

Adults, Wellbeing and Health Overview and Scrutiny Committee

2 October 2023

Quarter One, 2023/24 Performance Management Report



Report of John Hewitt, Chief Executive

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present an overview of progress towards delivery of the key priorities within the Council Plan 2023-27 in line with the council's corporate performance framework.
- 2 The report covers performance in and to the end of quarter one, 2023/24, April to June 2023.

Executive Summary

- 3 The County Council is a key partner within the County Durham Together Partnership. Collectively partners work towards delivering a shared plan - the [County Durham Vision 2035](#). The vision document was developed with partner organisations and the public. It sets out what we would like the county to be like over the next decade and beyond. The vision is for:

a place where there are more and better jobs, people live long, and independent lives and our communities are well connected and supportive.

- 4 We have set out how the council will operate effectively in the delivery of its services and its contribution to achieving this vision in our [Council Plan](#)¹. The Council Plan¹ is structured around five thematic areas: our economy, our environment, our people, our communities, and our council. We monitor our success through a suite of Key Performance Indicators (our corporate performance framework), which forms the basis of this report.
- 5 In line with previous reports, we are continuing to report performance on an exception basis with key messages against the five thematic areas. In any given quarter, we will only include key performance indicators which have been updated during that quarter, for example, educational attainment will be updated annually in quarter three.

¹ The [Council Plan](#) is a rolling four-year plan, refreshed every year in line with the MTFP. Current version covers 2023 to 2027

- 6 However, to allow greater clarity of performance against our objectives, we have introduced a new easy-read report format (attached at appendix two).
- 7 The main difference in the new format, compared to the previous format, is the suite of dashboards (structured around specific service areas) which use greater data visualisation to provide more focus and greater transparency on trends, direction of travel, benchmarking and performance to target. The new report retains a summary highlighting ‘things that are going well’ and ‘issues we are addressing’ for each theme, and a new executive summary has been added.
- 8 To allow the reader, including members of Cabinet and Scrutiny Committees to compare the two formats and understand the changes made, we have also produced the quarter one report in the previous format (attached at appendix three). We are also seeking comments and suggestions on improvements to the new format which will be incorporated in quarter two.
- 9 We want to be a well-functioning local authority in relation to performance. Therefore, we are working to achieve the best practice model as set out in the Department for Levelling Up, Housing and Communities (DLUHC) recently published (July 2023) proposal for updating Best Value standards². We will continue to develop the following through our performance management processes and the wider Corporate Business Intelligence Review:
 - (a) An organisational-wide approach to continuous improvement, with frequent monitoring, performance reporting and updating of the corporate and improvement plans.
 - (b) A corporate plan which is evidence based, current, realistic and enables the whole organisation’s performance to be measured and held to account.
 - (c) Clear and effective mechanisms for scrutinising performance across all service areas. Performance is regularly reported to the public to ensure that citizens are informed of the quality of services being delivered.

Context

- 10 The council is a large organisation providing a broad range of services, and our operating environment can at times be challenging. However, we continue to show strong performance across our key outcomes.
 - (a) Across the county, inward investment continues, new infrastructure is being created and new business parks with the potential to create thousands of jobs are being developed. The promotion of the county as a year-round tourist destination continues (in 2022, tourism contributed more than £1 billion to our local economy for the first time).
 - (b) Demand for statutory children’s social care and early help remains consistent overall, though the composition of needs and interventions are

² [Best Value standards and intervention](#)

increasingly complicated. Caseloads are improving and targeted recruitment is proving successful.

- (c) Although health continues to be a challenging area, life expectancy is increasing, and life chances are improving. We are continuing to help households who are financially vulnerable through our financial support schemes.
- (d) Environmental cleanliness remains good, and carbon emissions are reducing significantly from the 1990 baseline.
- (e) We have increased lower cost, more accessible contact options for our customers through our digital work, and user satisfaction with our services remains high.

Recommendation

11 Adults, Wellbeing and Health Overview and Scrutiny Committee is recommended to:

- (a) Note the overall strong position and direction of travel in relation to quarter one performance, and the actions being taken to address areas of challenge.
- (b) Note the changes and improvements to the new format performance report which will be used exclusively from quarter two 2023/24.

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 2023 to 2027 (current plan)
<https://www.durham.gov.uk/media/34954/Durham-County-Council-Plan-2023-2027/pdf/CouncilPlan2023-2027.pdf?m=638221688616370000>
- Quarter Four, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s174900/Item%204%20Q4%202022-23%202%201.pdf>
- Quarter Three, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s171720/Item%205%20Corporate%20Performance%20Report%20Q3%202022-23.pdf>
- Quarter Two, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s166398/Corporate%20Performance%20Report%20Q2%202022-23%20v2.1.pdf>
- Quarter One, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s161902/Corporate%20Performance%20Report%20Q1%202022-23%20Revised.pdf>

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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.



Corporate Performance Report

Quarter One, 2023/24



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Executive Summary

- 1 This performance report covers the first quarter of the 2023/24 financial year (April to June 2023). It sets out our progress towards delivering the key priorities set out within our [Council Plan 2023-27](#).
- 2 Performance is reported on an exception basis with key messages structured around the five thematic areas of, our economy, our environment, our people, our communities, and our council.
- 3 In any given quarter, we will only include key performance indicators which have been updated during that quarter, for example, educational attainment will be updated annually in quarter three.

Our people

- 4 The priority aims to help our residents live long and independent lives and remain in good health for as long as possible. We will protect and improve health by tackling the leading causes of illness and early death, inequalities and the challenges around mental health. We will ensure a sustainable high-quality care market and will invest in a multi-million pound programme to transform our leisure centre venues.

Going Well

- 5 The rate of admissions to permanent residential and nursing care for adults aged 65+ is below the Better Care Fund (BCF) target (lower is better) and numbers entering permanent care continue to be lower than pre-pandemic levels. The percentage of older people still at home 91 days after discharge from hospital also continues to be high. Combined, these indicators demonstrate progress to meet our aim of maintaining the independence of people for longer. Work is also underway to examine the trends in admissions and reablement in order to understand changing demand for adult social care.
- 6 Over two thirds of adult social care service users have received an annual review or reassessment in the last 12 months. This is the highest for over a year and demonstrates the progress made since additional capacity was provided to target overdue reviews.

Issues we are addressing

- 7 The timeliness of the completion of Care Act assessments for adult social care service users continues to be low in comparison to levels seen prior to the pandemic. The Adult Social Care service is introducing new technology to support social workers to complete the assessments in a timely manner.
- 8 Work is being undertaken to examine referrals to adult social care. Analysis is examining source and outcome of referrals, and variations to take-up of services compared to prior to the pandemic to fully understand how demand is changing as this will inform service provision and commissioning priorities.
- 9 Our substantial leisure transformation programme continues to deliver upgraded and new facilities; however, this means a temporary drop in visits to our leisure centres, with almost 760,000 visits this quarter, which is 17% below target (-152,040). Visits

continue to be affected by transformation works at Spennymoor and Abbey leisure centres, a pool closure at Peterlee leisure centre, and the cost-of-living crisis.

- 10 Leisure centre memberships were 4% below target (-771). Ongoing cleansing of our third party income collection data identified a higher than expected number of cancelled memberships of which we were previously unaware. This is likely to continue into quarter two and possibly quarter three.

Our communities

- 11 The aim of this priority is to ensure our communities are well connected and supportive of each other, with vibrant and accessible towns and villages which are well-used, clean, attractive and safe. We will support our most vulnerable residents, particularly those isolated or financially vulnerable. We will maintain a strong focus on tackling poverty throughout the cost-of-living crisis.

Going Well

- 12 During quarter one, the warm space initiative was evaluated. An estimated 17,000 people attended a warm space between October 2022 and April 2023, and feedback confirmed that the initiative's primary purpose of helping people stay well through staying warm was realised. It also demonstrated other positive impacts which included connecting those attending to support services, creating social connections, and the formation of new groups in community venues, and different people connecting with local facilities.
- 13 The evaluation suggests an opportunity to build on the impact of the Warm Spaces Fund, perhaps under different branding to reflect the wider value of the activities beyond supporting people to keep warm in cold weather. Discussions will continue at the Poverty Action Steering Group in relation to plans for the forthcoming winter.

