

Cabinet

18 September 2024

Quarter One, 2024/25
Performance Management Report

Ordinary Decision



Report of Corporate Management Team

John Hewitt, Chief Executive

Councillor Amanda Hopgood, Leader of the Council

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To report our progress towards achieving the strategic ambitions and objectives set out in our 2024-28 council plan to members, senior managers, employees and the public.

Executive Summary

- 2 This report contains the most recent performance data available on 30 June 2024, alongside contextual information of activity and events taking place in the first quarter of the 2024/25 financial year (April to June).
- 3 As a large organisation providing a broad range of services, our operating environment can at times be challenging. It has been heavily 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.
- 4 In May, there was a General Election and a change in government. It is too early to determine how the change of government will impact local government, both in the short-term and long-term. We will continue to provide updates in future reports.
- 5 We continue to show strong performance across our key outcomes.
 - (a) We are showing strong economic performance across the county. Key areas such as jobs, investment, demand for development land / industrial premises, and employment are all favourable compared to previous years. Our visitor economy continues to grow. It is now worth £1.2 billion to the local area and supports more than 13,000 jobs. Increased attendances have been recorded at all our cultural venues.

However, challenges for the council include improving our GVA per filled job and improving processing times for planning applications.

- (b) Key measures around waste collection and disposal show that we are diverting a smaller proportion of waste to landfill, and contamination of our household recycling continues to come down. We are building, with regional partners, a new 'energy recovery from waste' facility which will meet the future needs of the county. More people are using our park and ride scheme following an expansion of its operating hours. Work is ongoing at national, regional and local levels to improve bus services.
- (c) Statutory demand for children's social care remains relatively consistent and re-referral rates are low compared to comparators. However, children taken into our care remains relatively high. A prolonged increase in requests for education, health and care plans has resulted in backlogs for educational psychologist advice. We have improved our processes and increased our capacity which have improved performance. Referrals into adult social care and Care Act assessments remain stable, and the number of people discharged from hospital to reablement and rehabilitation services is at a historic low. Our home care market is stable, care homes are rated either 'good' or 'outstanding', and waiting times for home care packages have been eliminated. Performance against homelessness outcomes are either stable or improving, although we perform worse than our benchmarks. We are continuing to see an increase in people presenting as already homeless.
- (d) The overall crime rate in County Durham has fallen and compares favourably with many council areas in the region. Although the number of domestic abuse incidents reported to the police remained static, the number of victims referred to our support services increased. Reports of fly-tipping remain low, environmental cleanliness is high, more long-term properties are being brought back into use, and response times to rectify category two highway defects are good. Of the private sector rented properties covered under the selective licensing scheme, 54% are fully licensed, in the process of being licensed, have exemptions or legal proceedings instigated. There have been more serious casualties and fatalities from road traffic accidents. We are continuing to support road safety through road improvements and campaigns. Response times to rectify category one highway defects are worse than target (although 20% more were identified).
- (e) We are continuing to provide strong support to our most vulnerable residents through our financial support schemes - one of only a few authorities which offer support of this type and to this extent. The processing times of housing benefit and council tax reduction requests (both new claims and changes in circumstances) have improved further. More calls are being answered, with all telephone lines answering at least 80% within three minutes (our performance standard). Satisfaction with overall service delivery remains high, the majority of service requests meet (or exceed) their performance standard, and we are

receiving fewer complaints. Although more days have been lost to and our sickness rate is now 0.29 days per full time equivalent employee higher than the same period last year, 60% of our employees recorded no sickness.

Recommendation(s)

6 Cabinet is recommended to:

- note the overall position and direction of travel in relation to quarter one performance (April to June), and the actions being taken to address areas of challenge.

Background

- 7 Our current [Council Plan](#) is a four year plan. It runs from the 2024/25 financial year to the 2027/28 financial year. It describes how we will effectively deliver our services whilst contributing to the aims of the [County Durham Vision 2035](#)¹.
- 8 Our plan aligns to both our Medium-Term Financial Plan which sets out how our priorities will be resourced and our County Durham Plan which sets out a vision for housing, jobs and the environment until 2035, as well as the transport, schools and healthcare to support it.
- 9 We track progress towards achieving our strategic ambitions and objectives through our performance framework – a collection of key performance indicators (including metrics from Oflog’s Local Authority Data Explorer) contextualised with benchmarking data from similar authorities, and information from our service teams.
- 10 Progress is reported quarterly on an exception basis, using ‘easy to read’ dashboards focusing on trends, direction of travel, benchmarking and performance to target. Key messages are aligned to our five thematic areas (our economy, our people, our communities, our environment, our council) and are grouped into ‘things that are going well’ and ‘issues we are addressing’.
- 11 Our performance management processes align with the [statutory guidance](#)² recently produced by the government. The guidance sets out the ‘characteristics of a well-functioning authority’ and the ‘indicators of potential failure’. In relation to performance management, this includes:

Characteristics of a well-functioning authority

- The corporate plan is evidence based, current, realistic and enables the whole organisation’s performance to be measured and held to account.
- The use of performance indicators and Oflog’s Local Authority Data Explorer to manage risk and to benchmark against similar authorities and manage risk.
- The council has complete, timely and accurate data, and the skills to interpret it, to inform decisions.
- There are clear and effective mechanisms for scrutinising performance across all service areas. Performance is regularly reported to the public to ensure that citizens are informed of the quality of services being delivered.
- Partners and local residents are involved in developing indicators and targets, and monitoring and managing lack of performance.

¹ developed with our partners and the public. It sets out what we want the county to look like by 2035. It provides direction to key public, private and voluntary sector organisations enabling them to work together and improve the quality of life of our residents.

² [Best Value Standards and Intervention](#)

Indicators of potential failure

- A lack of 'good quality' data and insight to understand services.
- A lack of corporate capacity or capability, resulting in a lack of strategic direction, oversight and sense of accountability.
- Performance management information is not consistently used, does not measure outcomes where relevant and underperformance is not effectively addressed.
- Data quality is poor and there is a lack of capacity or capability to interpret it to inform decisions.
- Services data suggests poor performance and outcomes compared to similar local authorities.

12 We continue to operate in line with the characteristics of a well-functioning authority, and over the last 18 months we have further strengthened these functions with:

- A higher level, more strategic Council Plan which gives the reader a more immediate sense of the strategic direction of the council and what we are intending to do.
- A renewed service planning process which simplifies and brings together organisational planning into the strategic planning cycle.
- A refreshed approach to quarterly performance reporting which provides greater insight into how our services are performing.

Conclusion

13 This report describes our progress towards achieving the strategic ambitions and objectives set out in our 2024-28 council plan to members, senior managers, employees and the public.

14 It contains the most recent performance data available on 30 June. Contextual information relates to activity and events taking place in the first quarter of the 2024/25 financial year (April to June). It provides insights into what is going well and the issues we are addressing.

Background papers

- [County Durham Vision](#) (County Council, 23 October 2019)

Other useful documents

- [Council Plan 2024 to 2028](#) (current plan)
- [Quarter Four, 2023/24 Performance Management Report](#)
- [Quarter Three, 2023/24 Performance Management Report](#)
- [Quarter Two, 2023/24 Performance Management Report](#)
- [Quarter One, 2023/24 Performance Management Report](#)

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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 One, 2024/25



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Glossary

Executive Summary

- 1 This report shows how we are performing against the priorities set out in our Council Plan 2024-28.
- 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 30 June. Contextual information relates to activity and events taking place in the first quarter of the 2024/25 financial year (April to June).

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 As our Inclusive Economic Strategy progresses, we see our overall economic performance remains strong across a range of performance measures, with however some variation within the county and across the region compared to national levels.
- 6 There has been a 10% increase in available jobs across the county since 2010. And demand for development land, and industrial and office premises of all sizes remains high. Our employment rate is statistically better than the rate 20 years ago and our unemployment rate is low. Our GVA increased by £1.6 billion between 2020 and 2022.
- 7 Our visitor economy continues to grow and now contributes £1.2 billion to our local economy and supports more than 13,000 jobs. Visitors are spending more.
- 8 The proportion of planning applications overturned on appeal remain well within the government's criteria.
- 9 We are exceeding target in securing more investment for companies, and over the last two years we have exceeded the annual target for inward investments.
- 10 The UK Shared Prosperity Fund (UKSPF) Productivity and Growth Programme is now established, and delivery is on track. We are engaging with and supporting more businesses than our target and continue to create or safeguard jobs.
- 11 The new employability programme has gained momentum over the last three months, with more clients registered. Referral mechanisms are now embedded, we are advertising the programme and are developing a new marketing strategy to reach our target groups. We are providing those who have secured employment with in-work support to help sustain their employment.
- 12 We have recorded increased attendances at all our cultural venues, strengthening our position as the culture county and contributing significantly to the local economy. Our brand-new venue 'The Story' has opened to the public. The number of library borrowers continues to grow and performed better than target.

Issues we are addressing

- 13 Although our GVA per filled job continues to improve and remains on par with the North East average, it is worse than the England average – and the gap is getting bigger.
- 14 Processing times of planning applications are worse than target and latest data shows our performance to be worse than most of the benchmarking groups. We are focusing on clearing out the old backlog of non-major planning applications, utilising the additional government funding from the Planning Skills Delivery Fund.
- 15 The occupancy rate for business floorspace owned by the council is worse than target. New private sector office and industrial units are driving competition and attracting tenants away from our premises. However, this is a positive sign of wider economic development and growth.
- 16 Both average occupancy rate and average yield across all programmed cinema screenings were worse than target this quarter. However, this is an improvement in average yield compared to the same period last year, specifically at the Gala where special screenings continue to perform well. The cinema at Empire remains closed for roof maintenance.

Our environment

- 17 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

- 18 Domestic waste diverted from landfill continues to be better than target and performance is improving. Kilograms of waste collected per household remains consistent and contamination continues on a downward trend. We are progressing (with partners) a new energy recovery from waste facility that will meet the future needs of the county - the new plant is expected to be operational in 2028.
- 19 More people are using the park and ride compared to last year. This is mainly because it now operates from Belmont and Sniperley on Sundays and bank holidays.

Issues we are addressing

- 20 Household recycling rates are worse than last year and the national average. We await further detail on the national standardisation of recycling collections, including the introduction of food waste collections.

Our people

- 21 This priority aims to help our residents live long and independent lives and remain in good health for as long as possible. We will protect and improve health by tackling the leading causes of illness and early death, inequalities and the challenges around mental health. We will ensure a sustainable high-quality care market and invest in a multi-million pound programme to transform our leisure centre venues.

Going Well

- 22 Demand for children’s social care support remains consistent and re-referral rates are low compared to comparators. The new Early Help model is generating more partner-led Early Help assessments strengthening County Durham’s system-wide capacity to deliver support to families in need. A wide-ranging programme of activity and support is being delivered in Family Hubs, and other venues with partners.
- 23 As part of our Placement Sufficiency strategy, we are providing more children’s homes, and strengthening our existing provision with more management capacity and a “grow your own” approach to recruit new workers with no experience of residential care to tackle sector shortages. In 2023 we opened a new home. In 2024, we replaced another home and will open another new home in December. A new Edge of Care home should be open by the end of the year; to help young people to remain living at home and to prevent them going into care. Furthermore, we secured ongoing capital investment to ensure all our homes continue to be updated, are homely and fit for purpose.
- 24 School attendance is steadily improving following an increase in absence nationally, regionally and locally following the pandemic. We are working with schools to reduce or remove barriers to attendance and are providing opportunities for schools to share support and best practice. This includes regular conversations with schools to identify, discuss and signpost to services those pupils who are, or who are at risk of becoming, persistently absent from school. We are working closely with partners to develop a new Partnership Protocol – ‘Working Together to Support School Attendance.’
- 25 Across Adult Social Care, annual review performance is improving. Quarter one shows almost 77% of service users had received an assessment or review in the last 12 months. We are working to reduce the backlog of overdue annual reviews, and expect performance to improve.
- 26 The home care market has remained stable over the last 15 months with approximately 3,300 people using home care at any given point during this period. Waiting times for home care packages have been eliminated. High Care Quality Commission (CQC) ratings for community-based care demonstrate high quality services provided for residents - 70% of providers in County Durham are rated good or outstanding compared with 57% nationally.
- 27 Around 90% of care homes across the county are rated as good or outstanding – better than the North East (85%) and England (77%). We continue to manage the capacity in care homes enabling admissions as required.

Issues we are addressing

- 28 There has been a steady increase in requests for new EHCPs over recent years. This, along with a national shortage of educational psychologists (needed to undertake the required assessment) has impacted on the 20 week timeliness performance. We have made improvements to the assessment process and increased EP capacity - this is starting to have an impact. We expect overall timeliness to steadily improve over the next financial year - 12% of EHCPs were finalised within 20 weeks in June.
- 29 Although statutory demand for children’s social care remains low, children taken into our care remains relatively high. This is indicative of ongoing high levels of complexity and a change in the composition of demand.

- 30 The increase in children and young people Electively Home Educated is likely to be in part, a seasonal trend. Latest benchmarking for the autumn term of this academic year places the county in-line with national rates. The service continues to have strong well-established multi-agency Education at Home operational and strategic groups. They meet half termly with wide service representation including health, SEND and inclusion, education and skills, and wider children's services colleagues to consider suitable education and safeguarding of children. We are continuing to support 16-17 year olds who do not have a place in education, employment and training with our 'September Guarantee commitment'.
- 31 Referrals into adult social care and Care Act assessments remain stable. We are working to increase our understanding of the changing demand for adult social care.
- 32 In adult social care, the number of people discharged from hospital into reablement and rehabilitation services is at a historic low. We are undertaking a review of reablement services to understand changing demand to the service as well as staff turnover and service capacity. Outcomes for those who do undertake reablement and rehabilitation services continue to be good and outperform targets.
- 33 Latest data for permanent admissions to residential and nursing care shows that we are sustaining a lower rate compared to the BCF target and have had fewer admissions than in the previous 12 month period. Around 10% of people use direct payments to pay for at least part of their care, which is a lower rate than both regionally and nationally. As there is no difference between our direct payment policy and that of other councils, we are exploring other opportunities to develop take-up in the county.
- 34 Around 7,000 people across the county are alcohol dependent. And our metrics for alcohol-specific hospital admission rates (for both adults and under-18s), alcohol-specific mortality rate, and mortality from chronic liver disease are worse than the England average. However, our Drug and Alcohol Recovery Service is rated 'outstanding' by the Care Quality Commission and the success rate of our treatment programmes is better than the national average, with high client satisfaction. Although we estimate unmet treatment to be around 76% - it is better than the national average of 79%.
- 35 Although our performance against homelessness outcomes are either stable or improving, we remain worse than latest benchmarking averages for both the region and nationally (October to December 2023). There has been a notable increase in households presenting as already homeless but we have plans to separate the initial assessments and outcome work to improve outcomes across all stages of homelessness. Having adopted our Homelessness and Rough Sleeping Strategy and Delivery Plan for 2024-2029, we have a plan to address and prevent homelessness through and rough sleeping across the county.

Our communities

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

Going Well

- 37 Fly-tipping levels remain low, environmental cleanliness remains high, more long-term properties are being brought back into use, and our response times to rectify category two highway defects are better than both the target and the same period last year.

- 38 Bus patronage and punctuality, which were impacted by strike action at the end of 2023 and a shortage of drivers, are now improving. We are continuing to work with other councils across the region to implement the North East Bus Service Improvement Plan.

Issues we are addressing

- 39 Of the private sector rented properties covered under the selective licensing scheme, 54% are fully licensed, in the process of being licensed, have exemptions or legal proceedings instigated.
- 40 Although response times to rectify category one highway defects are worse than both the target and the same period last year, we identified 20% more defects during this period (and increased repairs by 13%). As a result the allocated revenue budget will be overspent, which will be supported by £1.8 million from capital, reducing the overspend to £0.238 million.
- 41 Serious casualties and fatalities from road traffic accidents have increased. We continue support to reduce road traffic casualties through our education programmes and campaigns. During quarter one, we focused on the Fatal Four including seatbelts, mobile phones, child pedestrian road safety, motorbikes and cyclists and included Euro football drink/drug drive awareness.
- 42 Although fewer domestic abuse incidents are being reported, more victims are being referred to support services.

Our Council

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

Going Well

- 44 Sixty percent of our employees recorded no sickness over the last 12 months.
- 45 Council Tax Billing for the 2024/25 financial year has increased by around £24 million. Of this, £7.6 million is due to changes to the Empty Property Premiums and a further £1 million to the ending of our Council Tax Discretionary Reduction Scheme (post-Covid support). In addition to this increased debit, the number of households paying their council tax over 12 months has increased by 58% - this has had a short-term negative impact on in-year collection.
- 46 The lower in-year collection rate for business rates (33.3% to 31.2%) follows a change to the payment process for centrally managed schools which has resulted in their payments being credited in quarter two rather than quarter one.
- 47 New claims and change of circumstances for housing benefit and council tax reduction continue to be processed quicker. This is in spite of high demand. The continued improved performance is due to a combination of factors including upskilling of staff, reduced absence, and the implementation of new processes following service improvement review activity.
- 48 We continue to provide strong support to our most vulnerable residents through our financial support schemes - one of a few authorities offering this type and extent of support. It costs us £67 million to support residents with their council tax bills, and during

quarter one, we provided an additional £280,000 of Discretionary Housing Payments, Daily Living Expenses and Settlement Grants.

- 49 In addition, we have utilised the Household Support Fund to support low-income households and grass root organisations with food, fuel, furniture and white goods, and provide general cost-of-living support. The £1 million secured from the UK Shared Prosperity Fund is being used to fund a cost-of-living and debt advice service, five new food surplus hubs, and the welcome spaces programme for 2024/25.
- 50 Over the latest 12 months, we have not only answered more calls, but we have answered a greater proportion within three minutes. We achieved this by filling all posts, reducing absence levels and utilising extra capacity from the Customer Access Points. During quarter one, all lines met the performance standard - the percentage we answered within three minutes was never lower than 80%.
- 51 Around 39% of contact we receive is now received digitally. Digital contact is more than twice the volume recorded pre-pandemic.
- 52 Satisfaction with our overall service delivery remains high, and of those service requests that can be assessed against a performance standard, 77% met (or exceeded) their performance standard. We are receiving fewer corporate complaints and the proportion reaching the Local Government and Social Care Ombudsman remains static.
- 53 Almost 5% of our workforce is enrolled on an apprenticeship. We retain around three quarters of our new apprentices. No apprenticeship levy funds have expired over the last nine months. This is because we have used more of the levy funds (higher value courses rather than more apprentices), more schools have converted to academies so no longer contribute to the fund and we have made levy transfers to local businesses.

Issues we are addressing

- 54 A bigger proportion of complaints was upheld at independent investigation stage. Mainly due to time taken to respond, and not keeping the customer informed of progress.
- 55 Some employees have yet to fully complete the mandatory e-learning programme. Most are non-digital staff (those without access to the council's computer network as part of their role). It can be difficult to deliver e-learning to this group as training needs to be face-to-face, scheduled into shift patterns or arranged outside working hours. However, completion rates are better than the previous quarter.
- 56 Days lost to sickness during the 12 months ending June increased by 5%, compared to the same period the previous year. Our sickness rate (days lost per Full Time Equivalent (FTE) employee) is now 11.51 - 0.29 days higher than the same period the previous year.
- 57 Recruiting and retaining employees to specific posts remains challenging. We have targeted recruitment campaigns, recruitment and retention allowances and are using agency workers to stabilise teams. The availability of agency workers is also a challenge.

Risk Management

- 58 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.

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

59 Although overall economic performance remains strong across a range of performance measures, there is variation within the county and across the region compared to national levels.

60 There has been a 10% increase in available jobs across the county since 2010. And demand for development land, and industrial and office premises of all sizes remains high. Our employment rate is statistically better than 20 years ago and our unemployment rate is low.

	County Durham	England Average	Statistical comparison
Employment Rate	74.2%	75.7%	similar
Unemployment Rate	3.7%	4.0%	similar

61 Between 2019 and 2020, Gross Value Added (GVA) fell across England and the North East. However, County Durham experienced modest growth. Between 2020 and 2022, the county's GVA increased notably - from £9.1 billion to £10.7 billion.

62 This post-Covid growth was mainly driven by the manufacturing, education and construction sectors, and supported by modest growth in motor and wholesale trades, and the visitor economy. However, sectors such as retail, information and communication technology, and financial services had not recovered by 2022.

63 Our GVA per filled job continues to improve and remains on par with the North East average. However, it is worse than the England average – and the gap with England is getting worse.

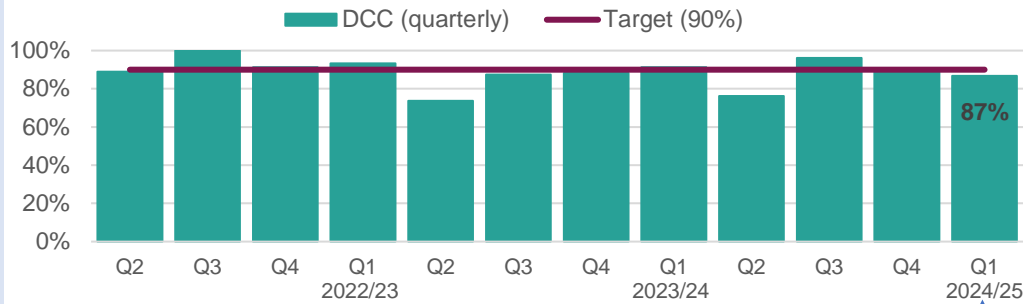
64 More people are achieving higher levels of education and training and moving into better paid jobs. However, we continue to lose many people to urban areas which offer higher wages and a greater choice of private sector jobs.

65 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 March 2024)

Major planning applications completed within deadline

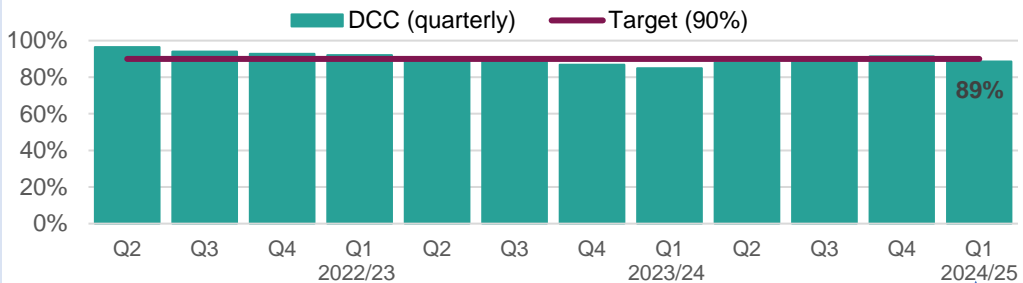


13 of 15 applications determined to deadline.

Major planning applications completed within deadline (March 2024)



Non-major planning applications completed within deadline



351 of 396 applications determined to deadline.

Non-major planning applications completed within deadline (March 2024)

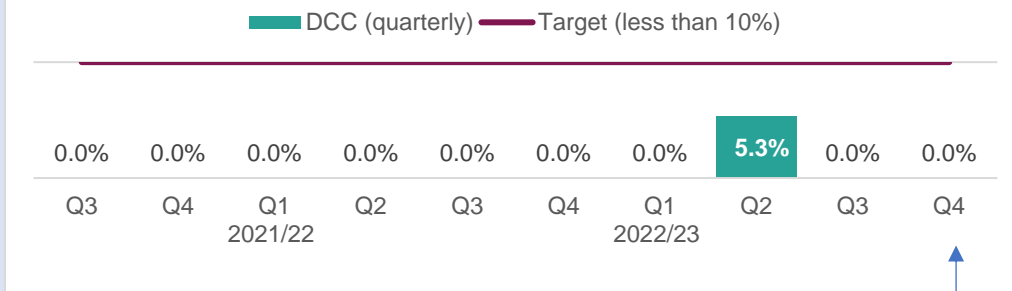


I am an ex-building control officer and prepare plans for local authority approval throughout the North-East and beyond. The council that I deal with that 'ticks' more frequently than any other is Durham County Council. Please keep up the good work. **Planning service user.**

Economic Growth Dashboard: Planning Application Appeals – Oflog Measures

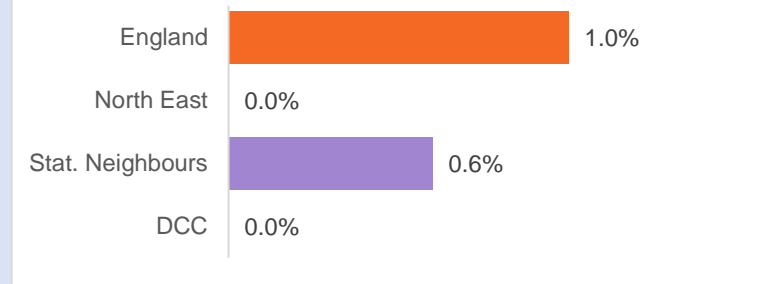
(discrete quarterly data / benchmarking data 31 March 2023)

Major planning applications overturned on appeal (March 2023*)

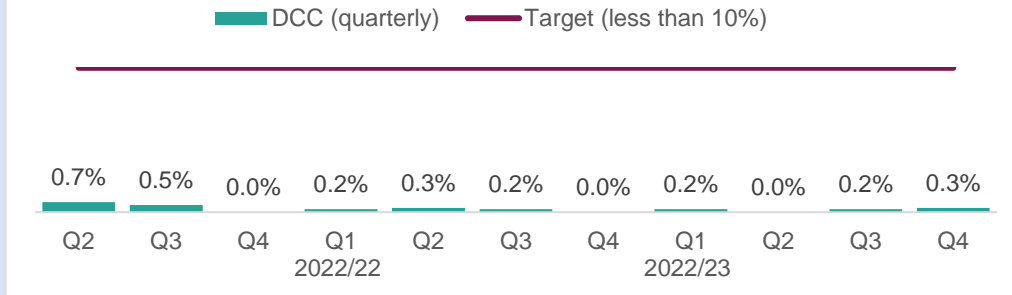


No decisions were overturned.

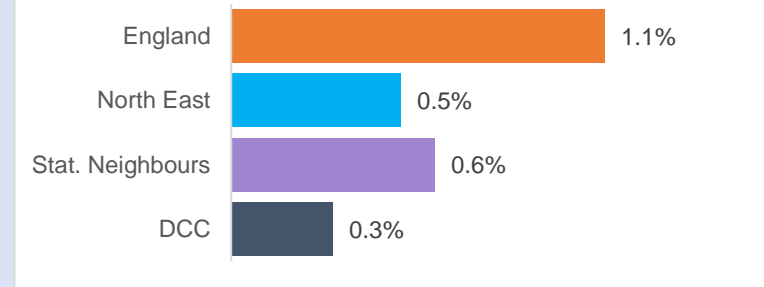
Major planning applications overturned on appeal (March 2023*)



Non-major planning applications overturned on appeal (March 2023*)



Non-major planning applications overturned on appeal (March 2023*)



*Significant data lag (15 months) 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)

- 66 During quarter one (April to June), we determined 87% of major planning applications within 13 weeks (13 of 15), and 89% of non-major planning applications within deadline (351 of 396). Our performance for both measures was worse than our target (90%).
- 67 Latest benchmarking data (March 2024) shows our performance for major planning applications to be worse than the national average, the North East average and our statistical neighbours. However, although performance for non-major applications is slightly worse than our statistical neighbours, it is better than the national and the North East average.

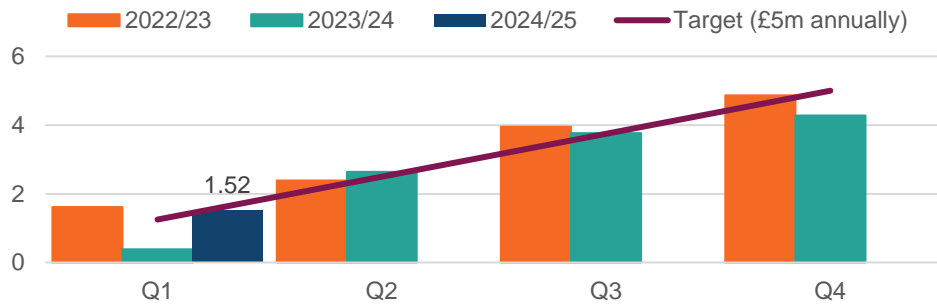
Planning application type	Our performance	National average	North East average	Statistical Neighbours
Major	89.5%	90.4%	93.7%	91.9%
Non-major	91.4%	89.4%	90.5%	93.3%

- 68 During quarter one, we focussed on clearing out older, backlogged non-major planning applications, utilising the additional government funding from the Planning Skills Delivery Fund.
- 69 Latest benchmarking data (March 2023) for major and non-major applications overturned on appeal shows we are better than the government's designation criteria (less than 10%) and on par or better than all benchmarking groups. None of the 34 decisions for major applications were overturned at appeal and only one of 374 non-major applications (0.3%) was overturned at appeal.
- 70 In accordance with section 92 of the Local Government Act 2000, in June 2024, the Director of Legal and Democratic Services, (in consultation with the Chair of Corporate Overview and Scrutiny Management Board) authorised a compensation payment to an individual for maladministration caused by errors in the granting of a planning and a reserved matters planning application earlier this year.

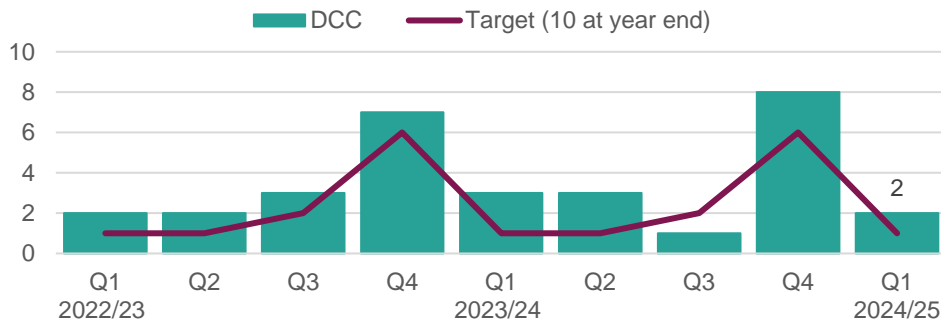
Economic Growth Dashboard: business investments and portfolio

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

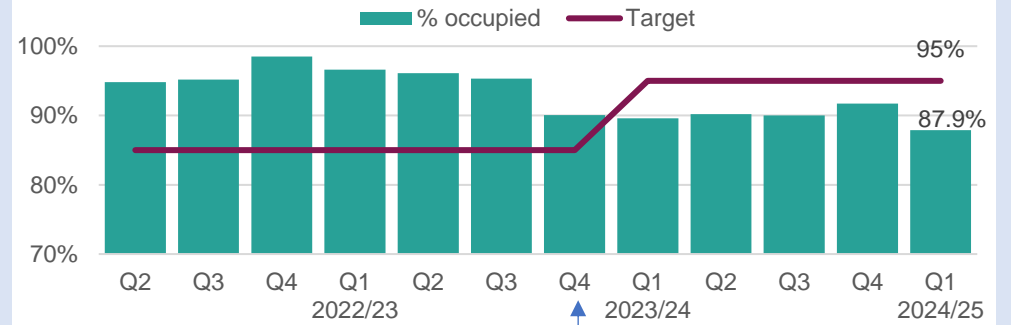
Investment secured (£'million)



Number of inward investments



Business Durham Office Space



Additional floorspace added to portfolio last year reduced occupancy rate.

Investments

- 71 During quarter one (April to June), we secured just over £1.5 million of investment for companies, better than our profiled target of £1.25 million. Investment included Finance Durham Fund, New Cluster Development Fund, Enterprising Durham and County Durham Growth Fund approved grants.
- 72 Over the same period, we supported two inward investments. These were Your Local.com and Meridian Psychotherapy. Over the last two years we have exceeded the annual target (10) for inward investments.

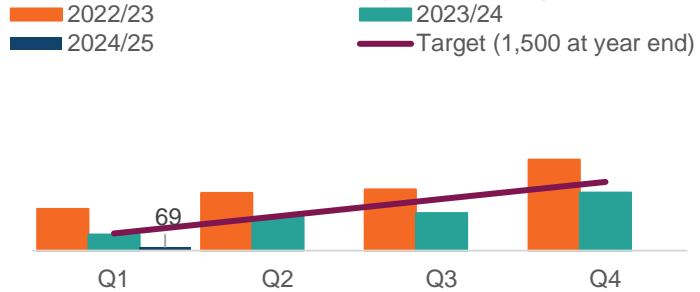
Business Durham floor space

- 73 At the end of June, our occupancy rate was 88%, worse than our target of 95%. Were it not for the increase in floorspace earlier this year with new units at Station Place and two new offices at Durham Dales Centre occupancy would be higher. New private sector office and industrial units are driving competition and attracting tenants away from Business Durham premises, however this is a positive sign of wider economic development and growth.
- 74 Six units have been let at Station Place, taking occupancy to 54%, with one unit reserved for move-in September 2024. The remaining three units are currently being marketed. Of the two new offices at Durham Dales Centre, one is vacant, and occupancy is at 93.3%.

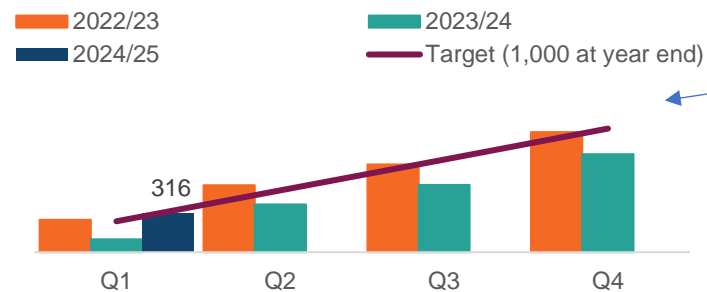
Business Support and Job Creation Dashboard

(year to date ending 30 June 2024 / discrete annual data)

Jobs created or safeguarded by Business Durham (cumulative)

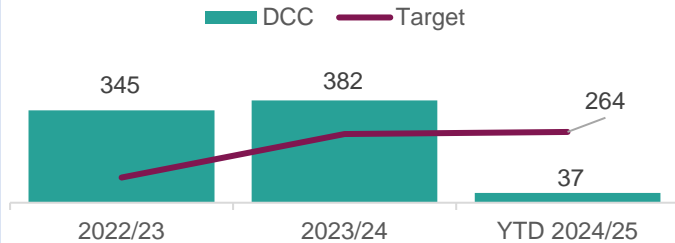


Businesses supported by Business Durham (cumulative)

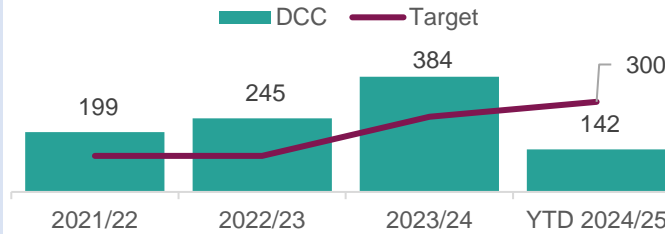


UKSPF Productivity and Growth Programme is now established, and delivery is back on track.

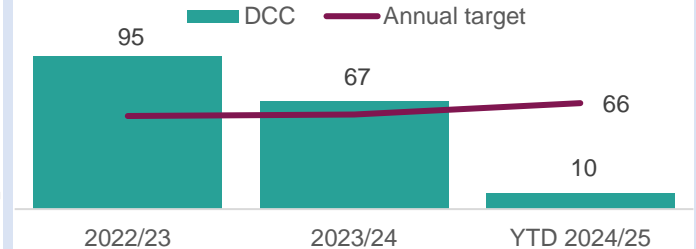
FTEs created / safeguarded via regeneration projects (cumulative)



Businesses supported by Community Economic Development Team (cumulative)



Businesses supported by regeneration projects (cumulative)



Businesses supported and jobs created/safeguarded

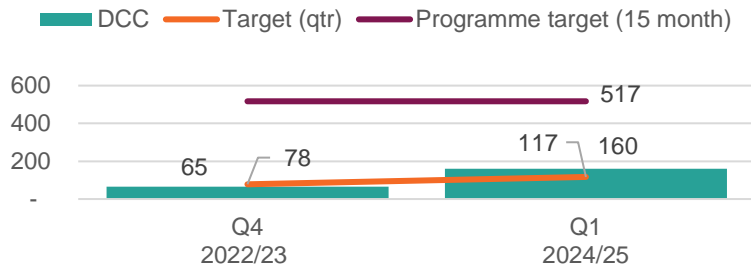
- 75 The UK Shared Prosperity Fund (UKSPF) Productivity and Growth Programme is now established, and delivery is on track.
- 76 Between April and June, we engaged with 316 businesses, more than our target of 250, and created or safeguarded 69 full-time equivalent (FTE) jobs as a result. Although jobs created or safeguarded is worse than our target of 375, the target is based on programmes that capture output towards their end, and the success of inward investments, new tenancies and other programmes which are more fluid throughout the year. We expect to achieve the target later in the financial year.
- 77 Over the same period, we engaged with 142 new retail businesses, more than the target of 75, and supported 10 businesses through our regeneration initiatives³ which created / safeguarded 37 FTE jobs. A further five schemes are on-site and a further three are awaiting agreement. Both measures are in line with projections for the first quarter of the 2024/25 financial year.

³ Towns & Villages Programme, Meanwhile Use Fund (grants to businesses supporting temporary uses and start up), Seaham Townscape Heritage Programme, Property Re-use Scheme and Conservation Area Grant Scheme.

Employability Programmes Dashboard

(April - June 2024)

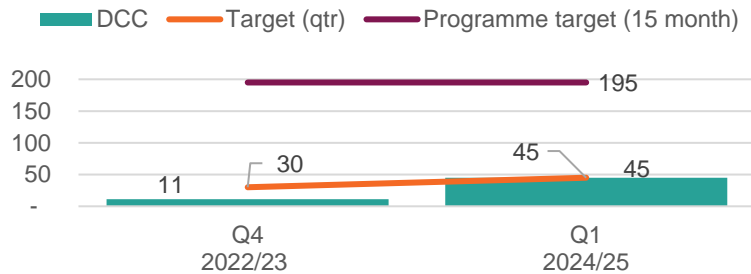
Registrations onto employability programmes



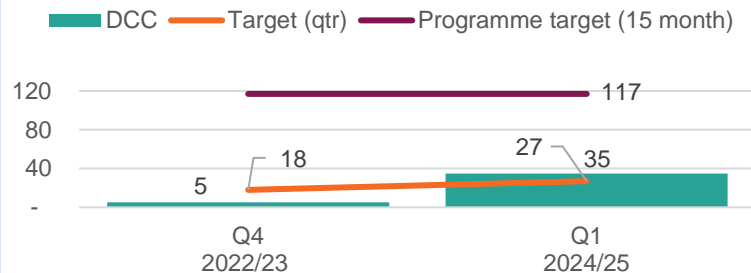
Between September 2023 and June 2024:

- 225 registrations onto employability programmes
- 56 participants received support to gain employment
- 40 participants received support to sustain employment

Employability programmes: Participants receiving support to gain employment



Employability programmes: Participants receiving support to sustain employment



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

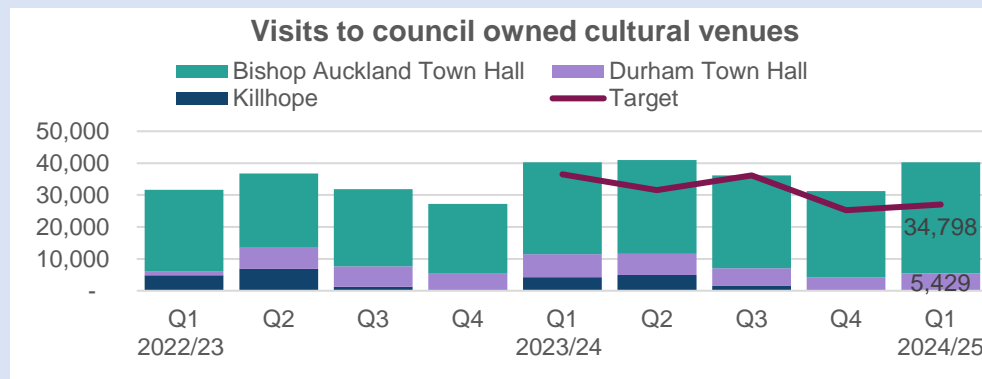
Employability programmes

- 78 Our UKSPF employability programme started in January and runs until March 2025. It helps economically inactive clients gain employment and employed participants in unstable positions to sustain their employment.
- 79 The new programme has gained momentum over the last three months. During quarter one (April to June) 160 clients registered onto our programmes, better than the target of 127 and an improvement on the 65 registered during the previous quarter (January to March). An additional 46 participants are pending registration.
- 80 During this period, we helped 45 people gain employment and 35 people sustain employment. This brings the year-to-date totals for these two measures to 56 (target = 185) and 40 (target = 117) respectively.
- 81 Referral mechanisms are now embedded into the programme. We are actively advertising the programme to Jobcentre Plus offices, and links have been developed within the council and with external community organisations to raise awareness.
- 82 We have distributed leaflets within our communities to target lone parents, people with health conditions, carers and early retirees within our communities. We are developing a marketing strategy aimed at our target group.
- 83 Participants who have secured employment through the scheme are receiving in-work support to help sustain their employment.

