

**Economy and Enterprise  
Overview and Scrutiny Committee**

**3 October 2022**

**Quarter One, 2022/23  
Performance Management Report**



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**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 one 2022/23, April to June 2022.

**Executive Summary**

- 3 A new [Council Plan](#) for 2022-2026 was approved by Council on 22 June. This sets out a new performance framework for the Council. Corporate Management Team has agreed to the development of a new quarterly performance report format which provides greater focus on these issues. This is the first report for the new reporting period to follow this format.
- 4 The performance report is structured around the two main components.
  - (a) State of the County indicators to highlight areas of strategic importance and reflected in both the [County Durham Vision 2035](#) and the [Council Plan](#).
  - (b) Performance of council services and progress against major initiatives as set out in the [Council Plan](#).
- 5 Performance is reported against the five thematic areas within the Council Plan 2022-2026: our economy, our environment, our people, our communities, and our council.
- 6 Performance is reported on an exception basis with key messages under each thematic Council Plan area being broken down into national, regional

and local picture, things that are going well, areas which require attention and other areas to note.

- 7 We are now transitioning into a post-pandemic world, but the impacts of COVID-19 can still be seen in our performance reporting. The last two financial years are not representative for many areas of performance and will be an unfair comparison due to pandemic impacts.
- 8 We have therefore, wherever possible, tried to make the comparison of current performance against pre-pandemic data. Whilst COVID-19 continues to impact on certain performance metrics, there is evidence of some areas returning to pre-pandemic levels.
- 9 The council is responding to the Ukrainian Refugee Crisis through a multi-agency group to ensure a holistic package of support and latest data shows 384 refugees had been accommodated in the county.
- 10 However, the largest challenge for our residents, local businesses and the council is the current cost of living crisis. Inflation is currently running at 10.1%<sup>1</sup> with the Bank of England forecasting it to peak at 13.3% at the end of March 2023. Ofgem are expected to increase the energy cap again in October and further again in January 2023. The inflationary increase is largely driven by the rise in the cost of fuel and energy bills, which is being impacted significantly by the war in Ukraine.
- 11 The cost of living crisis has a triple impact on the council.
  - (a) It impacts on our residents. High inflation is outstripping wage and benefit increases resulting in a fall in income in real terms. This has been further exacerbated by the tax increases implemented in April. This will result in increased demand for services to help support people facing financial hardship or who are in crisis.
  - (b) Increased costs for the council. Our premises and transport costs have increased because of the rise in energy costs and fuel prices, and, also the cost of other supplies and services where prices have increased as suppliers face similar issues themselves. It is also anticipated that employee costs will increase by more than in previous years when the settlement is negotiated to accommodate inflation.
  - (c) Reduced income for the council. Users of council services may seek to save money resulting in a fall in income from discretionary services such as leisure centres and theatres.

## **Recommendation**

- 12 That Economy and Enterprise Overview and Scrutiny Committee notes the overall position and direction of travel in relation to quarter one performance, the continuing impact of COVID-19 and the increased cost of

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<sup>1</sup> UK Consumer Price Index for 12 months to July 2022

living on the council's performance, and the actions being taken to address areas of underperformance including the significant economic and well-being challenges because of the pandemic.

## **Analysis of the Performance Report**

### **Going well**

#### **Our economy**

- 13 The number of people claiming unemployment benefits have been reducing since May 2021 and is currently 3.4% of the working age population (June 2022), which is lower than the pre-pandemic position (4%). 30 to 34 years is the most frequent age group for claimants. The official (labour force survey) unemployment rate at 4.4% is statistically similar to the rate for previous quarter and the regional and national rates. The county has been experiencing falling unemployment since December 2020.
- 14 Gross Value Added (GVA) per filled job was £46,245 in 2020 (latest data), up 0.5% from 2019. GVA is 78% of the national value and the gap is widening.
- 15 Business Durham's property rental portfolio has an occupancy rate of 97%.
- 16 Inward investment, businesses intensively assisted, and businesses engaged with Business Durham all exceeded target. The County Durham Growth Fund awarded £660,000 to five SMEs and Finance Durham awarded almost £1.3 million to a further five companies.
- 17 A healthy labour market has resulted in fewer people registering on employability programmes but more participants progressing into employment.
- 18 There are signs our tourism and cultural sector is recovering from the pandemic. In 2022, visitors increased by 38% and money generated by the visitor economy increased by 61%.

