

**Safer & Stronger
Overview and Scrutiny Committee**

24 February 2025

**Quarter Two, 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 inform members, senior managers, employees and the public of our progress towards achieving the strategic ambitions and objectives set out in our [Council Plan 2024-28](#).

Executive Summary

- 2 This report contains the most recent performance data available on 30 September 2024, alongside contextual information of activity and events taking place in the second quarter of the 2024/25 financial year (July to September).
- 3 It should be noted that since this report was written, the government has closed the [Office for Local Government](#). A new way of ensuring local authorities are fit, legal and decent, incorporating the benefits of relevant work completed by Oflog to date, is being developed. Therefore, although Oflog's suite of metrics is included in this report (as Oflog was still in operation over the reporting period) we intend to review their inclusion in future reports once clarity is received on the new assurance methodology.
- 4 We are a large organisation providing a broad range of services. Our operating environment, which can be challenging, is heavily influenced by many 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.
- 5 The government presented its [Autumn Statement](#) to Parliament on 30 October. This set out the government's financial plans for this year and next, alongside the estimated impact of changes to tax, welfare and public spending.
- 6 A real term increase in total core spending power was announced, alongside additional funding to reform children's social care and pilot a Kinship Allowance, implement the Extended Producer Responsibility scheme and

improve recycling, support children with Special Educational Needs and Disabilities, extend the Household Support Fund and Discretionary Housing Payments to help vulnerable households, fund Bus Service Improvement and repair potholes.

- 7 Our [provisional finance settlement](#) has now been received and the detail presented to Cabinet in January 2025.
- 8 We continue to show strong performance across our key outcomes.
- 9 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, 58% are fully licensed or have legal proceedings instigated.

Recommendation(s)

- 10 Safer and Stronger Overview and Scrutiny Committee is recommended to:
 - (a) note the overall position and direction of travel in relation to quarter two performance (July to September), and the actions being taken to address areas of challenge.

Background

- 11 The Council Plan is our principal corporate planning document. It explains how we will effectively deliver our day-to-day services, our longer-term ambitions and contribute to achieving the [County Durham Vision¹](#).
- 12 Our plan is supported by other strategies and service plans. These contain the detail for the actions and projects we will undertake to help achieve our priorities. It also aligns to 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.
- 13 We track progress towards achieving our strategic ambitions and objectives through our performance framework – a collection of key performance indicators contextualised with benchmarking data from similar authorities, and information from our service teams.
- 14 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’.
- 15 Our performance management processes align with [statutory guidance²](#) 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

- (a) The corporate plan is evidence based, current, realistic and enables the whole organisation’s performance to be measured and held to account.
- (b) The use of performance indicators to manage risk and to benchmark against similar authorities and manage risk.
- (c) The council has complete, timely and accurate data, and the skills to interpret it, to inform decisions.
- (d) 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.
- (e) Partners and local residents are involved in developing indicators and targets, and monitoring and managing lack of performance.

Indicators of potential failure

- (a) A lack of ‘good quality’ data and insight to understand services.

¹ Developed with our County Durham Together partners, the Vision describes what we want the county to look like over the next decade and beyond.

² [Best Value Standards and Intervention](#)

- (b) A lack of corporate capacity or capability, resulting in a lack of strategic direction, oversight and sense of accountability.
 - (c) Performance management information is not consistently used, does not measure outcomes where relevant and underperformance is not effectively addressed.
 - (d) Data quality is poor and there is a lack of capacity or capability to interpret it to inform decisions.
 - (e) Services data suggests poor performance and outcomes compared to similar local authorities.
- 16 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) 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.
 - (b) A renewed service planning process which simplifies and brings together organisational planning into the strategic planning cycle.
 - (c) A refreshed approach to quarterly performance reporting which provides greater insight into how our services are performing.

Conclusion

- 17 This report informs members, senior managers, employees and the public of our progress towards achieving the strategic ambitions and objectives set out in our [Council Plan 2024-28](#).
- 18 It contains the most recent performance data available on 30 September. Contextual information relates to activity and events taking place in the second quarter of the 2024/25 financial year (July to September). 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 One, 2024/25 Performance Management Report](#)
- [Quarter Four, 2023/24 Performance Management Report](#)
- [Quarter Three, 2023/24 Performance Management Report](#)
- [Quarter Two, 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 Two, 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 September. Contextual information relates to activity and events taking place in the first quarter of the 2024/25 financial year (July to September).

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, 58% are fully licensed or have legal proceedings instigated.

Risk Management

- 6 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 January and May 2024.

