

Cabinet

29 September 2021

Quarter One, 2021/22
Performance Management Report

Ordinary Decision



Report of Corporate Management Team

Paul Darby, Corporate Director of Resources (Interim)

Councillor Amanda Hoggood, Leader of the Council

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present an overview of progress towards achieving the key outcomes of the council's corporate performance framework and highlight key messages to inform strategic priorities and work programmes.
- 2 The report covers performance in and to the end of quarter one, April to June, 2021.

Performance Reporting

- 3 The performance report is structured around the three components.
 - (a) High level state of the County indicators to highlight areas of strategic significance. These are structured around the [County Durham Vision 2035](#).
 - (b) Council initiatives of note against the ambitions contained within the vision alongside a fourth 'excellent council' theme contained within our [Council Plan](#)¹.
 - (c) A long list of key performance indicators against the themes of the Council Plan.

¹ approved by full council October 2020

- 4 It also includes an overview of the continuing impact of COVID-19 on council services, our staff, and residents.

More and Better Jobs

- 5 UK gross domestic product (GDP) is currently 8.8% below its pre-pandemic level² and there are 553,000 fewer payrolled employees³ (the hospitality sector, those aged under 25, and those living in London continue to be impacted the most). However, latest figures suggest that the jobs market is showing some signs of recovery with an increase in the number of payrolled employees for the sixth consecutive month and fewer planned redundancies.
- 6 Although we estimate the employment rate across County Durham has remained static - the estimated employment rate for County Durham is 71.7% for May 2021 below both regional and national rates - we are preparing for it to deteriorate, as the support schemes of furlough and income support (for the self-employed) are phased out in the coming months. A recent survey⁴ suggests one in five firms could make staff redundant or cut their working hours in response to the change to furlough. Within County Durham, the majority of furloughed employees work in the accommodation and food service sector.
- 7 The impact of COVID-19 on the visitor economy has been significant. Visitor numbers, revenue generated from visits, and jobs supported are all half of pre-COVID levels. However, we are continuing to assist this sector, by attaining almost £2 million in grants to support the return of festivals and events and to develop a five-year programme of activities and exhibitions linked to our new History Centre, having renovated our cultural venues and through bidding for UK City of Culture status for 2025.
- 8 We remain concerned about the longer-term impacts of the pandemic. The economic situation is contributing to financial pressures across the county, with 20,000 children across the county eligible for free school meals (one in four) and many households in or at risk of falling into poverty.
- 9 The number of young people who remain not in employment, education or training continues to be a concern. The number of young people aged 16-17 undertaking an apprenticeship is however higher than the national average. School attendance rates remain close to the national average.

² Office of National Statistics: [GDP quarterly national accounts, UK: January to March 2021](#)

³ Office of National Statistics: [Labour Market Overview, UK: June 2021](#)

⁴ by the Chamber of Commerce – surveyed 250 businesses, with 18% saying they were likely to make staff redundant in response to the change to furlough

- 10 To mitigate against these economic challenges, we are continuing to move forward with significant investment and regeneration projects which will create new infrastructure, transform our towns and villages, and boost the visitor economy. The County is well placed in the heart of the region to take advantage of growth sectors of warehousing and logistics. Promoting employability may become a greater priority for the council and its partners as the full longer term impacts of the pandemic upon employment levels becomes clearer. The council leads the DurhamWorks programme to support young people into working or learning.

Long and Independent Lives

- 11 Although less affected than other age groups by COVID itself, studies suggest young people have been disproportionately impacted by the social, educational and economic impacts of the pandemic. Increasing numbers of young people are being prescribed anti-depressants, facing longer wait times for psychological support, or needing urgent or emergency crisis care, and those already facing challenges, such as poverty or living with a disability, seem to have been the hardest hit in this regard.
- 12 In addition to the uncertain employment situation, poverty pressures continues to be a major issue and with the Universal Credit £20 per week pandemic uplift due to be withdrawn in October, we expect the situation to deteriorate. Increases in basic living costs continue to hit those with little disposable income hard, and we remain concerned that although about 20,000 pupils registered at schools are eligible for free school meals (27%, up from 24% last year), a quarter of them are not claiming them.
- 13 We are continuing to support people to live longer healthy lives. Focused activity across mental and physical well-being, physical activity for children, smoking quitters (particularly pregnant women and new mothers) and breastfeeding is continuing to make a difference to the lives of our residents. The number of teenage conceptions continued to fall during the quarter.
- 14 Throughout 2020/21, we continued to improve outcomes for vulnerable children and their families and we remain on track to achieve 'significant and sustained outcomes' for around 6,000 families as part of our stronger families programme. This work has continued into quarter one this year.
- 15 As a positive picture emerges from our health services, with high vaccination rates in our care homes and across our communities, we are now able to consider the longer-term health consequences of COVID-19. We are concerned that many residents are suffering long-

lasting symptoms of COVID-19 (Long-COVID) and many more have suffered impacts on their mental wellbeing, gained weight and become more inactive.

Connected Communities

- 16 Reduced overall crime rates continued throughout quarter one, more noticeably across theft-related offences, which fell by a quarter, and may reflect people spending more time at home, with fewer opportunities for theft in public spaces and the closure of non-essential retail and the night-time economy.
- 17 However, we remain concerned about domestic abuse. Statutory referrals related to domestic abuse (parent/carer) was at a rate of one in five in the 12 months to May 2021, this increased to one in four during June 2021, which coincided with the start of the UEFA Euro 2020 football tournament.
- 18 Anti-social behaviour has also increased, mainly litter related incidents, but also driven by more residents spending more time at home (thereby witnessing and reporting events, as well as driving increases in areas such as noise) and the enforcement of COVID-19 restrictions.
- 19 Environmental cleanliness is showing a slight deterioration against last year in the categories of litter and detritus (based on a sample survey), and the number of reported fly-tips has started to return to pre-COVID levels, having decreased during the height of the pandemic.
- 20 One consequence of the pandemic has been the generation of additional tonnages of household waste due to people spending more time in their homes. An additional 12,000 tonnes of household waste was collected in 2020/21, however, contamination of kerbside recycling bins remains high.
- 21 We are concerned about the lifting of the eviction ban as lockdown continues to ease. More households are living in temporary accommodation, and for longer, due to a shortage of suitable properties, a consequence of action taken to house rough sleepers during the pandemic. We are sourcing additional properties to help alleviate these problems.
- 22 The complexity of referrals to children's social care continues to increase and COVID-19 is continuing to prevent the closure of some cases, due to being unable to complete actions identified in children's plans, for example, parental attendance at domestic abuse perpetrator courses as these courses are not running at present.
- 23 During quarter one, free public wi-fi has been installed in some of our town centres (with further roll-out planned later in the year), we have

also initiated phase one of our plans to improve the county's housing stock and tackle wider environmental issues.

An Excellent Council

- 24 As steps two and three of the government's COVID-19 roadmap were achieved in quarter one, we have been able to lift some restrictions. However, work-related control measures in relation to hands, face and space remain in place, and greater emphasis placed on fresh air and ventilation of indoor spaces. The delay in achieving step four of the roadmap, primarily due to the emergence of a new delta variant of the virus, means working at home arrangements remained in place across quarter one.
- 25 As a consequence of the restrictions put in place throughout the pandemic (e.g., working from home, handwashing, social distancing and ventilation) both health and safety and days lost to sickness absence have remained low.
- 26 Our latest sickness rate is the second lowest level since 2010/11, with circa 80% employees recording less than 5 days sickness and almost 70% recording no sickness. Throughout the quarter, we continued to promote support mechanisms to increase the emotional resilience of our staff and protect their mental health.
- 27 Most services have now reopened in line with the government's roadmap to recovery. However, the redeployment of our Customer Access Point (CAP) staff to support other critical services, and the ongoing impact of self-isolation on service delivery has meant we have needed to delay the re-opening of our CAPs.
- 28 However, we are continuing to provide support via alternative channels and are continuing to expand our online alternatives to face to face contact which are encouraging more customers to liaise with us digitally.
- 29 The council continues to face significant financial pressure resulting from the pandemic. The additional costs incurred and loss of income are presently forecast to be around £21 million this year, offset by COVID-19 related underspends (relating to closure of facilities and disruption to normal service activity as a result of the pandemic) of £7.771 million – a net overspend of £14.522 million, which is presently within the forecast circa £17.2 million the council expects to receive from the government to cover the financial impact of the pandemic.

The impact of COVID-19

- 30 The COVID-19 pandemic has caused an unprecedented health emergency across the globe. [Restrictions](#) to contain the virus, minimise

deaths and prevent health and social care systems being overwhelmed remain in place, and are continuing to impact our everyday lives, our health and the economy.

- 31 However, roll-out of the UK's vaccination programme, which has reduced both hospital admissions and deaths, has allowed the government to implement plans for a [gradual and phased route out of lockdown](#).
- 32 Working with government organisations and within the context of national developments, we continue to protect our communities, support those affected by the pandemic, and develop plans for future recovery.
- 33 The COVID-19 surveillance dashboard can be accessed [here](#).

Risk Management

- 34 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

- 35 That Cabinet 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.

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.



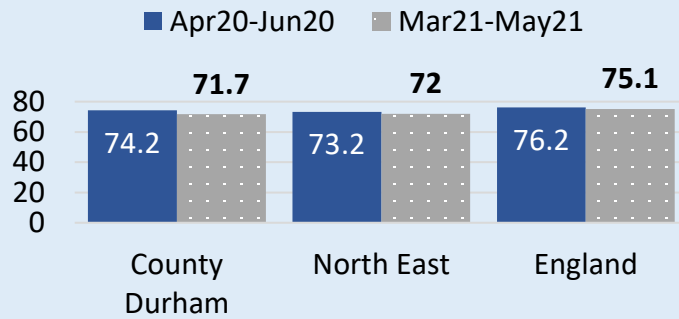
Durham County Council Performance Management Report

Quarter One, 2021/22

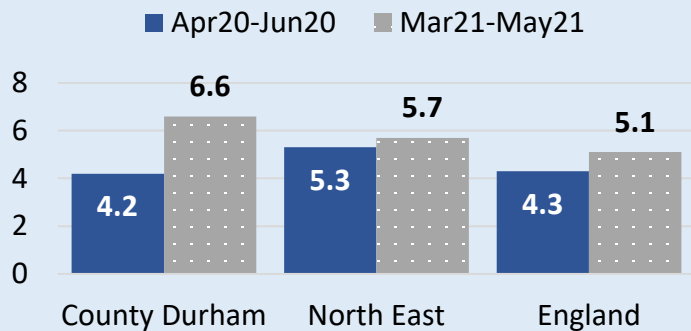


MORE AND BETTER JOBS

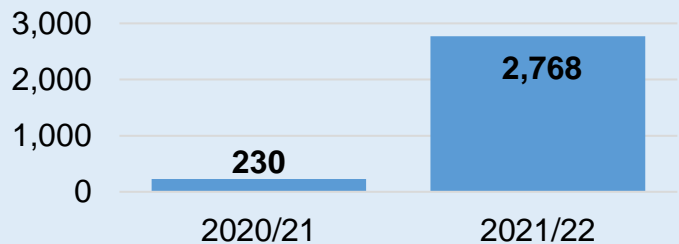
Experimental Employment Rate



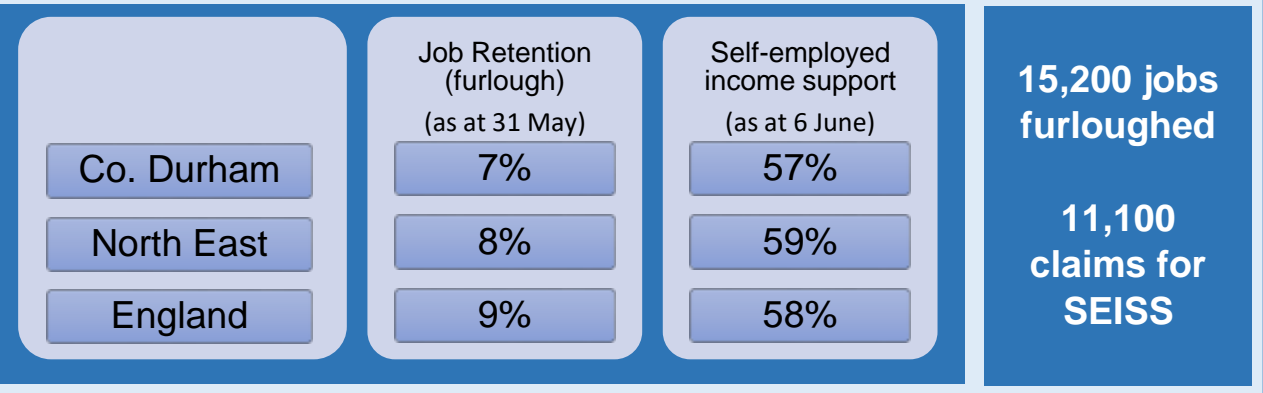
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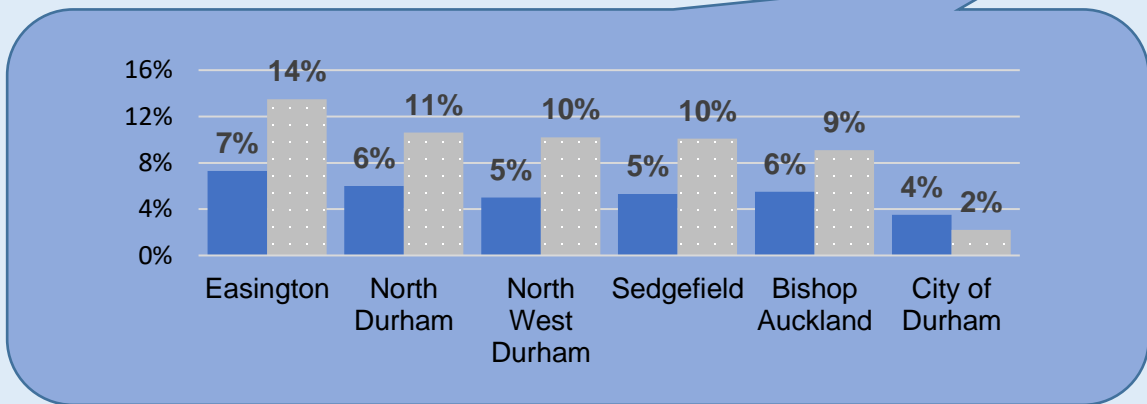
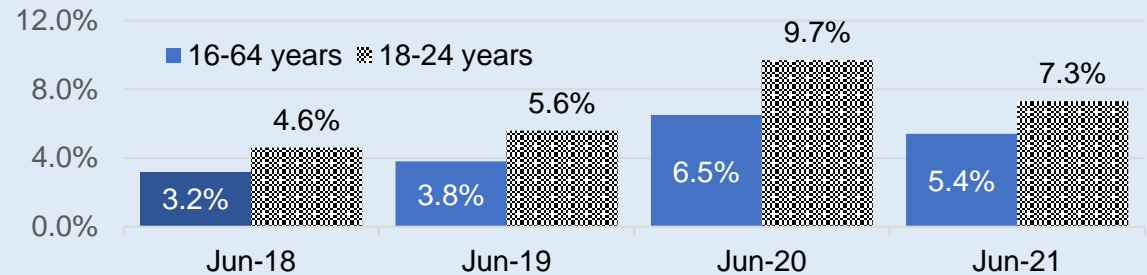
Jobs created/safeguarded by Business Durham



Support Schemes



Claimant Count (as at June 2021)



More and Better Jobs

- 1 The ambition of More and Better Jobs is linked to the following objectives:
 - (a) Delivery of a range of employment sites across the county;
 - (b) A strong, competitive economy where County Durham is a premier place in the North East to do business;
 - (c) A broader experience for residents and visitors to the county;
 - (d) Young people will have access to good quality education, training and employment;
 - (e) Helping all people into rewarding work;
 - (f) Fewer people will be affected by poverty and deprivation within the county.

National, Regional and Local Picture

- 2 The County Durham Regeneration Statement sets the direction of regeneration and economic development of the county up to 2022. This document contains a number of long-term measures of success. A key aim within this strategy is the employment rate for the county to converge to and be maintained at pre-2008 recession levels (73% of working age population.)
- 3 The Office of National Statistics (ONS) has delayed release of the Annual Population Survey (APS) data to March 2021 which includes the official employment rate. In lieu of this, an experimental estimate using Labour Force Survey (LFS) employment data has been used. Using this data, the estimated employment rate for County Durham is 71.7% for May 2021, this is below both regional and national LFS rates but does not yet show a significant COVID-19 effect due to the support provided by the furlough and income support schemes.
- 4 HM Revenue and Customs (HMRC) data shows that around 15,200 employments in County Durham (7%) were furloughed under the government's Job Retention scheme. This is in line with both regional (8%) and England (8%) rates and a decrease from the most recent peak of 13% in January 2021 when there were 29,400 employments furloughed. Throughout the pandemic the trend for the proportion of employments furloughed in County Durham has closely mirrored the regional and national picture, being consistently slightly below the regional and national averages.
- 5 The most recent data available on the breakdown of furloughed employments by sector shows the majority of County Durham's furloughed employees work in the accommodation and food service sector, which has been particularly impacted by the pandemic restrictions; and the retail and manufacturing sectors which not only have also been impacted by the pandemic restrictions but are two of the largest employment sectors in County Durham.

- 6 The furlough scheme is currently being phased out. The table below shows the level of government contribution available in the coming months, the required employer contribution and the maximum amount the employee receives per month.

	To June	July	August	September
Government contribution for hours not worked	80% up to £2,500 per month	70% up to £2,187.50 per month	60% up to £1,875 per month	60% up to £1,875 per month
Employer contribution wages for hours not worked	None	10% up to £312.50	20% up to £625	20% up to £625
For hours not worked the employee receives	80% up to £2,500 per month	80% up to £2,500 per month	80% up to £2,500 per month	80% up to £2,500 per month

- 7 The furlough scheme will end on 30 September 2021. A national survey carried out by the British Chambers of Commerce has highlighted that retraining is essential as one in five firms consider redundancies post-furlough. Recent HMRC data show that older workers are far more likely to remain furloughed than younger ones, raising concerns about what plans are in place to re-skill those left without jobs once the scheme winds down, and whilst a continuing skills shortage exists across the UK labour market.
- 8 Following a significant rise in people claiming employment benefits between March and May 2020, the claimant count continued to remain relatively static throughout 2020/21 until the first notable drop in May 2021 and now stands at 5.4% (June 2021). County Durham remains below the regional and national rate but is still significantly higher than the pre-COVID position.
- 9 The impact of the pandemic on the visitor economy in 2020 has been significant. Visitor numbers fell by 43.4% compared to 2019, impacting on both 'day' and 'staying' visitor numbers. Consequently, the amount generated by the visitor economy also fell, decreasing by 48.3%. The number of jobs supported (both direct and indirect) by the visitor economy dropped by 44%.
- 10 Across the county the greatest impact was seen in Durham City in relation to staying visitor expenditure, with the least impacted area being the Durham Coast in relation to day visitors to this area. As over 50% of visitors to County Durham are day visitors from the North East, the impact of the pandemic has not been as sizeable as other areas of the country which are more reliant on overnight stays and overseas travel.

