

Adults, Wellbeing and Health Overview and Scrutiny Committee

17 March 2025

Quarter Two, 2024/25 Performance Management Report



Report of 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 The government has published the provisional local government finance settlement for England, 2025/26. Our financial position remains very challenging despite the additional government grant funding being provided next year ([budget 2025/26 – report to County Council](#)).

Context

- 7 From an adult care perspective, referrals into the service and Care Act assessments completed remain stable. The percentage of service users receiving an annual review continues to improve and a high proportion of our care homes are rated either 'good' or 'outstanding'.

Recommendation(s)

- 8 Adults, Wellbeing and Health 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 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 people

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

Going Well

- 5 We are seeing improvements in the percentage of adult social care service users receiving an annual review. Data for quarter two shows almost 77% of service users had received an assessment or review in the last 12 months. We are continuing to reduce the backlog of overdue annual reviews and expect that performance will continue improve.
- 6 Eighty-eight percent of care homes across the county are rated as good or outstanding. This is better than the North East (85%) and England (77%). We continue to manage the capacity in care homes enabling admissions as required.

Issues we are addressing

- 7 The proportion of reception aged children who are of a healthy weight has reduced in County Durham over the last three years. In 2021/22 we were similar to the England position; we are now statistically worse than the national result. To improve this, Public Health are working with partners to implement a whole school food approach within schools across the county.

Risk Management

- 8 The government's statutory guidance for best value authorities sets out the characteristics of a well-functioning authority. This details the arrangements that councils should have in place for robust governance and scrutiny including how risk awareness and management should inform decision making. The latest [Strategic Risk Management Progress Report](#) provides an insight into the work carried out by the Corporate Risk Management Group between January and May 2024.

Our People

Priority Aims:

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

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

National, Regional and Local Picture

Adult Social Care

- 9 The CQC assessed our adult social care service in May 2024 with the [final assessment report](#) published in August 2024. They rated adult social care provision within the council as 'Good'. The majority of areas within the assessment were found to be of a good standard and the report highlighted that the service was performing well and meeting the expectations of the CQC. At the time of publication the council's rating placed it joint third nationally out of 11 published reports.
- 10 A number of areas within the report were also highlighted as needing improvement and a service improvement plan has been developed to address these, building upon the work that was already in progress and following the development of the self-assessment.
- 11 The recent [Autumn Budget](#) included some items specifically for adult social care:
 - support to local authority services through provision of at least £600 million of new grant funding to support social care (both adult and children's social care).
 - an £86 million increase to the Disabled Facilities Grant to support 7,800 more adaptations to homes for those with social care needs to reduce hospitalisations and prolong independence.
- 12 The King's Fund, a think tank working to improve health and care in England, has provided an [assessment](#) of the budget's impact on adult social care. It points out that the additional funding will be welcomed by the adult social care sector. However, the resource is likely to spread thinly as the sector employs as many people as the NHS and will be more exposed to the increased cost pressures also announced in the budget. The analysis also [notes](#) that the 'much promised fundamental reforms for social care remain

over the horizon rather than in plain sight from the current policy agenda of this government’.

- 13 Care England, a body representing independent providers of adult social care in England, also stated that the budget ‘overlooks the financial pressures¹ bearing down on the sector’. It highlighted the risk of an increasing number of contracts being handed back to local authorities by providers due to the increased National Insurance contributions². This, in turn, may lead to the closure of services that are no longer financially viable.
- 14 The government has opened a call for evidence to understand the cost of inaction around adult social care reform. This intends to investigate the cost of inaction to individuals, the NHS, local authorities and also to the wider economy. It is focusing not only on the financial cost, but also on the personal costs and on potential benefits that are being missed. The government will provide an update on the findings in the new year.

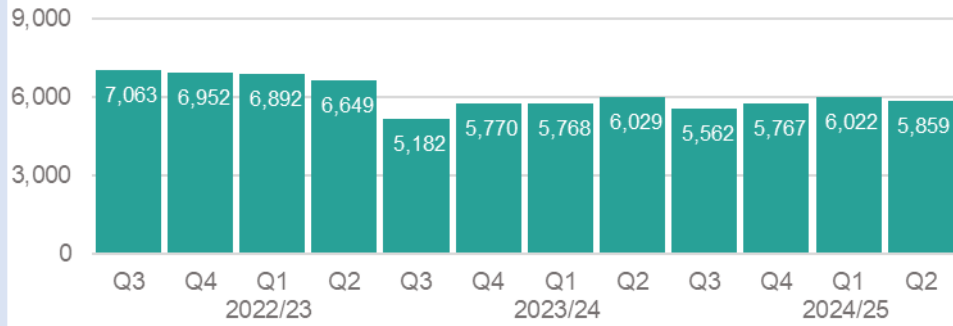
¹ [Financial pressures bearing down on the sector](#)

² [Increased NI contributions](#)

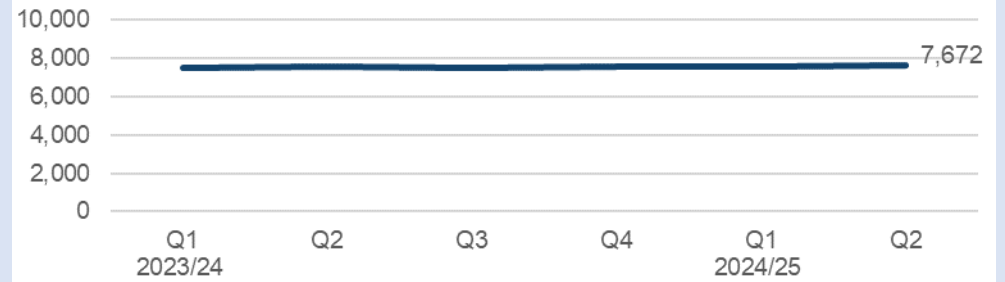
Adult Social Care Dashboard – Referrals, assessments and service users

(quarterly data / as at end of September 2024)

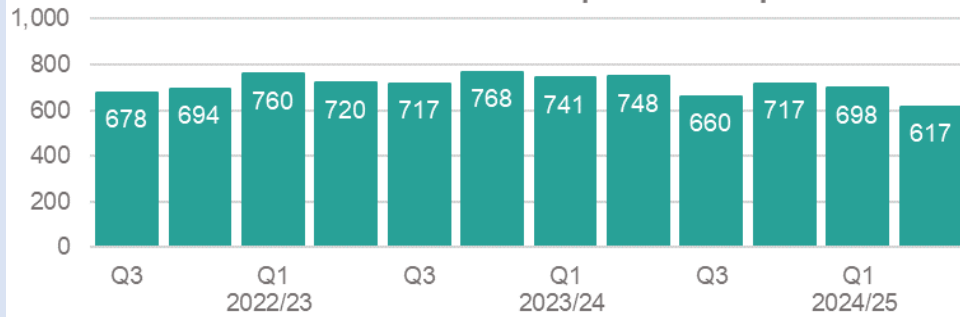
Referrals to Adult Social Care



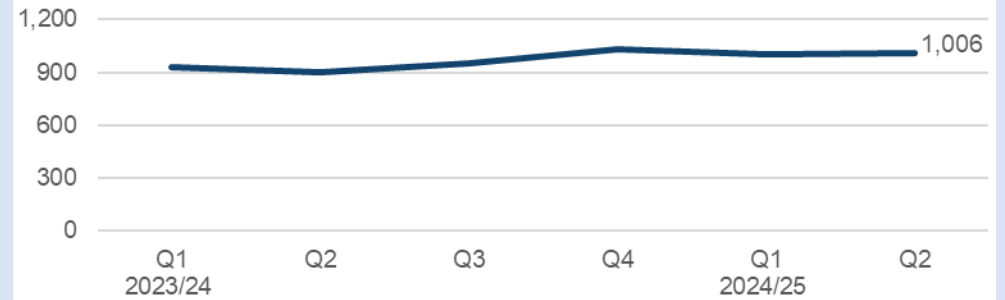
Adult Social Care - open long term service users



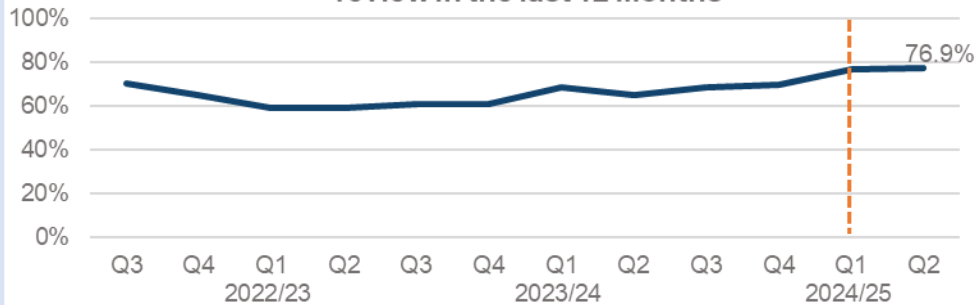
Care Act assessments completed each quarter



Adult Social Care - open short term service users



Service users receiving an assessment or review in the last 12 months



change in methodology from Q1

Referrals to adult social care

- 15 During quarter two we received 5,859 referrals to adult social care. Referrals into adult social care has remained stable for the last two years.

