

**Quarter 3 2013/14  
Performance Management Report**

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**Report of Corporate Management Team  
Lorraine O'Donnell, Assistant Chief Executive  
Councillor Simon Henig, Leader**

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**Purpose of the Report**

1. To present progress against the council's corporate basket of performance indicators (PIs) and report other significant performance issues for the third quarter of 2013/14.

**Background**

2. This is the third quarterly corporate performance report of 2013/14 for the council highlighting performance for the period October to December 2013. The report contains information on key performance indicators, risks and Council Plan progress.
3. The report sets out an overview of performance and progress by Altogether priority theme. Key performance indicator progress is reported against two indicator types which comprise of:
  - a. Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners; and
  - b. Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence.
4. A summary of key performance indicators is provided at Appendix 3. More detailed performance information and Altogether theme analyses are available on request from [performance@durham.gov.uk](mailto:performance@durham.gov.uk).

**Developments since Last Quarter**

5. There is a stronger focus this year on volume measures in our performance framework. This allows us to better quantify productivity and to monitor the effects of reductions in resources and changes in volume of activity. Charts detailing some of the key volume measures which form part of the council's corporate basket of performance indicators are presented in Appendix 4.

# Executive Summary

## Overview

6. Overall the local authority is performing well, maintaining performance in many areas and achieving improvements in some services. This quarter shows 80% of reported indicators are approaching, meeting or exceeding targets. This is despite the challenging financial context which is unprecedented in the history of local government and is hitting County Durham harder than most. The UK economy shows its strongest growth since 2007 (based on GDP), with the economic growth in the North East Local Enterprise Partnership outstripping the rest of the country this quarter, narrowing the gap on other regions. However, issues continue to affect performance across County Durham.
7. The employment rate in County Durham has fallen from last quarter and remains below the national and regional rates. The youth unemployment level remains high although this is continuing to decrease with the level improving from the same period last year. Long-term unemployment continues to rise and is worse than national and regional rates, although the actual number of claimants has fallen. There continue to be significant challenges in the underlying health picture in the county with male and female life expectancy remaining below North East and national comparators.
8. Despite challenges to the economy, housing indicators have shown improvement this period with the number of housing completions and affordable homes significantly increasing. The number of empty properties brought back into use and private sector properties improved and are both exceeding target. Homeless indicators continue to show a positive year on year trend with levels of applications, acceptances and preventions.
9. Demand on council services is rising across many key areas with increased volumes of activity in areas such as freedom of information requests, fly-tipping incidents and people rehoused through the Durham Key Options system but more worrying are those relating to vulnerable or potentially vulnerable residents such as increased referrals of children in need, and new claims for council tax support and housing benefit. However, a reduction in demand has occurred in overall planning applications, telephone calls received and face-to-face customer contacts. The drop in face-to-face contact is partly due to the Christmas close down period.
10. Crime levels in County Durham have continued to increase for the second consecutive quarter with a rise in the overall crime rate, including increases in alcohol related crime, victim based crime, stealing across most theft categories and serious and major crimes. The increase in crime has been observed in more than half of police force areas nationally. Re-offending remains worse than national rates. Incidents of anti-social behaviour have fallen and it is the lowest reported since 2011/12.
11. Performance has improved in some key areas of the Altogether Better Council priority theme this quarter. Customer service indicators show improved telephone call handling and customer waiting times at access points. The level of sickness absence within the organisation has reduced and places current sickness levels better than the corporate target for the first time this year. Despite the depressed local economy and the effects of welfare reform, some improvements have been made in benefit processing and rent arrears have fallen. Challenges persist in areas such as paying supplier invoices within 30 days which remains inconsistent and although employee appraisal has shown real improvement this year, levels are still short of the corporate target.

## Key Messages from Altogether Priority Themes

12. The state of our local economy remains one of the council's biggest challenges. Despite this, performance is improving and direction of travel is positive on the majority of tracker and target indicators which we measure within the Altogether Wealthier theme.
13. Despite the overall positive trend, the number of people employed has fallen by 3,800 since last quarter. This represents a decrease in the employment rate from 67.1% to 65.7% and is below both the regional (66.2%) and national rates (71.4%). The fall in employment this period may be attributable to seasonal fluctuations when uplift in employment was seen last quarter over the early summer period. The proportion of the working age population currently not in work who want a job has improved slightly falling from 15.49% to 14.39%. This is also worse than both the North East (14.13%) and national (11.5%) figures.
14. Long-term unemployment in County Durham, measured as the percentage of people claiming Jobseeker's Allowance (JSA) for one year or more continues to increase although the actual number of claimants has fallen from 4,740 to 4,320. Overall unemployment claimants in County Durham have also fallen from 13,123 to 11,884. Youth unemployment, as measured by the number of 18-24 year old JSA claimants, has again decreased, falling from 4,255 claimants last quarter to 3,525 this quarter. The number of apprenticeships started by 16 to 18 year olds has decreased however there has been a slight increase in the number of 19 to 24 year olds securing apprenticeships.
15. Despite challenges to the economy, housing indicators have shown improvement. There has been a significant increase in the number of new homes with 352 net completions this quarter, 176 of which are classed as affordable homes. The number of empty properties that were brought back into use as a result of local authority intervention has now achieved the annual target and the number of private sector properties improved is also exceeding quarterly targets. The numbers of major and overall planning applications however have both decreased.
16. The percentage of children in low income families has also improved slightly, from 24.7% last quarter to 24.4% this quarter, but still remains worse than national rates.
17. The number of families rehoused through Durham Key Options system has increased by 12% since last quarter. Homeless indicators continue to show a positive year on year trend. Although the number of Housing Solutions presentations has increased very slightly this quarter the volume of statutory homeless applications, acceptances and preventions have all improved.
18. Highlights for areas affecting children and young people confirm the positive position reported for educational attainment at quarter 2. Revised data show 63.1% of pupils achieved five or more A\*-C GCSEs or equivalent including English and maths. A positive position is also shown for A levels, 98.9% of pupils achieved two A Levels at grade A\*-E (level three) or equivalent. Revised data also show that 41.9% of pupils in the Early Years Foundation Stage achieved a good level of development. However current performance is worse than national, regional and statistical neighbour averages.
19. County Durham remains in the top 20% of local authorities and is ranked 15th highest nationally, based upon the total number of families achieving reduction in crime/anti-social behaviour, improved school attendance or moving back into employment, within and outside the Stronger Families Programme.

20. Between October and December 2013, 7% of 16 to 18 year olds were not in education, employment or training (NEET) which relates to approximately 1,048 young people. This is better than performance in quarter 1 and the regional average but worse than national and statistical neighbour averages.
21. The proportion of mothers smoking at time of delivery in County Durham is achieving target and is an improvement from last quarter but remains worse than the England average and same period last year.
22. Performance against key safeguarding targets continues to be challenging. The number of looked after children (LAC) reduced this period and improved from the same point of the previous year and compares favourably with the latest national, North East and statistical neighbours comparative data. Looked after children cases reviewed within timescale are slightly below target and the corresponding period of the previous year. Children in need referrals occurring within 12 months of the previous referral did not meet target and were higher than the corresponding period of the previous year. Child protection cases reviewed in timescale is below target but shows improvement from the corresponding period of the previous year.
23. Key health and adult care measures show that positive progress continues with care for older people and vulnerable residents.
24. Older people still at home 91 days after discharge from hospital was 87.1%, which continues to exceed target and national and regional averages. In addition, 94.7% of respondents to the local care survey responded that the help and support they received had improved their quality of life. The number of permanent admissions to residential or nursing care for adults aged 65 and over has shown a 13% reduction from the same period last year and has achieved the quarterly profiled target.
25. The proportion of service users requiring no on-going care following completion of their reablement package has improved from same period last year. The percentage of adults receiving secondary mental health services that were known to be in settled accommodation at the time of their last review exceeds target and provisional national and comparator group averages.
26. The number of smoking quitters has deteriorated from last year and the Stop Smoking Service has failed to achieve its target. This issue is not specific to the North East and is affecting the whole of England.
27. The percentage of eligible people who received an NHS health check failed to achieve target but performance is similar to regional rates and is better than national and comparator group averages.
28. Male and female life expectancy has increased to 77.9 years and 81.5 years respectively but remains below the national averages of 79.2 years for males and 83 years for females. This has a long-term effect on future demand for adult social care services for older people provided by the council and NHS partners.
29. Safer measures continue to show mixed performance this period. After the long-term trend of falling crime levels, overall crime has increased for the second consecutive quarter including increases in alcohol related crime, victim based crime, stealing offences across most theft categories and serious or major crimes. However, it is noteworthy that whilst the trend is cause for concern, crime levels are below 2011/12 levels. Reoffending rates in Durham remain worse than national rates.

30. Incidents of anti-social behavior (ASB) reported to the police have fallen and are the lowest reported since quarter 1, 2011/12. There are continuing low levels of repeat victims of domestic abuse and Durham consistently meets target and outperforms latest national and regional figures.
31. The percentage of adult social care users reporting that the care and support they receive helped them to feel safe and secure was 91.3%, which exceeds a target of 75% and 2012/13 national (77.9%) and the North East (79.4%) performance figures.
32. Low levels of successful drug treatment continue this quarter and remain below target and national performance. People successfully completing alcohol treatment is achieving target and national performance.
33. Key environmental indicators show that street and environmental cleanliness has improved with levels of litter and detritus better than the profiled target. Fly-tipping incidents have seen further increases this period.
34. There have been a number of improvements in some key areas under the Altogether Better Council theme.
35. The average time to process new housing benefit (HB) and council tax reduction (CTR) claims have met or are close to target. There has been an improvement in processing times for changes in circumstances as volumes have continued to fall during quarter 3. The target has been met for both HB claimants and CTR claims.
36. The level of sickness absence has reduced and levels are better than target for the first time this year. Employee appraisals have shown improvement this year but remain below target.
37. Customer service indicators show improved telephone handling with calls answered within three minutes above target and an improvement on the previous quarter. The average waiting time at a customer access point continues to improve and remains well within target. The volume of telephone calls received shows 8.9% fewer calls were received this quarter (235,064) when compared with quarter 2 (258,047).
38. The percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within 20 days was 80% this quarter, which was below the national standard of 85%. This performance is against a backdrop of increasing numbers of FOI and EIR requests from 189 in quarter 3 2012/13 and 249 last quarter to 319 this quarter.
39. Tenant rent arrears have fallen for all three housing providers and targets have been met.
40. Despite renewed focus on paying supplier invoices within 30 days, performance is below target and remains inconsistent.

### **Volume of Activity**

41. Volume measures have been collected for three quarters now and some trends are beginning to emerge. There is generally a direct link between workload volumes and performance. As workloads increase then, given a fixed and in some cases reducing resource available to process this work, performance will be adversely affected. However, establishing targets does assist in performance managing services to within accepted levels. There are several areas where we see that performance deteriorates as volumes increase or performance improves as volumes decrease. This has been observed in the benefits service, telephone call handling, responses to requests for information made under the Freedom of Information Act and to a certain extent, in children in need referrals. (Appendix 4, Charts 5, 7, 9 and 10)

42. Services where the contrary trend has been observed is in the processing of planning applications (Appendix 4, Chart 1) and face-to-face customer waiting times (Appendix 4, Chart 8). The volume of planning applications received by the council has shown a steady decline over the year but performance has also been falling, albeit performance across all three quarters has remained within target. There are a number of variables which can affect planning application processing performance, not least of which is the mix of application types across major, minor and other planning applications. Major planning applications which are traditionally the most problematic and can lead to significant processing delays are down. The service is currently going through the implementation of a new planning system which will affect performance in the short term.
43. Waiting times for face-to-face enquiries at our customer access points (CAPs) has shown a continual trend of rising volumes and also reduced waiting times over the last two years. However, volumes of people accessing our CAPs did reduce over the last quarter from the absolute peak of over 93,000 people seen over the July to September period last year down to 78,729 contacts from October to December, partly due to the Christmas close down period. Waiting times further improved last quarter dipping below the four minute mark for the first time against a council target of 15 minutes.
44. The overall trend for presentations to the Housing Solutions Service, although demonstrating some seasonality is one of a steady increase (Appendix 4, Chart 2.) The number of people registered on the Durham Key Options service who have been rehoused has shown a continual increase over the last three years (Appendix 4, Chart 3.) The economic downturn and welfare reforms will both have an impact in this area.

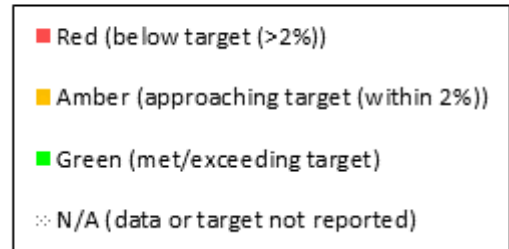
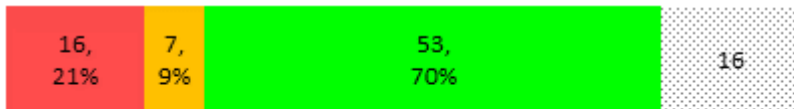
### **Welfare reform and demand**

45. Overall, the expected levels of demand for support are lower than expected at this stage. Housing providers are not reporting large increases in arrears through the reduction in housing benefit or introduction of the benefits cap. In fact, overall they have seen a slight fall in the number of tenants who are in arrears compared to last year. Anecdotally, tenants appear to be prioritising housing costs over other spending.
46. Demand for Discretionary Housing Payments has increased over recent months, as a result of the work undertaken throughout the year through the triage process but it appears that the situation is similar with other authorities seeing an increase in demand over recent months. The number of tenants affected by the under occupation rules who were in arrears increased during quarter 1 but have reduced thereafter. Housing Solutions presentations have increased very slightly this quarter with the number of families rehoused through the Durham Key Options system also increasing. This is largely due to increased voids and internal transfers. In relation to the Welfare Assistance Scheme, the number of enquiries and awards has been lower than anticipated, although we have seen a significant increase in awards in recent months and work with partners to review the scheme is ongoing. More details are included within the Welfare Reform Update considered by Cabinet on 12 February 2014.

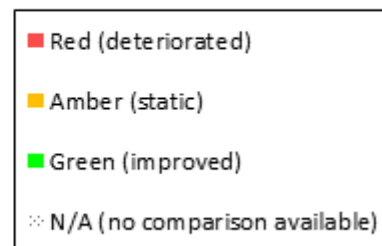
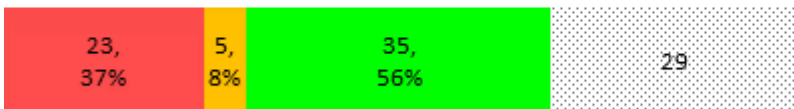
# Overall Performance of the Council for Quarter 3

## Key Performance Indicators

### Performance against targets



### Direction of travel



Source: Service performance monitoring data

47. In quarter 3, 64% (40) of key performance indicators have improved or remained static. In relation to performance against target 79% (60) of reported indicators are approaching, meeting or exceeding targets.

