

Environment & Sustainable Communities Overview and Scrutiny Committee

24 March 2025

Quarter Two, 2024/25 Performance Management Report



Report of John Hewitt, Chief Executive

Purpose of the Report

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

Executive Summary

- 2 This report contains the most recent performance data available on 30 September 2024, alongside contextual information of activity and events taking place in the second quarter of the 2024/25 financial year (July to September).
- 3 It should be noted that since this report was written, the government has closed the [Office for Local Government](#). A new way of ensuring local authorities are fit, legal and decent, incorporating the benefits of relevant work completed by Oflog to date, is being developed. Therefore, although Oflog's suite of metrics is included in this report (as Oflog was still in operation over the reporting period) we intend to review their inclusion in future reports once clarity is received on the new assurance methodology.
- 4 We are a large organisation providing a broad range of services. Our operating environment, which can be challenging, is heavily influenced by many interconnected factors including inflationary and demand pressures, demographic shifts and the changing needs of our residents, economic uncertainties, and the ongoing impacts of global events.
- 5 The government presented its [Autumn Statement](#) to Parliament on 30 October. This set out the government's financial plans for this year and next, alongside the estimated impact of changes to tax, welfare and public spending.
- 6 A real term increase in total core spending power was announced, alongside additional funding to reform children's social care and pilot a Kinship Allowance, implement the Extended Producer Responsibility scheme and improve recycling, support children with Special Educational Needs and Disabilities, extend the Household Support Fund and Discretionary Housing Payments to help vulnerable households, fund Bus Service Improvement and repair potholes.
- 7 Our [provisional finance settlement](#) has now been received and the detail presented to Cabinet in January 2025.

- 8 We continue to show strong performance across our key outcomes.
- (a) We are showing strong economic performance across the county. Increased attendances have been recorded at all our cultural venues. However, challenges for the council include improving occupancy and yield from cinema screenings.
 - (b) Key measures around waste collection and disposal show that we are diverting a smaller proportion of waste to landfill, and contamination of our household recycling continues to come down. We are building, with regional partners, a new 'energy recovery from waste' facility which will meet the future needs of the county. Although we have seen an improvement in the levels of carbon emissions generated from within the county and council activity, significant progress is required to meet our net zero targets. Without further commitments and support from central government, it is very unlikely we will be able to meet either our 2045 or 2030 targets.
 - (c) Leisure centres are performing well with increased numbers of visits and memberships to above target. Our substantial leisure transformation programme and new membership scheme are having a positive impact.
 - (d) Reports of fly-tipping remain low, environmental cleanliness is high, and more long-term properties are being brought back into use. 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.

Recommendation(s)

- 9 Environment & Sustainable Communities 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](#)

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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 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 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.
- 6 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

- 7 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 environment

- 8 The aim of this priority is to protect our natural environment, including biodiversity and healthy ecosystems. In 2019, the council declared a climate emergency with a commitment to reduce carbon emissions to net zero by 2030 and contribute towards a carbon neutral county by 2045. In April 2022, the council declared an ecological emergency and committed to address ecological decline wherever possible. Our county is of significant landscape value and supports unique combinations of plant and animal species.

Going Well

- 9 Domestic waste diverted from landfill continues to be better than target and performance is improving. We are progressing (with partners) a new energy recovery from waste facility that will meet the future needs of the county - the new plant is expected to be operational in 2028.
- 10 Our contamination rate continues to improve driven by schemes such as Waste Electrical and Electronic Equipment, our 'What Goes Where' campaign and the issuing of notices.

Issues we are addressing

- 11 Although we have seen an improvement in both the levels of carbon emissions generated from within the county and council activity, significant progress is required to meet the targets of net zero by 2045 and 2030, respectively. We continue to deliver a range of activities with the Climate Emergency Response Plan 3 to support the continuing reduction. Without further commitments and support from central government, it is very unlikely we will be able to meet either our 2045 or 2030 targets.
- 12 Although the household recycling rate is slightly better than last year, we remain worse than the national average. We continue to promote recycling to our residents and await further detail on the national standardisation of recycling collections, including the introduction of food waste collections.

Our people

Going Well

- 13 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.

Our communities

- 14 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

- 15 Fly-tipping levels remain low and environmental cleanliness remains high. Long-term empty properties brought back into use and our response times to rectify highway defects are both better than target.
- 16 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

- 17 Of the private sector rented properties covered under the selective licensing scheme, 58% are fully licensed or have legal proceedings instigated.

Our Economy

Priority Aims:

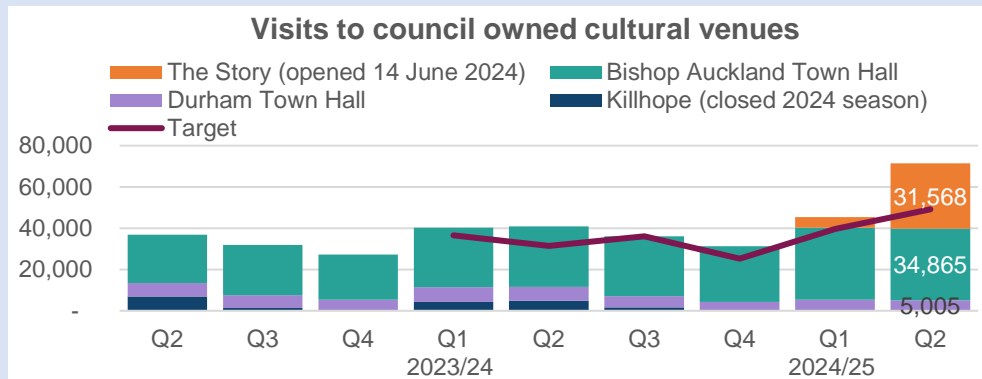
County Durham has a thriving and inclusive economy with more and better jobs and fewer people suffering from the hardships of poverty and deprivation. We are continuing to,

- 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

Cultural Offer Dashboard: cultural events, venues and libraries

(30 September 2024 / discrete quarterly data)

Cultural events and venues



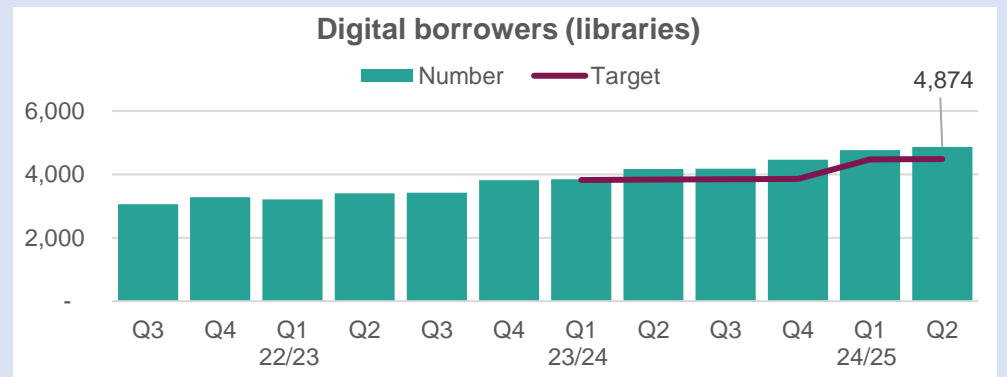
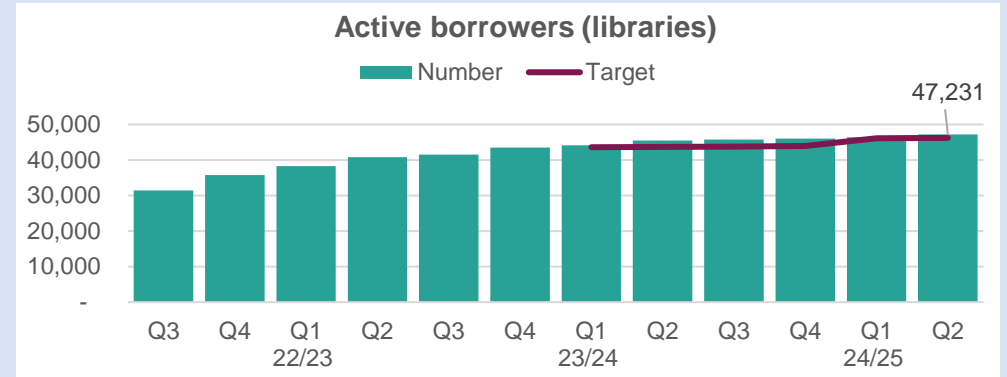
Due to Killhope closure for 2024 season and the opening of The Story (14 June), data is not comparable.

