

# Corporate Overview and Scrutiny Management Board

23 January 2024

Quarter Two, 2023/24  
Performance Management Report

Ordinary Decision



## 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)<sup>1</sup>. 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.

## Recommendation

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<sup>1</sup> [Best Value standards and intervention](#)

- 8 Corporate Overview and Scrutiny Management Board 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/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>

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## **Appendix 1: Implications**

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### **Legal Implications**

Not applicable.

### **Finance**

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

### **Consultation**

Not applicable.

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

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

### **Climate Change**

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

### **Human Rights**

Not applicable.

### **Crime and Disorder**

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

### **Staffing**

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

### **Accommodation**

Not applicable.

### **Risk**

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

### **Procurement**

Not applicable.



# Corporate Performance Report

Quarter Two, 2023/24



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# Executive Summary

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- 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 Macro-economic indicators such as the employment rate and unemployment levels show a favourable picture and are on par with national trends.
- 6 One of the key ambitions within the [Vision for County Durham](#) is to create more and better jobs. There has been a steady growth in employments over the last decade and also measurable improvements in the skills levels of the labour force in the county with more people achieving higher qualifications.
- 7 One of our objectives is to help to support all people into rewarding work. We have addressed capacity issues with partner agencies experienced in the first quarter of the year which were affecting registrations onto our employability programmes. Both registrations and participants on these programmes moving on to employment, education or training have both shown increases and are now on track to achieve annual targets.
- 8 A healthy demand for development land, industrial and office premises are strong indicators that the county has potential for further economic growth.
- 9 Productivity fell during the pandemic period but is demonstrating a recovery post-Covid.
- 10 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

- 11 The employment rate remains below the national average and there is a growing inequality gap between the county figures and the national average across some

economic indicators such as gross value added (GVA) and the proportion of the labour market with higher skills levels. These challenges are recognised in our Inclusive Economic Strategy, and we are developing a delivery plan with partners to address these issues.

- 12 The pandemic period has particularly impacted the retail and hospitality sector. However, we have helped to support 74 new retail businesses as part of our economic regeneration activity.
- 13 There has been a downturn in the proportion of major planning applications processed within the 13-week timescale. Procedures around extension of time agreements are being put in place to address this and it is expected that performance will return to previous levels for the next quarter. The council's planning department generally performs favourably in comparison with regional and national benchmarks in this area.
- 14 The council is not achieving targets for theatre patronage. A new appointment tasked with developing more popular programmes has been made.

## **Our environment**

- 15 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**

- 16 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.
- 17 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.
- 18 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.
- 19 Domestic waste diverted from landfill continues to improve and we have exceeded the new target of 90% set for the current year.
- 20 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.

- 21 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/m<sup>3</sup> 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**

- 22 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.
- 23 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**

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

### **Going Well**

- 25 Demand overall for Early Help and statutory support remains consistent with previous trends. Improved practice has led consistently low re-referral rate for statutory children's social care referrals. The latest rate was 18% in quarter two, slightly higher than the quarter 1 (16%) but remains below latest benchmarks. This means fewer children and their families require further support from safeguarding services following support.
- 26 Children's social care assessments completed in 45 days completed in the quarter improved to 82% (from 75% in quarter one 2023/24), and is now similar to national and regional benchmarks. This had reduced in previous quarters as a result of capacity issues.
- 27 There has been a reduction in children's social worker vacancies since last quarter. Over the last year vacancy rates have been high after challenges in recruitment led to a smaller number of NQSWs joining us in Autumn 2022. The vacancy rate has fallen in August and September largely due to 40 newly qualified social workers (NQSWs) who have come into post in the last couple of months following more successful recruitment campaigns throughout 2023.
- 28 The satisfaction of Adult Social Care service users with their care and support remains positive in Durham. The last annual survey was undertaken between January and

March 2023, and the national data was released in October 2023. This showed Durham's performance to be in line with the national and regional comparative result.

29 The percentage of older people still at home 91 days after discharge from hospital into reablement / rehabilitation services (85.7% in the latest quarter) remains high and is within two percentage points of the three-year average. Latest performance remains above our Better Care Fund target of 84%, and regional and national benchmarking.

30 The proportion of people that we have helped to stay in their own home has increased this quarter due to the two new appointments being made to assist in homelessness prevention work.

### **Issues we are addressing**

31 The number of children in care continues to increase in County Durham. The service is reviewing these trends and learning will feed into strategic Placement Sufficiency work and preparation for the implementation of the Care Review proposals

32 A shortage of educational psychologists (a national problem) to undertake the required assessment, and capacity challenges in providing suitable provision has meant that the timescales for completion of 20 weeks for Education and Health Care Plans is not currently being met. The service is implementing plans to build capacity to meet increased demand and manage new requests within the context of a graduated approach to ensure children are supported with quality provision in an appropriate setting.

33 The timeliness of the completion of Care Act assessments for Adult Social Care service users remains low with 54.2% of all Care Act assessments completed within 28 days in the latest quarter. New technology to support staff to complete assessments in a timely manner is being introduced over a period of 2 years through a phased approach in service teams.

34 For the latest quarter, nearly two-thirds of Adult Social Care service users (64.6%) have received an annual assessment or review in the last 12 months. This is higher than the same period 12 months ago, however, it is a slight reduction on the previous quarter (68.1%). New review teams were created earlier this year, with dedicated capacity for undertaking annual reviews. Staffing issues in these new teams may be the reason for this slight recent decline in performance. A working group is overseeing the first year of the team's operation, and a report will be provided to Adult Care Management Team at the end of the financial year.

35 The number of people discharged into reablement remains low and demonstrates little change over the last three years. The Commissioning Service are undertaking a review of reablement services to understand factors such as staff turnover, capacity of the service, and changing demand.

36 Latest suicide mortality rates per 100,000 people in County Durham are statistically significantly higher than England and have been rising over time. Between 2018-20 and 2019-21 the rate increased by 1.5 per 100,000. A reduction in suicide rates is a key aim of the Joint Local Health and Wellbeing Strategy. The County Durham Suicide Alliance delivers a multi-agency approach to preventing suicide by implementing the actions recommended by the national Suicide Prevention Strategy

- 37 The proportion of people prevented from becoming homeless remains below regional and national historical benchmarks. However, the appointment of two new visiting officers should further impact on homelessness prevention.
- 38 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**

- 39 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**

- 40 During quarter two, more homes were built due to larger construction schemes seeing quicker completion rates for some of their builds, and more empty homes were brought back into use. Both indicators were higher than their profiled targets.
- 41 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.
- 42 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.
- 43 Resource and delivery issues experienced in previous quarters which impacted the repair of category 2.2 highway defects<sup>2</sup> 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.
- 44 Fewer domestic abuse incidents are being reported to the police, but more victims are being referred to Harbour Support Services. Of those referred, at case closure, 85% stated they felt more confident in themselves and 84% said they had an improved quality of life.

### **Issues we are addressing**

- 45 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

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<sup>2</sup> 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.

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.

- 46 Over the last 12 months, overall theft has increased. This is mainly due to an increase in shoplifting, which has now returned to pre-pandemic levels and is most likely linked to the cost-of-living crisis.

## **Our council**

- 47 The aim of this priority is to be an excellent council with effective governance arrangements, a good grip on our performance and finances, a workforce fit for the future making best use of the latest technology to provide an effective service and that listens to the views of our residents and service users.

## **Going Well**

- 48 Although our current sickness rate remains high, the decreasing trend experienced over the last four quarters has continued into quarter two. Sickness is now a full day per full-time equivalent (FTE) lower than the same period last year, mainly due to fewer Covid-19 absences.
- 49 62% of employees recorded no sickness over the last 12 months.
- 50 Quarter two collection rates for council tax and business rates remain consistent with previous years, and the latest benchmarking data suggests our performance is in line with other councils across the Northeast.
- 51 We know many residents are struggling financially and we are continuing to accept lower council tax instalments over a longer period (impacting collection rates in the short-medium term) and are only taking recovery action against those who 'won't pay' rather than those that 'can't pay'.
- 52 We are also maintaining strong support through our financial support schemes with more than 47,000 payments made in the first six months of the current year (around £3.9 million). In addition, almost 54,000 residents are being supported through our council tax reduction scheme, with an additional £1.4 million spent supporting those who do not qualify for 100% reduction.
- 53 We have reduced both the welfare assistance backlog and the processing time for Discretionary Housing Payments (DHP), and we have now opened the application process for Household Support Fund which enables people to be considered for DHP, Household Support Fund and welfare assistance in a single application meaning residents receive the most appropriate support for their needs in the first request.
- 54 The time taken to process benefit payments (housing benefit and council tax reduction) further improved during quarter two and is now better than target across all measures. Improved performance is particularly noticeable across new claims for housing benefit, 85% received in the last six months were processed within 14 days, compared to 64% for the same period last year.
- 55 37% of contact through our reported channels is now digital. Although lower than the proportion recorded over the last two years, it is higher than the 18% recorded three years ago (September 2020).

- 56 Satisfaction with overall service delivery remains high - 83% for those responding through our e-mailed survey and 75% for those responding through our newly introduced text survey. 76% of customers who gave us a star rating system, rated us as five star – the highest proportion since star ratings were introduced.
- 57 Complaints remain static at around 2,500 each year, a small proportion of service delivery which has been increasing for some time. Most complaints continue to relate to refuse and recycling, mainly not emptying the customer's bin (with some customers disputing our claim the bin was contaminated). Complaints reaching the Local Government Ombudsman remains static at around 3% (around 77 each year).
- 58 We continue to be one of the highest performing local authorities in the country for registering births and deaths. We registered 97% of births and 69% of deaths in line with the national target, the national average was 92% and 53% respectively.
- 59 More of our employees are enrolling on an apprenticeship and our retention rate for new apprentices is 74%. To date, 29 employers across the county have applied for an apprenticeship levy transfer - eight applications have been approved and accepted.

### **Issues we are addressing**

- 60 77% of telephone calls answered were answered by customer services within three minutes. However, performance increased to 83% for the four highest volume lines (which collectively make up 86% of all telephone contact). During quarter two, only the 'welfare assistance' line failed to answer at least 75% within three minutes, caused by increasing demand and the line's transfer to the customer service team without any growth in the operating model.
- 61 There has been a slight increase in the proportion of complaints progressing to independent investigation, and the proportion upheld has increased from 24% to 29%. The main reasons they were upheld were time taken to respond, not keeping the customer informed of progress, and lack of communication.
- 62 Recruiting and retaining employees remains challenging with specific posts, such as social work, planning and environmental health, difficult to recruit to. We continue to promote the council as an employer of choice, have launched dedicated jobs and careers fairs, and formed close relationships with education providers. This is in addition to 'growing our own' and upskilling the workforce. School crossing patrol vacancies have always been difficult to fill but we are working to improve promotion of the role and will be piloting a shorter application form.

### **Risk Management**

- 63 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](#).

# 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

## National, Regional and Local Picture

- 64 Our economy is showing signs of strength across a range of performance indicators; however, gaps remain across a range of economic performance within the county and region compared to national levels. Employment (71.8%) is within the highest level for 20 years and unemployment (4.2%) remains low, which reflects national trends (75.8% and 3.9%, respectively). We are showing strong signs of demand for development land as well as industrial and office premises of all sizes. There has been a 3.7% growth in jobs (168,500, 2020) in the county since 2010.
- 65 Our manufacturing sector which remained strong during the last few challenging years, is innovating, driving green growth, and supporting a range of other sectors such as logistics, and business services. With rising energy costs, businesses have invested in solutions that reduce their energy usage, costs, and carbon emissions. However, the last few years have been particularly challenging for the retail, hospitality and public sector.
- 66 There is a growing demand for workers in the county and the balance of jobs is starting to shift, with more people achieving higher levels of education and training, (59% of 16-64 year olds qualified to Regulated Qualifications Framework (RQF) level 3+) and moving into better paid jobs. However, we continue to lose many of our most talented people to urban areas which offer higher wages and have a greater choice of private sector jobs.
- 67 Average wages for residents in the county (£28,259) are growing but remain low compared to the national level (£31,490) and the cost-of-living is a long-term problem, especially for the large numbers of people with health conditions, disabilities, and caring responsibilities.

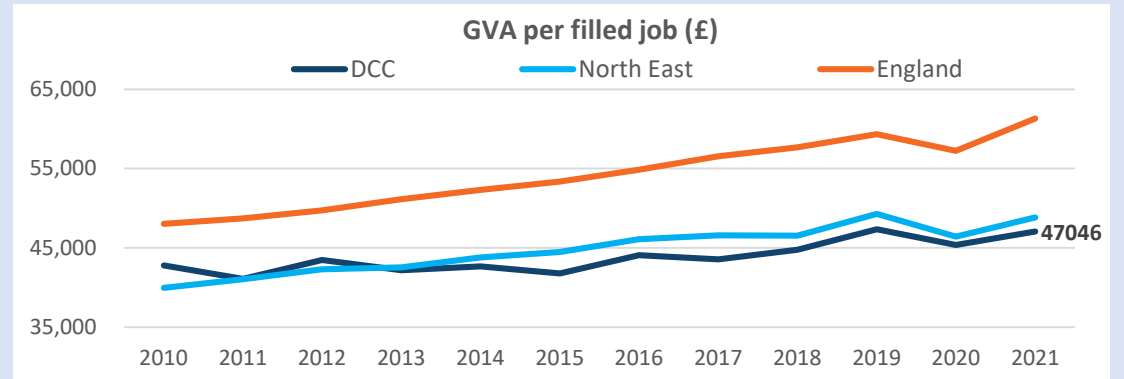


# Economic Growth Dashboard: GVA per filled job and private sector businesses and employments

(annual data)

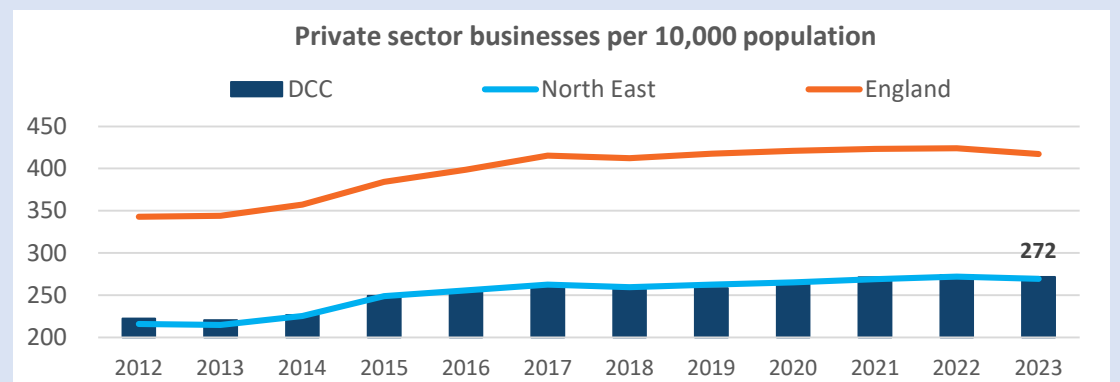
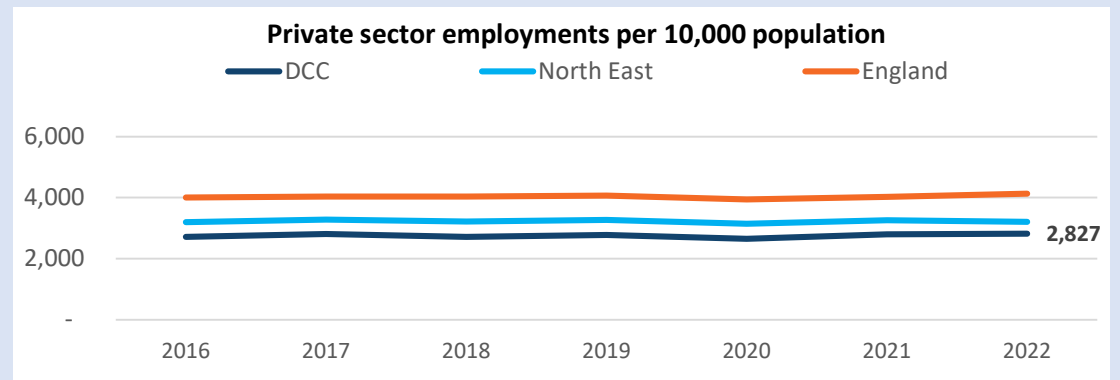
## GVA per filled job

- Productivity has shown a recovery following the impact of Covid, however the gap between the county and national level has widened.
- We are addressing this through strengthening the business services sector through the Durham City Innovation District and the new Inclusive Economic Strategy which focuses on creating more opportunities across the county for more and better jobs, as well as a greater choice of jobs.



## Private Sector Businesses and employments

- The rate of private sector employments increased in 2022, however as the national rate increased to a greater extent the gap has widened.
- Although the rate of private sector businesses within the county fell slightly in 2022, in line with regional and national trends, it did so to a lesser extent resulting in the gap with the national rate contracting.
- The new Inclusive Economic Strategy identifies potential growth sectors and sub-sectors to provide new opportunities. Also, the employment land identified in the County Durham Plan and a joined-up approach to growth, alongside external investment supports strong private sector growth.



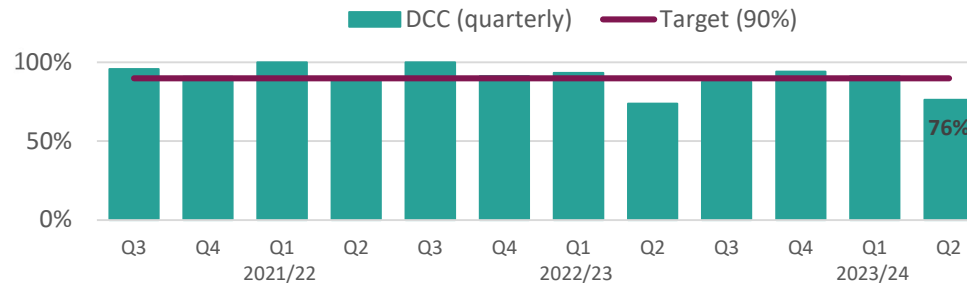
# Economic Growth Dashboard: planning applications, business investments and portfolio

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

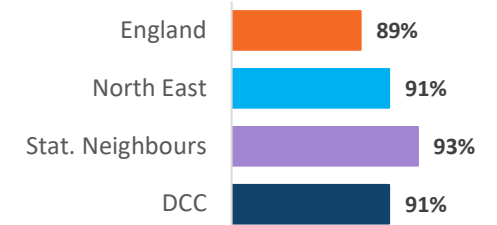
## Major Planning Applications

- 76% determined in deadline (14pp below target). Work is underway to confirm drop in performance is due to a number of 'extension of time agreements' not being enforced and to put processes in place to address this going forward.
- Latest benchmarking shows we are performing above the national average.

### Major planning applications completed within deadline



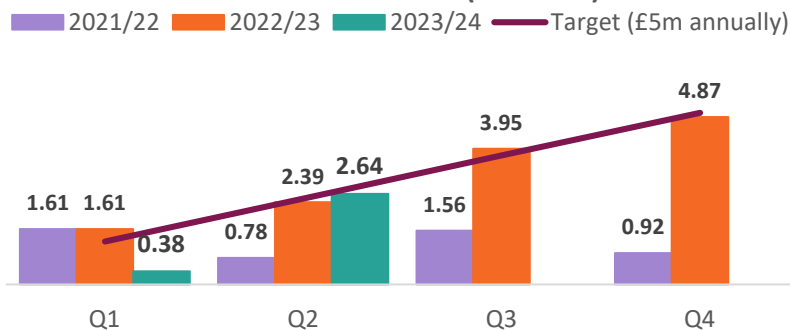
### Major planning applications completed within deadline - June 2023 (3 mth lag)



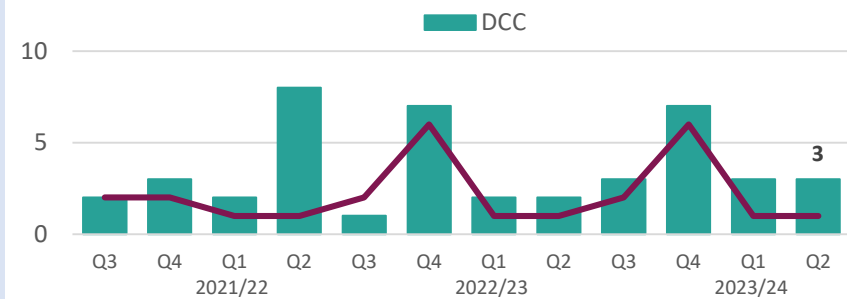
## Investment in County Durham

Based on delivery in the year to date (Apr-Sep 23) both the amount of investment secured for companies and the number of inward investments attracted are on track to achieve annual targets.

### Investment secured (£'million)



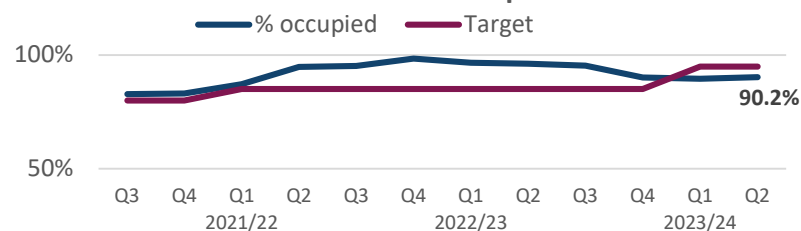
### Number of inward investments



## Business Portfolio

We continue to invest and expand our business space portfolio. Additional floorspace added to the portfolio has reduced the occupancy rate.

### Business Durham Office Space



## **GVA per filled job**

- 68 Although employment levels were largely maintained by furlough payments, an impact of the pandemic on the economy (national, regional and local) was a drop in business productivity between 2019 and 2020, however, this has shown recovery between 2020 and 2021.
- 69 Latest data (2021) for England (£61,310) suggests a return to the pre-Covid trend, whereas the regional (£48,828) and county (£47,046) data suggests a widening gap (+1,688) with the national average. One of County Durham's underlying weaknesses is the small business services sector, which we are addressing via developments such as the Durham City Innovation District.
- 70 The Inclusive Economic Strategy (IES) Delivery Plan, which was approved by Cabinet in November 2023, is focused on creating opportunities across the county for more and better jobs. Whilst there is a need to improve the overall productivity of the county and the jobs here, it is also vital that more people have opportunities to contribute to and benefit from growth by having access to a choice of jobs. The IES recognises that there are structural challenges that need to be overcome in order to bridge the gap with national levels of growth (e.g., low educational attainment, access to jobs, poor health) which is why it has a broad and long-term focus.

## **Private sector businesses and employments**

- 71 Private sector employment rates in the county increased to 2,827 in 2022 (from 2,795 in 2021), following the trend nationally. However, as the national rate increased to a greater extent the gap has widened.
- 72 The rate of private sector business within the county fell slightly to 272 in 2023 (from 274 in 2022) reflecting the trend regionally and nationally. However, the county's rate reduced to a lesser extent, resulting in the gap between the county and England (417) rates improving (-5).
- 73 In order to drive overall economic growth, there is a need to drive more growth and diversification in the private sector. The IES identifies potential growth sectors and sub-sectors which we can harness to generate a diverse range of opportunities for people with different talents. This will be supported by programmes that help to bring more people into the workforce and drive education and skills improvements aligned to the opportunities. The employment land that has been made available through the County Durham Plan and joined-up approach to growth, alongside external investment from the public and private sector partners suggest we can support strong private sector growth.

## **Planning Applications**

- 74 We contribute to economic growth through timely delivery of planning decisions, however, performance in relation to the processing of major applications was below target (90%) this quarter. Of the 21 applications received, 16 (76.2%) were determined in target of 13 weeks. It is expected that a drop in performance is due to a number of Extension of Time Agreements (ETA) not being enforced. An ETA is an agreement between the council and the applicant to extend the usual deadline beyond 13 weeks due to the complex nature of the application. Work is currently underway to confirm this, and processes put in place to address this moving forward.

- 75 The latest benchmarking data (June 2023) shows our performance to be better than England average, on par with North East average but slightly lower than our statistical neighbours.

### **Investments**

- 76 During quarter two, Business Durham secured £2,639,595 of investments for companies, above the profiled target of £1.25m. Bringing the year-to-date figure to £3.02m, on track to achieve the annual target of £5m. This includes Finance Durham Fund investments with signed terms agreed to two companies totalling £1m; along with grants paid out through the County Durham Growth Fund.
- 77 Business Durham supported three inward investments, above the projected target (one), placing us on track to achieve the annual target (10). Those achieved in quarter two are:
- Hibbott's Artisan Spirits, an award winning distillery relocating from Hertfordshire to Dabble Duck Business Park in Shildon;
  - Fit24 Gym which has moved into Lighthouse View to serve employees of businesses at Foxcover and Spectrum as part of the re-development of this long vacant unit;
  - Vestas a manufacturer of wind turbines, who's new unit at Foxcover Business Park will be its base for UK onshore turbine maintenance.

### **Business Durham floor space**

- 78 New units at Station Place and two new offices at the Durham Dales Centre added earlier this year have increased the floorspace of Business Durham's office and industrial portfolio. This increase in overall floorspace has reduced the occupancy rate to 90.2%, below the target of 95%, however, demand remains high, and we expect these to be occupied soon.

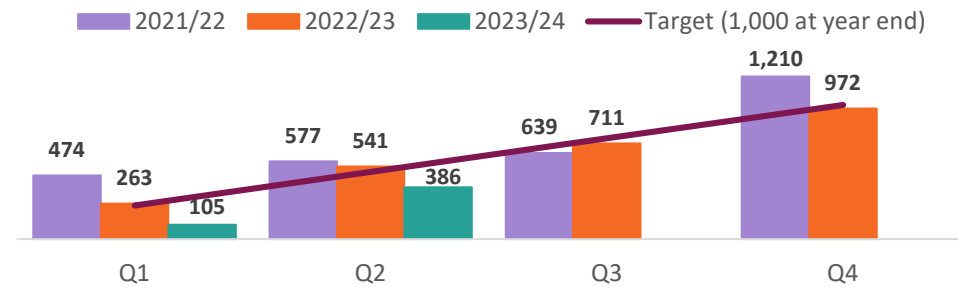
# Business Support and Job Creation Dashboard

(year to date ending 30 September 2023)

## Business support through Business Durham

- Due to the transition from the end of most ERDF funded schemes and the mobilisation period for the new UKSPF Productivity and Growth Programme, total engagements in the year to date are below the profiled target.
- However, engagement in the second quarter (281) is higher than the profiled target (250), delivered through networking events, conferences, direct one to one and support through funded programmes.

### Businesses supported by Business Durham (cumulative)

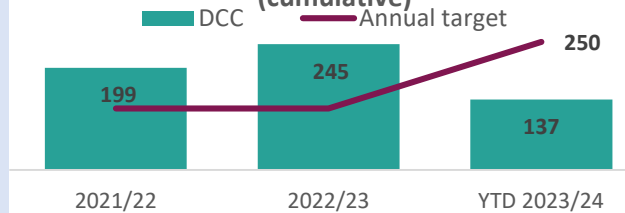


## Business support through regeneration

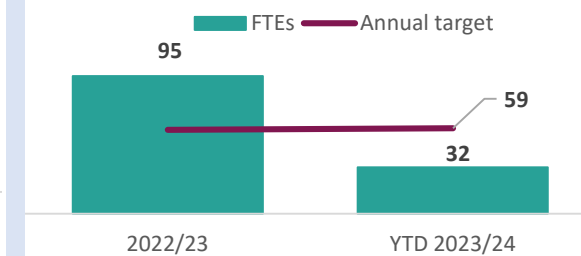
On track to achieve annual targets for businesses supported in 2023/24 through our regeneration projects and the Community Economic Team (CED). During quarter two we have supported:

- 74 new retail businesses via CED Team.
- 14 businesses via regeneration scheme.
- A further 21 schemes currently on site and two offer letters issued.

### Businesses supported by Community Economic Development Team (cumulative)



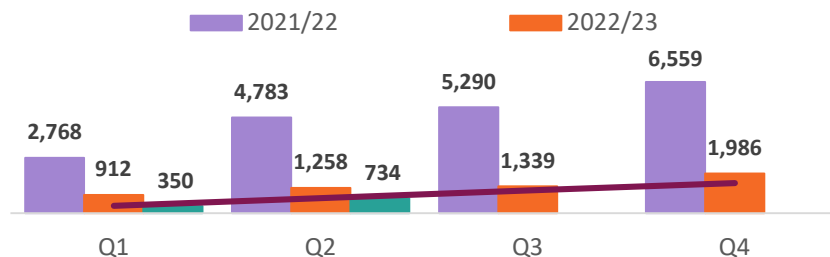
### Businesses supported by regeneration projects



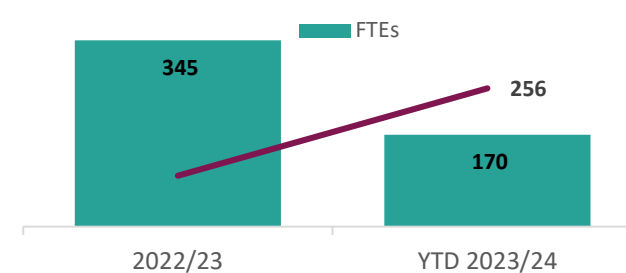
## Jobs created/safeguarded

High level of delivery places us on track to achieve annual targets across both measures.

### Jobs created or safeguarded by Business Durham (cumulative)



### FTEs created / safeguarded via regeneration projects



## **Businesses supported and job created/safeguarded**

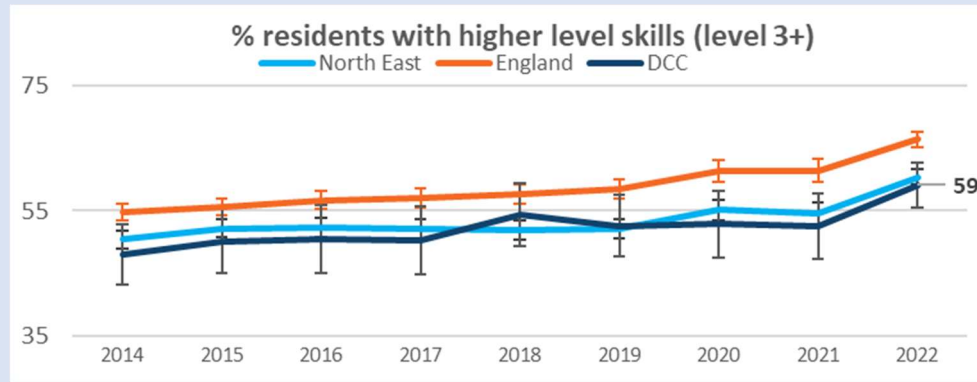
- 79 Due to the transition from the end of most ERDF funded schemes and the mobilisation period for the new UKSPF Productivity and Growth Programme, total engagements in the year to date are currently 386 against a profiled target (500). 281 businesses were engaged during quarter two (including 145 intensively assisted), higher than the profiled target (250). Across the year, engagements are delivered through a range of methods including networking events and conferences, direct one to one support through the Business Engagements and Account Managers and a range of ERDF funded programmes.
- 80 As a result, 384 full time equivalent (FTE) jobs were created or safeguarded (287 created and 97 safeguarded) higher than the period target (375) and bringing us on track to achieve the annual target (1,500) across the year.
- 81 During quarter two, our Community Economic Development Team engaged with 74 new retail businesses. Through our regeneration schemes, 87 FTE jobs were created, and 14 businesses supported; nine via Towns & Villages Programme (with a further 13 on site), four via Seaham Townscape Heritage Programme and one via Conservation Area Grant Scheme (with a further two on site and two offer letters issued). Although no businesses were supported via Targeted Business Improvement Schemes and Property Re-use Scheme this quarter, we are currently supporting six schemes across these two programmes. All schemes are progressing as expected, with quarter two position well on track to achieve annual targets for both businesses supported, and jobs created/safeguarded.

# Employability and Skills Dashboard

(12 months ending 31 December 2022 / year to date ending 30 September 2023)

## Higher Level Skills (Level 3+) (Oflog measure)

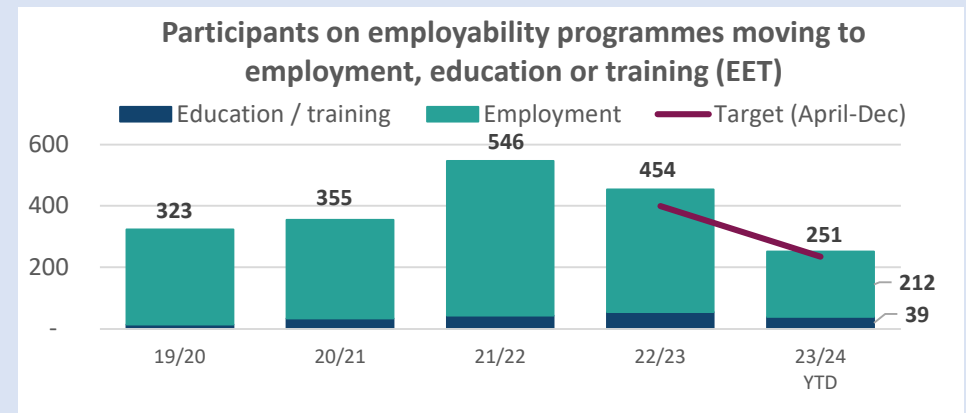
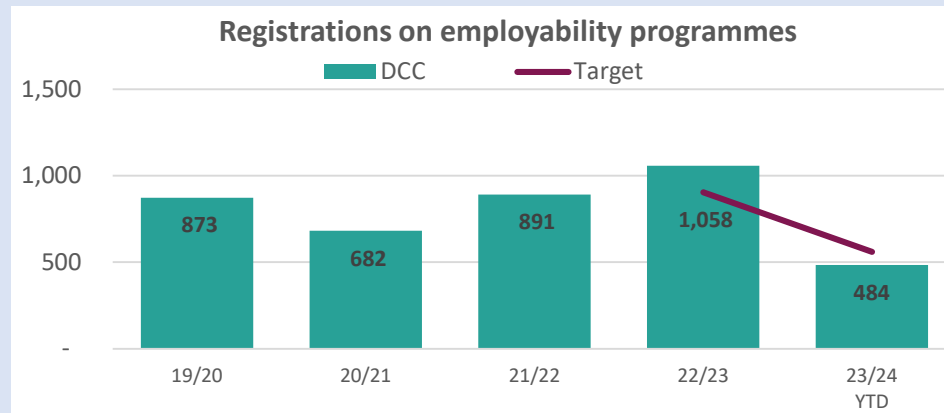
- From Jan-Dec 22 National Vocational Qualifications (NVQ) estimates have been replaced with estimates on a Regulated Qualifications Framework (RQF) basis. Clarification is required as to whether the new methodology is comparable.
- The Inclusive Economic Strategy supports future improvement through growth in the private sector to increase the demand for higher level qualifications, inspiring local people to continue learning and training after they leave school, and support innovation-led growth.



Change of methodology in 2022 to RQF level 3+ from NVQ level 3+

## Employability programmes

- Both registrations and clients moving into EET performed ahead of quarter one, with 311 and 146 respectively, on track to achieve annual targets.
- Significant increase in referrals from Job Centre Plus, LINKCD delivery partners working with more clients and engagement events via Durham Employment connection project have contributed to the increase this quarter.
- Funding approved to extend programmes beyond December 2023 to March 2025 and new output figures currently being finalised.



### **Higher level skills (Oflog measure)**

- 82 National Vocational Qualifications (NVQ) estimates have been replaced with estimates on a Regulated Qualifications Framework (RQF) basis. RQF based estimates are available for January to December 2022 survey period, while estimates prior to this remain on an NVQ basis. There is no clarity at this point from the Office of National Statistic as to whether the new methodology is comparable.
- 83 In 2022, 59% of 16-64 year olds held qualifications of RQF level 3 or above. This level of education and training aligns well with the general demand from local employers. It also means that more than half of the workforce is at a standard where they could undertake higher education to advance their careers.
- 84 The county has a good education system and good school outcomes, however, there is known leakage of those higher level skills to other places for higher education and professional training as well as semi-professional and professional jobs. The Inclusive Economic Strategy aims to tackle the underlying issues from both supply and demand perspectives, to support future improvement through growth in the private sector to increase the demand for higher level qualifications, inspiring local people to continue learning and training after they leave school, and support innovation-led growth.

### **Employability programmes**

- 85 During quarter two, 311 clients registered onto our Employability Programmes. A large increase on quarter one (+80%, 138) due to our LINKCD delivery partners working with more clients, a number of engagement events being held through Durham Employment Connections project and a significant increase in referrals from Job Centre Plus as they work more closely with over 50's. The year-to-date figure of 484 places us on track to achieve the annual target of 560 (April-December 2023). Funding has been approved from the UK Shared Prosperity Fund (People and Skills Investment priority) to extend employability programmes beyond December 2023 to March 2025 and revised output figures for the programme are currently being finalised.
- 86 146 clients progressed into employment and education/training this quarter, bringing the year-to-date figure to 251. This exceeds the annual target of 235 (April-December 2023) however, new output figures are being finalised in line with the extension to the programme funding. Of the 146 progressions, 116 clients progressed into employment and 30 into education or training.

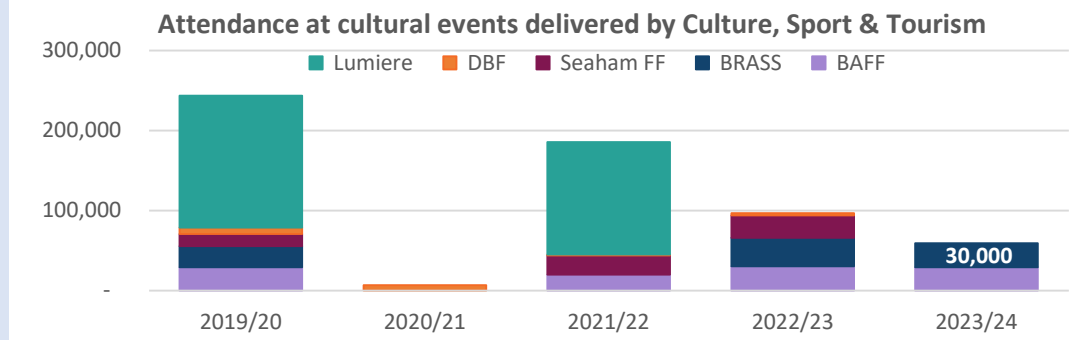


# Cultural Offer Dashboard : cultural events, venues and libraries

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

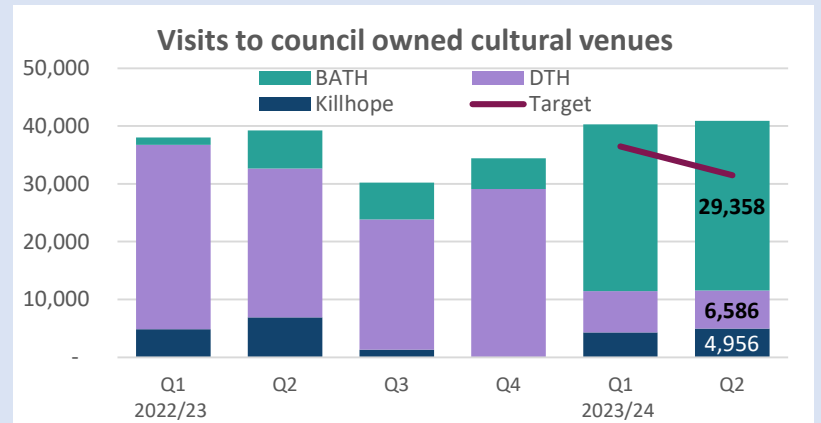
## Cultural Events

- 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.



