

Safer and Stronger Overview and Scrutiny Committee

9 September 2024

Quarter Four, 2023/24
Performance Management Report

Ordinary Decision



Report of John Hewitt, Chief Executive

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)¹. And we are continuing to

¹ [Best Value standards and intervention](#)

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.
- 10 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%. 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%. Serious casualties from road traffic accidents have increased. We continue to support a reduction in road traffic casualties through road improvements and campaigns.

Recommendation

- 11 Safer and Stronger Overview and Scrutiny Committee is recommended to:
- (a) note the overall position and direction of travel in relation to quarter 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

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

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

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

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

Climate Change

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

Human Rights

Not applicable.

Crime and Disorder

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

Staffing

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

Accommodation

Not applicable.

Risk

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

Procurement

Not applicable.



Corporate Performance Report

Quarter Four, 2023/24



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Executive Summary

- 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 communities

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

Issues we are addressing

- 5 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.
- 6 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.

Risk Management

- 7 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 Communities

Priority Aims:

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

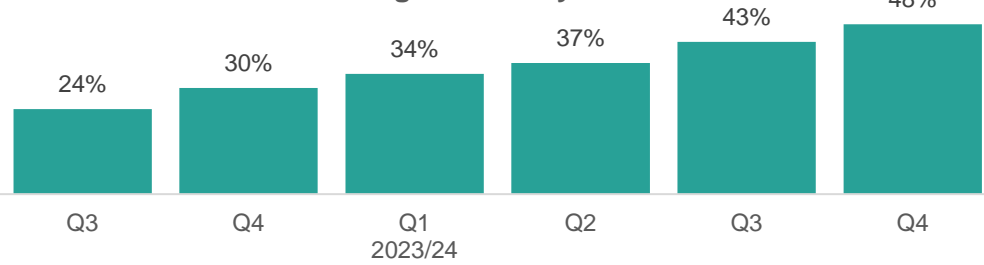
- ensure standards will be maintained or improved across County Durham's housing stock
- have towns and villages which are vibrant, well-used, clean, attractive and safe
- ensure people will have good access to workplaces, services, retail and leisure opportunities
- ensure communities will be able to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

Housing Standards Dashboard

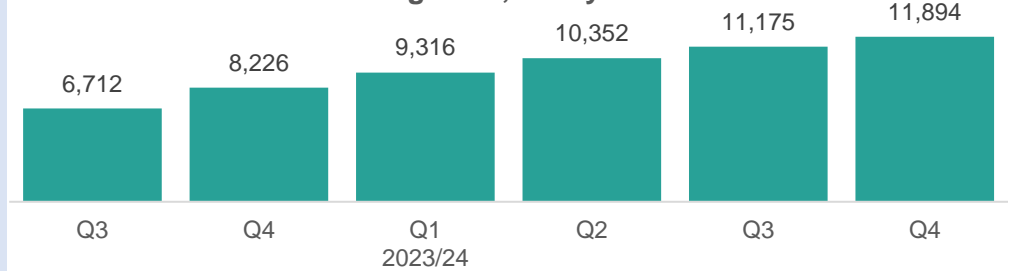
(discrete quarterly data / as at 31 March 2024)

Selective Licensing (Private Rented Sector properties - PRS)

% of PRS properties covered by SL scheme that are fully licenced or legal proceedings instigated (YTD)
Target: 100% by 2027



No. PRS properties covered by Selective Licence Scheme that are fully licenced (YTD)
Target: 29,000 by 2027



Selective Licensing

- 8 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.
- 9 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.
- 10 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.
- 11 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