Care Act assessments completed

- 16 The number of Care Act assessments completed each quarter has remained stable over the last three years. Small quarterly changes show no longer-term trend.
- 17 We completed 617 Care Act assessments during quarter two, the lowest quarterly total reported in the last three years. This is also below the expected quarterly variation. One quarter is not enough data to suggest an overall declining trend, so we will continue to monitor this indicator without any further action yet being taken.
- 18 At present, the number of Care Act assessments completed is not reported nationally so no benchmarking data is available.

Service users assessed or reviewed in the last 12 months

- 19 The methodology for this indicator changed in April 2024 to ensure that all assessments and reviews are included. The indicator now provides a clear overview of the percentage of service users assessed or reviewed by professional adult social care staff every year.
- 20 The new methodology shows 76.9% of service users have been assessed or reviewed in the last 12 months. Of the service users not seen within 12 months, most are allocated to service review teams, which have high numbers of people overdue their annual review. We are working to reduce the backlog of overdue annual reviews, and expect performance for this indicator to continue to improve.

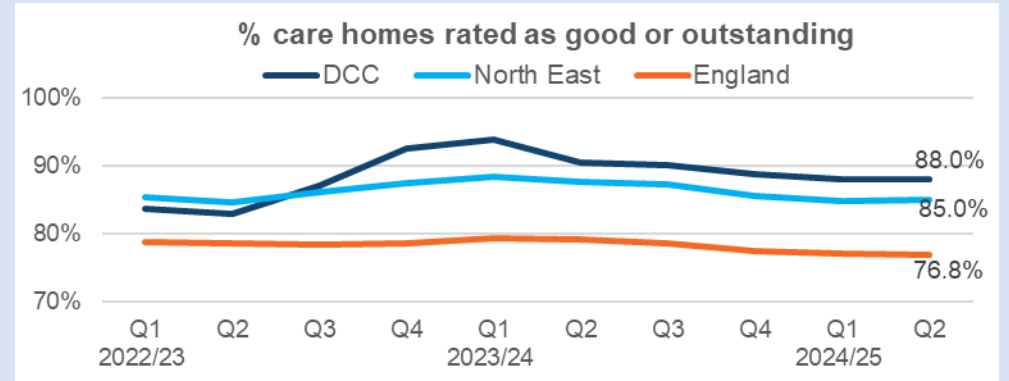
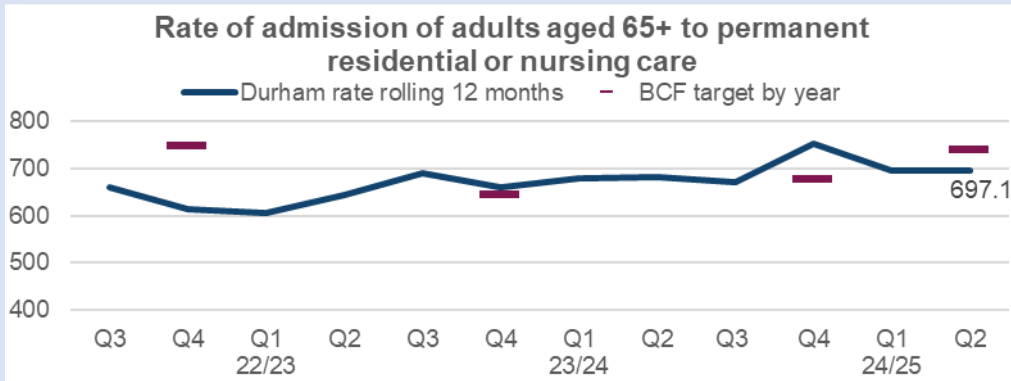
Adult Care Caseloads

- 21 Caseloads is an important indicator of workload and the use of staff resources. Since January 2023, caseloads have been reported weekly to senior managers in adult care through the weekly situation report (SITREP). This is done to ensure adequate management oversight of the caseload size of staff across the various teams and professions in adult care.
- 22 Data from Azeus was first used to report caseloads across adult care in January 2023. As Azeus holds no data on job roles or FTE hours worked, reporting on caseloads in adult care involves a data matching exercise between Azeus and our HR system Resourcelink. Since January 2023, the methodology for this data matching has been through several different iterations to ensure we are measuring caseloads as accurately as possible.
- 23 Close working with the service area led to the final changes in methodology being implemented in August 2024. Data reported prior to this date is therefore not comparable to the current indicator.
- 24 The average caseload across adult care at the end of quarter two was 26.2. Caseloads do vary across the different teams and professions.
- 25 All team averages are currently sitting below the high caseload thresholds set by the service area. The number of individual staff whose caseloads increase to above the thresholds set is included in the weekly SITREP to ensure close management of trend.
- 26 In Locality Teams, the average caseload is 21.2 in Older People and 24.6 in Learning Disabilities.

- 27 In Occupational Therapy teams the average caseload is much higher at 43.2, as Occupational Therapists can manage more clients due to the different nature of the assessments and service provision.
- 28 In Hospital Social Work teams, the average caseload is much lower at 6.9, due to the quicker throughput of service users in this area where assessment to service is often a matter of days to facilitate timely discharge from hospital.
- 29 Caseloads also differ in other teams with dedicated purposes. In Sensory Support the average is 14.8, in the 14-25 Navigation Team it is 28.4, and in the LD Access team it is 22.5.
- 30 In review teams, Reviewing Officers carry a larger caseload and manage the reviews they need to complete annually. In other teams, workers only carry any cases in which they are actively involved. Due to their different working nature, review teams are removed from the calculation of the overall adult care average caseload so it isn't inflated. In the OP review team the average caseload is 199.4, and in the Learning Disabilities / Mental Health review team it is 218.8.
- 31 We do not have a longitudinal view of caseloads due to the changing methodology used over the last 18 months. Benchmarking data is not available as caseloads are not included in any statutory data return. We do know the number of short-term and long-term cases open to us from the new Client Level Dataset (CLD). Data from the CLD shows us to have a steady number of people in receipt of both long-term and short-term services over the last 12 months.
- 32 The number of staff employed in adult care is also available through a statutory data return published by Skills for Care. This shows there were 850 staff employed in County Durham in the local authority sector at the end of 2022/23 and 2023/24.
- 33 Caseloads are an important measure in analysing demand for adult social care, however they need to be considered alongside other indicators to provide a true picture of demand on staff. The complexity of service users presenting has been increasing over time, resulting in more work being required for the average case.
- 34 In the recent [ADASS Spring Survey](#), Directors of Adult Social Care ranked increased costs due to increasing complexity of care needs as the main area of concern in terms of financial pressure for 2024/25.

