

Economy and Enterprise Overview and Scrutiny Committee

29 June 2017



Quarter Four 2016/17 Performance Management Report

Report of Corporate Management Team Lorraine O'Donnell, Director of Transformation and Partnerships Councillor Simon Henig, Leader of the Council

Purpose of the Report

- 1 To present progress against the council's corporate performance framework for the Altogether Wealthier priority theme for the fourth quarter of the 2016/17 financial year.

Background

- 2 This report sets out our key performance messages from data released this quarter and a visual summary of the Altogether Wealthier priority theme that presents key data messages showing the latest position in trends and how we compare with others.
- 3 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; and
 - (b) Key tracker indicators – performance is tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence.
- 4 A comprehensive table of all performance data is presented in Appendix 3.
- 5 We continue to look at ways to further develop the format of the report, as part of the transformation programme, to provide a clearer way of understanding how the council is performing, with the leanest possible process.
- 6 An explanation of symbols used, how we classify our performance as red, amber or green and the groups we use to compare ourselves is in Appendix 2.
- 7 To support the complete indicator set, a guide is available which provides full details of indicator definitions and data sources for the 2016/17 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.

Key Performance Messages from Data Released this Quarter

Altogether Wealthier

- 8 The employment rate has increased this quarter and is better than the regional rate though remains below the national rate. There are fewer people not in work who want a job, the rate is significantly better than last year. The number of 18 to 24 year olds claiming out of work benefits is similar to the previous year. Apprenticeship starts through council funded schemes as well as apprenticeships sustained for 15 months or more have increased since last year. The proportion of 16 to 17 year olds in an apprenticeship in County Durham in December 2016 was higher than last year and the averages for both England and North East. The number of jobs created by Business Durham more than doubled compared to last year while the number of full time equivalent jobs created by business improvement funding decreased.
- 9 Successful council intervention on housing development continues with a higher number of private sector properties improved than last year but fewer empty properties brought back into use. The number of new homes completed is in line with last year and high levels of planning applications determined within deadline continue to support housing development. The number of statutory homelessness acceptances was higher than last year while the number of homelessness preventions slightly decreased.
- 10 Occupancy of Business Durham premises has slightly fallen since last year as the space available to let within the portfolio has increased. However, this has not affected rental income. The percentage of properties let from the council's retail, commercial and investment portfolio has not changed. Shop occupancy levels in most town centres have improved compared to last year.
- 11 The latest position in volume trends is presented in the charts available at Appendix 4.
- 12 There are no key risks in delivering the objectives of this theme.

Key Data Messages by Altogether Theme

- 13 The next section provides a summary per Altogether Wealthier theme of key data messages. The format of the Altogether Wealthier theme provides a snap shot overview aimed to ensure that key performance messages are easy to identify.¹ The Altogether Wealthier theme is supplemented by information and data relating to the complete indicator set, provided at Appendix 3.

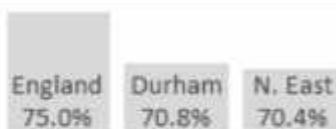
¹ Images Homelessness Outreach Service by Hawaii Open Data US, Office Rental by Makhmudkhon, Pound Bills by John Burraco, Pounds by Oliviu Stoian from the thenounproject.com

Altogether Wealthier

Employment

Employment rate (2016)

- ✓ 238,500 people in work in County Durham
- ↑ 5,800 more people than previous quarter



Working age population not in work who want a job (2016)

- ✓ 32,300 people not in work want a job
- ↓ 6,500 less people than last year



Young people

18-24 year olds who are out of work and claiming either Universal Credit or Jobseeker's Allowance (at Mar 2017)

| | Durham | England | North East |
|---|-------------------------------|---------|------------|
| 18-24 year olds who are out of work and claiming either Universal Credit or Jobseeker's Allowance (at Mar 2017) | 4.1% (2,110 people) | 2.8% | 4.8% |

16-17 year olds in an apprenticeship (at Dec 2016)

| | Durham | England | North East |
|--|-------------|---------|------------|
| 16-17 year olds in an apprenticeship (at Dec 2016) | 8.4% | 5.4% | 8.2% |

Helping people back into work

216 apprenticeships started through County Council schemes (Apr - Dec 2016) well above the target of 150

719 apprenticeships through Durham County Council schemes sustained for 15 months or more (at Mar 2017), which equates to 67.1% of all apprenticeship starts through these schemes

↑ **2,404** jobs created/safeguarded as a result of Business Durham activity in 2016/17. More than target (1,380) and 2015/16 (1,128)

