

Cabinet

10 July 2024

Quarter Four, 2023/24  
Performance Management Report

Ordinary Decision



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## Report of Corporate Management Team

John Hewitt, Chief Executive

Councillor Amanda Hopgood, Leader of the Council

### Electoral division(s) affected:

Countywide.

### Purpose of the Report

- 1 To share information about our performance with members, senior managers, employees and the public.
- 2 The report tracks our progress towards achieving the strategic ambitions and objectives set out in our 2023-27 council plan. It contains the most recent performance data available on 31 March. Contextual information relates to activity and events taking place in the fourth quarter of the 2023/24 financial year (January to March). It provides insights into what is going well and the issues we are addressing.

### Executive Summary

- 3 We are a key player within the County Durham Together Partnership and are working with our partners to deliver the [County Durham Vision 2035](#). This vision sets out what we want the county to look like over the next decade and beyond. The overall 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 Our [Council Plan](#) sets out how we will contribute to achieving this vision, while continuing to effectively deliver our day-to-day services.
- 5 We refresh our Council Plan every year. Council has now approved the plan for the forthcoming four years ([Council Plan 2024-28](#)). We will commence reporting performance against our ambitions, objectives and priorities for this plan from 1 April.
- 6 We continue to be a 'well-functioning council' in relation to performance. We operate to the characteristics set out in guidance from the Department for

Levelling Up, Housing and Communities (DLUHC)<sup>1</sup>. And we are continuing to develop the following through our performance management processes and the wider Corporate Business Intelligence Review:

- (a) A council-wide approach to continuous improvement, with frequent monitoring, performance reporting and updating of the corporate and improvement plans;
- (b) A Council Plan that 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. We regularly report our performance to the public to ensure citizens are aware of the quality of services being delivered.

7 The government has established an Office for Local Government (Oflog). Oflog aims to increase understanding about the performance of local authorities, warn when authorities are at risk of serious failure, and support local government to improve itself.

8 Oflog is bringing together existing data in an informative way through the [Local Authority Data Explorer](#). Their suite of metrics is being continually expanded and will eventually cover all local government responsibilities. The next tranche of data will be added later in the year. We will also add the new metrics to our performance framework and include in our reporting process.

## Context

9 We are a large organisation providing a broad range of services. Our operating environment can at times be challenging, influenced by various interconnected factors including inflationary and demand pressures, demographic shifts and the changing needs of our residents, economic uncertainties, and the ongoing impacts of global events.

- (a) We are showing strong economic performance in the county with a range of measures such as the employment rate and unemployment being favourable compared to previous years. Cultural events and venues are well attended with local businesses enjoying their economic impact. A current challenge for the council is transitioning from European funding to national schemes such as the UK Shared Prosperity Fund for employment initiatives;
- (b) Key measures around waste collection and disposal show that we are diverting a smaller proportion of waste to landfill, and contamination of our household recycling continues to come down. It is anticipated that significant national changes to domestic waste collections will improve recycling levels across the country and bring County Durham into line with national recycling rates. Bus patronage for our park and ride scheme is increasing and public bus services have been impacted by

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

industrial action. Work is going on at national, regional and local levels to improve bus services;

- (c) Although statutory demand for children's social care remains relatively low, children and young people receiving intensive support (children on a Child Protection Plan and taken into our care) remains relatively high. We have experienced a substantial increase in requests for education, health and care plans for children with special educational needs and disabilities since 2019 leading to backlogs for educational psychologist advice. Since 1 January 2024, 4% applications have been processed within the government's 20-week timescale. This remains a concern. Care Acts assessment timeliness for adult social care clients is improving and remains an area of strong focus for us. Homelessness outcomes are generally improving, although we continue to see an increase in people presenting as already homeless. Overall, our leisure centres are performing well and our leisure transformation programme is having a positive impact, although visits remain below target and are still recovering following the pandemic;
- (d) The overall crime rate in County Durham has fallen and compares favourably with many council areas in the region. Domestic abuse incidents reported to the police remained static, however, the number of victims referred to our support services increased by 15%. Fly-tipping reports to the council remain at an all-time low due to the proactive approach. The number of eligible private sector rented properties which are fully licensed or where legal proceedings have been instigated under the selective licensing scheme is now at 48%. Timeliness of repairing all categories of highway defects are better than or near target. Serious casualties from road traffic accidents have increased. We continue to support a reduction in road traffic casualties through road improvements and campaigns;
- (e) Our customer services team is answering a greater proportion of calls within three minutes. Our collection rates remain consistent with previous years. And we are processing housing benefit and council tax reduction requests more quickly (both new claims and changes in circumstances). Satisfaction with our overall service delivery remains high. Our sickness absence rate is 0.33 days per full time equivalent lower than two years ago. We continue to experience recruitment difficulties for specific roles and are developing HR interventions across the posts affected and monitoring the situation.

## **Recommendation**

10 Cabinet is recommended to:

- (a) note the overall position and direction of travel in relation to quarter four performance (January to March), and the actions being taken to address areas of challenge.

## Background papers

- County Durham Vision (County Council, 23 October 2019)  
<https://democracy.durham.gov.uk/documents/s115064/Draft%20Durham%20Vision%20v10.0.pdf>

## Other useful documents

- Council Plan 2023 to 2027 (current plan)  
<https://www.durham.gov.uk/media/34954/Durham-County-Council-Plan-2023-2027/pdf/CouncilPlan2023-2027.pdf?m=638221688616370000>
- Quarter 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>

## Author

Steve Evans

Contact: [steve.evans@durham.gov.uk](mailto:steve.evans@durham.gov.uk)

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## **Appendix 1: Implications**

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### **Legal Implications**

Not applicable.

### **Finance**

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

### **Consultation**

Not applicable.

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

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

### **Climate Change**

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

### **Human Rights**

Not applicable.

### **Crime and Disorder**

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with 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 Four, 2023/24



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## Executive Summary

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- 1 This report shows how we are performing against the priorities set out in our Council Plan 2023-27.
- 2 We are reporting performance on an exception basis with key messages structured around the five thematic areas of, our economy, our environment, our people, our communities, and our council.
- 3 We are reporting the most recent performance available as at 31 March. Contextual information relates to activity and events taking place in the fourth quarter of the 2023/24 financial year (January to March).

### Our economy

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

### Going Well

- 5 Employment levels are within the highest levels for 20 years and unemployment remains low.
- 6 There is a growing demand for jobs and the balance within the labour market is starting to shift with more people achieving higher levels of education and training. Average wages for residents within the county are growing.
- 7 Levels of education and training align well with the general demand from local employers, and more than half of the workforce is at a standard to undertake higher education to advance their careers.
- 8 Processing times of planning applications are now on target and in a positive position in relation to all benchmarking groups, the result of the use of Extension of Time Agreements and more robust staffing establishment.
- 9 The proportion of planning applications overturned on appeal remain well within the government's criteria.
- 10 The number of inward investments attracted to the county is significantly higher than the annual target.
- 11 We have recorded increased attendances at all our cultural venues, strengthening our position as the culture county and contributing significantly to the local economy. The number of library borrowers continues to grow and performed better than target.

### Issues we are addressing

- 12 The occupancy rate for business floorspace owned by the council is worse than target. However, this is due to new units being established earlier in the year, now these are becoming occupied, overall occupancy is expected to increase in the coming quarters.

- 13 The transition from European Regional Development Fund to UK Shared Prosperity Fund Productivity and Growth Programme has resulted in fewer businesses being engaged as funded schemes come to an end.
- 14 The transition from European Regional Development Fund programmes to the UK Shared Prosperity Fund programmes has impacted on business support programmes' outcomes and employability programmes. As these become established and the programmes gain momentum numbers are expected to increase.
- 15 Scheduled maintenance and operational issues have impacted on cinema occupancy and ticket sales. The operational issues have been resolved and the scheduled maintenance is due to be complete in September.

## **Our environment**

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

### **Going Well**

- 17 Domestic waste diverted from landfill continues to be better than target and performance is improving. Kilograms of waste collected per household remains consistent. Contamination of recyclate collection continues to improve following targeted education and enforcement activity.
- 18 Park and Ride patronage is better than last year driven by the cessation of free after 2.00pm off-street parking in January 2024.
- 19 During the last three planting seasons, we planted 74,000 trees. Land has been identified to plant a further 11,000 trees in the next planting season to achieve the target.

### **Issues we are addressing**

- 20 Household recycling rates are worse than last year and remain lower than national average. We await further detail on the national standardisation of recycling collections, including the introduction of food waste collections. This will increase our recycling rate and narrow the gap between local authority performance.

## **Our people**

- 21 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**

- 22 Demand for children’s social care support remains consistent and re-referral rates are low compared to comparators. The new Early Help model is generating more partner-led Early Help assessments strengthening County Durham’s system-wide capacity to deliver support to families in need. A wide-ranging programme of activity and support is being delivered in Family Hubs, and other venues with partners.
- 23 School attendance is steadily improving following an increase in absence nationally, regionally and locally following the pandemic. We are working closely with partners to develop a new Partnership Protocol - “Working Together to Support School Attendance.”
- 24 In Adult Social Care annual review performance is improving. Quarter four shows 69.5% of service users had received an assessment or review in the last 12 months, the highest recorded performance for more than two years, demonstrating the impact of the new review teams established in early 2023. Performance remains lower than three years ago; however, recent initiatives are closing the performance gap.
- 25 The home care market has remained stable over the last 15 months with approximately 3,300 people using home care at any given point during this period. Access to home care services is excellent as waiting times for home care packages have been eliminated. Currently, there is no waiting list for home care services, which has been the case for the vast majority of the last 12 months, but local capacity remains a priority and is well managed. High Care Quality Commission (CQC) ratings for community-based care demonstrate high quality services provided for residents across the county.
- 26 The percentage of individuals achieving their desired outcomes during the safeguarding process has also improved and is the highest for over two years. We are now in line with performance in the North East and working towards the England result.

## **Issues we are addressing**

- 27 Requests for new education, health and care plans (EHCPs) increased substantially between 2019 and 2022, and continued at a very high level in 2023, impacting on the 20 week timeliness performance. A comprehensive action plan is in place driving improvements to the EHCP assessment process and educational psychologist (EP) capacity, which have begun to have an impact on the system. Although, during quarter four, no EHCPs were completed within 20 weeks. We expect the waiting times and waiting list for EP advice to steadily reduce and overall timeliness to steadily improve throughout the next financial year at the time of writing 5% of EHCPs were finalised within 20 weeks in April.
- 28 Although statutory demand for children’s social care remains low, children and young people receiving intensive support (children on a Child Protection Plan and taken into our care) remains relatively high. This is indicative of ongoing high levels of complexity and a change in the composition of demand. However, both decreased in quarter four, and continue to be closely monitored, the service are reviewing these trends as part of impacts of the Early Help model and implementing the findings of the national Care Review.

- 29 As part of our Placement Sufficiency strategy, we are expanding our provision of children's homes. We are strengthening our existing provision with more management capacity and a "grow your own" approach to recruit new workers with no experience of residential care to tackle sector shortages. In 2023 we opened a new home and purchased two new buildings, which we will open as homes during 2024. Furthermore, we secured some ongoing capital investment to ensure all our homes continue to be updated, are homely and fit for purpose.
- 30 The number of children and young people Electively Home Educated increased in quarter four but is likely to be partly a seasonal trend. Latest benchmarking for the autumn term for this academic year places the county in-line with national rates. The service continues to have strong multi-agency Education at Home operational and strategic groups that are well established, meet half termly with wide service representation including health, SEND and inclusion, education and skills, and wider children's services colleagues to consider suitable education and safeguarding of children.
- 31 The adult social care service continues to focus on improving the timeliness of Care Act assessment completions. A new set of indicators have been developed to measure the timeliness of all assessments undertaken across adult care, rather than just Care Act assessments. The service will closely manage the performance of the new indicators.
- 32 In adult social care, the number of people discharged from hospital into reablement and rehabilitation services is lower than we have historically achieved. A review of reablement services has been undertaken to understand changing demand to the service as well as staff turnover and service capacity. Outcomes for those who do undertake reablement and rehabilitation services continue to be good and outperform targets.
- 33 Permanent admissions to residential and nursing care have been increasing over the last year, and we have exceeded our Better Care Fund (BCF) target for the full year. Whilst admissions are higher than during the pandemic, we continue to reduce admissions in line with the longer term trend identified in the years prior to the pandemic.
- 34 Smoking is the single largest cause of preventable deaths, and one of the largest causes of health inequalities in England. Despite reductions in prevalence, too many people smoke in County Durham both in the general population and through pregnancy to the time of delivery. Over the longer term, these trends contribute to smoking mortality rates being higher than the England average. The Joint Local Health and Wellbeing Strategy 2023-28 prioritises supporting 'making smoking history' and reduce smoking to less than 5% of the population by 2030. To achieve this ambition, the Tobacco Control Alliance has maintained its seven-point action plan which is monitored on a quarterly basis and refreshed annually.
- 35 Although performance against homelessness outcomes are generally improving, overall, we remain worse than latest benchmarking averages for both the region and nationally (July to September 2023). Since COVID we have faced challenges with the recruitment and retention of staff. The loss of more experienced staff resulted in a whole new front-line service, impacting upon the outcomes of homeless cases. Positive outcomes were also impacted by more people presenting as already

homeless during this period, as well as reduced access to social housing and private rented sector accommodation.

## **Our communities**

- 36 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**

- 37 The net delivery of homes exceeded target this year. This trend is set to continue with the delivery of several large existing sites and a number of new sites that have recently started.
- 38 During 2023/24, 210 empty homes brought back into use, 10 better than the target of 200.
- 39 Response times to rectify highway defects are better than or near target for all three defect categories.
- 40 Highways conditions have shown an improvement due to targeted investment and are better than all benchmarking comparators.
- 41 We continue to see lower levels of fly-tipping following a proactive approach towards perpetrators. As a result of our ground maintenance services there is also a high level of cleanliness across County Durham.

### **Issues we are addressing**

- 42 Forty eight percent of private rented sector properties covered by the selective licensing scheme are either fully licenced, in the process of being licenced, or have had legal proceedings instigated. Our enforcement team continue to target all properties not yet licensed.
- 43 Bus patronage and punctuality were heavily impacted by seven weeks of Go North East industrial action during October and November 2023. Overall satisfaction with bus journey shows County Durham is worse than benchmarking comparators. We continue to work in partnership with other local authorities in the region to implement the North East Bus Service Improvement Plan.
- 44 Serious casualties from road traffic accidents have increased. We continue to support a reduction in road traffic casualties through a range of education programmes and campaigns. £2.94 million has been awarded for improvements on the A690 between Crook and Neville's Cross.

## **Our Council**

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

## Going Well

- 46 Sickness per full-time equivalent has further decreased and is now 0.33 days lower than two years ago. Almost two thirds of our employees recorded no sickness over the last 12 months.
- 47 Year-end collection rates for council tax and business rates remain consistent with previous years. And the latest benchmarking data shows we are performing well compared to other North East councils with the highest collection rate for council tax, and the third highest for business rates.
- 48 Some councils are reporting that council tax collection is becoming more difficult as household finances are further squeezed by the cost-of-living crisis. More council tax accounts are in arrears compared to the same time last year. But we are continuing to support residents who 'can't pay' with sustainable payment arrangements. However, lower instalment amounts over a longer period will impact collection rates in the short to medium-term.
- 49 We are continuing to provide strong support to our most vulnerable residents through our financial support schemes. We have a higher than average spend on local welfare assistance schemes when compared to our statistical neighbours, authorities across the North East and the all-England average.
- 50 In addition to our council tax reduction scheme (£63 million), we made payments for Discretionary Housing (almost £1 million), Daily Living Expenses (£234,000) and settlement grants (£414,000). The council is one of a few authorities offering this type of support.
- 51 Throughout the year, the Household Support Fund allowed us to give vouchers to families in receipt of free school meals during the school holidays, support low-income households and grass root organisations with food, fuel, furniture and white goods, and provide general cost-of-living support.
- 52 Now the government has made its final cost-of-living payments and has only extended the Household Support Fund to September 2024, we expect to see greater demand for our financial support schemes.
- 53 We have secured £1 million from the UK Shared Prosperity Fund. This money will be used over the next 12 months to reduce food poverty, give cost-of-living advice and guidance, and deliver fun and food with half term activities.
- 54 Over the last 12 months, new claims and change of circumstances for housing benefit and council tax reduction were processed quicker than the previous year. This is in spite of increased demand.
- 55 Over the same period, a greater proportion of telephone calls answered were answered within three minutes. Performance further improved to 93% during quarter four (January to March). Around 38% of contact we receive is received digitally.
- 56 Satisfaction with our overall service delivery remains high. We received fewer corporate complaints than two years ago and complaints reaching the Local Government Ombudsman remain static. We remain one of the highest performing councils in the country for registering births and deaths.

- 57 A greater proportion of our workforce is enrolled on an apprenticeship. And our retention rate for new apprentices remains broadly static at 74%. Although we have been unable to spend all of our apprenticeship levy, we have made transfers to 14 local employers.
- 58 The median gender pay gap has narrowed. We are continuing to break down the barriers that prevent women getting into, progressing at and maintaining employment. And our staff networks continue to provide advice and support.

### **Issues we are addressing**

- 59 A bigger proportion of complaints was upheld at independent investigation stage. Mainly due to time taken to respond, not keeping the customer informed of progress, and lack of communication.
- 60 Not all managers completed their Performance Development Review by 31 March.
- 61 Some employees have yet to fully complete the mandatory e-learning programme. Most are non-digital staff (those without access to the council's computer network as part of their role). It can be difficult to deliver e-learning to this group as training needs to be face-to-face, scheduled into shift patterns or arranged outside working hours.
- 62 Recruiting and retaining employees to specific posts remains challenging. We have targeted recruitment campaigns, recruitment and retention allowances and are using agency workers to stabilise teams. Lately, the availability of agency workers has itself become a challenge.

### **Risk Management**

- 63 The government's statutory guidance for best value authorities sets out the characteristics of a well-functioning authority. This details the arrangements that councils should have in place for robust governance and scrutiny including how risk awareness and management should inform decision making. The latest [Strategic Risk Management Progress Report](#) provides an insight into the work carried out by the Corporate Risk Management Group between October and December 2023.

# Our Economy

## Priority Aims:

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

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

## National, Regional and Local Picture

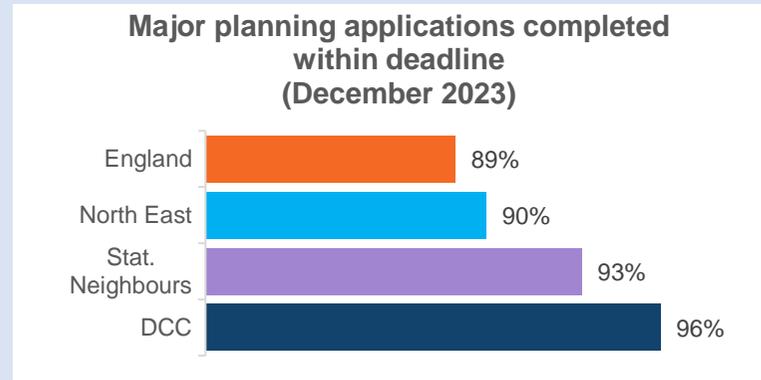
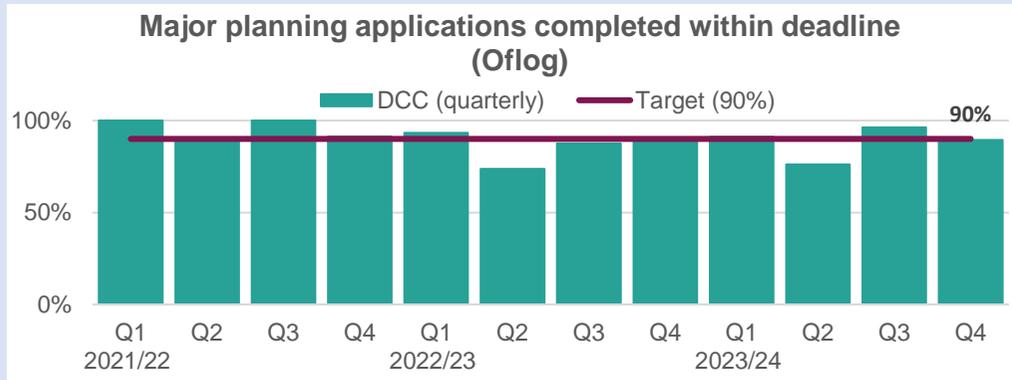
- 64 There is strong economic performance across a range of performance measures. Although, there is variation within the county and across the region compared to national levels.
- 65 There has been strong demand for development land as well as industrial and office premises of all sizes. Jobs have increased 3.7% in the county since 2010. Employment is significantly higher (74.5%) than 20 years ago and unemployment is low (2.2%), which reflects national trends (76% and 3.8% respectively).
- 66 Our manufacturing sector, which has remained strong during the last few challenging years, is innovating, driving green growth and supporting a range of other sectors such as logistics and business services. Businesses have invested to reduce energy usage, costs and carbon emissions. However, the last few years have been particularly challenging for the retail, hospitality and public sector.
- 67 There is a growing demand for workers in the county and the balance of jobs is starting to shift. More people are achieving higher levels of education and training and moving into better paid jobs. We continue to lose many people to urban areas which offer higher wages and a greater choice of private sector jobs.
- 68 Average wages in the county are growing (£29,537 in 2023). However, they remain low compared to the national level (£35,106). The cost-of-living is a long-term problem, especially for the large numbers of people with health conditions, disabilities, and caring responsibilities.

# Economic Growth Dashboard: Planning Applications - Oflog measures

(discrete quarterly data / benchmarking data 31 December 2023)

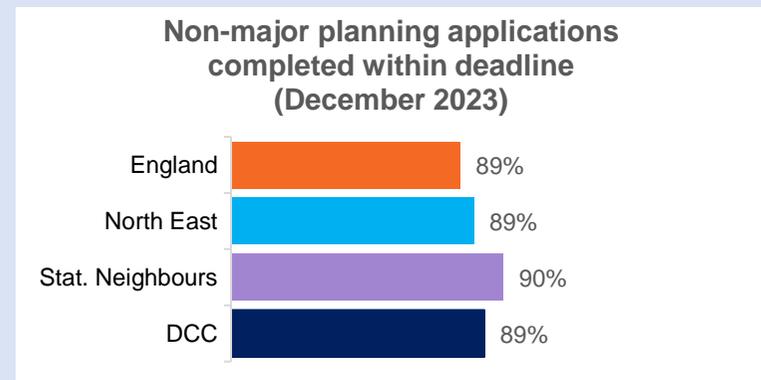
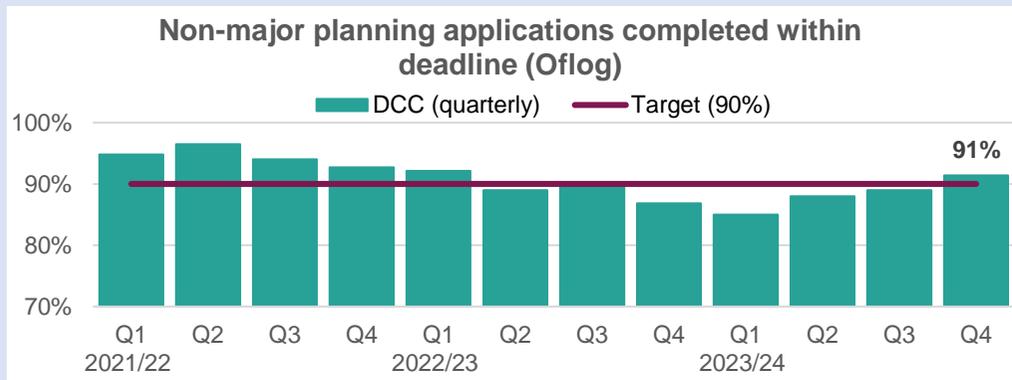
## Major Planning Applications

17 out of 19 applications determined to deadline.



## Non-major Planning Applications

391 out of 428 applications determined to deadline.



# Economic Growth Dashboard: Planning Application Appeals – Oflog Measures

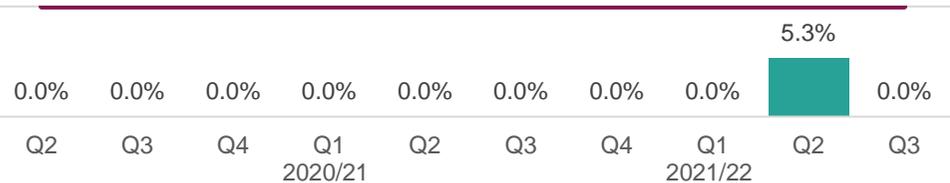
(discrete quarterly data / benchmarking data 31 December 2022)

## Major planning applications overturned on appeal

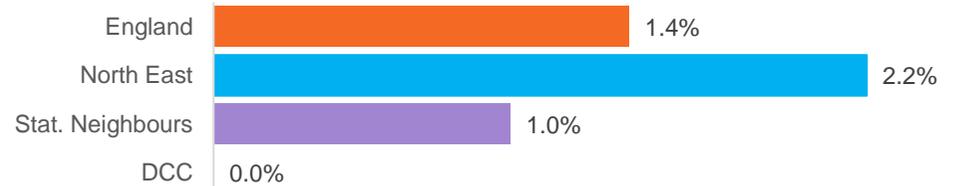
None out of 32 decisions overturned.

Major planning applications overturned on appeal (December 2022 - 15 month lag) (Oflog)

DCC (quarterly)



Major planning applications overturned on appeal (December 2022) - 15 month lag \*



## Non-major planning applications overturned on appeal

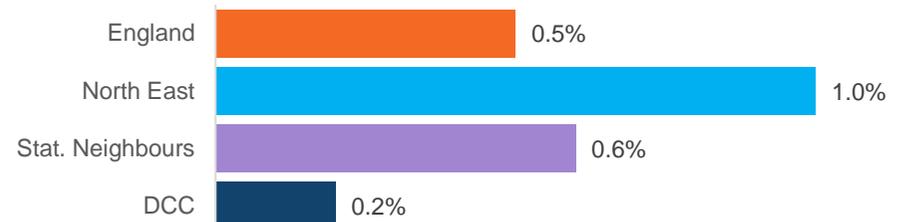
1 of the 441 decisions overturned.

Non-major planning applications overturned on appeal (December 2022 - 15 month lag \*) (Oflog)

DCC (quarterly) Target (less than 10%)



Non-major planning applications overturned on appeal (December 2022 - 15 month lag \*)



\* Significant data lag on planning applications overturned on appeal. Applicants are allowed nine months following a decision to submit an appeal, and the Planning Inspectorate has six months to make a decision.

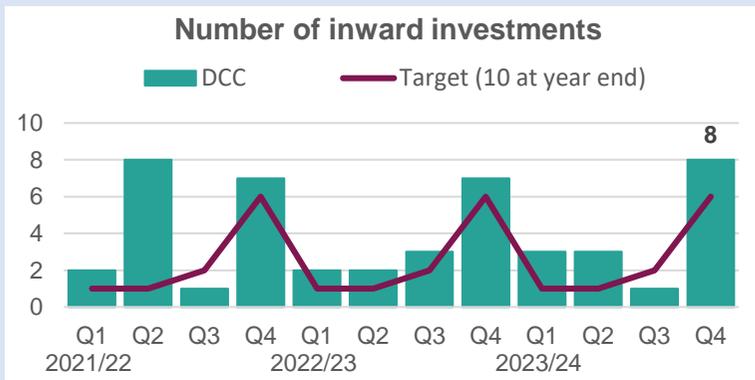
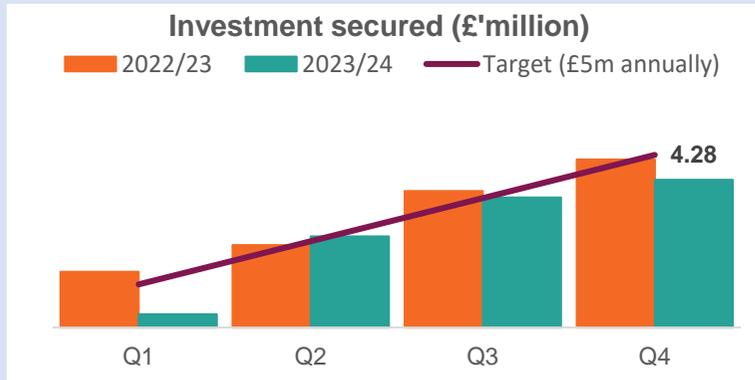
## Planning Applications (Oflog measures)

- 69 Use of Extension of Time Agreements, where it is not possible to complete a consideration within the deadline, continues to improve performance. A new team structure has also been implemented to provide a more robust staffing establishment.
- 70 During quarter four (January to March), 90% of major planning applications were determined within 13 weeks (17 of 19 applications). Performance is on par with target (90%) and better than quarter three (88%). Latest benchmarking data (December 2023), shows our performance for that period (96%) to be better than national average (88%), North East average (84%) and our statistical neighbours (90%).
- 71 Between January and March 2024, 91% of non-major applications were determined within deadline (391 of 428), which is better than target (90%). Latest benchmarking data (December 2023) shows our performance for that period (89%) to be on par with both the national average (89%) and North East average (89%) but slightly worse than our statistical neighbours (90%).
- 72 Latest benchmarking data (December 2022) shows our performance for both major and non-major applications overturned on appeal is better than the government's designation criteria (less than 10%) and all benchmarking groups. None of the 32 decisions for major applications were overturned at appeal and only one non-major application out of 441 (0.2%) was overturned at appeal.

# Economic Growth Dashboard: business investments and portfolio

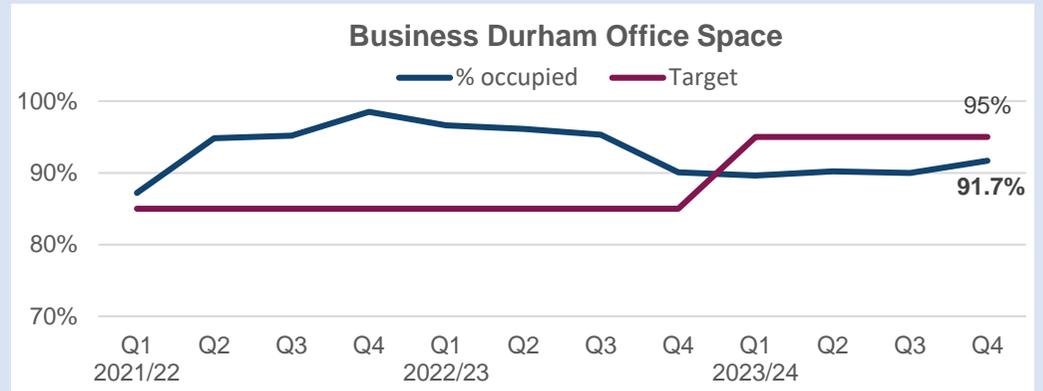
(year to date ending 31 March 2024 / discrete quarterly data)

## Investment in County Durham



16 inward investment supported in 2023/24, better than target

## Business Portfolio



Additional floorspace added to the portfolio last year reduced the occupancy rate.

## **Investments**

- 73 We secured £506,431 of investment for companies during quarter four, bringing the 2023/24 (April 2023 to March 2024) figure to £4.28 million – below the annual target of £5 million.
- 74 Investment included Finance Durham Fund, Space Investments, along with grants paid out through the County Durham Growth Fund.
- 75 In 2023/24 (April 2023 to March 2024) we supported a total of 16 inward investments, better than the annual target (10).
- 76 The eight inward investments supported during quarter four were Equans, PervasID, Bidfood, Octopus Energy, Kingfield Developments, Caddick Construction, NECIT Services Ltd and Brisca Healthcare.

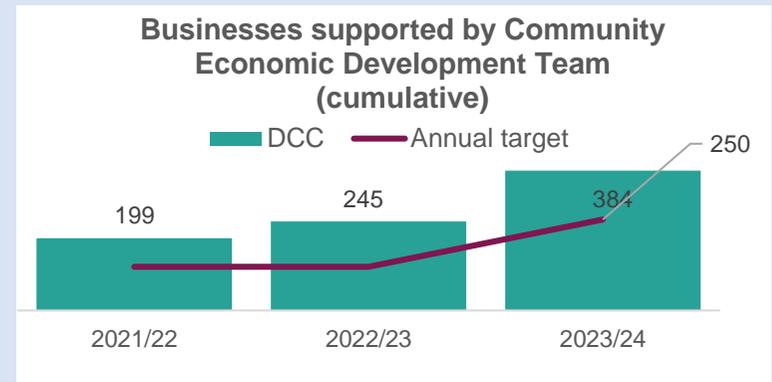
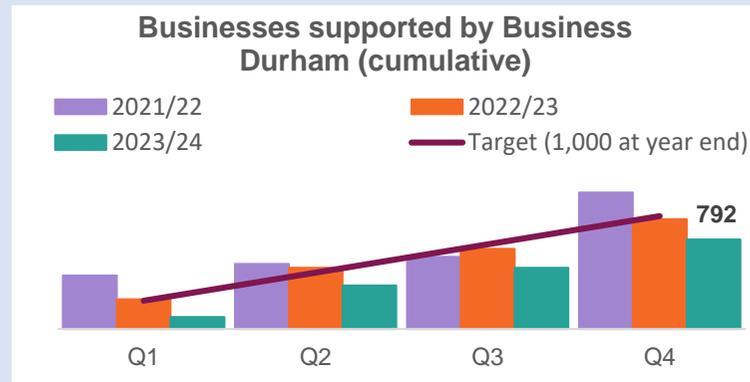
## **Business Durham floor space**

- 77 Floorspace of Business Durham's office and industrial portfolio increased earlier this year, with new units at Station Place and two new offices at the Durham Dales Centre.
- 78 The occupancy rate (91.7%), which includes the additional floorspace, is worse than the target (95%). However, excluding Station Place occupancy is 94.92%. After a slower than anticipated start, occupancy at Station Place is now at 28%. Two further units are reserved which should take occupancy up to 47% in quarter one (April to June 2024). Of the two new offices at the Durham Dales Centre, one is occupied and the other reserved.

# Business Support and Job Creation Dashboard

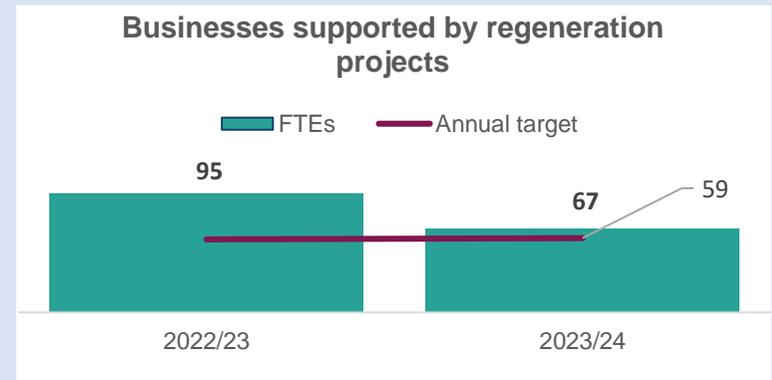
(year to date ending 31 March 2024 / discrete annual data)

## Business support

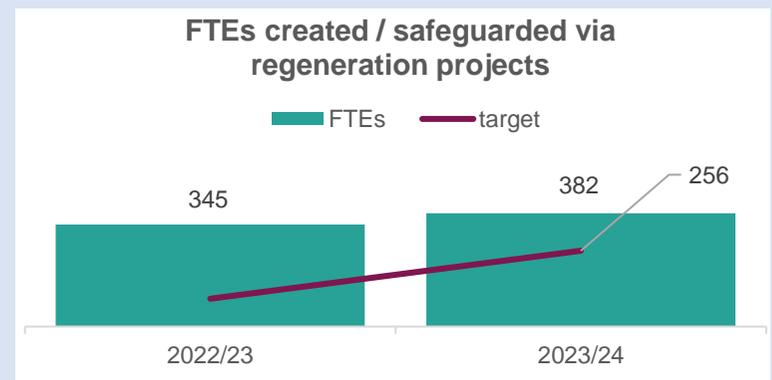
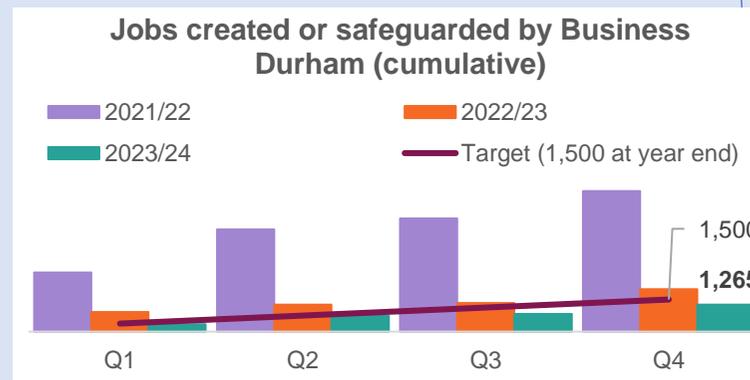


In Q1 - Q3 2023/24 fewer businesses were supported, and jobs created/safeguarded as most ERDF funded schemes ended and there was a transition period to the new UKSPF Productivity and Growth Programme.

Delivery is back on track. Q4 delivery is in line with (business support) or better than (jobs/safeguarded) quarterly target



## Jobs created/safeguarded



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

- 79 In quarter one (April to June 2023) European Regional Development Fund (ERDF) funding came to an end. This was replaced by the new UK Shared Prosperity Fund (UKSPF) Productivity and Growth Programme. This transition impacted on delivery in early in the year and subsequently the outturn for 2023/24 (April 2023 to March 2024).
- 80 Between April 2023 and March 2024, we recorded 792 engagements, worse than the annual target (1,000). In the same period, 1,265 full time equivalent (FTE) jobs were created or safeguarded (1,124 created and 141 safeguarded), also worse than the annual target (1,500).
- 81 However, as the new programme has become established, delivery is now back on track. During quarter four (January to March 2024), 249 businesses were engaged, in line with the profiled target of 250. 445 full time equivalent jobs were created or safeguarded as a result, better than the period target of 375.
- 82 In 2023/24 (April 2023 to March 2024), we also engaged with 384 new retail businesses, 134 better than target (250); and through our regeneration initiatives<sup>2</sup> supported 67 businesses, creating or safeguarding 382 FTE jobs. Again, both better than target (+18, +126 respectively).

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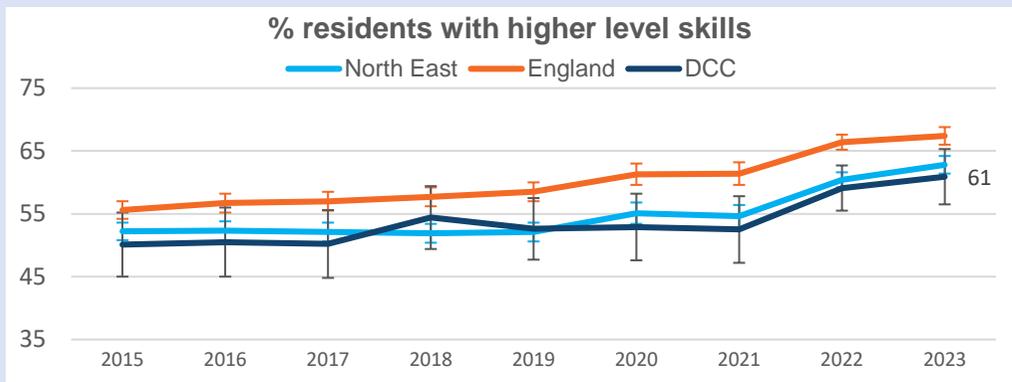
<sup>2</sup> includes Targeted Businesses Improvement Scheme, Towns & Villages Programme, Seaham Townscape Heritage Programme, Property Re-use Scheme Conservation Area Grant Scheme and Meanwhile Use fund (grants to businesses supporting temporary uses and start up).

# Employability and Skills Dashboard

(January – December 2023 / January – March 2024)

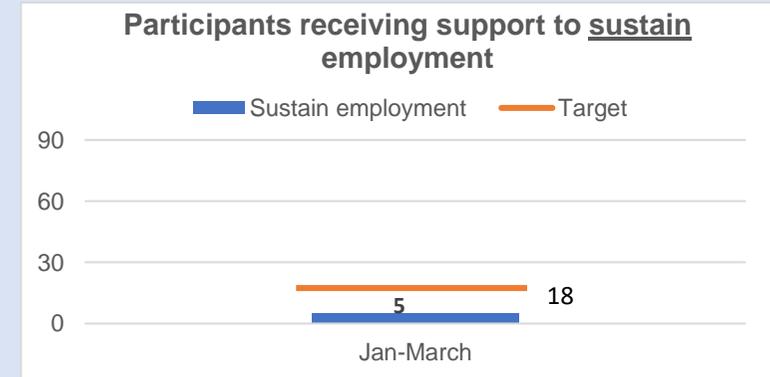
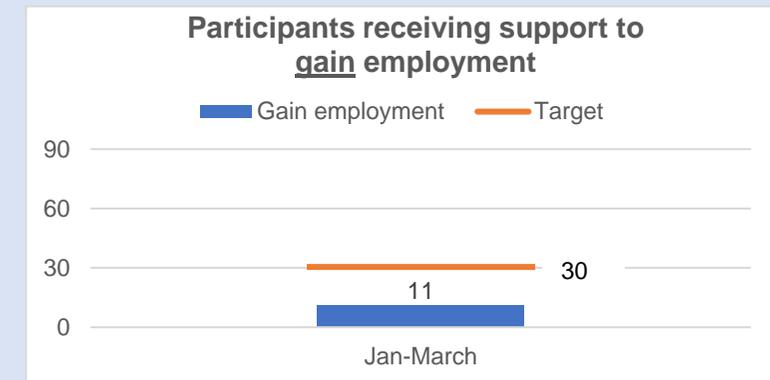
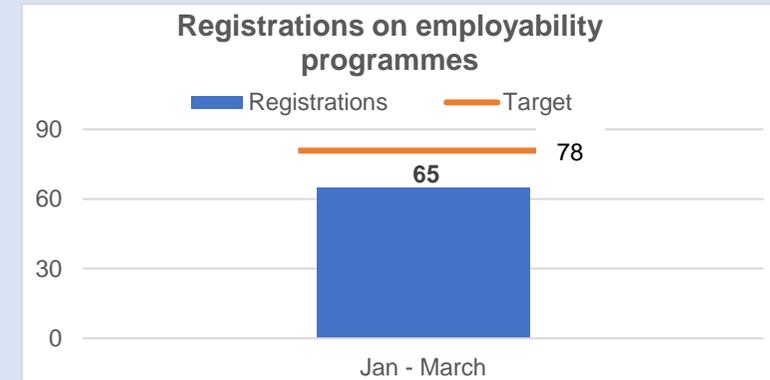
New UK Shared Prosperity Fund (UKSPF) employability programme outcomes are not comparable with the previous European Regional Development Fund (ERDF) ones.

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



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

## Employability programmes



## Higher level skills (Oflog measure)

- 83 Regulated Qualifications Framework (RQF) estimates replaced National Vocational Qualifications (NVQ) estimates in 2022. Estimates prior to this remain on an NVQ basis. There is no clarity at this point from the Office of National Statistics as to whether the new methodology is comparable.
- 84 In 2023, 61% of 16-64 year olds held qualifications of RQF level 3 or above. This level of education and training aligns well with the general demand from local employers. It also means that more than half of the workforce is at a standard to undertake higher education to advance their careers.
- 85 There is known leakage of those with higher level skills to other places for higher education and professional training as well as semi-professional and professional jobs.
- 86 The Inclusive Economic Strategy aims to tackle the underlying issues from both supply and demand perspectives. Inspiring local people to continue learning and training after they leave school, and supporting business innovations that will provide more high-skilled job opportunities.

## Employability programmes

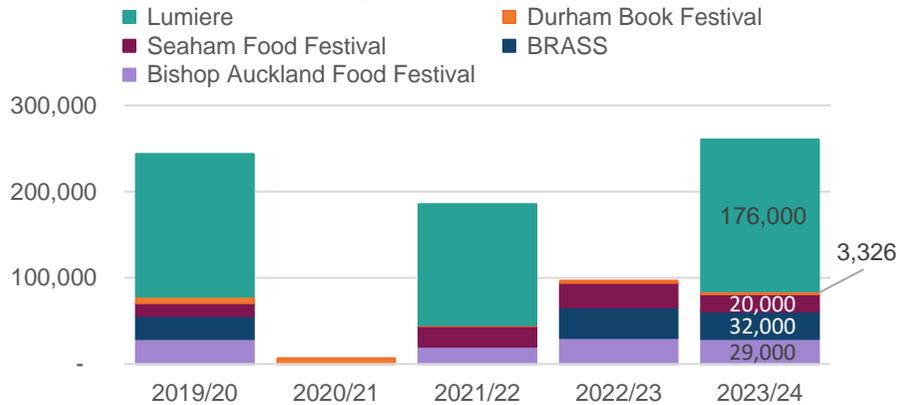
- 87 Our employability programme is now funded by UKSPF and will run from January 2024 to March 2025. The main focus of the new programme is to support economically inactive clients to gain employment, and support employed participants in unstable positions to sustain their employment. Previous ERDF programme outcomes are not comparable.
- 88 During the first quarter of the new programme (January to March 2024), there were 65 referrals to the programme. 11 individuals gained employment and five were supported to sustain unstable employment. Although outcomes are worse than profiled targets, there are a further 13 registrations in the pipeline and another 28 clients pending registrations which will increase numbers going forward.
- 89 The programme is still in its infancy. The people we support have multiple barriers to employment that require intensive support before they are ready to look for and gain employment. A staffing structure and referral mechanisms with Job Centre Plus (JCP) to refer economically inactive clients are in place. We continue to raise awareness of the programme through JCP, community engagement and marketing campaigns. It is expected that numbers will increase in line with projections once the programme gains momentum.

# Cultural Offer Dashboard: cultural events, venues and libraries

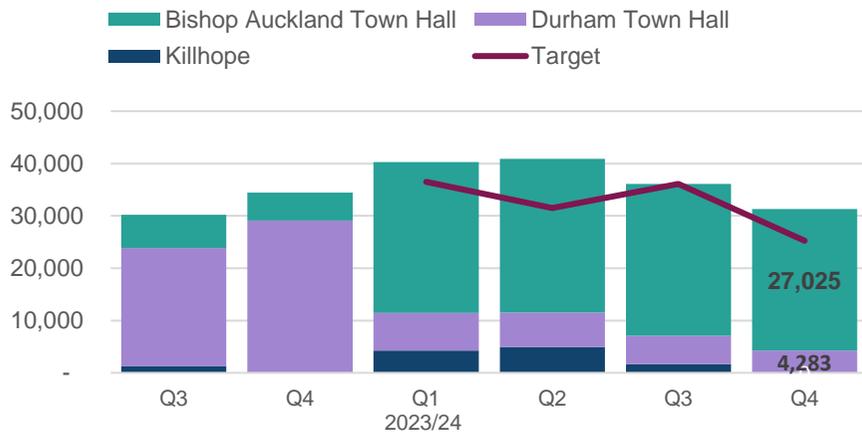
(year to date ending 31 March 2024 / discrete quarterly data)

## Cultural events and venues

Attendance at cultural events delivered by Culture, Sport & Tourism

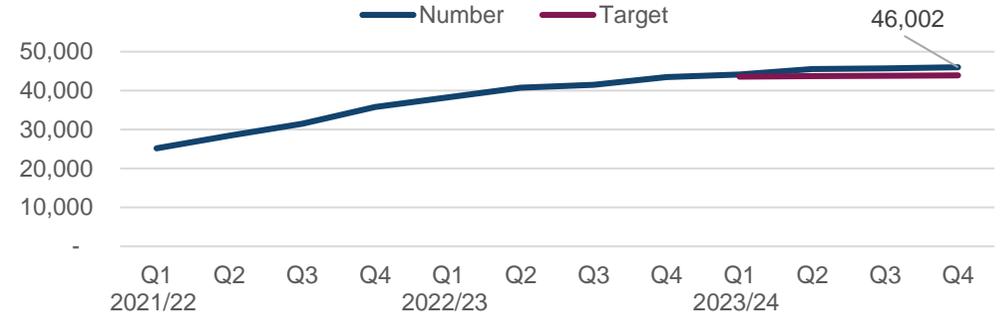


Visits to council owned cultural venues



## Libraries

Active borrowers (libraries)



Digital borrowers (libraries)



Reporting dates of official figures:

Quarter two	Quarter three
<ul style="list-style-type: none"> <li>Bishop Auckland Food Festival</li> </ul>	<ul style="list-style-type: none"> <li>BRASS Festival</li> <li>Seaham Food Festival</li> <li>Durham Book Festival</li> <li>Lumiere (biennial)</li> </ul>

Note - Durham Town Hall was under-reported in 2022/23, issues now rectified.

## Cultural events

90 Our continued investment in our cultural events programme strengthens County Durham's position as the 'culture county' and demonstrates the council's ongoing commitment to culture-led regeneration.

- 3,326 people attended the two-day Durham Book Festival in October 2023, 483 more than 2022. Despite increased attendance, lower average visitor spend and a lower value of contracts placed in County Durham contributed to the festival's direct economic impact being worse than last year.

Direct economic impact when held in 2022	Direct economic impact when held in 2023	Council investment
£65,077	£46,634	£65,000

- 97% of visitors rated the whole experience positively, and 95% of visitors felt the festival was a worthwhile event for the council to support. Visitors thought the atmosphere at venues and value for money of tickets was a standout strength. The quality of the programme, particularly the variety of authors, was also commended. Authors themselves found the event to be inclusive and welcoming and would welcome future involvement in the festival.
- A full evaluation for Lumiere will be provided at quarter one 2024/25 (April 2024 to March 2025).

91 Preparations are well underway to deliver the cultural events programme for 2024/25 (April 2024 to March 2025). Events include food festivals at Bishop Auckland and Seaham, Durham BRASS Festival and Durham Book Festival.

## Cultural Offer Investment

92 We continue to increase the cultural offer within the county. The Story, a new history centre and registration service for County Durham is scheduled to open at Mount Oswald in June. Plans are also well under way to establish a County Durham Culture Trust; a charitable incorporated organisation with our partners to promote the arts, culture and heritage in County Durham.

93 County Durham's culture and regeneration programme received £1.25 million from the Arts Council (through the National Lottery) to support the three-year programme 'Into the Light'. We submitted the bid on behalf of the Culture Durham Partnership (of which we are a partner) and Durham University. The funding builds on the £2.6 million already in place. The programme will invest in our county through cultural projects which:

- increase understanding of employment opportunities in the sector amongst children and young people,
- develop skills at all levels,
- create cultural opportunities for artists and communities. and
- develop pride of place.

94 We are also lead authority for the Culture Creative Tourism and Sport portfolio for North East Devolution. Working with local authorities, North of Tyne Combined Authority and partners across the region to make sure ambitious and relevant cultural plans are developed for the North East Mayoral Combined Authority

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

- 95 Visits to our cultural venues increased (+16.6%, 21,160) this year (April 2023 to March 2024) compared to the same period last year (127,475). In the 12 months to March 2024, there were 148,635 visits across our three venues, 18,635 better than target (130,000).
- 96 Despite operational issues at venues throughout the year, for example a broken projector at Bishop Auckland Town Hall (BATH), all venues performed above individual targets. A new café menu at BATH, popular exhibitions and Gallery Days, including International Women's Day, contributed to high visitor numbers. BATH are also marketing a new wedding package that includes civil ceremonies, which will hopefully generate more wedding bookings.
- 97 Killhope is currently closed for the winter and will remain closed for the 2024 season to carry out essential works. These works, which include repairs to the underground mine, washing floor, mine shop, buddle house, and jigger house will preserve the site and secure its future as a heritage and visitor attraction. Future programming of the site will be revised and refined ready for reopening in April 2025.

