

Cabinet

15 December 2021

Quarter Two, 2021/22
Performance Management Report

Ordinary Decision



Report of Corporate Management Team

Paul Darby, Corporate Director of Resources

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 two, July to September 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.
- 4 The Council Plan sets out how the Council will use the resources at its disposal to achieve the ambitions set out in the County Durham

¹ approved by full council October 2020

Partnership's vision for the County. It sets out the Council's ambitions and key work areas to achieve these with high level performance indicators to measure progress. Appendix two of this report reflects this in the way it is set out.

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

More and Better Jobs

- 6 Across County Durham, we estimate the employment rate has remained static at 71.3%, which is below target of 73%, however is in line with both regional and national trends. We are expecting it to deteriorate once the government removes its financial support packages. Young people remain disproportionately affected.
- 7 The 1.9% increase in gross household disposable income is less than the averages for England (+2.5%) and the region (+2.2%), meaning the gap in earnings continues to grow and is adding to the financial pressures experienced by our residents.
- 8 Our tourism and cultural sector was particularly hard hit by the pandemic. In 2020, there were nine million fewer visitors to the area, a reduction in the visitor economy of £474 million and 5,000 fewer jobs across the sector.
- 9 However, despite the pandemic, an additional 460 businesses have been created since 2020 taking the total number to 14,565. This equates to 273 per 10,000 population. This is still significantly lower than the national average (412) but on par with the regional average (271).
- 10 Latest data (2019) shows that although our GVA per person increased by 6.6% to £16,925, it is the second lowest in the region which has an average of £20,727 and is considerably lower than the England average of £30,239.
- 11 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. We are also continuing to provide financial assistance to businesses to help them survive the impact of the pandemic and protect their long-term future, and help people into employment.
- 12 However, over the last 12 months, the council led strategic employment sites such as NETPark are 95% occupied, and the county has also seen eight inward investments secured and more than £59 million of GVA

growth created. The number of businesses engaged has increased by 27% compared to the same period last year.

Long and Independent Lives

- 13 Although the pandemic has caused a fall in life expectancy, [recent research](#) suggests it was already in decline in many areas in the North of England. Across County Durham, male life expectancy has fallen by seven months and female life expectancy by six months. Both remain lower than the national average.
- 14 The pandemic has also made it more difficult for people to participate in sport and activity. Over the last 12 months, 31% of adults across the authority area participated in less than 30 minutes exercise each week and are therefore classed as inactive. This compares to a national average of 27%.
- 15 Latest data (2019/20) shows slight increases in excess weight. 64.8% of adults (up from 63.3%) and 24.9% of children aged 4 to 5 (up from 24%) were classed as overweight or obese.
- 16 Across the county, smoking prevalence increased from 15% to 17%, 15% of mothers smoked at the time of delivery (8.9% nationally) and 29.1% were breastfeeding their babies at 6-8 weeks (48% nationally). There was also an increase in the suicide rate which remains higher than the national figure.
- 17 Poverty pressures continue to be a major issue and we expect the situation to deteriorate as basic living costs continue to rise, hitting those with little disposable income hard. We are aware 24% of children eligible for free school meals are not claiming them.
- 18 10.9% of people across the county reported a low happiness score (self-reported well-being), which is higher than last year (9.5%) and above the national figure of 8.7%.
- 19 We are continuing invest in walking and cycling infrastructure, work to tackle food poverty, provide focused activity across mental and physical well-being, and support smoking quitters.
- 20 Work to reduce carbon emissions is also underway. Agreed projects will increase electric vehicle charging points, retrofit houses, explore mine water heat (at Seaham Garden Village), introduce more bike loan schemes, and restore peatlands in the North Pennines.

- 21 Carbon emissions across the county have reduced by 54% from the 1990 baseline.
- 22 During quarter two, we helped to support 180 households with food, and over the summer holidays, we delivered more than 100 projects as part of our Holiday Activity with Food programme.
- 23 70% of respondents reported they were satisfied with services for care and support, an increase on last year (68%) and higher than nationally (64%). In addition, 78% of adult social care users report they have enough choice over the care and support services they receive, higher than last year (75%) and the national average (67%).
- 24 We are continuing to improve outcomes for vulnerable children and their families and remain on track to achieve 'significant and sustained outcomes' for around 6,000 families as part of our stronger families programme.

Connected Communities

- 25 During the 12 months ending 30 September, there was a 7% reduction in recorded crime, a 5% reduction in recorded anti-social behaviour and a 6% reduction in recorded domestic abuse incidents (although the proportion of domestic related violence against the person offences involving alcohol has increased).
- 26 The reduction in crime is mainly driven by a 30% reduction in theft-related offences, which most likely reflects people spending more time at home, fewer opportunities to commit crime in public spaces and the closure of non-essential retail and the night-time economy.
- 27 Another consequence of people spending more time at home is the generation of more household waste. This, combined with planned maintenance at the energy from waste plant, has resulted in a smaller proportion of waste being diverted from landfill – 90.1% compared to the 97.8% for the same period last year. In addition, contamination of kerbside recycling bins continues to increase and is currently 35%.
- 28 We are investing heavily in our town centres. New masterplans are being developed, free public wi-fi is being rolled out and new leisure facilities are to be built. We are also undertaking actions and campaigns which focus on environmental improvements, better quality housing, road safety and water safety.
- 29 We are continuing with our programme of transforming residential care and fostering by recruiting and retaining more foster carers and developing new council children's residential homes. This remains a challenging issue.

- 30 Town centre occupancy rates are now considerably lower than the national average of 86%. Outside of the town centres, the Arnison Centre has seen the largest drop in occupancy with seven vacant units.
- 31 At the start of the pandemic, we saw all patronage on local bus services drop significantly to around 20-30% of normal. While we've seen an increase in patronage as the lockdowns and restrictions have been eased, this hasn't been as great as we would have hoped. Added to this, concessionary patronage has lagged significantly behind the "non-concessionary" patronage. This probably indicates a reluctance by that group to return to public transport.
- 32 Demand for the services of our specialist domestic abuse provider is 30% higher than the same period last year, and continues to increase quarter on quarter. In addition, clients are presenting with more complex issues (especially mental health), so cases are taking longer to resolve.
- 33 A greater proportion of people successfully completed treatment programmes compared to the previous year: for alcohol - 35% compared to 31%, and non-opiates - 38% compared to 31%. The success rate for opiate treatment remained the same (5.5% compared to 5.6%)
- 34 The pandemic and the complexity of referrals to children's social care continues to impact on the number of children and young people who are open to statutory social care teams, currently 3,818, and has increased the caseloads of our social worker teams.
- 35 56% of local people surveyed were satisfied with the way the council and police were dealing with local concerns about anti-social behaviour and crime issues in their area, up from 50% the year before.
- 36 Care Connect, our emergency contact service that supports people to remain living independently in their own home continues to see the number of customers and connections on the service decline over the longer term trend. There has been a 10% loss in connections in the last five years, with a typical year on year decrease of between 4-5%; and a 23% reduction in the number of clients. Over the last year, connections decreased by more than 3% and clients by almost 4%, mainly due to death of the client.

An Excellent Council

- 37 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 £24 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 £7.5 million – a net overspend of £16.7 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.

- 38 However, the vast majority of services have now reopened and during quarter two, our teams started a phased return to offices on a hybrid basis. Work-related control measures (hands, face, space, fresh air, vaccination) remain in place, and alternative provision is being made for those classified a Clinically Extremely Vulnerable or for whom there are mental health concerns.
- 39 Although demand for services remains relatively high (an additional 95,000 service requests were received in the last 12 months – 26% more than the previous year), the rate of increase is slowing. This demand is driving both a corresponding increase in complaints (although complaints as a proportion of service requests remains constant at around 0.6%) and a decrease in satisfaction with service delivery timescales.
- 40 During quarter two, we started reinstating our Performance Development Review (PDR) process (enhancing our overall approach to ongoing individual performance management), developing a new approach for the induction and ongoing support of new managers, and encouraging more customers to liaise with us digitally by expanding our online contact channels.
- 41 We continued to invest in our workforce: £7.6 million, via our apprenticeship programme, has allowed more than 1,100 employees to develop new skills. We are undertaking a new consultation programme to understand the level of digital skills currently in place across our workforce, and inform our new digital skills programme going forward.
- 42 We are working to further reduce our carbon emissions by installing solar panels and LED lighting; developing a solar farm, battery storage and charging posts at Annfield Plain (Zero Carbon Depot Project), developing a new building energy management system to improve the control of energy, only using electric vehicles as pool cars, and purchasing an electric refuse vehicle.
- 43 Decarbonisation of the electricity grid has helped reduce our carbon emissions by 58% (from the 2008/09 baseline).
- 44 Our lowest sickness rate for the last 12 months is the third lowest since 2010/11, at 10.06 days per Full Time Equivalent (FTE), with circa 82% of employees recording less than five days sickness and almost 66% recording no sickness. Although our sickness rate has marginally increased over the last six months, most of the increase is due to the prevalence of COVID-19 across our workforce. If we adjust for COVID-

related sickness, our rate remains comparatively low at 9.09 days per FTE.

- 45 The council has also gained recognition for its services and staff in the Local Government Chronicle (LGC) Awards and the Municipal Journal (MJ) Local Government Achievement Awards which took place this year.
- 46 We won a national award for our Children's Services in the LCG Awards, which celebrate excellence in local government. We were recognised for our Supporting Solution Service, which provides a phased approach to young people on the edge of care, with the aim of enabling them to stay with their families and avoid entering the care system.
- 47 We were highly commended in two categories in the MJ Awards; one for Digital Transformation for Digital Durham, with the judges being impressed by how we accelerated the delivery of our digital strategy at an unprecedented pace, ranging from adapting to how we communicate with our customers to supporting our staff to work remotely. It also recognised the introduction of the award-winning Health Call Digital Care Home system, which allows care workers to digitally share the results of their resident observations, such as blood pressure and heart rates, with health professionals.
- 48 The second category we were highly commended was the Senior Leadership Team for our Corporate Management Team (CMT); The judges recognised the team's expertise and dedication in leading the authority through the pandemic, as well as its approach to empowering staff and implementing a major investment programme. CMT commitment to community focused ways of working, along with a nationally recognised approach to social value and partnership work was also praised.
- 49 76% of service requests processed during the 12 months ending 30 September 2021 were assessed against a performance standard. The performance standard was met in 74% of cases. This is an increase of 15 pp on the previous quarter and just slightly lower than the 77% recorded for the same period last year. However, it should be noted that over the same period, service requests increased by 26%.
- 50 We are undertaking a detailed review of all service requests within our CRM system that are not currently assessed against a performance standard. We have completed the initial phase of this activity and have identified a range of service improvements linked to systems, data and reporting, training, and member experience.

The impact of COVID-19

- 51 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.
- 52 However, roll-out of the UK's vaccination programme, which has reduced both hospital admissions and deaths, allowed the government to implement plans for a [gradual and phased route out of lockdown](#).
- 53 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.
- 54 The COVID-19 surveillance dashboard can be accessed [here](#).

Risk Management

- 55 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

- 56 That Cabinet notes the overall position and direction of travel in relation to quarter two performance, the impact of COVID-19 on performance, and the actions being taken to address areas of underperformance including the significant economic and well-being challenges because of the pandemic.

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

Latest performance information is being used to inform corporate, service and financial planning.

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Equality measures are monitored as part of the performance monitoring process.

Climate Change

We have declared a climate change emergency and consider the implications of climate change in our reports and decision-making.

Human Rights

Not applicable.

Crime and Disorder

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Staffing

Performance against a number of relevant corporate health indicators has been included to monitor staffing issues.

Accommodation

Not applicable.

Risk

Reporting of significant risks and their interaction with performance is integrated into the quarterly performance management report.

Procurement

Not applicable.



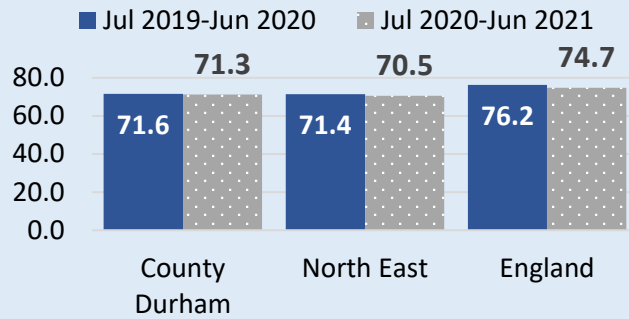
Durham County Council Performance Management Report

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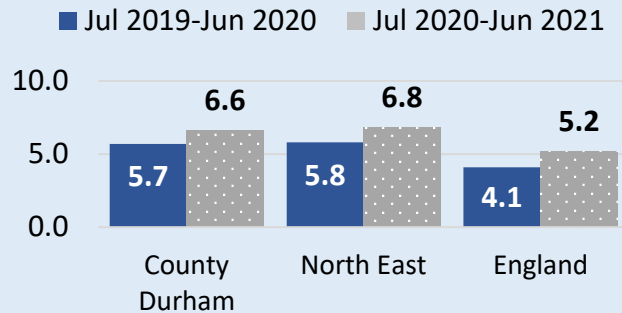


MORE AND BETTER JOBS

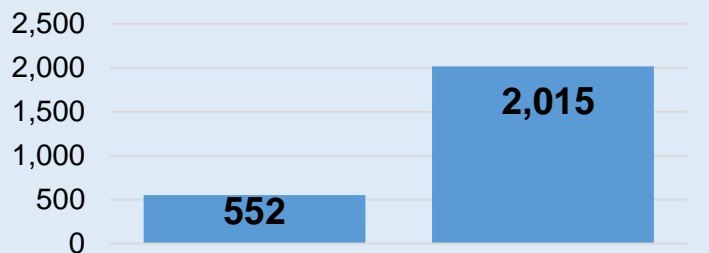
Employment Rate



Unemployment Rate



Jobs created/safeguarded by Business Durham (Jul-Sep 2021)



Support Schemes

Co. Durham

North East

England

Job Retention
(furlough)
(as at 31 August)

4%

4%

5%

Self-employed
income support
(as at 15 September)

31%

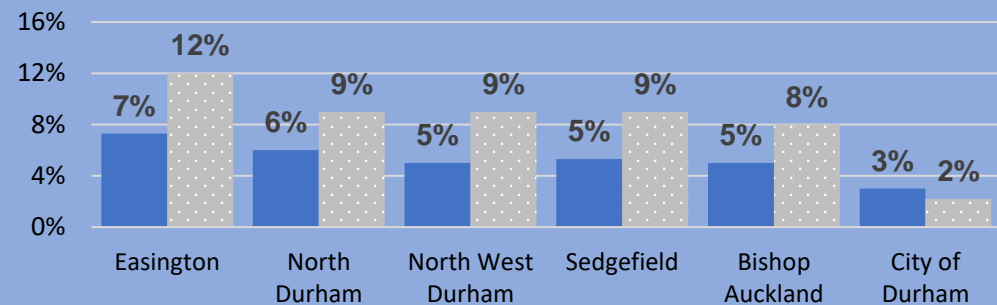
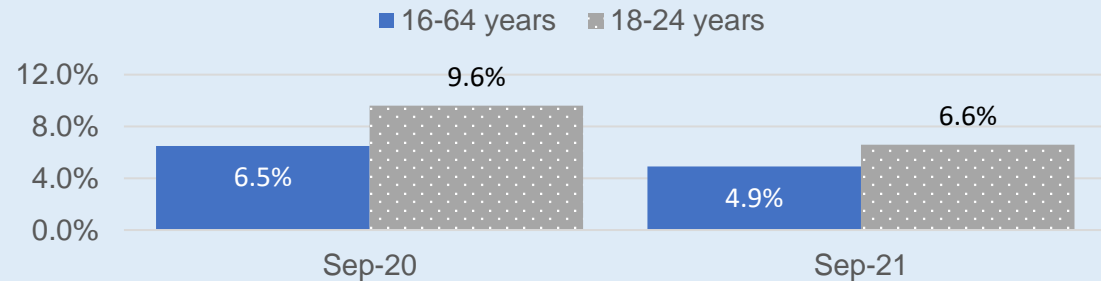
33%

33%

8,500 jobs
furloughed

6,100 claims
for SEISS

Claimant Count (as at September 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 Latest data (June 2021) shows the employment rate shows a similar picture to the previous reporting period, which is in line with regional trends, and is within the confidence level for this data. We have yet to see any significant impact of the pandemic on the employment rate, following the government's removal of the furlough scheme and self-employment income schemes. We anticipate an increase in unemployment across the county.
- 4 Throughout the lifetime of the furlough scheme, 82,800 unique jobs were furloughed at some stage, representing just over 40% of all employments in the county. Large numbers of employments on furlough at the end of the scheme related to people in the 50-59 age group, those employed in manufacturing and accommodation and food service sectors with a disproportionately larger number of men being placed on furlough.
- 5 The unemployment rate has shown an increasing trend since June 2020 however, the amount of change is still within the confidence level for this data and therefore could be due to variations in sampling within the survey.
- 6 Nationally there are around a million vacancies July to September, a record high and an increase of 318,000 from the pre-pandemic January to March 2020 position. While the rate of vacancy growth has slowed recently, the number of vacancies is still increasing across most sectors with job opportunities bouncing back post COVID much quicker than expected.

- 7 At a local level we do have some hard to fill vacancies in the labour market due to the ongoing effect of post Brexit labour movement as well as wider access to work issues such as transport. We continue to see significant numbers of opportunities in hospitality, health and social care and the HGV / logistics sector where there may be certain entry / qualifications requirements; this is replicated across the North East and nationally. We are continuing to work with learning providers and individual businesses to support their recruitment and ensure residents have the best possible access to these jobs.
- 8 The latest data from the UK Business Count (as at March 2021), shows there were 14,565 enterprises in County Durham. An increase of 460 (3.3%) businesses since 2020, higher than regional (1.5%) and national (0.5%) increases. This is equivalent to 273 businesses per 10,000 population, significantly lower than the national average (412) but similar to the regional average (271).
- 9 The focus of the ambition within the Vision for County Durham 2035 is on more and better jobs. Whether we are creating better jobs is reflected in our regeneration statement through the key measures of gross disposable household income and gross value added (GVA).
- 10 Between 2018 and 2019 gross household disposable income within the county increased by 1.9% to £16,617. This is below the rate of growth seen for the region and England which grew at 2.2% and 2.5% respectively meaning that the gap in earnings continues to grow.
- 11 GVA is a productivity metric. It measures the contribution that the county makes to the overall economy. Latest data in relation to the amount of GVA per person in County Durham for 2019 shows a rise to £16,925, an increase of 6.6%. This is the second lowest in the region and represents 81.7% of the regional average. The County Durham rate is considerably lower than the England figure (£30,239) and lower than the North East (£20,727).
- 12 The eviction ban was completely lifted from 1 October 2021 and all notice periods have returned to the pre-pandemic position. Landlords, as of 20 September, are now able to progress their possession claims through the courts. Courts will carefully prioritise the most serious cases, such as high level anti-social behaviour or other crimes. Court orders can now be enforced by bailiffs unless anyone living in the property has COVID symptoms or is self-isolating. Despite the lifting of eviction restrictions, the Government continues to encourage landlords and tenants to resolve disputes without going to court wherever possible.

