

Cabinet

13 June 2018

Quarter Four 2017/18 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 by Altogether priority theme for the fourth quarter of the 2017/18 financial year.

Summary

- 2 Against the backdrop of ongoing financial pressures placed on the council and increased demand in some key services, performance has been maintained in many areas and improvements achieved. During 2017/18, 69% of our performance indicators improved with 4% maintaining performance. Improvements have continued across a number of key areas. Similar to previously reported, specific improvements are evident in the employment rate, which remains at an all-time high, although there is emerging evidence nationally that trends in wage levels are not positive. More 16 to 17 year olds are in an apprenticeship in County Durham compared nationally and regionally. Registered businesses in the county continue to rise and council intervention on housing development continues with a higher number of empty properties brought back into use and new homes completed than last year.
- 3 Children's services continue to perform well in some key areas compared to other comparator averages with lower children in need re-referral rates, improved timeliness of education, health and care plans and more care leavers in suitable accommodation and education, employment or training. Despite an ageing population, increasingly complex caseloads and financial pressures, good progress continues with key adult care measures that continue to suggest effective management of care for older people and vulnerable adults.
- 4 It is encouraging to note that there have been some reductions in demand for some of our services. Fly-tipping incidents have reduced slightly, although levels have remained relatively static over the last two years. Face-to-face customer contacts and telephone calls received continue to reduce as people are contacting us in other ways such as social media and through the web.

- 5 As reported throughout the year, challenges continue with high children's safeguarding workloads. The number of children in need, those subject to a child protection plan and looked after children cases show that demand has plateaued, albeit at a high level. Levels in County Durham are above those reported nationally. Social worker caseload levels remain high and quality of casework files requires further improvement. Secondary schools judged good or better by Ofsted continue to be an issue as numbers have been declining over the year and are now much lower than the national average. As highlighted last quarter, completion of single assessments has again decreased and continued focus is placed on the timeliness of initial child protection conferences, which is below target and national levels.
- 6 Challenges are ongoing in relation to the health of the county, with life expectancy and healthy life expectancy in County Durham lower than in England. Mothers smoking at time of delivery and breastfeeding prevalence remain worse than national levels. Recorded crime has continued to increase in 2017/18. Successful completions of those in drug and alcohol treatment have been gradually improving since the low levels recorded in 2016 but levels remain below target. Corporate indicators show sickness absence and staff appraisals have worsened.

Performance Reporting Arrangements for 2017/18

- 7 Our performance reporting arrangements have been developed around a series of key performance questions aligned to the Altogether framework of six priority themes, and are designed to facilitate greater scrutiny of performance. The set of performance measures provides an indication to help answer these questions for those with corporate governance responsibilities.
- 8 There are other areas of performance that are measured through more detailed monitoring across service groupings and if performance issues arise, these will be escalated for consideration by including them in the corporate report on an exception basis.
- 9 The performance indicators are still 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.
- 10 This report sets out our key performance messages from data released this quarter. A visual summary per Altogether priority theme presents key data messages from the new performance framework showing the latest position in trends and how we compare with others. A comprehensive table of key performance questions and performance data is presented in Appendix 4. An explanation of symbols used and the groups we use to compare ourselves is in Appendix 2.

- 11 To support the complete indicator set, a guide is available which provides full details of indicator definitions and data sources for the 2017/18 corporate indicator set. This is available to view and 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

- 12 Most key wealthier measures are progressing well. The employment rate remains at an all-time high, better than last year and regionally but remains below national levels, and there is emerging evidence nationally that trends in wage levels are not positive. Unemployment (as measured through the Annual Population Survey) in County Durham has remained around the same over the last few periods compared to slight falls regionally and nationally. The latest data show that in the county 6.4% (15,900 working age people) of the working age population were unemployed in the year January to December 2017. Analysis over the longer term shows the unemployment rate is declining and tracking regional trends but remains higher than the England and Wales average of 4.5%. Youth unemployment (18 to 24 year olds claiming out of work benefits¹) has increased from last year. Despite this, County Durham has a higher proportion of 16 to 17 year olds choosing to undertake an apprenticeship (see Appendix 5, Chart 8) pathway than England and North East averages (at December 2017). At the end of March 2018, 9.6% of County Durham 16 to 17 year olds are confirmed as in apprenticeships, which compares well both regionally and nationally. Apprenticeships sustained for 15 months or more from Durham County Council schemes have increased since last year. DurhamWorks, a partnership project between Durham County Council and 16 organisations, continue to support young people who are not in education, employment or training. The partnership provides information, support and guidance that helps young people develop their skills and knowledge in the world of work through employment, volunteering, work experience, traineeships or apprenticeships.
- 13 Fewer gross potential jobs were created or safeguarded as a result of Business Durham activity this year. Registered businesses in the County continue to rise from 2011 when reporting began, and business occupancy rates of retail units show 11 of the 18 centres have an occupancy rate higher or in line with the national average (see Appendix 6).
- 14 Successful council intervention on housing development continues with a higher number of both empty properties brought back into use and new homes completed than last year. Homeless preventions have increased by almost a fifth on last year due to successful applications for discretionary housing payments and targeted work in this area. The focus has remained on

¹ ONS have advised that rollout of Universal Credit Full Service has affected the reliability of claimant count figures more than was anticipated and consequently analysis of this data series gives a misleading picture and should be interpreted with caution.

early intervention of homelessness and this will lead well into the introduction of the Homeless Reduction Act.

Altogether Better for Children and Young People

- 15 Since the Ofsted inspection in spring 2016, children's services have made good progress in some areas, but much more remains to be done. There are emerging strengths in the council's approach to early help, our support for children in care and political and senior management oversight of our practice. Leadership focus is on accelerating improvements in the quality and consistency of our casework, continuing to reduce caseloads by ensuring fully staffed and skilled social work teams, and driving Durham's new culture and associated behaviours across the whole children and young people's workforce within the council and partner services.
- 16 From January 2018, a new universal inspection framework was introduced by Ofsted. The ILACS (Inspection of Local Authority Children's Services) focuses on the council's functions regarding the help, care and protection of children and young people. A 12 month plan to improve the quality of social work practice in Durham has been developed as the service prepare for inspection under the ILACS framework.
- 17 In February 2018, Early Help, Assessment and Safeguarding Services were restructured to create an edge of care service (Supporting Solutions) and pre-birth social work team. The service now provides a more targeted offer of early help for children and young people aged 0-19 years, delivered through early help teams known as One Point, alongside statutory social work teams known as Families First. The teams will work with children, young people and their families and continue to build strong links with schools, GP practices and partners, ultimately leading to better, more sustainable outcomes for children and young people.

Universal Services and Early Help

- 18 We continue to perform well across many key areas of universal services and early help. Improvement continues with slightly more children aged 0 to 2 years in deprived areas (89.8%) registered with a children's centre and having sustained contact compared to last year (88.1%). In relation to child health, under 18 conceptions continue to reduce; they are now at the lowest level since recording began in 1998. However, the level in County Durham remains significantly higher than the England rate. The Public Health Intelligence Team are to analyse data to identify hotspots in the County and enable targeted action to be taken. County Durham's Teenage Pregnancy Partnership Board continues to implement the 2016-18 action plan delivering both universal and targeted interventions.
- 19 Good progress continues with the timeliness of education health and care plans for children with special educational needs and disabilities, exceeding the target set. Despite poor performance at quarter one, and concern this would affect performance throughout the reporting year, the progress made has meant this is not a performance issue any longer.

20 A key issue throughout this year has been the Ofsted rating of Durham's secondary schools. During this quarter, one extra school was judged as requires improvement. Only 19 of the 31 secondary schools (61.2%) in Durham are now judged as outstanding or good, worse than the regional average (66%) and significantly worse than the national average (80%). This translates as 72.8% of Durham's secondary school pupils studying at outstanding or good schools, better than the regional average (67.2%) and significantly worse than the national average (82.4%). Schools are now judged on the new progress 8 accountability measure in addition to the inspection outcome. Schools with a progress 8 score that is average or below average are invariably classed as Requires Improvement or Inadequate in their inspection outcome. The council is coordinating joint projects to address key issues and sharing best practice regionally.

Assessment and Safeguarding Services

21 Improvement has continued in the re-referral rate, with 900 (17.3%) of the 5,195 children in need referrals occurring within 12 months of the previous referral. Performance has improved on the same period last year (18.5%) and is lower than national, regional and statistical neighbour comparisons.

22 There are continued performance issues that still need to be addressed and kept under scrutiny:

- (a) Social worker caseload levels;
- (b) Quality of assessment and casefiles;
- (c) Timeliness of single assessment;
- (d) Timeliness of initial child protection conferences;
- (e) Rate of children subject to a child protection plan.

23 Some progress has been made in reducing caseload levels per social worker, improving from the baseline of February 2016, when the Ofsted inspection took place but further improvement is still required. Social workers with fewer than 20 cases has improved from 41% to 44% and those with more than 30 has decreased from 17% to 9%. Senior management are focusing on this issue as a top priority and operation and team managers are formulating new actions in order to improve.

24 Between January and March 2018, 33 case file audits were undertaken within statutory children's social work teams. This is a significant reduction from the previous quarter due to workloads associated with the restructuring of Children's Services. Of the 33 conducted during quarter 4, 18 (54%) were judged to be good or outstanding. This is in line with performance last quarter, and a 15% point improvement from 40% in March 2016 (following the Ofsted inspection) but the target to achieve at least 80% of audited cases by March 2018 has not been met. Although it is too early to produce evidence, further improvements are anticipated following the restructure, with social work consultants having increased capacity to provide rigorous oversight and direction into cases to ensure quality.

25 A performance issue that emerged last quarter is the completion rate for single assessments. The rate completed within 45 working days has slightly

decreased from 83.3% last year to 79.6% this year. Performance is lower than the latest available national and regional benchmarking data. On average, the 3,571 Single Assessments undertaken in the year to date were completed within 39 working days, an increase from 37 days in 2016/17. To manage the work within the statutory social work teams effectively, a pilot of a sample set of cases is underway to complete single assessments within 25 working days. If the quality of these pilot cases is proved to be up to standard, it will be rolled out across the Families First service from June 2018.

- 26 Continued focus has been placed on the timeliness of initial child protection conferences (ICPC)². In 2017/18, 66.9% of strategy meetings initiated led to an ICPC being held within 15 working days timescale. Performance is below the target of 75%, worse than last year and national and regional benchmarks (2016/17). A large proportion of those that went out of timescale were due to late requests for a conference following the strategy discussion. Practice issues have been addressed with individual teams and strategies have been implemented to ensure requests for initial conferences are made within 6 days of the strategy meeting.
- 27 As of the 31 March 2018, there were 498 children subject to a child protection plan, which equates to a rate of 49.7 (per 10,000 under 18 population). Although Durham's rate has stabilised over the last year (see appendix 5, chart 3) and remains lower than the North East average, ranking fifth lowest out of 12 North East local authorities, it has increased significantly from two years ago and is still higher than the national average. Variations in practice between social work teams are being reviewed by management to assure consistency of decision making.

Looked After Children and Care Leavers

- 28 There were 798 looked after children (LAC) at the end of March 2018 in County Durham. The number of looked after children has plateaued during 2017/18 following a steady increase, with numbers each quarter remaining close to 800 (see appendix 5, chart 2). The rate of children looked after per 10,000 (0 to 17 years) population remains significantly higher than the national average but below the average rate for the North East and statistical nearest neighbours. Between April 2017 and March 2018, 54 (15%) children were adopted from care, in line with the target set.
- 29 Good progress has been made in relation to looked after children's health with 89.9% having had the required number of health assessments and 94.8% having had a dental check. Rates are better than last year and are now better than national averages.
- 30 As of March 2018, the council had corporate parenting responsibility for 264 young people (aged 17 to 21) who had left care, a particularly vulnerable cohort of young people. The wide range of support the council offers is good, with figures showing more care leavers in County Durham are in suitable

² An initial child protection conference (ICPC) must be convened following a Section 47 enquiry to safeguard and promote the welfare of a child who is suspected of, or likely to be, suffering significant harm.

accommodation and in education, employment or training (EET) compared to both North East and national counterparts. The council has routinely provided young people who are looked after or care leavers the opportunity to participate in work experience placements during the school holidays. In addition, work is ongoing with Jobcentre Plus, who have introduced a marker that allows care leavers to be identified on their system and receive additional help when claiming benefits. Apprenticeships are now available for care leavers within council departments. The council is also developing a training programme for hard to reach young people, who are 18+ and termed as being long term NEET. It is hoped that through this development, five young people will be supported to gain longer term employment opportunities. There are currently 41 young people in full time further education, 21 attending university as undergraduates and two embarking on a Master's degree.

