

Safer and Stronger Overview and Scrutiny Committee

16 April 2024

Quarter Three, 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 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](#) is undergoing its annual refresh and the plan for 2024-28 will be considered by Council on 28 February 2024. Subject to 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as set out by the Department for Levelling Up, Housing and Communities (DLUHC)¹ Best Value Standards and Intervention Draft Guidance.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, due largely to inflationary and demand pressures.
- 10 The overall crime rate in County Durham has fallen and compares favourably with many council areas in the region. However, there has been a steady increase in referrals of domestic abuse to our support services. The number of eligible private sector rented properties which are fully licensed under the selective licensing scheme is now at 43%. Fatalities from road traffic accidents is worse than comparators.

¹ [Best Value standards and intervention](#)

Recommendation

11 Safer and Stronger Overview and Scrutiny Committee 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.

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://democracy.durham.gov.uk/documents/s168768/Council%20Plan%20Refresh%20Appendix%203.pdf>
- 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 communities

- 3 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

- 4 The overall crime rate for County Durham has fallen and is lower than the majority of comparators in the North East region.

Issues we are addressing

- 5 Forty-three percent of private rented sector properties covered by the selective licensing scheme are now licensed. Our enforcement team continues to target properties not yet licensed.
- 6 Fatalities from road traffic accidents have increased. We continue to support a reduction in road traffic casualties through a range of education programmes and campaigns.
- 7 Although fewer incidents of domestic abuse are being reported to police, there has been a steady increase in referrals to Harbour Support Services.

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 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

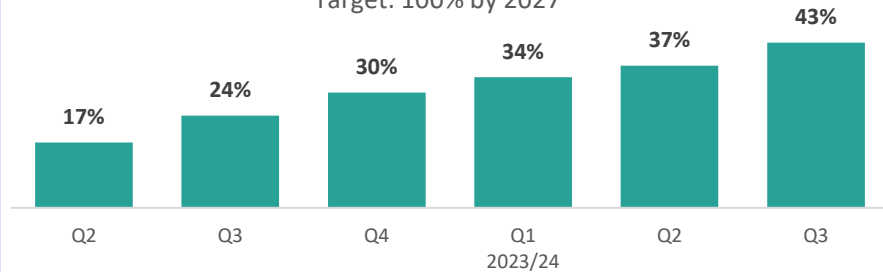
(discrete quarterly data)

Selective Licensing (Private Rented Sector properties - PRS)

- 11,175 properties are fully licenced. A further 1,108 applications are being processed.
- 289 exemptions in place.
- 142 enforcement cases have either started or in process of being actioned. One has led to a successful prosecution.
- A new Financial Penalty policy is now in place (as an alternative to prosecution) to encourage landlords with any unlicensed properties to apply for licences.

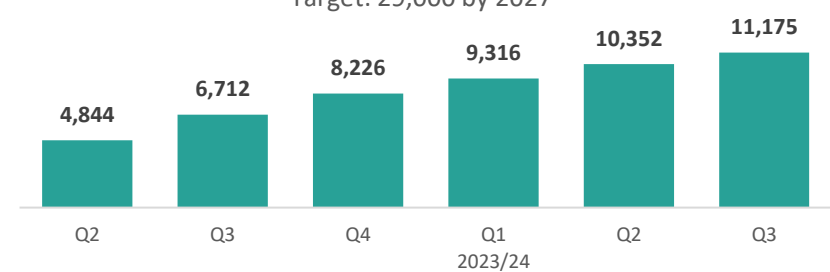
% of PRS properties covered by Selective Licence Scheme that are fully licenced or legal proceedings instigated (YTD)

Target: 100% by 2027



No. PRS properties covered by Selective Licence Scheme that are fully licenced (YTD)