## **Libraries**

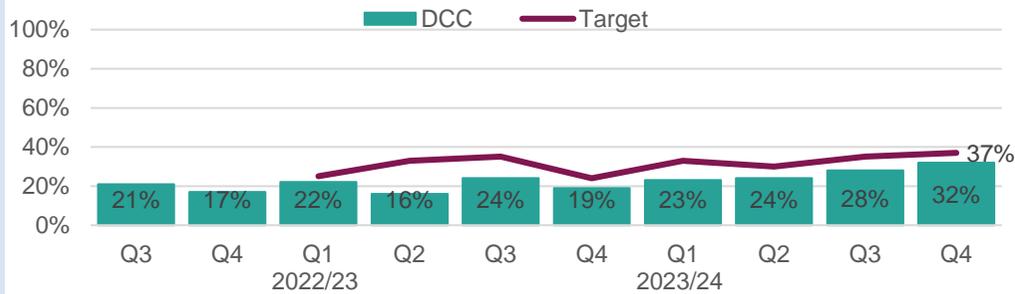
- 98 Both active borrowers and digital borrowers performed better than target again this quarter, with 46,002 (+4.8%, 2,092) and 4,466 (+15.8%, 610) borrowers, respectively.
- 99 The strong growth in digital borrower numbers is mainly due to an increased digital offer. The addition of newspapers to the BorrowBox App which has driven the downloading over 25,000 issues since September 2023.
- 100 Active borrower numbers continue to follow an upward trend quarter on quarter.
- 101 To continue this growth, we have significantly increased engagement with borrowers over the last six months with further initiatives planned for 2024/25 (April 2024 to March 2025). This has included:
- Appointed two part-time library engagement support officers through the 'Know Your Neighbourhood' programme (funded to May 2025) to support reading and access to books for those with high health inequalities and chronic loneliness in the north Durham area.
  - Through our Durham Reads project, we held two author events this year, with a further four events scheduled between April 2024 and March 2025, including New Writing North's Northern Bookshelf Live programme.
  - Monthly reading groups across our libraries, both in person and digital, and encourage extra membership of our VIP (visually impaired) reading group.
  - Continued support of grassroots literature festivals including Durham Book Festival and engagement with local schools through Literacy Trust's World of Stories initiative to promote The Reading Agency's Summer Reading Challenge 2024.

# Cultural Offer Dashboard: cinemas and theatres

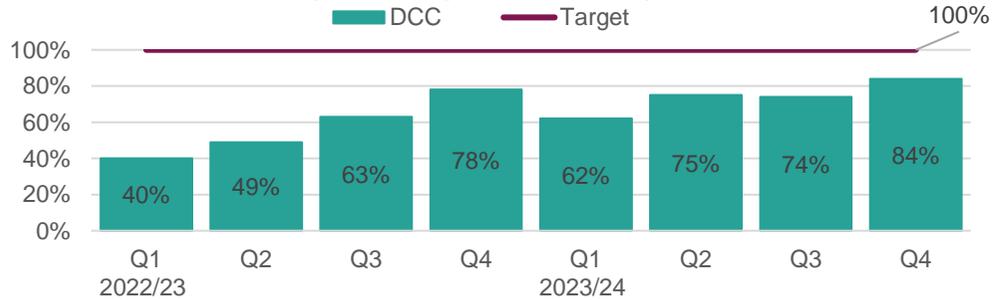
(discrete quarterly data)

## Cinemas

Average occupancy of cinema screenings  
(Gala, Empire and BATH)

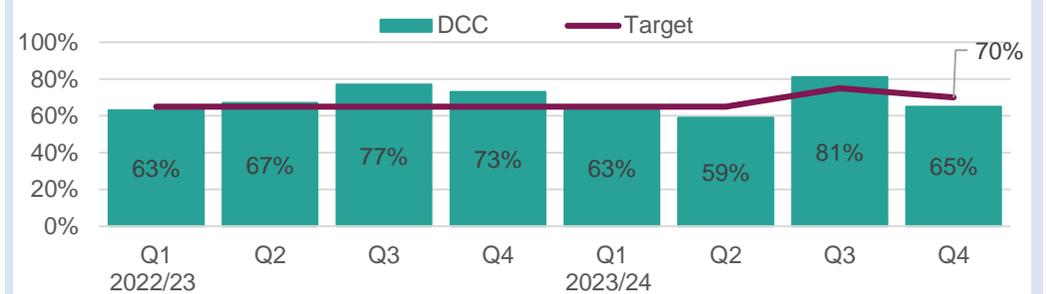


Average yield of cinema screenings  
(Gala, Empire and BATH)

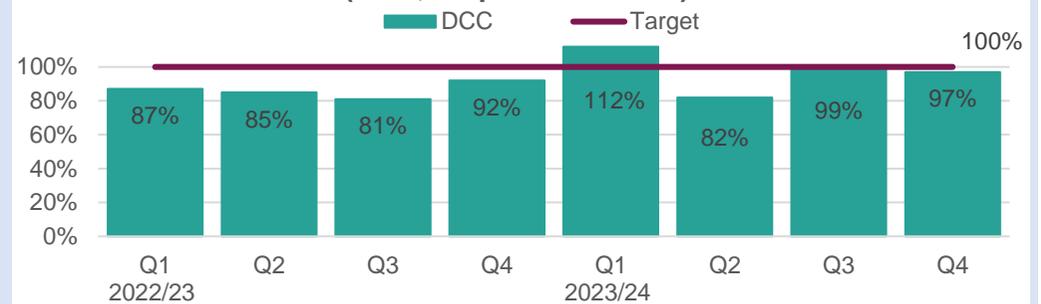


## Theatres

Average occupancy of theatre performance  
(Gala, Empire and BATH)



Average yield of theatre performances  
(Gala, Empire and BATH)



\* yield = proportion of potential income achieved

## **Cinemas: Gala, Bishop Auckland Town Hall and Empire**

- 102 During quarter four (January to March 2024), the average occupancy rate across all cinema screenings was 32%. Worse than target (37%), but better than the same period last year (19%, January to March 2023).
- 103 Similarly, income from projected ticket sales was also worse than target (100%), with sales achieving 84%. However, we are seeing an improvement in sales compared to the same period last year (78%, January to March 2023), specifically at Gala.
- 104 Both occupancy levels and projected tickets sales have been impacted by:
- fewer screenings at Empire due to closure for roof maintenance;
  - ongoing projector issues at Bishop Auckland Town Hall (BATH); and
  - the Gala lift being out of service for six weeks.
- 105 The projector and lift have now been fixed and the Empire is scheduled to reopen in September.

## **Theatres: Gala, Bishop Auckland Town Hall and Empire**

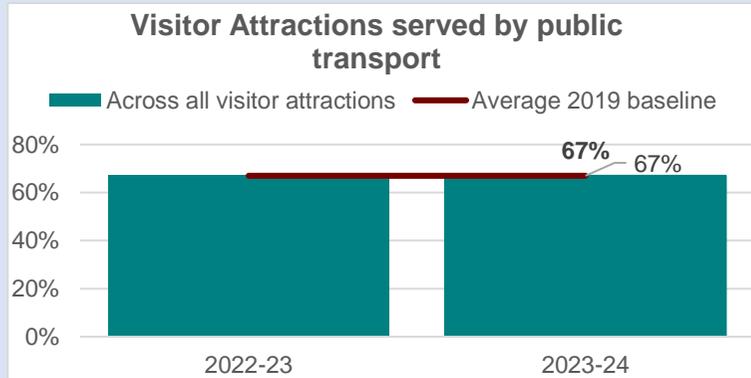
- 106 Average occupancy rate across all theatre performances for quarter four (January to March 2024) was 65%, worse than target (70%). It is also worse than the same period last year (73%, January to March 2023).
- 107 Half of theatre performances at Gala were hires this quarter, with the hirer responsible for marketing. Hires are not as well attended as programmed shows; however, hires generate a guaranteed fee regardless of sales.
- 108 Occupancy levels at Empire were lower than expected, with only one professional show delivered as the venue had to close for essential roof repairs.
- 109 Performances at BATH had an average occupancy of 69%, an improvement from quarter three (53%, October to December 2023).
- 110 Average theatre tickets sales performed well this quarter with 97% tickets sold across all theatre performances. Although worse than target (100%) an improvement on the same period last year. Guaranteed income from hires and ongoing audience development work at BATH, including activity from the new Learning Engagement team has contributed to improved sales.

# Visitor Economy Dashboard: public transport accessibility to visitor attractions

(year to date ending 31 March 2024)

## Accessibility to visitor attractions

Visitor attractions that have an hourly bus service on Mon-Sat and a Sunday service of at least 5 buses/day, within a walk of no more than 0.5 miles.



Visitor Attraction	Accessible by public transport
Auckland Castle	Yes
Beamish Museum	Yes
Botanic Gardens	Yes
Diggerland	No
Killhope	No
Oriental Museum	Yes
Palace Green Library	Yes
Raby Castle	No
Bowes Museum	Yes
Locomotion	Yes
Hardwick Park	No
Chester-le-Street Cricket Ground	Yes
The Story	Yes
Seaham Sea Front	Yes
Ushaw Historic House and Gardens	No

## **Accessibility by public transport to visitor attractions**

- 111 In 2023/24 (April 2023 to March 2024), 10 out of the 15 visitor attractions (67%) were accessible by public transport<sup>3</sup>. This remains unchanged from the 2019 baseline and 2022/23 (April 2022 to March 2023).
- 112 Of the five attractions which are not accessible by public transport:
- Killhope has no bus services.
  - Diggerland, Raby Castle and Ushaw Historic House and Gardens do not have a Sunday service.
  - Hardwick Park is more than half a mile walking distance from the nearest bus service.
- 113 We continue to work in partnership at a regional level with bus operators and other local authorities to implement the North East Bus Service Improvement Plan (BSIP) to transform bus services and improve the bus network.

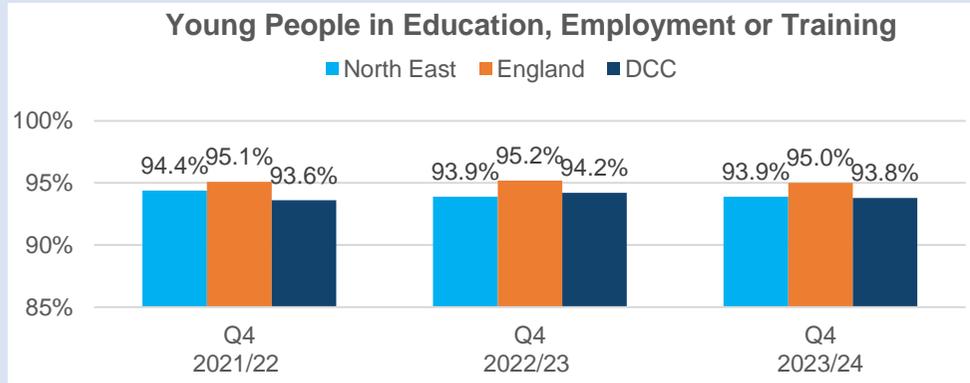
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<sup>3</sup> Monday-Saturday and a Sunday service of at least 5 buses per day, within a walk of no more than 0.5 miles

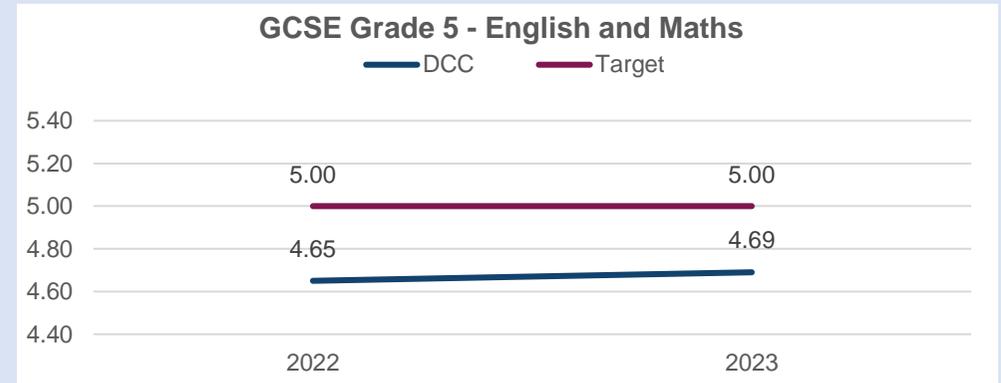
# Education Dashboard

(annual data - provisional)

## Education, employment or training



## GCSE Grade 5 - English and Maths



Due to this metric not being an official statistic published by the DfE, national and regional benchmarking is not available.

## Education

- 114 The proportion of County Durham young people aged 16-17 in Education, Employment and Training is similar to previous years (93.8% in quarter four 2023/24 compared to 94.2% the previous year). We remain slightly below target which is to exceed England (95%) and regional (93.9%) averages.
- 115 2023 average attainment in GCSE English and maths showed a marginal improvement to grade 4.69 from 4.65 in 2022. The target is to reach an average grade of 5 by 2030.
- 116 We continue to work in partnership with schools, academies and trusts ensuring that County Durham young people have access to high quality teaching and learning. We also support parents and carers in driving improved school engagement for all pupil groups which contributes to better attainment outcomes for pupils in County Durham.
- 117 Children young people service support local attainment outcomes through their ongoing Education Review which aims to deliver a sustainable school system in County Durham including addressing the current financial and projected budgetary position, sufficiency of school places, quality and stability of leadership, current condition of buildings and accessibility and suitability of schools and settings to provide outstanding learning. The Education Review has the following objectives:
- *Economy*: ensuring Children and young people have the best possible outcomes.
  - *Environment*: maintaining and strengthening schools' capacity to meet community needs.
  - *People*: ensuring that all children access a good or better education and every child having the option of attending a local school.
  - *Communities*: exploring new education partnerships which maintain high quality provision in every locality.
  - *Council*: develop, evolve, and integrate a service delivery model to secure future opportunities.

# Our Environment

## Priority Aims:

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

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

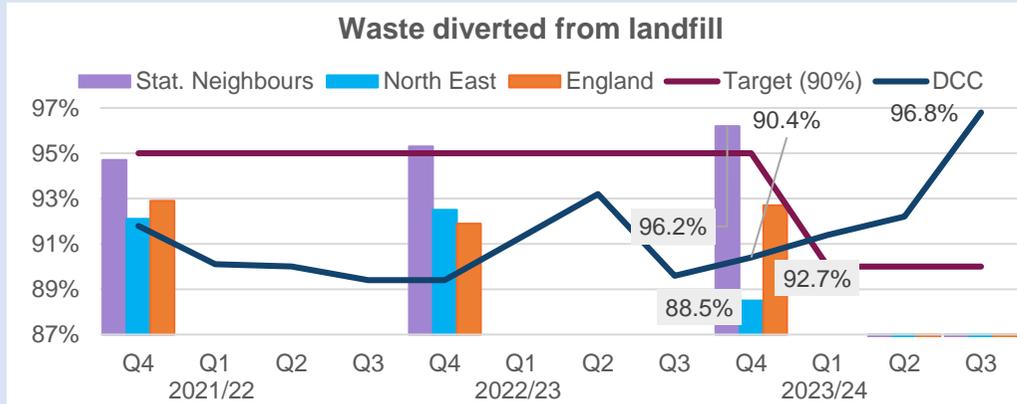
## National, Regional and Local Picture

- 118 The government's ambition to improve the environment is set out in the [25 Year Environment Plan](#) (2018) and subsequent [Environmental Improvement Plan 2023](#). The improvement is set out in 10 environmental goals and the government is developing a suite of strategies, plans and programmes to achieve these. This includes rolling out the Local Nature Recovery Strategy.
- 119 In response to recently announced government proposals which include the implementation of [simpler recycling collections and tougher regulation](#) by March 2027, and the introduction of food waste collections by March 2026, we are undertaking financial modelling to assess the impact for the council, residents and local businesses.
- 120 We are developing, with other councils across the region, plans for a new energy recovery from waste facility that will meet the future needs of the county.
- 121 The council declared a Climate Emergency in 2019 and approved an initial Climate Emergency Response Plan (CERP) in 2020 which set out challenging targets. The [second phase of the CERP](#) was approved in 2022 and has committed the council to achieving net zero by 2030 and an 80% real carbon reduction to our emissions. We will work with partners to achieve a carbon neutral County Durham by 2045. The development of CERP3 is underway and expected to be approved in summer 2024.
- 122 The council declared an ecological emergency in April 2022 and approved an Ecological Emergency Action Plan in December 2022.

# Waste Dashboard: diversion from landfill and kilograms of residual waste

(year to date ending 31 December 2023)

## Waste diverted from landfill



Impact of issues at regional waste facility no longer included in 12 month figure

Issues at regional waste facilities autumn/winter 2022

Differing policies and contract arrangements, mean comparisons with other local authorities are not on a like for like basis.

## Kilograms of residual waste collected (Oflog)

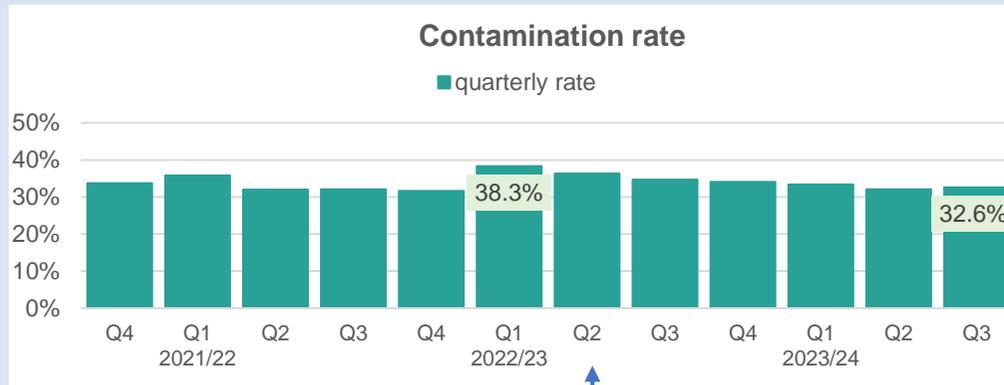


Significant improvement from 619kg at pandemic peak (Sept 2020 – Jun 2021)

# Waste Dashboard: recycling and contamination

(year to date ending 31 December 2023 / discrete annual data)

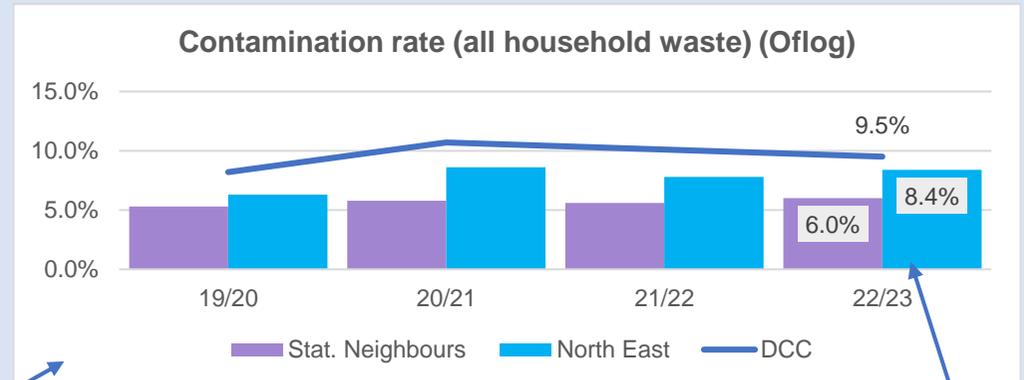
## Contamination rate (local)



Different methodologies, not comparable with oflog contamination measure

## Contamination rate (Oflog)

2 year trend shows improving performance



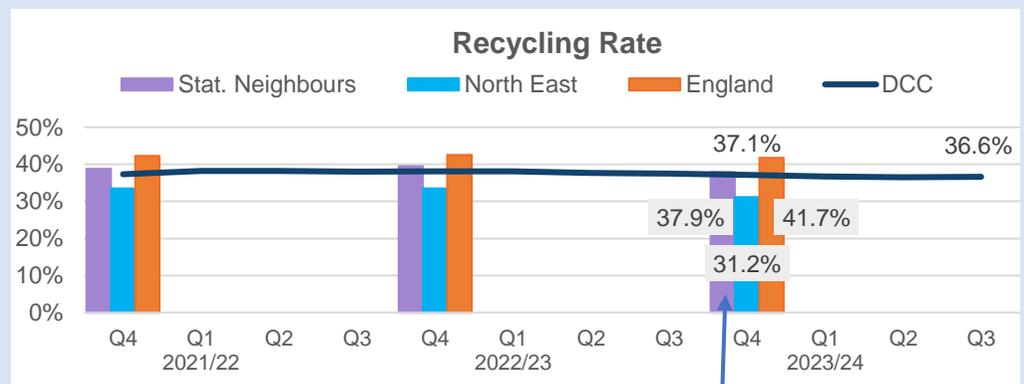
Discussions with Defra on methodology

England average not available due to duplication of data in county/ district areas.

## Contamination rate (local)



## Recycling rate (Oflog)



Differing policies and contract arrangements, mean comparisons with other local authorities are not on a like for like basis.

## **Waste diverted from landfill**

- 123 The total amount of waste that we handle and send for processing continues to reduce with 253,455 tonnes collected in the 12 months ending December 2023, a reduction on the previous 12 months of 2,204 tonnes (255,699 tonnes).
- 124 This reduction together with the sustained performance at the waste processing facilities has improved the landfill diversion rate (96.8% for the 12 months ending December 2023). Significantly better than target (90%) and the previous 12 months (89.6%). Equating to 8,034 tonnes of waste being landfilled from the 253,455 tonnes collected.
- 125 Latest benchmarking for 2022/23 (April 2022 to March 2023) shows that County Durham had a landfill diversion rate of 90.4%. Worse than our statistical neighbours (96.2%), and national average (92.7%) but better than the North East average (88.5%).
- 126 The effects of the operational issues at the regional waste processing facilities during late 2022, can be seen in both the County Durham figure and the regional figure. As the situation has improved, current performance is now more in line with our statistical neighbours.
- 127 Following confirmation of a grid connection, the new energy recovery plant being developed with six of our regional neighbours will re-commence procurement in spring 2024. Once operational, anticipated in 2027, the facility is expected to have a positive impact on landfill diversion for both the County and the region.

## **Kilograms of residual waste collected per household (Oflog measure)**

- 128 Latest data (January-December 2023) show that the amount of residual waste per household remains consistent with 568kg per household.
- 129 There has been a significant improvement in the amount of residual household waste per household from the pandemic peak (619kg, September 2020 to June 2021).
- 130 Latest benchmarking for 2022/23 (April 2022 to March 2023) shows that the amount of residual household waste per household for County Durham (565.5kg) was better than the regional average (596.3kg) but worse than the national average (508.8kg) and our statistical neighbours (527.9kg). Differing policies and contract arrangements of local authorities, mean comparisons are not on a like for like basis.

## **Recycling, re-use or composting (Oflog measure)**

- 131 We continue to advise and encourage residents to recycle through the What Goes Where campaign and the active promotion of campaigns and initiatives:
- Our WEEE campaign and repair cafés for the collection, recycling and repair of small electrical and battery-operated items. During January to March 2024, 50 household items have been recycled saving 1,200kg of CO<sub>2</sub> emissions through waste prevention.
  - 140kg of vapes have been collected for recycling.
  - The countywide plastics campaign with external partner RECOUP, with communications continuing with more social media content.

- 20 talks have been delivered to schools and community groups and 11 events have been supported in libraries, colleges and Durham Market Place on recycling initiatives including Food Waste Action Week.

- 132 Latest data (36.6%, January-December 2023) show that the amount of household waste being sent for recycling is worse than the previous 12 months (37.5%).
- 133 Latest benchmarking for 2022/23 (April 2022 to March 2023) shows that County Durham recycled 37.1% of household waste. Better than the North East average (31.2%) and on par with our statistical neighbours (37.9%), an improvement on the previous 12 months. However, we remain worse than the national average (41.7%).
- 134 The effects of changing recyclate markets and legislation have impacted nationally with the national, regional, and statistical neighbour averages all being less than the previous year. Differing policies and contract arrangements of local authorities for the processing of waste, mean comparisons are not on a like for like basis. Following the implementation of the government's Waste and Resources Strategy policies and contracts will be more consistent.

### **Contamination of recyclate waste (Oflog measure)**

- 135 The government has published a new annual measure on the proportion of all household waste sent for recycling but rejected for contamination. This measure is based on a different methodology than our current contamination measure and is not comparable. Discussions are taking place with Defra to understand the calculation method.
- 136 The Oflog County Durham rate for 2022/23 (April 2022 to March 2023) is 9.5%. An improvement on the previous year (10.1%, April 2021 to March 2022), although worse than the regional average (8.4%) and our statistical neighbours (6%).
- 137 Differing policies and contract arrangements of local authorities for the processing of waste, mean comparisons are not on a like for like basis. Following the implementation of the government's Waste and Resources Strategy policies and contracts will be more consistent.
- 138 Latest quarterly rate for Oct – Dec 2023 is 32.6%. An improvement on the previous year (34.6%) and from the peak of 38.3% (April - June 2022).
- 139 This improvement is reflected in the 12 month rate which has improved to 33.1% (January-December 2023). An improvement on the previous 12 months (35.2%, January-December 2022). This reduction has been driven by:
- A 7% reduction (23,119 tonnes) during April-December 2023 in the amount of waste in the kerbside recycling bins (blue bins) compared to the same period in 2022 (24,890 tonnes).
  - Schemes such as the Waste Electrical and Electronic Equipment (WEEE) project, which recycled almost 12 tonnes in April-December 2023.
  - An increase in waste collected at the Household Waste Recycling Centres; in particular, green waste, which increased by 15% (April-December 2023) due to the wet growing season.
  - The “What Goes Where” campaign and the issuing of notices for contaminated blue bins (28,489 issued in the 12 months to March 2024).

# Sustainable Transport and Active Travel Dashboard

(discrete quarterly data)

## Park and Ride Usage



## **Park and Ride Usage**

- 140 Quarter four performance is better than the same period last year (113,434 passengers). Mainly driven by the free after 2.00 pm for off street parking ceasing in January 2024.
- 141 Park and ride provision on Sundays at Belmont and Sniperley commenced April 2024. Following a successful application to the government's Transforming Cities Fund the expansion of Sniperley Park and Ride facility has begun. This will increase capacity to nearly 600 spaces (an additional 262 spaces).

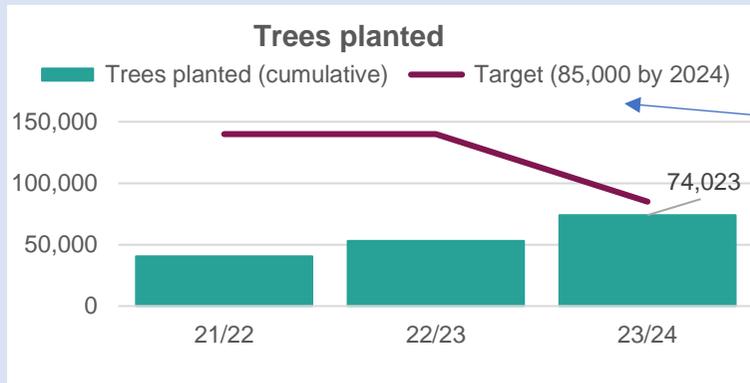
## **Active Travel**

- 142 To improve cycle routes, we have been successful in our Active Travel England bid for the 'North Durham Active Corridor scheme.' Linking the city centre with Durham Moor in the south and the Arnison Centre in the north. The new cycle route will be separate from motor traffic and improve connectivity between New College Durham, Framwellgate School, residential areas in Pity Me and Framwellgate Moor and the Sniperley Development Site.
- 143 In March 2024, we secured Devolution Funding totalling £9.2m for 'Ayckley Heads Innovation District'. This will deliver some priority routes in Durham City Local Cycling and Walking Infrastructure Plans (LCWIPs) by 2026.
- 144 Cabinet approved our Right of Way Improvement Plan (ROWIP4) in February 2024. This sets out how we will improve our network of Public Rights of Way (PROW) over the next 10 years. The ROWIP4 focuses on four main objectives, which include:
- managing and enhancing the network;
  - promoting the contribution to the green economy;
  - empowering communities and individuals to move more; and
  - ensuring the network is accessible to people of all abilities.

# Ecology: tree planting

(discrete annual data)

## Trees planted on council land



Target amended to 85,000 (from 140,000) to reflect the amount of available council land

## Local Nature Recovery Strategy

- 145 A Local Nature Recovery Strategy (LNRS) is under development. Consultation took place between 5 February and 16 April. Progress is in line with regional LNRS delivery.

### Trees planting and management

- 146 An additional 21,023 whips and standard trees have been planted at sites on council land during the 2023 planting season. Bringing the total over the last three planting seasons (2021 to 2023) to more than 74,000. Land has been identified to plant 11,000 trees in the next planting season to achieve the target of 85,000.
- 147 Wider efforts to increase the amount of tree coverage include other initiatives such as the Durham Woodland Revival programme and the Urban Tree Challenge Fund.
- 148 The Durham Woodland Revival programme has recently ended. 76 hectares of additional woodland has been planted over the course of the programme.
- 149 We have also recently approved a [Tree Management Policy](#) and inspection procedures which bring together all tree management issues. This includes how we manage risks, inspect and maintain, and deal with requests from the public and Tree Preservation Orders.

### Habitat protection

- 150 In February, we launched the SeaScapes Coastal app. This enables people walking the King Charles III England Coastal Path to be notified of points of interest and shows wrecks off the coast on a map. Detailed models of four wrecks appear as augmented reality when the user is at the correct site.
- 151 Alongside the app we also launched the [ReadingtheRocks](#) website. The website gives details of three Durham Coast self-guided beach walks. Information about the rock formations allows users to understand the geology of the coast.
- 152 Through celebrating and educating people on shorelines and oceans, the app and website aim to protect and improve these vital habitats for both people and wildlife.

# Our People

## Priority Aims:

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

- ensure children and young people will enjoy the best start in life, good health and emotional wellbeing
- ensure children and young people with special educational needs and disabilities will achieve the best possible outcomes
- ensure all children and young people will have a safe childhood
- promote positive behaviours
- better integrate health and social care services
- tackle the stigma and discrimination of poor mental health and build resilient communities
- people will be supported to live independently for as long as possible by delivering more home to meet the needs of older and disabled people
- support people whose circumstances make them vulnerable and protect adults with care and support needs from harm
- protect and improve the health of the local population, tackling leading causes of illness and death

## National, Regional and Local Picture

### Children's Social Care

- 153 [Fighting health inequalities through research excellence and collaboration](#) was published in April 2024 by Health Equity North and highlights higher rates of children in care in the North than the South of England. Key headlines include:
- (a) The North East continues to record the highest overall care rates.
  - (b) The 27% increase in the number of children's homes between 2020 and 2023 disproportionately affected the North of England. There are 1,176 children's homes in the North of England, and just 1,704 in the rest of England.
  - (c) The North accounts for 28% of the child population, but 36% of the children in care.
  - (d) In England, in 2015, children in the most deprived 10% of neighbourhoods were over ten times more likely to be in care than children in the least deprived 10%. This corroborates analysis previously undertaken on children in care in Durham.
- 154 A [report](#) by Action for Children recommends introducing a single, cohesive code for children exploited into criminal activity. This would include a new offence of child sexual exploitation. It also states the need for coordinated policy and practice at both a local and national level, and more research into what works to learn from best practice.

## **Special Educational Needs and Disabilities (SEND)**

- 155 An annual investment of £850 million is going to councils to create new places for young people with SEND and in Alternative Provision in mainstream and special schools, and to improve the accessibility of existing buildings. However, it is felt that this will not be enough to address pressures in the system.
- 156 This will provide specialist support for children with autism, learning difficulties, mobility difficulties and more to meet their extra needs, including extra encouragement in their learning, help communicating with other children and support with physical or personal care difficulties, such as using the toilet or getting around the school safely.

## **Adult Social Care**

- 157 We have been selected as one of the first local authorities to be assessed under the new Care Quality Commission (CQC) led local authority assessment framework. As part of the assessment process, the Local Authority Information Return (LAIR) was submitted to the CQC in February 2024. The return makes available to the CQC key documents, information and data prior to the onsite visit. CQC Assessors attended for an onsite visit between 21-23 May 2024.
- 158 Following the onsite visit, the CQC will draft a report containing scores for each of the framework's 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 will be a short delay before we receive the final report.
- 159 On 7 March 2024, the Department of Health and Social Care (DHSC) published the first data sourced from the new Client Level Dataset (CLD). Published as 'official statistics in development,' DHSC released the number of people receiving local authority commissioned long-term support at national, regional and local authority level as at the end of each month from April to December 2023.
- 160 The publication allowed us to compare some of the figures from our CLD submission with other local authorities for the first time. Over the nine month period published, Our rate per 100,000 population of long-term service users (1,638, December 2023) was slightly above the statistical nearest neighbours (1,597) and national result (1,433), but below the North East (1,830). Our result was also similar to the 2022/23 Short and Long Term Services (SALT) comparison (1,584), which the CLD is replacing.
- 161 This first look at CLD national data provided us with assurance that the way we are compiling the data return, and the level of long-term care we provide, is in line with other local authorities. It is expected that data releases sourced from the CLD will increase through 2024/25 as the DHSC completes its own assurance work on the submitted data. As part of the Market Sustainability and Improvement Fund, DHSC confirmed they have plans to publish average times between request and assessment and request and service, though no date for publication has yet been announced. All indicators will be included in this report when they are made available.
- 162 The government has announced that new funding, the Accelerating Reform Fund (ARF), will enable the expansion of community-based care models such as Shared Lives and online support services such as Mobilise. The funding is provided by the DHSC and allocated to local authorities within the same Integrated Care System (ICS) footprint. As hosts to North East Association of Directors of Adult Social Services (NE

ADASS), who are overseeing the ARF projects, Durham is the lead authority for this grant for the North East and North Cumbria, which will receive a total of £2.23m for the two year programme.

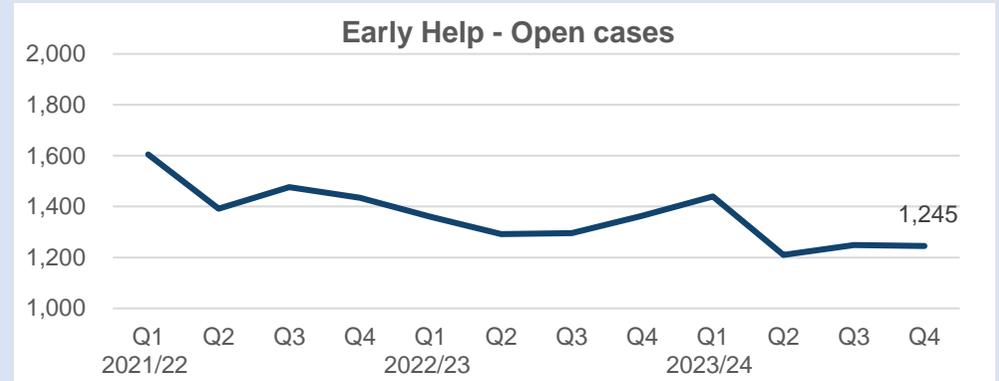
- 163 The grant will be used to expand the Shared Lives scheme in the region, with a focus on autism and transitions. Shared Lives can be either short-term or long-term care, offering choice and autonomy to people with needs for care and support and enabling people to live in the community, as well as providing unpaid carers with more flexibility and breaks. Mobilise provide online support for unpaid carers, via information, advice, and peer networks. As a 24/7 service it can act as an alternative to, or complement, existing carer support services in the region. It will also have a key aim to identify 'hidden carers' who do not currently have access to support around their caring role. Any ARF grant monies not spent on the regional Shared Lives and Mobilise projects will be used to support smaller innovative projects at a local and sub-regional level.

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

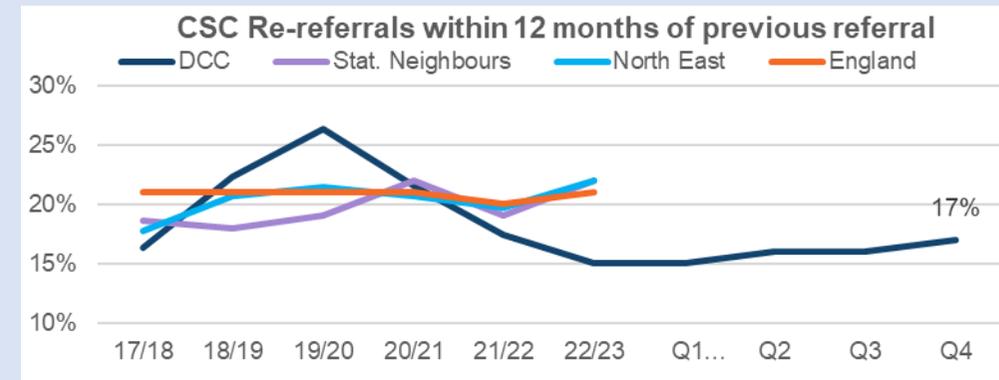
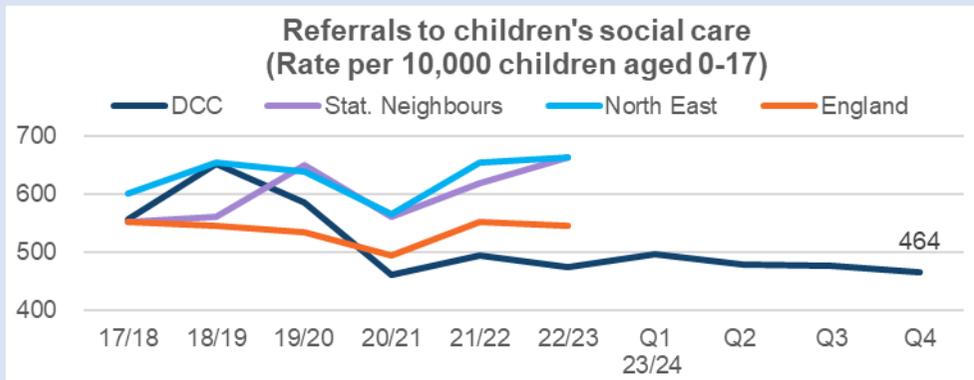
(12 months ending 31 March 2024 / at 31 March 2024)

## Early Help

- Demand reduced post-Covid, partly due to a change in operating model with more partner led early help conversations.
- 15 Family Hubs were launched in April 2023. The hubs provide 'one stop shop' access to family support (from conception to age 19, or 25 years for children with SEND). Between September 2023 - March 2024, 3,698 people registered (1,503 families), including 529 aged 0-6 months.
- Feedback from those working with the service remains positive: 95% of parent/carers, and 94% of young people are happy or very happy with the support received. And 97% of parents/carers and 97% of young people felt services worked well together to meet the needs of the family.
- Since October 2022, 3,062 assessment forms have been submitted through the Early Help Assessment Portal, with 18% (559) from partners who are leading on assessments. The chart shows an upward trend in partner led assessments in 2023/24 (345 in total), three quarters of which are from education (43%) and health (32%) organisations.

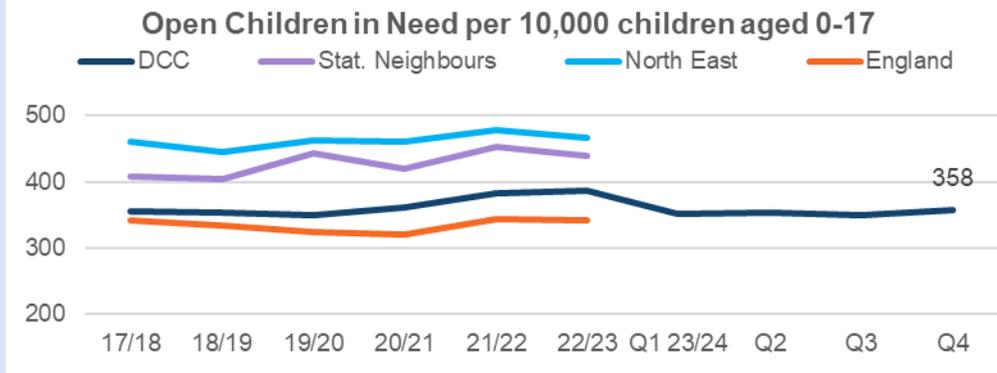
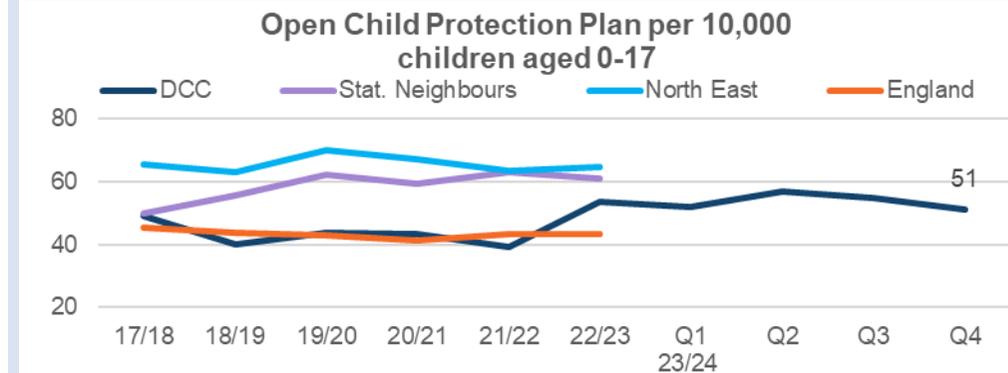
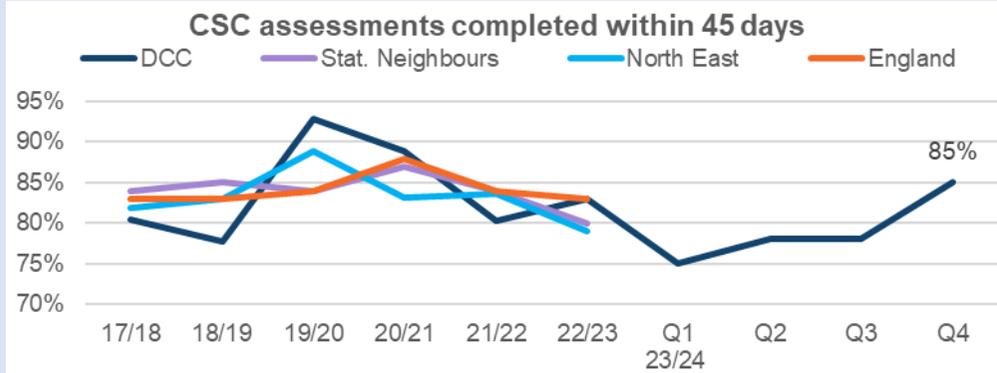


## Referrals



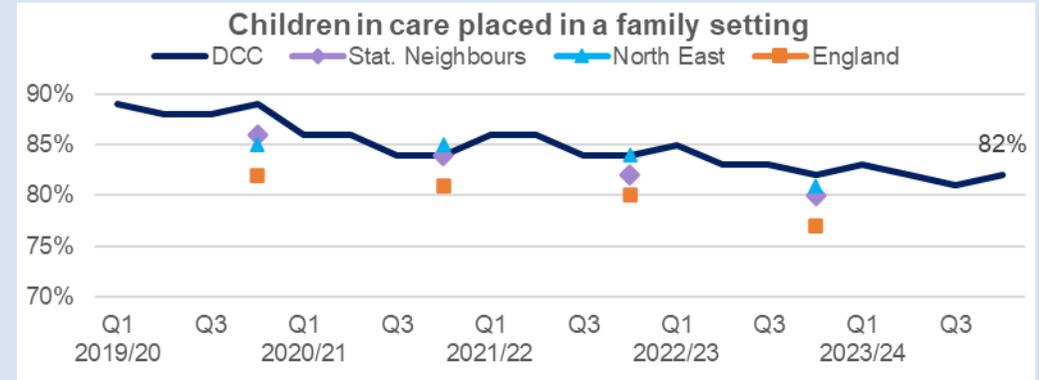
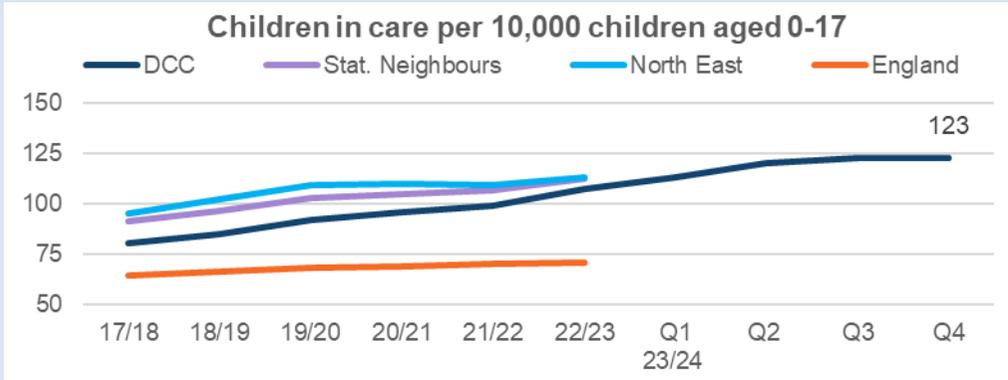
# Children's Social Care Dashboard: assessments, protection plans, in need, social worker vacancies

(12 months ending 31 March 2024 / at 31 March 2024)

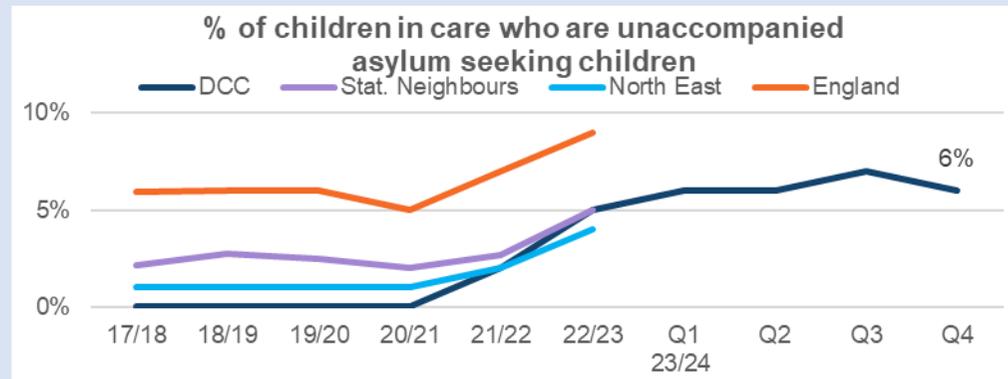


# Children's Social Care Dashboard: in care, unaccompanied asylum seeking children

(12 months ending 31 March 2024/ at 31 March 2024)



Slight increase in the proportion placed in a family setting linked to increases in numbers placed in foster care and children in care starting to plateau



## **Children's Social Care and Early Help**

- 164 Overall demand for early help and statutory support remains consistent with previous reports. The recent reductions in cases open to Early Help should be seen within the context of a transformed Early Help model in County Durham.
- 165 The service has worked with key partners, children, young people, parents, and carers to develop a new Early Help Assessment for partners based on Durham's Signs of Safety practice model, this was launched in October 2022. The purpose being to provide a richer picture of early help offered and the impact on children, young people, and families across County Durham.
- 166 There are a number of partners who are using the new assessment where a Team Around the Family arrangement is in place. The Prevention and Early Help Partnership continue to work with partners who are not engaging in this process to understand barriers and work with them on a solution focussed approach. This will then provide a much more accurate picture of the early help support to families delivered across the system.
- 167 Locality Early Help Conversations are well established within County Durham. When a child's needs cannot be met by universal services alone, quality conversations strengthen and improve decision making and joint working to provide the right help at the right time for families. These conversations often identify that family's needs can be met without a formal referral into the LA Early Help Service (OPS) and so the collective resource from across the system is utilised. The establishment of the Family Hub and Start for Life Offer provides families with the support they need that is much more accessible.
- 168 A wide-ranging programme of activity and support is being delivered in Family Hubs, and at other venues, with partners. Examples of delivery include:

### **Emotional Wellbeing and Behaviour Programme (EWB)**

- The EWB programme has continued, with children taking part in courses including Chill Kids, Teen Zone, Safer Choices, and Staying Cool Teen. Data is reported on a termly basis, and so data from the spring term will be provided in 2024/25.

### **Parenting Programmes**

- Triple P: Teen Steppingstones (SEND), Fear-Less (school avoidance), Incredible Years Baby, Toddler and Pre School, and Empowering Parents, Empowering Communities, which is a parent-led suite of programmes.
- All parenting programme data are reported on a termly basis, and so data from the spring term will be provided in 2024/25.

### **Universal Programmes**

- Between January and March 2024, across all Family Hubs, 320 Baby and Me (for under-1s) / Toddler and Me (for 1-2-years-old) sessions were available for families. These were attended by 954 individuals with a combined attendance of 3,538 (3.7 sessions each on average).

- 169 The target of 1,230 families on our Stronger Families Programme attaining significant and sustained outcomes has been exceeded. 122 families were claimed in quarter four, bringing the total for 2023/24 to 1,264 families (103% of target). Since the start of the programme in 2015, 7,904 families have been supported.

- 170 The 'Enhanced Parenting Support Pathway' offers families a seamless support pathway from the antenatal period until a child is 2½ years old, delivered by Early Help Practitioners within the One Point Service alongside Health Visitors. The aim is to provide additional help and support to families at risk of poor outcomes by providing access to services in Family Hubs, including learning and development, and parenting support and advice. In 2023/24, One Point has worked with the families of 110 children.
- 171 Between December 2023 and March 2024, One Point worked with the families of 35 children following a request for pre-birth Family Hub support. Early Help Practitioners from Family Hub teams working alongside the family Social Worker, provide intensive family support flexible to the needs and strengths of the parent/(s) during the antenatal and early post-natal period to promote safe and effective parenting.
- 172 The One Point Service manages quality systems and collects feedback to learn and improve services for its users. This includes learning reviews, thematic audits, and service user feedback. Below are some examples of recent comments recorded:
- Respondent comment from quarter three parent/carer survey:  
*"Everything has helped me a lot after what myself and the children have been through the help has made me feel more positive for our future and less like a failure all the time very grateful thank you for the help xx and xx are both amazing."*
  - Respondent comment from quarter three young person satisfaction survey:  
*"Having the support I need made me feel better it encourage me to go to school more often and I know If I need the help I know who I needed to go to."*
- 173 Improved practice across statutory children's social care has led to a consistently low re-referral rate. The rate at quarter four (17%) is slightly higher than quarter three (16%), however it is still better than latest benchmarks. This means fewer children and their families require further support from safeguarding services following support.
- 174 Although statutory demand remains low, children and young people receiving intensive support (children on a Child Protection Plan and taken into our care) remains relatively high. This is indicative of ongoing high levels of complexity and a change in the composition of demand. However, both have decreased through quarter four and will continue to be closely monitored.
- 175 Overall numbers of children in care are similar to the end of quarter three. Levels had continued to increase in January and February but reduced in March 2024 to 1,213. The North East has the highest level in England and County Durham is slightly worse than the North East. Previously, underlying growth in the number of children in care was accelerating further due to an increased volume of unaccompanied asylum-seeking children (UASC) as part of national relocation plans. Six percent of children in care are UASC, which has reduced from quarter three, but increased compared to 5% at the end of 2022/23 and just 2% at the end of 2021/22.
- 176 We currently have 12 Children's Homes across the county offering residential care to children and young people. These homes are regularly inspected by Ofsted with one home rated outstanding, seven rated as good and a further three requiring improvement. One further home is not rated at present as it has not been inspected.

- 177 These homes are a key element of our Placement Sufficiency programme and provide support and care for young people who cannot live at home, or short respite breaks when children and young people with disabilities need to have a little time away from their family or carer. There have been many developments across the service, including strengthening the existing management teams, with Deputy managers in post and also a “grow your own” approach to recruit new workers with no experience of residential care. During 2023 we opened a new home and purchased two new buildings which we will open as homes during 2024. Furthermore, we have secured some ongoing capital investment to ensure all our homes continue to be updated, are homely and fit for purpose.
- 178 A number of new children’s homes are being developed to ensure that as many children as possible live within County Durham and are able to maintain links with their schools, friends, families and hobbies. The new homes are different sizes (ranging from one to four places) so that children and young people with more complex needs can be cared for. An Edge of Care home is also being planned; this will offer short breaks and wider support to young people and their families to help them to remain living at home.
- 179 During 2023, we have been addressing the capacity issues arising from high caseloads which have been impacting the timeliness of statutory children’s social care assessments. Quarter four’s performance (85%) is better than national and regional benchmarks and is an improvement against quarter three (78%).
- 180 We frequently need to readvertise social work posts due to a lack of suitable applicants. However, we have continued to release a number of recruitment campaigns to try and address these challenges, including increased social media promotion supported by strong recruitment web pages. In some cases, persistence and a different approach can help to resolve long standing recruitment challenges, our Independent Reviewing Officer (IRO) team has been fully staffed this quarter having experienced recruitment challenges for more than two years.
- 181 It remains very difficult to recruit experienced social workers. In anticipation of new statutory guidance which could make it less attractive for social workers to remain on agency contracts, we are encouraging social workers with us on agency contracts to consider permanent employment and aiming to raise awareness of the council as a potential employer for agency workers working elsewhere.
- 182 The recruitment of newly qualified social workers (NQSWs) is the most effective way to maintain or increase our social work workforce. Our Social Work Academy was created in 2016 to allow us to support a greater number of NQSWs through their first year in practice. Our Academy offer remains strong and has recently been extended to provide additional support to social workers in their second year of practice, and there are plans to extend that support into the third year of practice, dependent on guidance from the Department for Education on the anticipated Early Career Framework. We are currently anticipating 23 NQSWs starting with us from summer 2024, but recruitment is ongoing so this could improve.
- 183 To enable us to recruit an increased number of NQSWs we have enhanced our approach to the recruitment of students with us on placement, and continue to invest in supporting social work qualification including:
- supporting the social work apprenticeship scheme, we currently have 10 apprentices who are being supported to qualify while in their previous posts who

are expected to graduate between 2024 and 2027, and 18 social work trainees who are a mix of internal and external recruits expected to qualify in 2027.

