

**Safer and Stronger
Overview and Scrutiny Committee**

2 November 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 Safer and Stronger 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/s166398/Corporate%20Performance%20Report%20Q2%202022-23%20v2.1.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



Contents (blue text links to sections of the report)

	➤ Executive Summary
Our People	➤ Our People Performance Report
	Performance Dashboard ➤ Public health focus – drugs and alcohol
Our Communities	➤ Our Communities Performance Report
	Performance Dashboard ➤ Protecting vulnerable people from harm
	Performance Dashboard ➤ Crime
	Performance Dashboard ➤ Anti-social behaviour
	➤ Data tables

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 communities

- 4 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

- 5 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.
- 6 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.
- 7 34% of properties covered by our selective licensing scheme (launched 1 April 2022) are now licenced or have had legal proceedings instigated against them. To ensure landlords are participating in the scheme where required we are undertaking investigatory work and instigate enforcement proceedings where required.

Risk Management

- 8 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

- 9 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

Public Health

- 10 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.

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)

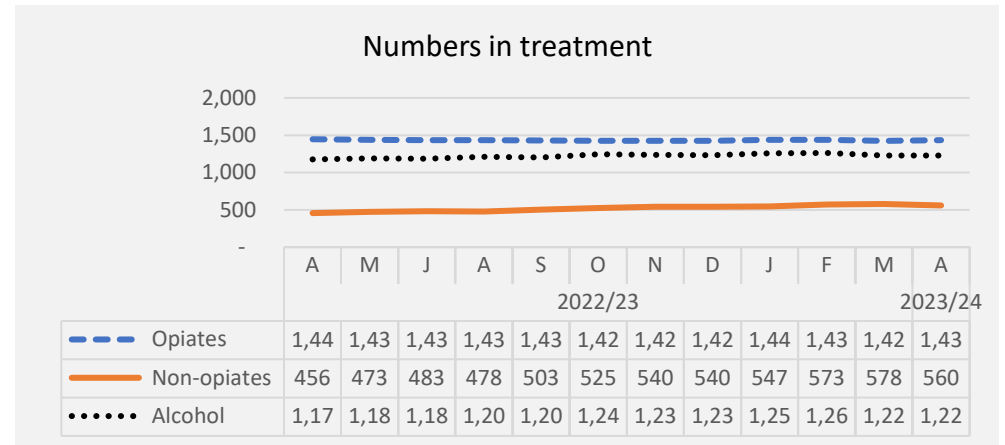
Public Health Focus – Drugs and Alcohol Dashboard

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.



	% 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%

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

National, Regional and Local Picture

- 11 The Housing Act 2004 (amended 2015) gives local authorities the powers to introduce selective licensing of privately rented homes in order to tackle problems in their areas, including those that result from low housing demand and/or significant anti-social behaviour.

Going Well

Warm Spaces

- 12 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.
- 13 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.
- 14 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.

Selective Licensing Scheme

- 15 Launched in April 2022, 9,316 of the 29,000 (approx.) (34%) private sector properties within the selective licensed areas are now licensed or have had legal proceedings

instigated against them. 40 temporary exemption notices are in place (live) and 250 family exemptions exist. Two prosecution files are being processed, with 50 civil penalties being pursued and nine police and criminal evidence interviews scheduled but not yet carried out.

- 16 To ensure landlords participate in the scheme where required, we have undertaken investigatory work including visits, land registry checks and council tax checks. 1,000 letters have been sent to properties we believe are privately rented and this has resulted in an influx of applications. We will instigate enforcement/legal proceedings if no response is received and will revisit the exercise as and when necessary. Work is also underway to compare new census data against council modelling from 2020, and areas of low compliance will be targeted by the enforcement team.

