

Environment and Sustainable Communities Overview and Scrutiny Committee

19 January 2024

Quarter Two, 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 two, 2023/24, July to September 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 effectively deliver its services and its contribution to achieving this vision in our [Council Plan](#). The Council Plan 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 During quarter one, to allow greater clarity of performance against our objectives, we introduced a new easy-read report format structured around a suite of dashboards (attached at appendix two). Greater data visualisation has provided more focus and greater transparency on trends, direction of travel, benchmarking and performance to target. The new format has been reviewed by scrutiny and feedback has been universally positive.

- 6 We want to be a well-functioning local authority in relation to performance, and continue to work to achieve the best practice model as set out by the Department for Levelling Up, Housing and Communities (DLUHC)¹. 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

- 7 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. Successful recruitment has reduced vacancy rates and performance improved in the quarter.
 - (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.

¹ [Best Value standards and intervention](#)

Recommendation

- 8 Environment and Sustainable Communities Overview and Scrutiny Committee is recommended to:
- (a) note the overall position and direction of travel in relation to quarter two performance, and the actions being taken to address areas of challenge.

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 One, 2023/24 Performance Management Report
<https://democracy.durham.gov.uk/documents/s178933/Q1%202023-24%20Corporate%20Performance%20Report%20-%20Cabinet%2013.09.23.pdf>
- 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%20Corpora%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>

Author

Steve Evans

Contact: steve.evans@durham.gov.uk

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 Two, 2023/24



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Executive Summary

- 1 This performance report covers the second quarter of the 2023/24 financial year (July to September 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 economy

- 4 The aim of this priority is to create an inclusive economy with more and better jobs, major employment sites which cement our position as a premier place in the region to do business, a good tourism base and cultural offer, and employability support programmes which help people back into jobs or to start their own business. Our children and young people will receive the education and training required to access opportunities.

Going Well

- 5 Lockdown also impacted on a number of council services with public buildings having to close. However, we are now achieving targets in terms for library usage, visits to our cultural venues and cinema attendance.

Issues we are addressing

- 6 The council is not achieving targets for theatre patronage. A new appointment tasked with developing more popular programmes has been made.

Our environment

- 7 The aim of this priority is to protect our natural environment, including biodiversity and healthy ecosystems. In 2019, the council declared a climate emergency with a commitment to reduce carbon emissions to net zero by 2030 and contribute towards a carbon neutral county by 2045. In April 2022, the council declared an ecological emergency and committed to address ecological decline wherever possible. Our county is of significant landscape value and supports unique combinations of plant and animal species.

Going Well

- 8 The latest data for countywide carbon emissions (2021) actually show an increase in emissions between 2020 and 2021 due to lifting of restrictions imposed on the country during the coronavirus pandemic. However, emissions are generally following a downward trend with 2020 being abnormally low. Emissions from transport show a reduction from 2019 with more employers allowing their staff to split their time between home and the greater prevalence of vehicles with lower or zero emissions.

- 9 The proportion of adults who walk or cycle for travel purposes has increased although there has been a corresponding decrease in the proportion of adults walking or cycling for leisure purposes. We continue to develop local cycling and walking infrastructure plans for our major centres and active travel schemes to improve pedestrian and cycle routes.
- 10 We continue to work to proactively reduce carbon emissions from council operations. The latest figures show a 61% reduction from the 2008/09 baseline, a further reduction of four percentage points in 2022/23. We will need to maintain impetus to achieve our target of net zero by 2030.
- 11 Domestic waste diverted from landfill continues to improve and we have exceeded the new target of 90% set for the current year.
- 12 Campaigns and increased enforcement activity has led to the contamination rate (proportion of non-recyclable material put into household recycling bins) reducing for the fourth successive quarter and is almost five percentage points lower than the same period last year.
- 13 There has been a strong improvement in air quality in the air quality management area (AQMA) in Durham City. Nitrogen dioxide levels are now below the 40µg/m³ government threshold 96% of the time. However, the target is 100%. A revised Air Quality Action Plan is being developed for Durham City.

Issues we are addressing

- 14 Durham remains below historical national and statistical nearest neighbour benchmarks for the proportion of waste diverted from landfill and the recycling rate. The government has announced their intention to introduce a standardised approach to domestic waste collections across England with the likelihood that new recycling and composting schemes will be mandated. We await the detail of how this will work but the introduction of this legislation and the development of the new regional energy from waste facility are both likely to positively impact performance in the medium-term.
- 15 Park and ride usage and public bus service patronage continue to be lower than pre-pandemic levels due to changes in commuter patterns and free after 2pm parking across the county during the performance period.

Our people

- 16 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.

Issues we are addressing

- 17 Leisure centre visits and also memberships are below target. This is impacted both by the council's leisure transformation programme and the cost-of-living crisis. New pricing schemes were launched in September to provide a wider range of memberships and help retain current customers and also attract new business.

Our communities

- 18 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

- 19 A greater proportion of properties covered by our selective licensing scheme are now licenced or have had legal proceedings instigated against them (37% compared to 34% reported last quarter). We are continuing to target private rented sector properties not yet licenced, through increasing checks with the Land Registry, and are instigating enforcement proceedings where required.
- 20 We continue to tackle fly-tipping through proactive action against perpetrators and the number of incidents remains low and significantly better than our statistical neighbours.
- 21 Resource and delivery issues experienced in previous quarters which impacted the repair of category 2.2 highway defects² on the footway network have now eased, and performance during quarter two improved. The maintenance of Category 1 defects (repair within 24 hours) and Category 2.1 highway defects (within 14 days) remain above target.

Issues we are addressing

- 22 Bus patronage remains lower than pre-Covid levels and is not likely to return to pre-Covid levels in the medium term. We continue to work in partnership at a regional level with bus operators and other local authorities to implement a range of initiatives through the North East Bus Service Improvement Plan (BSIP) to encourage patronage growth. A regional wide multi-modal day ticket was launched in September 2023 allowing unlimited travel by bus, Metro and Ferry across all of Tyne and Wear, Northumberland and Durham.

Risk Management

- 23 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](#).

² Highway defects include pot holes, missing or damaged ironwork, highway subsidence / slippage, damage to safety fences or barriers, excessive standing water, or other damage. Category 2.2 defects are not an immediate or imminent hazard, or risk of short-term structural deterioration. Due to non-urgent nature, required repairs are added to routine maintenance schedule to be carried out within 3 months.

Our Economy

Priority Aims:

County Durham has a thriving and inclusive economy with more and better jobs and fewer people suffering from the hardships of poverty and deprivation. We are continuing to,

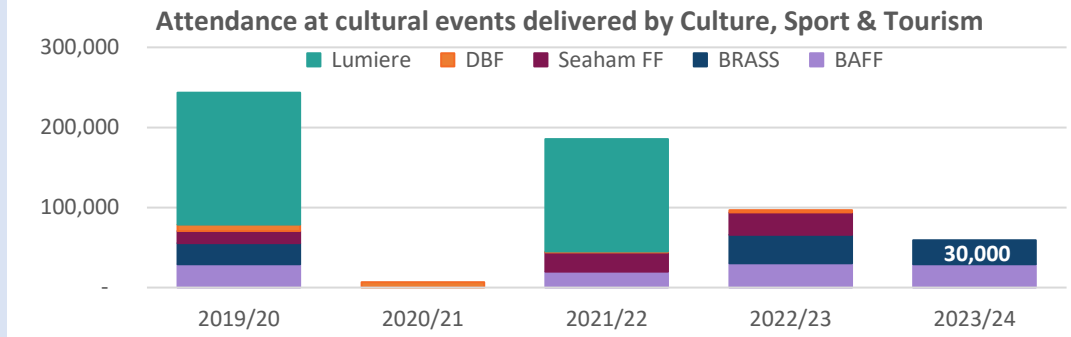
- deliver a range of employment sites across the county
- deliver a strong, competitive economy where County Durham is a premier place in the North East to live and do business
- ensure a broader experience for residents and visitors to the county
- ensure young people will have access to good quality education, training and employment
- help all people into rewarding work
- ensure fewer people will be affected by poverty and deprivation within the county
- improve employment opportunities for disabled people

Cultural Offer Dashboard : cultural events, venues and libraries

(year to date ending 30 September 2023 / quarterly data as at 30 September 2023)

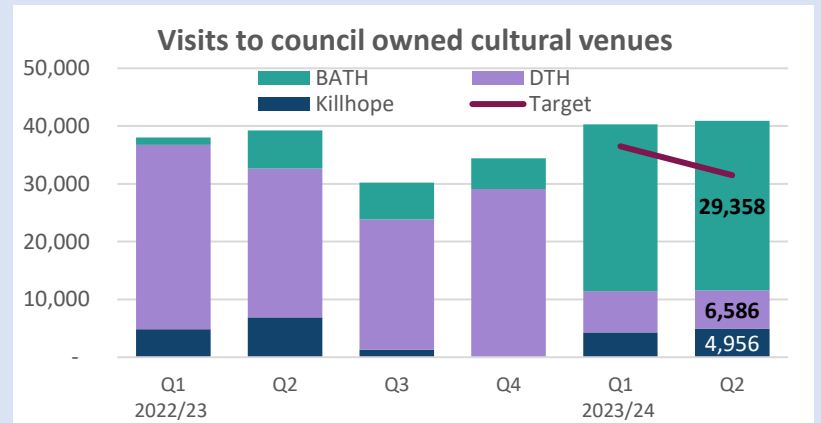
Cultural Events

- Our continued investment in our cultural events programme led to approx. 30,000* attending Durham BRASS festival. Weather conditions affected attendance at some outdoor events. A full evaluation is due in quarter three.
- Seaham Food Festival and Durham Book Festival returned in August and October, respectively. Preliminary audience figures are not yet available, however, full evaluations expected quarter three.
- Official figures for Bishop Auckland Food Festival confirmed as 29,000 for the two-day event. Slightly below last year however heavy rainfall on the Saturday impacted visitor numbers.



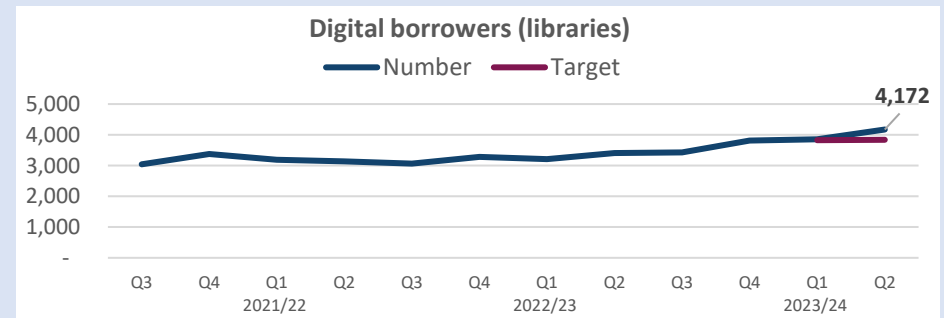
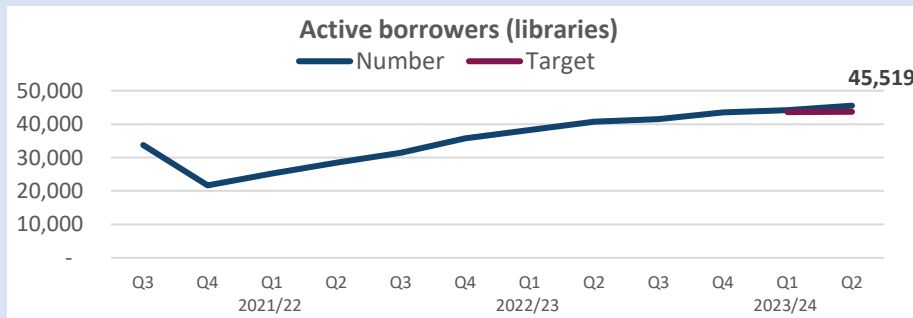
Cultural venues

Despite Killhope having to close for 22 days this quarter due to high water levels and storm damage, our cultural venues performed above target with 40,900 visits.



Libraries

- Active borrowers: 45,519 borrowers, above target by 4% (1,824). Still below pre-Covid levels, however levels continue to increase.
- Digital Borrowers: 4,713 borrowers, above target by 8% (334). An increased digital offer via BorrowBox App e.g., addition of newspapers, contributed to the increase.