- supporting the next cohort of Step Up to Social Work scheme, six participants started the programme in January 2024 and are expected to qualify in spring 2025.
- partnering with Frontline, we expect to support 10 participants on the programme from autumn 2024, who should qualify and join us as NQSWs in autumn 2025.
- working within our regional partnerships to increase social work training capacity. The Department for Education announced in April 2024 that no further funding will be made available for teaching partnerships, so the North East Social Work Alliance is working on proposals for progressing this work in the future.

184 The recruitment and retention of social workers remain a priority for the service and a range of changes to pay, career development, progression and non-pay benefits have been implemented over the last year to retain staff as well as ongoing staff wellbeing support. Wellbeing support for social workers takes a range of forms including a wellbeing portal, which provides information for employees at all levels on a range of issues including physical activity, nutrition, remote working, mental health and emotional wellbeing, bereavement, domestic abuse, and substance misuse to specialist workshops on wellbeing and self-care.

185 In addition, specialist support offers employees or teams who have been involved in a traumatic event to benefit from de-brief sessions, reflection sessions or a commissioned specialist offer designed to promote reflection and healing. Flexible working can have a positive impact on employee engagement and wellbeing, supporting practitioners to better balance their work and home life, and support practitioners with caring responsibilities to stay in, or return to, the workforce. Following a successful pilot, the service is consulting on proposals to further encourage flexible working across social work teams.

# Education Dashboard

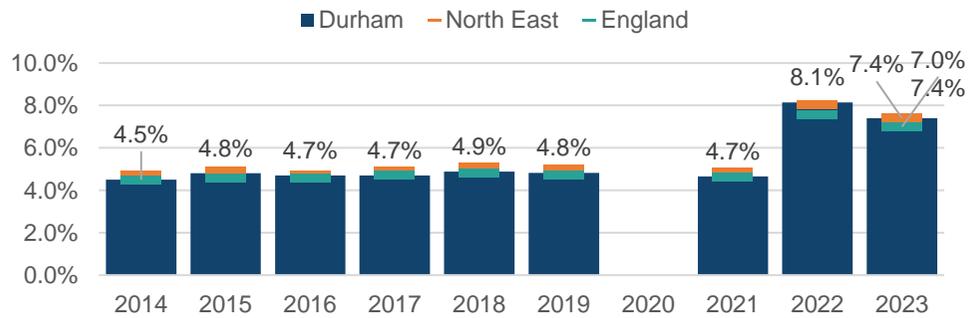
(academic year 2022/23 / as at 31 March 2024)

## Attendance

School Attendance improved in the autumn term of the 2023/24 academic year but remains worse than pre-pandemic levels.

Unauthorised absence makes up one-third of all absences in the 2023/24 academic year.

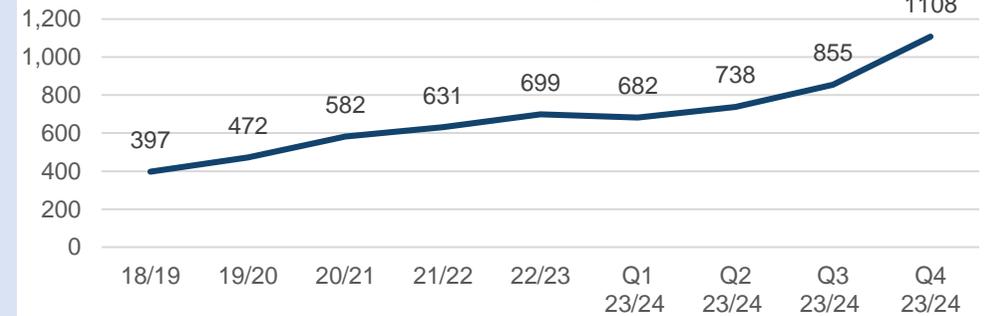
**Total Absence Rates - Authorised and Unauthorised**



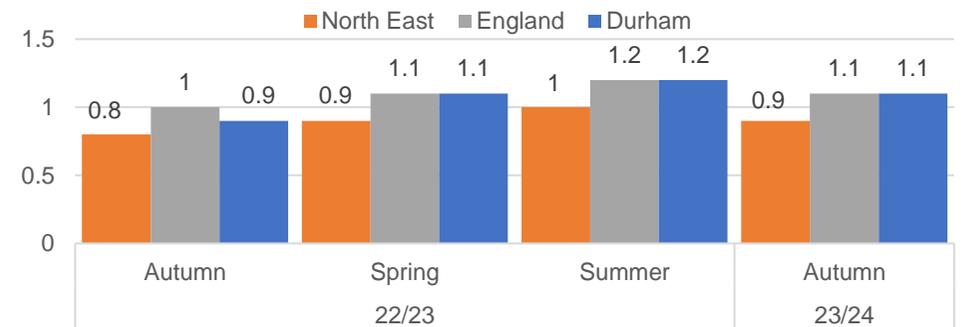
## Elective Home Education (EHE)

Annual data are based on end of academic years and accounts for year 11 leavers and the reason for a dip in quarter one data. This also accounts for Q4 being the peak.

**Children Who are Electively Home Educated**



**Rate of EHE Children**



## **Attendance**

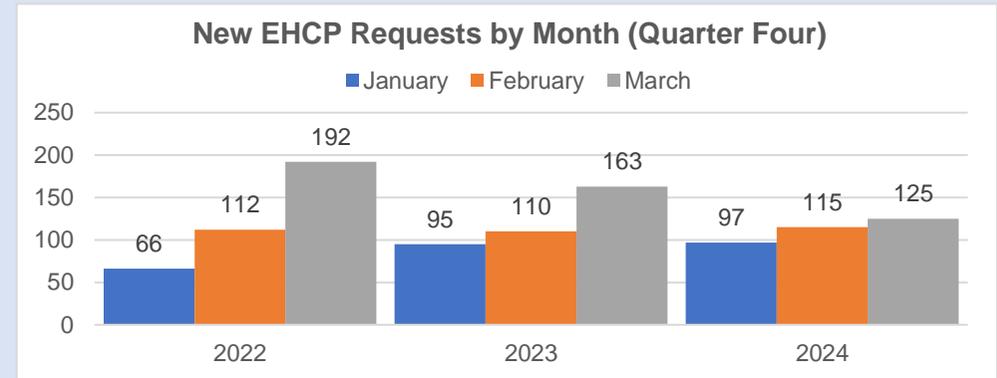
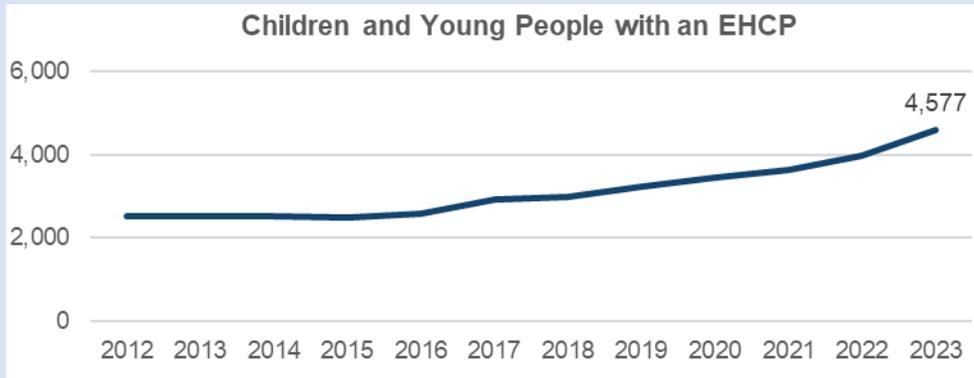
- 186 National data on attendance rates was released in quarter four. Absence rates reduced in County Durham from 8.1% in 2021/22 to 7.4% in 2022/23. Similarly national and regional comparators reduced over that time have falling from 7.8% and 7.9% to 7% and 7.4% respectively. Latest data shows that autumn term 2023/24 attendance has improved further with overall absence at 7%.
- 187 The barriers to accessing education are wide and complex and are often specific to individual pupils and families. These barriers were exacerbated by the pandemic and school attendance rates nationally, regionally and locally have reduced.
- 188 High attendance levels are essential for pupils to get the most out of their school experience, including their attainment, wellbeing, and wider life chances. The pupils with the highest attainment at the end of key stage 2 and key stage 4 have higher rates of attendance compared to those with the lowest attainment.
- 189 The service has a strategic approach to improving attendance delivered through the School Attendance Team. This team works with all schools to reduce or remove barriers to attendance and provide opportunities for schools to share support and best practice. Specifically, this includes holding regular conversation with schools offering support to identify, discuss and signpost to services for pupils who are, or who are at risk of becoming, persistently absent from school.
- 190 We are working closely with partners to develop a new Partnership Protocol - "Working Together to Support School Attendance."

## **Elective Home Education (EHE)**

- 191 We continue to have strong multi-agency Education at Home operational and strategic groups that are well established, meet half termly with wide service representation including health, SEND and inclusion, education and skills, wider children's services colleagues to consider suitable education and safeguarding of children.
- 192 Spring is our highest point in the year for EHE numbers – in two months the Year 11 cohort will move on, and this Year 11 group is large at 317 currently – in June, our numbers will therefore decrease to around 800 again. Our proportion of EHE per pupil population remains low and fluctuates between 0.8% and 1.1% over the academic year and is now around 1.2% to spring – although the numbers do increase year on year mirroring national trends.
- 193 We have had a high number of families moving into the county at the end of the autumn term and into the spring who have decided to home educate which appears to have also impacted on number. Again, the percentage will likely come down to around 0.9% population in June.

# SEND Dashboard

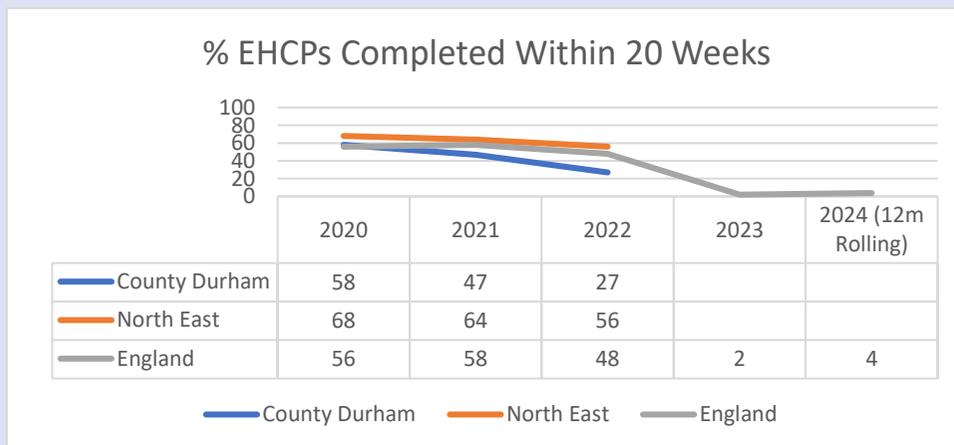
(12 months rolling / annual data)



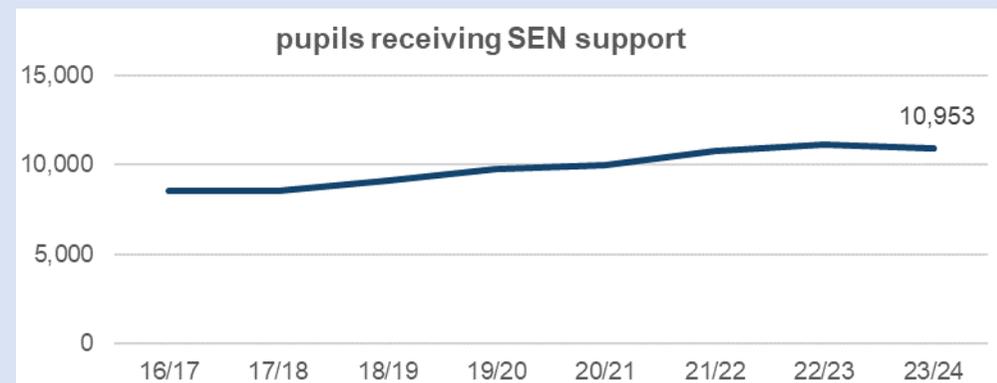
## EHCPs completed in 20 weeks

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

Work continues to improve this and latest data, albeit provisional shows EHCP timeliness at 6% for April and 7% for May to date. This equates to 4% since 1 January 2024.



## Special Educational Need Support



## Education, Health and Care Plans (EHCPs)

- 194 Requests for new EHCPs increased substantially between 2019 and 2022 and continue at a very high level in 2023/24. The assessment process is complex with a number of inputs required from schools, social care and health services in line with the statutory guidance. In 2019 we received an average of 50 requests per month and this has increased to 82.
- 195 Latest data for quarter four show that EHCP requests have fallen off when comparing with the same period from previous years. Between January and March 2024, we received 337 requests for EHCPs, compared to 370 last year and 368 the year before that. Quarter four is the busiest time of year for new requests so a fall-off is hopefully indicative of a reprieve.
- 196 In addition to this increase in demand the underlying causes of the timeliness delays are:
- a national shortage of educational psychologists (EP) needed to undertake the required assessment and;
  - the timeliness of education provider responses to consultation and capacity challenges in providing suitable provision.
- 197 Improvements to the EHCP assessment process and EP capacity have begun to impact on the system, although, in quarter four of 2023/24, no EHCPs were completed within 20 weeks. Following their review of capacity and EHCP process the service are implementing a comprehensive action plan which seeks to address these challenges and reduce delay, particularly in relation to the backlog for EP advice.
- 198 Two contracts for extra EP locum support have been fully in place from January 2024 resulting in increased numbers of completed assessments. Recruitment is also underway for two agency workers in the Business Support team to support pressures created by the increased number of draft EHCPs to be issued and consulted on.
- 199 To reduce wider pressures in the SEND casework team created by increased numbers of assessments, three agency workers have been in place from mid-March 2024 with a focus on drafting EHCPs. Furthermore, the service introduced the ability to prioritise cases based on complexity of need, the educational stage in relation to key transitions, and the potential increased risk of harm as a result of delay, ensuring those most in need get support at the earliest opportunity. The revised processes now ensure there are no delays for children and young people identified as a priority.
- 200 These changes are driving improvements in EP throughput reducing unallocated cases within the EP service and the average time taken to allocate, reducing from nine weeks, in autumn of 2023 to two weeks in February 2024. Reducing time to allocate greatly reduces delays to EP advice being finalised and should improve timeliness overall.
- 201 However, overall performance remains unacceptable. Timeliness performance was 1.8% for 2023 and while we know that these pressures are not unique to County Durham, this is likely to be low compared to the majority of local authorities when national comparator information is published in the summer of 2024.
- 202 During 2024, if agencies deliver against their agreed contract volumes, in-house EP capacity is maintained, and demand does not increase further, we expect the waiting times and waiting list for EP advice to steadily reduce and overall timeliness to steadily

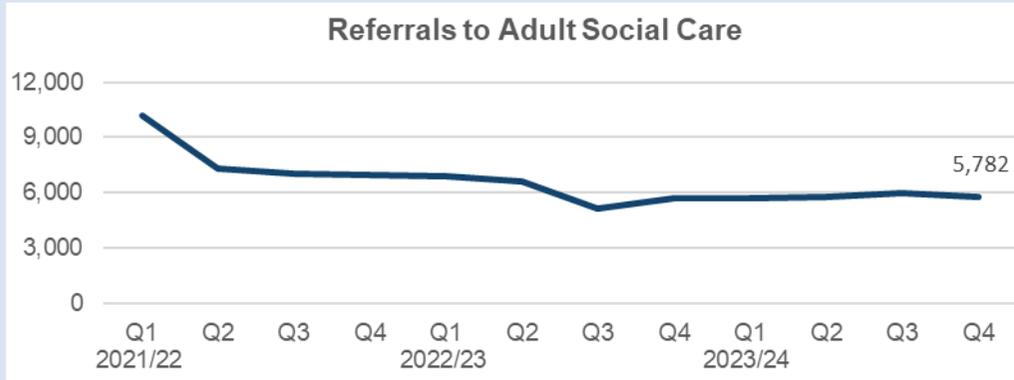
improve through the next financial year. However, as EP advice is only part of a complex process it will take time for this to impact on the overall 20-week EHCP target. This area is being regularly reviewed with enhanced operational performance monitoring and at the time of writing, 8% of EHCPs were finalised within 20 weeks in April and 5% for May. This equates to 4% of EHCPs issued with timescales since 1 January 2024.

- 203 A new case management system was introduced in January 2024 which will impact on data quality and reporting over the next few months but will improve process administration and recording in the long-term.
- 204 SEND Inspection preparation continues with partners across health and education. We have developed an assurance programme and multi-agency self-evaluation development informed by learning from other areas being inspected.
- 205 The SEND Local Partnership has recognised the potential impacts on families waiting for services and established a “Waiting Well” group to develop a range of responses to ensure families are supported and informed whilst they wait for specialised services. The group meets every three months, latest progress includes:
- More services are developing clear written policy and guidance for staff in relation to Waiting Well practices.
  - Waiting Well needs are discussed at the first point of contact in more services than previously.
  - More services routinely gather Waiting Well feedback at the end of involvement.
  - More service improvement plans include details of how the workforce is enabled to understand the wider SEND offer.

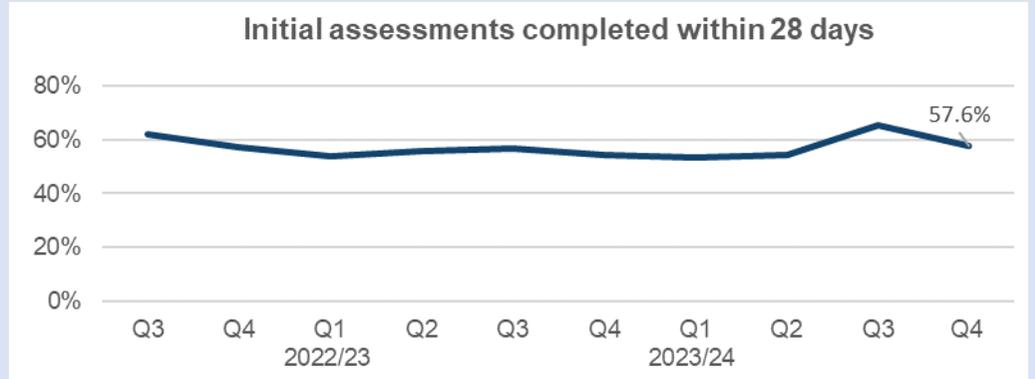
# Adult Social Care Dashboard – Referrals and Assessments

(discrete quarterly data)

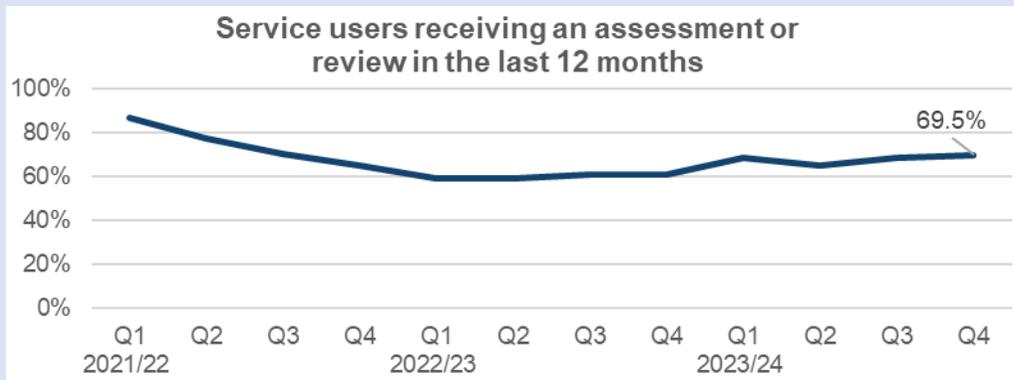
## Referrals



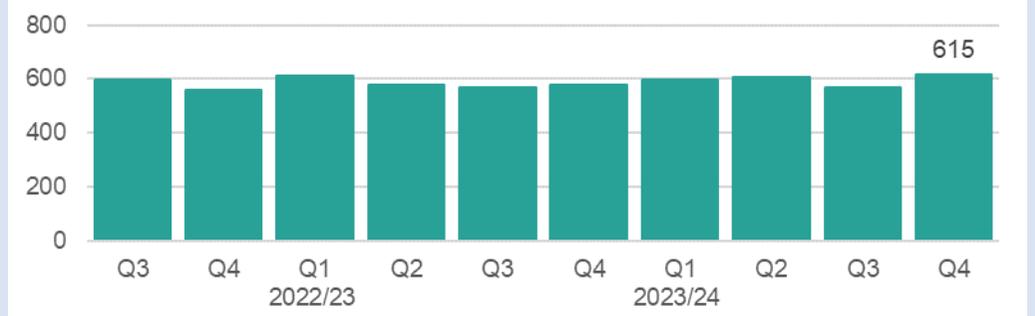
## Care Act assessments completed and timeliness



## Annual Reviews



## Care Act assessments completed each quarter



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 has the potential for benchmarking to be produced by DHSC. If this happens, it will likely be in the next 12-18 months.

## **Referrals to Adult Social Care**

- 206 The number of referrals into adult social care have been stable for over a year. We received an average of 5,829 referrals per quarter through 2023/24.
- 207 We are examining internal and external contacts and referrals into Adult Social Care. We aim to understand the longer-term reduction in referrals over the last two to three years. This work will increase our understanding of the changing demand for adult social care.
- 208 As referral data are not published nationally, benchmarking for this indicator is unavailable. The new statutory Client Level Dataset (CLD) started recording referrals (known in CLD as requests) for services from April 2024. The implementation of the CLD has the potential for benchmarking to be produced by DHSC. If this happens, it will likely be in the next 12-18 months.

## **Care Act assessment timeliness**

- 209 Care Act assessments for adult social care are expected to be completed within 28 days from the date of first contact. The percentage of assessments completed within this timeframe stands at 57.6% in the latest quarter (January – March 2024). This is worse than the previous quarter (65.2% for October – December 2023), but better than the near two-year period prior (January 2022 – September 2023).
- 210 The service continues to focus on improving timeliness. An ongoing impact statement is reviewing potential options to support the prompt completion of these assessments. A waiting lists and backlogs task and finish group was established this quarter to consider ways to improve the timely completion of assessments.
- 211 The number of Care Act assessments completed each quarter continues to be stable. An average of 598 assessments were completed per quarter through 2023/24.
- 212 A new set of indicators has been developed to measure the timeliness of all assessments and reviews undertaken across Adult Care, rather than just Care Act assessments. The indicators now include additional short-term (hospital service assessment plans) and long-term (occupational therapy assessments, sight and hearing loss assessments and emergency duty plan assessments). The service area will closely manage performance for the new indicator set.
- 213 Currently, both the number of and timeliness of Care Act assessments are not reported nationally. Both may soon be available from the CLD, depending on national developments.

## **Annual Reviews of Service**

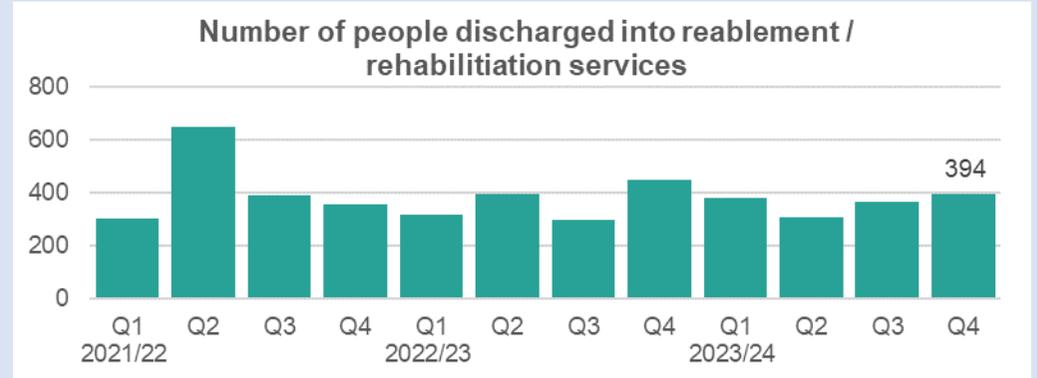
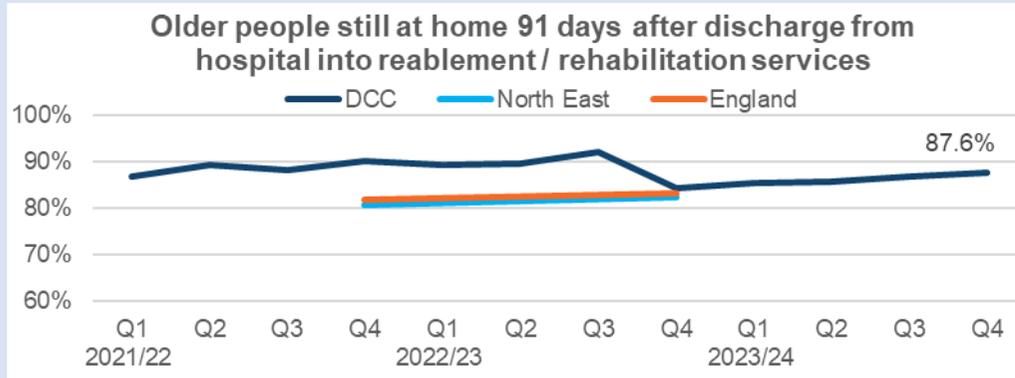
- 214 Service users are expected to have their care plan reviewed every 12 months to ensure that their care remains appropriate to their needs. The data for quarter four shows 69.5% of service users had received an assessment or review in the last 12 months. This is the highest recorded performance for more than two years, demonstrating the impact of the new review teams which were established early in 2023. Performance remains lower than three years ago; however, recent initiatives are closing the performance gap.
- 215 Operation of the new teams is overseen by the council. Performance is reported monthly to the council. An end of year report is to be provided to the council outlining progress made.

216 Nationally available data provided through the SALT return provides the position for reviews of long-term care packages, however, production of this data return is not in line with our locally reported measure. Benchmarking is, therefore, not available.

# Adult Social Care Dashboard – Reablement and rehabilitation services

(91 days cumulative / number of discharges discrete quarterly data)

## Discharges into reablement / rehabilitation services



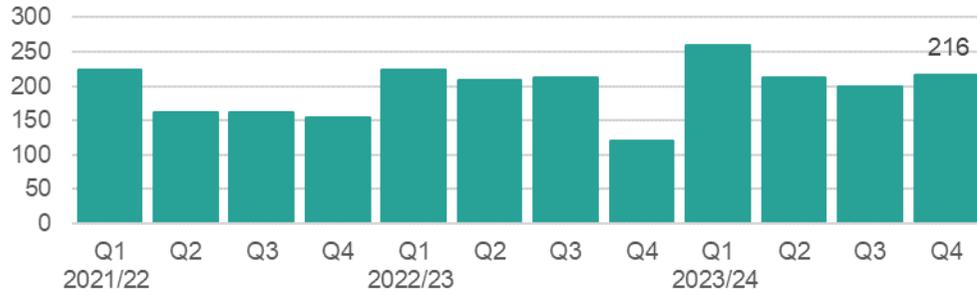
## **Discharge into Reablement and Rehabilitation Services**

- 217 The percentage of older people still at home 91 days after discharge from hospital into reablement / rehabilitation services (87.6%) is the highest since quarter three 2022/23 (91.9%). It is also close to the three-year average (87.9%). Latest performance is better than our Better Care Fund target of 84%, and the latest regional and national benchmarking.
- 218 The number of people discharged into reablement and rehabilitation services demonstrates little change over the last three years. When compared to older data, a reduction is clear. In the latest three-year period, an average of 383 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 were discharged into reablement and rehabilitation services each quarter.
- 219 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 has been considered by the council. Following this, work has been undertaken to identify zones to pilot a new way of reablement working, modelling has been done on a possible 'pay by episode' approach and Technology Enabled Care options identified for lifestyle monitoring during the reablement period.

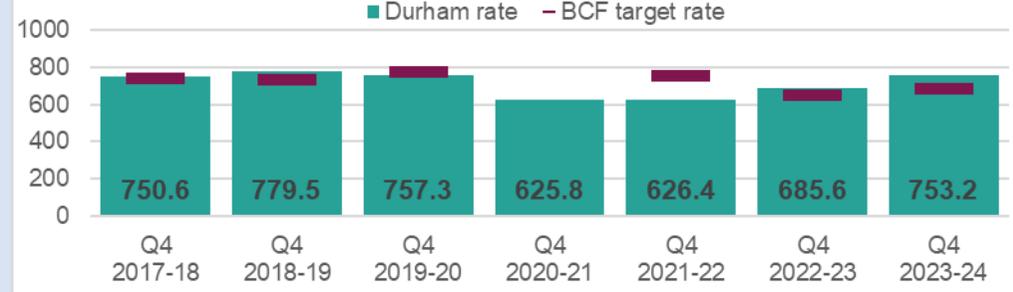
# Adult Social Care Dashboard – Admissions to permanent care

(quarterly / annual)

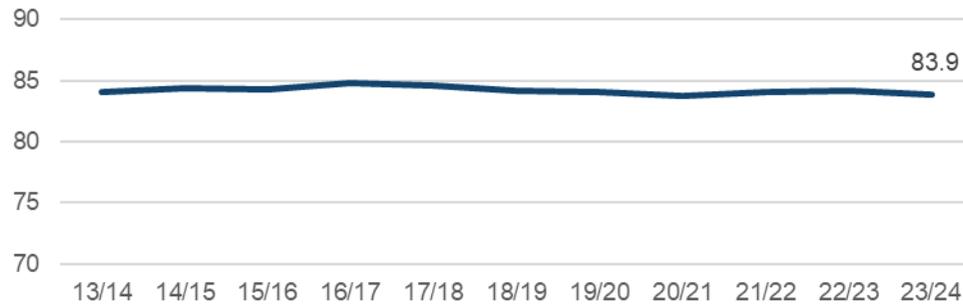
Adults aged 65+ admitted permanently to residential or nursing care



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



Average age of admission to permanent care

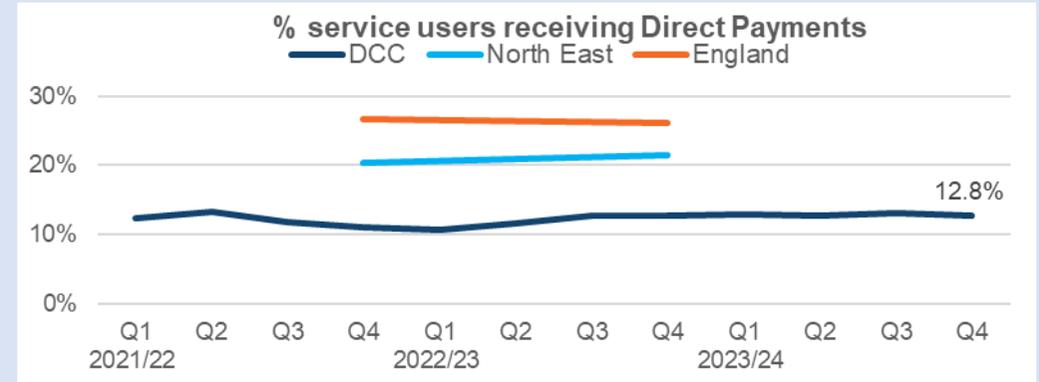
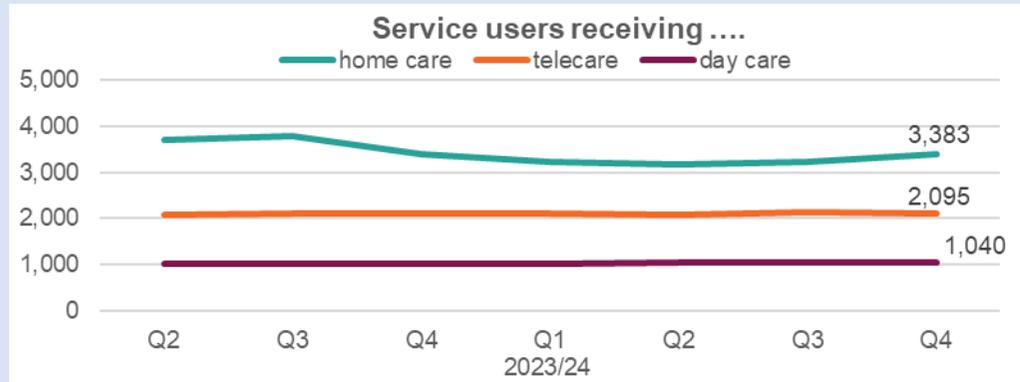


## Admissions to Care

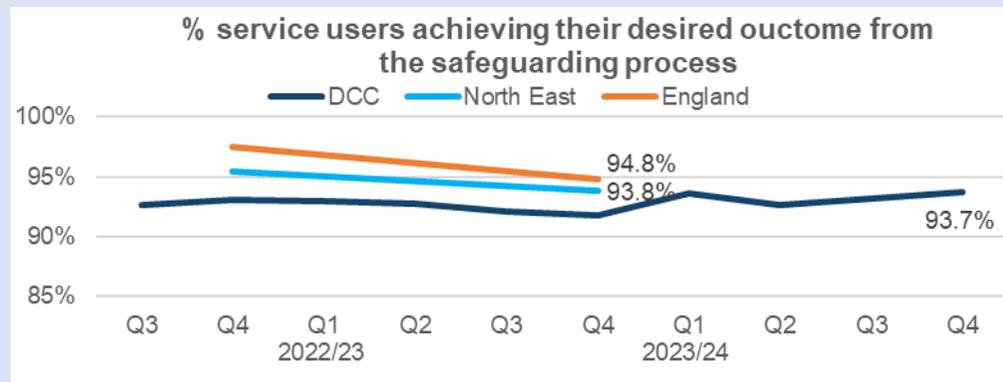
- 220 The number of people aged 65+ admitted to permanent residential or nursing care is closely monitored to understand changing demand. To allow comparisons with other geographies, performance is reported as a rate per 100,000 population.
- 221 The rate in County Durham has been returning to expected levels over the last four years. In our latest end of year outturn, admissions have increased slightly higher than the level expected. Our final rate of admissions of 753.2 is worse than the ambitious Better Care Fund (BCF) target of 677.6. Despite missing target, this is still better than the two years prior to the disruption caused to admissions by the pandemic.
- 222 In the five-year period leading up to the pandemic we had a declining trend in permanent admissions. Care homes were greatly affected by the pandemic, with many being closed to admissions for many months. This led to low numbers of admissions for 2020/21 and 2021/22. In 2022/23, the number of admissions had almost recovered to pre-pandemic levels.
- 223 The 2023/24 BCF target was set at an ambitious level. The decision was taken to make the BCF target number of admissions for 2023/24 a continuation of the declining trend seen before the pandemic. The three years affected by the pandemic (2020/21 to 2022/23) were set aside. A linear forecast was created based on the five years prior to the pandemic and projected forward to the end of 2023/24. This gave us a projected level of admissions which we may have seen in that year, had the previous declining trend continued unaffected by the pandemic years. This gave us a target of 798 admissions, which converted to the BCF target rate per 100,000 population of 677.6.
- 224 It is disappointing that we have not met our BCF target rate. However, it is positive that we are continuing to reduce admissions in line with the longer term-trend identified in the years prior to the pandemic, albeit at a slower rate than predicted. Capacity in care homes also continues to be well managed enabling admissions as required. High CQC ratings for care homes demonstrate quality of service provided across the market.
- 225 The average age of those entering permanent care (83.9 years) has remained static over the last ten years.

# Adult Social Care Dashboard – services received and outcomes (quarterly)

## Services received by service users



## Achieving desired outcomes from the safeguarding process



## **Services Received**

- 226 The home care market has remained stable over the last 15 months (January 2023-March 2024) with approximately 3,300 service users receiving home care at any given point during this period. Numbers waiting for home care packages are very low and are closely monitored on a weekly basis. High CQC ratings for community-based care locations demonstrate quality of service provided across the market (76.6% of community care providers in County Durham are rated good or outstanding compared with 59.1% nationally).
- 227 The number of service users receiving telecare continues to be stable with approximately 2,000 people using the service throughout the last two years. The council has developed a plan to increase the use of technology to support service users which could result in an increase in the number of people receiving telecare.
- 228 The number of people receiving day care service has remained static over the last 12 months (approximately 1,000 people at any point between April 2023 - March 2024).
- 229 Over the last 18 months (October 2022 - March 2024) the number of people using Direct Payments to pay for at least part of their care has remained stable. Latest data show 677 people used a Direct Payment in quarter four (January - March 2024). This is a slight reduction on the previous quarter (October - December 2023: 684 people). Whilst take-up remains lower than both regional and national averages, an impact statement found no difference between our direct payment policy and that of other councils. The council continues to explore opportunities to develop take-up in the county.

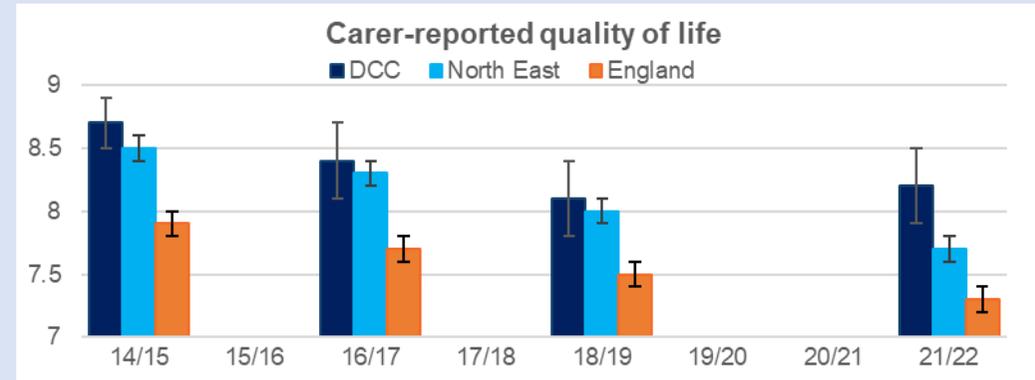
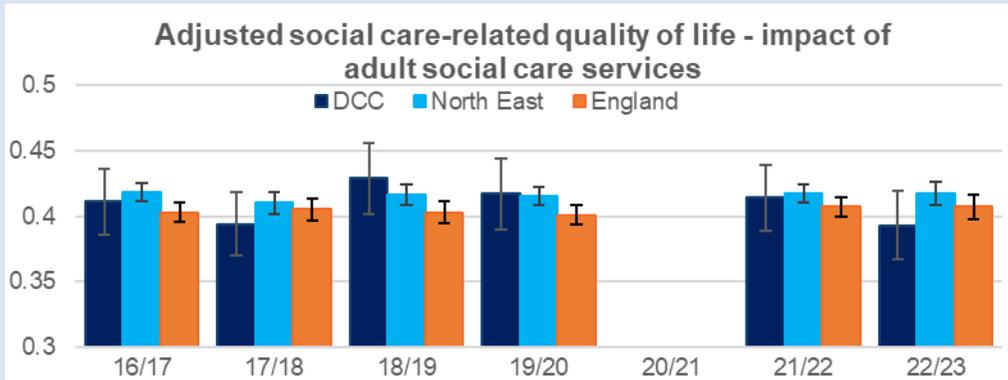
## **Safeguarding – desired outcomes**

- 230 The percentage of individuals achieving their desired outcomes during the safeguarding process has increased to 93.7% during quarter four (January - March 2024) and we are now comparable to performance in the North East (93.8%). We continue to close the gap on the England result (94.8%). There are circumstances where desired outcomes are unable to be met, therefore, it is unlikely that this indicator will ever achieve 100%.

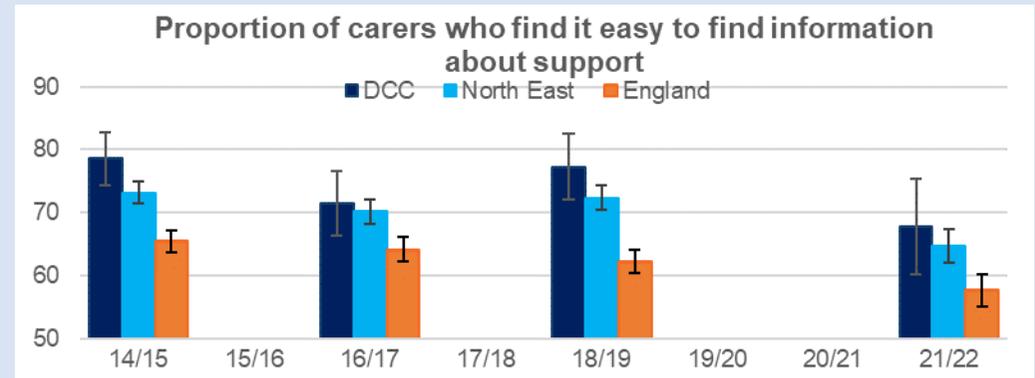
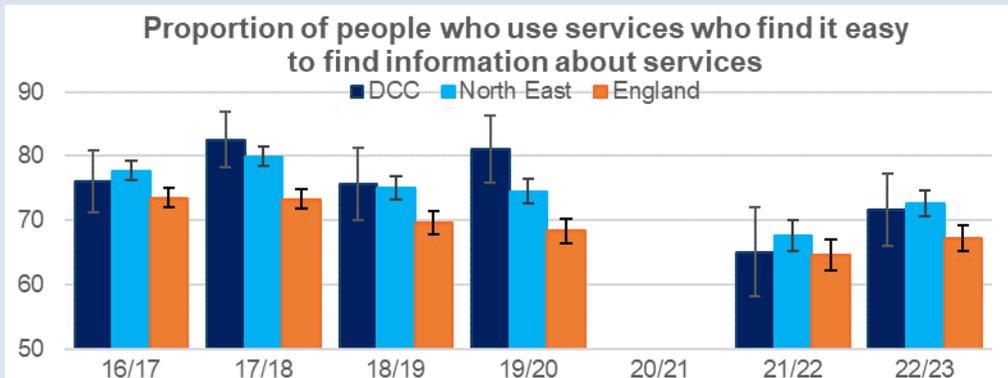
# Adult Social Care Dashboard – Oflog Measures

(annual)

## Reported quality of life



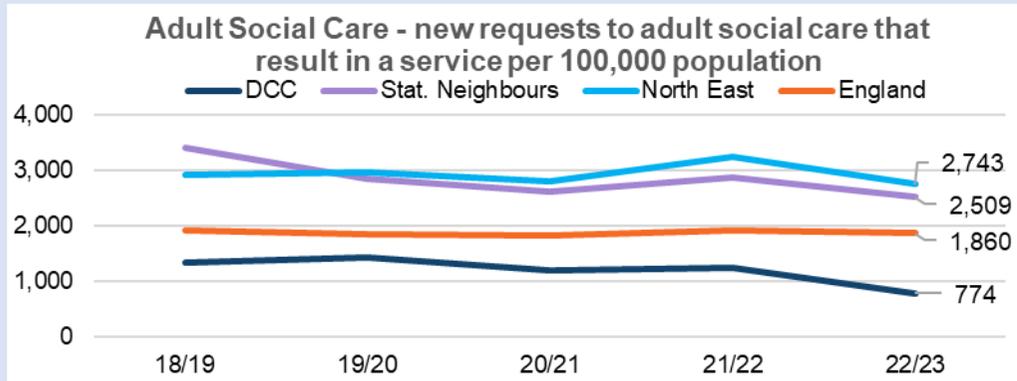
## Ease of finding information about services



# Adult Social Care Dashboard – Oflog Measures

(annual data covering 2022/23)

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



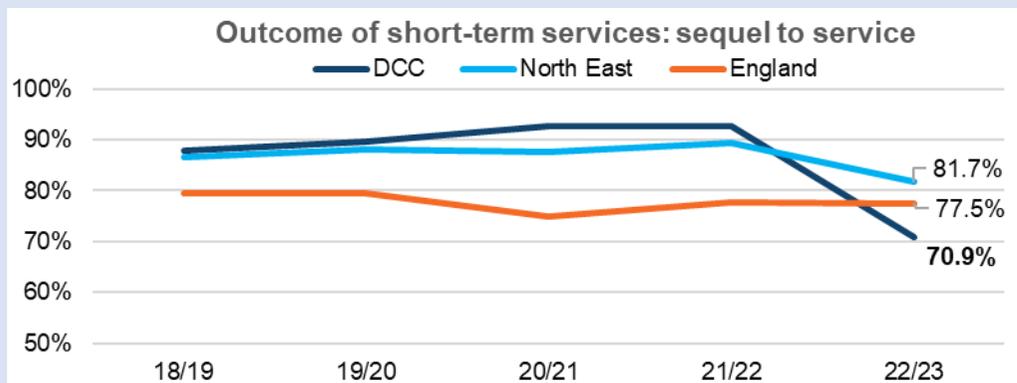
The Oflog measures for adult social care were previously reported in the quarter two Corporate Performance Report, with further benchmarking data added in quarter three. No new data has been provided in this report.

Following the publication of the Survey of Adult Carers in England (SACE) in June 2024, the next quarterly report will include an update on:

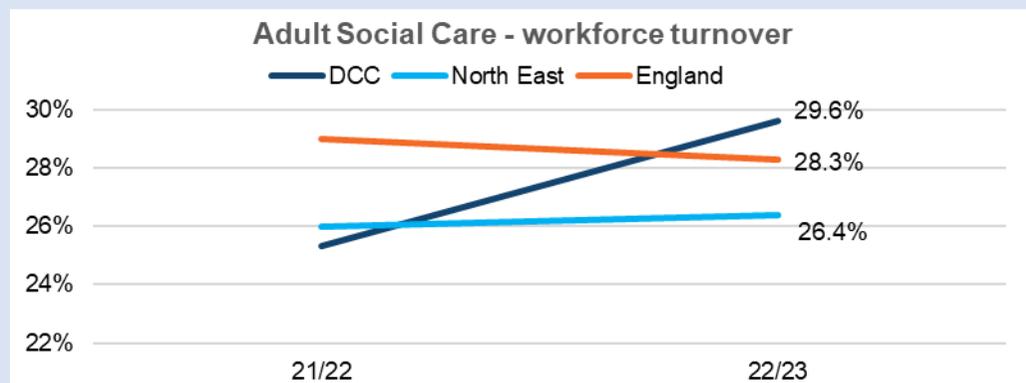
- Carer-reported quality of life
- Proportion of carers who find it easy to find information about support

Further data will be available in October 2024 with the release of the Adult Social Care Survey (ASCS), the Short and Long Term Support (SALT) return and the Adult Social Care Workforce Data Set. Indicators will be updated in the quarter three report.

## Outcome of short-term services



## Workforce turnover



# Public Health Focus – Smoking Dashboard

- Smoking is the single largest cause of preventable deaths and one of the largest causes of health inequalities in England.
- There are approximately 7.3 million adult smokers and more than 200 people a day die from smoking-related illness.
- The Joint Local Health and Wellbeing Strategy 2023-28 prioritises supporting ‘making smoking history’.

## The Joint Local Health and Wellbeing Strategy focuses on reducing:

- the number of people smoking to 5% by 2030
- the proportion of mothers smoking at time of delivery
- the number of hospital admission episodes related to smoking
- smoking related deaths

It also aims to move towards fairer access to stop smoking services to help those who need it, a better understanding of youth vaping trends and a smoke-free society.

## Prevalence in Durham

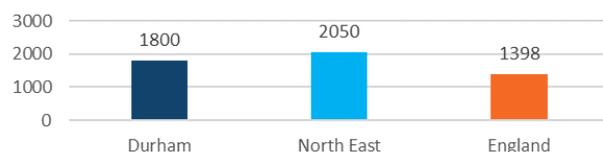
Approximately 15.4% of adults smoke in Durham (2022) - 65,000 people



14.2% of mothers smoke at time of delivering their baby - that's around 617 mums



Smoking related hospital admission rates are significantly higher than England but lower than the north east



## Smoking related hospital admissions and deaths in Durham

- Approximately 6,000 hospital admissions were attributed to smoking in 2019/20
- Almost 900 people die each year from illnesses linked to smoking (2017-19)

Smoking related mortality rates are significantly higher than England but similar to the north east



## New Dashboard

A new [smoking dashboard](#) has been developed on Durham Insight. This provides a range of other indicators that enable greater insight into smoking in Durham. This includes gender analysis, wider benchmarking and factors affecting smoking in an individual.

## Public Health – Smoking

- 231 Smoking is the single largest cause of preventable deaths and one of the largest causes of health inequalities in England. Despite reductions in prevalence, there are still approximately 7.3 million adult smokers and more than 200 people a day die from smoking-related illness, which could have been prevented.
- 232 As well as dying prematurely, smokers also suffer from poor quality of life. Many of the conditions caused by smoking are chronic illnesses such as heart disease, stroke, lung cancer and respiratory disease. Smokers proportionately are less likely to be in work. Breathing in second-hand smoke also has detrimental impacts on babies, children, and other family members.
- 233 Information from the Action for Smoking and Health (ASH) Ready Reckoner suggests that costs associated with smoking in County Durham equate to £188.9 million annually:
- £150.4 million are associated with lack of productivity from people unable to work due to ill health whether this is temporarily sickness, unemployment or early death;
  - £22.2 million on healthcare costs associated with smoking. This includes costs for those accessing support in primary care or within hospitals;
  - £14.0 million on social care, which includes costs of both residential and domiciliary care;
  - £2.2 million on smoking related fire call outs.
- 234 The County Durham [Joint Local Health and Wellbeing Strategy 2023-28](#) prioritises supporting ‘making smoking history’. It outlines:
- nationally, approximately 64,000 people die from smoking each year;
  - in County Durham, around 900 people die every year from smoking related illnesses.
- 235 The latest data from the 2022 Local Tobacco Control Profiles outlines that smoking prevalence in County Durham is estimated to be 15.4% in 2022. This means that around 1 in 6 people in County Durham are current smokers. This is now comparable with the North East and England averages.
- 236 Partners engaged in the County Durham Tobacco Control Alliance have an ambition to reduce smoking prevalence in the county to 5% or less by 2030, whilst maintaining a focus on key priority groups including pregnant smokers, routine and manual workers and people with serious mental health conditions. This ambition is driven by a vision to achieve a tobacco-free generation.
- 237 To achieve this ambition, the Tobacco Control Alliance has maintained its seven-point action plan which is monitored on a quarterly basis and refreshed annually:
- use of an integrated evidence-based strategic approach to reducing smoking prevalence in County Durham;
  - reducing exposure to second-hand smoke;
  - motivating and supporting smokers to stop and stay stopped;
  - media, communications and engagement;

- reducing the demand and supply of illegal tobacco products, increasing price and addressing the supply of tobacco to children;
- tobacco regulation and reducing tobacco promotion;
- research monitoring and evaluation.

238 A recent [report to the Health and Wellbeing Board](#) (March 2024) provided an update on progress against the Tobacco Control Alliance action plan. This included:

- The development of a [smoking dashboard](#) for County Durham and ongoing use to data to provide an evidence-based approach to tackling smoking
- Our Stop Smoking Service (SSS) working closely with the Housing Poverty Forum and the Housing Solutions service to promote the offer of the SSS and to increase the number of people trained in Making Every Contact Count (MECC). This aims to support a reduction in exposure to second-hand smoke in households.
- Our SSS has operated face-to-face for the first full year since the pandemic. A restructure of the service has also been undertaken and aims to increase quit rates in Durham. The new structure will also ensure more links to new and emerging areas of work such as people with severe mental health and social housing.
- A Swap to Stop pilot commenced that provided vapes to people wishing to make a quit attempt. This work, funded by the Department for Health and Social Care, is targeted at specific groups where prevalence is higher: those in a routine and manual occupation, people living in the most disadvantaged areas in County Durham and those living in social housing.
- The SSS has worked in partnership with Business Durham to provide support sessions to businesses employing routine and manual workers.
- A new specialist Midwifery Matron for Health Inequalities has been appointed by County Durham and Darlington NHS Foundation Trust (CDDFT). This newly created post will join the County Durham Tobacco Dependency in Pregnancy and the Postnatal Period (TDIPP) steering group alongside Public Health to provide clinical midwifery experience and to strengthen the strategic leadership of the group.
- The North East and Cumbria Integrated Care System have introduced a financial incentive scheme to support pregnant mothers to stop smoking. This involves the provision of shopping vouchers to encourage ongoing engagement with quit support programmes throughout their pregnancy and beyond.