ASB in Selective Licensing Areas

- 17 There were 213 incidents of anti-social behaviour per 10,000 population within selective licensing designated areas between 1 January and 31 March 2023. This is within 5% (11) of the target of 224 incidents, but 25% higher (+43 incidents) than the last reporting period (October to December 2022).
- 18 The countywide rate also increased for the period January to March by 14% to 128.46. During this time, both the county and selective licensing areas were affected by an increase in warden investigated ASB incidents and fly-tipping reports within the quarter. This is due to an increase in self-referrals from customers following promotional work by relevant teams. Five new wardens were also employed countywide which resulted in greater recording of incidents. Police reported incidents had fallen in the previous quarter due to reclassification of some ASB incidents, and fell again in January to March, which shows signs of improvement. The council's ASB and Noise teams remained relatively steady.

Community Action Team (CAT) and Community Safety Teams

- 19 To respond to issues of anti-social behaviour in Chilton, utilising community engagement and partner intelligence, the CAT prioritised dealing with rubbish accumulations on streets, waste grounds and in gardens; improving housing standards and management of rented private property and anti-social behaviour. Our response included:
- (a) 96 notices were issued for a range of issues including defective state of premises and removal of noxious matter
 - (b) Neighbourhood Wardens issued nine Community Protection Warnings, five Community Protection Notices, one Fixed Penalty Notice and one Section 79 Work in Default
 - (c) Fire safety checks were provided to 214 properties
 - (d) Nine empty properties were brought back into use with a further 10 up for let and another 10 up for sale
 - (e) 10 young people have been identified by the Police and have been referred for support from the Community Peer Mentors project

(f) Other actions undertaken included focused weekly walkabouts, six resident surgeries, a speed watch, replacement signage, and a door knock by the Private Initiative Team.

20 Our community safety teams have also been in local communities addressing residents' concerns about a range of anti-social behaviour issues or concerns. Liaising with residents and partners issues have included dealing with access to land being used for unauthorised encampments, carrying out work to limit access to off-road bikes, carrying out work to deal with access to empty properties, dealing with reports of loan sharks, dealing with reports of fires and criminal damage, tension monitoring, dealing with reports of exploitation of vulnerable persons, supporting rough sleepers and vulnerable people.

Public confidence that the Police and Local Authorities are dealing with anti-social behaviour and crime issues that matter to them

21 Data from the most recent survey shows a smaller proportion of respondents agree that the police and local authority are dealing with anti-social behaviour and crime issues that matter to them. However, the rate is an estimate from a sample survey and as it is within the estimated confidence intervals of +/-3.5pp it is possible the decrease is due to random sample variation.

22 East, South and West are the three police localities that make up County Durham. With the exception of the East in 2021, there has been no significant difference between each of these areas over the last three years.

23 The latest survey also asked residents, 'What do you feel is the single, biggest issue, negatively impacting on your local community at this time?'. The main themes identified at force level were ASB, youth-related ASB and drug-related ASB. However, the top three issues identified as having the greatest negative impact on individuals were speeding and driver related ASB, general negative view of the police and police behaviour and off-road bikes.

Protecting Vulnerable People from Harm Dashboard

Primary KPIs (same period last year)

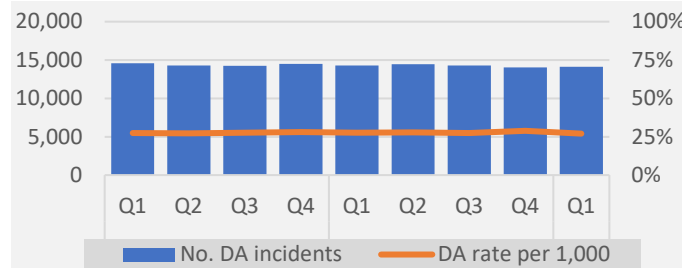
27.1
domestic abuse Rate
per 1,000 population
(27.7)

81%
clients feeling more
confident on case
closure
(100%)

82%
clients reporting
improved quality of
life on case closure
(78%)

96%
children & young
people completing an
intervention and
feeling safer
(93%)

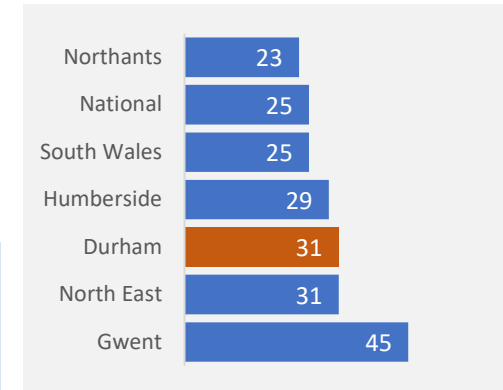
Domestic Abuse: rate per 1,000 and incidents



A new Domestic Abuse plan is being developed for County Durham and Darlington to reflect the national strategy: focus on prevention, supporting victims and tackling those who cause harm.

