

Adults, Wellbeing and Health Overview and Scrutiny Committee

19 March 2024

Quarter Three, 2023/24 Performance Management Report



Report of John Hewitt, Chief Executive

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present an overview of progress towards delivery of the key priorities within the Council Plan 2023-27 in line with the council's corporate performance framework.
- 2 The report covers performance in and to the end of quarter three, 2023/24, October to December 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 The [Council Plan](#) has undergone its annual refresh and the plan for 2024-28 was considered by Council on 28 February 2024. Following Council approval, it will continue to be structured around five thematic areas which, along with the objectives they contain, will remain unchanged. Our priorities, key programmes of work and associated performance management arrangements for the forthcoming four years are set out within the refreshed plan and our performance framework is now being adjusted accordingly. The new

framework will form the structure of this performance report from quarter one, 2024/25.

- 6 We are a well-functioning council in relation to performance, and continue to set our performance against characteristics of well-functioning councils as set out by the Department for Levelling Up, Housing and Communities (DLUHC)¹ Best Value Standards and Intervention Draft Guidance. 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.
- 7 In July 2023, the Office for Local Government (Oflog) was established as a new performance body for local government. Its purpose is to provide authoritative and accessible data and analysis about the performance of local government, and support its improvement.
- 8 Oflog's initial focus is to bring together existing data in an informative way through the [Local Authority Data Explorer](#). The first tranche of metrics, uploaded to the Data Explorer in July 2023 and incorporated within this performance report, is being expanded to cover a wider range of local government responsibilities. A second tranche of metrics is now being released and a third tranche will follow in the spring of 2024. These metrics will be incorporated into future reports as and when appropriate.

Context

- 9 The council is a large organisation providing a broad range of services, and our operating environment can at times be challenging.
- 10 From an adult social care perspective, Care Acts assessment timeliness for adult social care clients is improving and remains an area of strong focus for us.

Recommendation

- 11 Cabinet is recommended to:
 - (a) note the overall position and direction of travel in relation to quarter three performance, and the actions being taken to address areas of challenge.

¹ [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 Two, 2023/24 Performance Management Report
<https://democracy.durham.gov.uk/documents/s183015/Q2%202023-24%20Corporate%20Performance%20Report.pdf>
- 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>

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

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

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

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

Climate Change

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

Human Rights

Not applicable.

Crime and Disorder

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with the Safe Durham Partnership and its sub-groups.

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 Three, 2023/24



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Executive Summary

- 1 This performance report covers the third quarter of the 2023/24 financial year (October to December 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.

Our people

- 3 This 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 invest in a multi-million pound programme to transform our leisure centre venues.

Going Well

- 4 Timeliness of completion of Care Act assessments has increased by more than 10 percentage points since quarter two, from 54.2% to 65.2% and is the highest for over two years. This remains a key area of focus for the service.
- 5 In the latest quarter, more than two thirds of adult care service users received an annual assessment or review in the previous year. This has been a key area of improvement for the service and this quarter's result is the highest recorded performance for over two years and demonstrates the impact of the new review teams established early in 2023. This remains a key area of focus.

Issues we are addressing

- 6 Percentage of children of a healthy weight in County Durham has reduced since the pandemic and the gap with England has widened. The percentage of adults who are overweight or obese has also increased over the same period. 'Enabling a healthy weight for all' is a priority of the County Durham [Joint Local Health and Wellbeing Strategy 2023-28](#) and a new physical activity strategy 'Moving Together in County Durham' will be launched in spring 2024.
- 7 The number of people discharged into reablement demonstrates little change over the last three years and is low when compared historically. A review of reablement services has been undertaken to help to understand change in demand to the service as well as staff turnover and local market capacity. Outcomes for older people that do receive reablement/rehabilitation services remain strong and better than target.

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 [Strategic Risk Management Progress Report](#) provides an insight into the work carried out by the Corporate Risk Management Group between June and September 2023.

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

Adult Social Care

- 9 The Care Quality Commission (CQC) is progressing with new local authority assessments which will give independent assurance to people of the quality of care in their area. Five pilot local authority assessments, which test their assessment framework, methods and processes, have been completed.
- 10 These pilots assess how well CQC is carrying out the assessments, provide assurance that the methods are effective and providing the evidence needed to make a judgement on how well councils are discharging their adult social care duties against the Care Act, and identify early indications of outcomes.
- 11 Implementing a new national inspection framework is a complex task. Feedback from the pilots indicated some parts of the process were intensive and time consuming, and more guidance would have been beneficial (particularly to better understand how judgements were made and how those related to the final scoring model). However, on the whole, the councils involved felt the process helped re-affirm their existing areas of improvement.
- 12 Following the pilots, the CQC assessment framework is now in place with all 153 councils to be assessed once during a two-year period. Councils will receive 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 to 4 for each of nine quality statements: assessing needs; supporting people to live healthier lives; equity in experiences and outcomes; care provision, integration and continuity; partnerships and communities; safe systems, pathways and transitions; safeguarding;

governance, management, and sustainability; and learning, improvement and innovation.

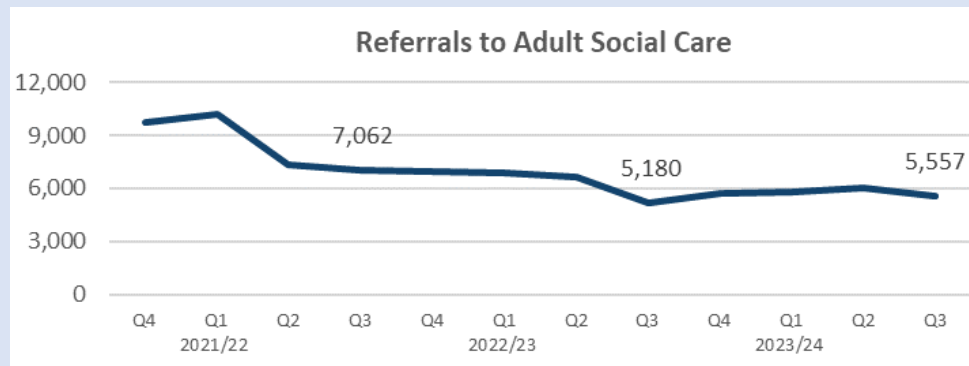
- 13 Evidence sources will include feedback from people who receive care and support (including self-funders), carers, voluntary and community groups, and staff (including the principal social worker, director of adult social services and social workers). Other sources include analysis of performance data, surveys of staff, carers and people accessing care and support, and case studies.
- 14 Following the pilot assessments, on 30.01.24 Durham County Council received notification that we are going to be one of the first councils to be considered under the full local authority assessment.
- 15 As part of the assessment, an information return is to be provided to the CQC three weeks from notification and the service is currently working to collate this. The return makes available to the CQC key documents, information and data prior to the onsite visit which could take place six months after the original notification letter. Following submission of the return and prior to the onsite visit the CQC will be undertaking analysis of the return. We will receive a period of 6-8 weeks' notice of the site visit.
- 16 Following the site visit the CQC will draft a report including scores for all the quality statements and an overall rating. As the CQC is undertaking an internal benchmarking exercise, to review and calibrate the scores and ratings for those local authorities assessed in the early round of the full formal assessments, it is likely that there may be a short delay before we receive the final report.
- 17 Nationally, official statistics from the new Client Level Dataset (CLD) has been delayed for a year. Indicators from the 2023/24 CLD submission will be badged as experimental statistics, and used to quality assess data and indicators against previous returns. The sourcing of the new Adult Social Care Outcomes Framework (ASCOF) indicators from CLD has also therefore been delayed until 2024/25.
- 18 The current ASCOF (2023/24) indicators will continue to use the national short and long-term data return for Adult Social Care. Measures which were initially proposed for removal have, as a consequence, been brought back for one final year, such as self-directed support and rehabilitation services indicators. Discussions are ongoing within the Adult Care service to consider the production of the 2023/24 Short and Long Term (SALT) data return for County Durham, and to ensure quality checking against the new CLD data that will be used from next year.
- 19 National benchmarking for some adult social care indicators, for example, referrals and timeliness of assessments, is unavailable as there are no national data submissions that contain comparable data. Once CLD has been implemented comparative data may be available for these indicators if access is made available by the Department of Health and Social Care.

Adult Social Care Dashboard – Referrals and Assessments

(discrete quarterly data)

Referrals to Adult Social Care

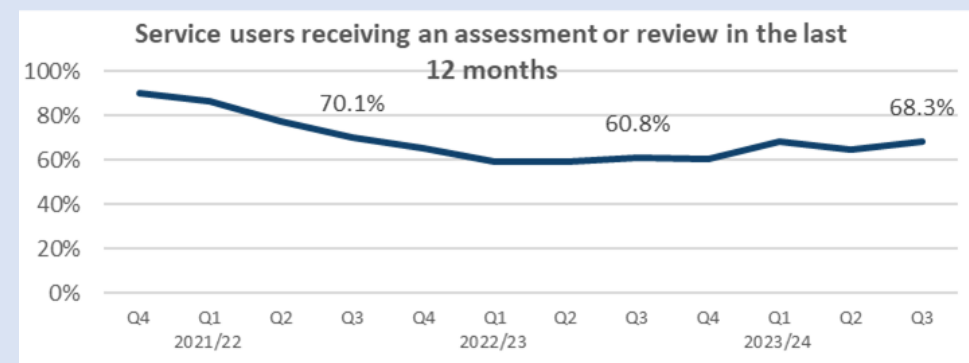
We are continuing to examine contacts and referrals into Adult Social Care to increase our understanding of client requirements within the system. This will also support work aiming to understand the reduction in referrals since 2021/22.