Cultural Offer Dashboard: cultural events, venues and libraries

(30 June 2024 / discrete quarterly data)

Cultural events and venues

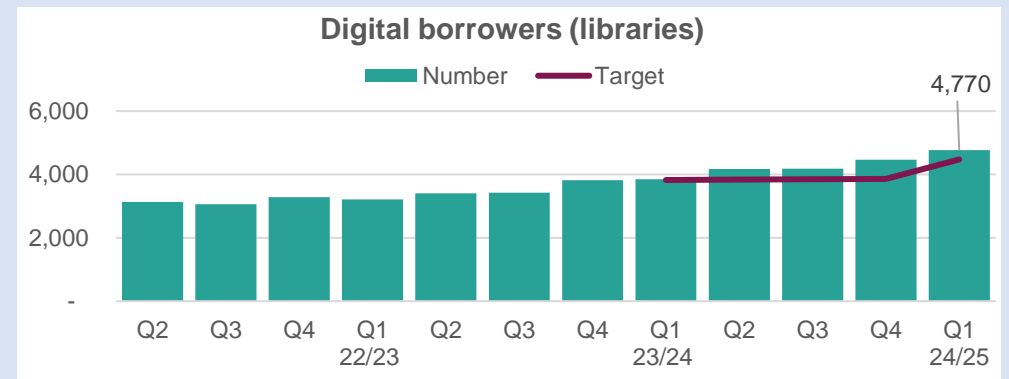
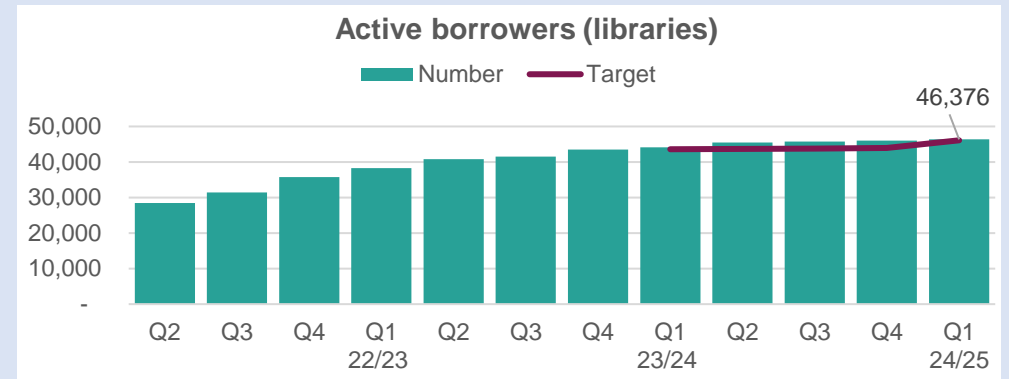


Data not comparable due to Killhope closure (2024 season)

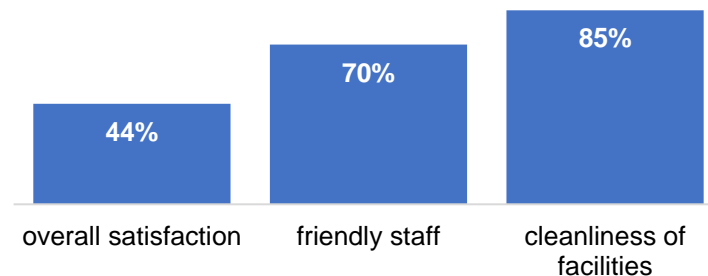
Reporting dates of official figures:

quarter one	quarter two	quarter three
Bishop Auckland Food Festival	BRASS Festival Seaham Food Festival	Durham Book Festival

Libraries



customer satisfaction - culture



Cultural events

84 We continue to invest in our cultural events programme.

- 29,000 people attended the Bishop Auckland Food Festival (BAFF) in April, on par with 2023. The two-day festival generated a direct economic impact of £427,985, an increase of £1,439 compared to 2023.

97% of visitors rated the whole experience positively, and 99% of visitors felt the festival was a worthwhile event for the council to support. Visitors thought the event atmosphere, the range and variety of produce available and the overall quality of the event to be standout strengths.

Traders also rated the overall event positively, with event staff and volunteers and event communication being highly praised. Many anticipate long term benefits from their involvement and a significant majority wish to participate again.

Both visitors and traders strongly agreed that the festival raises the profile of County Durham and has benefits for the regional economy.

Local businesses generally supported the festival and understood the local benefits to the town and its economy. However, the impact of the festival on these businesses was varied, seemingly dependent on the business type.

- BRASS returned in July, with preliminary audience figures showing approximately 29,000 people enjoyed a week of spectacular performances, community activities and a full programme of lively street bands. A full event evaluation will be available in quarter two.

Visits to council owned cultural venues

85 Between April and June there were more than 40,000 visits to our cultural venues. Most were to Bishop Auckland Town Hall (almost 35,000 visits), better than target (25,000). Performance was achieved through events such as Fleeting Rumours / BAFF, more hires, gallery exhibitions and café visits.

86 There were just under 5,500 visits to Durham Town Hall. This was better than the target of 2,050 - despite hire charges being increased from April.

87 Our brand-new venue, The Story opened in June. Located at Mount Oswald House on the outskirts of Durham City, it brings together the county's collection of records and objects for the first time. This includes six miles of archives charting 900 years of County Durham's history, and the entire Durham Light Infantry (DLI) Collection, which has been reunited with the DLI Archive for the first time since 1998. The Story is also the new home of the County Registration Service. Visitor numbers for The Story will be reported from quarter two.

Libraries

88 Between April and June there were almost 46,500 active borrowers and 4,800 digital borrowers. Performance is better than target and active borrowers continue to rise in line with expectations. This means we are converting more visitors into active borrowers in our libraries.

89 Our e-newspaper offer and strong digital loans across all types of media (books, audio, magazines and news) are driving digital take-up. We issue approximately a third of all digital loans across the seven local authorities in the North East.

90 We are working to help grow and promote the service. Recent initiatives include:

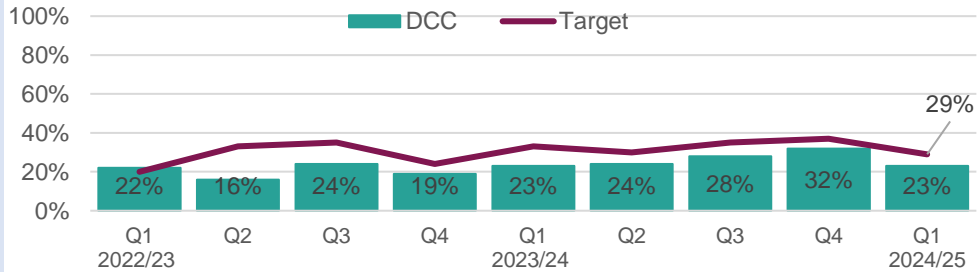
- **Author events.** Two for Local and Community History month. Three for National Crime Reading month.
- **Northern Bookshelf Live author events.** Three were held.
- **Summer Reading Challenge** (with Literacy Trust). 905 children enrolled by 30 June.
- **Monthly reading groups across our libraries.** Available in person and digitally. We encourage extra membership of our VIP (visually impaired) reading group.

Cultural Offer Dashboard: cinemas and theatres

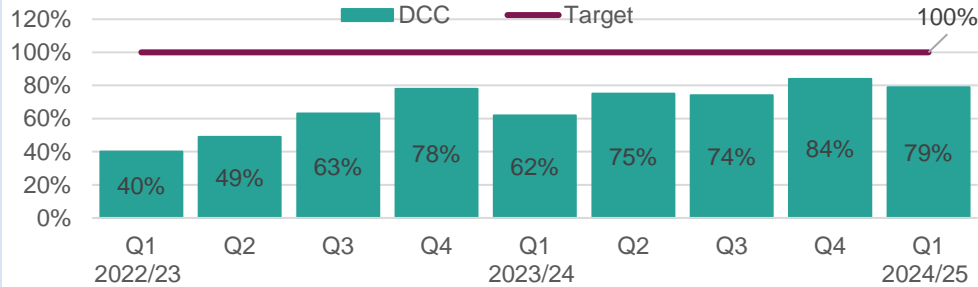
(discrete quarterly data)

Cinemas

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

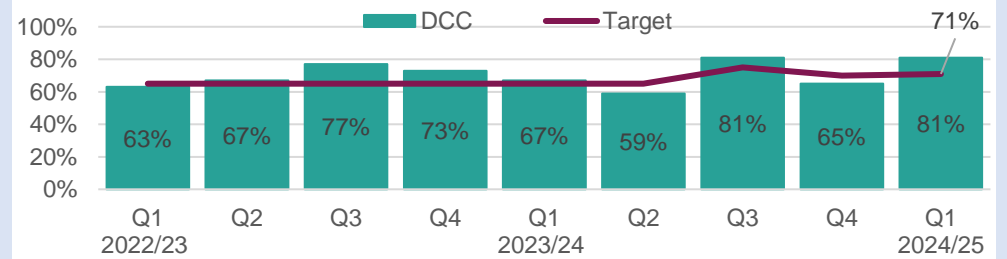


Average yield of cinema screenings
(Gala, Empire and BATH)



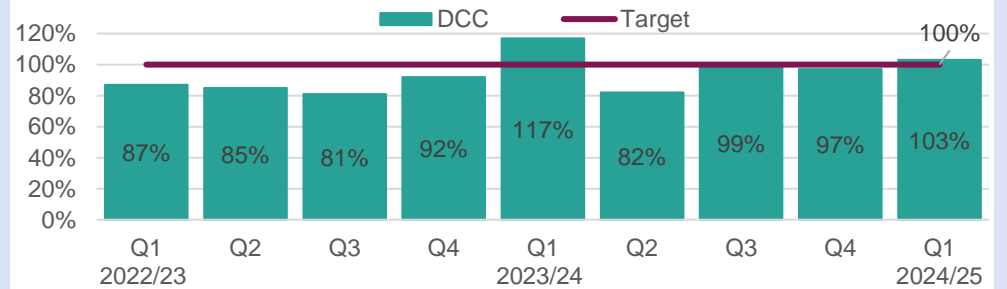
Theatres

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



Q1 2023/24 has been reprofiled to remove hires, but awaiting remaining back data

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



Q1 2023/24 has been reprofiled to remove hires, but awaiting remaining back

Cinemas: Gala, Bishop Auckland Town Hall and Empire

- 91 Both average occupancy rate and average yield across all programmed cinema screenings were worse than target this quarter (April to June 2024).
- 92 However, this is an improvement in average yield compared to the same period last year, specifically at the Gala where special screenings continue to perform well. Occupancy was on par with the same period last year.

	April to June 2023	April to June 2024	Target
Occupancy	23%	23%	29%
Average Yield	62%	79%	100%

- 93 Cinema screenings have been reintroduced at Bishop Auckland Town Hall following an issue with the projector. We have a programme and marketing plan in place including family cinema during the school holidays.
- 94 However, the cinema at Empire remains closed for roof maintenance.

Theatres: Gala, Bishop Auckland Town Hall and Empire

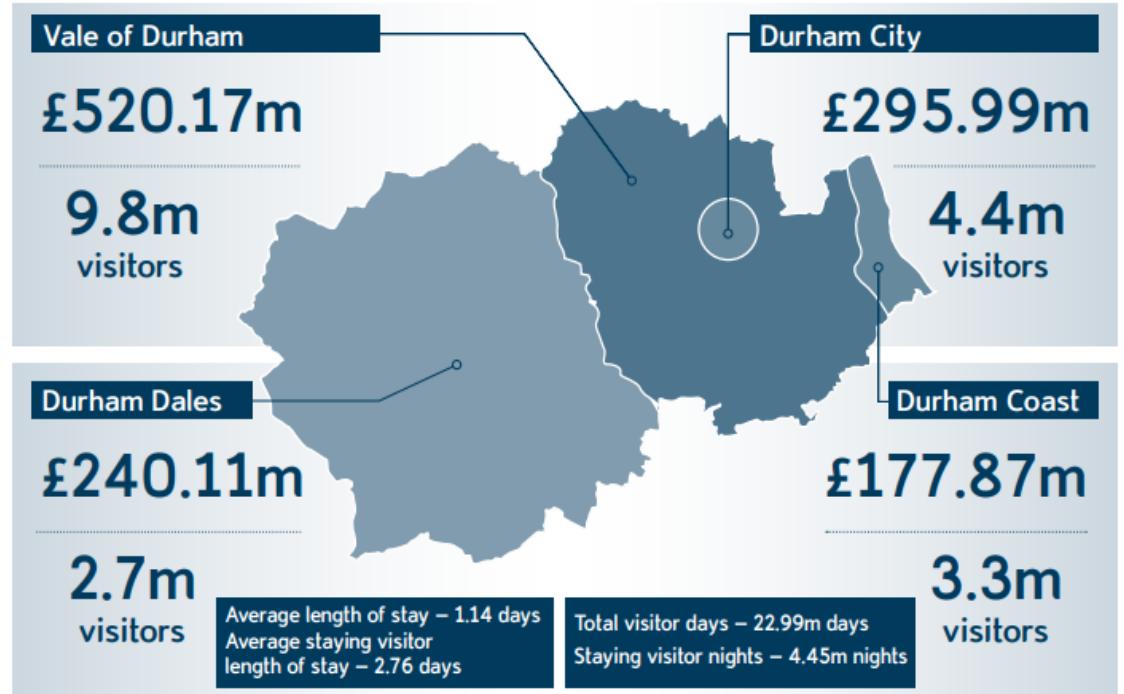
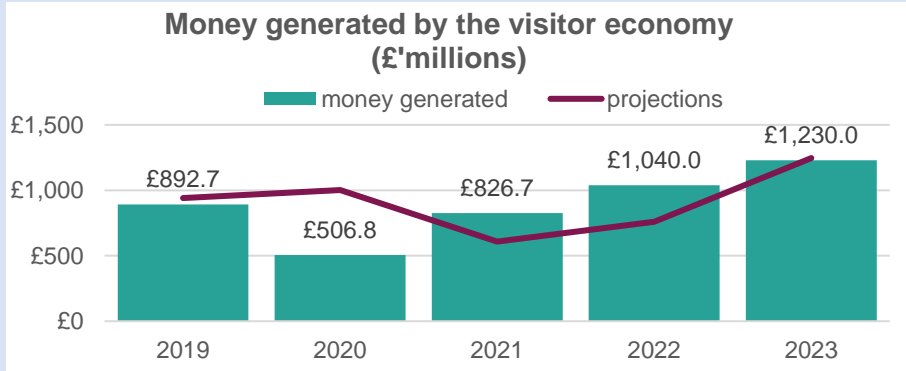
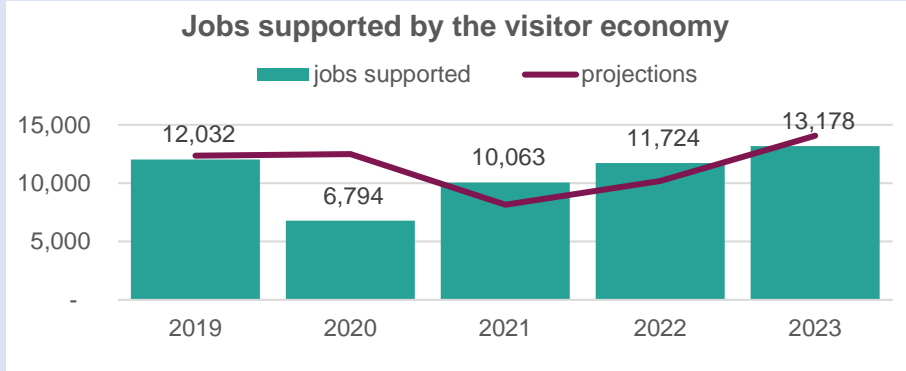
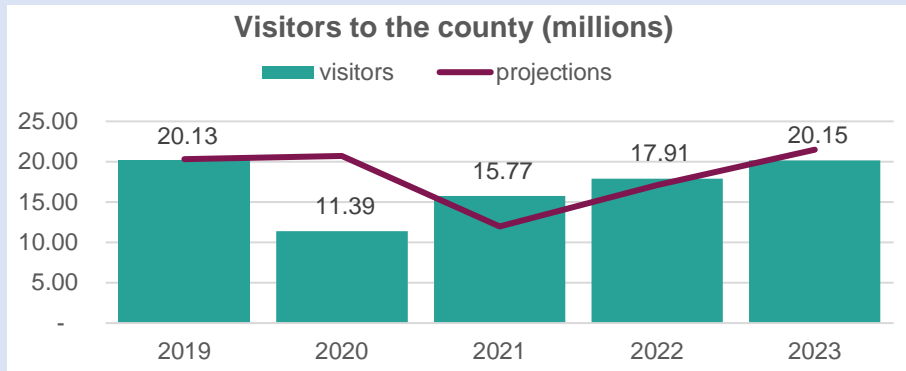
- 95 Both average occupancy rate and average yield across all programmed theatre performances performed well this quarter (April to June 2024). Both were better than target, although average yield was worse than the same period last year.

	April to June 2023	April to June 2024	Target
Occupancy	67%	81%	71%
Average Yield	117%	103%	100%

- 96 During the Easter holidays programmed shows all performed well with strong sales at both venues.

Visitor Economy Dashboard: STEAM data

(31 March 2024)



Visitor Economy (STEAM data)

- 97 We have used national and international marketing campaigns to promote the county as a destination, and latest data suggests it has been successful with increased visitors, longer stays and higher spending.
- 98 In 2023, the visitor economy contributed £1.2 billion to our local economy and supported more than 13,000 jobs. This is an increase of £0.2 billion and around 1,500 jobs compared to 2022.

	2022	2023	change
Economic Impact	£1 billion	£1.2 billion	+19%
Visitors	17.9 million	20.1 million	+12%
Jobs	11,724	13,178	+12%

- 99 Projections set in 2021 were based on a 20% growth target incorporating post-Covid recovery on annual growth, which has not been achieved. 891 fewer jobs have been created and our increase in visitors is around 0.3 million fewer than expected. However, those who are coming are spending more.
- 100 There has been a national shortfall of those working post-covid in the visitor economy. This is attributed to a shift from the sector during the pandemic and not returning. The cost-of-living crisis continues to impact on consumer spending. The county had the highest growth in the sector across the North East region. There is a lot of work taking place around skills in the sector which should close the gap.

Our Environment

Priority Aims:

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

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

National, Regional and Local Picture

- 101 In 2018, the government set out its ambition to improve the environment with [A Green Future](#), a 25 Year Environment Plan, and committed⁴ to refresh the plan every five years. The first refresh, the [Environmental Improvement Plan 2023](#) is structured around 10 environmental goals. The previous government set out a plan to develop a suite of strategies, plans and programmes to achieve these goals, including the Local Nature Recovery Strategy. We will provide updates on the new government's priorities in due course.
- 102 We declared a Climate Emergency in 2019 and approved an initial Climate Emergency Response Plan (CERP) in 2020. The CERP set out challenging targets. Then in April 2022, we declared an ecological emergency and approved an action plan in December 2022.
- 103 We adopted the [third phase of the CERP](#) in July 2024 and are now working toward achieving net zero by 2030 and an 80% real carbon reduction to our emissions. We also continue our work with partners to achieve a carbon neutral County Durham by 2045.
- 104 The government is to introduce food waste collections by March 2026 and implement simpler recycling collections and tougher regulation⁵ by March 2027. We are developing plans to comply with this guidance.
- 105 We are developing, with six other councils across the region, a new energy recovery from waste facility that will meet the future needs of the county. Grid connection has been confirmed, the procurement process has restarted and competitive dialogue sessions have taken place with bidders. Business continuity plans are being developed to ensure residual waste treatment continues until the new plant is operational - expected to be in 2028.

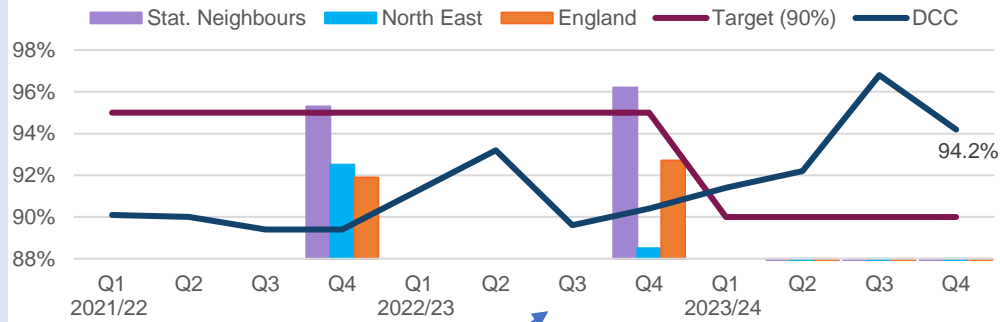
⁴ set into law in the Environment Act 2021

⁵ press release: [simpler recycling collections](#)

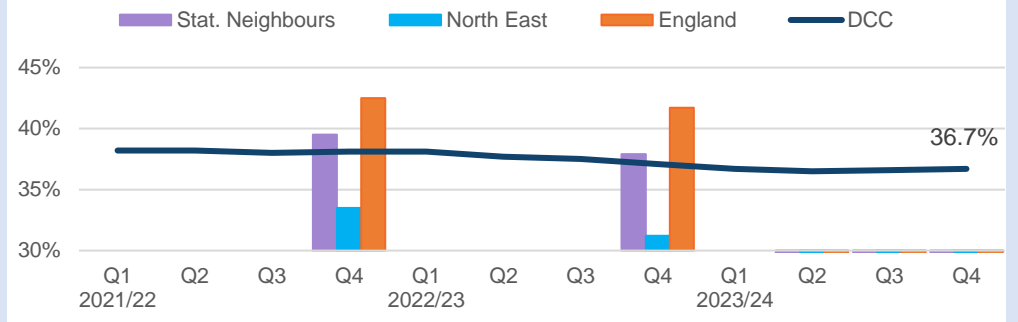
Waste Dashboard

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

Waste diverted from landfill*

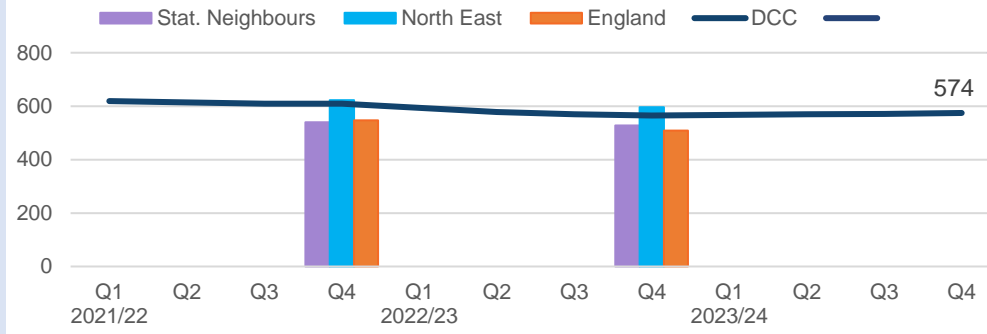


Recycling Rate* (Oflog)



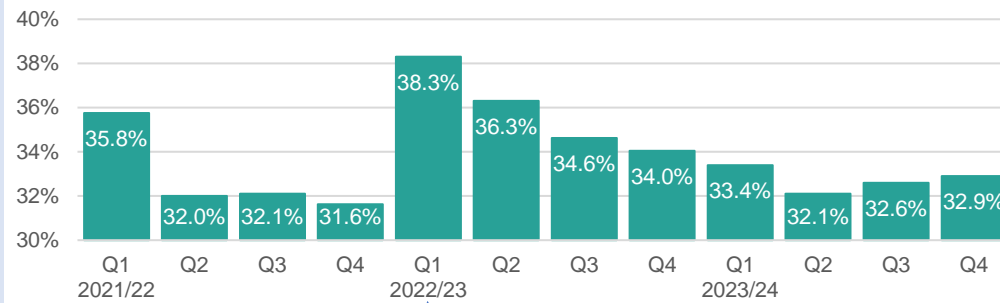
Issues at regional waste facilities autumn/winter 2022

Kg of residual waste collected per household* (Oflog)



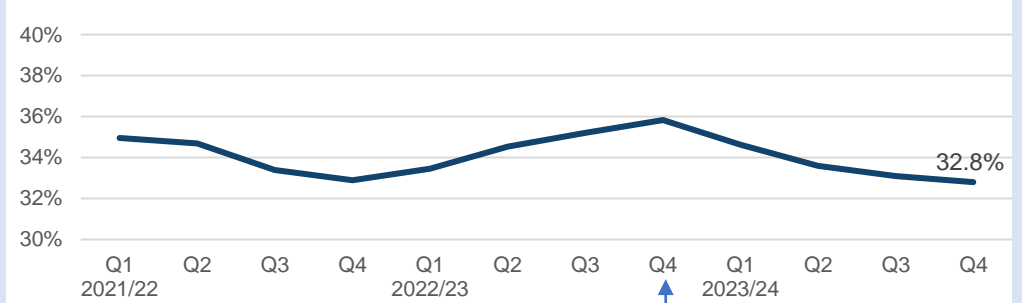
Significant improvement from 619kg at pandemic peak (Jul 2020 – Jun 2021)

Contamination rate - quarterly



Consistent improvement since the quarterly peak June 2022.

Contamination rate - 12 month trend



Consistent improvement since the 12-month peak March 2023.

*Note – waste policies and contract arrangements can vary across councils.

Waste diverted from landfill

- 106 We collected 254,204 tonnes of waste during the 2023/24 financial year. Due to sustained performance at the waste processing facilities, we diverted 94.2% from landfill. This equates to 14,850 tonnes being landfilled. Performance is better than both our target of 90%, and the 90.4% achieved during the previous year.
- 107 Along with six other North East councils, we are developing a new energy recovery from waste facility that will meet the future needs of the county. Grid connection has been confirmed, the procurement process has restarted and competitive dialogue sessions have taken place with bidders. Business continuity plans are being developed to ensure residual waste treatment continues until the new plant is operational - expected to be in 2028.

Kilograms of residual waste collected per household (Oflog measure)

- 108 We collected the equivalent of 574 kilograms of residual waste per household during the 2023/24 financial year, slightly higher than the 565 kilograms collected the previous year (2022/23), but lower than the peak of 619 kilograms (July 2020 to June 2021).
- 109 The calculation method as prescribed by Oflog includes a lag in data used for household numbers. It is anticipated that the measure will show an improvement once the household numbers have updated.

Recycling, re-use or composting (Oflog measure)

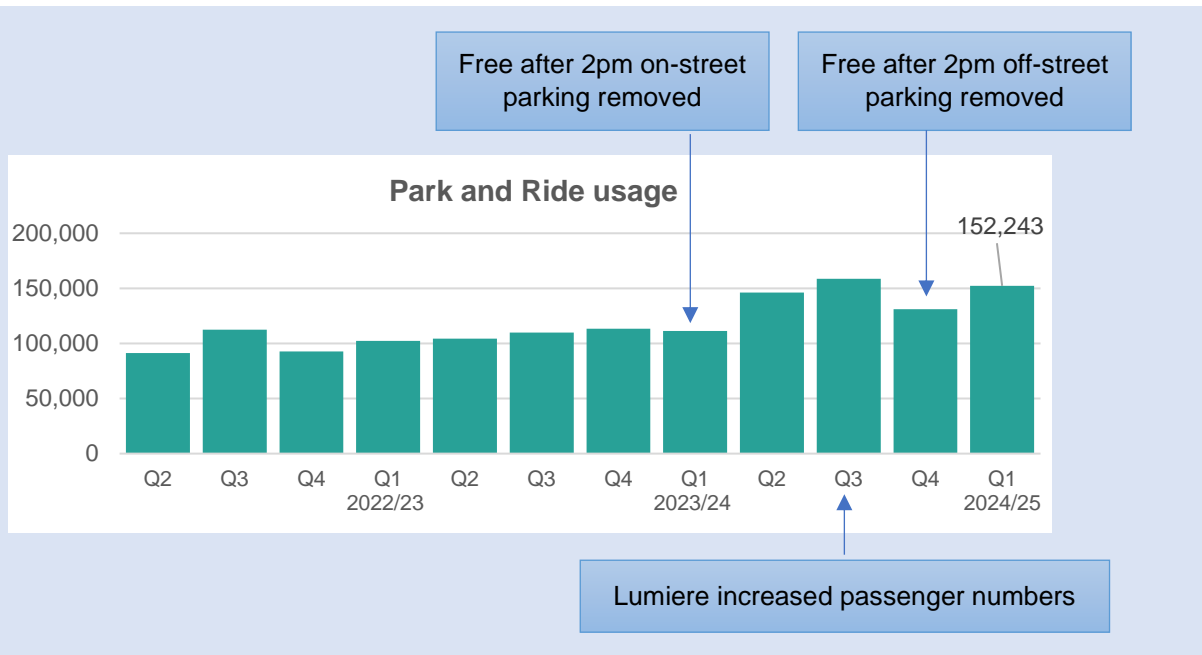
- 110 During the 2023/24 financial year, 36.7% of household waste we collected was sent for recycling. This is slightly worse than the 37.1% recorded during the previous financial year (2022/23). However, latest benchmarks (2022/23 financial year) show our performance to be significantly better than the North East average.
- 111 We continue to promote recycling to our residents through our 'What Goes Where' campaign and other initiatives such as:
- Waste electrical and electronic equipment (WEEE): we have 160 collection points, a campaign, and repair cafés which collect, recycle and repair small electrical and battery-operated items.
 - Coffee pod recycling: we have started a trial at four household waste recycling centres in partnership with the national Podback scheme.
 - Annual Green Move Out Campaign: in collaboration with Durham University, over five tonnes of items were saved for reuse.

Contamination of recyclate waste

- 112 Our contamination rate continues on a downward trend. During the 2023/24 financial year, 32.8% of recyclate waste was contaminated, lower than the peak of 38.3% recorded in the 12 months ending June 2022.
- 113 This reduction was driven by schemes such as WEEE with more than 17 tonnes collected in the year ending April 2024, our 'What Goes Where' campaign to remind residents to place glass in the green box, and the issuing of 16,155 notices for contaminated blue bins in the year ending June 2024.

Sustainable Transport Dashboard

(discrete quarterly data)



Park and ride usage

- 114 More than 152,000 passengers used our park and ride during quarter one (April to June), 37% more than the same period last year. The increase is mainly due to our decision in April 2024 to expand the service, and operate a park and ride service from Belmont and Sniperley on Sundays and bank holidays. This means services will run seven days a week, all year (excluding Christmas Day, Boxing Day and New Year's Day).

Our People

Priority Aims:

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

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

National, Regional and Local Picture

Children's Social Care

115 A recent [report](#)⁶ highlights that the North of England persistently records the highest rates of children in care, that families in the North experience disproportionately high intervention rates, and services in the North shoulder a greater share of a weighty economic cost. Key headlines from the report (based on 2023 data) include:

- More than 83,000 children were in care across England in 2023. This is a 15-consecutive-year high.
- The North East continues to record the highest overall care rates.
- Two thirds of the local authorities with care rates exceeding one percent were in the North (and most of these have consistently exceeded this threshold since 2019, demonstrating the unrelenting pressures).
- The North accounts for 28% of the child population, but 36% of the children in care. There are 93 children in care per 10,000 of the child population in the North, compared to 62 in the rest of England.
- Children's homes increased by 27% between 2020 and 2023 - 1,176 homes are in the North of England, and just 1,704 in the rest of England.

116 Another [report](#)⁷ recommends introducing a single, cohesive code for children exploited into criminal activity. This would include a new offence of child sexual exploitation, co-ordinated

⁶ [Fighting health inequalities through research excellence and collaboration](#): published April 2024 by Health Equity North

⁷ by Action for Children

policy and practice at both a local and national level, and more research into what works to learn from best practice.

Adult Social Care

- 117 The Care Quality Commission (CQC) assessed our Adult Social Care Service in May. We expect to receive feedback towards the end of August. A full report on the final inspection outcome and report will go to cabinet in October.
- 118 The CQC has completed [eight council assessments](#) (five pilots and three full assessments). Seven were awarded a ‘good’ rating and one ‘requires improvement’. From July, the CQC is working with a further 41 authorities (including Durham) on assessment activity.
- 119 The effectiveness of the CQC has been reviewed and an [interim report](#) on the findings published. Significant failings were found and recommendations made - summarised around five areas:

Failing	Recommendation
Poor operational performance	Rapidly improve operational performance
Significant challenges with the provider portal and regulatory platform.	Fix the provider portal and regulatory platform.
Considerable loss of credibility within the health and care sectors due to the loss of sector expertise and wider restructuring, resulting in lost opportunities for improvement.	Rebuild expertise within the organisation and relationships with providers in order to resurrect credibility.
Concerns around the Single Assessment Framework (SAF).	Review the SAF to make it fit for purpose.
Lack of clarity regarding how ratings are calculated and concerning use of the outcome of previous inspections (often several years ago) to calculate a current rating.	Clarify how ratings are calculated and make the results more transparent particularly where multi-year inspections and ratings have been used.

- 120 A more detailed report will be published in the autumn. This report will bring additional data and detail with input from the people spoken to (including patients and users) and more analysis. The review will also consider other areas, for example, local authority and ICS assessments.
- 121 The CQC has accepted the [findings and recommendations](#) in full.
- 122 Following the recent General Election, the government has announced that the proposed [adult social care charging reforms](#) will not go ahead - as there is no budget to implement them.
- 123 The Local Government Association’s [workforce report](#) contains key data in relation to staffing across adult social care including:
- 63,500 full-time equivalent (FTE) employed across adult social care. The average council employs around 427 FTE.
 - 10,060 FTE posts are vacant - an average of 66 per council.
 - 16% of FTE adult social care roles are vacant.

- 12% is the average turnover rate for adult social care staff in English councils.

Education – Suspensions and Exclusions

- 124 New [official statistics](#)⁸ show the 2022/23 academic year as a new high for suspensions and exclusions in a single school year.
- 790,000 suspensions - almost one for every 10 pupils - is 36% higher than the previous record of 578,000 (recorded the previous year).
 - 9,000 exclusions is 44% higher than the previous record of 7,900 (recorded for the 2017/18 academic year).
- 125 The increases are indicative of the changing and increasingly complex needs of children and young people, and this pattern is reflected in our schools.
- 6,704 suspensions is 42% higher than the previous record of 4,733 (recorded the previous year).
 - 85 exclusions is 12% higher than the previous academic year's (21/22) total of 76.
- 126 However, our suspension and permanent exclusion rates continue to be amongst the lowest in the region and similar to England averages. We are accessing funding that lets us work with schools (through Behaviour and Inclusion Panels) to support children and young people at risk of exclusion.

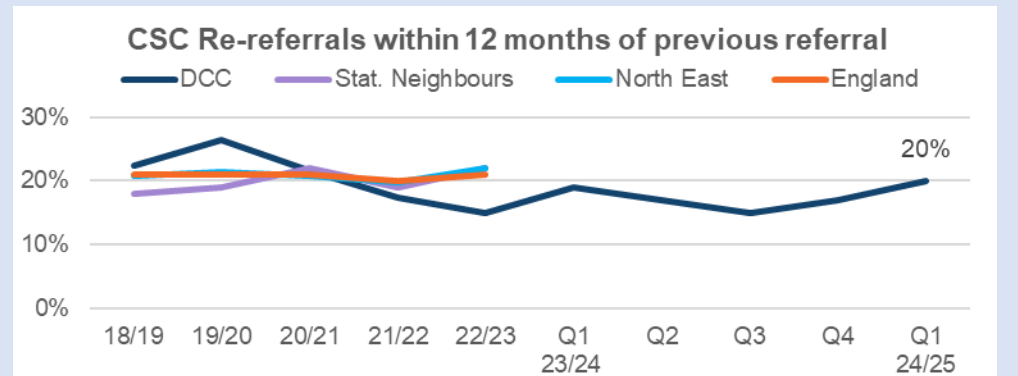
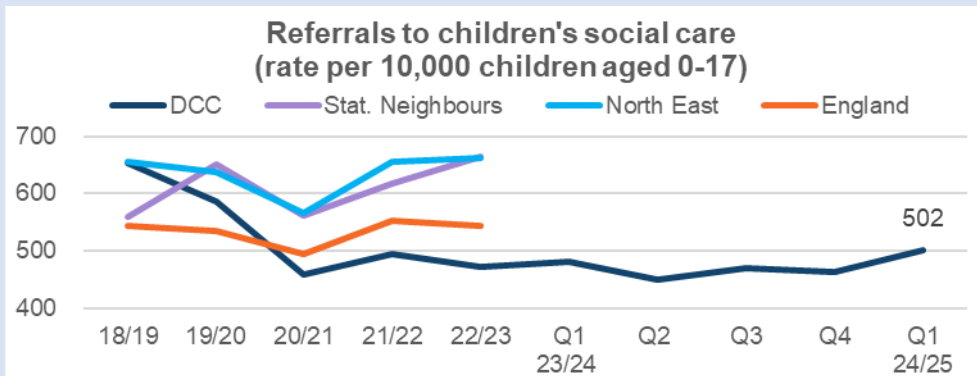
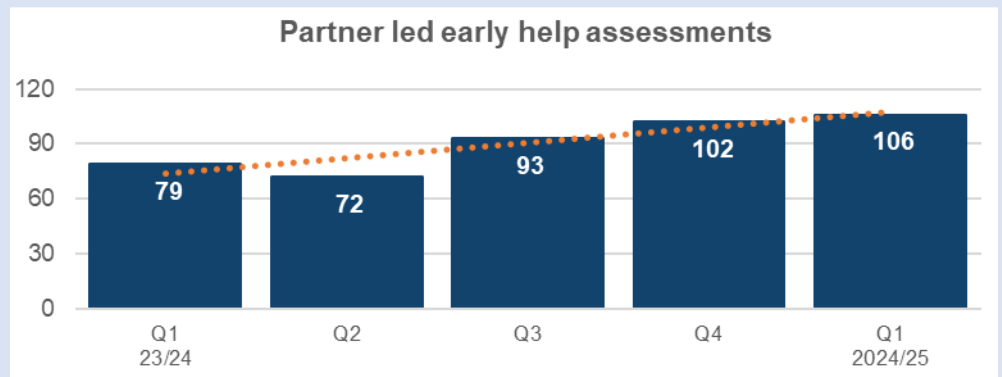
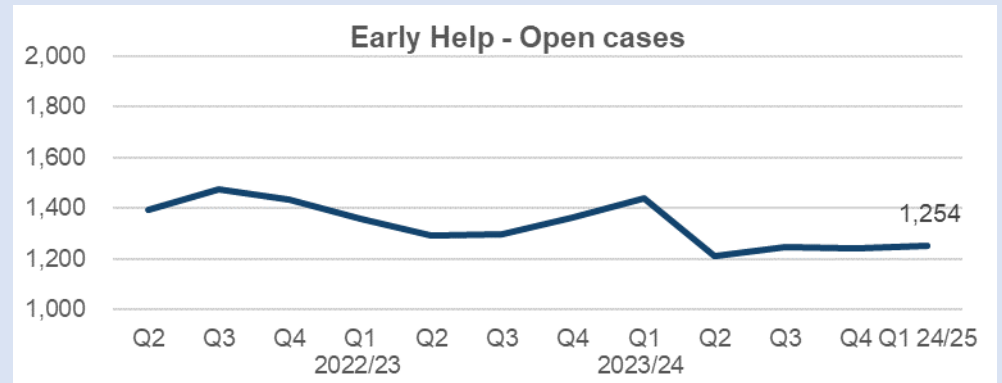
⁸ released by the Department for Education in July

Children's Social Care Dashboard: Early Help and Referrals

(12 months ending 30 June 2024 / at 30 June 2024)

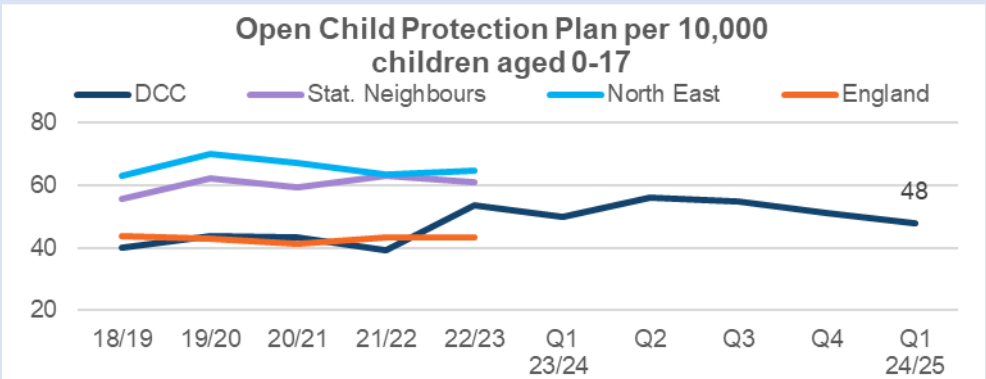
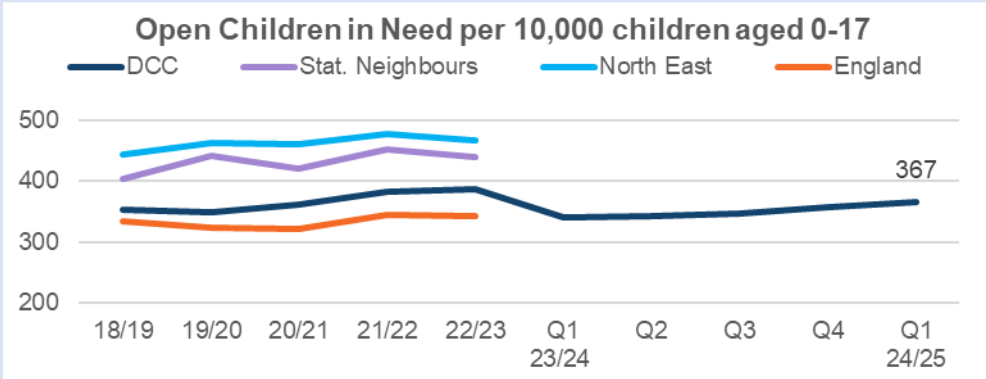
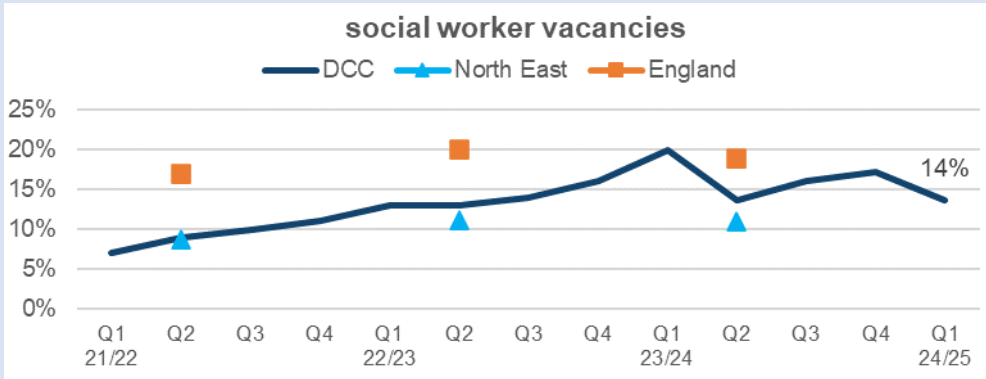
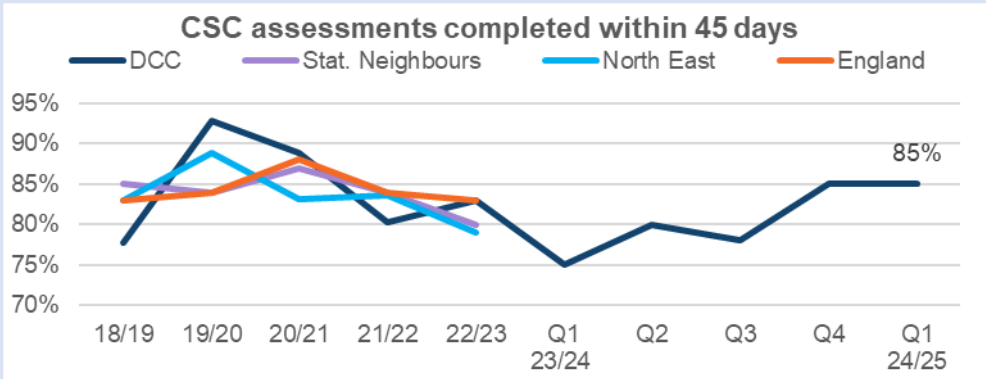
Early Help

- Demand reduced post-Covid, partly due to a change in operating model, with more partner led early help conversations.
- In April 2023, 15 Family Hubs were launched to provide 'one stop shop' access to family support (from conception to age 19, or age 25 for children with SEND). Between September 2023 and June 2024: 6,514 people registered (2,589 families), including 1,021 unborn or aged 0-6 months.
- Feedback from those working with the service remains positive:
 - 100% of parent/carers and 94% of young people are happy or very happy with the support received.
 - 97% of parents/carers and 96% of young people felt services worked well together to meet the needs of the family.
- Between October 2022 and June 2024, 3,565 assessment forms were submitted through the Early Help Assessment Portal. An increasing number (666,19%) were submitted by partners who are leading on assessments. Of these, the majority were from health (37%) and education organisations (22%).



