

Adults, Wellbeing and Health Overview and Scrutiny Committee

01 October 2024

Quarter One, 2024/25
Performance Management Report



Report of John Hewitt, Chief Executive

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.

Context

- 5 From an adult social care perspective, referrals into the service and Care Act assessments remain stable. The number of people discharged from hospital to reablement and rehabilitation services is also 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.

Recommendation(s)

6 Adults, Wellbeing and Health Overview and Scrutiny Committee 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 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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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 people

- 4 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

- 5 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.
- 6 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.
- 7 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

- 8 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.
- 9 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.
- 10 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.

- 11 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%.

Risk Management

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

Our 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

Adult Social Care

- 13 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.
- 14 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.
- 15 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:

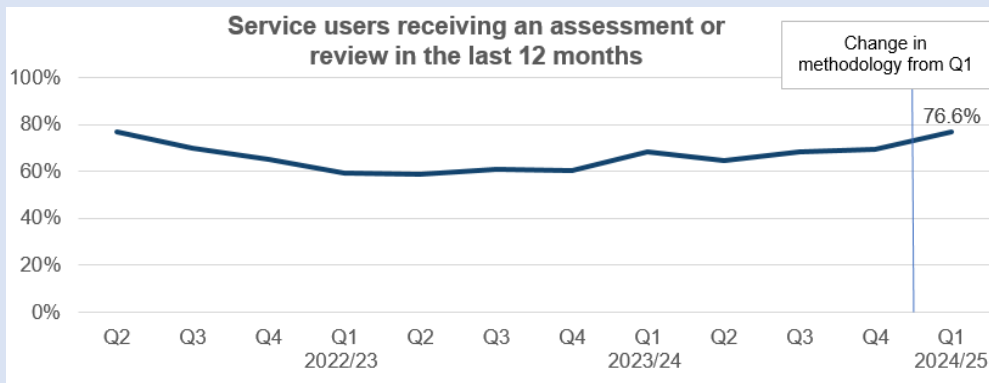
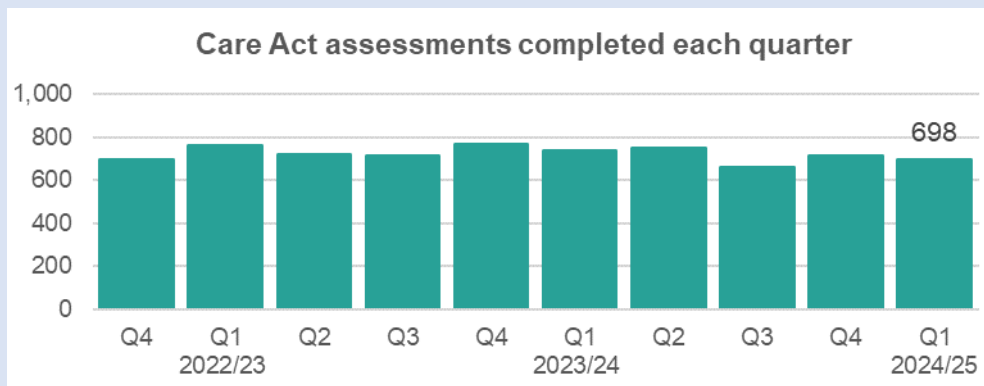
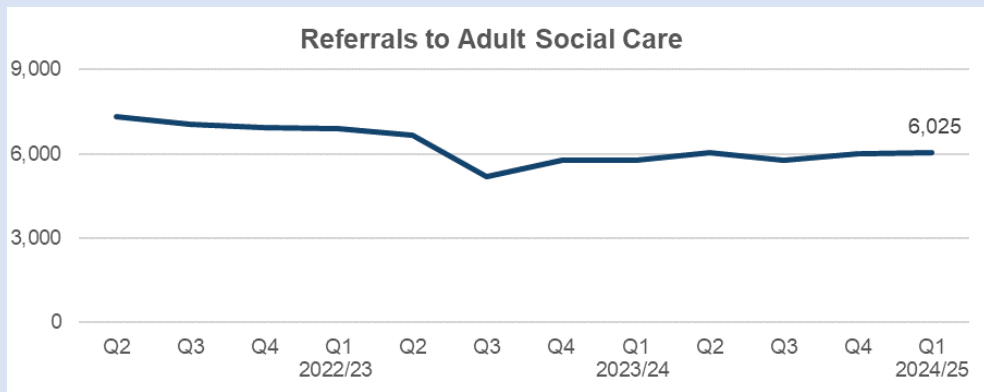
Failing	Recommendation
Poor operational performance	Rapidly improve operational performance
Significant challenges with the provider portal and regulatory platform.	Fix the provider portal and regulatory platform.
Considerable loss of credibility within the health and care sectors due to the loss of 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.

- 16 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.
- 17 The CQC has accepted the [findings and recommendations](#) in full.
- 18 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.
- 19 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.

