

# Safer and Stronger Overview and Scrutiny Committee

26 February 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.

## **Recommendation**

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

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

## 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>

## Author

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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



## Contents (blue text links to sections of the report)

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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 communities

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

### Going Well

- 5 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.
- 6 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

- 7 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.

### Risk Management

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

# 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

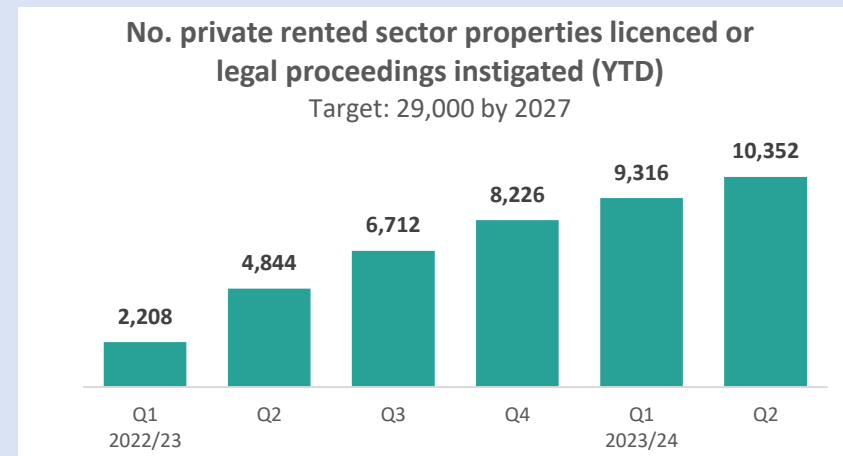
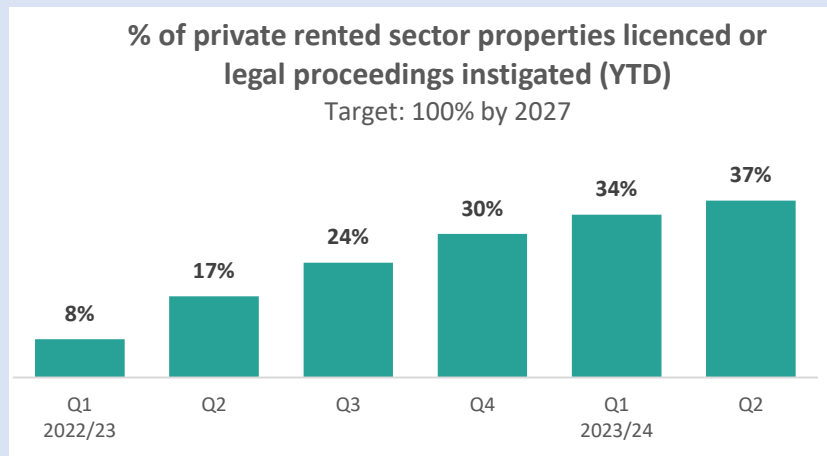


# Housing Standards Dashboard

(quarterly data as at 30 September 2023)

## 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.



## **Selective Licensing**

- 9 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.
- 10 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**

