

**Corporate Overview and Scrutiny
Management Board**

16 December 2019

**Quarter Two, 2019/20
Performance Management Report**

Ordinary Decision



Report of John Hewitt, Corporate Director of Resources

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 Reporting

- 2 Following an extensive public consultation programme, a shared vision for the county for the next 15 years has been developed with partners. This vision, agreed by Council on 23 October and formally launched at the County Durham Partnership event on 25 October, is structured around three externally focused results-based ambitions of 'more and better jobs', 'long and independent lives' and 'connected communities'.
- 3 As the Council has now adopted this vision, it is appropriate to modify the format of this performance report to align to our new ambitions. This quarter, as a first step, the existing performance information has been realigned to the three new ambitions plus a fourth 'better council' theme. Over the coming months, we will review the report to ensure it captures all elements of our new vision, as well as monitoring progress in improving how the Council works.

Executive summary

- 4 Key performance messages for quarter two have been realigned to the ambitions of the new Durham 2035 vision plus a 'better council' theme.

More and Better Jobs

- (a) This ambition has a wide ranging focus which includes not only development of the economy and creating jobs, but also working

with young people and adults to help them into work, through good quality education and training.

- (b) Across the county, our medium-term employment rate remains positive, the employment rate of our young people is higher than regional and national levels, and schools have maintained their success from last year.
- (c) However, challenges remain. Latest data, from 151 upper-tier authorities across England, shows our ranking for relative deprivation has deteriorated from 59th to 48th, and places us within the 30% most deprived for employment. Poverty pressures across the county, the proportion of schools rated as 'requires improvement' or 'inadequate', the proportion of 16-17 year olds not in education, employment or training and the employment gap between those with a disability and those without, remain areas of concern.
- (d) To mitigate against these challenges, we are continuing to invest, building on our growing tourism and cultural activity, creating new infrastructure and developing new business parks with the potential to create thousands of jobs. We are developing focused improvement plans, reviewing educational provision across the county (including elective home education), offering intensive support to young people not in education, employment and training, and addressing inequality across employment through our work to become a Disability Confident Leader.

Long and Independent Lives

- (e) The ambition for longer and independent lives focuses strongly on the health and wellbeing of the local population, including ensuring that all of our children and young people get the best start in life, and services for children with special educational needs and disabilities (SEND) are improved. The ambition has a strong focus on improving mental as well as physical wellbeing.
- (f) There are a number of areas where positive progress is being made to help people live long and independent lives. Our stronger families programme is continuing to drive opportunity, address inequalities and secure better outcomes for children, young people and their families. Smoking prevalence has fallen significantly to a position where we are on par with the rest of the country, although we have set ourselves a challenging target to reduce smoking much further and have particular challenges around smoking in pregnancy which is higher than North East and England average. We continue to perform extremely well in preventing delayed transfers of care from hospital (third best performing unitary authority in England).

- (g) Key challenges to improve life expectancy and quality of life include delivering the targeted reduction in smoking prevalence, supporting people to achieve a healthy weight and improving mental health and wellbeing. We are continuing to tackle these issues. Through the Tobacco Control Alliance, we influence regulation related to smoking, support people to stop smoking, reduce exposure to second-hand smoke and promote campaigns such as Stoptober. Our partnership approach to help people achieve a healthy weight focuses on the Best Start in Life, the physical and food environments, with actions to increase physical activity in schools (Active 30 programme), promote active travel and improve the regulation of hot food takeaways. We have implemented a full workforce mental health awareness programme (incorporating more Mental Health First Aiders and Time to Change Champions), established a workforce leads network to ensure a consistent approach to mental health training across partners, and are developing a tailored approach to mental health awareness across small-to-medium sized businesses.
- (h) We continue to experience high demand in relation to services for children and young people with special educational needs and disability (SEND). We are working closely with the CCG and health providers to monitor key areas of work, including waiting times for therapeutic services and have allocated additional resource to our SEND Casework Team.

Connected Communities – Safer focus

- (i) This ambition focuses on making life better in local communities across the County. On how we ensure that children and young people have safe lives in safe communities where people support each other, and have access to high quality housing, good transport links and vibrant town and village centres. As it is a broad ambition, performance reporting is split into two areas of focus: safer communities, and sustainable communities.
- (j) In relation to safer communities, there are many positives across this area. The Council's services for children in need of help and protection have just been inspected. Although Ofsted rated our services as 'requires improvement', they did recognise many strengths and the significant progress we have made since previous inspections, particularly in relation to reducing drift and delay for children, reducing social work caseloads and the restructure of the service. We are also performing well in relation to the timeliness of statutory referrals (first contact) and single assessments. However, the rising number of children in our care and inconsistency of practice continue to impact this area.

- (k) Overall crime levels remain relatively static and are below our most similar group and national average, but for some categories (violence against the person, shoplifting, criminal damage and arson) County Durham is recording high levels. We believe much of these increases, as well as increases in alcohol and drug related crime, domestic violence repeat referrals and hate crime, is due to improved recording compliance. We are using focused improvement plans, initiatives and interventions to mitigate against the challenges we face. For example, two dedicated neighbourhood wardens now patrol Durham City centre, we are putting in place a multi-agency training programme in relation to licensing, have implemented a plan for student fresher week in relation to water safety and started planning for the 2020 cold-water shock campaign.

Connected Communities – Sustainable Communities focus

- (l) The sustainable communities focus includes considerations of the quality and sustainability of the natural environment as well as housing and transport, and towns and village centres.
- (m) Across the county, carbon emissions are reducing significantly as we generate more energy from renewable sources, supporting businesses and reducing consumption through energy efficiency measures. Having declared a climate emergency, we are now seeking views on our proposed actions to reduce emissions by 60% by 2030 for the council and exploring measures to become carbon neutral as a county by 2050.
- (n) Reducing the amount of contamination in waste collected for recycling remains a challenge and a range of campaigns are underway to improve both the level and the quality of recycling which are having a positive effect. Although overall environmental cleanliness levels remain good, there has been some deterioration, especially in relation to detritus although an action plan is being developed, and new replacement vehicles will shortly be introduced. Some specific enviro-crime categories (graffiti and drug paraphernalia (incl. needles)) and the number of untidy yards and gardens are increasing however this is related to pro-active recording by wardens, and joint operations. The number of reported fly-tips is continuing to decrease against a backdrop of year on year national increases. Further increases have been seen this quarter in both the number of households and length of stay within temporary accommodation. It was anticipated that following the opening of the Assessment Centre (based at the Fells, Plawsworth) and a Stay Safe Hub positive changes would be seen, with service users being supported to go straight into 'move on' accommodation.

- (o) Work continues on the Town and Village Regeneration Programme, with £1.6 million of National Lottery Heritage Funding being secured for the Seaham Townscape Heritage Project. Both the new Housing and Homelessness Strategies were approved.

Better Council

- (p) Through our transformation programme, we are continuing to make a difference to the way we work and the services we provide. Our new [Digital Strategy](#) sets out our wider digital ambitions as we continue to build on our achievements to date. Aware of the importance of our staff in meeting our objectives, we have strengthened our approach of valuing, engaging with and recognising their contribution, as well as increasing their opportunities. Our targeted interventions appear to be impacting positively on attendance management and having surveyed our workforce to gain a better understanding of the factors affecting staff health and wellbeing, we have been able to develop focused initiatives. Although, performance relating to Freedom of Information (FOI) and Environmental Information Regulations (EIR) has dipped as we embed our new FOI/EIR system, we are working to resolve the issues and expect a marked improvement next quarter.

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. Appendix 3 summarises key risks in delivering the ambitions and how we are managing them.

Recommendation

- 6 That Corporate Overview and Scrutiny Management Board considers the overall position and direction of travel in relation to quarter two 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.

Climate Change

We have declared a climate change emergency and consider the implications of climate change in our reports and decision-making.

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.



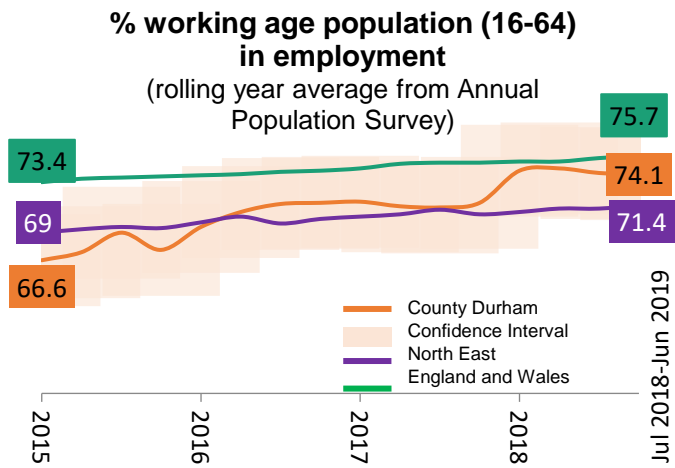
Durham County Council Performance Management Report

Quarter Two, 2019/20



MORE AND BETTER JOBS


(a) Do residents have good job prospects and (b) is County Durham a good place to do business?



Additional employment rate information available via [Durham Insight](#) and [Index of Deprivation in County Durham](#) (Employment Domain)

Key employment rate stats: (Jul 18-Jun 19)

	County Durham	National
Male	79.1%	80.1%
Female	69.3%	71.3%
Private sector	75.4%	79.0%
Part-time	24.4%	24.5%
Without a disability	84.3%	81.2%
With Equality Act core or work limiting disability	46.3%	55.1%
Age 16-24	59.6%	53.7%



177 jobs created and **244** jobs safeguarded* as a result of Business Durham activity (quarter two)

Employability Programmes (Apr-Jun 19)

- **436** referrals
- **194** registrations
- **65** progressed into employment
- **6** progressed into education or training

Index of Multiple Deprivation (IMD) 2019 – Employment Domain

Ranked **26** of 151 upper tier local authorities in England (1 is most deprived)

*Job safeguarded: must be a permanent, paid, full time equivalent (FTE) job which is at risk

Jul-Sep 19	Business Durham Activity	compared Jul-Sep 18
2	inward investments	↑ 1
32	businesses receiving intensive support	
86%	Floorspace occupied (<i>Business Durham</i>)	↑ 4pp
£12.4	GVA from jobs created/safeguarded (million)	↑ £4.7

Additional information on businesses is available via [Durham Insight](#)

£8.1m grant applications submitted to European Regional Development Fund for 3 projects – Durham City Incubator, Digital Drive and Durham Future Innovation Building

3 projects approved by County Durham Growth Fund (quarter two)

Future Business Magnates scheme launched

12 businesses supported and **16** FTE jobs created by **targeted business improvement schemes** (during quarter two)

County Durham Plan

Inspector now appointed.
Examination in Public to run from 22 October to 5 December 2019.

More and Better Jobs

- 1 The ambition of More and Better Jobs is linked to the following key questions:
 - (a) Do residents have good job prospects?
 - (b) Is County Durham a good place to do business?
 - (c) How well do tourism and cultural events contribute to our local economy?
 - (d) Do our young people have access to good quality education and training?

Do residents have good job prospects?

- 2 Latest data from the Index of Multiple Deprivation (IMD 2019) places County Durham in the top 40% most deprived upper-tier authorities across England and ranked 48th out of 151 (IMD 2015 ranked us 59th out of 152 which was also in the top 40% most deprived). It should be noted that the overall index is a composite measure of seven domains, with our county having relatively high levels of deprivation (top 30%) in the domains of Income, Employment, and Health which are counter-balanced by lower levels of deprivation in the domains of Education, Crime, Barriers to Housing and the Living Environment.
- 3 The employment rate remains relatively static at 74.1% and continues to exceed our target (73%). However, as the rate is an estimate from a sample survey it is possible that the increase since June 2018 is due to random sample variation, as it is within the estimated confidence intervals (+/- 2.8%). We continue to monitor the data closely.
- 4 We remain concerned by the 38 percentage point gap which exists between the employment rate of those with an Equality Act core or work limiting disability and those without (compared to a 26 percentage point gap nationally). We intend to submit our application to become a [Disability Confident Leader](#) in December, which if successful would involve working with local employers to support, attract and retain disabled staff.
- 5 Although the employment rate of young people (16-24) continues to improve, and is at its highest point since 2007, its small sample size means there is a large confidence interval (+/- 8.4%) associated with the data. We also acknowledge that the recent population fall in this age group could also impact the data.

Is County Durham a good place to do business?

- 6 Construction is now underway for Jade Business Park at Murton. The first units are due to be completed in June 2020 and a pre-let has already been

agreed on the largest unit of 55,000 sq. ft with Sumitomo Electric Wiring Systems Europe (produces and distributes automotive wiring harnesses, fuse boxes, connectors and cables).

- 7 A 30-year head-lease has been agreed at the Merchant Park Industrial Estate at Newton Aycliffe, which has enabled the developer to secure £5 million investment. The 2.5 acre site has the potential to deliver 50,000 sq. ft in terrace buildings from 3,500 sq. ft to 5,000 sq. ft in the first instance. Proposals for the site's development will soon be submitted to the planning committee.
- 8 A £140 million business park at Forrest Park, Newton Aycliffe has been granted outline planning permission. The development will include 1.75 million sq. ft of business, industrial, warehouse and trading units, a 60-bed hotel, public house, restaurant and retail space, and has the potential to create 3,200 jobs.
- 9 The Seaham Townscape Heritage Project has secured £1.6 million of National Lottery Heritage Funding which will enable it to offer property grants to repair and reinstate traditional features and provide access to currently inaccessible vacant upper floor spaces.

How well do tourism and cultural events contribute to our local economy?

- 10 Latest tourism data (2018 compared to 2017) highlights fewer day visitors to the county but more overnight visitors spending more.
- 11 Although the 2018 tourist economy was impacted by various factors, including the 'beast from the east' which prevented people from travelling, the football World Cup and the summer heatwave where people were more likely to spend time in their own gardens rather than visit attractions and gardens, there were several positive developments. 24 new accommodation establishments opened (an additional 1,268 bed spaces), Auckland Tower opened, and a strong events programme included new events such as the North Pennines Stargazing festival.
- 12 The £1.5 million refurbishment of Bishop Auckland Town Hall has begun. This includes a new café, bar and contemporary art gallery space on the ground floor, as well as enhanced library facilities, a revamped auditorium with more comfortable seating and a fully digitised cinema which will allow popular blockbusters to be shown as well as live screenings, theatrical productions, comedy nights and lectures.

(c) How well do tourism and cultural events contribute to our local economy?

Bishop Auckland Food Festival

(13-14 April 2019)

- **29,000** visitors
- **£413,445** net visitor spend
- **£705,248** total net economic impact
- **1.3%** ROI



2019 Tour Series (18 May 2019)

- **7,000** visitors (69% from outside Durham)
- **£203,672** net visitor expenditure
- **£115,382** net GVA impact
- **6 FTE** employment impact



Durham Brass Festival (12-21 July)

- **42,442** people attended events (incl. 16,000 pupils from 82 schools)



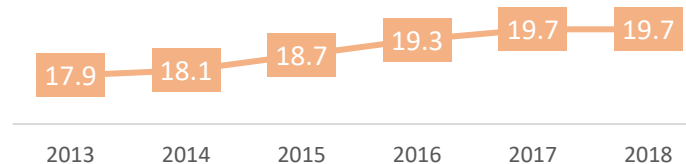
Durham City Run Festival

(25-27 July 2019)

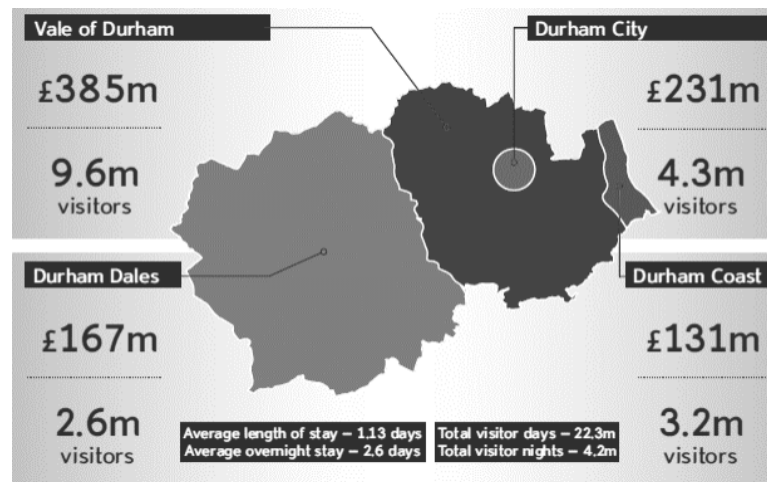
- **3,000** runners tackled the 10K and 5K races
- **100** families signed up for the Paula's Families on Track event, giving families the opportunity to work together to complete 10K in a continuous relay of laps



Number of visitors (million)



£914m generated by the visitor economy (↑5.4%)



11,998 employed in tourism (↑2.7%)

Over 90% satisfaction (with attractions, eating out, road signs and cleanliness)



Wolsingham has achieved nationally recognised 'Walkers are welcome' accreditation with the help of Weardale Action Partnership



MORE AND BETTER JOBS

(d) Do our young people have access to good quality education and training?



Schools judged good or outstanding (as at 30 June 2019)

100%
Maintained
nurseries

89%
Primary

64%
Secondary

Based on the old inspection frameworks, three primary and three secondary schools were rated as inadequate.

Click [here](#) for the relationship between secondary school Ofsted ratings and indices of deprivation.

