

22 September 2014

**Quarter 1 2014/15
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 first quarter of 2014/15 covering the period April to June 2014.

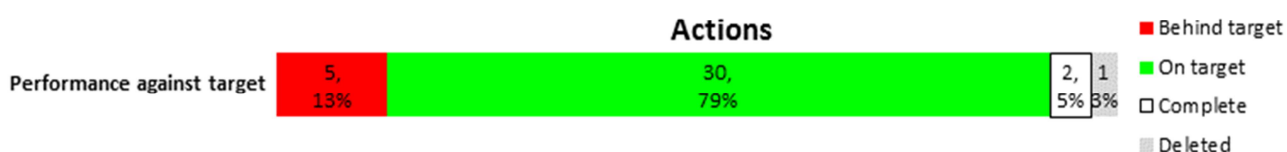
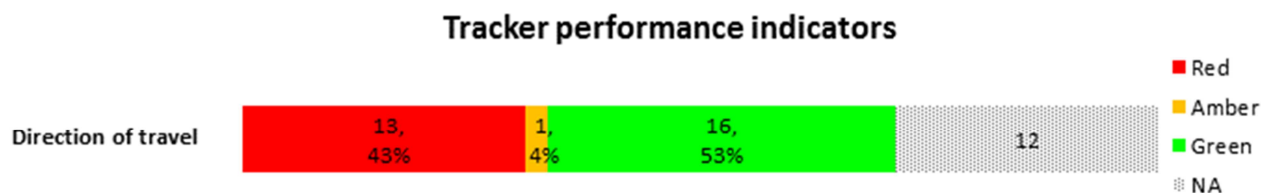
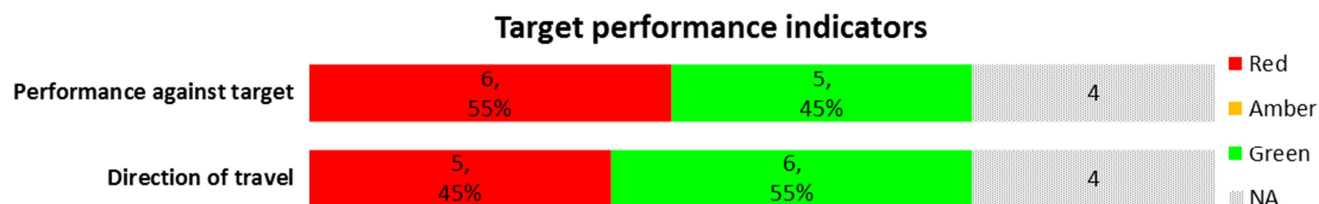
Background

2. The report sets out an overview of performance and progress by Altogether Wealthier 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 (see Appendix 3, table 1); 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 (see Appendix 3, table 2).
3. Work has been carried out by officers and members on developing a revised indicator set and targets for 2014/15 as set out in Appendix 3. This set of indicators is based around our six Altogether priority themes and will be used to measure the performance of both the council and the County Durham Partnership.
4. The report continues to incorporate a stronger focus 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.

Developments since Last Quarter

5. Corporate performance indicator guidance which provides full details of indicator definitions and data sources will soon be available from the Councillors Intranet homepage at: <http://intranet/sites/Councillors/default.aspx>. Any queries relating to the definition manual can be directed to the Corporate Performance Team at performance@durham.gov.uk.

Altogether Wealthier: Overview



Council Performance

6. Given the performance indicator picture appears mixed, there are improvements in the majority of key areas. Key achievements this quarter include:
- The proportion of major planning applications determined within 13 weeks has improved to 77% (July 2013 to June 2014) from 72.3% (April 2013 to March 2014). Performance is better than corresponding period last year (74.6%), the target of 71% and national benchmarking (70%), however is worse than the North East rate (78%). 122 major applications were received this year compared to 126 last year. The proportion of overall planning applications determined within deadline has fallen slightly from 87.2% (April 2013 to March 2014) to 86.2% (July 2013 to June 2014). Performance is similar to last year (86.3%) and is above target (85%). 2,689 applications were received this year, slightly less than last year when 2,732 were received (see Appendix 4, Chart 1).
 - This quarter 514 potential jobs have been created, 64 through new business lettings and 450 through two inward investments which have been confirmed and will potentially result in 450 jobs, located in Durham City and Seaham. Performance is however below the target of 600 jobs created/safeguarded.
 - This quarter shows 117 affordable homes were delivered, an increase from the same period last year when 60 homes were delivered. The annual target is to be increased from 300 to 400 to reflect the outputs of various programmes aimed at increasing the number of affordable homes either through new housing delivery or conversion of existing properties to affordable homes, each of which have their own specific programme targets attached.