Service users receiving an assessment or review in last 12 months

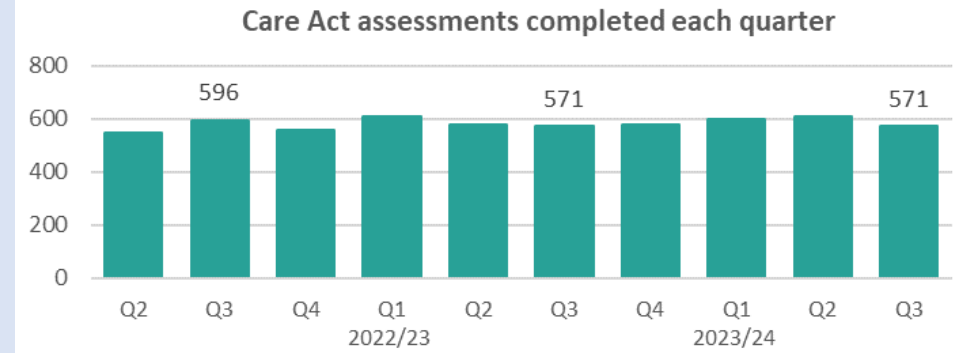
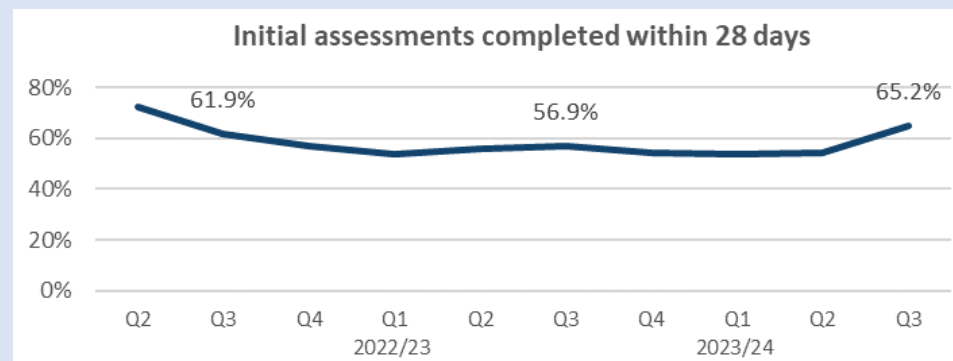
Improved performance followed the establishment of specific review teams in Spring 2023.

A working group has been created to consider recent performance and to investigate different ways of undertaking reviews across adult social care.



Care Act assessments completed and timeliness

An impact assessment is considering reasons for the reduction in timeliness over the last two years and latest data suggests that a clear focus on improving timeliness is working. The introduction of mobile technology to social workers over the next two years is likely to drive further improvement.



Benchmarking data for these indicators is not available as this is local data that is not reported nationally. The implementation of the national Client Level Data set should produce viable benchmarking within 12-18 months.

Referrals to Adult Social Care

- 20 Referrals into Adult Social Care have been stable over the last year, an average of 5,768 per quarter. Whilst referrals in quarter three are lower than quarter two, the reduced number is comparable with the same period last year.
- 21 Work is ongoing to understand the longer-term reduction in referrals over the last two to three years. This work is reviewing internal and external contacts and referrals, as well as those between services to recognise changing demand for adult social care.
- 22 As referral data is not reported nationally, benchmarking for this data is unavailable. The new national Client Level Data set will start recording referrals / requests for services from 2024/25 and could provide viable quarterly benchmarking once fully implemented if data is made available by the Department of Health and Social Care.

Care Act assessment timeliness

- 23 Timeliness of completion of Care Act assessments has increased from 54.2% in quarter two to 65.2% in quarter three, the highest for more than two years. However, this is lower than the timeliness at the start of 2021/22 (72.3%).
- 24 The service continues to focus on improving timeliness, and an ongoing impact statement is reviewing causes of and potential options to support the prompt completion of these assessments. New technology to support staff to complete assessments in a timely manner is being introduced via a phased approach in service teams over a period of two years. It is expected that timeliness rates will further improve once the new technology is embedded in the service.
- 25 The indicator is being reviewed to ensure that all initial assessments are included in this performance metric. The definition of an initial assessment is being reworked and is likely to lead to further indicators which will provide comprehensive performance management of both assessments and reviews.
- 26 Currently, both the number and timeliness of Care Act assessments are not reported nationally. Further development at the national level will be required to enable the reporting of timeliness through the national CLD return, we will continue to monitor developments.

Annual Reviews of Service

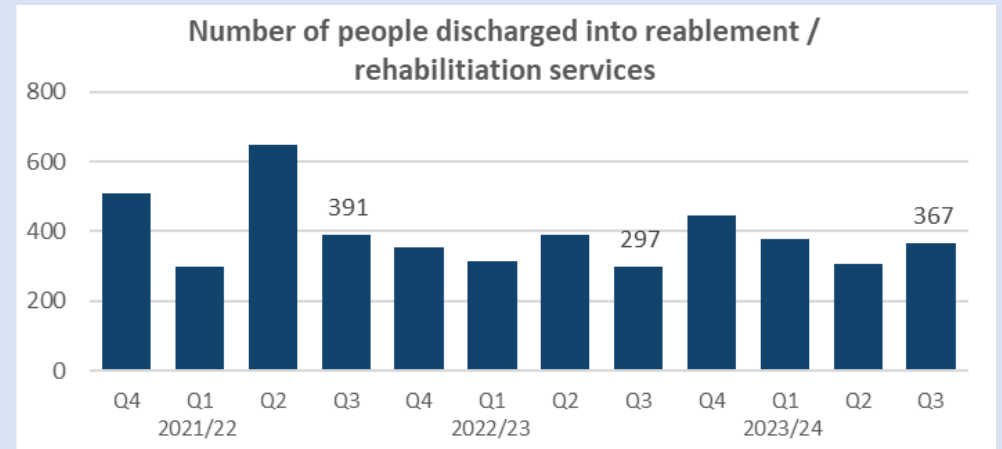
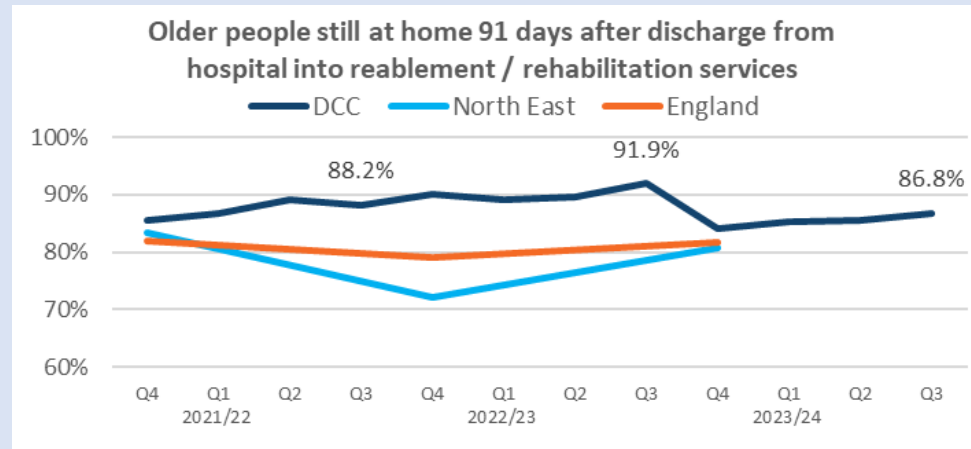
- 27 Latest data shows 68.3% of service users received an annual assessment or review in the last 12 months. This is the highest recorded performance for more than two years and demonstrates the impact of the new review teams established in early 2023. Performance remains lower than that seen three years ago, however, recent initiatives are closing the performance gap.
- 28 A working group meets regularly to oversee the first year operation of the new teams whilst performance is reported monthly to the service management teams. A report is to be provided to Adult Care Management Team at year-end outlining progress made.
- 29 Whilst some data is available nationally on reviews of long-term care packages through the SALT return, production of the return data is not in line with our locally reported measure, so benchmarking is not available.

Adult Social Care Dashboard – Reablement and rehabilitation services

(discrete quarterly data)

Discharges into reablement / rehabilitation services

- Although the number has largely been stable over the last three years (average of 392 people per quarter) this is fewer than the pre-pandemic (average of 590 people per quarter was typically seen for the period 2017/18 to 2019/20).
- We have completed a service review to understand changing demand for the reablement service. Findings are to be considered prior to any changes being implemented.



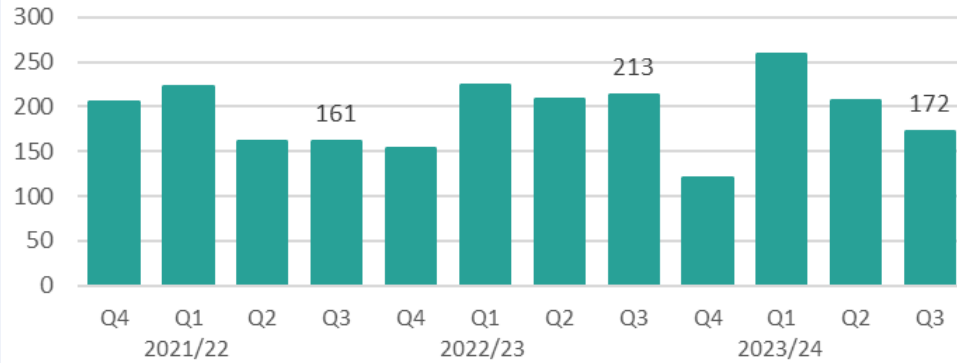
Discharge into Reablement and Rehabilitation Services

- 30 The percentage of older people still at home 91 days after discharge from hospital into reablement / rehabilitation services (86.8% in the latest quarter) is the highest since the same period last year (91.9%) and within one percentage point of the three-year average. Latest performance is better than our Better Care Fund target of 84%, and regional and national benchmarking.
- 31 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, an average of 392 people were discharged 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.
- 32 A review of reablement services has been undertaken to understand changing demand to the service as well as staff turnover and capacity of the service. The final report is to be considered by Adult and Health Services Management Team and will feed into the re-procurement of the service.

