

11 September 2024

Quarter Four, 2023/24
Performance Management Report



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.

- (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) Bus patronage for our park and ride scheme is increasing and public bus services have been impacted by industrial action. Work is going on at national, regional and local levels to improve bus services;
- (c) 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 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.

Recommendation

- 10 Economy and Enterprise 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 Three, 2023/24 Performance Management Report
<https://democracy.durham.gov.uk/documents/s186162/Q3%202023-24%20Corporate%20Performance%20Report.pdf>
- Quarter Two, 2023/24 Performance Management Report
<https://democracy.durham.gov.uk/documents/s183015/Q2%202023-24%20Corporate%20Performance%20Report.pdf>
- Quarter One, 2023/24 Performance Management Report
<https://democracy.durham.gov.uk/documents/s178933/Q1%202023-24%20Corporate%20Performance%20Report%20-%20Cabinet%2013.09.23.pdf>
- Quarter Four, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s174900/Item%204%20Q4%202022-23%202%201.pdf>
- Quarter Three, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s166398/Corporate%20Performance%20Report%20Q2%202022-23%20v2.1.pdf>

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

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

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

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

Climate Change

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

Human Rights

Not applicable.

Crime and Disorder

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

Staffing

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

Accommodation

Not applicable.

Risk

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

Procurement

Not applicable.



Corporate Performance Report

Quarter 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 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 Park and Ride patronage is better than last year driven by the cessation of free after 2.00pm off-street parking in January 2024.

Our people

- 18 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.

Issues we are addressing

- 19 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

- 20 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

- 21 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.
- 22 During 2023/24, 210 empty homes brought back into use, 10 better than the target of 200.
- 23 Response times to rectify highway defects are better than or near target for all three defect categories.
- 24 Highways conditions have shown an improvement due to targeted investment and are better than all benchmarking comparators.

Issues we are addressing

- 25 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.
- 26 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.

Risk Management

- 27 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

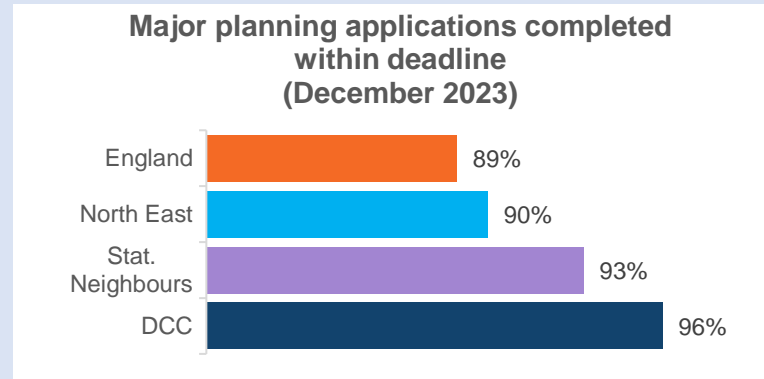
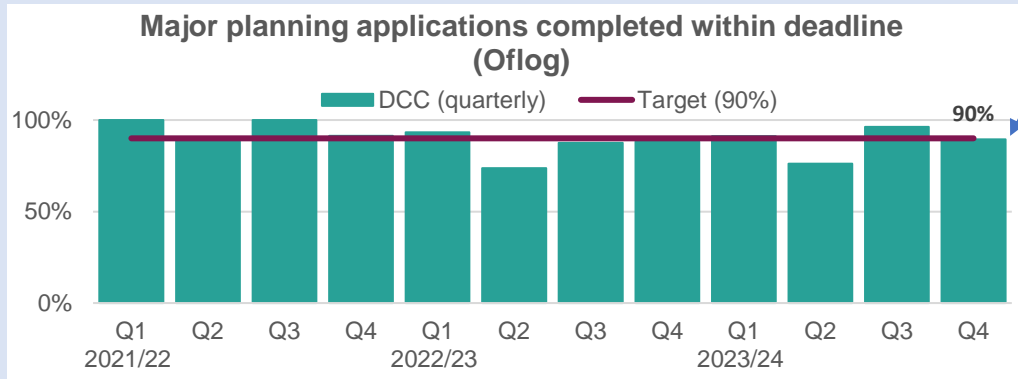
- 28 There is strong economic performance across a range of performance measures. Although, there is variation within the county and across the region compared to national levels.
- 29 There has been strong demand for development land as well as industrial and office premises of all sizes. Jobs have 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).
- 30 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.
- 31 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.
- 32 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)

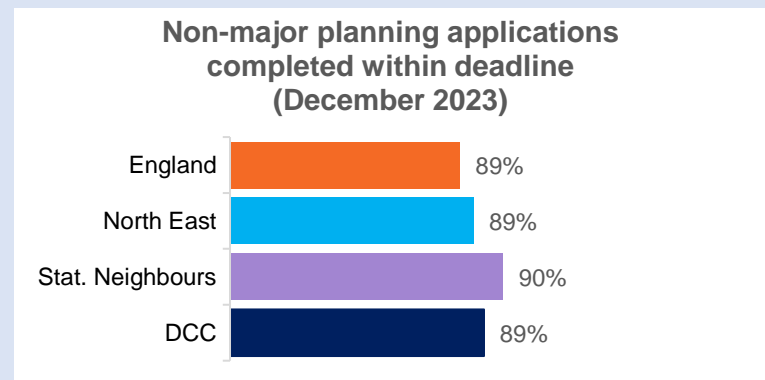
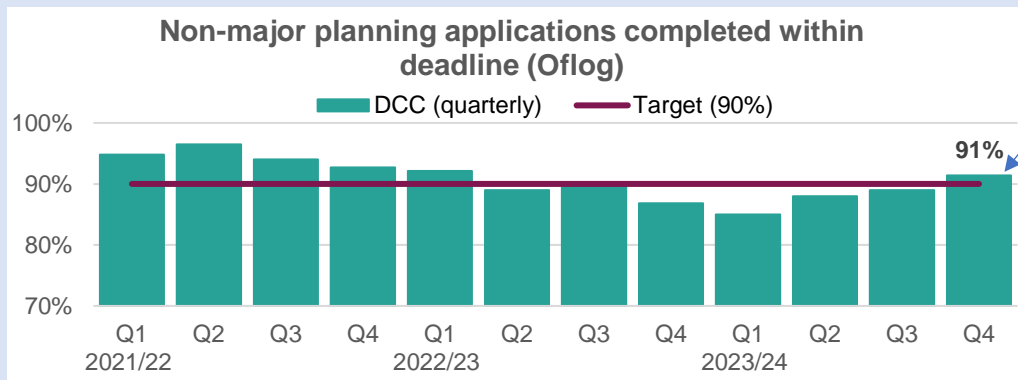
Major Planning Applications

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

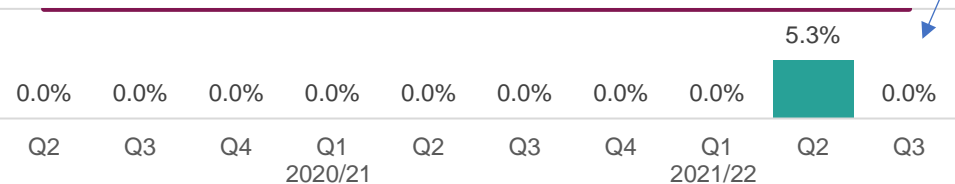
(discrete quarterly data / benchmarking data 31 December 2022)

Major planning applications overturned on appeal

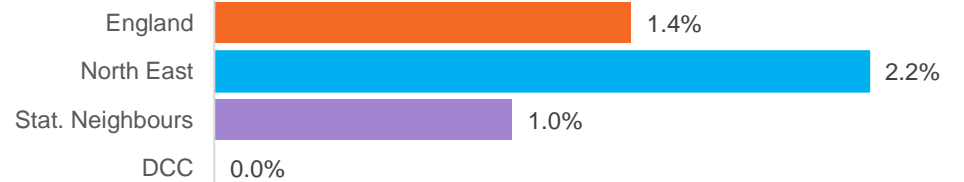
None out of 32 decisions overturned.

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 *)

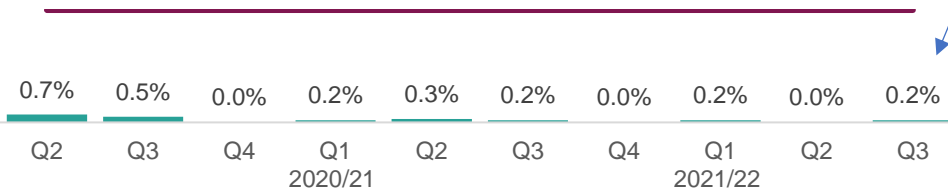


Non-major planning applications overturned on appeal

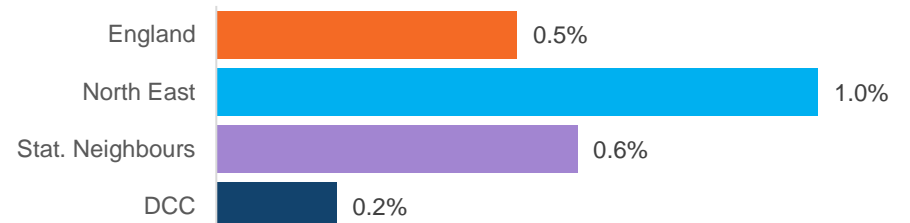
1 of the 441 decisions overturned.