MORE AND BETTER JOBS

Business Durham Activity

	Apr-Jun 2021	Compared to last year	
inward investments secured: • Maze Rattan • MAP Group	2	+1	↑
Businesses engaged	474	64	↑
floor space occupied	87%	+2pp	
GVA from jobs created or safeguarded (million)	£81.2	+£74	↑

16-17 year olds Not in Education, Employment or Training (Apr-Jun 2021)

	Co. Durham	North East	National
% NEET	5.8%	4.9%	3.0%
% not known	0.6%	0.7%	1.9%

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

Visitor Economy

	2020	Compared to last year	
Visitors to County Durham (millions)	11.39	- 43%	↓
Jobs supported by visitor economy (FTEs)	6,794	- 44%	↓
£ generated by visitor economy (£'millions)	£506.75	- 48%	↓

- 11 The most recent COVID impact survey by Visit County Durham shows a more positive picture with most businesses being able to open as restrictions are lifted, the majority reporting they had lots of enquiries and bookings and 18% predicting their occupancy between June and August will be higher than pre-COVID levels. However, there were still concerns about further national lockdowns or further restrictions and the majority reported that customers were booking less than a month in advance.

Council Services

A strong competitive economy and premier place to do business

- 12 The £220m UK Community Renewal Fund⁵ was launched by the government as part of the budget statement 2021. The programme will:
- provide funding to test innovative ideas and pilot activity;
 - invest in skills;
 - help people into employment;
 - support local businesses to grow and develop;
 - help local communities become more resilient and sustainable.
- 13 The government identified 100 places to be prioritised for funding according to a new Index of Economic Resilience, although there is no guarantee of receiving funding, County Durham is one of the 100 priority areas. Following a call for applications, four bids have been selected for submission based on projects which most strongly fit the government's criteria. Announcements on successful bids are expected late July onwards, with all project activity needing to be delivered by March 2022.
- 14 The £5 million Durham Business Recovery Grant launched in January 2021, to help businesses implement recovery plans to overcome the effects of the pandemic has now closed. We received over 780 applications to the scheme requesting over £12 million in total. Three hundred and eighteen applications were approved, totalling more than £4.54m, with the potential to safeguard up to 3,554 jobs.
- 15 Grants are being used to enable businesses to purchase new equipment, develop new products, adapt their operational models and expand into new markets. Businesses whose applications were not accepted, either because they did not meet key eligibility criteria or their recovery plans required further development, have been signposted to other support programmes.

⁵ the aim being to trial new approaches to support communities and the local economy and help areas prepare for the UK Shared Prosperity Fund, due to launch in 2022.

- 16 In its first two years of operation the County Durham Growth Fund⁶ has awarded £5.53 million in grants to 36 companies. To date:
- £3.06m has been paid out;
 - 184 jobs have been created;
 - with a further 375 jobs projected before the end of the project.
- 17 In addition to the £5.53 million, the County Durham Growth Fund levered a further £8.66 million in private sector investment.
- 18 The ‘Size and Health of the UK Space Industry’ report (June 2021) revealed the number of people employed in the space sector in the north east is more than 1,000 (up 12%). The report also highlighted that the number of space organisations in the region is up 50% from 34 to 51 with income from the north east’s space sector totalling £88 million. The North East Centre of Excellence in Satellite Applications, based at North East Technology Park (NETPark) in Sedgefield, has played an important role in the growth of the region’s space sector. Led by Business Durham, the North East Satellite Applications Centre of Excellence has engaged with over 670 organisations, establishing links between 277 businesses and universities, and helped companies secure £9.2m worth of funding.
- 19 During the quarter, 305 businesses were intensively assisted which reflects the increasing number of businesses that have been taking up support through Business Durham's various programmes.
- 20 Durham Ambitious Business Start-ups (DABS) programme has assisted 71 pre-start entrepreneurs and 48 newly registered businesses during the quarter and three companies have been awarded a £5,000 jobs grant from the programme to take on a new member of staff.

Helping all people into rewarding work

- 21 COVID-19 restrictions continue to impact delivery of our employability programmes. Face to face contact with participants has not recommenced and referrals from Job Centres and delivery partners has been varied. However, participants progressing into employment has increased slightly and levels are on par with pre-COVID levels, through our support for people setting up as self-employed, moving into job sectors experiencing high demand or to assist employers to replace furloughed workers who have moved to other jobs.

⁶ established Apr-19, the fund is £8.9 million capital scheme providing grants to small and medium enterprises in County Durham to accelerate their growth, enable them to purchase new equipment, increase their capacity, improve efficiency, or expand into new markets.

- 22 Although a large proportion of our clients have limited digital skills which prevent them from completing online courses, there has been a number of clients completing education or training courses through our delivery partners on the LINKCD employability programme.
- 23 Delivery of the LINKCD programme has been severely hit by the pandemic and this is set to continue until referrals increase and face to face meetings can resume. We have recently applied for additional funding to extend LINKCD project until December 2023 to increase capacity and re-profile the programme outputs. Community led local development (CLLD) projects (north and south) have received additional funding to extend the projects to December 2022, and although both projects are on track progressions into employment are slightly behind schedule. However, the position is expected to improve with easing of lockdown restrictions and extra capacity working on the programme from January 2021.

A broader experience for residents and visitors to the county

- 24 We have been awarded £724,000 of Culture Recovery Fund Grant by Arts Council England, which will support the return of festivals and events that were impacted by the pandemic.
- 25 In preparation for Lumiere 2021, the creative commissioning scheme BRILLIANT was launched in January. Following a record number of applications being received, six winners have been commissioned to create a new piece of light art for the event. This was the first time the competition was opened up to people outside of the north east and received 272 applications, an increase of over 250% on 2019. A fifth of applicants identified as having a disability or being from black, Asian and minority ethnic groups supporting the scheme's mission to broaden the diversity of those working in the medium of light art.
- 26 During the quarter, the decision was taken to postpone the Durham BRASS event which was due to take place from 14 to 18 July. The festival had been planned with COVID safety measures in mind, with a largely outdoor programme and social distancing arrangements, however due to uncertainty regarding national announcements on restrictions and the publication of safety guidance on large scale events, we have decided to postpone the event until 2022.
- 27 The council has secured a £1.2 million grant from the National Lottery Heritage Fund to deliver a five-year programme of countywide activities and temporary exhibitions linked to the county's new History Centre. The funding will also support an innovative digital offer:
- including a new dedicated History Centre website;

- an online platform for people to search the collections, comment on heritage items and share their own stories;
 - and the digitisation and cataloguing of thousands of photographs, objects, maps and other historic documents.
- 28 This will allow people all over the world to connect with the county's historic collections and archives in unique ways. The History Centre is expected to attract up to 70,000 visitors a year, but the engagement programme will extend the centre's reach further still with more than 40% of the activities planned to take place offsite in schools and community venues
- 29 With the lifting of restrictions, we have been able to open a number of our cultural venues which have seen extensive renovation work carried out over the last year:
- Empire Theatre, Consett - £823,000 refurbishment of the auditorium, toilets, and front of house area, as well as a new stage and technical equipment;
 - Gala Theatre, Durham - £600,000 refurbishment, fitted with new flooring and seating in the auditorium, as well as a new-look box office, display screens, signage and furniture;
 - Bishop Auckland Town Hall - opened in May with a touring exhibition, 'Gladiators: A Cemetery of Secrets', following its major refurbishment in 2020. The renovated town hall offers a newly refurbished contemporary gallery space, a brand-new café and menu using high-quality, locally sourced produce and a fully digitised cinema.
 - Durham Town Hall - partially re-opened to visitors to enable the ongoing structural repair and restoration programme.
- 30 Killhope Museum re-opened to visitors in May with a planned programme of outdoor events and guided tours, alongside the exhibitions, play park, gift shop and new café. The waterwheel and jigger house however remain closed following delays in essential maintenance due to the pandemic. Binchester Roman Fort re-opened on 1 July, although there will be no organised events this year, visitors are once again able to see the two restored Roman baths and one of the most well preserved Roman heating systems in the country.
- 31 On 19 July, we submitted an expression of interest for UK City of Culture status for 2025 on behalf of Culture Durham, a partnership including Beamish Museum, Durham Cathedral and Durham University.
- 32 Durham hopes to secure the title for both the city and the county, following the announcement that, for the first time, groups of towns are able to work together to submit joint bids. Schemes will include the opening of a new dedicated history centre, a programme of events around the display of the Lindisfarne Gospels in the north east and a celebration of the 200th anniversary in 2025 of the first

passenger railway. Following the deadline for bids, a panel will draw up a shortlist of six locations, with successful applicants being announced in September; they will then have until January 2022 to submit their full bids with the winner revealed in May 2022.

Young people will have access to good education, training and employment

- 33 There have been three Section 8 inspections by Ofsted to Durham schools during the quarter one reporting period. These are monitoring visits to confirm that schools remain good or outstanding and that safeguarding is effective. Whilst Ofsted were not grading these visits, all schools received the judgement that 'leaders and those responsible for governance are taking effective action to provide education in the current circumstances'. The focus for further action for these schools is continued well-being support for children and young people as they returned to school.
- 34 The role of local authorities in dealing with safeguarding complaints regarding schools has changed in recent years. Complainants should follow the school's published complaints policy. Once a complainant has exhausted the school's procedure then the matter may be escalated to Ofsted, who request the local authority to investigate. There have been 11 qualifying safeguarding complaints made to Ofsted relating to Durham schools during quarter one. This compares to two in the same period last year, and eight during quarter one in 2019. The increase from last year is quite significant and could be a result of the impact of the pandemic, given most children and young people were accessing virtual learning rather than attending schools during quarter one 2020 and therefore their social interaction with staff and peers was somewhat limited.
- 35 At the commencement of the summer term, 93.6% of pupils were in attendance at state-funded schools in County Durham. Rates were the same nationally. There were 94.6% in primary, 90% in secondary and 90.1% in special schools. For vulnerable groups, these rates were 87.6% for those children with a social worker, compared to 85.1% nationally and 90.2% for pupils with an Education Health and Care Plan (EHCP) compared to 88.8% nationally.
- 36 Attendance rates decreased locally and nationally as the quarter progressed around the same time as there were increases in infection rates associated with the new COVID-19 variant and consequently school bubble closures.
- 37 During quarter one, local elective home education (EHE) numbers were subject to ongoing fluctuation. During the 2020/21 academic year despite the increases in numbers of EHE nationally and locally, 163 pupils were supported to return to school and year 11 pupils became non-compulsory school age as of 25 June which has resulted in a local overall decrease in local EHE figures. Overall numbers continued to remain low at any point in the quarter fluctuating between

0.6% and 0.7% of the school age population. Staff support families to return to school where this was the preferred choice of families and a multi-agency EHE panel continues to support EHE children and young people via meetings, safe and well calls and other checks.

- 38 During the summer term, 663 personal education plan (PEP) meetings have taken place with current reports being quality assured by the virtual school team to ensure children looked after are receiving high quality education and their bespoke needs are being met.
- 39 Our behaviour and inclusion panels continue to address high rates of exclusion through early identification and a proactive approach to pupil support. Throughout quarter one, 20 pupils at risk of exclusion were supported by the primary panel (none were permanently excluded) and the secondary panel supported 256 pupils (there were 29 permanently excluded pupils). No pupils from special schools were permanently excluded. 29 reports have been produced relating to permanent exclusions, the reports are shared with governing bodies and parents as part of the exclusion procedures.
- 40 Thirty-one secondary managed moves have been arranged to support students at risk of permanent exclusions and one primary managed move. There have been 364 primary in-year transfers with 233 Durham to Durham schools, 121 out of county to Durham schools and 10 EHE returning to school. There were 123 secondary in-year transfers, 26 in total with 53 Durham to Durham schools, 60 out of county to Durham schools, one Independent Durham Schools to Durham and nine EHE returning to school.
- 41 In terms of secondary best advice transfer meetings there were 14 held in total (one out of county to Durham, 13 Durham to Durham schools). Ten students transferred following the meeting with four remaining at their home school. A total of 512 year six students identified as requiring enhanced transition support have been shared with transition leads for every secondary school in County Durham.
- 42 The early years panel considered 98 requests for early years SEND support, an increase of 40 (145%) on the previous year and 28 requests to initiate statutory assessment with 21 (75%) agreed in comparison to 53 with 24 (45%) agreed in the previous year. In addition, the team provided information to 85 infant and primary schools to support transition and enable pre-emptive funding requests where appropriate.
- 43 Across County Durham, the proportion of young people (aged 16-24) Not in Employment, Education or Training (NEET) is 5.8%, which equates to 621 young people from a cohort of 10,691. This represents a period where young people are completing academic programmes and moving to a summer transitional period, as they secure places in learning (and await their start) for the forthcoming

academic year. [DurhamWorks](#) is identifying young people for support and moving them to a NEET destination in order to be able to register them on the programme. This is to allow us to offer support at the earliest possible opportunity but can result in an increase of NEET and lower participation rates at an earlier point in the year. The whereabouts of 2% of the national cohort is not known compared to 0.6% across County Durham and 0.7% in the North East.

- 44 Whilst some face to face contact with young people has returned in County Durham, the intensive face to face re-engagement programmes offered prior to COVID have been unavailable to our NEET young people during Apr to June. This has therefore directly increased the number, and proportion, currently identified as NEET. We have seen this impact particularly on our priority groups and most vulnerable who require this type of supportive post-16 provision
- 45 Across County Durham, 5.5% of young people aged 16-17 are undertaking an apprenticeship, significantly higher than the 4.1% national average. However, the overall proportion in apprenticeships has reduced due to COVID-19 with more of those aged 16-17 year continuing in full time education or training as opposed to employment.

Long and Independent Lives

- 46 The ambition of Long and Independent Lives is linked to the following key objectives:
- (a) Children and young people will enjoy the best start in life, good health and emotional well-being;
 - (b) Children and young people with special educational needs and disabilities will achieve the best possible outcomes;
 - (c) County Durham will have a physical environment that will contribute to good health;
 - (d) We will promote positive behaviours;
 - (e) Health and social care services will be better integrated;
 - (f) People will be supported to live independently for as long as possible by delivering more homes to meet the needs of older and disabled people;
 - (g) We will tackle the stigma and discrimination of poor mental health and build resilient communities.

LONG AND INDEPENDENT LIVES

Think Family

5,462 families turned around
(2015 - Jun 21)

following intervention...

2,166 workless families progressed to work

2,585 families reported reduced mental health issues

983 families reported reduced substance misuse

4,748 families achieved significant & sustained outcomes
(2015 - Jun 21)

Healthy Start Vouchers

(Jun 2021)

Co. Durham

North East

England

% take up

65%

66%

58%

Adult Social Care

175.0

per 100,000 adults aged 65+ admitted to residential or nursing care
(Apr-mid Jun 2021)

87%

of patients discharged into reablement/ rehabilitation services still at home after 91 days
(Apr-mid Jun 2021)

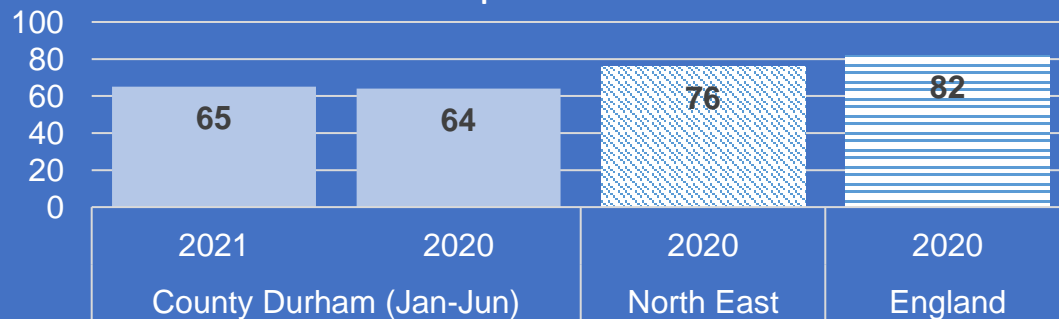
87%

of service users receiving an assessment or review within the last 12 months
(2020/21)

95%

of individuals achieved their desired outcomes from the adult safeguarding process
(Apr-mid Jun 2021)

% EHCP completed within 20 week time period



worse than last year

better than last year

similar to last year

Not comparable

National, Regional and Local Picture

- 47 A briefing summarising the [impact of COVID-19 on young people](#)⁷ concludes that young people have been less affected than other age groups by COVID-19 itself, but have been disproportionately impacted by the social, educational and economic impacts of the pandemic.
- 48 It also highlights that young people already facing challenges in their lives (such as living in poverty, living with a disability or in challenging family situations) seem likely to have been hardest hit. There is particular concern about the ‘slow burn’ impacts of educational and employment constraints, and the role the pandemic is playing in widening health inequalities.
- 49 An article on the [impact of COVID-19 on the mental health of young people](#)⁸ suggests that increasing numbers of young people were prescribed anti-depressants during the pandemic, while facing ever longer waits for psychological support. The article states that NHS data, analysed by the Royal College of Psychiatrists (published in April 2021), show that 80,226 more children and young people were referred to mental health services between April and December 2020, an increase of 28% on 2019.
- 50 In addition, the analysis revealed that the number of children and young people needing urgent or emergency crisis care had increased by 18%, compared with 2019.
- 51 The article also highlighted that in the five years ending April 2020, there was a 26% increase in the number of 0-17 year olds in England who were prescribed anti-depressants. The trend appeared to accelerate further during the pandemic, particularly during the national lockdown periods.
- 52 During quarter one, permanent admissions to residential and nursing care are almost twice the number seen in the same period last year. However, it should be noted that that admissions 12 months ago were significantly lower due to the pandemic. The latest data for permanent admissions are only slightly less than two years ago (pre-COVID), suggesting that public confidence in care homes is returning.
- 53 Latest data for the percentage of older people remaining at home 91 days after discharge from hospital into reablement services are the highest (86.7%) for almost two years and significantly higher than the figure from the same period last year (82.6%). This percentage has continued to rise during the pandemic.

⁷ written by Ann Hagell and published by Association for Young People's Health in February 2021

⁸ published by The Pharmaceutical Journal in June 2021

- 54 Recently published data from the Active Lives survey (November 2019 to November 2020) clearly reflect the impact of the pandemic on people's ability to take part in sport and physical activity. In line with the national trend, reported levels of 'inactivity' increased over that period, which unfortunately has an impact on the gradual gains made over the last five years. With regard to 'active' participation (150+ minutes a week), we remain relatively static (at 60.6%) compared to the previous 12 months and just below the national average (61.4%).