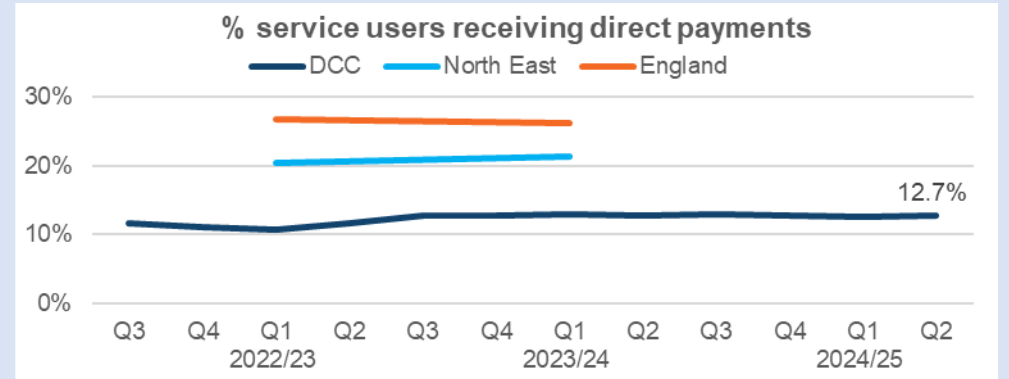
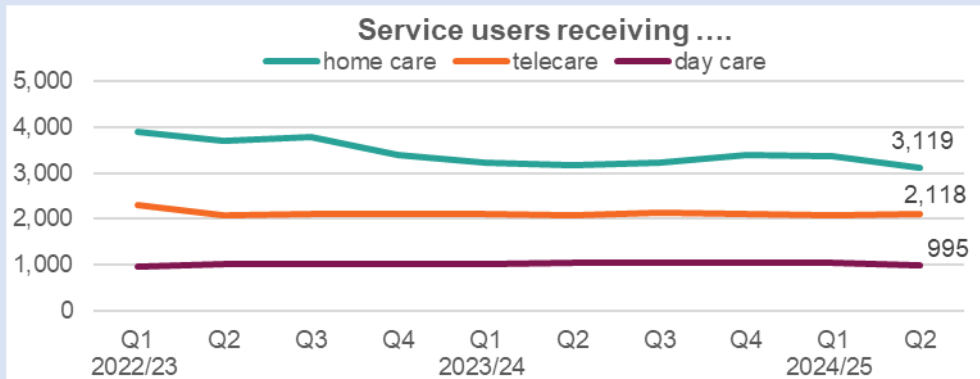
Adult Social Care Dashboard – admissions to permanent care

(12 month rolling / as at end of September 2024)



Adult Social Care Dashboard – services received and outcomes

(as at end of September 2024)



People aged 65+ admitted to permanent residential or nursing care

- 35 Since April 2024, admissions to residential care data are calculated from a 12 month rolling data set rather than cumulative periods during the financial year. This enables easier assessment against the Better Care Fund (BCF) target and provides better trend analysis.
- 36 The BCF plan for April 2024 to March 2025 is to maintain the number of admissions from last year, resulting in a reduced rate per 100,000 population. Latest data (October 2023 to September 2024) shows that we are sustaining a lower rate (697.1 per 100,000 population) compared to the BCF target (739.7 per 100,000 population).

Care home ratings

- 37 Eighty-eight percent of care homes in County Durham are rated as good or outstanding and this performance has been maintained over the last year. Our latest performance is better than the overall ratings for care homes across the North East (85%) and England (76.8%). We continue to closely manage the capacity in care homes ensuring a stable care market.

Services Received

- 38 The number of service users receiving home care has largely been stable since January 2023 with around 3,300 people receiving home care at any point. The latest figure is slightly under the average for the same period (3,119 service users at the end of September 2024), we will monitor the data for any further variances. Waiting lists for home care have been eliminated in County Durham, and continue to be monitored on a weekly basis.
- 39 High CQC ratings for community-based care locations demonstrate the quality of service provided across the home care market. 70% of community care providers in County Durham are rated good or outstanding compared with 55.4% nationally.
- 40 Service users receiving telecare remains stable with approximately 2,000 people using the service during the last two years. We have developed a plan to increase the use of technology to support service users which could result in an increase in the number of people receiving telecare.
- 41 People receiving a day care service has also remained stable with approximately 1,000 people at any point between April 2022 and September 2024.

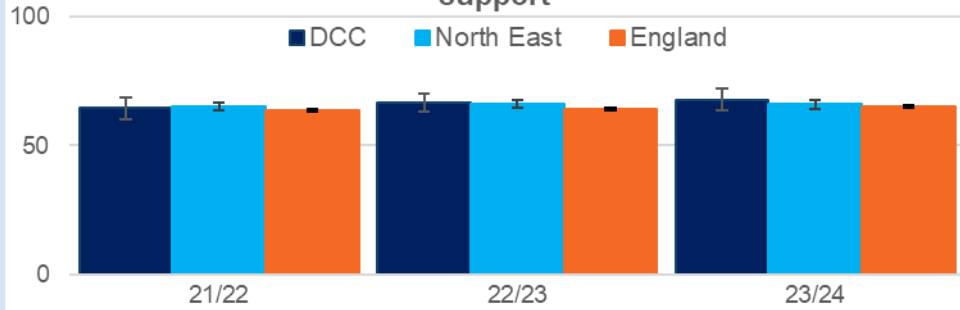
Direct Payments

- 42 In quarter one (April-June 2024) we used a new methodology and data source to calculate the result for this indicator from the new CLD. DHSC has since confirmed that the methodology is subject to change and will be published in March 2025. As a consequence, we have returned to the previous methodology to calculate the indicator for both quarters one and two. The new methodology will be used once published.
- 43 Performance for both quarters (12.6% and 12.7%) is similar to that seen over the last year (between 12.7% and 13.0%).

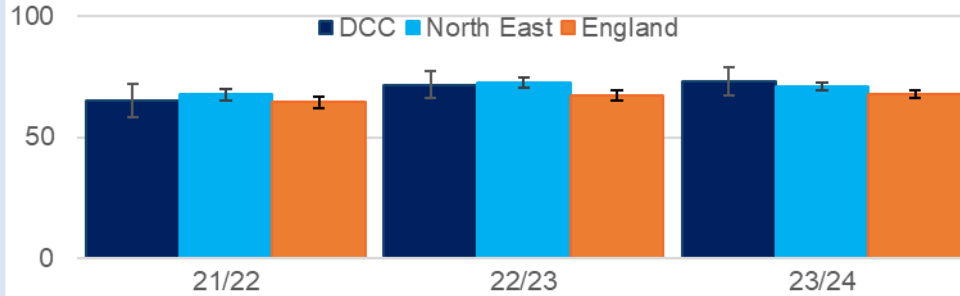
Adult Social Care Dashboard

(annual data to March 2024)

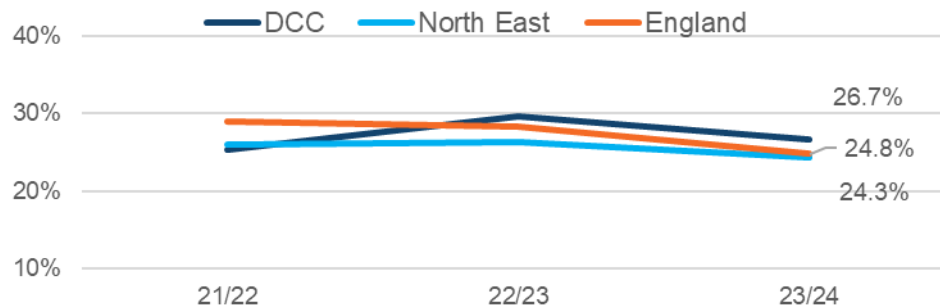
Satisfaction of service users with their care and support



Proportion of people who use services who find it easy to find information about services



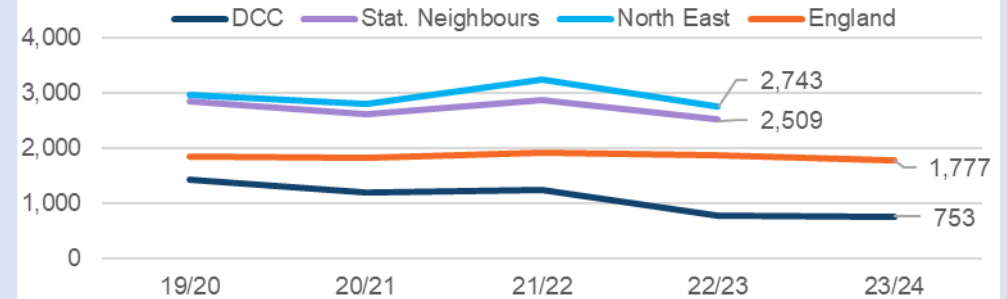
Adult Social Care - workforce turnover



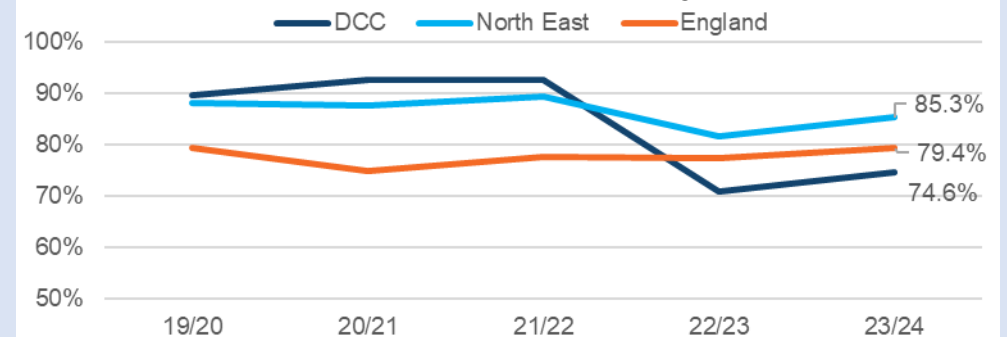
Indicators for adult social care have been updated following the recent publication of the Adult Social Care Survey (ASCS), the Adult Social Care Activity and Finance Report, and the Adult Social Care Workforce Data Set.