Council Services

Delivery of a range of employment sites across the county

- 13 In September, Cabinet agreed to £49.6m being used for the third phase extension of NETPark (The North East Technology Park) Business Park in Sedgefield. The new phase could generate up to 1,250 skilled jobs and be worth up to £625m to the County Durham economy.

A strong competitive economy and premier place to do business

- 14 The UK Community Renewal Fund is a new Government fund set up to support communities to pilot programmes and new approaches ahead of the UK Shared Prosperity Fund. Announcements on successful bids to this £220 million fund were expected in July but have been delayed. There are concerns nationally about the ability to deliver successful projects by March 2022. The LA7 has called on the Government to extend the proposed delivery timeframe.
- 15 A subgroup of the County Durham Economic Partnership (CDEP) has met to develop and implement a strategy for lobbying for County Durham's ambitions to be recognised and funded by UK Shared Prosperity Fund. A paper setting out key messages to be used in strategic liaison was agreed at the last CDEP Board. The group will map where lobbying will add most value. Work was undertaken to identify key stakeholders from a list of 34 parties.
- 16 The £6 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. The majority of grants (95%) have been awarded to micro or smaller businesses employing up to 50 staff. Grants have been awarded to 119 (37%) businesses in retail and personal services, 61 (19%) businesses in manufacturing and engineering, 60 (19%) in the cultural, creative and tourism sectors and 34 (11%) in business services, professional services and distribution, with the remaining 44 (14%) coming from other sectors.
- 17 A further £500,000 has been awarded through the County Durham Growth Fund to support four SMEs, bringing the total awarded to date to £5.8 million out of the £8.9 million fund. 184 jobs have been created so far, with a further 375 jobs projected before the end of the project.
- 18 The current pipeline of potential investments for the Finance Durham Fund is extremely strong, and it is expected that the total invested through Finance Durham will reach £10 million by the end of the calendar year; with potential new

investments in three businesses and one follow-on investment that will complete in quarter three.

- 19 Eight inward investments were secured during the quarter generating 221 jobs. These were Peratech Holdco Ltd, Vaildair Diamond Scientific, EV Smart, Evolution E Types Ltd, Conduit Construction Network Ltd, Project Control Tools Ltd, RG Distributors Ltd and Needlebay Systems.
- 20 During the quarter, 59 businesses were intensively assisted by Business Durham exceeding the target for the year.

Business Durham Activity	Jul-Sep 2021	Compared to last year	
Inward investments secured	8	+8	↑
Businesses engaged	577	+155	↑
floor space occupied	95%	+15pp	
GVA from jobs created or safeguarded (million)	£59.1	+£59.1	↑

- 21 Durham Ambitious Business Start-ups (DABS) now has 161 businesses and individuals registered, 97 of these are pre-start businesses, of which 63 have accessed 12 or more hours of support. There are 64 new businesses within their first year of trading, 37 of which have received 12 hours of support.

Helping all people into rewarding work

- 22 Despite referrals to employability programmes increasing over the last few months due to both Job Centre Plus (JCP) and our delivery partners reintroducing face to face meetings, numbers are still below pre-COVID levels. However, numbers are expected to recover in the coming months as JCP staffing levels has returned to normal and more JCP claimants are encouraged to participate in employment related activity.
- 23 The number of participants progressing into employment has increased compared to the previous reporting period, with more people being supported to set up as self-employed, move into jobs in those sectors that have experienced increased demand or to replace furloughed workers who have moved into other jobs. Clients completing education or training courses has also increased despite a large proportion of our clients having limited digital skills that prevent them from doing online courses. Most courses were delivered through our delivery partners on the L!NKCD programme. This scheme brings together community minded organisations and training providers to support people in the county who need help getting into work and learning new skills. However, delivery of L!NKCD

programme has been impacted by COVID-19 restrictions and we are looking to extend the programme to December 2023.

- 24 Work continues to support adults who are eligible to access employability support through our Refugee Mentoring project; with 164 adults across nine arrival phases (two per year) being supported into employment, training or volunteering opportunities. Support is currently being offered to the new phase nine arrivals who have settled in the Crook area and we have already engaged with 11 individuals.

A broader experience for residents and visitors to the county

- 25 County Durham has been named as one of the eight locations that made the longlist in the UK City of Culture 2025 competition and has until January 2022 to finalise its bid. Securing the title would deliver transformational social and economic benefits to the whole of County Durham and the wider region; allowing us to engage even more people in arts and culture, attract thousands of additional visitors and help us to secure millions of pounds of investment. The Partnership is now focused on taking County Durham to the next stage of the competition and are urging people to continue to support the Durham 2025 campaign. It is anticipated that the overall winner will be declared in May 2022.
- 26 In September, Cabinet approved further feasibility work to be carried out looking at options to bring the former Durham Light Infantry (DLI) Museum and Art Gallery back into use as a wider culture and visitor destination incorporating a significant dedicated space for items from the DLI collection that will complement the planned exhibitions in the Durham History Centre. It is anticipated that the findings of this study will be presented to councillors in early 2022.
- 27 The Kier Group has reported a six week delay on the new History Centre, however they are confident this does not affect overall delivery and completion for October 2022. The delay was caused by the discovery of Asbestos Containing Material (ACM) on the site and the need to acquire planning permission to demolish and rebuild a wall of the listed building. Planning permission has now been granted and all ACM removed from site. Work continues on securing external funding and liaising with the National Lottery Heritage Fund for permission to support delivery of the activity programme, the digital programme and the exhibition programme.
- 28 The Lumiere festival took place between the 18 and 21 November with a programme of 37 international artworks. For the first time, the festival was spread across the county to encourage visitors to explore other parts of the county and extend the economic benefits the event brings. In a change from previous years, the controlled City centre area of Lumiere was ticketed for the entirety of the

festival each night to manage audience numbers as part of measures in place to offer a safe experience.

- 29 Following cancellations due to the pandemic last year, Bishop Auckland Food Festival (7-8 August) and Seaham Food Festival (2-3 October) both returned this year and are just two of a number of events helping to showcase the county's cultural offer as part of the council's bid to become UK City of Culture 2025. Both events were a huge success, attracting thousands of visitors to the area, and more than 100 traders from across the county and beyond. The festivals not only provided a significant boost to businesses trading both at the festival and the towns themselves but provided a much needed boost to the region's economic recovery from the impact of COVID.
- 30 Durham Book Festival took place between 9 and 17 October, returning to live events following a digital-only offer last year due to the pandemic. Writers, performers and thinkers from across the world participated in more than 60 events, either in person at the Gala Theatre or online. The festival aimed to be fully accessible to every audience member by captioning events in the theatre and ensuring all digital content was either captioned (video) or transcribed (audio).
- 31 The 2021 Heritage Open Days took place during September, though much reduced from previous years due to COVID, 37 properties participated in the event attracting over 6,000 visitors. Five new venues took part in this year.
- 32 During quarter two there were nearly 150,000 visitors to Hardwick Park and 40,000 visitors to Wharton Park.
- 33 The new hub, Crimdon Coastal Hub, delayed due to COVID is forecast for to open in November.
- 34 Investment in Bishop Auckland including the delivery of the Eastern Sustainable Access Corridor will provide the infrastructure needed to manage and direct the visitors to the Auckland Project's annual programme of events and also peak season traffic to its year-round visitor attractions. The corridor will provide direct access from the A1(M), avoiding traffic congestion in the town centre. A base transport model for the town is now complete and further work is being undertaken around forecast modelling to determine an options assessment report, economics and preliminary design and planning application.
- 35 The corridor will provide dedicated provision for pedestrians and cyclists; and connect to and promote existing routes such as the Auckland Way railway path. Work on the business case will commence late 2021.

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

36 There has been one Ofsted inspection during the quarter two period. This school (Framwellgate School Durham) was graded 'requires improvement' prior to the visit and following the publication of the inspection report, is now graded 'good.'

37 The role of local authorities in dealing with safeguarding complaints regarding schools has changed in recent years with complainants being required to use 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 ten qualifying safeguarding complaints made to Ofsted relating to Durham schools during quarter two. This compares to two in the same period last year, but there were ten during quarter two 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 two 2020 and therefore their social interaction with staff and peers was somewhat limited.

38 The Education and Inspections Act 2006 places a statutory responsibility on all local authorities to make arrangements to identify children missing from education (CME) in their area. The local authority, schools and partner agencies have developed a protocol to enable escalation of any case to establish the whereabouts of a child before the school can delete the child's name from the school register. The protocol includes referral to children's social care, police, NHS and other local authority services to ensure children moving between areas are tracked, in appropriate cases.

39 In quarter two, 81 students were referred to the local authority.

Successfully tracked	60
Moved within county. School transfer discussions ongoing	5
Processing as admissions to schools in Durham	4
Moved out of county. Relevant local authorities informed	3
Referred for school attendance enforcement action	3
Elective home education registrations pending	2
Tracing via information held with partner agencies	2
Awaiting an appeal hearing for a school application	1
Abroad. Due to return	1
Total referrals	81

40 Attendance rates were 90% across all settings on 17 June 2021, however, they declined locally and nationally in the last four weeks of the school year 2020/21 around the same time as there were increases in infection rates associated with emergence of the COVID-19 delta variant and consequently school bubble

closures. These trends were mirrored for vulnerable groups where rates of attendance for those with a social worker and those with an Education, Health and Care Plan (EHCP) were both 85% on 10 June 2021.

- 41 Across the academic year 2020/21, 189 children and young people were supported to return to school and as year 11 pupils became non-compulsory school age as of 25 June these factors resulted in a local overall decrease in local Elective Home Education (EHE) figures. Overall numbers continued to remain low at any point in the quarter at approximately 0.6% of the school age population. Staff continue to 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.
- 42 The Early Years panel considered 64 requests for early years SEND Support, an increase of 40 (166%) on the previous year and six requests to initiate statutory assessment with five (84%) agreed in comparison to one request being agreed the previous year. As this quarter includes the end of the academic year it is timely to highlight that 350 children were supported across the academic year, an increase of 35 (11%) on the previous year, with 96 statutory assessments being initiated, three times as many as the previous academic year (32 initiated).
- 43 Support has continued to be provided to young people during the summer period, as they completed academic programmes. The latest data (August 2021) shows that the proportion of young people (aged 16-17) not in employment, education or training (NEET) is 6.6%, which equates to 708 young people from a cohort of 10,677. This compares to an average of 3.1% for England and 5.3% for the North East. It is important to note that DurhamWorks have been identifying young people and moving them to a NEET destination during this period in order to register them on the programme, so that they can receive appropriate support at the earliest opportunity. However, this does result in an increase in the proportion of young people who are NEET compared to other periods during the year. It also results in a lower proportion of young people whose current destination is not known and the rate in County Durham remains low – 2.4%, compared to an average of 5.6% in England and 7.3% in the North East.
- 44 A significant amount of work is currently being undertaken to ensure that young people who completed Years 11 and 12 at the end of June 2021 have a confirmed offer in education or training. This is known as the ‘September Guarantee’. The proportion of young people undertaking an apprenticeship continues to be higher in County Durham – 5.8% compared to an average of 4.2% for England.

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

- 45 More households contacted Housing Solutions this quarter than during quarter one and compared to the previous 12 months. The majority of areas within the service have seen an increase in numbers, with Housing Officers seeing a 20% increase in presentations since quarter one. The overall increase for quarter two represents the largest quarter to quarter increase since 2019.
- 46 Many households are now presenting as homeless or facing homelessness due to the lifting of the eviction ban from 1 October which has reverted the notice period back to two months. The Private Rented Sector Team saw a rise in complaints of disrepair and illegal eviction allegations in September that may be linked to the eviction ban ending. Our Stop Before You Serve Scheme is continuing to assist landlords who are contemplating serving eviction notices.
- 47 We are still seeing high levels of rough sleepers, during the quarter, 160 were reported and 58 were found and assisted. Levels are similar to the same period last year however the needs of rough sleepers have been found to be more complex. Additional staff have been secured to focus on issues around mental health and other substance related problems. We have also supported more rough sleepers into long term accommodation this quarter and it is anticipated this trend will continue as further properties become available through the County Durham Lettings Agency and the ability to house people through the private sector and other supported accommodation providers, such as Changing Lives and Jigsaw.
- 48 Work continues to increase suitable accommodation for rough sleepers and those with complex needs. A bid has been submitted to Homes England and the Department for Levelling Up, Housing and Communities (DLUHC) for £556,262 to convert Shildon People's Centre into four flats and deliver a further ten lease and repair properties in 2022/23. Six properties have also been leased to date via the Local Lettings Agency with 16 waiting to be completed. Negotiations are also ongoing with property owners to purchase a further 18 properties through the Contain Outbreak Management Fund (COMF) initiative. However, a volatile housing market and lack of supply of the correct type of properties has seen a delay in delivery of our Move on Fund designed to help free up supported accommodation. New procedures to source properties have been established and dedicated staff have been identified to take this forward. To date, four properties have been refurbished with a further one in progress and two in acquisition stage.
- 49 Quarter two has seen a 71% increase in the number of new households placed in temporary accommodation compared to quarter one however, this is 17% less than the same period last year. Increases have been seen in relation to where the applicant has been asked to leave by family or friends (+50%), and domestic

abuse cases (+16%). The position is constantly monitored and reviewed to ensure households are not accommodated for a long period of time. This is reflected in the length of time a household is placed in temporary accommodation decreasing this quarter by seven days compared to quarter one.

- 50 The rise in energy costs has seen an increase in the number of fuel debt cases to our Management Money Better (MMB) Initiative. Such cases are very complex and time consuming which has meant a decrease in the number of households assisted during the quarter. In previous quarters, assistance was predominantly standard fuel switching cases which take less time to assist. The rise in fuel costs and market failure of a number of energy suppliers has resulted in fewer fuel switching opportunities. It is anticipated that requests for assistance to MMB will increase during quarter three and the situation will be monitored to predict spikes in demand. The average saving per household as a result of advice provided by MMB has increased during the quarter and is mainly due to fuel debt write-offs and Warm Home Discount applications.

MORE AND BETTER JOBS

Housing advice and support

properties improved, adapted or brought back into use

569

up 40%

households accessing Housing Solutions

3,505

up 14%

households helped to move to alternative accommodation

231

up 13%

360

households helped to stay in their homes

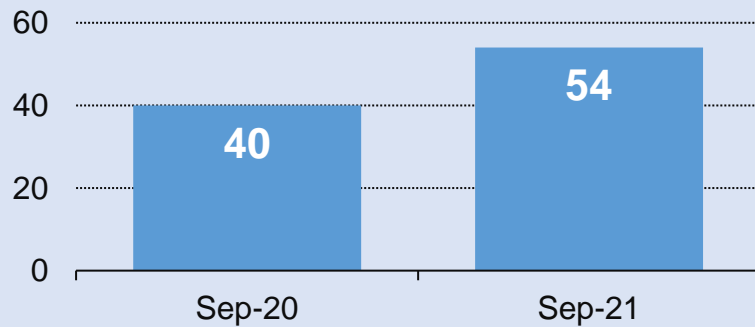
up 8% on last year

89

'new' households placed in temporary accommodation

-17% on last year

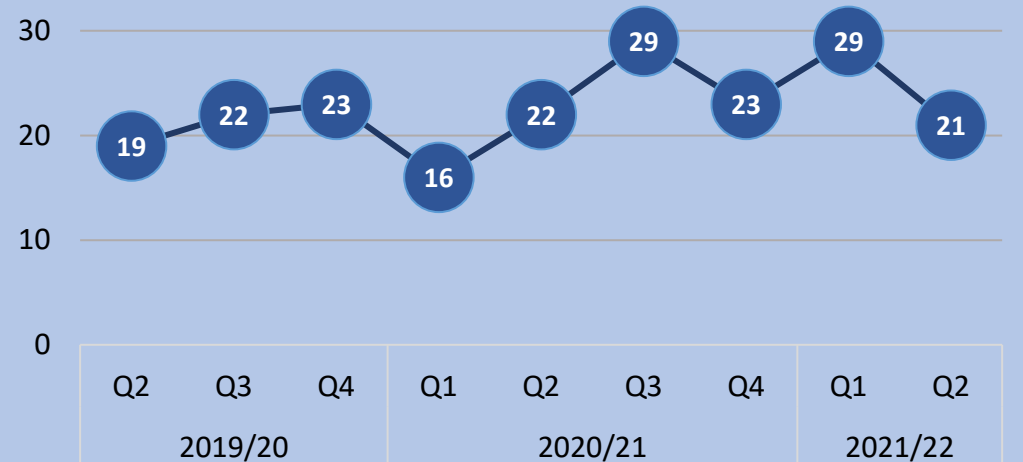
properties brought back into use as a result of LA intervention



Impacted by COVID:

- essential visits only
- Staffing levels

average time household spends in temporary accommodation (days)



Long and Independent Lives

- 51 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.

National, Regional and Local Picture

- 52 Life expectancy for residents of County Durham has reduced and this reflects figures both for England and the North East region. The release of these data coincides with a report from [Imperial College London](#) which found that, in the five years prior to the pandemic (2014-2019), life expectancy across the country went down in almost one in five communities for women, and one in nine communities for men.
- 53 Recently published data from the Active Lives survey (May 2020 to May 2021) clearly shows the continued 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 'inactive' participation (<30 minutes a week) increased from the previous 12 months and is above national average (27.5%). With regard to 'active' participation levels (150+ minutes per week), we remain relatively static (at 58.7%) compared to the previous 12 months but below national average (60.9%).
- 54 The latest CO₂ emission results released for 2019 show a reduction across the county of 54% on 1990 levels. The CO₂ tonnage on a per person basis shows that County Durham equates to 4.11 tonnes per person; lower than the North East at 4.49 tonnes and England at 4.24 tonnes.

LONG AND INDEPENDENT LIVES

Think Family

5,661 families turned around
(2015 - Sep 21)

following intervention...

