



Overview and Scrutiny Management Board

Date **Friday 17 June 2016**
Time **9.30 am**
Venue **Council Chamber, County Hall, Durham**

Business

Part A

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

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on the 22 March 2016 (Pages 1 - 6)
4. Declarations of interest, if any
5. Update on the Delivery of the Medium Term Financial Plan 5 - Report of Assistant Chief Executive (Pages 7 - 10)
6. Update on the Future Arrangements for the Durham Light Infantry (DLI) Collection - Report of Corporate Director, Neighbourhood Services (Pages 11 - 14)
7. Quarter Four 2015/16 Performance Management Report - Report of Assistant Chief Executive (Pages 15 - 116)
8. Overview and Scrutiny Annual Report 2015/16 - Report of Assistant Chief Executive (Pages 117 - 138)
9. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 139 - 146)
10. Update in relation to Petitions - Report of Head of Legal and Democratic Services (Pages 147 - 160)
11. Information update from the Chairs of the Overview and Scrutiny Committees - Report of Assistant Chief Executive (Pages 161 - 166)
12. 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
9 June 2016

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

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

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

Faith Communities Representatives:

Parent Governor Representatives:

Mr R Patel

Contact: Jackie Graham

Tel: 03000 269704

DURHAM COUNTY COUNCIL

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

At a Meeting of **Overview and Scrutiny Management Board** held in Committee Room 1A, County Hall, Durham on **Tuesday 22 March 2016 at 9.30 am**

Present:

Councillor J Armstrong (Chairman)

Members of the Committee:

Councillors P Stradling, E Adam, A Batey, R Bell, H Bennett, D Boyes, K Corrigan, R Crute, S Forster, B Graham, J Hillary, P Lawton, J Lethbridge, M Nicholls, C Potts, L Pounder, M Simmons, W Stelling, J Turnbull, S Wilson and G Holland (substitute for A Hopgood)

Also Present:

N Foster

1 Apologies for Absence

Apologies for absence were received from Councillors A Hopgood, T Nearney, J Robinson and A Shield.

2 Substitute Members

Councillor G Holland, substitute for Councillor A Hopgood.

3 Minutes

With the addition of the following amendment to item 4, paragraph 2 of the minutes from the meeting held on the 19 February 2016, the minutes of the meetings held on the 12 and 19 February 2016 were confirmed as a correct record and signed by the Chairman:-

“The Chairman referred to a request from Councillor M Wilkes asking if the Committee would consider an additional paper at the start of the meeting on his suggested proposals on savings within the budget report. The Chairman advised that this additional paper could not be considered, but that this information would be passed to the Cabinet portfolio holder following the meeting”.

Referring to points raised from the minutes of the meeting held on the 12 February 2016, the Head of Planning and Performance provided the following updates:-

- Item 6 paragraph 8 – regarding delays to EU funding, an agreement had now been signed and work would start to promote and deliver the youth initiative employment programs;

- Item 8 paragraph 5 – an update on the County Durham was scheduled to be presented to Cabinet on 6 April 2016 and the timetables and process would be presented to Cabinet in June 2016.

4 Declarations of interest

There were no declarations of interest.

5 Update on the Delivery of the Medium Term Financial Plan 5

The Board considered a report of the Assistant Chief Executive that provided an update on the progress made at the end of December 2015 on the delivery of the 2015/16 Medium Term Financial Plan (MTFP5) (for copy see file of minutes).

The Head of Policy and Communications reported that the MTFP5 was agreed by Council in February 2015 and for 2015/16 the savings target was just over £16m. This forms part of the overall savings target for the period from 2011/12 to 2019/20 of around £257m.

By the end of December 2015 over 90% of the savings target for MTFP5 had been met with £14.6m of savings having been achieved which amounts to the total savings delivered since April 2011 to over £151m with £1.7m left to achieve by the end of the year.

Resolved:

That the information contained in the report and the progress made in delivering the MTFP5 be noted.

6 Update on the Future Arrangements for the Durham Light Infantry (DLI) Collection

The Board considered a report of the Assistant Chief Executive that provided an update on the implementation of future arrangements for the Durham Light Infantry (DLI) collection. A presentation was given by the Head of Culture and Sport (for copy of report and slides, see file of minutes).

The Head of Culture and Sport gave a detailed presentation highlighting the following areas:-

- Previous Decision and timetable;
- Delivery of MTFP Savings;
- Building Decant Progress;
- Staffing Update;
- Development of Agreements and Partnership;
- Management of Risks;
- Update on New Offer;
- Future Programme and Next Steps.

The Head of Culture and Sport responded to a question from the Chairman regarding plans for securing the building. He explained that the process would be in two phases, the

first stage would be to close the building to the public but still allowing staff access to remove collection items. Once all the items were cleared, the building would then be secured.

In response to a query from Councillor R Bell, the Head of Culture and Sport advised that members would have an opportunity to tour the research and study facilities and added that they would be invited to events such as the Somme exhibition and would be able take part in dress rehearsals for the WW1 experience.

The Head of Culture and Sport replied to concerns from Councillor R Bell regarding the storage of fabric items. He advised that textile items go through a professional cleaning and freezing process before being stored. He added that the facility had operated and stored other collection items for many years and assured that objects being stored met an accreditation standard.

Councillor Boyes expressed concerns regarding value for money during the cross over period. He commented that he had recently visited the DLI Museum and found that a number of items were not working and some rooms had been closed, however, visitors were still charged full price. He asked that a reduced rate be considered. The Head of Culture and Sport advised that he would look into the matter as it was intended for the facility to be operating fully, with the only unavailable objects being those used for the Somme exhibition.

In response to a query from Councillor Holland regarding the contents of the art gallery and the commemorative stone, the Head of Culture and Sport advised that the grounds would remain in situ and the gallery, which was a fully funded art programme, would be found a permanent location as well as having the opportunity to take exhibitions around the County. A programme was expected to be announced by July 2016. Councillor Foster added that once the building was vacant it would be declared surplus and would then be offered to other services. He assured that there were no plans for a hotel or housing development on the site.

Responding to comments from Councillor Hillary regarding invitations to events, Councillor Foster explained that the aim was to reach out to as many people as possible and confirmed that ex-servicemen, the DLI association and save the DLI campaigners would be invited to preview events.

Councillor Lethbridge enquired if there would be similar facilities at the new location for visitors to contemplate and reflect on the many contributions and sacrifices that were made. The Head of Culture and Sport responded that the programme encouraged reflection and advised that there were a number of areas at the palace green location. He added that the research and study centre was child friendly and had designated areas to view collection items.

Resolved:

That the information contained in the report and presentation be noted.

7 Quarter Three 2015/16 Performance Management Report

The Board considered a report of the Assistant Chief Executive which presented progress against the council's corporate basket of performance indicators (PIs), Council Plan and service plan actions and reported other performance issues for the third quarter of the 2015/16 financial year, covering the period October to December 2015. A presentation was given by the Head of Planning and Performance (for copy of report and slides, see file of minutes).

In response to a question from Councillor Hillary regarding how the employment theme targets were determined, the Head of Planning and Performance explained that they were in the process of working with service areas to look at the range and balance of targets ensuring they were achievable as well as challenging.

Councillor R Bell referred to the obesity figures and asked if a breakdown could be provided on overweight, obese and dangerously obese figures.

Councillor Holland commented that sports and leisure should be accessible and affordable to all as this can save on health budgets in the long run, and that this should be embedded into the health programme. The Head of Planning and Performance responded that this is done to some extent in the Council Plan.

Councillor Adam enquired if the performance of NHS Health Checks was related to resources and asked if it was possible to be provided with an age group breakdown for suicide rates.

Councillor Wilson referred to Health and employment figures and noted that results were still below national average. In particular that children of deprived families were not eating adequately and asked if anything was being done regarding children receiving breakfast at school. Councillor Potts advised that breakfast clubs were well attended during term time but advised that there were issues during school holidays. Councillor Graham expressed concern for families having to rely on food banks that were not monitored for nutritional value. The Head of Planning and Performance advised that food bank interventions were intended as a short term solution and agreed that cheaper food was likely to be less healthy. The poverty working group were looking at holiday hunger and the link between diet and deprivation which also links into the Children and Young People Overview and Scrutiny Committee reviews of the take up of free school meals and holiday hunger.

Resolved:

That the information contained in the report be noted.

8 Council Plan and Service Plans 2016- 2019

The Board considered a report of the Assistant Chief Executive that provided a draft Council Plan for 2016-19 for consideration and comment before being submitted for approval by Council on 13 April 2016 (for copy see file of minutes).

The Head of Planning and Performance reported that this year, as agreed in principle by Cabinet in November 2015, it was proposed that the existing three year Council Plan be

updated and rolled forward a year, with a more fundamental review to take place next year in line with a refresh of the Sustainable Community Strategy.

An additional theme of an Altogether Better Council had been developed for the Council Plan to capture the corporate initiatives that the council has identified that it wants to undertake in order to enable achievement against the five priority themes. A small number of additional changes brought forward by services and partnerships and the final framework were detailed in Appendix 2 of the report.

In response to a query from Councillor R Bell regarding how the Combined Authority and EU referendum would affect the plan, the Head of Planning and Performance advised that the plan was a living document and would be adjusted as required.

Resolved:

- (i) That the content of the draft Council Plan as approved by Cabinet on the 16 March 2016, prior to submission to full Council be noted;
- (ii) That the content of the draft service plans be noted.

9 Notice of Key Decisions

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

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

- The North East Combined Authority Devolution Deal - moved from the 16 March and would be considered at a special meeting on the 23 March 2016;
- The County Durham Plan – Next Steps report had been added to the plan for 6 April and members were aware that the Draft County Durham Plan was scheduled for June 2016;
- 2017/18 General Fund Revenue and Capital Budget MTFP 7, Council Plan, Service Plans and Local Council Tax reduction scheme – new to the plan for July 2016.

Resolved:

That the information contained in the report be noted.

10 Appointment of non-statutory, non-voting Overview and Scrutiny Co-optees

The Board considered a report of the Assistant Chief Executive that requested to re-appoint the current serving non-statutory, non-voting co-optees for a further 2 years (for copy see file of minutes).

Resolved:

- (i) That the extension of the term of appointment of existing non-statutory, non-voting co-optees for a further 2 years in accordance with paragraph 5 of the protocol in Appendix 2 of the report be agreed;
- (ii) That a fundamental review of the appointment arrangements for non-statutory, non-voting co-optees be undertaken in 2018 be agreed.

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

The Board considered a report of the Assistant Chief Executive that provided an update of overview and scrutiny activity from February to March 2016 (for copy see file of minutes).

Resolved:

That the information contained in the report be noted.

The Chairman agreed that in order to keep members informed, the next items of business could be reported.

12 MJ Local Government Awards 2016

The Head of Planning and Performance informed the Board that Durham County Council had been shortlisted with 5 other Authorities for the MJ Local Government Awards for Excellence in Governance and Scrutiny.

13 Academisation

In response to concerns from Councillor R Bell regarding the recent announcement on enforceable academisation, the Chairman asked that the Head of Education provide clarification on government proposals and the future role of the local education authorities as there was a great deal of uncertainty. The Head of Planning and Performance advised that academisation would be included in the regular update report on implications of the government's policy programme.

Overview and Scrutiny Management Board

17 June 2016

Cabinet

15th June 2016

Update on the delivery of the Medium Term Financial Plan 5



Report of Corporate Management Team

Lorraine O'Donnell, Assistant Chief Executive

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

Purpose of the Report

- 1 This report provides confirmation that the 2015/16 Medium Term Financial Plan (MTFP5) has been successfully delivered.

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 MTFP5 was agreed by Council in February 2015 and set a savings target of just over £16 million for 2015/16. The overall savings requirements for the period from 2011/12 to 2019/20 is £257 million.

Progress to date

- 4 Through the robust approach we continue to take in managing the programme to deliver the savings required, the plans for 2015/16 have now been successfully delivered. With all of the savings delivered to the end of March 2016, since 2011 we have now made over £153 million of savings.
- 5 £1.7 million of savings were made during the last quarter of 2015/16 to deliver MTFP5, mainly from proposals that had already been put in place during the year including: children's centres; looked after children care provision; restructuring of environmental health and consumer protection; street lighting's 'invest to save' programme; and a review in finance.

Consultation

- 6 There were no consultations relating to MTFP5 during this last quarter. However consultation took place on charges for adult care provision and youth support delivery which both relate to MTFP6 proposals.

HR implications

- 7 In the fourth quarter of 2015/16 we accepted 55 ER/VR applications, made 10 employees redundant and 10 vacant posts were removed from the establishment as a result of the MTFP proposals. As per our usual approach of delivering our savings early the majority of this activity relates to proposals that will help deliver the savings for MTFP6.
- 8 During 2015/16 170 people left via ER/VR or VR, we have deleted 69 vacant posts and unfortunately made 26 people redundant.
- 9 Since 2011 a total of 1073 ER/VR applications have been accepted, 507 vacant posts deleted and 529 compulsory redundancies made.
- 10 Data relating to staff leaving through voluntary redundancy and early retirement during this quarter showed that 65% were female and 35% were male. While the number of leavers is relatively small these proportions are broadly comparable with the overall workforce profile. In terms of disability 75% did not disclose whether or not they had a disability, 4% said they were disabled and the remaining 21% of leavers said they did not have a disability. Figures were too low to report on ethnicity.
- 11 For compulsory redundancies 67% were female and 33% male with nobody disclosing a disability. The number of compulsory leavers was low and there is insufficient disclosed ethnicity data to report upon.
- 12 The Council continues to support employees affected by the MTFP savings plans and during this quarter we have found a further 4 employees alternative employment through the Council's redeployment process. The total number of staff who have been redeployed is well over 400 since the process started.
- 13 Up to the end of March 2016 we have over 150 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. We recently sent out a further request to staff for expressions of interest in early retirement and voluntary redundancies, should they be considering this in the future.

Equality Impact Assessments

- 14 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 ahead of the budget setting decision in February 2015. They are updated during the year to take account of consultation responses and additional evidence and the updates also include information on any mitigating actions.
- 15 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

- 16 With the Government's austerity programme due to continue for several more years, the Council remains in a strong position to meet the ongoing financial challenges and our robust management process supporting the MTFP ensures we remain ahead of the savings target requirements.
- 17 The Council has delivered all of the savings planned for 2015/16 through MTFP5 which brings the total savings made since 2011 to over £153million.
- 18 Work is now underway implementing the plans for delivery of MTFP6 which will deliver a further £28.3million of savings by the end of March 2017.

Recommendations

- 19 Members are recommended to note the contents of this report and the progress made in delivering MTFP5.

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

Appendix 1: Implications

Finance – The delivery of the MTFP involves cumulative saving of approximately £257million over the period from 2011 to 2020 of which over £153million has been delivered to date.

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 2,518 posts from the Authority will mean a requirement for less accommodation and the Office Accommodation Team has built this into the Office Accommodation Strategy.

Crime and Disorder – N/A

Human Rights – N/A

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

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

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

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

Overview and Scrutiny Management Board

17 June 2016



Update on the Future arrangements for the Durham Light Infantry (DLI) collection

Report of Oliver Sherratt, Corporate Director of Neighbourhood Services

Purpose of the Report

- 1 The purpose of the report is to provide members of the Overview and Scrutiny Management Board (OSMB) with an update on the implementation of future arrangements for the Durham Light Infantry (DLI) collection.

Background

- 2 Members of the Overview and Scrutiny Management Board (OSMB) at the special meeting held on 10th December, 2015 considered a report on the future arrangements for the Durham Light Infantry (DLI) collection.
- 3 One of the recommendations agreed at that meeting was:
 - a. That further detailed update reports be provided to the OSMB on the progress made against the implementation timetable for the new DLI collection management arrangements, the first of these to be considered after a period of three months from the date of this meeting and to include consideration of the new arrangement with both the University and the DLI Trustees regarding the future arrangements of the DLI collection.
- 4 The first of these updates took place on 22nd March 2016, and this is the second update to be presented to this meeting. This is in the form of a presentation which will include:
 - a. Previous Decision and Background
 - b. Project Delivery
 - c. DLI Collection Update
 - d. Wider DLI/WW1 Programme
 - e. Next Steps

Recommendations

- (i) Members of the Overview and Scrutiny Management Board are asked to note and comment upon the information provided in the report and during the presentation.

Background papers:

Special Overview and Scrutiny Management Board – 10 December 2015 – Agenda minutes and Joint Report of the Assistant Chief Executive and Director of Neighbourhood Services

Contact: Steve Howell, Head of Culture and Sport, Neighbourhood Services
Tel: 03000 264577

Appendix 1: Implications

Staffing – N/A

Risk – N/A

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

Accommodation – N/A

Crime and Disorder – N/A

Human Rights – N/A

Consultation – N/A

Procurement – N/A

Disability Issues – N/A

Legal Implications – N/A

This page is intentionally left blank

Overview and Scrutiny Management Board**17 June 2016****Quarter Four 2015/16
Performance Management Report**

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

Purpose of the Report

1. To present progress against the council's corporate basket of performance indicators (PIs), Council Plan and service plan actions and report other performance issues for the 2015/16 financial year.

Background

2. The council has delivered £153.2 million of financial savings since the beginning of austerity and these savings are forecast to exceed £258 million by 2019/20. Despite this, demand for some of our key services has increased over the year such as looked after children cases, freedom of information requests received and processing of benefit change of circumstances. However, it is encouraging to note that there have been some reductions in demand placed on some of our services. The number of incidents of fly-tipping being reported has continued to reduce although more incidents were reported at quarter four. Fewer new benefit claims required processing and face-to-face customer contacts and telephone calls received are reducing as people are contacting us in other ways such as email and through the web. Other reductions have been observed with fewer people rehoused and overall planning applications have reduced.
3. Against this backdrop of reducing resources and changing demand it is critical that the council continues to actively manage performance and ensure that the impact on the public of the difficult decisions we have had to make is minimised.
4. The report sets out an overview of performance and progress by Altogether priority theme. Key performance indicator progress is reported against two indicator types which comprise of:
 - a. Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners (see Appendix 3, table 1); and
 - b. Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence (see Appendix 3, table 2).
5. The corporate performance indicator guide provides full details of indicator definitions and data sources for the 2015/16 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.

6. For next year's reports work has been carried out by officers and members on developing the proposed indicator set and targets (see Appendix 5) to ensure that our performance management efforts continue to stay focused on the right areas. The suggestions raised by members of overview and scrutiny committees are appended to the report, including officer feedback and action that has been taken (see Appendix 6).
7. Members have recently raised specific issues of traffic lighting of performance indicators. We have therefore amended our traffic lighting system and introduced a 2% tolerance on direction of travel similar to that applied to variance from target. Detail of the change is outlined in Appendix 2.

Executive Summary

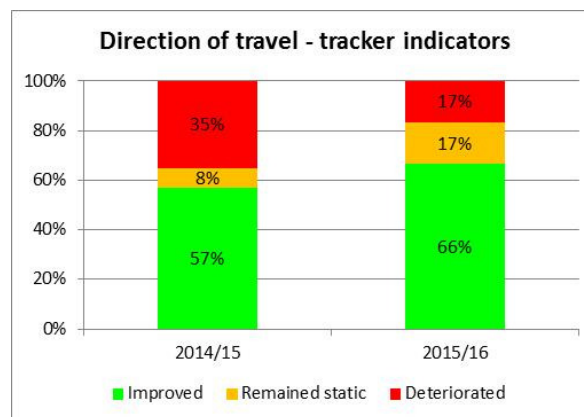
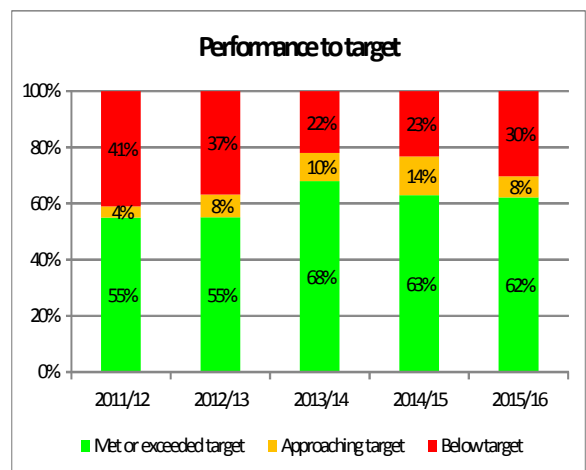
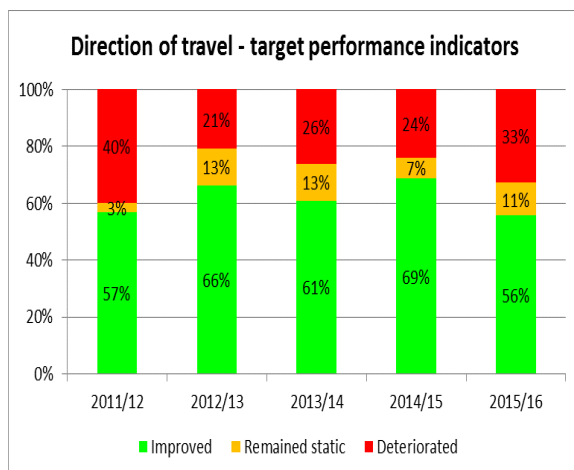
Overview

8. Throughout 2015/16 we have improved or maintained performance in 67% of our key target performance indicators compared with 76% in 2014/15.

70% of our target indicators were approaching, meeting or exceeding target compared to 77% in 2014/15.

Performance for tracker indicators is more positive with 83% improved or maintained compared to 65% in 2014/15.

93% of Council Plan actions have been achieved or are on target to be achieved by the deadline, the same proportion as in 2014/15.



Key performance messages for 2015/16

9. Over 2015/16 the employment rate has been declining and although a slight improvement is recorded at quarter four the rate still remains worse than national levels. There has been significant improvement in housing development as well as planning applications determined in deadline. Occupancy levels of Business Durham premises (which include industrial office, business parks & NETPark) have risen and town centre shop occupancy remains stable although council lets (retail, commercial and investment premises) have fallen. Child safeguarding measures show we have fewer children with a child protection plan although the rate of looked after children has increased in line with national trends. Performance in child assessments and review timeliness is positive. Challenges are ongoing in relation to the health of the county with mortality rates, recorded

diabetes and breastfeeding prevalence all worse than national levels and the local target for adults receiving a NHS check being missed. Successful completions for drug and alcohol treatment continue to decline. Crime levels continue to be low, anti-social behaviour levels have reduced and there are fewer young offenders, although the re-offending rate (including adults and young people) continues to increase. Our street and environmental cleanliness is better than average and the highest priority of carriageways and footpaths are repaired within deadline. Ongoing improvement issues continue in relation to the rate of employee appraisals and sickness levels remain challenging.

Key performance messages from data released this quarter

10. Following a decline in the employment rate for the past three quarters, the number of people in employment improved slightly this quarter. However the employment rate is worse than the corresponding period last year and the England and North East averages. The number of 18 to 24 year olds claiming out of work benefits has improved over the past year. There has also been a significant reduction in the number of long term Job Seeker's Allowance claimants. Apprenticeship starts through council funded schemes continue to fall due to limited funding, although local authority funded apprenticeships sustained for 15 months and the percentage of 16 to 18 year olds in an apprenticeship has increased. The introduction of the apprenticeship levy may impact on future performance.
11. There has been significant improvement in housing development with increased numbers of net home completions and homes completed in and near major settlements, including Durham City. Private sector properties improved through local authority intervention exceeded last year's total, however failed to achieve the annual target. The numbers of affordable homes completed and empty properties brought back into use through the empty homes programme exceeded their annual targets although numbers were less than last year. There has been a significant improvement in the percentages of major and overall planning applications determined in time.
12. Occupancy of Business Durham premises (which include industrial office, business parks & NETPark) has risen since last year, resulting in additional income, although the percentage of properties let from the council's retail, commercial and investment portfolio has fallen. Shop occupancy levels in most town centres have improved compared to last year.
13. Corporate measures of child safeguarding show a reduction in the rate of children with a child protection plan, and re-referrals of children in need. The rate of children looked after has increased which reflects national trends. Child assessment and review timeliness is positive.
14. There are ongoing challenges in relation to health. Mortality rates are generally improving but remain worse than national levels and the proportion of eligible people receiving a NHS health check remains below target. Recorded diabetes prevalence remains worse than the national and regional averages and breastfeeding prevalence is in line with the North East but worse than national levels.

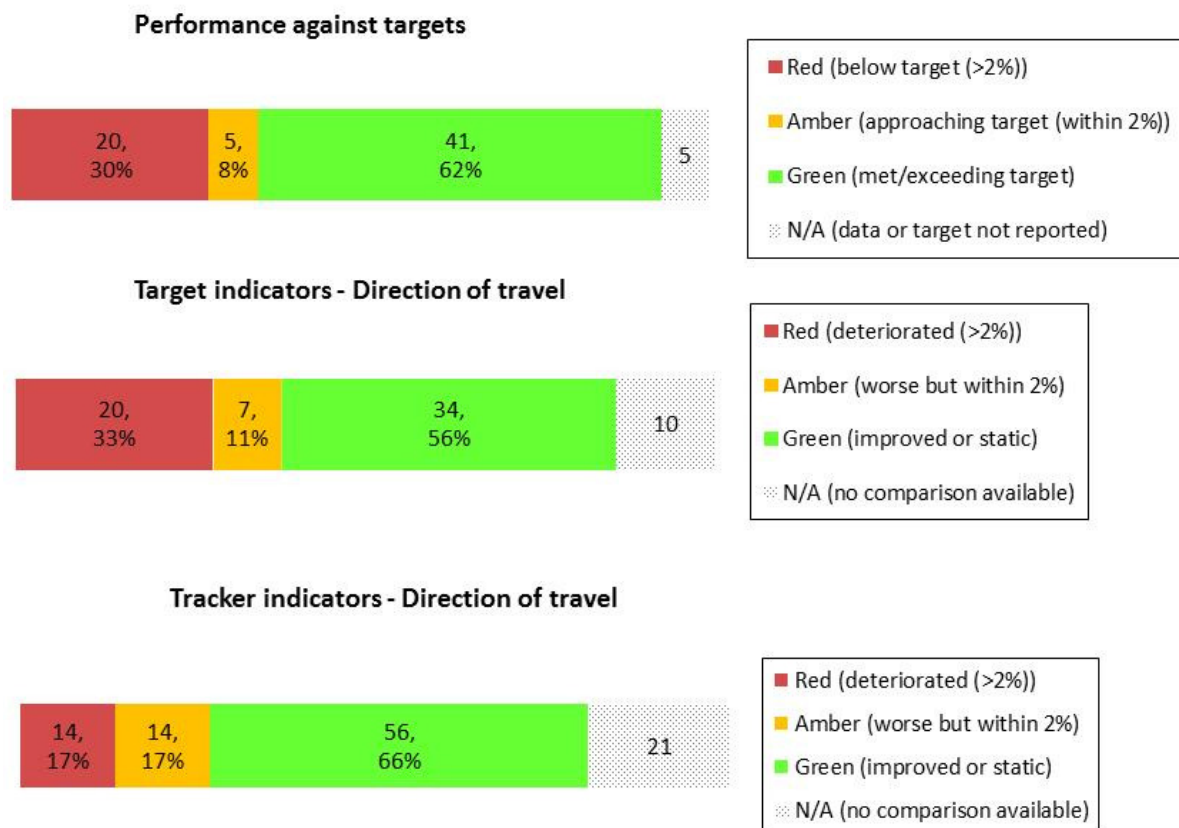
15. Mothers smoking at time of delivery has improved but remains worse than national and regional levels. The current Stop Smoking Service is on track to treat 6% of the smoking population by the end of 2015/16. Successful completions for alcohol treatment and drug treatment for opiates continue to decline and miss targets.
16. Anti-social behaviour levels continue to decrease and crime levels continue to be the lowest in our comparator group despite being affected by changes in recording practices, leading to an increase for 2015/16. The re-offending rate continues to increase although the number of young offenders, including first time entrants to the youth justice system and young re-offenders continue to reduce.
17. Key environmental indicators are very positive with levels of street and environmental cleanliness better than national averages despite a deterioration compared to last year. Household waste re-used, recycled or composted exceeded target but has deteriorated slightly in line with expectations. Actionable defects on carriageways and footways repaired within timescales were close to target.
18. The council's performance in relation to the Altogether Better Council theme shows improvement in customer services in terms of call handling and dealing with face to face contact and good progress continues with income collection, invoice payment and benefits processing performance. The appraisal rate improved but was below the target and responding to Freedom of Information and Environmental Information Regulations requests was in line with last year although remains below national target. Sickness absence improved but levels were outside the target and remain challenging.

Volume of Activity

19. Over 2015/16 the council has seen reductions in demand for a number of frontline services. There has been a fall in the number of customer visits at customer access points, aided by the appointments system which has reduced repeat visits as customers are informed of the documentation they need to bring with them. Reductions are also observed in the number of new claims for both housing benefit and council tax reduction although all saw slight increases at the end of the year. 2014/15 saw rising levels of children in need referrals but these have reduced for this year, particularly at the end of the year. The number of re-referrals has shown a similar pattern. There has been a fall in planning applications and fly-tipping incidents as well as households re-housed through Durham Key Options. Increases in demand have been observed in looked after children throughout 2015/16. This is in line with national trends. Processing of benefit changes in circumstances and the number of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests received have increased compared to 2014/15.

Overall Performance of the Council

Key Performance



20. In 2015/16, 70% (46) of target indicators approached, met or exceeded targets and 67% (41) of target indicators improved or remained static. Performance in relation to tracker indicators, many of which reflect the local economy, showed 83% (70) improving or remaining static compared to the same period last year.

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

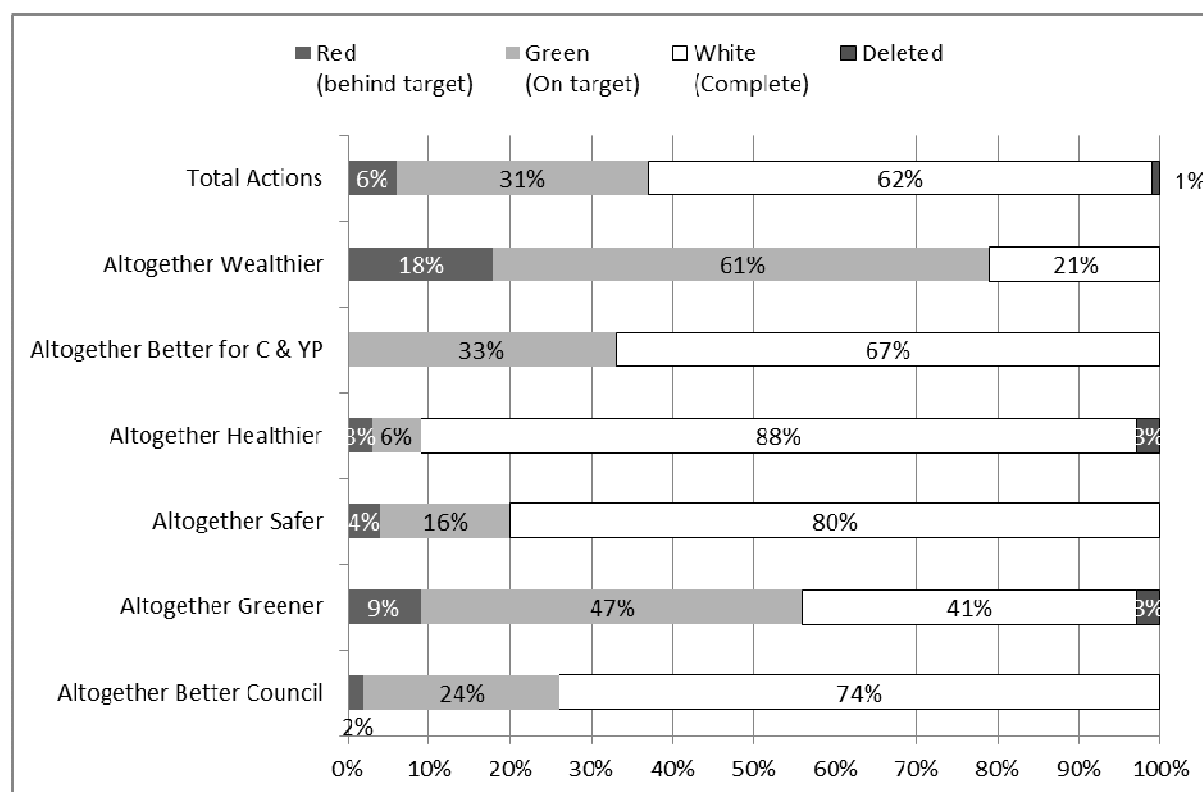
- i. Planning applications determined within deadline
- ii. Occupancy of Business Durham floor space and income this generates
- iii. Private sector properties improved through local authority intervention
- iv. Home completions including those near major settlements and in Durham City
- v. Council funded apprenticeships sustained for at least 15 months
- vi. 16 to 18 year olds not in education, employment or training
- vii. 18 to 24 year olds claiming out of work benefit
- viii. First time entrants to the youth justice system
- ix. Children with a child protection plan
- x. Teenage conception rates
- xi. Delayed transfers of care
- xii. Excess winter deaths

- xiii. Mortality from respiratory, cardiovascular and liver diseases
- xiv. Police reported incidents of anti-social behaviour
- xv. Alcohol related anti-social behaviour and violent crime
- xvi. Fly-tipping incidents
- xvii. Private sector properties benefiting from energy efficiency measures
- xviii. Supplier invoices paid within 30 days
- xix. Business and council tax collection rates
- xx. Freedom of Information requests responded to within deadline
- xxi. Staff performance appraisals
- xxii. Sickness absence

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

- i. Apprenticeships started through council funded schemes
- ii. Affordable homes
- iii. Employment rate
- iv. Rate of looked after children
- v. Permanent admissions to residential or nursing care
- vi. Successful alcohol treatment completions
- vii. Successful drug treatment completions
- viii. Re-offending rates
- ix. Overall crime
- x. People killed or seriously injured in road traffic accidents
- xi. Municipal waste diverted from landfill
- xii. Energy produced from municipal waste sent to the energy from waste plant
- xiii. Household waste re-used, recycled or composted
- xiv. Levels of litter, detritus and dog fouling
- xv. Feed in tariff installations

Progress against Council Plan Actions - Quarter Four 2015/16



23. Overall performance in the final quarter of 2015/16 shows that 61% (121 out of 199) of actions have been completed and 32% (65 actions) are on target to be achieved by the deadline. 6% (12 actions) did not meet target and 1% (one action) has been deleted. Further details of these actions are highlighted throughout the report. The Altogether Healthier theme has achieved the highest percentage of actions completed (88%). The Altogether Wealthier theme has the highest percentage behind target (18%), which amounts to six actions.