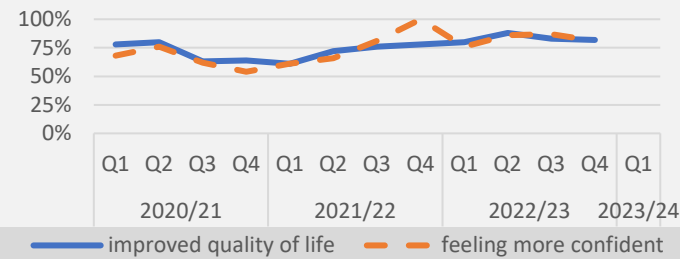
Mental health issues are the largest additional presenting need of service users

Domestic abuse incidents and crimes Police force level, Durham and similar forces, 2021/22

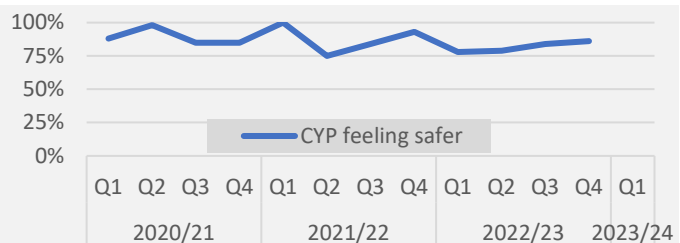


Harbour (domestic abuse support service)

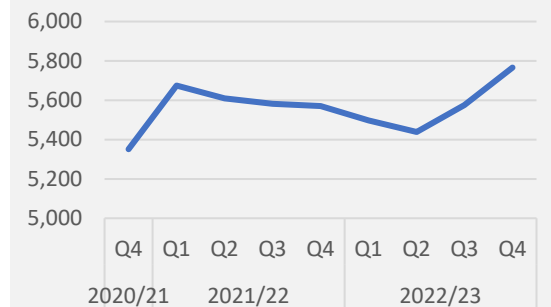
Clients
reporting...



Children
and young
people



Adult victims referred to Harbour (12 month trend)



Primary KPIs
(same period last year)

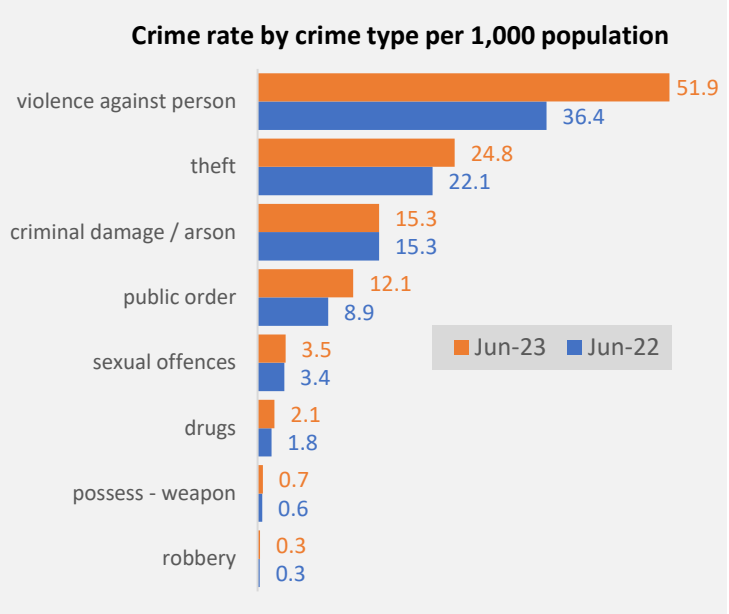
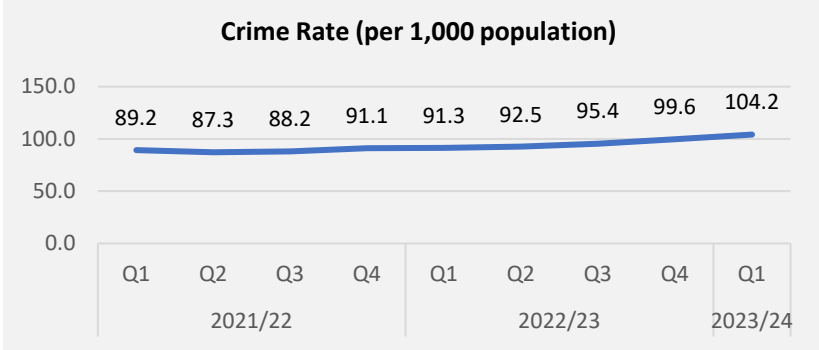
54,380
crimes
(47,658)

