



Overview and Scrutiny Management Board

Date **Monday 19 December 2016**
Time **9.30 am**
Venue **Committee Room 2, County Hall, Durham**

Business

Part A

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

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on the 16 September 2016 (Pages 3 - 8)
4. Declarations of interest, if any
5. Update on the Delivery of the Medium Term Financial Plan 6 - Report of Director of Transformation and Partnerships (Pages 9 - 14)
6. County Durham Partnership Update - Report of Director of Transformation and Partnerships (Pages 15 - 26)
7. Update on the Future Arrangements for the Durham Light Infantry (DLI) Collection - Report of Corporate Director, Regeneration and Local Services (Pages 27 - 30)
8. Quarter 2 2016/17 Performance Management Report - Report of Director of Transformation and Partnerships (Pages 31 - 84)
9. Update in relation to Petitions - Report of Head of Legal and Democratic Services (Pages 85 - 96)
10. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 97 - 106)
11. Information update from the Chairs of the Overview and Scrutiny Committees - Report of Director of Transformation and Partnerships (Pages 107 - 114)
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 December 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:
Mrs M Elliott

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 2, County Hall, Durham on **Friday 16 September 2016 at 9.30 am**

Present:

Councillor J Armstrong (Chairman)

Members of the Committee:

Councillors P Stradling, H Bennett, B Graham, J Hillary, A Hopgood, T Nearney, M Nicholls, J Turnbull and S Wilson

Faith Community Representative:

Mrs M Elliott

1 Apologies for Absence

Apologies for absence were received from Councillors E Adam, A Batey, R Bell, J Blakey, D Boyes, K Corrigan, P Lawton, J Lethbridge, C Potts, J Robinson and A Shield.

2 Substitute Members

There were no substitute members.

3 Minutes

Minutes of the meeting held on the 17 June 2016 were confirmed as a correct record and signed by the Chairman.

Referring to points raised from the minutes of the meeting held on the 17 June 2016, the Head of Planning and Performance provided the following updates:-

- Item 7 paragraph 2 regarding fuel poverty figures, discussions had taken place with the Housing Regeneration Project Manager and Housing Manager. National data had not been released resulting in data lags which would be monitored. Councillor Graham advised that an update on fuel poverty was to be presented to Environment and Sustainable Communities Overview and Scrutiny Committee on the 18 November and Councillor Hopgood was welcome to attend the meeting.
- Item 7 paragraph 3 regarding savings on land fill tax, the matter had been referred to the Head of Projects and Business Services and Councillor Martin received a comprehensive response. The next waste update was to be presented to Environment and Sustainable Communities Overview and Scrutiny Committee on the 7 October and he was welcome to attend the meeting.

4 Declarations of interest

There were no declarations of interest.

5 Implications for Durham County Council of the Government's Policy Programme

The Board considered a report of the Director of Transformation and Partnerships that provided an update on the implications of the Government's policy programme, major policy developments and announcements and provided an analysis of the implications for the Council and County Durham (for copy see file of minutes).

The Corporate Public Relations and Policy Manager highlighted the most significant announcements since the last report to Members which relate to the following:

- European Union exit next steps;
- Budget 2016;
- Queen's speech;
- Education White Paper;
- National funding formula for schools;
- Devolution;
- Planning and housing;
- Adoption;
- Health and social care funding;
- Benefit Cap;
- Modern crime strategy;
- Parliamentary boundary changes review;
- Local Government Transparency Code.

The Corporate Public Relations and Policy Manager advised that matters had progressed significantly since the Cabinet report was produced. The government announced that £3.5b in public sector spending savings need to be found by 2020. The proposal regarding welfare spending cuts of £4.4b had been dropped and the government would confirm in the autumn statement on the 23 November how the gap would be met.

It was reported that the Education White Paper highlighted the quality of education across the county. The intention was to move towards an academy system with state schools becoming academies and the role of local authority moving away from provision. The Board were informed that a consultation paper titled Schools that work for everyone was published on the 12 September and runs to December 2016.

The Board were informed that a decision was made on the 17 May 2016 by the North East Combined Authority to move to the next stage of the process. A number of authorities felt that the European funding programme was not sufficient and only had assurances up to the autumn statement. The Secretary of State has put a hold on legislation with the possibility of a new legislation programme following government elections next year.

Councillor Hopgood referred to the national funding formulas (NFF) for schools and highlighted some would be significantly worse off than others. She asked if there were plans in place to prepare for the situation. The Corporate Public Relations Manager advised that an officer working group was looking at NFF which was a two stage consultation process. The financial consequences would not be known until government considered feedback from the first phase of consultation. An update would be reported to the Board.

Resolved:

That the information contained in the report and the actions taken to anticipate and respond to the government's reforms be noted.

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

The Board considered a report of the Director of Transformation and Partnerships that provided an update on the progress made at the end of June 2016 on the delivery of the 2016/17 Medium Term Financial Plan (MTFP6) (for copy see file of minutes).

The Head of Planning and Performance reported that the MTFP6 was agreed by Council in February 2016 and for 2016/17 the savings target was just over £28million, which forms part of the overall savings target for the period from 2011/12 to 2019/20 of around £250million.

It was reported by the end of June 2016, over 80% of the savings target for MTFP6 had already been met with £22.5million of savings having been achieved. The total savings delivered since April 2011 was over £180million and the identification of proposals for future savings was becoming increasingly challenging.

Resolved:

That the information contained in the report and the progress made in delivering the MTFP6 be noted.

7 County Durham Partnership Update

The Board considered a report of the Director of Transformation and Partnerships that provided an update on issues being addressed by the County Durham Partnership (CDP) including key issues from the Board, the five thematic partnerships and all Area Action Partnerships (AAPs). The report also included updates on other key initiatives being carried out in partnership across the County (for copy see file of minutes).

The Principal Partnerships and Local Councils Officer highlighted priorities and key areas of focus carried out within the County Partnership in recent months.

The Chairman commented that AAPs were working and advised that Mid Durham AAP had secured lottery funding for a new community centre which was now complete. Councillor Hillary added that Great Aycliffe were in discussions with Durham County Council to purchase HR advice, support and a procurement agreement.

Councillor Hopgood commented on the difference the Mini Police were making in communities and congratulated them on winning the Problem-oriented Partnership (POP) award recently. She added that PC Craig Johnson was taking the project countywide and now included dozens of schools across County Durham and was attracting national interest.

Councillor Nearney acknowledged the exceptional work that AAPs were doing. He felt that more quantitative data for communicating changing priorities would be beneficial. He referred to the regeneration of AAP areas and suggested that it would be more efficient to publish criteria as there was potential for overlap. The Principal Partnerships and Local Councils Officer advised that she would feed comments back to the Head of Partnership and Community Engagement.

Councillor Graham referred to the Kynren Programme and the presentation delivered to AAPs was well received. She was interested to know the effect the programme has had on the local economy and the knock on effect for surrounding areas. The Chairman advised that an evaluation report would be produced in due course.

Resolved:

That the information contained in the report be noted.

8 Quarter 1 2016/17 Performance Management Report

The Board considered a report of the Director of Transformation and Partnerships that provided progress against the council's corporate basket of performance indicators (PIs), Council Plan and service plan actions and report other performance issues for the first quarter of the 2016/17 financial year, covering the period April to June 2016. A presentation was given by the Head of Planning and Performance (for copy of report and slides, see file of minutes).

There was discussion on crime figures, with the Police and Crime Commissioner publishing a press release on changes in recording which would be circulated to the Board.

In response to a query from Councillor Hillary regarding Child protection figures and the theme to achieve 100% of reviews completed within required timescales. The Head of Planning and Performance assured that appropriate action would be taken to address any areas of underperformance and advised that it was important to monitor that it was not the same families being affected.

The Chairman advised that he had spoken with the Interim Corporate Director, Children and Young People's Service regarding social worker caseloads, training and backup. He was keen for Scrutiny to do further work on the issue and suggested that a member seminar be arranged and an induction package for new members be produced in order for all members to understand their responsibility as corporate parents.

Councillor Nearney was concerned with the drop in the number of people successfully completing alcohol treatment. He advised that Safer and Stronger Communities Overview and Scrutiny Committee had looked at the issue previously and assured that alcohol treatment was taken very seriously and would be looked at again.

A typographical error was highlighted in paragraph 44 (iii) of the report which should have read 'non opiate use'.

Councillor S Wilson referred to drug treatments and requested data on the levels of recreational and serious use.

Councillor Hopgood referred to affordable housing and questioned the viability of affordable house prices as some housing sites were in the region of £300,000. She asked that council policy be looked at to include off site development sites in order for affordable housing to be priced more appropriately. The Chairman would refer the matter to the Head of Planning and Assets.

Councillor Hillary was pleased that staff appraisal figures were moving in the right direction and the sickness absence figures were encouraging.

Councillor Hopgood referred to the increase in fly-tipping incidents and questioned whether the reason was related to the new way in which permits were obtained for vans and trailers. She advised that every single item had to be itemised as well as the quantity of each item and felt that the system should be simpler, not more difficult. Councillor Graham commented that the number of fly-tipping instances reduced when CCTV cameras were installed and that the increase in incidents from the last quarter was mainly in relation to white goods and fridges as they have little value to scrap collectors. The Chairman advised that the matter would be monitored and waste permit concerns would be referred to the Head of Projects and Business Services.

Resolved:

- i) That the performance of the council at quarter one and the actions to remedy under performance be noted;
- ii) That the changes to the Council Plan outlined in the report be noted.

9 Scrutiny of the Medium Term Financial Plan (7)

The Board considered a report of the Director of Transformation and Partnerships that provided an update on the proposed approach to scrutiny of the Medium Term Financial Plan 2017/18 – 2019/20 (for copy see file of minutes).

The Head of Planning and Performance reported that a report went to Cabinet in July 2016 that set out the details on the development of the 2017/18 budget, the Medium Term Financial Plan (MTFP7) and Council Plan/Service Plans 2017/18 to 2019/20.

It was proposed that a Special Joint meeting of Corporate Issues Overview and Scrutiny Committee and Overview and Scrutiny Management Board was to be held on 27 September 2016 to discuss the MTFP7 where members would be able to identify any queries or areas requiring supplementary information.

The Head of Planning and Performance asked that any queries be submitted prior to the special meeting on the 27 September in order to have the response at the meeting.

Resolved:

- i) That the detailed scrutiny of the MTFP be referred to the Corporate Issues Overview and Scrutiny Committee, as per the terms of reference of that committee;
- ii) That a Special Joint Corporate Issues Overview and Scrutiny Committee/Overview and Scrutiny Management Board be held on 27 September 2016 to discuss the information in the July Cabinet Report.

10 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:-

- Review of the Durham Key Options Letting Policy - moved from September and would be considered at Cabinet in October 2016;
- Council Tax Base 2017/18 and Forecast Surplus / Deficit on Collection Fund – new to the plan for November 2016;
- 2017/18 General Fund Revenue and Capital Budget MFTF7, Council Plans and Service Plans – new to the plan for December 2016.

Resolved:

That the information contained in the report be noted.

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

The Board considered a report of the Director of Transformation and Partnerships that provided an update of overview and scrutiny activity from the June to September 2016 (for copy see file of minutes).

The Chairman informed the Board that a site visit to Northumberland County Council had been arranged for Thursday 22 September to look at their CRM system. He asked if any members would like to attend to contact the Scrutiny Team.

Resolved:

That the information contained in the report be noted.

Overview and Scrutiny Management Board

19 December 2016



Cabinet

14 December 2016

Update on the delivery of the Medium Term Financial Plan 6

Report of Corporate Management Team

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

Purpose of the Report

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

Background

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

Progress to date

4. Previous reports have described our robust approach to delivery of the savings so that savings are delivered early where this is practical.
5. As a result, by the end of September 2016 over 83% of the savings target for MTFP6 has already been met with £23.5million of savings having been achieved. This is a significant achievement considering our total savings delivered since April 2011 is over £180million. Including public health savings, by the end of March 2017 total savings of £185.9million will have been achieved.
6. The savings in 2016/17 contributing towards MTFP6 include proposals for further restructuring and targeting efficiencies in management and back office

services; a review of day care services; transformational change in the Children's and Adult Care services; a continued focus on adult social care assessments and provision; a review of non-assessed services; and a range of corporate savings, including a review of self-funding capital schemes.

7. In some instances where it is not possible to deliver specific proposals, mitigating actions are put in place to ensure the overall savings target is achieved. The mitigation can include the overachievement of savings from other proposals and the occasional use of cash limits where it is appropriate to delay the delivery of the savings for a short period. Through rigorous monitoring of the savings we identify these issues early and are able to put in place the necessary mitigation to ensure we meet our overall savings target.
8. Members will be aware that the Transformation Programme which has recently been launched is planning to deliver significant savings within business support services and through the use of IT systems and revised work processes. With this in mind the planned savings for 2016/17 through a review of business support functions have now been incorporated into this programme and will be delivered as part of the wider savings that will be identified from the programme. That said work is still ongoing to unitise where we can and by the end of the year communications and marketing will be brought together into a single team.

Consultation

9. A significant public consultation has taken place during this period on the savings plans for (MTFP7) 2017/18. This involved AAPs, community groups, partners and members of the public. This has been extremely successful in getting the views of a wide range of individuals and organisations and the results will be reported to Cabinet in December.
10. Other consultations also carried out in this period include transport to health appointments and internal consultations on staff restructures. These largely relate to savings proposals included within MTFP7, although final decisions on these have not been taken yet.

HR implications

11. In the second quarter of 2016/17 we accepted 13 ER/VR applications, made 3 employees redundant and no further vacant posts were removed from the establishment as a result of the MTFP proposals. Whilst the figures appear low for the 83% achievement in savings, the majority of the HR activity required for MTFP6 savings proposals occurred in the previous financial year.
12. Since 2011 a total of 1,234 ER/VR applications have been accepted, 572 vacant posts deleted and 550 compulsory redundancies made.
13. The breakdown of voluntary redundancies and early retirements during this quarter comprised of 57% female and 43% male. Of those who indicated

whether or not they are disabled, 14% said they are. Compared with the overall workforce profile these percentages represent a higher proportion of male and disabled leavers however the calculations are based on a very low number of leavers within this quarter and it is difficult to draw conclusions. All leavers were white British.

14. For compulsory redundancies 66.7% were female and 33.3% were male. The number of compulsory leavers was low and there is insufficient ethnicity and disability data to report upon.
15. The Council's redeployment scheme has now helped well over 400 employees since the process started.
16. Up to the end of September 2016 we have over 244 open expressions of interest for ER/VR which are actively monitored and supported wherever possible in order to reduce the need for future compulsory redundancies, many of which are being factored into plans for future MTFPs.

Equality Impact Assessments

17. 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 2016. They are updated during the year to take account of consultation responses and additional evidence; the updates also include information on any mitigating actions.
18. 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

19. For the current MTFP the Council has already delivered £23.5million of the savings required (83%) and in total has now delivered over £180million in savings since 2011.
20. Whilst some savings have been delayed the robust programme management approach adopted by the council has ensured these delays have been mitigated and plans revised to deliver the savings as soon as possible.
21. With the Government's austerity programme due to continue for several more years, the Council continues to be in a strong position to meet the ongoing financial challenges although recognising these are becoming even more challenging. This is despite for the first time reporting the non-delivery of

some savings. This however demonstrates the value of the robust management process supporting the MTFP the council has adopted and used since 2011.

Recommendations

22. Members are recommended to note the contents of this report and the progress made in delivering MTFP6.

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

Appendix 1: Implications

Finance – The delivery of the MTFP involves cumulative saving of approximately £250million over the period from 2011 to 2020 of which over £180million has been delivered to date. This figure now also includes savings delivered in Public Health.

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

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

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

Accommodation - As proposals are planned the impact on accommodation is ascertained, with staff being consulted on any moves as part of the process. The loss of over 2,453 posts from the Authority will mean a requirement for less accommodation and the Office Accommodation Team has built this into the Office Accommodation Strategy.

Crime and Disorder – N/A

Human Rights – N/A

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

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

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

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

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Overview and Scrutiny Management Board

19 December 2016

Cabinet

19 October 2016

County Durham Partnership Update



Report of Corporate Management Team

Lorraine O'Donnell, Director of Transformation and Partnerships

Councillor Simon Henig, Leader of the Council

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

Purpose of the Report

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

Summary

2. Durham's Partnership working continues to make positive impacts across all of the five priority themes and all of the networks linked to the CDP, including supporting Armed Forces Day and continuing to engage volunteers across the county.
3. The focus of the report is the support given to volunteers and the wide range of partnership and AAP focused initiatives that take place across the county that often result in significant changes to the lives of local people and their wider communities. It also includes information on some social enterprises that have been established and recognises the importance of this work moving forward.

Key Partnership Activity and Developments

4. Partnership work with the **armed forces** has featured strongly in recent months. Events took place in a number of communities across the County to mark Armed Forces Day held on 25th June. The Council flew the Armed Forces flag at County Hall which the Chairman had received at a reception for representatives of the Armed Forces. Among the guests were representatives of Veterans at Ease (VAE), a registered charity based across Durham, who have recently been honoured with the Queen's Award for Voluntary Service. They are committed to helping veterans, reservists, serving military personnel and their families deal with combat stress-related issues.
5. The Council has recently finished its budget consultation events that took place in September and early October. There were presentations given at all AAP meetings as well as roadshows carried out at other venues including supermarkets, in order

to engage with as broad a range of people as possible. Online and paper based surveys were completed, the findings of which will feature in a separate report to Cabinet in December.

6. Both strategic working groups, with the **voluntary sector** and **town and parish councils**, have met recently with the budget consultation also featuring on both agendas. The VCS and town and parish council Members and clerks are all representing other groups and are therefore responsible for cascading information from the strategic groups to their relevant forums.

Supporting Volunteering and Social Enterprises

7. The voluntary sector are key partners within the CDP and are often best placed within communities to support the work of all partners to shape and deliver services as well as manage buildings and other facilities. Supporting volunteers can bring about significant change for them as individuals as well as their wider communities. As a result, they are often upskilled and offered training and support either to carry out their volunteering role or to move on into employment.
8. A focus on volunteering and building on community strengths both feature strongly in the Sustainable Community Strategy which sets the overarching vision for the county and the work of all parts of the CDP. Through our partnership working with Durham Community Action, funded through the Transformation Challenge Award funding, a Volunteer Passport has been developed that records a volunteer's journey as well as any accredited and non-accredited training they may receive. This can act as evidence to employers of an individual's skills particularly if they require additional support to enable them to enter the jobs market. To date, 13 volunteers have completed their accredited learning as part of the scheme.
9. People volunteer for a number of reasons ranging from a hobby to combatting social isolation as well as gaining experience in order to enter or re-enter employment. AAPs and employability programmes have heavily supported local people and communities in a range of ways and there are very positive outcomes evident across the county, with only a small selection featured in this report.
10. DCA have also developed and implemented the Volunteer Kitemark which is a quality standard for organisations who support volunteers. The Kitemark is awarded on a two yearly basis and shows that an organisation manages a volunteering programme where volunteers receive a high quality, positive volunteering experience.
11. In times of austerity it is more and more necessary for public services to enable and empower local communities to become resilient and to move towards self-sufficiency which will also enable them to take on services and facilities in order for them to be maintained, where there is a local need. Through working closely with groups, they have been offered the most appropriate support to be able to develop the correct governance model which will offer them sustainable and community business based models. A joint approach between the Council and VCS has been taken to support groups with asset transfer, drawing on the variety of skills and knowledge from across the sectors.