Risk Management

- 14 The government's statutory guidance for best value authorities sets out the characteristics of a well-functioning authority. This details the arrangements that councils should have in place for robust governance and scrutiny including how risk awareness and management should inform decision making. The latest risk management progress report can be found [here](#).

Priority: Our People

County Durham is a place where people will enjoy fulfilling, long and independent lives. We aim to,

- ensure children and young people will enjoy the best start in life, good health and emotional wellbeing
- ensure children and young people with special educational needs and disabilities will achieve the best possible outcomes
- ensure all children and young people will have a safe childhood
- promote positive behaviours
- better integrate health and social care services
- tackle the stigma and discrimination of poor mental health and build resilient communities
- people will be supported to live independently for as long as possible by delivering more home to meet the needs of older and disabled people
- support people whose circumstances make them vulnerable and protect adults with care and support needs from harm
- protect and improve the health of the local population, tackling leading causes of illness and death

National, Regional and Local Picture

- 15 A new national [inspection regime](#) of adult social care came into force from April 2023. CQC, the regulatory body, are undertaking a series of [pilot inspections](#) to ensure that their approach to local authority assessments is as meaningful and effective as possible. The full inspection process is planned to begin later in the year and the framework will cover four themes - Working with People, Providing Support, Ensuring Safety within the System and Leadership. Analysis in this and future performance reports will provide high level monitoring of key aspects of this framework.
- 16 The new Joint Local Health and Wellbeing Strategy 2023-28 (JLHWS) has recently been approved and focuses on tackling four priority areas. To assess performance of our key public health issues we are focusing on each of these JLHWS priority areas over the 12 month period. This quarter we have reviewed key measures relating to drug and alcohol use in County Durham. Wider Public Health issues will be raised by exception and escalated through the 'Going Well' / 'Issues we are addressing' sections.

Going Well

Adult Social Care

- 17 We continue to see a lower rate of adults aged 65+ per 100,000 population admitted on a permanent basis to residential or nursing care compared to the rate seen pre-COVID and, for quarter one, we are lower than the BCF target (lower is better). Whilst the average age of those entering permanent care has remained static over the last ten years (average age of 84.2 years), numbers entering continue to be lower than the average seen before the pandemic. This demonstrates progress to meet our strategic aim of maintaining the independence of people for longer. We are undertaking a data quality review to enable a greater understanding of the number of people entering

permanent care. This includes a review of the methodology used to calculate the indicator as well as recording processes.

- 18 The percentage of older people still at home 91 days after discharge from hospital into reablement / rehabilitation services (85.5% in the latest quarter) remains high. Whilst reducing slightly from the previous quarter it is in line with the average seen over the last 5 years. Latest performance remains above our target of 84% and regional and national benchmarking. Latest data for the number of people discharged into reablement demonstrates a continued decline. The Commissioning Service are undertaking a review of reablement services to understand factors such as staff turnover, capacity of the service and changing demand.
- 19 Two thirds of service users (68.1%) have received an annual assessment or review in the last 12 months. This is the highest since quarter three 2021/22, improving from 59.1% at quarter four, 2022/23. Migration to a new case management system resulted in a deterioration in performance as transitional arrangements took unexpected amounts of capacity. The service responded by restructuring, creating dedicated capacity for reviews which is showing early signs of positive progress.
- 20 The percentage of individuals achieving their desired outcomes during the safeguarding process has increased to 93.6% across quarter one 2023/24, a 0.6% increase against the previous year. However, this remains lower than the regional (97.5%) and England (95.4%) averages for 2021/22.
- 21 The methodology for this indicator was reviewed and results re-calculated from 2021/22 to date, to ensure closer alignment to the national Safeguarding Adults Collection Return. Changes to the adult social care case management system are being implemented to ensure streamlined recording of outcomes against the national return.
- 22 During June and July 2023, workshops were held with front line staff, focusing on improving recording of key information across the safeguarding process and highlighting good practice. A comprehensive governance review is continuing across the Safeguarding service, focusing on areas of concern and good practice, with the aim of reviewing key strategic indicators and increasing assurance in reported results.

Public Health

- 23 County Durham has been awarded £3.5 million for 2023/24 to support the implementation of the new national drugs strategy. This supports a range of functions including increasing the mental health offer to all clients, and the implementation of an alcohol care team within Tees, Esk and Wear Valley NHS Foundation Trust. It will also increase activity around harm reduction linked to trends relating to substance misuse in our local communities.

Issues we are addressing

Adult Social Care

- 24 Referrals to adult social care have reduced since September 2022. The last three quarters have seen an average of 1,850 referrals received per month whilst the period July 2021-September 2022 saw an average of 2,324 per month. When comparing the latest quarter with the same period last year, we have seen a reduction of 16.7%.

Work is being undertaken examining source and outcome of referrals to better understand where demand is changing.

- 25 Timeliness of completion of Care Act assessments remains low with 53.6% of all Care Act assessments completed within 28 days in the latest quarter. This is similar to the timeliness seen 12 months ago; however, it is a reduction on levels seen prior to the pandemic. The Adult Social Care service is currently introducing new technology that should support staff to complete the assessments in a timely manner. The number of Care Act assessments completed by quarter has remained consistent over the last two years.
- 26 During the pandemic, home care hours increased as care homes were closed to new admissions. The number of service users receiving home care continues to be high, however, it has reduced over the last 12 months by approximately 700 service users (a reduction of 17%). This drop in home care hours is an expected change as our delivery model returns to being able to give the right kind of care at the right time.

Smoking

- 27 A quarterly increase in the percentage of mothers smoking at time of delivery has not affected our year-on-year percentage, which still demonstrates a consistent reduction. Smoking during pregnancy remains a key priority for public health and is reported to the Health and Wellbeing Board on a regular basis. The County Durham Tobacco Control Alliance continues to work collaboratively to drive towards the regional goal of reducing smoking at time of delivery to 5% or less by 2025 and a local ambition that all pregnant women and mothers will not smoke.

Disabled Facilities Grants

- 28 During quarter one, 68% of potential clients were contacted within three weeks of their initial referral for a Disabled Facilities Grant, which is 22pp below target, with staffing shortages contributing to not hitting target this quarter. New processes are being implemented to deal with the situation and recruitment underway to fill vacant posts. This is a new measure, and we are developing robust mechanisms for future monitoring.

Leisure Centres

- 29 Our substantial leisure transformation programme continues to deliver upgraded and new facilities; however, this means a temporary drop in visits to our leisure centres, with almost 760,000 visits this quarter, which is 17% below target (-152,040). Figures are slightly up on the same period last year (1%, 7,572 visits). Visits continue to be affected by transformation works at Spennymoor and Abbey leisure centres and a pool closure at Peterlee leisure centre. The current cost-of-living crisis continues to be a real challenge for our communities, and we have seen a trend in relation to timelines around energy charges and interest rate increases that have impacted visitor numbers.

Gym and Swim Members

- 30 Membership numbers for both gym and swim did not achieve target this quarter, with 16,106 (-4%, -684) and 1,707 (-5%, -87) respectively. Although profiled targets were set to take seasonal trends into account, data cleansing work is being undertaken to

better understand demand which has led to some corrections in historical data quality. This work is set to continue over the coming months.