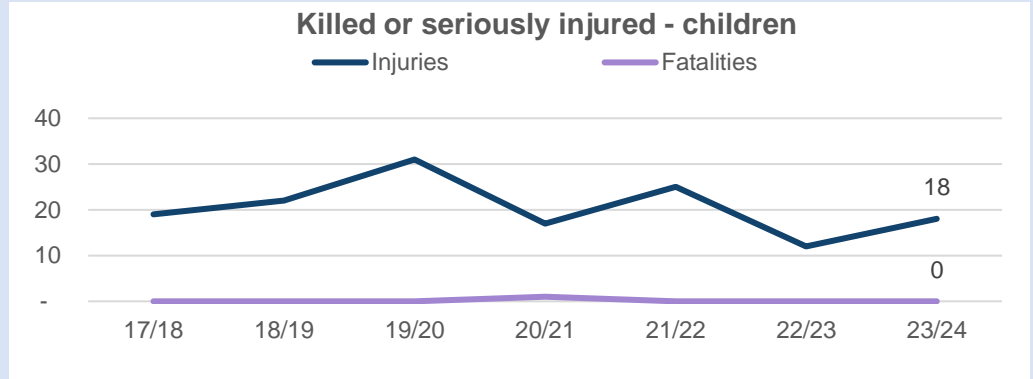
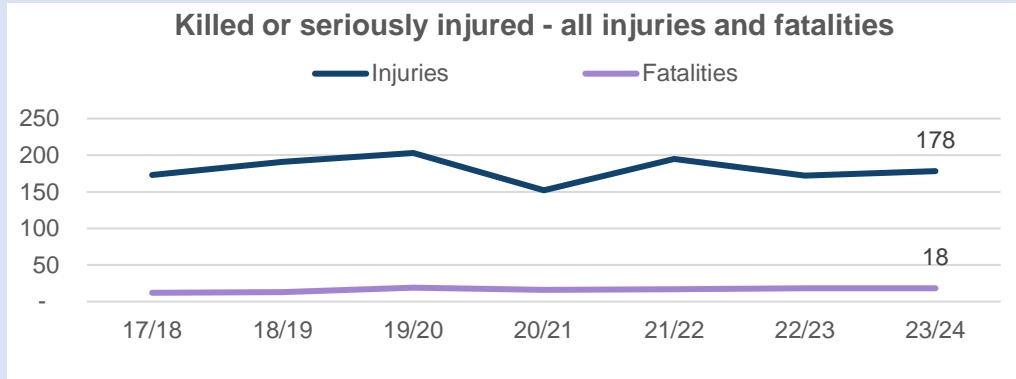
- 12 We continue to experience issues with one element of our ASB recording system so are unable to provide an update in relation to this indicator. We are working to resolve the issue. If a resolution cannot be found the baseline will need to be reset based on the remaining elements of the available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

Road Safety Dashboard

(12 month rolling trend)

Road Safety

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



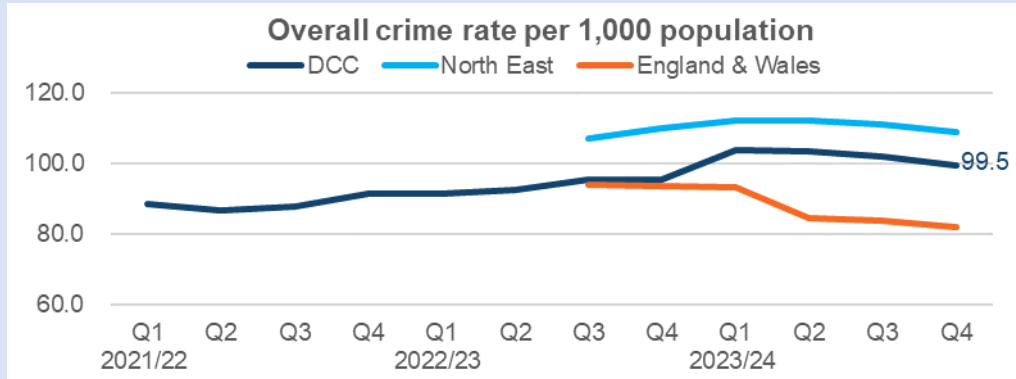
Road Safety

- 13 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.
- 14 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.
- 15 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.
- 16 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).
- 17 Collision hotspot areas are linked to more urban areas, including Bishop Auckland, Peterlee, Chester-le-Street, Consett and Stanley.
- 18 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.
- 19 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.
- 20 In addition, our Road Safety Facebook Page continues to grow, with 24 posts, reaching an audience of 22,579.