AAP supported projects

12. As this support for volunteers and development of social enterprises is a partnership one, the information in this report from the thematic partnerships and the AAPs has focused on this area of work and has some examples of broader work showcasing the support given to local communities and the VCS.

13. Much of the AAP support is for volunteers to enable local people, often older people and those with mental and physical health issues, to access vital services or to receive information that will help them. Some examples also exist in a variety of AAPs, for example:
- a. Volunteer Drivers schemes - Wheels to Meals and other schemes that operate in the **Teesdale (TAP)** and **Weardale AAP** areas are vital services particularly due to the rural nature of the county. Volunteers operate community transport mini buses that are used by lunch clubs and also include a much broader social aspect, theatre and music groups as well as sports clubs for young people. **TAP** funded the Upper Teesdale Agricultural Support Services (UTASS) to deliver a driver training programme to ensure that the correct licences were in place to allow volunteers to carry out their role. **Stanley AAP** also has a scheme that supports vulnerable people of all ages for social journeys and aims at preventing social isolation and improving people's quality of life.
 - b. Befriending services – **Great Aycliffe and Middridge Partnership (GAMP)** has supported the Pioneering Care Partnership and Cornforth Partnership, alongside Durham Dales Easington and Sedgfield Clinical Commissioning Group to deliver a Buddies befriending service to people over 50 and are isolated and lonely as a result of illness, disability age or family circumstances. To date 26 of the targeted 40 volunteer buddies have been recruited who are working with around 70 clients.
 - c. IT support – A number of AAPs are helping local people, particularly those who may be vulnerable to cybercrime and scammers, to understand how to use the internet safely and securely. Through working with Age UK and the Police, **Derwent Valley and Stanley AAPs** are providing training sessions led by supported volunteers. The project in Stanley is using community buildings to deliver this project, which is also a good way of attracting new volunteers. The Derwent Valley 'Beat the Scammers' scheme will recruit local volunteers to give presentations to older people in the community about how to handle cold callers and attendees will be given call blocker devices. The Police and Crime Commissioner also support this scheme and have provided additional funding to recruit the volunteers and roll out the project to other areas in the county. This is also an area that **Bishop Auckland and Shildon AAP (BASH)** will be focusing on in the forthcoming year.
 - d. Tourism – **Durham AAP** Pointers was established as a local response to the changes in how tourist information is offered across the county. The service runs from May to September and sees volunteers proudly act as mobile signposts and ambassadors for the city. They give out leaflets and general advice to the wide range of visitors who come into the city every day. The volunteers also receive training from Visit County Durham to enhance their knowledge on what is on offer countywide.
14. A recurring theme through the majority of AAPs is the involvement and support of volunteers in employability schemes:
- a. The Employability Pit Stop project has been supported by **GAMP** and **East Durham Rural Corridor (EDRC)** AAPs with a number of volunteers were recruited and trained to deliver the project. The aim is to engage and motivate residents in order to improve their confidence and provide employability skills of working age people who need help with CVs and

application forms. Some people initially engaged in voluntary work as a stepping stone to employment and others have continued with it. The volunteers themselves also gained valuable experience and an increase in their own confidence and knowledge.

- b. **4Together** and **Spennymoor AAPs** have worked with the County Durham Furniture Help Scheme who provides volunteers within the community the opportunity to learn key skills at the scheme from carpentry to IT. One of the charity's main aims is to provide work based learning and skills which will also benefit the local area. AAP funding from their Welfare Reform allocation allows volunteers to receive training on being able to offer advice and guidance to local people as well as basic needs assessments and advice on benefits etc.
 - c. Catchgate Learning Hive, in the **Stanley AAP** area, provides a range of learning opportunities for residents and particularly targets those who face multiple barriers to making progress and improving their lives, and works with adults who are unemployed or unwaged, in low paid or part time employment. Activities supported by volunteers include; basic ICT classes, job searching and support with JCP's Universal Jobmatch site, Healthy Cooking on a Budget sessions and planning and organising community engagement events. All Volunteers also complete an accredited volunteering programme at The Hive to help them with their learning and career progression, and improve the likelihood of them securing paid employment.
 - d. **3 Towns Partnership** has training and preparing for employment project specifically targeted at people wanting to gain experience and employment in the sports sector. It has upskilled 42 volunteers, young people and adults, with 11 different sports clubs. Over 300 children and young people have benefitted from support from the volunteers.
 - e. **Mid Durham AAP's** Employability programme working with DCC's Employability Team and Derwentside Holmes's SHED (Social Housing Enterprise Durham) has seen 19 residents start with volunteering work which has in turn seen them move onto full time employment.
 - f. **East Durham AAP's** Financial Volunteers project helps people access the Credit Union. Eight people have been recruited and received training in order to undertake their role. The Debt First Aiders project also has volunteer champions who offer debt and welfare advice in local community venues after undertaking appropriate training.
 - g. The role undertaken by volunteers has had a positive and valuable affect for communities across the **East Durham** area. People who have participated in volunteering have learned new skills and gained experience which are transferable and may support volunteers to gain employment. An example of a volunteer who has secured employment after accessing the job club is Helen Waller who has been appointed as Project Co-ordinator for the Job Clubs with East Durham Trust.
15. Support to establish social enterprises is also important when building community capacity and is becoming more important due to increasing asset transfers of public sector facilities and increasing support and recognition of the opportunities enterprise can offer:

- a. **TAP** has supported a number of projects that support local enterprise, including Teesdale Enterprise Agency and UTASS, in providing dedicated space for businesses and a structured programme of support activities by working with existing providers which has been promoted amongst local businesses in the area. Also, Middleton Enterprise Hub's small business units have been supported by TAP who funded the Upper Dales CIC to employ a worker to support business unit tenants and bring in more activity to the hub. This has proven to be very successful with a number of the businesses expanding into larger premises. They have also recently approved a number of new projects including an initiative that will help local enterprises develop their online business and another project will enable a local organisation to train their staff which will hopefully triple the usage (and income) of their services.
- b. As a social enterprise 'The Woodpile' won this year's Chairman's Medal, representing the **Durham AAP** area. Founded in August 2104 as a Community Interest Company and based in the Dragonville Estate, one of their aims is to reduce the amount of wood going to landfill and incinerators by means of recycling/upcycling. They have several volunteers with various skills to support beneficiaries in the training of painting, restoration and carpentry. They do this to support those who have barriers to work, those who are disadvantaged or disabled into and towards employment.
- c. **Mid Durham AAP** has supported local volunteers, residents and community groups by signposting them to either DCA or CDC Enterprises to enable them to develop local social enterprises which include community café's, coffee shops, parent and toddler sessions and community gardens. Residents have seen gaps in the market locally and through initial volunteering have, and are manging to, develop these projects in local villages. An example of this was when two parents from Langley Park recognised a need for parent and toddler support which could be delivered through messy play, arts and crafts and singing and in turn developed 'Clart About' which is now delivered in a number of villages across several AAP areas. Another good example of social enterprise and volunteering working 'hand in hand' is Durham Vineyard which operates numerous foodbanks across the County including the Brandon drop in. They utilise numerous volunteers and provide excellent training to enable some of these volunteers to go on to be employed through the social enterprise to deliver a variety of different advice and support sessions.

Altogether wealthier

16. The **County Durham Economic Partnership** (CDEP) has highlighted the role of social enterprises as models for maximising public good through business solutions.
17. Research through the Business & Enterprise Strategy places the Community and Voluntary sector as vital to achievement of an Altogether Wealthier County Durham. The CDEP Board has also looked to support this through strong advocacy of potential social value solutions and through potential European Funding. The most recent recognition of this is the Council being awarded a national social value award for its current procurement practice.
18. The CDEP works across the business, voluntary and community sectors through its many partners including Business Durham, County Durham Enterprise Agencies,

Social Enterprise Acumen and Durham Community Action. Below are two examples supported by CDEP partners across both social enterprise and volunteering:

- a. The Woodpile Community Interest Company based in Dragonville has been mentioned previously in the report and was set up by Karen Stubbings in August 2014. The work is carried out by volunteers or clients with disabilities in need of support into employment.
- b. Special iApps is a social enterprise in Durham which develops educational apps for children with special educational needs, including autism, Down syndrome, cerebral palsy, hearing impairment and other learning disabilities. Beverley and Colin Dean founded Special iApps in 2011 because they couldn't find the apps they needed to teach their son, who has Down syndrome. He'd had several medical setbacks since being born in 2005, and his hearing, speech and co-ordination weren't very good. They now employ three people and have won many awards including outstanding social enterprise in the NE Charity Awards 2015 and outstanding achievement at the Dynamites Awards 2015 which are the North East of England's annual IT and Technology awards.

Altogether better for children and young people

19. The **Children and Families Partnership** supports children, young people and families to get the best possible outcomes. The vision of the Partnership is that 'all children, young people and families believe, achieve and succeed'. Offering a variety of options to support and enable young people to achieve their goals has formed the basis of the Youth Engagement Initiative programme, DurhamWorks, funded through the European Social Fund and led by Durham County Council. The project aims to increase the participation of young people aged 16-24 living in County Durham who are not in education, employment or training (NEET).
20. A team of Business Advisors is working with employers to create a menu of opportunities, including volunteering, for young people who are engaged on the programme. A matrix of provision from a broad range of delivery partners is being rolled out across County Durham as part of the DurhamWorks programme to develop volunteering and social enterprise opportunities for young people aged 16-24, examples include:
 - a. Social Enterprise Acumen providing specialist support to inspire young people who are interested in becoming social entrepreneurs by providing opportunities to undertake social enterprise projects and placements within social enterprise organisations.
 - b. Citizens Advice Bureau providing volunteering opportunities for young people to gain real work experience in a call-centre environment by training them to support delivery of the 'Advice line' national helpline.'
21. Member organisations of the Children and Families Partnership and Health and Wellbeing Board are opening their doors to children and young as part of the Children's Commissioner's Takeover Challenge, which is an England-wide event where organisations are encouraged to involve children and young people in decision-making.
22. The Takeover Challenge is in its ninth year and will take place on 18 November 2016 and gives children and young people the chance to work with adults and get involved in decision-making. Children benefit from having their views heard, having fun and being inspired, and the Local Authority gets a fresh, unique and creative perspective on important issues.

23. AAPs continue to support a broad range of children and young people focused activities. **East Durham AAP** has provided funding to 11 local community organisations to support a programme of fun holiday activities for children age 5 to 16 with drinks and healthy meal included. The community organisations are delivering a range of activities including: discos; sports activities; trips away; Summer Activity Camp; fun days; arts and crafts and drama. Several people have volunteered on a range of activities and have helped to ensure the successful delivery of the project.

Altogether healthier

24. The **Health and Wellbeing Board** supports people to achieve their optimum health and wellbeing. The vision of the Board is to 'improve the health and wellbeing of the population of County Durham and reduce health inequalities'.
25. The Health and Wellbeing Board works closely with the fourteen **Area Action Partnerships** (AAPs) across the county to give people a greater choice and voice in local affairs, ensuring that the services of a range of organisations and are directed to meet the needs of local communities, and receives updates on the work of the AAPs from a designated representative on a six monthly basis.
26. Well Being for Life is a service commissioned by Durham County Council to improve health and wellbeing through greater focus on integration, improving quality and efficiency, addressing the wider determinants of health and focusing on prevention and early intervention. The service has a distinct volunteering strand which helps to support overall delivery and is led and delivered through Durham County Council Culture and Sport Service (in East and South West Durham), and Leisureworks (in North Durham). Staff are deployed within integrated locality-based teams to maximise impact and ensure 'whole programme' co-ordination.
27. The wide range of volunteering roles that have been created ensure volunteering opportunities are available for individuals at all levels. The volunteering strand of the service has consistently over-achieved against contractual targets, with 209 volunteering opportunities being created for local people within the Well Being for Life programme. Individuals have engaged in activities such as community consultation, creation of community development plans, assisting health trainers with one to one visits, and supporting community events and activities
28. Building on the Health Trainer approach which demonstrates the value of 'advice from next door', a structured pathway into volunteer health trainer roles has been created, providing space for up to 32 'Community Health Champions'. 40 volunteers have engaged and those who could not be accommodated as Community Health Champions have been signposted or supported into alternative community volunteering opportunities.
29. The Community Health Champions will be offering training, support and mentoring to develop their personal skills, enabling them to work towards achieving a City & Guilds Level 3 Health Trainer qualification. The qualification will equip the Community Health Champions to go on to help members of their community to transform their own health and wellbeing.
30. Volunteer led groups delivering against the health and wellbeing objectives are well supported within AAPs. **Chester-le-Street & District AAP** has a longstanding working relationship with Aspire – Learning, Support and Wellbeing located in Chester-le-Street. Aspire is a women's development organisation who have delivered a range of AAP supported projects to engage with women to provide

health advice and support and also learning and monitoring support. Aspire have a strong team of volunteers that help underpin their delivery.

31. In June 2016 they were successful with a Big Lottery Fund grant of £499,030 which will be used to set up and run their 'Supporting Sisters' project for the next five years. Aspire were one of only 63 national awards and the only award within County Durham. The cash will help Aspire offer a range of specialist support, health and wellness services for women, as well as funding additional jobs and volunteering opportunities to support the project. It will also fund extended availability of Aspires on-site crèche.
32. The grant comes from the Big Lottery Fund's new Women and Girls Initiative, which aims to support women and girls in need, or at risk of experiencing a wide variety of complex issues. The application to the BLF was based on initial pilot work Aspire had done with an AAP grant to test out new services with local volunteers. This approach helped Aspire show their concepts worked and that the project would hit their specific target group.

Altogether safer

33. The **Safe Durham Partnership** is committed to working together to address Crime, Disorder and Anti-Social Behaviour issues and to make County Durham a better and safer place. The vision of the Partnership is 'for a county where every adult and child will be, and will feel, safe'. It utilises volunteers across the county to support a number of its initiatives.
34. County Durham Recovery Ambassadors is a group that helps people who are addicted to alcohol, drugs and gambling. They do this by offering support and guidance to people who are suffering from addiction. The group also promotes the prevention, recognition and treatment associated with use and misuse of substances. The award winning group was the first of its kind in the North East when it set up in 2013. The group members provide visible recovery within treatment services. They advise staff about mutual aid and do joint visits / appointments with staff. They visit local prisons to talk to prisoners before release about recovery services in the community and to show visible recovery; they support individuals to make steps towards abstinence and speak to community groups about recovery and how to get help. They tell their stories publicly to educate and inform and encourage others to take the path to Recovery.
35. The Safer Homes Scheme began with volunteers providing crime prevention advice to those in their communities who were vulnerable to crime. £500k of external funding was used to extend the scheme and Durham and Darlington Fire and Rescue Service have taken the scheme from strength to strength. The scope of Safer Homes now includes Health and Wellbeing and professionals can refer vulnerable people to a wide range of support opportunities. Police run volunteers remain an important element and continue to help keep people safe in their own homes.
36. In April 2012, the Government launched the Troubled Families Programme, known locally as the Stronger Families Programme, to incentivise local authorities and their partners to turn around the lives of over 120,000 families by May 2015. The programme aimed to work with families where children are not attending school, young people are committing crime, families are involved anti-social behaviour and adults are out of work. Families have received help and support delivered with a 'Think Family' multi-agency approach coordinated by a Lead Professional and a Team around the Family utilising a single multi-agency care plan in order to reduce duplication and maximise impact.

37. The Stronger Families Volunteer Programme is part of the County Durham Youth Offending Service offer which benefits from having been awarded 'Investors in Volunteers' status. The programme provides families working with services as part of the County Durham Stronger Families Programme with access to a family volunteer that can provide added value to the support offered as part of coordinated package of whole family intervention.
38. Feedback identifies that families overwhelmingly value the added support, Volunteers are well supported and work well within the team around the family process and Lead Professionals have evidenced how valuable the volunteers are in delivering successful outcomes.
39. Volunteers are also supporting the CDYOS Parenting Support Group (PSG) to deliver an accredited parenting programme to parents/carers who have been victims of their young person's offence, providing the opportunity for peer support. This was a gap that had been highlighted by magistrates and other victim support groups. The PSG works with groups of up to ten people, contributing to Youth Justice Board, Stronger Families, Restorative Justice Council and other positive outcomes. Post event evaluations show that nearly 90% of participants have developed improved relationships, better anger management strategies and enhanced communication skills with their children.
40. The Mini Police, originally launched in the **Durham AAP** area at Ludworth Primary School by PC Craig Johnson, has since been rolled out into a number of other communities. The scheme won a Durham Constabulary POP Award in the summer and PC Johnson is working in other areas across the country, starting in Merseyside, to help implement the scheme there.
41. In July, the Mini Police initiative was introduced into the **GAMP** area and will recruit 30 volunteer Mini Police Officers in four primary schools across the GAMP area; St Francis, Sugar Hill, Woodham Burn and Stephenson Way. It offers a fun and interactive volunteering opportunity for young people aged between 9–11 years who help to support Police priorities, through participation in community engagement events, and those involved will take part in a wide range of activities. The young people wear a Mini Police Uniform to perform their duties. Over the coming months the GAMP Mini Police Officers will be engaged in a number of activities in their local community.
42. **Bishop Auckland and Shildon AAP (BASH)** have been focusing on crime and community safety and will be specifically addressing the support needs of individuals and families through a programme of crisis intervention including flexible emergency provision. They will also be supporting young people aged 18-21 through housing difficulties.

Altogether greener

43. The **Environment Partnership Board** at its September meeting appointed Liz Charles from Durham Community Action (DCA) as Chair of the Environment in Your Communities sub group. The Board thanked Ian Hoults for chairing the Environment in Your Communities Group in the interim.
44. Gill O'Neill, Interim Director of Public Health, provided the Board with a presentation on Obesity. The Board was asked to look at the importance of the environment and the use of greenspace in trying to reduce the growing number of obese cases. Board members were asked to identify links between current initiatives and identify future project areas which would assist with the overall aims of reducing obesity levels across County Durham. The Environment Partnership Board is to discuss a

draft action plan at the December meeting. In addition, Environment Partnership Board members are to attend and provide representation at the Health and Wellbeing Board - Big Tent Event scheduled for Wednesday 5th October, 2016.