Council Services

- 55 The breastfeeding action plan has been reviewed, with a refreshed multi-agency action plan being developed, linking into the regional work being undertaken by the Local Maternity System (LMS). Key actions in the plan include:
- developing a suite of videos which can be shared via social media to raise awareness of the support available for those choosing to breastfeed;
 - exploring the potential to develop a targeted mass marketing campaign focused on changing societal attitudes and beliefs to breastfeeding, which is jointly funded by key partners;
 - developing a joint communication plan with key partners to deliver significant messages via social media platforms in line with the agreed 'call to action';
 - reviewing the scope of the Infant Feeding Team, taking into account national and regional best practice as part of standard commissioning processes;
 - working with the Pioneering Care Partnership to make the Breastfeeding Friendly County Durham accreditation scheme part of the silver level Better Health at Work Award;
 - conducting focus groups in targeted areas of the county to obtain insights from mothers and families on barriers and experiences of feeding choices in County Durham;
 - a deep dive by Harrogate and District NHS Foundation Trust to explore the specific details behind feeding decisions - the outcome will be used to identify barriers and opportunities, to improve service delivery.
- 56 The council continues to support the Active 30 campaign including help with resource development, communications, and increasing physical activity in schools and communities. By June 2021, 76 schools had pledged to work with the programme.
- 57 As part of the Schools and Education Settings Health and Wellbeing Framework, a quality framework for schools has been co-developed with partners from children services and schools to provide a clear understanding of the health and well-being needs of children and young people in County Durham. The quality

framework for schools is aligned to the early years and settings framework, with local branding developed. A peer review tool will provide evidence for improved outcomes and measures of success. A soft launch took place in March and a full launch will take place in summer 2021.

- 58 To support the national Holiday Activities with Healthy Food programme, a new County Durham [website](#) (created to promote physical activity within our local communities) has been updated for the summer holidays. This aims to ensure that physical activity quality standards are embedded, with a planned timetable of resources to support activities.
- 59 In our Early Help service, development work is underway with partners to look at how we capture the volume of assistance provided. A new signs of safety assessment is being developed for partners to use and submit centrally. A further piece of work will follow to look at the quality of early help with a view to establishing a shared quality assurance framework.
- 60 Our early help provision, such as the Young Adult Support Café (YASC), continues to operate online alongside existing online support (such as Rollercoaster and Kooth). Thirty six YASC sessions were delivered during quarter four with 20 young people attending in total.
- 61 This quarter saw the return of face to face YASC sessions. The east project launched face to face at The Art Café in east Durham Trust on a Wednesday evening. Young people have attended the project supported by a One Point family worker. Due to an increase in positive COVID cases and staff having to isolate, the south project delayed returning to Pioneering Care Partnership (PCP) in Newton Aycliffe until June however as a result two new young people have started to access the project. As part of the transition to face to face the south group met for a socially distanced walk. The south group continues to meet weekly face to face on a Monday. The north group at Waddington Street is currently scheduled to return face to face during the next quarter, with a provisional date set for 7 September.
- 62 Now that face to face sessions are returning the promotion of YASC offer has continued to be a priority to ensure young people that could benefit from informal peer support are aware of the service. Efforts have been made to re-engage with young people that were not comfortable meeting virtually during the pandemic.
- 63 Investing in Children continues to provide opportunities to meet young people one to one either virtually or socially distanced to support them to access the projects.
- 64 Young people accessing YASC have been continuing to work with Investing in Children and Rollercoaster family support to engage in the United Voice agenda, supporting discussions in relation to service development for both the prevention

admissions work and the Emily's Gifts projects. A young person and a parent/carer attended the launch of the Children and Young People's Mental Health Partnership to present the priorities of United Voice in relation to involving young people and families in meaningful engagement and true co-production of services.

- 65 One young person from YASC co-chaired the relaunch of the Children and Young People's Mental Health Network as part of the activities for Mental Health Awareness Week.
- 66 In the lead up to Mental Health Awareness Week young people worked on creating a series of social media campaigns to encourage conversations about mental health linked to the Five Ways to Well-being. These campaigns were shared via Investing in Children and Stamp It Out social media as well and circulated through local networks including the emotional well-being locality forums.
- 67 Throughout the summer young people will be able to access training opportunities:
- ASDAN accredited peer mentoring training which is a full day session (two dates to choose from);
 - A three hour virtual session on Zoom (two dates to choose from) for any individual with mental health lived experience supporting people challenge mental health stigma and discrimination.
- 68 Feedback from the Children and Young People's Transformation Partnership (LTP) identified difficulties for professionals, adults and families when navigating the support services available in County Durham to support mental health and emotional well-being.
- 69 Following this feedback, the council has developed guides for adults and children and young people known as 'rainbow resources'. The interactive guides promote and signpost the services available across County Durham to support mental health and emotional well-being.
- 70 The rainbow guides were widely promoted and cascaded to internal and external partners and were positively received. Feedback from partners and service users was excellent. Several iterations of these resources have been produced and utilised to support the COVID-19 response and recovery agenda.
- 71 Funding was secured in early 2020 to introduce a public health practitioner to develop a project in the Children and Young People's service to improve the response to the emotional well-being and mental health of our children and young people. The project was based around a number of thematic areas:

- joint targeted area inspection (JTAI) self-assessment;
- implementing the Thrive model (re-writing practice toolkits and resources);
- upskilling and training children's social care staff (training offer).

72 Working with the Jigsaw Project, additional training has been undertaken to enhance the bereavement offer, with online materials developed and shared on our website and with partners to aid parents and carers to support children and young people who have experienced loss during the pandemic.

73 County Durham is currently within the top 5% of local authorities for take-up of the Healthy Start voucher, with 65% of those eligible, claiming the voucher. Through the Healthy Weight Alliance, a Healthy Start Task and Finish Group has been set up to promote and raise awareness with families and partners. This aims to increase the uptake of families accessing the Healthy Start vouchers and to increase the uptake of fruit and vegetables. In addition to previous work of the group (for example, delivery of bitesize training sessions to over 500 staff), as part of the communications plan currently County Durham specific resources being developed in line with the national Healthy Start campaign.

Fewer people will be affected by poverty and deprivation within the county

74 As expected due to the protections offered while Universal Credit is being rolled out, latest data show an increase in pupils eligible for free school meals. More than 27% of County Durham pupils are known to be eligible (January 2021), similar to the North East levels, but higher than national. Around 15,500 of the 20,000 eligible pupils are claiming them, meaning almost 5,000 children are eligible for but not claiming them.

Promoting positive behaviours

75 Tobacco control continues to be a priority for action, with links to poverty, second-hand smoke / smoke free housing, mental health and tobacco dependency in pregnancy proposed as priorities during 2021/22.

76 The most recent quarterly data (2019) highlight a continuing trend of reduction in teenage conceptions, with County Durham (18.7) below the North East average (19.3) but still greater than England (14.1). Over the last twelve months, work to reduce under-18 conceptions has included the following innovative practice:

- online access to C Card⁹;
- increased access to online testing / sexual health advice and guidance;
- delivery of sexual health / C Card packs to young people who are at risk;

⁹ The C Card scheme is aimed at young people between 13-24 years old who can register to get a range of free condoms, femidoms, lube, dams, information and advice. The aim of the service is to promote reproductive and sexual health and help young people to access local services.

- remote delivery to young people (and parents) of programmes which support them in remaining sexually healthy.

77 The COVID Awareness Team supported staff from the Cabinet Office at a roadshow at the Arnison Centre to pass out key messages and speak to local people about testing, vaccinations and general COVID-19 information. The Awareness Team are also supporting the COVID vaccine bus around the county.

Better integration of health and social care services

78 The new 'County Durham Care Partnership Executive' arrangements to further integrate health and social care services came into place in April 2021. This will stand County Durham in good stead for the proposals outlined in the Health and Social Care white paper relating to integrated care systems coming into force. The County Durham Clinical Commissioning Group will cease to exist on 1 April 2022. Health and Well-being Boards will continue to have a leadership role at the place-based level in these new arrangements to represent the views/plans of County Durham.

79 During the pandemic, data for the indicator outlining the percentage of service users receiving an assessment or review in the previous 12 months increased, which demonstrates that frontline social care teams were able to improve the timeliness of care package reviews for clients. However, latest data, is similar to that saw pre-COVID.

Physical environment that will contribute to good health

80 Discussions with key stakeholders are ongoing regarding Play Streets.¹⁰ Public Health presented the initiative to the Community Action Team (CAT) working in South Moor for a 12 week period, to consider piloting it in this area, as partners and the community are already engaged. As a result, community meetings will take place on 23 and 27 August, with support from CAT partners.

81 A draft strategic framework and strategy has been developed for the Physical Activity Strategy Committee (PASC). The committee has agreed to the formation of a task and finish group to engage key stakeholders, map the local system, assets and gaps in provision, establish priority areas of intervention and agree areas for collaboration, to develop a whole systems action plan to increase levels of physical activity across the life course in County Durham. The updated Physical Activity Strategic Framework will be published in September 2021.

82 In March 2021, the government announced funding to help people living with excess weight and obesity to lose weight and maintain healthier lifestyles.

¹⁰ a scheme which enables streets to be closed to through traffic for 2-3 hours, creating a safe space for children and families to play.

Durham County Council received £545,000 to be spent during 2021/22, for the commissioning of tier 2 weight management services, which are multi-component programmes addressing dietary intake, physical activity, and behaviour change. Following focused discussion with key public health stakeholders and partners, it was agreed to target a very specific population group linked to perioperative care¹¹ and 'The Well-Being for the Time Being programme'. Discussions are ongoing with a potential provider, for the service to start in September 2021.

- 83 The Self Harm Task and Finish group has worked with key stakeholders to identify current provision in relation to self-harm and to identify barriers in the identification and support offered to children and young people and families across the mental health system. A number of workshops were conducted, which found gaps in relation to professionals' confidence and an understanding of the scale of the issue in County Durham. In response, the Practitioners Toolkit was updated to reflect current guidance, the guidance for schools was updated and rolled out, and training was conducted via the Emotional Well-being Locality Forums to increase practitioner confidence.
- 84 Throughout the pandemic, due to people spending more time in their homes, we have been collecting increased tonnages of waste. During 2020/21 243,493 tonnes of waste was collected from households an increase of 5.3% on the previous year or just over 12,000 tonnes.
- 85 Contamination of kerbside recycling bins remains high. Data for 2020/21 shows a 6.5pp increase on the three-year average. Tonnages of glass sent for recycling continues to surpass the three-year average with the latest data for January to March 2021 showing a 27% increase and for 2020/21 a 32% increase.
- 86 For 2020/21 the HWRC's landfill diversion rate was 78% against the three-year average of 89%. However, improvements to the diversion rate can be seen in the most recent data for January to March 2021 which is 83%, the three-year average for the period is 88%.
- 87 The Small Electrical Recycling Project has been launched providing free drop-off points for small electrical and battery-operated items, there are currently 29 collection points across the County.

¹¹ Perioperative care, also referred to as perioperative medicine, is the practice of patient-centered, multidisciplinary and integrated medical care of patients from the moment of contemplation of surgery until full recovery.

Tackling the stigma of poor mental health and building resilient communities

- 88 The council, in conjunction with the County Durham Time to Change Hub, promoted Mental Health Awareness Week during May 2021. The theme was 'Nature', which provided an opportunity to promote the mental health and well-being benefits of being out and about, taking advantage of various locations across the county. The campaign centred around the 'Five Ways to Well-being' and focused on a separate topic each day.

Connected Communities

- 89 The ambition of Connected Communities is linked to the following key objectives:
- (a) All children and young people will have a safe childhood;
 - (b) Standards will be maintained or improved across County Durham's housing stock;
 - (c) Our towns and villages will be vibrant, well-used, clean, attractive and safe;
 - (d) People will have good access to workplaces, services, retail and leisure opportunities;
 - (e) Communities will come together and support each other;
 - (f) Delivery of new high-quality housing which is accessible and meets the needs of our residents.

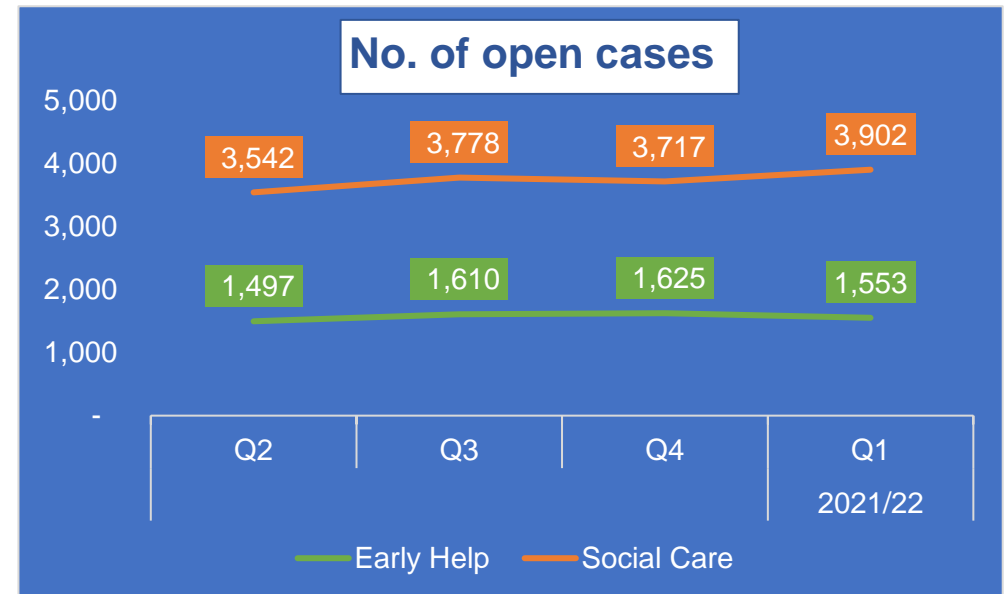
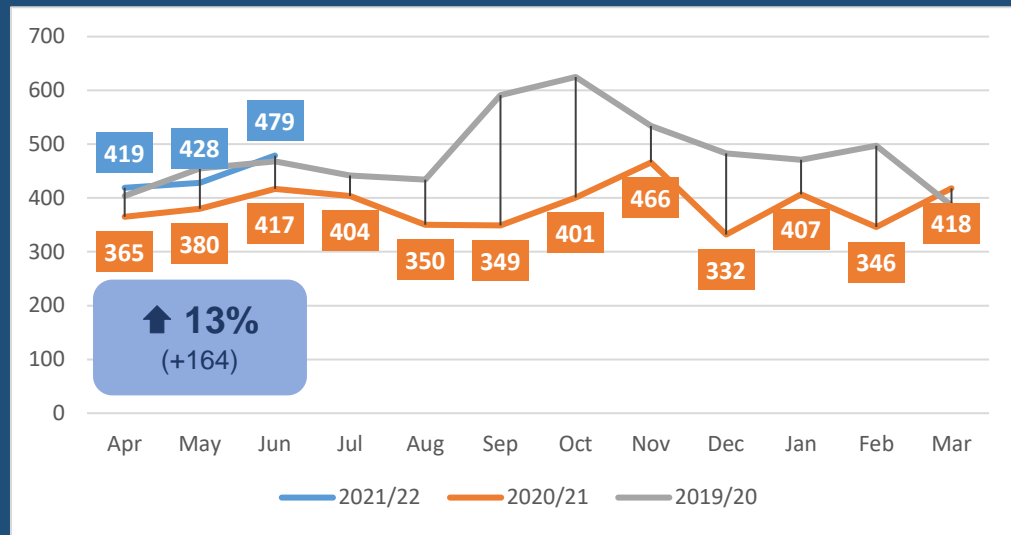
National, Regional and Local Picture

- 90 Parliament has debated a petition calling for more water safety content as part of the curriculum and swimming lessons. The petition calls on the government to "review and enhance curriculum content on water safety, so schools are required to ensure that all children know about and know how to deal with issues such as cold water shock and rip currents". Through representation on the Local Government Association (LGA) the council has previously pushed for water safety to be taught in schools and also led the Safe Durham Partnership's Dying to be Cool¹² campaign.

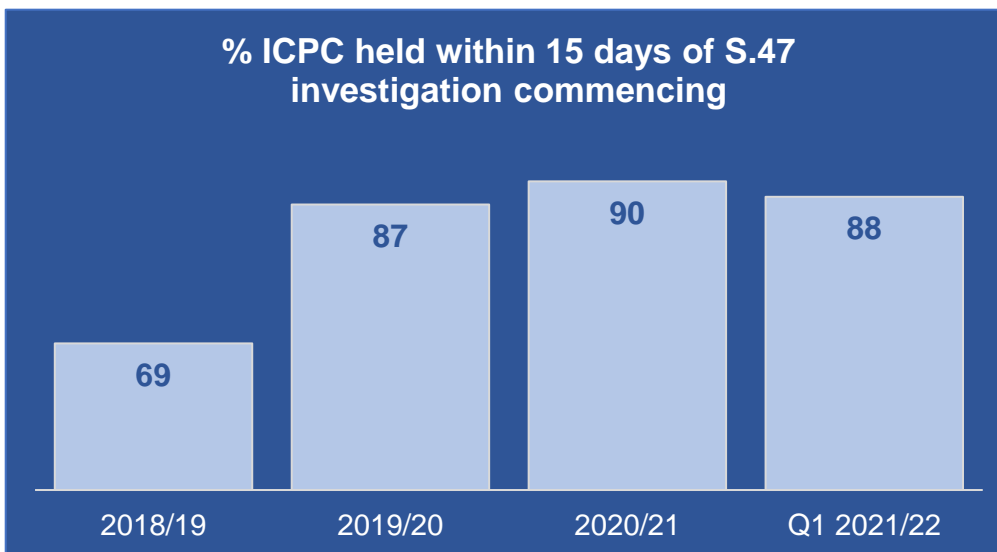
¹² Which/ aim to raise more awareness in 10-16 year olds of cold water shock and the risks of going into water without acclimatising first.