% of children with at least one fixed term exclusion

Primary

0.5%

↓ (0.1pp from 17/18)

↓ England (0.6%)

↑ North East (0.4%)

Secondary

4.4%

↑ (0.1pp from 17/18)

↓ England (4.7%)

↓ North East (6.1%)

Special

3.6%

↓ (2.88pp from 17/18)

↓ England (4.9%)

↓ North East (4.9%)

Educational Attainment 2018/19 academic year

Early Years Foundation Stage achieving good level of development

71.8%

KS2 pupils achieving expected standard in Reading, Writing, Maths

65%

KS2 Attainment Gap

-19.3

Average Attainment 8 KS4

44.6

KS4 Attainment Gap

-14.4

Average A-level entry point score

35.4

■ better than last year
 ■ similar to last year
 ■ worse than last year

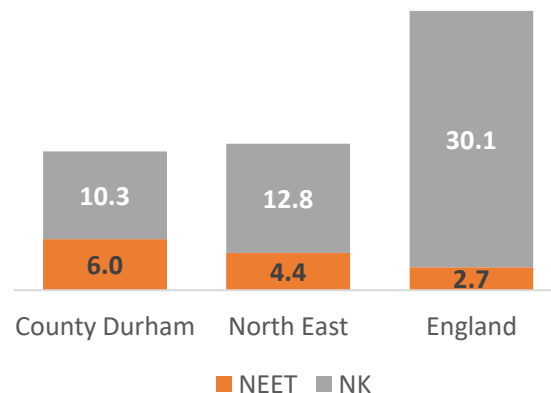


Ofsted's new [school inspection framework](#) began in September 2019

443

children and young people are known to be electively home educated (as at September 2019)

% of 16-17 year olds Not in Education, Employment or Training / Not Known



- 13 The 10th anniversary of the Lumiere festival will take place in November 2019 and the public has been encouraged to get involved. A series of creative events at libraries turned used green and white plastic bottles into glittering, icicle-like chandeliers which will form part of 'Bottle Festoon', a spectacular art installation. In addition, piano players are to be given the opportunity to perform at the festival as part of the 'Keys of Light' installation which will see their music visualised through dazzling projections.
- 14 The first Bishop Auckland History and Heritage Festival was held in September. 21 different organisations were involved in running 30 different events. More than 1,800 people participated across the town from walks to talks, exhibitions, events, film screenings, workshops and radio shows.

Do our young people have access to good quality education and training?

- 15 Ofsted's new school inspection framework began at the start of the new school term in September 2019. Although its focus is on the quality of education, the framework retains its emphasis on safeguarding, with schools required to demonstrate how well they identify concerns, help children and families, and manage situations effectively.
- 16 National research has suggested that a breakdown in the relationship between families and schools might be a key factor in families choosing to home educate their children. Therefore, the government has recommended that schools and local authorities develop clear processes for working together once a parent's intention to home-educate is known. Our Children and Young People's Overview and Scrutiny Committee is currently undertaking a review of elective home education, focusing on education standards, protecting children from harm and the support available for children and their families.
- 17 Successful contact, and low numbers of Not Knowns, means that we have identified County Durham young people who are not participating in education, employment or training (NEET). This stands at 6.0%. DurhamWorks offers intensive support to young people aged 16-24 who are resident in County Durham and confirmed as NEET. Early identification of this cohort enables DurhamWorks to support them to overcome barriers and develop skills and knowledge to be able to enter education, employment or training. Please note that quarter two performance cannot be taken as a representative snapshot of participation, NEET and NK rates as young people are completing academic programmes and planning for their next stage of learning. New programmes are also commencing in September with intensive work underway to confirm the new destinations of young people. The stable and representative

timeframe is the 3 month average of December to February and this is used by the Department for Education.

- 18 The recently published Ofsted Inspection of Local Authority Children's Services (ILACS) states "*The local authority takes seriously its responsibilities to children who are being electively home educated (EHE). As soon as it becomes clear that a young person is being educated at home, initial screening checks are carried out. However, tracking and monitoring is not sufficiently robust, and managers cannot be assured that all children receive visits, or that, when they do, the visits are effective.*" We will include actions to address this in our Ofsted Improvement Plan which we will share with Ofsted by the end of January 2020.
- 19 Our Poverty Action Steering Group has received £150,000 of government funding for holiday activities with food. £140,000 will be divided between our 14 area action partnerships (AAPs) for schemes that provide opportunities for youngsters and families to socialise, be active and learn new skills, while tucking into healthy meals and snacks. The remaining £10,000 will be made available for countywide projects.

Long and Independent Lives

- 20 The ambition of Long and Independent Lives is linked to the following key questions:
- (a) Are children, young people and families in receipt of universal services appropriately supported?
 - (b) Are children, young people and families in receipt of early help services appropriately supported?
 - (c) Are our services improving the health of our residents?
 - (d) Are people needing adult social care supported to live safe, healthy and independent lives?

Are children, young people and families in receipt of universal and early help services appropriately supported?

- 21 Key findings from the latest Student Voice Survey, which is carried out every two years and covers a wide range of topics including progress at school, online safety, drug and alcohol consumption, culture and leisure, and health and wellbeing, include:
- Pupils experiencing bullying has remained static and is line with national rates;
 - Consumption of energy drinks remains high;

- Relatively low numbers of children read at home.

Specific to primary school pupils:

- A high proportion live with someone who smokes. More than 850 children stated someone they live with smokes, and of these, more than 200 children said that people smoke in the car they are travelling in.

Specific to secondary school pupils:

- Although relatively low, a number of children feel unable to cope if things are difficult in their day to day life;
- More than a quarter don't feel safe in their local neighbourhood;
- One in ten drink alcohol weekly or more frequently;
- A relatively small number have been asked to send pictures or videos of themselves to someone they've never met, and have done so.

- 22 We are developing a response to these findings. Focused work already exists in some areas, such as our schools' bullying policy and the re-development of the quality framework for schools (piloted from October 2019) which provides a clear understanding of the health and wellbeing needs of children and young people and helps schools develop improvement plans supported by quality assured interventions.
- 23 Our Early Help service continues to support over 2,000 children and their families and we have recently approved 'The County Durham Strategic Partnership Approach to Early Help'. Focusing on family and community resilience, it sets out how we will provide effective, targeted and coordinated 'early help' to address inequalities, promote opportunity and secure better outcomes for children, young people and their families. Actions include development and implementation of a Quality Improvement Framework, which includes service user feedback from a broad range of sources and embedding the 'Signs of Safety' practice model within the One Point Service.
- 24 As at August 2019, the Stronger Families Programme (where we work with partners to support families in a 'whole family' approach) had 'turned around' 3,386 families. Equating to 78% of our March 2020 target, this means 'significant and sustained outcomes' across a variety of areas such as worklessness, school attendance and domestic abuse, had been achieved. The government has announced additional funding, until March 2021, for the national Troubled Families Programme, although no further detail has been provided.

LONG AND INDEPENDENT LIVES

(a) Are children, young people and families in receipt of universal services appropriately supported and (b) are children, young people and families in receipt of early help appropriately supported?

2,171

cases open to **One Point**
(as at 30 Sep 19)

Early help assessments completed
within 45 working days (Jul-Sep 2019)

88%



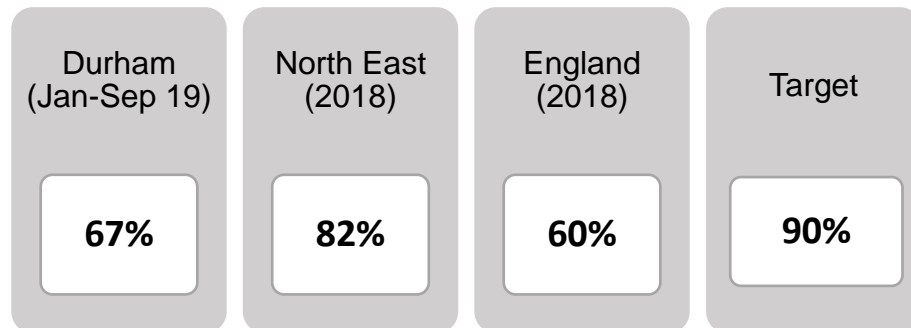
3,386 families have achieved significant and
sustained outcomes (as at end August 2019).

78% of May 2020 target



During quarter two, we launched **Kooth**, an online counselling programme for low to moderate mental health issues, available to all 11-18 year olds, 365 days a year until 10pm each evening.

% EHCP completed within 20 week timescale



Teenage Pregnancy Prevention Framework

- under-18 conception rate is higher than:
- same period last year ↑
- North East ↑
- England ↑

More than £1 million NHS England funding...

- with complementary funding from Public Health over the next three years
- will allow three Mental Health Support Teams to support 5-18 year olds within an educational setting
- up to 60 educational settings, including three further education colleges, across three localities

25 The number of County Durham residents with an Education, Health and Care Plan (EHCP) is higher now than at any point since the national SEND Reforms. We have increased resource in our SEND Casework Team to assist with the increasing demand. Significant pressures remain, both for us and nationally, in relation to the SEND High Needs Block (HNB) budget. Across the partnership, we are closely monitoring a number of performance indicators and working with the CCG and health providers where service waiting times are longer than target times. Waiting times remain within target for a number of services including Paediatric Occupational Therapy and Physiotherapy Services. Latest nationally published data for CAMHS highlights lower waiting times in Durham than nationally.

Are our services improving the health of our residents?

26 Reducing smoking continues to be one of the main priorities to be addressed by the council and partners. The annual County Durham Tobacco Control Alliance update, presented to the Health and Wellbeing Board in July 2019, highlighted future work of the alliance, including:

- Smoke-free homes, working with housing providers;
- Review of the council's No Smoking Policy;
- Progressing a vaping pilot;
- Reducing tobacco dependency in pregnancy.

27 The specialist Stop Smoking Service contract is in the process of re-procurement and a service review has been conducted. A number of recommendations are being considered to inform the new service specification. It is anticipated that a contract will be awarded prior to Christmas 2019.

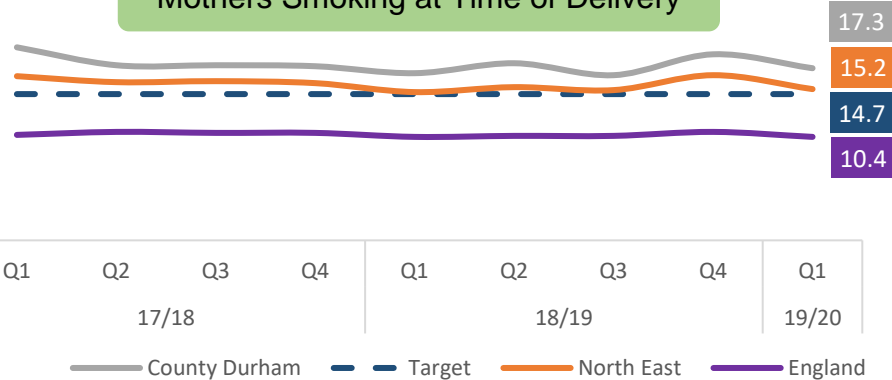
28 Four-week smoking quitter rates have reduced across the country, including rates for the North East and County Durham. A Health Equity Audit (conducted in August 2018) shows that the Stop Smoking Service successfully reaches those in the most deprived communities. However, challenges to changing smoking behaviour in such areas has led to a slowdown in quitter rates in Durham.

29 The method of recording the number of people setting a quit date and quitting at four weeks, through the Stop Smoking Service, has changed from 1 April 2019. Following these changes, it is anticipated that future data will show increases in the number of people setting quit dates, alongside a reduced percentage of overall smoking quitters. We will monitor how the change in recording affects service performance.

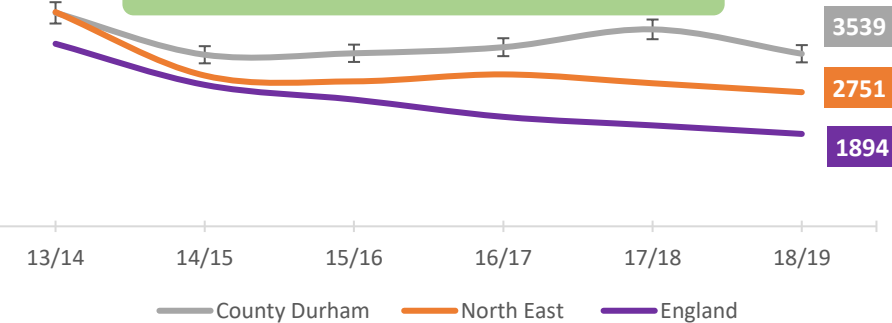
LONG AND INDEPENDENT LIVES

(c) Are our services improving the health of our residents?

Mothers Smoking at Time of Delivery



Four Week Smoking Quitters



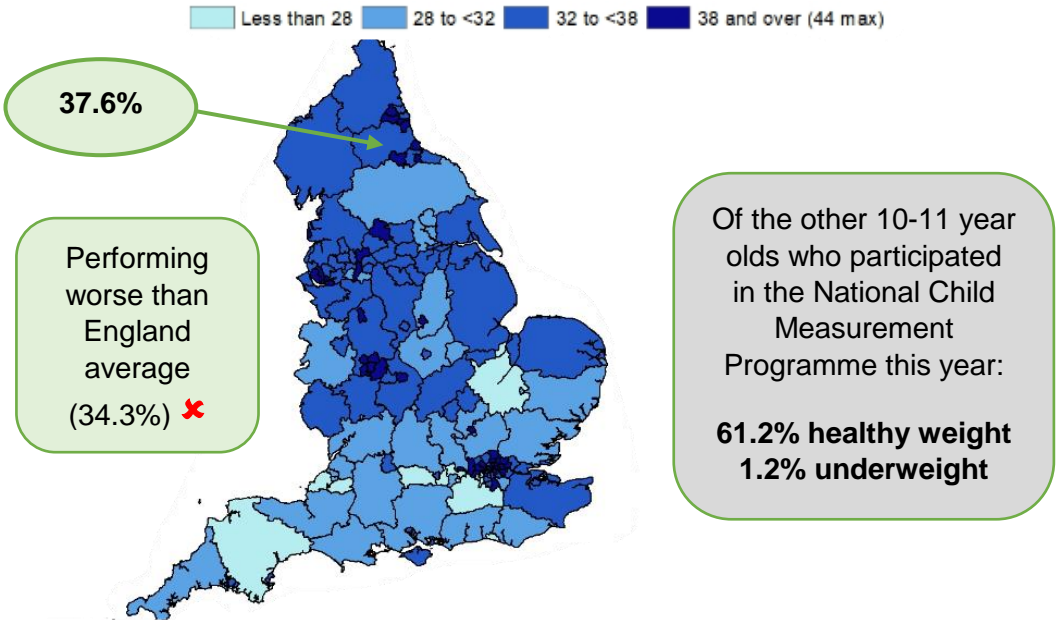
Suicide Rate per 100,000 population (2016-18)

County Durham

12.8

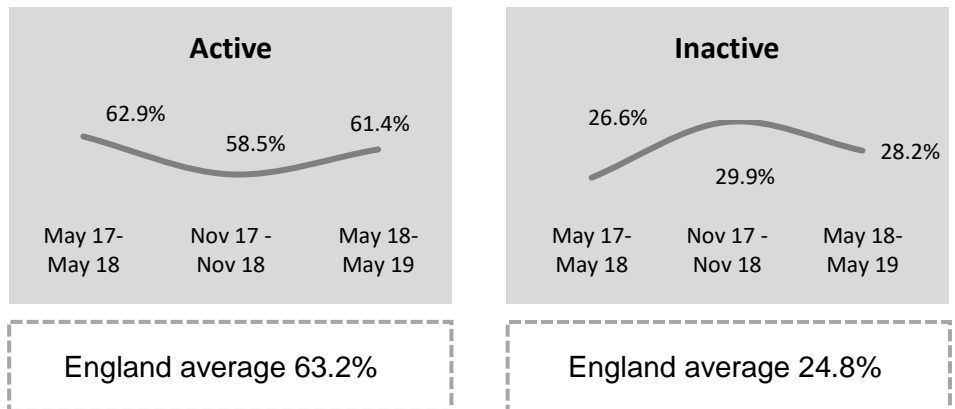
Increased since 2015-17 ↑
 Worse than England average (9.6) ✗
 Worse than NE average (11.3) ✗

Prevalence of children aged 10-11 who are overweight and obese (18-19)



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Adult participation in sport and physical activity (May 18 to May 19)



- 30 There was significant planning for Stoptober 2019, with many partners within the Tobacco Control Alliance taking part in the promotion of the campaign. A photoshoot, attended by the Director of Public Health and the Portfolio Holder for Adult and Health Services, took place at the beginning of September for the local promotion of the campaign. Stoptober commenced on 1 October 2019.
- 31 County Durham and Darlington NHS Foundation Trust announced its smoke-free status on 1 October 2019. The move to smoke-free Trust status has seen the development of policies to treat tobacco dependency whilst admitted to hospital.
- 32 The reduction of smoking in pregnancy continues to be a key area of work. A multi-agency strategic plan tackling tobacco dependency in pregnancy has been implemented. Ongoing work also continues with the regional Local Maternity System, to ensure that links are in place between regional and local work.
- 33 Public Health has worked with the Stop Smoking Service to undertake focus groups with pregnant women who currently, or who have previously, smoked. This work has captured valuable insights into the journey of pregnant women who smoke.
- 34 E-cigarettes, also known as vapes, are the most commonly used quit-aid among smokers in England and there is growing evidence of their effectiveness. Leading health and public health organisations (including the Royal College of General Practitioners, British Medical Association, Cancer Research UK and the US National Academies of Sciences, Engineering and Medicine) agree that although not risk-free, e-cigarettes are far less harmful than smoking. We continue to monitor the latest advice and guidance from Public Health England.
- 35 A multi-agency action plan to improve breastfeeding has been developed which links into the regional work being taken forward by the Local Maternity System. As part of this, Public Health has worked with the Infant Feeding Team to ensure that Durham County Council venues and customer access points are scheduled to be re-accredited for the breastfeeding friendly County Durham scheme by December 2019.
- 36 The Mental Health Strategic Partnership has been involved in developing a system-wide approach to wellbeing across the county. The six principles underpinning the approach have been used to develop a tool which has been used to review the Housing Strategy and also to help inform the work of AAPs.