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.

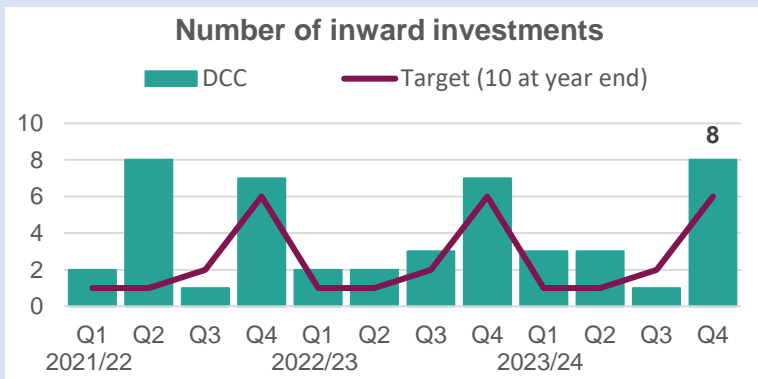
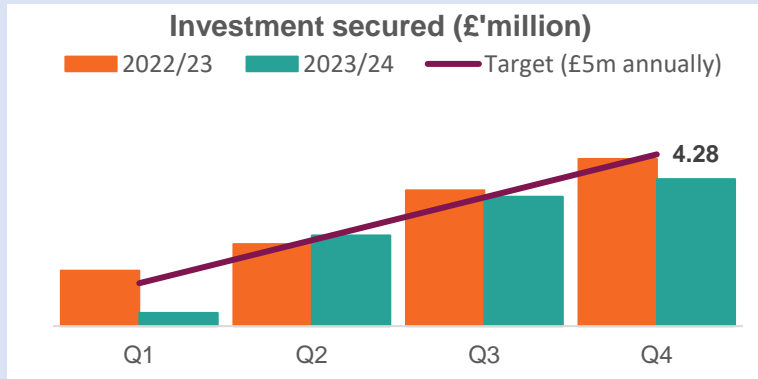
Planning Applications (Oflog measures)

- 33 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.
- 34 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%).
- 35 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%).
- 36 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

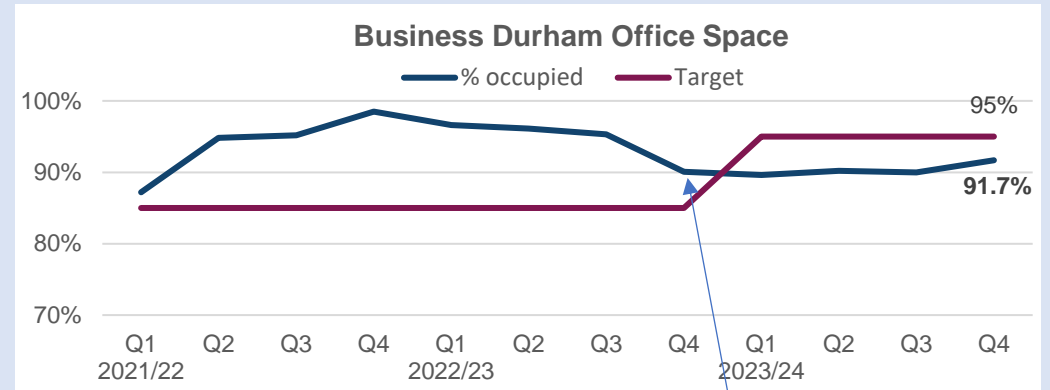
(year to date ending 31 March 2024 / discrete quarterly data)

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

- 37 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.
- 38 Investment included Finance Durham Fund, Space Investments, along with grants paid out through the County Durham Growth Fund.
- 39 In 2023/24 (April 2023 to March 2024) we supported a total of 16 inward investments, better than the annual target (10).
- 40 The eight inward investments supported during quarter four were Equans, PervasID, Bidfood, Octopus Energy, Kingfield Developments, Caddick Construction, NECIT Services Ltd and Brisca Healthcare.

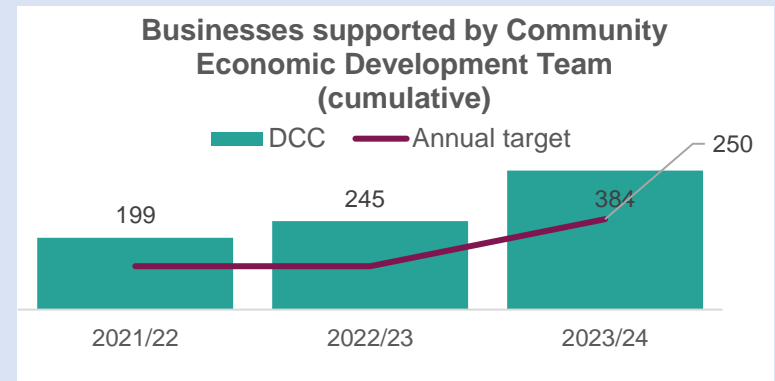
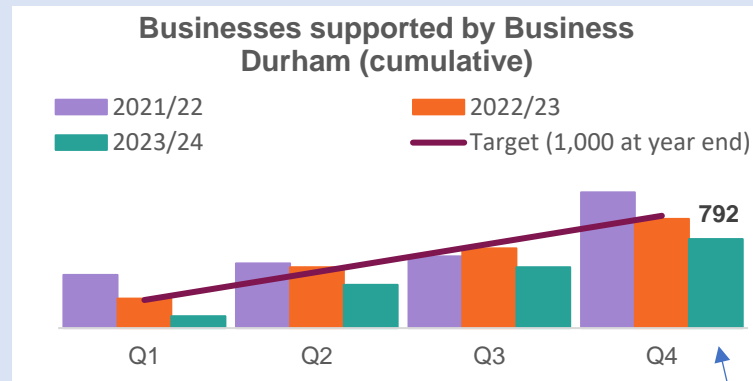
Business Durham floor space

- 41 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.
- 42 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

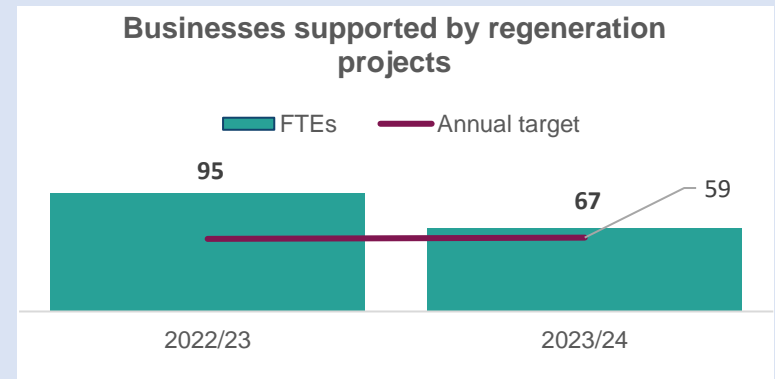
(year to date ending 31 March 2024 / discrete annual data)

Business support

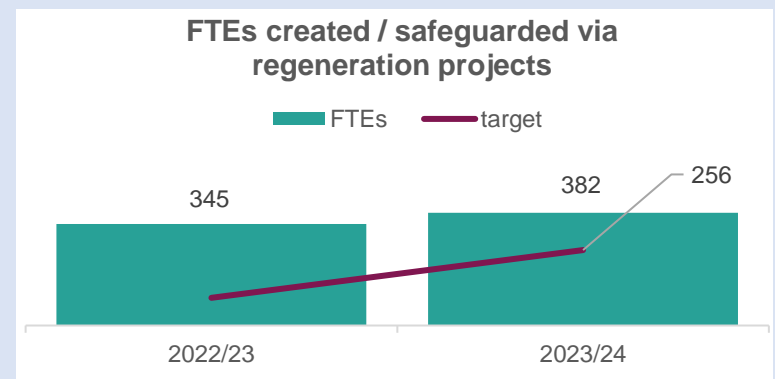
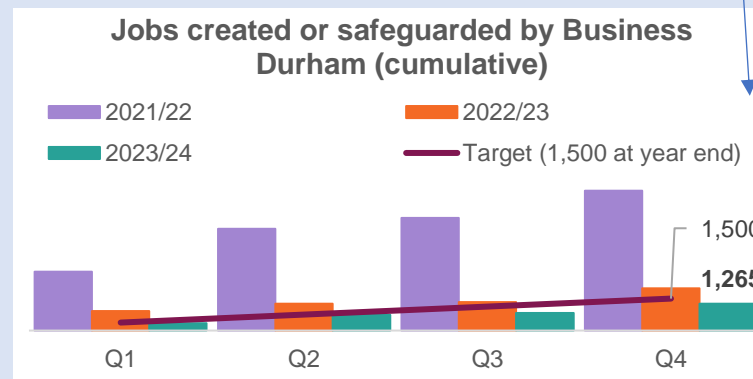


In Q1 - Q3 2023/24 fewer businesses were supported, and jobs created/safeguarded as most ERDF funded schemes ended and there was a transition period to the new UKSPF Productivity and Growth Programme.