## Supporting Government Policy Development

239 In October 2023, the government published '[Stopping the start: our new plan to create a smokefree generation](#)', which outlined proposals for a smokefree generation, tackling youth vaping and how these would be enforced. A national consultation followed, with the council submitting a response in favour of the proposals.

240 The [outcome of the consultation](#) was published in February 2024 and outlined plans to implement the recommendations of the consultation. It has been confirmed that to create the first smokefree generation, the government will legislate to:

- make it an offence for anyone born on or after 1 January 2009 to be sold tobacco products;

- prohibit proxy sales in line with the change in age of sale legislation;
- include all tobacco products, herbal smoking products and cigarette papers, in scope;
- require warning notices in retail premises to read “it is illegal to sell tobacco products to anyone born on or after 1 January 2009” when the smokefree legislation comes into effect.

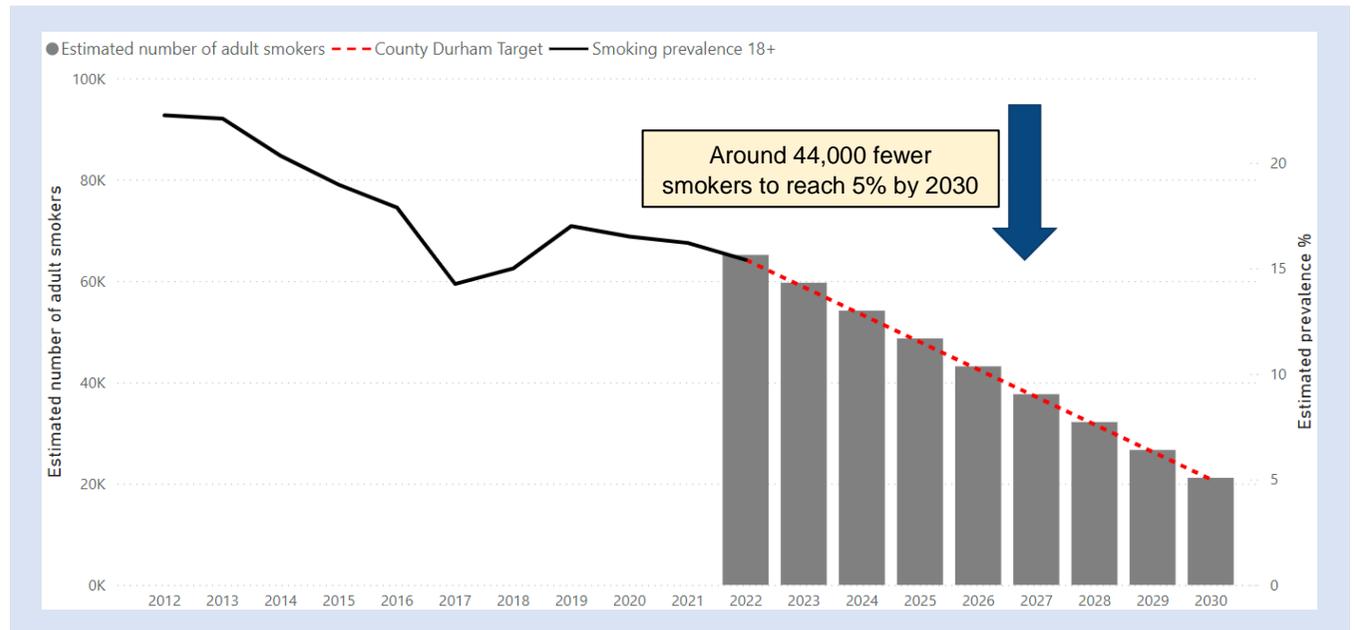
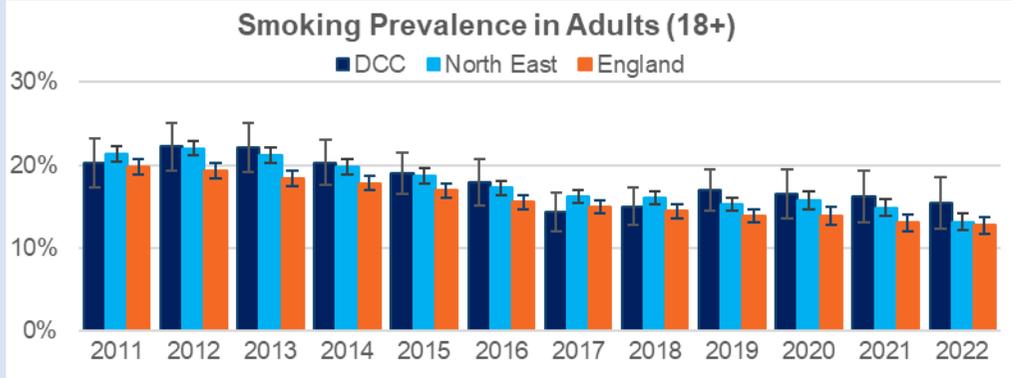
241 To tackle the rise in youth vaping, the government will take powers to make regulations to:

- restrict vape flavours;
- restrict how vapes are displayed in stores;
- restrict packaging and product presentation for vapes;
- apply the above restrictions to non-nicotine vapes and other consumer nicotine products such as nicotine pouches.

242 These measures will be taken forward in secondary legislation which will be subject to further consultation.

# Public Health Focus – Smoking Prevalence in Adults (18+)

(annual data as at December 2023)

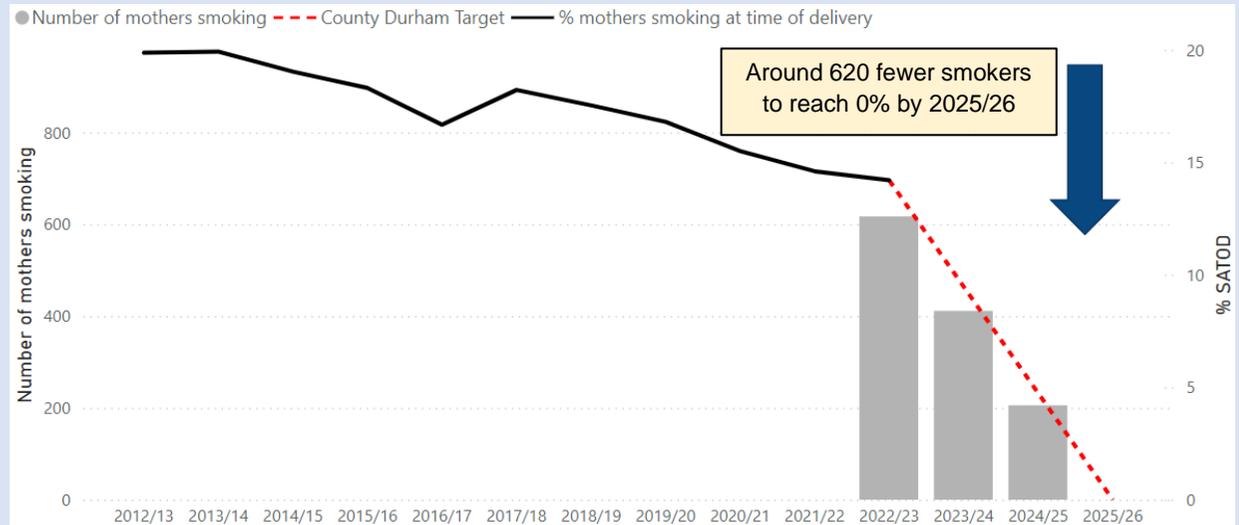
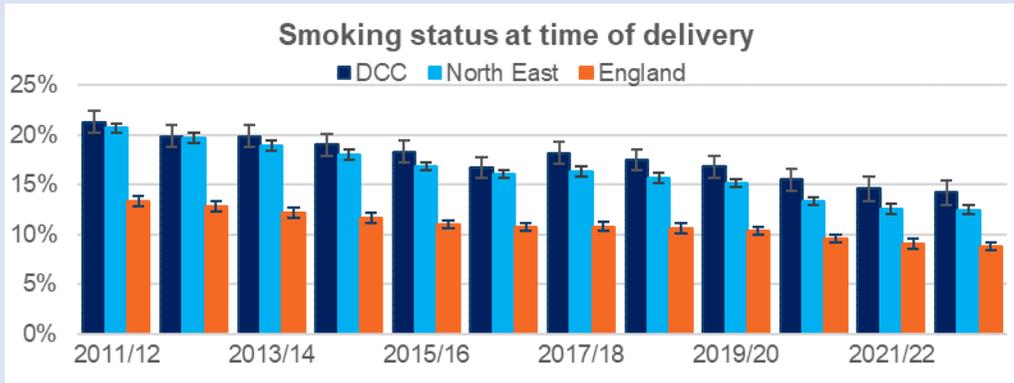


## **Public Health – Smoking prevalence in adults (18+)**

- 243 Data from the 2022 Local Tobacco Control Profile demonstrates that smoking prevalence in County Durham is estimated to stand at 15.4%. This highlights a reducing trend in prevalence when compared to 2020 (16.2%). We are also comparable with regional and national smoking rates.
- 244 The latest prevalence data for 2022 suggests that there are approximately 65,100 people in County Durham who continue to smoke. The County Durham Tobacco Control Alliance has an ambition to reduce smoking prevalence in the county to 5% or less by 2030. To reach this target, analysis of the data indicates that a further 44,000 people are required to stop smoking by 2030.
- 245 Projections based on performance to date suggest that we are unlikely to achieve the target of 5% by 2030.

# Public Health Focus – Smoking at Time of Delivery

(annual data as at 31 March 2023)



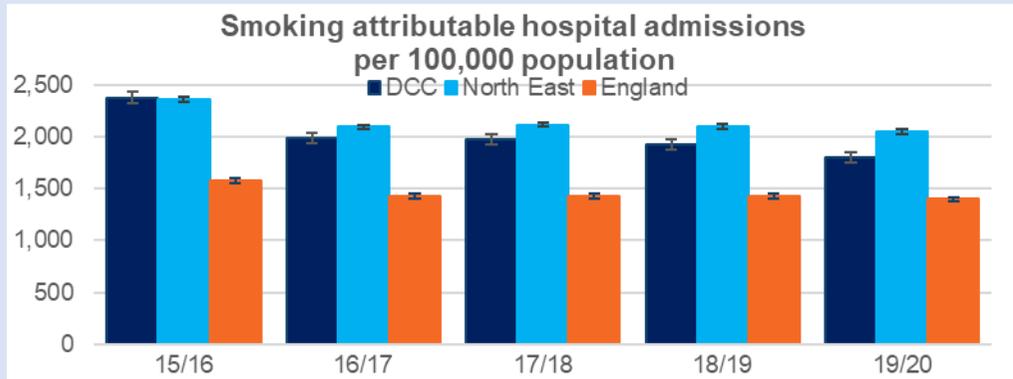
## **Public Health – Smoking at time of delivery**

- 246 Smoking during pregnancy can be harmful for the baby, potentially leading to reduced blood supply to the developing baby and poor growth. It is the major risk factor associated with miscarriage, still birth, premature birth and neonatal mortality.
- 247 Stopping smoking reduces the risk of complications in pregnancy and birth, leading to a healthier pregnancy and birth. It will also reduce the associated risks.
- 248 Over the last five years the proportion of mothers smoking at time of delivery has decreased in County Durham. In 2022/23, 14.2% of all mothers were smoking at the time of delivery. This is statistically significantly worse than both regional (12.5%) and national (8.8%) averages.
- 249 Over the last five years the absolute gap between Durham and England has decreased and stands at 5.4% in 2022/23.
- 250 County Durham has an ambition to reduce the percentage of mothers smoking at time of delivery to 0% by 2025/26. Approximately 620 mothers need to stop smoking (previously 710). This equates to a 4.7 percentage point drop per year for three years (approximately 206 fewer mothers smoking each year). Projections suggest that we are unlikely to meet this target.

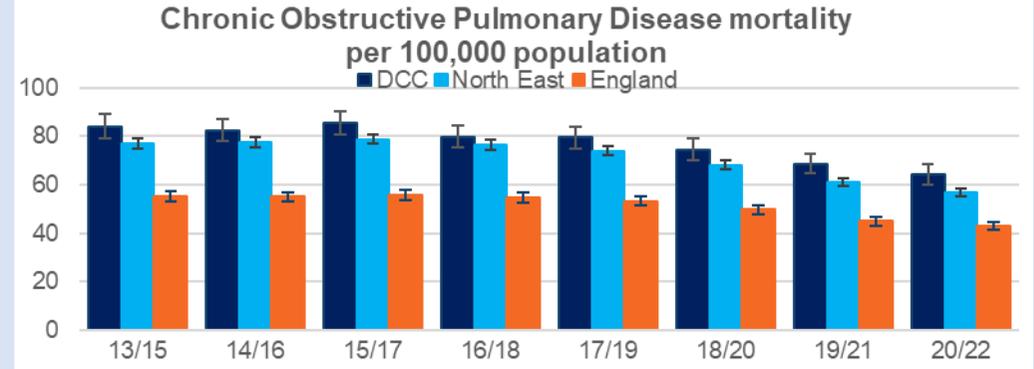
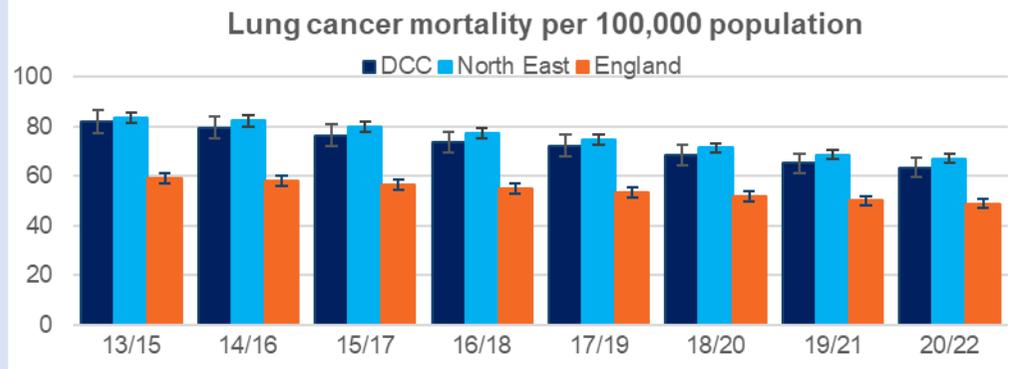
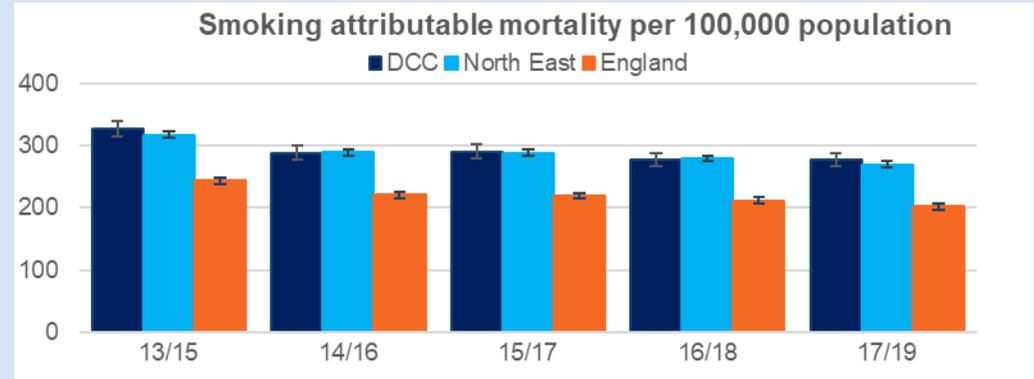
# Public Health Focus – Smoking related illness and mortality

(annual data)

## Smoking attributable hospital



## Smoking attributable



## Smoking related illness and mortality

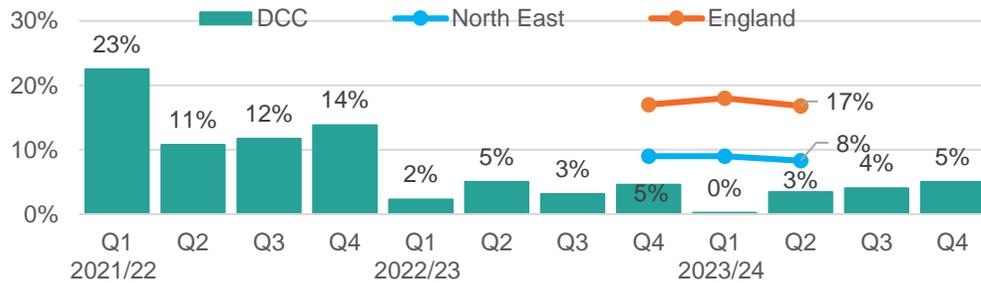
- 251 Smoking is the biggest single cause of preventable death and ill-health within England. The indicator, smoking attributable hospital admissions, aims to highlight the size of preventable smoking-related conditions on inpatient hospital services as well as inequalities between local authorities in England.
- 252 Smoking also accounts for approximately 5.5% of the NHS budget. Admissions to hospital due to smoking related conditions not only represent a large demand on NHS resources but can also be used as a proxy for variations in smoking related ill-health in the general population across England.
- 253 Hospital admissions due to smoking have been falling in County Durham since 2015/16. In the most recent data, 2019/20, approximately 6,000 admissions were related to smoking in Durham. Latest data shows admission rates are significantly below the North East average. They are, however, significantly below the national data.
- 254 Data for smoking attributable mortality was last updated for the three year period 2017-19. A reduction in deaths related to smoking is observed from 2013-15 to 2017-19 with latest data suggesting approximately 900 deaths per year in County Durham are smoking related. Rates for smoking attributable mortality in the county are similar to the North East, however, they are significantly higher than the national average.
- 255 Data for overall smoking attributable mortality was last updated in 2017-19. There are, however, recently updated proxy measures providing a clear link to mortality caused by smoking; lung cancer and Chronic Obstructive Pulmonary Disease (COPD) mortality.
- 256 Research suggests that smoking causes around 70% of all lung cancers. Lung cancer mortality rates have been reducing in County Durham and latest data, 2020-22 suggests rates are similar to the North East average whilst significantly higher than the national rate.
- 257 COPD is a leading cause of death in England and accounts for 5% of all deaths each year. A high proportion of these deaths are caused by smoking, and hence are preventable. Given the high proportion of these deaths that are due to smoking, a reduction in the prevalence of smoking would reduce the incidence of COPD and extend the life of those with this illness.
- 258 Rates of COPD mortality in County Durham have also been reducing over time, however, the latest data, 2020-22 shows that rates in the county are significantly higher (worse) than regional and national rates.

# Housing Vulnerable People Dashboard - Homelessness

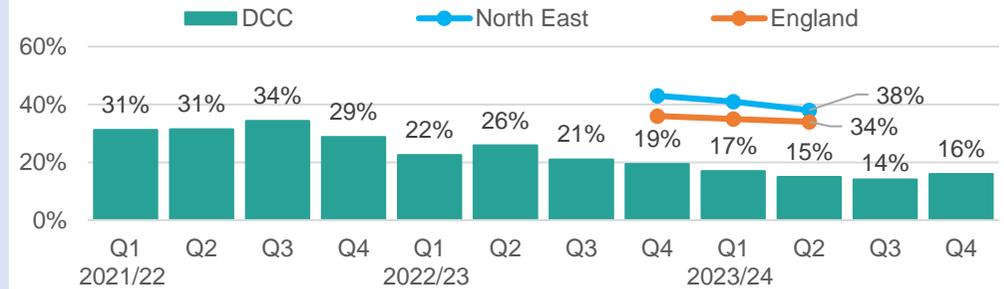
(discrete quarterly data)

## Homelessness

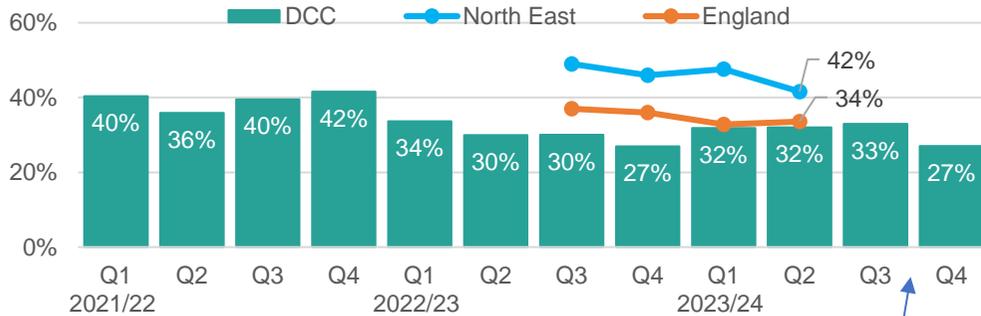
### Homelessness prevention: people helped to stay in their home



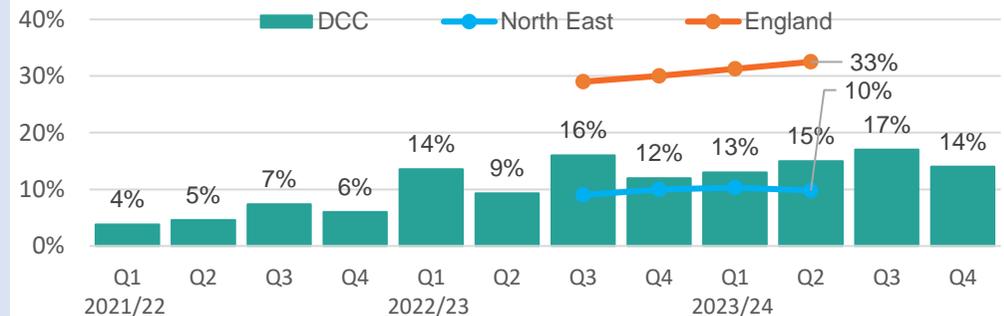
### Homelessness prevention: people helped to move to alternative accommodation



### Homelessness relief



### Acceptance of the main homeless duty

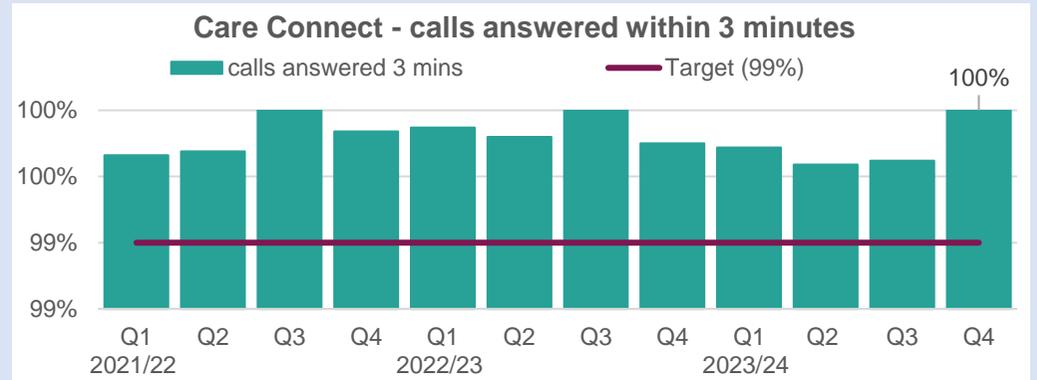
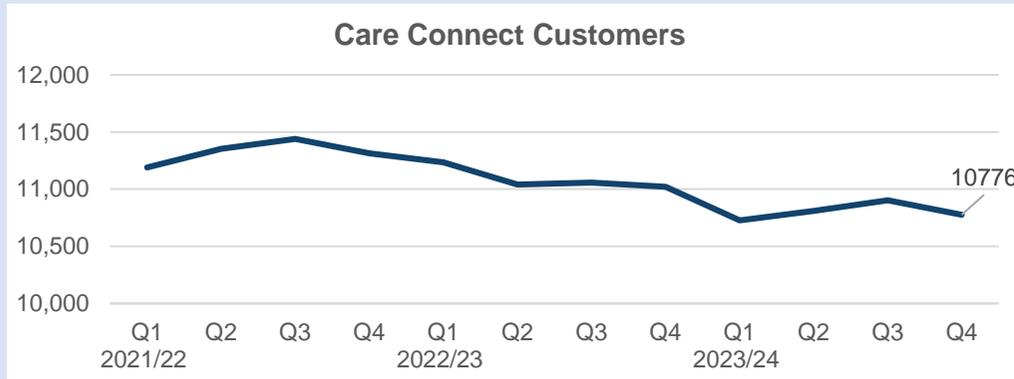


Equates to a difference of two households.

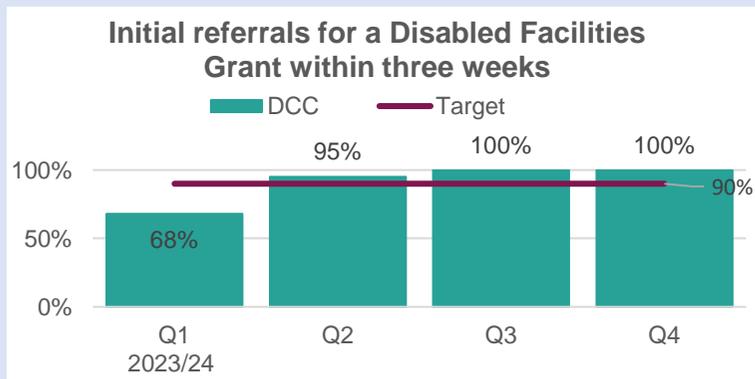
# Housing Vulnerable People Dashboard – Care Connect, Disabled Facilities Grants and Local Lettings Agency Accommodation

(discrete quarterly data / as at 31 March 2024 / year to date ending 31 March 2024)

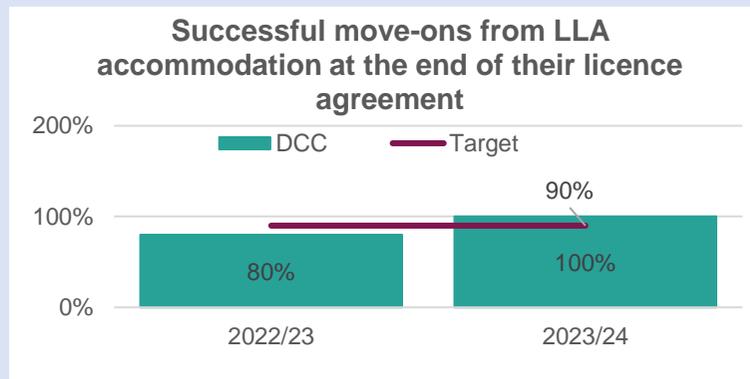
## Care Connect



## Disabled Facilities Grants (DFG)



## Successful move-ons from LLA accommodation



Equates to 63 clients moved on successfully.

## Homelessness

- 259 Within the quarter (January to March 2024) 5% (17) of households were prevented from homelessness and helped to remain in their current home. An improvement compared to last quarter (4%, October to December 2023).
- 260 This improvement is following the appointment of two full-time visiting officers to assist households to remain in their existing accommodation.
- 261 Similarly, in the same period, 16% (52) households were prevented from homelessness and helped to move to alternative accommodation. An improvement compared to last quarter (14%, October to December 2023).
- 262 Most of these households (42%, 22) moved into the private rented sector with the remaining moving into social housing (20%, 15), social rented supported housing (15%, 8) or to live with family and friends/other (14%, 7).
- 263 Twenty-seven percent (230, January to March 2024) of households had their homelessness relieved (where homelessness was not prevented within 56 days or the household was already homeless). Worse than quarter three (33%, 228, October to December 2023). However, this only equates to a difference of two households.
- 264 Procedural changes have previously been made to reduce cases where contact has been lost. However due to an increase in presentations to the service and therefore a higher officer caseload, cases where contact was lost increased. This has resulted in the number of households being relieved of homelessness decreasing.
- 265 Latest benchmarking data (July to September 2023) show that during this period we performed worse than the national and regional averages for these homelessness outcomes.

Homelessness outcome	DCC	Regional	National
Prevention: stay in their home	3%	8%	17%
Prevention: move to alternative accommodation	15%	38%	34%
Relief	32%	42%	34%

- 266 Since COVID we have faced challenges with the recruitment and retention of staff. The loss of more experienced staff resulted in a whole new front-line service, impacting upon the outcomes of homeless cases.
- 267 Positive outcomes were also impacted by more people presenting as already homeless during this period, as well as reduced access to social housing and private rented sector accommodation.
- 268 Durham Key Options (DKO) is undergoing a review to increase allocations for our vulnerable clients. Banding of this client group on DKO is also to be reviewed due to higher numbers of homeless presentations since bandings were agreed. Accommodation secured within the PRS has been lower in County Durham compared to the national average and the service has introduced private landlord insurance aimed at increasing our access to private rented accommodation.
- 269 In quarter four (January to March 2024), the proportion of cases where there has been an acceptance of the main homeless duty (where relief duty has ended, and the client is not intentionally homeless and in priority need) (14%, 115) is better than quarter three (17%, 110).

- 270 There has been increase in the overall number of households requiring a homelessness assessment resulting in the proportion of acceptances of the main homelessness duty improving. The actual number of acceptances of the main homelessness duty only reduced by five households.
- 271 Latest benchmarking data (15%, July to September 2023) show we performed better than the national average (33%), but worse than the regional average (10%).
- 272 Our emerging Homelessness and Rough Sleeping Strategy, outlines a commitment to reduce homelessness and an ambition to ending rough sleeping for good. We continue to deliver and develop initiative to achieve this:
- In 2023/24 (April 2023 to March 2024), we successful rehoused 100% (63) clients from council managed accommodation. Better (10 percentage points) than target. Out of the 63 successful move-ons, 35 (56%) of cases were previously rough sleepers.
  - An increase in successful Durham Key Options appeals has allowed clients in council managed accommodation to access social housing securing long-term accommodation.
  - We are currently identifying accommodation options and will commence the support contract procurement process summer 2024 for the Single Homeless Accommodation Programme (SHAP). To increase supply of high-quality accommodation (32 units) and support to people either rough sleeping or at risk of rough sleeping.
  - In 2023/24 (April 2023 to March 2024), we secured 26 temporary accommodation units of mixed type and size. In total 40 properties will be delivered by the scheme funded through self-financing and Homes England.
- 273 We supported 54 ex-offenders to secure accommodation as part of our Accommodation for ex-Offenders (AfEO) initiative during 2023/24 (April 2023 to March 2024). 46 continue to remain in their tenancy and 22 sustained it for more than six months.

## **Care Connect**

- 274 In quarter four (January to March 2024), 10,776 customers were utilising the Care Connect service. Worse than the last quarter 10,903 and the same period last year 11,021. This was mainly due to a decline in the numbers of an ageing cohort as customers pass away or move into residential care alongside the removal of subsidised services.
- 275 Based on current figures by year end 2027/28 it is forecast that the subsidised customer group will cease to exist. The number of full paying customers on the service continues to increase, albeit at a slower rate.
- 276 Of the 7,380 emergency calls staff responded to in quarter four (January to March 2024), 88.7% (6,948) were responded to within 45 minutes. Worse than the last quarter (89.4%) and the same period last year (96%). This was mainly due to lower staffing levels and multiple fleet issues. 26 were responded to after 60 minutes due to location of properties.
- 277 Full results of the Care Connect Annual Customer Satisfaction Survey 2023 indicate:

- 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'.
- 93% said that Care Connect presents 'excellent value' and 'good value' for money.
- 100% agreed that during installation they were treated with dignity and respect by staff.

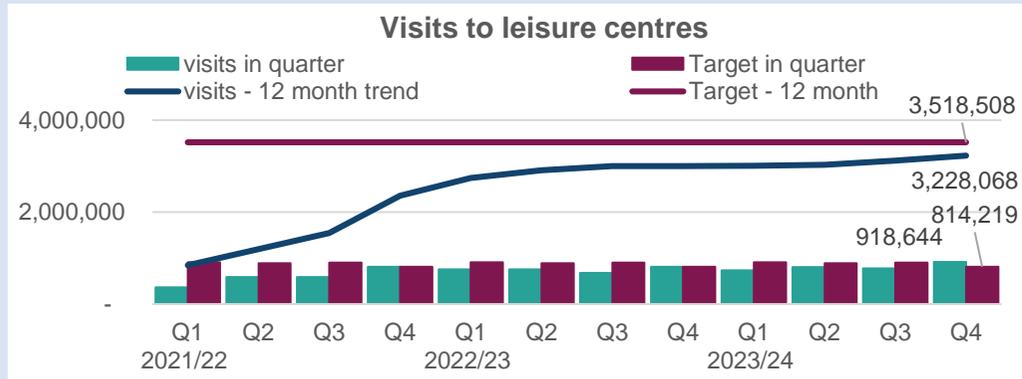
### **Disabled Facilities Grants**

- 278 During quarter four, 100% of clients were contacted within three weeks of receiving a referral for a Disabled Facilities Grant. Ten percentage points above target, and on par with quarter three (100%, October to December 2023).
- 279 Performance has improved from the 68% at quarter one (April to June 2023) due to dedicated officers being allocated responsibility to deal with first contact.

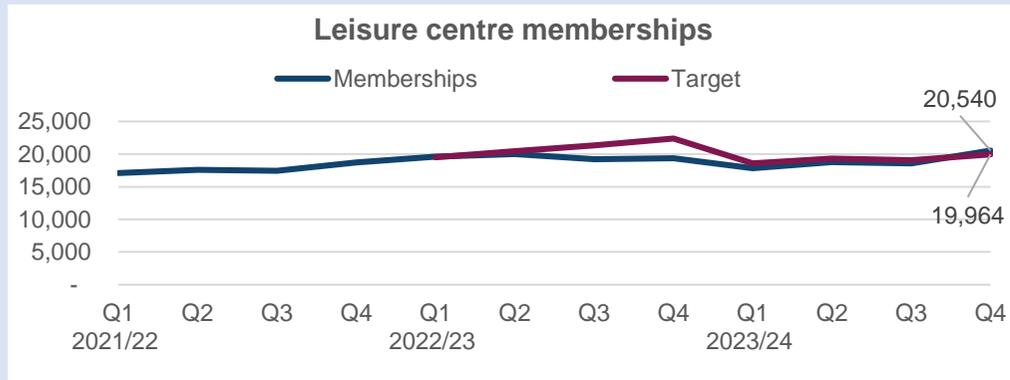
# Physical Activity Dashboard

(discrete quarterly / as at 31 March 2024 / year to date ending 31 March 2024)

## Leisure centre visits



## Leisure memberships



## Leisure Centre Visits

- 280 Our substantial leisure transformation programme continues to deliver upgraded and new facilities. Abbey leisure centre, the first site to undergo transformation works, fully opened to the public in July 2023. Since reopening there have been nearly 94,000 visits (August 2023 to March 2024) a 192% increase on the same period pre-transformation (32,035, August 2021 to March 2022).
- 281 Visits across all leisure centres this year (3,228,068, April 2023 and March 2024) have improved on last year (April 2022 and March 2023) by 7.6% (+228,547).
- 282 However, site closures, disruption to services and our ongoing recovery following the pandemic have resulted in this being 14.8% (-518,985) worse than target (3,518,508). Targets were based on a fully operational service. This will be reviewed for 2024/25 (April 2024 to March 2025) to reflect ongoing disruption at some sites and positive impacts following our improvement works.
- 283 Visits were also affected by the ongoing cost-of-living crisis that has been a real challenge for our communities.
- 284 Moving forward, our transformation programme is expected to have a positive impact across our leisure centres. It is anticipated that the upward trend seen at quarter four (January to March 2024) and at Abbey leisure centre will continue for other transformed sites.

## Leisure Centre Memberships

- 285 Our leisure membership sales continue to increase, despite disruption to services and transformation programme site closures. The highest growth period was January 2024. At the end of March 2024, we had 20,540 members. 756 better than target (19,964), and 1,989 better than quarter three (18,551, December 2023).
- 286 In September 2023 we launched a digital enquiry system for all leisure centres. This has received over 11,000 enquiries since it launched and the impact of this has been reflected in quarter four sales.
- 287 We also launched a brand-new website for thrive and improved our digital advertising with the support of our digital marketing partner. They have provided us with dedicated capacity to market our products, and most importantly industry expertise. Following their advice, we have changed our discount / promotion led approach and implemented a 'campaign' led approach. This has reduced our advertising spend per membership to 72p, the lowest rate that TA6 has produced with any leisure operator.
- 288 To continue improving, keep our members longer and reduce cancellation:
- We will also build on our new 'onboarding' retention system that launched in September 2024.
  - We are developing a new customer app that will provide customers with a one stop shop for Thrive. Customers will be able to book activities, purchase memberships or invite a friend to join Thrive.

# Our Communities

## Priority Aims:

Durham is a great county in which to live, with flourishing communities which are connected and supportive of each other. We aim to,

- ensure standards will be maintained or improved across County Durham's housing stock
- have towns and villages which are vibrant, well-used, clean, attractive and safe
- ensure people will have good access to workplaces, services, retail and leisure opportunities
- ensure communities will be able to come together and support each other
- deliver new high-quality housing which is accessible and meets the needs of our residents
- ensure our rural communities will be sustainable whilst maintaining those characteristics which make them distinctive
- narrow the inequality gap between our communities
- build inclusive communities

## National, Regional and Local Picture

289 Of the approximate 250,000 dwellings<sup>4</sup> across the county, 63% are owner-occupied, 20% are social rented and 17% private rented.

290 Median house prices across the county (£125,000 between April 2022 and March 2023) are consistently lower than those across the North East (£152,000) and the England (£290,000)<sup>5</sup>. Although median house prices across the county have increased by 166% since 2000, from £47,000 to £125,000, there is significant variation.

291 County Durham is a large and diverse county with some of the lowest population densities in the country: of 300 recognised settlements, only 23 have a population of 5,000 or more.

Land Type <sup>6</sup>	% of the county	% of the population	People per hectare <sup>7</sup>
Rural	57%	7%	0.3
Rural town and Fringe	32%	37%	2.7
Urban	11%	56%	12.1

292 Accessing opportunities across the county continues to be priority. The county has good North-South connectivity both by road and rail, and the improved A66 connects east to west. However, some areas have limited public transport or major roads, especially in more rural areas. Our large, rural geography means residents are often reliant on cars for commuting. 80% of those surveyed for the [Inclusive Economic Strategy](#) said they travel to work by car, compared to 5% who use public transport.

<sup>4</sup> [Durham Insight - Housing](#)

<sup>5</sup> [Median House Prices](#)

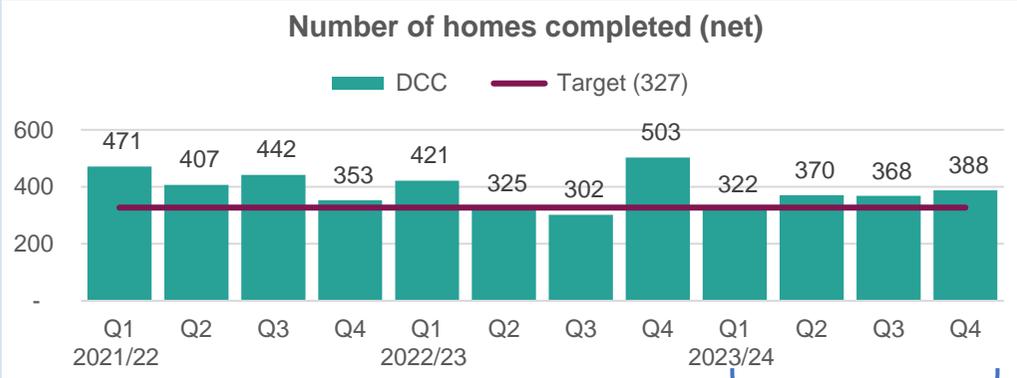
<sup>6</sup> [Rural Urban Classification for LSOAs 2011](#)

<sup>7</sup> [Durham Insight - Rural](#)

# Housing Delivery Dashboard

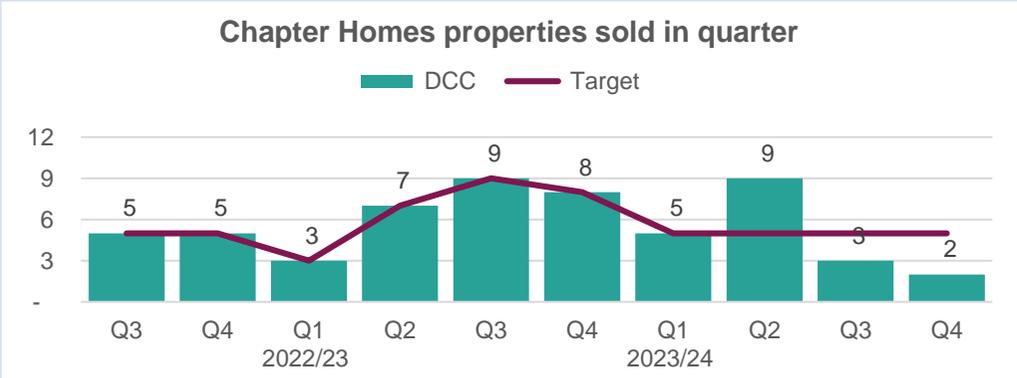
(discrete quarterly data)

## Net Homes Completed



1,448 completions in 2023/24 (April 2023 to March 2024)  
140 better than target (1,308)

## Chapter Homes



19 properties sold in 2023/24 (April 2023 to March 2024)  
One less than annual target (20)

## **Net homes completed**

- 293 The County Durham Plan support the delivery of housing to meet identified need and ensure the right type of housing.
- 294 During quarter four (January 2023 to March 2024), 388 homes were completed, 61 better than the profiled target (327). Bringing the total for this year (April 2023 to March 2024) to 1,448, exceeding the annual target (1,308) by 140.
- 295 This trend is set to continue with several large sites across the county continuing to be built out. A number of new sites have also recently started and are seeing the first completed units on site.

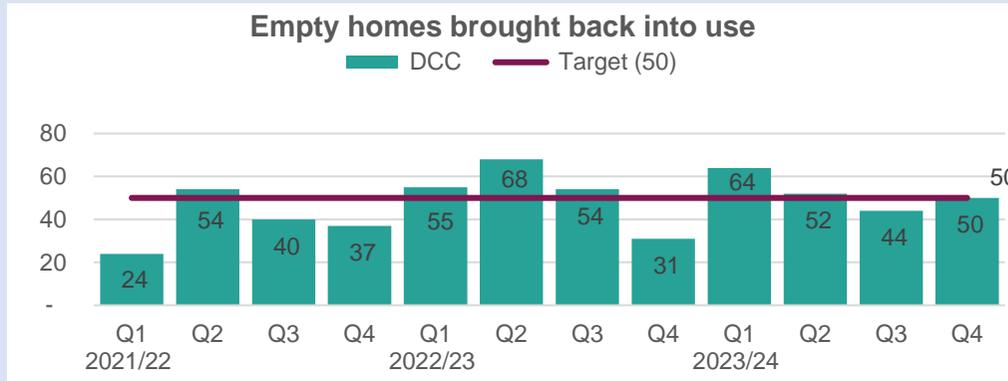
## **Chapter Homes**

- 296 Nineteen properties were sold during this financial year (April 2023 to March 2024), marginally behind the annual target (20). Six extra homes were projected to be sold to the council bringing the annual outturn above target. These are now expected to complete in quarter one (April to June 2024) to allow for the required internal approvals and applications for external funding.

# Housing Standards Dashboard

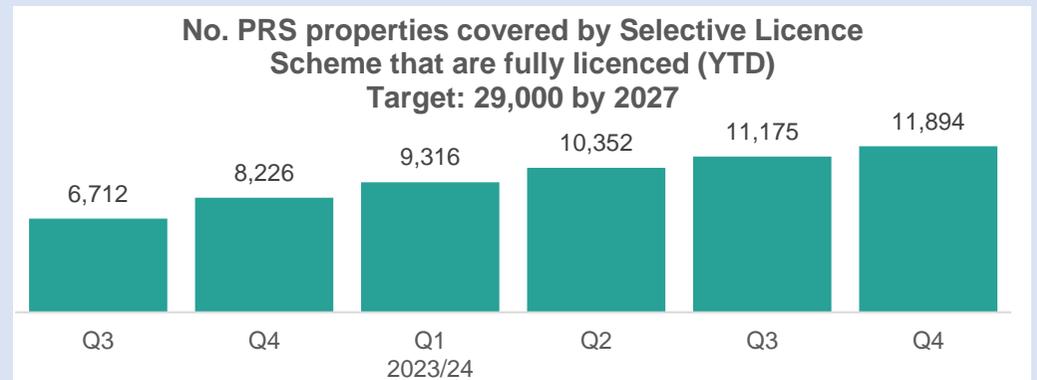
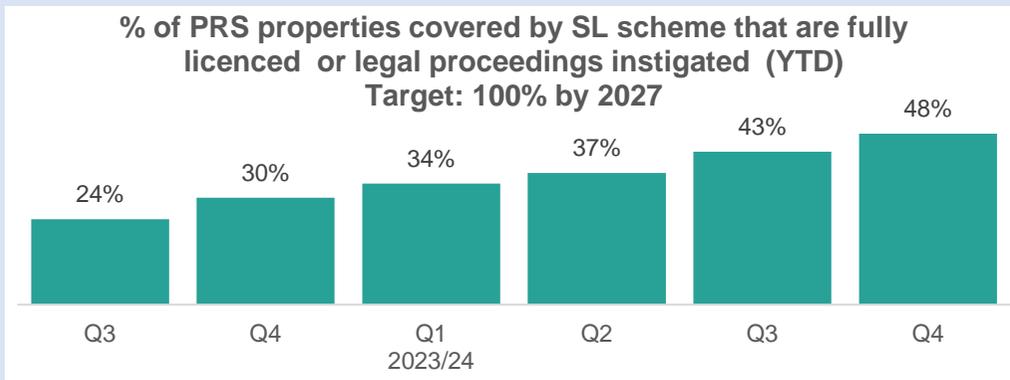
(discrete quarterly data / as at 31 March 2024)

## Empty Homes



210 empty homes brought back into use in 2023/24 (April 2023 to March 2024)  
10 better than target (200)

## Selective Licensing (Private Rented Sector properties - PRS)



## **Empty Homes**

- 297 During this financial year (April 2023 to March 2024), 210 empty homes were brought back into use, 10 better than target (200), and a slight improvement on last year (208).
- 298 Various methods were used to bring empty homes back into use:
- 85% (178) via advice, support, assistance and negotiations;
  - 10% (20) via Rent Deposit Guarantee Scheme;
  - 4% (eight) via empty homes interest free loans; and
  - 2% (three) via intervention relating to council managed stock and one enforced sale of a property.

## **Selective Licensing**

- 299 As at 31 March 2024, of the estimated 29,000 private sector properties covered by the scheme, 11,894 (41%) are now fully licenced. A further 1,302 (4%) applications were being processed and four live temporary exemptions and 347 family exemptions are in place.
- 300 A further 424 properties are under investigation for not having a licence. Four prosecution files relating to 11 properties, are being progressed, with one successful prosecution and one going to retrial. As at 31 March, eight civil penalties had been issued and 64 notices of intent to issue a civil penalty served.
- 301 14,071 (48%) of private rented sector properties covered by the scheme are either fully licenced, in the process of being licenced, or have legal proceedings instigated.
- 302 We continue to target private rented sector modelled properties that have not yet been licenced. Staff are in place to focus on identifying landlords of unlicensed properties using numerous data sources and carry out enforcement proceedings. We are also focusing efforts in Lower Super Output Areas (LSOAs) where licence numbers are lower. A new financial penalty policy is now in place to assist with enforcement action (as an alternative to prosecution) and encourage unlicensed landlords to apply.

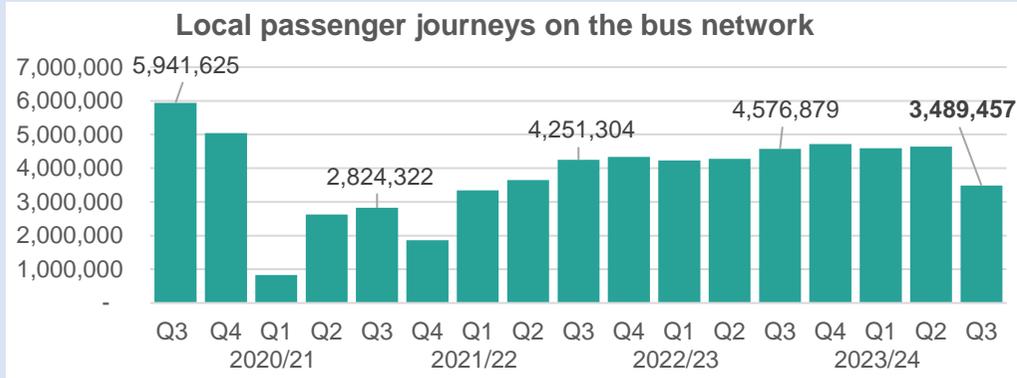
## **ASB in Selective Licensing Areas**

- 303 We continue to experience issues with one element of our ASB recording system so are unable to provide an update in relation to this indicator. We are working to resolve the issue. If a resolution cannot be found the baseline will need to be reset based on the remaining elements of the available ASB data.

# Transport Connectivity Dashboard: public transport patronage, punctuality and satisfaction

(discrete quarterly data / year to date ending 31 December 2023)

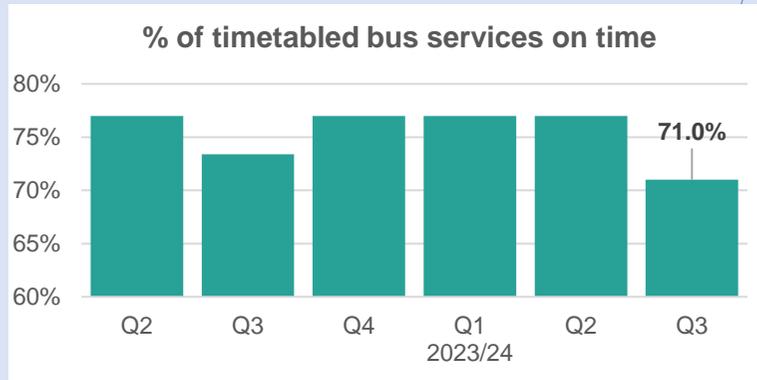
## Public Transport Patronage



Passenger numbers were heavily impacted because of Go North East industrial action.

## Punctuality

Punctuality was heavily impacted as a result of Go North East industrial action.



## Satisfaction: 'Your Bus Journey 2023' – Transport Focus Survey

Transport Focus nearest neighbours benchmarking rural group: County Durham, Cornwall, East Riding of Yorkshire, Norfolk, Northumberland, Oxfordshire and Suffolk.

Your Bus Journey 2023	Durham	Rural	All England
Overall Satisfaction	75%	80%	80%

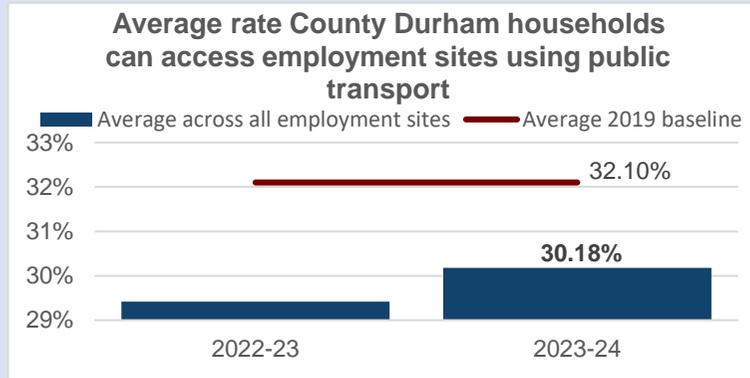
Not comparable with previous Transport Focus Survey

# Transport Connectivity Dashboard: Accessibility by public transport

(discrete annual data)

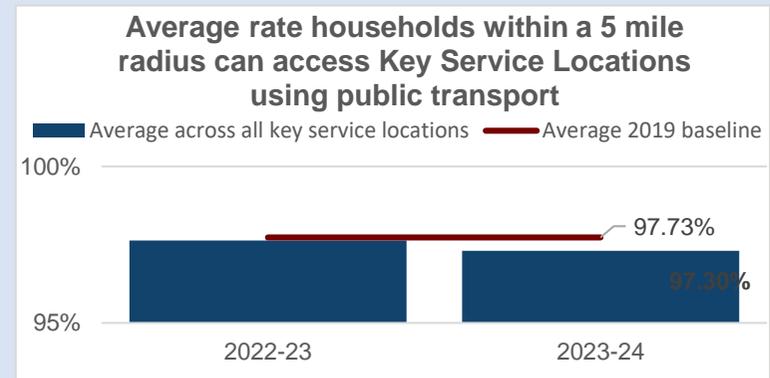
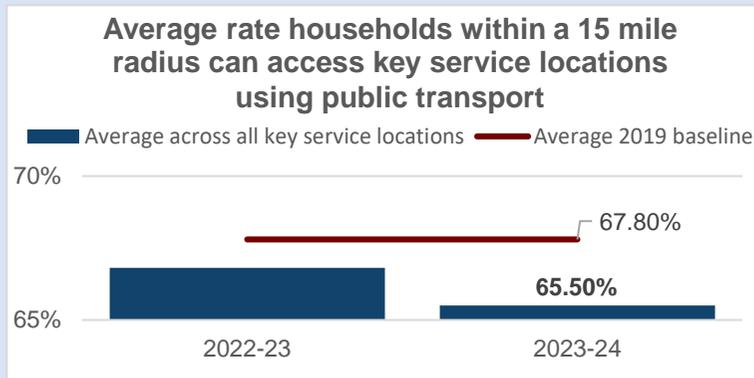
## Accessibility to Employment Sites

Employment site that can be accessed before 8.30 and within 1 hr by bus



## Accessibility to Key Service Locations

Key service locations that can be accessed between 10 – 12 on a Tuesday within 1 hour.