#### **Our communities**

- 19 536 affordable housing units were completed in 2021/22, compared to 478 the previous year. In addition, during quarter one, 433 net new homes were delivered, and 55 empty properties were brought back into use following local authority intervention, more than the target of 50.
- 20 The latest data shows that 384 of the 560 people who had established contact with residents through the 'Homes for Ukraine' scheme had arrived in the county.
- 21 All councils are now expected to take asylum seekers under a new system of 'full dispersal'. A multi-agency group is ensuring we have the infrastructure for community cohesion and integration.

## Areas which require attention

### Our economy

- 22 We remain concerned about the impact of the cost of living crisis on our residents, especially those in low income households and/or in rural areas. The council is still consulting on its revised [Poverty Action Strategy and Plan](#), which sets out a comprehensive response to the impacts of the wide-ranging poverty issues within the county.
- 23 More households are requesting assistance with fuel debt issues. During quarter one, we helped 189 households achieve an average saving of £177 (via the Managing Money Better initiative).

### Other areas of note

#### Our economy

- 24 As runner-up to the UK City of Culture 2025 title, the county was awarded £125,000. In October, we will provide details of how elements of our bid will be progressed.
- 25 To help fund the engineering works at The Story at Mount Oswald project, we have received £70,000 of additional European Regional Development Fund funding and have submitted a bid for a further £200,000.
- 26 Following the Big Econ-versation events, survey responses and workshops held earlier this year, a draft Inclusive Economic Strategy has been prepared and will be shared with partners, stakeholders and community representatives in September. Once consultation is complete, the strategy will go to Cabinet in November 2022.

#### Our communities

- 27 The council's selective licensing scheme, which aims to improve management standards of privately rented properties and reduce anti-social behaviour, is now live. During the first operational quarter, 2,208 properties were fully licenced, approximately 8% of properties covered by the scheme.

## Performance Indicators – Summary

- 28 We are now transitioning into a post-pandemic world, but the impacts of COVID-19 can still be seen in our performance reporting. The last two financial years are not representative for many areas of performance and will be an unfair comparison due to pandemic impacts.
- 29 We have therefore, wherever possible, tried to make the comparison of current performance against pre-pandemic data.

## **Risk Management**

- 30 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](#).

## **Background papers**

- County Durham Vision (County Council, 23 October 2019)  
<https://democracy.durham.gov.uk/documents/s115064/Draft%20Durham%20Vision%20v10.0.pdf>

## **Other useful documents**

- Council Plan 2022 to 2026 (current plan)  
<https://democracy.durham.gov.uk/mgAi.aspx?ID=56529>
- Quarter Four, 2021/22 Performance Management Report  
<https://democracy.durham.gov.uk/documents/s157533/Year%20End%20performance%20report%202021-22.pdf>
- Quarter Three, 2021/22 Performance Management Report  
<https://democracy.durham.gov.uk/documents/s152742/Performance%20Report%202021-22%20003.pdf>
- Quarter Two, 2021/22 Performance Management Report  
<https://democracy.durham.gov.uk/documents/s149087/Q2%20Performance%20Report%202021-22%20-%20Cabinet.pdf>
- Quarter One, 2021/22 Performance Management Report  
<https://democracy.durham.gov.uk/documents/s144872/Q1%20Performance%20Report%202021-22.pdf>

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## **Appendix 1: Implications**

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### **Legal Implications**

Not applicable.

### **Finance**

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

### **Consultation**

Not applicable.

### **Equality and Diversity / Public Sector Equality Duty**

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

### **Climate Change**

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

### **Human Rights**

Not applicable.

### **Crime and Disorder**

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

### **Staffing**

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

### **Accommodation**

Not applicable.