146
first time entrants
to the youth justice
system
(140)

27.7%
re-offending rate
(29.0%)

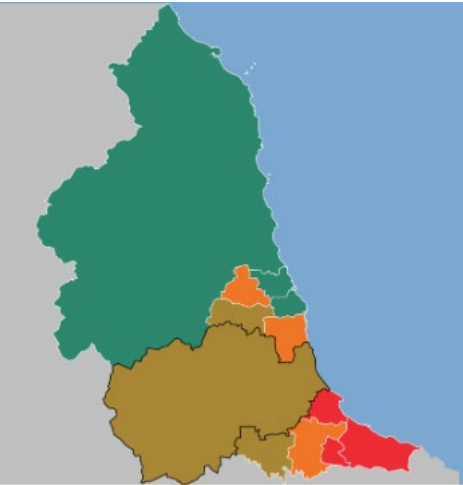
Crime Dashboard

(12 months ending 30 June)



Recorded crimes per 1,000 people across the North East

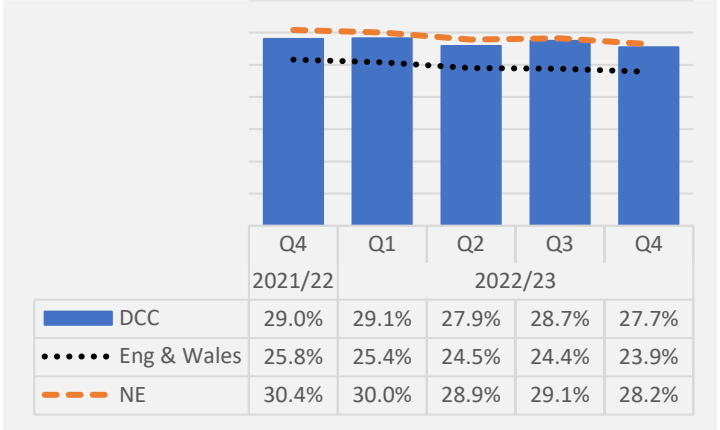
County Durham is in the 2nd lowest quartile (25%) nationally



Area	Rate per 1,000
Middlesbrough	193.2
Hartlepool	142.2
Redcar & Cleveland	125.0
Newcastle upon Tyne	122.8
Stockton-on-Tees	120.2
Sunderland	105.1
Darlington	104.5
Gateshead	96.4
County Durham	95.7
South Tyneside	95.5
North Tyneside	83.6
Northumberland	75.5



Re-offending rate all adults and juveniles



Anti-Social Behaviour Dashboard

(12 months ending 30 June)

Primary KPIs (same period last year)

48,657
reports of anti-social behaviour[^]
(59,258)

28.2% (+/- 3.5)
agree police & council are dealing with ASB and crime issues
(30.7% (+/-3.5))

Anti-social behaviour (ASB)

