

**29 March 2016**



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

---

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

---

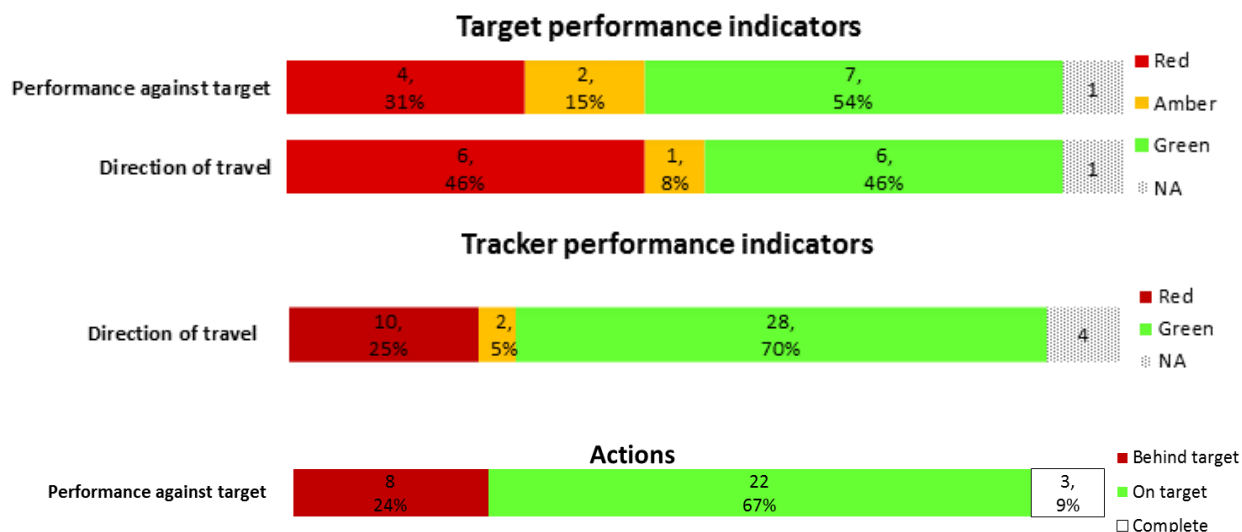
**Purpose of the Report**

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 third quarter of the 2015/16 financial year, covering the period October to December 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](mailto:performance@durham.gov.uk).

## Altogether Wealthier: Overview



## Council Performance

### 5. Key achievements this quarter include:

- a. There has been a significant improvement in planning applications determined within deadline. Major planning applications increased from 64.9% last quarter to 81.8% this quarter, exceeding the 75% target. Performance is now at the highest level since quarter one 2014/15 and is better than the latest national benchmarking (77% for July to September 2015). Overall planning applications determined within deadline have also improved, from 84.2% last quarter to 91.5% this quarter, exceeding the 87% target. Performance is at the highest level since this was recorded in 2012/13. The number of overall planning applications received fell from 736 in quarter two to 640 in quarter three (Appendix 4, chart 2) with major falling from 46 in quarter two to 33 in quarter three (Appendix 4, chart 1).
- b. This quarter 30 properties have been brought back into use through the empty homes programme. The number of homes brought back into use since April (151) exceeded the annual target (120) and is in line with the same period last year (144). Properties continue to be brought back into use through a number of means including negotiating with property owners, brokering contact with investors, providing financial assistance and working with registered providers. The provision of interest free loans has had a positive impact on the number of properties brought back into use.
- c. The occupancy of Business Durham premises continues to rise and currently stands at 85% against a target of 79%, with demand remaining strong for industrial properties in particular. This shows improvement from 79.3% for the comparable period last year. Business Durham premises generated £799,167 of income this quarter, exceeding the £770,000 target and bringing the total income for April to December 2015 to £2,370,546.
- d. Tracker indicators show:
  - i. Housing development has improved this quarter:

