

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



12 February 2021

**Quarter Two, 2020/21
Performance Management Report**

Ordinary Decision

Report of Paul Darby, Interim 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 coronavirus, SARS-CoV-2 which can cause the respiratory disease COVID-19 has 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 have been put in place 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 Durham County Council has a public health role and is at the forefront of responding to the pandemic within the county. Restrictions that have been introduced to contain the spread of the virus have also affected a number of council services. Some buildings had to be closed and a number of services have moved online. It was necessary for the council to adapt and we have significantly changed our service provision and ways of working. Communities and businesses within the county have been impacted by the pandemic and much of our work since March has been to respond to these needs and develop plans for future recovery. 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 The COVID-19 surveillance dashboard can be accessed [here](#).

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 contained within the [Council Plan](#) that was recently approved. It also includes an overview of the impact of COVID-19 on council services, our staff and residents.

Connected Communities – Sustainable Communities focus

- 7 Overall environmental cleanliness levels remain good, with levels of litter, detritus and dog fouling all lower than last year (based on a sample survey), and a number of initiatives in place to improve our local environment. However, we have noted an increase in fly-tipping incidents.
- 8 Across the county, carbon emissions continue to significantly decrease as we generate more energy from renewable sources, support businesses to become energy efficient and reduce consumption (since the start of the pandemic, business closures, reduced levels of road traffic and people staying at home have also had an impact). We continue to work towards becoming carbon neutral by 2050 and an Ecological Response Plan is being developed to complement the county's [Climate Emergency Response Plan](#).

Risk Management

- 9 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.
- 10 There are no key risks in delivering the objectives of this ambition.

Recommendation

- 11 That Environment and Sustainable Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter two 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

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.

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Durham County Council Performance Management Report

Quarter Two, 2020/21



CONNECTED COMMUNITIES – SUSTAINABILITY

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

No. reported and responded to fly-tipping incidents (12 month rolling trend)



Hotspots

- Bishop Auckland
- Shildon
- Craghead
- South Moor

Mostly household waste

9 cameras deployed

4 incidents caught on CCTV

539 further investigations

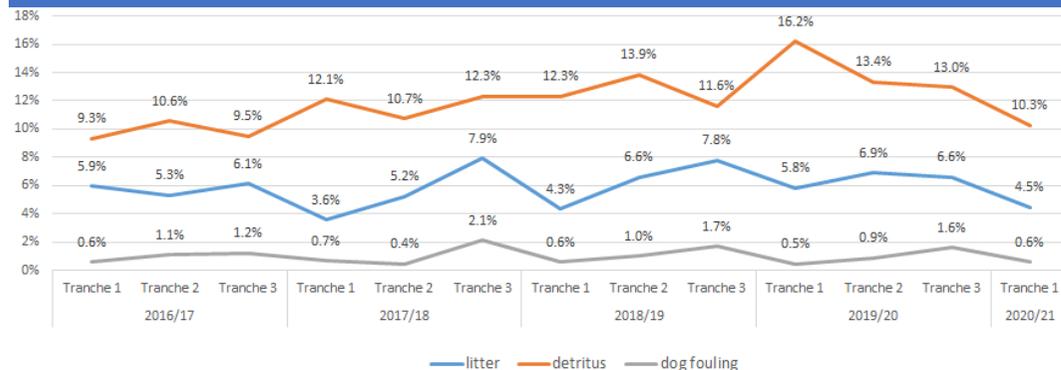
1 prosecution

12 FPNs

During quarter 2

Environmental Cleanliness

% relevant land/highways assessed as having deposits that fall below an acceptable level



Based on a visual survey carried out three times a year (3 tranches): each tranche involves surveying 900 50m transects of varying land types across the county

12 Green Flags



Campaign - family groups only due to restrictions

Community Action Team

Blackhall Colliery (175 issues of concern)

Next focus: Horden



Enhanced warden service taken up by Pelton Parish Council



4 teams operating across the county commenced 7 September

In line with local need, works could include:

- Cleaning road channels and gullies
- De-greasing pavements
- Removing chewing gum and graffiti
- Painting seating, benches and railings
- Sweeping areas machinery can't reach
- Repairing boundary walls and sculptures



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 During quarter two, environmental cleanliness measures show an improving trend, with levels of litter, detritus and dog fouling all lower than last year based on a sample survey, but there has been an increase in fly-tipping. Various actions were undertaken to improve the local environment.
- 3 We successfully prosecuted an individual for [fly-tipping next to Fishburn Electrical Substation](#) in August. The individual was filmed twice within seven days by a camera installed by the council as part of our Operation Stop It campaign. He now has to pay £320 and has a criminal conviction.
- 4 We re-organised our neighbourhood warden service into area-based teams to increase its responsiveness, and created a dedicated team to address fly-tipping.
- 5 Our enhanced warden service expanded to include Pelton Parish Council. Enhanced arrangements are already in place with Stanley Town Council, City of Durham Parish Council, Spennymoor Town Council and Durham University.
- 6 Our new [Find and Fix initiative](#) commenced in the quarter and is starting to address issues of community concern not covered by routine green maintenance and street cleaning work. During the first three weeks of operation, the four teams were active across West Rainton, Romaldkirk, Butterwick, Castle Eden, Chester-le-Street, South Moor, Framwellgate Peth and Shotton.
- 7 Our [Community Action Team](#) (CAT) tackled a range of housing and environmental issues at Blackhall Colliery including empty properties and rubbish accumulation. Actions, identified through walkabouts and virtual engagement sessions with residents, included issuing 63 notices in relation to noxious matter and drainage. The CAT team has now moved onto Horden.
- 8 Due to COVID-19 restrictions and social distancing measures, we postponed our 2020 Big Spring Clean. However, we continue to encourage groups from the same household to participate in local clean-ups and are providing them with equipment.