Crime Dashboard

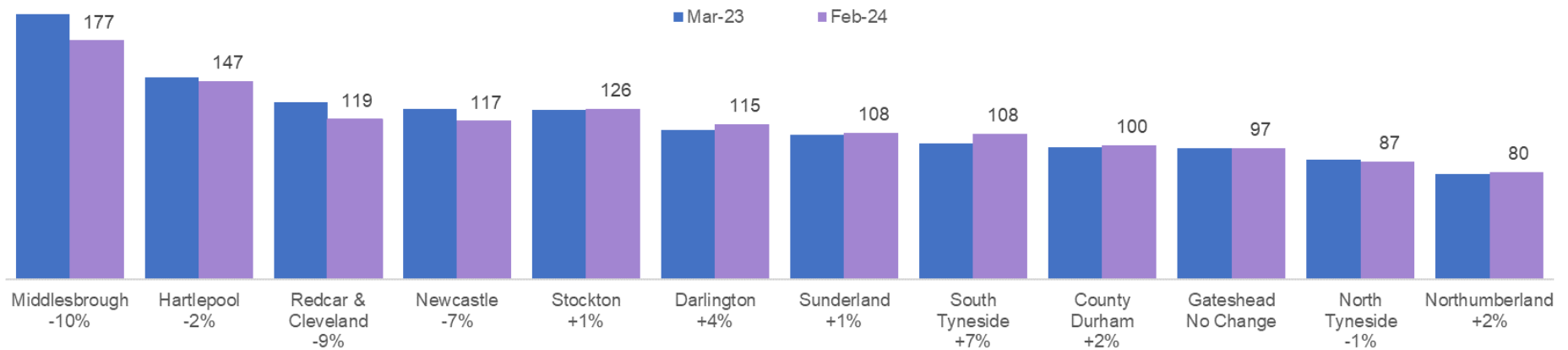
(12 months ending 29 February 2023)

Crime rate in County Durham



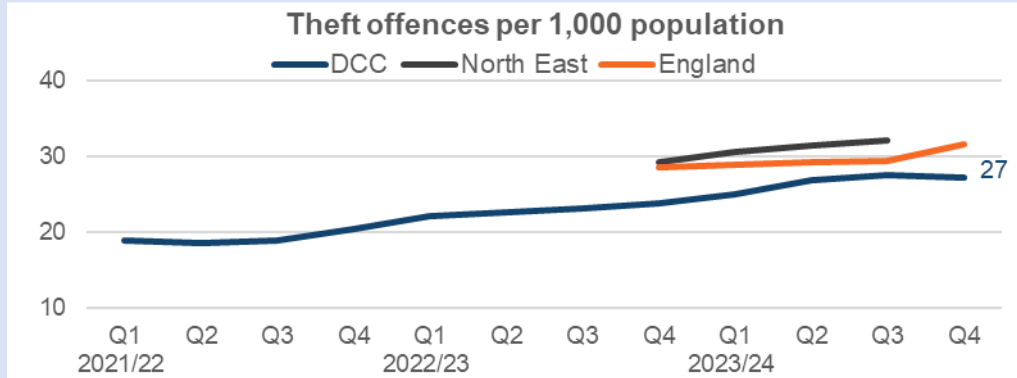
Overall crime rate has increased by 4% compared to the same period last year.