BAFF: Bishop Auckland Food Festival; held April, updated figures
 DBF: Durham Book Festival; held Oct 23, figures reported Q4
 *Indicative figure, awaiting official evaluation

BRASS Festival; held July, official figures reported Q3
 Lumiere: biennial; held Nov, figures reported Q4

Seaham FF: Seaham Food Festival; held Aug, figures reported Q3
 DTH: Durham Town Hall (under reported in 2022/23, issues now rectified)

Cultural events

- 24 Our continued investment in our cultural events programme strengthens Durham's position as the 'culture' county and demonstrates the council's ongoing commitment to culture-led regeneration.
- 25 Durham BRASS festival delivered 185 events during July, reaching an audience of 30,000, despite weather conditions affecting some of the outdoor events. A full evaluation will be available in quarter three.
- 26 Seaham Food Festival returned in August, and despite wet weather conditions, crowds showed up to enjoy street food and artisan products from 120 different traders. Durham Book Festival returned in October, the programme, included 35 events with more than 40 authors across a number of venues including Gala Durham, Clayport Library and Collected Books. Currently, we do not have audience figures for Seaham Food Festival and Durham Book Festival, however, full evaluations will be available in quarter three.
- 27 Official attendance figures for Bishop Auckland Food Festival has been confirmed, with 29,000 visitors over the two-day event in April. Although slightly below last year (30,000), heavy rainfall on the Saturday morning contributed to fewer numbers this year. The festival generated a direct economic impact of £425,546, an increase on last year (£418,440) and a significant return on the council's investment of £60,000. 98% of visitors rated the whole experience positively and 99% felt it was a worthwhile event for the council to support, with the overall quality and atmosphere both standout features of the festival.

Visits to council owned cultural venues (BATH, Durham Town Hall, Killhope)

- 28 There were 40,900 visits to our cultural venues during quarter two, 30% (9,400) above target and 11% (4,092) more than the same period last year. Durham Town Hall and Bishop Auckland Town Hall performed above target, however, visits to Killhope were slightly below target by 0.9% (44) due to high water levels and storm damage causing the venue to close for 22 days during the quarter.

Libraries

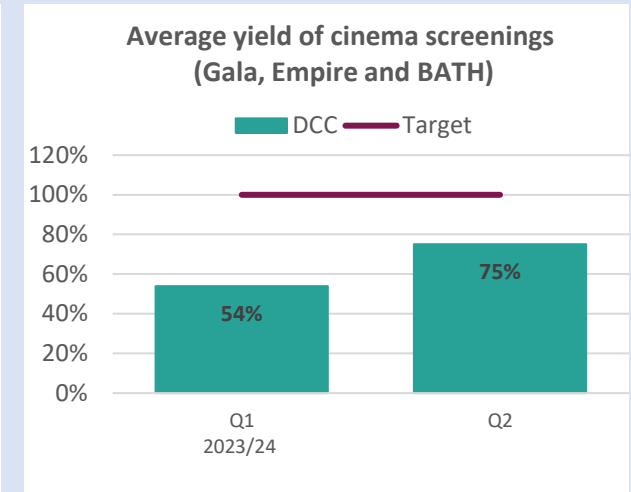
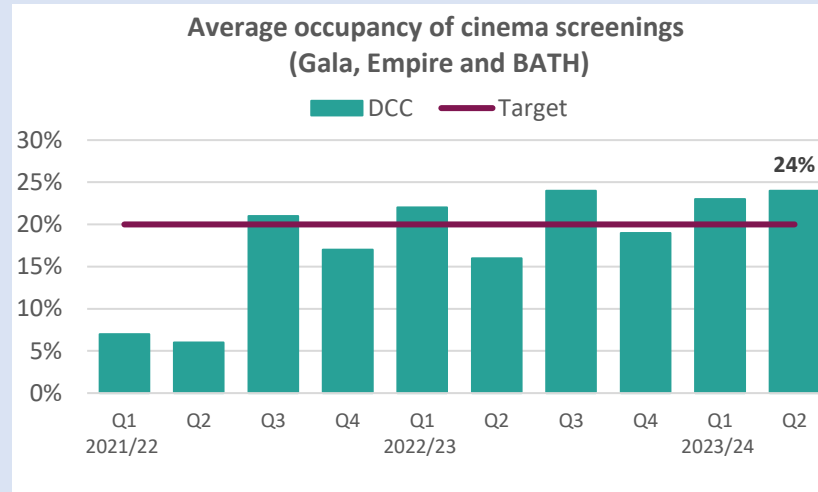
- 29 Both active and digital borrowers performed above target this quarter, with 45,519 (+4%, 1,824) and 4,172 (+8%, 334) borrowers, respectively. Although active borrower numbers remain below pre-Covid levels, it continues to follow an upward trend quarter on quarter and our new outreach team will continue to build on this going forward. Digital borrowers are also on an upward trend, mainly due to an increased digital offer to drive engagement, for example the addition of newspapers to the BorrowBox App.

Cultural Offer Dashboard : cinemas and theatres

(quarterly data as at 30 September 2023)

Cinemas

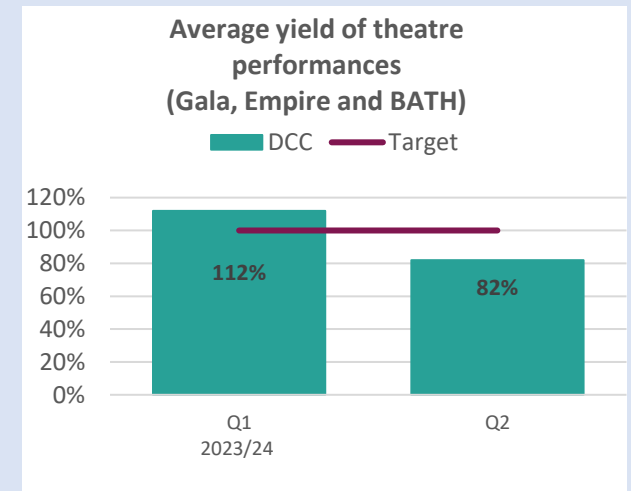
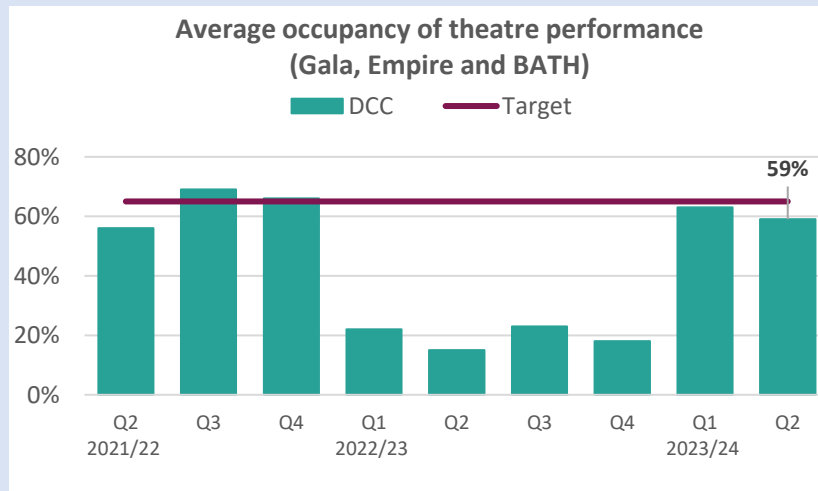
- 24% average occupancy levels, above target by 4pp due to release of two blockbuster films.
- 75% average yield*, 25pp below target due to projected sales for summer blockbuster films not being strong enough to boost overall performance against less popular titles.
- Event Cinema and Bringing in Baby screenings introduced at Empire to help boost sales, as well developing cinema offer to include themed screenings e.g., Halloween and Christmas.



Theatres

Both average occupancy and yield failed to hit target this quarter with:

- 59% average occupancy levels (-6pp), mainly due to performances at Empire with less popular programmed work and hires.
- 82% average yield* (-18pp), mainly due to less popular performances and the ongoing development of BATH programme.
- A new Audience Development Manager is in post, they will work closely with the team to help understand customer base and develop more focussed programme.



* Yield = Proportion of potential income achieved

Cinemas: Gala, Bishop Auckland Town Hall and Empire

- 30 Despite average occupancy rate across all cinema screenings being above target this quarter (24%, +4pp), mainly due to the release of two blockbuster films, average yield is 25pp below target, with an average of 75% of targeted ticket sales sold across all venues. A higher sales target was introduced this quarter due the release of summer blockbuster films, however, sales for these were not enough to boost the overall performance amongst less popular titles. We have introduced new initiatives at Empire following successful pilots at Gala which include Event Cinema and Bringing in Baby screenings. We also ran a summer family film programme during school holidays. We will continue to develop our cinema offer including themed screenings for Halloween and Christmas.

Theatres: Gala, Bishop Auckland Town Hall and Empire

- 31 During quarter two, the average occupancy rate across all theatre performances was 59%, 6pp below profiled target (65%) and 8pp below the same period last year. Lower attendance figures were mainly due to performances at Empire which included hires and less popular programmed work, however, we continue to review the programme to ensure more popular shows are programmed in.
- 32 Despite most theatre performances hitting sales targets at Gala, ticket sales at Empire and BATH performed below target, bringing the average yield across theatre performances to 82%, 18pp below target. Less popular programmed work at Empire, and ongoing development of the programme at BATH have contributed to the decrease in sales, however, a new Audience Development Manager is now in post and will be working closely with the team to have a greater understanding of our customer base to ensure more focused programming going forward.

Our Environment

Priority Aims:

County Durham has taken action to tackle the climate emergency, reduce the impact of pollution and waste on our county and protect, restore and sustain our natural environment. We are continuing to,

- create a physical environment which will contribute to good health
- work with others to achieve a carbon neutral county by 2045
- reduce the impact of waste and pollution on our environment
- protect, restore and sustain our natural environment for the benefit of future generations

National, Regional and Local Picture

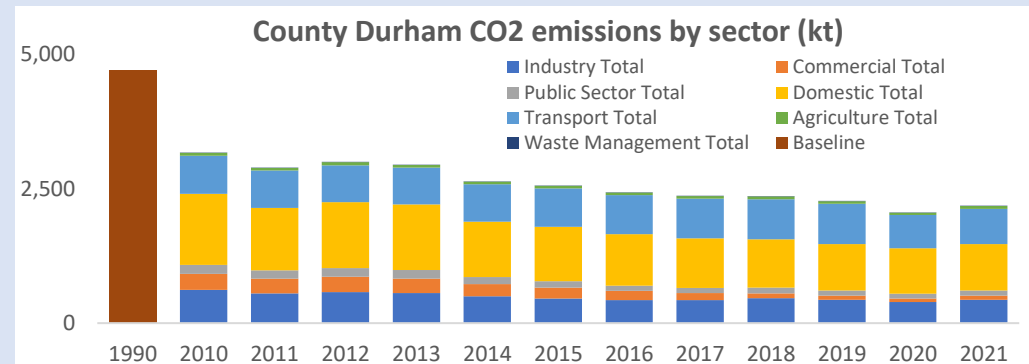
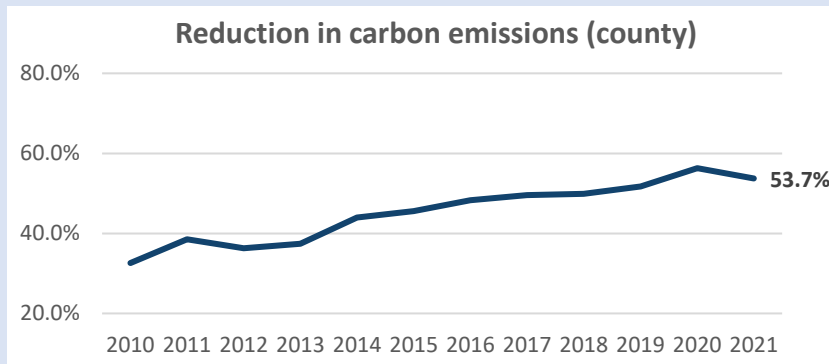
- 33 The [25 Year Environment Plan](#) (2018) and subsequent [Environmental Improvement Plan 2023](#) sets out the government's ambitions to improve the environment with 10 environmental goals. The government is developing a suite of strategies, plans and programmes to facilitate these goals including the roll out of Local Nature Recovery Strategies (LNRS) identified in the Environment Act 2021 and the Resources and Waste Strategy. A further [announcement](#) has recently been made on simpler recycling collections and tougher regulation with changes to be implemented by March 2027. The legislation for these changes has not yet been received, but following the new regulations being published we will assess the impact for the council, residents and businesses within the county. We are working with other regional local authority partners to develop plans for a new energy recovery from waste facility that will meet the future needs of the county.
- 34 The council declared a Climate Emergency in 2019 and approved an initial Climate Emergency Response Plan (CERP) in 2020 which set out challenging targets. The [second phase of the CERP](#) was approved in 2022 and has committed the council to achieving net zero by 2030 and an 80% real carbon reduction to our emissions. We will work with partners to achieve a carbon neutral County Durham by 2045.
- 35 The council declared an ecological emergency in April 2022 and approved an Ecological Emergency Action Plan in December 2022. A wider ecological strategy, LNRS, will be developed following the release of guidance.