48. Areas where there has been improvement in performance in terms of direction of travel are:

- Number of affordable homes delivered
- Empty properties brought back into use
- Employment rates
- Number of those registered on the Durham Key Options system who have been rehoused
- Achievement of 5 or more A\*-C grades at GCSE level including English and Maths
- First time entrants to the youth justice system
- Children becoming the subject of a Child Protection Plan for a second or subsequent time
- Under age conception rate
- Children in reception and year 6 recorded as having excess weight
- Looked After Children per 10,000 population
- Exits from alcohol treatment that are planned discharges
- Adult community health checks
- Permanent admissions to residential or nursing care (aged 65+)
- People who have no ongoing care needs following completion of provision of a reablement package

- Patient experience of community mental health services
- Perceptions that police and local council are dealing with concerns of anti-social behaviour and crime
- Police reported incidents of anti-social behaviour
- Repeat incidents of domestic abuse
- Properties occupied by owner occupiers made energy efficient as a direct consequence of local authority assistance
- Average waiting time at a customer access point
- Council tax and business rates collected in-year
- Current tenant arrears as a percentage of the annual rent debit
- Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines
- Days/shifts lost to sickness absence – all services including school staff

49. Key issues in terms of areas where there has been a deterioration in performance in terms of direction of travel compared to last year are:

- Total planning applications received
- Apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service
- JSA claimants claiming for 1 year or more
- Number of housing solution presentation
- Businesses engaged with/ assisted
- Pupils on Level 3 programmes achieving 2 A levels at grade A\*-E or equivalent
- Achievement gap between pupils eligible for free school meals and their peers at GCSE level
- Children in Need referrals occurring within 12 months of previous referral
- Looked after children cases reviewed within required timescales
- 16 to 18 year olds who are not in education, employment or training
- Older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services
- Overall crime rate
- Feed In Tariff installations
- Fly-tipping incidents reported
- Income generated from council owned business space

50. Examples of areas where performance is meeting or exceeding target are:

- Affordable homes delivered
- Empty properties brought back into use
- Planning applications determined within deadline
- Achievement of 5 or more A\*-C grades at GCSE level including English and Maths
- Pupils on Level 3 programmes achieving 2 A levels at grade A\*-E or equivalent
- Successful interventions via Stronger Families programme
- Successful completions of those in alcohol treatment
- Patient experience of community mental health services
- Land and highways with high levels of litter and detritus



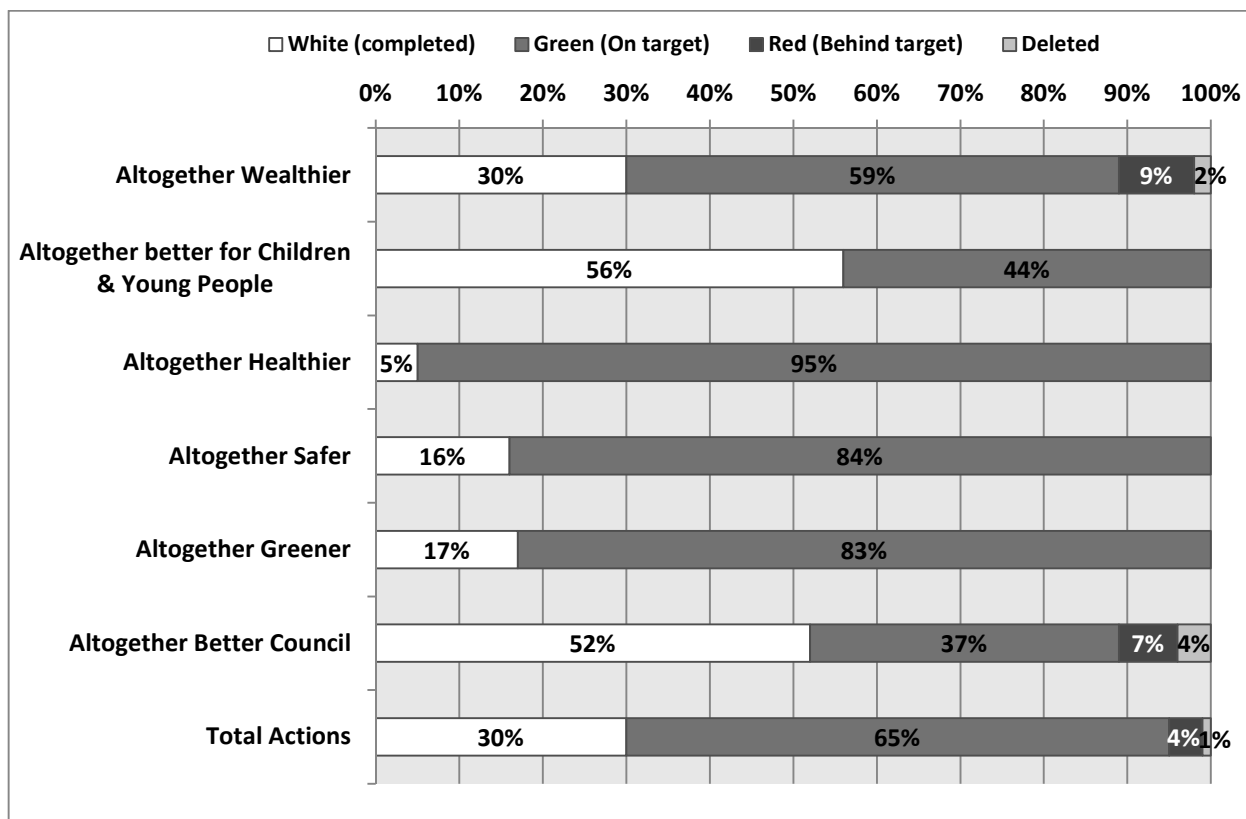
- Household recycling and composting collected from the kerbside
- Municipal waste landfilled
- Calls answered within 3 minutes
- Current tenant arrears as a percentage of the annual rent debit

51. Key issues in terms of areas where performance has not achieved target include:

- Looked after children achieving 5 A\*-C grades at GCSE level including English and Maths
- Children in Need referrals occurring within 12 months of previous referral
- Child protection cases reviewed within required timescales
- Eligible people who receive an NHS health check
- Successful completions of drug treatment
- Reduction of CO2 emissions from local authority operations
- Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines
- Appraisals completed

# Council Plan Actions

## Progress against Council Plan by Altogether theme: Quarter 3 2013/14



52. Monitoring of the Council Plan is carried out on a quarterly basis to ensure that actions are being completed. Good progress has been made overall in the third quarter of 2013/14 with 30% (48 out of 161) of actions being achieved and 65% (104 actions) on target. Actions behind target equate to 4% (seven actions). The Altogether Better for Children and Young People theme has achieved the highest percentage of actions completed (56%) and the Altogether Better Council theme has the highest percentage behind target (7%), which amounts to two actions.

## Service Plan Actions

### Service Plan Progress to End of Quarter 3

Service Grouping	Total number of Service Plan actions	Number of actions met or exceeded target	% of actions met or exceeded target	Number on target	% of actions on target	Number behind target	% of actions behind target	Deleted	% of actions deleted
Assistant Chief Executive	74	45	61%	18	24%	10	14%	1	1%
Children & Adult Services	178	54	30%	121	68%	3	2%	0	0%
Neighbourhood Services	113	36	32%	69	61%	2	2%	6	5%
Regeneration & Economic Development	96	12	13%	75	78%	8	8%	1	1%
Resources	116	64	55%	43	37%	8	7%	1	1%
<b>Total</b>	<b>577</b>	<b>211</b>	<b>37%</b>	<b>326</b>	<b>56%</b>	<b>31</b>	<b>5%</b>	<b>9</b>	<b>2%</b>

Source: Service monitoring data

53. The table above shows that overall, 93% of service plan actions have either been achieved or are on target to be achieved by the deadline. Actions behind target equate to 5%. There are a number of actions (2%) proposed to be deleted as they are either no longer relevant or have been incorporated into other actions. The Children and Adult Services grouping has the highest percentage of actions achieved or on target (98%) and the Assistant Chief Executive service grouping has the highest percentage of actions behind target (14%).

54. Reporting of these key actions is on an exception basis with a full copy of the exceptions, deletions, amendments and additions available on request from [performance@durham.gov.uk](mailto:performance@durham.gov.uk)

### Equalities and Diversity

55. Service plan monitoring has shown that Single Equality Scheme actions are progressing well with 50 (38%) actions complete, 75 (57%) on track to achieve target, five (5%) actions behind target and two (1%) actions deleted.

### Carbon Reduction by the Council

56. In order to achieve the targets for reducing carbon emissions by the council, a set of three actions have been included in all service plans and progress monitored. One action was completed during quarter 1, which was to recruit a minimum of one eco-champion per tier 4 manager. The action relating to the office carbon reduction surveys has been completed in quarter 3. The remaining action to reduce car business mileage for each service grouping (by a minimum of 10% for 2013/14) is on target.

## Risk Management

57. Effective risk management is a vital component of the council's challenging change agenda, so that any risks to successful delivery can be identified and minimised. The council's risk management process therefore sits alongside our change programme and is integrated into all significant change and improvement projects.
58. The key risks to successfully achieving the objectives of each corporate theme are detailed against each Altogether theme in the relevant sections of the report. These risks have been identified using the following criteria:-
- Net impact is critical, and the net likelihood is highly probable, probable or possible.
  - Net impact is major, and the net likelihood is highly probable or probable.
  - Net impact is moderate, and the net likelihood is highly probable.
59. As at 31 December 2013, there were 33 strategic risks, which is a net decrease of four from the previous period ending 30 September 2013. Of these, five are key risks matching the criteria above. The following matrix summarises the total number of strategic risks based on their net risk assessment as at 31 December 2013. Where there have been changes to the number of risks from the last quarter period end, the risk total as at 30 September 2013 is highlighted in brackets.

**Figure 4: Corporate Risk Heat Map**

Impact					
Critical	2 (2)	1 (1)	2 (3)		1 (0)
Major		3 (3)	4 (3)	1 (3)	
Moderate		0 (1)	9 (10)	4 (6)	1 (3)
Minor				2 (2)	2 (0)
Insignificant					1 (0)
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks



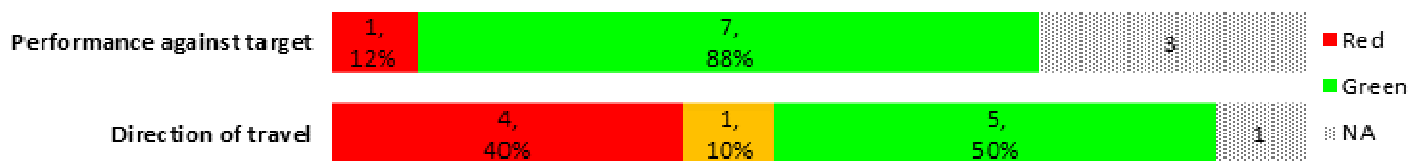
60. At a corporate strategic level, key risks to draw attention to are:
- Government ongoing funding cuts which now extend to at least 2017/18 will continue to have an increasing major impact on all council services. This key risk is categorised with critical impact and highly probable likelihood. Sound financial forecasting is in place based on thorough examination of the Government's "red book" plans.
  - If there was to be slippage in the delivery of the agreed Medium Term Financial Plan (MTFP) savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses. This key risk is categorised with critical impact and possible likelihood. The implementation of the delivery plan by ACE is closely being monitored by Corporate Management Team (CMT) and Cabinet.
  - If local authority schools and other local authority services choose not to take council services, together with the loss of community buildings, both Technical and Building Services could see a loss of business. This key risk is categorised with major impact and

probable likelihood. A draft booklet will be produced to promote Building Services ready for distribution throughout council services.

- d. Potential restitution of search fees going back to 2005. This key risk is categorised with moderate impact and highly probable likelihood. The mitigation of this risk is dependent upon the outcome of the negotiations and litigation currently being defended by lawyers instructed in group litigation.
  - e. If we were to fail to comply with central government's Public Services Network Code of Connection criteria, this would put some of our core business processes at risk, for example, revenues and benefits. This key risk is categorised with critical impact and possible likelihood. In May 2013, an ICT Health Check was carried out and a number of recommendations were made to bring the council to a position of compliance.
61. Five risks have been removed from the register in this quarter. This is due to management of the risks by the services as mitigating actions have been completed to reduce risks to a level where management now consider existing controls to be adequate.
62. The implementation of additional mitigation on a number of risks has enabled the council to improve performance, decision-making and governance, and this is detailed in the relevant sections of the report.

## Altogether Wealthier: Overview

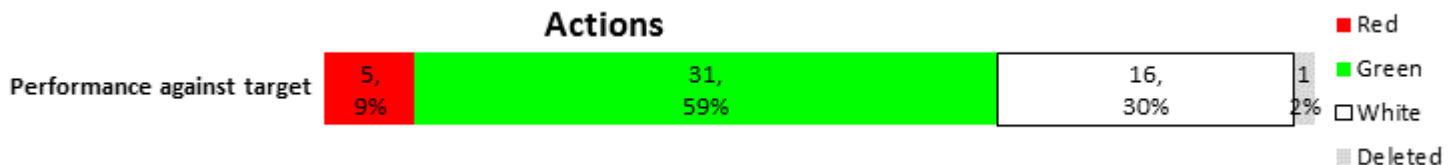
### Target performance indicators



### Tracker performance indicators



### Actions



## Council Performance

63. Key achievements this quarter include:

- a. During quarter 3 a further 28 empty properties have been brought back into use due to the targeted approach and partnership work with registered providers. Since April 2013, 80 properties have been brought back into use and performance now exceeds the annual target of 75. Discussions with owners regarding the options for returning their properties back into use has continued and included purchase, lease and repair schemes or advertising through the Durham Key Options scheme. The revised grants and interest free repayment loans process, through the empty homes cluster programme, was launched in October to assist the return of empty properties back into use within designated areas.
- b. This quarter 215 private sector properties were improved as a consequence of local authority intervention, bringing the total since April 2013 to 674. Performance exceeds the period target of 592. Property condition inspections continue to be undertaken in selective licensing designations.
- c. The number of non-decent homes for all providers continues to decrease from last quarter. East Durham Homes has improved from 31.9% to 26% and good progress is being made towards their target of 25% by the year end. This represents an improvement of 43% from the corresponding period last year, when 45.5% of homes were non-decent. Dale and Valley Homes has improved from 14.8% to 6.8%. Non-decency levels for Durham City Homes have reduced from 8% to 4.5%. Both Dale and Valley Homes and Durham City Homes are on track to meet their 0% target.
- d. Good progress has been made with the following Council Plan and service plan actions:
  - i. Delivery of Durham City Regeneration Schemes is due for completion by March 2017. Works on the former ice rink site for the National Savings and Investment office are on course. Design options are under consideration for the redevelopment of North Road Bus Station and the preferred option feasibility design and costing for the redevelopment of North Road is expected in March 2014.
  - ii. Work to increase the number of visitors to the city, making it a viable 48 hour stay for tourists, is due by March 2015. The destination marketing campaign for Lindisfarne Gospels was nominated for UK creative out of home awards and the

destination marketing for Lumiere was profiled at the World Travel Market as an example of best practice in digital marketing.

- iii. In relation to the future of council housing across County Durham, the council submitted its application to proceed with the stock transfer to the Homes and Communities Agency on 3 December 2013 and it is hoped that an outcome will be known by March 2014. The shadow board has met for the first time and an Interim Managing Director to lead the new registered provider was appointed in December.
- iv. Renewal/refurbishment of Gypsy roma traveller sites has made good progress. Works at the Adventure Lane, West Rainton site commenced in October 2013 and at the Tower Road, Stanley site in November 2013 and both sites are progressing to schedule. Planning approval for the Drum Lane, Chester-le-Street site was granted in November and for Green Lane, Bishop Auckland in December. Works are scheduled to commence on both sites shortly.

64. The key performance improvement issues for this theme are:

- a. The percentage of major planning applications determined within 13 weeks has fallen from 76.7% in quarter 2 to 72.7% this quarter. However this remains above the 71% target and is an improvement from 69.7% in quarter 3 2012/13. Performance compares favourably with the national rate (67%) although is not as good as the nearest statistical neighbour rate (75%). The overall proportion of planning applications determined within deadline has also fallen, from 88.5% last quarter to 85% this quarter but performance is in line with the 85% target. Staff changes and IT training have contributed to this slight dip in performance this period. The numbers of major and overall planning applications have both decreased this quarter compared to previous quarter. Major planning applications have fallen from 43 at the previous quarter to 33 this quarter. Overall planning applications have fallen from 762 at the previous quarter to 711 this quarter with a further fall from 719 in quarter 3 2012/13 (see Appendix 4, Chart 1).
- b. Key Council Plan actions behind target in this theme include:
  - i. The development of the County Durham Plan. Preparation for examination in public, including mock examination and pre-enquiry meeting is due by June 2014. This has been revised to July 2014. Following on from the extensive consultation on the pre-submission draft, work is being undertaken to prepare the plan for submission. If any changes are made to the plan at this stage then further consultation may be required. It is anticipated that submission will take place in April 2014 with the examination in public likely to start in July 2014, possibly lasting for up to three months.
  - ii. Delivery of a programme of transport capital works across the county:
    - A167 Northlands roundabout at Chester-le-Street is due for completion by April 2014. Advance utility works are now ongoing however construction will now take place between April and August 2014.
    - Bishop Auckland rail station was due by November 2013. This has been revised to February 2014 because a delay with the BT Openreach telephone connection has deferred the opening of a new passenger waiting room and travel hub. The waiting room will be opened as soon as possible once the external signage is complete. This action was delayed from September to November 2013 in quarter 2.
    - East Durham rail station was due for completion by December 2014. This has been delayed until March 2015 due to communication issues with Network Rail. The revised development agreement has been received from

Network Rail for stages one to four of the Governance for Railway Investment Project and it is anticipated to commence in February 2014.

- c. There is also one action that has been deleted which is to deliver traffic priorities in Durham City including linking traffic signals to develop more effective flows of traffic and the use of technologies to reduce congestion on the network by 2015. Funding was expected for this project when the Council Plan for 2013/14 was in development but unfortunately this was not granted and no other form of funding has yet been identified.

