

**Safer and Stronger
Overview and Scrutiny Committee**

31 October 2024

**Quarter One, 2024/25
Performance Management Report**

Ordinary Decision



Report of 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.
- 6 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. 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.

Recommendation(s)

- 7 Safer and Stronger 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

- 8 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.
- 9 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.
- 10 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.
- 11 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’.
- 12 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.

13 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

14 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.

15 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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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 communities

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

Issues we are addressing

- 5 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.
- 6 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.
- 7 Although fewer domestic abuse incidents are being reported, more victims are being referred to support services.

Risk Management

- 8 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

Our Communities

Priority Aims:

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

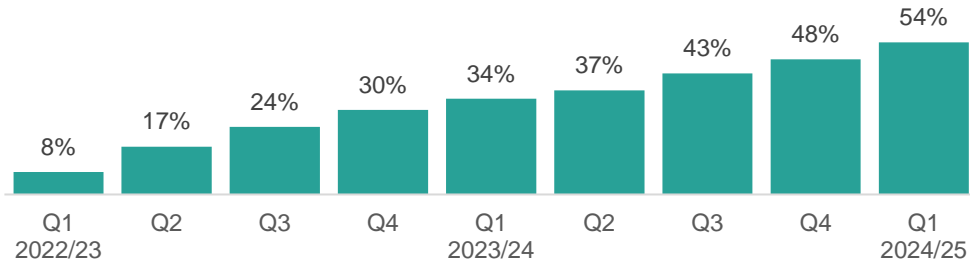
- ensure standards will be maintained or improved across County Durham's housing stock
- have towns and villages which are vibrant, well-used, clean, attractive and safe
- ensure people will have good access to workplaces, services, retail and leisure opportunities
- ensure communities will be able to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

Housing Standards Dashboard

(discrete quarterly / annual data)

Selective Licensing (Private Rented Sector properties - PRS)

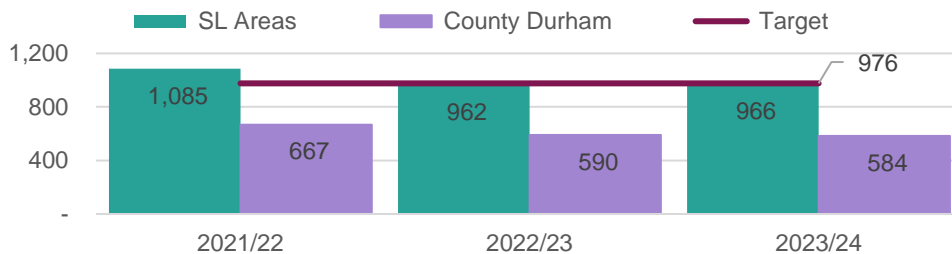
% of PRS properties covered by SL scheme that are fully licenced or legal proceedings instigated (YTD)
Target: 100% by 2027



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



Selective Licensing

- 9 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%

- 10 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.
- 11 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.
- 12 Together these comprise 54% of private rented sector properties covered by the selective licensing scheme.
- 13 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.
- 14 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.

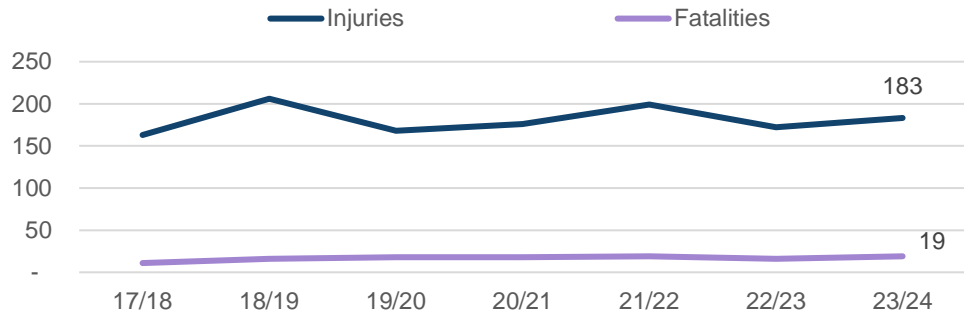
ASB in Selective Licensing Areas

- 15 ASB categories included in this measure are specific to the selective licensing scheme. Therefore, not all ASB categories are included.
- 16 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.

