

3 March 2025

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



Report of Corporate Management Team

John Hewitt, Chief Executive

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 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.
- (a) We are showing strong economic performance across the county. Key areas such as jobs, investment, demand for employment land and industrial premises, and employment are all favourable compared to previous years. We continue to exceed targets for securing investment for companies and supporting businesses. Increased attendances have been recorded at all our cultural venues. However, challenges for the council include improving processing times for non-major planning applications and improving occupancy and yield from cinema screenings.
 - (b) Performance against homelessness outcomes is improving. Although we perform worse than our benchmarks we are closing the gap. We are continuing to see an increase in people presenting as already homeless. Leisure centres are performing well with increased numbers of visits and memberships above target. Our substantial leisure transformation programme and new membership scheme are having a positive impact.
 - (c) Bus patronage and punctuality continue to improve. Of the private sector rented properties covered under the selective licensing scheme, 58% are fully licensed or have legal proceedings instigated. Delivery of affordable homes is below target; delivery is dependent on viable sites coming forward for development.

Recommendation(s)

- 9 Economy and Enterprise 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

- 10 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](#).
- 11 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.
- 12 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.
- 13 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’.
- 14 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.
- 15 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

- 16 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](#).
- 17 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](#)

Author

Stephen Tracey

Contact: Stephen.tracey@durham.gov.uk

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 economy

- 4 The aim of this priority is to create an inclusive economy with more and better jobs, major employment sites which cement our position as a premier place in the region to do business, a good tourism base and cultural offer, and employability support programmes which help people back into jobs or to start their own business. Our children and young people will receive the education and training required to access opportunities.

Going Well

- 5 As our Inclusive Economic Strategy progresses, we see our overall economic performance remains strong across a range of performance measures, with however some variation within the county and across the region compared to national levels.
- 6 There has been a 9% increase in available jobs across the county since 2014. And demand for employment land, and industrial and office premises of all sizes remains high. Our employment rate is statistically better than the rate 20 years ago and better than the North East average and our unemployment rate is low. Our GVA increased by £1.6 billion between 2020 and 2022.
- 7 We continue to exceed target in securing investment for companies and the UK Shared Prosperity Fund Productivity and Growth Programme is now established, and delivery is on track. We are engaging with and supporting more businesses than our target and continue to create or safeguard jobs.
- 8 Although referrals and registrations to our employability programmes were affected by the six-week school holiday period, we are still on track to achieve programme targets by March 2025. The cohort of clients we are working with have multiple barriers and therefore are further away from the labour market. We have developed various community activities to engage target clients.
- 9 We have recorded increased attendances at all our cultural venues, exceeding target, and strengthening our position as the culture county and contributing significantly to the local economy. Our new venue, 'The Story' surpassed pre-launch projections, with the potential to significantly exceed annual targets. The number of library borrowers and digital borrowers continue to grow and performed better than target.
- 10 Average occupancy rate for programmed theatre performances was better than target. Although average yield was worse than target, both were better than the same period last year. Programmed and produced shows at Gala and BATH performed well, however quarter two is the quietest period for the cultural venues. Theatre

performances at the Empire recommenced in October and there is a full programme in place for the remainder of the year.

Issues we are addressing

- 11 Processing times of non-major planning applications are worse than target and latest data shows our performance to be worse than most of the benchmarking groups. Resource issues and resources allocated to clearing a back log of non-major planning applications continues to impact performance. We have now cleared the backlog, so we expect performance to improve.
- 12 The occupancy rate for business floorspace owned by the council is worse than target, impacted by two companies at Jade Business Park and Derwentside Business Centre going into administration in quarter one. Enquiries in the pipeline for these units are expected to complete in quarter three.
- 13 Both average occupancy rate and average yield across all programmed cinema screenings were worse than target and the same period last year. The public lift at Gala was out of service sporadically over five weeks during the quarter, this affected the occupancy and yield due to reduced accessibility for screening which went ahead and as some planned screenings were cancelled. Programmed screenings at BATH continue to be affected by competing demands on the theatre space, however this has improved occupancy and yield for live performance. We anticipate performance to improve in quarter three with additional event cinema being programmed at the Gala and customer levels rapidly returning to normal at the Empire following re-opening, particularly with a strong response to autumn blockbusters.

Our people

- 14 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

- 15 Visits to leisure centres and Thrive Memberships performed better than target and the same period last year, with events, promotions and our new membership scheme contributing to improved performance. Our substantial leisure transformation programme continues to deliver upgraded and new facilities and is having a positive impact.

Issues we are addressing

- 16 During 2023/24, the proportions of approved housing units that met the needs of older people were worse than targets set out in the County Durham Plan (CDP). Some schemes received outline planning permission before adoption and were therefore required to meet the CDP requirements.
- 17 Following changes to processes and the use of the homelessness prevention grant, performance against homelessness outcomes is improving. Increased numbers of households presenting as already homeless persists, but we continue to review and develop initiatives to improve outcomes across all stages of homelessness. We remain worse than latest regional and national benchmarking averages (January to

March 2024) for prevention and relief outcomes. However, as performance has since improved, we are closing the gap and expect this positive trajectory to continue.

Our communities

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

Going Well

- 19 Bus patronage improved compared to the same period last year. Improved performance by the two main operators has led to punctuality continuing to improve. We continue to work with other councils across the region to implement the North East Bus Service Improvement Plan.

Issues we are addressing

- 20 During 2023/24 delivery of affordable homes was worse than the CDP target, although better than 2022/23. The target is set against identified need and is extremely challenging to achieve as delivery is dependent on viable sites coming forward for development.
- 21 Of the private sector rented properties covered under the selective licensing scheme, 58% are fully licensed or have legal proceedings instigated.

Risk Management

- 22 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 Economy

Priority Aims:

County Durham has a thriving and inclusive economy with more and better jobs and fewer people suffering from the hardships of poverty and deprivation. We are continuing to,

- deliver a range of employment sites across the county
- deliver a strong, competitive economy where County Durham is a premier place in the North East to live and do business
- ensure a broader experience for residents and visitors to the county
- ensure young people will have access to good quality education, training and employment
- help all people into rewarding work
- ensure fewer people will be affected by poverty and deprivation within the county
- improve employment opportunities for disabled people

National, Regional and Local Picture

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

24 There has been a 9% increase in available jobs across the county since 2014. And demand for development land, and industrial and office premises of all sizes remains high. Our employment rate is statistically better than 20 years ago and our unemployment rate is low.

	County Durham	England Average	Statistical comparison
Employment Rate	72.4%	75.7%	similar
Unemployment Rate	3.4%	4.5%	not available

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

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

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

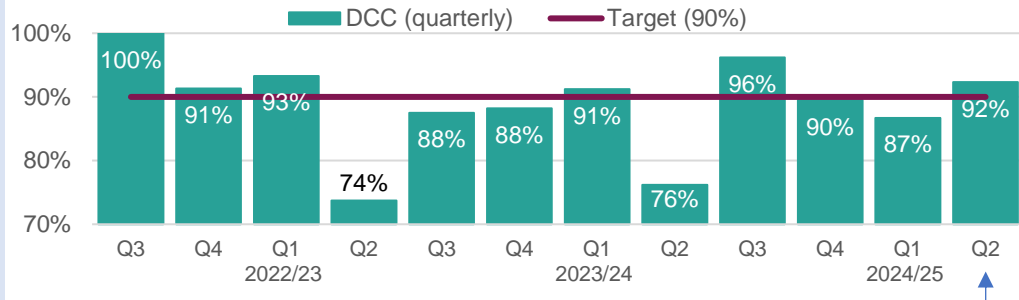
28 More people are achieving higher levels of education and training and moving into better paid jobs. However, we continue to lose many people to urban areas which offer higher wages and a greater choice of private sector jobs.

29 The cost-of-living is a long-term problem, especially for the large numbers of people with health conditions, disabilities, and caring responsibilities.

Economic Growth Dashboard: Planning Applications

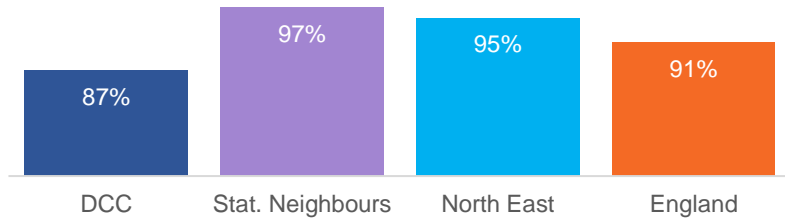
(quarterly data 30 September 2024 / benchmarking data 30 June 2024)

Major planning applications completed within deadline



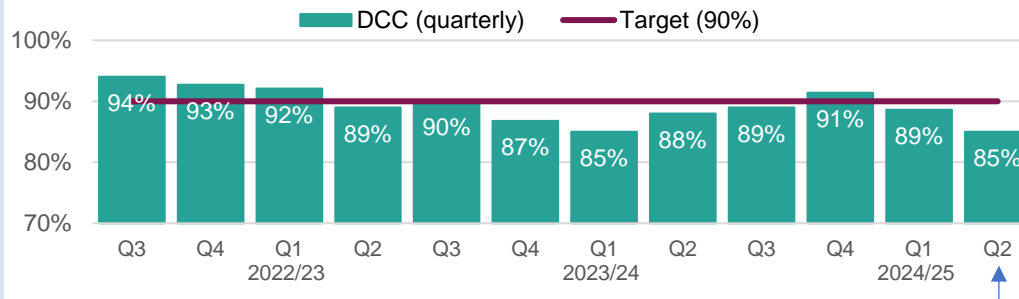
24 of 26 applications completed within deadline.

Major planning applications completed within deadline (data as at June 2024)



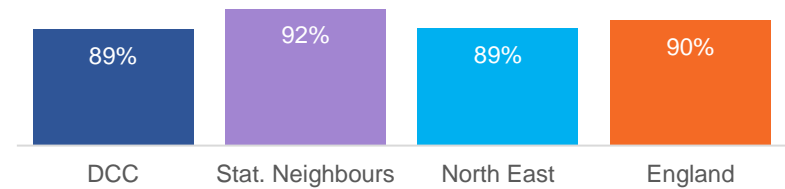
Benchmarking data is at June 2024, 3 month time lag

Non-major planning applications completed within deadline



379 of 444 applications completed within deadline.

Non-major planning applications completed within deadline (data as at June 2024)



Excellent, efficient service as usual
Planning service user

You said: main concern highlighted in planning survey was insufficient or delayed communication. We did: included a commitment in our customer charter to respond to enquiries within specific time frames.
Planning survey respondent.