Carbon Reduction Dashboard

(annual data)

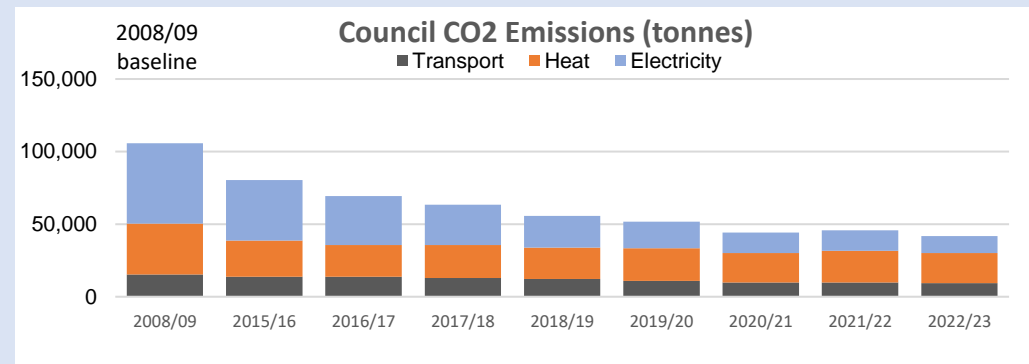
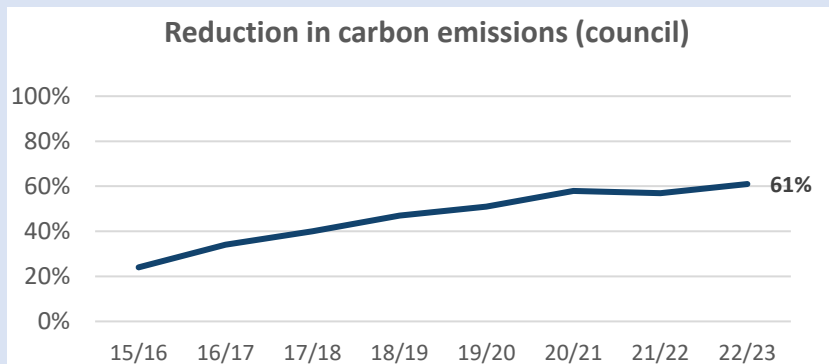
CO₂ emissions in County Durham

- To help work towards our target of net zero by 2045 and reduce carbon emissions across the county, we continue to increase awareness and drive behavioural changes.
- The county's carbon emissions reduced by 53.7% compared to the 1990 baseline generally showing a positive trend on 2019.
- Transport emissions are lower than in 2019, potentially due to increased hybrid working.



Council's CO₂ emissions

- We continue our efforts to achieve net zero by 2030 and reduce carbon emissions within the Council's operations through various decarbonisation works and initiatives.
- The Council's carbon emissions reduced by 61% compared to the 2008/09 baseline with a 17% reduction in electricity from buildings, 4% reduction in heating emissions and a 5% decrease in fleet and transportation emissions in the last year.



CO₂ emissions in County Durham

- 36 Latest nationally released figures (2021) for County Durham's emissions, show a 53.7% reduction on the baseline year of 1990. Although there was an increase in emissions between 2020 and 2021 due to the lifting of restrictions following the pandemic, there was a reduction between 2019 and 2021 and emission levels generally follow a downward trend.
- 37 Emissions from gas use have increased compared to 2019, which could be due to the colder than average winter in 2021, but this will have to be further investigated. Transport emissions are lower than in 2019, potentially due to increased hybrid working across the county and UK.
- 38 The [Climate County Durham website](#) and recently launched Facebook account have continued to widen their reach with an increase in new users to the website of 1,200 and the reach of the Facebook posts averaging 1,000 per month.
- 39 We continue to plan for and install electric vehicle charging points across the county, including developing procurement specifications for the £1.25 million local electric vehicle infrastructure project which will see faster on-street charging points, larger charging hubs and additional charging points, particularly in rural areas.

Council's CO₂ emissions

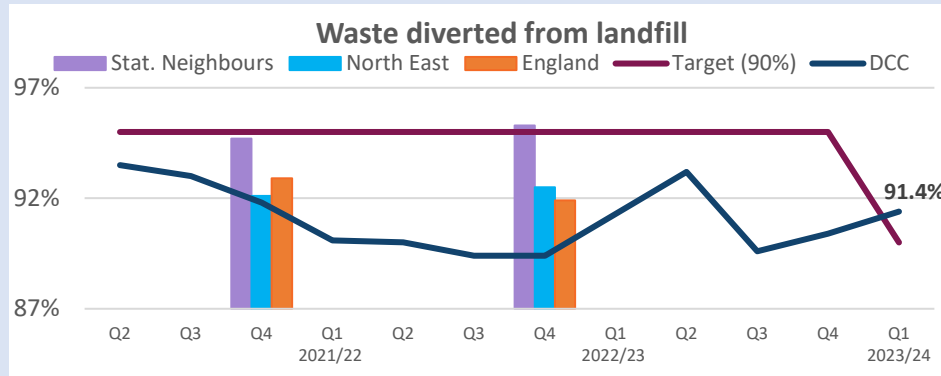
- 40 In 2022/23, the council's carbon emissions reduced by 61% compared to the 2008/09 baseline. Compared to the previous year, there has been a 17% reduction in electricity from buildings, 4% reduction in heating emissions and a 5% decrease in fleet and transportation emissions.
- 41 Some minor areas have seen an increase in emissions. This includes staff business travel, which has increased by 29% as we return from Covid restrictions, however, this only contributes 2% to the overall footprint and levels are still less than half of 2018/19.
- 42 The council's carbon emissions during 2022/23 were approximately 43,475 tonnes of carbon dioxide equivalent (tCO₂e), a reduction of 5% (2,229t) compared with last year (45,704). Although this is positive, we will need to accelerate our programme if we are to meet our 2030 target of a maximum of 21,158 tonnes each year, which equates to a reduction of approximately 3200t per year.
- 43 Our efforts to reduce carbon emissions within the council's operations include:
- to make our buildings as energy efficient as possible, we are undertaking improvements at a number of locations across the county. Decarbonisation works at the Low Carbon Depot at Annfield Plan are complete and heating works at Peterlee, Teesdale and Newton Aycliffe Leisure Centres are underway,
 - new building energy management systems have been implemented in St. Johns, Seaham and the Louisa Centre, Stanley,
 - 35 electric midi vans are now in service, replacing traditional combustion engine vehicles. A further 25 are expected for delivery in the next six months,
 - 1,506,585 kWh of electricity are currently generated from renewable installations, largely solar PV, at 48 operational sites.

Waste Dashboard

(12 months ending 30 June 2023)

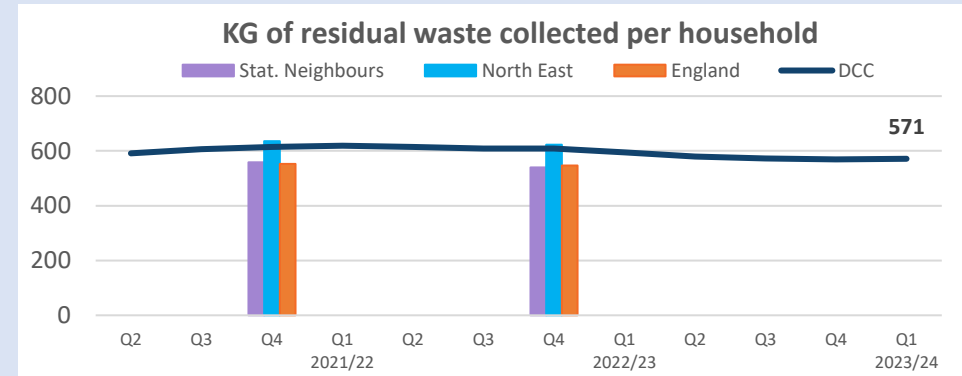
Waste diverted from landfill

- Operational issues returning to normal practices and ongoing reduction in the amount of waste needed to be processed has contributed to continued improvements in the amount of waste being diverted from landfill, which remains above target.
- The rate remains lower than national, regional and our statistical neighbour averages but the gap is reducing.



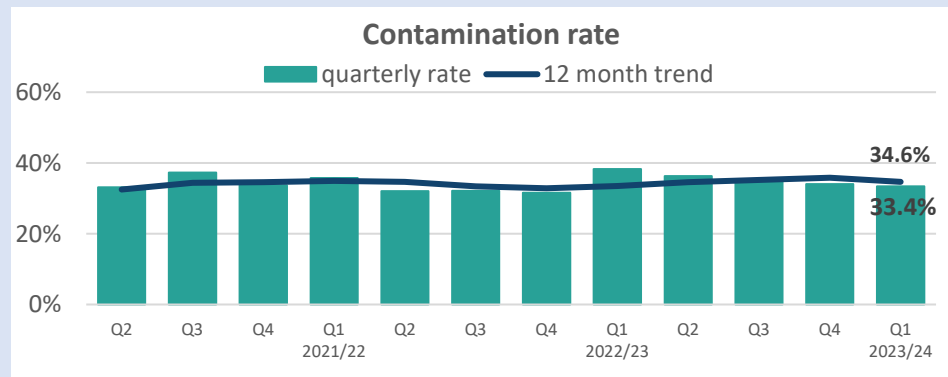
Kilograms of residual waste collected (Oflog measure)

Reduction in household waste collected positively impacting on residual waste per household. Performance is better than our regional neighbour average but lower than the national and statistical neighbour averages.



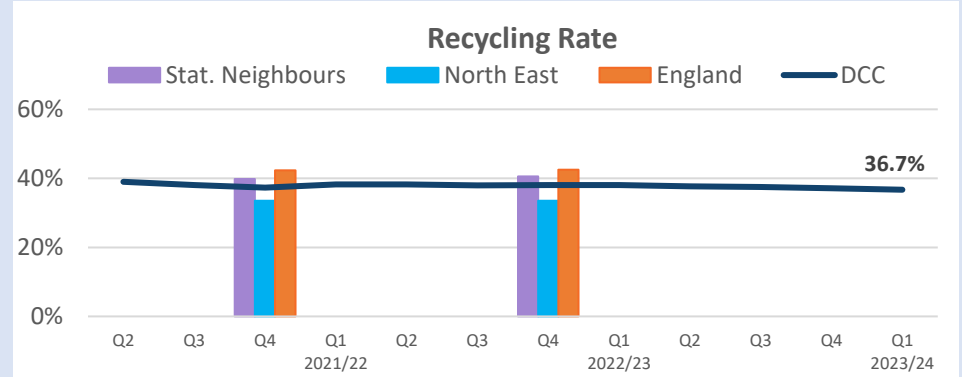
Contamination Rate (Proposed Oflog measure – awaiting clarification of definition)

- Positive impact of our escalated contamination campaign resulting in the quarterly contamination rate falling again and this is having a positive effect on the 12-month rolling figure.
- 5th quarter in a row that the contamination rate has fallen



Recycling Rate (Oflog measure)

- Continued promotion of recycling, re-use and composting schemes and campaigns.
- 12 months rate has remained relatively static for last two years.



Benchmarking data received annually

Waste diverted from landfill

- 44 Operational issues at the energy from waste facility returning to normal practices and the ongoing reduction in the amount of waste needed to be processed has contributed to positive performance in the diversion of waste from landfill. With the latest rate being 97.1% (Apr-Jun 23) and as a result, the diversion rate for the 12 months ending June 2023 was 91.4% against a target of 90%, 1pp higher than the previous reporting period (90.4%) and in line with the same period 12 months ago (91.3%).

Kilograms of residual waste collected per household (Oflog measure)

- 45 There has been a reduction in the amount of household waste collected. 226,667 tonnes was collected (July 2022-June 2023), 5.6% less than the previous 12 months and almost 9% less than the high of 248,967 for the 12 months to end June 2021 during the pandemic. This is also reflected in residual household waste per household, which stands at 571kg for the 12 months to end of June 2023 from 595kg in June 2022 and 619kg in June 2021.

Contamination of recycle waste (Proposed Oflog measure – awaiting clarification of definition)

- 46 5,956 notices have been issued for contaminated recycling bins during the July to September 2023 period, bringing the 12 month total to 28,206. A significant increase on the 7,762 notices issued in the previous 12 months. Recycling assistants continue to engage with bin crews, the public and provide community engagement in relation to 'What Goes Where'.
- 47 During quarter one, we escalated our contamination campaign actions, and this can now be seen in the latest contamination rate data. There has been a decrease in the quarterly rate to 33.4% (June 2023), from the peak of 38.3% (June 2022). The rate has fallen for five consecutive quarters. The expected fall in the 12 month rolling figure can also be seen as the more positive performance in recent quarters takes effect, the 12 month rate is 34.6% (June 2023), an improvement of 1.2pp on the last reported data (35.8%, March 2023).