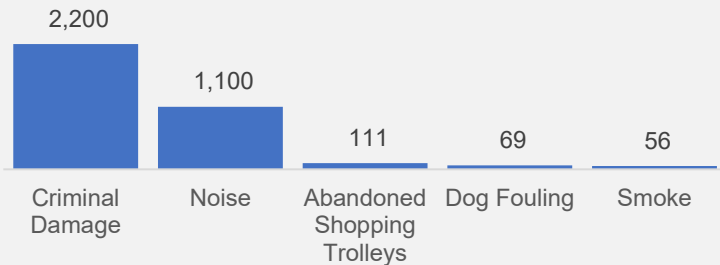
34,477
Environmental
(40,973)

12,704
Nuisance
(14,979)

1,476
Personal
(3,306)

Decreases across the three strands of ASB are masking increases at lower levels

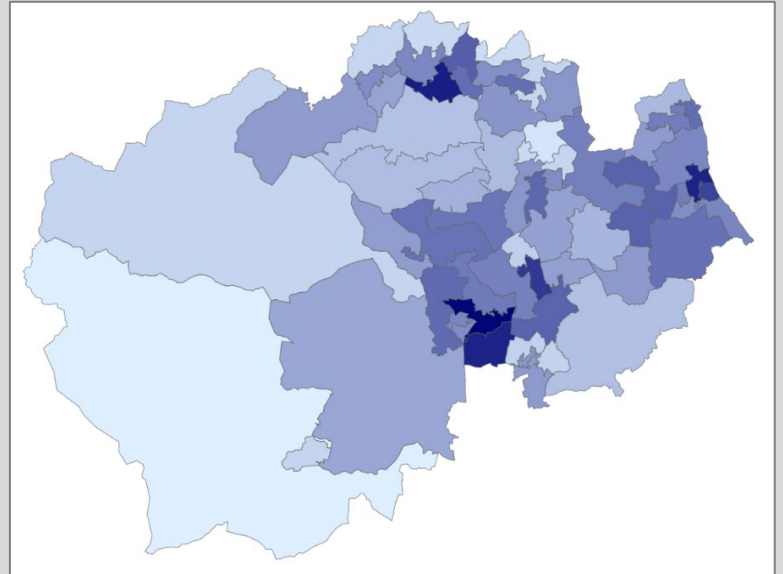
Increases in ASB types over last 12 months



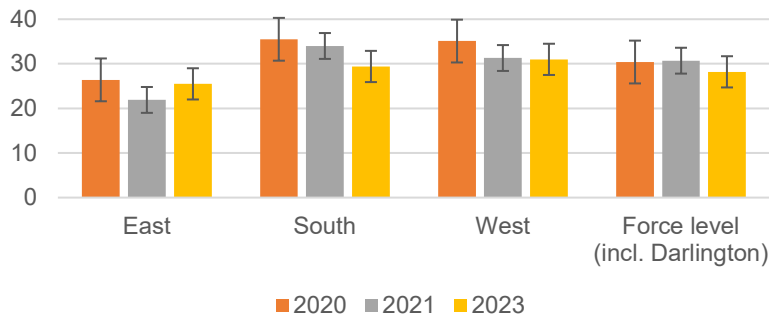
The Strategic Anti-Social Behaviour Group is developing actions in relation to the criminal damage and noise.

Prevalence of ASB across the county

dark blue = higher numbers



proportion of respondents agree that the police and local authority are dealing with anti-social behaviour and crime issues that matter to them



No significant change

The latest survey also asked, 'What do you feel is the single, biggest issue, negatively impacting on your local community at this time?'. The main theme was ASB (including youth-related and drug-related). The top three issues identified as having the greatest negative impact on individuals were speeding and driver related ASB, general negative view of the police and police behaviour, and off-road bikes.