2,242 workless families progressed to work

2,730 families reported reduced mental health issues

1,025 families reported reduced substance misuse

4,937 families achieved significant & sustained outcomes
(2015 -Sep 21)

Adult Social Care

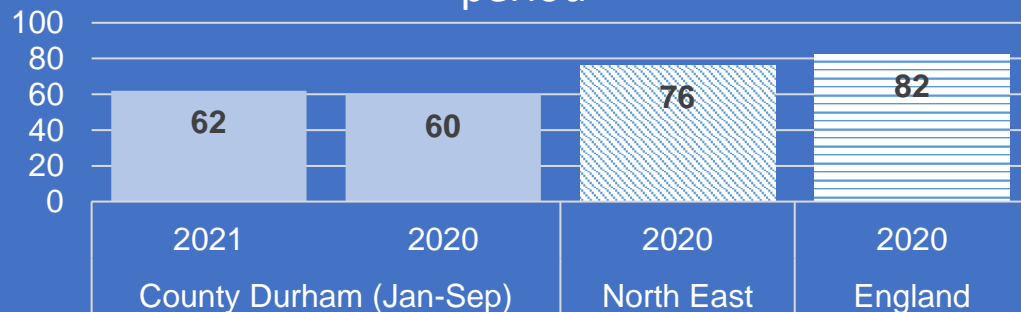
175.0
per 100,000 adults aged 65+ admitted to residential or nursing care
(Apr-Jun 2021)

88.3%
of patients discharged into reablement/ rehabilitation services still at home after 91 days
(Jan-Jun 2021)

77.1%
of service users receiving an assessment or review within the last 12 months
(Apr-Sep 2021)

94%
of individuals achieved their desired outcomes from the adult safeguarding process
(Apr-Sep 2021)

% EHCP completed within 20 week time period



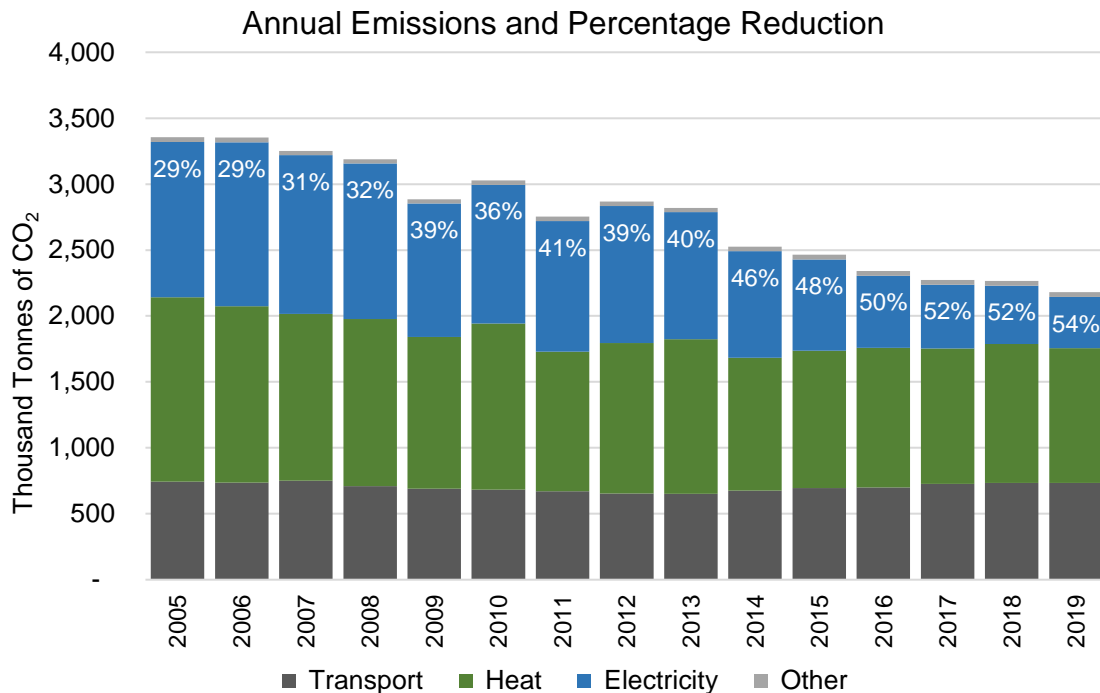
worse than last year

better than last year

similar to last year

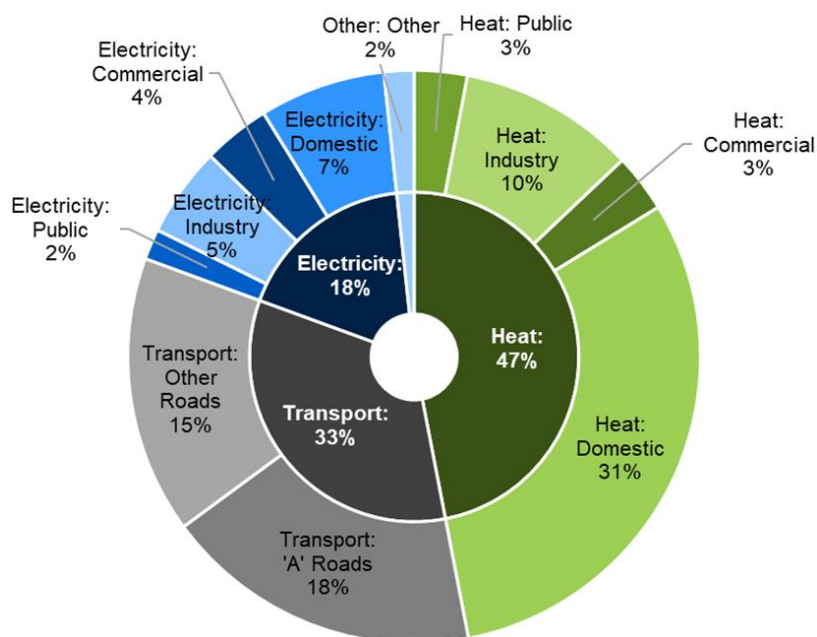
Not comparable

55 The greatest source of emissions is heat at 47%; with domestic heating being the highest sub-category at 31%. To contribute to achieving our carbon emissions targets, households across the county must reduce their gas use, this could be achieved by the equivalent of around 20,000 households fully decarbonising, or everyone using about 8% less coal, gas or oil; this is achievable in part through improved home insulation.



56 Emissions from transport has reduced slightly since 2005. Transport emissions make up 33% of the county’s total carbon emissions. Replacing around 24,000 vehicles with ULEV or reducing fossil fuel vehicle mileage by 8% over two years would keep us on track to achieve our carbon neutral county target. This could be achieved if everyone reduced their personal vehicle use, walked, cycled or used public transport more and avoided unnecessary travel through use of remote working and video conferencing.

57 Emissions from electricity have reduced from 35% in 2005 to 18% in 2019. In the main this is due to the decarbonisation of the grid moving from fossil fuels to renewable energy sources.



Council Services

Children and young people enjoying the best start in life, good health and emotional well-being

- 58 The Join In programme, a locality-based physical activity programme, supports children, young people and their families in communities. It focuses on the following three key age groups: early years; primary; and secondary school age and beyond (10-18 years).
- 59 COVID-19 has had an impact on the delivery of the service, which is delivered through face to face group sessions. Whilst limited provision of the programme has taken place during the pandemic, the early years element of the service (Ready Sett Go) has recommenced in 20 early years settings and each runs for 10 weeks.
- 60 As part of the Active 30 programme two projects have commenced, funded through the Contain Outbreak Management Fund. A targeted approach for primary schools in the top 20% most deprived areas of the county has been developed, to engage young people in deprived communities in physical activity. This aims to engage children and families through their schools and to embed these healthy behaviours at home.
- 61 The second project aims to promote physical activity opportunities to young people and families through a daily TV broadcast. Active North East works with Active 30 partners to film tailored and targeted, age-specific content with local young people, schools and clubs. These sessions are broadcast twice per day to

encourage young people and families to take part in 10-minute active blasts, either at school or at home.

A physical environment contributing to good health

- 62 Work to develop a physical activity strategy for County Durham is currently being undertaken by the Physical Activity Strategy Committee. The strategy is being developed with stakeholder engagement across the system. Two further workshops are scheduled to be held in November 2021, with the strategy being presented to the Health and Wellbeing Board in January 2022.
- 63 The Active 30 Durham programme was relaunched to education settings on 16 September 2021. The programme now has a focus on 'getting active in the community' to encourage wider partners, such as the voluntary and community sector and holiday activity with food providers, to access a range of resources to embed physical activity and well-being activities into delivery. A launch event provided education settings with an overview of the campaign for the new academic year. Thirty two schools have signed up to the programme during quarter two and work is ongoing to promote the programme across the county.
- 64 The Holiday Activity with Food programme continues to be delivered through Area Action Partnership (AAP) locality-based provision, contracted provision (area-based and countywide) and Durham County Council service providers (including schools, culture, sport and leisure services and 0-19 family centres). Over the 2021 summer holidays, more than 100 projects were delivered through AAPs, schools and family centre hubs. These included swim activity camps, including free swimming, healthy food and snacks.
- 65 Young people were encouraged to visit our leisure centres during summer holidays with free summer pool activities for children and young people aged 18 and under living in County Durham. Activities ranged from fun with inflatables to general swimming and was aimed to encourage children and young people to have fun and be more active.
- 66 Swimming pools in the county have received the highest possible rating following an inspection by the Royal Lifesaving Society. The charity recently completed its annual audit of our pools and gave them an overall rating of excellent. The inspection, which included a detailed review of the pool at the Louisa Centre, looks at equipment, staff skills and experience and the delivery of training courses.
- 67 Working with partners through the Climate Emergency Response Plan (CERP), a number of schemes are underway or are in development to reduce carbon emissions across the county, including the installation of electric vehicle charging points, the Business Energy Efficiency Programme which last year provided

support for 97 businesses, housing retrofit schemes at Chilton and Dean Bank, the installation of air source heat pumps in off gas communities, the exploration of mine water heat at Seaham Garden Village, blue carbon schemes, a bike loan scheme, the restoration of peatlands in the North Pennines and the roll out of high speed broadband. We are currently working with partners to review progress and develop the second CERP.

- 68 In October, Cabinet formally adopted the Local Cycling and Walking Infrastructure Plans (LCWIPs) for Chester-le-Street, Durham City and Newton Aycliffe; the first of 12 which the council has committed to producing in order to prioritise investment in walking and cycling infrastructure and encourage active travel. It is hoped this will help double the number of cycling journeys, significantly increase walking, reduce the number of cyclists killed or injured each year and increase the percentage of school children who walk or cycle to school.
- 69 The plans will also support ambitions to develop active travel more broadly across the county, building on a number of infrastructure schemes, projects and campaigns already in place to encourage more people to walk and cycle. Chester-le-Street, Durham City and Newton Aycliffe have been chosen as the first three towns as they are sited on the line of the Great North Cycleway, linking the north and south of the county.
- 70 As well as improving the walking and cycling infrastructure across the county, the plans will also help the council to apply for further funding, with the Government prioritising financial support for authorities that have developed such plans. Following the completion of the first three plans, funding has already been secured from the Government's Active Travel Capability Fund to continue the work in nine other towns across the county: Barnard Castle, Bishop Auckland, Consett, Crook, Peterlee, Seaham, Shildon, Spennymoor and Stanley. A town-based approach has been chosen because of the rural nature of the county, enabling more people to walk and cycle more often for every day journeys.
- 71 A free bike loan scheme supporting workers to save money and healthier travel is being rolled out across County Durham. Following the success of a pilot in Shildon last year, the Borrow a Bike scheme has now launched at Abbey Sports Centre, as part of Cycle September. Open to anyone who lives or works in Framwellgate Moor, Pity Me, Newton Hall and Brasside, it aims to support people returning to their workplace to travel actively and sustainably and improve their health and well-being. The scheme offers residents a complimentary bike loan for three months alongside equipment, training and support. Four more sites are set to open in the coming months, with the roll-out being funded as part of our action plan to tackle the climate emergency. Borrow a Bike will also be further developed to include a wider range of bikes and more facilities at the collection and storage points.

- 72 The current diversion from landfill rate is 90.1% for the 12 months ending June 2021, a decrease on the previous year (96.8%). A number of factors have led to the increase of waste going to landfill including the higher levels of waste and planned maintenance at the energy from waste plant. The capacity in the waste system usually is able to offer an alternative facility when the planned maintenance is scheduled however, the increased volumes of waste being experienced across the country due to COVID restrictions has resulted in reduced spare capacity. In the period July 2020 to June 2021, 276,876 tonnes of municipal waste was collected and disposed of, equating to over one tonne per household, this was an increase of 27,579 tonnes (11%) on the previous year.
- 73 The current recycling rate for the 12 months ending June 2021 is 38.1%, a decrease from 39.4% for the previous year. However, there has been some improvement in recent months as within quarter one there was a 3.1 percentage point improvement compared to last year. The amount of household waste collected remains high with 248,967 tonnes being collected and disposed of in the last 12 months, a 7% increase on the July 2019 to June 2020 period. This is a result of COVID restrictions during this period and continued changes in behaviours following the lifting of restrictions.
- 74 The current contamination rate of household recycling is 35.8%. In the last 12 months 7,795 notices have been issued for contaminated bins. This is a reduction of 22% on the previous period (Oct 2019 to Sep 2020) of 9,997. A number of campaigns are underway including the small electrical recycling project which continues to grow with almost 50 collection points across the county. Over four tonnes of small electrical and battery operated items have been collected so far. The project was shortlisted for the LARAC 'Best New Idea' award 2021 and for the National Recycling 'Local Authority Success' award 2021. In addition, as part of our partnership with Keep Britain Tidy, the 'Ted Says' (please don't put any nappies in your recycling) project has been shortlisted for a MRW National Recycling award for 'Campaign of the Year'.

Promoting positive behaviours

- 75 The Tobacco Control Alliance has continued to deliver against its dedicated action plan and has maximised the opportunity to address the negative outcomes around COVID for people who smoke. This included the implementation of a comprehensive communications plan helping to raise awareness of the impact of COVID on smokers.
- 76 Our Stop Smoking Service has maintained business continuity plans to ensure that the service has remained operational throughout the pandemic. A blended approach to service delivery has continued, to maintain client engagement via

telephone consultations as the predominant method of support and distributing nicotine replacement therapy (NRT) through e-vouchers.

- 77 Support to treat tobacco dependency in pregnancy has continued during the pandemic and data from the Stop Smoking Service demonstrate an increasing number of clients referred and accessing the service to stop smoking. A proposal for a new incentive scheme to support pregnant women is being developed. Enhanced NRT / behavioural support for pregnant women and their significant others is also being extended beyond the standard 12-week programme.
- 78 The Alcohol and Drug Harm Reduction Strategy Group (ADHRSG) has continued to meet on a quarterly basis during the pandemic and has proved a valuable network during COVID-19, with an opportunity to share updates with partners and work collaboratively to help reduce the harm of alcohol and drugs. The 2021/22 action plan has been refreshed with partners and was presented for approval to the ADHRSG with implementation ongoing.

Better integration of health and social care services

- 79 The Suicide Prevention Action Plan has been updated for 2021-24 and the Suicide Prevention Alliance continues to review it on a quarterly basis, bringing together a range of partners to support delivery of the plan. The Time to Change Hub also continues to provide small grants and funding opportunities, and the latest round of funding commenced in quarter two 2021/22.
- 80 The Real Time Data Surveillance system indicates that the number of suspected suicides in 2020 remains comparable to previous years, with 59 in 2020, 45 in 2019 and 66 in 2018. This rate continues to be monitored as the challenges of the pandemic continue to unfold.

People will be supported to live independently for as long as possible

- 81 The adult social care service went live with AzeusCare, a new case management system on 23 June 2021. This coincided with the start of the quarter two reporting period. Whilst the transfer over from the old case management system, SSID, has been very carefully managed, there has always been an expectation that performance data would likely be affected by the transition.
- 82 The percentage of service users assessed or reviewed in the last 12 months fell from 86.7% at quarter one to 77.1% at quarter two. This is due to the increased administrative work placed upon social workers by the system change. Forms in SSID would be pre-populated by data already known. Whilst historic SSID records have been transferred over to AzeusCare, the difference between the systems meant it was not possible to pre-populate AzeusCare forms with historic SSID data. This has resulted in social workers being required to complete

assessment and review forms in their entirety. Once data has been inputted into AzeusCare it, like SSID, also pre-populates forms with known data. Once the administrative burden lightens, performance is expected to improve.

- 83 Latest data on the rate per 100,000 population of adults aged 65+ admitted on a permanent basis to residential or nursing care is not available, this is due to the implementation of the new system, we are aiming to report it later in the year.
- 84 Latest data for the percentage of older people remaining at home 91 days after discharge from hospital into reablement services are the highest (88.3%) for over two years and significantly higher than the figure from the same period last year (82.5%). This percentage has continued to rise during the pandemic. We also continue to perform better than national and regional averages.
- 85 In terms of individuals achieving their desired outcomes from the adult safeguarding process we continue to perform well. 94.0% achieved their desired outcome and, whilst this is a slight deterioration from 94.4% over the same period last year, it remains similar to previous quarters.

Tackling the stigma of poor mental health and building resilient communities

- 86 Durham County Council and key stakeholders developed a programme of events to mark World Mental Health Day on 10 October 2021. This year's theme was 'Mental health in an unequal world'. The programme included events held internally and across the region, many of which are delivered by our colleagues in the voluntary and community sector. For 2021, these included partnership roadshow events; things to do for World Mental Health Day; social media campaigns; community engagement activities; provision of anti-stigma training; and the promotion of real life accounts from community members with lived experience.
- 87 Public Health continues to work with partners to deliver the North East Better Health at Work Award (BHAWA) and 79 organisations are now signed up to the award programme, reaching over 40,000 employees. In 2021, County Durham was recognised as having recruited the highest number of workforce health advocates.
- 88 We now hold the 'Continuing Excellence' status for the BHAWA and work is ongoing to present a portfolio of evidence in support of an application for 'Maintaining Excellence' status. During quarter one, the council launched a staff health and well-being survey and this has been completed by approximately 2,500 staff. The survey results will be released in quarter three.

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 During the 12 months ending September 2021, there was a 7% decrease in recorded crime compared to the previous year, equating to more than 3,600 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 almost 30% and shoplifting which reduced by more than 15%.

91 The Government has announced that a Levelling Up White Paper is expected in autumn 2021. This is anticipated to detail further criteria in relation to future Levelling Up Fund rounds and wider expectations around a package of measures to level up opportunity across all parts of the UK through policy approaches, specific funds and interventions including growth deals, freeports and the UK Shared Prosperity Fund. Cabinet has already agreed to submit bids for schemes in rounds two and three, making full use of the total of £120m potentially available.

92 The 2021 town centre and retail park surveys were undertaken in June and July. The annual exercise looks at the occupancy rates and the type of occupiers of the major retail and leisure destinations within County Durham. In some instances, occupancy rates have increased over the past year, most notably at Spennymoor, Tindale and Seaham.

