

Overview and Scrutiny Management Board

20 March 2015



Quarter 3 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 and report other significant performance issues for the third quarter of 2014/15 covering the period October to December 2014.

Background

2. 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 (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. 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.
4. A corporate performance indicator guide has been produced which provides full details of indicator definitions and data sources. This is available to view from the intranet or can be requested from the Corporate Planning and Performance Team at performance@durham.gov.uk.

Executive Summary

Overview

5. During the third quarter period 69% of our target indicators have shown either an improvement or have maintained current performance and 74% are approaching, meeting or exceeding target. This shows slight deterioration from quarter two when 73% of indicators had improved or maintained performance and 78% were approaching, meeting or exceeding target. Performance for tracker indicators is less positive with 57% improved or maintained. 93% of Council Plan actions have been achieved or are on target to be achieved by the deadline, which is an improvement from quarter two when 90% of actions had been achieved or were on target.
6. For the Altogether Wealthier theme, performance is strong on target indicators but more mixed on tracker indicators. Better progress has been made on key economic measures, evident in the reduced number of Job Seeker's Allowance (JSA) claimants, more new homes completed and improved homeless indicators but other areas are mixed such as employment rates, creating/safeguarding potential jobs and affordable homes delivered. Strong performance can be seen in the Altogether Better for Children and Young People theme with educational attainment again above the national average. The Altogether Greener theme is positive with good levels of street and environmental cleanliness and Altogether Better Council is progressing well with better customer services and improved benefits claims processing being maintained. Performance in the Altogether Healthier and Safer themes is more mixed with health indicators showing deterioration, in particular the continuing decline in smoking quitters and increased mortality rates and suicides. Increased levels of crime continue, although at a lower rate than previous quarter.
7. Recently released figures show that the UK's economy grew by 2.6% last year, the fastest pace since 2007. In County Durham the employment rate has again shown improvement and is at its highest level since 2009 however the county continues to be affected by unemployment levels which are worse than national and regional levels. The numbers of youth and long term JSA claimants have both fallen substantially from last year, although the proportion claiming for more than 12 months remains higher than national levels.
8. Housing development shows a mixed picture with higher numbers of empty properties improved through council intervention and new homes completed, although the number of affordable homes and the proportion of homes completed this quarter in and near major settlements have both reduced. Homeless indicators have all shown improvement from last quarter with reduced presentations, applications and acceptances and higher levels of preventions.
9. There was a significant volume of visitors attending the Lindisfarne Gospels exhibition at Palace Green Library in 2013 during our Year of Culture. There were fewer recorded visitors to core attractions in 2014 than in 2013 perhaps unsurprisingly given that visitor numbers in the Year of Culture were an all-time high.
10. Final data confirm that educational attainment within County Durham remains high with 57.6% of pupils achieving five or more A*-C GCSEs or equivalent including English and maths (based on new indicator definition) and 98.7% of

pupils achieving two A levels at grade A*-E (Level 3) or equivalent. Both attainment levels are better than national averages. The achievement gap between pupils eligible for pupil premium and those not eligible is narrowing at key stages 2 and 4.

11. Looked after children and children with a child protection plan rates are better than regionally and statistical neighbours but looked after children is slightly worse than national levels. Child protection case reviews undertaken within timescale remain below target and slightly worse than national and regional levels. Children in need referrals that occurred within 12 months of the previous referral have improved to the lowest level since 2012/13 and met target and are now in line with national levels.
12. Under 18 conceptions for July to September 2013 show the rate has significantly decreased from the same period last year and is the lowest number of conceptions during an individual quarter since monitoring commenced 1998.
13. The council has made a lot of progress in working with troubled families, achieving reductions in crime/anti-social behaviour, improved school attendance or moving back into employment. A total of 932 families achieved the government's results criteria to October 2014 which equates to 70.6% of County Durham's overall target of 1,320 families by May 2015. This has resulted in £841,800 of payment by results claims.
14. Life expectancy in County Durham has risen to 78 for males and 81.3 for females. However, turning to health, the picture is mixed. There has been a rise in children overweight or obese at both ages 4-5 (23.8%) and ages 10-11 (36.1%) and County Durham are worse than national levels. Tackling increasing levels of obesity in the county is a key long term public health challenge.
15. Key health measures of mortality show a mixed picture following a long term trend of reducing rates. Under 75 mortality from cardiovascular disease has gradually reduced since 2001-3 but there are slight increases in under 75 mortality from cancer and respiratory disease although the long term trend since 2001-3 is a reduction. Under 75 mortality from liver disease has shown a slight increase and has been gradually increasing in line with national trends although it is still much lower than for cancer or cardiovascular disease. The number of smoking quitters has deteriorated further from last year.
16. There has also been an increase in the suicide rate in County Durham with the gap to the national rate widening. Data show an increasing trend since 2001-3 compared to national and regional reductions. County Durham has the highest rate in the region.
17. The overall crime level remains higher than last year, although this is better than the previous quarter and levels are still low compared nationally. Serious or major crimes and victim based crimes have increased. Although there have been reductions in the majority of theft categories, shoplifting has increased. Historic crimes of physical and sexual abuse are continuing to have an effect on crime levels.
18. Incidents of anti-social behaviour (ASB) reported to the police have improved with reduced incidents this period. Levels of alcohol related ASB and alcohol related violent crimes also continue to decrease. The percentage of people that agree

that the local council and police deal with concerns of ASB and crime remains high at 61.4% and is better than national levels.

19. There has been a 24% reduction in the number of people (including children) killed or seriously injured this quarter (37) compared to the same quarter last year (49).
20. Key environmental indicators show that good progress continues in levels of street and environmental cleanliness and diverting municipal waste from landfill although the percentage of household waste re-used, recycled or composted remains below target and has deteriorated from 12 months earlier. Contamination of recycling bins and changed legislation in relation to street sweepings continue to impact on the recycling rate. There have been fewer fly-tipping incidents this period compared to previous quarter but there was a 22.5% increase compared to 12 months earlier.
21. The council continues to improve its performance in a number of corporate areas measured by our Altogether Better Council basket of indicators. The Revenues and Benefits Service continue to reduce claims processing times and performance remains better than target. Customer service indicators show improved telephone handling and a high number of customers have been seen at our customer access points within the 15 minute target.
22. There has been an increase in occupancy levels of council owned factories and business support centres, when compared to the same period last year, which has resulted in increased income.
23. The employee appraisal rate has improved significantly although this still remains below target. Performance relating to sickness indicators shows a mixed picture and levels remain worse than target. Freedom of Information requests processed within statutory timescales have deteriorated and remain below the national target.

Volume of Activity

24. A set of volume indicators have been selected to monitor demand on services (see Appendix 4). This quarter has observed slight reductions in demand in some key areas such as planning applications, benefit claims and change of circumstances, face to face contacts, telephone calls received and in requests for information under the Freedom of Information Act or Environmental Information Regulations. Although the number of fly-tipping incidents reported has reduced slightly from the previous quarter, volume remains high compared with the same period last year. The Christmas closedown may have had an effect on demand for services. This period has seen increased demand in the number of children in need referrals following a long period of decline in numbers and further increases in the number of people rehoused.
25. Areas where reductions in demand have been observed and where performance improved or remained static are evident in the following areas:
 - a. The volume of *telephone calls received* (Appendix 4, Chart 13). The volume of telephone calls received has reduced for three consecutive quarters and performance has remained high.

- b. *Number of customers seen at our customer access points* (Appendix 4, Chart 14). Demand for face to face contact has reduced over three consecutive quarters whilst performance has remained static. There has also been an 18% decrease in contact received via emails and web forms compared to the same quarter last year.
 - c. *Benefits - new claims and change of circumstances* (Appendix 4, Charts 9-12). The volume of new claims and change of circumstances for both housing benefit and council tax reduction has reduced slightly this period whilst processing times have remained relatively static.
26. Where reductions in demand are observed but performance has dipped are evident in:
- a. *Planning applications* (Appendix 4, Chart 1). The volume of planning applications received by the council has shown a steady decline over the last five quarters but performance has also been falling although this has remained within target.
 - b. *Requests for information under the Freedom of Information Act or Environmental Information Regulations* (Appendix 4, Chart 15). The number of requests received has reduced slightly from the previous quarter but levels still remain high. Performance still remains below the national target.
27. The volume of *fly-tipping incidents* reported across the authority has reduced slightly from the previous quarter although volume remains high compared with the same period last year. High levels are observed nationally (Appendix 4, Chart 8).
28. The overall trend for 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. Although the volume has dipped slightly this period compared to last year, demand is high and the number of people rehoused this year is steadily increasing (Appendix 4, Chart 2). Welfare reforms continue to have an impact in this area
29. The number of *children in need referrals* has seen a significant increase this quarter after a long period of decline in numbers. The actual number of repeat referrals has also increased although volume is significantly lower than those in the same period of 2013/14 (Appendix 4, Chart 4).

Welfare Reform and Demand

30. In November the Government announced that the national roll out of Universal Credit will be in four tranches, which will run as follows:

Tranche 1	February to April 2015
Tranche 2	May to July 2015
Tranche 3	September to November 2015
Tranche 4	December 2015 to February 2016

In the region Hartlepool and Newcastle are in tranche one. Gateshead was recently confirmed as the only North East local authority that will roll out Universal

Credit in tranche two. It has been confirmed that Durham will be in tranche three which means the scheme should be live by 21 September 2015.

31. Turning to the performance indicators we use to monitor performance and track issues of the effects of welfare reform, this period shows that the anticipated increase in housing rent arrears has not emerged. Overall, all three housing providers have seen a slight fall in the number of tenants who are in arrears compared to last year. The proactive management of issues through the housing triage process has helped to support tenants with potential difficulties.
32. A measure of the impact of the levels of debt on individuals is the number of insolvencies. This figure is made up of individual bankruptcies and the number of people who have taken out an individual voluntary arrangement or a debt relief order. The number of insolvencies peaked in County Durham during the recession in 2009 but has now fallen, although not yet to pre-recession levels. This follows both the regional and national trends although figures in County Durham exceed those of the North East and England. Work with Citizens Advice County Durham shows that almost half of the issues that they deal with relate to debt.

Insolvencies per 10,000 population			
	Pre-recession level 2007	Peak during recession 2009	Latest available figs. 2013
County Durham	25.1	42.2	34.0
North East	26.7	38.4	30.6
England	24.5	30.3	22.2

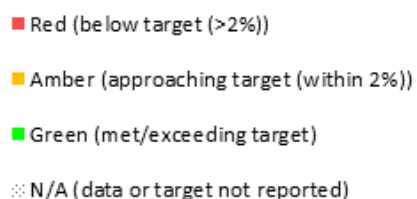
33. People in fuel poverty measured as the percentage of the population who spend 10% or more of their income on fuel costs is historically high in County Durham in comparison with the rest of the country. This peaked during the recession but has started to fall. Latest available figures are for 2012. These show that 17.9% of our residents are in fuel poverty compared to only 13.9% in England.
34. Child poverty shows a similar picture. Latest data for November 2013 show 23.3% of children in County Durham are living in poverty compared to only 17.6% in England and the gap to the national rate is widening.
35. The employment rate in County Durham has slowly started to recover from the recession and now stands at 68.1% but remains relatively low in comparison to the national level of 72.3%, a gap of 4.2 percentage points. The pre-recession employment rate in County Durham peaked at 72.1% in 2007 which was only 0.4% behind the national figure at the time. Taking employment levels and debt as two economic measures, County Durham is more sensitive to a recessionary downturn than the rest of the country.
36. Homeless levels this period show a 1.8% reduction in presentations and the number of people on the housing register with hardship, medical/welfare issues, overcrowding, or who are statutory or non-statutory homeless have also reduced. The number of families rehoused through the Durham Key Options system has increased further this period and the total is on course for the year to show a higher figure than last year.

37. Demand for social housing remains buoyant. We continue to perform well in terms of levels of empty council housing with all three housing providers showing a reduction in numbers, an improving trend since 2013. Council owned housing that are not available to let or empty for more than 6 months are also reducing.

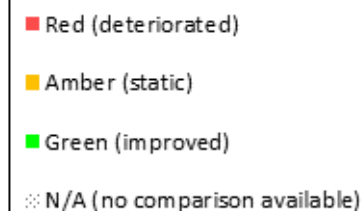
Overall Performance of the Council

Key Performance Indicators

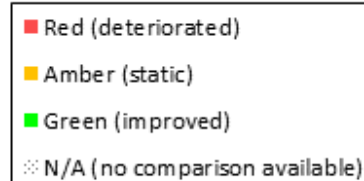
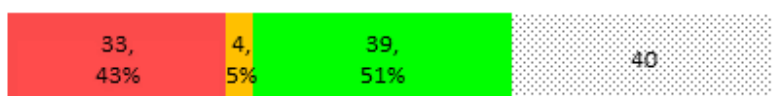
Performance against targets



Target indicators - Direction of travel



Tracker indicators - Direction of travel



Source: Service performance monitoring data

38. In quarter 3 2014/15, 74% (54) of target indicators approached, met or exceeded targets with 69% (48) of target indicators improved or remained static. Performance in relation to tracker indicators, many of which reflect the local economy, was less positive with just 57% improving or remaining static compared to the same period last year.

39. Areas where there has been improvement in performance in terms of direction of travel compared to 12 months earlier are:

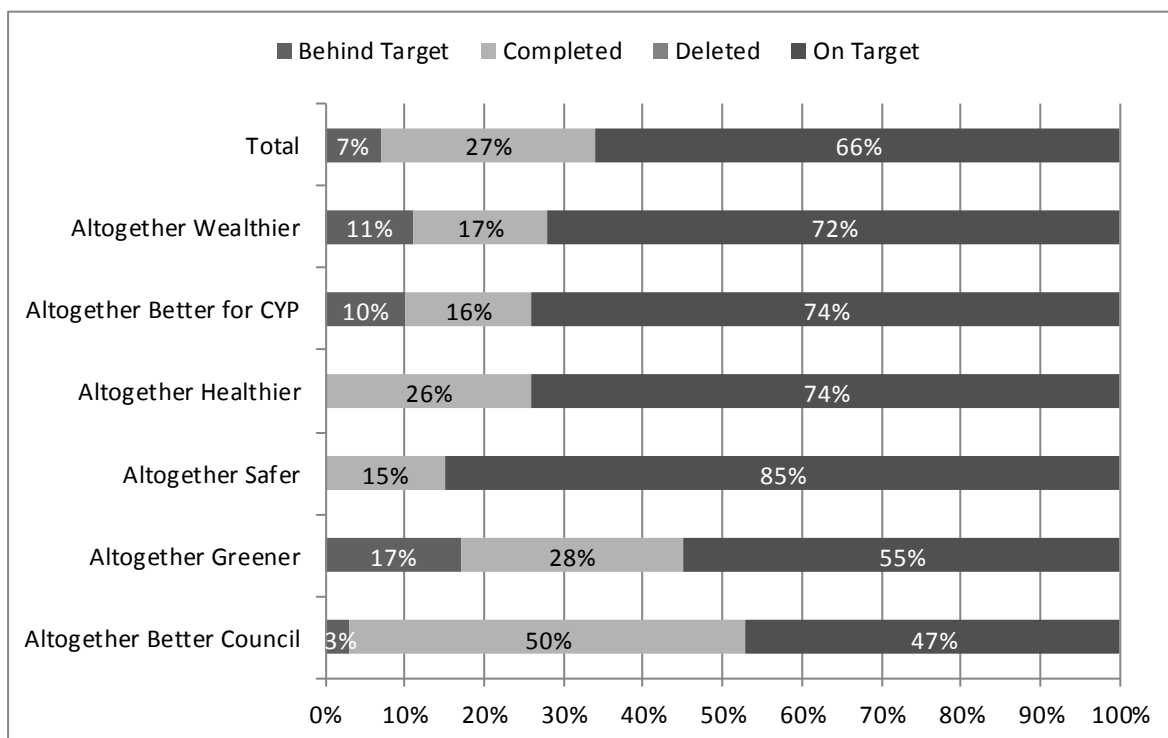
- Empty properties improved through council intervention
- Apprenticeships started through Durham County Council funded schemes
- Employment rate
- JSA claimants claiming for one year or more
- JSA claimants aged 18-24
- Council owned property meeting decency criteria

- Business enquiries handled and businesses engaged
- Achievement levels of children in the early years foundation stage
- Achievement gaps between children eligible/not eligible for pupil premium funding
- Children in need referrals within 12 months of previous referral
- Under 18 conception rate
- Children with a child protection plan
- Mortality from cardiovascular diseases
- Delayed transfers of care
- Police reported incidents of anti-social behaviour
- Alcohol related anti-social behaviour incidents and violent crime
- Municipal waste diverted from landfill
- Feed in tariff installations
- Telephone calls answered within three minutes and abandoned calls
- Time taken to process new council tax reduction and housing benefit claims
- Council owned business floor space that is occupied and income generated from this
- Appraisals completed

40. Key issues in terms of areas where there has been a deterioration in performance in terms of direction of travel compared to 12 months earlier are:

- New homes completed
- Affordable homes delivered
- Planning applications determined within deadline
- Visitors to core attractions
- Child obesity
- Smoking quitters
- NHS health checks
- Successful completions of alcohol treatment
- Permanent admissions to residential or nursing care
- Mortality from liver and respiratory diseases
- Suicide rate
- Overall crime rate
- Serious or major crimes
- Victim based crimes
- Reduction in crime for offenders in the Integrated Offender Management cohort
- Household waste that is reused, recycled or composted
- Fly-tipping incidents reported
- Business rates collected in year
- Freedom of Information and Environmental Information Regulations requests responded to within statutory deadlines

Progress against Council Plan Actions - Quarter 3 2014/15



41. Monitoring of the Council Plan is carried out on a quarterly basis to ensure that actions are being completed. Overall, third quarter performance shows 27% (39 out of 145) of actions have been achieved and 66% (96 actions) are on target. 7% (10 actions) are behind target. Further detail of these actions is highlighted throughout the report. The Altogether Better Council theme has achieved the highest percentage of actions completed (50%). The Altogether Greener theme has the highest percentage behind target (17%), which amounts to four actions.

Service Plan Actions

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
ACE	72	46	64%	21	29%	4	6%	1	1%
CAS	130	32	25%	97	74%	1	1%	0	0%
NS	108	31	29%	66	61%	11	10%	0	0%
RED	113	18	16%	78	69%	17	15%	0	0%
RES	125	50	40%	70	56%	5	4%	0	0%
Total	548	177	32%	332	61%	38	7%	1	0%

Source: Service monitoring data

42. 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 which did not meet target equate to 7%. The Children and Adults Services grouping has the highest percentage of actions achieved or on target (99%). The Regeneration and Economic Development service grouping had the highest percentage of actions behind target (15%, 17 actions), followed by the Neighbourhood Services service grouping (10%, 11 actions).

43. 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.