Following publication of the Adult Social Care Outcomes Framework (ASCOF) data set in December 2024, all remaining Durham results and benchmarking data will be released.

New requests to adult social care that result in a service per 100,000 population



Outcome of short-term services: sequel to service



Adult Social Care

- 44 The [Adult Social Care Survey](#) seeks the opinions of service users aged 18 and over in receipt of long-term support services funded or managed by social services and is designed to help the adult social care sector understand more about how services are affecting lives to enable choice and for informing service development. It is carried out annually and [results](#) from the 2023/24 survey are now available.
- 45 The survey provides data for the following two indicators:
- **Satisfaction of service users with their care and support.** Our latest performance (67.9%) is comparable to the previous survey (66.8%) and is the highest since the pandemic. Our latest data remains similar to both the North East and England.
 - **Service users who find it easy to find information about services.** Our performance (73.1%) is comparable to the previous survey (71.6%), and we remain in line with regional and national comparators.
- 46 Latest data for staff turnover in County Durham (26.7%) has reduced from the previous year (29.6%) but remains slightly above regional (24.3%) and national (24.8%) results. It is important to recognise that local authority staff play a limited role in this performance due to the much larger number of staff employed in the independent care sector.
- 47 Turnover in the local authority sector is much lower in County Durham at 10.2%, and performing better than the regional (11.6%), and the national (13.0%) results.
- 48 The Adult Social Care Activity and Finance Report is published annually. It provides data taken from the Adult Social Care Finance Return (ASC-FR) and short and long-term (SALT) collection to provide information regarding adult social care activity and finance on councils with adult social services responsibilities in England for 2023/24. This report provides data for two indicators:
- **New requests to adult social care that result in a service.** This indicator suggests that, over the last five years, County Durham has had a consistently lower rate of people whose new request to adult social care resulted in a service. Performance and benchmarking data has previously been extensively investigated with reasons for our performance cited. The 2023/24 SALT return was the last return that national statistics will be produced from, therefore, a decision was made not to change the way our SALT return is compiled. Future work will concentrate on the new CLD set.
 - **Outcome of short term services – sequel to service.** Short-term services aim to maximise the potential independence of people following a serious event such as an admission to hospital before long-term care needs are assessed. Latest data for 2023/24 shows an increase in performance in County Durham to 74.6% (70.9% in 2022/23). This remains below both regional and national benchmarking.

Feedback from service users

- 49 The Adult Social Care Survey includes 'free text' boxes to enable service users to provide opinions on the care they receive. Our internal Operational Practice Survey also offers insight into the views of service users. The following comments provide a positive picture of the care our service users receive.

We could not praise the staff at Cedar Court and everyone involved in arranging rehabilitation strongly enough. In times where there is so much negativity, we were so grateful for all the care and support provided.

My carers are fantastic – could not be better.

Nice to know I will be getting the help to stay safe and independent in my own home.

My social worker was very understanding and compassionate. She took the time to listen to me and is referring me onto the appropriate people to get help with my shower as this is my biggest concern.

It is a very good service. All the teams pull together.

Overall I am happy with any service I receive as it helps improve my life tremendously. Without it I was in a very dark place, dirty and uncared for. Thank you to all who have made my life a bit more manageable.

We were treated respectfully and given good information. The social worker was friendly approachable and helpful.

All of my needs have been met. I have a really good service.

My daughter's service is excellent and meets her needs.

Public Health Focus – Healthy Weight and Physical Activity Dashboard

- The UK has the third highest obesity rate in Europe (almost one in three adults, an increase from one in 10 adults in 1970).
- Consumption of fast food, inactivity and levels of obesity-related hospital admissions are around 2.5 times higher in the most deprived areas compared to the least deprived.
- The [Joint Local Health and Wellbeing Strategy 2023-28](#) (JLHWS) prioritises supporting healthy weight with a focus on physical activity.

Healthy Weight

Maintaining a healthy weight has many health benefits, including improved health-related quality of life, a reduced risk of health conditions including heart disease, stroke, type 2 diabetes, liver disease and some cancers.

A summary of key indicators for healthy weight demonstrates significant differences between County Durham and the national average. The county has statistically lower rates than England for healthy weight in children whilst also experiencing higher rates for adults who are overweight or obese.

	Period	Durham	North East	England
Reception – prevalence of healthy weight	2023/24	72.7%	74.5%	76.8%
Year 6 prevalence of healthy weight	2023/24	60.9%	60.1%	62.5%
Adults classified as overweight or obese	2022/23	77.7%	70.2%	64.0%

Physical Activity

Children and young people who are physically active in County Durham has increased since last reported. County Durham is now statistically similar to regional and national data.

There is a reduction in the percentage of physically active adults (aged 18+) in the county (from 66.7% in 2021/22). County Durham is now statistically worse than the national result.

	Period	Durham	North East	England
Physically active children and young people	2022/23	45.6%	48.4%	47.0%
Physically active adults	2022/23	62.0%	63.2%	67.1%

Other measures

Indicators can provide an overview as to levels of healthy weight in an area, and our [healthy weight dashboard](#) provides an analysis of these.

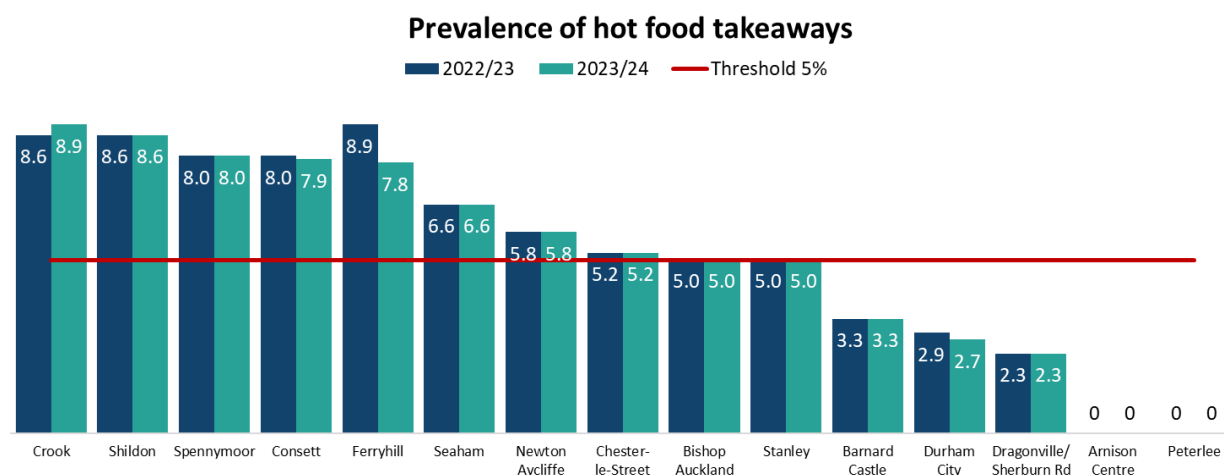
Whilst County Durham has a higher percentage of people meeting the healthy eating recommendation, obesity levels are significantly higher than national average.

This is also reflected in the people reporting a long-term musculo-skeletal problem in the county compared to benchmarking areas.