### **Risk**

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

### **Procurement**

Not applicable.



# Durham County Council Performance Management Report Quarter One, 2022/23



## 1.0 Our Economy: National, Regional & Local Picture

### Employment levels

- 1 Latest data (March 2022) shows no significant change to the employment rate at 70.1%. This is comparable with the rate for the North East region but statistically well below the national rate of 75.4%.
- 2 The employment rate in County Durham for those with a disability is 46.7%, much lower than the rate for those without a disability (78.9%). For those with no disability the employment rate in County Durham is lower than the national average of 81.3%, however, the employment rate for disabled residents in the county is 10.2 percentage points lower than in England (56.9).
- 3 The unemployment rate at 4.4% is statistically similar to the rate for previous quarter and the regional and national rates. The county has been experiencing falling unemployment since December 2020.
- 4 More people have become 'economically inactive' – mainly becoming students or looking after family / home. This suggests people are moving out of the labour market rather than into employment.
- 5 Significantly more people claimed employment benefits between March and May 2020. The number remained relatively static throughout 2020 and 2021 before dropping notably in May 2021. The number has continued to fall and is now 3.4% (June 2022), lower than the 4% recorded pre-pandemic.
- 6 The highest proportion of claimants are aged 30-34 years, and the 40-44 years cohort shows the biggest change since March 2020 (by 0.2pp).

### Labour productivity

- 7 In 2020, our GVA per filled job was £46,245. This is 95.4% of the North East value and 78.4% of the national value. Longer-term growth has been slower than both regionally and nationally, so the GVA gap has widened.

### Employment land

- 8 Since 2015/16, 79 hectares of employment land have been delivered. The latest year is less than the previous year but 2020/21 included significant developments at Integra 61 and Jade Business Park. 2021/22 reflects several smaller proposals, mainly general industry or storage and distribution floorspace, at various locations across the county.

## **Tourism Economy**

- 9 16 million people visited the county in 2021. Around 8 million people to the Vale of Durham, 3 million to Durham City, 2 million to the Durham Coast and 2.5 million to the Durham Dales.
- 10 £827 million was added to the local economy with a day visitor contributing on average £31 and each staying visitor £276.
- 11 More than 70% of visitors were satisfied with the quality of attractions, eating establishments, variety of things to do and cleanliness of the area. However, the availability of public toilets, visitor information points and public transport were flagged as areas for improvement.

## **1.1 Council Activity: Going Well**

### **Occupancy**

- 12 97% of Business Durham floor space is occupied. Remedial works are required at Sacriston but there is a waiting list of 16 companies. The Dales Centre achieved 100% occupancy and is seeing increased visitor numbers. £1.2 million of income was generated, £200,000 higher than the same quarter last year.

### **Investments**

- 13 During quarter one, there were two inward investments, five SMEs were awarded a combined grant of £660,000 through the County Durham Growth Fund, and a further five companies received a combined investment of almost £1.3 million through the Finance Durham Fund.
- 14 In addition, more than £1.6 million was secured for companies.

### **Businesses Assisted**

- 15 During quarter one, Business Durham engaged with 263 and intensively assisted 107. This is lower than the same period last year when businesses were taking up pandemic support through Business Durham's various programmes.

### **Jobs Created/Safeguarded**

- 16 During quarter one, 603 jobs were created and 309 safeguarded. This is significantly lower than the same quarter last year when 2,576 jobs were safeguarded through the Durham Business Recovery Grant (in addition to 73 jobs created and 119 safeguarded through Business Durham's other activities).

## **Employability programmes**

- 17 891 people registered onto our programmes and 537 progressed into employment (60%). This was more than both the previous year (321 of 712, 45%) and pre-pandemic.
- 18 Although registrations onto the L!NKCD programme increased, the healthy labour market means people are gaining employment before being registered onto our programmes. Some people are also unwilling to engage with other services and many clients have been mandated to restart the programme which has led to a reduction in referrals.
- 19 43 participants moved into education or training during 2021/22. Although higher than last year (34) and pre-pandemic levels, it is below the target of 132 because many clients have limited digital skills which prevents them from completing online courses. We expect figures will increase as more training is delivered face-to-face.