Recycling, re-use or composting (Oflog measure)

- 48 We continue to promote recycling and re-use through:
- small Waste Electrical and Electronic Equipment (WEEE) collection campaign. To date, 25 tonnes of small WEEE have been collected from more than 145 collection points. Repair cafés have been run in different locations across the county allowing residents to bring broken electrical items and our volunteers fix them where possible,
 - a dedicated recycling leaflet was delivered to every household in July,
 - the 2023 garden waste collection scheme closed for new subscriptions on 1 September. 67,410 households have signed up to the scheme. Garden waste collections continue until 17 November,
 - social media posts have covered messages on Love Food Hate Waste, books and clothing recycling, the small WEEE project and kerbside recycling. A #zerowasteweek campaign ran at the start of September.

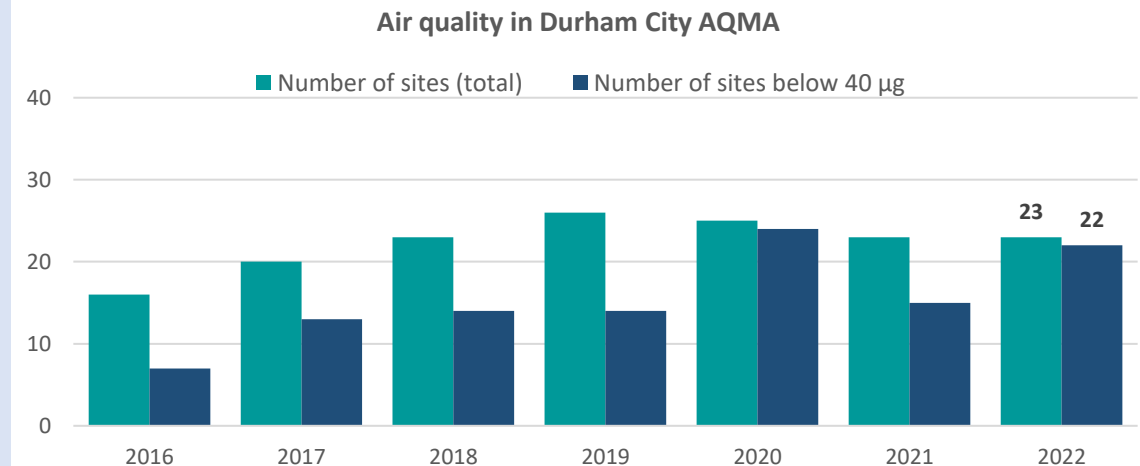
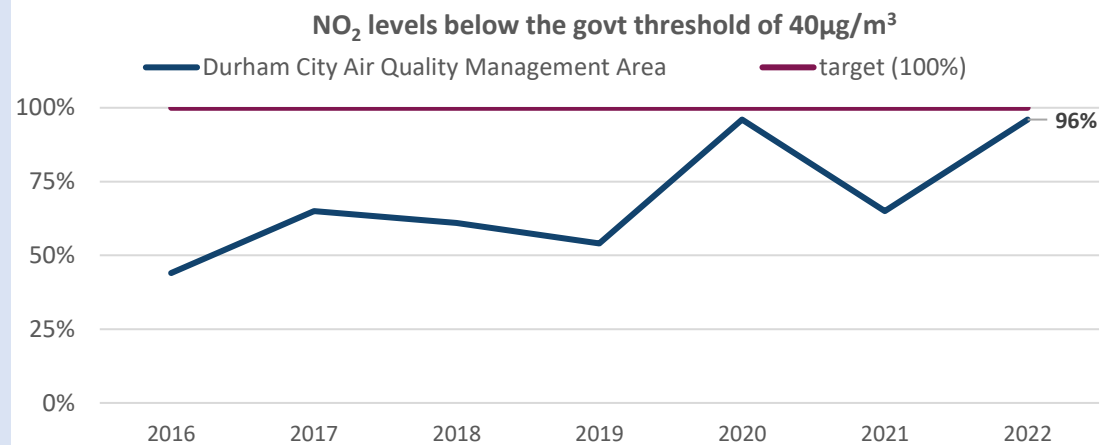
- 49 During April-June 2023, 41% of household waste was sent for recycling, reuse or composting. The April-September period traditionally has a higher recycling rate with garden waste being a factor, particularly the increased plant growth due to the wet spring. During the 12 months ending June 2023, 36.7% of household waste was recycled. This is slightly lower than the previous reporting period (37.1%) and the same period last year (38.1%).

Air Pollution Dashboard

(12 months ending 31 December 2022)

Air Quality

- Strong improvement in air quality levels though the Durham City AQMA, One site at Gilesgate is above the 40 $\mu\text{g}/\text{m}^3$ government threshold, but has shown improvement.
- Improvements to walking and cycling routes, changes in travel behaviour following Covid restrictions and improvements to vehicle emissions are likely to have contributed to the improvement.
- Revised Air Quality Action Plan for the Durham City AQMA is in development.
- Sites are also monitored across the county, and none of these have fallen below the government NO₂ threshold.
- Monitoring sites are determined based on technical guidance issued by Defra and the source of the pollutant. For those near roads, locations are dependent on the volume of traffic or the volume of a particular category of vehicle and the distance of the site to the source of pollution.



Air quality in Durham City AQMA

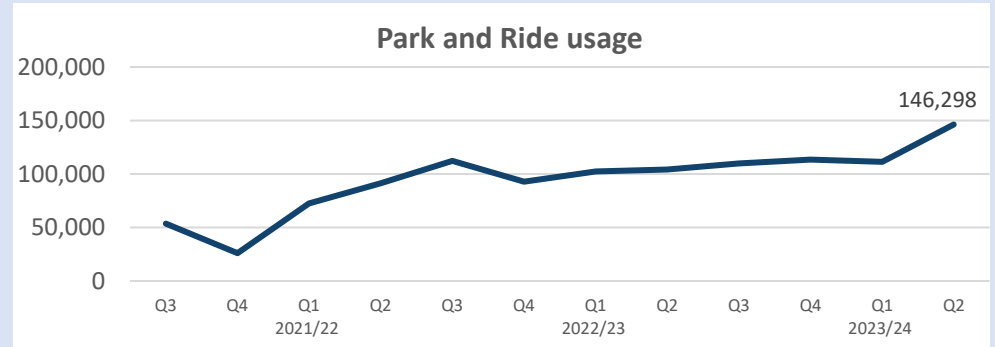
- 50 The Annual Air Quality Status Report 2023 has been developed, and is awaiting approval from DEFRA. The report refers to data collected during 2022 and shows a significant improvement in the Durham City Air Quality Management Area (AQMA), with only one site above the government's annual mean objective for NO₂ of 40 µg/m³. The site in Gilesgate historically has had heavy traffic, however, there has been an improvement, monitoring started in 2017 when the figure reported was 53.6, the latest data is 44.1.
- 51 96% of monitoring sites in the AQMA are below the threshold, compared to 65% in 2021. It is probable that improvements to walking and cycling routes, the changes in travel behaviour following Covid restrictions and improvements to vehicle emissions are contributing to the improvement.
- 52 As there is an AQMA in place we are required by the government to have an Air Quality Action Plan identifying activity that will be undertaken to improve air quality in the stated area. A review of the Air Quality Action Plan for Durham City is underway. Consultation on the draft document is expected to take place October/November 2023.
- 53 Sites are also monitored across the County and none of these have fallen below the government NO₂ threshold.
- 54 Monitoring sites are determined based on technical guidance issued by DEFRA and the source of the pollutant. Of primary concern, are locations where air quality levels are likely to exceed 40µg/m³. For those near roads, locations are dependent on the volume of traffic or the volume of a particular category of vehicle and the distance of the site to the source of pollution.

Sustainable Transport and Active Travel Dashboard

(12 months ending 30 November 2022 / quarterly data as at 30 September 2023)

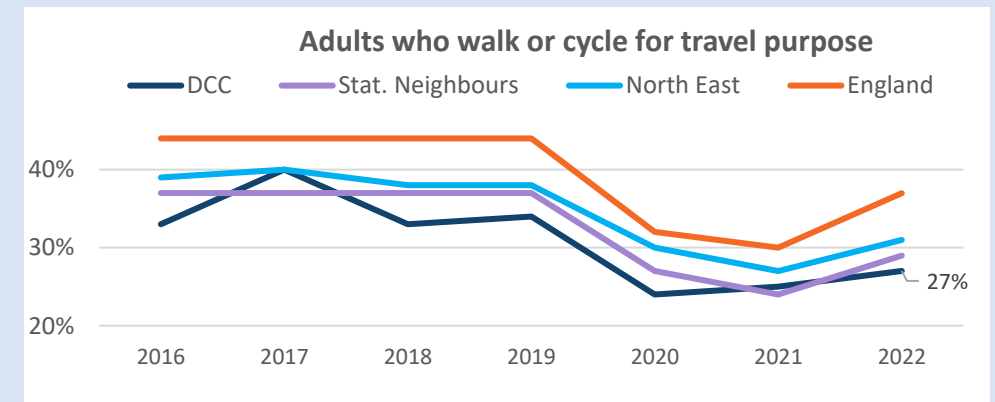
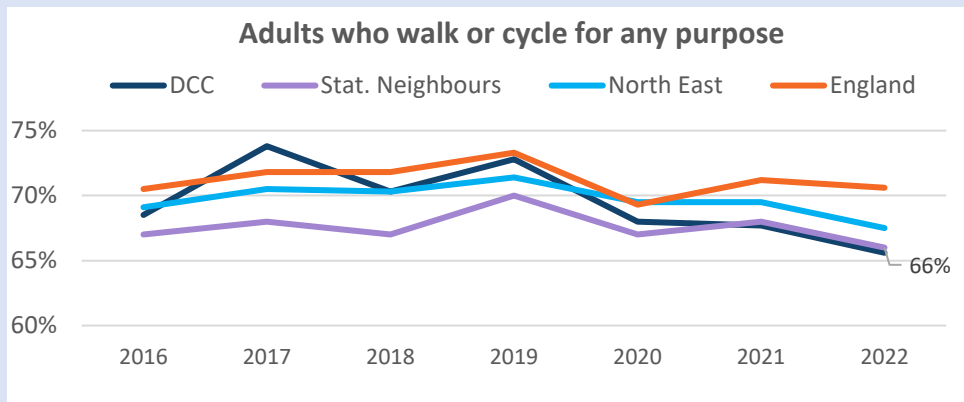
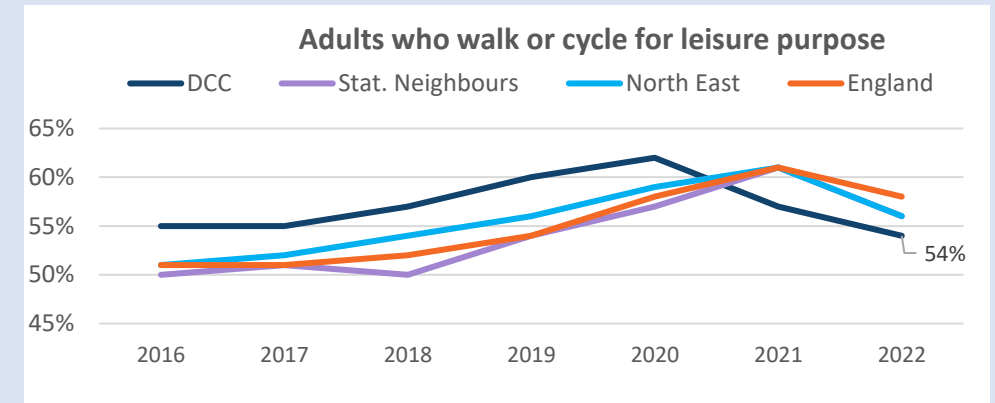
Park and Ride

- 'Free after 2pm' on our off-street parking will be removed from January 2024, to be replaced with targeted interventions including at Christmas. This will help manage when people choose to visit the city and to help deliver both environmental improvements and health benefits.
- 100% of customers chose 'very good' or 'good' for their perception of the Park and Ride service overall in our satisfaction survey.



Cycling and Walking levels

- The National Travel Survey and Active Lives Survey statistics published 2023 indicates a decrease in the proportion of adults in County Durham who walk and cycle for any purpose, remaining lower than the regional and national averages.
- Although those that walk or cycle for leisure purposes decreased, those that do so for travel purposes increased but remains below pre-Covid levels.
- We are improving our cycling and walking routes across the county to make them more usable and safer for more people including new or improved cycle routes, space for pedestrians, high quality surfaces, better junctions and crossings, and direct and connected routes.