Our Communities

Priority Aims:

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

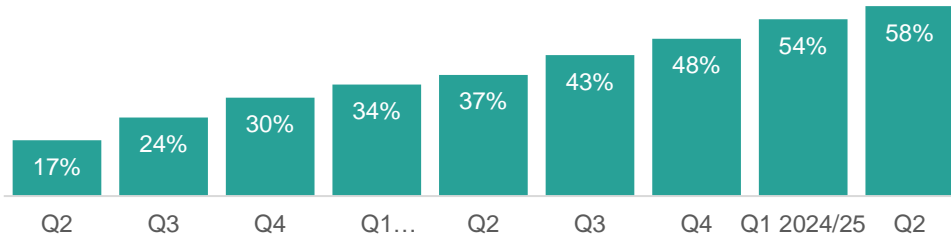
- ensure standards will be maintained or improved across County Durham's housing stock
- have towns and villages which are vibrant, well-used, clean, attractive and safe
- ensure people will have good access to workplaces, services, retail and leisure opportunities
- ensure communities will be able to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

Housing Standards Dashboard

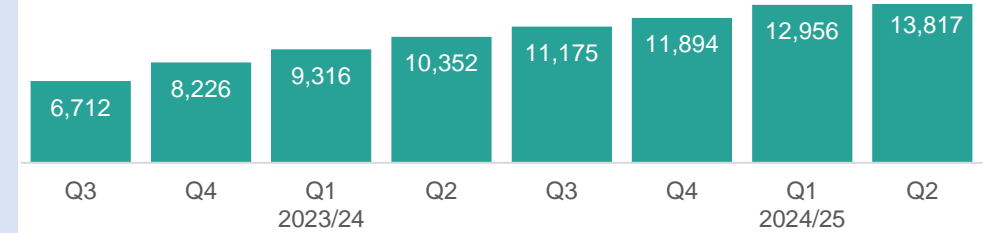
(discrete quarterly data)

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



Selective Licensing

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

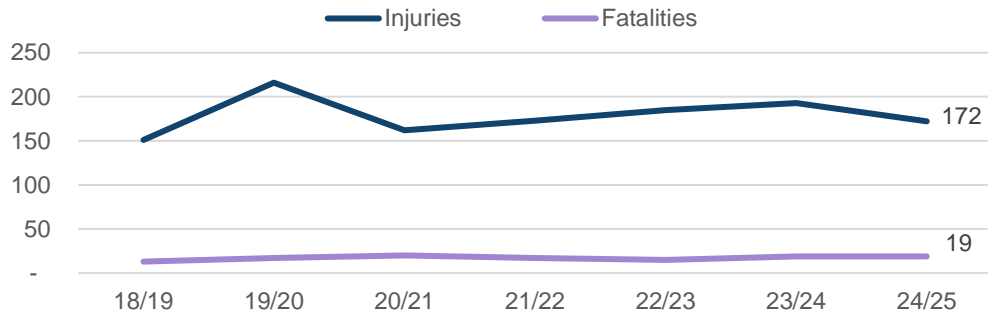
Status	Number	% of total
Fully licenced or legal proceedings instigated	16,607	58%
Fully licensed	13,817	48%
Being processed	1,080	4%
Live temporary exemptions in place	12	0%
Family exemptions in place	449	1.5%

- 8 We have raised a further 918 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.
- 9 We are progressing prosecution files for 22 properties (a further three already successfully prosecuted) and have issued 86 civil penalty notices for not obtaining a licence (relating to 54 properties). 255 properties are no longer private rented sector properties.
- 10 Our recently implemented financial penalty policy continues to assist with enforcement action (as an alternative to prosecution) and encourage unlicensed landlords to apply.
- 11 It requires significant effort and resource throughout the lifetime of a selective licensing scheme to promote the scheme and identify properties subject to licensing. No scheme receives all applications for licences in the first two years. Many schemes do not reach the 100% target by the end of the five years and continue enforcement action beyond the five-year period.
- 12 There are also additional challenges to a vast county wide scheme (split into smaller designations) compared to a complete smaller city or borough scheme which is simpler to administer.
- 13 There is currently no requirement for a person to register their property as privately rented. Therefore, we do not have a complete list of all PRS addresses, which is why the PRS figure was modelled. The team utilise multiple sources of data to identify properties that may require a licence. Where the owner and/or managing agent is committing an offence, we commence enforcement action. A dedicated team of officers has been assigned to target properties without a licence and has been successful by using a combination of informal measures and pursuing robust enforcement action.

