

8 January 2016



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

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

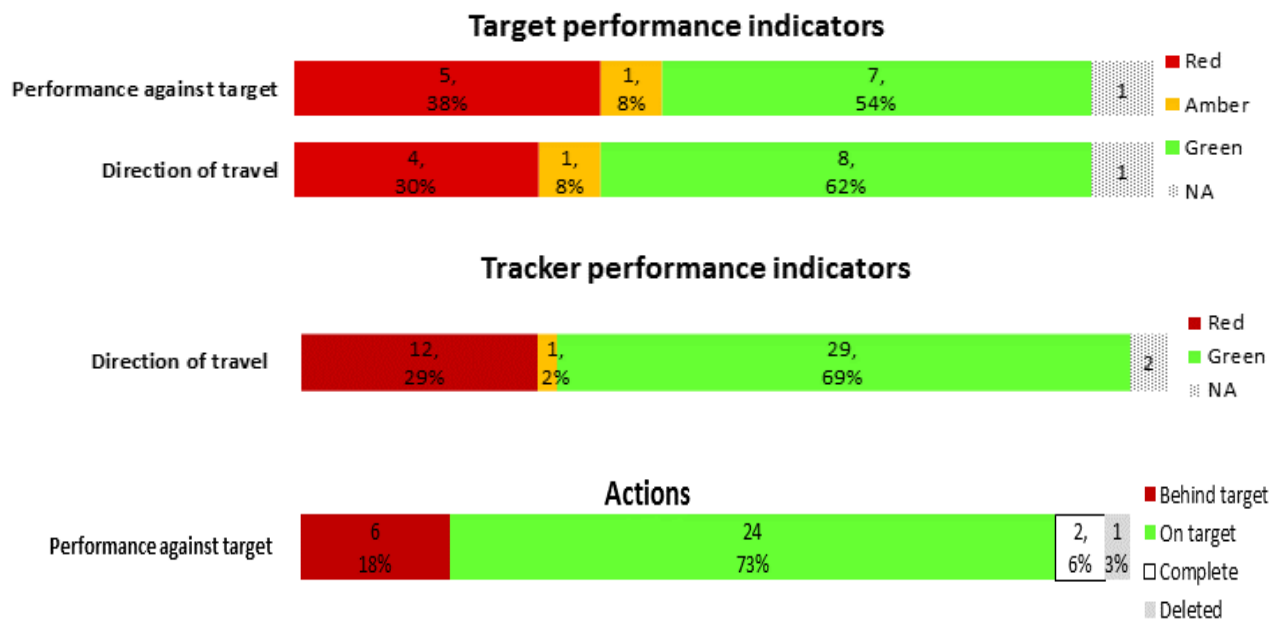
Purpose of the Report

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

Altogether Wealthier: Overview



Council Performance

5. Key achievements this quarter include:

- a. The number of affordable homes delivered increased from 50 in quarter one to 136 in quarter two, exceeding the quarterly target (40). Of these, 89 units were classed as older person's affordable units for rent and were delivered through the National Affordable Homes Programme. The remaining 47 units were delivered through section 106 agreements with developers. Since April, 186 units have been delivered equating to 74% of the annual target and exceeding performance for the same period last year (157). 17 of these units were carried forward from the 2014/15 programme.
- b. The empty homes programme, which provides financial assistance to owners to bring long-term empty properties back into use, continues to perform highly with an outturn of 56 this quarter against a target of 30. Between April and September a total of 121 long term empty properties have been brought back into use, achieving the annual target of 120 and exceeding performance for the same period last year (61). The Private Sector Improvement Team will continue to use interventions such as grants/loans, engagement, encouragement, and working with registered providers to bring additional properties back into use throughout the remainder of the year.
- c. The number of private sector properties improved through local authority intervention has increased from 103 in quarter one to 130 in quarter two however this did not meet the quarterly target of 149. Between April and September 233 properties were improved, which is higher than for the same period last year (151).
- d. Provisional data for the 2014/15 academic year indicate that the overall success rate of adult learning funded through the Skills Funding Agency was 92%, exceeding the target of 88%. This is an increase from 87% last year and is higher than the provisional national average of 87.6%.