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

- 43 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).
- 44 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).
- 45 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.
- 46 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 initiatives² supported 67 businesses, creating or safeguarding 382 FTE jobs. Again, both better than target (+18, +126 respectively).

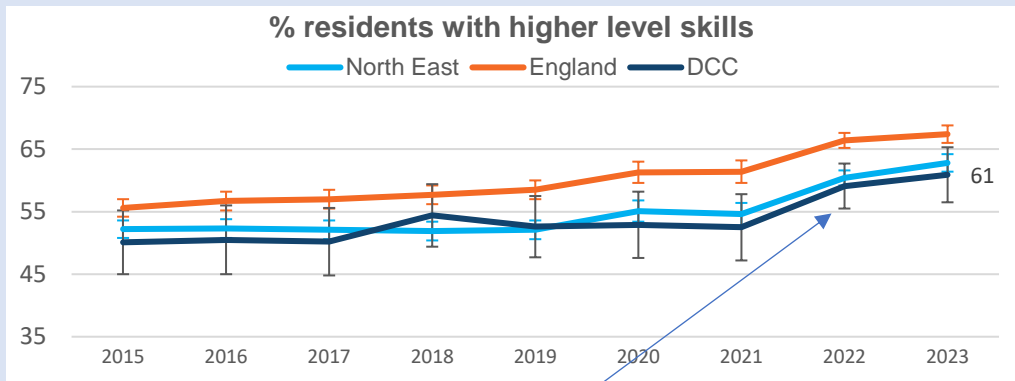
² includes Targeted Businesses Improvement Scheme, Towns & Villages Programme, Seaham Townscape Heritage Programme, Property Re-use Scheme Conservation Area Grant Scheme and Meanwhile Use fund (grants to businesses supporting temporary uses and start up).

Employability and Skills Dashboard

(January – December 2023 / January – March 2024)

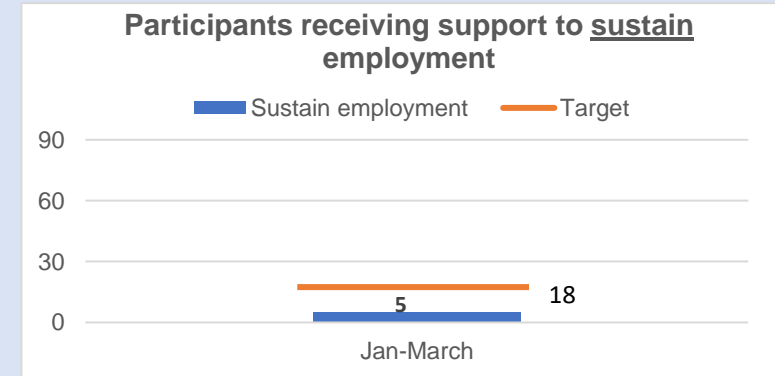
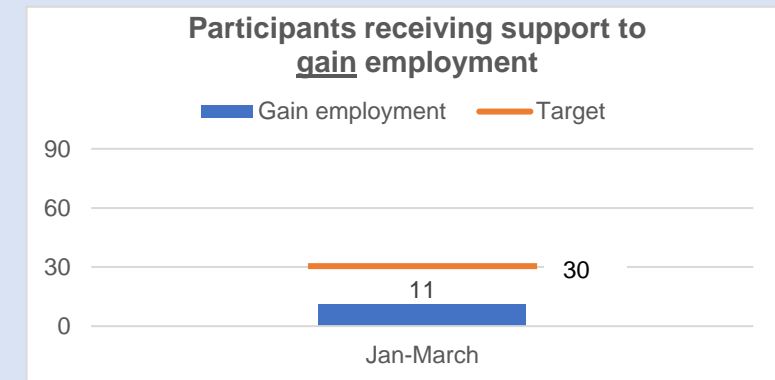
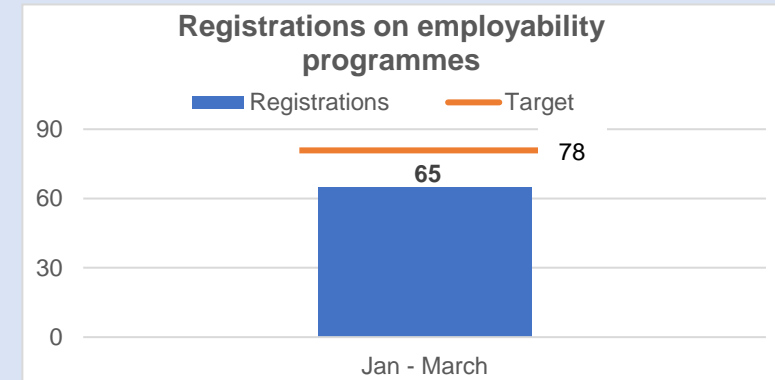
New UK Shared Prosperity Fund (UKSPF) employability programme outcomes are not comparable with the previous European Regional Development Fund (ERDF) ones.

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)

- 47 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.
- 48 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.
- 49 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.
- 50 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

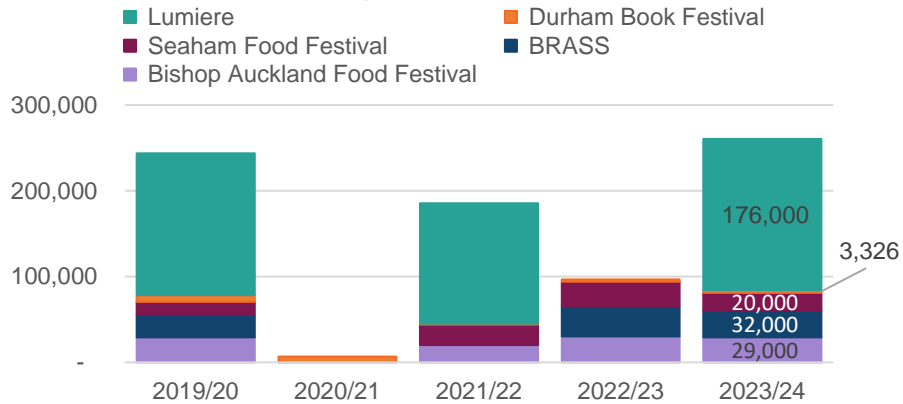
- 51 Our employability programme is now funded by UKSPF and will run from January 2024 to March 2025. The main focus of the new programme is to support economically inactive clients to gain employment, and support employed participants in unstable positions to sustain their employment. Previous ERDF programme outcomes are not comparable.
- 52 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.
- 53 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

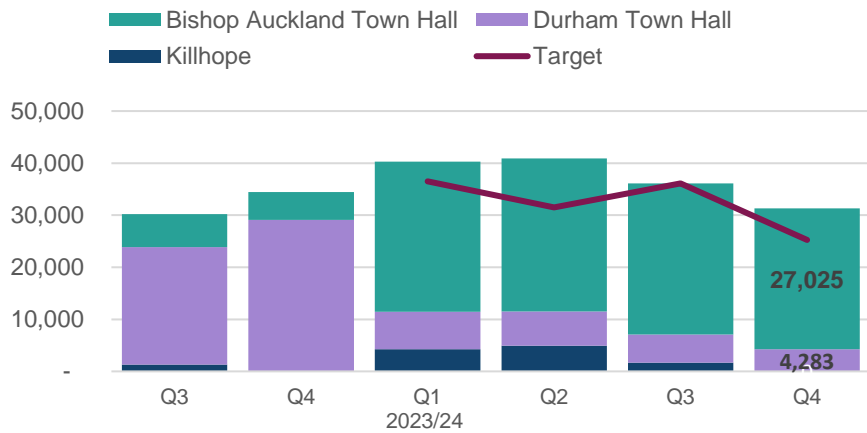
(year to date ending 31 March 2024 / discrete quarterly data)