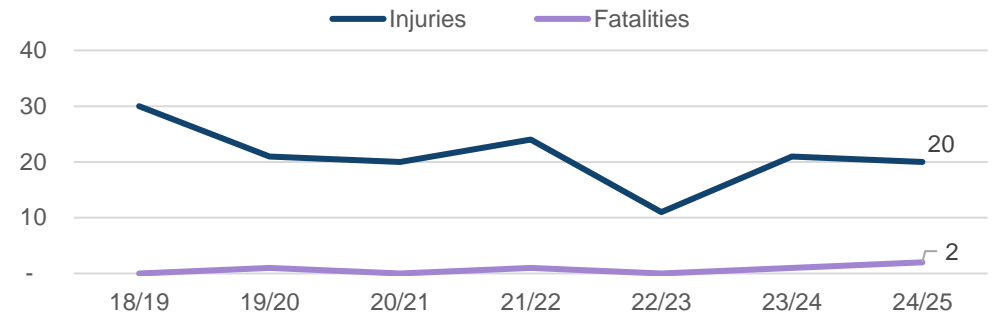
Road Safety Dashboard

(October to September 12 month rolling trend)

Killed or seriously injured - all injuries and fatalities



Killed or seriously injured - children



- 16-20 age group accounted for the most casualties over the last two years.
- Car occupants, motorcyclists and pedestrians account for the most casualties
- Collision hotspot areas tend to be more urban areas