- 31 A key performance issue highlighted previously that requires continued scrutiny is external residential accommodation for looked after children. The use of external residential placements for looked after children (LAC), including residential care and residential schools, still requires continued focus even though the use of these placements has stabilised over the last year; from 25 (3% of placements) last year to 27 (3.4% of placements) at 31 March 2018. Work is ongoing to ensure a good mix of placements are available for looked after children and avoid the need for external placements, unless for the need of specialist individual requirements.

Altogether Healthier

- 32 Positive progress has been made across some key health measures including improved self-reported wellbeing and 1,860 smoking quitters between April and December 2017, exceeding the contracted target. In terms of adult social care, low levels of delayed transfers of care from hospital continue, better than the same period last year and national and regional averages. Although the number of adults admitted on a permanent basis to residential or nursing care was higher than target, the number of bed days commissioned has reduced by 3% in 2017/18. Funding for adult social care was announced by Government in the Spring 2017 budget and as part of the Improved Better Care Fund, Durham was allocated £25 million (£13 million was allocated for 2017/18, a further £8 million for 2018/19 and a final £4 million for 2019/20). This money was additional to current budgeted spend to be used for the purposes of meeting adult social care needs; reducing pressures on the NHS and stabilising the social care provider market.
- 33 Two ongoing performance challenges reported throughout this year are:
(a) Breastfeeding prevalence;
(b) Mothers smoking at time of delivery:
- 34 Although breastfeeding prevalence has increased from last year, this is still an issue, as levels remain low. Evidence clearly shows that breastfeeding improves the health of both mother and baby and yet there remains inequalities in women choosing to breastfeed. Plans to support the active promotion of breastfeeding across the County include a multi-agency communication plan and a review and relaunch of the breastfeeding friendly

business scheme in June 2018. Revised public health priorities and ambitions identify aspirational improvement targets for the next 10 years to reduce inequalities and narrow the gap both within the County and against England.

- 35 Mothers smoking at time of delivery has increased and is significantly higher than national and regional rates. Durham Dales, Easington and Sedgefield (DDES) has the second highest rate in the North East and sixth highest of all CCGs in England. The best start in life is a public health strategic priority for County Durham, which aligns with national and regional policy direction. Reducing smoking at time of delivery will impact significantly on clinical and safety outcomes for both mothers and babies and will work to address significant health inequalities. The incentive scheme to reduce smoking in pregnancy, currently being implemented in DDES, aims to address the high variance in smoking in pregnancy between DDES and North Durham. Early data is showing good retention in the stop smoking service amongst these women. However, the challenges of reducing smoking in pregnancy is evident as 61% of those recruited to the scheme live with a smoker. The full evaluation of the incentive scheme will be available late summer 2018. Between April and December 2017, 179 pregnant women set a quit date with the Stop Smoking Service of whom 119 (66%) women quit (self-reported) which is an improvement from the same period in 2016/17 (56%).
- 36 New data released this quarter highlight the following issues:
- (a) Life expectancy;
 - (b) Healthy life expectancy;
 - (c) Mortality rate from preventable causes.
- 37 Life expectancy and healthy life expectancy can be used as important measures of the overall health of County Durham's population. Mortality can also be used as an effective measure of health and wellbeing and inequality within and between areas. Reductions in premature mortality over time can demonstrate improvement in the health status of the population as a whole and results in increases in life expectancy. The data shows that people in County Durham are living longer but that there is still a significant gap between the life expectancy of men and women in County Durham and the England average. Healthy life expectancy is the average number of years a person would expect to live in very good or good health and although this has increased since the previous reporting period (2013 - 2015), there is also still a significant gap between County Durham and England for both men and women. The mortality rate from causes considered preventable continues to decrease and the gap between England and County Durham has narrowed, although it remains significantly higher. The overarching public health priority for County Durham is to reduce the gap in healthy life expectancy, which includes work to reduce smoking levels and developing work on a health and social care plan for County Durham.

Altogether Safer

- 38 Positive progress is evident across some key safer measures. There have been fewer anti-social behaviour incidents reported to the council and police although perceptions of the police and council dealing with concerns of ASB

and crime has decreased from the same period last year. Whilst the proportion of alcohol related anti-social behaviour has increased slightly, the number of incidents has reduced by 6.2%. Local data show the number of first time entrants to the youth justice system (aged 10 -17 years) for the financial year continues to fall and remains better than target. National data for the period October 2016 to September 2017 shows that Durham has the second lowest rate in the North East but is higher than the national average.

- 39 Two ongoing performance challenges reported throughout this year are:
- (a) Crime rate;
 - (b) Successful completions of drug and alcohol treatment.
- 40 The level of recorded crime continues to be an issue with crime figures increasing significantly compared with last year. During April 2017 to March 2018 recorded crime rose by 34% from the same period last year (36,404 to 48,739). Durham's recorded crime rate is 93.7 (per 1,000 population), higher than the rate of 70.4 for the same period last year. Increases are evident particularly in arson, vehicle crime, shoplifting, burglary and theft offences. Violent crime that is alcohol related has increased and the number of alcohol seizures has reduced since the same period last year. The police report that changes in recording practice have contributed to the majority of the increase in police recorded crime in order that the police are compliant with the national crime-recording standard. The recording changes include having a much stronger victim focus, in that forces must take a victim's word that they have been a victim of crime unless there is evidence to say this is not the case, and the timing of when crimes must be recorded. Durham has increased the extent to which it complies with national crime recording standards and, following a recent inspection, its current compliance rate is now one of the highest in the country.
- 41 Encouraging people to come forward to report cases of hate crime, domestic abuse and sexual violence have contributed to the increase. The police are to arrange a seminar for scrutiny members to better understand crime-recording changes and interpret performance data.
- 42 Although there have been more successful completions of those in drug and alcohol treatment compared to the same period last year, levels remain below target. Successful completions for opiate users are however, in line with national averages. The newly commissioned drug and alcohol recovery service in County Durham was launched on 1 February 2018 and a comprehensive contract monitoring process has been established to monitor future progress.
- 43 An area that requires further scrutiny is the number of people killed or seriously injured in road traffic accidents, which has increased by 13% during January to December 2017 compared to the same period last year. Although the number of fatalities has actually decreased, the proportion who have been seriously injured has increased. As advised last quarter, the introduction of a new national electronic system for recording road traffic collisions has changed the way casualty severity is ranked, increasing the number reported.

Analysis is being undertaken of those seriously injured and the results will be available shortly. Overview and Scrutiny Committee are to undertake work in this area as part of its statutory role in scrutinising the crime and disorder reduction partnership as part of 2018/19 work programme.

Altogether Greener

- 44 Street and environmental cleanliness is good. Although the latest survey period has seen increased levels of litter, detritus and dog fouling, levels across the county remain low. Fly-tipping incidents have seen a 4% reduction on last quarter (323 fewer incidents) but levels have remained relatively static over the last two years (see appendix 5, chart 5).
- 45 We continue to divert more than 95% of our municipal waste from landfill (96.8%) although our household reuse, recycling and composting rate has remained static since 2015/16 and below the national average. In response to the national issue of single use plastics, the council is working on the Plastic Free Pledge by phasing out the use of unnecessary single use plastics in all Durham County Council buildings while also working with partners to encourage businesses, organisations and residents to be plastic free. An Officer Working Group is taking this forward overseen by Overview and Scrutiny members.

Altogether Better Council

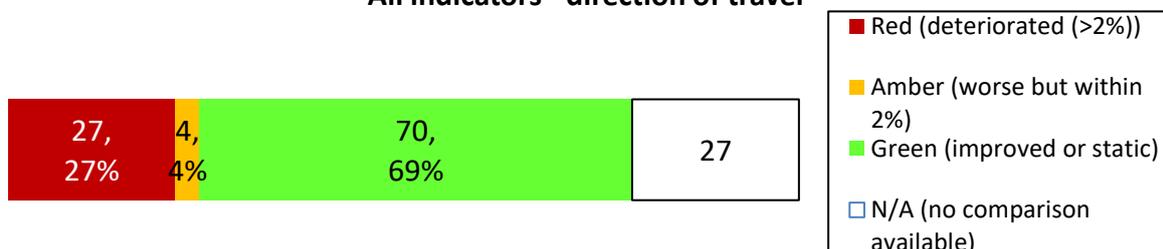
- 46 In relation to customer contact, there has been a significant increase over the past year in customers using web forms and social media to contact us and a direct correlation with the reduction of contact via the email channel (see appendix 5, chart 6). This is due to signposting activity to promote online request forms and website information and as a direct result of the removal of the help@durham.gov.uk email address from the contact us section of web pages that have an associated web form. The most used web forms have been Garden Waste, Bulky Waste, Bins not emptied, fly-tipping and road or footpath faults and the main requests on social media have been around refuse and recycling, highways and winter maintenance.
- 47 Sickness absence has worsened compared to last quarter, increasing from 10.7 days lost per full time equivalent (excluding schools) to 11.08 days, a 3.6% increase. The proportion of sickness that is long term (more than 20 days) has decreased from 69% to 65%. The council is committed to managing the attendance levels of its workforce and ensuring support is available to enable individuals to manage their health and wellbeing wherever possible. The majority of sickness absence is mental health related and the corporate training programme now includes a number of training initiatives such as mental health first aid pilot and establishing health champions across the council to raise awareness of this in the workplace.
- 48 The percentage of staff who had an appraisal within 12 months has worsened from 85.8% to 83.2%, and remains below target. Service Management Teams track appraisal rates each month and take appropriate action to address underperformance. A new simplified annual appraisal approach is under consideration and other tools to improve effectiveness of the employee

performance management processes.

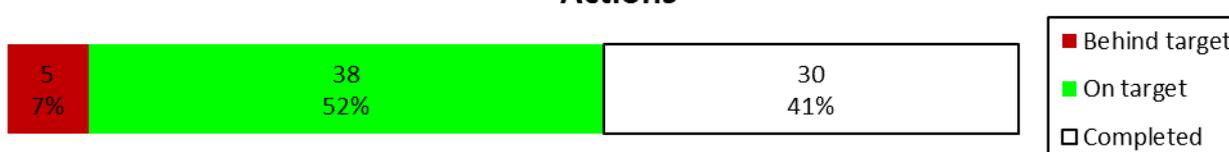
Overall Performance of the Council

Key Performance

All indicators - direction of travel



Actions



- 49 Throughout 2017/18, 73% (74) of our key performance indicators improved or maintained performance and 27% (27) deteriorated compared to 12 months earlier. 93% (68) of Council Plan actions have been achieved or are on target to be achieved by the deadline. 7% (5) of actions slipped. In the majority of cases work has been rescheduled and timescales reset as reflected in the recommendations at paragraph 53.
- 50 Information and data to support the complete indicator set is provided at Appendix 4. A full copy of the exceptions, deletions, amendments and additions to council and service planning actions is available on request from performance@durham.gov.uk.

Risk Management

- 51 Effective risk management is a vital component of the council's governance arrangement. The council's risk management process sits alongside our change programme and is incorporated into all significant change and improvement projects. Appendix 3 summarises key risks in delivering the ambitions for each priority theme and how we are managing them.

Key Data Messages by Altogether Theme

- 52 The next section provides a summary per Altogether theme of key data messages. The format of the Altogether themes provides a snap shot overview aimed to ensure that key performance messages are easy to

identify³. The Altogether themes are supplemented by information and data relating to the complete indicator set, provided at Appendix 4.

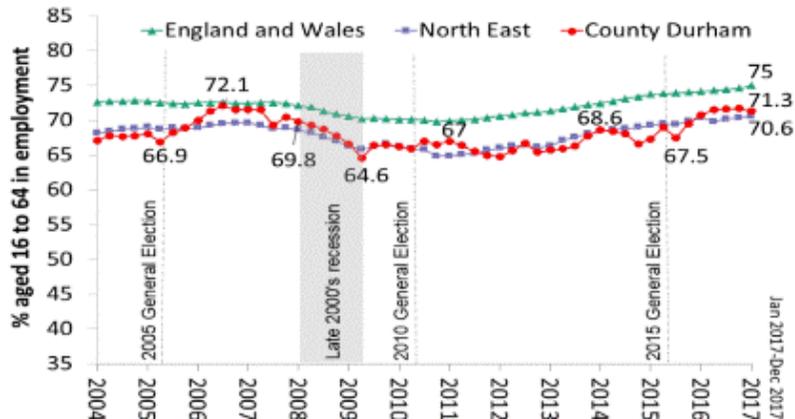
³ Images designed by Freepik from Flaticon and Homelessness Outreach Service by Hawaii Open Data US, Houses by Laurene Smith FR, employment by Aneeque Ahmed, Retailer Store by Gan Khoon Lay, from the Noun Project

Altogether Wealthier

Job prospects

Employment

71.3% working age population defined as in employment in County Durham (231,200 people) in 2017. More than last year (70.8%).



Unemployment in County Durham has remained around the same over the last few periods compared to slight falls regionally and nationally. The latest data show that in the county 6.4% (15,900 working age people) of the working age population were unemployed in the year to January to December 2017. Analysis over the longer term shows the unemployment rate is declining and tracking regional trends but remains higher than the England and Wales average of 4.5%.

Young people	Durham	England	NE
18-24 year olds who are out of work and claiming either Universal Credit or Jobseeker's Allowance (at Mar 2018)	4.6% (2,335 people)	2.9%	5.2%
16-17 year olds in apprenticeship (at Mar 2018)	9.6%	5.9%	8.1%



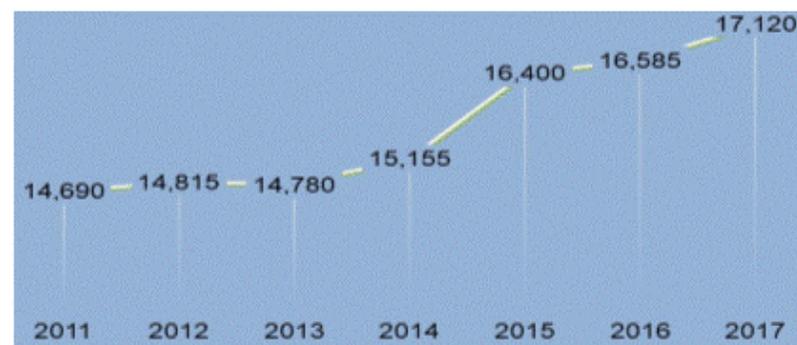
1,066 gross potential jobs created/safeguarded as a result of Business Durham activity (2017/18). Fewer than target (1,300) & last year (2,404).

913 apprenticeships through Durham County Council schemes sustained for 15 months or more (at Mar 2018), which equates to 85% of all apprenticeship starts through these schemes

Business



17,120 registered businesses in county Durham (2017). Number has increased since 2011.



Occupancy rates of retail units (Appendix 6)

- Occupancy rates of retail units in Bishop Auckland (79%) and Newton Aycliffe (79%) show the biggest gap against the available national average levels (88.9%).
- 11 out of 18 centres have an occupancy rate higher or in line with the national average.
- Barnard Castle has the highest occupancy rate (95%) and Ferryhill the second highest (94%) of all the traditional town centres in County Durham.



Housing and regeneration



198 empty properties brought back into use as a result of local authority intervention (2017/18). More than target (120) & last year (136).



1,339 net new homes completed (2017/18). More than last year (1,335).



1,505 clients for whom homelessness was prevented (2017/18).



More than last year (1,262).



Altogether Better for Children and Young People

Early Help and Universal Services

Achieving Aspiration


Schools judged outstanding or good

92% Primary **61.2%* Secondary**

*12 out of 31 schools judged as Requires Improvement or Inadequate (2 more than last year and 1 more than last quarter). 7 LA maintained schools and 5 academies (As of Mar 2018).



1.9% of Durham children with at least one fixed exclusion, lower than last year (2%) (2016/17) and lower than both regional (2.01%) (2015/16) and national (2.11%) (2015/16) comparators.



92.2% of Education Health and Care Plans processed in 20 weeks (Jan-Mar 2018) for children or young people with a special educational need or disability. This is more than regional (78.8%) and national (64.9%) averages, target of 90% has been achieved.

Not in Education, Employment or Training

4.5% of 16-17 year olds in Durham are not in education, employment or training, higher than national (2.7%) and North East (4%) averages

Health

Teenage Pregnancy (Jan—Dec 2016)

Relationship Education

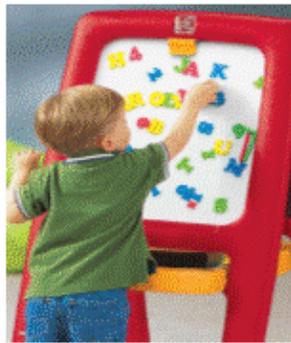
Targeted Intervention

Under 18



21.6 per 1,000 female population (**173** conceptions), fewer than last year (26.4 and 219 conceptions) and lowest since 1998, but still significantly more than England (18.8).

Early Help support




Sustained contact with Children's Centre

89.8% of Durham 0-2 year olds in the top 30% IMD* having sustained contact, more than last year (88.1%) (Jan / Dec 2017)



* Indices of Multiple Deprivation 2010

Altogether Better for Children and Young People

Assessment and Safeguarding

Safeguarding

(Apr 2016- Mar 2017)
 (Apr 2017 - Mar 2018)

Child's journey

5,195 Children in need referrals (CiN), more than last year (5,112)

3,571 Single Assessments, more than last year (3,481)

498 Children with a child protection plan (CPP) (As of Mar 2018) fewer than last year (501)

CPP rate = 49.7 per 10,000 lower than North East average (60.5) but higher than England average (43.3)

Our response

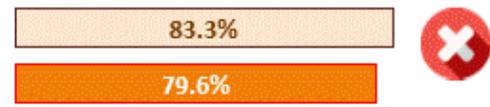
Statutory referrals processed in one working day



CiN referrals occurred within 12 months of previous referral



Single assessments completed in 45 days



Practice week: 5 to 9 March 2018



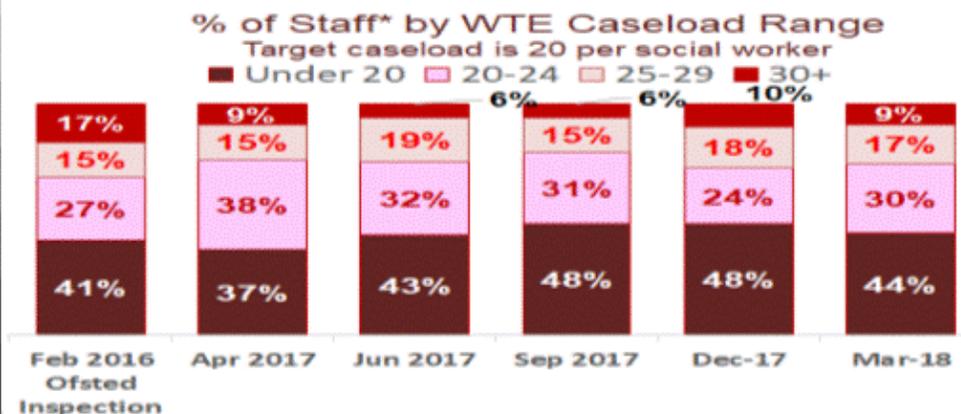
- DCC senior managers went out and about to see first-hand how our social workers provide support to families in Durham.
- A good opportunity for managers to understand of the strengths and capabilities of our organisation.

To find out more, visit DCC YouTube at www.youtube.com/watch?v=ckgLZp4VzGE

Social Work Practice

Social Worker Caseload (Feb 2016 - Mar 2018)

A target caseload is 20 per social worker



*All Agency Staff and Students assumed to be 1.0 WTE. Team Managers, Social Work Consultants, ASYE's, and Students Social Workers have been excluded from the WTE of Staff and any cases they hold have also been excluded.

Statutory casefile quality: Good or above

Performance slightly improved this quarter - target of 80% not met



Altogether Better for Children and Young People

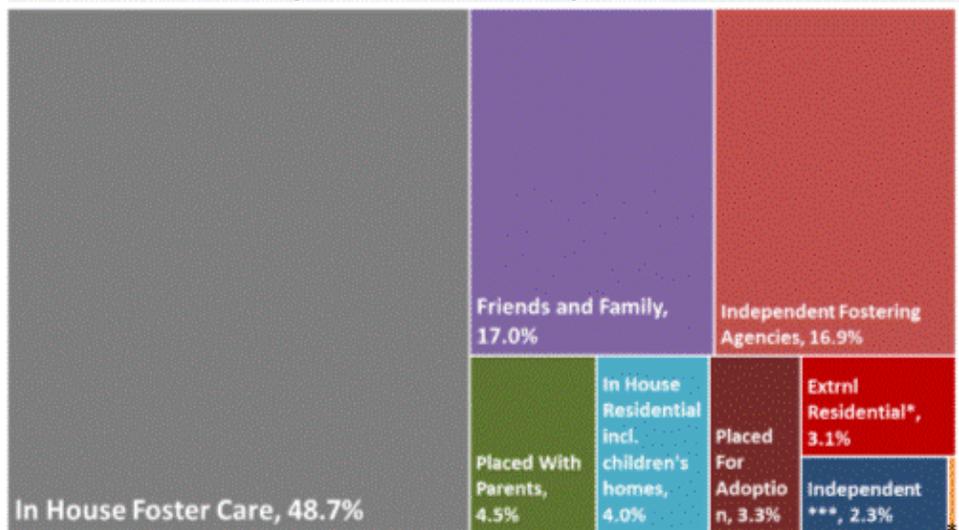
Looked after Children

Safeguarding (31 Mar 2018)

- **798** children currently looked after (LAC). The number of LAC over the last year has plateaued, remaining close to 800.
- **264** care leavers are also receiving support



Looked after children placements as at 20 Apr 2018



* External residential incl. children's home and residential schools
 **secure incl. Youth offenders institutions and prisons
 ***Independent Living incl. supported lodgings

Social Work Practice

- **660** LAC (83%) who are in a foster placement, compared to 668 (82.1%) last year—As at Mar 2018
- **27** LAC (3.4%) have external residential placements, compared to 25 (3%) last year—As at Mar 2018
- **54** children (15%) adopted of those leaving care (Apr 2017—Mar 2018), compared to 53 (17.3% - Apr 2016—Mar 2017)
- **26** children are waiting for adoption (Apr 2018).

Achieving Aspiration

Care leavers aged 17-21

	Durham	North East	England
In suitable accommodation	89% (Apr 2017-Mar 2018)	86% (2015/16 ac yr)	84% (2015/16 ac yr)
Education, Employment or training (EET)	61.4% (Apr 2017-Mar 2018)	50% (2015/16 ac yr)	52% (2015/16 ac yr)

Our Care leavers—beyond school education (March 2018)



- Support care leaver apprenticeships
- 5 care leaver apprenticeships in DCC departments
- Maintain contact with young care leavers up to the age of 25
- A dedicated worker to support care leaver's university entry

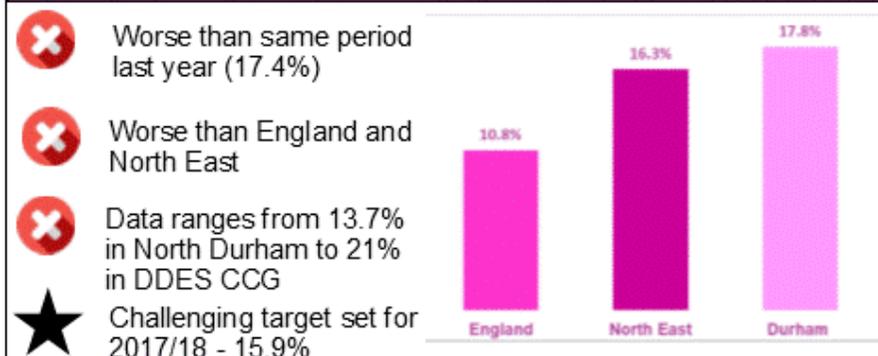
Health of looked after children

	Durham	North East	England
A dental health check	94.8% (Apr 2017-Mar 2018)	83% (2016/17)	83% (2016/17)
Health assessments	89.9% (Apr 2017-Mar 2018)	91% (2016/17)	89% (2016/17)

Altogether Healthier

Health of our residents

Mothers smoking at time of delivery Oct - Dec 2017



Smoking quitters - April - December 2017



Mortality Rate - per 100,000 pop from preventable causes (2014 - 2016)