## Public transport patronage and punctuality

- 304 Bus patronage continues to be worse than pre-Covid levels and is not likely to return to those levels in the medium term.
- 305 Passenger numbers (3,489,457, October - December 2023) were heavily impacted by seven weeks of Go North East industrial action during October and November 2023. Consequently, overall passenger numbers were at around 75% of the previous year (4,576,879, October - December 2022).
- 306 In the same period, journeys on smaller operators saw an increase of 57% on services which run alongside Go North East routes.
- 307 Punctuality deteriorated (71.0%, October - December 2023) compared to the same period of the previous year (73.4%, October - December 2022) because of the Go North East industrial action.
- 308 Buses operated by other companies saw increased passenger numbers slowing down boarding times, alongside increased car usage, impacting on their ability to operate to scheduled timetables.
- 309 We continue to implement the North East Bus Service Improvement Plan (BSIP) in partnership with bus operators and other councils to encourage patronage growth and improve punctuality.

## Bus journey satisfaction

- 310 Overall satisfaction with bus journey shows County Durham (75%) is worse than the rural statistical neighbours (80%) and national (80%) averages.
- 311 Satisfaction with value for money is the only element where County Durham at 74% is better than the rural statistical neighbours (69%) or national (67%) averages.

Your Bus Journey 2023 - satisfaction with....	Durham	Rural	All England
value for money	74%	69%	67%
bus stop where you caught the bus	69%	75%	76%
length of time you had to wait for bus	60%	69%	68%
punctuality of bus at stop (arriving on time)	64%	72%	70%
bus driver	84%	87%	85%
length of time journey on bus took	80%	80%	81%

- 312 Satisfaction by operator in County Durham indicates:

Your Bus Journey 2023 satisfaction by operator	Go North East	Arriva
Overall Satisfaction	82%	70%
Satisfaction with value for money	69%	73%
Satisfaction with bus driver overall	86%	84%

- 313 We continue to work in partnership at a regional level, with bus operators and other local authorities, to implement the North East Bus Service Improvement Plan (BSIP) to transform bus services and improve the bus network.
- 314 Further analysis and research will be undertaken to understand the initiatives that contributed to higher performance. For example, the £2 fare and other ticketing initiatives.

- 315 The 2024 results will track changes in passenger satisfaction, identify any trends and link these to BSIP funding and interventions.
- 316 The Transport Focus ‘Your Bus Journey’ passenger satisfaction survey was launched in January 2023 and ran until December 2023. It is not comparable with from the previous Transport Focus Bus Passenger Survey which ran until 2019.
- 317 Challenges in delivering bus services and progress against implementing the National Bus Strategy differ across transport authorities. To benchmarking results Transport Focus has split areas into four types: urban metropolitan, urban other, semi-rural and rural. County Durham has been placed in the rural group alongside Cornwall, East Riding of Yorkshire, Norfolk, Northumberland, Oxfordshire and Suffolk.

### **Accessibility to employment sites and key service locations**

318 The average rate for accessibility to employment sites across County Durham for households using public transport in 2023/24 (30.18%, April 2023 to March 2024) is worse than the average 2019 baseline (32.10%) but better than 2022/23 (29.43%, April 2022 to March 2023).

319 Of the eighteen employments sites:

- Six exceeded their 2019 baseline in 2023/24 (April 2023 to March 2024).

Employment Sites	2019 baseline	2022/23	2023/24
Peterlee Industrial Estate	24.99%	25.56%	25.94%
Merchant Park	11.97%	13.55%	17.25%
Number One Industrial Estate	26.22%	27.70%	30.30%
Spectrum Business Park	20.58%	23.62%	25.49%
Forrest Park	13.58%	12.55%	15.11%
Belmont Business Park	41.13%	40.55%	43.07%

- Accessibility at one employment site; Jade Business Park, remains unchanged from its 2019 baseline (0.05%) and 2022/23 (0.05%, April 2022 to March 2023).
- The remaining eleven sites are worse than their 2019 baselines.

Employment Sites	2019 baseline	2022/23	2023/24
Aykley Heads	62.54%	57.17%	56.48%
NetPark Business Park	34.96%	25.36%	23.01%
Integra 61	35.79%	24.89%	25.74%
Aycliffe Business Park	22.45%	20.64%	19.13%
Bracken Hill Business Park	24.12%	22.91%	22.74%
Dragonville	54.84%	50.28%	50.96%
Drum Industrial Estate	23.17%	22.30%	22.55%
Durham Science Site	57.69%	49.77%	52.58%
Durham Way (NA Trading Estate)	22.45%	20.64%	19.13%
Abbey Road	50.40%	45.48%	46.47%
Abbey Woods	50.74%	46.46%	47.21%

320 The average rate for accessibility to the two key service locations of Bishop Auckland and Durham City by public transport for households within a 15-mile radius in 2023/24

(65.50%, April 2023 to March 2024) is worse than the average 2019 baseline (67.80%) and 2022/23 (66.81%, April 2022 to March 2023).

Key Service Locations within a 15-mile radius	2019 baseline	2022/23	2023/24
Bishop Auckland	55.14%	53.46%	53.76%
Durham City	80.46%	80.16%	77.24%

321 The average rate for accessibility to the other key service locations across County Durham by public transport for households within a 5-mile radius in 2023/24 (97.30%) is slightly worse than the average 2019 baseline (97.73%) and 2022/23 (97.63%, April 2022 to March 2023).

322 Of these 14 key service locations:

- Four have exceeded their 2019 baseline in 2023/24 (April 2023 to March 2024).

Key Service Locations within a 5-mile radius	2019 baseline	2022/23	2023/24
Barnard Castle	89.48%	94.57%	90.19%
Dalton Park	99.67%	99.79%	99.83%
Arnison	99.25%	99.54%	99.53%
Tindale Shopping Centre	92.77%	92.75%	93.06%

- The remaining ten sites are worse than their 2019 baselines.

Key Service Locations within a 5-mile radius	2019 baseline	2022/23	2023/24
Chester-le-Street	99.46%	99.42%	99.39%
Consett	98.39%	98.77%	98.38%
Crook	94.49%	93.10%	93.51%
Newton Aycliffe	99.24%	98.62%	98.98%
Peterlee	99.69%	99.68%	99.67%
Seaham	98.66%	97.92%	98.62%
Spennymoor	99.31%	98.43%	98.39%
Stanley	99.54%	99.46%	99.45%
Ferryhill	98.97%	99.46%	99.45%
Sildon	99.06%	99.09%	97.24%

323 For both accessibility by public transport to employment sites and key service locations, in most cases, changes from the baseline are reflective of marginal changes in timetables causing changes in travel time or different connecting opportunities.

324 Service changes since 2019 have resulted in about 10% fewer buses running on the overall network. Mainly due to reduced frequencies on higher frequency corridors rather than whole service withdrawal. In a few cases a change of bus may now be required to make a journey, with an impact on travel time.

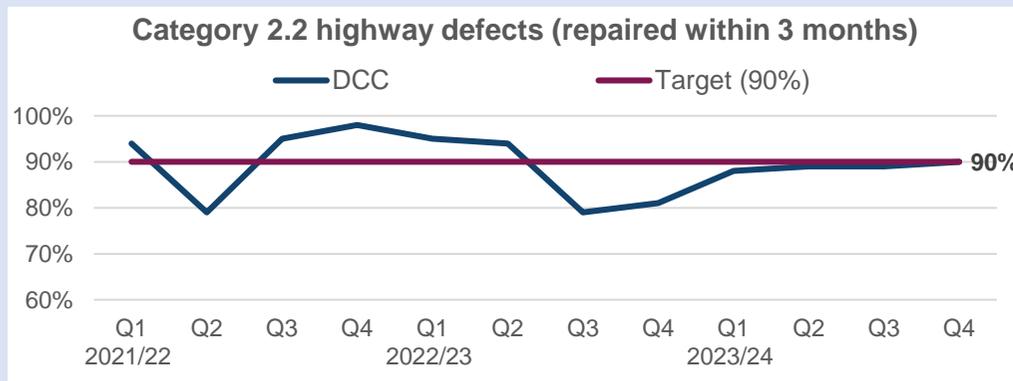
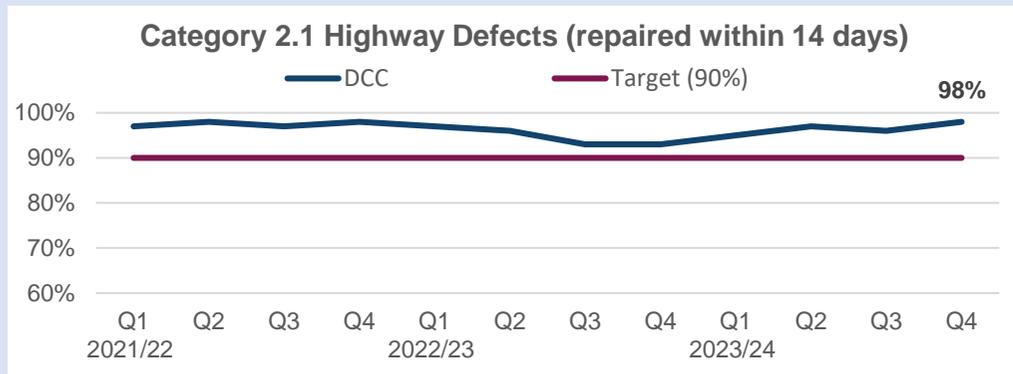
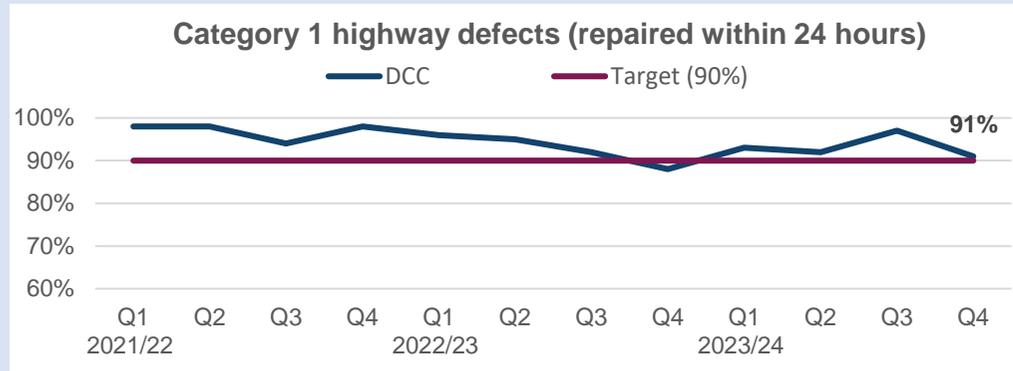
325 We continue to work in partnership at a regional level, with bus operators and other local authorities, to implement the North East Bus Service Improvement Plan (BSIP) to transform bus services and improve the bus network.

# Highway Maintenance Dashboard

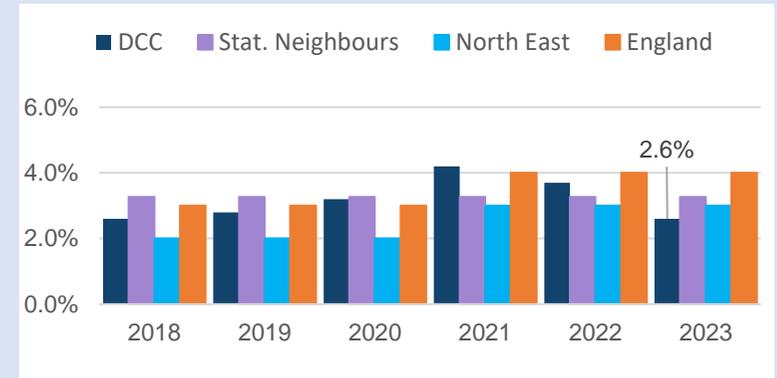
(discrete quarterly data / discrete annual data)

## Highway Maintenance

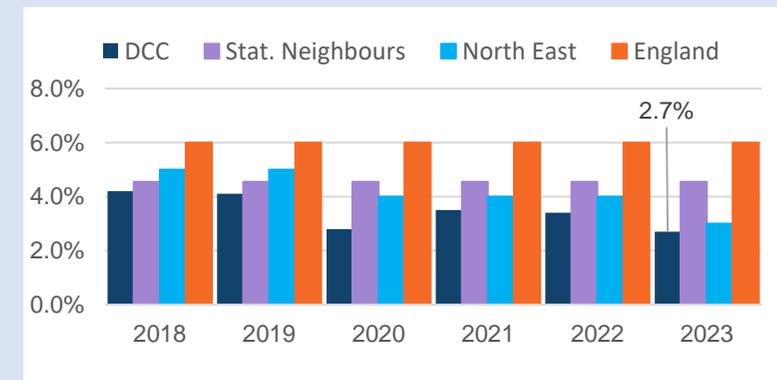
Defects are categorised on a risk basis, resources targeted at those likely to pose the greatest risk of harm. Category 2.2 highway defects pose the lowest risk based on footfall and location.



## Percentage of A Roads where maintenance should be considered (Oflog)



## Percentage of B & C Roads where maintenance should be considered (Oflog)



## Highways Maintenance

- 326 Highway defects are categorised on a risk basis and where there is a high number of defects across all categories. Resources are targeted at those likely to pose the greatest risk of harm. Category 2.2 defects pose the lowest level of risk to the public based on footfall and location.
- 327 Maintenance of Category 1 highway defects (91%, January to March 2024) remains better than target (90%). Although weather impacted performance this quarter due to defects being covered in snow. Category 2.1 highway defects (within 14 days) (98%) continue to be better than target (90%) and the previous 12 months (93%, January to March 2023).
- 328 Following a downward trend last year, Category 2.2 highway defects continued to improve in quarter four (90%, January to March 2024) and is on target (90%). Heavy rain in March preventing the repair of some defects within timescale affected performance.

## A and B and C Road Condition (Oflog measures)

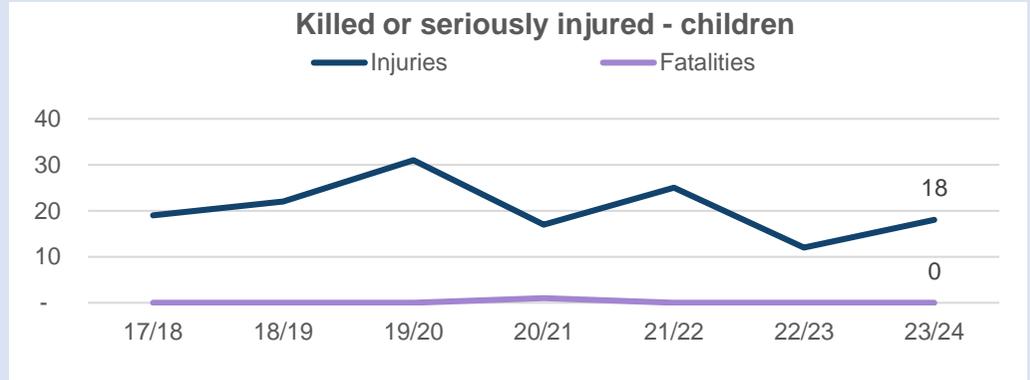
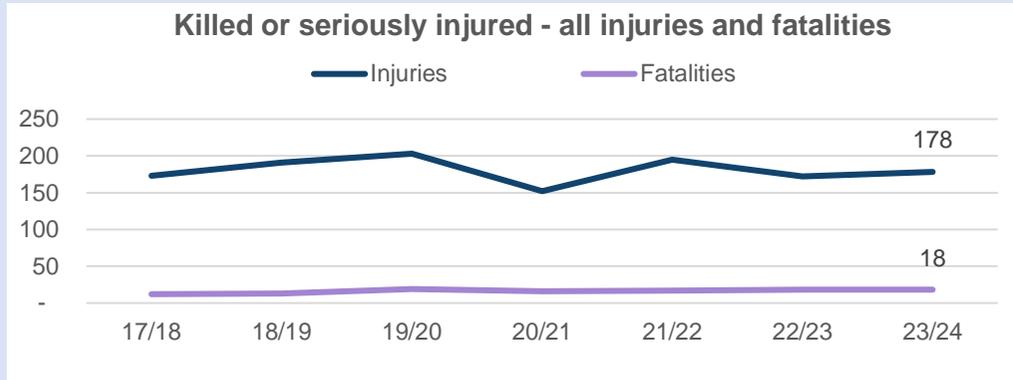
- 329 In 2023 the percentage of A roads where maintenance should be considered was 2.6%. Better than our statistical neighbours (3.27%), the North East (3.0%), England (4.0%) and the 2022 period (3.7%).
- 330 Similarly, the percentage of B and C roads where maintenance should be considered was 2.65%. Better than our statistical neighbours (4.55%), the North East (3.0%), England (6.0%) and the 2022 period (3.4%).
- 331 Highways conditions have shown an improvement due to targeted investment.
- 332 The Highways Asset Maintenance Plan is complete. However, we are currently awaiting guidance from local authorities in the region to complete the maintenance backlog to ensure continuity of reporting.
- 333 The most up to date condition data and treatment costs have been used to enable an accurate highways maintenance backlog to be calculated. Early indications are that the backlog will have increased significantly driven by inflation which is outside of our control.

# Road Safety Dashboard

(12 month rolling trend)

## Road Safety

Data for 2023 and 2024 is provisional and subject to change.



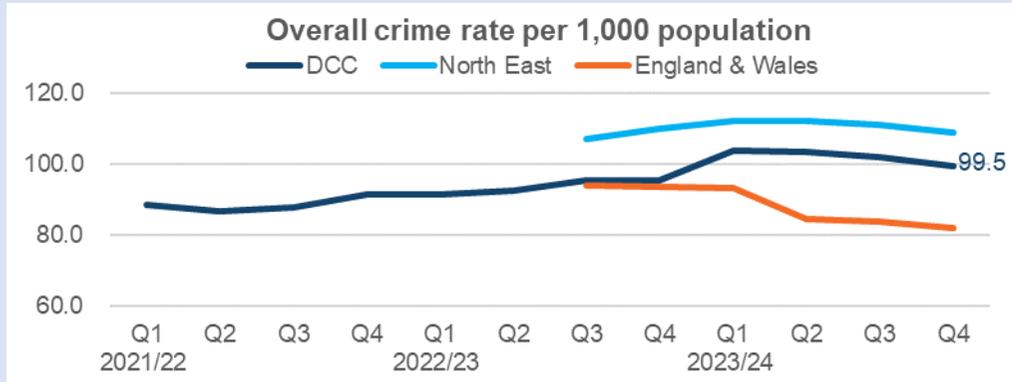
## Road Safety

- 334 We have been awarded £2.94 million from the Department of Transport's (DfT) Safer Roads Fund for improvements on the A690 between Crook and Neville's Cross. Aimed at improving safety for all road users, but with a focus on pedestrians and cyclists, the works will include:
- A new shared path for cyclists and pedestrians between Holy Well Lane in Crook and Red House Gardens in Willington.
  - Improved road markings between Willington and Brancepeth to make drivers more aware when they are nearing the kerbside at night and in poor weather.
  - New traffic lights and a pedestrian crossing at the junction of the A690 and St John's Road in Meadowfield.
  - Improvements for pedestrians on Langley Moor High Street.
  - Road surface improvements at various locations along the route.
- 335 Comparing 2023/24 (April 2023 to March 2024) to 2022/23 (April 2022 to March 2023) indicates an equal number of fatalities and an increase of six serious casualties.
- 336 The age group with the highest number of casualties in 2023/24 (April 2023 to March 2024) was 16 to 20, the same as 2022/23 (April 2022 to March 2023). Although there was an increase of seven casualties in 2023/24.
- 337 In terms of road user groups, car occupants, motorcyclists and pedestrians account for the most casualties in both years. Across all casualties and age groups, increases were seen in car occupants (+4) and a reduction in goods vehicle occupants (-6). In relation to children, there was a slight increase in car occupants (+4).
- 338 Collision hotspot areas are linked to more urban areas, including Bishop Auckland, Peterlee, Chester-le-Street, Consett and Stanley.
- 339 We continue to support the reduction of road traffic casualties through a series of education programmes, training courses and road safety campaigns. During quarter four (January to March 2024):
- 990 Bikeability cycle training places were delivered;
  - 2,066 children received face-to-face visits and activities;
  - a further 276 pupils completed Child Pedestrian Training sessions; and
  - 465 aged 17-18 year olds took part in the new young driver and passenger workshop sessions, facilitated by the council and Durham Constabulary.
- 340 Campaign work during quarter four (January to March 2024), complimented and supported the work undertaken by our local and regional road safety partners. This focused on speeding, at work drivers, motorbikes and cyclists and included weather/winter messaging, distraction and seatbelts.
- 341 In addition, our Road Safety Facebook Page continues to grow, with 24 posts, reaching an audience of 22,579.

# Crime Dashboard

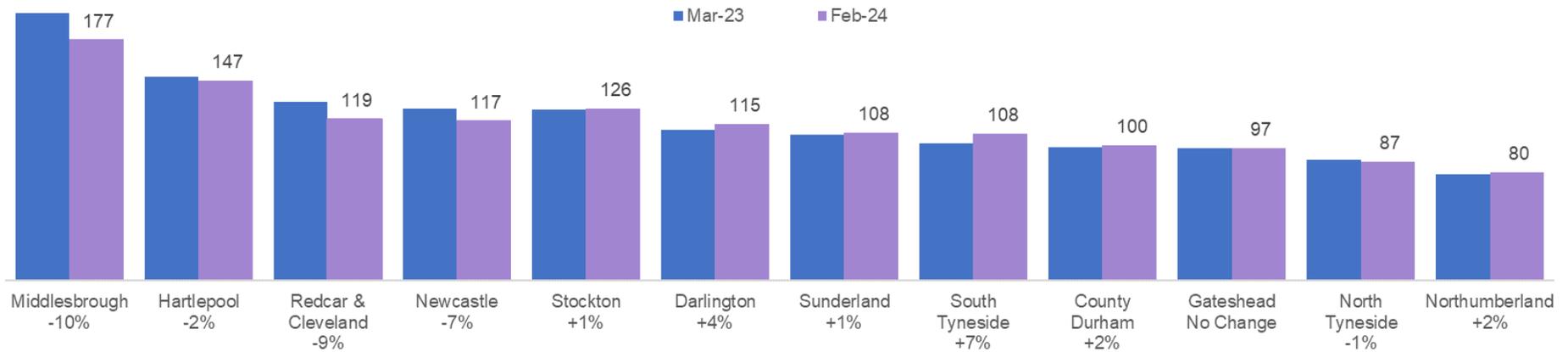
(12 months ending 29 February 2023)

## Crime rate in County Durham



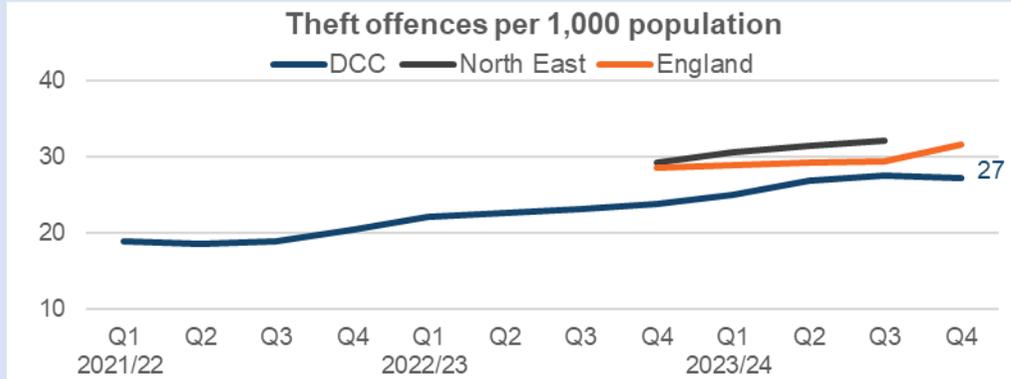
Overall crime rate has increased by 4% compared to the same period last year.

## Overall crime rate per 1,000 population compared to North East Local Authorities

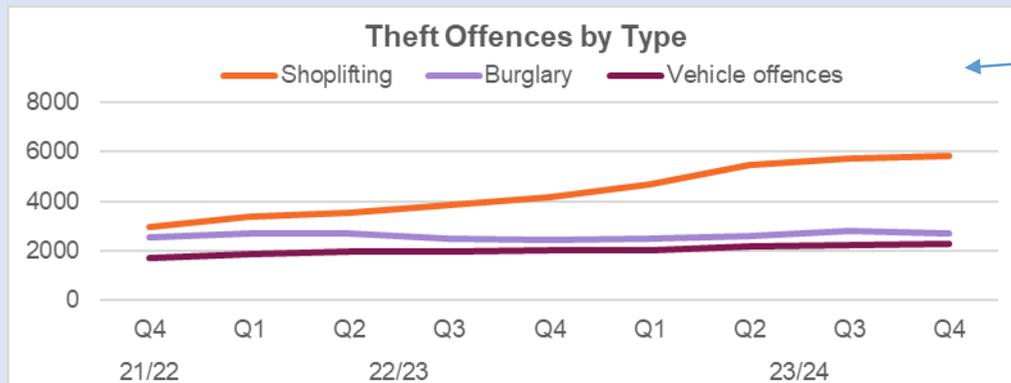


# Theft Dashboard

(12 months ending 31 March 2024)



Increases recorded in shoplifting, residential burglary and vehicle crime.



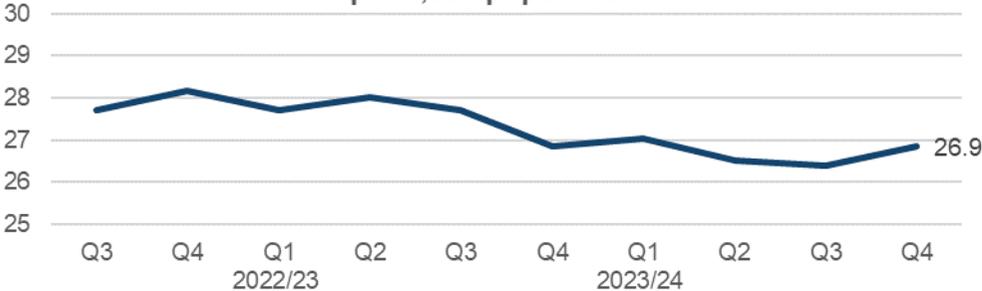
Shoplifting, Burglary and Vehicle offences are responsible for 74% of all theft crimes in the last 12 months ending 31 March.

Shoplifting has experienced the biggest increase, with 1,652 (+40%) more incidents than the same period last year

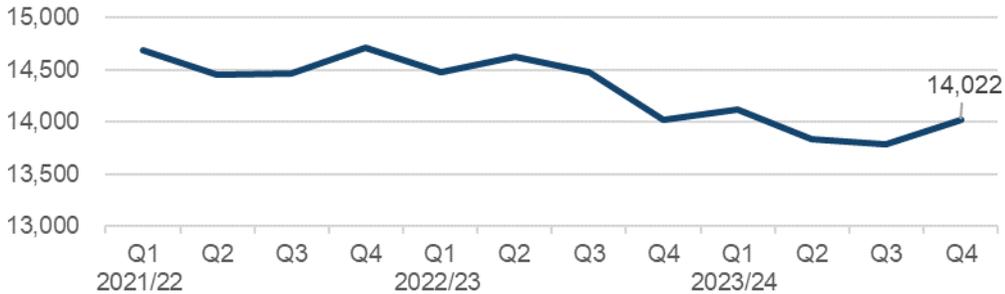
# Protecting Vulnerable People from Harm Dashboard

(12 months ending 31 March 2024)

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

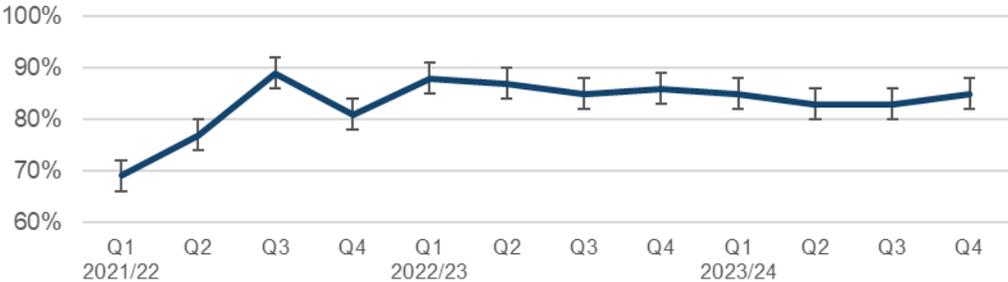


Domestic abuse incidents

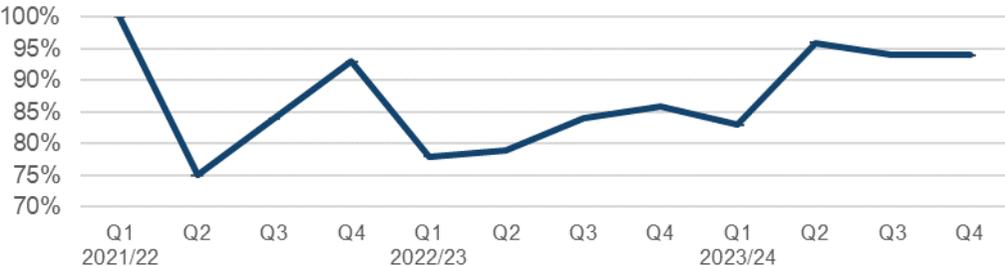


## Harbour Support Services – feeling safer

Harbour clients who reported feeling safe at case closure



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



## **Crime**

- 342 The overall crime rate increased compared to last year, remaining higher than the England and Wales average, but lower than the North East average.
- 343 There were increases in the crime of theft, particularly in shoplifting, residential burglary and vehicle crime, with these three areas accounting for 74% of all theft crimes. Shoplifting offences increased by 40% over the last year.

## **Domestic Abuse**

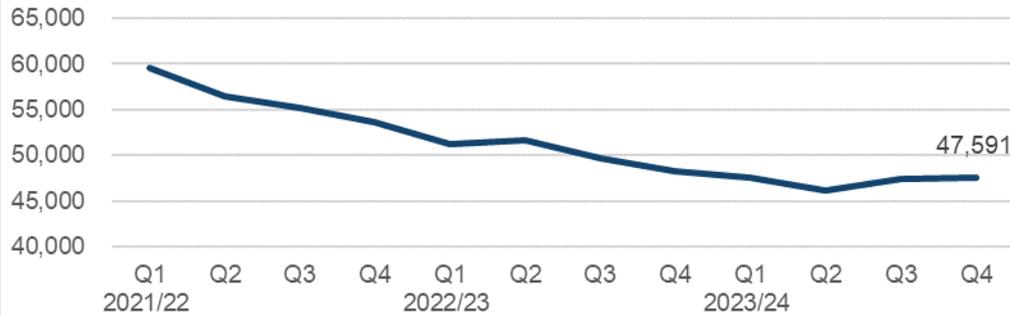
- 344 Domestic abuse incidents reported to the police in the 12 months ending March 2024 remained static compared to the previous year, however, the number of victims referred to Harbour Support Services increased by 15% over the same period.
- 345 The increase in referrals to Harbour may be linked to the improved identification of victim vulnerability through Durham Constabulary's newly introduced victim needs assessment. It is also complemented by continuous professional development delivered to officers through the forces investigative strategy Operation Crystal covering referrals into support services led by the Victim Care and Advice Service.
- 346 During quarter four of the 1,715 domestic abuse victims referred to Harbour Support Services, 89 of these were considered at a high risk and 295 had been referred to Harbour at least twice in the previous 12 months.
- 347 On average, a victim experiences domestic abuse for four years before accessing help from Harbour.
- 348 The proportion of those reporting feeling safe after involvement with Harbour remains stable at more than 80% and in recent months, we have seen the majority of children completing an intervention with Harbour indicating they feel safer. This is excellent progress and a significant improvement on the previous financial year. We will continue to monitor this in the future.

# Anti-Social Behaviour Dashboard

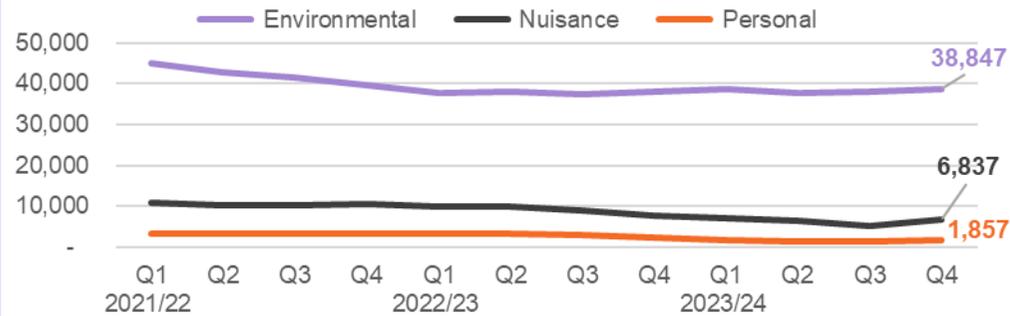
(12 months ending 31 March 2024)

	Last year	This year	change	
Environment ASB	38,039	38,847	+808	+2%
Nuisance ASB	7,760	6,837	-923	-12%
Personal ASB	2,430	1,857	-573	-24%
<b>All ASB</b>	<b>48,256</b>	<b>47,541</b>	<b>-715</b>	<b>-1%</b>

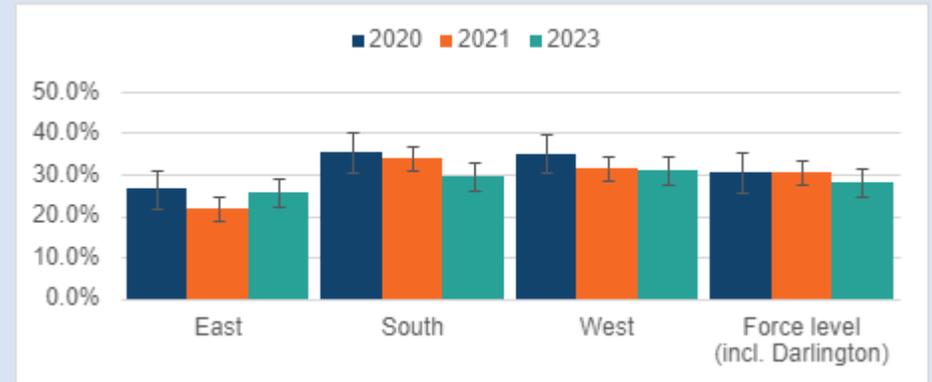
Reports of anti-social behaviour



Reports of ASB by type



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



No significant change

Q: What do you feel is the single, biggest issue, negatively impacting on your local community at this time?

The main theme was ASB (including youth-related and drug-related). The top three issues identified as having the greatest negative impact on individuals were speeding and driver related ASB, general negative view of the police and police behaviour, and off-road bikes.

## **Incidents of Anti-Social Behaviour (ASB)**

349 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**

350 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.

351 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.

352 The latest survey is currently being analysed. Key findings will be included in the next performance report.

## **Community Safety Activity**

353 In response to issues of anti-social behaviour the Community Action Team (CAT), have revisited and reviewed three previous projects at Spennymoor, Wheatley Hill and Coundon and Leeholme. Utilising community engagement and partner intelligence:

- One hundred and thirty-three pieces of casework were identified and actioned from review walkabouts at the three locations. This is a reduction of 52% from the original projects when 280 pieces of casework were identified. Issues such as empty properties, fly-tipping and rubbish accumulations continue in all areas but at a lesser extent than previously.
- A high proportion of properties (46%) where issues were identified also had issues during the original project. The Selective Licensing and Empty Property Teams are working with landlords to reduce the levels of repeat offender properties.
- Eleven legal notices were issued to remedy defective state of premises and for the removal of noxious matter.

354 The CAT are currently working with partners and the local community at Annfield Plain. Priorities have been determined as rubbish accumulations, anti-social behaviour and dog fouling. A further update on progress will be provided in the next report.

355 Our community safety teams have also been in local communities addressing residents' concerns about a range of anti-social behaviour issues. Liaising with residents and partners, issues have included:

- dealing with reports of fly-tipping and anti-social behaviour by young people;
- liaising with property owners re empty properties;
- carrying out work to limit access to off-road bikes;

- dealing with access to empty properties;
- responding to incidents of unauthorised encampments;
- supporting vulnerable people;
- tension monitoring; and
- responding to concerns of rough sleepers.

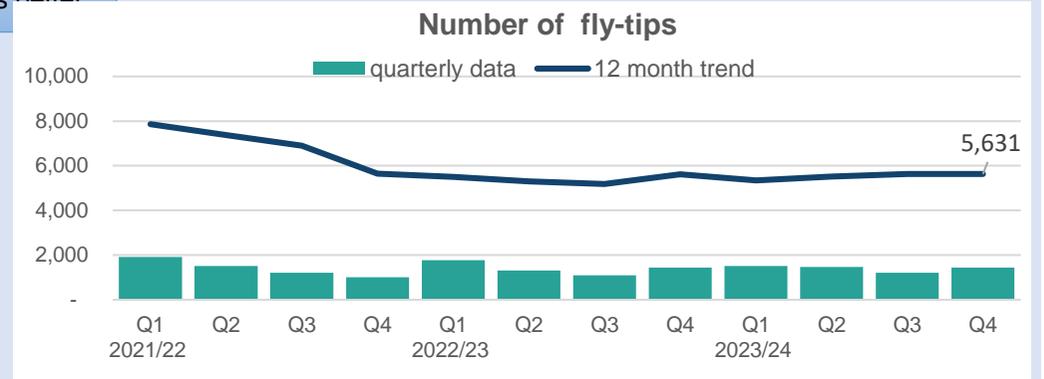
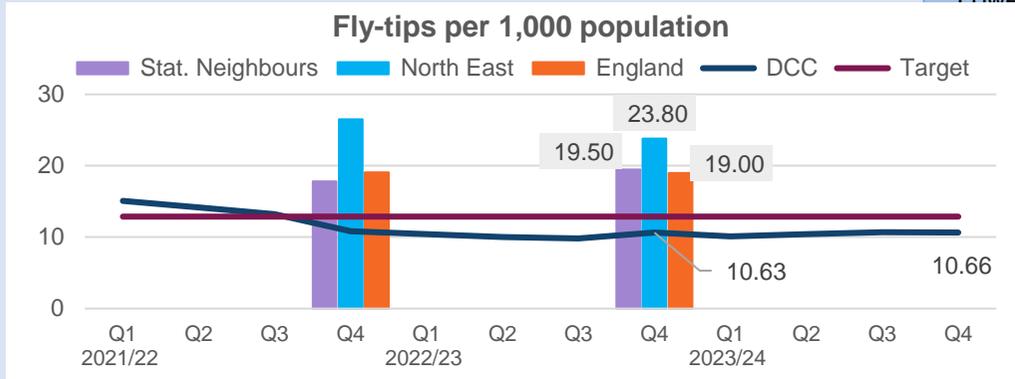
### **Horden Together**

- 356 The Horden Together project 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.
- 357 Through Making Every Adult Matter, 19 clients have been accepted in the quarter (January to March 2024), bringing the current caseload to 46. The main focus of engagement has been food, finance, mental wellbeing and housing.
- 358 During the same period, we have responded to reports of issues relating to properties being open to unauthorised access, drainage, noise, nuisance, pests, public health, housing and other accumulations. As a result of further investigations, we served 73 notices on properties.

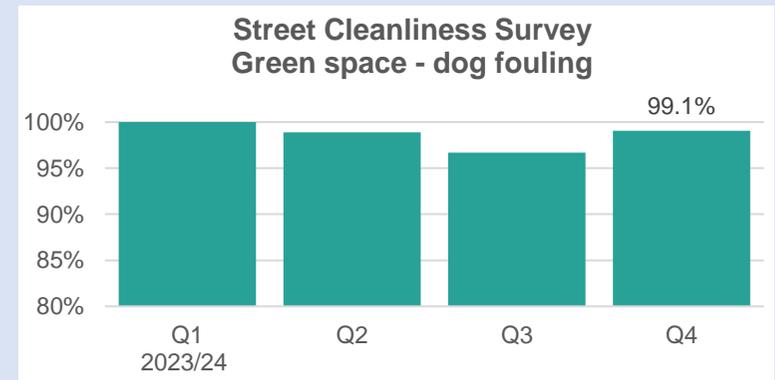
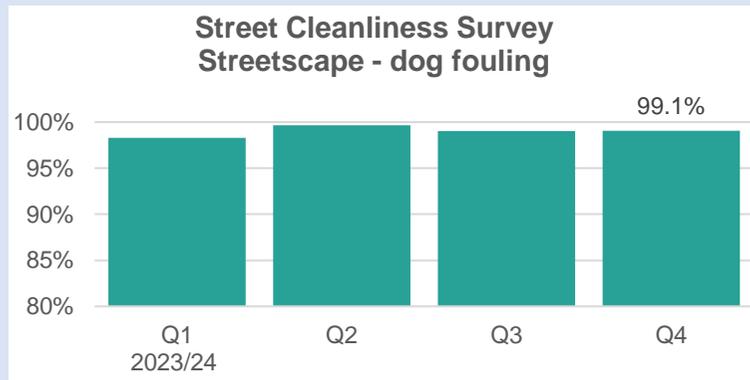
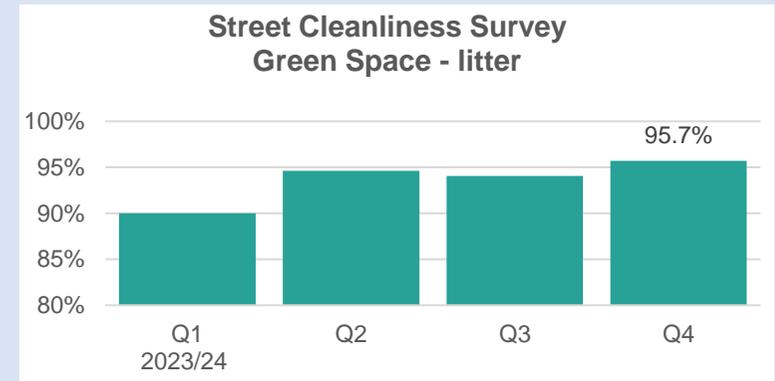
# Clean and Attractive Communities Dashboard

(12 months ending 31 March 2024 / discrete quarterly data / as at 31 March 2024)

Lower is better



## Street Cleanliness Surveys



## **Fly-tipping**

- 359 We continue to address fly-tipping, in the last 12 months we have continued to take a proactive approach against perpetrators, this has included:
- 19 prosecutions carried out;
  - 71 incidents caught on CCTV;
  - seizure of five vehicles;
  - 41 fixed penalty notices issued for fly-tipping offences;
  - 69 fixed penalty notices issued for waste carrier offences; and
  - 3,003 further investigations of incidents carried out.
- 360 The positive results of this drive to lower levels of fly-tipping can be seen in both the numbers of incidents and in the rate per 1,000 population.
- 361 As well as being better than target (12.88) the 12 months rate (April 2023 to March 2024) of fly-tipping incidents per 1,000 population (10.66) is in line with the previous 12 months (10.63, April 2022 to March 2023).
- 362 Latest benchmarking for 2022/23 (April 2022 to March 2023) shows County Durham had a fly tipping rate per 1000 population of 10.3. An improvement on 2021/22 (10.9, April 2021 to March 2022) and significantly better than the national average (19), our statistical neighbours (19.5) and the regional average (23.8).
- 363 Following the peak during the pandemic, to over 8,000 incidents of fly-tipping (April 2020 to March 2021), the amount of fly-tipping remains low. 5,631 incidents in the last 12 months (April 2023 to March 2024), is in keeping with the previous 12 months (5,614, April 2022 to March 2023).
- 364 Fixed penalty notice fines will increase from 1 May. Increases will be in line with the maximum set by national regulations. The increases apply to fly-tipping; littering; graffiti; flyposting and household duty of care in relation to the disposal of waste. In addition, a new fine will be introduced for repeat offences for littering, graffiti; flyposting and household duty of care.

## **Cleanliness**

- 365 New cleanliness surveys which we started in April, looks at street scape areas (paths, roads and alleyways) and green scape areas (parks, open spaces and playing fields).
- 366 As a result of our ground maintenance services there is a high level of cleanliness across County Durham. In relation to litter, 95.7% of the street scape and green space areas inspected were acceptable. For dog fouling, 99% of the street scape and green space areas inspected were acceptable.
- 367 Once a longer term trend has been established using this methodology, targets will be set to assist us in driving improvement. We will also seek to benchmark against other authorities once more data are available.
- 368 We continue to encourage cleanliness across the county through initiatives such as Big Spring Clean. The 2024 event commenced in February and ran through into April. Early feedback suggests that the event has again proven very popular despite weather conditions not being favourable. Up to the 31 March:

- There have been over 60 volunteer litter picks.
- Over 700 new volunteers signed up to our volunteer litter picking programme.
- Around 1,000 pieces of equipment has been loaned out to groups and individuals.

# Our Council

## Priority Aims:

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

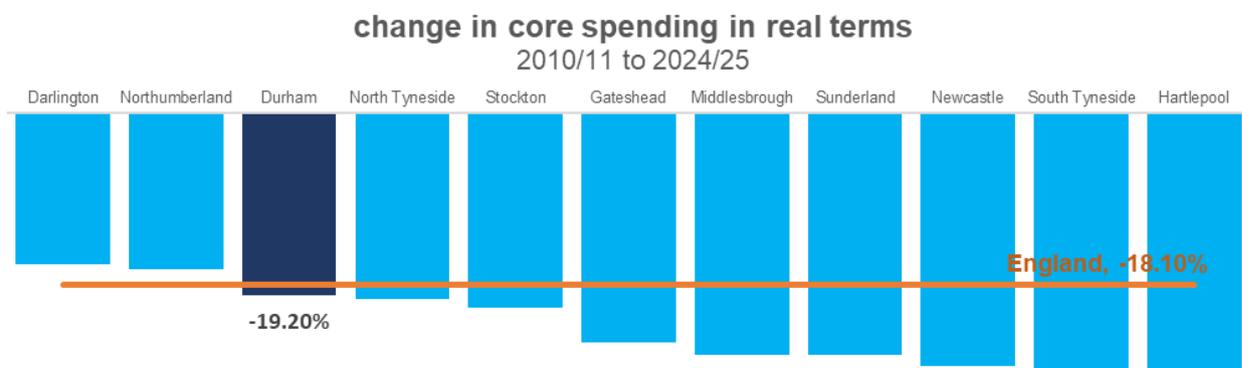
- manage our resources effectively
- create a workforce for the future
- design our services with service users
- use data and technology more effectively
- build an inclusive and welcoming employee culture

## National, Regional and Local Picture

369 The government has finalised the local government settlement for 2024/25 but this will not fully cover the financial pressures of many councils so could result in sector wide challenges<sup>8</sup>. Many councils will need to prioritise spending, seek alternative revenue sources, and explore more innovative financing mechanisms to maintain essential services and invest in critical infrastructure.

370 Analysis<sup>9</sup> shows that the core spending power of councils in England is now 18.1% lower than 2010/11 in real terms. This is a reduction of around £556 per household. Councils in the more deprived areas have seen the highest real terms cut.

371 Core spending power across County Durham has dropped by 19.2% (£143 million). This is a reduction of around £572 per household which is 2.9% more than the England average.



372 Over the same period, we have experienced increasing demand for specific services. Service areas particularly impacted include Special Educational Needs and Disabilities, Looked After Children, and Home to School Transport. We are also experiencing financial pressures caused by pay and price inflation, and increased costs for children's services and adult social care.

373 We are progressing with our Business Intelligence Project. The project team is working to develop an enterprise data platform which will deliver analytics and new insight around key service areas. Master data management will be used in the future

<sup>8</sup> See [Office of Budget Responsibility Departmental spending risks at the next Spending Review and beyond](#)

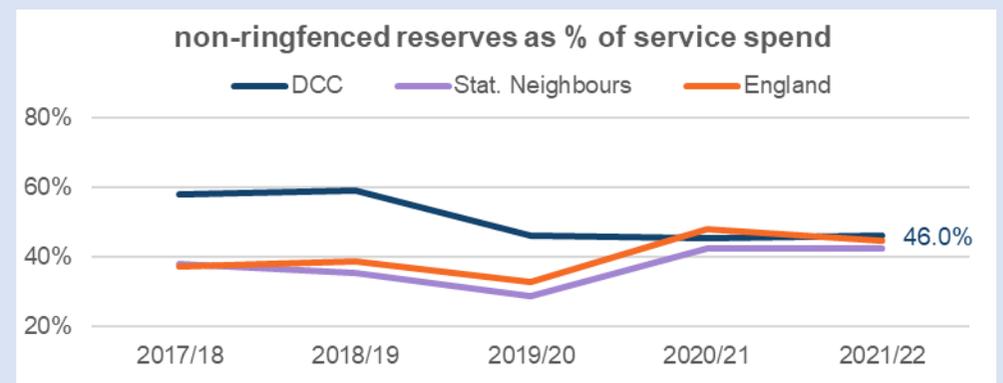
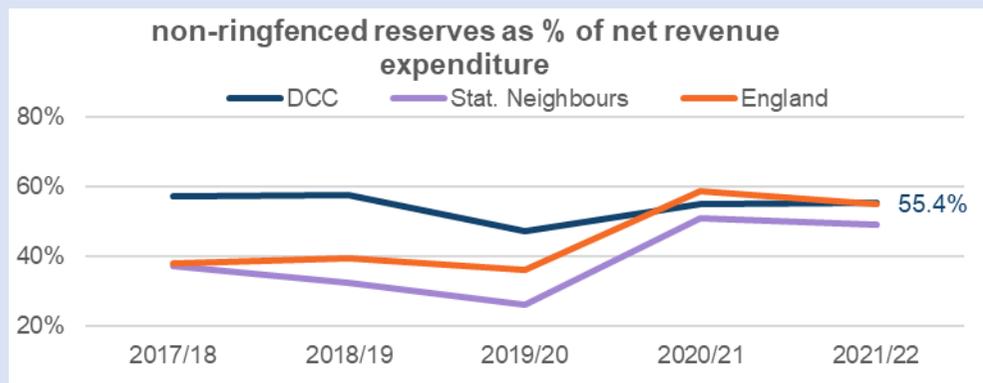
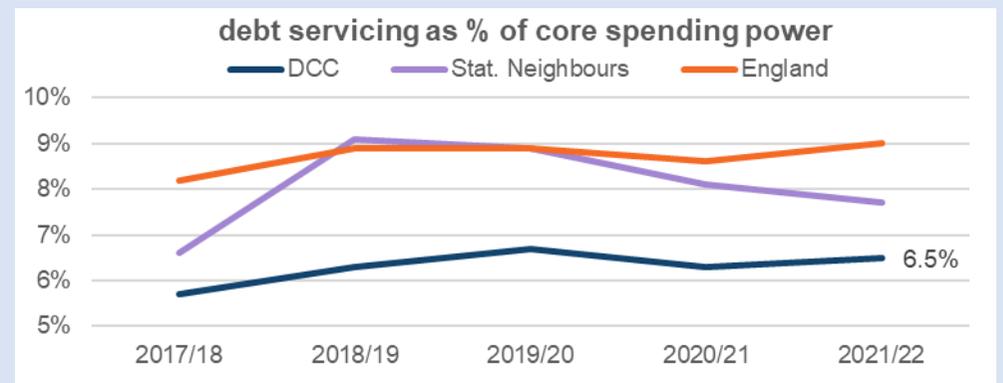
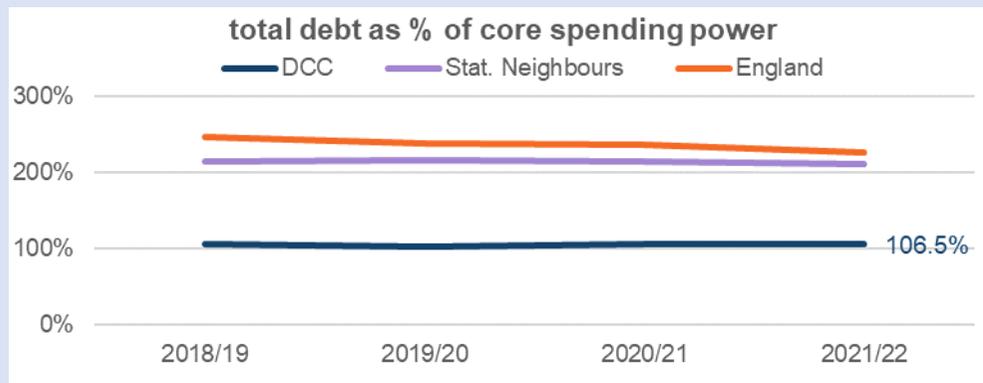
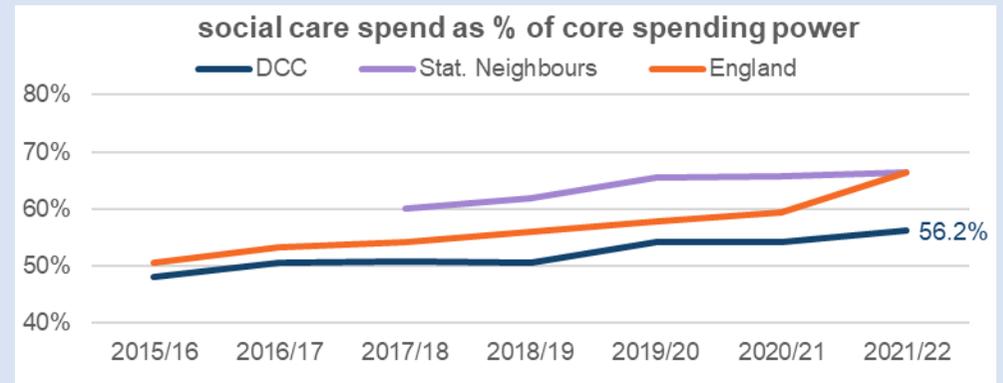
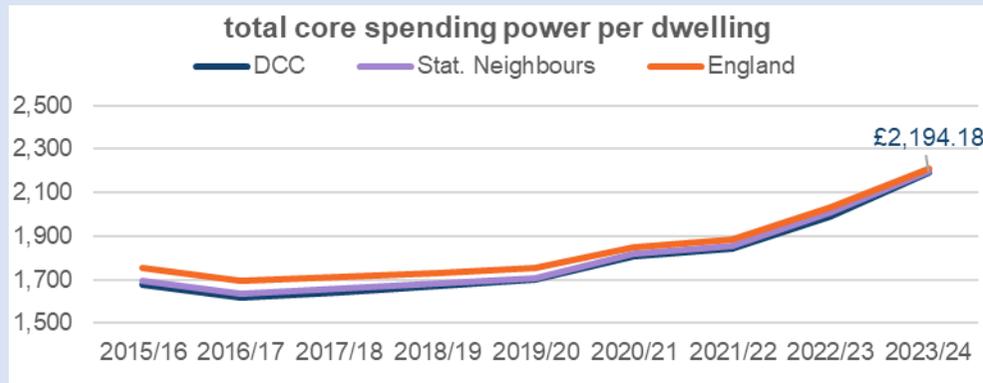
<sup>9</sup> Source: [Special Interest Group Of Municipal Authorities \(SIGOMA\)](#)

to provide citizen indexed views (single view of the child, single view of the adult, single view of the family, single view of debt).