CONNECTED COMMUNITIES

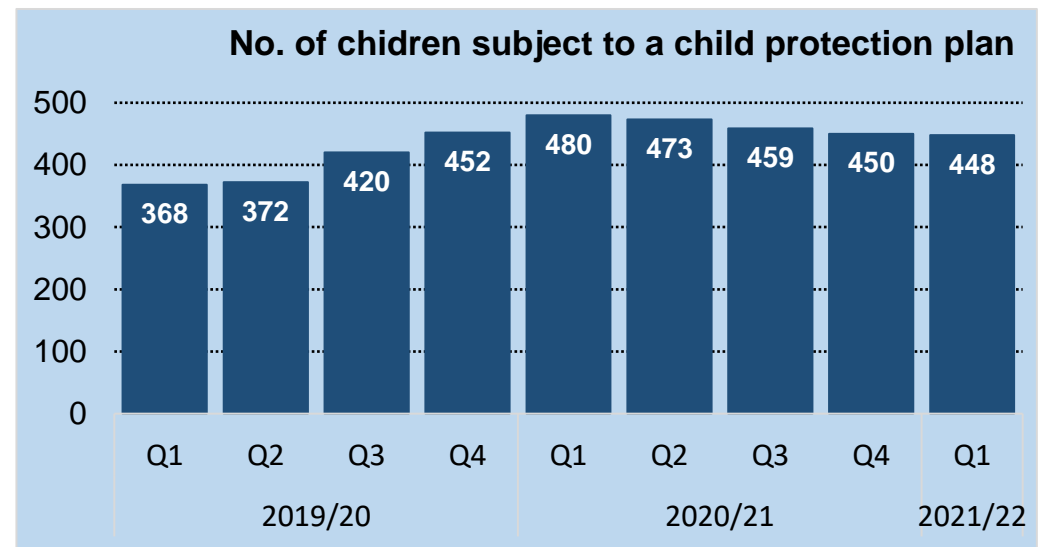
Referrals



% ICPC held within 15 days of S.47 investigation commencing



No. of children subject to a child protection plan



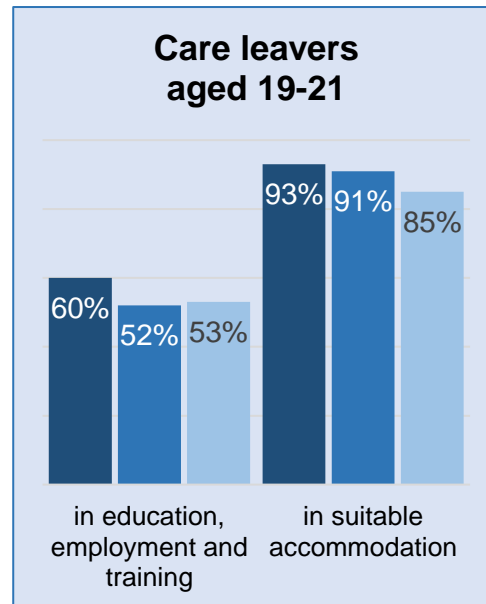
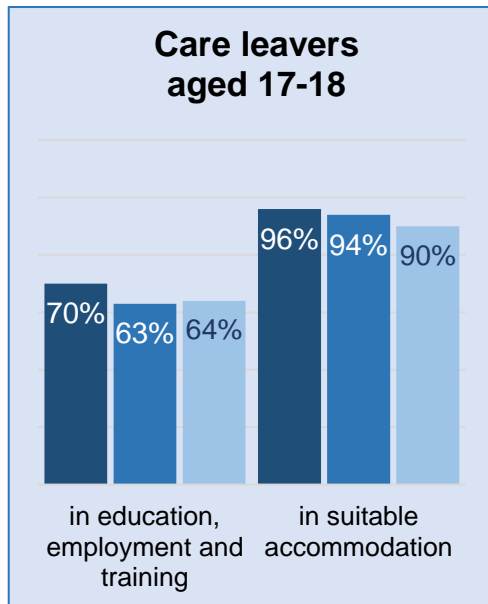
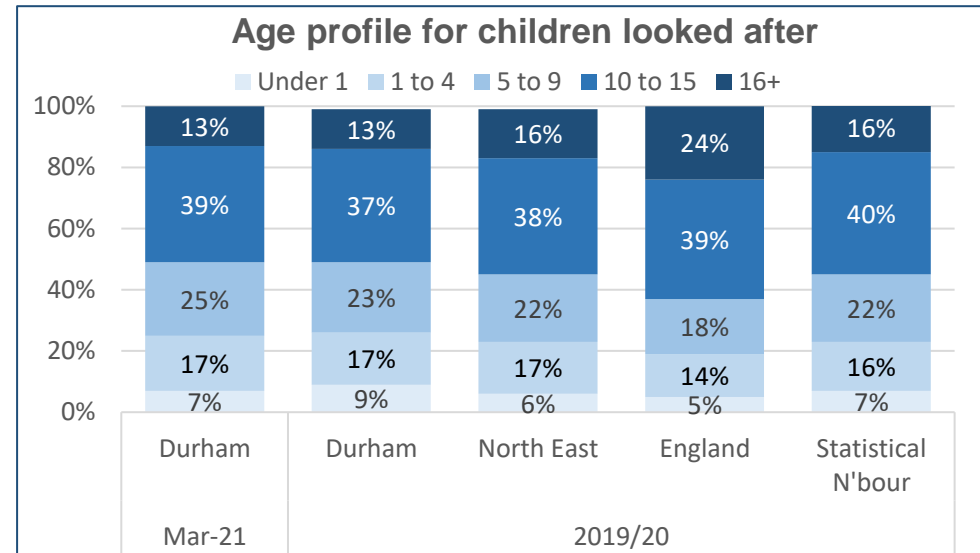
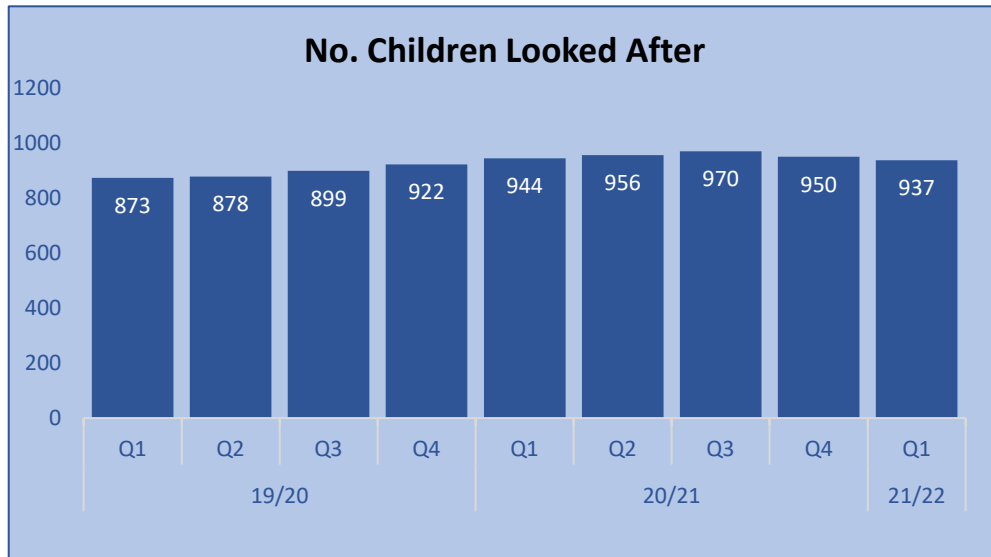
- 91 Throughout 2020/21, there was a 6% decrease in recorded crime compared to the previous year, equating to more than 2,700 fewer crimes. Although, reductions were across most crime categories, the decrease was more noticeable across theft-related offences, including vehicle crime, which has reduced by more than 10%.
- 92 During the 12 months ending June 2021, reported fly-tipping incidents increased by 10%. However, incidents are now starting to return to pre-COVID levels, during quarter one, the number of incidents was 24% less than the same period last year.

Council Services

All children and young people will enjoy a safe childhood

- 93 Ofsted has recently concluded a short focused visit of children's social care in Durham County Council. We await formal feedback from this visit, however initial feedback from the inspectors was positive in many areas and we received excellent feedback on our social workers and how well they know their children. Inspectors focused on:
- quality of matching, placement and decision-making for children in care;
 - the experiences and progress of disabled children in care;
 - the experiences and progress of children living in unregulated and/or unregistered provision;
 - child sexual/criminal exploitation;
 - missing from home, care or education;
 - risks associated with gangs, radicalisation, trafficking and modern slavery.
- 94 Numbers of children's social care referrals returned to pre-COVID levels during quarter one, a 13% increase on the same period during 2020. This increase, alongside COVID and complexity of cases has led to an increase in children and young people who are open to statutory social care teams.
- 95 This has impacted on the caseloads of social workers and some social workers have higher caseloads than we would want. Senior Managers are aiming to address this with service redesign and continued close work with colleagues in early help. The Council continues to support children's social care to recruit staff over-establishment.

CONNECTED COMMUNITIES



Where our children in care live

In-house foster care	43%	Independent living (incl. supported lodgings)	3%
Independent fostering agency	17%	Placed for adoption	4%
Friends and family	13%	In-house residential (incl. children's homes)	3%
Placed with parents	9%	NHS/ Health Trust	<0.5%
External residential (incl. children's homes and res school)	6%	Secure (incl. YOI and prison)	<0.5%

■ County Durham ■ North East ■ England

- 96 Statutory referrals related to domestic abuse (parent/carer) was at a rate of one in five in the 12 months to May 2021, this increased to one in four during June 2021. Several factors are likely to have impacted this increase including easing of COVID restriction/s and re-opening of pubs and bars leading to an increase in the use of alcohol; as well as the start of the UEFA Euro 2020 football tournament.
- 97 The re-referral rate has continued to reduce, 19% (down from 26% last year), and this is now lower than England and North East.
- 98 The timelessness of key areas of work, such as assessments and initial child protection conferences have been maintained or improved. Social workers continue to visit children and their families in line with required timescales.
- 99 High numbers of CLA nationally, and also regionally, have led to placement and budget pressures. Since the first lockdown, our in-house foster care capacity has reduced, primarily due to some foster carers de-registering or taking a break due to the pandemic. New recruitment campaigns are active.
- 100 We are progressing with our Residential Care and Fostering Transformation Programmes, having opened one small children's home this year and planning to reconfigure / develop homes for children and young people with complex needs through to 2023.
- 101 Aycliffe Secure Children's Home has retained its 'outstanding' status following a recent Ofsted inspection in April. Inspectors found that the actions of the home contributed to "significantly improved" outcomes and positive experiences for children and young people, its child-focused staff "go the extra mile", and children are involved in their own care, adding that the young people feel safe at the home. More information can be found [here](#).
- 102 The national 'Supporting Families' programme (formerly 'Troubled Families') and known in County Durham as 'Stronger Families' is on the first year of a possible three year extension. As at January 2021, the national programme has achieved more than 400,000 successful family outcomes and continues to deliver significant and sustained outcomes with families despite the difficult circumstances in 2020 and 2021.
- 103 Across County Durham, since the programme commenced in 2015, we have supported 5,462 vulnerable families in achieving sustained positive outcomes. We exceeded our target of 730 in 2020/21 and are confident we will exceed our 2021/22 target of turning around 761 families having already reached 372 families (49% of target).
- 104 All local authorities are required to make arrangements to identify children missing from education in their area. A protocol involving the council, police and NHS is triggered when children are deleted from school registers. This is to

ensure children moving between areas are tracked in appropriate cases. In quarter one, 116 students were referred. The local authority is therefore aware of the individual circumstances of all cases of CME and is monitoring carefully.

- 105 More than 100 safeguarding leads in schools across County Durham have completed the updated Prevent train the trainer accreditation, and can now provide awareness raising to school staff on how to spot signs of vulnerability to being radicalised and how to report through the appropriate pathways. Two Prevent awareness sessions were held with school governors which will ensure they are aware of their responsibilities in relation to Prevent and to ensure their schools are meeting their safeguarding duties. Training has also been carried out for East Durham Trust, Social Care Direct.
- 106 County Durham has volunteered to take part in MHCLG commissioned research. The previous evaluation of the then 'Troubled Families' Programme provided robust evidence the programme delivers positive impacts for families. This research project will build on these findings and seeks to explore how this positive impact is generated in different local authorities. The project will also explore how services have adapted delivery with COVID-19 restrictions.

Our towns and villages will be vibrant, well-used, clean, attractive and safe

- 107 In June we secured £33.2 million government funding for Bishop Auckland as part of the Stronger Towns Fund. The funding will be allocated to a number of regeneration projects across the town which will help to attract an additional one and half million visitors to the town each year and substantially boost the county's visitor economy by £240 million, creating almost 4,000 jobs.
- 108 It will also attract almost £200 million of private sector investment into the town, including seven new significant all year-round visitor attractions and 225 special events, and a potential £100 million of additional investment.
- 109 A new road connection into Auckland Castle is central to the plans as it will allow a range of new visitor attractions to come forward across the site and provide a catalyst for increased visitor numbers. Investment in new infrastructure will accommodate high visitor numbers without impacting on the town's use and help support job creation and the recruitment of local people into new opportunities.
- 110 The grant is set to provide a further stimulus for development and investment across Bishop Auckland, following a £19.9 million award from the Future High Streets Fund in December to support the town's high street and recovery from the effects of the pandemic. Combined, the investments will help transform Bishop Auckland, creating new opportunities for the retail and hospitality sectors and helping to increase footfall through improved accessibility.

- 111 Free public wi-fi was introduced and went live in Chester-le-Street, Barnard Castle and Seaham town centres in June 2021. Work continues to implement the scheme in Durham City with plans for Crook, Spennymoor and Consett later in the year.
- 112 The scheme has been introduced to encourage people to spend more time in our town centres which will, in turn, boost the local economy. The project will also provide another way for businesses to connect with customers, with new local apps being developed to promote special offers and encourage people to explore the towns. As well as the economic benefits free wi-fi can bring to town centres, the project will provide valuable information through the anonymous footfall data the system collects. This can be used to identify trends and monitor the impact of changes to the high street, which can then be used to shape future regeneration projects.
- 113 Both water safety forums, responsible for managing water safety in the city centre and countywide, met during quarter one 2021/22. The multi-agency groups reviewed risk assessments and planned controls for open water across the county, with a particular focus on Durham City centre.
- 114 The City Safety Group reviewed its action plan and reiterated its commitment to interventions that reduce risks associated with open water. These interventions include proactive assessment of new developments within the city centre and implementing control measures prior to student induction week.
- 115 In advance of the summer holiday period, the countywide Open Water Safety Group reviewed its risk assessments for higher risk locations across the county. The group also started work to increase awareness of the risks linked to open water – with particular focus on the council’s dying to be cool campaign.
- 116 All partners worked together to promote national drowning prevention week (12 to 19 June) and increase community awareness.

Communities will come together to support each other

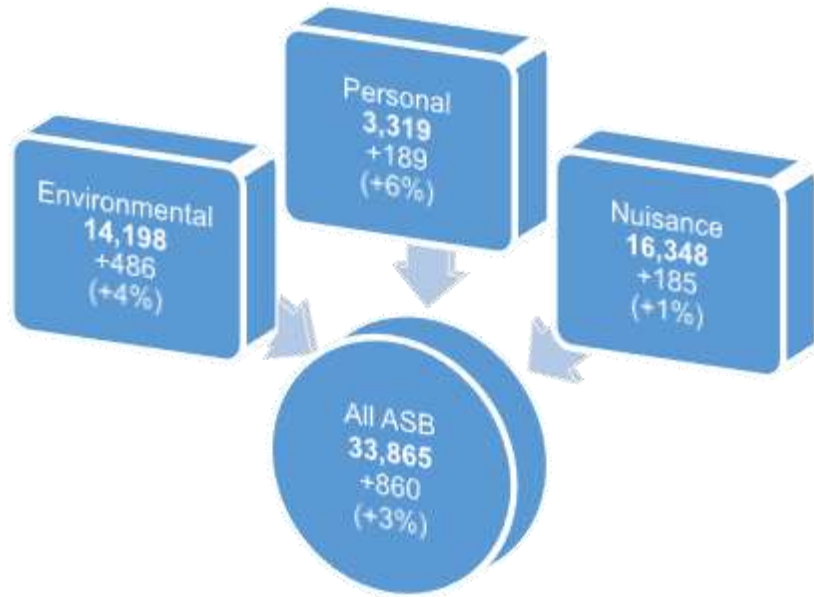
- 117 The issue of nuisance motorcycles and quad bikes was highlighted by the Safer and Stronger Communities Overview and Scrutiny Committee as a particular gap, which has now been included within the anti-social behaviour work area. Actions will include developing a partnership action plan to tackling nuisance motorcycles and quad bikes which will include actions from a range of partners including the Police, Neighbourhood Wardens, Neighbourhood Initiatives team, Highways and Crimestoppers.
- 118 Over the last 12 months there has been an increase of approximately 14% in the number of ASB incidents reported to the council, equating to over 2,000 additional

incidents. Most of this increase has been within nuisance, mainly noise incidents and enviro-crime, mainly litter incidents. Over 1,000 FPNs/Community Protection Notices have been issued by the neighbourhood wardens for environmental offences over the last 12 months.

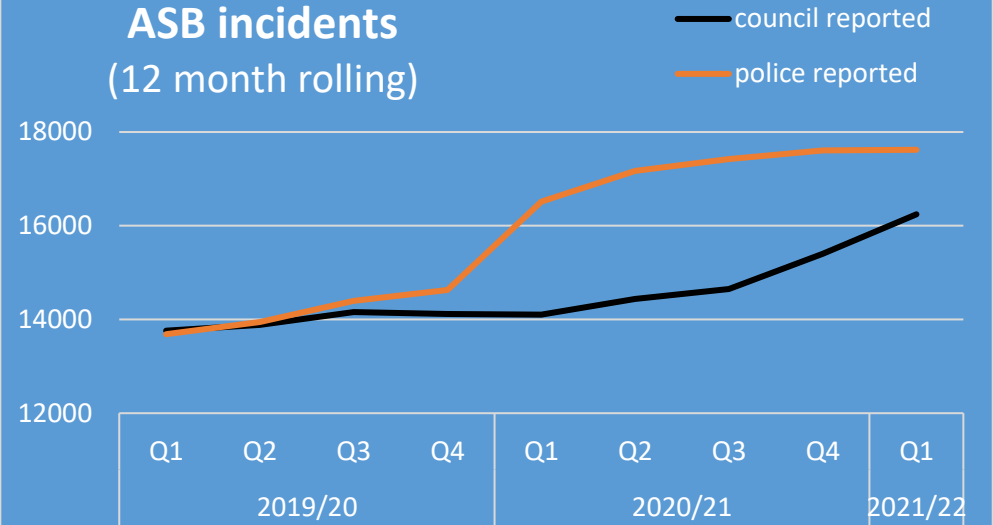
- 119 Following significant increases during the first half of 2020, police reported alcohol related ASB has significantly fallen to below pre-COVID levels most noticeable between November and December. However, since then, these incidents have increased month on month with quarter one being higher than the last two years.
- 120 Daily multi-agency screening of all domestic abuse incidents continues to be jointly undertaken by children's services, child health and police staff from the multi-agency safeguarding hub (MASH). Sharing information and decision making reduces any delay for children who need to be safeguarded. Over 6,000 incidents have been triaged in the last 12 months.
- 121 Following concerns raised by local residents, a bus-gate has been installed on a section of road near the primary school in Coxhoe aimed at improving road safety. It will be monitored with an approved camera to help enforce the restrictions, there is a £60 fine (discounted to £30 if paid within 14 days) for non-compliance.
- 122 To help deter fly-tipping, during the last quarter, our neighbourhood wardens carried out 636 further investigations, deployed cameras at eight locations with 22 incidents caught on camera, undertook 12 stop and search operations, issued 11 producers, instigated six prosecutions and issued 28 Fixed Penalty Notices.
- 123 Our Find and Fix programme, which focuses on issues raised by residents, communities and elected members, has been running for over six months now and has completed more than 240 tasks across the county. Work has included clearing drainage channels on public walkways, removing graffiti, planting trees, clearing and renovating public art installations, scraping and edging paths and installing new street furniture such as bins and benches.
- 124 Our Community Action Team recently focused on reviewing three previously targeted areas at Crook, Eldon and Ferryhill Station, rubbish accumulations, dog fouling and fly-tipping were the main concerns. Whilst improvements had been made since previous visits more cases were logged for attention. The team will move on to South Moor in July.
- 125 The latest environmental cleanliness surveys, undertaken between April and July 2021, show a slight deterioration against the average for last year in the litter and detritus categories with 5.96% and 12.14%, respectively. However there has been an improvement in the dog fouling results to 0.79%.