	Occupancy Rate (%)		Difference
	2020	2021	
Barnard Castle	90.70	90.10	-0.60
Bishop Auckland	77.40	72.30	-5.10
Chester-le-Street	87.10	85.50	-1.60
Consett	90.50	86.90	-3.60
Crook	92.20	88.60	-3.60
Durham City	83.60	83.80	0.20
Ferryhill	90.00	91.10	1.10
Newton Aycliffe	77.70	73.80	-3.90
Peterlee	73.20	67.70	-5.50
Seaham	90.80	92.70	1.90
Shildon	88.40	84.20	-4.20
Spennymoor	77.50	82.70	5.20
Stanley	83.90	84.20	0.30
Arnison Centre	87.90	79.40	-8.50
Dragonville	97.30	97.70	0.40
Dalton Park	89.70	88.30	-1.40
Tindale	97.40	100.00	2.60
Hermiston	94.10	88.20	-5.90

- 93 Occupancy rates have decreased at most other centres. Of particular note, Bishop Auckland, Peterlee and Newton Aycliffe have the lowest occupancy rates across the county and all have seen quite a big fall in occupancy over the past year. Occupancy rates are now considerably below the national average (85.5%) in these centres. Outside of our town centres the Arnison Centre has seen the largest decrease in occupancy with seven units now vacant.
- 94 During the 12 months ending September 2021, reported fly-tipping incidents reduced by 0.4% compared to the 12 months ending September 2020. The in quarter figure of 1,510 is 24% less than the same period last year. The current numbers of fly-tipping are 12.7% higher than the pre-COVID levels in 2019-20.
- 95 The [ONS Annual Analysis of House Prices](#) explores median house prices in 1,082 towns in England and 104 in Wales looking at how they have changed over the period 2010 to 2020, differences in house prices by region and income deprivation and changes to house prices just before and during the COVID-19 pandemic. The analysis found that the median house price in England and Wales in 2020 was £250,000. The ten towns with the highest prices were in the South East of England and East of England, all within commuting distance to London. The ten towns with lowest median house prices were mining and industrial legacy communities, six of which were in County Durham – Ferryhill, Easington, Shildon, Annfield Plain, Peterlee and Murton.
- 96 In relation to price change between 2010 and 2020, the North East had a much larger proportion of its towns (33%) experience a decline in house prices

compared with the other regions with towns experiencing decline². Ferryhill was identified as the town with the largest decrease in price change of 47%.

- 97 Towns which had higher income deprivation experienced slower growth over the decade from 2010 to 2020 compared with lower deprivation towns and this trend continued over the COVID-19 pandemic period.

Council Services

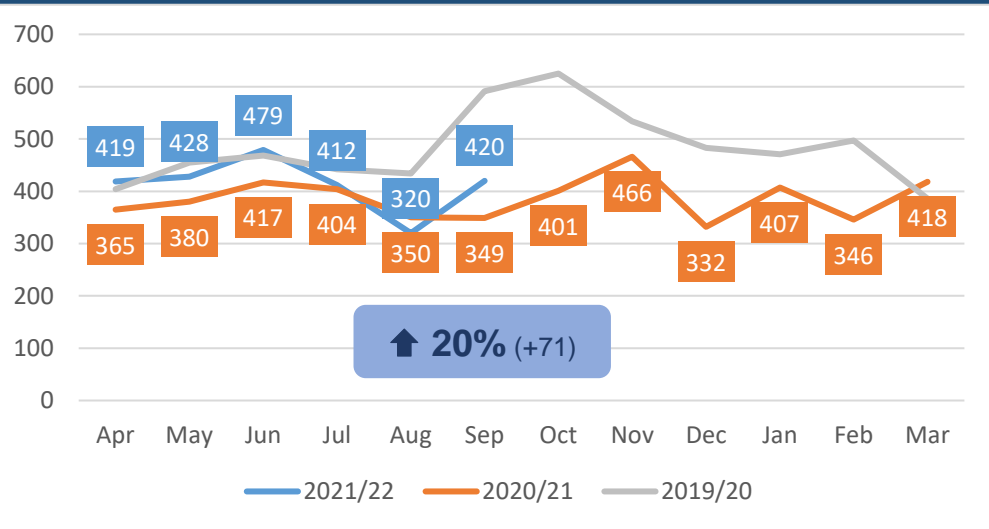
All children and young people will enjoy a safe childhood

- 98 Formal [feedback from Ofsted](#) was received on 23 August 2021 following the Focused Visit in July 2021. We have developed an action plan in response to the recommendations made and have shared this with Ofsted.
- 99 Referrals to children's social care are generally lower over the summer and we did not see a spike in September as we often do when children return to school following the summer holidays. The last 18 months have been very different for children in school and there were staggered starts in some schools and we continue to closely monitor referrals as levels were high in both October and November in 2019.
- 100 Domestic abuse remains the most common reason for referrals into children's social care, followed by neglect and physical abuse. COVID and complexity of cases has led to an increase in children and young people who are open to statutory social care teams.
- 101 This has impacted on the social worker caseloads, and some 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.
- 102 A key area for improvement which we have focused on since 2019/20 was reducing the re-referral rate. This means children who are referred back into children's social care who had a previous referral in the last 12 months. This has decreased to 19% from 28% in 2019/20, and is now lower than in our national, statistical and regional neighbours.

² Other regions with towns experiencing decline: Wales (4%), the North West (2%) and Yorkshire and the Humber (1%)

CONNECTED COMMUNITIES

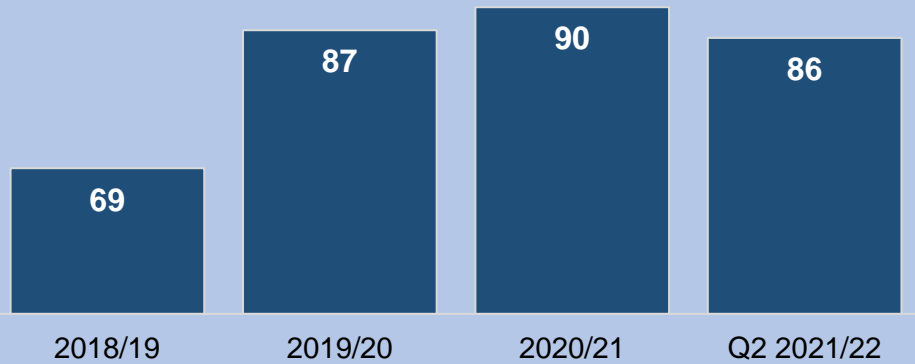
Referrals



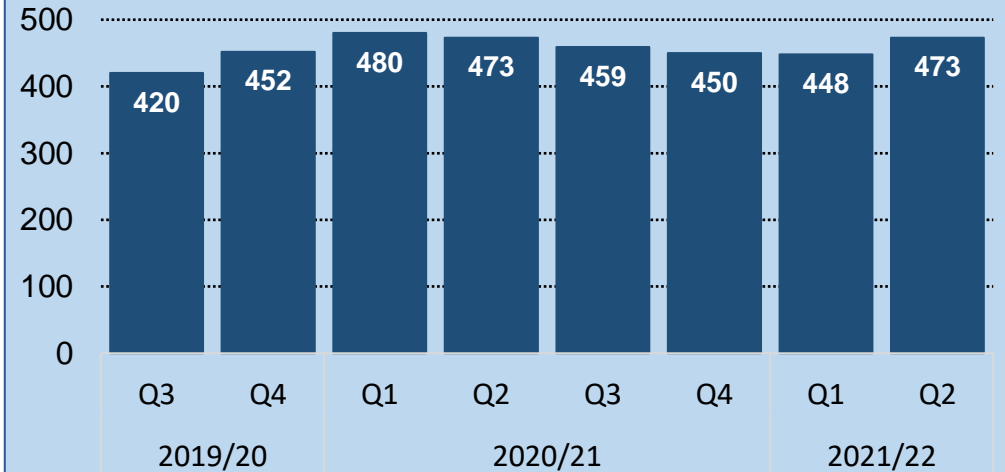
No. of open cases



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



No. of children subject to a child protection plan

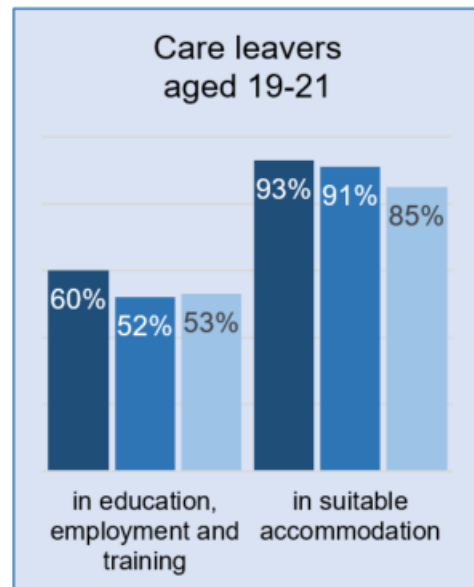
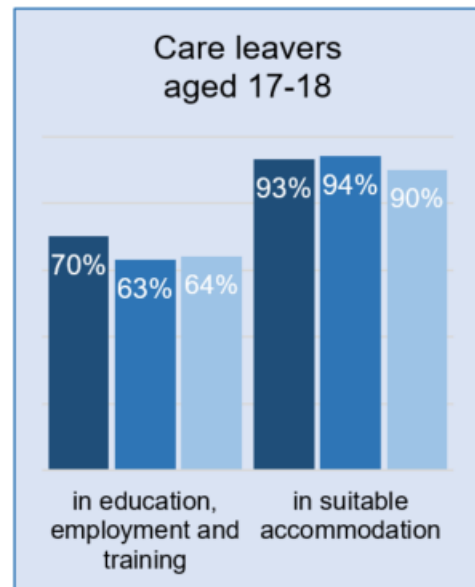
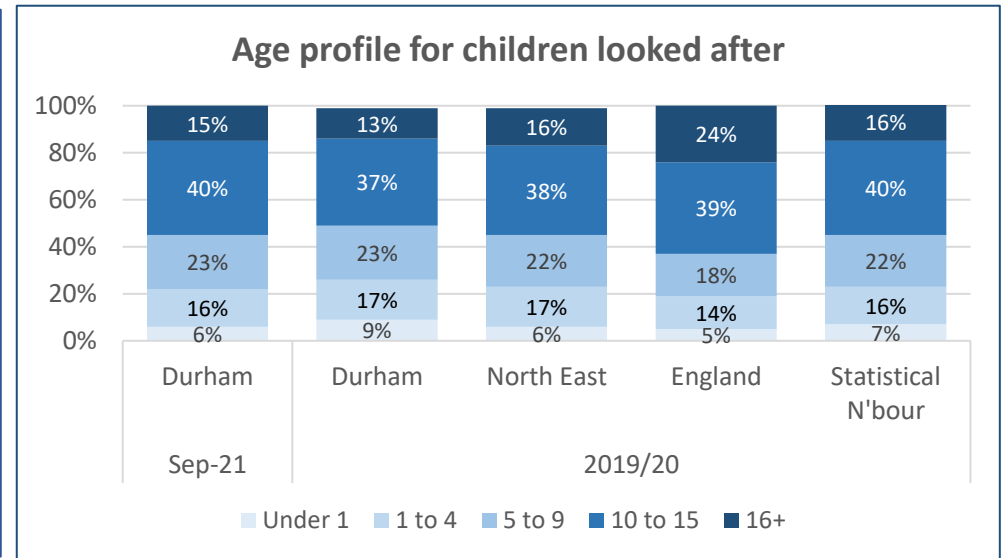
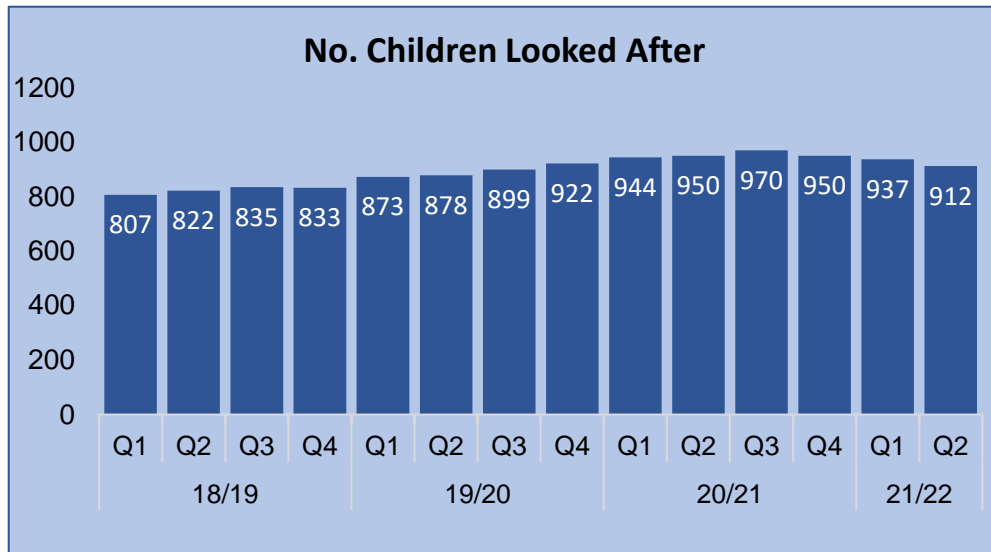


- 103 Whilst the number of children in care across the county has reduced following increases during COVID due to the inability for children to leave care due to court closures etc., we are experiencing significant placement pressures.
- 104 We continue to progress our Residential Care and Fostering Transformation Programmes with the aim of increasing in-house capacity through recruitment and retention of foster carers and longer-term development of new council children's residential homes.
- 105 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 and this will be confirmed in the Government's 2021 Spending Review.
- 106 Across County Durham, since the programme commenced in April 2015 we have supported 5,661 vulnerable families in achieving sustained positive outcomes. We are confident we will exceed our 2021/22 target of turning around 761 families having already reached 75% of this target (571 families).

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

- 107 Work is underway to develop masterplans for Peterlee and Newton Aycliffe which includes how occupancy can be increased within these centres. Masterplans are also being carried out for Stanley, Chester-le-Street and Crook. Bishop Auckland has been successful in securing bids through the Stronger Towns Fund and the Future High Streets Fund with the aim of addressing the recent decline in the town centre.
- 108 A free public wi-fi scheme in Durham City is expected to go live by the end of the financial year. Further roll out of the scheme to Crook, Spennymoor and Consett continues. The scheme encourages people to spend more time in our town centres and boost the local economy; as well as providing valuable anonymous information, which can then be used to shape future regeneration projects.
- 109 In September, Cabinet agreed the site selection for the Leisure Transformation Programme for Bishop Auckland and Chester-le-Street. Further due diligence is required on the Seaham site.

CONNECTED COMMUNITIES



■ County Durham ■ North East ■ England

Where our children in care live

In-house foster care	43%	Independent living (incl. supported lodgings)	4%
Independent fostering agency	18%	Placed for adoption	4%
Friends and family	14%	In-house residential (incl. children's homes)	4%
Placed with parents	7%	NHS/ Health Trust	<0.5%
External residential (incl. children's homes and res school)	6%	Secure (incl. YOI and prison)	<0.5%

- 110 To help deter fly-tipping, during the period July 2020 to June 2021, 2,581 fly-tipping enforcement actions including further investigations, covert CCTV camera deployment, stop and search operations and issuing of Fixed Penalty Notices has been undertaken. This is a 32% increase on the previous year (1,950 actions). The proportion of incidents that have had an enforcement action during this period is 35%, an increase on the previous year which was 26%.
- 111 Our Community Action Team recently focused on South Moor dealing with rubbish accumulations, empty properties and pests. Working in partnership, 269 issues were logged with 91 legal notices served on 32 properties. A door knocking confidence questionnaire took place with 176 households participating and the results have been used to shape future work in the area.
- 112 With the easing of COVID restrictions over the summer some face to face road safety education and training has taken place with communities and individuals following COVID-safe guidelines. School based road safety education continues to be offered using a range of online curriculum linked resources as schools are predominantly focused on catching up with core curriculum learning and some education settings are still restricting visitors onto their sites.
- 113 In partnership with the County Durham and Darlington Road Safety Group, we supported Project EDWARD (Every Day Without A Road Death) during the week commencing 13 September. This is an annual UK-wide road safety campaign supported nationally by the National Police Chiefs' Council and the National Fire Chiefs Council. As part of Project EDWARD, the School Gate Parking initiative is now adopted in over 40 schools across the county.
- 114 After being temporarily stopped due to the pandemic, the Safer Driving with Age (SAGE) driving assessment restarted in July, Designed to help residents over-55 drive safely as they get older, SAGE consists of a 40-minute session with a qualified driving instructor who provides feedback on ways to make their driving safer.
- 115 Both water safety forums, responsible for managing water safety in the city centre and countywide, met during quarter two. The multi-agency groups reviewed risk assessments and planned controls for open water across the county, with a particular focus on Durham city centre.
- 116 The City Safety Group made progress against the revised action plan which was agreed and implemented in quarter one. A student induction week sub-group was formed and tasked with safety related planning for the induction week in early October 2021. Members of the task and finish group included representatives from the police, fire and rescue service, university, licensing, and neighbourhood wardens.

- 117 There was extensive communications and awareness campaigns targeted at public safety in open water and cold water shock via the council's dying to be cool campaign.

Communities will come together to support each other

- 118 Over the last 12 months there has been an increase of approximately 10.7% in the number of ASB incidents reported to the council. Most of this increase has been within nuisance, mainly noise incidents which account for 60% of all nuisance; and enviro-crime, mainly litter incidents which account for 44.2% of all enviro-crime and has seen a 39.2% increase in the last 12 months.
- 119 Following the recent month on month increase in police reported alcohol related ASB, with quarter one being higher than the last two years, this has shown a reduction during quarter two, and is back to pre-COVID levels.
- 120 Although there was a 6% reduction in domestic abuse incidents reported to the police during the 12 months ending 30 September, we remain concerned about the proportion of domestic related violence against the person offences that involve alcohol. During quarter two, demand for victim services was 30% higher than the same period last year and our specialist provider continues to report quarter on quarter increases. In addition, clients are presenting with more complex issues (especially mental health) so cases are taking longer to resolve.
- 121 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. Almost 3,000 incidents have been screened in the last 12 months.
- 122 A wide range of activity has been undertaken through the multi-agency problem solving (MAPS) teams across the county. Examples of these include the clearing of the former Wheatley Hill Greyhound Stadium to prevent further arson and vandalism; target hardening locations in Wingate and Seaham to prevent access to quad bikes and unauthorised encampments; installation of shutters, fencing and anti-graffiti paint at the Old Board School at Stanley to prevent further incidents; and working with a local landowner at Shildon to target harden an area that was being used as an unauthorised encampment.
- 123 The council previously agreed to be part of the government funded Afghanistan Relocation and Assistance Programme (ARAP) and families have now started to arrive into County Durham as part of this scheme. In order to help the families settle into their new homes, and come to terms with the significant life changing events the council is working alongside a range of partners, including faith groups, the voluntary sector as well as comprehensive engagement with a

number of social landlords, to help ensure their transition to life in Durham is as positive as possible.