Risk Management

44. Effective risk management is a vital component of the council's change agenda. The council's risk management process sits alongside our change programme and is incorporated into all significant change and improvement projects.

45. The strategic risks identified as potential barriers to successfully achieving our objectives are detailed against each Altogether theme in the relevant sections of the report. These risks have been identified using the following criteria:

- a. Net impact is critical, and the net likelihood is highly probable, probable or possible.
- b. Net impact is major, and the net likelihood is highly probable or probable.
- c. Net impact is moderate, and the net likelihood is highly probable.

46. At 31 December 2014, there were 31 strategic risks. Since 30 September 2014, one new risk has been added and one removed, making no net change in the number of risks. The following matrix categorises the strategic risks according to their net risk evaluation as at 31 December 2014. To highlight changes in each category during the last quarter, the number of risks at 30 September 2014 is shown in brackets.

Figure 4: Corporate Risk Heat Map

Impact					
Critical	2 (2)	1 (1)	3 (3)		1 (1)
Major		3 (3)	6 (6)		
Moderate			8 (8)	5 (5)	1 (1)
Minor				1 (1)	
Insignificant					
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks 

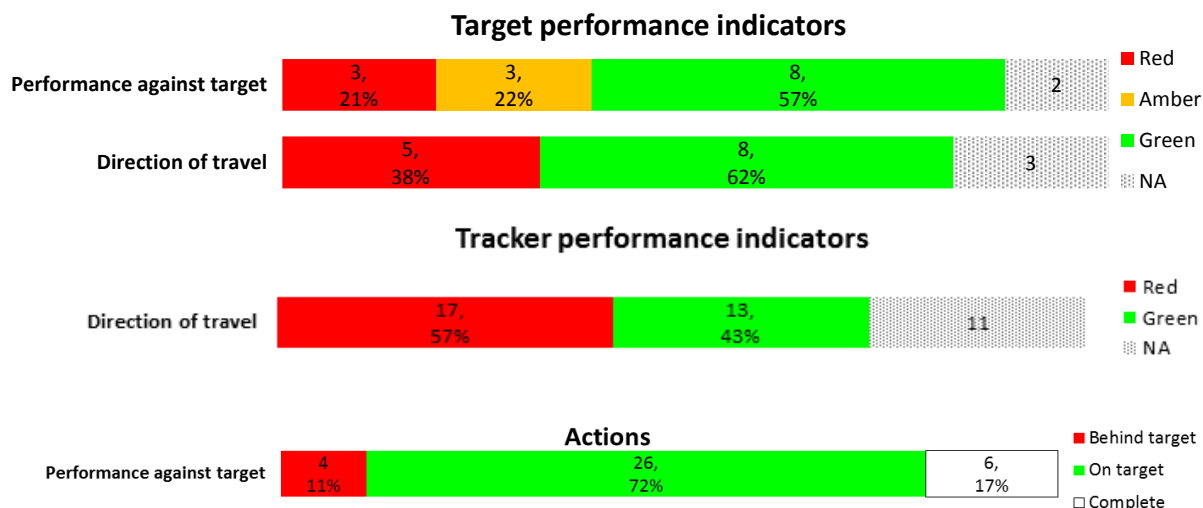
47. At a corporate strategic level, key risks to draw attention to, with their respective net risk evaluations shown in brackets, are:

- a. If there was to be slippage in the delivery of the agreed Medium Term Financial Plan savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses (critical / possible).
- b. Ongoing Government funding cuts which now extend to at least 2019/20 will continue to have an increasing major impact on all council services (critical / highly probable).
- c. Potential restitution of search fees going back to 2005 (moderate / highly probable).
- d. The council could suffer significant adverse service delivery and financial impact if there are delays in the implementation of the new banking contract (critical / possible).
- e. If the council were to fail to comply with Central Government's Public Services Network Code of Connection criteria, this would put some core business processes at risk, such as revenues and benefits, which rely on secure transfer of personal data (critical / possible).

48. One risk has been removed from the register in this quarter. This is due to management of the risk by the service as mitigating actions have been completed to reduce risks to a level where management now consider existing controls to be adequate.

49. 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



Council Performance

50. Key achievements this quarter include:

- a. This quarter, 144 private sector properties have been improved through local authority intervention bringing the total since April to 279. As the definition for this indicator has changed for 2014/15, past data is not comparable. Also, as a result of council intervention, 83 empty properties were brought back into use during quarter 3 which brings the total since April to 144, exceeding the target of 73 and the annual total of 110 properties in 2013/14. Officers are working with owners to bring a further 97 empty properties back into use. There are three Council Plan actions to bring empty homes back into use through targeted approaches. Progress shows that actions for the east and south of the county have been completed in timescale however work in the north (South Moor) has been delayed until April. A project group has been established and an environmental improvement schedule, including energy efficiency improvement works is being considered. Re-profiling of funds into 2015/16 has been approved.
- b. Refreshed figures show that there were 219 apprenticeships started through Durham County Council funded schemes between April and September. This is well above the target of 90 and performance for the corresponding period in 2013/14 (134). This is due to a number of factors:
 - The labour market is improving
 - Improved working relationships and awareness of the scheme by partners
 - The programme has benefitted from additional funding
 - Increased face to face client support and business engagement have stimulated demand.

Due to a time delay in the confirmation of an apprenticeship being received, previously reported figures were found to be under reported. To address this problem, data will now be reported one quarter in arrears. Figures have been updated to include those apprentices that have not yet been reported.

- c. Published data for the 2013/14 academic year indicate that the overall success rate of adult learning provision that is funded through the Skills Funding Agency has remained high at 87%. This is better than target (86%), national (84.6%) and provider group averages (83.6%), however is slightly below last year's performance (87.5%).
- d. Tracker indicators show:
- i. The number of people claiming Job Seekers Allowance (JSA) continues to fall and has reduced by 12.6% from 8,765 claimants last quarter, to 7,660 this quarter. This represents 2.3% of the working age population. The number of 18 to 24 year olds claiming JSA has also reduced, from 2,720 claimants in quarter 2 to 2,245 this quarter. This represents 29.3% of all JSA claimants. Youth claimants have fallen 36.3% from the corresponding period in 2013/14 when there were 3,525 claimants. 4.4% of 18 to 24 year olds in County Durham were claiming JSA, which is better than regional levels (5.1%) but worse than nationally (3%).
 - ii. The number of JSA claimants that have claimed for 12 months or more also continues to fall and has reduced by 17%, from 2,910 last quarter to 2,415 this quarter, representing 31.5% of all JSA claimants. The number of long term claimants has fallen by 44% from the corresponding period last year (4,320) although the long term unemployment rate remains worse than national rates (25.1%) but slightly better than both regional and nearest statistical neighbour rates (32.1% and 33.2% respectively).
 - iii. Homeless indicators have improved this quarter, when compared to quarter 2.
 - The number of presentations to the Housing Solutions Service has fallen from 2,376 to 2,320.
 - The proportion of statutory housing solutions applications has fallen from 7.2% (172 applications) to 5.7% (133 applications).
 - The level of acceptances of a statutory duty has fallen from 2.1% (51 acceptances) to 1.5% (35 acceptances).
 - The proportion of preventions has increased from 13.5% (322 preventions) to 14.1% (328 preventions).

The Housing Solutions Team has been successful in securing £203,000 of funding through the Help Single Homeless Fund. Working in partnership with Darlington Borough Council, a bid was submitted for Intensive Housing Intervention Workers who will work with Durham Constabulary and offender management services to help offenders meet their housing and support needs to deter them from offending. The project will implement a Housing First Model offering intensive support and assistance to access and remain in the private rented sector for offenders with multiple support needs and a history of rough sleeping.

- iv. The number of people on the housing register who are classed as in reasonable preference groups (people with hardship, medical/welfare issues, overcrowding, or who are statutory or non-statutory homeless) has reduced from 5,187 last quarter, to 4,704 this quarter. This represents a decrease from 44% to 40% of people on the register.
 - v. This quarter 1,317 people registered on Durham Key Options have been rehoused. Numbers have increased from 1,290 last quarter but are lower than the corresponding period last year (1,370) (see Appendix 4, Chart 2).
 - vi. The number of net homes completed has increased from 207 in quarter 2 to 272 this quarter. Although this is significantly lower than quarter 3 2013/14 (352), the number of homes completed between April and December 2014 (840) is higher than for the corresponding period last year (807). A number of permissions have recently been implemented where no homes have yet been completed.
 - vii. The percentage of homes completed in and near major settlements is 49% this quarter (133 homes) in line with last quarter and slightly higher than for the same period last year (44.8%). In Durham City four new homes were completed, lower than the corresponding period in 2013/14 (18). Work has commenced on Mount Oswald Golf Course site however no units have yet been completed.
- e. Progress has been made with the following Council Plan and service plan actions:
- i. A draft design for the flood mitigation solution at Elvet waterside has been produced, however the development brief will now not be signed off with the university until after the County Durham Plan Examination in Public.
 - ii. Detailed assessment work for Milburngate House is complete and pre-application discussions continue with planning. The application for demolition consent will be submitted in quarter 4.
 - iii. The site investigation and design validation for the Western Relief Road was completed in October 2014 in advance of the Examination in Public. The inspectorate's interim report has been received and the council is now considering the next steps for the County Durham Plan.
 - iv. The County Durham Housing Group has recruited its Chief Executive and has just recruited directors. Bids from potential funders will be considered in collaboration with the lead financial advisers, Savills. The process is expected to be finalised in time for final approval from the Homes and Communities Agency. An application for final consent from the Secretary of State will take place during early 2015. Overall, completion of the transfer is on track.
 - v. Refurbishment of the Gypsy Roma Traveller site at Drum Lane, Birtley is now complete and residents have returned to the site. Work is

currently underway at the site at Green Lane, Bishop Auckland and the programme is expected to be completed by March 2015.

- vi. The action 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, in partnership with Broadband Development UK, has exceeded target this quarter. 167 fast speed broadband 'cabinets' across the Digital Durham area are now 'engineering complete' and 164 are now taking orders for fibre broadband services. This action will be completed by September 2016 as planned.
- vii. Delivering enterprise initiatives to stimulate enterprise awareness, actions and networks. The launch of the 2014-15 Future Business Magnates competition, which is the tenth anniversary year, was well attended and participants for this year include two new schools and nine new business partners. The theme for the competition is 'Discovering, Detecting, Developing a Different Use of Light', and a number of additional activities are planned as part of the tenth year celebrations. The first two challenges of the competition also took place during the quarter.

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

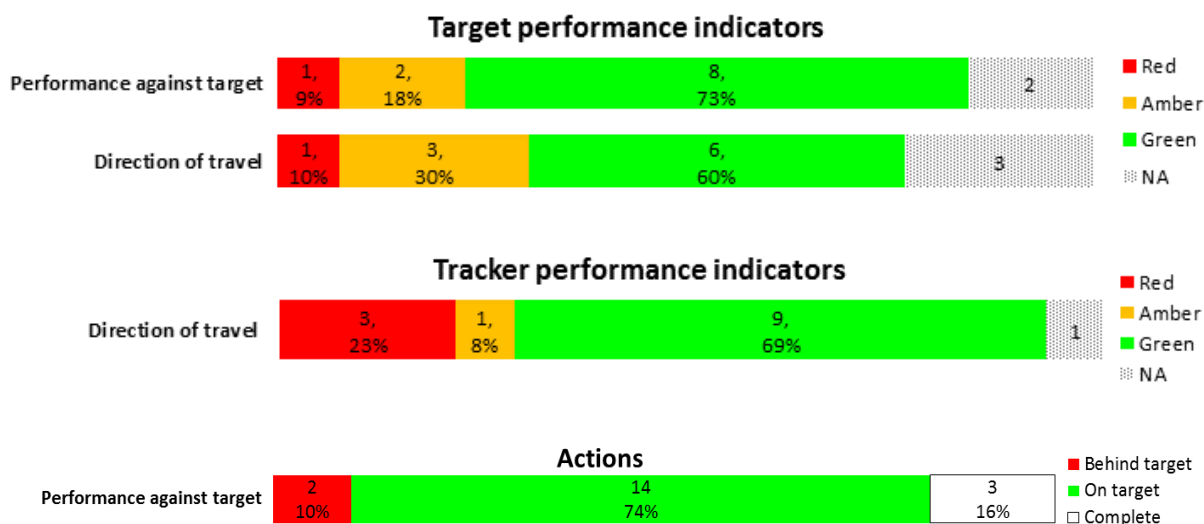
- a. This quarter 91 affordable homes were delivered, below the quarterly target of 120. Since April a total of 248 affordable homes have been delivered, which is well below the corresponding period last year (415).
- b. Through projects with existing businesses and working with tenants, 208 potential jobs have been safeguarded and/or created this quarter. Performance is again below the quarterly target of 600. Since April 1,058 jobs have been safeguarded/created.
- c. Tracker indicators show:
 - i. The employment rate has improved again this period, rising from 65.7% at October 2013 and 66.7% last quarter to 68.1% at October 2014. Although employment is now at its highest rate since 2009, with 226,000 people employed, the County Durham rate remains worse than the national, regional and nearest statistical neighbour rates of 74%, 68.3% and 70.3% respectively.
 - ii. The proportion of the working age population not in work who want a job has reduced slightly from 13.3% (July 2013 to June 2014), to 13% (October 2013 to September 2014). This shows an improvement from 14.4% for the corresponding period last year, however it remains worse than national (10.6%) and nearest statistical neighbour rates (11.6%), although this is in line with the regional rate (13.1%).
 - iii. Between April and September 2014 there were 585,861 recorded visitors to the core attractions in County Durham. This is an expected decrease (9.7%) from 648,993 visitors at the same period of 2013, due

to the significant number of visitors attending the Lindisfarne Gospels exhibition at Palace Green Library during 2013.

- d. The key Council Plan actions which have not achieved target in this theme include:
- i. The County Durham Plan, due for completion by September 2015, has been delayed. Stage one of the Examination in Public closed on 20 November 2014, with the Inspector's interim report recently received. The Council is still considering the inspector's interim feedback and therefore the revised completion date is to be confirmed.
 - ii. The development and implementation of a real time travel information system across the county which was due to be completed by December 2014 has been delayed. A revised date is yet to be confirmed. The system is currently operating at ten bus stops as part of a staged roll out, which has identified data network/communication issues. When these are resolved all remaining displays will then be converted with scheduled data available. Real time data will be displayed when this is made available by the local bus operators.
 - iii. The provision of new car park spaces at North Bondgate, Bishop Auckland, due to be completed by September 2015, has been delayed to November 2015. Negotiations for the acquisition of adjacent land are still taking place. Negotiations with Auckland Castle Trust are also ongoing and explorations for geothermal energy are still to be resolved.

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

Altogether Better for Children and Young People: Overview



Council Performance

53. Key achievements this quarter include:

- a. Confirmation of high levels of educational achievement. Final data for the 2013/14 academic year show that 57.6% of pupils achieved five or more A*-C GCSEs or equivalent including English and maths. Durham's performance is better than the national (56.6%) and North East (54.6%) averages. There has been a change in GCSEs from September 2013 in that a pupil's first entry in a particular subject will count towards performance figures when before their best result counted, as many pupils sat exams more than once. In 2014 a significant number of qualifications which had previously counted towards the attainment of five or more A*-C GCSEs are no longer eligible. This means that past data is not comparable. In terms of A levels, final data for the 2013/14 academic year indicate that 98.7% of pupils achieved two A levels at grade A*-E (level 3) or equivalent. This is achieving the target of 98.5% and is better than the 2013/14 academic year national (98%) and regional (98.4%) averages. Performance is similar to 98.9% in the previous year.
- b. The achievement gap between pupils eligible for pupil premium and pupils not eligible is narrowing. Final data for the 2013/14 academic year show that 84.9% of Durham pupils not eligible for pupil premium funding achieved level 4 in reading, writing and maths at key stage 2 compared to 69% of pupils eligible for pupil premium funding, which resulted in an achievement gap of 15.9 percentage points (ppts). The gap has narrowed from 21ppts in the previous year and is in line with the 2013/14 academic year national performance of 16ppts. 67.5% of Durham pupils not eligible for pupil premium funding achieved five A*-C GCSEs including English and maths at key stage 4 compared to 38.3% of pupils eligible for pupil premium funding, which resulted in an achievement gap of 29.2 ppts. This gap has narrowed slightly from 30 ppts in the previous year.
- c. Final data for the 2013/14 academic year indicate that 56.7% of pupils in the early years foundation stage achieved a good level of development, which is a significant improvement from 41.9% in the previous year. Performance is better than the 2013/14 academic year averages for the North East and

statistical neighbours, both of which are 56%. National performance is 60% and the gap between Durham and the national rate has narrowed from ten ppts to three ppts.

- d. The Stronger Families Programme aims to assist individual(s) in a family achieve 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). As of October 2014, 932 families have had a successful intervention, which equates to 70.6% of County Durham's overall target of 1,320 families by May 2015. This has resulted in £841,800 of payment by results claims.
- e. The percentage of children in need referrals occurring within 12 months of the previous referral has reduced from 30.4% last year to 23.5% this period and is at the lowest level since 2012/13. The level is also now in line with national and regional levels (see Appendix 4, Chart 4).
- f. Tracker indicators show:
 - i. Data for October to December 2014 indicate that 6.5% of 16 to 18 year olds were not in education, employment or training (NEET), which relates to approximately 1,018 young people. This is an improvement when compared to the same quarter of 2013 (7%) and is better than the North East (7.6%) and statistical neighbours (6.6%) averages for November 2013 to January 2014 (national measuring period) but worse than the national figure (5.3%). The percentage of 16 to 18 year olds whose status in relation to education, employment or training is not known was 4.4% at December 2014. This is better than the November 2013 to January 2014 averages for England (9.2%), North East (6.4%) and statistical neighbours (6.4%).
 - ii. The latest provisional quarterly under 18 conception rate data for July to September 2013 show the County Durham rate was 22 per 1,000 population (48 conceptions), which is a significant decrease from 31.8 during the corresponding period of the previous year and is the lowest number of conceptions during an individual quarter since monitoring commenced in 1998. The rate in County Durham is lower than the national (22.2), North East (26.2) and statistical neighbour (28.8) averages for July to September 2013.
 - iii. At 31 December 2014 there were 611 looked after children, which equates to a rate of 61 per 10,000 population. There has been a slight rise from 59.8 at the same point of the previous year, but Durham's rate is lower than the March 2014 averages for the North East and statistical neighbours (both 81) but slightly higher than the England rate (60) (see Appendix 4, Chart 3).
 - iv. At 31 December 2014 there were 360 children subject to a child protection plan, which equates to a rate of 35.9 per 10,000 population and is a reduction from 44.9 at the same point in the previous year. Performance is lower than the March 2014 England (42.1), North East (59.3) and statistical neighbour averages (54.8).

