

**Corporate Overview and Scrutiny
Management Board**

12 July 2019

**Quarter Four 2018/19
Performance Management Report**



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

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present progress towards achieving the key outcomes of the council's corporate performance framework.

Performance Report for quarter four, 2018/19

- 2 The performance report for quarter four, 2018/19 is attached at Appendix 2. It is structured around a set of key questions aligned to the Altogether Greener priority theme and includes the key performance messages from data available this quarter along with visual summaries and data tables for each key question.

Future Performance Reporting

- 3 As our current vision, which forms the basis of this performance report, is over nine years old and many of the original aims have been achieved, we are developing a new set of proposed ambitions that better reflect the needs and opportunities of County Durham. This new vision will be launched in the autumn and the format and content of this performance report will be modified to align to the new ambitions.

Executive summary

- 4 Overall, environmental cleanliness remains good and environmental satisfaction (National Highways and Transport Survey) generally exceeds or matches national levels. Across the county, carbon emissions are reducing significantly as we generate more energy from renewable sources and divert more waste from landfill. However, almost one fifth of kerbside recyclate is contaminated and cannot be

reprocessed. Having declared a climate emergency and set a target to become carbon neutral by 2050, we are developing a new action plan, building on current activity, to address the issues. Single Use Plastics (SUP) are being addressed through quick wins at an operational level as well as more innovative projects such as using waste plastics in the road surface. A range of campaigns is underway to improve both the level and the quality of recycling.

Risk Management

- 5 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.
- 6 There are no key risks in delivering the objectives of this theme.

Recommendation

- 7 That Environment and Sustainable Communities Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter four performance, and the actions being taken to address areas of underperformance.

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

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

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Equality measures are monitored as part of the performance monitoring process.

Human Rights

Not applicable.

Crime and Disorder

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Staffing

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

Accommodation

Not applicable.

Risk

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

Procurement

Not applicable.

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Altogether better



Durham County Council Performance Management Report

Quarter Four, 2018/19



ALTOGETHER GREENER

1. How clean and tidy is my local environment?

Reported fly-tipping incidents



76 cameras deployed

14 incidents caught on CCTV

25 stop & search operations

47 duty of care warning letters

74 producers issued

1,688 further investigations

21 PACE interviews

9 prosecutions

27 FPNs

Environmental Cleanliness: % of relevant land and highways assessed as falling below an acceptable standard (18/19 compared to 17/18)

Litter **6.24%** ↑ **+0.67pp**

Detritus **12.61%** ↑ **+0.89pp**

Dog fouling **1.08%** ↑ **+0.01pp**

350 bonfire incidents
↑ **97%** compared to 2017/18

424 graffiti incidents
↑ **24%** compared to 2017/18



Big Spring Clean
(19 Feb to 9 Apr)
Volunteers encouraged to separate recyclables and non-recyclables

Cleanliness of pavements

55% (2016)

51% (2018)

52% (National)

Cleanliness of roads

62% (2016)

58% (2018)

54% (National)

Condition of road markings

62% (2016)

61% (2018)

54% (National)

Maintenance of highway verges/trees/shrubs

55% (2016)

54% (2018)

50% (National)

Weedkilling on pavements and roads

54% (2016)

52% (2018)

49% (National)

Cutting back overgrown hedges

48% (2016)

49% (2018)

45% (National)

Satisfaction: National Highways & Transport Survey (1 Oct 17 to 30 Sep 18 – compared to same period the previous year)

Altogether Greener

- 1 The priority theme of Altogether Greener is structured around the following three key questions:
 - (a) How clean and tidy is my local environment?
 - (b) Are we reducing carbon emissions and adapting to climate change?
 - (c) How effective and sustainable is our collection and disposal of waste?

How clean and tidy is my local environment?

- 2 The year-end environmental cleanliness survey shows a slight deterioration. This is due to issues within industrial estates and business parks at quarter two. We worked with businesses through targeted interventions and the issues have been resolved.
- 3 The make-up of fly-tips reported during 2018/19 was consistent with previous years: main waste categories were household black bags (19%); furniture (13%); mattresses and carpets (11%); house or shed clearance (9%); and fridges (9%).
- 4 An increase in reported bonfires was noted during 2018/19, with hot-spots in Stanley and Peterlee, as well as more graffiti incidents, also within Stanley and Peterlee, as well as Durham City. 46% of graffiti incidents were 'offensive', an increase of 9% compared to previous year, 7% of incidents were racial graffiti, a decrease of 15% compared to previous year.
- 5 During quarter four, the Community Action Team tackled a range of housing and environmental issues at Cockton Hill. The team also revisited Dean Bank and although fewer environmental issues were identified, rubbish accumulations in rear yards remained (although the extent of the problem was smaller). Actions were taken on all identified issues.

Are we reducing carbon emissions and adapting to climate change?

