

# **Environment and Sustainable Communities Overview and Scrutiny Committee**

**16 November 2020**



## **Quarter One, 2020/21 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.

##### **The impact of COVID-19**

- 2 A highly infectious virus (SARS-CoV-2) causing respiratory illness (COVID-19) spread rapidly across the world during 2020. This resulted in a global pandemic being declared by the World Health Organisation on 11 March 2020.
- 3 Significant restrictions to normal ways of life, travel and business were introduced by the government to try to contain the spread of the virus, minimise deaths and prevent COVID-19 cases overwhelming our health and social care systems.
- 4 It was necessary for the Council to adapt and we significantly changed our service provision and ways of working. Some services were closed, others changed and began to operate remotely. Gold command arrangements were activated nationwide to respond to the emergency. Locally, this involved the council working in partnership with other agencies on the local resilience forum which covers both County Durham and Darlington to protect our communities and support those affected by the pandemic.
- 5 Although our regular quarterly corporate reporting cycle was suspended, we are now able to resume quarterly performance reporting with this report which combines quarter four, 2019/20 and quarter one, 2020/21.

## **Performance Reporting**

- 6 This performance report is structured around the three externally focused results-based ambitions of [the County Durham Vision 2035](#) alongside a fourth ‘excellent council’ theme, and also includes an overview of the impact of COVID-19 on council services, our staff and residents.
- 7 The report will be further developed to reflect the reporting requirements of the Council Plan 2020-2023 (subject to Cabinet approval in September), cultural change resulting from the COVID-19 pandemic, COVID-19 Recovery and Restoration, which is likely to run over the medium term, and the council’s new senior management structure (particularly ‘Regeneration and Economic Growth’ and ‘Neighbourhoods and Climate Change’).
- 8 These changes will commence from quarter three onwards to align with new corporate planning arrangements and developments in business analytics.

## **Connected Communities – Sustainable Communities focus**

- 9 Actions aimed at controlling the spread of COVID-19 have brought about unexpected consequences. The sudden, significant drop in carbon emissions as businesses closed and people stayed at home. The reduction in road traffic has also led to improvements in air quality, a reduction in environmental noise and the more visible wildlife. Negative impacts of COVID-19 include increased waste and reduced recycling. These changes are mirrored across County Durham.
- 10 Most council services falling under this ambition showed a significant decrease in demand during quarter one. Exceptions were reports of fly-tips and smoke from garden fires – issues which are being addressed through multi-agency problem solving.

## **Risk Management**

- 11 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.
- 12 There are no key risks in delivering the objectives of this ambition.

## **Recommendation**

- 13 That Environment and Sustainable Communities Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter one performance, the impact of COVID-19 on performance, and the actions being taken to address areas of underperformance including the significant economic and well-being challenges because of the pandemic.

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## **Appendix 1: Implications**

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### **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 One, 2020/21



## **Connected Communities - Sustainability**

- 1 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?

### **How clean and tidy is my local environment?**

- 2 Although there was a significant decrease in enviro-crime reports during lockdown, there was an increase in fly-tipping; mainly black bags, old furniture, fridges and other household items, predominantly across Bishop Auckland, Coundon, Crook, Ferryhill, Pelton, Shildon and Dene Valley.
- 3 The most recent fly-tipping benchmarking data (2018/19), shows that County Durham has a lower number of incidents per 1,000 hectares (33) compared to England (81) and the North East (73). This is an improvement in County Durham on the 2017/18 benchmarking position (34 incidents per 1,000 hectares), in contrast to the England and North East rates which have increased over the same period. A similar picture is seen in relation to the rate per 1,000 population where the County Durham position has decreased from 15 incidents per 1,000 population to 14 in 2018/19; and is again lower than England (19) and North East (24).
- 4 During quarter one, in response to reports of fly-tipping and contaminated bins in Ferryhill and Shildon, we carried out site visits and monthly walkabouts which involved the local Councillor, Community Protection and the Private Landlords Team.
- 5 Throughout June, we addressed arson and fly-tipping at North East Industrial Estate (Peterlee) through a multi-agency problem solving initiative. We carried out site visits with partners and tenants/owners of units on the estate over several weeks. We are removing waste from all our sites and will locate two CCTV cameras on the industrial estate.

- 6 During quarter one, 302 reports of bonfires were recorded, a 175% increase on the same period last year. Most reports occurred in April and related to smoke from garden fires.
- 7 During quarter one, we received 731 reports of untidy gardens, a 27% reduction on same period last year.

## **Are we reducing carbon emissions and adapting to climate change?**

- 8 Latest carbon emission figures for County Durham show a 1.1 percentage point improvement overall. Figures have a significant lag and relate to 2018, which is before we declared a Climate Change Emergency. Emissions are measured against the 1990 baseline and latest figures show reductions in all categories: Industrial/Commercial (-74%); Domestic (-40%); Transport (-1%). In addition, we saw a sudden and significant drop in carbon emissions during COVID-19 lockdown as road traffic reduced and businesses temporarily closed, the extent of this has not yet been measured and it is not yet clear if any of the changes will see a long lasting impact.

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

- 9 As our Household Waste Recycling Centres (HWRCs) closed early in lockdown and were unable to operate as usual once they re-opened on 18 May, they recycled less waste than usual during quarter one. However, early indications show an increased tonnage of waste, both residual and recycling, was collected at the kerbside during quarter one. We are currently assessing how this will affect our overall recycling rate<sup>1</sup>.
- 10 During quarter one, an increased number of households signed up to the garden waste scheme. This could be attributed to the HWRCs being closed and people spending more time in their gardens.