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

Road Safety

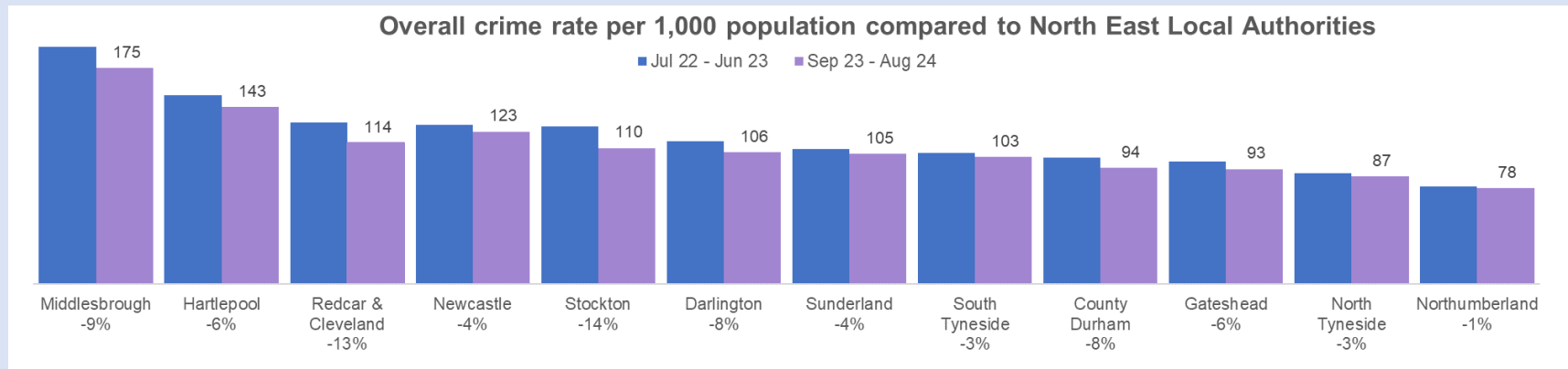
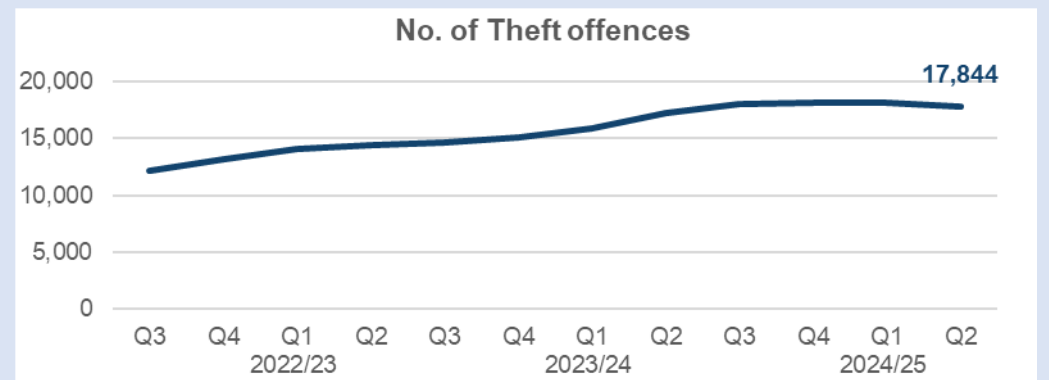
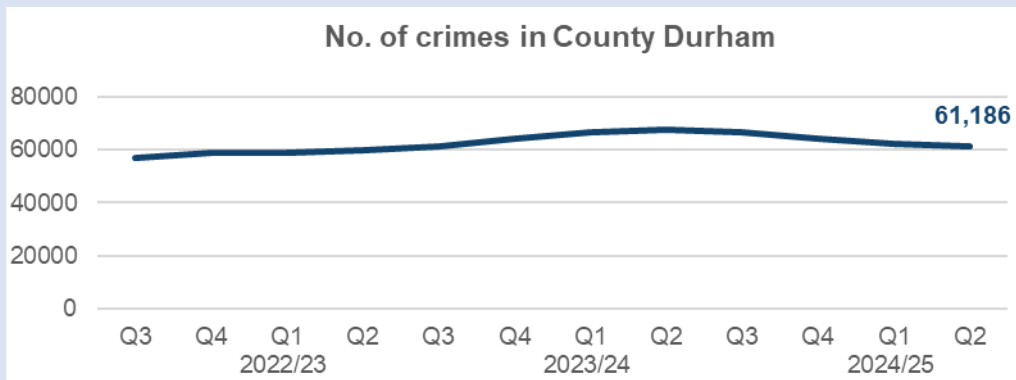
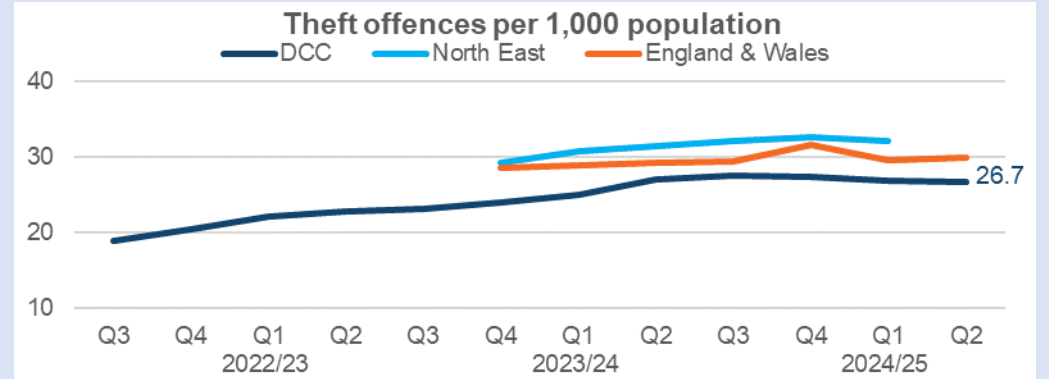
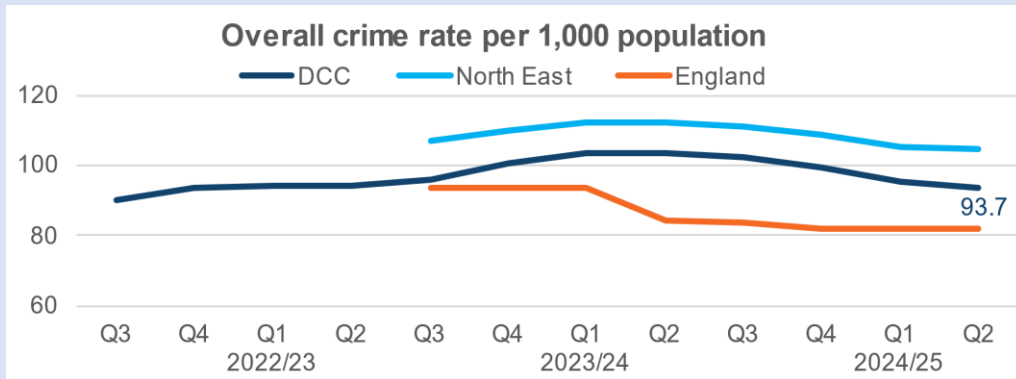
- 14 During the 12 months ending September, 172 people were seriously injured and 19 died in road traffic collisions across the county. There has been no increase in fatalities and a decrease of 22 serious casualties compared to the same period last year (12 months ending September 2023).
- 15 The 16-20 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.
- 16 Car occupants, motorcyclists and pedestrians account for the most casualties. During the two reported years, pedestrians increased by one and pedal cyclists increased by three, however, car occupants decreased by 22.
- 17 Collision hotspot areas tend to be more urban areas, including Durham City, Bishop Auckland, Peterlee, Chester-le-Street, Consett and Stanley.
- 18 We are working to reduce road traffic casualties through education programmes, training courses and road safety campaigns. During quarter two (July to September), we delivered:

Education programmes / training courses	No. of children
Bikeability cycle training	679
Face-to-face visits and activities with children	2,445
Child pedestrian training	273
Young driver and passenger workshop sessions (with Durham Police)	547

- 19 Our campaign work during quarter two (July to September) focused on the Euros Final football drink/drug drive awareness, cyclists and motorbike riders' safety, car maintenance, safe journey planning for summer, back to school and school parking safety, children's (early secondary age) campaign and young drivers project.
- 20 Our road safety Facebook page reached an audience of more than 22,000 people this quarter. Although the audience reached is significantly lower than quarter one, this is due to our corporate social media post and press article on young driver & passenger safety sessions reaching approximately 80,000 people during quarter one.