CONNECTED COMMUNITIES

Police and council reported ASB



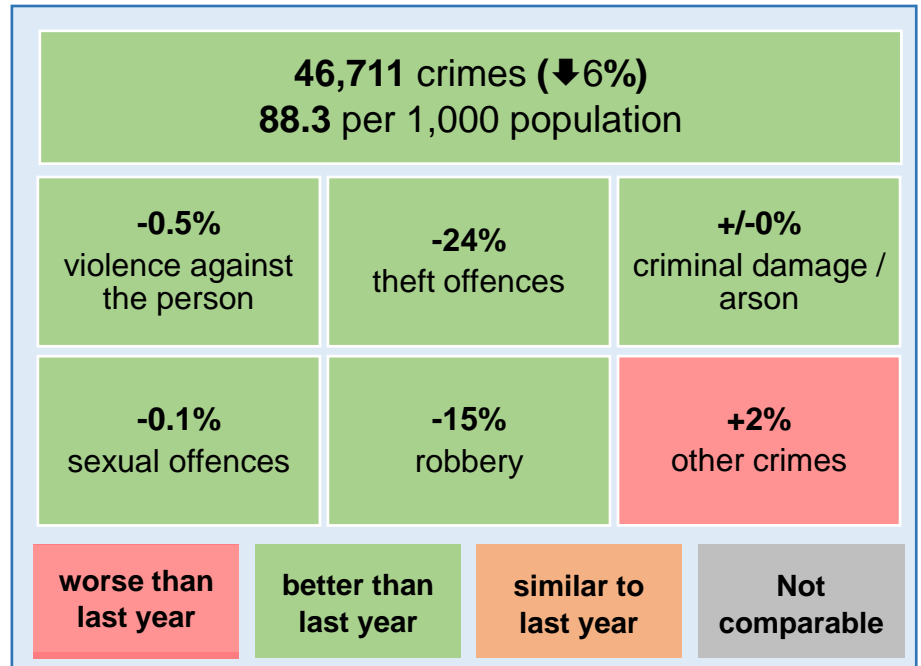
ASB incidents (12 month rolling)



		12 months ending		Change	
		Jun 20	Jun 21		
Deliberate primary fires ¹	all	455	454	-1	0%
	relating to road vehicles	319 (70%)	272 (60%)	-47	-15%
Deliberate secondary fires ²	all	2,085	1,836	-249	-12%
	relating to rubbish	1,188 (57%)	1,047 (57%)	-141	-12%

¹ more serious fires that harm people or damage property

² generally small outdoors fires



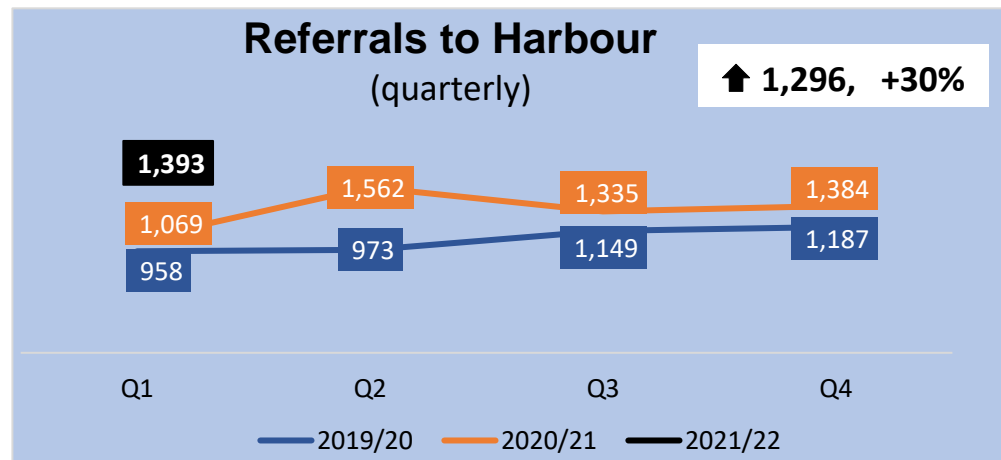
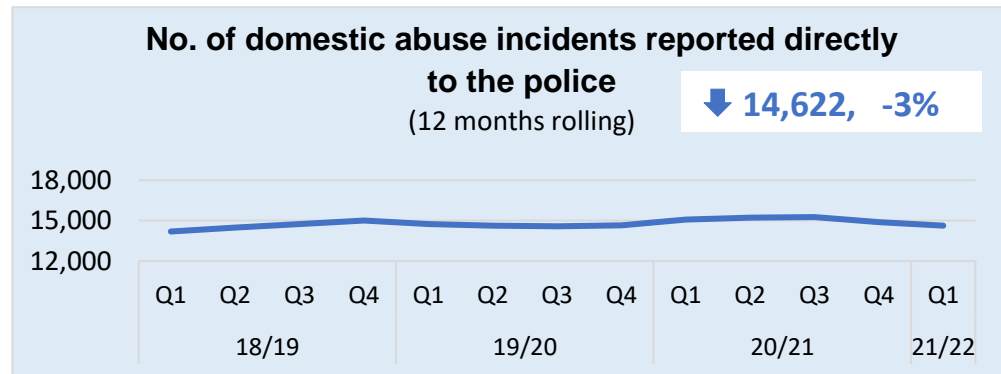
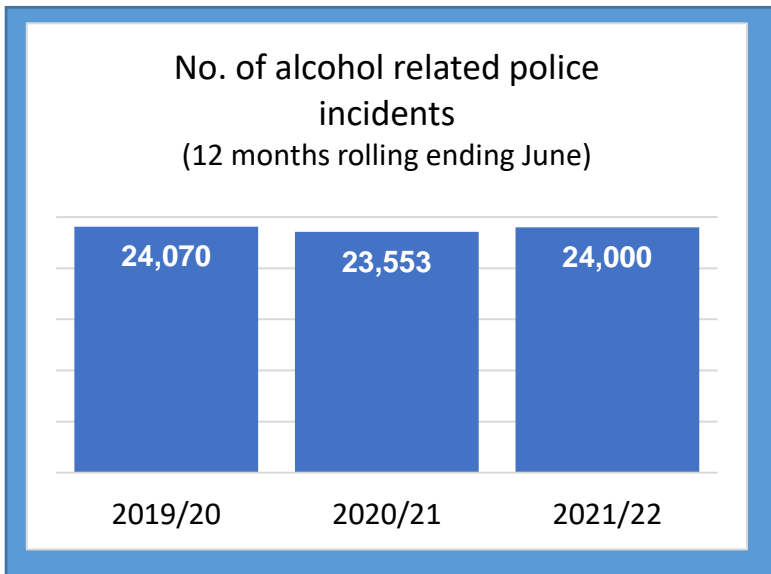
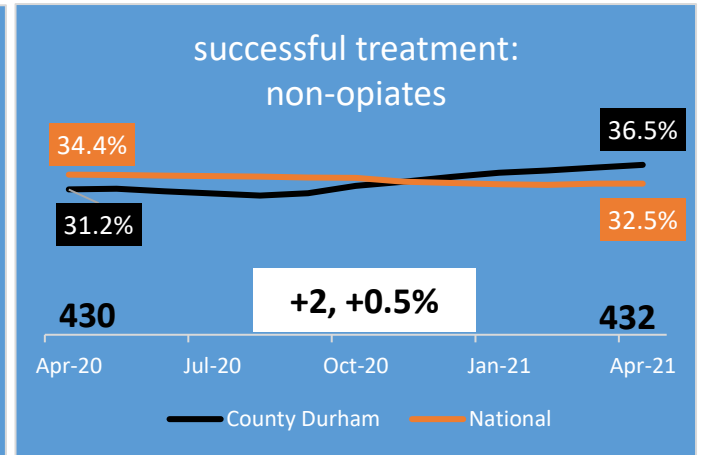
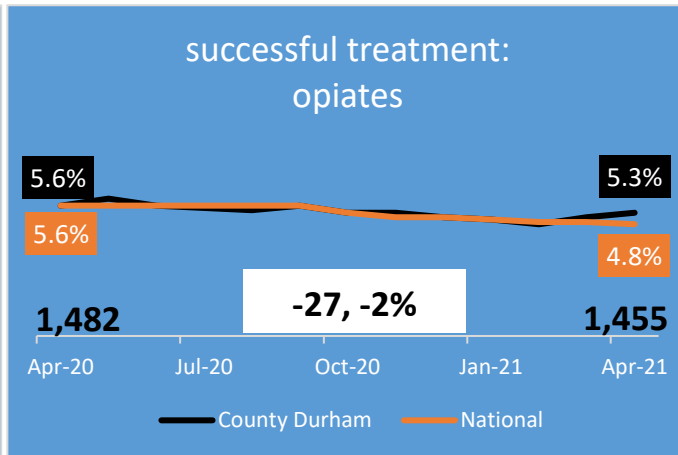
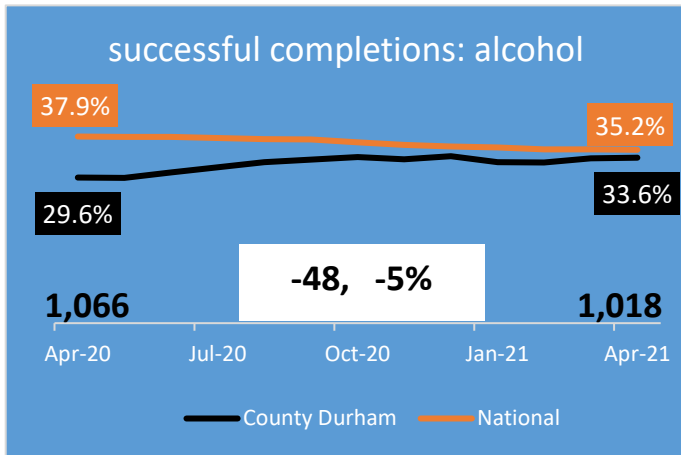
Delivery of new high-quality housing which is accessible and meets the needs of our residents

- 126 Although COVID-19 restrictions initially reduced the number of net homes completed, build rates have now returned to pre-COVID levels.
- 127 Work has commenced on the first phase of Targeted Delivery Plans (TDP) as part of our Housing Strategy to improve the county's housing stock and wider residential environmental issues. The first phase will focus on New Kyo; Coundon Grange; Blackhall Colliery South; Thickey; Deneside East; and Stanley Hall West, with the work being undertaken reflecting the issues that are relevant to each area, including addressing long term empty homes. TDPs will be expanded to other communities across the county in future phases of the scheme.
- 128 We have been named local authority of the year at the Northern Housing Awards recognising our work to deliver more housing and investment in local services for communities as part of the County Durham Housing Strategy. Our initiative, Project Beta, which works with high risk offenders for up to six months prior to their release from prison to ensure housing and support is secured also received 'high commended' recognition at the awards.

Standards will be maintained or improved across County Durham's housing stock

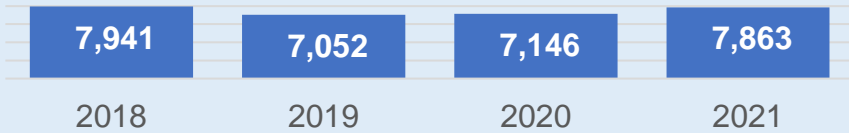
- 129 Following a rise in quarter four, less households contacted Housing Solutions this quarter, with key areas of the service such as housing officers, private landlords teams and key workers all seeing a slight drop. However, the number of contacts remain higher than the previous 12 months, with an increase of 275 contacts.
- 130 The eviction ban was lifted on 31 May, landlords now only have to give four months' notice instead of six months. However, this effectively means that clients are still not classed as threatened with homelessness when a notice is served. If a tenant is engaging in significant anti-social behaviour or owes four months' rent or more, the notice period is now four weeks. We continue to work with both landlords and tenants to provide advice and early intervention through the Stop Before You Serve Scheme.
- 131 The number of verified rough sleepers has increased significantly due to the lifting of lockdown restrictions and being asked to leave by family/friends or relationship breakdown. However, the service has seen more local lettings agency properties become available allowing more of our vulnerable clients who are not eligible for Durham Key Options and other social housing tenancies due their complex needs move into temporary accommodation.

CONNECTED COMMUNITIES

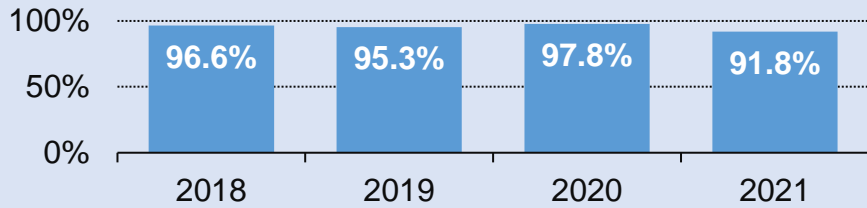


CONNECTED COMMUNITIES

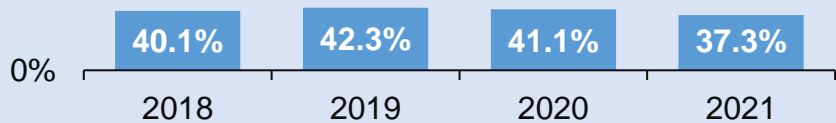
reported fly-tipping incidents (12 months ending 30 June)



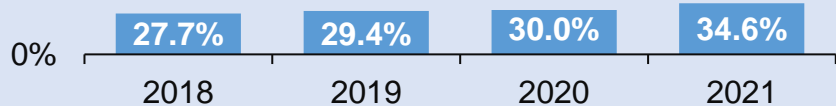
municipal waste² diverted from landfill⁴



household waste re-used, recycled or composted⁴



household waste collected from the kerbside which is contaminated⁴



Road traffic collisions

- Killed
- Seriously injured
- Slightly injured

All casualties Jul 20-Jun 21 (Jul 19-Jun 20)

16
(18)

175
(168)

499
(565)

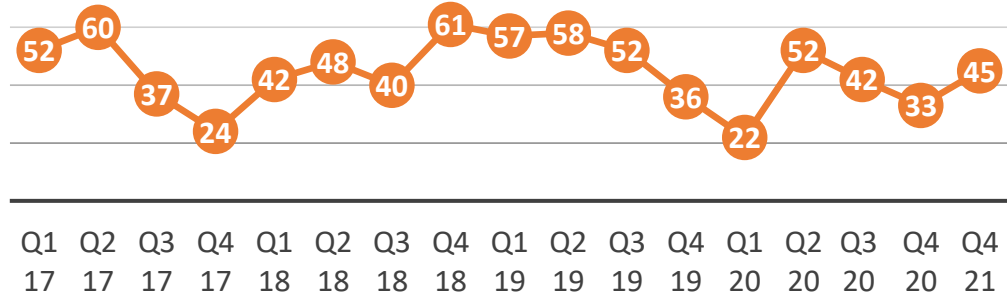
Children Jul20-Jun 21 (Jul 19-Jun 20)

1
(0)

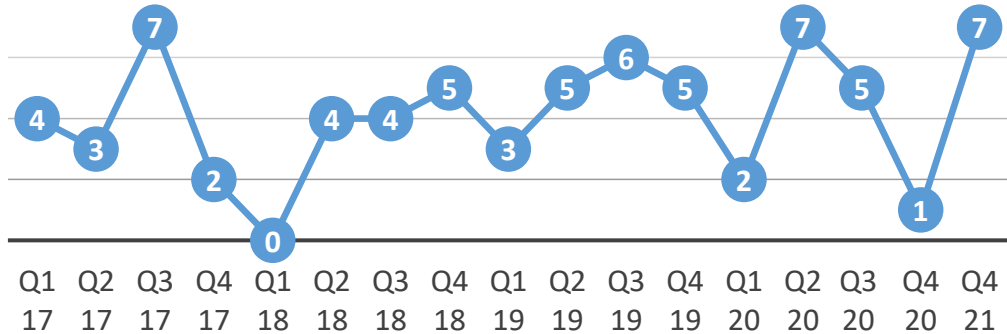
20
(21)

71
(42)

Serious Injuries



Fatalities



- 132 As part of the Rough Sleepers Initiative 14 funding bid (RSI14), County Durham was awarded £460,000 of the £1.17M bid awarded to the north east region in May 2021. RSI14 runs from July 2021 to March 2022.
- 133 Some of the funding has been used to recruit an additional Tenancy Sustainment Officer and Navigator to assist with the increase in rough sleepers.
- 134 We are also reviewing our rough sleeper action plan alongside MHCLG which will pull together targets for 2021/22. As well as existing and new staffing, RSI14 funds has allowed Somewhere Safe to Stay scheme to be extended from six to nine beds; three beds each are provided at Jigsaw, Shaid and YMCA. The team are focusing on moving those left in temporary accommodation from Everybody In into longer term provision. In addition to this, County Durham Letting Agency received funding to purchase 45 properties in 2021/22 and a further eight properties in 2022/23 to provide accommodation for rough sleepers, both temporary via eight crash pads (for two month stays) and the rest for up to two years. County Durham Letting Agency has applied for funding to lease and repair 20 properties in both 2021/22 and 20 properties in 2022/23.
- 135 Due to the relaxation of government guidelines, we are no longer required to accommodate clients through the Everyone In scheme, which has seen a decrease in the number of new households placed in temporary accommodation during quarter one. However, the average length of time spent in temporary accommodation has increased by six days to twenty nine days due to difficulties in securing settled accommodation in both social and private sectors for households with complex needs, e.g., mental health, convictions.
- 136 It is anticipated that the number of days in temporary accommodation will reduce next quarter as more accommodation becomes available via the North Eastern project (to provide accommodation for single people in priority need as part of Changing Lives initiative) and County Durham Lettings Agency to accommodation those households where additional support needs have been identified to help them move on from temporary accommodation. Proactive work continues across the service to ensure we work with all clients to discharge our homeless duty.
- 137 The number of empty properties brought back into use as a result of local authority intervention has decreased this quarter due to the challenging way the team has had to work. However, the latter part of the quarter saw an increase in the number of properties brought back into use due to the relaxation of COVID-19 restrictions and this trend should continue going forward as further restrictions are removed.