- 37 Activities supporting the Better Health at Work agenda included a focus on events for World Mental Health Day (10 October 2019). These included a focus on helping staff to develop a common language to support mental health and stamp out stigma and discrimination.
- 38 Funding from the Durham, Darlington, Teesside, Hambleton, Richmondshire and Whitby Integrated Care Partnership totalling £49,420 has been transferred to the County Durham Time To Change Hub, to continue development of anti-stigma work, with a focus on improving men's mental health.
- 39 Suicide rates for County Durham are significantly lower than the period 2013-15 and have almost returned to the levels seen in the early 2000s. As part of the continued work to tackle suicide, the Council undertook a feasibility study for alterations to Newton Cap Viaduct during the summer, with implementation planned for quarter three. Other work included setting up a station adoption scheme and community action group in Chester-le-Street in response to suicides in recent years. The Samaritans "Small Talk Saves Lives" and the Northern Rail "All Right?" campaign have been widely promoted in the town, including an event by Northern Rail at the train station on 3 July for the England vs New Zealand match during the ICC Cricket World Cup. Between April and August 2019, the If U Care Share Foundation (an organisation providing emotional support to young people and those affected by suicide) received 46 referrals. From these referrals, 36 people are now engaged with the service.
- 40 A strategic physical activity and cycling group has been established, to increase participation and improve cycle networks across the County. The first meeting took place in September 2019 and included colleagues from Access and Rights of Way, Road Safety, Sustainable Transport and Culture, Sport and Tourism.
- 41 Public Health facilitated a review of the council's Healthy and Sustainable Food Policy in September 2019 with key partners, to ensure it is in line with the current evidence base, as well as local and national policies. This will help to demonstrate our commitment to staff wellbeing, offering healthy and sustainable food when catering for public events and functions, as well as the promotion of local food supply chains wherever possible.
- 42 A new contract for the Health Check programme (for people between the ages of 40 and 74 who have not previously been diagnosed with CVD) is being implemented through the Derwentside Health Federation. This will increase the offer of lifestyle interventions, which will in turn increase the rate of

referrals into behaviour change programmes. Between April and June 2019, 5,702 NHS Health Checks were offered, with 2,508 carried out. There were 219 offers of a referral to a lifestyle programme. Numbers accepting a referral remain low.

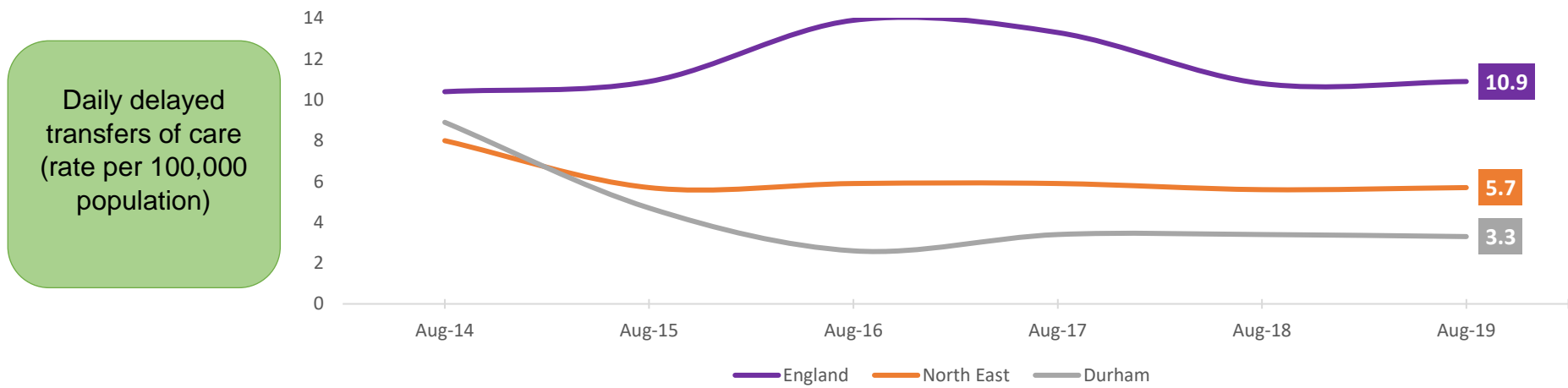
- 43 The 'Fit for Farming' project funded by AAPs will seek to increase engagement rates within the farming community with formal healthcare provision, in partnership with Public Health and Upper Teesdale Agricultural Support Services. This five-year initiative also aims to support outreach work with local GPs through undertaking health checks at local Farmer Auction Marts, to tackle gender and geographical health gaps in the rural communities.
- 44 Delivery of the Macmillan Joining the Dots service is progressing well. The service capacity continues to increase and after one year has now engaged with 403 clients - 284 clients with cancer, the remainder being carers, families or friends. DDES and North Durham CCGs have now agreed to continue this service indefinitely, which will allow continuing support to cancer patients and their families, friends and carers in County Durham.
- 45 Public Health has supported the Silverdale Project, a pilot undertaken by the Silverdale GP practice, to offer respiratory clients an opportunity to apply for a winter warmth package funded by Durham County Council. Boiler replacement, cavity wall insulation and support with utility payments are all potential interventions. An evaluation has been carried out and this pilot will inform the potential to extend the approach / interventions to identified vulnerable groups and locations and increase joint work with DDES and North Durham CCG colleagues.

Are people needing adult social care supported to live safe, healthy and independent lives?

- 46 Nationally, Better Care Fund (BCF) planning submissions were submitted to NHS England by Health and Wellbeing Boards at the end of September 2019. Consequently, no national reporting has taken place for quarters one and two. It is anticipated that provisional targets will be made available in quarter three.
- 47 In the meantime, delayed transfers of care in County Durham continue to be one of the lowest in the country. The latest data for August 2019 show that we recorded an average of 3.3 daily delayed transfers per 100,000 population, which is better than the England (10.9) and North East (5.7) averages. Data for August show that Durham was the 9th best performing local authority in England.

LONG AND INDEPENDENT LIVES

(d) Are people needing adult social care supported to live safe, healthy and independent lives?



384.5

adults aged 65+
per 100,000 population admitted
to residential or nursing care
on a permanent basis
(Apr-Sep 19)

↓ compared to last
year (391.6)



86.9%

of patients discharged into
reablement / rehabilitation
services still at home after
91 days
(Apr-Sep 19)

↑ compared to last
year (84.0)



87.9%

of service users receiving
an assessment or review
within the last 12 months
(Sep 18 – Sep 19)

↑ compared to last
year (86.6)



95.2%

of individuals achieved their
desired outcomes from the
adult safeguarding process
(Apr-Sep 19)

↓ compared to last
year (95.3)

- 48 Work to improve delayed transfers of care has included proactively monitoring the discharge of patients, an enhanced reablement offer, increasing the number of Continuing Health Care assessments outside of the hospital and extensive work with care home providers with regards to the brokerage service.
- 49 Durham continues to perform well in the Adult Social Care survey around overall satisfaction of those receiving care and support and those having enough choice over the services they receive.

Connected Communities - Safer

- 50 The ambition of Connected Communities – Safer is linked to the following key questions:
- (a) Are children, young people and families in receipt of social work services appropriately supported and safeguarded?
 - (b) Are we being a good corporate parent for children looked after?
 - (c) How effective are we at tackling crime and disorder?
 - (d) How effective are we at tackling anti-social behaviour?
 - (e) How well do we reduce misuse of drugs and alcohol?
 - (f) How well do we tackle abuse of vulnerable people, including domestic abuse, child exploitation and radicalisation?
 - (g) How do we keep our environment safe, including roads and waterways?

Are children, young people and families in receipt of social work services appropriately supported and safeguarded?

- 51 At 30 September 2019, our statutory social work teams were supporting 3,657 children, including 371 children on a child protection plan and 878 children in care.
- 52 Following the recent Inspection of Local Authority Children's Services (ILACS), Ofsted issued an overall judgement of 'requires improvement'. The inspection report is available [here](#). We have already identified areas for improvement and begun to respond to these. We will develop an Improvement Plan by the end of January. Specific areas of improvement will include:

CONNECTED COMMUNITIES – SAFER

(a) Are children, young people and families in receipt of social work services appropriately supported and safeguarded?

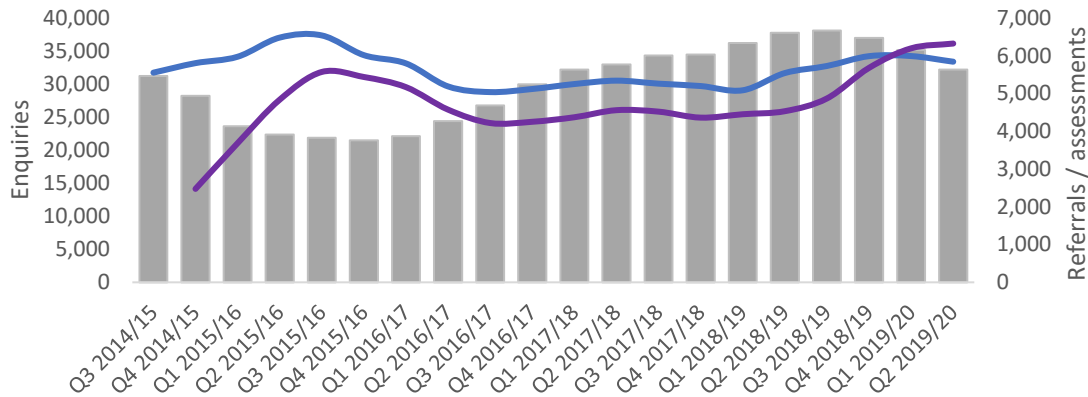
Journey of a child

↓ **15% in contacts**
compared to Sep 18

↑ **5% in referrals**
compared to Sep 18

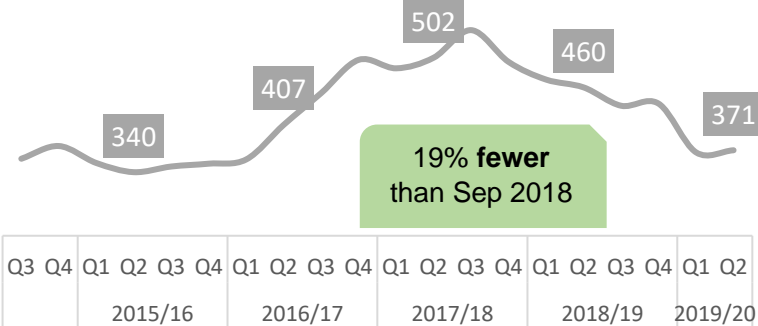
↑ **40% in single assessments**
compared to Sep 18

Contacts, Referrals and Assessments (rolling 12 months)



91.4% social work assessments completed within 45 working days (Apr-Sep 19)

Number of children on a Child Protection Plan (CPP)

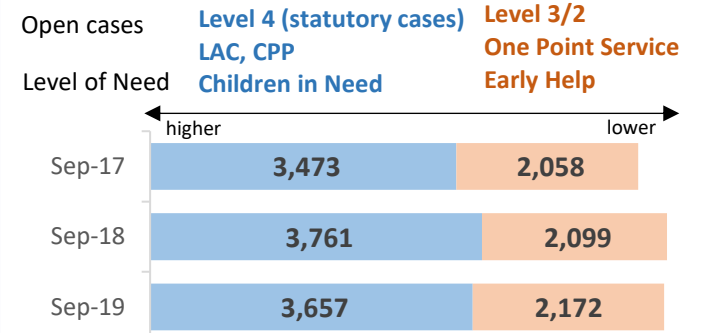


Quality of case work
Collaborative audits
(Jul-Sep 19)

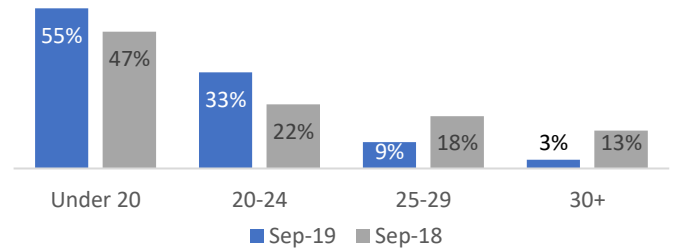
89%
case files given a
scaling score of 6
or above



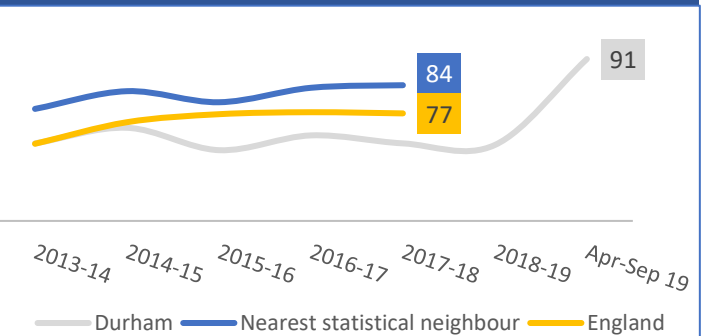
Number of children by Level of Need



Social Worker Caseload Distribution



% of Initial Child Protection Conferences held within 15 days of Section 47 investigation commencing



- The quality and impact of management oversight, including that of child protection chairs.
- The quality of children's plans, so that they are timebound, and include clear actions and contingency plans.
- The response to disabled children, children in private fostering arrangements, and children who are homeless aged 16 and 17.

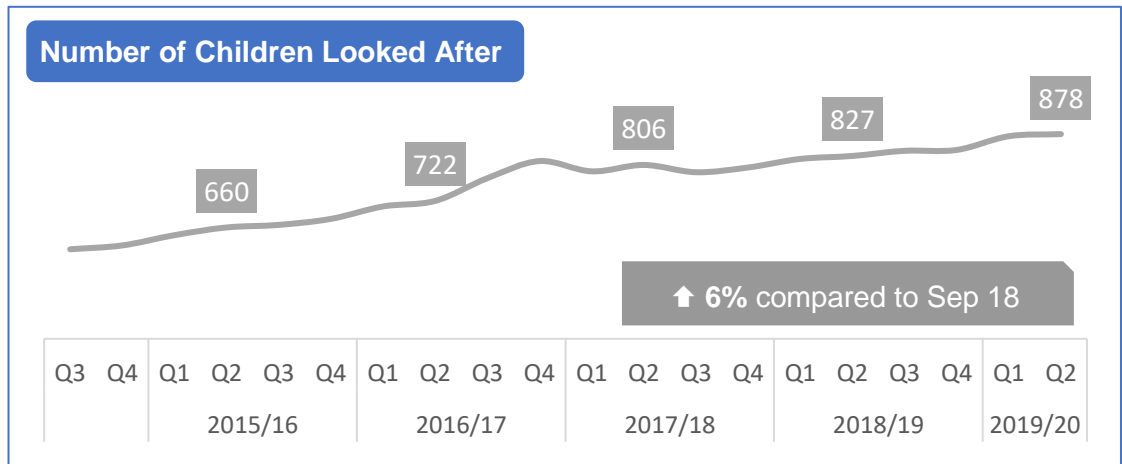
- 53 It should be noted that inspectors also identified many strengths and recognised that significant progress has been made since the Joint Targeted Area Inspection (JTAI) in July 2018 and the focused visit in January 2019, particularly in relation to reducing drift and delay for children, reducing social work caseloads and the restructure of the service. We recognise our momentum of change and improvement must continue as we focus on key areas of our service and work to improve consistency of practice to ensure the needs of *all* children are fully identified and effectively met.
- 54 Leaders have had a key focus on ensuring children are routinely seen and are seen alone throughout the year and this was noted by inspectors. They stated that our social workers listen to and take note of what children say and that home visits are purposeful. The quality of the direct work undertaken with children by social workers and family support workers helps them to understand and make sense of children's lived experiences. Positive changes to our services have also taken place following feedback we have received from listening to children and young people.
- 55 First Contact, including the multi-agency safeguarding hub (MASH), our front door for social care contact was found to be well managed and providing an effective and timely response to contacts and referrals, ensuring that thresholds are applied consistently. Consent is carefully considered and information is shared effectively.
- 56 In relation to children at immediate risk of significant harm, prompt action to safeguard and protect these children was found. The multi-agency commitment to child protection was highlighted in the report.
- 57 They also recognised the council's strong commitment to children's services, demonstrated through significant investment to increase workforce capacity both at a managerial and social worker level, and noted that the implementation of Liquidlogic has enabled us to transform performance information, resulting in improved compliance in most areas.

CONNECTED COMMUNITIES – SAFER

(b) Are we being a good corporate parent to Children Looked After (CLA)?



The vast majority of children in care are placed within County Durham. Of those placed out of county, many remain in the North East. Only 7% of our children in care are placed over 20 miles from their home and outside of County Durham.



Where do our children in care live?	%
In-house foster care	49.7
Friends and family	16.0
Independent Fostering Agency	14.7
Placed with parents	6.7
In-house residential (incl. children's homes)	2.7
External residential (incl. children's homes and res school)	4.1
Placed for adoption	3.0
Independent living (incl. supported lodgings)	2.4
Secure (incl. YOI and prisons)	0.3

Are we being a good corporate parent to Children Looked After (CLA)?