CONNECTED COMMUNITIES – SUSTAINABILITY

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

DCC carbon emissions (2019/20)

↓ 51%

from 2008 baseline

↓ 7%

from same period last year

↓ 4%

Direct Emissions
(fleet and fuel)

↓ 12%

Indirect Emissions
(purchased electricity)

↓ 39%

Contracted Services
(business travel and electricity distribution)

Business Energy Efficiency Project (BEEP2)

(Jul - Sep)

- 30 businesses engaged
- 7 grant offers accepted (18 to date)
- 169 tonnes CO₂ saved

Properties benefiting from an energy efficiency measure

↓ 32%

from same period last year

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

39.4% household waste reused, recycled or composted*

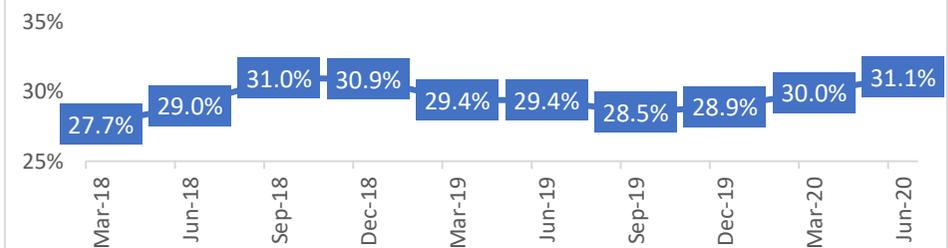
↓ 2.0pp on same period last year

96.8% diverted from landfill*

↑ 1.3pp on same period last year

- 99.8% household bins collected (↑ compared to quarter one)
- Route changes due to COVID-19 contributed to some missed collections
- Additional bulky waste services supporting Household Waste Recycling Centres
- ↑ 5.6% garden waste sign-ups

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



Targeting areas with high contamination levels

- Information to students
- Small WEEE project

*Waste data is reported a quarter in arrears, so the latest reported data is 30-Jun-20

Are we reducing carbon emissions and adapting to climate change?

- 9 Latest data for Durham County Council (2019/20) shows a 51% reduction in carbon emissions against the 2008/09 baseline and 7% reduction compared to 2018/19. This equates to almost 52,000 tonnes of carbon. The greatest reduction was across business travel and electricity distribution which covers train journeys, car mileage and emissions from contractors and supply chains.
- 10 We are developing an Environment and Climate Change Partnership which will be responsible for the county's [Climate Emergency Response Plan](#) and the development of an Ecological Response Plan.

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

- 11 Between 1 April and 30 June, when Household Waste Recycling Centres (HWRCs) were closed for the most part, we collected an additional 1,300 tonnes of household waste (compared to the same period last year). Upon re-opening in mid-May, not all of the HWRCs recycling waste streams could be recycled due to the end processors not operating. This impacted both our recycling rate and waste diverted from landfill rate as the pressures of volumes and the lack of markets for the recyclables resulted in additional waste being landfilled. As recyclable markets are now operating, we anticipate the July to September figures will be more in line with previous figures.

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.

More detail is available from the Strategy Team at 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	4.46	Jul-Sep 2020	Tracker	6.9					Yes
				N/a	GREEN					
96	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	10.27	Jul-Sep 2020	Tracker	13.36					Yes
				N/a	GREEN					
97	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	0.56	Jul-Sep 2020	Tracker	0.9					Yes
				N/a	GREEN					
98	Number of fly-tipping incidents	7,409	Oct 2019-Sep 2020	Tracker	7,073					Yes
				N/a	RED					

*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 (carbon neutral by 2050)	55.2	2018	Tracker	54					No
				N/a	GREEN					
100	% reduction in CO ₂ emissions from local authority operations compared to the 2008/09 baseline, 70% by 2025	51	2019/20	Tracker	47					Yes
				N/a	GREEN					

CONNECTED COMMUNITIES – SUSTAINABILITY

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

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
101	% of municipal waste diverted from landfill	96.8	Jul 2019-Jun 2020	95	95.5	89.2	92.9		2018/19	Yes
				GREEN	GREEN	GREEN	GREEN			
102	% of household waste that is re-used, recycled or composted	39.4	Jul 2019-Jun 2020	Tracker	41.4	42.7	35.1		2018/19	Yes
				N/a	RED	RED	GREEN			

Other additional 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		