

23 February 2021

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



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.

More and Better Jobs

- 7 The UK economy suffered its biggest slump on record between April and June with GDP falling by 20.4% as coronavirus lockdown measures pushed the country into its first recession in 11 years.
- 8 As the national lockdown was gradually eased throughout June and July, pent-up consumer demand, growing consumer confidence as COVID-19 cases fell and government economic policies (e.g. Eat Out to Help Out, the temporary cut in VAT for the hospitality and leisure sector) led to increased economic activity.
- 9 However, economists still remain concerned and are forecasting a prolonged recession lasting until spring 2021 as infections increase and tougher restrictions are introduced to contain the virus. Increased local restrictions were introduced in County Durham and six other neighbouring authorities at the end of September and the whole North East region was placed into the high alert category when the national three tier system was introduced for England in mid-October. More recently we have entered a second national lockdown in response to a second wave of infections.
- 10 In addition, the impact of the virus over the coming winter months and the outcome of Brexit negotiations are continuing to contribute to economic uncertainty.
- 11 Across the county, and in line with the national picture, the employment rate has marginally increased. However, with most recent data being for Summer 2020, this rate has yet to show any significant COVID-19 impact due to the government's employment support package being in place – measures which are supporting a third of eligible jobs (furlough) and three quarters of self-employed people (income support scheme) across the county.
- 12 The Universal Credit claimant count gives a more up to date picture of unemployment related claims to the end of September. This shows a significant increase, particularly in the 16-24 age range (a 62% increase over the last six months which equates to almost 2,000 young people). Retail vacancy rates have increased in many of our town centres. There

has been an estimated loss of £445 million in local economy spend in our leisure, tourism and hospitality sector. These economic impacts will have a knock-on effect on poverty and put increased pressure on our communities. Pre-COVID data placed us within the top 40% most deprived upper-tier authorities across England.

- 13 To mitigate against these challenges, we are continuing to support employees and businesses through a variety of projects and grants, with a specific focus on addressing inequality across employment for those aged 16-24. We have developed an agile economic recovery plan and are identifying a pipeline of investment projects which will stimulate the economy. We are also developing employability programmes to support those who have been made unemployed due to the coronavirus crisis.

Connected Communities – Sustainable Communities focus

- 14 Although recent data shows traffic levels have returned to 85-90% of pre-COVID volumes, and bus passenger numbers to around 50%, we are expecting this to decrease as we enter a second national lockdown. Cycling figures have doubled across the county.
- 15 Presentations to our Housing Solutions Service have increased and the complex needs of clients alongside a reduction in available property is making it difficult to secure accommodation. In addition, we are concerned there may be a further increase towards the end of the 2020/21 as we near the lifting of the government's eviction ban. We continue to work across the sector to minimise the impact.

Risk Management

- 16 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.
- 17 *Failure to respond to and recover from the COVID-19 pandemic, leading to delayed economic recovery and adverse impacts on the safety and welfare of the wider community'. The council's response is being led by the Director of Public Health, supported by an internal planning group, which is linked to planning arrangements at local, regional and national levels. Formal internal governance arrangements to oversee and manage risk are in place. Longer-term risks will be identified and managed, including recovery of service delivery back to business as usual, dealing with the impact on future local government funding from central government and the economic impact on County Durham. This risk is long term.*

Recommendation

- 18 That Economy and Enterprise 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.

Author

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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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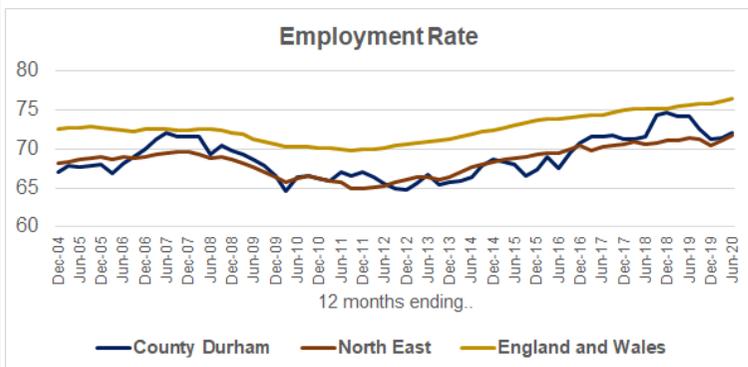
Durham County Council Performance Management Report

Quarter Two, 2020/21



MORE AND BETTER JOBS

(a) Do residents have good job prospects?