Service Plan Actions

Service grouping	Total number of Service Plan Actions	Number of actions met or exceeded target	% of actions met or exceeded target	Number on target	% of actions on target	Number behind target	% of actions behind target	Deleted	% of actions deleted
ACE	70	50	71%	17	24%	3	4%	0	0%
CAS	109	92	84%	14	13%	2	2%	1	1%
NS	117	72	62%	30	26%	13	11%	2	2%
RED	95	25	26%	48	51%	21	22%	1	1%
RES	97	68	70%	23	24%	6	6%	0	0%
Total	488	307	63%	132	27%	45	9%	4	1%

Source: Service monitoring data

24. Overall, 90% of service plan actions have either been achieved or are on target to be achieved by the deadline. Actions which did not meet target equate to 9%. The Children and Adults (CAS) service grouping had the highest percentage of actions achieved or on target (97%). The Regeneration and Economic Development service grouping (RED) had the highest percentage of actions

behind target (22%, 21 actions). This is followed by Neighbourhood Services service grouping (NS) (11%, 13 actions).

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

Risk Management

26. 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.

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

- 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.

28. As at 31 March 2016, there were 23 strategic risks, one less than as at 31 December 2015. One risk has been removed. The following matrix categorises the strategic risks according to their net risk evaluation as at 31 March 2016. To highlight changes in each category during the last quarter, the number of risks as at 31 December 2015 is shown in brackets.

29. Corporate Risk Heat Map

Impact					
Critical	1 (1)		2 (2)		1 (1)
Major		2 (3)	7 (6)		
Moderate			7 (7)	3 (4)	
Minor					
Insignificant					
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks 

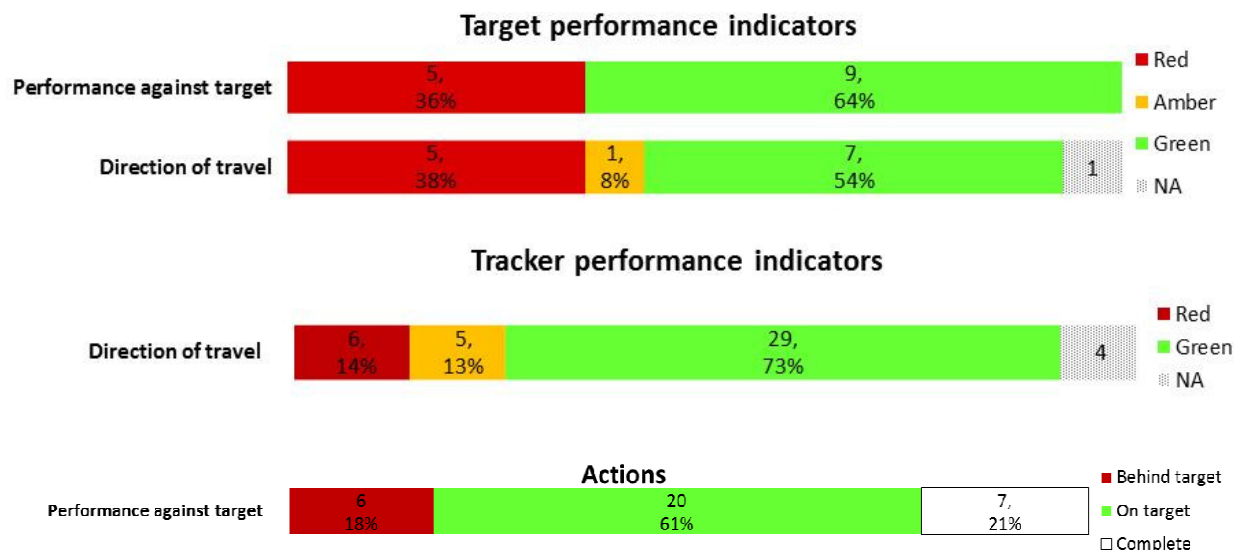
30. The risk that the council will not be able to maintain its non-educational and non-housing buildings to industry standard has been removed from the register this quarter as this is now being monitored as business as usual (Neighbourhood Services).

This is due to management of the risk by the service as mitigating actions have been completed to reduce risks to a level where management now consider existing controls to be adequate.

31. At a corporate strategic level, key risks to the council, with their respective net risk evaluations shown in brackets, are:
 - a. If there was to be slippage in the delivery of the agreed Medium Term Financial Plan savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses (critical/ possible)
 - b. Ongoing Government funding cuts which now extend to at least 2019/20 will continue to have an increasing major impact on all council services (critical/ highly probable)
 - c. If we were to fail to comply with Central Government's Public Services Network Code of Connection criteria for our computer applications, this would put some of our core business processes at risk, such as revenues and benefits, which rely on secure transfer of personal data (critical/ possible).

32. The implementation of additional mitigation on a number of risks has enabled the council to improve performance, decision-making and governance, and this is detailed in the relevant sections of the report.

Altogether Wealthier: Overview



Council Performance

33. Key achievements this quarter include:

- a. There have been significant improvements in the processing time of planning applications within deadline. Major planning applications increased from 68% at quarter four 2014/15 to 96.8% this quarter, against a target of 75%. Performance is better than the latest national and nearest statistical neighbour benchmarking (81% and 89% respectively for October to December 2015) and is at the highest level since this was recorded in 2011/12. Overall planning applications determined within deadline have also improved, from 79.1% at quarter four 2014/15 to 93% this quarter, exceeding the 87% target. Performance is at the highest level since this was recorded in 2012/13. The number of major planning applications fell from 151 in 2014/15 to 140 in 2015/16 (Appendix 4, chart 1) and overall planning applications fell from 2,883 to 2,716 (Appendix 4, chart 2).
- b. This quarter 26 properties have been brought back into use through the empty homes programme, bringing the annual total to 177. Performance is better than the target (120), although it is slightly less than last year (199). Properties continue to be brought back into use through a number of means including negotiating with property owners, brokering contact with investors, providing financial assistance and working with registered providers. In particular, the demand for interest free loans remains high.
- c. During 2015/16, 262 affordable homes were completed, achieving the annual target (250). Fewer affordable homes were completed than in 2014/15 (347) due to legislation changes reducing grant levels. This reduced the development capacity of registered providers and resulted in only five affordable homes being completed this quarter.
- d. Occupancy of Business Durham premises (which include industrial office, business parks & NETPark) has risen from 79.1% at March 2015 to 87.5% at March 2016, exceeding the target (79%). The biggest increases were for industrial properties, with demand for offices remaining constant. The

increased occupancy has been reflected in additional income with £932,088 being invoiced this quarter, exceeding the £770,000 target. Income generated has increased from £3,254,000 in 2014/15 to £3,302,634 in 2015/16 however it is recognised that there is a need to incentivise to attract tenants. The percentage of properties let from the council's retail, commercial and investment portfolio has fallen from 82% at quarter four 2014/15 to 74% this quarter and failed to achieve the 80% target.

- e. Final data confirms that the overall success rate of adult learning, funded through the Skills Funding Agency, was 93.2% for the 2014/15 academic year. This is better than the target of 88%, performance of the previous year (87%) and national (87%) and North East (83.6%) rates.
- f. Tracker indicators show:
 - i. There have been significant improvements in housing development during 2015/16 compared to 2014/15.
 - 246 net homes were completed this quarter to bring the annual total to 1,343. This is a 24% increase on last year (1,083) and is the highest number of annual completions since 2008/09 (1,426).
 - 20 homes were completed in Durham City this quarter, resulting in an annual total of 101. This was a 152% increase from 40 in 2014/15 and is the highest number of annual completions since 2010/11 (281).
 - 54% (132) of homes completed during quarter four were in or near major settlements, which increased from 41% (474) in 2014/15 to 48.2% (654) in 2015/16.
 - ii. Over this year 14,083 clients have accessed the Housing Solutions Service. Clients accessing the service have increased steadily, from 2,042 in quarter one to 4,866 in quarter four. This is despite two schemes ending during quarter four. Various initiatives have contributed to this increase including briefing sessions to raise awareness of the Warm and Healthy Homes Programme, Help for Single Homeless Project, advice and assistance with home improvements, targeted work and an increase in clients contacting the service through the online wizard for self-help. Due to the increase in clients accessing the service, the number of homeless preventions has also increased steadily from 276 in quarter one to 357 in quarter four, with an annual total of 1,298 preventions. The number of statutory homelessness acceptances improved, reducing from 187 in 2014/15 to 131 in 2015/16. Cases are being dealt with more quickly at presentation stage and only appropriate cases are being passed to the Homeless and Prevention Team where staff have more time to carry out complex casework.
 - iii. The number of registered businesses in the county has increased 8.2% from 15,155 in 2014/15 to 16,400 in 2015/16. Micro units make up

81.3% of this figure which is comparable to the picture across the region (79.9%).

- iv. Business Durham engaged with 1,238 businesses during 2015/16, 74 more than in 2014/15 (1,134). Over 120 projects have been identified as a result of engagement which included support for individual companies and engagement through business park communities and networking events. Supporting the established business networks included:

- Peterlee Business Park held three events during the quarter, Network with Your Neighbour, Funding for Your Business and a launch event for the National Apprenticeship Company; all were well attended.
- Drum Business Park Group has grown with a number of new members attending the networking meeting in March.
- The Aycliffe Business Park Community Make Your Mark Awards event took place in February with over 200 attendees. At the event, the creation of a limited company for the business park community was formally announced.

Business Durham also handled 1,129 enquiries (which depends on businesses contacting them) during 2015/16, although this was less than 2014/15 (1,202).

- v. Compared to last year occupancy rates of retail units improved in eight of the twelve town centres as at January 2016, with an increase of 9% in Newton Aycliffe. Slight decreases were recorded in Consett, Crook, Peterlee and Spennymoor. Five town centres are equal to or better than the national average of 91%, with a further four town centres within 4% of the national average. Details are provided in the following table:

Town Centre	% occupancy at March 2015	% occupancy at March 2016	% change
Seaham	94	95	+1.1
Barnard Castle	91	92	+1.1
Consett	93	92	-1.1
Durham City	91	92	+1.1
Sildon	89	92	+3.4
Chester-le-Street	87	90	+3.5
Crook	90	89	-1.1
Stanley	88	89	+1.1
Spennymoor	88	87	-1.1
Peterlee	86	83	-3.5
Bishop Auckland	80	81	+1.3
Newton Aycliffe	67	73	+9

- vi. The percentage of 16 to 18 year olds who were not in education, employment or training (NEET) has improved. Further information is in the Altogether Better for Young People section of the report.

- g. Progress has been made with the Council Plan action to deliver pre-employability programmes to support people into work. Funding approval has been received for the £17million DurhamWorks Youth Employment Initiative scheme. The council is supporting partners to get systems into place for monitoring. During the last quarter the Youth Employment Programme has continued to deliver support to a higher number of young people (237 since April 2015) due to expansion into the Seaham, Bishop Auckland and Crook areas.
- h. Progress has been made with a key service plan action around Forrest Park (Business Park) in Newton Aycliffe. All outstanding land issues with the Church Commissioners have been resolved and the joint venture company between the council and the landowners has been established. All contracts for utilities and power infrastructure have been agreed and the planning application for the road junction and the power supply was granted in March 2016.

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

- a. There has been a significant reduction in apprenticeships started through local authority funded schemes with only nine starts between October and December 2015 (latest data) against a target of 50. Between April and December, 54 apprenticeships were started compared to 321 for the same period last year, as funding has been exhausted. Additional funding has been identified for 2016/17 therefore it is hoped that the number of apprenticeships will increase next year. However there has been a 123% increase in the number of local authority funded apprenticeships sustained at least 15 months, from 314 at quarter four 2014/15 to 699 at quarter four 2015/16, representing 75.6% of apprenticeships. As at 31 December 2015, 10.8% of 16 to 18 year olds were in an apprenticeship, which is an increase in comparison to the same period last year (9.5%). County Durham has a higher proportion of 16 to 18 year olds choosing to undertake an apprenticeship pathway than England (6.4%) and the North East (9.9%).
- b. During quarter four, 231 jobs were created or safeguarded as a result of Business Durham supporting projects with new or existing businesses. Although this has increased from 211 last quarter, performance remains considerably less than the quarterly target of 600. During 2015/16, 1,128 jobs were created or safeguarded which is below the annual target (2,400) and performance of last year (1,567). The 2015/16 targets were stretching and were based on evidence available at the time. The target has been reviewed for 2016/17, utilising better data which is now available. An additional 68.5 full time equivalent jobs were also created in 2015/16 through business improvement grants, with 45 businesses supported. The target of assisting 52 businesses was not achieved, due to a number of reasons including slow submissions of grant and/or planning applications and problems identifying suitable traders. Additional help is being considered to promote grant take up.
- c. The number of private sector properties improved through local authority intervention increased from 120 in quarter three to 191 this quarter to bring the annual total to 544. Although this is an improvement on last year's total (476), the annual target (599) was not achieved. An inspection programme

was put in place due to the launch of the landlord accreditation scheme and it transpired that fewer properties required improvements than anticipated.

d. Tracker indicators show:

- i. Following a decline in the employment rate for the past three quarters, the number of people in employment (228,000) improved slightly this quarter with the employment rate increasing to 67.4% (December 2015), an increase of 2,200 people. However the employment rate is worse than the corresponding period last year (68.7%) when 1,700 more people were employed. The County Durham rate remains worse than the England (73.9%) and North East (69.4%) averages.
- ii. In 2015, 38,800 people who were out of work wanted a job, which equates to 11.8% of the working age population. This is in line with the North East rate (11.8%) but worse than the England rate (9.4%). This is a considerable improvement from the same period last year (12.4%, 40,600 people) and is the lowest figure since information was recorded in 2013/14.
- iii. The number of Job Seeker's Allowance (JSA) claimants who have claimed for 12 months or more has fallen from 2,125 (27.8% of all claimants) at quarter four 2014/15 to 1,685 (27.7%) this quarter. Since September, new claimants who would previously have claimed JSA and are single with no children or dependants, will be claiming Universal Credit but this will not yet have impacted on the long term figure.
- iv. The number of 18 to 24 year olds claiming out of work benefits (which includes Universal Credit and JSA) has reduced from 2,190 at March 2015 to 1,865 at March 2016. This represents 4% of the resident population aged 18 to 24.

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

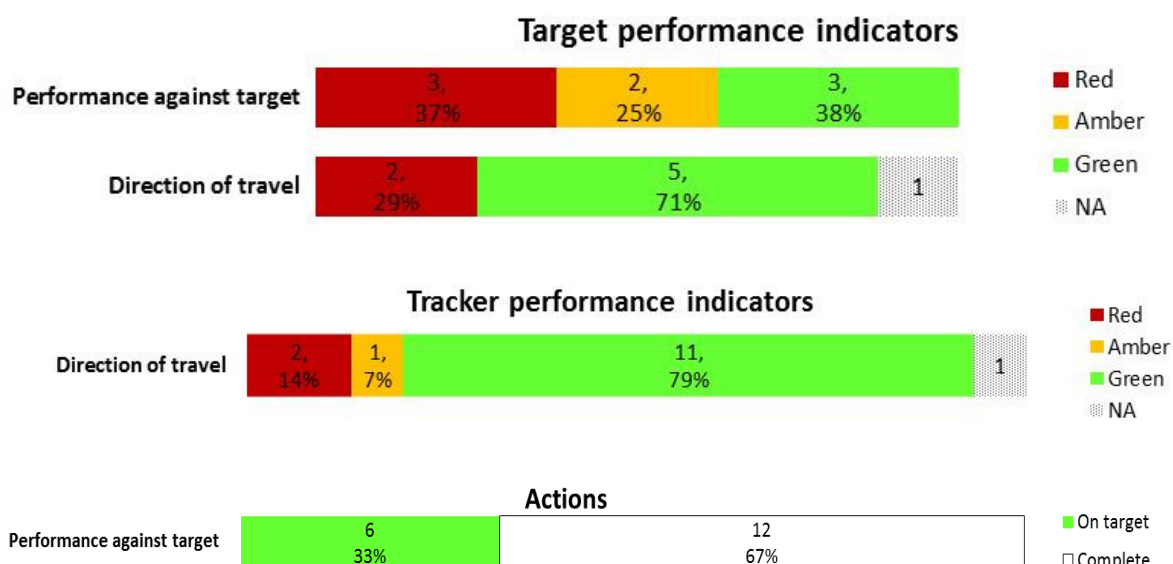
- i. The adoption of the County Durham Plan has been rescheduled to November 2018. The Local Development Scheme setting out the timetable and approach for the new County Durham Plan was agreed by Cabinet commencing with Cabinet Issues and Options in June 2016 and culminating in the submission of the County Durham Plan by December 2017.
- ii. Obtaining planning consent for the Western Relief Road in Durham was originally scheduled for March 2016. This is linked with the adoption of the County Durham Plan, which has been delayed. Dates for the project are yet to be determined and the funding profile needs to be amended with the Local Enterprise Partnership.
- iii. Supporting the development of a Heritage Lottery Fund (HLF) application to secure funding to fully restore the historic quay in Seaham and improve public access to facilities has been delayed from April 2016 until September 2016. This action has been behind target for the previous two quarters. The HLF public consultation will take

place during May/June 2016 and the consultation timescale has been revised because the scope of works had to be revisited.

- iv. Enabling the development of the Milburngate House site has been delayed from March 2016 to September 2016 as work is still progressing towards the submission of planning consent. The developer is still in pre-application discussions with the council as this is a complicated and significant development that requires detailed negotiations.
- v. Delivery of new car parking capacity at North Bondgate to support residents and increase tourists to Bishop Auckland has been delayed from December 2016 to March 2017. This action was also behind target last quarter. The proposed lease was agreed in March 2016 but further survey work is required before planning application can be submitted.

35. There are no key risks which require any mitigating action in delivering the objectives of this theme.

Altogether Better for Children and Young People: Overview



Council Performance

36. Key achievements this quarter include:

- a. Provisional data for 2015/16 show that 1,266 of 5,994 children in need referrals occurred within 12 months of the previous referral, which equals 21.1% (Appendix 4, chart 5). Performance is slightly worse than the target of 21% but is a reduction from 2014/15 (22.6%). Performance remains better than the published 2014/15 figures for all comparator groups.
- b. Provisional data for 2015/16 indicate that there were 161 first time entrants (FTEs) to the youth justice system (372 per 100,000 population). This is well within the target of 280 FTEs (648 per 100,000) and is a reduction from 192 FTEs (438 per 100,000) during the same period last year. The rate of FTEs is lower than in all three benchmarking groups.
- c. Tracker indicators show:
 - i. At 31 March 2016 there were 352 children subject to a child protection plan, which equates to a rate of 35.1 per 10,000 under 18 population. This is a reduction from 37.6 at the same point last year. The rate is better than the March 2015 England (42.9) and North East (59.5) averages.
 - ii. Both under 18 and under 16 conceptions have decreased. Under 18 conceptions have reduced by 17% from 293 in 2013 to 243 in 2014. This equates to a rate of 28.5 per 1,000 population, which is better than the North East average (30.2) but higher than the national rate (22.8). Under 16 conceptions have reduced by 29% from 65 in 2013 to 46 in 2014. This equates to a rate of 5.8 per 1,000 population, which is better than the North East average (6.5) but higher than the national rate (4.4).
 - iii. Data for November 2015 to January 2016 (national measuring period) indicate that 5.9% of 16 to 18 year olds were not in education,

employment or training (NEET), which relates to approximately 976 young people. This is an improvement when compared to 2014/15 (6.7%). This is in line with the North East (5.7%) and statistical neighbours (5.2%) but worse than nationally (4.2%).

- d. Additional service level child safeguarding measures on timeliness of assessments and reviews are provided this quarter and will be included in the corporate indicator set from the next reporting period. Latest provisional data for 2015/16 show positive performance in assessment and review timeliness as follows:
- i. First contact enquiries processed within 24 hours have increased from 75.3% in 2014/15 to 81.6% in 2015/16. All referrals to first contact are triaged with safeguarding referrals prioritised and processed within 24 hours. The majority of enquiries out of timescale are non-statutory referrals.
 - ii. Single assessments completed within 45 working days have also increased from 80.6% in 2014/15 to 84.2% in 2015/16. Performance is better than the latest national benchmarking (81.5%). Cases that are out of timescale are reviewed by managers.
 - iii. 93.9% of children subject to a child protection plan had all of their reviews completed within required timescales. Performance is a slight decrease when compared to last year (94.5%) but in line with latest national benchmarking (94%). All reviews have now taken place.
 - iv. The percentage of children looked after for 20 working days of more, who had their reviews completed within timescales is 94.1%. Performance is better than latest national benchmarking (90.5%). Managers continue to work closely to ensure all reviews are considered individually and do not go out of timescale wherever possible.
- e. Progress has been made with a number of Council Plan actions as follows:
- i. The review of the school nursing service for 5 to 19 year olds and implementation of an improved service has been completed. Harrogate and District NHS Foundation Trust commenced as the new 0 to 19 year olds service provider in County Durham from 1 April 2016, with a new service specification and all risks mitigated. This included a review of the 5 to 19 year olds school nursing service.
 - ii. To support the implementation of the Unintentional Injuries Strategy, injury profiles have been collated and shared (including accident and emergency attendances), with relevant partners to help plan and evaluate injury prevention programmes. A report on unintentional injuries, including benchmarking was considered by the Children and Families Partnership Board in April 2016 where it was agreed that the Unintentional Injuries Strategy required a refresh in light of new datasets being published.
 - iii. The Participation Plan Believe, Achieve and Succeed: Increasing the Participation of Young People in Learning has been updated to

increase the participation of young people in learning and reduce the number of young people NEET or not known.

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

- a. The recent Ofsted inspection report outlines many positive findings but the overall inspection judgement is 'requires improvement' and we accept there are some areas where further improvement is needed. Areas for improvement include case file recording, social work assessment and analysis and care planning. Inspectors found drift and delay in some children's cases. Performance information was found to be extensive and had resulted in some improved outcomes however some issues concerning the quality of social work practice and recording remain. Social workers were carrying too many cases in some teams as a result of recent staff shortages and some children and families were experiencing too many changes of social worker. Based on the feedback during the inspection a great deal of work is already underway to bring these areas up to a consistently 'good' standard.
- b. Data for October to December 2015 show that 18% of mothers (248 of 1,381) were smoking at the time of delivery. Performance is achieving the annual target (18.2%) and is an improvement on the same period in 2014 (18.3%). In County Durham, the rate was 14% in North Durham Clinical Commissioning Group (CCG) and 21.2% in Durham Dales, Easington and Sedgefield CCG. Whilst the rate is improving, it remains worse than the England average of 10.6% and the North East CCG average of 16.7%.

The number of pregnant women setting a quit date with the Stop Smoking Service has continued to rise since the implementation in 2013 of the babyClear pathway, the North East's regional approach to reducing maternal smoking rates. Between April and December 2015, this rose to 63% (114 of 181 women setting a quit date) compared to 55% (76 of 138) in the same period in 2014 and 46% in England.

Solutions4Health were commissioned as County Durham's new Stop Smoking Service from 1 April 2016. They will continue to work closely with maternity services ensuring the babyClear pathway continues and midwives refer pregnant smokers to the new service and aim to continue to decrease smoking at the time of delivery in County Durham.

- c. Tracker indicators show:
 - i. At 31 March 2016, there were 678 looked after children (LAC) in County Durham, which equates to a rate of 67.6 per 10,000 population. This is an increase from 62 (610 LAC) at the same point last year (Appendix 4, Chart 4). Latest benchmarking data, as at 31 March 2015, shows that Durham's LAC rate is lower than the North East average (82) and statistical neighbours (83.1) but higher than the national average of 60. The increase reflects a national trend. The population of children in care in England is at a 30-year high; a total of 69,540 children were in care at the end of March 2015. According to official statistics published by the Department for Education (DfE), the number of looked-after children is "*now higher than at any point since 1985*" (DfE, Children looked after in England (including adoption and care

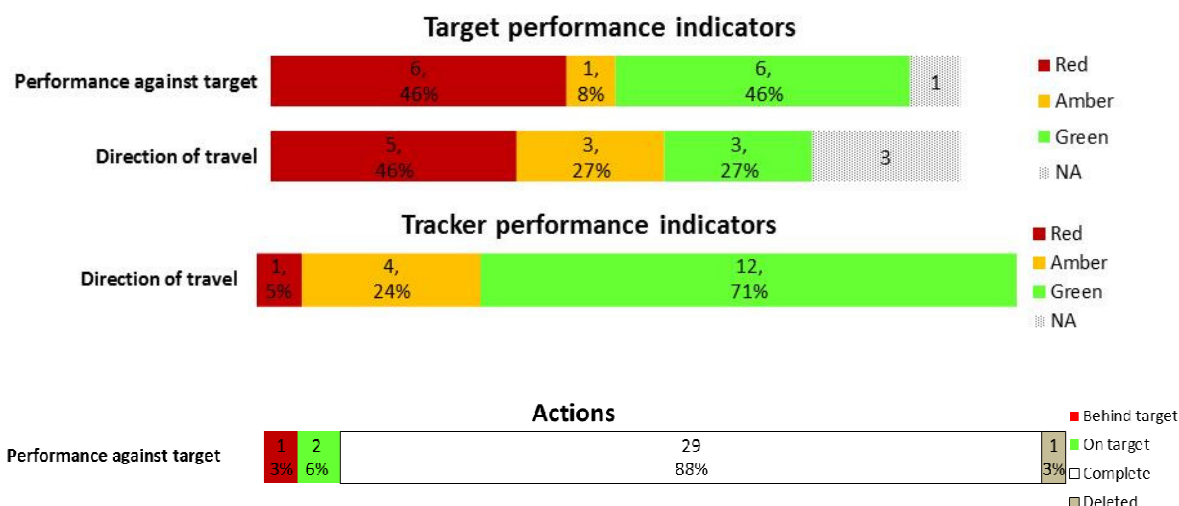
leavers) year ending 31 March 2015). The number of LAC continues to be monitored closely. Over 70% of LAC in County Durham have a plan of permanence and the LAC Reduction Strategy continues to be implemented.

- ii. Data for October to December 2015 show that 396 of 1,388 mothers were breastfeeding at six to eight weeks from birth. This equates to 28.5% which is a slight increase from 27.7% between October and December 2014 and is in line with the rate of 28.4% (April to June 2015) for the Durham, Darlington and Tees area team. It is however significantly worse than the England rate for April to June 2015 (45.2%).
- iii. Latest data show 186 of the 402 young people in the July 2013 to June 2014 cohort (cohort of young offenders who offended between July 2013 and June 2014) re-offended within 12 months of inclusion in the cohort, which equals 46.3%. The re-offending rate has increased when compared to the previous year (40.9%) and is higher than that in all comparator groups. As highlighted previously, there has been a significant reduction in the number of young people included in the Durham cohort. In 2005 there were 1,735 young people in the offending cohort compared to 402 in the current cohort. County Durham Youth Offending Service (CDYOS) are now dealing with young offenders who have more complex circumstances and entrenched behaviours.

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

39. There are no key risks which require any mitigating action in delivering the objectives of this theme.

Altogether Healthier: Overview



Council Performance

40. Key achievements this quarter include:

- a. Between April and December 2015, the Stop Smoking Service supported 1,973 people to quit smoking (2,091 per 100,000 smoking population). This is above the quarterly target of 1,852 (1,748 per 100,000) and is on track to achieve the 2015/16 target set to aim to treat a minimum of 6% of the smoking population, which equates to 2,774 quitters in 2015/16 (2,939 per 100,000).
- b. At 31 March 2016, 92.6% of adult social care users were in receipt of self-directed support (including direct payments). This is exceeding the target of 90% and all latest benchmarking data.
- c. During 2015, 2,122 people received a reablement service following their discharge from hospital. Of these, 1,850 (87.2%) remained living independently in their own home 91 days after their discharge. This is exceeding the target of 85.7% and all latest benchmarking data.
- d. Between April 2015 and February 2016, 91.6% of service users (1,294 of 1,412) responding to various adult care local surveys reported that the help and support they receive has made their quality of life better. This is a slight decrease from 92.6% in 2014/15 but is achieving the target of 90%.
- e. Tracker indicators show reductions in delayed transfers of care. In the eleven snapshot days between April 2015 and February 2016, 212 people were reported as being delayed during their discharge from hospital, resulting in a rate of 4.6 per 100,000 population. This is significantly better than the rate of 7.7 per 100,000 over 2014/15 and the 2014/15 national rate of 11.1. Only 51 delays were attributable to adult social care (either partially or entirely), resulting in a rate of 1.1 per 100,000 population. This is better than the rate of 1.5 over 2014/15 and the national rate of 3.7.
- f. Progress has been made with the following Council Plan actions:

- i. As part of the implementation of the Affordable Warmth Strategy Action Plan, which aims to address the impact of fuel poverty and target people who have a health condition, we have delivered briefing programmes for 156 health and social care staff in 2015/16 and managed 193 referrals from health and social care professionals during the same period.
- ii. The stop smoking service, to reduce tobacco related ill health, has been modernised and is now in place. The contract went out to tender in October 2015 and was awarded to solutions4Health who commenced the contract in April 2016.
- iii. The Better Care Fund Plan 2015/2016 has been fully implemented with partners to improve integration of health and social care services in County Durham, with a focus on the seven national key work programmes. It remains one of the significant drivers in the delivery of transformational change in the integration of health and social care services.