Target: 29,000 by 2027



Selective Licensing

- 9 Of the estimated 29,000 private sector properties covered by the selective licensing scheme, 11,175 are now fully licenced (39%) and, as at 31 December, a further 1,108 applications were being processed. Twelve live temporary exemptions and 277 family exemptions are in place.
- 10 A further 122 properties are under investigation for not having a licence. Four prosecution files, relating to 14 properties, are being progressed. During quarter three, there was one successful prosecution, one retrial arranged for quarter four, and six civil penalties issued. 12,470 of private rented sector properties covered by the licence scheme that are either fully licenced or legal proceedings instigated (43%).
- 11 The enforcement team continue to target all private rented properties not yet licenced and a new Financial Penalty Policy is now in place (as an alternative to prosecution) to encourage landlords with unlicenced properties to apply for licences.

ASB in Selective Licensing Areas

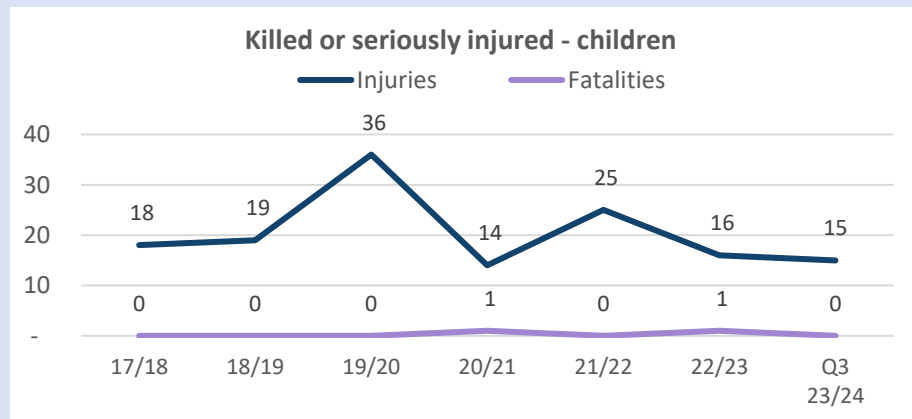
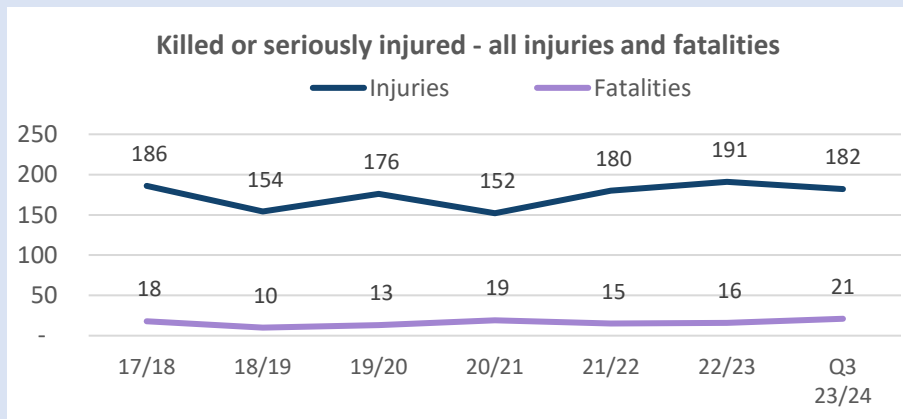
- 12 We are continuing to experience issues with our ASB recording system so are unable to provide an update in relation to this indicator. We are working to resolve the issue.

Road Safety Dashboard

(12 month rolling trend)

Road Safety

- 2022 and 2023 data is provisional and subject to change. Once the provisional data is confirmed, causation factors will be reported.
- We continue to work to reduce road traffic casualties through education programmes, training courses and road safety campaigns.
- Targeted road safety education in schools and communities include:
 - Bikeability cycle training
 - Child pedestrian training
 - Face-to-face visits and activities alongside 'travel safely' sessions
- Campaign work, with partners, during quarter three has focused on dark nights, Halloween, car maintenance, tyre safety, 'Brake Road Safety Week', 'Fatal Four' weather and drink & drug driving.