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

- a. Between April and December 2014, 248 out of 260 child protection cases were reviewed within timescale (95.4%). Performance is comparable with the same period in the previous year (95.5%) and is better than the 2013/14 England (94.6%) and statistical neighbour averages (94.9%). However it is lower than the regional average (96.8%) and has failed to achieve the target of 100%. During the most recent quarter (October to December 2014) all 182 reviews that were held were within the agreed timescale.
- b. Tracker indicators for the 2013/14 academic year show that 23.8% of children in reception (aged 4-5) were overweight or obese, which is an increase from 21.9% in the previous year. This is better than the North East (24.4%) and statistical neighbour (24.6%) averages but is higher than the national rate (22.5%). At Year six (aged 10-11), 36.1% of children were overweight or obese, which is a marginal increase from 35.9% in the previous year. This is consistent with the North East performance (36.1%) but is higher than national (33.5%) and statistical neighbour (35.2%) averages.

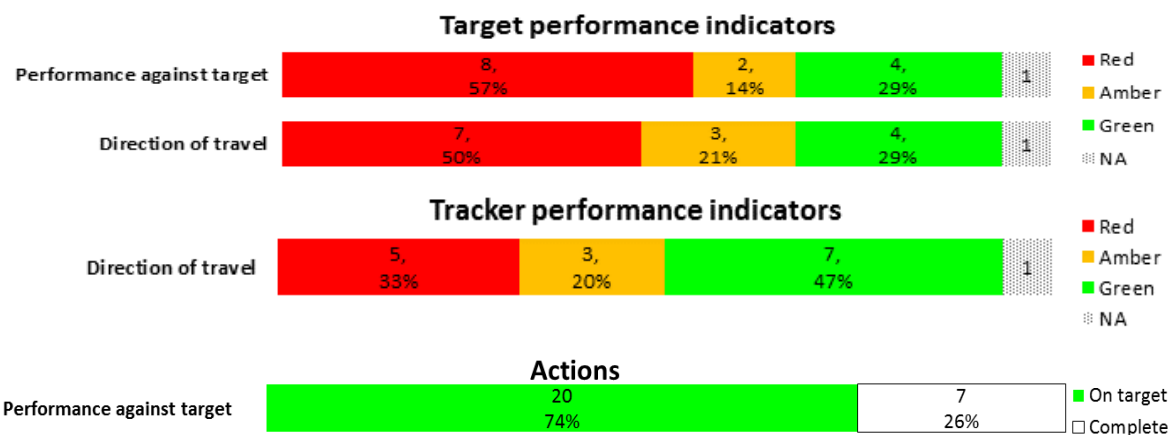
Childhood obesity is a complex public health priority for which there is no single solution. It therefore requires multiple layers of interventions to address the trend of increasing weight in our child population. At a countywide level this includes: continuing to tackle the social determinants of health such as income inequality and poverty, as there are strong links between poverty and access to healthy, affordable food; reducing the prevalence of fast food takeaways; and continuing to improve the built environment to increase the amount of safe cycle ways and pedestrian routes. Actions taking place to reduce childhood obesity include:

- i. The County Durham Healthy Weight Framework was implemented in November 2014 and is monitored through the multi-agency Healthy Weight Alliance. The framework sets out the strategic direction and actions to be undertaken over the coming years by all partners.
 - ii. Public Health continues to support schools to deliver against the national School Food Plan and works in partnership with schools to increase physical activity opportunities for young people.
 - iii. Public Health agreed the new contract with County Durham and Darlington Foundation Trust (CDDFT) in January 2015 to deliver the expanded Family Initiative Supporting Child Health programme as part of children's wellbeing. CDDFT will now recruit family health trainers to work with families who have children identified as overweight on issues such as food menus, budgeting skills and behaviour change plans.
- c. The key Council Plan actions which have not achieved target in this theme include:
 - i. Development of an integrated approach across the council to enable communities and individuals to optimise their health and life opportunities has been amended from September 2014 to September 2015 to align with the timescales within the Joint Health and Wellbeing Strategy.
 - ii. Adopting the council's approach to determining the distribution and range of fixed play equipment across the county has been

delayed to allow for further consultation with regard to the impacts of the report.

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

Altogether Healthier: Overview



Council Performance

56. Key achievements this quarter include:

- a. Of those older people discharged from hospital into reablement / rehabilitation services between January and September 2014, 89.5% remained at home three months later. This has exceeded the 2014/15 target (85.4%) and improved from the same period of last year (87.1%). Performance is better than the 2013/14 England (82.5%), North East (87.2%) and statistical neighbours (85.3%) averages.
- b. The percentage of women in the resident population eligible for breast screening who were screened adequately within the previous three years in County Durham was 77.9% at 31 March 2014. This exceeded the target of 70% but was a slight decrease from 2013 performance (78.6%). Performance was better than the England (75.9%) and North East (77.1%) averages.
- c. Tracker indicators show:
 - i. The County Durham under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population for 2011-13 (88.8) is an improvement from 91.3 for 2010-12 and is consistent with the North East rate (88.9) but above England (78.2). The long term trend shows that the rate has been decreasing at a county, regional and national level. The rate per 100,000 in County Durham improved from 169.9 (2001-03) to 88.8 (2011-13), which equates to 835 fewer deaths in the three year period and a 48% decrease. This is a greater reduction than national (-44%) and regional (-47%) rates. Whilst County Durham has remained higher than England, the gap has narrowed from 31.2 in 2001-03 to 10.6 in 2011-13.
 - ii. In eight sample days in April to November 2014 there were 291 delayed transfers of care which equates to a rate of 8.7 delays per 100,000 population per day. This is an improvement from 11.3 per 100,000 in the same period of the previous year and is better than the England average for the period of 11 delays per 100,000. There were

51 delays fully or partly attributable to adult social care, which equates to a rate of 1.5 per 100,000 per day. Although this is an increase from 0.9 per 100,000 in the same period of the previous year it is significantly better than the England average for the period of 3.6 per 100,000.

- d. Progress has been made with the following Council Plan and service plan actions:
 - i. The action to integrate interventions into the Warm and Healthy Homes Programme, to address the impact of fuel poverty and target people who have a health condition, due by March 2015 has been completed ahead of schedule. The programme was delivered via a service level agreement and is linked to Warm Up North through British Gas who have committed to match the contract value to be used for measures such as new boilers, insulation, central heating systems.
 - ii. Work has been completed ahead of schedule to improve support to families and children to develop healthy weight, by developing a healthy weight strategy which focuses on evidence based interventions to promote physical activity and a healthy diet. The County Durham Healthy Weight Framework was implemented in November 2014 and is monitored through the multi-agency Healthy Weight Alliance. The framework sets out the strategic direction and actions to be undertaken over the coming years by all partners.

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

- a. Latest provisional figures show that there were 1,576 smoking quitters between April and September 2014 for the Stop Smoking Service (SSS), which equates to 369 per 100,000. This is below the target of 551 per 100,000 (2,358 quitters) and is less than 475 per 100,000 (2,023 quitters) during the same period of the previous year. During quarter 2, the number of clients setting a quit date in County Durham was down by 25% in comparison to the same period of 2013, whilst the number of quitters reduced by 18%. All North East services experienced falls in quit dates set (32.6%) and in the number of quitters (34.3%), though Durham displayed the lowest reductions across the region. Colleagues in Public Health suggest the impact of e-cigarettes may be one factor in the declining numbers accessing SSS, with smokers choosing to self-manage quit attempts rather than accessing support via the SSS. Latest data from the Integrated Housing Survey indicate that the estimated smoking prevalence of persons aged 18 and over in County Durham was 22.7% in 2013 similar to 22.2% in 2012. Durham's rate is also similar to the North East (22.3%) but is higher than England (18.4%). During Stoptober actions included:
 - i. Street teams engaging with members of the public across the county (targeted areas of the local population and areas of significant footfall) and generating 51 leads for the SSS.
 - ii. A Life Channel campaign, social media messages/articles in internal magazines/newsletters, printed materials

- iii. Prepare to Quit packs distributed via the SSS and displayed in University Hospital North Durham and the council's Occupational Health Unit.

Public Health is undertaking a review of the SSS, which is due to be completed by June 2015. This will take account of legislative changes and models of effective services elsewhere.

- b. From April to September 2014, 3.5% of eligible people received an NHS health check, which did not achieve target and is a reduction from 4.8% in the same period of 2013. This is below both the national (4.6%) and regional (4%) averages. Public Health and Commissioning have developed the contract (including health checks) to be issued to providers for 2015/16.
- c. The percentage of women eligible for cervical screening who were screened adequately within a specified period (past 3.5 years for 25-49 year olds and past 5.5 years for 50-64 year olds) was 78% at 31 March 2014. This is in line with 2013 performance (77.7%) but below the national target of 80%. Performance exceeded the England (74.2%) and North East (76.1%) averages.
- d. Between April and December 2014 there were 616 people aged 65 and over who are supported by Durham County Council and were admitted on a permanent basis to residential and nursing care. This results in a rate of 604.9 per 100,000 population aged 65 and over. This is an increase from the same period in 2013/14 where the rate was 538.4 (520 admissions). Performance at the end of quarter 3 is not achieving the agreed profiled target of 550 admissions per 100,000 over 65 population. The increase in permanent admissions is attributable to several factors:
 - i. High rates of admissions to residential and nursing care homes were experienced during September and October 2014 (see table below):

April	73
May	66
June	54
July	59
August	69
September	83
October	82
November	62
December	68

- ii. Although not an issue previously, some admissions in September 2014 were entered late onto the system and were not recorded at the time the data was extracted from the system in quarter 2.
- iii. The increase in admissions to residential and nursing care homes in September and October 2014 has coincided with higher numbers of hospital discharge referrals being received by the council in these months.

Teams who experienced significant delays in entering data onto the system will be supported to improve recording timescales.

- e. As reported in the Altogether Safer theme, there have been low successful completions of those in alcohol / drug treatment:
 - i. There were 1,207 people in alcohol treatment with the Community Alcohol Service between October 2013 and September 2014, of which 420 successfully completed. This equates to a 34.8% successful completion rate, which is a reduction from 39.1% during the same period of the previous year and is below national performance of 39.5% (see Appendix 4, Chart 5).
 - ii. The number of people in drug treatment with the Community Drugs Service (CDS) for opiate use between April 2013 and March 2014 was 1,450, of which 98 successfully completed, i.e. they did not re-present to the CDS between April and September 2014. This equates to a 6.8% successful completion rate, which is below the target of 7.9% and national performance of 7.7% (see Appendix 4, Chart 6).
 - iii. The successful completion rate for non-opiate use was 36.3% (239 of 658), which is below the target of 40.4% and national performance of 38.4% (see Appendix 4, Chart 7).

A review of the Drug and Alcohol Service has been undertaken and the contract has been awarded to the new provider. The service will commence in April 2015.

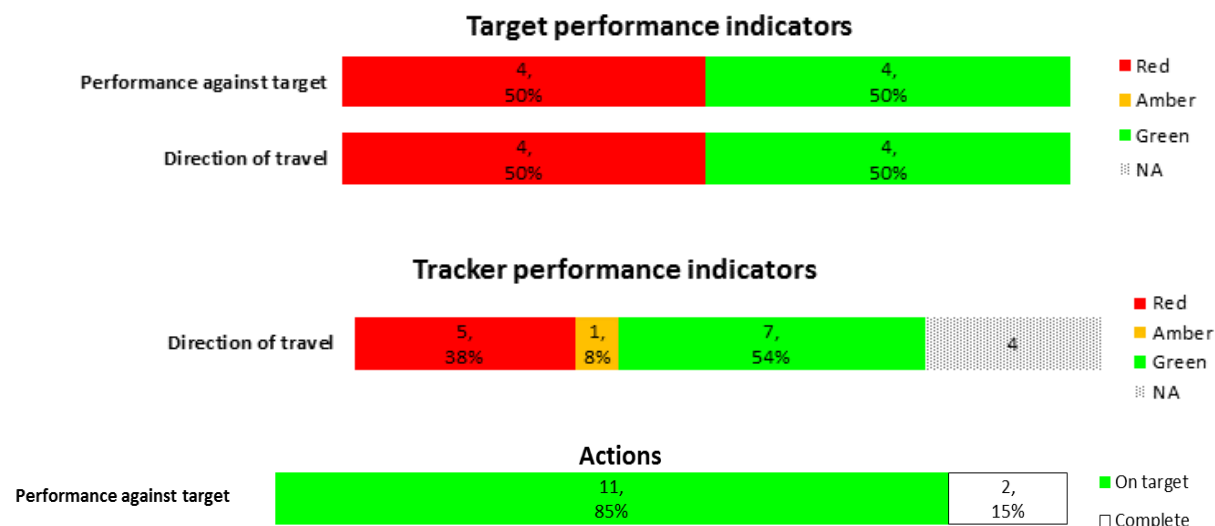
- f. Tracker indicators show:
 - i. For males being born in County Durham, life expectancy has increased by 3.1 years in the last decade from 74.9 years in 2001-03 to 78 in 2011-13. The rise in County Durham is consistent with that seen nationally (3.2 years) and regionally (3.3) over the same period. The latest data (2011-13) show that male life expectancy stands at 79.4 for England, 78 for the North East and 78 for County Durham. For females being born in County Durham, life expectancy has increased by 2.1 years in the last decade from 79.2 years in 2001-03 to 81.3 in 2011-13. The rise in County Durham is consistent with that seen regionally (2.2 years) over the same period but is lower than the national improvement (2.4). The latest data (2011-13) show that female life expectancy stands at 83.1 for England, 81.7 for the North East and 81.3 for County Durham.
 - ii. The County Durham under 75 mortality rate from liver disease per 100,000 population for 2011-13 (21.9) is a slight increase from 21.7 for 2010-12 and is lower than the North East rate (22.3) but above England (17.9). The numbers of deaths are relatively low in comparison to under 75 mortality from cardiovascular disease or cancer and the increase relates to only nine additional deaths in the three year period. The long term trend shows that the rate has been gradually increasing nationally. Compared to 2001-03 the County Durham rate has

increased by 22%, which is similar to the rise in the North East (20%) but higher than the increase seen in England as a whole (13%).

- iii. The County Durham under 75 mortality rate from cancer per 100,000 population for 2011-13 (166.6) is a slight increase from 164.2 for 2010-12 and is lower than the North East rate (169.5) but above England (144.4). The long term trend from 2001-03 to 2011-13 shows that the rate has fallen at a county (13% decrease), regional (14% decrease) and national (15% decrease) level.
- iv. The County Durham under 75 mortality rate from respiratory diseases per 100,000 population for 2011-13 (43.4) is a slight increase from 40.1 for 2010-12 and is higher than the North East (42.6) and England (33.2) rates. This increase equates to 51 additional deaths in 2011-13 compared to 2010-12. There has been a long term downward trend for under 75 mortality from respiratory diseases from 2001-03 to 2011-13 at a county (19% decrease), regional (20% decrease) and national (18% decrease) level.
- v. The County Durham suicide rate increased from 11.3 per 100,000 for 2010-12 to 13.4 for 2011-13; an increase of 32 suicides. The County Durham rate remains higher than the North East (10.6) and England (8.8) rates and the gap to the national rate has widened from 2.8 per 100,000 for 2010-12 to 4.6 per 100,000 for 2011-13. The long term trend shows that since 2001-03 the County Durham rate has increased by 29% compared to regional and national reductions of 6% and 16% respectively. Four of the twelve North East local Authorities have significantly higher suicide rates than England, including County Durham, which has the highest rate in the region. A Suicide Prevention Group is in place to develop and implement an action plan aimed at reducing suicide and self-harm rates for all ages. A report on suicide, attempted suicide and self-harm, including recommendations for actions was presented to the Health and Wellbeing Board in January 2015.
- vi. As reported in the Altogether Better for Children and Young People theme, data for the 2013/14 academic year show that 23.8% of children in reception (aged 4-5) were overweight or obese, which is an increase from 21.9% in the previous year. This is better than the North East (24.4%) and statistical neighbour (24.6%) averages but is higher than the national rate (22.5%). At Year six (aged 10-11), 36.1% of children were overweight or obese, which is a marginal increase from 35.9% in the previous year. This is consistent with the North East performance (36.1%) but is higher than national (33.5%) and statistical neighbour (35.2%) averages.
- g. There are no Council Plan actions which have not achieved target in this theme.

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

Altogether Safer: Overview



Council Performance

59. Key achievements this quarter for tracker indicators include:

- a. As of October 2014, there were 695 families identified through the Stronger Families Programme under the crime / anti-social behaviour (ASB) criteria, of which 340 (48.9%) met the results criteria. This is an increase of 45 families where a successful intervention for crime/anti-social behaviour is achieved (of those allocated a lead professional) compared to the previous quarter.
- b. In the period April to December 2014 there were 18,484 incidents of ASB reported to the police, which is a reduction from 19,039 on the equivalent period of 2013. Of these, 2,402 incidents were alcohol related. This equates to 13% of total ASB reported to the police, a decrease from 15.8% in the equivalent period of 2013/14.
- c. There were 4,063 violent crimes reported to the police, of these 31.4% (1,276) were recorded as alcohol related. This is a decrease from 34.4% in the same period of 2013.
- d. The percentage of people who agree that the local council and police deal with concerns of ASB and crime was 61.4% in the period October 2013 to September 2014, with a confidence interval of +/-3.9%. Performance has increased from 58.3% in the equivalent period of 2012/13. The Durham Constabulary area (including Darlington) has the highest proportion of people agreeing with this statement, when compared to its statistical neighbours (average 59.4%).
- e. There were 236 hate incidents reported to Durham Constabulary between April and December 2014, an increase of 5% from 224 in the equivalent period of 2013/14. 59% of incidents were race related with 37% relating to gender, religion, sexual orientation and disability. A key objective within the Safe Durham Partnership Hate Crime Action Plan is to increase the reporting of hate crimes. Schemes such as Safe Places, which provides a range of safe havens across the area for hate crime victims to get support; and Community

Hands, a dedicated volunteer helpline number for potential victims, are just some of the innovative tactics being used to tackle the issue.

- f. In the period April to December 2014 there were 8,660 theft offences, a rate of 16.8 per 1,000 population. This is a decrease of 2.5% from 8,883 offences during the same period of 2013. There have been reductions in the majority of theft categories, although shoplifting has increased from 1,571 during April to December 2013 to 1,974 during 2014 (an increase of 26%). Durham Community Safety Partnership area has one of the lowest rates of theft offences per 1,000 population for the period April to December 2014 (16.8) when compared to its statistical neighbours (average 23).
- g. Latest data show 1,492 of the 5,592 adults and young people in the January to December 2012 cohort re-offended within 12 months of inclusion in the cohort, which equals 26.7%. This is an improvement when compared against the same period in the previous year when 29.2% of the cohort re-offended. The rate in Durham is slightly higher than the national rate of 26%. Of the 1,492 adults and young people who re-offended, they committed a total of 4,615 offences, which equates to 0.83 re-offences per person in the cohort. This is better than the same period of the previous year (0.88) but worse than the national rate of 0.77.
- h. There has been a 24% reduction in the number of people killed or seriously injured this quarter (37) compared to the same quarter last year (49), although the year to date total is the same at 140. Of the 37 people, there were four fatalities. The number of children seriously injured has also reduced from six to five. During the year to date there remain no child fatalities and the total number of casualties (18) has improved slightly from the same time last year (19).