65. Tracker indicators for this priority theme (see Appendix 3, table 2) show:

- a. The number of people in employment has fallen by 3,800 since the last quarter, from 228,300 to 224,500. This represents a decrease in the employment rate from 67.1% reported last quarter to 65.7% at the end of September 2013 and remains worse than national (71.4%), regional (66.2%) and nearest statistical neighbour (69.4%) rates. The fall in employment this period may be attributable to seasonal fluctuations when uplift in employment was seen last quarter over the early summer period. The employment rate however remains higher than the corresponding period last year when 65.2% of the working age population were employed.
- b. The proportion of the working age population currently not in work who want a job has improved, falling from 15.49 % to 14.39% (47,400 people). This represents an improvement from the same period last year (16%) but remains below both the national (11.5%) and North East (14.13%) figures. A recent TUC report on the labour market in the regions of England found that despite increases in the number of people in work in the UK and the likelihood of people having a job increasing, people's chances of having a job have fallen in the North East.
- c. The proportion of Job Seekers Allowance (JSA) claimants claiming for one year or more continues to rise, from 36.12% last quarter to 36.35% this quarter, although the actual number of long term claimants has fallen from 4,740 in September to 4,320 in December, reflecting a fall in overall numbers claiming JSA. County Durham's rate is worse than both the national (27.1%) and North East (35.8%) rates.
- d. The number of 18 to 24 year olds claiming JSA continues to decrease from 4,255 last quarter to 3,525 this quarter. The youth unemployment level has improved 31% from the same period last year, when there were 5,115 claimants.
- e. Data provided by the National Apprenticeship Service shows a 17% decrease in the number of apprenticeships started by young people resident in the county from 1,659 in 2011/12 academic year to 1,372 in 2012/13 academic year. However, the number of 19 to 24 year olds starting apprenticeships shows a small increase of 3% during the same period from 2,075 to 2,140. Regional and national comparisons demonstrate similar trends. This quarter, 38 apprenticeships were started through Durham County Council funded schemes, achieving the quarterly target of 33, although this has reduced from 43 reported last quarter.
- f. The latest local measure at May 2013 shows that the percentage of children in low income families has improved slightly, falling from 24.7% last quarter to 24.4% this quarter. This represents 21,600 children in County Durham where households are claiming out-of-work benefits. The rate shows a reduction from the same period last year (24.8%). This compares favourably with the regional rate (25.3%) but is worse than the national rate (19.4%).
- g. There has been a significant increase in the number of housing completions with 352 net additional homes being completed during quarter 3 compared to 165 in quarter 2 and 158 for the corresponding period last year. The number of affordable homes delivered has also improved, from 78 in quarter 2 to 176 in quarter 3, exceeding the quarterly target of 88 and performance for the same period last year (55). Since April



2013, 314 affordable homes have been completed, showing good progress towards achieving the annual target of 350. The increase is as the result of a number of planning permissions being implemented in the southern area of the county. In Durham City there were 18 new homes completed, an increase from 11 in quarter 2 and 10 in quarter 3 2012/13. The proportion of homes completed in and near major settlements fell from 69.09% last quarter to 44.8% this quarter.

- h. Homeless indicators continue to show a positive year on year trend. The number of homeless presentations this quarter (1,443) shows a slight increase from last quarter (1,437) and also the same period in 2012/13 (1,437) (see Appendix 4, Chart 2). The level of statutory applications has reduced from 15.17% (218 applications) in quarter 2 to 13.1% (189 applications) in quarter 3 with a 28.7% decrease compared to the same period last year (18.37%, 264 applications). The level of acceptances of a statutory duty has also fallen to 3.4% (49 acceptances) in quarter 3 from 3.83% in quarter 2 (55 acceptances) and 5.22% for the corresponding period last year. The level of preventions has increased from 24.57% in quarter 2 (353 preventions) to 25.29% in quarter 3 (365 preventions), with an improvement of 20% since quarter 3 2012/13 when performance was 21%.
- i. The number of families rehoused through Durham Key Options system has increased by 12% from 1,224 last quarter to 1,370 this quarter. This compares to 937 for the same period in 2012/13, an increase of 46% (see Appendix 4, Chart 3). This is largely due to increased voids and internal transfers.

66. New developments this period within this priority theme relate to:

- a. The draft North East Local Enterprise Partnership (NELEP) European Structural and Investment Fund (ESIF) Strategy was submitted to Government in October 2013. Durham County Council is leading on the NELEP's Implementation Group to develop governance arrangements for the ESIF programme. A series of work streams have been set up through the Business, Enterprise and Skills EU Group to identify potential activities for the new ESIF programme.
- b. The draft North East Strategic Economic Plan, which was developed collaboratively with a range of partners across the area, was submitted to Government on the 19th December. Six weeks consultation will commence from January 2014 and the final plan will be submitted to Government in March 2014. Work on the implementation plan for the prioritisation framework will take place January to March 2014.
- c. Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland councils have all come together to form the North East Leadership Board (NELB). The NELB will join a number of other areas, including West Yorkshire, South Yorkshire and Merseyside, in making working arrangements more formal by creating a legal body called a 'combined authority'. This will ensure that the North East does not lose out on opportunities for greater decision-making powers or access to more funding from Government. A proposal has been submitted to the Secretary of State at the Department for Communities and Local Government to establish the NELB as the combined authority for the area. If successful, the NELB will come into effect on 1 April 2014. We will continue to work together to develop the practical arrangements necessary to operate the combined authority.

67. There are no key risks in delivering the objectives of this theme.

## Altogether Better for Children and Young People: Overview

### Target performance indicators



### Tracker performance indicators



### Actions



## Council Performance

68. Key achievements this quarter include:

- Revised data for the 2012/13 academic year confirms the positive position reported at quarter 2 with 63.1% of pupils achieving five or more A\*-C GCSEs or equivalent including English and maths, an improvement from 62.5% in the previous year and exceeding national performance of 59.2%. A positive position is also shown for A levels with 98.9% of pupils achieving two A Levels at grade A\*-E (Level 3) or equivalent. This is a slight decrease from 99.1% in the previous year but is better than target (98.1%) and national performance (97.9%).
- As at September 2013, 42% of families allocated a lead professional within the Stronger Families Programme met the turnaround results criteria, which has resulted in a payment by result claim. The local authority has claimed £186,500 reward grant up to September 2013. Turned around is defined as the individual(s) in the family achieving the reductions in crime/anti-social behaviour, improved school attendance or moving back into employment as set out in the Department for Communities and Local Government's Troubled Families Programme Financial Framework (March 2012). Performance has achieved the quarterly profiled target of 25%. There have been a total of 312 families turned around to date. County Durham remains in the top 20% of local authorities and is ranked 15th highest nationally based upon the total number of families turned around as at the end of September 2013.
- The number of looked after children (LAC) reduced to 599 at the end of December 2013, which equates to a rate of 59.8 per 10,000 population (see Appendix 4, chart 4). This is an improvement from 63.6 per 10,000 at the same point of the previous year and is better than national (60 per 10,000), North East (80) and statistical neighbours (81) data. The reduction in LAC is primarily due to early intervention and prevention strategies but is balanced with the need to secure placements to address safeguarding concerns. The Early Help Strategy ensures families receive appropriate, timely support to prevent an escalation of difficulties, which may result in children needing to be looked after in the future. The LAC Reduction Strategy aims to improve the adoption process placing children permanently, either within their family or with foster carers, without unnecessary delay and embracing the Government's Adoption Reform Programme, which is now being extended into 2014/15.

69. The key performance improvement issues for this theme are:

- a. Revised data for the 2012/13 academic year show that 41.9% of pupils in the Early Years Foundation Stage (EYFS) achieved a good level of development. Once a baseline has been established for this new indicator a target will be set. Current performance was however worse than the national (52%), regional (45%) and statistical neighbour (47%) averages. In order to improve this position the Education Development Service have:
- Discussed outcomes with head teachers
  - Developed a handbook to support schools in EYFS assessment
  - Devised a training programme for schools to support embedding the EYFS assessment
- b. Between July and September 2012, the percentage of mothers smoking at time of delivery in County Durham was 19.1%. Performance is achieving the 20.6% target and is an improvement from previous quarter (21.6%) but remains worse than the England average (11.8%) and the same period last year (18.5%), although this was the lowest quarterly figure recorded in the last three and a half years. The babyClear project which is the North East's regional approach to reducing maternal smoking is now fully implemented. BabyClear is led by Fresh and the Tobacco Control Collaborating Centre and is supported by all eight of the North East's Foundation Trusts. In addition, the Stop Smoking Service receives referrals from maternity services to initiate discussions on stopping smoking with the client. Latest data shows that 67% of referrals were declined or the client could not be contacted.
- c. Data for April to December 2013 show that 565 out of 585 looked after children (LAC) cases were reviewed in timescale, which equals 96.6%. Performance is slightly below the 97.6% target and the corresponding period of the previous year (97.5%). During quarter 3 there were six reviews (relating to eight children) that were not undertaken within timescale due to a case moving placement and recording issues.
- d. Child protection reviews undertaken between April and December 2013 show that 276 out of 289 cases were reviewed within timescale, which equals 95.5%. There were only four reviews that were not completed within timescale, however these related to large sibling groups. Performance is below the target of 100% but is an improvement from 92.7% during the corresponding period of the previous year. Durham is above the 2012/13 statistical neighbour average of 94.8% and is marginally below the national (96.2%) and North East (96.6%) rates. Systems have been put into place to ensure that, where reviews have to be rearranged, this is done as early as possible so that the revised date is still within timescale. Any proposals to cancel reviews are to be agreed by senior managers within Children and Adults Services.
- e. Between April and December 2013, 1,695 out of 5,574 children in need referrals occurred within 12 months of the previous referral, which equals 30.4%. Performance did not meet the target of 21% and is worse than the corresponding period of the previous year (15.3%) (see Appendix 4, chart 5). An audit of a sample of 16 cases where there had been at least one re-referral in the previous 12 months has been undertaken. The findings of the audit did not reveal any patterns for re-referrals in terms of geographical variations or the length of time between referrals. The transformation of children's care, including a revision of the common assessment framework/children in need processes and the creation of a single point of access, to be implemented from April 2014, will ensure that referrals are dealt with appropriately and families are provided with ongoing support so that issues do not recur which would lead to re-referral.
- f. There are no Council Plan actions behind target in this theme.

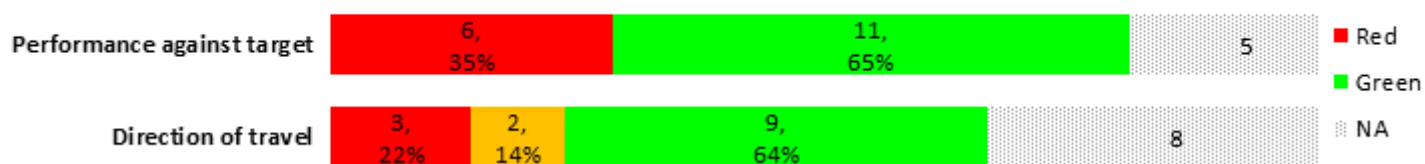
70. Tracker indicators for this priority theme (see Appendix 3, table 2) show:

- a. The percentage of children recorded as having excess weight in reception has reduced from 23.6% in the 2011/12 academic year to 21.9% in 2012/13, which is better than the national rate of 22.2%. The percentage of year six children recorded as having excess weight has also reduced from 38.4% in the 2011/12 academic year to 35.9% in 2012/13, which although higher than the national average of 33.3% is similar to the North East figure of 35.7%. A healthy weight alliance for County Durham has been launched to promote healthy weight in the county and a Healthy Weight Strategy is currently being developed to support delivery. The main focus is to reduce the inequality gap between reception and year six and continue to provide support to families to achieve a healthy weight.
- b. Data for October to December 2013 indicate that 7% of 16 to 18 year olds were not in education, employment or training (NEET), which relates to approximately 1,048 young people. This is better than performance in quarter 1 (8.7%) and the regional average of 7.8% but worse than the national rate of 5.7% and statistical neighbour average of 6.5%. As part of the September Guarantee to ensure 16 and 17 year olds receive an appropriate place in education or training, 97.3% of 16 year old school leavers received an offer of education or training in a school, college, work based training provider, or an apprenticeship. This is an increase from 96% in 2012. The proportion of 17 year olds who received an offer was 90.3%, an increase from 89.4% in 2012. Intensive work by the One Point Service and Improving Progression Team has facilitated an increase in 16 to 18 year olds progressing into education, employment or training destinations which has resulted in a significant decrease in the proportion of NEETs. Additional actions which have contributed to the decrease in NEETs include:
  - Implementation of risk of NEET indicators across schools so that measures can be put in place to support young people at key transition points.
  - Information about young people who are NEET and young people who are not known is shared on a monthly basis with key partners e.g. schools, colleges and other learning providers.
  - Information about young people who are eligible for support from the youth contract is shared with the provider on a monthly basis in order to engage with those NEETs and help overcome barriers to progression.
- c. The rate of proven re-offending by young people displayed a downward trend from 2010/11 to 2012/13 (1.73 offences to 1.29). However, during 2013/14 there has been a rising trend in re-offending with 140 offences committed by the 151 young people within six months of inclusion in the 2013 cohort. This equates to a frequency rate of 0.93 offences per young offender and an increase from 0.56 during the equivalent period of the previous year. Actions taken by County Durham Youth Offending Service (CDYOS) to reduce re-offending include:
  - Targeting resources on high risk young people
  - Robust risk management planning processes
  - Implementation of CDYOS Offending Behaviour Programmes
  - Expansion of restorative justice across all orders
  - Increased focus on young people's speech, language and communication needs and barriers to engagement

71. There are no key risks in delivering the objectives of this theme.

## Altogether Healthier: Overview

### Target performance indicators



### Tracker performance indicators



### Actions



## Council Performance

72. Key achievements this quarter include:

- Between April and December 2013, 520 over 65 year olds were admitted on a permanent basis to residential or nursing care. This equates to 538.4 per 100,000 and achieved the quarterly profiled target of 642.9 per 100,000. Performance is also better than at the same period last year (618 per 100,000). This is in line with our strategy to support more people to live independently at home.
- At the end of December 2013 (rolling year), 59.5% (10,714 of 18,001) of all social care service users in receipt of community services had a personal budget, which compares to 53.2% at the same time last year and exceeds the target of 55%. This is better than the 2012/13 England average of 55.5% and North East rate of 52%.
- Between April and December 2013, 94.7% (586 of 619) of service users reported that the help and support they receive has made their quality of life better. This is above the target of 92%.
- Of those older people discharged from hospital into reablement or rehabilitation services between January and September 2013, 87.1% (929 of 1,067) remained at home three months later. This is exceeding the target of 85%, the 2012/13 national average (81.4%) and the North East average (84.9%).
- From April to December 2013, 74.6% of service users (742 of 995) required no ongoing care following completion of their reablement package. Performance is above the same period last year (59.6%).
- In the year ending December 2013, 2,540 out of 2,878 (88.3%) of adults receiving secondary mental health services were known to be in settled accommodation at the time of their last review or assessment, which is slightly better than at the same time period last year (88.1%). This is exceeding the 2013/14 target of 85% and 2012/13 provisional national (59.3%) and comparator group (57.4%) averages.

73. The key performance improvement issues for this theme are:

- Latest provisional figures show that the Stop Smoking Service achieved 2,023 smoking quitters between April and September 2013. This equates to 475 quitters per 100,000 which is below the target of 535 per 100,000 and is less than the 554 per 100,000 during the same period of the previous year. County Durham's performance is worse

than the regional average of 488 quitters per 100,000 but better than the England rate of 316 per 100,000.

North East Stop Smoking Services are struggling to engage with the volume of smokers that they have historically achieved, which is affecting quit numbers. This issue is not specific to the North East and is affecting the whole of England. There is speculation on what is behind this trend, with the growth of the electronic cigarette market potentially having an impact.

Actions being taken to increase the number of quitters include:

- New Year Health Harms Campaign, including promotional material at shopping centres in Bishop Auckland, Peterlee, Stanley and Consett.
- Managers within the Specialist Stop Smoking Service are setting up new clinics and closing non-productive clinics.
- On-site visits to providers (e.g. pharmacies) to discuss performance and support providers with any delivery issues they are struggling with.

- b. Between April and September 2013, 4.8% of eligible people (7,855) received an NHS Health Check, which falls below the quarterly profiled target of 10%. This is however higher than the same period last year when 3% of eligible people (4,930) had received a health check. Performance is similar to the regional average of 4.7%, and is better than the England and statistical neighbour figures of 4.2% and 4.4% respectively.

Public Health is considering changing the focus of health checks from a universal to a targeted approach. This would involve expanding the community based Check4Life Programme in areas with a high prevalence of cardiovascular disease (CVD) risk factors and GP practices targeting those eligible people with an estimated high risk of CVD. The CVD Prevention Framework will be presented to the Health and Wellbeing Board for approval in March 2014.

- c. There are no Council Plan actions behind target in this theme.

74. Tracker indicators for this priority theme (see Appendix 3, table 2) show:

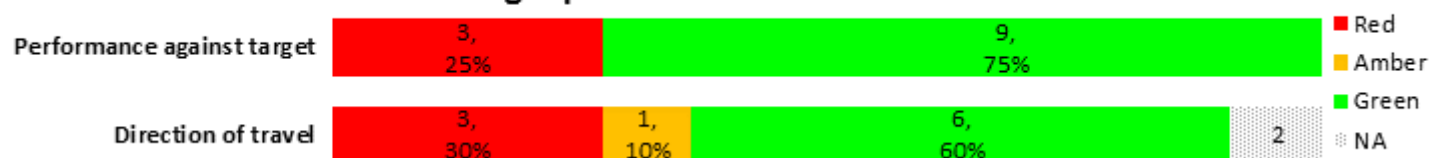
- a. In the eight sample days in 2013 there were 375 delayed transfers of care from hospital which equates to a rate of 11.3 delays per 100,000 population. This is a slight increase from 10.7 per 100,000 in the equivalent period in the previous year. This performance is worse than the England average of 9.3 delays. Only 31 delayed transfers were fully or partly attributable to adult social care, which equates to a rate of 0.94 per 100,000 population. Performance has improved from 1.86 in the equivalent period of 2012/13 and is better than the national figure for the period of 3.08 delays.
- b. Latest data show that male and female life expectancy in County Durham has increased. For males born in County Durham, life expectancy increased by three years in the last ten years from 74.9 in 2001/03 to 77.9 in 2010/12. County Durham has kept pace with the national and regional rise in male life expectancy. The gap between County Durham and England has remained at 1.3 years over the period. Male life expectancy stands at 79.2 for England and 77.8 for the North East.