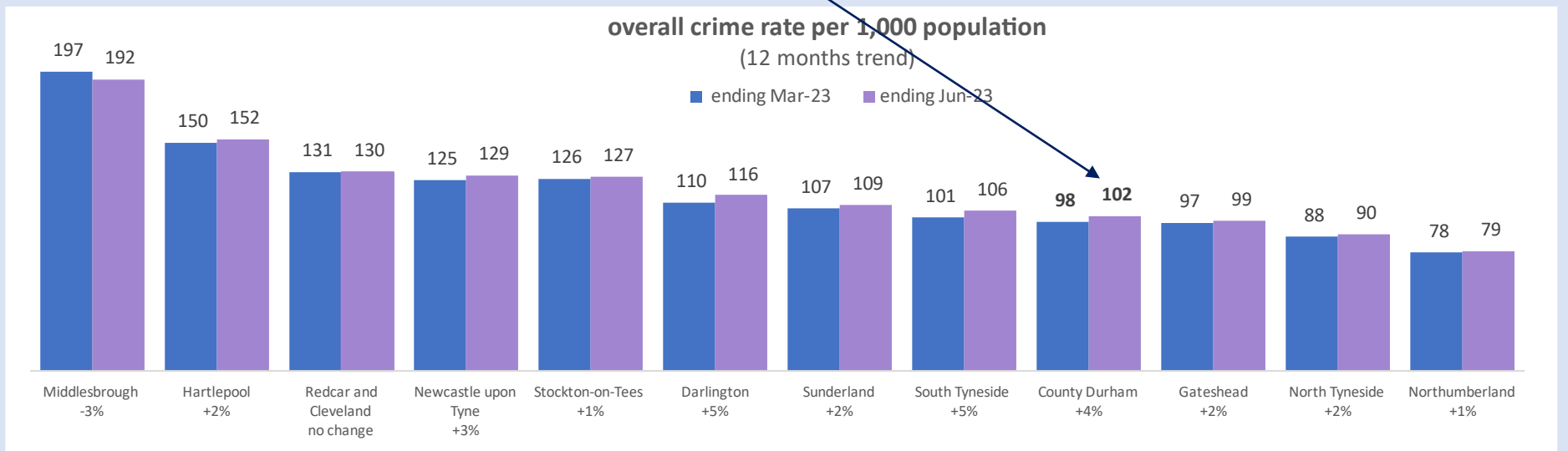
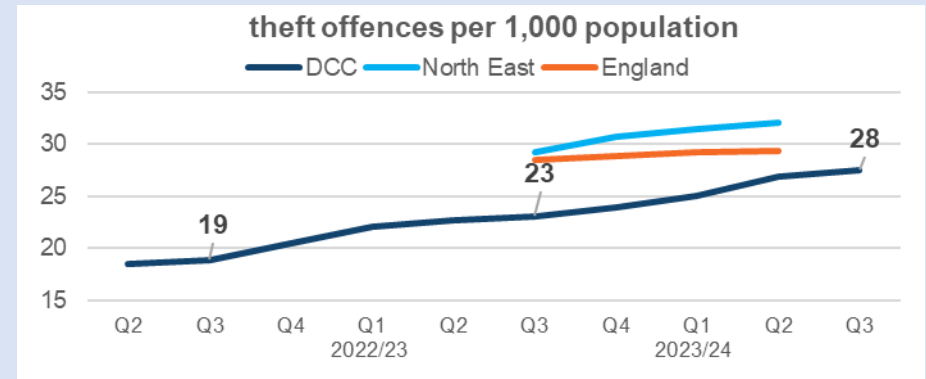
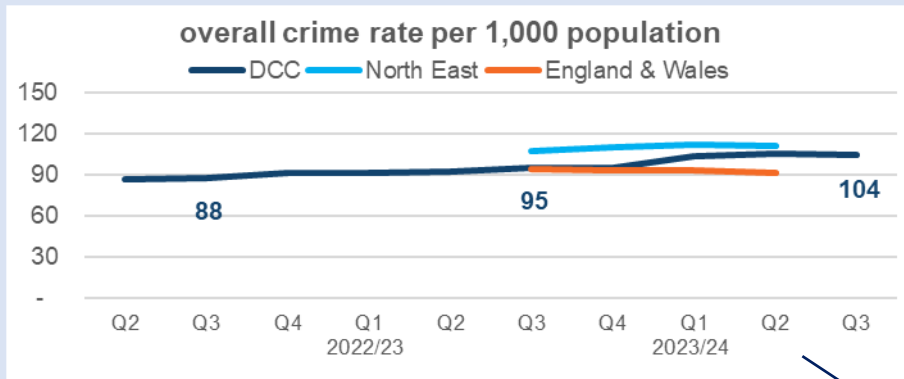