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

- 124 Phase one of the Targeted Delivery Plans (TDP)³ have all been approved. Wheatley Hill TDP is in the final stage of development and will be submitted for delegated approval in November alongside a proposal for the approach to the future progress of TDPs. TDPs form part of our Housing Strategy to improve the county's housing stock and wider residential environmental issue and focus on issues that are relevant to each area, including addressing long term empty homes.
- 125 Chapter Homes has completed construction of 67 new homes located at Oakerside Drive in Peterlee. Only seven homes are left to be reserved with the remaining 60 at reservation or sold stage. This is in line with expectations and on target to complete all sales by the target date of end of March 2022. External works are now progressing to ensure roads and open space are to an adoptable standard. Work continues on the Gilesgate site to construct 60 new homes by July 2022, with the new show home launched in September.

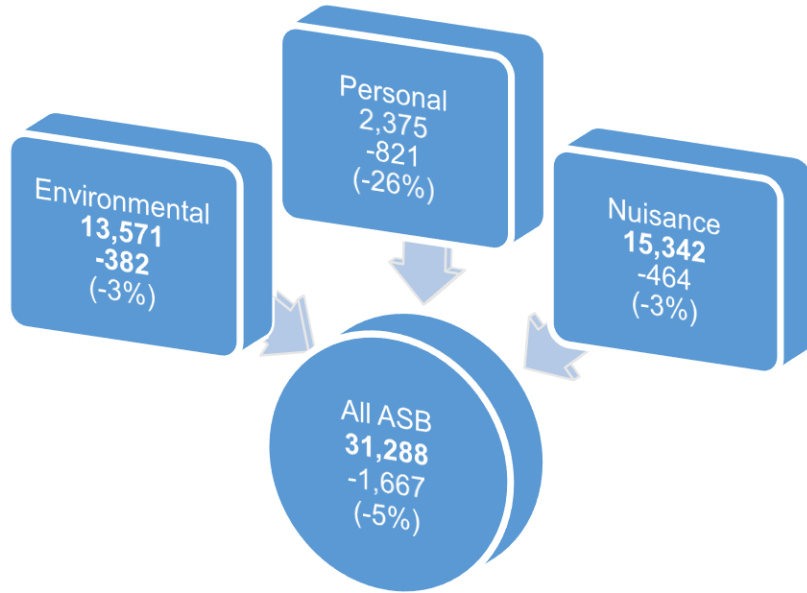
Standards will be maintained or improved across County Durham's housing stock

- 126 The number of empty properties brought back into use as a result of local authority intervention has almost doubled this quarter. The increase is due to the go live of the Northern Eastern project that has brought 17 single bed supported units in Spennymoor into use, 14 properties back into use via the Local Lettings Agency and one via Move on Fund. Other local authority intervention brought 22 empty properties back into use.
- 127 During the quarter, 279 households benefitted from energy efficiency measures, with total external grant funding of £436,800. The national ECO regulations have been amended resulting in more complicated procedures for ECO contractors which is slowing down contractors processing applications and installations.

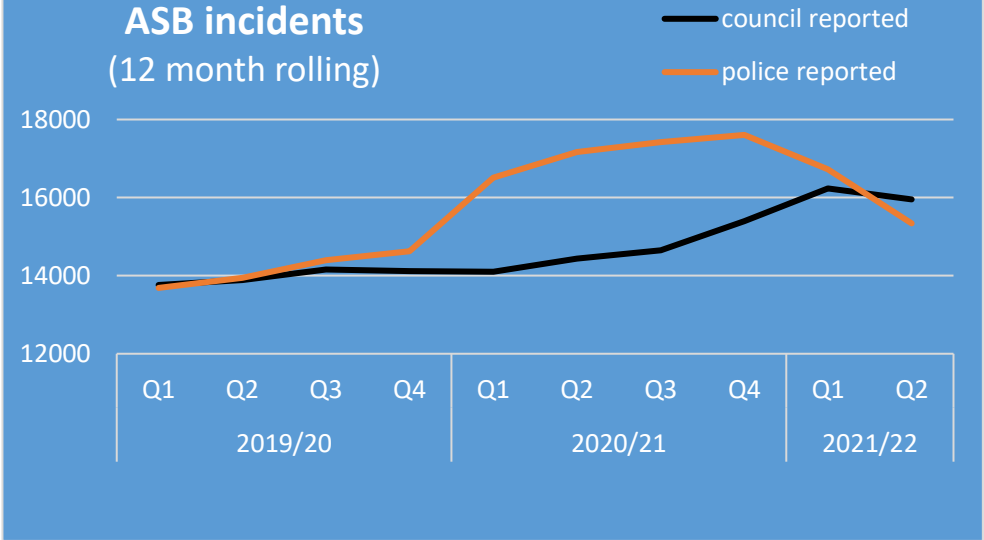
³ New Kyo, Coundon Grange, Blackhall Colliery South, Thickley, Deneside East and Stanley Hall West

CONNECTED COMMUNITIES

Police and council reported ASB



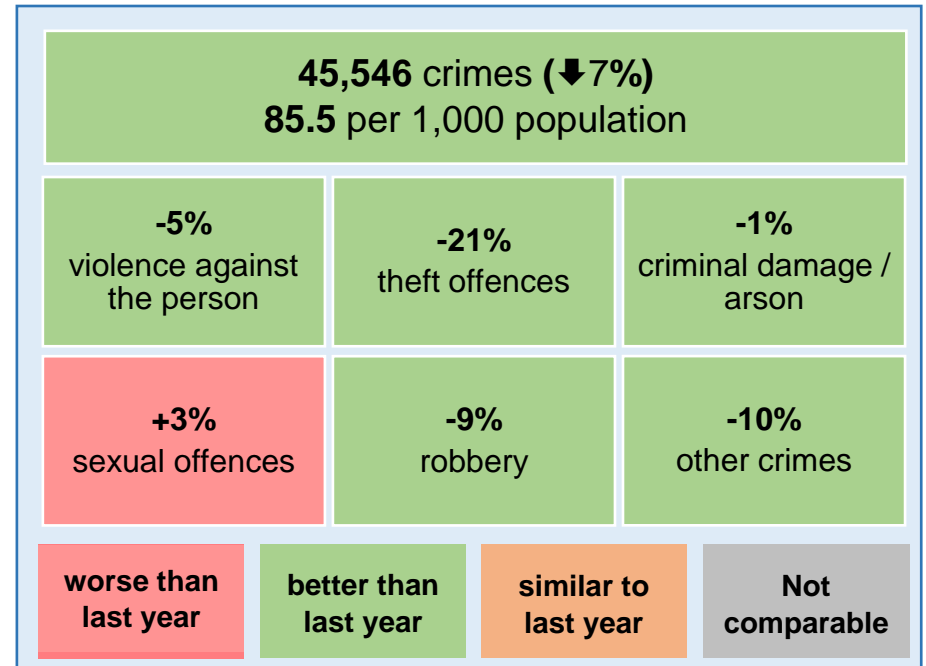
ASB incidents (12 month rolling)



		12 months ending		Change	
		Sep 20	Sep 21		
Deliberate primary fires ¹	all	495	429	-66	-13%
	relating to road vehicles	316 (64%)	296 (69%)	-20	-6%
Deliberate secondary fires ²	all	1,857	2,047	+190	+10%
	relating to rubbish	1,055 (57%)	1,155 (56%)	+100	+10%

¹ more serious fires that harm people or damage property

² generally small outdoors fires

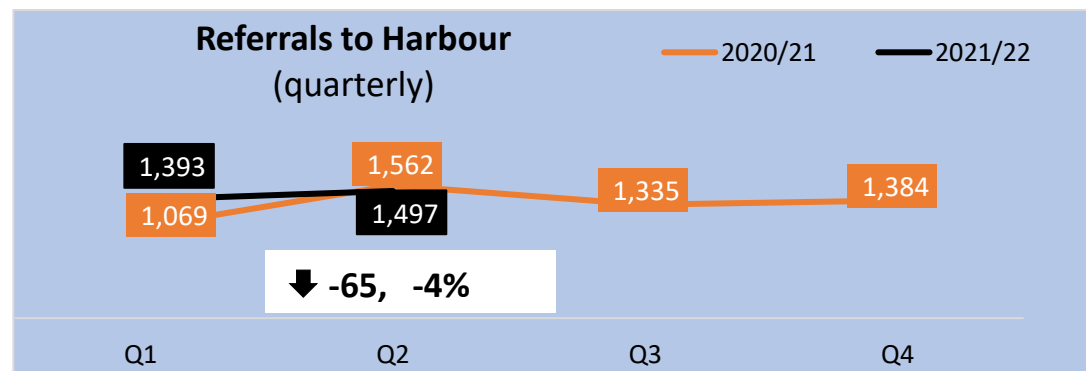
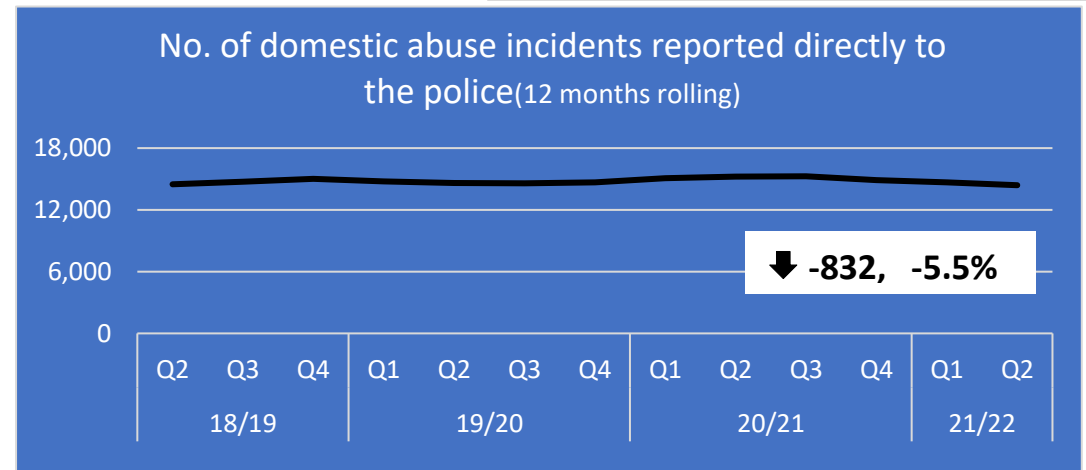
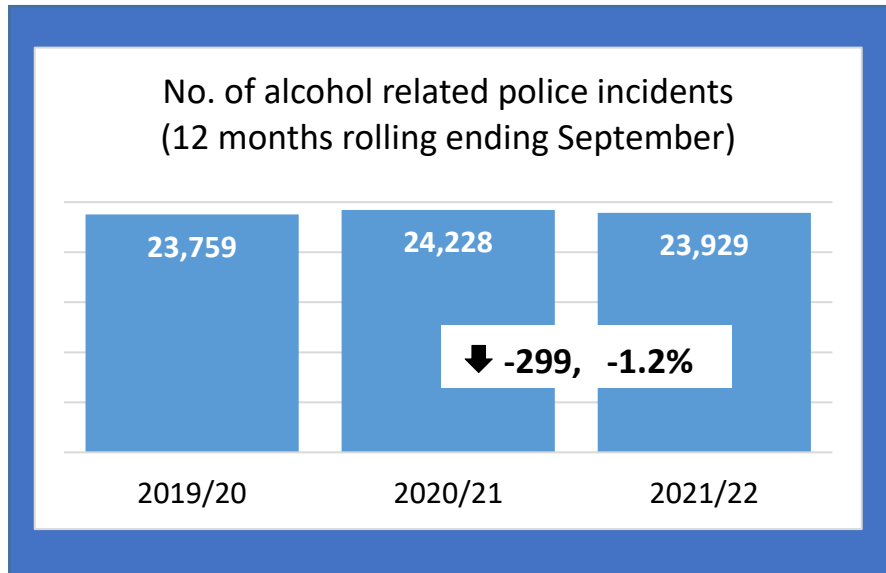
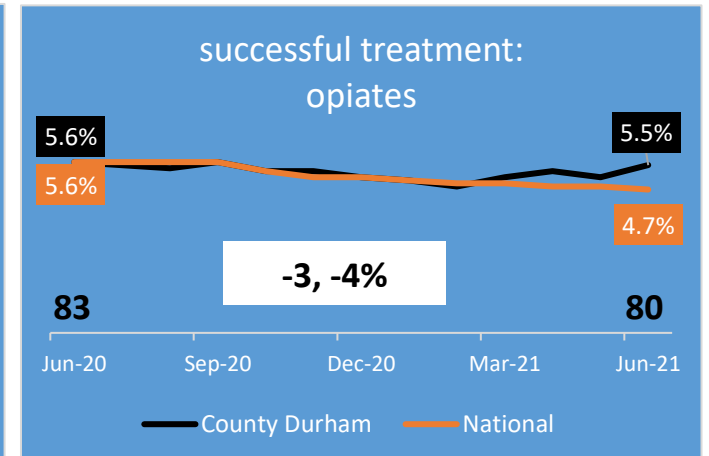
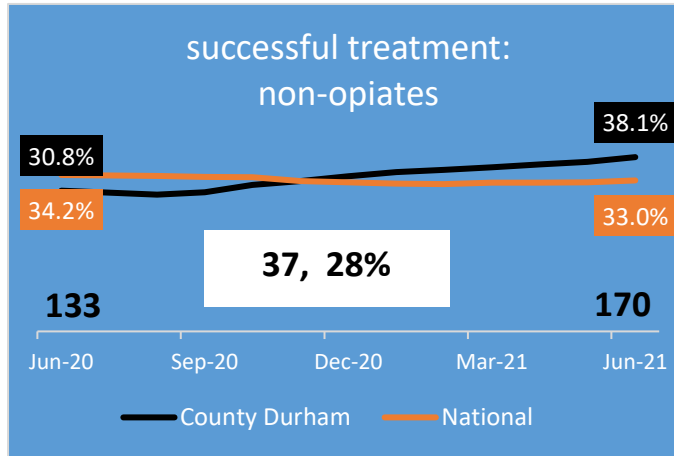
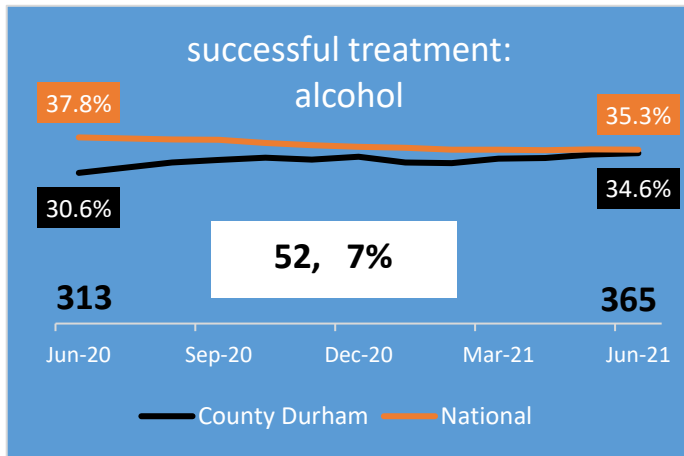


- 128 During quarter two, no decision was received from Government on our application for a selective licensing scheme. This means the implementation date for the scheme, if approved, has been moved to February 2022. However, this is dependent a decision being received by the end of October 2021 as a three-month notice period is required before licences can be issued. It should be noted that if a decision is not be received by end of October, the go live date for the scheme will need to be amended further. Despite the delay, work continues to ensure everything is in place for once a decision has been received.

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

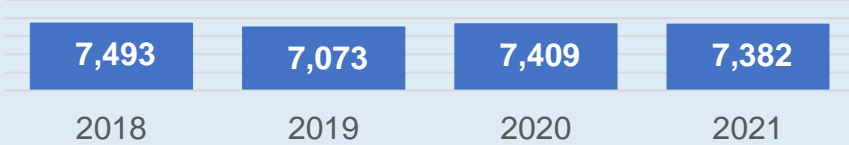
- 129 The National Bus Strategy was launched in March 2021, setting out Government's vision for the future of bus services including the requirement for all Local Transport Authorities (LTA) to commit to working with bus operators to develop an Enhanced Partnership (EP). An EP is a statutory partnership between one or more LTAs and their local bus operators that sets out how they will work together to deliver a Bus Service Improvement Plan (BSIP). The BSIP will need to set out how current arrangements meet the council's aspirations, and highlight what improvements need to be delivered through the EP and the investment plans of LTAs and bus operators. While detail of funding is pending further clarity from Government, it is anticipated that the BSIP will act as a bidding document to influence the share of the £3 billion transformation funding the region will receive from Government.
- 130 While the responsibility and power to make an EP lies with the North East Joint Transport Committee (NEJTC), the council, whilst not the Local Transport Authority, has a key role to play in the process with both its delegated transport functions and as Highway Authority as well as being a constituted member of the NEJTC. The publication of a BSIP is a key milestone in the process of development and implementation of an EP and it will be key that this plan reflects the needs of people in County Durham. As an enabler to engagement, a 'Vision for Buses' document has been compiled collaboratively with North East bus operators and members of the NEJTC and will provide evidence that engagement has been undertaken with the public and other key stakeholders. To extend this engagement, Local Bus Boards are also proposed, allowing local representatives to meet with bus representatives to increase understanding between the parties involved.

