

**29 September 2015**



**Quarter One 2015/16  
Performance Management Report**

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

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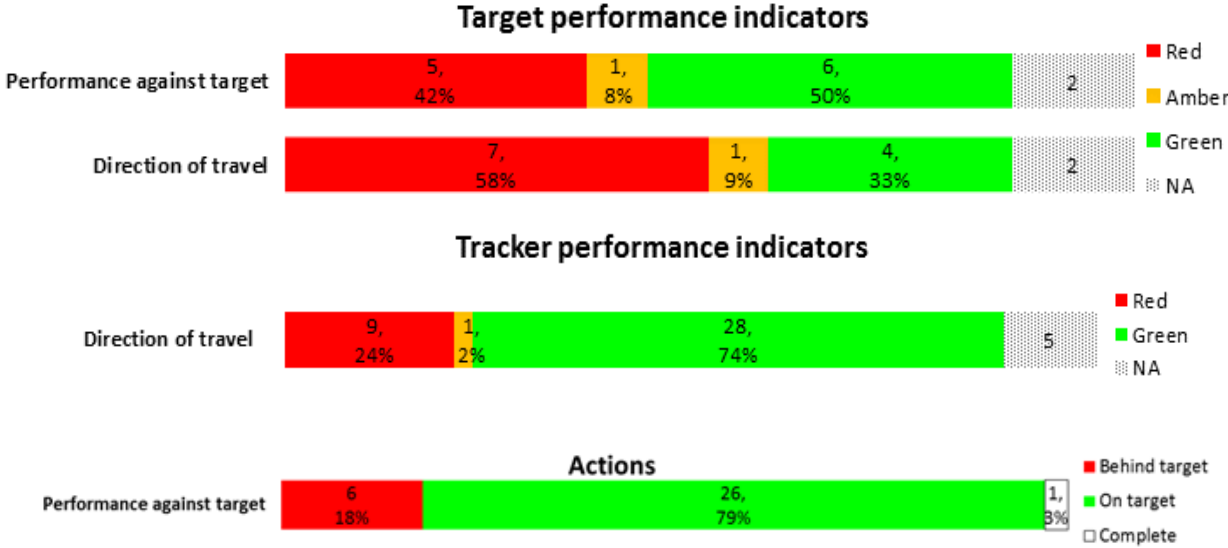
**Purpose of the Report**

1. To present progress against the council's corporate basket of performance indicators (PIs), Council Plan and service plan actions and report other performance issues for the first quarter of the 2015/16 financial year, covering the period April to June 2015.

**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 set of performance indicators are presented in Appendix 4.
4. The corporate performance indicator guide has been updated to provide full details of indicator definitions and data sources for the 2015/16 corporate indicator set. This is available to view either internally from the intranet (at Councillors useful links) or can be requested from the Corporate Planning and Performance Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk).

# Altogether Wealthier: Overview



## Council Performance

5. Key achievements this quarter include:
  - a. The empty homes programme, which provides financial assistance to owners to bring long-term empty properties back into use, gained momentum through the last year. This has resulted in a high number of returns this quarter with 65 properties returned to use, through a number of interventions such as grants, loans, engagement, encouragement and working with registered providers. Performance was better than the target of 30 and the same period last year, when 19 properties were improved.
  - b. During 2014/15 there were 357 apprenticeship starts through Durham County Council funded schemes, nearly double the target of 180 and exceeding the previous year's performance (290). At the end of the year all European Social Fund monies had been exhausted, however contributions to the 2015/16 apprenticeship programme have been identified from Area Action Partnerships (AAPs). Bishop Auckland and Shildon AAP and 3 Towns AAP are funding a post to deliver an employability mentoring programme in 2015/16. The mentoring approach, along with other direct employability support programmes, has been incorporated into the enhanced employability solutions project. A second Youth Employment Advisor has been appointed as part of the youth employment programme, providing more extensive coverage across County Durham job centres.

At 30 June, 393 local authority funded apprenticeships had been sustained for at least 15 months (45.6% of apprenticeships), a trend which is expected to continue due to the large number of apprentices starting during 2014/15.

An element of a key Council Plan action is the delivery of apprenticeship initiatives. The Skills Support for the Unemployed Programme, which was funded by European Social Fund (ESF) to July 2015, is now complete. Through this programme, 63 people have been supported through bespoke pre-employment training programmes, 14 of whom have moved into employment.