e. Tracker indicators show:

- i. Housing development indicators have generally improved this quarter:
 - 302 net homes were completed, bringing the total for April to September to 632, which is higher than the same period last year (568).
 - 191 homes were completed in and near major settlements, which equates to 63% of total completions. This percentage is much higher than last quarter (39%) and follows a similar trend to last year when there was a significant rise from quarter one (35%) to quarter two (51%). There are a lot of ongoing sites in major towns in the south of the county and new sites in and around Durham City which are contributing to this figure.
 - There were 26 new housing completions in Durham City, which was 8.5% of the total completions in County Durham. This is slightly higher than last quarter (20) and significantly higher than quarter two 2014/15 (3). Completions in Durham City between April and September (46) have now exceeded the annual total for 2014/15 (40). A number of sites in the city with permissions are now being implemented.
- ii. Homelessness indicators have also improved this quarter with preventions increasing from 276 last quarter to 330. Performance also improved from the corresponding period last year (322). There were 32 acceptances of a statutory homelessness duty. This was an 11% decrease from quarter one (36) and a 37% decrease compared to the same period last year (51). This continuing downward trend has been seen since the Gateway service was implemented to provide specialist assessment, support and guidance to those who are homeless, threatened with homelessness or seeking housing options. Cases are dealt with at first point of contact and only the complex homeless cases are dealt with by the Homeless and Prevention Team, who have now more time to deal with these cases.
- iii. Tourism indicators have generally improved. Recently published data from a 2014 annual report on the economic impact of tourism has shown that compared to 2013:
 - The number of visitors to the county increased 1% from 17.9 million to 18.1 million, which is a positive result given the recent economic pressures.
 - The increase in visitors and staying visitors, who spend more per trip than day visitors, resulted in the amount generated by the visitor economy increasing from £728 million to £752 million.
 - There was a slight decrease in the number of jobs supported by the visitor economy from 10,899 to 10,803, indicating that the industry has maintained robustness through a difficult time.

Following issues with the launch of the new thisisdurham website and a dip in the number of unique visitors to the site at quarter one (203,089), there has been a steady increase to 255,826 in quarter two. Levels are comparable to the average quarterly figures for 2014/15.

- f. Progress has been made with the following Council Plan actions:
- i. Last quarter we reported that adoption of the County Durham Plan had been delayed further as we had challenged the interim report from the planning inspector. Following a decision by the courts, the inspector's interim report has been quashed and a new examination will be held under a new inspector. To enable this, the current plan has been withdrawn before submitting a refreshed version for public examination in early 2016.
 - ii. Phase one of the physical regeneration improvements to Consett Town Centre was completed ahead of schedule and phase two has commenced. A draft document has been produced to develop a design concept for Middle Street linking to heritage and art within the town centre.
 - iii. The Digital Durham programme is currently building fibre infrastructure across eight council areas. (Durham, Sunderland, Gateshead, Hartlepool, Darlington, Middlesbrough, Stockton and Redcar). A total of 336 fibre cabinets have been built by BT Openreach all over the programme area to provide premises with improved broadband speeds. These cabinets will provide improved broadband speeds to in excess of 70,000 premises most getting over 24 megabits per second (mbps) download speeds, i.e. superfast broadband.

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

- a. The numbers of both major and overall planning applications received have increased this quarter. The number of major planning applications (46) is at its highest since data was recorded in 2011/12 and overall planning applications at its highest (736) since quarter two 2014/15 (Appendix 4, charts 1 and 2). Some planning applications are more complex and therefore take longer to resolve and due to the timescales for determining applications (13 weeks for major planning applications), fluctuating numbers impact on subsequent quarter's performance.

The proportions of both major and overall planning applications determined within deadline declined this quarter and failed to achieve targets. 56.8% of major planning applications were determined within deadline this quarter, below the target of 75%. Performance is below last quarter (64.7%) and quarter two 2014/15 (72.4%) and for the first time since quarter three 2011/12 performance has fallen below 63%. Performance is also below the latest available benchmarking (April to June 2015) for England (74%) and the North East (85%). 84.2% of overall planning applications were determined within deadline, below the target of 87%. Performance was the same as at quarter two 2014/15 but declined from 86.7% last quarter.