- 6 The reduction in CO₂ emissions across the county is mainly due to generating more energy from renewable sources. Having declared a climate emergency and set a target to become carbon neutral by 2050, we are now developing a plan outlining the action required.
- 7 The carbon reduction programme is saving more than £12 million each year (compared to business as usual energy and fuel costs). We are building on progress to date through various projects such as our street lighting energy reduction programme and the £2 million buildings retrofit which includes the Freemans Quay hydro-electricity plant and the installation of 35 solar panels.

ALTOGETHER GREENER

2. Are we reducing carbon emissions and adapting to climate change?

CO₂ emissions in County Durham

-52% (2016)
from 1990 baseline

↑ **4.7%** from 2015

CO₂ emissions from local authority operations

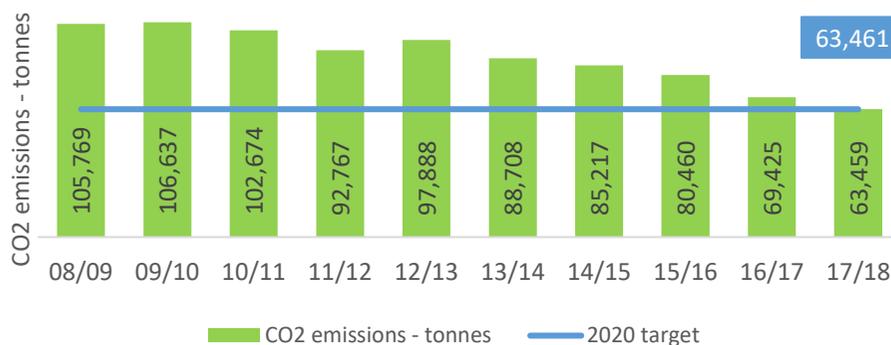
-9% (2017/18)
compared to -14 (2016/17)

- 40% from 2008/09 baseline

% reduction in CO₂ emissions in County Durham



Annual CO₂ emissions from local authority operations



to significantly reduce, and work towards removing, the use of unnecessary SUP.

DCC uses **recycled plastic materials for road resurfacing**. More details, [here](#)



Single Use Plastic - quick wins

- **6.5 tonnes** of SUP incorporated into A689
- **700kg** of SUP confetti removed from Gala Theatre
- **839,000** blue overshoes removed from Leisure Centres (annual figure)
- **Elimination** of plastic straws and cutlery from catering facilities
- **More than 300** reusable DCC coffee cups sold to date



Flood Prevention

- **£297,000** Lanchester surface water drainage system works completed (**£70,000** from the council)
 - Additional drainage installed
 - Culvert roof repaired
 - Existing drainage system improved



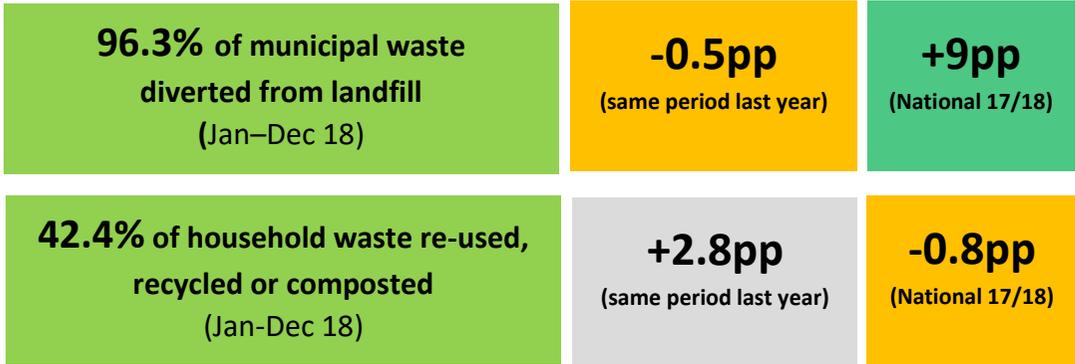
- **£6 million** scheme
- Expected completion in March 2020
- Opens a **90 metre** stretch of the Cong Burn, underneath Chester-le-Street market place

- 8 The Business Energy Efficiency Project (BEEP) engaged with 218 small and medium sized enterprises (SMEs) during 2018/19. Of these, 168 received support and 25 received grants totalling £110,486. We are developing a funding application for submission to the European Regional Development Fund (ERDF) which would extend the scheme for a further three years.
- 9 With businesses and partners, we have signed a Single Use Plastic (SUP) pledge for the county which commits us to significantly reduce, and work towards eliminating, unnecessary SUP from our operations. We have already reduced SUP consumption through a range of quick wins.
- 10 Northumbrian Water has been encouraging businesses to sign-up as refill stations; places where people can fill up their bottles with tap water, free of charge. Durham University is trialling reusable lunches boxes, replacing disposable cups and planning to stock vending machines with cans, rather than plastic bottles.
- 11 Additional drainage, to capture excess surface water and discharge into a culvert, has been installed in Lanchester as drains struggled to cope with the volume of water during a severe flood. Repairs to sections of the culvert have also been carried out and the existing drainage system improved.