Adult Social Care Dashboard

Primary KPIs

(same period last year)

5,746
referrals to adult
social care
(6,891)

53.6%
Care Act
assessments within
28 days
(53.8%)

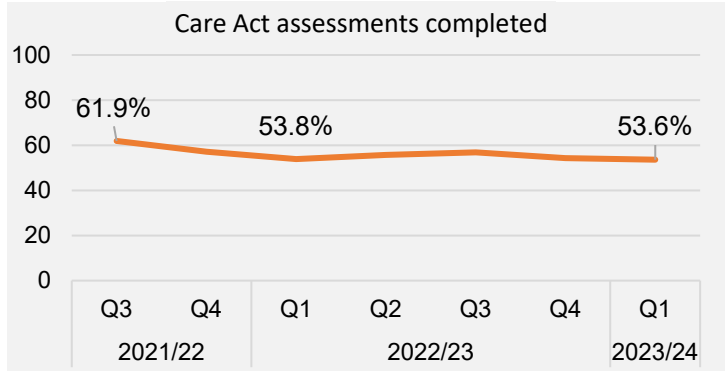
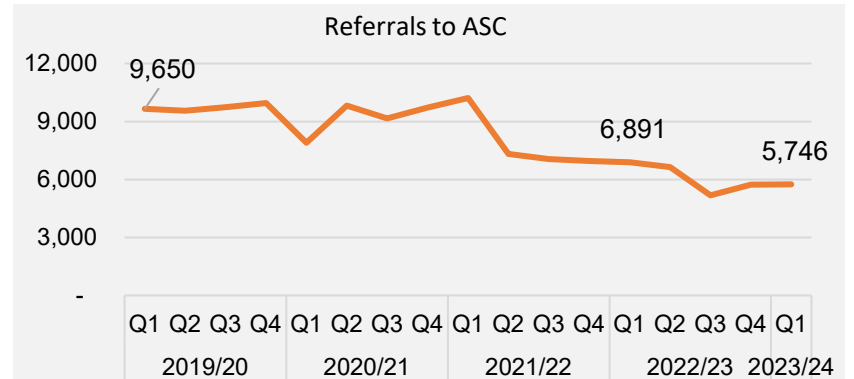
597
Care Act
assessments
completed in quarter
(610)

68.1%
service users
receiving review or
reassessment within
12 months
(59.1%)

Referrals

Work is being undertaken to examine the source and outcome of referrals to better understand the gradual reduction seen since Azeus was introduced in 2021/22 Q2.

Currently we only include 'general referrals' to the service. Work will review other sources including non-general referrals processed by Social Care Direct and internal referrals between services.



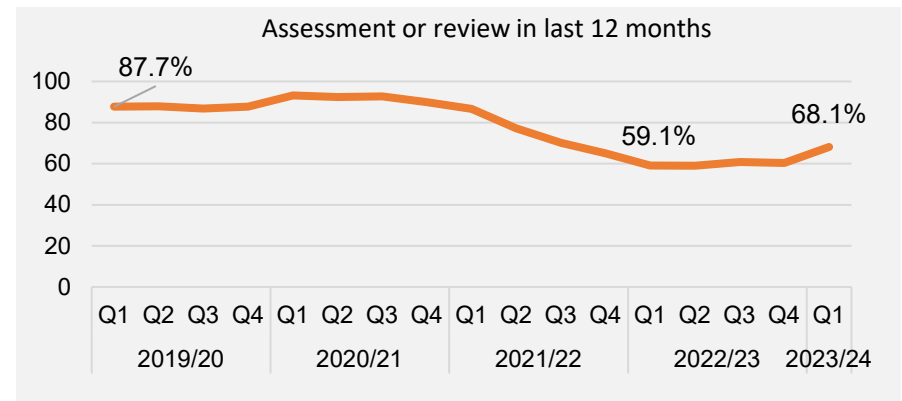
Care Act assessments complete

The Adult Social Care service is introducing new mobile technology to support staff to increase the number of Care Act assessments completed within the 28-day target timescale.

The number of Care Act assessments completed has remained consistent over the last 2 years.

Service users receiving an assessment or review in last 12 months

In quarter 4 2022/23 the Adult Care service established separate reviewing teams to tackle the issue of **overdue reviews**. Latest data demonstrates positive progress in addressing this issue.



Primary KPIs

(same period last year)

153

adults 65+ admitted to permanent care (per 100,000) (100.4)

83.9 years

average age of admission to permanent care (84.6 years)

219

admissions under the Mental Health Act (225)

85.5%

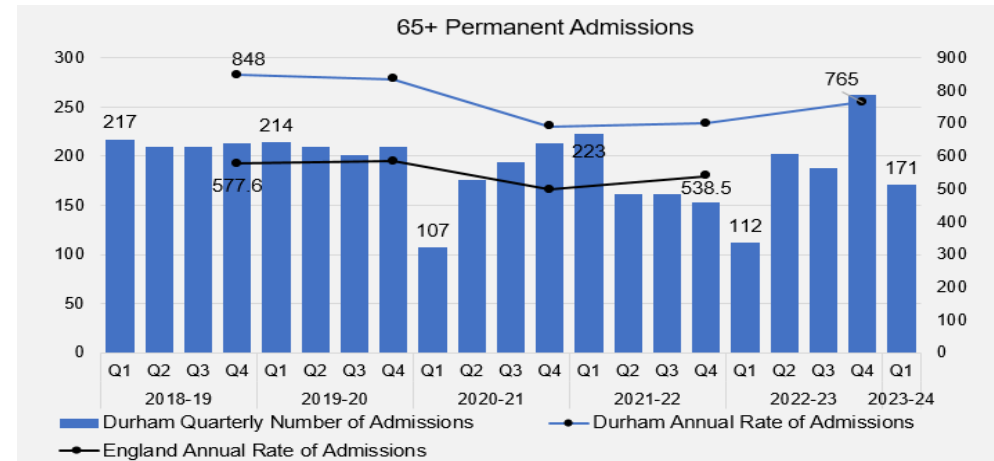
older people still at home 91 days after discharge into reablement (89.2%)

Adult Social Care Dashboard

Admissions to residential care

The quarterly number of admissions to residential care have fluctuated since 2020-21 Q1. We are undertaking a data quality review to ensure we are capturing residential admissions in the most accurate way possible.

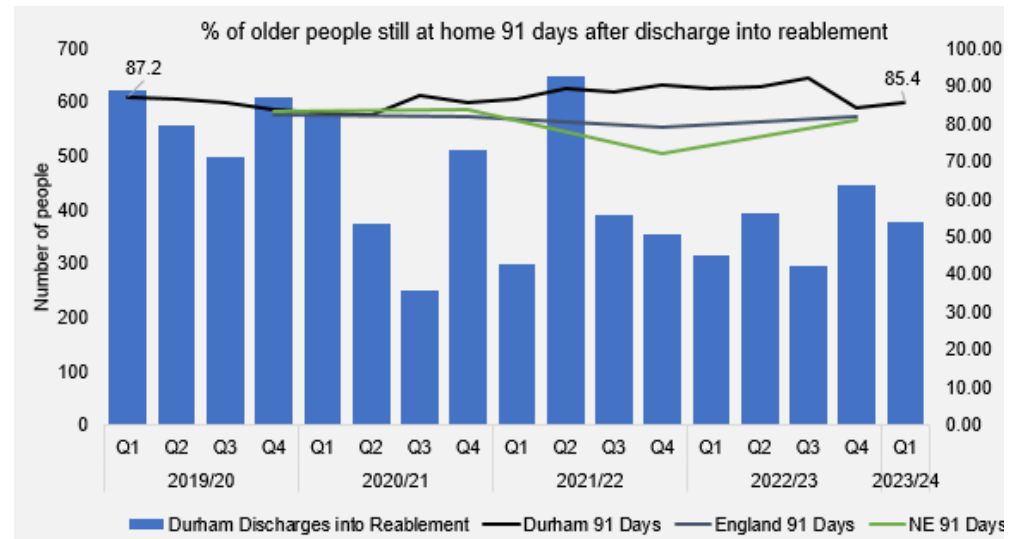
The **average age of admission** to permanent care continues to demonstrate very little change (fluctuating between 83.6 and 84.8) over the last 10 years.



Discharges into reablement

While the percentage of **older people still at home 91 days after discharge into reablement** services remains high, the last three years are based on fewer people discharged into reablement. Whilst the percentage of **older people still at home 91 days after discharge into reablement** services remains high, the last three years are based on fewer people being discharged into reablement.