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

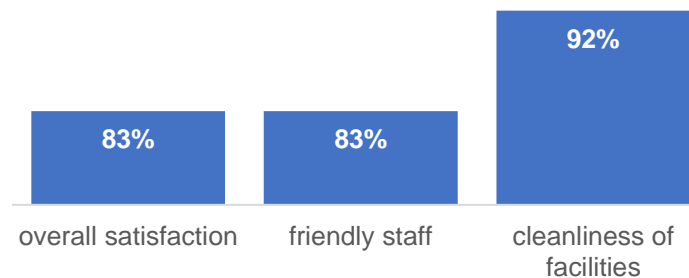
Reporting dates of official figures:

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

Libraries



customer satisfaction - culture



Cultural events

18 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

19 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.

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

21 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).

- 22 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.

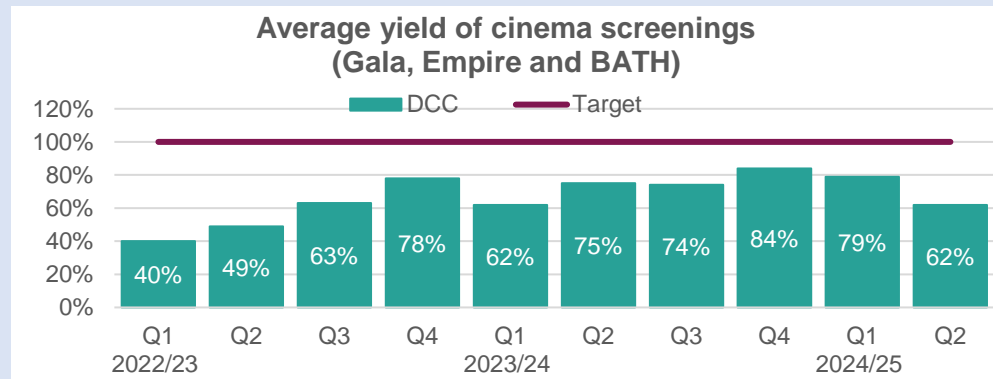
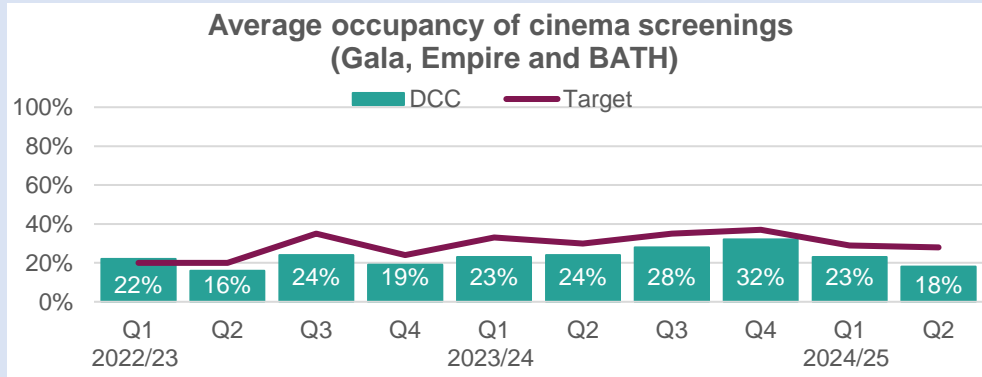
Libraries

- 23 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.
- 24 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.
- 25 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.

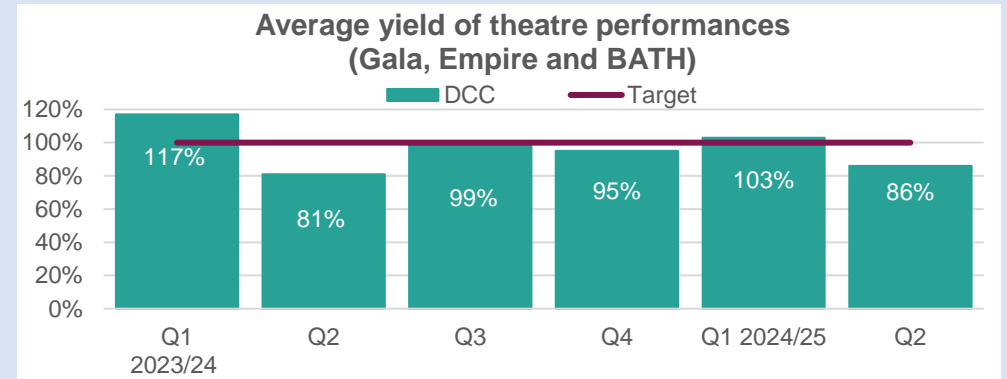
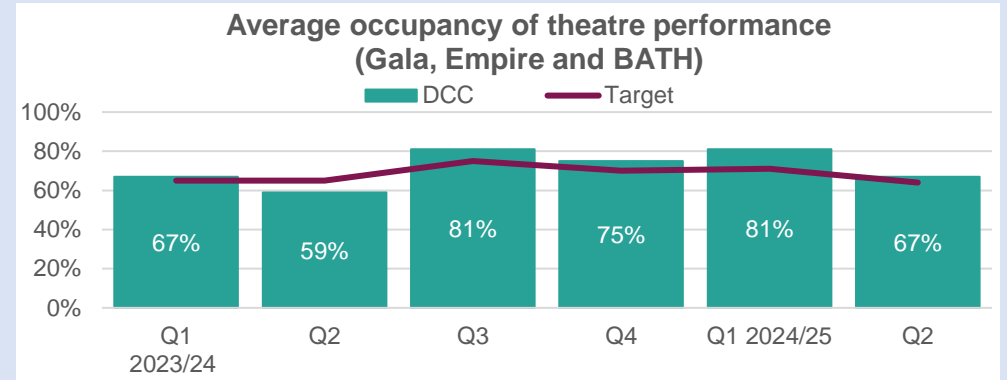
Cultural Offer Dashboard: cinemas and theatres

(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

- 26 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%

- 27 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.
- 28 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.
- 29 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

- 30 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%

- 31 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.
- 32 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.