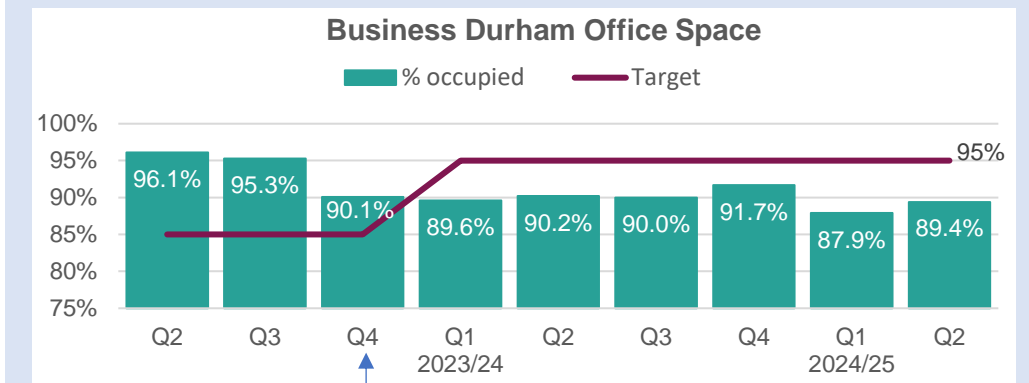
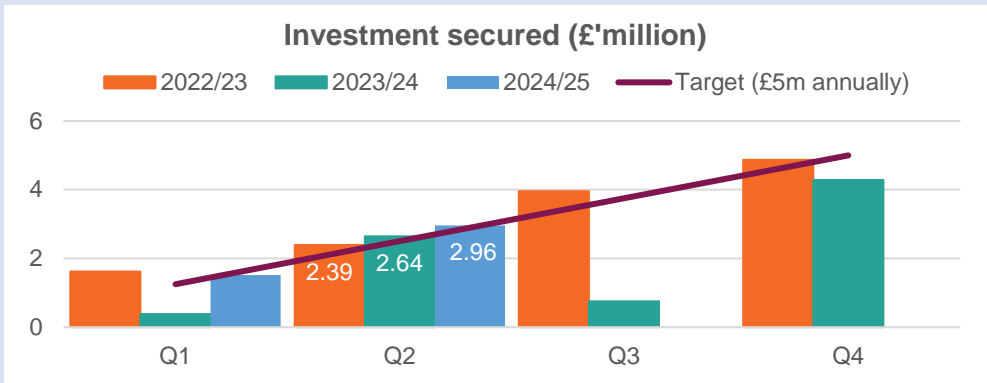
Planning Applications

- 30 During quarter two (July to September), we determined 92% of major planning applications within 13 weeks (24 of 26), performance was better than target (90%).
- 31 Although we determined 85% of non-major planning applications within deadline (379 of 444), performance was worse than target (90%). Resource issues and resources allocated to clearing a back log of non-major planning applications continued to impact performance. However, we have now cleared the backlog, so performance is expected to improve.
- 32 Latest benchmarking data (June 2024) shows our performance for major planning applications to be worse than the national average, the North East average and our statistical neighbours. Although performance for non-major applications is on par with the North East average, it is worse than the national average and our statistical neighbours.

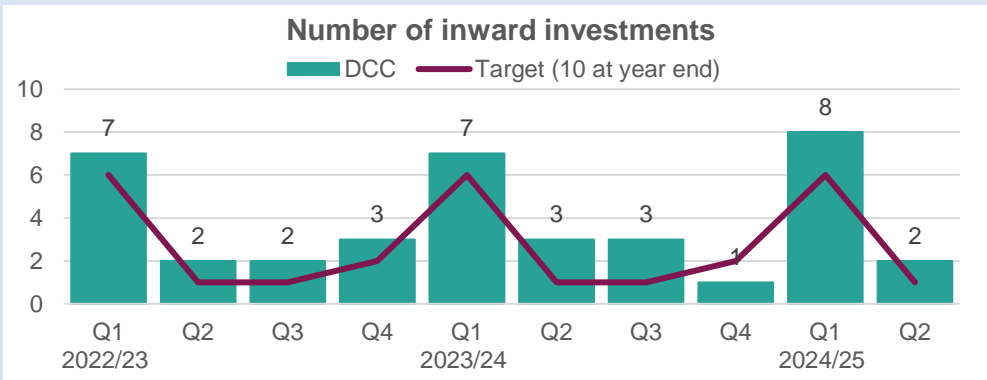
Planning application type	Our performance	National average	North East average	Statistical Neighbours
Major	86.7%	91.2%	95.0%	96.6%
Non-major	88.6%	90.0%	88.7%	91.8%

Economic Growth Dashboard: business investments, portfolio and employment land

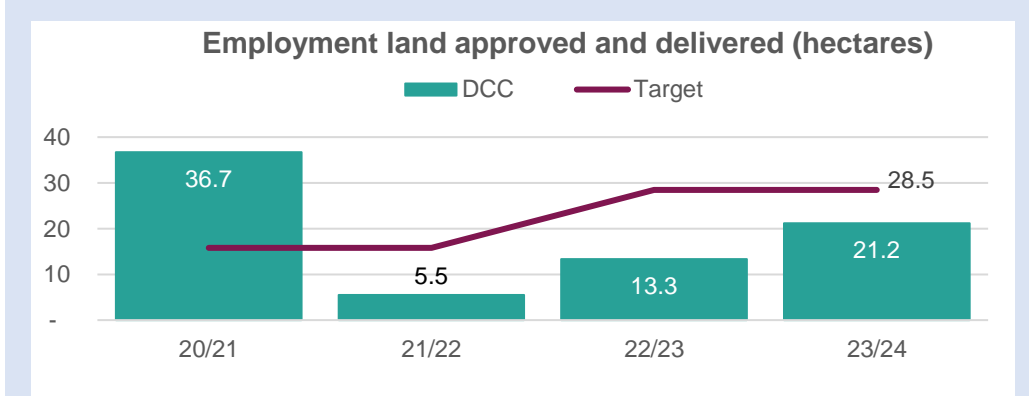
(year to date ending 30 September 2024 / discrete quarterly data)



Additional floorspace added to portfolio reduced occupancy rate.



over the last two years we have performed better than the annual target of 10 investments



114.2 hectares of employment land delivered since the start of the County Durham Plan period (2015/16)

Investments

- 33 During quarter two (July to September), we secured just over £1.44 million of investment for companies, bringing the total in the year to date to £2.96 million - better than our profiled target of £2.5 million. Investment included Finance Durham Fund, New Cluster Development Fund, Enterprising Durham and County Durham Growth Fund approved grants.
- 34 Over the same period, we supported two inward investments - achieving our target (2). These were Power Roll (follow on investment) and PervasID.

Business Durham floor space

- 35 At the end of September, our occupancy rate was 89%, worse than target (95%). Occupancy across the property portfolio was impacted by two companies going into administration in quarter one. These companies had occupied a large amount of floorspace at Jade Business Park and Derwentside Business Centre. Enquiries in the pipeline for these units are expected to complete in quarter three. There are also challenges with being able to let vacant offices at Crook Business Centre due to the age of the heating system impacting the EPC rating.
- 36 On a positive note, occupancy of the new units at Station Place has improved, increasing to 73%.

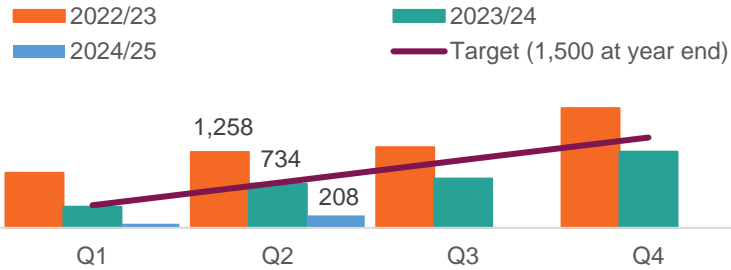
Employment Land

- 37 During 2023/24, 21.2ha of land were developed for employment use. This latest position shows an increase of 7.9ha compared to the previous year. This is mainly due to completion of a large area of the Integra 61 site, as well as Plot C at Aykley Heads. However, performance is worse than the target set out in the employment land trajectory (28.46ha).

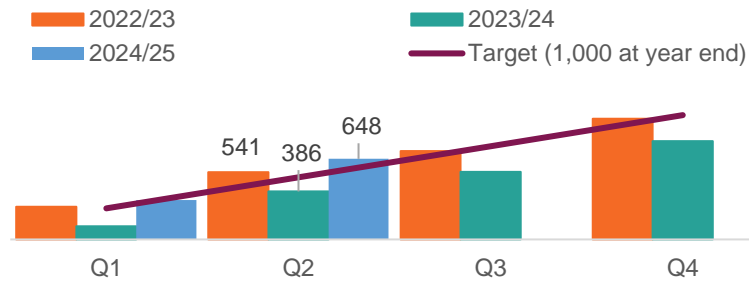
Business Support and Job Creation Dashboard

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

Jobs created or safeguarded by Business Durham

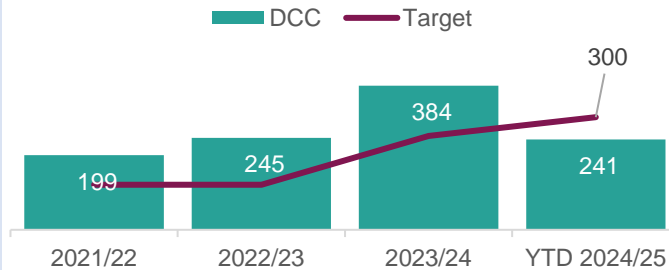


Businesses supported by Business Durham

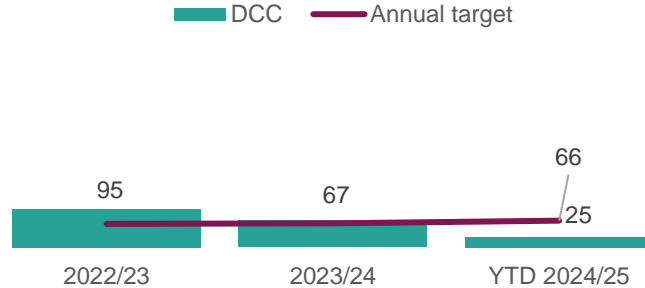


UKSPF Productivity and Growth Programme is now established, and delivery is back on track.