41. The key performance improvement issues for this theme from data released this quarter are:

- a. Between April and December 2015, 5% of the eligible population (8,230 of 163,780) have received a health check. This is below the target of 6%, slightly below performance in 2014/15 (5.3%) and worse than the regional (5.6%) and national averages (6.5%). A targeted approach to health checks toward those at a higher risk of cardiovascular disease (CVD) was implemented in County Durham. Public Health have been working closely with GP Practices to implement health check contracts. The majority of County Durham GP practices are now signed up (61 of 71) and 58 have had the call and recall IT software installed. This will enable GPs to identify those at risk of CVD and target invitations towards these patients. Incentives continue to be offered for each health check undertaken (£35 for those identified as at high risk of CVD and £25 for those not). Latest data show signs that this is having an impact, with 186 health checks undertaken on those at high-risk of CVD between January and March 2016.
- b. Mothers smoking at time of delivery has improved and achieved target but remains worse than nationally. More detail on this can be found in the Altogether Better for Children and Young People theme.
- c. Provisional data identify 767 older people admitted to permanent care during 2015/16, which equates to a rate of 736.3 per 100,000 population aged 65 and over. This has not achieved the Better Care Fund target of 710.4 per 100,000 population, but represents a reduction from 2014/15 (804.2). The number of residential/nursing beds purchased reduced by 2% from 946,730 in 2014/15 to 928,413 in 2015/16. Robust panels continue to operate to ensure that only those who can no longer be properly cared for within their own home are admitted to permanent care.
- d. Successful completions from drug and alcohol treatment have deteriorated further. More detail on this can be found in the Altogether Safer section of the report.

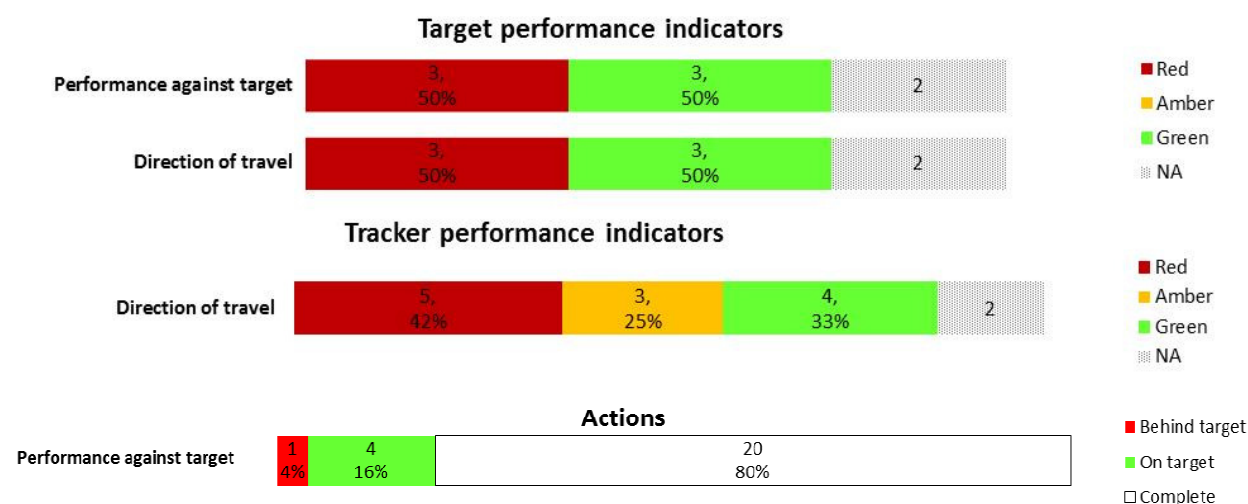
e. Tracker indicators show:

- i. Breastfeeding prevalence has improved slightly and is in line with the North East but is worse than national levels. This is a key area in the Altogether Better for Children and Young People theme and more detail of can be found in that section of the report.
- ii. Latest data from the Public Health Outcomes Framework for 2014/15 show recorded diabetes prevalence of 7% in the population aged 17 and over in County Durham who are registered with GP practices which is a marginal increase from 6.9% in 2013/14. The national and North East averages are 6.4% and 6.7% respectively.
- iii. Latest data for 2011-14 show that in County Durham there were 16.8% more deaths (an additional 849) in winter months than non-winter months, which was a decrease from 19% (944 more deaths) for 2010-13. This fall is in line with the national and regional trend although County Durham's rate is higher than the England (15.6%) and North East (13.4%) averages.
- iv. Life expectancy has improved slightly and mortality rates have improved (with the exception of liver disease) although levels remain worse than for England:
 - For males being born in County Durham, life expectancy has increased by 2.8 years in the last decade. The rise in County Durham is slightly less than that seen nationally (three years) and regionally (3.1) over the same period. The latest data (2012-14) show that male life expectancy stands at 79.5 for England, 78 for the North East and 78.1 for County Durham. For females being born in County Durham, life expectancy has increased by 2.1 years in the last decade. The rise in County Durham is consistent with that seen regionally (2.1 years) over the same period but is slightly lower than the national improvement (2.3). The latest data (2012-14) show that female life expectancy stands at 83.2 for England, 81.7 for the North East and 81.4 for County Durham.
 - The premature mortality rate for cancer in County Durham for 2012-14 was 168.6 per 100,000. This was a slight increase from 166.6 for 2011-13. The increase equates to 60 deaths over the three year period. The County Durham rate is similar to the North East (167.9) and significantly worse than England (141.5). There has however been a 10% fall in premature cancer mortality in the last decade.
 - The premature mortality rate for cardiovascular disease in County Durham for 2012-14 was 81.7 per 100,000. This was a decrease from 88.3 for 2011-13 and is better than the North East rate (85.9) however significantly worse than England (75.7). There has been a 49% fall in premature cardiovascular mortality in the last decade.

- The premature mortality rate for liver disease in County Durham for 2012-14 was 20.1 per 100,000. This was a decrease from the 2011-13 rate of 21.9. The County Durham rate is significantly better than the North East (23.0) but significantly worse than England (17.8). Premature mortality from liver disease has however risen by 14% since 2002-04.
 - The premature mortality rate for respiratory disease in County Durham for 2012-14 was 41.8 per 100,000, which is a decrease from the 2011-13 rate of 43.4. The County Durham rate is similar to the North East (41.2) and significantly worse than England (32.6) rates. There has been a 20% reduction in premature respiratory disease mortality in the last decade.
- f. The Council Plan action to review the culture and sport offer within Bishop Auckland in response to both the Auckland Castle development and educational sector sports provision ambitions has been delayed from March 2016 until July 2016. The original timescale was optimistic given demands generated by service restructure and delivery transformation in 2015/16.
- g. There is also one proposed deletion in relation to implementing with partners the Healthy Weight Strategic Framework to improve support to children and adults so that they can have a healthier lifestyle. The Healthy Weight Alliance has agreed that a Health Equity Audit (HEA) will no longer be undertaken. Other tools will be utilised to identify healthy weight provision, which are promoted by the National Obesity Pilot which Public Health are participating in. The HEA will be replaced by the sector led improvement self-assessment framework followed by a process of peer review.

42. There are no key risks which require any mitigating action in delivering the objectives of this theme.

Altogether Safer: Overview



Council Performance

43. Key achievements this quarter include:

- a. Provisional data from the 2015/16 national Adult Social Care Survey (ASCS) identify that 91.4% of respondents reported that the services they use have made them feel safe and secure. This is above the target of 90% and 2014/15 ASCS national (84.5%) and regional (88.8%) averages.
- b. Between January and March 2016, 100% of emergency response Care Connect calls that required a response arrived at the property within 45 minutes, against a target of 90%.
- c. As reported in the Altogether Better for Children and Young People theme, provisional data for April to 2015/16 indicate a reduction in first time entrants to the youth justice system. Please see that section for more detail on this.
- d. Tracker indicators show:
 - i. County Durham continues to have the lowest crime rate per 1,000 population (April 2015 to February 2016) when compared to its most similar Community Safety Partnerships (CSPs). This is despite a national change to recording practices and improved local recording of victim based offence categories, specifically that of violence without injury. These have impacted on crime levels for 2015/16 and led to an increase of 12.3% (3,142 more crimes) to 28,690 (55.4 per 1,000 population).
 - ii. In 2015/16 there was an 11.2% decrease in anti-social behaviour (ASB) reported to the police compared to 2014/15; from 23,257 incidents to 20,649.
 - iii. Of these incidents, 2,399 were alcohol related, which equates to 11.6% of total ASB reported to the police. This has reduced from 12.3% during 2014/15.

- iv. During 2015/16 there were 7,544 violent crimes reported to the police, of which 28% (2,111) were recorded as alcohol related. This is a reduction from 32.4% in 2014/15.
- v. In 2015/16 there were 11,329 theft offences, equating to a rate of 21.9 per 1,000 population. This is a slight increase (99 additional offences) when compared to 2014/15 (21.8) but remains significantly better than national levels (30.7).

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

- a. Successful completions from drug and alcohol treatment have deteriorated further:
 - i. The number of people in alcohol treatment in 2015/16 was 1,069, of whom 255 successfully completed. This equates to a 23.9% successful completion rate, below the target of 39.5%. It is also lower than 2014/15 (38%) and latest national performance (39.2% (2015/16)).
 - ii. The number of people in drug treatment for opiate use between October 2014 and September 2015 was 1,459 of whom 88 successfully completed, i.e. they did not re-present between October 2015 and March 2016. This equates to a 6% successful completion rate, which is below the annual target of 9.4%, performance from the same period in the previous year (7.1%) and national performance for the equivalent period (6.8%).
 - iii. The number of people in drug treatment for non-opiate use between October 2014 and September 2015 was 631, of whom 208 successfully completed, i.e. they did not re-present between October 2015 and March 2016. This equates to a 33% successful completion rate, which is below the annual target of 41.7%, performance from the same period in the previous year (40.1%) and national performance for the equivalent period (37.3%).

Public Health and Commissioning are closely monitoring the service and have implemented a performance plan with Lifeline (service provider), which is monitored on a monthly basis. Actions within the plan include:

- Developing specific, intensive recovery programmes to reduce time in treatment for non-opiate clients and investigating current prescribing methods to develop programmes for reduction for long-term opiate clients.
- Improving pathways to the treatment service to increase referrals, including hospital and criminal justice pathways.
- Increasing the identification of clients lost to follow-up treatment and enhancing performance management of caseloads.
- Procuring a new IT database and undertaking a data cleanse to ensure data quality.

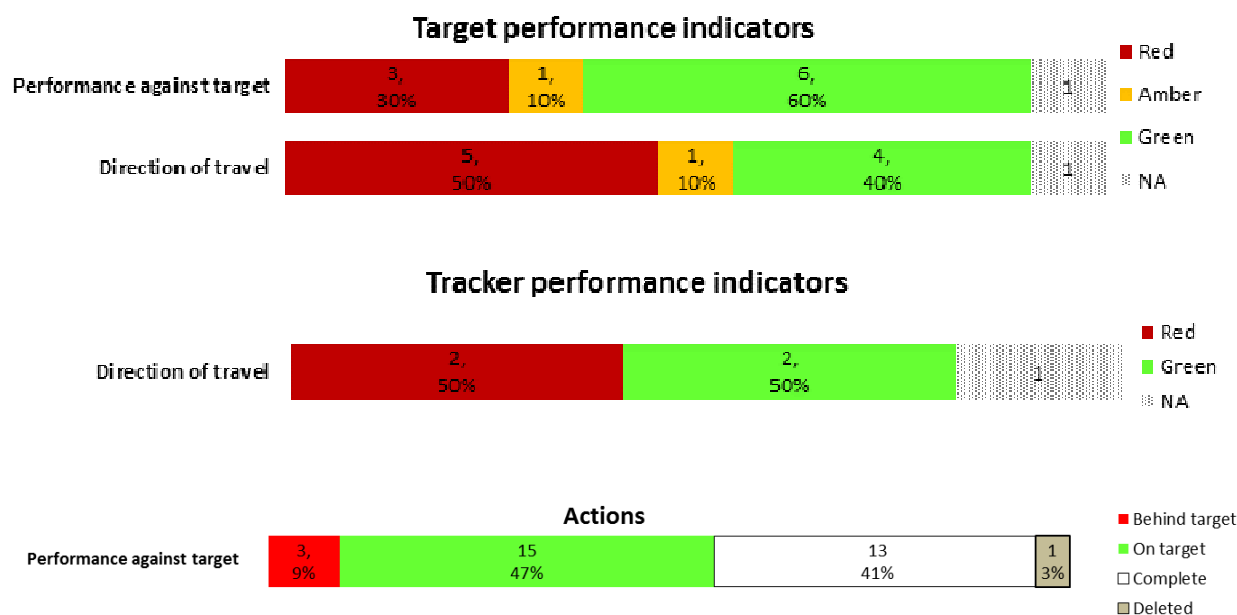
b. Tracker indicators show:

- i. Latest data show 1,471 of the 5,187 adult and young offenders in the July 2013 to June 2014 cohort (cohort of offenders who offended between July 2013 and June 2014) re-offended within 12 months of inclusion in the cohort, which equates to 28.4%. This is worse than the previous year, when 28.2% of the cohort re-offended. It is also higher than the national rate of 26%. Phase two of the Checkpoint programme, which offers those charged with low-level offences such as shoplifting, theft, low-level assault and fraud the opportunity to avoid a criminal conviction by entering into a four month contract, has now begun. This commenced in February 2016 with the introduction of the randomised controlled trial which will allow the effectiveness of the Checkpoint programme (treatment group) to be compared against traditional disposals (using a control group). Those offenders who are eligible for Checkpoint or who are forecast to commit non-serious re-offending within two years of the presenting arrest will be included in the trial. Latest data from phase one highlights 509 individuals entered the programme, with 69 remaining active. Of the 440 people completing the programme, 391 have been successful (89%) and only 49 (11%) have failed. Of those who have failed, 27 (6%) have failed to engage with the programme and 22 (5%) have re-offended. If the offender breaks their contract, for example by re-offending, then they will be prosecuted.
- ii. As reported in the Altogether Better for Children and Young People theme, the re-offending rate continues to increase although the number of young offenders, including first time entrants to the youth justice system and young re-offenders continue to reduce. More detail on this can be found in the Altogether Better for Children and Young People section of the report.
- iii. For the year 2015 there has been a 16% increase in the number of people killed or seriously injured in road traffic accidents, from 182 in 2014 to 211 in 2015. 20 of these were fatalities. Of the 211, 24 were children and one of these was a fatality.

45. The Council Plan action to strengthen the effectiveness of the Joint Partnership Team (Durham County Council and the police) has been delayed from March 2016 until December 2016. Once the outcome of the ongoing lean review is known, work can commence on shaping a problem solving model. Any actions resulting from the lean review will be considered for inclusion in the 2017 plan.

46. There are no key risks which require any mitigating action in delivering the objectives of this theme.

Altogether Greener: Overview



Council Performance

47. Key achievements this quarter include:

- a. During the 12 months ending February 2016, 95% of municipal waste was diverted from landfill. Performance achieved the 95% target, but decreased by 4% from the same period last year (99%). A total of 64,696 megawatt hours (MWh) of energy were generated from municipal waste sent to the Energy from Waste plant during the 12 months ending February 2016. This was a decrease of 4.2% from the same period last year (67,556.1 MWh).
- b. During the 12 months ending February 2016, 39.5% of household waste was re-used, recycled or composted. Performance exceeded the 38% target although this was a reduction compared to the same period last year (42.5%) and the previous quarter (39.9%). This reduction can mainly be attributed to changes to our garden waste scheme, with almost 8,300 fewer tonnes of garden waste collected in 2015 compared to 2014. Although there were fewer households participating in the scheme, the average amount of garden waste collected per participating household increased in 2015.
- c. In 2015/16, there were 1,457 referrals to Warm up North from residents of County Durham. A total of 515 private sector properties benefited from an energy efficiency measure installed by British Gas through the Warm Up North Partnership which exceeded the annual target of 200 properties. There were 520 improvements made (five households had multiple measures installed) comprising of 12 cavity wall insulations, 102 external wall insulations, 65 loft insulations, 335 gas boilers, one oil boiler and five full central heating systems.
- d. Between December 2015 and March 2016 the local environment was surveyed to assess the levels of litter, detritus and dog fouling. The results indicate that:

- i. Of relevant land and highways assessed as having deposits of litter, 7.3% fell below an acceptable level. Performance was just outside the target of 7% for the first time in the last three years and deteriorated from 4% reported in the same period last year. However, performance was still significantly better than the national average (10% in 2014/15).
- ii. Of relevant land and highways assessed as having deposits of detritus, 9.4% fell below an acceptable level. Performance was better than the target of 10% and the national average (27% in 2014/15) but deteriorated from 6.1% reported in the same period last year.
- iii. Of relevant land and highways assessed as having deposits of dog fouling, 1.9% fell below an acceptable level. Performance was still significantly better than the national average (7% in 2014/15) but deteriorated from 0.6% reported in the same period last year.

During the last survey period, inclement weather, particularly winds and storms, caused accumulations of litter and detritus in certain areas. Any areas identified as below an acceptable level were highlighted to the Clean and Green Team to ensure appropriate street cleansing was carried out.

- e. Between January and March 2016, there were 329 renewable energy feed in tariff installations registered and approved, which exceeded the target of 225 installations. 328 installations were solar photovoltaic and there was one wind installation. The number of installations increased from 1,443 in 2014/15 to 1,692 in 2015/16. The feed in tariff installations have contributed 220.84 megawatts of energy as at the end of March 2016.
- f. A key tracker indicator on dealing with fly-tipping shows there were 7,204 fly-tipping incidents during the 12 months ending March 2016, 1,575 fewer incidents compared to the previous year (see Appendix 4, Chart 6).

Since operation Stop It began in November 2014, the number of reported fly-tipping incidents has fallen by 20%. There have been 67 prosecutions and a total of £32,214 was awarded in fines, costs, compensation and surcharges (with £31,710 being awarded in 2015/16). The number of covert and overt CCTV cameras deployed in fly-tipping hot spot areas has increased countywide during the year and had a direct impact on the number of people being caught and prosecuted.

During 2015/16, the campaign focused on educating residents to check if a 'man with a van' is licenced as a waste carrier before handing over their waste. It also focused on residents disposing of their white goods legally (i.e. disposing of them via household waste recycling centres/ bulky waste collection /reuse charities). Businesses have also been reminded that they must only use licensed waste carriers to dispose of their waste.

Wardens have continued to work with the police to carry out regular stop and check operations, checking whether scrap metal dealers had the correct paperwork/ licence for the waste in their possession and prosecuting them if they did not.

- 48. The performance improvement issue for this theme shows 94% of recorded actionable category one defects on carriageways and footways were repaired

within 24 hours during 2015/16, close to the 95% target for the fourth consecutive quarter. Over the same period, 83% of recorded actionable category 2.1 defects on carriageways and footways were repaired within 14 working days, below the target of 95%. Year on year increases have been observed of identified carriageways and highway defects with a further 20% increase in categories one and 2.1 over 2015/16 compared to last year. This continuing trend, combined with other highway priorities, has impacted on target response times.

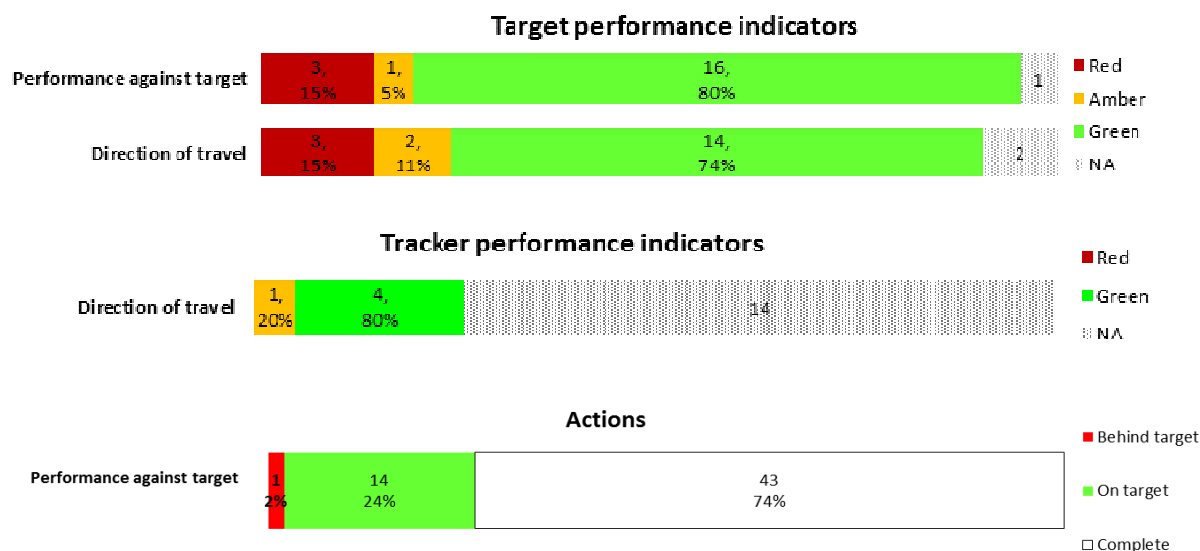
However, the latest road condition survey shows an improvement in our highways, achieved through significant investment, effective use of resources and working with neighbouring authorities to provide mutual assistance. Durham was recently, alongside Lincolnshire, named as one of the two top performing highways authorities in the country and as such will receive maximum incentive funding for 2016/17. Incentive funding is based on performance with the most efficient authorities receiving more funding.

49. Key Council Plan actions which have not achieved target in this theme are:

- a. Implementing year one of the Air Quality Action Plan (AQAP) for Durham City by March 2016 has been delayed from March 2016 to July 2016. The AQAP for Durham City is still subject to agreement with Cabinet in June 2016. Once agreed, the plan will be implemented in practice.
- b. Reviewing current operational practices for the collection of clinical waste and developing a clinical waste protocol that will harmonise the collection arrangements for clinical waste across the county has been rescheduled from March 2016 to March 2017. The delay has been due to other priorities. The action has rolled over into the 2016-19 service plan.
- c. Revising and rebalancing all refuse collection routes across the county to reduce costs and improve consistency of service: due to resource implications and other priorities, this action is to adopt a phased approach. The north route is complete, the east route will be completed during 2016/17 and the south route during 2017/18. This change has been carried forward in the new service plan.
- d. Developing a Waste Transfer Station Strategy and action plan has been deleted. A decision was taken to widen the scope and undertake a review of six inter-related projects to contribute to Medium Term Financial Plan savings, the Waste Transfer Station being one of those projects. As this action has been encompassed within the new service plan, this action is to be deleted.

50. There are no key risks which require any mitigating action in delivering the objectives of this theme.

Altogether Better Council: Overview



Council Performance

51. Key achievements this quarter include:

- a. In 2015/16, 93% of telephone calls were answered within three minutes, exceeding the target of 80%. Performance is in line with last year (93%) (Appendix 4, Chart 7). 995,871 telephone calls were received during the 12 month period ending March 2016. 6% of these were abandoned, better than the target of 12% but more than last year (5%).
- b. Footfall in our customer access points has fallen from 219,756 during 2014/15 to 192,782 during 2015/16 (Appendix 4, Chart 8). 99% of customers were seen within 15 minutes in 2015/16, exceeding the 95% target and better than last year (98%). Maintained performance is again attributed to the service's approach to booking appointments in advance.
- c. Processing performance for housing benefit (HB) and council tax reduction (CTR) has achieved the 2015/16 year end targets.
 - i. Over 2015/16, the average days for processing new claims for HB was 21.16 days and 21.41 days for CTR, achieving the annual target of 22 days. During 2015/16, the volume of new claims processed decreased from 13,054 in 2014/15 to 12,017 for HB claims and from 14,313 in 2014/15 to 13,584 for CTR claims (Appendix 4, Charts 9 and 10).
 - ii. Over 2015/16, change of circumstances were processed on average in 7.57 days for HB and 9.12 days for CTR. The annual target of 10 days has been achieved. During 2015/16, 159,086 change of circumstances for HB claims and 138,421 change of circumstances for CTR were processed (Appendix 4, Charts 11 and 12). The number of changes processed spiked at quarter four, especially in relation to HB as seen in previous years due to rents and income changes.

- d. Performance for paying undisputed invoices within 30 days to our suppliers has exceeded target for the fourth consecutive quarter. In-year performance was 94.2%, better than the target of 92% and an improvement of 3.1% on last year (91.4%).

The team continues to work with software suppliers in order to maximise processing efficiencies. Purchase-to-pay (P2P) work streams initiated in quarter three are now well established and are reviewing purchasing/ requisitioning processes including the introduction of dedicated catalogues for ordering aggregates. Streamlining the P2P process will continue to support prompt invoice payment and support overall invoice payment performance.

- e. The 2015/16 in-year collection rates for council tax and business rates continue to improve year-on-year, with the best in-year performance since 2010/11.
- The in-year collection rate for council tax was 96.3%, exceeding the target (96.2%). This is an improvement on the 2014/15 collection rate of 95.8%.
 - The in-year collection for business rates was 97.4%, exceeding the target (96.7%). This is a 0.21% improvement on 2014/15 collection of 97.2%.

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

- a. The percentage of performance appraisals completed stands at 88.05% as at quarter four 2015/16. This is an improvement of 5.13% compared to the previous quarter (83.75%) and 4.96% compared to quarter four last year (83.89%), however performance remains below the 2015/16 step target of 90%.

Automated prompts and Head of Service monthly summaries are provided to managers to assist in actively managing appraisal performance. Human Resources (HR) Service link managers are also working closely with Service Management Teams to increase the number of appraisals undertaken. The development of HR analytics via business intelligence reporting tool provides senior managers with access to real time information in relation to appraisal activity for their area(s) of responsibility. Performance appraisal training continues to be delivered as part of the Corporate Learning and Development Programme and skills based training is included in the Durham Manager Programme to support managers in providing feedback to employees through the appraisal process. An internal audit was undertaken during January/February 2016 and a report is being prepared to identify required improvements to the performance appraisal process.

- b. In the year to 31 March 2016 the average days' sickness per full time equivalent (FTE) excluding school based employees is 11.63 days, and 9.44 days including school based employees. Whilst performance is an improvement from that reported at quarter three (12.13 and 9.71 days respectively) and quarter four last year (12.14 and 9.58 days respectively) this is higher than the improvement targets that were set for 2015/16 of 11.5 days and 8.5 days respectively. However, the absence rate for council staff (excluding school based employees) has reduced quarter on quarter over 2015/16 and only narrowly missed target by 1.1%. Also over the same period,

50.32% of posts recorded no sickness absence (excluding schools) which is an improvement when compared to quarter three 2015/16 (47.89%) and quarter four 2014/15 (45%).

Sickness Absence reports are taken to the appropriate Attendance Management Group (AMG) for each service grouping. HR Officers are working with managers to ensure compliance with the Sickness Absence Management Policy and are actively managing sickness absence. The AMGs have analysed performance data and have been able to identify hotspot areas where the level of sickness absence may necessitate more detailed work to bring about the required improvement to performance. An update on a completed scrutiny review in relation to attendance management is due to Corporate Issues overview and scrutiny committee in July.

- c. The percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within 20 days was 79% this quarter, an improvement of two percentage points on the previous quarter (77%) and six percentage points on quarter four 2014/15 (73%). However, performance remains below the national target of 85%. The number of FOI/EIR requests received has increased considerably from 883 in 2012/13 to 1,253 this year (see Appendix 4, Chart 13).

53. There is one key Council Plan action which has not achieved target in this theme. Developing a strategic approach towards workforce development planning that ensures adequate support for managers in relation to progressing planned Medium Term Financial Plan (MTFP) savings and meeting future business needs. This action has been revisited as part of the new Organisational Development Strategy Action Plan and the target date has been revised from March 2016 to April 2017.

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

- a. If there was to be slippage in the delivery of the agreed MTFP savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses. Management consider it possible that this risk could occur, which will result in a funding shortfall, damaged reputation and reduced levels of service delivery. To mitigate the risk, a programme management approach for key projects has been established and embedded across the council. Monitoring by Corporate Management Team and Cabinet provides assurance over the implementation of the agreed MTFP savings projects. It should be recognised that this will be a significant risk for at least the next four years.
- b. Ongoing Government funding cuts which now extend to at least 2019/20 will continue to have an increasing major impact on all council services. Management consider it highly probable that this risk could occur, and to mitigate the risk, sound financial forecasting is in place based on thorough examination of the Government's red book plans. This will also be a significant risk for at least the next four years.
- c. If we were to fail to comply with Central Government's Public Services Network Code of Connection criteria for our computer applications, this would put some of our core business processes at risk, such as revenues and benefits, which rely on secure transfer of personal data. The Government set criteria for the Public Services Network Code of Connection compliance has

changed again, one of the requirements being the need to submit a risk register, which is being compiled for submission in June 2016.

Conclusions

55. A major impact on the council is the spending reductions placed on public sector and local councils. Despite this there continues to be good progress made in County Durham. There has been significant improvement in housing development. Occupancy levels of Business Durham premises have risen and town centre shop occupancy remains stable although council lets have fallen. The employment rate has shown a slight improvement at quarter four after a period of decline but the county continues to be affected by lower than average employment levels. There are fewer children with a child protection plan although the rate of looked after children has increased which reflects national trends. Performance in child assessments and review timeliness is positive. Crime levels continue to be low, anti-social behaviour levels have reduced and there are fewer young offenders, although the re-offending rate (which includes adults and young people) continues to increase. Our street and environmental cleanliness is better than average and carriageways and footpaths repaired within timescale are close to target. Ongoing improvement issues continue in relation to the rate of employee appraisals and sickness levels remain challenging.
56. Significant challenges continue in the underlying health picture in the county with mortality rates, recorded diabetes and breastfeeding prevalence all worse than national levels. The local target for adults receiving a NHS check has been missed and successful completions for drug and alcohol treatment continue to decline.
57. The council has observed changes in demand for some key areas this year such as increases in looked after children cases, freedom of information requests and benefit change of circumstances. Some notable reductions are in the number of people requiring rehousing, overall planning applications and the number of fly-tipping incidents being reported. Fewer new benefit claims required processing and face to face customer contacts and telephone calls received reduced as people are contacting us in other ways such as email and through the web.

Recommendations and Reasons

58. Overview and Scrutiny Management Board is recommended to:
- a. Note the performance of the council at quarter four and the actions to remedy under performance.
 - b. Note the new performance indicator set and targets proposed for corporate reporting in 2016/17 (Appendix 5).
 - c. Note all changes to the Council Plan outlined below:

Amendments

Altogether Wealthier

- i. Enable the development of the Milburngate House site by March 2016. Revised date: September 2016.
- ii. Support the development of a Heritage Lottery application to secure funding to fully restore the historic quay in Seaham and improve public access to facilities by April 2016. Revised date: September 2016.
- iii. Deliver new car parking capacity at North Bondgate to support residents and increase tourists to Bishop Auckland by December 2016. Revised date: March 2017.
- iv. Adoption of the County Durham Plan by February 2018. Revised date: November 2018.

Altogether Healthier

- v. Review the culture and sport offer within Bishop Auckland in response to both Auckland Castle development and educational sector sports provision ambitions by March 2016. Revised date: July 2016.

Altogether Safer

- vi. Strengthen the effectiveness of the Joint Partnership Team (Durham County Council and the police) by enhancing the problem solving model and integrating the work of the Safer Neighbourhood Units with other community safety by March 2016. Revised date: December 2016.

Altogether Greener

- vii. Implement year one of the Air Quality Action Plan for Durham City by March 2016. Revised date: July 2016.
- viii. Review current operational practices for the collection of clinical waste and develop a Clinical Waste Protocol that will harmonise the collection arrangements for clinical waste across the county by March 2016. Revised date: March 2017.
- ix. Revise and rebalance all refuse collection routes across the county to reduce costs and improve consistency of service by March 2016. Revised date: March 2018.

Altogether Better Council

- x. Develop a strategic approach towards workforce development planning that ensures adequate support for managers in relation to progressing planned MTFP savings and meeting future business needs by identifying critical roles and occupational groupings and putting plans in place to ensure that the potential to recruit in these areas is increased by March 2016. Revised date: April 2017.

Deletions

Altogether Healthier

- i. Implement with partners the Healthy Weight Strategic Framework to develop and promote evidence-based multi-agency working and improve support to children and adults so that they can have a healthier lifestyle.

Altogether Greener

- ii. Develop a Waste Transfer Station Strategy and action plan to maximise their potential.

Contact: Jenny Haworth, Head of Planning and Performance
Tel: 03000 268071 **E-Mail** jenny.haworth@durham.gov.uk

Appendix 1: Implications

Appendix 2: Key to symbols used in the report

Appendix 3: Summary of key performance indicators

Appendix 4: Volume measures

Appendix 5: Corporate indicator set and 3 year targets

Appendix 6: Performance indicator challenge - Member comments/queries

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: Key to symbols used within the report

Our traffic lighting system has been amended this quarter, introducing a 2% tolerance to variance from previous performance and comparator groups, similar to that applied to variance from target. Detail of the change is outlined in the table below:

Performance Indicators:

Previous traffic light system		Current (amended) traffic light system			
<i>Variation from previous performance and comparator benchmarking groups</i>		<i>Variation from previous performance and comparator benchmarking groups</i>		<i>Variation from target</i>	
Better than comparable period / comparator group	Green	Same or better than comparable period / comparator group	Green	Meeting/Exceeding target	Green
Same as comparable period / comparator group	Amber	Worse than comparable period / comparator group (within 2% tolerance)	Amber	Worse than target (within 2% tolerance)	Amber
Worse than comparable period / comparator group	Red	Worse than comparable period / comparator group (greater than 2%)	Red	Worse than target (outside of 2% tolerance)	Red

Where the traffic light system appears in this report, they have been applied to the most recently available information.