	Period	Durham	North East	England
Adults 16+ meeting 5-a-day fruit and vegetable consumption recommendation	2022/23	32.4%	28.6%	31.0%
Adults 18+ classified as obese	2022/23	34.0%	32.2%	26.2%
People 16+ reporting a long-term musculo-skeletal problem	2023	25.0%	23.1%	18.4%

Public Health – Healthy Weight and Physical Activity

- 50 Obesity is an enduring public health problem that can lead to Type 2 diabetes, cardiovascular disease and cancer. It is also associated with an increased use of long-term medication, impaired fertility, musculo-skeletal disorders and negative impacts upon mental health and wellbeing. Children and young people with obesity may experience bullying, which in turn can be associated with shame, depression, low self-esteem, poor body image and suicide.
- 51 Access to foods high in sugar, fat and salt and more sedentary behaviours have contributed to an ‘obesogenic environment.’ The environment in which we live, work, study and socialise, and issues such as poverty and access to healthy, affordable food, make it extremely challenging to maintain a healthy weight.
- 52 Accordingly, ‘enabling healthy weight for all’ is a key priority of the JLHWS 2023-28.
- 53 A further objective of the JLHWS is to ensure that the prevalence of hot food takeaways does not exceed the County Durham Plan threshold of 5% of premises being a hot food takeaway. As of summer 2024, whilst eight out of 15 areas exceed this threshold (noting that seven of these had over 5% threshold when the policy was introduced in 2018/19), the overall numbers of takeaways has decreased since the previous year. It is encouraging to note that in the period 2023/24, rates are either unchanged or have fallen in 14 of the centres compared to 2022/23.



- 54 A review of approaches to healthy weight was conducted in 2022/23. Its recommendations informed the Healthy Weight Action Plan, which was signed off by the Health and Wellbeing Board in September 2024. The plan focuses on five key action areas: healthy at place, healthy families, healthy and sustainable food for all, healthy workforce and healthy weight patient care.
- 55 Rates of overweight / obesity and physical activity in children and adults are reported through national indicators:
- Reception and Year 6 children – levels of overweight/obesity
 - Adult levels of overweight/obesity
 - Children and adult rates of physical activity

Healthy Weight and Physical Activity Dashboards

- 56 To complement [‘Moving Together in County Durham’](#) (our new physical activity strategy) and our healthy weight action plan, two new dashboards have been developed on Durham Insight to enable the County Durham Health and Wellbeing Board and other

stakeholders (including members of the public) to monitor outcomes for both physical activity and overweight and obesity.

57 Benchmarking against indicators in the healthy weight dashboard for reception age and year 6 children shows in 2023/24:

		County Durham	National
Reception	Healthy weight	72.7%	76.8%
	Overweight or obese	26.7%	22.1%
Year 6	Healthy weight	37.8%	35.8%
	Overweight or obese	60.9%	62.5%

58 Benchmarking for adults shows in 2022/23 in County Durham 77.7% were overweight or obese compared to 64.0% nationally. This represents an increase of 2.5% compared to 2021/22 data.

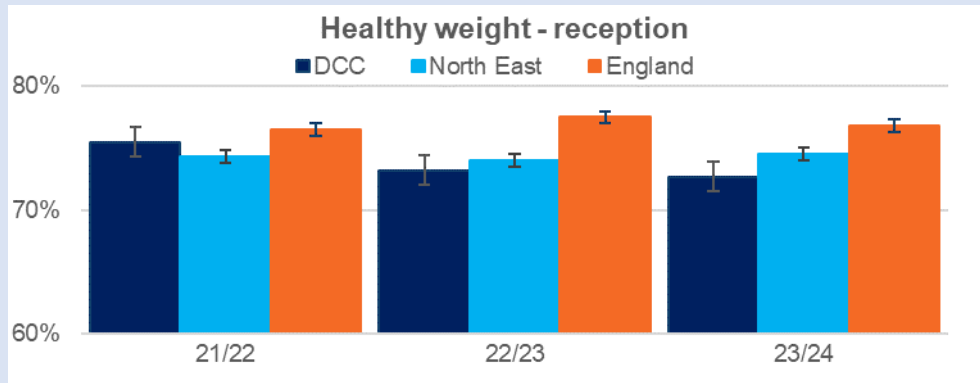
59 For adults aged 16+ who met the 5-a-day fruit and vegetable consumption recommendation during 2022/23, County Durham is 32.4% compared to 31.0% nationally. This represents a decrease of 2.3% compared to 2021/22 data.

60 Similar benchmarking against indicators in the physical activity dashboard shows in 2023/24:

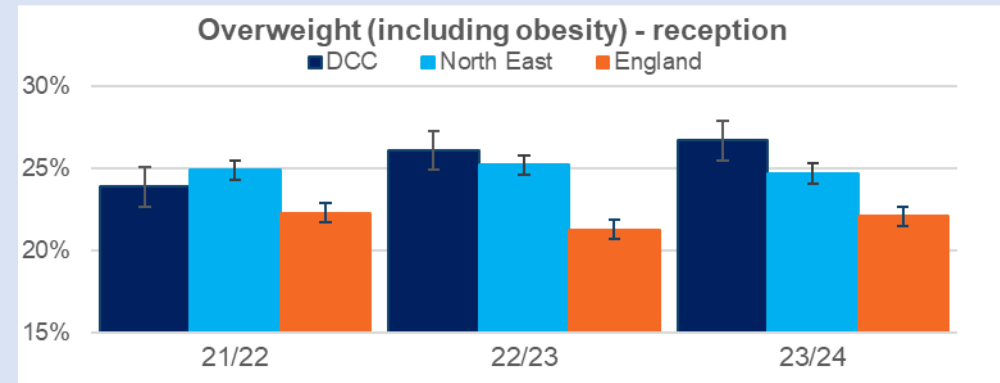
- 45.6% of children were physically active, compared to a national average of 47.0%, representing an increase of 8.7% compared to 2021/22 data.
- 62.0% of adults were physically active, compared to a national average of 67.1%, representing a decrease of 4.7% compared to 2021/22 data.

Public Health Focus – Healthy Weight (Children)

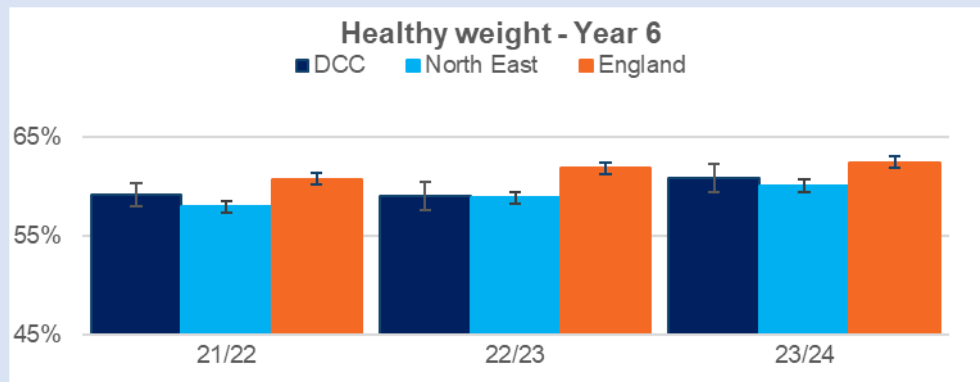
(annual data as at 31 March 2024)



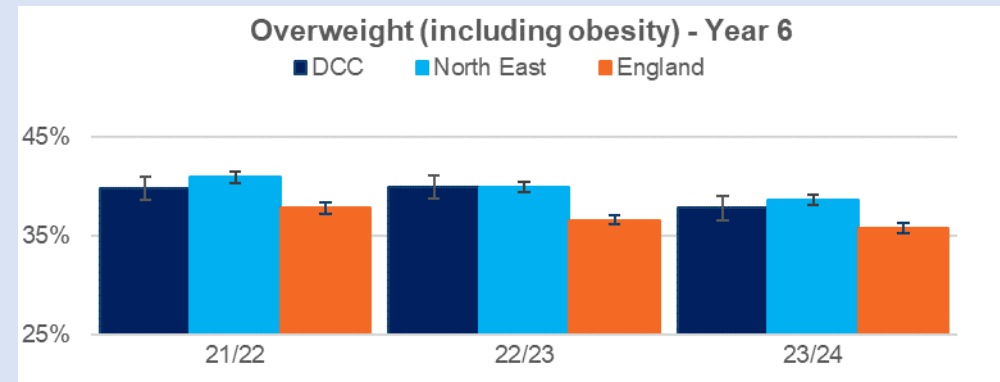
Children (aged 4-5 years) of a healthy weight in County Durham has deteriorated since the pandemic and the gap with England has worsened.



In County Durham, around 1 in 4 children aged 4-5 years are overweight or obese. Significantly worse than both the regional and national average.



There is a reduction in children of a healthy weight in reception to those of a healthy weight in Year 6. This is also reflected nationally. However, the rates for County Durham are significantly worse than those seen nationally.



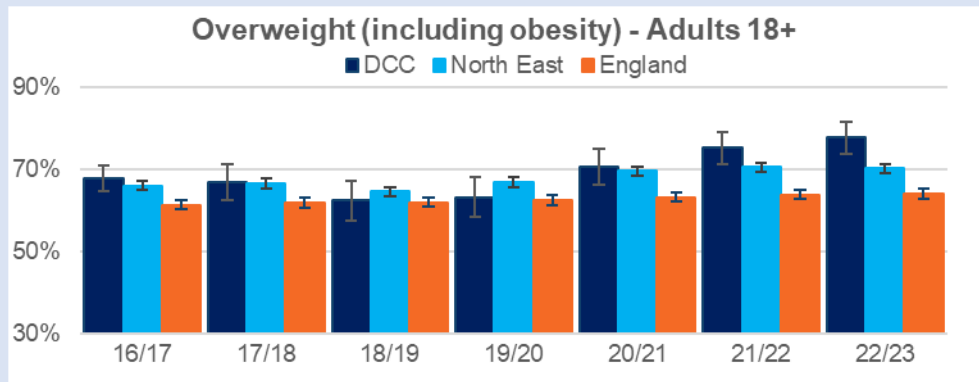
In County Durham almost 4 in 10 children in Year 6 are overweight or obese. Similar to the North East and statistically significantly worse than England.

Public Health – Healthy weight (children)

- 61 Healthy weight in children is very important as it provides them with a healthy base from their early years. County Durham, on average, has around 3,630 (72.7%) classified as being of a healthy weight (2023/24) which is statistically significantly worse than England (77.5%). The percentage of children aged 4-5 years old of a healthy weight in County Durham has deteriorated since the pandemic and the gap with England has worsened.
- 62 Nationally, one in five children are overweight or very overweight when they start school, rising to one in three children when they leave primary school. Not only does this increase the risk of becoming overweight in adulthood, but it increases the risk of ill-health and dying early in adult life.
- 63 On average, in reception there are approximately 1,330 children (26.7% or one in four children) who are living with overweight or obesity in County Durham (2023/24). This rate is significantly worse than both the regional and national average. Prior to the pandemic County Durham rates were similar to England, however, latest data now shows a four-percentage point difference.
- 64 Data shows the clear reduction in children of a healthy weight in reception (72.7%) to those of a healthy weight in Year 6 (60.9%) in County Durham. The reduction is demonstrated nationally with latest data showing 76.8% of reception children are of a healthy weight compared to 62.5% at Year 6. The rates for County Durham are significantly worse than those seen nationally.
- 65 On average, in Year 6, there are around 2,105 children in County Durham living with overweight and obesity. The level of children living with overweight or obesity in Year 6 in County Durham (37.9%) is similar to the North East (38.6%) and statistically significantly worse than England (35.8%).
- 66 School food is one of the most important elements in achieving good nutrition for a large majority of our children and young people. Taking a whole school food approach means that a coherent healthy food education and provision would be standard practice in every school. Local partners are working together to improve these approaches in County Durham schools.
- 67 Public health has produced evidence from wider research and local insights, which has been presented to the council's school food team. A school food task group, whose key objective is to improve the school food offer, has been established and public health has been invited to contribute to this work.
- 68 Northumbria University recently held a healthy eating / food workshop at North Durham Academy that was attended by children and young people, council representatives (including public health), and a range of stakeholders/partners. Findings from this work will be considered by Public Health to inform wider approaches to healthy food choices for children and young people.

Public Health Focus – Healthy Weight (Adults)

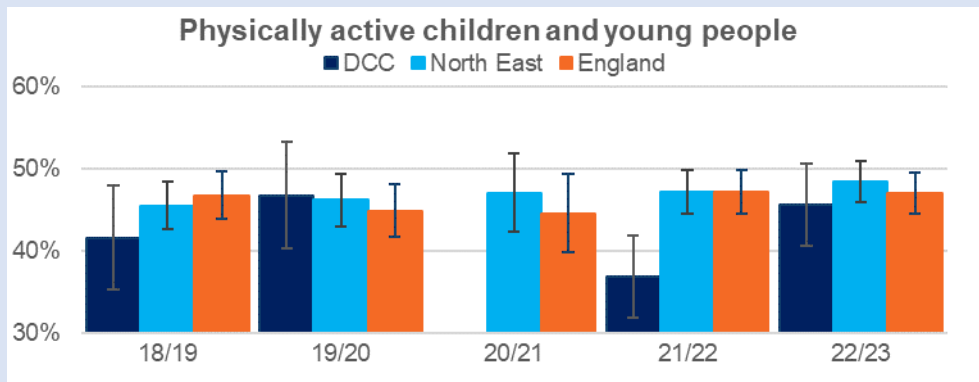
(annual data as at 31 March 2023)



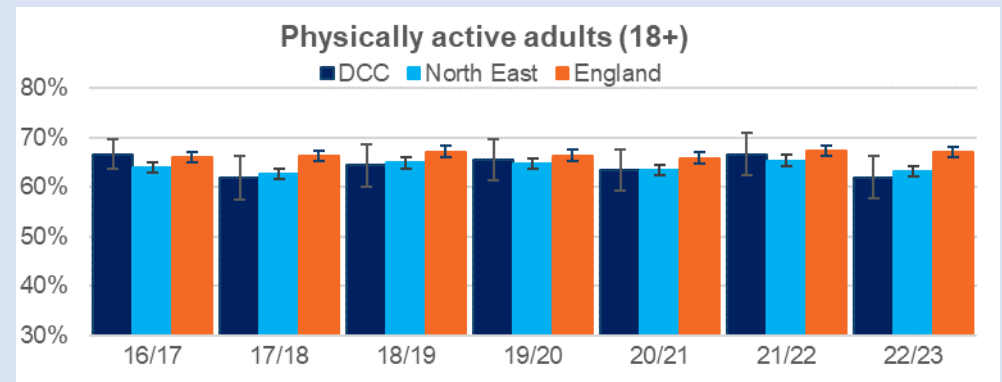
Almost 3 in 4 adults (aged 18+) in County Durham are classified as overweight or obese, statistically significantly worse than both the regional and national position.

Public Health Focus – Physical Activity

(annual data as at 31 March 2023)



Children and young people who are physically active in County Durham has increased. We are now statistically similar to the years prior to the pandemic and to both regional and national position.



Latest data shows a reduction in the physically activity of adults (aged 18+) in County Durham, statistically worse than the national result.

Public Health – Healthy Weight (adults)

- 69 Latest data (2022/23) shows that the percentage of adults (aged 18+) classified as overweight or obese (77.7%) in County Durham is statistically significantly worse than both the regional (70.2%) and national (64.0%) position.
- 70 In accordance with the Healthy Weight Action Plan, work is now underway to further develop a whole systems approach to healthy weight in County Durham. This includes:
- A Healthy Weight Health Professionals task group has been convened to support wider primary care colleagues to facilitate healthy weight conversations with patients and increase knowledge of weight management referral pathways in County Durham. Over the past 12-months this group has produced a suite of resources that will support health care professionals in this respect.
 - The North East Good Food framework and benchmarking programme (led by the Association of Directors of Public Health North East) has been agreed and developed by North East Local Authorities (including DCC) and food partnerships across the region. The aim is to develop and implement a regional public health approach to good food, informed by our community's needs.
 - Since the approval and publication of the 'Moving Together in County Durham' physical activity strategy, work to develop and strengthen partnerships and influence positive change has gathered both pace and momentum. In September 2024, a 'round table' event was held, with key physical activity stakeholders working together to coproduce delivery plans that will achieve our physical activity strategy actions and objectives.
 - Agreement has now been obtained for the council to become a signatory to the Local Authority Declaration on Healthy Weight. This signifies the council's leadership commitment to increasing healthy weight levels and will be the foundation for countywide collaboration to reduce population level overweight and obesity.
 - A proposed amendment to the National Planning Policy Framework will include specific guidance on promoting healthy and safe communities to support healthy lifestyles, particularly to address identified local health and wellbeing needs. From a healthy weight perspective, this includes access to green infrastructure, sports facilities, healthier food, allotments and layouts that support walking and cycling. These reforms are currently out for consultation.
 - The Wellbeing for Life Service is developing its healthy weight programme, which will be open for referrals from (or on behalf of) those who want to achieve a healthier lifestyle.