33 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

National, Regional and Local Picture

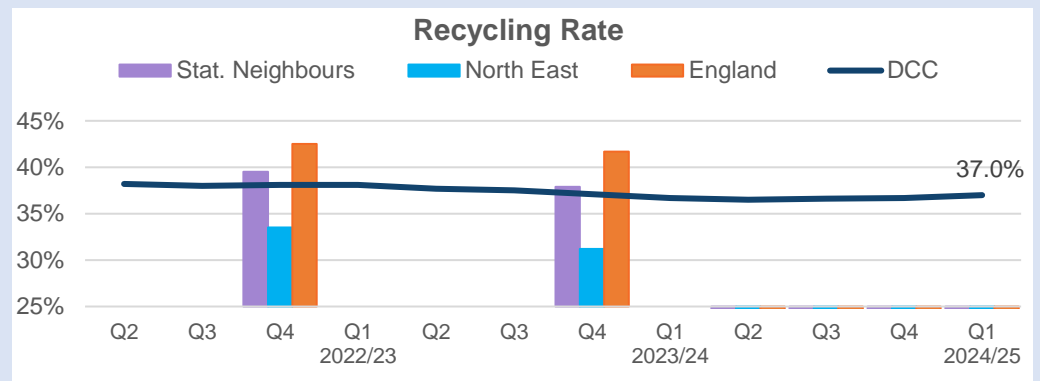
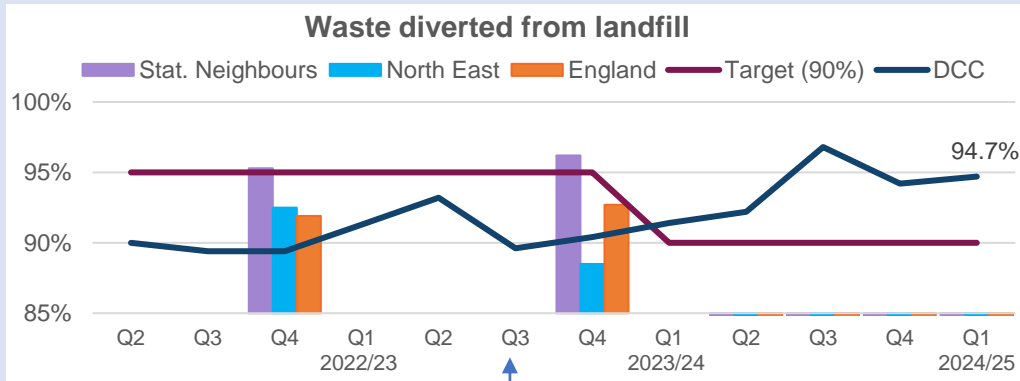
- 34 In 2018, the government set out its ambition to improve the environment with [A Green Future](#), a 25 Year Environment Plan, and committed³ to refresh the plan every five years. The first refresh, the [Environmental Improvement Plan 2023](#) is structured around 10 environmental goals. The previous government set out a plan to develop a suite of strategies, plans and programmes to achieve these goals, including the Local Nature Recovery Strategy. We will provide updates on the new government's priorities in due course.
- 35 We declared a Climate Emergency in 2019 and approved an initial Climate Emergency Response Plan (CERP) in 2020. The CERP set out challenging targets. Then in April 2022, we declared an ecological emergency and approved an action plan in December 2022.
- 36 We adopted the [third phase of the CERP](#) in July 2024 and are now working toward achieving net zero by 2030 and an 80% real carbon reduction to our emissions. We also continue our work with partners to achieve a carbon neutral County Durham by 2045.
- 37 The government is to introduce food waste collections by March 2026 and implement simpler recycling collections and tougher regulation⁴ by March 2027. We are developing plans to comply with this guidance.

³ set into law in the Environment Act 2021

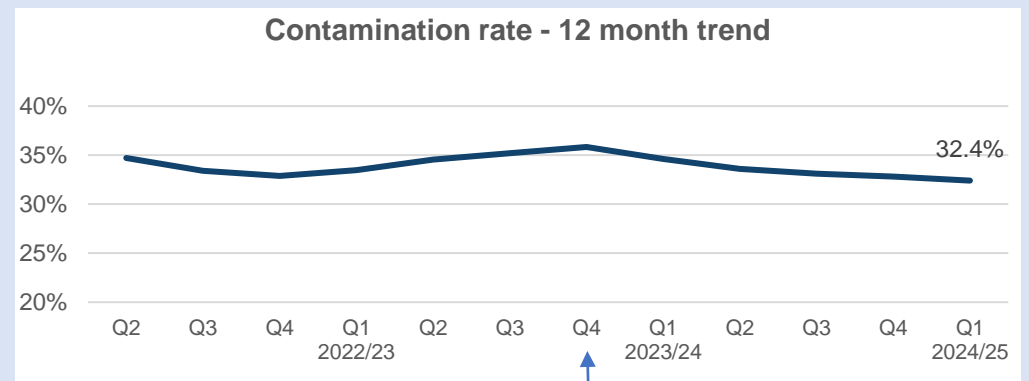
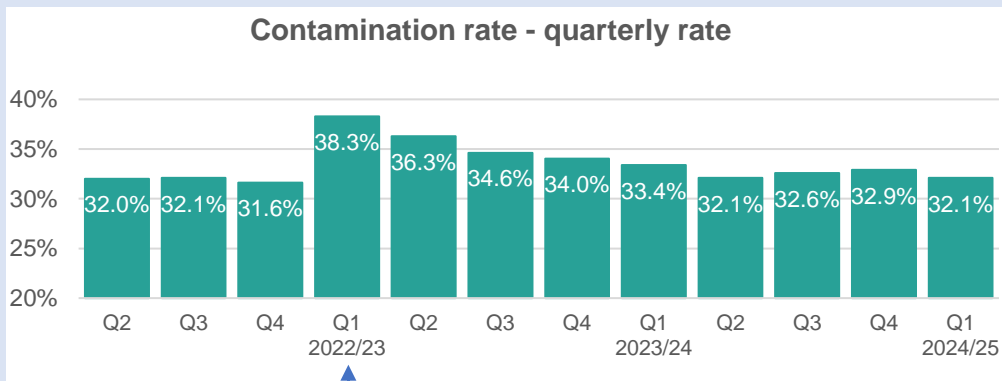
⁴ press release: [simpler recycling collections](#)

Waste Dashboard

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



Issues at regional waste facilities autumn/winter 2022



Consistent improvement since the peak in June 2022.

Consistent improvement since the 12-month peak March 2023.

Customer had a lovely experience with crew who emptied her bins after she had a problem, going above and beyond.

Customer received a calendar which has been printed in colour and large print as she is partially sighted, she is thrilled with it and really pleased.

Customer complimenting crew who wheeled all the bins to the top of the street to empty them and returned them as a car was blocking the entrance.

*Note – waste policies and contract arrangements can vary across councils.

Waste diverted from landfill

- 38 We collected 255,793 tonnes of waste during the last 12 months (July 2023 - June 2024). Sustained performance at the waste processing facilities led to us diverting 94.7% from landfill. This equates to 13,675 tonnes being landfilled. Performance is better than both our target of 90%, and the 91.4% achieved the previous year.
- 39 Along with six other North East councils, we are developing a new energy recovery from waste facility that will meet the future needs of the county. A business continuity plan has been developed and negotiations to extend existing contractual arrangements to ensure residual waste treatment continues until the new plant is operational are taking place. The new plant is expected to be operational in 2028.

Recycling, re-use or composting

- 40 During the last 12 months (July 2023 - June 2024), 37% of household waste we collected was sent for recycling. This is slightly better than the 36.7% recorded during the previous 12 months. Although latest benchmarks (2022/23 financial year) show our performance to be significantly better than the North East average, we are worse than the national average.
- 41 We continue to promote recycling to our residents through our 'What Goes Where' campaign and other initiatives such as:
- Waste electrical and electronic equipment (WEEE): we have 161 collection points and repair cafés which collect, recycle and repair small electrical and battery-operated items.
 - Schools across the county participated in the Great Cable Challenge as part of a nationwide campaign to recycle old, unwanted cables.
- 42 Our team was shortlisted for an award for Team of the Year (Community Engagement) at the recent National Recycling Awards, although they did not win, being shortlisted shows recognition of the work the team carry out.

