

23 June 2014

**Quarter 4 2013/14
Performance Management Report**

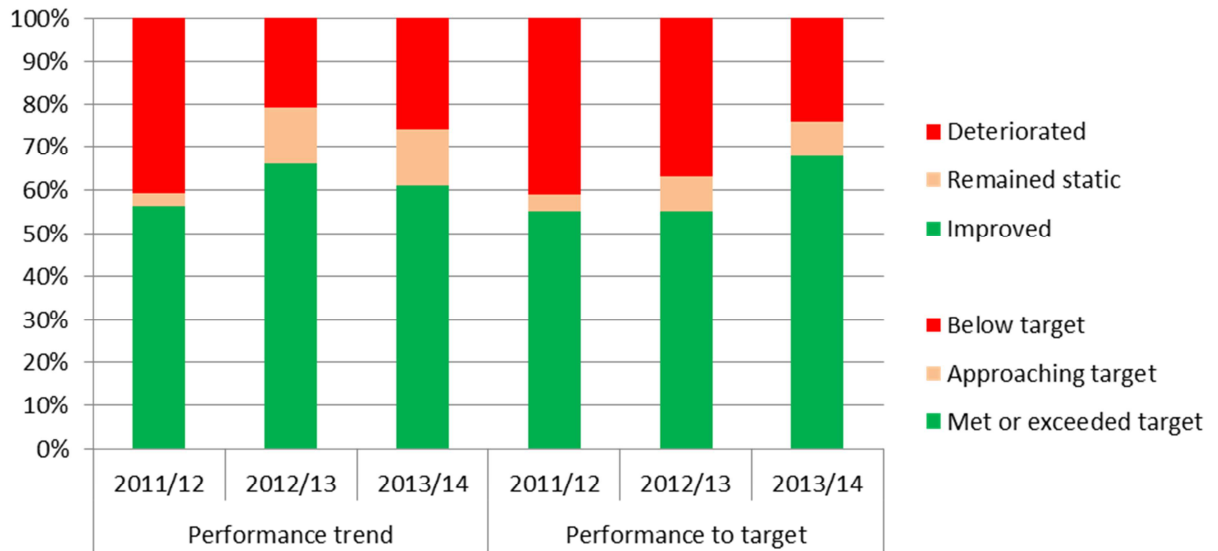
**Report of Corporate Management Team
Lorraine O'Donnell, Assistant Chief Executive
Councillor Simon Henig, Leader**

Purpose of the Report

1. To present progress against the council's corporate basket of performance indicators (PIs) for the Altogether Wealthier theme and report other significant performance issues for the 2013/14 financial year.

Overall Council Performance

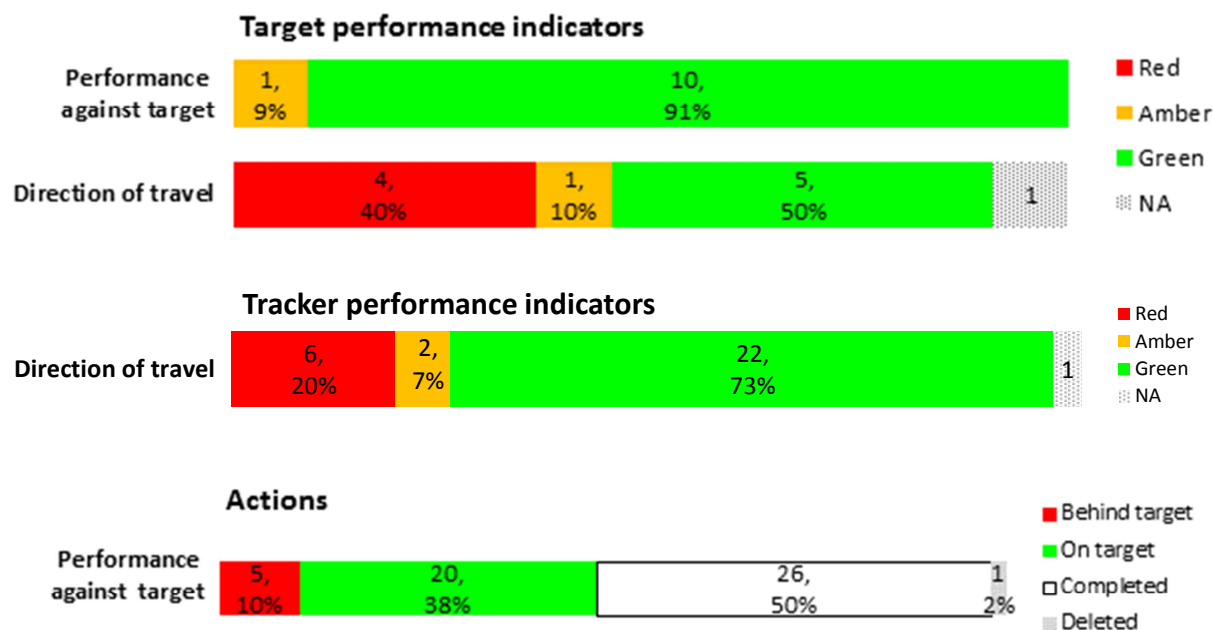
2. Since 2010, the council has been required to make significant financial savings following reductions in government grants. We have delivered just under £114million savings to date and have plans in place to make a further £23million of reductions in 2014/15.
3. At the same time, the council has also had to cope with a very changing environment over this period and manage the introduction of new legislation which has fundamentally changed the shape of public services in areas like health, policing and crime and welfare reform.
4. Demand has increased over the previous year for key services such as children in need referrals and residents using our customer access points in addition to an increase in people being rehoused through the Durham Key Options scheme.
5. It is critical that against this backdrop of reducing resources, increasing demand and level of change that we continue to actively manage performance and ensure that the difficult decisions we have had to make do not have a detrimental effect on the services that we provide and that we are focusing on what matters.
6. The following chart shows that we have improved or maintained performance in 74% of our key performance indicators over the last year. It is this strong focus on service performance that was a key factor that the judges highlighted when they awarded Durham County Council as LGC Council of the Year 2014.



Altogether Theme Performance

7. This is the end of year corporate performance report for the Altogether Wealthier theme for 2013/14. The report contains information on key performance indicators, risks and Council Plan progress.
8. 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.
9. 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.
10. Work has been carried out by officers and members on developing the proposed indicator set and targets for 2014/15 (see Appendix 5) to ensure that our performance management efforts continue to stay focused on the right areas.

Altogether Wealthier: Overview



Council Performance

11. Key achievements this quarter include:

- a. A further 301 private sector properties have been improved as a result of local authority intervention, bringing the total for 2013/14 to 984, exceeding the annual target of 893. Significant progress has been made in relation to the acquisition/demolition, group repair and facelift schemes through working with Area Action Partnerships, ward members and community safety enabling the identification of further funding sources.
- b. This quarter 30 additional empty properties have been brought back into use through the targeted approach and partnership work with registered providers and community/voluntary organisations. This brings the total for 2013/14 to 110, exceeding the target of 75 and performance for 2012/13 (56). Discussions with owners regarding their options for returning the properties back into use continue to be progressed.
- c. There has been a significant increase in the number of affordable homes this quarter with 316 homes delivered, exceeding the target of 88. Performance shows improvement from last quarter (176) and the corresponding quarter last year (172). Overall, 630 affordable homes were delivered during 2013/14 against a target of 350, representing an increase of 84% from 2012/13 when 387 were delivered. An affordable home includes: new build; rented homes; empty homes brought back into use and assistance schemes such as homebuy.

- d. All three housing providers have met their annual targets for non-decent homes, with Durham City Homes and Dale and Valley Homes achieving 0%. East Durham Homes has improved from 41% at quarter 4 2012/13 to 18% this quarter (1,494 homes), against a target of 25%. Work will continue during 2014/15 to ensure that all stock meets the Decent Homes Standard by 31 March 2015.
- e. Between April 2013 and March 2014, 182 apprenticeships started through Durham County Council phase 2 funded schemes, following change of the criteria and pro-active employer engagement. Performance has exceeded the target of 130. Since the programme began in November 2011 there have been 472 starts, of which 80% have stayed at least 6 months and 65% have stayed at least 15 months.
- f. The proportion of overall planning applications determined within deadline remains the same as last quarter, at 85%, achieving target, although performance is not as good as quarter 4 2012/13 (91.1%). The average outturn for 2013/14 (87.2%) has improved from 2012/13 (85.4%). The annual number of overall planning applications increased from 3,031 in 2012/13 to 3,091 in 2013/14 (see Appendix 4, Chart 1).
- g. The proportion of major planning applications determined within 13 weeks also remains static at 72.7% this quarter. Performance exceeds the target of 71. The average outturn for 2013/14 is 72.3% compared to 75.6% last year. Performance is similar to national benchmarking (73%), however is worse than North East (81%) and nearest statistical neighbour (86%) averages. During 2013/14, 137 major planning applications were received compared to 119 in 2012/13.
- h. Good progress has been made with the following Council Plan and service plan actions:
 - i. Developing the Durham Key Options and Choice Based Lettings scheme to increase the number of landlords operating within the scheme. The Durham Key Options Board has agreed to the expansion of the Durham Key Options Scheme through a pilot with a registered provider who is not currently a partner in the scheme following interest from three organisations. The board will run the pilot for three months starting in June/July 2014 and if successful, the registered provider will become a full partner. Work is also ongoing to expand the scheme to include a greater number of low cost home ownership properties.
 - ii. Development of the County Durham Plan and supporting supplementary planning documents. The submission documents for the County Durham Plan are complete and have been submitted to the Planning Inspectorate. The Planning Inspectorate will soon confirm the start date of the examination in public. This is the largest and most significant suite of policy documents created since the council was set up and will make Durham County Council one of the first in the country to have a plan adopted.