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

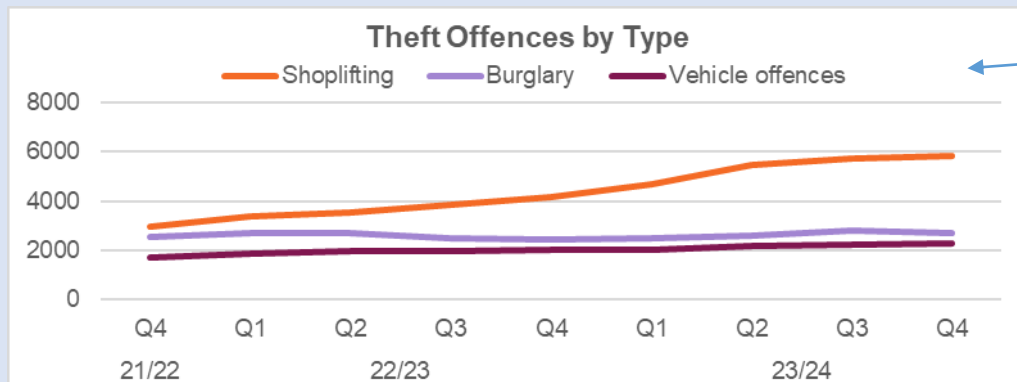


Theft Dashboard

(12 months ending 31 March 2024)



Increases recorded in shoplifting, residential burglary and vehicle crime.



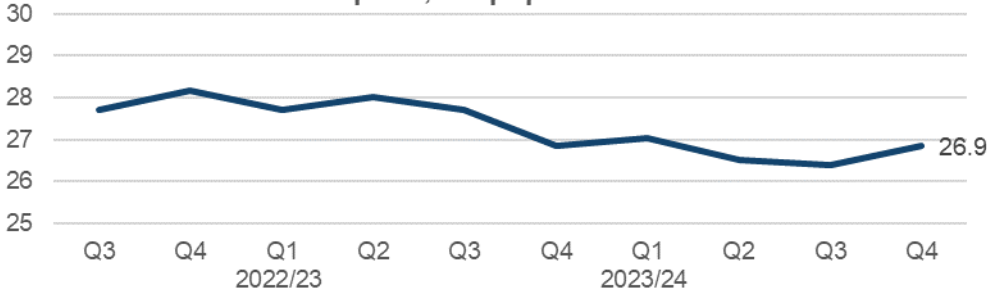
Shoplifting, Burglary and Vehicle offences are responsible for 74% of all theft crimes in the last 12 months ending 31 March.

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

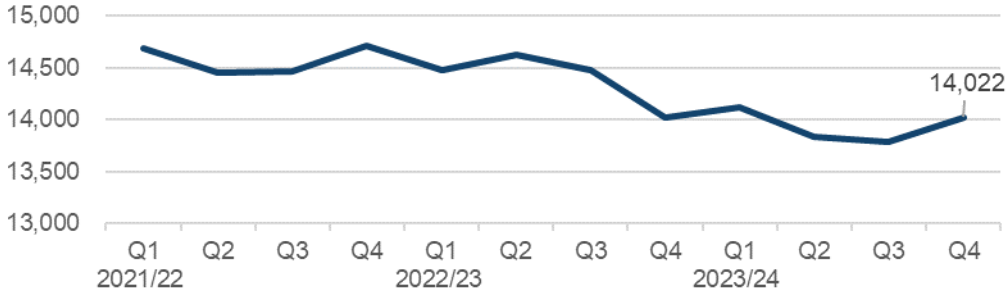
Protecting Vulnerable People from Harm Dashboard

(12 months ending 31 March 2024)