For females born in County Durham, life expectancy has increased by 2.3 years in the last ten years from 79.2 in 2001/03 to 81.5 in 2010/12. County Durham has kept pace with the national and regional rise in female life expectancy. The gap between County Durham and the North East has narrowed by 0.2 years, from a gap of 0.3 in 2001/3 to 0.1 in 2011/12. The gap between County Durham and England has remained at 1.5 years over the period. Female life expectancy stands at 83.0 for England and 81.6 for the North East.

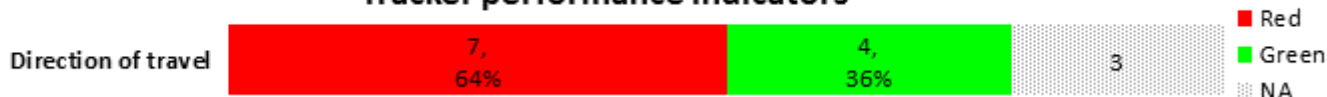
75. There are no key risks in delivering the objectives of this theme.

## Altogether Safer: Overview

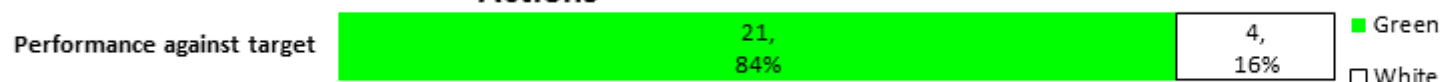
### Target performance indicators



### Tracker performance indicators



### Actions



## Council Performance

76. Key achievements this quarter include:

- Of the adult social care users who responded to the local Children and Adult Services survey, 91.3% reported that the care and support services they received helped them to feel safe and secure. This exceeds the target of 75% and 2012/13 performance for national (77.9%) and the North East (79.4%).
- The change in detected crimes for offenders in the Integrated Offender Management cohort shows a 46% reduction this period against the previous year and has achieved the target of a 40% reduction.
- The number of people in alcohol treatment with the Community Alcohol Service between October 2012 and September 2013 was 1,531. Of the 1,531 people in treatment, 555 successfully completed their treatment plan. This equates to a 36.3% successful completion rate, which is achieving target of 36% and is consistent with national performance of 36%.
- During April and December 2013, 184 victims presented at the Durham Multi Agency Risk Assessment Conference (MARAC) of which 15 were repeat referrals for domestic abuse, equating to 8.2%, better than the period target of less than 25% and national (24.4%) and North East (27%) rates. As reported at quarter 2, the MARAC partners and the Co-ordinated Action Against Domestic Abuse (CAADA) are to undertake a self-assessment to explore the apparent lower level of referrals overall compared with regional and national rates. This will be undertaken in February 2014, and initial findings will be available in March 2014.

77. The key performance improvement issues for this theme are:

- The number of people in drug treatment with the Community Drugs Service (CDS) for opiate use between April 2012 and March 2013 was 1,472. Of the 1,472 people in treatment, 109 successfully completed, i.e. they did not re-present to the CDS between April and September 2013. This equates to a 7.4% successful completion rate, which is below the annual target of 11% and slightly below national performance of 8%. The provision of treatment through the Recovery Academy Durham (RAD) was temporarily reduced due to a lack of appropriate supported housing. Four three bedroom houses are now available to the RAD, leased from East Durham Homes, and one of these houses will be a female only house. Referrals to RAD are now being made by the Community Drug Service with a view to filling the houses as soon as possible. The RAD has also started accepting day cases (clients who live in their own accommodation but access treatment within RAD). A performance clinic was held with providers in

November 2013 which addressed the specific issue of increasing successful completions. Action plans have been developed and sent out to providers.

- b. The number of people in drug treatment with the Community Drugs Service (CDS) for non- opiate use between April 2012 and March 2013 was 430. Of the 430 people in treatment, 152 successfully completed, i.e. they did not re-present to the CDS between April and September 2013. This equates to a 35.3% successful completion rate, which is below the annual target of 48% and below the national outturn of 40%.
- c. The number of people killed or seriously injured in road traffic accidents between January to September 2013 was 140. Of the 49 incidents in the most recent quarter (quarter 2) there were three fatalities (6%). The number of children killed or seriously injured in road traffic accidents between July and September 2013 was six. This has contributed to a cumulative figure over January to September 2013 of 19 which has exceeded the target of 12, however none were fatal.
- d. There are no Council Plan actions behind target in this theme.

78. Tracker indicators for this priority theme (see Appendix 3, table 2) show:

- a. During the period April to December 2013 there were 18,797 crimes reported to the police (36.6 per 1,000 population). This has increased from 17,733 crimes in the same period of 2012/13 and equates to a 6% rise in overall crime. Based on current figures, Durham Constabulary is forecasting a 9.6% increase in total crime by the end of 2013/14. Increasing crime has been observed in more than half of forces nationally. Despite this the County Durham Community Safety Partnership (CSP) area continues to have one of the lowest levels of crime per 1,000 population and is currently ranked first out of 15 most similar CSPs.
- b. During April to December 2013 there were 8,905 stealing offences. This is an increase of 4.9% when comparing to the equivalent period in 2012/13. Increases have been observed across most theft categories except dwelling burglary and theft from vehicle which are showing decreases. Durham Constabulary has also had a major success with reducing metal theft.

The following table shows a breakdown of theft offences that have displayed a rise in comparison to the same period of the previous year:

Offence	Apr-Dec 2012	Apr-Dec 2013	% Change
Theft of a pedal cycle	277	335	+20.9%
Theft from the person	74	87	+17.6%
Burglary other (non-dwellings e.g. sheds, garages)	1459	1606	+10.1%
Theft of a vehicle	324	356	+9.9%
Shoplifting	1460	1572	+7.7%

- c. There were 16,666 victim based crimes between April to December 2013, which is a 7% increase (1,086 more victims of crime) when comparing to the same period in 2012/13. During this period there were 557 serious or major crimes, a 61% increase compared to the equivalent period last year. The main contributing factor to this significant rise in serious crimes is the highly publicised Saville enquiry which has highlighted the issue of historic sexual offences, and this has had an impact in the County Durham CSP area.
- d. During April to December 2013 there were 19,011 incidents of anti-social behavior (ASB) reported to the police. This equates to a 2.2% decrease from the equivalent period in 2012/13. It should be noted that the number of incidents recorded during October to December 2013 (5,451) is the lowest reported since quarter 1 2011/12. As a

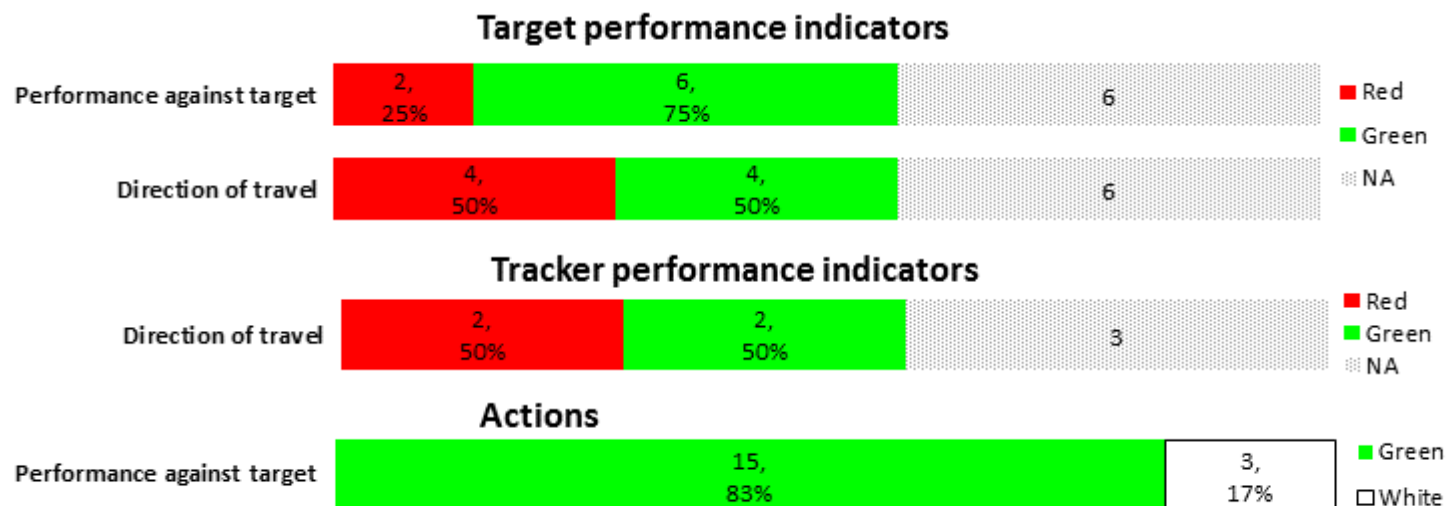


result of this recent downward trend Durham Constabulary is forecasting a 6% reduction in ASB by the end of 2013/14.

- e. During April to December 2013, there were 2,996 incidents of alcohol related ASB incidents, which equates to 16% of total ASB reported to the police. Performance shows a two percentage point increase on the equivalent period in 2012/13. There were 3,625 violent crimes reported to the police, of which 34% were recorded as alcohol related. Performance shows a two percentage point increase on the equivalent period in 2012/13. Durham Constabulary identified that the increases are partly due to the improved recording of alcohol as an aggravating factor and partly due to the good weather experienced in 2013. Actions within Durham Constabulary's ASB Alcohol Delivery Plan include:
- Tackling high impact locations where alcohol is being used and is impacting upon ASB.
  - Tackling outlets that are selling alcohol and in turn are a causal factor to incidents of ASB.
  - The Constabulary's Alcohol Harm Reduction Unit is using ASB data to identify and target hot spots.
- f. Latest data relating to the rolling year January to December 2011 show that 29.2% of offenders in Durham reoffended, compared to 26.8% nationally. This figure represents a 0.1 percentage point decrease on the previous year's equivalent period.

79. There are no key risks in delivering the objectives of this theme.

## Altogether Greener: Overview



## Council Performance

80. Key achievements this quarter include:

- a. Street and environmental cleanliness has improved this period. The results of the second survey relate to the period August to November 2013 and indicate that of relevant land and highways assessed as having deposits of litter, 5.91% fell below an acceptable level. Performance was better than the target of 7% and it has improved from 8% reported at quarter 3 2012/13. Of relevant land and highways assessed as having deposits of detritus, 7.33% fell below an acceptable level. Performance was better than the target of 10% but it has slightly deteriorated from 7.04% reported at quarter 3 2012/13.
- b. There were 844 feed in tariff installations registered and approved during quarter 3, including 374 solar PV installations equating to installed capacity of 1.425MW. The quarter 3 target of 800 installations was achieved. There has been an increase of 14.4% in renewable energy generation this quarter compared to the same period last year. The installed or installed/approved capacity within County Durham was 205.13MW in quarter 3; 172.4MW operational and 32.729MW approved (Wind - 128.83 operational and 6.51 approved).
- c. Good progress has been made with the following Council Plan and service plan actions:
  - i. Projects for renewable energy development on council assets are progressing with the biomass boiler at Killhope performing well. The biomass boiler at Green Lane, Spennymoor has now been installed and performance data is awaited. Following a promotional campaign there has been considerable interest with regard to community energy projects.
  - ii. In relation to the North Pennines Area of Outstanding Natural Beauty (AONB) the production of the new statutory AONB Management Plan is underway and the plan is due for completion in early January and adoption by the five local authorities by the end of March 2014.

81. The key performance improvement issue for this theme relates to fly-tipping.

There were 7,889 fly-tipping incidents reported in the 12 month rolling period from January to December 2013. There has been an increase of 8.9% compared to the previous period and 20.1% compared to 12 months earlier (see Appendix 4, chart 6). Analysis shows that there has been an increase in the number of larger vehicles fly-tipping, typically relating to building and construction and there has been a 60% increase in fly-tipping incidents in the east,

particularly around Seaham, Horden and Peterlee. The deployment of 10 CCTV cameras in the east resulted in 10 fixed penalty notices; 2 court convictions with fines and costs totalling £1,400; 4 cases pending court action; and 6 cases currently under investigation.

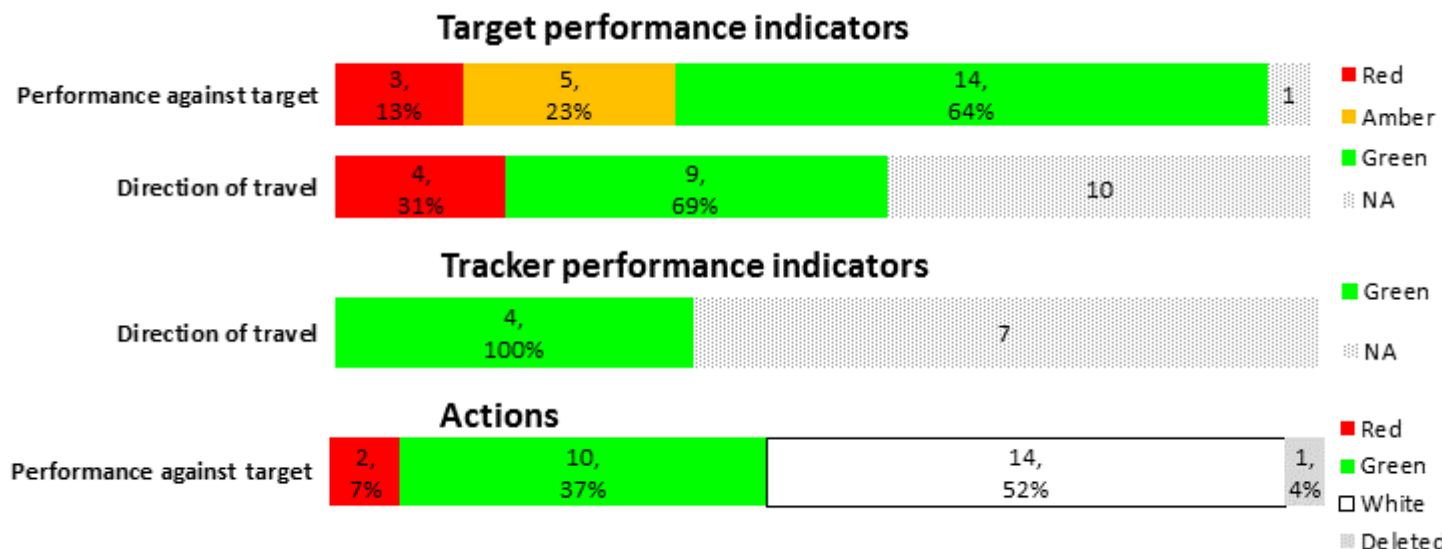
Actions being taken include:

- A number of stop and search operations are being carried out by neighbourhood wardens to identify any vehicles carrying waste illegally. In addition, wardens are also carrying out more duty of care checks with any firms seen carrying out building or other types of maintenance work to ensure appropriate means of disposing of waste are in place.
- An awareness and enforcement campaign has taken place during December and January to coincide with increased purchasing of household items. This campaign will focus on the householder's duty of care.
- Durham County Council (DCC) in partnership with the police and Environment Agency ran a campaign in December targeting people who dump waste illegally. Actions included:
  - Surveillance of known fly-tipping hotspots, checking companies which transport and dispose of waste to ensure they are properly registered and disposing of the waste correctly.
  - As part of the campaign residents were also encouraged to report incidents and provide information to help Durham County Council's Neighbourhood Protection Team to identify those responsible.
  - During the campaign over 100 suspected incidents of fly-tipping were reported and are under investigation. Some fixed penalty notices have already been issued and checks also been made on a number of traders. As a result of investigations by Durham County Council into incidents of fly-tipping, there are cases due to go before the courts in January/February 2014.
- A joint project with the police has commenced looking at environmental issues and part of this work will be to identify fly-tipping hot spots. Once analysis is complete, an action plan will be produced.