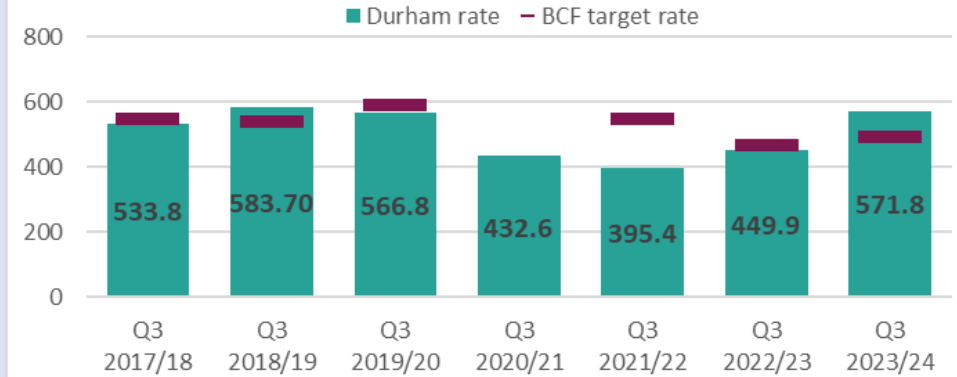
Adult Social Care Dashboard – Admissions to permanent care

(discrete quarterly data)

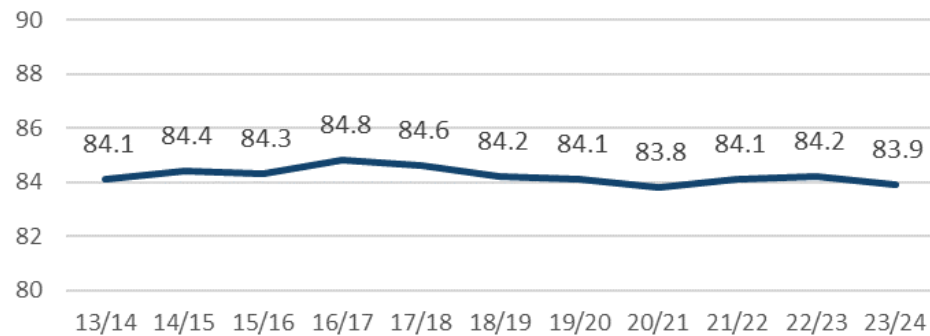
Adults aged 65+ admitted permanently to residential or nursing care



Rate of admission of adults aged 65+ to permanent residential or nursing care



Average age of admission to permanent care

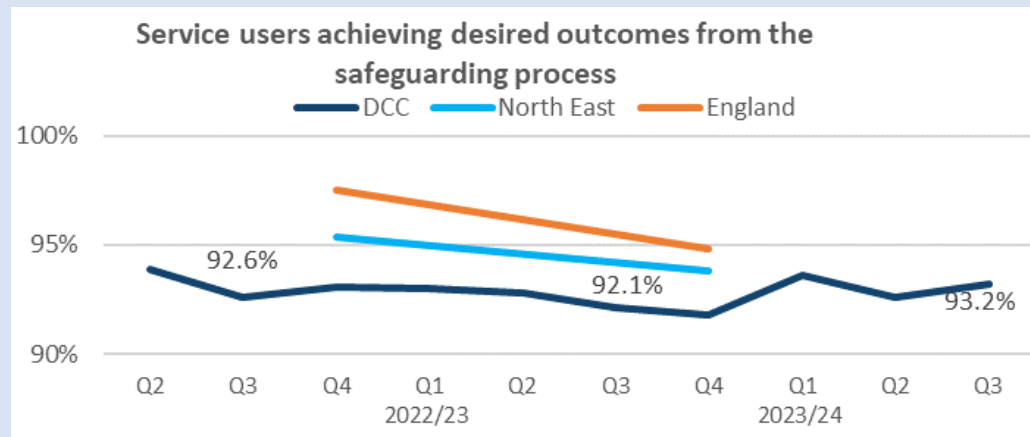
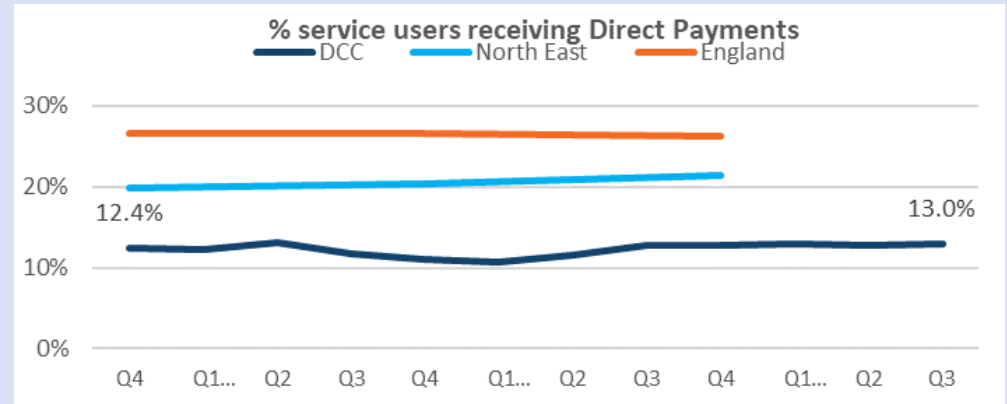
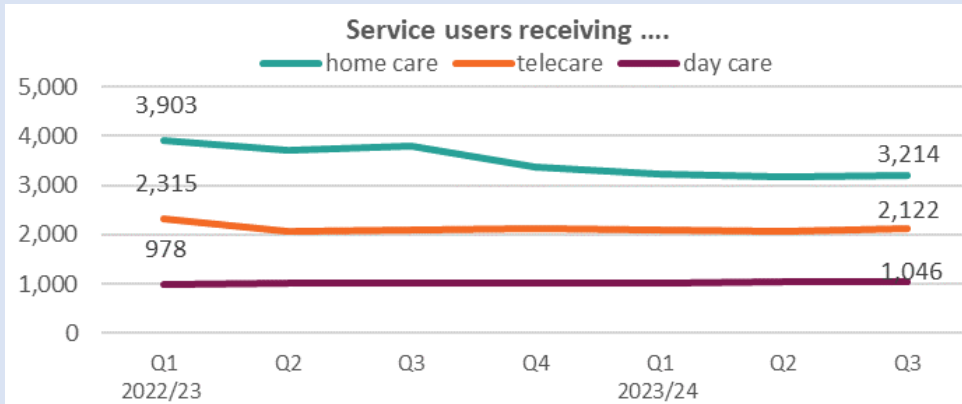


Admissions to Care

- 33 The rate of adults aged 65+ per 100,000 population admitted on a permanent basis to residential or nursing care has risen over the last three years, from the lowest rate during the pandemic to a rate that is now comparable with that seen pre-pandemic. We are performing worse than our Better Care Fund target and have been for two consecutive quarters. Whilst admissions fluctuate on a quarterly basis, we are monitoring this as projections suggest we will also be worse than target at year end.
- 34 The average age of those entering permanent care has remained static over the last ten years (average age - 84.2 years).

Adult Social Care Dashboard – services received and outcomes

(discrete quarterly data)



The methodology has been reviewed and from quarter three has been aligned to the methodology used for the national Safeguarding Adults Collection Return.

Services Received

- 35 The number of service users receiving home care remains high, with more than 3,000 people receiving the service. Whilst numbers have largely been stable over the last 12 months, they have reduced since the pandemic; this was a result of care homes being closed to new admissions and a consequent increase in home care usage. The recent reduction in home care usage 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.
- 36 Service user numbers receiving telecare continues to be largely stable with approximately 2,000 people using the service. The Commissioning Service has developed a plan of increasing the use of technology to support service users which could result in an increase in the number of people receiving telecare equipment.
- 37 The number of people receiving day care service has remained static over the last 12 months (approximately 1,000 people).
- 38 Over the last two years the number of people using Direct Payments to pay for at least part of their care has increased very slightly. Latest data show 684 people used a Direct Payment in quarter three, up from 677 in quarter two. Percentage of people using Direct Payments has also largely remained static over the last two years and take-up remains lower than both regional and national averages. A previous impact statement found no difference between our Direct Payment policy and that of other councils. The service continues to explore opportunities to develop Direct Payment take-up in the county.

Safeguarding – desired outcomes

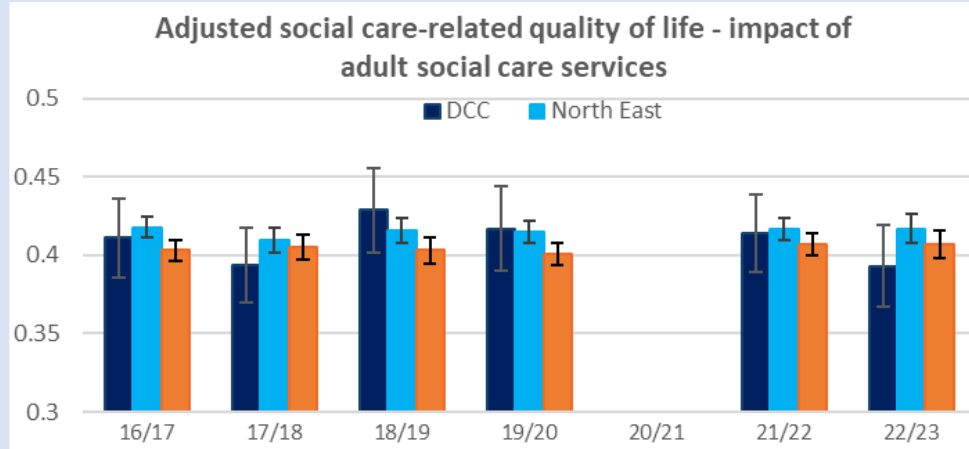
- 39 The percentage of individuals achieving their desired outcomes during the safeguarding process has increased to 93.2% during quarter three and we are now comparable to performance in the North East (93.8%). We continue to be worse than the England position (94.8%).
- 40 The methodology for this indicator was reviewed and, from quarter three, we align with the methodology for the national Safeguarding Adults Collection Return.

Adult Social Care Dashboard – Oflog Measures

(annual data as at 31 March 2023)

Quality of life – impact of adult social care services

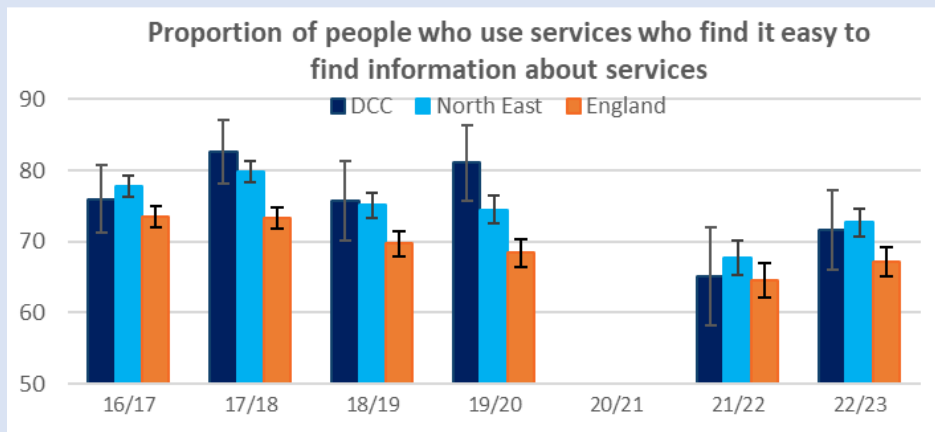
There remains no statistically significant difference between performance in Durham and comparators.



The Oflog measures for Adult Social Care were reported in the quarter two Corporate Performance Report and are updated annually. The following indicators have been updated with benchmarking data for the North East and England performance (previously unavailable).