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

- 20 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.
- 21 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

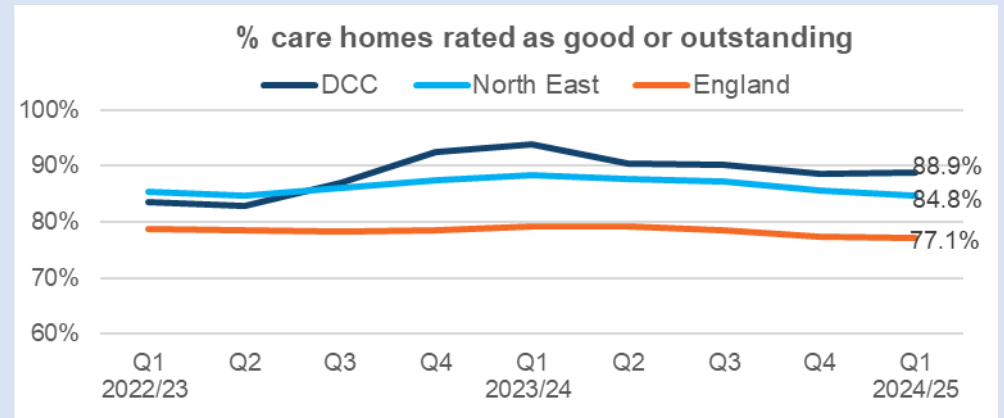
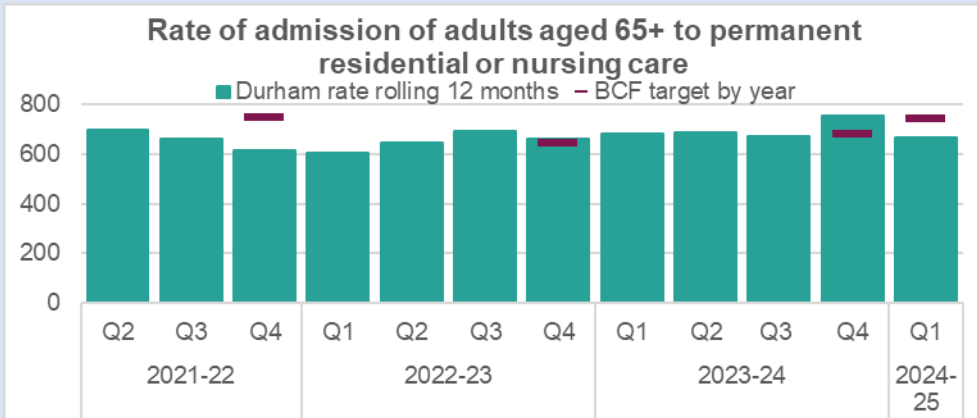
- 22 The number of Care Act assessments completed each quarter continues to be stable. We completed an average of 706 assessments each quarter over the last 12 months.
- 23 Currently, the number of Care Act assessments completed is not reported nationally.

Service users assessed or reviewed in the last 12 months

- 24 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.
- 25 The new methodology will determine if service users are assessed or reviewed by professional adult social care staff every year.
- 26 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.

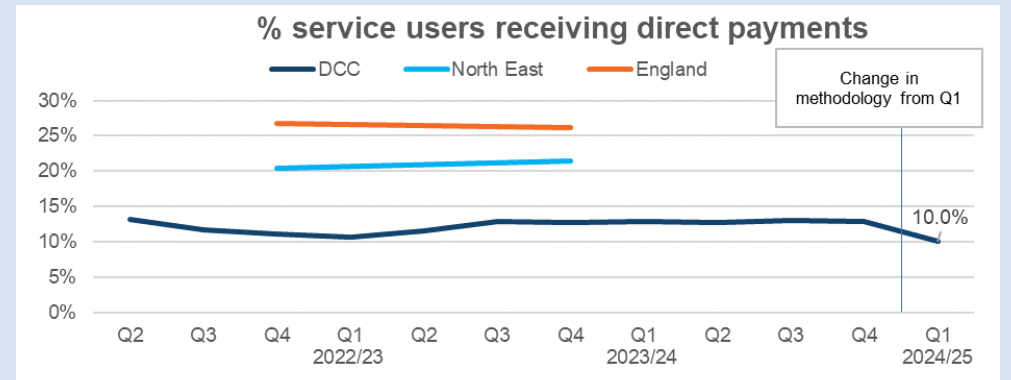
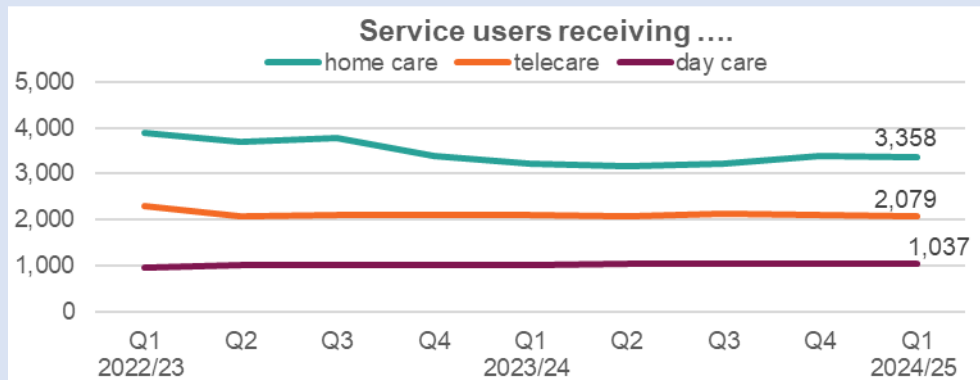
Adult Social Care Dashboard – admissions to permanent care

(quarterly data to June 2024)



Adult Social Care Dashboard – services received and outcomes

(quarterly)



People aged 65+ admitted to permanent residential or nursing care

- 27 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.
- 28 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

- 29 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%).
- 30 We continue to manage the capacity in care homes enabling admissions as required.