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

- a. The total number of offences committed in 2013/14 by the 163 offenders in the Integrated Offender Management (IOM) cohort was 855. During quarter 3 2014/15 there were 154 offences committed by the same cohort, which gives a full year projection of 616 offences. This represents a 28% reduction from 2013/14, which has not achieved the 2014/15 target of a 40% reduction and is a decline in performance compared to a 46% reduction in the same period of the previous year. Performance against this indicator has been impacted by the realignment of some probation and police staff.
- b. Low successful completions of those in alcohol / drug treatment:
 - i. There were 1,207 people in alcohol treatment with the Community Alcohol Service between October 2013 and September 2014, of which 420 successfully completed. This equates to a 34.8% successful completion rate, which is a reduction from 39.1% during the same period of the previous year and is below national performance of 39.5% (see Appendix 4, Chart 5).
 - ii. The number of people in drug treatment with the Community Drugs Service (CDS) for opiate use between April 2013 and March 2014 was

1,450, of which 98 successfully completed, i.e. they did not re-present to the CDS between April and September 2014. This equates to a 6.8% successful completion rate, which is below the target of 7.9% and national performance of 7.7% (see Appendix 4, Chart 6).

- iii. The successful completion rate for non-opiate use was 36.3% (239 of 658), which is below the target of 40.4% and national performance of 38.4% (see Appendix 4, Chart 7).

A review of the Drug and Alcohol Service has been undertaken and the contract has been awarded to the new provider. The service will commence in April 2015.

c. Tracker indicators show:

- i. In the period April to December 2014 there were 19,585 crimes, a rate of 37.9 per 1,000 population. This has increased from 18,717 crimes in the equivalent period of 2013 and equates to a 4.6% rise in overall crime. Overall crime continues to be affected by historic offences relating to Medomsley Detention Centre. When the Medomsley beat area is excluded from the crime figures, there were 18,998 offences during April to December 2014, which is an increase of 2.6% from 18,523 during the same period of the previous year (please note, this includes all crimes in relation to Medomsley, not just those as a result of the inquiry into Medomsley Detention Centre).

Based on current figures, Durham Constabulary is forecasting a 4.4% increase in total crime by the end of 2014/15. Despite the increase in crime, the County Durham Community Safety Partnership area has the lowest level of crime per 1,000 population for the period April to December 2014 (37.9) when compared to its statistical neighbours (average 50). The Park, Walk and Talk initiative introduced by Durham Constabulary aims to reduce crime through increased deterrence of criminals by the visibility of police officers, and to improve confidence through engagement with the public. Under this initiative, officers visit areas with high levels of crime and ASB and for a period of 10-15 minutes park their cars, walk around and speak to members of the public. As part of the pilot phase, 80 small areas have been identified, with Park, Walk and Talk implemented within 40 of those areas. An evaluation will be undertaken to assess the impact of the initiative.

- ii. There were 17,530 victim based crimes between April to December 2014, which is a 5.6% increase from the same period in 2013/14 (16,607 victims). Based on current figures, Durham Constabulary is forecasting a 5.1% increase in the number of victim based crimes by the end of 2014/15. Despite this increase, Durham Community Safety Partnership area has the lowest rate of victim based crimes per 1,000 population for the period April to December 2014 (34) when compared to its statistical neighbours (average 44.7).
- iii. In the period April to December 2014 there were 700 serious or major crimes, an increase of 25.9% when compared to the equivalent period of 2013 (556 offences). A large proportion of the increase in serious

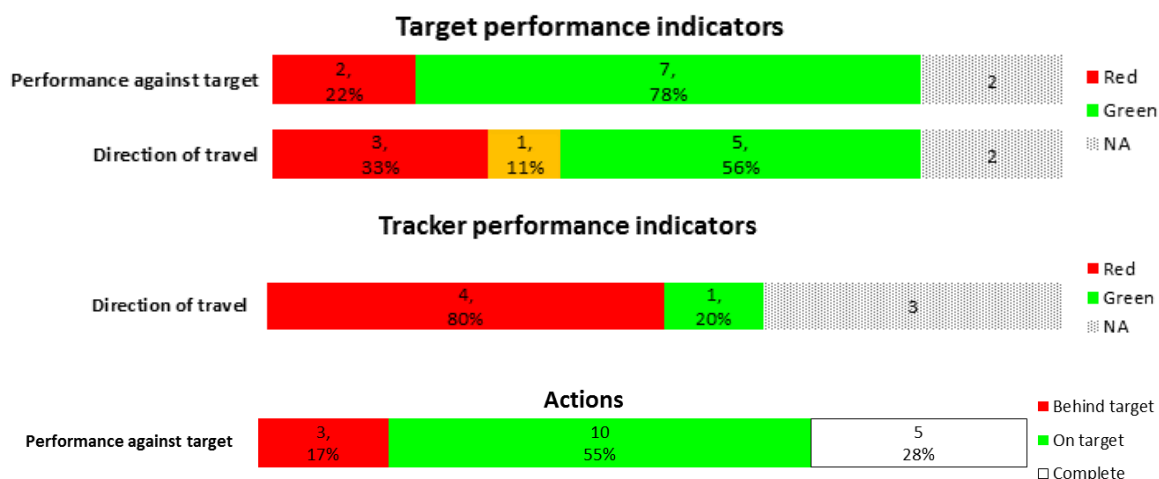
offences can be attributed to historic reports of serious sexual and physical abuse at Medomsley Detention Centre. Initial analysis completed by Durham Constabulary suggests that improved recording of sexual and violent offending has also contributed to the overall increase.

- iv. As reported in the Altogether Healthier theme, the County Durham suicide rate increased from 11.3 per 100,000 for 2010-12 to 13.4 for 2011-13; an increase of 32 suicides. The County Durham rate remains higher than the North East (10.6) and England (8.8) rates and the gap to the national rate has widened from 2.8 per 100,000 for 2010-12 to 4.6 per 100,000 for 2011-13. The long term trend shows that since 2001-03 the County Durham rate has increased by 29% compared to regional and national reductions of 6% and 16% respectively. Four of the twelve North East local Authorities have significantly higher suicide rates than England, including County Durham, which has the highest rate in the region. A Suicide Prevention Group is in place to develop and implement an action plan aimed at reducing suicide and self-harm rates for all ages. A report on suicide, attempted suicide and self-harm, including recommendations for actions was presented to the Health and Wellbeing Board in January 2015.

- d. There are no Council Plan actions which have not achieved target in this theme.

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

Altogether Greener: Overview



Council Performance

62. Key achievements this quarter include:

- a. During the 12 months ending November 2014, 97.7% of municipal waste was diverted from landfill. This exceeds the target set of 85%.
- b. Street and environmental cleanliness achieved targets this period. The results of the second survey relate to the period August to November 2014 and indicate that of relevant land and highways assessed as having deposits of litter, 6.2% fell below an acceptable level. Performance was better than the target of 7% but deteriorated from 5.9% reported at quarter 3 2013/14. Of relevant land and highways assessed as having deposits of detritus, 8.2% fell below an acceptable level. Performance was better than the target of 10% but deteriorated from 7.3% reported at quarter 3 2013/14. Of relevant land and highways assessed as having deposits of dog fouling, 2.3% fell below an acceptable level. Performance deteriorated from 1.1% recorded at quarter 3 2013/14.
- c. Between October and December 2014, there were 380 renewable energy feed in tariff installations registered and approved, including 379 solar photovoltaic (PV) installations and one wind installation equating to installed capacity of 1.591 megawatts (MW). The period target of 375 installations was exceeded. In relation to renewable energy generation, the installed or installed / approved capacity within County Durham was 215.61MW at December 2014; 187.25MW operational capacity and 28.358MW approved through planning.

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

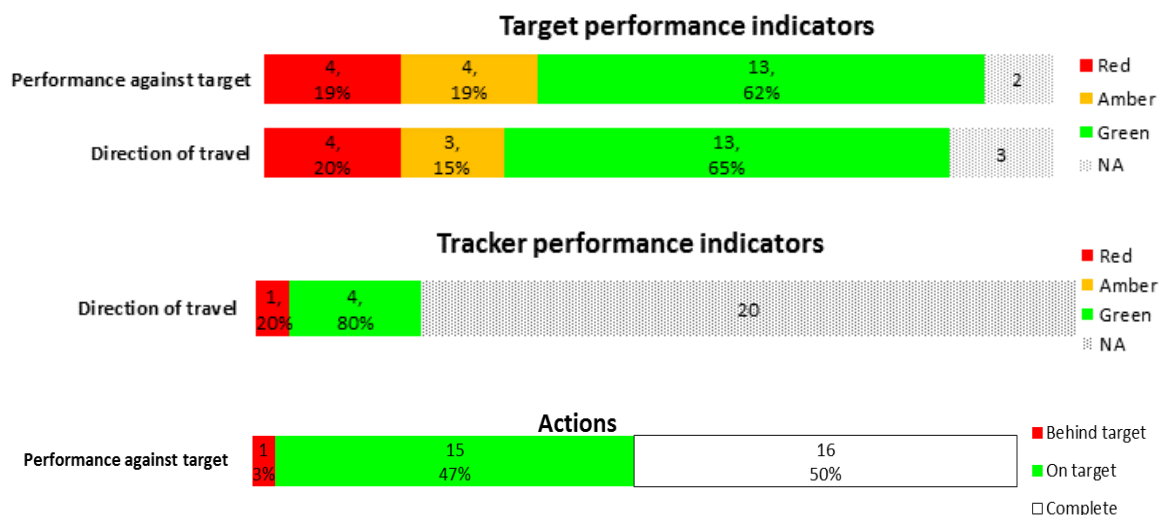
- a. During the 12 months ending November 2014, 42% of household waste was re-used, recycled or composted. Performance is below the 45% target and is lower than the 44% reported 12 months earlier but is comparable to the 42% reported in quarter 2 and quarter 1. This can be attributed to contamination of recycling bins and changed legislation in relation to street sweepings. Recycling Assistants continue to educate residents, targeting areas with contamination issues. The Environment Agency has changed legislation in relation to street sweepings so they can no longer be classed as recycling.

This applies to all local authorities across England and Wales and has impacted on the recycling performance indicator. Street sweepings are currently being deposited at the Waste Transfer Stations and are being mixed in with refuse to go for waste treatment. SITA are developing a system to treat separated street sweepings resulting in them being able to be recycled for reuse (stones/gravel/sand). SITA have indicated that the fee for separated street sweepings would be less than what Durham County Council currently pay for treatment via the Energy from Waste plant. Durham County Council is negotiating with SITA to re-introduce street sweepings recycling as part of its contract.

- b. The tracker indicator for fly-tipping shows there were 9,661 incidents reported in the 12 month period to December 2014. Although incidents have reduced from last quarter (9,922) there was an increase of 22.5% compared to 12 months earlier, when 7,889 incidents were reported (see Appendix 4, Chart 8). An increase in fly-tipping incidents was also observed nationally. Work continues on a review of the fly-tipping process looking at the arrangements for collection, recording and reporting, assessing how the data is used internally/externally and ensuring that reported data is robust, reported consistently and used effectively. Work also continues in the Fly-tipping Task Force Group with targeted action and a county wide campaign to get everyone engaged in reducing fly-tipping. The work of both groups has been merged and recent actions include campaigns/communications, deployment of CCTV cameras and stop and search operations. Recent outcomes include 23 interviews conducted under The Police and Criminal Evidence Act 1984, four fixed penalty notices, seven duty of care warnings, 26 ongoing investigations (eight submitted to legal), one pending arrest, and one vehicle seized for suspected stolen goods.
- c. The key Council plan actions that have not achieved target are as follows:
 - Delivery of the Waste Transfer Stations Capital Improvement Programme at Annfield Plain, Stanley and Heighington Lane, Newton Aycliffe has been delayed from December 2014 until March 2015. Work is progressing and Heighington Lane (Newton Aycliffe) site is close to completion. The improvement programme was scoped out and planned in, and once commenced, additional out of scope work was identified on the sites. At Annfield Plain a high voltage cable was found underground and had to be dug up. At Heighington Lane, it was thought that only part of the roof needed replacing. Once work commenced it was evident that the whole roof needed replacing. Discussions also took place with Zurich insurers about works they required around fire alarms for insurance purposes.
 - Increased community ownership and involvement in the management of allotments has been delayed until December 2015 from December 2014. Briefing sessions have been carried out with associations and interested parties. There is more work to be done around allotments and the new service plan reflects these challenges. This is an ongoing project and some new community ownership has been established. Working with the voluntary sector has meant some community ownerships are taking longer to establish than others.

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

Altogether Better Council: Overview



Council Performance

65. Key achievements this quarter include:

- a. Between October and December 2014, 207,209 telephone calls were answered, which is 95% of all calls received, compared to 90% at the same period last year. 94% were answered within three minutes against the target of 80%. This was an improvement on the same period last year, when 87% were answered within three minutes. The volume of telephone calls shows a decrease in calls received this quarter (218,592) when compared with the previous quarter (244,074) and with the same period last year (235,064) (see Appendix 4, Chart 13). There were no additional automatic call distribution telephone lines added or removed this quarter, however there was less customer contact during December due to the shutdown over the festive period. There was also an 18% decrease in contact received via emails and web forms (14,323) compared to the same quarter last year (17,486). This was due to the Christmas closedown, the launch of the new website with customers getting used to navigating the new design and also some downtime was experienced due to technical issues with the web form links and a new platform.
- b. During quarter 3, the percentage of customers seen at a customer access point (CAP) within the 15 minutes target was 97%, better than the same period last year (95%). The figures show a decrease in customers from 57,763 in quarter 2 to 46,271 in quarter 3 as well as a decrease when comparing to the same period last year (60,479) (see Appendix 4, Chart 14).
- c. This quarter saw a high degree of activity in relation to business lettings within council owned factories and business support centres with 17 new lettings and nine tenants leaving, bringing the occupancy levels to 79.3%. Performance is above the target of 76.5% and the same period last year (76.5%). The increase in occupancy levels has resulted in increased income from council owned business space. Between April and December 2014 £2,367,000 was generated, better than the target of £2,265,000 and performance for the same time last year (£1,986,971).

- d. For the third consecutive quarter, 94% of Information Communication Technology (ICT) service desk calls were resolved on time, which is better than the 90% target. 86% of calls were answered within one minute.
- e. Better than target performance has been sustained for benefit claims processing for new claims and changes of circumstances during quarter 3. Processing times are better than the respective profiled target for quarter three and are better than the most recently reported national averages. During quarter 3:
 - i. New Housing Benefit (HB) claims were processed in 19.6 days on average, within the 21.3 day target and better than the same period last year (21). This compares favourably with the latest (quarter 2) national and nearest statistical neighbour figures of 23 and 21 days respectively. The volume of new HB claims processed decreased from 3,429 in quarter 2 to 3,174 this period (Appendix 4, Chart 9).
 - ii. New Council Tax Reduction (CTR) claims were processed in 20.9 days on average, within the 21.3 day target and 1.3 days quicker than the same period last year. There were 3,453 new CTR claims processed compared to 3,798 in quarter 2 (Appendix 4, Chart 10).
 - iii. Changes to HB claims were processed in 9.47 days on average, within the 10 day target, but 0.02 days slower than the same period last year. Performance was better than both the quarter 2 national and nearest statistical neighbour averages of 10 and 11 days respectively. The volume of change of circumstances for HB claims processed increased from 27,308 in quarter 2, 24,881 to this period. (Appendix 4, Chart 11).
 - iv. Changes to CTR claims were processed in 9.2 days on average, within the ten day target and 0.85 days faster than the same period last year. During quarter 3, 27,090 change of circumstances for CTR claims were processed compared to 28,732 in quarter 2 (Appendix 4, Chart 12).

Efforts to improve the flow of information between different parts of the Revenues and Benefits Service have contributed to this improved position. This remains an area of focus as processes and procedures are reviewed.

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

- a. Improving the management of attendance and reducing sickness absence continues to be a priority for the council. Data for quarter 3 show:
 - i. The average days lost to sickness absence per full time equivalent (FTE) employee (including school based employees) for the rolling year has increased from 9.02 days at quarter 2 to 9.31 days at the end of quarter 3 2014/15, a deterioration of 3.22%. The target of 8.7 days has not been achieved.
 - ii. The average number of days lost to sickness absence per FTE (when excluding schools based employees) for the rolling year has remained at 11.97 days at the end of quarter 3 as at quarter 2. The target of 11.8 days has not been achieved.

- iii. During the rolling year, 47% of posts (excluding school based employees) had no sickness absence.
- iv. The percentage time lost to sickness absence (excluding schools) has remained at 4.73% at the end of quarter 3 as at quarter 2. A trend of less long and more short and medium term absence continued during quarter 3.

Work continues to ensure that all sickness absence is actively and consistently managed to achieve the improvement targets we set ourselves for 2014/15. Recent and forthcoming developments to manage reporting and support for managers across the organisation include:

- A streamlined draft Attendance Management Policy, including a 'rehabilitation' section, and a strengthened approach for the management of short term sickness.
 - Compulsory sickness absence training for managers (tiers 4 and 5).
 - The rollout of ResourceLink's leave management module has been completed across all service groupings except Children and Adult Services, which will follow from February 2015. This enables managers to input sickness absence directly via MyView and will improve the speed and accuracy of recording absence.
 - Sickness absence data including proportions of short, medium and long term sickness is being monitored at service level.
- b. Significant efforts during quarter 3 have resulted in a much improved employee appraisal rate with 81.7% of staff receiving an appraisal in the 12 months to December 2014. Whilst this is a significant increase of 24.5% compared to quarter 2 (65.6%) and more than double that of quarter 1 2012/13 (40.3%), the corporate target of 85% has not been achieved.

Human Resources will continue to provide support and encouragement to managers in relation to appraisal activity, developments and training, and promote the required improvements in this key organisational activity. Actions currently underway include:

- 'MyView Alerts' which assist managers and advise them when appraisals are due.
 - Performance appraisal training continues to be delivered
 - A new facility is available for managers to securely store electronic copies of performance appraisal documentation for their team in MyView.
- c. The percentage of undisputed invoices paid within 30 days to our suppliers during quarter 3 was 91% which is a one percentage point improvement compared to the previous quarter, despite necessary interruption to business during the upgrade of the Oracle financials system. Performance however is one percentage point below the target of 92%. 73% of undisputed invoices were paid within ten days.
- d. The percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within 20 days was 74% this quarter, four percentage point deterioration from the previous

quarter (78%) and remaining below the national target of 85%. Several complex responses were handled in quarter 3 and the Christmas closure also delayed some responses (see Appendix 4, Chart 15).