Employment Rate
(APS Jul-19 - Jun-20)

72.1%
marginal increase
in line with national and regional trends

Unemployment Rate

APS (Jul-19 – Jun-20)	Labour Force Survey Estimate (Jun-20 – Aug-20)
5.5% marginal decrease	7% marginal increase

national redundancy rate (June to August)

8.2 per 1,000 employees (3.9 per 1,000 employees in March)	Men 9.0 per 1,000 employees
	Women 7.3 per 1,000 employees

Claimant Count
People claiming unemployment related benefits

Age band	Sep-20	Sep-19	Increase
16-24	4,995	2,890	+2,105 +73%
25-49	11,820	6,655	+5,165 +78%
50-54	1,690	1,020	+670 +66%
55-59	1,655	930	+725 +78%
60-64	1,355	795	+560 +70%

Claimant rate Sep-20

Percentage point change since Mar-20

No. of claimants
(16-64 years)

Sep-20
21,515

Sep-19
12,290

Middlesbrough	10.4%
South Tyneside	9.4%
Hartlepool	9.1%
Sunderland	8.3%
Gateshead	7.7%
Newcastle upon Tyne	7.7%
Redcar and Cleveland	7.6%
Darlington	7.2%
Stockton-on-Tees	7.2%
County Durham	6.6%
North Tyneside	6.5%
Northumberland	6.0%

- Bishop Auckland
- City of Durham
- Easington
- North Durham
- North West Durham
- Sedgefield

16 - 64 years

7.0
4.3
8.5
7.2
6.3
6.8

18 - 24 years

12.4
3.4
16.1
13.6
13.6
13.6

16 - 64 years

2.7
2.1
2.8
3.0
2.6
2.8

18 - 24 years

3.8
1.8
4.9
5.2
5.2
5.4

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?

Do residents have good job prospects?

- 2 Our June 2020 employment rate has marginally increased which reflects the regional and national trends.
- 3 However, employment data is reported in arrears so we have produced an experimental estimate using regional data from the Labour Force Survey. This will allow us to fully understand the impact of COVID-19 on the employment rate. We have estimated the August 2020 employment rate for County Durham to be 70.6% which is below both regional and national rates and has yet to show any significant impact from COVID-19 due to the support provided by the furlough and income support schemes.
- 4 At the beginning of the pandemic there was a significant impact on the number of people claiming employment benefits and there are now nearly 10,000 more claimants aged 16-64 compared to September 2019. Since this initial increase between March and May, the claimant count has remained relatively static and currently stands at 6.6%. This trend is reflected both regionally and nationally, with County Durham currently having the third lowest rate in the region.
- 5 COVID-19 has significantly impacted youth unemployment. In the six months ending 30 September, 16-24 year old claimant numbers increased from 3,075 to 4,995 (+62%) – equating to a September claimant rate of 8.3% of the 16-24 population which is higher than both the same period last year (4.8%) and the national rate (7.6%), but is lower than the North East (9.1%).
- 6 Across the county in July, around one third of eligible employments were ‘furloughed’ (approximately 69,000 jobs) and three quarters of self-employed people were being supported by the Self Employment Income Support Scheme (approximately 14,800 people).
- 7 At the end of quarter one, the government announced changes to the furlough scheme – with a tapering down of support from the end of July to 31 October 2020 when the scheme was to be closed (80% wage support in August, 70% September and 60% October). The scheme has since been extended until the

end of March in line with a new national lockdown. However, once this support is removed we expect to see a significant impact on employment.