CONNECTED COMMUNITIES

Housing advice and support

properties improved, adapted or brought back into use

938

up 300%

households accessing Housing Solutions

3,014

up 8%

households helped to move to alternative accommodation

236

up 14%

411

households helped to stay in their homes



26% on last year

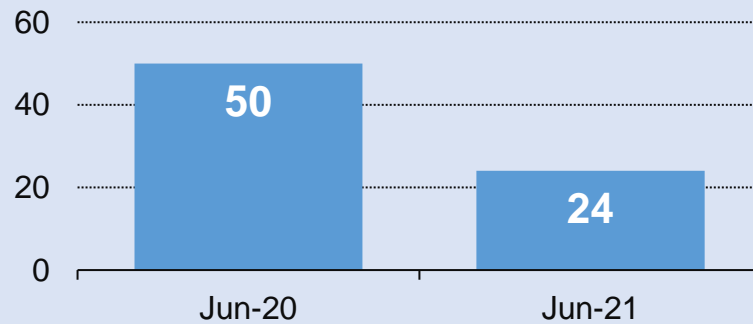
52

'new' households placed in temporary accommodation



39% on last year

properties brought back into use as a result of LA intervention



Impacted by COVID:

- essential visits only
- Staffing levels

average time household spends in temporary accommodation (days)



People will have good access to workplaces, services, retail and leisure opportunities

- 138 Improving connectivity for rural communities, reducing transport times and expanding economic and cultural opportunities are the focus of three schemes, forming the Bishop Auckland constituency submission for a £20 million contribution in the first round of the Levelling Up Fund (LUF). The submission, supported by Cabinet on 16 June, was considered good value for money and the most advance in its readiness. Included in the proposals are schemes to reopen Whorlton Bridge to vehicles and pedestrians, re-routing the A68 to bypass Toft Hill, and further development at the Locomotion site in Shildon including a new walking and cycling route along the old railway line to link Newton Aycliffe, Shildon and Bishop Auckland. The timing of further rounds of LUF has yet to be announced but is expected within the next 12 months. Projects across the county for culture, regeneration and transport will be put forward.
- 139 New Elvet Bridge in Durham City which was fully closed in July last year to allow essential repairs to be carried out to make the bridge structurally sound, will reopen to all traffic and pedestrians at the end of October 2021. Major progress has been made and the central span of the bridge has now been lowered back into position, allowing the project to move into the final phases. The major repairs are critical to the safety of the bridge, which carries an average of 17,000 vehicles a day each year.
- 140 To help support the economic recovery from COVID-19 free parking after 2.00 pm is to continue in all council car parks. The scheme will be reviewed every three months. In line with the Government's roadmap to recovery, the free parking COVID-19 permit scheme for NHS staff, health and social care workers and NHS volunteers (critical care workers) ended on 21 June 2021.

An Excellent Council

- 141 The ambition of an excellent council is structured around the following key objectives:
- (a) Our resources will be managed effectively;
 - (b) We will create a workforce for the future;
 - (c) We will design our services with service users;
 - (d) We will use data and technology more effectively
 - (e) We will actively performance manage our services.

Our resources will be managed effectively

- 142 The council continues to face significant financial pressure resulting from the pandemic. The additional costs incurred and loss of income are presently forecast to be around £21 million this year, offset by COVID-19 related underspends (relating to closure of facilities and disruption to normal service activity as a result of the pandemic) of £7.771 million – a net overspend of £14.522 million, which is presently within the forecast circa £17.2 million the council expects to receive from the government to cover the financial impact of the pandemic.
- 143 Most services have now reopened in line with the government’s roadmap to recovery. However, the redeployment of our Customer Access Point (CAP) staff to support other critical services, and the ongoing impact of self-isolation on service delivery has meant we have needed to delay the re-opening of our CAPs.
- 144 ‘In person’ council meetings were re-introduced in May, more than a year after moving them online, using venues that support social distancing and can be made COVID secure.
- 145 We are moving forward with an £8.1 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. Works have commenced on site and are due for completion in summer 2022.
- 146 An additional 200 electric charging points are to be provided in car parks and on street locations across the county to provide residents with fast charging (22kwh) facilities. We are also testing rapid charging points. All installations are expected to be completed by October 2021.
- 147 Delivery of the Climate Change Emergency Plan continues with a number of projects underway. Works include additional solar PV installations, heating and lighting replacements, and the planning of an additional solar farm and wind turbine.
- 148 We continue to work with small and medium enterprises (SMEs) through the Business Energy Efficiency Programme (BEEP). Grant offers this quarter were for installations such as LED lighting and heating systems with an estimated total of 117.6 tonnes of CO₂e saved this quarter.

We will create a workforce for the future

- 149 During quarter one, steps two and three of the government’s COVID-19 roadmap were achieved. Therefore, although we could lift some restrictions, work-related

control measures in relation to hands, face and space remain in place, and greater emphasis placed on fresh air and ventilation of indoor spaces.

- 150 The delay in achieving step four of the roadmap, primarily due to the emergence of a new delta variant of the virus, means working at home arrangements remain in place.
- 151 Throughout the quarter, we continued to promote support mechanisms available to our staff that would increase emotional resilience and protect mental health – some long-established¹³, others developed in response to COVID-19¹⁴.
- 152 As a consequence of the restrictions put in place throughout the pandemic (working from home, hand-washing, social distancing) both health and safety incidents and days lost to sickness have remained low.
- 153 With the exception of year-end 2020/21 (which was 0.07 days per FTE lower than the 12 months ending 30 June), our sickness rate is at its lowest level since 2010/11. Reductions in days lost have been noted across nearly all sickness types, most notably stress (both work and non-work related), flu, stomach upsets, chest infections and musculo-skeletal problems.
- 154 We are now planning a gradual and phased return to our workplaces, in line with the government's roadmap. We appreciate that some employees have struggled with home working, whilst others have found it to be a positive experience with reduced travel, greater productivity, and an improved work-life balance. Therefore, we intend to permanently change working arrangements, in line with the principles of our transformation programme, by adopting a hybrid model which will empower our office-based employees to split their working hours between offices and home in the most appropriate manner.
- 155 Although we suspended our Performance Development Review (PDR) process early in the pandemic due to increased pressures on services and changes to our staffing structures (through furlough, redeployment, shielding, illness and self-isolation), we plan to reinstate the process, starting October 2021. In the meantime, managers continue to use existing PDRs as an ongoing support tool, maintaining regular online catch-ups and structured one to one/supervision meetings, reiterating the support mechanisms available and offering flexible working arrangements to any staff who need them.
- 156 During quarter one, we started planning for our employee engagement survey, which is a requirement of the Better Health at Work maintaining excellence

¹³ e.g., [employee well-being guide](#), [Employee Assistance Programme](#), 'mental health awareness for managers' training

¹⁴ Our well-being portal, CMT vlogs, e-learning courses (including building personal resilience; how to be effective, productive and maintain your resilience; managing remote teams; leading and managing dispersed teams; working at home in extraordinary circumstances)

award. The survey would repeat our 2020 survey and provide further insights into employee health and well-being, as well as support an organisational action plan.

- 157 Our apprenticeship programme remains integral to both workforce development, and addressing current and future skills needs. Around 2.5% of our workforce is currently enrolled in the programme¹⁵, and the £6.8 million¹⁶ invested to date has allowed almost 900 employees to participate.
- 158 We have started our 2021 campaign to recruit to 68 apprentices - successful candidates will start their new jobs in September.
- 159 In addition to our apprenticeship recruitment campaign, we are also recruiting to the 88 job placements¹⁷ identified as part of the government's kickstart scheme for young people (aged 16-24) claiming Universal Credit.

¹⁵ Made up of 204 apprentices and 185 employees upskilling – as at 31 March 2021.

¹⁶ invested via the apprenticeship levy since May 2017 - £334,000 has expired (i.e., not used within 24 months of entering our digital account) so was transferred to central government to fund apprenticeships for small employers. This equates to 0.5% of the total fund

¹⁷ The placements provide opportunities to build confidence, increase skills in the workplace and gain meaningful work experience – thereby increasing their likelihood of going on to find long-term, sustainable work.

Training & Development

1,045 apprenticeships started since 2017

started

completed

in progress

new posts

507

201

306

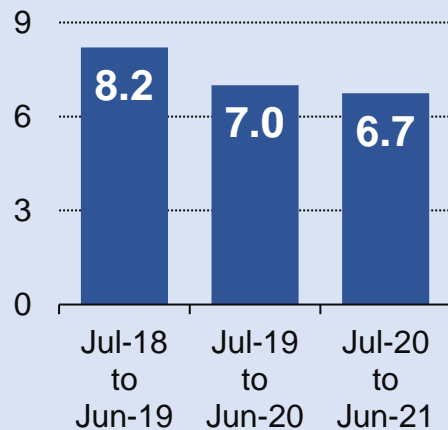
existing staff
upskilling

537

241

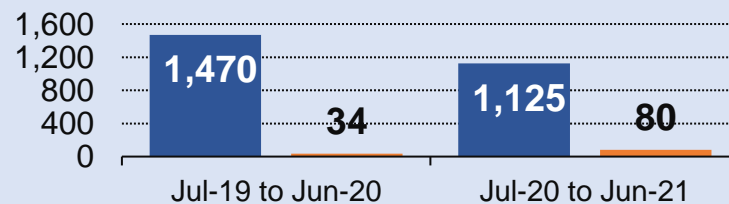
296

Staff Turnover (excl. school staff)



work related accidents/incidents

■ all ■ reportable



121 routine
physiotherapy
sessions

217
Mental Health
First Aiders

94
Time to Change
Champions

67
Health
advocates

Health & Wellbeing support

Paid Absence

63,511 days sick

747 days bereavement leave

433 days compassionate leave

Employee Assistance Programme

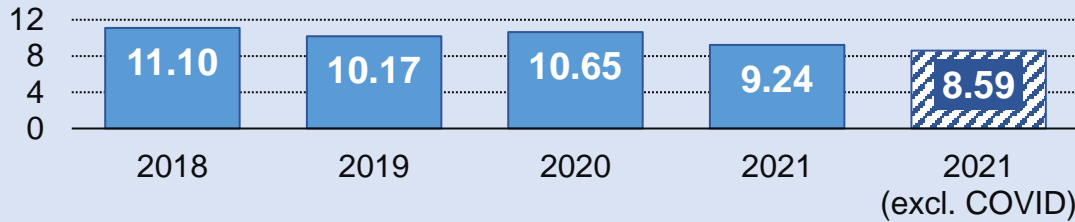
658 calls

54% mental health concerns, 15%
work, 14% relationships, 9% life event

607 counselling calls &
430 counselling sessions

AN EXCELLENT COUNCIL

sick days per FTE
(12 months ending 30 June)



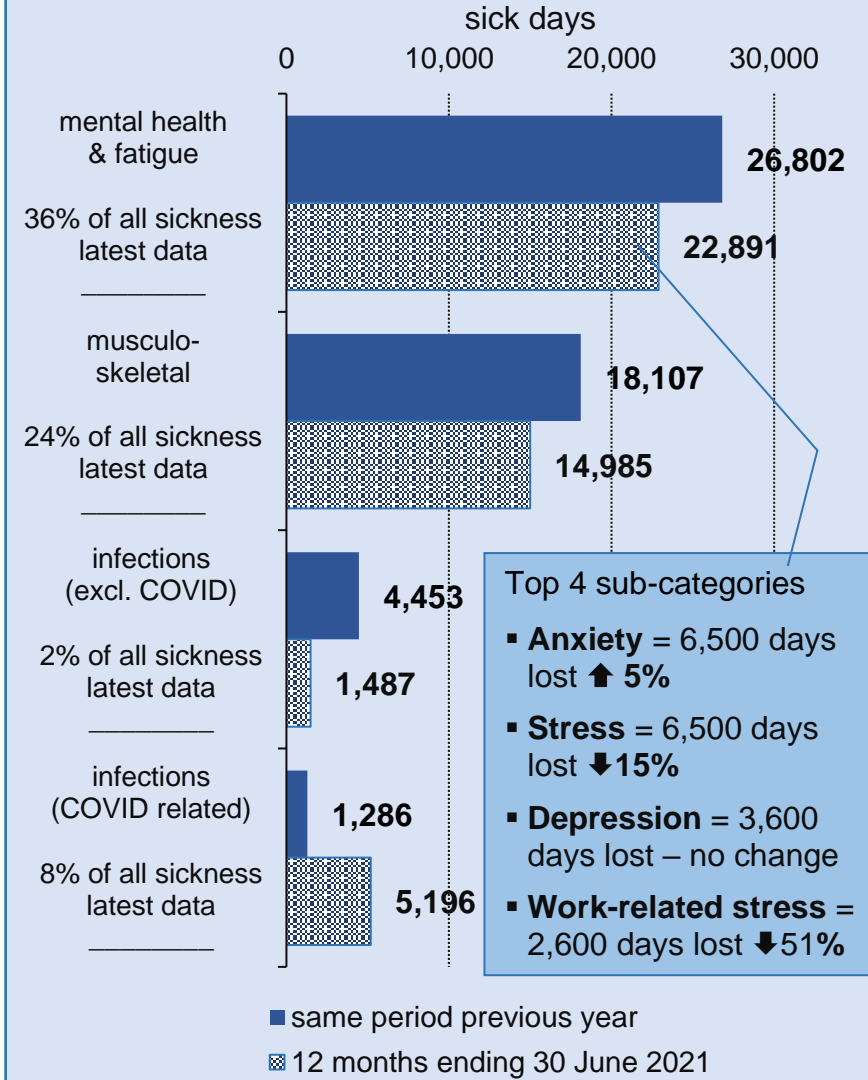
63,511 days lost to sickness (↓15%)
9.24 days per FTE (↓1.4 days)

13% short-term (5 days or less)	14% medium-term (6 to 19 days)	73%* long term (20 days or more)
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69% staff with no sickness	13% staff with 1 to 5 days sickness	18% staff with more than 5 days sickness
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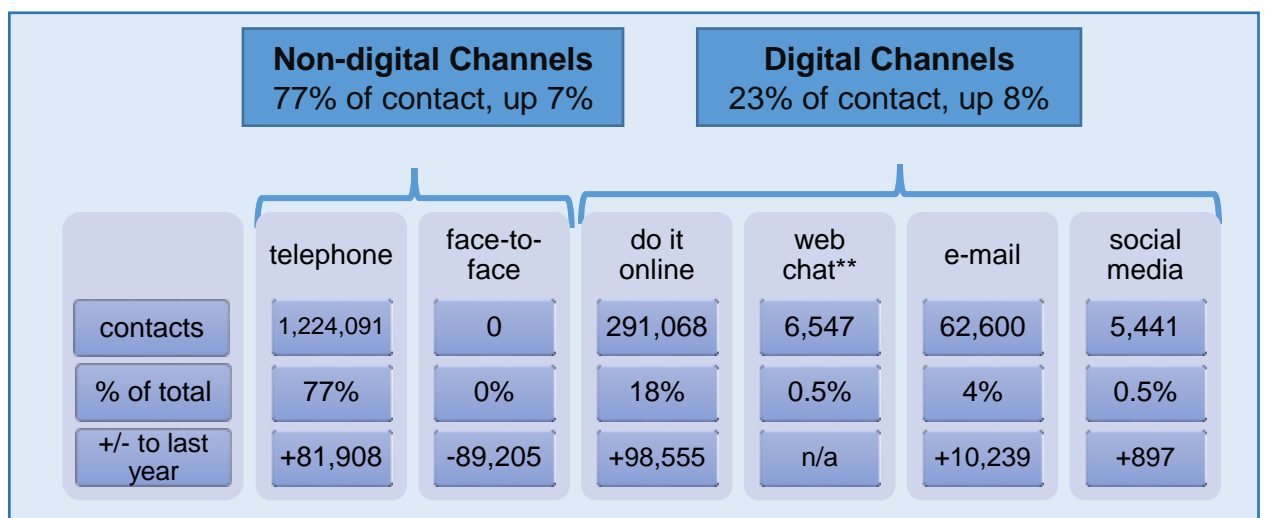
worse than last year	better than last year	similar to last year	Not comparable
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3 reasons for 70% of sickness



We will design our services with service users and will use data and technology more effectively

- 160 The ongoing response to COVID-19 continues to shape our customer service offer in terms of new and existing services delivered and the ways in which our customers and residents can contact us.
- 161 Throughout the 12 months ending 30 June 2021, we received almost 1.6 million contacts through our customer services team. This contact, through both non-digital and digital channels is summarised in the infographic below.



Non-Digital Channels

- 162 The telephone remains the most frequently used channel for contacting us, with nearly eight in every ten customers choosing this method. Whilst reported call volumes appear to have increased during the pandemic, this is in the main a result of our ongoing initiative to increase and enhance the volume and quality of data we hold and report on through the transfer of non-ACD lines to our ACD system.
- 163 Broadly speaking, telephone calls we receive are either through our Automatic Call Distribution (ACD) system, which routes calls to groups of agents based on a first-in-first-answered criteria, or directly to a telephone extension (non-ACD).
- 164 Historically, only calls received via our ACD system have been included in our telephone statistics. However, as part of our initiative to develop a customer-focused, one-council approach to service delivery, we are transferring non-ACD lines into the ACD system. This change supports the development of a holistic view of telephony demand and performance across the council and allows us to monitor and identify opportunities to improve and enhance the customer experience.

165 Indeed, call volumes decreased by a fifth during quarter one (6,758 fewer calls) compared to the same period last year – mainly because of covid-related enquiries dropping from 6,557 to 998 contacts (5,559 fewer).

Digital Channels

166 Although the telephone remains popular overall, we continue to see more customers choosing to interact with us via our digital channels.

167 During quarter one, 22,000 more residents signed up for an online account - taking the number of residents who can engage with us through this method to 225,000. This equates to 142,000 unique properties – almost 60% of households across the county.

168 If we look at the contact channels chosen by customers who want to log a service request within our CRM system, we can see a clear shift from telephone to online.