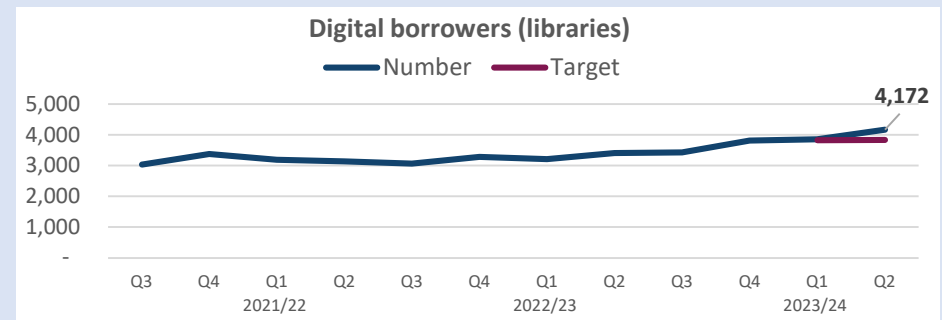
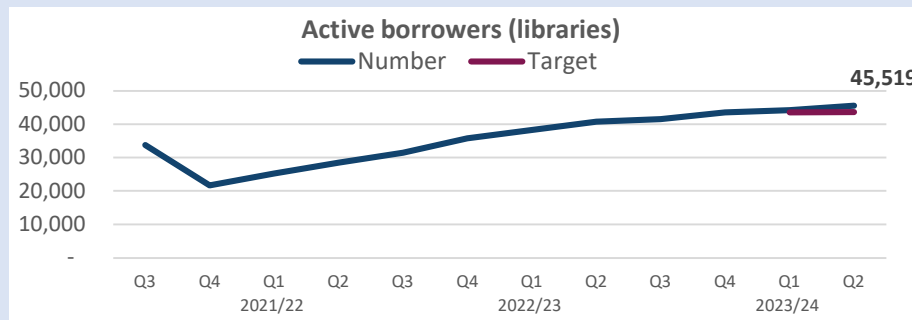
## Cultural venues

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**

- 87 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.
- 88 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.
- 89 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.
- 90 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)**

- 91 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**

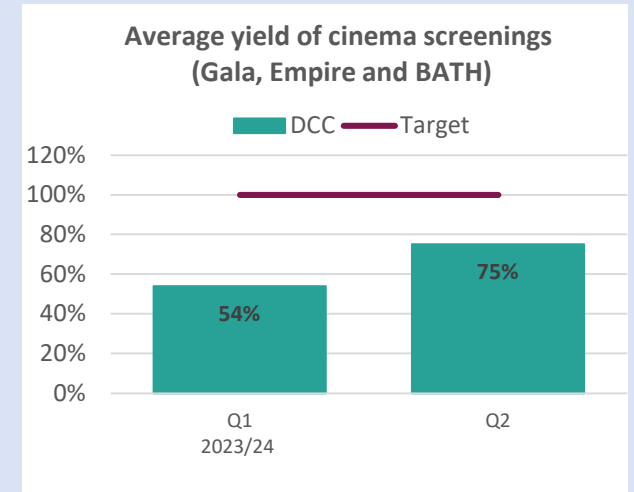
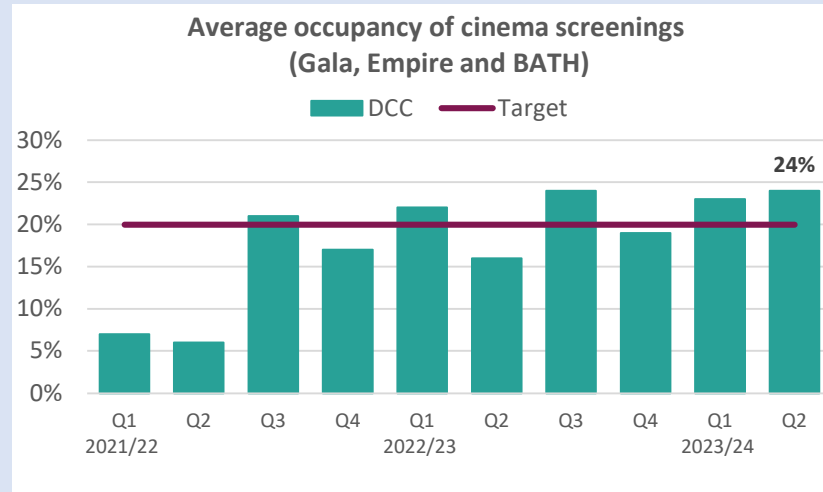
- 92 Both active and digital borrowers performed above target this quarter, with 45,519 (+4%, 1,824) and 4,172 (+8%, 334) borrowers, respectively. Although active borrower numbers remain below pre-Covid levels, it continues to follow an upward trend quarter on quarter and our new outreach team will continue 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

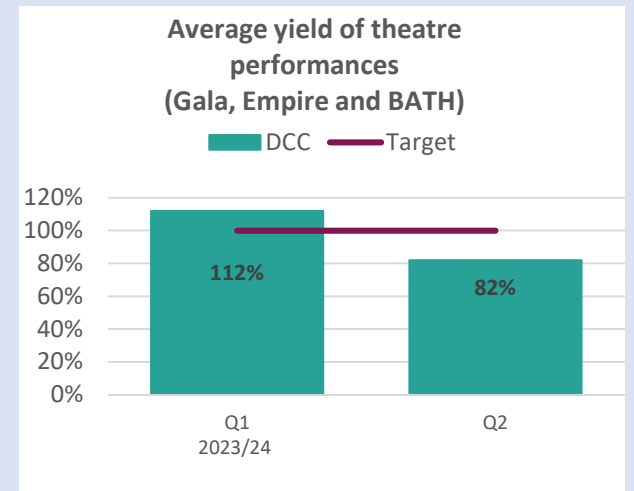
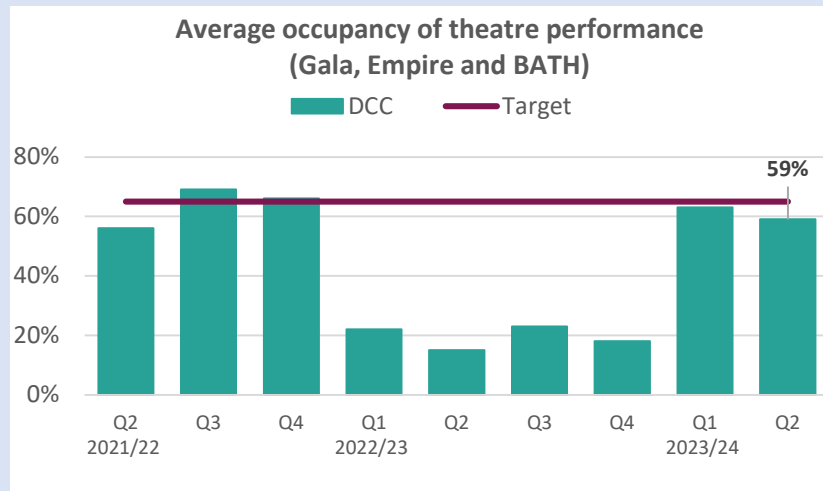
- 24% average occupancy levels, above target by 4pp due to release of two blockbuster films.
- 75% average yield\*, 25pp below target due to projected sales for summer blockbuster films not being strong enough to boost overall performance against less popular titles.
- Event Cinema and Bringing in Baby 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**

- 93 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**

- 94 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.
- 95 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

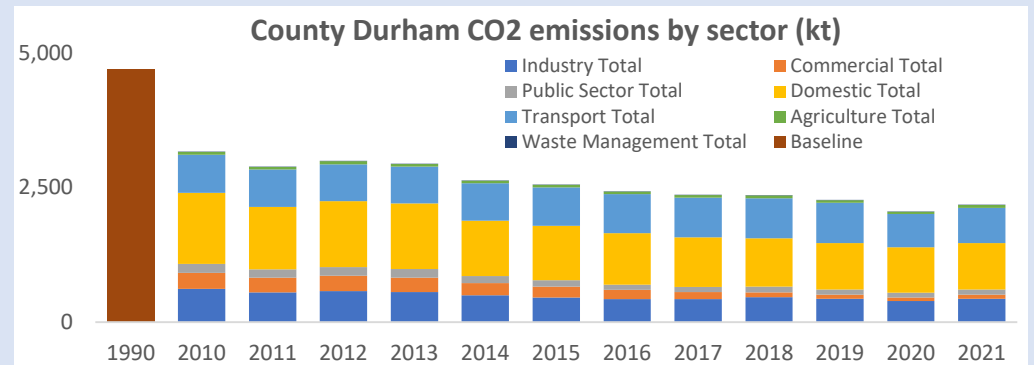
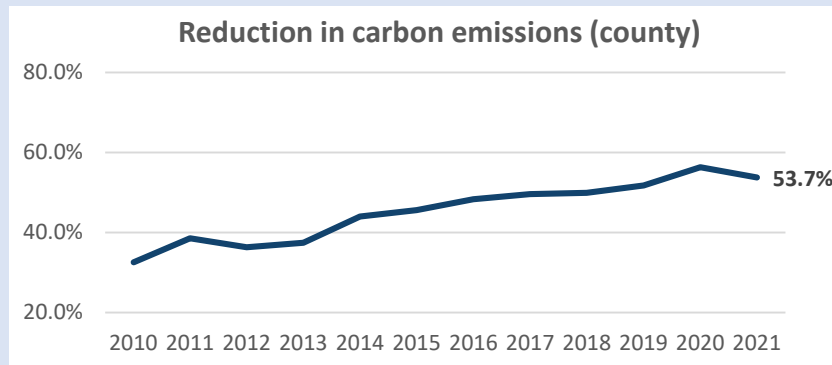
- 96 The [25 Year Environment Plan](#) (2018) and subsequent [Environmental Improvement Plan 2023](#) sets out the government's ambitions to improve the environment with 10 environmental goals. The government is developing a suite of strategies, plans and programmes to facilitate these goals including 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.
- 97 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.
- 98 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)

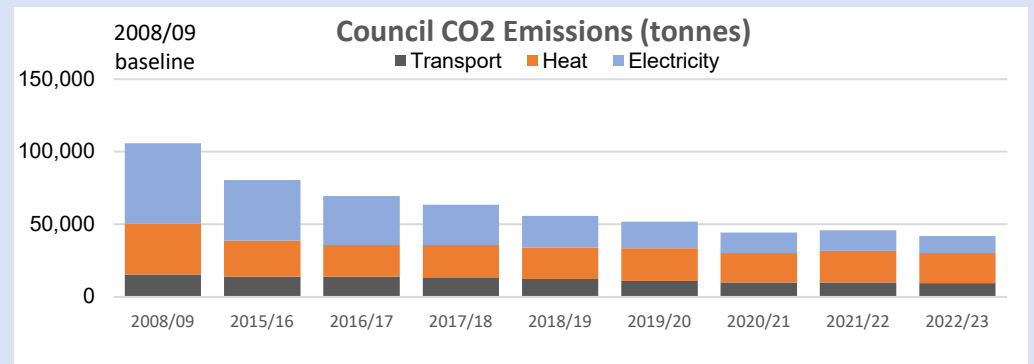
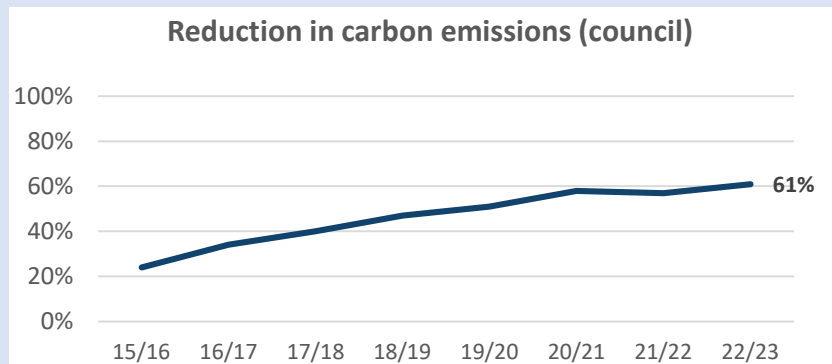
## CO<sub>2</sub> emissions in County Durham

- 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 CO<sub>2</sub> 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.



## CO<sub>2</sub> emissions in County Durham

- 99 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.
- 100 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.
- 101 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.
- 102 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 CO<sub>2</sub> emissions

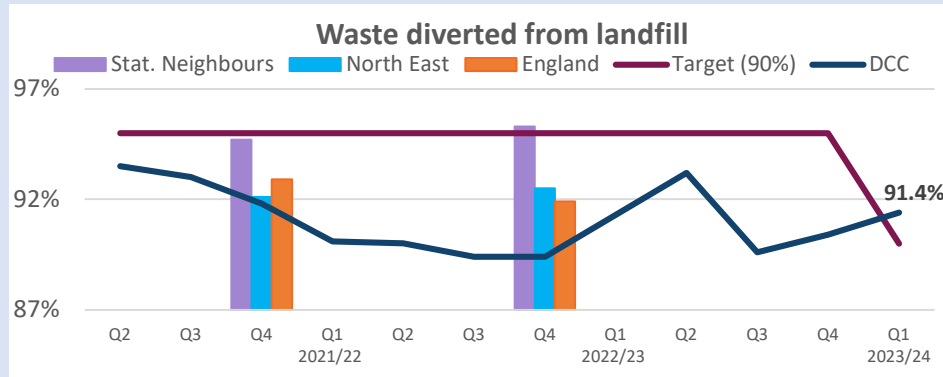
- 103 In 2022/23, the council's carbon emissions reduced by 61% compared to the 2008/09 baseline. Compared to the previous year, there has been a 17% reduction in electricity from buildings, 4% reduction in heating emissions and a 5% decrease in fleet and transportation emissions.
- 104 Some minor areas 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.
- 105 The council's carbon emissions during 2022/23 were approximately 43,475 tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e), 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.
- 106 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 Plain 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)

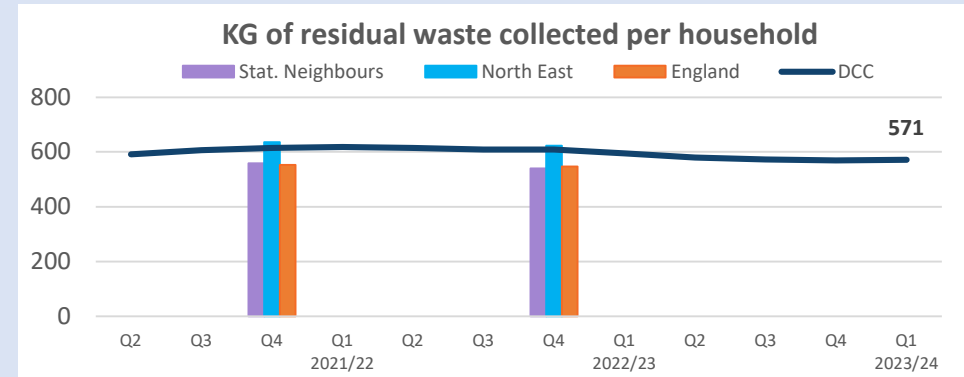
## Waste diverted from landfill

- 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.



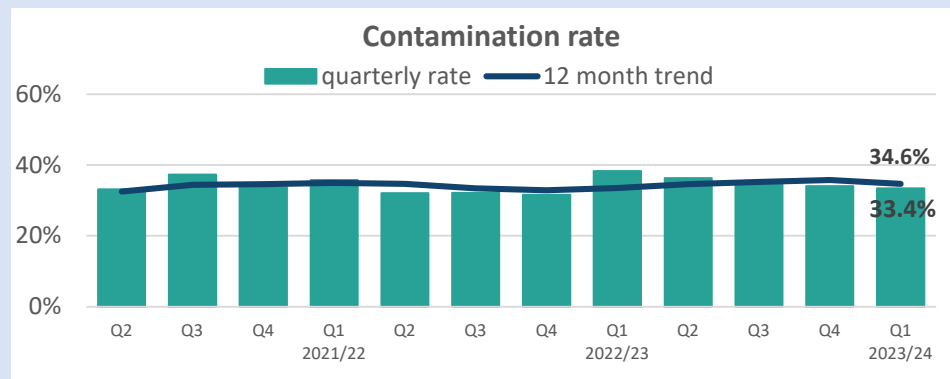
## Kilograms of residual waste collected (Oflog measure)

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.



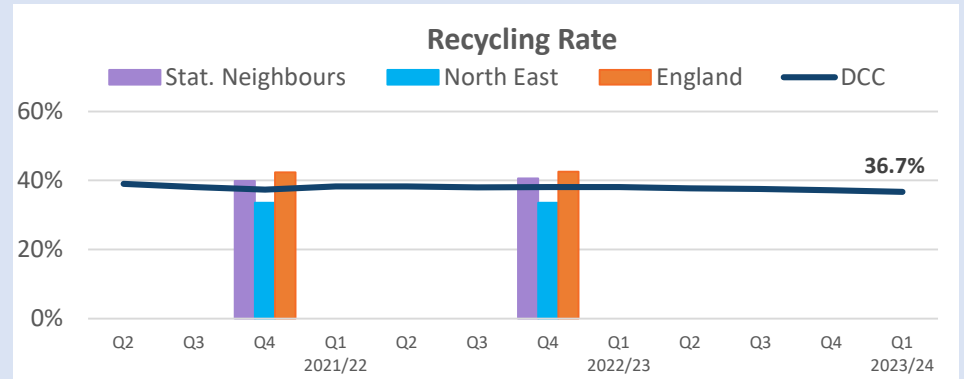
## Contamination Rate (Proposed Oflog measure – awaiting clarification of definition)

- 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.
- 5<sup>th</sup> 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**

- 107 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)**

- 108 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)**

- 109 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'.
- 110 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)**

- 111 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.

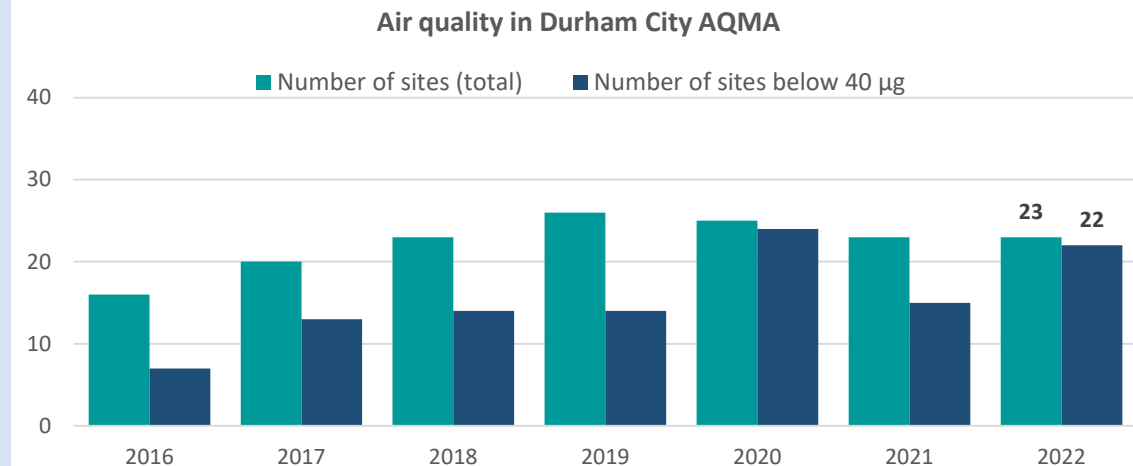
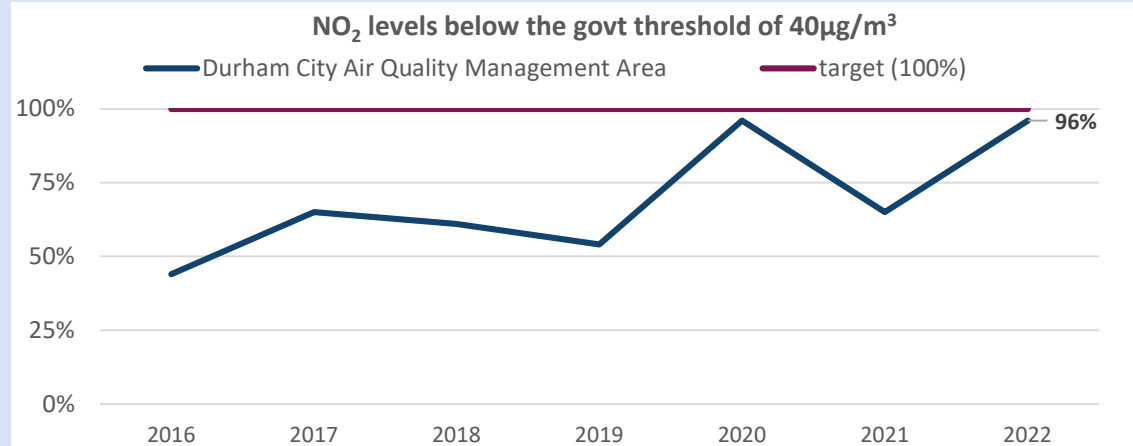
112 During April-June 2023, 41% of household waste was sent for recycling, reuse or composting. The April-September period traditionally has a higher recycling rate with garden waste being a factor, particularly the increased plant growth due to the wet spring. During the 12 months ending June 2023, 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 NO<sub>2</sub> 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**

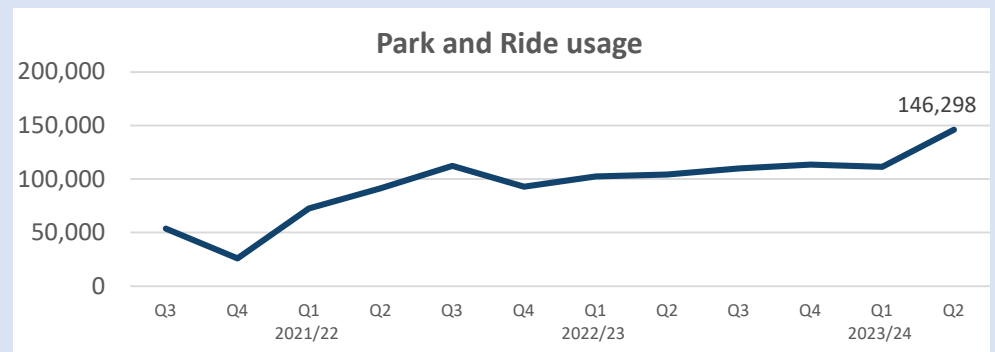
- 113 The Annual Air Quality Status Report 2023 has been developed, and is awaiting approval from DEFRA. The report refers to data collected during 2022 and shows a significant improvement in the Durham City Air Quality Management Area (AQMA), with only one site above the government's annual mean objective for NO<sub>2</sub> of 40 µg/m<sup>3</sup>. 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.
- 114 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.
- 115 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.
- 116 Sites are also monitored across the County and none of these have fallen below the government NO<sub>2</sub> threshold.
- 117 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/m<sup>3</sup>. 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)

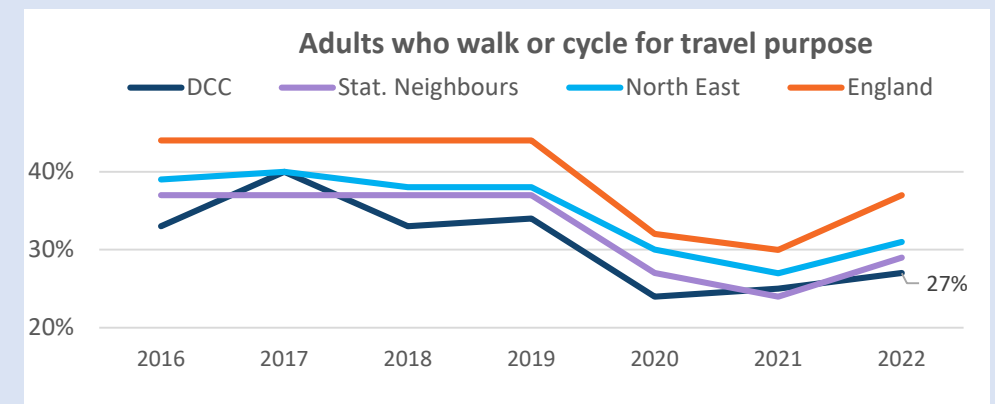
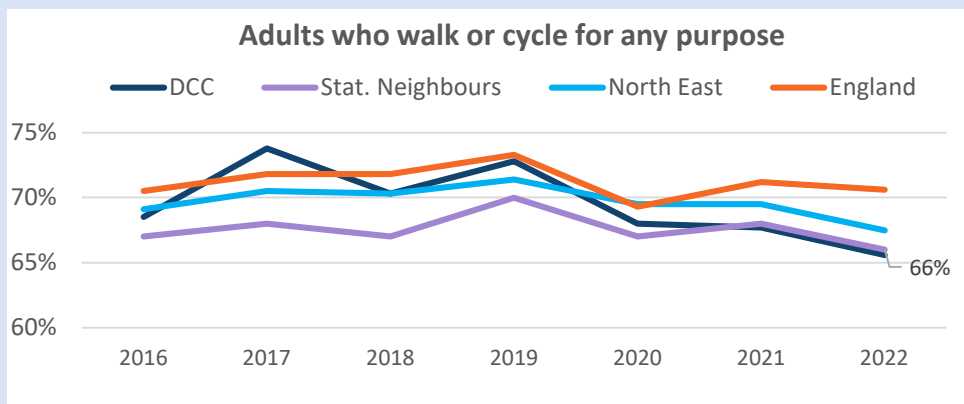
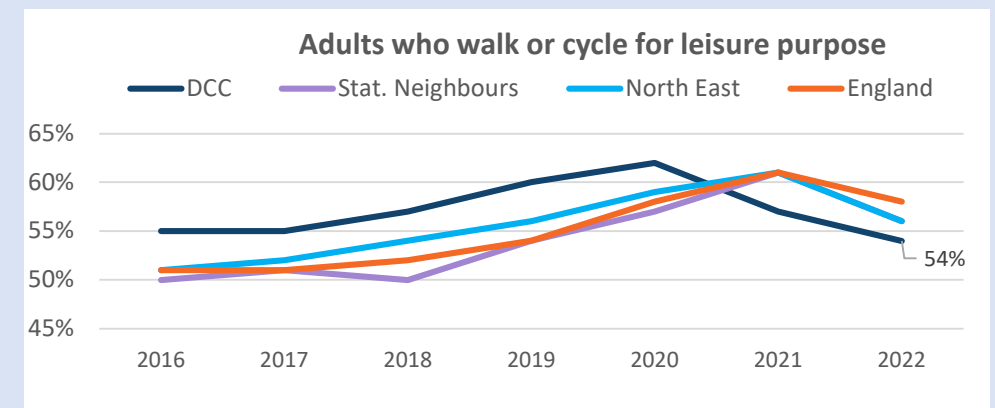
## Park and Ride

- '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**

- 118 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.
- 119 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.
- 120 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.
- 121 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**

- 122 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%).
- 123 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%).
- 124 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.
- 125 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.

- 126 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.
- 127 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

## National, Regional and Local Picture

### Children's Social Care

- 128 In 2022, three independent reviews looked at various aspects of the children's social care system to identify the changes needed to achieve improvement. The reviews were:
- the Independent Review of Children's Social Care,
  - the Child Safeguarding Practice Review Panel's national review into the murders of ALH and SH, and
  - the Competition and Markets Authority's report into the children's social care market.
- 129 The reviews looked at the full breadth of children's social care and heard from thousands of people with lived experience of these services or who work in them. It concluded that the best way of promoting children's welfare is very often by supporting children's families and the loving relationships around them. However, to achieve this vision, requires a rebalancing of children's social care away from costly crisis intervention to more meaningful and effective help for families, so that it achieves the outcomes children deserve.
- 130 There are six key pillars of the government's strategy which will need to be taken forward in phases. These will address urgent issues facing children and families now, as well as laying the foundations for whole system reform and setting direction for change.
- 131 There are two key drivers which will define this work:



- The government's response to the consultation on Stable Homes Built on Love (published September 2023), and
- National Framework for Children's Social Care and Children's Social Care Dashboard.

- 132 Effective delivery of the new strategy and national framework for children's social care will require a significant investment in time, energy and resource (supported by some government funding), if we are to implement the reforms successfully.
- 133 National arrangements are being developed to take forward the key proposals in the Care Review, a National Implementation Board will lead this. The service area is making preparations where it is able to, but much of the direction and way forward is still awaited from government.

### **SEND**

- 134 Work is underway to develop a whole system approach to the education system which meets the needs of all children in the county, including those with special educational needs and disabilities (SEND). This is being delivered through two key strands within the service which will work together.
- 135 Firstly, the Education Review aims to deliver a sustainable school's system in County Durham, including addressing the current financial and projected budgetary position, sufficiency of school places, quality and stability of leadership, current condition of buildings, and accessibility and suitability of schools and settings to provide outstanding learning.
- 136 The second involves the High Needs Sustainability Programme which will take forward phase 2 to cover the three strands from the Department for Education's (DfE) Delivering Better Value Programme and other High Needs Block initiatives.
- 137 The Sustainability Programme will have the following objectives:
- strengthening leadership of alternative provision,
  - implementing the SEND action plan, which will incorporate the findings of the DfE sponsored Delivering Better Value work,
  - increasing capacity for the numbers of special needs children coming through the system,
  - developing our approach in relation to post-16 in the context of SEND provision,
  - considering investment opportunities to improve the Special School estate,
  - alignment of services to meet the needs of children,
  - raising confidence in mainstream schools and implementation of graduated response,
  - transitions and re-integration.
- 138 This will strive to ensure that children, young people and their families are provided with the right support at the right time, in the right place and is focussed on developing a sustainable education system in the county in light of significant challenges.

## Adult Social Care

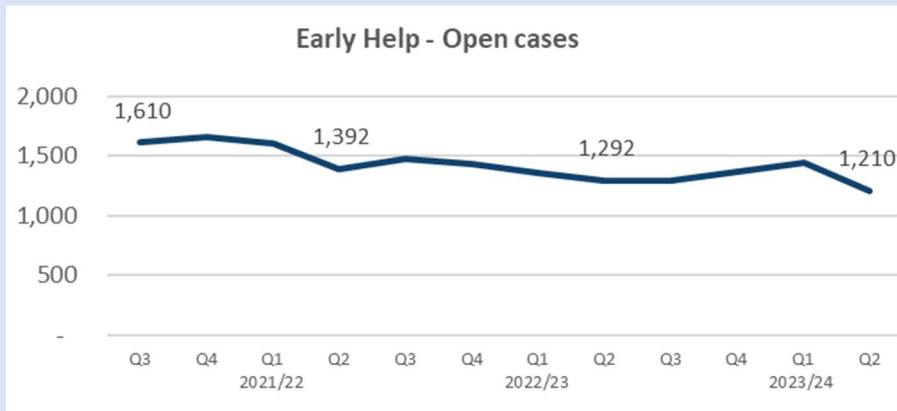
- 139 The Care Quality Commission (CQC) have published their annual [State of Care Report](#). The report looks at the trends, shares examples of good and outstanding care, and highlights where care needs to improve. The report outlined that, at a national level, CQC have seen evidence that local authorities are aware of increasing demand for care and support and complexity of need across all population groups. In addition, workforce capacity, capability pressures, and concern about financial pressures, are forcing some care providers out of the market or increasing the reliance on people who pay for their own care (self-funded care).
- 140 It also raised concerns about inadequate support for carers and a lack of published strategies to develop the social care workforce, despite many councils recognising the significant challenges they faced in this area, and highlighted councils' reports of shortages of care in their areas for people with more complex needs.
- 141 The report comprised findings from an analysis of data, and other published performance information, from all 153 local authorities with social care responsibilities, as part of their new formal process to assess care across local systems to better understand a starting point from which services are operating. This new assurance system is being piloted in five local authority areas Nottinghamshire, Lincolnshire, Birmingham, North Lincolnshire and Suffolk and is likely to progress to full implementation in the coming months. The CQC assessment framework comprises:
- all 153 councils assessed once during a two-year period,
  - local authorities receiving an overall rating on the same four-point scale Ofsted uses for children's services and the CQC uses for care providers: 'outstanding', 'good', 'requires improvement' and 'inadequate'.
  - ratings will be based on a more detailed framework score of 1-4 for each of nine quality statements on:
    - i. assessing needs;
    - ii. supporting people to live healthier lives;
    - iii. equity in experiences and outcomes;
    - iv. care provision, integration and continuity;
    - v. partnerships and communities;
    - vi. safe systems, pathways and transitions;
    - vii. safeguarding,
    - viii. and governance, management and sustainability.
  - Sources of evidence will include feedback from people who receive care and support, including self-funders, carers, voluntary and community groups and staff, including the principal social worker, director of adult social services and social workers; analysis of performance data on, and surveys of staff, carers and people accessing care and support, and studies of a sample of cases.
  - As well as assessing individual authorities, the CQC will also draw on data and performance information to track and report on national trends.

# Children's Social Care Dashboard: Early Help and Referrals

(12 months ending 30 September 2023 / at 30 September 2023)

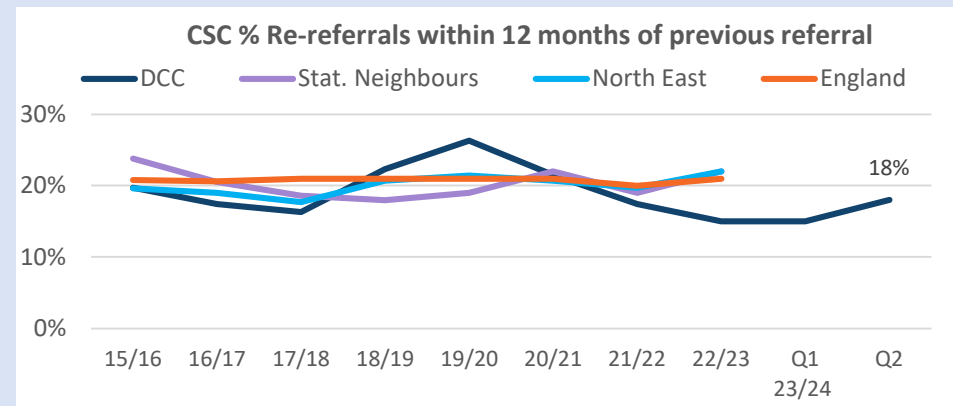
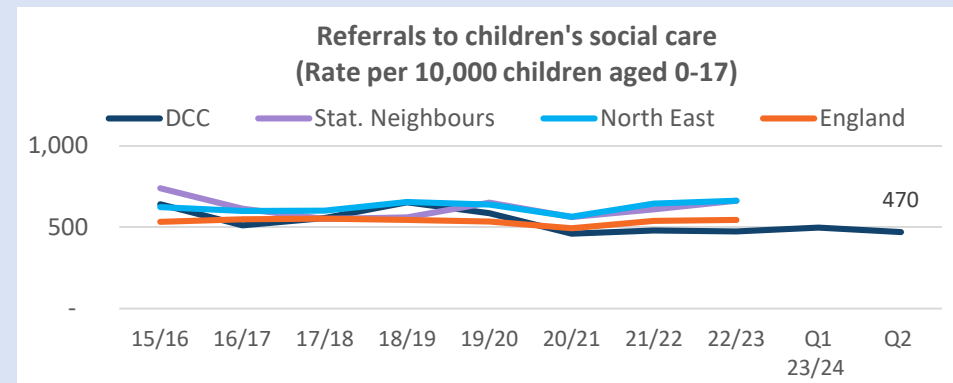
## Early Help

- Overall demand for Early Help support reduced post-Covid but has been rising since October 2022, however, numbers have reduced to their lowest in the last three years.
- Feedback from families and young working with the service continues to be very positive with 90% of parent/carers and 87/88% of children/young people happy or very happy with the support they received.



## Rate of Referrals (per 10,000 children aged 0-17)

- Demand for Children's Social Care remains lower than latest benchmarks.
- Following the reduction during Covid-19, when schools were shut, referrals increased slightly but are not as high as pre-Covid-19 levels.
- Referral rates have remained fairly static with slight raises and decreases since 2020/21
- Repeat referrals were at their peak in 2019/20 and similar to the overall referral rate have risen and fallen but are quite consistent and lower than benchmarks

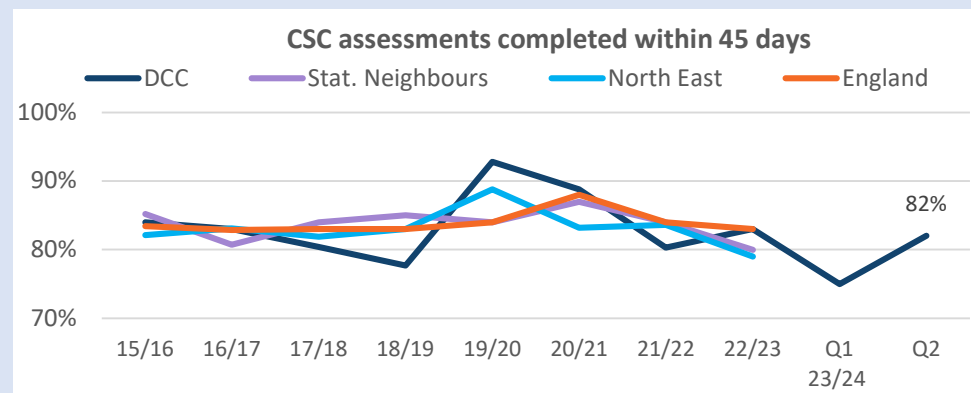


# Children's Social Care Dashboard: Assessments, protection plans, in need, social worker vacancies

(12 months ending 30 September 2023 / at 30 September 2023)

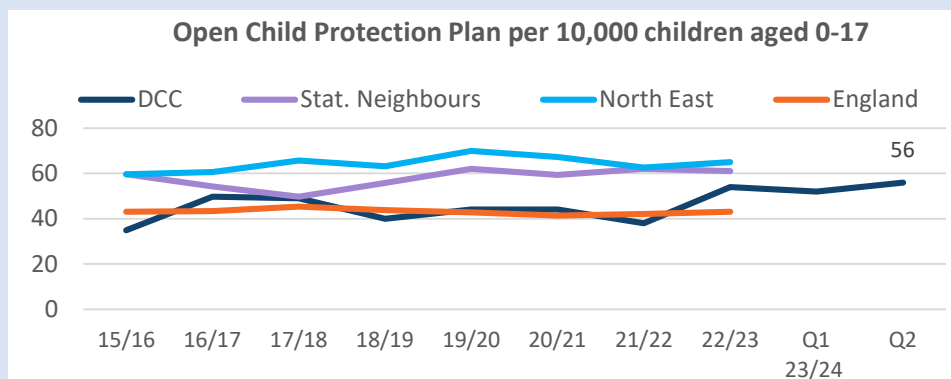
## Assessments completed within 45 days (%)

- Q1 2023/24 saw a dip in the % of assessments completed within timescale, taking us lower than our statistical comparators.
- However, Q2 saw an increase back to 82% bringing the service back into line with our comparators who as at 2021/22 were all at 84%



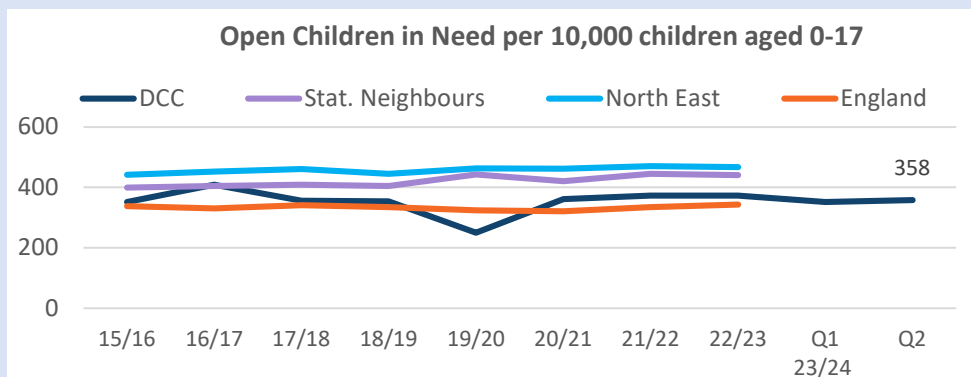
## Open Child Protection Plans (per 10,000 children aged 0-17)

- Child Protection Plan rates have been increasing since 2021/22 and are now currently at 56 per 10,000 children aged 0-17
- This rate is higher than the latest England average of 42 in 2021/22, however DCC is lower than their Statistical Neighbours and the North East (62 and 63 respectively)



## Open Children in Need (per 10,000 children aged 0-17)

- Children in Need rates have been consistent since 2020/21 and are now currently at 358 per 10,000 children aged 0-17
- This rate is higher than the latest England average of 334 in 2021/22, however DCC is lower than their Statistical Neighbours and the North East (445 and 471 respectively)



## Social Worker Vacancies

Following an increase to 20% the proportion of social worker vacancies has reduced to 14% at the end of September. This is 12 more vacancies than the same point last year although there has been an increase in head count of 17 over the same period



# Children's Social Care Dashboard: in care, unaccompanied asylum seeking children

(12 months ending 30 September 2023 / at 30 September 2023)

## Children in Care (per 10,000 children aged 0-17)

- Children in Care rates have been rising since 2015/16 and are now currently at 117 per 10,000 children aged 0-17
- This rate is higher than the latest England average of 70 in 2021/22 and is also higher than our Statistical Neighbours and the North East (107 and 110 respectively)

## Children in care placed in a family setting

Although the proportion of children in care living in a family setting is reducing, the number of children in these placements is increasing and it is the rising number of children in care that is influencing the reduction, but the proportion remains in line with benchmarks

## Unaccompanied Asylum Seeking Children (UASC)

- The % of UASC has been rising since 2020/21 and are now currently at 6% of all Looked After Children
- The latest England average is higher than this at 7%, however DCC does have a higher proportion of UASC than its statistical neighbours and the North East (3% and 2% respectively)

## Children's Social Care and Early Help

- 142 Overall demand for early help and statutory support remains consistent with previous trends. Improved practice has led to a consistently low re-referral rate for statutory children's social care referrals. The latest rate, 18% in quarter two, is slightly higher than the quarter one (16%) but remains below latest benchmarks. This means fewer children and their families require further support from safeguarding services following support.
- 143 While statutory demand remains low, the number of children and young people receiving intensive support (children on a Child Protection Plan and taken into our care) remains relatively high. This is indicative of ongoing high levels of complexity and a change in the composition of demand.
- 144 Specifically, the number of children in care continues to increase. The North East has the highest level of children in care in England and County Durham is now slightly higher than the North East rate based on latest benchmarks. Underlying growth in the number of children in care is continuing but is accelerating further due to the increase in unaccompanied asylum-seeking children (UASC) placed in County Durham as part of national relocation plans. UASC now comprise 6% of all children in care compared to just 2% at the end of 2021/22.
- 145 In addition to this new national demand, the number of children in care who are residents in the county is also increasing. The service is reviewing these trends and learning will feed in to strategic placement sufficiency work and preparation for the implementation of the Care Review proposals.
- 146 As previously reported, capacity issues arising from high caseloads had been impacting the timeliness of statutory children's social care assessments which the service has been addressing over the summer. The proportion completed in the quarter improved to 82% (from 75% in quarter one), and is now similar to national and regional benchmarks. The service continues to monitor.
- 147 There has been a reduction in social worker vacancies since last quarter. Over the last year vacancy rates have been high after challenges in recruitment led to a smaller number of newly qualified social workers (NQSW) joining us in autumn 2022. The vacancy rate has fallen in August and September largely due to 40 NQSWs who have come into post in the last couple of months following more successful recruitment campaigns throughout 2023. In the 12 months to the end of September, we have seen 74 new starters join the service compared to 54 the previous year.
- 148 Our Social Work Academy was created in 2016 to allow us to support a greater number of NQSWs through their first year in practice. Our Academy offer remains strong and has recently been extended to provide additional support to social workers in their second year of practice, and there are plans to extend that support into the third year of practice.
- 149 Additional capacity from newly qualified staff will take time to embed and improve caseload pressure, but recruitment and retention of staff remain a priority for the service and a range of activity is planned to include;
- supporting our own practitioners to qualify through the social work apprenticeship scheme,

- supporting the next cohort of Step Up to Social Work scheme (six participants will start the programme from January 2024)
- partnering with Frontline from autumn 2024, and expect to support 10 participants who we hope will join us as NQSWs in autumn 2025.
- working within our regional teaching partnership (North East Social Work Alliance or NESWA) to increase social work training capacity.

150 A range of changes to pay, career development, progression and non-pay benefits have been implemented over the last year to retain staff as well as ongoing staff wellbeing support. Wellbeing support for social workers takes a range of forms including a wellbeing portal, which provides information for employees at all levels on a range of issues including physical activity, nutrition, remote working, mental health and emotional wellbeing, bereavement, domestic abuse, and substance misuse to specialist workshops on wellbeing and self-care. In addition, specialist support offers employees or teams who have been involved in a traumatic event to benefit from de-brief sessions, reflection sessions or a commissioned specialist offer designed to promote reflection and healing.

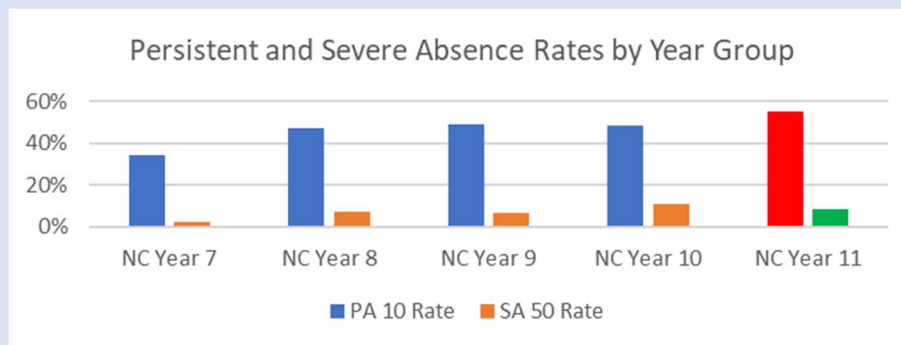
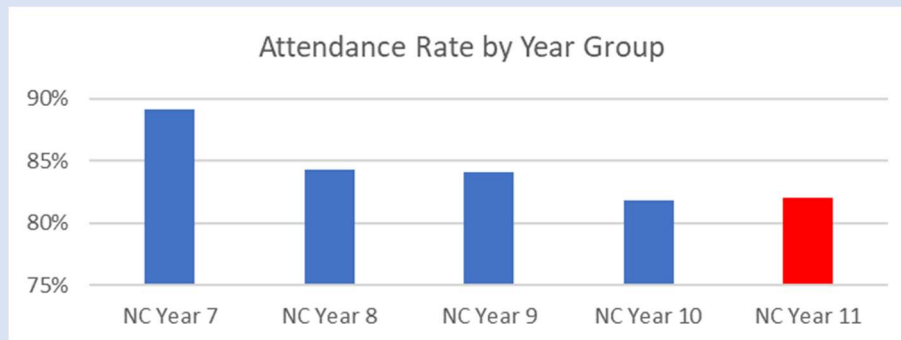
151 Flexible working can have a positive impact on employee engagement and wellbeing, supporting practitioners to better balance their work and home life, and support practitioners with caring responsibilities to stay in, or return to, the workforce. The service is currently undertaking an evaluation of a proactive approach to flexible working which is expected to be complete by the end of the year.