- 8 The national redundancy rate has increased to 8.2 per 1,000 employees (June to August) from 3.9 per 1,000 employees in March. The rate per 1,000 employees is higher for men than women (9.0 compared to 7.3).
- 9 A [survey of British businesses](#)¹ between 14 September and 19 September found more than a third of employers (37%) are likely to make staff redundancies in the next three months. Although latest data (July to September) shows UK job vacancies have increased (up 11% compared to June to August), it remains 42% lower than the same period last year.
- 10 Since its launch during quarter one, [County Durham Jobs Fuse](#) (an initiative with the National Careers Service and the Department for Work and Pensions) has continued to support both employees and employers in relation to downsizing. Various engagement methods are being utilised due to workers being furloughed and place-based visits aren't available.
- 11 Referrals to employability programmes, which are now being delivered digitally, have significantly reduced due to JobCentre Plus suspending the requirement for clients to attend employability courses and adopting a 'lighter touch' to job search activity.
- 12 During quarter two, at least 150 full time equivalent jobs were created by Morrisons at Dalton Park and 1,000 permanent and 1,500 seasonal jobs by Amazon at Integra 61 at Bowburn. In addition, recruitment has started for 100 jobs created to carry out the 2021 Census - as the first Digital First census, we expect three quarters of responses to be completed online, although paper copies will be available.
- 13 The County Durham Economic Partnership is assessing the economic implications of COVID-19 to assist businesses to restart and grow. It will focus on six key areas: business support, employability and skills, infrastructure, intelligence, strategy and lobbying, and communication. An update will be provided during quarter three.

¹ commissioned by the Advisory, Conciliation and Arbitration Service (ACAS)

MORE AND BETTER JOBS

(b) Is County Durham a good place to do business

Business Durham Activity	Jul-Sep 2020	Compared to last year
inward investments secured	0	2 ↔
businesses engaged	422	202 ↑
floor space occupied	93%	86% ↑
GVA from jobs created or safeguarded (million)	£16.2	£12.4 ↑

3 Target Business Improvement schemes completed
4 FTEs created / safeguarded

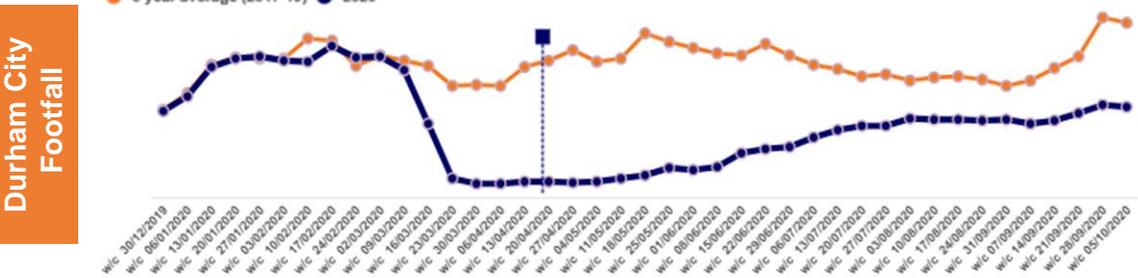
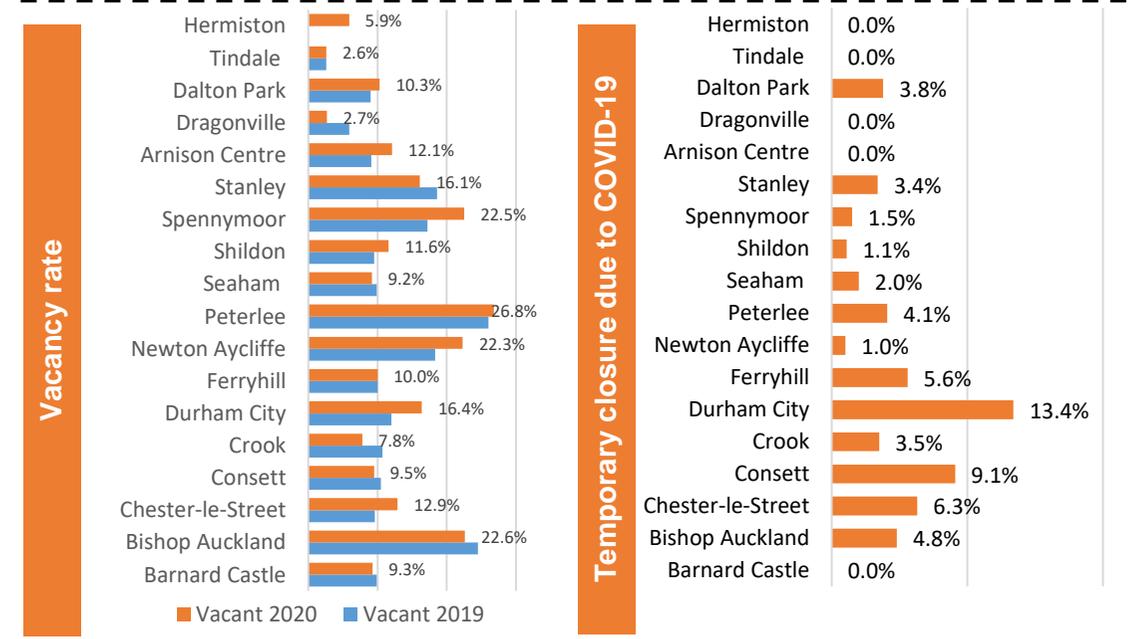
63 new businesses supported by Community Economic Development team