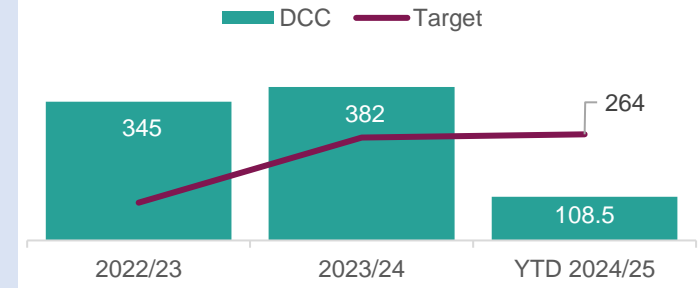
Businesses supported by Community Economic Development Team



Businesses supported by regeneration projects



FTEs created / safeguarded via regeneration projects



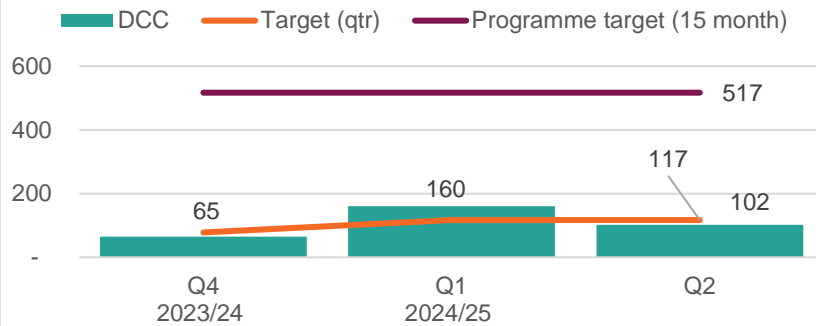
Businesses supported and jobs created/safeguarded

- 38 The UK Shared Prosperity Fund (UKSPF) Productivity and Growth Programme is now established, and delivery is on track.
- 39 Between July and September, we engaged with 332 businesses, bringing the total in the year to date to 648, better than the target of 500, and created or safeguarded 139 FTE jobs, bringing the total in the year to date to 208. Although jobs created or safeguarded is worse than the target of 750, the target is based on programmes that capture output towards their end, and the success of inward investments, new tenancies and other programmes which are more fluid throughout the year. We are closely monitoring this in relation to achieving target by the end of the financial year.
- 40 Over the same period, we engaged with 99 new retail businesses, better than target (75), and supported 15 businesses through our regeneration initiatives which created / safeguarded 71.5 FTE jobs. A further six schemes are on site, and another 14 businesses in progress, including grants awarded for two historic building schemes. Performance is in line with projections for the year to date and on track to achieve annual targets.

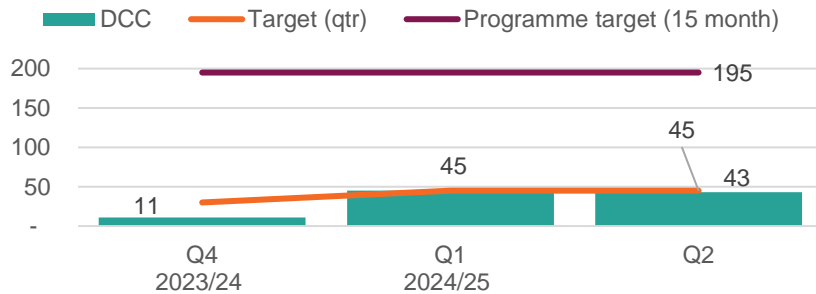
Employability Programmes Dashboard

(July - September 2024)

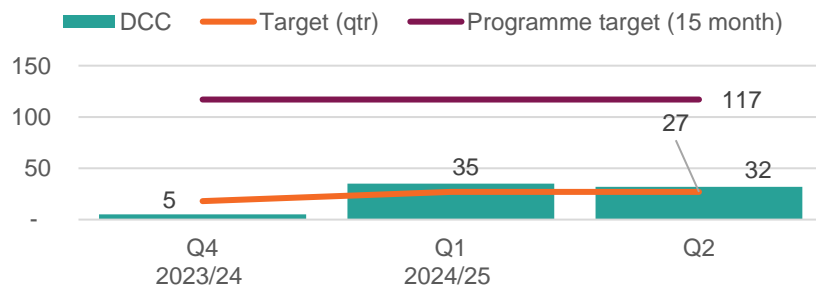
Registrations on employability programmes



Employability programmes: Participants receiving support to help gain employment



Employability programmes: Participants receiving support to sustain employment



Between January and September 2024:

- 327 registrations onto employability programmes
- 99 participants received support to help gain employment
- 72 participants received support to sustain employment

It should be noted that the new UK Shared Prosperity Fund (UKSPF) employability programme outcomes are not comparable with the previous European Regional Development Fund (ERDF) ones.

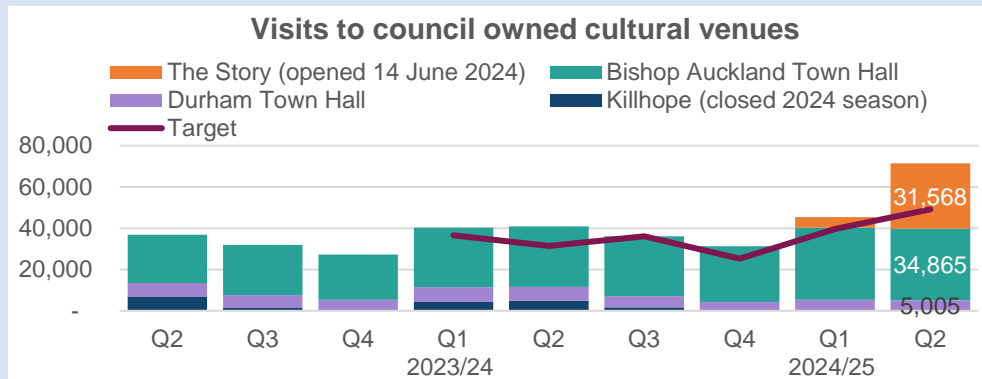
Employability programmes

- 41 Our UKSPF employability programme commenced in January 2024 and runs to March 2025. It helps economically inactive clients gain employment and employed participants in unstable positions to sustain their employment.
- 42 During quarter two (July to September), 102 clients registered onto our programmes, fewer than last quarter (160) and worse than profiled target (117). Referrals and subsequent registrations have been affected by the six-week school holiday period as clients with children did not engage with us.
- 43 However, registrations of economically inactive clients (+55) are still ahead of schedule with numbers expected to increase over the coming months. We are also on track to achieve programme target of 517 registrations by March 2025.
- 44 During this period, 43 clients received support to help gain employment and 32 clients currently employed received support to sustain their employment. This brings the totals since the start of the scheme for these two measures to 99 (target 195) and 72 (target 117) respectively.
- 45 The cohort of clients we are working with have multiple barriers to employment and therefore are further away from the labour market. We have developed various community activities to engage target clients including drop-in sessions, events and short courses.
- 46 We also developed and released educational videos highlighting the support we provide and feedback from clients as part of our Employability Day celebrations.
- 47 Over the coming months we will continue to engage new clients as well as support current clients to improve their interpersonal skills and secure progression opportunities. We will also continue to actively advertise the programme to JobCentre Plus offices and liaise with both internal and external community organisations.

Cultural Offer Dashboard: cultural events, venues and libraries

(30 September 2024 / discrete quarterly data)

Cultural events and venues



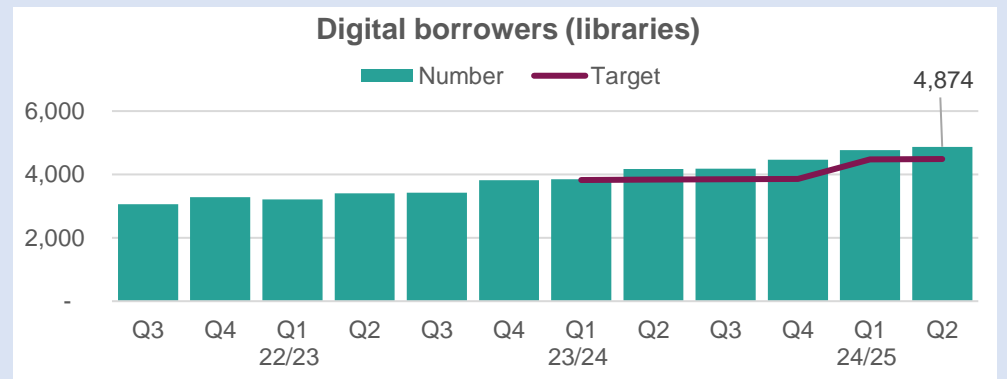
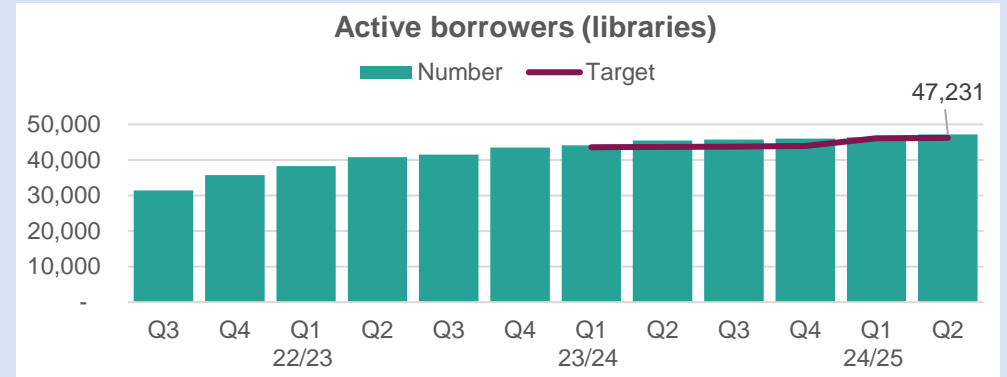
Due to Killhope closure for 2024 season and the opening of The Story (14 June), data is not comparable.

NB: The Story figures include visits to the County Registrar's office.

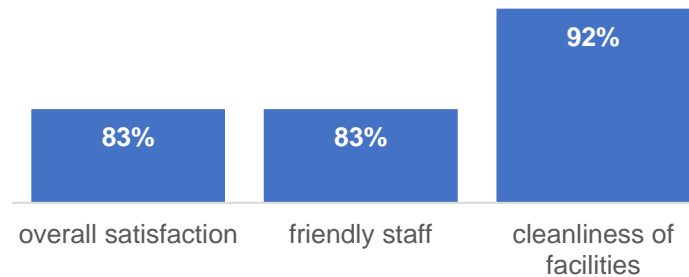
Reporting dates of official figures:

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

Libraries



customer satisfaction - culture



Cultural events

48 We continue to invest in our cultural events programme.

- **Seaham Food Festival** - 28,000 people attended the festival in August, an increase of 8,000 visitors compared to 2023. The two-day festival generated a direct economic impact of £405,142, better than last year (increase of £151,500). Great weather and a larger cultural programme, including a dedicated music stage, contributed to the success of this year's festival.

Visitors thought the event atmosphere, range and variety of produce available and overall quality of the event to be standout strengths. 99% of visitors rated the whole experience positively, and 97% of visitors felt the festival was a worthwhile event for the council to support. Parking for the event was rated the lowest at 76%.

Traders also rated the overall event positively. The atmosphere was a stand-out aspect, with the event staff and volunteers and overall quality of the event also prominent. Many anticipate long-term benefits from their involvement and a high majority wish to participate again.

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

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

- **BRASS Festival** - almost 29,000 people attended the festival in September, a decrease of 3,000 visitors compared to 2023. Poor weather, European football fixtures, one cancelled commission and less ticketed events contributed to lower attendance figures this year.

Despite lower attendance, the two-day festival generated a direct economic impact of £874,248, an increase of £272,299 compared to last year. Two sold out headliner gigs, with more possible overnight stays, helped contribute to the increase.

Ninety-eight percent of visitors rated the whole experience positively, and 98% of visitors felt the festival was a worthwhile event for the council to support. Visitors highly rated the quality of performances (99%) and range and variety of performance (96%). Although still very positively perceived, value of tickets scored the least at 91%.