- 465 net homes were completed, which represented a significant increase from last quarter (302). Due to the large increase in commencements over the last two years, completion rates are now rising all over the county. Since April 1,097 homes have been completed, which is slightly higher than the annual total for 2014/15 (1,083).
  - 210 homes were completed in and near major settlements, equating to 44% of overall completions. This was an increase from 191 last quarter and 133 for quarter three 2014/15.
  - There has also been a significant increase in homes completed in Durham City, from four in quarter three 2014/15 to 35 this quarter. Between April and December 2015, 81 new homes were completed in Durham City.
  - 71 affordable homes were completed. Although this did not meet the quarterly target (80), in the first three quarters of 2015/16 there were 257 affordable homes completed, achieving the annual target (250) and exceeding performance for the same period last year (165).
- ii. The number of passenger journeys on the Durham City park and ride (319,493) increased by 14% compared to the same period last year (279,618). The Lumiere Festival which took place in November contributed to this increase. An additional 15,722 passenger journeys were recorded on the extra park and ride services provided for Lumiere from New College and Merryoaks. Traffic management for Lumiere was well organised, with an alternative site being set up when one flooded on the first day. Bus transportation ran smoothly and face to face information was available to passengers at the bus station and key interchange points. Visit County Durham's contact centre also provided support prior to and during the festival.
- iii. Visitors to the core attractions in County Durham (Beamish Museum, Bowes Museum, Raby Castle, Diggerland, Oriental Museum, Botanic Gardens, Palace Green Library and Killhope Lead Mining Museum) between April and September 2015 increased by 12.2% compared to the corresponding period last year. The increase appears to be as a result of the successful Yves Saint Laurent exhibition at Bowes Museum and Magna Carta exhibition at Palace Green Library, which had a significant impact on visitor numbers.
- e. Progress has been made with the following Council Plan actions:
- i. With regard to Durham City regeneration, work on Aykley Heads and North Road is moving on positively.
  - ii. In relation to the Newton Aycliffe Agnew Housing Scheme for rent and sale, the major works contract has been completed and signed and works commenced on site in January 2016.

6. The key performance improvement issues for this theme are:
- a. Between July and September (the most recent data), there were 36 apprenticeship starts funded through Durham County Council schemes, bringing the total since April to 46. There has been limited funding to deliver the programme during 2015/16, however, the service has been in discussions about securing additional funding for 2016. Due to the lead in time for engagement with businesses and recruitment it is anticipated that the annual target of 200 will not be achieved. It is hoped a significantly higher number of apprenticeships can be delivered during 2016/17. Local authority funded apprenticeships sustained for at least 15 months continue to improve, from 460 last quarter to 620 this quarter. The Youth Employment Programme continued to deliver support to a higher number of young people due to the expansion into the Seaham and Bishop Auckland areas. Interviews have been conducted for the additional staff required to expand the programme countywide, pending confirmation of European funding.
  - b. During this quarter, 211 jobs were created through projects with existing businesses, working with our tenants and two inward investments. This is considerably less than the quarterly target of 600. The year to date performance stands at 897 against a target of 1800. The targets set for 2015/16 are stretching and were based on evidence available at the time. For 2016/17, Business Durham will look to review the target, utilising better data which is now available. Business Durham is now taking a more proactive approach to inward investment.
  - c. This quarter 120 private sector properties were improved through local authority intervention. Although the quarterly target (149) was not achieved, more properties were improved between April and December (353) than for the corresponding period last year (279). An inspection programme was put in place due to the launch of the landlord accreditation scheme and it is transpiring that fewer properties are requiring informal action than anticipated. The annual target (599) is not therefore expected to be achieved.
  - d. Tracker indicators show:
    - i. The proportion of Job Seeker's Allowance (JSA) claimants who have claimed for 12 months or more has fallen from 31.5% for quarter three 2014/15 to 28.5% this quarter, with the actual number of long term claimants falling from 2,415 to 1,735. The number of claimants aged between 18 and 24 has also reduced from 2,245 to 1,350 (22% of all JSA claimants) this quarter. Since September, new claimants who would previously have claimed JSA and are single with no children or dependants, will be claiming Universal Credit.
    - ii. The number of people in employment (225,800) has fallen with the employment rate declining to 66.8% (October 2014 to September 2015). The employment rate is now worse than the corresponding period last year (68.1%) and the England (73.6%) and North East (69.2%) averages, which both improved.