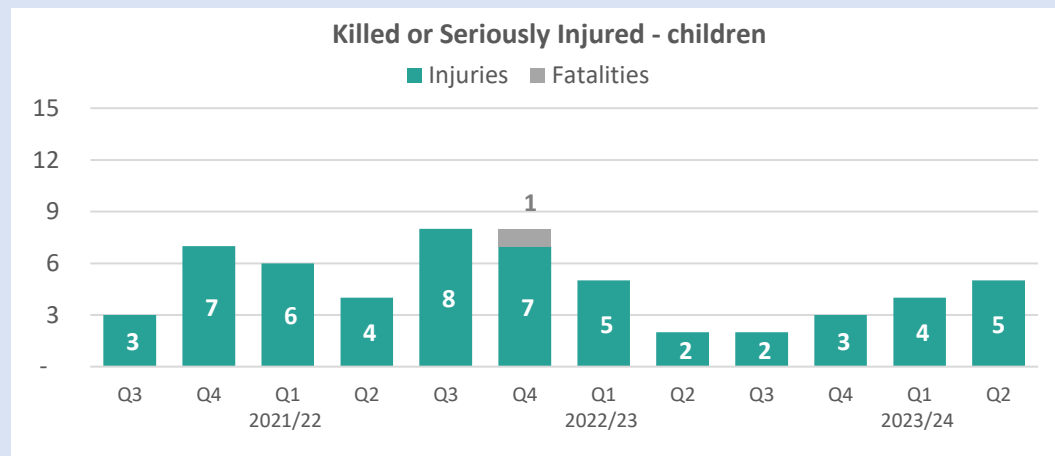
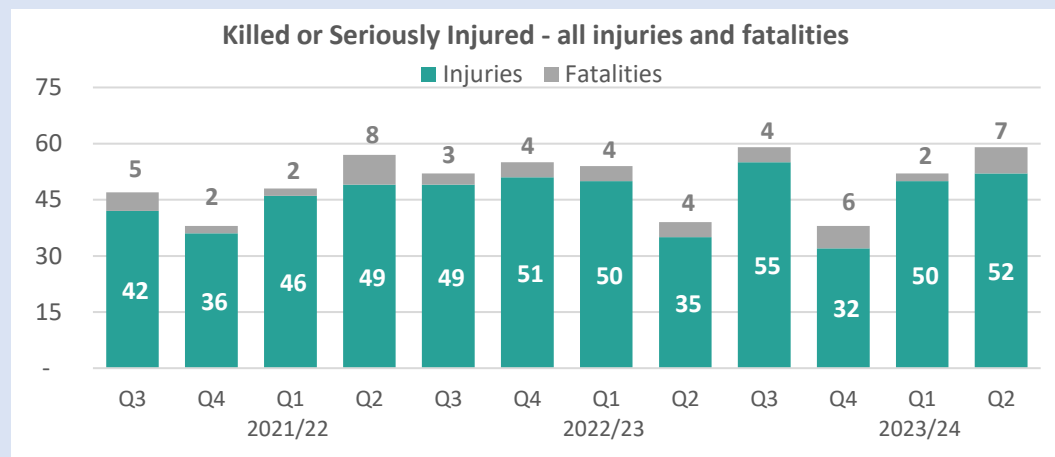
- 11 It has not been possible to report on the total number of ASB incidents (per 10,000) head of population for April-June 2023 due to a recording error on one of the IT systems used to record ASB. Discussions are ongoing with relevant teams to try and rectify the issue and a further update will be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

# 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'.

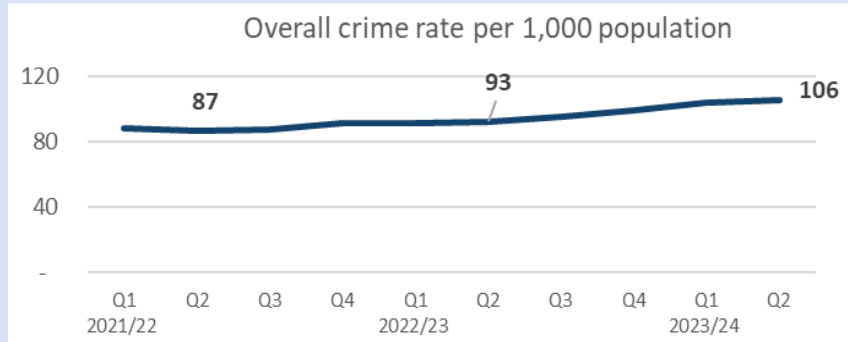


All data from the current and previous year are provisional and are subject to change.

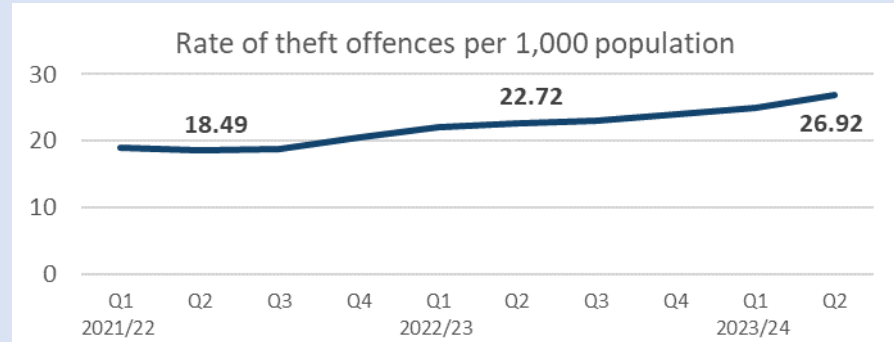
# Crime Dashboard

(12 months ending 30 September 2023)