- 58 The number of children in our care continues to rise, mirroring the regional picture. However, despite this increasing trend our rate of children in care (number per 10,000 aged 10-17) is lower than the North East average and is third lowest in the region.¹
- 59 Key findings from Ofsted's recent inspection are:
- Children in care and care leavers across the county are benefiting from a "good" service.
 - Inspectors stated: *“most children enter care when they need to do so and live in appropriate and permanent placements that meet their needs. The vast majority of children are developing well and have improving experiences, progress and outcomes. Children receive an equally good service when they are placed close to home and when they live further afield. Children contribute well and understand consistently their life stories. Children in care and care leavers get good support to keep themselves safe, and they benefit from clear and effective risk assessments and multi-agency interventions”*.
 - Inspectors praised the improved quality of practice, highlighted that children influence leaders at all levels and noted strong political and corporate parenting focus, oversight and challenge.
 - Adoption services were found to be “excellent” and the Full Circle service described as “invaluable”.
 - The Children in Care Council (CiCC), which routinely informs the work of our Corporate Parenting Panel, was said to be “really making a difference to the lives of Durham’s children in care and care leavers”.
- 60 The report does however also make recommendations for services to our children in care and care leavers, including improving the timeliness of assessments for children who return home from care and annual reviews of foster carers'. We also want to ensure the plans we produce with our care leavers as they move into adulthood are consistently good across the service.
- 61 Aycliffe Secure Centre, our secure children’s home which provides high quality, specialist secure accommodation for up to 38 vulnerable 10-18 year olds, has recently been inspected. It was rated as ‘outstanding’ in all four areas assessed, building on its ‘good’ rating at its previous two inspections.

¹ Provisional data

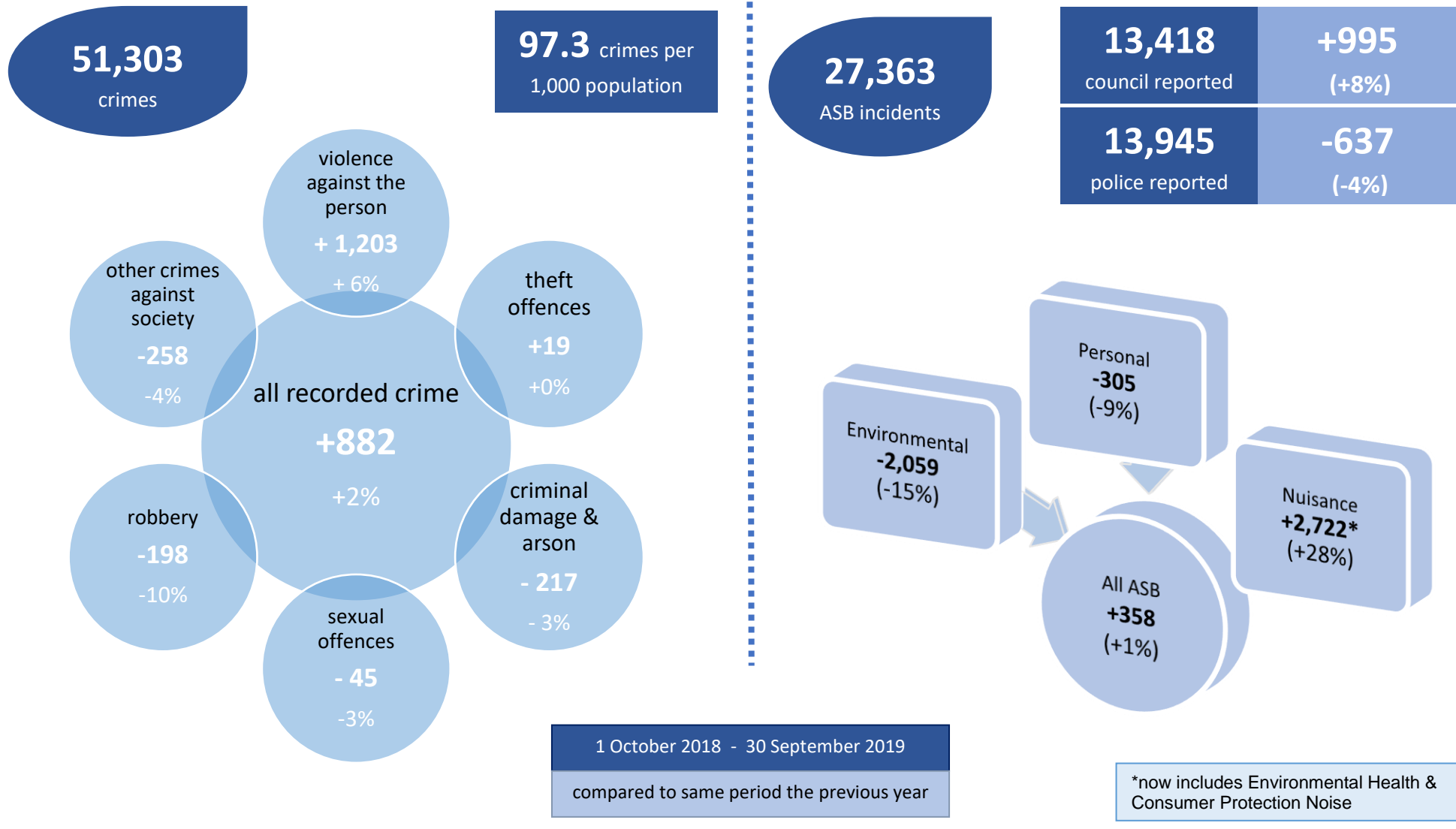
- 62 The centre was judged as 'outstanding' in terms of the overall experiences and progress of children and young people, based on how well they are helped and protected, their health, the effectiveness of leaders and managers, and outcomes in education and related learning activities.
- 63 [Ofsted's report](#) states: "The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care."

How effective are we at tackling crime and disorder, and Anti-Social Behaviour (ASB)?

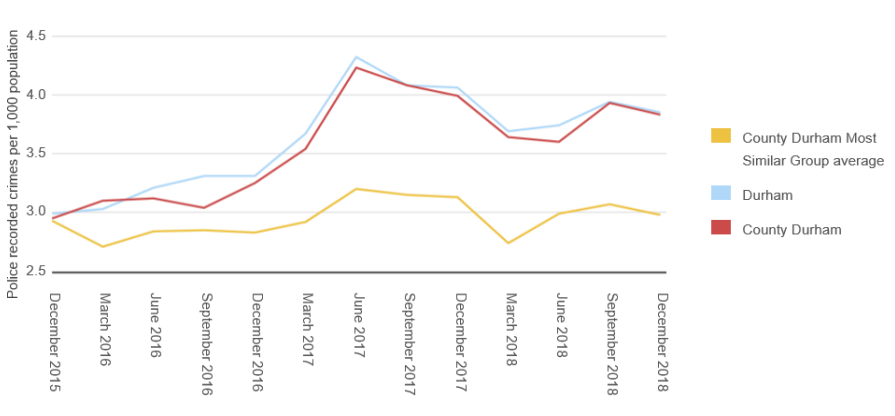
- 64 Following increases over recent years, the overall crime level remains relatively static. Generally, crime rates are below the most similar group and national average except for violence against the person, shoplifting, criminal damage and arson where Durham has relatively high levels. This can be at least partly explained by improved compliance with National Crime Recording Standards by Durham Constabulary, rated 'good' in their Crime Data Integrity Inspection which found 91.5% of crimes were recorded correctly.
- 65 Violence against the person, the most frequently recorded crime, mainly consists of violence without injury. Trends are showing a levelling out of violence against the person crimes, in line with the changes in recording practices referred to above.
- 66 Although overall theft, the second most frequently reported crime, has remained static, shoplifting continues to increase. Shoplifting has also seen a six percentage point reduction in the resolved rate. Increases have been seen in Newton Aycliffe, Stanley and Spennymoor.
- 67 The reduction in the resolved rate in shoplifting is reflected across the majority of crime categories. However, national comparison (July 18 to June 19) shows Durham Constabulary are ranked in the top three forces nationally for 14 of the 16 crime types. Resolved rates for Durham are higher than both the national and most similar force average for every crime type and in some cases two or three times higher, for example, burglary and other theft, respectively.

CONNECTED COMMUNITIES – SAFER

(c) How effective are we at tackling crime and disorder, and (d) anti-social behaviour?



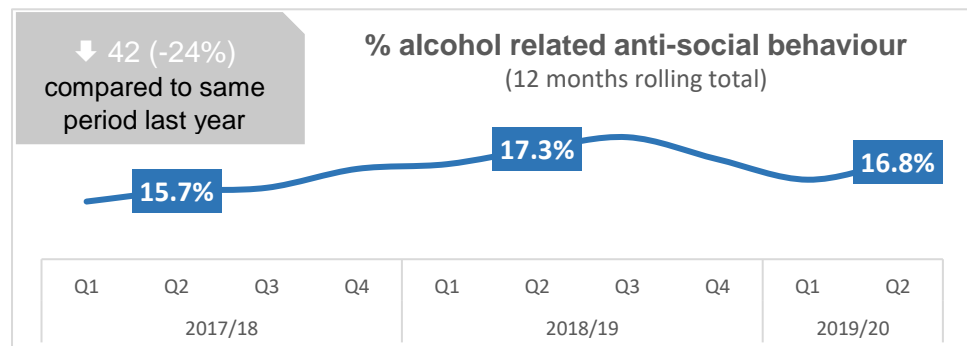
- 68 Over the past 12 months the repeat victim rate has remained between 31-33%. 1,230 repeat victims accounted for 5% of all recorded crime in the 12 months to the end of August 2019. Based on the ONS harm score, victims at highest risk are reviewed and interventions or management plans are put in place. The Police are due to commence ‘Do it right, do it better’ training which will include the importance of victim care and victim support including restorative approaches.
- 69 In April 2019 Durham Constabulary implemented the Park, Walk and Talk initiative, where in certain crime and anti-social behaviour hot spots police officers get out of their vehicles and talk to people. Intelligence based on Neighbourhood Inspector experience and research and analysis of the most common location over the last six months for crime related and anti-social behaviour incidents are being used to identify areas for this initiative.
- 70 Police benchmarking data (December 2018) show that criminal damage and arson in Durham is higher than the most similar group average.



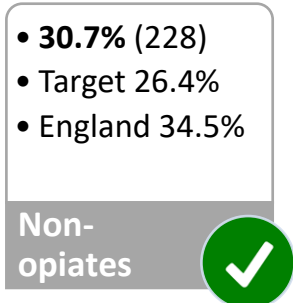
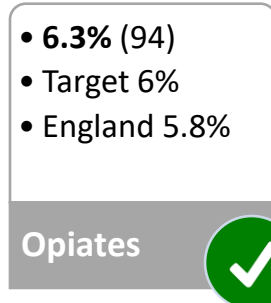
- 71 Following concerns raised by Durham City Safety Group in response to issues from businesses and shoppers, the council has appointed two dedicated neighbourhood wardens to patrol Durham City centre to tackle the behaviour of a small group of troublemakers. The two wardens are carrying out regular patrols as well as being on hand to deal with any incidents that occur. They will work closely with businesses, visitors and residents to offer reassurance and support. Their work includes looking at how troublemakers can be deterred from meeting in problem areas as well as closer monitoring of CCTV in the city centre.

CONNECTED COMMUNITIES – SAFER

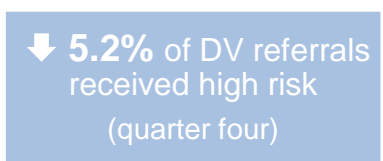
(e) How well do we reduce misuse of drugs and alcohol and (f) tackle abuse of vulnerable people?



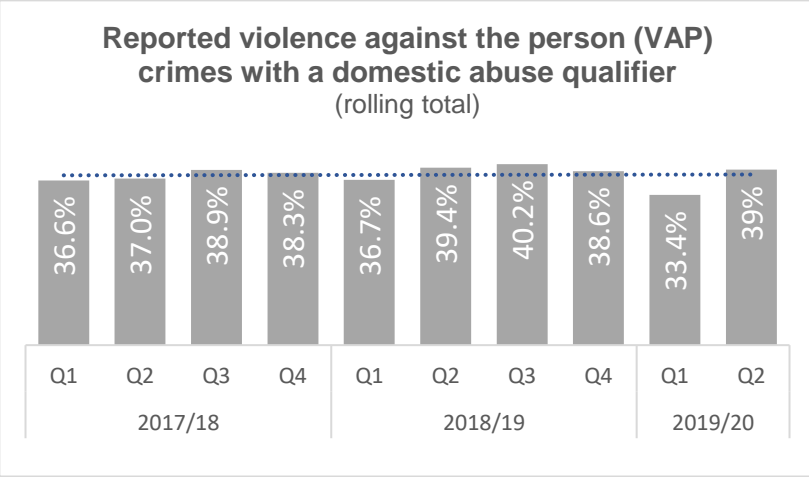
Successful completion of treatment...
(March 18 to February 19 with reps to Aug 19)



Domestic Violence
(Sep 19)



Operation Encompass in every County Durham school



72 It is difficult to identify whether there is a link between trends in shoplifting and rollout of Universal Credit without DWP data. Working with Durham Constabulary, we have examined localised crime data in relation to shoplifting, compared with the phased roll out of Universal Credit and concluded that two areas, Crook and Spennymoor, demonstrated significantly higher levels of shoplifting compared with previous years and continuing increasing trends as opposed to initial spikes².

How well do we reduce misuse of drugs and alcohol?

- 73 In the 12 months to the end of August 2019, the number and proportion of alcohol related crimes/incidents has increased in most categories. This is despite a fall in crime and incident levels in the majority of categories. The Crime Survey for England and Wales data for the 12 months to March 2019 shows that 9.5% of the public said there is a very/fairly big problem with 'people being drunk or rowdy in public places' in County Durham, which ranked Durham 11th lowest out of 42 forces (Metropolitan Police and City of London are combined). This is a slight increase on December 2018.
- 74 Durham Constabulary are delivering an ongoing programme of training to Neighbourhood Policing Team Inspectors and Sergeants regarding the Licensing Act, the section 182 guidance (statutory guidance from the Secretary of State to local authorities in relation to the discharging of their responsibilities under the Licensing Act) and the local Statement of Licensing Policy. There will also be a programme of four week attachments for key Neighbourhood Policing Team Sergeants to be Licensing Champions in their areas which is anticipated to be complete by March 2020.
- 75 Alcohol related Police reported anti-social behaviour continues to decrease with an 11% reduction in the first six months of 2019/20 compared to 2018/19. This reduction is reflected across all areas of County Durham to varying extents with the exception of Bishop Auckland and Durham City.
- 76 The number of drug related crimes / incidents has increased in most categories. Although the numbers are low, the number of drug related possession of weapons has doubled when compared with 2018 and now account for 12% of possession offences; and drug related violence against the person accounts for around 34% of all drug related crime in the 12 months to August 2019.

² [Welfare Reform and Poverty Issues](#), Oct 2019, OSMB

How well do we tackle abuse of vulnerable people, including domestic abuse, child sexual exploitation and radicalisation?

- 77 Following continued increases over the past three years, domestic abuse incidents reported to the police have fallen this quarter by 4% however levels remain higher than in 2017/18.
- 78 Repeat referral to the Multi-Agency Risk Assessment Conference (MARAC) continue to show a longer-term increasing trend with approximately one in five being repeat referral this quarter.
- 79 Durham Constabulary has refreshed the Child Sexual Abuse and Exploitation Profile, examining the nature and scale of Child Sexual Abuse and Exploitation in County Durham. The number of reported Sexual offences (including indecent images) with a victim under-18 has increased by 104% over the last 5 years. This is in part affected by the drive for better National Crime Recording Standards recording compliance, and victims of historic crimes who are increasingly coming forward to report offences. The amount of child victims of sexual offences as a proportion of all recorded sexual offences has remained fairly stable across 5 years. 76% of sexual offences against children since 2016 resulted in 'No Further Action'.
- 80 The Vulnerability Intervention Pathways (VIP) programme has secured additional funding to continue providing support to adults with no parental responsibility who require a multi-agency response because of presenting problems, support needs and repeat requirements for services. In the six months to August 2019 there have been 117 VIP referrals; with mental health, accommodation and alcohol being the most common issues.
- 81 There were 908 hate crimes recorded in the 12 months to the end of August 2019, although this is the same as to the end of August 2018 it is 30% higher than the same period in 2016. Analysis shows that race followed by religion remain the two most common factors, however, sexual orientation, gender and alternative lifestyles have seen year-on-year increases. East Durham has the largest amount of offences (314) accounting for 35% of all recorded hate crime; whilst the largest increases were seen in Bishop Auckland (32, +62%).
- 82 The Crown Prosecution Service has shared their proposed Hate Crime Checklist with Durham Constabulary. This has been agreed between the Crown Prosecution Service and the National Police Chiefs Council but has not yet been given operational approval, however it is anticipated that once adopted there will be a drive to increase the number of evidence led (victimless) prosecutions.

(g) How do we keep our environment safe including roads and waterways?