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 Communities

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Respondents who agree that police and local authorities are dealing with anti-social behaviour and crime issues that matter to them. <i>(confidence intervals +/-3.5pp)</i>	28.2% (2023)	30.7% ✓	30.7% ✓			Yes
Overall crime rate per 1,000 population	27.86 (Apr-Jun 23)	Tracker -	23.72 x	29.22 ✓		Yes
Rate of theft offences per 1,000 population	6.95 (Apr-Jun 23)	Tracker -	5.93 x	7.83 ✓		Yes
Rate of Domestic Abuse incidents reported directly to the Police per 1,000 population	6.87 (Jul 22-Jun 23)	Tracker -	6.7 ○			Yes
Proportion of all offenders who re-offend in a 12 month period (%)	27.7% (Jul 20-Jul 21)	Tracker -	29.0% ✓	23.9% x	28.2% ✓	Yes
Proven re-offending by young people (who offend) in a 12 month period (%)	36.6% (Jul 20-Jul 21)	Tracker -	37.2% ○	31.1% x	31.7% x	Yes
First time entrants to the youth justice system aged 10 to 17 (per 100,000 population aged 10 to 17)	146 (2022)	Tracker -	140 x	148 ✓	155 ✓	Yes
% of violent crime incidents which were alcohol related	40.8% (Apr-Jun 23)	Tracker -	32.4% x			Yes
% of successful completions of those in alcohol treatment	30.7% (May 22-Apr 23)	Tracker -	34.1% x	35.4% x		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% x	31.6% ✓		Yes
Reports of anti-social behaviour	48,657 (Jul 22-Jun 23)	Tracker -	59,258 ✓			Yes

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Reports of environmental anti-social behaviour	34,477 (Jul 22-Jun 23)	Tracker -	40,973 ✓			Yes
Reports of nuisance anti-social behaviour	12,704 (Jul 22-Jun 23)	Tracker -	14,979 ✓			Yes
Reports of personal anti-social behaviour	1,476 (Jul 22-Jun 23)	Tracker -	3,306 ✓			Yes
% anti-social behaviour incidents which were alcohol related	11.10% (Jul 22-Jun 23)	Tracker -	14.3% ✓			Yes
No. of ASB enforcement action taken	6,069 (Jul 22-Jun 23)	Tracker -	5,057 ✓			Yes
% of Harbour clients feeling more confident in themselves on case closure	81% (Jan-Mar 23)	Tracker -	100% x			Yes
% of Harbour clients feeling their quality of life has improved on case closure	82% (Jan-Mar 23)	Tracker -	78% ✓			Yes
% of children and young people completing an intervention with Harbour and reporting feeling safer	96% (Jan-Mar 23)	Tracker -	93% ○			Yes
Children and young people reviewed as at risk to Child Sexual Exploitation (CSE)	n/a	n/a	n/a			No
No. of people KSI in road traffic accidents - No. of fatalities	2 (Apr-Jun 23)	Tracker -	4 ✓			Yes
No. of people KSI in road traffic accidents - No. of seriously injured	46 (Apr-Jun 23)	Tracker -	50 ✓			Yes
No. of children KSI in road traffic accidents - No. of fatalities	0 (Apr-Jun 23)	Tracker -	0 ✓			Yes
No. of children KSI in road traffic accidents - No. of seriously injured	4 (Apr-Jun 23)	Tracker -	5 ✓			Yes

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Achieve 100% of PRS properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated by 2027	34% (Apr-Jun 23)	Tracker -	8% ✓			Yes
Reduce ASB rates (per 10,000 population) within the Selective Licensing Scheme areas by 10% (against the 2021 baseline)	212.97 (Jan-Mar 23)	224.28 ✓	261 ✓			Yes

Other relevant indicators

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Reduce the overall suicide rate (per 100,000 population)	15.8% (2019-21)	Tracker -	14.3% 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

**Safer and Stronger
Overview and Scrutiny Committee**

2 November 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 Safer and Stronger 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 communities

- 9 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

- 10 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.
- 11 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.
- 12 34% of properties covered by our selective licensing scheme (launched 1 April 2022) are fully licenced or have legal proceedings instigated. To ensure landlords are participating in the scheme where required we are undertaking investigatory work and instigate enforcement proceedings where required.

Risk Management

- 13 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](#).

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/s166398/Corporate%20Performance%20Report%20Q2%202022-23%20v2.1.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.



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



1.0 Our People

1.1 Council Activity: Going Well

Public Health

- 1 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.

2.0 Our Communities: National, Regional & Local Picture

- 2 The Housing Act 2004 (amended 2015) gives local authorities the powers to introduce selective licensing of privately rented homes in order to tackle problems in their areas, including those that result from low housing demand and/or significant anti-social behaviour.