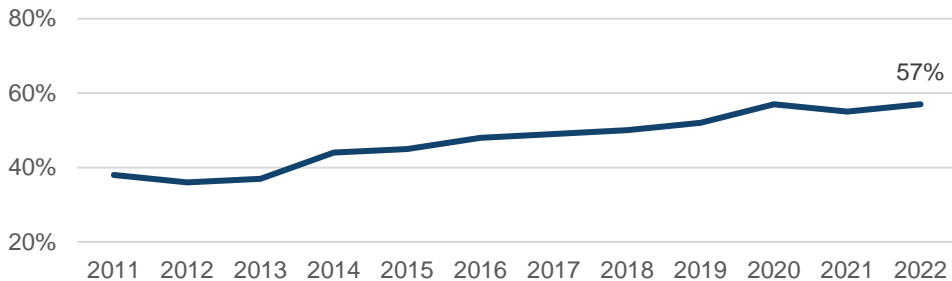
Contamination of recyclate waste

- 43 Our contamination rate continues to improve. During the last 12 months (July 2023 - June 2024), 32.4% of recyclate waste was contaminated, lower than the peak of 38.3% recorded in the 12 months ending June 2022.
- 44 This reduction was driven by schemes such as WEEE, our 'What Goes Where' campaign, and the issuing of 13,653 notices for contaminated blue bins in the year ending September 2024.

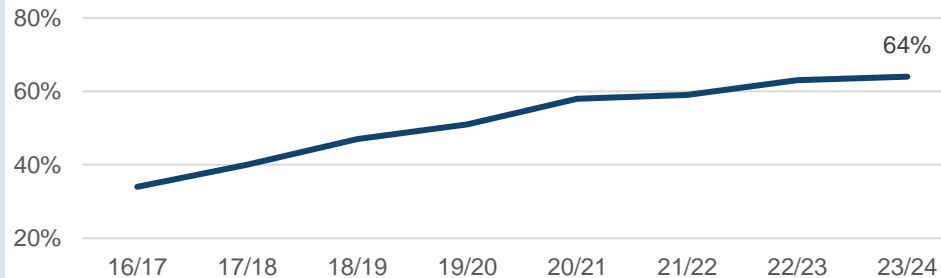
Carbon Emissions Dashboard

(annual data)

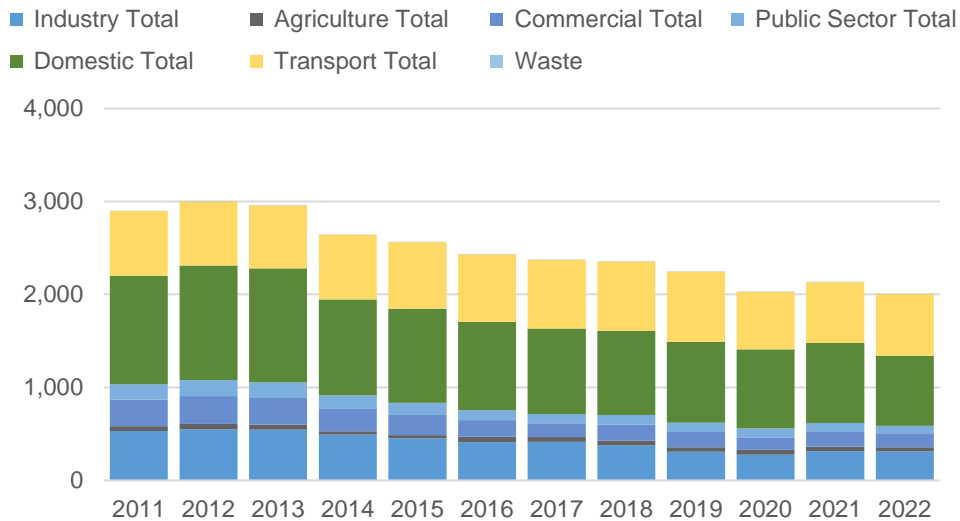
Reduction in carbon emissions (county) target = net zero by 2045



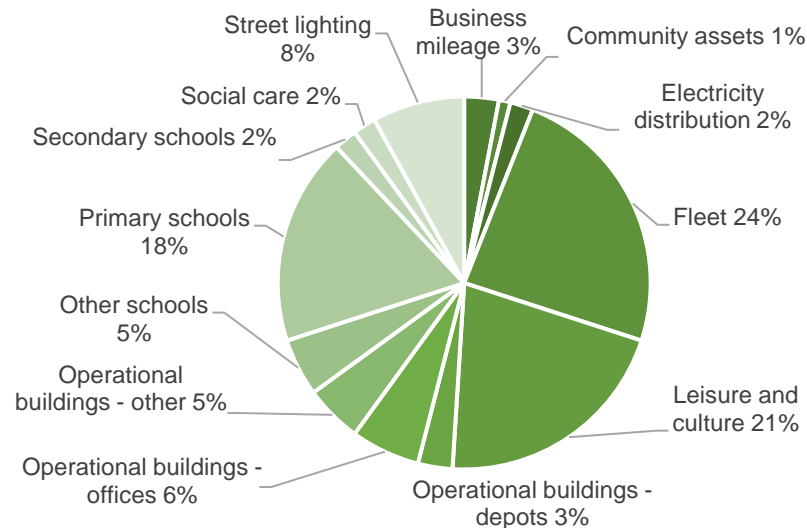
Reduction in carbon emissions (council) target = net zero by 2030



Breakdown of County Durham CO₂e emissions



Breakdown of total Council CO₂e emissions 2023-24



Countywide carbon emissions

- 45 Latest data (2022) shows that carbon emissions generated from within County Durham have improved. Reducing by 57% from the 1990 baseline. All sectors except for transport show a reduction. Significant progress is required to meet the target for County Durham to be net zero by 2045.
- 46 The recently launched CERP3 identifies a range of activities to support the continuing reduction. We are working with partners to:
- develop plans around how we can more effectively identify and deliver heat networks across the county, building on the work of Seaham Garden Village,
 - identify community assets and helping them towards their transition to net zero.
- 47 Groundwork on the first EV charging points funded through the LEVI has been completed and the charging points are due to go to live in November 2024.
- 48 We have 145 EV charging points available to the public at council sites across the county.

Council carbon emissions

- 49 Latest data (2023/24) shows that carbon emissions generated from council activity has improved. Reducing by 64% from the 2008/09 baseline. Fleet, leisure and culture, and primary schools (non-academies) produce the most emissions across council activity.
- 50 The target for the council is to be net zero by 2030 with an 80% reduction in carbon emissions. A further 16 percentage point reduction is required to meet the target.
- 51 Sourcing funding is challenging, but we continue to decarbonise our buildings where possible with heating projects planned for Cotsford Infants PACC, BATH, Durham Pathways and Spennymoor Education Development Centre. A lighting project has recently been completed at the Louisa Centre.
- 52 Further solar PV installations are being considered, as well as our first wind project at Hackworth Road depot.
- 53 Phase 4 of the Public Sector Decarbonisation Scheme is open for applications. Projects are being developed for submission. Decisions on phase 4 projects are likely to be known early 2025.