Road Safety

- 13 Comparing 2022 to 2023 casualty data (January-December) indicates an increase in fatal casualties (+5) but a reduction in those seriously injured (-9). However, both the 2022 and 2023 data is provisional and subject to change. Once the provisional data is confirmed, causation factors will be reported.
- 14 Age groups with the highest number of casualties were 16 to 20 and 21 to 25 year olds. Collision hotspot areas are linked to more urban areas including Bishop Auckland, Peterlee, Chester-le-Street, Consett and Stanley.
- 15 In relation to children (0 to 15 years) between 2022 and 2023, there has been a slight reduction in the overall number of casualties and severity, with the highest number falling into the 11 to 15 age group.
- 16 In terms of road user groups, across all casualties, increases were seen in car occupants (+10) and cyclists (+5), with reductions in all other road user groups. Similarity, in relation to children, there was a slight increase in car occupants (+3) and reductions in all other road user groups.
- 17 We continue to support the reduction of road traffic casualties through a series of education programmes, training courses and road safety campaigns. During the first term of the new academic year:
 - 931 Bikeability cycle training places were delivered,
 - 5,394 children received face-to-face visits and activities,
 - a further 245 pupils completed Child Pedestrian Training sessions,
 - 916 Year 7 pupils in their transition term from primary to secondary school have benefited from 'travel safely' sessions-
- 18 Campaign work during quarter three, which compliments and supports the work undertaken by our local and regional road safety partners, focused on dark nights, Halloween, car maintenance, children/pedestrian safety, tyre safety, 'Brake Road Safety Week', 'Fatal Four', weather and drink & drug driving.
- 19 In addition, our Road Safety Facebook Page continues to grow, with 56 posts, reaching an audience of 14,755. A post featuring a School Crossing Patrol and the valuable role they provide saw individual audience views of over 84k.

Crime Dashboard

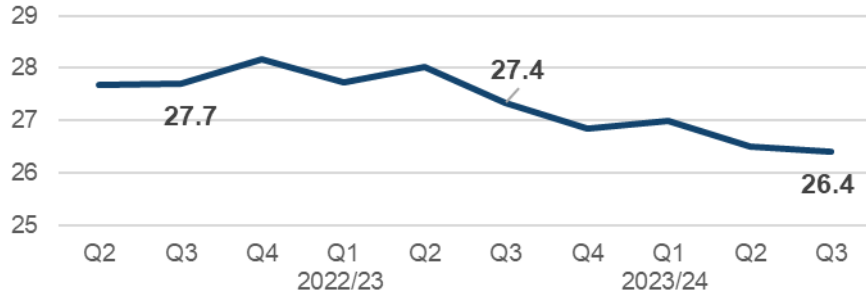
(12 months ending 31 December 2023)