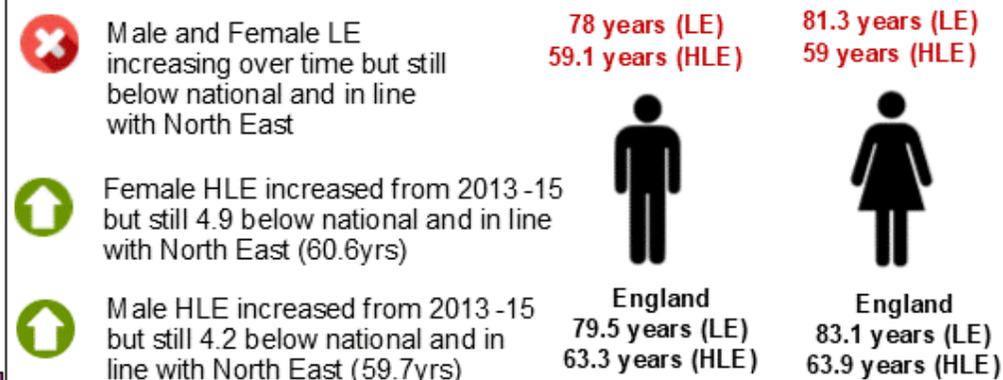


Low wellbeing (self reported) (2014 - 2016)



Health of our residents

Life Expectancy (LE) and Healthy Life Expectancy (HLE) 2014 - 2016



Prevalence of breastfeeding at 6 -8 weeks



Adult Social Care

Daily Delayed transfers of care beds per 100,000 population - February 2018



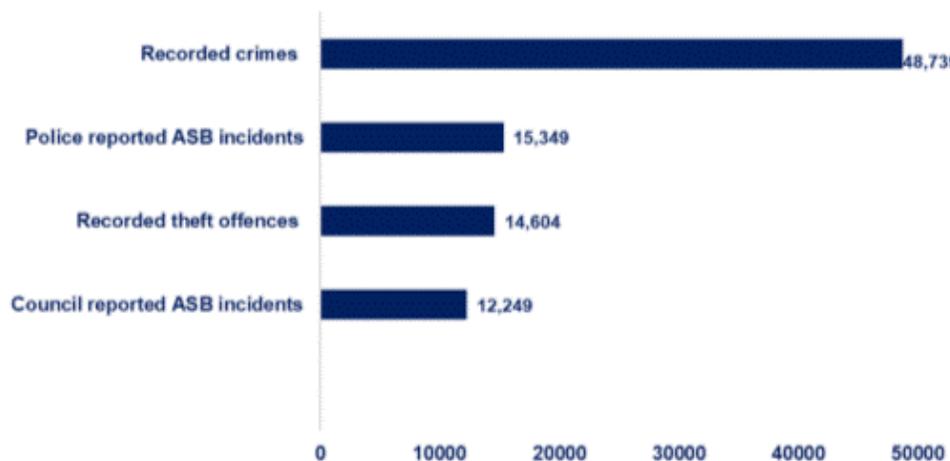
86.4% of people received an assessment/review within the last 12 months (year ended Mar 2018), down from 87.2% (Mar 2017)

Adults aged 65+ per 100,000 population admitted to care on a permanent basis: Apr 2017 to Feb 2018



Altogether Safer

Crime and anti-social behaviour (ASB) (Apr 2017 - Mar 2018)



12.4% reduction in police reported and 16.5% reduction in council reported anti-social behaviour incidents since same period last year



119 First Time Entrants to the Youth Justice System, less than the annual target of 250 and a decrease from Q4 last year



Recorded crime has increased by 34% compared to the same period in 2016/17.



The increase in crime (including theft) is partially due to changes in recording practices but there are also real crime increases. The reduction in officer numbers has also impacted.



Recorded theft offences have increased by 16.% compared to the same period in 2016/17.



43.8% proven re-offending rate by young people (within 12 months), higher than England but lower than North East



54.4% (Jan- Dec 2017) People's perceptions of police and council dealing with concerns of ASB and crime. Similar to most similar group average of 55.3%

Reducing misuse of drugs and alcohol

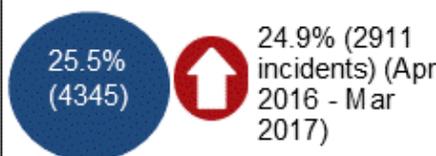
Successful completions for alcohol and drugs - Sep 2016 - Aug 2017 (with representations up to Feb 2018)

	Successful completions	England	Target
Alcohol	31.9% (376 people)	38.6%	38.4%
Opiates	6.4% (97 people)	6.6%	7.8%
Non-opiates	30.1% (225 people)	36.6%	44.2%



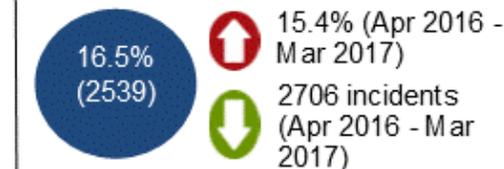
Alcohol seizures - Police recorded **944** between Apr 2017 and Mar 2018, reducing 30.7% since last year. 588 (62%) under 18.

% of violent crime that is alcohol related Apr 2017 - Mar 2018



24.9% (2911 incidents) (Apr 2016 - Mar 2017)

% Police reported A SB incidents - alcohol related Apr 2017 - Mar 2018



15.4% (Apr 2016 - Mar 2017)
 2706 incidents (Apr 2016 - Mar 2017)

Tackling abuse of vulnerable people

Maintained Level 3 on our building resilience to terrorism self assessment score.

177 child sexual exploitation referrals between Apr 2017 - Mar 2018. Higher than the 155 reported in the same period last year.



Safe environment - Road Safety

Period	Total KSI	Children	Fatalities
Comparison	+13%*	+6%	-14%
Jan - Dec 2017	204	19	18
Jan - Dec 2016	180	18	21

* this is maybe due to changes in the recording system

Altogether Greener

Collection and disposal of waste

Refuse and recycling

2017 rolling year data



96.8% municipal waste diverted from landfill, in line with target (95%)



39.6% household waste re-used, recycled or composted. The level has remained static since 2015/16 and below national average



Durham County Council (DCC) is working on the 'Plastic Free Pledge' by phasing out the use of unnecessary single use plastics (SUPs) in all DDC buildings while also working with partners to encourage businesses, organisations and residents to go 'plastic free'



Officer Working Group is working on the review of SUPs by the council and partners which will be overseen by Scrutiny

Fly-tipping

2017/18 rolling year data

4% reduction in fly-tipping incidents recorded from last quarter

7,617 incidents recorded, 323 less than last quarter (7,940)

38% reduction in fly-tipped white goods (101 less incidents)

35% reduction in transit van loads (125 less incidents)

12 more incidents of asbestos being fly-tipped

Clean and attractive environment

Environmental cleanliness

2017/18 annual figures



5.6% litter, a slight reduction from last year (5.8%)



11.7% detritus, an increase from last year (9.8%)



1.07% dog fouling, a slight increase from last year (0.96%)



Operation Spruce Up, the campaign to 'clean up' and 'green up' front streets in local communities has been extended with planned spruce ups in areas including Pelton, Tow Law, Gilesgate, Trimdon Grange, Annfield Plain and Cockfield



Spruce up has taken home the title of 'campaign of the year' at environmental charity Keep Britain Tidy's Network Awards and was also shortlisted in the Local Government Chronicle Awards 2018.



Durham City is in the final of the 2018 Royal Horticultural Society (RHS) Britain in Bloom competition, where it is shortlisted in the Small City category

	Actions: 2017/18	
	No.	Comment
Locations cameras have been deployed	80	23 incidents caught on CCTV
Stop and search operations	36	18 Duty of care warning letters
		11 Producers 14 FPNs issued
Further investigations:	1,598	45 PACE interviews
		10 Prosecutions £8,846 Awarded in fines, compensation, costs and surcharges
FPNs issued for fly-tipping	123	

Altogether Better Council

Our services to customers and the public

Customer Services - 2017/18:



52 seconds to answer a call on average and 5% calls abandoned



There has been a significant increase in customers using web forms and social media to contact us and a direct correlation with the reduction of contact via the email channel



Customer access points have continued to see reductions in footfall volumes following the introduction of universal credit and a continued focus on multi-channel contact



TELEPHONE
962,237



E-MAIL
53,211



WEB FORMS
94,499



FACE-TO-FACE
148,664



SOCIAL MEDIA
3,235



DOT from previous year
% change

Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests — January — March 2018



86% of responses were sent to applicants within 20 working days (target 90%)



Improvement from 71% for October — December 2017

As a result of a review into the FOI process a bespoke FOI system is being looked into to reduce duplication and the volume of paperwork when handling FOI requests

Managing our resources for residents and customers



Council Tax Collected

✓ 96.83% council tax collected (target 96.8%)

i 4.93% increase in net payments received (£11,396,531 increase) compared to 2016/17.



Business Rates Collected

✓ 98.42% business rates collected (target 97.8%)

i Business rates charges have been impacted by the 2017 revaluation and subsequent changes to relief thresholds, plus changes to the rating multiplier i.e. the percentage of rateable value charged.

i 48.8% of all business rates accounts in Durham qualify for small business rates relief following changes which have resulted in the number of businesses qualifying for relief increasing by 2,558 to 7,567 accounts

Looking after our people

Employee Wellbeing: (2017/18 excluding schools)

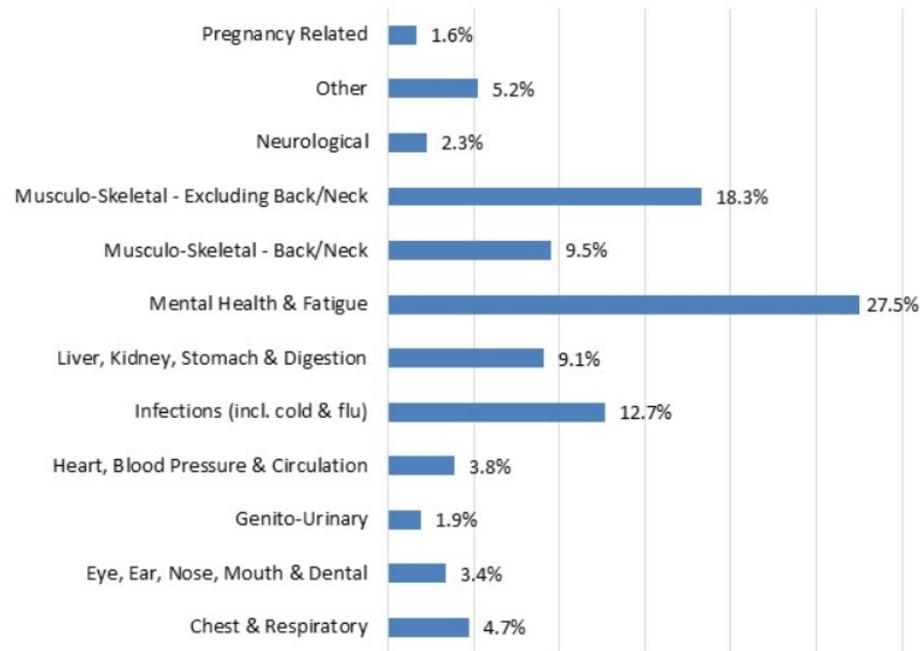


Overall sickness absence per full time equivalent has again worsened since last quarter (10.7 to 11.08 days (2017/18 rolling year data))

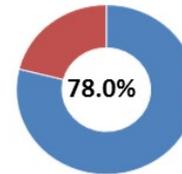


Target of 11.2 days achieved and sickness remains lower than two years ago

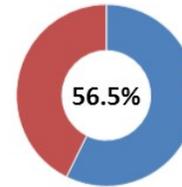
% type sickness occurring (Jan - Mar 2018)



January — March 2018:



Similar proportion of employees having 5 working days or less sickness than last year (78.4%)



Similar proportion of posts with no sickness absence than last year (56.3%)

% of sickness absence (excluding schools)

short/medium/long term sickness	Oct—Dec 2017	Jan—Mar 2018
Short Term = 0 - 7.5 days	17.3%	19.6%
Medium Term = 7.5 - 20 days	14.1%	15.8%
Long Term = 20 days +	68.6%	64.6%

% of staff performance appraisals completed (2017/18 excluding schools)



83.2% appraisals completed - worse than previous quarter (85.8%) and remaining below target (92%)

A new simplified annual appraisal approach is under consideration and other tools to improve effectiveness of the employee performance management processes

Recommendations and reasons

53 Cabinet is recommended to:

- (a) consider and comment on the council's performance at quarter four;
- (b) agree the changes to the Council Plan outlined below:

Altogether Wealthier

- (i) The timescale to secure a developer for the North East Industrial Estate in Peterlee has been revised. This has been a long-term project, and from progress made to date, it is now appropriate and timely to revise the timescales from March 2018 to a more realistic deadline of March 2020.