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.

Actions:

WHITE	Complete (action achieved by deadline/achieved ahead of deadline)
GREEN	Action on track to be achieved by the deadline
RED	Action not achieved by the deadline/unlikely to be achieved by the deadline

Appendix 3: Summary of Key Performance Indicators

Table 1: Key Target Indicators

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Wealthier											
1	REDPI106	Percentage of properties let from Durham County Council's retail, commercial and investment portfolio	74.00	As at Mar 2016	80.00	RED	82.00	RED			
2	REDPI33	Percentage of Business Durham floor space that is occupied	87.50	As at Mar 2016	79.00	GREEN	79.12	GREEN			
3	REDPI76	Income generated from Business Durham owned business space (£)	932,088	Jan - Mar 2016	770,000	GREEN	887,000	GREEN			
4	REDPI64	Number of passenger journeys made on the Link2 service	7,696	Jan - Mar 2016	7,500	GREEN	7,283	GREEN			
5	REDPI75	Overall proportion of planning applications determined within deadline	93.0	Jan - Mar 2016	87.0	GREEN	79.1	GREEN			
6	REDPI10a	Number of affordable homes delivered [1]	262	2015/16	250	GREEN	347	RED			
7	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	544	2015/16	599	RED	476	GREEN			
8	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	177	2015/16	120	GREEN	199	RED			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
9	REDPI62	Number of apprenticeships started through Durham County Council funded schemes	9	Oct - Dec 2015	50	RED	102	RED			
10	CASAW2	Overall success rate (%) of adult skills funded provision	93.2	2014/15 ac yr (final)	88.0	GREEN	87.0	GREEN	87.0	84.7*	2014/15 ac yr (final)
11	REDPI81	Percentage of timetabled bus services that are on time	88.4	Jan - Mar 2016	88.0	GREEN	89.0	AMBER			
12	REDPI41b	Percentage of major planning applications determined within 13 weeks	96.8	Jan - Mar 2016	75.0	GREEN	68.0	GREEN	81.0	89**	Oct - Dec 2015
13	REDPI92	Number of gross potential jobs created or safeguarded as a result of Business Durham activity	231	Jan - Mar 2016	600	RED	499	RED			
14	REDPI104	Number of businesses supported through business improvement grants	45	2015/16	52	RED	New indicator	NA			
Altogether Better for Children and Young People											
15	CASCYP 15	Percentage of children in the early years foundation stage achieving a good level of development	63.6	2014/15 ac yr	60.0	GREEN	56.7	GREEN	66.0	63*	2014/15 ac yr
16	CASCYP4	Percentage of pupils achieving five or more A*-C grades at GCSE or equivalent including English and maths	55.1	2014/15 ac yr	58.8	RED	57.6	NA [2]	57.1	55.4*	2014/15 ac yr England (state funded schools)

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
17	CASCYP7	Achievement gap (percentage points) between Durham pupils eligible/not eligible for pupil premium funding achieving five A*-C GCSE's including English and maths at key stage 4	29.9	2014/15 ac yr	28.0	RED	29.2	RED	28.0 RED		2014/15 ac yr (state funded schools)
18	CASCYP6	Achievement gap (percentage points) between Durham pupils eligible/not eligible for pupil premium funding achieving level 4 in reading, writing and maths at key stage 2	17.0	2014/15 ac yr	13.0	RED	15.9	RED	15.0 RED	15*	2014/15 ac yr
19	CASCYP5	Percentage of pupils on level 3 programmes in community secondary schools achieving two A levels at grade A*-E or equivalent	98.8	2014/15 ac yr (state funded schools)	98.9	AMBER	98.7	GREEN	98.3 GREEN	98.8*	2014/15 ac yr (state funded schools)
20	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)	372	2015/16 (provisional)	648	GREEN	438	GREEN	376 GREEN	404**	Oct 2014 - Sep 2015
21	CASCYP9	Percentage of children in need referrals occurring within 12 months of previous referral [3]	21.1	2015/16 (provisional)	21.0	AMBER	22.6	GREEN	24 GREEN	22.3*	2014/15

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
22	CASCYP8	Percentage of mothers smoking at time of delivery (Also in Altogether Healthier)	18.0	Oct - Dec 2015	18.2	GREEN	18.3	GREEN	10.6 RED	16.7* RED	Oct - Dec 2015
Altogether Healthier											
23	CASAH2	Percentage of eligible people who receive an NHS health check	5.0	Apr - Dec 2015	6.0	RED	5.3	RED	6.5 RED	5.6* RED	Apr - Dec 2015
24	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
25	CASAH10	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
26	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
27	CASAS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	23.9	2015/16	39.5	RED	38.0	RED	39.2 RED		2015/16
28	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	6.0	Oct 2014 - Sep 2015 (re-presentations to Mar 2016)	9.4	RED	7.1	RED	6.8 RED		Oct 2014 - Sep 2015 (re-presentations to Mar 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
29	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Safer)	33.0	Oct 2014 - Sep 2015 (re-presentations to Mar 2016)	41.7	RED	40.1	RED	37.3 RED		Oct 2014 - Sep 2015 (re-presentations to Mar 2016)
30	CASCYP8	Percentage of mothers smoking at time of delivery (Also in Altogether Better for Children and Young People)	18.0	Oct - Dec 2015	18.2	GREEN	18.3	GREEN	10.6 RED	16.7* RED	Oct - Dec 2015
31	CASAH1	Four week smoking quitters per 100,000 smoking population	2,091	Apr - Dec 2015	1,852	GREEN	New definition	NA [2]			
32	CASAH11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	736.3	2015/16 (provisional)	710.4	RED	804.2	GREEN	668.8 RED	835.8* GREEN	2014/15
33	CASAH12	Percentage of adult social care service users that receive self-directed support such as a direct payment or personal budget	92.6	As at Mar 2016	90.0	GREEN	New definition	NA [2]	83.7 GREEN	82.9** GREEN	2014/15
34	CASAH13	Percentage of service users reporting that the help and support they receive has made their quality of life better	91.6	Apr 2015 - Feb 2016	90.0	GREEN	92.6	AMBER	91.9 AMBER	93.4* AMBER	2014/15

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
35	CASAH14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	87.2	2015	85.7	GREEN	89.6	RED	82.1	85.2**	2014/15
36	CASAH24	Percentage of people who use services who have as much social contact as they want with people they like	49.2	2015/16 (provisional)	50.0	AMBER	48.7	GREEN	44.8	47.6*	2014/15
Altogether Safer											
37	CASAS9	Building resilience to terrorism (self assessment). Scored on level 1 (low) to 5 (high)	3	2015/16	Not set	NA [4]	2	NA [4]			
38	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	91.4	2015/16 (provisional)	90.0	GREEN	90.5	GREEN	84.5	88.8*	2014/15
39	CASAS1	Percentage of domestic abuse victims who present at the Multi-Agency Risk Assessment Conference (MARAC) and are repeat victims	13.0	Apr - Dec 2015	25.0	NA [5]	14.6	NA [5]	25.0	29*	Jul 2014 - Jun 2015
40	REDPI98	Percentage of emergency response Care Connect calls arrived at the property within 45 minutes	100.0	Jan - Mar 2016	90.0	GREEN	100.0	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
41	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)	372	2015/16 (provisional)	648	GREEN	438	GREEN	376 GREEN	404** GREEN	Oct 2014 - Sep 2015
42	CASAS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	23.9	2015/16	39.5	RED	38.0	RED	39.2 RED		2015/16
43	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	6.0	Oct 2014 - Sep 2015 (representations to Mar 2016)	9.4	RED	7.1	RED	6.8 RED		Oct 2014 - Sep 2015 (representations to Mar 2016)
44	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	33.0	Oct 2014 - Sep 2015 (representations to Mar 2016)	41.7	RED	40.1	RED	37.3 RED		Oct 2014 - Sep 2015 (representations to Mar 2016)
Altogether Greener											
45	NS14a	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	7.28	Dec 2015 - Mar 2016	7.00	RED	4.00	RED	10.00 GREEN		2014/15

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	NS14b	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	9.35	Dec 2015 - Mar 2016	10.00	GREEN	6.14	RED	27.00 GREEN		2014/15
47	NS10	Percentage of municipal waste diverted from landfill	95.0	Mar 2015 - Feb 2016	95.0	GREEN	99.0	RED			
48	NS19	Percentage of household waste that is re-used, recycled or composted	39.5	Mar 2015 - Feb 2016	38.0	GREEN	42.5	RED	43.7 RED	37.58* GREEN	2014/15
49	REDPI53	Percentage of conservation areas in the county that have an up to date character appraisal [6]	41.0	As at Sep 2014	42.0	RED	39.0	GREEN			
50	REDPI48	Percentage change in CO ₂ emissions from local authority operations	-10.40	2014/15	-4.00	GREEN	-9.00	GREEN			
51	NS08	Percentage change in CO ₂ emissions from the DCC fleet	-14.54	2014/15	Not set	NA	0.07	GREEN			
52	REDPI49	Number of new registered and approved new feed in tariff installations	329	Jan - Mar 2016	225	GREEN	348	RED			
53	REDPI109	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			

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
54	NS04	Percentage of recorded actionable defects on carriageways and footways repaired within 24 hours (category 1)	94	2015/16	95	AMBER	95	AMBER			
55	NS05	Percentage of recorded actionable defects repaired within 14 working days (category 2.1) [7]	83	2015/16	95	RED	New indicator	NA			
Altogether Better Council											
56	NS20	Percentage of abandoned calls	6	2015/16	12	GREEN	5	RED			
57	NS22	Percentage of telephone calls answered within three minutes	93	2015/16	80	GREEN	93	GREEN			
58	NS24	Percentage of customers seen within 15 minutes at a customer access point	99	2015/16	95	GREEN	98	GREEN			
59	NS25	Percentage of customers with an appointment at a customer access point who are seen on time	Available Q2 2016/17	NA	95	NA	New indicator	NA			
60	RES/038	Percentage all ICT service desk incidents resolved on time	94	Jan - Mar 2016	90	GREEN	93	GREEN			
61	RES/NI/181a1	Average time taken to process new housing benefit claims (days)	21.16	2015/16	22.00	GREEN	20.61	RED	22.00 Not comparable	23** Not comparable	Oct - Dec 2015
62	RES/NI/181a2	Average time taken to process new council tax reduction claims (days)	21.41	2015/16	22.00	GREEN	21.29	AMBER			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
63	RES/NI/181b1	Average time taken to process change of circumstances for housing benefit claims (days)	7.57	2015/16	10.00	GREEN	7.33	RED	10.00 Not comparable	11** Not comparable	Oct - Dec 2015
64	RES/NI/181b2	Average time taken to process change of circumstances for council tax reduction claims (days)	9.12	2015/16	10.00	GREEN	9.46	GREEN			
65	RES/001	Savings delivered against the Medium Term Financial Plan (MTFP) (£ million)	16.3	As at Apr 2016	16.3	GREEN	23.0	NA			
66	RES/002	Percentage of council tax collected in-year	96.32	2015/16	96.20	GREEN	95.80	GREEN	97.00 Not comparable	95.89* Not comparable	2014/15
67	RES/003	Percentage of business rates collected in-year	97.40	2015/16	96.70	GREEN	97.20	GREEN	98.11 Not comparable	98* Not comparable	2014/15
68	RES/129	Percentage of council tax recovered for all years excluding the current year	99.56	Jan - Mar 2016	98.50	GREEN	99.18	GREEN			
69	RES/130	Percentage of business rates recovered for all years excluding the current year	99.21	Jan - Mar 2016	98.50	GREEN	99.50	AMBER			
70	REDPI49b	Total of income and savings from solar installations on council owned buildings (£)	261,210	2014/15	242,000	GREEN	214,000	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
71	REDPI68	Average asset rating of Display Energy Certificates in county council buildings	95.0	Jan - Mar 2016	97.0	GREEN	97.1	GREEN			
72	RES/LPI/010	Percentage of undisputed invoices paid within 30 days to our suppliers	94.2	2015/16	92.0	GREEN	91.4	GREEN			
73	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	79	Jan - Mar 2016	85	RED	73	GREEN			
74	RES/LPI/012	Days / shifts lost to sickness absence – all services including school staff	9.44	2015/16	8.50	RED	9.58	GREEN			
75	RES/LPI/012a	Days / shifts lost to sickness absence – all services excluding school staff	11.63	2015/16	11.50	AMBER	12.14	GREEN			
76	RES/011	Percentage of performance appraisals completed in current post in rolling year period (excluding schools)	88.05	2015/16	90.00	RED	83.89	GREEN			

[1] 2014/15 data has been amended to reflect changes to the definition

[2] Due to changes to the definition data are not comparable/available

[3] Data 12 months earlier amended (final published data)

[4] No target will be set on this PI and it will go forward as a tracker PI for information only

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

[6] Indicator deleted. Will be monitored through an action plan as approach to completing conservation area appraisal has changed to a targeted approach as and when required.

[7] Target is for 12m rolling data, however data are not available for all defect categories this period and can only be reported as a discrete quarter (Apr 2015 - Mar 2016: 62% of recorded highway defects repaired within 3 months; Jan - Mar 2016: 80% of recorded highway defects repaired within 12 months); data are not comparable

Table 2: Key Tracker Indicators

Page 64	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												
77	REDPI3		Number of net new homes completed in Durham City	101	2015/16	40	GREEN	40	GREEN			
78	REDPI22		Percentage of households within County Durham that can access Durham City market place by 8.30am, using public transport with a total journey time of one hour, including walking time	72.48	As at Mar 2016	72.50	AMBER	75.00	RED			
79	REDPI38		Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	248,255	Jan - Mar 2016	319,493	RED	255,039	RED			
80	REDPI80		Percentage annual change in the traffic flow through Durham City	Not available	NA	-2.49	NA [8]	Not reported	NA [8]			
81	REDPI 100		Number of visitors to County Durham (million)	18.1	Jan - Dec 2014	17.9	GREEN	17.9	GREEN			
82	REDPI 101		Number of jobs supported by the visitor economy	10,803	Jan - Dec 2014	10,899	AMBER	10,899	AMBER			
83	REDPI 102		Amount (£ million) generated by the visitor economy	752	Jan - Dec 2014	728	GREEN	728	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
84	REDPI 97a	Occupancy rates for retail units in Barnard Castle (%)	92	As at Mar 2016	91	GREEN	91	GREEN	91.3 GREEN		As at Jan 2016
85	REDPI 97b	Occupancy rates for retail units in Bishop Auckland (%)	81	As at Mar 2016	80	GREEN	80	GREEN	91.3 RED		As at Jan 2016
86	REDPI 97c	Occupancy rates for retail units in Chester-le-Street (%)	90	As at Mar 2016	87	GREEN	87	GREEN	91.3 AMBER		As at Jan 2016
87	REDPI 97d	Occupancy rates for retail units in Consett (%)	92	As at Mar 2016	93	AMBER	93	AMBER	91.3 GREEN		As at Jan 2016
88	REDPI 97e	Occupancy rates for retail units in Crook (%)	89	As at Mar 2016	90	AMBER	90	AMBER	91.3 RED		As at Jan 2016
89	REDP 197f	Occupancy rates for retail units in Durham City (%)	92	As at Mar 2016	91	GREEN	91	GREEN	91.3 GREEN		As at Jan 2016
90	REDPI 97g	Occupancy rates for retail units in Newton Aycliffe (%)	73	As at Mar 2016	67	GREEN	67	GREEN	91.3 RED		As at Jan 2016
91	REDPI 97h	Occupancy rates for retail units in town centres (%) – Peterlee	83	As at Mar 2016	86	RED	86	RED	91.3 RED		As at Jan 2016
92	REDPI 97i	Occupancy rates for retail units in Seaham (%)	95	As at Mar 2016	94	GREEN	94	GREEN	91.3 GREEN		As at Jan 2016
93	REDPI 97j	Occupancy rates for retail units in Shildon (%)	92	As at Mar 2016	89	GREEN	89	GREEN	91.3 GREEN		As at Jan 2016
94	REDPI 97k	Occupancy rates for retail units in Spennymoor (%)	87	As at Mar 2016	88	AMBER	88	AMBER	91.3 RED		As at Jan 2016
95	REDPI 97l	Occupancy rates for retail units in Stanley (%)	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
96	REDPI72	Number of local passenger journeys on the bus network	6,178,522	Oct - Dec 2015	5,872,172	GREEN	6,154,696	GREEN			
97	REDPI 10b	Number of net homes completed	1,343	2015/16	1,083	GREEN	1,083	GREEN			
98	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	48.16	Apr 2015 - Mar 2016	41.00	GREEN	41.00	GREEN			
99	REDPI34	Total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused	1,199	Jan - Mar 2016	1,072	GREEN	1,345	RED			
100	REDPI 36d	Number of clients accessing the Housing Solutions Service	4,886	Jan - Mar 2016	3,807	RED	New definition	NA			
101	REDPI 36c	Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty	28	Jan - Mar 2016	35	GREEN	39	GREEN			
102	REDPI 36a	Number of clients who have accessed the Housing Solutions Service and for whom homelessness has been prevented	357	Jan - Mar 2016	335	GREEN	326	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
103	REDPI 96a	Number of new applicants registered for housing with the Durham Key Options Scheme who meet the criteria for the Government's reasonable preference groups	647	Jan - Mar 2016	692	GREEN	New indicator	NA			
104	REDPI40	Proportion of the working age population defined as in employment	67.4	2015	66.8	GREEN	68.7	AMBER	73.9 RED	69.4* RED	2015
105	REDPI73	Proportion of the working age population currently not in work who want a job	11.8	2015	12.9	GREEN	12.4	GREEN	9.4 RED	11.8* GREEN	2015
106	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	27.73	As at Mar 2016	28.50	GREEN	27.81	GREEN	26.49 NA [9]	25.85* NA [9]	As at Mar 2016
107	REDPI7a	Number of 18 to 24 year olds claiming out of work benefit [10]	1,865	As at Mar 2016	1,745	RED	2,190	GREEN			
108	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)	5.9	Nov 2015 - Jan 2016	6.0	GREEN	6.7	GREEN	4.2 RED	5.7* RED	Nov 2015 - 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
109	CAS AW3	Percentage of 16 to 18 year olds in an apprenticeship	10.8	As at Dec 2015	6.8	GREEN	9.5	GREEN	6.4	9.9*	As at Dec 2015
									GREEN	GREEN	
110	REDPI 105	Number of local authority funded apprenticeships sustained at 15 months	699	As at Mar 2016	620	GREEN	314	GREEN			
111	ACE018	People commencing a full-time first degree who were resident in County Durham the year before they started (per 1,000 population aged 18+)	18.0	2013/14 ac yr	17.3	GREEN	17.3	GREEN	24.5	19.7*	2013/14 ac yr
									RED	RED	
112	REDPI 103	Number of full time equivalent jobs created through business improvement grants	68.5	2015/16	New indicator	NA	New indicator	NA			
113	REDPI87	Gross Value Added (GVA) per capita in County Durham (£)	15,165	2013	14,114	GREEN	14,114	GREEN	25,367	18216*	2013
									RED	RED	
114	REDPI88	Per capita household disposable income (£)	14,659	2013	14,151	GREEN	14,151	GREEN	17,842	14927*	2013
									RED	AMBER	
115	REDPI89	Number of registered businesses in County Durham	16,400	2015/16	15,155	GREEN	15,155	GREEN			
116	REDPI66	Number of businesses engaged with Business Durham	1,238	2015/16	1,134	GREEN	1,134	GREEN			
117	REDPI93	Number of business enquiries handled by Business Durham	1,129	2015/16	1,202	RED	1,202	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
118	REDPI32a	Percentage of tourism businesses actively engaged with Visit County Durham [11]	Not reported	NA	65	GREEN	65	GREEN			
119	REDPI90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year [12]	10.08	Apr - Sep 2015	-9.7	GREEN	-9.7	GREEN			
120	REDPI91	Number of unique visitors to the thisisdurham website	223,024	Jan - Mar 2016	222,559	GREEN	244,331	RED			
Altogether Better for Children and Young People											
121	CASCYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Wealthier)	5.9	Nov 2015 - Jan 2016	6.0	GREEN	6.7	GREEN	4.2	5.7*	Nov 2015 - Jan 2016
122	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	22.3	As at Aug 2015	22.5	GREEN	23.0	GREEN	16.1	22.9*	As at Aug 2015
123	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better Council)	22.5	2013	22.6	GREEN	22.6	GREEN	18.6	23.3*	2013
Page 69	CASCYP18	Percentage of children aged 4 to 5 years classified as overweight or obese (Also in Altogether Healthier)	23.0	2014/15 ac yr	23.8	GREEN	23.8	GREEN	21.9	23.7*	2014/15 ac yr

Page 70	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
125	CASCYP 19	Percentage of children aged 10 to 11 years classified as overweight or obese (Also in Altogether Healthier)	36.6	2014/15 ac yr	36.1	AMBER	36.1	AMBER	33.2 RED	35.9* AMBER	2014/15 ac yr
126	CASCYP 29	Proven re-offending by young people (who offend) in a 12 month period (%) (Also in Altogether Safer)	46.3	Jul 2013 - Jun 2014	44.7	RED	40.9	RED	37.8 RED	42.3* RED	Jul 2013 - Jun 2014
127	CASCYP 20	Under 18 conception rate per 1,000 girls aged 15 to 17	28.5	2014	30.5	GREEN	33.8	GREEN	22.8 RED	30.2* GREEN	2014
128	CASCYP 21	Under 16 conception rate per 1,000 girls aged 13 to 15	5.8	2014	7.9	GREEN	7.9	GREEN	4.4 RED	6.5* GREEN	2014
129	CASCYP 23	Emotional and behavioural health of children looked after continuously for 12 months or more (scored between 0 to 40)	14.9	2015/16 (provisional)	15.1	GREEN	15.1	GREEN	13.9 RED	13.9* RED	2013/14
130	CASCYP 30	Percentage of Community and Adolescent Mental Health Services (CAMHS) patients who have attended a first appointment within nine weeks of their external referral date	77.3	2015/16	82.8	RED	73.5	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
131	CASCYP 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)	489.4	2011/12 - 2013/14	504.8	GREEN	504.8	GREEN	367.3	532.2*	England - 2011/12 - 2013/14 NE - 2010/11 - 2012/13
132	CASCYP 28	Rate of children with a child protection plan per 10,000 population	35.1	As at Mar 2016 (provisional)	34.7	AMBER	37.6	GREEN	42.9	59.5*	As at Mar 2015
133	CASCYP 14	Number of successful interventions (families turned around) via the Stronger Families Programme (Also in Altogether Safer)	129	Sep 2014 - Dec 2015	23	Not comparable [13]	NA	NA			
134	CASCYP 24	Rate of looked after children per 10,000 population aged under 18 [3]	67.6	As at Mar 2016	65.9	RED	62.0	RED	60.0	82*	As at Mar 2015
135	CASCYP 25	Prevalence of breastfeeding at 6 to 8 weeks from birth (Also in Altogether Healthier)	28.5	Oct - Dec 2015	29.6	RED	27.7	GREEN	45.2	28.4*	Apr - Jun 2015 (NE - Durham, Darlington and Tees area team)

Page 72	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Healthier											
136	CASCYP 18	Percentage of children aged 4 to 5 years classified as overweight or obese (Also in Altogether Better for Children and Young People)	23.0	2014/15 ac yr	23.8	GREEN	23.8	GREEN	21.9 RED	23.7* GREEN	2014/15 ac yr
137	CASCYP 19	Percentage of children aged 10 to 11 years classified as overweight or obese (Also in Altogether Better for Children and Young People)	36.6	2014/15 ac yr	36.1	AMBER	36.1	AMBER	33.2 RED	35.9* AMBER	2014/15 ac yr
138	CASCYP 25	Prevalence of breastfeeding at 6 to 8 weeks from birth (Also in Altogether Better for Children and Young People)	28.5	Oct - Dec 2015	29.6	RED	27.7	GREEN	45.2 RED	28.4* GREEN	Apr - Jun 2015 (NE - Durham, Darlington and Tees area team)
139	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
140	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
141	CASAH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population [3]	81.7	2012-14	88.3	GREEN	88.3	GREEN	75.7 RED	85.9* GREEN	2012-14

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
142	CASAH7	Under 75 mortality rate from cancer per 100,000 population	168.6	2012-14	166.6	AMBER	166.6	AMBER	141.5 RED	167.9* AMBER	2012-14
143	CASAH9	Under 75 mortality rate from respiratory disease per 100,000 population	41.8	2012-14	43.4	GREEN	43.4	GREEN	32.6 RED	41.2* AMBER	2012-14
144	CASAH8	Under 75 mortality rate from liver disease per 100,000 population	20.1	2012-14	21.9	GREEN	21.9	GREEN	17.8 RED	23* GREEN	2012-14
145	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
146	CASAH 20	Excess winter deaths (%) (3 year pooled)	16.8	2011-14	19.0	GREEN	19.0	GREEN	15.6 RED	13.4* RED	2011-14
147	CASAH 22	Estimated smoking prevalence of persons aged 18 and over	20.6	2014	22.7	GREEN	22.7	GREEN	18 RED	19.9* RED	2014
148	CASAH 25	Number of residential/nursing care bed days for people aged 65 and over commissioned by Durham County Council	232,638	Jan - Mar 2016	233,777	GREEN	229,737	AMBER			
149	CASAH 20i	Delayed transfers of care from hospital per 100,000 population	4.6	Apr 2015 - Feb 2016	4.4	RED	7.7	GREEN	11.1 GREEN	7.4* GREEN	2014/15
150	CASAH 20ii	Delayed transfers of care from hospital, which are attributable to adult social care, per 100,000 population	1.1	Apr 2015 - Feb 2016	1.1	GREEN	1.5	GREEN	3.7 GREEN	1.6* GREEN	2014/15

Page 74	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
151	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Safer)	13.3	2012-14	13.4	GREEN	13.4	GREEN	8.9	11*	2012-14
152	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	25.0	Sep 2013 - Sep 2015	24.9	GREEN	26.0	RED			
Altogether Safer											
153	CASAS 12	Overall crime rate (per 1,000 population)	55.4	2015/16	39.0	Not comparable [14]	49.7	RED	66.0	63.5*	2015
154	CASAS 24	Rate of theft offences (per 1,000 population)	21.9	2015/16	16.3	Not comparable [14]	21.8	AMBER	30.7	28.5*	2015
155	CASAS 10	Recorded level of victim based crimes per 1,000 population	49.7	2015/16	35.2	Not comparable [14]	44.5	RED	58.8	57*	2015
156	CASAS 11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime	61.7	2015	63	RED	62.5	AMBER		58.8**	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
157	CASAS 15	Number of police reported incidents of anti-social behaviour [3]	20,649	2015/16	16,823	Not comparable [14]	23,257	GREEN			
158	CASAS 22	Number of hate incidents	367	2015/16	291	Not comparable [14]	311	NA			
159	CASAS 18	Proportion of all offenders (adults and young people) who re-offend in a 12 month period	28.4	Jul 2013 - Jun 2014	28.8	GREEN	28.2	AMBER	26.0		Jul 2013 - Jun 2014
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)	46.3	Jul 2013 - Jun 2014	44.7	RED	40.9	RED	37.8	42.3*	Jul 2013 - Jun 2014
161	CASAS 19	Percentage of anti-social behaviour incidents that are alcohol related	11.6	2015/16	11.1	RED	12.3	GREEN			
162	CASAS 20	Percentage of violent crime that is alcohol related [3]	28.0	2015/16	28.5	GREEN	32.4	GREEN			
163	REDPI44	Number of people killed or seriously injured in road traffic accidents [3]	211	Jan - Dec 2015	170	Not comparable [14]	182	RED			
		Number of fatalities	20				14				
		Number of seriously injured	191				168 [3]				

Page 76	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	REDPI45	Number of children killed or seriously injured in road traffic accidents	24	Jan - Dec 2015	22	Not comparable [14]	23	RED			
		Number of fatalities	1			0					
		Number of seriously injured	23			23					
165	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier)	13.3	2012-14	13.4	GREEN	13.4	GREEN	8.9	11*	2012-14
166	CASCYP 14	Number of successful interventions (families turned around) via the Stronger Families Programme (Also in Altogether Better for Children and Young People)	129	Sep 2014 - Dec 2015	23	Not comparable [13]	NA	NA			
Altogether Greener											
167	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	1.89	Dec 2015 - Mar 2016	0.56	RED	0.56	RED	7.00		2014/15
168	NS15	Number of fly-tipping incidents	7,204	2015/16	6,712	RED	8,779	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
169	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to the Energy from Waste plant	64,696.0	Mar 2015 - Feb 2016	67,079.8	RED	67,556.1	RED			
170	REDPI46	Percentage reduction in CO ₂ emissions in County Durham	42.0	As at Dec 2013	39.0	GREEN	39.0	GREEN			
171	REDPI47	Amount of renewable energy generation - megawatts equivalent (MWe) installed or installed/approved capacity within County Durham	220.84	As at Mar 2016	215.74	Not comparable [15]	217.17	Not comparable [15]			
Altogether Better Council											
172	NS43a	Number of customer contacts - face to face	192,782	2015/16	187,956	Not comparable [2]	219,756	Not comparable [2]			
173	NS43b	Number of customer contacts -telephone	995,871	2015/16	1,015,211	NA	989,422	NA			
174	NS43c	Number of customer contacts - web forms	86,034	2015/16	53,997	NA	16,886	NA			
175	NS43d	Number of customer contacts - emails	65,055	2015/16	48,661	NA [2]	NA	NA [2]			
176	RES/013	Staff aged under 25 as a percentage of post count	5.77	As at Mar 2016	5.69	NA	5.52	NA			
177	RES/014	Staff aged over 50 as a percentage of post count	40.15	As at Mar 2016	39.89	NA	38.80	NA			

Page 78	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	RES/LPI/011a	Women in the top five percent of earners	54.03	As at Mar 2016	52.54	NA	52.03	NA			
179	RES/LPI/011bi	Black and minority ethnic (BME) as a percentage of post count	1.6	As at Mar 2016	1.57	NA	1.53	NA			
180	RES/LPI/011ci	Staff with a recorded disability as a percentage of post count	2.75	As at Mar 2016	2.75	NA	2.73	NA			
181	RES028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	685,921.53	2015/16	464,294.50	NA	994,067.33	NA			
182	RES029	Discretionary Housing Payments - value (£) for customers affected by local housing allowance reforms	291,647.15	2015/16	108,986.47	NA	131,569.00	NA			
183	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	22.3	As at Aug 2015	22.5	GREEN	23.0	GREEN	16.1 RED	22.9* GREEN	As at Aug 2015
184	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better for Children and Young People)	22.5	2013	22.6	GREEN	22.6	GREEN	18.6 RED	23.3* GREEN	2013
185	ACE019a	Proportion of households in fuel poverty (low income/high cost rule)	11.5	2013	11.4	AMBER	11.4	AMBER	10.4 RED	11.8* GREEN	2013

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
186	RES/034b	Staff - total headcount (excluding schools)	8,538	As at Mar 2016	8,564	NA	8,954	NA			
187	RES/035b	Staff - total full time equivalent (excluding schools)	7,049	As at Mar 2016	7,057	NA	7,450	NA			
188	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	4.61	2015/16	4.8	GREEN	4.80	GREEN			
189	RES/052	Percentage of posts with no absence in rolling year (excluding schools)	50.32	2015/16	47.89	GREEN	45.02	GREEN			
190	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE) [3] [16]	17	Jan - Mar 2016	13	NA	15	NA			

[2] Due to changes to the definition data are not comparable/available

[3] Data 12 months earlier amended (final published data)/refreshed

[8] Unable to calculate as data was not available in Q4 2014/15 due to a damaged traffic loop

[9] New claimants who would previously have claimed JSA and are single with no children or dependants, will be claiming Universal Credit from September 2015. This will not yet have impacted on the long term figure in County Durham but may have in other authorities where this was introduced earlier. Data is therefore not comparable with available benchmarking