Jade Business Park complete

County Durham Plan approved

COVID-19 financial support to businesses (since March 2020)	Number of businesses	£'millions
Business Support Grants	8,862	99
Local Discretionary Grants	701	5
Business Interruption Loan Scheme	360	91
Bounce Back Loan Scheme	9,911	262

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



Is County Durham a good place to do business?

- 14 The Council widened eligibility for the Local Discretionary Grants Scheme enabling hundreds more businesses to be supported across the county. Through this scheme we have awarded over £5 million to around 700 businesses.
- 15 Business Durham continues to support businesses through the pandemic and recently produced and circulated a Business Support brochure which signposts businesses to programmes that can help with their resilience and recovery plans.
- 16 The pandemic has resulted in more business engagement, partly driven by collaboration with Business Durham and our Revenues Team to expand the retail, hospitality and leisure and local discretionary grants.
- 17 During quarter two, two investments were made through the Finance Durham Fund to support business growth. £750,000 was invested in Growth Capital Ventures (GCV) to develop its three main business units and enable a move to larger offices within the county. £250,000 was invested in Power Roll, a developer of ultra-low-cost and lightweight flexible film, for energy generation and storage.
- 18 COVID-19 has prevented enterprise activity being delivered face-to-face. Consequently, Business Durham has developed a virtual delivery programme. 268 students were engaged online in relation to the Future Business Magnates (FBM) scheme – drawing to a close the FBM 2020 competition and recognising the students efforts. Virtual workshops launched the Durham Ambitious Business Starts (DABS) project in June and planning is underway for the first DABS Festival of Enterprise (online event 21-22 October).
- 19 The Durham City Incubator, an accelerator programme for entrepreneurs and growing businesses, received almost £250,000 from the European Regional Development Fund (ERDF) which will allow the project to continue until June 2023.
- 20 The completion of all remaining units at Jade Business Park in August has increased Business Durham's property portfolio by 20% and provided an additional 155,000 square feet of business floorspace. Although we remain cautious of the longer-term impact of COVID-19, further lettings are expected by the year-end.

- 21 Latest data showed there were 14,105 businesses across County Durham at March 2020 - 2.2% more than 2019. As the data is reported in arrears, any impact of COVID-19 won't be evident until the March 2021 data is released.
- 22 The 2020 town centre surveys were carried out during July/August after the national lockdown was lifted and town centres had reopened. The survey reported on the number of vacant units as well as how many appeared to remain closed due to the COVID-19 pandemic.
- 23 Some centres reported little change in terms of permanent vacant units, with some, such as Barnard Castle, Bishop Auckland, Consett, Crook, Seaham and Stanley, reporting fewer vacant units. Crook experienced the greatest fall in vacancy rates which perhaps reflects the recent investment of both Aldi and Lidl within the town centre.
- 24 Other centres experienced increases in vacancy rates. The largest rise was in Spennymoor - however this is mainly due to the re-development of Festival Walk and vacancy rates are expected to decrease when the re-development is complete. Durham City and Newton Aycliffe were particularly impacted by closure programmes of national retailer chains.
- 25 Outside of town centres, Dalton Park (Murton) has experienced a small rise in vacant units, as has Hermiston Retail Park (Consett). However, the 5.9% increase at Hermiston equates to one unit becoming vacant since last year's survey.
- 26 Temporary closures due to COVID-19 were particularly evident in Durham City, Consett and Chester-le-Street; whilst smaller towns, such as Barnard Castle, showed lower levels or no ongoing closures.
- 27 The town centre surveys will be repeated in November.
- 28 Research² has identified Durham City as having the fourth highest rate of shop closures in the UK with 21 shops shutting in six months. York was the worst affected, followed by Newcastle and Worcester.
- 29 The council has engaged with more than 600 retail businesses and is using feedback to develop campaigns to support retail operations and encourage shoppers into our towns. The campaigns will focus on shopping safely and seasonal opportunities.