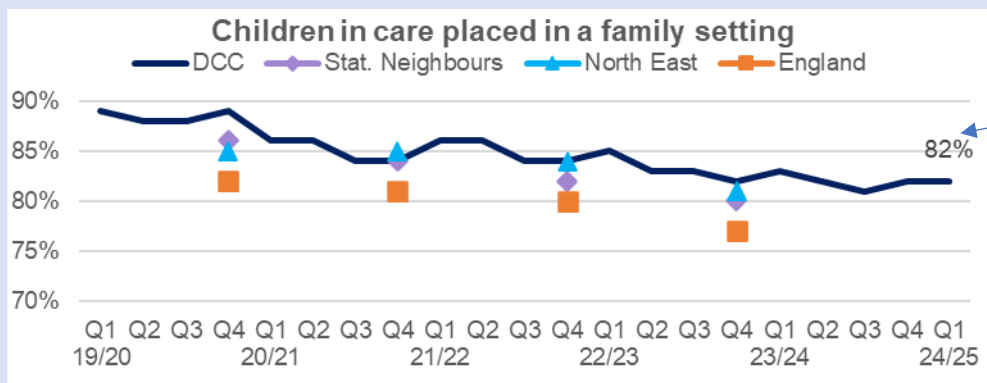
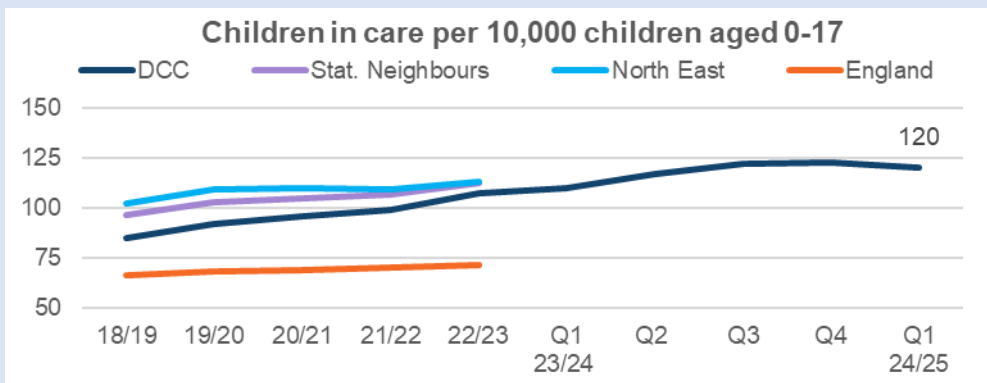
Children's Social Care Dashboard: assessments, protection plans, in need, social worker vacancies

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

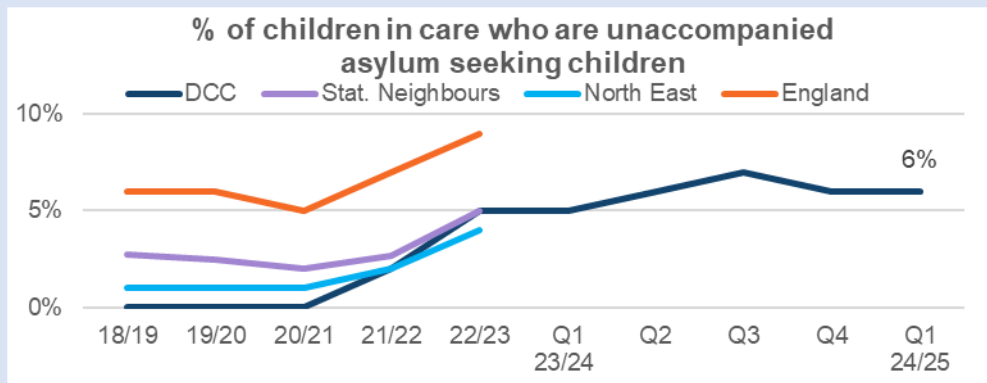


Children's Social Care Dashboard: in care, unaccompanied asylum seeking children

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



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



Children’s Social Care and Early Help

- 127 Overall demand for early help and statutory support remains consistent with previous reports.
- 128 We have developed (with key partners, children, young people, parents, and carers) a new Early Help Assessment for partners. It is based on an existing practice model and provides a richer picture of early help offered and its impact. Several partners are using the new assessment when a Team Around the Family arrangement is in place. We continue to work with partners who are not engaging with the process, to understand barriers and work with them on a solution.
- 129 Locality Early Help Conversations (LEHCs) are well established across the county. Rather than relying on formal referrals into the council’s Early Help Service, they use the collective resource available across the system. Our Family Hubs and Start for Life provide families with the support they need in a more accessible way.
- 130 Between April and June, we held 205 LEHCs which resulted in referrals and support from the voluntary and community sector (68), partner organisations (54), other support (34), Family Hub programme (19), Family Hub – referred to Early Help (170 and support from Early Help advisor (13).
- 131 Our Family Hubs deliver a broad range of activity and support. During quarter one (April to June), this included:
 - **Emotional Wellbeing and Behaviour Programme.** 199 children participated in: Chill Kids (133), Teen Zone (29), Staying Cool Teen (24), and Safer Choices (13).
 - **Parenting Programmes.** Teen Stepping Stones (SEND) (34), Fear-Less (school avoidance) (5), Triple P Teen (23), Incredible Years Baby (2), Toddler (7), Pre-school (4), and School Aged (18).
 - **Empowering Parents, Empowering Communities** (a parent-led suite of programmes). Being a parent (24) and Being a parent of an autistic child (8).
 - **Baby & Me (under 1s) and Toddler & Me (1–2-year-olds).** 1,118 individuals attended one or more session (325 available). Combined attendance was 4,621 (average of four sessions each).

132 To date⁹, we have supported 8,158 families through the Stronger Families programme. The target for eligible families achieving all sustained outcomes has steadily increased – doubling since the 2022/23 financial year (April 2022 to March 2023).

	2022/23	2023/24	2024/25
Target	760	1,230	1,522

- 133 During the first quarter of the 2024/25 financial year (April to June), 254 families were claimed. Therefore, the target for each remaining quarter of the financial year is 423.
- 134 In October 2023, a new framework was introduced. It now consists of 10 headline outcomes with changes to the eligibility and claim criteria. For example, for a family to be eligible for the programme, three headlines of identified need are now required (was previously two), and all identified needs require an outcome (previously only one was required for some headlines). Consequently, it is more challenging to meet the agreed

⁹ from its start in 2015 to the end of June 2024

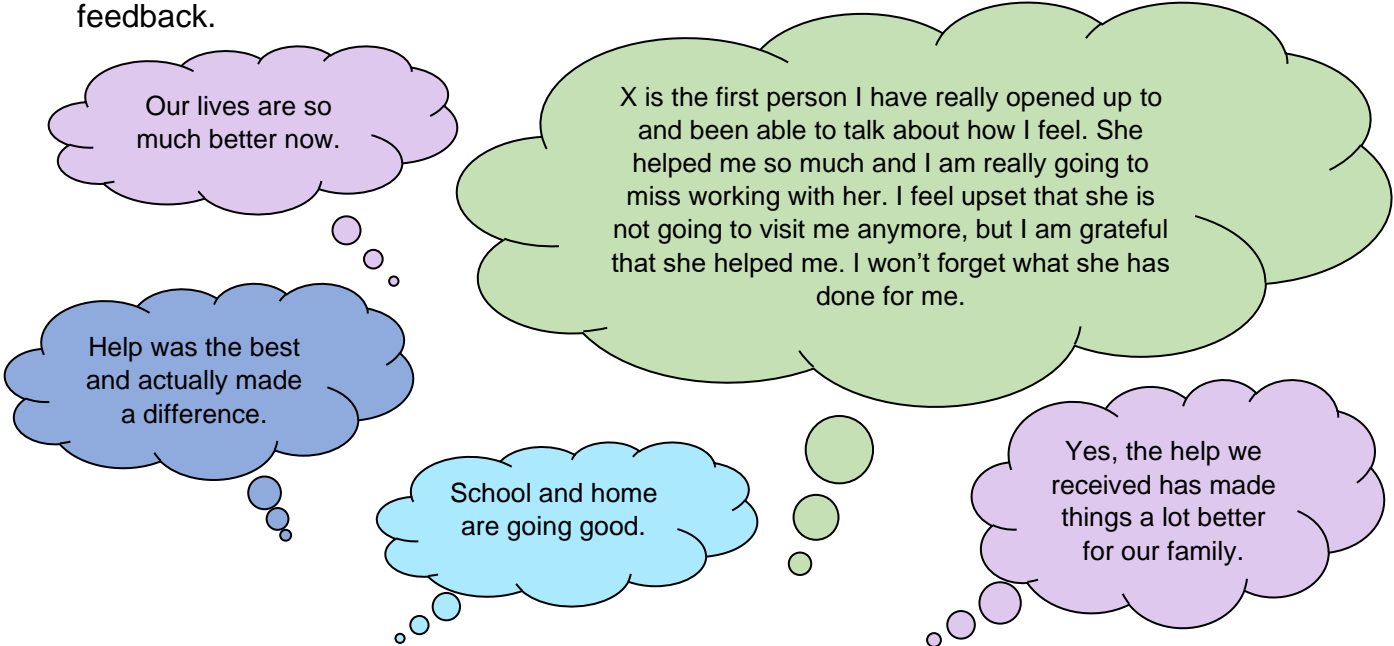
target, but we are confident of achieving it with the system and operational changes we have made.

135 Upgrading our case management system in 2023 has enhanced operational efficiency. Innovative dashboards and reporting tools have been introduced, and we are working on data cleansing. Embedding these changes will take time but additional staff training is already yielding positive results, with data showing the programme is on the right path.

136 Over the last 15 months (April 2023 and June 2024), we worked with the families of 145 children using our Enhanced Parenting Support Pathway. Early Help Practitioners use family hubs to support families at risk of poor outcomes - from the antenatal period until a child is 2½ years old.

137 Between December 2023 and June 2024, we provided the families of 46 children with pre-birth Family Hub support.

138 One Point Service manages quality systems and collects feedback to learn and improve services for its users. This includes learning reviews, thematic audits, and service user feedback.



139 We continue to provide targeted support for domestic abuse, co-delivered with Harbour Support Services. During quarter one, nine families completed our new DART¹⁰ programme, 31 parents completed Inspire, and 23 mums completed You and Me Mum.

140 Twenty five young people were referred for Child and Adolescent to Parent Violence and Abuse support. Of these, 23 progressed onto the Respect Young People's Programme and two were offered alternative support (one for bereavement and the other for wider domestic abuse support via Harbour due to being a victim in their own right).

141 Improved practice across statutory children's social care has led to a consistently low re-referral rate. The rate at quarter one (20%) is slightly higher than quarter four (17%), however it is still better than latest benchmarks as at 2022/23. This means fewer children and their families require further support from safeguarding services following support.

142 Although referrals and re-referrals into children's social care have increased slightly, they remain lower than 2022/23 benchmarks. Children and young people receiving intensive

¹⁰ Domestic Abuse, Recovering Together

support remains relatively high which is indicative of continuing high levels of complexity and a change in the composition of demand.

Children in Care

- 143 We have 1,201 children in care, slightly fewer than the number recorded at the end of March. The North East has the highest level in England and County Durham is slightly worse than the North East.
- 144 The number of children in care has been increasing. This is partly due to receiving more unaccompanied asylum-seeking children (UASC) as part of national relocation plans. At the end of June, 76 children in our care were UASC which equates to around 6% of the total. This is similar to the number recorded at the end of the 2023/24 financial year (April 2023 to March 2024) but higher than the numbers recorded in previous years.

	2021/22	2022/23	2023/24
Number	20	58	79
% of total	2%	5%	6%

- 145 We have 12 children’s homes offering residential care to children and young people. All but one has been inspected by Ofsted, one has been rated as outstanding, seven as good, one as requires improvement and one as inadequate.
- 146 These homes provide support and care for young people who cannot live at home, and short respite breaks for children and young people with disabilities. We are strengthening our residential care teams, with deputy managers in post and a ‘grow your own’ approach to recruiting new staff with no experience of residential care.
- 147 More homes are being developed to ensure as many children as possible remain within the county and can maintain links with their schools, friends, families and hobbies. The new homes range in size (from one to four places) so that children and young people with more complex needs can be cared for. An Edge of Care home is being planned and should be open by the end of the year; this will offer short breaks and wider support to young people and their families to help them to remain living at home and to prevent them going into care.
- 148 A new home opened in 2023. In 2024, we replaced an existing home and will open a new home in December. We have also secured capital investment to ensure all our homes continue to be updated, are homely and fit for purpose.

Social Worker Caseloads

- 149 We are addressing the capacity issues arising from high caseloads which have been impacting the timeliness of statutory children’s social care assessments. During quarter one (April to June) we completed 85% of social care assessments within 45 days. This is our best performance for three years (89% as at 2020/21). Latest performance is also better than the 2022/23 national and regional benchmarks.
- 150 Our social worker vacancy rate has reduced. This is due to ongoing recruitment activity which included increased social media promotion supported by recruitment web pages. Having experienced recruitment challenges for more than two years, our Independent Reviewing Officer team is now fully staffed.
- 151 Recruiting experienced social workers remains challenging. Posts frequently need to be readvertised due to a lack of suitable applicants. New statutory guidance could make agency contracts less attractive to social workers, we are, therefore, encouraging social

workers employed by us on agency contracts to consider permanent employment. We are also promoting the council as a potential employer for agency workers working elsewhere.

152 Recruiting newly qualified social workers (NQSWs) is the most effective way to maintain or increase our social work workforce. In 2016, we created a Social Work Academy to support more NQSWs through their first year in practice. Our Academy now provides additional support to social workers in their second year of practice, and there are plans to extend that support into the third year. We anticipate 38 NQSWs will start with us in the summer.

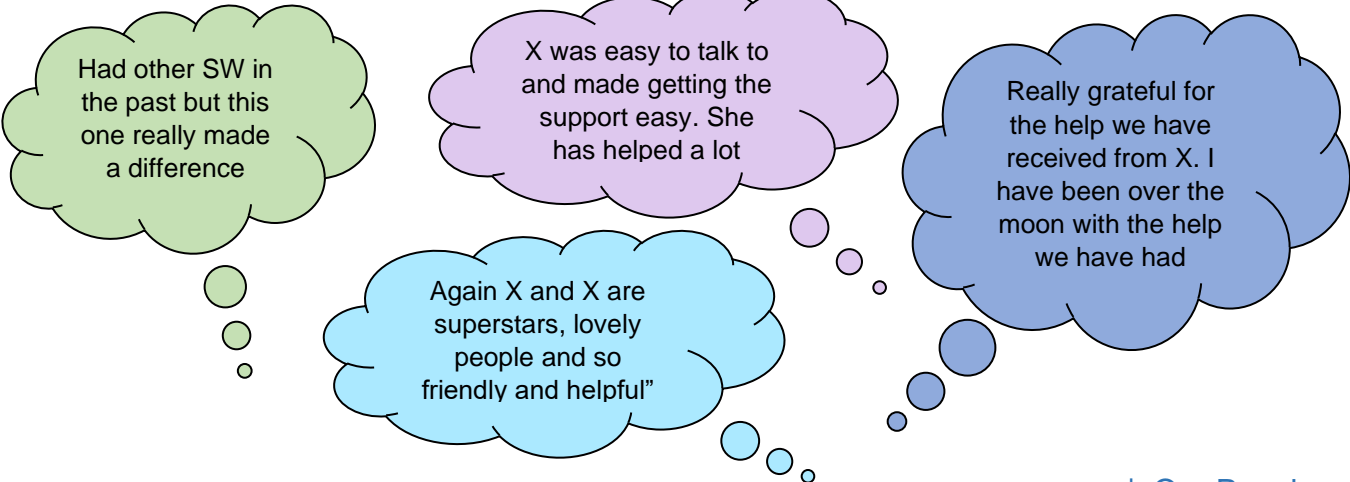
153 To help us recruit more NQSWs we are continuing to invest in supporting social work qualifications through:

- **Social work apprenticeship scheme.** 10 apprentices being supported to qualify while in their previous posts, are expected to graduate between 2024-2027.
- **Social work trainees.** 18 trainees (internal and external recruits) are expected to qualify in 2027. A further 10 are expected to qualify in 2028.
- **Step Up to Social Work scheme.** Five participants started the programme in January 2024, expected to qualify in spring 2025.
- **Partnering with Frontline.** We will support nine participants from autumn 2024. These should qualify and join us as NQSWs in autumn 2025.
- **Increasing social work training capacity.** By working within our regional partnerships. The Department for Education announced in April 2024 that no further funding will be made available for teaching partnerships, so the North East Social Work Alliance is working on proposals to progress this work.

154 Recruitment and retention of social workers remains a priority for us. We have enhanced pay, career development, progression and non-pay benefits (including wellbeing support) over the last year. Our wellbeing portal gives our employees information on topics such as physical activity, nutrition, remote working, mental health and emotional wellbeing, bereavement, domestic abuse, and substance misuse. We also provide specialist workshops on wellbeing and self-care.

155 We provide specialist support to employees involved in a traumatic event. De-brief sessions, reflection sessions and commissioned specialist support are designed to promote reflection and healing. Following a successful pilot, we are encouraging flexible working across our social work teams. This will help practitioners better balance their work and home life, and support those with caring responsibilities to stay in, or return to, the workforce.

156 We have received some feedback from parents about our social workers.

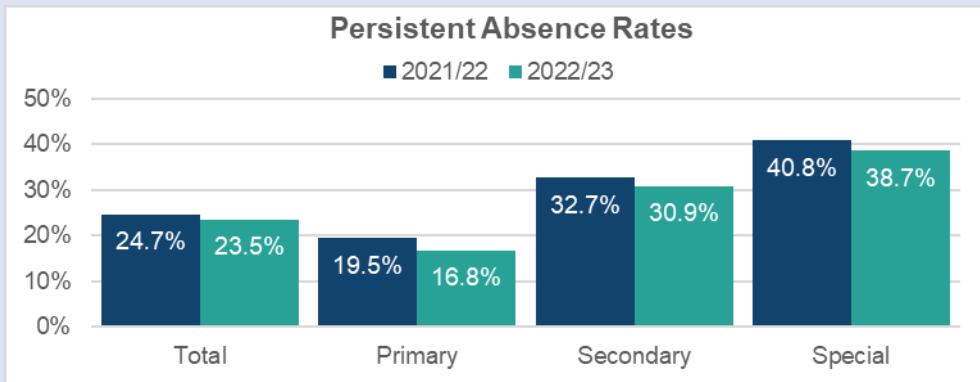
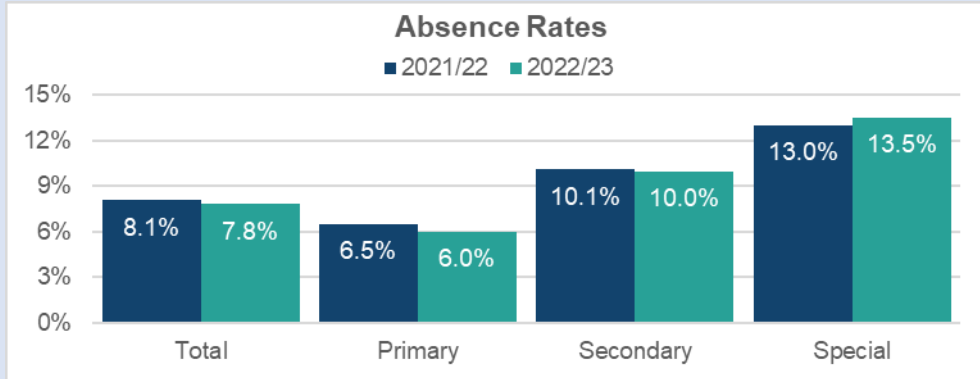


Education Dashboard

(2022/23 academic year / as at 30 June 2024)

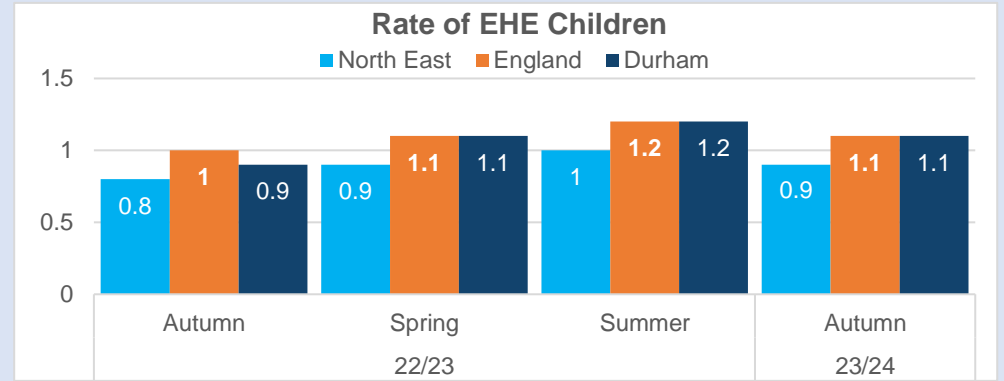
Attendance

- Official published absence data for the 2022/23 academic year shows a slight reduction in overall absence and persistent absence rates.
- Data published for the autumn term 2023/24 shows an improvement on absence rates compared to the same period last year, however it remains worse than pre-pandemic levels.
- Unauthorised absence makes up one-third of all absences in the 2023/24 academic year.



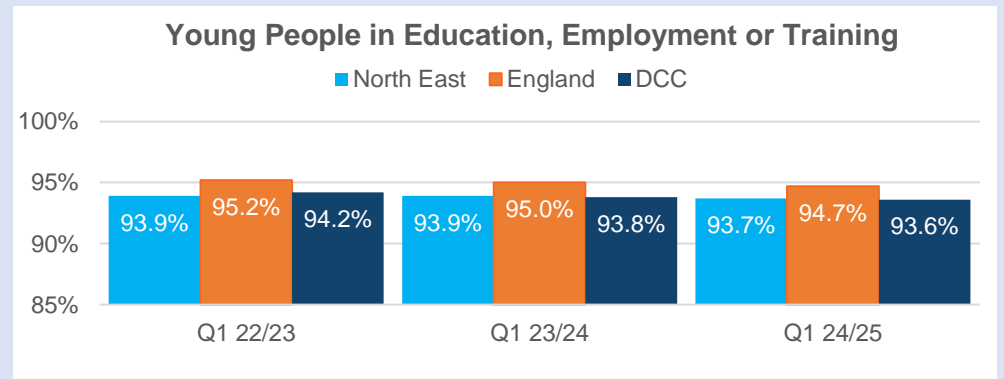
Elective Home Education (EHE)

The latest EHE figure is 1,088. As of the graph below, latest EHE rates show a dip although this figure is always lower in the Autumn Term.



Education, Employment or Training (EET)

A review of the data shows that nationally rates have reduced by 0.5% over the last two-year period – this compares to a decrease of 0.2% regionally and 0.6% in County Durham.



Attendance

- 157 There was a 0.3% reduction in overall absence during the 2022/23 academic year, compared to the previous academic year (2021/22). Over the same period, persistent absence reduced by 1.2%.
- 158 If we compare the autumn terms (September to December) of 2022 and 2023, we note that overall absence reduced by 0.4% and persistent absence reduced by 2.9%.
- 159 Barriers to accessing education are wide and complex and often specific to individual pupils and families. These barriers were exacerbated by the pandemic and school attendance rates nationally, regionally, and locally have reduced. Pupils with the highest attainment at key stage 2 and key stage 4 have higher rates of attendance.
- 160 We are working with schools to reduce or remove barriers to attendance and are providing opportunities for schools to share support and best practice. This includes regular conversations with schools to identify, discuss and signpost to services those pupils who are, or who are at risk of becoming persistently absent from school.
- 161 We are developing with partners a new Partnership Protocol – ‘Working Together to Support School Attendance.’

Elective Home Education (EHE)

- 162 At the end of the 2023/24 academic year, 12% more children and young people were being electively home educated than the previous year (2022/23 academic year).

Education, Employment or Training (EET)

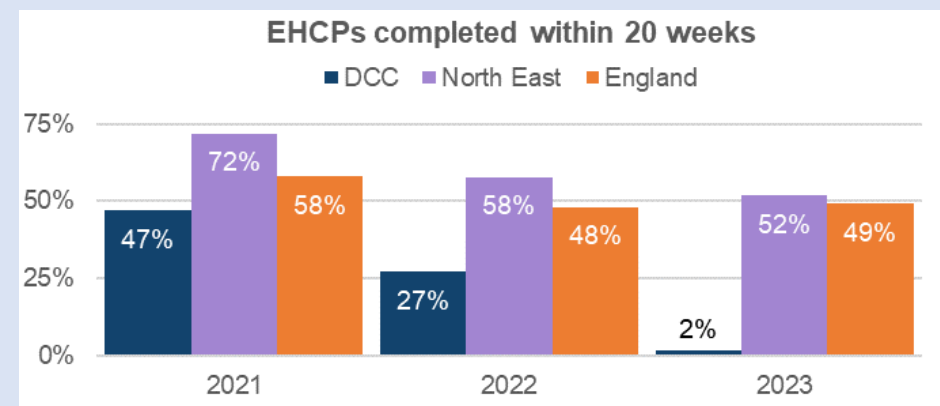
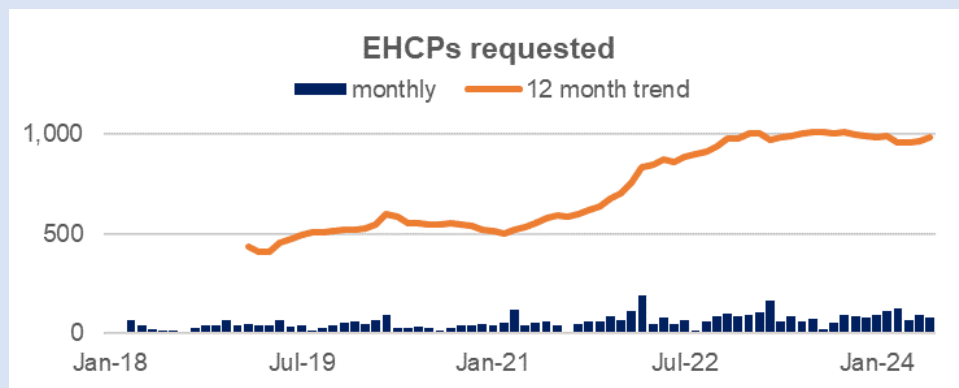
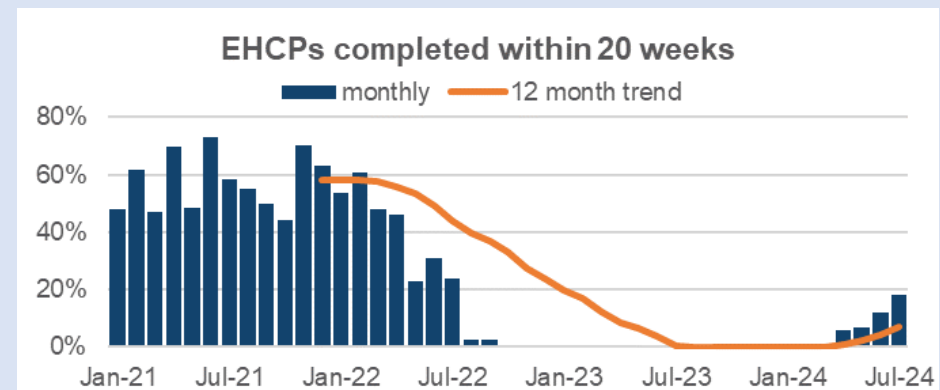
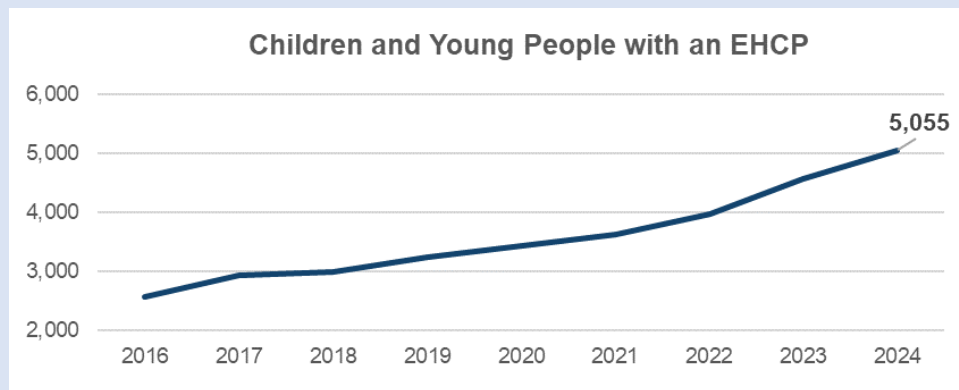
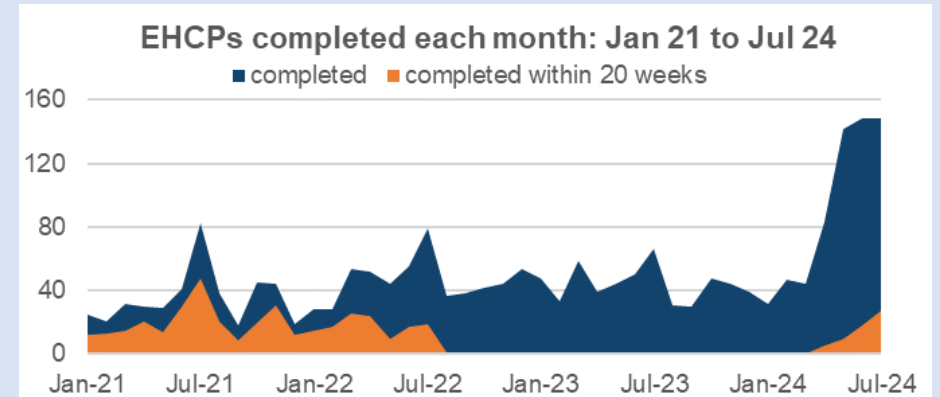
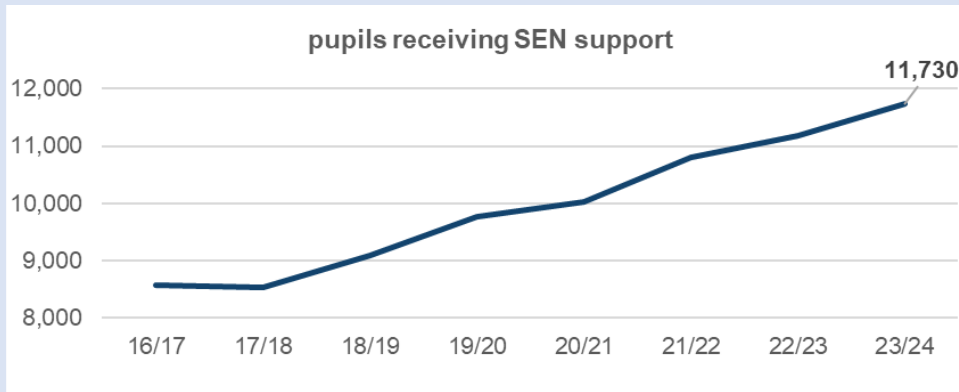
- 163 Almost 94% of young people (aged 16-17) are in employment, education or training. This is similar to the North East average but worse than the England average.
- 164 EET rates have reduced by half a percentage point over the last two years. The reduction is on par with the national reduction of 0.5 percentage points but worse than the regional reduction of 0.2 percentage points.

	County Durham	North East	England
June 2022	94.2%	93.9%	95.2%
June 2024	93.6%	93.7%	94.7%
Percentage point reduction	0.6	0.2	0.5

- 165 Mental health difficulties, alongside issues with attitude and motivation are becoming more prevalent.
- 166 We are continuing to support young people (aged 16 to 17) who do not have a place in education, employment and training. Over the summer, we are contacting leavers in years 11 and 12 to ensure they have secured, or are being supported to secure, a place for the 2024/25 academic year. This is our September Guarantee commitment – involving more than 11,690 young people.

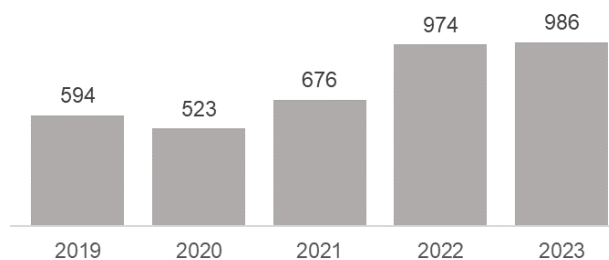
SEND Dashboard

(12 months rolling / annual data)



Education, Health and Care Plans (EHCPs)

167 Requests for new EHCPs have steadily increased in recent years. On average, during 2019, we received 50 requests each month, we now receive 82.



168 The increased demand is impacting the timeliness of EHCPs. As is a national shortage of educational psychologists (EP) which are needed to undertake the required assessment, and the timeliness of education provider responses to consultation and capacity challenges in providing suitable provision.

169 As the number of children with an EHCP increases, the workload of our teams increases. More than 5,000 children now have an EHCP and they all require an annual review - we completed 2,348 annual reviews during 2024. In addition, a proportion of plans will result in a dispute so our dispute resolution work increases.

170 Improvements to the EHCP assessment process and EP capacity are beginning to impact on the system. A comprehensive action plan is in place to reduce delays, focusing on the backlog for EP advice.

171 Since January, two contracts for extra EP support have been in place. This has resulted in more assessments being completed. Since March, three agency workers have been focusing on drafting EHCPs. We are also recruiting two further agency workers to support the team and reduce pressures caused by the increase in EHCPs.

172 We have put in place a new process to prioritise cases on complexity of need, the educational stage in relation to key transitions, and the potential increased risk of harm as a result of delay. This is ensuring those in the most need get support at the earliest opportunity - children and young people identified as a priority experience no delay.

173 These changes have reduced unallocated cases within the EP service and the average time to allocate has fallen from nine weeks (autumn of 2023) to two weeks (February 2024).

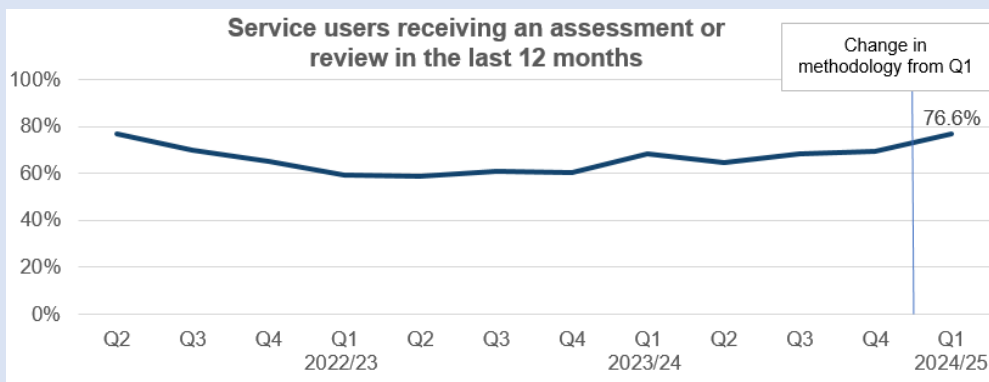
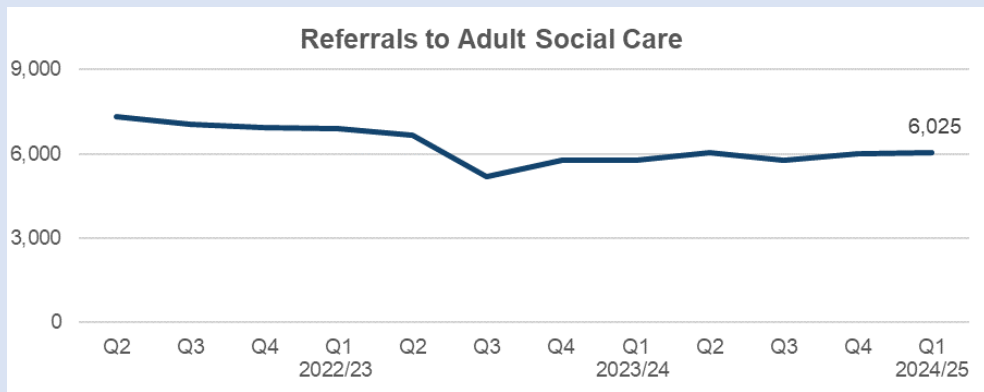
174 We estimate the waiting list and waiting times for EP advice to steadily fall and overall timeliness to steadily improve through the next financial year (April 2025 to March 2026). However, this is dependent upon agencies delivering against agreed contract volumes, in-house EP capacity being maintained, and demand remaining steady.

175 We are aware that these pressures are also being experienced by other councils. We expect benchmarking data to be released during the summer so will include comparisons of our performance in the quarter two report.

176 Our SEND Local Partnership is developing actions to support and inform families whilst they wait for specialised services. It is working to; develop clear policy and guidance in relation to 'waiting well' practices, ensure needs are discussed at the first point of contact, gather feedback at the end of involvement, and greater understanding of the wider SEND offer.

Adult Social Care Dashboard – Referrals and Assessments

(discrete quarterly data)



Benchmarking data for these indicators is not available as this is local data that is not reported nationally. The implementation of the national Client Level Data set has the potential for benchmarking to be produced by DHSC. If this happens, it will likely be in the next 12-18 months.

Referrals to adult social care

- 177 Referrals into adult social care have been stable for over a year. We received an average of 5,898 referrals per quarter over the last 18 months.
- 178 We are examining contacts (internal and external) and referrals into adult social care to understand the longer-term reduction over the last two to three years. This will increase our understanding of the changing demand for adult social care.