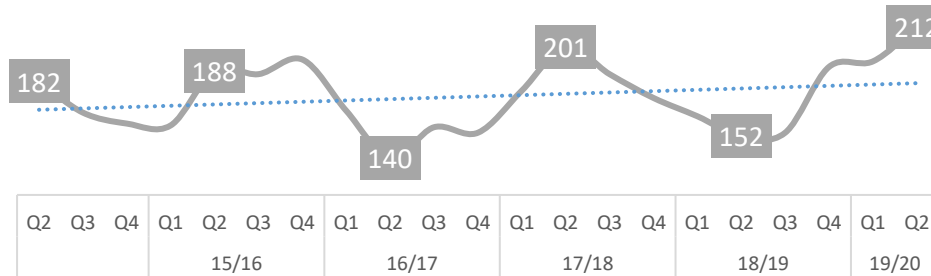
People killed or seriously injured in road traffic collisions*

229
17 fatalities
212 injuries

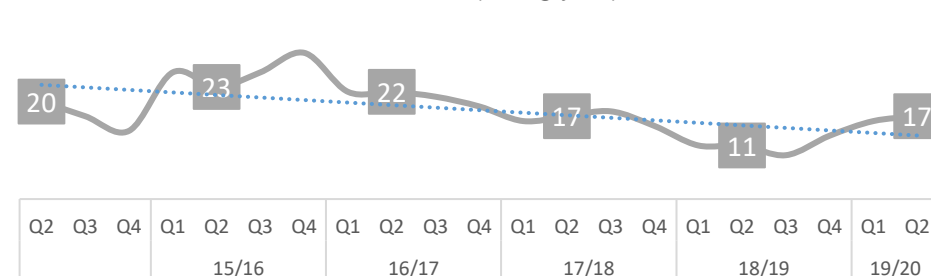
34
0 fatalities
34 injuries

Children killed or seriously injured in road traffic collisions*

Serious Injuries (rolling year)



Fatalities (rolling year)



*CRASH recording system allows casualty information to be updated throughout the year and as such numbers and severity of injury can change. 2018 data has been verified and can be used for comparative analysis, published by the Dft in June 2019

Road safety improvement



£1.4 million scheme to improve safety at A19 / A179 / B1280 junction is now complete. Traffic lights installed. Speed limit reduced to 40mph.



Junior Road Safety Officer (JRSO) scheme

Launched for a 5th year. This national programme aimed at primary schools encourages peer to peer education. Scheme helps schools recruit primary school pupils as JRSOs and teaches them valuable road safety messages, which they pass on to classmates.

How do we keep our environment safe, including roads and waterways?

- 83 Both water safety forums, responsible for managing water safety in the city centre and countywide, continue to meet.
- 84 During quarter two, the City Safety Group continued to focus on issues specific to the city centre, including preparation for student fresher week. Safety and security arrangements were amended to adequately control the expected higher footfall and potential for queuing students. All licensed premises, outside of the Walkergate complex but within the vicinity of the river corridor, were asked to be vigilant for students unfamiliar with their surroundings and detached from their social group. We also distributed our night lights poster which highlights lit routes which people are advised to take when walking home after dark ([link](#)).
- 85 From a countywide perspective, we evaluated our cold-water shock campaign and commenced planning for the 2020 campaign, which includes the intention to expand the social media and advertising methods previously deployed.
- 86 In 2018, County Durham saw the lowest number of fatal, serious and slight injuries on the roads since records began in 1979. However, up to the end of September 2019, County Durham has already seen 13 fatalities compared to 9 last year, and 172 serious injuries between January and September, compared to 154 in the whole of 2018. This trend is also reflected across the north east region.
- 87 In relation to keeping our environment safe we took enforcement action against a pig farmer for breach of Animal Welfare Regulations. As a result, the farmer was sentenced to a 12-month community order comprising 300 hours of unpaid work and 15 rehabilitation days. The farmer was also disqualified from keeping pigs, horses, poultry and sheep, and was ordered to pay costs of £2,501.65 and a £85 victim surcharge.
- 88 The work of our Pest Control team has been assessed as still meeting the highest industry standard and they have been given Confederation of European Pest Management Association certified status for the second year running.
- 89 The Speedwatch Van project has been launched in partnership with all six 3 Towns AAP elected members and Durham Constabulary in August 2019. The camera can register multiple vehicles at a time, making results more reliable compared to the traditional Speedwatch which relies on the accuracy of the volunteers' eye. Speeding incidents are sent straight through to a laptop

operated by volunteers in the front cabin of the van. Warning letters are automatically generated by the van's system and sent to the driver. This innovative scheme is the first one in the country.

Connected Communities - Sustainability

90 The ambition of Connected Communities – Sustainability is linked to the following 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?
- (d) Do residents have access to decent and affordable housing?
- (e) Is it easy to travel around the county?

How clean and tidy is my local environment?

- 91 We are aware of an increasing trend in detritus (as measured by the environmental cleanliness survey).
- 92 Reports of graffiti and drug paraphernalia (including needles) continue to increase. The graffiti incidents were mainly within Durham City, Chester-le-Street, Bishop Auckland and Stanley, more than half were offensive and one in ten was racist. Drug paraphernalia was mainly concentrated within Durham City Centre, Horden and Ferryhill.
- 93 The highest levels of fly-tipping incidents reported during quarter two were within Horden, South Moor and West Auckland areas. The most common locations to fly-tip are council land (46%), back alleys (24%) and highways (11%). Incidents in relation to back alleys cause difficulties as we are unable to use CCTV cameras in these areas due to privacy issues.
- 94 We have noticed that the number of untidy yards and gardens (which the public often perceives as fly-tipping) has increased. 72% of the Fixed Penalty Notices (FPNs) issued during quarter two (126 of 176) related to non-compliance of waste in yards and gardens.
- 95 During quarter two, our Community Action Team (CAT) tackled a range of housing and environmental issues at Crook. Actions were taken on all identified issues. The CAT team will move to Eldon, Bishop Auckland over the autumn.

CONNECTED COMMUNITIES – SUSTAINABILITY

(a) How clean and tidy is my local environment?

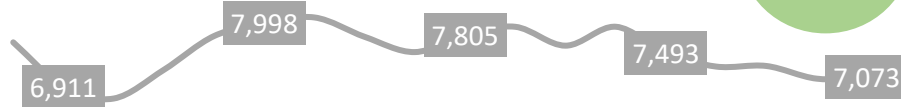


Northumbria in Bloom

- Tanfield: best overall entry & best small village
- Durham: best small city
- Bishop Auckland: best large town
- Sedgefield: best small town
- Belmont: best urban community

Reported and responded to fly-tipping incidents

↓ 420
(-6%)



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
2015/16				2016/17				2017/18				2018/19		2019/20	

82 graffiti incidents
↓ 29% compared to quarter two, 18/19

81 reports of needles & drug paraphernalia
↑ 113% compared to quarter two, 18/19

During quarter two:

11 cameras deployed

0 incidents caught on CCTV

9 stop and search operations

9 duty of care warning letters

4 producers issued*

403 further investigations

3 prosecutions

5 FPNs

* producers are issued to scrap and waste businesses to produce their documents to show they are licensed to collect and dispose of scrap and waste materials.

Untidy yards and gardens

3,028

3,977

4,144

Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
2017/18				2018/19				2019/20	

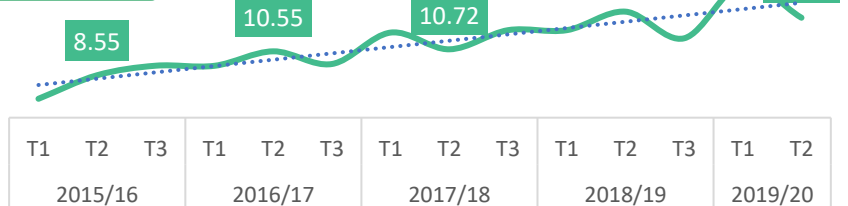
Environmental Cleanliness: % of relevant land and highways assessed as falling below an acceptable standard

Litter **6.90%** ↑ +0.29pp

Detritus **13.36%** ↓ -0.51pp

Dog fouling **0.90%** ↓ -0.10pp

Detritus



T1	T2	T3	T1	T2	T3	T1	T2	T3	T1	T2		
2015/16			2016/17			2017/18			2018/19		2019/20	

Are we reducing carbon emissions and adapting to climate change?

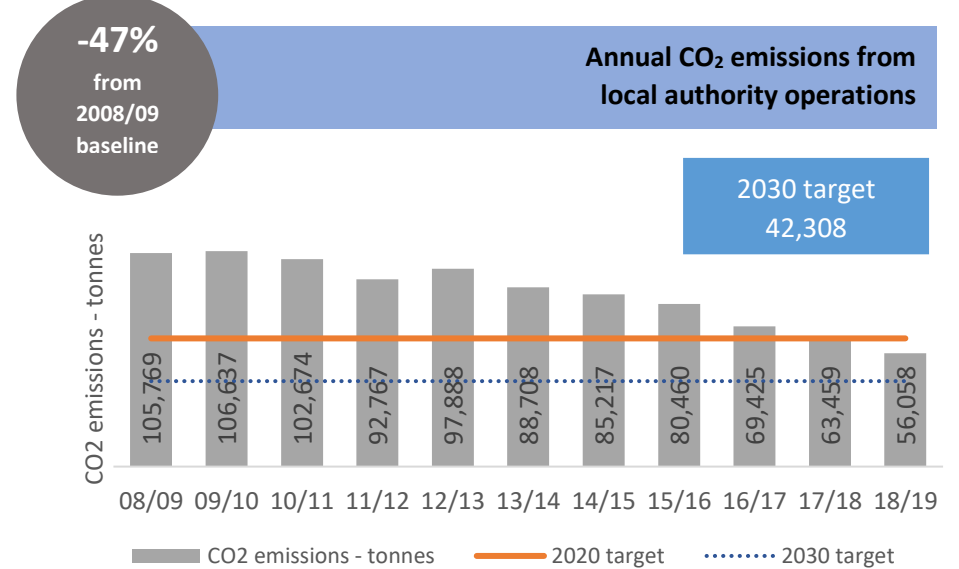
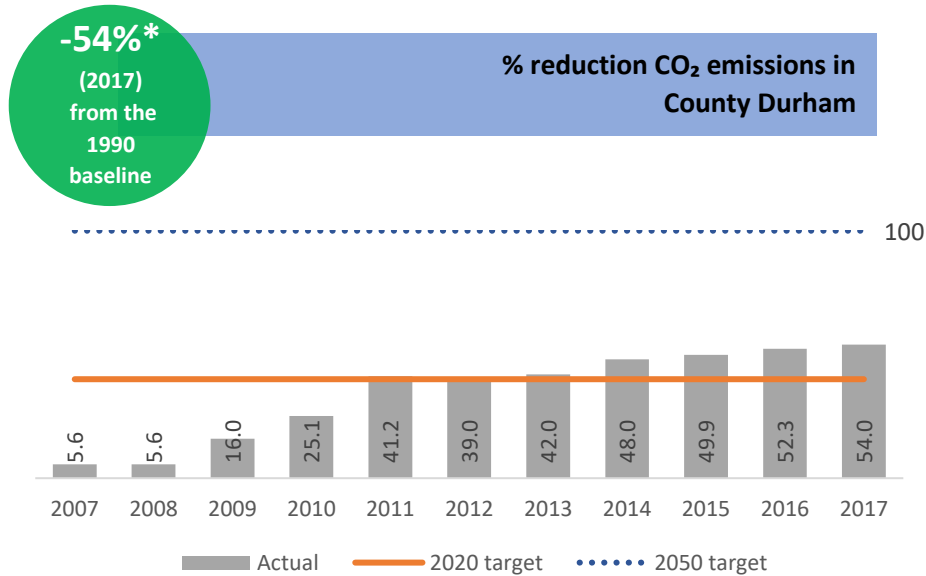
- 96 Following our declaration of a Climate Emergency ([Climate Emergency Update Report](#)) we are now seeking views on a range of projects, measures and opportunities which will contribute to achieving a 60% reduction in emissions by 2030. Feedback will help develop the Climate Emergency Action Plan, expected to be available in early 2020.
- 97 We have secured £160,000 of funding to help small and medium sized businesses (SMEs) change their energy behaviour, reduce operational costs and cut carbon emissions. This builds on the success of the Business Energy Efficiency Project (BEEP) which has helped 200 local businesses to improve their energy performance and save money.
- 98 The £6.2 million project in Chester-le-Street has already seen improvements to the north end of Front Street and the existing 'red carpet' area of the Market Place. Phase two will involve opening up a 90 metre stretch of the culvert running underneath the town's Market Place. New footpaths and seating will be installed, and the area will be landscaped to provide a haven for wildlife and storage for flood water during severe storms.

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

- 99 The second phase of government consultation in relation to its [Resources and Waste Strategy](#) is now expected to be March 2020.
- 100 We are continuing to take action to reduce contamination. In addition to campaigns, door-knocks and sessions with community groups, recycling assistants continue to accompany bin crews on their rounds. Consequently, more contaminated bins continue to be identified with almost 16,000 contamination notices being issued during the 12 months ending 30 September.
- 101 The annual Green Move Out campaign was carried out in July. The initiative, which encourages students moving between properties or away from Durham to donate their unwanted belongings to local charities, collected more than 4.2 tonnes of waste.
- 102 During quarter two, we successfully prosecuted an unlicensed scrap-man in the Haswell area who was fined £440 and ordered to pay £304 in costs and a victim surcharge.

CONNECTED COMMUNITIES - SUSTAINABILITY

(b) Are we reducing carbon emissions and adapting to climate change?



Climate Change Emergency

- Climate Emergency Update Report agreed
- Public consultation on recommendations will run from 19 September - 31 October 2019.



Single Use Plastics (SUP)

- We received the 'Best Waste Prevention Project' award at the national Local Authority Recycling Advisory Committee annual awards.



Chester-le-Street Deculvert

- Phase 1 now complete
- Improvements made to the north end of Front Street
- Existing 'red carpet' area of the market place refurbished.



Tanfield Solar Farm

- Will be utilised to power Comeleon House
- Expected to be operational from November
- Expected to generate **214,000 kWh** of electricity a year, saving **£25,000 per year** in electricity bills

*Latest available figures from Department for Environment, Food & Rural Affairs (DEFRA)

CONNECTED COMMUNITIES - SUSTAINABILITY

(c) How effective and sustainable is our collection and disposal of waste?

95.5% of municipal waste diverted from landfill (Apr 18-Mar 19)

-1.3pp
(same period last year)

+7.7pp
(National 17/18)

No change
(same period last year)

-1.8pp
(National 17/18)

41.4% of household waste re-used, recycled or composted (Apr 18-Mar 19)

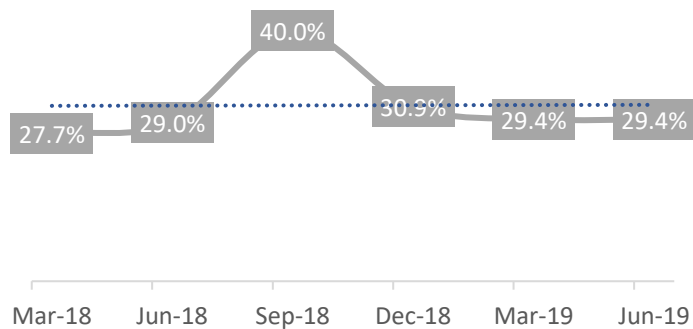
Green Move Out 2019

- Partnership project enabling students leaving Durham City to donate unwanted items to a local charity.
- 1,769 properties in 72 streets visited
- Scheme discussed with 672 students
- 519 bags weighing 4.2 tonnes collected from student houses

Unlicensed scrapman

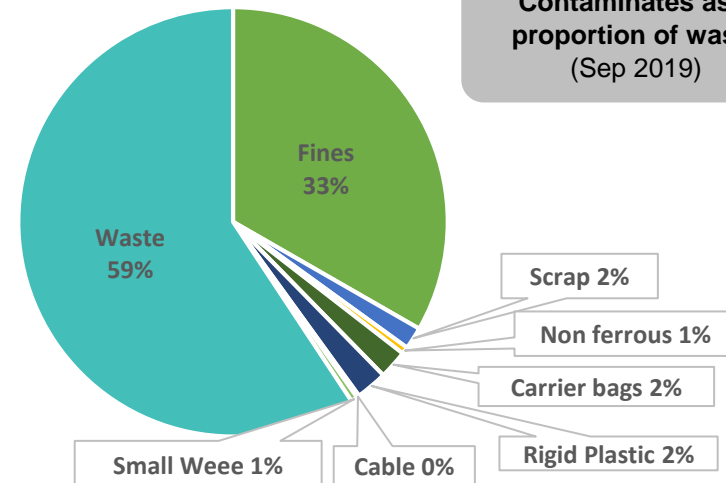
- An unlicensed scrapman successfully prosecuted
- Fined **£440**
- Ordered to pay **£260** in costs and a victim surcharge of **£44**

Proportion of waste collected for recycling identified as contaminated (12 months ending)



Increase in enforcement action has led to a **↑ 21%** in number of households at stage one of our contamination process

Contaminates as a proportion of waste (Sep 2019)



- 103 We have been awarded the 'Best Waste Prevention Project' at the Local Authority Recycling Advisory Committee annual awards for our work to reduce the use of single use plastics.

Do residents have access to decent and affordable housing?

- 104 Our Housing and Homelessness Strategies have now been approved ([link](#)).
- 105 During National Empty Homes Week (23 to 29 September) we raised awareness of the issue and promoted the work being undertaken to bring vacant properties back into use through a series of events and walkabouts.
- 106 Our consultation to change the council's policy and increase the premium on long term empty homes from April 2020 has now closed ([link](#)).
- 107 Following the opening of the Assessment Centre (based at the Fells, Plawsworth) and a Stay Safe Hub it was anticipated that the number of households and length of stay within temporary accommodation would see a positive change through service users being supported to go straight into 'move on' accommodation. However, with further increases being seen this quarter, this is to be investigated.