[10] PI title has been amended from 18 to 24 year old JSA claimants, to include people claiming all out of work benefits. Previous period data has been amended for the previous quarter to reflect this change

[11] Information was on a database which is now unsupported. An alternative PI will be reported in 2016/17

[12] Latest data amended

[13] Amended to track the number for 2015/16 and will be reported as a % target PI again 2016/17

[14] Data cumulative so comparisons are not applicable

[15] Data cumulative year on year so comparisons are not applicable

[16] Previous period data amended (final published data)/refreshed

Appendix 4: Volume Measures

Chart 1 – Major planning applications

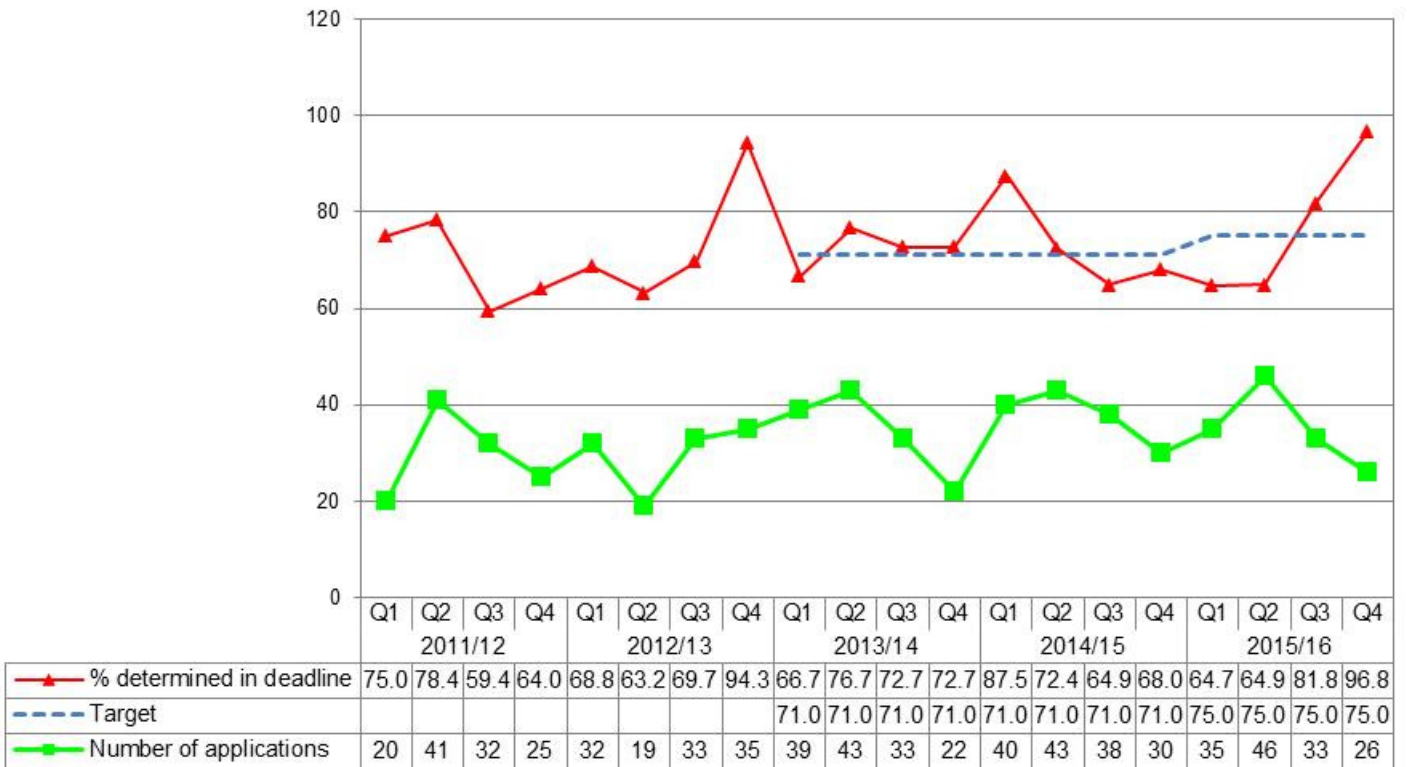


Chart 2 – Overall planning applications

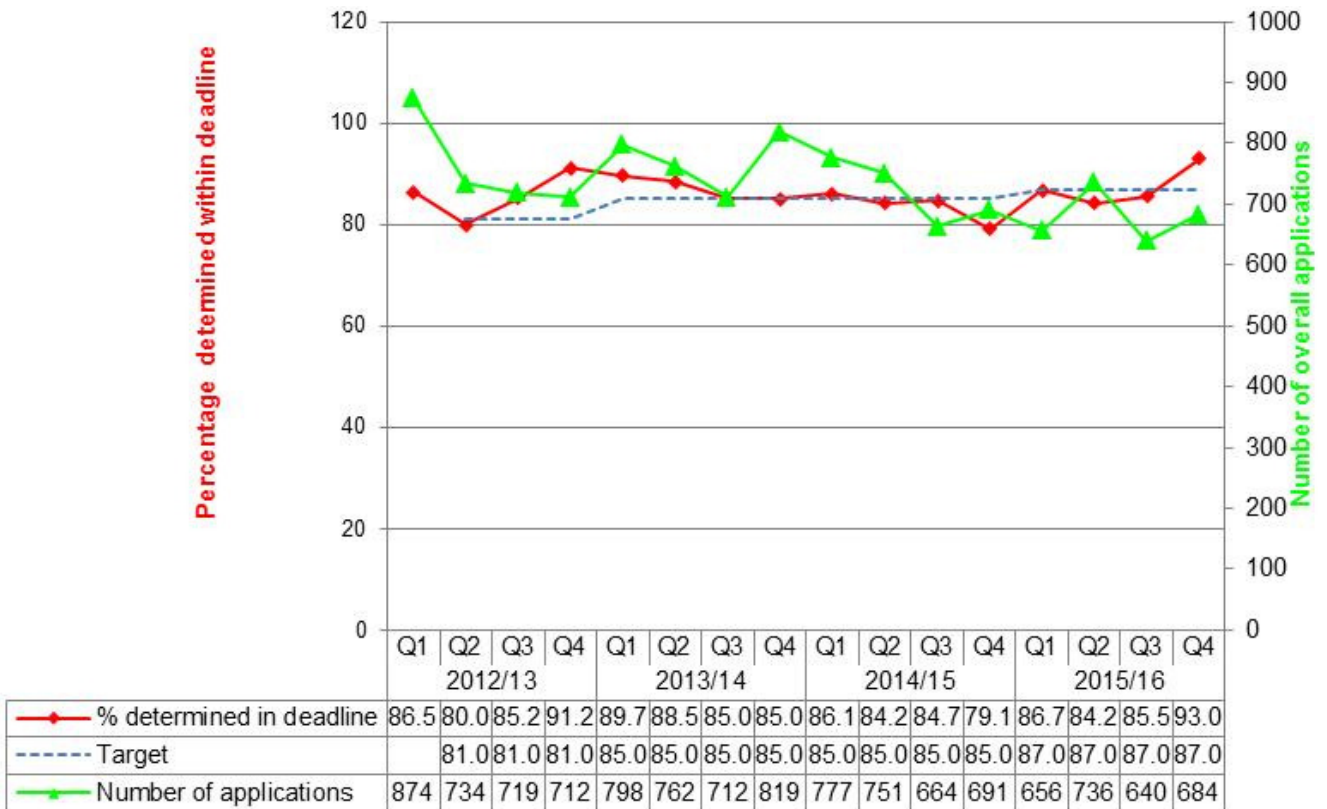


Chart 3 – Durham Key Options - total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused

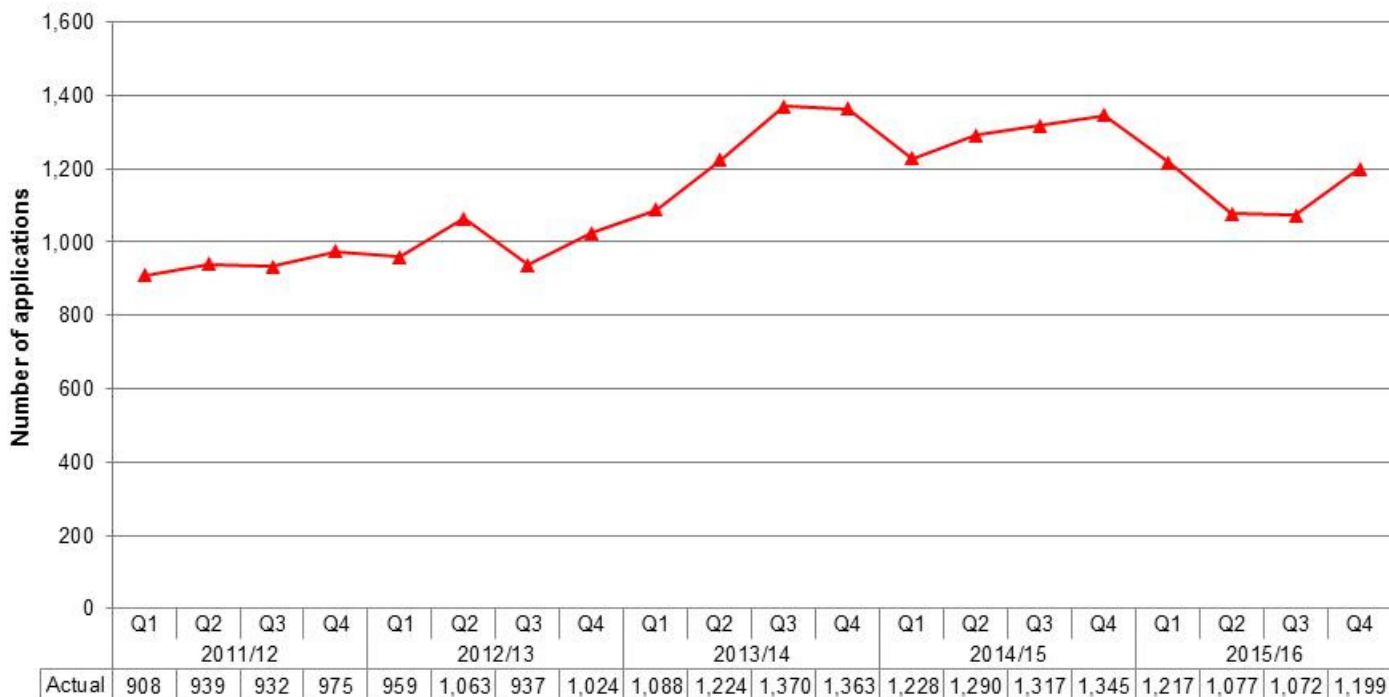


Chart 4 - Number of looked after children cases

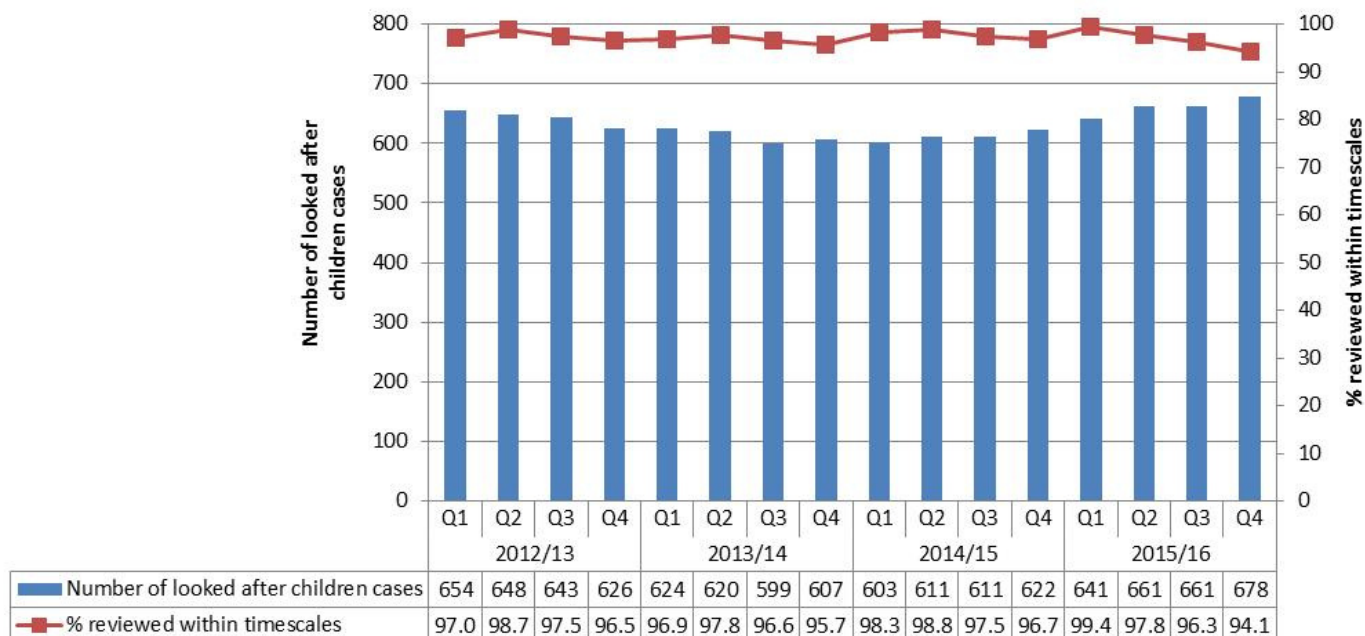
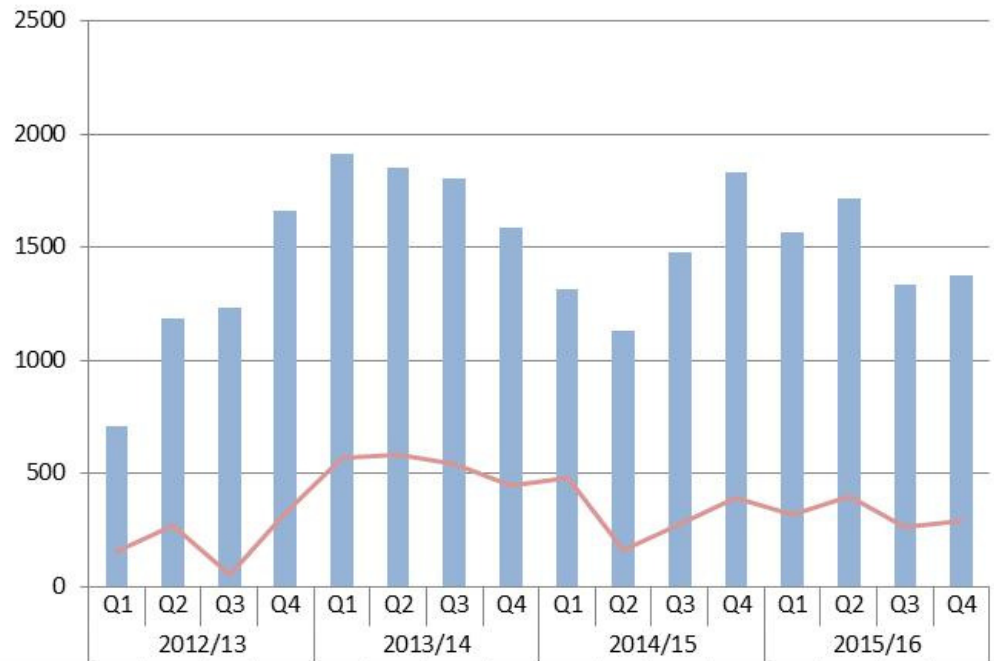


Chart 5 - Children in need referrals within 12 months of previous referral



Number of children in need referrals (quarterly)	710	1187	1232	1663	1911	1855	1807	1,590	1318	1130	1481	1835	1566	1716	1334	1378
Number of Children in Need (CIN) referrals occurring within 12 months of previous referral (quarterly)	155	269	55	326	567	585	543	450	482	161	279	390	317	398	264	287

Chart 6 – Fly-tipping incidents

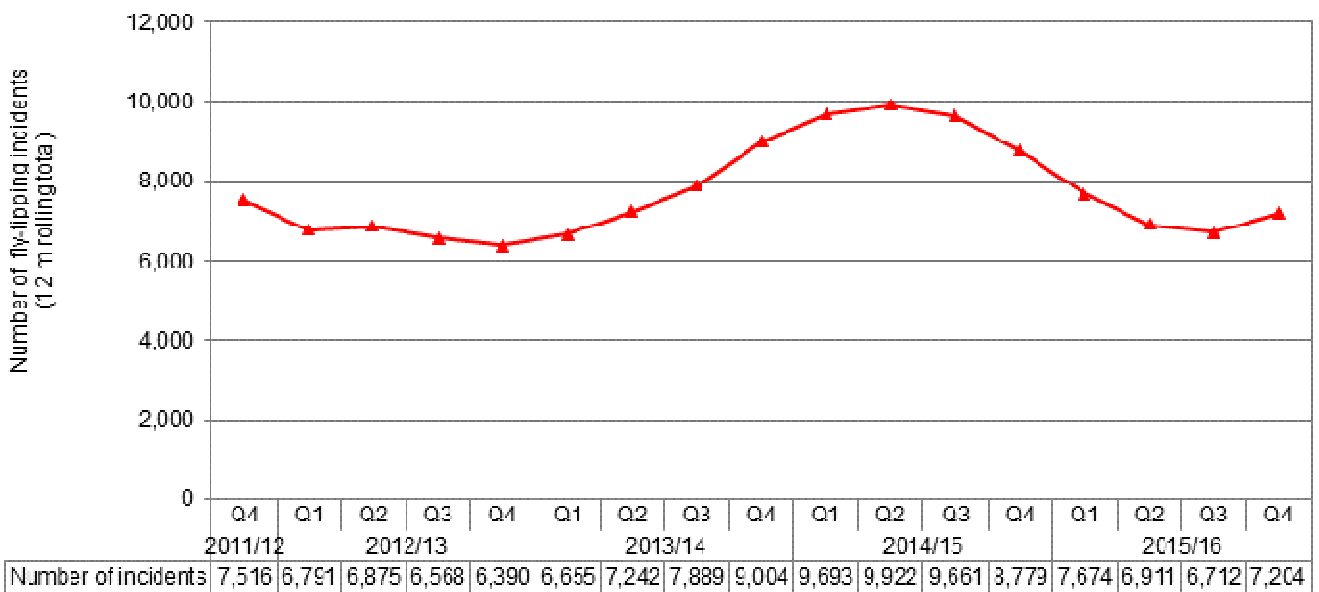


Chart 7 - Telephone calls

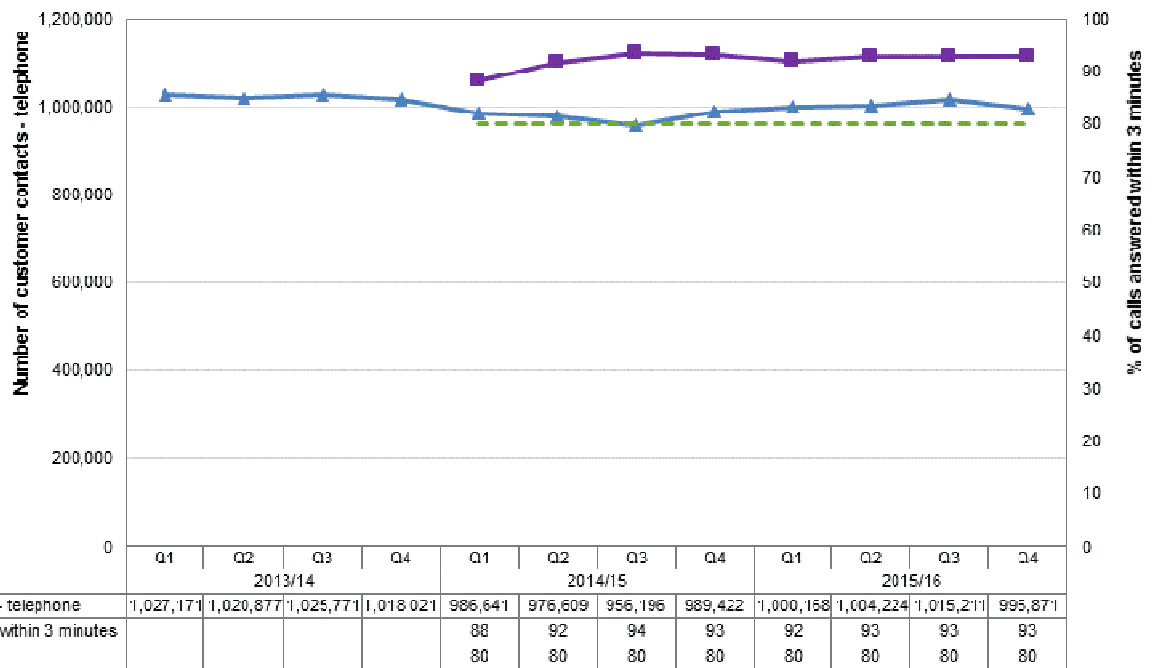


Chart 8 – Face to face contacts

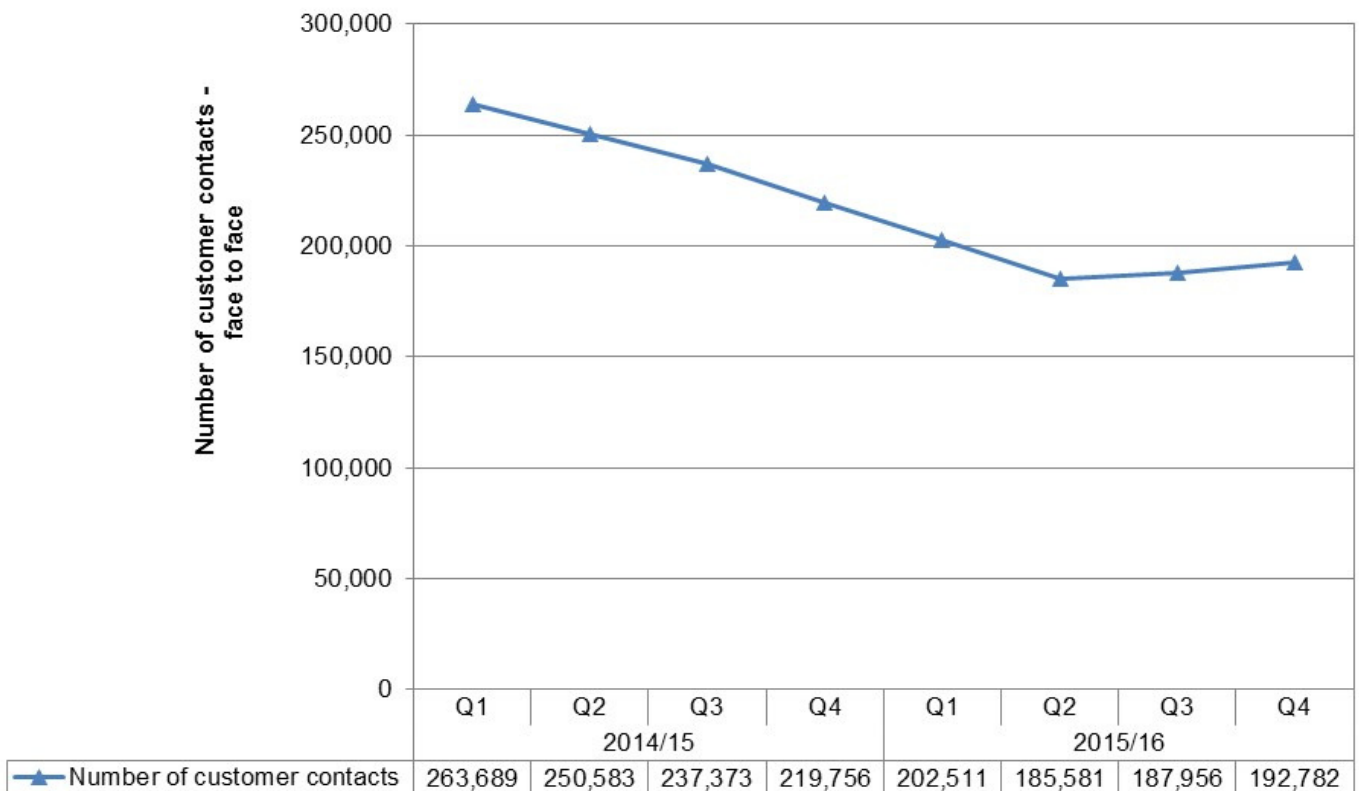


Chart 9 – Housing Benefits – new claims

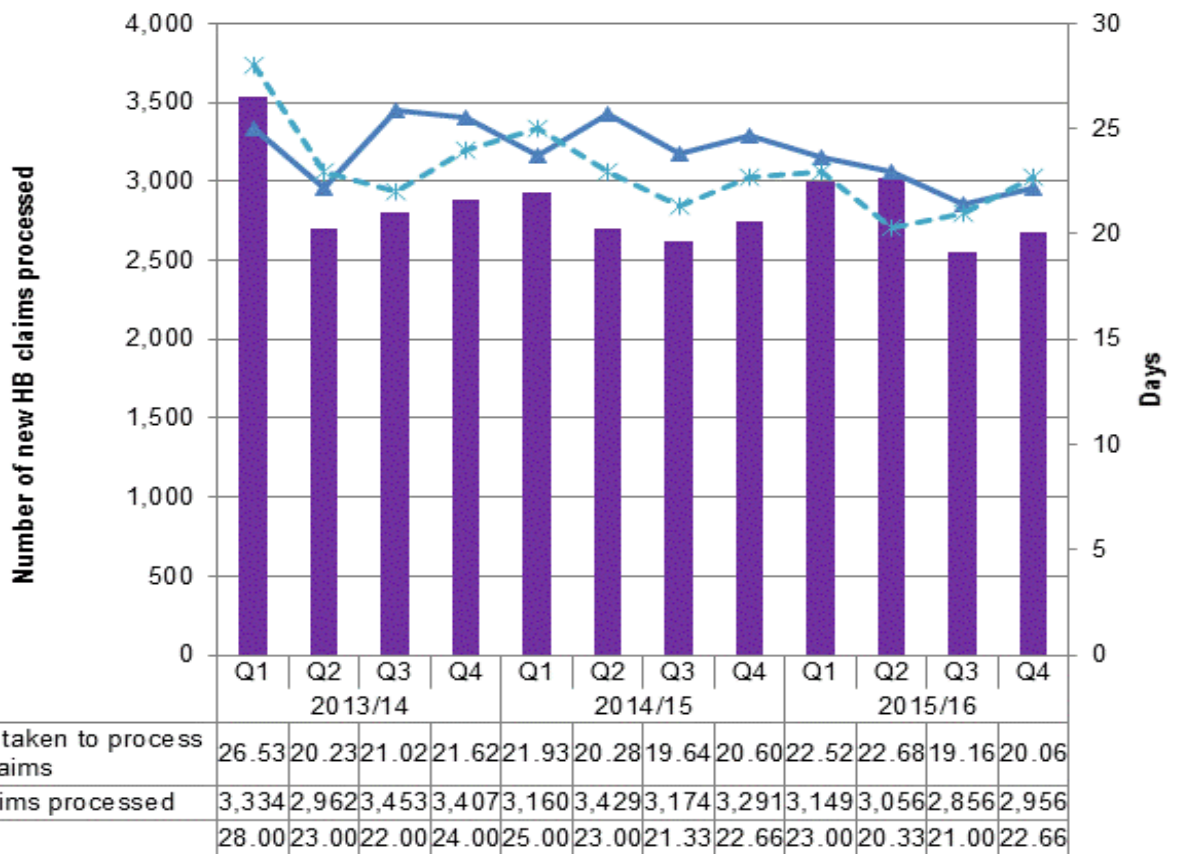


Chart 10 – Council Tax Reduction – new claims

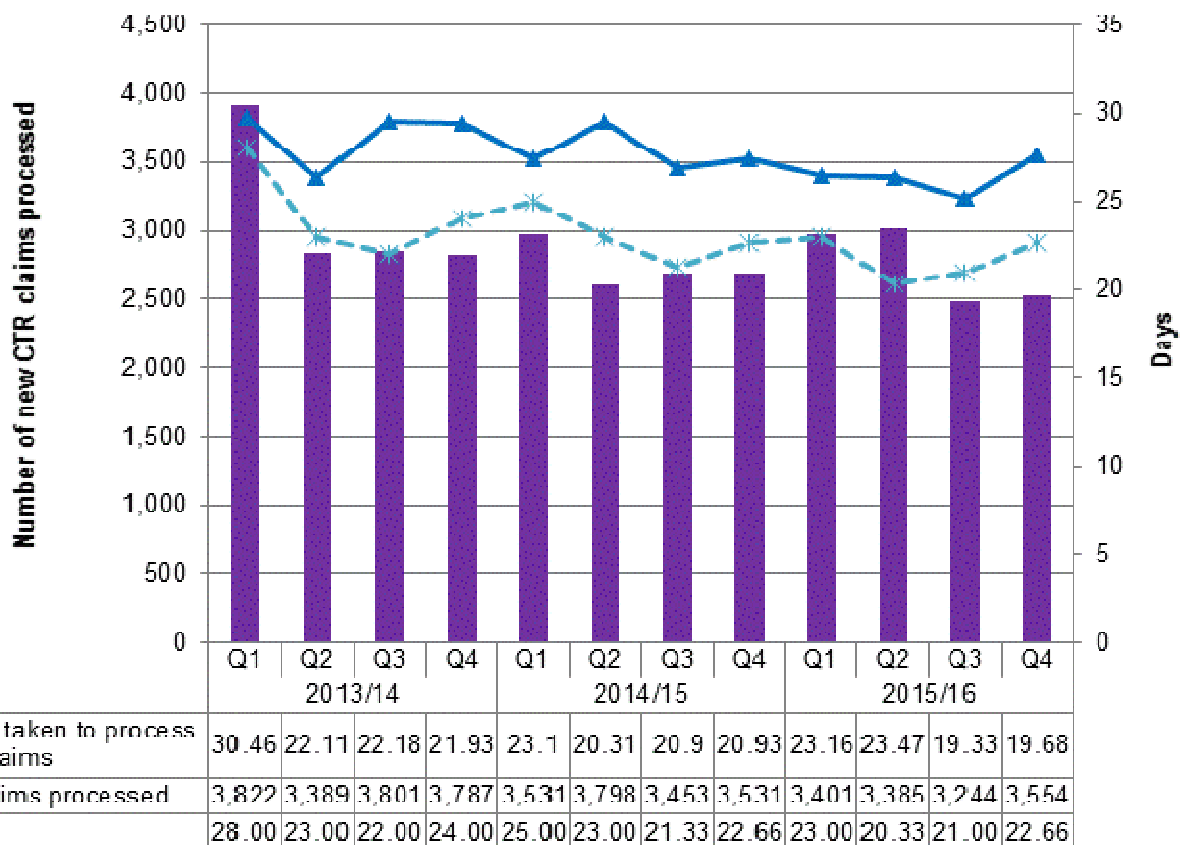
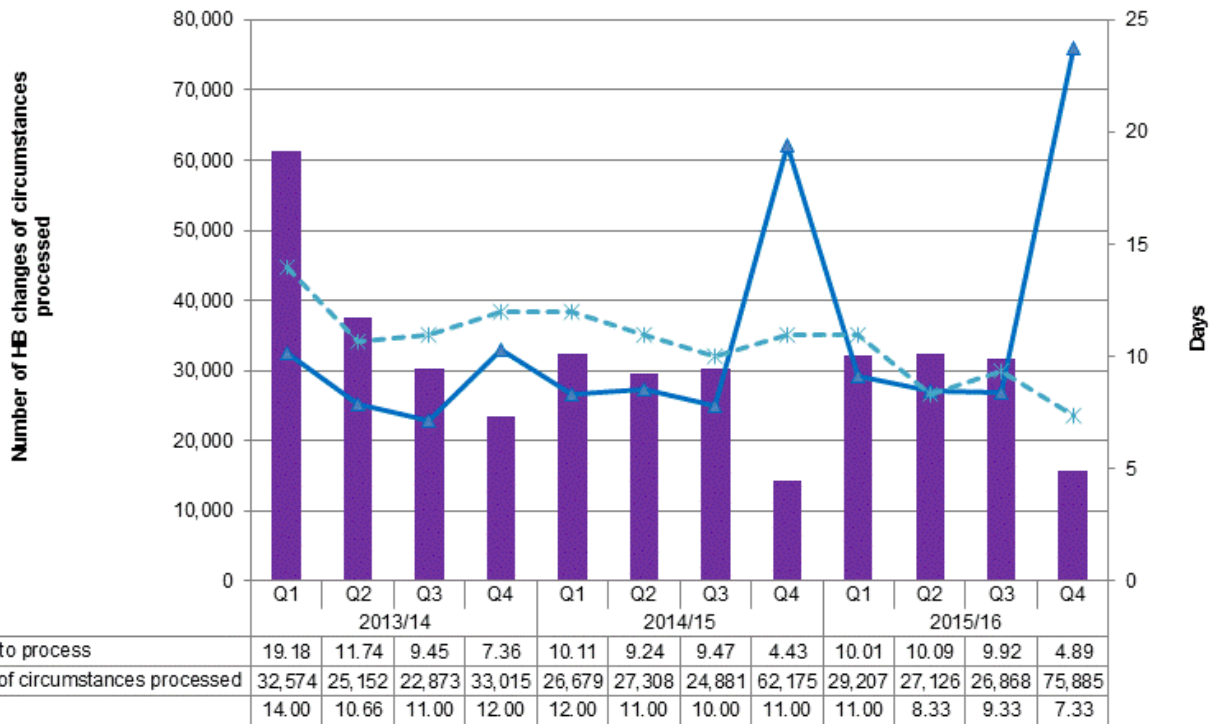
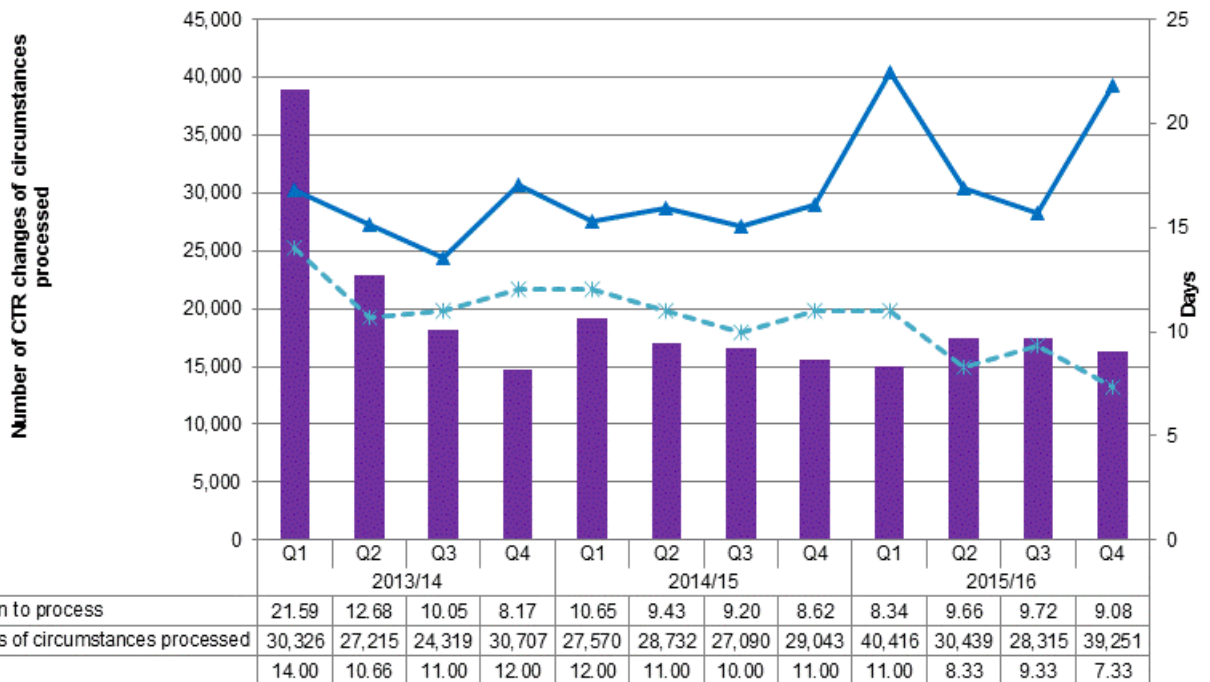