² by the Local Data Company

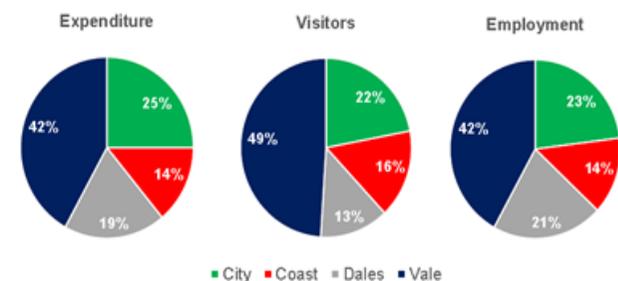
MORE AND BETTER JOBS

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

STEAM data	2019/20	Compared to last year	Estimated impact of COVID-19
Visitors to County Durham (millions)	20	↑ +2.1%	-8 million (-41%)
Jobs supported by visitor economy (FTEs)	12,133	↑ +1.1%	-6,000 (-47%)
£ generated by visitor economy (£'million)	955	↑ +1.9%	-£445 million (-47%)

Sub-county breakdown (as a % of the county total)

Source: VCD Presentation: Economic Impact of Tourism STEAM results 2019



Staycations – anecdotal evidence of increased demand for domestic holidays

Durham Brass Online

2,880 views

Onstage online

4,123 views

Community Hub at Crimdon

granted planning permission

Hardwick Park

300,000 visitors (Apr-Sep)

Binchester Roman Fort

reopened Aug
1,000 visitors (Aug-Sep)

Seaham Food virtual Festival

457 views
38,000 reach

Auckland Castle Trust

- Walled garden restaurant will not go ahead
- Spanish Art Gallery delayed

Heritage Open Days

2,648 visitors
15 participating venues
8 online / 7 in-person

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

- 30 Feedback to Visit County Durham in October 2020 highlighted that although 88% of tourism-related businesses are open or partially open, nine businesses are closing permanently and one is at risk of closure.
- 31 Latest economic data³ comparing to 2019, estimates that across the county visitor numbers will drop by 8 million (-41%), the visitor economy will support almost 6,000 fewer jobs (-47%) and £445 million will be lost in local economy spend (-47%).
- 32 Although all festivals and events since March have been cancelled, where possible we have held digital events. For example, [Onstage Online](#), held in June, showcased 16 acts with close links to the region.
- 33 Our theatres remain impacted by COVID-19. Although Bishop Auckland Town Hall re-opened its café and library functions in July, no performances or exhibitions are planned for the rest of the year. Both the Gala and Empire theatres remain closed until January 2021 (restrictions permitting). The Gala Theatre has secured funding from Arts Council as part of the COVID-19 Recovery Fund.
- 34 Durham Town Hall re-opened in July as a visitor attraction. Although visitor numbers were consistent over the summer, they dropped following the introduction of tighter local restrictions in September.
- 35 Auckland Castle Trust has furloughed 144 of their staff and will remain closed for the rest of 2020. Most developments are progressing as planned but the restaurant in the walled garden will no longer go ahead and the Spanish Art Gallery will be delayed
- 36 The Bishop Auckland Stronger Towns Board is scoping a number of projects to bid for funds, including a transport museum, a community art gallery, circular trail and a football museum.
- 37 In September, Durham History Centre was granted planning permission to restore and extend the Grade II Mount Oswald Manor House. A Phase 3 consultation on visitor expectations for the history centre has been undertaken over September/October.