Is it easy to travel around the county?

- 108 We are now responsible for enforcing bus lane contraventions and will deploy a portable enforcement camera to sites across the county, starting with North Road in Durham City. Money raised through fines (£60 penalty charge reduced to £30 if paid within 14 days) will be invested back into managing our road network.
- 109 We have started work to reduce traffic congestion in Gilesgate. A new link road and a signalised junction will be created between Damson Way and A181 Sherburn Road.
- 110 Whorlton Suspension Bridge is closed to traffic (but not pedestrians or cyclists) due to a safety issue. However, it is not possible to determine the length of closure as the bridge is a scheduled monument so the repairs cannot be undertaken without permission from Historic England.
- 111 A new £2.5 million replacement to Witton Park Bridge in Bishop Auckland has been approved. We expect to demolish the existing bridge next spring and begin work on the new crossing soon after, subject to Environment Agency approval. The project is expected to take six months.

CONNECTED COMMUNITIES - SUSTAINABILITY

(d) Do residents have access to decent and affordable housing and (e) is it easy to travel around the county?

Housing advice and support

(Apr–Sep 19, compared to same period last year)

1,014	properties improved, adapted or brought back into use	↑ 11%
6,340	households accessed Housing Solutions	↑ 1.4%
596	households helped to stay in their homes	↑ 11%
552	households helped to move to alternative accommodation	↑ 40%

Number of households supported under Homelessness Reduction Act (HRA) during quarter two:

257
prevention

Average of **19** days spent in temporary accommodation (Jul-Sep 19)

↑ 6.1 days from same period last year

142
relief (within 56 days)



8
main duty (to secure accommodation)

73 'new' households placed into temporary accommodation (Jul-Sep 19)

↑ 52% compared to same period last year

791

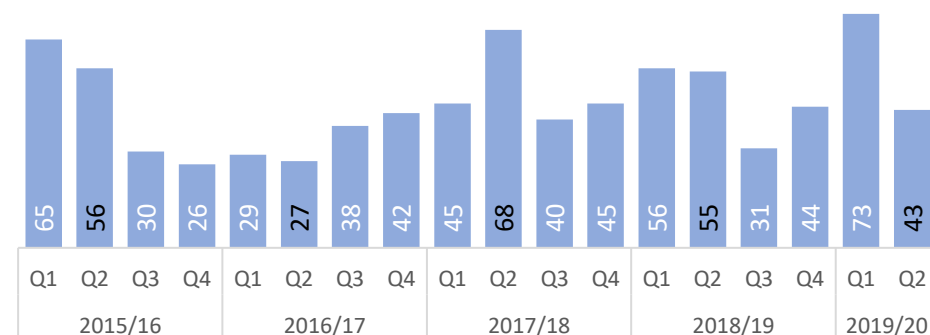
↑ 20% compared to same period last year

Net homes completed (Apr-Sep 19)

Additional housing information available via the [Durham Insight – Housing factsheet](#)

Empty properties brought back into use through LA intervention

2019/20 target - 200



Bridge Stock Condition - Principal roads

Good to fair

80.7%
(+0.7pp)

Good to fair

79.9%
(-1.1pp)

Bridge Stock Condition - Non-principal roads

Cycling and Walking Delivery Plan 2019-21

Development of Implementation of Right of Way Improvement Plan (2019-2021) is underway.

Public consultation to be completed by the end of the year.

On target to be completed March 2020

Better Council

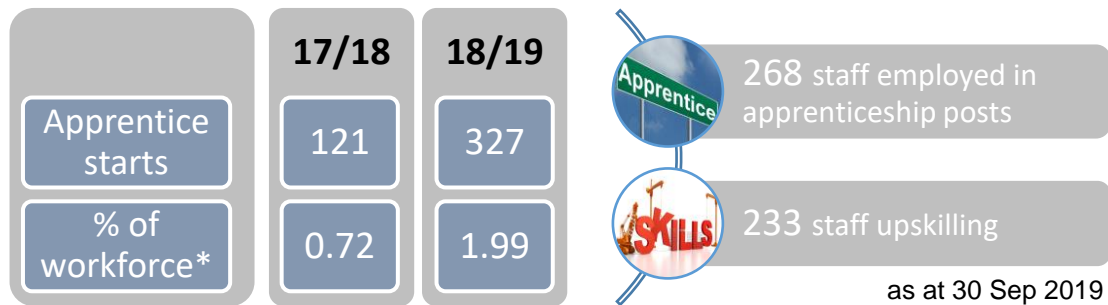
- 112 The ambition of Better Council is structured around the following key questions:
- (a) How well do we look after our people?
 - (b) Are our resources being managed for the best possible outcomes for residents and customers?
 - (c) How good are our services to customers and the public?

How well do we look after our people?

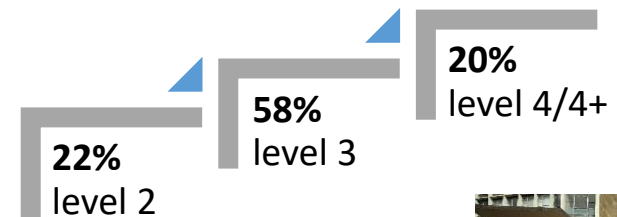
- 113 During quarter two, we opened nominations for our 2019 inspiring people awards which recognise the good work of our staff. Finalists will be announced in November and we will hold the awards ceremony in December.
- 114 We also approved a new 'Valuing our Employees Strategy' which sets out how we will strengthen our approach to employee engagement, employee recognition, employee benefits and employee ideas/innovation.
- 115 Improving attendance and consistently managing absence continues to be a high priority. The council adopt a best practice approach to managing attendance at work with a clear policy and targets in place to effectively manage attendance and support employees to be able to return to work at the earliest opportunity. The data and causes of sickness absence are regularly scrutinised in order that a strategic and comprehensive approach can be taken. In addition to this, proactive initiatives are being implemented to take a preventative approach to prevent absence occurring where possible and this work is linked to our Health and Wellbeing Strategy.
- 116 We continue to work extensively with senior managers of services identified as having high absence rates; facilitating case review groups where appropriate, delivering practical workshop sessions and identifying hotspot areas and associated proactive interventions. In addition, we are encouraging managers to discuss alternatives to sick leave, such as working from home or undertaking different duties, and at the Return to Work stage, consider options to support attendance moving forward. All managers now have access to real-time sickness data.

BETTER COUNCIL

(a) How well do we look after our people?



*Government target is at least 2.3% of our staff (averaged between 1 April 2017 and 31 March 2021) enrol in an apprenticeship, whether as a new recruit or part of career development for existing employees



We received over **1,000** applications for **70+** apprenticeship opportunities (level 2-6)



12 month rolling trend: days lost to sickness



*new policy introduced in Sep 2018

Health & Safety incidents: 1,614 (Oct 18-Sep 19)

3 most frequent:

- **423** behavioural (26%)
- **215** physical violence and aggression (13%)
- **181** slips, trips and falls (11%)

8,602 days lost to work related incidents

60% of posts had no absence. 79% had 5 days or fewer.

87% of managers have completed the e-learning Attendance Management training module

2% of Return to Work interviews are outstanding

10.17 days equates to 4% of work hours

12.2% was work related

72% was long term (>20 work days)

36% due to mental health

27% due to 'musculo-skeletal'

% Staff Turnover (excl. school staff)

Oct 17-Sep 18

6.6

Oct 18-Sep 19

10.1

17/18 England Average

13.8*

* include school support staff, but exclude teachers

- 117 87% of managers have completed the E-learning Attendance Management training module (up four percentage points since last reported to Corporate Overview and Scrutiny Management Board in October 2019). Our new Performance and Development Review (PDR) process reminds employees and managers to check that mandatory training has been completed, and a mandatory training profile is in place for corporate mandatory training requirements so this can be monitored and any gaps identified and addressed.
- 118 Although we would like to benchmark our absence rates against other organisations, both public and private, to learn from their actions, this practice should be used with caution.
- 119 Comparative data shows sickness absence rates to be higher in the public sector than the private sector and that rates across the public sector shows significant variation. There are many factors driving this variation, including the make-up of the workforce, public sector employs many women in low paid jobs and women in low paid jobs tend to have poorer health. Whether frontline services have been outsourced, some occupations have a greater 'sickness risk', e.g. musculo-skeletal injuries due to manual work, cross-infection from clients, physical abuse, stress and depression, e.g. social work. Differences in human resources policies, procedures and practices, public sector organisations are more like to use flexible working and special leave for family circumstances; whether the employee receives sick pay, many private sector organisations restrict sick pay in some way, e.g. not getting paid for the first three days, and whether the employee works shifts, this gives more opportunity to cover sickness by moving people across rotas.
- 120 We continue to work toward gold status of the Better Health at Work Award, and having surveyed our staff to understand the factors affecting their health and wellbeing, we are now developing initiatives that focus on personal resilience, mental health, physical activity, women's and men's health, good health and common ill-health causes.
- 121 These initiatives include recruiting more walk and run leaders to build on our existing physical activity programme, developing routes for walking meetings at our strategic sites, rolling out healthy eating and 'eat wise drop a size' classes to more locations, encouraging Time to Change Champions to tell their story and empower others to talk about mental health, incorporating the employee assistance programme into inductions, hosting drug and alcohol toolbox talks in our depots and setting up a support group for women going through the menopause.

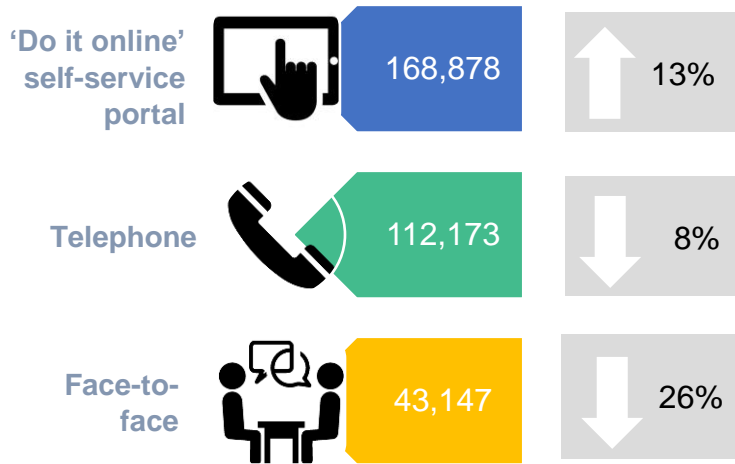
- 122 During quarter two, 89 employees attended our themed 30 minute 'lunch and learn' workshops which provided insight, advice and support in relation to cancer awareness, quitting smoking and the menopause. Attendees included employees who are coping with the conditions and managers who want to assist affected staff.
- 123 In recent months we have revised both our compassionate leave and bereavement leave policies. Managers can now authorise up to five working days paid leave following an emergency or death of a close relative. It is too early to determine the impact of these changes on the sickness rate. However, in future reports we will be including working days lost due to a) bereavement leave, and b) compassionate leave, in addition to reporting days lost due to sickness.
- 124 We are increasing opportunities for both new and existing staff in line with our [Apprenticeship Strategy 2019-2022](#) and during quarter two, 80 people joined an apprenticeship programmes linked to their career pathway.
- 125 Promoting our Employee Assistance Programme (EAP) has led to more staff accessing counselling and advisory services for finance, bereavement, legal, health and relationship issues. This has led to an increase in structured counselling sessions following initial referral.
- 126 Our 2019 flu vaccination programme, to protect our most vulnerable residents, is underway. To help increase take-up amongst eligible staff, we are encouraging greater management buy-in, 'myth-busting' through improved communication (especially perceived side effects) and approaching eligible staff on an individual basis with the option to 'opt-out' and give a reason why, e.g. eligible on the NHS.

Are our resources being managed for the best possible outcomes for residents and customers?

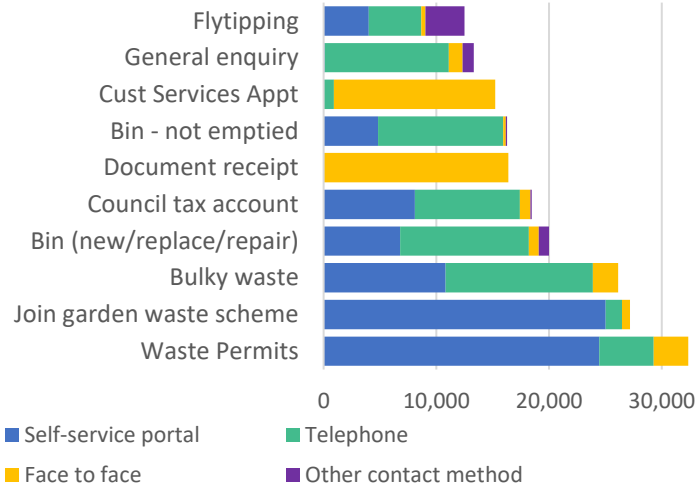
- 127 The collection rate for council tax (56%) is below target. People on universal credit are subject to regular changes in their income and this continues to result in multiple revised bills being issued. Initial investigations show that this is having a substantial impact upon collection rates nationally including County Durham.

(b) Are our resources being managed for the best possible outcomes for residents and customers?

Top 3 Customer Services request methods



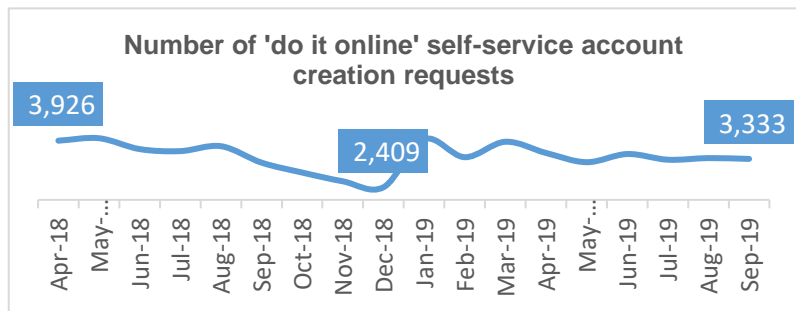
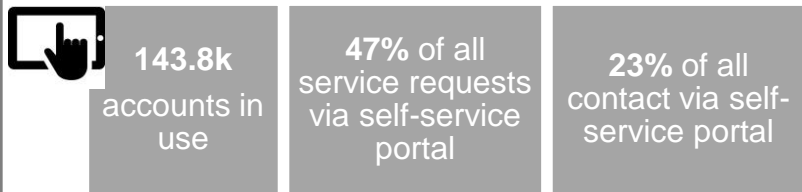
Top 10 Customer Services Requests by channel



Non-Service Request Contact

Our Customer Services Team also responded to more than **550,000** non-service requests from our customers. This included:

- providing general policy advice
- transferring calls to the appropriate department / organisation
- booking appointments
- providing updates about service requests



Customer Services (ACD lines)

- 567,997 calls
- 98% answered
- 95% answered within 3 minutes

Other (ACD lines)

- 470,997 calls
- 93% answered
- 91% answered within 3 minutes

Top 5 requests



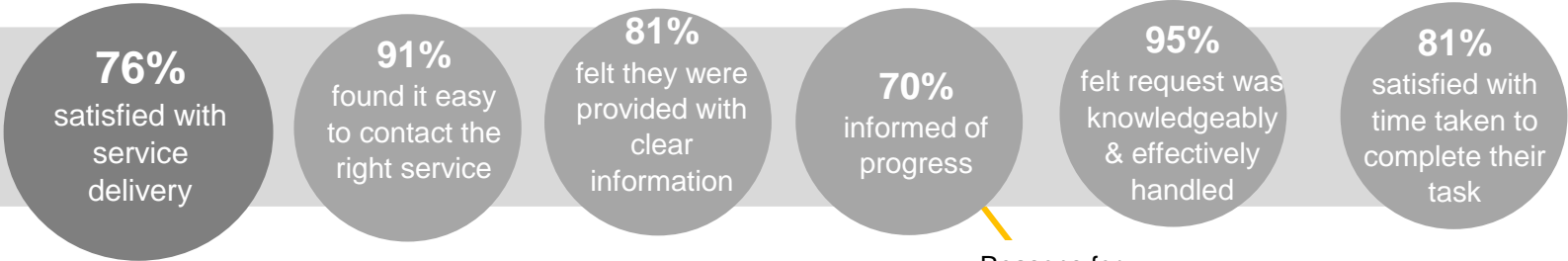
Unless stated data is Oct 18-Sep 19, compared to previous year

- 128 The collection rate for business rates (59%) is below target. There are still no significant appeals being made under the Valuation Office's 'check, challenge, appeal' system. As a result, there have been few alterations to the rating list and reduced charges for ratepayers. There have been no further legislative changes to the small business rate relief values/thresholds this year.
- 129 During quarter two, we launched our new [Digital Strategy](#) which sets out our digital ambitions to improve access to our services, expand digital connectivity and provide new, efficient ways of working. Planned action includes using assistive technologies in adult social care, extending mobile working for frontline services, supporting online access and safety among communities, and seeking funding opportunities to ensure technologies, such as superfast broadband and 5G networks, can be rolled out.
- 130 Through our transformation programme, we are continuing to use digital tools, techniques and processes to make our internal procedures more efficient and effective.
- 131 Our Eckoh system (voice recognition for call transfer) is now live. The new system will not only increase customer satisfaction by quickly directing callers to the most appropriate place for their needs, it will also divert low-value calls away from our staff which will allow us to better respond to peaks in demand and free-up staff time for more complex cases. We will be assessing the impact of the new system in the coming months.
- 132 We are also providing support to those who wish to use our online services. Staff at our Customer Access Points (CAPs) are available to guide customers through the online processes, and we are providing individual training to members on how to use the members' portal.
- 133 As part of our integrated customer services initiative, we are extending our use of Automatic Call Distribution (ACD) technologies. During quarter two, we transferred the welfare rights advice line (extending the hours during which the service can be accessed and enhancing the service offer to some of our most vulnerable customers) and first point of contact telephony for housing solutions.
- 134 £140,000 of government funding has been received to help reduce holiday hunger over the 2019/20 academic year. The money will be used by our 14 Area Action Partnerships (AAPs) to introduce schemes that provide opportunities for youngsters to socialise, be active and learn new skills, whilst receiving healthy meals and snacks. A further £10,000 will be made available for countywide multi-agency projects.