2.1 Council Activity: Going Well

Warm Spaces

- 3 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.
- 4 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.
- 5 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.

Selective Licensing Scheme

- 6 The scheme was launched in April 2022 and to date, 9,316 (34%) of the 29,000 (approx) eligible private sector properties are now licenced or have had legal proceedings instigated. 40 temporary exemption notices are in place (live) and 250 family exemptions exist. Two prosecution files are being processed, with 50 civil penalties being pursued and 9 PACE² interviews scheduled but not yet carried out.
- 7 To ensure landlords are participating in the scheme where required we have undertaken investigatory work including visits, land registry checks and council tax checks. 1,000 letters have been sent to landlords where we believe the property is privately rented and has resulted in an influx of applications. Enforcement proceedings will be instigated if no response is received, and the exercise revisited as and when necessary. Work is also underway to compare new census data against council modelling from 2020, and areas of low compliance will be targeted by the enforcement team.

ASB in Selective Licensing Areas

- 8 The rate of anti-social behaviour incidents (per 10,000 population) within selective licensing designated areas was 213 for the period January to March 2023. This is 5% (11) within target of 224 incidents, but 25% (43 incidents) higher than last reporting period (October to December 2022). The countywide rate also increased for the period January to March by 14% to 128.46. During this time, both the county and selective licensing areas were affected by an increase in warden investigated incidents and fly-tipping reports (including those cleared by Clean and Green). This is due to an increase in self-referrals from customers following promotional work by relevant teams. Five new wardens were also employed countywide which resulted in greater recording of incidents. Police reported incidents had fallen in the previous quarter due to reclassification of some ASB incidents, and fell again in January to March, which shows signs of improvement. DCC ASB and Noise Teams remain ed relatively steady.

Community Action Team (CAT) and Community Safety Teams

- 9 To respond to issues of anti-social behaviour in Chilton, utilising community engagement and partner intelligence, the CAT prioritised dealing with rubbish accumulations on streets, waste grounds and in gardens; improving housing standards and management of rented private property and anti-social behaviour. Our response included:
 - 96 notices were issued for a range of issues including defective state of premises and removal of noxious matter

² PACE: Police and Criminal Evidence

- Neighbourhood Wardens issued 9 Community Protection Warning, 5 Community Protection Notices, 1 Fixed Penalty Notice and 1 Section 79 Work in Default
 - Fire safety checks were provided to 214 properties
 - 9 empty properties were brought back into use with a further 10 up for let and another 10 up for sale
 - 10 young people have been identified by the Police and have been referred for support from the Community Peer Mentors project
 - Other actions undertaken included focused weekly walkabouts, 6 resident surgeries, a speed watch, replacement signage, and a door knock by the Private Initiative Team
- 10 Our community safety teams have also been in local communities addressing residents' concerns about a range of anti social behaviour issues or concerns. Liaising with residents and partners issues have included dealing with access to land being used for unauthorised encampments, carrying out work to limit access to off-road bikes, carrying out work to deal with access to empty properties, dealing with reports of loan sharks, dealing with reports of fires and criminal damage, tension monitoring, dealing with reports of exploitation of vulnerable persons, supporting rough sleepers and vulnerable people.

Public confidence that the Police and Local Authorities are dealing with anti-social behaviour and crime issues that matter to them

- 11 Data from the most recent survey shows a smaller proportion of respondents agree that the police and local authority are dealing with anti-social behaviour and crime issues that matter to them. However, the rate is an estimate from a sample survey and as it is within the estimated confidence intervals of +/-3.5pp it is possible the decrease is due to random sample variation.
- 12 East, South and West are the three police localities that make up County Durham. With the exception of the East in 2021, there has been no significant difference between each of these areas over the last three years.
- 13 The latest survey also asked residents, 'What do you feel is the single, biggest issue, negatively impacting on your local community at this time?'. The main themes identified at force level were ASB, youth-related ASB and drug-related ASB. However, the top three issues identified as having the greatest negative impact on individuals were speeding and driver related ASB, general negative view of the police and police behaviour and off-road bikes.