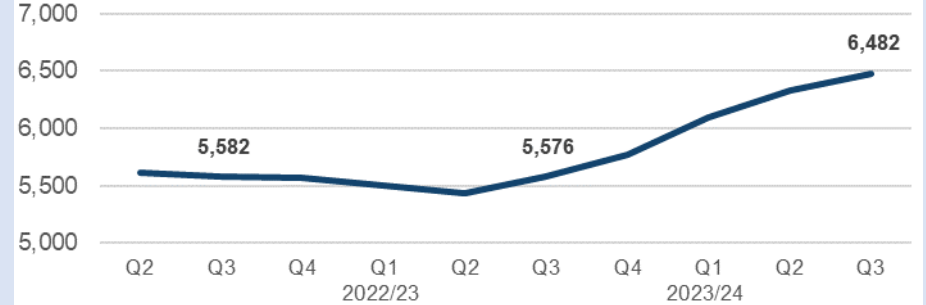
Protecting Vulnerable People from Harm Dashboard

(12 months ending 31 December 2023)

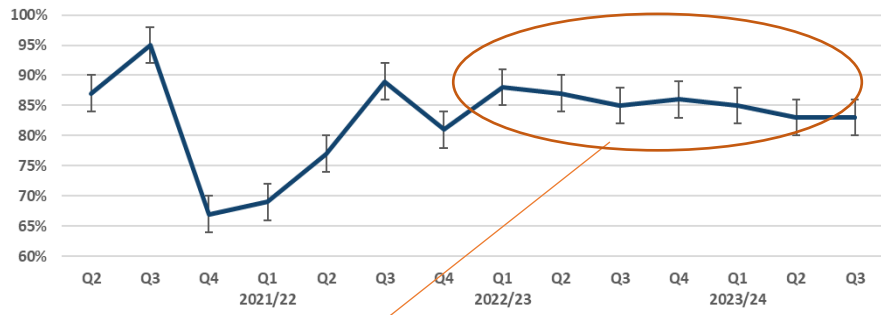
Domestic Abuse incidents reported to the police per 1,000 population



Adult victims referred to Harbour

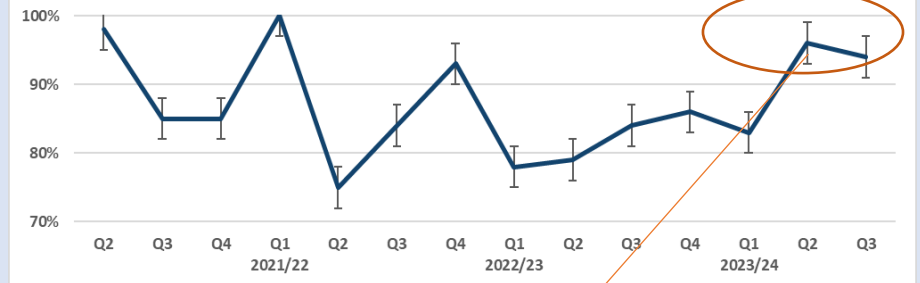


Harbour clients at case closure who reported feeling safe



Statistically similar proportion

% of children and young people completing an intervention with Harbour and reporting feeling safer



Statistically better than the previous five quarters

Crime

- 20 Whilst 18 of 43 forces nationally have seen an increase in all recorded crime volume (12 months ending October 2023), Durham records the highest percentage increase in the country (12% compared to the most similar forces rise of 4%).
- 21 Theft offences observe a notable increase in crime rate driven by increases in recorded shoplifting, residential burglary and vehicle crime.
- 22 Theft of motor vehicle and theft from motor vehicle both observe increases in crime rate since June 2023. Between April and December 2023, Durham recorded an increase of 26% for vehicle crime. Despite this, both maintain a crime rate lower than national. Vehicle crime continues to be a national issue with keyless car technology being the vulnerability that is targeted. Devices can be acquired online that circumvent the vehicles complex security system. Second hand cars are highly desirable, on average more than 30% more expensive than two years ago. Often, they are used by criminals as currency. The technology of keyless cars continues to improve; however, criminals are advancing their own tactics in response.
- 23 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 partially explain this increase. There is also a suggestion that organised criminality, as distinct from organised crime groups, is playing a part. Retailers who have experienced the greatest overall volume of crime has been the focus for intervention following implementation of a problem profile to address the issue. Neighbourhood crime and shop theft continue to be monitored at the daily leadership meetings, local accountability meetings, operational performance meetings and force performance levels when deemed necessary.
- 24 In August 2022, a new process was adopted in the police force in order to comply with national crime recording standards relating to ASB. As a result, there was an increase in the number of recorded crimes.