BETTER COUNCIL

(c) How good are our services to customers and the public?

Customer Satisfaction:
from the CRM closure process
(based on **5,426** responses, across
78 different service requests)

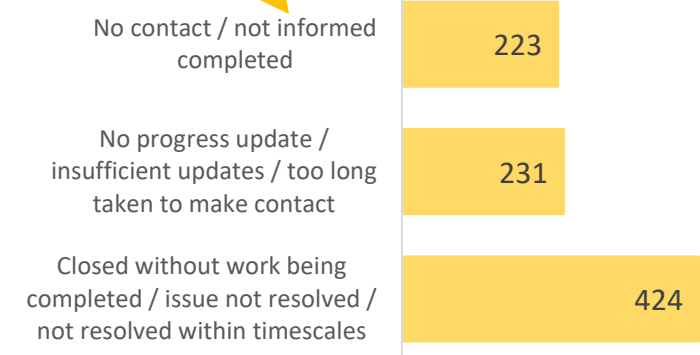


Customer Feedback:

from the CRM including compliments, suggestions and complaints

1,108 compliments (+34)	519 suggestions (+10)	186 comments about policies and procedures (-182)	8.5 average working days to respond	48% of complaints related to three issues:
173 objections to our decisions (-89)	143 dissatisfied with fees and charges (+83)	2,742 corporate complaints (-528) 98% investigated & 65% upheld*	Missed collections	<ul style="list-style-type: none"> • 722 • 77% upheld • 26% of all complaints
196 statutory complaints (-20)	179 independent investigation requests	83 decisions from the Ombudsman 17 complaints upheld (20%)	Correspondence issues	<ul style="list-style-type: none"> • 439 • 92% upheld • 16% of all complaints
			Staff practices	<ul style="list-style-type: none"> • 155 • 79% upheld • 6% of all complaints

Reasons for dissatisfaction



Customer experience of completing online request

(based on **46,204** customers)



Unless stated data is Oct 18-Sep 19, compared to previous year

How good are our services to customers and the public?

135 The decrease in both recorded complaints and the percentage justified is mainly due to a reduction in complaints about missed collections.

This reduction followed a change to the complaints process which re-categorised disputed missed collection service requests as complaints. This change increased visibility of this complaint type which allowed us to identify hotspots and key trends and drive discussions with the refuse and recycling teams. By addressing and better managing the disputed missed collections (which mainly related to contamination) we have successfully reduced contact of this type.

136 In addition, where we are able, if our crews are unable to collect a bin due to, for example, access issues, we will send text messages to the affected households informing them of the situation and what we will do to resolve it.

137 Customers can now provide feedback in relation to 78 different service requests, five more than during quarter one. However, we are aware of significant variation in both feedback and satisfaction levels across those service requests. It appears the more emotive requests encourage greater participation, and to increase feedback across all request types and drive further improvements, we are working to develop a more in-depth understanding as to why customers engage with us and what stops them providing feedback.

138 Performance relating to Freedom of Information (FOI) and Environmental Information Regulations (EIR) has dipped slightly as we embed the new system and work through the best approach to responding. We expect to see a marked improvement during quarter three as the council becomes familiar with the system and the process.

139 More customers are extending council tax and business rate payments over 11 or 12 months. Over 29,000 council tax customers and 1,900 business customers took up this option in quarter two, equating to more than 12% and 13% of customers respectively.

140 Due to our Digital Durham infrastructure programme, overall coverage of superfast broadband remains at 96%³ of residential and commercial properties in County Durham, which is in line with the rest of the UK. Residential take up for contract has now reached 61% for phase one and 51% for phase two - well above the government's programme targets of 20% and 30% respectively. We

³ [ThinkBroadband](#) – County Durham Superfast and Fibre Coverage

do not currently have figures that include commercial uptake, but will provide an update (including line speeds, availability start dates etc.) once available.

- 141 Over the last 12 months, 14 vulnerable refugee families arrived in the county. They are receiving ongoing integration, resettlement and employability support, including education support within schools and English language training.

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 2019/20 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

MORE AND BETTER JOBS

Do residents have good job prospects?

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	
1	% of working age population in employment	74.1	Jul 18-Jun 19	73%	70.6	75.7	71.4			Yes
				GREEN	GREEN	AMBER	GREEN			
2	Per capita household disposable income (£)	15,445	2017	Tracker	15,166	19,988	15,809			No
				N/a	GREEN	RED	RED			
3	Number of gross jobs created or safeguarded as a result of Business Durham activity	4,075	Oct 18-Sep 19	Tracker	1,707					Yes
				N/a	GREEN					
4	% of 16 to 17 year olds in an apprenticeship	7.8	as at Jun 2019	Tracker	9.8	5.8	7.6	7.7		No
				N/a	RED	GREEN	GREEN	GREEN		

MORE AND BETTER JOBS

Is County Durham a good place to do business?

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	
5	Gross Value Added (GVA) per capita in County Durham (£)	16,718	2017	Tracker	16,513	27,430	20,121			No
				N/a	GREEN	RED	RED			
6	Number of registered businesses in County Durham	17,150	2018	Tracker	17,120					No
				N/a	GREEN					
7	Value (£M) of new contracts secured	0	Jul-Sep 2019	Tracker	New indicator					Yes
				N/a	N/a					

MORE AND BETTER JOBS

Is County Durham a good place to do business?

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	
8	Value (£M) of GVA growth from jobs created	12.4	Jul-Sep 2019	6 GREEN	7.7 GREEN					Yes
9	Number of Inward Investments secured	2	Jul-Sep 2019	Tracker N/a	1 GREEN					Yes
10	% of Business Durham business floor space that is occupied	86.0	Jul-Sep 2019	Tracker N/a	82.0 GREEN					Yes

MORE AND BETTER JOBS

How well do tourism and cultural events contribute to our local economy?

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	
11	Number of visitors to County Durham (million)	19.71	2018	Tracker N/a	19.71 GREEN					Yes
12	Number of jobs supported by the visitor economy	11,998	2018	Tracker N/a	11,682 GREEN					Yes
13	Amount (£ million) generated by the visitor economy	913.84	2017	Tracker N/a	866.71 GREEN					Yes

MORE AND BETTER JOBS

Do our young people have access to good quality education and training?

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	
14	Average Attainment 8 score	44.6	2018/19 (academic year)	Tracker	44.4	46.5	47			Yes
				N/a	GREEN	RED	RED			
15	Average point score per A level entry of state-funded school students	35.4*	2018/19 (academic year)	Tracker	33	32.4	32.5		2017/18 (academic year)	Yes
				N/a	GREEN	GREEN	GREEN			
16	% of pupils achieving the expected standard in Reading, Writing and Maths (KS2)	65*	2018/19 (academic year)	Tracker	67	65	68		2017/18 (academic year)	Yes
				N/a	RED	GREEN	RED			
17	% of 16 to 17 year olds who are not in education, employment or training (NEET)	6.0	Jul-Sep 2019	Tracker	5.4	2.7	4.4			Yes
				N/a	RED	RED	RED			
18	Gap between average Attainment 8 score of Durham disadvantaged pupils and non-disadvantaged pupils nationally (KS4)	-14.4*	2018/19 (academic year)	Tracker	-14.5	-13.5	-15.4		2017/18 (academic year)	No
				N/a	GREEN	RED	GREEN			
19	% of children in the Early Years Foundation Stage achieving a Good Level of Development	71.8	2018/19 (academic year)	64	72.8	71.8	71.8			Yes
				GREEN	AMBER	GREEN	GREEN			
20	Gap between % of Durham disadvantaged pupils and % of non-disadvantaged pupils nationally who achieve expected standard in reading, writing and maths (KS2)	-19.3*	2018/19 (academic year)	Tracker	-15.1	-20	-16			Yes
				N/a	RED	GREEN	RED			
21	Ofsted % of Primary schools judged good or better	89	as at 30 Sep 19	Tracker	92	88	90		as at 31 Aug 19	Yes
				N/a	RED	GREEN	AMBER			
22	Ofsted % of secondary schools judged good or better	64	as at 30 Sep 19	Tracker	61	76	58		as at 31 Aug 19	Yes
				N/a	GREEN	RED	GREEN			

*provisional data

MORE AND BETTER JOBS

Do our young people have access to good quality education and training?

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	
23	Exclusion from school of all Durham children - percentage of children with at least one fixed exclusion	2.1*	2018/19 (academic year)	Tracker	2.1	2.33	2.81		2016/17 (academic year)	Yes
				N/a	GREEN	GREEN	GREEN			

LONG AND INDEPENDENT LIVES

Are children, young people and families in receipt of universal services appropriately supported?

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	
24	% of all school pupils eligible for and claiming Free School Meals (FSM)	20.8	Jan 2019	Tracker	19.4	15.4	21			No
				N/a	RED	RED	GREEN			
25	Under-18 conception rate per 1,000 girls aged 15 to 17	25.0*	Jul 17- Jun 18	Tracker	22.3	16.9*	24.2*			Yes
				N/a	RED	RED	RED			
26	% of five year old children free from dental decay	74.2	2016/17	Tracker	64.9	76.7	76.1			No
				N/a	GREEN	RED	RED			
27	Alcohol specific hospital admissions for under 18s (rate per 100,000)	53.1	2015/16- 2017/18	Tracker	56.2	32.9	62.7			No
				N/a	GREEN	RED	GREEN			
28	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000)	350.1	2017/18	Tracker	400.8	421.2	458.0			No
				N/a	GREEN	GREEN	GREEN			
29	% of children aged 4 to 5 years classified as overweight or obese	23.9	2018/19	Tracker	25.0	22.6	24.3			Yes
				N/a	GREEN	RED	GREEN			

LONG AND INDEPENDENT LIVES

Are children, young people and families in receipt of universal services appropriately supported?

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	
30	% of children aged 10 to 11 years classified as overweight or obese	37.6	2018/19	Tracker	37.1	34.3	37.5			Yes
				N/a	AMBER	RED	AMBER			
31	% of Education Health and Care Plans completed in the statutory 20 week time period (excl. exceptions)	66.6*	Jan-Sep 2019	90	92.4	60.1	81.7		2018	Yes
				RED	RED	GREEN	RED			

LONG AND INDEPENDENT LIVES

Are children, young people and families in receipt of early help services appropriately supported?

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	
32	% of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) [number]	78 [3,386]	Sep14-Aug19	TBC	N/a	49.9	52.5	46.5	Mar 19	Yes
				N/a	N/a	GREEN	GREEN	GREEN		
33	% of children aged 0-2 years in the top 30% IMD registered with a Family Centre and having sustained contact	90	Apr-Sep 2019	90	90					Yes
				GREEN	GREEN					

LONG AND INDEPENDENT LIVES

Are our services improving the health of our residents?

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	
34	% of mothers smoking at time of delivery	17.3*	Apr-Jun 2019	14.7	16.9	10.4*	15.2*			Yes
				RED	RED	RED	RED			
35	Four week smoking quitters per 100,000 smoking population [number of quitters]	3,538 [2,313]	2018-19	Tracker	4,038 [2,497]	2,750	1,894			Yes
				N/a	RED	GREEN	GREEN			
36	Male life expectancy at birth (years)	78.3	2015-17	Tracker	78.0	79.6	77.9			No
				N/a	GREEN	AMBER	GREEN			
37	Female life expectancy at birth (years)	81.4	2015-17	Tracker	81.3	83.1	81.6			No
				N/a	GREEN	RED	AMBER			
38	Female healthy life expectancy at birth (years)	58.7	2015-17	Tracker	59.0	63.8	60.4			No
				N/a	AMBER	RED	RED			
39	Male healthy life expectancy at birth (years)	58.9	2015-17	Tracker	59.1	63.4	59.5			No
				N/a	AMBER	RED	AMBER			
40	Excess weight in adults (Proportion of adults classified as overweight or obese)	66.7	2017/18	Tracker	67.7	62.0	66.5			No
				N/a	GREEN	RED	AMBER			
41	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	12.8	2016-18	Tracker	12.0	9.6	11.3			Yes
				N/a	RED	RED	RED			
42	Prevalence of breastfeeding at 6-8 weeks from birth	28.6	Jan-Mar 2019	Tracker	29.2	47.3	33.8			No
				N/a	RED	RED	RED			
43	Estimated smoking prevalence of persons aged 18 and over	15.0	2018	Tracker	14.3	14.4	16.0			No
				N/a	RED	RED	GREEN			
44		8.9	2017/18	Tracker	6.9	8.2	9.1			No

LONG AND INDEPENDENT LIVES

Are our services improving the health of our residents?

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	
	Self-reported wellbeing - people with a low happiness score			N/a	RED	RED	GREEN			
45	Participation in Sport and Physical Activity: active	61.4	May 18-May 19	Tracker	62.9	63.2				Yes
				N/a	RED	RED				
46	Participation in Sport and Physical Activity: inactive	28.2	May 18-May 19	Tracker	26.6	24.8				Yes
				N/a	RED	RED				

*provisional data

LONG AND INDEPENDENT LIVES

Are people needing adult social care supported to live safe, healthy and independent lives?

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	
47	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	384.5	Apr-Sep 2019	TBD	391.6					Yes
				N/a	GREEN					
48	% of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	86.9	Apr-Sep 2019	TBD	84.0	82.4	83.0	80.7*	2018/19	Yes
				N/a	GREEN	Not comparable	Not comparable	Not comparable		
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	95.2	Apr-Sep 2019	Tracker	95.3	94.2		93.6*	2017/18	Yes
				N/a	AMBER	Not comparable		Not comparable		
50	% of service users receiving an assessment or review within the last 12 months	87.9	Sep 18-Sep 19	Tracker	86.6					Yes
				N/a	GREEN					

LONG AND INDEPENDENT LIVES

Are people needing adult social care supported to live safe, healthy and independent lives?

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	
51	Overall satisfaction of people who use services with their care and support	67.8	2018/19	Tracker	66.6	64.3	66.2	66.0*		Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
52	Overall satisfaction of carers with the support and services they receive (Biennial survey)	51.2	2018/19	Tracker	43.3**	38.6	47.2	41.8*		No
				N/a	GREEN	GREEN	GREEN	GREEN		
53	Daily delayed transfers of care beds, all, per 100,000 population age 18+	3.3	Aug 2019	Tracker	3.4	10.9	5.7	9.9*		Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
54	% of adult social care service users who report they have enough choice over the care and support services they receive	75.1	2018/19	Tracker	74.9	67.5	71.8	69.3*		Yes
				N/a	GREEN	GREEN	GREEN	GREEN		

*unitary authorities

** results from 2016/17 survey

CONNECTED COMMUNITIES - SAFER

Are children, young people and families in receipt of social work services appropriately supported and safeguarded?

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		
55	% of statutory referrals received by the First Contact Team or Emergency Duty Team processed within 1 working day	94.2 [2,556]	Apr-Sep 2019	Tracker	82.1 [2,381]						Yes
				N/a	GREEN						
56		31.8 [904]	Apr-Sep 2019	Tracker	15.9 [464]	21	18	18	2017/18	Yes	

CONNECTED COMMUNITIES - SAFER

Are children, young people and families in receipt of social work services appropriately supported and safeguarded?

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	
	% of statutory children in need referrals occurring within 12 months of a previous referral			N/a	RED	RED	RED	RED		
57	% of single assessments completed within 45 working days	94.1 [2,449]	Apr-Sep 2019	Tracker	79.3 [1,857]	83	82	86	2017/18	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
58	Rate of children subject to a child protection plan per 10,000 population aged under 18 [number of children]	36.9 [372]	as at 30 Sep 19	Tracker	45.9 [471]	45	66	50	as at 31 Mar 18	Yes
				N/a	N/a	N/a	N/a	N/a		
59	Rate of children in need per 10,000 population aged under 18 (statutory L4 open cases) [number of children]	363.7 [3,657]	as at 30 Sep 19	Tracker	374.9 [3,769]	341	460	404	as at 31 Mar 18	Yes
				N/a	N/a	N/a	N/a	N/a		
60	Rate of children at level 2 or 3 per 10,000 population aged under 18 (One Point open cases) [number of children]	216.1 [2,172]	as at 30 Sep 19	Tracker	208.7 [2,058]					Yes
				N/a	N/a					
61	% of strategy meetings initiated which led to an initial child protection conference being held within 15 working days	90.5 [147]	Apr-Sep 2019	75	69.2 [256]	77	83	84	2017/18	Yes
				GREEN	GREEN	GREEN	GREEN	GREEN		
62	% of Social Workers with fewer than 20 cases	54	as at 06 Oct 19	Tracker	47					Yes
				N/a	GREEN					
63	% of Statutory Case File Audits which are given a scaling score of 6 or above	88.9	Jul-Sep 2019	80	New indicator					Yes
				GREEN	N/a					

CONNECTED COMMUNITIES - SAFER

Are we being a good corporate parent to Looked After Children?