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

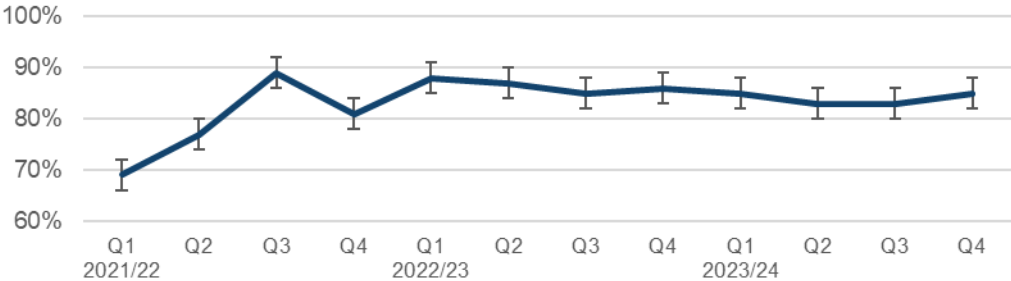


Domestic abuse incidents



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

- 21 The overall crime rate increased compared to last year, remaining higher than the England and Wales average, but lower than the North East average.
- 22 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

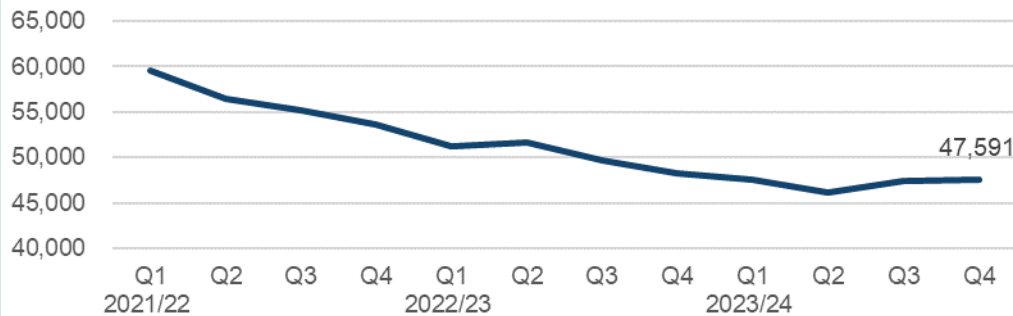
- 23 Domestic abuse incidents reported to the police in the 12 months ending March 2024 remained static compared to the previous year, however, the number of victims referred to Harbour Support Services increased by 15% over the same period.
- 24 The increase in referrals to Harbour may be linked to 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.
- 25 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.
- 26 On average, a victim experiences domestic abuse for four years before accessing help from Harbour.
- 27 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

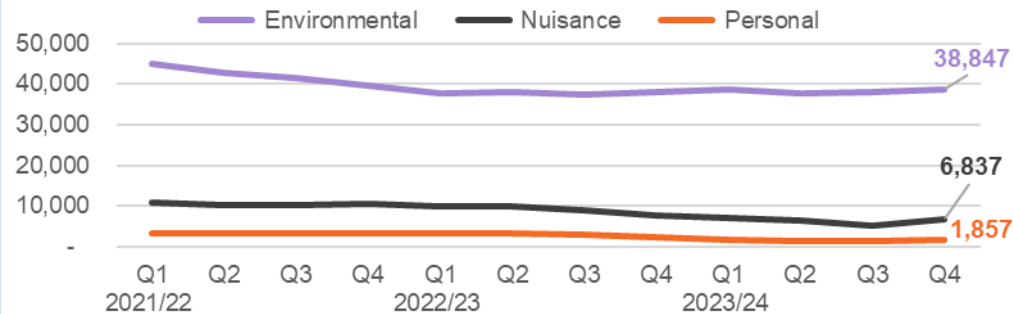
(12 months ending 31 March 2024)

	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%
All ASB	48,256	47,541	-715	-1%