- 374 We recognise the programme is an opportunity to develop in-house skills and 'grow our own' expertise. We have started a programme of analytics training for existing staff and have recruited new specialist staff to support our future plans.
- 375 Councils are still struggling to recruit and retain staff and many are spending significant sums of money on agency workers as a result. We have issues across our Children and Young People's Service (particularly social care) and are having to rely on the continued use of agency workers to stabilise teams with 'hard to fill' posts. Lately, the availability of agency workers has itself become a challenge.
- 376 Over the last year, government funded cost-of-living payments helped people on certain benefits or tax credits with their daily expenses. The payments were available across three key areas:
- Low-income benefits and tax credits: available to people on means tested benefits (such as Universal Credit or Pension Credit) or who are claiming tax credits. Paid in three instalments: £301 (April / May 2023), £300 (October / November 2023) and £299 (Spring 2024).
  - Disability: available to people in receipt of a qualifying disability benefit, the single £150 payment was paid in June / July 2023.
  - Pensioner: available to people receiving Winter Fuel payments, the additional payment is worth between £150 and £300 and was paid in November 2023.
- 377 These cost-of-living payments helped people with daily expenses and reduced the need for wider support. However, the government has now closed the scheme.
- 378 The government also gives councils funding to support their most vulnerable residents (the Household Support Fund). We received £9.3 million during the 2023/24 financial year (April 2023 to March 2024). The government has extended this funding to September 2024 but there are no plans to extend it beyond this date.
- 379 Many households are struggling to meet their financial outgoings due to the high cost of food, energy and housing. Councils expect demand for local financial support schemes to increase, and for council tax collection to become increasingly difficult.

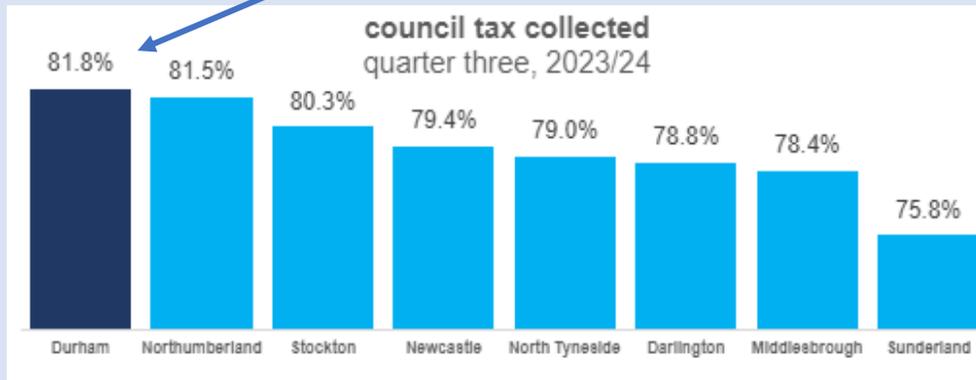
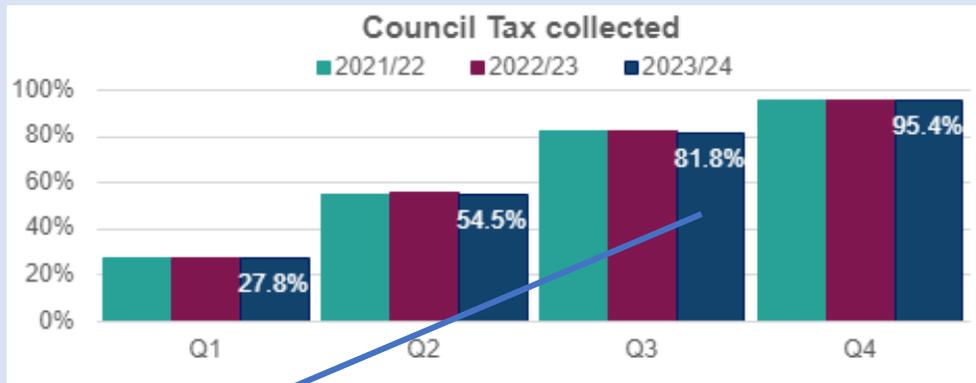
# Oflog - Finance Dashboard

(annual data)



# Council Tax Dashboard

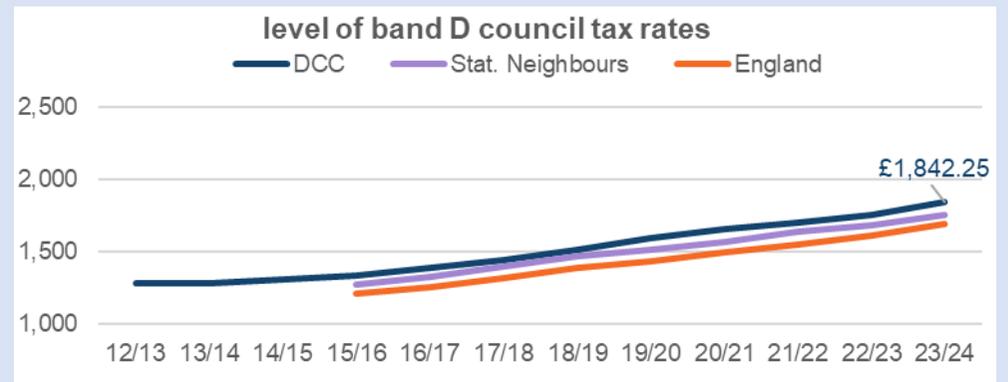
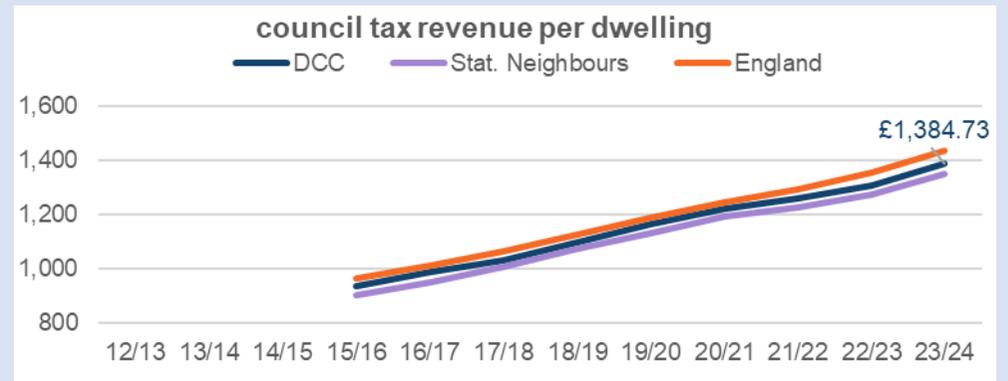
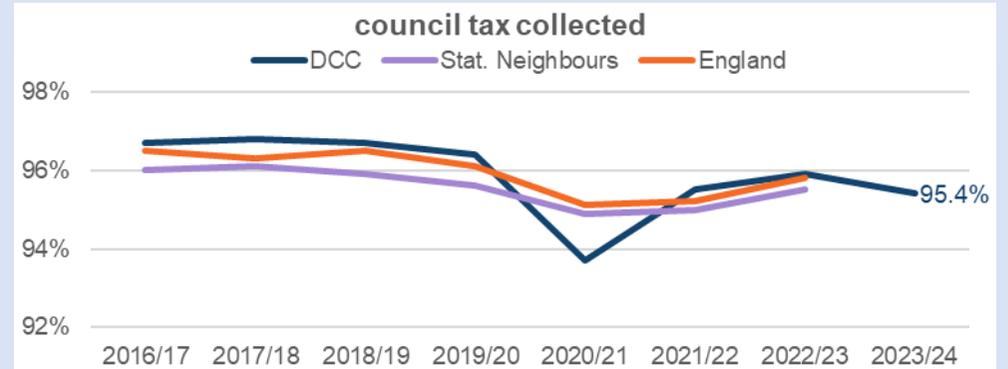
(financial year 2023/24)



Note for 2023/24 data: council tax collection rates at quarters two to four are not directly comparable to previous years. This is because we credited £3.7 million of unclaimed energy rebate payments to council tax accounts in September 2022. These are showing as payments received.

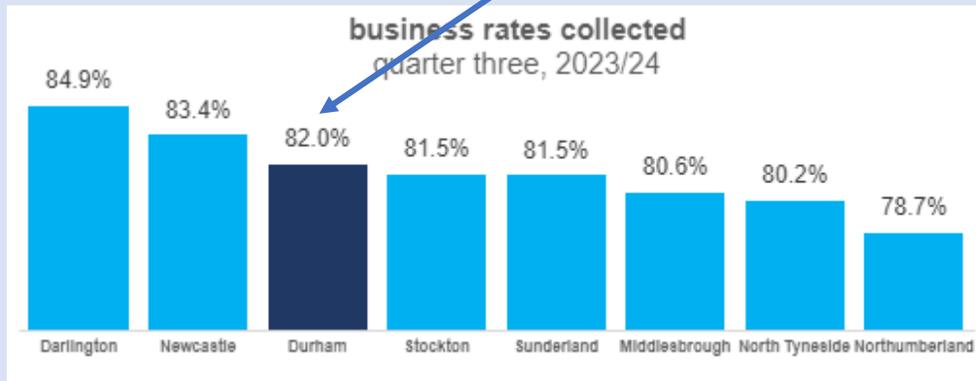
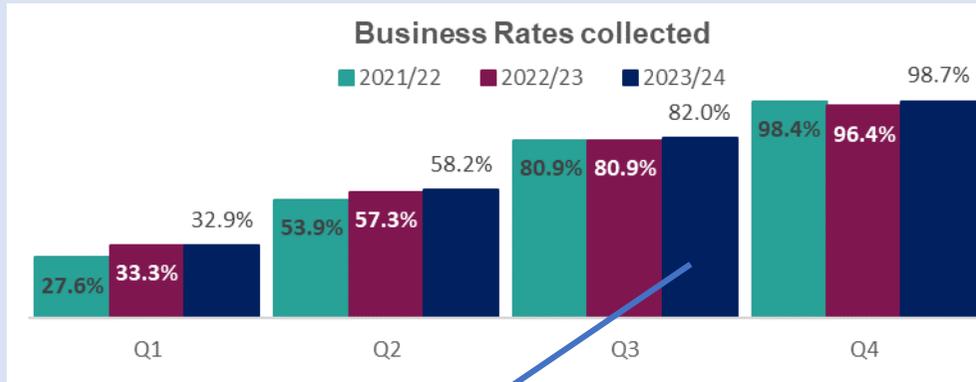
However, if we adjust the data by removing these energy rebate payments, the 2023/24 collection rate at quarter four would be 96.13%. This is slightly higher than the 2022/23 collection rate at quarter four (95.9%).

## Oflog - council tax measures

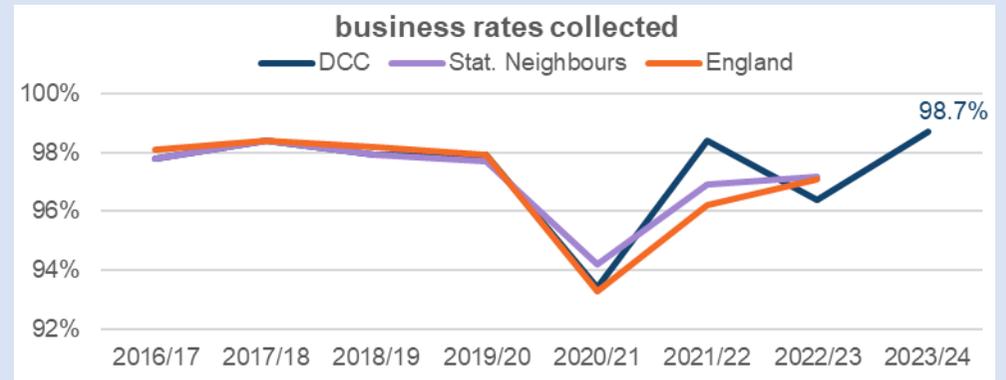


# Business Rates Dashboard

(financial year 2023/24)



### Oflog – business rates measure



## Council Tax Collection

- 380 Household finances continue to be squeezed. Money pressures caused by high food and energy prices, as well as rising housing costs (both rents and mortgages), mean many households are finding it difficult to meet their financial outgoings. Councils across the region agree that council tax collection is becoming more difficult due to this situation.
- 381 Compared to 12 months ago, an additional 2,503 accounts are now in arrears. This amounts to around £2.3 million.
- 382 We continue to offer sustainable payment arrangements to those residents who 'can't pay' rather than 'won't pay.' However, lower instalment amounts over a longer period will impact collection rates in the short to medium-term.

## Business Rates Collection

- 383 Retail relief has increased from 50% to 75% (for eligible businesses). The small business relief scheme has provided £1 million to those businesses which lost some or all of their small business rate relief at the 2023 revaluation.
- 384 Since the last report, we have promoted the small business rates relief, introduced bulk email contacts and provided training between teams.
- 385 Latest benchmarking data (business rates collection rate at Q3) shows that although our collection rate remains positive, rates across the region are falling.

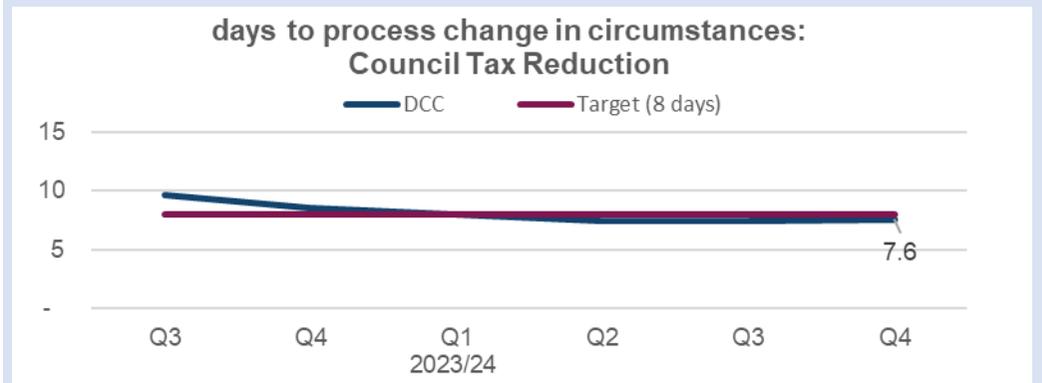
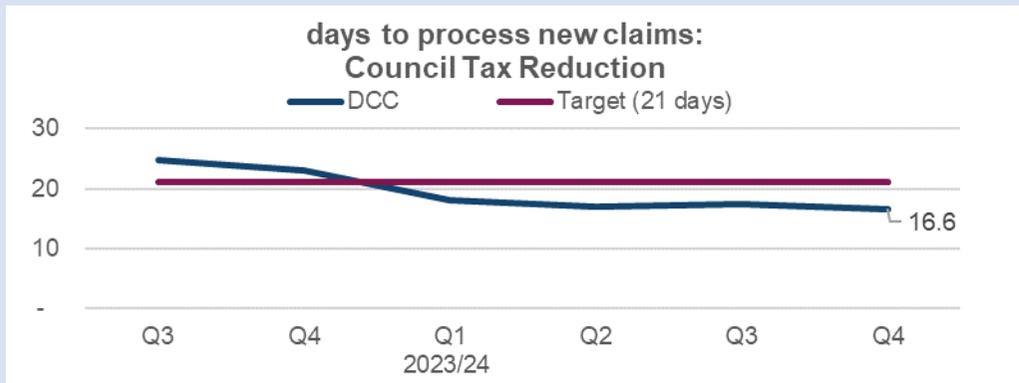
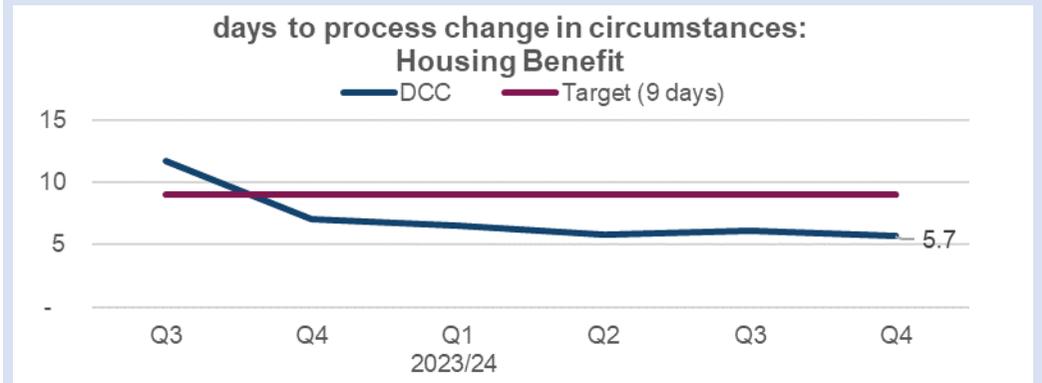
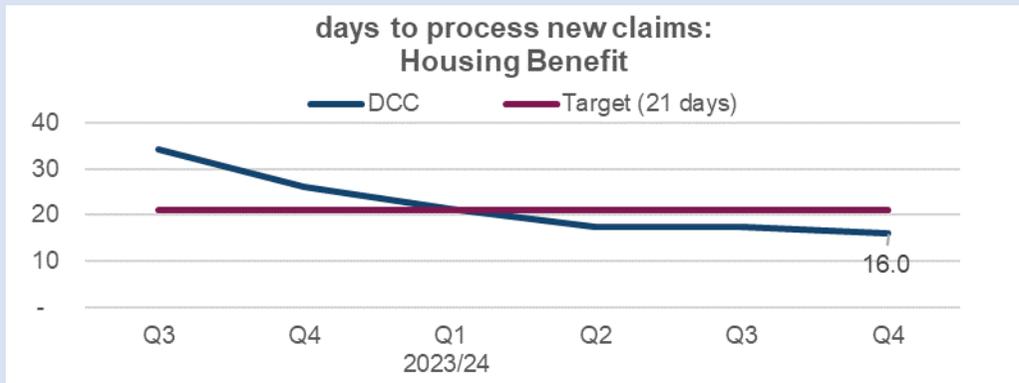
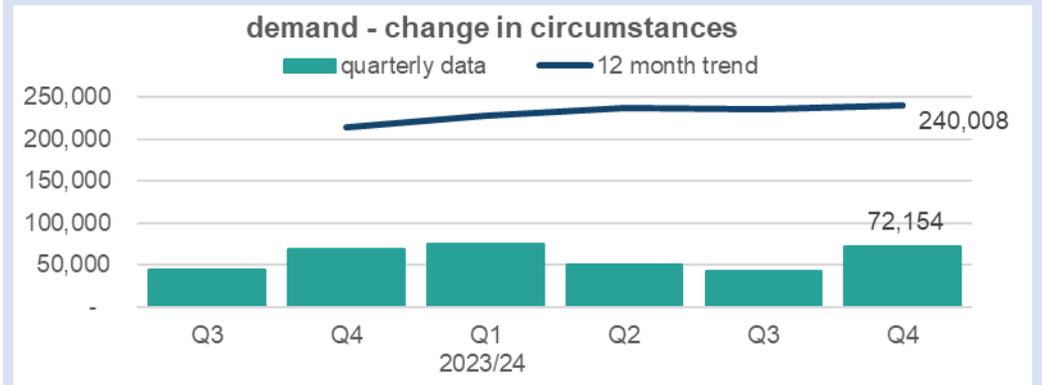
## Medium Term Financial Plan (MTFP) savings

- 386 We committed to saving £12.4 million during the 2023/24 financial year (April 2023 to March 2024). By the 31 March, we had saved £11.7 million (almost 95% of our projection).
- 387 Ninety two percent of the £11.7 million savings related to four broad categories.

	£'million	% of total
Budget reduction	£5.47	47%
Review of contractual arrangements	£1.36	12%
Restructure / staff savings	£1.33	11%
Income generation	£2.59	22%
Other	£0.96	8%

# Housing Benefit and Council Tax Reduction Dashboard

(12 months ending 31 March 2024)



## **Housing Benefit and Council Tax Reduction**

388 Comparing data from the 2023/24 financial year (April 2023 to March 2024) to the previous financial year (April 2022 to March 2023) shows that we are processing new claims and change of circumstances quicker. Processing times are also better than target. This is in spite of increased demand over this period.

## **Universal Credit and Managed Migration**

389 In 2017, the government started processing all new housing benefit claims as Universal Credit. The government also committed to moving existing housing benefit claimants to Universal Credit through managed migration.

390 The council administers Housing Benefit whereas the Department of Work and Pensions (DWP) administers Universal Credit. Therefore, as Housing Benefit claimants move to Universal Credit, the council's caseload reduces. Since 2017, our housing benefit caseload has reduced from 28,000 to around 9,000. The next stage of managed migration is taking place this year and will further reduce our caseload by about 2,800 claimants.

391 We receive a grant to administer housing benefit claims (£1.8 million for this year). But DWP will reduce this grant as claimants migrate to Universal Credit and our caseload falls. We anticipate our grant to reduce by about 13%.

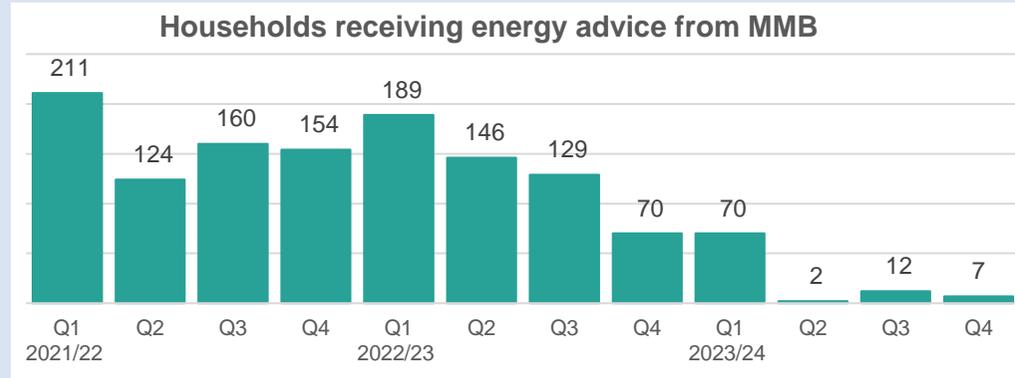
392 The government has also brought forward the Employment and Support Allowance migration from 2028 to September 2024. This will impact an additional 5,803 residents.

393 We expect to see an unintended consequence to managed migration. That is an increase in our local Council Tax Reduction Scheme workload. Claimants to our local scheme make one or two changes in circumstances each year. However, as Universal Credit automatically calculates every month, we could potentially receive a change in circumstances for every claim every month. Previous migrations have driven increases in this area.

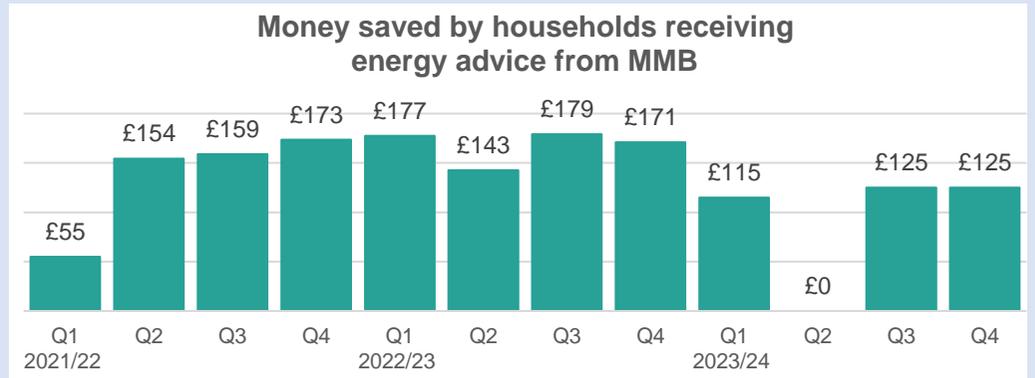
# Managing Money Better

(quarterly data at 31 March 2024)

## Managing Money Better (MMB)



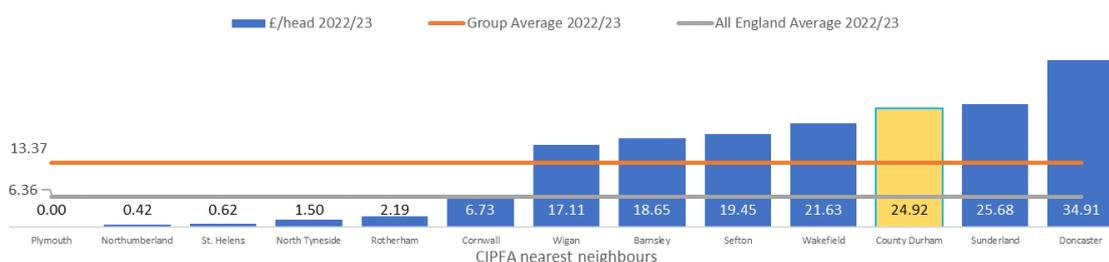
## Money saved by households receiving energy advice from MMB



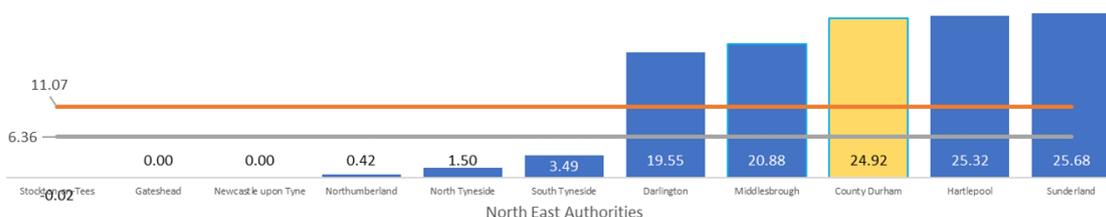
## Financial Support Schemes

394 Over the last year, our residents collectively received more than £80 million in cost-of-living support payments. These payments helped people with daily expenses and reduced the need for wider support through our financial support schemes. Now the government has made the last of these payments and the scheme has closed, we expect demand for our local schemes to increase.

395 We are continuing to provide strong support to our most vulnerable residents through our financial support schemes. Latest benchmarking data (April 2022 to March 2023) shows the council has a higher than average spend on local welfare assistance schemes when compared to our statistical neighbours, authorities across the North East and the all-England average.



Note: Three nearest neighbours did not submit returns for 2022/23 (Calderdale, Redcar and Cleveland, Wirral)



Note: one North East authority did not submit a return for 2022/23 (Redcar and Cleveland).

396 We are one of only a few authorities offering support in the form of Discretionary Housing Payments, Daily Living Expenses and Settlement Grants.

397 Support provided between April 2023 and March 2024 includes:

- **Council Tax Reduction (CTR).** We used £63 million to support more than 53,600 residents with their council tax bills. This is a slight reduction (-0.6%) from the previous year.

We also supported 35,000 residents who did not qualify for 100% council tax reduction with payments of up to £75 in extra support (totalled £1.8 million). Extra support was provided to 4,100 additional residents between January and March 2024 (this support ceased on 31 March).

- **Discretionary Housing Payments (DHPs).** We committed to spending the 2023/24 budget (£819,275) between April and December. However, we received additional funding from the Household Support Fund so were able to offer an extra £173,472 in DHPs by 31 March 2024.

	2022/23	2023/24	Change
Number	1,701	1,978	+277
Total value	£981,078	£992,746	+£116,683
Average payment	£576	£501	-£75

- **Daily Living Expenses (DLE).** Demand for DLE reduced as people accessed other support mechanisms. This was mainly the government funded Household Support Fund and cost-of-living payments.

The government has now made the final cost-of-living payments and has only extended the Household Support Fund to September 2024. We therefore expect demand to return to the level seen in previous years.

	2022/23	2023/24	Change
Number	6,414	3,570	-2,844
Total value	£662,598	£234,112	-£428,486
Average payment	£103	£66	-£37

- **Settlement Grants (SGs).** Our work with partners to help people settle into permanent housing and to reduce dependency on temporary accommodation, has increased demand for help through SG in establishing their new homes and assist in purchasing essential white goods and furniture.

	2022/23	2023/24	Change
Number	672	819	+147
Total value	£349,435	£413,686	+£64,251
Average payment	£519	£505	-£14

- **Household Support Fund (HSF).** The process for managing the HSF varies year-on-year. It is therefore not possible to compare previous years. Last year, it was a £4.6 million scheme which awarded vouchers to individuals between April to September 2022. The current scheme covers April 2023 to March 2024, is valued at £9.3 million and makes payments to households.

	2023/24
Number	149,388
Total value	£9.3 million
Average payment	£62

We spent most of the money (£4.5 million) on food vouchers for those receiving free school meals. There were two periods (June/July and November/December). Each eligible child was awarded a £75 voucher for each period (£150 per child over the two periods).

The remaining budget was awarded as follows:

- £1.7 million. Supported 26 grass root organisations and two further anchor organisations (Durham Carers and Age UK) with food and fuel.
- £1.1 million Supported households with children with food and fuel. Included Safe Sleeping arrangements, direct allocation to schools for those not eligible for free school meals but on low incomes, kinship carers and care leavers.
- £1.3 million Provided direct support to individuals. Demand for furniture and white goods was particularly high.
- £0.34 million Supported adults within the Adult Social Care Service who receive Housing Benefit only but who are not eligible for cost-of-living payments. Also supported those on low income who are struggling with costs during colder periods with furniture/white goods and/or food/fuel where they are not eligible for other mainstream grants.
- £0.13 million Supported increased demand for crisis support and settlement grants (Welfare Assistance Scheme).
- £0.1 million Supported The Bread-and-Butter Thing <sup>10</sup>with fuel.
- £0.05 million Supported individuals at risk of homelessness.

398 The government confirmed in the Spring Budget that the Household Support Fund would continue until September 2024. We are working on proposals for a new scheme and will provide detail in due course.

399 We have received £1 million from the UK Shared Prosperity Fund. We will spend this money during 2024/25 on projects that reduce food poverty, provide cost-of-living advice and guidance, and deliver fun and food with half term activities.

### **Managing Money Better (MMB)**

400 During quarter four (January to March 2024), seven households received energy advice from MMB, worse than quarter three (-5), and last year (-63). Out of the 30 referrals received in the quarter, six were identified as social housing and referred to their registered provider for assistance. The remaining 17 referrals either did not engage with our contact attempts or when contacted did not require further assistance.

401 Energy advice saved households an estimated £125, on par with quarter three, but a deterioration on the same period last year (-£171). General advice only was provided to households as there were no tariff switching opportunities available and no referrals for fuel debt advice.

402 Referrals into the service are still low. We continue to publicise the service, with new approaches scheduled for the new financial year (April 2024 to March 2025) including:

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<sup>10</sup> A food surplus redistribution charity offering a mobile affordable food service to low-income neighbourhoods.

- Warm Homes drop-in sessions;
- regular social media posts on energy tips;
- attendance at events including AAP board meetings; and
- Working with organisations such as Upper Teesdale Agricultural Support Services (UTASS) to access hard to reach residents.

# Customer Contact Dashboard

(12 months ending 31 March 2024)

## Customer Contact through our reported channels

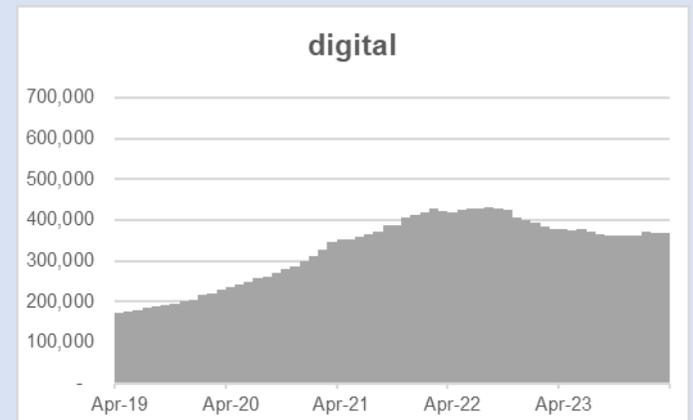
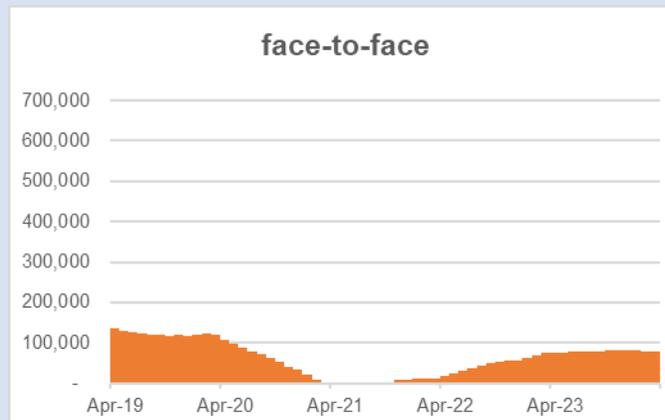
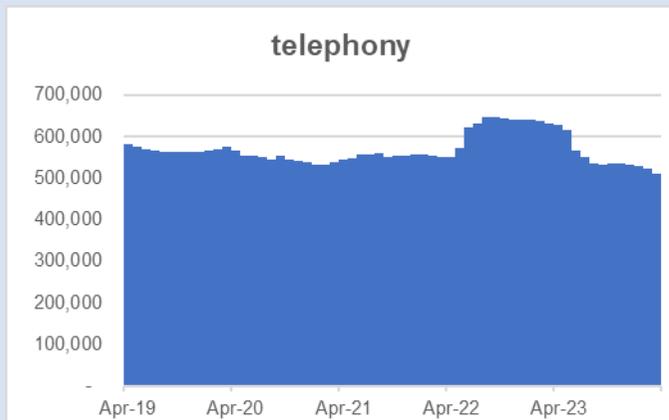
March	Contact	Change	
2022	986,495		
2023	1,082,945		-3.0%
2024	956,945	-12%	



Welfare assistance telephony was absorbed within customer services without any growth in the operating model. Increasing demand for welfare support and discretionary housing payments required a shift in the workflow to release capacity in the back office teams to process these emergency payments.

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

## Long-term trends in contact by channel type

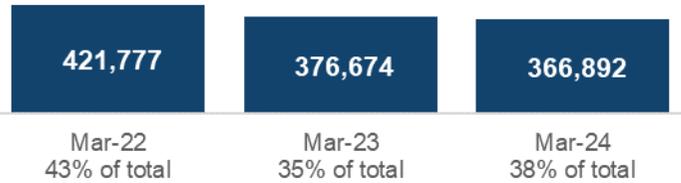


<sup>1</sup> telephone calls (customer services only), do-it-online, email, webchat, social media, Customer Access Points

# Customer Contact Dashboard

(12 months ending 31 March 2024)

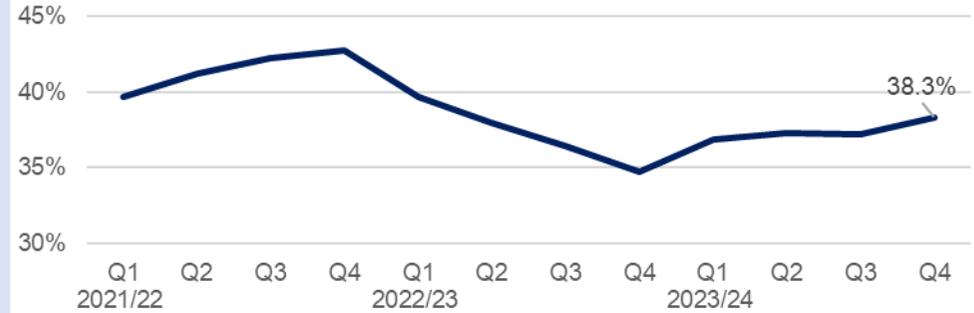
## Digital Contact



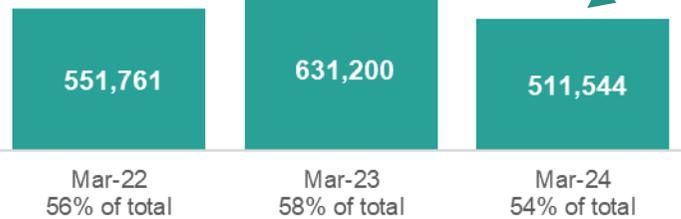
Down 3% on last year.

- do-it-online: up 4%
- web chat: down 38%
- email: down 16%
- social media: down 25%

## Contact by digital channels

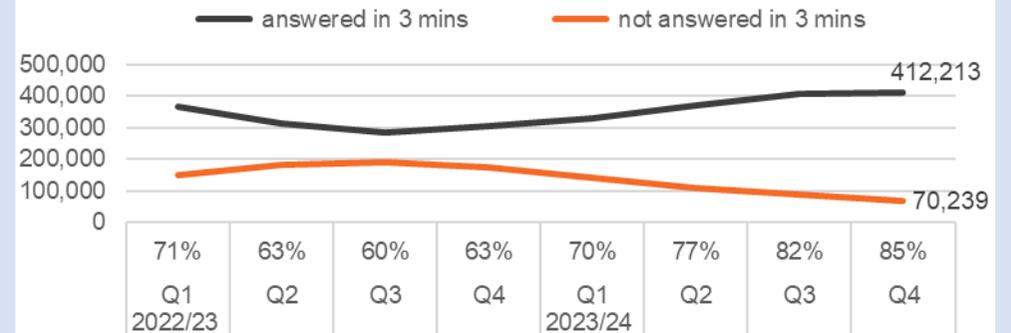


## Telephony Contact



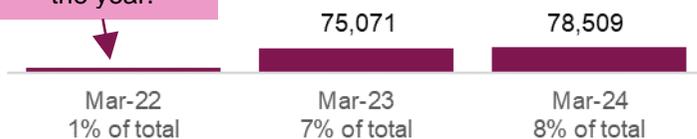
Down 19% on last year.

## Customer services calls...



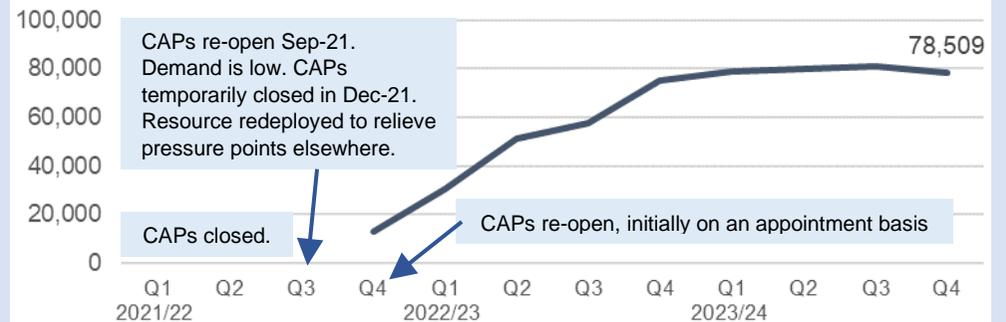
## Face to Face Contact

CAPs partially closed during the year.



up 5% on last year

## Customer contact through our CAPs



## Customer contact through our reported channels<sup>11</sup>

### Non-digital contact (62% of all contact)

- 404 The telephone is our customers most frequently used contact channel. 54% of the contact we received over the last 12 months was by telephone.
- 405 Although we received fewer telephone calls in the latest 12 month period (April 2023 to March 2024) compared to the previous year (April 2022 to March 2023), the decrease is not a true reflection of demand. Last year's volume is artificially high and was driven by government initiatives to help people through the cost-of-living crisis. Initiatives were administered by the council and this resulted in more contact.
- 406 Eight percent of the contact we received over the last 12 months was through our Customer Access Points (CAPs).
- 407 Although we received more contact through our CAPs in the latest 12 month period (April 2023 to March 2024) compared to the previous year (April 2022 to March 2023), the periods are not truly comparable. This is because we did not fully re-open our CAPs until quarter one last year. And when they did re-open demand was slow to return to pre-pandemic volumes.

### Telephone calls answered by customer services within three minutes.

- 408 Over the last 12 months (April 2023 to March 2024), we have improved performance relating to calls answered within three minutes. We achieved this by filling all posts, reducing absence levels and utilising extra capacity from the Customer Access Points.

	12 months ending March 2023	12 months ending March 2024
Calls Answered	478,567	482,000
Calls Answered in 3 minutes	63%	85%

- 409 Performance further improved during quarter four (January to March). Of the 126,000 telephone calls we answered 93% were answered within three minutes. We received 89% of these calls on one of the following four lines:

Telephone line	calls answered	% answered within 3 minutes
Enquiries	52,054	87%
Council Tax	39,434	97%
Housing Solutions	10,522	100%
Benefits	9,633	99%

- 410 Performance varies across our telephone lines. But the percentage we answered within three minutes was never lower than 90%, except for one line. This line was the 'enquiries' line. It makes up around 9% of the total call volume and 87% were answered within three minutes).

### Digital Contact (38% of all contact)

- 411 Thirty eight percent of the contact we received over the last 12 months was digital.

<sup>11</sup> telephone calls (customer services only), do-it-online, e-mail, webchat, social media, Customer Access Points

412 Although improving, digital contact is around 13% lower than two years ago (about 55,000 fewer contacts). This is mainly due to a drop in CRM service requests post-pandemic – of which around two-thirds are requested digitally. This reduction mainly relates to those service requests created at the beginning of the pandemic and are now redundant.

### **Performance Standards**

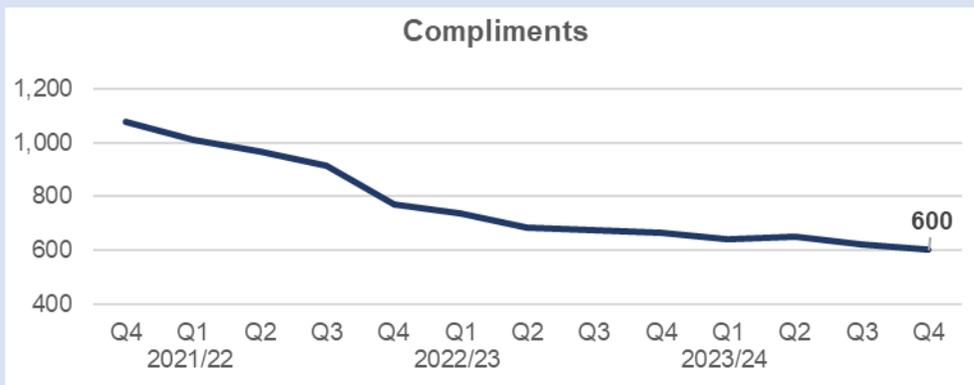
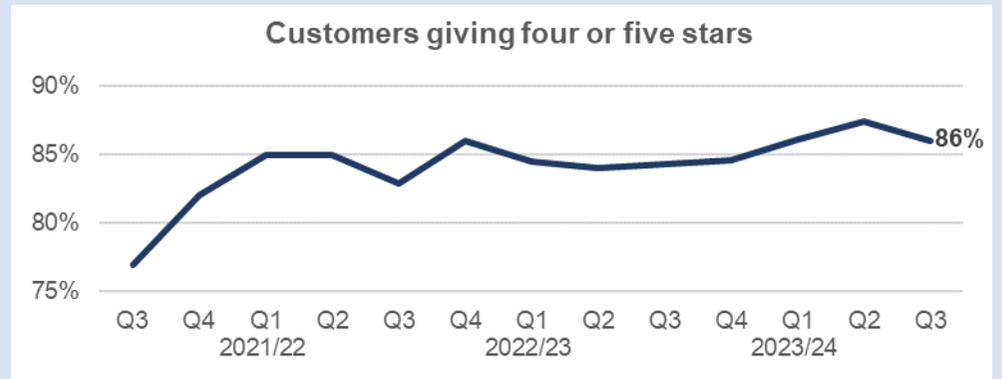
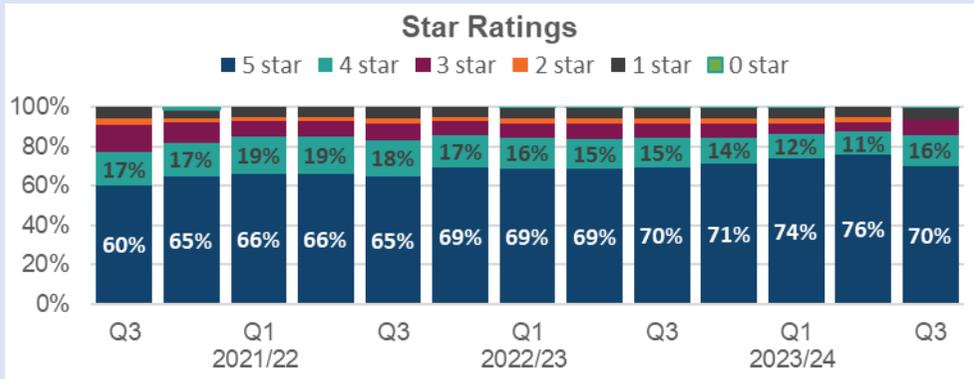
413 Sixty nine percent of service requests received during quarter four (January to March) can be assessed against a performance standard. Of these, we met the performance standard for 81%.

414 Across 24 service areas, we met the performance standard for at least 80% of requests. These accounted for more than half of all the requests we received. The service areas included: request help with your bin (99%); waste permits (96%); garden waste – join the scheme (87%); street lighting (84%).

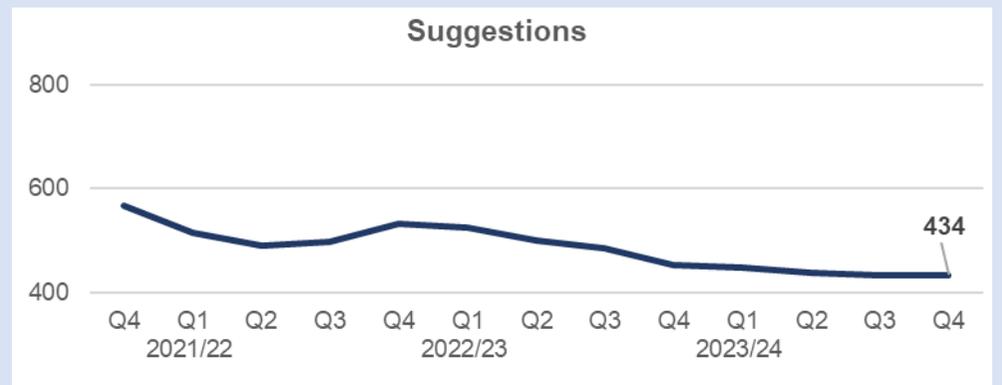
415 However, across 31 service areas, we met the performance standard for fewer than 50% of requests. These accounted for around 6% of all the requests we received. The service areas included: rubbish in gardens and yards (47%), tree or hedge pruning / removal (44%); bins – waste collection for businesses (35%).

# Customer Feedback Dashboard

(12 months ending 31 March 2024)



Since the pandemic, compliments have fallen across all service areas except Care Connect.



## **Star Rating**

- 416 The dashboard reporting star ratings is currently not working, Granicus released a code library update that has broken some of our custom design. The web team are working to resolve the issue – no idea when it will be complete but is a priority.

# Customer Satisfaction Dashboard

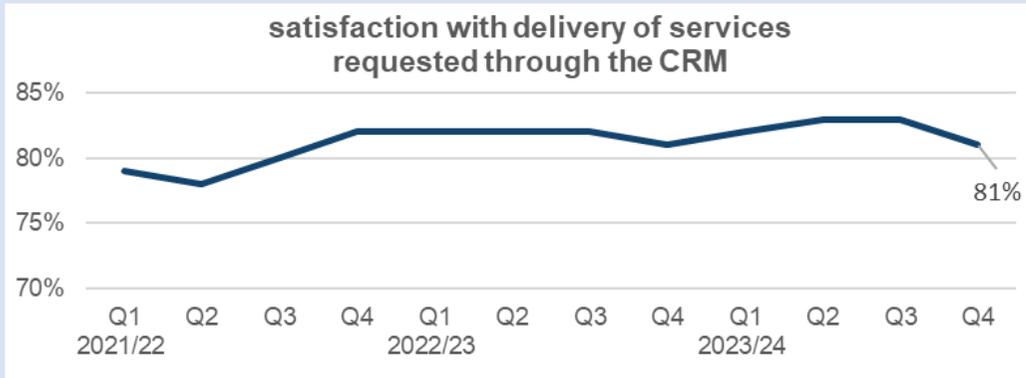
(12 months ending 31 March 2024)

**196**

Service request types for which customers will automatically receive an e-mail survey on closure of their request.