The Commissioning Service are undertaking a review of reablement to understand staff turnover, provider capacity and changing demand for the service.



Adult Social Care Dashboard

Primary KPIs

(same period last year)

3,232
service users
receiving home care
(3,903)

2,097
service users
receiving Telecare
(2,315)

1,019
service users
receiving day care
(978)

Home Care

Home care continues to be the most used service, reflecting the aim for people to remain independent in their own home.

During the COVID-19 pandemic, home care hours increased as care homes were closed to new admissions.

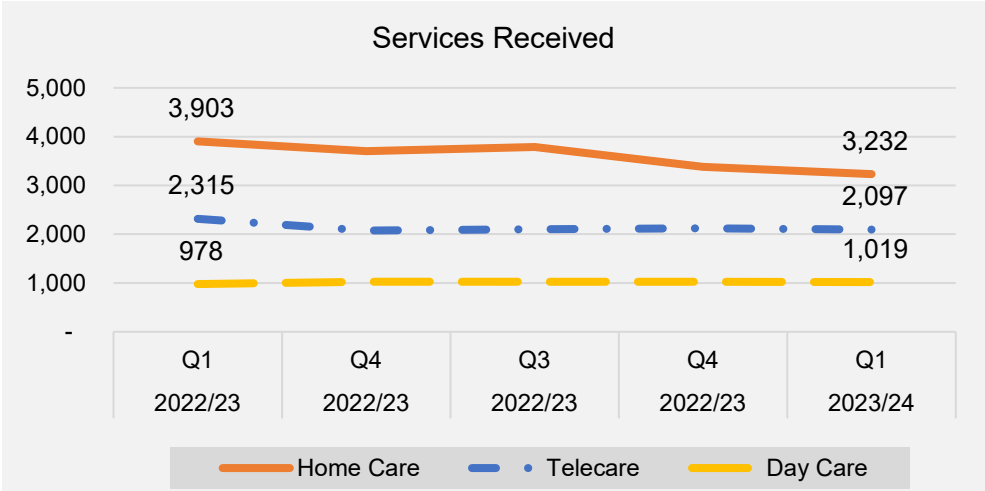
The number of service users receiving home care continues to be high, however, it has reduced over the last 12 months by approximately 700 service users (a reduction of 17%). This drop in home care hours is an expected change as our delivery model returns to being able to give the right kind of care at the right time.

Telecare

Telecare supports people to remain safe in their home and is provided to approximately 2,000 service users.

Day Care

The number of service users receiving day care has remained static over the last 12 months.



Primary KPIs
(same period last year)

30.7%
successful
completions alcohol
(34.1%)

5.1%
successful
completions opiates
(6.0%)

32.0%
successful
completions non-
opiates
(34.7%)

1,288
in treatment alcohol
(1,185)

1,433
in treatment opiates
(1,432)

560
in treatment non-
opiates
(483)

Public Health Focus – Drugs and Alcohol Dashboard

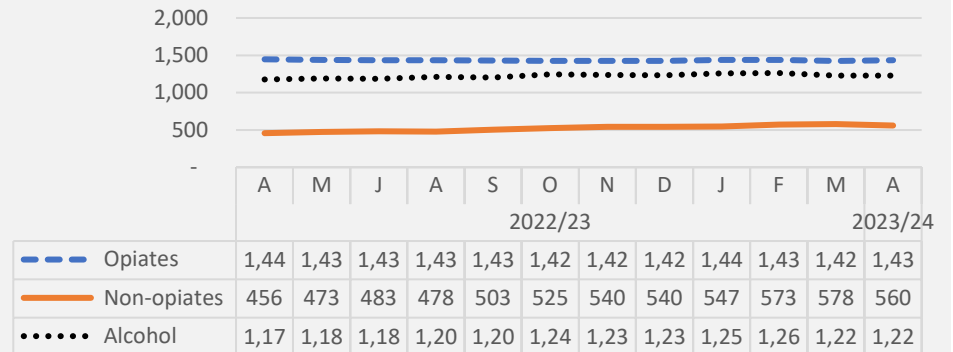
Treatment

- Numbers for opiate treatment have largely remained static over the last year
- Treatment for non-opiate misuse has seen an increase of over 70 people during the year, an increase of 16%.
- The number of people in treatment for alcohol misuse has seen a small increase of 43.
- To support increased numbers in treatment County Durham has been awarded £2.3 million for 2023-24

Successful completions

Completions for opiate treatment has reduced over the last 8 years. The national trend has also declined over the same period.

Numbers in treatment



% successful completions
(12 months ending April 2023)

	County Durham	North East	National
Alcohol	30.7%	29.1%	35.4%
Opiates	5.1%	4.0%	4.9%
Non-opiates	31.7%	27.1%	31.6%

Housing Vulnerable People Dashboard

Primary KPIs

10,727
Care Connect
customers
(11,234, Q1 22/23)

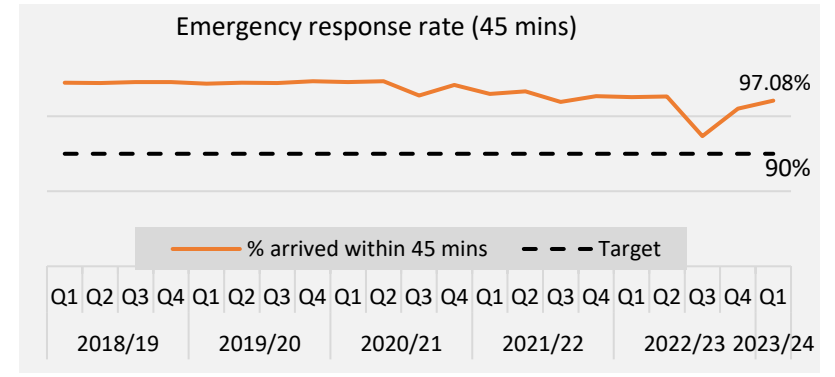
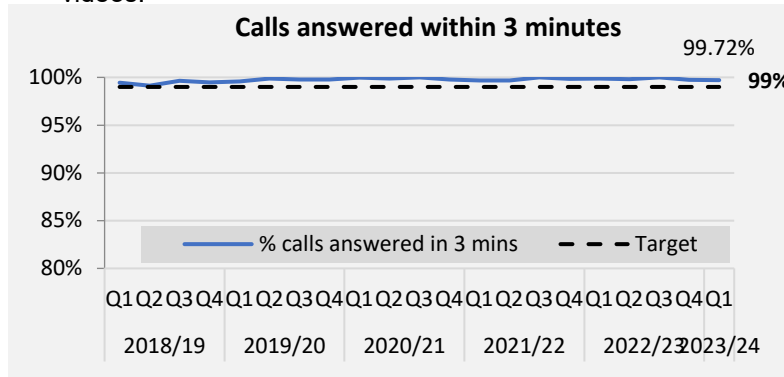
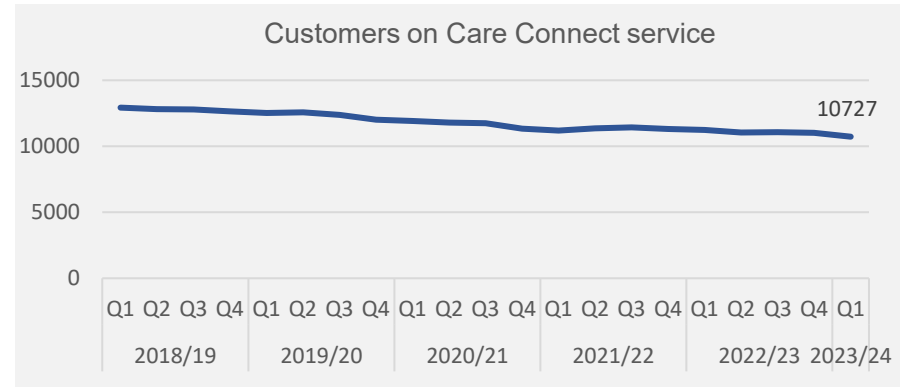
99.72%
Care Connect calls
answered in 3 mins
(99%)