Wage subsidy is now classed as eligible under the ESF programme therefore officers are looking to develop a broader programme of wage subsidy over the lifetime of the Youth Employment Initiative (YEI) programme for County Durham.

- c. The occupancy of Business Durham premises continues to rise and currently stands at 83% against a target of 79%. This shows improvement from 79% last quarter and 76.1% for the comparable period last year. The increase is reflective of a strong growth in lettings at NETPark and on industrial units, while the office accommodation market remains difficult. Business Durham premises generated £736,379 of income during quarter one. This is below the £770,000 target however some income is due to be credited in July. Occupancy of properties from Durham County Council's retail, commercial and investment portfolio remains static with 82% of properties let, above the 80% target.
- d. The percentage of overall planning applications determined in deadline is now in line with the target of 87%. Performance has improved from 79.1% last quarter. The number of overall planning applications received fell from 691 last quarter to 656 this quarter and is at the lowest level for the past two years (Appendix 4, chart 1). Due to the timescales involved for determining applications within deadline, any increase or decrease in the number of applications received has an impact on the following quarter's performance. In addition, some planning applications are more complex and therefore take longer to resolve. 64.7% of major planning applications were determined within deadline, which remains below target (75%), performance for last quarter (68%) and the same period last year (87.5%). This is as expected due to the uncertainty of the County Durham Plan. This quarter 35 major planning applications were received, compared to 30 last quarter.
- e. Tracker indicators show:
  - i. The number of people claiming Job Seeker Allowance (JSA) has decreased from 9,385 at quarter one 2014/15 to 7,061 this quarter. Of the 7,061 people, there were 1,890 claimants aged 18 to 24 years (26.8% of all JSA claimants). The number of youth claimants has fallen from 2,190 last quarter and 2,580 for the corresponding period last year.
  - ii. The number of JSA claimants who have claimed for 12 months or more continues to fall, decreasing from 2,125 (27.8% of all JSA claimants) in the last quarter to 1,920 (27.2%) this quarter. The proportion of long term claimants has fallen 24% from the corresponding period in 2014/15 (3,365 claimants). The County Durham rate is higher than the national rate of 24%, but lower than the North East (30.2%) and nearest statistical neighbour rates (31.2%).

The roll out of Universal Credit has led to the Office for National Statistics/Department of Work and Pensions (ONS/DWP) changing their headline claimant count measure. Previously the claimant count reflected solely the number of people claiming JSA. However as the Universal Credit rollout progresses and more people claim under the new system JSA becomes an underestimate of the true claimant count.

ONS/DWP have concluded that the number of out of work people claiming Universal Credit will in future be the best measure of unemployment and will use this definition for headline rates at national and regional levels. Local authority level data will remain as JSA only. Although the impact of this change is likely to be small to begin with there will be a gradual reduction in JSA numbers, which will hinder our ability to distinguish between Universal Credit rollout and underlying labour market trends. Caution should be taken when comparing local data to regional and national levels.

- iii. During this quarter 330 net homes were completed, an improvement from the previous quarter (243), although this is less than the same period last year (361). Of the 330 homes, 39% (130 homes) were in or near major settlements. This is higher than last quarter (35%) and the same period last year (35%). 20 new homes were completed in Durham City. This is an improvement on last quarter (19) and the same period last year (14).
  - iv. Homeless indicators show there were 36 acceptances of a statutory homelessness duty, an improvement from 39 last quarter and 62 for the same period last year. However the number of preventions fell from 326 last quarter to 276 this quarter. Due to changes to the definition, performance cannot be compared with the same period last year.
- f. Progress has been made with the following Council Plan and service plan actions:
- i. Good progress has been made with the delivery of Auckland Castle Trust projects. The council approved planning consent for the Eleven Arches site, together with the required licences for staging outdoor shows. Eleven Arches is seeking to produce a large scale, visually stunning open air night show, bringing to life the history of Britain through the eyes of the North East, with Auckland Castle as a backdrop. The licences are subject to a limit of ten for 2016/17 due to concerns regarding noise levels. A report to Cabinet in the autumn of this year will provide further detail on the delivery of the projects.
  - ii. Good progress has been made with the physical regeneration projects in Seaham, Peterlee and Consett. Initial consultation has been completed regarding improvements to Seaham and a funding application is being prepared. Stakeholders have been identified to assist with development of the projects in both Peterlee and Consett.
  - iii. The highway works to construct a new roundabout at Sunderland Bridge junction are now complete. The work was completed ahead of the Miner's Gala and the commencement of the works to Milburngate Bridge.
  - iv. The Private Landlord Accreditation Scheme, a voluntary scheme requiring private landlords to work in line with a code of practice, has been rolled out countywide with over 3,000 landlords being invited to join the scheme. The scheme has only recently been rolled out but interest has already been shown with 169 landlords joining the scheme.