Further in-house training will be provided and an in-depth analysis is to be carried out to highlight issues that can contribute to improving performance.

- b. The number of potential jobs secured or created as a result of Business Durham activity improved from 164 last quarter to 522 this quarter. Performance is at the highest level since introduction of this indicator in 2014/15 however has yet to achieve the quarterly target (600). These jobs have been created through working with tenants and projects with existing businesses. A project can take up to 18 months to be developed.
- c. Apprenticeship schemes are working well with local authority funded apprenticeships sustained for at least 15 months increasing from 393 in quarter one to 460 in quarter two. At 30 June 2015, 11.9% of 16 to 18 year olds were in an apprenticeship, more than in the same period last year (8.7%). County Durham has a higher proportion of 16 to 18 year olds undertaking an apprenticeship pathway than the England (6.6%), North East (10.2%) and nearest statistical neighbour (9%) averages. However, apprenticeship starts funded through the council have seen an 87% reduction from the same period last year, with only 10 starts between April and June, below the target of 50, due to a lack of ongoing funding. A bid for European funds to deliver a programme until July 2018 has been made, and was due to be considered by the regional European Social Fund committee in December 2015. The Employability Team are one of the named internal delivery partners for the programme which, if successful, will see additional staff and flexible resources including further wage subsidy funding being made available to support 16 to 24 year olds across County Durham. At this stage it is envisaged that if approved, the programme will commence in February 2016.
- d. Tracker indicators show:
 - i. Over the past year there have been significant improvements to the numbers of Job Seeker's Allowance (JSA) claimants (including long term and youth claimants). The employment rate has improved slightly, although not as much as the improvement seen nationally and the rate has declined from last quarter. Compared to last year:
 - JSA claimants aged 18 to 24 have improved by 27% from quarter two 2014/15 (2,720 claimants) to 1,985 this quarter, although numbers of claimants declined from last quarter (1,890), coinciding with the end of the school year. In County Durham 3.9% of 18 to 24 year olds were claiming JSA compared to 4.2% in the North East. The overall number of JSA claimants improved from 8,765 in quarter two 2014/15 to 7,115 however increased by 54 from last quarter.
 - JSA claimants who have claimed for longer than 12 months have fallen by over 1,000 from 2,910 (33.2% of all claimants) to 1,880 (26.4%). There has also been an improvement from last quarter (1,920 claimants or 27.2%), although this is the lowest percentage decrease since quarter one 2014/15. 0.6% of the working age population in County Durham is claiming JSA for longer than 12 months compared to 0.8% for the North East.

Since Universal Credit was introduced in County Durham in September there have only been a small number of claimants but in future this may impact on the number of JSA claimants.

- The employment rate improved 2.1% from 66.7% to 68.1% (229,100 people between July 2014 and June 2015). However despite the UK employment rate for June to August (73.6%) being at its highest since records began in July 1971, the County Durham rate fell again compared to last period when this was 68.5% (230,800 people). The County Durham rate remains worse than the England (73.3%), North East (68.9%) and nearest statistical neighbour (71.2%) averages, which all improved.
 - The proportion of people out of work who want a job, improved from 13.2% equating to 42,200 people (April 2014 to March 2015) to 12.9% equating to 42,300 people (July 2014 to June 2015). The County Durham figure however remains worse than the England (9.8%), North East (12.1%) and nearest statistical neighbour (11.2%) averages.
- ii. There has been a reduction in the number of applications registered on Durham Key Options leading to the household being successfully rehoused, which has fallen from 1,217 last quarter to 1,077 this quarter (see Appendix 4, chart 3). This is the second consecutive quarter that lets have decreased, mainly due to the availability of stock, as lets begin to return to pre-welfare reform levels,. At the end of September there were 10,137 households on the housing register able to bid. The number of new applicants meeting 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, increased from 558 (41%) to 742 (42%).
- e. The key Council Plan actions which have not achieved target in this theme include:
- i. Establishing planning consent for Aykley Heads has been delayed from May 2016 to June 2016. The design guide is in progress and desktop site investigation work is feeding into the options however further specific ground investigation work will be required prior to construction works.
 - ii. The timescale for construction of a new railway station at Horden on the Durham coast railway line has been revised from August 2017 to November 2017. Further work is required on the options appraisal with the outline planning application likely to be submitted in December 2016. The draft strategic case has been completed but is subject to final site selection. Consultation with local members has taken place and a wider consultation plan will be agreed once options are narrowed.