- iii. Pursuing the preferred option for the future of council housing across County Durham. The housing transfer application was approved by Government. Work continues on the offer document with regular updates given to the Homes and Communities Agency. A new governance structure has been agreed and the shadow parent board held its inaugural meeting on 14 January 2014.

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

- a. At March 2014, 73.9% of council owned business floor space was occupied. This is slightly below the target of 75%, although it is above the same period last year (73%). Business Durham continues to implement improvements in the way in which it interacts and manages its clients and stock, for example through pro-active debt management, which has helped Business Durham to exceed its target for rent income for the end of the year.
- b. Key Council Plan actions which have not achieved target in this theme include:
 - i. Sector specific pre-employment training to prepare clients for employment and meet employers needs and requirements, due to be developed by March 2014, has been delayed until June 2014 as a decision for potential Youth Contract funding is awaited from Job Centre Plus Flexible Support Fund.
 - ii. Opportunities for funding and work with employers to develop and deliver sector specific qualifications within the workplace, due to be sought by March 2014, has been delayed until June 2014 as there has been a lack of time and resources due to meeting other contractual requirements on other externally funded contracts.
 - iii. A co-ordinated events programme for the county, providing cultural engagement and encourage participation in sport and leisure, was due to be developed by March 2014. The development of this programme is now reliant on National Portfolio Organisation funding, which replaces our regular funding programme. A bid has been submitted for three years funding however the outcome will not be known until July 2014.
 - iv. Delivery of a programme of transport capital works across the county:
 - Bishop Auckland rail station, due for completion by February 2014 will not be completed until May 2014 due to problems with the installation of a fibre optic broadband cable. An alternative option is now being sought.
 - Transit 15 bus priority improvements on key transport corridors, relating specifically to Gilesgate bus lane. Initial consultation has been completed and following discussions with Cabinet Members it was agreed that this action be deleted.

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

- a. The employment rate has improved from 65.7% last quarter to 66.1% this quarter, with the number of people employed increasing by 200 to 224,700. The employment rate remains better than the corresponding period last year when 65.1% of the working age population were employed. The rate however remains worse than national (73.3%), regional (66.7%) and nearest statistical neighbour (69.3%) rates.
- b. The proportion of the working age population not in work who want a job has worsened from 14.39% reported last quarter to 14.58% this period (January to December 2013). This represents 48,000 people. Although this is better than the corresponding period last year (16.45%), the County Durham figure is worse than national (11.17%), North East (13.66%) and nearest statistical neighbour (11.91%) rates.
- c. The proportion of Job Seekers Allowance (JSA) claimants claiming for one year or more has fallen slightly from 36.35% last quarter to 34.75% this quarter, although the actual number of long term claimants has improved significantly, from 5,055 in March 2013 to 3,980 in March 2014. The rate remains higher than at the corresponding period last year (32.33%) and national (25.5%), regional (34.5%) and nearest statistical neighbour (31.6%) rates in spite of the reduction in numbers.
- d. The number of 18 to 24 year olds claiming JSA has also improved, falling from 3,525 last quarter to 3,415 in March 2014. Youth unemployment has fallen 31% from March 2013, when there were 4,955 18 to 24 year olds claiming JSA.
- e. Homeless indicators generally show a positive year on year trend.
 - Homeless presentations have decreased from 1,761 at the corresponding period last year to 1,646 this quarter (see Appendix 4, Chart 2). The triage is having an impact on the number of presentations to Housing Solutions, which is lower at the year end compared to 2012/13, as housing providers are doing more pro-active work.
 - In relation to statutory applications, the proportion has improved from 14.03% (247 applications) at quarter 4 last year to 13.79% (227 applications) this year.
 - The level of acceptances of a statutory duty has also improved, falling to 2.61% (43 acceptances) this quarter from 3.69% for the corresponding period last year.
 - The level of preventions has fallen slightly to 18.17% (299 preventions) this quarter from 19.53% at quarter 4 2012/13, although there were more preventions during 2013/14 than there were in 2012/13. Links with appropriate services have been created to improve support for clients, enabling them to be assisted into alternative/appropriate accommodation and ensure access to financial support services.