45. Entries for the 2016 County Durham Environment Awards are now closed. 57 applications have been received with applications in all categories. Judging booklets have been issued and the final judging session is to be held on 12th October. The evening ceremony is taking place on 10th November at the Raddison Blu Hotel, Durham and the format will be the same as previous years with some changes to the actual winner presentation– where only category winners will be called to the stage to collect the award. £8,550 of sponsorship to date has been received from various partners including Durham University, BANKS Group Ltd, Groundwork, Durham Wildlife Trust and recycled outdoor furniture has been donated as prizes by Marmax Ltd.
46. **East Durham Rural Corridor AAP** is hoping to support Fishburn Allotment association to establish a bee keeping group. The funding will cover the purchase of three beehives as well as hive tools, protective suits, bees and membership to a local beekeeping club. By joining the local beekeeping club they will have the support they require in order to become efficient beekeepers. The number of bees both nationally and worldwide has reduced dramatically over recent times. Key environmental and wildlife groups are continuing to champion local communities to get involved in initiatives that protect and increase the bee population.
47. There is a direct link between outdoor pursuits/ physical activity and improved mental health. The group firmly believe that this project will help to improve health and wellbeing of residents/ members. A number of allotment association members as well as residents and individuals from other voluntary and community groups in the area have expressed an interest in beekeeping. After the first year of beekeeping, the sale of honey and beeswax from the hives will be re-invested into the project to ensure its sustainability. The group have mentioned an interest in becoming a social enterprise in the future which we will support them with.

Recommendations and reasons

48. It is recommended that Members note the report.

**Contact: Clare Marshall, Principal Partnerships and Local Councils
Officer Tel: 03000 263591**

Appendix 1: Implications

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

Staffing - None

Risk - None

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

Accommodation - None

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

Human Rights - None

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

Procurement - None

Disability Issues - None

Legal Implications – None

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Overview and Scrutiny Management Board

19th December 2016



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

Report of Ian Thompson, Corporate Director of Regeneration and Local 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, a second on 17th June 2016 and this is the third 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

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**Overview and Scrutiny Management
Board**

19 December 2016



**Quarter 2 2016/17
Performance Management Report**

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

Purpose of the Report

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

Background

2. Work is underway to review how we present performance information in the clearest possible way. This quarter we have tightened the format of the report to make it more concise. We have maintained the Executive Summary which members are familiar with which outlines key performance messages from data released this quarter. We have reviewed the Altogether themes moving from a narrative format to an at a glance, more visual style presentation of one summary page per Altogether theme which presents key data messages showing, where available, the latest position in trends and how we compare to others.
3. A more comprehensive table of all performance data is presented as usual in Appendix 4.
4. Key performance indicator progress is still reported against two indicator types which comprise of:
 - a. Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners; and
 - b. Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence.
5. We will continue to look at ways to further develop the format of the report, as part of the transformation programme, to provide a clearer way of understanding how the council is performing, with the leanest possible process.

6. An outline of the colour rating applied to our performance and the groups we use to compare ourselves is outlined in Appendix 2.
7. To support the complete indicator set, a guide is available which provides full details of indicator definitions and data sources for the 2016/17 corporate indicator set. This is available to view either internally from the intranet (at Councillors useful links) or can be requested from the Corporate Planning and Performance Team at performance@durham.gov.uk.

Executive Summary

Key performance messages from data released this quarter

8. Overall performance during the second quarter period shows a similar trend to that reported in quarter one. For target indicators 67% have either improved or remained static and 67% are approaching, meeting or exceeding target. For tracker indicators, 76% improved or remained static. 91% of Council Plan actions have either been achieved or are on target.
9. Although the national and regional employment rates continue to improve, the County Durham rate has declined this quarter and is now worse than last quarter, the same period last year and national and regional rates. Linked to this there have been increases in youth out of work claimants and long term Job Seeker's Allowance claimants.
10. However, Business Durham activity continues to create and safeguard jobs and increase occupancy of their business space. Funding for apprenticeships through Durham County Council schemes has now been confirmed and has resulted in increased starts although apprenticeships sustained for 15 months or longer has declined due to decreased funding last year. Pre-employability programmes have been supporting young people with employment advisors and helping them into employment or education and assisting teenage parents into apprenticeships. A number of individuals have also benefitted from funding to help them overcome barriers to employment.
11. Lumiere, Yves Saint Laurent exhibition at Bowes Museum, Magna Carta exhibition at Palace Green Library and Visit County Durham's national marketing campaign have contributed to an increase in visitor numbers in 2015, benefitting the local economy by supporting more jobs and increasing overall visitor spending.
12. The council continues to successfully regenerate housing with an increased number of private sector properties improved through council intervention and additional new home completions, although numbers have fallen since last year. The first Chapter Homes houses will be completed soon at Newton Aycliffe and agreement has been reached to progress to phase two. Development has been supported by high levels of planning applications determined within deadlines. There have been fewer affordable homes due to changes to legislation reducing grant levels and fewer empty properties have been brought back into use through council intervention as landlords now must belong to the accreditation

scheme to access funding. This benefits tenants as landlords are committed to maintaining satisfactory management and property standards. Co-ordinated work of partners is successfully assisting clients to prevent homelessness and reduce the number of clients with a statutory homelessness duty.

13. The council has a responsibility for safeguarding and promoting the development of all children and young people in County Durham. This includes specific duties in relation to three key areas; our corporate parent role for looked after children; child assessment and safeguarding; and delivery of universal services such as early help, education and health.
14. At September 2016 there were 731 looked after children (LAC) in County Durham, more than last year (661). The increased rate reflects a national and regional trend. The upward trajectory in County Durham is felt to reflect better social work practice, particularly in relation to the identification of neglect. It is not anticipated that the recent upward trend will significantly decrease as the majority of LAC in County Durham have a long-term plan for permanence eg. children are placed with foster carer (currently around 70%). The number of LAC continues to be monitored closely by Children and Young People's Service senior management to ensure looked after arrangements are appropriate and children have access to suitable care to meet their needs.
15. Timeliness of care plan reviews has worsened for looked after children however all reviews have now been completed and strategies have been put in place to prevent future delays. Looked after children reviews show there were four reviews held out of timescale, involving seven children. Educational attainment for the 2015/16 academic year shows the average Attainment 8 score of Looked After Children, the new government measure for GCSE level, was 31.5 points.
16. Turning to assessment and safeguarding services, between April and September 2016, there were 2,354 referrals of children in need (CiN). This is fewer than last year (3,282), but it is of concern that the proportion of re-referrals (occurring within 12 months of previous referral) has increased. Work is underway to look at this through an audit. More children are having their assessments done on time, a significant improvement. Although the target was not met all immediate safeguarding referrals were processed within 24 hours. The service continues to address challenges with recruitment and retention of social work staff in the Family First team and Child Protection team as identified in the Ofsted report.
17. Timeliness of care plan reviews for children subject to a child protection plan has worsened with five child protection reviews, relating to eight children, held out of timescale in quarter two. All reviews are now complete. There are various reasons which led to reviews having to be rearranged and therefore going out of timescale including parental attendance and unavailability of conference reports. The review is an important element of ensuring the quality of care for children and young people and strategies have been put in place by the Independent Reviewing Officer Service to ensure the timing of reviews is closely monitored to try to prevent further reviews going out of timescales.

18. Performance in relation to universal services around child health shows under 18 conceptions continue to reduce and are the lowest since reporting began in 1998 although not as low as the England average. The number of mothers smoking at delivery has reduced from last year but remains worse than regional and national comparators.
19. In relation to educational attainment, children in Durham are performing well across the different key stages. Provisional figures for 2015/16 show children in early years have higher achievement rates than last year, a rate that is in line with national and regional averages. At GCSE level, the new government measure, Attainment 8 has been introduced to focus on pupils' performance across their best eight qualifications measured on a points award basis, with each grade worth points on an ascending scale. Under this new system, Durham's GCSE results are in line with national and regional averages. At A level, there is also a newly introduced measure, the Average Point Score, translating letter grades into numbers and pupils in Durham are performing better than the national and regional average.
20. Turning to adult social care and health, we are effectively managing social care support with the number of people supported by the council decreasing from the same period last year. Although the number of adults admitted on a permanent basis to residential or nursing care has increased since the same period last year, the number of bed days commissioned by the council has remained stable since April 2015, with its lowest level being in July 2016. Panels continue to scrutinise permanent admissions in order to ensure that only those who are unable to be supported safely at home are admitted to permanent care and people are being supported to live independently at home for longer. As a result of this, 64% of older people supported by the council are living independently in their own home and the average age of older people admitted to residential care has increased since 2014/15.
21. There is a continuing trend of low levels of delayed transfers of care from hospital, which have decreased in County Durham compared to last year and are better than regional and national rates. Our reablement and rehabilitation service is working well with a high percentage of older people still at home three months after discharge from hospital.
22. Our service users are satisfied with our adult social care services according to the recent adult social care survey, in which we performed better than the North East and England averages.
23. Adult health shows the number of smokers in County Durham is falling. Self-reported smokers have decreased since last year, in line with regional and slightly above national figures and the target for the number of smoking quitters has been exceeded this quarter.
24. Crime levels in County Durham continue to be affected by improvements to crime recording, a willingness of victims to report crimes (particularly violence against the person) and a review into all historical harassment incidents,

resulting in the recording of a significant number of additional offences within the harassment and public order categories. Although levels are increasing they remain lower than the average for similar geographic areas. By contrast, anti-social behaviour (ASB) continues to reduce, aided by a number of operations and initiatives across Easter and the summer to limit the impact of school holidays during which levels typically increase. The review of historical harassment incidents may also have had an impact on personal and nuisance ASB. Public confidence also remains high regarding the police and local council dealing with concerns of ASB and crime. The Durham Constabulary area was the best performing out of its most similar areas.

25. Alcohol and drug treatment successes remain low and below target and other comparable areas, although alcohol treatment has improved slightly. Public Health continues to work with Lifeline, the drug and alcohol treatment provider, to increase successful completions.
26. Road traffic casualties are reducing overall including those killed or seriously injured, although fatalities have unfortunately increased. Safer and Stronger Communities Overview and Scrutiny held a meeting on 1 December to look at road safety and young drivers.
27. Environmental measures show there are low levels of litter, detritus and dog fouling across the county however fly-tipping incidents continue to increase mainly attributed to an increase in fly-tips involving household waste. We continue to divert more than 95% of our waste from landfill and our reuse, recycling and composting rate has achieved target. CO2 emissions in County Durham have reduced from 1990 levels. Durham County Council has contributed to this with the streetlight energy reduction programme and energy efficiency projects including efforts to reduce business mileage. Although the volume of recorded highway defects is continuing to affect target response times, there has been some improvement since quarter one.
28. Performance in relation to providing services to customers is good. On average we answered telephone calls from customers in 39 seconds and levels of abandoned calls remain at 6%. Processing times have improved from the dip reported last quarter and are on target for housing benefit and council tax reduction in both change of circumstances and new claims received. However fewer Freedom of Information and Environmental Information Regulations requests have been responded to within national timescale. The new corporate Customer Relationship Management implementation programme (phase 1) went live in July 2016, which gives customers a wider range of online options to contact the council.
29. Focusing on employee wellbeing, staff attendance has improved and over half of posts had no sickness absence in the rolling year ending in September 2016. However, the percentage of staff that had an appraisal has deteriorated. Oracle Business Intelligence module is now available to managers assisting them to effectively monitor both appraisals and sickness performance.

30. Collection rates for council tax and business rates continue to show good progress, which are in line with our medium term financial plan forecasts.

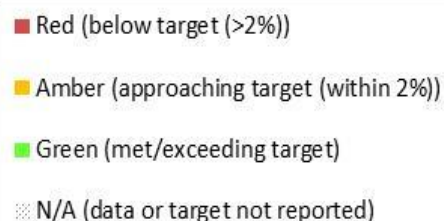
Volume of Activity

31. There has been an increase in demand this quarter for most key areas. The numbers of customers seen at our customer access points have been gradually increasing over the last year. Fly-tipping incidents reported across the county have shown further increases after a period of decline. Although the number of children in need referrals received reduced this period, the number of children with a child protection plan and the number of looked after children cases continue to increase. The number of telephone calls and Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests received remains high. There have been more new claims processed for both housing benefit and council tax reduction although the number of changes of circumstances processed is fewer than the previous quarter. Reductions are evident in the volume of overall planning applications received by the council as well as households re-housed through Durham Key Options. The latest position in volume trends is presented in the charts available at Appendix 5.

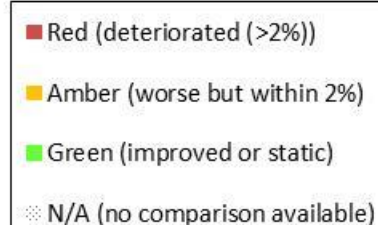
Overall Performance of the Council

Key Performance

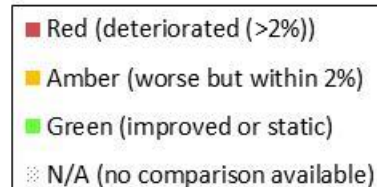
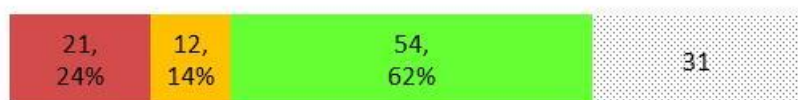
Performance against targets



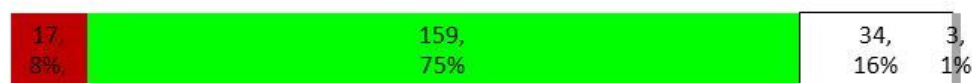
Target indicators - Direction of travel



Tracker indicators - Direction of travel



Actions



32. During the second quarter period 67% (37) of our target indicators have shown either an improvement or have maintained current performance and 67% (39) are approaching, meeting or exceeding target. For tracker indicators, 76% (66) improved or maintained performance. 91% (193) of Council Plan actions have been achieved or are on target to be achieved by the deadline.

33. Information and data to support the complete indicator set is provided at Appendix 4. A full copy of the exceptions, deletions, amendments and additions to council and service planning actions is available on request from performance@durham.gov.uk.

Risk Management

34. 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.
35. Appendix 3 summarises key risks in delivering the ambitions for each priority theme and how we are managing them.

Key data messages by Altogether Theme

36. The next section provides a one page summary per Altogether theme of key data messages. The format of the Altogether themes has been revised to provide a snap shot overview aimed to ensure that key performance messages are easy to identify.¹ The Altogether themes are supplemented by information and data relating to the complete indicator set, provided at Appendix 4.

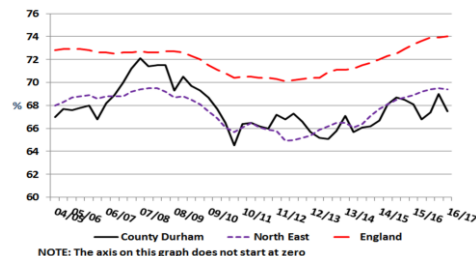
¹ Images designed by Freepik from Flaticon

Altogether Wealthier

Employment

Employment rate (July 2015 to June 2016)

- Fell to 67.5%/226,400 people
- North East (69.4%) and England (74%) improving
- 36,700 people not in work want a job (11.2% of working age population)



1,615 → 1,660* (31.5% of all) **Job Seeker's Allowance (JSA) claimants claiming 12 months or more** (June → September 2016)

*Since August 2015, some out of work claimants have claimed Universal Credit. A small number may have claimed over 12 months but data is not available.

Young People	Durham	England	North East
18 to 24 year olds who are out of work and claiming Universal Credit or Job Seeker's Allowance (At Sep 2016)	4% (2,055 people)	2.7% ✗	4.5% ✓
16 to 18 year olds in an apprenticeship (At Jun 2016)	11%	7.8% ✓	11.3% ✗

Helping people back into work

- ✓ 474 Jobs created/safeguarded through Business Durham activity (Jul - Sep 2016).
- ✓ 50 Apprenticeships started through County Durham schemes. Performance is increasing since confirmation of funding (Apr - Jun 2016).
- ✗ 663 (67.3% of) apprenticeships through County Durham schemes sustained for 15 months or more. Fewer starts last year due to reduced funding meaning fewer were sustained (At Sep 2016).
- ✓ 16 Teen parents supported to start apprenticeships (Apr – Sep 2016).
- ✓ 584 Young people registered on Durham Works programme, with 390 supported by employment advisors. 132 (22.6%) have progressed to employment or education (At Sep 2016).

Housing regeneration

April to September 2016

🏠 255 private sector properties improved through council intervention, in line with the target (257)	↑	209
🏠 56 empty properties brought back into use through council intervention, slightly below the target (60)	↓	121*
🏠 602 net new homes completed	↓	632
🏠 53 affordable homes delivered, just below target (55)	↓	186*
🏠 43 net new homes in Durham City	↓	46
🏠 63% of completions in/near major settlements (July to September 2016)	↔	63%
*numbers reduced from 2015 due to changes to funding/grants		
🏠 40 of the 125 Chapter Homes properties at Eden Field, Newton Aycliffe have been reserved by customers. The first will complete in November 2016. Agreement has been made to progress to phase two. The planning application for Chester-le-Street will be submitted soon.		