Park and Ride

- 55 Passenger journeys on the park and ride service remain significantly lower than pre-Covid. There are a number of factors influencing this, firstly commuters are predominately the main users of the service and therefore the changes in working behaviours following the pandemic such as hybrid working has contributed to the reduction. Additionally, from April 2021 we introduced free parking after 2pm across County Durham for both on-street and off-street parking, as a stimulus to support economic recovery, which impacted on patronage on the park and ride.
- 56 On-street free after 2pm was removed on 1 April 2023 to help manage when people choose to visit the city and to help deliver both environmental improvements and health benefits. In September 2023, Cabinet agreed to a strategic review of car parking in Durham City, Seaham and Crimdon including on and off-street parking and park and ride provision on Sundays to address air quality and promote sustainable travel. This includes the removal of the free after 2pm parking initiative for off-street parking from 1 January 2024 and will be replaced with targeted interventions including at Christmas.
- 57 A customer satisfaction survey across the three park and ride sites was undertaken during August/September 2023. Of the 112 surveys carried out 100% of customers chose 'very good' or 'good' for their perception of the park and ride service overall.
- 58 Robust recording practices continue to be implemented to enable us to take a more accurate and analytical approach to monitoring the use of the park and ride service to inform decision making.

Cycling and walking levels

- 59 Based on the National Travel Survey and Active Lives Survey statistics published at the end of August 2023, 66% of adults in County Durham walk and cycle for any purpose, comparable with our statistical neighbours, but lower than the North East (68%) and England (71%).
- 60 The proportion of adults (54%) in the county who walk or cycle for leisure purpose has decreased since Covid and is now lower than the North East (56%), statistical neighbours (56%) and England (58%).
- 61 Although, the proportion of adults (27%) who walk or cycle for travel purposes has increased, it is lower than our statistical neighbours (29%), North East (31%) and England (37%). Additionally, it remains below pre-pandemic levels, following the trends seen at both the regional and national level.
- 62 Local Cycling and Walking Infrastructure plans (LCWIP's) for Bishop Auckland, Chester-le-Street, Consett, Crook, Durham City, Newton Aycliffe, Peterlee, Seaham, Spennymoor, Shildon and Stanley have been adopted. LCWIP scheme designs for priority routes are being prepared and schemes are being delivered in Bishop Auckland and Durham City. In addition, we are currently planning and implementing walking, wheeling and cycling schemes across the county through funded programmes such as Transforming Cities, Stronger Towns and Towns and Villages.

- 63 A number of Active Travel Schemes have recently been completed providing more accessible facilities and wider, high quality surfaces for pedestrians, runners, cyclists, wheelchair and pushchair users including:
- Newton Hall to Rivergreen; a shared pedestrian/cycle route,
 - National Cycle Network 1 – Dawdon to Haswell and Haswell to Wynyard; two multi-user routes,
 - Waskerley Way; a multi user route,
 - Sedgefield to Hardwick Park; pedestrian link,
 - Pity Me Carrs – Old Tub Line; pedestrian/cycle link.
- 64 Secure cycle parking is crucial to encouraging active travel. We continue to run a successful ParkThatBike scheme for communities and businesses which includes secure parking hangars.

Our People

Priority Aims:

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

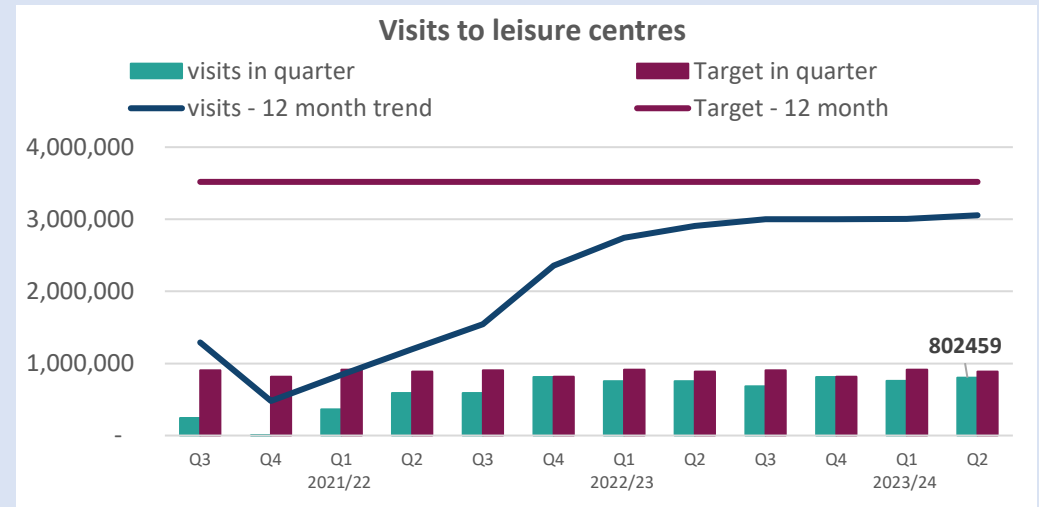
- ensure children and young people will enjoy the best start in life, good health and emotional wellbeing
- ensure children and young people with special educational needs and disabilities will achieve the best possible outcomes
- ensure all children and young people will have a safe childhood
- promote 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

Physical Activity Dashboard

(quarterly data at 30 September 2023)

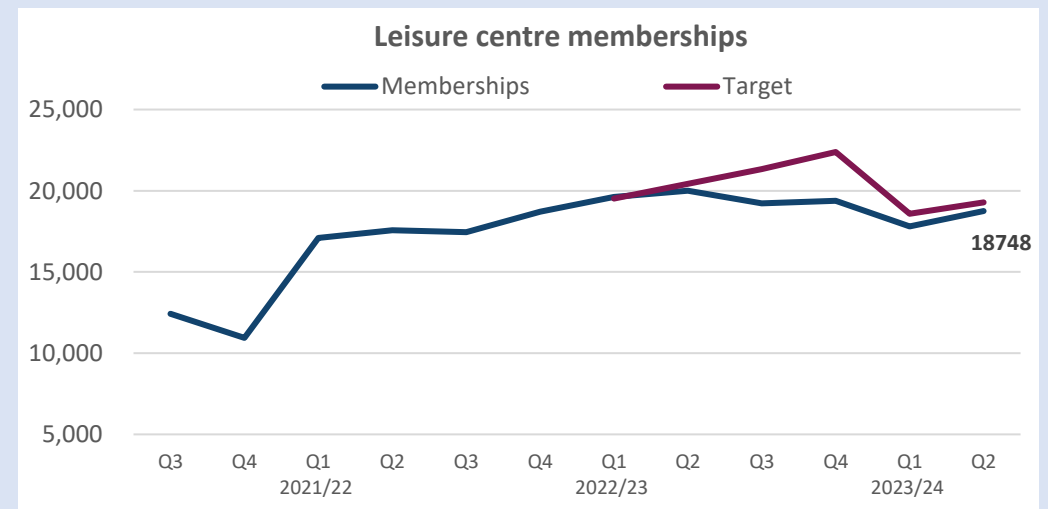
Leisure centre visits

- 802,459 visits this quarter, below target by 10% (85,395).
- Visits continue to be affected by transformation works across several of our facilities, as well as cost-of-living crisis.



Leisure memberships

- 18,748 memberships this quarter, below target by 3% (543).
- Swim memberships impacted by the launch of new leisure membership scheme in September, and overall memberships continue to be affected by the cleansing of third-party income collection data as part of ongoing system management processes which has falsely inflated cancellation figures.
- Joined UKACTIVE (National Fitness Day campaign) in September to boost membership sales.



Leisure Centre Visits

- 65 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 802,459 visits this quarter which is 10% (-85,395) below target (887,854). Figures are up on quarter one (6%, 42,704 visits) and the same period last year (6%, 48,313 visits). Visits continue to be affected by transformation works across several of our facilities. Abbey leisure centre re-opened but was not fully operational in quarter two and Peterlee pool remains closed. The cost-of-living crisis continues to be a real challenge for our communities, and we continue to see a correlation between energy charges and interest rate increases and a reduction in visitor numbers.

Leisure Centre Memberships

- 66 Overall membership numbers this quarter are below target by 3% (543), with 18,748 members recorded at the end of September. We have launched our new leisure membership scheme in September to make it easier for our customer to choose the right membership for them. However, swimming figures have been affected as we stopped selling swim only memberships and swim passes on 11 September.
- 67 We continue to promote our leisure membership scheme and in September joined the UKACTIVE National Fitness Day campaign, as we do each year, to encourage sales. The take up during the campaign was positive, with sales exceeding September profiled target. Work also continues with TA6, our commissioned marketing company, to deliver our sales and retention campaigns. This includes digital marketing on Tik-Tok, Snapchat, Meta and Google search ads; geared around all centre activities and 3-day free passes for new customers.
- 68 Data cleansing work commenced in quarter one continues to better understand demand which has led to some corrections in historical data quality. This work is due to be completed by April 2024.

Our Communities

Priority Aims:

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

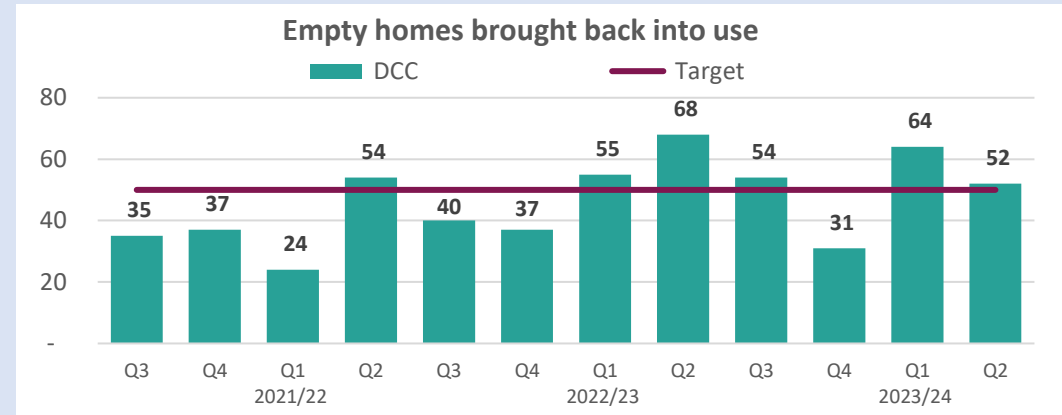
69 The county has good North-South connectivity both by road and rail travel and the improved A66 connects east to west. However, some areas have limited public transport options or major roads, especially to some of our more rural areas. Our large, rural geography means residents are often reliant on cars for commuting. The majority of those surveyed for the [Inclusive Economic Strategy](#) said they travel to work by car (80%); compared to only 5% via public transport.

Housing Standards Dashboard

(quarterly data as at 30 September 2023)

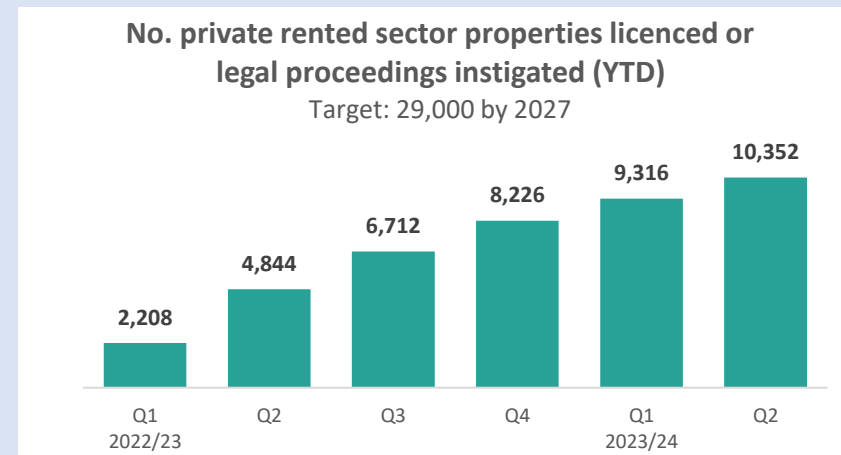
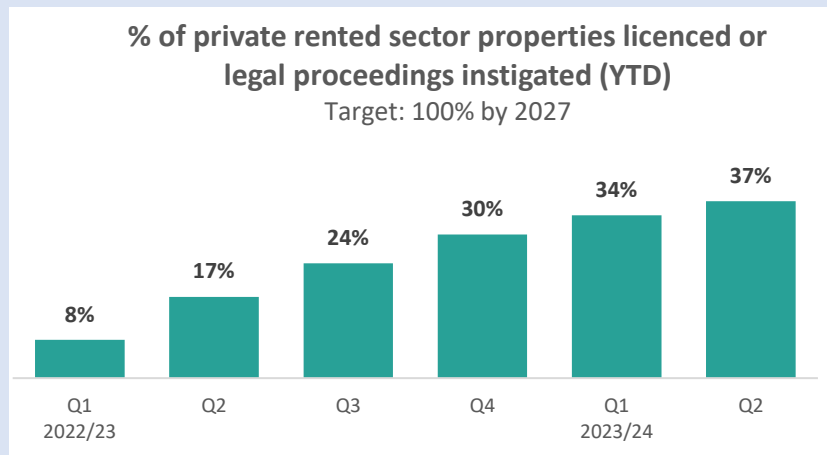
Empty Homes

- We continue to address empty homes in the county via negotiations, advice, financial assistance, working with registered social landlords and interventions via the Local Lettings Agency and Rent Deposit Guarantee Scheme
- Focus this quarter has been on identifying further empty properties via a review of council tax data.