- f. There has been a significant increase in the annual number of people rehoused through Durham key options, from 3,983 in 2012/13 compared to 5,045 in 2013/14. This quarter, 1,363 people registered on the Durham Key Options scheme have been rehoused compared to 1,024 in quarter 4 2012/13 (see Appendix 4, Chart 3).
- g. During quarter 4 there have been 179 net new homes completed bringing the total for 2013/14 to 986. Although this is lower than last quarter (352 homes) and same period last year (354 homes), the annual number of completions is higher than last year, when 852 homes were completed. In Durham City the number of completions fell from 18 last quarter to 8 this quarter to give an annual total of 51, which is higher than last year's figure of 27. The proportion of homes completed near major settlements (108 homes) increased from 44.86% last quarter to 48.86% this period. Between April 2013 and March 2014, 52.62% of homes completed were in and around major settlements which is a decrease of 14.43% from the previous year (67.05%). Although net completions have increased, permissions have been implemented in smaller settlements, with sites in larger settlements beginning to be implemented in quarter 4 this year.
- h. The percentage of children in poverty at November 2013 has improved slightly, falling from 24.1% last quarter to 23.5%. The rate remains worse than the national rate (18.5%) but is better than the regional rate of 24.4%.
- i. As reported under the Altogether Better for Children and Young People theme, data for November 2013 to January 2014 show 7.1% of 16 to 18 year olds were not in education, employment or training (NEET), 1,167 young people. Durham's performance is better than the North East average (7.6%) but worse than the national rate of 5.3% and the statistical neighbour average of 6.6%. The Improving Progression Team and One Point Service are continuing to implement the action plan that was developed following the Peer Review by Wakefield. Actions undertaken 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.
 - Enhanced information about NEET and not known performance is shared on a monthly basis to 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.
- j. The percentage of 16-18 year olds whose status in relation to education, employment or training is not known was 7.5% for November 2013 to January 2014, which relates to approximately 1,316 young people. Durham's performance was better than the England average of 9.2% but worse than the North East and statistical neighbour averages of 6.4%.

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

Recommendations and reasons

15. That the Economy and Enterprise Overview and Scrutiny Committee receive the report and consider any performance issues arising there from.

Appendix 1: Implications

Finance

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

Staffing

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

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

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

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

Appendix 2: Key to symbols used within the report

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

Performance Indicators:

Direction of travel

Performance against target

Latest reported data have improved from comparable period

GREEN

Performance better than target

Latest reported data remain in line with comparable period

AMBER

Getting there - performance approaching target (within 2%)

Latest reported data have deteriorated from comparable period

RED

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
Altogether Wealthier										
1	Apprenticeships started through Durham County Council funded schemes	182	Apr 2013 - Mar 2014	130	GREEN	New indicator	Not comparable [1]			
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	316	Jan - Mar 2014	88	GREEN	172	GREEN			
4	Number of private sector properties improved as a direct consequence of local authority intervention	984	Apr 2013 - Mar 2014	893	GREEN	1183	RED			
5	Number of empty properties brought back into use as a result of local authority intervention	110	Apr 2013 - Mar 2014	75	GREEN	56	GREEN			
6	Proportion of Dale and Valley Homes properties currently not meeting decency criteria	0.0	As at Mar 2014	0.0	GREEN	0.6	GREEN	36.4 GREEN	4.4** GREEN	2011/12
7	Proportion of Durham City Homes properties currently not meeting decency criteria	0.0	As at Mar 2014	0.0	GREEN	0.0	AMBER	36.4 GREEN	4.4** GREEN	2011/12
8	Proportion of East Durham Homes properties currently not meeting decency criteria	18.0	As at Mar 2014	25.0	GREEN	41.0	GREEN	36.4 GREEN	4.4** RED	2011/12

<i>Ref</i>	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	73.9	As at Mar 2014	75.0	AMBER	73.0	GREEN			
10	Percentage of major planning applications determined within 13 weeks	72.7	Jan - Mar 2014	71.0	GREEN	94.3	RED	73.0	86**	Oct - Dec 2013
11	Overall proportion of planning applications determined within deadline	85	Jan - Mar 2014	85.0	GREEN	91.1	RED			

[\[1\] Due to changes to the indicator previous year's 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
Altogether Wealthier										
98	Number of the top retailers represented in Durham City	13	As at Mar 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	73.76	As at Mar 2014	71.08	GREEN	76.35	RED			
100	Number of visitors to the main tourist attractions in Durham City.	298,698	Jul - Sep 2013	99,687	<u>Not comparable [2]</u>	121,626	GREEN			
101	Number of passenger journeys recorded by the operator of the 3 Durham City Park and Ride sites	258,703	Jan - Mar 2014	317,904	RED	251,925	GREEN			
102	Number of all new homes completed in Durham City	8	Jan - Mar 2014	18	RED	2	GREEN			
103	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	48.86	Jan - Mar 2014	44.80	GREEN	45.40	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
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			
105	Total number of planning applications received against all categories	819	Jan - Mar 2014	712	GREEN	712	GREEN			
106	Total number of major planning applications received	22	Jan - Mar 2014	33	RED	35	RED			
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	66.1	Jan - Dec 2013	65.7	GREEN	65.1	GREEN	73.3 RED	66.7* RED	Jan - Dec 2013
109	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	3,415	As at 13 Mar 2014	3,525	GREEN	4,955	GREEN			
110	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	34.75	As at 13 Mar 2014	36.35	GREEN	32.33	RED	25.50 RED	34.5* RED	As at Mar 2014
111	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	23.5	As at Nov 2013	24.1	GREEN	24.6	GREEN	18.5 RED	24.4* GREEN	As at Nov 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
112	Percentage of children in poverty (national annual measure) (Also in Altogether Better for Children and Young People)	23.0	2011	23.0	AMBER	23.0	AMBER	20.6 RED	24.5* GREEN	2011
113	Proportion of the working age population currently not in work who want a job	14.58	Jan - Dec 2013	14.39	RED	16.45	GREEN	11.17 RED	13.66* RED	Jan - Dec 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	179	Jan - Mar 2014	352	RED	354	RED			
116	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)	1,363	Jan - Mar 2014	1,370	RED	1,024	GREEN			
117	Number of preventions as a proportion of the total number of housing solutions presentations	18.17	Jan - Mar 2014	25.29	RED	19.53	RED			
118	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	13.79	Jan - Mar 2014	13.1	RED	14.03	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
119	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	2.61	Jan - Mar 2014	3.4	GREEN	3.69	GREEN			
120	Total number of housing solutions presentations	1,646	Jan - Mar 2014	1,443	RED	1,761	GREEN			
121	Number of passenger journeys made by concessionary bus pass holders	3,074,807	Jan - Mar 2014	2,513,309	GREEN	3,052,279	GREEN			
122	Number of passenger journeys made on the Link2 service	8,167	Jan - Mar 2014	8,351	RED	7,773	GREEN			
123	Number of trips made using council funded community transport	10,000	Jan - Mar 2014	10,500	RED	24,515	Not comparable [1]			
124	Number of local passenger journeys on the bus network	5,932,007	Jan - Mar 2014	6,210,395	RED	5,923,981	GREEN			
125	Number of visitors to the main attractions in County Durham	1,665,324	Jul - Sep 2013	1,326,220	Not comparable [2]	1,433,272	GREEN			
126	Number of tourism businesses actively engaged with Visit County Durham	Not reported	Not reported	89	NA	47	GREEN			
127	Businesses engaged with/assisted (all sectors)	111	Jan - Mar 2014	77	GREEN	104	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
128	Number of new business start-ups as a result of receiving business assistance	11	Oct - Dec 2013	9	GREEN	3	GREEN			

[\[1\] Due to changes to the indicator previous year's data is not comparable](#)

[\[2\] Due to seasonal changes data is not comparable with the previous quarter](#)