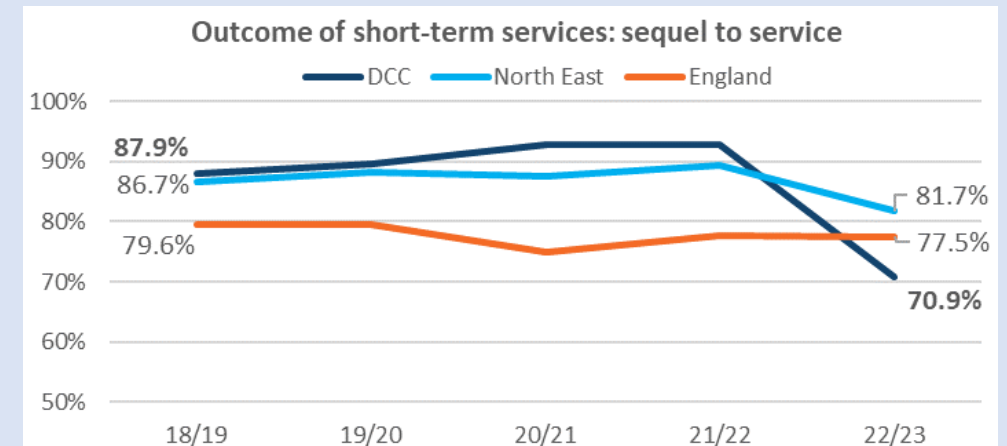
Easy to find information about services

Nationally over the last five years, it has become increasingly difficult to find information about services and this is reflected in answers provided by adult social care service users in Durham. Whilst reductions have been experienced Durham performs in line or above regional and national comparators.



Outcome of short-term services

Latest data for services in Durham (2022/23) demonstrates a clear reduction in people not requiring a longer term service following an intensive short term care package. Whilst this has also reduced in the North East, overall Durham is below both regional and national benchmarking.



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

- 41 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 was released in December 2023. Whilst the North East and England show little change to the previous data reported (2021/22) there remains no statistically significant difference between performance in County Durham and comparator areas.

Ease of finding information

- 42 Service users in County Durham 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.

Outcome of Short-term Services

- 43 Short-term services aim to maximise the potential independence of people following a serious event such as an admission to hospital before long-term care needs are assessed. This indicator aims to provide evidence of a good outcome in delaying dependency or supporting recovery - short-term support which results in no further need for long-term services.
- 44 In 2021/22, the proportion of those that received short-term service, where no further request was made for ongoing long-term support afterwards, or support of a lower level, for County Durham was 92.7%, above both regional and national comparators.
- 45 Latest data for 2022/23 shows a reduction in performance in County Durham to 70.9%. Whilst this has also reduced in the North East, overall Durham is now below both regional and national benchmarking.
- 46 Data is taken from the national SALT data return for Adult Social Care which, for the first time in Durham in 2022/23, was entirely composed of data from Azeus, the service case management system. The change in recording practice between different systems will have been an influencing factor in the change in performance reported. The 2023/24 SALT return is the last SALT return to be reported, before it is replaced by the new Client Level Dataset (CLD) for 2024/25. The service is aware of the changes in performance, and a meeting has been scheduled to consider the benefits of re-addressing the way the SALT return is produced for 2023/24. Work is also to commence to assess Durham's performance in new experimental statistics measures derived from the CLD, which are proposed to replace the current measure as official statistics from the 2024/25 reporting year on.

Public Health Focus – Healthy Weight and Physical Activity Dashboard

- The UK has the third highest obesity rate in Europe (almost one in three adults, an increase from one in 10 adults in 1970).
- Higher consumption of fast food, inactivity and levels of obesity-related hospital admissions around 2.5 times higher in the most deprived areas compared to the least deprived.
- The new Joint Local Health and Wellbeing Strategy 2023-28 prioritises supporting healthy weight with a focus on physical activity.

Healthy Weight

Maintaining a healthy weight has many health benefits, including improved health-related quality of life and a reduced risk of health conditions including heart disease, stroke, type 2 diabetes, liver disease and some cancers.

A summary of key indicators for healthy weight demonstrates significant differences between Durham and the national average. Durham has statistically lower rates than England for healthy weight in children whilst also experiencing higher rates for adults who are overweight / obese.

	Period	Durham	North East	England
Reception prevalence of healthy weight	2022/23	73.2%	74.0%	77.5%
Year 6 prevalence of healthy weight	2022/23	59.1%	58.9%	61.9%
% of adults classified as overweight or obese	2021/22	75.2%	70.5%	63.8%

Physical Activity

- Significantly lower rates of physically active children and young people in Durham compared to benchmarking areas.
- For physically active adults, however, there are similar levels in Durham compared to the national average.

	Period	Durham	North East	England
% of physically active children and young people	2021/22	36.9%	47.2%	47.2%
% of physically active adults	2021/22	66.7%	65.4%	67.3%

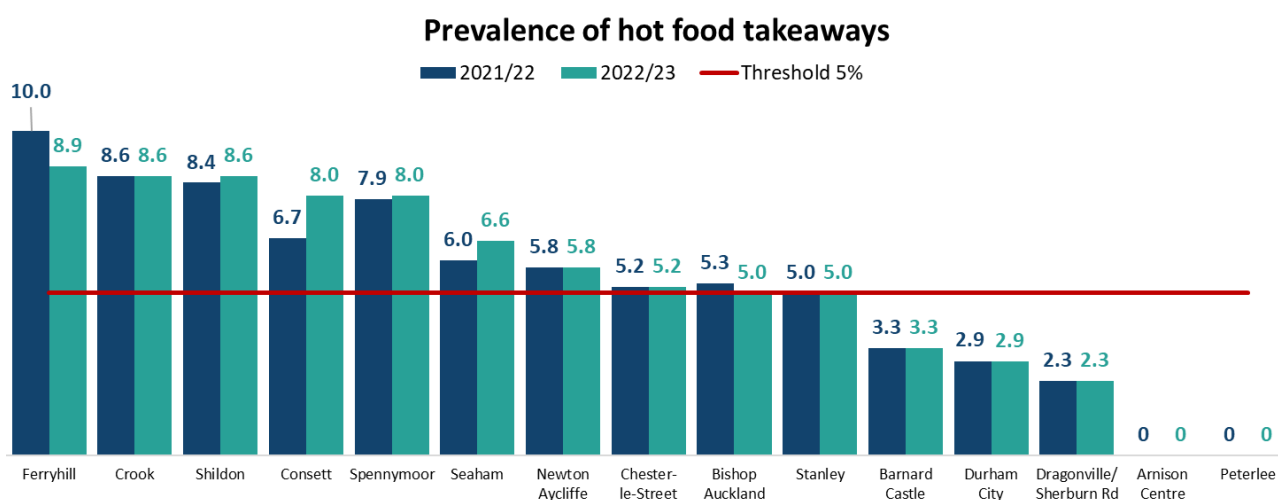
Other measures

Indicators can provide an overview as to levels of healthy weight in an area, and the Durham Insight [healthy weight dashboard](#) provides an analysis of these. The table summarises some of these and provides a brief comparison between Durham and regional and national benchmarking. Whilst Durham has a higher percentage of people meeting the healthy eating recommendation, obesity levels in Durham are significantly higher than the national average. This is also reflected in the hospital admission rates where obesity is the primary diagnosis.

	Period	Durham	North East	England
% of adults aged 16 meeting the '5-a-day' fruit and vegetable consumption recommendation	2021/22	34.1%	30.6%	32.5%
% of adults (18+) classified as obese	2021/22	34.2%	32.4%	25.2%
Hospital admission episodes with a primary diagnosis of obesity	2019/20	53.0 per 100,000	46.0 per 100,000	19.7 per 100,000

Public Health – Healthy Weight and Physical Activity

- 47 Obesity is a population health and inequalities challenge which has profound long-term consequences for health and wellbeing. Obesity and inactivity can increase the risk of many potentially serious health conditions including type 2 diabetes, high blood pressure and other cardiovascular diseases. Furthermore, this can affect quality of life and contribute to mental health problems such as depression.
- 48 Rates of overweight/obesity and physical activity in children and adults are reported through national indicators:
- Reception and Year 6 children – levels of overweight/obesity
 - Adult levels of overweight/obesity
 - Children and adult rates of physical activity
- 49 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.
- 50 A priority of the County Durham [Joint Local Health and Wellbeing Strategy 2023-28](#) (JLHWS) is ‘Enabling a healthy weight for all’. The Healthy Weight Alliance was refreshed in 2023 to comprise key representation from across the system, including health, academic and voluntary and community sector partners. This maximises stakeholder engagement and collaboration – which is a key outcome of the JLHWS.
- 51 The JLHWS includes a number of key objectives with performance metrics where appropriate under the priority ‘Enabling a healthy weight for all’. As well as improving stakeholder engagement there is a clear focus on increasing both healthy weight and physical activity. The national indicators (above) are used to measure progress in County Durham and are discussed in more detail in the following dashboards.
- 52 A further objective of the JLHWS is to ensure that the prevalence of hot food takeaways does not exceed the County Durham Plan threshold of 5% of premises being a hot food takeaway. As of summer 2023, eight out of 15 areas exceed this threshold – noting that seven of these had over 5% threshold when the policy was introduced in 2018/19. It is encouraging to note that in the period 2022/23, rates are either unchanged or have fallen in 11 of the centres compared to 2021/22.



53 During 2023, a review was undertaken that focussed on our approaches to achieving healthy weight in County Durham. This considered progress that has been made in developing a whole systems approach to overweight and obesity and made a set of recommendations that will inform our approaches to achieving healthy weight going forward.

54 In 2023, the County Durham Health and Wellbeing Board signed off a new physical activity strategy for 2023-28 entitled 'Moving Together in County Durham'. This strategy was co-produced with local partners and members of the public. The action plan focusses on four key priority action areas: children and young people, inclusive communities, active environments, and health and social care settings. The strategy will be launched in spring 2024.

Healthy Weight and Physical Activity Dashboards

55 To complement our new physical activity strategy and review of healthy weight approaches in County Durham, two new dashboards have been developed on Durham Insight to enable the Health and Wellbeing Board and other stakeholders (including members of the public) to monitor outcomes for both physical activity and overweight and obesity.

56 Benchmarking against indicators in the healthy weight dashboard shows in:

- 2022/23, 73.2% (n=3,625) of reception age children were of a healthy weight (77.5% national average). This reduces to 59% (n=3,295) by Year 6 (61.9% national average)
- 2022/23, 26.1% (n=1,290) of reception age children were either overweight or obese (21.3% national average). This increases to 39.9% (n=2,225) by Year 6 (36.6% national average)
- 2021/22, 75.2% of adults were either overweight or obese (63.8% national average)
- 2021/22, 34.1% of adults aged 16+ met the 5-a-day fruit and vegetable consumption recommendation (32.5% national average).