Chart 11 – Housing Benefits – changes of circumstances



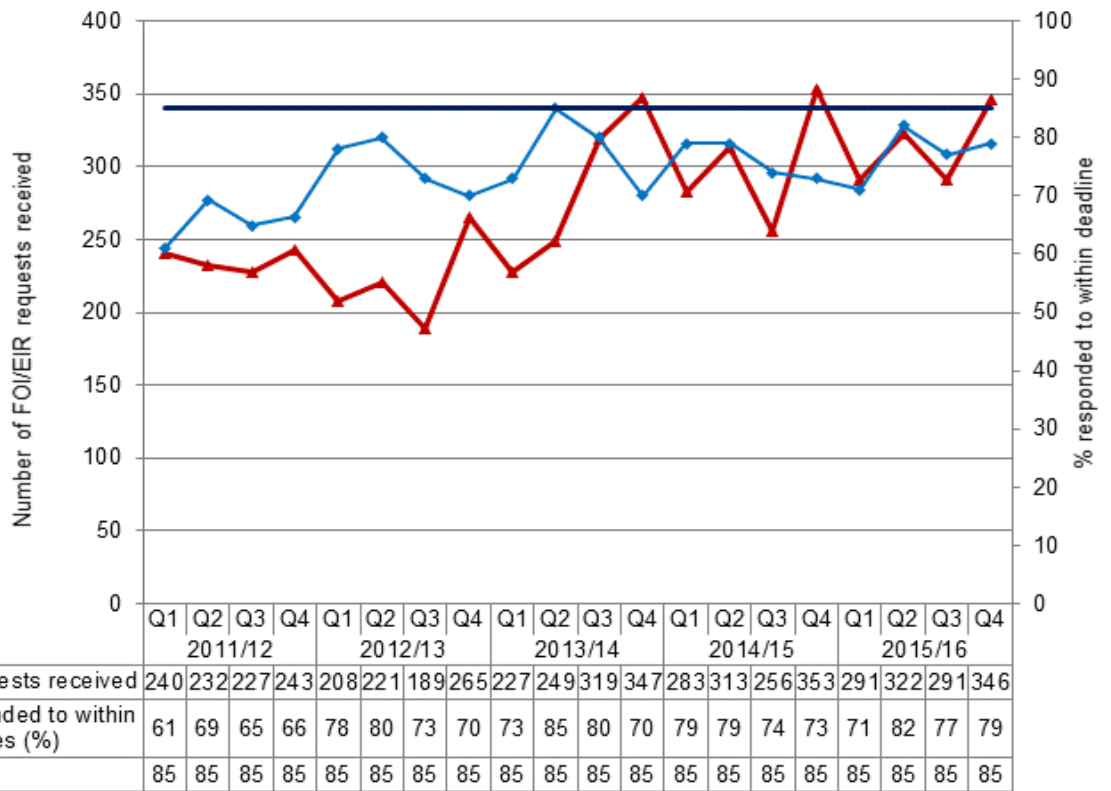
The way in which the change of circumstance is processed changed in quarter one 2015/16, which means that some multi-changes are now counted more than once where previously it would have been counted as just one change. Volume data for 2015/16 is therefore not comparable with previous data.

Chart 12 – Council Tax Reduction – changes of circumstances



The way in which the change of circumstance is processed changed in quarter one 2015/16, which means that some multi-changes are now counted more than once where previously it would have been counted as just one change. Volume data for 2015/16 is therefore not comparable with previous data.

Chart 13 – Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests



Appendix 5: Proposed 2016/17 Corporate Indicator set and 3 year targets

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Altogether Wealthier											
Tracker	REDPI3	Number of net new homes completed in Durham City	RED	Quarterly	40	81					
Tracker	REDPI22	Percentage of households within County Durham that can access Durham city market place by 8.30am, using public transport with a total journey time of 1 hour, including walking time.	RED	Quarterly	75	74.5 (Q2)					
Tracker	REDPI38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	RED	Quarterly	1,053,745	864,284					
Tracker	REDPI80	Percentage annual change in the traffic flow through Durham City	RED	Quarterly	definition changed	-2.49					
Tracker	REDPI 100	Number of visitors to County Durham (million)	RED	Annual Q2	17.9 (2013)	18.1 (2014)					
Tracker	REDPI 101	Number of jobs supported by the visitor economy	RED	Annual Q2	10,899 (2013)	10,803 (2014)					
Tracker	REDPI 102	Amount (£m) generated by the visitor economy	RED	Annual Q2	728 (2013)	752 (2014)					

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Target	REDPI 106	Percentage of properties let from Durham County Council's retail, commercial and investment portfolio	RED	Quarterly	82	79	80	80	80	80	
Target	REDPI33	Percentage of Business Durham business floor space that is occupied	RED	Quarterly	79.12	85	79	81	Not set	Not set	
Target	REDPI76	Income generated from Business Durham business space (£)	RED	Quarterly	3,254,000	2,370,546	3,080,000	3.13m	Not set	Not set	
Tracker	REDPI 97a	Occupancy rates for retail units in Barnard Castle	RED	Annual Q4	89 (2013/14)	91 (2014/15)					90
Tracker	REDPI 97b	Occupancy rates for retail units in Bishop Auckland	RED	Annual Q4	79 (2013/14)	80 (2014/15)					90
Tracker	REDPI 97c	Occupancy rates for retail units in Chester-le-Street	RED	Annual Q4	84 (2013/14)	87 (2014/15)					90
Tracker	REDPI 97d	Occupancy rates for retail units in Consett	RED	Annual Q4	94 (2013/14)	93 (2014/15)					90
Tracker	REDPI 97e	Occupancy rates for retail units in Crook	RED	Annual Q4	92 (2013/14)	90 (2014/15)					90
Tracker	REDPI 97f	Occupancy rates for retail units in Durham City	RED	Annual Q4	89 (2013/14)	91 (2014/15)					90
Tracker	REDPI 97g	Occupancy rates for retail units in Newton Aycliffe	RED	Annual Q4	71 (2013/14)	67 (2014/15)					90
Tracker	REDPI 97h	Occupancy rates for retail units in Peterlee	RED	Annual Q4	85 (2013/14)	86 (2014/15)					90

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	REDPI 97i	Occupancy rates for retail units in Seaham	RED	Annual Q4	91 (2013/14)	94 (2014/15)					90
Tracker	REDPI 97j	Occupancy rates for retail units in Shildon	RED	Annual Q4	89 (2013/14)	89 (2014/15)					90
Tracker	REDPI 97k	Occupancy rates for retail units in Spennymoor	RED	Annual Q4	85 (2013/14)	88 (2014/15)					90
Tracker	REDPI 97l	Occupancy rates for retail units in Stanley	RED	Annual Q4	86 (2013/14)	88 (2014/15)					90
Target	REDPI64	Number of passenger journeys made on the Link2 service	RED	Quarterly	32,323	23,717	30,000	30,000	30,000	30,000	
Tracker	REDPI72	Number of local passenger journeys on the bus network	RED	Quarterly	23,772,821	11,617,606 (Apr - Sep)					
Target	REDPI75	Overall proportion of planning applications determined within deadline	RED	Quarterly	84	85.5	87	90	90	Not set	
Target	REDPI81	Percentage of timetabled bus services that are on time	RED	Quarterly	89	86.3	88	88	88	88	
Target	REDPI 10a	Number of affordable homes delivered	RED	Quarterly	347	257	250	200	200	Not set	
Tracker	REDPI 10b	Number of net homes completed	RED	Quarterly	1,083	1,097					
Tracker	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	RED	Quarterly	41	44					

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Target	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	RED	Quarterly	Definition changed	Definition changed	Definition changed	515	Not set	Not set	
Target	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	RED	Quarterly	199	151	120	Not set	Not set	Not set	
Tracker	REDPI34	Total number of applications registered on the Durham Key Options system, which led to the household being successfully rehoused	RED	Quarterly	5,180	3,366					
Tracker	REDPI 36d	Number of clients accessing the Housing Solutions Service	RED	Quarterly	New definition	9,195					
Tracker	REDPI 36c	Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty	RED	Quarterly	187	103					
Tracker	REDPI 36a	Number of clients who have accessed the housing solutions service and for whom homelessness has been prevented	RED	Quarterly	967 (Q2-4)	941					

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	REDPI40	Proportion of the working age population defined as in employment	RED	Quarterly	68.5	66.8 (Q2)					73.6
Tracker	REDPI73	Proportion of the working age population currently not in work who want a job	RED	Quarterly	12.4	12.9					12.9
Tracker	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	RED	Quarterly	27.81	28.5					27.44
Tracker	REDPI7a	Number of 18 - 24 year olds claiming out of work benefits	RED	Quarterly	2,190	1,350					
Tracker	CAS CYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Better for Children and Young People)	CAS	National measure (Nov-Jan average) reported Q4. Quarterly averages reported Q1 to Q3.	6.7	6					4.2 (Nov 2015 – Jan 2016)
Target	REDPI62	Number of apprenticeships started through County Council funded schemes	RED	Quarterly	357	46 (Apr - Sep)	200	200	Not set	Not set	
Tracker	CASAW3	Percentage of 16-18 year olds in an apprenticeship	CAS	Quarterly	11.5	6.8 (Q2)					6.4 (Dec 2015)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	REDPI 105	Number of local authority funded apprenticeships sustained at least 15 months	RED	Quarterly	314	620					
Target	CAS AW2	Overall success rate (%) of Adult Skills Funded Provision	CAS	Annual (Q2 provisional, Q3 validated)	87 (2013/14 ac yr)	92 (2014/15 ac yr provisional)	88 (2014/15 ac yr)	90	90	90	87 (2014/15 ac yr)
Target	REDPI 103	Number of full time equivalent jobs created through business improvement funding	RED	Annual Q4	New indicator	68.5 (Q4 2015/16)		16	19	21	
Tracker	REDPI87	Gross Value Added (GVA) per capita in County Durham (£)	RED	Annual Q3	14,114 (2012 recalibrated data)	15,164 (2013)					25,367
Tracker	REDPI88	Per capita household disposable income (£)	RED	Annual Q1	14,151 (2012)	14,659 (2013)					17,842
Target	REDPI 41b	Percentage of major planning applications determined within 13 weeks	RED	Quarterly	72.2	81.8	75	80	80	Not set	77
Tracker	REDPI66	Number of businesses engaged with Business Durham	RED	Annual Q4	581 (2013/14)	1,134 (2014/15)					
Tracker	REDPI93	Number of business enquiries handled by Business Durham	RED	Annual Q4	1,151 (2013/14)	1,202 (2014/15)					
Tracker	REDPI89	Number of registered businesses	RED	Annual Q4	14,785 (2013/14)	15,155 (2014/15)					

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Page 94 Target	REDPI92	Number of gross jobs created or safeguarded as a result of Business Durham activity	RED	Quarterly	1,567	897	2,400	1,380	Not set	Not set	
Target	REDPI 104	Number of businesses supported through business improvement funding	RED	Annual Q4	New indicator	45 (Q4 2015/16)	52	37	41	30	
Tracker	REDPI90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	RED	Annual Q3	-9.7	12.2					
Tracker	REDPI91	Number of unique visitors to the thisisdurham website	RED	Quarterly	977,054	681,474					
Tracker	REDPI 110	Number of core tourism businesses participating in the Vistit County Durham Partnership Scheme	RED	Quarterly	New indicator	New indicator					
Tracker	REDPI 111a	Amount of employment land approved (hectares)	RED	TBC	New indicator	New indicator					
Tracker	REDPI 111b	Amount of employment land completed (hectares)	RED	TBC	New indicator	New indicator					
Altogether Better for Children and Young People											
Target	CAS CYP15	Percentage of children in the early years foundation stage achieving a good level of development	CAS	Annual (Q2 provisional Q3 validated)	56.7 (2013/14 ac yr)	63.6 (2014/15 ac yr)	60 (2014/15 ac yr)	64	Not set	Not set	66 (2014/15 ac yr)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	NEW	Attainment 8 and Progress 8 TBC	CAS	Annual	NA	NA					
Tracker	NEW	Primary School Scaled Scores TBC	CAS	Annual	NA	NA					
Target	CAS CYP5	Percentage of pupils on level 3 programmes in community secondary schools achieving 2 A levels at grade A*-E or equivalent	CAS	Annual (Q2 provisional (Q3 validated))	98.7 (2013/14 ac yr)	98.8 (2014/15 ac yr)	98.9 (2014/15 ac yr)	98.9	99	99	98.3 (2014/15 ac yr)
Tracker	CAS CYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Wealthier)	CAS	National measure (Nov-Jan average) reported Q4. Quarterly averages reported Q1 to Q3.	6.7	6					4.2 (Nov 15 – Jan 16)
Tracker	NEW	The achievement gap at Key Stage 4 between children who are eligible for pupil premium and those children who are not eligible	CAS	Annual	New definition for 2016/17	New definition for 2016/17					New definition for 2016/17
Tracker	NEW	The achievement gap at Key Stage 2 between children who are eligible for pupil premium and those children who are not eligible	CAS	Annual	New definition for 2016/17	New definition for 2016/17					New definition for 2016/17

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Page 96 Tracker	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	ACE	Quarterly	22.7	22.5 (Q1)					16.1 (as at Aug 2015)
Tracker	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better Council)	ACE	Annual Q2	22.6 (2012)	22.5 (2013)					18.6 (2013)
Tracker	CAS CYP18	Percentage of children aged 4 to 5 classified as overweight or obese (Also in Altogether Healthier)	CAS	Annual Q3	23.8 (2013/14 ac yr)	23 (2014/15 ac yr)					21.9 (2014/15 ac yr)
Tracker	CAS CYP19	Percentage of children aged 10 to 11 classified as overweight or obese (Also in Altogether Healthier)	CAS	Annual Q3	36.1 (2013/14 ac yr)	36.6 (2014/15 ac yr)					33.2 (2014/15 ac yr)
Tracker	CAS CYP29	Proven re-offending by young people (who offend) in a 12 month period (Also in Altogether Safer)	CAS	Quarterly	38.7 (2012)	44.4 (2013)					37.9 (2013/14)
Tracker	CAS CYP20	Under 18 conception rate per 1,000 girls aged 15 to 17	CAS	Annual Q4	33.8 (2013)	30.5 (Q3 2014)					22.8 (2014)
Tracker	CAS CYP21	Under 16 conception rate per 1,000 girls aged 13 to 15	CAS	Annual Q4	8.9 (2012)	7.9 (2013)					4.8 (2013)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Target	CAS AS5	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)	CAS	Quarterly	438	245	648 (280 FTEs)	578 (250 FTEs)	578 (250 FTEs)	Not yet set	376 (Oct 2014 – Sep 2015)
Tracker	CAS CYP23	Emotional and behavioural health of children looked after continuously for 12 months or more (scored between 0-40)	CAS	Annual Q4	15.5 (2013/14)	15.1 (2014/15)					13.9 (2013/14)
Tracker	CAS CYP30	Percentage of Community and Adolescent Mental Health Services (CAMHS) patients who have attended a first appointment within 9 weeks of their external referral date	CAS	Quarterly	New indicator	82.8					
Tracker	CAS CYP26	Young people aged 10 to 24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10-24 years) (Also in Altogether Healthier)	CAS	Annual Q4	504.8 (2010/11 - 2012/13)	489.4 (2011/12 - 2013/14)					367.3 (2011/12 – 2013/14)
Target	CAS CYP9	Percentage of children in need referrals occurring within 12 months of previous referral	CAS	Quarterly	22.8	21.2	21	19.5	17.3	15	24 (2014/15)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	CAS CYP28	Rate of children with a Child Protection Plan per 10,000 population	CAS	Quarterly	37.6	34.7					42.9 (2014/15)
Tracker	CASCYP12	Percentage of children subject to a child protection plan who had all of their reviews completed within required timescales	CAS	Quarterly	94.5	9.13					94 (2014/15)
Tracker	CYP11	Percentage of children looked after who had all of their reviews completed within required timescale	CAS	Quarterly	96.4	96.3					90.5 (2009/10)
Tracker	NEW	Number of child sexual exploitation referrals	CAS	TBC	New indicator	New indicator					
Target	NEW	Percentage of First Contact enquiries processed within 24 hours	CAS	Quarterly	75.3	81.8		TBC	TBC	TBC	
Target	NEW	Percentage of Single Assessments completed within 45 working days	CAS	Quarterly	80.6	80.5		TBC	TBC	TBC	81.5 (2014/15)
Target	CAS CYP14	Percentage of successful interventions (families 'turned around') via the Stronger Families Programme (Also in Altogether Safer)	CAS	Quarterly	New programme	PI is number this year to get baseline	12** **Stage 2 of the Programme	TBC	TBC	TBC	
Tracker	CAS CYP24	Rate of Looked After Children per 10,000 population	CAS	Quarterly	61.8	65.9					60 (2014/15)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Target	CAS CYP8	Percentage of mothers smoking at time of delivery (Also in Altogether Healthier)	CAS	Reported as discrete quarters through the year then annually at year end	19	18.1 (Q2)	18.2	17.2	Not yet set	Not yet set	10.6 (Oct – Dec 2015)
Altogether Healthier											
Tracker	CAS CYP18	Percentage of children aged 4 to 5 classified as overweight or obese (Also in Altogether Better for Children and Young People)	CAS	Annual Q3	23.8 (2013/14)	23 (2014/15)					21.9 (2014/15 ac yr)
Tracker	CAS CYP19	Percentage of children aged 10 to 11 classified as overweight or obese (Also in Altogether Better for Children and Young People)	CAS	Annual Q3	36.1 (2013/14)	36.6 (2014/15)					33.2 (2014/15 ac yr)
Target	CAS AH2	Percentage of eligible people who receive an NHS health check	CAS	Quarterly	7.4	3.5 (Q2)	8	8	8	Not yet set	9.6 (2014/15)
Tracker	CAS AH18	Male life expectancy at birth (years)	CAS	Annual Q3	77.9 (2010-12)	78 (2011-13)					79.4 (2011-13)
Tracker	CAS AH19	Female life expectancy at birth (years)	CAS	Annual Q3	81.5 (2010-12)	81.3 (2011-13)					83.1 (2011-13)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Target	CAS AH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period	CAS	Quarterly	New indicator	61.2 (2014/15)		60	60	60	57.1 (2014/15)
Target	CAS AH10	Percentage of women eligible for breast screening who were screened adequately within a specified period	CAS	Annual Q3	77.9 (2013/14)	77.8 (2014/15)	70	70	70	70	75.4 (2014/15)
Target	CAS AH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	CAS	Annual Q3	78 (2013/14)	77.6 (2014/15)	80	80	80	80	75.7 (2014/15)
Tracker	CAS AH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	CAS	Annual Q4	91.3 (2010-12)	88.8 (2011-13)					78.2 (2011-13)
Tracker	CAS AH7	Under 75 mortality rate from cancer per 100,000 population	CAS	Annual Q4	164.2 (2010-12)	166.6 (2011-13)					144.4 (2011-13)
Tracker	CAS AH9	Under 75 mortality rate from respiratory diseases per 100,000 population	CAS	Annual Q4	40.1 (2010-12)	43.4 (2011-13)					33.2 (2011-13)
Tracker	CAS AH8	Under 75 mortality rate from liver disease per 100,000 population	CAS	Annual Q4	21.7 (2010-12)	21.9 (2011-13)					17.9 (2011-13)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Target	CAS AS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	CAS	Quarterly	38	26.9 (Q2)	39.5	Top quartile	Not yet set	Not yet set	39.3 (2015)
Target	CAS AS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	CAS	Quarterly	7.1	6.5 (Q2)	9.4	Top quartile	Not yet set	Not yet set	7 (Jul 2014 – Jun 2015)
Target	CAS AS8	Percentage of successful completions of those in drug treatment - non opiates (Also in Altogether Safer)	CAS	Quarterly	40.1	41 (Q2)	41.7	Top quartile	Not yet set	Not yet set	37.7 (Jul 2014 – Jun 2015)
Tracker	CASAH 23	Percentage of registered GP patients aged 17 and over with a diagnosis of diabetes	CAS	Annual Q4	6.8 (2012/13)	6.9 (2013/14)					6.2 (2013/14)
Tracker	CAS AH20	Excess winter deaths (%) (3 year pooled)	CAS	Annual Q4	16.8 (2009-12)	19 (2010-13)					17.4 (2010-13)
Target	CAS CYP8	Percentage of mothers smoking at time of delivery (Also in Altogether Better for Children and Young People)	CAS	Quarterly	19	18.1 (Q2)	18.2	17.2	Not yet set	Not yet set	10.6 (Oct – Dec 2015)
Tracker	CAS AH22	Estimated smoking prevalence of persons aged 18 and over	CAS	Annual Q3	22.7 (2013)	20.6 (2014)					18 (2014)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Target	CAS AH1	Four week smoking quitters per 100,000 smoking population	CAS	Quarterly	New definition	1353 (Q2)	2,939	2,449 (2,331 quitters)	Not yet set	Not yet set	
Target	CAS AH11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	CAS	Quarterly	804.2 per 100,000	578.9 (604 admissions)	710.4	790 admissions	Not yet set	Not yet set	668.8 per 100,000 (2014/15)
Tracker	CASAH 25	Number of residential/nursing care bed days for people aged 65 and over commissioned by Durham County Council	CAS	Quarterly	946,730	695,775					
Target	CAS AH12	Percentage of adult social care service users that receive self-directed support such as a direct payment or personal budget	CAS	Quarterly	New definition	90.1	90	90	90	90	83.7 (2014/15)
Tracker	CAS AH13	Percentage of service users reporting that the help and support they receive has made their quality of life better	CAS	Quarterly	92.6	91.4	90				91.9 (2014/15 national survey)
Target	CAS AH14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	CAS	Quarterly	89.9	87.7	85.7	86	Not yet set	Not yet set	82.1 (2014/15)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	CAS AH20i	Delayed transfers of care from hospital per 100,000 population	CAS	Quarterly	7.7	4.4					11.1 (2014/15)
Tracker	CAS AH20ii	Delayed transfers of care from hospital, which are fully or partly attributable to adult social care, per 100,000 population	CAS	Quarterly	1.5	1.1					3.7 (2014/15)
Tracker	CAS AH24	Percentage of people who use services who have as much social contact as they want with people they like	CAS	Annual Q1 provisional Q2 confirmed	51 (2013/14)	48.7 (2014/15)	50				44.8 (2014/15 National Survey)
Tracker	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Safer)	CAS	Annual Q3	13.4 (2011-13)	13.3 (2012-14)					8.9 (2012-14)
Tracker	CASCYP 26	Young people aged 10-24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10-24 years) (Also in Altogether Better for Children and Young People)	CAS	Annual Q4	504.8 (2010/11- 2012/13)	489.4 (2011/12- 2013/14)					367.3 (2011/12 – 2013/14)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	NS11	Percentage of the adult population (aged 16+) participating in at least 30 minutes sport and active recreation of at least moderate intensity on at least 3 days a week (Active People Survey)	NS	6 monthly	26	25					
Altogether Safer											
Tracker	CAS AS12	Overall crime rate (per 1,000 population)	CAS	Quarterly	49.7	39					66 (2015)
Tracker	CAS AS24	Rate of theft offences (per 1,000 population)	CAS	Quarterly	21.8	16.3					30.7 (2015)
Tracker	CAS AS10	Recorded level of victim based crimes per 1,000 population	CAS	Quarterly	44.5	35.2					58.8 (2015)
Tracker	CAS AS11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime	CAS	Quarterly	63.2	63 (Q2)					58.8 (most similar group 2015)
Tracker	CAS AS15	Number of police reported incidents of anti-social behaviour	CAS	Quarterly	23,235	16,823					
Target	CAS AS1	Percentage of domestic abuse victims who present at the Multi-Agency Risk Assessment Conference (MARAC) and are repeat victims	CAS	Quarterly	14.8	14.9 (Q2)	Less than 25	25	25	25	25 (Jul 2014 – Jun 2015)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	CAS AS9	Building resilience to terrorism (self assessment) Scored on level 1 (low) to 5 (high)	CAS	Annual Q4	4	2 (New definition)					
Target	REDPI98	% of emergency response Care Connect calls arrived at the property within 45 minutes	RED	Quarterly	100	100	90	90	90	90	
Tracker	CAS AS22	Number of hate incidents	CAS	Quarterly	311	291					
Tracker	CAS	Percentage of individuals who achieved their desired outcomes from the adult safeguarding process	CAS	TBC	New indicator	New indicator					
Tracker	CAS AS3	Proportion of people who use Adult Social Care Services who say that those services have made them feel safe and secure	CAS	Quarterly	94	94.6	90				84.5 (2014/15 national survey)
Target	CAS AS5	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)	CAS	Quarterly	438	245	648 (280 FTEs)	578 (250 FTEs)	578 (250 FTEs)	Not yet set	376 (Oct 2014 – Sep 2015)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Page 106 Tracker	CAS AS18	Proportion of all offenders (adults and young people) who re-offend in a 12 month period	CAS	Quarterly	27.3 (2012/13)	29 (2013)					26.5 (2013)
Tracker	CAS CYP29	Proven re-offending by young people (who offend) in a 12 month period (%) (Also in Altogether better for CYP)	CAS	Quarterly	38.7	44.4					37.9 (2013/14)
Tracker	CAS AS19	Percentage of alcohol related anti-social behaviour incidents	CAS	Quarterly	12.3	11.1					
Tracker	CAS AS20	Percentage of violent crime that is alcohol related	CAS	Quarterly	32.4	28.5					
Target	CAS AS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	CAS	Quarterly	38	26.9 (Q2)	39.5	Top quartile	Not yet set	Not yet set	39.3 (2015)
Target	CAS AS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	CAS	Quarterly	7.1	6.5 (Q2)	9.4	Top quartile	Not yet set	Not yet set	7 (Jul 2014 – Jun 2015)
Target	CAS AS8	Percentage of successful completions of those in drug treatment - non opiates (Also in Altogether Healthier)	CAS	Quarterly	40.1	41 (Q2)	41.7	Top quartile	Not yet set	Not yet set	37.7 (Jul 2014 – Jun 2015)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	REDPI44	Number of people killed or seriously injured in road traffic accidents	RED	Quarterly	182	170					
Tracker	REDPI45	Number of children killed or seriously injured in road traffic accidents	RED	Quarterly	23	21					
Target	CAS CYP14	Percentage of successful interventions (families 'turned around') via the Stronger Families Programme (Also in Altogether better for Children and Young People)	CAS	Quarterly	New programme	PI is number this year to get baseline	12** **Stage 2 of the Programme	TBC	TBC	TBC	
Tracker	CAS AH21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier)	CAS	Annual Q3	13.4 (2011-13)	13.3 (2012-14)					8.9 (2012-14)
Altogether Greener											
Tracker	NS15	Number of fly-tipping incidents	NS	Quarterly	8,779	6,712					
Target	NS10	Percentage of municipal waste diverted from landfill	NS	Quarterly	99	95.9	95	95	95	95	
Target	NS19	Percentage of household waste that is reused, recycled or composted	NS	Quarterly	42.5	39.9	38	40	36	36	43.7 (2014/15)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker Page 108	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to the Energy from Waste plant	NS	Quarterly	67,556.1	67,079.8					
Target	NS14a	Percentage of relevant land and highways assessed as having deposits of litter that fall below an acceptable level.	NS	3 times a year	5.32	5.5	7	7	7	7	10 (2014/15)
Target	NS14b	Percentage of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level.	NS	3 times a year	8.87	8.55	10	10	10	10	27 (2014/15)
Tracker	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	NS	3 times a year	1.08	1.11					7 (2014/15)
Tracker	REDPI46	Reduction in CO ₂ emissions in County Durham (by 40% by 2020)	RED	Annual Q2	39 (2012/13)	42 (2013/14)					
Target	REDPI48	Percentage change in CO ₂ emissions from local authority operations	RED	Annual Q2	-9 (2013/14)	-10.4 (2014/15)	-4 (2014/15)	-4	-4	Not set	