Selective Licensing

- A further 1,782 (6%) applications currently being processed; 288 exemptions in place and 120 enforcement cases have either started or in process of being actioned, one of which has now lead to a successful prosecution.
- Tenures calculated via 2020 modelling have been refreshed that has provided a 98% confidence in the original modelling.
- Enforcement team continue to target all private rented sector modelled properties not yet licenced, concentrating on increasing checks through Land Registry.



Empty Homes

- 70 52 empty homes have been brought back into use as a result of local authority intervention, above the profiled target (50), however a decrease on quarter one (-12). During the quarter, the team have focussed on identifying further empty properties in the county through a review of recent council tax data, which has contributed to the decrease compared to quarter one. Empty Homes were brought back into use in several ways this quarter, 49 via negotiations, one following an enforced sale of a property and two via empty homes interest free loans.

Selective Licensing

- 71 10,352 (37%) of the 29,000 (approx.) modelled private sector properties are now fully licenced or have had legal proceedings instigated against them. A further 1,782 applications are currently being processed which equates to a further 6% of properties covered by the scheme. At the end of the quarter, 23 live temporary exemptions are in place and 265 family exemptions. 120 enforcement cases for not having a licence have either started or are in the process of being actioned, including:
- six prosecution files being progressed, one of which has now resulted in a successful prosecution
 - six notices of intent being issued
 - 30 police and criminal evidence interviews being scheduled.
- 72 An internal modelling refresh has been undertaken to verify the tenures calculated in 2020. To date, 20,500 properties have been verified against the 79,000 properties within a designated area that has provided a 98% confidence in the original modelling. Therefore, the enforcement team will continue to target all private rented sector modelled properties not yet licenced, concentrating on increasing checks through Land Registry.

ASB in Selective Licensing Areas

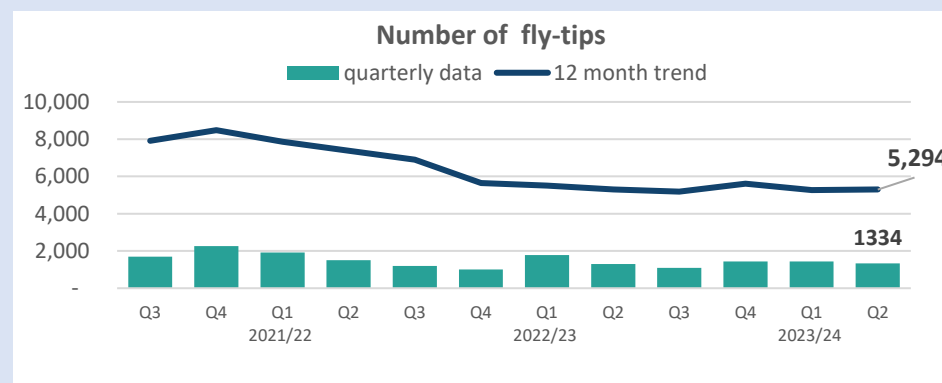
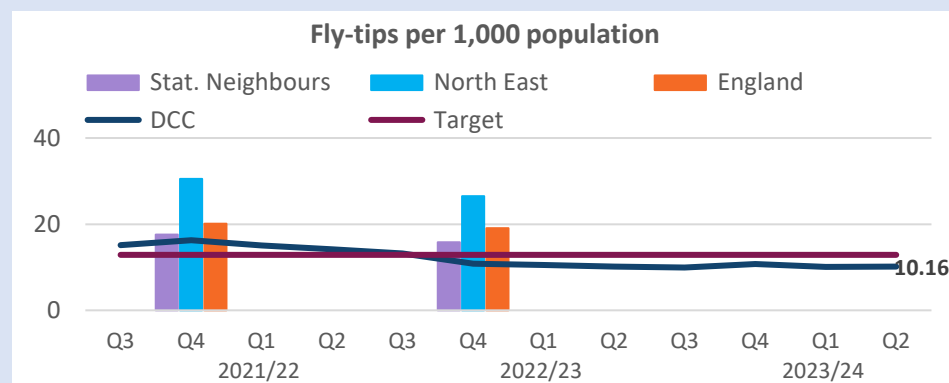
- 73 It has not been possible to report on the total number of ASB incidents (per 10,000) head of population for April-June 2023 due to a recording error on one of the IT systems used to record ASB. Discussions are ongoing with relevant teams to try and rectify the issue and a further update will be provided at quarter three.

Clean and Attractive Communities Dashboard

(12 months ending 30 September 2023 / quarterly data / as at 30 September 2023)

Fly-tipping (lower is better)

- We continue to tackle fly-tipping through pro-active action against perpetrators including through prosecutions, vehicle seizures, issuing of fixed penalty notices and further investigations
- As a result of this incidents of fly-tipping have reduced following the peak during the pandemic and remain historically low.
- The fly tipping rate is below target and is significantly better than the England, North East and Statistical Neighbour averages



Cleanliness

- The methodology for the cleanliness survey data has changed from April 2023.
- New APSE methodology looks at streetscape areas such as paths, roads and alleyways as well as green space areas such as parks, open spaces and playing fields; and will allow us to benchmark with other local authorities in future.
- Once a longer-term trend has been established using this methodology, targets will be set to assist us in driving improvement.

	Litter			Dog Fouling		
	Q1	Q2	+/- change	Q1	Q2	+/- change
Streetscape	96.2%	95.7%	-0.5%	98.3%	99.6%	+1.3%
Green spaces	90.0%	94.6%	+4.6%	100%	98.9%	-1.1%

Fly-tipping

- 74 We continue to address fly-tipping, in the last 12 months we have continued to take a proactive approach against perpetrators, this has included:
- carried out 14 prosecutions
 - caught 65 incidents on CCTV
 - seized three vehicles
 - issued 46 fixed penalty notices for fly-tipping offences
 - issued 37 fixed penalty notices for waste carrier offences
 - carried out 2,708 further investigations of incidents.
- 75 The positive results of this drive to lower levels of fly-tipping can be seen in both the numbers of incidents and in the rate per 1,000 population.
- 76 As well as being better than target (12.88), the 12 months rate of fly-tipping incidents per 1,000 population (10.16) is in line with the last reporting period (10.10) and the previous 12 months (10.16). It is also significantly better than our statistical comparator groups.
- 77 Following the peak during the pandemic in quarter four 2020/21, the amount of fly-tipping remains low with 5,294 incidents in the last 12 months in keeping with the last reporting period (5,266) and the previous 12 months (5,298).

Cleanliness

- 78 In the last 12 months our wardens have issued 1,979 Fixed Penalty Notices (FPNs) for environmental offences including:
- 1,131 for littering
 - 435 Community Protection Notices for untidy yards and gardens and
 - 220 for failure to comply with the Public Space Protection Order (PSPO).
- 79 The new cleanliness survey methodology which we started in April, looks at street scape areas such as paths, roads and alleyways as well as green scape areas such as parks, open spaces and playing fields. The results for quarter two show that as a result of our ground maintenance services there is a high level of cleanliness across County Durham. In relation to litter, 95.7% of the street scape areas inspected were acceptable and 94.6% of green spaces. For dog fouling, 99.6% of the street scape areas inspected were acceptable and 98.9% of the green spaces.
- 80 Once a longer term trend has been established using this methodology, targets will be set to assist us in driving improvement. We will also seek to benchmark against other authorities once more data is available.

Transport Connectivity and Highway Maintenance Dashboard

(quarterly data as at 30 September 2023)

Public Transport Patronage

- Bus patronage remains lower than pre-Covid levels.
- We continue to work in partnership at a regional level with bus operators and other local authorities to implement the North East Bus Service Improvement Plan (BSIP).

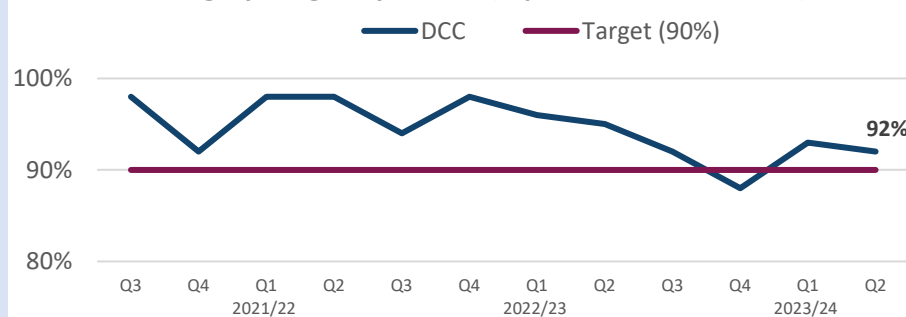
Local passenger journeys on the bus network



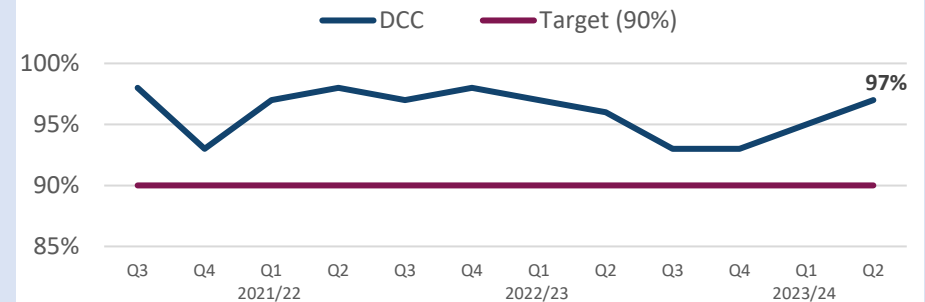
Highway Maintenance

Highways maintenance of defects across all risk categories is above or has almost achieved target.

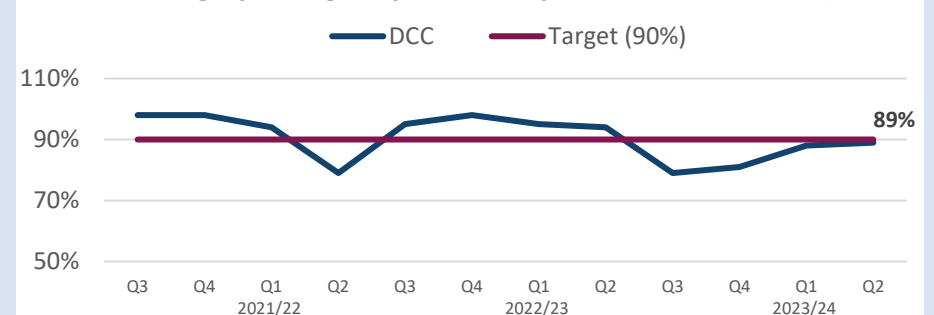
Category 1 highway defects (repaired within 24 hours)



Category 2.1 Highway Defects (repaired within 14 days)



Category 2.2 highway defects (repaired within 3 months)



Public Transport Patronage

- 81 Bus patronage remains lower than pre-Covid levels and is not likely to return to pre-Covid levels in the medium term. However, we continue to work in partnership at a regional level with bus operators and other local authorities to implement the North East Bus Service Improvement Plan (BSIP) to encourage patronage growth.
- 82 Following the launched in May 2023 of a £1 single bus fare for under 22s on any bus service in the region, a regional wide multi-modal day ticket was launched in September 2023. Allowing unlimited travel by bus, Metro and Ferry across all of Tyne and Wear, Northumberland and Durham at a cost of £6.80. The existing equivalent, the North East Explorer ticket, costs £12.70 meaning passengers will save 46%.
- 83 Other initiatives within the BSIP to be developed include further new ticketing products, bus service improvements, bus priority measures to improve bus punctuality and journey times and updating bus stops and stations that have safety or accessibility issues.