# Education Dashboard

(academic year 2022/23 / as at 30 September 2023)

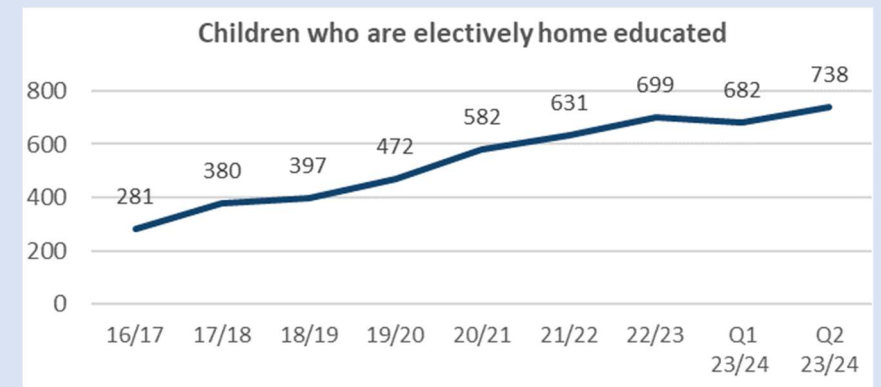
## Attendance

- Typical trend is declining attendance in the older the year group.
- Year 11 bars are distinct in colour as their attendance is based on five half terms as opposed to the regular six due to exams and study leave. The red and green bars on the lower graph still represent PA 10 Rate and SA 50 Rate.
- PA – Persistent Absence: Percentage of pupils with an absence rate above 10%.
- SA – Severe Absence: Percentage of pupils with an absence rate above 50%.
- The latest data (Spring and Autumn term 22/23) published by the DfE shows a national absence rate of **7.3%** and a regional rate of **7.7%**.
- As of the end of the last academic year (22/23), Durham's overall absence rate sat at **7.6%**.



## Elective Home Education

- Annual data is based on the end of academic years and accounts for year 11 leavers. Quarterly data is as at the end of each quarter and so Q1 2023/24 data is as at the end of June hence the dip in numbers.
- Quarter 2 data shows there has been an increase to 738 at the end of September.





## **Attendance**

- 152 Comparison of attendance data between 2021/22 and 2022/23 shows that rates of overall absence have decreased. Primary overall absence decreased by almost half a percent and secondary overall absence by 0.25%. Rates of persistent absence have also decreased, in primary schools by almost 2%, in secondary schools by almost 2.5% and in special schools by 1.6%. Current local data projections appear to show that rates of overall and persistent absence continued to decrease into the summer of 2023, and the early signs are that this trend appears to be continuing into the early part of the new academic year.

## **Elective Home Education**

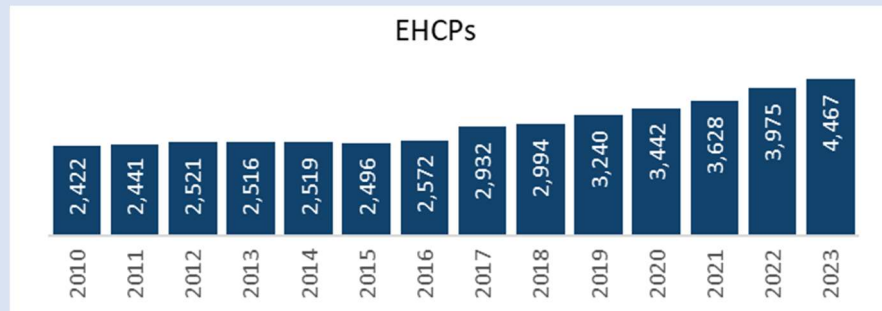
- 153 The DfE have made changes to how elective home education (EHE) and children missing from education (CME) data is collected and reported. Where it appears to the local authority that a child is not receiving suitable education via EHE, such children and young people must now be reported as children missing from education. County Durham's percentage increase in the number of children and young people in EHE using new data collection parameters between September 2022 and May 2023 was 18% compared with a national increase of 18.7%. When comparing local data to the end of the academic year 2022/23 with the same period the previous year, there was a 9% increase. Therefore, rates of children and young people EHE have continued to rise, although local rises are less than those seen nationally. Local child not in school (CNIS) operational and strategic panels bring together former EHE and CME panels into one 'child not in school' partnership.
- 154 The operational CNIS panel considers access to education, ensuring children are receiving suitable education and safeguarding / welfare of the children and the strategic CNIS panel considers key trends / themes and plans appropriate supportive actions as a result of findings.

# SEND Dashboard

(12 months rolling / annual data)

## Education, Health and Care Plans

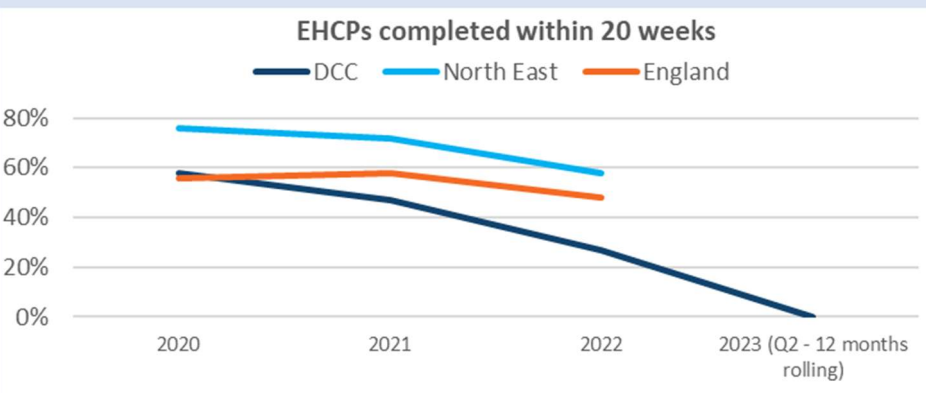
- The number of children and young people with an EHCP continues to increase.
- This is an 11% increase on 12 months ago. This is an 10% increase on 12 months ago.



## EHCPs completed with 20 weeks

The higher level of demand alongside the shortage of educational psychologists (a national problem) and the time it takes to commission and agree suitable provision has meant that no new EHCPs were fully completed and agreed within the expected 20-week timescale during the quarter.

In 2022 we issued 603 EHCPs an **increase of 79%** since 2019, again greater than regional (+39%) and Eng (+27%)



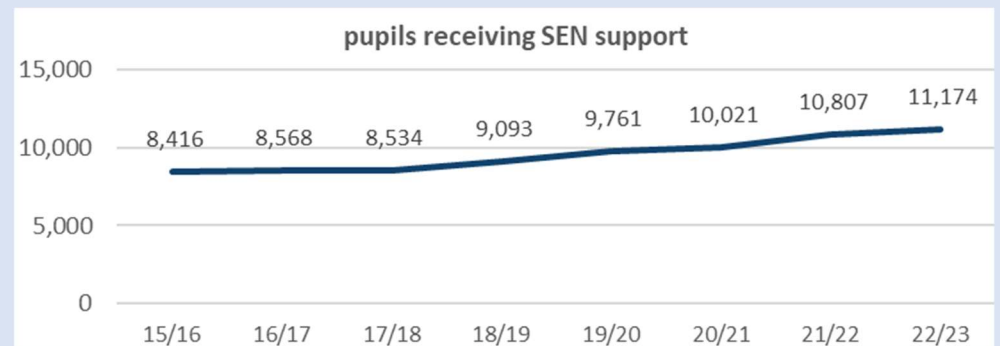
## Education, Health and Care Plan requests

There has been an increase in new requests for EHCPs. For the whole of 2022 EHCP requests increased by 68% compared to 2019, greater than NE +36% and England + 39% over the same period.



## Special Educational Need support

Similar to EHCP numbers, the number of pupils on SEN Support continues to increase (3.4% on last year). The average annual increase in SEN Support numbers over the last 8 years is 4.2% compared to 3.7% in North East and 4.7% nationally.



## Education, Health and Care Plans

- 155 Requests for Education, Health and Care Plans (EHCPs) continue to increase substantially with 55% growth in the last two years. The assessment process is complex with a number of inputs required from schools and health services in line with the statutory guidance.
- 156 A shortage of educational psychologists (a national problem) to undertake the required assessment, and capacity challenges in providing suitable provision has meant that the timescales for completion of 20 weeks for Education and Health Care Plans is not currently being met.
- 157 There are significant barriers to increasing educational psychology capacity, and expanding the physical capacity of our special school sector to meet the escalating demand we are experiencing.
- 158 The service is implementing plans to build capacity to meet increased demand and manage new requests within the context of a graduated approach to ensure children are supported with quality provision in an appropriate setting. Specifically, this involves;
- procurement of agency support for educational psychologists to add capacity and ensure existing waiting times are minimised, in addition to a range of activity to support wider recruitment and better retention of staff,
  - review how psychological advice is currently being provided, and explore alternative models but still meet the required quality standards,
  - reducing reliance on statutory assessment through identifying and meeting needs earlier, and implementing the graduated approach in mainstream educational settings through the Delivering Better Value programme,
  - implement new casework system to streamline process and make best use of staff capacity.
- 159 Despite these challenges at a broader system level County Durham performs well and we have recently been invited by DfE to work with three neighbouring local authorities to share best practice through the newly established Regional Improvement Partnership.

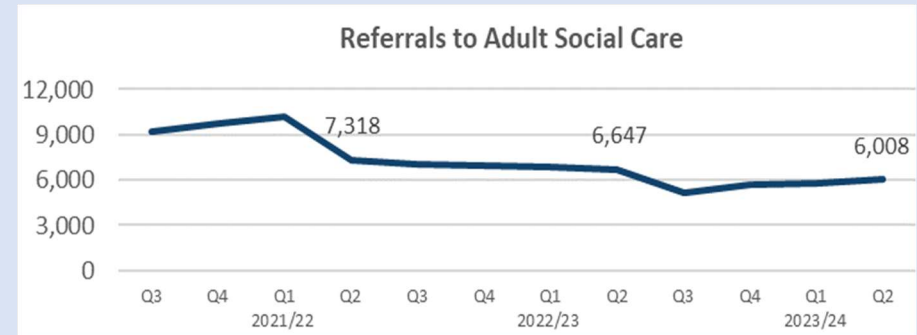
# Adult Social Care Dashboard – Referrals and Assessments

(quarterly data as at 30 September 2023)

## Referrals to Adult Social Care

A working group has been established to examine contacts and referrals into Adult Social Care. This will help us better understand the client journey through the system.

The group will review all sources of referrals into the system – both external to, and those between services. It is aiming to find potential reasons for the gradual reduction of referrals seen over the last two years.



## Care Act assessments completed and timeliness

A phased approach is being taken to introduce new mobile technology to support staff to increase the number of Care Act assessments completed within the 28-day target timescale. An ongoing impact statement is considering the approach and improvements in timeliness are expected over the next two years.

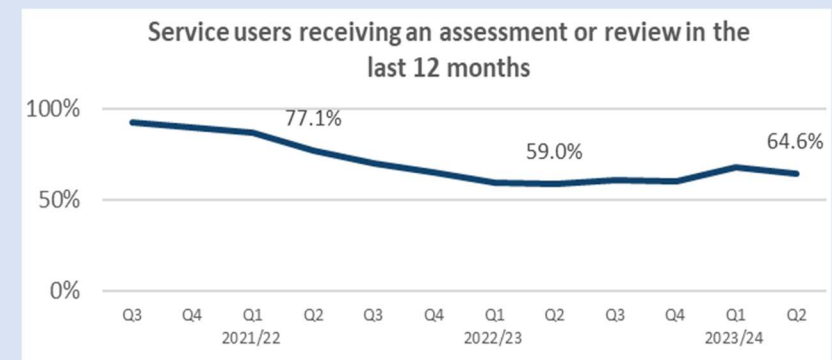
The number of Care Act assessments completed has remained consistent over the last 2 years (between 500 and 600 per quarter).



## Service users receiving an assessment or review in last 12 months

Service specific review teams were established in Spring 2023 to tackle the issue of overdue reviews. Recent performance demonstrates some initial progress in addressing this issue.

Staffing issues in the new teams have however resulted in a recent decline in the number of reviews completed in the latest quarter. A working group has been created to consider different ways of undertaking reviews.



## **Adult Social Care Referrals and Assessments**

### **Referrals to Adult Social Care**

- 160 Whilst referrals to adult social care have reduced over the last two years, a reduction of 17.9% from quarter two 2021/22 to quarter two 2023/24, the last three quarters have stabilised, and a slight increase can be seen over this period. The rolling year ending 30 September 2023 saw an average of 1,888 referrals received per month compared to an average of 2,296 per month for the same period last year. A working group is examining the outcomes of referrals, and the source, both external to the council, and those between services, to develop a greater understanding of demand to the service.

### **Care Act assessment timeliness**

- 161 The timeliness of the completion of Care Act assessments remains low with 54.2% of all Care Act assessments completed within 28 days in the latest quarter. Timeliness over the last 12 months has been static (between 54-56%), however, this is lower than for the same period two years ago (72.3%).
- 162 New technology to support staff to complete assessments in a timely manner is being introduced through a phased approach in service teams over a period of two years. An impact statement is considering this as an approach to tackling timeliness issues whilst also examining other reasons for the low performance. This includes a culture shift in the approach to using digital technology across the service. It is expected that timeliness rates will improve once the new technology has become embedded in the service.
- 163 Whilst the number of Care Act assessments completed by quarter has remained largely consistent over the last two years (between 500 and 600 per quarter), a slight increase over the period is evident.

### **Annual Reviews of Service**

- 164 For the latest quarter, 64.6% of service users received an annual assessment or review in the last 12 months. This is higher than the same period last year, however, it is a slight reduction on the previous quarter (68.1%). New review teams were created earlier this year, with dedicated capacity for undertaking annual reviews. Staffing issues in these new teams may be the reason for this slight recent decline in performance. A working group is over-seeing the first year of the team's operation, and a report will be provided to Adult Care Management Team at the end of the financial year.

# Adult Social Care Dashboard – Reablement and rehabilitation services

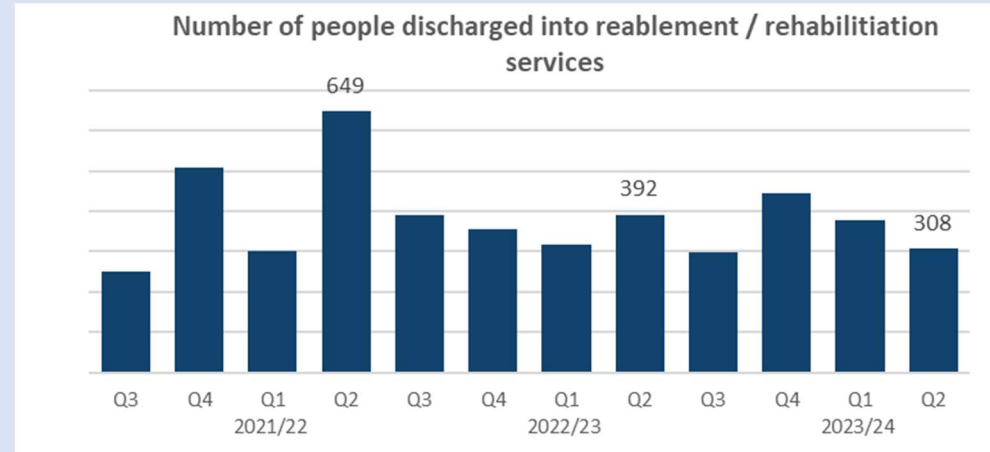
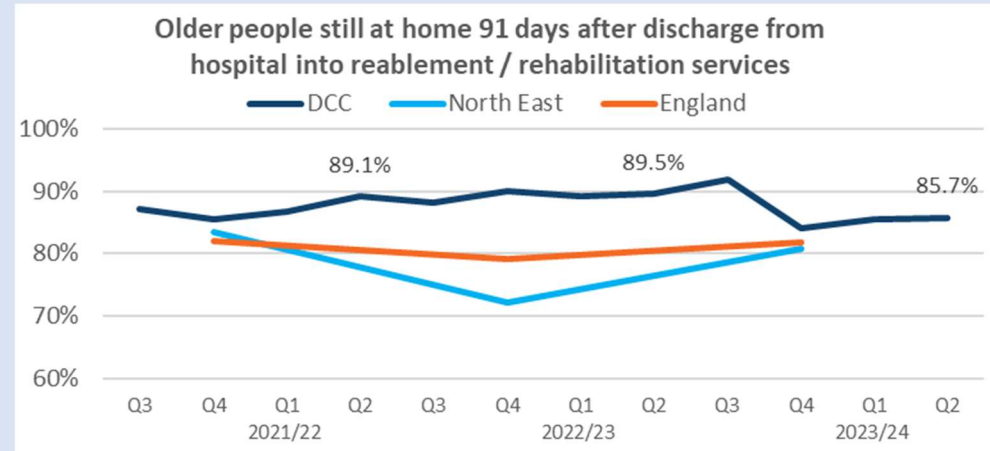
(quarterly data as at 30 September 2023)

## Discharges into reablement / rehabilitation services

The percentage of older people still at home 91 days after discharge from hospital into reablement / rehabilitation services remains high and compares favourably with the regional and national averages.

The last three years, however, have seen a lower number of people being discharged into reablement / rehabilitation services. This period has an average of 380 people per quarter discharged into these services, An average of 590 people per quarter was typically seen for the period 2017-18 to 2019-20.

The Commissioning Service are undertaking a review of reablement to understand staff turnover, provider capacity and changing demand for the service. The final report is expected in December 2023.



## **Discharge into Reablement and Rehabilitation Services**

- 165 The percentage of older people still at home 91 days after discharge from hospital into reablement / rehabilitation services (85.7% in the latest quarter) remains high and is within two percentage points of the three-year average. Latest performance remains above our Better Care Fund target of 84%, and regional and national benchmarking.
- 166 The number of people discharged into reablement demonstrates little change over the last three years, however, when compared to more historical data, a reduction is clear. In the latest three-year period, covering quarter three 2021/22 to quarter two 2023/24, an average of 380 people were discharged into reablement or rehabilitative services each quarter. This is much lower than the three year period covering 2017/18 to 2019/20, when an average of 590 people each quarter were discharged into reablement or rehabilitative services.
- 167 The Commissioning Service are undertaking a review of reablement services to understand factors such as staff turnover, capacity of the service, and changing demand. The final report is due by December 2023 and results will feed into the re-procurement of the service in 2024.

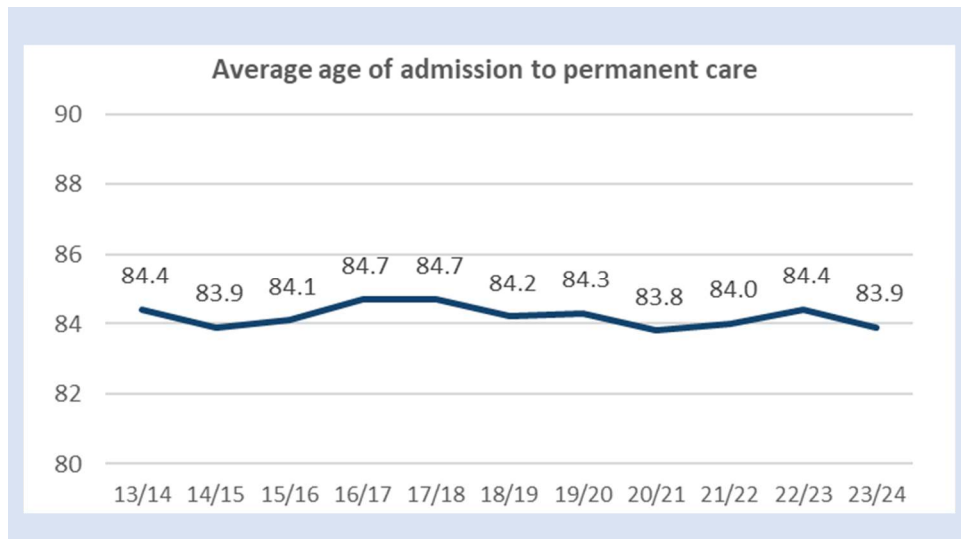
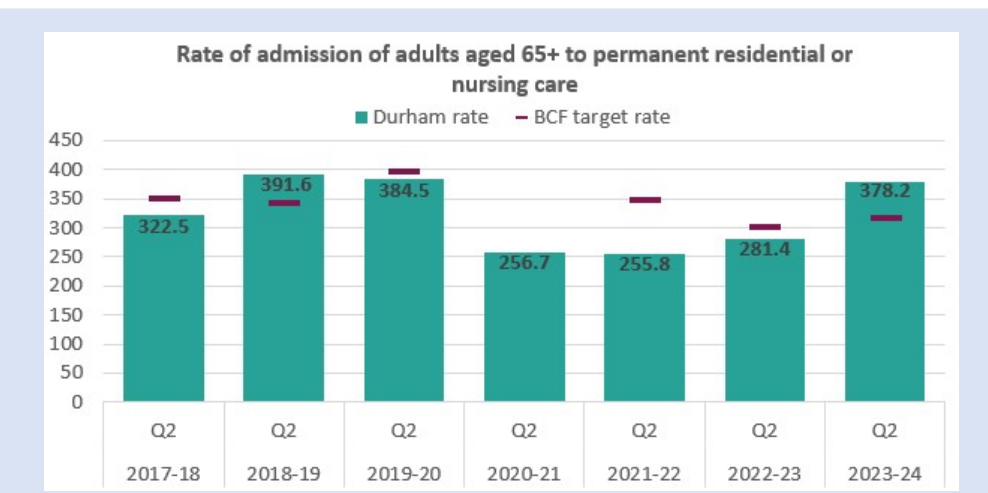
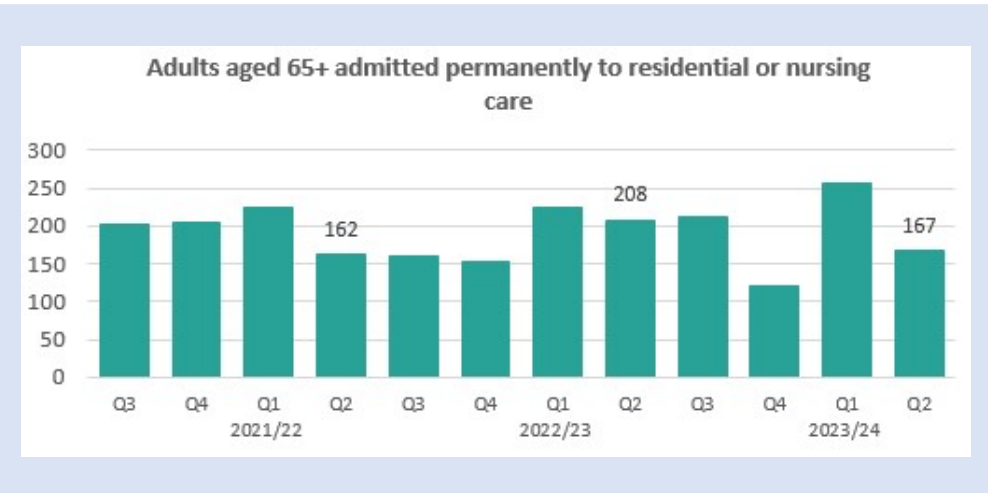
# Adult Social Care Dashboard – Admissions to permanent care

(quarterly data as at 30 September 2023)

## Admissions to residential care

The quarterly number of admissions to residential care have fluctuated since 2020-21 Q1. A data quality review has recently been completed, and we are now assured that we are capturing residential admissions in the most accurate way possible.

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



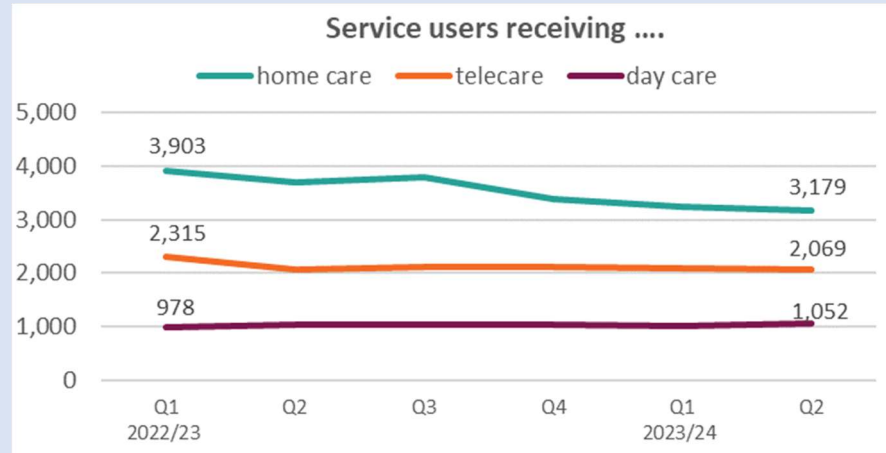


## **Admissions to Care**

- 168 We continue to see a lower rate of adults aged 65+ per 100,000 population admitted on a permanent basis to residential or nursing care compared to the rate seen pre-pandemic. Whilst at quarter two we are above our Better Care Fund (BCF) target (lower is better), admissions do fluctuate on a quarterly basis, and an increase in one quarter cannot be viewed as a changing trend. The average age of those entering permanent care has remained static over the last ten years (average age of 84.2 years). This demonstrates progress towards meet our strategic aim of maintaining the independence of people for longer.
- 169 A recent data quality review assessed the various fields in our case management system, Azeus, that could be used to identify the first time a service user is admitted to residential or nursing care on a permanent basis. A report was agreed at Adult Care Management Team that detailed the options available, and recommended a methodology for use in the interim period before permanent admissions are drawn from the new client level dataset return from April 2024.

# Adult Social Care Dashboard – Services received

(quarterly data as at 30 September 2023)



## Home Care

Home care continues to be the most used service, reflecting the aim for people to remain independent in their own home, however, those receiving the service have declined over the last 12 months.

## Telecare

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

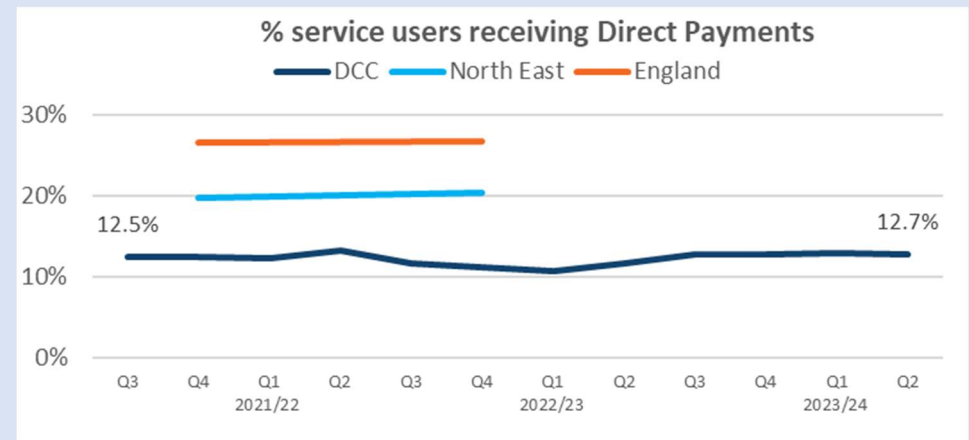
## Day Care

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

## Service users receiving Direct Payments

Durham has historically had low rates of Direct Payment take-up compared to regional and national averages.

An impact statement has examined factors affecting Direct Payment take-up in Durham. Whilst no evidence was found to suggest that Durham County Council's policy in relation to Direct Payments differs significantly from other local authorities, it was recommended that development work will seek to explore opportunities to further develop Direct Payment take-up. This is in addition to business-as-usual promotion and development work.



## Services Received

- 170 The number of service users receiving home care remains high, with more than 3,000 people receiving the service. The number of people receiving home care was inflated during the pandemic, as care homes were closed to new admissions. Latest data shows a reduction of 19% from quarter one 2022/23 (724 service users). This reduction in home care was an expected change as care homes opened up to admissions and our care delivery model returned to being able to give the right kind of care at the right time.
- 171 Telecare and day care use continues to be stable with approximately 2,000 people using telecare and more than 1,000 people receiving a day care service.
- 172 In quarter two, 677 people used Direct Payments to pay for at least part of their care. This is on par with the previous quarter (676 people). The percentage of people using Direct Payments has remained static over the last two years. This take-up remains lower than both regional and national averages.
- 173 An impact statement examined the reasons for low take-up in the county. Whilst no evidence was found to suggest that Durham County Council's policy in relation to Direct Payments differs significantly from other local authorities, it was recommended that development work will seek to explore opportunities to further develop Direct Payment take-up in the county.

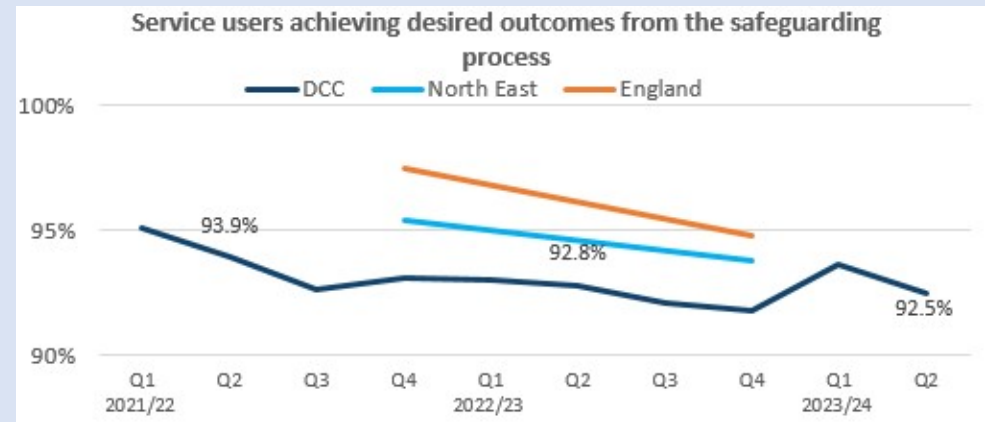
# Adult Social Care Dashboard – Service outcomes

(annual data / safeguarding - quarterly data)

## Safeguarding – achieving desired outcomes

The methodology for this indicator has been reviewed and results re-calculated from 2021/22 to date.

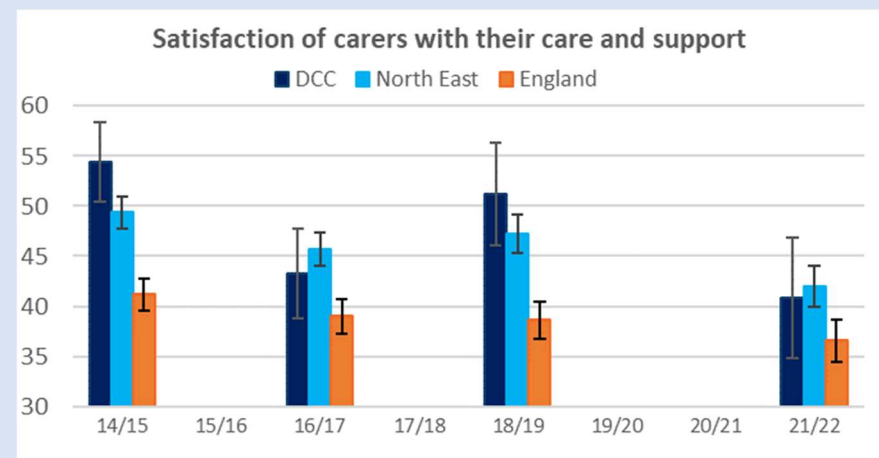
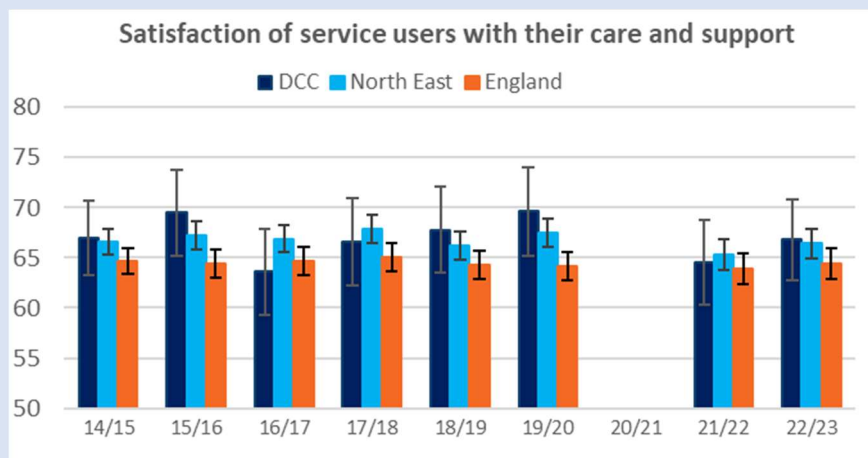
We are currently implementing changes in Azeus to bring the recording of desired outcomes in line with the national Safeguarding Adults Collection. Changes will be supported by comprehensive practice guidance for front line staff to ensure accurate future recording.



## Satisfaction of:

Service users – latest data demonstrates Durham to be in line with national and regional comparators

Carers – data from 2021/22 shows a reduction for Durham compared to previous surveys, however, it remains comparable to the North East and England.



## **Service Outcomes**

### **Safeguarding – desired outcomes**

- 174 The percentage of individuals achieving their desired outcomes during the safeguarding process has increased to 92.5% during quarter two, a 0.3% reduction against the same period last year. Quarter two performance also remains marginally lower than the latest regional (93.8%) and England (94.8%) result for 2022/23.
- 175 The methodology for this indicator was reviewed and results re-calculated from 2021/22 to date, to ensure closer alignment to the national Safeguarding Adults Collection Return. Changes to Azeus are being implemented to bring the recording of outcomes in line with the national return.
- 176 During June and July 2023, workshops were held with front line staff, focusing on improving recording of key information across the safeguarding process and highlighting good practice. A comprehensive governance review is continuing across the Safeguarding service, focusing on areas of concern and good practice, with the aim of reviewing key strategic indicators and increasing assurance in reported results.

### **Satisfaction of Service Users**

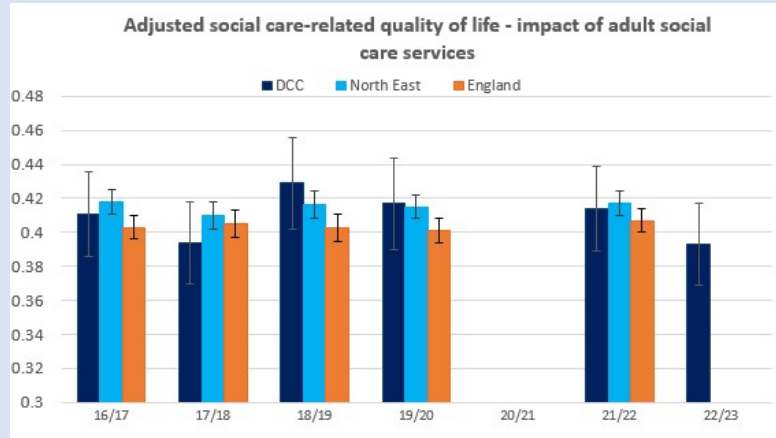
- 177 Satisfaction of service users with their care and support remains positive in County Durham. The latest annual survey was undertaken between January and March 2023, and the national data was released in October 2023. This showed County Durham's performance to be in line with the national and regional comparative result.

### **Satisfaction of Carers**

- 178 Satisfaction of carers with their support is taken from the national Survey of Adult Carers in England. The latest survey took place in October-November 2021. Fieldwork is currently underway for the 2023/24 survey, and results are expected to be published in June 2024.

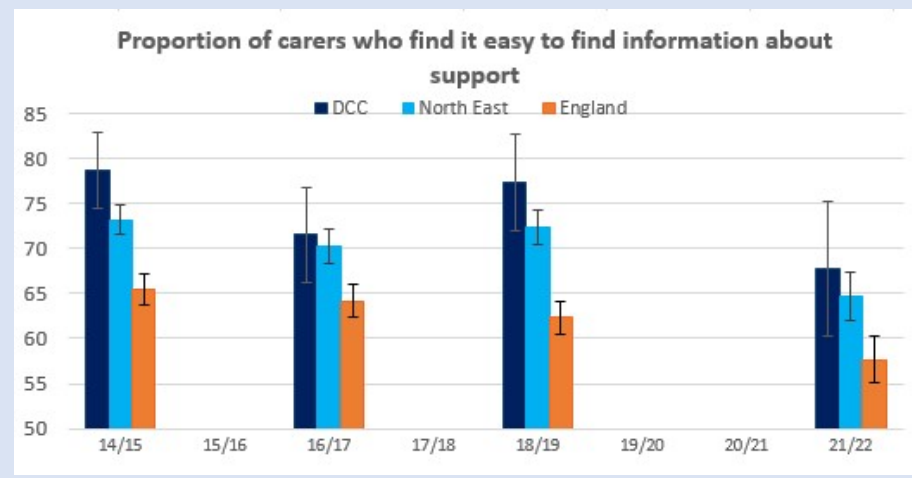
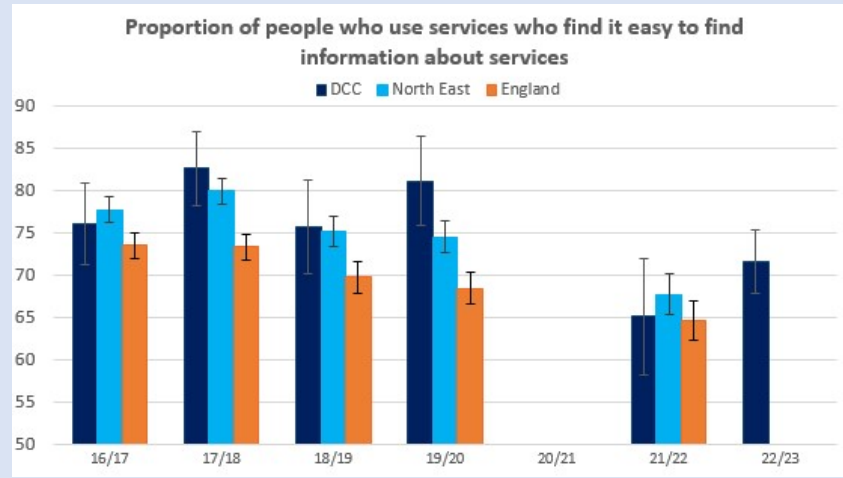
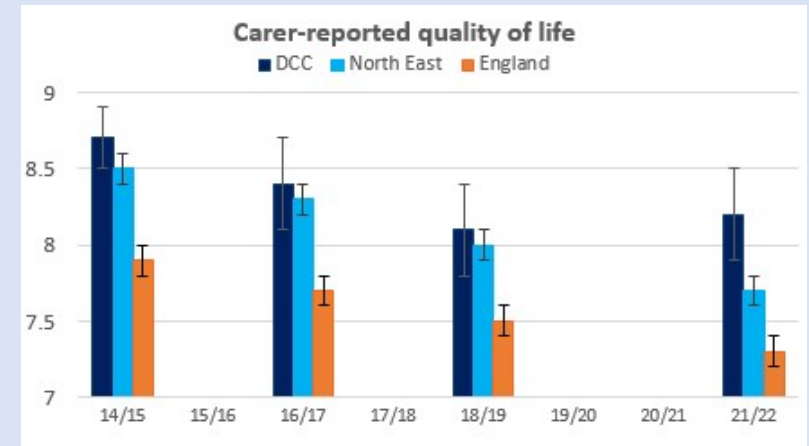
# Adult Social Care Dashboard – Oflog Measures

(annual data as at 31 March 2022. For social care quality of life – 31 March 2023)



The impact of adult social care services on service users' quality of life in Durham reduced in 2022-23.

Carers' quality of life remains above comparators.



Across England, finding information about services has become increasingly difficult over the last 5 years. This is the case for both people who use services and carers of people. Whilst reductions have been experienced Durham performs in line or above regional and national comparators for both indicators.

## **Office for Local Government (Oflog) measures**

- 179 Oflog has developed an online tool which brings together a selection of existing metrics across a subset of service areas, for data that is available at different levels of local government.
- 180 Oflog has worked with the Department for Health and Social Care (DHSC) to ensure that adult social care metrics included in the Oflog data set align with the DHSC data plans. This ensures that no extra data collection burdens are created and no duplication of existing data requests.
- 181 The selected indicators have been refined through engagement sessions with adult social care sector representatives and in accordance with Oflog analytical criteria.
- 182 These indicators may be developed and expanded upon to provide a holistic view of local government responsibilities.

## **Adult social care related quality of life – impact of adult social care services**

- 183 This indicator is derived from the national, statutory Adult Social Care Survey, which takes place between January and March each year. The eligible population for this survey covers all users of long-term support provided or commissioned by the local authority, who are aged 18 and over. For this indicator, service users whose primary support reason is a learning disability are excluded, as very few learning disability service users were involved in the initial research phase of this indicator's creation. It is an Adult Social Care Outcomes Framework (ASCOF) indicator.
- 184 The indicator uses data from adult social care to attempt to express the impact that adult social care services has on service users' quality of life.
- 185 The indicator should be viewed alongside ASCOF measure (1A) social care-related quality of life, which gives an overarching view of the quality of life of users of social care using all factors, not just those related to a local authority's role.
- 186 The starting point for this indicator is the result of ASCOF 1A social care-related quality of life. Quality of life is a composite measure out of 24 (higher is better). It is compiled from the response to eight questions concerning: control, appearance, nourishment, residence, safety, social contact, personal time and receiving help. Points are awarded per question (3 points for 'no unmet needs', to 0 points for 'no needs met'). These quality of life scores are then run through a utility weighted indicator, which assigns different levels of significance to each of the reported aspects of life. Research by Adult Social Care Outcomes Toolkit team at Kent University showed that people place different degrees of importance to each aspect of life, and different levels of significance in between each of the four response options for each aspect of life. These differences were quantified, and adjustment scores were produced. The result of the adjustment is a score between 0 and 1 (higher is better).
- 187 Next the level of assistance required in carrying out activities associated with daily living, and those instrumental to daily living, are quantified, using seven other questions from the ASCS concerning how well the respondent manages to do things themselves such as feeding themselves and dressing themselves.

