

Environment and Sustainable Communities Overview and Scrutiny Committee

16 July 2021

Quarter Four, 2020/21 Performance Management Report

Ordinary Decision



Paul Darby, Corporate Director of Resources (Interim)

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 2020/21 has been dominated by the COVID-19 pandemic. Across the world more than 115 million people have been infected and more than 2.5 million have died.
- 3 Following confirmation of its first cases in January 2020, the UK government subsequently put in place [restrictions](#) to contain the virus, minimise deaths and prevent health and social care systems being overwhelmed. Those restrictions, in varying forms, have impacted our everyday lives, our health and the economy ever since.
- 4 At the beginning of quarter four, in response to a huge increase in COVID-19 cases and the discovery of a faster spreading variant, restrictions were tightened with a third national lockdown. At the same time, the national vaccination programme¹ continued to be rolled out.
- 5 The subsequent fall in infection rates allowed the government to implement plans for a [gradual and phased route out of lockdown](#). The first step, centred around children and students returning to face-to-face teaching, was enacted in March 2021.
- 6 In line with these developments, alongside our continuing public health role and work with other agencies on the Local Resilience Forum

¹ started on 8 December 2020

(covering both County Durham and Darlington) to protect our communities and support those affected by the pandemic, we are also developing plans for future recovery.

- 7 The COVID-19 surveillance dashboard can be accessed [here](#).

Performance Reporting

- 8 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 our [Council Plan](#)². It also includes an overview of the impact of COVID-19 on council services, our staff, and residents.

Connected Communities – Sustainable Communities focus

- 9 Latest data shows that we have reduced carbon emissions by 51% compared to the 2008 baseline, and are now implementing a range of projects to further reduce to 70% by March 2025. However, it is worth noting that this data relates to a period influenced by COVID-19 restrictions (2019/20), specifically business closures, reduced road traffic levels and more people staying at home, all of which had a positive effect on carbon emissions but are unlikely to be sustained as lockdown eases.
- 10 Another consequence of COVID-19 has been the generation of additional tonnages of household waste due to people spending more time in their homes. However, although we collected more household waste, the proportion recycled reduced – mainly due to closure of the recycling markets early in the pandemic (which have now re-opened) and contamination of kerbside recycling bins remaining high.

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. The latest report can be found [here](#).

Recommendation

- 12 That Environment and Sustainable Communities Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter four performance, the impact of COVID-19 on performance, and the actions being taken to address areas of

² approved by full council October 2020

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.



Durham County Council Performance Management Report

Quarter Four, 2020/21



MORE AND BETTER JOBS:

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

Summary³

COVID-19 Impact Survey⁴ - current status of businesses

90%
closed

2%
fully open

8% open with
reduced hours

75%
income reduced by
more than 50%

4%
income increased

COVID-19 Impact Survey⁴ - main concerns

53%
further restrictions

15%
business survival

12%
lack of demand

³ by Visit County Durham, 11 January to 8 February – 53 responses

More and Better Jobs

1 The ambition of More and Better Jobs is linked to the following key questions:

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

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

- 2 The tourism sector continues to be impacted by the pandemic, missing out on the recent Easter season which is one of the most profitable times of the year, along with Christmas. A recent survey⁴ highlighted most businesses were closed during quarter four due to the national lockdown and some were not taking bookings due to uncertainty around re-opening dates.
- 3 The survey also found tourism businesses are putting plans in place to aid recovery with 13% stating that they would be changing their opening pattern and 9% considering discounted tickets or promotions. Thirty one percent indicated that they had already taken steps such as adapting their offer, increasing their range or investigating other revenue streams.
- 4 Although many attractions and venues have been closed due to lockdown restrictions, outdoor spaces such as parks and gardens have been open for exercise. Throughout the year we have seen a significant increase in the number of visitors at Hardwick Park and a good level of take up of our online sessions and Love Exploring app which offers activities such as trails and games.
- 5 A refreshed café, library and exhibition offer has been completed at Bishop Auckland Town Hall, was launched when cultural venues re-open in May. Durham Town Hall will remain closed until the summer to allow conservation and restoration work on the building to be completed.
- 6 Killhope Lead Mining Museum re-opened on 17 May with a new cultural programme and improved café.
- 7 In preparation for Lumiere 2021, the creative commissioning scheme BRILLIANT was launched in January. The scheme will commission six new pieces of work to feature at the event.
- 8 We plan to reinstate both the Seaham and Bishop Auckland Food Festivals, in August and October respectively.