- iii. Supporting the development of a Heritage Lottery Fund application for funding to restore the historic quay in Seaham and improve public access to facilities has been delayed from October 2015 to January 2016, due to the time required to finalise the design.
 - iv. Implementation of the delivery plan for the Seaham Colliery site with the Homes and Communities Agency has been delayed from March 2016 following protracted negotiations leading to the appointment of the preferred developer. Planning approval is now scheduled for July 2016, with a start on site expected by January 2017.
 - v. Working with the land owner to agree a programme of works for Festival Walk at Spennymoor has been delayed from October 2015 to December 2015, as negotiations are still continuing with the agents for the administrators over the proposals for the site and revisions to the anticipated development scheme.
- f. An action has been deleted to restore the former boys' grammar school (Laurel Buildings) in Bishop Auckland back to economic use. A funding application was declined by the Heritage Lottery Fund (HLF) which means that we are unable to proceed. A meeting with HLF will be held to discuss further options.
7. A development relevant to this theme is that in October members of the North East Combined Authority and the Government signed an agreement to devolve significant powers, funding and responsibilities to the region. The move will represent a major change to the way in which decisions will be made in the future about transport, investment, funding, skills training, business support, housing and strategic planning. Subject to public consultation, the North East Combined Authority and a new mayor, elected for the first time in 2017, will take control of the new devolved powers.

The agreement is the first step which paves the way for opportunities for further devolved powers and responsibilities to the North East. Final agreement remains subject to the Government's spending review and the legislative process and is also conditional upon further public consultation and the agreement of the seven local councils which make up the combined authority.

8. There are no key risks which require any mitigating action in delivering the objectives of this theme.

Recommendations and Reasons

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

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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 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

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

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.

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	REDPI106	Percentage of properties let from Durham County Council's retail, commercial and investment portfolio	79.00	As at Sep 2015	80.00	AMBER	82.00	RED			
2	REDPI33	Percentage of Business Durham floor space that is occupied	84.12	As at Sep 2015	79.00	GREEN	77.38	GREEN			
3	REDPI76	Income generated from Business Durham owned business space (£)	835,000	Jul - Sep 2015	770,000	GREEN	811,000	GREEN			
4	REDPI64	Number of passenger journeys made on the Link2 service	8,141	Jul - Sep 2015	7,500	GREEN	8,574	RED			
5	REDPI75	Overall proportion of planning applications determined within deadline	84.2	Jul - Sep 2015	87.0	RED	84.2	AMBER			
6	REDPI10a	Number of affordable homes delivered	136	Jul - Sep 2016	40	GREEN	120	GREEN			
7	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	130	Jul - Sep 2015	149	RED	80	GREEN			
8	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	56	Jul - Sep 2015	30	GREEN	42	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	10	Apr - Jun 2015	50	RED	77	RED			
10	CASAW2	Overall success rate of adult skills funded provision	92.0	2014/15 ac yr (provisional)	88.0	GREEN	87.0	GREEN	87.6	83.6**	2014/15 ac yr (provisional)
11	REDPI81	Percentage of timetabled bus services that are on time	94.0	Jul - Sep 2015	88.0	GREEN	91.0	GREEN			
12	REDPI41b	Percentage of major planning applications determined within 13 weeks	56.8	Jul - Sep 2015	75.0	RED	72.4	RED	74.0	86**	Apr - Jun 2015
13	REDPI92	Number of gross potential jobs created or safeguarded as a result of Business Durham activity	522	Jul - Sep 2015	600	RED	346	GREEN			
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
Altogether Wealthier											
77	REDPI3	Number of net new homes completed in Durham City	26	Jul - Sep 2015	20	GREEN	3	GREEN			
78	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	74.50	As at Sep 2015	Not reported	NA [1]	76.75	RED			
79	REDPI38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	281,359	Jul - Sep 2015	263,432	GREEN	278,845	GREEN			
80	REDPI80	Percentage annual change in the traffic flow through Durham City	-13.43	Jul - Sep 2015	Not reported	NA [2]	5.44	RED			
81	REDPI 100	Number of visitors to County Durham (million)	18.1	Jan - Dec 2014	17.9	GREEN	17.9	GREEN			
82	REDPI 101	Number of jobs supported by the visitor economy	10,803	Jan - Dec 2014	10,899	RED	10,899	RED			
83	REDPI 102	Amount (£million) generated by the visitor economy	752	Jan - Dec 2014	728	GREEN	728	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
84	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
85	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
86	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
87	REDPI 97d	Occupancy rates for retail units in Consett (%)	93	As at Mar 2015	94	RED	94	RED	90 GREEN		As at Jan 2015
88	REDPI 97e	Occupancy rates for retail units in Crook (%)	90	As at Mar 2015	92	RED	92	RED	90 GREEN		As at Jan 2015
89	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
90	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
91	REDPI 97h	Occupancy rates for retail units in town centres (%) – Peterlee	86	As at Mar 2015	85	GREEN	85	GREEN	90 RED		As at Jan 2015
92	REDPI 97i	Occupancy rates for retail units in Seaham (%)	94	As at Mar 2015	91	GREEN	91	GREEN	90 GREEN		As at Jan 2015
93	REDPI 97j	Occupancy rates for retail units in Shildon (%)	89	As at Mar 2015	89	AMBER	89	AMBER	90 RED		As at Jan 2015
94	REDPI 97k	Occupancy rates for retail units in Spennymoor (%)	88	As at Mar 2015	85	GREEN	85	GREEN	90 RED		As at Jan 2015
95	REDPI 97l	Occupancy rates for retail units in Stanley (%)	88	As at Mar 2015	86	GREEN	86	GREEN	90 RED		As at Jan 2015