Altogether Greener

- (ii) A strategic review of street sweepings is complete and a food waste review business case is also complete. However a report on the findings needs to move through the democratic process to determine next steps and so this action has been revised to September 2018.
- (iii) The development of a countywide Allotment Forum to embed a holistic approach to the management of allotments, increase community engagement and share best practice has been revised from March 2018 to March 2020. Considerable work has been undertaken with scrutiny to support the new policy and future management of allotments. Over the coming year the implementation of the new policy and management will be the focus.

Altogether Better Council

- (iv) There has been a delay in realigning operational practices as part of the fleet restructure to meet service delivery demands. Discussion with Trade Unions is ongoing.
- (v) The timetable for the archives project was revised when the round 1 application was submitted in March 2018, to take account of advice from the regional Heritage Lottery Fund grants advisor. As a result, the target for submission of the stage 2 applications has been revised from March 2019 to August 2019.

Contact: Jenny Haworth Tel: 03000 268071

Appendix 1: Implications

Appendix 2: Report Key

Appendix 3: Risk Management

Appendix 4: Summary of key performance indicators

Appendix 5: Volume measures

Appendix 6: Occupancy rates of retail units

Appendix 7: Secondary Schools Require Improvement and Inadequate

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 period/benchmark
- ✗ Performance is poor or worse than comparable period/benchmark
- ↔ Performance has remained static or is in line with comparable period/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: Risk Management

Risk Management

- 1 The strategic risks identified as potential barriers to successfully achieving our objectives are listed against each Altogether theme. These risks have been identified using the following criteria:
 - (a) Net impact is critical, and the net likelihood is highly probable, probable or possible.
 - (b) Net impact is major, and the net likelihood is highly probable or probable.
 - (c) Net impact is moderate, and the net likelihood is highly probable.

- 2 At 31 December 2017, there were 23 risks on the corporate strategic risk register, the same number as at 30 September 2017. During quarter three, no risks were added and none were removed. The following matrix categorises the strategic risks according to their net risk evaluation as at 31 December 2017. To highlight changes in each category during the last quarter, the number of risks as at 30 September 2017 is shown in brackets.

Corporate Risk Heat Map

Impact					
Critical	1 (1)		4 (4)		1 (1)
Major		4 (4)	3 (3)		
Moderate			9 (9)	1 (1)	
Minor					
Insignificant					
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks 

- 3 At a corporate strategic level, key risks to the council, with their respective net risk evaluations shown in brackets, are:
 - (a) If there was to be slippage in the delivery of the agreed MTFP savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses (Critical / Possible);
 - (b) Ongoing Government funding cuts which now extend to at least 2019/20 will continue to have an increasing major impact on all Council services (Critical / Highly Probable);
 - (c) Failure to protect child from death or serious harm (where service failure is a factor or issue) (Critical / Possible);
 - (d) A service failure of Adult Safeguarding leads to death or serious harm to a service user (Critical / Possible);
 - (e) Major Interruption to IT Service Delivery (Critical / Possible).

- 4 The implementation of additional mitigation on a number of risks has enabled the Council to improve performance, decision-making and governance, and this is detailed in the relevant sections of the report.
- (a) **Altogether Wealthier:** There are no key risks in delivering the objectives of this theme.
 - (b) **Altogether Better for Children and Young People:** Failure to protect a child from death or serious harm (where service failure is a factor or issue). Management consider it possible that this risk could occur which, in addition to the severe impacts on children, will result in serious damage to the council's reputation and to relationships with its safeguarding partners. To mitigate the risk, actions are taken forward from Serious Case Reviews and reported to the Local Safeguarding Children Board. Lessons learned are fed into training for front line staff and regular staff supervision takes place. This risk is long term and procedures are reviewed regularly (Critical / Possible).
 - (c) **Altogether Healthier:** There are no key risks in delivering the objectives of this theme.
 - (d) **Altogether Safer:** Service failure of Adult Safeguarding leads to death or serious harm to a service user. Management consider it possible that this risk could occur which, in addition to the severe impacts on service users, will result in serious damage to the council's reputation and to relationships with its safeguarding partners. As the statutory body, the multi-agency Safeguarding Adults Board has a business plan in place for taking forward actions to safeguard vulnerable adults including a comprehensive training programme for staff and regular supervision takes place. This risk is long term and procedures are reviewed regularly (Critical / Possible).
 - (e) **Altogether Greener:** There are no key risks in delivering the objectives of this theme.
 - (f) **Altogether Better Council:**
 - i. If there was to be slippage in the delivery of the agreed Medium Term Financial Plan (MTFP) savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses. Management consider it possible that this risk could occur, which will result in a funding shortfall, damaged reputation and reduced levels of service delivery. To mitigate the risk, a programme management approach for key projects has been established and embedded across the council. Monitoring by Corporate Management Team and Cabinet provides assurance over the implementation of the agreed MTFP savings projects. It should be recognised that this will be a significant risk for at least the next four years (Critical / Possible).
 - ii. Ongoing Government funding cuts which now extend to at least 2019/20 will continue to have an increasing major impact on all council services. Management consider it highly probable that this risk could occur, and to mitigate the risk, sound financial forecasting is in place based on thorough examination of the Government's "red book" plans. This will also be a significant risk for at least the next four years (Critical / Highly Probable).

- iii. Major Interruption to IT Service Delivery. Corporate Management Team has approved a project to provide improved ICT resilience for the council's main data centre. Design works to improve infrastructure and reduce the risk have now be completed and it is anticipated that work on site will commence in March 2018. (Critical / Possible).

Appendix 4: Summary of Key Performance Indicators

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure	Performance compared to *North East figure **Nearest statistical neighbour figure	Period covered		
Altogether Wealthier 1. Do residents have good job prospects?												
1	REDP 140	Proportion of the working age population defined as in employment	71.3	2017	Tracker	70.8	GREEN	75.0	RED	70.6*	GREEN	2017
2	REDP 188	Per capita household disposable income (£)	15,496	2015	Tracker	15,246	GREEN	19,447	RED	16197*	RED	2015
3	REDP 162	Number of apprenticeships started through Durham County Council schemes [1]	222	2016/17	200	74	GREEN					
4	REDP 1105	Number of apprenticeships from Durham County Council schemes sustained at least 15 months	913	As at Mar 2018	Tracker	719	GREEN					
5	REDP 192	Number of gross potential jobs created or safeguarded as a result of Business Durham activity [2]	1,066	2017/18	1,300	2,404	RED					
6	CYPS 1	Percentage of 16 to 17 year olds in an apprenticeship	9.6	As at Mar 2018	Tracker	9.1	GREEN	5.9	GREEN	8.1*	GREEN	As at Mar 2018

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure	Period covered
7	REDP 17a	Number of 18 to 24 year olds who are out of work and claiming either Universal Credit or Jobseekers Allowance (JSA)	2,335	As at Mar 2018	Tracker	2,120	RED				
8	REDP 18b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	40.40	As at Mar 2018	Tracker	31.70	NA [3]				

2. Do residents have access to decent and affordable housing

9	REDP I30	Number of empty properties brought back into use as a result of local authority intervention	198	2017/18	120	136	GREEN				
10	REDP I10b	Number of net homes completed	1,339	2017/18	Tracker	1,335	GREEN				
11	REDP I36a	Number of clients who have accessed the Housing Solutions Service and for whom homelessness has been prevented	385	Jan - Mar 2018	Tracker	341	GREEN				
12	REDP I10ai	Number of affordable homes delivered [2]	322	2016/17	200	262	GREEN				

3. Is County Durham a good place to do business?

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
13	REDP 187	Gross Value Added (GVA) per capita in County Durham (£)	16,513	2016 provisional	Tracker	16,362	GREEN	27,060	RED	19542*	RED	2016 provisional
14	REDP 189	Number of registered businesses in County Durham	17,120	2017	Tracker	16,585	GREEN					
4. Is it easy to travel around the county?												
15	NS06 a	Percentage of A roads where maintenance is recommended (scanner survey)	3	2016/17	Tracker	4	GREEN	3	GREEN	3*	GREEN	2015/16
16	NS06 bc	Percentage of B and C roads where maintenance is recommended (scanner survey)	3	2016/17	Tracker	4	GREEN	6	GREEN	6*	GREEN	2015/16
17	NS06 d	Percentage of unclassified roads where maintenance is recommended (scanner survey)	20	2016/17	Tracker	20	GREEN	17	RED	14*	RED	2015/16
18	NS07	Highways maintenance backlog (£millions)	191.7	2016	Tracker	181	NA					
5. How well does tourism and cultural events contribute to our local economy?												
19	REDP 1100	Number of visitors to County Durham (million)	19.3	2016	Tracker	18.7	GREEN					
20	REDP 1101	Number of jobs supported by the visitor economy	11,158	2016	Tracker	10,961	GREEN					

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
21	REDP I102	Amount (£ million) generated by the visitor economy	806	2016	Tracker	778	GREEN					
Altogether Better for Children and Young People												
1. Are children, young people and families in receipt of universal services appropriately supported?												
22	CYPS 24	Average attainment 8 score/score for LA (all pupils at the end of key stage 4 in state-funded mainstream and special schools and academies - replacing GCSE attainment) [4]	44.6	2016/17 ac yr (final)	Tracker	NA	NA	46.4	RED	44.6*	GREEN	2016/17 ac yr (final)
23	CYPS 27	Average point score per A level entry of state-funded school students	31.9	2016/17 ac yr (final)	Tracker	31.9	GREEN	31.1	GREEN	30.8*	GREEN	2016/17 ac yr (final)
24	CYPS 28	Percentage of pupils achieving the expected standard in Reading, Writing and Maths (at KS2) [5]	64.0	2016/17 ac yr (final)	Tracker	59.0	GREEN	62.0	GREEN	65*	AMBER	2016/17 ac yr (final)
25	CYPS 2	Percentage of 16 to 17 year olds who are not in education, employment or training (NEET) [6]	4.5	Dec 17 - Feb 18	Tracker	4.3	RED	2.7	RED	4*	RED	Dec 17 - Feb 18
26	CYPS 25	Gap between the average Attainment 8 score of Durham	-13	2016/17 ac yr (final)	Tracker	NA	NA	-12.8	AMBER	-14.8*	GREEN	2016/17 ac yr (final)

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure	Performance compared to *North East figure **Nearest statistical neighbour figure	Period covered		
		disadvantaged pupils and the average Attainment 8 score of non-disadvantaged pupils nationally (at KS4) [4] [5]										
27	CYPS 26	Percentage of children in the Early Years Foundation Stage achieving a Good Level of Development	72	2016/17 ac yr (final)	64.0	69.0	GREEN	70.7	GREEN	70.7*	GREEN	2016/17 ac yr (final)
28	CYPS 29	Gap between the percentage of Durham disadvantaged pupils and the percentage of non-disadvantaged pupils nationally who achieve the expected standard in reading, writing and maths (at KS2)	-18	2016/17 ac yr (final)	Tracker	-16.0	GREEN	-20	GREEN	-15*	RED	2016/17 ac yr (final)
29	CYPS 30	Ofsted percentage of primary pupils in good or better schools	92	As at Mar 2018	Tracker	90	GREEN	90	GREEN	91*	GREEN	As at Mar 2018
30	CYPS 31	Ofsted percentage of secondary pupils in good or better schools	61.2	As at Mar 2018	Tracker	67	RED	80	RED	66*	RED	As at Dec 2017
31	CYPS 32	Exclusion from school of All Durham children - percentage of children with at least one fixed exclusion	1.9	2016/17 ac yr	Tracker	2.0	GREEN	2.11	GREEN	2.01*	GREEN	2015/16 ac yr