Cultural events and venues

Attendance at cultural events delivered by Culture, Sport & Tourism

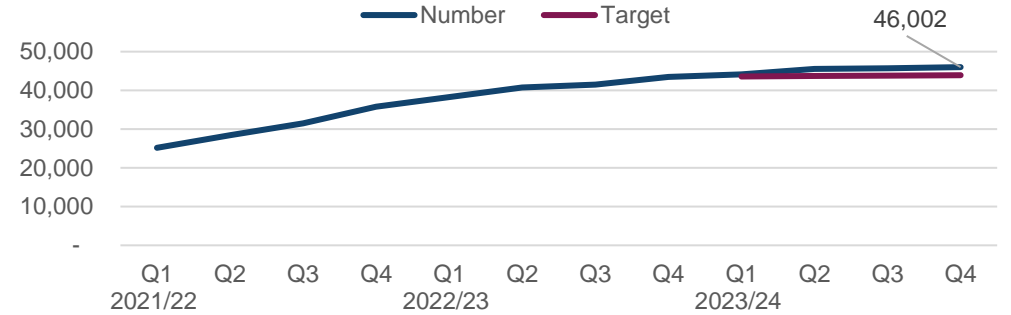


Visits to council owned cultural venues

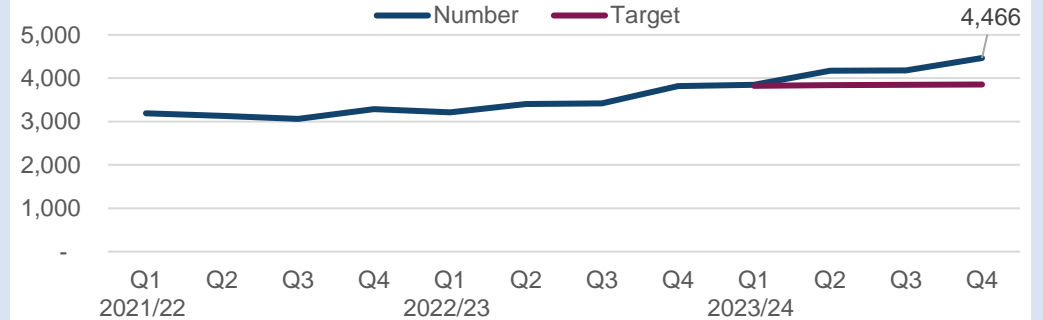


Libraries

Active borrowers (libraries)



Digital borrowers (libraries)



Reporting dates of official figures:

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

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

Cultural events

54 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).

55 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

56 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.

57 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.

58 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)

- 59 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).
- 60 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.
- 61 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

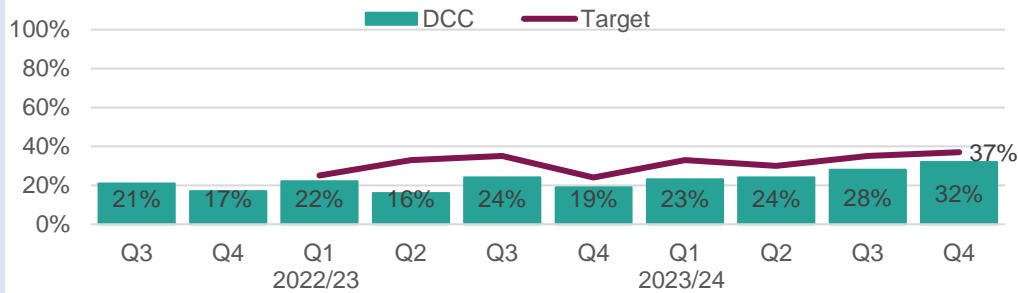
- 62 Both active borrowers and digital borrowers performed better than target again this quarter, with 46,002 (+4.8%, 2,092) and 4,466 (+15.8%, 610) borrowers, respectively.
- 63 The strong growth in digital borrower numbers is mainly due to an increased digital offer. The addition of newspapers to the BorrowBox App which has driven the downloading over 25,000 issues since September 2023.
- 64 Active borrower numbers continue to follow an upward trend quarter on quarter.
- 65 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

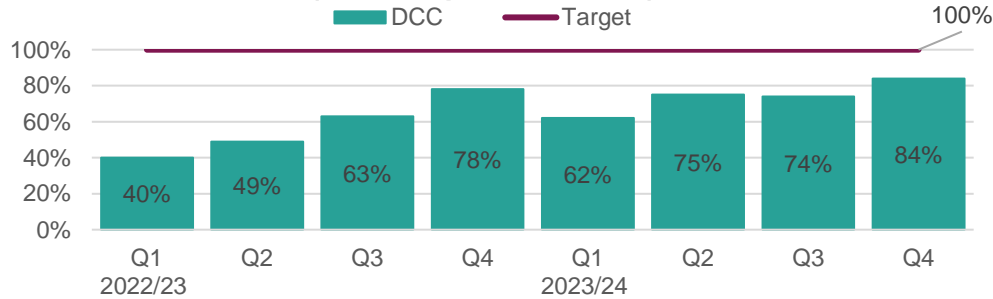
(discrete quarterly data)

Cinemas

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

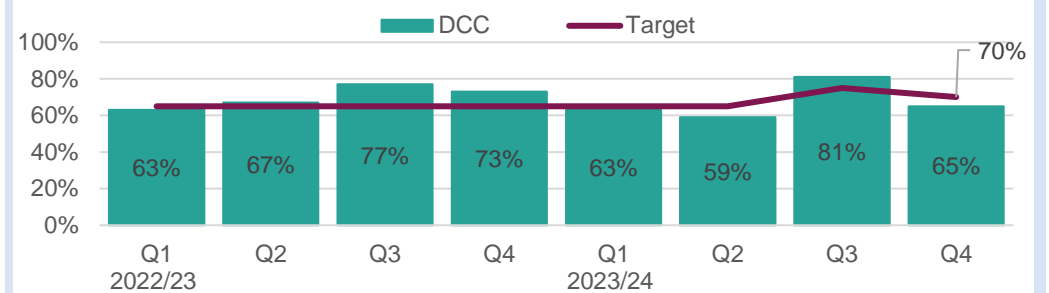


Average yield of cinema screenings
(Gala, Empire and BATH)

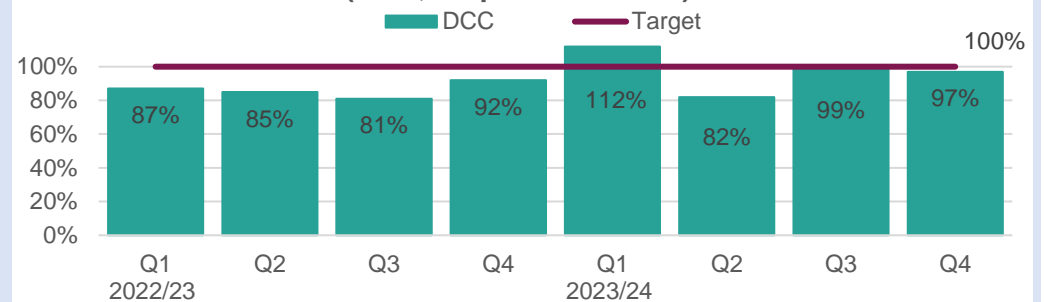


Theatres

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

- 66 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).
- 67 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.
- 68 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.
- 69 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

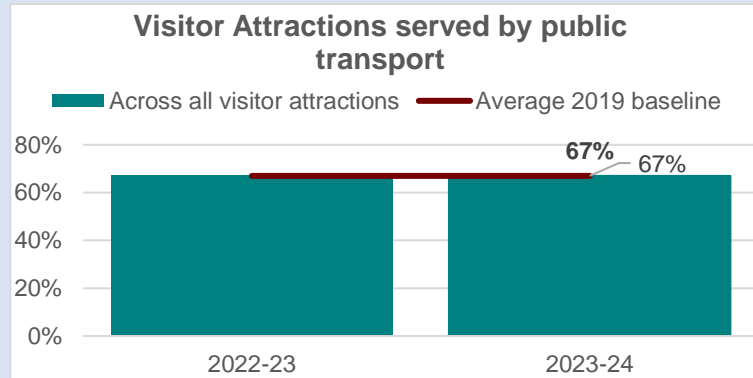
- 70 Average occupancy rate across all theatre performances for quarter four (January to March 2024) was 65%, worse than target (70%). It is also worse than the same period last year (73%, January to March 2023).
- 71 Half of theatre performances at Gala were hires this quarter, with the hirer responsible for marketing. Hires are not as well attended as programmed shows; however, hires generate a guaranteed fee regardless of sales.
- 72 Occupancy levels at Empire were lower than expected, with only one professional show delivered as the venue had to close for essential roof repairs.
- 73 Performances at BATH had an average occupancy of 69%, an improvement from quarter three (53%, October to December 2023).
- 74 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

- 75 In 2023/24 (April 2023 to March 2024), 10 out of the 15 visitor attractions (67%) were accessible by public transport³. This remains unchanged from the 2019 baseline and 2022/23 (April 2022 to March 2023).
- 76 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.
- 77 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.