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
96	REDPI72	Number of local passenger journeys on the bus network	5,745,434	Apr - Jun 2015	5,832,051	RED	5,836,935	RED			
97	REDPI 10b	Number of net homes completed	302	Jul - Sep 2015	330	RED	207	GREEN			
98	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	63.00	Jul - Sep 2015	39.00	GREEN	51.00	GREEN			
99	REDPI34	Total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused	1,077	Jul - Sep 2015	1,217	RED	1,290	RED			
100	REDPI 36d	Number of clients accessing the Housing Solutions Service	Not reported [3]	NA	2,096	NA	2,496	RED			
101	REDPI 36c	Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty	32	Jul - Sep 2015	36	GREEN	51	GREEN			
102	REDPI 36a	Number of clients who have accessed the Housing Solutions Service and for whom homelessness has been prevented	330	Jul - Sep 2015	276	GREEN	322	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
103	REDPI 96a	Number of new applicants registered for housing with the Durham Key Options Scheme who meet the criteria for the Government's reasonable preference groups	742	Jul - Sep 2015	558	RED	New indicator	NA			
104	REDPI40	Proportion of the working age population defined as in employment	68.1	Jul 2014 - Jun 2015	68.5	RED	66.7	GREEN	73.3	68.9*	Jul 2014 - Jun 2015
105	REDPI73	Proportion of the working age population currently not in work who want a job	12.9	Jul 2014 - Jun 2015	13.2	GREEN	13.3	GREEN	9.8	12.08*	Jul 2014 - Jun 2015
106	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	26.40	As at Sep 2015	27.20	GREEN	33.20	GREEN	27.57	28.79*	As at Sep 2015
107	REDPI7a	Number of Jobseeker's Allowance (JSA) claimants aged 18 to 24	1,985	As at Sep 2015	1,890	RED	2,720	GREEN			
108	CASCYP 16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Better for Children and Young People)	7.7	Jul – Sep 2015	6.3	N/A [4]	14.2	GREEN			
109	CAS AW3	Percentage of 16 to 18 year olds in an	11.9	As at Jun 2015	11.5	GREEN	8.7	GREEN	6.6	10.2*	At at Jun 2015