67. A key Council Plan action which has not achieved target in this theme relates to the office accommodation programme. The scope of the Newton Aycliffe CAP project has been redefined and a new completion date of April 2016 has been agreed. Detailed negotiations with LeisureWorks have begun regarding the Stanley CAP, with a revised completion date of March 2016. For both of these sites the design team is currently working on producing detailed designs prior to pricing. Following the decanting of Hopper House, it has now been decommissioned in preparation of the redevelopment of North Road. The CAP in Old Bank Chambers was closed on 23 December and re-opened in Bishop Auckland Town Hall on 8 January 2015.

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

- a. 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. Management consider it possible that this risk could occur, which will result in a funding shortfall, damaged reputation and reduced levels of service delivery. To mitigate the risk, a programme management approach for key projects has been established and embedded across the council. Monitoring by Corporate Management Team and Cabinet provides assurance over the implementation of the agreed MTFP savings projects. It should be recognised that this will be a significant risk for at least the next four years.
- b. Ongoing Government funding cuts which now extend to at least 2019/ 20 will continue to have an increasing major impact on all council services. Management consider it highly probable that this risk could occur, and to mitigate the risk, sound financial forecasting is in place based on thorough examination of the Government's "red book" plans. This will also be a significant risk for at least the next four years.
- c. Potential restitution of search fee income going back to 2005. Management consider it highly probable that the risk will occur as a firm of solicitors has taken action against all councils across England and Wales to recover the alleged land charge fees overpayment. Lawyers, instructed through the Local Government Association on behalf of local authorities, have produced framework for settlement and this is currently being considered. It is hope that settlement will be reached by the end of the 2014/ 15 financial year.
- d. The council could suffer significant adverse service delivery and financial impact if there are delays in the implementation of the new banking contract. The new banking contract has been awarded and a project board established to ensure a smooth transition process.
- 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, such as revenues and benefits, at risk. An ongoing project is in place to ensure compliance. A backup ICT site is now in place. The equipment has been installed, data has been transferred, and a full test is planned once remedial electrical work is carried out at the council's primary data site.

Conclusions

69. Figures confirm the UK economy grew again this quarter, the fastest pace since 2007. In County Durham the employment rate has shown improvement and youth and long term Job Seeker's Allowance claimants have both fallen substantially from last year. However the county continues to be affected by lower than average employment levels.
70. There continues to be good progress made in many areas. These include high numbers of empty properties improved, new homes completed and increased occupancy levels of business lettings. High levels of educational attainment have been confirmed and good adult care provision continues. Good progress has been made in diverting municipal waste from landfill and good levels of street and environmental cleanliness continue. The improved benefit claims processing performance has been maintained.
71. Issues which continue to affect performance across County Durham are significant challenges in the underlying health picture in the county with a rise in childhood obesity and male and female life expectancy below national comparators. Mortality rates from liver and respiratory disease or cancer are worse than England rates. The suicide rate has increased with the gap to the national rate widening. Low levels of smoking quitters and eligible people receiving NHS health checks are also evident. The overall crime level remains higher than last year although the level is still low to compared nationally. Recycling levels remain below target.
72. The council has observed slight reductions in demand for some key areas this quarter such as planning applications, benefit claims and change of circumstances, face to face contacts, telephone calls received and in requests for information under the Freedom of Information Act or Environmental Information Regulations. Although the number of fly-tipping incidents reported has reduced slightly from the previous quarter, volume remains high compared with the same period last year. The Christmas closedown may have had an effect on demand for services. Increased demand has been evident in the number of people rehoused and children in need referrals.

Recommendations and Reasons

73. Overview and Scrutiny Management Board is recommended to:
- a. Note the performance of the council at quarter 3 and the actions to remedy under performance.
 - b. Note all changes to the Council Plan outlined below:

Altogether Wealthier

- i. Delay the completion date for the County Durham Plan, due September 2014.
- ii. Provision of new car park spaces at North Bondgate due September 2015. Revised date: November 2015.

- iii. Bring empty homes in the north of the county back into use through a programme of targeted support due March 2015. Revised date: April 2015.

Altogether Better for Children and Young People

- iv. Having an integrated approach across the council, so that joint planning and delivery enables communities and individuals to optimise their health and life opportunities due September 2014. Revised date: September 2015.
- v. Adopt the Council's approach to determining the distribution and range of fixed play equipment across the county due December 2014. Revised date: April 2015.

Altogether Greener

- vi. Deliver the Waste Transfer Stations Capital Improvement Programme: Annfield Plain (Stanley) and Heighington Lane (Newton Aycliffe) due December 2014. Revised date: March 2015
- vii. Increase community ownership and involvement in the management of allotments due December 2014. Revised date: December 2015

Altogether Better Council

- viii. Deliver and complete the current accommodation programme for council buildings due February 2016. Revised date: April 2016

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Appendix 1: Implications

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 issues.

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 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 - 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	REDPI75a	Overall proportion of planning applications determined within deadline	84.9	Jan - Dec 2014	85.0	AMBER	88.5	RED			
2	REDPI10a	Number of affordable homes delivered	91	Oct - Dec 2014	120	RED	277	RED			
3	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	279	Apr - Dec 2014	Not set	NA [1]	NA	NA [1]			
4	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	144	Apr - Dec 2014	73	GREEN	80	GREEN			
5	REDPI95	Proportion of council owned properties currently meeting decency criteria	94.40	Oct - Dec 2014	95.57	AMBER	85.32	GREEN			
6	REDPI82	Proportion of council owned housing that is empty	1.15	Oct - Dec 2014	1.50	GREEN	1.84	GREEN			
7	REDPI82a	The proportion of council owned housing that is not available to let and has been empty for more than six months	0.12	Oct - Dec 2014	0.05	RED	0.2	GREEN			

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
8	REDPI62	Apprenticeships started through Durham County Council funded schemes	219 [2]	Apr - Sep 2014	90	GREEN	134 [2]	GREEN			
9	CASAW2	Overall success rate of adult skills funded provision	87	2013/14 ac yr	86.0	GREEN	87.5	RED	84.6 GREEN		2013/14 ac yr
10	REDPI64	Number of passenger journeys made on the Link2 service	8,209	Oct - Dec 2014	7,500	GREEN	8,351	RED			
11	REDPI81	Percentage of timetabled bus services that are on time	86.6	Oct - Dec 2014	85.0	GREEN	86.5	GREEN			
12	REDPI41c	Percentage of major planning applications determined within 13 weeks	73.2	Jan - Dec 2014	71.0	GREEN	77.3	RED	70.0 GREEN	78** RED	Apr 2013 - Mar 2014
13	REDPI93	Number of business enquiries handled	297	Oct - Dec 2014	300	AMBER	263	GREEN			
14	REDPI94	Number of inward investment successes	New indicator	Reported in quarter 4	10	NA	New indicator	NA			
15	REDPI66	Number of businesses engaged	249	Oct - Dec 2014	180	GREEN	77	GREEN			
16	REDPI92	Number of gross potential jobs created and/or safeguarded	1,068	Apr - Dec 2014	1,800	RED	New indicator	NA			
Altogether Better for Children and Young People											
17	CASCYP 15	Percentage of children in the early years foundation stage achieving a good level of development	57	2013/14 ac yr	48	GREEN	42	GREEN	60 RED	56** GREEN	2013/14 ac yr

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
18	CASCYP6	Achievement gap between Durham pupils eligible for pupil premium and Durham pupils not eligible for pupil premium funding achieving level 4 in reading, writing and maths at key stage 2 (percentage points)	15.9	2013/14 ac yr	20.5	GREEN	21.0	GREEN	16.0 GREEN		2013/14 ac yr
19	CASCYP4	Percentage of pupils achieving five or more A*-C grades at GCSE or equivalent including English and maths	57.6	2013/14 ac yr	NA	NA [1]	Definition change	NA [1]	56.6 GREEN	54.6* GREEN	2013/14 ac yr
20	CASCYP7	Achievement gap between Durham pupils eligible for pupil premium and Durham pupils not eligible for pupil premium funding achieving five A*-C GCSE's including English and maths at key stage 4 (percentage points)	29.2	2013/14 ac yr	29.5	GREEN	30.0	GREEN			
21	CASCYP5	Percentage of pupils on level 3 programmes in community secondary schools achieving two A levels at grade A*-E or equivalent	98.7	2013/14 ac yr	98.5	GREEN	98.9	AMBER	98.0 GREEN	98.4* GREEN	2013/14 ac yr
22	CASCYP2	Percentage of looked after children achieving five A*-C GCSEs (or equivalent) at key stage 4 (including English and maths)	11.6	2013/14 ac yr (provisional)	NA	NA [1]	Definition change	NA [1]			

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
23	CASAS5	First time entrants to the youth justice system aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether Safer)	358	Apr - Dec 2014 (provisional)	511	GREEN	365	GREEN			
24	CASCYP8	Percentage of mothers smoking at time of delivery	19.9	Jul - Sep 2014	20.5	GREEN	19.1	RED	11.5	18.1*	Apr - Sep 2014
25	CASCYP12	Percentage of child protection cases which were reviewed within required timescales	95.4	Apr - Dec 2014	100.0	RED	95.5	AMBER	94.6	96.8*	2013/14
26	CASCYP9	Percentage of children in need referrals occurring within 12 months of previous referral	23.5	Apr - Dec 2014	28.0	GREEN	30.4	GREEN	23.4	22.9*	2013/14
27	CASCYP13	Parent/carer satisfaction with the help they received from Children's Services	66.7	Apr - Dec 2013	72.0	AMBER	67.9	AMBER			
28	CASCYP14	Percentage of successful interventions via the Stronger Families Programme	70.6	Apr 2012 - Oct 2014	65.0	GREEN	23.6	Not comparable [3]	72.3	78.4*	As at Oct 2014
29	CASCYP11	Percentage of looked after children cases which were reviewed within required timescales	97.5	Apr - Dec 2014	97.8	AMBER	96.6	GREEN			
Altogether Healthier											
30	CASAH1	Four week smoking quitters per 100,000	369	Apr - Sep 2014	551	RED	475	RED	688 Not comparable	932* Not comparable	2013/14
31	CASAH22	Estimated smoking prevalence of persons aged 18 and over	22.7	2013	21.10	RED	22.2	RED	18.4	22.3*	2013

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
32	CASAH10	Percentage of women eligible for breast screening who were screened adequately within a specified period	77.9	2014	70.0	GREEN	78.6	AMBER	75.9 Not comparable	77.1* Not comparable	2014
33	CASAH2	Percentage of eligible people who receive an NHS health check	3.5	Apr - Sep 2014	4.0	RED	4.8	RED	4.6 RED	4* RED	Apr - Sep 2014
34	CASAH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period (new definition under development)	Indicator under development	NA	NA	NA	NA	NA			
35	CASAH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	78.0	2014	80.0	RED	77.7	GREEN	74.2 GREEN	76.1* GREEN	2014
36	CASAS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	34.8	Oct 2013 - Sep 2014	36.6	RED	39.1	RED	39.5 RED		Oct 2013 - Sep 2014
37	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	6.8	Apr 13 - Mar 14 (re-presentations to Sep 14)	7.9	RED	7.4	RED	7.6 RED		Mar 2013 - Feb 2014
38	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Safer)	36.3	Apr 13 - Mar 14 (re-presentations to Sep 14)	40.4	RED	35.5	GREEN	40.6 RED		Mar 2013 - Feb 2014

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
39	CASAH11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	604.9	Apr - Dec 2014	550.0	RED	538.4	RED	668.0 Not comparable	745.9** Not comparable	2013/14
40	CASAH12	Proportion of people using social care who receive self-directed support and those receiving direct payments	59.3	As at 31 Dec 2014	56.5	GREEN	59.5	AMBER	62.1 RED	54.7** GREEN	2013/14
41	CASAH13	Percentage of service users reporting that the help and support they receive has made their quality of life better	92.7	Apr - Dec 2014	93.0	AMBER	94.7	RED	90.0 GREEN		2013/14
42	CASAH14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	89.5	Jan - Sep 2014	85.4	GREEN	87.1	GREEN	82.5 GREEN	85.3** GREEN	2013/14
43	CASAH15	Percentage of people who have no ongoing care needs following completion of provision of a reablement package	65.6	Apr - Dec 2014	55.0	GREEN	63.0	GREEN		60.2* GREEN	Jul - Sep 2012
44	CASAH16	Proportion of adults in contact with secondary mental health services living independently, with or without support	88.4	Jan - Dec 2014	88.5	AMBER	88.3	AMBER	60.8 GREEN	59.2** GREEN	2013/14

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
45	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	93.9	Apr - Dec 2014	85.0	GREEN	91.3	GREEN	79.2	78.3*	2013/14 (provisional)
46	CASAS9	Building resilience to terrorism (self assessment)	4	2013/14	3	GREEN	3	GREEN			
47	CASAS1	Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC))	14.6	Apr - Dec 2014	25.0	GREEN	8.2	RED	24.0	27*	Jul 2013 - Jun 2014
48	CASAS4	Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	28	Oct - Dec 2014	40	RED	46	RED			
49	CASAS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether better for Children & Young People)	358	Apr - Dec 2014 (provisional)	511	GREEN	365	GREEN			
50	CASAS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	34.8	Oct 2013 - Sep 2014	36.6	RED	39.1	RED	39.5		Oct 2013 - Sep 2014
51	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	6.8	Apr 13 - Mar 14 (re-presentations to Sep 14)	7.9	RED	7.4	RED	7.6		Mar 2013 - Feb 2014

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
52	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	36.3	Apr 13 - Mar 14 (re-presentations to Sep 14)	40.4	RED	35.5	GREEN	40.6 RED		Mar 2013 - Feb 2014
Altogether Greener											
53	NS14a	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	6.17	Aug - Nov 2014	7.00	GREEN	5.91	RED	11.00 GREEN		2013/14
54	NS14b	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	8.21	Aug - Nov 2014	10.00	GREEN	7.33	RED	31.00 GREEN		2013/14
55	NS10	Percentage of municipal waste diverted from landfill	97.7	Dec 2013 - Nov 2014	85.0	GREEN	74.0	GREEN			
56	NS19	Percentage of household waste that is re-used, recycled or composted	42.0	Dec 2013 - Nov 2014	45.0	RED	44.0	RED	42.0 GREEN	37*	2013/14
57	REDPI53	Percentage of conservation areas in the county that have an up to date character appraisal	41.00	As at Sep 2014	37.00	GREEN	39.00	GREEN			
58	REDPI48	Percentage change in CO ₂ emissions from local authority operations [4]	-9	2013/14	-5	GREEN	5.5	GREEN			
59	NS08	Percentage reduction in CO ₂ emissions from the DCC fleet	3.35	2012/13	Not set	NA	2.01	GREEN			

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
60	NS36	Average annual electricity consumption per street light (kilo-watt hour (KwH)) (estimated)	388.6	2013/14	Not set	NA	New indicator	NA			
61	REDPI49	Number of registered and approved feed in tariff installations	1,095	Oct - Dec 2014	375	GREEN	844	GREEN			
62	NS04	Percentage of recorded actionable defects on carriageways and footways repaired within 24 hours (category 1)	96	Oct - Dec 2014	90	GREEN	96	AMBER			
Altogether Better Council											
63	NS05	Percentage of recorded actionable defects on carriageways and footways repaired within 14 working days (category 2.1)	86	Oct - Dec 2014	90	RED	New indicator	NA			
64	NS22	Percentage of calls answered within three minutes	94	Oct - Dec 2014	80	GREEN	87	GREEN			
65	NS24	Percentage of customers seen within 15 minutes at a customer access point	97	Oct - Dec 2014	95	GREEN	95	GREEN			
66	RES/038	Percentage all ICT service desk incidents resolved on time	94	Oct - Dec 2014	90	GREEN	91	GREEN			
67	RES/NI/18 1a1	Average time taken to process new housing benefit claims (days)	19.64	Oct - Dec 2014	21.33	GREEN	21.02	GREEN	23.00 GREEN	21** GREEN	Jul - Sep 2014
68	RES/NI/18 1a2	Average time taken to process new council tax reduction claims (days)	20.90	Oct - Dec 2014	21.33	GREEN	22.18	GREEN			

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
69	RES/NI/18 1b1	Average time taken to process change of circumstances for housing benefit claims (days)	9.47	Oct - Dec 2014	10.00	GREEN	9.45	RED	10.00	11**	Jul - Sep 2014
70	RES/NI/18 1b2	Average time taken to process change of circumstances for council tax reduction claims (days)	9.20	Oct - Dec 2014	10.00	GREEN	10.05	GREEN			
71	RES/001	Savings delivered against the Medium Term Financial Plan (MTFP) (£m)	22.0	As at Dec 2014	23.0	Not comparable [5]	18.7	NA			
72	RES/002	Percentage of council tax collected in-year	82.94	Apr - Dec 2014	83.38	AMBER	82.90	GREEN	97.00 Not comparable	96.01* Not comparable	2013/14
73	RES/003	Percentage of business rates collected in-year	81.63	Apr - Dec 2014	80.69	GREEN	85.40	RED	97.90 Not comparable	97.76* Not comparable	2013/14
74	RES/129	Percentage of council tax recovered for all years excluding the current year	99.07	As at Dec 2014	98.50	GREEN	99.10	AMBER			
75	RES/130	Percentage of business rates recovered for all years excluding the current year	99.18	As at Dec 2014	98.50	GREEN	99.20	AMBER			
76	REDPI39	Current tenant arrears as a percentage of the annual rent debit	1.7	Oct - Dec 2014	2.45	GREEN	1.88	GREEN			
77	REDPI78	Percentage of capital receipts received	69.0	Apr - Dec 2014	75.0	RED	43.0	GREEN			
78	REDPI33	Percentage of council owned business floor space that is occupied	79.30	As at Dec 2014	76.50	GREEN	76.50	GREEN			

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
79	REDPI76	Income generated from council owned business space (£)	2,367,000	Apr - Dec 2014	2,265,000	GREEN	1,986,971	GREEN			
80	REDPI49b	£ saved from solar installations on council owned buildings	214,000	2013/14	Not set	NA	New indicator	NA			
81	REDPI68	Average asset rating of Display Energy Certificates in county council buildings	99.10	As at Dec 2014	98.00	AMBER	NA	NA			
82	RES/LPI/010	Percentage of undisputed invoices paid within 30 days to our suppliers	91.0	Oct - Dec 2014	92.0	AMBER	91.0	AMBER			
83	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	74	Oct - Dec 2014	85	RED	80	RED			
84	RES/LPI/012	Days / shifts lost to sickness absence – all services including school staff	9.31	Jan - Dec 2014	8.70	RED	8.92	RED			
85	RES/LPI/012a	Days / shifts lost to sickness absence – all services excluding school staff	11.97	Jan - Dec 2014	11.80	AMBER	12.03	GREEN			
86	RES/011	Percentage of performance appraisals completed (excluding schools)	81.7	Jan - Dec 2014	85.0	RED	73.3	GREEN			

[\[1\] Due to changes to the definition data is not comparable](#)

[\[2\] Figures refreshed](#)

[\[3\] Data cumulative year on year so comparisons are not applicable](#)

[\[4\] Indicator description amended to accurately reflect how performance is measured](#)

[\[5\] Annual target](#)

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											
87	REDPI3	Number of all new homes completed in Durham City	4	Oct - Dec 2014	3	GREEN	18	RED			
88	REDPI 24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	49.00	Oct - Dec 2014	51.00	RED	44.80	GREEN			
89	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 one hour, including walking time	77.00	As at Dec 2014	76.75	GREEN	71.08	GREEN			
90	REDPI 38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	279,618	Oct - Dec 2014	278,845	GREEN	317,904	RED			
91	REDPI 80	Percentage annual change in the traffic flow through Durham City	6.4	Oct - Dec 2014	5.4	GREEN	New indicator	NA			
92	NS01	Number of visitors to theatres	174,965	Apr - Dec 2014	97,053	GREEN	177,611	RED			
93	NS02	Number of visitors to museums	46,578	Oct - Dec 2014	70,797	Not comparable [6]	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	NS03	Number of visitors to leisure centres	1,038,078	Oct - Dec 2014	1,078,740	RED	New indicator	NA			
95	NS12	Percentage of food establishments rated as three star or above (Food Hygiene Rating System)	94.5	As at Dec 2014	94.0	GREEN	New indicator	NA			
96	REDPI 97a	Occupancy rates for retail units in town centres (%) – Barnard Castle	89	As at Mar 2014	93	RED	93	RED	86		2013
97	REDPI 97b	Occupancy rates for retail units in town centres (%)– Bishop Auckland	79	As at Mar 2014	91	RED	91	RED	86		2013
98	REDPI 97c	Occupancy rates for retail units in town centres (%) – Chester-le-Street	84	As at Mar 2014	89	RED	89	RED	86		2013
99	REDPI 97d	Occupancy rates for retail units in town centres (%)– Consett	94	As at Mar 2014	88	GREEN	88	GREEN	84		2013
100	REDPI 97e	Occupancy rates for retail units in town centres (%) – Crook	92	As at Mar 2014	95	RED	95	RED	86		2013
101	REDPI 97f	Occupancy rates for retail units in town centres (%) – Durham City	89	As at Mar 2014	90	RED	90	RED	86		2013
102	REDPI 97g	Occupancy rates for retail units in town centres (%) – Newton Aycliffe	71	As at Mar 2014	80	RED	80	RED	86		2013
103	REDPI 97h	Occupancy rates for retail units in town centres (%) – Peterlee	85	As at Mar 2014	87	RED	87	RED	86		2013
104	REDPI	Occupancy rates for retail	91	As at Mar	87	GREEN	87	GREEN	86		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
	97i	units in town centres (%) –Seaham		2014					GREEN		
105	REDPI 97j	Occupancy rates for retail units in town centres (%) – Shildon	89	As at Mar 2014	88	GREEN	88	GREEN	86		2013
106	REDPI 97k	Occupancy rates for retail units in town centres (%) – Spennymoor	85	As at Mar 2014	89	RED	89	RED	86		2013
107	REDPI 97l	Occupancy rates for retail units in town centres (%) –Stanley	86	As at Mar 2014	91	RED	91	RED	86		2013
108	REDPI 10b	Number of net homes completed	272	Oct - Dec 2014	207	GREEN	352	RED			
109	REDPI 34	Total number of applications registered on the Durham Key Options system that have been rehoused (includes existing tenants and new tenants)	1,317	Oct - Dec 2014	1,290	GREEN	1,370	RED			
110	REDPI 36d	Total number of housing solutions presentations	2,320	Oct - Dec 2014	2,376	GREEN	New indicator	NA [1]			
111	REDPI 36b	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	5.73	Oct - Dec 2014	7.24	GREEN	New indicator	NA [1]			
112	REDPI 36c	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	1.51	Oct - Dec 2014	2.15	GREEN	New indicator	NA [1]			

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
113	REDPI 36a	Number of preventions as a proportion of the total number of housing solutions presentations	14.14	Oct - Dec 2014	13.55	GREEN	New indicator	NA [1]			
114	REDPI 96	The number of people in reasonable preference groups on the housing register	4,704	As at Dec 2014	5,187	GREEN	New indicator	NA			
115	REDPI 40	Proportion of the working age population defined as in employment	68.1	Oct 2013 - Sep 2014	66.7	GREEN	65.7	GREEN	74.0 RED	68.3* RED	Oct 2013 - Sep 2014
116	REDPI 73	Proportion of the working age population currently not in work who want a job	13.05	Oct 2013 - Sep 2014	13.30	GREEN	14.39	GREEN	10.57 RED	13.12* GREEN	Oct 2013 - Sep 2014
117	REDPI 8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	31.52	As at Dec 2014	33.20	GREEN	36.35	GREEN	25.10 RED	32.1* GREEN	As at Dec 2014
118	REDPI 7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	2,245	As at Dec 2014	2,720	GREEN	3,525	GREEN			
119	REDPI 28	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	No longer available	2013/14 ac yr	1,372	NA	1,372	NA			
120	REDPI 87	Gross Value Added (GVA) per capita in County Durham (£)	12,875	Jan - Dec 2012	12,661	GREEN	12,661	GREEN	21,937 RED	16091* RED	2012

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
121	REDPI 88	Per capita household disposable income (£)	14,151	2012	13,522	GREEN	13,522	GREEN	17,066 RED	14393* RED	2012
122	ACE018	County Durham residents starting a first degree in an academic year (per 100,000 population aged 18+)	162.2	2012/13 ac yr	161.9	GREEN	161.9	GREEN	218.2 RED	148.53* GREEN	2012/13 ac yr
123	REDPI 72	Number of local passenger journeys on the bus network	5,949,139	Jul - Sep 2014	5,836,935	GREEN	6,099,614	RED			
124	REDPI 89	Number of registered businesses in County Durham	14,785	2013/14	14,815	RED	14,815	RED			
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	-9.7	Apr - Sep 2014	33.6	RED	33.6	RED			
127	REDPI 91	Number of unique visitors to the thisdurham website	219,285	Oct - Dec 2014	272,960	RED	219,265	GREEN			
Altogether Better for Children and Young People											
128	CAS CYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET)	6.5	Oct - Dec 2014	14.2	GREEN	7.0	GREEN	5.3 Not comparable	6.6** Not comparable	Nov 2013 - Jan 2014

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
129	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	23.3	As at May 2014	23.6	AMBER	24.4	GREEN	17.6	24*	As at May 2014
130	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better Council)	22.7	2012	23.0	GREEN	23.0	GREEN	18.9	23.4*	2012
131	CAS CYP29	Proven re-offending by young people (who offend) in a 12 month period	36.9	Jan - Dec 2012	37.1	GREEN	41.4	GREEN	35.6		Jan - Dec 2012
132	CAS CYP18	Percentage of children aged 4-5 years classified as overweight or obese (Also in Altogether Healthier)	23.8	2013/14 ac yr	21.9	RED	21.9	RED	22.5	24.6**	2013/14 ac yr
133	CAS CYP19	Percentage of children aged 10-11 years classified as overweight or obese (Also in Altogether Healthier)	36.1	2013/14 ac yr	35.9	AMBER	35.9	AMBER	33.5	35.2**	2013/14 ac yr
134	CAS CYP20	Under 18 conception rate per 1,000 girls aged 15-17	22.0	Jul - Sep 2013	38.9	GREEN	31.8	GREEN	22.2	26.2*	Jul - Sep 2013
135	CAS CYP21	Under 16 conception rate per 1,000 girls aged 13 - 15	8.9	Jan - Dec 2012	7.7	RED	7.7	RED	5.6	8.3**	Jan - Dec 2012
136	CAS CYP23	Emotional and behavioural health of looked after children	15.5	2013/14	16.1	GREEN	16.1	GREEN	14.0	13.5**	2012/13

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
137	CAS CYP26	Young people aged 10-24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10-24 years)	504.8	2010/11 - 2012/13	561.8	GREEN	561.8	GREEN	352.3	532.2*	2010/11 - 2012/13
138	CAS CYP27	Number of new referrals to Child and Adolescent Mental Health Services (CAMHS)	1,952	Apr - Dec 2014	1,205	NA	1,705	NA			
139	CAS CYP28	Rate of children with a child protection plan per 10,000 population	35.9	As at Dec 2014	38.4	GREEN	44.9	GREEN	42.1	54.8**	As at Mar 2014
140	CAS CYP24	Rate of looked after children per 10,000 population	61.0	As at Dec 2014	61.0	AMBER	59.8	RED	60.0	81*	As at Mar 2014
141	CAS CYP25	Prevalence of breastfeeding at 6-8 weeks from birth	27.7	Oct - Dec 2014	29.2	RED	27.3	GREEN	47.2	28.1*	2012/13 (England) Jul - Sep 2014 (NE - Durham Darlington and Tees area team)
Altogether Healthier											
142	CAS CYP18	Percentage of children aged 4-5 years classified as overweight or obese (Also in Altogether Better for Children and Young People)	23.8	2013/14 ac yr	21.9	RED	21.9	RED	22.5	24.6**	2013/14 ac yr

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
143	CAS CYP19	Percentage of children aged 10-11 years classified as overweight or obese (Also in Altogether Better for Children and Young People)	36.1	2013/14 ac yr	35.9	AMBER	35.9	AMBER	33.5 RED	35.2** RED	2013/14 ac yr
144	CASAH 18	Male life expectancy at birth (years)	78.0	2011-13	77.9	GREEN	77.9	GREEN	79.4 RED	78* AMBER	2011-13
145	CASAH 19	Female life expectancy at birth (years)	81.3	2011-13	81.5	AMBER	81.5	AMBER	83.1 RED	81.7* RED	2011-13
146	CASAH5	Under 75 all cause mortality rate per 100,000 population	294.6	2012	307.0	GREEN	307.0	GREEN	256.4 RED	298.3* GREEN	2012
147	CASAH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	88.8	2011-13	91.3	GREEN	91.3	GREEN	78.2 RED	88.9* GREEN	2011-13
148	CASAH7	Under 75 mortality rate from cancer per 100,000 population	166.6	2011-13	164.2	AMBER	164.2	AMBER	144.4 RED	169.5* GREEN	2011-13
149	CASAH8	Under 75 mortality rate from liver disease per 100,000 population	21.9	2011-13	21.7	RED	21.7	RED	17.9 RED	22.3* GREEN	2011-13
150	CASAH9	Under 75 mortality rate from respiratory disease per 100,000 population	43.4	2011-13	40.1	RED	40.1	RED	33.2 RED	42.6* RED	2011-13
151	CASAH 23	Diabetes indicator (under development)	Indicator under development	NA	NA	NA	NA	NA			
152	CASAH 20	Excess winter deaths (3 year pooled)	16.8	2009-12	18.1	GREEN	18.1	GREEN	16.5 RED	13.7* RED	2009-12

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
153	CASAH 20i	Delayed transfers of care from hospital per 100,000 population	8.7	Apr - Nov 2014	8.3	RED	11.3	GREEN	9.6 GREEN	8.1* RED	2013/14
154	CASAH 20ii	Delayed transfers of care from hospital, which are attributable to adult social care, per 100,000 population	1.5	Apr - Nov 2014	1.5	AMBER	0.9	RED	3.1 GREEN	2* GREEN	2013/14
155	CASAH 17	Patient experience of community mental health services (scored on a scale of 0-100)	89.4	2013	87.0	GREEN	88.4	GREEN	85.8 GREEN		2013
156	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Safer)	13.4	2011-13	11.3	RED	11.3	RED	8.8 RED	10.6* RED	2011-13
157	NS11	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	28.2	Apr 2012 - Apr 2014	29.8	RED	24.3	GREEN	25.2 GREEN	25.1* GREEN	2014
Altogether Safer											
158	CASAS 12	Overall crime rate (per 1,000 population)	37.9	Apr - Dec 2014	24.9	Not comparable [7]	36.5	RED	71 GREEN	50** GREEN	Apr - Dec 2014
159	CASAS 14	Number of serious or major crimes	700	Apr - Dec 2014	456	Not comparable [7]	556	RED			
160	CASAS	Rate of theft offences	16.8	Apr - Dec	11.0	Not	17.3	GREEN	16.2	23**	Apr - Dec

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
	24	(per 1,000 population)		2014		comparable [7]			RED	GREEN	2014
161	CASAS 25	Rate of robberies (per 1,000 population)	0.11	Apr - Dec 2014	0.08	Not comparable [7]	0.09	RED	0.18 GREEN		Apr - Dec 2014
162	CASAS 15	Number of police reported incidents of anti-social behaviour	18,484	Apr - Dec 2014	13,154	Not comparable [7]	19,039	GREEN			
163	CASAS 13	Percentage of survey respondents perceiving a high level of anti-social behaviour in their local area	27.0	Apr - Jun 2014	30.5	GREEN	44.5	Not comparable [8]			
164	CASAS 11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti social behaviour and crime	61.4	Oct 2013 - Sep 2014	62.1	RED	58.3	GREEN		59.4** GREEN	Oct 2013 - Sep 2014
165	CASAS 10	Recorded level of victim based crimes	17,530	Apr - Dec 2014	11,436	Not comparable [7]	16,609	RED			
166	CASAS 17	Number of adult safeguarding referrals fully or partially substantiated	111	Apr - Dec 2014	66	NA	161	NA			
167	CASAS 22	Number of hate incidents	236	Apr - Dec 2014	203	NA	224	NA			
168	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	13.4	2011-13	11.3	RED	11.3	RED	8.8	10.6*	2011-13

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
		(Also in Altogether Healthier)							RED	RED	
169	REDPI 44	Number of people killed or seriously injured in road traffic accidents	140	Jan - Sep 2014	103	Not comparable [7]	140	AMBER			
		Number of fatalities	10				17				
		Number of seriously injured	130				123				
170	REDPI 45	Number of children killed or seriously injured in road traffic accidents	18	Jan - Sep 2014	13	Not comparable [7]	19	GREEN			
		Number of fatalities	0				0				
		Number of seriously injured	18				19				
171	CASAS 18	Proportion of all offenders (adults and young people) who re-offend in a 12-month period	26.7	Jan - Dec 2012	27.4	GREEN	29.2	GREEN	26.0		Jan - Dec 2012
172	CASAS 19	Percentage of anti-social behaviour incidents that are alcohol related	13.0	Apr - Dec 2014	13.6	GREEN	15.8	GREEN			
173	CASAS 20	Percentage of violent crime that is alcohol related	31.4	Apr - Dec 2014	30.4	RED	34.4	GREEN			
174	CASAS 21	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved (Stronger Families Programme)	48.9	Apr 2012 - Oct 2014	43.3	GREEN	33.6	Not comparable [3]			
Altogether Greener											
175	NS14c	Percentage of relevant land and highways	2.33	Aug - Nov 2014	0.33	RED	1.11	RED	8		2013/14

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
		assessed as having deposits of dog fouling that fall below an acceptable level							GREEN		
176	NS15	Number of fly-tipping incidents reported	9,661	Jan - Dec 2014	9,922	GREEN	7,889	RED			
177	NS16	Number of fly-tipping incidents cleared	7,669	Jan - Dec 2014	7,774	NA	6,307	NA			
178	NS17a	Percentage of household waste collected from the kerbside and recycled	20.8	Dec 2013 - Nov 2014	20.8	AMBER	22.2	RED			
179	NS17b	Percentage of household waste collected from the kerbside and composted	11.2	Dec 2013 - Nov 2014	11.2	AMBER	10.4	GREEN			
180	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to Sita's 'Energy from Waste' plant	57,743	Dec 2013 - Nov 2014	38,930	GREEN	New indicator	NA			
181	REDPI 46	Percentage reduction in CO ₂ emissions in County Durham	39.0	As at Dec 2012	41.2	RED	41.2	RED	14.0	20*	2012
									GREEN	GREEN	
182	REDPI 47	Renewable energy generation - mega watts equivalent (MWe) installed or installed/approved capacity within County Durham	215.61	As at Dec 2014	213.46	Not comparable [3]	205.13	Not comparable [3]			
Altogether Better Council											
183	NS43a	Number of customer contacts- face to face	46,271	Oct - Dec 2014	57,763	NA	60,479	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
184	NS43b	Number of customer contacts-telephone	218,592	Oct - Dec 2014	244,074	NA	235,064	NA			
185	NS43c	Number of customer contacts- web forms	3,654	Oct - Dec 2014	4,352	NA	4,196	NA			
186	NS43d	Number of customer contacts- emails	10,669	Oct - Dec 2014	12,839	NA	13,290	NA			
187	NS20	Percentage of abandoned calls	5	Oct - Dec 2014	5	AMBER	9	GREEN			
188	NS100	Number of complaints recorded on the Customer Relationship Management database (CRM)	898	Jul - Sep 2014	617	RED	856	RED			
189	RES/013	Staff aged under 25 as a percentage of post count	5.59	As at Dec 2014	5.63	NA	5.45	NA			
190	RES/014	Staff aged over 50 as a percentage of post count	38.42	As at Dec 2014	38.16	NA	37.79	NA			
191	RES/LPI /011a	Women in the top five percent of earners	52.32	As at Dec 2014	52.30	NA	52.11	NA			
192	RES/LPI /011bi	Black and minority ethnic (BME) as a percentage of post count	1.5	As at Dec 2014	1.53	NA	1.40	NA			
193	RES/LPI /011ci	Staff with disability as a percentage of post count	2.73	As at Dec 2014	2.75	NA	2.90	NA			
194	REDPI 79	Number of tenants of the seven main housing providers seen through the triage process	Not reported	Oct - Dec 2014	506	NA	557	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
195	REDPI 79a	Percentage of triaged tenants of the seven main housing providers who were given employability advice	Not reported	Oct - Dec 2014	33	NA	38	NA			
196	REDPI 79b	Percentage of triaged tenants of the seven main housing providers who were given debt advice	Not reported	Oct - Dec 2014	33	NA	48	NA			
197	REDPI 79c	Percentage of triaged tenants of the seven main housing providers who were given income advice	Not reported	Oct - Dec 2014	65	NA	57	NA			
198	REDPI 79d	Percentage of triaged tenants of the seven main housing providers that have been rehoused	Not reported	Oct - Dec 2014	Not reported	NA	5.0	NA			
199	RES028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	934,274	Apr - Dec 2014	813,326	NA	353,417	NA			
200	RES029	Discretionary Housing Payments - value (£) for customers affected by local housing allowance reforms	115,379	Apr - Dec 2014	84,430	NA	69,433	NA			
201	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	23.3	As at May 2014	23.6	AMBER	24.4	GREEN	17.6	24*	As at May 2014