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

Our Environment

Priority Aims:

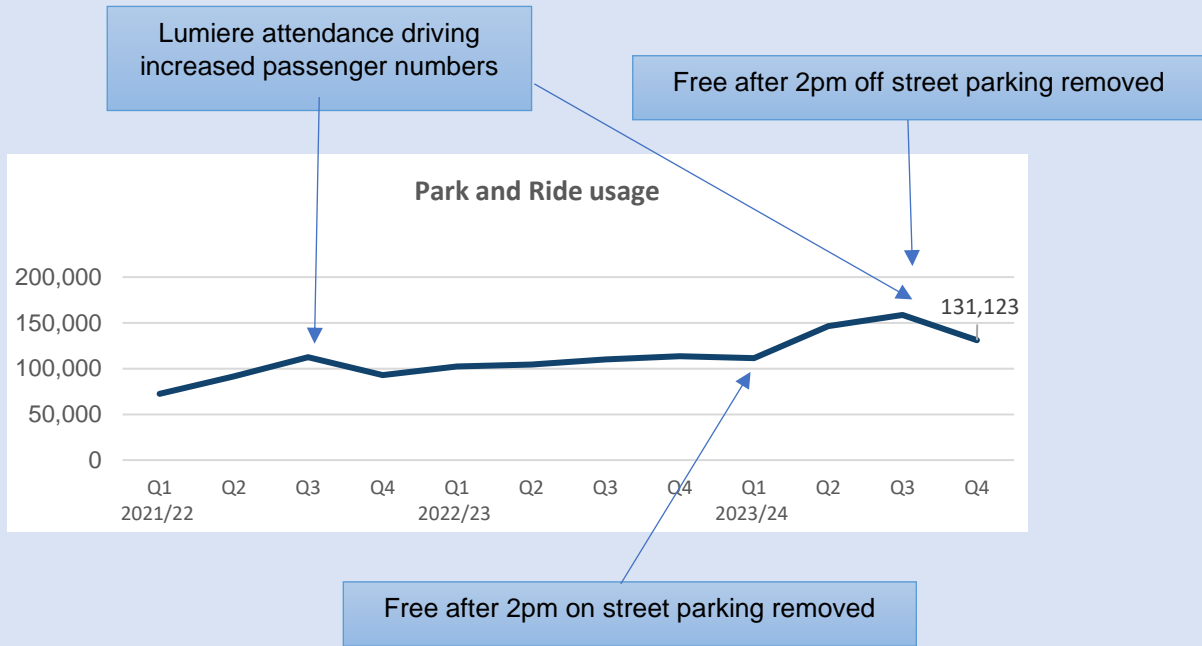
County Durham has taken action to tackle the climate emergency, reduce the impact of pollution and waste on our county and protect, restore and sustain our natural environment. We are continuing to,

- 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

Sustainable Transport

(discrete quarterly data)

Park and Ride Usage



Park and Ride Usage

- 78 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.
- 79 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).

Our People

Priority Aims:

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

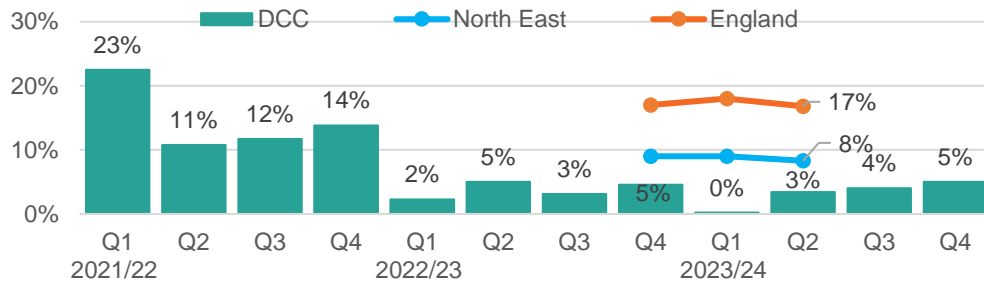
- ensure children and young people will enjoy the best start in life, good health and emotional wellbeing
- ensure children and young people with special educational needs and disabilities will achieve the best possible outcomes
- ensure all children and young people will have a safe childhood
- promote 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

Housing Vulnerable People Dashboard - Homelessness

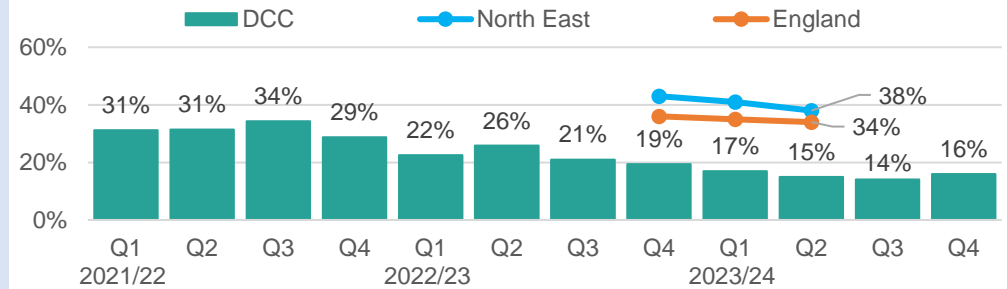
(discrete quarterly data)

Homelessness

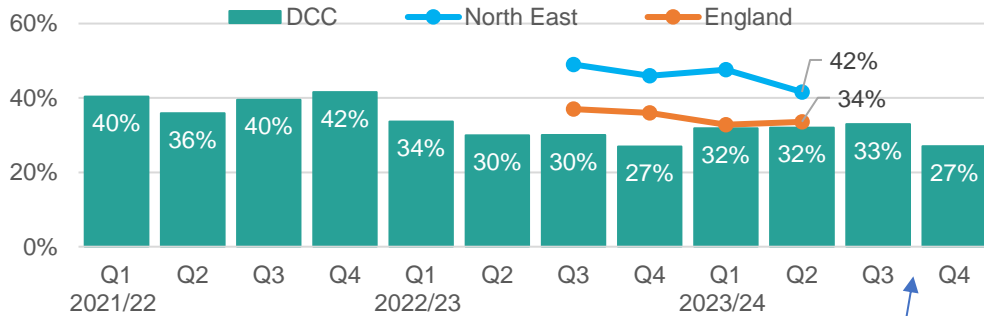
Homelessness prevention: people helped to stay in their home



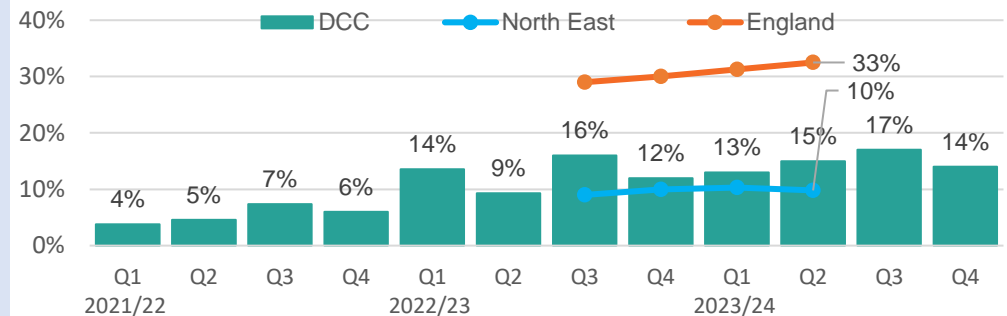
Homelessness prevention: people helped to move to alternative accommodation



Homelessness relief



Acceptance of the main homeless duty

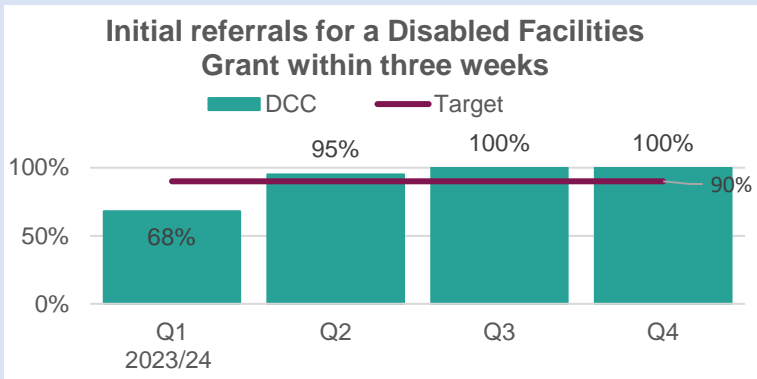


Equates to a difference of two households.

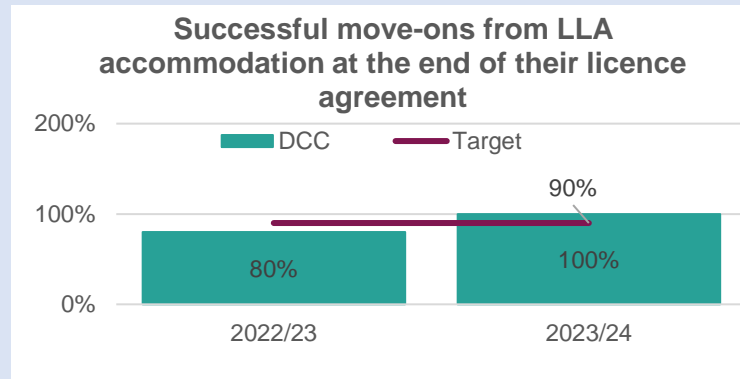
Housing Vulnerable People Dashboard – Disabled Facilities Grants and Local Lettings Agency Accommodation

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

Disabled Facilities Grants (DFG)



Successful move-ons from LLA accommodation



Equates to 63 clients moved on successfully.