Services Received

- 31 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.
- 32 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.
- 33 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.
- 34 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).

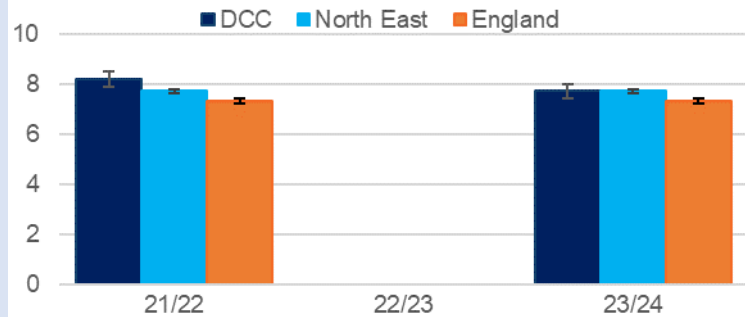
Direct Payments

- 35 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.
- 36 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.
- 37 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.

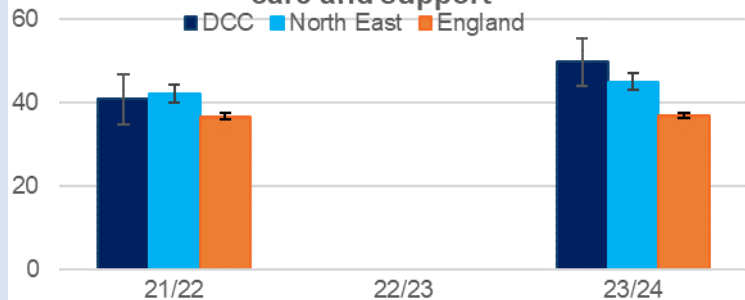
Adult Social Care Dashboard – Carers

(annual data to March 2024)

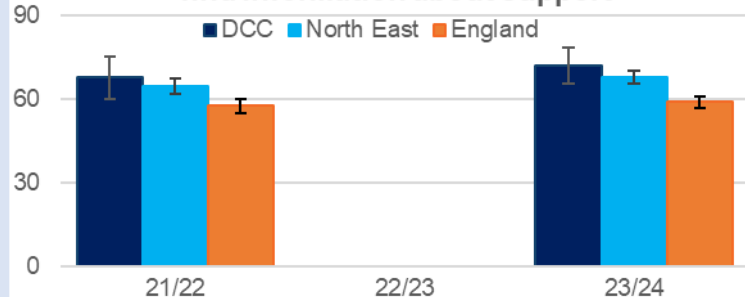
Carer-reported quality of life



Satisfaction of carers with their care and support



Proportion of carers who find it easy to find information about support



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:

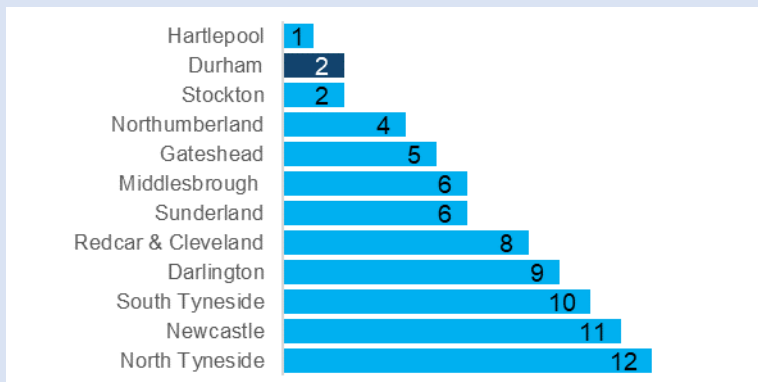
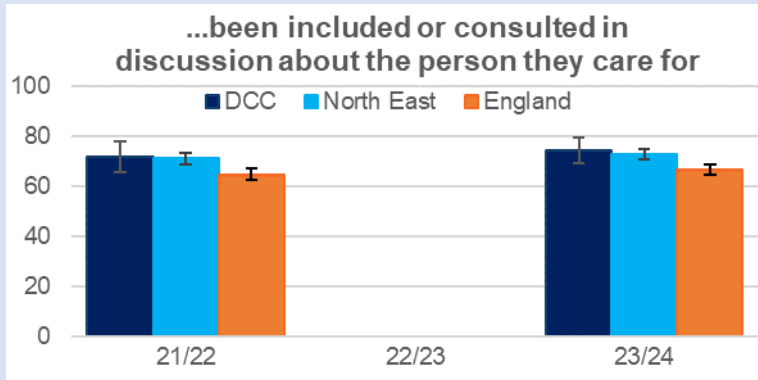
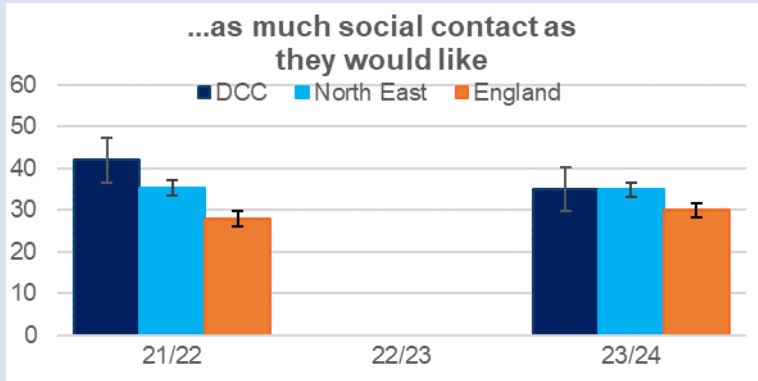
- Adult Social Care Survey (ASCS)
- Short and Long Term Support (SALT) return
- Adult Social Care Workforce Data Set