d. Tracker indicators show

- i. During quarter 1, 361 net new homes were completed, an increase of 102% from last quarter (179 completions) and 24.5% from the corresponding period last year (290 completions). Recent monitoring activity has confirmed that a large number of housing sites with planning permission are now being implemented. The housing market is improving due to government incentives such as First Buy and Help to Buy. In Durham City the number of completions increased from eight last quarter to 14 this quarter, which is the same number as the corresponding period last year. This quarter 128 completions were in and around major settlements, similar to quarter 1, 2013/14. However due to the significant increase in net completions overall this represented a lower proportion (35%) compared to last year (43.1%). Although the County Durham Plan includes policies aiming to increase completions in and near major settlements, the activity required to deliver these completions is led by developers. A target of 70% was initially agreed however it is now considered more appropriate to track performance of this indicator.
- ii. During quarter 1 there were 2,606 housing solution presentations. Previously only presentations from the Housing Advice and Prevention Team were included in this indicator but following the restructure of the Housing Solutions Service, presentations are now also being reported for the Family Intervention Project, Family Wise, Home Improvement Agency and the Private Sector Initiatives Team. Previously reported data is therefore not comparable.

The proportion of statutory housing solutions applications has improved, reducing to 13.6% this quarter from 13.8% last quarter and 14.4% for the corresponding period last year. The level of acceptances of a statutory duty has declined from 2.6% last quarter and 3.4% for the corresponding period last year to 4.2% (62 acceptances). The proportion of preventions has improved, increasing to 26.3% from 18.2% last quarter and 20.9% for the corresponding period last year. Previously only the Housing Advice and Prevention Team was included in these indicators however from quarter 1 Family Intervention Project and Family Wise are included, with Home Improvement Agency and the Private Sector Initiatives Team being introduced from quarter 2.

- iii. As reported under the Altogether Better for Children and Young People theme, there has been an improvement in the proportion of 16 to 18 year olds who are not in education, employment or training (NEET). Data for April to June 2014 show 6.8% of 16 to 18 year olds were NEET, which relates to approximately 1,158 young people. This is an improvement when compared to the same quarter of last year (8.7%) and is better than the nationally published North East average (November 2013 to January 2014) of 7.6%. It is worse than the national average of 5.3% but in line with the statistical neighbours average of 6.6%. The percentage of 16 to 18 year olds whose status in relation to education, employment or training is not known reduced to 3.6% during April to June 2014. This is better than the November to

January averages for England (9.2%), the North East (6.4%) and statistical neighbours (6.4%).

- e. Progress has been made with the following Council Plan and service plan actions:
- i. Significant progress has been made during the first quarter of 2014/15 to increase availability of technology across the county by developing the Digital Durham programme for next generation broadband delivery to all areas of the county. British Telecom (BT) has enabled almost 9,000 additional premises to access fibre based broadband services. During quarter 2, work will commence in Sedgefield, Ryton (Gateshead area partner) and Trimdon, and for the first time, fibre based broadband services will become available to residents. There will also be a significant investment in making fibre based broadband services more widely available in the BT exchange areas of Beamish, Coxhoe, Crook, Meadowfield, New Brancepeth, Peterlee, Stanley, Washington (Sunderland area partner), Burnopfield (Gateshead area partner), Dipton, Lanchester and Wellfield. Following the receipt of further funding and completion of an open market review, a second intervention area will define to postcode level the additional areas to fund infrastructure build due to market failure.
 - ii. Durham City site investigation in relation to the Western Relief Road is complete and further design work is continuing, with the planning application being expected to be submitted in June 2015. Planning consent for the bus station on North Road, Durham is now expected in December 2014, with the junction realignment due for completion by May 2015 and the start date for the construction of the bus station being revised to June 2015. A detailed design for the flood mitigation solution at Elvet waterside has been commissioned however the development brief for the site has been delayed as the university have postponed making a decision on the site until the end of the summer. The constraints assessment and design work for Milburngate House is underway and scheduled for completion in November 2014 whilst work is ongoing to secure planning consent.
 - iii. A preferred option for the future of council housing across County Durham is to be pursued by March 2015. Following consent from Government a formal consultation process with tenants was carried out. Home visits were undertaken to all tenants in June 2014 and the council's offer document was hand delivered or posted to each tenant. At the meeting of Cabinet on 16 July it was agreed to proceed with a ballot, the result of which demonstrated that 82% of respondents were in favour of transferring ownership and management of their homes to the County Durham Housing Group.
 - iv. The Gypsy Roma Traveller sites at Adventure Lane, West Rainton; Green Lane, Bishop Auckland; Tower Road, Stanley and Drum Lane, Birtley are being redeveloped. Following completion of the redevelopment of the site at Adventure Lane, the site was re-opened on 9 June 2014. Residents are returning to the site on a phased basis through an agreed process and once complete the site will be fully