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
		apprenticeship							GREEN	GREEN	
110	REDPI 105	Number of local authority funded apprenticeships sustained at 15 months	460	As at Sep 2015	393	GREEN	177	GREEN			
111	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
									RED	RED	
112	REDPI 103	Number of full time equivalent jobs created through business improvement grants	Reported Q4	NA	New indicator	NA	New indicator	NA			
113	REDPI87	Gross Value Added (GVA) per capita in County Durham (£)	12,875	2012	12,661	GREEN	12,661	GREEN	21,937	16091*	2012
									RED	RED	
114	REDPI88	Per capita household disposable income (£)	14,659	2013	14,151	GREEN	14,151	GREEN	17,842	14927*	2013
									RED	RED	
115	REDPI89	Number of registered businesses in County Durham	15,155	2014/15	14,785	GREEN	14,785	GREEN			
116	REDPI66	Number of businesses engaged with Business Durham	1,134	2014/15	581	GREEN	581	GREEN			
117	REDPI93	Number of business enquiries handled by Business Durham	1,202	2014/15	1,151	GREEN	1,151	GREEN			
118	REDPI 32a	Percentage of tourism businesses actively engaged with Visit County Durham [5]	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
119	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			
120	REDPI91	Number of unique visitors to the thisisdurham website [6]	255,826	Jul - Sep 2015	203,089	GREEN	272,960	RED			

[1] [Unable to calculate due to IT software issues](#)

[2] [2 traffic loop detectors were broken - repaired during Milburngate Bridge works](#)

[3] [Discussions are taking place over the indicator definition](#)

[4] [Data not comparable due to the high number of school leavers whose status is 'not known' which impacts significantly on this indicator](#)

[5] [Although the number of businesses engaged has not fallen, the number of businesses Visit County Durham can engage with has increased by approximately 250 compared to 2013/14, which has caused the percentage to drop](#)

[6] [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 – Major planning applications