↓ **20** full time equivalent jobs created through business improvement funding (2016/17). More than target (16) but fewer than 2015/16 (68.5)

Housing and regeneration (2016/17)

↑ **640** private sector properties improved through council intervention. More than target (515) and 2015/16 (498)

↓ **136** empty properties brought back into use through council intervention. More than target (120) but fewer than 2015/16 (177)

→ **1,335** net new homes completed. In line with 2015/16 (1,343)

DCLG awarded:



£100k to DCC for building commercial skills and capacity

£284k to Livin for Western estate, Newton Aycliffe

£199.5k to CDHG for Woodhouse Close Estate, Bishop Auckland assisting early stages of regeneration schemes

£3.34m approved for Horden Station by NECA

Homelessness (2016/17)

↑ **16,183** clients accessed Housing Solution Service. Increased from last year attributed to promotional activities.

↓ **1,262** clients for whom homelessness was prevented. Less than last year (1298)

↑ **170** clients for whom homelessness was accepted. More clients than last year (131)



Business premises occupancy

↓ **84.7%** of Business Durham floor space occupied (at Mar 2017). Better than target (81%) but less than last year (87.5%)

↑ **£3.5m** income generated from Business Durham business space on 2016/17. More than target (£3.1m) and last year (£3.3m)

→ **74%** properties let from the council's retail, commercial and investment portfolio (at Mar 2017). Less than target (80%) but in line with last year (74%)

Recommendations

- 14 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

Appendix 2: Report Key

Appendix 3: Summary of key performance indicators

Appendix 4: Volume measures

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: Report key

Performance Indicators:

Direction of travel/benchmarking

Same or better than comparable period/comparator group

GREEN

Worse than comparable period / comparator group (within 2% tolerance)

AMBER

Worse than comparable period / comparator group (greater than 2%)

RED

Performance against target

Meeting/Exceeding target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

- ✓ Performance is good or better than comparable benchmark
- ✗ Performance is poor or worse than comparable benchmark
- Performance has remained static or is in line with comparable benchmark

National Benchmarking

We compare our performance to all English authorities. The number of authorities varies according to the performance indicator and functions of councils, for example educational attainment is compared to county and unitary councils however waste disposal is compared to district and unitary councils.

North East Benchmarking

The North East figure is the average performance from the authorities within the North East region, i.e. County Durham, Darlington, Gateshead, Hartlepool, Middlesbrough, Newcastle upon Tyne, North Tyneside, Northumberland, Redcar and Cleveland, Stockton-On-Tees, South Tyneside, Sunderland. The number of authorities also varies according to the performance indicator and functions of councils.

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 | 74.0 | As at Mar 2017 | 80.0 | RED | 74.0 | GREEN | | | |
| 2 | REDPI33 | Percentage of Business Durham floor space that is occupied | 84.70 | As at Mar 2017 | 81.00 | GREEN | 87.50 | RED | | | |
| 3 | REDPI76 | Income generated from Business Durham owned business space (£) | 3,547,969 | 2016/17 | 3,130,000 | GREEN | 3,302,634 | GREEN | | | |
| 4 | REDPI64 | Number of passenger journeys made on the Link2 service | 7,266 | Jan - Mar 2017 | 7,500 | RED | 7,696 | RED | | | |
| 5 | REDPI81 | Percentage of timetabled bus services that are on time | 88.6 | Jan - Mar 2017 | 88.0 | GREEN | 88.4 | GREEN | | | |
| 6 | REDPI75 | Overall proportion of planning applications determined within deadline | 93.1 | Jan - Mar 2017 | 90.0 | GREEN | 93 | GREEN | | | |
| 7 | REDPI10ai | Number of affordable homes delivered [1] | Not reported | 2016/17 | 200 | NA | 262 | NA | | | |
| 8 | REDPI29a | Number of private sector properties improved as a direct consequence of local authority intervention [2] | 640 | 2016/17 | 515 | GREEN | 498 | 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 | REDPI30 | Number of empty properties brought back into use as a result of local authority intervention | 136 | 2016/17 | 120 | GREEN | 177 | RED | | | |
| 10 | REDPI62 | Number of apprenticeships started through Durham County Council schemes | 216 | Apr - Dec 2016 | 150 | GREEN | 55 | GREEN | | | |
| 11 | CASAW 2 | Overall success rate (%) of adult skills funded provision | 95.2 | 2015/16 ac yr (final) | 90.0 | GREEN | 93.2 | GREEN | 87.0 GREEN | 84.7* GREEN | 2014/15 ac yr (final) |
| 12 | REDPI10 3 | Number of full time equivalent jobs created through business improvement funding | 20.0 | 2016/17 | 16.0 | GREEN | 68.5 | RED | | | |
| 13 | REDPI41 b | Percentage of major planning applications determined within 13 weeks | 92.9 | Jan - Mar 2017 | 80.0 | GREEN | 96.8 | RED | 85.0 GREEN | 93** AMBER | Jul - Sep 2016 |
| 14 | REDPI92 | Number of gross potential jobs created or safeguarded as a result of Business Durham activity | 2,404 | 2016/17 | 1,380 | GREEN | 1,128 | GREEN | | | |
| 15 | REDPI10 4 | Number of businesses supported through business improvement funding | 25 | 2016/17 | 37 | RED | 41 | RED | | | |
| 16 | REDPI91 | Number of visitors to the thisisdurham website | 213,921 | Jan - Mar 2017 | 240,000 | RED | 223,024 | RED | | | |