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	REDPI47	The amount of renewable energy generation - megawatt equivalent (MwE) installed or installed/approved capacity within County Durham	RED	Quarterly	217.17	215.74					
Tracker	REDPI49	Number of new registered and approved Feed In Tariff (FIT) installations	RED	Quarterly	1,443	1,363	900				
Target	REDPI 109	The number of private sector properties benefiting from an energy efficiency measure installed by British Gas through the Warm Up North partnership	RED	Annual Q4	New indicator	501 (Q4 2015/16)	200	250	TBC	TBC	
Target	NS04	Percentage of recorded actionable defects repaired within 24 hours (category 1)	NS	Quarterly	95	95	95	95	95	95	
Target	NS05a	Percentage of recorded actionable defects repaired within 14 working days (category 2.1)	NS	Quarterly	New indicator	81	95	95	95	95	
Target	NS05b	Percentage of recorded actionable defects repaired within 3 months (category 2.2)	NS	Quarterly	New indicator	65	95	95	95	95	

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Target	NS05c	Percentage of recorded actionable defects repaired within 12 months (category 2.3)	NS	Quarterly	New indicator	81	95	95	95	95	
Tracker	NS11	Percentage of A roads where maintenance is recommended (Scanner Survey)	NS	Annually	New indicator	New indicator					
Tracker	NS12	Percentage of B & C roads where maintenance is recommended (Scanner Survey)	NS	Annually	New indicator	New indicator					
Altogether Better Council											
Tracker	NS43a	Number of customer contacts- face to face	NS	Quarterly	219,756	187,956					
Tracker	NS43b	Number of customer contacts-telephone	NS	Quarterly	989,422	1,015,211					
Tracker	NS43c	Number of customer contacts- web forms	NS	Quarterly	16,886	53,997 (Apr – Dec)					
Tracker	NS43d	Number of customer contacts- emails	NS	Quarterly	New indicator	48661 (Apr - Dec)					
Tracker	NS7e	Number of customer contacts- social media	NS	Quarterly	New indicator	2,234					
Tracker	NS20	Percentage of abandoned calls	NS	Quarterly	5	6	12				
Tracker	NS9	Average time taken to answer a telephone call	NS	Quarterly	New indicator	New indicator					
Target	NS25	Percentage of customers with an appointment at a customer access point who are seen on time	NS	Quarterly	No data reported	No data reported	95	95	95	95	

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Target	RES/038	Percentage of all ICT Service Desk incidents resolved on time	RES	Quarterly	93	94	90	90	90	90	
Tracker	RES/013	Staff aged under 25 as a percentage of post count	RES	Quarterly	5.52	5.69					
Tracker	RES/014	Staff aged over 50 as a percentage of post count	RES	Quarterly	38.8	39.89					
Tracker	RES/LPI/011a	Women in the top 5% of earners	RES	Quarterly	52.03	52.54					
Tracker	RES/LPI/011b(i)	Black and minority ethnic (BME) as a percentage of post count	RES	Quarterly	1.53	1.57					
Tracker	RES/LPI/011c(i)	Staff with disability as a percentage of post count	RES	Quarterly	2.73	2.75					
Tracker	RES/028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	RES	Quarterly	994,067.33	464,294.50					
Tracker	RES/029	Discretionary Housing Payments - value (£) for customers affected by Local Housing Allowance Reforms	RES	Quarterly	131,569.00	108,986.47					
Tracker	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	ACE	Quarterly	22.7	22.5 (Q1)					16.1 (as at Aug 2015)

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Page 112 Tracker	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better for Children and Young People)	ACE	Annual Q2	22.6 (2012)	22.5 (2013)					18.6 (2013)
Tracker	ACE019a	Proportion of Households in Fuel Poverty (low Income / High Cost rule)	ACE	Annual Q2	11.4 (2012)	11.5 (2013)					13.9 (2012)
Target	RES/NI/181a1	Time taken to process new Housing Benefit claims (days)	RES	Quarterly	20.61	19.16	22	22	22	22	23 (Jul - Sep 2015)
Target	RES/NI/181a2	Time taken to process new Council Tax Reduction claims (days)	RES	Quarterly	21.29	19.33	22	22	22	22	
Target	RES/NI/181b1	Time taken to process change of circumstances for housing benefit claims (days)	RES	Quarterly	7.33	9.92	10	10	10	10	10 (Jul - Sep 2015)
Target	RES/NI/181b2	Time taken to process change of circumstances for Council Tax Reduction claims (days)	RES	Quarterly	9.46	9.72	10	10	10	10	
Target	RES/002	Percentage of Council Tax Collected In-Year	RES	Quarterly	95.8	84.47	96.2	96.8	96.8	96.8	97 (2014/15)
Target	RES/003	Percentage of business rates collected in-year	RES	Quarterly	97.2	82.95	96.7	97.5	97.6	97.7	98.11 (2014/15)
Tracker	RES/034b	Staff - total head count (excluding schools)	RES	Quarterly	8,954	8,564					

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	RES/035b	Staff - total full time equivalents (excluding schools)	RES	Quarterly	7,450	7,057					
Target	RES/129	Percentage of council tax recovered for all years excluding the current year	RES	Quarterly	98.18	99.06	98.5	98.5	98.5	98.5	
Target	RES/130	Percentage of business rates recovered for all years excluding the current year	RES	Quarterly	99.5	99.5	98.5	98.5	98.5	98.5	
Target	REDPI 49b	Total of income and savings from solar installations on council owned buildings	RED	Annual Q4	214,000 (2013/14)	261,210 (2014/15)	242,000	242,000	242,000	Not set	
Target	REDPI68	Average asset rating of Display Energy Certificates in county council buildings	RED	Quarterly	97.1	96	97	94	93	Not set	
Target	RES/LPI/010	Percentage of undisputed invoices paid within 30 days to our suppliers	RES	Quarterly	91.4	95.2	92	93	94	94	
Target	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines (20 working days)	ACE	Quarterly	73	77	85	85	85	85	

Indicator Type	PI ref	PI Description	Service	Frequency	Performance		2015/16 Target	Proposed targets			National Comparison
					2014/15	2015/16 Q3		2016/17	2017/18	2018/19	
Tracker	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	RES	Quarterly	4.8	4.8					
Tracker	RES/052	Percentage posts with no absence in rolling year (excluding schools)	RES	Quarterly	45.02	47.89					
Target	RES/LPI/012	Days/shifts lost to sickness absence - all services including school staff	RES	Quarterly	9.58	9.71	8.5	8.5	8.2	8	
Target	RES/LPI/012(a)	Days/Shifts lost to sickness absence - all services excluding school staff	RES	Quarterly	12.14	12.13	11.5	11.5	11.2	11	
Tracker	RES/TBC	Percentage of employees having 5 days or less sickness per 12 month rolling period	RES	Quarterly							
Tracker	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) Incidents reported to the Health and Safety Executive	RES	Quarterly	15	10					
Target	RES/011	Percentage of performance appraisals completed in current post in rolling year (excludes schools)	RES	Quarterly	83.89	83.75	90	92	94	95	

Council and Service Plan 2016-19

Performance Indicator Challenge – Member comments/queries

Indicator	Member comment/query	Service feedback	Committee where raised
REDPI98 Percentage of emergency response Care Connect calls arrived at the property within 45 minutes	Target should be higher	Telecare Services Authority standards are their governing body and their targets are set at 90%	Safer and Stronger Overview and Scrutiny
REDPI32a Percentage of tourism businesses actively engaged with Visit County Durham	Want to retain this as target PI - we should be able to influence VCD (PI definition should be tightened up so more meaningful - attending a conference is included)	<p>This PI will be replaced by REDPI110 - The percentage of core tourism businesses participating in the Visit County Durham partnership scheme, which will measure engagement of tourism businesses in a more relevant way. VCD will be providing two different levels of support. Previously all support was free. Now all businesses will have a basic level of support and they can join the partnership scheme for a fee which will give them additional support.</p> <p>This will be a tracker PI for 2016/17 to get a baseline then a target will be set for 2017/18.</p>	Economy and Enterprise Overview and Scrutiny
REDPI93 Number of business enquiries handled	Should also be target PI	Business Durham are dependent on people coming forward to them. They promote and support businesses by giving loans and periods of rent free to new businesses.	Economy and Enterprise Overview and Scrutiny

Indicator	Member comment/query	Service feedback	Committee where raised
ALL Visit County Durham PIs Page 116	Should be target PIs	<p>VCD activity has more of an enabling role by promotion of marketing campaigns, for which they have targets and they review at the end. They don't deliver the activities and just promote these to encourage visitors. These PIs are about the wider impact of tourism. VCD are happy to provide and will provide responses to various campaigns they conduct through scrutiny reports.</p> <p>Where baseline data is available RED are working with VCD to set long term aspirational targets for future years.</p>	Economy and Enterprise Overview and Scrutiny
3 cancer screening PIs (CAS AH 3,4,10)	Proposed that these be retained	Agreed to put indicators back into corporate set	Adults, Wellbeing and Health Overview and Scrutiny
NS04 & NS05 Percentage of recorded actionable defects repaired within 24 hours	Proposed to drop these PIs but members are concerned that performance of NS05 is well below target (68% against target of 95%) and wondered why. Also we do not have the details of how the new PIs regarding the scanner survey work. They would like details of how this will work before the existing indicators are deleted.	Indicators will remain in corporate PI set and new PIs for scanner survey will also be included	Environment and Sustainable Communities Overview and Scrutiny

**Overview and Scrutiny
Management Board**



17 June 2016

**Overview and Scrutiny Annual
Report 2015/16**

Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 To present to Members of the Overview and Management Board, the Overview and Scrutiny Annual Report 2015/16 (attached at Appendix 2) for comment and approval prior to its submission to the County Council meeting on 20th July 2016.

Information

- 2 In accordance with Article 6 paragraph 6.03(d) the Overview and Scrutiny Management Board is required to report annually to the County Council, and the Annual Report provides information on the work of all the Overview and Scrutiny Committees for the period 2015/16.

Recommendations

- 3 That Members of OSMB:
 - i) comment on the Overview and Scrutiny Annual Report for 2015/16;
 - ii) agree that it be submitted to the County Council meeting on 20th July 2016.

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

Appendix 1: Implications

Finance

None

Staffing

None

Risk

None

Equality and Diversity

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

Accommodation

None

Crime and Disorder

None

Human Rights

None

Consultation

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

Procurement

None

Disability Discrimination Act

None

Legal Implications

None



Altogether better

Overview and Scrutiny Annual Report 2015-2016

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

May 2016

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

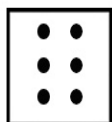
العربية (Arabic) (中文 (繁體字)) (Chinese) اردو (Urdu)

polski (Polish) ਪੰਜਾਬੀ (Punjabi) Español (Spanish)

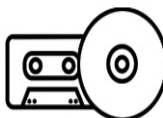
বাংলা (Bengali) हिन्दी (Hindi) Deutsch (German)

Français (French) Türkçe (Turkish) Melayu (Malay)

Scrutiny@Durham.gov.uk
03000 268145



Braille



Audio



**Large
Print**

Foreword

Overview and Scrutiny is seen to be an integral part of the Council's operations - influence can be seen in the budget process, policy formation, and the drive for continuous improvement of our services to local communities. A strong and robust Overview and Scrutiny function is an important element within the Council's governance and decision making arrangements and it is vital that we continue to support this work in an ongoing climate of budget pressures.



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

The statutory scrutiny roles of Health, Crime and Disorder and Flooding Risk Management feature within this Annual Report alongside thematic Scrutiny work in respect of Economy and Enterprise, Environment and Sustainable Communities, Corporate Issues and Children and Young People. The report provides an update of the work undertaken by Overview and Scrutiny during 2015/16 – it has been another very busy year. Issues covered have included Attendance Management; 20 mph speed limits; parking on council land; free school meals and holiday hunger; skills development; alcohol and demand on the emergency services; the customer relationship management system; as well as scrutiny having input into a number of consultations.

I and the Chair of Economy and Enterprise OSC have represented the council on the NECA Overview and Scrutiny Committee, which looks at matters of significant importance to residents across the areas covered by the seven councils, with a view to influencing decisions made in respect of all matters within the remit of the Combined Authority. The committee meets six times a year at varying locations across the NECA area and meetings are open to the public. Further details on NECA can be found at www.northeastca.gov.uk

Councillor Brian Stephens, Cabinet member for Neighbourhoods and Local Partnerships, said, "I would like to applaud scrutiny Members for their valuable work across a wide range of topics, their partnership working with AAPs, and in particular this year work on 20 mph limits. These schemes were introduced to keep children safe and the contribution from scrutiny Members working with Cabinet and officers has delivered results which have far exceeded their original objectives. This is something we can all be very proud of."

Durham County Council has recently been listed as a finalist in the Excellence in Governance and Scrutiny category of the 2016 Municipal Journal Achievement Awards for its approach to scrutiny, community engagement and consultation and governance arrangements.

As always, I would like to thank everyone who has been involved in supporting and assisting the Overview and Scrutiny process – be it Members, officers, partners, or co-opted members.

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

Councillor Joe Armstrong

Key Achievements 2015-16

Overview and Scrutiny Review Activity

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

Skills Development – the Skills Development Working Group has examined the role and performance of DCC in supporting skills development within County Durham; how DCC works in partnership to support skills development; changes within Further Education and skills and how this impacts on the authority and the county; identified gaps and barriers in relation to current skills support provision; and identified future skill priorities.



Free School Meals and Holiday Hunger - the Children and Young People's OSC set out to raise awareness among eligible parents of the importance of claiming free school meals, identify any barriers that may stop parents or children from claiming their free school meals, and highlight what is being done in local communities to address holiday hunger. The review is expected to conclude in the late summer and report to Cabinet in autumn 2016.

20 mph – the 20 mph working group has completed its activity and presented its report to Cabinet in May 2016. This review revisited a previously scrutiny recommendation to explore the use of 20mph speed limits and zones around schools where the risk of accidents is higher. The report highlights the significant contribution of the working group to providing challenge for value for money and expansion of schemes beyond the initial 33 projects, engagement of local Members within scheme design and influence on policy development. Cabinet accepted the review



recommendations which are informing the ongoing programme of 20 mph limit zones.

Alcohol and the Demand on Emergency Services – the Safer and Stronger Communities OSC has undertaken review activity looking at the impact of alcohol on emergency services within County Durham. Initial findings have highlighted both the volume of demand on each service and personal impact of alcohol related incidents on our emergency services personnel. To gain an insight, Members have undertaken field study activity with Durham Constabulary, North East Ambulance Service and the Accident and Emergency Department at University Hospital of North Durham. The working group are scheduled to publish its report in autumn 2016.



The following light touch reviews have also been carried out:

Attendance Management - the Attendance Management Working Group examined and commented upon the draft attendance management policy including the Mental Wellbeing in the Workplace Policy; considered a range of attendance management performance information setting out trends; considered the role of managers in managing sickness absence, including associated training; and reviewed the role of Occupational Health and the promotion of better health at work initiatives.

Customer Relationship Management System (CRMS) - the Corporate Issues OSC review of the CRMS is enabling Members to assess the functionality of the new CRM system and the range of services that will be integrated into/available through the system. It also allows Members to 'road test' the new system, and to look at their operational needs in accessing information and reporting issues/service requests on behalf of their constituents and in respect of their casework.

Parking on Council Land – Members of the Environment and Sustainable Communities OSC carried out a light touch review of parking on council land, the findings of this light touch review were shared with the Cabinet Portfolio Holder.

Other review activity in 2015/16 included:

- Scrutiny of the budget process through consideration of the Medium Term Financial Plan. Considerations were broad-based and ranged from scrutiny of the timetable for the budget process, scrutiny of developing cost reduction proposals, as well as ongoing quarterly scrutiny of the delivery of savings.
- Increased awareness of the Council's scrutiny function through articles in local media, Members' Bulletin, and an ongoing update of the scrutiny web pages.
- Formally responded to NHS Quality Accounts 2015/16 for: North East Ambulance Service; County Durham and Darlington NHS Foundation Trust; and the Tees, Esk and Wear Valleys NHS Foundation Trust.
- Continued to maintain and establish links with all thematic partnerships. A series of briefings and reports have been shared with thematic partnerships, for example:
 - Tourism Marketing scrutiny review activity undertaken by Visit County Durham (VCD) was shared with VCD Board and then the County Durham Economic Partnership.
 - Management of DCC's woodlands estate scrutiny review report – County Durham Environment Partnership
 - The review of Self Harm by Young People was shared with both the Children and Families Partnership and the Health and Wellbeing Board.
 - The report on organised crime was presented to the Safe Durham Partnership Board.

- Contributed to:
 - Adults Wellbeing and Health OSC (AWBH OSC) – Durham Dales, Easington and Sedgfield Clinical Commissioning Group’s Review of Ambulance Services - the AWBH OSC has concluded its input into the Durham Dales, Easington and Sedgfield CCG (DDES CCG) proposals to change ambulance services, in particular ambulance crew skills mix within the Durham Dales area.
 - Adults, Wellbeing and Health OSC examined proposals to reconfigure inpatient wards for people with organic mental illness (predominantly dementia) serving County Durham and Darlington – Statutory Health Consultation.

- Had input into the following:
 - Anti-poverty strategy
 - Refuse collection service in rural areas and isolated properties
 - Review of Youth Support
 - Home to School Transport
 - Children and Young People’s Plan 2016-2018
 - Joint Strategic Needs Assessment and Health and Wellbeing Strategy 2016-2018
 - The Housing Strategy for County Durham
 - The Customer First Strategy
 - County Durham Drugs Strategy 2014-17
 - In-house Residential Homes Consultation Process
 - Children’s Centres consultation process
 - Safe Durham Partnership Plan 2015/18
 - Consultation on the Fire and Rescue service’s annual Integrated Risk Management Plan (IRMP) 2016/17 to 2018/19
 - Safe Durham Partnership Alcohol Harm Reduction Strategy 2015/17
 - Children, Young People & Families Plan 2015-2018
 - Healthy Weight Framework.

Key Achievements 2015-16

Overview and Scrutiny Site Visits

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



Hitachi



Consett Academy



Cycle Routes



Wisedrive



Flood Defence



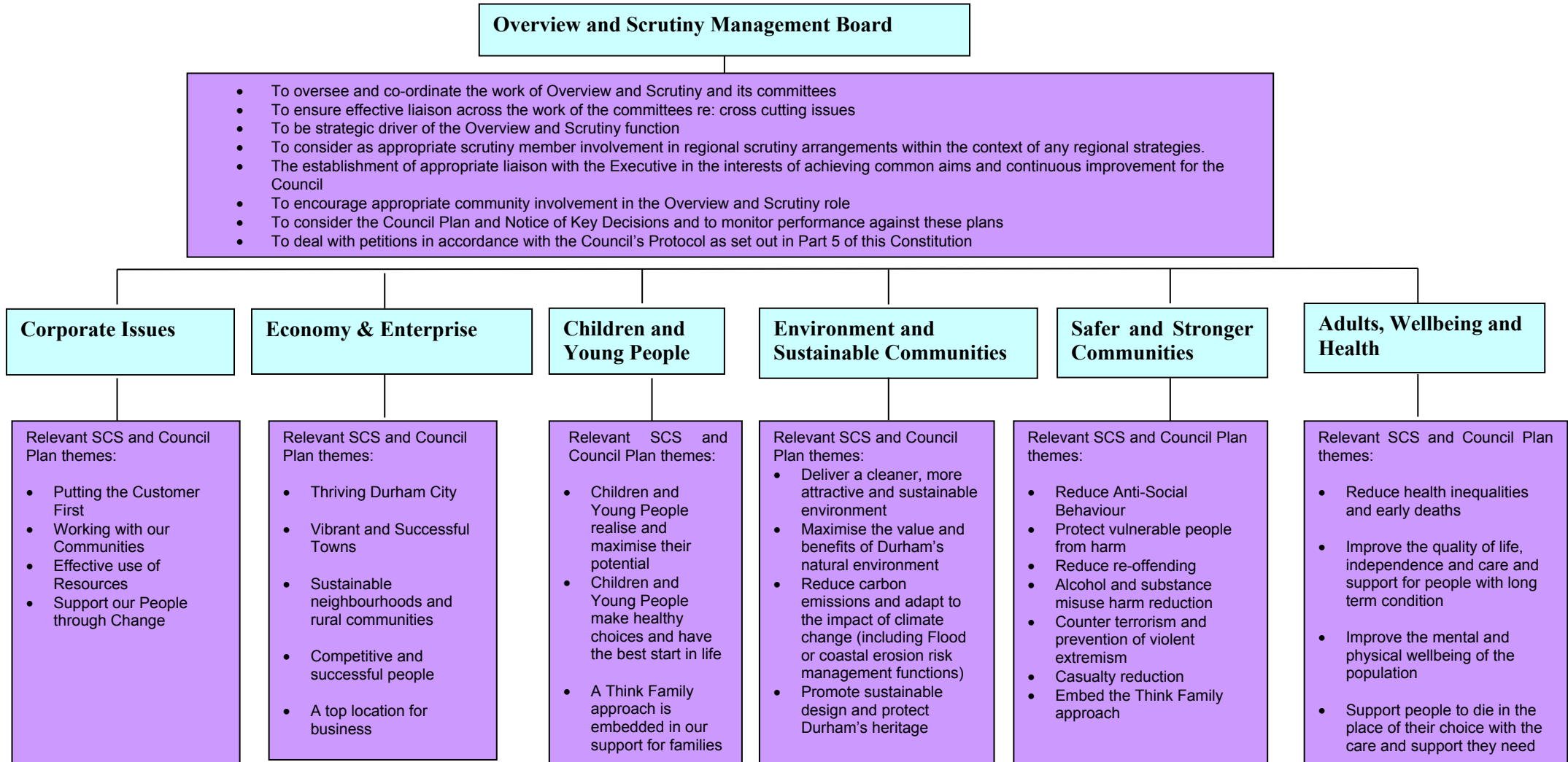
Peterlee Recovery Centre

Overview and Scrutiny Site Visits also include

- Skills Development Working Group to:
 - New College, Durham
 - Infinite Learning and Development, Peterlee
 - South West Durham Training Ltd, Aycliffe Business Park
- Durham City Centre Night time Economy & Ambulance Crew Observation
- Civil Contingencies Live Exercise
- School meal with pupils at Seaham School of Technology
- School Road Safety Assembly at Etherley Lane Primary School

Overview and Scrutiny Committees

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



Overview and Scrutiny Management Board

The **Overview and Scrutiny Management Board (OSMB)** provides a strategic direction for the work of all the committees. Its work programme for 2015/16 included the following:

- Examination of the Council's Medium Term Financial Plan 2016/2017 – 2019/2020 (MTFP 6), Council Plan and Service Plans and revenue and capital budget proposals for 2016/2017 to make sure that the Council's resources are used effectively and efficiently;
- Updates on petitions received which enables Members to track progress on behalf of communities;
- Updates on major policy developments and announcements made by Central Government and the implications for the Council and County Durham - Implications of the Government's Policy Programme on DCC;
- Received updates on:
 - The County Durham Partnership
 - Welfare Reform
 - The delivery of the Medium Term Financial Plan 5
 - County Durham Drug Strategy
- Continued to receive regular updates on:
 - Performance management every quarter before it is disseminated to respective Overview and Scrutiny Committees for further comment;
 - Council's Notice of Key Decisions - to ensure that Members are aware of key decisions to be made by Cabinet, and to provide information on scrutiny involvement if any;
 - Work programme activity from each of the Overview and Scrutiny Chairs;
- Received a presentation on, and had input into, the draft County Durham Poverty Action Plan;
- Received a call-in on the proposed closure of the Durham Light Infantry Museum and future arrangements for displaying the collections;
- Held a special meeting in December 2015 to discuss the future of the DLI collections;
- Led and co-ordinated on the reappointment of the non-voting scrutiny co-optees and the appointment of new co-optees to Scrutiny Committees.



Cllr Joe Armstrong,
Chair of Overview and
Scrutiny Management
Board



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

Corporate Issues Overview and Scrutiny Committee



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



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

The **Corporate Issues Overview and Scrutiny Committee**, which is aligned to the **Altogether Better Council** priority in our Council Plan has:

- Undertaken and finalised a review of Absence Management;
- Undertaken a review on the Customer Records Management System (CRMS);
- Received a systematic review on the recommendations of the Customer First review;
- Collaborated with the OSMB on in depth scrutiny of the of the Council's Medium Term Financial Plan 2016/2017 – 2019/2020 (MTFP 6), Council Plan and Service Plans and revenue and capital budget proposals for 2016/2017 to make sure that the Council's resources are used effectively and efficiently;
- Received details and commented on the Council's use of powers under the Regulation of Investigatory Powers Act (RIPA) 2000;
- Refreshed the Corporate Issues Overview and Scrutiny Work Programme;
- Received quarterly updates on:
 - Performance Management 2015/16 and commented on progress against the Council's corporate basket of performance indicators for the Altogether Better Council Theme;
 - the Forecast of Revenue and Capital Outturn for Assistant Chief Executives and Resources;
 - Customer Feedback: Complaints, Compliments and Suggestions;
- Received the annual update of The Children's and Adults Service Annual Representations Report 2014/15;
- Received a presentation on DCC's revised Corporate Complaints Policy;
- Had input into:
 - the refresh of the Council Plan and Service Plans;
 - the performance indicators for Altogether Better Council.

Adults, Wellbeing and Health Overview and Scrutiny Committee

The Adults, Wellbeing and Health Overview and Scrutiny Committee (AWH OSC) has a statutory role under the Health and Social Care Act 2001 as amended to scrutinise local health services. This committee is aligned to the **Altogether Healthier** priority theme and has:

- Examined and provided commentary upon Quality Accounts 2014/15 including proposed priorities for 2015/16 for Tees, Esk and Wear Valley NHS FT; County Durham and Darlington NHS FT and North East Ambulance Service NHS FT. The Committee also considered updates on progress from all three Trusts in respect of priorities during 2015/16;



Cllr John Robinson,
Chair of AWH OSC



Cllr Sonia Forster
Vice-chair of AWH OSC

- Considered and endorsed the County Durham and Darlington Urgent Care Strategy;
- Scrutinised the Consultation and Engagement Plans in respect of Durham Dales, Easington and Sedgefield CCG's Review of Urgent Care services in North Durham;
- Examined the results of independent review by NHS England's Northern Regional Clinical Senate into proposals by Durham Dales, Easington and Sedgefield CCG in respect of Accident and Emergency Ambulance service model changes in their area, and endorsed the implementation of the new arrangements;
- Considered and commented upon the refresh of the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy 2016-2019
- Reviewed Annual Reports and performance information in respect of County Durham HealthWatch and the County Durham Health and Wellbeing Board, including the results of the Board's Peer Review;
- Considered update reports in respect of:
 - County Durham and Darlington Clinical Strategy;
 - The Securing Quality in Health Services (SeQIHS) /Better Health Programme;
 - NHS England's five year Forward View;
 - The Care Act 2014;
 - North Durham and Durham Dales, Easington and Sedgefield CCGs Clear and Credible Plans;
 - Public Health services and funding;
 - The work of the North East Regional Joint Health OSC.
- Engaged with the Care Quality Commission (CQC) as part of their ongoing inspection programme by submitting evidence reports in respect of the North East Ambulance Service NHS FT and North Tees and Hartlepool NHS FT;

- Examined the CQC inspection reports and actions plans in respect of County Durham and Darlington NHS FT and Tees, Esk and Wear Valleys NHS FT;
- Considered and commented upon the Safe Durham Partnership's Draft Alcohol Harm Reduction Strategy and County Durham and Darlington Fire and Rescue Service's Integrated Risk Management Plan 2016-17;
- Considered the County Council's Review of its Care Connect Services;
- Scrutinised the Consultation and Engagement Plans in respect of Tees, Esk and Wear Valleys' NHS FT/Durham Dales, Easington and Sedgefield; North Durham and Darlington CCGs' Review of Organic(Dementia) Inpatient Wards serving County Durham and Darlington;
- Examined the Winter Plan and systems resilience plans of North Durham and DDES CCGs;
- Engagement with Hartlepool BC and Stockton on Tees BC in respect of North Tees and Hartlepool NHS FT proposals to close the Assisted Reproduction Unit at University Hospital Hartlepool.

Children and Young People's Overview and Scrutiny Committee

Children and Young People Overview and Scrutiny Committee (CYP OSC) is aligned to **Altogether Better for Children and Young People** priority theme in the Council Plan. This Committee has:

- Undertaken a major review on Take up of Free School Meals and Holiday Hunger to raise awareness of the importance of eligible parents claiming for free school meals and raise awareness of holiday hunger activities taking place in communities;
- Received information on young people who are not in education, employment or training and what help and support is available for them in County Durham;
- Scrutinised the Alcohol Harm Reduction Strategy; the Care Leavers Strategy and the Fixed Play Strategy;
- Examined:
 - the Home to School Transport Policy and fed into the consultation process
 - Educational attainment at key stage two and key stage four;
- Continued to follow closely the impact of smoking on children and young people and the Wellbeing for Life programme;
- Scrutinised:
 - the 0 -5yrs Health Visitor and Family Nurse Partnership services and 5-19 years School Nursing Service;
 - the support given to younger carers in County Durham;
- Received presentations and commented upon:
 - Welfare Reform and Poverty Issues
 - Refresh of the Children, Young People and Families Plan 2016-2019
 - Refresh of the Joint Strategic Needs Assessment and the Joint Health and Wellbeing Strategy 2016-2019
 - Review of Youth Support;
- Maintained a keen interest in the health and wellbeing of children and young people in County Durham and has received information on the Children and Adolescent Mental Health Service (CAMHS) Crisis Care Pathway and Help and Support for Children and Young People with Autistic Spectrum Disorder;
- Scrutinised Annual Reports from the Director of Public Health and the Local Safeguarding Children's Board;
- Continued to receive updates on:
 - The Council Plan
 - School Funding Reforms;
- Received quarterly updates on:
 - Performance management 2015/2016
 - Forecast of revenue and capital return for Children and Adults Services;



Cllr Christine Potts
Chair of CYP OSC



Cllr Morris Nicholls
Vice-Chair of CYP OSC

- Received an update on the review of Self-Harm by Young People;
- The Chair of the Overview and Scrutiny Management board, together with the Chair of CYP OSC, were interviewed as part of the Ofsted Single Inspection of local authority childrens' services and review of the Local Safeguarding Children's Board (LSCB);
- Received summary of minutes from Children and Families Partnership;
- Involved young people through taking committee meetings to them in their school.

Economy and Enterprise Overview and Scrutiny Committee

Economy and Enterprise Overview and Scrutiny Committee (Economy OSC) is aligned to the **Altogether Wealthier** priority team in the Council Plan. This Committee has:

- Undertaken a review on:
 - Support provided for skills development within County Durham by DCC focusing on the role and performance of DCC in supporting skills development including detail of how it works in partnership with key partners;
- Received updates and commented on key developments and the direction of travel in relation to: the EU funding programme; Youth Employment Initiative; the Combined Authority; the County Durham Plan; the Regeneration Statement and the Housing Strategy;
- Received detail of and commented on the apprenticeship offer within County Durham, the progress of the Digital Durham Programme, the delivery of the various town centre masterplans and the support provided to small and medium sized enterprises (SMEs) within County Durham;
- Consider on an annual basis detail of the work undertaken by the County Durham Economic Partnership and Business Durham;
- Continue to receive information on the continued development of the Homelessness Strategy and Durham Key Options;
- Considered the Regeneration and Economic Development, investment planning process;
- Received an update on the progress of recommendations of the impact of changes in Government Funding and Policy on the Economy of County Durham scrutiny review;
- Monitored the performance and revenue and capital expenditure through quarterly performance management and budgetary reports;
- Received quarterly updates on:
 - Performance management 2015/2016
 - Forecast of revenue and capital outturn for RED service grouping 2015/16;
- Received minutes from the County Durham Economic Partnership.