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

- 38 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.
- 39 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.
- 40 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.
- 41 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.
- 42 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.
- 43 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.
- 44 Identifying unpaid carers and helping people to see themselves as unpaid carers is a challenge. A survey¹ 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.
- 45 We continue to work with [Mobilise](#)² 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.
- 46 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.

¹ by Carers UK

² 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

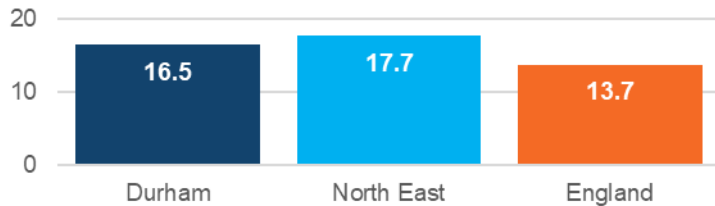
reducing the under 75 deaths rates from chronic liver disease

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

increasing successful completions from alcohol treatment.

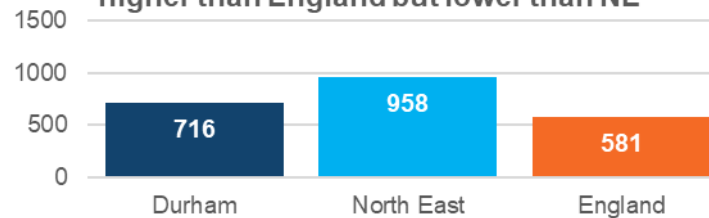
It also aims to influence cultural and policy change in relation to alcohol consumption whilst supporting children and young people to have an alcohol-free childhood.

Alcohol dependency rates are higher than England but lower than NE



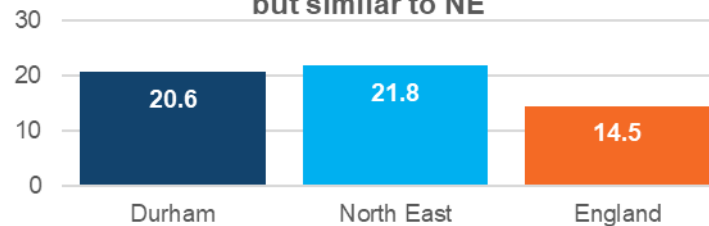
It is estimated that 16.5 per 1,000 adults in County Durham are dependant drinkers. This is approximately 7,067 people.