57 Similar benchmarking against indicators in the Physical Activity dashboard shows in:

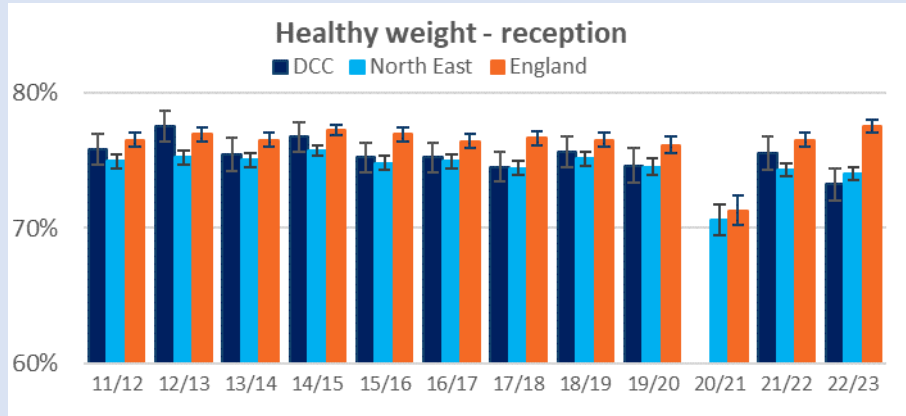
- 2021/22, 36.9% of children were physically active (47.2% national average)
- 2022/23, 66.7% of adults were physically active (67.3% national average).

Public Health Focus – Healthy Weight (Children)

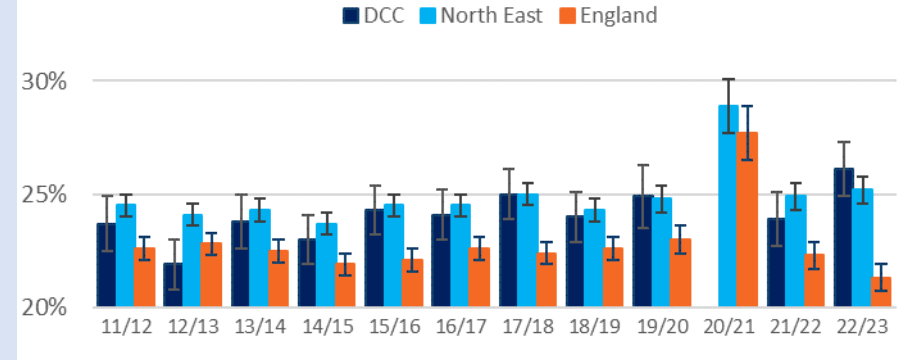
(annual data as at 31 March 2023)

Rates of healthy weight / overweight in Reception children (aged 4-5)

Percentage of children aged 4-5 years old of a healthy weight in Durham has deteriorated since the pandemic. Whilst similar to the North East rate, there is a statistically significant gap between Durham and the higher England average.



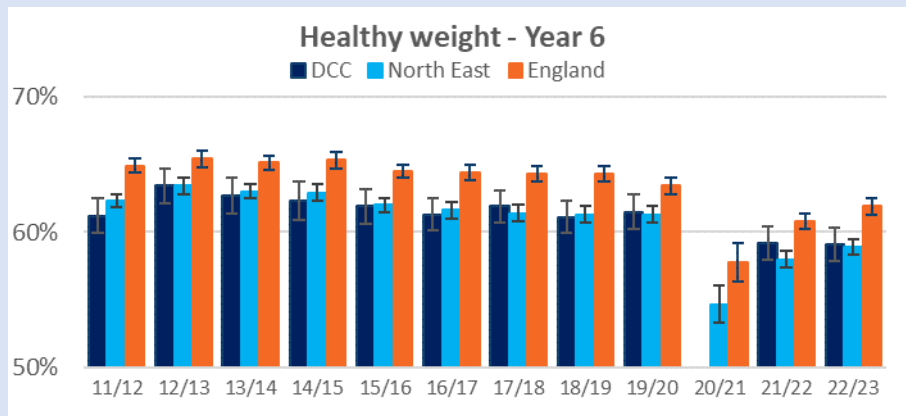
Overweight (including obesity) - reception



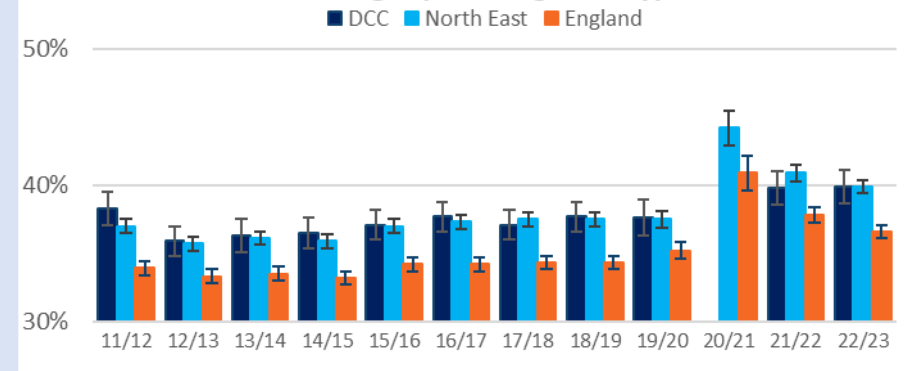
Post-pandemic the percentage of children aged 4-5 years old who are overweight or obese in Durham has increased. Again, the rate is similar to the North East. Pre-pandemic rates in Durham were also similar to those seen in England, however, latest data shows a five percentage point difference between these areas.

Rates of healthy weight / overweight in Year 6 children (aged 10-11)

Percentage of children of a healthy weight is seen at Year 6 is lower compared to those of reception age. This is demonstrated nationally with latest data showing 77.5% of reception children are of a healthy weight compared to 61.9% at Year 6. Levels in Durham, however, are significantly lower than those seen nationally.



Overweight (including obesity) - Year 6



Nationally we have seen increasing levels of children who are overweight or obese since the pandemic. Similar to the reduction seen for Year 6 children of a healthy weight compared to reception aged children, more children are overweight at Year 6 compared to their reception. Levels in Durham continue to be higher than the national average.

Public Health – Healthy weight (children)

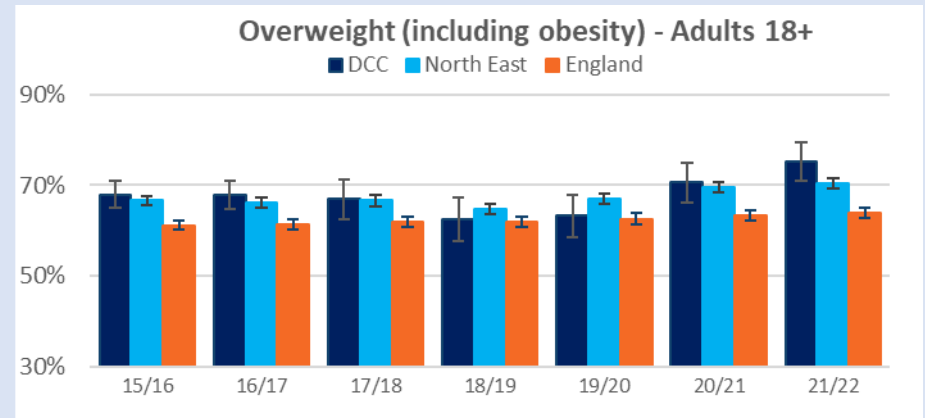
- 58 Healthy weight in children is very important as it provides them with a healthy base from their early years. County Durham, on average, has around 3,625 (73.2%) classified as being of a healthy weight (2022/23) which is statistically significantly worse than England (77.5%). The percentage of children aged 4-5 years old of a healthy weight in Durham has also deteriorated since the pandemic and the gap with England has widened.
- 59 Nationally, one in five children are overweight or very overweight when they start school, rising to one in three children when they leave primary school. Not only does this increase the risk of becoming overweight in adulthood, but it increases the risk of ill-health and dying early in adult life.
- 60 The percentage of children aged 4-5 years old who are overweight or obese in Durham has increased post-Covid. On average, in reception there are approximately 1,290 children (26.1% or one in four children) who are living with overweight or obesity in Durham (2022/23). This rate is similar to that seen in the North East, however, is significantly worse than England. Prior to the pandemic Durham rates were similar to England, however, latest data now shows a 5-percentage point difference.
- 61 Data shows the clear reduction in children of a healthy weight in reception (73.2%) to those of a healthy weight in Year 6 (59.1%) in Durham. The reduction is demonstrated nationally with latest data showing 77.5% of reception children are of a healthy weight compared to 61.9% at Year 6. These rates for Durham are significantly worse than those seen nationally, however, are similar to regional trends.
- 62 Nationally we have seen increasing levels of children who are overweight or obese since the pandemic. On average, in Year 6, there are around 2,225 children in Durham living with overweight and obesity. The level of children living with overweight or obesity in Year 6 in Durham (39.9%) is similar to the North East (also 39.9%) and statistically significantly worse than England (36.6%).

Public Health Focus – Healthy Weight (Adults)

(annual data as at 31 March 2022)

Overweight or obese adults

- Percentage of adults who are overweight or obese has increased following the pandemic.
- Whilst data demonstrates a reducing percentage up to 2019/20 recent data (2021/22) is the highest percentage of overweight adults recorded.
- Previously the level of overweight adults in Durham was similar to both regional and national benchmarking. Whilst just about remaining statistically similar to the North East recent data show that that levels are now significantly higher in Durham compared to the national average.



Public Health – Healthy Weight (adults)

- 63 Latest data (2021/22) shows that the percentage of adults (aged 18+) classified as overweight or obese (75.2%) in Durham is statistically significantly worse than both the regional (70.5%) and national (63.8%) position.
- 64 The percentage of adults who are overweight or obese has increased following the pandemic. Whilst data demonstrates a reducing percentage up to 2019/20, recent data (2021/22) is the highest percentage of overweight adults recorded. Previously the level of overweight adults in Durham was similar to both regional and national benchmarking.

Health Weight challenges

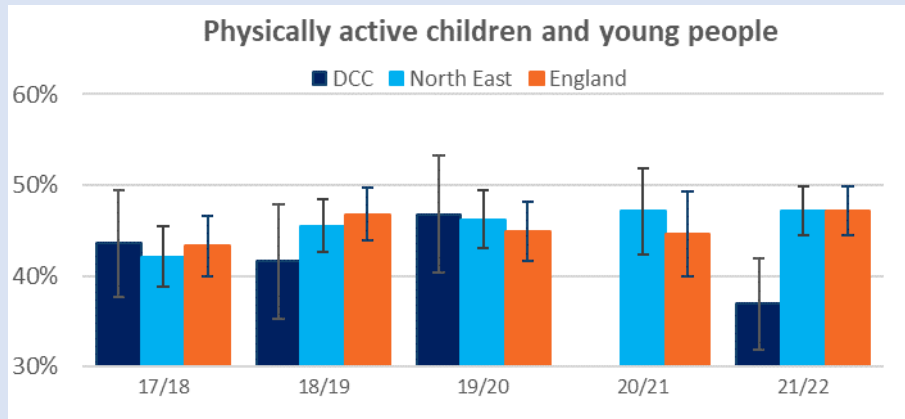
- 65 Whilst prevalence of overweight and obesity in children at reception age and year 6 is similar to our regional neighbours, it is significantly worse than the national average. Prevalence of overweight and obesity in our adult population is worse than both regional and national averages. To address these issues, a review of approaches to achieving healthy weight in County Durham has been completed. This has yielded a suite of recommendations that will form a multi-agency action plan. Progress will be reported to, and monitored by, the Health and Wellbeing Board.