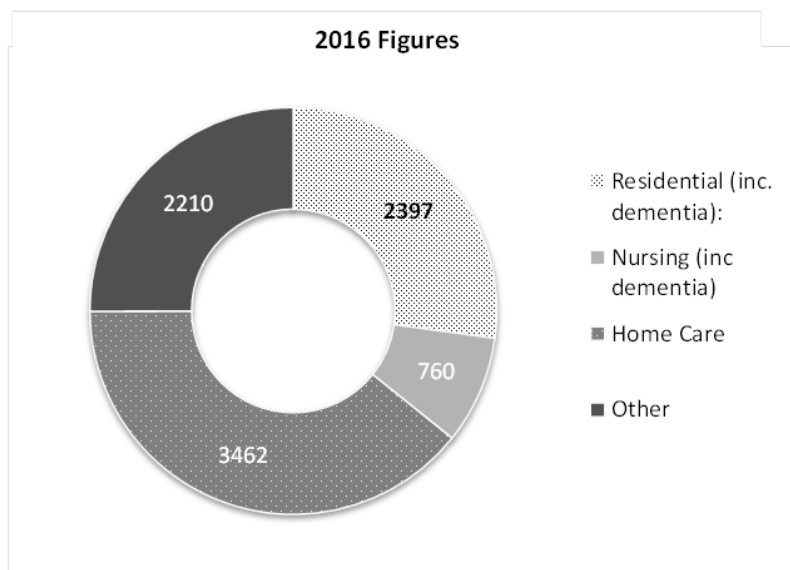
Tourism


↑ +3%	↑ +2%	↑ +1.5%
18.7 million visitors to the county (2015)	£778 million overall visitor spending	10,961 jobs supported by visitor economy
Successes <ul style="list-style-type: none"> ✓ Lumiere ✓ Exhibitions - Yves Saint Laurent at Bowes Museum and Magna Carta at Palace Green Library ✓ Visit County Durham's national marketing campaign ✓ Increased visitors to thisisdurham website 		Current/future activity <ul style="list-style-type: none"> ❖ Taste Durham month and awards ❖ Food and drink exchange event ❖ Potential saints trail products and marketing with regional partners ❖ Promotion of Visit County Durham partnership scheme


Altogether Better for Children and Young People				
Corporate parenting		Child safeguarding: How are we responding?		
731 Looked after children (LAC) (30 Sep16), more than last year (661)	LAC reviews completed within timescale (Tracker PI)	<div>Child's journey</div>	2,354 Children in need referrals (CiN) (Apr–Sep 16), fewer than last year (3,189).	First contact enquiries processed in 24 hrs Target of 85% not met
<div></div>	<div>96.2%</div>		<div></div>	<div>71.5%</div>
<ul style="list-style-type: none">At Sep 16 there were 731 LAC in the county, around 70% of these have a plan for permanence.Durham's LAC rate (72.9 per 10,000) is better than North East average (84) but worse than England average (60).At Key stage 4, GCSE Average Attainment 8 score of looked after children is 31.5.Review of support for young people moving from Children's Services into adult social care completed ahead of schedule (Mar 17).			1,952 Single Assessments (Apr-Sep 16), fewer than last year (2977).	CiN referrals occurred within 12 months of previous referral Target of 20.7% not met
			<div></div>	<div>23.8%</div>
			406 Children with a child protection plan (CPP) (30 Sep 16), more than last year (340).	Single assessments completed in 45 days Target of 85% not met
Education- provisional data			<div>82%</div>	Children with a CPP with all reviews completed within timescale (Tracker)
A new way to judge the pupils' attainment at GCSE and A levels has been introduced by translating pupils' attainment grades into points.			<div>91.4%</div>	
Early Years 69%	<div></div> Children in early years achieving good level of development , met target of 64%, in line with North East (68.4%) and national (69.3%) averages.		161 Child sexual exploitation referrals (Oct 15-Sep16), 17% fewer than last year.	<div></div> Durham's Children with a CPP rate (40.5 per 10,000) is better than both North East (59.6) and England (43.1) averages.
KS 4 49 points	<div></div> GCSE Average Attainment 8 Score , in line with North East (48.5 points) and England (49.8 points) averages.		Health	
KS4 gap 12.3 points	Gap between disadvantaged pupils in Durham and non-disadvantaged pupils in England at Key stage 4 , comparative data are available in Jan 17.	Under 18 conception rate (per 1,000 population) Lowest since reporting began in 1998 (Jul 14-Jun 15).	<div>Durham</div> <div>26.4 (222 conceptions)</div>	<div>North East</div> <div>28.6 ✓</div>
KS 5 31.7 points	<div></div> Average A level entry of state funded school students , better than National (30.7 points) and North East (30.4 points) averages.	Mothers smoking at time of delivery* Achieved target (17.2%) and is an improvement on last year (18.1%).	<div>Durham</div> <div>16.6%</div>	<div>England</div> <div>21.8 ✗</div>
			<div>North East</div> <div>15.6% ✗</div>	<div>England</div> <div>10.2% ✗</div>
*The Durham Dales, Easington and Sedgefield Clinical Commissioning Group area has the second highest rate in the North East and ninth highest in England.				

Adult Social Care

The number of people supported by the council is decreasing with a total of 8,829 receiving ongoing social care support at 30 September 2016 compared to 8,874 for the same period last year.



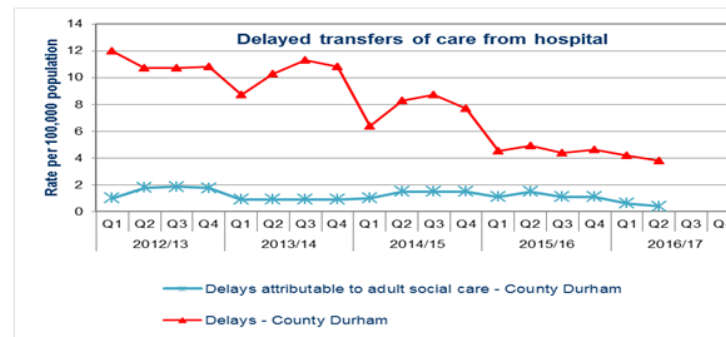
 The number of bed days in residential and nursing care has decreased gradually from 77,233 in July 2012 to 69,737 in April 2015 and has since plateaued, with a current figure of 70,463 in September 2016.

 **86** years old - Average age of older people admitted to residential care this period, an increase from 84.4 years in 2014/15.





Durham performs above the national average in all 7 measures from the 2015/16 Adults Social Care Survey, including people's overall satisfaction with the service and the proportion of people who feel safe


Delayed Transfers of care



✓ Delayed transfers of care are decreasing in County Durham - between April and August 2016 there were:

-  79 delayed transfers of care (3.8 per 100,000 population)
-  8 delayed transfers of care which were fully or partially attributable to adult social care (0.4 per 100,000)

Reablement Service - Between January and June 2016:

-  1,067 (86%) service users were still at home 91 days after their discharge from hospital, achieving the target of 86%

Public Health

The number of smokers in County Durham is falling:



- ✓ **644** people quit smoking following support between April – June 2016 (682.4 per 100,000 population), exceeding the target of 555 (588 per 100,000)
- ✓ **19%** - self reported smokers identified in the 2015 Annual Population Survey, a decrease from 20.3% in the 2014 survey.


Altogether Safer


Crime and anti-social behaviour (ASB) incidents


Between April and September 2016:





 17.1% reduction in anti-social behaviour (ASB) incidents

 Crime and victim based crime have increased by 35.8% and 31.2% respectively **BUT** Identified crimes recorded in 24 hours (not 72) so more are being recorded


 Theft offences have increased by 13% (673 more offences) including a 20% increase in shoplifting accounting for 37% of the overall increase in theft

 Improved recording of victim - based offences and audit of retrospective harassment cases has impacted on performance


 Crime, victim based crimes and theft are lower than nationally and most similar community safety partnership areas


 62.6% of people said they were confident that the local council and police were dealing with the ASB and crime issues that matter in the area. This is the highest performance in the most similar group of police forces

Alcohol and drugs

 27.9% of people in alcohol treatment successfully completed, well below the target of 39.3%


 Alcohol treatment has improved slightly from 26.9% last year


 5.7% of people in drug treatment for opiate use successfully completed, below the target of 8.1%


 22.9% of people in drug treatment for non-opiate use successfully completed, significantly below the target of 41.9%


Public Health continues to work closely with Lifeline, the contracted drug and alcohol treatment provider, to increase successful completions. A new IT system went live on 3rd October 2016 which it is anticipated will improve case management and enable local monitoring of successful completions.

Road traffic collisions

 84 people killed or seriously injured in road traffic accidents between January and June 2016, a reduction compared to previous years

 13 of these were fatalities, an increase compared to 11 last year

 9 of the 84 were children and none of these were fatalities

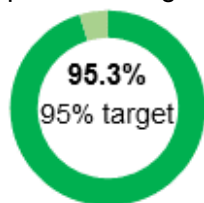
 Overall road casualties are reducing with 1242 casualties in 2015, 22% less than 2014 and 38% fewer than the 2005/09 baseline

Altogether Greener

Refuse and recycling

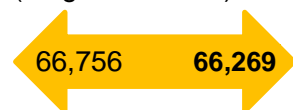
Municipal waste diverted from landfill

Sep 2015 – Aug 2016



Energy produced from municipal waste

(megawatt hours)



(Sep 2014 - Aug 2015) (Sep 2015 - Aug 2016)

Household waste re-used, recycled or composted



38% target

Renewable energy and CO2 emissions

113 Feed in tariff installations registered and approved (Jul – Sep 2016)

! Due to the government cuts, the new low feed in tariff rate is impacting upon installations as it is less financially viable to install panels now than it was this time last year.

221.87 Megawatts equivalent installed/ approved capacity at 30 Sep 2016

CO2 emissions

✓ 48% reduction (from 1990 baseline) in County Durham at 2014

🎯 6% reduction from local authority operations in 2015/16 compared to 2014/15

Actions taken to reduce carbon emissions:

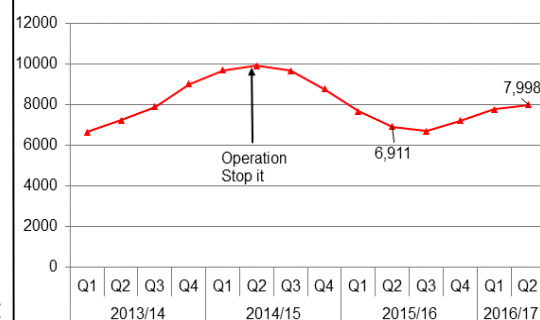
- ➡ streetlight energy reduction programme
- ➡ reduction in losses associated with electricity distribution, partly due to the improved streetlights
- ➡ energy efficiency projects (improved performance of the biomass boiler at Green Lane, Spennymoor), monitoring energy use and staff co-operation with switching off unnecessary energy consumers in council's buildings including schools
- ➡ reducing business mileage

Environmental cleanliness and fly-tipping

Land and highways below an acceptable level of cleanliness (Apr - Jul)

🎯 5.94% Litter 🎯 9.34% Detritus ✓ 0.56% Dog fouling
➡ Better than national averages

Fly-tipping (Oct 2015 – Sep 2016)



75 locations - CCTV cameras

42 incidents caught on CCTV

9 stop and search operations

4 duty of care warning letters
9 fixed penalty notices issued

68 further investigations

7 prosecutions
£3,613 awarded in fines, costs, compensation, surcharges

6 fixed penalty notices issued for small scale fly-tipping as an alternative to prosecution (new legislation May 2016)

Local authority road network

Actionable defects repaired (Oct 2015 – Sep 2016; target 95%)

✗ 92% within 24 hours Year on year increases in defects combined with other highway priorities impacted on target response times. The situation is being reviewed to identify a way forward.

✗ 91% in 14 working days

✗ 73% within 3 months

✓ Road conditions are in line (A roads) or better (B/ C roads) than national and regional averages.

Altogether Better Council

Customer Services

Between October 2015 and September 2016:



39 seconds to answer a call on average



6% calls abandoned



998,365 telephone calls received



212,377 footfall at customer access points



76,437 web form requests



68,367 emails



2,905 social media contacts



The new Customer Relationship Management software provides customers with a wider range of online options to contact the council (Phase 1 completed in July 2016)

Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests:

70% of responses were sent to applicants within 20 working days (target 85%) between July and September 2016

Processing time for housing benefit (HB) and council tax reduction (CTR) (Apr – Sep 2016)

- ✓ **18.49** days – new HB claims (target 23 days)
- ✓ **19.76** days – new CTR claims (target 23 days)
- ✓ **7.39** days – HB change of circumstances claims (target 10 days)
- ✓ **7.28** days – CTR change of circumstances claims (target 10 days)

In July, Cabinet agreed the continuation of the current Local Council Tax Reduction Scheme for a further year into 2017/18, which would continue to protect all claimants in line with what their entitlement would have been under the Council Tax Benefit System.



Employee wellbeing

For the year October 2015 – September 2016 (excluding schools)

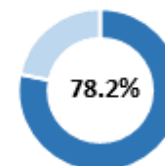
Sickness absence per full time equivalent (FTE) improved from last year achieved target



11.14 days

11.5 days target

Employees having 5 working days or less sickness



More posts with no sickness absence

56.7%

45.2% (Oct 2014 - Sep 2015)



88.2% appraisals completed (Oct 2014 – Sep 2015)

86.6% (92% target)



Managers receive automated email alerts when trigger points are reached



Managers are provided with real time information on appraisals and sickness via Business Intelligence module (Action completed in Sep 2016)

Finance

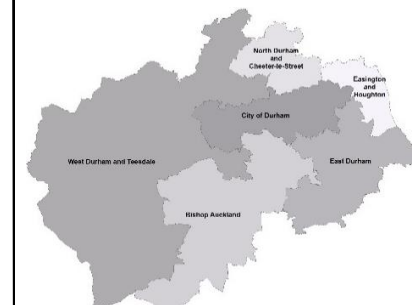
✓ **56.9%** council tax collected (target 56.7%)

✓ **58.4%** business rates collected (target 58.5%)



! Mainly due to business rate payers exercising their right to extend instalment payments to March instead of January after a change in legislation in 2014

Look out for



The first stage of the review of Parliamentary Constituency Boundaries has now been completed and the Commission's initial proposals for new constituency boundaries have been published.

Recommendations and Reasons

37. Overview and Scrutiny Management Board is recommended to:

- a. Note the council's performance at quarter two.
- b. Note all changes to the Council Plan outlined below:

Altogether Wealthier

- i. Delivery of physical regeneration improvements in Crook Town Centre has been delayed from July 2016 to December 2016 as legal work is still being undertaken.
- ii. Agreeing a programme of works for Festival Walk at Spennymoor has been delayed further from September 2016 to December 2016 pending confirmation of the purchase of the second block of property by the developer.
- iii. Determining strategy for A19/A179 Sheraton junction improvement with Highways England has been delayed from October 2016 pending further information from Hartlepool Borough Council. The revised date is to be confirmed.

Altogether Safer

- iv. Work with partners to evaluate the effectiveness of the Multi-Agency Intervention Service, to ensure the current approach is meeting its desired outcomes, has been delayed from July 2016 to July 2017. A Lean Review was carried out in the spring and is currently being implemented.

Altogether Greener

- v. Reviewing operational practices around allotments, to harmonise standards and embed enforcement has been delayed from August 2016. A review of policy is required prior to revising operational practices. Standard processes are in place for breaches that relate to non-payment of rent and non-cultivation. Revised date: January 2018.

Altogether Better Council

- vi. The realignment of operational practices as part of the fleet restructure, to meet service demands has been delayed from September 2016 to June 2017. The options have been considered in principle and the structure is currently undergoing evaluation.
- vii. The publishing of an annual Public Sector Equality Duty update including an annual workforce profile has been delayed from September to December 2016 due to other priorities.
- viii. Developing an approach to library transfer has been delayed from August 2016 to December 2016. Work to support groups seeking to take on council's assets and services is on-going. Future work on the Durham Ask programme and proposals linked to libraries and leisure centres will be considered in November 2016.

- ix. Linked to the above, the first commitment to library transfer has been delayed from November 2016 to September 2017 and the proposals will be considered in November 2016.
- x. As part of the renewal of the County Durham Partnership (CDP), the development and implementation a programme of change based on the outcome of the CDP away day has been delayed from September 2016 to December 2016 as the report will not be considered by the CDP until November 2016.
- xi. Planning and delivery of a second whole partnership event to identify opportunities to enhance outcomes through effective joint working across the CDP has been delayed from November 2016 to November 2017. This action will be reviewed following the review of the CDP.
- xii. Submission of the stage 1 funding applications to Heritage Lottery Fund for delivery of the archive project has been delayed from June 2017 until September 2017, due to delays in the archives workstream linked to the main accommodation programme.
- xiii. The undertaking of a council wide employee survey in line with agreed scrutiny recommendations has been deferred from September 2016 to October 2016 due to a delay in considering the draft questionnaire.
- xiv. The review of the corporate management development has been delayed from September 2016 to March 2017 to identify requirements in line with timescales for the Inspire Programme.
- xv. The review of the Change Management Toolkit has been delayed from September 2016 to December 2016. The toolkit is currently being reviewed to reflect statutory changes and organisational requirements. A revised target date has been established due to the resource requirements for the teaching assistant's exercise.
- xvi. Establishing organisational design principles that reduce tiers/hierarchy in any future Medium Term Financial Plan restructuring, to ensure flattening of organisation structures, has been delayed from September 2016 to December 2016. These will be incorporated into the Change Management Toolkit.

Deleted actions

Altogether Better for Children and Young People

- xvii. Delivering the Looked After Children (LAC) Reduction Strategy to reduce the cost and maintain safety for all looked after children was due for completion in March 2017. The LAC reduction strategy has been reviewed and determined as not to be the best way to progress. We continue to ensure that we meet the needs of children who cannot remain at home and robust arrangements are in place to ensure that this is appropriate on every occasion. The strategy going forward is about placement efficiency and appropriateness and a significant programme of foster carer recruitment is now underway and this programme now underpins our placement intentions.

Altogether Better Council

- xviii. As Cabinet approved continuation of the existing Local Council Tax Reduction Scheme the action to consult on a revised proposal (by 20 July 2016) is now not necessary and is to be deleted.
- xix. The report to Cabinet/Council (on 20 July 2016) on the new proposals for a revised local council tax reduction scheme is now also not necessary and has been deleted.

Contact: Jenny Haworth, Head of Planning and Performance

Tel: 03000 268071 E-Mail jenny.haworth@durham.gov.uk

Appendix 1: Implications

Appendix 2: Report Key

Appendix 3: Risk Management

Appendix 4: Summary of key performance indicators

Appendix 5: Volume measures

Appendix 1: Implications

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

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

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

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

Accommodation - Not applicable

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

Human Rights - Not applicable

Consultation - Not applicable

Procurement - Not applicable

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

Legal Implications - Not applicable

Appendix 2: Report key

Performance Indicators:

Direction of travel/benchmarking		Performance against target
Same or better than comparable period/comparator group	GREEN	Meeting/Exceeding target
Worse than comparable period / comparator group (within 2% tolerance)	AMBER	Getting there - performance approaching target (within 2%)
Worse than comparable period / comparator group (greater than 2%)	RED	Performance >2% behind target

National Benchmarking

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

North East Benchmarking

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

Nearest Neighbour Benchmarking:

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

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

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

Risk Management

1. The strategic risks identified as potential barriers to successfully achieving our objectives are listed against each Altogether theme. These risks have been identified using the following criteria:
 - a) Net impact is critical and the net likelihood is highly probable, probable or possible.
 - b) Net impact is major and the net likelihood is highly probable or probable.
 - c) Net impact is moderate and the net likelihood is highly probable.
2. As at 30 September 2016, there were 22 strategic risks, one less than as at 30 June 2016. One risk has been removed. The following matrix categorises the strategic risks according to their net risk evaluation as at 30 September 2016. To highlight changes in each category during the last quarter, the number of risks as at 30 June 2016 is shown in brackets.