All the artists rated the overall event positively, and felt that taking part will have a positive long-term impact in terms of exposure, networking and increased bookings.

Participating schools were positive about all elements of the event and unanimously agreed the festival gave pupils the opportunity to hear live music. The quality of performances was a standout strength.

Visits to council owned cultural venues

49 Between July and September there were more than 70,000 visits to our cultural venues. Most were to BATH (34,865 visits) and The Story (31,568), both better than target.

50 Performance was achieved through a successful summer gallery exhibition and continued good café and event attendance at BATH.

51 Visits to The Story surpassed pre-launch projections, with the potential to significantly exceed annual targets. This is the first full reporting period for The Story since the venue

opened in June. As such, targets have been pro-rated to reflect the actual reporting period for 2024/25 (14 June to 31 March 2025).

- 52 There were just over 5,000 visits to Durham Town Hall, worse than target (6,500). Increased hire charges for 2024/25 have affected the number of events. Uncertainty around the start date of significant planned repairs also affected performance. The venue is undergoing a wider condition review that may impact targets going forward.

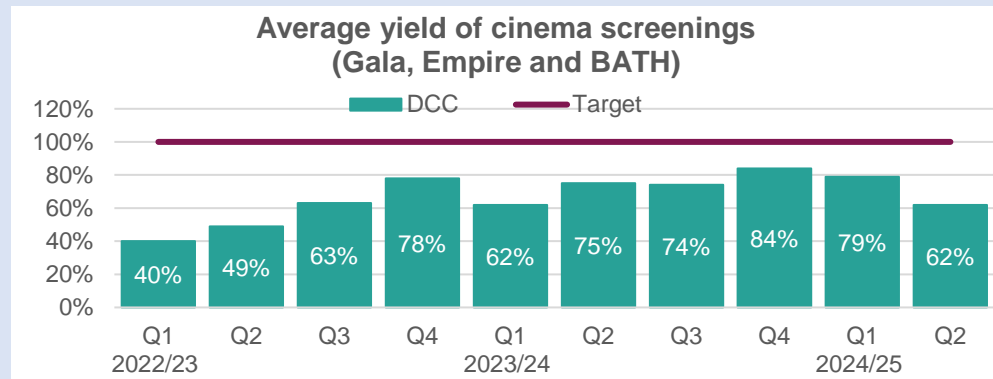
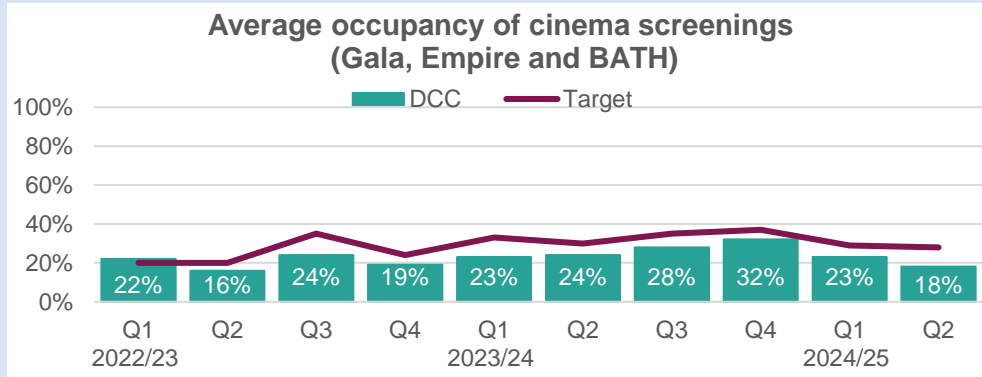
Libraries

- 53 Between July and September there were just over 47,000 active borrowers and 4,800 digital borrowers. Performance is better than target for both measures and active borrowers continue to rise in line with expectations.
- 54 Our online newspaper and magazine offer continues to grow ahead of expectations. We expect this to become even more popular as more local interest items are introduced - The Northern Echo is expected to be available by March 2025.
- 55 We are working to help promote and grow the service. Recent initiatives include:
- **Summer Reading Challenge (Marvellous Makers).** 2,823 children registered, and 2,036 children completed. 2.5% increase compared to 2023 completers. 23 celebration events held.
 - **Library Roadshows.** Three events, 128 people and 34 organisations attended.
 - **Author Events.** Six author events, attended by 86 people. Included children's author event as part of NE Summer Author Tour, and one Northern Bookshelf Live event in partnership with New Writing North.
 - **Heritage Open Days.** Three pop-up library information sessions in partnership with The Story attended by 47 people.
 - **Living Library event for schools.** 25 adults and 77 children attended.
 - **Community Wellbeing (MOVE).** Two scavenger walk and story-based craft events, attended by 27 people.

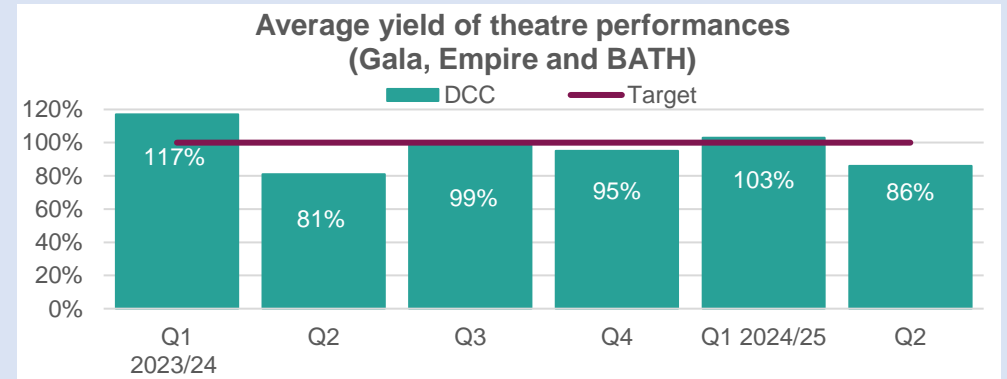
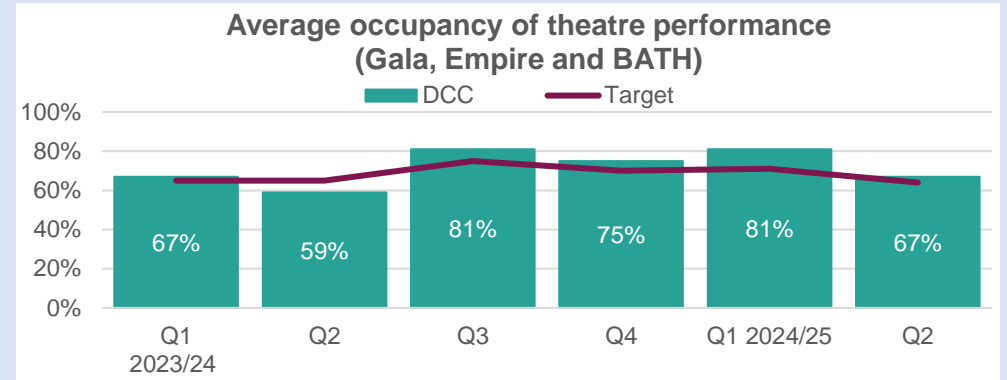
Cultural Offer Dashboard: cinemas and theatres

(discrete quarterly data)

Cinemas



Theatres



Note: Theatre data prior to 2023/24 not comparable due to change in definition

Yield = proportion of target sales amount achieved

Cinemas: Gala, Bishop Auckland Town Hall and Empire

- 56 Both average occupancy rate and average yield across all programmed cinema screenings were worse than target this quarter (July to September) and the same period last year.

	July to September 2023	July to September 2024	Target
Occupancy	24%	18%	28%
Average Yield	75%	62%	100%

- 57 The public lift at the Gala was out of service sporadically over five weeks during the quarter. This affected the occupancy and yield where audiences with accessibility requirements were unable to access the cinema as there was no level access for customers or where screenings with specific accessibility requirements were unable to go ahead such as 'Gala Seniors' and 'Bringing Baby'. The lift was repaired in time for the Durham book festival and to mitigate against the lower performance, in quarter three we have programmed additional event cinema particularly around Christmas and expect both yield and occupancy to overachieve against the quarter three target. Our social media channels have been utilised to promote screenings through activities such as public film votes and linked 'Food & Beverage' offers.
- 58 Programmed screenings at BATH continue to be affected by competing demands on the theatre space. We programmed more live performance at BATH than expected during the quarter which delivers a higher yield and higher revenue. This reduces the space available for screenings, impacting cinema occupancy and yield, however theatre occupancy and yield has improved compared to last year.
- 59 Empire re-opened to the public mid-September following closure for essential roof repairs, affecting the usual number of screenings held during the period. We expect to exceed targets in quarter three as since reopening there has been a quick return to our normal customer levels and a strong response to autumn blockbusters such as the film Wicked.

Theatres: Gala, Bishop Auckland Town Hall and Empire

- 60 Average occupancy rate across all programmed theatre performances performed better than target this quarter (July to September 2024). However, average yield was worse than target by 14 percentage points. Both were better than the same period last year.

	July to September 2023	July to September 2024	Target
Occupancy	59%	67%	64%
Average Yield	82%	86%	100%

- 61 No theatre performances took place at Empire this quarter due to temporary closure to allow for essential works. Following re-opening in September, theatre performances recommenced and there is a full programme in place for the remainder of the year.
- 62 Programmed and produced shows both performed well at Gala and BATH. However, quarter two is the quietest period for the cultural venues as it includes a period of maintenance and the Gala's programme was also limited by the ongoing demolition works taking place on Claypath.

63 This quarter was the first time we marketed school performances, with a week of performances taking place before and during the summer holidays. The newly appointed learning and engagement team began to build relationships with schools to offer engagement opportunities at our venues, for example, tours and workshops. As this work continues it will help boost audience figures for future productions.