CONNECTED COMMUNITIES

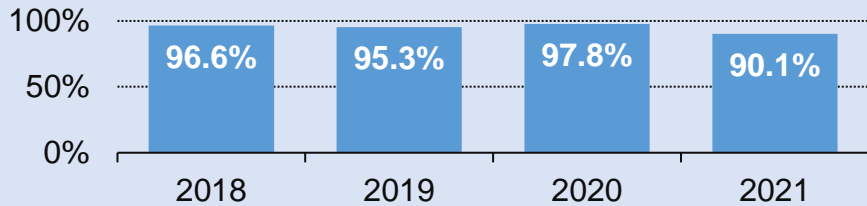


CONNECTED COMMUNITIES

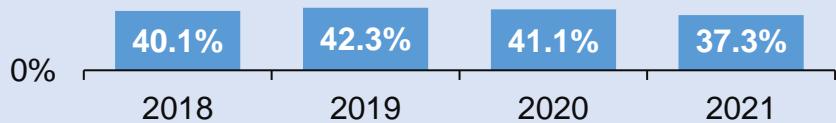
reported fly-tipping incidents (12 months ending 30 September)



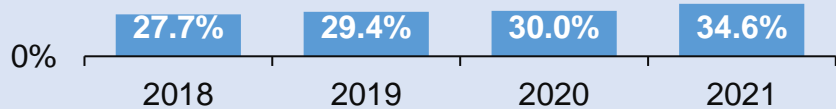
municipal waste diverted from landfill



household waste re-used, recycled or composted



dry recyclable household waste collected from the kerbside which is contaminated



Road traffic collisions

- Killed
- Seriously injured
- Slightly injured

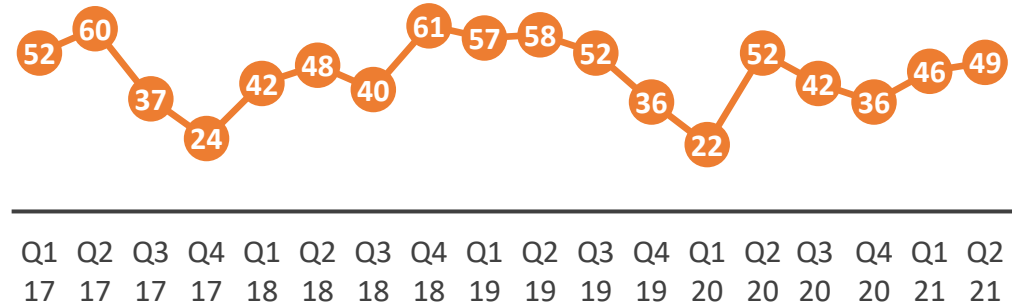
All casualties Oct 20-Sep 21 (Oct 19-Sep 20)

- 15 (20)
- 173 (162)
- 494 (577)

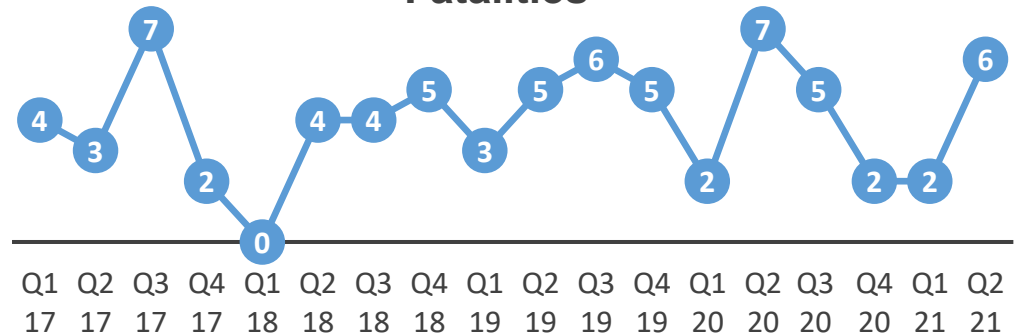
Children Oct 20-Sep 21 (Oct 19-Sep 20)

- 0 (1)
- 21 (15)
- 51 (54)

Serious Injuries



Fatalities



- 131 New Elvet Bridge re-opened at the end of October. The scheme has seen the northern joint repaired and the southern joint completely removed, extensive concrete repairs carried out and an electronic concrete protection system installed to provide additional protection for the years to come. Waterproofing and drainage works have been completed and surfacing of the bridge deck was undertaken.
- 132 The 2021/22 winter maintenance season commenced in October. Prior to the start of the season, a review of the 2020/21 season was undertaken, upgrades were carried out on the weather stations and the Winter Maintenance Plan and Policy were updated. Surveys were undertaken on the salt barns and repairs completed prior to salt replenishment commencing. Issues continue around salt deliveries as a consequence of HGV driver shortages, with an outstanding delivery of 4,500 tonnes of salt expected by the end of November.
- 133 Performance in relation to the proportion of category 2.2 highway defects being repaired within three months dropped below target throughout July to September due to an increase in the number of category 2.1 highway defects identified; meaning resource had to be diverted to more urgent works. This peaked in August with over 1,000 extra category 2.1 defects repaired compared to July.
- 134 As part of the [Restoring Your Railway 'Ideas Fund'](#) we have secured funding for three projects:
- *Consett to the Tyne* – following the award of £50K as part of the second round of funding to consider the feasibility, a strategic outline business case is currently being developed and will be submitted to the Department for Transport (DfT) shortly.
 - *Ferryhill Restoration (Teesside to Ferryhill)* – following the award of £50K as part of the second round of funding to consider the feasibility, a strategic outline business case was submitted to DfT in October. The Ferryhill station would utilise the existing Stillington line, currently only used for freight services, to create a passenger rail service running from Ferryhill to Teesside.
 - *Darlington – Durham Dales via Bishop Auckland* – we have been awarded £50K as part of the third round of funding. The money will help partners to develop an early stage proposal for plans to join the Bishop Auckland and Weardale railway lines. This study will consider the possibility of providing passenger rail access from the current heritage station to Darlington and the wider national rail network, potentially enabling communities to be better connected and supporting ambitious regeneration plans along the 31-mile heritage corridor.
- 135 As part of a wider programme of developments around Durham City, including Riverwalk and Milburngate, with an aim of improving the economic prosperity of Durham City as well as transport infrastructure and links to towns and villages

across the county, work has commenced on the new Durham Bus Station. The development will provide a welcoming transport hub for the city and will significantly increase the amount of space for passengers, will include improve toilet and baby changing facilities and improved security. The design will fit within the historic nature of its surroundings and includes a range of sustainable materials, as well as being fit for future greener transport options. Issues with a party wall agreement has delayed the programme of works, however, construction is due to recommence before the end of 2021 with completion expected in spring 2023.

- 136 Throughout the pandemic, we have maintained support to ensure that services such as school transport continued. The COVID-19 Bus Services Support grant was provided to support local bus services, this ceased in September and was replaced by a Bus Service Recovery grant which is available to operators and local transport authorities until 31 March 2022.
- 137 Following this, any future funding for the local bus network will be via an any funding we receive via the Enhanced Partnership process. With regard to school transport, an additional Dedicated Home to School and College Transport grant was available between September 2020 and July 2021.

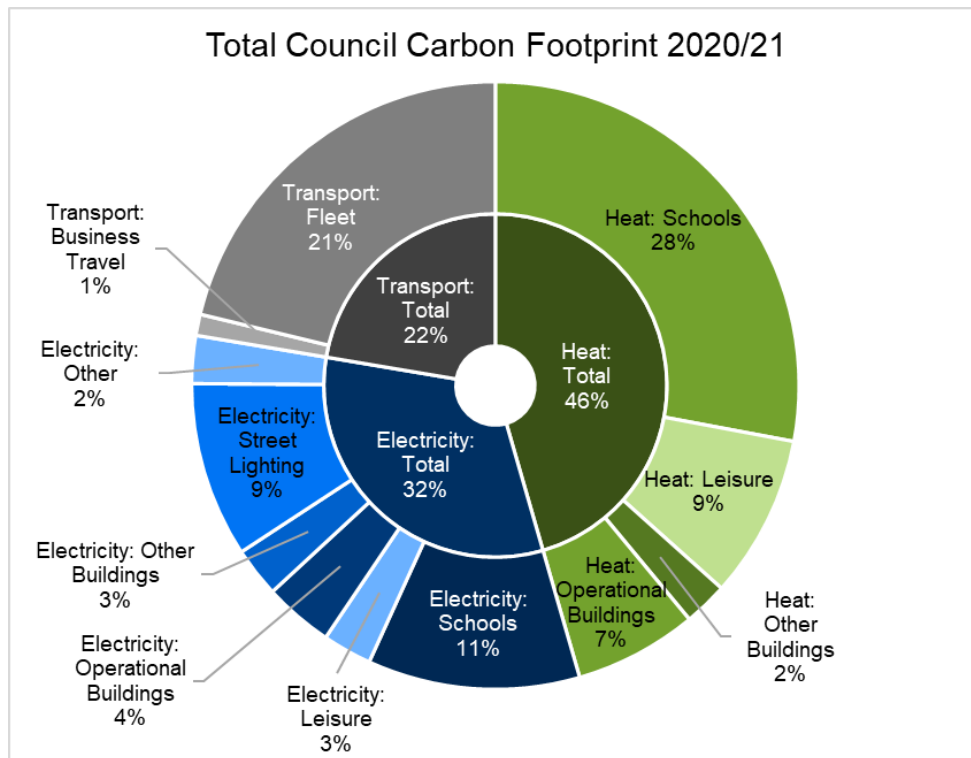
An Excellent Council

- 138 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

- 139 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 £24 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 £7.5 million – a net overspend of £16.7 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.

140 The council's 2020/21 carbon footprint is made up as follows:



141 We continue to tackle heating issues with better heating controls, insulation, and low carbon heating systems. The level of fleet emissions will be addressed in coming years as we transition to electric vehicles.

142 The following table shows the changes in emissions from the 2009 baseline:

% change in CO ₂ emissions from council activity			
	tCO ₂ e		% difference
	2008/09	2020/21	
Social care	6,125	597	-90%
Business mileage	4,083	499	-88%
Street lighting	17,353	4,133	-76%
Electricity distribution	3,996	1,127	-72%
Secondary school	17,353	5,835	-66%
Leisure and culture	13,270	5,008	-62%
Operational buildings	11,229	4,538	-60%
Primary schools	16,332	9,710	-41%
Other schools	3,062	1,850	-40%
Miscellaneous	2,042	1,613	-21%
Fleet	11,229	9,409	-16%

143 Our buildings mainly use gas for heating and electricity to operate. Electricity in the grid is becoming less carbon intensive, and we have worked to improve the

efficiency of equipment in our buildings including gas boilers. It has been more difficult to drive reductions within schools as they have their own delegated budgets. A proportion of the reduction across social care is due to outsourcing (as more services are outsourced, we will adjust the baseline).

- 144 The reduction in street lighting has been achieved through decarbonisation of the electricity grid and replacing almost all of our street lights with LED lighting through the street lighting energy reduction project.
- 145 Miscellaneous includes a number of very small buildings such as community rooms. In the past, we prioritised larger buildings such as offices and leisure centres for energy efficiency works as it is more cost effective.
- 146 We continue to reduce emissions through actions set out in our Climate Emergency Response Plan (CERP). Actions include, installing solar panels and LED lighting; developing a solar farm, battery storage and charging posts at Annfield Plain (zero carbon depot project); developing a new building energy management system to improve the control of energy; only using electric vehicles as pool cars; purchasing of an electric refuse vehicle, intend to monitor how well it performs on refuse routes.
- 147 Although the pandemic significantly impacted the collection of both council tax and business rates during 2020/21, gross payments in the latest quarter are higher than the same period last year. The withdrawal of Retail Relief for COVID-impacted businesses in June has led to the re-billing of many accounts.
- 148 We reinstated statutory collection for the current financial year on a gradual and cautious basis. Whilst there are still some legal and enforcement limitations in place, we continue offer flexible and supportive options to our residents and businesses. Collection rates reflect a steady improvement.

We will create a workforce for the future

- 149 During quarter two, our teams started returning to offices on a hybrid basis. The process of returning to offices is being phased in over seven weeks to avoid all teams returning on day one and to make appropriate provision for people classified as clinically extremely vulnerable or for whom there are mental health concerns. In exceptional circumstances where we are unable to make appropriate provision, staff will continue to work from home. All staff will be working this hybrid approach by 31 October (subject to government restrictions).
- 150 To acknowledge World Mental Health Day and National Work Life Week, and to recognise the hard work of our teams during the last year, we have awarded council staff an additional day's leave by way of a 'well-being day'.

- 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-established⁴, others developed in response to COVID-19⁵.
- 152 There were further improvements made to the employee well-being portal during quarter two in relation to increased promotion and the highlighting of key areas such as financial awareness, fertility/bereavement, and the menopause. In relation to menopause awareness eight sessions and 160 training places were arranged and made available for employees for this year.
- 153 Further proactive work was undertaken during the quarter in relation to employee mental health and well-being. This ranged from the preparation of a new employee well-being survey, winter flu campaign delivery, promotion of the employee assistance programme and the launch of a new employee well-being portal on the intranet.
- 154 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, following the easing of restrictions, they have increased slightly.
- 155 Throughout the pandemic, our sickness rate showed a steady decline, reaching its lowest level since 2010/11 at year-end 2020/21. But, over the last six months our sickness rate has marginally increased and is now broadly in line with pre-COVID levels.
- 156 Of the days lost due to sickness during the 12 months ending 30 September, just under 10% was COVID-related (6,780 days) compared to 2% during the same period the previous year (1,666 days). Therefore, if we adjust our sickness rate by extracting sickness due to COVID-19 then our rate remains comparatively low (albeit increased over the last six months) at just over nine days per full time equivalent (FTE).
- 157 Although reductions in days lost have been noted across many sickness types, most notably stress (both work and non-work related), flu / colds, chest infections, strokes, broken bones / injuries, some categories have shown increases in both days lost and number of absences. These categories include cancer, anxiety disorders, back problems, fatigue, respiratory problems, and investigatory operations.

⁴ e.g., [employee well-being guide](#), [Employee Assistance Programme](#), 'mental health awareness for managers' training

⁵ 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)

- 158 We have reinstated our Performance Development Review (PDR) process on a phased top down approach starting October 2021 (leaders, managers then core employees). It is worth noting that although we suspended our 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), managers continued 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 needed them.
- 159 During quarter two, we developed a new approach for the induction of new managers. This includes meet and greet sessions with the Chief Executive and Head of People and Talent management, face-to-face sessions covering our culture and values, access to a new resource centre (via our Durham Learning and Development System) containing lots of helpful information such as training, systems, policies, and contacts.
- 160 We are developing a consultation programme to help us understand the level of digital skills currently in place across our workforce. The resulting baseline will support the development of a corporate digital training offer, and ensure resource is focused to the areas that need it most.
- 161 Our apprenticeship programme remains integral to both workforce development, and addressing current and future skills needs. Around 3.3% of our workforce is currently enrolled in the programme⁶, and the £7.6 million⁷ invested to date has allowed more than 1,100 employees to participate.
- 162 In addition to the 50 apprentices who joined the council in September, we are recruiting to a further 32 apprentice posts with start dates planned between October and December 2021 for successful candidates.
- 163 We have identified 81 job placements⁸ across the council as part of the government's kickstart scheme for young people (aged 16-24) claiming Universal Credit. Ten people have now been recruited and we are in the process of recruiting to the remaining 71 posts.

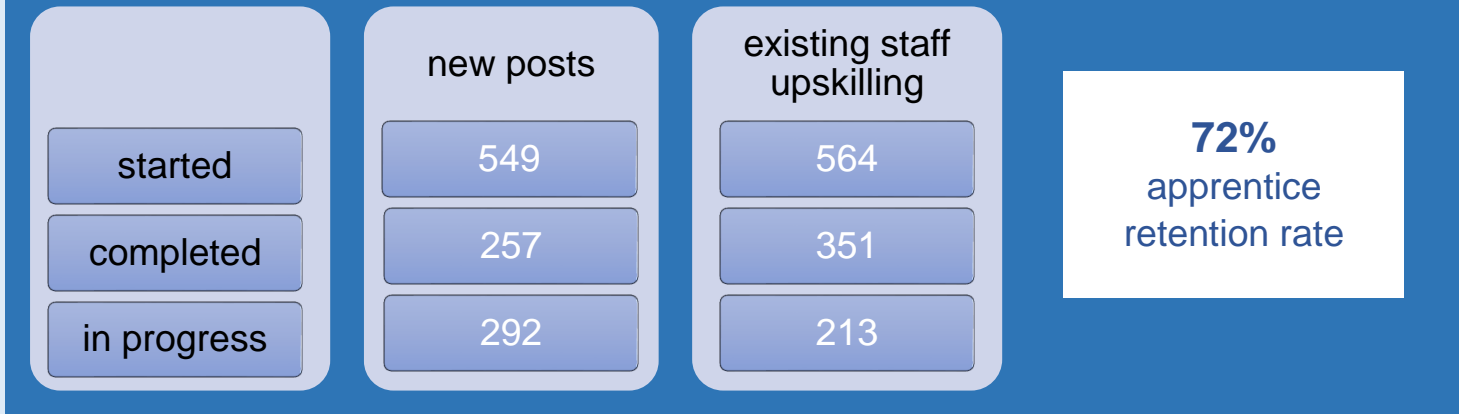
⁶ Made up of 292 apprentices and 213 employees upskilling – as at 30 September 2021.