Public Health Focus – Physical Activity

(annual data as at 31 March 2022)

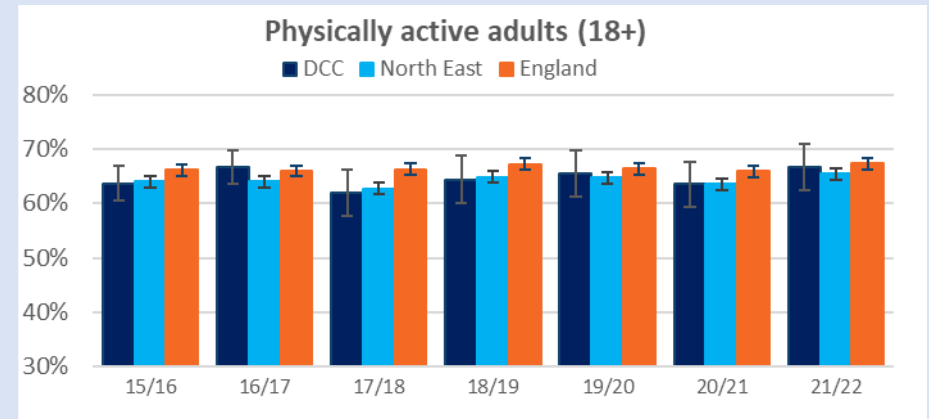
Physically active children and young people

- Latest data for children and young people who are physically active in Durham has deteriorated since the pandemic.
- Percentage of physically active children and young people in Durham (36.9%) is statistically significantly worse than both the regional (47.2%) and national (47.2%) position.



Physically active adults (18+)

- Over the last few years there has been little change in the percentage of physically active adults (aged 18+). The percentage of physically active adults in Durham (66.7%) is similar to both the regional (65.4%) and national (67.3%) data.



Public Health – Physical Activity

- 66 Physical activity supports people to maintain a healthy weight. Latest data for children and young people who are physically active in Durham has deteriorated since the pandemic. The percentage of physically active children and young people in Durham (36.9%) is statistically significantly worse than both the regional (47.2%) and national (47.2%) position.
- 67 Over the last few years there has been little change in the percentage of physically active adults (aged 18+). Since 2021/22, however, the percentage of physically active adults in Durham has increased by 3.2 percentage points. Latest data show that the percentage of physically active adults in Durham (66.7%) is similar to both the regional (65.4%) and national (67.3%) data.

Physical Activity challenges

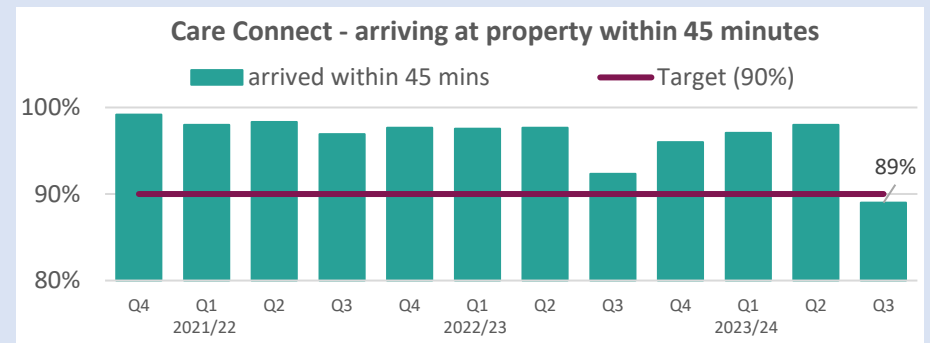
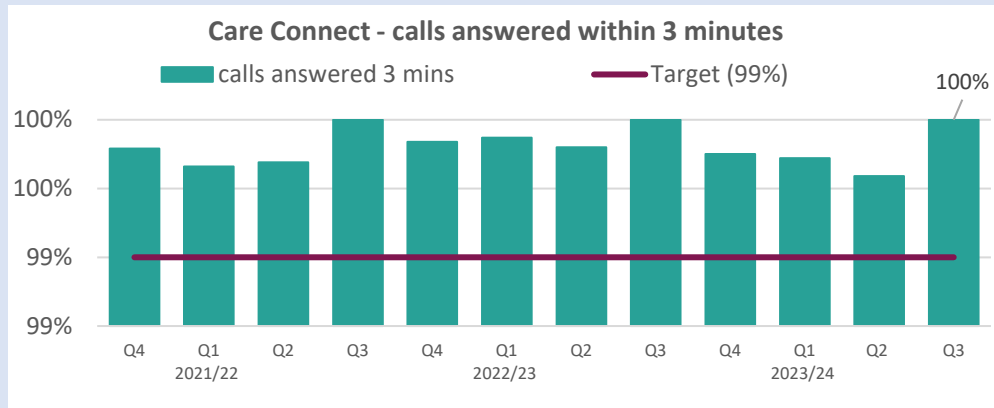
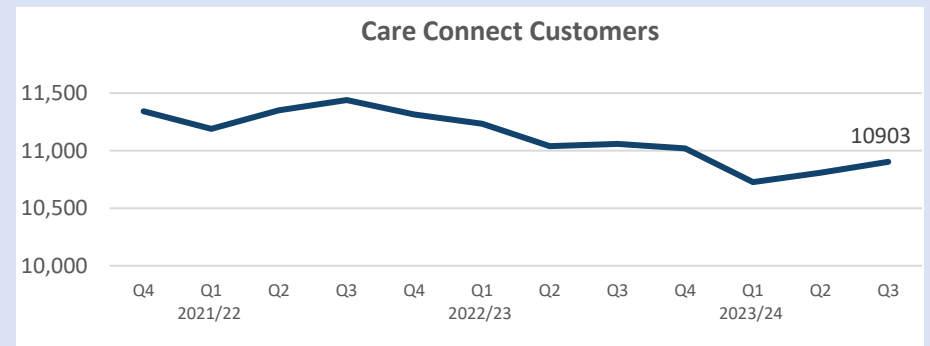
- 68 Whilst children and young people in County Durham are now less active than they were during the period 2019/20, levels amongst adults have remained relatively static. Spring 2024 will see the launch of 'Moving Together in County Durham', our new, local physical activity strategy that has been produced with County Durham Sport. Increasing movement in our children and young people is a key priority action area of this strategy and Durham County Council is now working in close collaboration with a range of local stakeholders to increase levels of physical activity at home, within educational establishments and in our communities. Progress will be monitored by the Physical Activity Strategy Committee, reporting annually to the Health and Wellbeing Board.

Housing Vulnerable People Dashboard – Care Connect and Disabled Facilities Grants

(quarterly data at 31 December 2023)

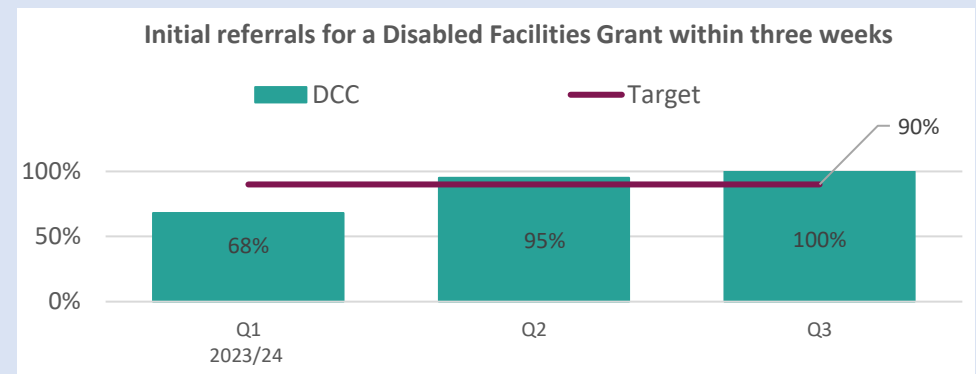
Care Connect

- Winter offer of a free installation fee gained 256 new customers over November and December.
- Staff responded to 7,483 emergency calls this quarter, 7,201 were responded to within 45 mins.
- Annual Survey indicates that 97% of respondents agreed that the services they had received so far left them either 'very satisfied' or 'satisfied'



Disabled Facilities Grants (DFG)

New processes implemented during quarter two, including allocating responsibility to dedicated team members for first contact, continue to increase performance.



Care Connect

- 69 The December Offer of free installation fee worked well with 256 new customers taking up the Connect service during November and December.
- 70 Of the 7,483 emergency calls staff responded to this quarter, 89% (7,201) were responded to within 45 minutes, worse than the last quarter (98.9%) and the same period last year (92.3%). This was mainly due to high levels of sickness and staff vacancies. 22 were responded to after 60 minutes due to location of properties.
- 71 Care Connect has completed their annual survey with the following initial feedback, the full report will be available in early 2024:
- 97% of respondents agree that the services they received so far left them either 'very satisfied' or 'satisfied'.
 - 100% would recommend Care Connect to family or friends if they needed it.
 - 100% agreed that the service helps to provide reassurance to their family or carers.
 - 98% agreed that the service helps them to remain independent at home.
 - 97% said that the overall impression of the services Care Connect provided were 'very good' or 'good'.