- v. Further good progress has been made with the roll out of fast speed broadband through our Digital Durham programme.

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

- a. As a result of Business Durham activity, 164 potential jobs have been secured or created, through projects with existing businesses and working with tenants. However performance of this indicator continues to be below the quarterly target (600).
- b. This quarter 103 private sector properties have been improved through local authority intervention. This was below the target of 149 but higher than the same period last year, when 71 properties were improved. Additional properties have been identified for improvement and negotiations with landlords are progressing.
- c. Tracker indicators show:
  - i. Although the number of people in employment increased from 229,700 last quarter to 230,800 this quarter (April 2014 to March 2015), the employment rate (16 to 64 years) has fallen slightly from 68.7% to 68.5%, due to increases in both the working age population and people over 65 who are working. The County Durham rate is lower than the national (72.7%), regional (68.7%) and nearest statistical neighbour rates (70.9%), which all continue to improve. The employment rate however is better than at the same period last year when this was 66.2%.
  - ii. The proportion of the working age population currently not in work who want a job during the same period has deteriorated from 12.4% (40,600 people) in the previous quarter to 13% (43,200 people) this period. Performance is better than the corresponding period in 2013/14 (13.7%) however is worse than the England (10.1%), North East (12.4%) and nearest statistical neighbour rates (11.5%).
  - iii. During quarter one 1,217 applicants registered on Durham Key Options have been re-housed. This is a reduction from 1,345 in the previous quarter and 1,228 for the same period last year (see Appendix 4, chart 2). Performance is directly affected by the number of empty properties available. The decrease in lets demonstrates better sustainability amongst partners and less terminations. This is due to better matching of stock and increased financial support over the two years since welfare reform. 41% (558) of new applications met the criteria to be categorised as a reasonable preference group, which includes people with hardship, medical/welfare issues, overcrowding or who are statutory or non-statutory homeless.
  - iv. The amount that individuals have available for spending or saving (gross disposable income per head) increased from £14,151 in 2012 to £14,659 in 2013. This remains below the North East rate (£14,927) and significantly below the England rate (£17,842).

- d. The key Council Plan actions which have not achieved target in this theme include:
- i. The adoption of the County Durham Plan has been delayed further. Following advice and support from both Government and the Planning Inspectorate, the council requested an opportunity to explore its concerns regarding the inspector's interim report in the public domain. The inspector declined this opportunity. Having explored all options it was agreed to pursue this matter through the courts by way of a judicial review. This was lodged with the High Court on 15 May. Following a request from the Department of Communities and Local Government, Judge Linholm has granted a stay on proceedings in order for interested parties to try to come to a resolution.
  - ii. Obtaining planning consent for the Western Relief Road in Durham is a key proposal in the County Durham Plan and is therefore dependent on the above concerns with the County Durham Plan. This deadline has therefore been revised for March 2016 to August 2017.
  - iii. The delivery of traffic flow improvements in Durham City has been delayed from October 2016 until September 2017 as the funding awaited for the preparatory works for A1(M)/A690 junction improvement has been delayed until 2017.
  - iv. The redevelopment at St John's Square, Seaham has been delayed by a month but it is now largely complete on site with landscaping and lighting works to be completed by the end of September 2015.
  - v. The development of infrastructure at Merchant Park 2, Newton Aycliffe has been delayed from March 2017 to March 2018 following delays with the design and construction of the electricity supply, due to late receipt of information from the developer. Planning is likely to have consent in early 2016, with power works commencing in early 2016/17.
  - vi. The feasibility study into the vision and purpose of Bishop Auckland Town Hall and its links to Auckland Castle has been delayed from April 2015 until November 2015. A draft feasibility study on refurbishment of the building has been completed, but requires further work. A project group has been set up to determine a new programming vision.
7. There is one key risk in delivering the objectives of this theme. The future strategic direction of the council and the county will be adversely impacted if the County Durham Plan is not adopted. A judicial review of the decision has commenced.