Appendix 4: Volume Measures

Chart 1 – Planning applications

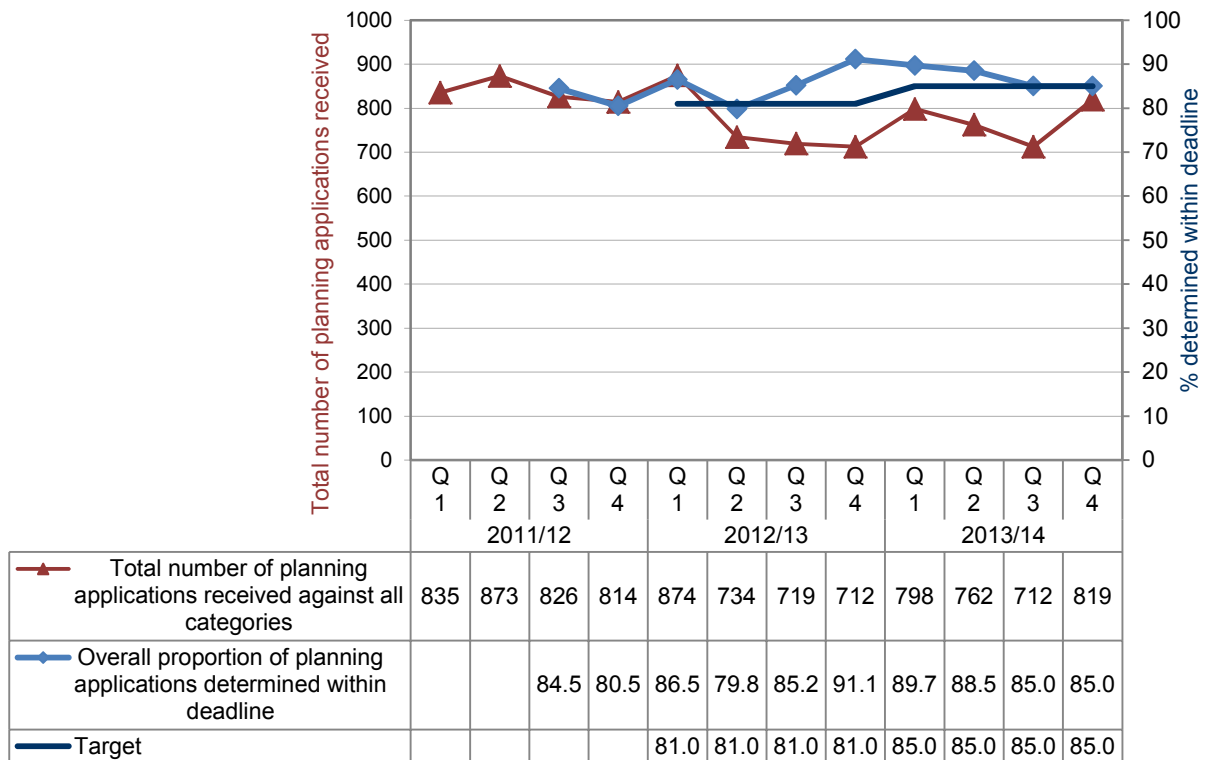


Chart 2 – Housing Solutions presentations

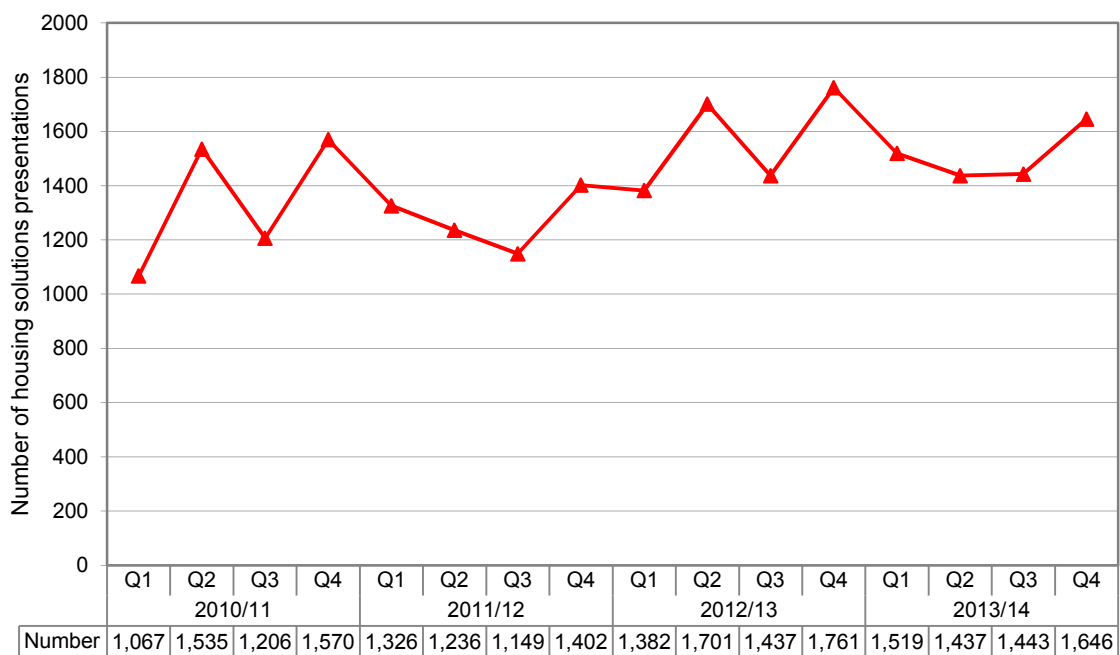
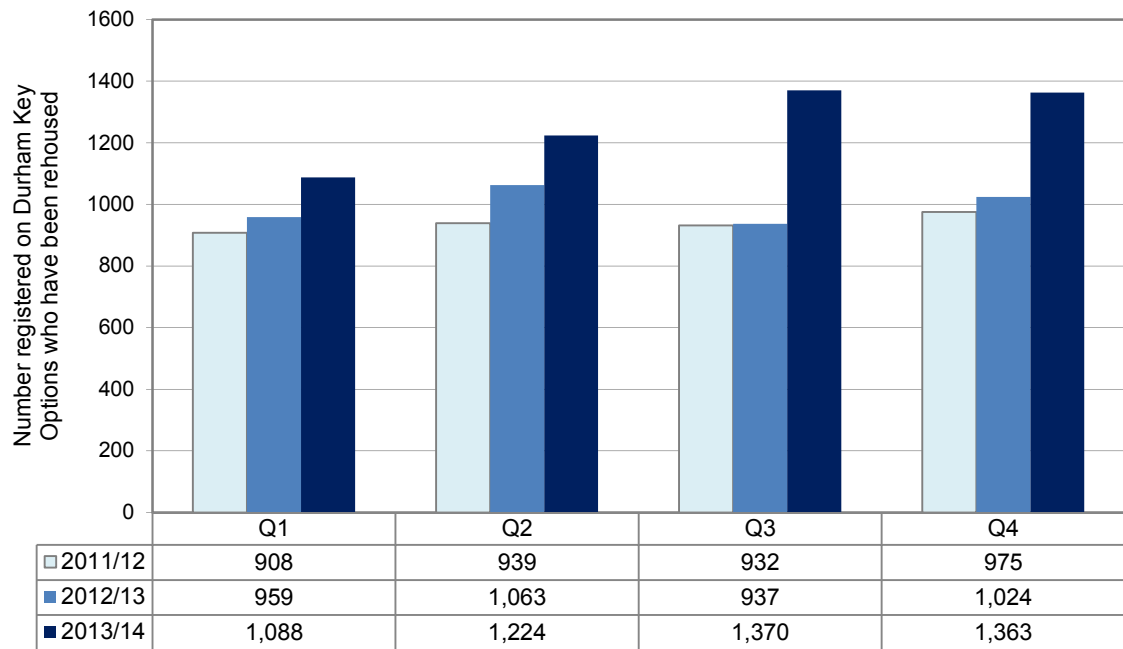