Healthy Weight challenges

- 71 Information provided in this report makes clear the challenges that lie ahead. Implementation of the current Healthy Weight Action Plan marks a refreshed, system-wide approach to this enduring public health issue. Monitored by the County Durham Healthy Weight Alliance, the County Durham Healthy Weight Declaration will bring together multiple streams of work to ensure co-ordinated approaches in our communities, schools, workplaces and health and social care providers to achieve healthy population-level weight. This will be reported annually to the County Durham Health and Wellbeing Board.

Physical Activity

- 72 Physical activity supports people to maintain a healthy weight. Latest data shows that the percentage of children and young people who are physically active in County Durham has increased since the previous year. County Durham is now statistically similar to the years prior to the pandemic. The percentage of physically active children and young people in County Durham (45.6%) is statistically similar to both the regional (48.4%) and national (47.0%) position.
- 73 Latest data shows a reduction in the percentage of physically active adults (aged 18+) in County Durham (from 66.7% in 2021/22 to 62.0% 2022/23). Over the years the percentage of physically active adults in Durham has been similar to both the regional and national data. Latest data shows that County Durham is now statistically worse than the national result.

Physical Activity challenges

- 74 Whilst physical activity data relating to children and young people is encouraging, challenges remain to ensure that our adult population moves more. The Moving Together in County Durham physical activity strategy (and its action plan) heralds a concerted, system wide collaboration of communities and physical activity stakeholders, whose key aim is to reduce barriers that some people may face in moving more in their daily lives. Actions will be monitored by the County Durham Physical Activity Strategy Committee and reported to the County Durham Health and Wellbeing Board.

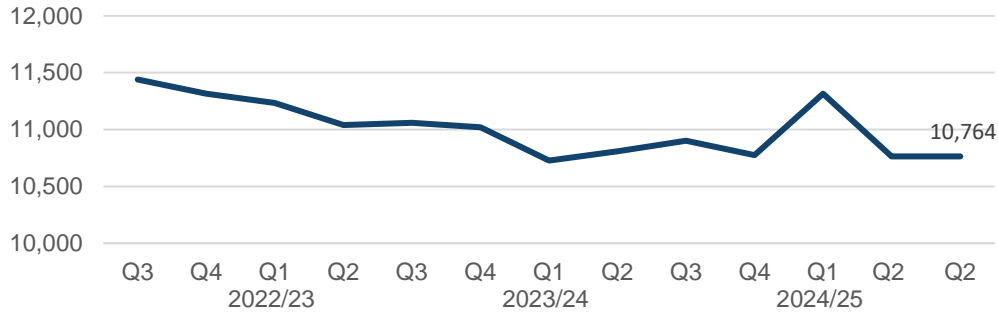
Feedback from service users



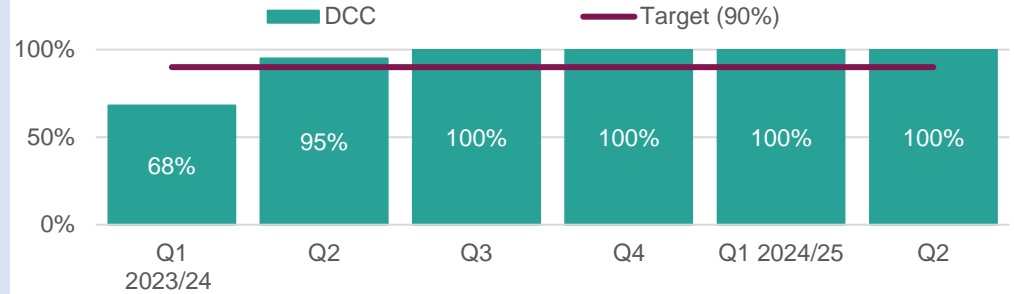
Housing Vulnerable People Dashboard – Care Connect, Disabled Facilities Grants

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

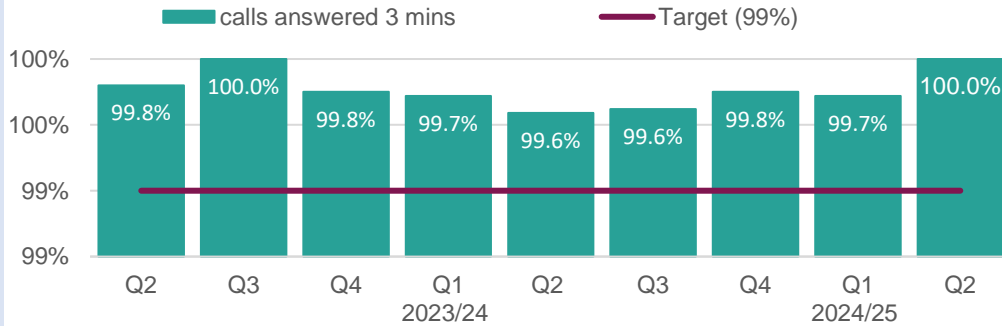
Care Connect Customers



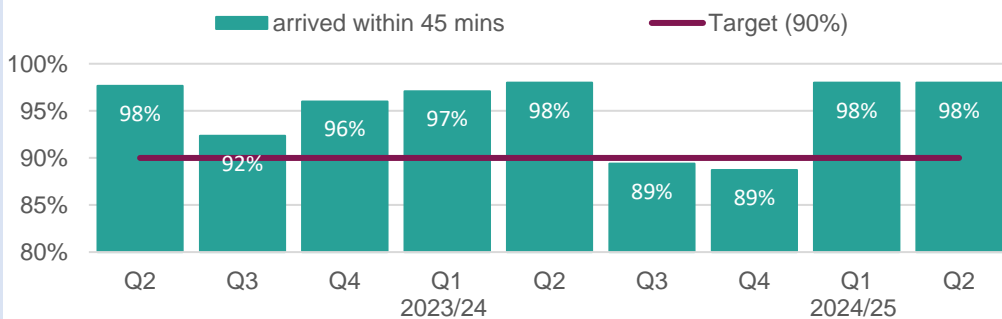
Initial referrals for a Disabled Facilities Grant within three weeks



Care Connect - calls answered within 3 minutes



Care Connect - arriving at property within 45 minutes



Care Connect user's feedback:



Care Connect

- 75 Fewer customers used the Care Connect service during quarter two (July to September) compared to both the previous quarter (April to June) and the same period last year (July to September 2023).

July to September 2023	April June 2024	July to September 2024
10,809	11,315	10,764

- 76 The decrease is due to data cleansing of the current care connect system to ensure smooth transition to the new platform in November 2024.

- 77 We responded to 6,347 emergency calls between July and September, 98% within 45 minutes. This is the same as both the previous quarter and the same period last year.

July to September 2023	April to June 2024	July to September 2024
98%	98%	98%

- 78 During quarter two (July to September), 27 calls were responded to after 60 minutes. This was due to the distance to and location of the properties.

Disabled Facilities Grants

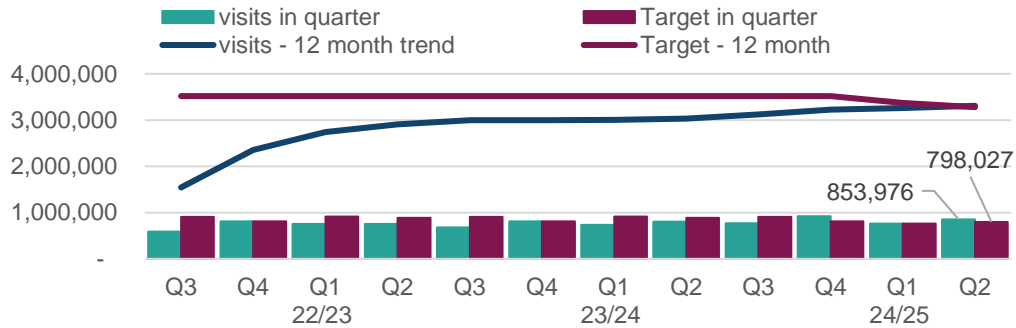
- 79 During quarter two (July to September), 100% of clients were contacted within three weeks of receiving a referral for a Disabled Facilities Grant. This is better than target (90%), and the same as quarter one (April to June).