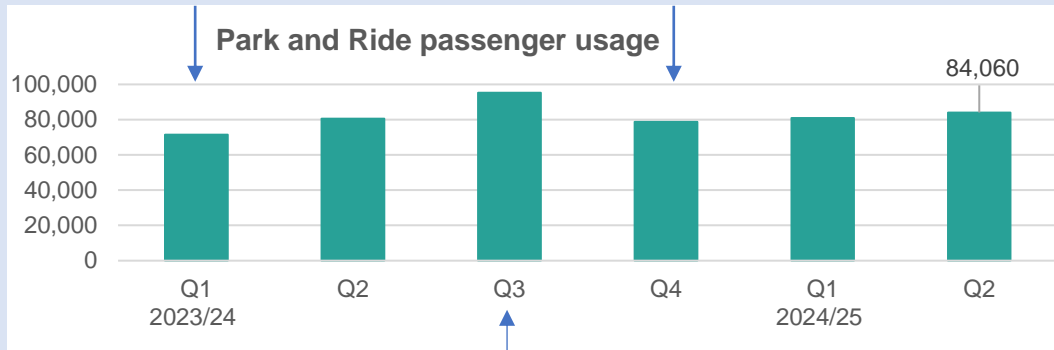
Sustainable Transport Dashboard and Active Travel Dashboard

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

Free after 2pm on-street parking removed

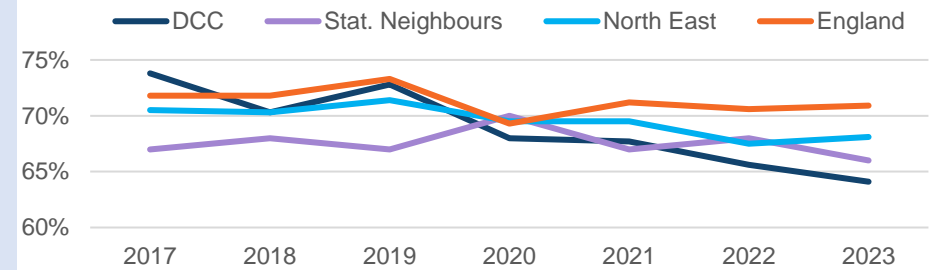
Free after 2pm off-street parking removed

Park and Ride passenger usage

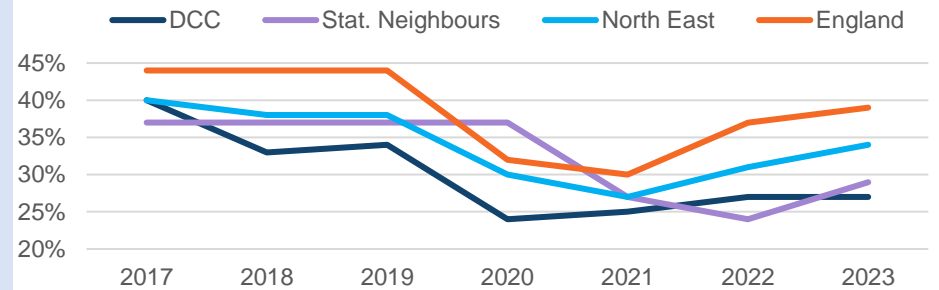


Lumiere increased passenger usage

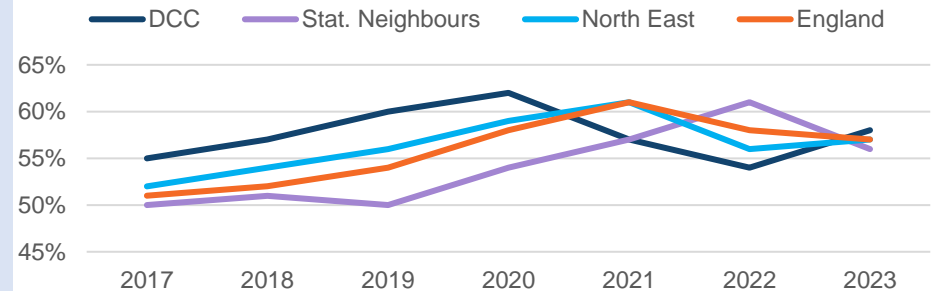
Adults who walk or cycle for any purpose



Adults who walk or cycle for travel purpose



Adults who walk or cycle for leisure purpose



Park and ride passenger usage

- 54 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.

Active Travel

- 55 Latest National Travel Survey data (2023) show that the percentage of adults in County Durham who walk and cycle for any purpose (64.1%) has remained statistically similar to 2022 (65.6%) and is worse than the national and North East averages.
- 56 Those that do so for leisure purpose is similar to the North East and better than England averages, those who walk or cycle for travel purposes is worse than the North East and England averages.

Adults who walk or cycle	County Durham	North East Average	Statistical comparison	England Average	Statistical comparison
for any purpose	64.1%	68.1%	worse	70.9%	worse
for leisure purpose	58.4%	56.8%	similar	57.2%	better
for travel purpose	27.4%	33.5%	worse	39.2%	worse

- 57 The Local Cycling and Walking Infrastructure Plan scheme designs for priority routes are being prepared and schemes are being delivered in Bishop Auckland and Durham City. In addition, we are currently planning and implementing walking, wheeling and cycling schemes across the county through funded programmes such as Transforming Cities, Capability Funding, Active Travel England, Stronger Towns and Towns and Villages.
- 58 Secure cycle parking is crucial to encouraging active travel. We continue to run a successful ParkThatBike scheme for communities and businesses which includes secure parking hangars.

Our People

Priority Aims:

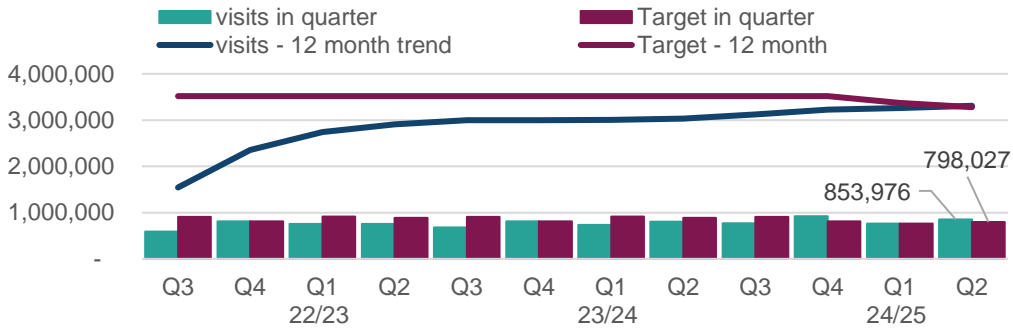
County Durham is a place where people will enjoy fulfilling, long and independent lives. We aim to,