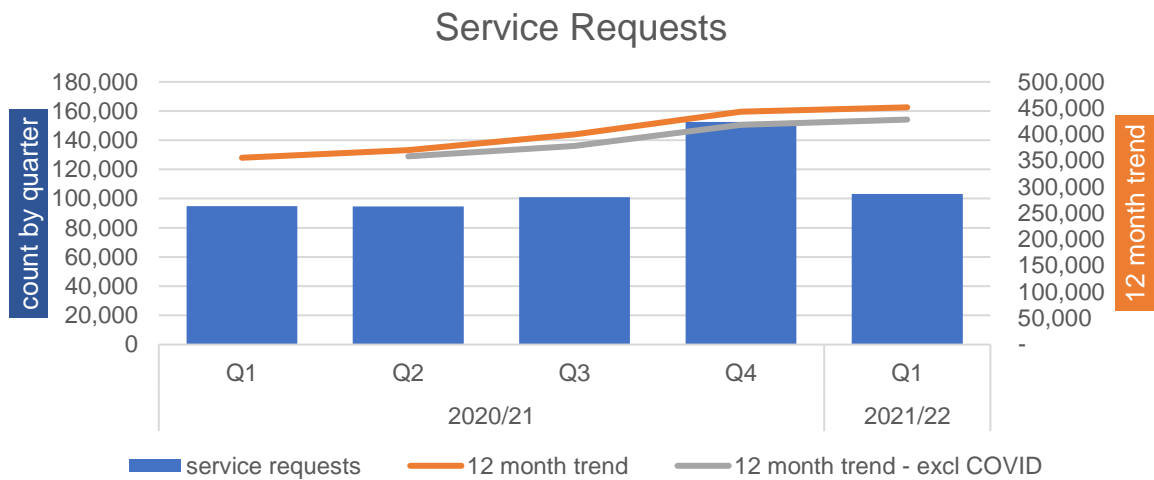
		proportion of service requests logged by channel – 12 months ending 30 June	
		2020	2021
Non digital	Telephone	34%	28%
	Face-to-face	2%	0%
	Total	36%	28%
Digital	Do it online portal	57%	65%
	Other digital	7%	7%
	Total	64%	72%

169 In addition to their online account residents can contact us, at their convenience, through additional digital methods which include, social media (Facebook and twitter), web chat and virtual appointments.

170 Our webchat service, launched in May 2020, is now available across more than 30 web pages, and whilst there has been a quarter-on-quarter decrease in webchat interactions, this correlates with a reduction in customers accessing COVID-19 specific support and advice.

171 Generally, just over a quarter of all contact leads to the creation of a service request in our Customer Relationship Management (CRM) system. The remaining three quarters are from customers seeking advice or more information, wanting to be transferred to another team, booking an appointment, or requesting a progress update.

- 172 Since the start of the pandemic, there has been a steady increase in the number of service requests received (+27%, +96,000 over the 12 months ending 30 June 2021).



- 173 This increase reflects the impact of the pandemic across many areas of the organisation with additional residents contacting us to seek financial help (both personal and business related) or report issues arising from spending more time at home (especially environmental issues such as litter and fly-tipping, and anti-social behaviour issues such as noise), and the need to enforce various COVID-19 restrictions.
- 174 To support the monitoring of delivery timescales of service requests logged within our Customer Relationship Management (CRM), we have applied a service level agreement (SLA) measure within the system where possible.
- 175 We do not apply SLAs if the process is not fully managed within the CRM. We also did not apply SLAs to many of the COVID-related service requests, partly due to the speed of the set-up, but also due to the complexity and unknown elements of the request which often resulted in required modifications as the pandemic progressed.
- 176 75% of service requests processed during the 12 months ending 30 June were assessed against a SLA. And, of these, the SLA was met in 59% of cases – slightly lower than the 60% recorded for the same period last year. However, it should be noted that over the same period, service requests increased by 27%.
- 177 Our Customer Relationship Management (CRM) System is configured to automatically send customer satisfaction surveys (CSS) to the customer when their service request (SR) is closed.
- 178 We initially applied this survey to 25 service request types in October 2017. Today, it is available across an additional 92 service request types, giving more

customers the opportunity to provide feedback in relation to both their experience of contacting us and their satisfaction with service delivery.

31 October 2017	30 June 2020	30 June 21
25	105	117

179 This allows us to potentially reach customers linked to around 70% of the service requests recorded in our CRM. However, as we are only able to reach those who have provided a valid e-mail address, we can only contact around 55%. To improve on this percentage, we are continuing to deliver a range of activity to increase the number of valid email addresses and other contact information we hold.

180 As can be seen in the table below, our overall survey response rate as a proportion of service requests is low – albeit improved over the last two years, as we have linked the survey to more service requests and captured more customer e-mail addresses.

Service requests linked to our customer satisfaction survey		
Number	1 July 2019 to 30 June 2020	1 July 2020 to 30 June 2021
SR types	105	117
SRs received	289,498	348,595
Surveys emailed to customer	214,049 (74%)	273,148 (78%)
Responses to survey	8,163 (3.8%)	14,817 (5.4%)
Response as a % of service requests	2.8%	4.2%

181 Whilst the satisfaction survey is linked to 117 service request types, 90% of survey responses received during the 12 months ending 30 June related to 21 service request types, with two thirds relating to one of seven service request types (missed collection, complaints, fly-tipping, join the garden waste scheme, road or footpath, street lighting, tree or hedge removal/pruning).

459 Whilst increased response percentages were seen over 12 of the 21 service request types there was also significant variance in response rates ranging from 19% to 0.5%. This can be linked to both the volume of requests we receive for these types of request and the nature of the requests and we continue to identify options to reduce this variance and additional ways to capture feedback. Having analysed all survey responses received during the 12 months ending 30 June

2021 against our nine key measures (see infographic) we can see that overall: one improved, four remained the same and three reduced (compared to the same period last year):

- 460 Further analysis has been completed to support an understanding of satisfaction with service delivery based on service request type. Our council tax account, council tax change of payment method, early help referral and birth death and marriage certificate requests attracted the highest levels of satisfaction. With new bin replacement/repair, dog and litter bins and service level complaints recording the lowest levels of satisfaction.
- 461 Analysis has identified that reasons for increased levels of dissatisfaction are mainly linked to not keeping customers informed of progress, not explaining our decision making and taking too long to complete tasks and respond. These areas will be the focus of a more detailed review over coming months.
- 462 We continue to develop the quality of our customer satisfaction data to inform our first point of contact offer. We are in the process of updating the survey to reflect our recently refreshed Customer Charter and Standards which now align with recent changes to our customer service offer and operating model and better reflects how we will work with our customers across all contact channels.
- 463 We are also carrying out detailed analysis on our data to better understand our customers' experiences and put actions in place to improve their experiences. Over the next three to six months, we will focus on deep dives of our satisfaction data (and link back to service provision) and customer suggestions. We will include our findings in the quarter two, customer feedback report.
- 464 Despite the pandemic, we are continuing with developments that enhance the customer experience.
- 465 Extending channel choice is a core element of our digital transformation programme, and we have included new modern communication channels on platforms such as Facebook Messenger and WhatsApp within our refreshed Unified Communications Programme .
- 466 We are continuing to drive improvements across customer services through our Integrated Customer Service Initiative which will develop a unitised model for customer service across the council. This will be achieved by implementing consistent first point of contact principles in line with the following three main workstreams:
- (a) Standardisation: Unifying and standardising our technology platform to support an agile and flexible workforce in delivering high quality services to customers, wherever and whenever they are needed.

- (b) Harmonisation: Using technology and data to gather more robust and wide-reaching demand, quality, and satisfaction data to support a holistic view of our customer.
- (c) Unitisation: delivering all first point of contact interactions through a single unitised customer service function to ensure consistency when responding to customers and improving the overall customer experience.

467 As we move to new modern ways of working in line with our transformation programme, it essential we ensure that agents have the right tools to do the job.

468 Over the last six months, we extensively tested a new softphone-based telephony platform within the corporate contact centre. This platform gives users access to contact centre features from their laptop allowing them to work from any location with an adequate internet connection.

469 During quarter one, this solution was deployed beyond corporate customer service and into our Care Connect out of hours service, Durham Music Service, County Durham Offending Service, Social Care Direct administration team, and Environmental Health and Consumer Protection administration team with the remaining contact centres due to be standardised by quarter three.

470 Also during quarter one, we reviewed our Customer Access Point operating model in readiness for reinstating face to face interactions. The revised model has an additional focus on digital inclusion through access to devices and assisted self-service support.

471 Upon reinstatement, all face-to-face interactions will be 'appointment only', freeing up time for officers to provide fully supported self-serve sessions with those customers who need it.

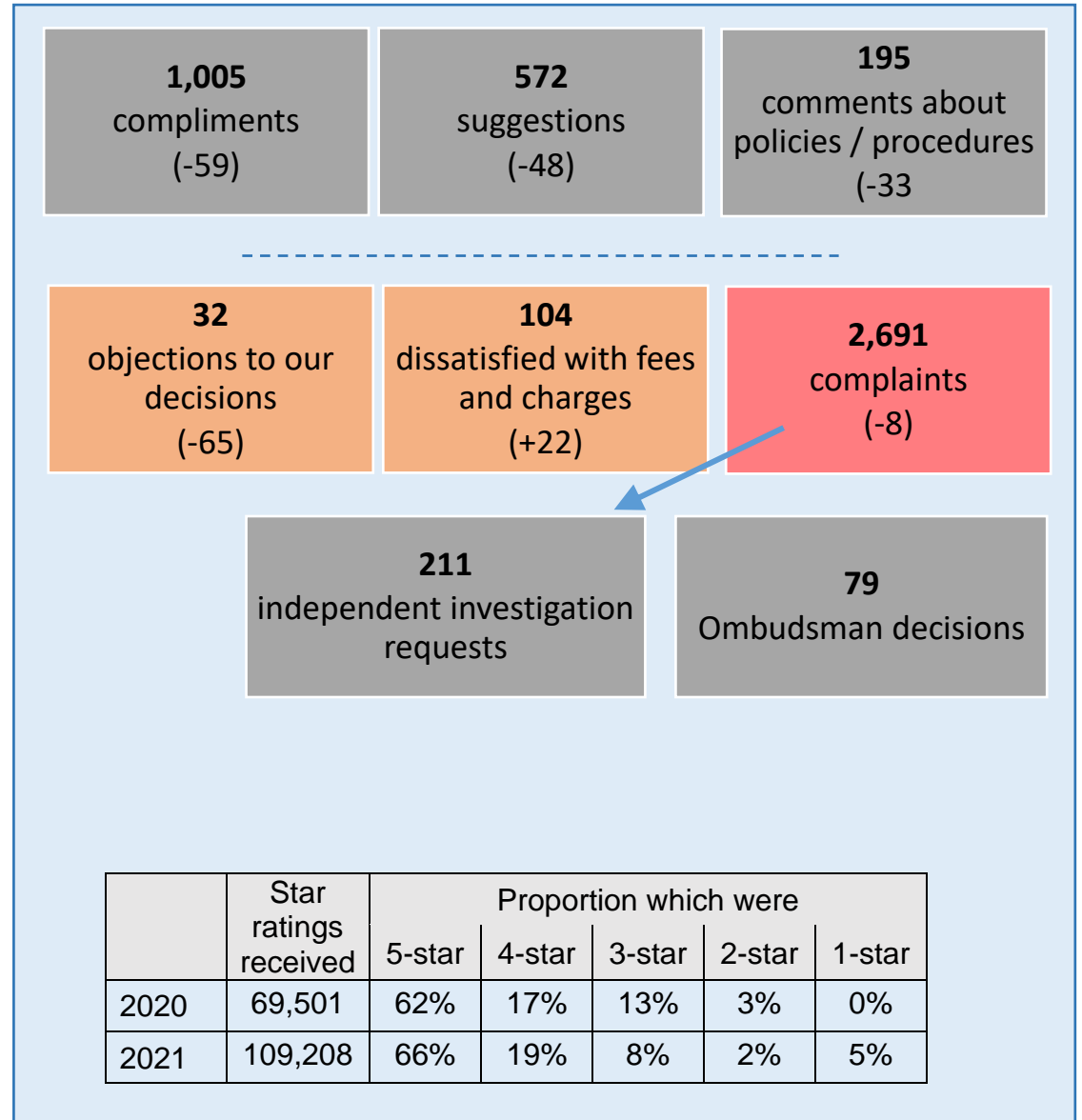
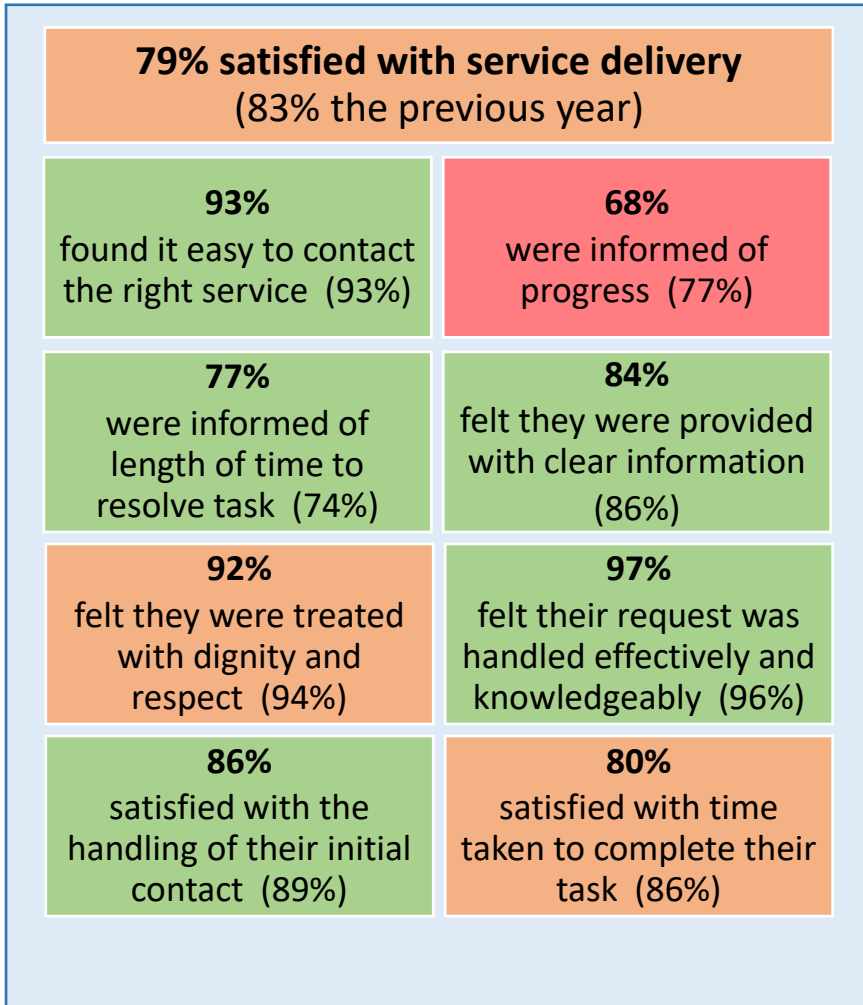
472 These changes are now included in our revised Customer Service Charter and Standards and reflect our customer service ethos and the changing needs and expectations of our customers. We are also in the process of updating our customer satisfaction survey and will provide an update in the next report.

473 Throughout the quarter we continued to migrate telephone lines to our Automated Call Distribution (ACD) system¹⁸. Migrating these lines enables us to see an enhanced view of demand and performance statistics for all telephony contact, and thereby allows us to identify opportunities to improve the customer experience.

¹⁸ Broadly speaking, we receive telephone calls either through our Automatic Call Distribution (ACD) system, which routes calls to groups of agents in line with 'first-in-first-answered' criteria, or directly to a telephone extension (non-ACD).

- 474 42% of services have now been fully migrated to the ACD technology – with County Durham Offender Service, Wolsingham Leisure Centre, Durham Music Services, Care Connect out of hours, Blue Badge administration and Environmental Health and Consumer Protection customer support teams migrating in quarter one.
- 475 Since October 2020, we have been working to streamline the management of incoming priority correspondence and remove duplication from our processes. The new process will provide a single point of contact, achieve a consistent approach in handling of correspondence, capture and store all data in one system and realise efficiencies.
- 476 All incoming enquiries are now managed centrally within our Business Services corporate support team, using a single point of contact email address (with the exception COVID-19 enquiries which are handled separately by the Chief Executive’s office). The team is working to a response deadline of 10 working days from receipt of enquiry (the Resources service grouping is the exception – with a response deadline of four working days).
- 477 Following improvements to our process for dealing with priority correspondence, we are now reviewing other channels of incoming correspondence with a view to further project scoping in order to determine future requirements.
- 478 We are also continuing to work with services and our customers to act on their feedback, understand their changing expectations and identify new ways for them to contact, request services and report issues.
- 479 The following CRM improvements were delivered during quarter one following customer feedback: improved anti-social behaviour information which ensures customers correctly report incidents to the most appropriate service; improvements to the pest control appointment reminders process, ensuring that reminders are timely and at appropriate times of the day
- 480 In addition, the following new online forms and processes were delivered: Deaf or Hearing impairment - application for registration; Grant for new school shoes and coats; Covid-19 Lateral Flow Tests; Environment Awards; Bishop Auckland and Seaham Food Festival Trader application; Temporary Road Closure; Street Name and Numbering.

AN EXCELLENT COUNCIL



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

Do residents have good job prospects?

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
1	% of working age population in employment	71.4	2020	73 (red)	72.2 (amber)	75.7 (red)	71.5 (amber)			No
2	Per capita household disposable income (£)	16,542	2018	Tracker	15,875 (green)	21,609 (red)	16,995 (red)			No
3	Gross jobs created / safeguarded as a result of Business Durham activity	2,768	Apr-Jun 2021	Tracker	280 (green)					Yes
4	% of 16 to 17 year olds in an apprenticeship	5.5	as at Jun 2021	Tracker	6.8 (red)	4.1 (green)	6.0 (amber)	5.8 (amber)		Yes

Is County Durham a good place to do business?