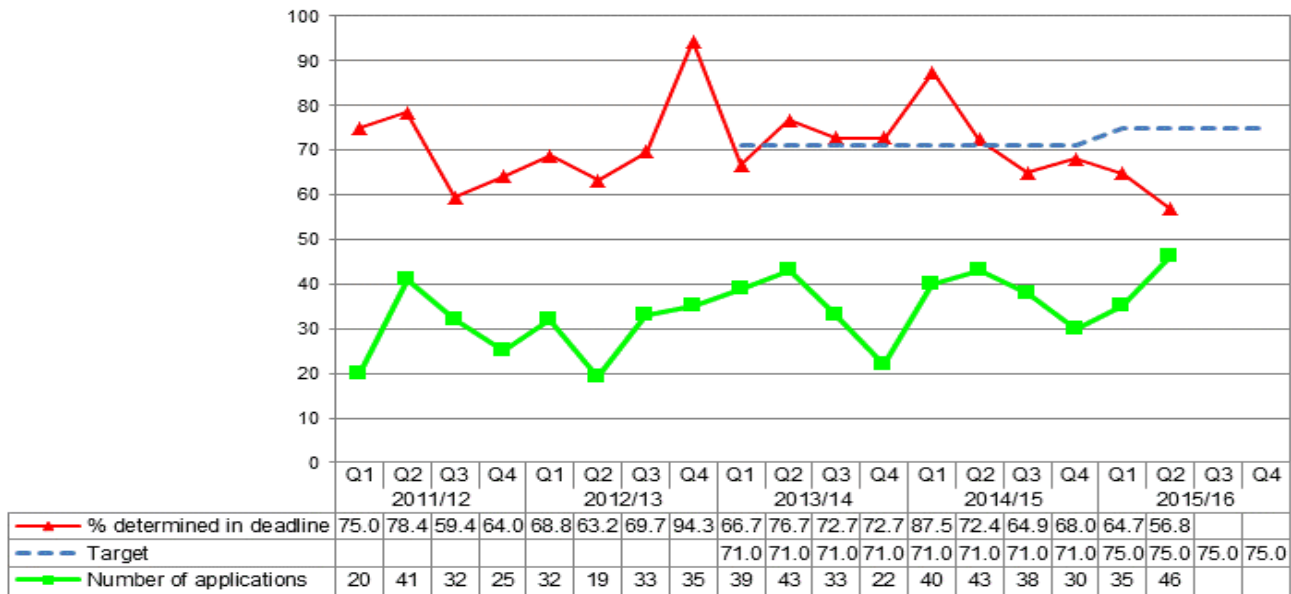


Chart 2 – Overall planning applications

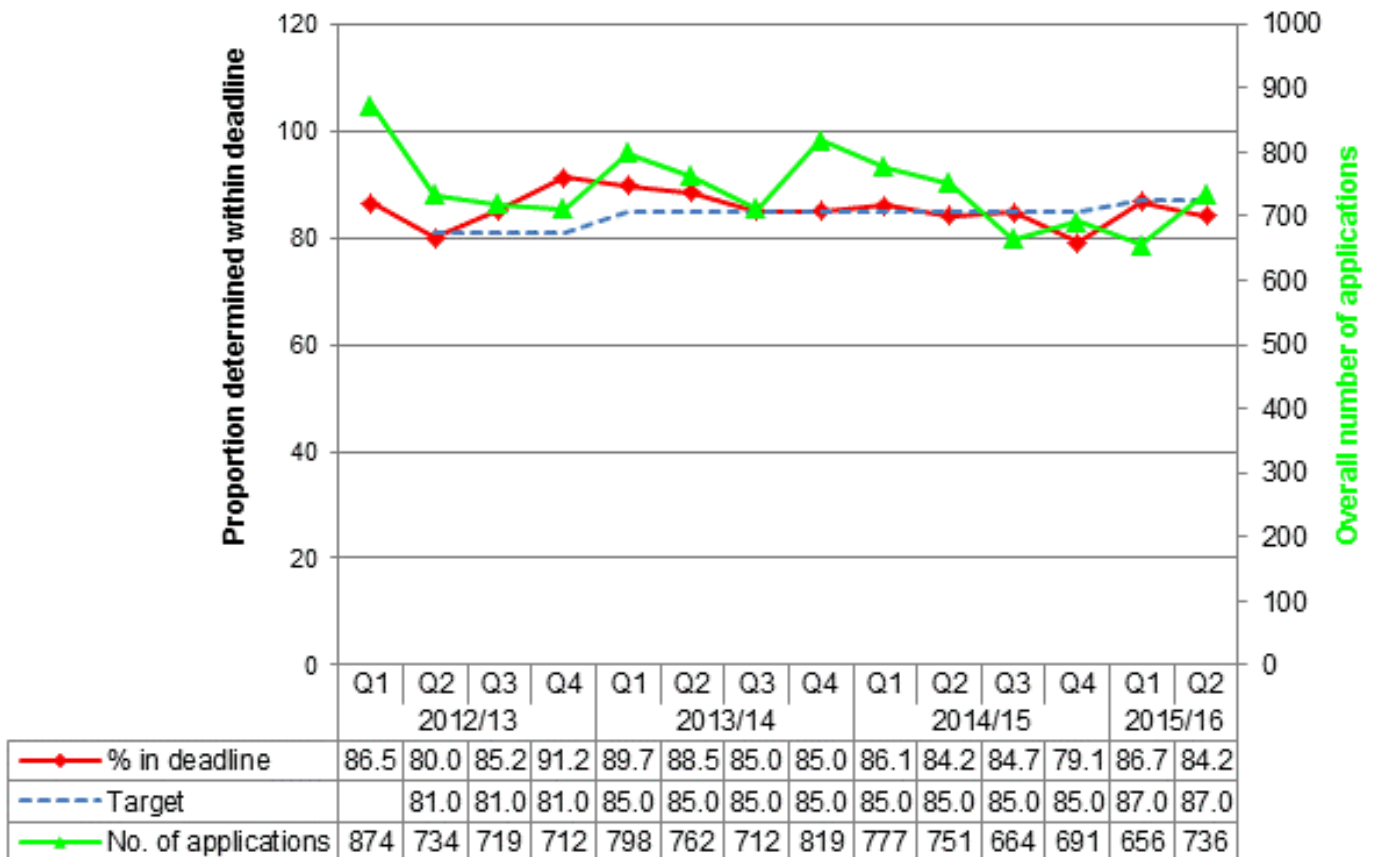


Chart 3 – Durham Key Options - total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused