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
32	CYPS 38	Percentage of all school pupils eligible and claiming for Free School Meals (FSM) - Child Poverty Proxy	20.2	2016/17 ac yr	Tracker	20.2	GREEN	14.7	RED	19.9*	AMBER	2016/17 ac yr
33	AHS1	Under 18 conception rate per 1,000 girls aged 15 to 17	21.6	Jan 2016 - Dec 2016	Tracker	26.4	GREEN	18.8	RED	24.6*	GREEN	Jan 2016 - Dec 2016
34	AHS2	Proportion of five year old children free from dental decay	64.9	2014/15	Tracker	New indicator	NA	75.2	RED	72*	RED	2014/15
35	AHS3	Alcohol specific hospital admissions for under 18's (rate per 100,000)	67.5	2013/14 - 2015/16	Tracker	72.8	GREEN	37.4	RED	66.9*	AMBER	2013/14 - 2015/16
36	AHS4	Young people aged 10-24 admitted to hospital as a result of self-harm	489.4	2011/12 - 2013/14	Tracker	504.8	GREEN	367.3	RED	532.2*	GREEN	England - 2011/12 - 2013/14 NE - 2010/11 - 2012/13
37	AHS5	Percentage of children aged 4 to 5 years classified as overweight or obese	24.1	2016/17 ac yr	Tracker	24.3	GREEN	22.6	RED	24.5*	GREEN	2016/17 ac yr
38	ASH6	Percentage of children aged 10 to 11 years classified as overweight or obese	37.7	2016/17 ac yr	Tracker	37.0	AMBER	34.2	RED	37.3*	AMBER	2016/17 ac yr
39	CYPS 33	Percentage of Education Health and Care Plans completed	92.2	Jan - Mar 2018	90.0	70.5	GREEN	64.9	GREEN	78.8*	GREEN	2017

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure	Performance compared to *North East figure **Nearest statistical neighbour figure	Period covered		
		in the statutory 20 week time period										
2. Are children, young people and families in receipt of Early Help services appropriately supported?												
40	CYPS 22	Percentage of successful interventions (families turned around) via the Stronger Families Programme (Phase 2)	30.3	Sep 2014 - Jan 2018	50.4	13	GREEN	23.1	GREEN	27*	GREEN	Mar 2018
41	CYPS 23	Percentage of children aged 0-2 years in the top 30% IMD registered with a Children's Centre and having sustained contact	89.8	Jan - Dec 2017	60	88	GREEN					
3. Are children and young people in receipt of social work services appropriately supported and safeguarded?												
42	CYPS 14	Percentage of First Contact & EDT enquiries processed within 1 working day	85.4	Apr 2017 - Mar 2018	Tracker	73.4	GREEN					
43	CYPS 15	Percentage of statutory children in need referrals received which occurred within 12 months of a previous referral	17.3	Apr 2017 - Mar 2018	Tracker	18.5	GREEN	21.9	GREEN	20.1*	GREEN	2016/17

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
44	CYPS 16	Percentage of statutory single assessments completed within 45 working days	79.6	Apr 2017 - Mar 2018	Tracker	83.3	RED	82.9	RED	83.1*	RED	2016/17
45	CYPS 17	Rate of children subject to a child protection plan per 10,000 population aged under 18	49.7	As at Mar 2018	Tracker	50.0	NA	43.3		60.5*		As at Mar 2017
46	CYPS 18a	Rate of children in need (proxy) per 10,000 population aged under 18 (L4 open cases ONLY)	341.0	As at Mar 2018	Tracker	340.7	NA	312		339*		2016/17
47	CYPS 18b	Level 2/3 cases open to One Point Service - Rate per 10,000 population aged under 18 [7]	NA	As at Mar 2018	Tracker	NA	NA					
48	CYPS 18c	Level 3 cases open to Families First Teams - Rate per 10,000 population aged under 18	228.4	As at Mar 2018	Tracker	210.7	NA					
49	CYPS 19	Percentage of strategy meetings initiated which led to an initial child protection conference being held within 15 working days	66.9	Apr 2017 - Mar 2018	75.0	73.6	RED	77	RED	86*	RED	2016/17

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
50	CYPS 20	Percentage of Social Workers with fewer than 20 case	44.3	As at Mar 2018	Tracker	42.0	GREEN					
51	CYPS 21	Percentage of Case File Audits which are rated as good or better	54.5	Jan - Mar 2018	80.0	50.0	GREEN					
4. Are we being a good corporate parent for Looked After Children?												
52	CYPS 3	Rate of looked after children per 10,000 population aged under 18	79.6	As at Mar 2018	Tracker	80.8	NA	62		92*		As at Mar 2017
53	CYPS 4	Percentage of children adopted from care (as % of total children leaving care)	15.0	Apr 2017 - Mar 2018	0.0	17.3	RED	14	GREEN	14*	GREEN	2016/17
54	CYPS 5	Percentage of LAC who are in a foster placement	83.0	As at Mar 2018	Tracker	82.1	GREEN					
55	CYPS 6	Percentage of independent residential placement	3.4	As at Mar 2018	Tracker	3.0	RED					
56	CYPS 7	Percentage of children looked after continuously for 12 months or more who had a dental check	94.8	Apr 2017 - Mar 2018	Tracker	87.1	GREEN	83	GREEN	83*	GREEN	2016/17
57	CYPS 8	Percentage of children looked after continuously for 12 months or more who have had the required	89.9	Apr 2017 - Mar 2018	Tracker	84.8	GREEN	89	GREEN	91*	AMBER	2016/17

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure	Performance compared to *North East figure **Nearest statistical neighbour figure	Period covered		
		number of health assessments										
58	CYPS 9	Emotional and behavioural health of children looked after continuously for 12 months or more (SDQ)	16.0	2016/17	Tracker	14.9	RED	14.1	RED	14.7* RED	2016/17	
59	CYPS 10	Average Attainment 8 score of Looked After Children [4][5]	21.9	2016/17 ac yr (final figure)	Tracker	NA	NA	NA	NA	NA	2016/17 ac yr	
60	CYPS 11	Percentage of LAC achieving the expected standard in Reading, Writing and Maths (at KS2)	35.0	2016/17 ac yr (final)	Tracker	44.0	RED	32	GREEN	33* GREEN	2016/17 ac yr	
61	CYPS 12	Percentage of care leavers aged 17-21 in education, employment or training (EET)	61.4	Apr 2017 - Mar 2018	Tracker	69.5	RED	52	GREEN	50* GREEN	2015/16 ac yr	
62	CYPS 13	Percentage of care leavers aged 17-21 in suitable accommodation	89.0	Apr 2017 - Mar 2018	Tracker	90.4	AMBER	84	GREEN	86* GREEN	2015/16 ac yr	
Altogether Healthier 1. Are our services improving the health of our residents?												
63	AHS1 2	Percentage of mothers smoking at time of delivery	17.8	Oct - Dec 2017		15.9	17.4	RED	10.8	RED	16.3* RED	Oct - Dec 2017

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
64	AHS13	Four week smoking quitters per 100,000 smoking population	2,463	Apr - Dec 2017	2,258	2,025	GREEN					
65	AHS7	Male life expectancy at birth (years) [8]	78.0	2014-2016	Tracker	78.1	AMBER	79.5	AMBER	77.8*	GREEN	2014-2016
66	AHS8	Female life expectancy at birth (years) [8]	81.3	2014-2016	Tracker	81.2	GREEN	83.1	RED	81.5*	AMBER	2014-2016
67	AHS9	Healthy life expectancy at birth [Female]	59	2014-2016	Tracker	57	GREEN	63.9	RED	60.6*	RED	2014-2016
68	AHS10	Healthy life expectancy at birth [Male]	59.1	2014-2016	Tracker	58	GREEN	63.3	RED	59.7*	AMBER	2014-2016
69	AHS14	Excess weight in adults (Proportion of adults classified as overweight or obese)	67.5	2015/16	Tracker	New indicator	NA	61.3	RED	66.3*	AMBER	2015/16
70	AHS11	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	12.6	2014 - 2016	Tracker	15.7	GREEN	9.9	RED	11.6*	RED	2014 - 2016
71	AHS38	Prevalence of breastfeeding at 6-8 weeks from birth	28.9	Jan - Mar 2018	Tracker	26.8	GREEN	43.7	Not comparable	33*	Not comparable	Oct - Dec 2017
72	AHS40	Estimated smoking prevalence of persons aged 18 and over	17.9	2016	Tracker	19.0	GREEN	15.5	RED	17.2*	RED	2016

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered	
73	AHS41	Self-reported wellbeing - people with a low happiness score	6.9	2016/17	Tracker	11.5	GREEN	8.5	GREEN	8.7*	GREEN	2016/17	
74	NS21	Participation in Sport and Physical Activity: active	60.9	May 2016 - May 2017	Tracker	62.2	RED	60.6	GREEN			May 2016 - May 2017	
75	NS22	Participation in Sport and Physical Activity: inactive	24.5	May 2016 - May 2017	Tracker	25.4	GREEN	25.6	GREEN			May 2016 - May 2017	
2. Are people needing adult social care supported to live safe, healthy and independent lives?													
76	AHS18	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	691.7	Apr 2017 - Feb 2018		677.0	764.1	GREEN	628.2	Not comparable	843*	Not comparable	2015/16
77	AHS20	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	89.1	Jan - Dec 2018		85.9	87.8	GREEN	82.7	Not comparable	85.5*	Not comparable	2015/16
78	AHS16	Percentage of individuals who achieved their desired outcomes from the adult safeguarding process	96.2	Apr 2017 - Mar 2018	Tracker	95.6	GREEN						

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
79	AHS17	Percentage of service users receiving an Assessment or Review within the last 12 months	86.4	Apr 2017 - Mar 2018	Tracker	87.2	AMBER					
80	AHS21	Overall satisfaction of people who use services with their care and support	63.6	2016/17	Tracker	New indicator	NA	64.4	Not comparable	67.2*	Not comparable	2015/16
81	AHS22	Overall satisfaction of carers with the support and services they receive	43.3	2016/17	Tracker	New indicator	NA	41.2	Not comparable	49.3*	Not comparable	2014/15
82	AHS19	Daily Delayed transfers of care beds, all per hospital per 100,000 population age 18+	3.4	Feb 2018	Tracker	3.6	GREEN	11.9	GREEN		GREEN	At November 2017
83	AHS23	The proportion of adult social care service users who report they have enough choice over the care and support services they receive	73.1	2016/17	Tracker	New indicator	NA	67.6	GREEN	NA		2016/17

Altogether Safer

1. How effective are we at tackling crime and disorder?

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
84	CYPS 35	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population of 10 to 17 year olds) [8]	277	Apr 2017 - Mar 2018	582	382	GREEN	357	Not comparable	413**	Not comparable	2015/16
85	AHS2 4	Overall crime rate (per 1,000 population) [8]	93.7	Apr 2017 - Mar 2018	Tracker	70.4	RED	76.19	RED	77.42**	RED	Apr 2017 - Feb 2018
86	AHS2 5	Rate of theft offences (per 1,000 population) [8]	28.1	Apr 2017 - Mar 2018	Tracker	24.2	RED	31.53	Not comparable	29.88**	Not comparable	Apr 2017 - Feb 2018
87	AHS2 6	Proportion of all offenders (adults and young people) who re-offend in a 12 month period	32.4	Jul 2015 - Jun 2016	Tracker	0.0	RED	29.5	Not comparable	35.9*	Not comparable	Apr 2015 - Mar 2016
88	CYPS 36	Proven re-offending by young people (who offend) in a 12 month period (%)	43.8	Jul 2015 - Jun 2016	Tracker	0.0	RED	41.5	RED	47.6*	GREEN	Jul 2015 - Jun 2016
2. How effective are at tackling Anti-Social Behaviour?												
89	AHS2 7	Dealing with concerns of ASB and crime issues by the local council and police [5] [8] [9]	54.4	Jan - Dec 2017	Tracker	62.9	RED			55.3**	AMBER	Jan - Dec 2017
90	AHS2 8a	Number of police reported incidents of anti-social behaviour [8]	15,349	Apr 2017 - Mar 2018	Tracker	17,515	GREEN					

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
91	AHS2 8b	Number of council reported incidents of anti-social behaviour	12,249	Apr 2017 - Mar 2018	Tracker	14,668	GREEN					
3. How well do we reduce misuse of drugs and alcohol?												
92	AHS3 1	Percentage of successful completions of those in alcohol treatment	31.9	Oct 2016 - Sep 2017 with reps to Mar 2018	38.4	28.6	GREEN	38.6	RED	30.8*	GREEN	Oct 2016 - Sep 2017 with reps to Mar 2018
93	AHS3 2	Percentage of successful completions of those in drug treatment - opiates	6.4	Oct 2016 - Sep 2017 with reps to Mar 2018	7.8	6.2	GREEN	6.6	GREEN	5.2*	GREEN	Oct 2016 - Sep 2017 with reps to Mar 2018
94	AHS3 3	Percentage of successful completions of those in drug treatment - non-opiates	30.1	Oct 2016 - Sep 2017 with reps to Mar 2018	44.2	26.9	GREEN	36.6	RED	27.4*	GREEN	Oct 2016 - Sep 2017 with reps to Mar 2018
95	AHS2 9	Percentage of anti-social behaviour incidents that are alcohol related	16.5	Apr 2017 - Mar 2018	Tracker	15.4	RED					
96	AHS3 4a	Percentage of secondary school pupils who drink alcohol (Most Weekends / Every weekend / Every Day)	13.0	2017 survey (snapshot Jan - Apr 2017)	Tracker	13.3	GREEN					

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
97	AHS3 4b	Percentage of Secondary School pupils who have taken any illegal drugs, including cannabis or NPS (formerly known as legal highs)	5.9	2017 survey (snapshot Jan - Apr 2017)	Tracker	New indicator	NA					
98	AHS3 0	Percentage of violent crime that is alcohol related	25.5	Apr 2017 - Mar 2018	Tracker	24.9	RED					
99	AHS3 6	Alcohol seizures	944	Apr 2017 -Mar 2018	Tracker	1362	NA					

4. How well do we tackle abuse of vulnerable people, including domestic abuse, child sexual exploitation and radicalisation?