Corporate Risk Heat Map

Impact					
Critical	1 (1)		4 (4)		1 (1)
Major		1 (1)	4 (5)	1 (1)	
Moderate			7 (7)	3 (3)	
Minor					
Insignificant	1 (1)		4 (4)		1 (1)
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks



3. The risk loss of business for Technical Services and Building Services has been removed from the strategic risk register and is now being managed as an operational risk (Regeneration and Local Services).
4. Following the referendum in June 2016, in which the United Kingdom voted to leave the European Union, there are potential implications for the economy, safety and welfare. However, the nature of the impacts is still uncertain and Corporate Management Team is monitoring developments (Transformation and Partnerships).
5. At a corporate strategic level, key risks to the council, with their respective net risk evaluations shown in brackets, are:

- a. **Altogether Wealthier:** There are no key risks in delivering the objectives of this theme.
- b. **Altogether Better for Children and Young People:** *Failure to protect a child from death or serious harm (where service failure is a factor or issue).* Management consider it possible that this risk could occur which, in addition to the severe impacts on children, will result in serious damage to the council's reputation and to relationships with its safeguarding partners. To mitigate the risk, actions are taken forward from serious case reviews and reported to the Local Safeguarding Children Board. Lessons learned are fed into training for front line staff and regular staff supervision takes place. This risk is long term and procedures are reviewed regularly. (critical / possible)
- c. **Altogether Healthier:** There are no key risks in delivering the objectives of this theme.
- d. **Altogether Safer:** *A service failure of adult safeguarding leads to death or serious harm to a service user.* Management consider it possible that this risk could occur which, in addition to the severe impacts on service users, will result in serious damage to the council's reputation and to relationships with its safeguarding partners. As the statutory body, the multi-agency Safeguarding Adults Board has a business plan in place for taking forward actions to safeguard vulnerable adults including a comprehensive training programme for staff and regular supervision takes place. This risk is long term and procedures are reviewed regularly. (critical / possible)
- e. **Altogether Greener:** There are no key risks in delivering the objectives of this theme.
- f. **Altogether Better Council:**
 - a. *If there was to be slippage in the delivery of the agreed Medium Term Financial Plan (MTFP) savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses.* Management consider it possible that this risk could occur, which will result in a funding shortfall, damaged reputation and reduced levels of service delivery. To mitigate the risk, a programme management approach for key projects has been established and embedded across the council. Monitoring by Corporate Management Team and Cabinet provides assurance over the implementation of the agreed MTFP savings projects. It should be recognised that this will be a significant risk for at least the next four years. (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.* Management consider it highly probable that this risk could occur, and to mitigate the risk, sound financial forecasting is in place based on thorough examination of the Government's red book plans. This will also be a significant risk for at least the next four years. (critical / highly probable)
 - 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 criteria for the PSN CoCo compliance has changed again,

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

- d. *Major Interruption to IT service delivery.* Corporate Management Team has approved a project to provide improved ICT resilience through a robust mechanical and electrical designed solution for the council's main data centre. The improvement works, which will significantly reduce the risks from electrical and mechanical failures, are planned for completion by November 2017. (major / probable)

Appendix 4: 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	REDPI 106	Percentage of properties let from Durham County Council's retail, commercial and investment portfolio	77.00	As at Sep 2016	80.00	RED	79.00	RED			
2	REDPI 33	Percentage of Business Durham floor space that is occupied	87.00	As at Sep 2016	81.00	GREEN	84.12	GREEN			
3	REDPI 76	Income generated from Business Durham owned business space (£)	1,663,489	Apr - Sep 2016	1,565,000	GREEN	1,571,379	GREEN			
4	REDPI 64	Number of passenger journeys made on the Link2 service	7,728	Jul - Sep 2016	7,500	GREEN	8,141	RED			
5	REDPI 81	Percentage of timetabled bus services that are on time	91.1	Jul - Sep 2016	88.0	GREEN	94.0	RED			
6	REDPI 75	Overall proportion of planning applications determined within deadline	90.7	Jul - Sep 2016	90.0	GREEN	84.2	GREEN			
7	REDPI 10ai	Number of affordable homes delivered	53	Apr - Sep 2016	55	RED	186	RED			
8	REDPI 29a	Number of private sector properties improved as a direct consequence of local authority intervention	255	Apr - Sep 2016	257	AMBER	209	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
9	REDPI 30	Number of empty properties brought back into use as a result of local authority intervention	56	Apr - Sep 2016	60	RED	121	RED			
10	REDPI 62	Number of apprenticeships started through Durham County Council schemes	50	Apr - Jun 2016	50	GREEN	10	GREEN			
11	CASAW 2	Overall success rate (%) of adult skills funded provision	95.2	2015/16 ac yr (provisional)	90.0	GREEN	93.2	GREEN	87.0 GREEN	84.7* GREEN	2014/15 ac yr (final)
12	REDPI 103	Number of full time equivalent jobs created through business improvement funding	68.5	2015/16	Not set	NA	New indicator	NA			
13	REDPI 41b	Percentage of major planning applications determined within 13 weeks [1]	90.9	Jul - Sep 2016	80.0	GREEN	64.9	GREEN	83.0 GREEN	88** GREEN	Apr - Jun 2016
14	REDPI 92	Number of gross potential jobs created or safeguarded as a result of Business Durham activity	474	Jul - Sep 2016	NA	NA [2]	522	NA			
15	REDPI 104	Number of businesses supported through business improvement funding	41	2015/16	52	RED	New indicator	NA			
16	REDPI 91	Number of visitors to the thisisdurham website	279,738	Jul - Sep 2016	280,000	AMBER	255,826	GREEN			
Altogether Better for Children and Young People											
17	CASCYP 15	Percentage of children in the early years foundation stage achieving a good level of development	69.0	2015/16 ac yr (provisional)	64.0	GREEN	63.6	GREEN	69.3 AMBER	68.4* GREEN	2015/16 ac yr (provisional)

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
18	CASAS5	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population of 10 to 17 year olds) (Also in Altogether Safer)	193	Apr - Sep 2016	291	GREEN	164	RED			
19	CASCYP 9	Percentage of children in need referrals occurring within 12 months of previous referral	23.8	Apr - Sep 2016	20.7	RED	21.8	RED	24 GREEN	22.3* RED	2014/15
20	CASCYP 31	Percentage of first contact enquiries processed within one working day	71.5	Apr - Sep 2016	85.0	RED	50.7	GREEN			
21	CASCYP 32	Percentage of single assessments completed within 45 days	82.0	Apr - Sep 2016	85.0	RED	76.7	GREEN	81.5 GREEN	84.9* RED	2014/15
22	CASCYP 14	Percentage of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) (Also in Altogether Safer) [3]	7.2	Sep 2014 - Sep 2016	TBC	NA	NA	NA	NA		
23	CASCYP 8	Percentage of mothers smoking at time of delivery (Also in Altogether Healthier)	16.6	Apr - Jun 2016	17.2	GREEN	18.1	GREEN	10.2 RED	15.6* RED	Apr - Jun 2016
Altogether Healthier											
24	CASAH2	Percentage of eligible people who receive a NHS health check	1.9	Apr - Jun 2016	2.0	RED	1.9	GREEN	2.0 RED	1.8* GREEN	Apr - Jun 2016

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
25	CASAH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period	61.2	As at Mar 2015	Not set	NA	New indicator	NA	57.1 GREEN	59.4* GREEN	As at Mar 2015
26	CASAH 10	Percentage of women eligible for breast screening who were screened adequately within a specified period	77.8	As at Mar 2015	70.0	GREEN	77.9	AMBER	75.4 GREEN	77.1* GREEN	As at Mar 2015
27	CASAH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	77.6	As at Mar 2015	80.0	RED	78.0	AMBER	75.7 GREEN	73.5* GREEN	As at Mar 2015
28	CASAS 23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	27.9	Oct 2015 - Sep 2016	39.3	RED	26.9	GREEN	39.3 RED		Oct 2015 - Sep 2016
29	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	5.7	2015/16	8.1	RED	6.5	RED	6.6 RED		2015/16
30	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Safer)	22.9	2015/16	41.9	RED	41.0	RED	36.9 RED		2015/16
31	CASCYP 8	Percentage of mothers smoking at time of delivery (Also in Altogether Better for Children and Young People)	16.6	Apr - Jun 2016	17.2	GREEN	18.1	GREEN	10.2 RED	15.6* RED	Apr - Jun 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
32	CASAH1	Four week smoking quitters per 100,000 smoking population	682	Apr - Jun 2016	588	GREEN	712	RED			
33	CASAH 11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	367.8	Apr - Sep 2016	362.2	AMBER	356.2	RED			
34	CASAH 12	Percentage of adult social care service users that receive self-directed support such as a direct payment or personal budget	93.5	As at 30 Sep 2016	90.0	GREEN	91.0	GREEN	86.9	82.9**	2015/16
									GREEN	GREEN	
35	CASAH 14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	86.0	2015/16	86.0	GREEN	88.0	RED	82.7	85.2**	2015/16
									GREEN	GREEN	
36	CASAH 24	Percentage of people who use services who have as much social contact as they want with people they like	49.2	2015/16 (provisional)	50.0	AMBER	48.7	GREEN	44.8	47.6*	2014/15
									GREEN	GREEN	
Altogether Safer											
37	CASAS1	Percentage of domestic abuse victims who present at the Multi-Agency Risk Assessment Conference (MARAC) and are repeat victims	16.3	Apr - Sep 2016	25.0	NA [4]	14.9	NA [4]	25.0	27**	Jul 2015 - Jun 2016
									NA	NA	
38	REDPI9 8	Percentage of emergency response Care Connect calls arrived at the property within 45 minutes	99.0	Jul - Sep 2016	90.0	GREEN	98.0	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
39	CASAS5	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population of 10 to 17 year olds) (Also in Altogether better for Children and Young People)	193	Apr - Sep 2016	291	GREEN	164	RED			
40	CASAS 23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	27.9	Oct 2015 - Sep 2016	39.3	RED	26.9	GREEN	39.3 RED		Oct 2015 - Sep 2016
41	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	5.7	2015/16	8.1	RED	6.5	RED	6.6 RED		2015/16
42	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	22.9	2015/16	41.9	RED	41.0	RED	36.9 RED		2015/16
43	CASCYP 14	Percentage of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) (Also in Altogether Better for Children and Young People) [3]	7.2	Sep 2014 - Sep 2016	TBC	NA	NA	NA			
Altogether Greener											
44	NS10	Percentage of municipal waste diverted from landfill	95.3	Sep 2015 - Aug 2016	95.0	GREEN	96.6	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
45	NS19	Percentage of household waste that is re-used, recycled or composted	39.0	Sep 2015 - Aug 2016	38.0	GREEN	40.8	RED	43.7 RED	37.58* GREEN	2014/15
46	NS14a	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	5.94	Apr - Jul 2016	7.00	GREEN	4.89	RED	10.00 GREEN		2014/15
47	NS14b	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	9.34	Apr - Jul 2016	10.00	GREEN	6.58	RED	27.00 GREEN		2014/15
48	REDPI 48	Percentage change in CO ₂ emissions from local authority operations	-6.00	2015/16	-4.00	GREEN	-10.40	RED			
49	REDPI 109	Number of private sector properties benefiting from an energy efficiency measure installed by British Gas through the Warm Up North Partnership	515	2015/16	200	GREEN	404	GREEN			
50	NS04	Percentage of recorded actionable defects on carriageways and footways repaired within 24 hours (category 1)	92	Oct 2015 - Sep 2016	95	RED	94	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
51	NS05a	Percentage of recorded actionable defects repaired within 14 working days (category 2.1)	91	Oct 2015 - Sep 2016	95	RED	78	GREEN			
52	NS05b	Percentage of recorded actionable defects repaired within 3 months (category 2.2)	73	Oct 2015 - Sep 2016	95	RED	New indicator	NA			
53	NS05c	Percentage of recorded actionable defects repaired within 12 months (category 2.3)	52	Jul - Sep 2016	95	RED	New indicator	NA			
Altogether Better Council											
54	NS25	Percentage of customers with an appointment at a customer access point who are seen on time	Available Q3 2016/17	NA	95	NA	New indicator	NA			
55	RES/038	Percentage all ICT service desk incidents resolved on time	94	Jul - Sep 2016	90	GREEN	94	GREEN			
56	RES/NI/181a1	Average time taken to process new housing benefit claims (days)	18.49	Jul - Sep 2016	23.00	GREEN	22.68	GREEN	24.00 Not comparable	26** Not comparable	Apr - Jun 2016
57	RES/NI/181a2	Average time taken to process new council tax reduction claims (days)	19.76	Jul - Sep 2016	23.00	GREEN	23.47	GREEN			
58	RES/NI/181b1	Average time taken to process change of circumstances for housing benefit claims (days)	7.39	Jul - Sep 2016	10.00	GREEN	10.09	GREEN	8.00 Not comparable	9** Not comparable	Apr - Jun 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
59	RES/NI/181b2	Average time taken to process change of circumstances for council tax reduction claims (days)	7.28	Jul - Sep 2016	10.00	GREEN	9.66	GREEN			
60	RES/002	Percentage of council tax collected in-year	56.89	Apr - Sep 2016	56.70	GREEN	56.47	GREEN	97.10 Not comparable	95.96* Not comparable	2015/16
61	RES/003	Percentage of business rates collected in-year	58.42	Apr - Sep 2016	58.50	AMBER	58.65	AMBER	98.20 Not comparable	96.56* Not comparable	2015/16
62	RES/129	Percentage of council tax recovered for all years excluding the current year	99.48	Jul - Sep 2016	98.50	GREEN	99.02	GREEN			
63	RES/130	Percentage of business rates recovered for all years excluding the current year	99.18	Jul - Sep 2016	98.50	GREEN	99.45	AMBER			
64	REDPI 49b	Total of income and savings from solar installations on council owned buildings (£)	269,581	2015/16	242,000	GREEN	261,210	GREEN			
65	REDPI 68	Average asset rating of Display Energy Certificates in county council buildings	93.0	Jul - Sep 2016	94.0	GREEN	98.0	GREEN			
66	RES/LPI/010	Percentage of undisputed invoices paid within 30 days to our suppliers	93.1	Jul - Sep 2016	93.0	GREEN	93.6	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
67	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	70	Jul - Sep 2016	85	RED	82	RED			
68	RES/LPI/012	Days / shifts lost to sickness absence – all services including school staff	9.16	Oct 2015 - Sep 2016	8.50	RED	9.85	GREEN			
69	RES/LPI/012a	Days / shifts lost to sickness absence – all services excluding school staff	11.14	Oct 2015 - Sep 2016	11.50	GREEN	12.35	GREEN			
70	RES/011	Percentage of performance appraisals completed in current post in rolling year period (excluding schools)	86.64	Oct 2015 - Sep 2016	92.00	RED	88.16	AMBER			

[\[1\] Data 12 months earlier amended](#)

[\[2\] Target is an annual target](#)

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

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

Table 2: Key Tracker Indicators

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Wealthier											
71	REDPI3	Number of net new homes completed in Durham City	43	Apr - Sep 2016	22	NA [5]	46	RED			
72	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	not reported	NA	74.1	NA	74.5	NA			
73	REDPI38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	282,310	Jun - Sep 2016	244,205	GREEN	281,359	GREEN			
74	REDPI80	Percentage annual change in the traffic flow through Durham City [6]	Not available	NA	Not available	NA	-13.43	NA			
75	REDPI 100	Number of visitors to County Durham (million)	18.7	2015	18.1	GREEN	18.1	GREEN			
76	REDPI 101	Number of jobs supported by the visitor economy	10,961	2015	10,803	GREEN	10,803	GREEN			
77	REDPI 102	Amount (£ million) generated by the visitor economy	778	2015	752	GREEN	752	GREEN			
78	REDPI 97a	Occupancy rates for retail units in Barnard Castle town centre (%)	92	As at Mar 2016	91	GREEN	91	GREEN	91.3 GREEN		As at Jan 2016

Page 64	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
79	REDPI 97b	Occupancy rates for retail units in Bishop Auckland town centre (%)	81	As at Mar 2016	80	GREEN	80	GREEN	91.3 RED		As at Jan 2016
80	REDPI 97c	Occupancy rates for retail units in Chester-le-Street town centre (%)	90	As at Mar 2016	87	GREEN	87	GREEN	91.3 AMBER		As at Jan 2016
81	REDPI 97d	Occupancy rates for retail units in Consett town centre (%)	92	As at Mar 2016	93	AMBER	93	AMBER	91.3 GREEN		As at Jan 2016
82	REDPI 97e	Occupancy rates for retail units in Crook town centre (%)	89	As at Mar 2016	90	AMBER	90	AMBER	91.3 RED		As at Jan 2016
83	REDPI 97f	Occupancy rates for retail units in town centre - Durham City (%)	92	As at Mar 2016	91	GREEN	91	GREEN	91.3 GREEN		As at Jan 2016
84	REDPI 97g	Occupancy rates for retail units in Newton Aycliffe town centre (%)	73	As at Mar 2106	67	GREEN	67	GREEN	91.3 RED		As at Jan 2016
85	REDPI 97h	Occupancy rates for retail units in Peterlee town centres (%)	83	As at Mar 2016	86	RED	86	RED	91.3 RED		As at Jan 2016
86	REDPI 97i	Occupancy rates for retail units in Seaham town centre (%)	95	As at Mar 2016	94	GREEN	94	GREEN	91.3 GREEN		As at Jan 2016
87	REDPI 97j	Occupancy rates for retail units in Shildon town centre (%)	92	As at Mar 2016	89	GREEN	89	GREEN	91.3 GREEN		As at Jan 2016
88	REDPI 97k	Occupancy rates for retail units in Spennymoor town centre (%)	87	As at Mar 2016	88	AMBER	88	AMBER	91.3 RED		As at Jan 2016
89	REDPI 97l	Occupancy rates for retail units in Stanley town centre (%)	89	As at Mar 2016	88	GREEN	88	GREEN	91.3 RED		As at Jan 2016

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
90	REDPI72	Number of local passenger journeys on the bus network	5,849,532	Jan - Mar 2016	6,178,522	RED	5,832,051	GREEN			
91	REDPI 10b	Number of net homes completed	602	Apr - Sep 2016	336	NA [5]	632	RED			
92	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	63	Jul - Sep 2016	54	GREEN	63	GREEN			
93	REDPI34	Total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused	1,062	Jul - Sep 2016	1,099	RED	1,077	AMBER			
94	REDPI 36d	Number of clients accessing the Housing Solutions Service	4,081	Jul - Sep 2016	3,946	RED	New definition	NA [7]			
95	REDPI 36c	Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty	45	Jul - Sep 2016	48	GREEN	32	RED			
Page 65	REDPI 36a	Number of clients who have accessed the Housing Solutions Service and for whom homelessness has been prevented	307	Jul - Sep 2016	363	RED	330	RED			