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
5	Gross Value Added (GVA) per capita in County Durham (£)	16,763	2018	Tracker	16,388 (green)	29,356 (red)	20,554 (red)			No
6	No. of registered businesses in County Durham	14,105	Mar 2020	Tracker	13,795 (green)					No
7	Value (£ million) of new contracts secured	8,173,215	2020/21	8 (green)	907,439 (green)					No
8	Value (£ million) of GVA growth from jobs created	81,251,872	Apr-Jun 2021	7,000,000 (green)	8,219,120 (green)					Yes
9	No. of Inward Investments secured	2	Apr-Jun 2021	1 (green)	3 (red)					Yes
10	% of Business Durham business floor space that is occupied	87.2	Apr-Jun 2021	85	92.0 (red)					Yes

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)	11.39	2020	Tracker	20.13 (red)					Yes
12	No. jobs supported by the visitor economy	6,794	2020	Tracker	12,133 (red)					Yes
13	Amount (£ million) generated by the visitor economy	506.75	2020	Tracker	980.72 (red)					Yes

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

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
14	Average Attainment 8 score	48.8	2019/20 (academic year)	Tracker	Not comparable	53.1 (red)	48.4 (green)			No
15	Average point score per A level entry of state-funded school students	39.9	2019/20 (academic year)	Tracker	Not comparable	39.5 (green)	38.3 (green)			No
16	% of pupils achieving the expected standard in Reading, Writing and Maths (KS2)**	65	2018/19 (academic year)	Tracker	67	65 (green)	67 (red)	61 (green)		No
17	% of 16-17 year olds who are not in education, employment or training	5.8	Apr-Jun 2021	Tracker	4.8 (red)	3.0 (red)	4.9 (red)			Yes
18	Gap between average Attainment 8 score of Durham disadvantaged pupils and non-disadvantaged pupils nationally (KS4)	-14.4	2019/20 (academic year)	Tracker	Not comparable	-13.5 (red)	-15.1 (green)			No
19	% of children in the Early Years Foundation Stage achieving a Good Level of Development**	71.8	2018/19 (academic year)		64 (green)	72.8 (amber)	71.8 (green)	71.8 (green)		No
20	Gap between % of Durham disadvantaged pupils and % of non-disadvantaged pupils nationally who achieve expected standard in reading, writing and maths (KS2)**	-19.8	2018/19 (academic year)	Tracker	-15.1 (red)	-20 (green)	-18 (red)			No

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
21	Ofsted % of Primary schools judged good or better	89	as at 30 Jun 2021	Tracker	89 (green)	87 (green)	91 (red)			Yes
22	Ofsted % of secondary schools judged good or better	64	as at 30 Jun 2021	Tracker	64 (green)	76 (red)	60 (green)			Yes
23	Exclusion from school of all Durham children - percentage of children with at least one fixed exclusion	1.88	2019/20 (academic year)	Tracker	2.2 (green)	1.87 (amber)	2.22 (green)	2.39 (green)		Yes

**not reporting for 2019/20

LONG AND INDEPENDENT LIVES

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

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
24	% of free school meals (FSM) eligible pupils taking FSM	76.0	Jan 2021	Tracker	75.8 (green)	82.6 (red)	82.6 (red)			Yes
25	Under-18 conception rate per 1,000 girls aged 15 to 17	26.4	2018	Tracker	23.7 (red)	16.7 (red)	24.9 (red)	25.0 (red)		No
26	% of five year old children free from dental decay	73.2	2019	Tracker	74.2 (amber)	76.6 (red)	76.7 (red)	71.7 (green)		No
27	Alcohol specific hospital admissions for under 18s (rate per 100,000)	52.8	2017/18-2019/20	Tracker	54.7 (green)	30.7 (red)	55.4 (green)	55.3 (green)		No
28	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000)	361.2	2019/20	Tracker	354.3 (red)	439.2 (green)	536.6 (green)	656.3 (green)		No
29	% of children aged 4 to 5 years classified as overweight or obese**	24.9	2019/20	Tracker	24.0 (red)	23.0 (red)	24.8 (amber)	25.0 (green)		No
30	% of children aged 10 to 11 years classified as overweight or obese**	37.6	2019/20	Tracker	37.7 (green)	35.2 (red)	37.5 (amber)	37.2 (amber)		No

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
31	% of Education Health and Care Plans completed in the statutory 20 week time period (excl. exceptions)	65	Jan-Jun 2021	Tracker	64 (green)	58 (green)	75.9 (red)	82.0 (red)	2020	Yes

**The National Child Measurement Programme ended in March 2020 when schools closed due to the COVID-19 pandemic. Comparisons to North East and Nearest Statistical Neighbours should be treated with caution as not all submitted of their measurements.

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

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
32	% of successful interventions (families turned around) via the Stronger Families Programme (Phase 4)	49% ¹⁹ [372/761]	Apr-Jun 2021	190 (green)						Yes
33	% of children aged 0-2 years in the top 30% IMD registered with a Family Centre and having sustained contact	87.8	2020/21	80 (green)	89.6 (amber)					Yes

Are our services improving the health of our residents?

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
34	% of mothers smoking at time of delivery	15.0	Jan-Mar 2021	14.7 (amber)	16.6 (green)	8.9 (red)	12.8 (red)	13.4 (red)		Yes
35	Four week smoking quitters per 100,000 smoking population	1,789 [1,335]	Apr-Dec 2020	Tracker	2,356 [1,540] (red)	1,140 (green)	1,507 (green)	1,944 (red)		Yes
36	Male life expectancy at birth (years)	78.3	2017-19	Tracker	78.2 (green)	79.8 (amber)	78.0 (green)	78.3 (green)		No
37	Female life expectancy at birth (years)	81.8	2017-19	Tracker	81.5 (green)	83.4 (red)	81.8 (green)	82.0 (amber)		No
38	Female healthy life expectancy at birth (years)	58.3	2017-19	Tracker	58.4 (amber)	63.5 (red)	59.0 (amber)	61.0 (red)		No

¹⁹ Annual target of 761

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
39	Male healthy life expectancy at birth (years)	59.6	2017-19	Tracker	59.3 (green)	63.2 (red)	59.4 (green)	60.5 (amber)		No
40	Excess weight in adults (Proportion of adults classified as overweight or obese)	64.8	2019/20	Tracker	63.3 (red)	62.8 (red)	67.6 (green)	69.6 (green)		Yes
41	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	13.4	2017-19	Tracker	12.8 (red)	10.1 (red)	11.6 (red)	12.3 (red)		No
42	Prevalence of breastfeeding at 6-8 weeks from birth (%)	30.2	Jan-Mar 2021	31.8 (amber)	25.9 (green)	48.2 (red)	36.0 (red)	34 (red)	Q3 2019/20	No
43	Estimated smoking prevalence of persons aged 18 and over	17.0	2019	Tracker	15.0 (red)	13.9 (red)	15.3 (red)	15.2 (red)		No
44	Self-reported well-being - people with a low happiness score	10.9	2019/20	Tracker	9.5 (red)	8.7 (red)	10.6 (amber)	9.6 (red)		No
45	Participation in Sport and Physical Activity: active	60.6%	Nov 2019-Nov 2020	Tracker	59.9% (amber)	61.4% (amber)	60% (amber)			Yes
46	Participation in Sport and Physical Activity: inactive	30.1%	Nov 2019-Nov 2020	Tracker	28% (red)	27.1% (red)	28.9% (amber)			Yes

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

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
47	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	175.0	1 Apr-16 Jun 2021	N/a	97.0 (red)					Yes
48	% of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	86.7	1 Apr-16 Jun 2021	N/a	82.6 (green)	82.0 (green)	83.5 (green)	80.3* (green)	2019/20	Yes
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	95.1	1 Apr-16 Jun 2021	Tracker	94.5 (green)	92.2 (green)	85.4 (green)	92.1* (green)	2019/20	Yes

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
50	% of service users receiving an assessment or review within the last 12 months	86.7	2020/21	Tracker	93.2 (red)					Yes
51	Overall satisfaction of people who use services with their care and support	69.6	2019/20	Tracker	67.8 (green)	64.2 (green)	67.5 (green)	66.2* (green)		No
52	Overall satisfaction of carers with the support and services they receive (Biennial survey)	51.2	2018/19	Tracker	43.3** (green)	38.6 (green)	47.2 (green)	41.8* (green)		No
53	Daily delayed transfers of care beds, all, per 100,000 population age 18+	2.9	Feb 2020	Tracker	1.5 (red)	11.0 (green)	7.0 (green)	11.0* (green)		No
54	% of adult social care service users who report they have enough choice over the care and support services they receive	77.6	2019/20	Tracker	75.1 (green)	66.6 (green)	73.0 (green)	69.2* (green)		No

*unitary authorities

** results from 2016/17 survey

CONNECTED COMMUNITIES – SAFER

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

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
55	% of statutory referrals received by the First Contact Team or Emergency Duty Team processed within 1 working day	94 [1,145 / 1,217]	Apr-Jun 2021	Tracker	94 (green)					Yes
56	% of statutory children in need referrals occurring within 12 months of a previous referral	19 [256]	Apr-Jun 2021	Tracker	23 [274] (green)	23 (green)	22 (green)	20 (green)	2019/20	Yes
57	% of single assessments completed within 45 working days	86 [1,019]	Apr-Jun 21	Tracker	85.5 [1098] (green)	84 (green)	89 (amber)	87 (amber)	2019/20	Yes
58	Rate of children subject to a child protection plan per 10,000 population aged under 18	44.3 [448]	as at Jun 2021	Tracker	47.7 [480]	43	70	58	as at 31 Mar 20	Yes

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
59	Rate of children in need per 10,000 population (Cases open to Children's Social Care)	386 [3,902]	as at Jun 2021	Tracker	357.6 [3,596]	324	463	414	as at 31 Mar 20	Yes
60	Rate of children open to One Point (early help) 10,000 population aged under 18	153 [1,553]	as at Jun 2021	Tracker	161 [1,625]					Yes
61	% of strategy meetings initiated which led to an initial child protection conference being held within 15 working days	88 [196 of 222]	2020/21 [prov.]	75 (green)	89 [508] (green)	78 (green)	83 (green)	82 (green)	2019/20	Yes
62	% of Social Workers with fewer than 20 cases	49	as at Jun 2021	Tracker	58 (red)					Yes
63	% of Statutory Case File Audits which are given a scaling score of 6 or above	94.9 [37 of 39]	Oct-Dec 2020	80 (green)	85.7 (green)					No

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

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
64	Rate of CLA per 10,000 population aged under 18	92.7 [937]	as at Mar 2021	Tracker	93.8 [944]	67	108	99	as at 31 Mar 20	Yes
65	% of children adopted from care (as % of total children leaving care)	17	2020/21 [prov.]	Tracker	16 (green)	12 (green)	12 (green)	18 (amber)	2019/20	No
66	% of CLA who are fostered incl. friends and family, independent fostering agency, In-house foster care	73 [685]	as at 29 Jun 2021	Tracker	76 [716]	72	74	73	2019/20	Yes
67	% of external residential placements	6 [53]	as at 29 Jun 2021	Tracker	4 [34]					Yes
68	% of children looked after continuously for 12 months or more who had a dental check	48	Jun 2021	Tracker	74 (red)	90 (red)	86 (red)	86 (red)	2019/20	Yes
69	% of children looked after continuously for 12 months or more who have had the required number of health assessments	90	Jun 2021	Tracker	90 (green)	90 (green)	92 (red)	93 (red)	2019/20	Yes

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
70	Emotional and behavioural health of children looked after continuously for 12 months or more (score between 0 to 40)	14	2020/21 [prov.]	Tracker	15.5 (green)	14.2 (green)	14.1 (green)	14.0 (green)	2018/19	Yes
71	Average Attainment 8 score of Children Looked After	20.5	2019/20	Tracker	25.6 (red)	21.4 (red)	21.7 (green)	22.4 (red)		No
72	% of CLA achieving the expected standard in Reading, Writing and Maths (at KS2)**	55	2018/19	Tracker	39.5 (green)	36 (green)	47 (green)			No
73	% of care leavers aged 17-18 in education, employment or training	70	Jun 2021	Tracker	78 (red)	64 (green)	63 (green)	65 (green)	2019/20	Yes
74	% of care leavers aged 19-21 in education, employment or training	60	Jun 2021	Tracker	60 (green)	53 (green)	52 (green)	53 (green)	2019/20	Yes
75	% of care leavers aged 17-18 in suitable accommodation	96	Jun 2021	Tracker	95 (green)	90 (green)	94 (green)	100 (red)	2019/20	Yes
76	% of care leavers aged 19-21 in suitable accommodation	93	Jun 2021	Tracker	95 (red)	85 (green)	91 (green)	90 (green)	2019/20	Yes

*provisional data **not reporting for 2019/20

How effective are we are tackling crime and disorder?

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
77	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population aged 10 to 17)	176	2019/20	Tracker	262 (green)	220 (green)	303 (green)	231 (green)		No
78	Overall crime rate per 1,000 population	88.1	2020/21	Tracker	93.3 (green)	77.0 (red)				Yes
79	Rate of theft offences per 1,000 population	18.7	2020/21	Tracker	24.5 (green)					Yes
80	Proportion of all offenders who re-offend in a 12 month period (%)	30.6	Apr-Jun 2019	Tracker	30.8 (green)	31.7 (green)	35.7 (green)	30.0 (red)	2016/17	No
81	Proven re-offending by young people (who offend) in a 12 month period (%)	51.9	2017/18	Tracker	41.4 (red)	38.4 (red)	41.8 (red)			No

How effective are we at tackling anti-social behaviour?

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
82	Satisfaction with the way that the council and police are dealing with local concerns about ASB and crime issues in your area.	56.4	Mar 2020	Tracker	50.1 (red)			53.7 (red)	Jun 2019	No
83	No. police reported incidents of anti-social behaviour	17,621	Jul 20 - Jun 21	Tracker	16,511 (red)					Yes
84	No. council reported incidents of anti-social behaviour	16,244	Jul 20 - Jun 21	Tracker	14,101 (red)					Yes

How well do we reduce misuse of drugs and alcohol?

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
85	% of successful completions of those in alcohol treatment	33.6	May 2021-Apr 2021	Tracker	29.6 (green)	35.2 (amber)	31.2 (green)			Yes
86	% of successful completions of those in drug treatment - opiates	5.3	May 2021-Apr 2021	Tracker	5.6 (amber)	4.8 (green)	3.9 (green)			Yes
87	% of successful completions of those in drug treatment - non-opiates	36.5	May 2021-Apr 2021	Tracker	29.6 (green)	32.5 (green)	27.3 (green)			Yes
88	% of anti-social behaviour incidents that are alcohol related	15.7	2020/21	Tracker	18.7 (green)					Yes
89	% of violent crime that is alcohol related	32.1	2020/21	Tracker	31.1 (amber)					No
90	Alcohol seizures	194**	Apr-Jun 2018	Tracker	398 (green)					No

**under review

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

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
91	Building resilience to terrorism (self-assessment). Score - level 1(low) to 5(high)	3*	2017/18	Tracker	3 (green)					No
92	No of individuals with a referral for 1:1 CSE Support from Supporting Solutions Team**	61	2020/21	Tracker	new**					Yes

*under review ** New definition – Includes all children - High/Medium/Low Risk (Previously only High-Risk referred to Supporting Solutions)

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

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
93	No. of people killed or seriously injured in road traffic accidents - No. of fatalities - No. of seriously injured	164 15 149	2020/21	Tracker	222 (green) 19 146					No
94	No. of children killed or seriously injured in road traffic accidents - No. of fatalities - No. of seriously injured	17 1 16	2020/21	Tracker	31 (green) 0 31					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	5.96	Apr-Jul 2021	Tracker	N/a					Yes
96	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	12.14	Apr-Jul 2021	Tracker	N/a					Yes

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
97	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	0.79	Apr-Jul 2021	Tracker	N/a					Yes
98	Number of fly-tipping incidents	7,863	Jul 20 – Jun 21	Tracker	7,146 (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	91.8	2020/21	95 (red)	97.8 (red)	91.5 (green)	94.4 (red)		2019/20	Yes
102	% of household waste that is re-used, recycled or composted	37.3	2020/21	Tracker	41.1 (red)	43.8 (red)	35.5 (green)		2019/20	Yes

Do residents have access to decent and affordable housing?

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
103	Number of properties improved, adapted or brought back into use	938	Apr-June 2021	Tracker	236 (green)					Yes

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
104	Number of empty properties brought back into use as a result of local authority intervention	24	Apr-Jun 2021	50 (red)	59 (red)					Yes
105	Number of net homes completed	471	Apr-Jun 2021	Tracker	101 (green)					Yes
106	Number of affordable homes delivered	466	2020/21	300 (green)	628 (red)					Yes
107	Number of households accessing the Housing Solutions Service	3,014	Apr-Jun 2021	Tracker	2,793 (green)					Yes
108	Number of households helped to stay in their home	411	Apr-Jun 2021	Tracker	325 (green)					Yes
109	Number of households helped to move to alternative accommodation	236	Apr-Jun 2021	Tracker	207 (green)					Yes

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
114	Highways maintenance backlog (£millions)	172.6	2019	Tracker	179.7 (green)					No
115	Bridge Stock Condition – Principal Roads*	80.7**	2019	Tracker	80.7 (green)					No
116	Bridge Stock Condition – Non-Principal Roads*	79.9**	2019	Tracker	79.9 (green)					No

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

** last year's data has been used due to issues with obtaining current values

EXCELLENT COUNCIL

How well do we look after our people?

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
117	% of performance appraisals completed on current posts in rolling year period (excluding schools)***	N/a*	N/a	N/a	N/a					No
118	Days / shifts lost to sickness absence (all services excluding schools)	9.24	Jul 20 – Jun 21	11.20 (green)	10.65 (green)	9.2** (red)			2017/18	Yes
119	% posts with no absence in rolling year (excluding schools)	69.48	Jul 20 – Jun 21	Tracker	57.9 (green)					Yes
120	% of sickness absence which is short term	12.93	Jul 20 – Jun 21	Tracker	7.76					Yes
121	% of sickness absence which is medium term	14.04	Jul 20 – Jun 21	Tracker	13.76					Yes
122	% of sickness absence which is long term	73.02	Jul 20 – Jun 21	Tracker	78.48					Yes
123	% of employees having five days or less sickness per 12 month period	82.22	Jul 20 – Jun 21	Tracker	79.83 (green)					Yes

*Due to new system introduction

**includes school support staff but excludes teachers. All single/upper tier councils [Local Government Workforce Survey 2017/18](#)

*** Having put all Personal Development Reviews on hold due to COVID-19, we are now reinstating the process, starting with our leaders in October 2021.

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

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
124	% of council tax collected in-year	27.7	Apr-Jun 2021	Not Set	27.7 (green)					Yes
125	% of business rates collected in-year	27.6	Apr-Jun 2021	Not Set	33.8 (red)					Yes

How good are our services to customers and the public?

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
126	% Freedom of Information and Environmental Information Regulations requests responded to within 20 working days	77	Apr-Jun 2021	90 (red)	75 (green)					Yes
127	Customer contacts: telephone*	1,224,091	Jul 20 - Jun 21	Tracker	1,142,183					Yes
128	Customer contacts: face to face**	n/a	Jul 20 - Jun 21	Tracker	89,205					Yes
129	Customer contacts: web forms	291,068	Jul 20 - Jun 21	Tracker	192,513					Yes
130	Customer contacts: emails	62,600	Jul 20 - Jun 21	Tracker	52,361					Yes
131	Customer contacts: social media	5,441	Jul 20 - Jun 21	Tracker	4,562					Yes
132	% of calls answered	94	Jul 20 - Jun 21	Tracker	94*					Yes
133	% of calls answered within 3 minutes	90	Jul 20 - Jun 21	Tracker	89*					Yes

*data is not comparable as new telephony lines are continuing to be added to ACD

** data is not available as customer access points have been closed since March 2021