97.08%
Care Connect calls
responded to in 45
mins
(90%)

68%
potential clients
contact in 3 wks of
initial referral for DFG
(90%)

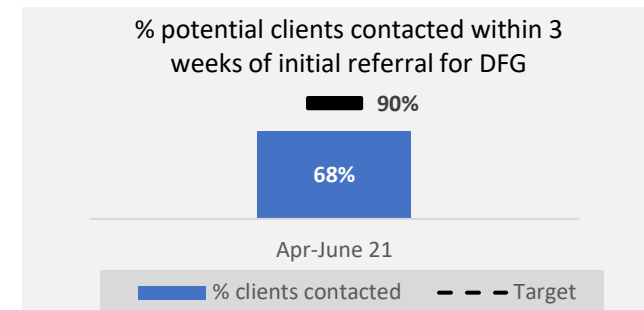
Care Connect

- Downward trend predicted largely due to the ongoing reduction in 'subsidised customers,' who have been leaving at an approx. rate of 300-400 per year. Despite having more 'full paying' customers than in 17/18, the loss of 'subsidised customers' is greater, giving the overall downward trend, which is likely to continue for 3-4 years.
- Other factors impacting general customer retention include patterns of behaviour, changing needs, the emergence of affordable consumer health technology, and the cost-of-living crisis.
- We continue to deliver our annual communications and marketing plan to attract new customers including sign up offers, targeted advertising, and online promotional videos.



Disabled Facilities Grants (DFG)

- Currently performing below target due to staffing shortages, however backlog is now being addressed and recruitment underway to fill vacant posts.
- This is a new measure and back data is in the process of being collated.



Primary KPIs (compared to target)

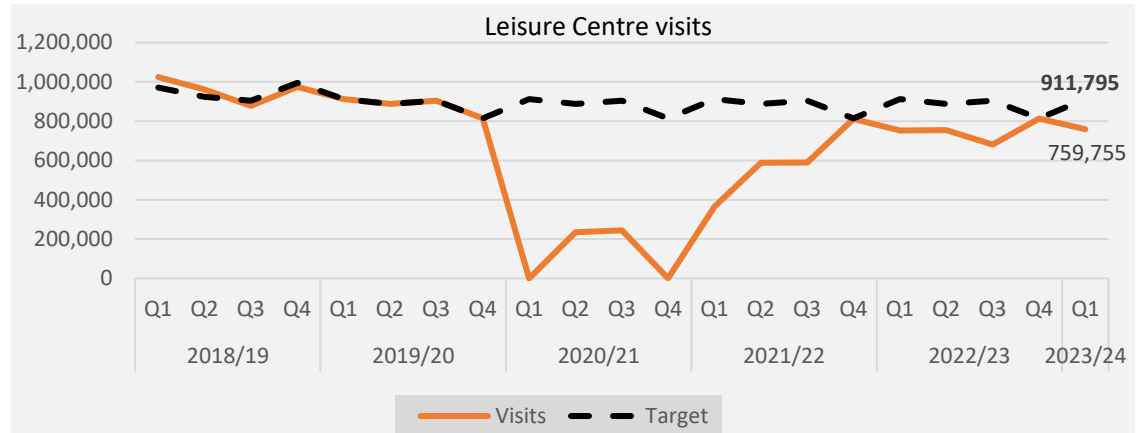
759,755
visits to leisure
centres
(911,795)

17,813
leisure memberships
(18,584)

Physical Activity Dashboard

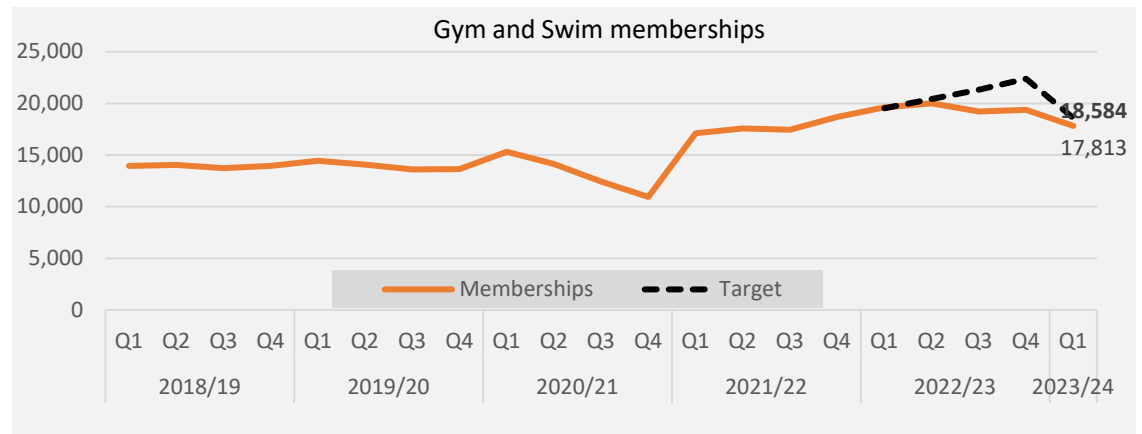
Leisure centre visits

Visits continue to be affected by transformation works in relation to Spennymoor and Abbey leisure centres and a pool closure at Peterlee leisure centre; as well as the cost-of-living crisis.



Leisure memberships (swim and gym)

Memberships have been impacted by a cleansing of our third-party income collection data, as part of ongoing system management processes which has inflated cancellations.



Priority: Our Communities

Durham is a great county in which to live, with flourishing communities which are connected and supportive of each other. We aim to,

- ensure standards will be maintained or improved across County Durham's housing stock
- have towns and villages which are vibrant, well-used, clean, attractive and safe
- ensure people will have good access to workplaces, services, retail and leisure opportunities
- ensure communities will be able to come together and support each other
- deliver new high-quality housing which is accessible and meets the needs of our residents
- ensure our rural communities will be sustainable whilst maintaining those characteristics which make them distinctive
- narrow the inequality gap between our communities
- build inclusive communities

Going Well

Warm Spaces

- 31 Between October 2022 and April 2023, a network of 175 Warm Spaces were in operation across the county including our 39 libraries. Supported by the Warm Spaces Fund and more than 1,000 volunteers, the network provided places where people could get warm, stay warm and enjoy a little company throughout the winter.
- 32 During quarter one, the warm space initiative was evaluated by the County Durham Community Foundation, our partner in delivering this initiative. We estimate that around 17,000 people attended a warm space and feedback confirmed that the initiative's primary purpose of helping people stay well through staying warm was realised. It also demonstrated that the positive impacts went far wider. Those attending were connected to support services, from financial advice to bereavement support, many people benefited significantly from the social connection found at the Warm Spaces, and there are indications that the impact of the initiative will continue through the formation of new groups in community venues, and different people connecting with local facilities.
- 33 The evaluation suggests an opportunity to build on the impact of the Warm Spaces Fund, perhaps under different branding to reflect the wider value of the activities beyond supporting people to keep warm in cold weather. Discussions will continue at the Poverty Action Steering Group in relation to plans for the forthcoming winter.