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

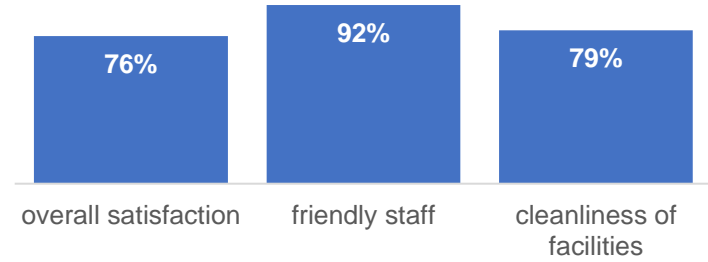
Physical Activity Dashboard

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

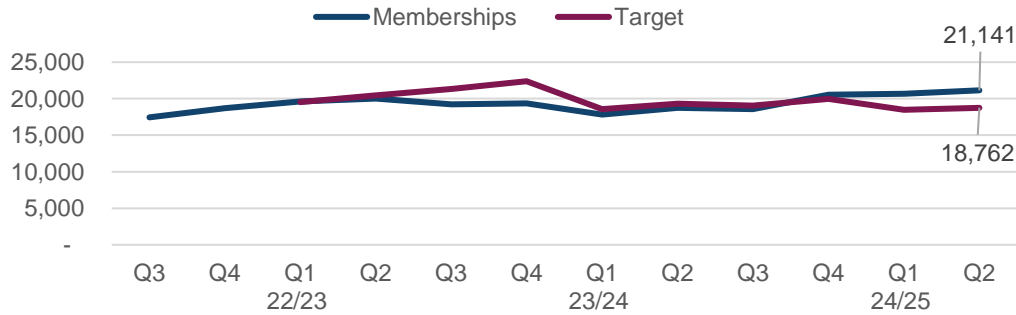
Visits to leisure centres



customer satisfaction - wellbeing sport and leisure



Thrive memberships



Leisure Centre Visits

- 81 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).
- 82 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.
- 83 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.
- 84 For National Fitness Day in September, activities and promotions were held across leisure centres, including a seven-day free pass to encourage new members.
- 85 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

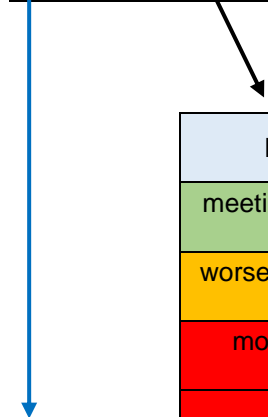
- 86 Thrive (leisure) memberships continues to improve and latest performance is better than target.

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

- 87 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).

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 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
					Cycling and walking levels – Any purpose <i>(confidence intervals +/-6pp)</i>	2023	64.1%	Tracker	65.6%	2023	64.1%	70.9%	68.1%	Yes
					Satisfaction with cycle routes & facilities <i>(confidence intervals +/-4pp)</i>	2023	50%	Tracker	52%	2023	50%	50%		No

Our People: summary data tables

Adult Social Care KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Referrals into adult social care	Jul-Sep 24	5,859	Tracker	6,029					Yes
					Care Act assessments completed	Jul-Sep 24	617	Tracker	748					Yes
					Service users receiving an assessment or review within the last 12 months ³	Jul-Sep 24	76.9%	Tracker	64.6%					Yes
					Satisfaction of people who use services with their care and support <i>Confidence intervals +/-4.4pp</i>	2023/24	67.9%	Tracker	66.8%	2023/24	67.9%	65.4%	66.0%	Yes
					Satisfaction of carers with the support and services they receive <i>Confidence intervals +/-5.1pp</i>	2023/24	49.6%	Tracker	40.8%	2023/24	49.6%	36.8%	44.9%	No
					Adults aged 65+ per 100,000 population admitted on a permanent basis to residential or nursing care	Oct 23-Sep 24	697.1	739.7	683.6	Apr 22-Mar 23	697.1 (latest)	560.8	762.8	Yes
					Service users receiving Direct Payments ³	Jul-Sep 24	12.7%	Tracker	12.7%	2022/23	12.9%	26.2%	21.4%	Yes
					Service users receiving home care	Jul-Sep 24	3,119	Tracker	3,179					Yes
					Service users receiving Telecare care	Jul-Sep 24	2,118	Tracker	2,069					Yes
					Service users receiving day care	Jul-Sep 24	1,052	Tracker	995					Yes

³ Methodology for this indicator has changed from Q1 2024-25

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Residential adult social care providers rated good or outstanding by CQC	Jul-Sep 24	88.0%	Tracker	90.4%	Jul-Sep 24	88.0%	76.8%	85.0%	Yes
					Requests resulting in a service – adult social care	2023/24	753	Tracker	774	2023/24	753	1,777		Yes
					Workforce turnover rate – adult social care	2023/24	26.7%	Tracker	29.6%	2023/24	26.7%	24.8%	24.3%	Yes
					People in adult social care – quality of life	2022/23	0.393	Tracker	0.414	2022/23	0.393	0.411	0.415	No
					Carer quality of life – adult social care	2023/24	7.7	Tracker	8.2	2023/24	7.7	7.3	7.7	No
					Short term service provision – adult social care	2023/24	74.6%	Tracker	70.9%	2023/24	74.6%	79.4%	85.3%	Yes
					People using services who found it easy to find information – adult social care	2023/24	73.1%	Tracker	71.6%	2023/24	73.1%	67.9%	71.1%	Yes
					Carers who found it easy to find information about services	2023/24	72.0%	Tracker	67.8%	2023/24	72.0%	59.0%	67.9%	No

Housing Vulnerable People KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Care Connect customers	Jul-Sep 24	10,764	Tracker	10,809					Yes
					Care Connect calls answered in 3 minutes	Jul-Sep 24	100%	99%	99.54%					Yes
					Care Connect calls arriving at the property within 45 minutes	Jul-Sep 24	98.00%	90%	97.86%					Yes
					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
					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

Public Health KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Children aged 4-5 who are a healthy weight <i>Confidence intervals +/-1.2pp</i>	2023/24	72.7%	100%	73.2%	2023/24	72.7%	76.8%	74.5%	Yes
					Children aged 10-11 who are a healthy weight <i>Confidence intervals +/-1.2pp</i>	2023/24	60.9%	100%	59.1%	2023/24	60.9%	62.5%	60.1%	Yes
					Gap in breastfeeding at 6-8 weeks between County Durham and national average	2023/24	21.6pp	Tracker	19.0pp					Yes
					Mothers smoking at time of delivery	2023/24	12.0	0%	14.2%	2023/24	12.0%	7.4%	9.5%	No
					Smoking prevalence in adults (18+)	2023	11.7%	5.0%	15.4%	2023	11.7%	11.6%	11.0%	Yes
					People reporting a low happiness score <i>Confidence intervals +/-2.4pp</i>	2022/23	9.9%	Tracker	11.0%	2022/23	9.9%	8.9%	9.4%	No
					Suicide rate per 100,000 population	2021-23	16.4	Tracker	16.8	2021-23	16.4	10.7	13.8	Yes
					Healthy life expectancy at birth: female	2018-20	59.9 years	Tracker	58.3 years	2018-20	59.9 years	63.9	59.7	No
					Healthy life expectancy at 65: female	2018-20	10.2 years	Tracker	9.0 years	2018-20	10.2 years	11.3	9.8	No
					Gap in female healthy life expectancy at birth: County Durham and England	2018-20	4.0 years	Tracker	5.6 years					No
					Gap in female healthy life expectancy at 65: County Durham and England	2018-20	1.1 years	Tracker	2.3 years					No
					Healthy life expectancy at birth: male	2018-20	58.8 years	Tracker	59.6 years	2018-20	58.8 years	63.1	59.1	No
					Healthy life expectancy at 65: male	2018-20	7.7 years	Tracker	8.3 years	2018-20	7.7 years	10.5	9.2	No
					Gap in male healthy life expectancy at birth: County Durham and England	2018-20	4.3 years	Tracker	3.6 years					No
					Gap in male healthy life expectancy at 65: County Durham and England	2018-20	2.8 years	Tracker	2.3 years					No
					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

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

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