⁴ Visit County Durham COVID-19 Impact Survey

- 9 Work on the Durham History Centre commenced in spring, will be complete by autumn 2022 and open to the public in 2023. It is anticipated that the centre will attract in the region of 70,000 visitors each year with its modern search rooms, innovative digital facilities, dedicated spaces for learning, exhibiting and interpreting, and café.
- 10 During quarter four, Durham County Record Office's online programme of talks, family history courses, school workshops and exhibitions was extended to include children's holiday archive craft activities and a special online talk about the role played by the Durham Light Infantry in the liberation of Belsen Concentration Camp (part of our holocaust memorial programme).

Long and Independent Lives

- 11 The ambition of Long and Independent Lives is linked to the following key question:
 - (a) Are our services improving the health of our residents?

Are our services improving the health of our residents?

- 12 In line with the government's Roadmap to Recovery our leisure centre gyms and pools re-opened on 12 April. Additional outdoor fitness classes, including bootcamps have been added to the programme at some leisure centres. The Mywellness app will continue to be free to use while the leisure centres operate a reduced programme. The app includes daily workouts, challenges and on demand and live fitness classes.

Connected Communities - Sustainability

- 13 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?

- 14 During 2020/21, reported fly-tipping incidents increased by 22%. The increase, which mainly occurred between April and June, coincided with the closure of Household Waste Recycling Centres. However, incidents are now starting to return to pre-COVID levels.