How effective and sustainable is our collection and disposal of waste?

- 12 The new Stainton Grove Household Waste Recycling Centre (HWRC) has reopened following a £3 million refurbishment. It now features additional recycling skips, an area for trade waste from small businesses, a new reuse shop and extended opening hours

3. How effective and sustainable is our collection and disposal of waste?



Waste e-permits

- emailed to customer with a QR code for scanning at HWRC.
- Almost 24,000 issued since launch in June.
- Quick and easy for residents.

Recycling Matters Campaign

- During 2018/19, **17.8%** of collected recycling could not be reprocessed due to contamination (↑ **2.7pp** from 2017/18).
- campaign aims to re-educate residents about what can/cannot be recycled and reduce contamination.
- a 'no black bag' sticker will be added to every recycling bin as a reminder to residents.

Metal Matters Campaign

- Each year, our residents use more than **287 million** cans, foil trays and aerosols.
- **Less than half** of these items are recycled.
- If all metal used across the county was recycled, each year we would reduce carbon dioxide by **7,773 tonnes**, equivalent to 1,650 fewer cars on the road.

Green Move Out 2018

- Partnership project enabling students leaving Durham City to donate unwanted items to a local charity.
- **907** properties in **66** streets visited.
- **356** bags weighing **2.5** tonnes collected from student homes and **2,524** bags weighing **16** tonnes collected from around university colleges.

Key Performance Indicators – Data Tables

There are two types of performance indicators throughout this document:

- (a) Key target indicators – targets are set as improvements can be measured regularly and can be actively influenced by the council and its partners; and
- (b) Key tracker indicators – performance is tracked but no targets are set as they are long-term and/or can only be partially influenced by the council and its partners.

A guide is available which provides full details of indicator definitions and data sources for the 2017/18 corporate indicator set. This is available to view either internally from the intranet or can be requested from the Strategy Team at performance@durham.gov.uk

KEY TO SYMBOLS

	Direction of travel	Benchmarking	Performance against target
GREEN	Same or better than comparable period	Same or better than comparable group	Meeting or exceeding target
AMBER	Worse than comparable period (within 2% tolerance)	Worse than comparable group (within 2% tolerance)	Performance within 2% of target
RED	Worse than comparable period (greater than 2%)	Worse than comparable group (greater than 2%)	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.

More detail is available from the Strategy Team at performance@durham.gov.uk

ALTOGETHER GREENER

1. How clean and tidy is my local environment?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter	
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different		
108	% of relevant land and highways assessed as having deposits of litter that fall below an acceptable level	6.24	2018/19	Tracker	5.57	10				2014/15	Yes
				N/a	AMBER	GREEN					
109	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	12.61	2018/19	Tracker	11.72	27				2014/15	Yes
				N/a	AMBER	GREEN					
110	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	1.08	2018/19	Tracker	1.07	7				2014/15	Yes
				N/a	GREEN	GREEN					
111	Number of fly-tipping incidents	7,269	2018/19	Tracker	7,617						Yes
				N/a	GREEN						

ALTOGETHER GREENER

2. Are we reducing carbon emissions and adapting to climate change?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter	
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different		
112	% reduction in CO ₂ emissions in County Durham (by 40% by 2020 and 55% by March 2031)	52.3	2016	Tracker	49.9						No
				N/a	GREEN						

ALTOGETHER GREENER

2. Are we reducing carbon emissions and adapting to climate change?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
113	% change in CO ₂ emissions from local authority operations	-9	2017/18	Tracker	-14					No
				N/a	RED					

ALTOGETHER GREENER

3. How effective and sustainable is our collection and disposal of waste?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
114	% of municipal waste diverted from landfill	96.3	2018	95	96.8	87.3	92		2017/18	Yes
				GREEN	AMBER	GREEN	GREEN			
115	% of household waste that is re-used, recycled or composted	42.4	2018	Tracker	39.6	43.2	34.5		2017/18	Yes
				N/a	GREEN	AMBER	GREEN			

Other additional relevant indicators

ALTOGETHER WEALTHIER										
4. Is it easy to travel around the county?										
Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
18	% of A roads where maintenance is recommended	3	2017/18	Tracker	3	3			2016/17	No
				N/a	GREEN	GREEN				
19	% of B and C roads where maintenance is recommended	4	2017/18	Tracker	3	6			2016/17	No
				N/a	AMBER	GREEN				
20	% of unclassified roads where maintenance is recommended	21	2017/18	Tracker	20	17			2016/17	No
				N/a	AMBER	RED				