Homelessness

- 80 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).
- 81 This improvement is following the appointment of two full-time visiting officers to assist households to remain in their existing accommodation.
- 82 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).
- 83 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).
- 84 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.
- 85 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.
- 86 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%

- 87 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.
- 88 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.
- 89 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.
- 90 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).

- 91 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.
- 92 Latest benchmarking data (15%, July to September 2023) show we performed better than the national average (33%), but worse than the regional average (10%).
- 93 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.
- 94 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.

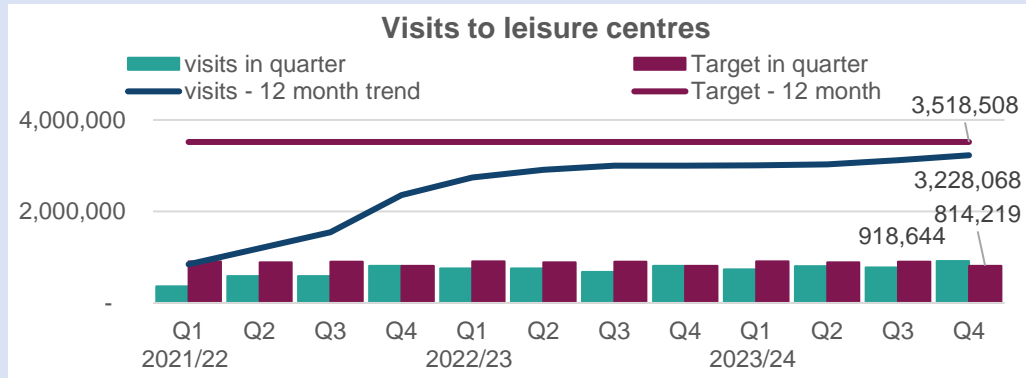
Disabled Facilities Grants

- 95 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).
- 96 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.

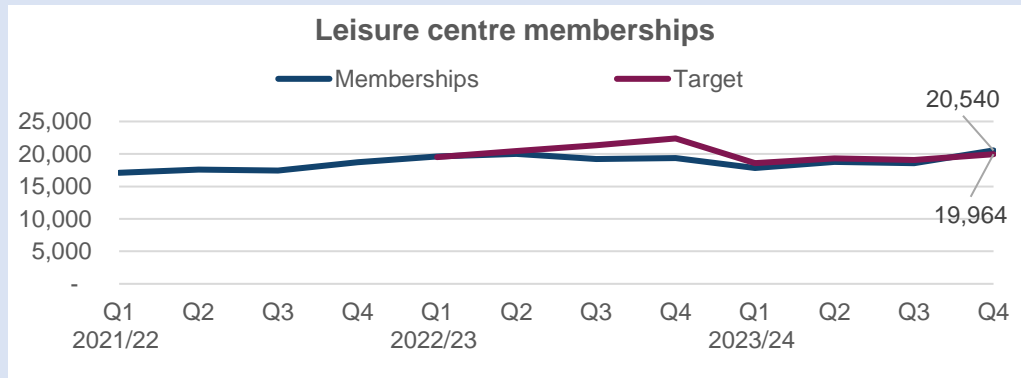
Physical Activity Dashboard

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

Leisure centre visits



Leisure memberships



Leisure Centre Visits

- 97 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).
- 98 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).
- 99 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.
- 100 Visits were also affected by the ongoing cost-of-living crisis that has been a real challenge for our communities.
- 101 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

- 102 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).
- 103 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.
- 104 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.
- 105 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

106 Of the approximate 250,000 dwellings⁴ across the county, 63% are owner-occupied, 20% are social rented and 17% private rented.

107 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)⁵. Although median house prices across the county have increased by 166% since 2000, from £47,000 to £125,000, there is significant variation.

108 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 ⁶	% of the county	% of the population	People per hectare ⁷
Rural	57%	7%	0.3
Rural town and Fringe	32%	37%	2.7
Urban	11%	56%	12.1

109 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.

⁴ [Durham Insight - Housing](#)

⁵ [Median House Prices](#)

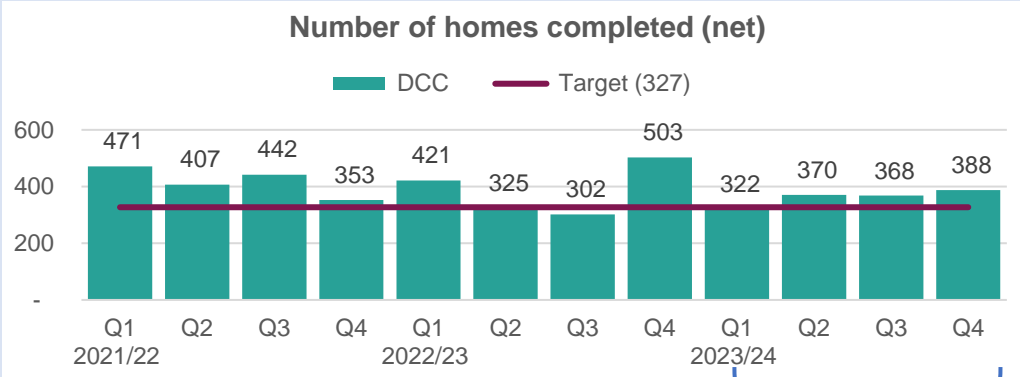
⁶ [Rural Urban Classification for LSOAs 2011](#)

⁷ [Durham Insight - Rural](#)

Housing Delivery Dashboard

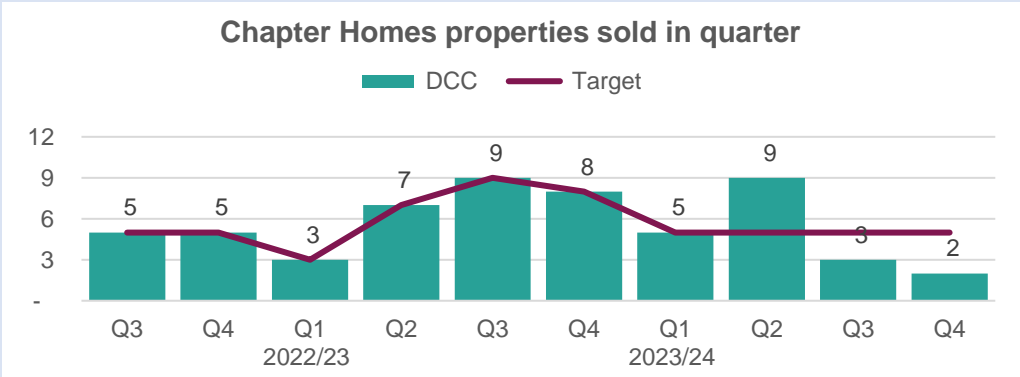
(discrete quarterly data)

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

- 110 The County Durham Plan support the delivery of housing to meet identified need and ensure the right type of housing.
- 111 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.
- 112 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.

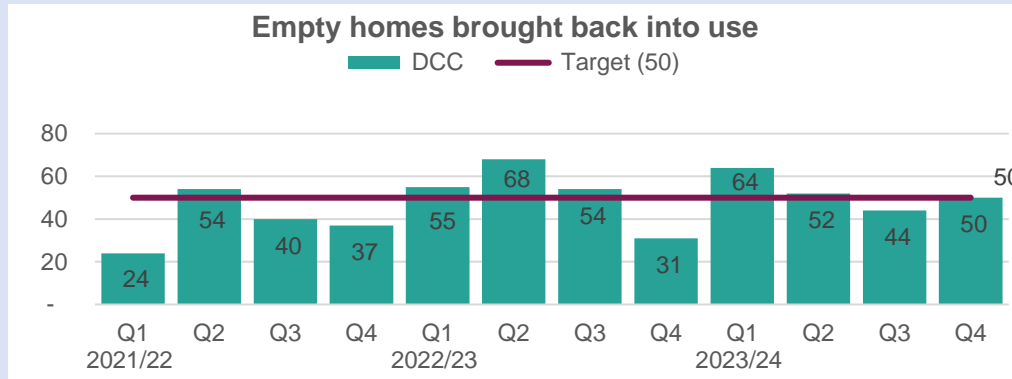
Chapter Homes

- 113 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)

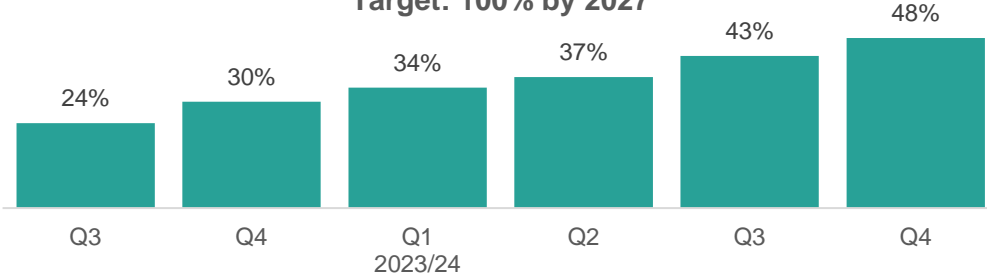
Empty Homes



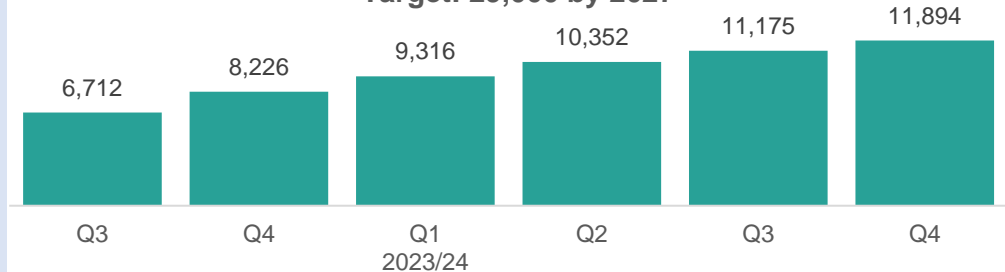
210 empty homes brought back into use in 2023/24 (April 2023 to March 2024)
10 better than target (200)

Selective Licensing (Private Rented Sector properties - PRS)

% 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



Empty Homes

- 114 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).
- 115 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

- 116 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.
- 117 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.
- 118 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.
- 119 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.

