

Economy and Enterprise Overview and Scrutiny Committee

20 December 2021

Quarter Two, 2021/22 Performance Management Report



Report of Paul Darby, Corporate Director of Resources

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

More and Better Jobs

¹ approved by full council October 2020

- 5 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.
- 6 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.
- 7 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.
- 8 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).
- 9 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.
- 10 To mitigate against these economic challenges, we are continuing to move forward with significant investment and regeneration projects which will create new infrastructure, transform our towns and villages, and boost the visitor economy. 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.
- 11 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.

Connected Communities

- 12 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.

- 13 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.
- 14 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.

The impact of COVID-19

- 15 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.
- 16 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](#).
- 17 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.
- 18 The COVID-19 surveillance dashboard can be accessed [here](#).

Risk Management

- 19 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

- 20 That Economy and Enterprise Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter two performance, the impact of COVID-19 on performance, and the actions being taken to address areas of underperformance including the significant economic and well-being challenges because of the pandemic.

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

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

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

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

Climate Change

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

Human Rights

Not applicable.

Crime and Disorder

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

Staffing

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

Accommodation

Not applicable.

Risk

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

Procurement

Not applicable.



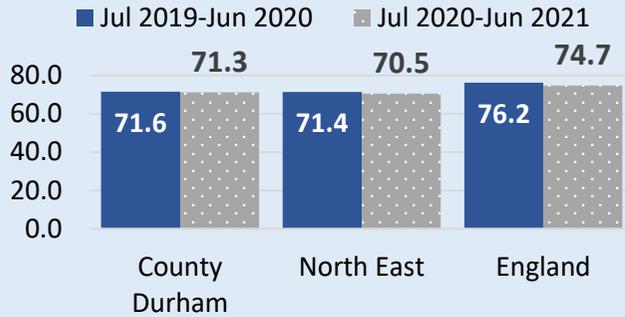
Durham County Council Performance Management Report

Quarter Two, 2021

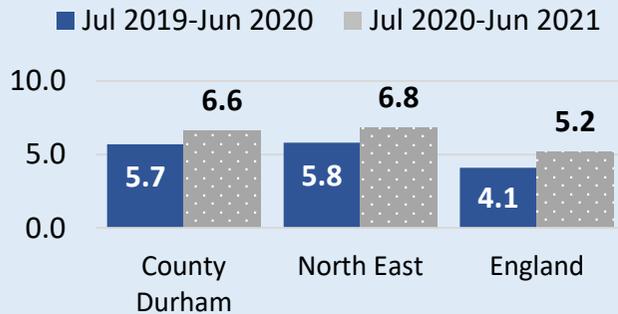


MORE AND BETTER JOBS

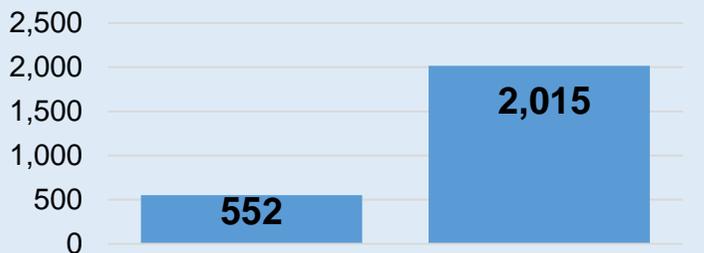
Employment Rate



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%

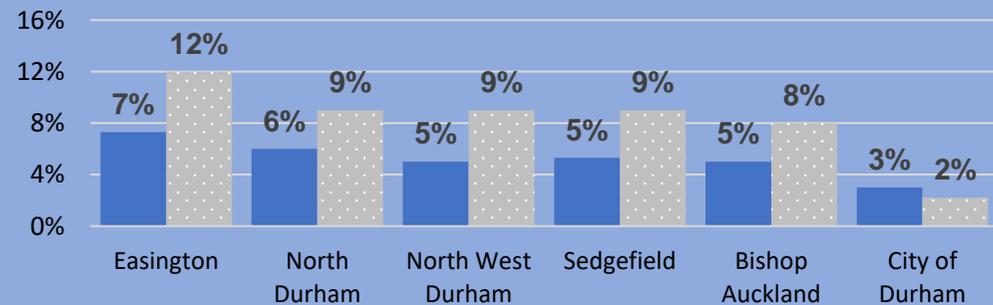
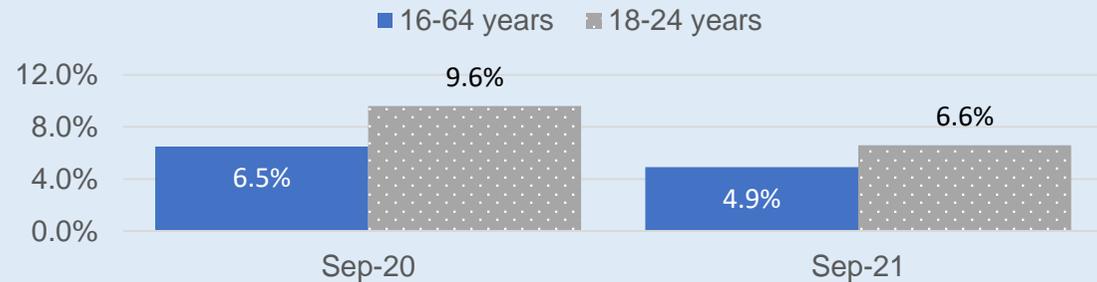
33%

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) Helping all people into rewarding work;
 - (e) 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, 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 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.

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

- 36 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.
- 37 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.
- 38 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.
- 39 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.

- 40 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.
- 41 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.

Connected Communities

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

National, Regional and Local Picture

- 43 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.
- 44 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.
- 45 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.

Town Centre Occupancy Rates

	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

- 46 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.
- 47 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%.
- 48 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.

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

Council Services

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

- 49 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.
- 50 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.
- 51 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.

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

- 52 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.
- 53 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.

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

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

- 54 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.
- 55 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.
- 56 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

- 57 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.
- 58 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.

59 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.

60 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.

61 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.

- 62 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.

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 (amber)	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

CONNECTED COMMUNITIES – SUSTAINABILITY

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
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

Other additional relevant indicators

MORE AND BETTER JOBS

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

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
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
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

CONNECTED COMMUNITIES – SAFER

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
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