Care Act assessments completed

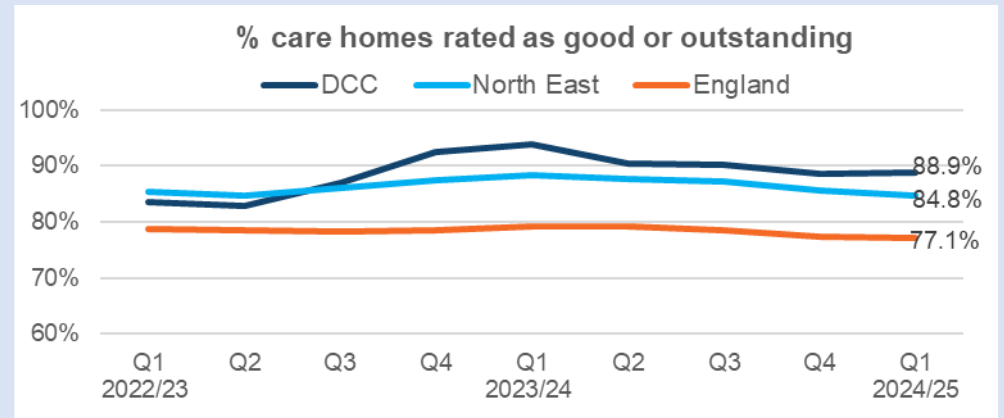
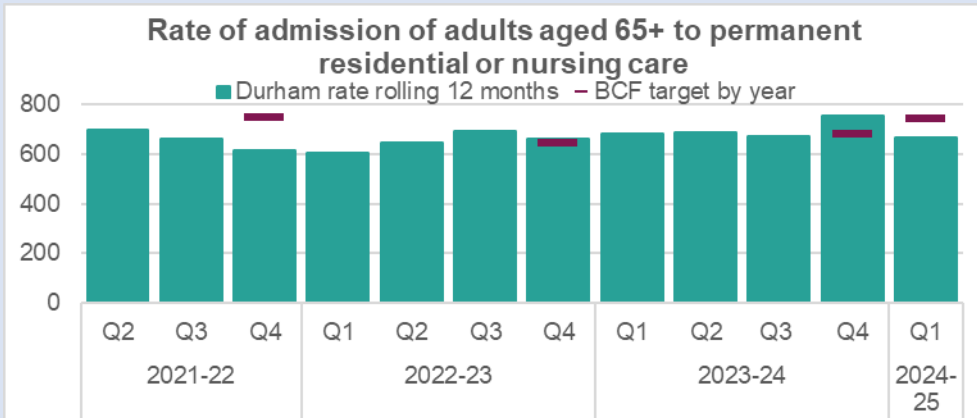
- 179 The number of Care Act assessments completed each quarter continues to be stable. We completed an average of 706 assessments each quarter over the last 12 months.
- 180 Currently, the number of Care Act assessments completed is not reported nationally.

Service users assessed or reviewed in the last 12 months

- 181 Previously only Care Act assessments and reviews / re-assessments were included in this indicator, but following a change in methodology all assessments and reviews undertaken by adult social care staff are now included: Care Act assessments, hospital service assessment plans, emergency duty plans, and all review and re-assessment types including the six-week reviews completed following a Care Act assessment.
- 182 The new methodology will determine if service users are assessed or reviewed by professional adult social care staff every year.
- 183 The new methodology shows almost 77% of service users have been assessed or reviewed in the last 12 months. Of the service users not seen within 12 months, most are allocated to service review teams which have high numbers of people overdue their annual review. We are working to reduce the backlog of overdue annual reviews, and expect performance for this indicator to improve.

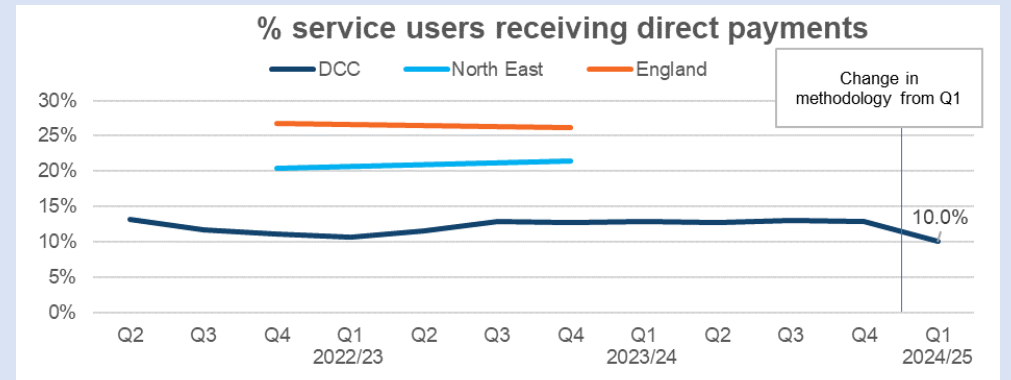
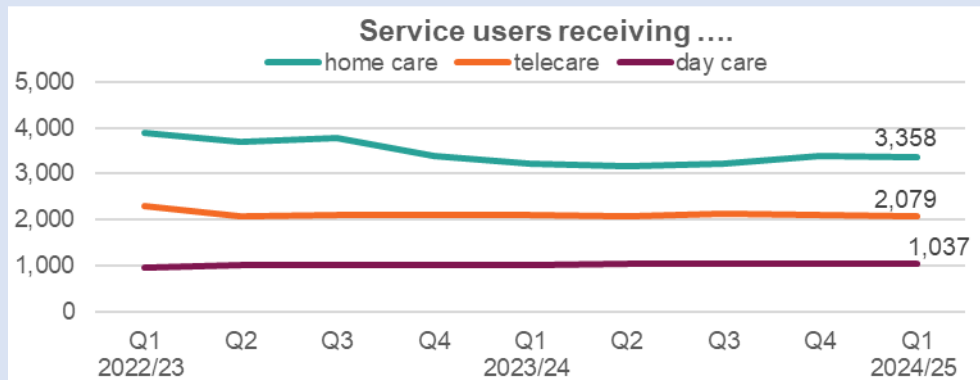
Adult Social Care Dashboard – admissions to permanent care

(quarterly data to June 2024)



Adult Social Care Dashboard – services received and outcomes

(quarterly)



People aged 65+ admitted to permanent residential or nursing care

- 184 From April 2024, admissions to residential care data is calculated from a 12-month rolling data set rather than cumulative periods during the financial year. This enables assessments with the Better Care Fund (BCF) target and provides better trend analysis.
- 185 The BCF plan for April 2024 to March 2025 is to maintain the number of admissions as last year, resulting in a slightly reduced rate per 100,000 population. Latest data (July 2023 to June 2024) shows that we are sustaining a lower rate compared to the BCF target and have had fewer admissions than in the previous 12 month period.

Care home ratings

- 186 Around 90% of care homes in the county are rated as good or outstanding, better than the overall ratings for care homes across the North East (85%) and England (77%).
- 187 We continue to manage the capacity in care homes enabling admissions as required.

Services Received

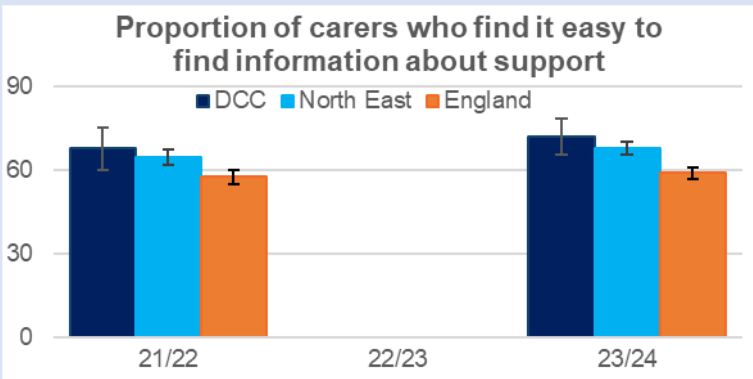
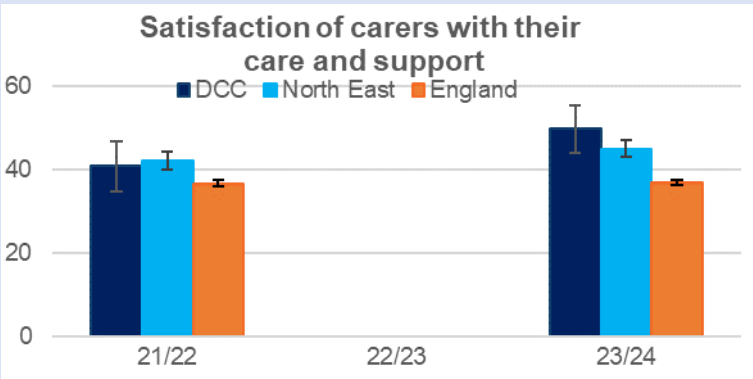
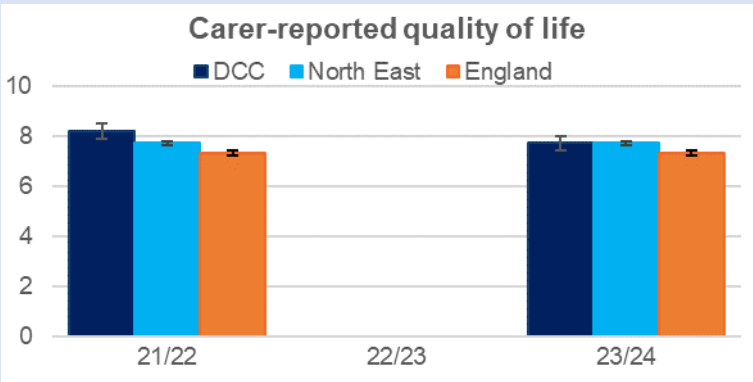
- 188 The home care market has remained stable since January 2023 with around 3,300 service users receiving home care at any point. Waiting lists for home care have been eliminated in County Durham, and continue to be monitored on a weekly basis.
- 189 High CQC ratings for community-based care locations demonstrate the quality of service provided across the market, 70% of community care providers in County Durham are rated good or outstanding compared with 57% nationally.
- 190 Service users receiving telecare remains stable with approximately 2,000 people using the service during the last two years. We have developed a plan to increase the use of technology to support service users which could result in an increase in the number of people receiving telecare.
- 191 People receiving a day care service has also remained stable over the last two years (approximately 1,000 people at any point between July 2022 and June 2024).

Direct Payments

- 192 A new methodology for calculating this indicator has been introduced. The data source has changed from the Short and Long Term Services (SALT) statutory return to the new Client Level Dataset (CLD). Both returns include similar information, but in a very different format. The government has issued draft guidance detailing how we can replicate some of the measures produced from SALT in the CLD. Although all attempts have been made to replicate the old methodology as closely as possible, some differences are inevitable.
- 193 Using this new methodology, we calculated that at the end of quarter one (30 June), 10% of people used direct payments to pay for at least part of their care. The number of people receiving a direct payment is consistent between the two methodologies. But as more people are receiving long term support in the community in CLD, this has reduced the overall percentage.
- 194 Performance calculated using the previous methodology showed take-up of direct payments is lower across the county compared to regional and national averages. As there is no difference between our direct payment policy and that of other councils, we are exploring other opportunities to develop take-up in the county.

Adult Social Care Dashboard – Carers

(annual data to March 2024)



The Oflog indicators for carers have been updated following the recent publication of the Survey of Adult Carers in England.

Further data for other OFLOG indicators will be available in October 2024 with the release of the following publications:

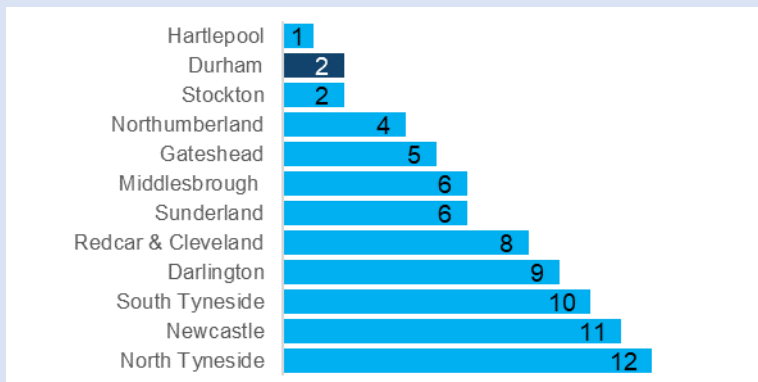
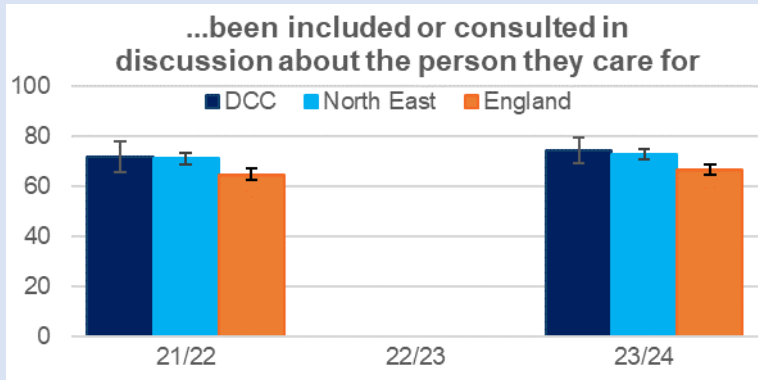
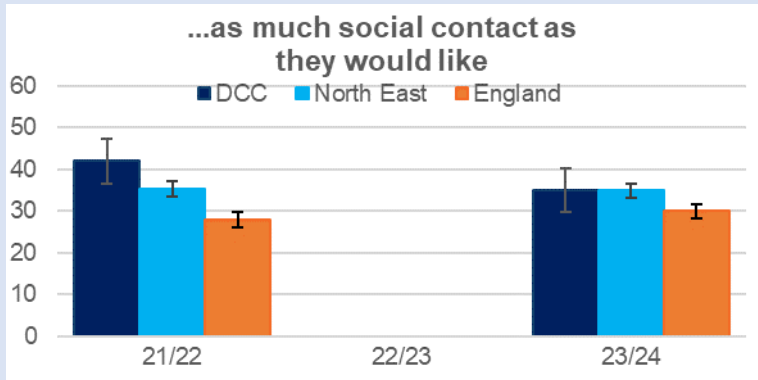
- Adult Social Care Survey (ASCS)
- Short and Long Term Support (SALT) return
- Adult Social Care Workforce Data Set

The remaining five Oflog indicators will be updated from the above publications in the quarter three Corporate Performance Report.

Adult Social Care Dashboard – Carers

(annual data to March 2024)

Proportion of carers who reported that they had...



The average of the five Survey of Adult Carers in England measures are used to determine the overall rank of each North East local authority.

County Durham is second out of the 12 North East local authorities with three of the five measures improving from 2021-22 to 2023-24.

When comparing the nine regions of England, the North East is ranked in first position.

Carer Indicators

- 195 The [Survey of Adult Carers in England](#) aims to learn more about whether the services received by carers are helping them in their caring role and their life outside of caring, and also about their perception of the services provided to the person they care for. It is carried out every two years and [results](#) from the 2023/24 survey are now available.
- 196 Five key measures from this survey are combined to rank councils and the English regions. The data compares 2023/24 (most recent survey) to 2021/22 (previous survey). The five measures are:
- **Carer-reported quality of life (Oflog measure).** The most recent survey scores us 7.7, worse than the score recorded in the previous survey (8.2). However, the latest data remains similar to the North East and statistically better than England.
 - **Carers who find it easy to find information about support.** Our performance has increased since the previous survey, and we remain in line or better than regional and national comparators.
 - **Overall satisfaction of carers with social services.** Our performance increased from 41% to 50%. Although regional and national performance also increased, their increase is at a smaller rate. Our performance is comparable with the North East, and significantly better than England.
 - **Carers who reported that they have been included or consulted in discussion about the person they care for.** Just over 74% of carers across the county replied that they had been. This compares to almost 72% two years earlier. Our latest performance is similar to regional performance but better than the national figure.
 - **Carers who reported that they had as much social contact as they would like.** Social contact across the county has reduced since the previous survey but is comparable with both regional and national benchmarking. Conversely, the national result for those reporting as much social contact as they would like has increased.
- 197 We are ranked second of the 12 North East councils, and show improvement in three of the five measures (between 2021/22 and 2023/24). Of the nine English regions, the North East is ranked in first position.
- 198 We continue to support unpaid carers across the county with a wide range of support. This includes:
- **Durham County Carers Support.** Provides information, advice and guidance to carers aged 18+. It offers practical support such as accessing a break from caring, provides free counselling and training, facilitates community based and online support groups, and helps carers claim benefits and grants.
 - **Hospital Discharge Carer Support project.** Improves support for unpaid carers where loved ones are on the hospital discharge pathway. Four weeks of intensive support before, during and after hospital discharge helps us identify carers early.
 - **The Bridge Young Carers Service.** Provides support to young carers (aged 5-17) and their families. Working with local schools, organisations and a range of health and social care professionals to identify young carers early, and assessing each young carer to understand their needs.

- **Bespoke help and support.** For young adult carers (aged 16-24) who are going through key times of transition, such as going to college or university, entering the workplace or leaving home. The service is working with the education sector including local universities, to ensure young carers are supported throughout their time in further education as well as being supported to access employment and other opportunities.

199 During the last 12 months, we consulted with carers and developed a 'Carers Plan on a Page'. This details the key areas of focus needed to improve outcomes for carers across the county. Actions include; early identification of carers, carer recognition, and access to information and guidance regarding the support available.

200 To achieve our objectives, we are:

- **Reviewing our Durham Carers Infopoint webpage** to ensure information is up to date, accurate and accessible. We are redesigning the webpage to incorporate a 'Talk to us' element where carers can share their thoughts, experiences and ideas.
- **Recite Me software added to Durham County Carers Support website** to ensure the website is accessible for individuals with disabilities, situational challenges and language support. Carers can customise the content so they read and understand the information in a way that works for them. In eight weeks, 51 carers accessed content using the screen reader, translation service and reading aids.
- **Developing a Virtual Carers Centre.** The site will serve as a 24/7 primary touch point for carers. It will let carers complete online assessments which identify their needs and present them with content that matches their specific needs. They will also be able to access further support, book appointments, and apply for carer break funding. Recite Me software is to be added to this site to ensure it is accessible - testing will take place throughout September.

201 Identifying unpaid carers and helping people to see themselves as unpaid carers is a challenge. A survey¹¹ has shown that 51% of carers took more than a year to recognise their caring role and 36% took more than three years. To help people recognise themselves as carers, we have started filming real life 'carer stories' for publication on websites and to be used as part of our marketing strategy for carers.

202 We continue to work with [Mobilise](#)¹² and use digital marketing across social media channels to discover 'hidden carers' who have not interacted with carer services. Since September 2022, Mobilise has helped us reach more than 48,000 carers, of which more than 70% are accessing their content outside of standard working hours and 78% report they have not accessed carer support services before.

203 It is encouraging that carers in County Durham are reporting higher satisfaction scores in comparison to the national average results relating to the ASCOF (Adult Social Care Outcomes Framework) survey. Work will continue with our commissioned services and other organisations that support unpaid carers across the county to ensure improvement across all reporting domains continues.

¹¹ by Carers UK

¹² Mobilise provides online support, information, advice and signposting to carers, access to online peer support groups, events, guides to caring and weekly newsletters.

Public Health Focus – Reducing Alcohol Harms Dashboard

- Alcohol misuse is a major health problem. It is the biggest risk factor for death, ill-health and disability among 15-49 years olds in the UK.
- The World Health Organisation places alcohol as a causal factor in more than 60 medical conditions including many cancers, liver disease and stroke.
- The [Joint Local Health and Wellbeing Strategy 2023-28](#) aims to reduce the harm caused by alcohol in County Durham.

The Joint Local Health and Wellbeing Strategy focuses on:

reducing the number of hospital admission episodes for alcohol related incidents and disease

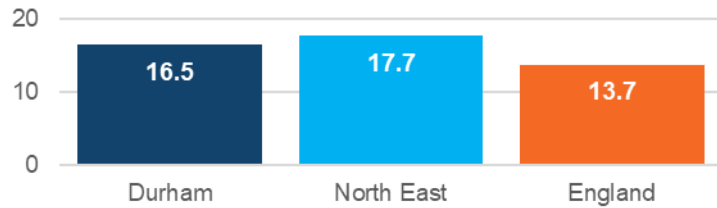
reducing the under 75 deaths rates from chronic liver disease

increasing the number of people suffering from drink dependency who are in treatment.

increasing successful completions from alcohol treatment.

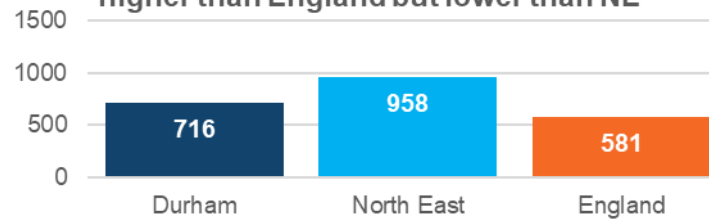
It also aims to influence cultural and policy change in relation to alcohol consumption whilst supporting children and young people to have an alcohol-free childhood.

Alcohol dependency rates are higher than England but lower than NE



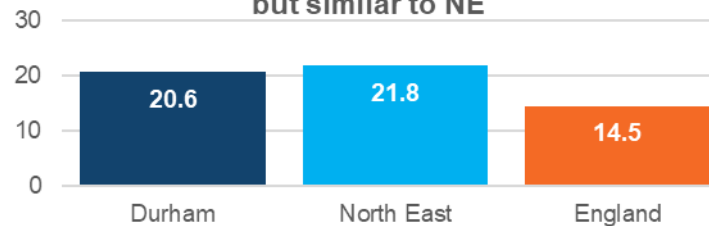
It is estimated that 16.5 per 1,000 adults in County Durham are dependant drinkers. This is approximately 7,067 people.

Hospital admission rates for alcohol specific conditions are significantly higher than England but lower than NE



Approximately 3,770 hospital admissions were attributed to alcohol in 2022/23.

Alcohol specific mortality rates are significantly higher than England but similar to NE



Around 108 deaths in 2022 were attributed to alcohol specific conditions.

New Dashboard on Durham Insight

A [dashboard](#) highlighting alcohol related harm has been developed. It provides a range of datasets that enable greater insight into the harms caused by alcohol the county.

Public Health – Reducing Alcohol Harms

National Context

204 Alcohol misuse is the biggest risk factor for death, ill-health, and disability among 15 to 49-year-olds, the fifth biggest risk factor across all ages and a causal factor in more than 60 medical conditions.

Regional and Local Context

205 The North East suffers disproportionately from alcohol harm. It has the highest rates of alcohol-related hospital admissions and alcohol specific deaths in England. Around 47% of adults drink above the recommended low risk guidelines - around 850,000 people and six out of ten men. More people who drink are also bingeing. Alcohol costs the North East public services and employers more than £1 billion per year.

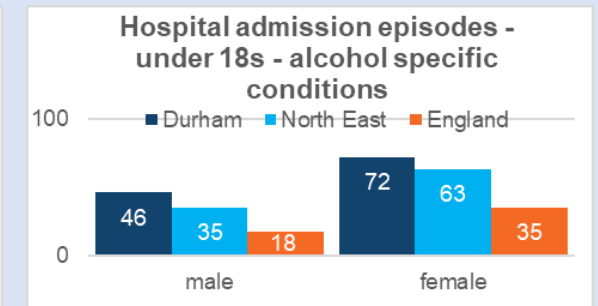
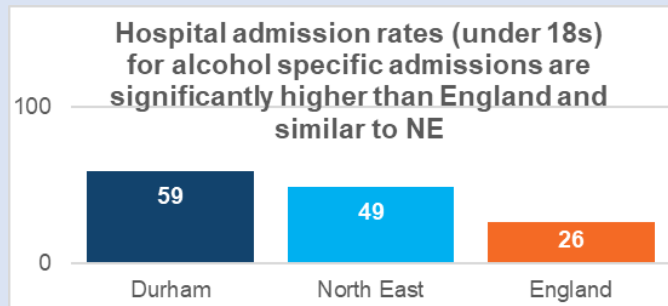
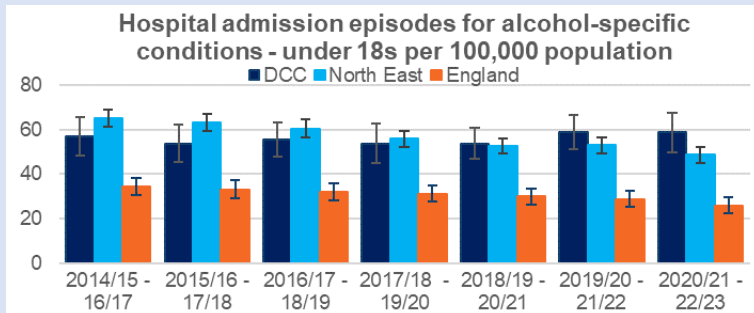
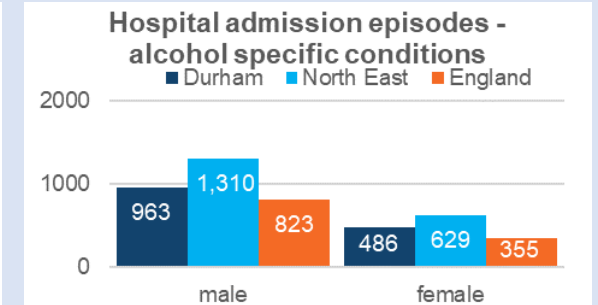
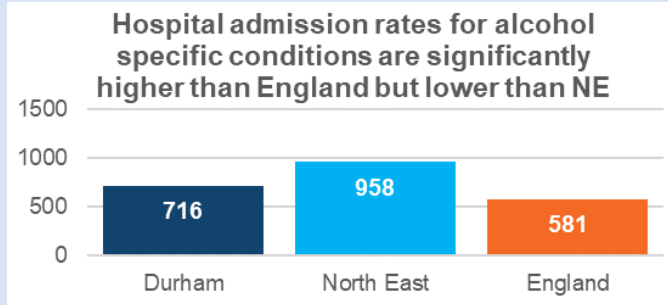
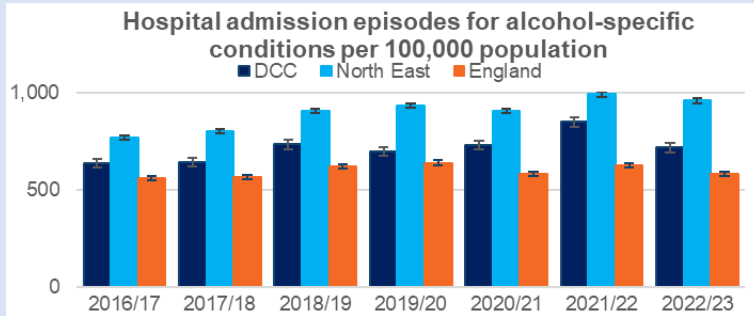
206 Across County Durham, approximately 7,000 people are drink dependent. Drug and alcohol treatment is provided by the [County Durham Drug and Alcohol Recovery Service](#) (DARS) using a 'Team around the Family' approach. The Care Quality Commission (CQC) rated DARS 'outstanding' (2022 [inspection](#)). 36.5% of those in alcohol treatment successfully completed the programme. This compares to a national average of 34.1%.

207 A new partnership working across County Durham and Darlington has been established. It will co-ordinate a system-wide response to tackling alcohol harms. This includes using an integrated evidence-based strategic approach; helping people to reduce alcohol intake and encouraging those who are drink dependent to access support; promoting an alcohol-free childhood; and supporting minimum unit pricing.

208 Recent work of the partnership ([more detail](#)) includes developing a data [dashboard](#) to provide an evidence-based approach to tackling alcohol harms; increasing capacity within the Drug and Alcohol Recovery Service (DARS) - using government funding; and providing training for partners in relation to effective conversations about safe levels of alcohol consumption and the tools to reduce risk.

Public Health Focus – Hospital Admissions

(annual data as at March 2023)



Hospital admissions for alcohol related conditions

209 With the exception of 2021/22 when rates across County Durham increased to 849 per 100,000 population, the rate has been relatively stable over the last five years (2018/19 to 2022/23).

210 During the 2022/23 financial year (April 2022 to March 2023), our hospital admission rate for alcohol-specific conditions in County Durham was worse than England but better than the North East.

County Durham	North East	England
716	958	581

211 Rates for men (963 per 100,000) are worse than for women (486 per 100,000) - almost double. This trend is reflected both regionally and nationally.

212 For the under 18s, our admission rate was worse than England but similar to the North East. This rate has remained largely static over the last 10 years.

County Durham	North East	England
59	49	26

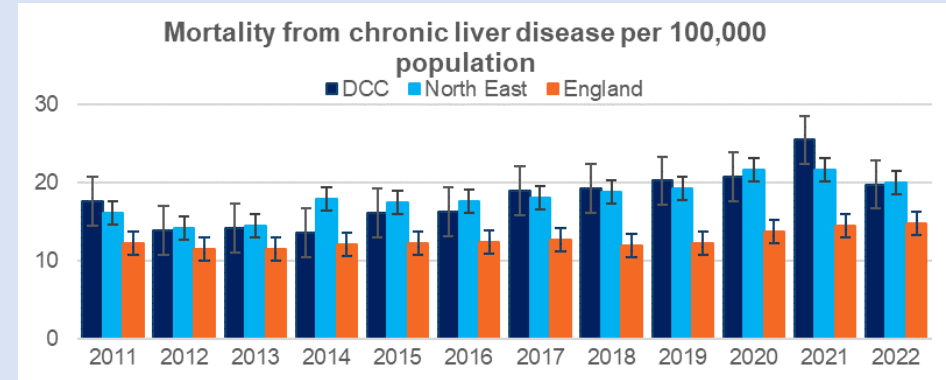
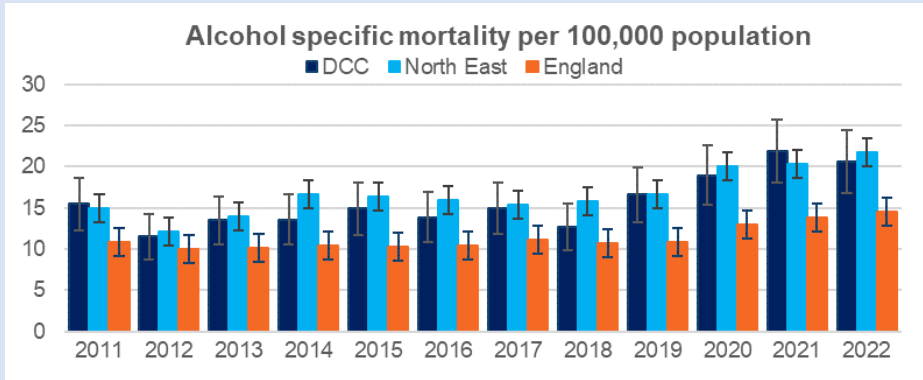
213 Rates for females under 18 (72 per 100,000) is worse than the rate for males under 18 (46 per 100,000). This trend is also reflected nationally.

214 We have linked the hospital admissions with geographic location¹³. The highest levels of alcohol related hospital admissions are registered in Durham City, Blackhall, Gilesgate Moor, Dawdon and Seaham Harbour, Chester-le-Street West and Pelton Fell, Shildon and Horden. This highlights the link with deprivation, but also indicates how high levels are influenced by the night-time economy within Durham City.

¹³ Durham Insight for 2017/18 - 2021/22

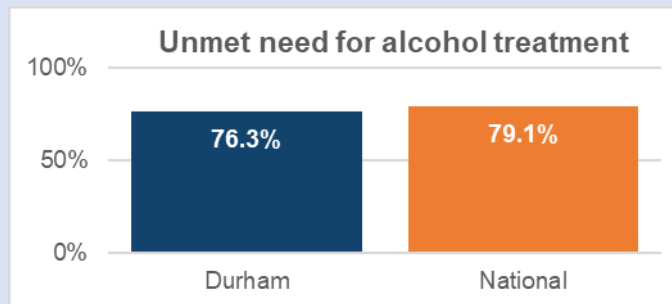
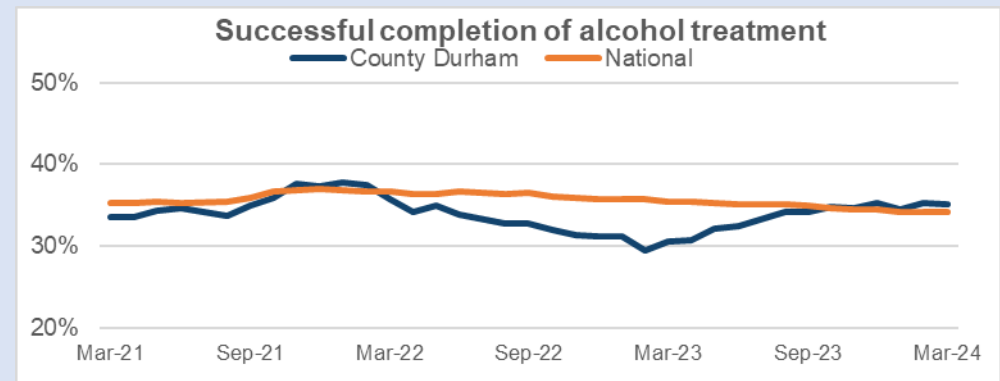
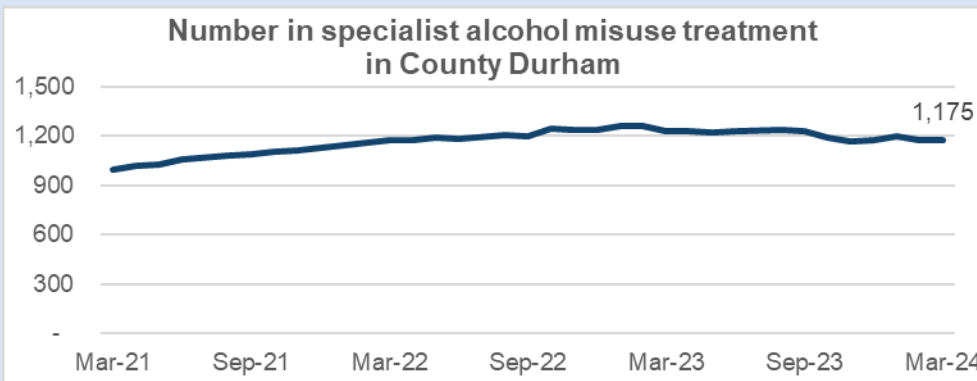
Public Health Focus – Alcohol related mortality

(annual data as at December 2022)



Public Health Focus – Alcohol Treatment

(Monthly data to March/April 2024)



Alcohol related mortality

215 There were 7,912 alcohol-specific deaths (wholly due to alcohol) in England in 2022. This is almost 5% higher than 2021 and 57% higher than 2006 (5,050 recorded deaths). Trends in deaths from chronic liver disease are similar.

216 Across County Durham, there were 108 alcohol-specific deaths in 2022, compared to 59 in 2012. The rate per 100,000 population (see table below) shows that although the alcohol-specific mortality rate for County Durham was statistically similar to the North East, it was worse than the rate for England. The gap is widening with England as the rate of increase has been much greater across the county and the wider North East.

	County Durham	North East	England
2012	11.5	12.2	10.0
2022	20.6	21.8	14.5
Increase	+79%	+79%	+45%

217 Trends for the rate of mortality from chronic liver disease were similar in 2022. County Durham was statistically similar to the North East, but worse than the rate for England.

	County Durham	North East	England
2022	19.7	19.9	14.7

Alcohol treatment and recovery

218 People accessing specialist alcohol treatment services across the county were stable between April 2023 and March 2024. Averaging 1,202 people per month, this is higher than the previous two years.

Unmet Need in County Durham

219 We estimate that approximately 7,000 people across the county are alcohol dependent. Although, 1,200 people accessed alcohol treatment services, we estimate unmet treatment to be 76%. This is better than the England average of 79%.

220 To reduce the unmet need, the DARS is expanding its capacity by:

- using the DARS’ outreach vehicle to visit communities and engage with those who need treatment but who are currently not engaging. A pilot within Bishop Auckland Primary Care Network is working with GPs to provide fibro-scanning (to detect the early onset of liver disease) for those drinking at high-risk levels.
- Targeting resources toward under-represented groups such as veterans and our Women’s Recovery Academy Durham.

221 Using regional prevention funding, a Drug and Alcohol Care team has been set up within County Durham and Darlington NHS Foundation Trust. This team engages individuals into recovery services at their most vulnerable point.

Successful completions¹⁴

222 Nationally, people in treatment for alcohol-only dependency reported a fall in the number of days that they used alcohol¹⁵. At the start of treatment, they reported drinking an

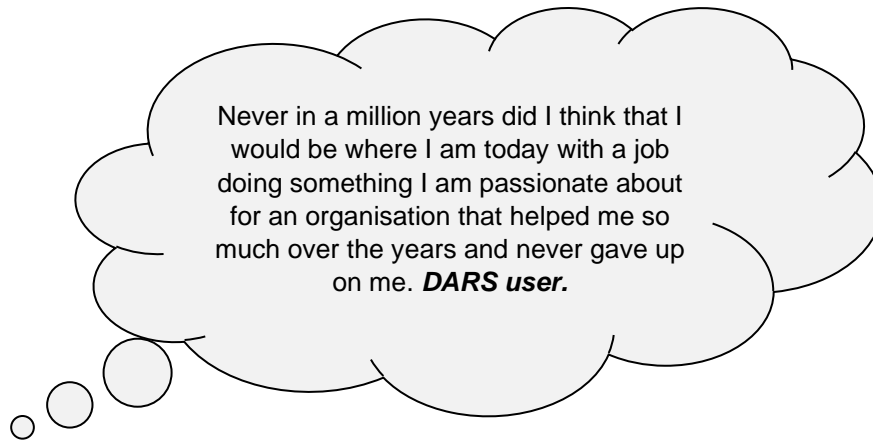
¹⁴ defined as a successful response to drug and alcohol related issues stated in a clients’ treatment plan. This outcome is a clinical judgement that the individual no longer needs structured treatment.

¹⁵ Outcomes for people who use drug and alcohol - Office for Health Improvement and Disparities.

average of 21.3 days in the previous 28 days, but at their six-month review, this had fallen to 11.9 days.

223 Across County Durham, the rate of successful completions increased over the 12 months ending March 2024 and is now 36.5%, better than the national rate of 34.1%.

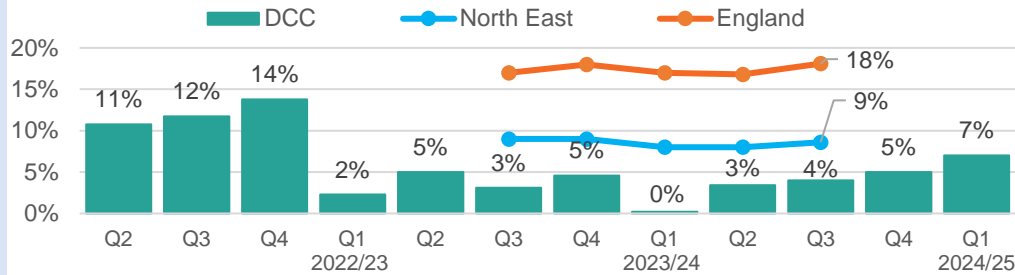
224 During 2023, 740 people completed an exit survey when leaving treatment. The average satisfaction rating was 4.9 out of 5. And 99.5% would recommend the service to others.