Chart 3 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)



Appendix 5: Proposed 2014/15 Corporate Indicator set

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Altogether Wealthier												
Tracker	REDPI3	Number of all new homes completed in Durham City	RED	Quarterly		27	43					
Tracker	REDPI22	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.	RED	Quarterly		76.35%	71.08%					
Tracker	REDPI38	Number of passenger journeys recorded by the operator of the 3 Durham City Park and Ride sites	RED	Quarterly		1,113,937	317,904					
Tracker	REDPI80	Percentage annual change in the traffic flow through Durham	RED	Quarterly		New indicator	New indicator					
Tracker	NS01	Number of visitors to theatres	NS	Quarterly		New indicator	New indicator					
Tracker	NS02	Number of visitors to museums	NS	Quarterly		New indicator	New indicator					
Tracker	NS03	Number of visitors to leisure centres	NS	Quarterly		New indicator	New indicator					
Tracker	NS12	Percentage of food establishments rated as 3 star or above (Food Hygiene Rating System)	NS	Quarterly		New indicator	New indicator					

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI97 a	Occupancy rates for retail units in town centres – Barnard Castle	RED	Annual		93%		NA				
Tracker	REDPI97 b	Occupancy rates for retail units in town centres – Bishop Auckland	RED	Annual		91%		NA				
Tracker	REDPI97 c	Occupancy rates for retail units in town centres – Chester-le-Street	RED	Annual		89%		NA				
Tracker	REDPI97 d	Occupancy rates for retail units in town centres – Consett	RED	Annual		88%		NA				
Tracker	REDPI97 e	Occupancy rates for retail units in town centres – Crook	RED	Annual		95%		NA				
Tracker	REDPI97 f	Occupancy rates for retail units in town centres – Durham City	RED	Annual		90%		NA				
Tracker	REDPI97 g	Occupancy rates for retail units in town centres – Newton Aycliffe	RED	Annual		80%		NA				
Tracker	REDPI97 h	Occupancy rates for retail units in town centres – Peterlee	RED	Annual		87%		NA				
Tracker	REDPI97 i	Occupancy rates for retail units in town centres – Seaham	RED	Annual		87%		NA				
Tracker	REDPI97 j	Occupancy rates for retail units in town centres – Shildon	RED	Annual		88%		NA				

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI97k	Occupancy rates for retail units in town centres – Spennymoor	RED	Annual		89%		NA				
Tracker	REDPI97l	Occupancy rates for retail units in town centres – Barnard Castle	RED	Annual		91%		NA				
Target	REDPI75a	Overall proportion of planning applications determined within deadline	RED	Quarterly 12 month rolling total		88.60%	88.4%	85%	85%	85%	85%	
Target	REDPI10a	Number of affordable homes delivered	RED	Quarterly		387	176	350	300	300	300	
Tracker	REDPI10b	Number of net homes completed	RED	Quarterly		852	807					
Target	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	RED	Quarterly		67.05%	44.80%	Tracker	70%	70%	70%	
Target	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	RED	Quarterly		1,183	215	893	525	510	510	
Target	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	RED	Quarterly		56	28	75	120	Not set	Not set	