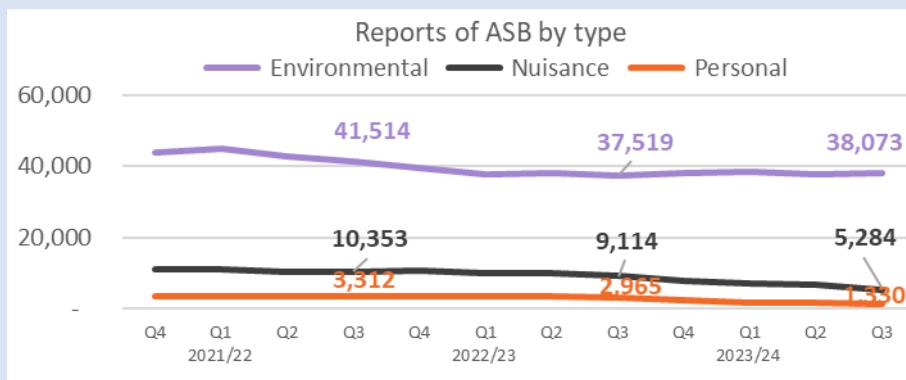
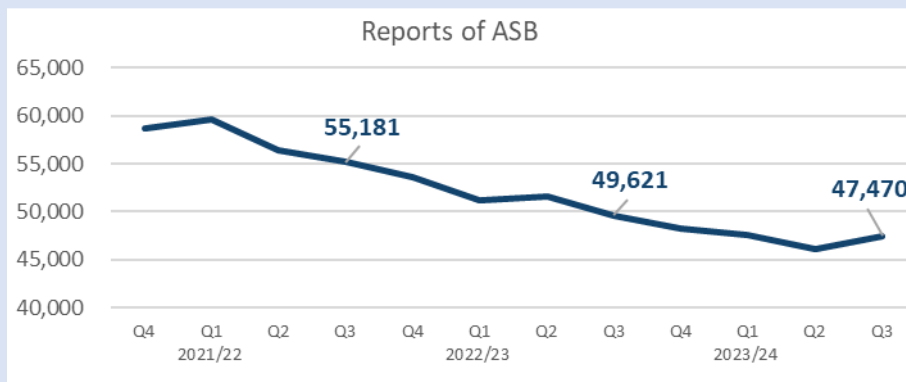
Domestic Abuse

- 25 Although fewer domestic abuse incidents were reported to the police in the 12 months ending December 2023, 11% more victims were referred to Harbour Support Services.
- 26 During quarter three of the 1,597 domestic abuse victims referred to Harbour Support Services, 74 of these were considered at a high risk and 239 had been referred to Harbour at least twice in the last 12 months.
- 27 On average, a victim experiences domestic abuse for four years before accessing help from Harbour.

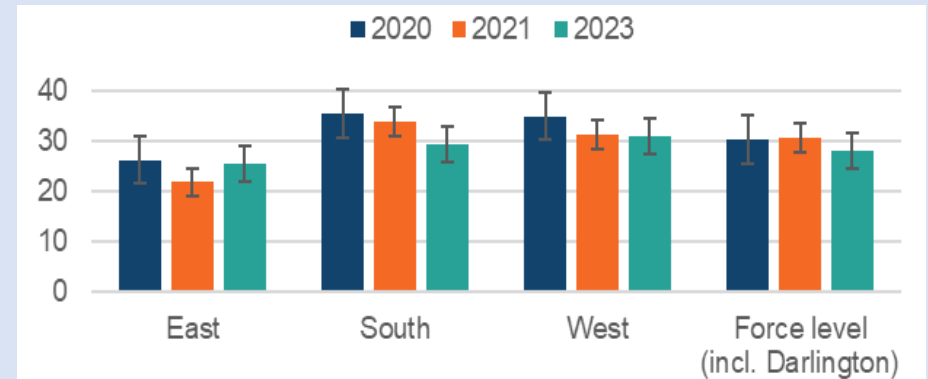
Anti-Social Behaviour Dashboard

(12 months ending 31 December 2023)