## **Theatres (Gala / Empire)**

- 20 Ticket sales remain lower than normal due to working slightly reduced programmes during the COVID recovery period. However, both venues have sold out shows and we expect sales to reach pre-pandemic levels by the end of the financial year.

## **Visitors to our libraries and museums**

- 21 There were 50,182 visitors to council owned museums (Killhope and Town Halls) during quarter one, including:
- 1,270 to Durham Town Hall despite the offer being reduced from six days to one (excludes private functions and special events).
  - 4,843 to Killhope Lead Mining Museum. The café and gift shop remains popular, and a busy summer programme expected to bring increased footfall.
  - 34,023 to Bishop Auckland Town Hall, including 18,800 to the new exhibition space. The café remains popular, and weddings and funerals have returned.
- 22 Visits to libraries to attend events such as toddler time, reading groups, get creative and discover digital, continues to increase. During quarter one, visits were up 300% compared to last year and 2,622 tickets to 106 events sold.

## **1.2 Council Activity: Areas which require attention**

### **Library members**

- 23 Memberships further reduced during quarter one and are 6% lower than the same period last year. However, library opening hours returned to normal in June and we

are working with our communications and marketing team to remind customers of our library offer.

## **1.3 Council Activity: Other Areas to Note**

### **UK City of Culture 2025**

- 24 As a runner up, the county was awarded £125,000 which will contribute to a revised programme based on the 15 original ideas and include Place Labs in our 12 main settlements, and a creative education and skills programme led by Durham University. We will provide further details in October.
- 25 Capital projects in the original bid are being progressed. These include re-opening the former Durham Light Infantry Museum and Art Gallery and improvements to the riverbank in Durham City (Levelling Up Fund bid).

### **History Centre**

- 26 £70,000 of funding for mechanical and electrical works has been received, and we have submitted a bid for a further £200,000.

### **Inclusive Economic Strategy**

- 27 More than 86 Big Econ-versation events (31 January to 22 April 2022) were held and attended by over 1,500 people. Almost 1,500 surveys were completed by residents, business and young people. Feedback was tested through a series of workshops held in July.
- 28 Bringing together everything we have learnt from the comprehensive engagement, the evidence base, best practice both in Durham and elsewhere, a draft Inclusive Economic Strategy (IES) has been prepared and during September will be shared with partners and stakeholders, including community representatives. Once complete, the strategy will go to Cabinet for sign-off in November.

### **Wave 9 How's Business Survey (9-16 May, based on 58 responses)**

- 29 Although 9% of respondents said their income had increased, more than a third reported a drop of more than 50%.
- 30 The average response to the short-term impact of the pandemic was 5 out of 10 (with 10 being severe) and this dropped to 4.1 out of 10 for the long-term impact.
- 31 Bookings between May and July were below average as are forward bookings for September. The most popular booking period is within two months.

- 32 The main challenges reported were cost of living increases (72%), fuel prices (66%) and lack of demand (40%). Recruitment and the supply chain continued to be a concern to respondents, as well as COVID variants.

## **2.0 Our People: National, Regional & Local Picture**

### **Homes for older people**

- 33 245 units, mainly bungalows plus some low-level access flats, were delivered in 2021/22 by a range of private developers and registered providers.

## **2.1 Council Activity: Going Well**

### **Housing Solutions**

- 34 1,092 households were helped to stay in their home during quarter one. Of these, 889 involved early advice / intervention work to remove the threat of homelessness.
- 35 Seven households were prevented from homelessness during quarter one, compared to 86 in the same period last year. The reduction is due to the reasons for presentations which was domestic abuse, loss of assured shorthold tenancies (landlord selling the property) and family/friends no longer able to accommodate. Cases allocated for prevention work have also reduced due to resource issues.
- 36 190 households were helped to stay in their home through adaptations via a Disabled Facilities Grant and a further six via the Financial Assistance Policy (owner occupiers and loans).