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
202	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better for Children and Young People)	22.7	2012	23.0	GREEN	23.0	GREEN	18.9	23.4*	2012
203	RES/034	Staff - total headcount (including schools)	18,039	As at Dec 2014	17,453	NA	17,577	NA			
204	RES/035	Staff - total full time equivalent (FTE) (including schools)	14,110	As at Dec 2014	14,076	NA	14,211	NA			
205	RES/052	Percentage of posts with no absence (excluding schools)	46.66	Jan - Dec 2014	46.58	GREEN	Data not available	NA [9]			
206	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	4.73	Jan - Dec 2014	4.73	AMBER	4.75	GREEN			
207	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE)	11	Oct - Dec 2014	18	N/A	21	NA			

[1] [Due to changes to the definition data is not comparable](#)

[3] [Data cumulative year on year so comparisons are not applicable](#)

[4] [Indicator description amended to accurately reflect how performance is measured](#)

[5] [Annual target](#)

[6] [Not comparable due to seasonal variations](#)

[7] [Data is cumulative and based on 9 months period so comparisons are not applicable](#)

[8] [Due to changes in the local police confidence survey the data are not comparable](#)

[9] [Frequency changed and past data not available](#)

Appendix 4: Volume Measures

Chart 1 – Planning applications (12 month rolling total)

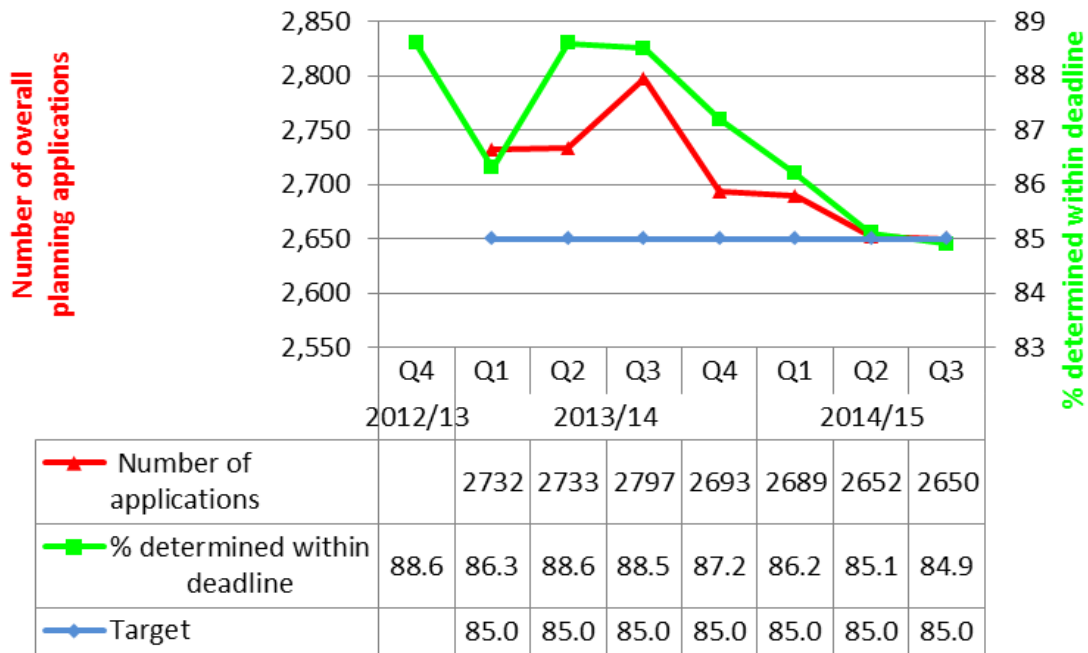


Chart 2 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)

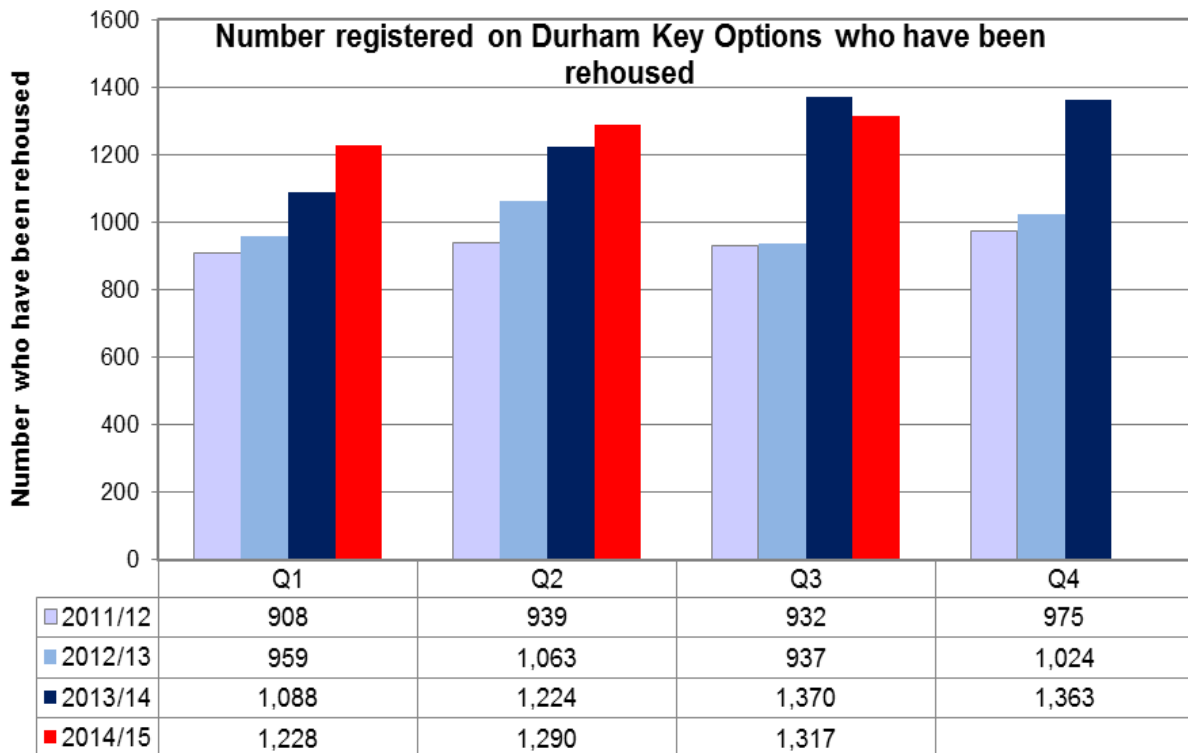
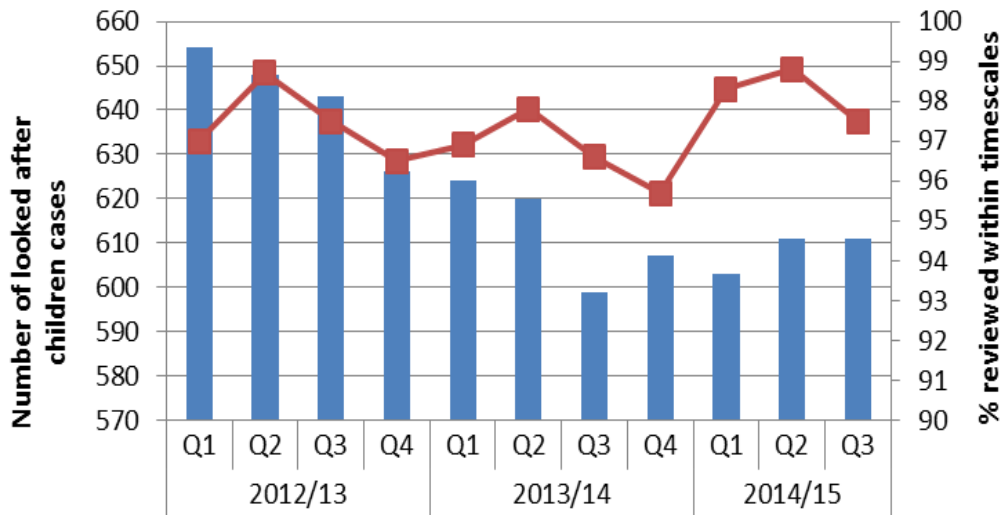
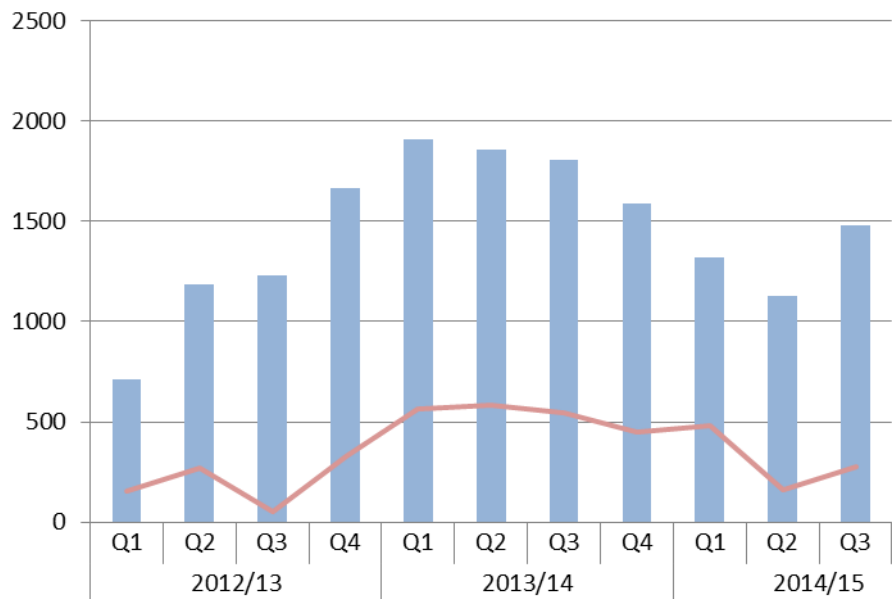


Chart 3 - Number of looked after children cases



■ Number of looked after children cases	654	648	643	626	624	620	599	607	603	611	611
■ % reviewed within timescales	97.0	98.7	97.5	96.5	96.9	97.8	96.6	95.7	98.3	98.8	97.5

Chart 4 - Children in need referrals within 12 months of previous referral



■ Number of children in need referrals (quarterly)	710	1187	1232	1663	1911	1855	1807	1,590	1318	1130	1481
■ Number of Children in Need (CIN) referrals occurring within 12 months of previous referral (quarterly)	155	269	55	326	567	585	543	450	482	161	279

Chart 5 - Percentage of successful completions of those in alcohol treatment¹

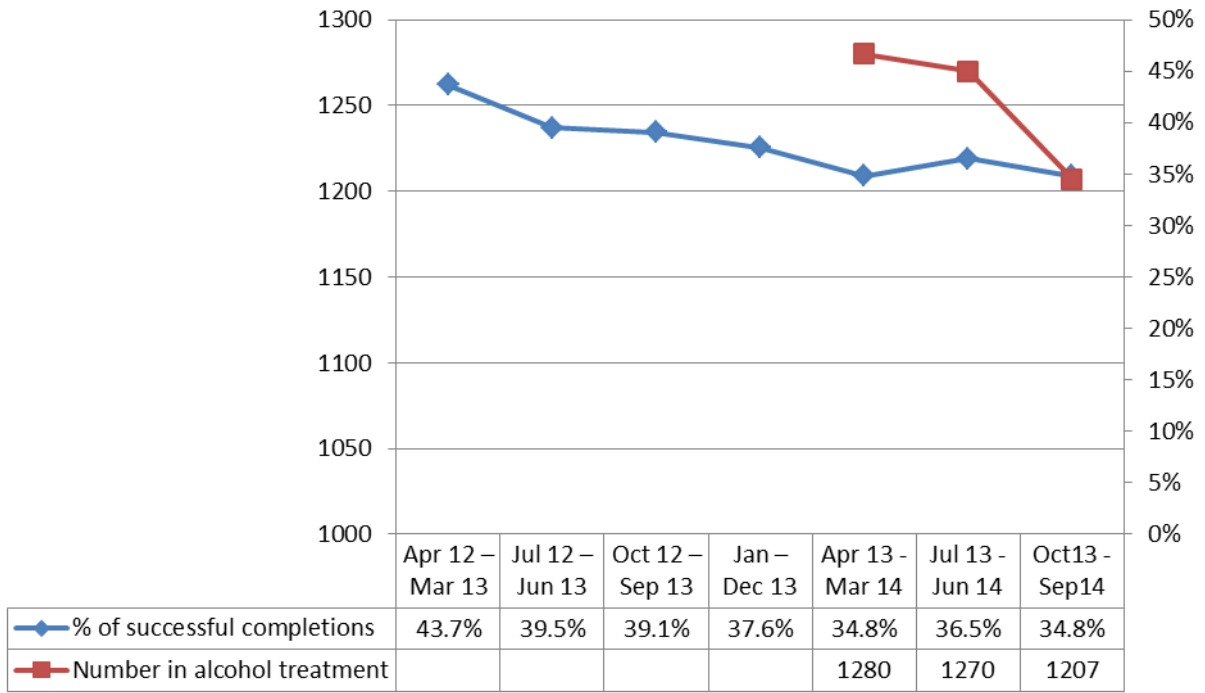
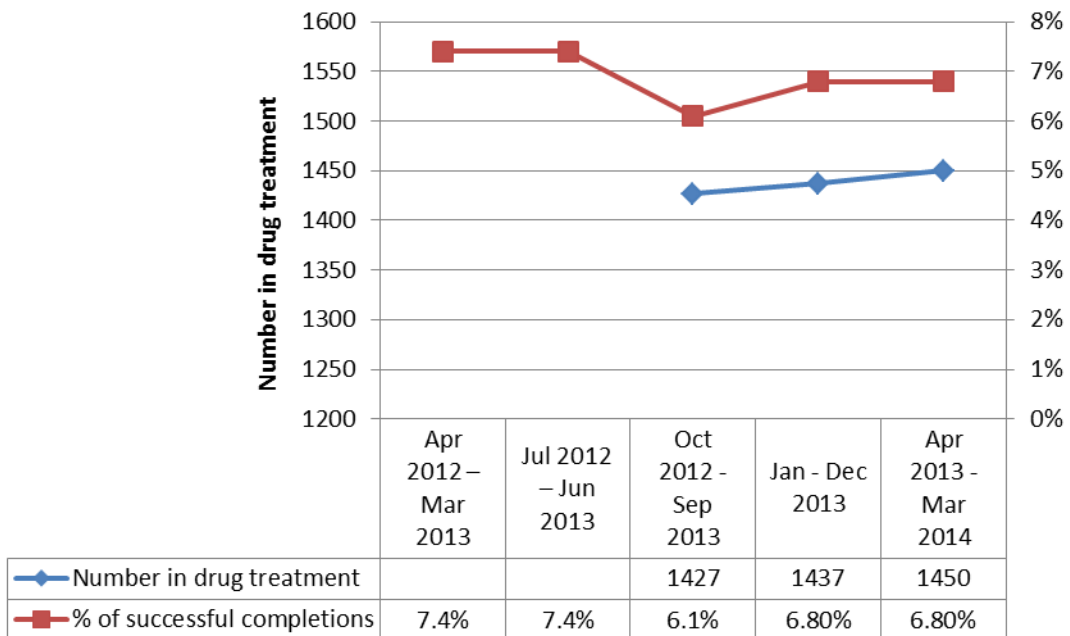


Chart 6 - Percentage of successful completions of those in drug treatment – opiates¹



¹ Numbers in treatment are no longer comparable to last year due to changes in methodology and reporting

Chart 7 - Percentage of successful completions of those in drug treatment – non-opiates¹