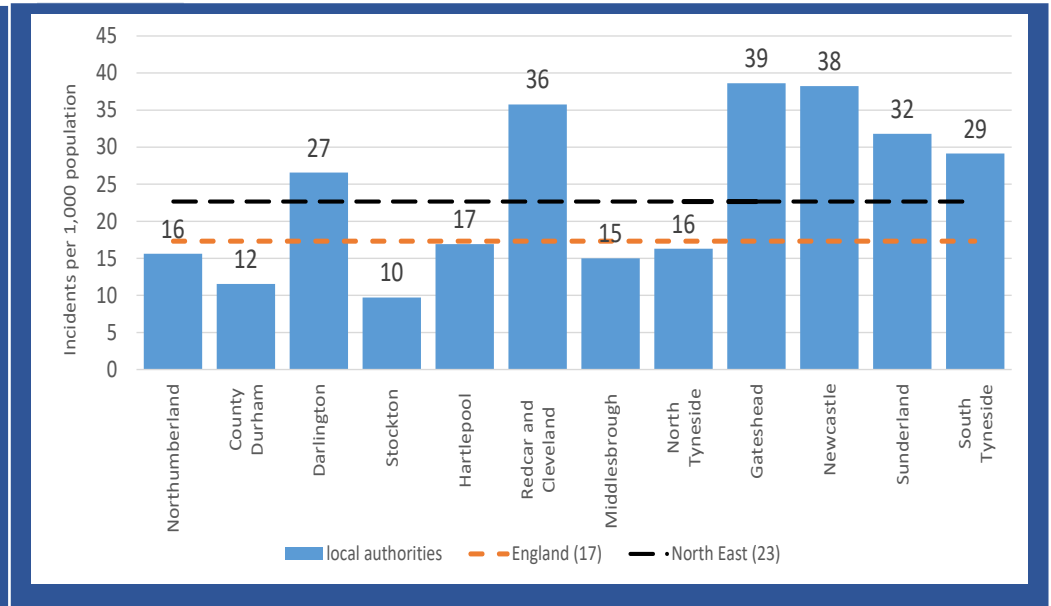
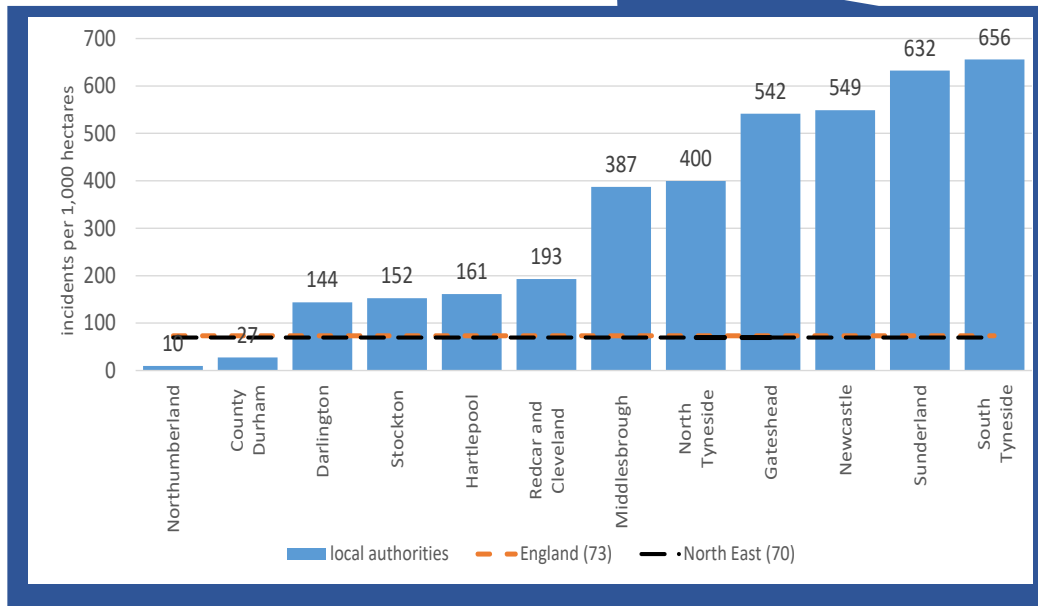
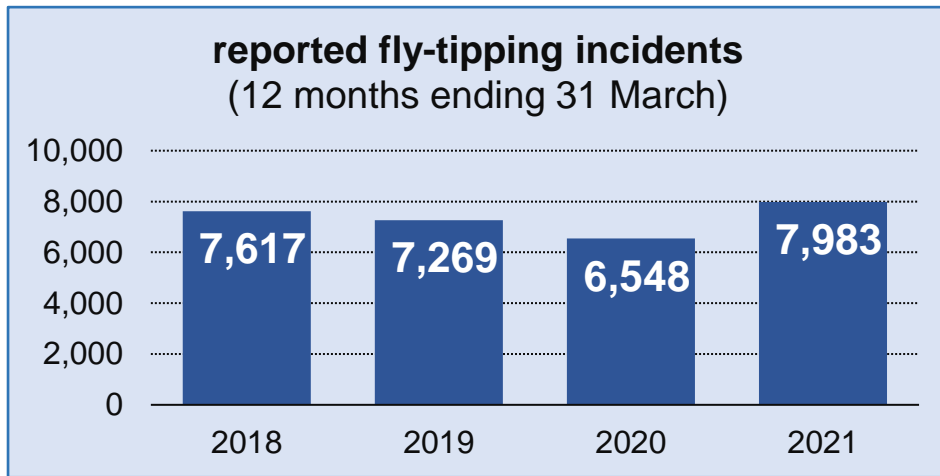
- 15 Throughout 2020/21, to help deter fly-tipping, our neighbourhood wardens carried out 2,125 further investigations, deployed cameras at 44 locations, issued 37 duty of care warning letters and 45 Fixed Penalty Notices.
- 16 Our Community Action Team recently focused on rubbish accumulations, dog fouling and anti-social behaviour in Shildon. One hundred and seventy issues of concern were identified and the team served 41 legal notices.
- 17 Unfortunately, due to COVID-19 restrictions, we were unable to undertake the third tranche of environmental surveys for 2020/21. We hope to reinstate the survey programme during 2021/22.
- 18 Our [2020 Environment Awards](#), 'rewarding great design, environmental guardianship and community spirit in County Durham' were held virtually in February and broadcast on the Council's YouTube site.

Are we reducing carbon emissions and adapting to climate change?

- 19 In 2019/20, we reduced carbon emissions by 51% (from the 2008 baseline) and are now working towards a 70% reduction by 2024/25. Although, carbon emission figures for 2020/21 will not be available until quarter two, we are aware of the significant impact of COVID-19. However, although we have used 20% less electricity, 14% less gas and experienced a 6% reduction in fleet use, all of which inevitably reduced carbon emissions, most of this was due to building closures. As we hope to re-open later in 2021, these reductions are not expected to be sustained in future years.
- 20 We are moving forward with a £8.3 million project to create a solar farm at our Morrison Busty depot, in Annfield Plain. The solar farm will power the whole depot, including electric vehicle charge points for our fleet. The project is part of a wider refurbishment to improve energy efficiency including new cladding, windows and doors and LED lights.
- 21 The flood prevention scheme at Chester-le-Street was completed during quarter four. The scheme, which opened up a 90-metre stretch of the Cong Burn within the town's market place, has not only reduced flooding risk, it has allowed us to create a more attractive public area with new seating and open spaces.

CONNECTED COMMUNITIES (SUSTAINABILITY): How clean and tidy is my local environment?