## **2.2 Council Activity: Areas which require attention**

### **Housing Solutions Contact**

- 37 Although many teams are experiencing a fall in presentations, most notably homeless presentations and the Welfare Reform Team, others such as the Rough Sleeper Team and Ukrainian Support Team have seen an increase in demand.

### **Households helped to move to alternative accommodation**

- 38 Fewer households moving into alternative accommodation corresponds to a reduction in homelessness preventions. Most cases now move straight into relief upon assessment. Of the 149 households helped during quarter one, 41% moved to supported housing, 31% secured tenancies with a registered provider and 25% moved to a private sector property. Of the 50 households where there was an

acceptance of the main homeless duty, there were two main reasons for presenting - domestic abuse and the loss of assured shorthold tenancies, e.g., landlord selling the property.

- 39 Resource issues meant that relief cases were prioritised over those threatened with homelessness.

## **2.3 Council Activity: Other Areas to Note**

### **Rough Sleepers**

- 40 Funding obtained through a regional initiative will provide two outreach workers, 'Somewhere Safe To Stay' provision, Jigsaw Complex Needs Project and an adult social worker.
- 41 However, budgets for the rough sleeper accommodation programme have been halved by the government so the council only received £150,000. Therefore, we only received five properties via North Star in the south of the county.

## **3.0 Our Communities: National, Regional & Local Picture**

### **Housing Delivery**

- 42 Of the 536 affordable housing units completed in 2021/22, 505 were through Homes England grants and 31 units through Section 106 agreements.

## **3.1 Council Activity: Going Well**

### **Housing of Ukrainian Refugees**

- 43 As at 2 August, 384 of the 560 people who had established contact with our residents through the national 'Homes for Ukraine' scheme had arrived in the county.
- 44 157 of the 236 sponsors have had guests arrive. Although, we have received a further 1,950 expressions of interest in housing Ukrainian families, no links have yet been made.

### **Empty Properties**

- 45 During quarter one, 1,076 properties were improved, adapted or brought back into use. This is lower than previous quarters due to fewer properties benefitting from an energy efficiency measure or improved due to a regeneration measure.

- 46 Of the 55 empty properties brought back into use due to local authority intervention, six involved County Durham Lettings Agency interventions and 49 other means, including advice and assistance and financial support via empty homes loans.

### **Businesses supported and jobs created through town and village regeneration schemes**

- 47 During quarter one, nine businesses were supported, and 12 FTEs created. Four businesses were supported by Targeted Business Improvement funding, three by Towns & Villages Programme and two by the Property Refuse Scheme.
- 48 Over the same period, we also engaged with 61 new retail businesses.

## **3.2 Council Activity: Areas which require attention**

### **Housing Infrastructure Fund (HIF) Newton Aycliffe Housing Growth programme**

- 49 Financial completion of the programme has been delayed by four months to September 2024 to consider the nutrient neutrality<sup>2</sup> legislation and determine if onsite mitigation measures are required.
- 50 Work on the Masterplan and planning application for Low Copelaw Infrastructure project has also been delayed, to consider and determine possible onsite mitigation measures of nutrient neutrality issues.
- 51 The Masterplan for the junction at Rushyford, Central Avenue and Ricknall Lane has been delayed until October 2022 as delivery requires planning permission and discussions with Homes England.
- 52 Congreve Terrace development and the disposal of Cobblers Hall and Woodham sites are on hold due to the nutrient neutrality legislation.

### **County Durham Rental Standard**

- 53 The Rental Standard, a free hybrid accreditation scheme for landlords, has been delayed to August 2022 to obtain further clarification around communications, legal and data sharing.

### **Durham City Heritage Infrastructure**

- 54 The defect repairs to the Market Place, Silver Street and Saddler Street have been delayed until the submission of the in-year Levelling Up Fund. The earliest start will be quarter four 2022/23 and into financial year 2023/24.

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<sup>2</sup> Developments achieve nutrient neutrality when the nutrient load created through additional wastewater (including surface water) from the development is mitigated.