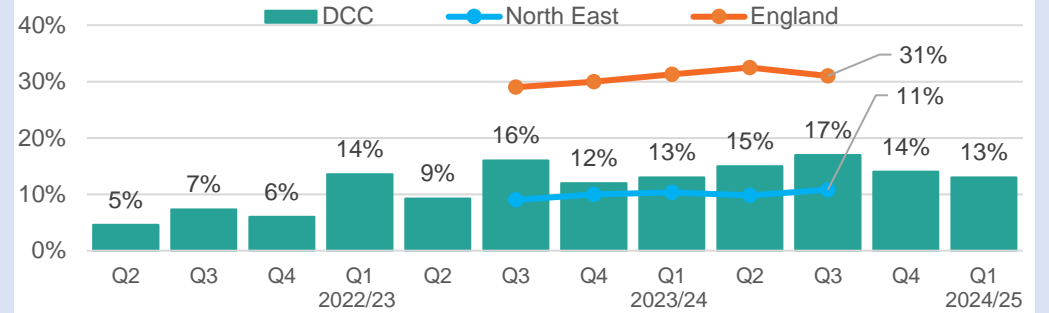
Housing Vulnerable People Dashboard - Homelessness

(discrete quarterly data)

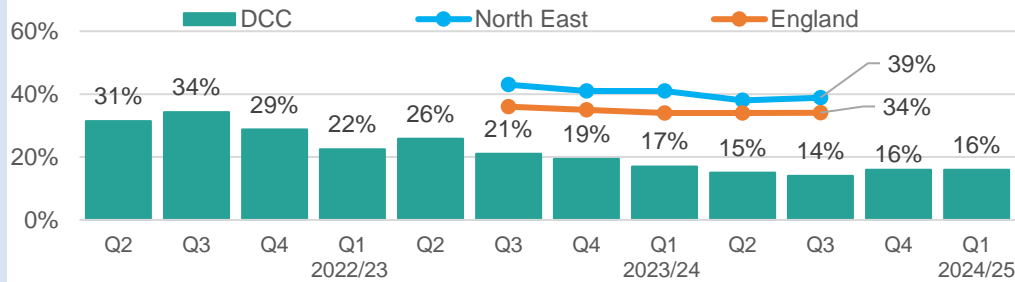
Homelessness prevention: people helped to stay in their home



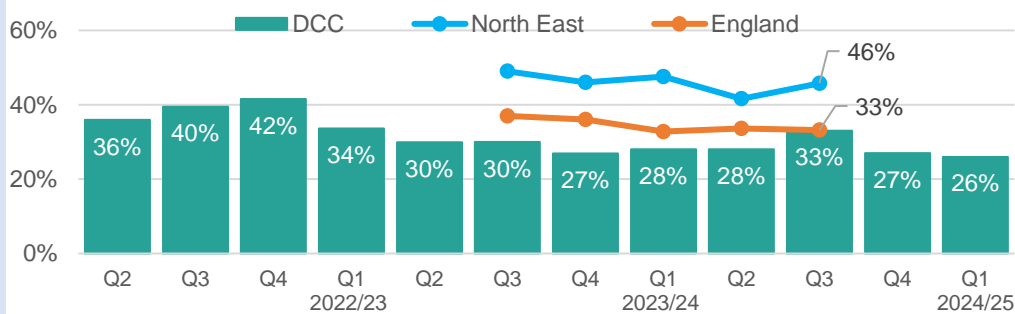
Acceptance of the main homeless duty



Homelessness prevention: people helped to move to alternative accommodation



Homelessness relief

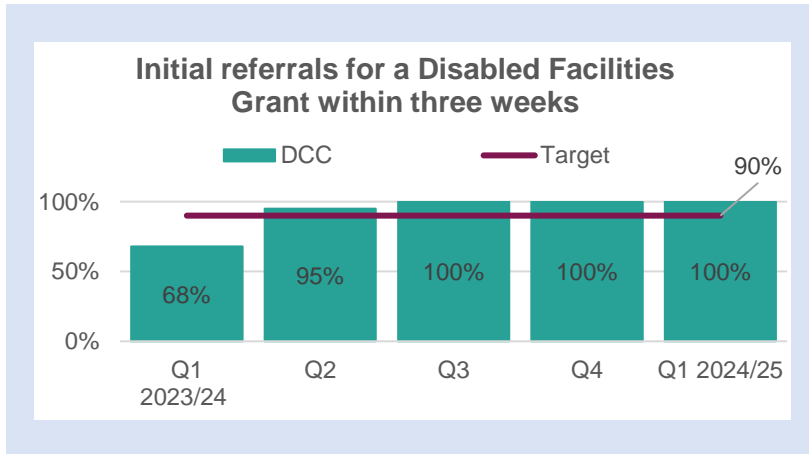
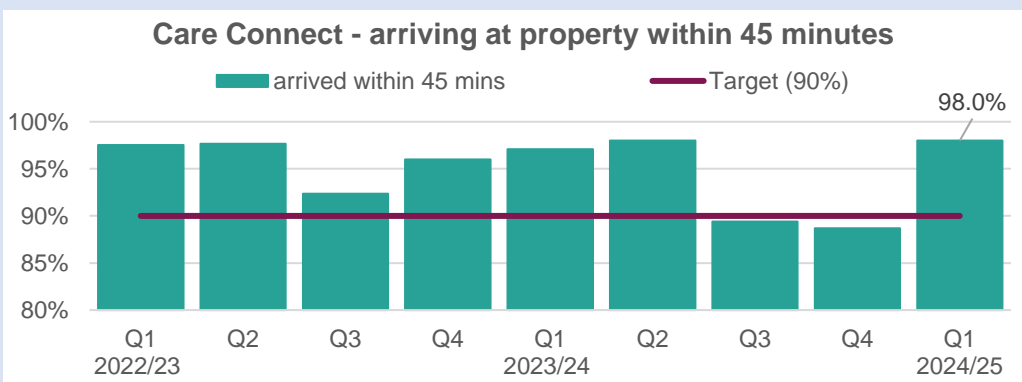
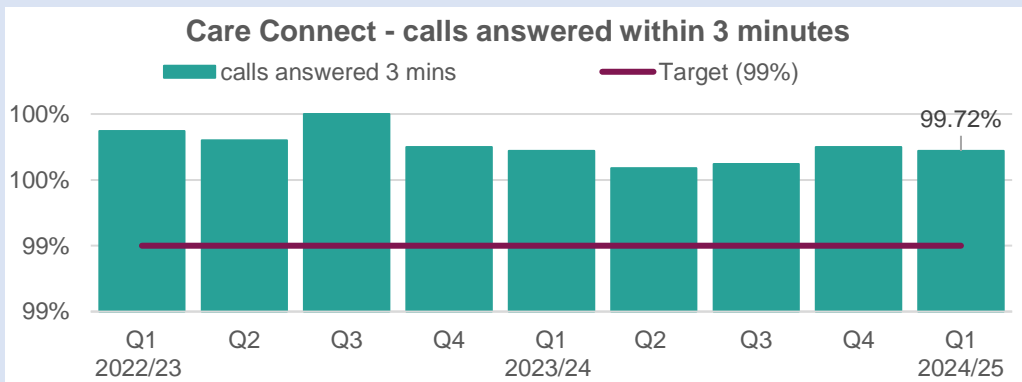
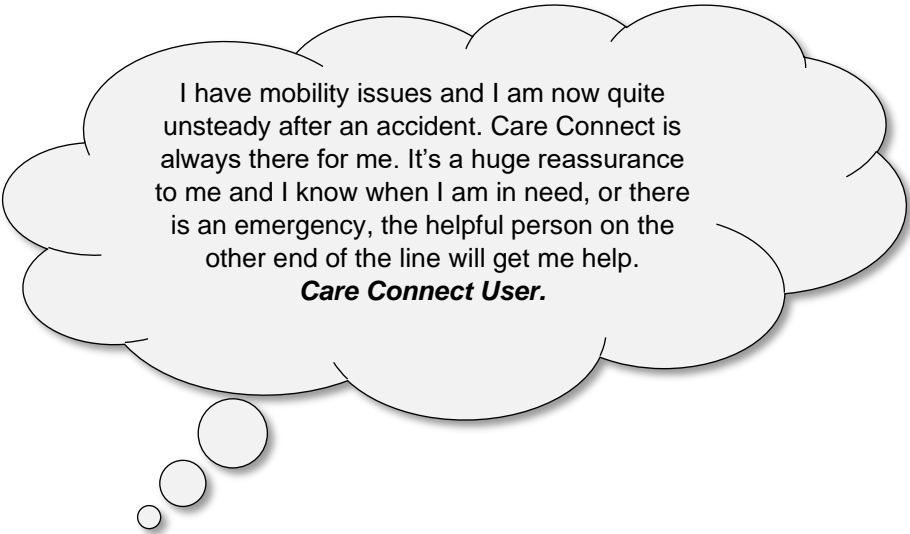
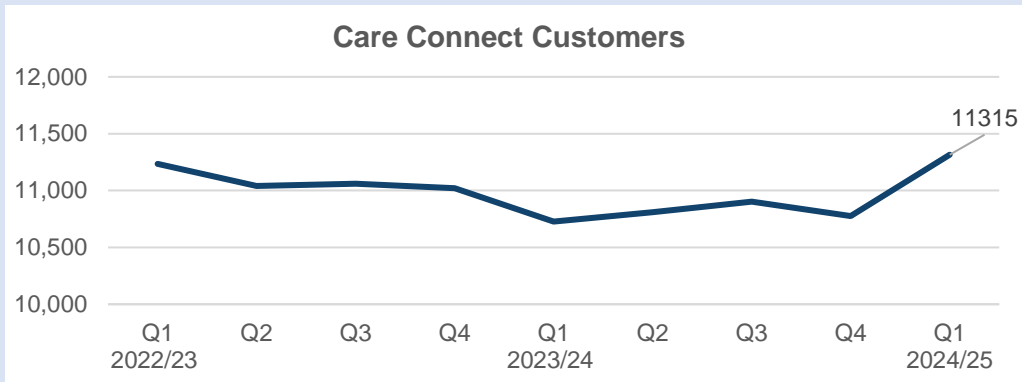


You said: customer raised complaint against our housing service as they were unhappy with the lack of contact and support received within a significant period.

We did: reviewed our processes and reassigned the case to a different Housing Officer and paid compensation. As a result, further training has been identified regarding case transfer between teams and the process for referrals to other local authorities. **Housing Solutions User.**

Housing Vulnerable People Dashboard – Care Connect, Disabled Facilities Grants

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



Homelessness

Prevention Duty

225 We have a duty to work with people who are threatened with homelessness within 56 days to prevent them from becoming homeless (the prevention duty). The outcomes for households threatened with homelessness and eligible for assistance over the last six months, are shown below.

	January to March %	April to June %	April to June Number
Households helped to remain in their current home.	5%	7%	26
Households helped to move to alternative accommodation	16%	16%	59

226 The improved performance relating to helping households remain in their current home is partly due to preventative work by visiting officers appointed last year, and to a review of frontline processes and workflow. To further improve prevention outcomes, our allocation of the homeless prevent grant will be used to support intervention at an earlier stage.

227 Of the 59 households moved to alternative accommodation during quarter one (April to June); 27 moved to private rented sector (46%), 15 to social housing (25%), 15 to social rented supported housing (24%), and three to other alternative accommodation (5%).

228 Access to private rented sector accommodation has improved. This is partly due to the private landlord insurance scheme which mitigates the risks to landlords of damage and arrears. We are reviewing the Durham Key Options Letting Policy to assist with increased allocations to this client group.

229 We are improving the referral process to our supported accommodation providers by implementing a new portal. This, alongside the increase in our housing portfolio, will help increase preventions into alternative accommodation over time.

Relief Duty

230 If homelessness cannot be prevented within 56 days (the prevention duty) or if an applicant is already homeless, we have a duty to help secure accommodation (relief duty).

231 Households (homeless and eligible for assistance) which had their homelessness relieved over the last six months, are shown in the table below:

January to March %	January to March Number	April to June %	April to June Number
26%	230	26%	228

232 There has been a notable increase in households presenting as already homeless. We have put new processes in place to separate the initial assessments and outcome work to improve outcomes across all stages of homelessness.

Main Housing Duty

233 When the relief duty ends and we are satisfied the applicant is eligible for assistance, in priority need for accommodation and not intentionally homeless, we owe them a main housing duty. Cases where there has been an acceptance of the main homelessness duty over the last six months are shown in the table below:

January to March %	January to March Number	April to June %	April to June Number
14%	115	13%	117

Benchmarking Comparisons

234 The latest available benchmarking data (October to December 2023) shows our performance across the four key homelessness measures was worse than all national and regional averages, except the national average for relief (which we were equal to) and regional average for homelessness duty (which we were better than).

Homelessness outcome	DCC	Regional	National
Prevention: stay in their home	4%	9%	18%
Prevention: move to alternative accommodation	14%	39%	34%
Relief	33%	46%	33%
Homelessness Duty	17%	11%	31%

Homelessness and Rough Sleeping Strategy and Delivery Plan

235 We have now adopted our [Homelessness and Rough Sleeping Strategy and Delivery Plan for 2024-2029](#). It sets out how we will address and prevent homelessness through and rough sleeping across the county. Recent initiatives include:

- Securing funding for a social worker for two years. The postholder will provide dedicated support to entrenched rough sleepers with complex needs.
- Encouraging more private landlords to accommodate our rough sleepers.
- Helping clients access social housing where possible. This includes helping with appeals to Durham Key Options where a client has previously been suspended.
- Securing funding for 40 properties to be used as temporary accommodation. We have acquired 34 properties and are working to acquire the remainder.
- Providing five apartment hubs at a former children's home in Tow Law plus an additional five at the former Bishop Auckland Registry Office - as part of the Single Homelessness Accommodation Programme (SHAP). We are working to provide eight apartments in Spennymoor, 11 dispersed units, three additional apartment units, and specialist support for people housed by the SHAP project.
- Reviewing all 19 supported housing providers within the Supported Housing Improvement Programme (SHIP) by March 2025 to ensure properties provide the correct level of support to tenants. We have developed, with providers and tenants, minimum standards for property, support, and value for money (Non-Commissioned Supported Housing Charter).
- Securing 72 private rented sector tenancies for ex-offenders since April 2023, 36 of which were sustained for six months and more. We are rated in the top three performing councils nationally.

Care Connect

236 More customers used the Care Connect service during quarter one (April to June) compared to both the previous quarter (January to March) and the same period last year (April to June 2023).

April to June 2023	January to March 2024	April to June 2024
10,727	10,776	11,315

237 To help boost customers, we are running a summer promotion over July and August which offers free installation for new customers signing up to the Care Connect service.

238 We responded to 6,369 emergency calls during quarter one (April to June) - 98% within 45 minutes. This is better than both the previous quarter and the same period last year.

April to June 2023	January to March 2024	April to June 2024
89%	97%	98%

239 During quarter one (April to June), 29 calls were responded to after 60 minutes. This was because the location of the properties and staffing levels.

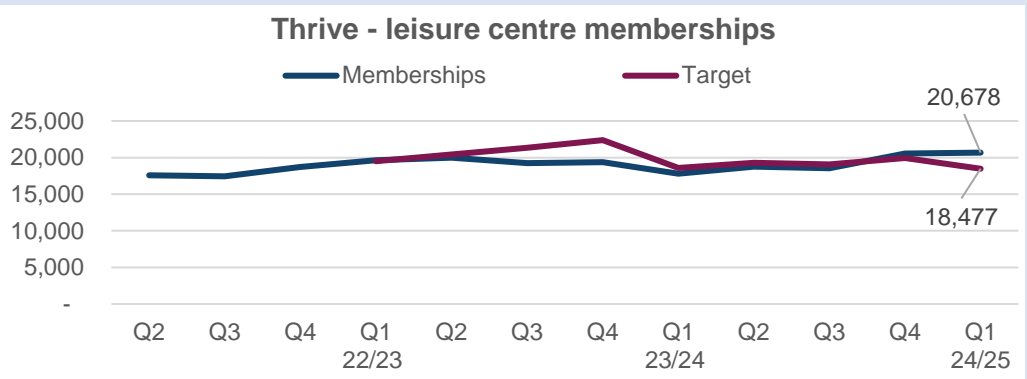
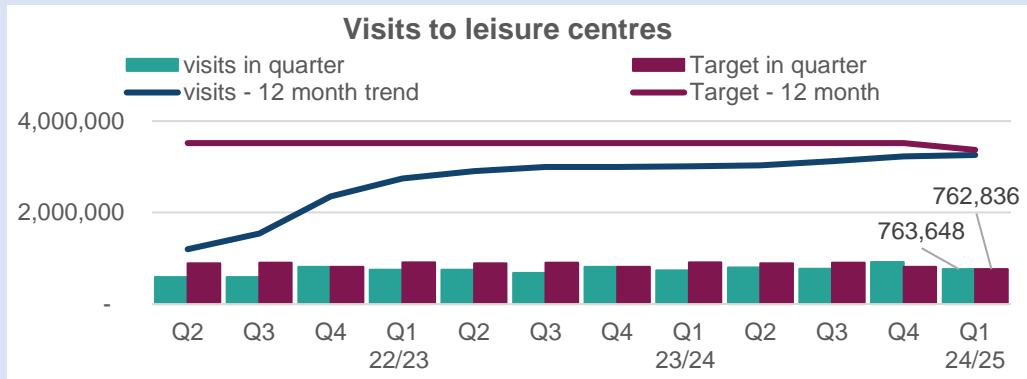
Disabled Facilities Grants

240 During quarter one (April to June), 100% of clients were contacted within three weeks of receiving a referral for a Disabled Facilities Grant. This is better than target (90%), and the same as quarter four (January to March).

241 Dedicated officers allocated responsibility to deal with first contact continues to have a positive impact on performance.

Physical Activity Dashboard

(as at 30 June 2024 / year to date ending 30 June 2024)



Leisure Centre Visits

- 242 As part of our Leisure Transformation Programme, refurbishment works continue at Newton Aycliffe, Teesdale, Spennymoor and Louisa Centre. We have adjusted the 2024/25 targets of our key indicators to reflect the work programme.
- 243 During quarter one (April to June), we recorded almost 764,000 visits to our leisure centres, better than both the target (762,836) and the same period last year (734,063).
- 244 The improved performance is due to Peterlee re-opening their swimming pool in April, more visitors to Woodhouse Close pool, and events such as athletics at Shildon, gymnastics and dancing at Newton Aycliffe and swimming galas at Chester-le-Street and Woodhouse Close.

Thrive (Leisure) Memberships

- 245 Thrive (leisure) memberships continue an upward trend and latest performance is better than target.

	June 2023	March 2024	June 2024
Memberships	17,813	20,540	20,678
Target			18,477

- 246 Our new membership scheme and pricing structure has had a large influence on sales and retention of members. However, the scheme is still in its infancy so we will continue to monitor our performance closely.
- 247 Leisure centres where activities have re-opened following transformation works have also made a positive impact on sales. As has our bespoke website, app and digital enquiry system. We have received more than 17,000 enquiries since the system launched in September 2023, one million website views since January 2024 and 10,000 app downloads since it was launched in April 2024.

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

248 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 ¹⁶	% of the county	% of the population	People per hectare ¹⁷
Rural	57%	7%	0.3
Rural town and Fringe	32%	37%	2.7
Urban	11%	56%	12.1

249 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.

250 There are approximately 250,000 dwellings¹⁸ across the county. Of these, 63% are owner-occupied, 20% are social rented and 17% private rented.

251 Median house prices across the county are consistently lower than those across the North East and the England¹⁹.

	County Durham	North East	England
Median house price <i>Between April 2022 and March 2023</i>	£125,000	£152,000	£290,000

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

¹⁶ [Rural Urban Classification for LSOAs 2011](#)

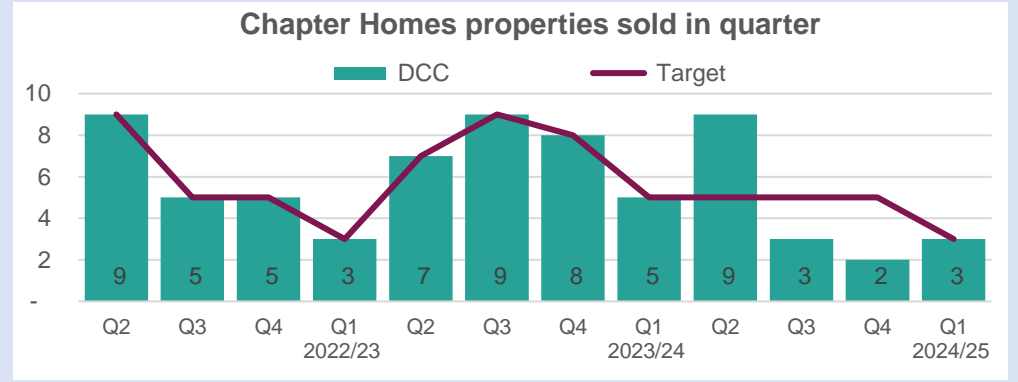
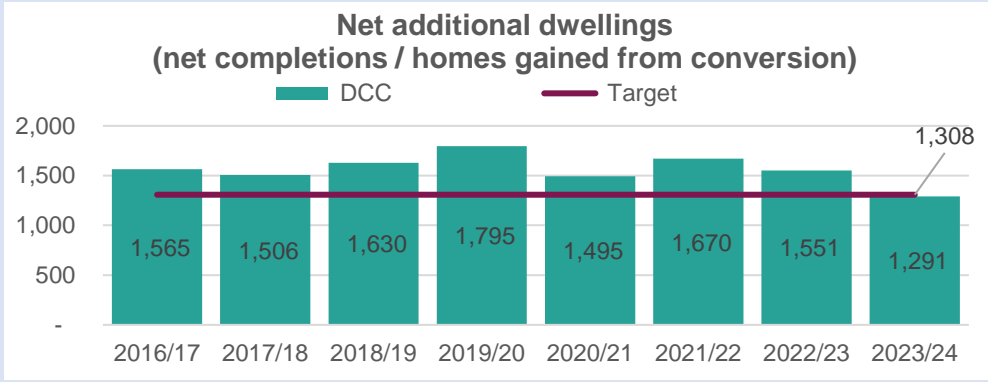
¹⁷ [Durham Insight - Rural](#)

¹⁸ [Durham Insight - Housing](#)

¹⁹ [Median House Prices](#)

Housing Delivery Dashboard

(At the end of 31 Mach 2024 / discrete quarterly data)



Net additional dwellings

253 During the 2023/24 financial year, 1,291 net additional dwellings were completed across the county, as follows:

Type	Additions	Demolitions
New builds	1,281	
Dwellings converted from other uses. (e.g. barn, shop)	31	21
TOTAL	1,312	21

254 This is worse than our target of 1,308 per annum. Several larger sites completed in 2022/24 compared to this reporting period, however, several larger sites have recently started on site with completions recorded in 2024/2025.

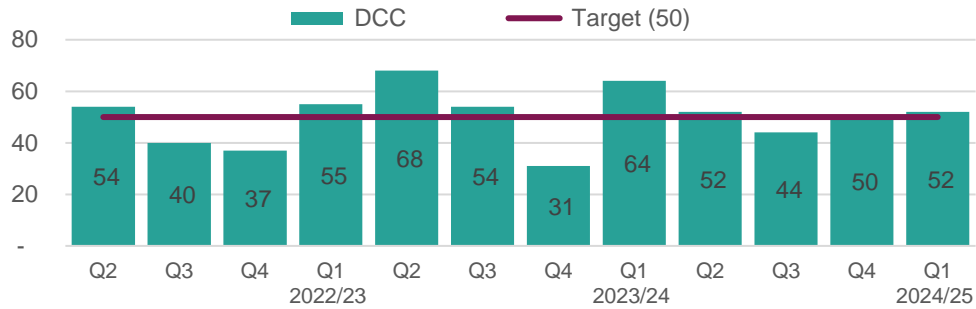
Chapter Homes

255 Three properties were sold during quarter one (April to June 2024). This is in line with current sale projections and reflects the latter stages of the development at Hartley Gardens in Gilesgate. It is anticipated further sales will be secured in quarter two.

Housing Standards Dashboard

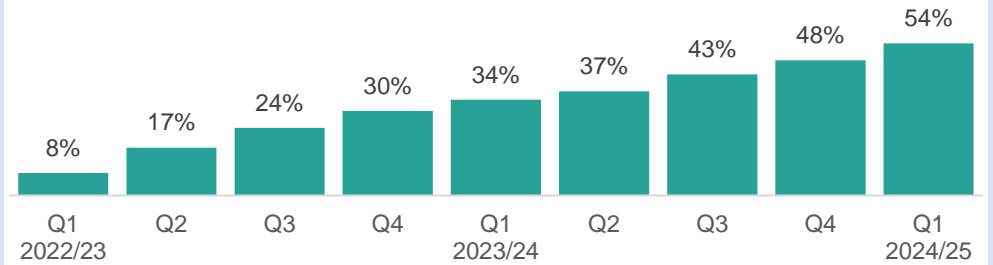
(discrete quarterly / annual data)

Empty homes brought back into use

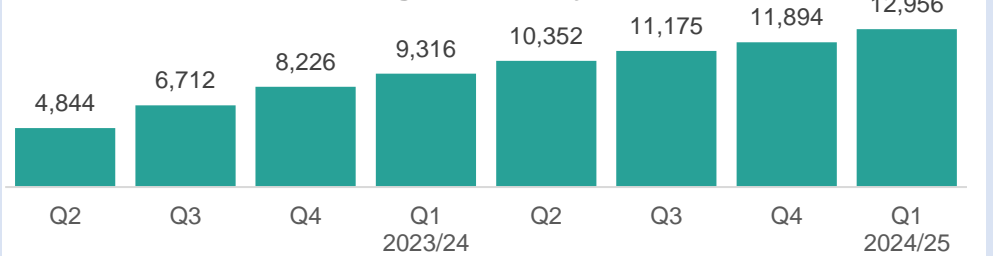


Selective Licensing (Private Rented Sector properties - PRS)

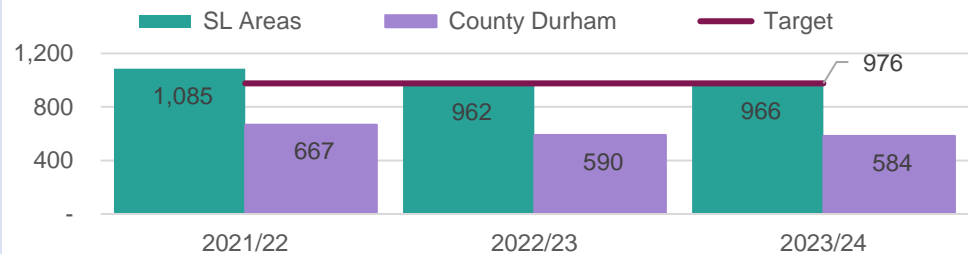
% of PRS properties covered by SL scheme that are fully licenced or legal proceedings instigated (YTD)
Target: 100% by 2027



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



Number of ASB incidents (per 10,000 population) within the selective licensing areas
Target: 976 by 2027



Empty Homes

- 256 We brought 52 long term empty properties back into use during quarter one (April to June), slightly better than the target of 50.
- 257 In most cases, this was achieved through negotiations with owners (38). Other methods included; inspections through Rent Deposit Guarantee Scheme (nine); empty homes interest free loan (four); and via registered provider (one).

Selective Licensing

- 258 Our selective licensing scheme covers an estimated 29,000 privately rented properties, and their status as at 30 June was:

Status	Number	% of total
Fully licensed	12,956	45%
Being processed	1,131	5%
Family exemptions in place	401	1%
Temporary exemptions agreed	34	0%
Temporary exemptions pending	3	0%

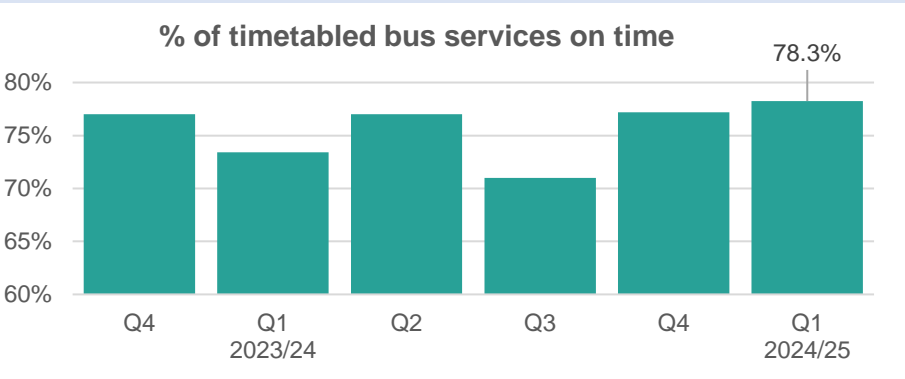
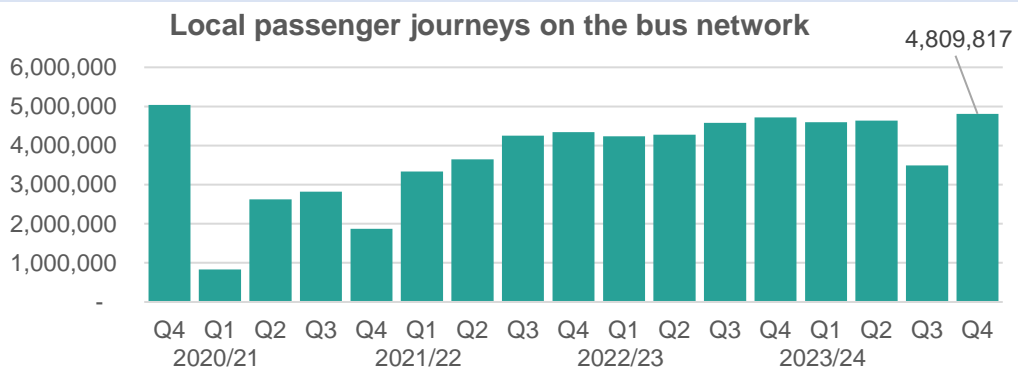
- 259 We have raised a further 929 service cases. These are informal enquiries, requests to licence properties or requests to make repairs (if already licensed). Once the facts have been established, some cases could progress to investigations. However, we would encourage landlords to apply for a licence to avoid legal action.
- 260 We are also investigating 165 properties for not having a licence, are progressing prosecution files for 22 properties (a further three already successfully prosecuted) and have issued 43 civil penalty notices for not obtaining a licence.
- 261 Together these comprise 54% of private rented sector properties covered by the selective licensing scheme.
- 262 A modelling refresh is currently underway to identify all private rented sector properties that have not yet been licenced (or where a property has left the private rented market and does not require a licence). Properties identified will be investigated and landlords encouraged to apply for a licence.
- 263 We are continuing to target areas within the scheme where licence numbers are low. Our recently implemented financial penalty policy continues to assist with enforcement action (as an alternative to prosecution) and encourage unlicensed landlords to apply.

ASB in Selective Licensing Areas

- 264 ASB categories included in this measure are specific to the selective licensing scheme. Therefore, not all ASB categories are included.
- 265 During the 2023/24 financial year, within selective licensing designated areas, there were 966 incidents of anti-social behaviour incidents per 10,000 population. Although worse than the 962 reported the previous year (2022/23 financial year), it is better than the five-year target of 976 incidents per 10,000 population.

Transport Connectivity Dashboard: public transport patronage and punctuality

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



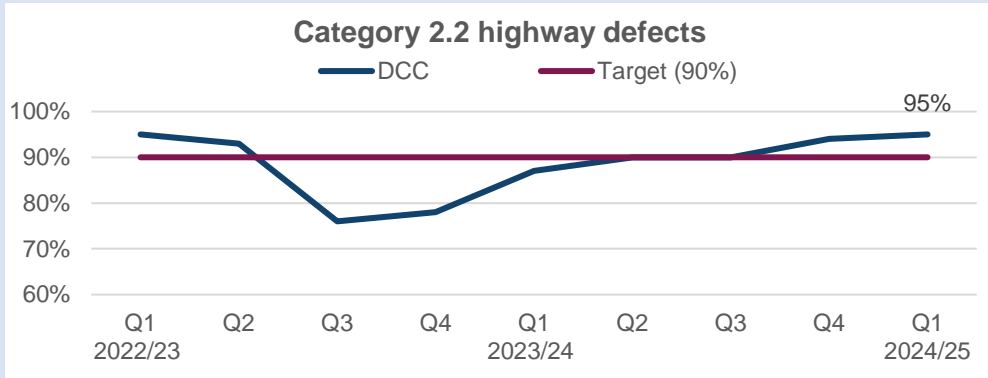
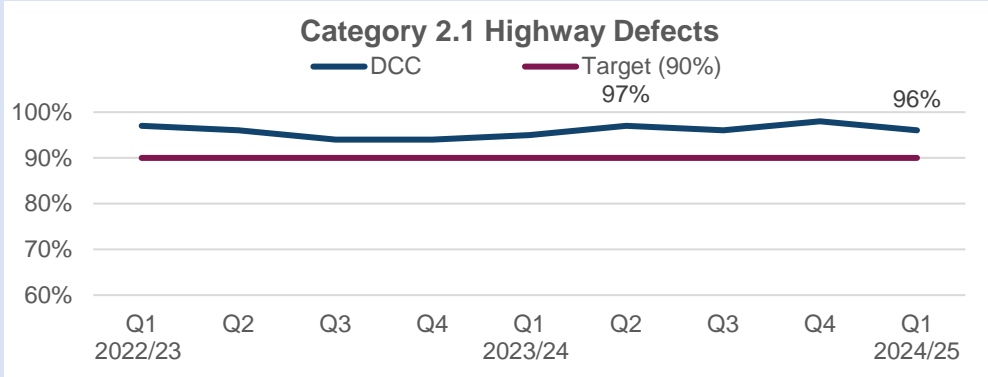
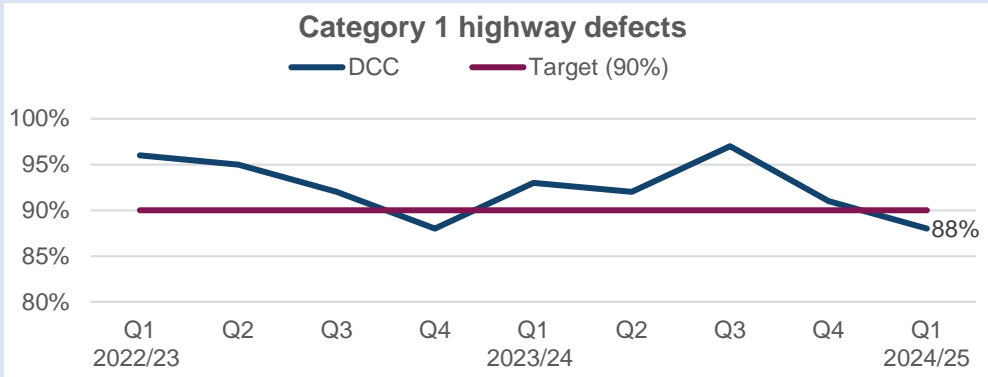
Both patronage and punctuality were impacted as a result of industrial action during quarter three 2023/24.

Public transport patronage and punctuality

- 266 Bus patronage has slowly increased over the last two years and is back to within 95% of pre-Covid levels.
- 267 Between January to March, there were just over 4.8 million passengers, 2% higher than the 4.7 million passengers recorded the last year (January to March 2023). However, the increase masks the impact on passenger numbers of strike action and operational delivery issues of larger operators.
- 268 During quarter one (April to June), punctuality was 78%. This is better than the same period last year (April to June 2023) when it was 76%. The improvement is due a reduction in driver shortages.
- 269 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.

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.

Highways Maintenance

- 270 Highway defects are categorised by risk. Resources are directed toward those with the potential to cause the greatest harm. Category 2.2 defects pose the lowest level of risk to the public based on footfall and location.
- 271 We have committed to repair 90% of all highway defects, regardless of category, within a set time. During quarter one (April to June), we achieved the target and improved performance for categories 2.1 and 2.2. However, performance relating to category 1 defects was worse than the same period last year and worse than the 90% target. It should be noted that the target for category 1 defects was achieved throughout financial year 2023/24.

Defect	90% to be repaired within	April to June 2023	April to June 2024
Category 1	2 or 72 hours	92%	87%
Category 2.1	14 days	95%	96%
Category 2.2	3 months	87%	95%

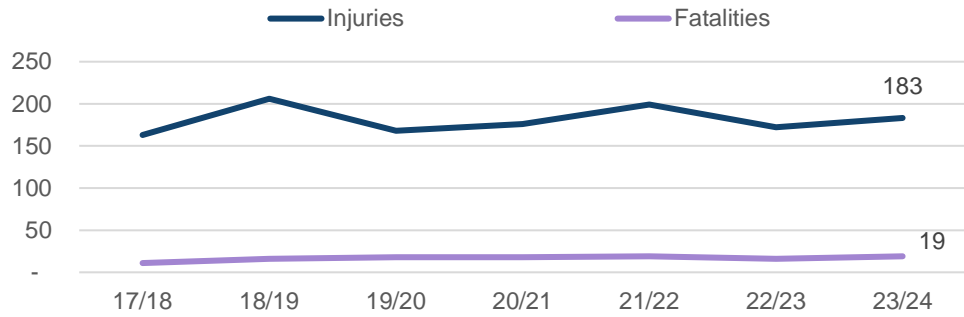
- 272 We allocate resources based on the historical number of defects. During April to June, category 1 defects increased by 20% compared to the previous year. We allocated additional resource and successfully completed 13% more within the target of 2 or 72 hours (depending on severity). As a result the allocated £8 million revenue budget will be overspent, with expenditure forecasted to be £10 million. The budget overspend will be supported by £1.8 million from capital, resulting in an overspend of £0.238 million.

Category 1 Defects	April to June 2023	April to June 2024	% change
Identified	3,399	4,080	+20% (681)
Achieved in target	3,127	3,549	+13% (422)

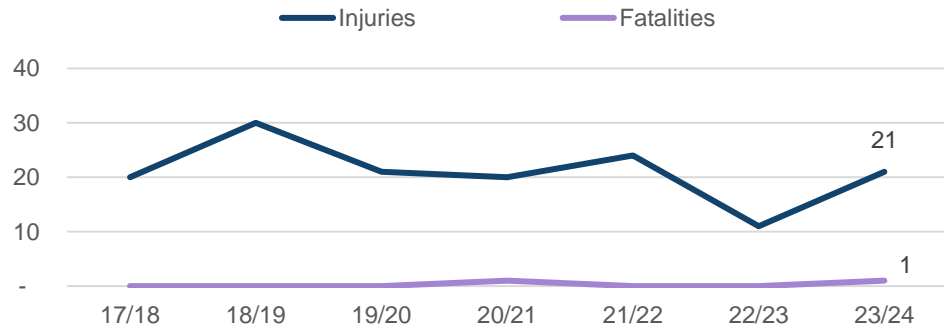
Road Safety Dashboard

(July to June 12 month rolling trend)

Killed or seriously injured - all injuries and fatalities



Killed or seriously injured - children



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

Road Safety

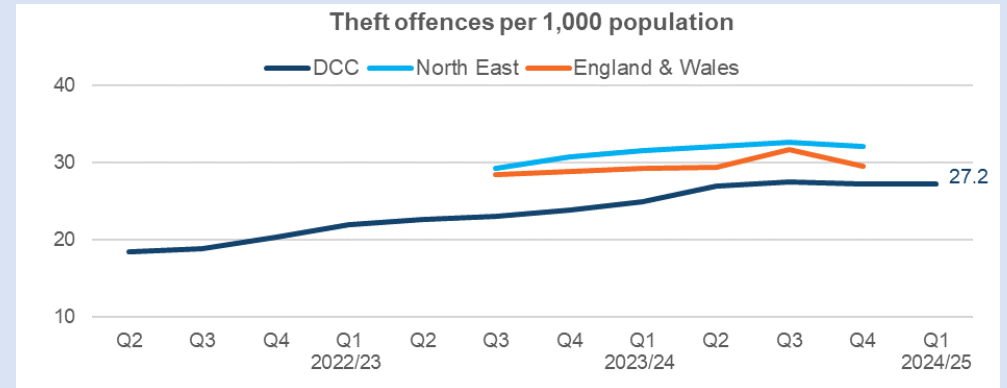
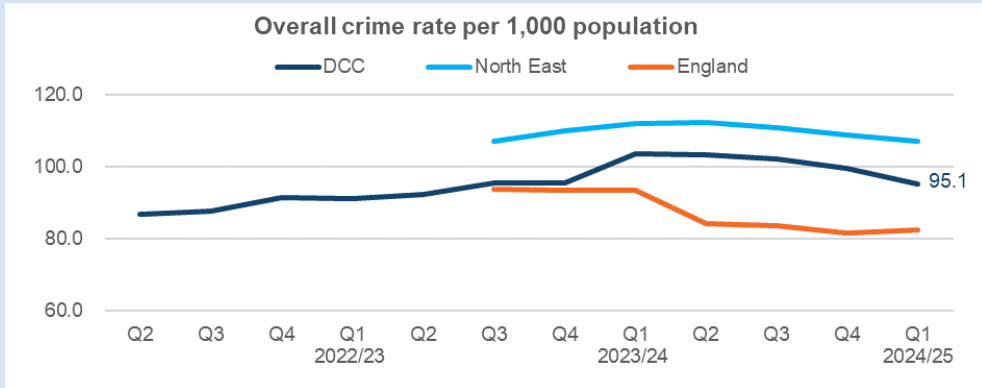
- 273 During the 12 months ending June, 183 people were seriously injured and 19 died in road traffic collisions across the county. This is an increase of three fatalities and 11 serious casualties compared to the same period last year (12 months ending June 2023).
- 274 The 16-20 age group accounted for the most casualties over the last two years. Although there were six fewer casualties during the 12 months ending June 2024, compared to the same period last year.
- 275 Car occupants, motorcyclists and pedestrians account for the most casualties. During the two reported years, car occupants increased by 10, pedestrians by 13 and pedal cyclists by seven. However, motorcyclists reduced by seven.
- 276 Collision hotspot areas tend to be more urban areas, including Bishop Auckland, Peterlee, Chester-le-Street, Consett and Stanley.
- 277 We are working to reduce road traffic casualties through education programmes, training courses and road safety campaigns. During quarter one (April to June), we delivered:

Education programmes / training courses	No. of children
Bikeability cycle training	778
Face-to-face visits and activities with children	2,314
Child pedestrian training	330
Young driver and passenger workshop sessions (with Durham Police)	624

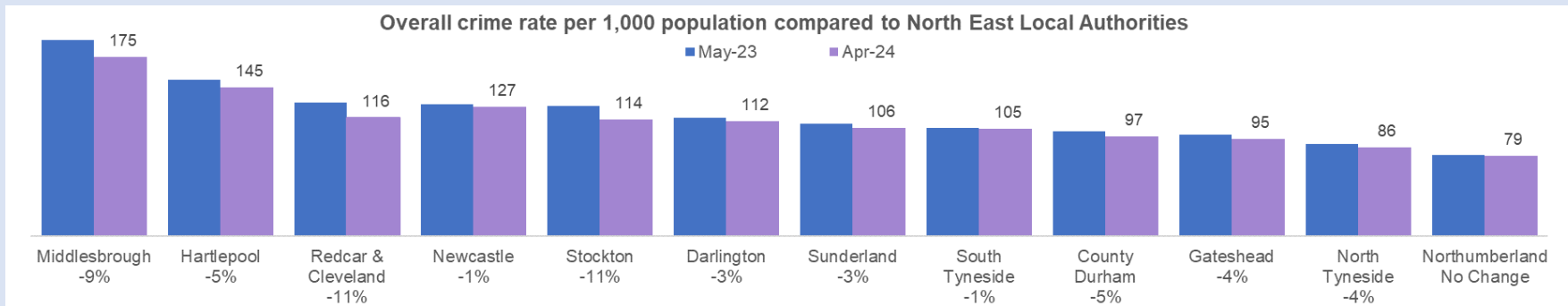
- 278 Our campaign work during quarter one (April to June) focused on the Fatal Four including seatbelts and mobile phones, child pedestrian road safety, motorbikes and cyclists and included Euro football drink/drug drive awareness.
- 279 We continue to grow our Road Safety Facebook Page – it now reaches an audience of almost 100,000 people.