⁷ 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

⁸ 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

1,113 apprenticeships started since 2017



Health & Wellbeing support

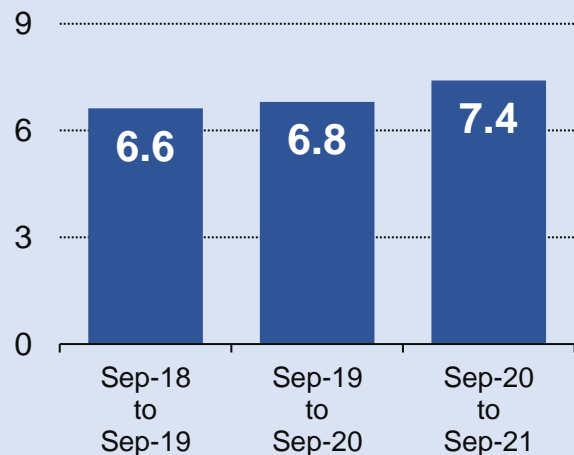
126
routine
physiotherapy
sessions

217
Mental Health
First Aiders

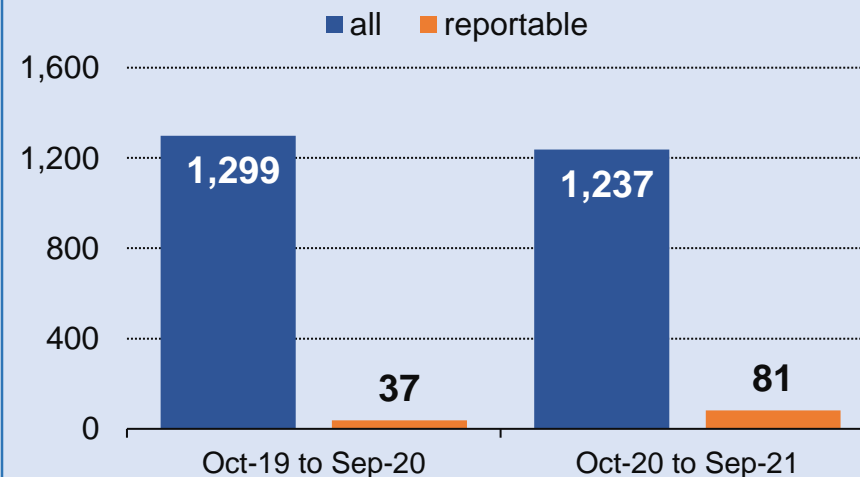
67
Health
advocates

94
Anti-Stigma
Ambassadors

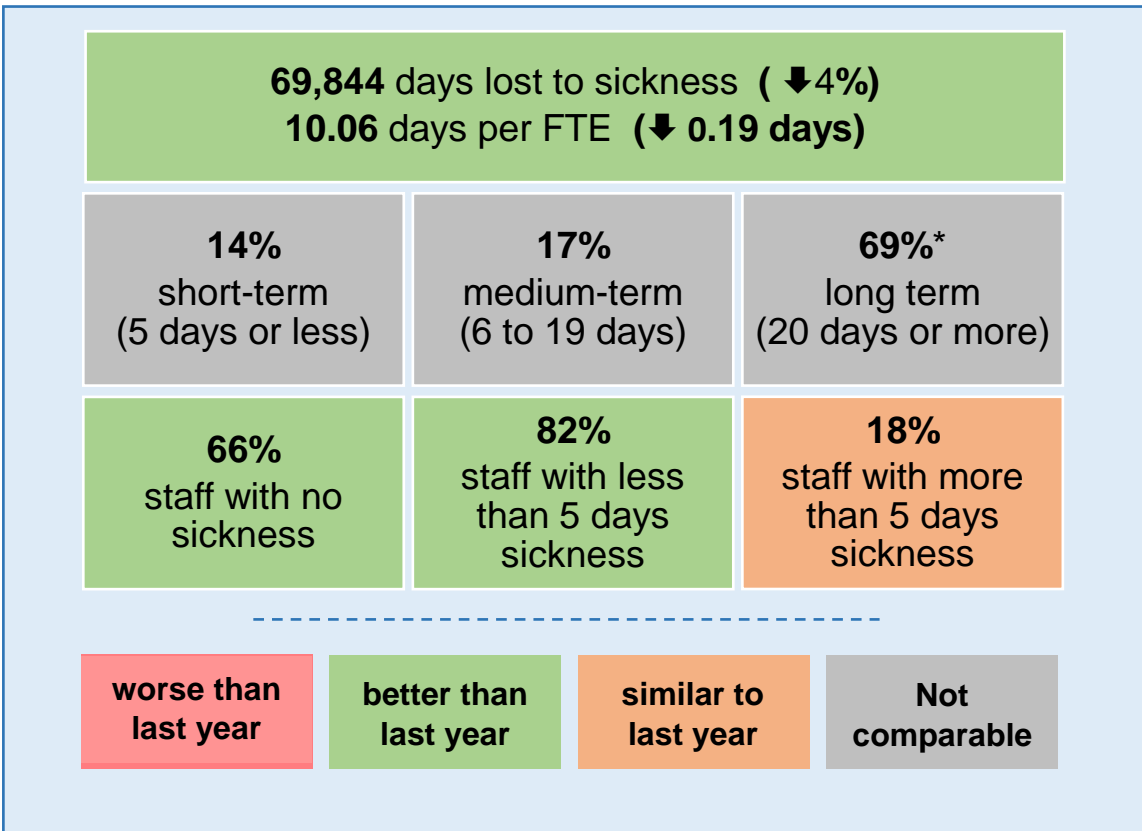
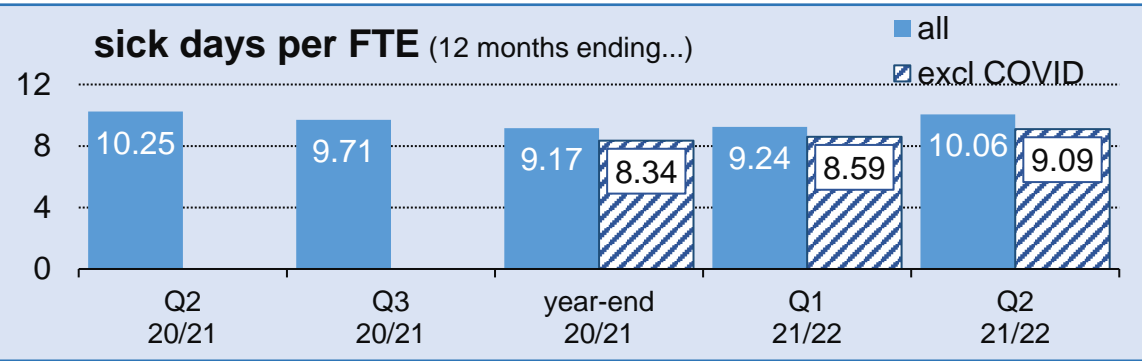
Staff Turnover (excl. school staff)



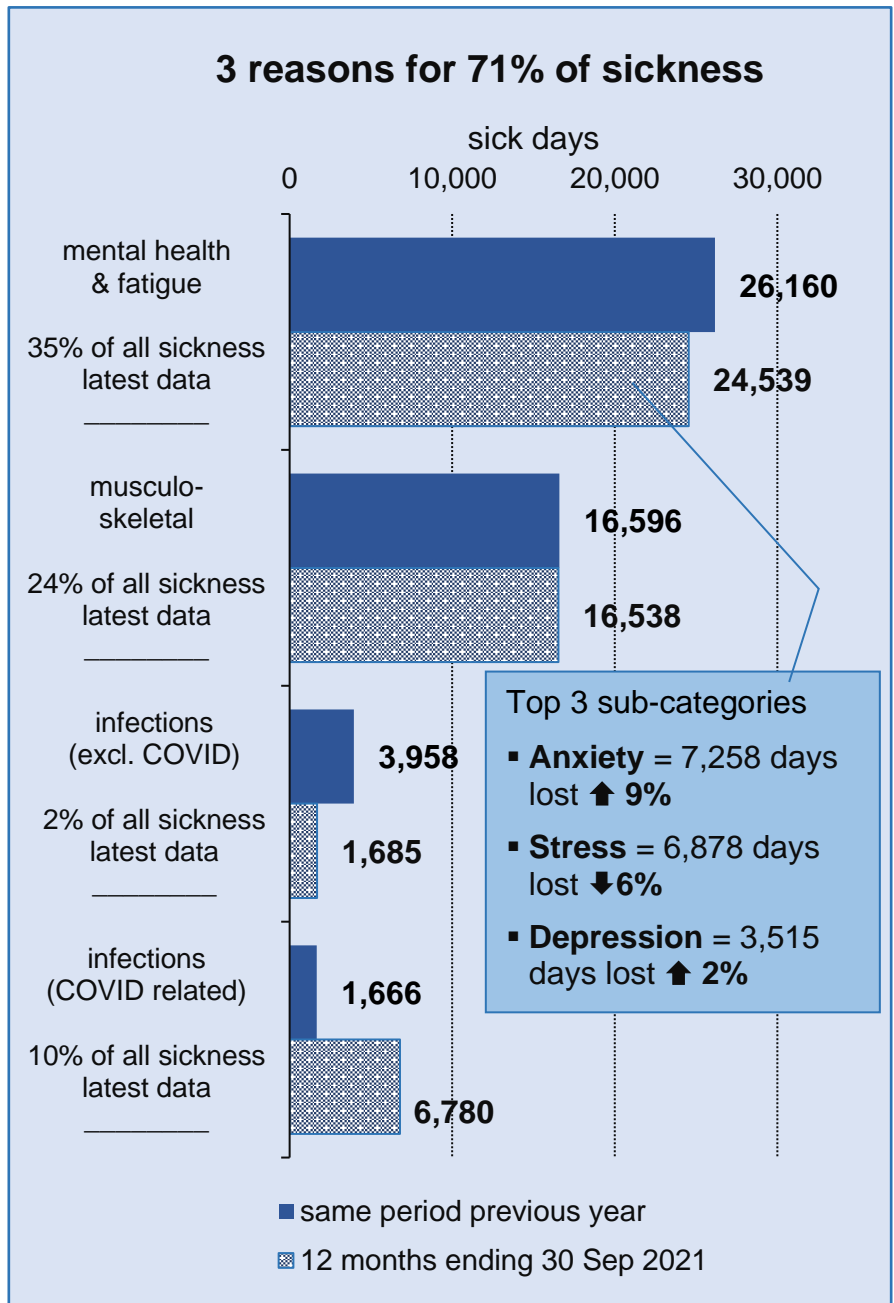
work related accidents/incidents



AN EXCELLENT COUNCIL

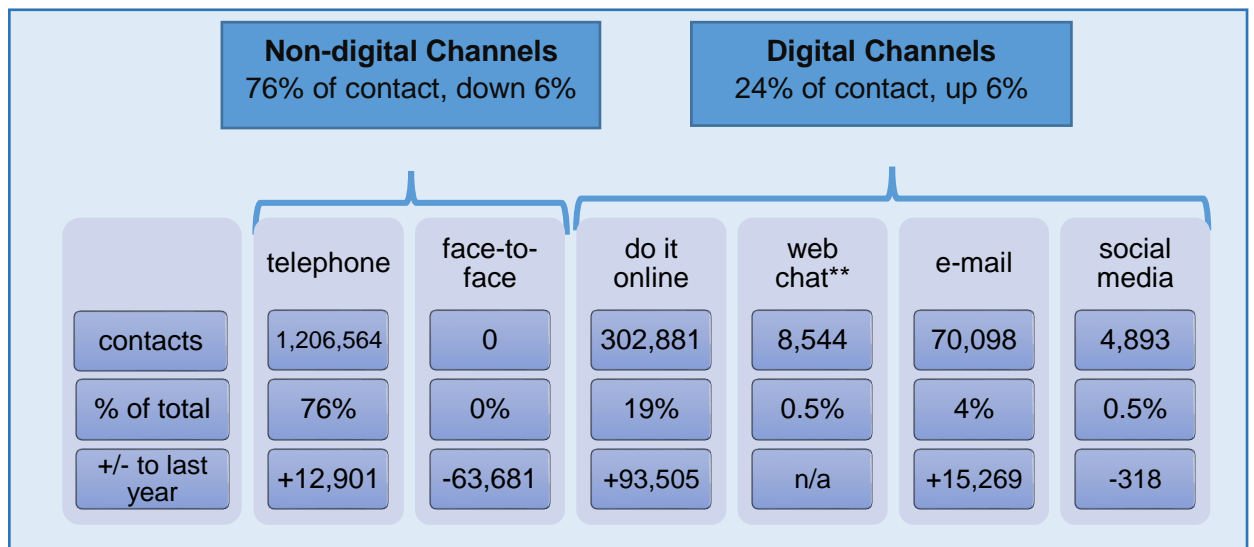


Of 19 cases, 6 have been dismissed and are on notice (as at October 2021)



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

- 164 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.
- 165 Throughout the 12 months ending 30 September 2021, we received almost 1.6 million contacts through our customer services team, as per the infographic below.



Non-Digital Channels

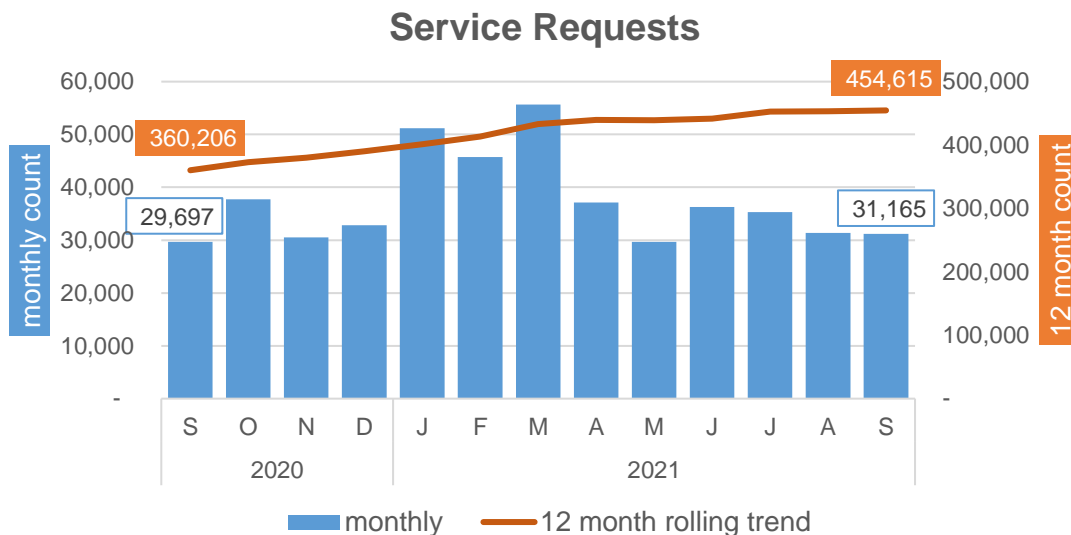
- 166 The telephone remains the most frequently used channel for contacting us, with nearly eight in every ten customers choosing this method. Whilst reported call volumes appear to have increased during the pandemic, this is mainly due to our ongoing initiative to increase and enhance the volume and quality of data we hold and report on by transferring non-ACD lines (calls routed directly to a telephone extension) to our ACD system (calls routed to groups of agents based on a first-in-first answered criteria).
- 167 Historically, only calls received via our ACD system have been included in our telephone statistics. Transferring non-ACD lines to the ACD system not only allows us to develop a customer-focused, one-council approach to service delivery, it allows us to identify opportunities to enhance the customer experience.
- 168 Since the last report, an additional five telephony lines have been transferred to our ACD system (pest control, clean and green, litter, bereavement and MyView),

Digital Channels

- 169 Although the telephone remains popular overall, we continue to see more customers choosing to interact with us via our digital channels.
- 170 During quarter two, more than 22,000 residents signed up for an online account – taking the numbers of residents who engage with us through this method to more than 225,000.
- 171 If we look at the contact channels chosen by customers to log a service request (via our CRM system / customer services), we can see a clear shift from telephone to online.

		proportion of service requests logged by channel – 12 months ending 30 Sep	
		2020	2021
Non digital	Telephone	34%	27%
	Face to face	4%	0%
	Total	38%	27%
Digital	Do it online portal	57%	67%
	Other digital	5%	6%
	Total	62%	73%

- 172 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.
- 173 Our webchat service is now available across more than 30 web pages. Whilst there had previously been a quarter-on-quarter decrease in webchat interactions, over the last quarter webchats increased by 41%, with increases across benefits and council tax (1,039, +60%), COVID-19 support (368, +37%) and general enquiries (542 +31%).
- 174 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.
- 175 Since the start of the pandemic, there has been a steady increase in the number of service requests received. Almost 95,000 additional service requests were received in the 12 months ending 30 September 2021, an increase of 26%.



- 176 This increase reflects the impact of the pandemic across many areas of the council, 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.
- 177 Although the number of service requests is continuing to increase, the rate of increase is slowing.
- 178 To enable us to monitor the delivery timescales of service requests logged within our Customer Relationship Management (CRM), we have applied performance standards within the system where possible.
- 179 However, we do not apply performance standards if the process is not fully managed within the CRM. Nor did we apply 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.
- 180 76% of service requests processed during the 12 months ending 30 September were assessed against a performance standard. And, of these, the standard was met in 74% of cases – slightly lower than the 77% recorded for the same period last year. However, it should be noted that over the same period, service requests increased by 26%.
- 181 Our CRM System is configured to automatically send customer satisfaction surveys (CSS) to the customer when their service request (SR) is closed.
- 182 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 email 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.

- 183 As can be seen in the table below, our overall survey response rate as a proportion of service requests is low but improving.

Service requests linked to our customer satisfaction survey		
Number	1 Oct 2019 to 30 Sep 2020	1 Oct 2020 to 30 Sep 2021
SR types	105	117
SRs received	289,498	342,533
Surveys emailed to customer	214,049 (74%)	104,814 (31%)
Responses to survey	10,039 (4.7%)	15,691 (15.0%)
Response as a % of service requests	3.5%	4.6%

- 184 The data for the 12 months ending September 2021 has been reset since last reported, we now have more accurate reporting. This data has been impacted by issues with closures, 80% of these have been resolved with the remainder in progress. Therefore, we expect this to increase going forward.

- 185 Much of the improvement in the service response rate is due to linking the survey to more service requests and capturing more customer email addresses. Over the last two years, the number of responses has increased by 60%.



- 186 Whilst the satisfaction survey is linked to 117 service request types, 70% of the survey responses received during the 12 months ending 30 September related to only eight service request types. Half of these (36% of total responses) followed a report of a missed collection. The remaining half was made up of responses following requests to clear fly-tipping, collect bulky waste, make a complaint,

report a street lighting, road or footpath issue, report a change of circumstances to the council tax team or join the garden waste scheme.

- 187 Whilst increased response percentages were seen over five of the eight service request types there was significant variance in response rates ranging from 19% to 0.9%. This can be linked to both the volume of requests we receive for different types of request and the nature of the requests themselves. We continue to identify options to reduce this variance and additional ways to capture feedback.
- 188 Despite the pandemic, we are continuing with developments that enhance the customer experience.
- 189 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.
- 190 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.
- 191 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.
- 192 We have continued with developments that enhance the customer experience and drive improvements across customer services through our Integrated Customer Service initiative and Unified Communications Strategy.
- 193 Project SignVideo will provide access to immediate telephony support for British Sign Language individuals (BSL) to communicate over video telephones and similar technologies with hearing people in real-time, via a sign language interpreter through a Video Relay Service. This project is due for implementation

into corporate customer service in quarter four and aims to improve the ease and speed of contact for BSL users at first point of contact.

- 194 Extending channel choice is a core element of our digital transformation programme, having the ability to engage with residents in both new and traditional ways increases our ability to engage with and understand better the needs of our customers.
- 195 Project Bizvu is aligned to the enablement of new modern communication channels on platforms such as Facebook Messenger and WhatsApp into our contact centres and is due for implementation in 2022.
- 196 During quarter two, we continued to roll-out our new softphone-based telephony platform giving users access to contact centre features from their laptop allowing them to work from any location with an adequate internet connection. 14 more teams⁹ moved to the new solution meaning the project is 77% complete and on track for all contact centres to be standardised by 31 December 2021.
- 197 During quarter one 2021/22, the Customer Access Point operating model was revised to facilitate a primary focus on digital inclusion through access to devices and assisted self-service support, capacity for officers to provide fully supported self-serve sessions with those customers who need it was created by moving all face-to-face interactions to 'appointment only'.
- 198 These changes were reflected in our revised Customer Service Charter and Standards and reflect our customer service ethos and the changing needs and expectations of our customers.
- 199 We are also in the process of updating our customer satisfaction survey to both implement the changes required to reflect the adjusted Charter and Standards and to provide richer customer service. The changes are due to be tested and refined in quarter three with implementation planned by January 2021 to ensure a full data set for quarter four.

We will actively performance manage our services.