100	AHS3 5	Building resilience to terrorism (self assessment). Scored on level 1 (low) to 5 (high)	3	2017/18	Tracker	3	GREEN					
101	CYPS 34	Number of child sexual exploitation referrals [8]	177	Apr 2017 - Mar 2018	Tracker	155	NA					

5. How do we keep our environment safe, including roads and waterways?

102	REDP 144	Number of people killed or seriously injured in road traffic accidents	204	Jan - Dec 2017	Tracker	180	RED					
		Number of fatalities	18			21				NA		
		Number of seriously injured	186			159				NA		

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
103	REDP I45	Number of children killed or seriously injured in road traffic accidents	19	Jan - Dec 2017	Tracker	18	RED					
		Number of fatalities	0			0				NA		
		Number of seriously injured	19			18				NA		

Altogether Greener

1. How clean and tidy is my local environment?

104	NS14 a	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	5.57	Dec 2017 - Mar 2018	Tracker	5.80	GREEN	10	GREEN			2014/15
105	NS14 b	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	11.72	Dec 2017 - Mar 2018	Tracker	9.79	RED	27	GREEN			2014/15
106	NS14 c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	1.07	Dec 2017 - Mar 2018	Tracker	0.96	RED	7	GREEN			2014/15

2 Are we reducing carbon emissions and adapting to climate change?

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure		Period covered
107	REDP I46	Percentage reduction in CO ₂ emissions in County Durham (by 40% by 2020 and 55% by March 2031)	49.9	2015	Tracker	48.00	GREEN					
108	REDP I48	Percentage change in CO ₂ emissions from local authority operations	-14	2016/17	Tracker	-6.00	GREEN					
3. How effective and sustainable is our collection and disposal of waste?												
109	NS10	Percentage of municipal waste diverted from landfill	96.8	2017	95.0	95.3	GREEN					
110	NS19	Percentage of household waste that is re-used, recycled or composted	39.6	2017	Tracker	39.4	GREEN	43.0	RED	35.3*	GREEN	2015/16
111	NS15	Number of fly-tipping incidents	7,617	2017/18	Tracker	7,768	GREEN					
Altogether Better Council												
1. How well do we look after our people?												
112	RES/011	Percentage of performance appraisals completed in current post in rolling year period (excluding schools)	83.21	2017/18	92.00	87.89	RED					
113	RES/LPI/012a	Days / shifts lost to sickness absence – all	11.08	2017/18	11.20	10.48	RED					

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure	Period covered	
		services excluding school staff										
114	RES/052	Percentage of posts with no absence in rolling year (excluding schools)	56.46	Jan - Mar 2018	Tracker	56.27	GREEN					
115	RES/019a	% of sickness absence which is short term	19.62	Jan - Mar 2018	Tracker	19.62	NA					
116	RES/019b	% of sickness absence which is medium term	15.75	Jan - Mar 2018	Tracker	17.04	NA					
117	RES/019c	% of sickness absence which is long term	64.60	Jan - Mar 2018	Tracker	63.35	NA					
118	RES/053	Percentage of employees having five days or less sickness per 12 month rolling period	77.97	Jan - Mar 2018	Tracker	78.42	NA					
2. Are our resources being managed for the best possible outcomes for residents and customers?												
119	RES/002	Percentage of council tax collected in-year	96.83	2017/18	96.80	96.69	GREEN	97.20	AMBER	95.8*	GREEN	2016/17
120	RES/003	Percentage of business rates collected in-year	98.42	2017/18	97.80	97.78	GREEN	98.20	GREEN	98.13*	GREEN	2016/17
3. How good are our services to customers and the public?												
121	NS26	Average time taken to answer a telephone call (seconds)	52	2017/18	Tracker	43	RED					

Ref	PI ref	Description	Latest data	Period covered	Period target	Data 12 months earlier	Performance compared to 12 months earlier	Performance compared to National figure		Performance compared to *North East figure **Nearest statistical neighbour figure	Period covered
122	NS20	Percentage of abandoned calls	5	2017/18	Tracker	6	GREEN				
123	NS43 a	Number of customer contacts - face to face	148,664	2017/18	Tracker	169,071	NA				
124	NS43 b	Number of customer contacts -telephone	962,237	2017/18	Tracker	978,068	NA				
125	NS43 c	Number of customer contacts - web forms	94,499	2017/18	Tracker	67,414	NA				
126	NS43 d	Number of customer contacts - emails	53,211	2017/18	Tracker	70,465	NA				
127	NS43 e	Number of customer contacts - social media	3,235	2017/18	Tracker	2,112	NA				

[\[1\] Funding required to continue the programme has not been secured](#)

[\[2\] Target is an annual target](#)

[\[3\] Since August 2015 out of work claimants who are single with no dependants will be claiming Universal Credit. Information on long term claimants is not available therefore this PI no longer represents all long term out of work claimants.](#)

[\[4\] Due to a change in methodology, 2016/17 Ac Yr data cannot be compared to the previous academic year.](#)

[\[5\] Previous period data amended /refreshed](#)

[\[6\] The high number of school leavers whose status is 'not known' impacts significantly on this indicator](#)

[\[7\] Due to the restructure in One Point and Family First Teams, this indicator is no longer available. A new measure will be introduced from the new year.](#)

[\[8\] Data 12 months earlier amended/refreshed](#)

[\[9\] A confidence interval applies to the survey results](#)