³ Based on 30% of accommodation providers open during July and others opening by end of 2020

- 38 Our library pick and collect service was launched in July and has attracted more than 3,000 users, mainly adults, senior citizens and the carers or the cared for.

Connected Communities - Sustainability

- 39 The ambition of Connected Communities – Sustainability is linked to the following key questions:
- (a) Do residents have access to decent and affordable housing?
 - (b) Is it easy to travel around the county?

Do residents have access to decent and affordable housing?

- 40 Compared to last quarter, there have been increases in presentations to our Housing Solutions Service (+10%) and households where there has been an acceptance of the main homeless duty (+9 households). The main reasons for contact was financial difficulty, families no longer willing to accommodate and non-violent relationship breakdowns. However, the complex needs of clients alongside a reduction in available property is making it increasingly difficult to secure accommodation.
- 41 Clients from private sector accommodation increased compared to the same period last year. During quarter two, 80% of cases that required a Prevention Duty received Discretionary Housing Payment to alleviate their financial issues. We anticipate Prevention Duty cases will further increase around January and February 2021 as we move toward lifting of the eviction ban in March.
- 42 The length of time in temporary accommodation continues to increase. During quarter one, we worked with housing providers to actively move on clients but this has slowed down due to availability of stock, which was quickly exhausted, and restriction around non-essential moves. We have undertaken a review of temporary accommodation and appointed a temporary accommodation officer to work with providers to identify opportunities for move on.
- 43 We are working with Believe Housing to help clients make sustainable changes to reduce the risk of homelessness and live successfully in the community. There are 31 cases currently open, all of which are undergoing intensive work to look at preventing the need for eviction in the future.

CONNECTED COMMUNITIES – SUSTAINABILITY

(a) Do residents have access to decent and affordable housing

(b) is it easy to travel around the county?

Housing advice and support

(Jul–Sep 20, compared to same period last year)

406	properties improved, adapted or brought back into use	↓ 13%
3,063	households accessed Housing Solutions	↓ 8%
334	households helped to stay in their homes	↓ 0.5%
205	households helped to move to alternative accommodation	↓ 32%

No. of households supported under HRA

177 prevention

138 relief (within 56 days)

17 main duty to secure accommodation

Average of **22** days spent temporary accommodation (Jul-Sep 20)

107 'new' households placed temporary accommodation (Jul-Sep 20)



For additional housing information, visit the [Durham Insight Housing factsheet](#)

Bus passenger levels

55% pre-COVID levels
30% at Park and Ride (Durham City)

Overall traffic levels

85-90% pre-COVID levels

NE Transport Plan

seeking input from stakeholders prior to consultation in November

Traffic Levels (larger vehicles)	Sep-20	Sep-19	% of 2019
A689 Windlestone Hall	1,520	1,555	98%
A167 Chester-le-Street (Junction 59)	2,995	2,711	111%
A6076 Causey Arch	878	889	99%
A690 Crossgate Peth	1,257	1,257	111%



Cycling doubled across county

A167 Chester Moor up 300%

- 44 We are working with Believe Housing to help clients make sustainable changes to reduce the risk of homelessness and live successfully in the community. There are 31 cases currently open, all of which are undergoing intensive work to look at preventing the need for eviction in the future.
- 45 Our Housing Delivery Programme, to deliver up to 500 homes per year between 2021 and 2025, was approved in October.
- 46 Our proposed Selective Licensing Scheme, which will cover 42% of the county's private rented stock, has been submitted to the Secretary of State for approval.

Is it easy to travel around the county?