82. There are no Council Plan actions behind target in this theme.

83. There are no key risks in delivering the objectives of this theme.

## Altogether Better Council: Overview



## Council Performance

84. Key achievements this quarter include:

- a. Between October and December 2013, 212,323 telephone calls were answered which is 91% of all calls received compared to 88% at quarter 2. Improvements have also been seen in call handling times. During quarter 3, 87% were answered within three minutes against a target of 80%, an improvement on quarter 2, when 78% were answered within three minutes. The volume of telephone calls show 8.9% fewer calls received this quarter (235,064) when compared with quarter 2 (258,047) (see Appendix 4, Chart 7).
- b. During quarter 3, the average waiting time at a customer access point was 3 minutes 53 seconds, which is well within the 15 minutes target. Footfall in our Customer Access Points decreased from 93,059 in quarter 2 to 78,729 in quarter 3, partly due to the Christmas close down period. Face to face contact dropped in November and December, however contact during quarter 3 this year was 2.2% higher than the same period last year (see Appendix 4, Chart 8).
- c. During quarter 3, new housing benefit (HB) claims were processed in 21.02 days on average while new council tax reduction (CTR) claims were processed in 22.18 days on average. Current performance is better than the 25 day end of year target and the Great Britain average of 24 days for processing new HB claims.

The volume of new HB claims processed has increased from 2,962 in quarter 2 to 3,453 this quarter. The volume of new CTR claims processed has increased from 3,389 in quarter 2 to 3,801 this quarter (see Appendix 4, Chart 9).

Processing rates for changes of circumstances have continued to improve and have been well below the 12 day target for both HB and CTR claims for the last three months. The average time taken to process change of circumstances was on average 9.45 days for HB claims and 10.05 days for CTR claims. Performance is better than the Great Britain average of 11 days for HB claims.

The volume of change of circumstances for HB claims processed has fallen from 25,152 in quarter 2 to 22,873 this quarter. The volume of change of circumstances for CTR claims processed has fallen from 27,215 in quarter 2 to 24,319 this quarter (see Appendix 4, chart 10).

- d. The average days lost to sickness absence per full time equivalent (including school based employees) reduced from 9.31 in quarter 2 (October 2012 to September 2013) to 8.92 days this quarter (January to December 2013). This represents an improvement

of over 4% and places current sickness levels better than the 9.05 days corporate target for the first time in 2013/14. Improving the management of attendance and reducing incidences of sickness absence is a priority for the council.

- e. Tenant rent arrears have fallen for Durham City Homes from 2.24% in quarter 2 to 2.05% this quarter and the target of 2.5% has been met. Dale and Valley Homes performance of 1.58% is well within target of 3% and it has improved from 1.64% reported last quarter. Arrears for East Durham Homes have fallen slightly from 2.89% in quarter 2 to 2.85% this quarter and the target of 3% has been achieved. There has been an improvement in performance during this quarter which is assumed to be linked to the two weeks rent free period in December.
- f. Good progress has been made with the following Council Plan and service plan actions:
  - i. Become public service network compliant allowing the council to trade services by March 2014. The Public Service Network Code of Connection (PSN CoCo) is a set of standards that govern the security, risk management and information assurance of networks connected to the Government Conveyance Network (GCN) and Government Connect Secure Extranet (GCSx). The council achieved PSN CoCo compliance on 22 October 2013 through a documented submission containing a number of planned activities to mitigate outstanding risks. The council's compliance is effective until mid-2014, when further assessment will be required.
  - ii. Increase availability of technology across the county by developing the Digital Durham programme for next generation broadband delivery to all areas of the county by March 2015. December 2013 saw the official launch of the first fibre cabinet in the programme located in Durham City Marketplace. This cabinet can supply fast speed broadband to businesses and residents in the heart of the city, supporting regeneration, economic growth and job opportunities. Also during December 2013 a further 22 cabinets were surveyed and are progressing to build stage. With an additional 112 cabinets to be surveyed before the end of March 2014, the first phase of the nine phase programme is well underway. Additional funding from the Rural Community Broadband Fund is being sought for Teesdale and Weardale with a final application to DEFRA expected during quarter 4 2013/14.

85. The key performance improvement issues for this theme are:

- a. Despite renewed focus on paying supplier invoices on time, performance continues to hover around 91%, short of the 92% target. Although December performance was 93%, performance is not yet consistent enough to deliver on-target performance over a quarter. Whilst it is clear that consistent compliance with agreed business processes is a matter that needs to be continuously highlighted, addressed and reinforced, a software issue arose during quarter 3 that slowed down the invoice payment process and may affect future performance.
- b. Employee appraisals recorded across the council has shown real improvement over the last year in particular and the introduction of email alerts for managers seems useful in this regard, but further and sustained effort is required by managers and supervisors to ensure that all relevant employees have undergone an appropriate appraisal event in the last 12 months and that this is recorded on the 'MyView' system. The percentage of performance appraisals completed and recorded fell slightly from 75.3% in quarter 2 to 73.3% this quarter. This is short of the 80% corporate target.
- c. The percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within 20 days was 80% this quarter which was below the national standard of 85%. Current performance reflects a good month in October but slightly lower performance in November and December. The volume of FOI

and EIR requests received this quarter was 319 which has increased compared with 249 last quarter and 189 at same period last year (see Appendix 4, chart 11).

- d. Key Council Plan actions behind target in this theme include:
  - i. The production of a regeneration investment plan to maximise external funding for the council and its partners was due for completion by December 2013. This has been delayed until April 2014. This action was delayed from September 2013 to December 2013 in quarter 2.
  - ii. The delivery of a programme of data protection health checks to ensure that personal data held by the council is managed effectively was due by December 2013. An initial pilot programme has been completed with full rollout now due by September 2014.
- e. There is also one action that has been deleted which is to undertake a review of the Local Council Tax Support Scheme by December 2013. This action has been deleted as there are no changes required for 2014/15 and the review will be carried out in the Spring of 2014 ahead of a decision for 2015/16.

86. The key risks to successfully delivering the objectives of this theme are:-

- a. Government ongoing funding cuts which now extend to at least 2017/18 will continue to have an increasing major impact on all council services. This key risk is categorised with critical impact and highly probable likelihood. Sound financial forecasting is in place based on thorough examination of the Government's "red book" plans.
- b. If there was to be slippage in the delivery of the agreed Medium Term Financial Plan (MTFP) savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses. This key risk is categorised with critical impact and possible likelihood. The implementation of the delivery plan by ACE is closely being monitored by Corporate Management Team (CMT) and Cabinet.
- c. If local authority schools and other local authority services choose not to take council services, together with the loss of community buildings, both Technical and Building Services could see a loss of business. This key risk is categorised with major impact and probable likelihood. A draft booklet will be produced to promote Building Services ready for distribution throughout council services.
- d. Potential restitution of search fees going back to 2005. This key risk is categorised with moderate impact and highly probable likelihood. The mitigation of this risk is dependent upon the outcome of the negotiations and litigation currently being defended by lawyers instructed in group litigation.
- e. If we were to fail to comply with central government's Public Services Network Code of Connection criteria, this would put some of our core business processes at risk, for example, revenues and benefits. This key risk is categorised with critical impact and possible likelihood. In May 2013, an ICT Health Check was carried out and a number of recommendations were made to bring the council to a position of compliance.

## Conclusions

87. Overall the local authority is performing well, is maintaining performance in many areas and achieving improvements in some services despite an extremely challenging environment of continued budget reductions, a depressed local economy and the Government's welfare reforms.
88. Although the UK economy shows its strongest growth since 2007, issues continue to affect performance across County Durham such as the employment rate and youth and long-term

unemployment. There are significant challenges in the underlying health picture in the county with male and female life expectancy below North East and national comparators.

89. Demand on council services is rising across many key areas but more worrying are those relating to vulnerable or potentially vulnerable residents. Crime levels in County Durham have continued to increase for the second consecutive quarter, a theme that has been observed in more than half of forces nationally.

90. A small number of Council Plan actions need to be amended or deleted to reflect current circumstances.

91. This quarterly report has highlighted a number of performance issues which require further investigation or intervention.

## **Recommendations and Reasons**

92. Cabinet is recommended to:

- a. Note the performance of the council at quarter 3 and the actions to remedy under performance.
- b. Agree all changes to the Council Plan outlined below:

### **Altogether Wealthier**

- i. Development of the County Durham Plan. Preparation for examination in public, including mock examination and pre-enquiry meeting by June 2014. Revised date: July 2014.
- ii. Deliver a programme of transport capital works across the county:
  - A167 Sunderland Bridge junction, Durham by April 2014. Revised date: August 2014.
  - Bishop Auckland rail station by November 2013. Revised date: February 2014.
  - East Durham rail station by December 2014. Revised date: March 2015.

### **Altogether Better Council**

- iii. To produce a Regeneration Investment Plan to maximise external funding for the council and its partners by December 2013. Revised date: April 2014.
- iv. Deliver a programme of data protection health checks to ensure that personal data held by the council is managed effectively by December 2013. Revised date: March 2015.

### **Deleted Actions**

#### **Altogether Wealthier**

- v. Deliver traffic priorities in Durham City including linking traffic signals to develop more effective flows of traffic and the use of technologies to reduce congestion on the network by December 2015.

#### **Altogether Better Council**

- vi. Undertake a review of the Local Council Tax Support Scheme by December 2013 (as previously agreed by Cabinet as there is no requirement to review for 2014/2015).

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## **Appendix 1: Implications**

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### **Finance**

Latest performance information is being used to inform corporate, service and financial planning.

### **Staffing**

Performance against a number of relevant corporate health PIs has been included to monitor staffing levels and absence rates.

### **Risk**

Reporting of significant risks and their interaction with performance is integrated into the quarterly monitoring report.

### **Equality and Diversity/Public Sector Equality Duty**

Corporate health PIs and key actions relating to equality and diversity issues are monitored as part of the performance monitoring process.

### **Accommodation**

Not applicable

### **Crime and Disorder**

A number of PIs and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

### **Human Rights**

Not applicable

### **Consultation**

Not applicable

### **Procurement**

Not applicable

### **Disability Issues**

Corporate health PIs and key actions relating to accessibility issues and employees with a disability are monitored as part of the performance monitoring process.

### **Legal Implications**

Not applicable

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## Appendix 2: Key to symbols used within the report

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Where icons appear in this report, they have been applied to the most recently available information.

### Performance Indicators:

#### Direction of travel

Latest reported data have improved from comparable period

**GREEN**

Latest reported data remain in line with comparable period

**AMBER**

Latest reported data have deteriorated from comparable period

**RED**

#### Performance against target

Performance better than target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

### Actions:

**WHITE**

Complete (Action achieved by deadline/achieved ahead of deadline)

**GREEN**

Action on track to be achieved by the deadline

**RED**

Action not achieved by the deadline/unlikely to be achieved by the deadline

### Benchmarking:

**GREEN**

Performance better than other authorities based on latest benchmarking information available

**AMBER**

Performance in line with other authorities based on latest benchmarking information available

**RED**

Performance worse than other authorities based on latest benchmarking information available

## Appendix 3: Summary of Key Performance Indicators

Table 1: Key Target Indicators

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
1	Apprenticeships started through Durham County Council funded schemes	109	Apr - Dec 2013	97	<a href="#">Not comparable</a> [1]	New indicator	<a href="#">Not comparable</a> [2]			
2	Percentage achievement rate of all enrolments on adult learning courses	92	2012/13 ac yr	92.0	GREEN	96.5	RED	91.7 GREEN		2010/11 ac yr
3	Number of affordable homes delivered	176	Oct - Dec 2013	88	GREEN	55	GREEN			
4	Number of private sector properties improved as a direct consequence of local authority intervention	674	Apr - Dec 2013	592	GREEN	911	RED			
5	Number of empty properties brought back into use as a result of local authority intervention	80	Apr - Dec 2013	53	GREEN	46	GREEN			
6	Proportion of Dale and Valley Homes properties currently not meeting decency criteria	6.8	As at Dec 2013	0.0	<a href="#">Not comparable</a> [1]	1.3	RED	36.4 <a href="#">Not comparable</a>	4.4** <a href="#">Not comparable</a>	2011/12
7	Proportion of Durham City Homes properties currently not meeting decency criteria	4.5	As at Dec 2013	0.0	<a href="#">Not comparable</a> [1]	4.5	AMBER	36.4 <a href="#">Not comparable</a>	4.4** <a href="#">Not comparable</a>	2011/12
8	Proportion of East Durham Homes properties currently not meeting decency criteria	26.0	As at Dec 2013	25.0	RED	45.5	GREEN	36.4 <a href="#">Not comparable</a>	4.4** <a href="#">Not comparable</a>	2011/12

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
9	Percentage of council owned factories and business support centre floorspace that is occupied	76.5	As at Dec 2013	75.0	GREEN	71.0	GREEN			
10	Percentage of major planning applications determined within 13 weeks	72.7	Oct - Dec 2013	71.0	GREEN	69.7	GREEN	67.0 GREEN	75** RED	Oct - Dec 2013
11	Overall proportion of planning applications determined within deadline	85	Oct - Dec 2013	85.0	GREEN	85.2	RED			
<b>Altogether Better for Children and Young People</b>										
12	Percentage of looked after children achieving 5 A*-C GCSEs (or equivalent) at KS 4 (including English and maths)	20	2012/13 ac yr	25.0	RED	17.4	GREEN	15.3 GREEN	16.3* GREEN	2012/13 ac yr
13	Percentage of 16-18 year olds whose status is 'not known'	7.0	As at Dec 2013	8.5	GREEN	NA	<a href="#">Not comparable</a> [2]	11.1 Not comparable	8.3** Not comparable	As at Nov 2013
14	Percentage of pupils achieving 5 or more A*-C grades at GCSE or equivalent including English and Maths	63.1	2012/13 ac yr	63.0	GREEN	62.5	GREEN	59.2 GREEN	60.1** GREEN	2012/13 ac yr
15	Percentage of pupils on Level 3 programmes in community secondary schools achieving 2 A levels at grade A*-E or equivalent	98.9	2012/13 ac yr	98.1	GREEN	99.1	AMBER	97.3 GREEN	98.6** GREEN	2012/13 ac yr
16	Achievement gap between pupils eligible for free school meals and their peers (Key Stage 2) (% pts)	21.0	2012/13 ac yr	not set	GREEN	20.0	<a href="#">Not comparable</a> [2]	19 RED	21** AMBER	2012/13 ac yr

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
17	Achievement gap between pupils eligible for free school meals and their peers (Key Stage 4) (% pts)	30.5	2012/13 ac yr	30.0	AMBER	30.3	RED	26.4 RED	31.6** GREEN	2011/12 ac yr
18	Percentage of mothers smoking at time of delivery	19.1	Jul - Sept 2013	21	GREEN	18.5	RED	11.8 RED	19.7* GREEN	England Jul-Sept 2013 NE 2012/13
19	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) <b>(Also in Altogether Safer)</b>	347	Apr - Dec 2013	560	GREEN	410	GREEN	712 Not comparable	738** Not comparable	2011/12
20	Percentage of Children In Need (CIN) referrals occurring within 12 months of previous referral	30.4	Apr - Dec 2013	21.0	RED	15.3	RED	24.9 RED	22.5** RED	2012/13
21	Percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time	14.1	Apr - Dec 2013	15.0	GREEN	18.3	GREEN	14.9 GREEN	13.3** RED	2012/13
22	Percentage of looked after children cases which were reviewed within required timescales	96.6	Apr - Dec 2013	97.6	AMBER	97.5	RED	90.5 GREEN	93.7** GREEN	2009/10
23	Percentage of child protection cases which were reviewed within required timescales	95.5	Apr - Dec 2013	100.0	RED	92.7	GREEN	96.2 RED	94.8** GREEN	2012/13
24	Parent/carer satisfaction with the help they received from Children and Young People's Services	72.0	Apr - Sept 2013	72	GREEN	72.80	RED			

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
25	Percentage of successful interventions via the Stronger Families Programme	42.0	Apr 2012 - Sept 2013	25.0	GREEN	NA	NA	7.1 GREEN		Jan 2013
26	Percentage of children in the Early Years Foundation Stage meeting or exceeding expected levels of development in the prime areas of learning	41.90	2012/13 ac yr	Not set for 2012/13	NA	NA	NA	52 RED		2012/13 ac yr
<b>Altogether Healthier</b>										
27	Four week smoking quitters per 100,000	475	Apr - Sep 2013	535	RED	554	RED	316 GREEN	488* RED	Apr - Sep 2013
28	Percentage of eligible people who receive an NHS health check	4.8	Apr - Sept 2013	10.0	RED	NA	NA	4.2 GREEN		Apr - Sept 2013
29	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period (new definition under development)	No data recorded	NA	NA	NA	NA	NA			
30	Percentage of women eligible for cervical screening who were screened adequately within a specified period	77.7	2013	80.0	RED	78.8	RED	73.9 GREEN	75.9* GREEN	2013
31	Under 75 all cause mortality rate per 100,000 population	294.6	2012	288	RED	307	GREEN	256.4 RED	298.3* GREEN	2012
32	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	70.3	2009/11	Not set for 2009/11	NA	New indicator	NA	60.9 RED		2009/11
33	Under 75 mortality rate from cancer per 100,000 population	119.2	2009/11	Not set for 2009/11	NA	New indicator	NA	108.1 RED		2009/11