Crime Dashboard

(12 months ending 30 June 2024)



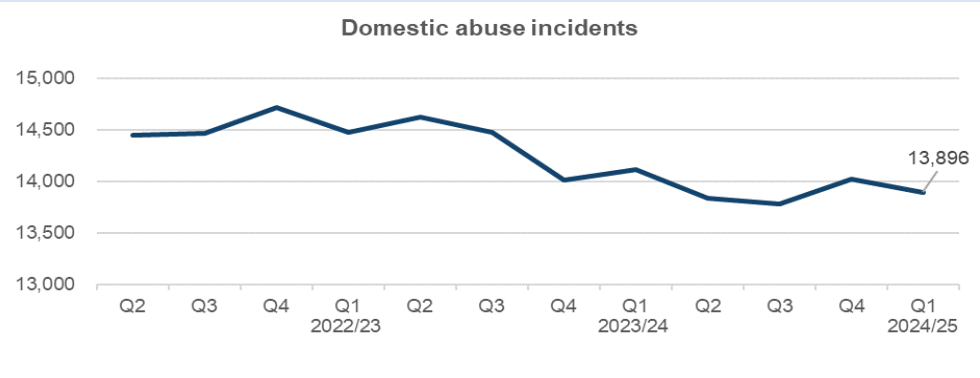
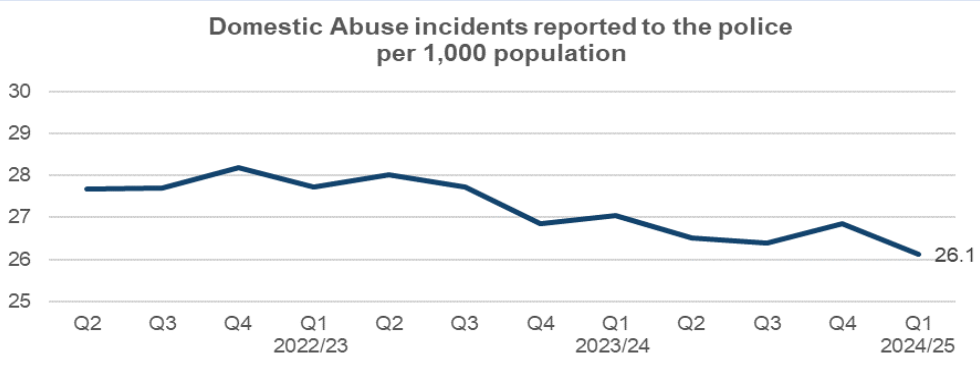
- Shoplifting, burglary and vehicle offences are responsible for 75% of all theft crimes in the 12 months ending 30 June.
- Shoplifting experienced the biggest increase, with 1,132 (+24%) more incidents than the same period last year.



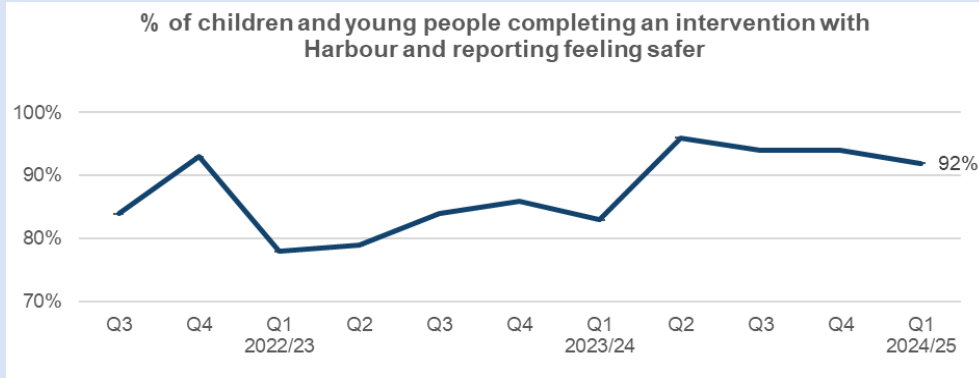
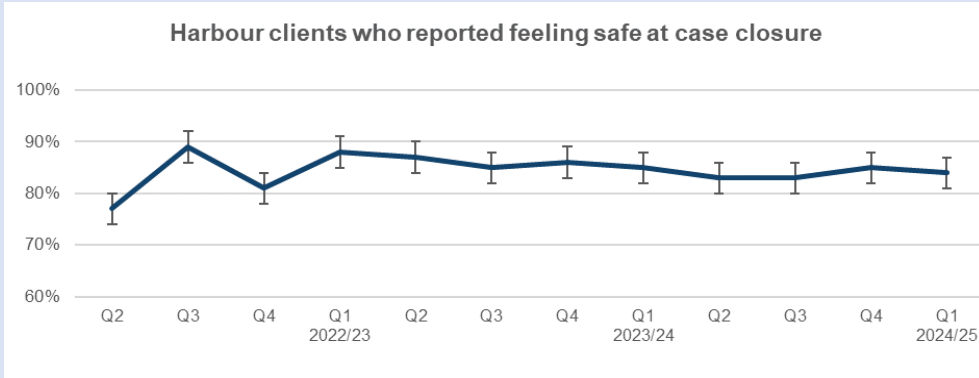
Protecting Vulnerable People from Harm Dashboard

(12 months ending 30 June 2024)

Domestic Abuse Incidents



Harbour Support Services



Crime

- 280 Our overall crime rate of 95 crimes per 1,000 population is worse than the national average but better than the North East average.
- 281 Between January and July, 25% of theft offences were 'solved'.
- 282 Although shoplifting across County Durham has increased, it remains lower than both the North East and national averages. The increase could be partly driven by offenders knowing that penalties for shoplifting are quite often lenient, even for repeat offenders. Few offenders receive custodial sentences. The solved rate for shoplifting is 41% (January to July).

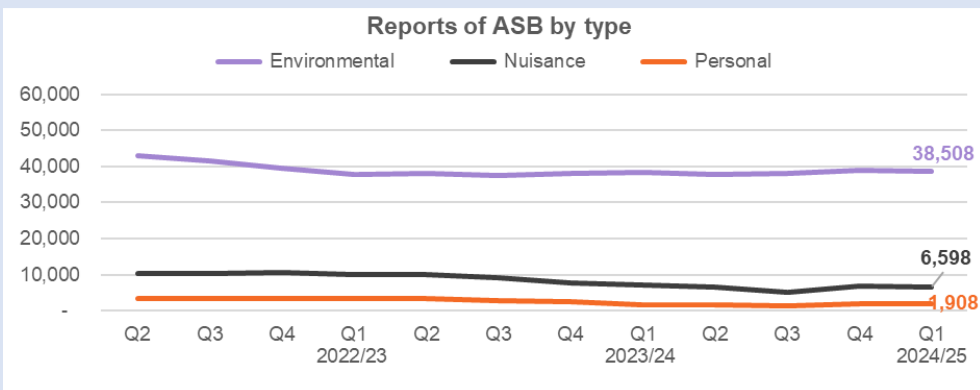
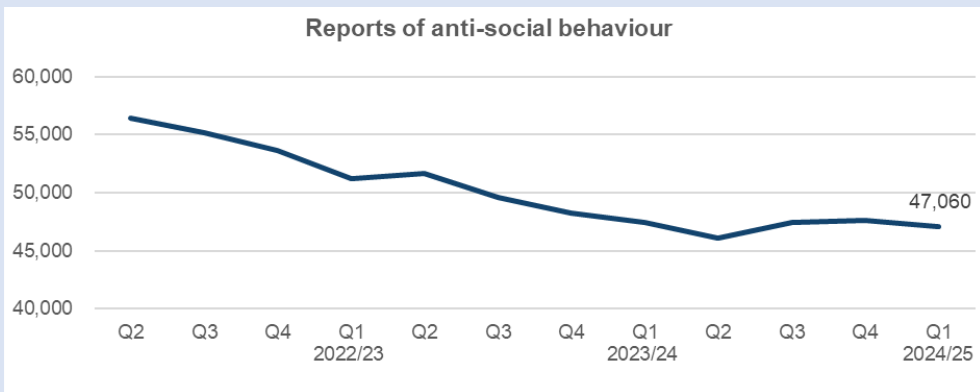
Domestic Abuse

- 283 Although 412 fewer domestic abuse incidents were reported to the police in the 12 months ending June 2024 (compared to the same period the previous year), the number of victims referred to Harbour Support Services increased by 10%.
- 284 On average, a victim will experience domestic abuse for four years before accessing help from Harbour.
- 285 Between April and June, 1,702 domestic abuse victims were referred to Harbour. Of these, 59 were considered high risk (3%) and 300 had been referred at least twice in the previous 12 months (18%).
- 286 The police are undertaking various initiatives to support victims, tackle offending and ultimately reduce cases:
- Operation Trinity: focusing on obtaining orders such as stalking prevention orders to safeguard victims.
 - Domestic Violence Protection Orders: which allow partnership intervention if domestic abuse is present.
 - Operation Nightingale: body maps injuries to provide better evidence for charging decisions and court cases.
 - Domestic abuse refresher training for all frontline officers. This will be followed later this year with National Domestic Abuse Matters training.
 - Domestic Abuse Innovation Officers have been introduced to better support victims of domestic abuse when a case is awaiting trial.
 - Using Smart Water / mobile technology to support victims.
 - Claire's Law and applications made easier using online reporting.
 - A review of Multi-Agency Risk Assessment Conference so more cases are now heard.
- 287 The proportion of harbour clients who reported feeling safe after involvement with Harbour remains stable at 85%. The proportion of children completing an intervention with Harbour and indicating they feel safer is better than 12 months ago.

Anti-Social Behaviour Dashboard

(12 months ending 30 June 2024)

	Last year	This year	change
Environment ASB	37,913	38,508	+595 +2%
Nuisance ASB	7,072	6,598	-474 -7%
Personal ASB	1,812	1,908	+96 +5%
All ASB	47,399	47,060	-339 -1%



A change in National Crime Recording Standards has resulted in more ASB incidents being categorised as a crime, leading to a reduction of traditional ASB reports through the Police.

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



No significant change

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

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

Incidents of Anti-Social Behaviour (ASB)

288 Durham constabulary has seen a steady decrease in ASB over the last 12 months. This reduction is likely due to several factors but most likely can be attributed to the on-going gradual but purposeful filling of vacancies on Neighbourhood Policing Teams, retention of Police Community Support Officer numbers and the embedding of Operation Trailblazer. Higher numbers of Neighbourhood Officers and Operation Trailblazer activity results in greater visibility and engagement with communities, this naturally lessens calls for service re ASB. Use of S59 designated areas, Op Endurance and drone capability continues to see the constabulary actively tackling vehicle related ASB, particularly around off-road bikes.

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

289 Latest survey data shows a smaller proportion of respondents agree that the police and council are dealing with ASB and crime issues that matter to them. However, the rate is an estimate from a sample survey and as it is within the estimated confidence intervals of +/- 3.5pp it is possible the decrease is due to random sample variation.

Community Safety Activity

290 Between April and June, we worked with partners and the local community in Annfield and actioned 161 pieces of casework and:

- issued 56 legal notices to remedy the defective state of premises and remove noxious matter,
- identified 28 empty properties. Of these, five are back in use, nine have changed ownership, two are let and three are being refurbished,
- caught 72 drivers speeding on Shield Row Lane. Of these, 69 are to attend speed awareness courses, and three were given fines and points on their licences, and
- carried out 84 home fire safety checks.

291 We also revisited previous projects at Chilton, Deneside (Seaham) and Cockton Hill (Bishop Auckland). Our review shows that around 80% less casework is now being raised. However, we identified 64 additional pieces of casework around rubbish accumulations, open to access properties, drainage complaints and defective properties. More than a third related to privately let occupied properties. We served 28 legal notices for defective state of premises and removal of noxious matter.

Horden Together Project

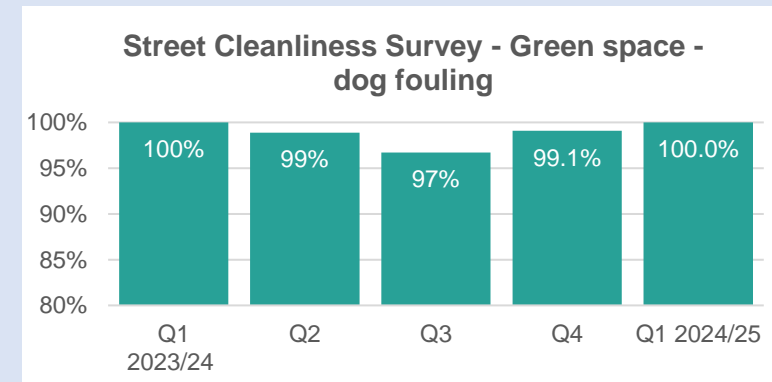
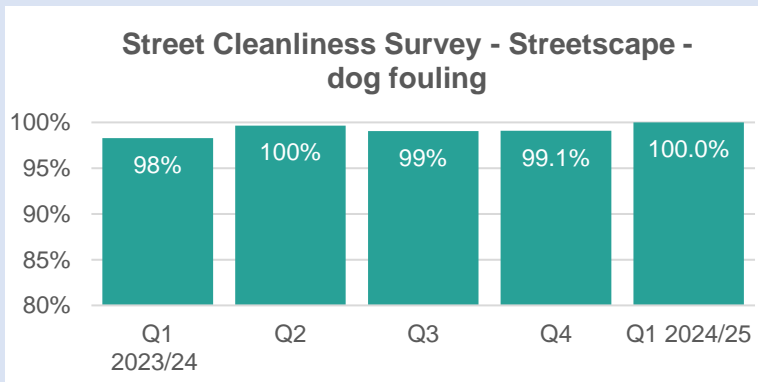
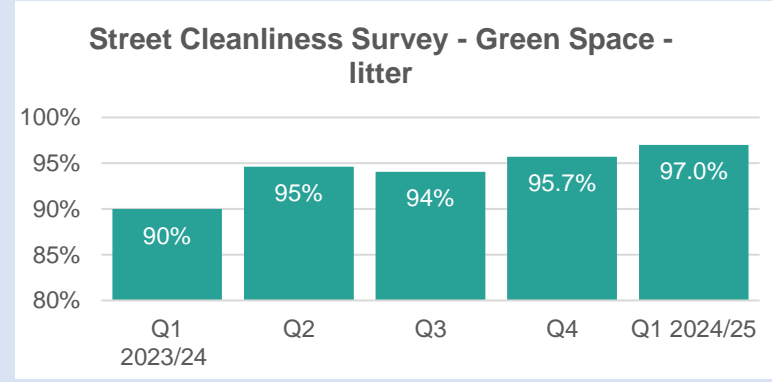
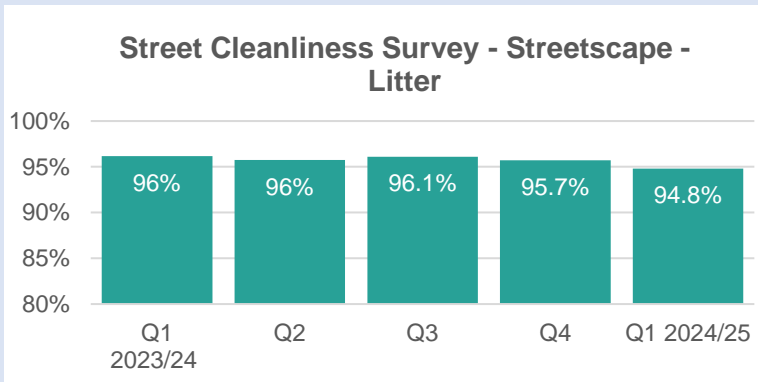
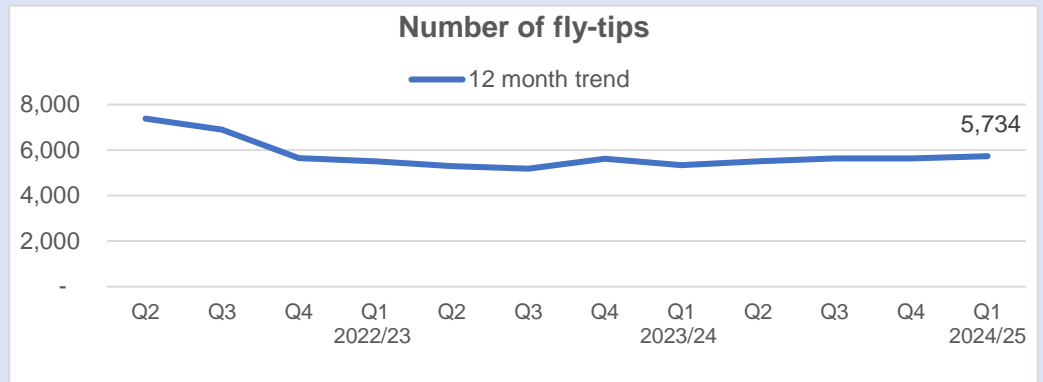
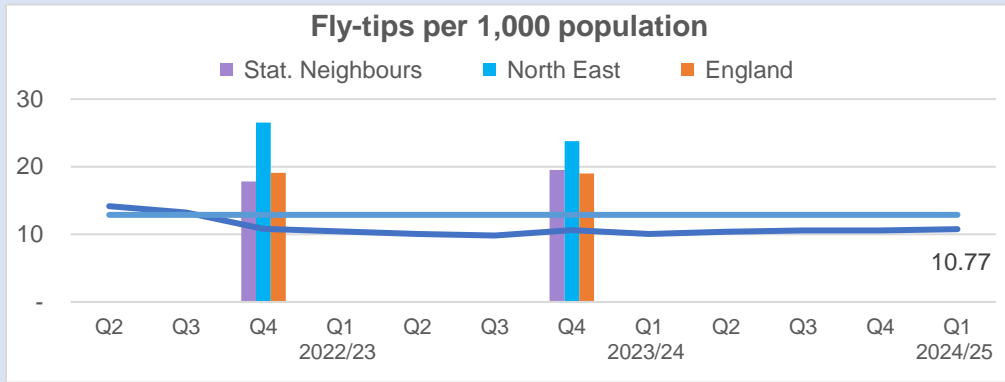
292 Eighteen clients were accepted on 'Making Every Adult Matter' during quarter one (April to June). This brings the current caseload to 39. The main focus of engagement has been food, finance and housing.

293 During the same period, we investigated reports relating to issues of unauthorised access, drainage, noise, pests, public health, housing and accumulations. We served 62 notices on properties.

294 Two Community Navigator trainees are now in post. Both have lived experience of disadvantage and have started their level three apprenticeships.

Clean and Attractive Communities Dashboard

(12 months ending 31 May 2024 / discrete quarterly data)



Fly-tipping

295 During the 12 months ending June 2024, we caught 73 fly-tipping incidents on CCTV and investigated almost 3,200 incidents. Action taken in response includes:

Action	Number
Fixed Penalty Notices (waste carrier offences)	94
Fixed Penalty Notices (fly-tipping offences)	40
Prosecutions	21
Vehicle seizures	7

296 Just over 5,700 fly-tips were recorded during the 12 months ending June 2024. This is better than during the pandemic when fly-tips peaked at just over 8,000 incidents (April 2020 to March 2021). Our fly-tipping rate is 10.8 per 1,000 population (12 months ending May 2024) and equates to 5,734 incidents. This is better than the target of 12.9. However, it is worse than the rate of 10.0 recorded last year (12 months ending May 2023) which equated to 5,265 incidents.

297 Fixed penalty notice fines were increased in May to the maximum set by national regulations. This applies to fly-tipping, littering, graffiti, fly-posting and household duty of care in relation to the disposal of waste. A new fine was introduced for repeat offences for littering, graffiti; fly-posting and household duty of care.

Cleanliness

298 We started our new cleanliness surveys April which assess both streetscape areas (paths, roads and alleyways) and green scape areas (parks, open spaces and playing fields).

299 The surveys found that, of the streetscape and green scape areas inspected, 95% were acceptable in relation to litter, and 100% were acceptable in relation to dog fouling.

300 We set targets once we have established a longer term trend using this methodology. We will also benchmark against other authorities once more data are available.

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
- work towards a healthy workforce

National, Regional and Local Picture

- 301 The current core spending power of English councils is around 18% lower than 2010/11 in real terms²⁰, a reduction of around £556 per household. The reduction across our council is around 19%. This equates to £143 million or around £572 per household, which is 2.9% worse than the England average.
- 302 The situation is made worse by rising costs and increasing demand for services. Special Educational Needs and Disabilities, Looked After Children, and Home to School Transport have been particularly impacted across our organisation. And we are experiencing financial pressures caused by pay and price inflation, and increased costs for children's services and adult social care.
- 303 The funding gap faced by councils over the next two years is estimated to be around £6.2 billion²¹. And since the start of 2023, five local authorities have gone into effective bankruptcy.
- 304 A survey of local authority leaders by the Local Government Information Unit earlier this year suggests a further 28 local authorities - around one in 10 – will effectively declare bankruptcy in the 2024/25 financial year. And around half, or 160, are likely to go bust during this Parliament unless local government funding is reformed.
- 305 In May, there was a General Election and a change in government. It is too early to determine how the change of government will impact local government. However, the return to multi-year finance settlements²² should bring an element of financial certainty across the sector.
- 306 We are progressing with our Business Intelligence Project. The project team is working to develop an enterprise data platform which will deliver analytics and new insight around key service areas. Master data management will be used in the future to provide citizen indexed views (single view of the child, single view of the adult, single view of the family, single view of debt).
- 307 We have started a programme of analytics and technical training for our data staff who will support the programme and are continuing to recruit new specialist staff to support our future plans.

²⁰ Source: [Special Interest Group Of Municipal Authorities \(SIGOMA\)](#)

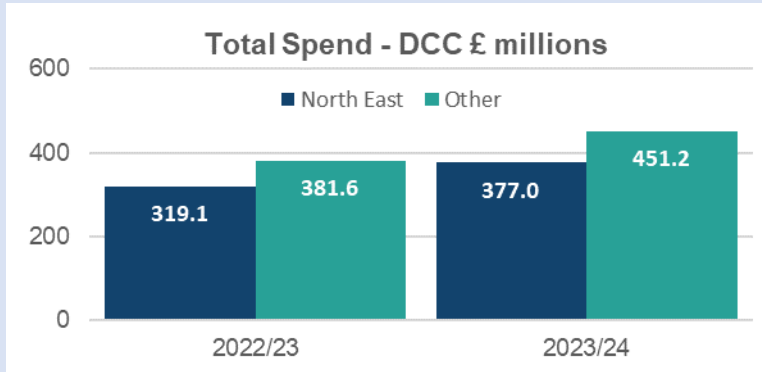
²¹ [white paper by the Local Government Association \(June 2024\)](#)

²² Spending Reviews will be every two years, with a minimum planning horizon of three years.

308 The first data Dashboards (Human Resources) are now live with senior managers in the Resources Directorate. We are also intending to roll out the new Children's Social Care and Early Help Dashboards to senior managers in August and September 2024 with Adult Social Care Dashboards soon after.

Procurement Dashboard

(July 2023 to June 2024)

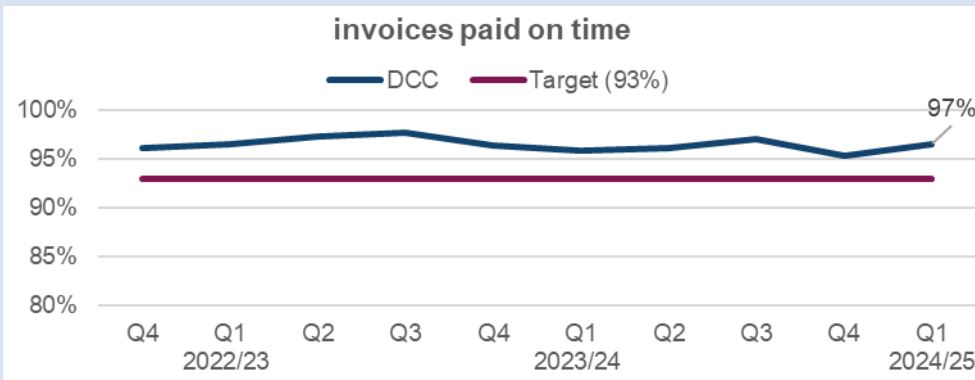


2023/24 spend across the council was just over £828 million. This is an increase of £127 million (18%).

Savings were made through energy efficiency (£15 million) at Morrison Busty and the Warmer Homes Scheme.

But there were significant increases across adult care (driven by an increase in minimum wage in nursing homes) and in construction of capital projects.

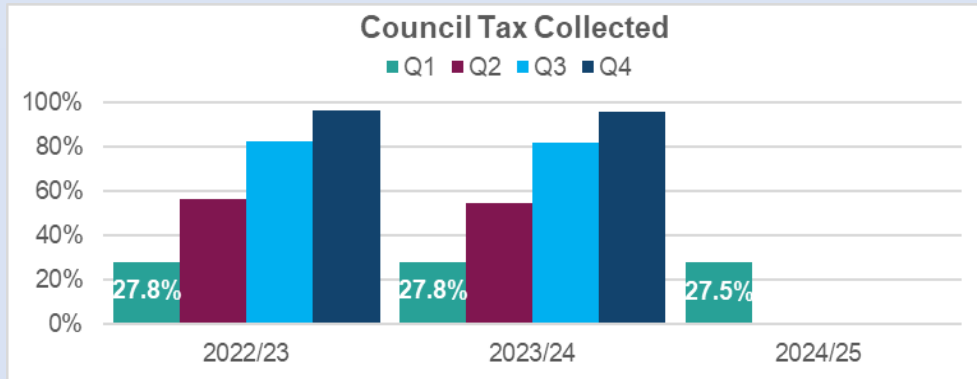
Inflation is affecting all aspects of the council.



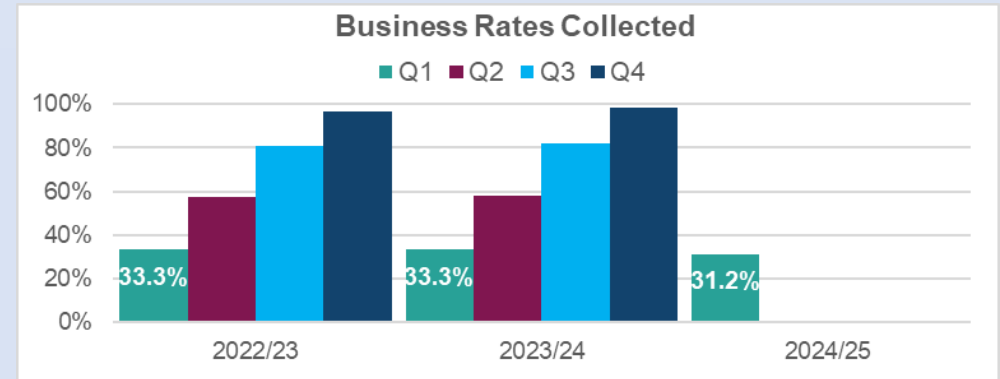
Council Tax and Business Rates Dashboard

(year to date 2024/25, Oflog annual)

Council Tax collection – year to date



Business rates collection – year to date



Council Tax collected.

Billing has increased by around £24 million. Around £7.6 million is due to changes to the Empty Property Premiums and around £1 million due to ending our Council Tax Discretionary Reduction Scheme (post-Covid support).

The slightly lower collection rate is due to more households choosing to pay their council tax over 12 months:

	last year	this year	change
Households paying council tax over 12 months	53,604	84,754	+31,150 up 58%

Business Rates collected.

The lower collection rate is due to a change in the payment process for centrally managed schools. Their payments are now credited at quarter two, rather than in quarter one like previous years.

Council Tax Collection

- 309 In 2024/25, our council tax debit (the amount we bill for council tax) increased by around £24 million. Around a third of this increase was due to changes to the Empty Property Premiums²³ and ending our Council Tax Discretionary Reduction Scheme²⁴ (post-Covid support).
- 310 The Empty Property Premiums changed in April 2024 and has increased our council tax debit by around £7.6 million. The Council Tax Discretionary Reduction Scheme ended in March 2024 and has increased our council tax debit by around £1 million –some households are paying a charge for the first time in four years.
- 311 More households are choosing to pay their council tax over 12 months. Almost 85,000 households now pay in 12 instalments, 58% more than the same time last year when 54,000 households paid with 12 instalments. This combined with the increased council tax debit are the reasons for the slight fall in the in-year collection rate which has reduced from 27.8% last year to 27.5%.

Business Rate Collection

- 312 The in-year collection rate for business rates at the end of quarter one was 31.2%. This is lower than the 33.3% at the same time last year.
- 313 This is because of a change to the payment process for centrally managed schools, which account for 2.4% of the collection rate. In previous years, they paid in quarter one, but now payments are not credited until quarter two.

Medium Term Financial Plan (MTFP) savings

- 314 We have committed to save £8.1 million during the 2024/25 financial year (April 2024 to March 2025). As of the 30 June, we had saved £5.7 million (71% of our projection).

	Projected saving £'million	Saving achieved £'million	saving achieved %
Review of contractual arrangements / service provision	1.9	1.5	82%
Staff restructures / improved ways of working	1.7	1.3	78%
Income generation	2.6	1.4	55%
Budget reduction	1.5	1.3	89%
Other	0.5	0.1	29%

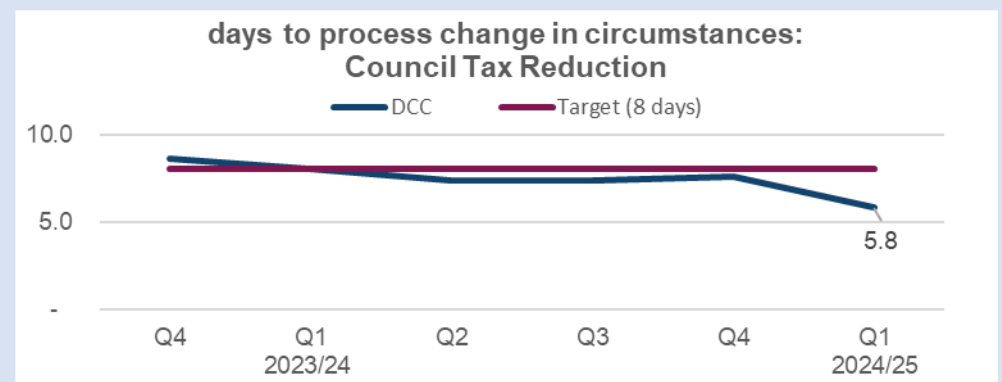
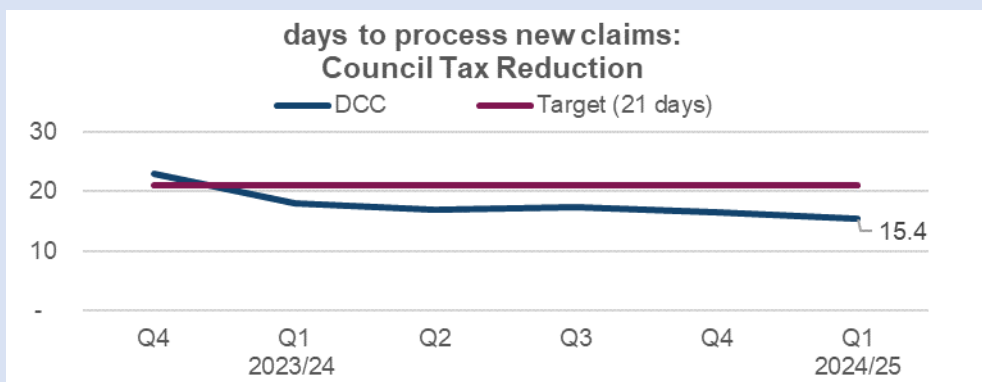
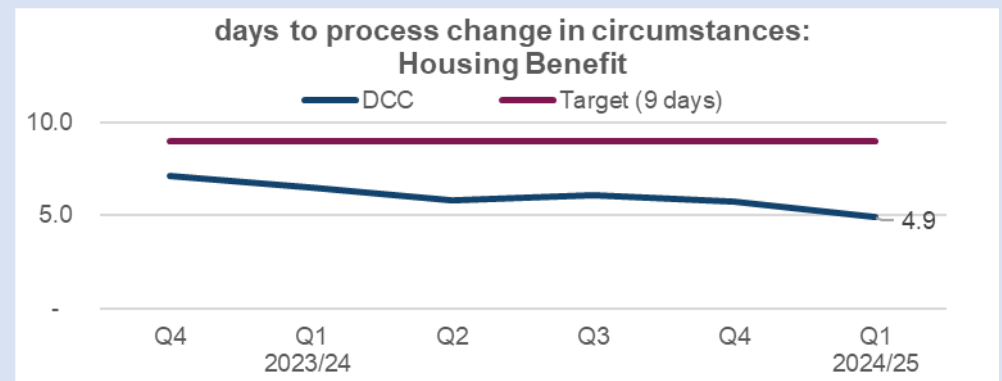
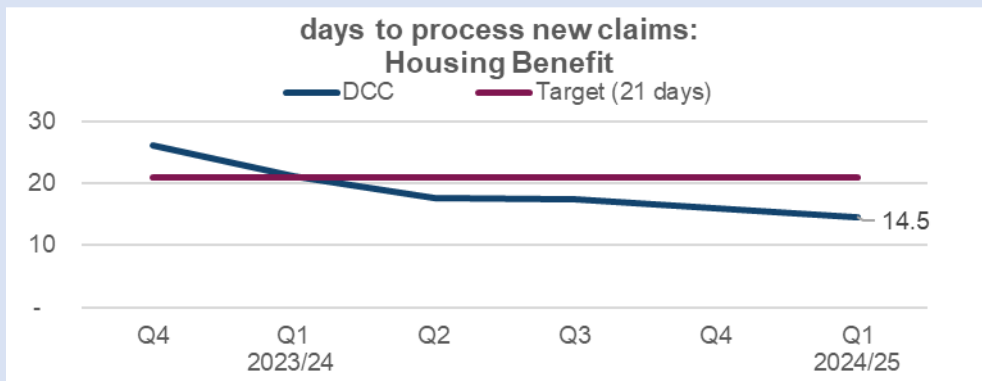
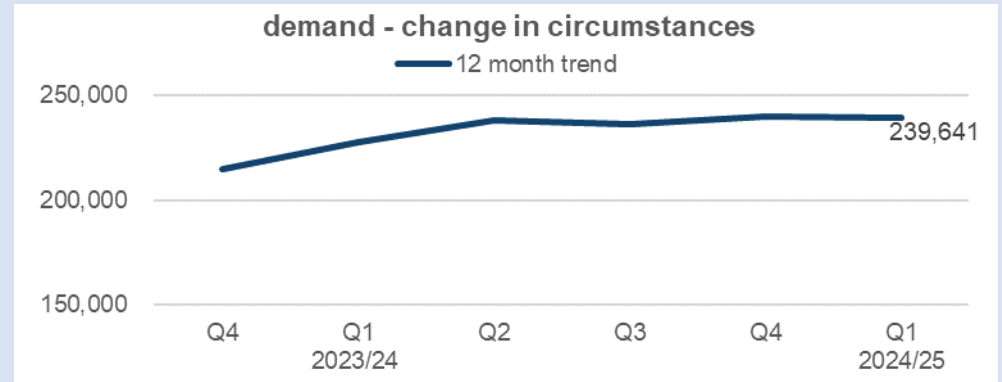
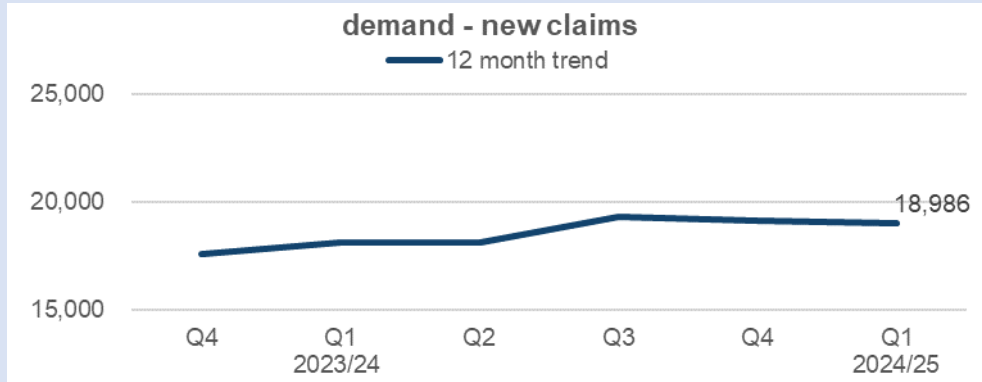
²³ Council tax for properties unoccupied and unfurnished for more than 10 years increased from 200% to 300%. The time a property can be unoccupied and unfurnished before being charged an additional 100% council tax premium reduced from two years to one year. [Council Tax on empty properties and second homes - Durham County Council](#)

²⁴ Supported residents who did not qualify for 100% council tax reduction with payments of up to £75.

Housing Benefit and Council Tax Reduction Dashboard

(12 months rolling)

New Claims



Housing Benefit and Council Tax Reduction

- 315 Although demand remains high for claims (both new and change in circumstances), the time taken to process claims continues to improve, with quicker processing times for both housing benefit and council tax reduction compared to last year.
- 316 The continued improvement is due to a combination of various factors. These include upskilling existing staff, reducing staff sickness, a changing dynamic of incoming work, successful partnership working, and a pilot on the First Point Of Contact (FPOC) processing.
- 317 The FPOC pilot involves processing the customer's query as part of the incoming call. This has reduced processing wait times and improved the customer journey.
- 318 Our housing benefit caseload will reduce by about 8,000 claimants over the next 18 months. This is because more people will be transferred to Universal Credit which is administered by the Department of Work and Pensions. The grant we receive to administer housing benefit will reduce accordingly over this period - by about 25% - and the reduction will impact the new allocation of administration funding from April 2025.

Financial Support Schemes

- 319 Due to budgetary pressures, most local authorities limit their financial support to the Household Support Fund only. We are in the minority of local authorities which provide additional support through their own discretionary support schemes.
- 320 Support provided between April and June 2024 includes:

- **Council Tax Reduction.** We supported more than 53,500 residents with their council tax bills; a slight reduction (-0.9%) compared to last year. The cost of this support is approximately £67million. The caseload continues to trend back towards the pre-pandemic levels.

Since the pandemic, we have supported residents who did not qualify for 100% council tax reduction with payments of up to £75. However, this scheme²⁵ has now ended.

- **Discretionary Housing Payments**
(for tenants who need extra help meeting their housing costs)

	Q1 2023/24	Q1 2024/25	Change
Number	403	299	-104
Total value	£189,452	£149,993	-£39,549
Average payment	£470	£501	+£31

We started the 2023/24 financial year with a significant backlog of work. We cleared this backlog during quarter one, 2023/24 so the number of awards made during this period was artificially high.

In addition, we received around 13% fewer claims in 2024 compared to 2023.

The increase in the average payment since last year is a reflection of higher rents / rental liability.

²⁵ Council Tax Discretionary Reduction Scheme (post-Covid support)

- **Welfare Assistance Scheme.** There are two types of help:

Daily Living Expenses.

(for people, whose circumstances change unexpectedly and they do not have access to money for things such as food, travel or clothing)

	Q1 2023/24	Q1 2024/25	Change
Number	951	616	-335
Total value	£66,200	£38,980	-£27,220
Average payment	£70	£63	-£7

We received fewer claims for assistance in 2024 compared to 2023, which we believe is a return towards pre-pandemic numbers.

Our new holistic support model combines various avenues of support and has moved us from a cash first approach to meeting residents’ needs through specific tailored support. This model allows us to use further wrap-around support available at food banks, community supermarkets, and community hubs. Referrals ensure support is available throughout the financial year, which is vital given the uncertainty of the Household Support Fund post-September.

The average spend has reduced due to the new model offering more options than just a cash based approach.

Settlement Grants.

(for people who need help to stay in their home, or move back into housing, after living in supported or unsettled accommodation. Such as leaving care or being homeless. Can help with furniture, bedding, white goods, kitchen equipment, removal costs)

We have worked with partners to help settle people into permanent housing and reduce dependency on temporary accommodation.

	Q1 2023/24	Q1 2024/25	Change
Number	217	188	-29
Total value	£112,816	£86,192	-£26,624
Average payment	£520	£459	-£61

Overall, we received almost 13% fewer claims for settlement grants compared to 2023. The dynamic of claimants has changed year on year from large family households to more single people meaning the average spend has reduced.

- **Household Support Fund.** The council was allocated £4.6 million to spend between April and September 2024. The fund will end in September 2024.

During quarter one, we used almost £3 million of funding supporting 65,000 households (mainly those with children in receipt of free school meals) with either food/supermarket vouchers, community based support initiatives to small organisations who have then supported households or help to purchase white goods and other essential items. Kinship carers were supported with £55,000 and care leavers with £40,000.

- **UK Shared Prosperity Fund.** During 2024/25, the Poverty Action Steering Group will spend £1 million on projects that reduce food poverty, provide cost-of-living advice and guidance, and deliver fun and food with half term activities.

During quarter one, we rolled out a cost of living and debt advice service. This will be delivered by four partners in the community²⁶.

Scoping exercises are underway to identify the next five locations to open food surplus hubs (The Bread and Butter Thing). These will give an additional 400 residents (80 at each hub) access to low cost weekly food. We aim to open at least one new hub during quarter two.

A further grant was awarded to help fund the 2024/25 Welcome Spaces programme. Welcome Spaces are places people can go to stay warm, find company, and receive support for issues around money, housing, and mental health and well-being.