occupied. The Tower Road site is now complete and was handed over on 28 July 2014. Again a managed phased return is planned to return residents back to the site. Work is continuing on Green Lane and Drum Lane following commencement on site earlier in the year.

- v. Following the launch of the empty homes cluster programme (to bring empty homes back into use), extensive marketing of the available products has been undertaken. Over 4,600 letters were sent out to owners of empty properties, jointly with council tax information and to date there are 243 people interested in grants and loans.

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

- a. During the quarter, 19 empty properties were brought back into use through council intervention. This is below the target of 30 and performance for the same period last year when 31 properties were brought back into use. The availability of loan funding county wide is starting to bring in good returns, therefore performance should improve in quarter 2.
- b. The proportion of council owned housing that meets decency criteria is currently 81.8% against an end of year target of 100%. This is made up of Durham City Homes 84.5%, East Durham Homes 85.4% and Dale and Valley Homes 68.3%. All providers are on track to achieve 100% decency by the end of 2014/15.
- c. This quarter shows 37 apprenticeships started through Durham County Council schemes. This is below the target of 45 however is better than the corresponding period last year (28).
- d. Tracker indicators show:
 - i. The employment rate maintained this quarter, rising to 66.2% from 66.1% last quarter and 65.8% for the corresponding period last year. The County Durham rate remains worse than the national and regional rates of 73.3% and 67.6% respectively. There are now 225,600 people defined as in employment which is an improvement of 2,100 on the same period last year. The changes to those defined as in employment are not reflected in the changes to those claiming Job Seekers Allowance (JSA), which has significantly reduced and now stands at 9,385, which represents 2.8% of the working age population. This is the first time since October 2008 that the number of claimants has been below 10,000. This suggests that there may be some people who are now no longer entitled to claim JSA but are also not in work.
 - ii. The number of people claiming JSA for more than 12 months stands at 3,365 claimants which has reduced by more than 600 from March 2014 and is over 1,600 less than at June 2013. However, although the number of claimants are reducing, 35.9% of claimants have claimed for more than 12 months which is higher than last quarter (34.8%), the same period last year (34.5%) and national and regional rates (27.1% and 35.5% respectively).

- iii. The number of 18 to 24 year olds claiming JSA (2,580) has also significantly reduced from 3,415 last quarter and 4,435 for the same period last year. Youth unemployment is now at its lowest level since June 2008. This represents 1% of the 18 to 24 year old population but 27.5% of JSA claimants.
- iv. The proportion of the working age population not in work who want a job has fallen to 13.7% (April 2013 to March 2014), representing 44,900 people. This is an improvement from 14.6% reported last quarter and 16.4% for the corresponding period last year. The rate however is higher than national (11%) and regional (13.4%) rates.
- v. This quarter, 1,228 people registered on the Durham Key Options scheme have been rehoused, compared to 1,363 last quarter and 1,088 for the corresponding period last year (see Appendix 4, Chart 2).
- vi. Occupancy rates for retail units in town centres have declined in nine of the 12 town centres, with only Consett, Seaham and Shildon demonstrating improvement (see table below). Bishop Auckland has seen the highest percentage fall in occupancy (-13.2%). Compared to the national average occupancy rate for 2013 (86%), seven town centres have equal or higher occupancy levels.