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	
64	Rate of children looked after per 10,000 population aged under 18 [number of children]	87.3 [878]	as at 30 Sep 19	Tracker	81.8 [822]	64	95	90	as at 31 Mar 18	Yes
				N/a	N/a	N/a	N/a	N/a		
65	% of children adopted from care (as % of total children leaving care) [number of children]	11.3* [22 of 186]	Jul-Sep 2019	15	12.6 [21 of 167]	13	14	19	2017/18	Yes
				RED	RED	RED	RED	RED		
66	% of CLA who are fostered	79 [691]	as at 30 Sep 19	Tracker	74.6 [613]	73	77	73	2017/18	Yes
				N/a	N/a	N/a	N/a	N/a		
67	% of external residential placements	4.1 [36]	as at 30 Sep 19	Tracker	2.7 [22]					Yes
				N/a	N/A					
68	% of children looked after continuously for 12 months or more who had a dental check	89.7	as at 30 Sep 19	Tracker	92	88	94	95	2017/18	Yes
				N/a	RED	GREEN	RED	RED		
69	% of children looked after continuously for 12 months or more who have had the required number of health assessments	91.9	as at 30 Sep 19	Tracker	87.3	88	94	95	2017/18	Yes
				N/a	GREEN	GREEN	RED	RED		
70	Emotional and behavioural health of children looked after continuously for 12 months or more (score between 0 to 40)	14.0*	2018/19	Tracker	16.0	14.2	14.1	14.0		Yes
				N/a	GREEN	RED	RED	RED		
71	Average Attainment 8 score of Children Looked After	21.9	2017/18	Tracker	21.9	18.9	20.8	19.5	2017/18 (academic year)	No
				N/a	N/a	GREEN	AMBER	GREEN		

CONNECTED COMMUNITIES - SAFER

Are we being a good corporate parent to Looked After Children?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	Period target	Period target	Period target	Period target	Period target	
72	% of CLA achieving the expected standard in Reading, Writing and Maths (at KS2)	39.5	2017/18	Tracker	39.5	35	44	38	2017/18 (academic year)	No
				N/a	GREEN	GREEN	GREEN	GREEN		
73	% of care leavers aged 17-18 in education, employment or training (EET)	64.8	as at 11 Oct 19	Tracker	85.9	64	66	64	2017/18	Yes
				N/a	RED	GREEN	AMBER	GREEN		
74	% of care leavers aged 19-21 in education, employment or training (EET)	64.6	as at 11 Oct 19	Tracker	51.6	51	52	58	2017/18	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
75	% of care leavers aged 17-18 in suitable accommodation	93.2	as at 11 Oct 19	Tracker	92.9	89	93	84	2017/18	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
76	% of care leavers aged 19-21 in suitable accommodation	94.8	as at 11 Oct 19	Tracker	84.5	84	91	90	2017/18	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		

CONNECTED COMMUNITIES - SAFER

How effective are we at tackling crime and disorder?

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	
77	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population aged 10 to 17)	262	Apr 18-Mar 19	Tracker	253	238	332	251		Yes
				N/a	RED	RED	GREEN	RED		
78	Overall crime rate per 1,000 population	49.8	Apr-Sep 2019	Tracker	51.0					Yes
				N/a	GREEN					

CONNECTED COMMUNITIES – SAFER

How effective are we at tackling crime and disorder?

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	
79	Rate of theft offences per 1,000 population	13.7	Apr-Sep 2019	Tracker	14					Yes
				N/a	GREEN					
80	Proportion of all offenders who re-offend in a 12 month period (%)	30.6	Oct 16-Sep 17	Tracker	32	29.4	35.5			No
				N/a	GREEN	AMBER	GREEN			
81	Proven re-offending by young people (who offend) in a 12 month period (%)	46.3	Oct 16-Sep 17	Tracker	41.6	39.2	41.7			No
				N/a	RED	RED	RED			

CONNECTED COMMUNITIES – SAFER

How effective are we at tackling anti-social behaviour?

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	
82	Dealing with concerns of ASB and crime issues (%) by the local council and police	47.5	Jun 19	Tracker	53			53.7		Yes
				N/a	RED			RED		
83	Number of police reported incidents of anti-social behaviour	7,611	Apr-Sep 2019	Tracker	7,587					Yes
				N/a	AMBER					
84	Number of council reported incidents of anti-social behaviour	5,683	Apr-Sep 2019	Tracker	5,791					Yes
				N/a	GREEN					

CONNECTED COMMUNITIES - SAFER

How well do we reduce misuse of drugs and alcohol?

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	
85	% of successful completions of those in alcohol treatment	30	Mar 18-Feb 19 with rep to Aug 19	28 GREEN	32 RED	37.9 RED				Yes
86	% of successful completions of those in drug treatment - opiates	6.3	Mar 18-Feb 19 with rep to Aug 19	6 GREEN	5.5 GREEN	5.8 GREEN				Yes
87	% of successful completions of those in drug treatment - non-opiates	30.7	Mar 18-Feb 19 with rep to Aug 19	26.4 GREEN	29.2 GREEN	34.5 RED				Yes
88	% of anti-social behaviour incidents that are alcohol related	16.8	Sep 19	Tracker N/a	18.5 GREEN					Yes
89	% of violent crime that is alcohol related	30	Sep 19	Tracker N/a	28.7 AMBER					Yes
90	Alcohol seizures	194	Apr-Jun 2018	Tracker N/a	398 GREEN					No

CONNECTED COMMUNITIES – SAFER

How well do we tackle abuse of vulnerable people, including domestic abuse, child exploitation and radicalisation?

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	
91	Building resilience to terrorism (self-assessment). Scored on level 1 (low) to 5 (high)	3	2017/18	Tracker N/a	3 GREEN					No
92	Number of child sexual exploitation referrals	128	Jul 18-Jun 19	Tracker N/a	191 N/a					No

CONNECTED COMMUNITIES - SAFER

How do we keep our environment safe, including roads and waterways?

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	
93	Number of people killed or seriously injured in road traffic accidents	229	Oct 18-Sep 19	Tracker	163					Yes
	- Number of fatalities	17		N/a	RED					
	- Number of seriously injured	212			12					
94	Number of children killed or seriously injured in road traffic accidents	34	Oct 18-Sep 19	Tracker	17					Yes
	- Number of fatalities	0		N/a	RED					
	- Number of seriously injured	34			0					

CONNECTED COMMUNITIES - SUSTAINABILITY

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	
95	% of relevant land and highways assessed as having deposits of litter that fall below an acceptable level	6.9	Sep-Oct 2019	Tracker	6.6					Yes
				N/a	AMBER					
96	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	13.4	Sep-Oct 2019	Tracker	13.9					Yes
				N/a	GREEN					
97	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	0.9	Sep-Oct 2019	Tracker	1.0					Yes
				N/a	GREEN					

CONNECTED COMMUNITIES - SUSTAINABILITY

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	
98	Number of fly-tipping incidents	7,073	Oct18-Sep 19	Tracker	7,493					Yes
				N/a	GREEN					

*Not directly comparable

CONNECTED COMMUNITIES - SUSTAINABILITY

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	
99	% reduction in CO ₂ emissions in County Durham (by 40% by 2020 and 55% by March 2031)	54	2017	Tracker	52.3					Yes
				N/a	GREEN					
100	% change in CO ₂ emissions from local authority operations	-7	2018/19	Tracker	-9					Yes
				N/a	RED					

CONNECTED COMMUNITIES - SUSTAINABILITY

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		
101	% of municipal waste diverted from landfill	95.5	Jul 18-Jun 19	95	96.8	87.3	92			2017/18	Yes
				GREEN	AMBER	GREEN	GREEN				
102	% of household waste that is re-used, recycled or composted	41.4	Jul 18-Jun 19	Tracker	40.4	43.2	34.5			2017/18	Yes
				N/a	GREEN	AMBER	GREEN				

CONNECTED COMMUNITIES - SUSTAINABILITY

Do residents have access to decent and affordable housing?

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	
103	Number of properties improved, adapted or brought back into use	1,014	Apr-Sep 2019	Tracker	916					Yes
				N/a	GREEN					
104	Number of empty properties brought back into use as a result of local authority intervention	116	Apr-Sep 2019	100	111					Yes
				GREEN	GREEN					
105	Number of net homes completed	791	Apr-Sep 2019	Tracker	659					Yes
				N/a	GREEN					
106	Number of affordable homes delivered	532	2018/19	200	473					No
				GREEN	N/a					
107	Number of households accessing the Housing Solutions Service	6,340	Apr-Sep 2019	Tracker	6,250					Yes
				N/a	GREEN					
108	Number of households helped to stay in their home	596	Apr-Sep 2019	Tracker	536					Yes
				N/a	GREEN					
109	Number of households helped to move to alternative accommodation	552	Apr-Sep 2019	Tracker	395					Yes
				N/a	GREEN					

CONNECTED COMMUNITIES - SUSTAINABILITY

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	
110	% of A roads where maintenance is recommended	2.6	2018	Tracker	2.6	3			2016/17	No
				N/a	GREEN	GREEN				
111	% of B and C roads where maintenance is recommended	4.7	2018	Tracker	4.7	6			2016/17	No
				N/a	GREEN	GREEN				
112	% of unclassified roads where maintenance is recommended	21	2018	Tracker	20	17			2016/17	No
				N/a	AMBER	RED				
113	Highways maintenance backlog (£millions)	179.7	2018	Tracker	187.6					No
				N/a	GREEN					
114	Bridge Stock Condition – Principal Roads	80.7	2018	Tracker	80.0					No
				N/a	GREEN					
115	Bridge Stock Condition – Non-Principal Roads	79.9	2018	Tracker	81.0					No
				N/a	AMBER					

BETTER COUNCIL

How well do we look after our people?

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	
116	% of performance appraisals completed in current post in rolling year period (excluding schools)	N/a ⁴	-	N/a	N/a					No
117	Days / shifts lost to sickness absence (all services excluding schools)	10.17	Oct 18-Sep 19	11.20	10.94	9.2 ⁵			2017/18	Yes
118	% posts with no absence in rolling year (excluding schools)	59.52	Oct 18-Sep 19	Tracker	57.73					Yes
				N/a	AMBER					
119	% of sickness absence which is short term	13.45	Jul-Sep 2019	Tracker	14.19					Yes
				N/a	N/a					
120	% of sickness absence which is medium term	14.62	Jul-Sep 2019	Tracker	14.52					Yes
				N/a	N/a					
121	% of sickness absence which is long term	71.93	Jul-Sep 2019	Tracker	71.29					Yes
				N/a	N/a					
122	% of employees having five days or less sickness per 12 month period	78.28	Oct 18-Sep 19	Tracker	79.58					Yes
				N/a	AMBER					

⁴ Due to new system introduction

⁵ Include school support staff, but exclude teachers. All single / upper tier councils: [Local Government Workforce Survey 2017/18](#)

BETTER COUNCIL
Are our resources being managed for the best possible outcomes for residents and customers?

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	
123	% of council tax collected in-year	55.96	Apr-Sep 2019	56.38	56.23					Yes
				AMBER	AMBER					
124	% of business rates collected in-year	58.73	Apr-Sep 2019	59.08	58.9					Yes
				AMBER	AMBER					

BETTER COUNCIL
How good are our services to customers and the public?

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	
125	% of Freedom of Information and Environmental Information Regulations requests responded to within 20 working days	74	Jul-Sep 2019	90	79					Yes
				RED	RED					
126	Customer contacts: telephone	1,038,994	Oct 18-Sep 19	Tracker	972,426*					Yes
				N/a	N/a					
127	Customer contacts: face to face	115,931	Oct 18-Sep 19	Tracker	145,358					Yes
				N/a	N/a					
128	Customer contacts: web forms	145,386	Oct 18-Sep 19	Tracker	119,601					Yes
				N/a	N/a					
129	Customer contacts: emails	40,786	Oct 18-Sep 19	Tracker	45,267					Yes
				N/a	N/a					

BETTER COUNCIL


How good are our services to customers and the public?

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	
130	Customer contacts: social media	2,944	Oct 18-Sep 19	Tracker	4,405					Yes
				N/a	N/a					
131	% of calls answered	95.9	Oct 18-Sep 19	Tracker	94.9*					Yes
				N/a	GREEN					
132	% of calls answered within 3 minutes	92.9	Oct 18-Sep 19	Tracker	88.1*					Yes
				N/a	N/a					

*it should be noted that data is not comparable as new telephony lines have been added to ACD throughout 2019

Appendix 3: Risk Management

- 1 Effective risk management is a vital component of the council's challenging improvement agenda, so that any risks to successful delivery can be identified and minimised. The council's risk management process therefore sits alongside service improvement work and is integrated into all significant change and improvement projects.
- 2 The key risks to successfully achieving the objectives of each corporate theme are detailed against each ambition in the relevant sections of the report. These risks have been identified using the following criteria:
 - a) Net impact is critical, and the net likelihood is highly probable, probable or possible.
 - b) Net impact is major, and the net likelihood is highly probable or probable.
 - c) Net impact is moderate, and the net likelihood is highly probable.
- 3 As at 30 September 2019, there were 28 risks on the corporate strategic risk register, one more than as at 31 May 2019. During this period, two risks were added, and one was removed. The following matrix categorises the strategic risks according to their net risk evaluation as at 30 September 2019. The number of risks as at 31 May 2019 is shown in brackets.

Corporate Risk Heat Map						
IMPACT	Critical	1 (1)		3 (3)		1 (1)
	Major		5 (5)	5 (4)		
	Moderate			10 (10)	3 (2)	
	Minor				0 (1)	
	Insignificant					
		Remote	Unlikely	Possible	Probable	Highly Probable
	 Key risks	LIKELIHOOD				

4 Two risks were added during the latest review period:

- (a) *Risk that the council does not fully respond to the drivers of poverty to help alleviate the impacts on County Durham residents.* In addition to the impacts of welfare reforms, the drivers of poverty include Brexit and wider economic trends, which are reflected in the new risk. The council has a Poverty Action Steering Group to oversee and coordinate its approach to mitigate poverty and has developed a network of statutory, voluntary and community organisations who work together to provide advice services across the county through the Advice in County Durham Partnership. The steering group has developed a new Poverty Action Strategy and Poverty Action Plan.

- (b) *Potential Adverse effects of a no-deal Brexit on the economy, safety and welfare of the county.* Following the referendum in June 2016, in which the United Kingdom (UK) voted to leave the European Union (EU), the government has yet to conclude a withdrawal agreement with the EU. The UK was due to leave the EU on 31 October 2019, but in the absence of a deal, the government was required to request an extension through to 31 January 2020, which has been granted by the EU. A draft withdrawal agreement has been agreed between the UK government and the EU, and accepted by the House of Commons, but the timetable for the necessary legislation was been rejected. In the meantime, a General Election has been called for 12 December 2019 with the different political parties adopting different positions on the proposed deal, a second referendum and revoking the Article 50 process. In the absence of a deal, there is a risk that the UK may leave the EU without mutually beneficial arrangements setting out the future EU/UK relationship in terms of trade, cooperation and the movement of people, goods and services. The uncertainty is already having an effect on the local economy and a no-deal exit would have the potential to adversely affect the economy, safety and welfare of the county from 31 January 2020, the current date when the UK is scheduled to leave the EU, unless a deal and transitional arrangements are agreed and put in place.

A Brexit Task & Finish Group, chaired by the Director of Transformation and Partnerships with representatives from all service groupings and reporting to Corporate Management Team was established last year. Taking account of a range of guidance from the government and professional bodies, the Group is working with key partners including the Local Resilience Forum, as well as key suppliers and service

providers, to identify and where possible mitigate the impacts on council services and service users. Advice has been provided to businesses, schools, council suppliers and the community and voluntary sector. The council has also applied to the government to act as an assistance hub for residents which need to apply for EU Settled Status in order to remain in the county.

5 One risk has been removed:

Risk that the Council does not respond to the government's changes to welfare reform. This risk has been superseded by the new Poverty risk outlined in paragraph 4(a).

6 At a corporate strategic level, key risks to the Council, with their respective net risk evaluations shown in brackets, are:

- (a) If there was to be slippage in the delivery of the agreed MTFP savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses (Critical / Possible);
- (b) There is significant uncertainty in relation to future funding settlements from government, which will be impacted by the upcoming Comprehensive Spending Review and the Fair Funding Review (Critical / Highly Probable);
- (c) Failure to protect a child from death or serious harm (where service failure is a factor or issue) (Critical / Possible);
- (d) Failure to protect a vulnerable adult from death or serious harm (where service failure is a factor or issue) (Critical / Possible).

7 The implementation of additional mitigation on several risks has enabled the Council to improve performance, decision-making and governance, and this is detailed in the relevant sections of the report.

- a) **More and Better Jobs:** There are no key risks in delivering the objectives of this ambition.
- b) **Long and Independent Lives:** There are no key risks in delivering the objectives of this ambition.
- c) **Connected Communities - Safer:**
 - i. *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 Durham Safeguarding Children Partnership. 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.

- ii. *Failure to protect a vulnerable adult from death or serious harm.* 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.
- d) **Connected Communities - Sustainability:** There are no key risks in delivering the objectives of this ambition.
- e) **Better Council:**
- i. *If there was to be slippage in the delivery of the agreed Medium Term Financial Plan savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses.* 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.
 - ii. *There is significant uncertainty in relation to future funding settlements from government, which will be impacted by the upcoming Comprehensive Spending Review and the Fair Funding Review.* 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.