	Last year	This year	change	
Environment ASB	37,519	38,073	+554	+1.5%
Nuisance ASB	9,114	5,284	-3,830	-42%
Personal ASB	2,965	1,330	-1,635	-55%
All ASB	49,621	47,470	-2,151	-4%



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



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)

- 28 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

- 29 Data from the most recent survey shows a smaller proportion of respondents agree that the police and the council 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.
- 30 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.
- 31 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

- 32 To respond to issues of anti-social behaviour in Cockton Hill, Bishop Auckland, utilising community engagement and partner intelligence, the CAT prioritised dealing with rubbish accumulations in gardens, on streets and on waste ground; dog fouling and anti-social behaviour. Our response included:
- 163 pieces of casework were actioned following resident reports and proactive walkabouts – 14 are ongoing
 - 74 legal notices were issued on 22 properties to remedy defective state of premises and for the removal of noxious matter
 - Neighbourhood Wardens issued 12 Community Protection Warnings, 10 Community Protection Notices, 10 Fixed Penalty Notice and one Household Duty of Care notice and increased patrols for fly tipping and dog fouling.
 - The Empty Homes team liaised with property owners with 8 properties being returned to occupation
 - Fire safety undertook Safe and Wellbeing Visits to 80 properties
 - Focused activity from Public Health including signposting to local drug and alcohol support and advice
 - Other actions undertaken included focused weekly walkabouts, community litter picks, school visits, recycling assistants liaised with residents on contaminated

recycling bins, the Police issued 2 Community Protection Notices in relation to the use of vehicles in an anti-social manner.

- 33 Our community safety teams have also been in local communities addressing residents' concerns about a range of anti-social behaviour issues or concerns. Liaising with residents and partners, issues have included dealing with reports of fly-tipping and fires; liaising with property owner re abandoned house and cars; responding to concerns of uninsured firework displays and speeding vehicles; carrying out work to limit access to off-road bikes and deal with access to empty properties; responding to incidents of unauthorised encampments; supporting vulnerable people; tension monitoring; providing advice to residents re illegal money lenders; responding to concerns of rough sleepers.
- 34 In response to environmental offences in the last 12 months our wardens have issued 2,030 Fixed Penalty Notices (FPNs) including:
- 1,093 for littering
 - 493 Community Protection Notices for untidy yards and gardens and
 - 223 for failure to comply with the Public Space Protection Order (PSPO).

Untidy yards and gardens

- 35 We continue to address the issues caused by the build-up of rubbish and noxious material in yards and gardens. With a dedicated clearance team and the use of additional legislative powers, in the last 12 months we have:
- cleared 2,321 incidents.
 - issued 1,633 Community Protection Warnings (CPW),
 - issued 848 Community Protection Notices (CPN),
 - 404 Fixed Penalty Notices,
 - 131 prosecutions.

Horde Together

- 36 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.
- 37 Through Making Every Adult Matter 18 clients have been accepted in the quarter bringing the current caseload to 39, poor housing is the primary presenting issue.
- 38 We have responded to a range of reports of properties being open to access, drainage issues, noise, accumulation of needles, housing and other accumulations. As a result of further investigations during the quarter we have issued 11 notices served on properties.
- 39 Due to the previous sustained enforcement work, there has been an increase during the quarter in the compliance of Notices served with owners taking responsibility and undertaking the work specified in the Notice, reducing the amount of work needing to be carried out in default. 18% of notices were completed in default during October-December 2023 from 40% in July-September 2023.