### **Recommendations and Reasons**

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

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## **Appendix 1: Implications**

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

**Staffing** - Performance against a number of relevant corporate health Performance Indicators (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

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

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

### Performance Indicators:

#### Direction of travel

Latest reported data have improved from comparable period

**GREEN**

Latest reported data remain in line with comparable period

**AMBER**

Latest reported data have deteriorated from comparable period

**RED**

#### Performance against target

Performance better than target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

### Actions:

**WHITE**

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

**GREEN**

Action on track to be achieved by the deadline

**RED**

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

### Benchmarking:

**GREEN**

Performance better than other authorities based on latest benchmarking information available

**AMBER**

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

**RED**

Performance worse than other authorities based on latest benchmarking information available

### Nearest Neighbour Benchmarking:

The nearest neighbour model was developed by the Chartered Institute of Public Finance and Accountancy (CIPFA), one of the professional accountancy bodies in the UK. CIPFA has produced a list of 15 local authorities which Durham is statistically close to when you look at a number of characteristics. The 15 authorities that are in the nearest statistical neighbours group for Durham using the CIPFA model are: Barnsley, Wakefield, Doncaster, Rotherham, Wigan, Kirklees, St Helens, Calderdale, Dudley, Northumberland, Tameside, Sheffield, Gateshead, Stockton-on-Tees and Stoke-on-Trent.

We also use other neighbour groups to compare our performance. More detail of these can be requested from the Corporate Planning and Performance Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk).



## 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
<b>Altogether Wealthier</b>											
1	REDPI106	Percentage of properties let from Durham County Council's retail, commercial and investment portfolio	82.00	As at Jun 2015	80.00	GREEN	82.00	AMBER			
2	REDPI33	Percentage of Business Durham floor space that is occupied	83.00	As at Jun 2015	79.00	GREEN	76.10	GREEN			
3	REDPI76	Income generated from Business Durham owned business space (£)	736,379	Apr - Jun 2015	770,000	RED	746,000	RED			
4	REDPI64	Number of passenger journeys made on the Link2 service	7,583	Apr - Jun 2015	7,500	GREEN	8,257	RED			
5	REDPI75	Overall proportion of planning applications determined within deadline	86.7	Apr - Jun 2015	87.0	AMBER	89.7	RED			
6	REDPI10a	Number of affordable homes delivered	Not reported	Apr - Jun 2015	30	NA	37	NA			
7	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	103	Apr - Jun 2015	149	RED	71	GREEN			
8	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	65	Apr - Jun 2015	30	GREEN	19	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
9	REDPI62	Number of apprenticeships started through Durham County Council funded schemes	357	2014/15	180	GREEN	290	GREEN			
10	CASAW2	Overall success rate of adult skills funded provision (%)	87.0	2013/14 ac yr	86.0	GREEN	87.5	RED	84.6	83.6**	2013/14 ac yr
									GREEN	GREEN	
11	REDPI81	Percentage of timetabled bus services that are on time	83.0	Apr - Jun 2015	88.0	RED	90.0	RED			
12	REDPI41b	Percentage of major planning applications determined within 13 weeks	64.7	Apr - Jun 2015	75.0	RED	87.5	RED	72.0	80**	Jan - Mar 2015
13	REDPI92	Number of gross potential jobs created or safeguarded as a result of Business Durham activity	164	Apr - Jun 2015	600	RED	514	RED			
14	REDPI104	Number of businesses supported through business improvement grants	Reported Q4	NA	52	NA	New indicator	NA			