- iii. 42,300 people who were out of work between October 2014 and September 2015 wanted a job. This equates to 12.9% of the working age population and is an improvement from the same period last year (13.1%) however remains worse than the England (9.6%) and North East (12%) averages.
  - iv. Homelessness indicators remained stable with confirmed low levels of homeless acceptances (35) although the number of clients accessing the Housing Solutions Service increased from 3,346 last quarter to 3,807 this quarter. Homelessness was prevented for 335 clients.
  - v. Recently released data shows that the gross value added (GVA) per capita, which is the amount of money generated by economic activity per head of population, for County Durham for 2013 (£15,165) is significantly less than the regional (£18,216) and national (£25,367) figures.
- e. The key Council Plan actions which have not achieved target in this theme include:
- i. Supporting the development of a Heritage Lottery application to secure funding to fully restore the historic quay in Seaham and improve public access to facilities has been delayed from January 2016 until April 2016. Public consultation needs to be completed before the bid is submitted as this forms part of the evidence towards the bid and this will be undertaken by March 2016.
  - ii. Working with the land owner to agree a programme of works for Festival Walk at Spennymoor has been delayed from December 2015 until April 2016 due to ongoing discussions with agents for the administrators.
  - iii. Restoration of the former Boys Grammar School in Bishop Auckland for economic use was deleted last quarter due to the funding application from the Heritage Lottery Fund (HLF) being declined. However the action has now been reinstated as the council is trying to identify alternative match funding opportunities. The original date of May 2018 has now been put back to December 2019 in order to allow time to do this.
  - iv. A feasibility study into the vision and purpose of Bishop Auckland Town Hall and its links to Auckland Castle has been delayed from November 2015 to March 2016. As part of the annual planning process, this action has been reviewed in line with priorities and resources.
  - v. Developing a £12 million EU funded programme of activity to deliver access to finance support targeted at County Durham businesses has been rescheduled from March 2016 to March 2017 as a revised programme of works is being developed.
- f. A service plan action to carry out road re-alignment at Villa Real, Consett will be delayed from July 2016 until January 2017. Works are currently suspended as further ground investigations are programmed. Works are scheduled to recommence in April 2016.

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

### **Recommendations and Reasons**

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

---

**Contact: Jenny Haworth, Head of Planning and Performance**  
**Tel: 03000 268 071 E-Mail: [jenny.haworth@durham.gov.uk](mailto:jenny.haworth@durham.gov.uk)**

---

---

## **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](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	79.00	As at Dec 2015	80.00	AMBER	82.00	RED			
2	REDPI33	Percentage of Business Durham floor space that is occupied	85.00	As at Dec 2015	79.00	GREEN	79.30	GREEN			
3	REDPI76	Income generated from Business Durham owned business space (£)	799,167	Oct - Dec 2015	770,000	GREEN	810,000	RED			
4	REDPI64	Number of passenger journeys made on the Link2 service	7,993	Oct - Dec 2015	7,500	GREEN	8,209	RED			
5	REDPI75	Overall proportion of planning applications determined within deadline	91.5	Oct - Dec 2015	87.0	GREEN	84.7	GREEN			
6	REDPI10a	Number of affordable homes delivered	71	Oct - Dec 2015	80	RED	64 [1]	GREEN			
7	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	120	Oct - Dec 2015	149	RED	128	RED			
8	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	30	Oct - Dec 2015	30	GREEN	83	RED			

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	36	Jul - Sep 2015	50	RED	142	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	86.3	Oct - Dec 2015	88.0	AMBER	86.6	AMBER			
12	REDPI41b	Percentage of major planning applications determined within 13 weeks	81.8	Oct - Dec 2015	75.0	GREEN	64.9	GREEN	77.0	84**	Jul - Sep 2015
13	REDPI92	Number of gross potential jobs created or safeguarded as a result of Business Durham activity	211	Oct - Dec 2015	600	RED	208	GREEN			
14	REDPI104	Number of businesses supported through business improvement grants	Reported Q4	NA	52	NA	New indicator	NA			

[\[1\] The definition for affordable homes was amended for 2015/16 as data is no longer available for all schemes which were included prior to this date. This figure represents comparable data however based on the old definition 91 affordable homes were delivered for the same period last year.](#)

**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>											
77	REDPI3	Number of net new homes completed in Durham City	35	Oct - Dec 2015	26	GREEN	4	GREEN			
78	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	74.50	As at Sep 2015	Not reported	NA [2]	76.75	RED			
79	REDPI 38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	319,493	Oct - Dec 2015	281,359	GREEN	279,618	GREEN			
80	REDPI 80	Percentage annual change in the traffic flow through Durham City	-2.49	Oct - Dec 2015	-13.43	GREEN	6.44	NA [3]			
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

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
95	REDPI 97i	Occupancy rates for retail units in Stanley (%)	88	As at Mar 2015	86	GREEN	86	GREEN	90 RED		As at Jan 2015
96	REDPI 72	Number of local passenger journeys on the bus network	5,872,172	Jul - Sep 2015	5,745,434	GREEN	5,949,139	RED			
97	REDPI 10b	Number of net homes completed	465	Oct - Dec 2015	302	GREEN	272	GREEN			
98	REDPI 24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	44.00	Oct - Dec 2015	63.00	RED	49.00	RED			
99	REDPI 34	Total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused	1,072	Oct - Dec 2015	1,077	AMBER	1,317	RED			
100	REDPI 36d	Number of clients accessing the Housing Solutions Service	3,807	Oct - Dec 2015	3,346	RED	New definition	NA			
101	REDPI 36c	Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty	35	Oct - Dec 2015	32	RED	35	AMBER			