Town Centre	% occupancy at March 2014	% occupancy at March 2013	% change
Consett	94	88	+6.8
Crook	92	95	-3.2
Seaham	91	87	+4.6
Barnard Castle	89	93	-4.3
Durham City	89	90	-1.1
Shildon	89	88	+1.1
Stanley	86	91	-5.5
Bishop Auckland	79	91	-13.2
Peterlee	85	87	-2.3
Spennymoor	85	88	-3.4
Chester-le-Street	84	89	-5.6
Newton Aycliffe	71	80	-11.3

- vii. The number of passenger journeys on the Durham City Park and Ride has decreased by 7% (18,543 journeys) from 258,703 last quarter to 240,243 this quarter.
- e. Key Council Plan actions which have not achieved target in this theme include:
- i. A new roundabout at Sunderland Bridge due to be constructed by March 2015, has been delayed until September 2015 as the purchase of the land has not yet been finalised. The revised plan of works means that the site cannot be progressed as quickly as originally envisaged due to the re-landscaped site needing to be left for a period of at least three months to allow the ground to settle. Construction will be phased

with initial earthworks being undertaken in September 2014. This will be followed by the main construction phase between April and September 2015. This is subject to land acquisition.

- ii. Road access improvements at Front Street, Stanley were due to be completed by December 2015. The initial project was rejected at public enquiry and a decision regarding further steps will be made in August 2014.
- iii. Adoption of the County Durham Plan due by March 2015 has been delayed until September 2015. The final County Durham Plan was submitted to the Department for Communities and Local Government (DCLG) and the Planning Inspectorate on the 25 April 2014. The Examination in Public (EIP) Hearing sessions are to commence in September 2014 and timescales initially proposed by the Planning Inspector suggest the examination may run into early 2015. The strategic site supplementary planning documents are in an advanced stage but cannot be adopted until the County Durham Plan is adopted. The draft Community Infrastructure Levy (CIL) Charging Schedule was submitted to DCLG and the Planning Inspectorate on the 25 April 2014. The CIL EIP will follow the County Durham Plan with a provisional start date of the 16 December 2014.
- iv. The first Durham County Council market housing scheme for rent and sale due to be delivered by June 2016, has been delayed until January 2017. Initial legal advice has been secured on the development of two new LA Trading Companies. A cost consultant (Identity Consult) has been appointed to lead on identifying a suitable building contractor partner and the deadline for this activity has been revised from June 2014 to December 2014. This revision has also affected the deadlines of other actions and the overall project timescale. A short list of possible builders has now been prepared and a programme to secure a start on site on a pilot scheme in October 2015 has been agreed.
- v. A County Durham Apprenticeship Programme to support people into work through the provision of wage subsidy to employers due to be delivered by March 2015, has been deleted as it is a business as usual action.
- vi. A service plan action regarding the extension of the Park and Ride site at Sniperley has been delayed from November 2014 to August 2015 due to the changes to the master plan for the Sniperley site which is currently being finalised and is subject to land acquisition.

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

Recommendations and reasons

9. 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	PI 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	REDPI 75a	Overall proportion of planning applications determined within deadline	86.2	Jul 2013 - Jun 2014	85.0	GREEN	86.3	RED			
2	REDPI 10a	Number of affordable homes delivered	117	Apr - Jun 2014	60	GREEN	60	GREEN			
3	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	To follow	Apr - Jun 2014	131	NA	203	NA			
4	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	19	Apr - Jun 2014	30	RED	31	RED			
5	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	35.00	Apr - Jun 2014	70.00	RED	43.10	RED			
6	REDPI95	Proportion of council owned properties currently meeting decency criteria	81.2	Apr - Jun 2014	100.0	Not comparable [1]	76.1	GREEN			
7	REDPI62	Apprenticeships started through Durham County Council funded schemes	37	Apr - Jun 2014	45	RED	28	GREEN			
8	CASAW2	Overall success rate of Adult Skills Funded Provision	New indicator	NA	Not set	NA	New indicator	NA			

Ref	PI 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	REDPI64	Number of passenger journeys made on the Link2 service	8,257	Apr - Jun 2014	7,500	GREEN	8,183	GREEN			
10	REDPI81	Percentage of timetabled bus services that are on time	90.0	Apr - Jun 2014	85.0	GREEN	88.0	GREEN			
11	REDPI41c	Percentage of major planning applications determined within 13 weeks	77.0	Jul 2013 - Jun 2014	71.0	GREEN	74.6	GREEN	70.0 GREEN	78** RED	Apr 2013 - Mar 2014
12	REDPI93	Number of business enquiries handled	237	Apr - Jun 2014	300	RED	322	RED			
13	REDPI94	Number of inward investment successes	New indicator	Reported in quarter 4	10	NA	New indicator	NA			
14	REDPI66	Number of businesses engaged	230	Apr - Jun 2014	300	RED	289	RED			
15	REDPI92	Number of gross potential jobs created and safeguarded	514	Apr - Jun 2014	600	RED	New indicator	NA			