Data Tables

Key to Symbols

Performance against target and previous performance		Performance against comparable groups	
✓	meeting or exceeding	✓	Performance is better than national or North East
○	within 2%	×	Performance is worse than national or North East
×	more than 2% behind	S	Performance is the same as national or North East

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 (N)

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 (NE)

The North East comparator 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

Our Economy

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Increase the number of organisations involved in the Better Health at Work Award	105 (Jun 23)	Tracker -	87 ✓			Yes

Our Environment

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Raise cycling and walking levels in County Durham in line with national levels by 2035	67.7% (2020/21)	Tracker -	68% ○	71.2% x	69.5% x	No
% overall satisfaction with cycle routes & facilities (confidence intervals +/-4pp)	52% (2022)	Tracker -	54% ✓			No

Our People

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Reduce % point gap in breastfeeding at 6-8 weeks between County Durham and national average	18.7pp (2021/22)	Tracker -	17.4pp x		x	No
% of mothers smoking at time of delivery	15.2% (Jan-Mar 23)	0% x	14.8% x	x	x	Yes

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
% of smoking prevalence in adults (aged 18+) ³	16.2% (2021)	5.0% x	16.5% ✓	x	x	No
Increase self-reported wellbeing (by reducing the proportion of people reporting a low happiness score) <i>Confidence intervals +/-2.4pp</i>	11.0% (2021/22)	Tracker -	8.8% ○	x	x	No
Reduce the overall suicide rate (per 100,000 population)	15.8% (2019-21)	Tracker -	14.3% x	x	x	No
No. of admissions under the Mental Health Act	219 (Apr-Jun 23)	Tracker -	225 -			Yes
Healthy life expectancy at birth – female	59.9 years (2018-20)	Tracker -	58.3 years ✓	x	✓	No
Healthy life expectancy at 65 – female	10.2 years (2018-20)	Tracker -	9.0 years ✓	x	✓	No
Reduce the gap between County Durham and England for healthy life expectancy at birth – female	4.0 years (2018-20)	Tracker -	5.2 years ✓		✓	No
Reduce the gap between County Durham and England for healthy life expectancy at 65 – female	1.1 years (2018-20)	Tracker -	2.1 years ✓		✓	No
Healthy life expectancy at birth – male	58.8 years (2018-20)	Tracker --	59.6 years ○	x	x	No
Healthy life expectancy at 65 – male	7.7 years (2018-20)	Tracker -	8.3 years x	x	x	No
Reduce the gap between County Durham and England for healthy life expectancy at birth – male	4.3 years (2018-20)	Tracker -	3.6 years x		x	No
Reduce the gap between County Durham and England for healthy life expectancy at 65 – male	2.8 years (2018-20)	Tracker -	2.3 years x		x	No

³ Smoking prevalence: prior to COVID-19 this was collected via face-to-face interviews. In 2020, this moved to telephone interviews resulting in a potential bias in the sample and meaning that results were not comparable with previous years. To allow comparability the ONS have updated the weighting methodology to remove the effect of the mode change.

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
No. of visits to Leisure Centres	759,755 (Apr-Jun 23)	812,455 x	752,183 ✓			Yes
No. of leisure memberships	17,813 (Apr-Jun 23)	18,584 x	19,618 x			Yes
% of initial assessments for Adult Social Care service users completed within 28 days	53.6% (Apr-Jun 23)	Tracker -	53.8% ○			Yes
Number of Care Act assessments completed	597 (Apr-Jun 23)	Tracker -	610 -			Yes
% of service users receiving an assessment or review within the last 12 months	68.1% (Apr-Jun 23)	Tracker -	59.1% ✓			Yes
% of individuals who achieved their desired outcomes from the adult safeguarding process	93.6% (Apr-Jun 23)	Tracker -	93.0% ✓			Yes
Increase the satisfaction of people who use services with their care and support <i>Confidence intervals +/-4.3pp</i>	64.5% (2021/22)	Tracker -	69.6% ○	✓	x	No
Increase the satisfaction of carers with the support and services they receive <i>Confidence intervals +/-5.1pp</i>	40.8% (2021/22)	Tracker -	51.2% x	✓	x	No
Increase % of hospital discharges receiving reablement	2.2% (2021/22)	Tracker -	2.7% x	x	x	No
Increase % of older people still at home 91 days after discharge from hospital into reablement / rehabilitation services	85.5% (2022/23)	84.0% ✓	89.2% x	82.7% ✓	81.6% ✓	Yes
Increase the average age whereby people are able to remain living independently in their own home	83.9 years (Jul 22-Jun 23)	Tracker -	84.6 years ○			Yes
Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	153.3 (Apr-Jun 23)	157.1 ✓	100.4 x			Yes
Increase the % of people aged 65+ with aids and assistive technologies in their homes	new PI	new PI	new PI			No

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
% of potential clients contacted within 3 weeks of initial referral for a Disabled Facilities Grant (DFG)	68% (Apr-Jun 23)	90% ✘	new PI			Yes
No. of Care Connect customers	10,727 (Apr-Jun 23)	Tracker -	10,757 ○			Yes
% of Care Connect calls answered within 3 minutes	99.72% (Apr-Jun 23)	99% ✓	99.87% ○			Yes
% of Care Connect calls arriving at the property within 45 minutes	97% (Apr-Jun 23)	90% ✓	97.54% ○			Yes
Ensure all new housing developments deliver at least 66% of their total units to meet accessible and adaptable standards (building Regulations requirement M4(2))	new PI	new PI	new PI			No
Ensure all new housing developments deliver at least 10% of their total units that are suitable for older persons	new PI	new PI	new PI			No

Our Communities

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
% of successful completions of those in alcohol treatment	30.7% (May 22-Apr 23)	Tracker -	34.1% ✘	35.4% ✘		Yes
% of successful completions of those in drug treatment – opiates	5.1% (May 22-Apr 23)	Tracker -	6.0% ○	4.9% ✓		Yes
% of successful completions of those in drug treatment – non-opiates	32.0% (May 22-Apr 23)	Tracker -	34.7% ✘	31.6% ✓		Yes

Other Relevant indicators

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Increase the % of children aged 4-5 who are of a healthy weight ⁴ <i>Confidence intervals +/-1.2pp</i>	75.5% (2021/22)	90% ✘	not reported	✘	✓	No
Increase the % of children aged 10-11 who are of a healthy weight <i>Confidence intervals +/-1.2pp</i>	59.2% (2021/22)	79% ✘	not reported	✘	✓	No

⁴ National Child Measurement Programme ceased March 2020 when schools closed due to the pandemic, therefore, North East and nearest neighbour comparators should be treated with caution due to missing data from some LAs. Whilst the data for the academic year 2020/21 has been published, local authority data is not available as only a 10% sample of data was recorded.

Adults, Wellbeing and Health Overview and Scrutiny Committee

2 October 2023

Quarter One, 2023/24

Performance Management Report



Report of John Hewitt, Chief Executive

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present an overview of progress towards delivery of the key priorities within the Council Plan 2023-27 in line with the council's corporate performance framework.
- 2 The report covers performance in and to the end of quarter one, 2023/24, April to June 2023.

Executive Summary

- 3 The County Council is a key partner within the County Durham Together Partnership. Collectively partners work towards delivering a shared plan - the [County Durham Vision 2035](#). The vision document was developed with partner organisations and the public. It sets out what we would like the county to be like over the next decade and beyond. The vision is for:

a place where there are more and better jobs, people live long, and independent lives and our communities are well connected and supportive.

- 4 We have set out how the council will operate effectively in the delivery of its services and its contribution to achieving this vision in our [Council Plan](#)¹. The Council Plan¹ is structured around five thematic areas: our economy, our environment, our people, our communities, and our council. We monitor our success through a suite of Key Performance Indicators (our corporate performance framework), which forms the basis of this report.
- 5 In line with previous reports, we are continuing to report performance on an exception basis with key messages against the five thematic areas. In any given quarter, we will only include key performance indicators which have been updated during that quarter, for example, educational attainment will be updated annually in quarter three.

¹ The [Council Plan](#) is a rolling four-year plan and is refreshed every year in line with the Medium Term Financial Plan. The current version covers 2023 to 2027

Context

- 6 The council is a large organisation providing a broad range of services, and our operating environment can at times be challenging. However, we continue to show strong performance across our key outcomes.
- (a) Across the county, inward investment continues, new infrastructure is being created and new business parks with the potential to create thousands of jobs are being developed. The promotion of the county as a year-round tourist destination continues (in 2022, tourism contributed more than £1 billion to our local economy for the first time).
 - (b) Demand for statutory children's social care and early help remains consistent overall, though the composition of needs and interventions are increasingly complicated. Caseloads are improving and targeted recruitment is proving successful.
 - (c) Although health continues to be a challenging area, life expectancy is increasing, and life chances are improving. We are continuing to help households who are financially vulnerable through our financial support schemes.
 - (d) Environmental cleanliness remains good, and carbon emissions are reducing significantly from the 1990 baseline.
 - (e) We have increased lower cost, more accessible contact options for our customers through our digital work, and user satisfaction with our services remains high.