- 188 Then another adjustment level is created which assesses other factors – the age of the respondent, how their general health is, how well their home is designed to meet their needs, and how easy it is for them to get around outside of their home.
- 189 The final measure is a combination of these three derived scores.
- 190 The results are between the range -0.8 and +1, and a higher value indicates a better quality of life. A score of -0.8 represents a service user who has a very low quality of life, has no needs which are unmet, is in good health, and has a good home and local environment. Therefore, the social care and support they are receiving (which causes them to have no needs unmet, good health and a good home) is having no effect on their quality of life. A score of 1.0 represents a service user who has a really high quality of life whilst having many needs which are unmet, being of poor health, and having a poor home and local environment. Therefore, the social care and support they are receiving are meeting all of their unmet needs and helping them to have a high quality of life.
- 191 The impact of adult social care services on service users' quality of life in County Durham has largely been in line with and above regional and national comparators since it was first reported in 2016/17. Data released for 2022/23, however, demonstrates a reported reduction in social care related quality of life. 2022/23 comparator data will be released in December 2023. Further analysis will be undertaken at this point to understand if the changes observed in the county are part of a wider regional / national trend.

### **Carer-reported quality of life**

- 192 This measure is based on outcomes identified through research that carers themselves think are important, and to which adult social care contributes. It is drawn from the biennial Survey of Adult Carers in England, which seeks the opinions of carers aged 18 or over who are caring for a person aged 18 or over, on a number of topics that are considered to be indicative of a balanced life alongside their unpaid caring role.
- 193 The measure combines carers' responses to six questions measuring different outcomes related to their overall quality of life. The questions relate to occupation, control, personal care, safety, social participation and encouragement and support.
- 194 Whilst the measure gives an overall indication of the reported outcomes for carers, government statisticians note that it does not, at present, identify the specific contribution of councils' adult social care services towards those outcomes. Therefore, comparisons between authorities are not necessarily meaningful.
- 195 The quality of life for carers in County Durham remains above regional and national comparators. The 2023/24 survey is currently in its fieldwork period, and results will be published in June 2024.

### **Ease of finding information**

- 196 It is important that people and carers know what social care choices are available to them locally, what they are entitled to, and who to contact when they need help. This is because information is a key factor in early intervention and reducing dependency. Improved and/or more information can help service users and carers have greater



choice and control over their lives. In turn, this may help to sustain caring relationships through, for example, reduction in stress, improved welfare and physical health improvements.

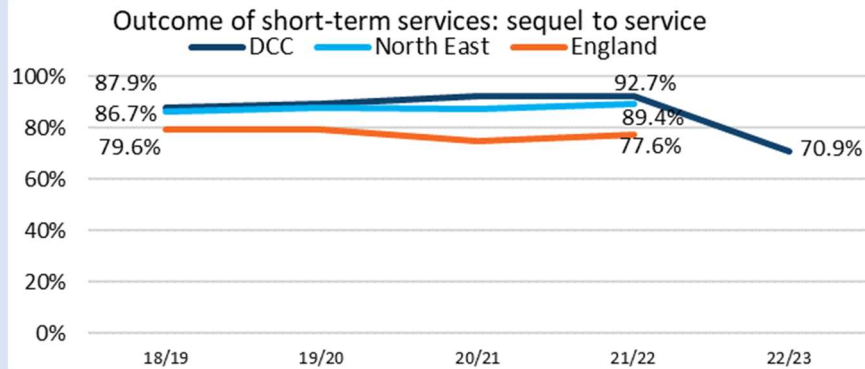
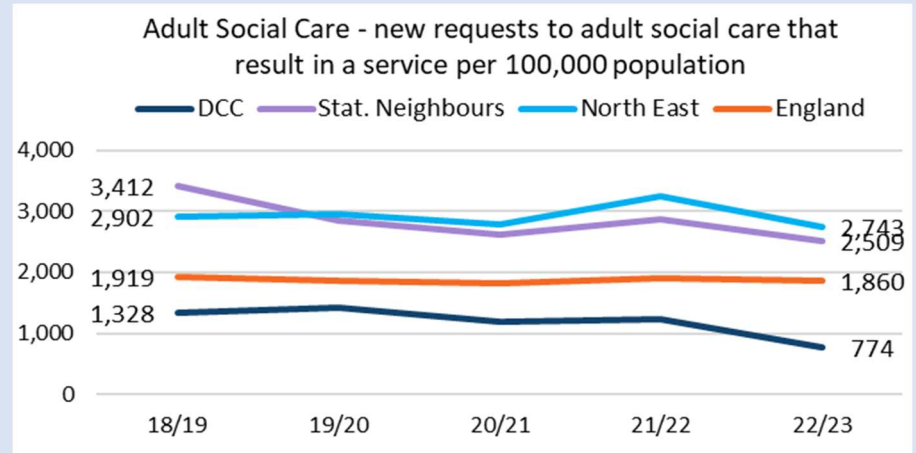
- 197 Both service users and carers have reported increasing difficulty in finding information about services. This is a steady trend over the last five years and is reflected both regionally and nationally. Despite the reported reductions in ease of access, County Durham still performs in line with or above regional and national comparators for both indicators.

# Adult Social Care Dashboard – Oflog outcomes

(annual data as at 31 March 2023)

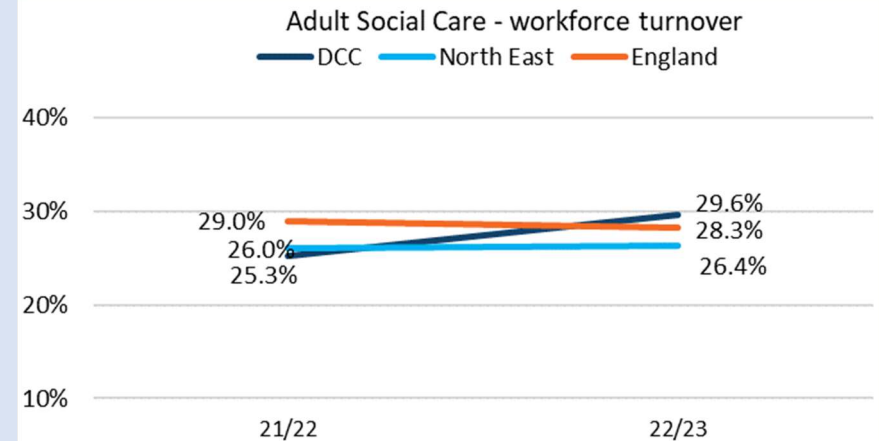
## New requests to adult social care that result in a service

Durham has had a consistently lower rate per 100,000 people whose new request to adult social care resulted in a service. This indicator has been extensively explored, and there are many factors contributing to this result.



Whilst the latest data for the outcome of short-term services in Durham (2022-23) suggests a move closer to the England result from 2021-22, further analysis is being undertaken to understand the reduction.

The national release in December 2023 will enable comparisons to be made with regional and national data to understand if the reduction is part of a wider trend or is a result of data recording and data quality issues. An update will be provided in quarter three.



The workforce turnover in the whole adult social care market in Durham increased from 25.3% in 2021-22 – below regional and national comparators – to 29.6% in 2022-23 – above comparators.

## Oflog measures

### New requests to Adult Social Care resulting in a service

- 198 This indicator is a new indicator which has not been reported before, which repurposes data taken from the statutory Short and Long Term Services (SALT) return. The 2022/23 SALT return was the last return that national statistics will be produced from, as in 2023/24, it is to be replaced by the new Client Level Dataset (CLD). Whilst one final SALT will be submitted in 2023/24, this is only to provide assurance for the new statistics being produced from the CLD.
- 199 This indicator utilises the sequel to a request for support from a new (defined as not already being in receipt of long term care) client. It combines the sequels which are deemed as being a service, and expresses the number as a rate per 100,000 population so that it is comparable across different areas. The indicator does not include 'Universal Services / Signposted to Other Services' as a service, despite it being a statutory requirement for local authorities in the Care Act.
- 200 Over the last five years, County Durham has had a consistently lower rate per 100,000 people whose new request to adult social care resulted in a service. This does not mean that people in the county do not receive services however. Data also taken from the SALT return shows that County Durham provided long term support to 2,233 people aged 18+ per 100,000 through 2022/23, a similar result to our statistical neighbour comparator group (2,249) and the North East (2,534). This provides us with strong evidence that the low result in this indicator in Durham is a result of how we record and report the sequel to initial requests, rather than it being that people in County Durham do not receive services following a request.
- 201 The possible reasons behind our low performance in this indicator have been extensively explored, and there are several factors potentially contributing to this result:
- people who access short term care to maximise independence via a community route of access are not currently included in the source SALT table; this equates to around 100 requests that result in a service per annum;
  - people who transfer to 100% NHS funded care in the county are coded in a way that makes them hard to identify in the recorded data. Anyone moving to Continuing Health Care funding would be coded as Long Term Service Ended, which translates to no services provided in the SALT return, and anyone admitted to hospital during the assessment would have their assessment cancelled and also not counted;
  - County Durham has particularly low numbers of people progressing to 'ongoing low level support', which is defined by the SALT as telecare and equipment provision. Telecare would be coded as a long-term provision. Equipment provision is arranged through a separate Occupational Therapy assessment, and it has been confirmed that these assessments are included in the SALT return.
  - County Durham only includes initial assessments in the SALT table the indicator is taken from. This results in the omission of any further assessments that may have been undertaken in the year, which may reduce services being recorded

where the initial assessment did not result in a service, but subsequent assessments did.

- 202 As there is only one further remaining SALT return, from which no national statistics are planned to be produced, there is no intention to overhaul the way in which the SALT return is produced for the final 2023/24 submission.

### **Outcome of Short-term Services**

- 203 Short-term services aim to maximise the potential independence of people following a serious event such as an admission to hospital; before longer term care needs are assessed. This indicator, therefore, aims to provide evidence of a good outcome in delaying dependency or supporting recovery – short-term support which results in no further need for services.
- 204 In 2021/22, the proportion of those that received short-term service, where no further request was made for ongoing support afterwards, or support of a lower level, for County Durham was 92.7%, above both regional and national comparators.
- 205 Latest data for 2022/23 shows a reduction in performance in County Durham from 92.7% in 2021/22 to 70.9%. 2022/23 comparator data will be released in December 2023. Further analysis will be undertaken at this point to understand if the changes observed in the county are part of a wider regional / national trend.

### **Adult Social Care Workforce Turnover**

- 206 This metric shows the proportion of directly employed staff in the formal care workforce leaving their role in the past 12 months. It is the staff turnover rate for adult social care employees across both the independent and local authority sector and across all services (community care, day care, domiciliary care and residential care).
- 207 This indicator is important because it is recognised that a lower turnover is more likely to lead to more effective continuity of care and retention of skills, thereby delivering a workforce more capable of delivering high quality care. A lower turnover rate could indicate better working conditions; but it is also affected by conditions in local labour markets which means that achieving a lower level of workforce turnover will be more challenging in some local authority areas than in others.
- 208 The workforce turnover in the whole adult social care market in the council increased from 25.3% in 2021/22 – below regional and national comparators – to 29.6% in 2022/23 – above comparators. Whilst turnover in the council has increased over this period it is important to recognise that our social work staff play a limited role due to the much larger number of staff employed in the independent care sector.

# Public Health Focus – Mental Health and Wellbeing Dashboard

(annual data as at 31 March 2021)

Mental health and wellbeing underpin an individual's ability to cope with the normal stresses of life, to ensure that they can work productively, and is able to contribute to their community of interest. Mental health is of universal benefit to all, underpinning our health and functioning throughout life, and as our circumstances change so does our mental health.

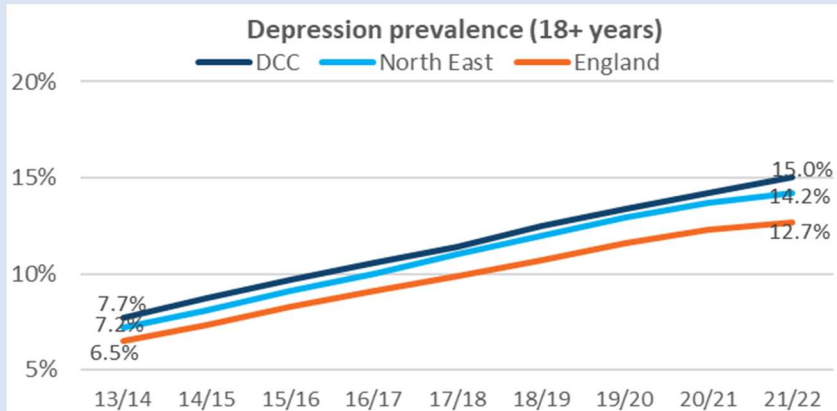
Mental health and wellbeing in Durham are demonstrated through several indicators. Self-reported wellbeing and suicide rates are reported through the new Joint Local Health and Wellbeing Strategy 2023-28 and a dashboard examines each. This page briefly considers other measure to provide a broad overview of mental health and wellbeing in Durham.

## Mental health

There is a higher percentage of pupils with social, emotional, and mental health needs identified in Durham compared to the national average. Hospital admissions for young people who self-harm and have mental health conditions in Durham are also significantly higher than national figures.

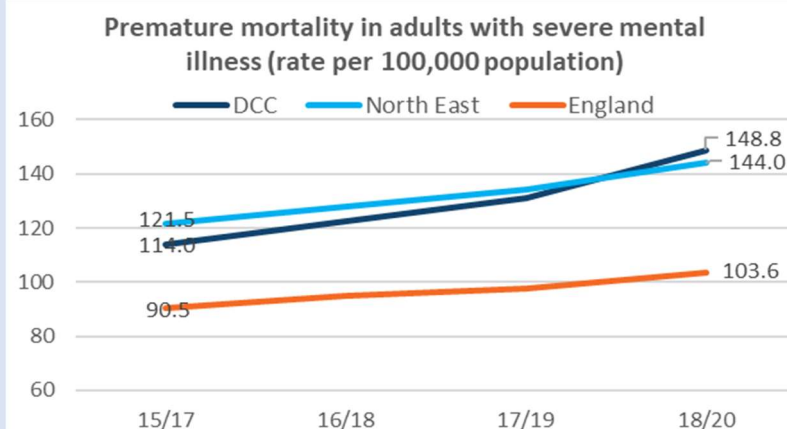
For those with severe mental health disorders, though prevalence is small, it is higher in Durham than for both regional and national data.

| Indicators of mental health  | Period  | Durham | North East | England |
|--|---------|--------|------------|---------|
| Mental Health: QOF % prevalence (all ages)   | 2021-22 | 0.99   | 0.97       | 0.95    |
| % of school pupils with social, emotional and mental health needs                        | 2021-22 | 3.3    | 3.3        | 3       |
| Hospital admissions as a result of self-harm (10-24 years) Rate per 100,000 population   | 2021-22 | 591.2  | 575        | 427.3   |
| Hospital admissions for mental health conditions (<18 years) Rate per 100,000 population | 2021-22 | 186.9  | 128.6      | 99.8    |



**Prevalence of depression** has increased over time at the local, regional, and national level with rates in Durham above comparators.

Likewise, **premature mortality rates** in Durham have increased and are higher than comparator areas.



## Resilience

Protective factors are influences that make it less likely that individuals will develop a mental health problem. These include biological, psychological, and social factors in the individual, family or community. Indicators of school readiness, physical activity and employment are some of the measures that demonstrate resilience in an individual.

| Indicators of resilience   | Period  | Durham | North East | England |
|--|---------|--------|------------|---------|
| School readiness (% of children achieving a good level of development at the end of reception) | 2021-22 | 64.5   | 64.1       | 65.2    |
| % of physically active adults  | 2020-21 | 63.5   | 63.5       | 65.9    |
| % of people in employment  | 2021-22 | 70.1   | 70         | 75.4    |

## Public Health – Mental Health and Wellbeing

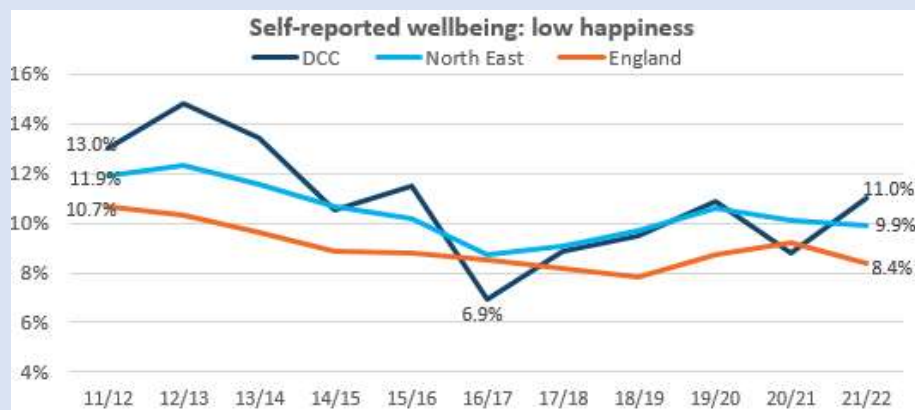
- 209 Good mental health and resilience is the foundation for wellbeing and the effective functioning of individuals and communities. It impacts on how individuals think, feel, communicate and understand, and is fundamental to physical health, relationships, education, work, and to achieving potential.
- 210 Within County Durham there is a strong history of good partnership working around mental health led by the Mental Health Strategic Partnership (MHSP), which provides the strategic co-ordination and leadership for our Mental Health Strategic Plans. It is also responsible for ensuring the system works effectively to initiate prevention and early intervention approaches and engage, consult and involve mental health service users and carers to support the work of the Health and Wellbeing Board.
- 211 In order to embrace the structural changes at Integrated Care System level and changes in mental health and emotional need of populations during the pandemic the Health and Wellbeing Board agreed a refresh of the MHSP under the five key workstreams of:
- Children and Young People’s Mental Health Partnership
  - Suicide Prevention Alliance
  - Crisis Care, now referred to as Urgent Care
  - Dementia
  - Resilient communities which could become integrated into County Durham Together.
- 212 In response to increases in mental ill health during the pandemic and as we now learn to live with Covid, other key areas of activity have been developed to promote mental health and wellbeing in the general population. This has included:
- A county-wide communications campaign called ‘Now You’re Talking’, encouraging people to talk about their mental health challenges with others whilst promoting self-help for those suffering from low-level anxiety.
  - Mental Health and Wellbeing Alliance which has been initiated to help co-ordinate a range of support services for people with low level mental health needs with a focus on promoting financial resilience, bereavement support, access to help reduce social isolation.
  - Community Mental Health Transformation which helps to deliver on the NHS Long Term Plan to enable adults with Serious Mental Illness of all ages to access to evidence based treatment and support using a collaborative approach to build on strengths and support choice.
- 213 New programmes of work such as the Mental Health Transformation enables working at a local level which is helping to reform the access to mental health services at a place-based level. The development of a Mental Health Alliance model has also been developed to address the underlining factors that lead to low level anxiety and depression. All of this work is underpinned by the Approach to Wellbeing which encourages an assets-based approach, placing the person at the centre of any level of mental health support they require.

## Durham Insight Dashboard

- 214 A new [dashboard](#) has been developed on Durham Insight to enable the Health and Wellbeing Board to monitor outcomes for mental health and wellbeing in County Durham.
- 215 The dashboard provides an overview of many indicators that influence mental health and wellbeing and also outlines factors that improve our resilience to poor mental health.
- 216 Benchmarking against indicators in the dashboard demonstrates that the County Durham rate is typically higher than regional and national comparators. In summary:
- 3.3% of school pupils in County Durham have social, emotional and mental health needs (2021-22) compared to 3.0% nationally
  - in 2021/22, there were around 550 hospital admissions for self-harm (10-24 year olds), a rate of 591.2 per 100,000 population
  - 11.0% of adults self-reported low happiness whilst 7.4% reported low levels of satisfaction (2021/22)
  - 20% of adults in County Durham have reported high levels of anxiety (2021/22)
  - around 68,500 people (15.0%) in County Durham are diagnosed as having depression (2021/22)
  - prevalence of severe mental health disorders is higher in County Durham compared to regional and national data (0.99%, compared to 0.97% and 0.95% respectively)
  - the rate of death by suicide has been increasing over time. For the period 2018-20, County Durham (15.8 per 100,000) is statistically higher than England (10.4 per 100,000)
- 217 It is recognised that levels of resilience can be built up that make it less likely for a person to develop a mental health problem. These include biological, psychological, and social factors in the individual, family or community. Indicators of school readiness, physical activity and employment are some of the measures that demonstrate resilience in an individual. Against these measures County Durham has lower rates compared to the national average which suggests lower rates of resilience for people living in County Durham.

# Public Health Focus – Self-reported wellbeing Dashboard

(annual data as at 31 March 2022)

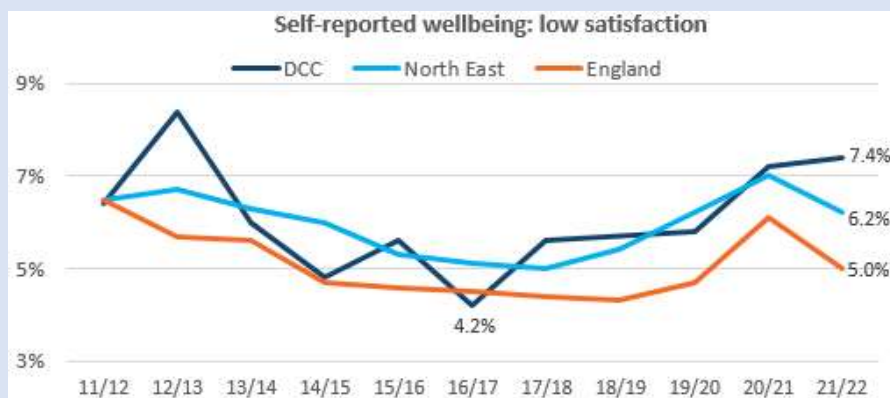
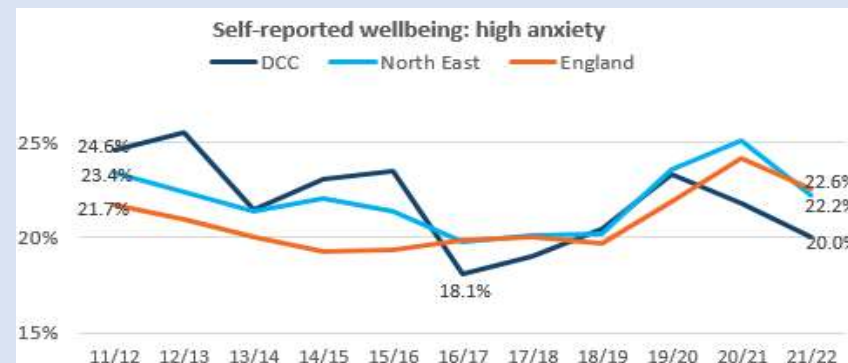


Self-reported wellbeing is a key outcome in the new Joint Local Health and Wellbeing Strategy 2023-28 (JLHWS). Wellbeing is reported through a number of measures including people reporting low happiness and low satisfaction.

In Durham, the percentage of people reporting low happiness has increased over the last 5 years from 6.9% in 2016-17 to 11.0% in 2021-22. Latest data for Durham, however, is not statistically significantly different to levels reported regionally and nationally.

Levels of high anxiety are also reported through the new JLHWS. This measure shows that scores are relatively high compared other measures of self-reported wellbeing.

Whilst the trend has varied over the last 10 years with an observed reduction from 2011-12 to 2016-17 for local, regional and national data, a similar increase since 2016-17 demonstrates little change over the overall period for all comparators.



People reporting a low satisfaction score in Durham has been increasing over the last 5 years. This largely reflects the regional and national picture; however, latest data suggests low happiness has continued to increase in Durham whereas both regional and national scores have reduced. Latest data for Durham, however, is not statistically significant different to these comparator groups.

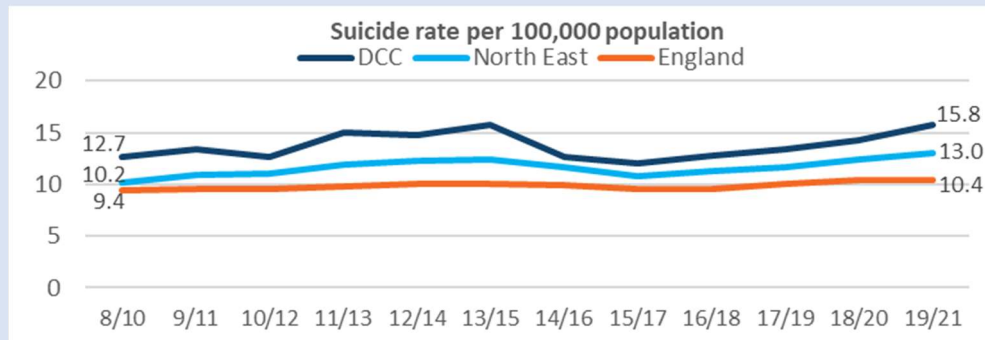


## **Public Health – Self-Reported Wellbeing**

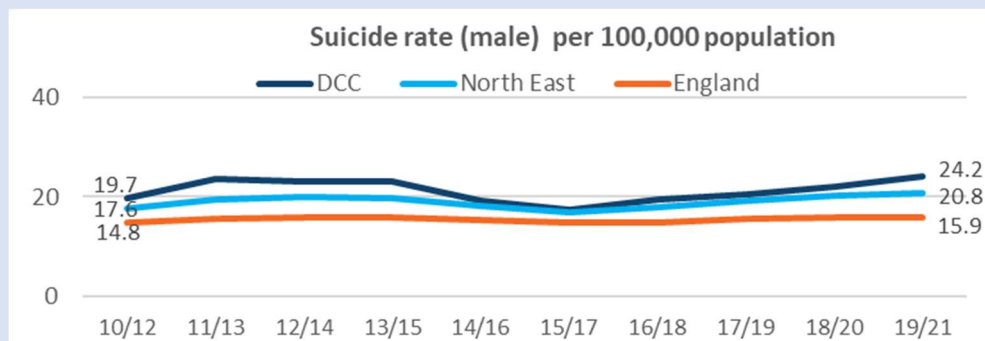
- 218 Mental health and wellbeing refer to a combination of feeling good and functioning effectively. The concept of feeling good incorporates not only the positive emotions of happiness and contentment but also emotions such as interest, engagement, confidence and affection. People with higher wellbeing also typically have lower rates of illness, recover more quickly and for longer, and generally have better physical and mental health.
- 219 Wellbeing is monitored through several key indicators taken from the Annual Population Survey. Data measures individual or subjective wellbeing based on three questions within this survey which examine levels of satisfaction, happiness and anxiety.
- 220 The new Joint Local Health and Wellbeing Strategy 2023-28 (JLHWS) also aims to improve self-reported wellbeing and to reduce levels of anxiety in County Durham. These measures are to be reported to the Health and Wellbeing Board on an annual basis.
- 221 In County Durham, the percentage of people reporting low happiness has increased over the last five years. Local, regional and national data, however, demonstrate an overall slight decline over the last ten years. Latest data for the county is not statistically significantly different to levels reported regionally and nationally.
- 222 People reporting a low satisfaction score in County Durham is similar to that seen for those reporting low happiness, as a steady increase is observed over the last five years. This largely reflects the regional and national picture; however, latest data suggests low happiness has continued to increase in County Durham whereas both regional and national scores have reduced. Latest data for the county, however, is not statistically significantly different to these comparator groups.
- 223 Levels of reported high anxiety across the country are relatively high in comparison to reported low happiness and low satisfaction (typically 22% compared to 9% and 5% respectively). Whilst increases have been observed over the last five years, latest data demonstrates a generally static trend for local, regional, and national scores over the last 10 years. Latest data for County Durham, whilst slightly lower than regional and national comparators, is within 2% of both.

# Public Health Focus – Rate of Suicide Dashboard

(annual data as at 31 March 2021)

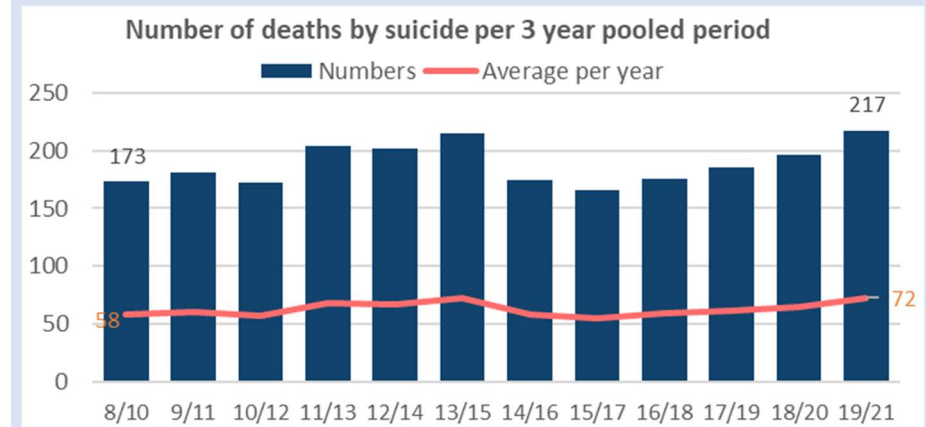
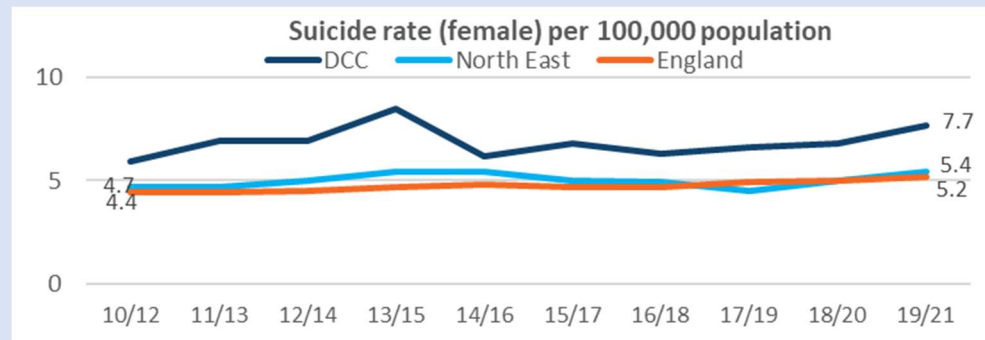


Latest data for suicide mortality rates per 100,000 people in Durham are statistically significantly higher than England and have been rising over time. Between 2018-20 and 2019-21 the rate increased by 1.5 per 100,000. Whilst the increase has been observed since 2015-17 analysis of the data suggests that it is not statistically significant.



Both male and female suicide rates have been increasing over time. The male rate (24.2 per 100,000) is the highest since this data has been recorded.

The female rate (7.7 per 100,000) is the highest since 2013-15 (8.5 per 100,000).



On average there were 58 annual deaths by suicide in 2008-10 compared to an average of 72 annual deaths for the latest data. The total number of deaths in the latest three year pooled period is the highest since the information has been recorded (2001-03).

## Public Health – Levels of Suicide

- 224 Suicide is a significant cause of death in young adults and is seen as an indicator of underlying rates of mental ill-health. Suicide is a major issue for society and a leading cause of years of life lost. It is, often the end point of a complex history of risk factors and distressing events, however, there are many ways in which services, communities, individuals and society as a whole can help to prevent suicides.
- 225 It is important to note national evidence suggests two-thirds of all people who die by suicide are not in contact with mental health services 12-months prior to their death, therefore, key areas for action relating to suicide prevention include a wider population level approach designed to reduce the escalation of mental health and social care crisis. These approaches include:
- reducing the risk of suicide in key high-risk groups
  - tailoring approaches to improve mental health in specific groups
  - reducing access to the means of suicide
  - improving responses and provide better information and support to those bereaved or affected by suicide
  - supporting the media in delivering sensitive approaches to suicide and suicidal behaviour
  - supporting research, data collection and monitoring
  - addressing the impact of Covid-19 on the wider determinants of mental health
  - reducing self-harm.
- 226 The County Durham Suicide Alliance delivers a multi-agency approach to preventing suicide by implementing the actions recommended by the national Suicide Prevention Strategy. Actions include the development of a Real Time Data Surveillance system, community prevention initiatives including those at high-profile locations, development of postvention referrals for families and communities at risk and a small grants scheme promoting anti stigma and discrimination initiatives.
- 227 A reduction in suicide rates is a key aim of the JLHWS. Latest suicide mortality rates per 100,000 people in County Durham are statistically significantly higher than England and have been rising over time. Between 2018-20 and 2019-21 the rate increased by 1.5 per 100,000. Whilst the increase has been observed since 2015-17 analysis of the data suggests that the increase itself is not statistically significant.
- 228 Both male and female suicide rates have been increasing over time. The male rate (24.2 per 100,000) is the highest since this data has been recorded whilst the latest female rate (7.7 per 100,000) is the highest since 2013-15 (8.5 per 100,000).
- 229 The latest publication of Office of National Statistics indicates on average there were 58 annual deaths by suicide in 2008-10 in County Durham (an increase on

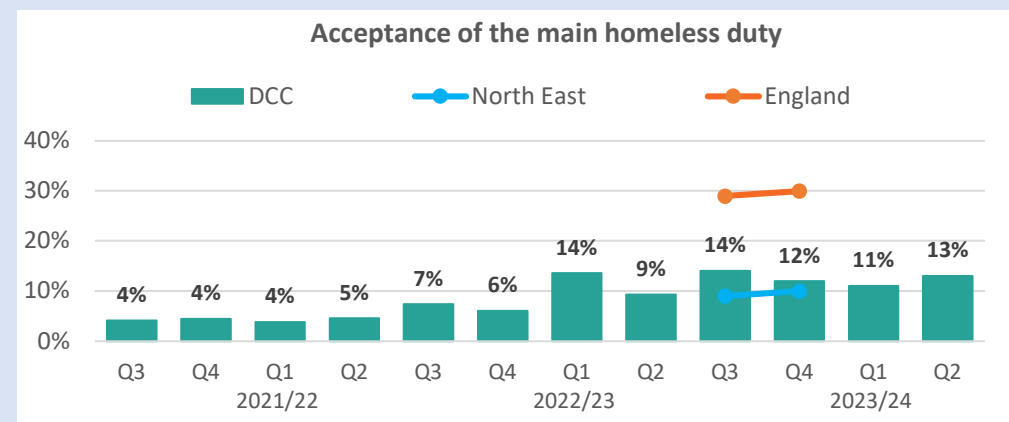
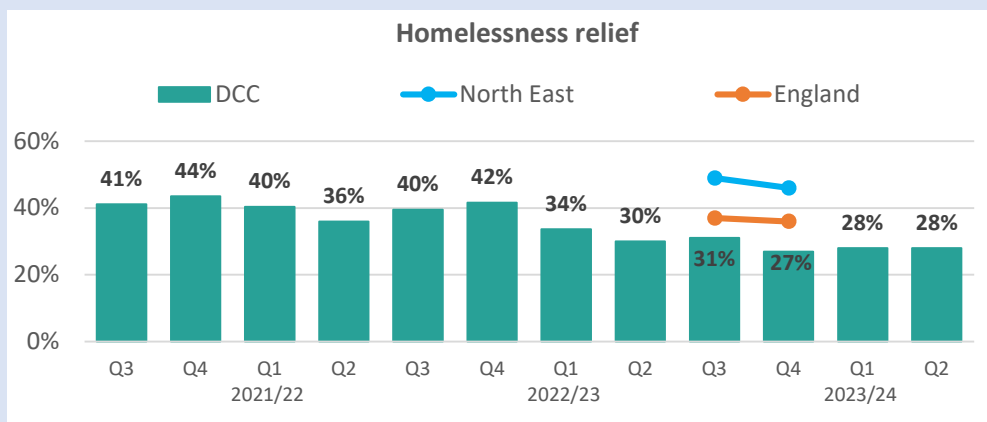
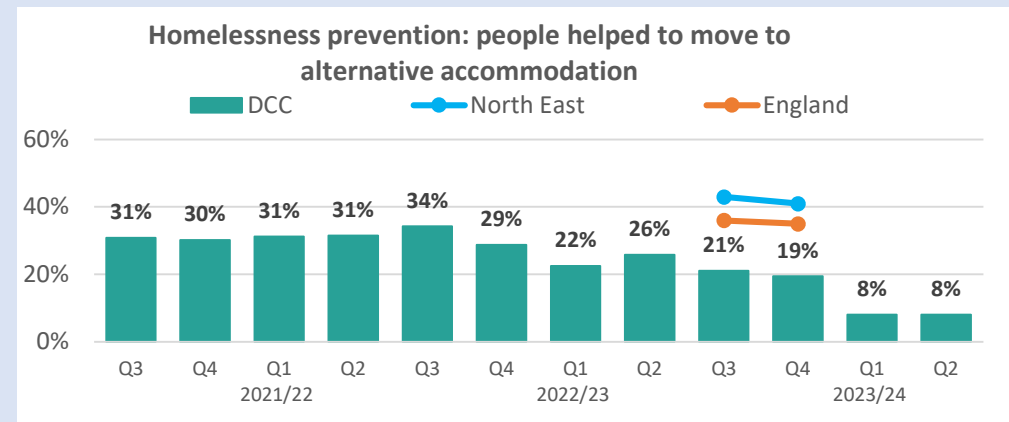
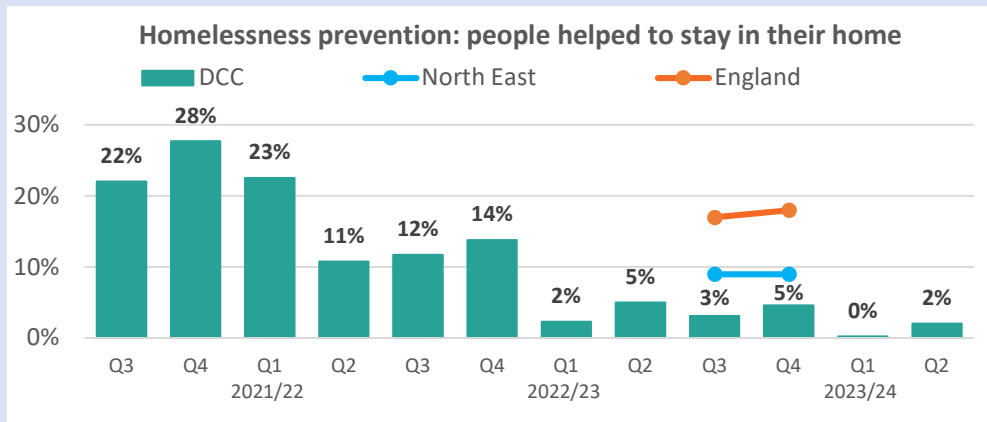
48 annual deaths in 2001-03), compared to an average of 72 annual deaths by suicide in 2019-21. The gap in suicide rates between County Durham and England has been rising over time.

# Housing Vulnerable People Dashboard - Homelessness

(quarterly data as at 30 September 2023)

## Homelessness

- Households helped to stay in their home has increased this quarter due to two new Visiting Officers in post to assist in preventative work.
- Households moved into alternative accommodation or relief stage remain on par with quarter one. Increased access to social housing is being looked at as part of the Durham Key Options review.
- More cases required a main duty decision compared to quarter one due to an increase in the number of households presenting as homeless or becoming homeless during quarter one.
- Latest benchmarking data (March 2023) shows that we performed below the national and regional average for prevention and relief outcomes and had slightly more main duty acceptances than the regional average but significantly fewer than the national average.



## Homelessness

- 230 The proportion of households prevented from homelessness and helped to remain in their current home has increased this quarter by 2pp, with 2% assisted (eight households). The appointment of two full-time visiting officers to assist with preventative work into existing accommodation has already seen an increase in positive outcomes.
- 231 Additionally, the proportion of households where homelessness was prevented and the household helped to move to alternative accommodation remains on par with quarter one, with 8% (39) of households securing alternative accommodation. Increased access to social housing for those that are homeless is currently being looked at as part of the Durham Key Options review and this is expected to be complete over the next six months.
- 232 28% (209) of households' homelessness was resolved at relief stage (where homelessness was not prevented within 56 days or the household was already homeless), remaining on par with quarter one (28%).
- 233 Latest benchmarking data (March 2023) shows that we are performing below the national and regional averages in relation to homelessness prevention and relief.
- 234 The proportion of cases where there has been an acceptance of the main homeless duty (where relief duty has ended, and the client is not intentionally homeless and in priority need) has increased this quarter, with 13% (108) of households requiring a main duty decision, 2pp higher than quarter one. This is due to an increase in the number of households presenting as homeless or becoming homeless during quarter one, resulting in a higher number of main duty decisions made in quarter two.
- 235 Latest benchmarking data (March 2023) shows that we had significantly fewer main duty acceptances than the national average but slightly more than the regional average.

# Housing Vulnerable People Dashboard – homes for older people

(12 months ending 31 March 2023)

## Homes for older people/that meet accessible and adaptable standards

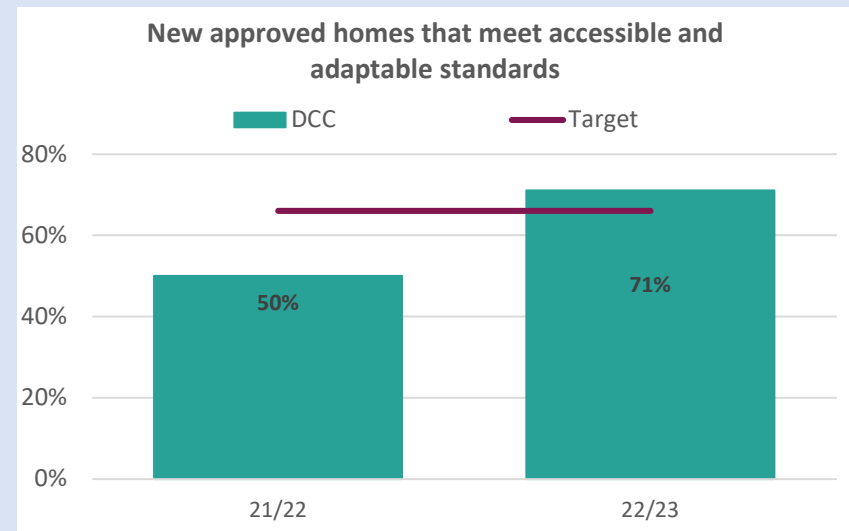
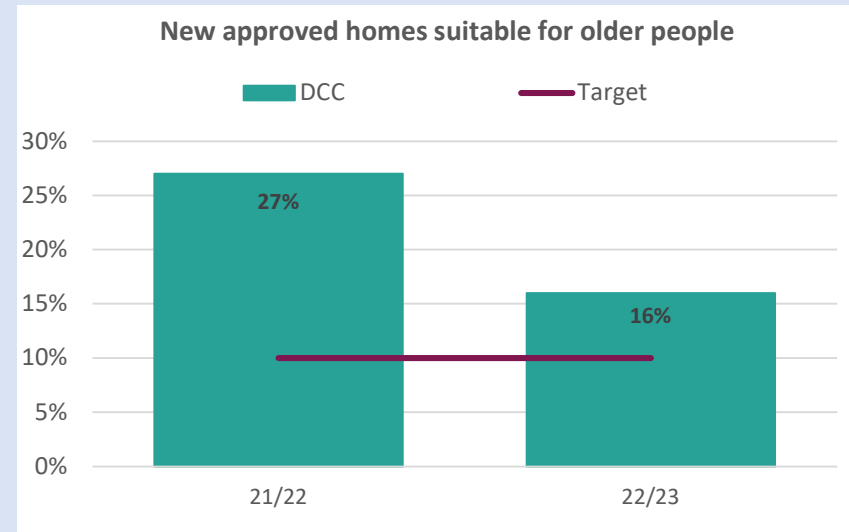
Both measures performed above target set out in the County Durham plan; 10% of new approved homes suitable for older people\* and 66% of new approved homes that meet accessible and adaptable standards\*\*.