Summary⁵



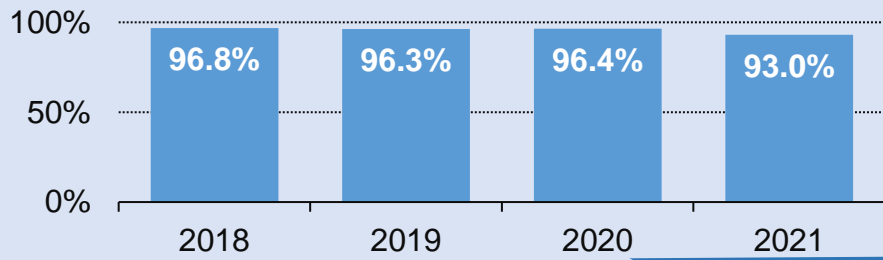
⁵ (data relates to the 12 months ending 31 March 2021, compared to the previous year where applicable)

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

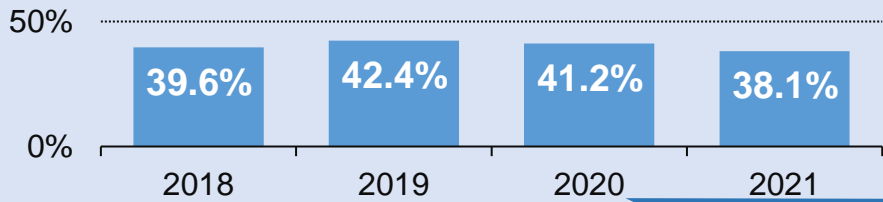
- 22 Throughout the pandemic, due to people spending more time in their homes, we have been collecting increased tonnages of household waste. Although this has resulted in greater tonnages sent for recycling, the proportion of waste recycled has reduced.
- 23 Contamination of kerbside recycling bins remains high but as COVID-19 restrictions ease our Recycling Assistants will re-start targeting areas of low recycling performance. Tonnages of glass sent for recycling continues to surpass the three-year average with latest data showing a 22% increase.
- 24 Although there continues to be an improvement in the HWRC's landfill diversion rate following the re-opening of recyclable markets and increased capacity within the refuse system, the quarter four rate is below the 3-year average of 86%, at 79%.
- 25 Having completed its first full season, and accepted almost 17,000 tonnes of garden waste, the composting pad at Coxhoe has now achieved accreditation which will allow the waste to be used as a soil improver.

CONNECTED COMMUNITIES (SUSTAINABILITY): How effective and sustainable is our collection and disposal of waste? Summary^{6,7,8}

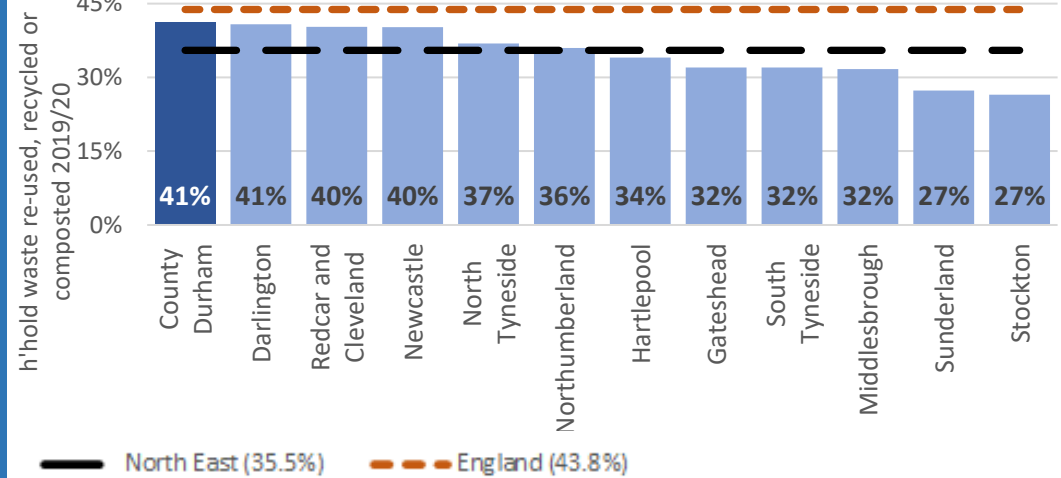
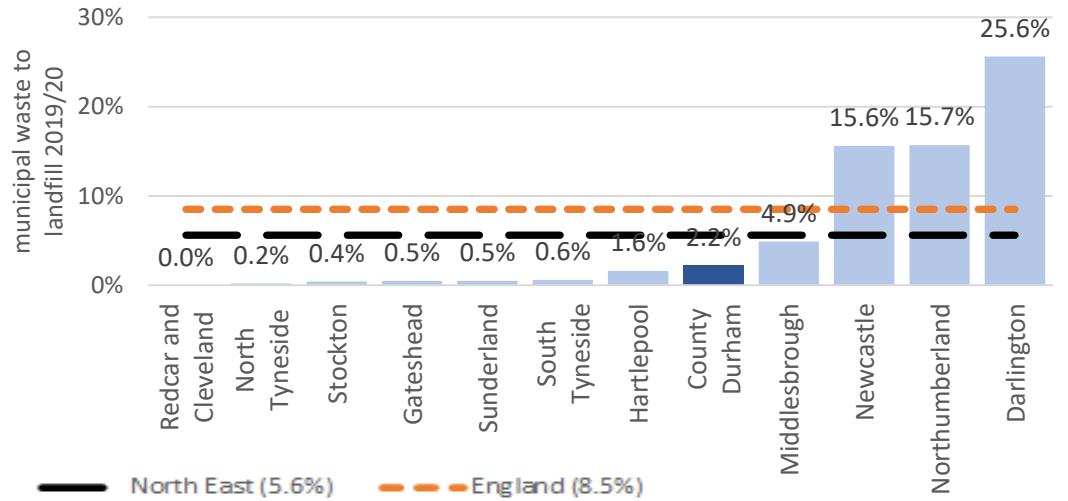
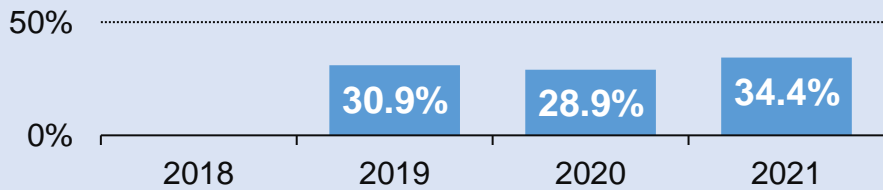
municipal waste² diverted from landfill⁴