[1] Homes and Communities Agency has not confirmed a final figure. Data expected to be released in June 2017

[2] Previous period data amended /refreshed / final published data

Table 3: 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 | | | | | | | | | | | |
| 70 | REDPI3 | Number of net new homes completed in Durham City | 119 | 2016/17 | 80 | NA [5] | 101 | GREEN | | | |
| 71 | REDPI2 2 | 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 | 72.0 | As at Mar 2017 | 72.0 | GREEN | 72.5 | AMBER | | | |
| 72 | REDPI3 8 | Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites | 235,093 | Jan - Mar 2017 | 265,085 | RED | 248,255 | RED | | | |
| 73 | REDPI8 0 | Percentage annual change in the traffic flow through Durham City [6] | Not available | NA | Not available | NA | Not available | NA | | | |
| 74 | REDPI1 00 | Number of visitors to County Durham (million) | 18.7 | 2015 | 18.1 | GREEN | 18.1 | GREEN | | | |
| 75 | REDPI1 01 | Number of jobs supported by the visitor economy | 10,961 | 2015 | 10,803 | GREEN | 10,803 | GREEN | | | |
| 76 | REDPI1 02 | Amount (£ million) generated by the visitor economy | 778 | 2015 | 752 | GREEN | 752 | 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 |
|-----|-----------|---|-------------|----------------|----------------------|---|------------------------|---|-----------------|--|----------------|
| 77 | REDPI9 7a | Occupancy rates for retail units in Barnard Castle town centre (%) | 96 | As at Mar 2017 | 92 | GREEN | 92 | GREEN | 88.8 GREEN | | As at Oct 2016 |
| 78 | REDPI9 7b | Occupancy rates for retail units in Bishop Auckland town centre (%) | 82 | As at Mar 2017 | 81 | GREEN | 81 | GREEN | 88.8 RED | | As at Oct 2016 |
| 79 | REDPI9 7c | Occupancy rates for retail units in Chester-le-Street town centre (%) | 88 | As at Mar 2017 | 90 | RED | 90 | RED | 88.8 AMBER | | As at Oct 2016 |
| 80 | REDPI9 7d | Occupancy rates for retail units in Consett town centre (%) | 92 | As at Mar 2017 | 93 | AMBER | 93 | AMBER | 88.8 GREEN | | As at Oct 2016 |
| 81 | REDPI9 7e | Occupancy rates for retail units in Crook town centre (%) | 92 | As at Mar 2017 | 89 | GREEN | 89 | GREEN | 88.8 GREEN | | As at Oct 2016 |
| 82 | REDPI9 7f | Occupancy rates for retail units in town centre - Durham City (%) | 93 | As at Mar 2017 | 92 | GREEN | 92 | GREEN | 88.8 GREEN | | As at Oct 2016 |
| 83 | REDPI9 7g | Occupancy rates for retail units in Newton Aycliffe town centre (%) | 77 | As at Mar 2017 | 73 | GREEN | 73 | GREEN | 88.8 RED | | As at Oct 2016 |
| 84 | REDPI9 7h | Occupancy rates for retail units in Peterlee town centres (%) | 86 | As at Mar 2017 | 83 | GREEN | 83 | GREEN | 88.8 RED | | As at Oct 2016 |
| 85 | REDPI9 7i | Occupancy rates for retail units in Seaham town centre (%) | 94 | As at Mar 2017 | 95 | AMBER | 95 | AMBER | 88.8 GREEN | | As at Oct 2016 |
| 86 | REDPI9 7j | Occupancy rates for retail units in Shildon town centre (%) | 92 | As at Mar 2017 | 92 | GREEN | 92 | GREEN | 88.8 GREEN | | As at Oct 2016 |
| 87 | REDPI9 7k | Occupancy rates for retail units in Spennymoor town centre (%) | 87 | As at Mar 2017 | 88 | AMBER | 88 | AMBER | 88.8 RED | | As at Oct 2016 |

| 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 |
|-----|----------|---|-------------|----------------|----------------------|---|------------------------|---|-----------------|--|----------------|
| 88 | REDPI971 | Occupancy rates for retail units in Stanley town centre (%) | 86 | As at Mar 2017 | 89 | RED | 89 | RED | 88.8 RED | | As at Oct 2016 |
| 89 | REDPI72 | Number of local passenger journeys on the bus network | 6,049,314 | Oct - Dec 2016 | 5,795,425 | GREEN | 6,178,522 | RED | | | |
| 90 | REDPI10b | Number of net homes completed | 1,335 | 2016/17 | 932 | NA [5] | 1,343 | AMBER | | | |
| 91 | REDPI24 | All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions | 47 | 2016/17 | 48 | RED | 48 | RED | | | |
| 92 | REDPI34 | Total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused | 1,016 | Jan - Mar 2017 | 955 | GREEN | 1,199 | RED | | | |
| 93 | REDPI36d | Number of clients accessing the Housing Solutions Service | 4,528 | Jan - Mar 2017 | 3,628 | RED | New definition | NA [7] | | | |
| 94 | REDPI36c | Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty | 33 | Jan - Mar 2017 | 44 | GREEN | 28 | 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 |
|-----|----------|---|-------------|---------------------|----------------------|---|------------------------|---|-----------------|--|---------------------|
| 95 | REDPI36a | Number of clients who have accessed the Housing Solutions Service and for whom homelessness has been prevented | 341 | Jan - Mar 2017 | 251 | GREEN | 357 | RED | | | |
| 96 | REDPI40 | Proportion of the working age population defined as in employment | 70.8 | 2016 | 69.5 | GREEN | 67.4 | GREEN | 75.0 | 70.4* | 2016 |
| 97 | REDPI73 | Proportion of the working age population currently not in work who want a job | 9.89 | 2016 | 9.83 | AMBER | 11.84 | GREEN | 9.1 | 10.7* | 2016 |
| 98 | REDPI8b | Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more | 31.70 | As at Mar 2017 | 31.10 | NA [8] | 27.73 | NA [8] | | | |
| 99 | REDPI7a | Number of 18 to 24 year olds who are out of work and claiming either Universal Credit or Jobseekers Allowance (JSA) [9] | 2,110 | As at Mar 2017 | 2,075 | AMBER | 2,020 | RED | | | |
| 100 | CASCYP16 | 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) [10] | 4.3 | Nov 2016 - Jan 2017 | 4.1 | RED | 0.0 | RED | | 4* | Nov 2016 - Jan 2017 |

| 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 |
|-----|--------------|--|-------------|--------------------|----------------------|---|------------------------|---|-----------------|--|----------------|
| 101 | CASAW 3 | Percentage of 16 to 17 year olds in an apprenticeship [11] | 8.4 | As at Dec 2016 | 5.7 | GREEN | 5.9 | GREEN | 5.4 | 8.2* | As at Dec 2016 |
| | | | | | | | | | GREEN | GREEN | |
| 102 | REDPI1 05 | Number of apprenticeships from Durham County Council schemes sustained at least 15 months [9] | 719 | As at Mar 2017 | 710 | GREEN | 626 | GREEN | | | |
| 103 | REDPI8 7 | Gross Value Added (GVA) per capita in County Durham (£) [2] [9] | 15,210 | 2014 | 15,202 | GREEN | 15,202 | GREEN | 25,624 | 18413* | 2014 |
| | | | | | | | | | RED | RED | |
| 104 | REDPI8 8 | Per capita household disposable income (£) [2] [9] | 15,040 | 2014 (provisional) | 14,693 | GREEN | 14,693 | GREEN | 17,965 | 15189* | 2014 |
| | | | | | | | | | RED | AMBER | |
| 105 | REDPI8 9 | Number of registered businesses in County Durham | 16,585 | 2015/16 | 16,400 | GREEN | 16,400 | GREEN | | | |
| 106 | REDPI6 6 | Number of businesses engaged with Business Durham | 841 | 2016/17 | 1,238 | RED | 1,238 | RED | | | |
| 107 | REDPI9 3 | Number of business enquiries handled by Business Durham | 991 | 2016/17 | 1,129 | RED | 1,129 | RED | | | |
| 108 | REDPI9 0 | Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year | 4.4 | Apr - Sep 2016 | 10.34 | RED | 10.34 | 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 |
|-----|------------|---|-------------|----------------|----------------------|---|------------------------|---|-----------------|--|----------------|
| 109 | REDPI1 10 | Number of core tourism businesses participating in the Visit County Durham Partnership Scheme | 0 | Jan - Mar 2017 | 26 | NA | New indicator | NA | | | |
| 110 | REDPI1 11a | Amount of employment land approved (hectares) | 17 | 2015/16 | New indicator | NA | New indicator | NA | | | |
| 111 | REDPI1 11b | Amount of employment land completed (hectares) | 1 | 2015/16 | New indicator | NA | New indicator | NA | | | |