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
34	Under 75 mortality rate from liver disease per 100,000 population	17.9	2009/11	Not set for 2009/11	NA	New indicator	NA	14.4 <b>RED</b>		2009/11
35	Under 75 mortality rate from respiratory disease per 100,000 population	28.5	2009/11	Not set for 2009/11	NA	New indicator	NA	23.4 <b>RED</b>		2009/11
36	Percentage of women eligible for breast screening who were screened adequately within a specified period	78.6	2013	70	<b>GREEN</b>	79.3	<b>AMBER</b>	76.3 <b>GREEN</b>	77.9* <b>GREEN</b>	2013
37	Percentage of exits from alcohol treatment (Community Alcohol Service) that are planned discharges <b>(Also in Altogether Safer)</b> <i>This indicator is no longer reported, please see indicator below.</i>	73	Apr 2012 - Mar 2013	64	<b>GREEN</b>	64	<b>GREEN</b>	68 <b>GREEN</b>		Apr 2012 - Mar 2013
38	Percentage of successful completions of those in alcohol treatment <b>(Also in Altogether Safer)</b>	36.3	Oct 2012 - Sep 2013	36	<b>GREEN</b>	36	<b>GREEN</b>			
39	Percentage of successful completions of those in drug treatment - opiates <b>(Also in Altogether Safer)</b>	7.4	Apr 2012 - Mar 2013	11	<b>RED</b>	New indicator	NA	8 <b>RED</b>		2012/13
40	Percentage of successful completions of those in drug treatment - non-opiates <b>(Also in Altogether Safer)</b>	35.3	Apr 2012 - Mar 2013	48	<b>RED</b>	New indicator	NA	40 <b>RED</b>		2012/13
41	Number of adult community health checks / appraisals completed	3,276	Apr - Dec 2013	1,875	<b>GREEN</b>	3,191	<b>GREEN</b>			

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
42	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	538.4	Apr - Dec 2013	642.9	GREEN	618.2	GREEN	709 Not comparable	759** Not comparable	2012/13 (provisional)
43	Proportion of people using social care who receive self-directed support, and those receiving direct payments	59.5	As as 30 Dec 2013	55.0	GREEN	53.2	GREEN	55.5 GREEN	52.6** GREEN	2012/13 (provisional)
44	Percentage of service users reporting that the help and support they receive has made their quality of life better	94.7	Apr - Dec 2013	92.0	GREEN	95.4	RED	88.2 GREEN		Apr 2011 - Mar 2012
45	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	87.1	Jan - Sept 2013	85.0	GREEN	87.6	AMBER	81.4 GREEN	84.9** GREEN	2012/13
46	Percentage of people who have no ongoing care needs following completion of provision of a reablement package	63.0	Apr - Dec 2013	55.0	GREEN	59.6	GREEN		60.2* GREEN	Jul - Sept 2013
47	Percentage of adults receiving secondary mental health services known to be in settled accommodation	88.3	Jan - Dec 2013	85.0	GREEN	88.06	GREEN	59.3 GREEN	57.4** GREEN	2012/13 (provisional)
48	Patient experience of community mental health services (scored on a scale of 0-100)	89.4	2013	87	GREEN	88.4	GREEN	85.8 GREEN		2013
<b>Altogether Safer</b>										
9	Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC))	8.2	Apr - Dec 2013	25.0	GREEN	10.7	GREEN	24.4 GREEN	27* GREEN	Oct 2012 - Sept 2013



Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
50	Percentage of adult safeguarding investigations completed within 28 days	75.3	Apr - Dec 2013	75.0	GREEN	81.7	RED			
51	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	91.3	Apr - Dec 2013	75.0	GREEN	86.4	GREEN	78.1 GREEN	80.1* GREEN	2012/13
52	Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	46	Oct - Dec 2013	40	GREEN	66	RED			
53	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) <b>(Also in Altogether better for Children &amp; Young People)</b>	347	Apr - Dec 2013	560	GREEN	410	GREEN	712 Not comparable	738** Not comparable	2011/12
54	Percentage of exits from alcohol treatment (Community Alcohol Service) that are planned discharges <b>(Also in Altogether Healthier)</b> <i>This indicator is no longer reported, please see indicator below.</i>	73	Apr 2012 - Mar 2013	64	GREEN	64	GREEN	68 GREEN		Apr 2012 - Mar 2013
55	Percentage of successful completions of those in alcohol treatment <b>(Also in Altogether Healthier)</b>	36.3	Oct 2012 - Sep 2013	36	GREEN	36	GREEN			
56	Percentage of successful completions of those in drug treatment - opiates <b>(Also in Altogether Healthier)</b>	7.4	Apr 2012 - Mar 2013	11	RED	New indicator	NA	8 RED		2012/13

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
57	Percentage of successful completions of those in drug treatment - non-opiates ( <b>Also in Altogether Healthier</b> )	35.3	Apr 2012 - Mar 2013	48	RED	New indicator	NA	40 RED		2012/13
58	Building resilience to terrorism (self assessment)	3	Apr 2012 - Mar 2013	3	GREEN	3	AMBER	2.34 GREEN	2.88** GREEN	2009/10
59	Number of people killed or seriously injured in road traffic accidents	140	Jan - Sept 2013	140	GREEN	145	GREEN			
	Number of fatalities	17				21				
	Number of seriously injured	123				124				
60	Number of children killed or seriously injured in road traffic accidents	19	Jan - Sept 2013	12	RED	14	RED			
	Number of fatalities	0				1				
	Number of seriously injured	19				13				
<b>Altogether Greener</b>										
61	Reduction in CO <sub>2</sub> emissions from local authority operations	5.5	2012/13	9	RED	6.3	RED			
62	The number of properties within the private sector made energy efficient with the use of Green Deal loans as part of the Warm Up North consortium	5,356	Apr 2012 - Mar 2013	2,500	GREEN	2,134	GREEN			
63	Number of registered and approved Feed In Tariff (FIT) installations	844	Apr - Dec 2013	800	GREEN	900	RED			

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
64	Value of bids to Environment Agency for Local Levy Scheme	Reported Q4	NA	0	NA	New Indicator	NA			
65	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	5.91	Aug - Nov 2013	7	GREEN	8	GREEN	11 GREEN		2011/12
66	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	7.33	Aug - Nov 2013	10	GREEN	7	RED	11 GREEN		2011/12
67	Percentage of the 378 local sites (geological and wildlife) that have an up to date management plan in place	18.3	Apr 2012 - Mar 2013	18.3	GREEN	16.9	GREEN			
68	Area of council owned woodland brought into positive management (ha)	Reported Q4	NA	50	NA	New indicator	NA			
69	Percentage of conservation areas in the county that have an up to date character appraisal.	39	As at Dec 2013	37	GREEN	35	GREEN			
70	Number of additional heritage assets that are open for Heritage Open Days	20	As at Sept 2013	30	RED	34	RED			
71	Percentage of household waste that is re-used, recycled or composted	43.5	Jan - Dec 2013	44.0	<a href="#">Not comparable [2a]</a>	43.4	<a href="#">Not comparable [2a]</a>	41.57 GREEN	35.89* GREEN	2012/13
72	Percentage of household waste collected from the kerbside - recycling	21.9	Jan - Dec 2013	19.0	<a href="#">Not comparable [2a]</a>	17.5	<a href="#">Not comparable [2a]</a>			

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
73	Percentage of household waste collected from the kerbside - composting	10.3	Jan - Dec 2013	10.1	<a href="#">Not comparable [2a]</a>	10.2	<a href="#">Not comparable [2a]</a>			
74	Percentage of municipal waste landfilled	23.1	Jan - Dec 2013	35.0	<a href="#">Not comparable [2a]</a>	40.2	<a href="#">Not comparable [2a]</a>	30.3 <b>RED</b>	28.33* <b>RED</b>	2012/13
<b>Altogether Better Council</b>										
5	Percentage of calls answered within 3 minutes	87	Oct - Dec 2013	80	<b>GREEN</b>	New Indicator	NA			
76	Average waiting time at a customer access point (mins:secs)	03:53	Oct - Dec 2013	15:00	<b>GREEN</b>	05:17	<b>GREEN</b>			
77	Percentage all ICT Service Desk incidents resolved on time	91	Oct - Dec 2013	90	<b>GREEN</b>	93	<b>RED</b>			
78	Average time taken to process new housing benefit claims (days)	21.02	Oct - Dec 2013	22.0	<b>GREEN</b>	New Indicator	NA	23 <b>GREEN</b>	25** <b>GREEN</b>	Jul - Sept 2013
79	Average time taken to process new council tax reduction claims (days)	22.18	Oct - Dec 2013	22.0	<b>AMBER</b>	New Indicator	NA	33 <b>GREEN</b>	27** <b>GREEN</b>	Jan - Mar 2013
80	Average time taken to process change of circumstances for housing benefit claims (days)	9.45	Oct - Dec 2013	11.0	<b>GREEN</b>	New Indicator	NA	11 <b>GREEN</b>	9** <b>RED</b>	Jul - Sept 2013
81	Average time taken to process change of circumstances for council tax reduction claims (days)	10.05	Oct - Dec 2013	11.0	<b>GREEN</b>	New Indicator	NA	16 <b>GREEN</b>	12** <b>GREEN</b>	Jan - Dec 13
82	Percentage of council tax recovered for all years excluding the current year	99.1	As at Dec 2013	98.5	<b>GREEN</b>	NA	NA			

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
83	Percentage of business rates recovered for all years excluding the current year	99.2	As at Dec 2013	98.5	GREEN	NA	NA			
84	Savings delivered against the MTFP (£m)	18.7	As at Dec 2013	20.9	<a href="#">Not comparable [1]</a>	NA	NA			
85	Percentage of council tax collected in-year	82.9	Apr - Dec 2013	84.0	AMBER	82.7	GREEN	97.4 Not comparable	96.7* Not comparable	2012/13
86	Percentage of business rates collected in-year	85.4	Apr - Dec 2013	86.0	AMBER	84.3	GREEN	97.7 Not comparable	96.7* Not comparable	2012/13
87	Percentage of accounts paid to the council within 30 days (debtors)	79.5	Oct - Dec 2013	73.0	GREEN	73.6	GREEN			
88	Income generated from council owned business space (£)	1,986,971	Apr - Dec 2013	1,927,500	GREEN	2,134,000	RED			
89	Percentage of local authority tenant satisfaction with landlord services	86	As at Apr 2013	87	AMBER	New indicator	NA			
90	Current tenant arrears as a percentage of the annual rent debit - Dale & Valley Homes	1.58	As at Dec 2013	3.0	GREEN	1.72	GREEN			
91	Current tenant arrears as a percentage of the annual rent debit - Durham City Homes	2.05	As at Dec 2013	2.5	GREEN	2.45	GREEN			
92	Current tenant arrears as a percentage of the annual rent debit - East Durham Homes	2.85	As at Dec 2013	3	GREEN	2.88	GREEN			

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
93	Average asset rating of Display Energy Certificates (DECs) in county council buildings	98.9	As at Sept 2013	96.0	RED	98.4	RED			
94	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	80	Oct - Dec 2013	85	RED	73	GREEN			
95	Percentage of undisputed invoices paid within 30 days to our suppliers	91	Oct - Dec 2013	92	AMBER	91.4	RED			
96	Percentage of performance appraisals completed	73.3	Jan - Dec 2013	80.0	RED	NA	NA			
97	Days / shifts lost to sickness absence – all services including school staff	8.92	Jan - Dec 2013	9.05	GREEN	9.7	GREEN			

[\[1\] Annual target](#)

[\[2\] Due to changes to the indicator previous year's data is not comparable](#)

[\[2a\] Due to changes to the indicator's reporting period data is not comparable](#)

**Table 2: Key Tracker Indicators**

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
98	Number of the top retailers represented in Durham City	13	As at Dec 2013	13	AMBER	13	AMBER			
99	Percentage of households within County Durham that can access Durham City market place by 8.30am, using public transport with a total journey time of 1 hour, including walking time	71.08	As at Dec 2013	73.58	RED	75.57	RED			
100	Number of visitors to the main tourist attractions in Durham City.	298,698	Jul - Sept 2013	99,687	<a href="#">Not comparable [3]</a>	121,626	GREEN			
101	Number of passenger journeys recorded by the operator of the 3 Durham City Park and Ride sites	317,904	Oct - Dec 2013	325,457	RED	301,729	GREEN			
102	Number of all new homes completed in Durham City	18	Oct - Dec 2013	11	GREEN	10	GREEN			
103	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	44.80	Oct - Dec 2013	69.09	RED	67.00	RED			
104	Proportion of properties within the county that are within council tax band D and above as provided by the District Valuation Office	14.89	As at Dec 2013	14.86	GREEN	14.79	GREEN			

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
105	Total number of planning applications received against all categories	711	Oct - Dec 2013	762	RED	719	RED			
106	Total number of major planning applications received	33	Oct - Dec 2013	43	RED	33	AMBER			
107	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	1,372	2012/13 ac yr	1,659	RED	1,659	RED			
108	Proportion of the working age population defined as in employment	65.7	Oct 2012 - Sept 2013	67.1	RED	65.2	GREEN	71.4	66.2*	Oct 2012 - Sept 2013
109	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	3,525	As at 12 Dec 2013	4,255	GREEN	5,115	GREEN			
110	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	36.35	As at 12 Dec 2013	36.12	RED	30.78	RED	27.10	35.8*	As at Dec 2013
111	Percentage of children in low income families (quarterly proxy measure) <b>(Also in Altogether Better for Children and Young People)</b>	24.4	As at May 2013	24.7	GREEN	24.8	GREEN	19.4	25.3*	As at May 2013
112	Percentage of children in low income families (national annual measure) <b>(Also in Altogether Better for Children and Young People)</b>	23.0	2011	23.0	AMBER	23.0	AMBER	20.6	24.5*	2011



Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
113	Proportion of the working age population currently not in work who want a job	14.39	Oct 2012 - Sept 2013	15.49	GREEN	16.00	GREEN	11.50 RED	14.13* RED	Oct 2012 - Sept 2013
114	Proportion of the working age population who are qualified to NVQ Level 3 or equivalent	47.4	2012	46.5	GREEN	46.5	GREEN	56.9 RED	50.9* RED	2012
115	Number of net homes completed	352	Oct - Dec 2013	165	GREEN	158	GREEN			
116	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)	1,370	Oct - Dec 2013	1,224	GREEN	937	GREEN			
117	Number of preventions as a proportion of the total number of housing solutions presentations	25.29	Oct - Dec 2013	24.57	GREEN	21.00	GREEN			
118	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	13.1	Oct - Dec 2013	15.17	GREEN	18.37	GREEN			
119	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	3.4	Oct - Dec 2013	3.83	GREEN	5.22	GREEN			
120	Total number of housing solutions presentations	1,443	Oct - Dec 2013	1,437	RED	1,437	RED			

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
121	Number of passenger journeys made by concessionary bus pass holders	2,513,309	Oct - Dec 2013	2,567,198	RED	2,528,542	RED			
122	Number of passenger journeys made on the Link2 service	8,351	Oct - Dec 2013	8,425	RED	8,089	GREEN			
123	Number of trips made using council funded community transport	10,500	Oct - Dec 2013	11,515	RED	41,085	<a href="#">Not comparable [2]</a>			
124	Number of local passenger journeys on the bus network	6,210,395	Oct - Dec 2013	6,106,674	GREEN	6,177,587	GREEN			
125	Number of visitors to the main attractions in County Durham	1,665,324	Jul - Sept 2013	1,326,220	<a href="#">Not comparable [3]</a>	1,433,272	GREEN			
126	Number of tourism businesses actively engaged with Visit County Durham	Not reported	Not reported	89	<a href="#">Not comparable [3]</a>	47	GREEN			
127	Businesses engaged with/assisted (all sectors)	77	Oct - Dec 2013	104	RED	212	RED			
128	Number of new business start-ups as a result of receiving business assistance	9	Jul - Sept 2013	11	RED	New indicator	NA			
<b>Altogether Better for Children and Young People</b>										
129	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET)	10.4	Nov 2012 - Jan 2013	7.5	RED	7.5	RED	5.6 RED	7.3** RED	Mar 2013