Recommendation

- 7 Adults, Wellbeing and Health Overview and Scrutiny Committee is recommended to:
- (a) Note the overall strong position and direction of travel in relation to quarter one performance, and the actions being taken to address areas of challenge.
 - (b) Note the changes and improvements to the new format performance report which will be used exclusively from quarter two 2023/24.

Analysis of the Performance Report

- 8 The areas identified in this section are contributory indicators linked to the priorities of the Council Plan. Performance is reported on an exception basis with key messages against the five thematic areas within the Council Plan 2023-2027.

Our people

- 9 The aim of this priority is to help our residents live long and independent lives and remain in good health for as long as possible. We will protect and improve health by tackling the leading causes of illness and early death, inequalities and the challenges around mental health. We will ensure a sustainable high-quality care market and will invest in a multi-million pound programme to transform our leisure centre venues.

Going Well

- 10 The rate of admissions to permanent residential and nursing care is below the Better Care Fund (BCF) target (lower is better) and numbers entering permanent care continue to be lower than pre-pandemic levels. The percentage of older people still at home 91 days after discharge from hospital also continues to be high; these demonstrate progress to meet our aim of maintaining the independence of people for longer. Work is also underway to examine the trends in admissions and reablement in order to understand changing demand for adult social care.
- 11 Over two thirds of adult social care service users have received an annual review or reassessment in the last 12 months. This is the highest for over a year and demonstrates the progress made since additional capacity was provided to target overdue reviews.

Areas which require attention

- 12 The timeliness of the completion of Care Act assessments for adult social care service users continues to be low in comparison to levels seen prior to the pandemic. The Adult Social Care service is introducing new technology to support social workers to complete the assessments in a timely manner.
- 13 Work is being undertaken to examine referrals to adult social care and take-up of services including home care, day care and telecare. Analysis is examining source and outcome of referrals, and variations to take-up of services compared to prior to the pandemic to fully understand how demand is changing as this will inform provision and commissioning priorities.
- 14 Our substantial leisure transformation programme continues to deliver upgraded and new facilities; however, this means a temporary drop in visits to our leisure centres, with almost 760,000 visits this quarter, which is 17% below target (-152,040). Visits continue to be affected by transformation works at Spennymoor and Abbey leisure centres, a pool closure at Peterlee leisure centre, and the cost-of-living crisis.

- 15 Leisure centre memberships were below target by 4% (-771). Ongoing cleansing of our third party income collection data identified a higher than expected number of cancelled memberships which we were previously unaware of. This is likely to continue into quarter two and possibly quarter three.

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 2023 to 2027 (current plan)
<https://www.durham.gov.uk/media/34954/Durham-County-Council-Plan-2023-2027/pdf/CouncilPlan2023-2027.pdf?m=638221688616370000>
- Quarter Four, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s174900/Item%204%20Q4%202022-23%202%201.pdf>
- Quarter Three, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s171720/Item%205%20Corporate%20Performance%20Report%20Q3%202022-23.pdf>
- Quarter Two, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s166398/Corporate%20Performance%20Report%20Q2%202022-23%20v2.1.pdf>
- Quarter One, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s161902/Corporate%20Performance%20Report%20Q1%202022-23%20Revised.pdf>

Author

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

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

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

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

Climate Change

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

Human Rights

Not applicable.

Crime and Disorder

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

Staffing

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

Accommodation

Not applicable.

Risk

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

Procurement

Not applicable.



Durham County Council Performance Management Report Quarter One, 2023/24



1.0 Our People: National, Regional & Local Picture

- 1 A new national [inspection regime](#) of adult social care came into force from April 2023. CQC, the regulatory body, are undertaking a series of [pilot inspections](#) to ensure that their approach to local authority assessments is as meaningful and effective as possible. The full inspection process is planned to begin later in the year and the framework will cover four themes - Working with People, Providing Support, Ensuring Safety within the System and Leadership. Analysis in this and future performance reports will provide high level monitoring of key aspects of this framework.

1.1 Council Activity: Going Well

Adult Social Care

- 2 We continue to see a lower rate of adults aged 65+ per 100,000 population admitted on a permanent basis to residential or nursing care compared to the rate seen before Covid and, for quarter 1, we are lower than the BCF target (lower is better). Whilst the average age of those entering permanent care has remained static over the last ten years (average age of 84.2 years), numbers entering continue to be lower than the average seen before the pandemic. This demonstrates progress to meet our aim of maintaining the independence of people for longer. We are undertaking a data quality review to enable a greater understanding of the number of people entering permanent care. This includes a review of the methodology used to calculate the indicator.
- 3 The percentage of older people still at home 91 days after discharge from hospital into reablement / rehabilitation services (85.5% in the latest quarter) remains high. Whilst reducing slightly from the previous quarter it is in line with the average seen over the last 5 years. Latest performance remains above our target of 84% and regional and national benchmarking. Latest data for the number of people discharged into reablement demonstrates a continued decline. The Commissioning Service are undertaking a review of reablement services to understand factors such as staff turnover, capacity of the service and changing demand.
- 4 Two thirds of service users (68.1%) have received an annual assessment or review in the last 12 months. This is the highest since quarter 3 2021/22, improving from 59.1% at quarter 4 2022/23. Migration to a new case management resulted in a deterioration in performance as transitional arrangements took unexpected amounts of capacity. The service responded by restructuring creating dedicated capacity for reviews which appears to be making positive progress.
- 5 The percentage of individuals achieving their desired outcomes during the Safeguarding process has increased to 93.6% across quarter one 2023/24, a 0.6% increase against the previous year. However, this remains lower than the regional (97.5%) and England (95.4%) averages for 2021/22.

- 6 The methodology for this indicator was reviewed and results re-calculated from 2021/22 to date to ensure closer alignment to the national Safeguarding Adults Collection Return. Changes to the Adult Social Care case management system are being implemented to ensure streamlined recording of outcomes against the national return.
- 7 During June and July 2023, workshops have been conducted with front line staff, focusing on improving recording of key information across the Safeguarding process and highlighting good practice. A comprehensive governance review is continuing across Safeguarding Service, focusing on areas of concern and good practice, with the aim of reviewing key strategic indicators and increasing assurance in reported results.

Public Health

- 8 County Durham has been awarded £3.5 million for 2023/24 to support the implementation of the new national drugs strategy. This supports a range of functions including increasing the mental health offer to all clients, and the implementation of an alcohol care team within TEWV. It will also increase activity around harm reduction linked to trends relating to substance misuse in our local communities.

1.2 Council Activity: Areas which require attention

Adult Social Care

- 9 Referrals to adult social care have reduced since September 2022. The last three quarters have seen an average of 1,850 referrals received per month whilst the period July 2021 – September 2022 saw an average of 2,324 per month. When comparing the latest quarter 1 with the same period last year, we have seen a reduction of 16.7%. Work is being undertaken to analyse the latest data to enable greater insight into this issue. Analysis is examining source and outcome of referrals to understand where demand is changing.
- 10 Timeliness of completion of Care Act assessments remains low with 53.6% of all Care Act assessments completed within 28 days in the latest quarter. This is similar to the timeliness seen 12 months ago, however, it is a reduction on levels seen prior to the pandemic. The Adult Social Care service are currently introducing new technology that should support staff to complete the assessments in a timely manner. The number of Care Act assessments completed by quarter has remained consistent over the last 2 years.
- 11 The number of service users receiving home care continues to be high, however, it has reduced over the last 12 months by approximately 700 service users (a reduction of 17%). This may be indicative of an observed reduction in the number of home care hours since the end of the pandemic when, during the Covid period, home care hours peaked at the expense of residential care. Work is being undertaken to examine these changes and to understand if service user numbers receiving a home care service are similar to those seen prior to the pandemic.