**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
<b>Altogether Wealthier</b>											
79	REDPI3	Number of net new homes completed in Durham City	20	Apr - Jun 2015	19	GREEN	14	GREEN			
80	REDPI22	Percentage of households within County Durham that can access Durham City market place by 8.30am, using public transport with a total journey time of one hour, including walking time	Not reported	As at Jun 2015	75.00	NA	74.00	NA			
81	REDPI38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	263,432	Apr - Jun 2015	255,039	GREEN	240,243	GREEN			
82	REDPI80	Percentage annual change in the traffic flow through Durham City	Not reported	Apr - Jun 2015	Not reported	AMBER	4.91	GREEN			
83	REDPI 100	Number of visitors to County Durham (million)	17.9	Jan - Dec 2013	17.8	GREEN	17.8	GREEN			
84	REDPI 101	Number of jobs supported by the visitor economy	10,899	Jan - Dec 2013	10,643	GREEN	10,643	GREEN			
85	REDPI 102	Amount (£m) generated by the visitor economy	728	Jan - Dec 2013	708	GREEN	708	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
86	REDPI 97a	Occupancy rates for retail units in Barnard Castle (%)	91	As at Mar 2015	89	GREEN	89	GREEN	90 GREEN		As at Jan 2015
87	REDPI 97b	Occupancy rates for retail units in Bishop Auckland (%)	80	As at Mar 2015	79	GREEN	79	GREEN	90 RED		As at Jan 2015
88	REDPI 97c	Occupancy rates for retail units in Chester-le-Street (%)	87	As at Mar 2015	84	GREEN	84	GREEN	90 RED		As at Jan 2015
89	REDPI 97d	Occupancy rates for retail units in Consett (%)	93	As at Mar 2015	94	RED	94	RED	90 GREEN		As at Jan 2015
90	REDPI 97e	Occupancy rates for retail units in Crook (%)	90	As at Mar 2015	92	RED	92	RED	90 GREEN		As at Jan 2015
91	REDPI 97f	Occupancy rates for retail units in Durham City (%)	91	As at Mar 2015	89	GREEN	89	GREEN	90 GREEN		As at Jan 2015
92	REDPI 97g	Occupancy rates for retail units in Newton Aycliffe (%)	67	As at Mar 2015	71	RED	71	RED	90 RED		As at Jan 2015
93	REDPI 97h	Occupancy rates for retail units in Peterlee (%)	86	As at Mar 2015	85	GREEN	85	GREEN	90 RED		As at Jan 2015
94	REDPI 97i	Occupancy rates for retail units Seaham (%)	94	As at Mar 2015	91	GREEN	91	GREEN	90 GREEN		As at Jan 2015
95	REDPI 97j	Occupancy rates for retail units in Shildon (%)	89	As at Mar 2015	89	AMBER	89	AMBER	90 RED		As at Jan 2015
96	REDPI 97k	Occupancy rates for retail units in Spennymoor (%)	88	As at Mar 2015	85	GREEN	85	GREEN	90 RED		As at Jan 2015
97	REDPI	Occupancy rates for	88	As at Mar	86	GREEN	86	GREEN	90		As at Jan

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	retail units in Stanley (%)		2015					RED		2015
98	REDPI72	Number of local passenger journeys on the bus network	5,832,051	Jan - Mar 2015	6,154,696	RED	6,250,137	RED			
99	REDPI 10b	Number of net homes completed	330	Apr - Jun 2015	243	GREEN	361	RED			
100	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	39.00	Apr - Jun 2015	35.00	GREEN	35.00	GREEN			
101	REDPI34	Total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused	1,217	Apr - Jun 2015	1,345	RED	1,228	RED			
102	REDPI 36d	Number of clients accessing the Housing Solutions Service	Not reported	NA	2,096	RED	2,496	RED			
103	REDPI 36c	Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty	36	Apr - Jun 2015	39	GREEN	62	GREEN			
104	REDPI	Number of clients who have accessed the Housing Solutions	276	Apr - Jun 2015	326	RED	New indicator	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
		Service and for whom homelessness has been prevented									
105	REDPI96a	Number of new applicants registered for housing with the Durham Key Options Scheme who meet the criteria for the Government's reasonable preference groups	558	Apr - Jun 2015	New indicator	NA	New indicator	NA			
106	REDPI40	Proportion of the working age population defined as in employment	68.5	Apr 2014 - Mar 2015	68.7	RED	66.2	GREEN	72.7 RED	68.7* RED	Apr 2014 - Mar 2015
107	REDPI73	Proportion of the working age population currently not in work who want a job	13.00	Apr 2014 - Mar 2015	12.36	RED	13.66	GREEN	10.07 RED	12.42* RED	Apr 2014 - Mar 2015
108	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	27.20	As at Jun 2015	27.81	GREEN	35.85	GREEN	24.00 RED	30.2* GREEN	As at Jun 2015
109	REDPI7a	Number of Jobseeker's Allowance (JSA) claimants aged 18 to 24	1,890	As at Jun 2015	2,190	GREEN	2,580	GREEN			
110	CASCYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) <b>(Also in Altogether Better for</b>	6.3	Apr - Jun 2015	6.7	GREEN	6.8	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
		<b>Children and Young People)</b>									
111	REDPI 105	Number of local authority funded apprenticeships sustained at 15 months	393	As at Jun 2015	314	GREEN	139	GREEN			
112	ACE018	People commencing a full-time first degree who were resident in County Durham the year before they started (per 1,000 population aged 18+)	18.0	2013/14 ac yr	17.3	GREEN	17.3	GREEN	24.5	19.7*	2013/14 ac yr
113	REDPI 103	Number of full time equivalent jobs created through business improvement grants	Reported Q4	NA	New indicator	NA	New indicator	NA			
114	REDPI87	Gross Value Added (GVA) per capita in County Durham (£)	12,875	2012	12,661	GREEN	12,661	GREEN	21,937	16,091*	2012
115	REDPI88	Per capita household disposable income (£)	14,659	2013	14,151	GREEN	14,151	GREEN	17,842	14,927*	2013
116	REDPI89	Number of registered businesses in County Durham	15,155	2014/15	14,785	GREEN	14,785	GREEN			
117	REDPI66	Number of businesses engaged with Business Durham	1,134	2014/15	581	GREEN	581	GREEN			
118	REDPI93	Number of business enquiries handled by Business Durham	1,202	2014/15	1,151	GREEN	1,151	GREEN			
119	REDPI 32a	Percentage of tourism businesses actively engaged with Visit County Durham	65	As at Mar 2015	81	RED	81	RED			