**18,325** responses to survey.

**4.4%** of all service requests received.



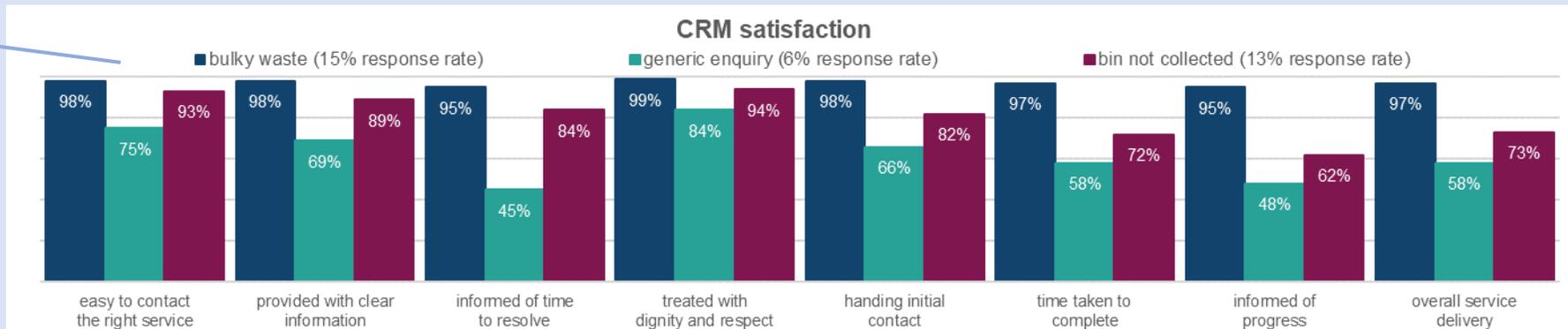
## Main reasons for dissatisfaction

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

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

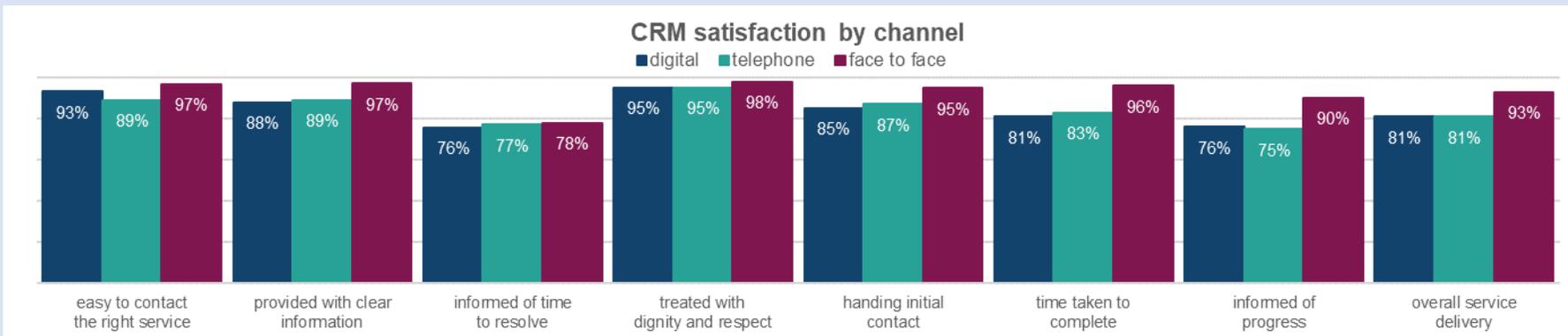


**48%** of survey responses related to three service request types.



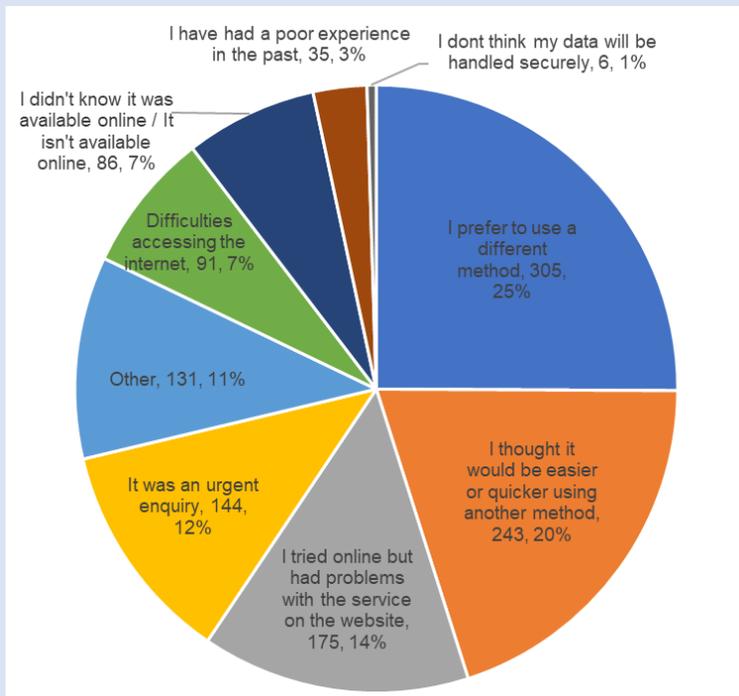
# Customer Satisfaction Dashboard

(12 months ending 31 March 2024)



Note: face-to-face is calculated using a small sample size which reduces the accuracy. Not all records have the channel recorded. Not all respondents answered every question.

We also asked respondents why they chose a non-digital channel to contact us. During quarter four, 1,216 customers answered the question as follows:



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



Responses received May 2023 to March 2024 are shown below:

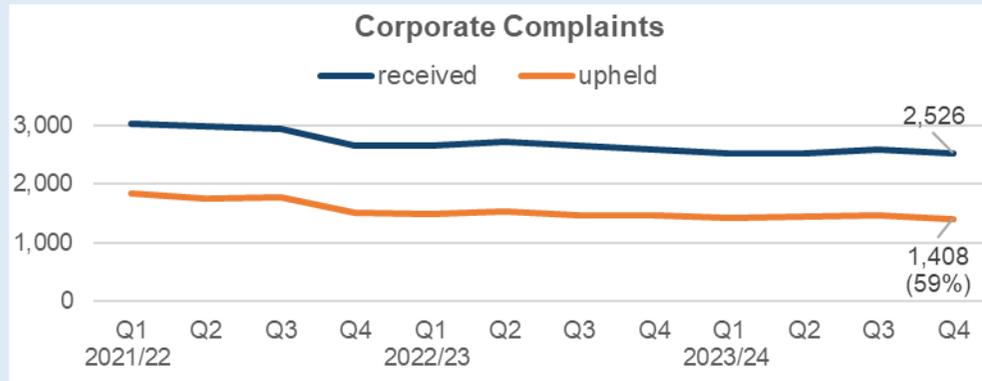
% of respondents satisfied with...	
our agent's ability to understand them and answer their questions	83.9%
the polite and friendly service from the customer service advisor	87.0%
the clarity of the information or advice received during their call	81.9%
the overall customer service experience received	81.6%

## Customer Satisfaction

- 417 In May 2023, we started gathering customer feedback from residents who contacted our customer services by mobile phone. Once their call is complete, the customer receives a text message containing a link to a satisfaction survey.
- 418 Almost 33,500 customers have responded to the survey over the 11 months since it was introduced. Over time, as more customers participated and we were able to collect more data, the satisfaction rate steadily increased. It is currently 82%.
- 419 In addition, during the 12 months ending March 2024, more than 18,000 customers responded to our satisfaction survey (which is automatically e-mailed to the customer when their service request is closed within the CRM). Overall, 81% stated they were satisfied with our service delivery.
- 420 Almost half of the responses related to three specific areas. Each of which had varying levels of satisfaction. Our 'generic enquiry' service request had the lowest levels of satisfaction and we have analysed the survey responses to understand what is driving dissatisfaction.
- 421 Generic Enquiries capture service requests which are difficult to categorise elsewhere. More than 19,000 were raised in the 12 months ending March 2024. Most of which related to Refuse and Recycling, Neighbourhood Protection or Housing Solutions. Just over 1,200 customers responded to our survey over this period (a response rate of 6%).
- 422 The most frequent reason given by our customers for dissatisfaction was not being able to find somebody who could help them or give an answer to their query. Many respondents were contacting the team to chase up promised call backs that weren't received, jobs that hadn't been completed, or report dissatisfaction with the standard of our work. Many respondents felt it would be helpful to be able to contact someone in the required service team directly. Some customers were frustrated to be transferred to the wrong team or be cut off.
- 423 This survey also asks those customers who contacted us using a non-digital channel, why they did not use a digital channel. During quarter four, more than 1,200 answered this question.
- 424 The reason most frequently given was 'I prefer to use a different method.' Of these, 93% chose to contact us by telephone. Preferring a non-digital channel can be due to various reasons. This includes familiarity with the method or having a disability which makes contacting us digitally difficult.
- 425 The second reason most frequently given was 'I thought it would be easier or quicker using another method.' Of these, 91% chose to contact us by telephone. Customers often choose the telephone if their request is more complex and they want to discuss it in more detail and/or seek clarification or further advice before proceeding.
- 426 We continue to use this data to inform system enhancements as well as marketing campaigns.

# Customer Complaints Dashboard – Corporate (stage 1)

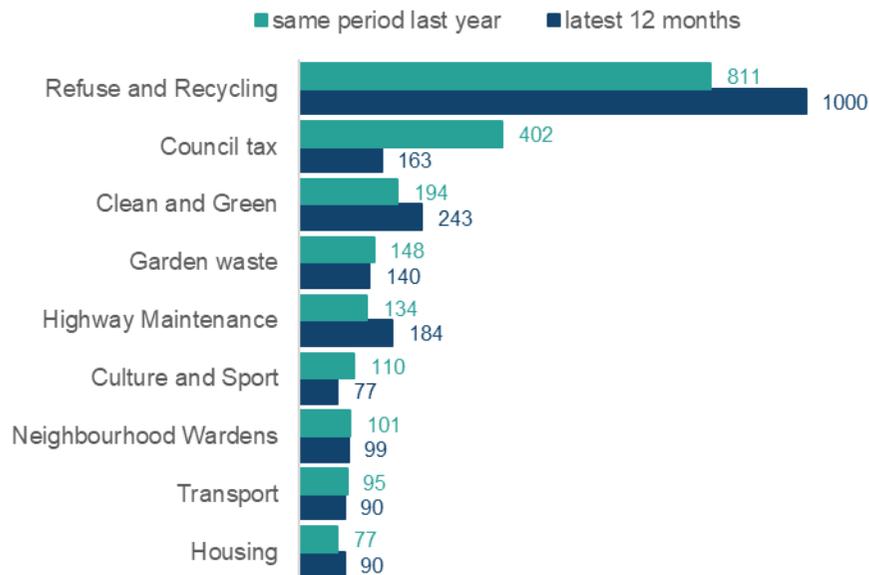
(12 months ending 31 March 2024)



73% of complaints related to six service areas:

Service Area	Complaints received	% upheld (partially or fully)	Overview
Refuse and Recycling	995 39% of total	76%	Around half related to missed collections (mainly bins) and around a third of these were incorrectly logged as contaminated
Clean and Green	246 10% of total	67%	Around two thirds were issues with hedges (mainly lack of response but also over-pruning) and grass cutting (mainly lack of response and staff leaving a mess)
Highways Maintenance	190 8% of total	58%	issues with highways maintenance / road closures (mainly noise at unsociable hours and accessibility issues)
Council Tax Services	166 7% of total	25%	Around one third related to account handling, and another quarter to enforcement decisions / action.
Garden Waste	135 5% of total	90%	Around half related to missed collection of garden waste and around a third due to damage to bin
Neighbourhood Wardens	99 4% of total	14%	Around third related to pest control issues or charges

## most frequent areas of complaint change from last year

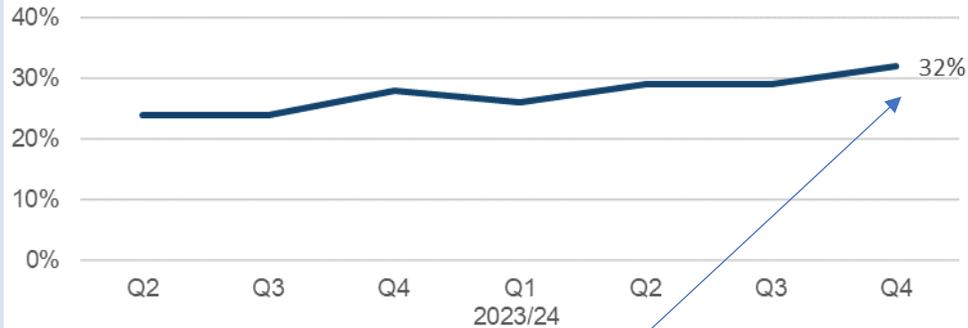


79% of stage one complaints were responded to within ten days. Lower than the 82% reported for the same period, last year.

# Customer Complaints Dashboard – independent investigation and Ombudsman

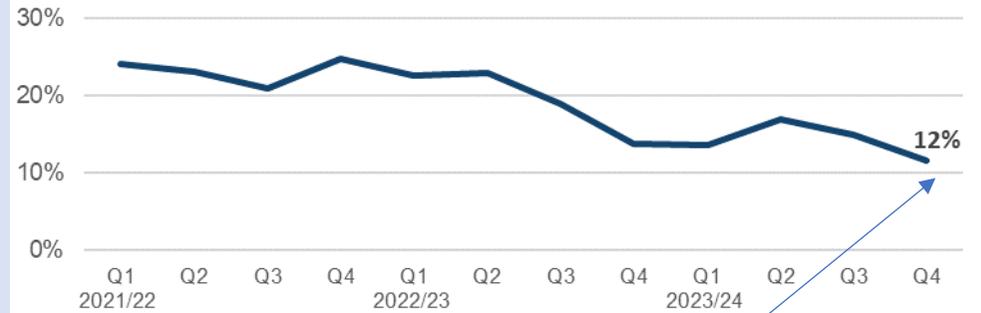
(12 months ending 31 March 2024)

### Independent Investigations upheld



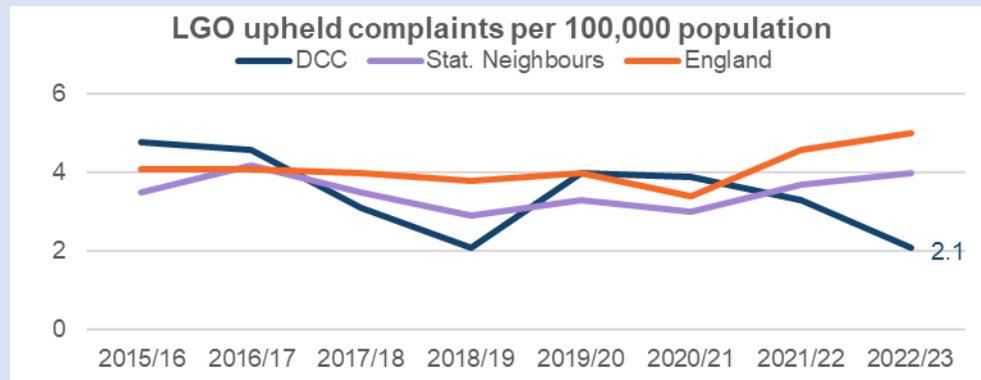
20 of 56 independent investigations completed between January and March 2024 were upheld fully or partially

### LGO complaints upheld



Thirty decisions made during quarter four, two of which were upheld. However, the ombudsman chose not to investigate these further as they were satisfied with the actions we had already taken.

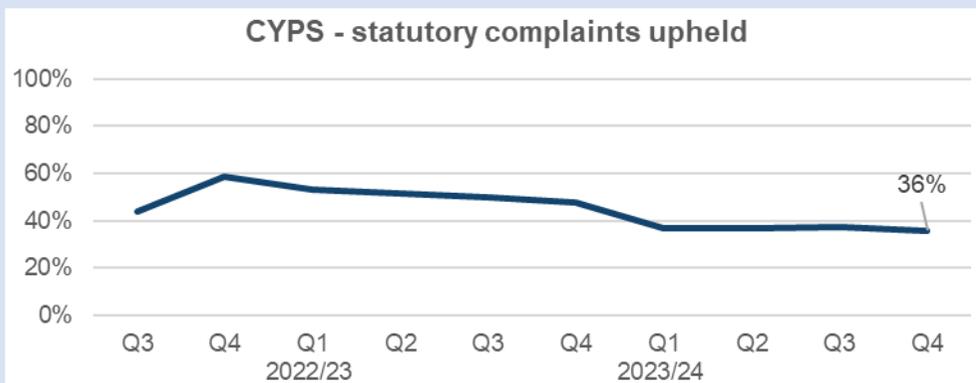
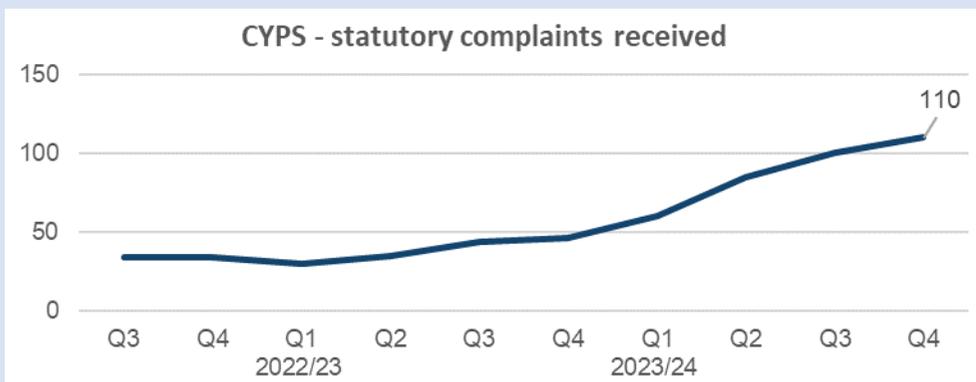
### Oflog – LGO complaints per 100,000 population



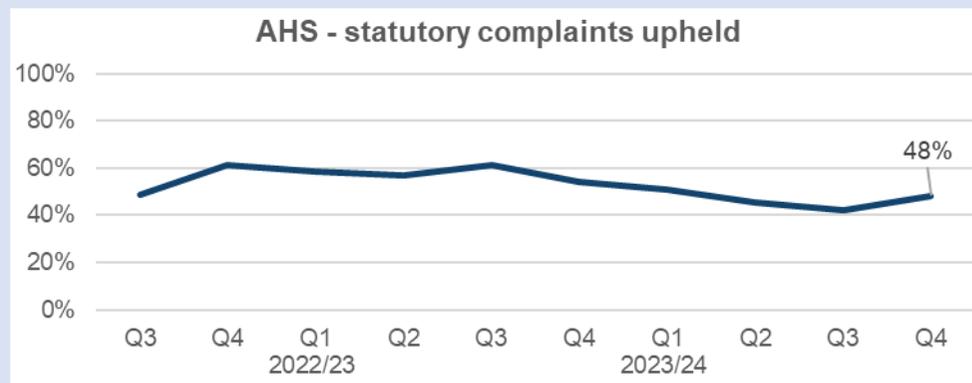
# Customer Complaints Dashboard - Statutory

(12 months ending 31 March 2024)

## Children and Young People - Statutory Complaints



## Adult and Health Services - Statutory Complaints



Statutory complaints are increasing across both CYPS and adult social care.  
But fewer complaints being upheld compared the same period last year (12 months ending March 2023).

## Corporate Complaints

- 427 There has been a steady decrease in the number of corporate complaints received over the last two years. It is now 4% lower (100 fewer complaints).
- 428 This is mainly due to receiving fewer complaints about missed collections. Although missed collections remains the most frequent reason for complaint (with some customers disputing our claim the bin was contaminated).



- 429 Although we are receiving fewer complaints, the proportion upheld has remained broadly consistent. It has hovered between 57% and 60% over the last two years.

## Complaints progressing to Independent Investigation

- 430 Over the last 12 months (April 2023 to March 2024), we progressed 174 complaints to independent investigation. This is slightly higher (13 more) than the previous year (April 2022 to March 2023) and equates to around 7% of all corporate complaints.
- 431 Over the same period, the proportion we upheld increased from 28% to 32%. The main reasons for complaints being upheld continue to be the time taken to respond, not keeping the customer informed of progress, quality of service provided and lack of communication.

## Complaints to the Local Government and Social Care Ombudsman

- 432 Around 3% of our complaints reach the Ombudsman. This is consistent with previous years.
- 433 Between January and March, the Ombudsman made decisions on 30 complaints. Although two complaints were upheld, no further action was required for either as the Ombudsman was satisfied that we had already remedied the situation.

Complaint	Decision
Money was taken via an existing direct debit mandate and invoices sent to a property that the complainant no longer lived in.	Apologise for distress caused and consider how to improve future service.
The council delayed paying an incentive payment after the complainant leased a property which incurred a financial loss.	There is insufficient evidence of injustice. Only the courts can decide if there has been a breach of contract.

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

- 434 We received 110 statutory complaints in the 12 months ending March 2024. Of these, 36% were partially or fully upheld (a further 4% were 'pending' at the time of writing).
- 435 Seventy three complaints (66%) related to our Families First Teams. These teams are responsible for children in need, child protection plans, assessments in cases of parental dispute, children with disabilities, and pre-birth.
- 436 Thirty five complaints (32%) related to our teams involved with children in care. This includes children's homes, fostering and care leavers.
- 437 Statutory complaints for CYPS are complex. Up to three reasons can be recorded for each complaint. Of the 110 complaints, the most frequent reasons for complaints were staff behaviour, communication issues, and disagreement.

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

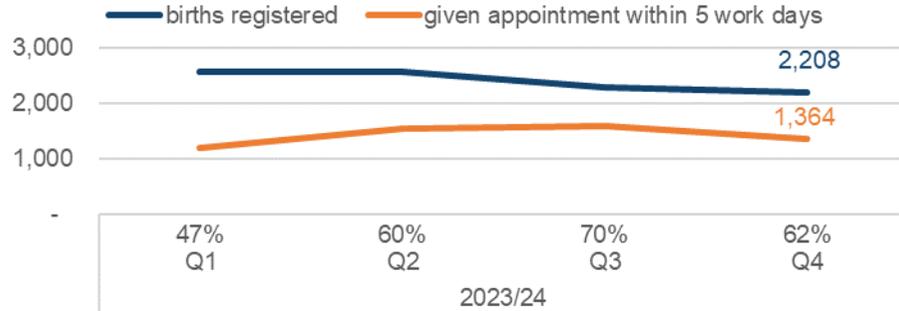
- 438 We received 116 statutory complaints in the 12 months ending March 2024. Of these, 47% were partially or fully upheld. A further four complaints remain under investigation and pending outcome.
- 439 Fifty two complaints (45%) related to older people/physical disabilities/sensory impairment.
- 440 Twenty seven complaints (23%) related to learning disabilities/mental health/substance misuse.
- 441 Twenty three complaints (20%) related to Transactional Services which deals with financial assessments/charging.
- 442 During quarter four (January to March), we took action in response to complaints. We instructed staff to check direct debit mandates remained active, We added additional resource to improve the monitoring and handling of generic email address enquiries. And we reminded staff that service users should be signposted to relevant specialist organisations such as Citizens Advice for benefits advice.

# Registration Services Dashboard

(12 month trend ending 31 March 2024)

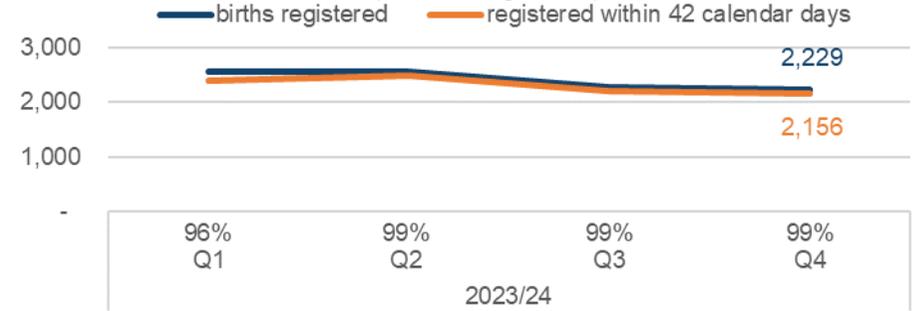
## Births: appointments within 5 work days

(National target 95%)



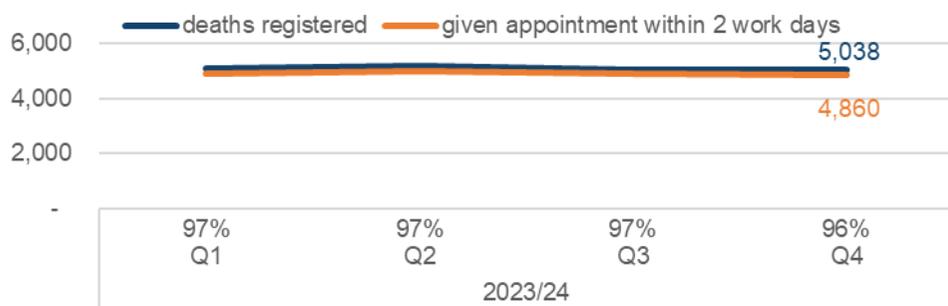
## Births: registered within 42 calendar days

(National target 98%)



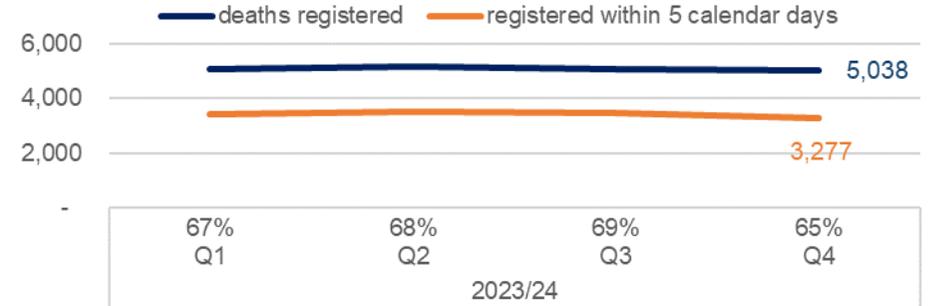
## Deaths: appointments within 2 work days

(National target 95%)



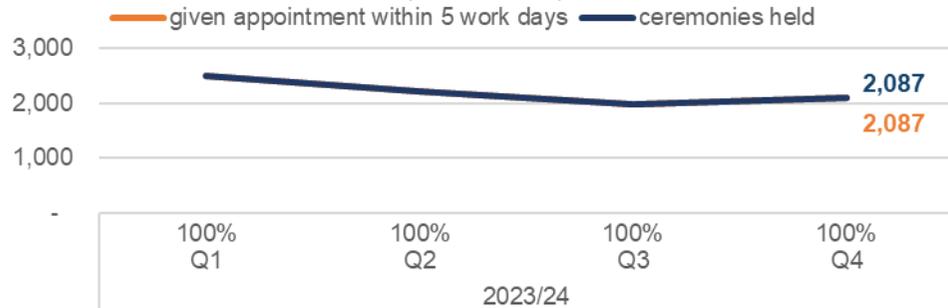
## Deaths Registered within 5 calendar days

(National target 90%)



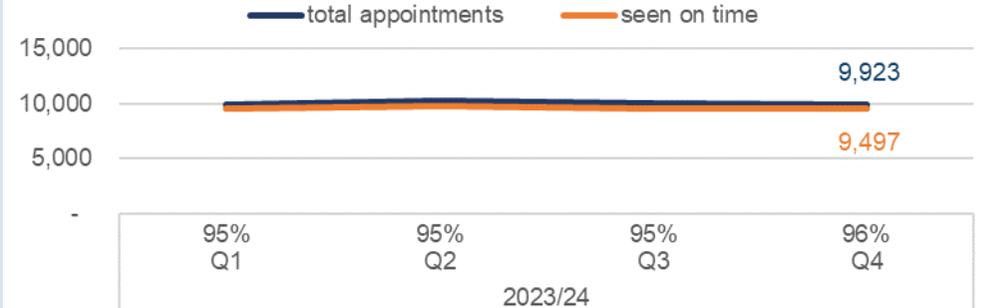
## Ceremonies: appointments within 5 work days

(National 90%)



## Appointments seen on time (excluding ceremonies)

(National target 90%)



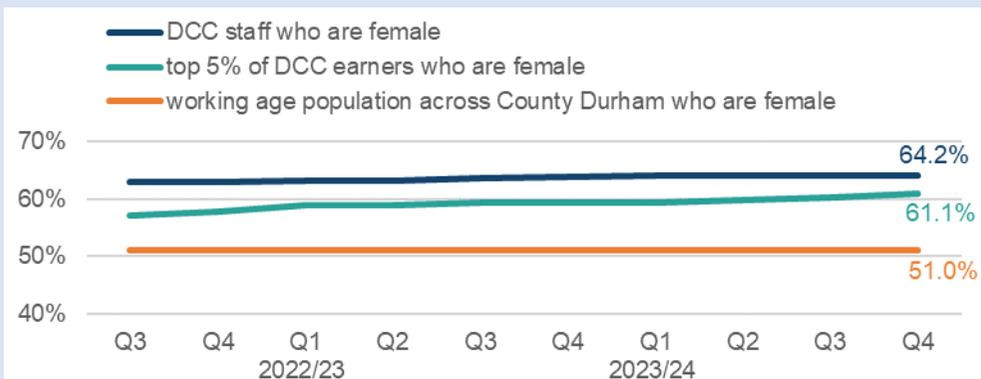
## **Births and Deaths Registered**

- 443 We continue to be one of the best performing councils in the country for registering births and deaths.
- 444 Latest data (January to March 2024) shows we registered 99% of births and 65% of deaths in line with the national target. Meeting the national target for deaths is difficult as timescales begin on the day of death so includes the time taken to issue a death certificate. However, our performance remains better than the national average of 93% for births and 44% for deaths.

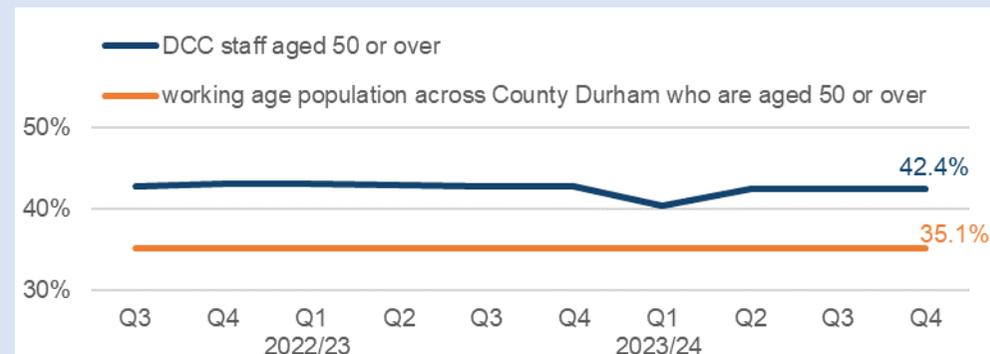
# Workforce Equality Profile Dashboard

(quarterly data)

## Women in the workplace



## Workforce aged 50 years and over



## 2023 Gender Pay Gap

	Mean hourly rate of pay		Median hourly rate of pay	
	2022	2023	2022	2023
women	£15.35	£16.29	£13.44	£14.43
men	£15.36	£16.41	£14.25	£15.06
difference	-£0.01 / -0.1%	-£0.12 / -0.7%	-£0.8 / -5.7%	-£0.63 / -4.2%

**Deteriorated**

**Improved**

reason for change

51% of women are paid in the lower two quartiles. And they make up 76% of the lowest paid roles (National Minimum Wage, Grades 1 to 3)  
52% of men are paid in the upper two quartiles. And they make up 57% of the most senior roles (tier 4 and above)

More women in tier 5 roles in 2023 (56%) compared to 2022 (52%).  
Latest pay award resulted in employees on lower salaries receiving higher percentage increase in hourly rate.

## Pay quartiles (as at 31 March 2023).

Quartile	Hourly pay rate - range	No. in quartile	No. female	% female	No. male	% male
1	Up to £12.31	2,220	1,361	61%	859	39%
2	£12.32 to £14.69	2,221	1,529	69%	692	31%
3	£14.70 to £18.34	2,221	1,353	61%	868	39%
4	£18.35 to £107.05	2,221	1,412	64%	809	36%
		<b>8,883</b>	<b>5,655</b>	<b>64%</b>	<b>3,228</b>	<b>36%</b>

**The mean hourly rate** is the average hourly rate across the entire council, so the mean gender pay gap is the difference between women's mean hourly rate and men's mean hourly rate.

**The median hourly rate** is calculated by ranking all employees from the highest paid to the lowest paid and taking the hourly wage of the person in the middle. The median gender pay gap is the difference between women's median hourly wage (the middle paid woman) and the men's median hourly wage (the middle paid man).

## Gender Pay Gap Report

- 445 The median gender pay gap has narrowed. There are two main reasons for this improvement. Firstly, the proportion of women in tier five roles has increased from 52% (2002) to 56% (2023). Secondly, the latest pay award (a flat rate of £1,925 for all employees) led to employees on lower salaries, which tend to be women, receiving a higher percentage increase in their hourly rate. This has reduced the gap in the hourly wage of the 'middle paid woman' and the 'middle paid man.'
- 446 However, the mean gender pay gap has widened slightly. This is a consequence of the split of men and women across the various roles. Although the council's workforce is made up of 64% women and 36% men, 76% of the lowest paid roles (quartile one) are women, and 57% of the most senior roles (tier 4 and above) are men.
- 447 The proportion of women in the '5% highest paid' category has increased from 60% (at 31 March 2024) to 61% (at 31 March 2023). Employees in the top 5% of earners earn £25.13 per hour.
- 448 We are aware that many women experience barriers getting into, progressing at and maintaining employment<sup>12</sup>. We are helping to break down barriers by advertising jobs that are flexible (time-flexible and location-flexible) and open to part-time working or job share (where possible). We are extending the reach of our vacancies by using a variety of advertising mechanisms and attending fairs and networking events.
- 449 Our staff networks include an unpaid carer's network and a menopause staff network. We also help employees with caring responsibilities access individual support via Durham County Carer Support. 'Dementia Friends' information sessions have been rolled out across the council.

## Equality and Diversity

- 450 Holocaust Memorial Day was commemorated at Durham Cathedral on 26 January. The commemoration was led by Robert Rinder MBE and attended by more than 500 young people from local schools, members of the public, local dignitaries and Members of Parliament.
- 451 We have received just over £510,000 of funding to provide five changing places toilets<sup>13</sup> across the county. The toilets will improve access for people with disabilities and their carer. We have completed the two facilities at Locomotion and Raby Castle. The remaining facilities will be completed in summer 2024.

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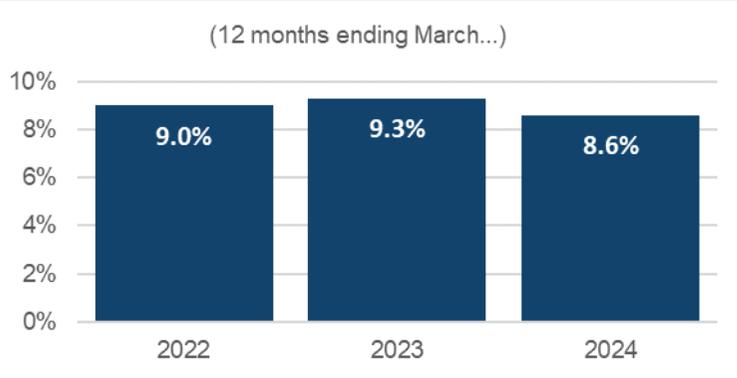
<sup>12</sup> <https://www.equalityhumanrights.com/sites/default/files/pay-gaps-strategy-fair-opportunities-for-all.pdf>

<sup>13</sup> Changing Places toilets are larger facilities that have the right equipment, including a changing bench and a hoist, designed to support disabled people who need assistance.

# Recruitment and Retention Dashboard

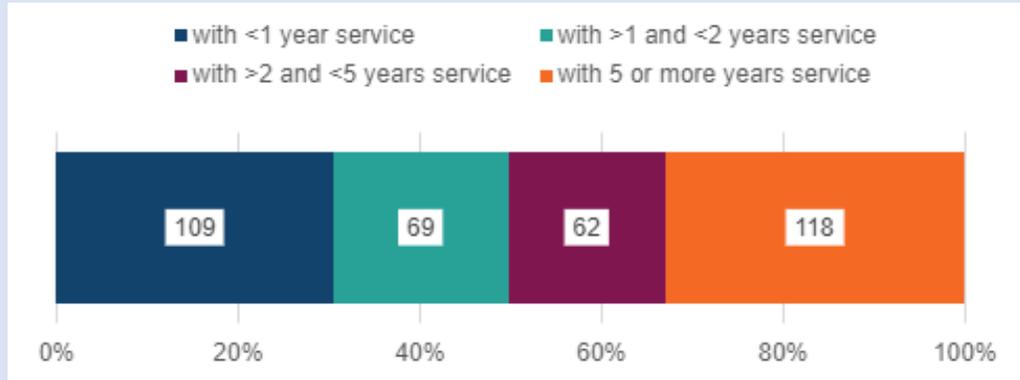
(year to date, except employee turnover which is at 31 March 2024)

## Employee Turnover



## Leavers who have voluntarily resigned by length of service

(April 2023 to March 2024)



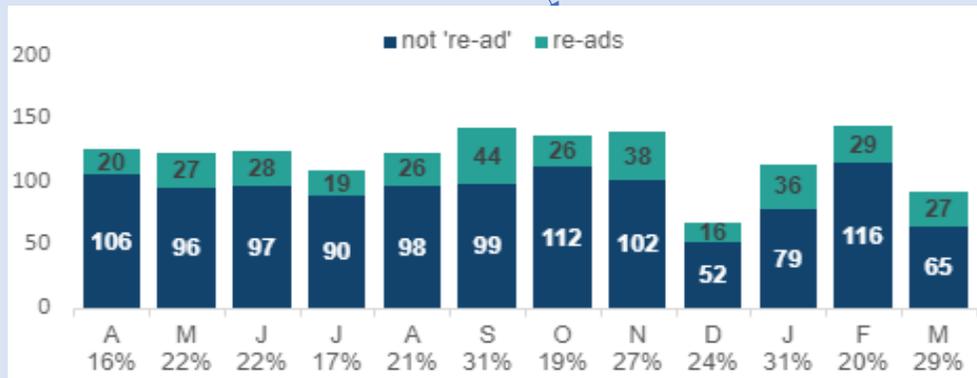
50% of leavers had less than two years' service.

## Re-ad rate (April 2023 to March 2024)

1,448 vacancies with 336 re-adverts

23% are re-ads

School crossing patrol posts have always been difficult to fill. Post holders tend to be very local to the post location, often retired people, and/or who have children are at the school.



Service area	Re-ad rate	Re-ad / vacancies	% of re-ads
School crossing patrols	68%	86 / 126	25%
Children's social care	35%	68 / 197	19%
Adult social care	32%	48 / 152	14%

There is a national shortage of social workers and baseline pay is not sufficiently competitive. Additional measures have been put in place to help address these recruitment challenges. We continue to release a number of recruitment campaigns, including additional advertising via Indeed, increased social media promotion and website development, and attendance at job fairs.

## Recruitment and Retention

452 We are continuing to find recruiting and retaining employees challenging. This is consistent to other public sector organisations and is a national problem.

453 We are struggling with the following service areas. They have all been impacted by relatively high turnover rates and / or are difficult to recruit to:

- Children’s social care. A national shortage and a competitive local market is making it difficult for us to recruit and retain social workers. We have put various initiatives in place to stabilise the workforce and have overhauled our approach to recruitment and resourcing. We continue to use agency workers where required; however, the availability of agency workers has itself become a challenge.

	Q2 agency workers at 30-Sep-23	Q3 agency Workers at 31-Dec-23	Q2 cost of agency workers. (Jul to Sep)	Q3 cost of agency workers. (Oct to Dec)
Children’s Social Care	41	42	£635,804	£651,379

- Culture, sport and tourism. No specific job role is affected. But the service traditionally attracts students and young people. And this contributes to high turnover. We are working on recruitment campaigns that attract candidates to open positions.
- Residential Worker positions. This is mainly an issue for Aycliffe Secure Centre which is a challenging environment to work in and posts are difficult to recruit to. We have career pathways in place, support from dedicated recruitment agencies and recruitment/retention allowances. But ongoing challenges are expected.

454 Almost a quarter of adverts for our job vacancies are classed as re-adverts. We are actively monitoring the situation and making changes and improvements where required. However, some service areas have much higher rates.

455 Transport and Contract Services has a re-ad rate of 74%. Mainly due to School Crossing Patrol (SCP) vacancies which are hard to fill due to the part-time nature of the role (between five and seven hours a week), being unable to work multiple SCP roles (all posts have the same working hours) and a small candidate market (usually within the locality of the school). To help improve the situation, we have approved a simplified application form (to be used from early summer) and are reviewing our marketing approach. We are considering utilising social media to try and target passive candidates and reach a wider audience.

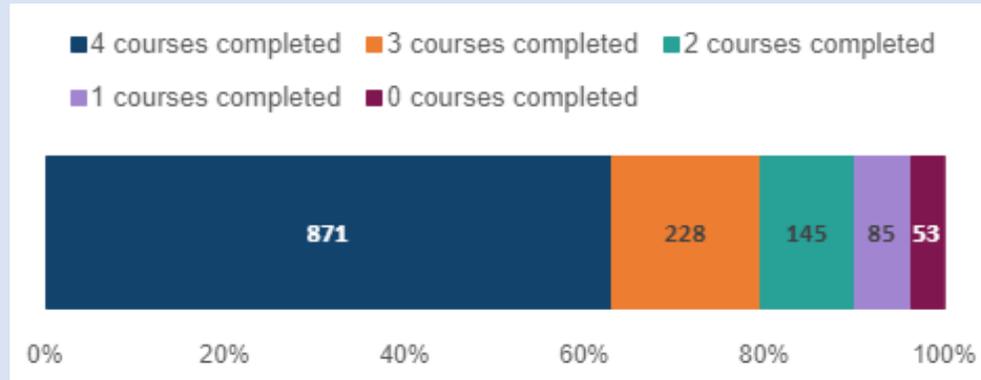
456 Children’s Social Care has a re-ad rate of 45%. Mainly due to a national shortage of social workers. We are using additional advertising via Indeed, increasing social media promotion and website development, and attending job fairs.

# Workforce Development Dashboard

(as at 31 March 2024)

## Mandatory manager development programme (four courses)

(1,382 managers)



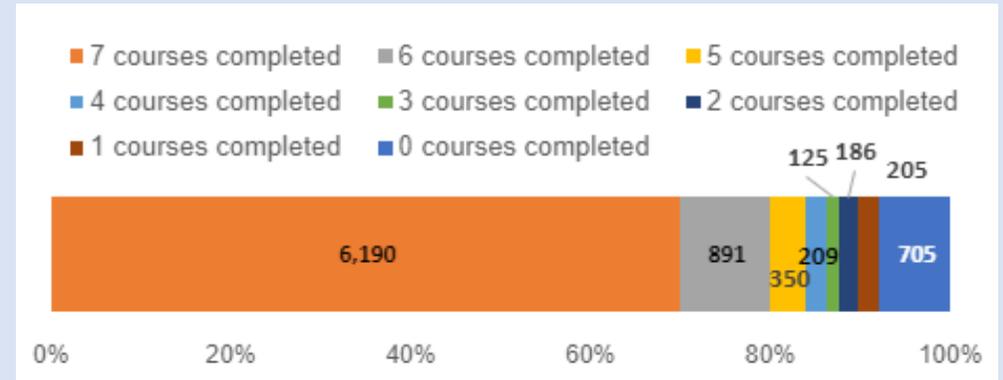
### Completion Rate

Course	last quarter	this quarter
Attendance Management	97%	96%
Recognising and managing stress	84%	84%
Mental health awareness*	78%	78%
Coaching as a management style*	66%	70%

\*these courses are classroom based and places are restricted to maximum course numbers. Additional courses have been scheduled to ensure we remain on target for managers to complete this training associated with our delivery plan. New starters are required to complete this training within their induction period.

## Mandatory e-learning programme (seven courses)

(8,861 employees)



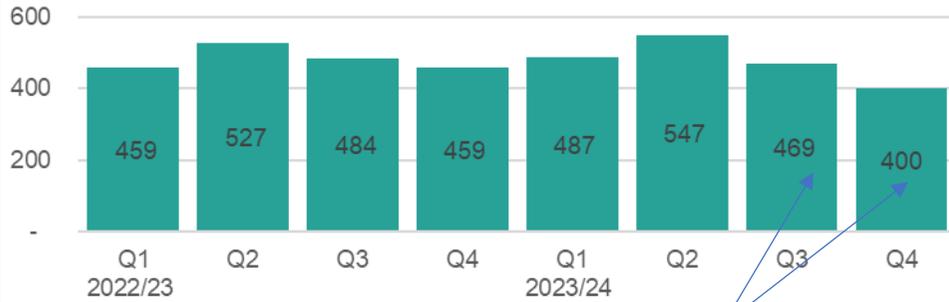
### Completion Rate

Course	last quarter	this quarter
Information Security	87%	87%
Code of our values, behaviours and conduct	85%	86%
Diversity, equality and discrimination	86%	86%
Harassment and Victimisation	84%	86%
Introduction to GDPR	86%	86%
Climate Change	82%	84%
Action Counter Terrorism: ACT	64%	74%

# Workforce Development Dashboard

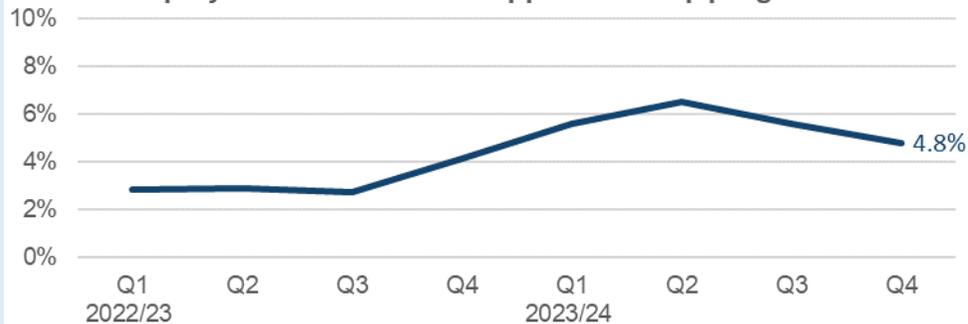
(as at 31 March 2024)

### Employees enrolled in the apprenticeship programme

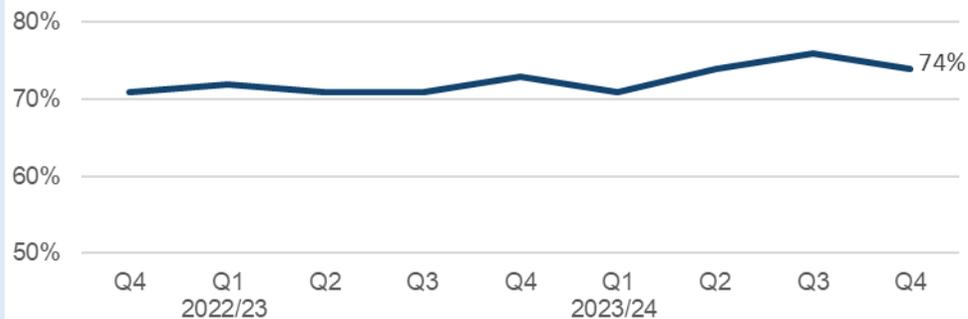


Numbers decreased over the last six months due to completions and leavers, along with a lower uptake of the number of opportunities as part of from the annual recruitment campaign.

### Employees enrolled in the apprenticeship programme



### Apprentice retention rate



### Performance Development Review - completion rate



1,023 managers PDRs completed within deadline

cycle started on 1 April. An update will be provided in the quarter two report.

## Performance Development Reviews (PDRs)

- 457 Our PDR process is an integral part of manager-employee engagement alongside one-to-ones, supervisions, and team meetings.
- 458 All 116 leaders have completed the current cycle in line within deadline.
- 459 The deadline for managers to complete the current cycle was 31 March. To date, 88% of managers have completed the process (1,023 of 1,200). We are aiming to reach 100% and are sending automated system notifications and regular targeted reminders to both employees and service management teams. We are supporting those employees who need additional help through online briefing sessions and one-to-one support and guidance.
- 460 The process is now continuing with core employees.

## Mandatory e-learning programme

- 461 Some of our employees have yet to fully complete the mandatory e-learning programme. For some, this is because they are new to the organisation and are still within their induction period<sup>14</sup>. But most are non-digital staff.
- 462 Non-digital staff are employees who do not have access to the council's computer network as part of their role. They are mainly employed in our frontline delivery teams such as refuse and recycling, clean and green, highway maintenance, leisure services. Non-digital employees make up about 14% of the workforce.
- 463 Delivering e-learning to this group is challenging. Training needs to be face-to-face, scheduled into shift patterns or arranged outside of working hours. Therefore, the proportion of non-digital staff completing the mandatory e-learning programme tends to be lower than our digital employees.

Course	All employees	Digital employees	Non-Digital employees
Introduction to GDPR	86%	93%	43%
Information Security	87%	95%	38%
Harassment and Victimisation	86%	93%	38%
Diversity, Equality and Discrimination	86%	94%	36%
Code of our values, behaviours and conduct	86%	94%	39%
Climate change	84%	91%	38%
Action Counters Terrorism (ACT)	74%	81%	28%

- 464 We are focusing on service areas with low completion rates. We are attending team meetings, delivering toolbox talks with workbooks and making sure training completions are recorded on our internal training system. This is steadily increasing completion rates across the organisation.

## Apprenticeships

- 465 The proportion of our workforce enrolled on an apprenticeship has increased from 4.1% (March 2023) to 4.8% (March 2024). Although 400 staff are enrolled on an apprenticeship, the number has fallen in the last six months. This is due to a mixture

<sup>14</sup> New employees have three months from their start date to complete any mandatory training.

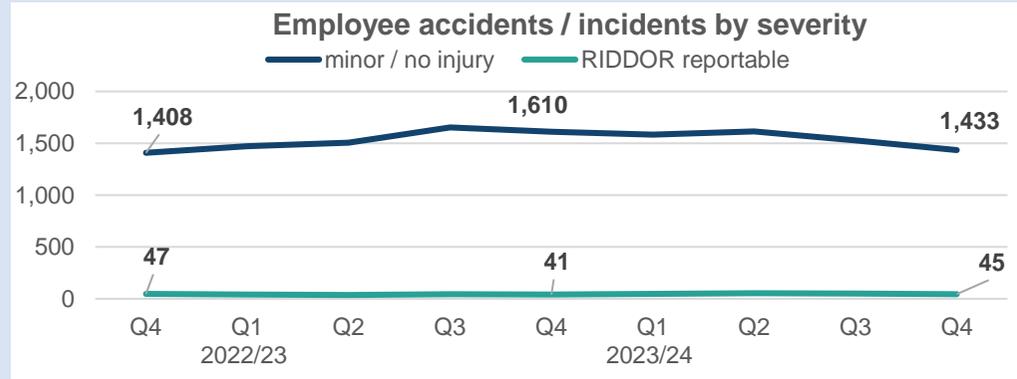
of completions, leavers from the programme and a lower intake of the number of opportunities as part of the annual recruitment campaign.

- 466 Although we have been unable to use all our levy funds within the mandatory 24 months of being deposited in our account, mainly due to schools not utilising the money, we can now transfer the levy to local businesses.
- 467 Between January and March, we committed a further £11,200 first year funds (£21,000 for the duration of the apprenticeships). We also received eight requests for an apprenticeship levy transfer. We approved two requests in care services. But we rejected the other six because they were not eligible (were outside of County Durham, not a partner organisation or part of the supply chain) or because they withdrew their application.
- 468 Over the last 12 months (April 2023 to March 2024) we have received 44 levy transfer requests. We rejected 30 as they did not meet the criteria. But we approved 14 as follows:
- seven in care sector;
  - three in engineering;
  - one in the charity sector;
  - one in construction;
  - one in protective services; and
  - one in transport.
- 469 We have committed £150,000 first year funds in support of these 14 apprenticeships (£420,000 for the duration of the apprenticeships).