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
130	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) - comparison against corresponding quarter of previous year	7	Oct - Dec 2013	14.9	<a href="#">Not comparable [2]</a>	Not comparable	<a href="#">Not comparable [2]</a>	6 <b>RED</b>		Sept - Nov 2013
131	Percentage of children in reception with height and weight recorded who have excess weight	21.9	2012/13 ac yr	23.6	<b>GREEN</b>	23.6	<b>GREEN</b>	22.2 <b>GREEN</b>	22.8** <b>GREEN</b>	2012/13 ac yr
132	Percentage of children in year 6 with height and weight recorded who have excess weight	35.9	2012/13 ac yr	38	<b>GREEN</b>	38.4	<b>GREEN</b>	33.3 <b>RED</b>	34.7** <b>RED</b>	2012/13 ac yr
133	Under 18 conception rate per 1,000 girls aged 15-17	31.8	Jul - Sept 2012	34.3	<b>GREEN</b>	37.1	<b>GREEN</b>	26.0 <b>RED</b>	35.6** <b>GREEN</b>	Jul - Sept 2012
134	Under 16 conception rate per 1,000 girls aged 13 - 15	7.7	Jan - Dec 2011	10.8	<b>GREEN</b>	10.8	<b>GREEN</b>	6.1 <b>RED</b>	8.7** <b>GREEN</b>	Jan - Dec 2011
135	Rate of proven re-offending by young offenders	0.93	Apr - Sept 2013	0.37	<a href="#">Not comparable [4]</a>	0.56	<b>RED</b>			
136	Emotional and behavioural health of Looked After Children	16.1	Apr 2012 - Mar 2013	15.9	<b>GREEN</b>	15.9	<b>GREEN</b>	13.8 <b>GREEN</b>	13.5** <b>GREEN</b>	2011/12
137	Rate of Looked After Children per 10,000 population	59.8	As at 31 Dec 2013	61.9	<b>GREEN</b>	63.6	<b>GREEN</b>	60.0 <b>GREEN</b>	81** <b>GREEN</b>	As at Mar 2013
138	Prevalence of breastfeeding at 6-8 weeks from birth	27.3	Oct - Dec 2013	26.4	<b>GREEN</b>	30.6	<b>RED</b>	47.2 <b>RED</b>	31.2* <b>RED</b>	Jan - Mar 2013

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
139	Percentage of children in low income families (quarterly proxy measure) <b>(Also in Altogether Wealthier)</b>	24.4	As at May 2013	24.7	GREEN	24.8	GREEN	19.4 RED	25.3* GREEN	As at May 2013
140	Percentage of children in low income families (national annual measure) <b>(Also in Altogether Wealthier)</b>	23.0	2011	23.0	AMBER	23.0	AMBER	20.6 RED	24.5* GREEN	2011
<b>Altogether Healthier</b>										
141	Male life expectancy at birth (years)	77.9	2010/12	77.5	GREEN	77.5	GREEN	79.2 RED	77.8* GREEN	2010/12
142	Female life expectancy at birth (years)	81.5	2010/12	81.4	GREEN	81.4	GREEN	83.0 RED	81.6* RED	2010/12
143	Percentage of the adult population participating in at least 30 minutes sport and active recreation of at least moderate intensity on at least 3 days a week	29.8	Oct 2011 - Oct 2013	24.3	GREEN	24	GREEN	22.6 GREEN	22.1* GREEN	Jan - Dec 2012
144	Excess winter deaths (3 year pooled)	18.1	2008/11	19.8	GREEN	19.8	GREEN	19.1 GREEN	16.7* RED	2008/11
145	Delayed transfers of care from hospital per 100,000 population	11.3	Apr - Nov 2013	10.3	RED	10.7	RED	9.3 RED	7.6* RED	England Apr- Nov 2013 NE 2012/13 provisional

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
146	Delayed transfers of care from hospital, which are attributable to adult social care, per 100,000 population	0.9	Apr - Nov 2013	0.9	AMBER	1.9	GREEN	3.1 GREEN	2.2* GREEN	England Apr-Nov 2013 NE 2012-13 Provisional
147	Suicide rate per 100,000 population( <b>Also in Altogether Safer</b> )	11.4	2009/11	New indicator	NA	New indicator	NA	7.9 RED	9.3* RED	2009/11
<b>Altogether Safer</b>										
148	Recorded level of victim based crimes	16,666	Apr - Dec 2013	10,814	<a href="#">Not comparable [4]</a>	15,580	RED			
149	Perceptions that the police and local council are dealing with concerns of anti social behaviour and crime	58.3	Oct 2012 - Sept 2013	0.0	GREEN	57.6	GREEN		55.3** GREEN	Apr 2012 - Mar 2013
150	Overall crime rate (per 1,000 population)	36.6	Apr - Dec 2013	23.8	<a href="#">Not comparable [4]</a>	34.6	RED	71 Not comparable		Apr 2011 - Mar 2012
151	Perceptions of anti-social behaviour	35.3	Aug - Nov 2013	43.7	GREEN	41.7	GREEN			
152	Number of serious or major crimes	557	Apr - Dec 2013	369	<a href="#">Not comparable [4]</a>	345	RED			
153	Number of police reported incidents of anti-social behaviour	19,011	Apr - Dec 2013	13,517	<a href="#">Not comparable [4]</a>	19,437	GREEN			
154	Number of reported crimes categorised as stealing	8,905	Apr - Dec 2013	5,808	<a href="#">Not comparable [4]</a>	8,486	RED			

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
155	Number of adult safeguarding referrals fully or partially substantiated	161	Apr - Dec 2013	99	RED	New indicator	NA			
156	Proportion of offenders who re-offend in a 12-month period	29.2	Jan - Dec 2011	29.7	GREEN	29.3	GREEN	26.9 RED		Jul 2010 - Jun 2011
157	Percentage of alcohol related anti-social behaviour incidents	16	Apr - Dec 2013	16	AMBER	13.8	RED			
158	Percentage of alcohol related violent crime	34.4	Apr - Dec 2013	34	RED	32	RED			
159	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved	33.6	Apr 2012 - Oct 2013	22.8	GREEN	New indicator	NA			
160	Suicide rate per 100,000 population (Also in Altogether Healthier)	11.4	2009/11	New indicator	NA	New indicator	NA	7.9 RED	9.3* RED	2009/11
161	Number of hate incidents	224	Apr - Dec 2013	144	<a href="#">Not comparable [4]</a>	174	RED			
<b>Altogether Greener</b>										
162	Reduction in CO <sub>2</sub> emissions in County Durham by 40% by 2020	41.2	As at Dec 2011	25.1	GREEN	25.1	GREEN	6 GREEN	18* GREEN	2009
163	Renewable energy generation -MwE installed or installed/ approved capacity within County Durham	205.13	As at Dec 2013	202.71	<a href="#">Not comparable [5]</a>	181.97	Not comparable			

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
164	Number of fly-tipping incidents reported	7,889	Jan - Dec 2013	7,242	RED	6,568	RED			
165	Percentage of fly tipping incidents that have been investigated	87	Oct - Dec 2013	92	RED	New Indicator	NA			
166	Number of prosecutions by Durham County Council in response to fly tipping	2	Oct - Dec 2013	1	GREEN	New Indicator	NA			
167	Net change in the number of sites on the Heritage at Risk Register	4	2012/13	0	RED	0	RED			
168	Net change in the number of sites at 'high risk' on previous years Heritage at Risk register	-1	2012	0	GREEN	0	GREEN			
<b>Altogether Better Council</b>										
169	Staff aged under 25 as percentage of post count	5.45	As at Dec 2013	5.55	NA	4.37	NA			
170	Staff aged over 50 as a percentage of post count	37.79	As at Dec 2013	36.84	NA	37.80	NA			
171	Women in the top 5 percent of earners	52.11	As at Dec 2013	51.53	NA	50.20	NA			
172	BME as a percentage of post count	1.4	As at Dec 2013	1.4	NA	0.96	NA			

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
173	Staff with disability (DDA definition) as a percentage of post count	2.9	As at Dec 2013	2.93	NA	3.10	NA			
174	Percentage of abandoned calls	9	Oct - Dec 2013	12	GREEN	10	GREEN			
175	Percentage of calls answered within 1 minute	76	Oct - Dec 2013	60	GREEN	67	GREEN			
176	Staff - total headcount (ONS return)	17,577	As at Dec 2013	17,533	NA	17,743	NA			
177	Staff - total full time equivalent (FTE) (ONS return)	14,211	As at Dec 2013	14,198	NA	14,276	NA			
178	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE)	17	Apr - Dec 2013	16	<a href="#">Not comparable [4]</a>	26	GREEN			
179	Percentage of posts with no absence (excluding SCHOOLS)	73	Oct - Dec 2013	78.31	RED	69.44	GREEN			

[\[2\] Due to changes to the indicator previous year's data is not comparable](#)

[\[3\] Due to seasonal changes data is not comparable with the previous quarter](#)

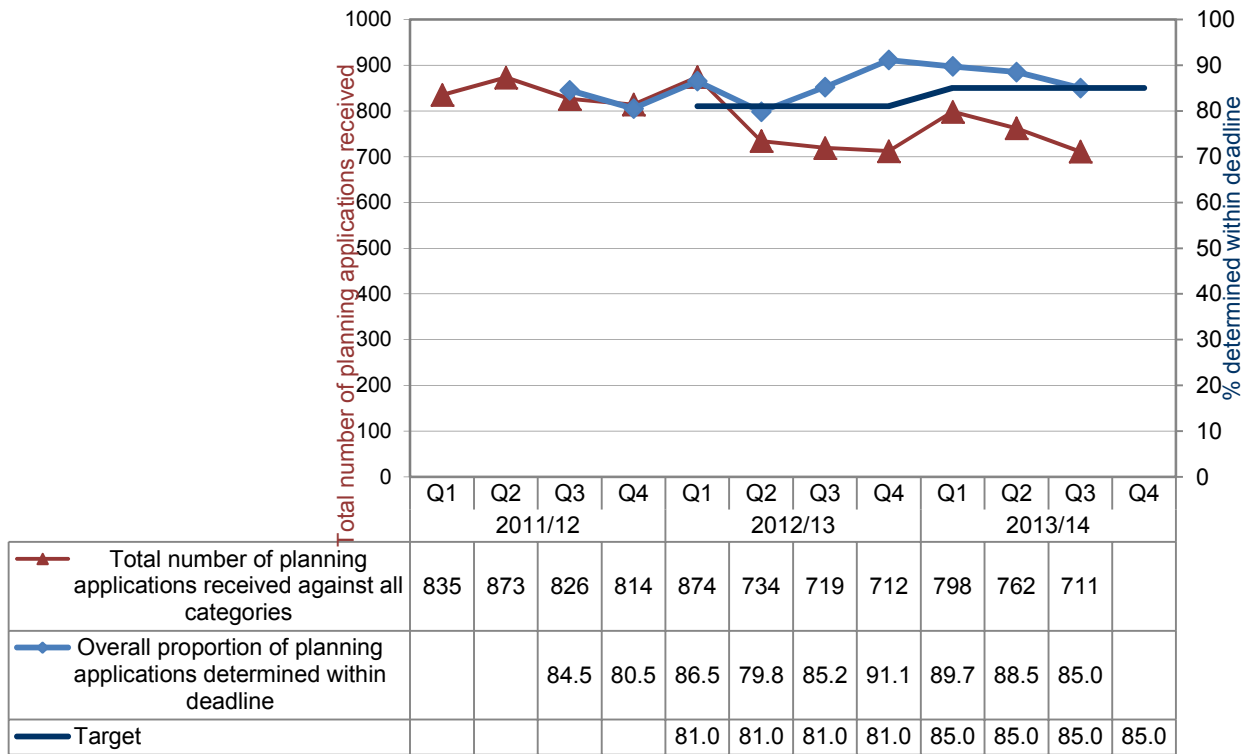
[\[4\] This data is cumulative and the figure is based on 12 months data for the year end so comparisons are not applicable.](#)

[\[5\] This data is cumulative year on year](#)

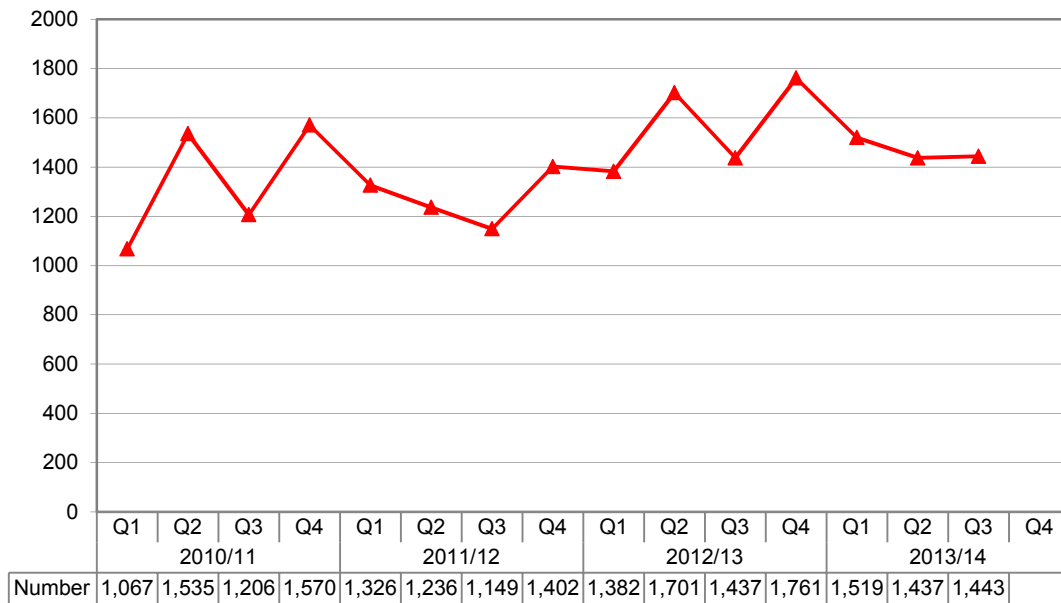


## Appendix 4: Volume Measures

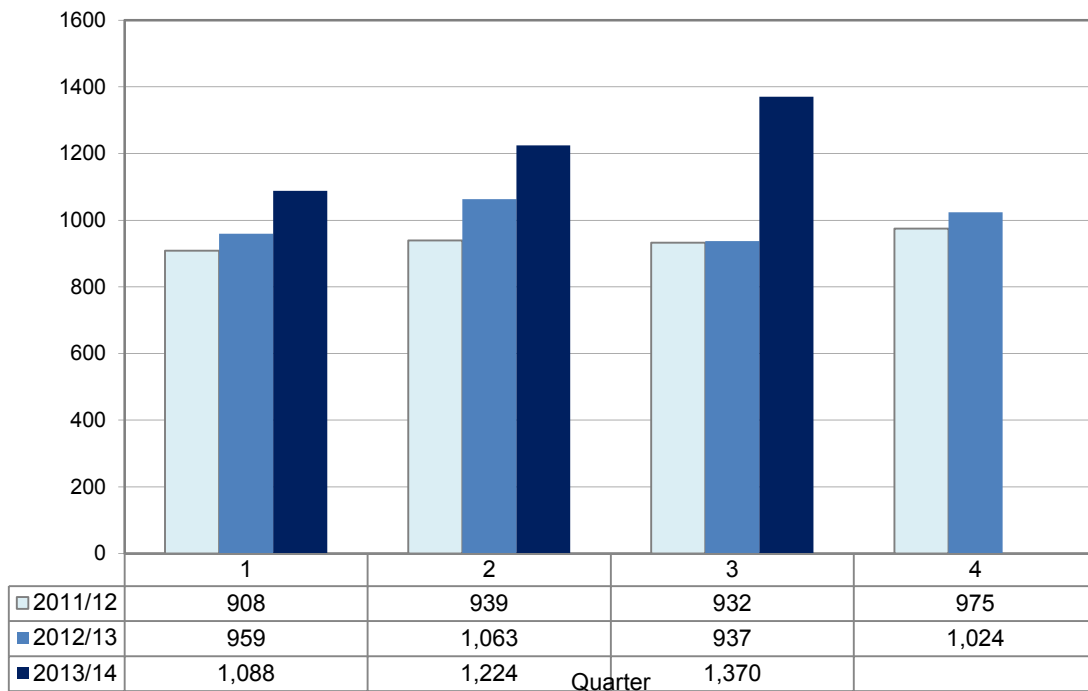
### Chart 1 – Planning applications



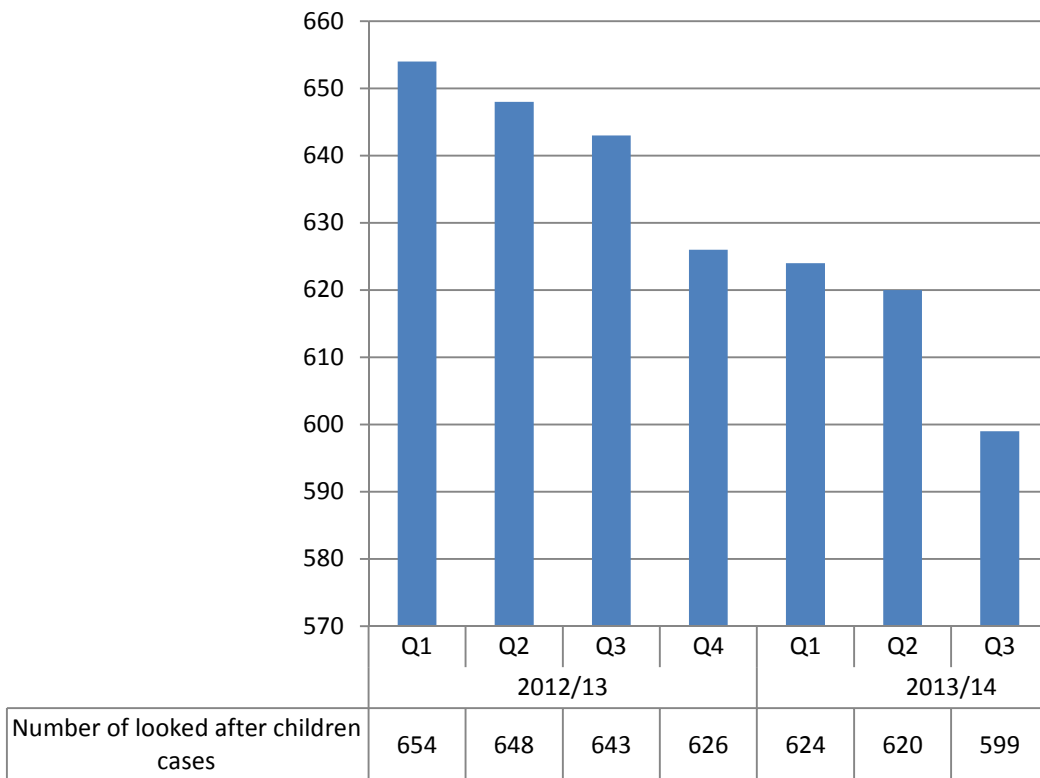
### Chart 2 – Housing Solutions presentations