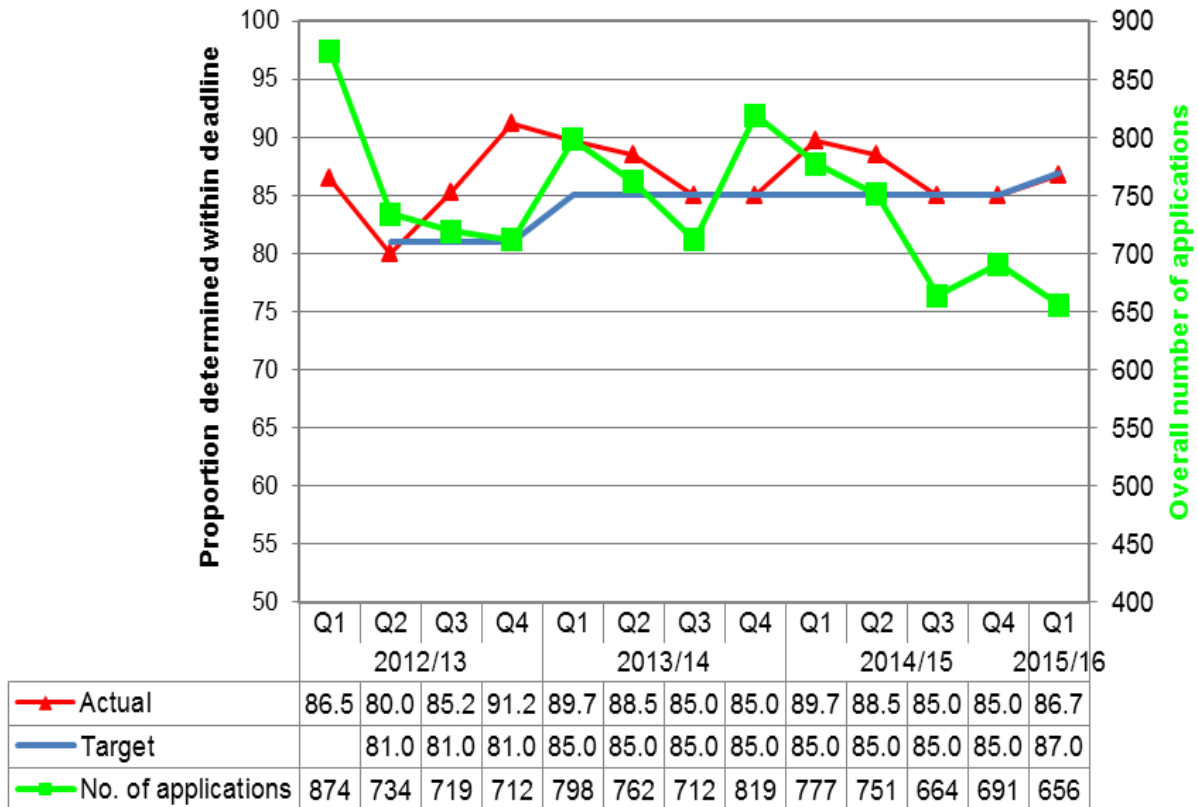
Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
120	REDPI90	Percentage change in the 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			
121	REDPI91	Number of unique visitors to the thisisdurham website	203,089 [1]	Apr - Jun 2015	244,331	RED	240,478	RED			

[1] [The new website went live in April and a dip in web traffic is inevitable until Google re-indexes the site](#)



## Appendix 4: Volume Measures

### Chart 1 – Overall planning applications



### Chart 2 – Durham Key Options - total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused