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
102	REDPI 36a	Number of clients who have accessed the Housing Solutions Service and for whom homelessness has been prevented	335	Oct - Dec 2015	330	GREEN	319	GREEN			
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	692	Oct - Dec 2015	742	GREEN	New indicator	NA			
104	REDPI 40	Proportion of the working age population defined as in employment	66.8	Oct 2014 - Sep 2015	68.1	RED	68.1	RED	73.6 RED	69.2* RED	Oct 2014 - Sep 2015
105	REDPI 73	Proportion of the working age population currently not in work who want a job	12.9	Oct 2014 - Sep 2015	12.9	AMBER	13.1	GREEN	9.6 RED	12.02* RED	Oct 2014 - Sep 2015
106	REDPI 8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	28.50	As at Dec 2015	26.40	RED	31.52	GREEN	27.44 RED	26.74* RED	As at Dec 2015
107	REDPI 7a	Number of Jobseeker's Allowance (JSA) claimants aged 18 to 24	1,350	As at Dec 2015	1,985	GREEN	2,245	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
108	CAS CYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) <b>(Also in Altogether Better for Children and Young People)</b>	6	Oct - Dec 2015	7.7	NA [4]	6.5	GREEN			
109	CAS AW3	Percentage of 16 to 18 year olds in an apprenticeship	6.8	As at Sep 2015	11.9	NA [4]	5.3	GREEN	4.5 GREEN	7.1* RED	As at Sep 2015
110	REDPI 105	Number of local authority funded apprenticeships sustained at 15 months	620	As at Dec 2015	460	GREEN	255	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 RED	19.7* RED	2013/14 ac yr
112	REDPI 103	Number of full time equivalent jobs created through business improvement grants	Reported Q4	NA	New indicator	NA	New indicator	NA			
113	REDPI 87	Gross Value Added (GVA) per capita in County Durham (£)	15,165	2013	14,114	GREEN	14,114	GREEN	25,367 RED	18,216* RED	2013
114	REDPI 88	Per capita household disposable income (£)	14,659	2013	14,151	GREEN	14,151	GREEN	17,842 RED	14,927* RED	2013
115	REDPI 89	Number of registered businesses in County Durham	15,155	2014/15	14,785	GREEN	14,785	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
116	REDPI 66	Number of businesses engaged with Business Durham	1,134	2014/15	581	GREEN	581	GREEN			
117	REDPI 93	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			
119	REDPI 90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	12.15	Apr - Sep 2015	-9.7	GREEN	-9.7	GREEN			
120	REDPI 91	Number of unique visitors to the thisisdurham website	222,559	Oct - Dec 2015	255,826	RED	219,285	GREEN			

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

[3] [Due to changes to the definition data are not comparable/available](#)

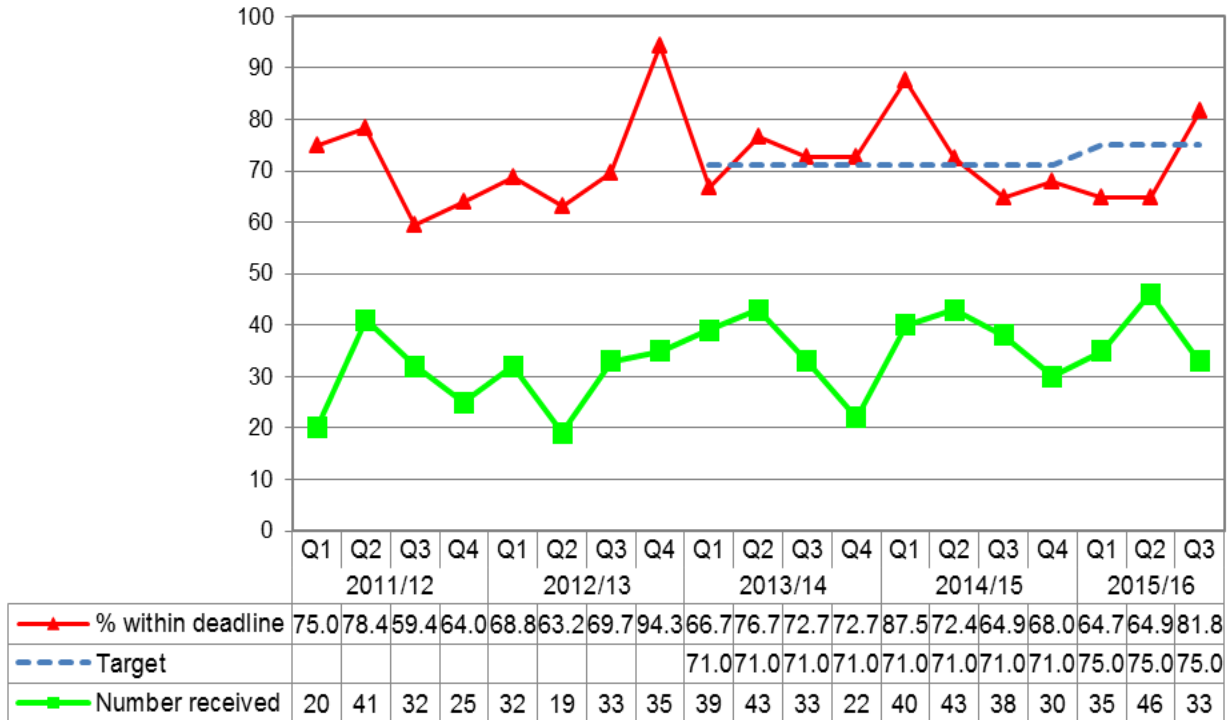
[4] [Data not comparable due to the high number of school leavers whose status is 'not known' which impacts significantly on this indicator](#)