- 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

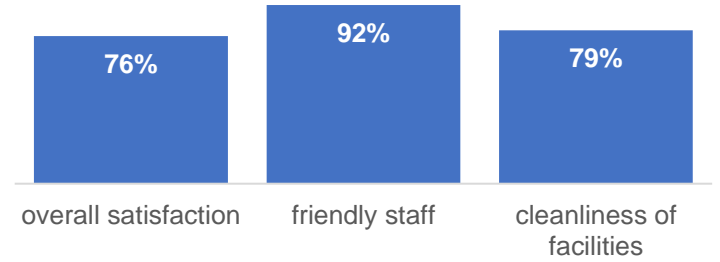
Physical Activity Dashboard

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

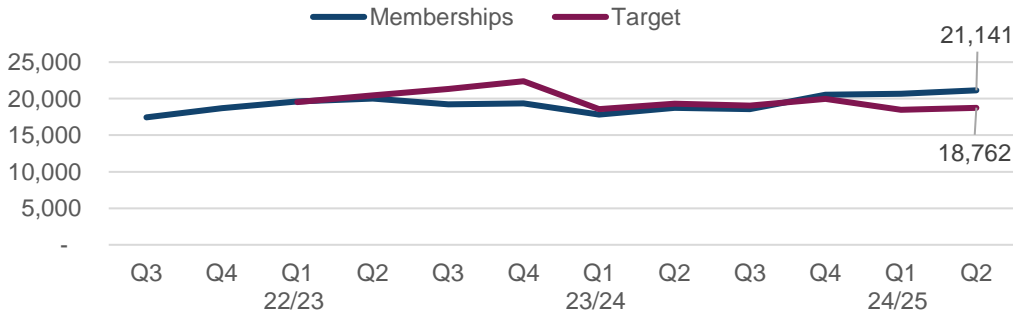
Visits to leisure centres



customer satisfaction - wellbeing sport and leisure



Thrive memberships



Leisure Centre Visits

- 59 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).
- 60 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.
- 61 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.
- 62 For National Fitness Day in September, activities and promotions were held across leisure centres, including a seven-day free pass to encourage new members.
- 63 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

- 64 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

- 65 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

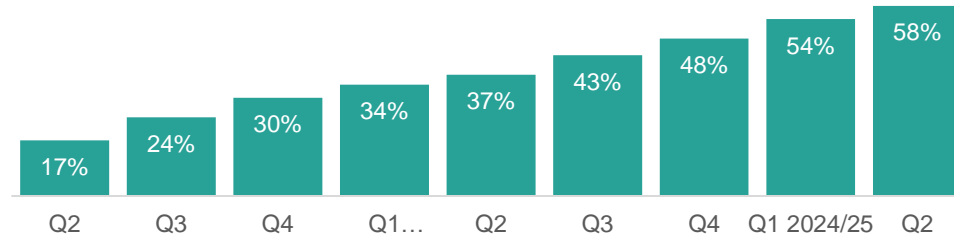
66 The county has good North-South connectivity both by road and rail, and the improved A66 connects east to west. However, some areas have limited public transport or major roads, especially in more rural areas. Our large, rural geography means residents are often reliant on cars for commuting. 80%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

Housing Standards Dashboard

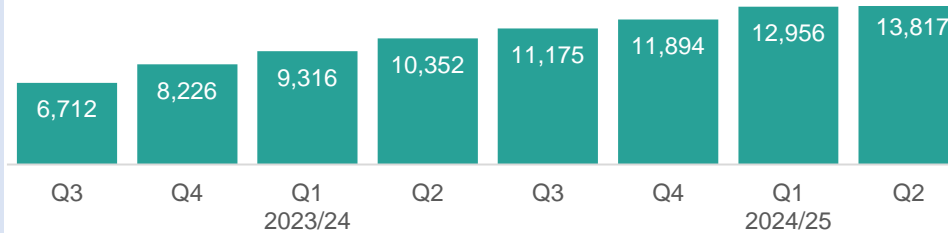
(as at 30 September 2024 / year to date ending 30 September 2024)

Selective Licensing (Private Rented Sector properties - PRS)

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



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



Selective Licensing

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

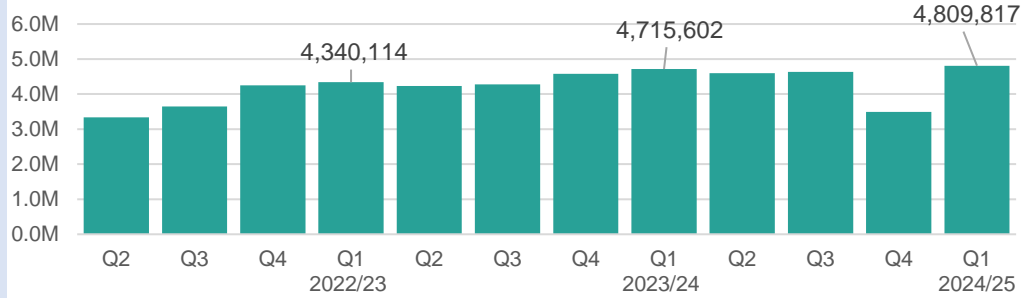
Status	Number	% of total
Fully licenced or legal proceedings instigated	16,607	58%
Fully licensed	13,817	48%
Being processed	1,080	4%
Live temporary exemptions in place	12	0%
Family exemptions in place	449	1.5%

- 68 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.
- 69 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.
- 70 Our recently implemented financial penalty policy continues to assist with enforcement action (as an alternative to prosecution) and encourage unlicensed landlords to apply.
- 71 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.
- 72 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.
- 73 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.

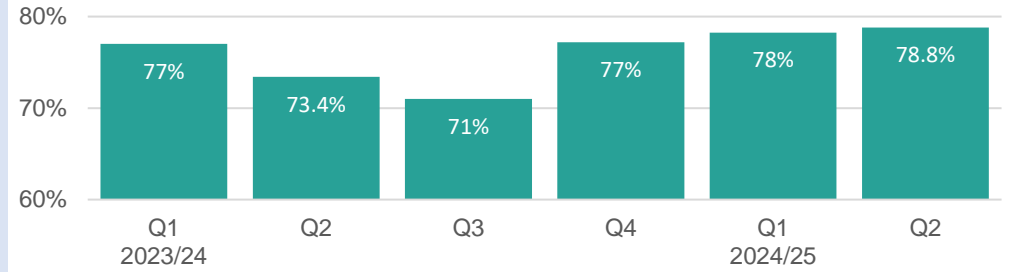
Transport Connectivity Dashboard: public transport patronage and punctuality

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

Local passenger journeys on the bus network



% of timetabled bus services on time



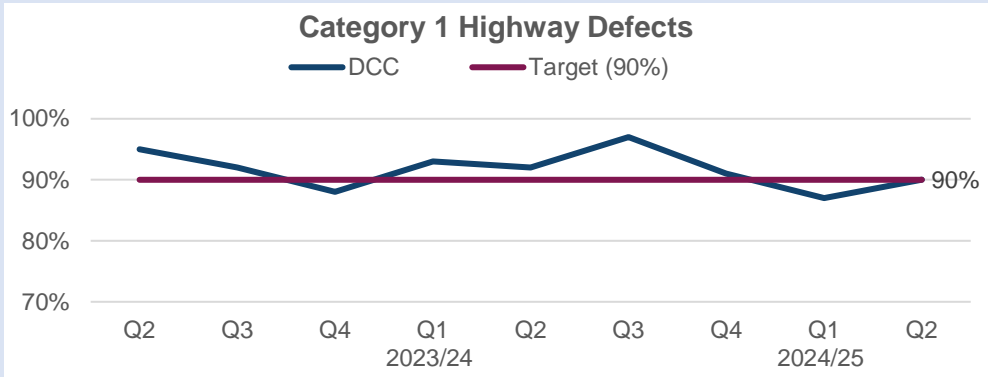
Both patronage and punctuality were impacted as a result of industrial action during quarter three 2023/24.