Appendix 5: Volume Measures

Chart 1. Children in need referrals within 12 months of previous referral

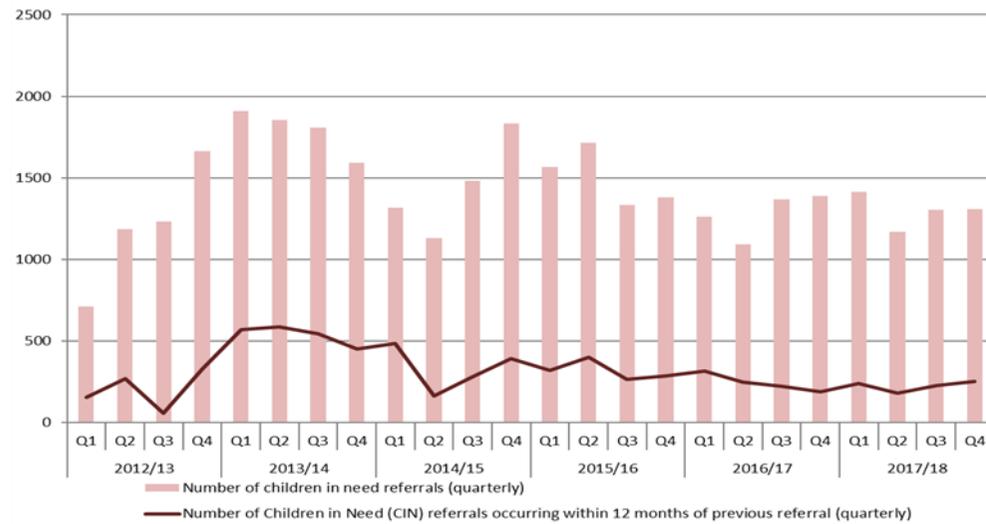


Chart 2. Looked after children cases

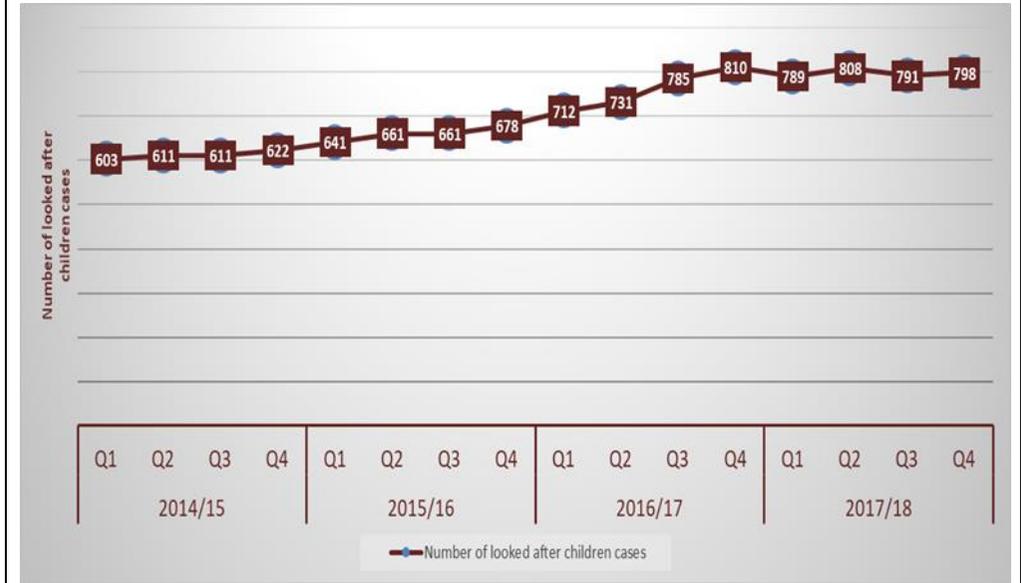


Chart 3. Children with a child protection plan

Rate and number of CPP per 10,000 population under 18

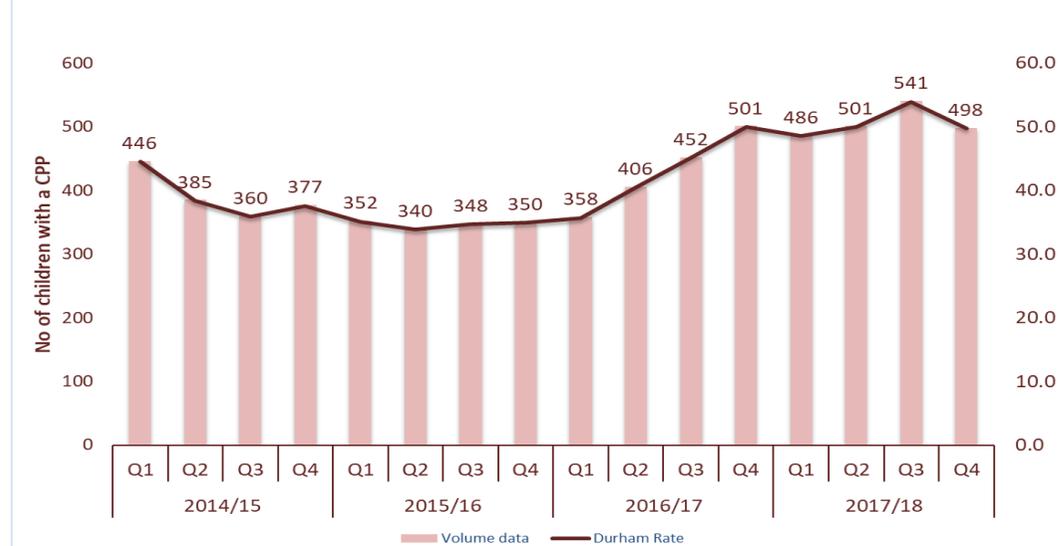


Chart 4. First Contact Volume and Process Rate

% of Statutory Referrals processed within 1 working day



Chart 5. Fly-tipping incidents

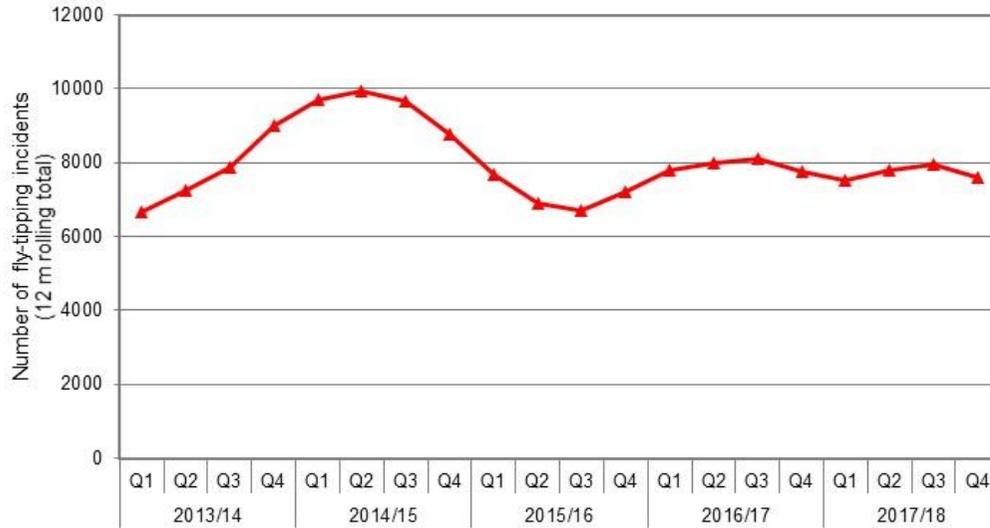


Chart 6. Customer contacts

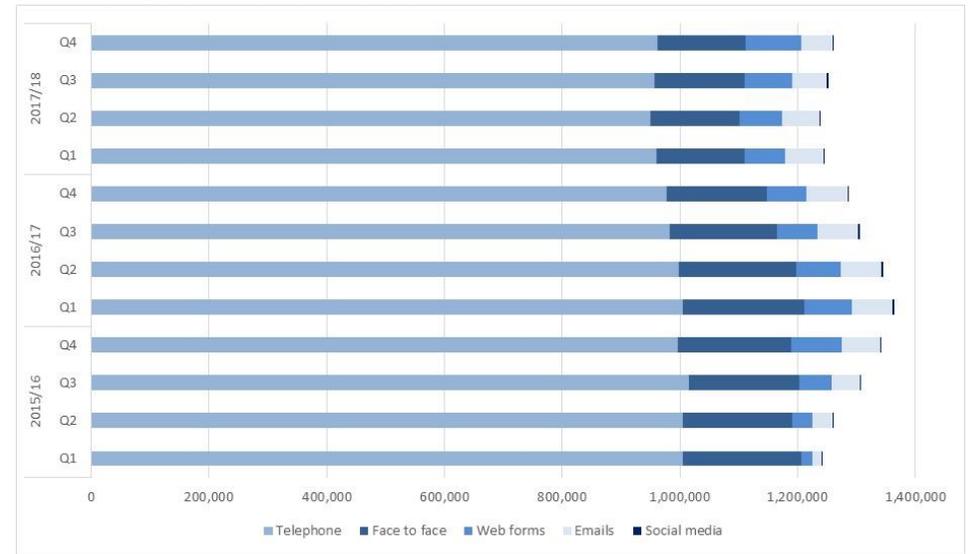


Chart 7. Freedom of Information/Environmental Information Regulations requests

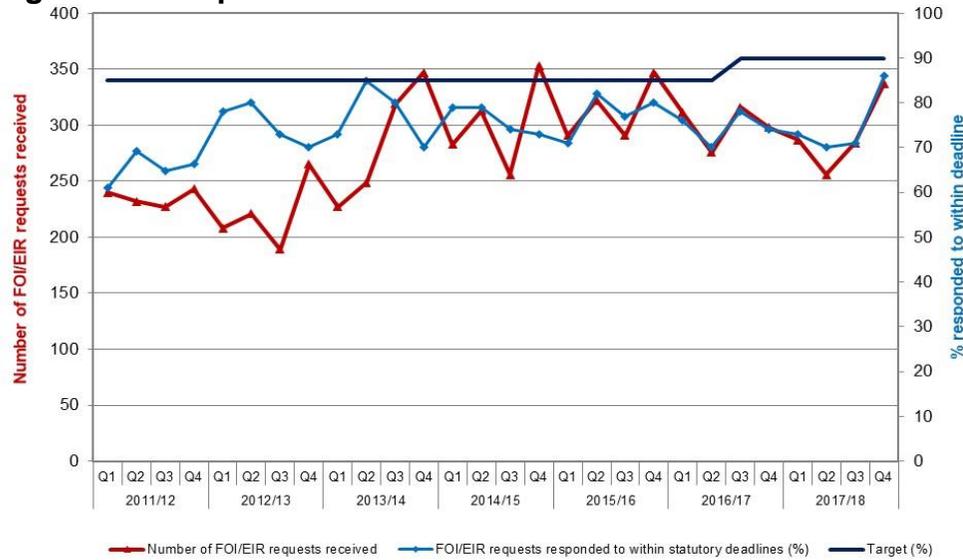
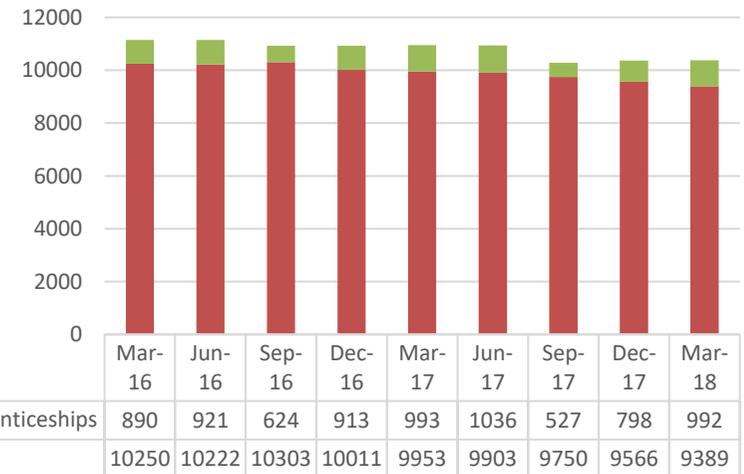


Chart 8. 16-17 year olds in Apprenticeships

16-17 year olds in Apprenticeships in County Durham

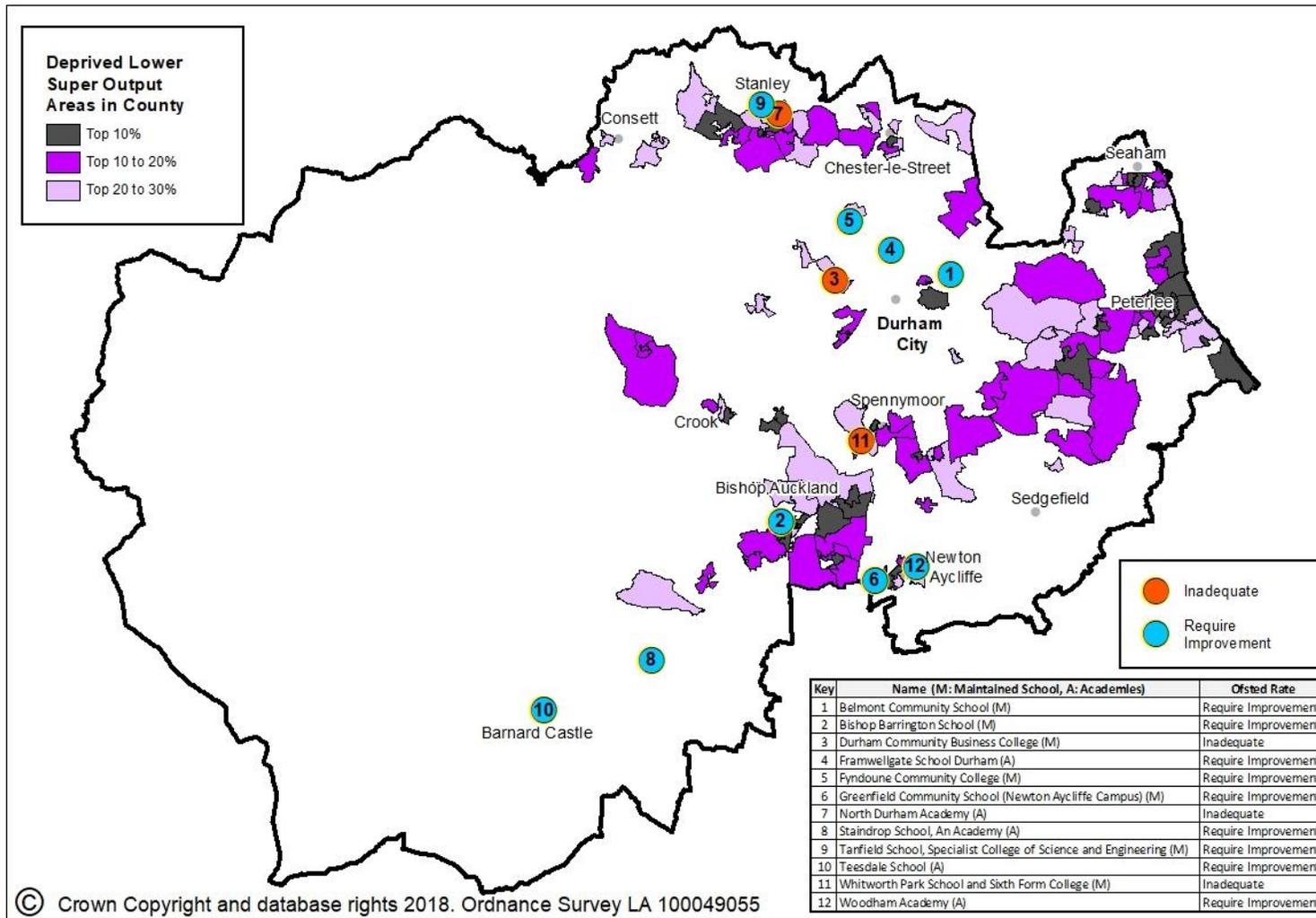


Appendix 6: Occupancy rates of retail units in County Durham

Town	Total Units	2016/17	2017/18	Percentage points difference from national average*, 88.9%	Occupancy rates
Durham City	398	93%	91%	2 pp higher	<ul style="list-style-type: none"> Occupancy rates of retail units in Bishop Auckland (79%) and Newton Aycliffe (79%) show the biggest gap against the available national average levels (88.9%). 11 out of 18 centres have an occupancy rate higher or in line with the national average. The highest occupancy rates (100%) within the county are at the defined district centres of Tindale and Hermiston, followed closely by Arnison (97%). These locations offer more modern style retail park shopping destinations with free parking and larger units. Barnard Castle has the highest occupancy rate (95%) and Ferryhill the second highest (94%) of all the traditional town centres in County Durham.
Bishop Auckland	382	82%	79%	10 pp lower	
Chester-le-Street	304	88%	85%	4 pp lower	
Consett	220	92%	89%	in line	
Spennymoor	205	87%	85%	4 pp lower	
Barnard Castle	182	96%	95%	6 pp higher	
Seaham	154	94%	90%	1 pp higher	
Crook	144	92%	92%	3 pp higher	
Peterlee	123	86%	85%	4 pp lower	
Stanley	118	86%	86%	3 pp lower	
Newton Aycliffe	102	77%	79%	10 pp lower	
Shildon	96	92%	85%	4 pp lower	
Ferryhill	88	96%	94%	5 pp higher	
Dalton Park	78		92%	3 pp higher	
Dragonville	38	89%	92%	3 pp higher	
Tindale	37	100%	100%	11 pp higher	
Arnison	33	100%	97%	8 pp higher	
Hermiston	17	100%	100%	11 pp higher	

* September 2017, Local Data Company – private company who carry out their own survey, therefore data to be treated with caution.

Appendix 7: Secondary Schools Require Improvement and Inadequate



Ofsted ratings are as of 31 March 2018, 12 out of 31 schools judged as Requires Improvement or Inadequate

(M): Maintained Schools, (A): Academy