Crime Dashboard

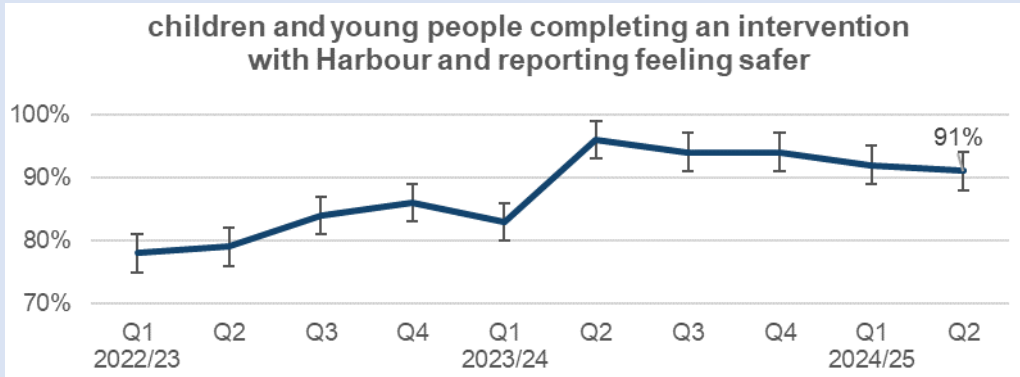
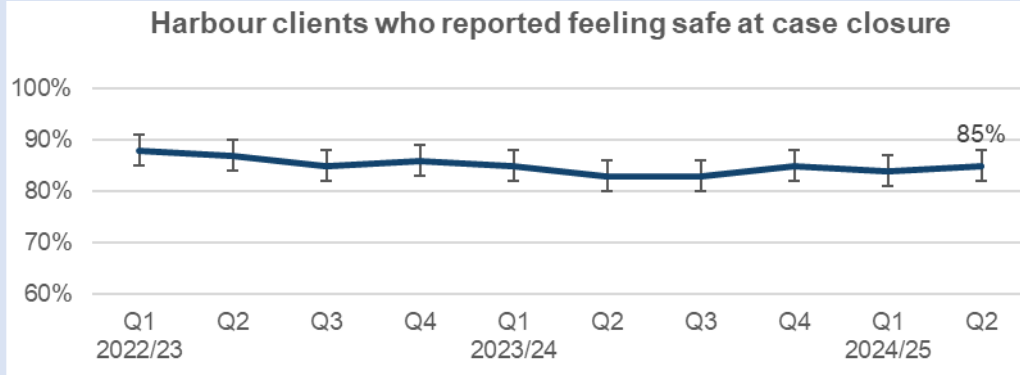
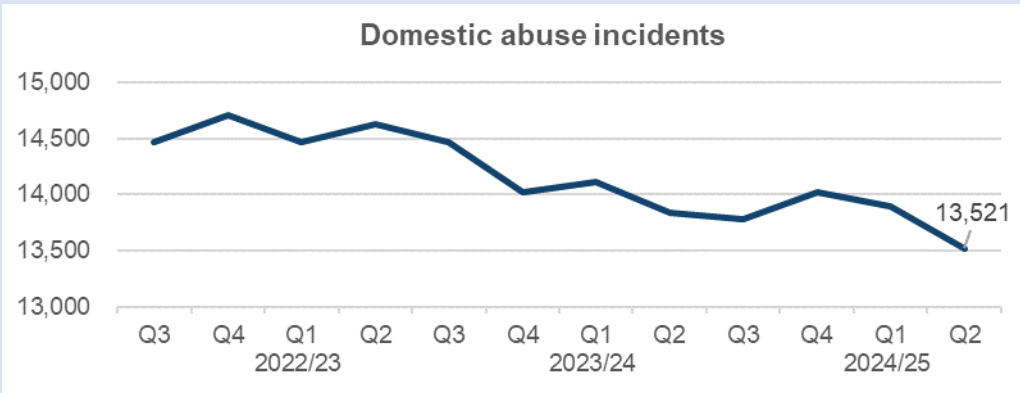
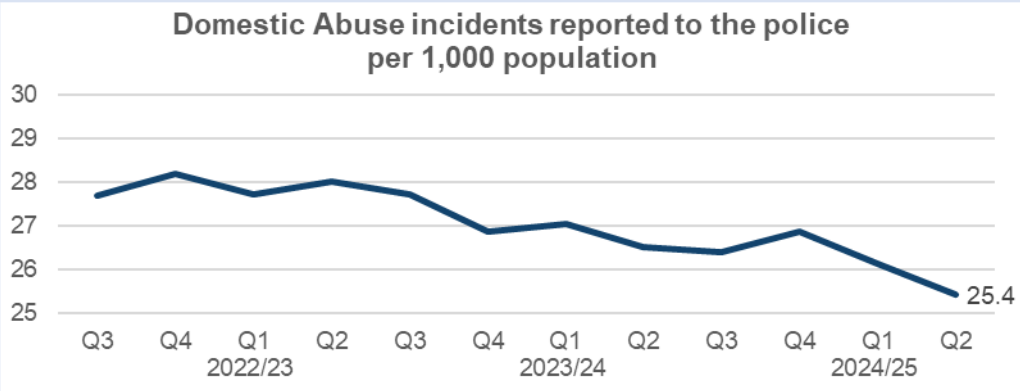
(12 months ending 30 September 2024)