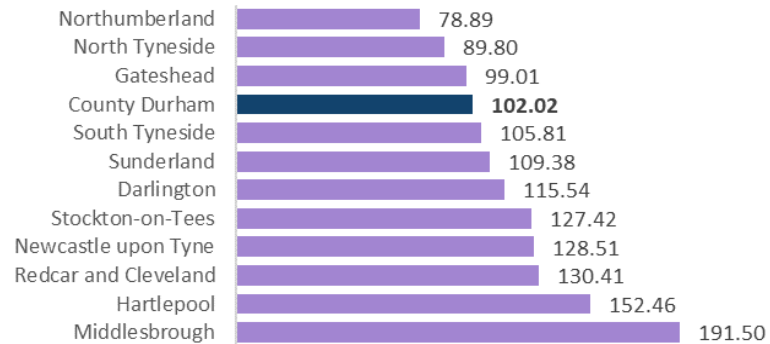
## Overall Crime Rate per 1,000 population



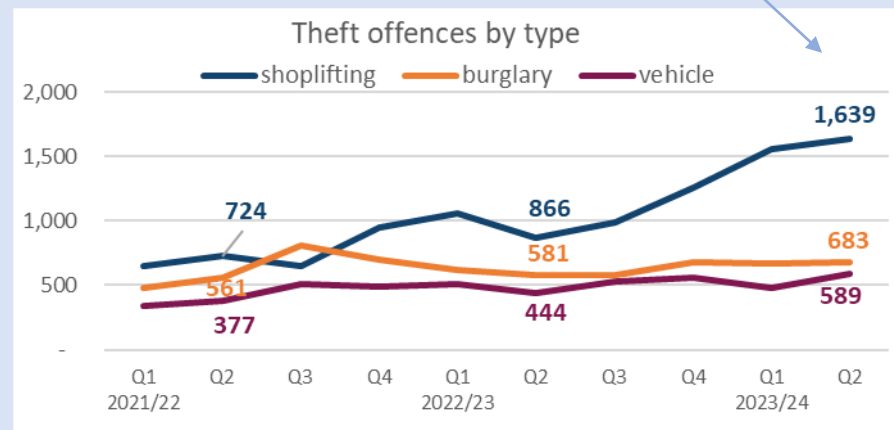
## Theft Offences



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



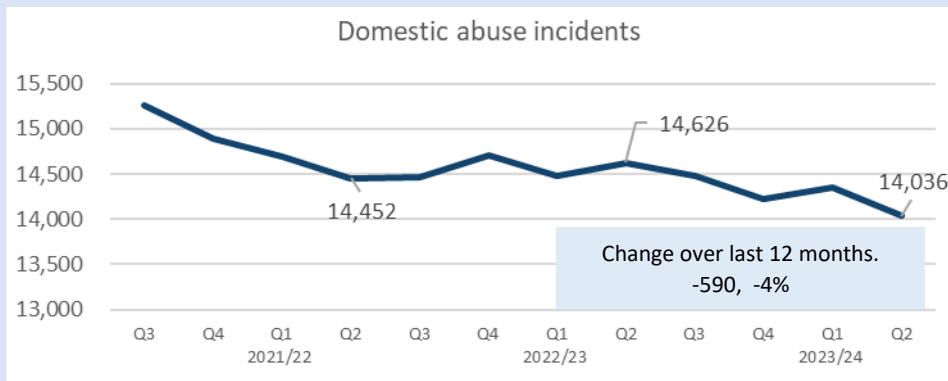
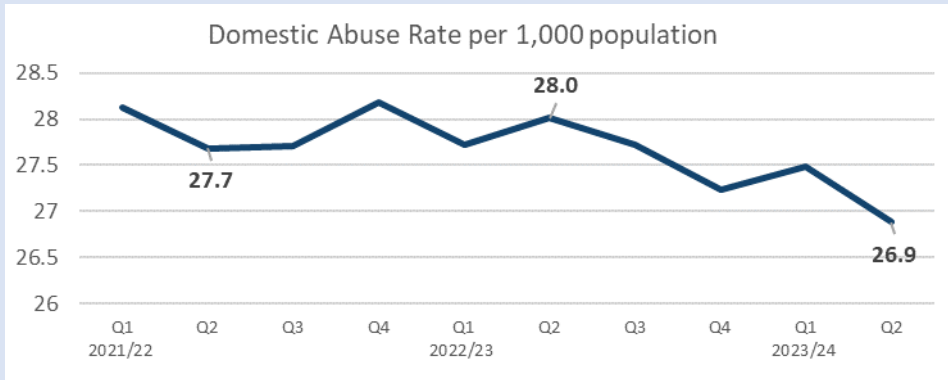
Shoplifting offences have increased by 89% in the last 12 months



# Protecting Vulnerable People from Harm Dashboard

(12 months ending 30 September 2023)