Public transport patronage and punctuality

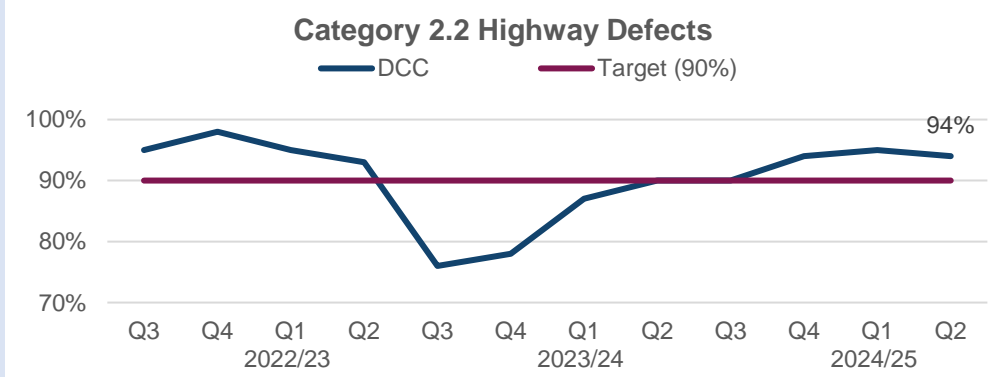
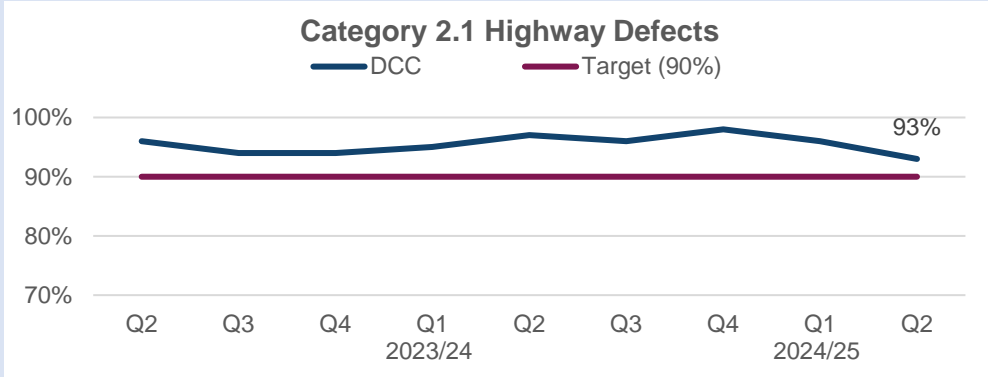
- 74 Bus patronage has slowly increased over the last two years and is back to within 95% of pre-Covid levels.
- 75 Between April to June, there were just over 4.8 million passengers, 2% better than the 4.7 million passengers recorded the last year (April to June 2023). However, the increase masks operational delivery issues of larger operators.
- 76 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.
- 77 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.



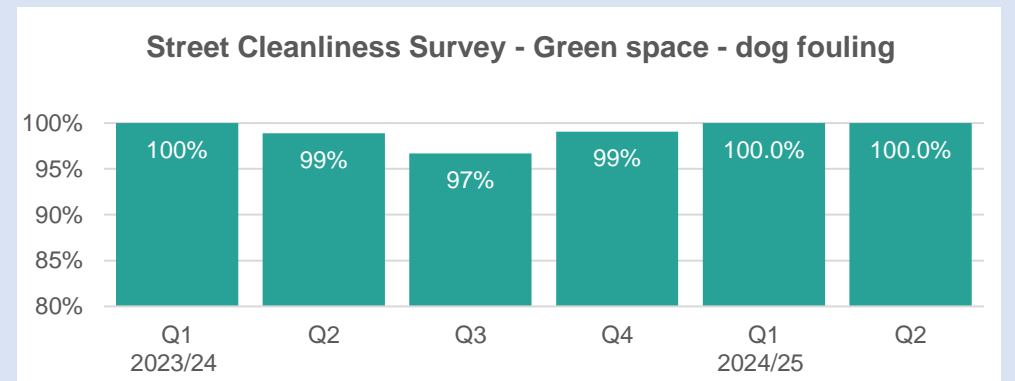
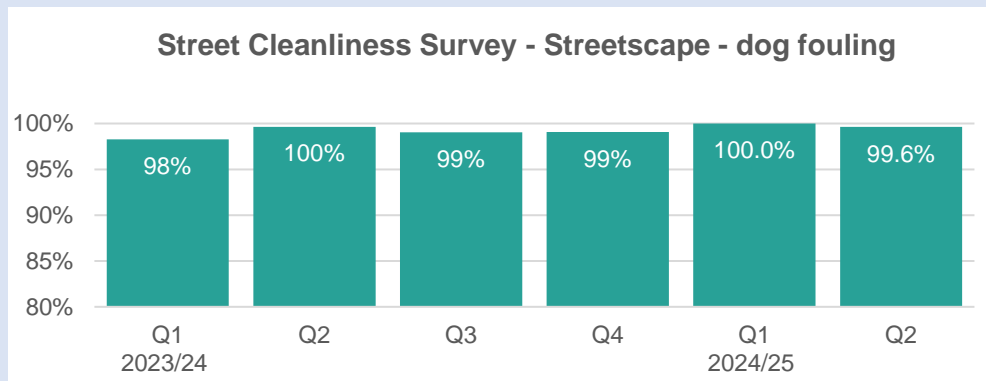
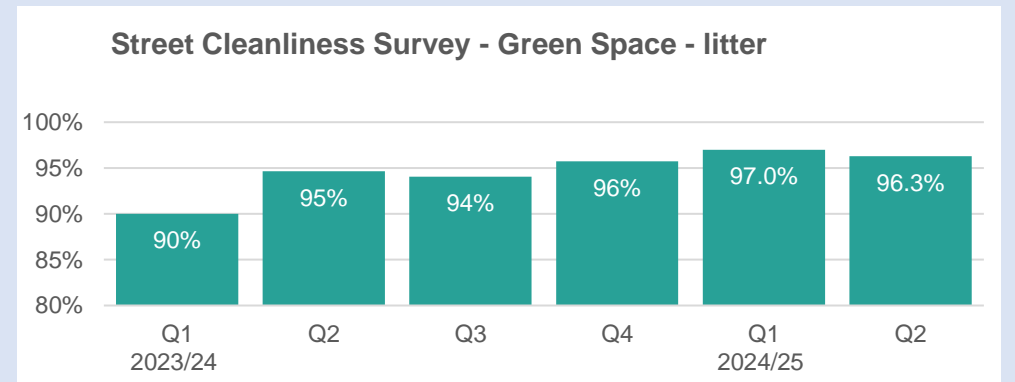
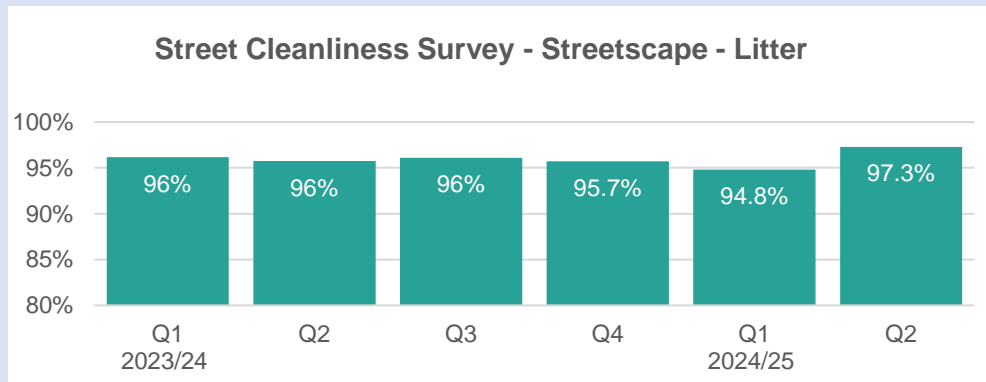
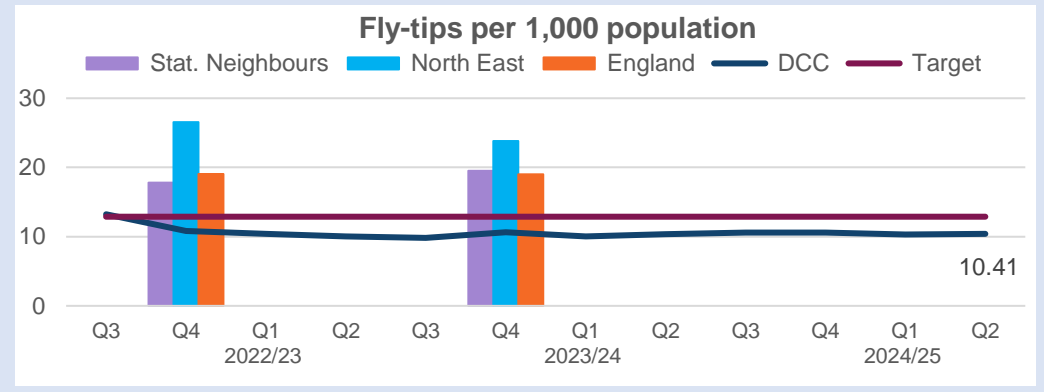
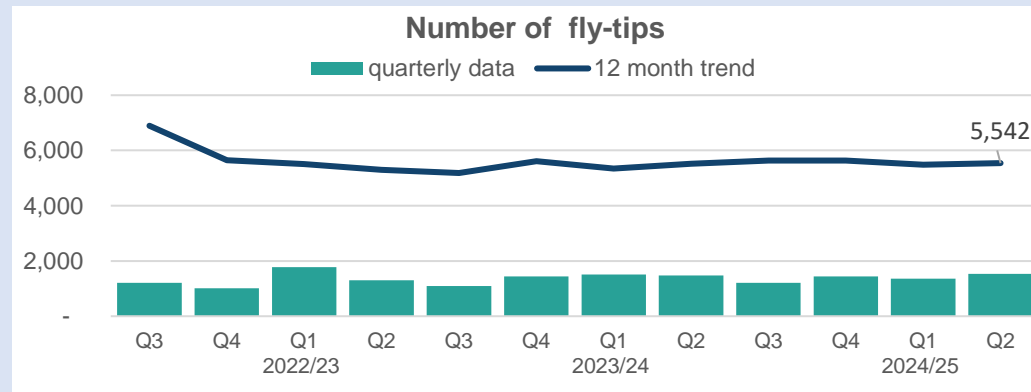
Highways Maintenance