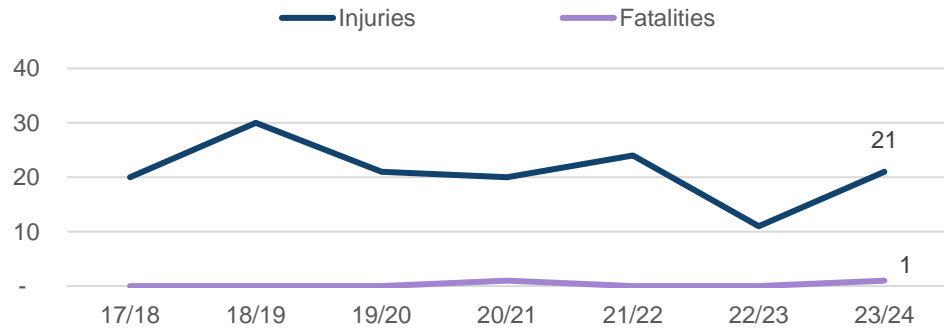
Road Safety Dashboard

(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

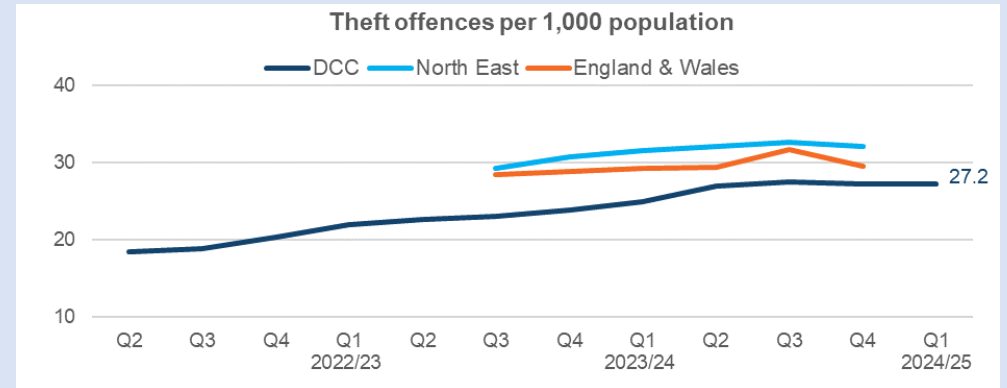
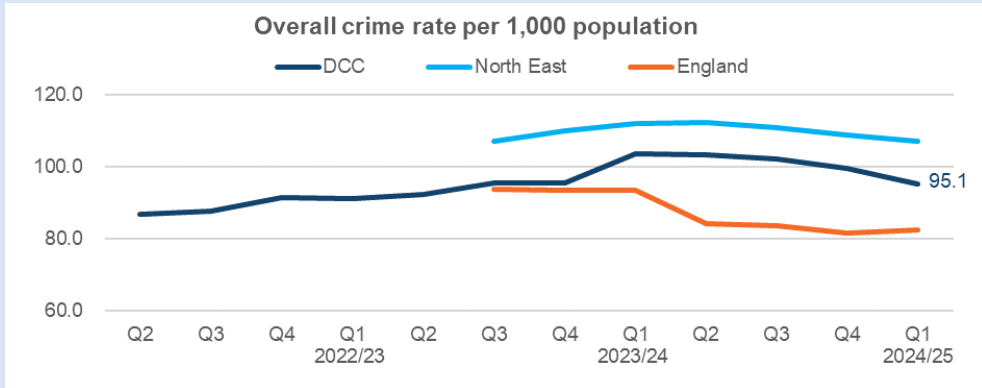
- 17 During the 12 months ending June, 183 people were seriously injured and 19 died in road traffic collisions across the county. This is an increase of three fatalities and 11 serious casualties compared to the same period last year (12 months ending June 2023).
- 18 The 16-20 age group accounted for 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.
- 19 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.
- 20 Collision hotspot areas tend to be more urban areas, including Bishop Auckland, Peterlee, Chester-le-Street, Consett and Stanley.
- 21 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

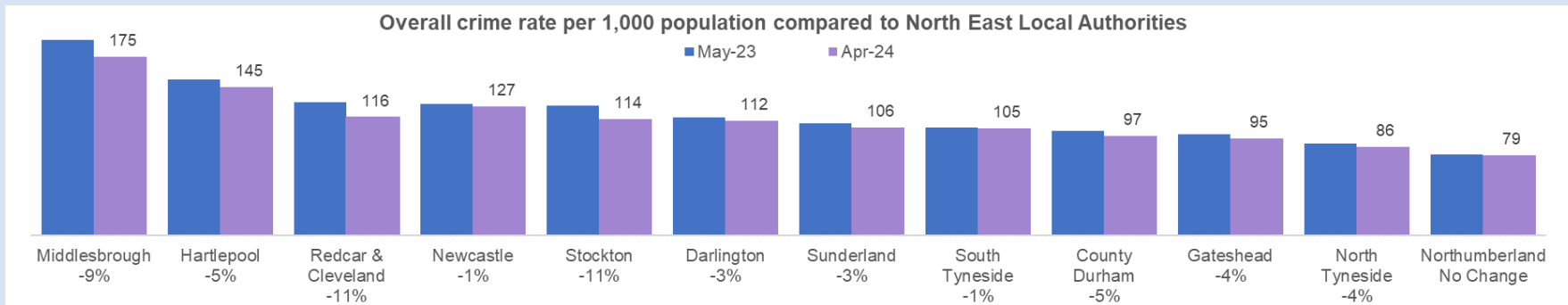
- 22 Our campaign work during quarter one (April to June) focused on the Fatal Four including seatbelts and mobile phones, child pedestrian road safety, motorbikes and cyclists and included Euro football drink/drug drive awareness.
- 23 We continue to grow our Road Safety Facebook Page – it now reaches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