### 3.3 Council Activity: Other Areas to Note

#### Selective Licensing

55 2,208 private sector properties are now fully licenced, equating to an estimated 8% of all properties covered by the scheme. A further 2,545 applications are in the system, which equates to a further 9% of properties.

## 4.0 Data Tables

### Key to Symbols

Performance against target		Performance against comparable groups		Direction of Travel	
★	meeting or exceeding target	★	same or better than comparable group	↑	higher than comparable period
●	within 2% of target	●	worse than comparable group (within 2%)	→	static against comparable period
▲	more than 2% behind target	▲	worse than comparable group (greater than 2%)	↓	lower than comparable period

*NB: oldest data in left column*

### Types of indicators

There are two types of performance indicators throughout the report:

1. Key target indicators – targets are set as improvements can be measured regularly and can be actively influenced by the council and its partners; and
2. 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.

### National Benchmarking

We compare our performance to all English authorities. The number of authorities varies according to the performance indicator and functions of councils, e.g., 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 - 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](mailto:performance@durham.gov.uk)

## Our Economy

Description	Latest data	Period covered	Period target	12 months earlier	Performance compared to:				Direction of Travel - last four reporting periods				updated this quarter
					Pre-COVID	National	North East	Nearest neighbour					
Increase employment land approved and delivered by 300 hectares (Ha) by 2035 (against 2016 baseline)	5.51Ha	2021/22	15.8Ha ▲	36.69Ha ▲	17.29Ha ▲	-	-	-	↓	↑	↑	↑	Yes
Narrow the gap between the number of private sector business per 10,000 head of population within County Durham and England and aim to bring them in line with the national average by 2035	273	2021	Tracker	264 ★	264 ★	425 ▲	271 ★	-	↑	↓	→	↑	No
Narrow the gap between the number of private sector employments per 10,000 head of population within County Durham and England and aim to bring them in line with the national average by 2035	2,651	2020	Tracker	2,779 ▲	2,651 ●	3,946 ▲	3,114 ▲	-	↓	↑	↓	↑	No
Increase the level of GVA per filled job in line with national levels by 2035	£46,245	2020	Tracker	£46,036 ★	£46,245 ●	£58,995 ▲	£48,486 ▲	-	↑	↑	↑	↑	Yes
Increase the employment rate for 16-64-year-olds in line with national levels by 2035	70.1%	2021/22	Tracker	72.3% ▲	71.3% ●	75.4% ▲	70.0% ●	-	↓	↓	↓	↓	Yes
Increase the proportion of residents with higher level skills in line with national levels by 2035	32.4%	2021	Tracker	31.6% ★	31.6% ★	43.1% ▲	34.4% ●	-	→	↓	↑	→	No
Increase the % of 16-17-year-olds in an apprenticeship	8.5%	as at Jun 2022	Tracker	5.5% ★	6.8% ★	4.7% ★	7.6% ●	-	↑	↓	↓	n/a	Yes
Increase the overall disability employment rate / close the gap	46.7	2021/22	Tracker	49.7% ▲	47.5% ●	56.9% ▲	47.1 ●	-	↓	↓	↓	↓	Yes