Fewer units were approved on homes suitable for older people compared to 2021/22 due to a number of bungalow schemes approved that year that were 100% of units were specifically for older people.

The increase on last year for new approved homes that meet accessible and adaptable standards was due to some of the schemes approved in that year receiving outline permission before the CDP Housing Needs Supplementary Planning Document was adopted and therefore not required to have 66% of the units built to M4(2) standard.

\* on new housing developments of 10 units or more

\*\* on new housing developments of 5 units or more



## **Homes for older people/that meet accessible and adaptable standards**

- 236 We continue to help support older people to live independently for as long as possible by ensuring a proportion of units approved on new housing developments meet their needs. During 2022/23, 16% (61) units were approved on new housing developments of 10 units or more that meet the specific needs of older people, consisting of 58 bungalows and three ground floor flats. This is 6pp above target of 10% as set out in the County Durham Plan (CDP). Figures are lower than the previous year (-11%) as a number of bungalow schemes approved that year provided 100% of the units specifically for older people,
- 237 71% (318) units were approved on new housing developments of five units or more that will be built to building regulation M4(2) standard (accessible and adaptable) and contribute towards meeting the needs of older people. This is 5pp above target of 66% as set out in the CDP and 21% more than previous year. The increase on last year was due to some of the schemes approved in that year receiving outline permission before the CDP Housing Needs Supplementary Planning Document was adopted and therefore not required to have 66% of the units built to M4(2) standard.

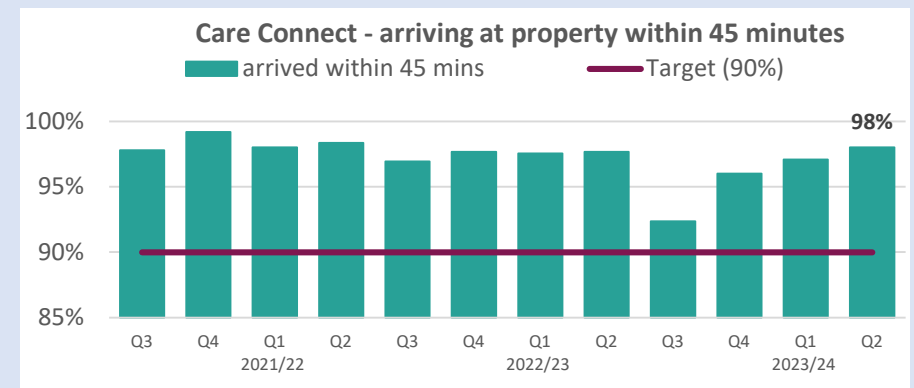
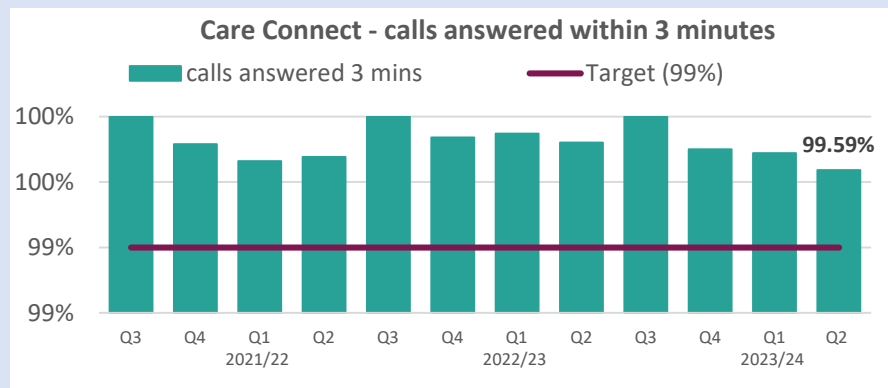
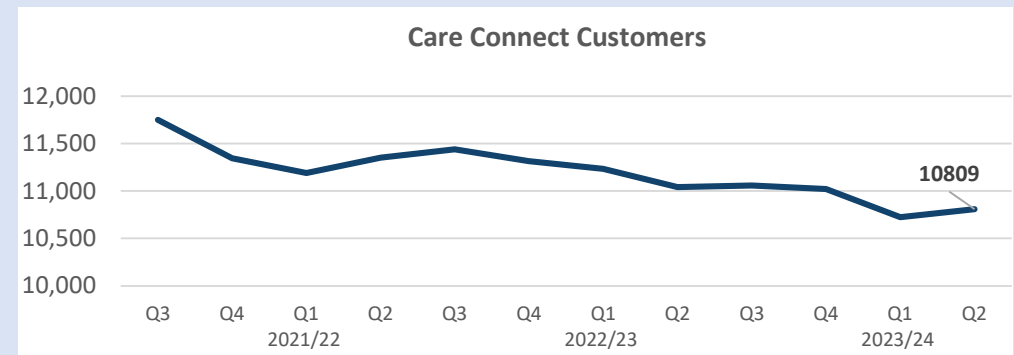


# Housing Vulnerable People Dashboard – Care Connect and Disabled Facilities Grants

(quarterly data at 30 September 2023)

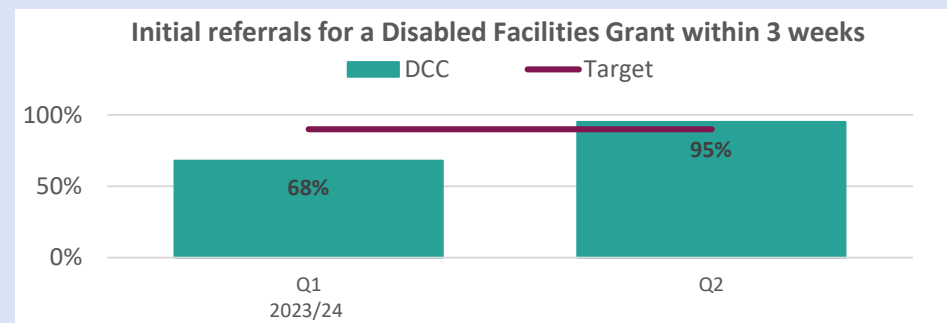
## Care Connect

- Increase in customers this quarter as a result of the August free installation offer. Further winter marketing campaign offering free installation is planned to run from 1st November - 31st December 2023.
- Staff responded to 6456 emergency calls this quarter 6397 (98%) were responded to within 45 minutes.
- Telecare Services Association (TSA) Audit completed and Care Connect have been found to be compliant.



## Disabled Facilities Grants (DFG)

- Significant improvement on last quarter due to implementation of new processes and allocating responsibility to dedicated team members for first contact.
- This is a new measure and back data is in the process of being collated.



## **Care Connect**

- 238 Quarter two saw an increase in customers using the Care Connect Service with 212 new customers joining the Service due to the August offer of free installation. A further winter marketing campaign offering free installation is planned to run from 1 November-31 December 2023.
- 239 Out of a total of 6,456 emergency calls that staff responded to this quarter 6,397 were responded to within 45 minutes. However, 55 were responded to after 60 minutes due to a combination of staffing issues and location of properties.
- 240 Care Connect have completed their Telecare Services Association (TSA) Audit and the service have been found to be compliant with the requirements of the framework.

## **Disabled Facilities Grants**

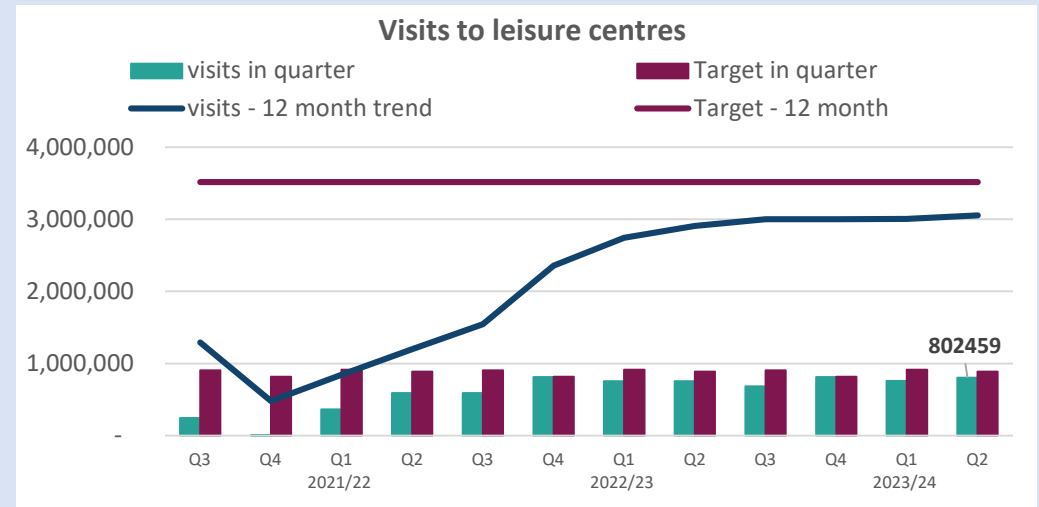
- 241 During quarter two, 95% of potential clients were contacted within three weeks of their initial referral for a Disabled Facilities Grant, which is 5pp above target and a 27pp increase compared to quarter one. New processes have been implemented, allocating responsibility to dedicated team members for first contact which has contributed to the increase in performance during quarter two. This is a new measure, and we are developing robust mechanisms for future monitoring.

# Physical Activity Dashboard

(quarterly data at 30 September 2023)

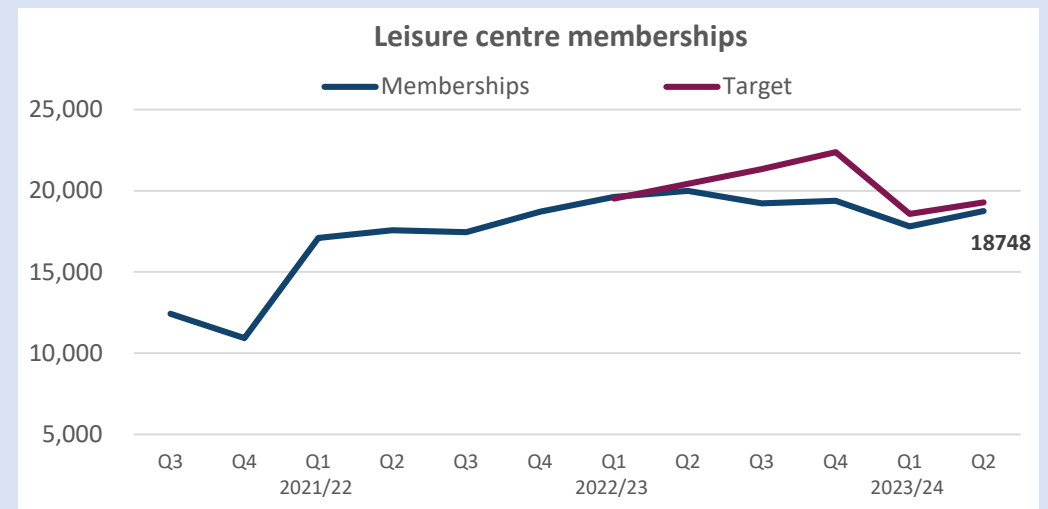
## Leisure centre visits

- 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**

242 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**

243 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.

244 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.

245 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

- 246 Across County Durham there are approximately of 250,000 dwellings<sup>3</sup>. 63% are owner-occupied, 20% are social rented and 17% private rented.
- 247 Between April 2022 to March 2022, median house prices across the county were £125,000, consistently lower than the averages for the Northeast (£152,500) and England (£290,000). Although, since 2000, average house prices across the county have increased by 166% from £47,000 to £125,000, there is significant variation across the county.
- 248 57% of County Durham is classified as rural, with a further 32% classified as rural town and fringe<sup>4</sup>. 7% of the county's population (around 37,500 people) live in rural areas (0.3 people per hectare) and 37% live in rural town and fringe (2.7 people per hectare).<sup>5</sup> Accessing opportunities across the county continues to be priority.
- 249 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.

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<sup>3</sup> [Durham Insight - Housing](#)

<sup>4</sup> [Rural Urban Classification for LSOAs 2011](#)

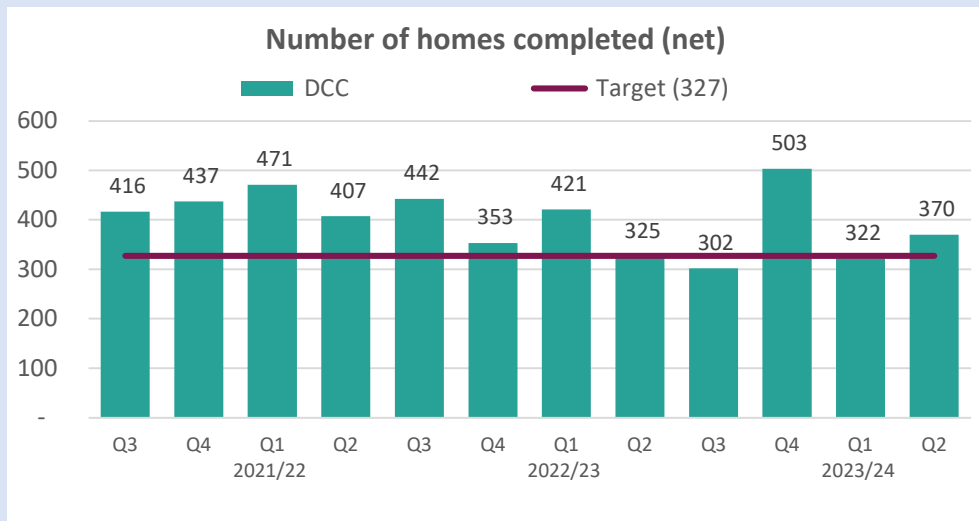
<sup>5</sup> [Durham Insight - Rural](#)

# Housing Delivery Dashboard

(quarterly data as at 30 September 2023)

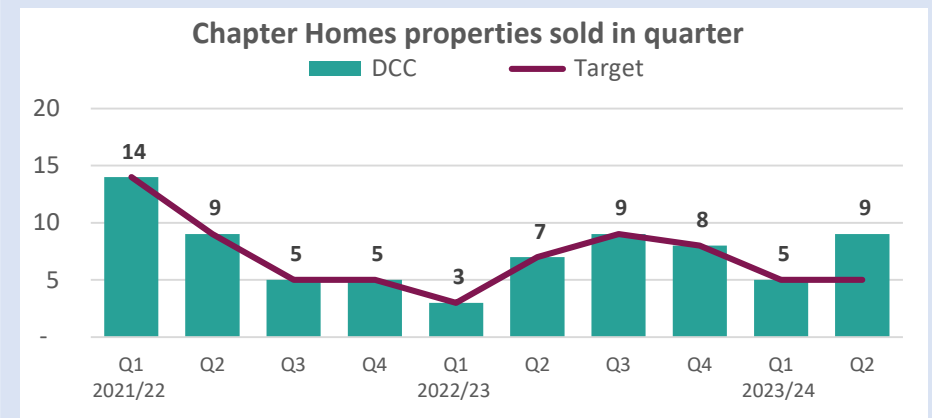
## Net homes completed

- The County Durham Plan policies support the delivery of housing to meet identified need and ensure the right type of housing.
- Above target by 13% (43 completions) this quarter, with year-to-date position of 692 completions well on the way to hit annual target of 1,308.
- A number of larger construction schemes have seen quicker completion rates for some of their builds.



## Chapter Homes

Despite wider economic issues of both cost-of-living and mortgage interest rates, Chapter Homes sales are in line with projections due to the quality and advertising of our homes.



### **Net homes completed**

- 250 The County Durham Plan polices support the delivery of housing to meet identified need and ensure the right type of housing.
- 251 370 homes were completed during quarter two, which is 13% (43) above profiled target and 15% (48) above quarter one. This brings the total number of completions for this year to 692, which is on track to meet the annual target of 1,308. The increase this quarter is due to a number of larger construction schemes seeing quicker completion rates for some of their builds.

### **Chapter Homes**

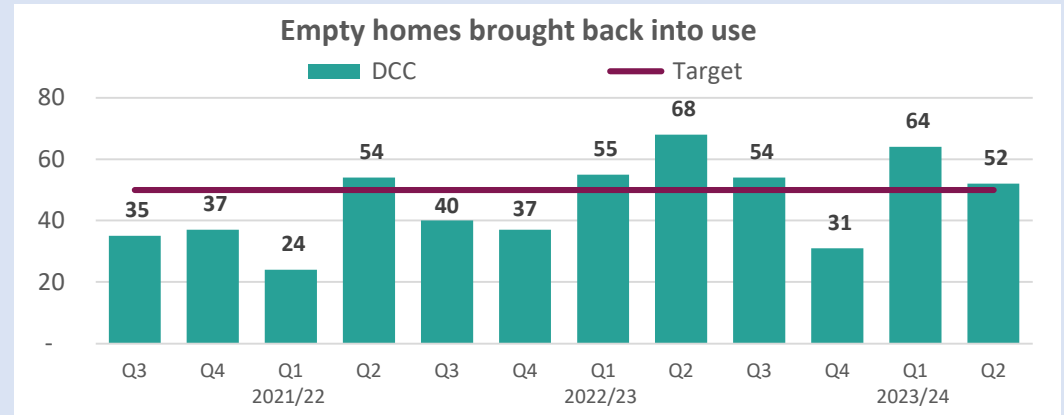
- 252 Nine sales were completed this quarter, which is encouraging given the wider economic issues of both cost-of-living and mortgage interest rates. This is due to our provision of well-designed homes and a focus on ensuring advertising is fully maximised. The year-to-date position of 14 sales puts us well on track to achieve annual target of 20 sales.

# Housing Standards Dashboard

(quarterly data as at 30 September 2023)

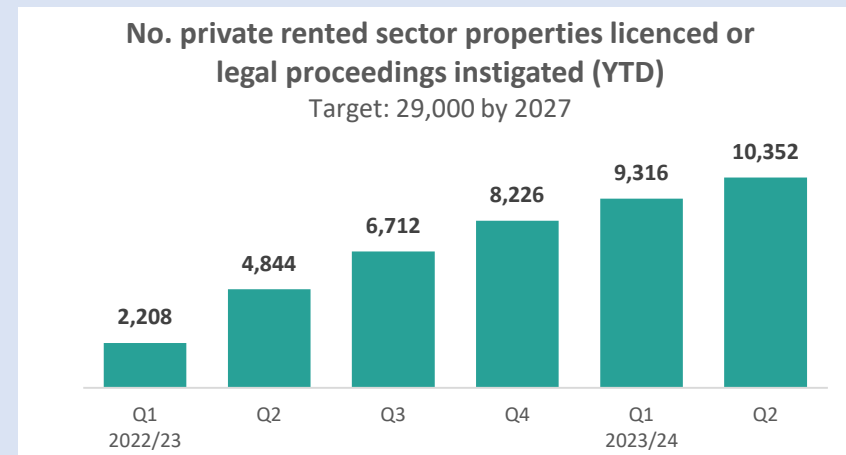
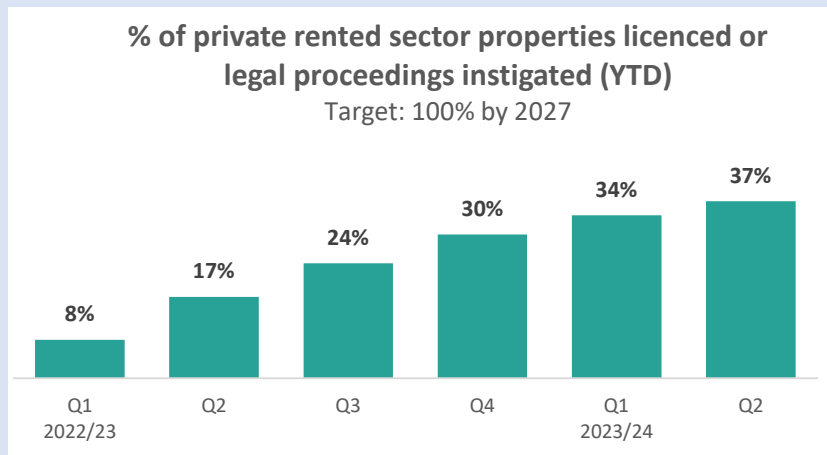
## Empty Homes

- 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**

- 253 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**

- 254 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.
- 255 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**

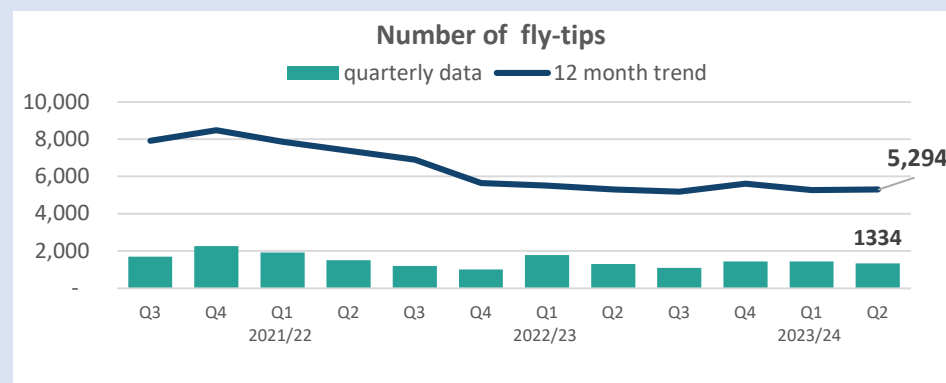
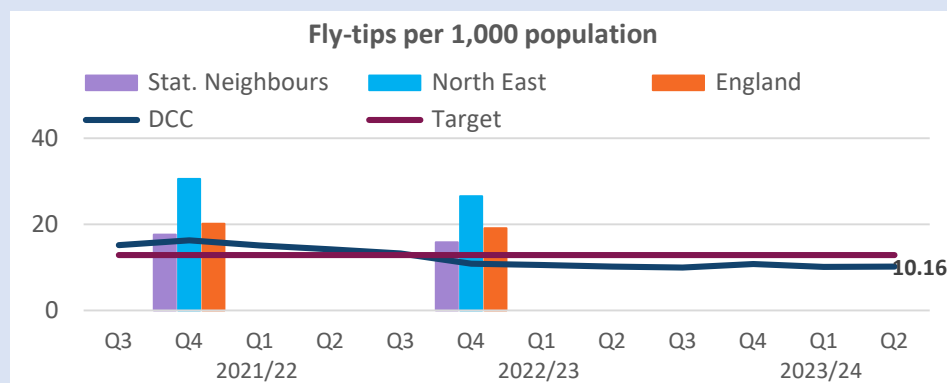
- 256 It has not been possible to report on the total number of ASB incidents (per 10,000) head of population for April-June 2023 due to a recording error on one of the IT systems used to record ASB. Discussions are ongoing with relevant teams to try and rectify the issue and a further update will be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

- 257 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.
- 258 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.
- 259 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.
- 260 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**

- 261 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).
- 262 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.
- 263 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.

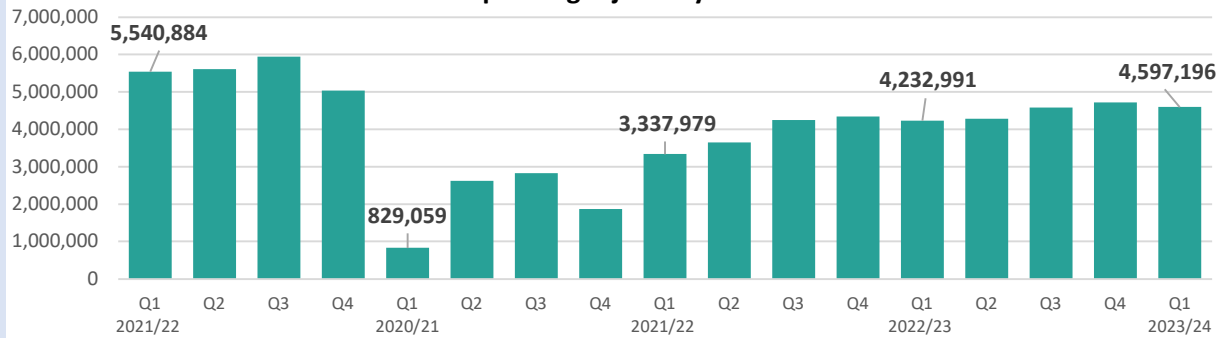
# Transport Connectivity and Highway Maintenance Dashboard

(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).

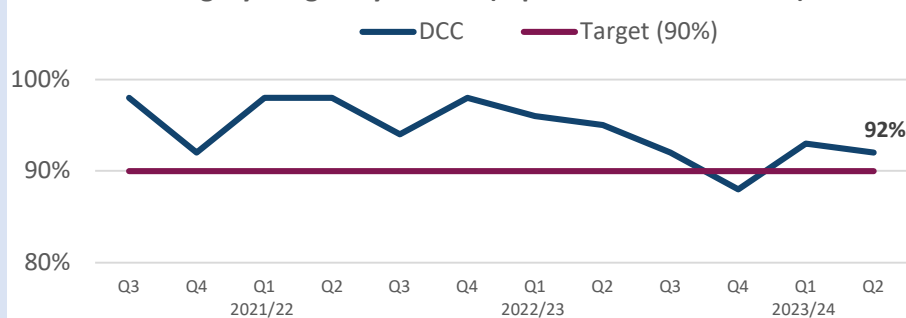
Local passenger journeys on the bus network



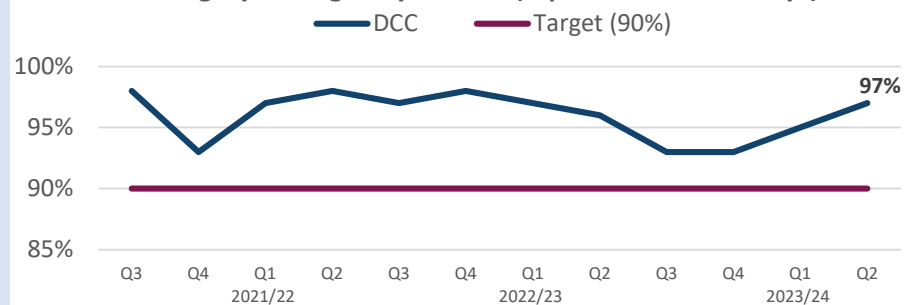
## Highway Maintenance

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

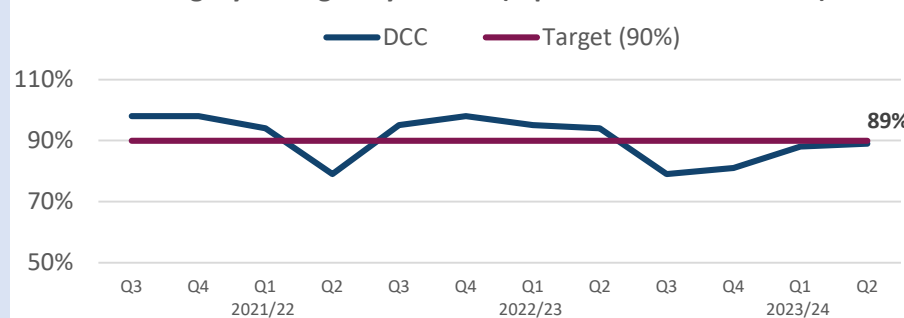
Category 1 highway defects (repaired within 24 hours)



Category 2.1 Highway Defects (repaired within 14 days)



Category 2.2 highway defects (repaired within 3 months)



## **Public Transport Patronage**

- 264 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.
- 265 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%.
- 266 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**

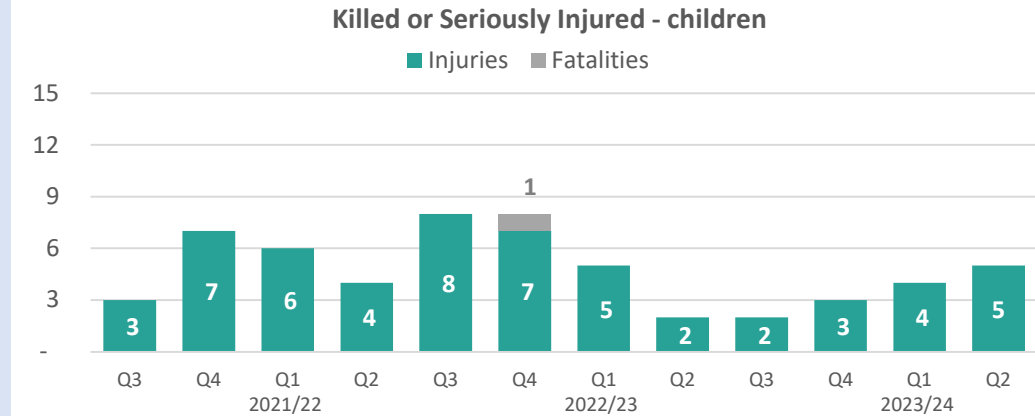
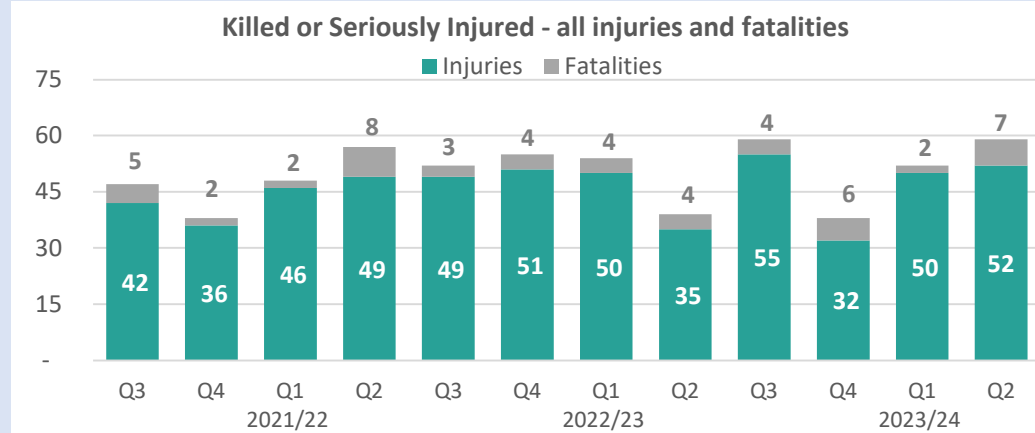
- 267 Highway defects are categorised on a risk basis and where there is a high number of defects over all categories, resources must be targeted at those safety defects likely to pose the greatest risk of harm. Category 2.2 highway defects pose the lowest level of risk to the public due to their hierarchy within the network based on footfall and location.
- 268 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%).
- 269 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%).

# Road Safety Dashboard

(quarterly data as at 30 September 2023)

## Road Safety

- Road Safety Team undertake targeted road safety education in schools and communities including:
  - Child pedestrian training
  - Safer driving with age
  - Young Driver Passenger Safety Training
- Partnership work continues with the County Durham & Darlington Road Safety Partnership with planning underway for a joint initiative supporting BRAKE Road Safety Week 19-25 November 2023. This year's theme is 'Let's talk about speed'.

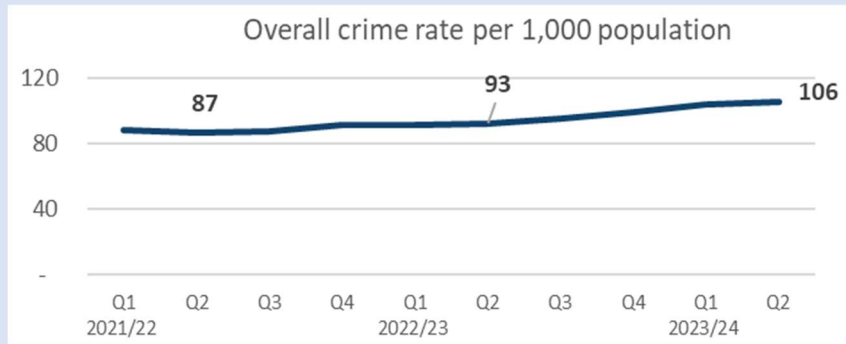


All data from the current and previous year are provisional and are subject to change.

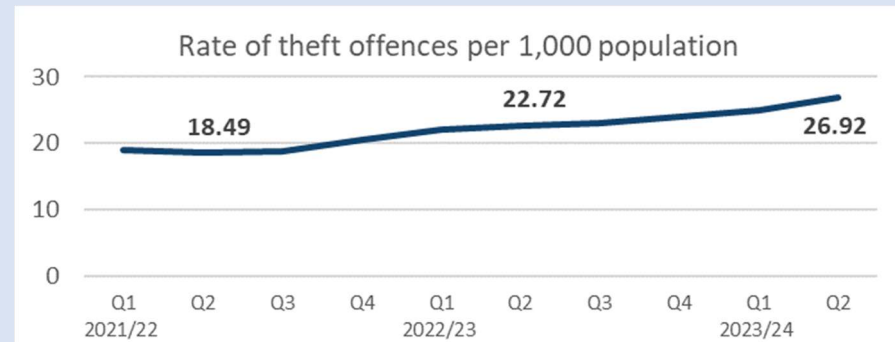
# Crime Dashboard

(12 months ending 30 September 2023)

## Overall Crime Rate per 1,000 population



## Theft Offences



## North East benchmarking : overall crime rate per 1,000 population (12 months ending June 2023)



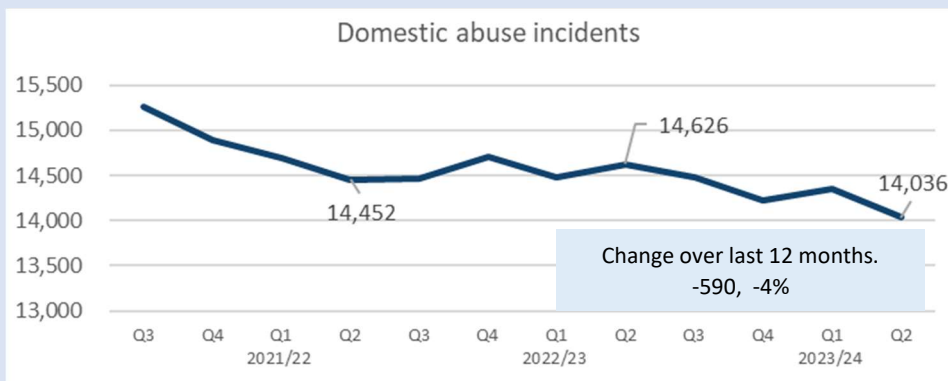
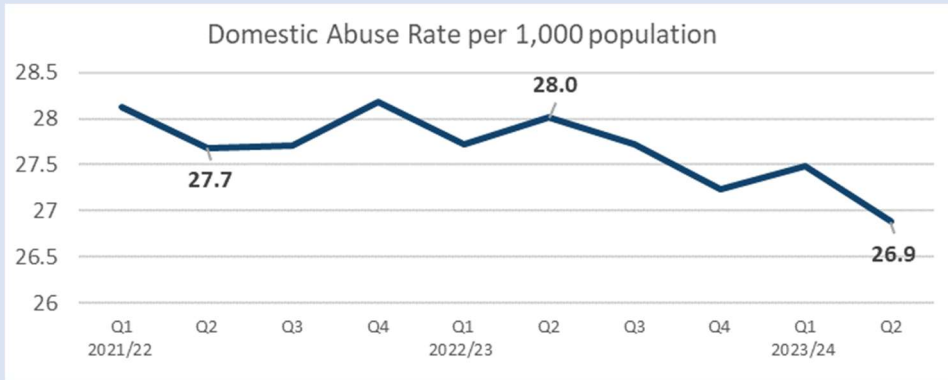
Shoplifting offences have increased by 89% in the last 12 months



# Protecting Vulnerable People from Harm Dashboard

(12 months ending 30 September 2023)

## Domestic Abuse Incidents reported to the police.

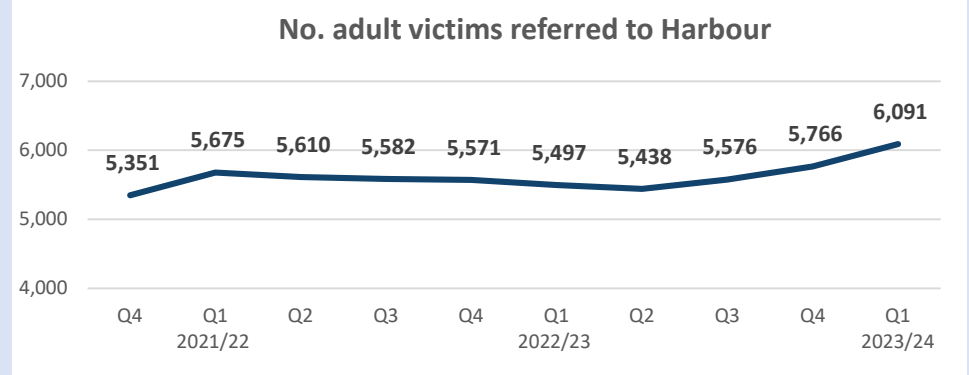


## Harbour Support Services

Although fewer domestic abuse incidents were reported to the police in the 12 months ending 31 July 2023, more victims were referred to Harbour Support Services (+594, +11%).

Of the 1,644 victims referred during quarter one (Apr to Jun), 73 were considered at a high risk and 248 had been referred to Harbour at least twice in the last 12 months.

On average, victims experience abuse for 4 years before accessing help from Harbour.



At case closure, 85% of victims feel more confident in themselves and 84% have an improved quality of life.





## **Crime**

- 270 During the last 12 months, there has been an increase in recorded crime with volumes now returning to pre-pandemic levels. However, certain crime types have seen a real increase, and these include:
- Violence without injury (including harassment crime)
  - Shoplifting
  - Public Order.
- 271 Following recommendations from His Majesty's Inspectorate of Constabulary and Fire & Rescue Services, Durham Constabulary reviewed its approach to logging incidents of personal and nuisance anti-social behaviour, with re-training and education of command and control staff and response officers to record Harassment (section 4 only) and Public Order crimes instead. This represents a 'transfer' of incidents logged as anti-social behaviour to being recorded as a crime, producing an increase in crime volumes accordingly.
- 272 Since April 2023, all police forces have been instructed to stop recording Public Order (section 5 - harassment, alarm or distress) offences and so we would expect to see a decrease in recorded crime in this category during 2023 before levelling out by the end of the calendar year.
- 273 With regards to shoplifting, there has been a notable increase in recorded crime volumes which has received attention nationally. Whilst linking this to the pressures of cost-of-living is one possible reason, Durham Constabulary in-house research has also pointed to a surge in vulnerable adults with 'drug-dependency' issues to partly explain this increase. There is also the suggestion that organised criminality, as distinct from organised crime groups, is playing a part. Shoplifting was identified at the last Operational Policing Performance (OPP) meeting in October for special attention and a problem profile was a recommendation moving forward, identifying those retailers who are experiencing the greatest overall volume of crime as the focus for intervention. This will be monitored by the OPP and locality level meetings over the coming months.

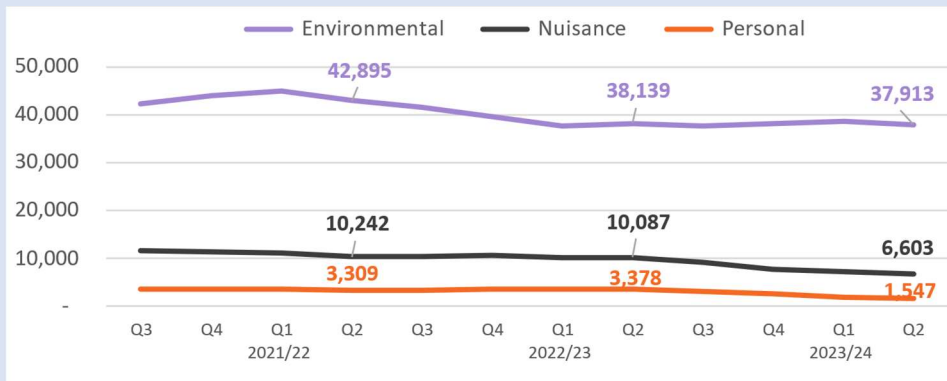
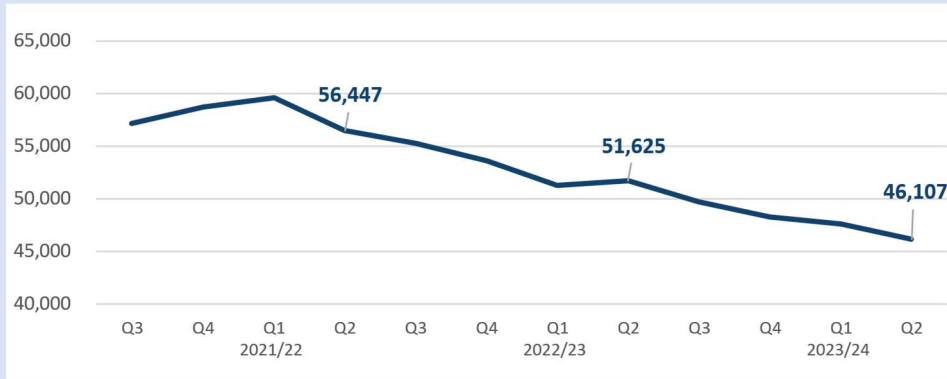
## **Domestic Abuse**

- 274 Although fewer domestic abuse incidents were reported to the police in the 12 months ending July 2023, 11% more victims were referred to Harbour Support Services.
- 275 Of the 1,644 victims referred during quarter one (Apr-Jun), 73 were considered at a high risk and 248 had been referred to Harbour at least twice in the last 12 months.
- 276 On average, victims experience abuse for 4 years before accessing help from Harbour.

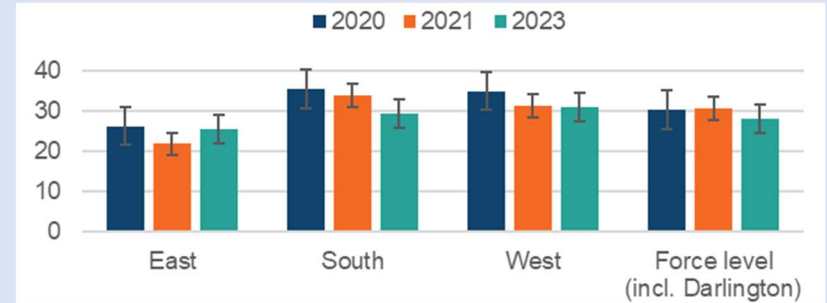
# Anti-Social Behaviour Dashboard

(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%        |
| <b>All ASB</b>  | <b>51,625</b> | <b>46,107</b> | <b>-5,071 -11%</b> |



## 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)**

277 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**

278 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.