## Domestic Abuse Incidents reported to the police.

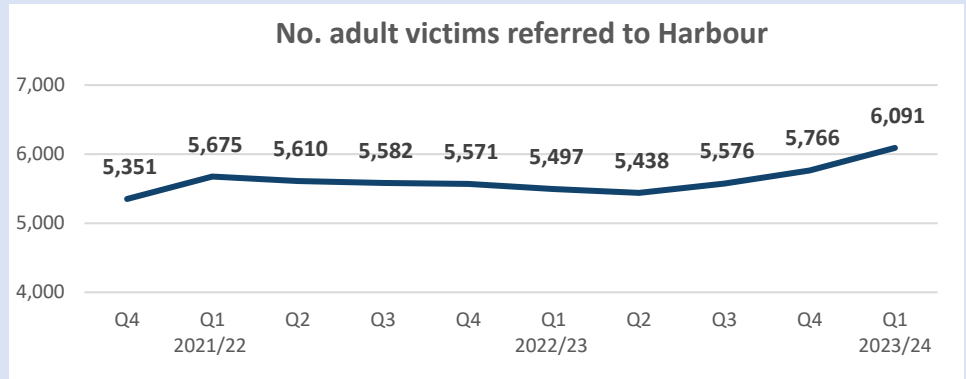


## Harbour Support Services

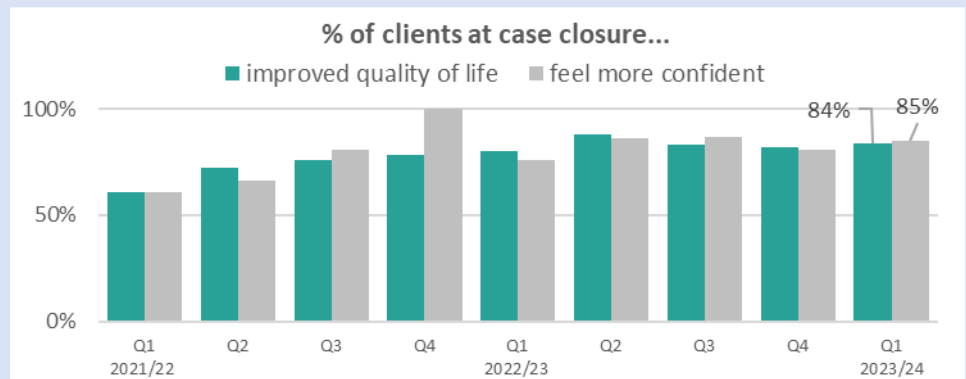
Although fewer domestic abuse incidents were reported to the police in the 12 months ending 31 July 2023, more victims were referred to Harbour Support Services (+594, +11%).

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**

- 12 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.
- 13 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.
- 14 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.
- 15 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 part-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.

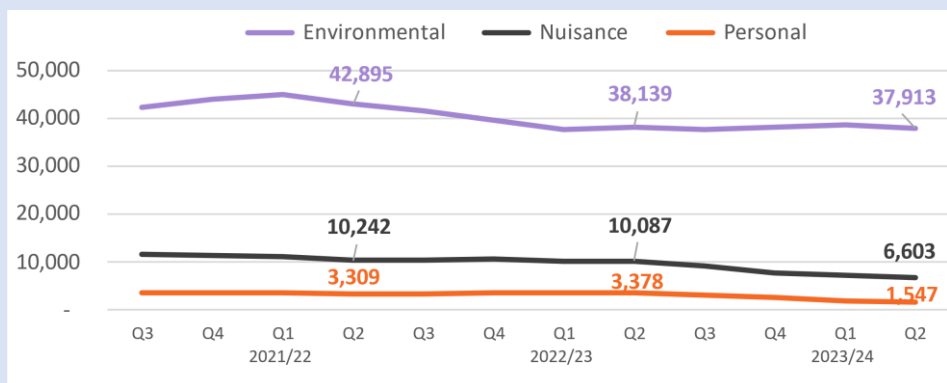
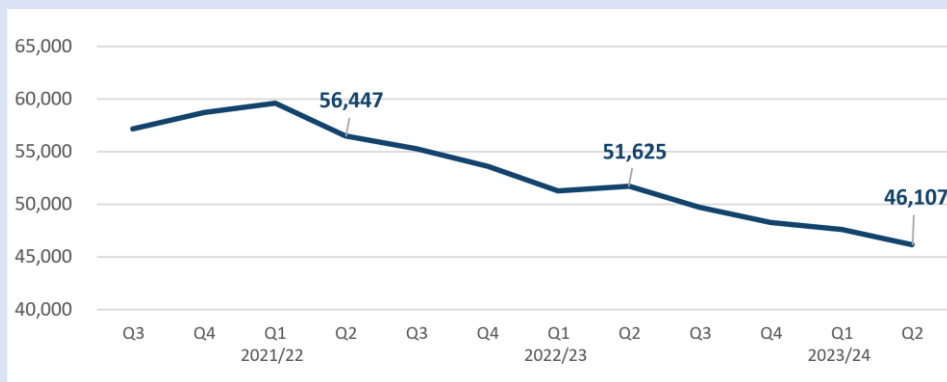
## **Domestic Abuse**