- 40 Through the Horden Together Community Activator Grants, in partnership with the East Durham Trust, a number of projects are being supported including:
- Groundwork and Move County Durham – youth sessions, including games and multi-sports for 11-17 years;
 - The Ark/Victory Church – purchase of musical instruments to form a youth band (4-18 years);
 - Humankind Recovery Centre - Development of a Community Garden and holistic space;
 - Horden CWFC – contribution towards operational running costs in providing and delivering football training and coaching sessions for children, young people and adults.

Data Tables

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
Yellow	Grey	Red	Grey	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 Communities: summary data tables

Housing Standards KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated	Oct-Dec 23	43%	100% (by 2025)	24%					Yes	No
					ASB incidents per 10,000 population within the Selective Licensing Scheme	Jul 22-Jun 23	212.97	224.28	287.7					No	No

Road Safety KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Road traffic accidents: fatalities	Oct-Dec 23	6	Tracker	4					Yes	No
					Road traffic accidents: seriously injured	Oct-Dec 23	44	Tracker	55					Yes	No
					Road traffic accidents: fatalities (children)	Oct-Dec 23	0	Tracker	0					Yes	No
					Road traffic accidents: seriously injured (children)	Oct-Dec 23	3	Tracker	2					Yes	No
					Road traffic collisions per billion vehicle miles – all	2022	186.86	Tracker	204.5	2022	186.86	352.07	255.65	Yes	No
					Road traffic collisions per billion vehicle miles – fatal	2022	5.90	Tracker	4.42	2022	5.90	4.86	4.36	Yes	No

Protecting Vulnerable People from harm KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Domestic Abuse incidents reported to the Police per 1,000 population	2023	26.4	Tracker	27.7					Yes	No

					Harbour clients feeling more confident on case closure	Oct-Dec 23	88%	Tracker	87%					Yes	No
					Harbour clients feeling their quality of life has improved on case closure	Oct-Dec 23	84%	Tracker	83%					Yes	No
					Children and young people completing an intervention with Harbour and reporting feeling safer	Oct-Dec 23	94%	Tracker	84%					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	Benchmark period	DCC	England and Wales average	NE average	updated	Oflog
					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	2023	103.91	Tracker	95.42	Oct 22-Sep 23	106	92		Yes	No
					Theft offences per 1,000 population	2023	27.52	Tracker	22.96	Oct 22-Sep 23	27	29		Yes	No
					Offenders who re-offend in a 12 month period	Apr 21-Mar 22	27.9%	Tracker	28.7%	Apr 21-Mar 22	27.9%	25.2%	28.1%	Yes	No
					Proven re-offending by young people	Apr 21-Mar 22	41.5%	Tracker	39.0%	Apr 21-Mar 22	41.5%	32.2%	32.6%	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					No	No
					Violent crime incidents which were alcohol related	Oct-Dec 23	34%	Tracker	30.9%					Yes	No

Anti-Social Behaviour KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Reports of anti-social behaviour	Jan-Dec 2023	47,470	Tracker	49,621					Yes	No
					Reports of environmental anti-social behaviour	Jan-Dec 2023	38,073	Tracker	37,159					Yes	No
					Reports of nuisance anti-social behaviour	Jan-Dec 2023	5,284	Tracker	9,114					Yes	No
					Reports of personal anti-social behaviour	Jan-Dec 2023	1,330	Tracker	2,965					Yes	No
					Anti-social behaviour incidents which were alcohol related	Jan-Dec 2023	10.56%	Tracker	10.63%					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	Benchmark period	DCC	National average	NE average	updated	Oflog
					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

Public Health KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Suicide rate per 100,000 population	2020-22	16.8	Tracker	15.8	2020-22	16.8	10.3	13.5	Yes	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

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	<p>Anti-social behaviour</p>
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	<p>Community Economic Development</p>

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>

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

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, Cornwall, Sefton, Sunderland, Wirral, Plymouth 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