Crime Dashboard

(12 months ending 30 June 2024)



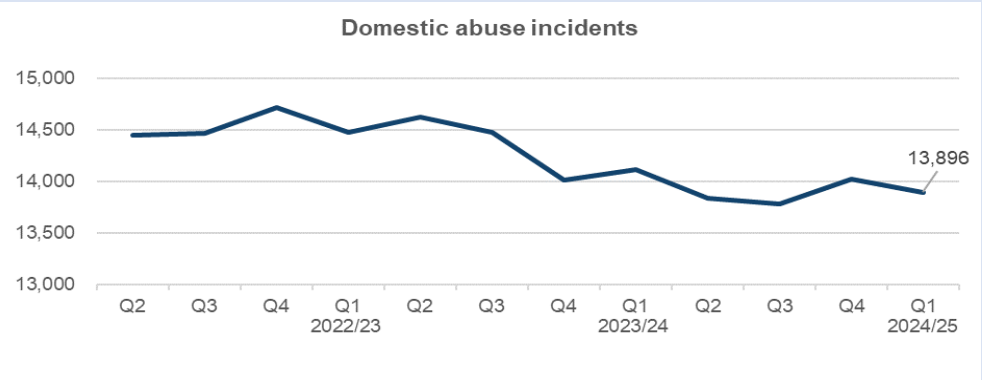
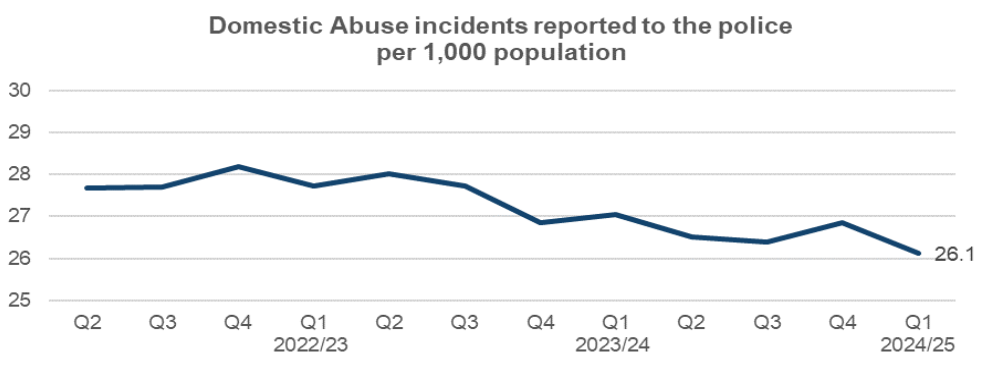
- Shoplifting, burglary and vehicle offences are responsible for 75% of all theft crimes in the 12 months ending 30 June.
- Shoplifting experienced the biggest increase, with 1,132 (+24%) more incidents than the same period last year.



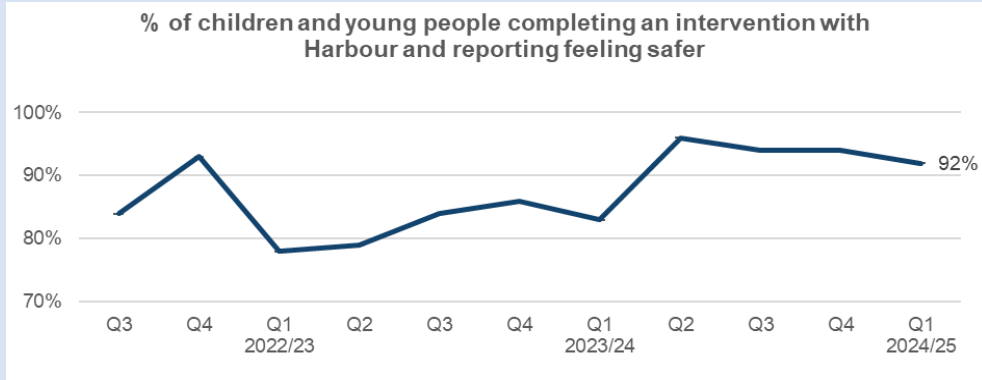
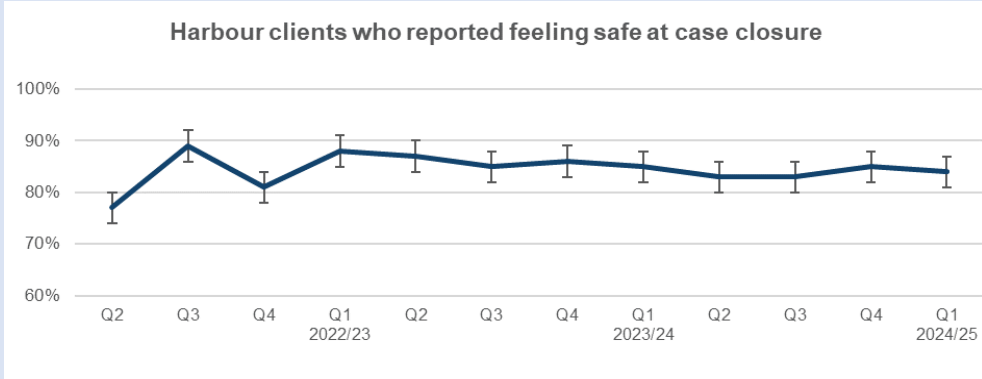
Protecting Vulnerable People from Harm Dashboard