- 16 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.
- 17 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.
- 18 On average, victims experience abuse for 4 years before accessing help from Harbour.

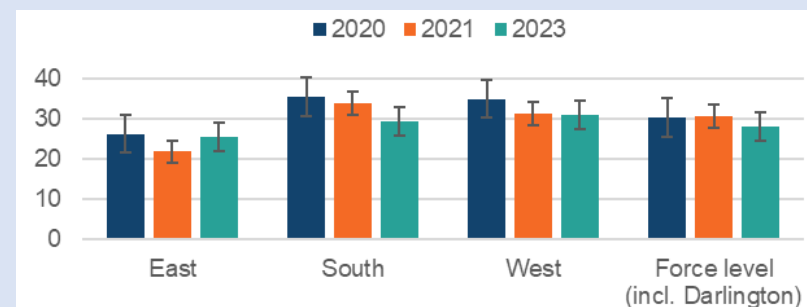
# Anti-Social Behaviour Dashboard

(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</b>	<b>-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)**

- 19 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**

- 20 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.
- 21 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.
- 22 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**

- 23 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.

- 24 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.
- 25 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.

### **Horde Together**

- 26 An extension to September 2025 has been agreed for the Horde 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.
- 27 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.
- 28 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.
- 29 A series of thematic Rapid Improvement Events are to be held during October – December 2023 to gain a greater understanding between the partner organisations on issues and improve service delivery.

# Data Tables

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

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

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

Key Target Indicator	Key Tracker Indicator
targets are set as improvements, can be measured regularly and can be actively influenced by the council and its partners. When setting a target, the D, C and G have already been taken into account.	no targets are set as they are long-term and / or can only be partially influenced by the council and its partners. Therefore, D, T, C and G are used to assess overall performance
better than target	Direction of Travel (D) is meeting or exceeding the previous year <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 Communities: summary data tables

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					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

## 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. <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 People: summary data tables

## Adult Social Care KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					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

## Public Health KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Suicide rate per 100,000 population	2019-21	15.8	Tracker	14.3	10.4	13	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

## 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> 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> 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> 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> 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> 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> 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> 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> 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> Funding that helps to create economic development and growth; it gives support to businesses, encourages new ideas and supports regeneration. Although the United Kingdom has now left the European Union, under the terms of the Withdrawal Agreement, EU programmes will continue to operate in the UK until their closure in 2023-24.

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



Term	Definition
<b>L!NKCD</b>	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.
<b>LNRS</b>	<p><b>Local Nature Recovery Strategies</b></p> <p>Propose how and where to recover nature and improve the wider environment across England.</p>
<b>MMB</b>	<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>
<b>MTFP</b>	<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>
<b>NESWA</b>	<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>
<b>NQSW</b>	<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>
<b>NVQ</b>	<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>
<b>Oflog</b>	<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>
<b>PDR</b>	<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>
<b>PRS</b>	<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>
<b>QoL</b>	<b>Quality of Life</b>

Term	Definition
RIDDOR	<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>
RQF	<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>
SEN	<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>
SEND	<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>
SG	<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>
SME	<p><b>Small to Medium Sized Enterprise</b></p> <p>A company with no more than 500 employees.</p>
Statistical nearest neighbours	<p>A group of local authorities that are similar across a wide range of socio-economic.</p> <p>Durham County Council uses the CIPFA nearest neighbours model which compares us to Northumberland, North Tyneside, Barnsley, Rotherham, Wakefield, Doncaster, Redcar and Cleveland, Wigan, St Helens, Dudley, Sefton, Sunderland, Wirral, Kirklees and Calderdale</p>
UASC	<p><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>
UKSPF	<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>

<b>Term</b>	<b>Definition</b>
<b>WEEE</b>	<b>Waste Electrical and Electronic Equipment</b> 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