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

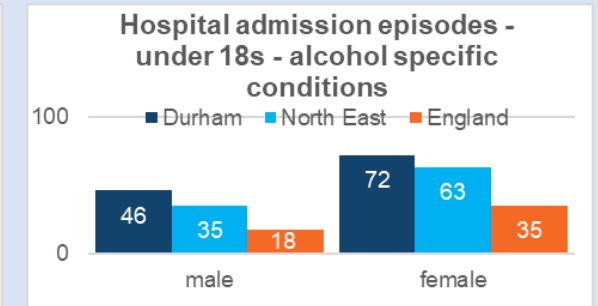
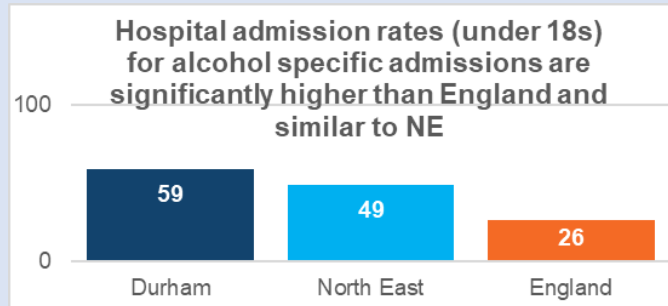
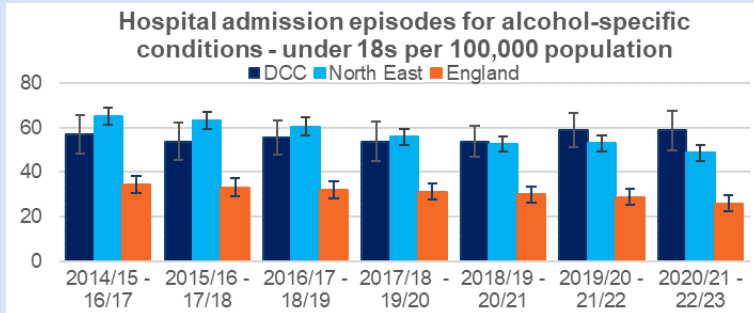
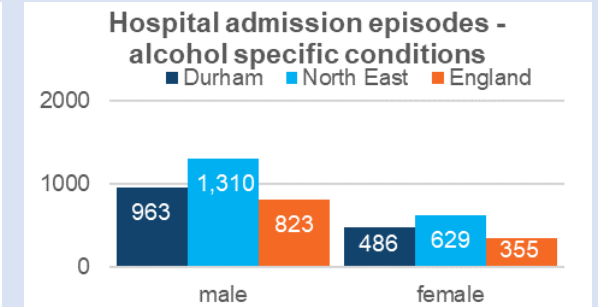
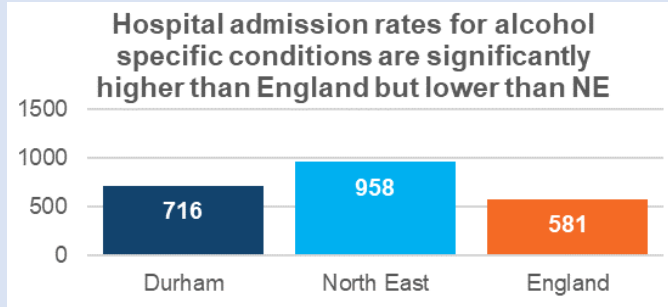
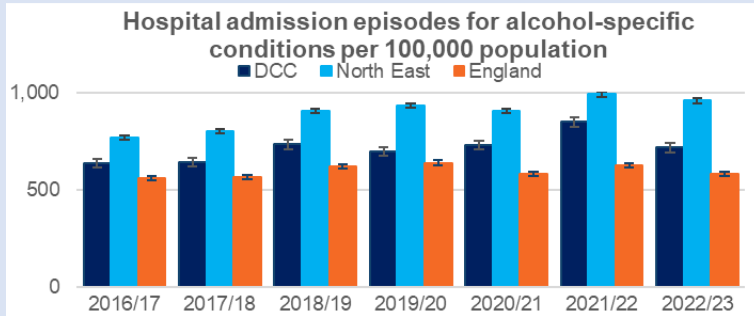
- 47 Alcohol misuse is the biggest risk factor for death, ill-health, and disability among 15 to 49-year-olds, the fifth biggest risk factor across all ages and a causal factor in more than 60 medical conditions.

Regional and Local Context

- 48 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.
- 49 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%.
- 50 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.
- 51 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

- 52 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).
- 53 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

- 54 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.
- 55 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.

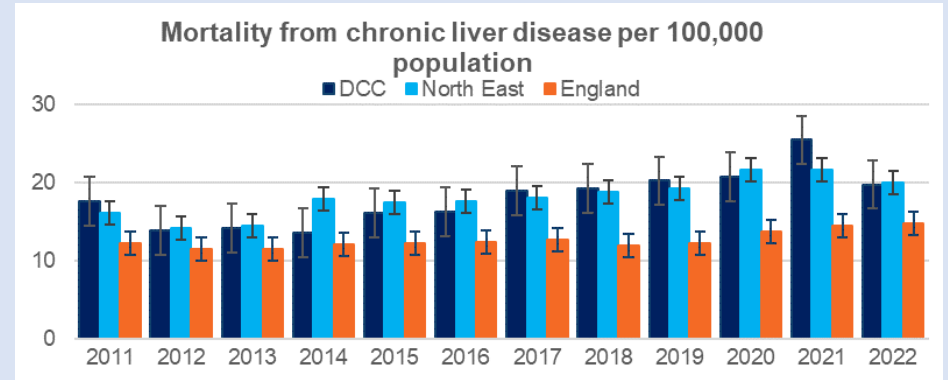
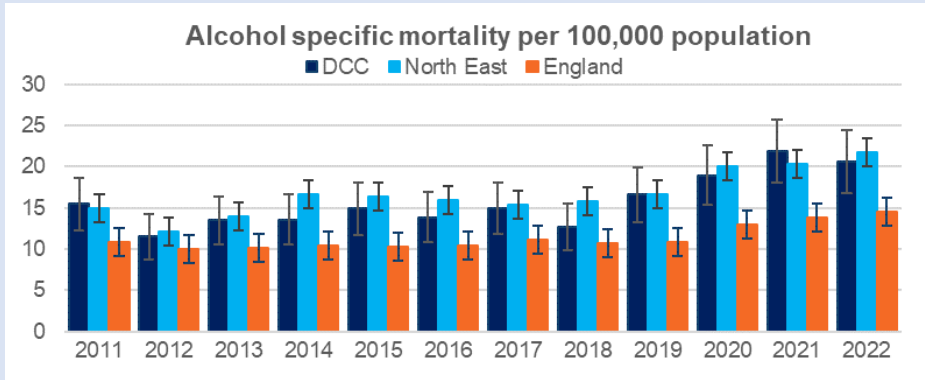
County Durham	North East	England
59	49	26

- 56 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.
- 57 We have linked the hospital admissions with geographic location³. 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.