[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.](#)

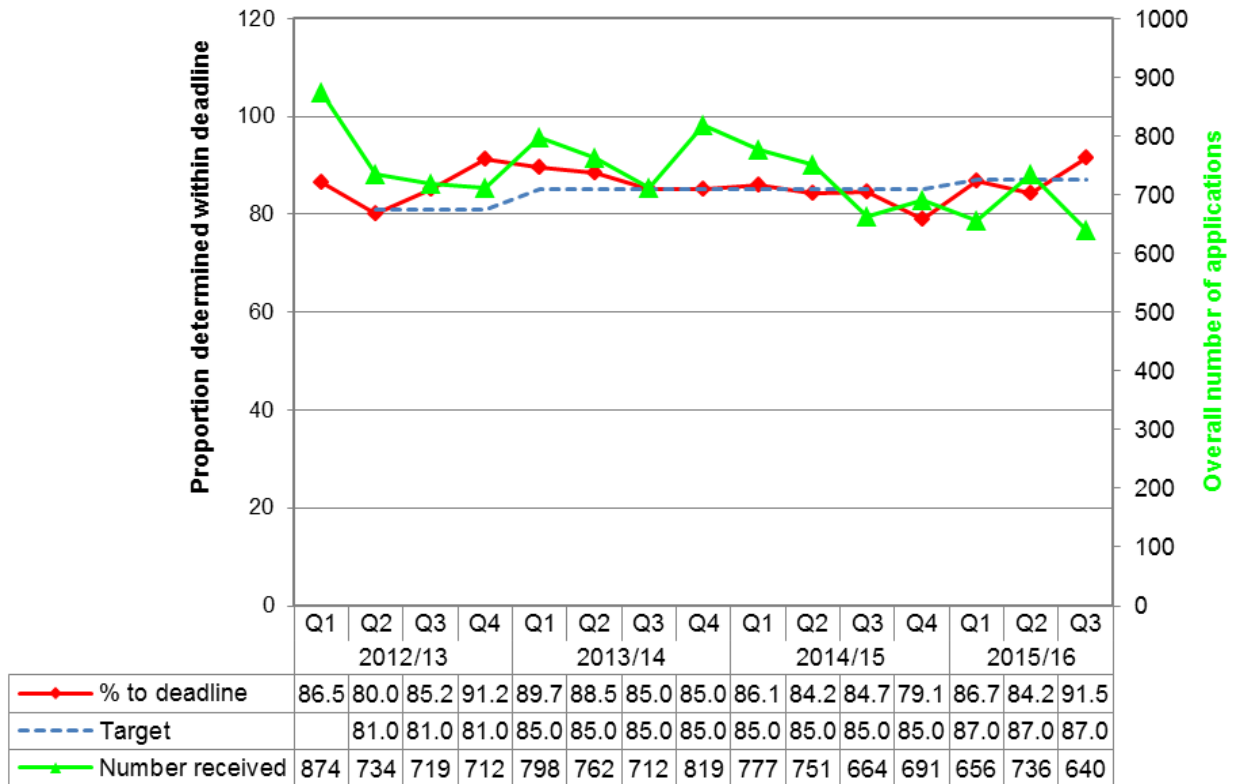


## Appendix 4: Volume Measures

### 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**