Ref Page 66	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
97	REDPI40	Proportion of the working age population defined as in employment	67.5	Jul 2015 - Jun 2016	69.0	RED	68.1	AMBER	74.0 RED	69.4* RED	Jul 2015 - Jun 2016
98	REDPI73	Number of the working age population currently not in work who want a job	36,700	Jul 2015 - Jun 2016	35,600	RED	42,200	GREEN			
99	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	31.50	As at Sep 2016	29.90	RED	26.40	RED			
100	REDPI7a	Number of 18 to 24 year olds who are out of work and claiming either Universal Credit or Job Seekers Allowance (JSA) [1]	2,055	As at Sep 2016	1,855	RED	1,990	RED			
101	CASCYP 16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Better for Children and Young People) [8]	6.3	Jul - Sep 2016	6.1	RED	7.7	GREEN			
102	CASAW 3	Percentage of 16 to 18 year olds in an apprenticeship	11.0	As at Jun 2016	10.9	GREEN	11.9	RED	7.8 GREEN	11.3* RED	As at Jun 2016
103	REDPI 105	Number of apprenticeships from Durham County Council schemes sustained at least 15 months	663	As at Sep 2016	735	RED	460	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
104	REDPI87	Gross Value Added (GVA) per capita in County Durham (£)	15,165	2013	14,114	GREEN	14,114	GREEN	25,367 RED	18,216* RED	2013
105	REDPI88	Per capita household disposable income (£) [1] [9]	15,040	2014 (provisional)	14,693	GREEN	14,693	GREEN	17,965 RED	15,189* AMBER	2014
106	REDPI89	Number of registered businesses in County Durham	16,400	2015/16	15,155	GREEN	15,155	GREEN			
107	REDPI66	Number of businesses engaged with Business Durham	1,238	2015/16	1,134	GREEN	1,134	GREEN			
108	REDPI93	Number of business enquiries handled by Business Durham	1,129	2015/16	1,202	RED	1,202	RED			
109	REDPI90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	10.34	Apr - Sep 2015	-9.7	GREEN	-9.7	GREEN			
110	REDPI 110	Number of core tourism businesses participating in the Visit County Durham Partnership Scheme	21	Jul - Sep 2016	67	RED	New indicator	NA			
111	REDPI 111a	Amount of employment land approved (hectares)	17	2015/16	New indicator	NA	New indicator	NA			
111	REDPI 111b	Amount of employment land completed (hectares)	1	2015/16	New indicator	NA	New indicator	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Better for Children and Young People											
113	CASCYP 33	Average attainment 8 score/score for LA (all pupils at the end of key stage 4 in state-funded mainstream and special schools and academies - replacing GCSE attainment)	49	2015/16 ac yr (provisional)	New indicator	NA	New indicator	NA	49.8 AMBER	48.5* GREEN	2015/16 ac yr (provisional)
114	CASCYP 37	Average point score per A level entry of state-funded school students	31.7	2015/16 ac yr (provisional)	New indicator	New indicator	NA	NA	30.7 GREEN	30.39* GREEN	2015/16 ac yr (provisional)
115	CASCYP 16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Wealthier) [8]	6.3	Jul - Sep 2016	6.1	RED	7.7	GREEN			
116	CASCYP 34	Gap between the average Attainment 8 score of Durham disadvantaged pupils and the average Attainment 8 score of non-disadvantaged pupils nationally (at KS4)	12.3	2015/16 ac yr (provisional)	New indicator	NA	New indicator	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
117	CASCYP 35	Gap between the percentage of Durham disadvantaged pupils and the percentage of non-disadvantaged pupils nationally who achieve the expected standard in reading, writing and maths (at KS2)	New indicator	NA	New indicator	NA	New indicator	NA			
118	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	22.1	As at May 2016	22.2	GREEN	22.4	GREEN	15.5 RED	22.6* GREEN	As at May 2016
119	CASCYP 18	Percentage of children aged 4 to 5 years classified as overweight or obese (Also in Altogether Healthier)	23.0	2014/15 ac yr	23.8	GREEN	23.8	GREEN	21.9 RED	23.7* GREEN	2014/15 ac yr
120	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
121	CASCYP 29	Proven re-offending by young people (who offend) in a 12 month period (%) (Also in Altogether Safer)	45	2014	46.9	GREEN	44.4	AMBER	37.9 RED	44.9* AMBER	2014
122	CASCYP 20	Under 18 conception rate per 1,000 girls aged 15 to 17	26.4	Jul 2014 - Jun 2015	27.5	GREEN	29.0	GREEN	21.8 RED	28.6* GREEN	Jul 2014 - Jun 2015

Page 70 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
123	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
124	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
125	CASCYP 30	Percentage of Child and Adolescent Mental Health Services (CAMHS) patients who have attended a first appointment within nine weeks of their external referral date	83.1	Apr - Sep 2016	70.3	GREEN	81.7	GREEN			
126	CASCYP 26	Young people aged 10 to 24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10 to 24 years) (Also in Altogether Healthier)	489.4	2011/12 - 2013/14	504.8	GREEN	504.8	GREEN	367.3 RED	532.2* GREEN	England 2011/12-2013/14 NE 2010/11-2012/13
127	CASCYP 28	Rate of children with a child protection plan per 10,000 population	40.5	As at Sep 2016	35.7	RED	33.9	RED	43.1 GREEN	59.6* GREEN	As at Mar 2016
128	CASCYP 12	Percentage of children subject to a child protection plan who had all of their reviews completed within required timescales	91.4	Apr - Sep 2016	93.8	RED	97.1	RED	94 RED	94.6* RED	2014/15

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
129	CASCYP 36	Number of child sexual exploitation referrals	161	Oct 2015 - Sep 2016	193	NA	193	NA			
130	CASCYP 24	Rate of looked after children per 10,000 population aged under 18	72.9	As at Sep 2016	71.0	RED	65.9	RED	60.0 RED	84* GREEN	As at Mar 2016
131	CASCYP 11	Percentage of children looked after who had all of their reviews completed within required timescale	96.2	Apr - Sep 2016	97.1	AMBER	97.8	AMBER			
Altogether Healthier											
132	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
133	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
134	CASAH 18	Male life expectancy at birth (years)	78.1	2012-14	78.0	GREEN	78.0	GREEN	79.5 AMBER	78* GREEN	2012-14
135	CASAH 19	Female life expectancy at birth (years)	81.4	2012-14	81.3	GREEN	81.3	GREEN	83.2 RED	81.7* AMBER	2012-14

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
136	CASAH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	81.7	2012-14	88.3	GREEN	88.3	GREEN	75.7 RED	85.9* GREEN	2012-14
137	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
138	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
139	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
140	CASAH 23	Percentage of registered GP patients aged 17 and over with a diagnosis of diabetes	7.0	2014/15	6.9	AMBER	6.9	AMBER	6.4 RED	6.7* RED	2014/15
141	CASAH 20	Excess winter deaths (%) (3 year pooled)	16.8	2011-14	19.0	GREEN	19.0	GREEN	15.6 RED	13.4* RED	2011-14
142	CASAH 22	Estimated smoking prevalence of persons aged 18 and over	19.0	2015	20.6	GREEN	20.6	GREEN	16.9 RED	18.7* AMBER	2015
143	CASAH 25	Number of residential/nursing care bed days for people aged 65 and over commissioned by Durham County Council	234,603	Jul - Sep 2016	234,348	NA	233,130	NA			
144	CASAH 13	Percentage of service users reporting that the	88.2	Apr - Aug 2016	86.6	AMBER	91.9	AMBER	92.2	93.1*	2015/16

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
		help and support they receive has made their quality of life better							AMBER	AMBER	
145	CASAH 20i	Delayed transfers of care from hospital per 100,000 population	3.8	Apr - Aug 2016	4.17	GREEN	4.9	GREEN	12.1 GREEN	5.6* GREEN	2015/16
146	CASAH 20ii	Delayed transfers of care from hospital, which are fully or partially attributable to adult social care, per 100,000 population	0.4	Apr - Aug 2016	0.6	GREEN	1.5	GREEN	4.7 GREEN	1.1* GREEN	2015/16
147	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 RED	11* RED	2012-14
148	CASCYP 26	Young people aged 10 to 24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10 to 24 years) (Also in Better for Children and Young People)	489.4	2011/12 - 2013/14	504.8	GREEN	504.8	GREEN	367.3 RED	532.2* GREEN	England - 2011/12 - 2013/14 NE - 2010/11 - 2012/13
149	NS11	Percentage of the adult population (aged 16+) participating in at least	24.0	Apr 2014 - Mar 2016	25.0	RED	24.9	RED			

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
		30 minutes sport and active recreation of at least moderate intensity on at least three days a week									
Altogether Safer											
150	CASAS 12	Overall crime rate (per 1,000 population)	32.9	Apr - Sep 2016	17.0	Not comparable [5]	24.2	RED			
151	CASAS 24	Rate of theft offences (per 1,000 population)	11.6	Apr - Sep 2016	5.4	Not comparable [5]	10.3	RED			
152	CASAS 10	Recorded level of victim based crimes per 1,000 population	28.8	Apr - Sep 2016	14.3	Not comparable [5]	21.9	RED			
153	CASAS 11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime [10]	62.6	Jul 2015 - Jun 2016	60.9	GREEN	62.2	GREEN		58.4** GREEN	Jul 2015 - Jun 2016
154	CASAS1 5	Number of police reported incidents of anti-social behaviour [1]	9,777	Apr - Sep 2016	4,616	Not comparable [5]	11,797	GREEN			
155	CASAS9	Building resilience to terrorism (self assessment). Scored on level 1 (low) to 5 (high)	3	2015/16	2	GREEN	2	GREEN			
156	CASAS 22	Number of hate incidents reported to the police	173	Apr - Sep 2016	83	NA	179	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
157	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	92.5	Apr - Aug 2016	92.9	AMBER	94.4	RED	85.4 GREEN	88.9* GREEN	2015/16
158	CASAS 25	Percentage of individuals who achieved their desired outcomes from the adult safeguarding process	75.6	Apr - Sep 2016	77.2	RED	New indicator	NA			
159	CASAS 18	Proportion of all offenders (adults and young people) who re-offend in a 12 month period	27.2	2014	27.5	GREEN	29.0	GREEN	25.6 RED	30* GREEN	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)	45	2014	46.9	GREEN	44.4	AMBER	37.9 RED	44.9* AMBER	2014
161	CASAS 19	Percentage of anti-social behaviour incidents that are alcohol related	16.4	Apr - Sep 2016	18.2	GREEN	11.8	RED			
162	CASAS 20	Percentage of violent crime that is alcohol related	28.0	2015/16	28.5	GREEN	32.4	GREEN			
163	REDPI44	Number of people killed or seriously injured in road traffic accidents	84	Jan - Jun 2016	47	Not comparable [5]	106	GREEN			

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
		Number of fatalities	13				11				
		Number of seriously injured	71				95				
164	REDPI45	Number of children killed or seriously injured in road traffic accidents	9	Jan - Jun 2016	5	Not comparable [5]	12	GREEN			
		Number of fatalities	0				1				
		Number of seriously injured	9				11				
165	CASAH2 1	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 RED	11* RED	2012-14
Altogether Greener											
166	NS15	Number of fly-tipping incidents	7,998	Oct 2015 - Sep 2016	7,782	RED	6,911	RED			
167	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to the energy from waste plant	66,269.0	Sep 2015 - Aug 2016	56,575.0	GREEN	66,756.0	AMBER			
168	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	0.56	Apr - Jul 2016	0.78	GREEN	0.78	GREEN	7.00 GREEN		2014/15
169	REDPI46	Percentage reduction in CO ₂ emissions in County Durham	48.0	As at Dec 2014	42.0	GREEN	42.0	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
170	REDPI47	Amount of renewable energy generation - megawatts equivalent (MWe) installed or installed/approved capacity within County Durham	221.87	As at Sep 2016	221.37	Not comparable [11]	213.60	Not comparable [11]			
171	REDPI49	Number of new registered and approved new feed in tariff installations [12]	113	Jul - Sep 2016	122	RED	422	RED			
172	NS06	Percentage of A roads where maintenance is recommended (scanner survey)	4	2015/16	5	GREEN	5	GREEN	4 GREEN	4* GREEN	2014/15
173	NS07	Percentage of B and C roads where maintenance is recommended (scanner survey)	4	2015/16	6	GREEN	6	GREEN	7 GREEN	8* GREEN	2014/15
Altogether Better Council											
174	NS43a	Number of customer contacts - face to face	212,377	Oct 2015 - Sep 2016	205,583	NA	185,581	NA			
175	NS43b	Number of customer contacts -telephone	998,365	Oct 2015 - Sep 2016	1,004,888	NA	1,004,224	NA			
176	NS43c	Number of customer contacts - web forms	76,437	Oct 2015 - Sep 2016	82,201	NA	35,862	NA			
177	NS43d	Number of customer contacts - emails	68,367	Oct 2015 - Sep 2016	68,046	NA	33,170	NA			
178	NS43e	Number of customer contacts - social media	2,905	Oct 2015 - Sep 2016	2,733	NA	853	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
179	NS26	Average time taken to answer a telephone call (seconds)	39	Oct 2015 - Sep 2016	39	GREEN	39	GREEN			
180	NS20	Percentage of abandoned calls	6	Oct 2015 - Sep 2016	6	GREEN	6	GREEN			
181	RES/013	Staff aged under 25 as a percentage of post count	5.95	As at Sep 2016	5.89	NA	5.06	NA			
182	RES/014	Staff aged over 50 as a percentage of post count	40.36	As at Sep 2016	40.07	NA	40.16	NA			
183	RES/LPI/011a	Women in the top five percent of earners	53.18	As at Sep 2016	53.01	NA	52.72	NA			
184	RES/LPI/011bi	Black and minority ethnic (BME) as a percentage of post count	1.6	As at Sep 2016	1.61	NA	1.54	NA			
185	RES/LPI/011ci	Staff with a recorded disability as a percentage of post count	2.85	As at Sep 2016	2.78	NA	2.82	NA			
186	RES028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	485,402.51	Apr - Sep 2016	271,299.90	NA	286,199.40	NA			
187	RES029	Discretionary Housing Payments - value (£) for customers affected by local housing allowance reforms	248,542.42	Apr - Sep 2016	138,802.22	NA	75,008.48	NA			
188	ACE016	Percentage of children in poverty (quarterly proxy)	22.1	As at May 2016	22.2	GREEN	22.4	GREEN	15.5	22.6*	As at May

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
		measure) (Also in Altogether Better Council)							RED	GREEN	2016
189	ACE019a	Proportion of households in fuel poverty (with both low income and high fuel costs)	12.2	2014	11.5	RED	11.5	RED	10.6	12.2*	2014
									RED	GREEN	
190	RES/034b	Staff - total headcount (excluding schools)	8,333	As at Sep 2016	8,462	NA	8,569	NA			
191	RES/035b	Staff - total full time equivalent (excluding schools)	6,881	As at Sep 2016	6,958	NA	7,086	NA			
192	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	4.38	Oct 2015 - Sep 2016	4.52	GREEN	4.88	GREEN			
193	RES/052	Percentage of posts with no absence in rolling year (excluding schools)	56.74	Oct 2015 - Sep 2016	51.35	GREEN	45.22	GREEN			
194	RES/053	Percentage of employees having five days or less sickness per 12 month rolling period	78.17	Oct 2015 - Sep 2016	77.33	NA	New indicator	NA			
195	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE) [1] [9]	17	Jul - Sep 2016	16	NA	14	NA			

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

[5] Data cumulative so comparisons are not applicable

[6] Information is not available due to roadworks

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

[8] Data not comparable due to the high number of school leavers whose status is 'not known' which impacts significantly on this indicator

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

[10] A confidence interval applies to the survey results

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

[12] Government have made major changes to the tariffs payable which have reduced take up

Appendix 5: Volume Measures

Chart 1. Major planning applications

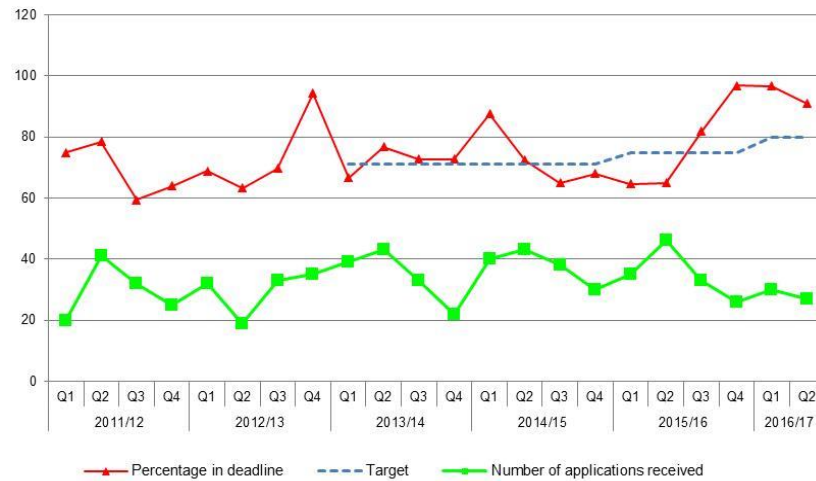


Chart 2. Overall planning applications

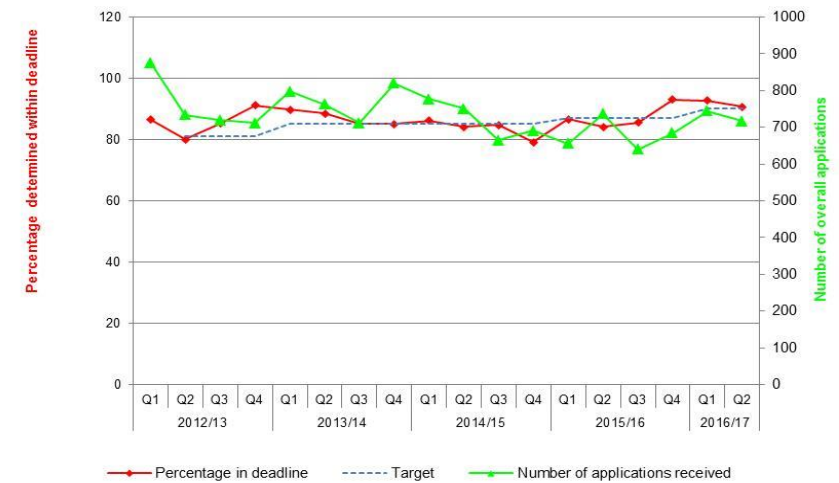


Chart 3. Applications registered on the Durham Key Options system which led to the household being successfully rehoused

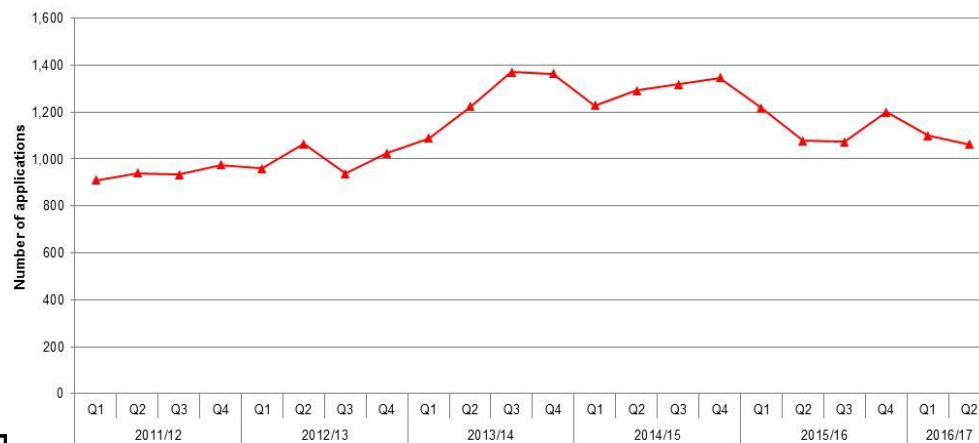
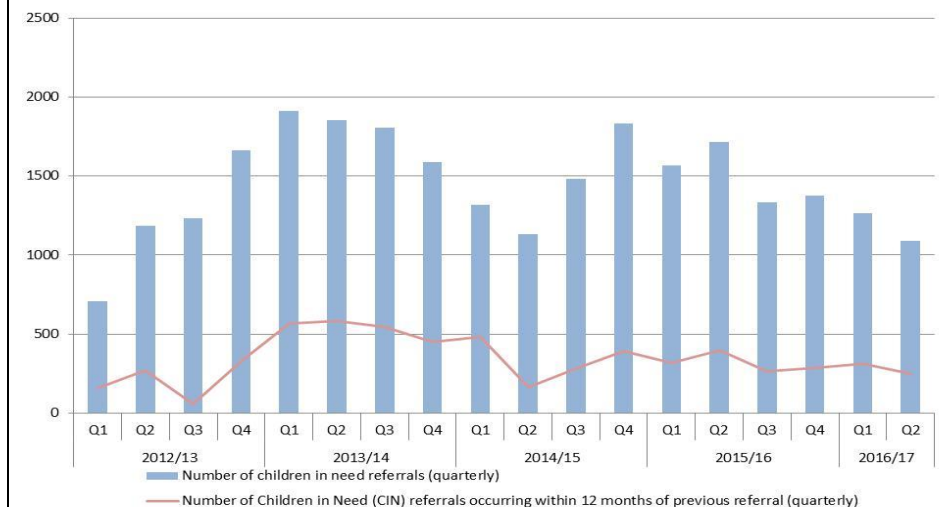