Our Environment

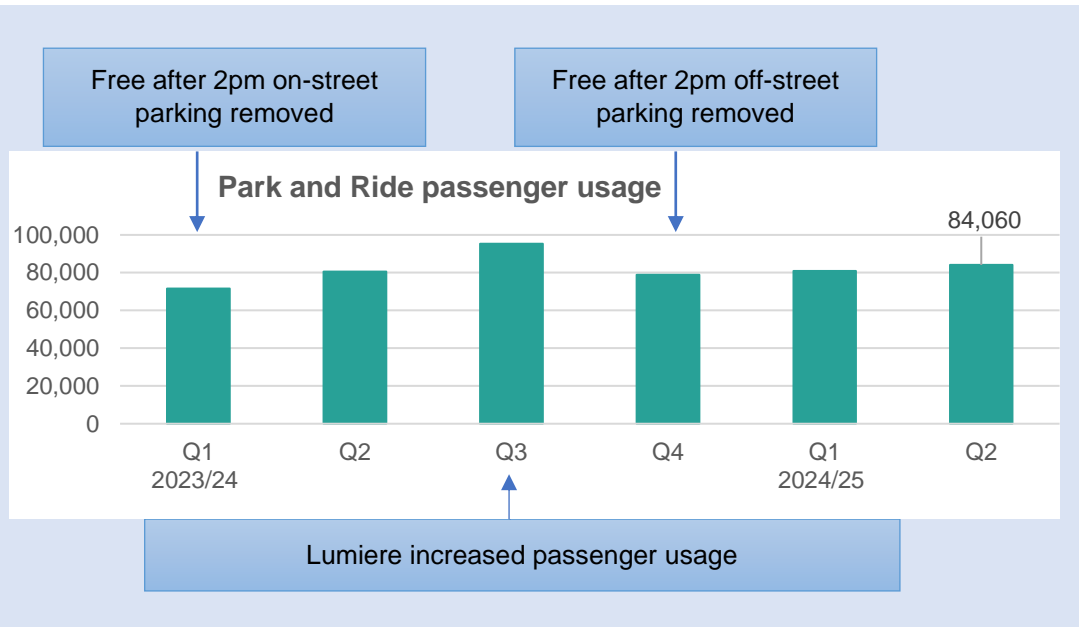
Priority Aims:

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

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

Sustainable Transport Dashboard

(12 months ending 30 September 2024 / discrete quarterly data)



Park and ride passenger usage

- 64 During quarter two (July to September) 3,533 more passengers used the park and ride service compared to the same period last year. The increase in use is related to the park and ride service now operating all bank holidays (excluding 25, 26 December and 1 January) as well as the Belmont to Sniperley service (PR1) operating on Sundays.

Our People

Priority Aims:

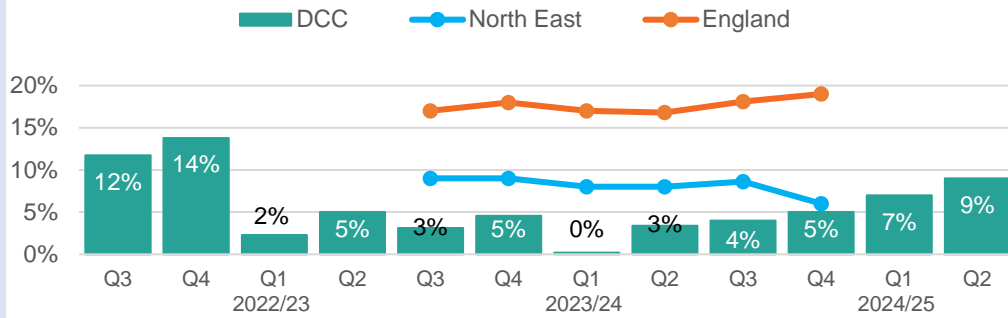
County Durham is a place where people will enjoy fulfilling, long and independent lives. We aim to,

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

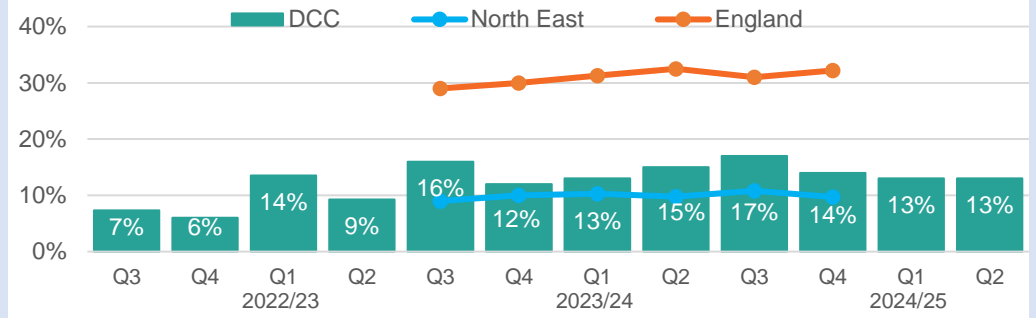
Housing Vulnerable People Dashboard - Homelessness

(discrete quarterly data)

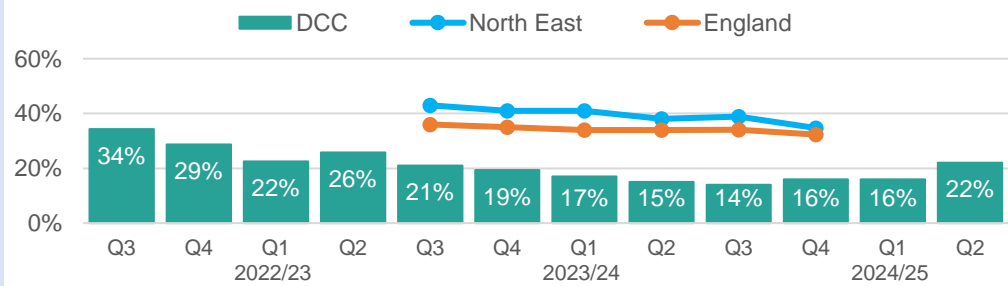
Prevention: people helped to stay in their home



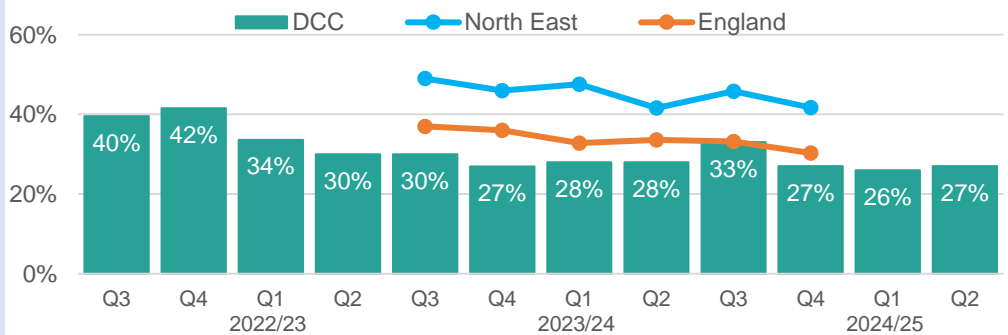
Acceptance of the main homeless duty



Prevention: people helped to move to alternative accommodation



Homelessness relief



Customer raised complaint against our housing service, unhappy with lack of contact and support received within a significant period. We reviewed the case and reassigned it to a different Housing Officer. As a result, further follow up training around case management was identified. Complaint was then turned into a compliment from the customer.

Housing Service User

Pregnant female presented with her one-year-old child after being asked to leave grandparents' home. Client was not open to any services at the time of presentation. Referred into First Contact, but the case initially closed due to being assessed as having no support needs. This was challenged and she has now been allocated a SW and is engaging well. Client has moved into a property with tenancy support

Successful customer interaction

Homelessness

Prevention Duty

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

	April to June %	July to September %	July to September Number
Households helped to remain in their current home	7%	9%	31
Households helped to move to alternative accommodation	16%	22%	79

66 Of the 79 households moved to alternative accommodation between July and September; 29 moved to private rented sector (37%), 29 to social housing (37%), 18 to social rented supported housing (23%), and three to other alternative accommodation (3%).

67 We continue to support clients to remain in their existing home. Frontline processes have been reviewed and prevention grants aligned to intervene at an earlier stage. We also continue to improve access to private rented sector accommodation.

68 A review of the financial thresholds for which the homeless prevention grant can be spent has allowed for increased financial payments to be made to secure accommodation.

69 The review of the Durham Key Options Letting Policy is ongoing and will assist with increased allocations to this client group.

70 A new IT portal for supported accommodation referrals is now live and streaming operational processes. This, alongside initiatives to increase our housing portfolio, will assist with an increase in preventions into alternative accommodation overtime.

Relief Duty

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

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

April to June %	April to June Number	July to September %	July to September Number
26%	228	27%	230

73 There continues to be an increase in households presenting as already homeless. We continue to review processes to separate the initial assessments and outcome work to improve outcomes across all stages of homelessness.

Main Housing Duty

74 When the relief duty ends and we are satisfied the applicant is eligible for assistance, in priority need for accommodation and not intentionally homeless, we owe them a main

housing duty. Cases where there has been an acceptance of the main homelessness duty over the last six months are shown in the table below:

April to June %	April to June Number	July to September %	July to September Number
13%	117	13%	110

Benchmarking Comparisons

- 75 Latest available benchmarking data (January to March 2024) shows our performance across the four key homelessness measures was worse than all national and regional averages, except the national average for homelessness duty (which we were better than).
- 76 Performance has since improved, closing the gap with the national average. We expect this positive trajectory to continue into quarter three.

Homelessness outcome	DCC	Regional	National
Prevention: stay in their home	5%	6%	19%
Prevention: move to alternative accommodation	16%	35%	32%
Relief	27%	42%	30%
Homelessness Duty	14%	10%	32%

Homelessness and Rough Sleeping Strategy and Delivery Plan

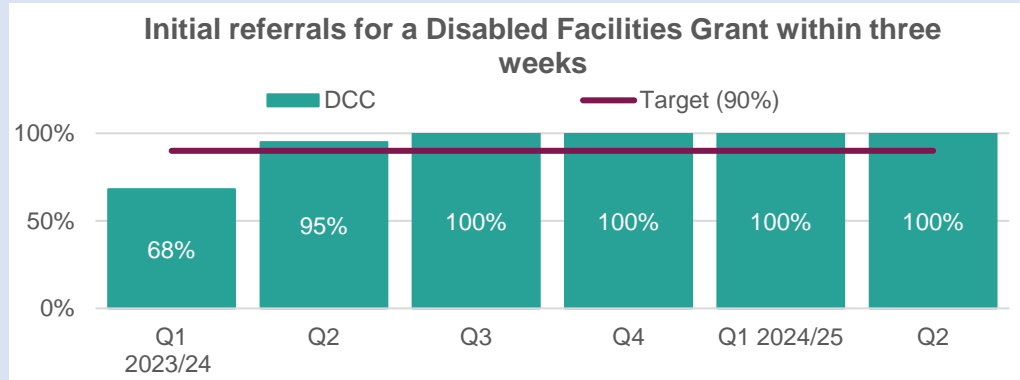
- 77 The Rough Sleepers Initiative (RSI) funding is in its final year with the next round of funding (April 2025 onwards) is dependent on provision set out in the local government settlement grant.
- 78 The team continue to verify rough sleepers by carrying out sweeps and outreach work. Support is then provided to source and sustain long term accommodation.
- 79 The Single Homelessness Accommodation Programme (SHAP) programme is progressing with specific properties now identified for elements of the programme.
 - Works are scheduled to commence in the coming months to provide five apartment hubs at a former children’s home in Tow Law and five at Bishop Auckland Registry Office (as part of the Single Homeless Accommodation Programme (SHAP)).
 - Funding has now been secured from Homes England and MHCLG to provide eight apartments in Spennymoor. Corehaus has been appointed to carry out the works.
 - Work continues to identify and acquire 11 dispersed units and a suitable property to provide a three apartment unit.
 - Following a procurement exercise, special support providers Emmaus (over-25 year old cohort) and Depaul (18-25 year old cohort) have been appointed to deliver support elements of the SHAP programme.
- 80 Since April 2023, we have secured 88 private rented sector tenancies as part of our Accommodation for ex-Offenders initiative (AFEO). Forty-five tenancies have been sustained past six months and have successfully graduated from the scheme. AFEO is in its final year and funding beyond March 2025 is dependent on provision set out in the local government settlement grant.
- 81 The property acquisitions and leasing programme is on track to acquire 40 temporary accommodation properties by March 2025. Thirty-four properties have been acquired

since the start of the scheme and a further six are in the process of acquisition. Beyond this phase, a further programme of acquisitions is in development.