[2] Previous period data amended /refreshed

[5] Data cumulative so comparisons are not applicable

[6] Information is not available due to roadworks

[7] Due to changes to the definition data are not comparable/available

[8] Since August 2015 out of work claimants who are single with no dependants claim Universal Credit. Information on long term claimants is not available therefore this PI no longer represents all long term out of work claimants.

[9] Data 12 months earlier amended/refreshed

[10] The high number of school leavers whose status is 'not known' impacts significantly on this indicator

[11] The definition has been changed and back data has been updated to reflect the new definition

Chart 1. Major planning applications

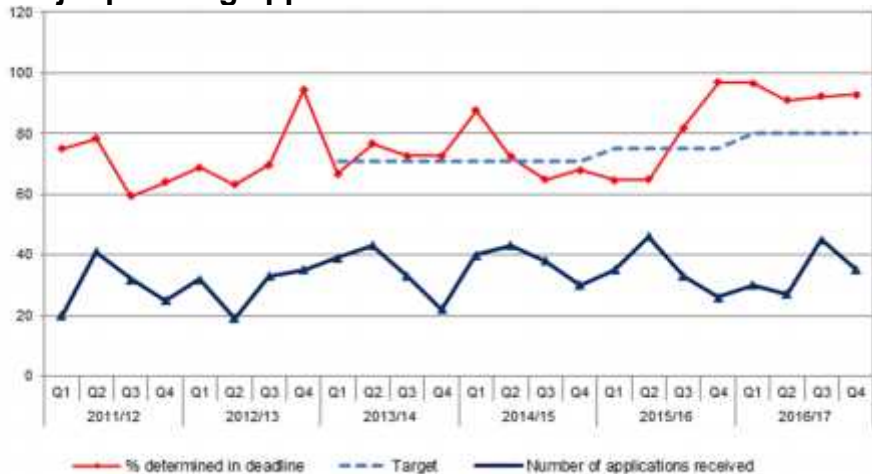


Chart 2. Overall planning applications

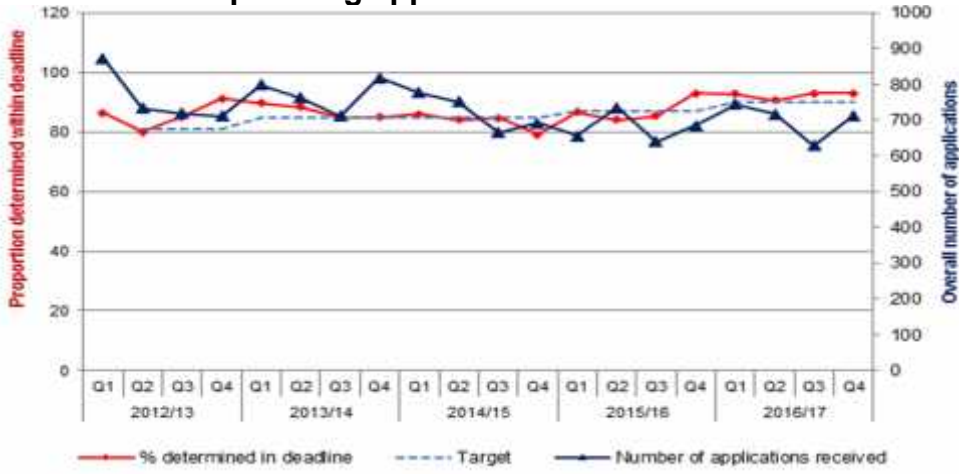


Chart 3. Applications registered on the Durham Key Options system which led to the household being successfully rehoused