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<sup>1</sup> waste data is reported a quarter in arrears, so the latest reported data is 31-Mar-20

## CONNECTED COMMUNITIES – SUSTAINABILITY

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



During quarter 1

**20** cameras deployed

**9** incidents caught on CCTV

**1** stop and search operations

**3** duty of care warning letters

**0** producers issued

**482** further investigations

**0** prosecutions

**21** FPNs

**302 bonfire incidents** between Apr-Jun 2020  
**175% increase** from same period last year

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

#### Reduction in carbon emissions (from 1990 baseline)

74% drop from Industrial/ Commercial

40% drop from Domestic

1% drop from Transport

**1,635 tonnes**  
CO<sub>2</sub> saved by SMEs

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

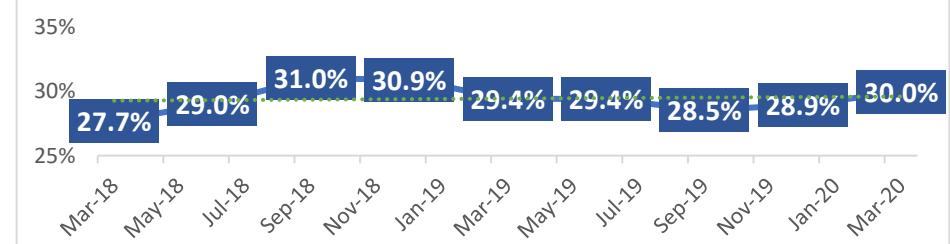
**41%** household waste reused, recycled or composted\*

**↓ 1.2pp** on same period last year

**98%** diverted from landfill\*

**↑ 5.5pp** on same period last year

#### % of waste collected for recycling identified as contaminated (12 months ending)\*



\*Waste data is reported a quarter in arrears, so the latest reported data is 31-Mar-20

## Key Performance Indicators – Data Tables (Quarter One 2020/21)

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](mailto: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.

More detail is available from the Strategy Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk)

## 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	6.64	2019/20	Tracker N/a	6.24 <b>AMBER</b>					No
96	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	14.17	2019/20	Tracker N/a	12.61 <b>AMBER</b>					No
97	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	0.98	2019/20	Tracker N/a	1.08 <b>GREEN</b>					No
98	Number of fly-tipping incidents	7,146	Jul 2019-Jun 2020	Tracker N/a	7,052 <b>AMBER</b>					Yes

\*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 <sub>2</sub> emissions in County Durham (by 40% by 2020 and 55% by March 2031)	55.2	2018	Tracker N/a	54 <b>GREEN</b>					Yes
100	% change in CO <sub>2</sub> emissions from local authority operations	-7	2018/19	Tracker N/a	-9 <b>RED</b>					No

101	% of municipal waste diverted from landfill	97.8	2019/20	95 GREEN	95.3 GREEN	87.3 GREEN	92 GREEN	32.2 GREEN	2017/18	Yes
102	% of household waste that is re-used, recycled or composted	41.1	2019/20	Tracker N/a	42.3 AMBER	43.2 AMBER	34.5 GREEN		2017/18	Yes

## Other relevant performance indicators

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	2	3	2018	No
				N/a	GREEN	GREEN	GREEN	AMBER		
111	% of B and C roads where maintenance is recommended	4.7	2018	Tracker	4.7	6	3	4	2018	No
				N/a	GREEN	GREEN	AMBER	AMBER		
112	% of unclassified roads where maintenance is recommended	21	2018	Tracker	20	17	16	18	2018	No
				N/a	AMBER	RED	RED	RED		

## Key Performance Indicators – Data Tables (Quarter Four 2019/20)

There are two types of performance indicators throughout this document:

- (c) Key target indicators – targets are set as improvements can be measured regularly and can be actively influenced by the council and its partners; and
- (d) 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.

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### 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.

More detail is available from the Strategy Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk)

## 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	6.64	2019/20	Tracker N/a	6.24 <b>AMBER</b>					Yes
96	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	14.17	2019/20	Tracker N/a	12.61 <b>AMBER</b>					Yes
97	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	0.98	2019/20	Tracker N/a	1.08 <b>GREEN</b>					Yes
98	Number of fly-tipping incidents	6,458	2019/20	Tracker N/a	7,269 <b>GREEN</b>					Yes

\*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 <sub>2</sub> emissions in County Durham (by 40% by 2020 and 55% by March 2031)	54	2017	Tracker N/a	52.3 <b>GREEN</b>					No
100	% change in CO <sub>2</sub> emissions from local authority operations	-7	2018/19	Tracker N/a	-9 <b>RED</b>					No

101	% of municipal waste diverted from landfill	97.8	2019	95 GREEN	96.3 AMBER	87.3 GREEN	92 GREEN	96.1 GREEN	Q4 2018/19	Yes
102	% of household waste that is re-used, recycled or composted	41.2	2019	Tracker N/a	42.4 AMBER	43.2 AMBER	34.5 GREEN		2017/18	Yes

## Other relevant performance indicators

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	2	3	2018	No
				N/a	GREEN	GREEN	GREEN	AMBER		
111	% of B and C roads where maintenance is recommended	4.7	2018	Tracker	4.7	6	3	4	2018	No
				N/a	GREEN	GREEN	AMBER	AMBER		
112	% of unclassified roads where maintenance is recommended	21	2018	Tracker	20	17	16	18	2018	No
				N/a	AMBER	RED	RED	RED		