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

Table 2: Key Tracker Indicators

Ref	PI 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											
86	REDPI3	Number of all new homes completed in Durham City	14	Apr - Jun 2014	8	GREEN	14	AMBER			
87	REDPI 22	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	74.00	Apr - Jun 2014	73.76	GREEN	73.58	GREEN			
88	REDPI 38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	240,243	Apr - Jun 2014	258,703	RED	258,786	RED			
89	REDPI 80	Percentage annual change in the traffic flow through Durham City	4.9	Apr - Jun 2014	New indicator	NA	New indicator	NA			
90	NS01	Number of visitors to theatres	72,063	Apr - Jun 2014	New indicator	NA	New indicator	NA			
91	NS02	Number of visitors to museums	61,408	Apr - Jun 2014	New indicator	NA	New indicator	NA			
92	NS03	Number of visitors to leisure centres	1,092,856	Apr - Jun 2014	New indicator	NA	New indicator	NA			
93	NS12	Percentage of food establishments rated as 3 star or above (Food Hygiene Rating System)	93.5	As at Jul 2014	94	RED	New indicator	NA			

Ref	PI 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
94	REDPI 97a	Occupancy rates for retail units in town centres (%) – Barnard Castle	89	As at Mar 2014	93	RED	93	RED	86 GREEN		2013
95	REDPI 97b	Occupancy rates for retail units in town centres (%)– Bishop Auckland	79	As at Mar 2014	91	RED	91	RED	86 RED		2013
96	REDPI 97c	Occupancy rates for retail units in town centres (%) – Chester-le-Street	84	As at Mar 2014	89	RED	89	RED	86 RED		2013
97	REDPI 97d	Occupancy rates for retail units in town centres (%)– Consett	94	As at Mar 2014	88	GREEN	88	GREEN	84 GREEN		2013
98	REDPI 97e	Occupancy rates for retail units in town centres (%) – Crook	92	As at Mar 2014	95	RED	95	RED	86 GREEN		2013
99	REDPI 97f	Occupancy rates for retail units in town centres (%) – Durham City	89	As at Mar 2014	90	RED	90	RED	86 GREEN		2013
100	REDPI 97g	Occupancy rates for retail units in town centres (%) – Newton Aycliffe	71	As at Mar 2014	80	RED	80	RED	86 RED		2013
101	REDPI 97h	Occupancy rates for retail units in town centres (%) – Peterlee	85	As at Mar 2014	87	RED	87	RED	86 RED		2013
102	REDPI 97i	Occupancy rates for retail units in town centres (%) – Seaham	91	As at Mar 2014	87	GREEN	87	GREEN	86 GREEN		2013
103	REDPI 97j	Occupancy rates for retail units in town centres (%) – Shildon	89	As at Mar 2014	88	GREEN	88	GREEN	86 GREEN		2013
104	REDPI 97k	Occupancy rates for retail units in town centres (%) – Spennymoor	85	As at Mar 2014	88	RED	88	RED	86 RED		2013

Ref	PI 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	REDPI 97i	Occupancy rates for retail units in town centres (%) – Stanley	86	As at Mar 2014	91	RED	91	RED	86 AMBER		2013
106	REDPI 10b	Number of net homes completed	361	Apr - Jun 2014	179	GREEN	290	GREEN			
107	REDPI 34	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)	1,228	Apr - Jun 2014	1,363	RED	1,088	GREEN			
108	REDPI 36d	Total number of housing solutions presentations	2,606	Apr - Jun 2014	New indicator	NA [2]	New indicator	NA [2]			
109	REDPI 36b	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	13.57	Jan - Mar 2014	13.79	GREEN	14.35	GREEN			
110	REDPI 36c	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	4.16	Apr - Jun 2014	2.61	RED	3.36	RED			
111	REDPI 36a	Number of preventions as a proportion of the total number of housing solutions presentations	26.26	Apr - Jun 2014	18.17	GREEN	20.93	GREEN			
112	REDPI 96	The number of people in reasonable preference groups on the housing register	5,207	Apr - Jun 2014	New indicator	NA	New indicator	NA			
113	REDPI 82	Proportion of council owned housing that are empty	1.45	Apr - Jun 2014	1.63	GREEN	1.88	GREEN			