- 82 The review of all 19 supported housing providers within the Supported Housing Improvement Programme (SHIP) to ensure properties provide the correct level of support to tenants is on track for March 2025. Thirty-nine tenant reviews have taken place in quarter two. Tenant reviews validate housing benefit decisions and ensure tenants are receiving above minimal amount of care, support and supervision.
- 83 Additionally, 43 non-commissioned supported housing properties have been inspected since the start of SHIP (April 2023). Defect reports identifying where property repairs are needed have been sent to providers. The SHIP continues to support housing providers to become registered providers (RPs) or partner with RPs, supporting Housing Benefit subsidy loss.

Housing Vulnerable People Dashboard – Disabled Facilities Grants

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

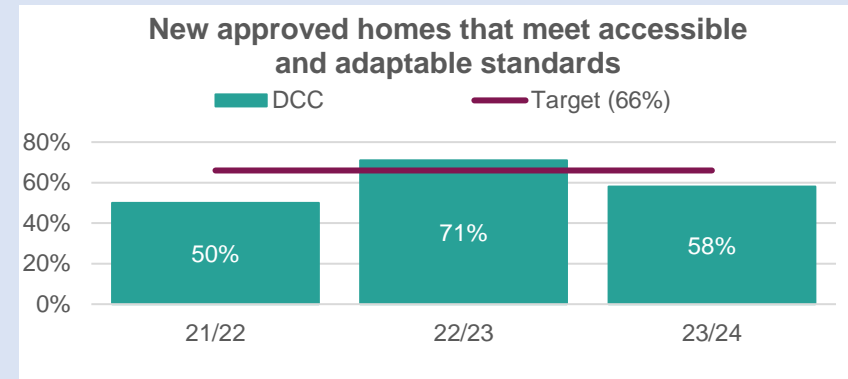
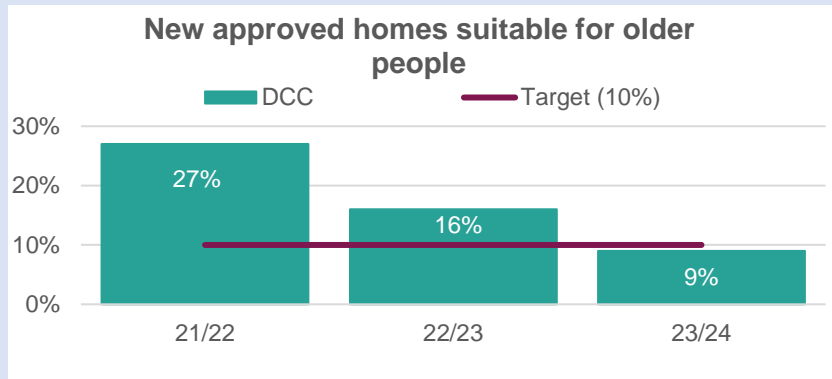


Disabled Facilities Grants

- 84 During quarter two (July to September), 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 one (April to June).
- 85 Dedicated officers allocated responsibility to deal with first contact continues to have a positive impact on performance.

Housing Vulnerable People Dashboard – Housing Delivery

(as at 31 March 2024)



Housing Delivery

86 We continue to help support older people to live independently for as long as possible by ensuring a proportion of units approved on new housing developments meet their needs.

87 During 2023/24, 9% (136) of units approved on new housing developments of 10 units or more met the specific needs of older people. These consisted of:

Bungalows	Multi-generational homes
105	31

88 This is worse than the 10% target set out in the County Durham Plan (CDP). Some of the schemes approved that year received outline planning permission before the CDP was adopted and were therefore not required to meet the 10% requirement.

89 However, 75 more older persons units were approved in 2023/24 compared to 2022/23 (61) which shows Policy 15 of the CDP to address the housing need for older people is being applied to housing applications.

90 Fifty-eight percent (930) of units approved on new housing developments of five units or more were built to building regulations M4(2) standard (accessible and adaptable) and contribute towards meeting the needs of older people.

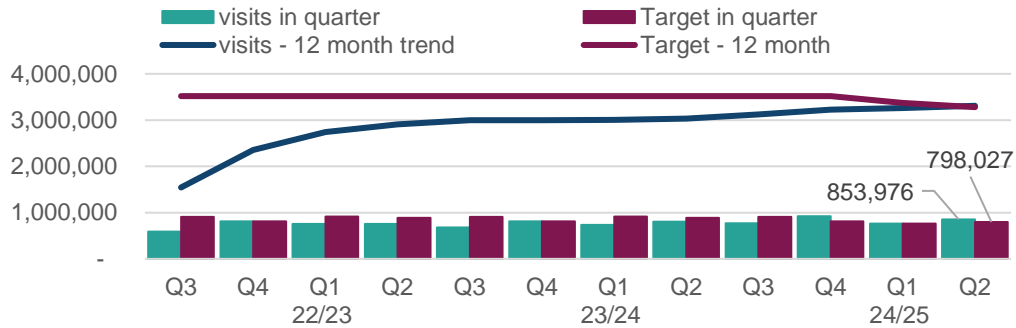
91 This is worse than the 66% target set out in the CDP, again as some of the schemes approved that year received outline planning permission before adoption and were therefore not required to meet the 66% requirement.

92 612 units more were approved in 2023/24 compared to 2022/23 (318). This shows Policy 15 of the CDP is being applied to housing applications.

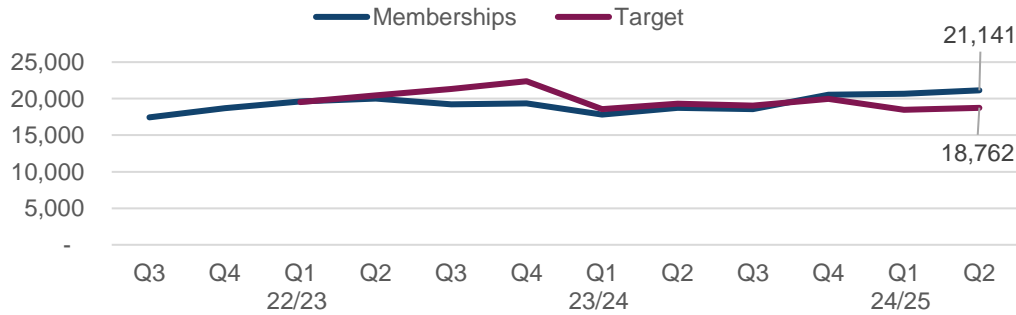
Physical Activity Dashboard

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

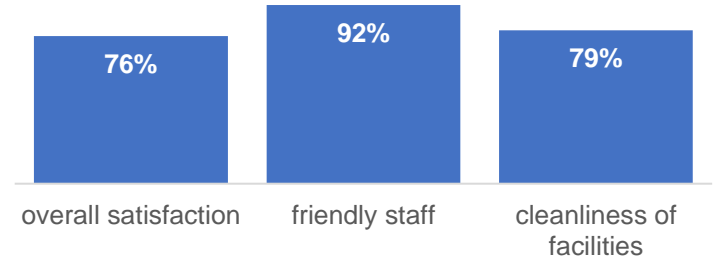
Visits to leisure centres



Thrive memberships



customer satisfaction - wellbeing sport and leisure



Leisure Centre Visits

- 93 During quarter two (July to September), we recorded almost 854,000 visits to our leisure centres, better than both the target (798,027) and the same period last year (802,459).
- 94 Events such as athletics at Shildon, BRASS programme at Newton Aycliffe and our Holiday Activities and Food (HAF) programme contributed to improved performance this quarter.
- 95 The HAF programme during the summer school holidays offered a range of free sessions at participating leisure centres including water safety camps and sports camps.
- 96 For National Fitness Day in September, activities and promotions were held across leisure centres, including a seven-day free pass to encourage new members.
- 97 Our substantial leisure transformation programme continues across some of our sites. Works at both Teesdale leisure centre and the swimming pool at Spennymoor are to be finished and reopened during quarter three.

Thrive (Leisure) Memberships

- 98 Thrive (leisure) memberships continues to improve and latest performance is better than target.

	September 2023	June 2024	September 2024
Memberships	18,748	20,678	21,141
Target			18,762

- 99 Our new membership scheme, pricing structure, website, app and digital enquiry system continue to have a large influence on sales and retention of members. We have received more than 23,000 enquiries since the system launched (September 2023), 1.3 million website views (since January 2024) and 15,780 app downloads (since April 2024).

Our Communities

Priority Aims:

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

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

National, Regional and Local Picture

100 County Durham is a large and diverse county with some of the lowest population densities in the country. Of 300 recognised settlements, only 23 have a population of 5,000 or more.

Land Type ³	% of the county	% of the population	People per hectare ⁴
Rural	57%	7%	0.3
Rural town and Fringe	32%	37%	2.7
Urban	11%	56%	12.1

101 The county has good North-South connectivity both by road and rail, and the improved A66 connects east to west. However, some areas have limited public transport or major roads, especially in more rural areas. Our large, rural geography means residents are often reliant on cars for commuting. 80% of those surveyed for the [Inclusive Economic Strategy](#) said they travel to work by car, compared to 5% who use public transport.

102 There are approximately 250,000 dwellings⁵ across the county. Of these, 63% are owner-occupied, 20% are social rented and 17% private rented.