Protecting Vulnerable People from Harm Dashboard

(12 months ending 30 September 2024)

Domestic Abuse Incidents



Crime

- 21 Between 1 October 2023 and 30 September 2024, the overall recorded crime rate was 93.7 crimes per 1,000 population. This is better than the same period last year (103.4 crimes per 1,000 population).
- 22 There has been a steady decrease in overall recorded crime over the last fifteen months. Although most of the underlying crime types have decreased, there have been increases in robbery (up 5% from 184 to 194), miscellaneous crimes against society (up 3%, 1,577 to 1,627), possession of weapons (up 2%, 367 to 373) and theft offences (up 1%, 14,135 to 14,308).
- 23 Between 1 October 2023 and 30 September 2024, there were 26.7 theft offences recorded per 1,000 population. Of these, 20% were solved. This is better than the same period last year when 26.9 theft offences per 1,000 population were recorded and 15% solved. However, it remains higher than previous years.
- 24 Over the latest 12 months, 76% of all theft offences related to shoplifting, burglary or vehicle offences. Compared to the same period the year before, shoplifting decreased by 58 (-3%), burglary by five (-1%) and vehicle offences by 60 (-10%).
- 25 The challenges remain in terms of the difficulties faced by the courts with prisons in England and Wales almost full. Shoplifting offences are quite lenient even with repeat offenders with very few receiving custodial sentences.

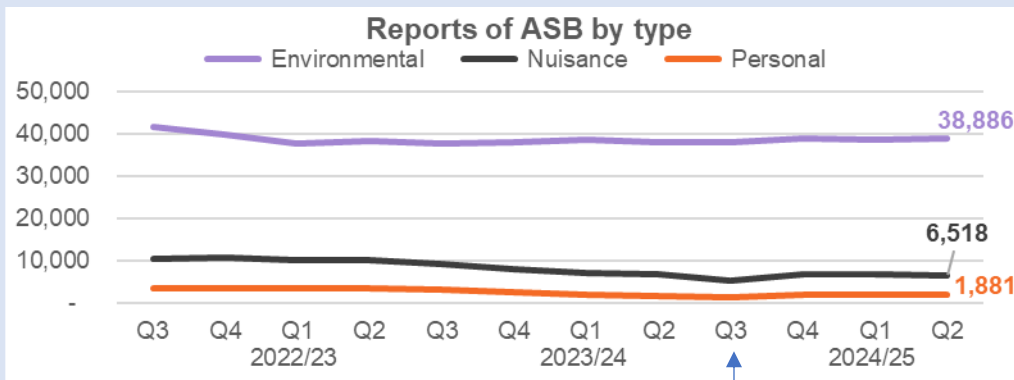
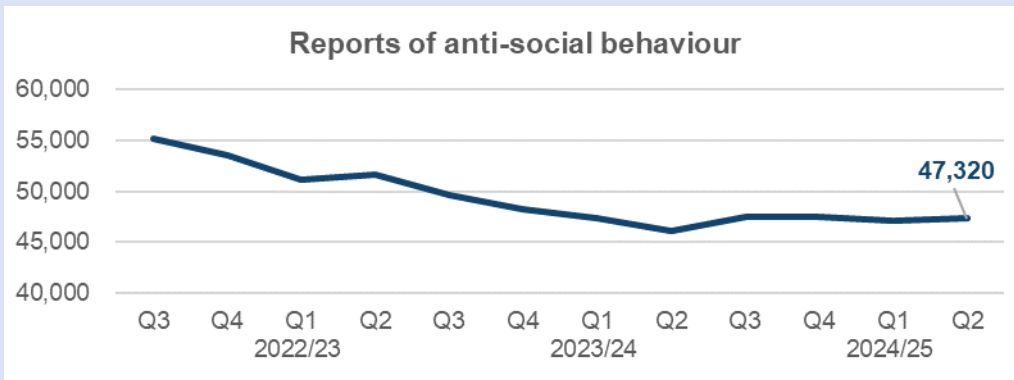
Domestic Abuse

- 26 Although 316 fewer domestic abuse incidents were reported to the police in the 12 months ending September 2024 (compared to the same period the previous year), the number of victims referred to Harbour Support Services increased by 2%.
- 27 On average, a victim will experience domestic abuse for four years before accessing help from Harbour.
- 28 Between July and September 2024, 1,721 domestic abuse adult victims were referred to Harbour. Of these, 69 were considered high risk (4%) and 268 had been referred at least twice in the previous 12 months (16%).
- 29 The proportion of 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 lower (-5 percentage points) than 12 months ago.