Chart 4. Children in need referrals within 12 months of previous referral



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Chart 5. Looked after children cases

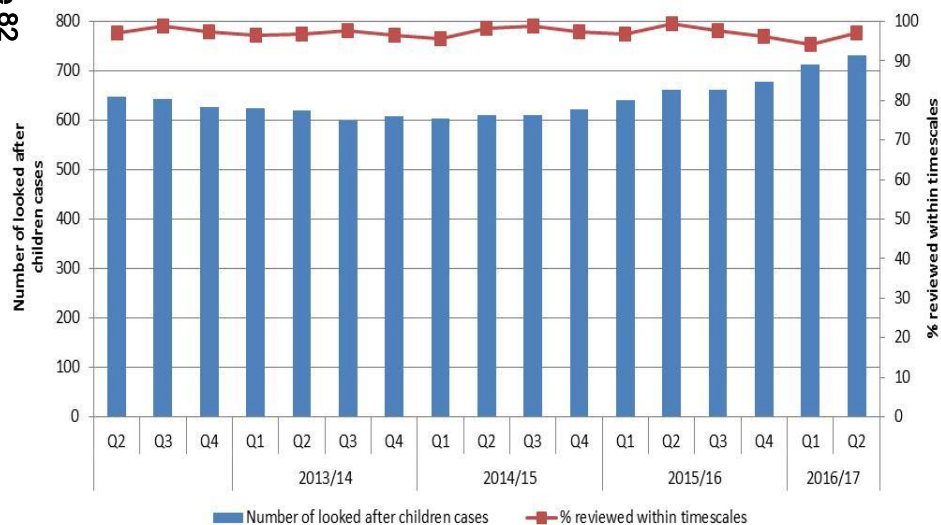


Chart 6. Children with a child protection plan

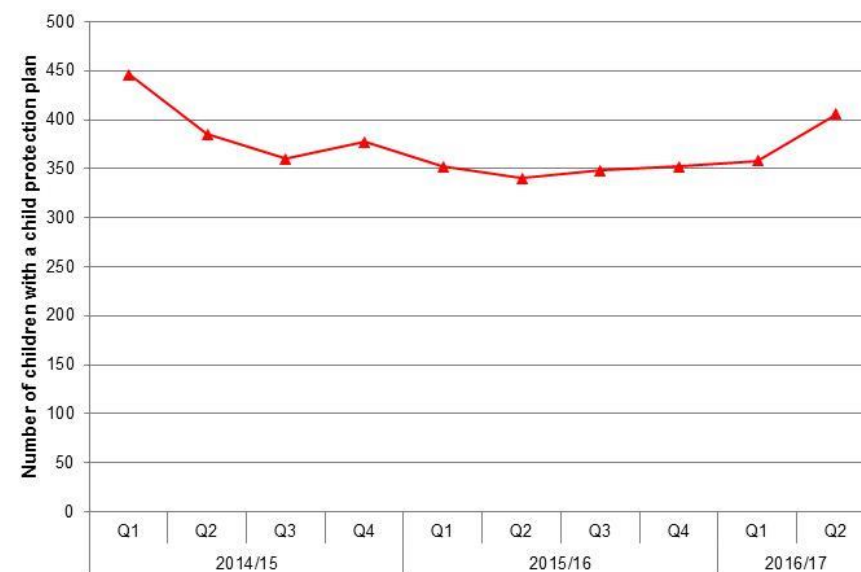


Chart 7. Fly-tipping incidents

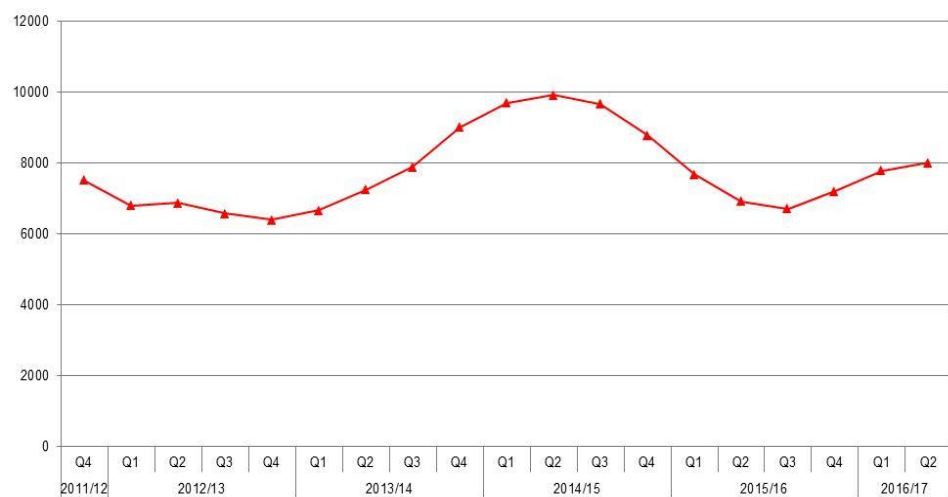


Chart 8. Telephone calls via customer services

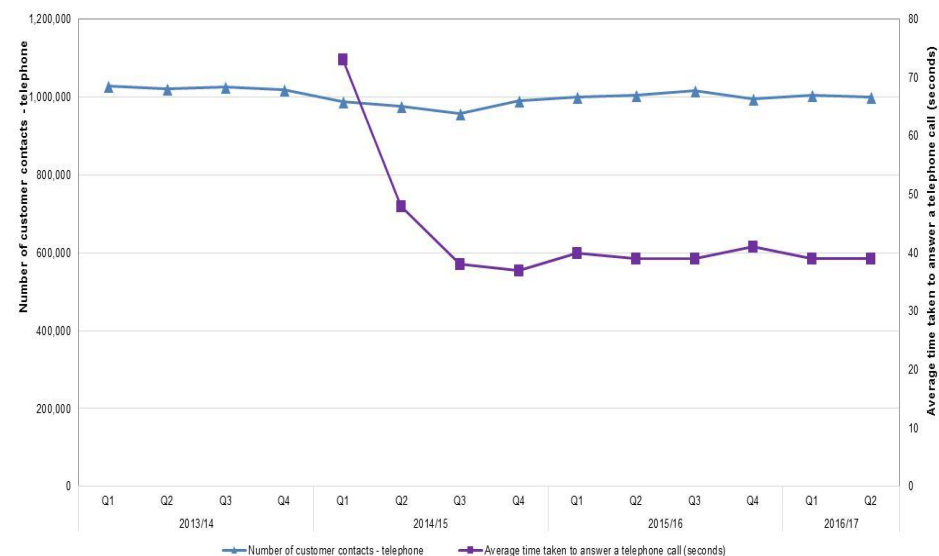


Chart 9. Face to face contacts via customer access points

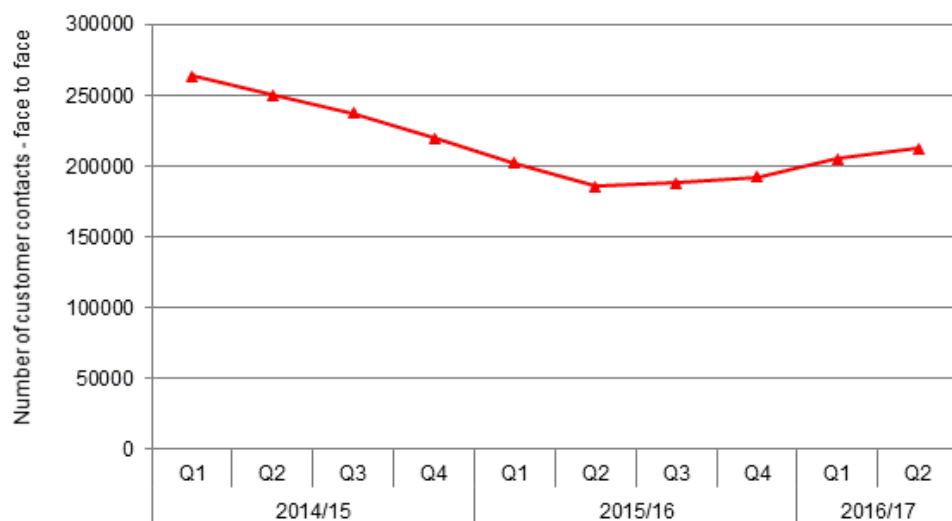


Chart 10. Housing Benefits – new claims

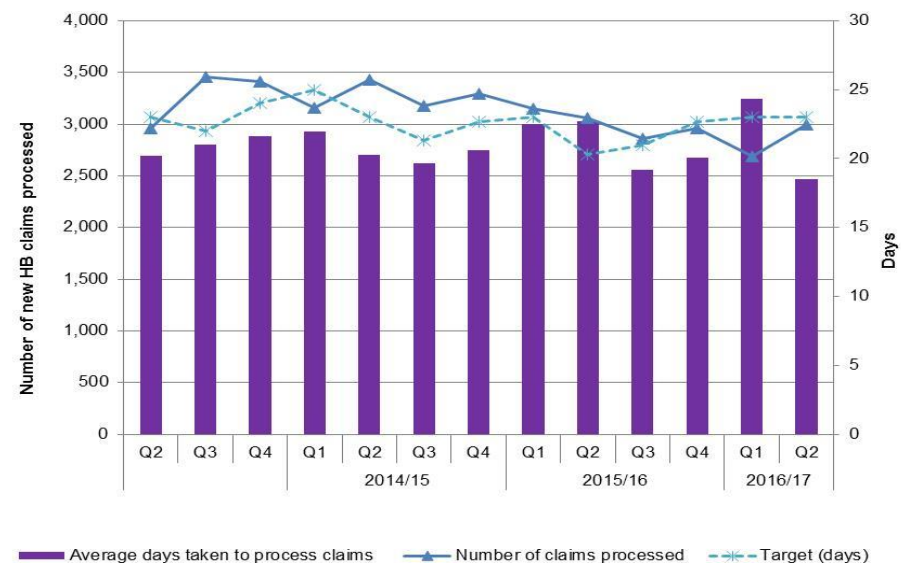


Chart 11. Council Tax Reduction – new claims

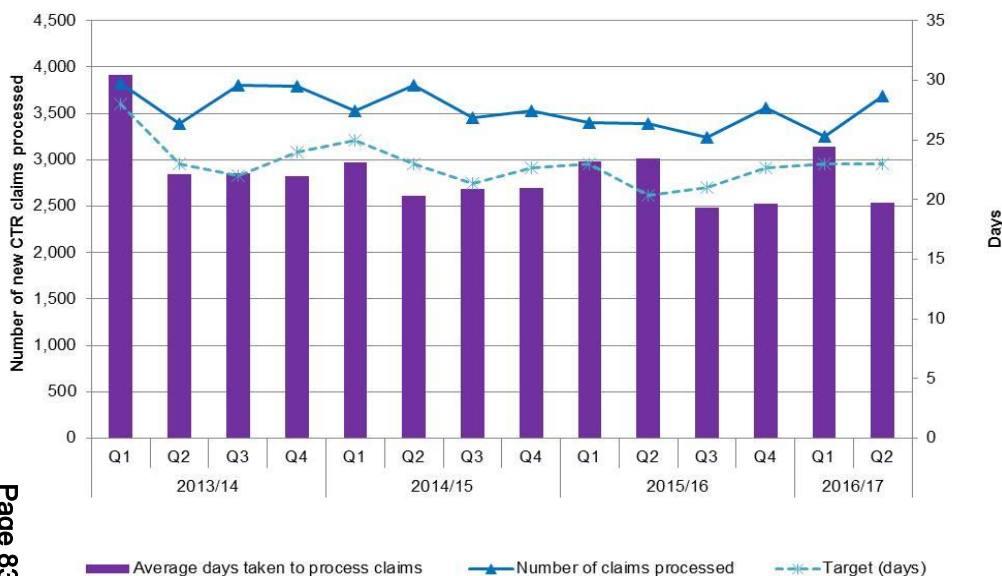
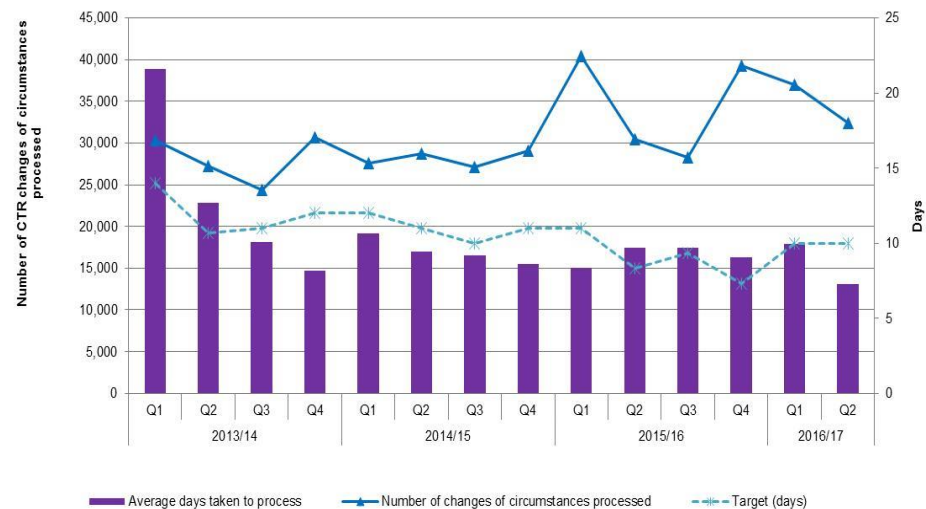


Chart 12. Housing Benefits – changes of circumstances



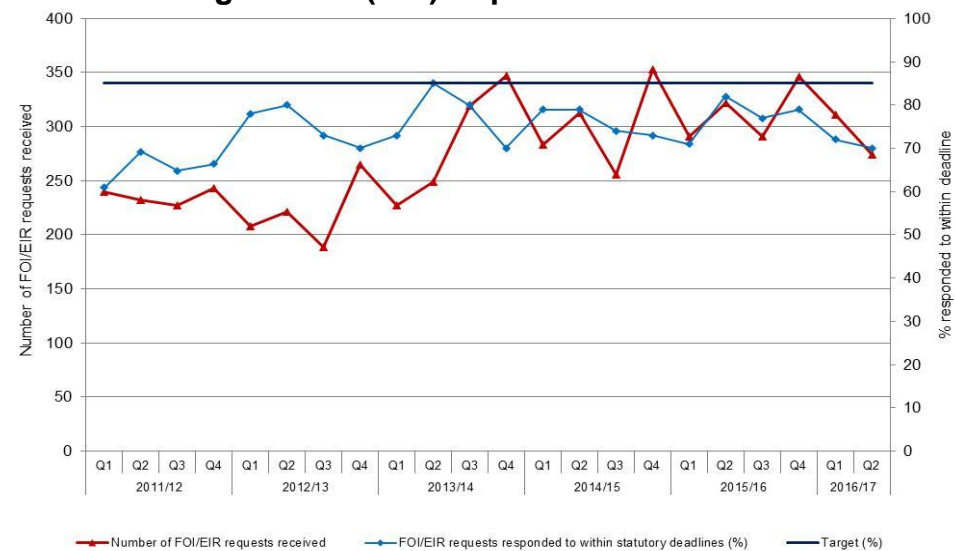
Volume data from 2015/16 is not comparable with previous data.

Chart 13. Council Tax Reduction – changes of circumstances



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

Chart 14. Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests



**Overview and Scrutiny
Management Board**

19 December 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 3 e-petitions have been submitted, 2 of which were hosted on our website to collect signatures as part of a DCC consultation. The third e-petition is currently collecting signatures on the website.
 - 3.1 In addition, 3 new paper petitions have been submitted, all of which 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

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Petition 274</p> <p>West Auckland Village Green</p> <p>No. of signatures – 14 Petition received – 30.11.15</p>	<p>Stuart Timmiss, Head of Planning and Assets</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 291</p> <p>Reduce Speed Limit on the highway to the front of Stanley Crook Primary School</p> <p>Petition received 22.6.16 No. of signatures – 90</p>	<p>John Reed, Head of Technical Services</p>	<p>Petition asking the Council to reduce the speed limit from 60 mph to 30 mph on the highway to the front of Stanley Crook Primary School.</p> <p>20mph Part-Time Speed Limit The Council recently reviewed its policy on 20mph speed limits and zones and this review was approved by our Cabinet on 17th December 2014. As part of the above review Cabinet approved the implementation of 20mph part-time speed limits around 33 schools within County Durham. All schools in County Durham were evaluated for inclusion in the project and the 33 schools with the highest accident rates were selected. The cost of the project was less than originally expected and this budget saving will be used to expand the scope of the project to an estimated further 33 schools countywide in 2017/18 and 2018/19.</p> <p>The additional 33 schools will be prioritised based on three risk factors:</p> <ul style="list-style-type: none"> ▪ Collision history; ▪ Measured PV² (being a measure of pedestrian risk); and 	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<ul style="list-style-type: none"> ▪ Measured speeds. <p>DCC are collecting the above data and expect to confirm the results by the end of this calendar year. Stanley Crook Primary School will be fully considered along with all other schools in County Durham using the above prioritisation criteria.</p> <p>The Council's policy on 20mph limits and zones is that they can be provided where:</p> <ul style="list-style-type: none"> • Department for Transport legislation and guidance is satisfied; and • Fully funded from third party sources such as Schools, Town/Parish Councils, local Councillor's Neighbourhood Budget and Area Action Partnerships. <p>Therefore, if third party funding was available a 20mph part-time speed limit for Stanley Crook Primary School at any time could be progressed.</p> <p>Permanent 30mph Speed Limit</p> <p>The Council is required to follow Department for Transport legislation and guidance to ensure that speed limits are credible with the aim that they become self-evident and enforcing by virtue of their surroundings. During the review process various factors and criteria are considered and evaluated such as:</p> <ul style="list-style-type: none"> • Existing vehicle speeds; • Nature of the road and its surroundings; 	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<ul style="list-style-type: none"> • Local needs; • Existing highway infrastructure; • Development; • Highway signs; • Road markings and street lighting; • The various road users; • The credibility of the speed limit; and • Accident history. <p>A speed limit which lacks credibility results in a significant proportion of motorists ignoring the limit and driving at even higher speeds, and can also lead to greater risk taking. The majority of drivers will travel at what they consider is a credible speed for their environment, with the mean average speed being a good indicator.</p> <p>A 7 day speed survey undertaken in June 2015 shows the average daily traffic flow recorded as 1,517 vehicles per day with the mean average speed recorded as 37.2mph. Unfortunately, a permanent 30mph speed limit is not justified at this location due to:</p> <ul style="list-style-type: none"> • The short length of sporadic frontage property development being much less than the recommended minimum distance of 600 metres for a permanent speed limit: • The mean average speed of 37.2mph. 	