103 Median house prices across the county are consistently lower than those across the North East and the England⁶.

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

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

³ [Rural Urban Classification for LSOAs 2011](#)

⁴ [Durham Insight - Rural](#)

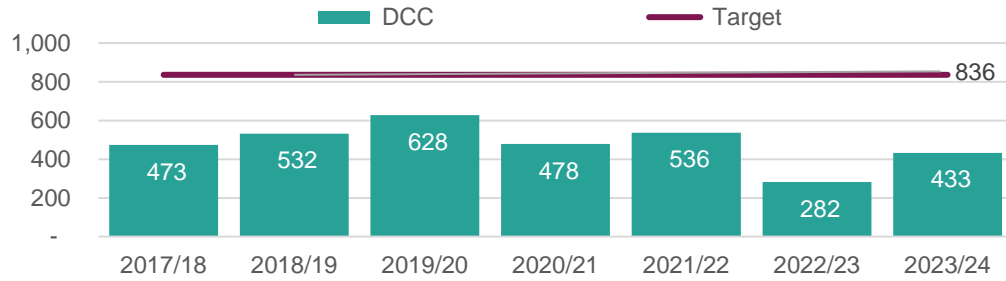
⁵ [Durham Insight - Housing](#)

⁶ [Median House Prices](#)

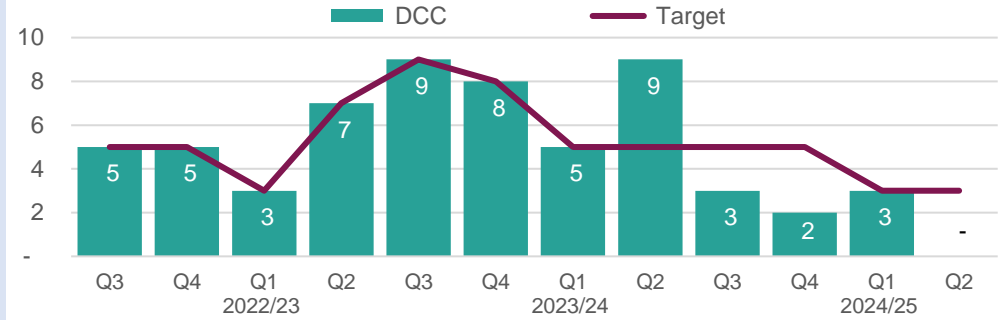
Housing Delivery Dashboard

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

Affordable housing



Chapter Homes properties sold in quarter



Affordable homes

105 There were 433 affordable housing units were completed in 2023/24. This consisted of:

Via Homes England grant	Via Section 106 Agreement
378	55

106 Performance is worse than target set out in the County Durham Plan to deliver 836 affordable housing units per annum. The target is set against identified need and is extremely challenging to achieve as delivery is dependent on viable sites coming forward for development.

107 However, performance is better than 2022/23, with Section 106 affordable completions increasing by 11 units. This shows that Policy 15 (to meet the need for affordable housing) is now being implemented on sites.

108 Completions through Homes England grants, increased by 140 affordable units compared to 2022/23 and comprised of:

Affordable Rent	Shared Ownership	Social Rent
169	154	55

Chapter Homes

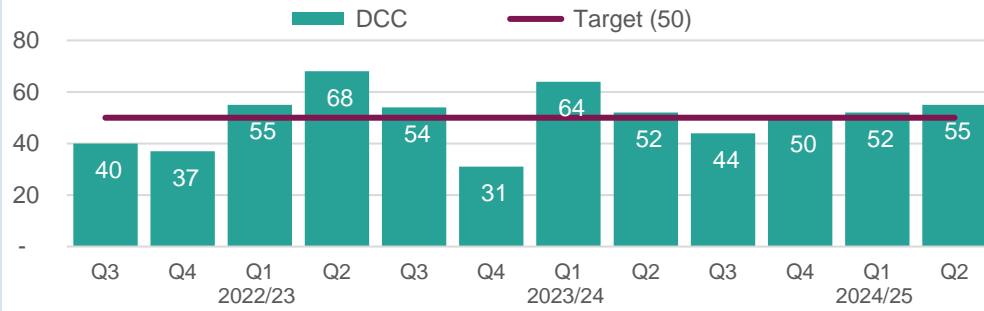
109 No properties sold during quarter two. The four affordable properties due to the sold in the quarter have been reprofiled to complete in quarter three. To allow us to explore additional Homes England funding opportunities and Section 106 commuted sum.

110 Although the quarter two position is not in line with projections, we are still on track to achieve the overall target of 10 properties sold by end of March 2025.

Housing Standards Dashboard

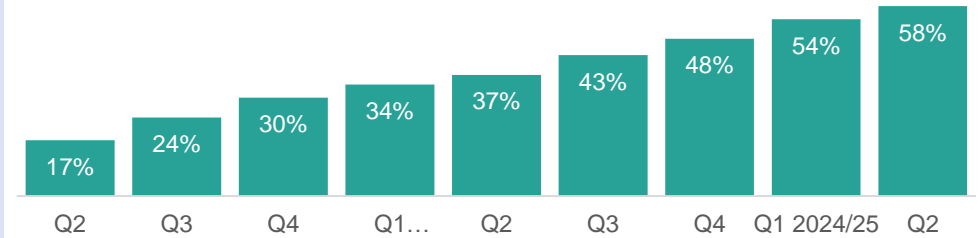
(discrete quarterly data)

Empty homes brought back into use

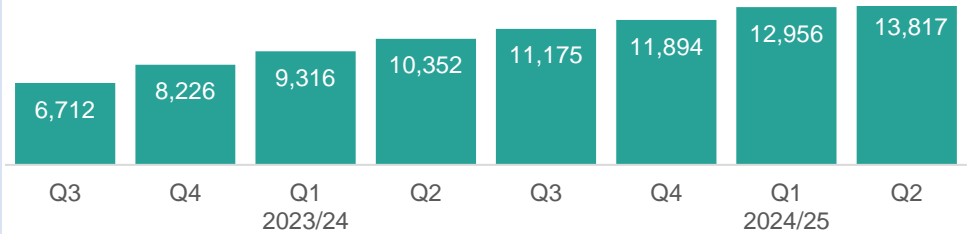


Selective Licensing (Private Rented Sector properties - PRS)

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



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



Empty Homes

- 111 We brought 55 long term empty properties back into use during quarter two (July to September), five better than target (50) and two better than quarter one and the same period last year.
- 112 In most cases, this was achieved through negotiations with owners (43). Other methods included; inspections through Rent Deposit Guarantee Scheme (10) and empty homes interest free loan (two).
- 113 There are significant challenges in bringing empty properties back into use which means the process can take considerable time. This can relate initially to difficulties in identifying the owner, that the property is in the process of changing ownership or is currently subject to probate. The owner may not want or be able to do anything with the property, for example, if they are in residential care. Similarly, there may not be an incentive to bring the property back into use because it is located within a low demand area.

Selective Licensing

- 114 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%

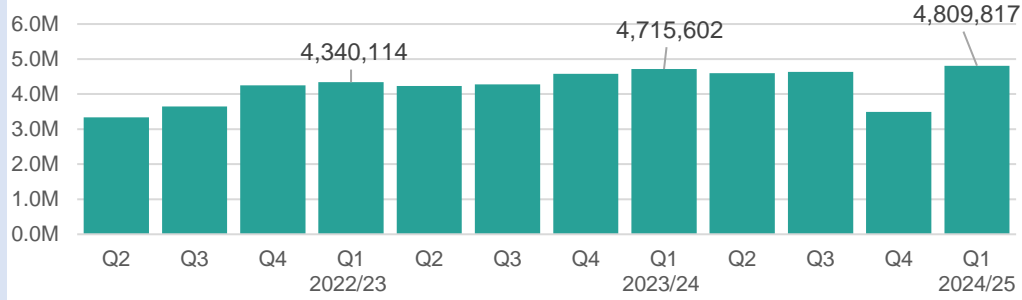
- 115 We have raised a further 918 service cases. These are informal enquiries, requests to licence properties or requests to make repairs (if already licensed). Once the facts have been established, some cases could progress to investigations. However, we would encourage landlords to apply for a licence to avoid legal action.
- 116 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.
- 117 Our recently implemented financial penalty policy continues to assist with enforcement action (as an alternative to prosecution) and encourage unlicensed landlords to apply.
- 118 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.
- 119 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.
- 120 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.

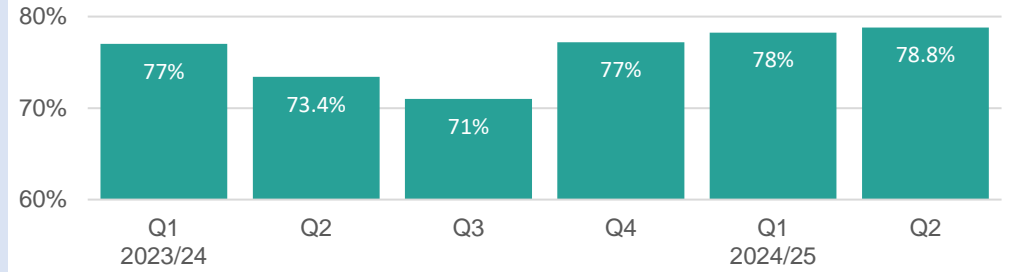
Transport Connectivity Dashboard: public transport patronage and punctuality

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

Local passenger journeys on the bus network



% of timetabled bus services on time



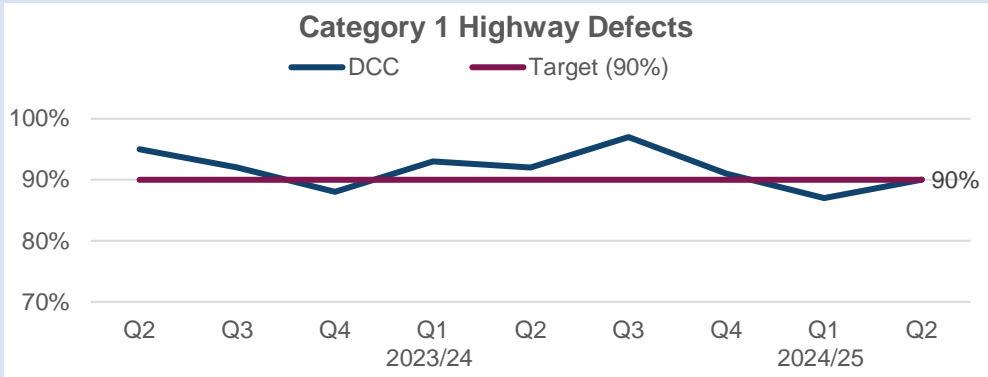
Both patronage and punctuality were impacted as a result of industrial action during quarter three 2023/24.

Public transport patronage and punctuality

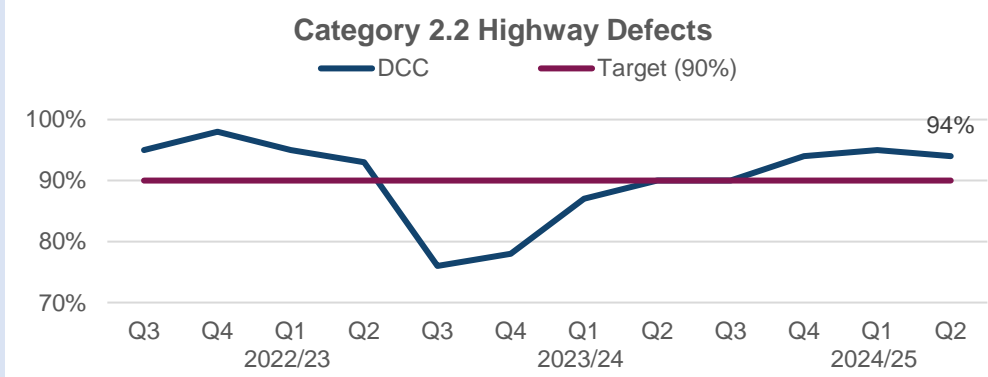
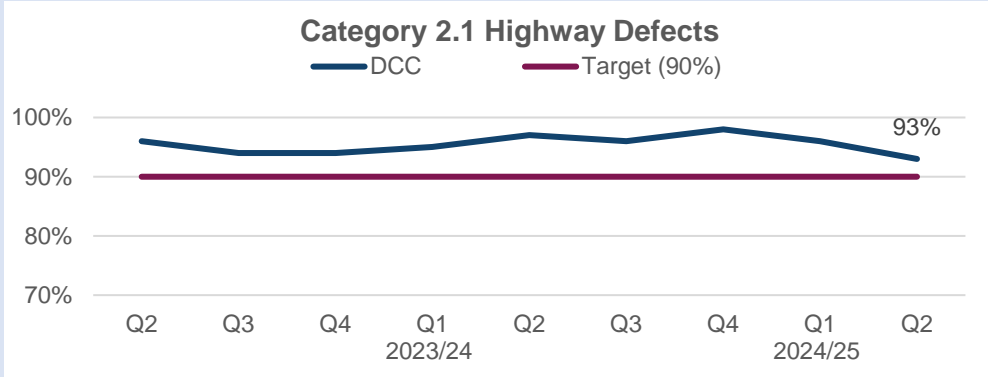
- 121 Bus patronage has slowly increased over the last two years and is back to within 95% of pre-Covid levels.
- 122 Between April to June, there were just over 4.8 million passengers, 2% better than the 4.7 million passengers recorded the last year (April to June 2023). However, the increase masks operational delivery issues of larger operators.
- 123 During quarter two (July to September), punctuality was 79%. Slightly better than last quarter (78%) because of continued performance improvement from the two main operators; Arriva and Go North East.
- 124 We continue to implement the North East Bus Service Improvement Plan (BSIP) in partnership with bus operators and other councils to encourage patronage growth and improve punctuality.