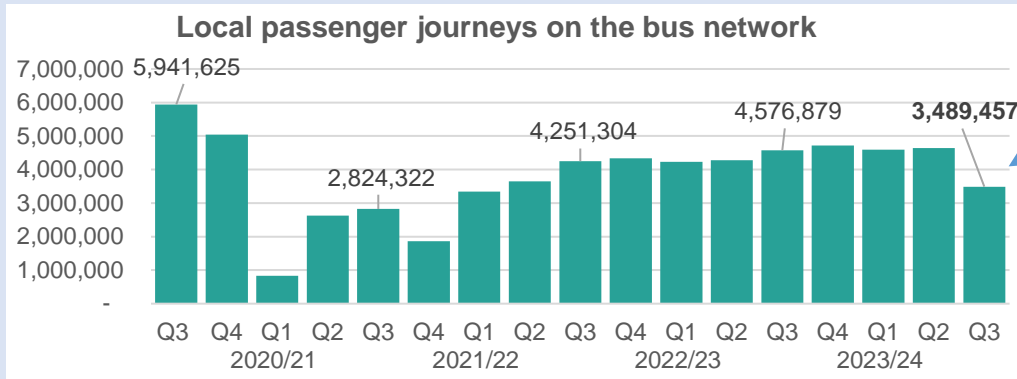
ASB in Selective Licensing Areas

- 120 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)

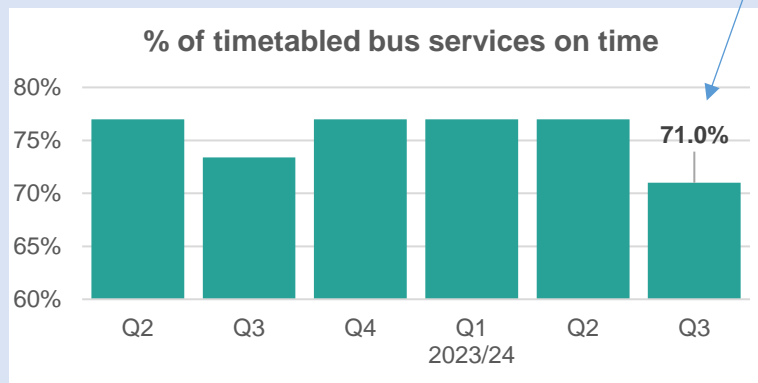
Public Transport Patronage



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%

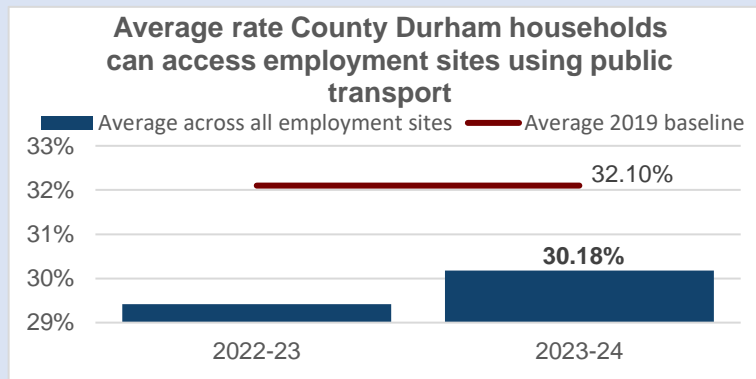
Not comparable with previous Transport Focus Survey

Transport Connectivity Dashboard: Accessibility by public transport

(discrete annual data)

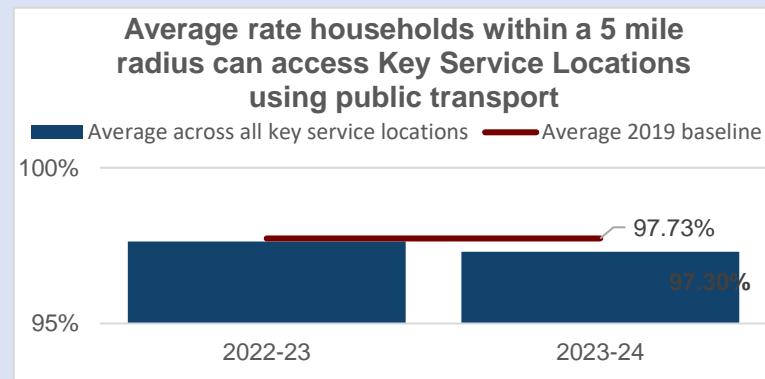
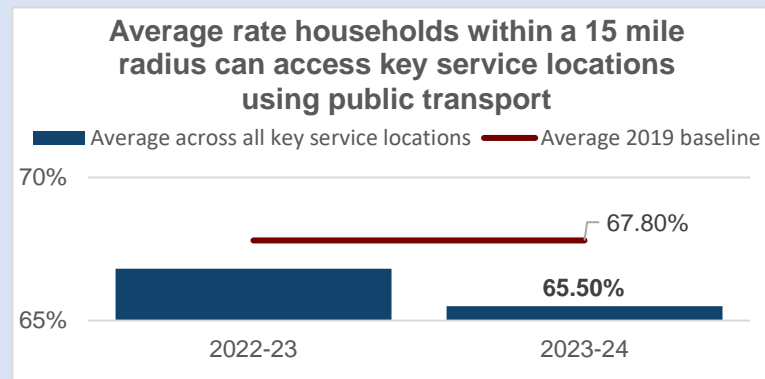
Accessibility to Employment Sites

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

- 121 Bus patronage continues to be worse than pre-Covid levels and is not likely to return to those levels in the medium term.
- 122 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).
- 123 In the same period, journeys on smaller operators saw an increase of 57% on services which run alongside Go North East routes.
- 124 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.
- 125 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.
- 126 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

- 127 Overall satisfaction with bus journey shows County Durham (75%) is worse than the rural statistical neighbours (80%) and national (80%) averages.
- 128 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%

- 129 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%

- 130 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.
- 131 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.

- 132 The 2024 results will track changes in passenger satisfaction, identify any trends and link these to BSIP funding and interventions.
- 133 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.
- 134 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

135 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).

136 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%

137 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%

138 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).

139 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%

140 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.

141 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.