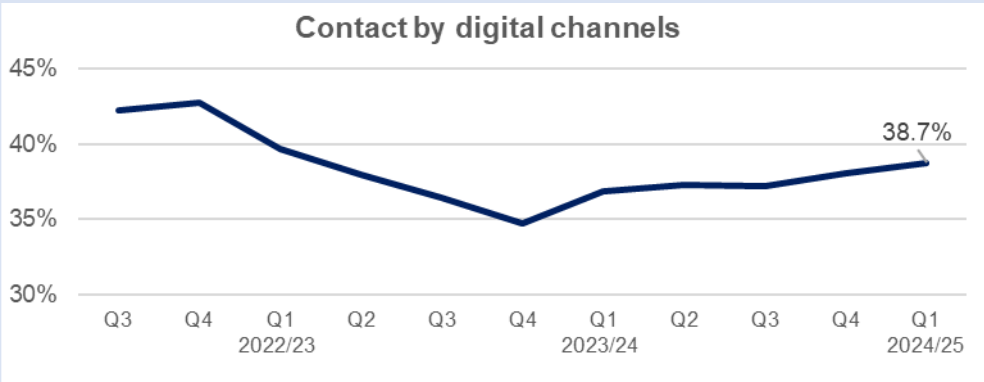
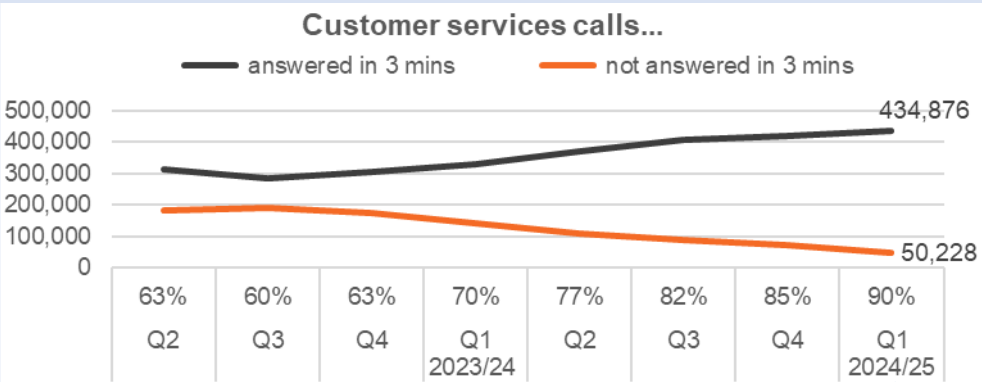
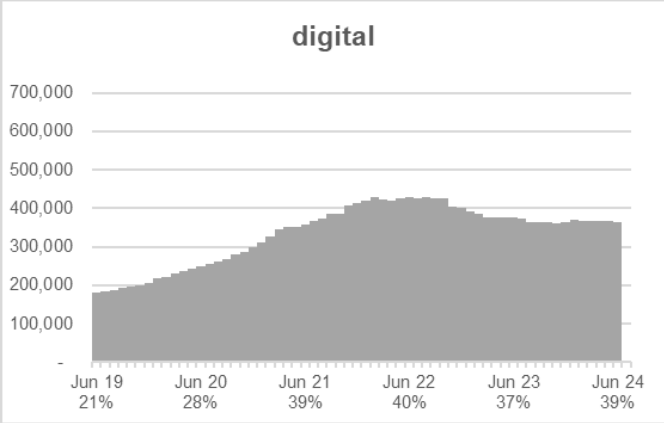
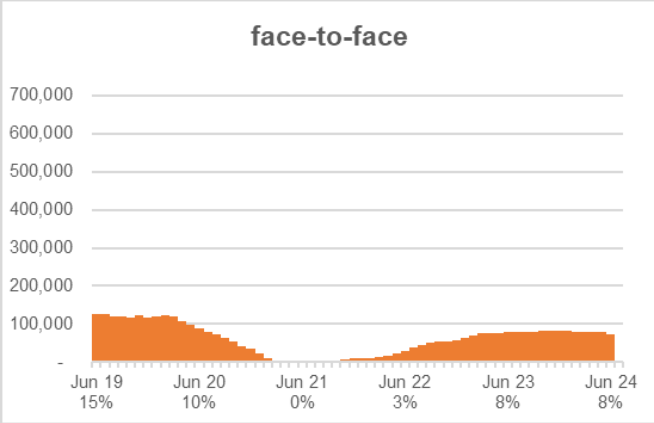
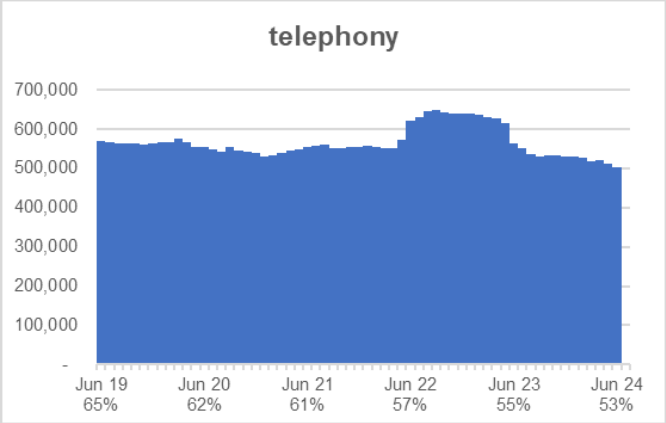
Around 21,000 people attended the Welcome Spaces during the last financial year (2023/24), mainly due to poverty, isolation and loneliness. The £283,500 cost was met by the Poverty Action Steering Group Household Assistance Fund, Public Health reserve funding and County Durham Community Foundation.

²⁶ Citizens Advice County Durham, Age UK County Durham, Durham Christian Partnership and East Durham Trust.

Customer Contact Dashboard

(12 months ending 30 June 2024)

Long-term trends in contact by channel type



90% of calls answered by customer services were answered within 3 minutes.

Customer Contact through our reported channels²⁷

Non-digital contact (61% of all contact)

- 321 Our customers continue to favour the telephone as a means to contact us. Just over half (53%) of all contact received over the last 12 months was by telephone.
- 322 Just over half a million telephone calls were received in the latest 12 month period (July 2023 to June 2024). This is the lowest 12 month volume for six years, and is almost 12% lower than the pre-Covid call volume.
- 323 Eight percent of contact over the last 12 months was face-to-face at our Customer Access Points (CAPs). Although contact at our CAPs remains on par with volume over the last two years, it is 40% lower than the pre-Covid volume.

Telephone calls answered by customer services within three minutes.

- 324 Over the last 12 months (July 2023 to June 2024), not only have we answered more calls, but we have answered a greater proportion within three minutes. We achieved this by filling all posts, reducing absence levels and utilising extra capacity from the Customer Access Points.

	12 months ending June 2023	12 months ending June 2024
Calls Answered	468,682	485,103
Calls Answered in 3 minutes	70%	90%

- 325 Performance further improved during quarter one (April to June). Of the 121,000 telephone calls we answered, we answered 92% within three minutes. We received 87% of these calls on one of the following four lines:

Telephone line	calls answered	% answered within 3 minutes
Enquiries	51,571	90%
Council Tax	34,293	90%
Benefits	9,961	95%
Housing Solutions	8,942	100%

- 326 Performance varies across our telephone lines. But the percentage we answered within three minutes was never lower than 80%, which is our performance standard for call answering within three minutes.

Digital Contact (39% of all contact)

- 327 We received almost 365,000 digital contacts in the latest 12 month period (July 2023 to June 2024)
- 328 Although it appears that digital contact has been declining in recent years, most of the data periods are not comparable. This is due to a number of one-off initiatives put in place to help people, firstly through the pandemic and then through the cost-of-living crisis. The service requests created to administer these initiatives were time-limited and generated high volumes, but are now redundant.

²⁷ telephone calls (customer services only), do-it-online, e-mail, webchat, social media, Customer Access Points

329 Digital contact over the latest 12 month period (July 2023 to June 2024) is more than twice the volume recorded pre-pandemic (up 102%).

Performance Standards

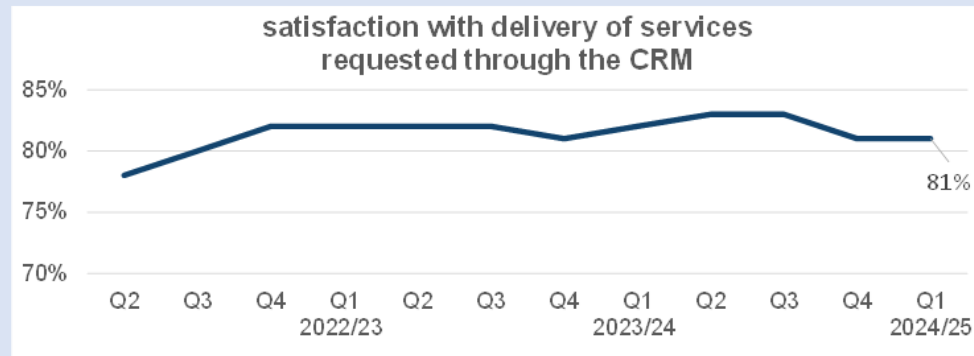
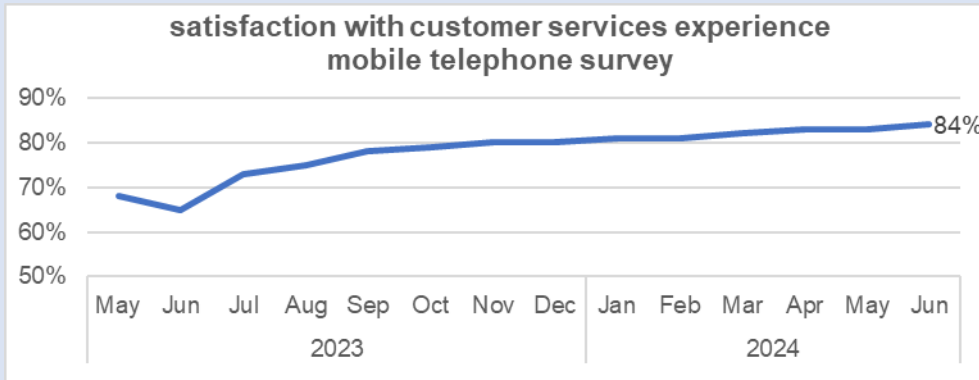
330 Fifty nine percent of service requests received during quarter one (April to June) can be assessed against a performance standard. They cover 77 service areas. Overall, 77% of these service requests met (or exceeded) their performance standard.

331 Across 22 service areas, we met the performance standard for at least 80% of requests. These accounted for more than half of all the requests we received. The service areas included: request help with your bin (100%); waste permits (96%); public rights of way and countryside paths (93%); and garden waste – join the scheme (80%);

332 However, across 31 service areas, we met the performance standard for fewer than 50% of requests. These accounted for around 14% of all the requests we received. The service areas included: rubbish in gardens and yards (48%), tree or hedge pruning, removal (46%); manhole and utility covers (36%) and roadworks (29%).

Customer Satisfaction Dashboard

(12 months ending 30 June 2024)



Customer Satisfaction

- 333 We have gathered customer feedback from almost 48,000 people who contacted our customer services team by mobile phone in the 12 months ending June 2024. The satisfaction rate has steadily increased, and latest data shows 84% of respondents were satisfied with the overall customer experience.
- 334 In addition, during the 12 months ending June 2024, more than 17,000 customers responded to our CRM satisfaction survey (which is automatically e-mailed to the customer when their service request is closed within the CRM). Overall, 81% stated they were satisfied with overall service delivery.
- 335 Almost half of the responses related to three specific areas. Each of which had varying levels of satisfaction with overall service delivery.

Bulky Waste Collection	Missed Bin	Generic Enquiry
96%	75%	59%

- 336 Our 'generic enquiry' service request had the lowest levels of satisfaction and we have analysed the survey responses to understand what is driving dissatisfaction.
- 337 Generic Enquiries capture service requests which are difficult to categorise elsewhere. More than 18,000 were raised in the 12 months ending June 2024. Most of which related to Refuse and Recycling, Neighbourhood Protection or Housing Solutions. Just under 1,000 customers responded to our survey over this period (a response rate of 5%).
- 338 The most frequent reason given by our customers for dissatisfaction was not being able to find somebody who could help them or give an answer to their query. Many respondents were contacting the team to chase up promised call backs that weren't received, jobs that hadn't been completed, or report dissatisfaction with the standard of our work. Many respondents felt it would be helpful to be able to contact someone in the required service team directly. Some customers were frustrated to be transferred to the wrong team or be cut off.
- 339 This survey also asks those customers who contacted us using a non-digital channel, why they did not use a digital channel. During the latest 12 months, almost 6,000 customers who contacted us using a non-digital channel answered this question. Of these, 91% contacted us using the telephone.
- 340 The reason most frequently given was 'I prefer to use a different method'. Preferring a non-digital channel can be due to various reasons. This includes familiarity with the method or having a disability which makes contacting us digitally difficult.
- 341 The second reason most frequently given was 'I thought it would be easier or quicker using another method'. Customers often choose the telephone if their request is more complex and they want to discuss it in more detail and/or seek clarification or further advice before proceeding.

Customer Feedback - Dashboard

(April to June 2024)

Compliments received from our customers

Received excellent customer service from start to finish and staff were extremely helpful when doing the customer's new claim.

You do a good job with keeping our common areas clean, neat and tidy. Well done.

Customer phoned to say our staff gave an excellent service yesterday on the phone.

Equipment and advice service Spennymoor. Is excellent particularly the girl providing the advice when I visited. You have a brilliant service here I congratulate you.

Customer spoke to Customer Services said she was extremely professional. One of the best customer services advisers she had ever spoken to. Absolutely superb.

Customer rang to thank the staff at Durham CAP for the compassion they showed when he was homeless and for the help they gave him.

The new road surface through Wolsingham is fantastic, job well done

I've been meaning to say for ages now how brilliant the street cleaner/litter picker is. He does a fantastic job cleaning up on a Sunday morning. He's been doing a wonderful job for years, always cheerful. I hope he receives the recognition he deserves.

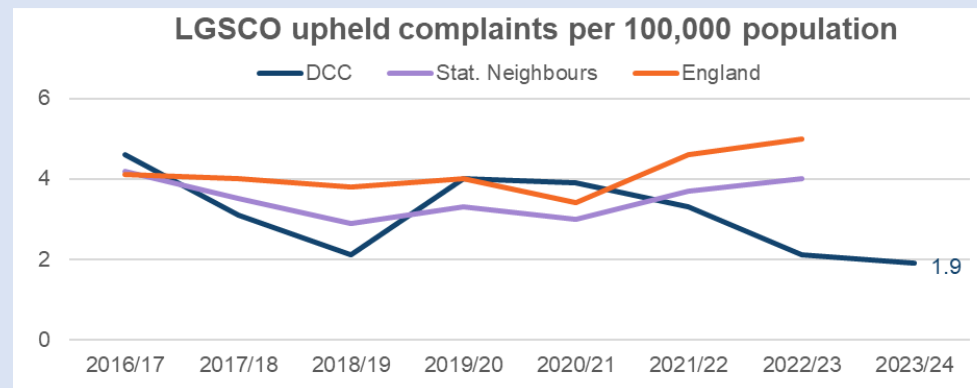
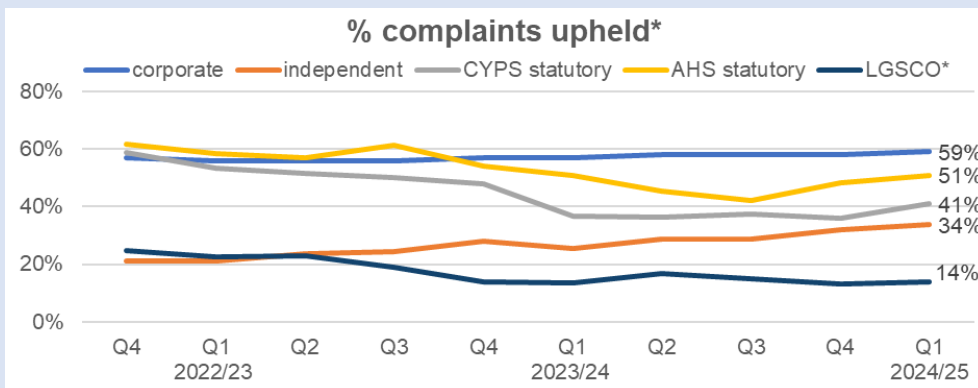
Daughter of a service user thanked staff for everything they had done for their family. She described the staff member as being her rock and the one person who had made their whole unsettling, stressful, sad time

Lady really appreciated our service found it amazing, very helpful and staff so nice when they have been out.

She was easy to talk to and made getting the support easy. She has helped a lot.

Customer Complaints Dashboard

(12 months ending 30 June 2024)



*Of the 76 [decisions made](#) by the Local Government and Social Care Ombudsman (LGSCO) in the 12 months ending 30 June, 11 complaints were upheld.

It should be noted that a decision can be made to not investigate the complaint further for a number of reasons, including:

- if it is unlikely they will find fault by the council,
- if there is not enough evidence of fault to justify investigating,
- insufficient evidence of fault in the council's decision-making,
- because they have no power to do so.

LGSCO 2023/24 Annual Review Update

	DCC	Similar LAs	DCC	Similar LAs
% of investigated complaints upheld	67% (10 of 15)	79%	1.9 per 100,000 residents	4.6 per 100,000 residents
Compliance with recommendations	100%	100%		
Satisfactory remedy provided by LA	40%	13%		

Customer Complaints

- 342 There has been a steady decrease in the number of complaints received over the last two years. It is now 7% lower (almost 100 fewer complaints).
- 343 The decrease is mainly due to receiving fewer complaints about missed collections. Although missed collections remains the most frequent reason for complaint (with some customers disputing our claim the bin was contaminated).
- 344 Of the complaints investigated, 59% were upheld.
- 345 61% of complaints related to four service areas:

Service Area	Complaints received	% upheld (partially or fully)	Overview
Refuse and Recycling	996 41% of total	81%	Main reasons for complaint: <ul style="list-style-type: none"> • Missed collections - mainly household bins (more than a third). • Bin being incorrectly logged as contaminated (17%) • Issues with the container such as crew not returning container, container not delivered or container damaged by crew (16%).
Clean and Green	230 9% of total	66%	Around two-thirds related to issues with hedges (mainly lack of response but also over-pruning) and grass cutting (mainly lack of response and staff leaving a mess)
Highways Maintenance	159 6% of total	68%	issues with highways maintenance / road closures (mainly noise at unsociable hours and accessibility issues)
Council Tax Services	147 6% of total	33%	Around one third related to account handling, and another third to enforcement decisions / action.

Statutory Complaints – Children and Young People Services

- 346 We received 108 statutory complaints in the 12 months ending June 2024. Of the complaints investigated, 41% were partially or fully upheld (a further 2% were 'pending' at the time of writing).
- 347 Sixty-eight complaints (63%) related to our Families First Teams. These teams are responsible for children in need, child protection plans, assessments in cases of parental dispute, children with disabilities, and pre-birth.
- 348 Forty complaints (37%) related to our teams involved with children in care. This includes children's homes, fostering and care leavers.
- 349 Statutory complaints for children and young people services are complex. Up to three reasons can be recorded for each complaint. Of the 108 complaints, the most frequent reasons for complaints were staff behaviour, communication issues, and disagreement.

Statutory Complaints – Adult and Health Services

- 350 We received 116 statutory complaints in the 12 months ending June 2024. Of the complaints investigated, 51% were partially or fully upheld. A further three complaints remain under investigation and pending outcome.
- 351 Forty nine complaints related to older people/physical disabilities/sensory impairment (42%), 39 to learning disabilities/mental health/substance misuse (34%), and 13 to transactional services which deals with financial assessments/charging (11%).
- 352 During quarter one, in response to complaints received: we reminded a care provider that daily visit logs should fully record all care activity undertaken; we reviewed our practices to ensure the outcome of financial assessments are issued promptly; and we committed to examine the current respite and day care offer for service users with more complex needs more closely, so that appropriate provision is sourced and made available.

Complaints progressing to Independent Investigation

- 353 Over the last 12 months (July 2023 to June 2024), around 5% of corporate complaints progressed to independent investigation. This equates to 185 complaints, 31 more than last year.
- 354 Over the same period, the proportion we upheld increased from 26% to 34%. Mainly due to the time taken to respond, lack of action and not keeping the customer informed of progress.
- 355 We upheld, fully or partially, 11 of 45 independent investigations completed between April to June (24%).

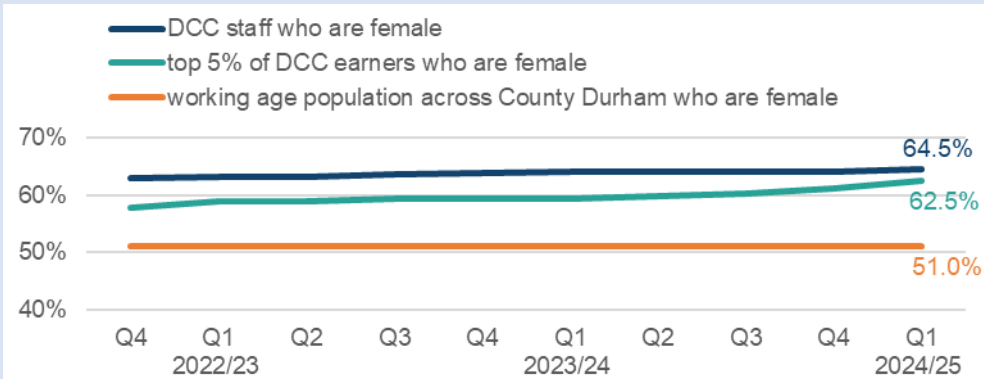
Complaints to the Local Government and Social Care Ombudsman

- 356 During the latest 12 months, around 3% of our complaints reached the Ombudsman. This is consistent with previous years.
- 357 Between April and June, the Ombudsman made decisions on 21 complaints. One complaint was upheld, as follows:

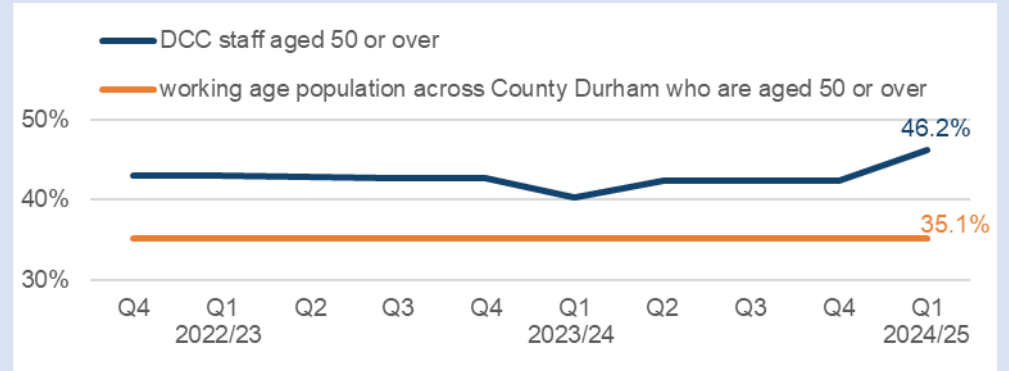
Complaint	Decision
Delay in completing an education, health and care needs assessment and issuing a final plan meant child missed out on education and support.	Apologise for injustice caused. Payment of £250 to acknowledge distress and uncertainty caused by delays.

Workforce Equality Profile Dashboard

(quarterly data)



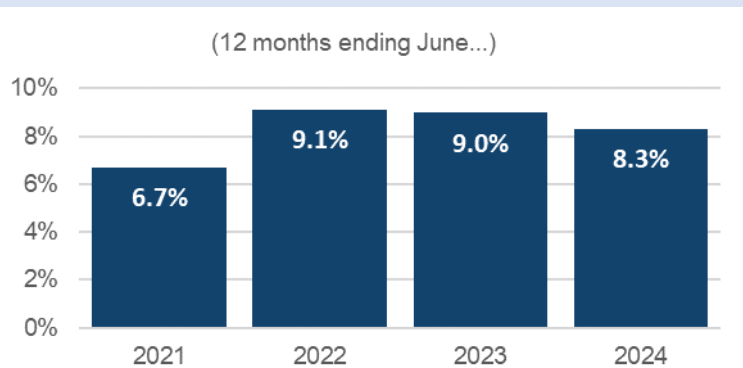
Workforce aged 50 years and over



Recruitment and Retention Dashboard

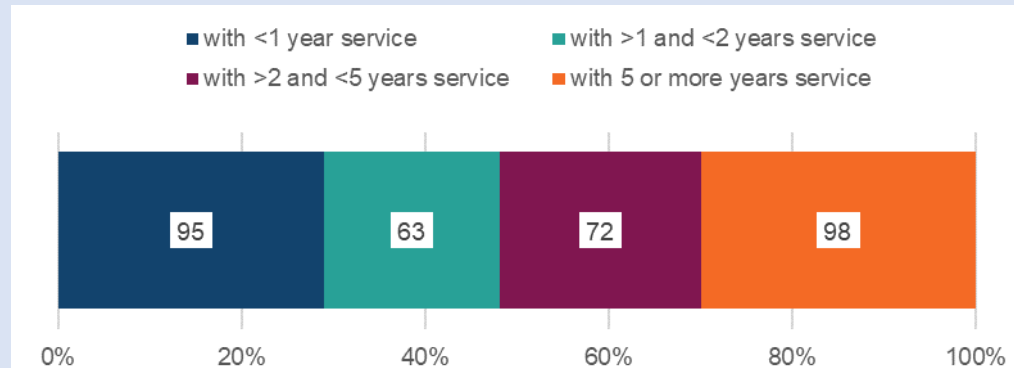
(year to date, except employee turnover which is at 30 June 2024)

Employee Turnover



Leavers who have voluntarily resigned by length of service

(July 2023 to June 2024)



48% of leavers had less than two years' service.

Equality and Diversity

358 Durham Pride took place during the May spring bank holiday with around 4,000 people attending the parade. The event, now in its eleventh year, was supported by the council and volunteers from the LGBT+ staff network. During the event, the Gala Theatre screened a series of films and a theatre production in support of Pride.

Recruitment and Retention

359 We are continuing to find recruiting and retaining staff to specific posts challenging. This is a national issue with all public sector organisations experiencing the same issues. 26% of adverts for our job vacancies are classed as re-adverts.

360 The following areas are the most challenging for the council:

- **Children’s social care.** Recruiting experienced social workers remains challenging. Posts frequently need to be readvertised due to a lack of suitable applicants. New statutory guidance could make agency contracts less attractive to social workers so we are encouraging social workers employed by us on agency contracts to consider permanent employment. We are also promoting the council as a potential employer for agency workers working elsewhere.

Our social worker vacancy rate has reduced. This is due to ongoing recruitment activity which included increased social media promotion supported by recruitment web pages.

Almost half of children’s social care re-ads are due to ongoing rolling-adverts or the need to fill additional vacancies. Registered Home Managers and Residential Worker posts at Aycliffe Secure are proving difficult to fill, with applications not being received for the advertised posts. There have also been several ‘unsuccessful interviews’ within children’s social care.

We have released various recruitment campaigns alongside additional advertising across social media and Indeed. We are developing several videos and case studies to promote Durham County Council as an employer of choice and shine a spotlight on the various career opportunities available within local government.

- **Adult Social Care.** Care vacancies remain high across the UK due to perceived lower pay, high workloads and limited flexibility in job roles. We are experiencing shortages across some specialist roles.

We are developing career pathways and apprenticeship programmes, and the Think Ahead programme supports routes into adult social care.

- **School Crossing Patrol (SCP)** vacancies remain difficult to fill due to the part-time nature of the role (between five and seven hours a week), being unable to work multiple SCP roles (all posts have the same working hours) and a small candidate market (usually within the locality of the school).

The re-ad rate is around 80%. The reasons for re-advertising these roles include no applications being received, appointed candidates withdrawing and unsuccessful shortlisting.

We are exploring initiatives across this area, including case studies and promotion on additional media outlets to try and target passive candidates and reach a wider audience.

- **Planning and Housing.** The service area is facing various staffing challenges including the impact of new building control regulations, and competitive salaries. Many workforce initiatives are either in place or being developed to support this, including career grade pathways and graduate schemes.

361 We are continuing to promote the council as an employer of choice with more out of home advertising, a dedicated Jobs and Careers Facebook page, and improved content and information held on the jobs and careers landing page.

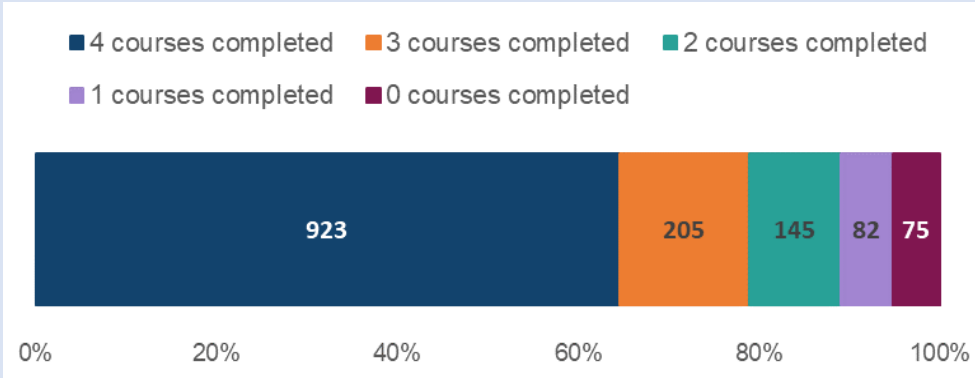
362 We are using out of home advertising to support our recruitment campaigns. For our apprenticeship campaign, we placed ads in bus shelters at five locations (north, east, south, west and centre of the county), strategically placed near secondary schools / college and on busy bus routes. To help recruit home care workers at Hawthorne House, we placed ads in bus shelters around Durham City. And we played a pivotal role with the LGA Campaign promoting local council jobs and careers, with digital displays in Durham Bus Shelter, leisure centres, and across the city.

363 We launched our Jobs and Careers Facebook page in August 2023 and it now has more than 1,300 followers. We use this page to advertise vacancies, showcase the variety of roles and careers, and we highlight life at the council through employee case studies.

Workforce Development Dashboard

(as at 30 June 2024)

Mandatory manager development programme (four courses) (1,430 managers)

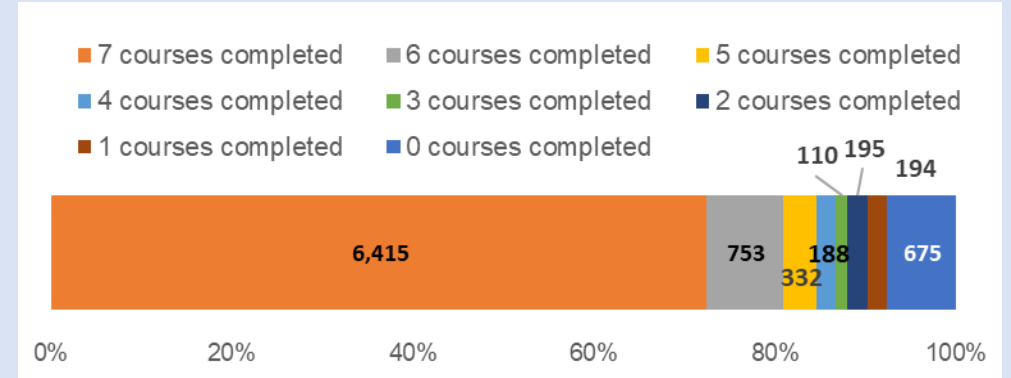


Completion Rate

Course	Last quarter	latest quarter
Employees (leaders and managers)	1,382	1,430
Attendance Management	96%	94%
Recognising and managing stress	84%	83%
Mental health awareness*	78%	78%
Coaching as a management style*	70%	72%

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

Mandatory e-learning programme (seven courses) (8,862 employees)



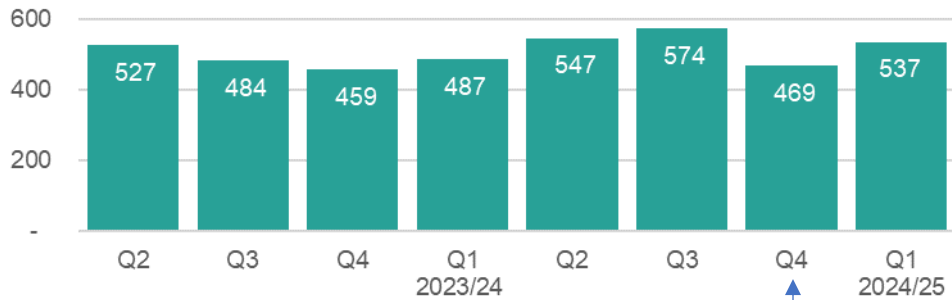
Completion Rate

Course	Last quarter	latest quarter
Employees	8,861	8,862
Information Security	87%	87%
Code of our values, behaviours and conduct	86%	88%
Diversity, equality and discrimination	86%	86%
Harassment and Victimisation	86%	87%
Introduction to GDPR	86%	87%
Climate Change	84%	85%
Action Counter Terrorism: ACT	74%	76%

Workforce Development Dashboard

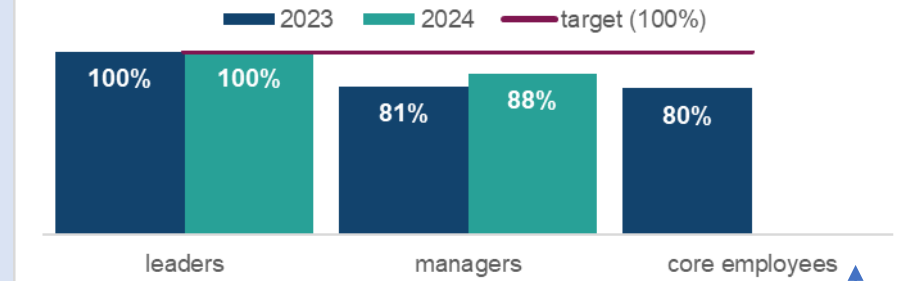
(as at 30 June 2024)

Employees enrolled in the apprenticeship programme



Q4 numbers decreased due to completions and withdrawals, along with a lower intake from the annual recruitment

Performance Development Review - completed to deadline



2024 deadline for core employees PDR is 31 July, data will be reported in quarter two

Performance Development Reviews (PDRs)

- 364 Our PDR process is an integral part of manager-employee engagement alongside one-to-ones, supervisions, and team meetings.
- 365 All 116 leaders and 88% of managers (1,023 of 1,200) completed the current cycle within deadline.
- 366 The deadline for core employees to complete the current cycle was 31 July. We will report the completion rate in quarter two.

Mandatory e-learning programme

- 367 Some of our employees have yet to fully complete the mandatory e-learning programme. For some, this is because they are new to the organisation and are still within their induction period²⁸. But most are non-digital staff.
- 368 Non-digital staff are employees who do not have access to the council's computer network as part of their role. They are mainly employed in our frontline delivery teams such as refuse and recycling, clean and green, highway maintenance, leisure services. Non-digital employees make up about 14% of the workforce.
- 369 Delivering e-learning to this group is challenging. Training needs to be face-to-face, scheduled into shift patterns or arranged outside of working hours. Therefore, the proportion of non-digital staff completing the mandatory e-learning programme tends to be lower than our digital employees.

Course	Digital employees		Non-Digital employees	
	Last quarter	Latest quarter	Last quarter	Latest quarter
Introduction to GDPR	93%	93%	43%	51%
Information Security	95%	95%	38%	46%
Harassment and Victimisation	93%	93%	38%	46%
Diversity, Equality & Discrimination	94%	94%	36%	44%
Code of our values, behaviours & conduct	94%	94%	39%	47%
Climate change	91%	92%	38%	46%
Action Counters Terrorism (ACT)	81%	83%	28%	37%

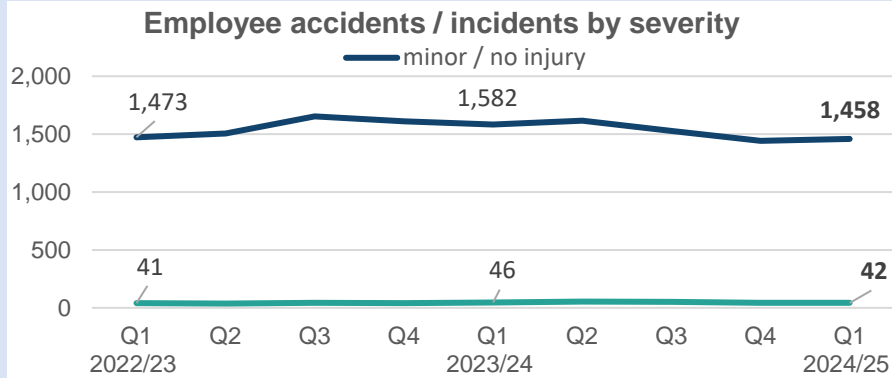
Apprenticeships

- 370 At 30 June, 4.8% of the workforce (537 employees) was enrolled on an apprenticeship.
- 371 The retention rate for our apprenticeships at 75%, compared to 71% last year.
- 372 Since September 2023, no levy funds have expired. This is due to using more of the levy funds (higher value courses rather than more apprentices), more schools are converting to academies so are no longer contributing to the fund, and apprenticeship levy transfers to local businesses. The apprenticeship levy transfer pledge is therefore closed to new applications. No new transfers have been made to date in financial year to date (April to June).

²⁸ New employees have three months from their start date to complete any mandatory training.

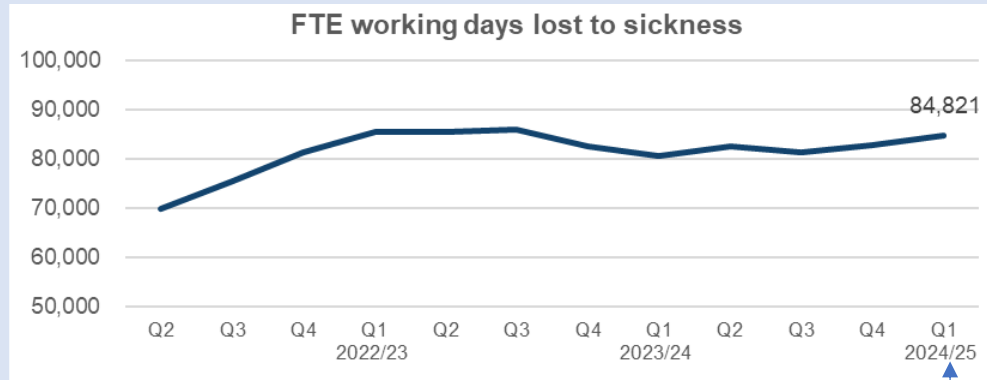
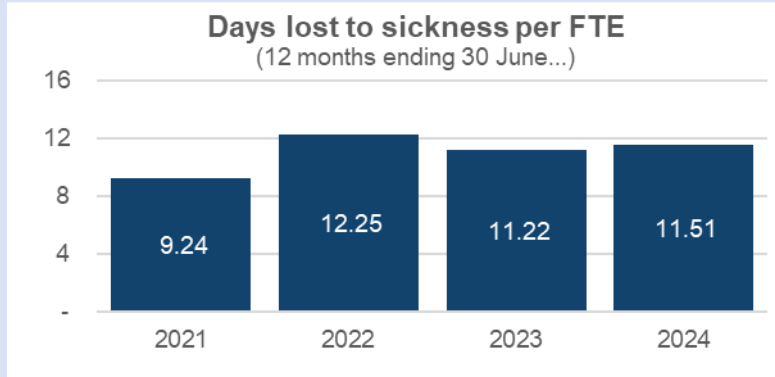
Health, Safety and Wellbeing of our employees Dashboard

(as at 30 June 2024)



Sickness Absence (days lost) Dashboard

(12 month trend ending 31 March 2024)

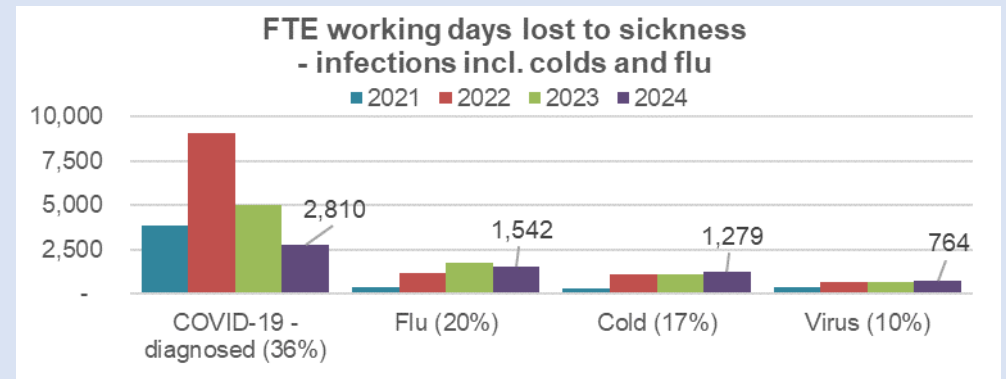
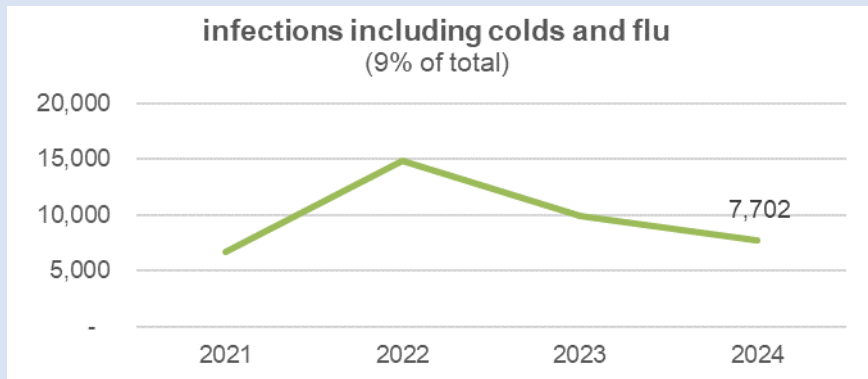
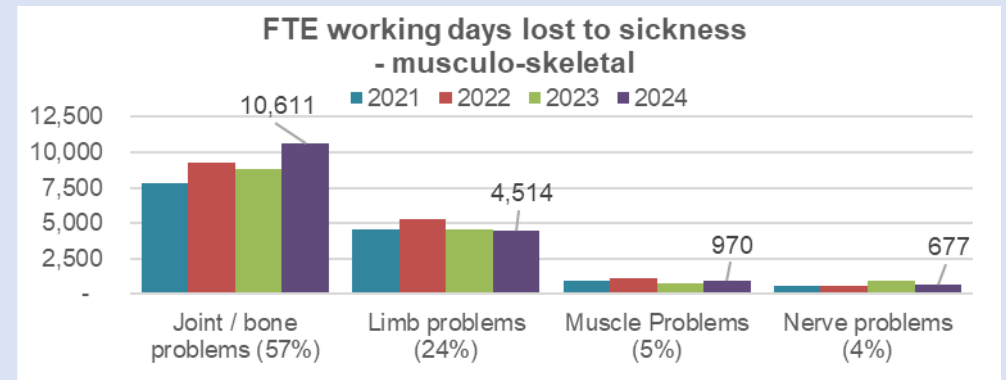
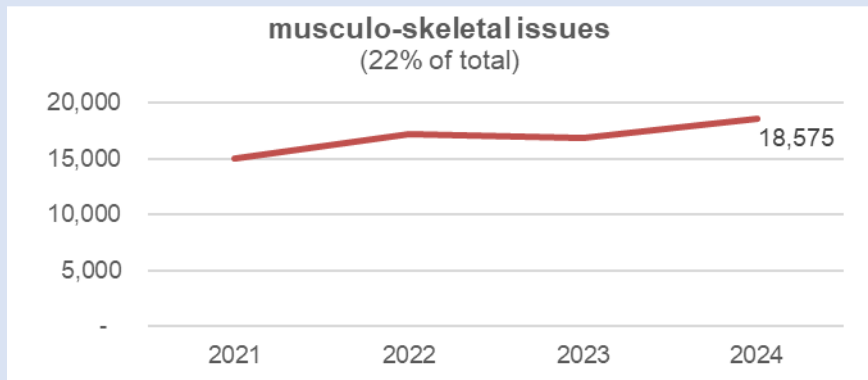
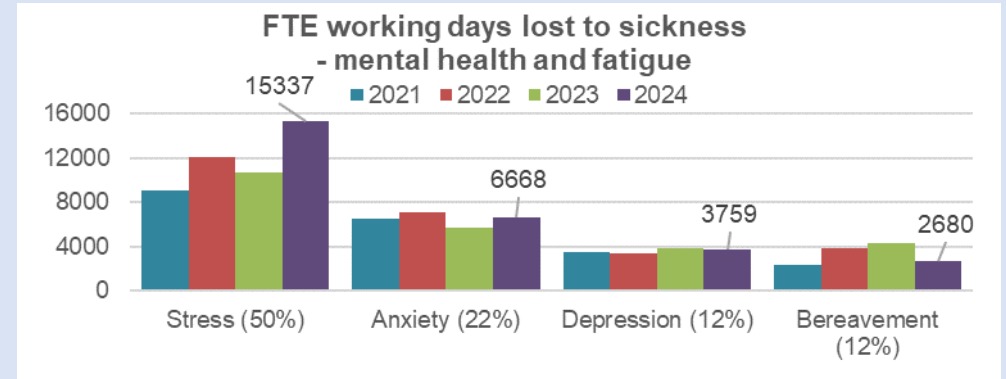
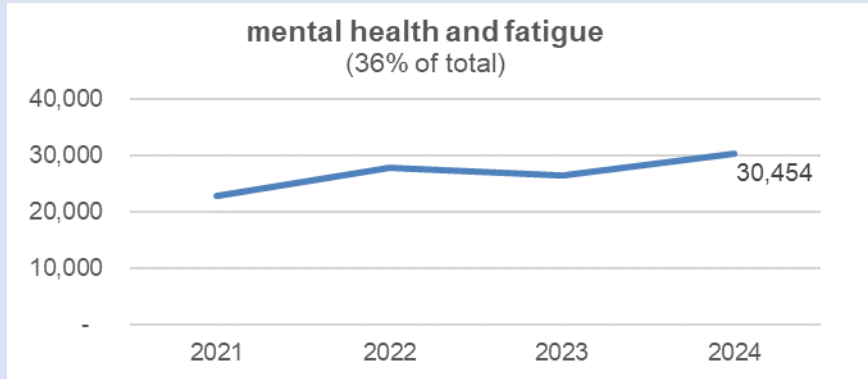


4,100 more working days lost to sickness compared to last year

Sickness Absence (main reasons) Dashboard

(12 month trend ending 30 June 2024)

Main reasons for sickness absence (three categories make up 67% of all absence)



Employee accidents and incidents

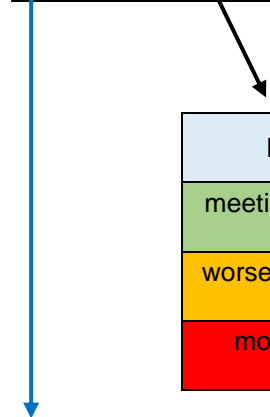
- 373 During quarter one (April to June 2024), there were 383 accidents / incidents / near misses, compared to 361 in the previous quarter. Two were RIDDOR specified injuries, and eight were absences of more than seven days.
- 374 There were also six fire related incidents. These occurred at a library and waste transfer stations. Emergency procedures were used appropriately resulting in no injuries and limited damage to property, other than a single incident where a loading shovel was completely destroyed.