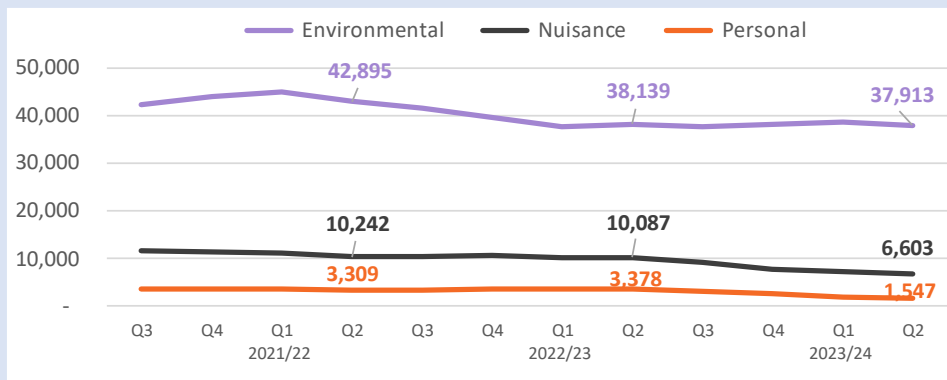
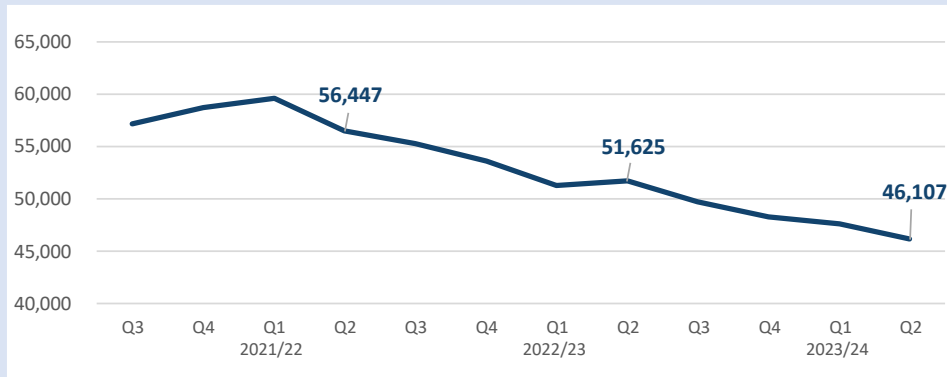
Highways Maintenance

- 84 Highway defects are categorised on a risk basis and where there is a high number of defects over all categories, resources must be targeted at those safety defects likely to pose the greatest risk of harm. Category 2.2 highway defects pose the lowest level of risk to the public due to their hierarchy within the network based on footfall and location.
- 85 Following a downward trend at quarter three 2022/23 (79%) in Category 2.2 highway defects (within 3 months), this has improved at quarter two (89%) and is close to target (90%).
- 86 Performance for maintenance of Category 1 (within 24 hours) (92%) and Category 2.1 highway defects (within 14 days) (97%) continue to be above target (90%).

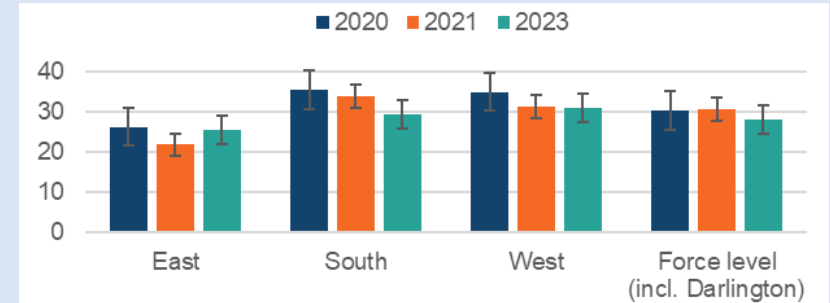
Anti-Social Behaviour Dashboard

(12 months ending 30 September 2023)

	Last year	This year	change	
Environment ASB	38,160	37,957	-203	-0.5%
Nuisance ASB	10,087	6,603	-3,484	-35%
Personal ASB	3,378	1,547	-1,831	-54%
All ASB	51,625	46,107	-5,071	-11%



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



No significant change

Q: 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.

Incidents of Anti-Social Behaviour (ASB)

- 87 Decreases in Police ASB incidents are because of improved compliance with National Crime Recording Standards, with ASB incidents increasingly categorised as a crime, leading to a reduction of traditional ASB data indicators. Essentially, reports that were previously categorised as an ASB incident are now being categorised as a crime, for example harassment or public order, and therefore do not appear in ASB incident data statistics.

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

- 88 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.
- 89 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.
- 90 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.

Community Action Team (CAT) and Community Safety Teams

- 91 To respond to issues of anti-social behaviour in Deneside, Seaham, utilising community engagement and partner intelligence, the CAT prioritised dealing with rubbish accumulations in gardens and on streets; dog fouling and anti-social behaviour/drugs. Our response included:
- 174 pieces of casework were actioned following resident reports and proactive walkabouts – 5 cases are ongoing
 - 12 legal notices were issued on 4 properties to remedy defective state of premises and for the removal of noxious matter
 - Neighbourhood Wardens issued 13 Community Protection Warnings, four Community Protection Notices and one Fixed Penalty Notice and carried out extra patrols
 - Free dog bag offer at the leisure centre and local community centres
 - Fire safety undertook Safe and Wellbeing Visits to 119 properties
 - Focused activity from Public Health including signposting to local drug support and advice
 - Other actions undertaken included focused weekly walkabouts, community litter picks, school visits, replacement signage, a door knock by the Private Initiative

Team, cutting back of overgrown bushes and removal of obstructions from pathways.

- 92 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 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.
- 93 We are tackling increased reports of stray dogs and abandoned vehicles across the County. In the last 12 months the number of reports of stray dogs 1,216 and abandoned vehicles 1,792 has increased by over 50% and 40% respectively from the previous year. 63 FPNs have been issued for abandoning a vehicle in the last 12 months. It is believed that the cost-of-living crisis is impacting on these areas.

Horden Together

- 94 An extension to September 2025 has been agreed for the Horden Together project, which is a place-based partnership project aiming to improve public safety by offering support with a broad range of issues, including emotional health, crime, anti-social behaviour, housing, drugs and alcohol and environmental issues.
- 95 We have responded to a range of reports of properties being open to access, drainage issues, noise, accumulation of needles, pests, public health, housing and other accumulations. As a result of further investigations during the quarter we have issued:
- 22 notices served on properties that were open to access
 - 22 notices served in relation to pest control and
 - 13 in relation to properties requiring works to be done.
- 96 The Warm Hubs and Community Provision Group are planning food provision over the winter months, 8 residents have registered to become volunteers with the programme.
- 97 A series of thematic Rapid Improvement Events are to be held during October – December 2023 to gain a greater understanding between the partner organisations on issues and improve service delivery.

Data Tables

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Major planning applications determined within 13 weeks	Jul-Sep 23	76.2%	90%	73.7%	86%	81%	Yes	No

D = Direction of Travel	T = compared to target	C = compared to England average	G = Gap between our performance and England average
meeting or exceeding the previous year	better than target	Better than the England average	The gap is improving
worse than the previous year but is within 2%	Worse than but within 2% of target	Worse than the England average but within 2%	The gap remains the same
more than 2% worse than the previous year	more than 2% behind target	Worse than the England average	The gap is deteriorating

This is the overall performance assessment. Its calculation is dependent upon whether the indicator has an agreed target.

Key Target Indicator	Key Tracker Indicator
targets are set as improvements, can be measured regularly and can be actively influenced by the council and its partners. When setting a target, the D, C and G have already been taken into account.	no targets are set as they are long-term and / or can only be partially influenced by the council and its partners. Therefore, D, T, C and G are used to assess overall performance
better than target	Direction of Travel (D) is meeting or exceeding the previous year AND the gap with England (G) is improving
Worse than but within 2% of target	Direction of Travel (D) is worse than the previous year OR the gap with England (G) is deteriorating
more than 2% behind target	Direction of Travel (D) is worse than the previous year AND the gap with England (G) is deteriorating

Our Economy: summary data tables

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

Cultural Offer KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					People attending cultural events ran and commissioned by CS&T	Jul-Sep 23	59,000	Tracker	65,782			Yes	No
					People attending council owned cultural venues (Killhope & town halls)	Jul-Sep 23	40,900	Tracker	39,266			Yes	No
					Average % occupancy of cinema screenings (Gala, Empire & BATH)	Jul-Sep 23	24%	20%	16%			Yes	No
					Average % yield of cinema screenings (BATH, Gala and Empire)	Jul-Sep 23	75%	100%				Yes	No
					Average % yield of theatre performances (BATH, Gala and Empire)	Jul-Sep 23	82%	100%				Yes	No
					Average % occupancy of theatre performances (Gala, Empire & BATH)	Jul-Sep 23	59%	65%	15%			Yes	No
					Council owned/managed heritage assets classed as 'at risk'	2022	6	Tracker	7			No	No
					Heritage assets 'at risk' categorised as 'Priority A' and/or in 'very bad condition'	2022	3	Tracker	3			No	No
					Active borrowers (libraries)	Jul-Sep 23	45,519	43,695	40,761			Yes	No
					Digital borrowers (libraries)	Jul-Sep 23	4,172	3,838	3,406			Yes	No

Visitor Economy KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Visitors to the county	2022	17.91m	17.085m	15.77m			No	No
					Money generated by the visitor economy	2022	£1.04b	£760.5m	£826.68m			No	No

				Jobs supported by the visitor economy	2022	11,724	10,191	10,063			No	No
				Visitor attractions served by public transport	Dec 2022	67%	Tracker	new			No	No
				Tourism businesses actively engaged with Visit County Durham	2022	27%	Tracker	27.8%			No	No

Our Environment: summary data tables

Waste KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Household waste re-used, recycled or composted	Jul 22-Jun 23	36.7%	Tracker	38.1%	42.5%	33.5%	Yes	Yes
					Waste diverted from landfill	Jul 22-Jun 23	91.4%	90%	91.3%	91.9%	92.5%	Yes	No
					Residual household waste (kg per h'hold)	Jul 22-Jun 23	571	Tracker	595	547	623	Yes	Yes
					Contamination rate	Apr 22-Mar 23	34.6%	Tracker	33.5%			Yes	Yes

Sustainable Transport and Active Travel KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Cycling and walking levels	2022	65.6%	Tracker	67.7%	70.6%	67.5%	Yes	No
					Satisfaction with cycle routes & facilities (<i>confidence intervals +/-4pp</i>)	2022	52%	Tracker	54%			No	No
					Linear kilometres of appropriate design standards for Active Mode Routes		new		new			No	No
					Park and Ride passenger journeys	Jul-Sep 23	146,298	Tracker	104,309			Yes	No

Carbons Reduction and Air Quality KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					County Durham to become net zero by 2045	2021	53.7%	Tracker	56.3%			No	No
					Council's carbon emissions	2021/22	61%	Tracker	57%			No	No
					NO ₂ levels within Durham City Air Quality Management Area that are below the govt threshold of 40µg/m ³	2021	96%	100%	65%			No	No
					Trees planted	2021/22	53,000	93,333	40,414			No	No

Our People: summary data tables

Physical Activity KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Visits to Leisure Centres	Jul-Sep 23	802,459	887,854	754,146			Yes	No
					Leisure memberships	Jul-Sep 23	18,748	19,291	20,003			Yes	No

Our Communities: summary data tables

Housing Standards KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Empty homes brought back into use as a result of local authority intervention	Jul-Sep 23	52	50	68			Yes	No
					Properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated	Jul-Sep 23	37%	100%	17%			Yes	No
					ASB incidents per 10,000 population within the Selective Licensing Scheme	Jul-Jun 23	212.97	224.28	261			No	No

Clean and Attractive Communities KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Fly-tipping resolved rate	Oct 22-Sep 23	10.16	12.88	10.16	19.07	26.53	Yes	No
					Land with acceptable levels of cleanliness: litter	Jul-Sep 23	95.7%	Tracker	new			Yes	No
					Land with acceptable levels of cleanliness: dog fouling	Jul-Sep 23	99.6%	Tracker	new			Yes	No
					Green and open space with acceptable levels of cleanliness: litter	Jul-Sep 23	94.6%	Tracker	new			Yes	No
					Green and open space with acceptable levels of cleanliness: dog fouling	Jul-Sep 23	98.9%	Tracker	new			Yes	No
					Average vacancy rate of town centres		new		new			No	No