Description	Latest data	Period covered	Period target	12 months earlier	Performance compared to:				Direction of Travel - last four reporting periods				updated this quarter
					Pre-COVID	National	North East	Nearest neighbour					
Attract 11.96 million visitors to the county in 2021 (5% increase on 2020)	15.77m	2021	11.96m ★	11.39m ★	11.39m ★	-	-	-	↓	↓	↓	↑	Yes
Increase the proportion of visitor attractions which are served by public transport (against 2021 baseline)	new PI	new PI	new PI	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
Reduce the number of heritage assets 'at risk' that are categorised as 'Priority A' and/or in 'very bad condition' (against 2021 baseline)	7	2021	Tracker	8 ★	8 ★	-	-	-	→	→	→	↑	No
Number of Council owned/managed heritage assets classed as 'at risk'	3	2021	Tracker	2 ▲	2 ▲	-	-	-	→	→	→	↓	Yes
% of Business Durham floor space that is occupied	97%	Apr-Jun 2022	85% ★	87.2% ★	86.4% ★	-	-	-	↑	↑	↑	↓	Yes
Gross jobs created / safeguarded as a result of Business Durham activity	912	Apr-Jun 2022	375 ★	2,768 ▲	1,001 ▲	-	-	-	↓	↓	↑	↓	Yes
No. of inward investments secured	2	Apr-Jun 2022	1 ★	2 ★	4 ▲	-	-	-	↑	↓	↑	↓	Yes
Amount of investments secured for companies	£1.61m	Apr-Jun 2022	£1.25m ★	£4.21m ▲	-	-	-	-	↓	↑	↑	↓	Yes
No. of businesses supported by Business Durham (engagements)	263	Apr-Jun 2022	250 ★	474 ▲	204 ★	-	-	-	↓	↓	↑	↓	Yes
No. of new businesses supported by CED Team	61	Apr-Jun 2022	30 ★	57 ●	41 ★	-	-	-	↑	↑	↑	↓	Yes
No. jobs supported by the visitor economy	10,063	2021	8,153 ★	6,794 ★	6,794 ★	-	-	-	↓	↓	↓	↑	Yes
Amount (£ million) generated by the visitor economy	£826.6m	2021	£608.40m ★	£506.75m ★	£506.75m ★	-	-	-	↓	↓	↓	↑	Yes

Description	Latest data	Period covered	Period target	12 months earlier	Performance compared to:				Direction of Travel - last four reporting periods				updated this quarter
					Pre-COVID	National	North East	Nearest neighbour					
No of tourism businesses actively engaged with Visit County Durham	236	2021	Tracker	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
FTE jobs created through regeneration schemes	12	Apr-Jun 2022	12 ★	-	-	-	-	-	n/a	n/a	n/a	n/a	Yes
No. of people attending cultural events/programme events	185,312	2021	Tracker	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
Average number of tickets sold per cinema and theatre screenings/performances held during the quarter	69	Apr-Jun 2022	TBC	15 ★	74 ▲	-	-	-	▲	▲	▼	▲	Yes
No. of people attending Council owned museums (Killhope & town halls)	50,182	Apr-Jun 2022	Tracker	-	-	-	-	-	new PI	new PI	new PI	new PI	Yes
No. of library members	215,398	Apr-Jun 2022	Tracker	229,793 ▲	233,904 ▲	-	-	-	▼	▼	▼	▼	Yes
No. of registrations to employability programmes	259	Apr-Jun 2022	Tracker	236 ★	256 ●	-	-	-	▲	▼	▲	▲	Yes
No. of participants on employability programmes progressed into employment / education or training	155	Apr-Jun 2022	Tracker	104 ★	92 ★	-	-	-	▲	▼	▲	▲	Yes
No. of households receiving energy advice from Managing Money Better (MMB) Initiative	189	Apr-Jun 2022	Tracker	211 ★	209 ▲	-	-	-	▼	▲	▲	▲	Yes

## Our People

Description	Latest data	Period covered	Period target	12 months earlier	Performance compared to:				Direction of Travel - last four reporting periods				updated this quarter
					Pre-COVID	National	North East	Nearest neighbour					
Deliver at least 600 homes suitable for older persons by 2035	245	2021/22	43 ★	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	Yes
Increase the number of homes approved which meet accessible and adaptable standards (Building Regulations requirement M4(2)) by 5,613 by 2035	available in Q2	2021/22	400	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
No. of Chapter Homes houses built which are for Older Persons	new PI	new PI	6	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
No. of Chapter Homes houses built which meet M4(2) standard	new PI	new PI	6	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
No. of Council houses built which are for Older Persons	new PI	new PI	TBC	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
No. of Council houses built which meet M4(2) standard	new PI	new PI	TBC	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
No. of households accessing the Housing Solutions Service	3,441	Apr-Jun 2022	Tracker	3,082 ★	3,361 ★	-	-	-	▲	▼	▲	▼	Yes
No. of households helped to stay in their home	1,092	Apr-Jun 2022	Tracker	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	Yes
No. of households helped to move to alternative accommodation	218	Apr-Jun 2022	Tracker	236 ▲	243 ▲	-	-	-	▼	▼	▼	▼	Yes