³ Durham Insight for 2017/18 - 2021/22

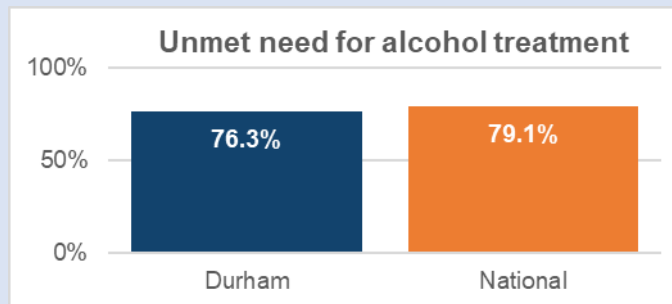
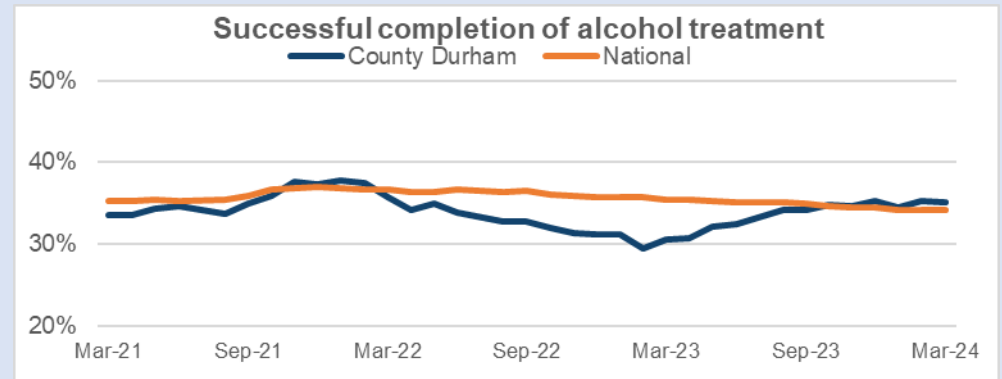
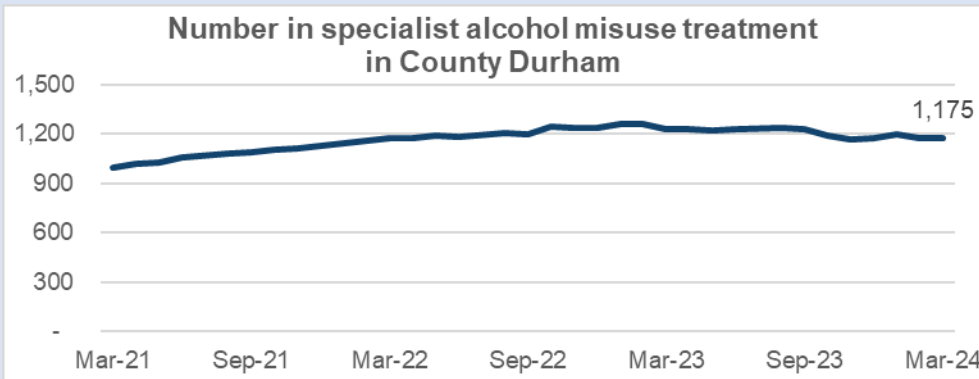
Public Health Focus – Alcohol related mortality

(annual data as at December 2022)



Public Health Focus – Alcohol Treatment

(Monthly data to March/April 2024)



Alcohol related mortality

58 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.

59 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%

60 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

61 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

62 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%.

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

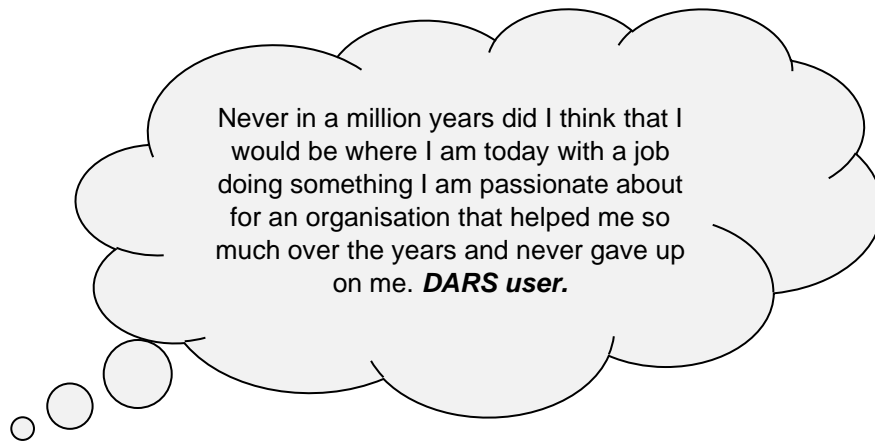
- using the DARS' outreach vehicle to visit communities and engage with those who need treatment but who are currently not engaging. A pilot within Bishop Auckland Primary Care Network is working with GPs to provide fibro-scanning (to detect the early onset of liver disease) for those drinking at high-risk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

64 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 completions⁴

⁴ 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.