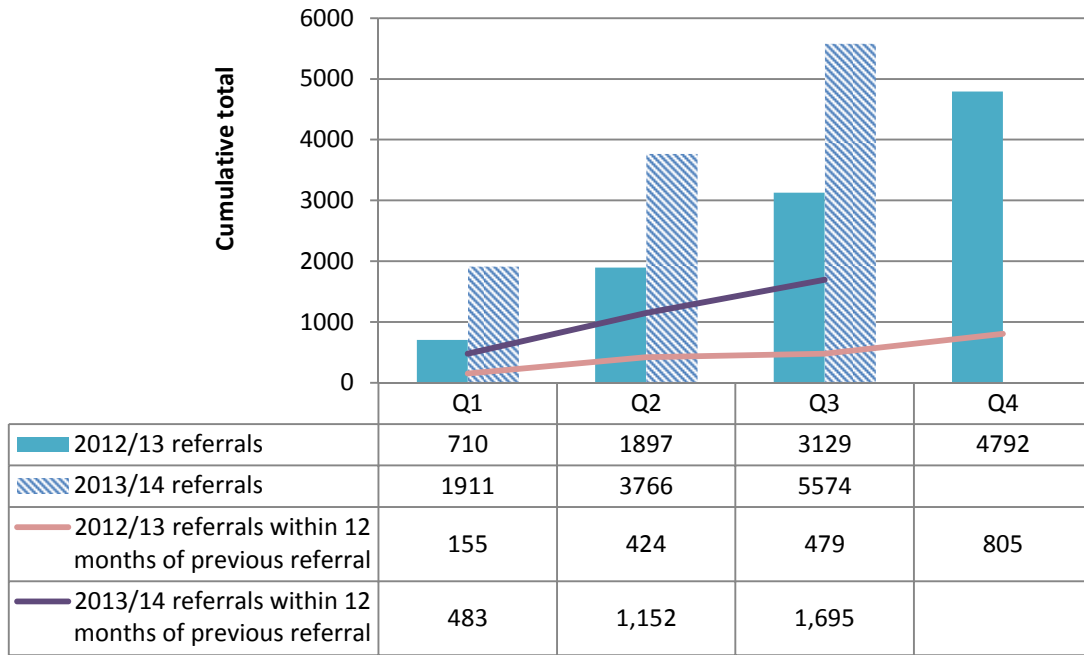
**Chart 3 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)**



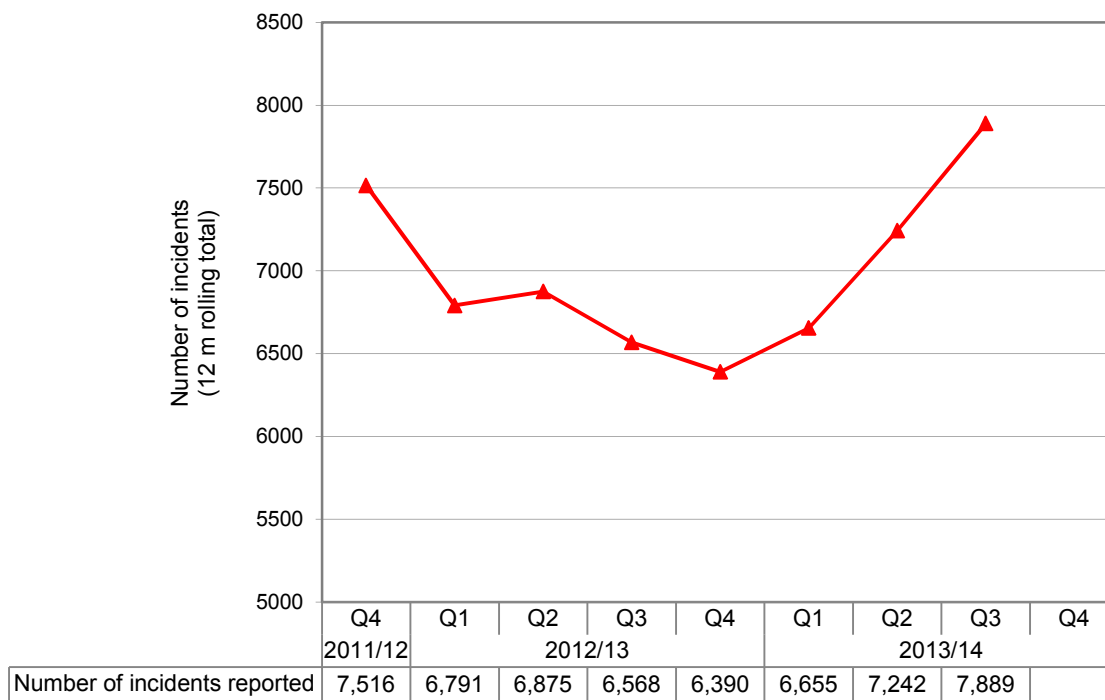
**Chart 4 - Number of looked after children cases**



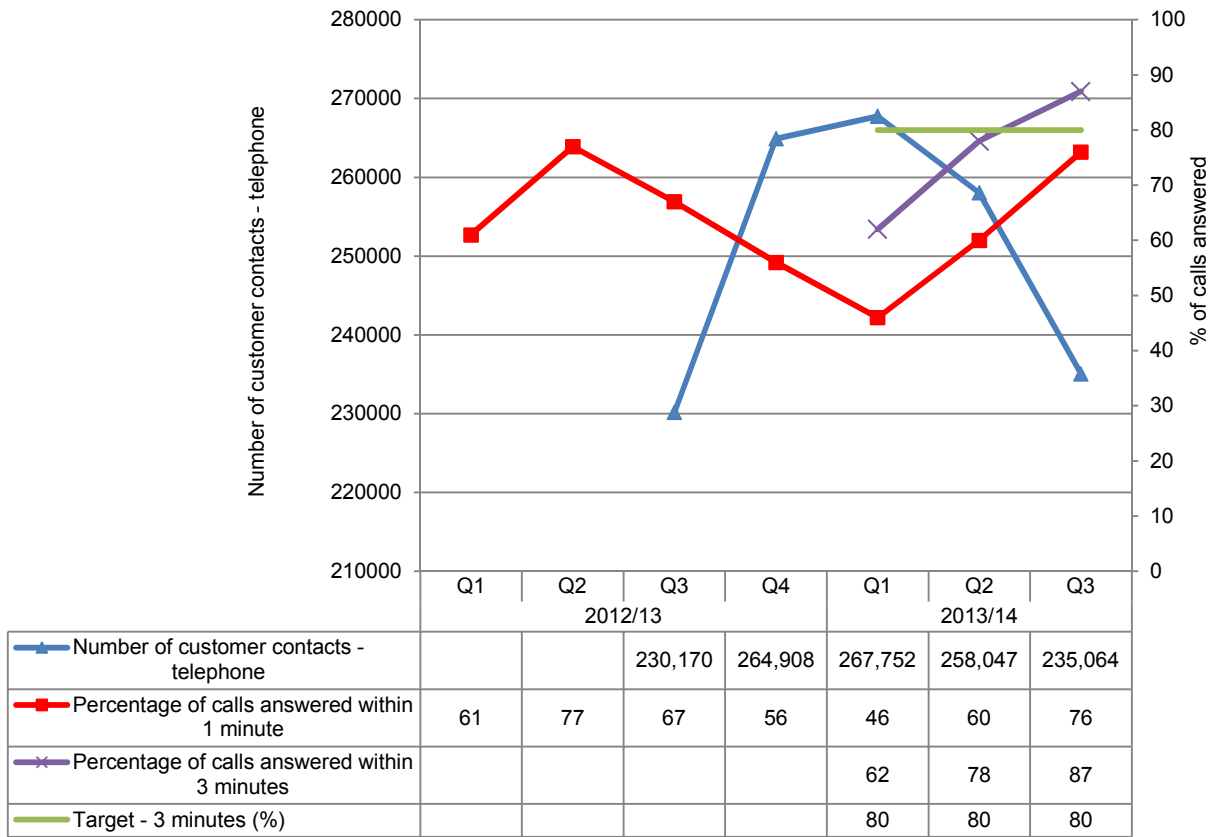
**Chart 5 - Children in need referrals within 12 months of previous referral**



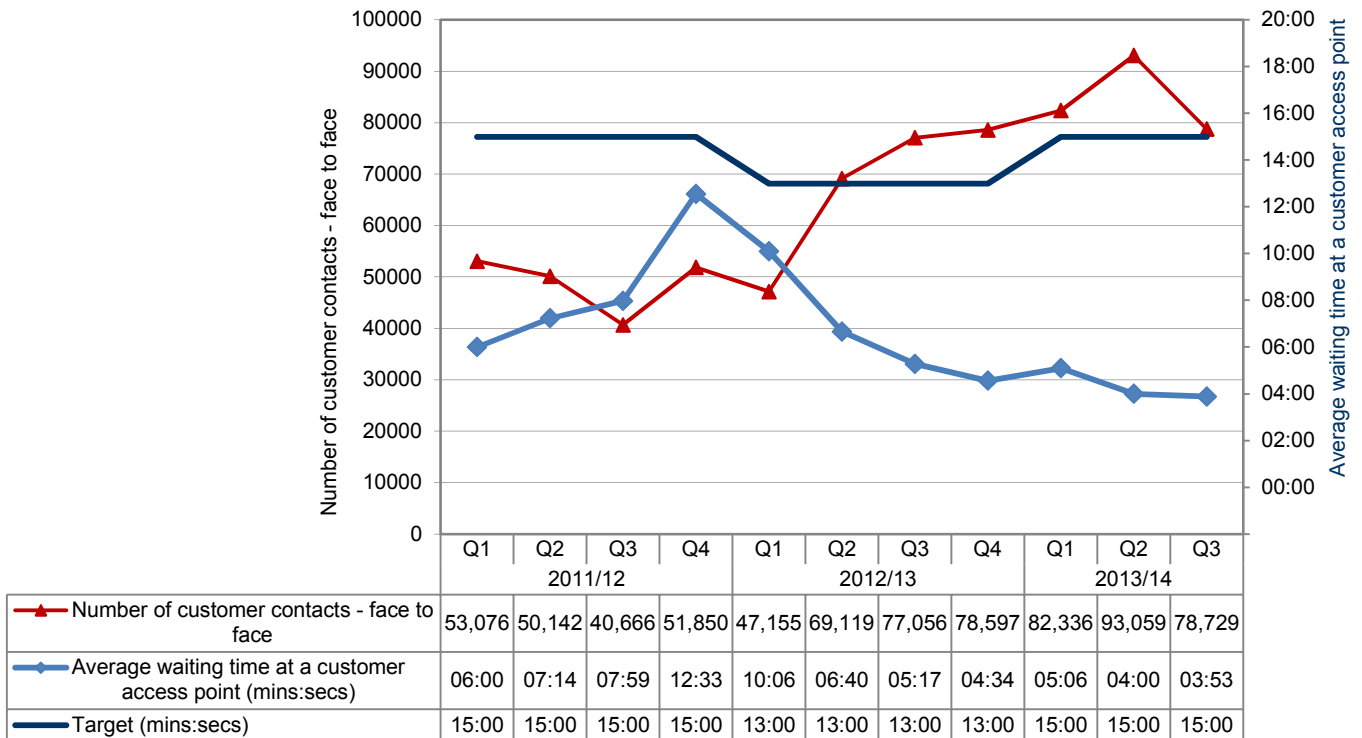
**Chart 6 – Fly-tipping incidents**



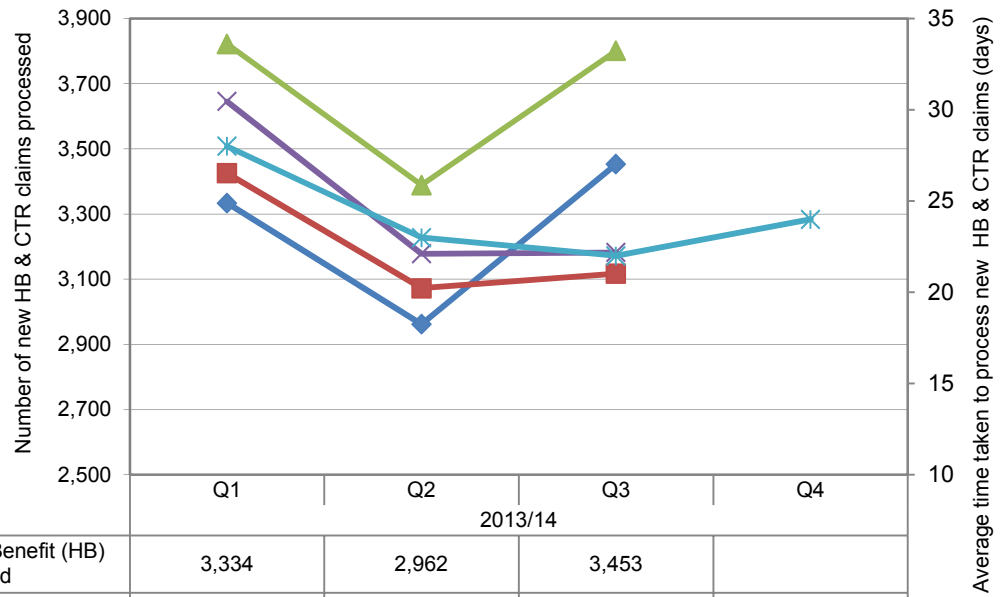
**Chart 7 - Telephone calls**



**Chart 8 – Face to face contacts**

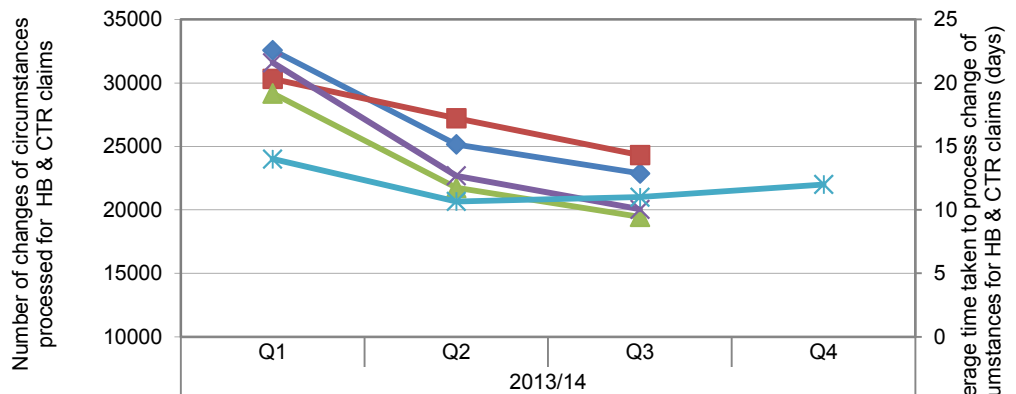


**Chart 9 – Benefits – new claims**



	Q1	Q2	Q3	Q4
Number of new Housing Benefit (HB) claims processed	3,334	2,962	3,453	
Number of new Council Tax Reduction (CTR) claims processed	3,822	3,389	3,801	
Average time taken to process new HB claims (days)	26.53	20.23	21.02	
Average time taken to process new CTR claims (days)	30.46	22.11	22.18	
Target - discrete quarter (days)	28	23	22	24

**Chart 10 – Benefits – changes of circumstances**



	Q1	Q2	Q3	Q4
Number of changes of circumstances processed for Housing Benefit (HB) claims	32,574	25,152	22,873	
Number of Changes of Circumstances processed for Council Tax Reduction (CTR) claims	30,326	27,215	24,319	
Average time taken to process change of circumstances for HB claims (days)	19.18	11.74	9.45	
Average time taken to process change of circumstances for CTR claims (days)	21.59	12.68	10.05	
Target - discrete quarter (days)	14	10.66	11	12