## Our Communities

Description	Latest data	Period covered	Period target	12 months earlier	Performance compared to:				Direction of Travel - last four reporting periods				updated this quarter
					Pre-COVID	National	North East	Nearest neighbour					
Bring 200 empty homes back into use per year as a result of local authority intervention	55	Apr-Jun 2022	50 ★	24 ★	48 ★	-	-	-	↑	↑	↑	↑	Yes
Increase occupancy rate of all town centres to above national levels by 2035	42%	2021/22	Tracker	50% ▲	58% ▲	-	-	-	↑	↓	→	↓	No
Increase the % of households (within a 5 mile or 15 mile radius) which can access key service locations using public transport (against 2021 baseline)	new PI	new PI	new PI	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
Increase the % of County Durham residents who can access employment sites by public transport (against 2021 baseline)	new PI	new PI	new PI	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
Maintain levels of satisfaction with bus operators at a minimum of 92%	92%	2019	92% ★	91% ★	92% ●	-	-	-					No
Maintain a downward trend in the amount of Highways Maintenance Backlog	£171.2m	2020	Tracker	£172.6m ★	£171.2m ●	-	-	-					No
Aim to increase levels of public satisfaction with highways maintenance above the national average.	44%	2021	Tracker	51% ▲	50% ▲	42% ★	42% ★	-	↑	↓	↓	↓	No
Increase net delivery of new housing by 19,620 units by 2035	433	Apr-Jun 2022	327 ★	471 ▲	431 ●	-	-	-	↓	↑	↓	↑	Yes
Increase net delivery of affordable homes to contribute to meeting identified need of 12,540 by 2035	536	2021/22	836 ▲	478 ★	628 ▲	-	-	-	↑	↑	↓	↑	Yes

Description	Latest data	Period covered	Period target	12 months earlier	Performance compared to:				Direction of Travel - last four reporting periods				updated this quarter
					Pre-COVID	National	North East	Nearest neighbour					
Achieve 100% licensing of private rented sector properties covered by the Selective Licensing Scheme by 2027	8%	Apr-Jun 2022	Tracker	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	Yes
Reduce ASB rates within the Selective Licensing Scheme areas by 10% (against the 2021 baseline)	data from Q2	new PI	new PI	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	No
% of A roads where maintenance is recommended	3.1%	2020	Tracker	3.0% 	3.0% 	4.0% 	3.0% 	-					No
% of B roads where maintenance is recommended	3.0%	2020	Tracker	3.3% 	3.3% 	6.0% 	4.0% 	-					No
% of C roads where maintenance is recommended	2.6%	2020	Tracker	2.3% 	2.3% 	6.0% 	4.0% 	-					No
% of unclassified roads where maintenance is recommended	22.5%	2020	Tracker	21.3 	21.3% 	17.0 	17.0 	-					No
Bridge Stock Condition – Principal Roads	82.0	2020	Tracker	81.1 	81.1 	-	-	-					No
% of recorded Category 1 highway defects repaired within 24 hours	97%	Apr-Jun 2022	90% 	95% 	98% 	-	-	-					Yes
No. of fully licensed private rented sector properties in the selective licensed areas	2,208	Apr-Jun 2022	Tracker	new PI	new PI	-	-	-	new PI	new PI	new PI	new PI	Yes
No. of business supported through regeneration projects	9	Apr-Jun 2022	8 	-	-	-	-	-	n/a	n/a	n/a	n/a	Yes
Public satisfaction with ease of access (%)	77	2021	Tracker	78 	-	75 	-	-					No
No. of Council houses built	0	Apr-Jun 2022	TBC	-	-	-	-	-					Yes
No. of Chapter Homes properties sold	3	Apr-Jun 2022	Tracker	14 	-	-	-	-					Yes