- 47 Bus passenger numbers are around 55% of pre-COVID levels which is in line with levels across the region. The number of passengers across our three park and ride sites in Durham City had returned to 50% of pre-COVID levels (August) but reduced to 30% following the announcement of additional lockdown measures in October.
- 48 Traffic levels overall remain at 85 to 90% of pre-COVID volumes (compared with the same period last year) and there has been little change since tighter restrictions were imposed across the North East. This trend is consistent across the North East, with Tyne and Wear currently at 86%. Peak hour traffic congestion and delay has not yet returned to normal levels. There has been an increase at the Neville's Cross side of Durham but this is most likely due to the bridge closure rather than economic recovery. We have seen an increase in traffic levels of larger vehicles since July and are currently at 100% or above 2019 levels.
- 49 On average cycling figures across the county have doubled, except for Milburngate Bridge in Durham City which was previously popular with commuters. Reported bike sales are up by 20%.

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

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	72.1	Jul 2019-Jun 2020	73	74.1	76.4	71.8	74.1		Yes
				RED	RED	RED	GREEN	RED		
2	Per capita household disposable income (£)	16,542	2018	Tracker	15,875	21,609	16,995			No
				N/a	GREEN	RED	RED			
3	Number of gross jobs created or safeguarded as a result of Business Durham activity	552	Jul-Sep 2020	Tracker	412					Yes
				N/a	GREEN					
4	% of 16 to 17 year olds in an apprenticeship	6.8	as at Jun 2020	Tracker	7.8	5.1	6.9	6.9		No
				N/a	RED	GREEN	AMBER	AMBER		

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 (£)	16,763	2018	Tracker	16,388	29,356	20,554			Yes
				N/a	GREEN	RED	RED			
6	Number of registered businesses in County Durham	14,105	Mar 2020	Tracker	13,795					Yes
				N/a	GREEN					
7	Value (£M) of new contracts secured	249,325	Jul-Sep 2020	Tracker	0					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	16.2	Jul-Sep 2020	6	12.4					Yes
				GREEN	GREEN					
9	Number of Inward Investments secured	0	Jul-Sep 2020	6	2					Yes
				RED	RED					
10	% of Business Durham business floor space that is occupied	79.7	Jul-Sep 2020	Tracker	85.6					Yes
				N/a	RED					

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)	20.13	2019	Tracker	19.71					Yes
				N/a	GREEN					
12	Number of jobs supported by the visitor economy	12,133	2019	Tracker	11,998					Yes
				N/a	GREEN					
13	Amount (£ million) generated by the visitor economy	955	2019	Tracker	914					Yes
				N/a	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	406	Jul-Sep 2020	Tracker	468					Yes
				N/a	RED					
104	Number of empty properties brought back into use as a result of local authority intervention	40	Jul-Sep 2020	50	43					Yes
				RED	RED					
105	Number of net homes completed	101	Apr-Jun 2020	Tracker	401					No
				N/a	RED					
106	Number of affordable homes delivered	628	2019/20	300	532					Yes
				GREEN	GREEN					
107	Number of households accessing the Housing Solutions Service	3,063	Jul-Sep 2020	Tracker	3,321					Yes
				N/a	RED					
108	Number of households helped to stay in their home	334	Jul-Sep 2020	Tracker	336					Yes
				N/a	AMBER					
109	Number of households helped to move to alternative accommodation	205	Jul-Sep 2020	Tracker	303					Yes
				N/a	RED					

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		
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					

* Bridge Stock Condition (>=90 very good condition / >=80 good condition / >=65 fair condition / >=40 poor condition / <40 very poor condition)

Other Additional Relevant Indicators

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	
15	Average point score per A level entry of state-funded school students	35.5	2018/19 (academic year)	Tracker	33.4	33.1	32.8			No
				N/a	GREEN	GREEN	GREEN			
17	% of 16 to 17 year olds who are not in education, employment or training (NEET)	5.8	Apr-Jun 2020	Tracker	6.0	2.8	4.7			No
				N/a	GREEN	RED	RED			

CONNECTED COMMUNITIES - SAFER										
Are we being a good corporate parent to Children Looked After?										
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	
73	% of care leavers aged 17-18 in education, employment or training (EET)	67	as at Sep 2020	Tracker	64.8	64	63	63	2018/19	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
74	% of care leavers aged 19-21 in education, employment or training (EET)	56	as at Sep 2020	Tracker	64.6	52	50	52	2018/19	Yes
				N/a	RED	GREEN	GREEN	GREEN		