- 78 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.
- 79 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%

Clean and Attractive Communities Dashboard

(12 months ending 31 May 2024 / discrete quarterly data)



Fly-tipping

- 80 During the 12 months ending September 2024, we captured 46 fly-tipping incidents on CCTV and investigated more than 3,500 incidents. Action taken in response includes:

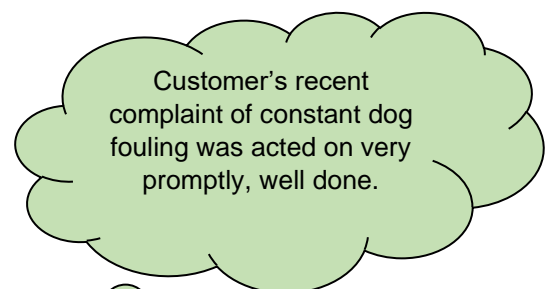
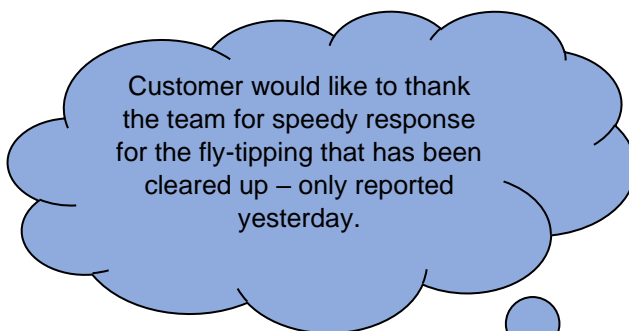
Action	Number
Fixed Penalty Notices (waste carrier offences)	99
Fixed Penalty Notices (fly-tipping offences)	41
Prosecutions	15
Vehicle seizures	9

- 81 Just over 5,500 fly-tips were recorded during the 12 months ending September 2024, on par with the same period last year, and significantly better than during the pandemic when fly-tips peaked at just over 8,000 incidents (April 2020 to March 2021).
- 82 Our fly-tipping rate is 10.4 per 1,000 population (12 months ending September 2024). This is better than the target of 12.9 and is the same rate recorded last year (12 months ending September 2023).

Cleanliness

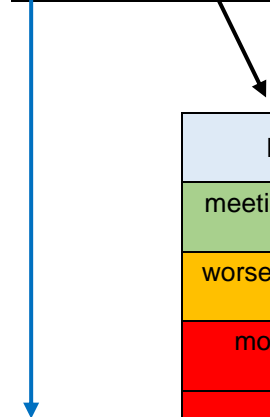
- 83 Our latest cleanliness surveys commenced in April, they assess both streetscape areas (paths, roads and alleyways) and green scape areas (parks, open spaces and playing fields).
- 84 The surveys found that, of the streetscape and green scape areas inspected, 97% and 96% were acceptable in relation to litter, and 99% and 100% were acceptable in relation to dog fouling.
- 85 We set targets once we have established a longer term trend using this methodology. We will also benchmark against other authorities once more data are available.

Feedback from customers



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

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

Waste KPIs

	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	Jul 23-Jun 24	37%	Tracker	36.7%	Apr 22-Mar 23	37.1%	41.7%	31.2%	Yes
					Waste diverted from landfill	Jul 23-Jun 24	94.7%	90%	91.4%	Apr 22-Mar 23	90.4%	92.7%	88.5%	Yes
					Residual household waste (kg per household)	2023/24	574	Tracker	565	Apr 22-Mar 23	565	509	596	No
					Contamination rate	Jul 23-Jun 24	32.4%	Tracker	34.6%					Yes
					Contamination rate (all h'hold waste)	2022/23	9.5%	Tracker	10.1%	Apr 22-Mar 23	9.5%		8.4%	No

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

Carbons Reduction and Air Quality KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					% reduction in County Durham carbon emissions from 1990 baseline	2022	57%	Tracker	55%					Yes
					% reduction in Council's carbon emissions from 2008/09 baseline	2023/24	64%	Tracker	63%					Yes
					NO ₂ levels within Durham City Air Quality Management Area that are above the govt threshold of 40µg/m ³	2022	13%	0%	35%					No
					Trees planted	2023/24	74,023	65,977	53,000					No

Our People: summary data tables

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

Clean and Attractive Communities KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated
					Fly-tipping resolved rate	Oct 23 – Sept 24	10.4	12.88	10.4	Apr 22-Mar 23	10.3	19	23.8	Yes
					Streetscape with acceptable levels of cleanliness: litter	Jul-Sep 24	97.3%	Tracker	95.7%					Yes
					Streetscape with acceptable levels of cleanliness: dog fouling	Jul-Sep 24	99.6%	Tracker	99.6%					Yes
					Green and open space with acceptable levels of cleanliness: litter	Jul-Sep 24	96.3%	Tracker	94.6%					Yes
					Green and open space with acceptable levels of cleanliness: dog fouling	Jul-Sep 24	100%	Tracker	98.9%					Yes
					Average vacancy rate of town centres	2023	16%	13.9%	16.1%					No

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