Disabled Facilities Grants

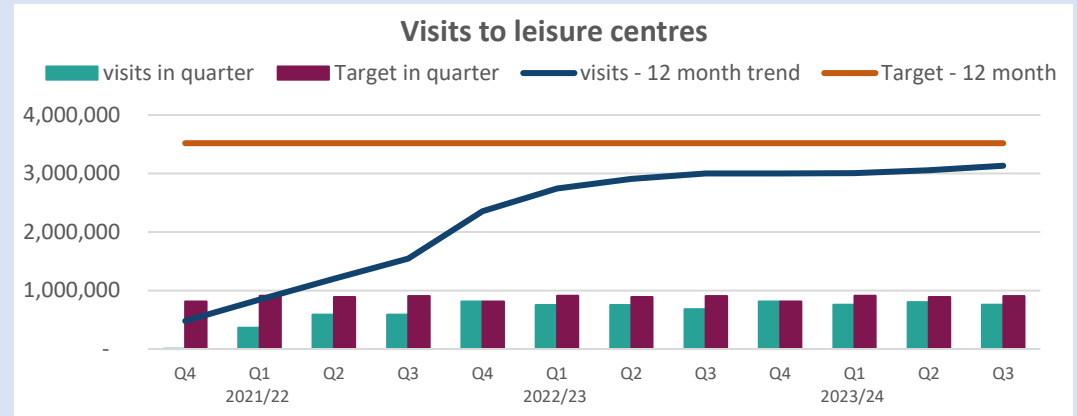
- 72 During quarter three, 100% of potential clients were contacted within three weeks of their initial referral for a Disabled Facilities Grant, which is 10 percentage points better than target and a five percentage points increase compared to quarter two. New processes implemented during the quarter, including allocating responsibility to dedicated team members for first contact, continues to increase performance.

Physical Activity Dashboard

(quarterly data at 31 December 2023)

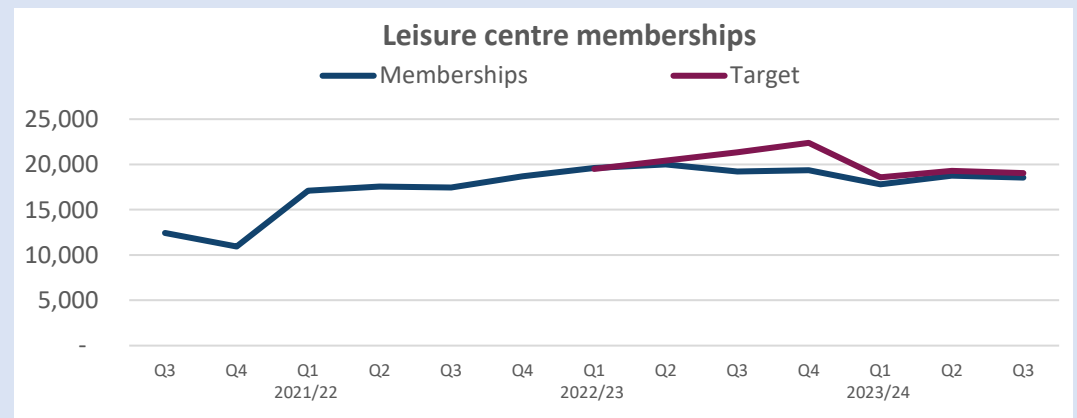
Leisure centre visits

- 758,564 visits this quarter, worse than target by 16% (-146,076).
- Visits continue to be affected by transformation works across several of our facilities and temporary disruptions to service.
- Target to be reviewed in 2024/25 to better reflect the ongoing disruption to some sites and positive impact following our improvement works.



Leisure memberships

- 18,551 members this quarter, worse than target by 2.7% (510).
- Leisure centre closures as part of our leisure transformation programme have impacted sales over the last few quarters.
- We continue to work with the marketing team and partners to promote sales.
- Work continues on the membership cleanse, with 90% of memberships transferred onto the new membership and pricing in November 2023, with the remaining transferred by 1 April this year.



Leisure Centre Visits

- 73 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 758,564 visits this quarter which is 16% (-146,076) worse than target (904,640). Visits are also down on quarter two (-5.5%, 43,895) and down on the same period last year (-11.4%, 77,827).
- 74 Visits continue to be affected by transformation works across several of our facilities. Despite Peterlee leisure centre re-opening its new service 30 October 2023, the pool is still closed, and this will also impact quarter four.
- 75 Commencement of transformation works at Louisa leisure centre continues to cause disruption to service.
- 76 Consett main swimming pool was temporarily closed during the reporting period due to essential repair works.
- 77 Teesdale works have been confirmed and the site will be closed during quarter four.
- 78 As targets are based on a fully operational service this will be reviewed in 2024/25 to better reflect the ongoing disruption at some sites and the positive impact following our improvement works.

Leisure Centre Memberships

- 79 Overall membership numbers this quarter are worse than target by 2.7% (510), with 18,551 members recorded at the end of December. Leisure centre closures due to our leisure transformation programme have impacted sales over the last few quarters, however, sales have started to increase over the last few months. We continue to work with our marketing team and partners to promote sales.
- 80 Data cleansing work commenced in quarter one continues, with 90% of memberships transferred onto the new membership and pricing in November 2023, with the remaining to be transferred by 1 April 2024.

Data Tables

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
				Household waste re-used, recycled or composted	Oct 22 – Sep 23	36.5%	Tracker	37.7%	April 21 – March 22	38.1%	42.5%	33.5%	Yes	Yes

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

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

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

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

Our Economy: summary data tables

Business Support KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Organisations involved in the Better Health at Work Award	Dec 2023	131	Tracker	76					Yes	No

Our Environment: summary data tables

Sustainable Transport and Active Travel KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Cycling and walking levels	2022	65.6%	Tracker	67.7%	2022	65.6%	70.6%	67.5%	Yes	No
					Satisfaction with cycle routes & facilities (<i>confidence intervals +/-4pp</i>)	2023	50%	Tracker	52%	2023	50%	50%		Yes	No

Our People: summary data tables

Adult Social Care KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Referrals into adult social care	Oct-Dec 23	5557	Tracker	5,180					Yes	No
					Initial assessments for Adult Social Care completed within 28 days	Oct-Dec 23	65.2%	Tracker	56.9%					Yes	No

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Care Act assessments completed	Oct-Dec 23	571	Tracker	571					Yes	No
					Service users receiving an assessment or review within the last 12 months	Oct-Dec 23	68.3%	Tracker	60.8%					Yes	No
					Individuals who achieved their desired outcomes from adult safeguarding	Oct-Dec 23	93.2%	Tracker	92.1%	Jan-Mar 23	91.8%	94.8%	93.8%	Yes	No
					Satisfaction of people who use services with their care and support <i>Confidence intervals +/-4.3pp</i>	2022/23	66.8%	Tracker	64.5%	2022/23	66.8%	64.4%	66.4%	No	No
					Satisfaction of carers with the support and services they receive <i>Confidence intervals +/-5.1pp</i>	2021/22	40.8%	Tracker	51.2%	2021/22	40.8%	36.6%	42%	No	No
					Hospital discharges receiving reablement	Oct-Dec 23	367	Tracker	297					Yes	No
					Older people still at home 91 days after discharge from hospital into reablement / rehabilitation services	Jan-Dec 2023	86.8%	84.0%	91.9%	Apr 22-Mar 23	84.1%	81.8%	80.7%	Yes	No
					Average age people can remain living independently in their own home	2023/24	83.9 years	Tracker	84.6 years					No	No
					Adults aged 65+ per 100,000 population admitted on a permanent basis to residential or nursing care	Oct-Dec 23	571.8	490.1	449.9	Jan-Mar 22	513.3	538.5		Yes	No
					Service users receiving Direct Payments	Oct-Dec 23	13%	Tracker	12.8%	Apr 22-Mar 23	12.7%	26.2%	21.4%	Yes	No
					Service users receiving Direct Payments	Oct-Dec 23	684	Tracker	694					Yes	No
					Service users receiving home care	Oct-Dec 23	3,214	Tracker	3,789					Yes	No
					Service users receiving Telecare care	Oct-Dec 23	2,122	Tracker	2,103					Yes	No

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Service users receiving day care	Oct-Dec 23	1,046	Tracker	1,025					Yes	No
					Requests resulting in a service – adult social care	2022/23	774	Tracker	1,229	2022/23	774	1,860	2,743	No	Yes
					Workforce turnover rate – adult social care	2022/23	29.6%	Tracker	25.3%	2022/23	29.6%	28.3%	26.4%	No	Yes
					People in adult social care – quality of life	2022/23	0.393	Tracker	0.414	2022/23	0.393	0.411	0.415	Yes	Yes
					Carer quality of life – adult social care	2021/22	8.2	Tracker		2021/22	8.2	7.3	7.7	No	Yes
					Short term service provision – adult social care	2022/23	70.9%	Tracker	92.7%	2022/23	70.9%	77.5%	81.7%	Yes	Yes
					People using services who found it easy to find information – adult social care	2022/23	71.6%	Tracker	65.1%	2022/23	71.6%	67.2%	62.7%	Yes	Yes
					Carers who found it easy to find information about services	2021/22	67.8%	Tracker	77.3%	2021/22	67.8%	57.7%	64.7%	No	Yes

Housing Vulnerable People KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Care Connect customers	Oct-Dec 23	10,903	Tracker	11,059					Yes	No
					Care Connect calls answered within 3 minutes	Oct-Dec 23	100%	99%	100%					Yes	No
					Care Connect calls arriving at the property within 45 minutes	Oct-Dec 23	89%	90%	92.4%					Yes	No
					Potential clients contacted within 3 weeks of initial referral for a Disabled Facilities Grant (DFG)	Oct-Dec 23	100%	90%	new					Yes	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					No	No

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					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					No	No

Public Health KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Children aged 4-5 who are a healthy weight <i>Confidence intervals +/-1.2pp</i>	2022/23	73.2%	100%	75.5%	2022/23	73.2%	77.5%	74%	Yes	No
					Children aged 10-11 who are a healthy weight <i>Confidence intervals +/-1.2pp</i>	2022/23	59.1%	100%	59.2%	2022/23	59.1%	61.9%	58.9%	Yes	No
					Gap in breastfeeding at 6-8 weeks between County Durham and national average	2022/23	19.0pp	Tracker	18.7pp					Yes	No
					Mothers smoking at time of delivery	Jul-Sep 23	11.9%	0%	13.7%	Jul-Sep 23	11.9%	8.0%	10.5%	Yes	No
					Smoking prevalence in adults (aged 18+)	2022	15.4%	5.0%	16.2%	2022	15.4%	12.7%	13.1%	Yes	No
					People reporting a low happiness score <i>Confidence intervals +/-2.4pp</i>	2021/22	11.0%	Tracker	8.8%	2021/22	11.0%	8.4%	9.9%	No	No
					Suicide rate per 100,000 population	2020-22	16.8	Tracker	15.8	2020-22	16.8	10.3	13.5	Yes	No
					Admissions under the Mental Health Act	Oct-Dec 23	207	Tracker	200					Yes	No
					Healthy life expectancy at birth: female	2018-20	59.9 years	Tracker	58.3 years	2018-20	59.9 years	63.9	59.7	No	No
					Healthy life expectancy at 65: female	2018-20	10.2 years	Tracker	9.0 years	2018-20	10.2 years	11.3	9.8	No	No