household waste re-used, recycled or composted⁴



household waste collected from the kerbside which is contaminated⁴



⁶ municipal waste is all data collected by the authority for disposal. It includes household waste, business waste, street cleaning and rubble

⁷ Waste data is reported a quarter in arrears

⁸ data relates to the 12 months ending 31 December 2020, compared to the previous year where applicable

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 2020/21 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

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

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
11	No. visitors to County Durham (million)	20.13	2019	Tracker	19.71 (green)					No
12	No. jobs supported by the visitor economy	12,133	2019	Tracker	11,998 (green)					No
13	Amount (£ million) generated by the visitor economy	955	2019	Tracker	914 (green)					No

CONNECTED COMMUNITIES – SUSTAINABILITY

How clean and tidy is my local environment?

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
95	% of relevant land and highways assessed as having deposits of litter that fall below an acceptable level	6.4	Sep-Nov 2020	Tracker	6.9 (green)					No
96	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	10.68	Sep-Nov 2020	Tracker	13.36 (green)					No
97	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	1.35	Sep-Nov 2020	Tracker	0.9 (green)					No
98	Number of fly-tipping incidents	7,983	2020/21	Tracker	6,548 (red)					Yes

Are we reducing carbon emissions and adapting to climate change?

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
99	% reduction in CO ₂ emissions in County Durham (carbon neutral by 2050)	55.2	2018	Tracker	54 (green)					No
100	% reduction in CO ₂ emissions from local authority operations compared to the 2008/09 baseline, 70% by 2025	51	2019/20	Tracker	47 (green)					No

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

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
101	% of municipal waste diverted from landfill	93.0	2020	95 (red)	96.4 (red)	91.5 (green)	94.4 (red)		2019/20	Yes
102	% of household waste that is re-used, recycled or composted	38.1	2020	Tracker	41.2 (red)	43.8 (red)	35.5 (green)		2019/20	Yes

Other additional performance indicators

Is it easy to travel around the county?

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
110	% of A roads where maintenance is recommended	3.0	2019	Tracker	2.6 (red)	3.38 (green)	1.92 (green)		2019	No
111	% of B roads where maintenance is recommended	3.3	2019	Tracker	4.7 (green)	4.57 (green)	2.83 (green)		2019	No
112	% of C roads where maintenance is recommended	4.3	2019	Tracker	3.7 (red)	4.57 (green)	2.83 (green)		2019	No
113	% of unclassified roads where maintenance is recommended	21.3	2019	Tracker	21.0 (amber)	15.08 (red)	16.25 (red)		2019	No