# Health, Safety and Wellbeing of our Employees Dashboard

(as at 31 March 2024)

## Employee Accidents and Incidents and Work related ill-health



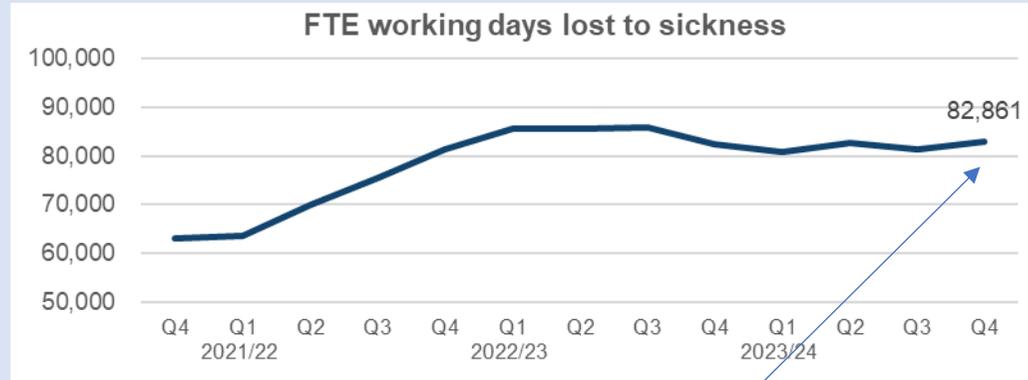
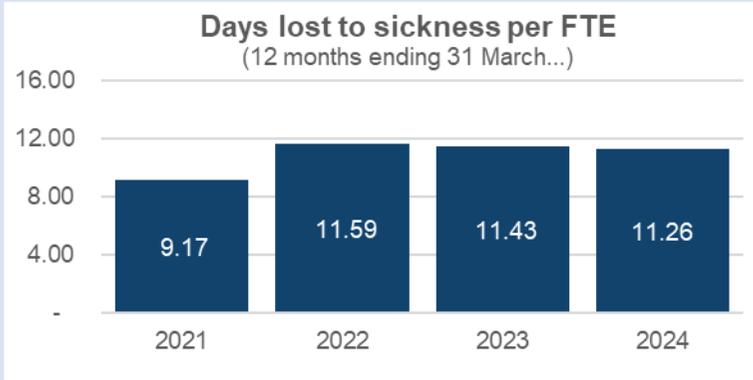
## **Employee Accidents / incidents**

- 470 During quarter four (January to March 2024), there were 361 accidents / incidents / near misses, compared to 439 in the previous quarter. Two were RIDDOR specified injuries, and 2 were absences of more than seven days.
- 471 There were also two fire related incidents. These occurred at a waste transfer station and children's home premises. Although there were no injuries and limited damage to equipment and property, a range of recommendations were made in relation to safe working procedures, training and risk assessment.
- 472 We completed 175 audits and inspections, with a compliance rate of 93.98%. Most non-compliance were of a low priority and almost 500 opportunities for improvement were identified.
- 473 During quarter four (January to March 2024), the radon testing assurance programme progressed. Results for almost 37% of properties in scope have been received and are being actioned where appropriate.
- 474 A number of incidents occurred at Durham Bus Station during the quarter (January to March 2024) relating to the surfacing that had been applied by a sub-contractor. Investigations and independent testing showed that the surface was defective in parts. Short and long term remedial actions were taken promptly to rectify the defectiveness of the surface.

# Sickness Absence Dashboard

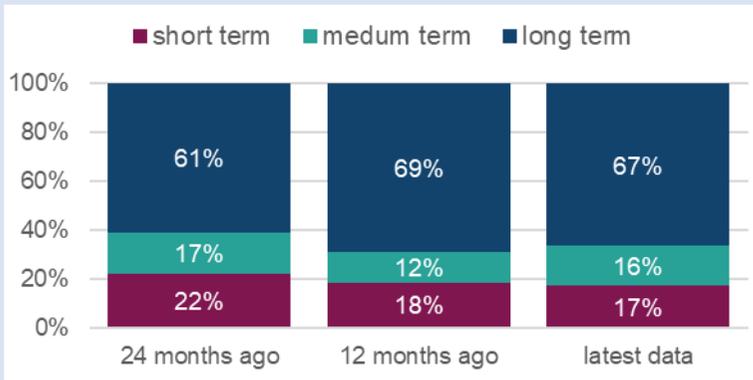
(12 month trend ending 31 March 2024)

## Working days lost to sickness absence



367 more FTE working days lost to sickness compared to last year

## Length of absence



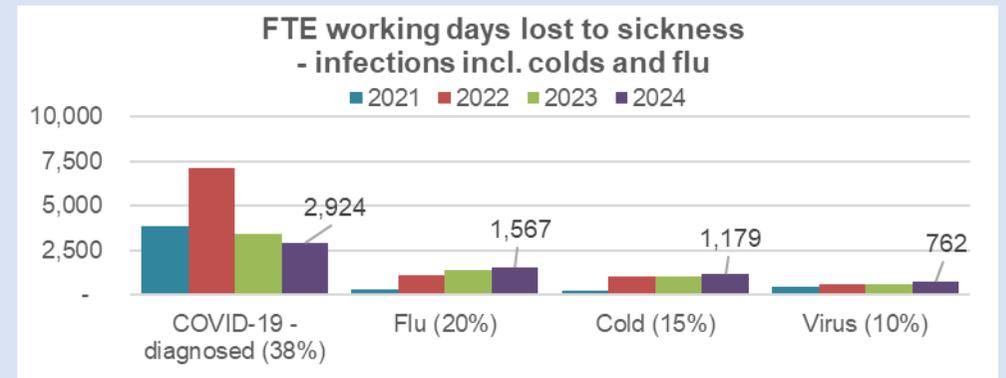
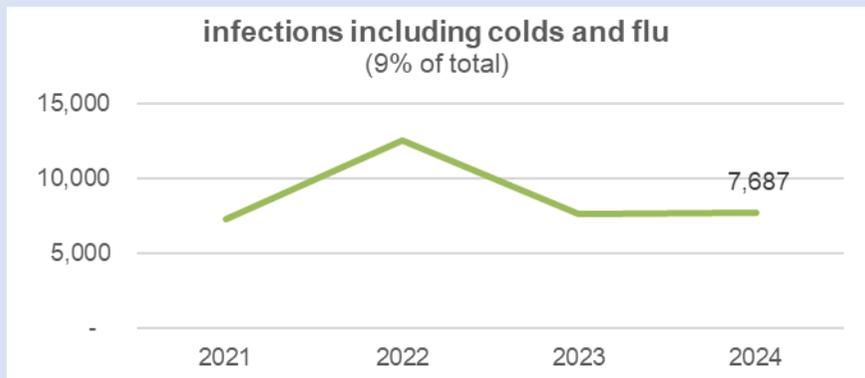
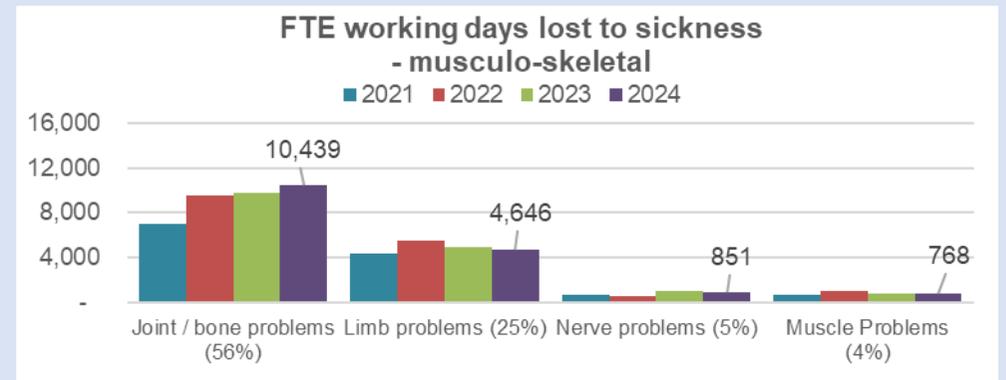
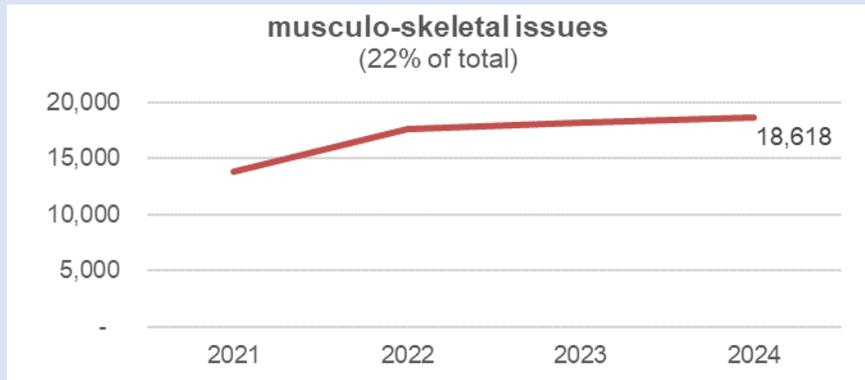
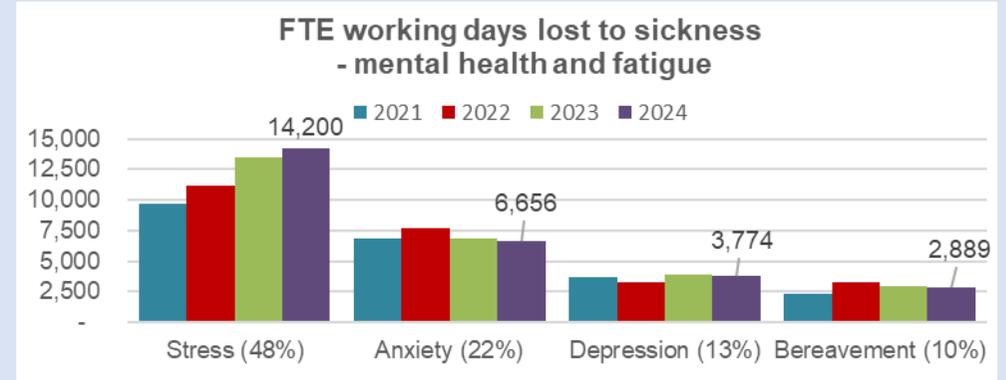
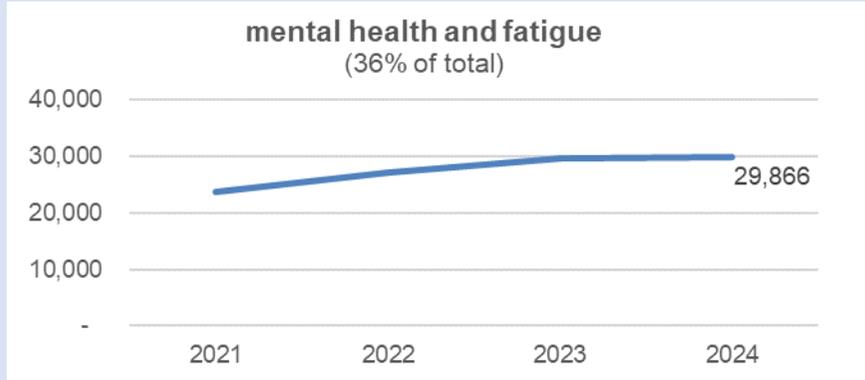
We closely monitor all long term absence over 6 months. As at 31 March 2024, there are 19 long term sickness absence cases ongoing.

Short term absence is 7 days or fewer, medium term 8 to 19 days, long term is 20+

# Sickness Absence Dashboard

(12 month trend ending 31 March 2024)

## Main reasons for sickness absence (three categories make up 68% of all absence)

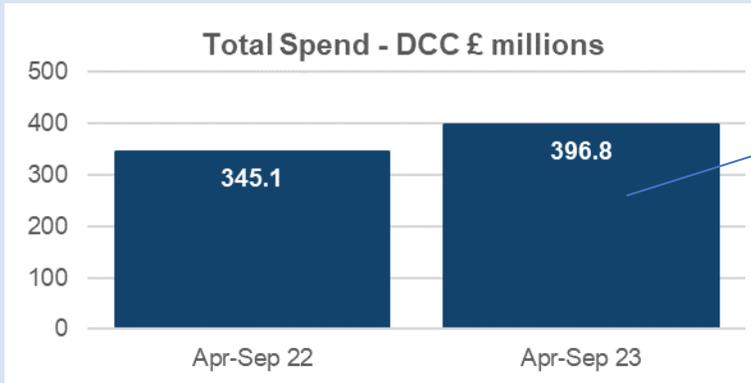


## Attendance Management

- 475 Sickness per full-time equivalent (FTE) has further decreased over the last 12 months (April 2023 to March 2024) and is now 0.33 days lower than two years ago.
- 476 Two thirds of sickness was recorded as 'mental health and fatigue,' 'musculo-skeletal' or 'infections (including colds and flus).' This is consistent with previous reports.
- 477 Staff groups recording the highest sickness by number of FTE days were 'social workers' and 'residential workers.' Each contributed 6% to the total – just under 5,000 FTE days lost over the 12 month period. 'Mental health and fatigue' was the most frequent cause of sickness. It accounted for 58% of days lost across social workers and 49% of days lost across residential workers.
- 478 Mental Health and Fatigue continues to be the sickness category most frequently reported by our staff. It makes up 36% of all sick days. The vast majority of absence (92%) is stress, anxiety, depression or bereavement related sickness. It is most prevalent in our frontline teams. This includes social care, residential workers, waste and recycling operatives, assessment and awards officers, and adult protection officers.
- 479 Musculo-skeletal sickness makes up 22% of all sick days. The vast majority of absence (90%) is due to joint/bone problems, muscle problems, nerve problems and injuries to limbs. This sickness type is more prevalent in our frontline teams with a high proportion of manual work. This includes residential workers, waste and recycling operatives, home care and support workers, street cleansing operatives.
- 480 Infections (including colds and flu) make up 9% of all sick days. Most of this sickness type is due to covid-19 (82%), flu, cold or a virus infection. Covid-19 is more prevalent in our frontline teams of social workers, care support, home care and support workers.
- 481 We closely monitor all absence over six months. We currently have 19 long term sickness absence cases ongoing.
- 482 Sixty four percent of our employees recorded no sickness between April 2023 to March 2024.
- 483 We provide a number of employee support services, including occupational health, employee assistance programme, counselling services, flexible working options and a number of health and wellbeing events. These events not only raise awareness and provide valuable information and support around some key health and wellbeing themes such as time to change, mental health awareness week and Stoptober, they also highlight the range of resources and facilities available to employees and managers through our occupational health service, HR and our benefits providers.
- 484 In addition, HR and employee services provide a significant amount of day to day support to managers in relation to attendance as well as facilitating case review groups where appropriate, delivering practical workshop sessions to managers and supervisors, and identifying hotspot areas and associated interventions.

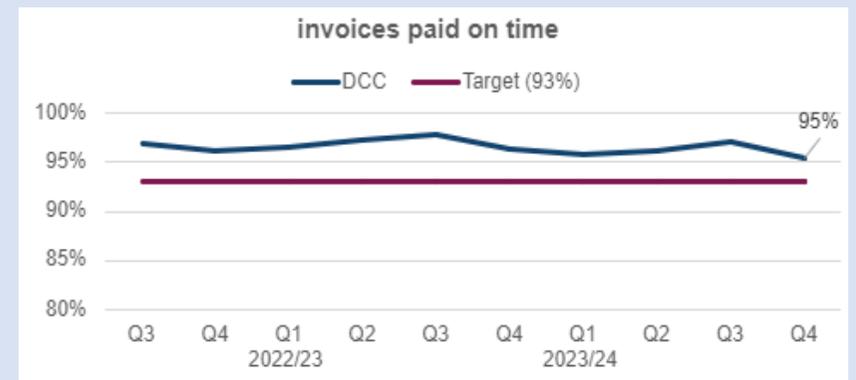
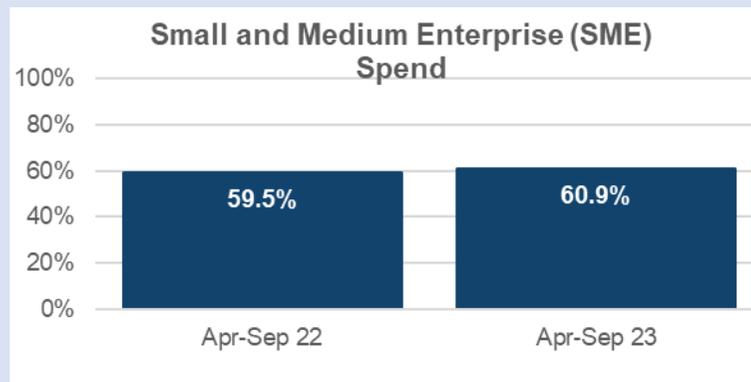
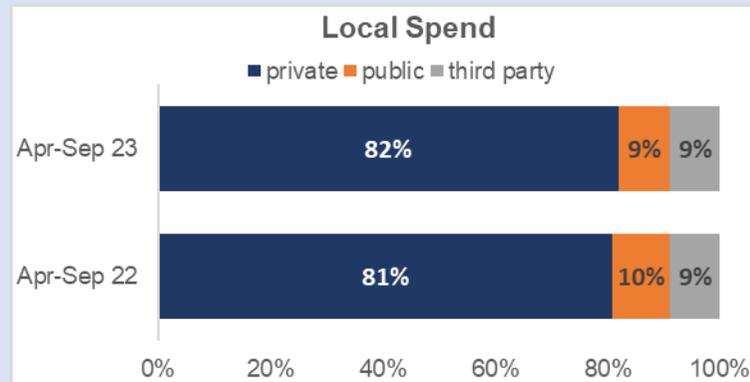
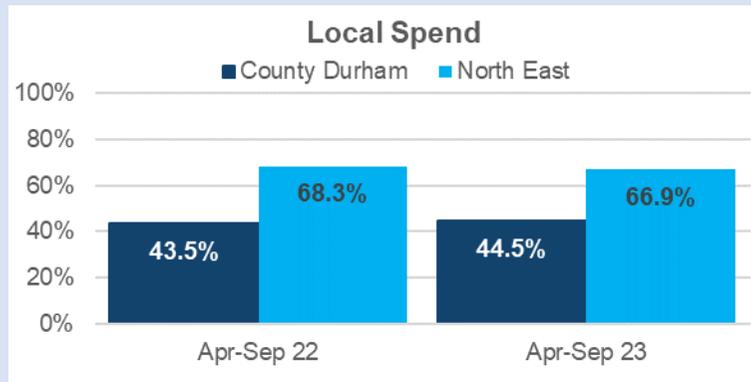
# Procurement Dashboard

(April to September 2023 except invoices paid on time which is a 12 month trend)



Up 15% (an extra £52 million). Savings made through energy efficiency (£11 million) at Morrison Busty and the Warmer Homes Scheme.

Significant increases in public transport and across adult care (driven by an increase in minimum wage in nursing homes).

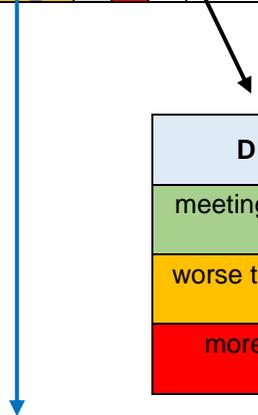


## **Procurement**

- 485 Work across our procurement service remains challenging. This is because of inflationary pressures and the high cost of energy and materials.
- 486 We are continuing to support our local supply base. We are driving social value through our tendering processes and have delivered £300 million of community based spend with our County Durham Pound partners. We are now monitoring those procurement exercises directly influenced by the County Durham Pound Agenda to determine if there is sufficient local supply and to inform future strategy.

# 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	Meeting or better than target	meeting or better than the England average	The gap is improving
worse than the previous year but is within 2%	worse than but within 2% of target	worse than the England average but within 2%	The gap remains the same
more than 2% worse than the previous year	more than 2% behind target	worse than the England average	The gap is deteriorating

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

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

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

# Our Economy: summary data tables

## Economic Growth KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Major planning applications determined within 13 weeks	Jan-Mar 2024	90%	90%	88%	Oct-Dec 23	96%	89%	90%	Yes	Yes
					Non-major planning applications determined in deadline	Jan-Mar 2024	91%	90%	87%	Oct-Dec 23	89%	89%	89%	Yes	Yes
					Major planning applications overturned on appeal	Oct-Dec 2022	0%	10%	0%	Oct-Dec 22	0%	1.4%	2.2%	Yes	Yes
					Non-major planning applications overturned on appeal	Oct-Dec 2022	0.2%	10%	0%	Oct-Dec 22	0.2%	0.5%	1%	Yes	Yes
					Inward investments secured	Jan-Mar 2024	8	6	7					Yes	No
					Investment secured for companies	Jan-Mar 2024	£506,431	£1.25 million	£915,409					Yes	No
					Occupancy of Business Durham floor space	Jan-Mar 2024	91.7%	95%	90.1%					Yes	No
					Private sector employments per 10,000 population	2022	2,827	Tracker	2,795	2022	2,827	4,133	3,212	No	No
					Private sector businesses per 10,000 population	2023	272	Tracker	274	2023	272	417	269	No	No
					GVA per filled job	2021	£47,046	Tracker	£45,361	2021	£47,046	£61,310	£48,828	No	No
					Employment land approved and delivered	2022/23	13.32Ha	28.46Ha	5.51Ha					No	No

## Business Support KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Businesses engaged by Business Durham	Jan-Mar 2024	249	250	261					Yes	No
					Businesses supported by regeneration projects	2022/23	67	59	95					Yes	No

				New businesses supported by CED Team	2022/23	385	250	245					Yes	No
				Organisations involved in the Better Health at Work Award	Mar 2024	121	Tracker	75					Yes	No

## Employability and Skills KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Jobs created or safeguarded due to Business Durham activity	Jan-Mar 2024	445	375	647					Yes	No
					Jobs created or safeguarded through regeneration schemes	2022/23	382	256	345					Yes	No
					Registrations to employability programmes	Jan-Mar 2024	65	78	N/A					Yes	No
					Number of participants receiving support to gain employment	Jan-Mar 2024	11	30	N.A					Yes	No
					Number of participants receiving support to sustain employment	Jan-Mar 2024	6	18	N.A					Yes	No
					Employment rate for 16-64 year olds <i>Confidence intervals +/-3.9pp</i>	Jan 2023-Dec 2023	74.5%	Tracker	72.2%	Jan 23-Dec 23	74.5%	76%	72.8%	Yes	No
					Disability employment rate <i>Confidence intervals +/-8.3pp</i>	Jan 2023-Dec 2023	48.8%	Tracker	41.9%	Jan 23-Dec 23	48.8%	57.3%	49.1%	Yes	No
					Residents with higher level skills <i>Confidence intervals +/-4.4pp</i>	2023	60.9%	Tracker	59.1%	2023	60.9%	67.4%	62.8%	Yes	Yes
					16-17-year-olds in an apprenticeship	Apr-Jun 2023	7.3%	Tracker	8.5%	Apr-Jun 23	7.3%	4.8%	7%	No	No

## Cultural Offer KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					People attending cultural events ran and commissioned by CS&T	Apr-Dec 2023	260,326	Tracker	185,312 (2021 Lumiere year)					No	No
					People attending council owned cultural venues (Killhope & town halls)	Jan-Mar 2024	31,288	25,250	27,191					Yes	No

					Average % occupancy of cinema screenings (Gala, Empire & BATH)	Jan-Mar 2024	32%	37%	19%					Yes	No
					Average % yield of cinema screenings (BATH, Gala and Empire)	Jan-Mar 2024	84%	100%	78%					Yes	No
					Average % yield of theatre performances (BATH, Gala and Empire)	Jan-Mar 2024	97%	100%	92%					Yes	No
					Average % occupancy of theatre performances (Gala, Empire & BATH)	Jan-Mar 2024	65%	70%	73%					Yes	No
					Council owned/managed heritage assets classed as 'at risk'	2023	3	Tracker	3					No	No
					Heritage assets 'at risk' categorised as 'Priority A' and/or in 'very bad condition'	2023	7	Tracker	6					No	No
					Active borrowers (libraries)	Jan-Mar 2024	46,002	43,910	43,475					Yes	No
					Digital borrowers (libraries)	Jan-Mar 2024	4,468	3,856	3,818					Yes	No

### Visitor Economy KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Visitors to the county	2022	17.91m	17.085m	15.77m					No	No
					Money generated by the visitor economy	2022	£1.04b	£760.5m	£826.68m					No	No
					Jobs supported by the visitor economy	2022	11,724	10,191	10,063					No	No
					Visitor attractions served by public transport	2023	67%	Tracker	67%					Yes	No
					Tourism businesses actively engaged with Visit County Durham	2023	55%	Tracker	27.8%					No	No

### Education KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Uptake of free early education entitlement for 3-4-year-olds	2024	95.4%	Tracker	93.7%	2024	95.4%	93.7%	98.6%	No	No
					Children meeting expected standards in maths and reading at KS2	2024	59%	Tracker	65%	2024	59%	60%	61%	No	No
					Average grade of achievement within GCSE English and Maths to a Grade 5	2021/22	4.69	5 by 2030	new					No	No
					Disadvantaged cohorts meeting basic threshold measures in English and Maths	new			new					No	No
					Young people in education, employment and training	Dec 2023	93.8%	above N / NE	94.2%	Dec 2023	93.8%	95%	93.9%	Yes	No

## Our Environment: summary data tables

### Waste KPIs

	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	2023	36.6%	Tracker	37.5%	Apr 22 – Mar 23	37.1%	41.7%	31.2%	Yes	Yes
					Waste diverted from landfill	2023	96.8%	90%	89.6%	Apr 22- Mar 23	90.4%	92.7%	88.5%	Yes	No
					Residual household waste (kg per household)	2023	568	Tracker	570	Apr 22- Mar 23	565	509	596	Yes	Yes
					Contamination rate	2023	33.1%	Tracker	35.2%					Yes	No
					Contamination rate (all household waste)	Apr 2022 - Mar 2023	9.5%	Tracker	10.1%	Apr 22 – Mar 23	9.5%		8.4%	Yes	Yes

### 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
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					Cycling and walking levels	2022	65.6%	Tracker	67.7%	2022	65.6%	70.6%	67.5%	No	No
					Satisfaction with cycle routes & facilities ( <i>confidence intervals +/-4pp</i> )	2023	50%	Tracker	52%	2023	50%	50%		No	No
					Linear kilometres of appropriate design standards for Active Mode Routes		new		new					No	No
					Park and Ride passenger journeys	Jan-Mar 2024	131,123	Tracker	113,434					Yes	No

### Carbons Reduction and Air Quality KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					% reduction in County Durham carbon emissions from 1990 baseline	2021	53.7%	Tracker	56.3%					No	No
					% reduction in Council's carbon emissions from 2008/09 baseline	2022/23	61%	Tracker	57%					No	No
					NO <sub>2</sub> levels within Durham City Air Quality Management Area that are below the govt threshold of 40µg/m <sup>3</sup>	2022	96%	100%	65%					No	No
					Trees planted	2023/24	74,023	65,977	53,000					Yes	No

## Our People: summary data tables

### Childrens' Social Care KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Early help cases open	at Mar 2024	1,245	Tracker	1,364					Yes	No
					Children's social care referrals per 10,000 population	at Mar 2024	464	Tracker	437	2022/23	473	545	663	Yes	No
					Children's social care re-referrals	at Mar 2024	17%	Tracker	15%	2022/23	15%	21%	22%	Yes	No

				Children's social care assessments completed within 45 days	at Mar 2024	85%	Tracker	76%	2022/23	83%	83%	79%	Yes	No
				Children in need per 10,000 population	at Mar 2024	358	Tracker	334	2022/23	387	343	467	Yes	No
				Children on a child protection plan per 10,000 population	at Mar 2024	51	Tracker	52	2022/23	54	43	65	Yes	No
				Children looked after per 10,000 population	at Mar 2024	123	Tracker	105	2022/23	107	71	113	Yes	No
				Care leavers aged 16-24	at Mar 2024	466	Tracker	290					Yes	No
				Unaccompanied asylum-seeking children as a percentage of all children in care	at Mar 2024	6%	Tracker	5%	2022/23	5%	9%	4%	Yes	No
				Social worker vacancies	at Feb 2024	17%	Tracker	15.5%	Sep-23	14%	18.9%	10.9%	Yes	No
				Children in care in a family setting	at Mar 2024	82%	Tracker	82%	as at Mar 23	82%	77%	81%	Yes	No
				Families on our Stronger Families Programme attaining significant and sustained outcomes	2023/24	1,264	1,230	581					Yes	No

## Education KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Children in the Early Years Foundation Stage achieving a good level of development	2022/23	66.2%	Tracker	64.5%	2022/23	66.2%	67.2%	66.3%		No
					Pupils attending a school judged 'good or better' by Ofsted	2023/24	84.5%	Tracker	83.1%	2023/24	84.5%	88.1%	87%		No
					Pupils attending a primary school judged 'good or better' by Ofsted	2023/24	94.3%	Tracker	94.3%	2023/24	94.3%	91.6%	94.6%		No
					Pupils attending a secondary school judged 'good or better' by Ofsted	2023/24	70%	Tracker	75.3%	2023/24	70%	83.8%	76.8%		No
					Children who are electively home educated	Jan-Apr 2024	1088	Tracker	699						No
					Children eligible for free school meals	2023/24	32.4%	Tracker	30.6%	2023/24	32.4%	24.8%	14.8%		No
					Take-up on free school meals	2022/23	23%	Tracker	20.6%	2022/23	23%	18.6%	23.8%		No

## SEND KPIs

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
				Children and young people with an EHCP	2023	4,748	Tracker	3,975						No
				New requests for EHCPs	2023	986	Tracker	974						No
				EHCPs completed within 20 weeks	2023	0%	Tracker	27%	2023	0%	48%	56%		No
				Pupils on SEN support	2023/24	10,953	Tracker	11,174						No

## 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	Jan-Mar 2024	5,782	Tracker	5,725					Yes	No
				Initial assessments for Adult Social Care completed within 28 days	Jan-Mar 2024	57.6%	Tracker	54.3%					Yes	No
				Care Act assessments completed	Jan-Mar 2024	615	Tracker	577					Yes	No
				Service users receiving an assessment or review within the last 12 months	Jan-Mar 2024	69.5%	Tracker	60.4%					Yes	No
				Individuals who achieved their desired outcomes from adult safeguarding	Jan-Mar 2024	93.7%	Tracker	91.8%	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	Jan-Mar 2024	394	Tracker	446					Yes	No

	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	2023/24	87.6%	84.0%	84.1%	Apr 22-Mar 23	84.1%	82.3%	83.1%	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	Jan-Mar 2024	753.2	677.6	685.6	Apr 22-Mar 23	685.6	560.8	762.8	Yes	No
					Service users receiving Direct Payments	Jan-Mar 2024	12.8%	Tracker	12.7%	Apr 22-Mar 23	12.7%	26.2%	21.4%	Yes	No
					Service users receiving Direct Payments	Jan-Mar 2024	677	Tracker	671					Yes	No
					Service users receiving home care	Jan-Mar 2024	3,383	Tracker	3,383					Yes	No
					Service users receiving Telecare care	Jan-Mar 2024	2,095	Tracker	2,121					Yes	No
					Service users receiving day care	Jan-Mar 2024	1,040	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	No	Yes
					Carer quality of life – adult social care	2021/22	8.2	Tracker	8.1	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%	No	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%	No	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	Jan-Mar 2024	10,776	Tracker	11,021					Yes	No
					Care Connect calls answered within 3 minutes	Jan-Mar 2024	100%	99%	99.75%					Yes	No
					Care Connect calls arriving at the property within 45 minutes	Jan-Mar 2024	88.74%	90%	96%					Yes	No
					Potential clients contacted within 3 weeks of initial referral for a Disabled Facilities Grant (DFG)	Jan-Mar 2024	100%	90%	new					Yes	No
					Households prevented from homelessness and helped to stay in their home	Jan-Mar 2024	5%	Tracker	5%	Jul-Sep 23	3.4%	16.8%	8.3%	Yes	No
					Households prevented from homelessness and helped to move to alternative accommodation	Jan-Mar 2024	16%	Tracker	19%	Jul-Sep 23	14.8%	34.2%	38.2%	Yes	No
					Households where homelessness has been relieved, and the client moved into alternative accommodation	Jan-Mar 2024	27%	Tracker	27%	Jul-Sep 23	31.5%	33.6%	41.6%	Yes	No
					Households where there has been an acceptance of the main homeless duty	Jan-Mar 2024	14%	Tracker	12%	Jul-Sep 23	15.4%	32.5	9.8%	Yes	No
					Successful move-ons from Local Lettings Agency accommodation at the end of their licence agreement	2022/23	100%	90%	new					Yes	No
					People aged 65+ with aids and assistive technologies in their homes		new		new					No	No
					Approvals on new housing sites of 10 units or more, a minimum of 66% of the total number of dwellings meet accessible and adaptable standards (building Regulations requirements M4(2)).	2022/23	71%	66%	50%					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%	27%					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%	No	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%	No	No
					Gap in breastfeeding at 6-8 weeks between County Durham and national average	2022/23	19.0pp	Tracker	18.7pp					No	No
					Mothers smoking at time of delivery	Oct-Dec 2023	12.2%	0%	12.7%	Oct-Dec 23	12.2%	7.3%	9.2%	Yes	No
					Smoking prevalence in adults (aged 18+)	2022	15.4%	5.0%	16.2%	2022	15.4%	12.7%	13.1%	No	No
					People reporting a low happiness score <i>Confidence intervals +/-2.4pp</i>	2022/23	9.9%	Tracker	11.0%	2022/23	9.9%	8.9%	9.4%	Yes	No
					Suicide rate per 100,000 population	2020-22	16.8	Tracker	15.8	2020-22	16.8	10.3	13.5	No	No
					Admissions under the Mental Health Act	Jan-Mar 2024	221	Tracker	196					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
					Gap in female healthy life expectancy at birth: County Durham and England	2018-20	4.0 years	Tracker	5.6 years					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 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	58.8 years	Tracker	59.6 years	2018-20	58.8 years	63.1	59.1	No	No
					Healthy life expectancy at 65: male	2018-20	7.7 years	Tracker	8.3 years	2018-20	7.7 years	10.5	9.2	No	No
					Gap in male healthy life expectancy at birth: County Durham and England	2018-20	4.3 years	Tracker	3.6 years					No	No
					Gap in male healthy life expectancy at 65: County Durham and England	2018-20	2.8 years	Tracker	2.3 years					No	No
					Successful completions of those in alcohol treatment	Sep 2022-Aug 2023	35.3%	Tracker	29.5%	Sep 22-Aug 23	35.3%	34.1%		Yes	No
					Successful completions of those in drug treatment: opiates	Sep 2022-Aug 2023	5.7%	Tracker	5.4%	Sep 22-Aug 23	5.7%	5.1%		Yes	No
					Successful completions of those in drug treatment: non-opiates	Sep 2022-Aug 2023	36.3%	Tracker	32.4%	Sep 22-Aug 23	36.3%	30.0%		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	Jan-Mar 2024	819,644	814,219	812,455					Yes	No
					Leisure memberships	Jan-Mar 2024	20,540	19,964	19,377					Yes	No

## Our Communities: summary data tables

### Digital Durham KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Properties with access to gigabit-capable broadband	Jan-Mar 2024	63.2%	Tracker	54%					Yes	No

## Housing Delivery KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Net affordable homes	2022/23	282	836	536					No	No
					Net delivery of new housing	2022/23	1,488	1,308	1,551					Yes	No
					Chapter Homes properties sold	2022/23	19	20	27					Yes	No

## Housing Standards KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Empty homes brought back into use as a result of local authority intervention	2022/23	210	200	208					Yes	No
					Properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated	Jan-Mar 2024	48%	100% (by 2025)	30%					Yes	No
					ASB incidents per 10,000 population within the Selective Licensing Scheme	Jul 2022-Jun 2023	212.97	224.28	287.7					No	No

## Clean and Attractive Communities KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Fly-tipping resolved rate	2022/23	10.66	12.88	10.63	Apr 22 – Mar 23	10.3	19	23.8	Yes	No
					Streetscape with acceptable levels of cleanliness: litter	Jan-Mar 2024	95.72%	Tracker	new					Yes	No
					Streetscape with acceptable levels of cleanliness: dog fouling	Jan-Mar 2024	99.07%	Tracker	new					Yes	No
					Green and open space with acceptable levels of cleanliness: litter	Jan-Mar 2024	95.72%	Tracker	new					Yes	No
					Green and open space with acceptable levels of cleanliness: dog fouling	Jan-Mar 2024	99.07%	Tracker	new					Yes	No

					Average vacancy rate of town centres	2023	16%	13.9%	16.1%					No	No
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## Transport Connectivity KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Satisfaction with ease of access ( <i>confidence intervals +/-4pp</i> )	2023	73%	Tracker	73%	2023	73%	71%		No	No
					Overall satisfaction with bus journey	2023	75%	Tracker	New	2023	75%	80%		Yes	No
					Households who can access key service locations using public transport within a 15-mile radius	2023	97.30%	97.73%	97.63%					Yes	No
					Households who can access key service locations using public transport within a 5-mile radius	2023	65.50%	67.80%	66.81%					Yes	No
					Residents who can access employment sites by public transport	2023	30.18%	32.10%	29.42%					Yes	No
					Timetabled bus services no more than 5 min late or 1 min early	Oct-Dec 2023	71.0%	Tracker	73.4%					Yes	No
					Local passenger journeys on public transport	Oct-Dec 2023	3,489,457	Tracker	4,577,008					Yes	No

## Highways and Footways Maintenance KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					A roads where maintenance is recommended	2023	2.6%	Tracker	3.7%	2023	2.6%	4.0%	3.0%	Yes	Yes
					B & C roads where maintenance is recommended	2023	2.65%	Tracker	3.4%	2023	2.65%	6.0%	3.0%	Yes	Yes
					Unclassified roads where maintenance is recommended	2023	23%	Tracker	25%	2023	23%	17%	22%	Yes	No
					'Footways' structurally unsound	2022	30.9%	Tracker	31.3%					No	No
					Bridge condition: principal roads	2020	82.0%	Tracker	81.1%					No	No
					Bridge condition: non-principal roads	2020	81.0%	Tracker	80.1%					No	No

				Category 1 highway defects repaired within 24 hours	Jan-Mar 2024	91%	90%	88%					Yes	No
				Category 2.1 highway defects repaired within 14 days	Jan-Mar 2024	98%	90%	93%					Yes	No
				Category 2.2 highway defects repaired within 3 months	Jan-Mar 2024	90%	90%	81%					Yes	No
				Highways Maintenance Backlog	awaiting data		Tracker						No	No
				Satisfaction with highways maintenance. ( <i>confidence intervals +/-4pp</i> )	2023	46%	Tracker	47%	2023	46%	43%		No	No
				Footway maintained and repaired over and above the core programme		new	Tracker	new					No	No

### Road Safety KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Road traffic accidents: fatalities	Jan-Mar 2024	2	Tracker	6					Yes	No
					Road traffic accidents: seriously injured	Jan-Mar 2024	23	Tracker	27					Yes	No
					Road traffic accidents: fatalities (children)	Jan-Mar 2024	0	Tracker	0					Yes	No
					Road traffic accidents: seriously injured (children)	Jan-Mar 2024	2	Tracker	3					Yes	No
					Road traffic collisions per billion vehicle miles – all	2022	186.86	Tracker	204.5	2022	186.86	352.07	255.65	No	No
					Road traffic collisions per billion vehicle miles – fatal	2022	5.90	Tracker	4.42	2022	5.90	4.86	4.36	No	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	2023/24	26.9	Tracker	26.8					Yes	No

					Harbour clients feeling more confident on case closure	Jan-Mar 2024	86%	Tracker	81%						Yes	No
					Harbour clients feeling their quality of life has improved on case closure	Jan-Mar 2024	83%	Tracker	82%						Yes	No
					Children and young people completing an intervention with Harbour and reporting feeling safer	Jan-Mar 2024	94%	Tracker	86%						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	2023/24	99.5	Tracker	95.4	Apr 23-Mar 24	99.5	81.8	109	Yes	No
					Theft offences per 1,000 population	2023/24	27.3	Tracker	23.91	Jan-Dec 23	27.5	31.7		Yes	No
					Offenders who re-offend in a 12 month period	2021/22	27.9%	Tracker	28.7%	Apr 21-Mar 22	27.9%	25.2%	28.1%	No	No
					Proven re-offending by young people	2021/22	41.5%	Tracker	39.0%	Apr 21-Mar 22	41.5%	32.2%	32.6%	No	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	Jan-Mar 2024	35.2%	Tracker	32.2%					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
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				Reports of anti-social behaviour	2023/24	47,541	Tracker	48,256					Yes	No
				Reports of environmental anti-social behaviour	2023/24	38,847	Tracker	38,039					Yes	No
				Reports of nuisance anti-social behaviour	2023/24	6,837	Tracker	7,760					Yes	No
				Reports of personal anti-social behaviour	2023/24	1,857	Tracker	2,430					Yes	No
				Anti-social behaviour incidents which were alcohol related	2023/24	10.98%	Tracker	7.05%					Yes	No
				ASB enforcement action taken	Jul 2022-Jun 2023	6,069	Tracker	5,057					No	No

## Our Council: summary data tables

### Finance KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	England median	NE average	updated	Oflog
					Council tax collected	Apr 2023-Mar 2024	95.4%	Tracker	95.9%	2022/23	95.9%	95.5%		Yes	Yes
					Business rates collected	Apr 2023-Mar 2024	98.7%	Tracker	96.4%	2022/23	96.4%	97.1%		Yes	Yes
					MTFP savings achieved (£s)	at 31 Mar 2024	£11.7 million	£12.4 million by year-end	-					Yes	No
					Audit opinion: statement of accounts	2022/23	UQ	UQ	UQ					No	No
					Non-ringfenced reserves as % of net revenue expenditure	2021/22	55.4%	Tracker	55.0%	2021/22	55.4%	54.9%		No	Yes
					Non-ringfenced reserves as % of service spend	2021/22	46.0%	Tracker	45.4%	2021/22	46.0%	44.6%		No	Yes
					Total core spending power per dwelling	2023/24	£2,194	Tracker	£1,989	2023/24	£2,194	£2,207		No	Yes
					Level of Band D council tax rates	2023/24	£1,842	Tracker	£1,755	2023/34	£1,842	£1,688		No	Yes
					Council tax revenue per dwelling	2023/24	£1,385	Tracker	£1,307	2023/24	£1,385	£1,436		No	Yes

				Social care spend as a % of core spending power	2021/22	56.2%	Tracker	54.2%	2021/22	56.2%	66.4%		No	Yes
				Debt servicing as % of core spending power	2021/22	6.5%	Tracker	6.3%	2021/22	6.5%	9.0%		No	Yes
				Total debt as % of core spending power	2021/22	106.5%	Tracker	106%	2021/22	106.5%	226.7%		No	Yes

### Procurement KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Invoices paid within 30 days	Jan-Mar 2024	95.4%	93.0%	96.4%					Yes	No
					Third party spend (£'million)	Apr-Sep 2023	£396.8	Tracker	£345					No	No
					% North East spend	Apr-Sep 2023	60.9%	Tracker	68.3%					No	No
					% County Durham spend	Apr-Sep 2023	44.5%	Tracker	43.5%					No	No
					% SME spend	Apr-Sep 2023	60.9%	Tracker	59.5%					No	No

### Housing Benefit and Council Tax Reduction KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Time to process new housing benefit claims	2023/24	16.0 days	21 days	26.1 days	2022/23	24 days	20 days	20 days	Yes	No
					Time to process new council tax reduction claims	2023/24	16.6 days	21 days	23 days					Yes	No
					Time to process housing benefit change of circumstances	2023/24	5.7 days	9 days	7.1 days	2022/23	7 days	6 days	5 days	Yes	No
					Time to process council tax reduction change of circumstances	2023/24	7.6 days	8 days	8.6 days					Yes	No

### Managing Money Better (MMB) KPIs

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

				Households receiving energy advice from MMB Initiative	Jan-Mar 2024	7	Tracker	70					Yes	No
				£s saved per household as a result of energy efficiency advice provided by MMB initiative	Jan-Mar 2024	£125	Tracker	£171					Yes	No

### Financial Support KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Budget spend: Discretionary Housing Payments	2023/24	118%	Tracker	119%					Yes	No
					Households receiving at least 25% reduction in council tax	2023/24	21.4%	Tracker						Yes	No

### Customer Contact KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Customer contact that is digital	2023/24	38.3%	Tracker	34.8%					Yes	No
					ACD calls answered within 3 minutes	2023/24	85%	Tracker	63%					Yes	No
					CRM service requests meeting performance standard	Jan-Mar 2024	81%	Tracker	80%					Yes	No

### Customer Satisfaction KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Satisfaction with overall service delivery	2023/24	81%	Tracker	81%					Yes	No
					Customers giving four or five stars	2023/24	86%	Tracker	85%					No	No

### Customer Complaints KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Complaints upheld	2023/24	59%	Tracker	58%					Yes	No

				Independent investigations upheld	2023/24	32%	Tracker	28%					Yes	No
				Complaints upheld by the Ombudsman	2023/24	12%	Tracker	14%					Yes	No
				Complaints upheld by the Ombudsman (annual KPI)	2022/23	52%	Tracker	55%	2022/23	52%	72% (similar authorities)		No	No
				Number of upheld Ombudsman complaints per 100,000 residents	2022/23	2.1	Tracker	3.2	2022/23	2.1	4.7 (similar authorities)		No	Yes
				Data breaches reported to the ICO	2023/24	21	Tracker	11					Yes	No

### Registration Services KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Births registered within 42 days	2023/24	99%	98%	94%	Dec-23	98%	93%		Yes	No
					Deaths registered within 5 days	2023/24	65%	90%	65%	Dec-23	71%	51%		Yes	No
					Appointments within 5 work days: births	2023/24	48%	95%	79%	Dec-23	54%	95%		Yes	No
					Appointments within 2 work days: deaths	2023/24	96%	95%	97%	Dec-23	96%	95%		Yes	No
					Appointments within 5 work days: marriage / civil partnership	2023/24	100%	90%	100%	Dec-23	100%	90%		Yes	No
					Appointments seen on time	2023/24	97%	90%	95%	Dec-23	96%	90%		Yes	No

### Workforce Equality KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Top 5% of earners: female	at 31 Mar 2024	61.1%	Tracker	59.5%					Yes	No
					Workforce aged 50 years or over	at 31 Mar 2024	42.4%	Tracker	42.8%					Yes	No

## Recruitment and Retention KPIs

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
				Vacancies which are re-adverts	2023/24	23.2%	Tracker	18.2%					Yes	No
				Leavers with <2 years' service	2023/24	50%	Tracker	no comparator					Yes	No
				Employee turnover	at 31 Mar 2024	8.55%	Tracker	9.28%					Yes	No

## Workforce Development KPIs

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
				PDRs completed in line with deadline	at 31 Mar 2024	88% (managers)	100%	n/a					Yes	No
				Managers who have completed the managers' training programme	at 31 Mar 2024	63%	Tracker	n/a					Yes	No
				Employees enrolled on apprenticeship programme	at 31 Mar 2024	4.8%	Tracker	4.1%					Yes	No
				Apprentice levy utilised as a council (excluding schools)	at 31 Mar 2024	64.9% (100.2% committed)	Tracker	n/a					Yes	No
				Apprentice retention rate	at 31 Mar 2024	74%	Tracker	73%					Yes	No

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

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
				Days lost to sickness absence per FTE (excl. schools)	2023/24	11.26 days	Tracker	11.43 days					Yes	No
				Employee accidents / incidents with no / minor injury	2023/24	97%	Tracker	98%					Yes	No
				Employee accidents / incidents RIDDOR reportable	2023/24	3%	Tracker	2%					Yes	No
				Incidents of work-related ill-health	2023/24	164	Tracker	172					Yes	No

## Glossary

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

Term	Definition
<b>CERP</b>	<p><b>Climate Emergency Response Plan</b></p> <p>A community-wide call to action to help align all sectors on the actions required to further reduce greenhouse gas emissions and improve our resilience to the impacts of climate change.</p>
<b>Changing Places toilet</b>	<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>
<b>CLD</b>	<p><b>Client Level Dataset</b></p> <p>A national mandatory person-level data collection (to be introduced) that will replace the existing annual <a href="#">Short and Long Term (SALT) Support</a> data collected by councils. CLD will be added to the <a href="#">single data list</a> and will become mandatory for all local authorities.</p>
<b>CNIS</b>	<p><b>Child Not In School</b></p>
<b>CPN</b>	<p><b>Community Protection Notice</b></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>
<b>CRM</b>	<p><b>Customer Relationship Management system</b></p>
<b>CS&amp;T</b>	<p><b>Culture, Sport and Tourism</b></p>
<b>CTR</b>	<p><b>Council Tax Reduction</b></p> <p>Reduces council tax bills for those on low incomes</p>
<b>DCC</b>	<p><b>Durham County Council</b></p>
<b>DEFRA</b>	<p><b>Department for the Environment, Food and Rural Affairs</b></p> <p>A ministerial department, supported by <a href="#">34 agencies and public bodies</a> responsible for improving and protecting the environment. It aims to grow a green economy and sustain thriving rural communities. It also supports our world-leading food, farming and fishing industries (<a href="#">link</a>)</p>
<b>DHP</b>	<p><b>Discretionary Housing Payments</b></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>
<b>DHSC</b>	<p><b>Department of Health and Social Care</b></p> <p>The DHSC supports the government in leading the nation's health and care system.</p>

<b>Term</b>	<b>Definition</b>
<b>DLE</b>	<b>Daily Living Expenses</b> Available for those whose circumstances have changed unexpectedly. Payments can be made for up to seven days to help with food, travel and some clothing (restrictions apply).
<b>DoLS</b>	<b>Deprivation of Liberty Safeguards</b> A set of checks that are part of the Mental Capacity Act 2005, which applies in England and Wales. The DoLS procedure protects a person receiving care whose liberty has been limited by checking that this is appropriate and is in their best interests.
<b>EAP</b>	<b>Employee Assistance Programme</b> A confidential employee benefit designed to help staff deal with personal and professional problems that could be affecting their home or work life, health, and general wellbeing.
<b>EET</b>	<b>Employment, Education or Training</b> Most often used in relation to young people aged 16 to 24, it measures the number employed, in education or in training.
<b>EHCP</b>	<b>Education, Health Care Plan</b> A legal document which describes a child or young person's (aged up to 25) special educational needs, the support they need, and the outcomes they would like to achieve.
<b>ERDF</b>	<b>European Regional Development Fund</b> Funding that helps to create economic development and growth; it gives support to businesses, encourages new ideas and supports regeneration. Although the United Kingdom has now left the European Union, under the terms of the Withdrawal Agreement, EU programmes will continue to operate in the UK until their closure in 2023-24.
<b>EHE</b>	<b>Elective Home Education</b> A term used to describe a choice by parents to provide education for their children at home or in some other way they desire, instead of sending them to school full-time.
<b>ETA</b>	<b>Extension of Time Agreement</b> An agreement between the council and the customer submitting a planning application to extend the usual deadline beyond 13 weeks due to the complex nature of the application.
<b>FPN</b>	<b>Fixed Penalty Notice</b> 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.
<b>FTE</b>	<b>Full Time Equivalent</b> Total number of full-time employees working across the organisation. It is a way of adding up the hours of full-time, part-time and various other types of employees and converting into measurable 'full-time' units.
<b>GVA</b>	<b>Gross Value Added</b> <i>The measure of the value of goods and services produced in an area, industry or sector of an economy.</i>

Term	Definition
<b>HSF</b>	<b>Household Support Fund</b> Payments support low income households struggling with energy and food costs, or who need essential household items.
<b>ICO</b>	<b>Information Commissioner's Office</b> The UK's independent body's role is to uphold information rights in the public interest ( <a href="#">link</a> )
<b>IES</b>	<b>Inclusive Economic Strategy</b> Sets a clear, long-term vision for the area's economy up to 2035, with an overarching aim to create more and better jobs in an inclusive, green economy ( <a href="#">link</a> )
<b>JLHWS</b>	<b>Joint Local Health and Wellbeing Strategy</b> The Strategy (2023-28) supports the vision that County Durham is a healthy place where people live well for longer ( <a href="#">link</a> )
<b>KS2</b>	<b>Key Stage 2</b> The national curriculum is organised into blocks of years called 'key stages.' At the end of each key stage, the teacher will formally assess each child's performance. KS2 refers to children in year 3, 4, 5 and 6 when pupils are aged between 7 and 11.
<b>KS3</b>	<b>Key Stage 3</b> The national curriculum is organised into blocks of years called 'key stages.' At the end of each key stage, the teacher will formally assess each child's performance. KS3 refers to children in year 7, 8 and 9 when pupils are aged between 11 and 14.
<b>LGA</b>	<b>Local Government Association</b> The national membership body for councils which works on behalf of its member councils to support, promote and improve local government ( <a href="#">link</a> ).
<b>L!NKCD</b>	A programme that brings together a number of delivery partners to support people with multiple barriers to address these underlying issues and to move them closer to or into the labour market or re-engage with education or training.
<b>LNRS</b>	<b>Local Nature Recovery Strategies</b> Propose how and where to recover nature and improve the wider environment across England.
<b>MMB</b>	<b>Managing Money Better</b> A service offered by the council which involves visiting residents' homes to carry out a free home energy assessment. In addition to providing advice on energy bills, the service can provide financial advice through referrals to <a href="#">benefits advice or help with a benefits appeal</a> and other services for advice on benefit entitlements.
<b>MTFP</b>	<b>Medium Term Financial Plan</b> A document that sets out the council's financial strategy over a four year period
<b>MW</b>	<b>MegaWatt</b> is one million watts of electricity

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

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