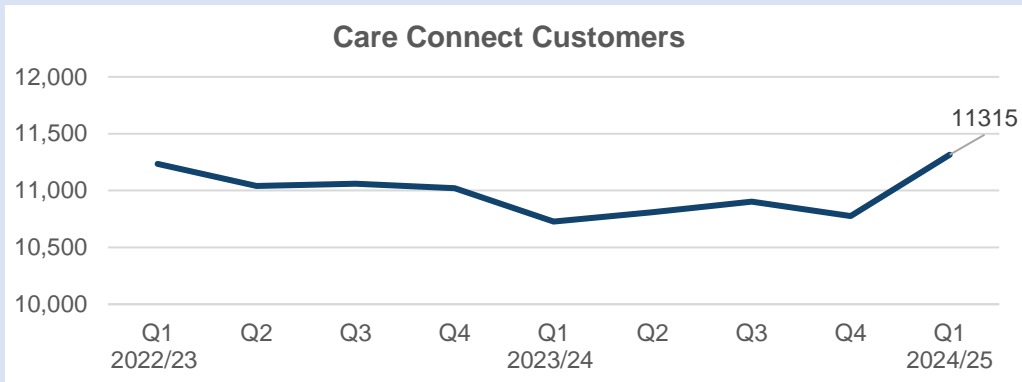
- 65 Nationally, people in treatment for alcohol-only dependency reported a fall in the number of days that they used alcohol⁵. At the start of treatment, they reported drinking an average of 21.3 days in the previous 28 days, but at their six-month review, this had fallen to 11.9 days.
- 66 Across County 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%.
- 67 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.



⁵ Outcomes for people who use drug and alcohol - Office for Health Improvement and Disparities.

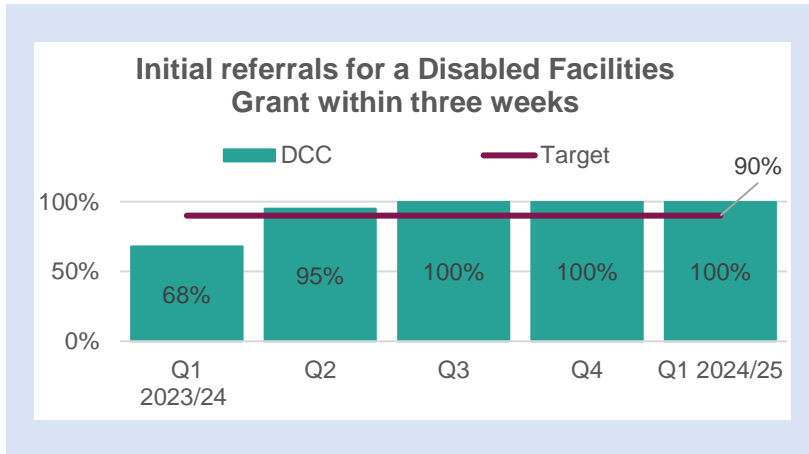
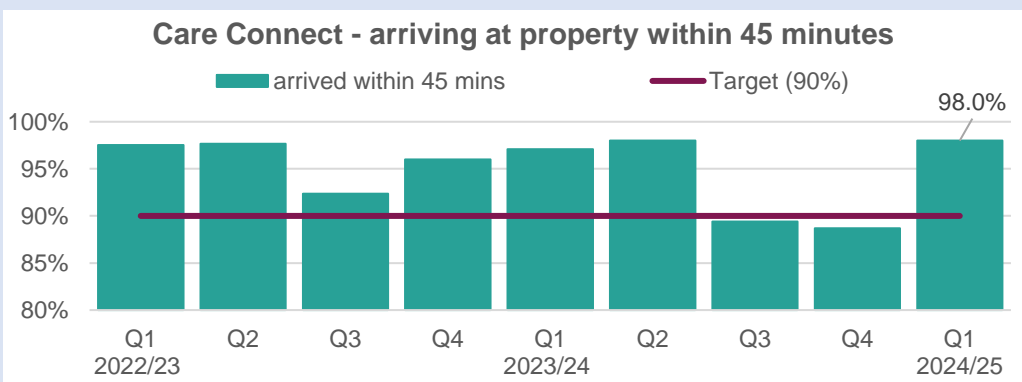
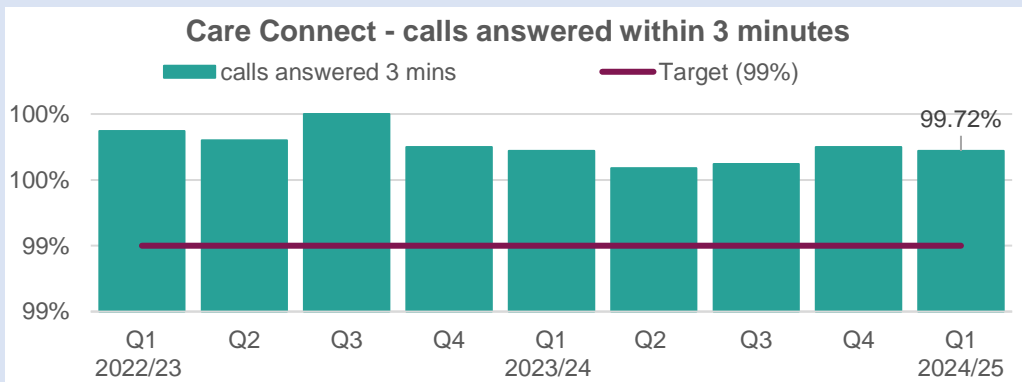
Housing Vulnerable People Dashboard – Care Connect, Disabled Facilities Grants