Highway Maintenance Dashboard

(discrete quarterly data)



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



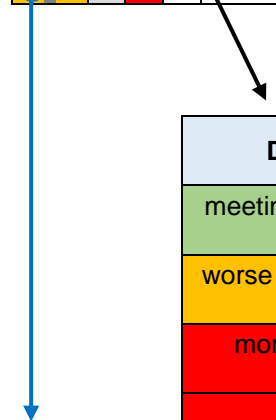
Highways Maintenance

- 125 Highway defects are categorised by risk. Resources are directed toward those with the potential to cause the greatest harm. Category 2.2 defects pose the lowest level of risk to the public based on footfall and location.
- 126 We have committed to repair 90% of all highway defects, regardless of category, within a set time. During quarter two (July to September), we achieved the target for all defect categories.

Defect	90% to be repaired within	July to September 2023	July to September 2024
Category 1	2 or 72 hours	92%	90%
Category 2.1	14 days	97%	93%
Category 2.2	3 months	90%	94%

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 Economy: summary data tables

Economic Growth KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Major planning applications determined within 13 weeks	Jul-Sep 24	92.3%	90%	76.2%	Apr-June 24	86.7%	91.2%	95%	Yes
					Non-major planning applications determined in deadline	Jul-Sep 24	91%	90%	85%	Apr-June 24	88.6%	90%	91.8%	Yes
					Major planning applications overturned on appeal	Oct-Dec 22	0%	10%	0%	Jan-Mar 23	0%	1%	0%	No
					Non-major planning applications overturned on appeal	Oct-Dec 22	0.2%	10%	0.2%	Jan-Mar 23	0.3%	1.1%	0.5%	No
					Inward investments secured	Jul-Sep 24	2	2	3					Yes
					Investment secured for companies	Jul-Sep 24	£1,434,257	£1.25 million	£2,639,595					Yes
					Occupancy of Business Durham floor space	Jul-Sep 24	89.4%	95%	90.2%					Yes
					Private sector employments per 10,000 population	2023	2,820	Tracker	2,772	2023	2,820	4,059	3,216	Yes
					Private sector businesses per 10,000 population	2024	270	Tracker	272	2024	270	409	265	Yes
					GVA per filled job	2022	£51,361	Tracker	£50,154	2022	£51,361	£62,751	£51,395	No
					Employment land approved and delivered	2023/24	21.2Ha	28.46Ha	13.32Ha					Yes

Business Support KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Businesses engaged by Business Durham	Jul-Sep 24	332	250	281					Yes
					Businesses supported by regeneration projects	Jul-Sep 24	15	Tracker	not comparable					Yes
					New businesses supported by CED Team	Jul-Sep 24	99	Tracker	not comparable					Yes

Employability and Skills KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Jobs created or safeguarded due to Business Durham activity	Jul-Sep 24	139	375	384					Yes

					Jobs created or safeguarded through regeneration schemes	Jul-Sep 24	71.5	Tracker	not comparable						Yes
					Registrations to employability programmes	Jul-Sep 24	102	117	N/A						Yes
					Number of participants receiving support to help gain employment	Jul-Sep 24	43	45	N/A						Yes
					Number of employed participants receiving support to sustain employment	Jul-Sep 24	32	27	N/A						Yes
					Employment rate for 16-64 year olds <i>Confidence intervals +/-4.1pp</i>	Jul 23-Jun 24	72.4%	Tracker	71.8%	Jul 23-Jun 24	72.4%	75.7%	71.1%		Yes
					Disability employment rate <i>Confidence intervals +/-7.9pp</i>	Jul 23-Jun 24	46.3%	Tracker	44.5%	Jul 23-Jun 24	46.3%	56.9%	46.7%		Yes
					Residents with higher level skills <i>Confidence intervals +/-4.4pp</i>	2023	60.9%	Tracker	59.1%	2023	60.9%	67.4%	62.8%		No
					16-17-year-olds in an apprenticeship	Apr-Jun 23	7.3%	Tracker	8.5%	Apr-Jun 23	7.3%	4.8%	7%		No

Cultural Offer KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					People attending cultural events ran and commissioned by CS&T	Jul-Sep 24	56,901	Tracker	52,000					Yes
					People attending council owned cultural venues (Town Halls and The Story)	Jul-Sep 24	71,438	49,160	Not comparable					Yes
					Average % occupancy of cinema screenings (Gala, Empire & BATH)	Jul-Sep 24	18%	28%	24%					Yes
					Average % yield of cinema screenings (BATH, Gala & Empire)	Jul-Sep 24	62%	100%	75%					Yes
					Average % yield of theatre performances (BATH, Gala & Empire)	Jul-Sep 24	86%	100%	81%					Yes
					Average % occupancy of theatre performances (Gala, Empire & BATH)	Jul-Sep 24	67%	64%	59%					Yes
					Council owned/managed heritage assets classed as 'at risk'	2023	3	Tracker	3					No
					Heritage assets 'at risk' categorised as 'Priority A' and/or in 'very bad condition'	2023	7	Tracker	6					No
					Active borrowers (libraries)	Jul-Sep 24	47,231	46,222	45,519					Yes
					Digital borrowers (libraries)	Jul-Sep 24	4,874	4,487	4,172					Yes

Visitor Economy KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Visitors to the county	2023	20.15m	21.49m	17.91m					No
					Money generated by visitor economy	2023	£1.23bn	£1.25bn	£1.04bn					No
					Jobs supported by the visitor economy	2023	13,178	14,069	11,274					No
					Visitor attractions served by public transport	2023	67%	Tracker	67%					No
					Tourism businesses actively engaged with Visit County Durham	2023	55%	Tracker	27.8%					No

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
					Park and Ride passenger journeys	Jul-Sep 24	84,060	Tracker	80,527					Yes

Our People: summary data tables

Housing Vulnerable People KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Potential clients contacted within 3 weeks of initial referral for a Disabled Facilities Grant (DFG)	Jul-Sep 24	100%	90%	95%					Yes
					Households prevented from homelessness and helped to stay in their home	Jul-Sep 24	9%	Tracker	3.4%	Jan-Mar 24	5.1%	19%	6%	Yes
					Households prevented from homelessness and helped to move to alternative accommodation	Jul-Sep 24	22%	Tracker	16%	Jan-Mar 24	15.6%	32.3%	34.7%	Yes
					Households where homelessness has been relieved, and the client moved into alternative accommodation	Jul-Sep 24	27%	Tracker	32%	Jan-Mar 24	27%	30.3%	41.7%	Yes
					Households where there has been an acceptance of the main homeless duty	Jul-Sep 24	13%	Tracker	16%	Jan-Mar 24	13.80%	32.2%	9.7%	Yes

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Successful move-ons from Local Lettings Agency accommodation at the end of their licence agreement	2023/24	100%	90%	new					No
					Approvals on new housing sites of 10+ units, minimum of 66% of the total number of dwellings meet accessible and adaptable standards (building Regulations requirements M4(2)).	2023/24	58%	66%	71%					Yes
					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	2023/24	9%	10%	16%					Yes

Physical Activity KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Visits to Leisure Centres	Jul-Sep 24	853,976	798,027	802,450					Yes
					Leisure memberships	Jul-Sep 24	21,141	18,762	18,748					Yes

Our Communities: summary data tables

Housing Delivery KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Net affordable homes	2023/24	433	836	282					Yes
					Net additional dwellings	2023/24	1,291	1,308	1,551					No
					Chapter Homes properties sold	Jul-Sep 24	0	4	not comparable					Yes

Housing Standards KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Empty homes brought back into use as a result of local authority intervention	Jul-Sep 24	55	50	52					Yes
					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
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Transport Connectivity KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Satisfaction with ease of access (<i>confidence intervals +/-4pp</i>)	2023	73%	Tracker	73%	2023	73%	71%		No
					Overall satisfaction with bus journey	2023	75%	Tracker	New	2023	75%	80%		No
					Households who can access key service locations using public transport within a 15-mile radius	2023	97.30%	97.73%	97.63%					No
					Households who can access key service locations using public transport within a 5-mile radius	2023	65.50%	67.80%	66.81%					No
					Residents who can access employment sites by public transport	2023	30.18%	32.10%	29.42%					No
					Timetabled bus services no more than 5 min late or 1 min early	Jul-Sep 24	78.80%	Tracker	N/A					Yes
					Local passenger journeys on public transport	Jan-Mar 24	4,664,453	Tracker	4,597,196					Yes

Highways and Footways Maintenance KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					A roads where maintenance is recommended	2023	2.6%	Tracker	3.7%	2023	2.6%	4.0%	3.0%	No
					B & C roads where maintenance is recommended	2023	2.65%	Tracker	3.4%	2023	2.65%	6.0%	3.0%	No
					Unclassified roads where maintenance is recommended	2023	23%	Tracker	25%	2023	23%	17%	22%	No
					'Footways' structurally unsound	2022	30.9%	Tracker	31.3%					No
					Bridge condition: principal roads	2020	82.0%	Tracker	81.1%					No
					Bridge condition: non-principal roads	2020	81.0%	Tracker	80.1%					No
					Category 1 highway defects repaired within 2 or 72 hours (depending on severity)	Jul-Sep 24	90%	90%	92%					Yes
					Category 2.1 highway defects repaired within 14 days	Jul-Sep 24	93%	90%	97%					Yes
					Category 2.2 highway defects repaired within 3 months	Jul-Sep 24	94%	90%	90%					Yes

				Highways Maintenance Backlog	awaiting data		Tracker							No
				Satisfaction with highway maintenance. (<i>confidence intervals +/-4pp</i>)	2023	46%	Tracker	47%	2023	46%	43%			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.
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