(12 months ending 30 June 2024)

Domestic Abuse Incidents



Harbour Support Services



Crime

- 24 Our overall crime rate of 95 crimes per 1,000 population is worse than the national average but better than the North East average.
- 25 Between January and July, 25% of theft offences were 'solved'.
- 26 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).

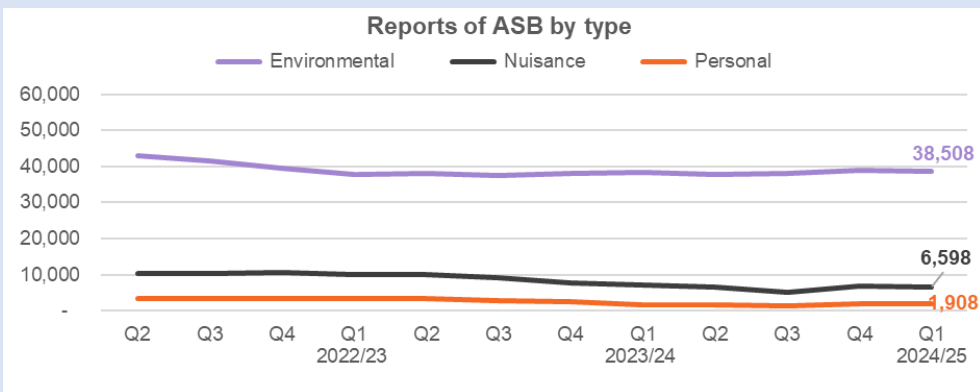
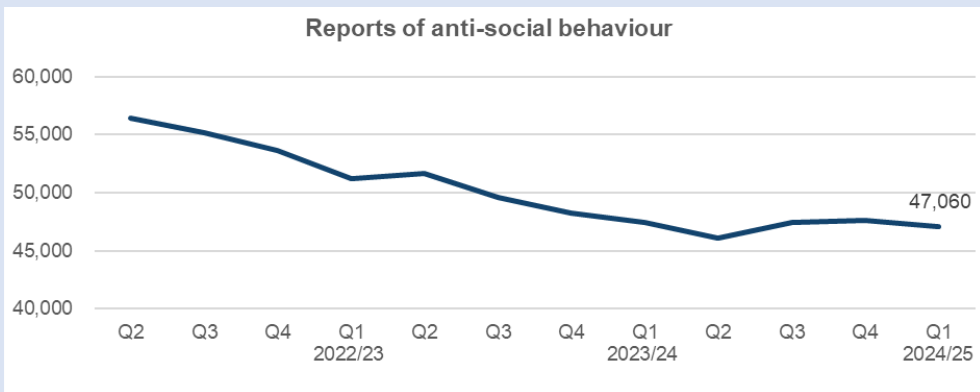
Domestic Abuse

- 27 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%.
- 28 On average, a victim will experience domestic abuse for four years before accessing help from Harbour.
- 29 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%).
- 30 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.
- 31 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)

- 32 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

- 33 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

- 34 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.
- 35 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

- 36 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.
- 37 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.
- 38 Two Community Navigator trainees are now in post. Both have lived experience of disadvantage and have started their level three apprenticeships.

Data Tables

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
Yellow	Grey	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 Communities: summary data tables

Housing Standards KPIs

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

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
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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 People: summary data tables

Public Health KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Suicide rate per 100,000 population	2020-22	16.8	Tracker	15.8	2020-22	16.8	10.3	13.5	No	No
					Successful completions of those in alcohol treatment	Sep 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

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