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI34	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)	RED	Quarterly	Y	3,983	1,370					
Tracker	REDPI36 a	Number of preventions as a proportion of the total number of presentations to the Housing Solutions Service.	RED	Quarterly	Y	18.45%	25.29%					
Tracker	REDPI36 b	Number of statutory applications as a proportion of the total number of presentations to the Housing Solutions Service	RED	Quarterly	Y	16.83%	13.10%					
Tracker	REDPI36 c	Number of acceptances (of a statutory duty) as a proportion of the total number of presentations to the Housing Solutions Service	RED	Quarterly	Y	5.40%	3.40%					
Tracker	REDPI36 d	Total number of presentations to the Housing Solutions Service	RED	Quarterly	Y	6,281	1,443					
Tracker	REDPI96	The number of people in reasonable preference groups on the housing register	RED	Quarterly		TBC New indicator	TBC New indicator					
Tracker	REDPI82	Proportion of council owned housing that are empty	RED	Quarterly	Y	New indicator	1.84%					

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI82a	Proportion of council owned housing that have been empty for six months	RED	Quarterly	Y	New indicator	0.20%					
Target	REDPI95	Proportion of council owned properties currently meeting decency criteria	RED	Quarterly		DVH 99.41% DCH 100% EDH 59%	DVH 93.16% DCH 95.5% EDH 74%	DVH 100% DCH 100% EDH 75%	100%	100%	100%	
Tracker	REDPI28	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	RED	Quarterly		1,659 (2011/12 ac yr)	1,372 (2012/13 ac yr)					
Tracker	REDPI40	Proportion of the working age population defined as in employment	RED	Quarterly	Y	65.8	65.7					
Target	REDPI62	Apprenticeships started through County Council funded schemes	RED	Quarterly		188	38	130	180	200	220	
Tracker	REDPI73	The proportion of the working age population currently not in work who want a job	RED	Quarterly	Y	16.45	14.39					
Tracker	REDPI7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	RED	Quarterly	Y	4,955	3,525					
Tracker	REDPI88	Per capita household disposable income	RED	Annual Q1		New indicator	£14,522					
Tracker	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	RED	Quarterly	Y	32.33	36.35					

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI87	GVA per capita in County Durham	RED	Annual Q3		New indicator	£12,661					
Target	CAS AW2	Overall success rate of Adult Skills Funded Provision	CAS	Annual		New indicator	86.0% (2012/13 Ac yr)	Not set	86.0% (2013/14 Ac yr)	87.5% (2014/15 Ac yr)	89.0% (2015/16 Ac yr)	
Tracker	ACE018	County Durham residents starting a first degree in an academic year (per 100,000 population aged 18+)	ACE	Annual		155.4 (2010/11 Ac yr)	161.4 (2011/12 Ac yr)					
Target	REDPI64	Number of passenger journeys made on the Link2 service	RED	Quarterly		31,619	24,959		33000	Not set	Not set	
Tracker	REDPI72	Number of local passenger journeys on the bus network	RED	Quarterly		23903428	6210395					
Target	REDPI81	Percentage of timetabled bus services that are on time	RED	Quarterly		89%	86.50%	80%	85%	87%	89%	
Target	REDPI41c	Percentage of major planning applications determined within 13 weeks	RED	Quarterly 12 month rolling total		76.70%	77.3%	71.0%	71%	71%	71%	
Tracker	REDPI89	Number of registered businesses in County Durham	RED	Annual Q4		New indicator	14,785					
Target	REDPI93	Number of business enquiries handled	RED	Quarterly		New indicator	747		1200	Not set	Not set	
Target	REDPI94	Number of inward investment successes	RED	Annual Q4		New indicator	New indicator		10	Not set	Not set	

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI32	Percentage of tourism businesses actively engaged with Visit County Durham	RED	Twice a year - Q3 and Q4		New indicator	New indicator					
Target	REDPI66	Number of businesses engaged	RED	Quarterly		New indicator	New indicator	New indicator	720	Not set	Not set	
Tracker	REDPI90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	RED	Annual Q2		New indicator	New indicator					
Tracker	REDPI91	Number of unique visitors to the thisisdurham website	RED	Quarterly		New indicator	624,943					
Target	REDPI92	Number of gross jobs created and safeguarded	RED	Quarterly		New indicator	New indicator		2,400	Not set	Not set	