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Gap in female healthy life expectancy at birth: County Durham and England	2018-20	4.0 years	Tracker	5.6 years					No	No
					Gap in female life expectancy at 65: County Durham and England	2018-20	1.1 years	Tracker	2.3 years					No	No
					Healthy life expectancy at birth: male	2018-20	59.9 years	Tracker	58.3 years	2018-20	59.9 years	63.9	59.7	No	No
					Healthy life expectancy at 65: male	2018-20	8.7 years	Tracker	8.3 years	2018-20	8.7 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	34.1%	Tracker	32.7%	Jul 22-Jun 23	34.1%	35.1%	30.1%	Yes	No
					Successful completions of those in drug treatment: opiates	Jul 22-Jun 23	5.9%	Tracker	5.6%	Jul 22-Jun 23	5.9%	5.0%	4.0%	Yes	No
					Successful completions of those in drug treatment: non-opiates	Jul 22-Jun 23	33.2%	Tracker	31.7%	Jul 22-Jun 23	33.2%	31.4%	27.2%	Yes	No

Physical Activity KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Visits to Leisure Centres	Oct-Dec 23	758,564	904,640	680,737					Yes	No
					Leisure memberships	Oct-Dec 23	18,551	19,061	19,229					No	No

Glossary

Term	Definition
ACD	<p>Automatic Call Distribution</p> <p>Telephone calls are received either through our Automatic Call Distribution system, which routes calls to groups of agents based on a first-in-first-answered criteria, or directly to a telephone extension (non-ACD). Only calls received via our ACD system are included in our telephone statistics.</p>
AQMA	<p>Air Quality Management Area</p> <p>A geographical area where air pollution levels are, or are likely to, exceed national air quality objectives at relevant locations (where the public may be exposed to harmful air pollution over a period of time e.g., residential homes, schools etc.).</p>
ASB	Anti-social behaviour
ASCOF	<p>Adult Social Care Outcomes Framework</p> <p>measures how well care and support services achieve the outcomes that matter most to people (link)</p>
BATH	<p>Bishop Auckland Town Hall</p> <p>A multi-purpose cultural venue situated in Bishop Auckland market place. It offers regular art exhibitions, live music, cinema screenings and theatre performances, as well as a library service.</p>
BCF	<p>Better Care Fund</p> <p>A national programme that supports local systems to successfully deliver the integration of health and social care.</p>
B2B	<p>Business to Business</p> <p>B2B refers to selling products and services directly between two businesses as opposed to between businesses and customers.</p>
CAP	<p>Customer Access Point</p> <p>A location where residents can get face-to-face help and information about council services. There are eight CAPs across County Durham.</p>
CAT	<p>Community Action Team</p> <p>A project team which includes members of our community protection service, planning, neighbourhood wardens and housing teams, who work alongside police and community support officers and fire and rescue teams and residents to tackle housing and environmental issues in a specific area by identifying local priorities and making best use of resources.</p>
CDP	<p>County Durham Plan</p> <p>Sets out the council's vision for housing, jobs and the environment until 2035, as well as the transport, schools and healthcare to support it (link)</p>
CED	Community Economic Development

Term	Definition
CERP	<p>Climate Emergency Response Plan</p> <p>A community-wide call to action to help align all sectors on the actions required to further reduce greenhouse gas emissions and improve our resilience to the impacts of climate change.</p>
Changing Places toilet	<p>Toilets meet the needs of people with profound and multiple learning disabilities, as well as people with other physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis. These toilets provide the right equipment including a height adjustable adult-sized changing table, a tracking hoist system, adequate space for a disabled person and carer, a peninsular WC with room either side and a safe and clean environment including tear off paper to cover the bench, a large waste bin and a non-slip floor.</p>
CLD	<p>Client Level Dataset</p> <p>A national mandatory person-level data collection (to be introduced) that will replace the existing annual Short and Long Term (SALT) Support data collected by councils. CLD will be added to the single data list and will become mandatory for all local authorities.</p>
CNIS	<p>Child Not In School</p>
CPN	<p>Community Protection Notice</p> <p>Can be issued to anyone over the age of 16 to deal with a wide range of ongoing anti-social behaviour issues or nuisances which have a detrimental effect on the local community. There are three stages: the first stage is a written warning (CPW), the second a notice (CPN) the third is an FPN or further prosecution for failure to comply with the previous stages</p>
CRM	<p>Customer Relationship Management system</p>
CS&T	<p>Culture, Sport and Tourism</p>
CTR	<p>Council Tax Reduction</p> <p>Reduces council tax bills for those on low incomes</p>
DCC	<p>Durham County Council</p>
DEFRA	<p>Department for the Environment, Food and Rural Affairs</p> <p>A ministerial department, supported by 34 agencies and public bodies responsible for improving and protecting the environment. It aims to grow a green economy and sustain thriving rural communities. It also supports our world-leading food, farming and fishing industries (link)</p>
DHP	<p>Discretionary Housing Payments</p> <p>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.</p>
DHSC	<p>Department of Health and Social Care</p> <p>The DHSC supports the government in leading the nation's health and care system.</p>

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DLE	<p>Daily Living Expenses</p> <p>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).</p>
DoLS	<p>Deprivation of Liberty Safeguards</p> <p>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.</p>
EAP	<p>Employee Assistance Programme</p> <p>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.</p>
EET	<p>Employment, Education or Training</p> <p>Most often used in relation to young people aged 16 to 24, it measures the number employed, in education or in training.</p>
EHCP	<p>Education, Health Care Plan</p> <p>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.</p>
ERDF	<p>European Regional Development Fund</p> <p>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.</p>
EHE	<p>Elective Home Education</p> <p>A term used to describe a choice by parents to provide education for their children at home or in some other way they desire, instead of sending them to school full-time.</p>
ETA	<p>Extension of Time Agreement</p> <p>An agreement between the council and the customer submitting a planning application to extend the usual deadline beyond 13 weeks due to the complex nature of the application.</p>
FPN	<p>Fixed Penalty Notice</p> <p>Is a conditional offer to an alleged offender for them to have the matter dealt with in a set way without resorting to going to court.</p>
FTE	<p>Full Time Equivalent</p> <p>Total number of full-time employees working across the organisation. It is a way of adding up the hours of full-time, part-time and various other types of employees and converting into measurable 'full-time' units.</p>

Term	Definition
GVA	<p>Gross Value Added</p> <p><i>The measure of the value of goods and services produced in an area, industry or sector of an economy.</i></p>
HSF	<p>Household Support Fund</p> <p>Payments support low income households struggling with energy and food costs, or who need essential household items.</p>
ICO	<p>Information Commissioner's Office</p> <p>The UK's independent body's role is to uphold information rights in the public interest (link)</p>
IES	<p>Inclusive Economic Strategy</p> <p>Sets a clear, long-term vision for the area's economy up to 2035, with an overarching aim to create more and better jobs in an inclusive, green economy (link)</p>
JLHWS	<p>Joint Local Health and Wellbeing Strategy</p> <p>The Strategy (2023-28) supports the vision that County Durham is a healthy place where people live well for longer (link)</p>
KS2	<p>Key Stage 2</p> <p>The national curriculum is organised into blocks of years called 'key stages'. At the end of each key stage, the teacher will formally assess each child's performance. KS2 refers to children in year 3, 4, 5 and 6 when pupils are aged between 7 and 11.</p>
KS3	<p>Key Stage 3</p> <p>The national curriculum is organised into blocks of years called 'key stages'. At the end of each key stage, the teacher will formally assess each child's performance. KS3 refers to children in year 7, 8 and 9 when pupils are aged between 11 and 14.</p>
LGA	<p>Local Government Association</p> <p>The national membership body for councils which works on behalf of its member councils to support, promote and improve local government (link).</p>
L!NKCD	<p>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.</p>
LNRS	<p>Local Nature Recovery Strategies</p> <p>Propose how and where to recover nature and improve the wider environment across England.</p>
MMB	<p>Managing Money Better</p> <p>A service offered by the council which involves visiting residents' homes to carry out a free home energy assessment. In addition to providing advice on energy bills, the service can provide financial advice through referrals to benefits advice or help with a benefits appeal and other services for advice on benefit entitlements.</p>

Term	Definition
MTFP	Medium Term Financial Plan A document that sets out the council's financial strategy over a four year period
MW	MegaWatt is one million watts of electricity
NESWA	North East Social Work Alliance A social work teaching partnership made up of 12 North East councils 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.
NQSW	Newly Qualified Social Workers a social worker who is registered with Social Work England and is in their first year of post qualifying practice.
NVQ	National Vocational Qualification The NVQ is a work-based qualification that recognises the skills and knowledge a person needs to do a job.
Oflog	Office For Local Government The vision for Oflog is for it to provide authoritative and accessible data and analysis about the performance of local government, and support its improvement. Oflog is part of the Department for Levelling Up, Housing and Communities .
PDR	Performance and Development Review Is an annual process which provides all staff with the valuable opportunity to reflect on their performance, potential and development needs.
PRS	Private Rented Sector 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.
PSPO	Public Space Protection Order Are intended to deal with a nuisance or problem in a particular area that is detrimental to the local community.
QoL	Quality of Life
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations A RIDDOR report is required for work-related accidents which result in a reportable injury. The definition of a reportable injury can be found here
RQF	Regulated Qualifications Framework The RQF helps people understand all the qualifications regulated by the government and how they relate to each other. It covers general and vocational in England, and vocational in Northern Ireland. Link

Term	Definition
SALT	Short and Long Term Relates to the annual Short and Long Term (SALT) Support data collected by councils. It is to be replaced by a national mandatory person-level data collection (Client Level Data).
SEN	Special Educational Needs 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.
SEND	Special Educational Needs and Disabilities SEND can affect a child or young person's ability to learn and can affect their; <ul style="list-style-type: none"> ▪ behaviour or ability to socialise (e.g., they struggle to make friends) ▪ reading and writing (e.g., because they have dyslexia), ▪ ability to understand things, ▪ concentration levels (e.g., because they have attention deficit hyperactivity disorder) ▪ physical ability
SG	Settlement Grants 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.
SME	Small to Medium Sized Enterprise A company with no more than 500 employees.
Statistical nearest neighbours	A group of councils that are similar across a wide range of socio-economic. 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
UASC	Unaccompanied Asylum Seeking Children 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 council.
UKSPF	UK Shared Prosperity Fund 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.
WEEE	Waste Electrical and Electronic Equipment Any electrical or electronic waste, whether whole or broken, that is destined for disposal. The definition includes household appliances such as washing machines and cookers, IT and telecommunications equipment, electrical and electronic tools, toys and leisure equipment and certain medical devices.

Term	Definition
Yield	Proportion of potential income achieved