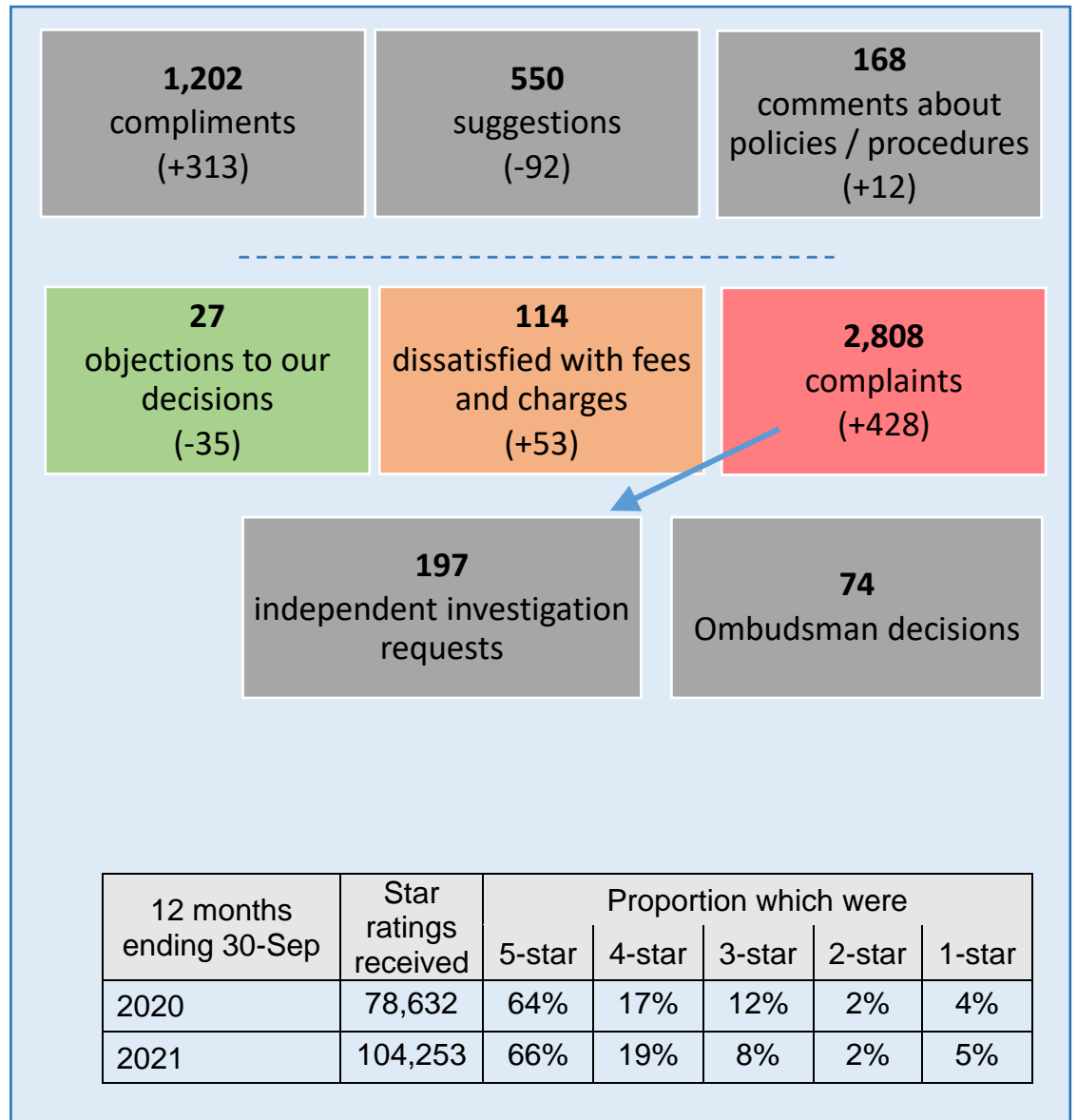
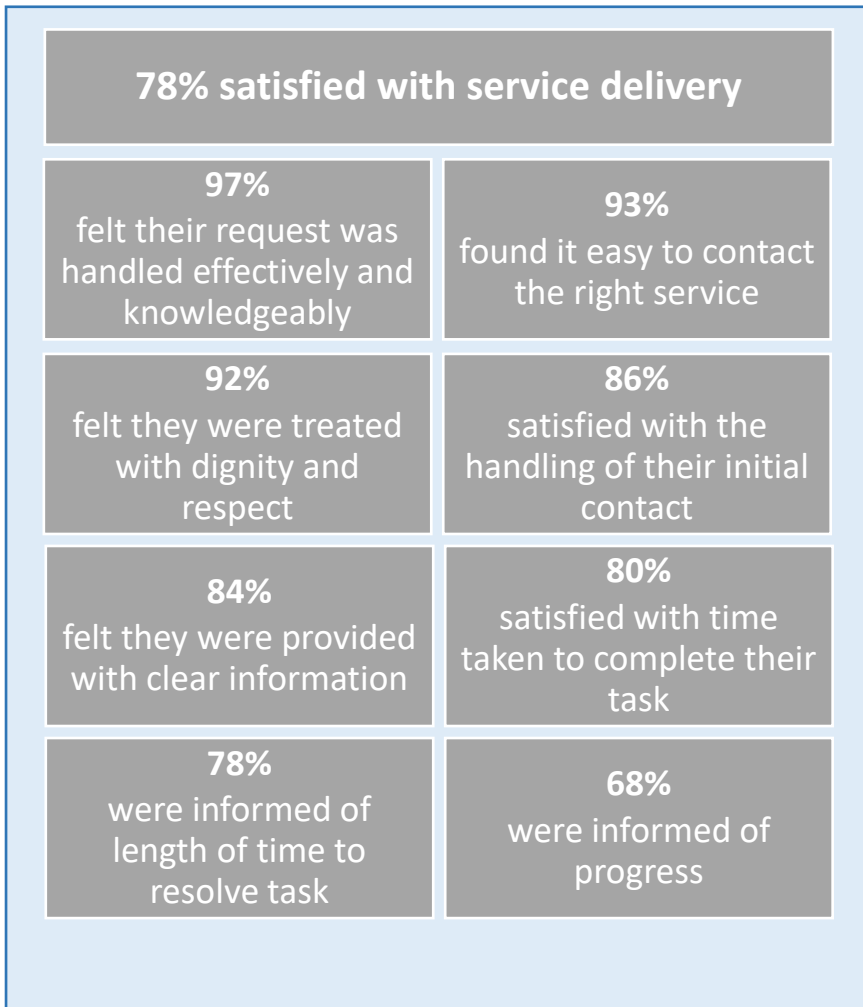
- 200 Care Connect, which provides a 24-hour monitoring and response service to help residents live independently in their own home, has retained its accreditation with the Telecare Services Association (TSA). In addition, its annual customer

⁹ Sundry Debtors, Welfare Assistance, Blue Badge, Financial Assessment, Deputy and Appointee, Integrated Transport Unit, Trade Waste, Refuse and Recycling, Payroll Menu, AHS collections and recovery, Enforcement, Bereavement, MyView helpdesk and Pest Control

satisfaction survey shows customer satisfaction increased in the last year, despite extremely challenging circumstances, with 100% of customers stating their support needs were met and that staff were helpful and respectful.

- 201 During quarter two, Care Connect answered almost 96.7% of calls within a minute, a slight drop on the previous quarter (97.0%) due to staffing resource issues and an increase in call volumes. The team are working to address these issues and five vacant Telecare operator posts have been filled during this quarter. The Care Connect emergency response rate (arriving at property within 45 minutes of a call) is consistently above the 90% target and this quarter was 98.3%, with 5,187 calls responded to within 20 minutes.

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	71.3	Jul 2020-Jun 2021	73 (red)	71.6 (green)	74.7 (red)	70.5 (green)			Yes
2	Per capita household disposable income (£)	16,617	2019	Tracker	16,315 (green)	21,978 (red)	17,096 (red)			Yes
3	Gross jobs created / safeguarded as a result of Business Durham activity	2,015	Jul-Sep 2021	Tracker	552 (green)					Yes
4	% of 16 to 17 year olds in an apprenticeship	5.5	as at Aug 2021	Tracker	6.8 (red)	4.2 (green)	6.4 (red)	6.2 (red)		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 (£)	16,925	2019	Tracker	16,501 (green)	30,239 (red)	20,727 (red)			Yes
6	No. of registered businesses in County Durham	14,565	Mar 2021	Tracker	14,105 (green)					Yes
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	59,148,310	Jul-Sep 2021	7,000,000 (green)	0 (green)					Yes
9	No. of Inward Investments secured	8	Jul-Sep 2021	1 (green)	0 (green)					Yes
10	% of Business Durham business floor space that is occupied	94.8	Jul-Sep 2021	85 (green)	79.7 (green)					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)					No
12	No. jobs supported by the visitor economy	6,794	2020	Tracker	12,133 (red)					No
13	Amount (£ million) generated by the visitor economy	506.75	2020	Tracker	980.72 (red)					No

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)			No
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 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 Sep 2021	Tracker	89 (green)	87 (green)	91 (red)			Yes
22	Ofsted % of secondary schools judged good or better	69	as at 30 Sep 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)		No

*not reporting for 2019/20 as assessments did not take place

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)			No
25	Under-18 conception rate per 1,000 girls aged 15 to 17	19.0	2019	Tracker	26.4 (green)	15.7 (red)	21.8 (green)	21.5 (green)		Yes
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
31	% of Education Health and Care Plans completed in the statutory 20 week time period (excl. exceptions)	62	Jan-Sep 2021	Tracker	60 (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)	75 ¹⁰ [571/761]	Apr-Sep 2021	381 (green)	76.8 [567/730]					Yes
33	% of children aged 0-2 years in the top 30% IMD registered with a Family Centre and having sustained contact	87.7	Jul-Sep 2021	80 (green)	88.8 (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)		No
35	Four week smoking quitters per 100,000 smoking population	2,452 [1,830]	Apr 2020 - Mar 2021	Tracker	2,945 [2,198] (red)	1,670 (green)	2,213 (green)	2,736 (red)		Yes
36	Male life expectancy at birth (years)	77.8	2018-20	Tracker	78.3 (amber)	79.4 (red)	77.6 (green)	77.9 (amber)		Yes
37	Female life expectancy at birth (years)	81.2	2018-20	Tracker	81.8 (amber)	83.1 (red)	81.5 (amber)	81.6 (amber)		Yes
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
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)		No

¹⁰ 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
41	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	14.3	2018-20	Tracker	13.4 (red)	10.4 (red)	12.4 (red)	12.6 (red)		Yes
42	Prevalence of breastfeeding at 6-8 weeks from birth (%)	29.1	Apr-Jun 2021	Tracker	31.4 (red)	48.0 (red)	34.4 (red)	34.0 (red)	2019/20	Yes
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	58.7%	May 2020-May 2021	Tracker	58.1% (amber)	60.9% (amber)	59.7% (amber)			Yes
46	Participation in Sport and Physical Activity: inactive	31.3%	May 2020-May 2021	Tracker	30.6% (red)	27.5% (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	Apr-Jun 2021	N/a	97.0 (red)					No
48	% of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	88.3	Jan-Jun 2021	N/a	82.5 (green)	79.1 (green)	72.1 (green)	80.0 (green)	2020/21	Yes
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	94.0	Apr-Sep 2021	Tracker	94.4% (amber)	94.8% (amber)	94.9% (amber)	96.0 (red)	2020/21	Yes
50	% of service users receiving an assessment or review within the last 12 months	77.1	Apr-Sep 2021	Tracker	92.4 (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

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
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	95 [2,202 / 2,319]	Apr-Sep 2021	Tracker	93 (green)					Yes
56	% of statutory children in need referrals occurring within 12 months of a previous referral	18 [458]	Apr-Sep 2021	Tracker	23 [561] (green)	23 (green)	22 (green)	20 (green)	2019/20	Yes
57	% of single assessments completed within 45 working days	80 [2,002]	Apr-Sep 2021	Tracker	85.5 [2150] (red)	84 (red)	89 (red)	87 (red)	2019/20	Yes
58	Rate of children subject to a child protection plan per 10,000 population aged under 18	47.05 [473]	as at Sep 2021	Tracker	47.05 [473] (green)	43	70	58	as at 31 Mar 20	Yes
59	Rate of children in need per 10,000 population (Cases open to Children's Social Care)	379 [3,813]	as at Sep 2021	Tracker	351.4 [3,533] (red)	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	128 [1,305]	as at Sep 2021	Tracker	148 [1,497]					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
61	% of strategy meetings initiated which led to an initial child protection conference being held within 15 working days	86 [340 of 397]	Apr – Sep 2021	75 (green)	93 [340] (red)	78 (green)	83 (green)	82 (green)	2019/20	Yes
62	% of Social Workers with fewer than 20 cases	52	as at Sep 2021	Tracker	60 (red)					Yes
63	% of Statutory Case File Audits which are given a scaling score of 6 or above	85.2	Jul-Sep 2021	80	84.1 (green)					Yes

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	90.3 [912]	as at 27 Sep 2021	Tracker	94.0 [950]	67	108	99	as at 31 Mar 20	Yes
65	% of children adopted from care (as % of total children leaving care)			Tracker	16	12	12	18	2019/20	
66	% of CLA who are fostered incl. friends and family, independent fostering agency, In-house foster care	75 [684]	as at 27 Sep 2021	Tracker	76 [725]	72	74	73	2019/20	Yes
67	% of external residential placements	6 [55]	as at 27 Sep 2021	Tracker	5 [43]					Yes
68	% of children looked after continuously for 12 months or more who had a dental check	58	Sep 2021	Tracker	49 (green)	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	93	Jun 2021	Tracker	90 (green)	90 (green)	92 (green)	93 (green)	2019/20	Yes
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	No
71	Average Attainment Tracker 8 score of Children Looked After	20.5	2019/20	Tracker	25.6 (red)	21.4 (red)	21.7 (green)	22.4 (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
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	Sep 2021	Tracker	67 (green)	64 (green)	63 (green)	65 (green)	2019/20	Yes
74	% of care leavers aged 19-21 in education, employment or training	60	Sep 2021	Tracker	56 (green)	53 (green)	52 (green)	53 (green)	2019/20	Yes
75	% of care leavers aged 17-18 in suitable accommodation	93	Sep 2021	Tracker	93 (green)	90 (green)	94 (amber)	100 (red)	2019/20	Yes
76	% of care leavers aged 19-21 in suitable accommodation	93	Sep 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)	186	2020	Tracker		220 (green)	303 (green)	231 (green)	2019/20	Yes
78	Overall crime rate per 1,000 population	85.5	Oct 2020-Sep 2021	Tracker	92.4 (green)	77.0 (red)				Yes
79	Rate of theft offences per 1,000 population	18.1	2020/21	Tracker	23.0 (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 (%)	34.8	Oct 2018-Sep 2019	Tracker	TBC	38.4 (green)	41.8 (green)		Oct 2017 – Sept 2018	Yes

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	15,335	Oct 2020-Sep 2021	Tracker	16,511 (red)					Yes
84	No. council reported incidents of anti-social behaviour	15,953	Oct 2020-Sep 2021	Tracker	14,437 (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	34.6	Jul 2020-Jun 2021	Tracker	30.6 (green)	35.3 (amber)	30.7 (green)			Yes
86	% of successful completions of those in drug treatment - opiates	5.5	Jul 2020-Jun 2021	Tracker	5.6 (amber)	4.7 (green)	3.3 (green)			Yes
87	% of successful completions of those in drug treatment - non-opiates	38.1	Jul 2020-Jun 2021	Tracker	30.8 (green)	33.0 (green)	30.0 (green)			Yes
88	% of anti-social behaviour incidents that are alcohol related	13.5	2020/21	Tracker	18.5 (green)					Yes
89	% of violent crime that is alcohol related	33.7	2020/21	Tracker	32.5 (green)					Yes
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**					No

*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	188 15 173	Oct 2020 - Sep 2021	Tracker	182 (red) 20 162					Yes
94	No. of children killed or seriously injured in road traffic accidents - No. of fatalities - No. of seriously injured	21 0 21	Oct 2020 - Sep 2021	Tracker	16 (red) 1 15					Yes

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					No
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					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
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					No
98	Number of fly-tipping incidents	7,382	Jul 20 – Jun 2021	Tracker	7,409 (green)					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)	54	2019	Tracker	52 (green)					Yes
100	% reduction in CO ₂ emissions from local authority operations compared to the 2008/09 baseline, 80% by 2030	58	2020/21	Tracker	51 (green)					Yes

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	90.1	Jul 2020 – Jun 2021	95 (red)	96.8 (red)	91.5 (red)	94.4 (red)		2019/20	Yes
102	% of household waste that is re-used, recycled or composted	38.1	Jul 2020 – Jun 2021	Tracker	39.4 (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	569	Jul-Sep 2021	Tracker	406 (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	54	Jul-Sep 2021	50 (red)	40 (red)					Yes
105	Number of net homes completed	407	Jul-Sep 2021	327 (green)	385 (green)					Yes
106	Number of affordable homes delivered	466	2020/21	300 (green)	628 (red)					No
107	Number of households accessing the Housing Solutions Service	3,505	Jul-Sep 2021	Tracker	3,063 (green)					Yes
108	Number of households helped to stay in their home	360	Jul-Sep 2021	Tracker	334 (green)					Yes
109	Number of households helped to move to alternative accommodation	231	Jul-Sep 2021	Tracker	205 (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)	10.06	Oct 2020-Sep 2021	11.20 (green)	10.25 (green)	9.2** (red)			2017/18	Yes
119	% posts with no absence in rolling year (excluding schools)	66.39	Oct 2020-Sep 2021	Tracker	63.71 (green)					Yes
120	% of sickness absence which is short term	13.79	Oct 2020-Sep 2021	Tracker	10.77					Yes
121	% of sickness absence which is medium term	16.98	Oct 2020-Sep 2021	Tracker	12.47					Yes
122	% of sickness absence which is long term	69.23	Oct 2020-Sep 2021	Tracker	76.76					Yes
123	% of employees having five days or less sickness per 12 month period	81.80	Oct 2020-Sep 2021	Tracker	80.95 (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	54.8	Apr-Sep 2021	Not Set	53.9 (green)					Yes
125	% of business rates collected in-year	53.9	Apr-Sep 2021	Not Set	56.7 (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	83	Jul - Sep 2021	90 (red)	78 (green)					Yes
127	Customer contacts: telephone*	1,206,564	Oct 2020-Sep 2021	Tracker	1,193,663					Yes
128	Customer contacts: face to face**	n/a	Oct 2020-Sep 2021	Tracker	63,681					Yes
129	Customer contacts: web forms	302,881	Oct 2020-Sep 2021	Tracker	209,376					Yes
130	Customer contacts: emails	70,098	Oct 2020-Sep 2021	Tracker	54,829					Yes
131	Customer contacts: social media	4,893	Oct 2020-Sep 2021	Tracker	5,211					Yes
132	% of calls answered	93	Oct 2020-Sep 2021	Tracker	94*					Yes
133	% of calls answered within 3 minutes	89	Oct 2020-Sep 2021	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 during 2020/21