Cllr Rob Crute,
Chair of Economy and
Enterprise OSC



Cllr Alison Batey
Vice-chair of Economy
and Enterprise OSC

Environment and Sustainable Communities Overview and Scrutiny Committee

The **Environment and Sustainable Communities Overview and Scrutiny Committee** (Env OSC) has statutory responsibility under the Localism Act 2011 as amended to scrutinise flooding and coastal risk management functions of the council and external bodies (Environment Agency and Northumbrian Water Ltd.) This committee is aligned to the **Altogether Greener** priority theme in the Council Plan. The committee has:



Cllr Barbara Graham
Chair of Environment OSC

Cllr Eddy Adam
Vice-chair of Environment OSC

- Undertaken a review on Parking on Council Land;
- Scrutinised Warm up North and Fuel Poverty; Renewable Energy and the Flooding and Risk Management Authorities via special meetings;
- Received regular updates on the waste programme; European Structure and Investment Funding programme and carbon emissions:

- Analysed Contaminated Land Strategy and Air Quality Action Plan;
- Explored environmental campaigns and Incentives;
- Considered the Winter Maintenance Plan;
- Received update on the progress of recommendations on:
 - Woodlands Review
 - Flooding Review;
- Received and commented on rural and isolated bin collections consultation;
- Examined strategic cycle routes;
- Received minutes from:
 - The County Durham Environmental Partnership
 - County Durham Flood Prevention Group
 - Northumbria Regional Flood and Coastal Committee;
- Received quarterly updates on:
 - Performance management 2015/2016
 - Forecast of revenue and capital outturn for Neighbourhood Services 2015/16;
- The Committee is the Flood and Coastal Erosion Risk Management Committee for County Durham and receives on an annual basis an update on the work of the Flood Risk Management Authorities for County Durham which focuses on:
 - Flood mitigation work currently being undertaken within County Durham by the Flood Risk Management Authorities for County Durham;
 - Future flood mitigation work to be undertaken and detail of funding;
 - Any issues identified by the Flood Risk Management Authorities in relation to flood mitigation schemes/projects within the County.

Safer and Stronger Communities Overview and Scrutiny Committee

The **Safer and Stronger Communities Overview and Scrutiny Committee** (SSC OSC) has powers under the Police and Justice Act 2006 as amended to scrutinise work being undertaken by the statutory crime and disorder reduction partnership; the Safe Durham Partnership. The committee is aligned to the **Altogether Safer** priority theme in the Council Plan. The committee has:



Cllr David Boyes
Chair of Safer and Stronger
Communities OSC



Cllr Thomas Nearney
Vice-chair of Safer and Stronger
Communities OSC

- Completed review activity on organised crime and Substance Misuse Centres. The report's findings and recommendations were presented to and agreed at the Safe Durham Partnership (SDP) Board and Cabinet. An update on organised crime is scheduled during 2016/17 and the Committee are to hold a special meeting with the service provider to follow up on its review work for substance misuse services in June 2016.
- Led activity of the 20 mph Working Group that has completed its work and contributed to achieving value for money with the £1m scheme for 33 schools being expanded to further schools, enhancing phase 1 schemes with local member input and development of a new 20 mph policy. This activity was part of the Council's application for a Municipal Journal Award.
- Engaged with Police, Fire, Ambulance and Accident & Emergency Departments in gathering evidence for its current review on Alcohol and its demand on emergency services.
- Received information and progress reports from the National Probation Service and Durham Tees Valley Community Rehabilitation Company on the implementation of the Government's Transforming Rehabilitation Programme;
- Requested the consumer protection service raise awareness of their positive enforcement activity to Area Action Partnerships and Magistrates.
- Considered a presentation from the Chair of the City Safety Group on progress on implementation of outcomes to improve safety within Durham City following the report by the Royal Society for the Prevention of Accidents.
- Responded to consultations on the Safe Durham Partnership Plan and County Durham and Darlington Fire & Rescue Service Integrated Risk Management Plan;
- Received reports and provided comment on activity of the Safe Durham Partnership Board, Police and Crime Panel, the Road Casualty Reduction Forum, Youth Justice Plan and Checkpoint programme.
- Monitored quarterly performance reports and provided acknowledgment of high performance areas and included performance challenges within its work programme.
- Remained focused on levels of anti-social behaviour (ASB) through consideration of a presentation on reducing the number of secondary deliberate fires, receiving update reports on implementation of recommendations from previous review activity of Neighbourhood Wardens and implementation of new ASB powers.

Regional Scrutiny

The North East Regional Employers' Organisation supports a Region – wide Joint Member and Officer Scrutiny network where all twelve North East local authorities' Scrutiny leads discuss national developments in scrutiny and also have an opportunity to share their work programmes and priorities and consider emerging issues that have an impact across local authority boundaries. Key issues considered by the network during 2015/16 have included the role of Ofsted in Safeguarding Children; Scrutiny of educational performance; the effective scrutiny of Health and Social Care integration; the transfer of 0-5 Children's Public Health Commissioning; the development of relationships between Overview and Scrutiny and the Care Quality Commission.

North East Combined Authority (NECA) scrutiny arrangements

The North East Combined Authority (NECA) has agreed three broad areas of focus:

- Transport
- Employability and Inclusion
- Economic Development and Regeneration

Governance arrangements for the NECA include an Overview and Scrutiny Committee which enables local councillors, on behalf of their communities, to scrutinise and challenge all matters within the remit of the Combined Authority. The committee investigates matters of significant importance to residents across the areas covered by the seven councils with a view to influencing decisions made in respect of all matters within the remit of the Combined Authority. The North East Combined Authority (NECA) Overview and Scrutiny Committee is made up of 14 councillors from across the 7 combined authority areas. Durham County Council is represented on the NECA Overview and Scrutiny Committee by Councillor Joe Armstrong, Chair of DCC's OSMB and Councillor Rob Crute, Chair of DCC's Economy and Enterprise OSC.

The first meeting of the year was held on 22nd June 2015, with an agenda including the Local Enterprise Partnership annual report and overview of funding, and potential topics for the Committee's work programme for the year. The Committee is currently undertaking a policy development scrutiny review on Transport Related Barriers to Education, Employment and Training, which began in 2015. The NECA scrutiny committee is due to meet 6 times this year at varying locations across the NECA area and meetings are open to the public. Further details on NECA can be found at www.northeastca.gov.uk

As part of several devolved powers, the North East Combined Authority has also established a Commission for Health and Social Care Integration, in partnership with the NHS. The Commission will look at the potential for integrating health services, including acute and primary care, community services, mental health services, social care and public health. It is hoped this will strengthen services while improving local outcomes and health inequalities.

Regional Health Scrutiny

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

During 2015/16, the committee has:

- considered the Annual Report and Performance update for the North East Ambulance Service;
- engaged with NHS England in respect of the Review of Neonatal services in the north east;
- Considered an update by NHS England on the National Congenital Heart Review;
- Examined the North East and Cumbria Learning Disability Fast Track Transformation Plan.

It is envisaged that this work will roll forward into 2016/17.

External Review and Inspection

The Council's Overview and Scrutiny function is frequently engaged in external review and inspection processes. During the course of 2015/16:-

- the Chair of Overview and Scrutiny Management Board and the Chair of Children and Young People's Overview and Scrutiny Committee were interviewed as part of Durham County Council's Ofsted inspection of Children's Services;
- the Chair of the Safer and Stronger Communities Overview and Scrutiny Committee attended a meeting with HMIC Inspectors as part of Durham Constabulary's 'Effectiveness' inspection that included organised crime;
- the Adults Wellbeing and Health Overview and Scrutiny Committee submitted an evidence portfolio setting out how they had worked alongside North East Ambulance Service NHS Foundation Trust as part of their Care Quality Commission Inspection.

Co-optees

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

- to act as a non-political voice for those who live or work in County Durham;
- to bring specialist knowledge and/or skills and an element of external challenge to the Overview and Scrutiny process;

- to take an interest in, attend and contribute to the committees or working groups to which appointed;
- to establish good relations with other members, officers and co-optees;
- where individuals are representatives of any particular organisation or group, to feed back any appropriate discussions or decisions of the relevant committee or working group to their respective organisation or group.

A fundamental review of the appointment process for non-statutory, non-voting co-optees was undertaken in 2014, for a two-year period. The Overview and Scrutiny Management Board agreed in March 2016 that the appointment period for currently serving non-statutory, non-voting co-optees would be extended for a further two years with a fundamental review of the appointment process planned for 2018.

Work Programmes

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

Overview and Scrutiny Team

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



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

**Overview and Scrutiny
Management Board**

17 June 2016

Notice of Key Decisions

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

Purpose of the Report

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

Background

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

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

Current Notice of Key Decisions

- 6 The notice of key decisions that is attached to the report at Appendix 2, is the latest to be published prior to the papers for the Board being dispatched to members. The notice complies with the requirements for Cabinet to be able to take key decisions at the meeting on 15 June 2016. It also contains information on those key decisions that are currently scheduled to be considered by the Executive up to 30 September 2016.
- 7 The information in the Notice of Key Decisions provides the Overview and Scrutiny Management Board with the opportunity of considering whether it wishes to seek to influence any of these key decisions, or to request further information. Members are asked to note that this version of the Notice has been amended and includes a column which has been added to advise of the relevant Scrutiny activity.
- 8 In responding to the request of the Board for further information to be provided on any items that are removed from the previous notice without being considered by Cabinet, this information will be provided at the meeting.
- 9 If the Board wished to examine any of the key decisions, consideration would need to be given as to how this could be accommodated in the Overview and Scrutiny Work programme.

Recommendation

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

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

Appendix 1: Implications

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

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

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

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

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

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

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

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

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

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

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

This page is intentionally left blank

SECTION ONE - CORPORATE

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
Corp/R/16/02	13-Jul-16	2017/18 General Fund Revenue and Capital Budget MTFP 7, Council Plan, Service Plans and Local Council Tax Reduction Scheme		Cllr Simon Henig and Cllr Alan Napier	The public will be consulted as well as Area Action Partnerships. A broad range of partner organisations will also need to be consulted. A full consultation plan will be developed but methods could include on-line responses, AAP fora and partnership fora.	Don McLure, Corporate Director, Resources Tel: 03000 261945 and Lorraine O'Donnell, Assistant Chief Executive Tel: 03000 268060	Scrutiny will have input into the formulation of the MTFP 7 and Council/Service Plans and provide member assurance into this development process.

**SECTION TWO -
CHILDREN AND ADULTS SERVICES**

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

SECTION THREE - REGENERATION AND ECONOMIC DEVELOPMENT

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
R&ED/07/16	15/06/16	Draft County Durham Plan		Cllr Neil Foster, Portfolio Holder for Economic Regeneration		Stuart Timmiss, Head of Planning and Assets 03000 267334	The Economy and Enterprise OSC has received regular updates on the progress of the plan with the last update provided to committee in October 2015. A further update is scheduled for 28th June 2016 meeting of the committee.

SECTION FOUR - NEIGHBOURHOOD SERVICES

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

Overview and Scrutiny Management Board

17 June 2016

Update in relation to Petitions

Report of the Head of Legal and Democratic Services

Purpose of the Report

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

Background

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

Current Position

3. Since the last update 9 e-petitions have been submitted. Of these, 5 did not qualify under the Council's Petition Scheme. 2 of which were similar to petitions received within the last 6 months, 1 that was re-directed to an outside organisation and 2 that did not receive the required number of signatures. 1 e-petition was hosted on our website to collect signatures as part of a DCC consultation and 2 were closed following an announcement by Children and Adults Services in relation to school closures. There is currently 1 e-petition live on the website collecting signatures as part of a consultation.
 - 3.1 In addition, 5 new paper petitions have been submitted and 8 petitions have completed the petition process. A list giving details and current status of all active petitions is attached as Appendix 2 to the report.

Recommendation

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

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

Appendix 1: Implications

Finance : None

Staffing: None

Risk: None

Equality and Diversity/ Public Sector Equality Duty: None

Accommodation: None

Crime and Disorder: None

Human Rights: None

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

Procurement: None

Disability Issues: None

Legal Implications: None

This page is intentionally left blank

Petition Table – Active Petitions

Appendix 2

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Petition 244</p> <p>The White House, Peterlee - Halt demolition and enter into full consultation regarding the future of the building</p> <p>No. of signatures – 86 Petition received 31.10.14</p>	<p>S Timmiss, Head of Planning and Assets, Regeneration and Economic Development</p>	<p>Petition requesting the Council to Halt demolition and enter into full consultation regarding the future of the building.</p> <p>Following a meeting with ward members a decision has been made to review this, acknowledging the concerns expressed by parts of the community. The review will include discussions with local groups who have expressed an interest in the building to understand if there is a viable option to retain the building. We need to ensure that the building has a sustainable future going forward and that the full costs of retaining this building are understood. If the group can demonstrate that they have the necessary funding in place and that the building has a long term future the council will reconsider the decision.</p> <p>Proposed demolition halted and property on the market until June 2016.</p>	<p>Petition CLOSED</p>
<p>Petition 274</p> <p>West Auckland Village Green</p> <p>No. of signatures – 14 Petition received – 30.11.15</p>	<p>S Timmiss, Head of Planning and Assets, Regeneration and Economic Development</p>	<p>Petition asking the Council to resolve a matter about a property on West Auckland Village Green back to a grassed area.</p> <p>Petitioner informed that the Asset Management Team were considering the issues raised and were in discussions with the owner of the garden to which the petition refers.</p>	<p>Update sent 25.1.16</p>
<p>Petition 277</p> <p>Request for Parking Bays at Biscop Crescent, Newton Aycliffe</p> <p>No. of signatures – 15 Petition received – 4.2.16</p>	<p>Dave Wafer Strategic Traffic Manager</p>	<p>Petition requesting parking bays at Biscop Crescent, Newton Aycliffe.</p> <p>Petitioner advised that as car ownership was increasing nationally at unsustainable levels and this is typically giving rise to the problems highlighted there is no legal right for any person to be able to park outside of their property and as such, parking on the public highway is allocated on a “first come – first served” basis providing the manner of parking does not cause</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>obstruction to other road users. Any vehicles that were parking causing obstruction should be reported directly to Durham Constabulary using their '101' contact number.</p> <p>Much of the grassed area in question is 'open space amenity land' and the car parking bay areas are in the ownership of 'Livin' and therefore do not form part of the adopted public highway.</p>	
<p>Petition 278</p> <p>Request for Parking Spaces at Front Street West, Wingate</p> <p>No. of signatures – 20 Petition received – 10.2.16</p>	<p>Dave Wafer Strategic Traffic Manager</p>	<p>Petition requesting the installation, maintenance and signposting of parking spaces at for the road from 40-47 Front Street West, Wingate.</p> <p>Petitioner advised that in relation to the suggested two possible remedies being the designation of parking spaces marked for individual cars and the conversion of the current pedestrian space to provide further parking, potentially designated for business use:-</p> <p>The suggestion that parking bays could be designated for particular uses such as the business is not something DCC would support as it removes the potential flexibility of the space, especially when the business need is predominantly during the evening. The other difficulty was that to be effective, any such restrictions would require a degree of enforcement. This is something DCC would be unable to provide, and therefore it is likely that the current issues would remain unsolved.</p> <p>With regard to the existing pedestrian area it was essential that the area immediately adjacent to the existing roads and in-front of the residential properties is retained for pedestrian use. This could potentially leave a small space which could accommodate perhaps two cars. However for the area to be of any use the road opposite would have to be kept clear of vehicles to allow access. Ultimately, this is unlikely to increase the number of spaces available.</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>The alternative is that people visiting the business could use the space at the end of the Terrace, Pickering Street, and the area to the rear of your business, a very short distance to walk.</p> <p>In conclusion a potential solution lies with businesses persuading visitors to use the existing space which is only a very short walk from the street rather than by the County Council introducing designations and regulation or by making physical changes.</p>	
<p>Petition 279</p> <p>Save our Youth Services</p> <p>E-petition – Petition received 28.2.16 No. of signatures – 107</p>	<p>Carole Payne Head of Children’s Services, Children and Adults Services</p>	<p>DCC to host e-petition asking the Council to Scrap the proposals to reduce the one point budget and allow for the continuation of open access youth work. This would be dealt with as part of the ongoing consultation process and information to be passed to service before closing date</p> <p>e-petition ran from 28.2.16 – 25.4.16 for collection of signatures and closed with 107 signatures. Information passed to Service as part of their consultation.</p>	<p>Petition CLOSED</p>
<p>Petition 280</p> <p>Save Rookhope Primary</p> <p>E-petition – Petition received 5.3.16 No. of signatures - 110</p>	<p>Caroline O’Neil Head of Education</p>	<p>DCC to host e-petition asking the Council to Save Rookhope Primary School. Once the consultation starts the lead petitioner would be informed that this would be dealt with as part of the consultation process and information would be passed to the service.</p> <p>E-petition ran from 5.3.16 – 5.5.16 and closed at the request of the lead petitioner with 110 signatures. This was following the announcement made on 4.5.16 that the school would remain open.</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Petition 282</p> <p>Keep Forest in Teesdale School open</p> <p>E-petition – Petition received 11.3.16 No. of signatures – 124</p>	<p>Caroline O’Neil Head of Education</p>	<p>DCC to host e-petition asking the Council to keep Forest in Teesdale School open. Once the consultation starts the lead petitioner would be informed that this would be dealt with as part of the consultation process and information would be passed to the service.</p> <p>e-petition ran from 11.3.16 – 22.4.16 for collection of signatures and closed with 124 signatures. Announcement made on 4.5.16 that the school would remain open.</p>	<p>Petition CLOSED</p>
<p>Petition 283</p> <p>Stop installing Dangerous Street Lighting to Residential Areas</p> <p>E-Petition Petition received 25.3.16 No. of signatures - 21</p>	<p>Brian Buckley Strategic Highways Manager</p>	<p>Petitioner asking the Council to stop installing dangerous street lighting to residential areas and remove the ones already replaced.</p> <p>e-petition ran from 25.3.16 - 6.5.16 for collection of signatures and closed with 21 signatures.</p> <p>Street Lighting Energy Reduction Project The new LED street lights are part of the Councils “invest to save” Street Lighting Energy Reduction Project which involves the retrofit of existing street lights with more energy efficient LEDs. The project was approved by the Council’s Cabinet on 12 December 2012. Link to the report:</p> <p>Street Lighting Policy Cabinet approved the updated Street Lighting Policy on 20 November 2013 following extensive public consultation. The majority of consultation responses were supportive of the updated policy. Link to the report:</p> <p>LED retrofits commenced in June 2013 under the authority of the previous Street Lighting Policy which was approved by Cabinet in May 2010 following public consultation.</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>Lighting Levels</p> <p>The new LED street lighting is professionally designed to comply with British Standard BS5489-1:2013. Designers use a range of LEDs to meet the British Standard and if it is not possible to meet the British Standard then DCC do not proceed with new LED street lighting.</p> <p>The Council has the power but not the duty to light the adopted highway under the Highways Act 1980. There are British Standards in respect of street lighting but these have no statutory basis and are advisory only. The updated street lighting policy voluntarily lights residential areas to the minimum British Standard. The rationale for this is that DCC believe that the British Standard provides a good quality of lighting and that following British Standards provides the Council with an objective, robust and defensible standard of lighting. Adopting the minimum British Standard balances the following objectives:</p> <ul style="list-style-type: none"> • Provide an adequate and fit for purpose level of lighting where needed; • Use the highways budget effectively as possible recognising the pressures on all budgets and the growing highway maintenance backlog; and • Reduce carbon emissions. <p>In normal residential areas DCC have adopted P6 as the minimum British Standard. However, it should be noted that in many cases P6 cannot be technically achieved with current LEDs due to the spacings between lighting points. Therefore, to maintain the commitment to light to minimum British Standards DCC are lighting to the higher P5 and P4 standards in these areas. In high crime residential areas and on bus routes DCC have adopted P4 as the minimum British Standard. The exact same policy applies for adoptions.</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>Where the street lighting equipment installed allows, lighting levels are dimmed as follows:</p> <ul style="list-style-type: none"> • 10.00 p.m. to 12.00 a.m. - 25% downwards; and • 12.00 a.m. to 5.00 a.m. - 50% downwards. <p>The above reflects the reduction in highway users late in the evening and early in the morning. However, it still provides a reasonable level of lighting and the dimming is generally not perceptible to the human eye.</p> <p>DCC can confirm that lighting levels are effectively fixed at the design stage based on our Street Lighting Policy. They do not vary based on actual traffic levels.</p> <p>Light Spillage</p> <p>It is important to note that street lighting is only supposed to light the road and footway and the new LED street lights achieve this objective very well due to the enhanced control provided by LED technology. The old street lights had poor control and provided what DCC call “light spillage” outside of the road and footway onto verges, gardens and houses, etc. Over time some people get used to the light spillage and miss it when it is eliminated by new street lights. This issue is replicated countrywide and experience tells us that most people are reassured when it is explained that the new street lights are only supposed to light the road and footway and they get used to the new street lights quickly. If residents continue to miss the light spillage on their properties then they can of course install their own security lighting on their property.</p> <p>Research</p> <p>A recent study led by the London School of Hygiene & Tropical Medicine has concluded that there is no evidence of an association between reduced street lighting (i.e.: retrofits, removals and dimming) and:</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<ul style="list-style-type: none"> • Increased crime; and • Night time road traffic collisions. <p>This is in line with previous research commissioned by the Department for Transport and helps reinforce that the measures introduced as part of the Street Lighting Energy Reduction Project are safe.</p>	
<p>Petition 284</p> <p>Request for a car park at Alderdene Close, Ushaw Moor & declare cul-de-sac a designated Residents Only area for parking purposes</p> <p>Petition received 7.4.16 No. of signatures - 16</p>	<p>Dave Wafer Strategic Traffic Manager</p>	<p>Petition requesting a car park at the Broompark end near Alderdene Close, Ushaw Moor & declare cul-de-sac a designated Residents Only area for parking purposes</p> <p>Residents only parking restrictions can be helpful in some circumstances. However, to be effective, this type of restriction requires a level of enforcement that would place an unrealistic demand on the Council’s limited resources. The DCC policy states that “residents only” type parking restriction would be considered when residential areas become saturated with long stay parking, such as can occur in our town and city centres or adjacent to transport hubs. Unfortunately, DCC are unable to commit to this type of restriction to tackle the many residential areas across the County that experience regular but shorter term parking issues such as those associated with a play area.</p> <p>In terms of creating additional carpark this would not be an appropriate use of resources, potentially encouraging more parents to travel to the local play area by car.</p>	<p>Petition CLOSED</p>
<p>Petition 286</p> <p>Eden Lane Traffic Calming (Peterlee)</p> <p>Petition received 21.4.16 No. of signatures – 96</p>	<p>John Reed, Head of Technical Services</p>	<p>Petition asking for the installation of speed humps or other suitable traffic calming measures on Eden Lane, Peterlee to ensure the safety of all road users</p> <p>Traffic Calming The Council receives more requests for road safety schemes than they are to fund from limited road safety budgets.</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>Therefore the Council prioritise limited budgets at locations where there are proven issues with serious personal injury accidents. 1 recorded ‘personal injury’ accident on Eden Lane in the past four years has been recorded, this being the standard search criteria. The accident occurred at the junction with Robson Avenue when an unsupervised child entered the road on a scooter and into the path of a vehicle. There was no suggestion of excessive or inappropriate speed on the part of the motorist. Compared to many other locations, this represents a favourable accident record and the Council have to continue to prioritise it’s limited road safety budget at locations where there are proven issues with serious personal injury accidents.</p> <p>Speeding Notwithstanding the above, the Council do recognise the concerns about speeding. As part of the partnership approach to improving road safety, joint working with Durham Constabulary, has enabled the introduction of an initiative known as ‘Community Speed Watch’. This initiative has been very successful elsewhere in the County and nationally. Under the Community Speed Watch initiative, all speeding complaints are directed towards Durham Constabulary and their Police and Communities Together (PACT) meetings, enabling the appropriate level of intervention and action to be considered.</p>	
<p>Petition 288</p> <p>Alderdene, Lanchester – Provision of turning circle, street signage and condition of footway</p> <p>Petition received 4.5.16 No. of signatures – 45</p>	<p>Colin Hodgson Highway Inspection Manager</p>	<p>Petition asking the Council to consider the provision of a turning circle, street signage and to address the condition of the footway at Alderdene, Lanchester.</p> <p>Provision of a turning area Alderdene is typical of many residential streets where there is no formal turning head provision. There may be potential to convert the land at the end of the street into a turning area. However, this is likely to be costly due to the need to divert or protect underground public utility apparatus.</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>Durham County Council is unable to fund this type of highway improvement. The limited road safety budgets have to be prioritised at schemes in locations with a proven record of serious personal injury accidents. If third party funding can be sourced then a scheme may be possible. Third party funding may come from residents, Parish Council or local County Councillor Neighbourhood Budgets.</p> <p>With regard to the removal of the off street parking area the Council are unable to comment on the actions of Derwentside Homes. They are entitled to carry out work on land within their ownership and can only suggest that any concerns are raised directly with them.</p> <p>Street Signage The street already has a large street nameplate on each side of the entrance with the cul-de-sac sign beneath the street name. As the street is already indicated as a cul-de-sac the Council would not normally provide a ‘no through road’ sign (white/red symbol on a blue background). This sign is prescribed in the Department for Transport’s Traffic Signs Regulations and General Directions (TSRGD) for use in the highway to denote a street is a ‘no through road for vehicular traffic’. There is no option for a supplementary plate so the wording “no turning point” cannot be added</p> <p>Condition of footways The footways in Alderdene are inspected annually as part of the Council’s Highway Safety Inspection regime. The last scheduled inspection was undertaken on 21st May 2015. The surfacing which was carried out in Alderdene is a 6mm footway surface applied treatment (FST) which improves the appearance of the footway and protects it from the ingress of water which is a major cause of structural deterioration. The work was inspected and found to be in a satisfactory condition. Inspection of footway to the west of 26 Alderdene which</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		connects to Newbiggen Lane, which was resurfaced in the last year, shows that weeds are growing through the surface. These weeds will be treated as soon as possible and the surfacing repaired as necessary.	
Petition 290 Save Startforth School E-petition – Petition received 21.5.16 No. of signatures – collecting until 24.6.16	Caroline O’Neil Head of Education	DCC to host e-petition asking the Council to save Startforth School. Final numbers would feed into the consultation process, running until 24 June 2016. e-petition live on website to collect signatures from 21.5.16 – 24.6.16	Acknowledged

**Overview and Scrutiny
Management Board**

17 June 2016



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

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 To present to Members an information update of overview and scrutiny activity from 22 March – 17 June 2016.

Background

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

Presentations

- 3 Presentations from Overview and Scrutiny Committees from 22 March – 17 June 2016.

Corporate Issues Overview and Scrutiny Committee (CIOSC)

<i>Update on Previous Reviews</i>	There are no systematic reviews to report on for this period.
<i>Scrutiny Review Activity</i>	<p>Customer Relationship Management System (CRMS) – a further meeting of the CRM Review group took place on 7th June 2016 where members received a presentation and demonstration of the CRM system reporting capabilities. This provided members with information on how data could be presented and accessed by members and also how members of the public could track service requests and issues raised via the CRM and also the Council's Website.</p> <p>Members also took the opportunity to feedback on their potential needs and requirements of the CRM system including training on use of the system.</p>
<i>Overview reports/ Presentations</i>	<p>CIOSC on 20th April 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Council's use of powers under RIPA Act 2000 (Annual review of the use of powers) Q4/Q1 • Q3 2015/16 Customer Feedback: Complaints, Compliments and Suggestions • Work Programme Refresh • Verbal update on the light touch review of the CRMS.

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

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	The Working Group looking at Alcohol and the demands on the Emergency Services have held two meetings: <ul style="list-style-type: none"> • 5th April – Evidence from North East Ambulance Service and A&E Department, County Durham & Darlington NHS Trust • The Chair of the Working Group, Cllr Nearney has undertaken a field study observation with an Ambulance Crew.
Overview reports/ Presentations	SSC OSC on 23 March 2016 received reports and presentations on: <ul style="list-style-type: none"> • The City Safety Group • Police and Crime Panel • Verbal presentations on: <ul style="list-style-type: none"> • Alcohol and the demand on emergency services • 20 mph limits.
Visits	The Chair and Vice-chair of SSC OSC recently attended: <ul style="list-style-type: none"> • 20th April – ‘Exercise Sophie’, a live exercise with the Civil Contingencies Unit and partner agencies at a Chemical Plant in Newton Aycliffe.

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

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	The Skills Development Working Group: <ul style="list-style-type: none"> • 24 March 2016 - received a presentation on progress of the DurhamWorks programme and barriers identified by young people in relation to accessing skills development and employment within the County. • 25 April 2016 - received a presentation on Skill gaps for specific groups including employers and adults within the County, any actions identified to address these gaps and future skill priorities.
Overview reports/ Presentations	Economy and Enterprise OSC on 29 th March 2016 received reports and presentations on: <ul style="list-style-type: none"> • EU Funding • Work Programme Refresh.
Visits	Members of the Economy and Enterprise OSC Skills Development Working Group carried out a number of visits: <ul style="list-style-type: none"> • 25th April – New College Durham • 18th May – Infinite Learning and Development, Peterlee • 2nd June – South West Durham Training, Aycliffe Business Park <p>Members of the full committee also took part in a visit:</p> <ul style="list-style-type: none"> • 28th April – The Hitachi development at Newton Aycliffe.

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

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	There is no review activity to report for this period
Overview reports/ Presentations	<p>Environment OSC on 18th April 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Strategic Cycle Routes • Work Programme Refresh • Minutes of the County Durham Environment Partnership Board • Minutes from the Strategic Flood Group. <p>At a special meeting on 3rd June 2016, Members received reports and presentations on:</p> <ul style="list-style-type: none"> • Environmental Campaigns and Initiatives • Waste Programme
Visits	<p>Members of the Environment OSC attended site visits:</p> <ul style="list-style-type: none"> • 31 March 2016 – flood mitigation sites around the county • 4 April 2016 – strategic cycle routes.

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

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	<p>Take up of free school meals and holiday hunger - Members received reports and presentations on:</p> <ul style="list-style-type: none"> • 7th April 2016 – Discussion with School Nurse talking about malnutrition • 22nd April 2016 – Focus group session with Head Teachers to discuss free school meals and holiday hunger • 17th May 2016 – Discussion with young people on free school meals and the barriers to take up. Members will have lunch with the students. • 7th June 2016 – Key messages from ‘Britain’s not so hidden hunger’ report. • 14th June 2016 – presentation from AAPs and third sector providers of holiday provision evaluating last year’s programmes and looking ahead to what is planned for summer 2016.
Overview reports/ Presentations	<p>CYP OSC on 1st April 2016 received reports and on:</p> <ul style="list-style-type: none"> • Review of Youth Support Consultation • Work Programme Refresh • Verbal update on the review of free school meals and holiday hunger.

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

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	There is no review activity to report for this period
Overview reports/ Presentations	<p>AWH OSC on 8th April 2016 received a report setting out the proposed process for responding to 2015/16 Quality Accounts from County Durham and Darlington NHS FT; Tees Esk and Wear Valleys NHS FT and North East Ambulance Service NHS FT</p> <p>Members also considered the report on the Committee's Work Programme Refresh.</p> <p>At a special meeting on 27 April 2016, Members received reports and presentations on:</p> <ul style="list-style-type: none"> • 2015/16 Quality Accounts from County Durham and Darlington NHS FT; Tees Esk and Wear Valleys NHS FT and North East Ambulance Service NHS FT. The reports highlighted year end progress against 2015/16 priorities and also proposed priorities for 2016/17. <p>At a special meeting on 9th May 2016, Members received reports and presentations on:</p> <ul style="list-style-type: none"> • Proposed reconfiguration of Organic Inpatient (Dementia) Wards serving County Durham and Darlington. • Proposed responses to the Tees, Esk and Wear Valleys NHS FT and North East Ambulance Service NHS FT Quality Accounts. <p>The Committee agreed to write to Tees, Esk and Wear Valleys NHS FT and CCGs setting out its views and concerns in respect of the proposed changes to the Organic Inpatient (Dementia) Wards serving County Durham and Darlington.</p> <p>The Committee agreed to the proposed Quality Account responses for Tees, Esk and Wear Valleys NHS FT and North East Ambulance Service NHS FT.</p> <p>At a special meeting on 24th May, Members received reports and presentations on:</p> <ul style="list-style-type: none"> • Durham Dales, Easington and Sedgefield Clinical Commissioning Group (DDES CCG) – Consultation in respect of a proposed review of Urgent Care Services. • County Durham and Darlington NHS Foundation Trust Quality Account 2015/16. • The Committee agreed to write to Durham Dales, Easington and Sedgefield CCG setting out its views and concerns in respect of the Consultation proposals in respect of the review of Urgent Care Services across the DDES locality.

- | | |
|--|--|
| | <ul style="list-style-type: none">• The Committee agreed to the proposed Quality Account response for County Durham and Darlington NHS Foundation Trust. |
|--|--|

Performance/Budget/Work Programme Reporting

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

Recommendation

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

Background Papers: Previous committee reports/presentations.

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

Appendix 1: Implications

Finance – N/A

Staffing – N/A

Risk – N/A

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

Accommodation – N/A

Crime and Disorder – N/A

Human Rights – N/A

Consultation – N/A

Procurement – N/A

Disability Issues – N/A

Legal Implications – N/A