279 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.

280 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**

281 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.

- 282 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.
- 283 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**

- 284 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.
- 285 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.
- 286 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.
- 287 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.

# Our Council

## Priority Aims:

Durham County Council has a reputation for listening to its residents, being well-managed and getting things done. We are continuing to,

- manage our resources effectively
- create a workforce for the future
- design our services with service users
- use data and technology more effectively
- build an inclusive and welcoming employee culture

## National, Regional and Local Picture

288 Although inflation is now falling, contract prices are often uprated on inflation over the previous 12 months so some councils will continue to feel the effects of inflation throughout 2023/24; the cost-of-living crisis is increasing costs and reducing income; many capital projects remain unviable due to higher borrowing costs caused by rising construction costs and interest rates; and some service areas are experiencing significantly higher cost pressures, most notably:

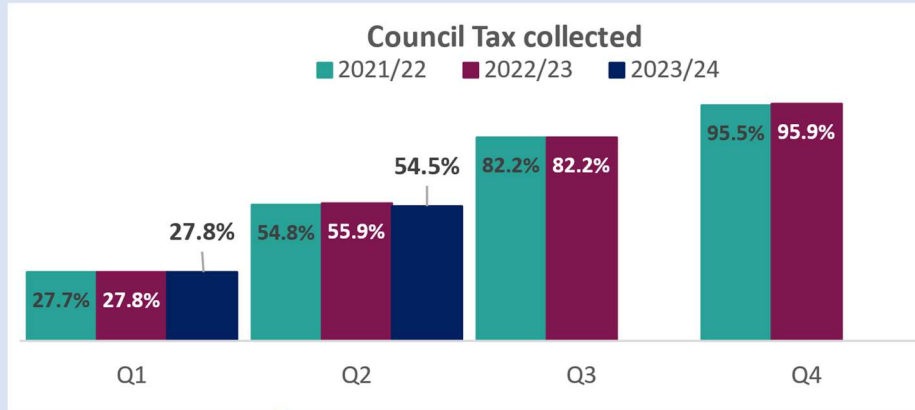
- Children's social care. The number of children in care has been increasing since 2009, cases are becoming more complex and there is a limited supply of placements. Across DCC, the number of children in care has increased by 79% in the last 10 years, increasing spend on fostering and placements.
- Home to school transport costs for children with special educational needs and disabilities (SEND). Increasing numbers of children and higher fuel costs have increased DCC's budgeted net spend in 2023/24 by £8.3 million.
- Adult social care: Additional funding will do little more than allow councils to stand still given ongoing cost and demand pressures. A key driver being the 9.7% increase in the National Living Wage in 2023/24.
- Housing and homelessness: Frozen Local Housing Allowance rates, the rising cost-of-living, asylum and resettlement pressures, and an insufficient supply of affordable housing are driving increases in homelessness and reducing councils' ability to source suitable accommodation.

289 Workforce issues remain a national problem with more than nine in 10 councils experiencing staff recruitment and retention difficulties. Nationally, there are high levels of vacancies, sickness and stress levels for social workers. The vacancy rate for adult social work is the highest since records began in 2012/13 – research shows four out of five jobs in the economy pay more than jobs in social care.

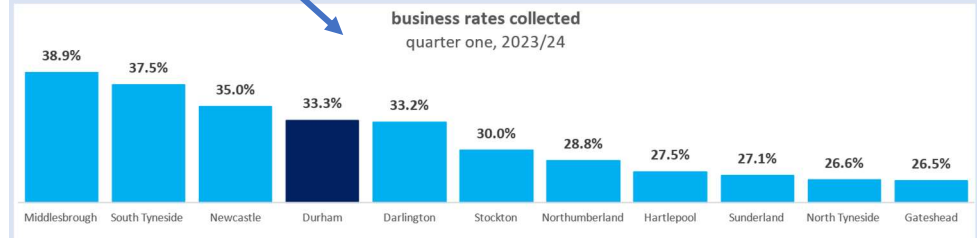
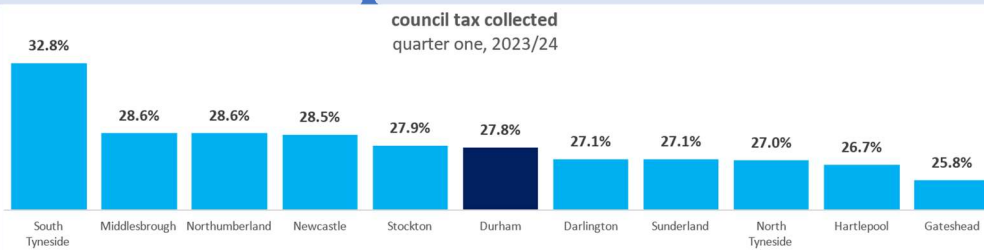
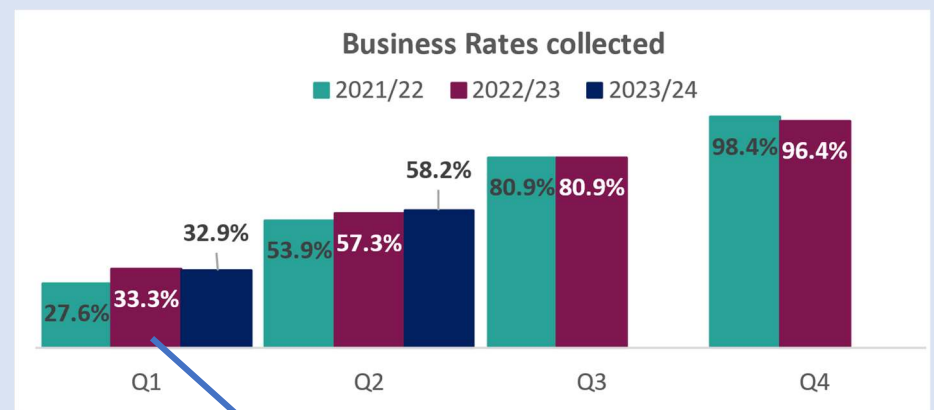
# Finance Dashboard

(financial year to date)

## Council Tax Collection



## Business Rates Collection



Quarter two's in-year collection of council tax is not directly comparable with the same period last year. This is because last year's collection includes £3.2 million pounds of unclaimed energy rebate payments which were credited to council tax accounts as a payment. If we adjust last year's collection rate to account for this action, then the in-year collection rate would be 55%. This anomaly is also reflected in the benchmarking data above.

By the end of quarter two, compared to last year, 9,000 more people had lost their right to pay by instalments and 3,000 more have been summoned to Magistrates Court for non-payment. 3,657 accounts, which maintained payments last year, have progressed beyond a final notice stage for current year charges.

### MTFP savings

Projected Saving  
**£12.4 million**

Achieved to date  
**£10.5 million (85%)**

### Main areas of MTFP savings (makes up 87% of total):

|                                    |               |              |
|------------------------------------|---------------|--------------|
| Budget Reductions                  | £4.96 million | 47% of total |
| Review of contractual arrangements | £2.31 million | 22% of total |
| Restructure / staff savings        | £0.95 million | 9% of total  |
| Income Generation                  | £0.92 million | 9% of total  |

## **Council Tax and Business Rates Collection**

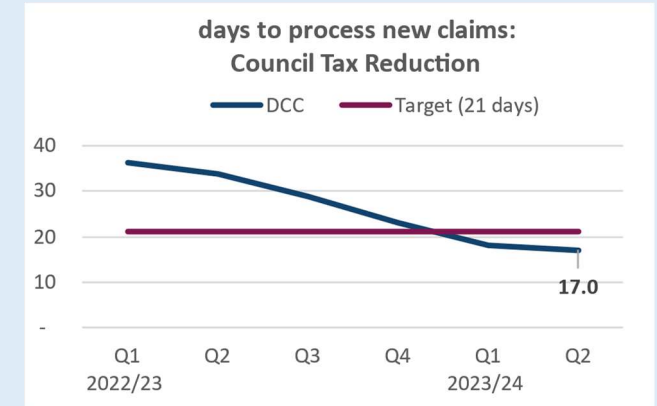
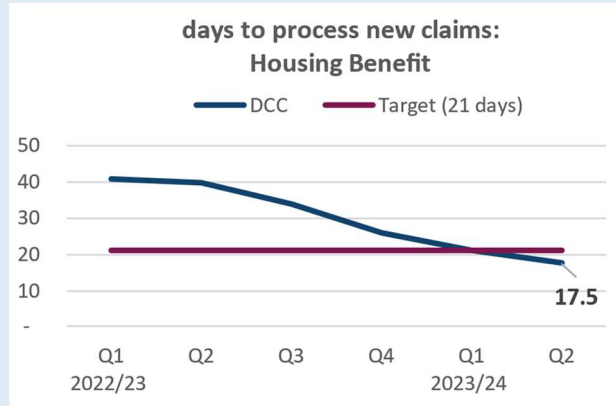
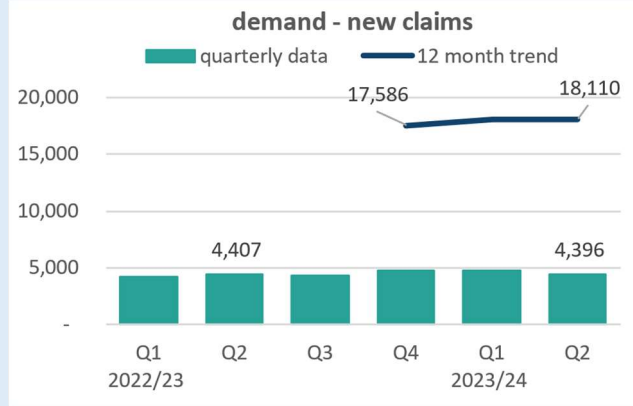
- 290 Quarter two collection rates for business rates and council tax are consistent with previous years.
- 291 However, there are indications that more residents are struggling compared to last year. By the end of quarter two, 9,000 more people had lost their right to pay council tax in instalments and 3,000 more people had been summoned to Magistrates' Court for non-payment of council tax.
- 292 To target recovery action toward those that 'won't pay' their council tax rather than those who 'can't pay', the timetable for recovery action has been delayed. We are offering customers who 'can't pay' sustainable payment arrangements which mean lower instalment amounts over a longer period and have a short-medium term impact on collection.
- 293 The business rates working group, established during quarter one to analyse emerging trends and lead a regional benchmarking group to monitor regional trends and patterns and share best practice, is now focused on reviewing process and procedure, working with Business Durham to support local businesses and targeting proactive recovery actions which encourage engagement. Additionally, debts in respect of larger multi-national/national businesses were prioritised.

# Housing Benefit and Council Tax Reduction Dashboard

(12 months ending 30 September 2023)

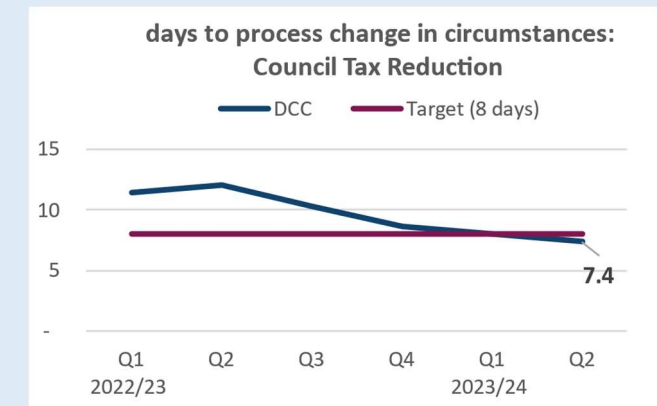
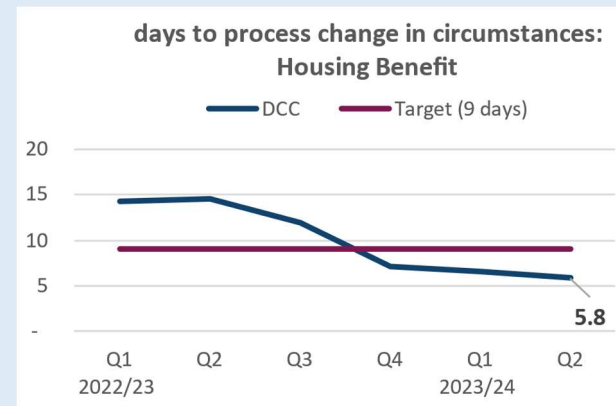
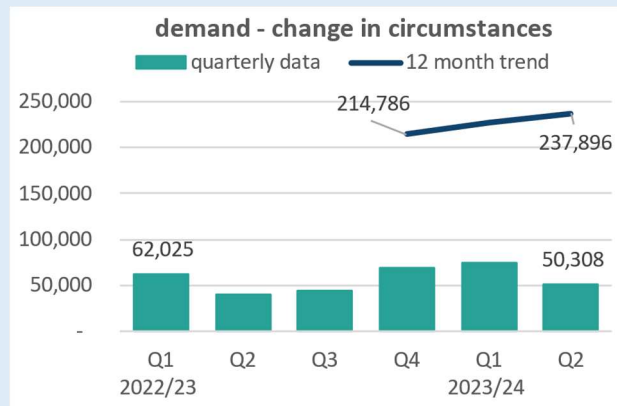
## New Claims

NE average = 20 days  
England average = 21 days



## Change in Circumstances

NE average = 5 days  
England average = 5 days



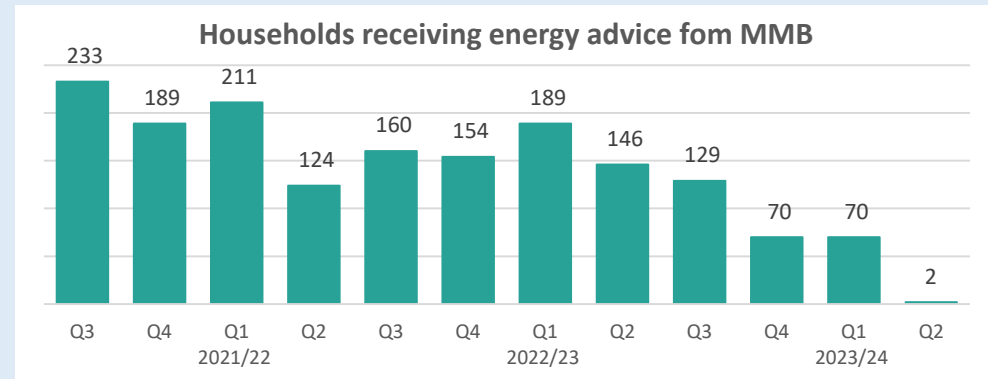


# Managing Money Better (MMB) Dashboard

(July to September 2023)

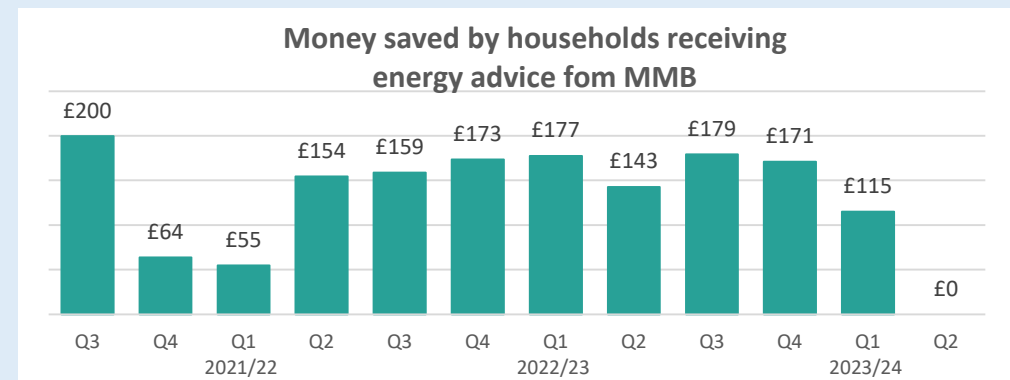
## Households receiving energy advice from MMB

- Staffing issues have had a significant impact on outcomes this quarter.
- Staff recruitment has taken place and specialist training arranged for team members to ensure continuity of service going forward.



## Money saved as a result of energy advice from MMB

- No savings recorded this quarter due to the clients assisted receiving general advice only as no tariff switching opportunities were available and neither presented with fuel debt issues.
- A publicity drive to raise awareness of the scheme will take place once the team is at full capacity.



## Housing benefit and council tax reduction

294 Although the number of new claims received remains broadly consistent with previous quarters, contact relating to change in circumstances increased further in quarter two. The majority of the contact (around 84%) related to council tax reduction and we believe this increasing trend is being driven by the cost-of-living crisis.

295 Over the same period, the time taken to process both new claims and change in circumstances continued to improve and performance is now better than target. This improved performance is particularly noticeable across housing benefit, with 85% of the new claims received in the last six months processed within 14 days, compared to 64% for the same period last year.

296 We continued to maintain a high level of support to our most vulnerable residents during quarter two through a variety of financial support schemes. However, demand has been influenced by various cost-of-living payments issued by the government which helped people with their daily expenses and reduced the need for wider support through the council's financial support schemes.

- **Council Tax Reduction (CTR)** provides a discount on council tax bills for those on low incomes. At the end of quarter two, just under 54,000 residents were receiving support towards council tax bills of more than £63.4 million. Residents who don't qualify for 100% council tax reduction could be eligible for an additional payment of £75 - to date, 26,386 payments have been made equating to almost £1.4 million.
- **Discretionary Housing Payments (DHPs)** are 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.
- During the first six months of the financial year, the council committed to spend 89.5% of our 2023/24 Discretionary Housing Payment Budget.

|                 | 2022/23<br>(Apr to Sep) | 2023/24<br>(Apr to Sep) | Change   |
|-----------------|-------------------------|-------------------------|----------|
| Number          | 1,076                   | 1,032                   | -44      |
| Total value     | £419,787                | £445,333                | +£25,546 |
| Average payment | £390                    | £432                    | +£42     |

- **Daily Living Expenses (DLE)** are available for people whose circumstances have changed unexpectedly. Payments can be made for up to seven days to help with food, travel and some clothing (restrictions apply).

|                 | 2022/23<br>(Apr to Sep) | 2023/24<br>(Apr to Sep) | change    |
|-----------------|-------------------------|-------------------------|-----------|
| Number          | 2,742                   | 1,945                   | -797      |
| Total value     | £278,929                | £129,833                | -£149,096 |
| Average payment | £102                    | £67                     | -£35      |

- **Settlement Grants (SGs)** 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.

|                 | 2022/23<br>(Apr to Sep) | 2023/24<br>(Apr to Sep) | change   |
|-----------------|-------------------------|-------------------------|----------|
| Number          | 334                     | 415                     | +81      |
| Total value     | £160,131                | £215,374                | +£55,243 |
| Average payment | £479                    | £517                    | +£38     |

- **Household Support Fund (HSF)** payments, funded by government, support low income households struggling with energy and food costs, or who need essential household items.

The process for administering the HSF varies year-on-year. The 2022/23 scheme had a total value of £4.6 million and awarded vouchers to individuals over a six month period (April-September-22). It is not possible to directly compare this scheme with the 2023/24 scheme which covers a 12 month period (April-23 to March-24) and makes payments to households.

|                 | 2023/24<br>(Apr to Sep) |
|-----------------|-------------------------|
| Number          | 43,687                  |
| Total value     | £3.08 million           |
| Average payment | £71                     |

- **Managing Money Better (MMB).** Staffing issues significantly impacted on outcomes this quarter. Only two households received energy advice compared to 70 in quarter one. No savings were recorded, as the two households could only be given general advice as no tariff switching opportunities were available and neither client had fuel debt issues.

Referrals to the service have continued to fall with only 18 referrals currently on the waiting list. To ensure future continuity of service, we have recruited two additional staff and arranged specialist training for the team. Work is also underway to raise awareness of all schemes via our latest warm homes newsletter and our website.

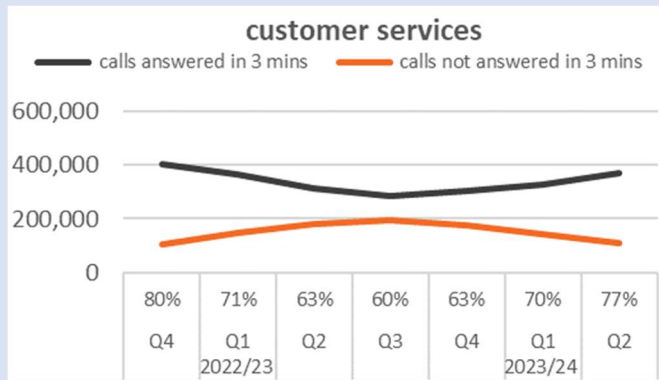
# Customer Contact Dashboard

(12 months ending 30 September 2023)

| 12 months ending | Contact   | Change |     |
|------------------|-----------|--------|-----|
| Sep-21           | 937,640   | -14%   | +4% |
| Sep-22           | 1,127,287 |        |     |
| Sep-23           | 974,708   |        |     |



Last year's volume was artificially high as it included contact relating to one-off government initiatives linked to Covid-19 and the cost-of-living crisis.



The welfare assistance lines performance were absorbed within customer services without any growth in the operating model. The increasing demand for welfare support and discretionary housing payments required a shift in the workflow to release capacity in the back office teams to process these emergency payments.

<sup>1</sup> telephone calls (customer services only), do-it-online, e-mail, webchat, social media, Customer Access Points

## Digital

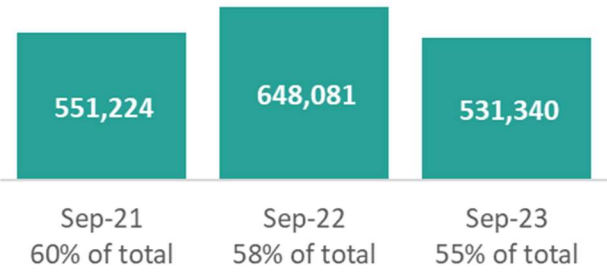
(e-mail, online, social media, webchat)

Down 15% on last year.  
Do-it-online down 11%, email down 29% and social media down 14%.  
Web chat up 11%.



## Telephone

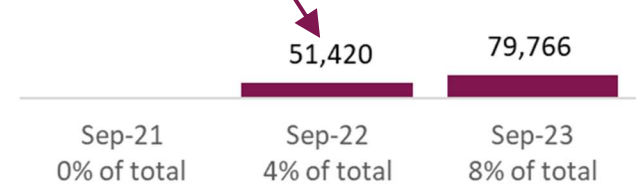
Down 18% on last year.



## Face to Face

up 55% on last year

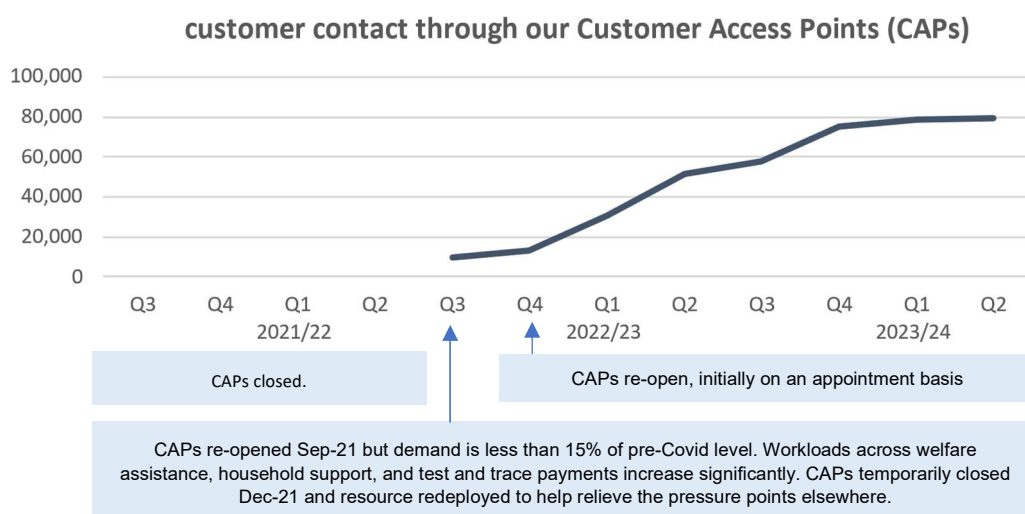
CAPs partially closed for much of the year.



## Customer contact through our reported channels<sup>6</sup>

### Non-digital contact (63% of all contact)

- 297 The telephone continues to be the most frequently used method for contacting us, making up 55% of all contact. Although we received fewer telephone calls than the same period last year, this is mainly because last year's volume was unusually high, driven by resident queries linked to government initiatives to help people through the cost-of-living crisis.
- 298 Contact through our Customer Access Points (CAPs) appears to have increased by 55% compared to last year. However, as our CAPs were closed for part of last year this is neither a like-for-like comparison nor a true reflection of demand.



- 299 Contact through our Customer Access Points (CAPs) over the last 12 months can be categorised into three distinct areas:
- 53,400 contacts (64%) related to reception services / signposting.
  - 22,383 contacts (32%) related to a service request, general enquiry or document submission. Of this contact, 68% related to one of six specific areas.

| Area              | count | % of total |
|-------------------|-------|------------|
| Benefits          | 4,576 | 20%        |
| Council Tax       | 4,108 | 18%        |
| Blue Badge        | 2,383 | 11%        |
| Document receipt  | 2,380 | 11%        |
| Housing Solutions | 1,728 | 8%         |

<sup>6</sup> telephone calls (customer services only), do-it-online, e-mail, webchat, social media, Customer Access Points

- 3,983 contacts (5%) related to an appointment. Of these 73% related to one of nine specific areas.

| area  | count | % of total |
|---|-------|------------|
| Council Tax: discuss account                      | 595   | 15%        |
| Blue badge - support                              | 480   | 12%        |
| Bus pass - application/renewal                    | 357   | 9%         |
| Housing Benefit - new claim/enquiry               | 341   | 9%         |
| Housing Benefit - ongoing claim / progress update | 266   | 7%         |
| Housing Benefit - change in circumstances         | 256   | 6%         |
| Council Tax Reduction - application               | 216   | 5%         |
| Council tax - general advice                      | 206   | 5%         |
| Benefits – general advice                         | 200   | 5%         |

**Telephone calls answered by customer services within 3 minutes.**

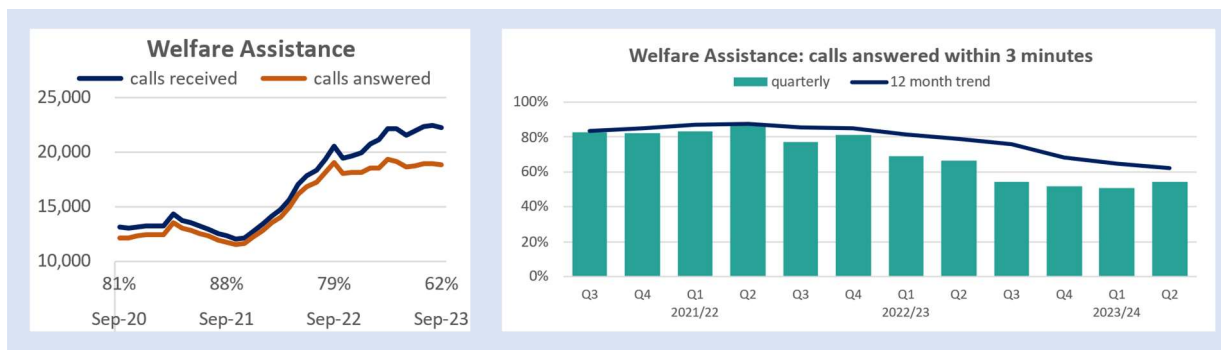
- 300 During the 12 months ending 30 September, 77% of the 480,000 telephone calls answered were answered by customer services within three minutes. However, there was variation between telephone lines.
- 301 During quarter two, 86% of all telephone calls answered by customer services related to one of the following four lines:

| Telephone line    | Calls answered | % answered within 3 minutes |
|-------------------|----------------|-----------------------------|
| Enquiries         | 54,804         | 83%                         |
| Council Tax       | 32,240         | 80%                         |
| Housing Solutions | 8,640          | 100%                        |
| Benefits          | 8,317          | 75%                         |
| TOTAL             | 104,001        | 83%                         |

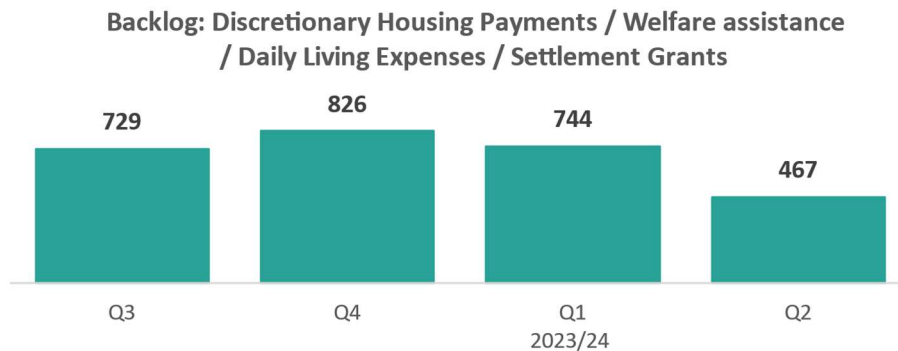
- 302 For calls answered during quarter two, only the welfare assistance line failed to answer at least 75% of answered calls within three minutes. This line accounts for 4% of answered calls:

| Telephone line     | Calls answered | % answered within 3 minutes |
|--------------------|----------------|-----------------------------|
| Welfare Assistance | 4,591          | 63%                         |

- 303 We have investigated the reasons for this. It appears to be due to a combination of increasing demand plus the transfer of this line to customer services without any growth in the operating model.



- 304 Prior to being transferred to customer services, calls via this line were answered by the same team that administered the payments for welfare assistance and discretionary housing payments (DHPs). The re-alignment enabled capacity to be released within the back office teams to process emergency welfare assistance and discretionary housing payments.
- 305 This change, combined with staff working additional hours and the creation of some temporary posts, reduced both the wait time for DHPs (falling from more than six months to around three weeks), and the backlog at the time of transfer. Due to the improvements, staff now no longer need to work additional hours.



- 306 The team also administers the Household Support Fund (HSF) and has implemented a new process so DHP, HSF and welfare assistance are all considered from a single application. This means residents receive the most appropriate form of support for their needs in the first request.

#### **Digital Contact (37% of all contact)**

- 307 The number of households with a do-it-online account has remained broadly static at 175,041 (a net increase of 68 during quarter two) and 39% of contact through our reported channels is now digital. Although lower than the proportion recorded over the last two years, it is higher than the 18% recorded three years ago (September 2020).

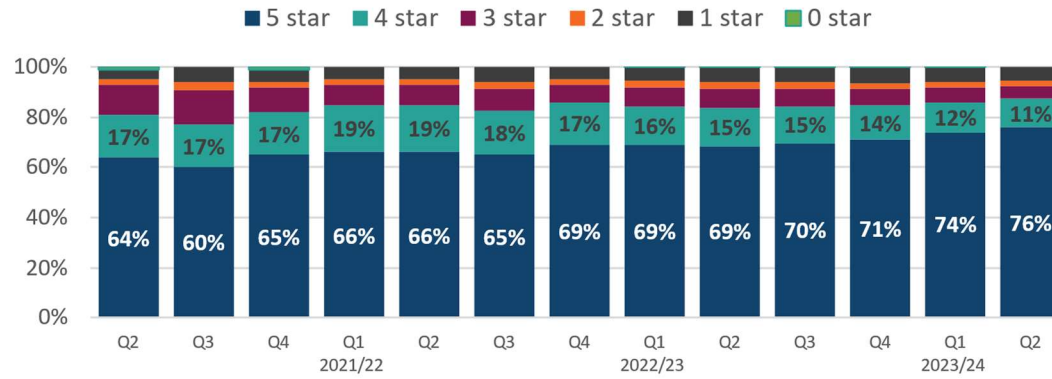
#### **Performance Standards**

- 308 During quarter two, we identified a number of data quality issues with the data set relating to performance standards. We are working to resolve the issue and hope to resume reporting in quarter three.

# Customer Feedback Dashboard

(12 months ending 30 September 2023)

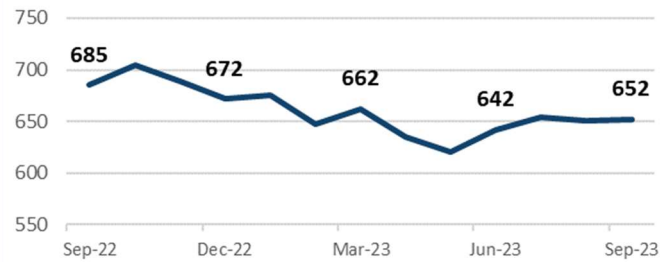
## Star Ratings



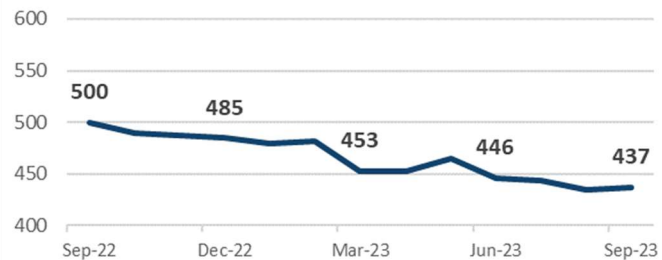
## Customers giving four or five stars



## Compliments



## Suggestions



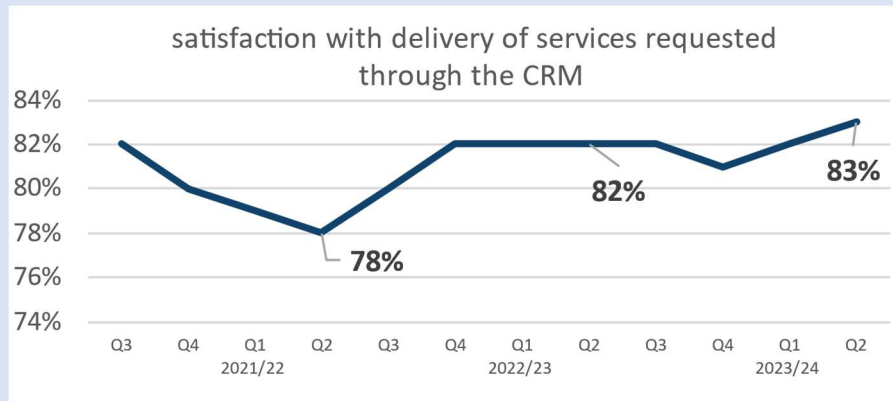


## Star Rating

- 309 We use star ratings to assess our customers' experiences of using the do-it-online system. Overall, 87% of customers rated us as four or five stars, the highest proportion since star ratings were introduced.
- 310 During quarter two, the proportion of customers rating us as five stars further increased and is now 76%, compared to 69% at the same point last year. Respondents rating the system as five star provided positive feedback of both our forms (straightforward) and the website (easy to use).
- 311 This improvement reflects our continuing efforts to enhance the do-it-online system, and stems from changes made in response to both customer feedback and our own internal monitoring of forms. New forms released during quarter two scored an average of 4.8 stars out of 5.
- 312 However, over the last 12 months, seven percent of customers rated the system as one star or two stars. Respondents provided negative feedback relating to the forms (overly complex, repetitive and time consuming), the website (slow, unresponsive and difficult to navigate), problems with the payment system, and difficulties submitting documents and photos (file size limit). A small but noticeable number of respondents questioned the need to have an account in order to report an issue.

# Customer Satisfaction Dashboard

(12 months ending 30 September 2023)



Examples of services with high satisfaction levels for overall service delivery

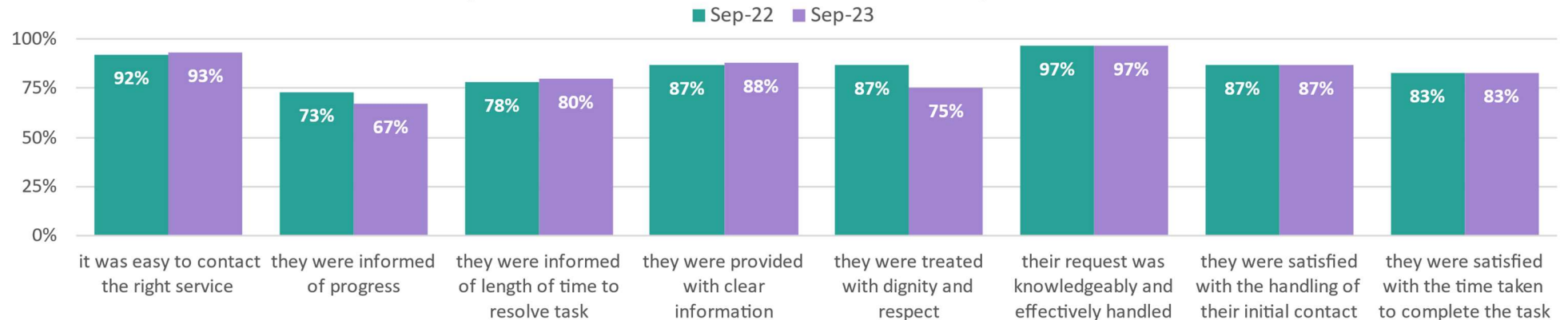
- Customer services appointment (99%)
- Birth, death or marriage certificates (98%)
- Pest control – domestic (97%)
- Bulky waste, white goods collection (97%)
- Waste permit (96%)
- Garden waste – join the scheme (95%)

Examples of services with less than 70% satisfaction with overall service delivery

- Road or footpath (68%)
- Generic enquiry (64%)
- Complaints (49%)

Dissatisfaction continues to be due to not keeping customers informed of progress, not explaining our decision making, taking too long to complete tasks, and not resolving the issue long-term.

Respondents to the CRM satisfaction survey who stated..

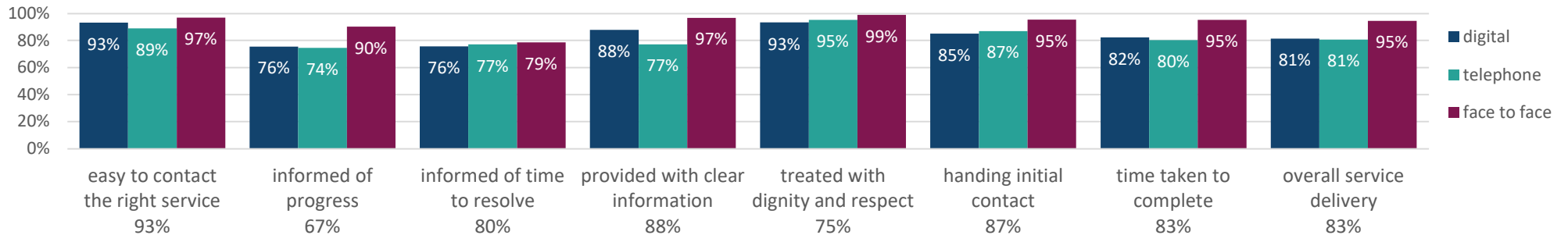


Satisfaction remains high but is more positive at first point of contact than later stages of the journey.

# Customer Satisfaction Dashboard

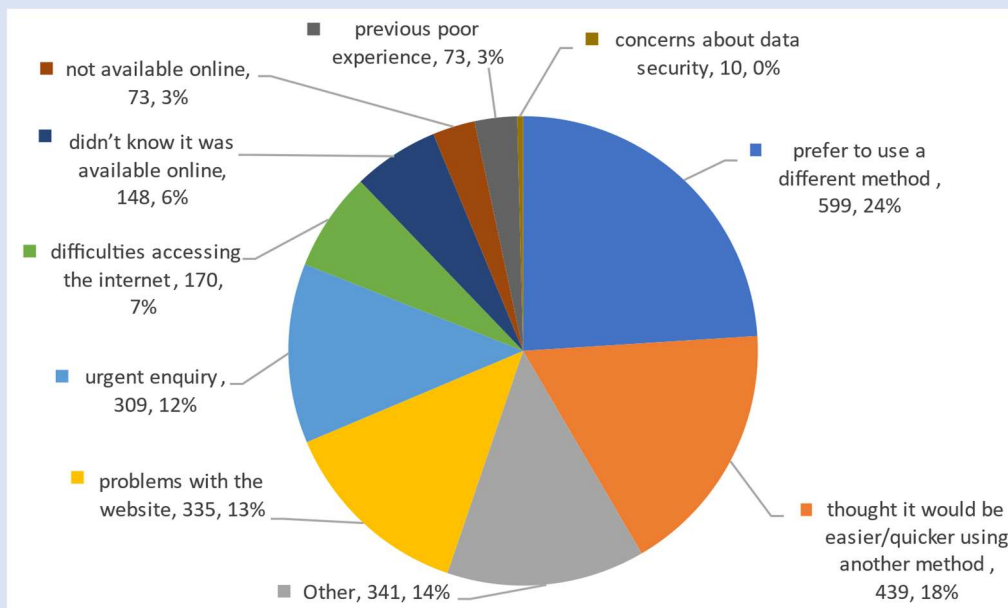
(12 months ending 30 September 2023)

CRM satisfaction by channel



Note: face-to-face is calculated using a small sample size which reduces the accuracy.

We also asked respondents why they chose a non-digital channel to contact us. During quarter two, the responses were:



In May 2023, we piloted a new mechanism for gathering customer feedback.

Residents who contact our customer services team by mobile phone will receive a text message containing a link to a satisfaction survey after their call is complete.