Ref	PI 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
114	REDPI 82a	Proportion of council owned housing that have been empty for six months or more	0.13	Apr - Jun 2014	0.14	GREEN	0.19	GREEN			
115	REDPI 40	Proportion of the working age population defined as in employment	66.2	2013/14	66.1	GREEN	65.8	GREEN	73.3	67.6*	2013/14
116	REDPI 73	Proportion of the working age population currently not in work who want a job	13.66	2013/14	14.58	GREEN	16.40	GREEN	11.00	13.42*	2013/14
117	REDPI 8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	35.85	As at Jun 2014	34.75	RED	34.54	RED	27.10	35.5*	As at Jun 2014
118	REDPI 7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	2,580	As at Jun 2014	3,415	GREEN	4,435	GREEN			
119	REDPI 28	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			
120	REDPI 87	Gross Value Added (GVA) per capita in County Durham (£)	12,661	Jan - Dec 2011	New indicator	NA	New indicator	NA			
121	REDPI 88	Per capita household disposable income (£)	14,151	2012	14,151	NA	13,522	NA			

Ref	PI 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
122	ACE018	County Durham residents starting a first degree in an academic year (per 100,000 population aged 18+)	161	2011/12 ac year	155	GREEN	155	GREEN	216	180.7*	2011/12 ac year
									RED	RED	
123	REDPI 72	Number of local passenger journeys on the bus network	6,250,137	Jan - Mar 2014	6,210,395	GREEN	5,923,981	GREEN			
124	REDPI 89	Number of registered businesses in County Durham	14,785	2013/14	New indicator	NA	New indicator	NA			
125	REDPI 32a	Percentage of tourism businesses actively engaged with Visit County Durham	81	As at Mar 2014	New indicator	NA	New indicator	NA			
126	REDPI 90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	33.6	2013/14	New indicator	NA	New indicator	NA			
127	REDPI 91	Number of unique visitors to the thisisdurham website	240,478	Apr - Jun 2014	192,774	GREEN	167,352	GREEN			

[\[2\] Due to changes to the indicator previous performance is not comparable](#)

Appendix 4: Volume Measures

Chart 1 – Planning applications

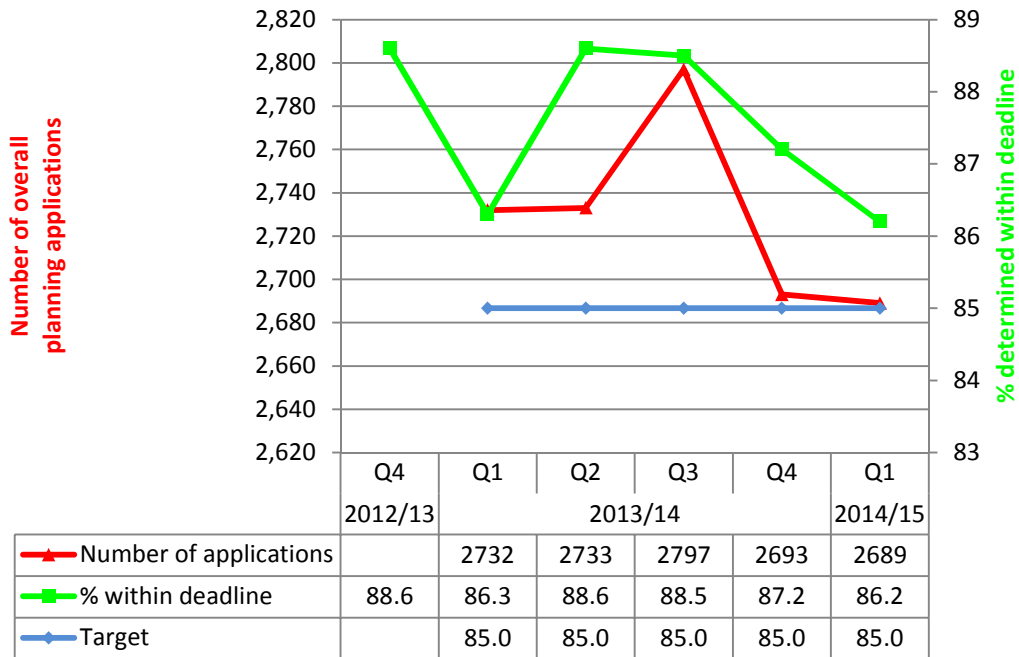


Chart 2 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)