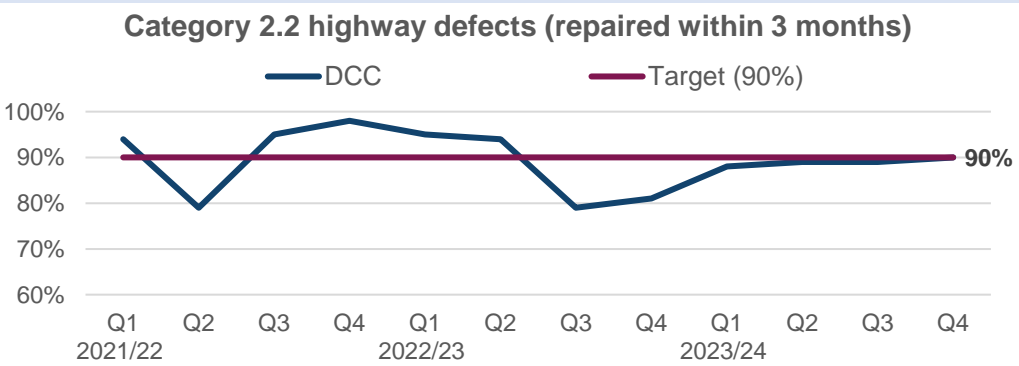
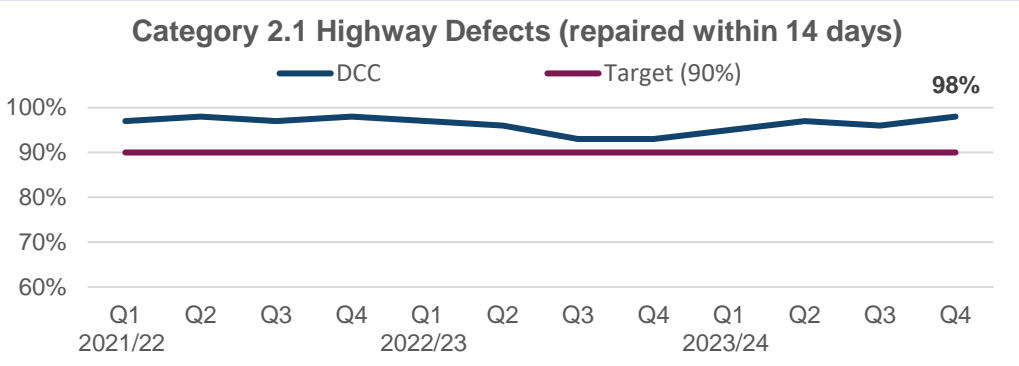
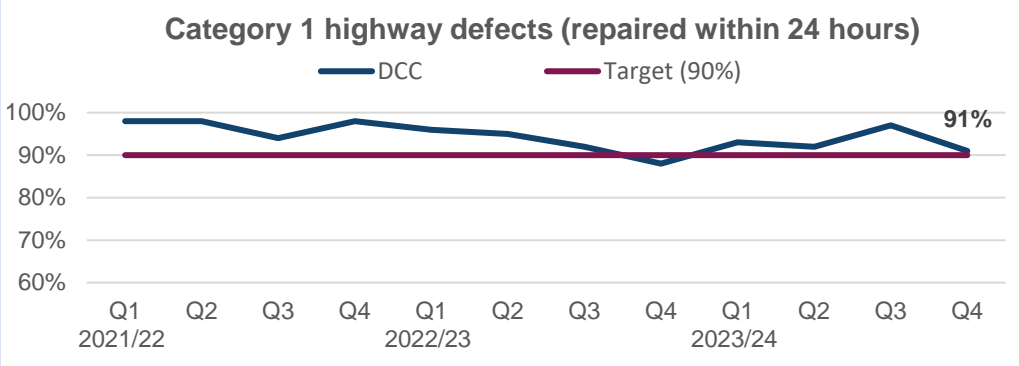
142 We continue to work in partnership at a regional level, with bus operators and other local authorities, to implement the North East Bus Service Improvement Plan (BSIP) to transform bus services and improve the bus network.

Highway Maintenance Dashboard

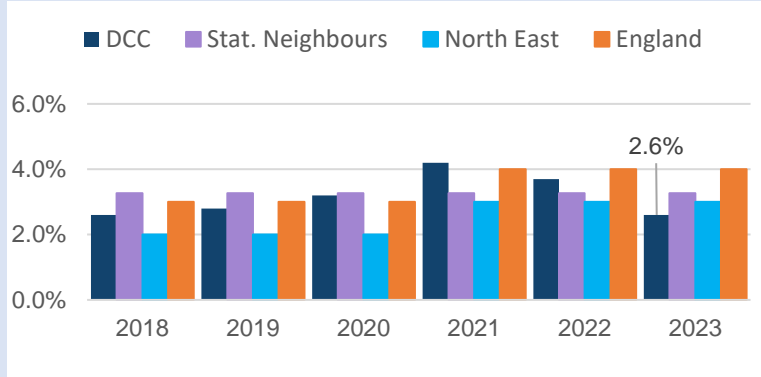
(discrete quarterly data / discrete annual data)

Highway Maintenance

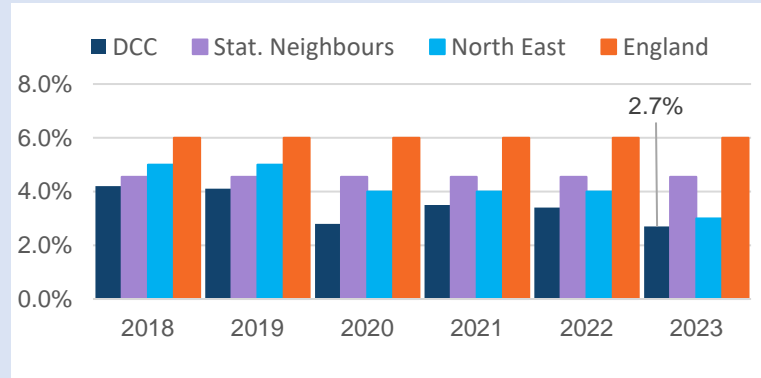
Defects are categorised on a risk basis, resources targeted at those likely to pose the greatest risk of harm. Category 2.2 highway defects pose the lowest risk based on footfall and location.



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



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



Highways Maintenance

- 143 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.
- 144 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 (3%, January to March 2023).
- 145 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)

- 146 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%).
- 147 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%).
- 148 Highways conditions have shown an improvement due to targeted investment.
- 149 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.
- 150 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.

Our Council

Priority Aims:

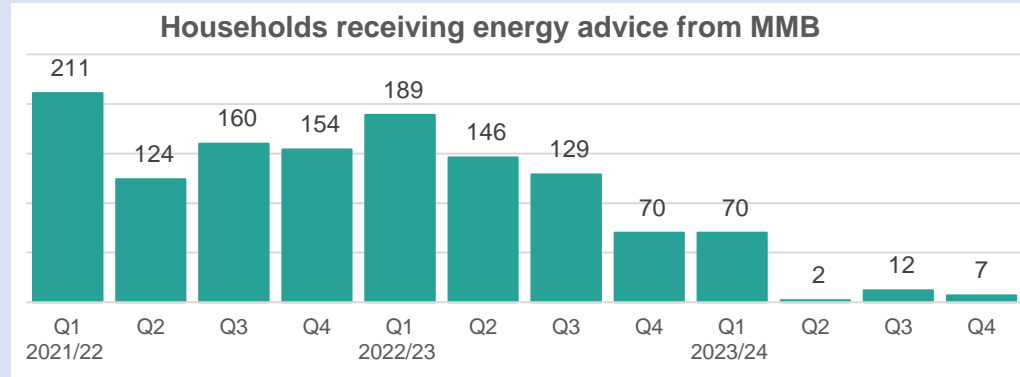
Durham County Council has a reputation for listening to its residents, being well-managed and getting things done. We are continuing to,

- 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

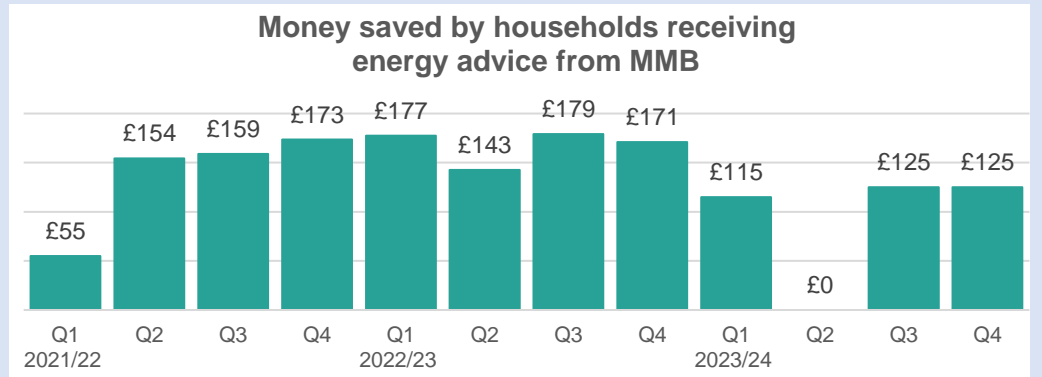
Managing Money Better

(quarterly data at 31 March 2024)

Managing Money Better (MMB)



Money saved by households receiving energy advice from MMB



Managing Money Better (MMB)

- 151 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.
- 152 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.
- 153 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:
- 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.

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 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

Our Environment: summary data tables

Sustainable Transport KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Park and Ride passenger journeys	Jan-Mar 2024	131,123	Tracker	113,434					Yes	No

Our People: summary data tables

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
					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

	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 66% of the total number of dwellings meet accessible and adaptable standards (building Regulations requirements M4(2)).	2022/23	71%	66%	50%					No	No
					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

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

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

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

Our Council: summary data tables

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

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	Daily Living Expenses 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).
DoLS	Deprivation of Liberty Safeguards 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.
EAP	Employee Assistance Programme 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.
EET	Employment, Education or Training Most often used in relation to young people aged 16 to 24, it measures the number employed, in education or in training.
EHCP	Education, Health Care Plan 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.
ERDF	European Regional Development Fund 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.
EHE	Elective Home Education 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.
ETA	Extension of Time Agreement 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.
FPN	Fixed Penalty Notice 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.
FTE	Full Time Equivalent 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.
GVA	Gross Value Added <i>The measure of the value of goods and services produced in an area, industry or sector of an economy.</i>

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

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>