Responses May to Sep are shown below:

| % of respondents satisfied with...                                  |       |
|---|-------|
| our agent's ability to understand them and answer their questions   | 77.8% |
| the polite and friendly service from the customer service advisor   | 75.7% |
| the clarity of the information or advice received during their call | 81.5% |
| the overall customer service experience received                    | 74.7% |

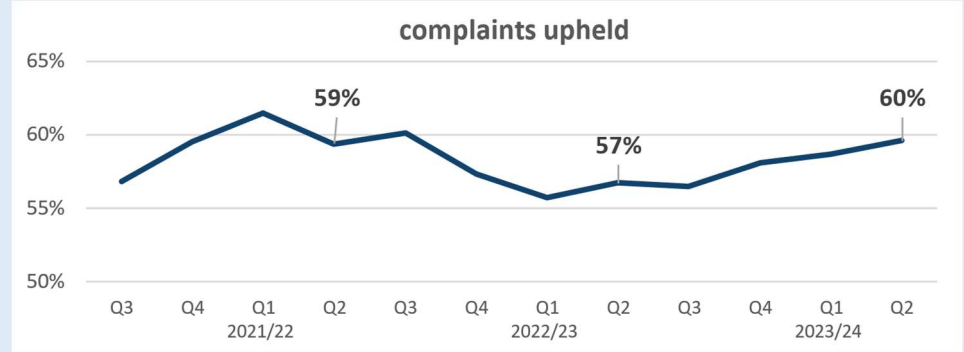
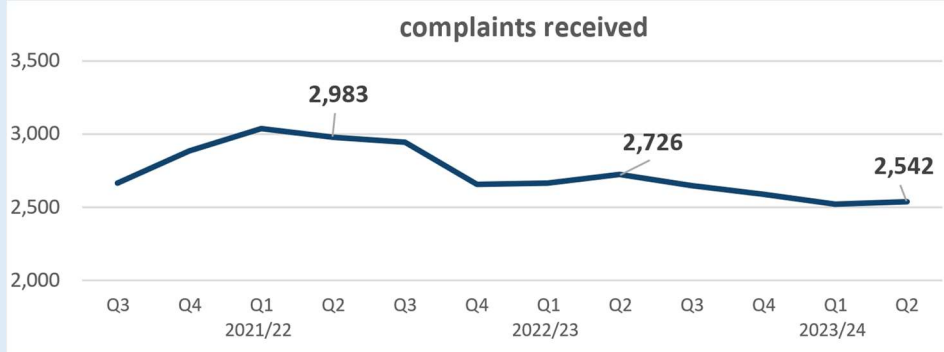
## Customer Satisfaction

- 313 In May 2023, we piloted a new mechanism for gathering customer feedback. Residents who contact our customer services team by mobile phone will receive a text message containing a link to a satisfaction survey after their call is complete.
- 314 Around 12,000 customers have completed the survey since it was launched and have collectively awarded the council an overall satisfaction score of 74.7%.
- 315 In addition to asking four specific questions, we also asked what we could have done differently to make the customer's experience a more positive one. Of the 6,671 customers who responded to this question, 57% stated that they were happy with the service and no improvements were required. The remaining 43% stated they were dissatisfied due to:
- 9% telephone wait times
  - 9% business processes
  - 5% staff attitude
  - 4% call disconnected
  - 3% lack of context
  - 3% online tools
  - 3% service failure
  - 3% unresolved query
  - 2% call transferred to wrong service
  - 1% cost of service
  - 1% didn't feel listened to
- 316 We will shortly be launching phase two of the pilot which will allow us to obtain more detailed analysis of the feedback, which in turn will determine opportunities for service specific service improvement.

# Customer Complaints Dashboard - Corporate

(12 months ending 30 September 2023)

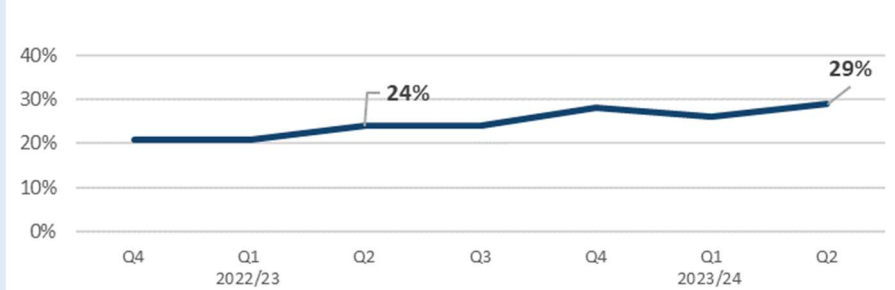
## Corporate Complaints



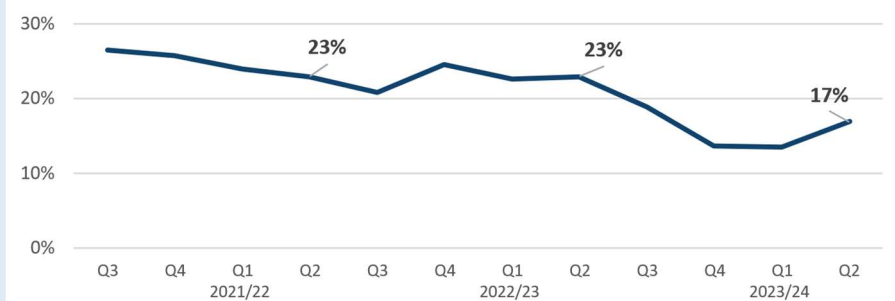
### most frequent areas of complaint change from last year



### Independent Investigations upheld



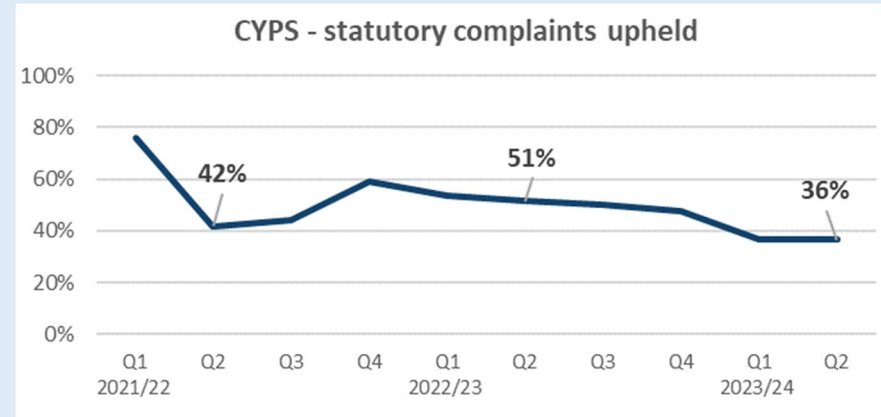
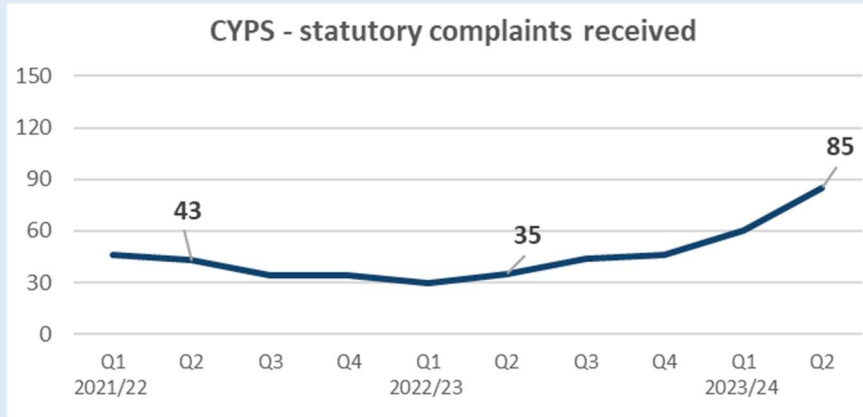
### LGO complaints upheld



# Customer Complaints Dashboard - Statutory

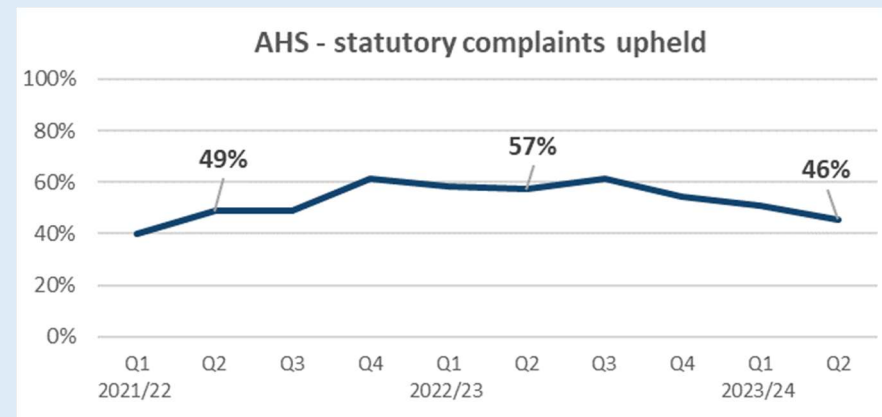
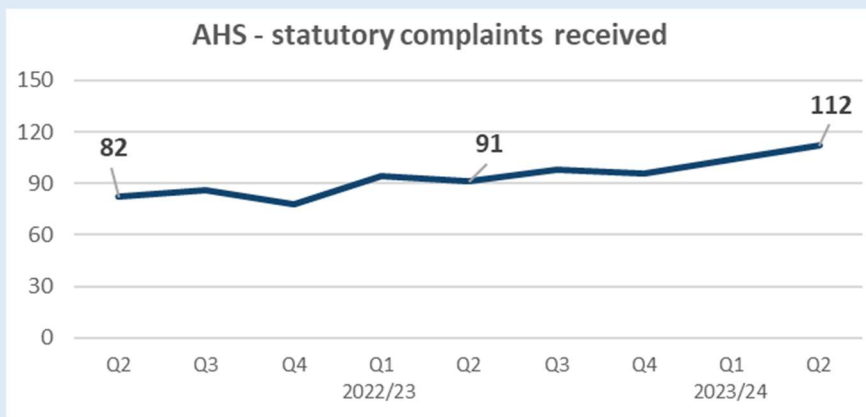
(12 months ending 30 September 2023)

## Children and Young People - Statutory Complaints



Latest data for the 12 months ending 30 September, shows that although the number of statutory complaints are increasing across both CYPS and adult social care, there are fewer complaints being upheld.

## Adult and Health Services - Statutory Complaints



## Customer Complaints

- 317 Although service demand has increased in recent years, complaints continue to remain relatively static at around 2,500 each year. The main area for complaint continues to be refuse and recycling, mainly not emptying the customer's bin (with some customers disputing our claim the bin was contaminated). Complaints relating to refuse and recycling have been steadily increasing over the last 12 months, and now make up 37% of all customer complaints. This compares to 31% a year ago.
- 318 The percentage of complaints upheld has also remained relatively static, hovering between 56% and 60% over the last two years. Of those complaints upheld over the last 12 months, 77% related to one of four service areas:

| Service Area         | No. upheld | % upheld |
|----------------------|------------|----------|
| Refuse and Recycling | 690        | 76%      |
| Garden Waste         | 139        | 91%      |
| Clean and Green      | 136        | 67%      |
| Council Tax          | 130        | 73%      |

- 319 There has been a slight increase in the proportion of complaints progressing to independent investigation. 6.2% of complaints received over the last 12 months progressed to independent investigation compared to 5.8% the previous year. Over the same period, the proportion upheld increased from 24% to 29%, mainly due to the time taken to respond, not keeping the customer informed of progress, and lack of communication.

## Complaints to the Local Government and Social Care Ombudsman

- 320 The proportion of complaints that reached the Ombudsman remains static at around 3%, and of the 10 decisions made during quarter two, four were upheld.

| Complaint  | Decision   |
|--|--|
| The council failed in the handling of charges for non-residential care resulting in the complainant receiving an incorrect invoice for more than £4,000.       | The council will pay the complainant £100 in recognition of time and trouble pursuing the complaint plus £200 for the distress caused. The council will also pay the service user £200 for the distress caused.                          |
| The council failed to provide the required six weeks of reablement care needed by the service user due to using an out of date risk assessment.                | The council will pay £300 in recognition of the distress caused.   |
| The council failed to provide timely information about charges and processes for adult services when a child moved from children's services to adult services. | The council will pay the complainant £250 in recognition of time and trouble pursuing the complaint. It will also review the user's needs, produce a care and support plan, undertake a financial assessment, review carer's assessment. |

Home insulation works (which the council agreed to fund through energy efficiency grant) were delayed by three months.

The council will pay the complainant £450 to reflect the injustice caused by the delay. It will also review its handling of this case and implement any learning to improve future management of the scheme.

### **Statutory Complaints – Children and Young People (CYPS)**

- 321 Of the 85 statutory complaints received in the 12 months ending 30 September 2023, 36% were partially or fully upheld.
- 322 Most of the complaints received related to one of the following areas: Families First Teams which are responsible for children in need, child protection plans, assessments in cases of parental dispute, children with disabilities, and pre-birth (51 complaints, 60%), and teams involved with children in care including children's homes, fostering and care leavers (26 complaints, 30%).
- 323 Statutory complaints for CYPS are complex and up to three reasons can be recorded for each. Of the 85 complaints, the main reasons for complaint included communication issues (30), staff behaviour (22) and disagreement (14).
- 324 During quarter two, the trend of rising complaints continued with higher numbers upheld (fully or partially). The rise is due to an increase across the Families First Teams. Learning from complaints continues to be fed into practice across the service.

### **Statutory Complaints – Adult and Health Services (AHS)**

- 325 Of the 112 statutory complaints received in the 12 months ending 30 September 2023, 46% were partially or fully upheld.
- 326 Most of the complaints received related to one of the following three areas: older people/physical disabilities/sensory impairment (39 complaints, 39%), Transactional Services which deals with financial assessments/charging (35 complaints, 31%), and learning disabilities/mental health/substance misuse (21 complaints, 19%).
- 327 During quarter two, in response to complaints, we checked that care providers were aware of the information that should be provided as part of a Deprivation of Liberty Safeguard (DoLS) referral, and worked with the Hospital Social Work Team in relation to Mental Capacity Act assessments and Best Interests decisions to ensure compliance with the Mental Capacity Act 2007.

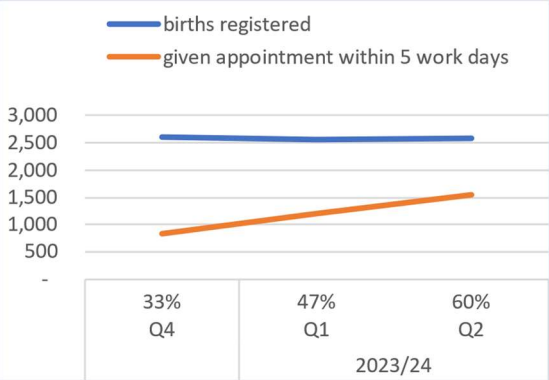


# Registration Services Dashboard

(12 month trend)

## Births: appointments within 5 work days

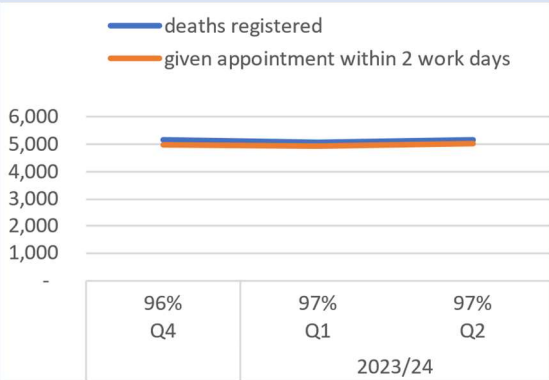
National target = 95%



During busy periods, priority is given to death registrations and ceremonies.

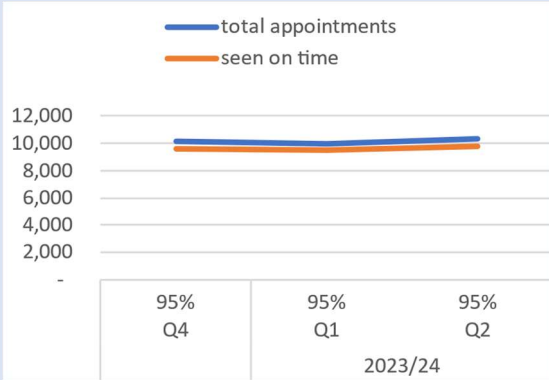
## Deaths: appointments within 2 work days

National target = 95%



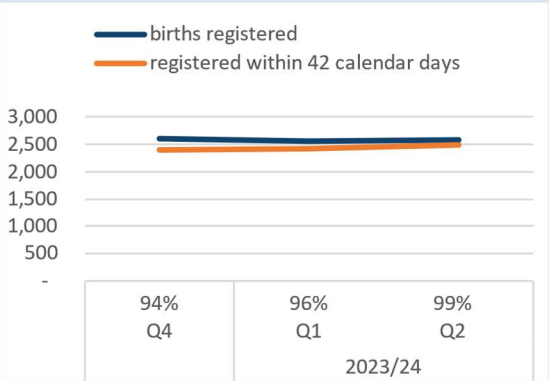
## Appointments seen on time (excluding ceremonies)

National target = 90%



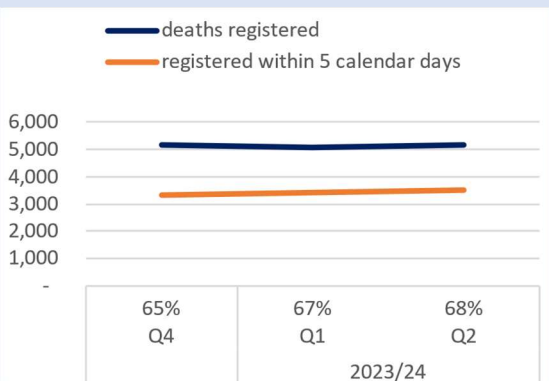
## Births Registered within 42 calendar days.

National target = 98%



## Deaths Registered within 5 calendar days.

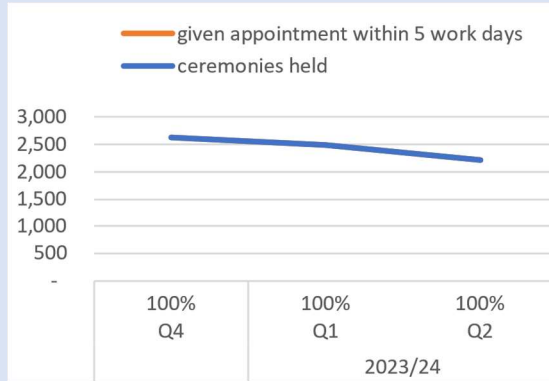
National target = 90%



Timescales start on the day of death so includes time to issue a death certificate.

## Ceremonies: appointments within 5 work days

National target = 90%



It appears fewer are being held. But previous quarters were artificially following Covid-19 as ceremonies rolled into later years.

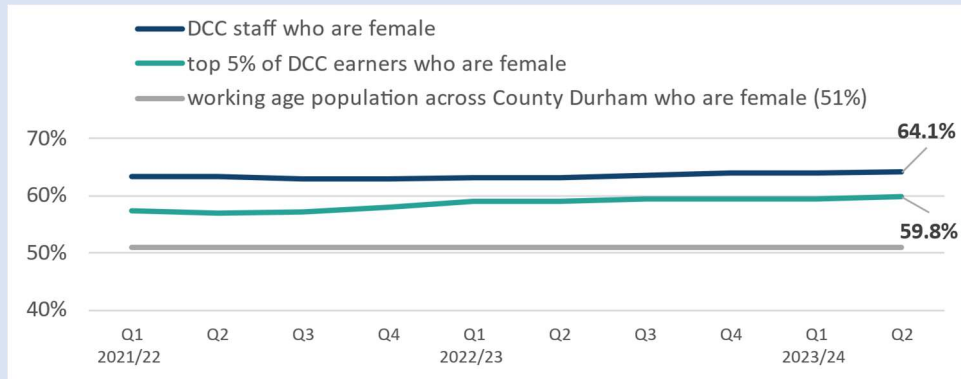
## **Births and Deaths Registered**

328 We continue to be one of the highest performing local authorities in the country for registering births and deaths. Latest data (September 2023) shows we registered 97% of births and 69% of deaths in line with the national target. Meeting the national target for deaths is difficult as timescales begin on the day of death so includes the time taken to issue a death certificate. However, our performance remains above the national average for quarter two of 92% for births and 53% for deaths.

# Workforce Equality Profile Dashboard

(quarterly data)

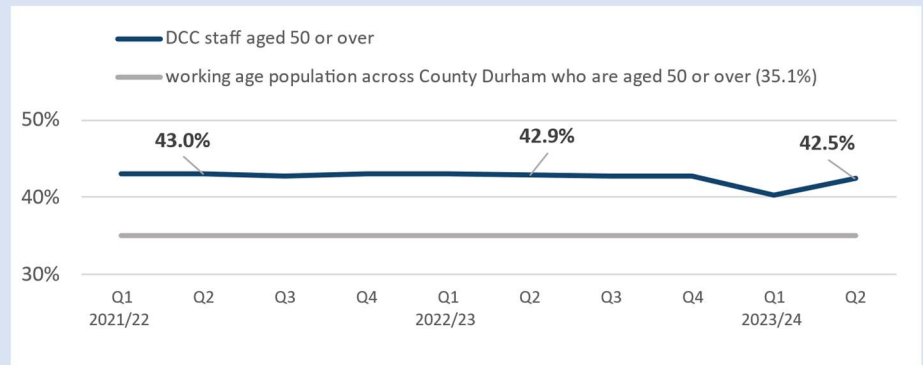
## % of employees who are female



Reducing barriers experienced by women in the workplace with family friendly policies, hybrid working patterns, and jobs open to part-time work or job share.

Longer-term actions include developing our apprenticeship programme (including attracting more women into traditionally male dominated roles), staff networks and coaching frameworks, and implementing support and initiatives which improve health and well-being such as menopause, domestic abuse and gender based violence.

## % of the workforce aged 50 years and over



## Staff networks

Our staff networks continue to grow and meet regularly to share and discuss experiences, help shape the working environment, arrange events and offer support to other staff.

| Staff Networks              | No. of members |
|-----------------------------|----------------|
| LGBT+                       | 46             |
| Disability                  | 50             |
| Race Equality and Diversity | 20             |
| Armed Forces                | 34             |
| Carers                      | 76             |
| Menopause                   | 196            |

# Recruitment and Retention Dashboard

(year to date, except employee turnover which is at 30 September 2023)

**Durham County Council**  
11 Jul · 🌐

We're currently recruiting crossing patrol staff at locations across the county, including in Chester-le-Street, Consett, Durham City centre, Easington, Murton, Staindrop, Seaham, West Auckland and Wingate. We also need a number of casual staff.

If you know someone who might be interested, please let them know.

Details can be found on the North East Jobs website or call the Road Safety Team for more information on 03000 268175.

[DCC Road Safety Team](#)

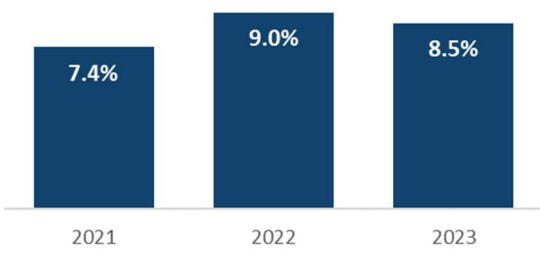


School crossing patrol posts have always been difficult to fill. Post holders tend to be very local to the post location, often retired people, and/or who have children at the school. We continue to promote the role and are introducing a simplified application form.

| Service area            | Re-ad rate | re-ad / vacancies | % of re-ads |
|-------------------------|------------|-------------------|-------------|
| School crossing patrols | <b>64%</b> | 61 / 95           | 26%         |
| Children's social care  | <b>27%</b> | 42 / 157          | 18%         |
| Adult social care       | <b>25%</b> | 33 / 130          | 14%         |

There is competition for candidates across the region; we continue to promote opportunities and the council as an employer of choice, attending more careers fairs, and forming close relationships with education providers. We are also using social work apprenticeship to develop the workforce in this area and recruited 20 social worker trainees in CYPS.

Employee Turnover  
(12 months ending September...)

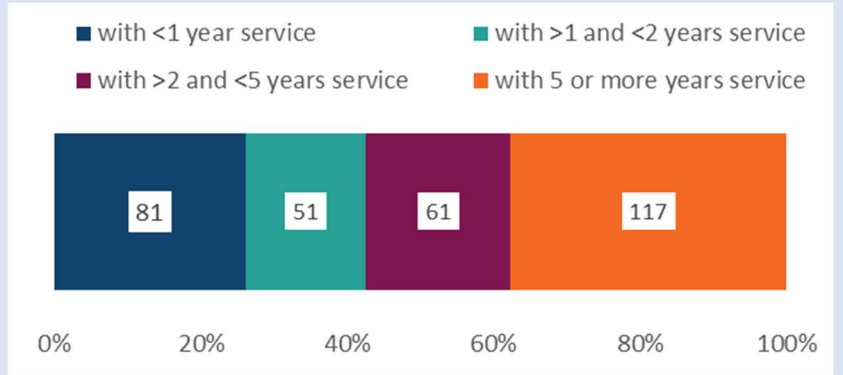


## Leavers by length of service<sup>^</sup> (Jan – Sep)

310 employees have voluntarily resigned in the last nine months.

We revised and relaunched the exit interview form, but the response rate remains low. We continue to encourage completion to extract meaningful data.

<sup>^</sup>Leavers who have voluntarily resigned from a permanent post



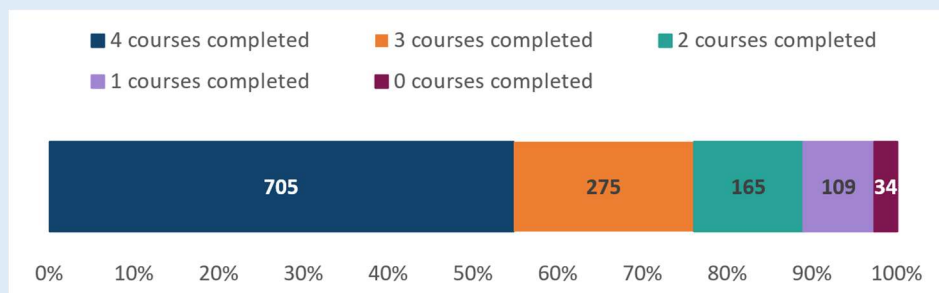
## **Recruitment and Retention**

- 329 Recruiting and retaining employees remains challenging. Although turnover is slightly lower than last year at 8.5%, it is higher than two years ago (7.4%). Our performance is linked to the national and regional recruitment crisis.
- 330 Across the council, there are a range of posts that remain challenging to recruit to – this includes social work, planning and environmental health. To address this issue, a new approach to recruitment and resourcing has been developed which includes promoting the council as an employer of choice, launching a dedicated jobs and careers fairs, and forming close relationships with education providers. This is in addition to ‘growing our own’ and upskilling the workforce. School crossing patrol vacancies have always been difficult to fill but we are working to improve promotion of the role and will be piloting a shorter application form.
- 331 New roles within the council are emerging to support the way we use data and technology for which we will need to attract talented people with the right skills including data analytics / engineering and information governance.

# Workforce Development Dashboard

(as at 30 September 2023)

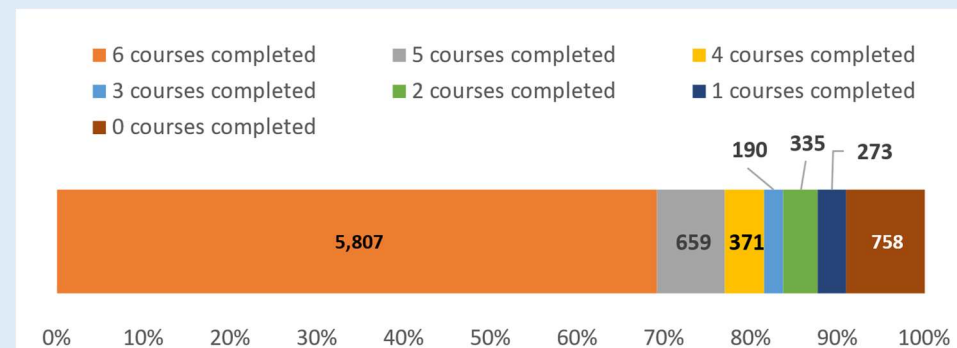
## Mandatory manager development programme (1,288 managers)



| Course                          | Completion Rate |
|---------------------------------|-----------------|
| Attendance Management           | 97%             |
| Recognising and managing stress | 81%             |
| Mental health awareness*        | 77%             |
| Coaching as a management style* | 61%             |

\*these courses are classroom based and places are restricted to maximum course numbers. Additional courses have been scheduled for quarters three and four to ensure we remain on target for managers to complete this training associated with our delivery plan. New starters are required to complete this training as part of their mandatory programme within the first week of employment.

## Mandatory e-learning programme (8,393 employees)



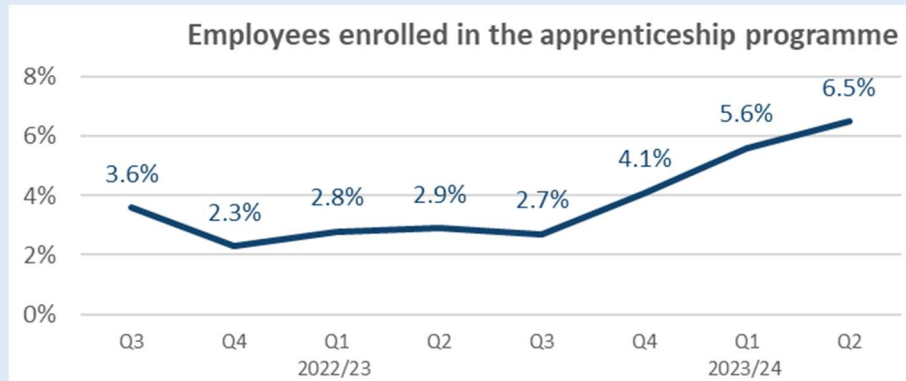
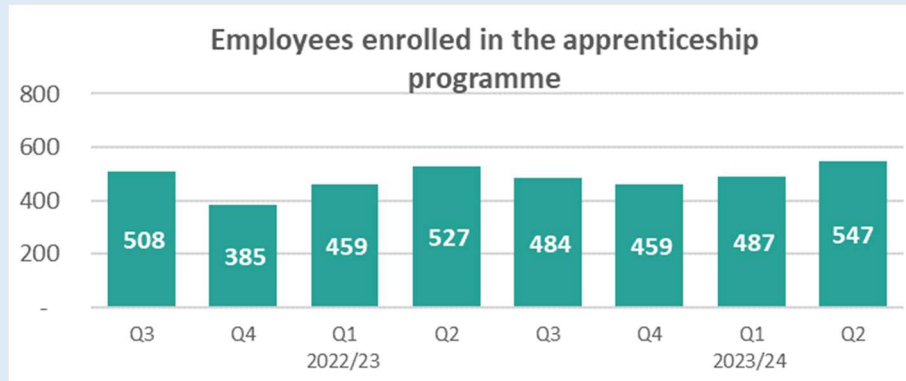
| Course                                     | Completion Rate |
|--|-----------------|
| Introduction to GDPR                       | 82%             |
| Information Security                       | 85%             |
| Harassment and Victimisation               | 81%             |
| Diversity, equality and discrimination     | 82%             |
| Code of our values, behaviours and conduct | 82%             |
| Climate Change                             | 78%             |

During quarter two, a seventh course (Action Counter Terrorism: ACT) was added to the programme with a completion date of 31 December 2023. The completion rate for this course will be included in the performance update from quarter three. However, to date almost 1,700 employees (almost 20% of the workforce) has completed the course.

# Workforce Development Dashboard

(as at 30 September 2023)

## Apprenticeship Programme



## Levy Transfer

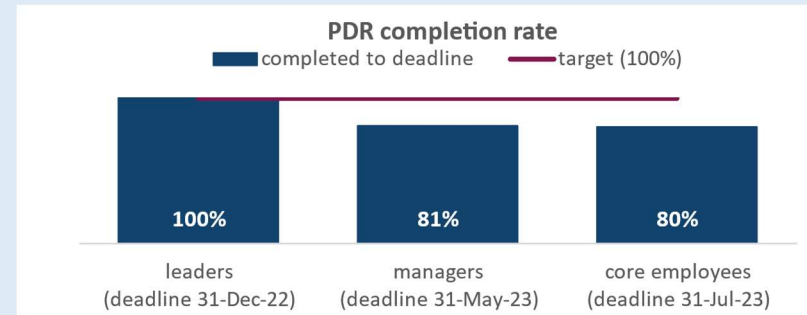
The expiry of levy funds is mainly due to schools not utilising the money.

Eight requests approved: four in care sector, three in engineering and one in construction.

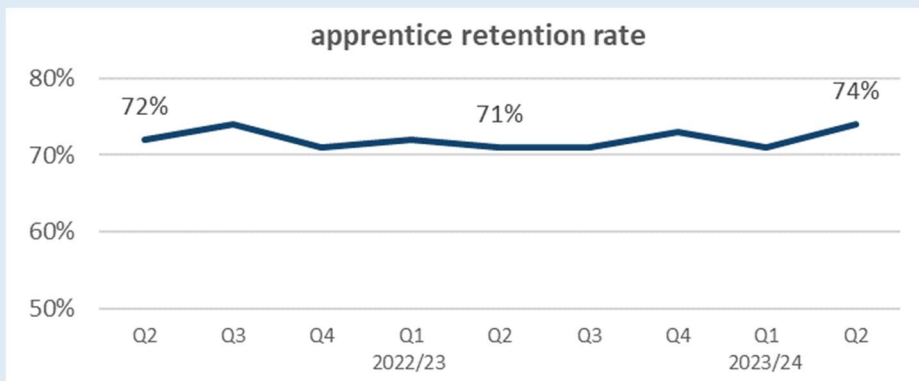
£94,600 has been committed year to date.

## Performance Development Reviews (PDRs)

The current PDR cycle is now complete. The new process for leaders has restarted and managers due to open in January.



## Apprentice retention rate



## **Performance Development Reviews**

- 332 The new cycle of personal development reviews was launched on 1 October 2023, completion rates will be reported in quarter three.

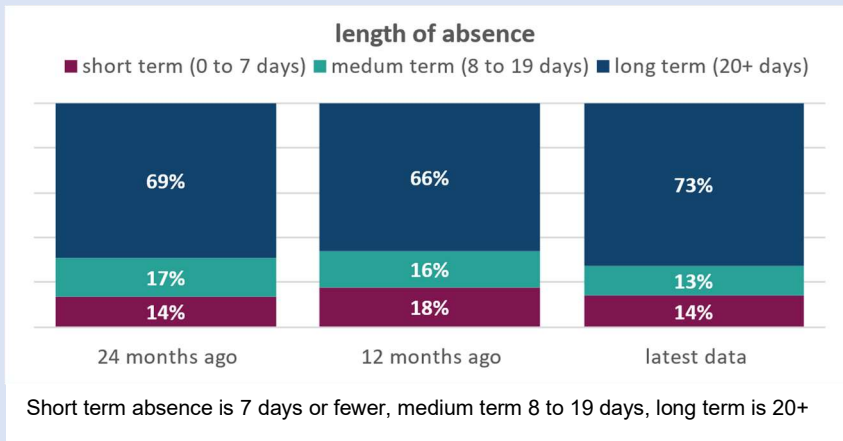
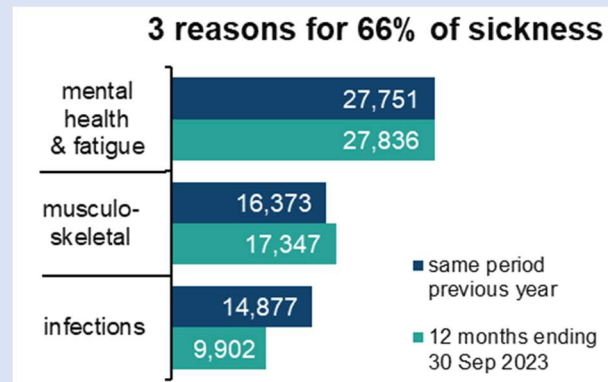
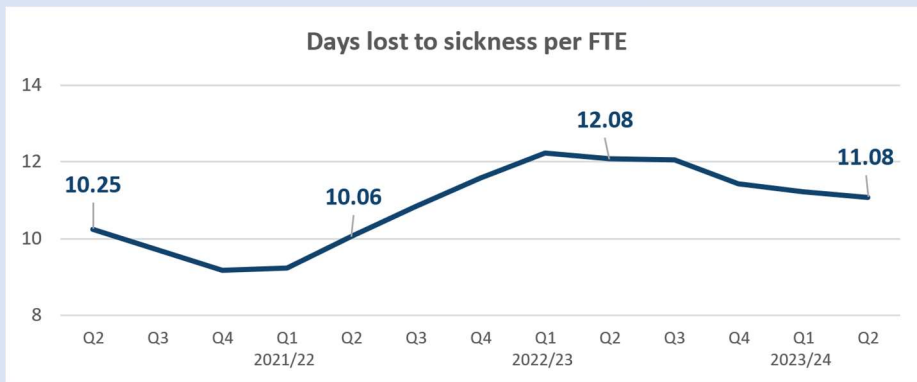
## **Apprenticeships**

- 333 547 of our employees are currently enrolled on an apprenticeship (6.5% of the workforce) compared to 2.9% of our workforce at the same time last year. Latest data includes some apprentice starters from the 2023 annual corporate recruitment campaign, as well as some employees upskilling who have enrolled and commenced academic courses in September. Our retention rate for apprentices is 74%.
- 334 Although we have been unable to use all our levy funds within the mandatory 24 months of being deposited in our account, mainly due to schools not utilising the money, we can now transfer the levy to local businesses. As at 30 September 2023, 29 requests for an apprenticeship levy transfer have been received from interested employers via the digital account, with eight applications approved and accepted: four in care services, three in engineering and one in construction. £94,600 has been committed year to date.
- 335 17 applications were rejected due to not meeting the eligibility criteria (they were outside of County Durham, not a partner organisation or part of the supply chain). Four further applications are ongoing.



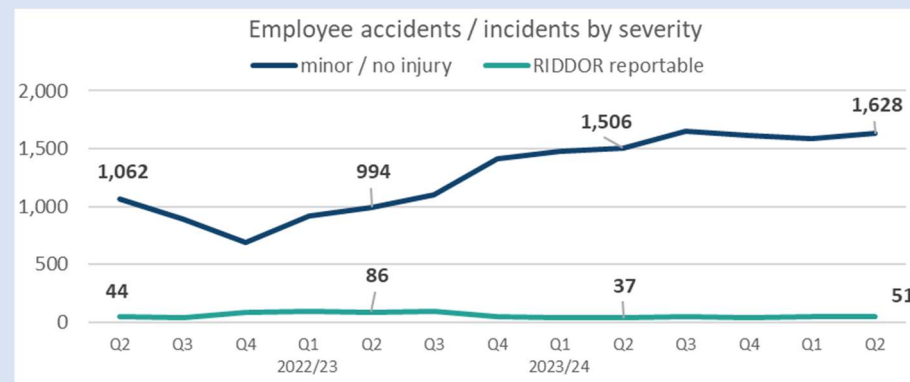
# Health, Safety and Wellbeing of our Employees Dashboard

(as at 30 September 2023)



We closely monitor all long term absence over 6 months. As at 30 September 2023, there are 18 long term sickness absence cases ongoing (0.3% of the workforce). This highest contributing factor of sickness absence is associated with mental health and fatigue (13).

During 2022/23, there were more than 1,900 access hits to the Employee Assistance Programme (EAP) online services. Telephone calls have decreased as we have access to counselling services via telephone and online. Work-related calls increased from 63 to 72 with reasons for calls linked to demands, role and support.



## **Attendance Management**

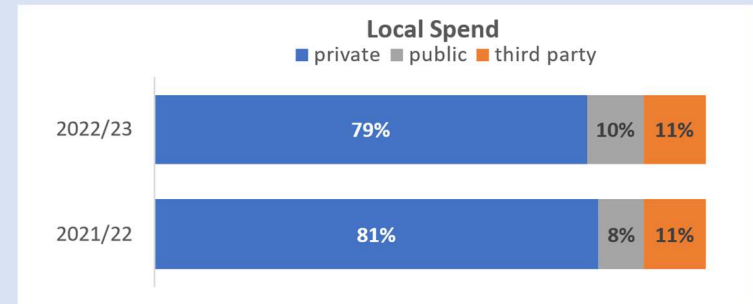
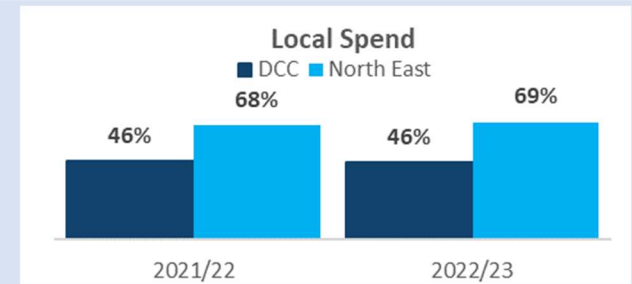
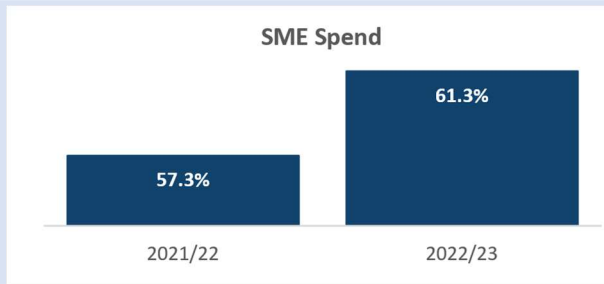
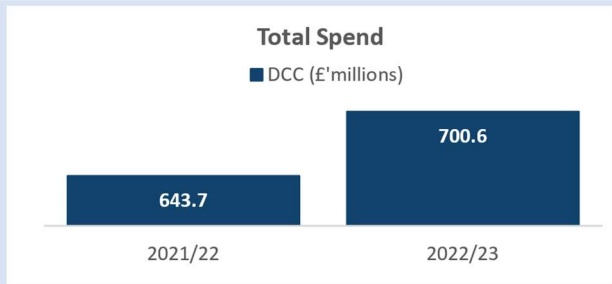
- 336 The equivalent of 11.08 days per full-time employee were lost due to sickness during the last 12 months, one day lower than last year (12.08 days per FTE). The most frequently reported reasons for sickness remain consistent with previous reports: mental health and fatigue (34%), musculo-skeletal injury (21%) and infections (12%). Fewer days were lost to sickness due to infections, compared to the previous year.
- 337 Overall, days were lost to 'mental health and fatigue' remained on par compared to last year (+85 days). However, further analysis of the categories that make up 'mental health and fatigue' shows that although fewer days were lost due to anxiety and work related stress, non-work related stress increased by 15% (+1,131 days) more days were lost due to fatigue, fibromyalgia, chronic fatigue syndrome, malaise and exhaustion (an additional 654 days lost).
- 338 Fewer days were lost to 'infections (incl. cold and flu)' compared to last year (-4,975). Diagnosed Covid-19 accounted for 5% of overall sickness. 61.9% of employees no sickness over the last 12 months.
- 339 We closely monitor all absence over 6 months. As at 30 September 2023, there are 18 long term sickness absence cases ongoing (0.3% of the workforce). This highest contributing factor of sickness absence is associated with mental health and fatigue (13).
- 340 Preventative interventions and initiatives to drive a healthy workforce, preventing ill health and as far as possible sickness absence are continuing to be implemented.

## **Employee Accidents / incidents**

- 341 During the quarter, there were 322 accidents / incidents / near misses compared to 373 in the previous quarter. Quarter two statistics indicate a lower than average number following a quarterly average of 418 in 2022/23. Two RIDDOR specified injuries, both within CYPS, and six over 7-day absences – both lower than the quarterly average. There was also one fire related incident. Whilst there were no injuries to persons, this arson attack resulted in significant property damage and will result in the building being demolished.
- 342 98 audits and inspections resulted in a compliance rate of 92.3%. The majority of non-compliance were of a low priority and almost 300 opportunities for improvement were identified.
- 343 Positive work continues in relation to the reinforced autoclaved aerated concrete (RAAC) surveying with all local authority maintained schools' sites now completed, resulting in a zero return regarding the presence of RAAC. A small number of non-school sites remain to be surveyed in quarter three and scheduled to be completed by the end of 2023.
- 344 The radon testing assurance programme progressed well during quarter two. As part of phase one, testing devices were installed at the highest priority sites; with results available in early 2024. Phase two will see testing devices installed in all other sites during quarter one 2024/25.