Petition Table – Active Petitions

Appendix 2

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Petition 292</p> <p>County Durham Plan</p> <p>E-petition – Petition received 13.7.16 No. of signatures – 165</p>	<p>Stuart Timmiss, Head of Planning and Assets</p>	<p>Petition asking the Council to consider that the options 1, 2 & 3 are inappropriate and that a more sustainable proposal would be a much improved Option 4 which protects the Greenbelt and the unique status of Durham City, whilst crucially ensuring that the whole county benefits from regeneration.</p>	<p>e-petition ran from 13.7.16 – 5.8.16 for collection of signatures and closed with 165 signatures. Information passed to the Service.</p>
<p>Petition 293</p> <p>County Plan</p> <p>E-petition – Petition received 20.7.16 No. of signatures – 0</p>	<p>Stuart Timmiss, Head of Planning and Assets</p>	<p>Petition asking the Council to carry option 4 of the County Durham Plan proposals.</p>	<p>e-petition ran from 20.7.16 – 5.8.16 for collection of signatures and closed with 0 signatures. Information passed to the Service.</p>
<p>Petition 294</p> <p>Reduce Speed Limit on the A688 through Evenwood Gate from 40mph to 30mph</p> <p>Petition received 22.9.16 No. of signatures – 334</p>	<p>John Reed, Head of Technical Services</p>	<p>Petition asking the Council to reduce the speed limit on the A688 through Evenwood Gate from 40mph to 30mph.</p> <p>The current 40mph speed limit was introduced in 2008, where previously the road was subject to the national speed limit. The 40mph speed limit is provided in accordance with the latest Department for Transport guidance and best practice relating to the setting of local speed limits.</p> <p>When carrying out speed limit reviews, DCC are obliged to use the guidance issued by the Department for Transport and local experience of implementing speed limits within</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>the County. DCC also work closely with Durham Constabulary when revising speed limits.</p> <p>The Department for Transport guidance requires that speed limits are credible to motorists with the aim that they become self-evident and enforcing by virtue of their surroundings and road layout. When reviewing speed limits, many criteria and factors are considered and evaluated including but not limited to:</p> <ul style="list-style-type: none">• Existing vehicle speeds,• Nature of the road and its surroundings,• Existing highway infrastructure,• Development,• Highway signs,• Road markings,• Street lighting,• Road users,• Credibility of the speed limit, and• Accident history <p>The setting of a lower speed limit that has no credibility will result in a high level of non-compliance by drivers that may potentially have a negative impact on road safety. The majority of drivers will travel at a speed which they consider is a credible speed for their environment which typically equates to the 'mean average speed', which in this particular case is recorded as 39.2mph from a speed survey conducted in May 2016.</p> <p>In the case of inter-urban roads, where there is little in the</p>	

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Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>way of frontage property development, it is expected that the national speed limit would apply or in the case of Evenwood Gate, a 40mph limit is appropriate where properties are mainly located on one side of the road.</p> <p>The current 40mph speed limit is provided in accordance with the latest Department for Transport guidance and is appropriate and credible for the road environment and layout. Therefore, DCC cannot reduce the speed limit to 30 mph as requested</p>	
<p>Petition 295</p> <p>Implement speed restrictions in Hazel Drive, Hesleden</p> <p>Petition received 12.10.16</p> <p>No. of signatures – 63</p>	<p>John Reed, Head of Technical Services</p>	<p>Petition asking the Council to implement speed restrictions in Hazel Drive, Hesleden for the safety of local children playing on the central green.</p> <p>Speed Limits</p> <p>The Council is required to follow Department for Transport legislation and guidance to ensure that speed limits are credible with the aim that they become self-evident and enforcing by virtue of their surroundings.</p> <p>During the review process various factors and criteria are considered and evaluated such as:</p> <ul style="list-style-type: none"> • Existing vehicle speeds; • Nature of the road and its surroundings; • Local needs; • Existing highway infrastructure; • Development; • Highway signs; • Road markings and street lighting; • The various road users; • The credibility of the speed limit; and • Accident history. <p>The accident recording database shared with Durham</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>Constabulary was checked and it has been confirmed that there has been no recorded ‘personal injury’ accidents in the vicinity, within the built up area of Hazel Drive in the past four years, this being the standard search criteria. Compared to many other locations, this represents a favourable accident record.</p> <p>A speed limit which lacks credibility results in a significant proportion of motorists ignoring the limit and driving at even higher speeds, and can also lead to greater risk taking. The majority of drivers will travel at what they consider is a credible speed for their environment, with the average speed being a good indicator. The current 30mph speed limit is the typical limit set in residential areas such as Hazel Drive and is considered a credible speed limit for this location.</p> <p>20mph Speed Limits and Zones</p> <p>The Council had reviewed its policy on 20mph speed limits and zones and this review was approved by our Cabinet on 17th December 2014. As part of the above review Cabinet approved the implementation of 20mph part-time speed limits around 33 schools within County Durham and this has subsequently been extended to a further 33 schools.</p> <p>The Council’s policy on 20mph limits and zones is that they can be provided where:</p> <ul style="list-style-type: none"> • Where meet Department for Transport legislation and guidance; and • Fully funded from third party sources such as Schools, Town/Parish Councils, local Councilor’s Neighbourhood Budget and Area 	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>Action Partnerships.</p> <p>Traffic Calming – Road Safety Budget The Council receives more requests for road safety schemes than they are able to fund from the limited road safety budgets. Therefore, schemes have to be prioritised where there are proven issues with serious accidents. The accident recording database shared with Durham Constabulary was checked and there have been no ‘personal injury’ accidents on the road in the past 4 years. Compared to many other locations within the county, this represents a favourable accident record and therefore DCC must continue to prioritise the limited road safety budgets at locations with a proven record of serious accidents.</p> <p>Traffic Calming - Neighbourhood Budget Local Councillors have a budget (Neighbourhood Budget) which they can spend on local priorities. Local Councillors have expressed an interest in funding a traffic calming scheme in this area and DCC are currently undertaking traffic surveys in the area. An assessment of the potential effectiveness of a traffic calming scheme and whether a scheme is feasible would be made.</p> <p>Community Speed Watch As part of the partnership approach to improving road safety, joint working with Durham Constabulary, has enabled DCC to introduce an initiative known as ‘Community Speed Watch’. This initiative has been very successful elsewhere in the County and nationally. Under</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		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.	
Petition 296 Weight Limit on Lowes Barn Bank E-Petition Petition received 11.11.16 No. of signatures –	Keith Jameson Traffic Asset Manager	Petition asking the Council to introduce a weight limit on traffic using Lowes Barn Bank.	e-petition made live on 21.11.16 and will run until 23 December 2016

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**Overview and Scrutiny
Management Board**

19 December 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 14 December 2016. It also contained information on those key decisions that are currently scheduled to be considered by the Executive up to 31 March 2017.
- 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.

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SECTION ONE - CORPORATE

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
CORP/R/16/02	14.12.2016	2017/18 General Fund Revenue and Capital Budget MTFP 7, Council Plan and Service Plans	Report to Cabinet 13 July 2016	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.	John Hewitt, Corporate Director, Resources. 03000 261943 and Lorraine O'Donnell, Director of Transformation & Partnerships 03000 268060	Scrutiny Members have had input into the formulation of the MTFP 7 through joint meetings of CIOSC and OSMB Members on 27th September 2016, 25th November 2016, and a further joint meeting will take place on 26th January 2017.

SECTION ONE - CORPORATE

CORP/R/16/02	18.01.2017	2017/18 General Fund Revenue and Capital Budget MTFP 7, Council Plan and Service Plans	Report to Cabinet 13 July 2016 and 14 December 2016	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.	John Hewitt, Corporate Director, Resources. 03000 261943 and Lorraine O'Donnell, Director of Transformation & Partnerships 03000 268060	Scrutiny Members have had input into the formulation of the MTFP 7 through joint meetings of CIOSC and OSMB Members on 27th September 2016, 25th November 2016, and a further joint meeting will take place on 26th January 2017.
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SECTION ONE - CORPORATE

CORP/R/16/02	08.02.2017	2017/18 General Fund Revenue and Capital Budget MTFP 7, Council Plan and Service Plans	Report to Cabinet 13 July 2016, 14 December 2016 and 18 January 2017.	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.	John Hewitt, Corporate Director, Resources. 03000 261943 and Lorraine O'Donnell, Director of Transformation & Partnerships 03000 268060	Scrutiny Members have had input into the formulation of the MTFP 7 through joint meetings of CIOSC and OSMB Members on 27th September 2016, 25th November 2016, and a further joint meeting will take place on 26th January 2017.
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SECTION TWO - CHILDREN AND YOUNG PEOPLE'S 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

SECTION THREE - ADULT AND HEALTH 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

SECTION FOUR - REGENERATION AND LOCAL SERVICES

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
R&ED/09/16	14/12/2016	County Durham Plan - Preferred Options	The County Durham Plan Issues and Options, The Local Development Scheme, The Statement of Community Involvement and Supporting evidence base	Cllr Neil Foster		Stuart Timmiss, Head of Planning and Assets 03000 267334	The Economy and Enterprise OSC provided comments on the Issues and Options stage of the CDP at the meeting of the committee held on the 28 June 2016. The committee is to receive a further update at a special meeting on 20th December, 2016.
ReaL/01/17	15/03/2017	Durham City Sustainable Transport Strategy (Final)		Cllr Neil Foster		Stuart Timmiss, Head of Planning and Assets 03000 267334	

**Overview and Scrutiny
Management Board**

19th December 2016



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

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

Purpose of the Report

- 1 To present to Members an information update of overview and scrutiny activity from September – December 2016.

Background

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

Updates

- 3 Updates from Overview and Scrutiny Committees from 16th September – 19th December 2016.

Corporate Issues Overview and Scrutiny Committee (CIOSC)

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	<p>Members of the Customer Relationship Management System (CRM) Light Touch Review Working Group:</p> <ul style="list-style-type: none"> • 22nd September 2016 visited Northumberland County Council, to view their CRM system and to compare experiences with Councillor colleagues in that authority. • 5th October 2016 met to: <ul style="list-style-type: none"> ○ Review the development of the Members' Portal ○ Receive an update on Members' Support and the issues they have in supporting Members with the new CRM system. • 2nd November 2016 met to discuss: <ul style="list-style-type: none"> ○ Update on the development of the Members' portal ○ Key findings and possible recommendations.
Overview reports/	CIOSC Special Joint meeting (with OSMB) on 27 th September 2016 received reports and presentations on:

<i>Presentations</i>	<ul style="list-style-type: none"> • Scrutiny of the Medium Term Financial Plan (7). <p>CIOSC on 10th October 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Councils use of powers under RIPA Act 2000 Q1 and Annual Review of the use of powers • Customer Feedback - Compliments Comments and Suggestions Q1. <p>CIOSC on 25th November (Joint meeting with OSMB) received reports and presentations on:</p> <ul style="list-style-type: none"> • MTFP 7 • Report on the Council's use of powers under the Regulation of Investigatory Powers Act (RIPA) 2000 – Quarter 2 • CAS Annual Representations report.
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Safer and Stronger Communities Overview and Scrutiny Committee (SSC OSC)

<i>Update on Previous Reviews</i>	<p>Members of SSC OSC on 23rd September received:</p> <ul style="list-style-type: none"> • A progress report on the recommendations of the Overview and Scrutiny review of Organised Crime.
<i>Scrutiny Review Activity</i>	<p>Members of the Home Safety Working Group met on:</p> <ul style="list-style-type: none"> • 20th September – where they considered a presentation on process, referral routes and outcomes of Safe and Wellbeing Visits. This also included a video presentation and evidence from a resident who had received support following a referral from a safe and wellbeing visit. • 11th October - Question Time session with partner agencies involved with delivering actions from safe and wellbeing referrals • 18th October – held a focus group session with Firefighters • 8th November – received the draft report of the working group. <p>Members have also undertaken field study opportunities to observe fire fighters undertake safe and wellbeing visits.</p> <p>Members of the SSC Working Group on Substance Misuse Services on 22nd November 2016 received a report and presentation on:</p> <ul style="list-style-type: none"> • Update on Drug and Alcohol Re-procurement.
<i>Overview reports/ Presentations</i>	<p>SSC OSC on 23rd September 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • County Durham Youth Offending Service – Youth Justice Plan • Road Safety Reduction Partnership • Verbal updates on overview and scrutiny reviews • Police and Crime Panel • Safe Durham Partnership. <p>SSC OSC on 31st October 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Checkpoint

	<ul style="list-style-type: none"> • Community and Organisational Resilience for Emergency Preparedness, Response and Recovery • Update on the Police and Crime Panel • Review activity update • Safe Durham Partnership update. <p>SSC OSC at a Special meeting on 1st December 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Road Safety – Young drivers and the fatal four.
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Economy and Enterprise Overview and Scrutiny Committee (E & E OSC)

<i>Update on Previous Reviews</i>	There are no systematic reviews to report on for this period.
<i>Scrutiny Review Activity</i>	<p>Economy and Enterprise OSC on 26th September 2016 considered and agreed:</p> <ul style="list-style-type: none"> • the final report and recommendations of the review on Skills Development within County Durham. <p>The Review report was considered by Cabinet on 19 October 2016 and shared with the Business, Enterprise and Skills Working Group of the County Durham Economic Partnership on the 24 November 2016.</p>
<i>Overview reports/ Presentations</i>	<p>Economy and Enterprise OSC on 26th September 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • DurhamWorks Programme (YEI Project) • Durham Key Options – update on Consultation • Minutes from the County Durham Economic Partnership held on 12 July 2016. <p>Economy and Enterprise OSC on 3rd November 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • EU Funding • Regional Funding Update – Local Growth Fund • Local Transport Plan 3 • Masterplans.

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

<i>Update on Previous Reviews</i>	<p>Environment OSC on 7th October 2016 received a progress report on the recommendations of the scrutiny review of the Management of the Woodland Estates owned by Durham County Council.</p> <p>Environment OSC on 18th November 2016 received an update on progress of the recommendations of the Flooding review.</p>
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Scrutiny Review Activity	There is no review activity to report for this period
Overview reports/ Presentations	<p>Environment OSC on 7th October 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Winter Maintenance Update • Waste Programme Update • Minutes from the County Durham Environment Partnership Board held on 27 June 2016. <p>Environment OSC on 18th November 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Warm up North and Fuel Poverty within County Durham - update • Carbon Management Plan - update • European and Structural Investment Funding – update.
Visit	Environment OSC on 12 October 2016 visited and had a tour of a waste recycling facility.

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	Take up of Free School Meals and Holiday Provision – final report presented to Cabinet on 16 th November 2016.
Overview reports/ Presentations	<p>CYP OSC on 29th September 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • County Durham Teenage Pregnancy • Update on School Funding Reforms • Draft Oral Health Strategy for County Durham • Summary of minutes from Children and Families Partnership. <p>Special CYP OSC on 27th October 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Childhood Obesity in County Durham. <p>CYP OSC on 9th November 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Young Carers update • Educational Attainment of Looked After Children • Education Services Update • Annual report of the Adoption Service and Adoption Panel • Annual report of the Fostering Service and Fostering Panel • Durham Local Safeguarding Annual Report. <p>This meeting was held at Wellfield Community School.</p>

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

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	<p>The AWH OSC Review of Suicide Rates and Mental Health and Wellbeing in County Durham met on:</p> <ul style="list-style-type: none"> • 17th October 2016 – considered statistical information regarding suicide rates. • 21st November 2016 – considered information in respect of: <ul style="list-style-type: none"> ○ National Mental Health Strategy “No Health without Mental Health” ○ County Durham “No Health without Mental Health” Improvement Action Plan ○ County Durham Public Mental Health Strategy ○ Access to Crisis Services.
Overview reports/ Presentations	<p>AWH OSC on 3rd October 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • System Resilience – Sue Jacques, Chief Executive of County Durham and Darlington Foundation Trust and NHS North East Commissioning Support • Primary Care Strategy Update – Report by North Durham and DDES CCGs • Oral Health Strategy – Report from Interim Director of Public Health County Durham • Proposed review of Suicide Rates and Mental Health and Wellbeing in County Durham scoping report • Better Health Programme Joint Health Scrutiny Committee update. <p>The Committee also discussed a recent Inpatient ward closure at Shotley Bridge Hospital due to patient safety and risk factors associated with the water supply. Members have asked for a further update with reference to the joint CCG/CDDNHSFT Review of Community Services and the potential implications for Community Hospitals within County Durham.</p> <p>AWH OSC on 14th November 2016 received reports and presentations on:</p> <ul style="list-style-type: none"> • Durham Dales, Easington and Sedgefield CCG Accident and Emergency Ambulance Service Review – post implementation update • Urgent and Emergency Care Network • Proposals for Renal Services provision by Sudnerland City Hospitals NHS FT for residents of County Durham • Preventative Mental Health Review and Recommissioning.

Performance/Budget/Work Programme Reporting

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

Regional Scrutiny

Better Health Programme – Joint Health Overview and Scrutiny Committee

- 5 The Better Health Programme held meetings on:

13th October 2016. The agenda included:

- i. Minutes of the BHP Joint OSC meeting held on 8 September 2016
- ii. Accident and Emergency Services – Performance against waiting times
- iii. Sustainability and Transformation Plans
- iv. BHP Phase 4 Engagement
- v. BHP – Not in Hospital Services

1st December 2016 - special meeting. The agenda included:

- i. Sustainability and Transformation Plans - Publication
- ii. Better Health Programme – Phase 4 Engagement Feedback.

North East Combined Authority (NECA)

- 6 The Chair of the OSMB and the Chairs of Economy and Enterprise OSC, and Safer Stronger OSC represented DCC on the NECA Overview and Scrutiny Committee, at meetings on:

27th September 2016. The agenda included:

- i. Appointment of Chair and Vice-chair
- ii. Policy Review: Transport Related Barriers to Employment: evidence from Arriva
- iii. North East Local Enterprise Partnership update
- iv. 2017/18 Budget Process and Timetable
- v. North East Combined Authority - Devolution Update
- vi. Forward Plan and Scrutiny Work Programme.

1st November 2016. The agenda included:

- i. Appointment of Chair/Vice-Chair
- ii. Monitoring Nexus Performance
- iii. NELEP Local Growth Fund Programme
- iv. Forward Plan and Work Programme

14th December 2016. The agenda included:

- i. Transport Thematic Lead update report
- ii. Transport Manifesto and Plan for the north east
- iii. NECA Budget 2017/18
- iv. Policy Review: Transport related barriers to education, employment and training
- v. Forward Plan and Scrutiny Work Programme.

Recommendation

7 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