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.

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 Communities

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Respondents who agree that police and local authorities are dealing with anti-social behaviour and crime issues that matter to them. <i>(confidence intervals +/-3.5pp)</i>	28.2% (2023)	30.7% ✓	30.7% ✓			Yes
Overall crime rate per 1,000 population	27.86 (Apr-Jun 23)	Tracker -	23.72 x	29.22 ✓		Yes
Rate of theft offences per 1,000 population	6.95 (Apr-Jun 23)	Tracker -	5.93 x	7.83 ✓		Yes
Rate of Domestic Abuse incidents reported directly to the Police per 1,000 population	6.87 (Jul 22-Jun 23)	Tracker -	6.7 ○			Yes
Proportion of all offenders who re-offend in a 12 month period (%)	27.7% (Jul 20-Jul 21)	Tracker -	29.0% ✓	23.9% x	28.2% ✓	Yes
Proven re-offending by young people (who offend) in a 12 month period (%)	36.6% (Jul 20-Jul 21)	Tracker -	37.2% ○	31.1% x	31.7% x	Yes
First time entrants to the youth justice system aged 10 to 17 (per 100,000 population aged 10 to 17)	146 (2022)	Tracker -	140 x	148 ✓	155 ✓	Yes
% of violent crime incidents which were alcohol related	40.8% (Apr-Jun 23)	Tracker -	32.4% x			Yes
% of successful completions of those in alcohol treatment	30.7% (May 22-Apr 23)	Tracker -	34.1% x	35.4% x		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% x	31.6% ✓		Yes
Reports of anti-social behaviour	48,657 (Jul 22-Jun 23)	Tracker -	59,258 ✓			Yes
Reports of environmental anti-social behaviour	34,477 (Jul 22-Jun 23)	Tracker -	40,973 ✓			Yes

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Reports of nuisance anti-social behaviour	12,704 (Jul 22-Jun 23)	Tracker -	14,979 ✓			Yes
Reports of personal anti-social behaviour	1,476 (Jul 22-Jun 23)	Tracker -	3,306 ✓			Yes
% anti-social behaviour incidents which were alcohol related	11.10% (Jul 22-Jun 23)	Tracker -	14.3% ✓			Yes
No. of ASB enforcement action taken	6,069 (Jul 22-Jun 23)	Tracker -	5,057 ✓			Yes
% of Harbour clients feeling more confident in themselves on case closure	81% (Jan-Mar 23)	Tracker -	100% x			Yes
% of Harbour clients feeling their quality of life has improved on case closure	82% (Jan-Mar 23)	Tracker -	78% ✓			Yes
% of children and young people completing an intervention with Harbour and reporting feeling safer	96% (Jan-Mar 23)	Tracker -	93% ○			Yes
Children and young people reviewed as at risk to Child Sexual Exploitation (CSE)	n/a	n/a	n/a			No
No. of people KSI in road traffic accidents - No. of fatalities	2 (Apr-Jun 23)	Tracker -	4 ✓			Yes
No. of people KSI in road traffic accidents - No. of seriously injured	46 (Apr-Jun 23)	Tracker -	50 ✓			Yes
No. of children KSI in road traffic accidents - No. of fatalities	0 (Apr-Jun 23)	Tracker -	0 ✓			Yes
No. of children KSI in road traffic accidents - No. of seriously injured	4 (Apr-Jun 23)	Tracker -	5 ✓			Yes
Achieve 100% of PRS properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated by 2027	34% (Apr-Jun 23)	Tracker -	8% ✓			Yes
	212.97	224.28	261			Yes

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Reduce ASB rates (per 10,000 population) within the Selective Licensing Scheme areas by 10% (against the 2021 baseline)	(Jan-Mar 23)	✓	✓			

Other relevant indicators

Performance Indicator	Latest data (period covered)	Performance compared to:				Updated
		Period target	12 months earlier	N	NE	
Reduce the overall suicide rate (per 100,000 population)	15.8% (2019-21)	Tracker -	14.3% 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