# Procurement Dashboard

(updated every six months - Q1 and Q3)



## County Durham Spend

although proportionally lower than last year, County Durham spend experienced a monetary increase of approximately £23 million compared to last year (due to a £57 million increase in spend overall).

## North East Spend

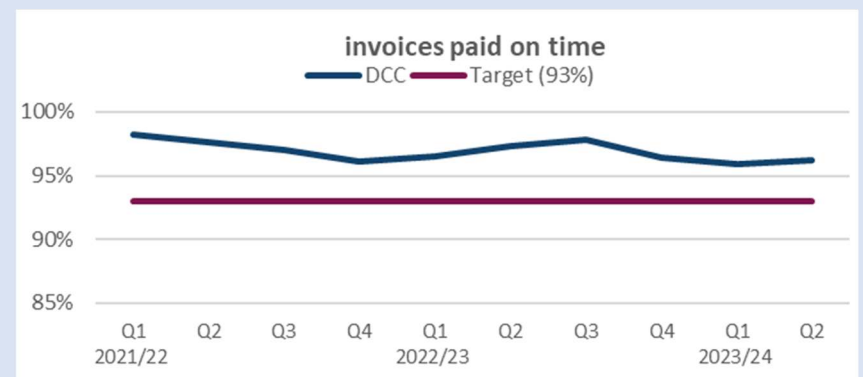
increased spend around healthcare, catering, education and public transport.

## SME Spend

increased spend on home to school transport, public transport, consultancy, school meals

## Invoice Payments

Prior to the move from SSID to Azeus, around 10,000 social care invoices (children and adults) were processed monthly as an immediate payment. Following this change, the number decreased to 1,200 per month. However, performance remains above target at 96.2%.



# 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 <b>AND</b> the gap with England (G) is improving  |
| Worse than but within 2% of target   | Direction of Travel (D) is worse than the previous year <b>OR</b> the gap with England (G) is deteriorating   |
| more than 2% behind target   | Direction of Travel (D) is worse than the previous year <b>AND</b> the gap with England (G) is deteriorating  |

More detail is available from the Strategy Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk)

# Our Economy: summary data tables

## Economic Growth KPIs

|  | 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       |
|  |   |   |   |   | Inward investments secured                             | Jul-Sep 23 | 3           | 1         | 2                 |                  |            | Yes     | No       |
|  |   |   |   |   | Investment secured for companies                       | Jul-Sep 23 | £2,640,000  | £2,50,000 | £2,390,000        |                  |            | Yes     | No       |
|  |   |   |   |   | Occupancy of Business Durham floor space               | Jul-Sep 23 | 90.2%       | 95%       | 96.1%             |                  |            | Yes     | No       |
|  |   |   |   |   | Private sector employments per 10,000 population       | 2022       | 2,827       | Tracker   | 2,795             | 4,133            | 3,212      | Yes     | No       |
|  |   |   |   |   | Private sector businesses per 10,000 population        | 2023       | 272         | Tracker   | 274               | 417              | 269        | Yes     | No       |
|  |   |   |   |   | GVA per filled job                                     | 2021       | £47,046     | Tracker   | £45,361           | £61,310          | £48,828    | Yes     | No       |
|  |   |   |   |   | Employment land approved and delivered                 | 2022/23    | 13.32Ha     | 28.46Ha   | 5.51Ha            |                  |            | No      | No       |

## Business Support KPIs

|  | D | T | C | G | Performance Indicator                                     | Period     | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Businesses engaged by Business Durham                     | Jul-Sep 23 | 281         | 250     | 278               |                  |            | Yes     | No       |
|  |   |   |   |   | Businesses supported by regeneration projects             | Jul-Sep 23 | 14          | Tracker | 25                |                  |            | Yes     | No       |
|  |   |   |   |   | New businesses supported by CED Team                      | Jul-Sep 23 | 63          | 250     | 61                |                  |            | Yes     | No       |
|  |   |   |   |   | Organisations involved in the Better Health at Work Award | Jun 2023   | 105         | Tracker | 87                |                  |            | No      | No       |

## Employability and Skills KPIs

|  | D | T | C | G | Performance Indicator                                       | Period     | Performance | Target | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|------------|-------------|--------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Jobs created or safeguarded due to Business Durham activity | Jul-Sep 23 | 384         | 375    | 346               |                  |            | Yes     | No       |

|  |  |  |  |   |               |       |         |       |       |       |     |    |
|--|--|--|--|---|---------------|-------|---------|-------|-------|-------|-----|----|
|  |  |  |  | Jobs created or safeguarded through regeneration schemes                                      | Jul-Sep 23    | 87    | Tracker | 128   |       |       | Yes | No |
|  |  |  |  | Registrations to employability programmes   | Jul-Sep 23    | 484   | Tracker | 560   |       |       | Yes | No |
|  |  |  |  | Participants on employability programmes who progressed to employment / education or training | Jul-Sep 23    | 251   | 235     | 452   |       |       | Yes | No |
|  |  |  |  | Employment rate for 16-64 year olds<br><i>Confidence intervals +/-3.2pp</i>                   | Jul 22-Jun 23 | 71.8% | Tracker | 72.4% | 75.8% | 71.2% | Yes | No |
|  |  |  |  | Disability employment rate<br><i>Confidence intervals +/-6.9pp</i>                            | Jul 22-Jun 23 | 44.5% | Tracker | 45.7% | 56.9% | 48.1% | Yes | No |
|  |  |  |  | Residents with higher level skills<br><i>Confidence intervals +/-5pp</i>                      | 2022          | 59.1% | Tracker | 52.5% | 66.4% | 60.4% | Yes | No |
|  |  |  |  | 16-17-year-olds in an apprenticeship  | Apr-Jun 23    | 7.3%  | Tracker | 8.5%  | 4.8%  | 7%    | Yes | No |

### 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       |

## Managing Money Better (MMB) KPIs

|  | D | T | C | G | Performance Indicator   | Period     | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Households receiving energy advice from MMB Initiative                                    | Jul-Sep 23 | 2           | Tracker | 146               |                  |            | Yes     | No       |
|  |   |   |   |   | £s saved per household as a result of energy efficiency advice provided by MMB initiative | Jul-Sep 23 | £115        | Tracker | £177.41           |                  |            | Yes     | No       |

## Education KPIs

|  | D | T | C | G | Performance Indicator   | Period    | Performance | Target       | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|-----------|-------------|--------------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Uptake of free early education entitlement for 3-4-year-olds                | 2023      | 93.7%       | Tracker      | 92.8%             | 93.7%            | 98.6%      | No      | No       |
|  |   |   |   |   | Children meeting expected standards in maths and reading at KS2             | 2022/23   | 65%         | Tracker      | 67%               | 59%              | 60%        | Yes     | No       |
|  |   |   |   |   | Average grade of achievement within GCSE English and Maths to a Grade 5     | 2021/22   | 4.65        | 5 by 2030    | new               |                  |            | No      | No       |
|  |   |   |   |   | Disadvantaged cohorts meeting basic threshold measures in English and Maths | new       |             |              | new               |                  |            | No      | No       |
|  |   |   |   |   | Young people in education, employment and training                          | June 2023 | 94.8%       | above N / NE | 94.2%             | 95%              | 93.9%      | Yes     | 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<br>( <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 <sub>2</sub> levels within Durham City Air Quality Management Area that are below the govt threshold of 40µg/m <sup>3</sup> | 2021    | 96%         | 100%    | 65%               |                  |            | No      | No       |
|  |   |   |   |   | Trees planted  | 2021/22 | 53,000      | 93,333  | 40,414            |                  |            | No      | No       |



# Our People: summary data tables

## Childrens' Social Care KPIs

|  | D | T | C | G | Performance Indicator  | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Early help cases open  | Oct 22-Sep 23 | 1,210       | Tracker | 1,292             |                  |            | Yes     | No       |
|  |   |   |   |   | Children's social care referrals per 10,000 population                                   | At Sep 22     | 470         | Tracker | 479               | 538              | 644        | Yes     | No       |
|  |   |   |   |   | Children's social care re-referrals  | At Sep 22     | 18%         | Tracker | 15%               | 21%              | 22%        | Yes     | No       |
|  |   |   |   |   | Children's social care assessments completed within 45 days                              | At Sep 22     | 80%         | Tracker | 83%               | 83%              | 79%        | Yes     | No       |
|  |   |   |   |   | Children in need per 10,000 population   | At Sep 22     | 358         | Tracker | 372               | 343              | 467        | Yes     | No       |
|  |   |   |   |   | Children in need   | Apr 22-Mar 23 | 3,827       | Tracker | 3,794             | 403,090          | 24,350     | Yes     | No       |
|  |   |   |   |   | Children on a child protection plan per 10,000 population                                | At Sep 22     | 56          | Tracker | 54                | 43               | 65         | Yes     | No       |
|  |   |   |   |   | Children looked after per 10,000 population  | At Sep 22     | 117         | Tracker | 108               | 70               | 110        | Yes     | No       |
|  |   |   |   |   | Children looked after  | Apr 21-Mar 22 | 985         | Tracker | 949               | 82,170           | 5,750      | Yes     | No       |
|  |   |   |   |   | Care leavers aged 16-24  | At Sep 22     | 301         | Tracker | 283               |                  |            | Yes     | No       |
|  |   |   |   |   | Unaccompanied asylum-seeking children as a percentage of all children in care            | At Sep 22     | 6%          | Tracker | 6%                | 7%               | 2%         | Yes     | No       |
|  |   |   |   |   | Social worker vacancies  | Jul-Sep 23    | 14%         | Tracker | 13%               | 17%              |            | Yes     | No       |
|  |   |   |   |   | Children in care in a family setting   | Jul-Sep 23    | 82%         | Tracker | 83%               | 80%              | 84%        | Yes     | No       |
|  |   |   |   |   | Families on our Stronger Families Programme attaining significant and sustained outcomes | 2023/24       | 983         | 1,230   | 581               |                  |            | No      | No       |

## Education KPIs

|  | D | T | C | G | Performance Indicator  | Period      | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|-------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Children in the Early Years Foundation Stage achieving a good level of development | 2021/22     | 64.5%       | Tracker | n/a               | 64.5%            | 64.1%      | No      | No       |
|  |   |   |   |   | Pupils attending a school judged 'good or better' by Ofsted                        | 2023/24     | 84.5%       | Tracker | 83.1%             | 88.1%            | 87%        | Yes     | No       |
|  |   |   |   |   | Pupils attending a primary school judged 'good or better' by Ofsted                | 2023/24     | 94.3%       | Tracker | 94.3%             | 91.6%            | 94.6%      | Yes     | No       |
|  |   |   |   |   | Pupils attending a secondary school judged 'good or better' by Ofsted              | 2023/24     | 70%         | Tracker | 75.3%             | 83.8%            | 76.8%      | Yes     | No       |
|  |   |   |   |   | Children who are electively home educated  | July-Sep 23 | 738         | Tracker | 699               |                  |            | Yes     | No       |
|  |   |   |   |   | Children eligible for free school meals  | 2022/23     | 30.6%       | Tracker | 29.1%             | 23.8%            | 30.4%      | Yes     | No       |
|  |   |   |   |   | Take-up on free school meals   | 2022/23     | 23%         | Tracker | 20.6%             | 18.6%            | 23.8%      | No      | No       |

## SEND KPIs

|  | D | T | C | G | Performance Indicator                  | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Children and young people with an EHCP | 2023          | 4,489       | Tracker | 4,038             |                  |            | Yes     | No       |
|  |   |   |   |   | New requests for EHCPs                 | 2023          | 197         | Tracker | 179               |                  |            | Yes     | No       |
|  |   |   |   |   | EHCPs completed within 20 weeks        | Oct 22-Sep 23 | 0%          | Tracker | 27%               | 48%              | 56%        | Yes     | No       |
|  |   |   |   |   | Pupils on SEN support                  | 2022/23       | 11,174      | Tracker | 10,807            |                  |            | No      | No       |

## Adult Social Care KPIs

|  | D | T | C | G | Performance Indicator  | Period      | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|-------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Referrals into adult social care                                   | July-Sep 23 | 6,008       | Tracker | 6,647             |                  |            | Yes     | No       |
|  |   |   |   |   | Initial assessments for Adult Social Care completed within 28 days | July-Sep 23 | 54.2%       | Tracker | 55.7%             |                  |            | Yes     | No       |
|  |   |   |   |   | Care Act assessments completed                                     | July-Sep 23 | 607         | Tracker | 580               |                  |            | Yes     | No       |

|  |  |  |  |   |               |            |         |            |       |       |     |     |
|--|--|--|--|---|---------------|------------|---------|------------|-------|-------|-----|-----|
|  |  |  |  | Service users receiving an assessment or review within the last 12 months                                   | July-Sep 23   | 64.6%      | Tracker | 59%        |       |       | Yes | No  |
|  |  |  |  | Individuals who achieved their desired outcomes from adult safeguarding                                     | July-Sep 23   | 92.5%      | Tracker | 92.8%      | 94.8% | 93.8% | Yes | No  |
|  |  |  |  | Satisfaction of people who use services with their care and support<br><i>Confidence intervals +/-4.3pp</i> | 2022/23       | 66.8%      | Tracker | 64.5%      | 64.4% | 66.4% | Yes | No  |
|  |  |  |  | Satisfaction of carers with the support and services they receive<br><i>Confidence intervals +/-5.1pp</i>   | 2021/22       | 40.8%      | Tracker | 51.2%      | 36.6% | 42%   | No  | No  |
|  |  |  |  | Hospital discharges receiving reablement  | 2021/22       | 2.2%       | Tracker | 2.7%       |       |       | No  | No  |
|  |  |  |  | Older people still at home 91 days after discharge from hospital into reablement / rehabilitation services  | Oct 22-Sep 23 | 85.7%      | 84.0%   | 89.5%      | 82.7% | 81.6% | Yes | No  |
|  |  |  |  | Average age people can remain living independently in their own home  | 2023/24       | 83.9 years | Tracker | 84.4 years |       |       | Yes | No  |
|  |  |  |  | Adults aged 65+ per 100,000 population admitted on a permanent basis to residential or nursing care         | July-Sep 23   | 378.2      | 317.9   | 281.4      | 538.5 |       | Yes | No  |
|  |  |  |  | Service users receiving Direct Payments   | July-Sep 23   | 12.7%      | Tracker | 11.6%      | 26.7% | 20.4% | Yes | No  |
|  |  |  |  | Service users receiving Direct Payments   | July-Sep 23   | 677        | Tracker | 638        |       |       | Yes | No  |
|  |  |  |  | Service users receiving home care   | July-Sep 23   | 3,179      | Tracker | 3,702      |       |       | Yes | No  |
|  |  |  |  | Service users receiving Telecare care   | July-Sep 23   | 2,069      | Tracker | 2,075      |       |       | Yes | No  |
|  |  |  |  | Service users receiving day care  | July-Sep 23   | 1,052      | Tracker | 1,026      |       |       | Yes | No  |
|  |  |  |  | Requests resulting in a service – adult social care   | 2022/23       | 774        | Tracker | 1,229      | 1,860 | 2,743 | Yes | Yes |
|  |  |  |  | Workforce turnover rate – adult social care   | 2022/23       | 29.6%      | Tracker | 25.3%      | 28.3% | 26.4% | Yes | Yes |
|  |  |  |  | People in adult social care – quality of life   | 2022/23       | 0.393      | Tracker | 0.414      | 0407  | 0.417 | Yes | Yes |
|  |  |  |  | Short term service provision – adult social care  | 2022/23       | 70.9%      | Tracker | 92.7%      | 77.6% | 89.4% | Yes | Yes |
|  |  |  |  | People who services who found it easy to find information – adult social care                               | 2022/23       | 71.6%      | Tracker | 65.1%      | 64.6% | 67.7% | Yes | Yes |
|  |  |  |  | Carers who found it easy to find information about services   | 2021/22       | 67.8%      | Tracker | 77.3%      | 57.7% | 64.7% | Yes | Yes |

## Housing Vulnerable People KPIs

|  | D | T | C | G | Performance Indicator  | Period     | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Care Connect customers   | Jul-Sep 23 | 10,809      | Tracker | 11,040            |                  |            | Yes     | No       |
|  |   |   |   |   | Care Connect calls answered within 3 minutes   | Jul-Sep 23 | 99.59%      | 99%     | 99.8%             |                  |            | Yes     | No       |
|  |   |   |   |   | Care Connect calls arriving at the property within 45 minutes  | Jul-Sep 23 | 98%         | 90%     | 97.7%             |                  |            | Yes     | No       |
|  |   |   |   |   | Potential clients contacted within 3 weeks of initial referral for a Disabled Facilities Grant (DFG)   | Jul-Sep 23 | 95%         | 90%     | new               |                  |            | Yes     | No       |
|  |   |   |   |   | Households prevented from homelessness and helped to stay in their home  | Jul-Sep 23 | 2%          | Tracker | 5%                | 18%              | 9%         | Yes     | No       |
|  |   |   |   |   | Households prevented from homelessness and helped to move to alternative accommodation   | Jul-Sep 23 | 8%          | Tracker | 26%               |                  |            | Yes     | No       |
|  |   |   |   |   | Households where homelessness has been relieved, and the client moved into alternative accommodation   | Jul-Sep 23 | 28%         | Tracker | 30%               |                  |            | Yes     | No       |
|  |   |   |   |   | Households where there has been an acceptance of the main homeless duty  | Jul-Sep 23 | 13%         | Tracker | 9%                |                  |            | Yes     | No       |
|  |   |   |   |   | Successful move-ons from Local Lettings Agency accommodation at the end of their licence agreement   | 2022/23    | 80%         | 90%     | new               |                  |            | Yes     | No       |
|  |   |   |   |   | People aged 65+ with aids and assistive technologies in their homes  |            | new         |         | new               |                  |            | No      | No       |
|  |   |   |   |   | Approvals on new housing sites of 10 units or more, a minimum of 66% of the total number of dwellings meet accessible and adaptable standards (building Regulations requirements M4(2)). | 2022/23    | 71%         | 66%     | new               |                  |            | Yes     | No       |
|  |   |   |   |   | Approvals on new housing sites of 10 units or more, a minimum of 10% of the total number of dwellings meet a design and type for older persons   | 2022/23    | 16%         | 10%     | new               |                  |            | Yes     | No       |

## Public Health KPIs

|  | D | T | C | G | Performance Indicator  | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Children aged 4-5 who are a healthy weight<br><i>Confidence intervals +/-1.2pp</i>   | 2021/22       | 75.5%       | 100%    | 74.6%             | 76.5%            |            | No      | No       |
|  |   |   |   |   | Children aged 10-11 who are a healthy weight<br><i>Confidence intervals +/-1.2pp</i> | 2021/22       | 59.2%       | 100%    | 61.5%             | 60.8%            |            | No      | No       |
|  |   |   |   |   | Gap in breastfeeding at 6-8 weeks between County Durham and national average         | Oct 21-Sep 22 | 18.4pp      | Tracker | 19.3pp            |                  |            | No      | No       |
|  |   |   |   |   | Mothers smoking at time of delivery  | Jan-Mar 23    | 15.2.%      | 0%      | 14.8%             | 9.4%             | 12.8%      | No      | No       |
|  |   |   |   |   | Smoking prevalence in adults (aged 18+)  | 2021          | 16.2%       | 5.0%    | 16.5%             | 13%              | 14.8%      | No      | No       |
|  |   |   |   |   | People reporting a low happiness score<br><i>Confidence intervals +/-2.4pp</i>       | 2021/22       | 11.0%       | Tracker | 8.8%              | 8.4%             | 9.9%       | No      | No       |
|  |   |   |   |   | Suicide rate per 100,000 population  | 2019-21       | 15.8        | Tracker | 14.3              | 10.4             | 13         | No      | No       |
|  |   |   |   |   | Admissions under the Mental Health Act   | Apr-Jun 23    | 171         | Tracker | 202               |                  |            | Yes     | No       |
|  |   |   |   |   | Healthy life expectancy at birth: female   | 2018-20       | 59.9 years  | Tracker | 58.3 years        | 63.9             | 59.7       | No      | No       |
|  |   |   |   |   | Healthy life expectancy at 65: female  | 2018-20       | 10.2 years  | Tracker | 9.0 years         | 11.3             | 9.8        | No      | No       |
|  |   |   |   |   | Gap in female healthy life expectancy at birth: County Durham and England            | 2018-20       | 4.0 years   | Tracker | 5.2 years         |                  |            | No      | No       |
|  |   |   |   |   | Gap in female life expectancy at 65: County Durham and England                       | 2018-20       | 1.1 years   | Tracker | 2.1 years         |                  |            | No      | No       |
|  |   |   |   |   | Healthy life expectancy at birth: male   | 2018-20       | 58.8 years  | Tracker | 59.6 years        | 63.9             | 59.7       | No      | No       |
|  |   |   |   |   | Healthy life expectancy at 65: male  | 2018-20       | 8.7 years   | Tracker | 8.3 years         | 10.5             | 9.2        | No      | No       |
|  |   |   |   |   | Gap in male healthy life expectancy at birth: County Durham and England              | 2018-20       | 5.1 years   | Tracker | 3.6 years         |                  |            | No      | No       |
|  |   |   |   |   | Gap in male life expectancy at 65: County Durham and England                         | 2018-20       | 1.8 years   | Tracker | 2.3 years         |                  |            | No      | No       |
|  |   |   |   |   | Successful completions of those in alcohol treatment                                 | Jul 22-Jun 23 | 32.5%       | Tracker | 33.8%             | 35.1%            | 29.1%      | Yes     | No       |
|  |   |   |   |   | Successful completions of those in drug treatment: opiates                           | Jul 22-Jun 23 | 5.3%        | Tracker | 5.5%              | 5.0%             | 4.0%       | Yes     | No       |

|  |  |  |  |  |  |               |       |         |       |       |       |     |    |
|--|--|--|--|--|--|---------------|-------|---------|-------|-------|-------|-----|----|
|  |  |  |  |  | Successful completions of those in drug treatment: non-opiates | Jul 22-Jun 23 | 33.2% | Tracker | 32.6% | 31.4% | 27.1% | Yes | No |
|--|--|--|--|--|--|---------------|-------|---------|-------|-------|-------|-----|----|

### 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

## Digital Durham KPIs

|  | D | T | C | G | Performance Indicator                               | Period    | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|-----------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Properties with access to gigabit-capable broadband | 30 Sep 23 | 57.3%       | Tracker | 50.4%             |                  |            | Yes     | No       |

## Housing Delivery KPIs

|  | D | T | C | G | Performance Indicator         | Period      | Performance | Target | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|-------------------------------|-------------|-------------|--------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Net affordable homes          | 2022/23     | 282         | 836    | 536               |                  |            | No      | No       |
|  |   |   |   |   | Net delivery of new housing   | July-Sep 23 | 370         | 327    | 325               |                  |            | Yes     | No       |
|  |   |   |   |   | Chapter Homes properties sold | Jul-Sep 23  | 9           | 5      | 7                 |                  |            | Yes     | No       |

## 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. (confidence intervals +/-4pp) | 2021/22    | 47%     | 46%     | 50%     |  |  | No  | No |
|  |  |  |  |  | Footway maintained and repaired over and above the core programme     |            | new     | Tracker | new     |  |  | No  | No |

### Road Safety KPIs

|  | D | T | C | G | Performance Indicator                                | Period     | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Road traffic accidents: fatalities                   | Jul-Sep 23 | 7           | Tracker | 4                 |                  |            | Yes     | No       |
|  |   |   |   |   | Road traffic accidents: seriously injured            | Jul-Sep 23 | 52          | Tracker | 35                |                  |            | Yes     | No       |
|  |   |   |   |   | Road traffic accidents: fatalities (children)        | Jul-Sep 23 | 0           | Tracker | 0                 |                  |            | Yes     | No       |
|  |   |   |   |   | Road traffic accidents: seriously injured (children) | Jul-Sep 23 | 5           | Tracker | 2                 |                  |            | Yes     | No       |

### Protecting Vulnerable People from harm KPIs

|  | D | T | C | G | Performance Indicator   | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Domestic Abuse incidents reported to the Police per 1,000 population                          | Oct 22-Sep 23 | 26.9        | Tracker | 28                |                  |            | Yes     | No       |
|  |   |   |   |   | Harbour clients feeling more confident on case closure  | Jul-Sep 23    | 85%         | Tracker | 86%               |                  |            | Yes     | No       |
|  |   |   |   |   | Harbour clients feeling their quality of life has improved on case closure                    | Jul-Sep 23    | 81%         | Tracker | 88%               |                  |            | Yes     | No       |
|  |   |   |   |   | Children and young people completing an intervention with Harbour and reporting feeling safer | Jul-Sep 23    | 96%         | Tracker | 79%               |                  |            | Yes     | No       |
|  |   |   |   |   | Children and young people reviewed as at risk to Child Sexual Exploitation                    |               |             | Tracker |                   |                  |            | No      | No       |

## Crime KPIs

|  | D | T | C | G | Performance Indicator   | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Respondents who agree that police and LA are dealing with ASB and crime issues that matter to them.<br><i>(confidence intervals +/-3.5pp)</i> | 2023          | 28.2%       | 30.7%   | 30.7%             |                  |            | No      | No       |
|  |   |   |   |   | Crime rate per 1,000 population   | Oct 22-Sep 23 | 105.74      | Tracker | 92.51             |                  |            | Yes     | No       |
|  |   |   |   |   | Theft offences per 1,000 population   | Oct 22-Sep 23 | 26.92       | Tracker | 22.72             |                  |            | Yes     | No       |
|  |   |   |   |   | Offenders who re-offend in a 12 month period  | Oct 20-Sep 21 | 28.2%       | Tracker | 29.1%             | 24.3%            | 28.1%      | Yes     | No       |
|  |   |   |   |   | Proven re-offending by young people   | Oct 20-Sep 21 | 36.8%       | Tracker | 43.4%             | 30.5%            | 31.4%      | Yes     | No       |
|  |   |   |   |   | First time entrants to the youth justice system aged 10 to 17 per 100,000 population aged 10 to 17  | 2022          | 146         | Tracker | 141               | 148              | 155        | No      | No       |
|  |   |   |   |   | Violent crime incidents which were alcohol related  | July-Sep 23   | 31.6%       | Tracker | 32.6%             |                  |            | Yes     | 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       |

# Our Council: summary data tables

## Finance KPIs

|  | D | T | C | G | Performance Indicator                                   | Period     | Performance   | Target  | 12 months earlier | National average      | NE average            | updated | Oflog PI |
|--|---|---|---|---|---|------------|---------------|---------|-------------------|-----------------------|-----------------------|---------|----------|
|  |   |   |   |   | Council tax collected                                   | Apr-Sep 23 | 54.5%         | Tracker | 55.9%             | available at year end | available at year end | Yes     | No       |
|  |   |   |   |   | Business rates collected                                | Apr-Sep 23 | 58.2%         | Tracker | 57.3%             | available at year end | available at year end | Yes     | No       |
|  |   |   |   |   | MTFP savings achieved (£s)                              | at 30 Sep  | £10.5 million | -       | -                 |                       |                       | Yes     | No       |
|  |   |   |   |   | Audit opinion: statement of accounts                    | 2022/23    | UQ            | UQ      | UQ                |                       |                       | No      | No       |
|  |   |   |   |   | Non-ringfenced reserves as % of net revenue expenditure | 2021/22    | 55.4%         | Tracker |                   | 54.9%                 |                       | No      | Yes      |
|  |   |   |   |   | Non-ringfenced reserves as % of service spend           | 2021/22    | 46.0%         | Tracker |                   | 44.6%                 |                       | No      | Yes      |
|  |   |   |   |   | Total core spending power per dwelling                  | 2021/22    | £1,844.28     | Tracker |                   | £1,885.14             |                       | No      | Yes      |
|  |   |   |   |   | Level of Band D council tax rates                       | 2021/22    | £1,703.58     | Tracker |                   | £1,554.02             |                       | No      | Yes      |
|  |   |   |   |   | Council tax revenue per dwelling                        | 2021/22    | £1,257.61     | Tracker |                   | £1,293.42             |                       | No      | Yes      |
|  |   |   |   |   | Social care spend as a % of core spending power         | 2021/22    | 56.2%         | Tracker |                   | 66.4%                 |                       | No      | Yes      |
|  |   |   |   |   | Debt servicing as % of core spending power              | 2021/22    | 6.5%          | Tracker |                   | 9.0%                  |                       | No      | Yes      |
|  |   |   |   |   | Total debt as % of core spending power                  | 2021/22    | 106.5%        | Tracker |                   | 226.7%                |                       | No      | Yes      |

## Procurement KPIs

|  | D | T | C | G | Performance Indicator         | Period     | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|-------------------------------|------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Invoices paid within 30 days  | Jul-Sep 23 | 96.2%       | 93%     | 97.3%             |                  |            | Yes     | No       |
|  |   |   |   |   | Third party spend (£'million) | 2022/23    | £700.6      | Tracker | £643.7            |                  |            | No      | No       |
|  |   |   |   |   | % North East spend            | 2022/23    | 69.43%      | Tracker | 67.61%            |                  |            | No      | No       |
|  |   |   |   |   | % County Durham spend         | 2022/23    | 45.54%      | Tracker | 46.11%            |                  |            | No      | No       |

|  |  |  |  |             |         |        |         |        |  |  |    |    |
|--|--|--|--|-------------|---------|--------|---------|--------|--|--|----|----|
|  |  |  |  | % SME spend | 2022/23 | 61.27% | Tracker | 57.30% |  |  | No | No |
|--|--|--|--|-------------|---------|--------|---------|--------|--|--|----|----|

### Housing Benefit and Council Tax Reduction KPIs

|  | D | T | C | G | Performance Indicator   | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Time to process new housing benefit claims                    | Oct 22-Sep 23 | 18.0 days   | 21 days | 39.9 days         | 21 days          | 20 days    | Yes     | No       |
|  |   |   |   |   | Time to process new council tax reduction claims              | Oct 22-Sep 23 | 17.0 days   | 21 days | 33.8 days         |                  |            | Yes     | No       |
|  |   |   |   |   | Time to process housing benefit change of circumstances       | Oct 22-Sep 23 | 5.8 days    | 9 days  | 14.6 days         | 6 days           | 4 days     | Yes     | No       |
|  |   |   |   |   | Time to process council tax reduction change of circumstances | Oct 22-Sep 23 | 7.4 days    | 8 days  | 12.1 days         |                  |            | Yes     | No       |

### Financial Support KPIs

|  | D | T | C | G | Performance Indicator                                      | Period     | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Budget spend: Discretionary Housing Payments               | Apr-Jun 23 | 65.1%       | Tracker | 72.2%             |                  |            | No      | No       |
|  |   |   |   |   | Households receiving at least 25% reduction in council tax | Apr-Jun 23 | 21.5%       | Tracker |                   |                  |            | No      | No       |

### Customer Contact KPIs

|  | D | T | C | G | Performance Indicator                             | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Customer contact that is digital                  | Jul 22-Jun 23 | 21%         | Tracker | 23%               |                  |            | Yes     | No       |
|  |   |   |   |   | ACD calls answered within 3 minutes               | Jul 22-Jun 23 | 85%         | Tracker | 78%               |                  |            | Yes     | No       |
|  |   |   |   |   | CRM service requests meeting performance standard | Jul-Sep 23    | 72%         | Tracker | 80%               |                  |            | Yes     | No       |

### Customer Satisfaction KPIs

|  | D | T | C | G | Performance Indicator                      | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Satisfaction with overall service delivery | Oct 22-Sep 23 | 83%         | Tracker | 82%               |                  |            | Yes     | No       |

|  |  |  |  |                                     |               |     |         |     |  |  |     |    |
|--|--|--|--|-------------------------------------|---------------|-----|---------|-----|--|--|-----|----|
|  |  |  |  | Customers giving four or five stars | Oct 22-Sep 23 | 87% | Tracker | 84% |  |  | Yes | No |
|--|--|--|--|-------------------------------------|---------------|-----|---------|-----|--|--|-----|----|

### Customer Complaints KPIs

|  | D | T | C | G | Performance Indicator                           | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Complaints upheld                               | Oct 22-Sep 23 | 60%         | Tracker | 57%               |                  |            | Yes     | No       |
|  |   |   |   |   | Independent investigations upheld               | Oct 22-Sep 23 | 29%         | Tracker | 24%               |                  |            | Yes     | No       |
|  |   |   |   |   | Complaints upheld by the Ombudsman              | Oct 22-Sep 23 | 17%         | Tracker | 23%               |                  |            | Yes     | No       |
|  |   |   |   |   | Complaints upheld by the Ombudsman (annual KPI) | 2021/22       | 55%         | Tracker | 72%               | 69%              | 56%        | No      | No       |
|  |   |   |   |   | Data breaches reported to the ICO               | Oct 22-Sep 23 | 12          | Tracker | 16                |                  |            | Yes     | No       |

### Registration Services KPIs

|  | D | T | C | G | Performance Indicator   | Period     | Performance | Target | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|------------|-------------|--------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Births registered within 42 days                              | Jul-Sep 23 | 97%         | 98%    | 83%               | 92%              | 97%        | Yes     | No       |
|  |   |   |   |   | Deaths registered within 5 days                               | Jul-Sep 23 | 69%         | 90%    | 66%               | 53%              | 72%        | Yes     | No       |
|  |   |   |   |   | Appointments within 5 work days: births                       | Jul-Sep 23 | 70%         | 95%    | 8%                | 95%              |            | Yes     | No       |
|  |   |   |   |   | Appointments within 2 work days: deaths                       | Jul-Sep 23 | 97%         | 95%    | 95%               | 95%              |            | Yes     | No       |
|  |   |   |   |   | Appointments within 5 work days: marriage / civil partnership | Jul-Sep 23 | 100%        | 90%    | 100%              | 90%              |            | Yes     | No       |
|  |   |   |   |   | Appointments seen on time                                     | Jul-Sep 23 | 94%         | 90%    | 96%               | 90%              |            | Yes     | No       |

### Workforce Equality KPIs

|  | D | T | C | G | Performance Indicator           | Period       | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---------------------------------|--------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Top 5% of earners: female       | at 30 Jun 23 | 59.4%       | Tracker | 63.2%             |                  |            | No      | No       |
|  |   |   |   |   | Workforce aged 50 years or over | at 30 Sep 23 | 42.5%       | Tracker | 42.9%             |                  |            | Yes     | No       |

## Recruitment and Retention KPIs

|  | D | T | C | G | Performance Indicator          | Period       | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--------------------------------|--------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Vacancies which are re-adverts | Jul-Sep 23   | 21%         | Tracker | no comparator     |                  |            | Yes     | No       |
|  |   |   |   |   | Leavers with <2 years' service | Jul-Sep 23   | 43%         | Tracker | no comparator     |                  |            | Yes     | No       |
|  |   |   |   |   | Employee turnover              | at 30 Sep 23 | 8.46%       | Tracker | 8.98%             |                  |            | Yes     | No       |

## Workforce Development KPIs

|  | D | T | C | G | Performance Indicator  | Period       | Performance               | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|--|--------------|---------------------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | PDRs completed in line with deadline                         | at 30 Jun 23 | 89%                       | 100%    | n/a               |                  |            | No      | No       |
|  |   |   |   |   | Managers who have completed the managers' training programme | at 30 Sep 23 | 55%                       | Tracker | n/a               |                  |            | Yes     | No       |
|  |   |   |   |   | Employees enrolled on apprenticeship programme               | at 30 Sep 23 | 6.5%                      | Tracker | 2.9%              |                  |            | Yes     | No       |
|  |   |   |   |   | Apprentice levy utilised as a council (excluding schools)    | at 30 Jun 23 | 77.1%<br>(125% committed) | Tracker | n/a               |                  |            | No      | No       |
|  |   |   |   |   | Apprentice retention rate                                    | at 30 Sep 23 | 74%                       | Tracker | 71%               |                  |            | Yes     | No       |

## Health, Safety and Well-being of our Employees KPIs

|  | D | T | C | G | Performance Indicator                                 | Period        | Performance | Target  | 12 months earlier | National average | NE average | updated | Oflog PI |
|--|---|---|---|---|---|---------------|-------------|---------|-------------------|------------------|------------|---------|----------|
|  |   |   |   |   | Days lost to sickness absence per FTE (excl. schools) | Oct 22-Sep 23 | 11.08 days  | Tracker | 12.08 days        |                  |            | Yes     | No       |
|  |   |   |   |   | Employee accidents / incidents with no / minor injury | Jul 22-Jun 23 | 97%         | Tracker | 97%               |                  |            | No      | No       |
|  |   |   |   |   | Employee accidents / incidents RIDDOR reportable      | Jul 22-Jun 23 | 3%          | Tracker | 3%                |                  |            | No      | No       |
|  |   |   |   |   | Incidents of work-related ill-health                  | Oct 22-Sep 23 | 182         | Tracker | 183               |                  |            | Yes     | No       |

## Glossary

| Term         | Definition  |
|--------------|---|
| <b>ACD</b>   | <p><b>Automatic Call Distribution</b></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>   |
| <b>AQMA</b>  | <p><b>Air Quality Management Area</b></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>   |
| <b>ASB</b>   | Anti-social behaviour   |
| <b>ASCOF</b> | <p><b>Adult Social Care Outcomes Framework</b></p> <p>measures how well care and support services achieve the outcomes that matter most to people (<a href="#">link</a>)</p>  |
| <b>BATH</b>  | <p><b>Bishop Auckland Town Hall</b></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>  |
| <b>BCF</b>   | <p><b>Better Care Fund</b></p> <p>A national programme that supports local systems to successfully deliver the integration of health and social care.</p>   |
| <b>CAP</b>   | <p><b>Customer Access Point</b></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>  |
| <b>CAT</b>   | <p><b>Community Action Team</b></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> |
| <b>CDP</b>   | <p><b>County Durham Plan</b></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 (<a href="#">link</a>)</p>   |
| <b>CED</b>   | <b>Community Economic Development</b>   |
| <b>CERP</b>  | <p><b>Climate Emergency Response Plan</b></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>  |
| <b>CNIS</b>  | <b>Child Not In School</b>  |

| <b>Term</b>     | <b>Definition</b>  |
|-----------------|--|
| <b>CRM</b>      | <b>Customer Relationship Management system</b>   |
| <b>CS&amp;T</b> | <b>Culture, Sport and Tourism</b>  |
| <b>CTR</b>      | <b>Council Tax Reduction</b><br>Reduces council tax bills for those on low incomes   |
| <b>DCC</b>      | <b>Durham County Council</b>   |
| <b>DEFRA</b>    | <b>Department for the Environment, Food and Rural Affairs</b><br>A ministerial department, supported by <a href="#">34 agencies and public bodies</a> 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 ( <a href="#">link</a> ) |
| <b>DHP</b>      | <b>Discretionary Housing Payments</b><br>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.   |
| <b>DLE</b>      | <b>Daily Living Expenses</b><br>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).   |
| <b>DoLS</b>     | <b>Deprivation of Liberty Safeguards</b><br>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.   |
| <b>EAP</b>      | <b>Employee Assistance Programme</b><br>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.  |
| <b>EET</b>      | <b>Employment, Education or Training</b><br>Most often used in relation to young people aged 16 to 24, it measures the number employed, in education or in training.   |
| <b>EHCP</b>     | <b>Education, Health Care Plan</b><br>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.  |
| <b>ERDF</b>     | <b>European Regional Development Fund</b><br>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.    |



| <b>Term</b>  | <b>Definition</b>   |
|--------------|---|
| <b>EHE</b>   | <b>Elective Home Education</b><br>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.  |
| <b>ETA</b>   | <b>Extension of Time Agreement</b><br>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.  |
| <b>FTE</b>   | <b>Full Time Equivalent</b><br>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.                             |
| <b>GVA</b>   | <b>Gross Value Added</b><br><i>The measure of the value of goods and services produced in an area, industry or sector of an economy.</i>  |
| <b>HSF</b>   | <b>Household Support Fund</b><br>Payments support low income households struggling with energy and food costs, or who need essential household items.   |
| <b>ICO</b>   | <b>Information Commissioner's Office</b><br>The UK's independent body's role is to uphold information rights in the public interest ( <a href="#">link</a> )  |
| <b>IES</b>   | <b>Inclusive Economic Strategy</b><br>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 ( <a href="#">link</a> )  |
| <b>JLHWS</b> | <b>Joint Local Health and Wellbeing Strategy</b><br>The Strategy (2023-28) supports the vision that County Durham is a healthy place where people live well for longer ( <a href="#">link</a> )   |
| <b>KS2</b>   | <b>Key Stage 2</b><br>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. |
| <b>KS3</b>   | <b>Key Stage 3</b><br>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.   |
| <b>LGA</b>   | <b>Local Government Association</b><br>The national membership body for local authorities which works on behalf of its member councils to support, promote and improve local government ( <a href="#">link</a> ).   |

| 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><b>Local Nature Recovery Strategies</b></p> <p>Propose how and where to recover nature and improve the wider environment across England.</p>  |
| MMB    | <p><b>Managing Money Better</b></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 <a href="#">Benefits advice or help with a benefits appeal</a> and other services for advice on benefit entitlements.</p>              |
| MTFP   | <p><b>Medium Term Financial Plan</b></p> <p>A document that sets out the council's financial strategy over a four year period</p>  |
| NESWA  | <p><b>North East Social Work Alliance</b></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><b>Newly Qualified Social Workers</b></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><b>National Vocational Qualification</b></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><b>Office For Local Government</b></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 <a href="#">Department for Levelling Up, Housing and Communities</a> .</p>  |
| PDR    | <p><b>Performance and Development Review</b></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><b>Private Rented Sector</b></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><b>Quality of Life</b></p>  |

| Term                                  | Definition  |
|---------------------------------------|---|
| <b>RIDDOR</b>                         | <p><b>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations</b></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 <a href="#">here</a></p>  |
| <b>RQF</b>                            | <p><b>Regulated Qualifications Framework</b></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. <a href="#">Link</a></p>   |
| <b>SEN</b>                            | <p><b>Special Educational Needs</b></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>   |
| <b>SEND</b>                           | <p><b>Special Educational Needs and Disabilities</b></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"> <li>▪ behaviour or ability to socialise (e.g., they struggle to make friends)</li> <li>▪ reading and writing (e.g., because they have dyslexia),</li> <li>▪ ability to understand things,</li> <li>▪ concentration levels (e.g., because they have attention deficit hyperactivity disorder)</li> <li>▪ physical ability</li> </ul> |
| <b>SG</b>                             | <p><b>Settlement Grants</b></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>  |
| <b>SME</b>                            | <p><b>Small to Medium Sized Enterprise</b></p> <p>A company with no more than 500 employees.</p>  |
| <b>Statistical nearest neighbours</b> | <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>  |
| <b>UASC</b>                           | <p><b>Unaccompanied Asylum Seeking Children</b></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>  |
| <b>UKSPF</b>                          | <p><b>UK Shared Prosperity Fund</b></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   |
|--------------|--|
| <b>WEEE</b>  | <b>Waste Electrical and Electronic Equipment</b><br>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. |
| <b>Yield</b> | Proportion of potential income achieved  |