Transport Connectivity KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Satisfaction with ease of access (<i>confidence intervals +/-4pp</i>)	2022	73%	Tracker	77%			No	No
					Satisfaction with bus operators (<i>confidence intervals +/-4pp</i>)	2019	92%	92%	92%			No	No
					Households which can access key service locations using public transport		new		new			No	No

					Residents who can access employment sites by public transport		new		new			No	No
					Timetabled bus services no more than 5 min late or 1 min early		new		new			No	No
					Local passenger journeys on public transport	Apr-Jun 23	4,597,196	Tracker	4,232,991			Yes	No

Highways and Footways Maintenance KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					A roads where maintenance is recommended	2022	3.7%	Tracker	3.0%			No	No
					B roads where maintenance is recommended	2022	3.3%	Tracker	3.1%			No	No
					C roads where maintenance is recommended	2022	3.5%	Tracker	2.3%			No	No
					Unclassified roads where maintenance is recommended	2022	25.0%	Tracker	22.8%			No	No
					'Footways' structurally unsound	2020	22.5%	Tracker	20.9%			No	No
					Bridge condition: principal roads	2020	82.0%	Tracker	81.1%			No	No
					Bridge condition: non-principal roads	2020	81.0	Tracker	80.1			No	No
					Category 1 highway defects repaired within 24 hours	Jul-Sep 23	92%	90%	95%			Yes	No
					Category 2.1 highway defects repaired within 14 days	Jul-Sep 23	97%	90%	96%			Yes	No
					Category 2.2 highway defects repaired within 3 months	Jul-Sep 23	89%	90%	94%			Yes	No
					Highways Maintenance Backlog	2020	£171.2m	Tracker	£172.6m			No	No
					Satisfaction with highways maintenance. <i>(confidence intervals +/-4pp)</i>	2021/22	47%	46%	50%			No	No
					Footway maintained and repaired over and above the core programme		new	Tracker	new			No	No

Anti-Social Behaviour KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Reports of anti-social behaviour	Oct 22-Sep 23	46,107	Tracker	51,625			Yes	No
					Reports of environmental anti-social behaviour	Oct 22-Sep 23	37,913	Tracker	38,139			Yes	No
					Reports of nuisance anti-social behaviour	Oct 22-Sep 23	6,603	Tracker	10,087			Yes	No
					Reports of personal anti-social behaviour	Oct 22-Sep 23	1,547	Tracker	3,378			Yes	No
					Anti-social behaviour incidents which were alcohol related	Oct 22-Sep 23	11.22%	Tracker	12.12%			Yes	No
					ASB enforcement action taken	Jul 22-Jun 23	6,069	Tracker	5,057			No	No

Glossary

Term	Definition
ACD	<p>Automatic Call Distribution</p> <p>Telephone calls are received either through our Automatic Call Distribution system, which routes calls to groups of agents based on a first-in-first-answered criteria, or directly to a telephone extension (non-ACD). Only calls received via our ACD system are included in our telephone statistics.</p>
AQMA	<p>Air Quality Management Area</p> <p>A geographical area where air pollution levels are, or are likely to, exceed national air quality objectives at relevant locations (where the public may be exposed to harmful air pollution over a period of time e.g., residential homes, schools etc.).</p>
ASB	Anti-social behaviour
ASCOF	<p>Adult Social Care Outcomes Framework</p> <p>measures how well care and support services achieve the outcomes that matter most to people (link)</p>
BATH	<p>Bishop Auckland Town Hall</p> <p>A multi-purpose cultural venue situated in Bishop Auckland market place. It offers regular art exhibitions, live music, cinema screenings and theatre performances, as well as a library service.</p>
BCF	<p>Better Care Fund</p> <p>A national programme that supports local systems to successfully deliver the integration of health and social care.</p>
CAP	<p>Customer Access Point</p> <p>A location where residents can get face-to-face help and information about council services. There are eight CAPs across County Durham.</p>
CAT	<p>Community Action Team</p> <p>A project team which includes members of our community protection service, planning, neighbourhood wardens and housing teams, who work alongside police and community support officers and fire and rescue teams and residents to tackle housing and environmental issues in a specific area by identifying local priorities and making best use of resources.</p>
CDP	<p>County Durham Plan</p> <p>Sets out the council's vision for housing, jobs and the environment until 2035, as well as the transport, schools and healthcare to support it (link)</p>
CED	Community Economic Development
CERP	<p>Climate Emergency Response Plan</p> <p>A community-wide call to action to help align all sectors on the actions required to further reduce greenhouse gas emissions and improve our resilience to the impacts of climate change.</p>
CNIS	Child Not In School

Term	Definition
CRM	Customer Relationship Management system
CS&T	Culture, Sport and Tourism
CTR	Council Tax Reduction Reduces council tax bills for those on low incomes
DCC	Durham County Council
DEFRA	Department for the Environment, Food and Rural Affairs A ministerial department, supported by 34 agencies and public bodies responsible for improving and protecting the environment. It aims to grow a green economy and sustain thriving rural communities. It also supports our world-leading food, farming and fishing industries (link)
DHP	Discretionary Housing Payments Short term payments which can be made to tenants in receipt of the housing benefit element of Universal Credit, to help sort out housing and money problems in the longer term.
DLE	Daily Living Expenses Available for those whose circumstances have changed unexpectedly. Payments can be made for up to seven days to help with food, travel and some clothing (restrictions apply).
DoLS	Deprivation of Liberty Safeguards A set of checks that are part of the Mental Capacity Act 2005, which applies in England and Wales. The DoLS procedure protects a person receiving care whose liberty has been limited by checking that this is appropriate and is in their best interests.
EAP	Employee Assistance Programme A confidential employee benefit designed to help staff deal with personal and professional problems that could be affecting their home or work life, health, and general wellbeing.
EET	Employment, Education or Training Most often used in relation to young people aged 16 to 24, it measures the number employed, in education or in training.
EHCP	Education, Health Care Plan A legal document which describes a child or young person's (aged up to 25) special educational needs, the support they need, and the outcomes they would like to achieve.
ERDF	European Regional Development Fund Funding that helps to create economic development and growth; it gives support to businesses, encourages new ideas and supports regeneration. Although the United Kingdom has now left the European Union, under the terms of the Withdrawal Agreement, EU programmes will continue to operate in the UK until their closure in 2023-24.

Term	Definition
EHE	<p>Elective Home Education</p> <p>A term used to describe a choice by parents to provide education for their children at home or in some other way they desire, instead of sending them to school full-time.</p>
ETA	<p>Extension of Time Agreement</p> <p>An agreement between the council and the customer submitting a planning application to extend the usual deadline beyond 13 weeks due to the complex nature of the application.</p>
FTE	<p>Full Time Equivalent</p> <p>Total number of full-time employees working across the organisation. It is a way of adding up the hours of full-time, part-time and various other types of employees and converting into measurable 'full-time' units.</p>
GVA	<p>Gross Value Added</p> <p><i>The measure of the value of goods and services produced in an area, industry or sector of an economy.</i></p>
HSF	<p>Household Support Fund</p> <p>Payments support low income households struggling with energy and food costs, or who need essential household items.</p>
ICO	<p>Information Commissioner's Office</p> <p>The UK's independent body's role is to uphold information rights in the public interest (link)</p>
IES	<p>Inclusive Economic Strategy</p> <p>Sets a clear, long-term vision for the area's economy up to 2035, with an overarching aim to create more and better jobs in an inclusive, green economy (link)</p>
JLHWS	<p>Joint Local Health and Wellbeing Strategy</p> <p>The Strategy (2023-28) supports the vision that County Durham is a healthy place where people live well for longer (link)</p>
KS2	<p>Key Stage 2</p> <p>The national curriculum is organised into blocks of years called 'key stages'. At the end of each key stage, the teacher will formally assess each child's performance. KS2 refers to children in year 3, 4, 5 and 6 when pupils are aged between 7 and 11.</p>
KS3	<p>Key Stage 3</p> <p>The national curriculum is organised into blocks of years called 'key stages'. At the end of each key stage, the teacher will formally assess each child's performance. KS3 refers to children in year 7, 8 and 9 when pupils are aged between 11 and 14.</p>
LGA	<p>Local Government Association</p> <p>The national membership body for local authorities which works on behalf of its member councils to support, promote and improve local government (link).</p>

Term	Definition
L!NKCD	A programme that brings together a number of delivery partners to support people with multiple barriers to address these underlying issues and to move them closer to or into the labour market or re-engage with education or training.
LNRS	<p>Local Nature Recovery Strategies</p> <p>Propose how and where to recover nature and improve the wider environment across England.</p>
MMB	<p>Managing Money Better</p> <p>A service offered by the council which involves visiting residents' homes to carry out a free home energy assessment. In addition to providing advice on energy bills, the service can provide financial advice through referrals to Benefits advice or help with a benefits appeal and other services for advice on benefit entitlements.</p>
MTFP	<p>Medium Term Financial Plan</p> <p>A document that sets out the council's financial strategy over a four year period</p>
NESWA	<p>North East Social Work Alliance</p> <p>A social work teaching partnership made up of 12 north east local authorities and six Higher Education Institutes. The Alliance is one of several teaching partnerships across the country which were created to improve the quality of practice, learning and continuous professional development amongst trainee and practicing social workers.</p>
NQSW	<p>Newly Qualified Social Workers</p> <p>a social worker who is registered with Social Work England and is in their first year of post qualifying practice.</p>
NVQ	<p>National Vocational Qualification</p> <p>The NVQ is a work-based qualification that recognises the skills and knowledge a person needs to do a job.</p>
Oflog	<p>Office For Local Government</p> <p>The vision for Oflog is for it to provide authoritative and accessible data and analysis about the performance of local government, and support its improvement. Oflog is part of the Department for Levelling Up, Housing and Communities .</p>
PDR	<p>Performance and Development Review</p> <p>Is an annual process which provides all staff with the valuable opportunity to reflect on their performance, potential and development needs.</p>
PRS	<p>Private Rented Sector</p> <p>This classification of housing relates to property owned by a landlord and leased to a tenant. The landlord could be an individual, a property company or an institutional investor. The tenants would either deal directly with an individual landlord, or alternatively with a management company or estate agency caring for the property on behalf of the landlord.</p>
QoL	<p>Quality of Life</p>

Term	Definition
RIDDOR	<p>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations</p> <p>A RIDDOR report is required for work-related accidents which result in a reportable injury. The definition of a reportable injury can be found here</p>
RQF	<p>Regulated Qualifications Framework</p> <p>The RQF helps people understand all the qualifications regulated by the government and how they relate to each other. It covers general and vocational in England, and vocational in Northern Ireland. Link</p>
SEN	<p>Special Educational Needs</p> <p>The term is used to describe learning difficulties or disabilities that make it harder for children to learn than most children of the same age. Children with SEN are likely to need extra or different help from that given to other children their age.</p>
SEND	<p>Special Educational Needs and Disabilities</p> <p>SEND can affect a child or young person's ability to learn and can affect their;</p> <ul style="list-style-type: none"> ▪ behaviour or ability to socialise (e.g., they struggle to make friends) ▪ reading and writing (e.g., because they have dyslexia), ▪ ability to understand things, ▪ concentration levels (e.g., because they have attention deficit hyperactivity disorder) ▪ physical ability
SG	<p>Settlement Grants</p> <p>Help people stay in their home, or move back into housing after living in supported or unsettled accommodation (such as leaving care or being homeless). They provide help towards furniture, white goods, flooring, curtains, bedding, kitchen equipment, removal costs etc.</p>
SME	<p>Small to Medium Sized Enterprise</p> <p>A company with no more than 500 employees.</p>
Statistical nearest neighbours	<p>A group of local authorities that are similar across a wide range of socio-economic.</p> <p>Durham County Council uses the CIPFA nearest neighbours model which compares us to Northumberland, North Tyneside, Barnsley, Rotherham, Wakefield, Doncaster, Redcar and Cleveland, Wigan, St Helens, Dudley, Sefton, Sunderland, Wirral, Kirklees and Calderdale</p>
UASC	<p>Unaccompanied Asylum Seeking Children</p> <p>Children and young people who are seeking asylum in the UK but who have been separated from their parents or carers. While their claim is processed, they are cared for by a local authority.</p>
UKSPF	<p>UK Shared Prosperity Fund</p> <p>Part of the government's Levelling Up agenda that provides funding for local investment to March 2025. All areas of the UK receive an allocation from the Fund to enable local decision making and better target the priorities of places within the UK that will lead to tangible improvements to the places where people work and live.</p>

Term	Definition
WEEE	Waste Electrical and Electronic Equipment Any electrical or electronic waste, whether whole or broken, that is destined for disposal. The definition includes household appliances such as washing machines and cookers, IT and telecommunications equipment, electrical and electronic tools, toys and leisure equipment and certain medical devices.
Yield	Proportion of potential income achieved