Anti-Social Behaviour Dashboard

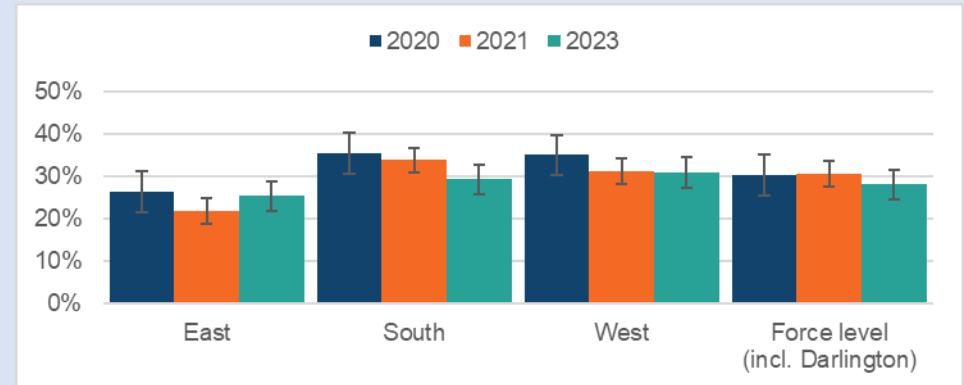
(12 months ending 30 September 2024)

	Last year	This year	change
Environment ASB	37,730	38,886	+1,156 +3%
Nuisance ASB	6,602	6,518	-84 -1%
Personal ASB	1,547	1,881	+334 +22%
All ASB	45,923	47,320	+1,397 +3%



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)

- 30 Following a steady decrease over the last two years, latest data from Durham Constabulary shows a slight increase in ASB reports over the 12 months ending 30 September 2024.
- 31 This increase coincided with a change in National Recording Standards and how ASB incidents were recorded and likely contributed to the increase in incidents as Durham Constabulary adapted to the new process, and also with the Neighbourhood Policing Teams utilising their local social media pages to increase public awareness on how and who to report incidents to, and actively encouraging them to do so.
- 32 This most likely contributed to the slight increase in reports, as public confidence grows in reporting ASB and the Police dealing with ASB. This initial increase can be expected before the data can then be used to target high visibility patrols at specific hotspot locations on days and times that are most likely to reduce and prevent incidents from occurring.
- 33 Operation Trailblazer specifically tackles ASB using this data and provides high visibility patrols to hotspot areas across the county. It provides additional resources to assist in dealing with ongoing issues, supporting the local Neighbourhood Police Teams. In comparison to the slight increase in reports to Durham Constabulary, Operation Trailblazer has seen a 2% decrease in reports in the hotspot areas (compared to the same period last year), and most notably in the last quarter, Operation Trailblazer has seen an 11% reduction in ASB incidents across all hotspot areas.
- 34 Multi-agency operations in Durham City, supported by additional high visibility patrols from Operation Trailblazer, are being utilised by the Neighbourhood Police Teams to specifically target issues of ASB. Ongoing activity like this is being used in conjunction with the recent addition of a public spaces protection order, upgraded CCTV and securing criminal behaviours orders against some of the most persistent offenders to help reduce ASB going forward, and this is starting to be replicated by other areas across the county.
- 35 In the last six months alone more than 6,000 hours of additional high visibility patrols have been provided by Operation Trailblazer, in addition to Neighbourhood Police patrols specifically to target ASB. Use of Section 59 designated areas, Operation Endurance and drone capability continues to see Durham Constabulary actively tackling vehicle related ASB, particularly off-road bikes.

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

- 36 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

- 37 Between April and June, we worked with partners and the local community in Newton Aycliffe and actioned 260 pieces of casework, during the quarter:
- we issued 52 legal notices to remedy the defective state of premises and remove noxious matter,

- we identified 32 private empty properties. Of these, 10 are back in use, three are to let, six are for sale/sold and five are being refurbished, and
- we carried out 200 safe and wellbeing visits and 103 arson reduction activities.

38 We undertook five enforcement operations resulting in the seizure of 32,000 cigarettes and 1,651 non-compliant vapes. Three retail premises were the subject of three month closure orders.