- 12 Whilst the number of service users receiving day care has remained static over the last 12 months (approximately 1,000 service users), work is being undertaken to examine the decrease in the number of commissioned day care sessions compared to pre-pandemic numbers.

Smoking

- 13 The percentage of mothers smoking at time of delivery has increased in the latest quarter compared to the same period last year. When reviewed by year the data demonstrates a consistent reduction. Smoking during pregnancy remains a key priority for Public Health and is reported to the Health and Wellbeing Board on a regular basis. The County Durham Tobacco Control Alliance continues to work collaboratively to drive towards the regional goal of reducing smoking at time of delivery to 5% or less by 2025 and a local ambition that all pregnant women and mothers will not smoke.

Disabled Facilities Grants

- 14 During quarter one, 68% of potential clients were contacted within three weeks of their initial referral for a Disabled Facilities Grant, which is 22pp below target. Due to staffing shortages, it has been necessary to put some cases on hold. New processes are being implemented to deal with the situation and recruitment underway to fill vacant posts. This is a new measure, and we are developing robust mechanisms for future monitoring.

Leisure Centres

- 15 Our substantial leisure transformation programme continues to deliver upgraded and new facilities; however, this means a temporary drop in visits to our leisure centres, with almost 760,000 visits this quarter, which is 17% below target (-152,040). Figures are slightly up on the same period last year (1%, 7,572 visits). Visits continue to be affected by transformation works at Spennymoor and Abbey leisure centres, a pool closure at Peterlee leisure centre. The current cost of living crisis continues to be a real challenge for our communities, and we have seen a trend in relation to timelines around energy charges and interest rate increases that have impacted visitor numbers.

Gym and Swim Members

- 16 Membership numbers for both gym and swim did not achieve target this quarter, with 16,106 (-4%, -684) and 1,707 (-5%, -87) respectively. Although profiled targets were set to take seasonal trends into account, data cleansing work is being undertaken to better understand demand which has led to some corrections in historical data quality. This work is set to continue over the coming months.
- 17 In addition to the overall memberships figures of 17,813 reported this quarter, we also provided 79 free Holiday Active Fitness (HAF) Young Lifestyle gym memberships² to targeted residents.

² Free Young Lifestyle gym memberships to young people (11-15) available in any leisure centre but targeted via specific organisations and groups we work with

6.0 Data Tables

Key to Symbols

Performance against target and previous performance		Performance against comparable groups	
✓	meeting or exceeding	✓	Performance is better than national or north east
○	within 2%	×	Performance is worse than national or north east
×	more than 2% behind	S	Performance is the same as national or north east

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.

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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.

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More detail is available from the Strategy Team at performance@durham.gov.uk

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Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
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Our Environment

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% overall satisfaction with cycle routes & facilities <i>(confidence intervals +/-4pp)</i>	52% (2022)	Tracker -	54% ✓			No

Our People

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
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% of smoking prevalence in adults (aged 18+) ³	16.2% (2021)	5.0% x	16.5% ✓	x	x	No
Increase self-reported wellbeing (by reducing the proportion of people reporting a low happiness score) <i>Confidence intervals +/-2.4pp</i>	11.0% (2021/22)	Tracker -	8.8% ○	x	x	No
Reduce the overall suicide rate (per 100,000 population)	15.8% (2019-21)	Tracker -	14.3% x	x	x	No

³ Smoking prevalence: prior to COVID-19 this was collected via face-to-face interviews. In 2020, this moved to telephone interviews resulting in a potential bias in the sample and meaning that results were not comparable with previous years. To allow comparability the ONS have updated the weighting methodology to remove the effect of the mode change.

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
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No. of admissions under the Mental Health Act	219 (Apr-Jun 23)	Tracker -	225 -			Yes
Healthy life expectancy at birth – female	59.9 years (2018-20)	Tracker -	58.3 years ✓	x	✓	No
Healthy life expectancy at 65 – female	10.2 years (2018-20)	Tracker -	9.0 years ✓	x	✓	No
Reduce the gap between County Durham and England for healthy life expectancy at birth – female	4.0 years (2018-20)	Tracker -	5.2 years ✓		✓	No
Reduce the gap between County Durham and England for healthy life expectancy at 65 – female	1.1 years (2018-20)	Tracker -	2.1 years ✓		✓	No
Healthy life expectancy at birth – male	58.8 years (2018-20)	Tracker --	59.6 years ○	x	x	No
Healthy life expectancy at 65 – male	7.7 years (2018-20)	Tracker -	8.3 years x	x	x	No
Reduce the gap between County Durham and England for healthy life expectancy at birth – male	4.3 years (2018-20)	Tracker -	3.6 years x		x	No
Reduce the gap between County Durham and England for healthy life expectancy at 65 – male	2.8 years (2018-20)	Tracker -	2.3 years x		x	No
No. of visits to Leisure Centres	759,755 (Apr-Jun 23)	812,455 x	752,183 ✓			Yes
No. of leisure memberships	17,813 (Apr-Jun 23)	18,584 x	19,618 x			Yes
% of initial assessments for Adult Social Care service users completed within 28 days	53.6% (Apr-Jun 23)	Tracker -	53.8% ○			Yes
Number of Care Act assessments completed	597 (Apr-Jun 23)	Tracker -	610 -			Yes

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
% of service users receiving an assessment or review within the last 12 months	68.1% (Apr-Jun 23)	Tracker -	59.1% ✓			Yes
% of individuals who achieved their desired outcomes from the adult safeguarding process	93.6% (Apr-Jun 23)	Tracker -	93.0% ✓			Yes
Increase the satisfaction of people who use services with their care and support <i>Confidence intervals +/-4.3pp</i>	64.5% (2021/22)	Tracker -	69.6% ○	✓	x	No
Increase the satisfaction of carers with the support and services they receive <i>Confidence intervals +/-5.1pp</i>	40.8% (2021/22)	Tracker -	51.2% x	✓	x	No
Increase % of hospital discharges receiving reablement	2.2% (2021/22)	Tracker -	2.7% x	x	x	No
Increase % of older people still at home 91 days after discharge from hospital into reablement / rehabilitation services	85.5% (2022/23)	84.0% ✓	89.2% x	82.7% ✓	81.6% ✓	Yes
Increase the average age whereby people are able to remain living independently in their own home	83.9 years (Jul 22-Jun 23)	Tracker -	84.6 years ○			Yes
Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	153.3 (Apr-Jun 23)	157.1 ✓	100.4 x			Yes
Increase the % of people aged 65+ with aids and assistive technologies in their homes	new PI	new PI	new PI			No
% of potential clients contacted within 3 weeks of initial referral for a Disabled Facilities Grant (DFG)	68% (Apr-Jun 23)	90% x	new PI			Yes
No. of Care Connect customers	10,727 (Apr-Jun 23)	Tracker -	10,757 ○			Yes
% of Care Connect calls answered within 3 minutes	99.72% (Apr-Jun 23)	99% ✓	99.87% ○			Yes
% of Care Connect calls arriving at the property within 45 minutes	97% (Apr-Jun 23)	90% ✓	97.54% ○			Yes

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Ensure all new housing developments deliver at least 66% of their total units to meet accessible and adaptable standards (building Regulations requirement M4(2))	new PI	new PI	new PI			No
Ensure all new housing developments deliver at least 10% of their total units that are suitable for older persons	new PI	new PI	new PI			No

Other Relevant Indicators

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Increase the % of children aged 4-5 who are of a healthy weight ⁴ <i>Confidence intervals +/-1.2pp</i>	75.5% (2021/22)	90% x	Not reported	76.5% x	74.3% ✓	No
Increase the % of children aged 10-11 who are of a healthy weight <i>Confidence intervals +/-1.2pp</i>	59.2% (2021/22)	79% x	Not reported	60.8% x	58.0% ✓	No

⁴ National Child Measurement Programme ceased March 2020 when schools closed due to the pandemic, therefore, North East and nearest neighbour comparators should be treated with caution due to missing data from some LAs. Whilst the data for the academic year 2020/21 has been published, local authority data is not available as only a 10% sample of data was recorded.