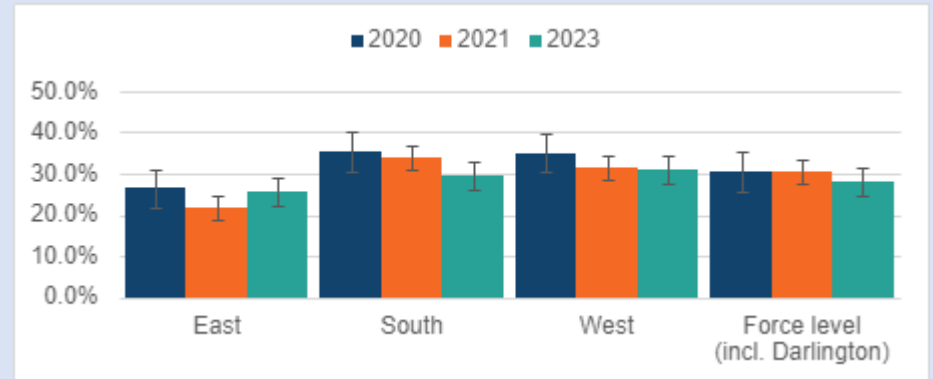
Reports of anti-social behaviour



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)

- 28 Decreases in Police ASB incidents are because of improved compliance with National Crime Recording Standards, with ASB incidents increasingly categorised as a crime, leading to a reduction of traditional ASB data indicators. Essentially, reports that were previously categorised as an ASB incident are now being categorised as a crime, for example harassment or public order, and therefore do not appear in ASB incident data statistics.

Public confidence that the Police and Local Authorities are dealing with anti-social behaviour and crime issues that matter to them

- 29 Data from the most recent survey shows a smaller proportion of respondents agree that the police and the council are dealing with anti-social behaviour and crime issues that matter to them. However, the rate is an estimate from a sample survey and as it is within the estimated confidence intervals of +/-3.5pp it is possible the decrease is due to random sample variation.
- 30 East, South and West are the three police localities that make up County Durham. With the exception of the East in 2021, there has been no significant difference between each of these areas over the last three years.
- 31 The latest survey is currently being analysed. Key findings will be included in the next performance report.

Community Safety Activity

- 32 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.
- 33 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.
- 34 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

- 35 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.
- 36 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.
- 37 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.

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 AND the gap with England (G) is improving
worse than but within 2% of target	Direction of Travel (D) is worse than the previous year OR the gap with England (G) is deteriorating
more than 2% behind target	Direction of Travel (D) is worse than the previous year AND the gap with England (G) is deteriorating

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

Our Communities: summary data tables

Housing Standards KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated	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

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 People: summary data tables

Adult Social Care KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Older people still at home 91 days after discharge from hospital into reablement / rehabilitation services	2023/24	87.6%	84.0%	84.1%	Apr 22-Mar 23	84.1%	82.3%	83.1%	Yes	No

Public Health KPIs

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

Glossary

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

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

Term	Definition
DLE	<p>Daily Living Expenses</p> <p>Available for those whose circumstances have changed unexpectedly. Payments can be made for up to seven days to help with food, travel and some clothing (restrictions apply).</p>
DoLS	<p>Deprivation of Liberty Safeguards</p> <p>A set of checks that are part of the Mental Capacity Act 2005, which applies in England and Wales. The DoLS procedure protects a person receiving care whose liberty has been limited by checking that this is appropriate and is in their best interests.</p>
EAP	<p>Employee Assistance Programme</p> <p>A confidential employee benefit designed to help staff deal with personal and professional problems that could be affecting their home or work life, health, and general wellbeing.</p>
EET	<p>Employment, Education or Training</p> <p>Most often used in relation to young people aged 16 to 24, it measures the number employed, in education or in training.</p>
EHCP	<p>Education, Health Care Plan</p> <p>A legal document which describes a child or young person's (aged up to 25) special educational needs, the support they need, and the outcomes they would like to achieve.</p>
ERDF	<p>European Regional Development Fund</p> <p>Funding that helps to create economic development and growth; it gives support to businesses, encourages new ideas and supports regeneration. Although the United Kingdom has now left the European Union, under the terms of the Withdrawal Agreement, EU programmes will continue to operate in the UK until their closure in 2023-24.</p>
EHE	<p>Elective Home Education</p> <p>A term used to describe a choice by parents to provide education for their children at home or in some other way they desire, instead of sending them to school full-time.</p>
ETA	<p>Extension of Time Agreement</p> <p>An agreement between the council and the customer submitting a planning application to extend the usual deadline beyond 13 weeks due to the complex nature of the application.</p>
FPN	<p>Fixed Penalty Notice</p> <p>Is a conditional offer to an alleged offender for them to have the matter dealt with in a set way without resorting to going to court.</p>
FTE	<p>Full Time Equivalent</p> <p>Total number of full-time employees working across the organisation. It is a way of adding up the hours of full-time, part-time and various other types of employees and converting into measurable 'full-time' units.</p>
GVA	<p>Gross Value Added</p> <p><i>The measure of the value of goods and services produced in an area, industry or sector of an economy.</i></p>