Horden Together Project

39 Twenty-seven clients were accepted on 'Making Every Adult Matter' during quarter two (July to September). This brings the current caseload to 61. The priority areas of engagement has been managing money and managing tenancy and accommodation.

40 During the same period, we investigated reports relating to issues of unauthorised access, drainage, noise, pests, public health, housing and accumulations. We served 80 notices on properties.

Data Tables

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
				Household waste re-used, recycled or composted	Oct 22-Sep 23	36.5%	Tracker	37.7%	Apr 21-Mar 22	38.1%	42.5%	33.5%	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
					Properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated	Jul-Sep 24	58%	100% (by 2027)	37%					Yes
					ASB incidents per 10,000 population within the Selective Licensing Scheme	2023/24	966	976	962					No

Road Safety KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Road traffic accidents: fatalities	Jul-Sep 24	7	Tracker	7					Yes
					Road traffic accidents: seriously injured	Jul-Sep 24	41	Tracker	56					Yes
					Road traffic accidents: fatalities (children)	Jul-Sep 24	1	Tracker	0					Yes
					Road traffic accidents: seriously injured (children)	Jul-Sep 24	2	Tracker	5					Yes
					Road traffic collisions per billion vehicle miles – all	2023	610	Tracker	685	2023	610	132,063	4,018	No
					Road traffic collisions per billion vehicle miles – fatal	2023	22	Tracker	16	2023	22	1,645	68	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
					Domestic Abuse incidents reported to the Police per 1,000 population	Oct 23-Sep 24	25.4	Tracker	26.5					Yes
					Harbour clients feeling more confident on case closure	Jul-Sep 24	79%	Tracker	85%					Yes
					Harbour clients feeling their quality of life has improved on case closure	Jul-Sep 24	80%	Tracker	81%					Yes
					Children and young people completing an intervention with Harbour and reporting feeling safer	Jul-Sep 24	91%	Tracker	96%					Yes
					Children and young people reviewed as at risk to Child Sexual Exploitation			Tracker						No

Crime KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	England and Wales average	NE average	updated
					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
					Crime rate per 1,000 population	Oct 23-Sep 24	93.7	Tracker	103.4	Oct 23-Sep 24	93.7	81.8	104.4	Yes
					Theft offences per 1,000 population	Oct 23-Sep 24	26.7	Tracker	26.9	Jul 23 – Jun 24	26.9	29.8		Yes
					Offenders who re-offend in 12 month period	2021/22	27.9%	Tracker	28.7%	2021/22	27.9%	25.2%	28.1%	No
					Proven re-offending by young people	2021/22	41.5%	Tracker	39.0%	2021/22	41.5%	32.2%	32.6%	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
					Violent crime incidents which were alcohol related	Jul-Sep 24	34.9%	Tracker	31.6%					Yes

Anti-Social Behaviour KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Reports of anti-social behaviour	Oct 23-Sep 24	47,320	Tracker	46,107					Yes
					Reports of environmental ASB	Oct 23-Sep 24	38,886	Tracker	37,913					Yes
					Reports of nuisance ASB	Oct 23-Sep 24	6,518	Tracker	6,603					Yes
					Reports of personal ASB	Oct 23-Sep 24	1,881	Tracker	1,547					Yes
					ASB alcohol related incidents	Jul-Sep 24	12.5%	Tracker	11.2%					Yes
					ASB enforcement action taken	Jul 22-Jun 23	6,069	Tracker	5,057					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
					Suicide rate per 100,000 population	2021-23	16.4	Tracker	16.8	2021-23	16.4	10.7	13.8	Yes
					Successful completions of those in alcohol treatment	Mar 23-Feb 24	37.5%	Tracker	34.2%	Mar 23-Feb 24	37.5%	34.5%		Yes
					Successful completions of those in drug treatment: opiates	Mar 23-Feb 24	5.6%	Tracker	5.5%	Mar 23-Feb 24	5.6%	5.2%		Yes
					Successful completions of those in drug treatment: non-opiates	Mar 23-Feb 24	35.3%	Tracker	32.5%	Mar 23-Feb 24	35.3%	29.4%		Yes

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.
Budget	An annual statement made by the Chancellor of the Exchequer to the House of Commons that sets out the UK government's planned spending and revenue gathering for the foreseeable future. Two major financial announcements are given in a financial year (the Autumn Budget and the Spring Budget).
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

Term	Definition
CS&T	Culture, Sport and Tourism
CTR	Council Tax Reduction reduces council tax bills for those on low incomes
DCC	Durham County Council
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.

Term	Definition
HSF	Household Support Fund Payments support low income households struggling with energy and food costs, or who need essential household items.
ICO	Information Commissioner's Office The UK's independent body's role is to uphold information rights in the public interest (link)
IES	Inclusive Economic Strategy 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.
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