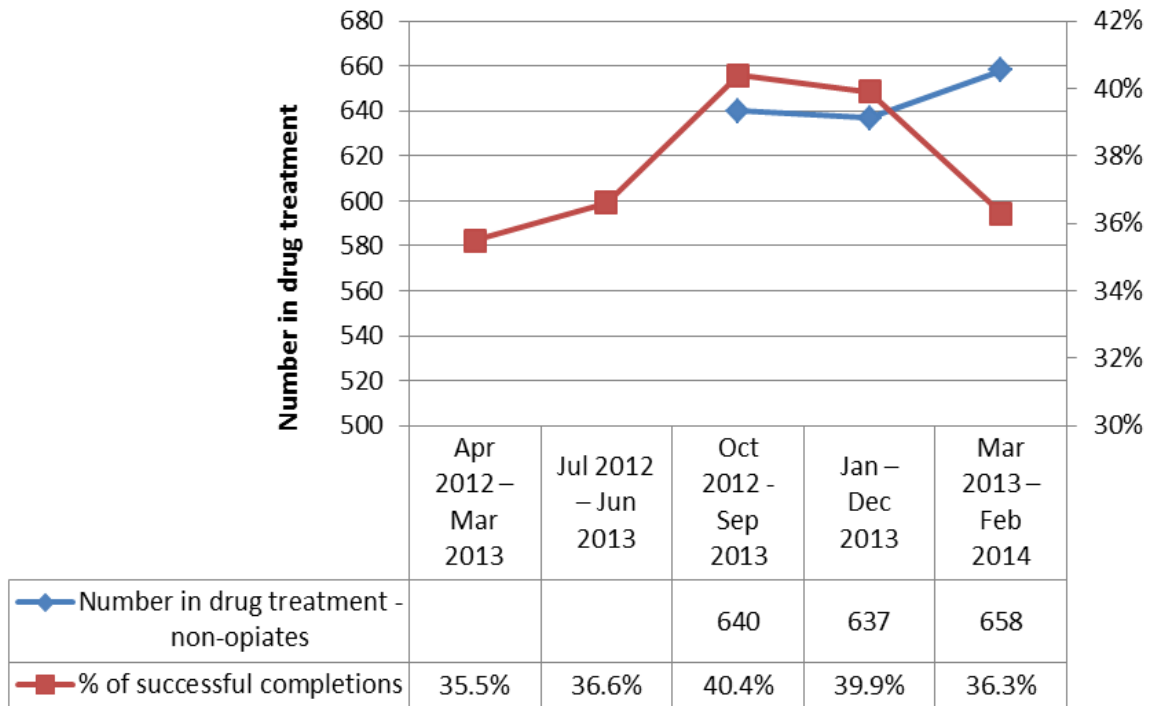


Chart 8 – Fly-tipping incidents

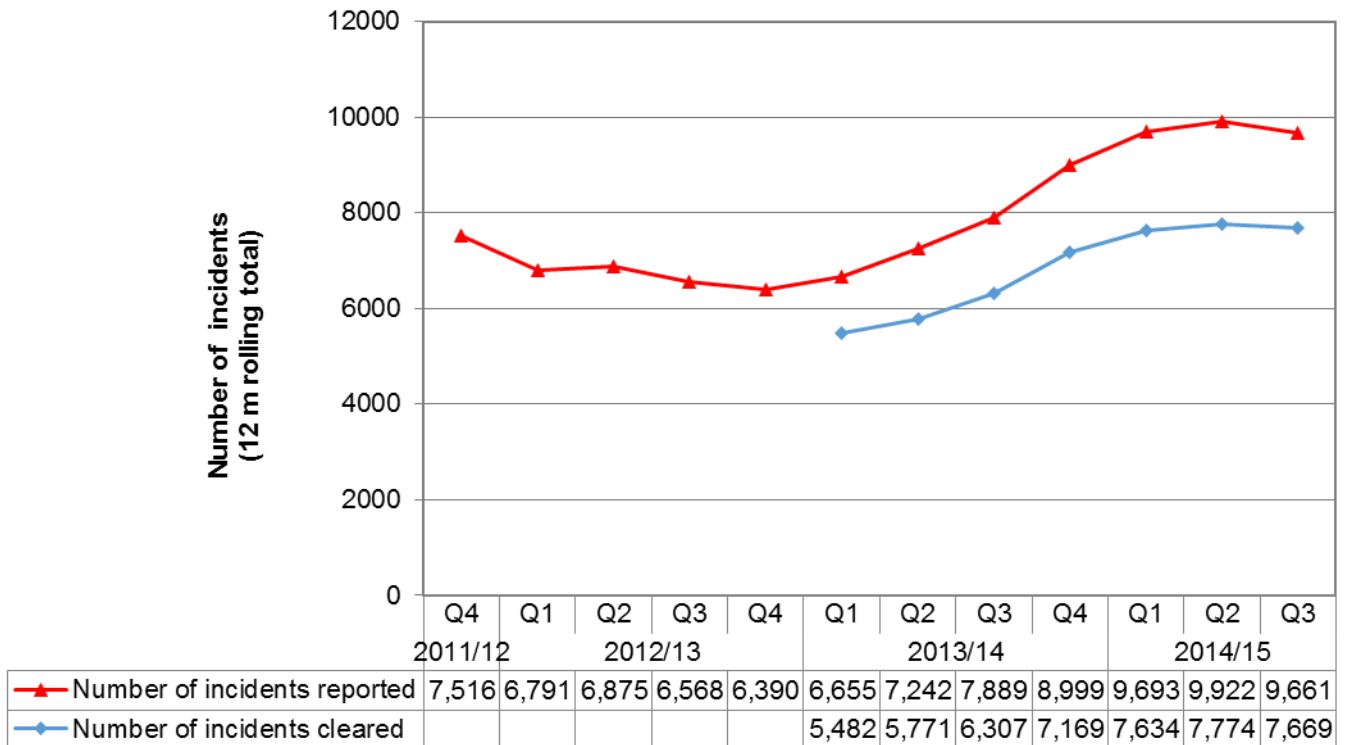
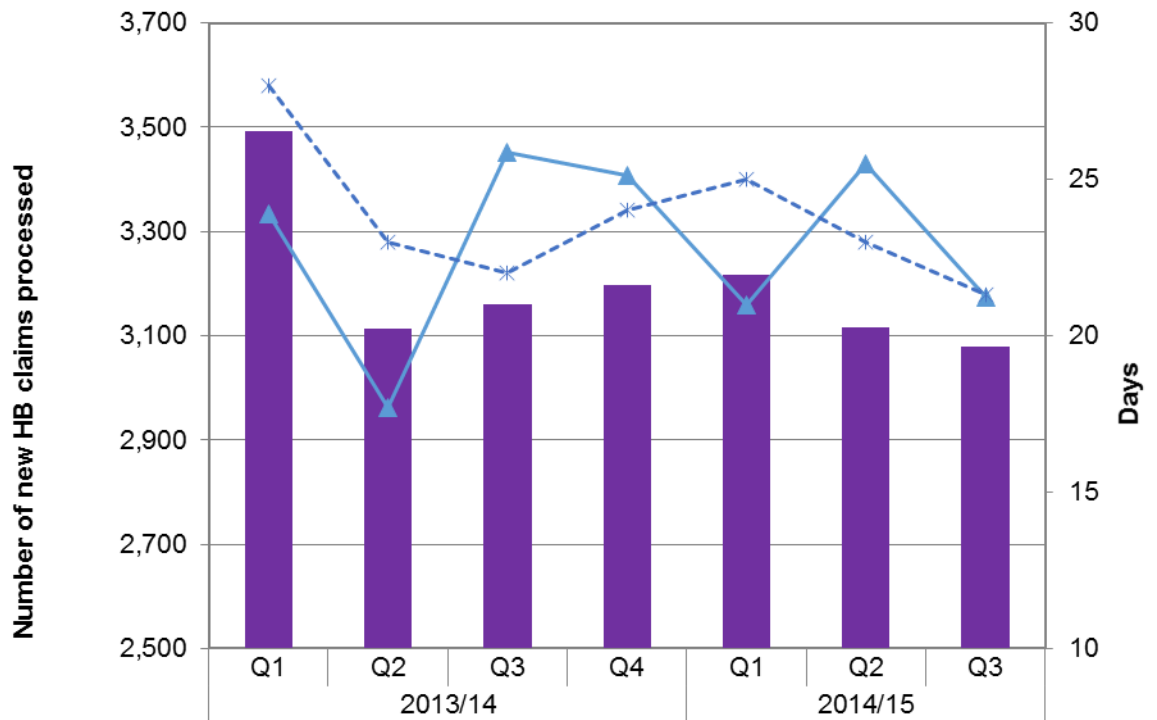
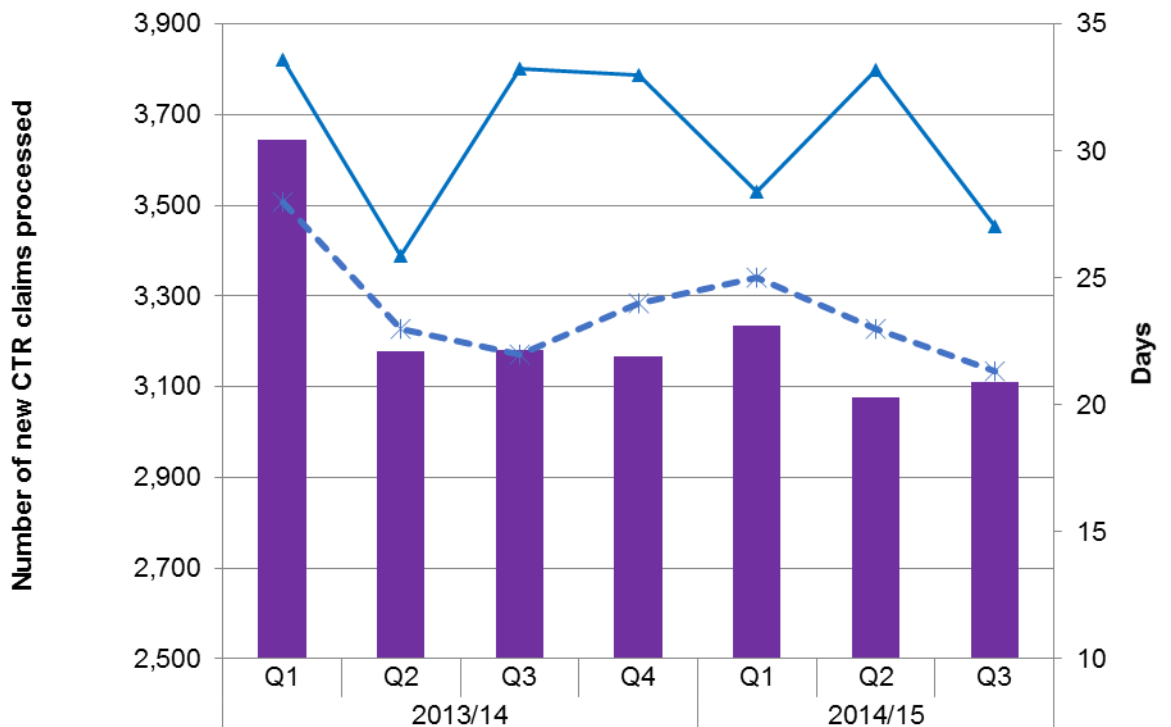


Chart 9 – Housing Benefits – new claims



Average days taken to process claims	26.53	20.23	21.02	21.62	21.93	20.28	19.64
Number of claims processed	3,334	2,962	3,453	3,407	3,160	3,429	3,174
Target (days)	28.00	23.00	22.00	24.00	25.00	23.00	21.33

Chart 10 – Council Tax Reduction – new claims



Average days taken to process claims	30.46	22.11	22.18	21.93	23.10	20.31	20.90
Number of claims processed	3,822	3,389	3,801	3,787	3,531	3,798	3,453
Target (days)	28.00	23.00	22.00	24.00	25.00	23.00	21.33

Chart 11 – Housing Benefits – changes of circumstances

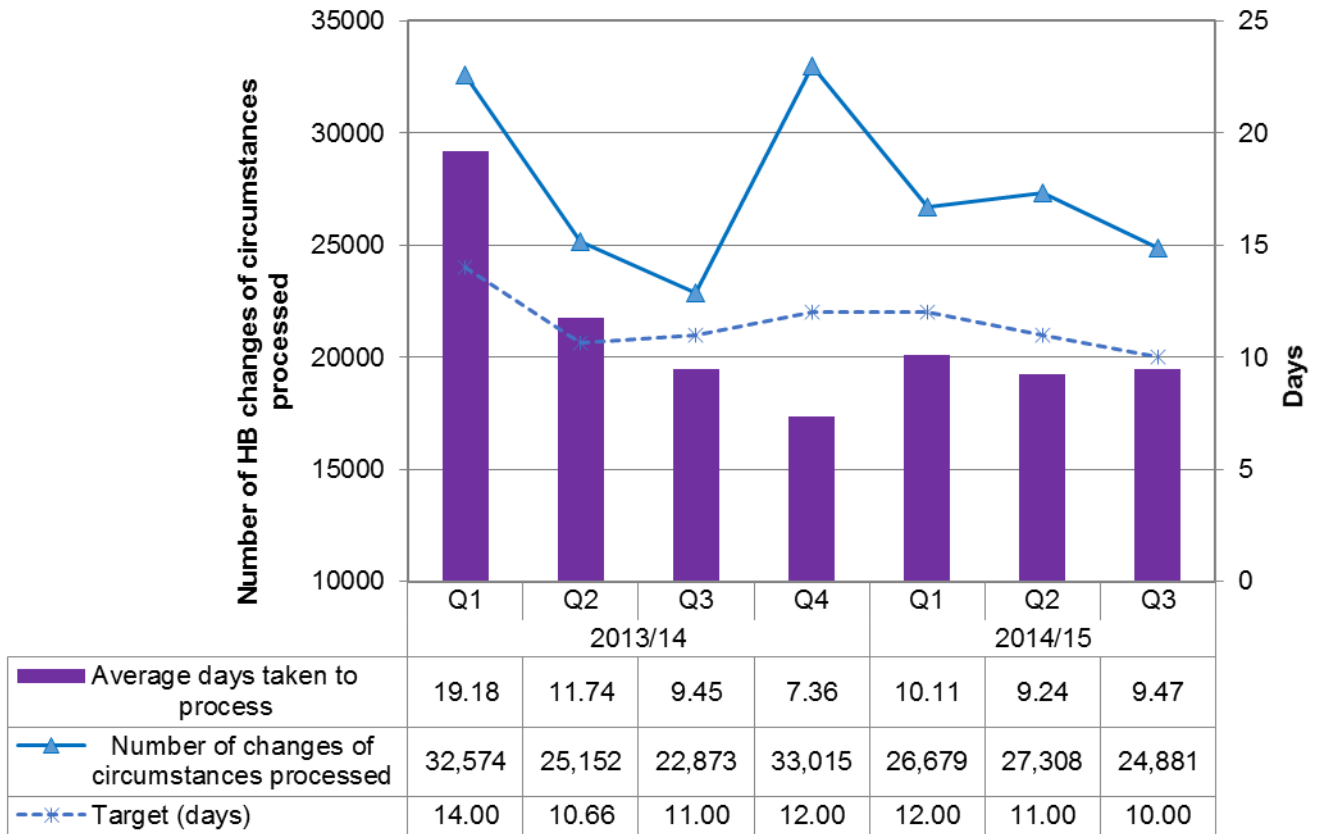


Chart 12 – Council Tax Reduction – changes of circumstances

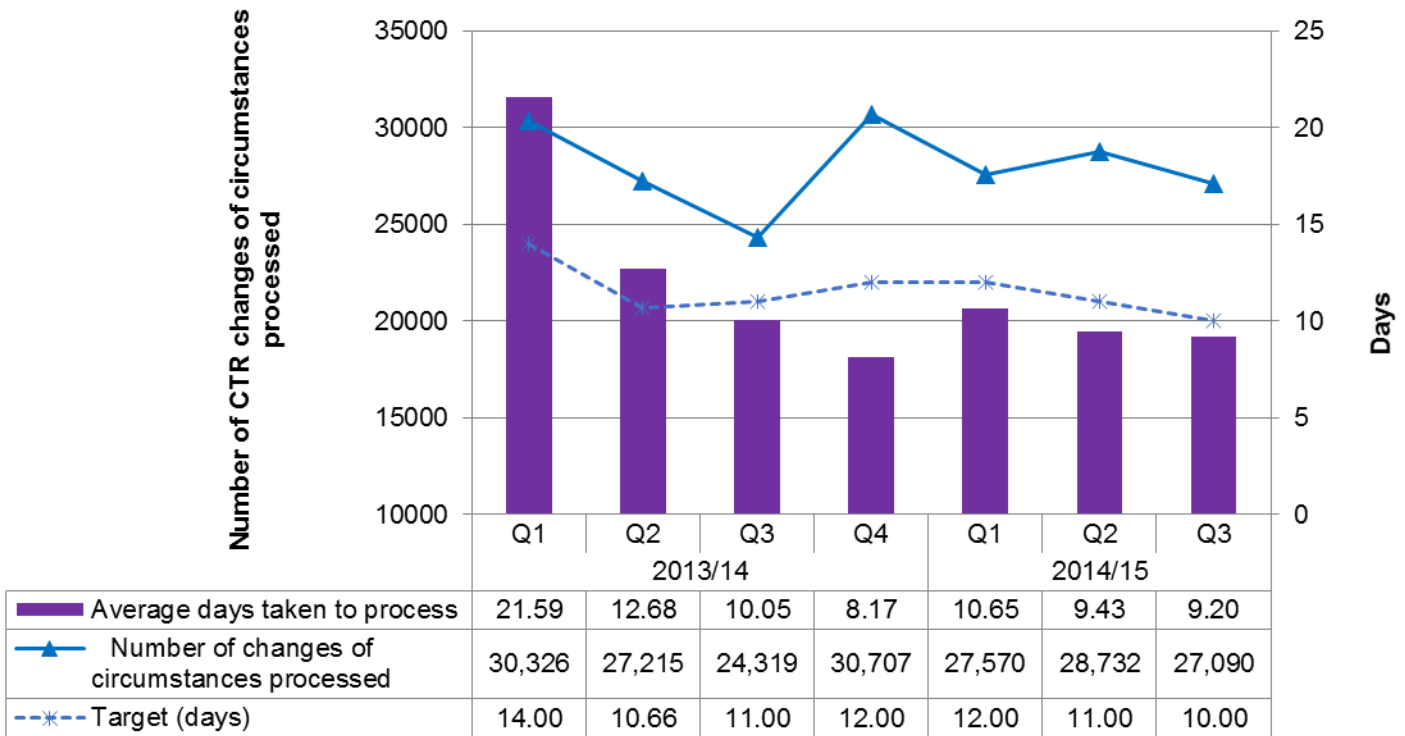


Chart 13 - Telephone calls

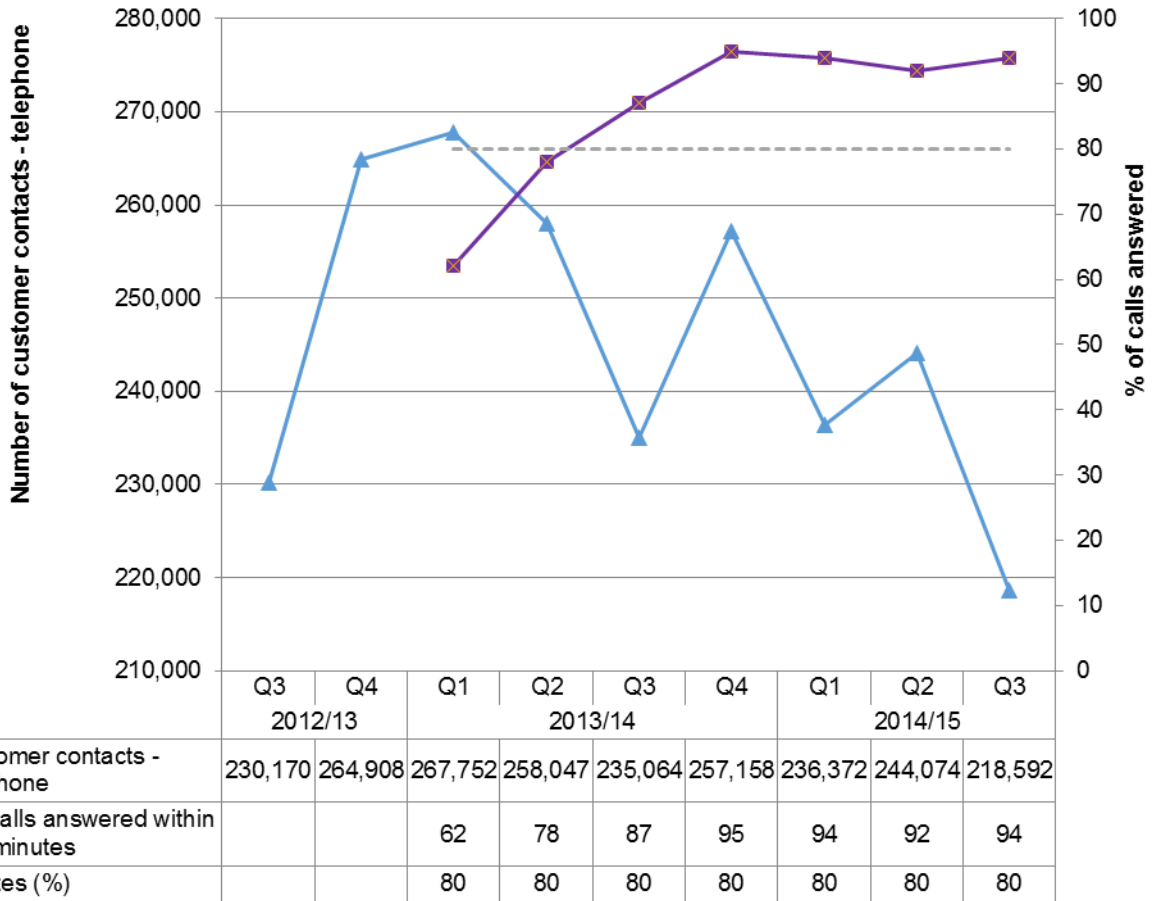


Chart 14 – Face to face contacts