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



I have mobility issues and I am now quite unsteady after an accident. Care Connect is always there for me. It's a huge reassurance to me and I know when I am in need, or there is an emergency, the helpful person on the other end of the line will get me help.

Care Connect User.



Care Connect

68 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

69 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.

70 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%

71 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.

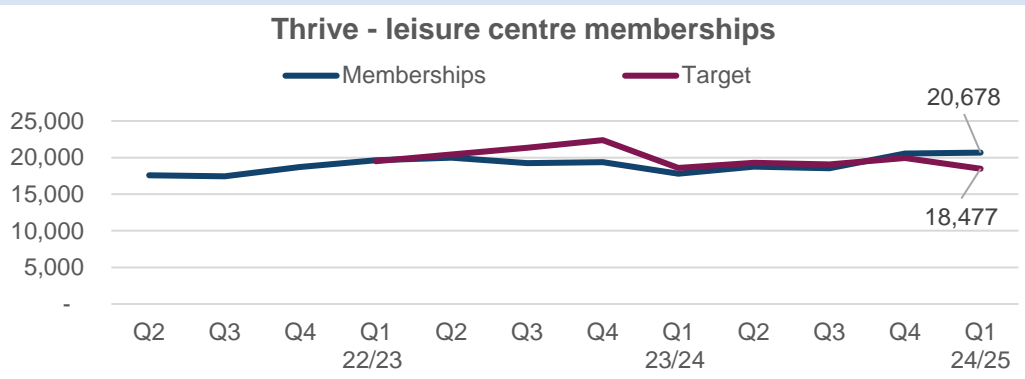
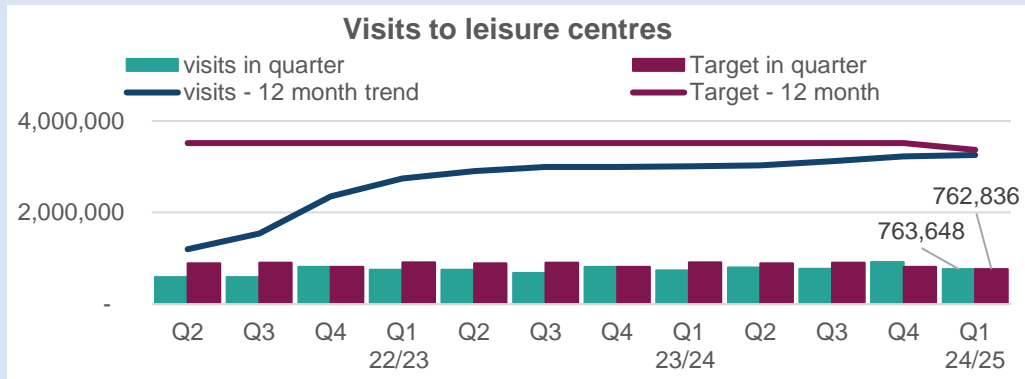
Disabled Facilities Grants

72 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).

73 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

- 74 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.
- 75 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).
- 76 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

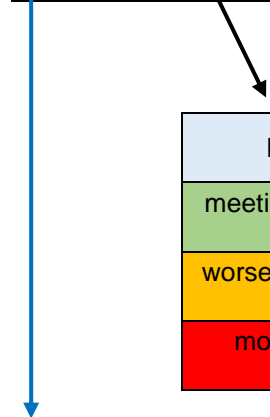
- 77 Thrive (leisure) memberships continue an upward trend and latest performance is better than target.

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

- 78 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.
- 79 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.

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	Red	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 Environment: summary data tables

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

Our People: summary data tables

Adult Social Care KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					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 ⁶	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 ⁶	30 Jun 24	10.0%	Tracker						Yes	No
					Service users receiving home care	Apr-Jun 24	3,358	Tracker	3,232					Yes	No

⁶ 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
					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
					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

	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: 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	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	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	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

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.
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.
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

Term	Definition
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