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

Term	Definition
NESWA	<p>North East Social Work Alliance</p> <p>A social work teaching partnership made up of 12 North East councils and six Higher Education Institutes. The Alliance is one of several teaching partnerships across the country which were created to improve the quality of practice, learning and continuous professional development amongst trainee and practicing social workers.</p>
NQSW	<p>Newly Qualified Social Workers</p> <p>a social worker who is registered with Social Work England and is in their first year of post qualifying practice.</p>
NVQ	<p>National Vocational Qualification</p> <p>The NVQ is a work-based qualification that recognises the skills and knowledge a person needs to do a job.</p>
Oflog	<p>Office For Local Government</p> <p>The vision for Oflog is for it to provide authoritative and accessible data and analysis about the performance of local government and support its improvement. Oflog is part of the Department for Levelling Up, Housing and Communities .</p>
PDR	<p>Performance and Development Review</p> <p>Is an annual process which provides all staff with the valuable opportunity to reflect on their performance, potential and development needs.</p>
PRS	<p>Private Rented Sector</p> <p>This classification of housing relates to property owned by a landlord and leased to a tenant. The landlord could be an individual, a property company or an institutional investor. The tenants would either deal directly with an individual landlord, or alternatively with a management company or estate agency caring for the property on behalf of the landlord.</p>
PSPO	<p>Public Space Protection Order</p> <p>Are intended to deal with a nuisance or problem in a particular area that is detrimental to the local community.</p>
QoL	<p>Quality of Life</p>
RIDDOR	<p>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations</p> <p>A RIDDOR report is required for work-related accidents which result in a reportable injury. The definition of a reportable injury can be found here</p>
RQF	<p>Regulated Qualifications Framework</p> <p>The RQF helps people understand all the qualifications regulated by the government and how they relate to each other. It covers general and vocational in England, and vocational in Northern Ireland. Link</p>
SALT	<p>Short and Long Term</p> <p>Relates to the annual Short and Long Term (SALT) Support data collected by councils. It is to be replaced by a national mandatory person-level data collection (Client Level Data).</p>

Term	Definition
SEN	<p>Special Educational Needs</p> <p>The term is used to describe learning difficulties or disabilities that make it harder for children to learn than most children of the same age. Children with SEN are likely to need extra or different help from that given to other children their age.</p>
SEND	<p>Special Educational Needs and Disabilities</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"> ▪ behaviour or ability to socialise (e.g., they struggle to make friends) ▪ reading and writing (e.g., because they have dyslexia), ▪ ability to understand things, ▪ concentration levels (e.g., because they have attention deficit hyperactivity disorder) ▪ physical ability
SG	<p>Settlement Grants</p> <p>Help people stay in their home or move back into housing after living in supported or unsettled accommodation (such as leaving care or being homeless). They provide help towards furniture, white goods, flooring, curtains, bedding, kitchen equipment, removal costs etc.</p>
SME	<p>Small to Medium Sized Enterprise</p> <p>A company with no more than 500 employees.</p>
Statistical nearest neighbours	<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>
UASC	<p>Unaccompanied Asylum Seeking Children</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>
UKSPF	<p>UK Shared Prosperity Fund</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>
WEEE	<p>Waste Electrical and Electronic Equipment</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>
Yield	<p>Proportion of potential income achieved</p>