Sickness Absence

- 375 A focus on improving attendance and the robust and consistent management of absence continues to be a high priority for the council. Average days lost per FTE in the rolling year to 30 June 2024 is 11.51 days – 0.29 days higher than the same period last year. This is around 4,100 more days lost.
- 376 Two thirds of sickness was recorded as ‘mental health and fatigue’, ‘musculo-skeletal’ or ‘infections (including colds and flus)’. This is consistent with previous reports.
- 377 Staff groups recording the highest sickness by number of FTE days were ‘social workers’ and ‘residential workers’. Each contributed 6% to the total – with around 5,000 FTE days lost over the 12 month period. ‘Mental health and fatigue’ was the most frequent cause of sickness. It accounted for 58% of days lost across social workers and 45% of days lost across residential workers.
- 378 Mental Health and Fatigue continues to be the sickness category most frequently reported by our staff. It makes up 36% of all sick days. The vast majority of absence (97%) is stress, anxiety, depression or bereavement related sickness. It is most prevalent in our frontline staff. This includes social care, residential workers, waste and recycling operatives, assessment and awards officers, and adult protection officers.
- 379 Musculo-skeletal sickness makes up 22% of all sick days. The vast majority of absence (90%) is due to joint/bone problems, muscle problems, nerve problems and injuries to limbs. This sickness type is more prevalent in our frontline teams with a high proportion of manual work. This includes residential workers, waste and recycling operatives, home care and support workers, street cleansing operatives.
- 380 Infections (including colds and flu) make up 9% of all sick days. Most of this sickness type (83%) is due to Covid-19, flu, cold or a virus infection. Covid-19 is more prevalent in our frontline teams of home care and support workers, care support and social workers.
- 381 We closely monitor all absence over six months. We currently have 26 long term sickness absence cases ongoing.
- 382 Sixty percent of our employees recorded no sickness between July 2023 and June 2024.
- 383 In June, we undertook a better health at work survey with all staff, to help us look at how we can improve the health, safety and wellbeing of our workforce. It asked for views on health-related training, work-based health interventions, policies and our culture around wellbeing at work. The results from the survey will help inform our Better Health at Work Action Plan for 2024-2026.

Data Tables

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
Yellow	Yellow	Red	Yellow	Household waste re-used, recycled or composted	Oct 22-Sep 23	36.5%	Tracker	37.7%	Apr21-Mar 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	Apr-Jun 24	86.7%	90%	91.2%	Jan-Mar 24	89.5%	90.3%	93.7%	Yes	Yes
					Non-major planning applications determined in deadline	Jan-Mar 24	91%	90%	85%	Jan-Mar 24	91.4%	89.4%	90.5%	Yes	Yes
					Major planning applications overturned on appeal	Oct-Dec 22	0%	10%	0%	Jan-Mar 23	0%	1%	0%	Yes	Yes
					Non-major planning applications overturned on appeal	Oct-Dec 22	0.2%	10%	0.2%	Jan-Mar 23	0.3%	1.1%	0.5%	Yes	Yes
					Inward investments secured	Apr-Jun 24	2	1	3					Yes	No
					Investment secured for companies	Apr-Jun 24	£1,518,000	£1.25 million	£384,000					Yes	No
					Occupancy of Business Durham floor space	Apr-Jun 24	87.9%	95%	89.6%					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	2022	£51,361	Tracker	£50,154	2022	£51,361	£62,751	£51,395	Yes	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	Apr-Jun 24	316	250	105					Yes	No
					Businesses supported by regeneration projects	Apr-Jun 24	10	Tracker	not comparable					Yes	No
					New businesses supported by CED Team	Apr-Jun 24	142	Tracker	not comparable					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	Apr-Jun 24	69	375	350					Yes	No
					Jobs created or safeguarded through regeneration schemes	Apr-Jun 24	37	Tracker	not comparable					Yes	No
					Registrations to employability programmes	Apr-Jun 24	160	117	N/A					Yes	No
					Number of participants receiving support to gain employment	Apr-Jun 24	45	45	N/A					Yes	No
					Number of participants receiving support to sustain employment	Apr-Jun 24	35	27	N/A					Yes	No
					Employment rate for 16-64 year olds <i>Confidence intervals +/-3.9pp</i>	2023/24	74.2%	Tracker	71.7%	2023/24	74.2%	75.7%	71.3%	Yes	No
					Disability employment rate <i>Confidence intervals +/-8pp</i>	2023/24	47.1%	Tracker	38.4%	2023/24	47.1%	57.1%	46.3%	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%	No	Yes
					16-17-year-olds in an apprenticeship	Apr-Jun 23	7.3%	Tracker	8.5%	Apr-Jun 23	7.3%	4.8%	7%		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-Jun 24	29,000	Tracker	29,000					Yes	No
					People attending council owned cultural venues (Killhope & town halls)	Apr-Jun 24	40,227	27,050	Not comparable					Yes	No
					Average % occupancy of cinema screenings (Gala, Empire & BATH)	Apr-Jun 24	23%	29%	23%					Yes	No
					Average % yield of cinema screenings (BATH, Gala & Empire)	Apr-Jun 24	79%	100%	62%					Yes	No
					Average % yield of theatre performances (BATH, Gala & Empire)	Apr-Jun 24	103%	100%	117%					Yes	No
					Average % occupancy of theatre performances (Gala, Empire & BATH)	Apr-Jun 24	81%	71%	67%					Yes	No
					Council owned/managed heritage assets classed as 'at risk'	2023	3	Tracker	3						No

					Heritage assets 'at risk' categorised as 'Priority A' and/or in 'very bad condition'	2023	7	Tracker	6						No
					Active borrowers (libraries)	Apr-Jun 24	46,376	46,002	44,160					Yes	No
					Digital borrowers (libraries)	Apr-Jun 24	4,770	4,475	3,852					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	2023	20.15m	21.49m	17.91m					Yes	No
				Money generated by visitor economy	2023	£1.23bn	£1.25bn	£1.04bn					Yes	No
				Jobs supported by the visitor economy	2023	13,178	14,069	11,274					Yes	No
				Visitor attractions served by public transport	2023	67%	Tracker	67%					No	No
				Tourism businesses actively engaged with Visit County Durham	2023	55%	Tracker	27.8%					No	No

Education KPIs

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
				Uptake of free early education entitlement for 3-4-year-olds	2024	95.4%	Tracker	93.7%	2024	95.4%	93.7%	98.6%		No
				Children meeting expected standards in maths and reading at KS2	2024	59%	Tracker	65%	2024	59%	60%	61%		No
				Average grade of achievement within GCSE English and Maths to a Grade 5	2021/22	4.69	5 by 2030	new						No
				Disadvantaged cohorts meeting basic threshold measures in English & Maths	new			new						No
				Young people in education, employment and training	Jun-24	93.6%	above N / NE	93.8%	Jun-24	93.6%	94.7%	93.7%	Yes	No

Our Environment: summary data tables

Waste KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Household waste re-used, recycled or composted	2023/24	36.7%	Tracker	37.1%	Apr 22-Mar 23	37.1%	41.7%	31.2%	Yes	Yes
					Waste diverted from landfill	2023/24	94.2%	90%	90.4%	Apr 22-Mar 23	90.4%	92.7%	88.5%	Yes	No
					Residual household waste (kg per household)	2023/24	574	Tracker	565	Apr 22-Mar 23	565	509	596	Yes	Yes
					Contamination rate	2023/24	33.1%	Tracker	35.2%					Yes	No
					Contamination rate (all h'hold waste)	2022/23	9.5%	Tracker	10.1%	Apr 22-Mar 23	9.5%		8.4%	No	Yes

Sustainable Transport and Active Travel KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Cycling and walking levels	2022	65.6%	Tracker	67.7%	2022	65.6%	70.6%	67.5%	No	No
					Satisfaction with cycle routes & facilities <i>(confidence intervals +/-4pp)</i>	2023	50%	Tracker	52%	2023	50%	50%		No	No
					Park and Ride passenger journeys	Apr-Jun 24	152,243	Tracker	111,366					Yes	No

Carbons Reduction and Air Quality KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					% reduction in County Durham carbon emissions from 1990 baseline	2021	53.7%	Tracker	56.3%					No	No
					% reduction in Council's carbon emissions from 2008/09 baseline	2022/23	61%	Tracker	57%					No	No
					NO ₂ levels within Durham City Air Quality Management Area that are at or above the govt threshold of 40µg/m ³	2022	13%	0%	35%					No	No
					Trees planted	2023/24	74,023	65,977	53,000					No	No

Our People: summary data tables

Childrens' Social Care KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Early help cases open	at Jun 24	1,254	Tracker	1,440					Yes	No
					Children's social care referrals per 10,000 population	at Mar 24	464	Tracker	437	2022/23	473	545	663		No
					Children's social care re-referrals	at Mar 24	17%	Tracker	15%	2022/23	15%	21%	22%		No
					Children's social care assessments completed within 45 days	at Mar 24	85%	Tracker	76%	2022/23	83%	83%	79%		No
					Children in need per 10,000 population	at Mar 24	358	Tracker	334	2022/23	387	343	467		No
					Children on a child protection plan per 10,000 population	at Mar 24	51	Tracker	52	2022/23	54	43	65		No
					Children looked after per 10,000 population	at Mar 24	123	Tracker	105	2022/23	107	71	113		No
					Care leavers aged 16-24	at Mar 24	466	Tracker	290						No
					Unaccompanied asylum-seeking children as a percentage of all CiC	at Mar 24	6%	Tracker	5%	2022/23	5%	9%	4%		No
					Social worker vacancies	at May 24	14%	Tracker	20%	at Sep 23	14%	18.9%	10.9%	Yes	No
					Children in care in a family setting	at Jun 24	82%	Tracker	83%	at Mar 23	82%	77%	81%	Yes	No
					Families on our Stronger Families Programme attaining significant and sustained outcomes	2024/25	254	1,522	983					Yes	No

Education KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Children in the EYFS achieving a good level of development	2022/23	66.2%	Tracker	64.5%	2022/23	66.2%	67.2%	66.3%	No	No
					Pupils attending a school judged 'good or better' by Ofsted	2023/24	87.2%	Tracker	83.1%	2023/24	87.2%	88.1%	87%	Yes	No
					Pupils attending a primary school judged 'good or better' by Ofsted	2023/24	94.4%	Tracker	94.3%	2023/24	94.4%	91.6%	94.6%	Yes	No
					Pupils attending a secondary school judged 'good or better' by Ofsted	2023/24	76.9%	Tracker	75.3%	2023/24	76.9%	83.8%	76.8%	Yes	No
					Children - electively home educated	Jan-Apr 24	1,088	Tracker	699					No	No

				Children eligible for free school meals	2023/24	32.4%	Tracker	30.6%	2023/24	32.4%	24.8%	14.8%	No	No
				Take-up on free school meals	2022/23	23%	Tracker	20.6%	2022/23	23%	18.6%	23.8%	No	No

SEND KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Children & young people with an EHCP	2024	5,134	Tracker	4,475					Yes	No
					New requests for EHCPs	2023	986	Tracker	974					No	No
					EHCPs completed within 20 weeks	2023	2%	Tracker	27%	2023	0%	48%	56%	Yes	No
					Pupils on SEN support	2023/24	10,953	Tracker	11,174					No	No

Adult Social Care KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Referrals into adult social care	Apr-Jun 24	6,025	Tracker	5,768					Yes	No
					Care Act assessments completed	Apr-Jun 24	698	Tracker	741					Yes	No
					Service users receiving an assessment or review within the last 12 months ²⁹	Apr-Jun 24	76.6%	Tracker	68.1%					Yes	No
					Satisfaction of people who use services with their care and support <i>Confidence intervals +/-4.3pp</i>	2022/23	66.8%	Tracker	64.5%	2022/23	66.8%	64.4%	66.4%	No	No
					Satisfaction of carers with the support and services they receive <i>Confidence intervals +/-5.1pp</i>	2023/24	49.6%	Tracker	40.8%	2023/24	49.6%	36.8%	44.9%	Yes	No
					Adults aged 65+ per 100,000 population admitted on a permanent basis to residential or nursing care	Jul 23-Jun 24	662.9	739.7	679.3	Apr 22-Mar 23	662.9 (latest)	560.8	762.8	Yes	No
					Service users receiving Direct Payments ²⁹	30 Jun 24	10.0%	Tracker						Yes	No
					Service users receiving home care	Apr-Jun 24	3,358	Tracker	3,232					Yes	No

²⁹ Methodology for this indicator has changed from Q1 2024-25

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Service users receiving Telecare care	Apr-Jun 24	2,079	Tracker	2,097					Yes	No
					Service users receiving day care	Apr-Jun 24	1,037	Tracker	1,019					Yes	No
					Residential adult social care providers rated good or outstanding by CQC	Apr-Jun 24	88.9%	Tracker	93.9%	Apr-Jun 24	88.9%	77.1%	84.8%	Yes	No
					Requests resulting in a service – adult social care	2022/23	774	Tracker	1,229	2022/23	774	1,860	2,743	No	Yes
					Workforce turnover rate – adult social care	2022/23	29.6%	Tracker	25.3%	2022/23	29.6%	28.3%	26.4%	No	Yes
					People in adult social care – quality of life	2022/23	0.393	Tracker	0.414	2022/23	0.393	0.411	0.415	No	Yes
					Carer quality of life – adult social care	2023/24	7.7	Tracker	8.2	2023/24	7.7	7.3	7.7	Yes	Yes
					Short term service provision – adult social care	2022/23	70.9%	Tracker	92.7%	2022/23	70.9%	77.5%	81.7%	No	Yes
					People using services who found it easy to find information – adult social care	2022/23	71.6%	Tracker	65.1%	2022/23	71.6%	67.2%	62.7%	No	Yes
					Carers who found it easy to find information about services	2023/24	72.0%	Tracker	67.8%	2023/24	72.0%	59.0%	67.9%	Yes	Yes

Housing Vulnerable People KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog	
					Care Connect customers	Apr-Jun 24	11,315	Tracker	10,727					Yes	No	
					Care Connect calls answered in 3 minutes	Apr-Jun 24	99.54%	99%	99.72%					Yes	No	
					Care Connect calls arriving at the property within 45 minutes	Apr-Jun 24	98.00%	90%	97.00%					Yes	No	
					Potential clients contacted within 3 weeks of initial referral for a Disabled Facilities Grant (DFG)	Apr-Jun 24	100%	90%	68%					Yes	No	
					Households prevented from homelessness and helped to stay in their home	Apr-Jun 24	7%	Tracker	0.4%		Oct-Dec 2023	4.2%	18.1%	8.6%	Yes	No
					Households prevented from homelessness and helped to move to alternative accommodation	Apr-Jun 24	16%	Tracker	17.1%		Oct-Dec 23	13.9%	34.1%	38.9%	Yes	No

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Households where homelessness has been relieved, and the client moved into alternative accommodation	Apr-Jun 24	26%	Tracker	31.8%	Oct-Dec 23	33.3%	33.2%	45.8%	Yes	No
					Households where there has been an acceptance of the main homeless duty	Apr-Jun 24	13%	Tracker	13.4%	Oct-Dec 23	16.9%	31%	10.8%	Yes	No
					Successful move-ons from Local Lettings Agency accommodation at the end of their licence agreement	2022/23	100%	90%	new					No	No
					Approvals on new housing sites of 10+ units, 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

Public Health KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Children aged 4-5 who are a healthy weight <i>Confidence intervals +/-1.2pp</i>	2022/23	73.2%	100%	75.5%	2022/23	73.2%	77.5%	74%	No	No
					Children aged 10-11 who are a healthy weight <i>Confidence intervals +/-1.2pp</i>	2022/23	59.1%	100%	59.2%	2022/23	59.1%	61.9%	58.9%	No	No
					Gap in breastfeeding at 6-8 weeks between County Durham and national average	2022/23	19.0pp	Tracker	18.7pp					No	No
					Mothers smoking at time of delivery	2023/24	12.0	0%	14.2%	2023/24	12.0%	7.4%	9.5%	Yes	No
					Smoking prevalence in adults (18+)	2022	15.4%	5.0%	16.2%	2022	15.4%	12.7%	13.1%	No	No
					People reporting a low happiness score <i>Confidence intervals +/-2.4pp</i>	2022/23	9.9%	Tracker	11.0%	2022/23	9.9%	8.9%	9.4%	No	No
					Suicide rate per 100,000 population	2020-22	16.8	Tracker	15.8	2020-22	16.8	10.3	13.5	No	No

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Healthy life expectancy at birth: female	2018-20	59.9 years	Tracker	58.3 years	2018-20	59.9 years	63.9	59.7	No	No
					Healthy life expectancy at 65: female	2018-20	10.2 years	Tracker	9.0 years	2018-20	10.2 years	11.3	9.8	No	No
					Gap in female healthy life expectancy at birth: County Durham and England	2018-20	4.0 years	Tracker	5.6 years					No	No
					Gap in female healthy life expectancy at 65: County Durham and England	2018-20	1.1 years	Tracker	2.3 years					No	No
					Healthy life expectancy at birth: male	2018-20	58.8 years	Tracker	59.6 years	2018-20	58.8 years	63.1	59.1	No	No
					Healthy life expectancy at 65: male	2018-20	7.7 years	Tracker	8.3 years	2018-20	7.7 years	10.5	9.2	No	No
					Gap in male healthy life expectancy at birth: County Durham and England	2018-20	4.3 years	Tracker	3.6 years					No	No
					Gap in male healthy life expectancy at 65: County Durham and England	2018-20	2.8 years	Tracker	2.3 years					No	No
					Successful completions of those in alcohol treatment	Sep 22-Aug 23	35.3%	Tracker	29.5%	Sep 22-Aug 23	35.3%	34.1%			No
					Successful completions of those in drug treatment: opiates	Sep 22-Aug 23	5.7%	Tracker	5.4%	Sep 22-Aug 23	5.7%	5.1%			No
					Successful completions of those in drug treatment: non-opiates	Sep 22-Aug 23	36.3%	Tracker	32.4%	Sep 22-Aug 23	36.3%	30.0%			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	Apr-Jun 24	763,648	762,836	734,063					Yes	No
					Leisure memberships	Apr-Jun 24	20,678	18,477	17,813					Yes	No

Our Communities: summary data tables

Digital Durham KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
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					Properties with access to gigabit-capable broadband	Apr-Jun 24	65.8%	Tracker	55.4%						Yes	No
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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 additional dwellings	2023/24	1,291	1,308	1,551					Yes	No
					Chapter Homes properties sold	Apr-Jun 24	3	3	5					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	Apr-Jun 24	52	50	64					Yes	No
					Properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated	Apr-Jun 24	54%	100% (by 2027)	30%					Yes	No
					ASB incidents per 10,000 population within the Selective Licensing Scheme	2023/24	966	976	962					Yes	No

Clean and Attractive Communities KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Fly-tipping resolved rate	Jun 23-May 24	10.8	12.88	10.0	Apr 22-Mar 23	10.3	19	23.8	Yes	No
					Streetscape with acceptable levels of cleanliness: litter	Apr-Jun 24	94.76%	Tracker	96%					Yes	No
					Streetscape with acceptable levels of cleanliness: dog fouling	Apr-Jun 24	100%	Tracker	98%					Yes	No
					Green and open space with acceptable levels of cleanliness: litter	Apr-Jun 24	97%	Tracker	90%					Yes	No
					Green and open space with acceptable levels of cleanliness: dog fouling	Apr-Jun 24	100%	Tracker	100%					Yes	No
					Average vacancy rate of town centres	2023	16%	13.9%	16.1%						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 (confidence intervals +/-4pp)	2023	73%	Tracker	73%	2023	73%	71%		No	No
					Overall satisfaction with bus journey	2023	75%	Tracker	New	2023	75%	80%		No	No
					Households who can access key service locations using public transport within a 15-mile radius	2023	97.30%	97.73%	97.63%					No	No
					Households who can access key service locations using public transport within a 5-mile radius	2023	65.50%	67.80%	66.81%					No	No
					Residents who can access employment sites by public transport	2023	30.18%	32.10%	29.42%					No	No
					Timetabled bus services no more than 5 min late or 1 min early	Apr-Jun 24	78.25%	Tracker	N/A					Yes	No
					Local passenger journeys on public transport	Jan-Mar 24	4,809,817	Tracker	4,715,602					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%	No	Yes
					B & C roads where maintenance is recommended	2023	2.65%	Tracker	3.4%	2023	2.65%	6.0%	3.0%	No	Yes
					Unclassified roads where maintenance is recommended	2023	23%	Tracker	25%	2023	23%	17%	22%	No	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 2 or 72 hours (depending on severity)	Apr-Jun 24	87%	90%	92%					Yes	No
					Category 2.1 highway defects repaired within 14 days	Apr-Jun 24	96%	90%	95%					Yes	No

					Category 2.2 highway defects repaired within 3 months	Apr-Jun 24	95%	90%	87%					Yes	No
					Highways Maintenance Backlog	awaiting data		Tracker						No	No
					Satisfaction with highway maintenance. (confidence intervals +/-4pp)	2023	46%	Tracker	47%	2023	46%	43%		No	No
					Footway maintained and repaired over and above the core programme	awaiting data	new	Tracker	new					No	No

Road Safety KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Road traffic accidents: fatalities	Apr-Jun 24	3	Tracker	2					Yes	No
					Road traffic accidents: seriously injured	Apr-Jun 24	54	Tracker	50					Yes	No
					Road traffic accidents: fatalities (children)	Apr-Jun 24	1	Tracker	0					Yes	No
					Road traffic accidents: seriously injured (children)	Apr-Jun 24	6	Tracker	4					Yes	No
					Road traffic collisions per billion vehicle miles – all	2023	610	Tracker	685	2023	610	132,063	4,018	Yes	No
					Road traffic collisions per billion vehicle miles – fatal	2023	22	Tracker	16	2023	22	1,645	68	Yes	No

Protecting Vulnerable People from harm KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Domestic Abuse incidents reported to the Police per 1,000 population	Jul 23-Jun 24	26.1	Tracker	27					Yes	No
					Harbour clients feeling more confident on case closure	Apr-Jun 24	86%	Tracker	85%					Yes	No
					Harbour clients feeling their quality of life has improved on case closure	Apr-Jun 24	83%	Tracker	84%					Yes	No
					Children and young people completing an intervention with Harbour and reporting feeling safer	Apr-Jun 24	92%	Tracker	83%					Yes	No
					Children and young people reviewed as at risk to Child Sexual Exploitation			Tracker						No	No

Crime KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	England and Wales average	NE average	updated	Oflog
					Respondents who agree that police and LA are dealing with ASB and crime issues that matter to them. <i>(confidence intervals +/-3.5pp)</i>	Sep 23	46.9%	Tracker	28.2%					No	No
					Crime rate per 1,000 population	Jul 23-Jun 24	95.1	Tracker	103.7	May 23-Apr 24	97.1	81.8	107.1	Yes	No
					Theft offences per 1,000 population	Jul 23-Jun 24	27.8	Tracker	25	2021/22	27.3	29.5	32.1	Yes	No
					Offenders who re-offend in 12 month period	2021/22	27.9%	Tracker	28.7%	2021/22	27.9%	25.2%	28.1%	No	No
					Proven re-offending by young people	2021/22	41.5%	Tracker	39.0%	2021/22	41.5%	32.2%	32.6%	No	No
					First time entrants to the youth justice system aged 10 to 17 per 100,000 population aged 10 to 17	2022	146	Tracker	141					No	No
					Violent crime incidents which were alcohol related	Apr-Jun 24	34.5%	Tracker	40.8%					Yes	No

Anti-Social Behaviour KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Reports of anti-social behaviour	Jul 23-Jun 24	47,060	Tracker	47,399					Yes	No
					Reports of environmental ASB	Jul 23-Jun 24	38,508	Tracker	38,479					Yes	No
					Reports of nuisance ASB	Jul 23-Jun 24	6,598	Tracker	7,072					Yes	No
					Reports of personal ASB	Jul 23-Jun 24	1,908	Tracker	1,812					Yes	No
					ASB alcohol related incidents	Apr-Jun 24	12.89%	Tracker	11.1%					Yes	No
					ASB enforcement action taken	Jul 22-Jun 23	6,069	Tracker	5,057					No	No

Our Council: summary data tables

Finance KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	England median	NE average	updated	Oflog
					Council tax collected	Jul 23-Jun 24	27.5%	Tracker	27.8%	2022/23	95.9%	95.5%		Yes	Yes
					Business rates collected	Jul 20-Jun 24	31.2%	Tracker	33.3%	2022/23	96.4%	97.1%		Yes	Yes
					MTFP savings achieved (£s)	at 30 Jun 24	£5.7 million	£8 million	-					Yes	No
					Audit opinion: statement of accounts	2022/23	UQ	UQ	UQ					No	No
					Non-ringfenced reserves as % of net revenue expenditure	2021/22	55.4%	Tracker	55.0%	2021/22	55.4%	54.9%		No	Yes
					Non-ringfenced reserves as % of service spend	2021/22	46.0%	Tracker	45.4%	2021/22	46.0%	44.6%		No	Yes
					Total core spending power per dwelling	2023/24	£2,194	Tracker	£1,989	2023/24	£2,194	£2,207		No	Yes
					Level of Band D council tax rates	2023/24	£1,842	Tracker	£1,755	2023/24	£1,842	£1,688		No	Yes
					Council tax revenue per dwelling	2023/24	£1,385	Tracker	£1,307	2023/24	£1,385	£1,436		No	Yes
					Social care spend as a % of core spending power	2021/22	56.2%	Tracker	54.2%	2021/22	56.2%	66.4%		No	Yes
					Debt servicing as % of core spending power	2021/22	6.5%	Tracker	6.3%	2021/22	6.5%	9.0%		No	Yes
					Total debt as % of core spending power	2021/22	106.5%	Tracker	106%	2021/22	106.5%	226.7%		No	Yes

Procurement KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Invoices paid within 30 days	Apr-Jun 24	96.9%	93.0%	95.9%					Yes	No
					Third party spend (£'million)	2023/24	£828.2	Tracker	£700.6					Yes	No
					% North East spend	2023/24	72.7%	Tracker	68.9%					Yes	No

					% County Durham spend	2023/24	45.5%	Tracker	44.5%					Yes	No
					% SME spend	2023/24	57.7%	Tracker	59.4%					Yes	No

Housing Benefit and Council Tax Reduction KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Time to process new housing benefit claims	Jul 23-Jun 24	14.5 days	21 days	21.2 days	2023/24	16 days	20 days	20 days	Yes	No
					Time to process new council tax reduction claims	Jul 23-Jun 24	15.4 days	21 days	18.0 days					Yes	No
					Time to process housing benefit change of circumstances	Jul 23-Jun 24	4.9 days	9 days	6.5 days	2023/24	5.7 days	6 days	5 days	Yes	No
					Time to process council tax reduction change of circumstances	Jul 23-Jun 24	5.8 days	8 days	8.0 days					Yes	No

Financial Support KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Budget spend: Discretionary Housing Payments	Apr-Jun 24	23%	Tracker	22%					Yes	No
					Households receiving at least 25% reduction in council tax	Apr-Jun 24	21.3%	Tracker						Yes	No

Customer Contact KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Customer contact that is digital	Jul 23-Jun 24	38.7%	Tracker	36.9%					Yes	No
					ACD calls answered within 3 minutes	Jul 23-Jun 24	90%	Tracker	70%					Yes	No
					CRM service requests meeting performance standard	Apr-Jun 24	77%	Tracker	74%					Yes	No

Customer Satisfaction KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Satisfaction with overall service delivery	Jul 23-Jun 24	81%	Tracker	81%					Yes	No

					Customers giving four or five stars	2023	86%	Tracker	85%						No	No
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Customer Complaints KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Complaints upheld	2023/24	59%	Tracker	58%					Yes	No
					Independent investigations upheld	2023/24	34%	Tracker	26%					Yes	No
					Complaints upheld by the Ombudsman	2023/24	10%	Tracker	14%					Yes	No
					Complaints upheld by the LGO (Oflog)	2022/23	52%	Tracker	55%	2022/23	52%	72% (similar authorities)		No	No
					Number of upheld Ombudsman complaints per 100,000 residents	2022/23	2.1	Tracker	3.2	2022/23	2.1	4.7 (similar authorities)		No	Yes
					Data breaches reported to the ICO	Jul 23-Jun 24	28	Tracker	14					Yes	No

Registration Services KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Births registered within 42 days	Apr-Jun 24	98%	98%	96%	Dec-23	98%	93%		Yes	No
					Deaths registered within 5 days	Apr-Jun 24	61%	90%	68%	Dec-23	71%	51%		Yes	No
					Appointments within 5 work days: births	Apr-Jun 24	75%	95%	75%	Dec-23	54%	95%		Yes	No
					Appointments within 2 work days: deaths	Apr-Jun 24	93%	95%	97%	Dec-23	96%	95%		Yes	No
					Appointments within 5 work days: marriage / civil partnership	Apr-Jun 24	100%	90%	100%	Dec-23	100%	90%		Yes	No
					Appointments seen on time	Apr-Jun 24	96%	90%	96%	Dec-23	96%	90%		Yes	No

Workforce Equality KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Top 5% of earners: female	at 30 Jun 24	62.5%	Tracker	59.4%					Yes	No

					Workforce aged 50 years or over	at 30 Jun 24	46.2%	Tracker	40.3%					Yes	No
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Recruitment and Retention KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Vacancies which are re-adverts	Jul 23-Jun 24	26.0%	Tracker	19.1%					Yes	No
					Leavers with <2 years' service	Jul 23-Jun 24	48%	Tracker	no comparator					Yes	No
					Employee turnover	at Jun 24	8.32%	Tracker	9.0					Yes	No

Workforce Development KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					PDRs completed in line with deadline	at 31 Mar 24	88% (managers)	100%	n/a					No	No
					Managers who have completed the managers' training programme	at 30 Jun 24	67%	Tracker	54%					Yes	No
					Employees enrolled on apprenticeship programme	at 30 Jun 24	4.8%	Tracker	5.6%					Yes	No
					Apprentice levy utilised as a council (excluding schools)	at 30 Jun 24	83% (129.1% committed)	Tracker	n/a					Yes	No
					Apprentice retention rate	at 30 Jun 24	75%	Tracker	71%					Yes	No

Health, Safety and Well-being of our Employees KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Days lost to sickness absence per FTE (excl. schools)	2023/24	11.51 days	Tracker	11.22 days					Yes	No
					Employee accidents / incidents with no / minor injury	2023/24	97%	Tracker	97%					Yes	No
					Employee accidents / incidents RIDDOR reportable	2023/24	3%	Tracker	3%					Yes	No
					Incidents of work-related ill-health	2023/24	147	Tracker	182					Yes	No

Glossary

Term	Definition
ACD	Automatic Call Distribution Telephone calls are received either through our ACD 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.
AQMA	Air Quality Management Area 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.).
ASB	Anti-social behaviour
ASCOF	Adult Social Care Outcomes Framework Measures how well care and support services achieve outcomes that matter most to people (link)
BATH	Bishop Auckland Town Hall A multi-purpose cultural venue situated in Bishop Auckland. It offers regular art exhibitions, live music, cinema screenings and theatre performances, as well as a library service.
BCF	Better Care Fund A national programme that supports local systems to successfully deliver the integration of health and social care.
CAP	Customer Access Point A location where residents can get face-to-face help and information about council services. There are eight CAPs across County Durham.
CAT	Community Action Team Project team which includes members of our community protection service, planning, neighbourhood wardens and housing teams, who work alongside police and community support officers, 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.
CDP	County Durham Plan 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)
CED	Community Economic Development
CERP	Climate Emergency Response Plan 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.
CLD	Client Level Dataset 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.
CNIS	Child Not In School
CPN	Community Protection Notice 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
CRM	Customer Relationship Management system
CS&T	Culture, Sport and Tourism
CTR	Council Tax Reduction reduces council tax bills for those on low incomes
DCC	Durham County Council

Term	Definition
DEFRA	Department for the Environment, Food and Rural Affairs 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)
DHP	Discretionary Housing Payments 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.
DHSC	Department of Health and Social Care Supports the government in leading the nation's health and care system.
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 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 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 17, it measures the number employed, in education or in training.
EHCP	Education, Health Care Plan 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 supports businesses, encourages new ideas and supports regeneration. Although the UK has now left the EU, 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 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 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 Measure of value of goods and services produced in an area, industry or sector of an economy.
HSF	Household Support Fund Payments support low income households struggling with energy and food costs, or who need essential household items.
ICO	Information Commissioner's Office The UK's independent body's role is to uphold information rights in the public interest (link)

Term	Definition
IES	Inclusive Economic Strategy Clear, long-term vision for the area's economy up to 2035, with an overarching aim to create more and better jobs in an inclusive, green economy (link)
JLHWS	Joint Local Health and Wellbeing Strategy JLHWS supports vision that County Durham is a healthy place where people live well for longer
KS2	Key Stage 2 The national curriculum is organised into blocks of years called 'key stages.' At the end of each key stage, the teacher will formally assess each child's performance. KS2 refers to children in year 3, 4, 5 and 6 when pupils are aged between 7 and 11.
KS3	Key Stage 3 The national curriculum is organised into blocks of years called 'key stages.' At the end of each key stage, the teacher will formally assess each child's performance. KS3 refers to children in year 7, 8 and 9 when pupils are aged between 11 and 14.
LGA	Local Government Association The national membership body for councils which works on behalf of its member councils to support, promote and improve local government.
LINKCD	Programme that brings together a number of delivery partners to support people with multiple barriers to address these underlying issues and to move them closer to or into the labour market or re-engage with education or training.
LNRS	Local Nature Recovery Strategies Propose how and where to recover nature and improve the wider environment.
MMB	Managing Money Better A service offered by the council which involves visiting residents' homes to carry out a free home energy assessment. In addition to providing advice on energy bills, the service can provide financial advice through referrals to benefits advice or help with a benefits appeal and other services for advice on benefit entitlements.
MTFP	Medium Term Financial Plan A document that sets out the council's financial strategy over a four year period
MW	MegaWatt is one million watts of electricity
NESWA	North East Social Work Alliance A social work teaching partnership made up of 12 North East councils and six Higher Education Institutes. The Alliance is one of several teaching partnerships across the country which were created to improve the quality of practice, learning and continuous professional development amongst trainee and practicing social workers.
NQSW	Newly Qualified Social Workers a social worker who is registered with Social Work England and is in their first year of post qualifying practice.
NVQ	National Vocational Qualification A work-based qualification that recognises the skills and knowledge a person needs to do a job.
Oflog	Office For Local Government The vision for Oflog is for it to provide authoritative and accessible data and analysis about the performance of local government and support its improvement. Oflog is part of the Department for Levelling Up, Housing and Communities .
PDR	Performance and Development Review Is an annual process which provides all staff with the valuable opportunity to reflect on their performance, potential and development needs.
PRS	Private Rented Sector This classification of housing relates to property owned by a landlord and leased to a tenant. The landlord could be an individual, a property company or an institutional investor. The tenants would either deal directly with an individual landlord, or alternatively with a management company or estate agency caring for the property on behalf of the landlord.

Term	Definition
PSPO	Public Space Protection Order To deal with a nuisance or problem in a particular area that is detrimental to local community.
QoL	Quality of Life
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations A RIDDOR report is required for work-related accidents which result in a reportable injury .
RQF	Regulated Qualifications Framework RQF helps people understand all the qualifications regulated by government and how they relate to each other. It covers general and vocational in England, and vocational in Northern Ireland.
SALT	Short and Long Term Relates to the annual Short and Long Term (SALT) Support data collected by councils. It is to be replaced by a national mandatory person-level data collection (Client Level Data).
SEN	Special Educational Needs Term is used to describe learning difficulties or disabilities that make it harder for children to learn than most children of the same age. Children with SEN are likely to need extra or different help from that given to other children their age.
SEND	Special Educational Needs and Disabilities SEND can affect a child or young person's ability to learn and can affect their; <ul style="list-style-type: none"> ▪ behaviour or ability to socialise (e.g., they struggle to make friends) ▪ reading and writing (e.g., because they have dyslexia), ▪ ability to understand things, ▪ concentration levels (e.g., because they have attention deficit hyperactivity disorder) ▪ physical ability
SG	Settlement Grants Help people stay in their home or move back into housing after living in supported or unsettled accommodation (such as leaving care or being homeless). They provide help towards furniture, white goods, flooring, curtains, bedding, kitchen equipment, removal costs etc.
SME	Small to Medium Sized Enterprise A company with no more than 500 employees.
Statistical nearest neighbours	A group of councils that are similar across a wide range of socio-economic. Durham County Council uses the CIPFA nearest neighbours model which compares us to Northumberland, North Tyneside, Barnsley, Rotherham, Wakefield, Doncaster, Redcar and Cleveland, Wigan, St Helens, Cornwall, Sefton, Sunderland, Wirral, Plymouth and Calderdale
UASC	Unaccompanied Asylum Seeking Children Children and young people who are seeking asylum in the UK but who have been separated from their parents or carers. While their claim is processed, they are cared for by a council.
UKSPF	UK Shared Prosperity Fund Part of the government's Levelling Up agenda that provides funding for local investment to March 2025. All areas of the UK receive an allocation from the Fund to enable local decision making and better target the priorities of places within the UK that will lead to tangible improvements to the places where people work and live.
WEEE	Waste Electrical and Electronic Equipment Any electrical or electronic waste, whether whole or broken, that is destined for disposal. The definition includes household appliances such as washing machines and cookers, IT and telecommunications equipment, electrical and electronic tools, toys and leisure equipment and certain medical devices.
Yield	Proportion of potential income achieved