

What our priorities are and how we are doing			
Strategies and plans, performance indicators, audits, inspections and reviews			
Category	Description	Charge	Contact information
Annual Reports	End of year reports – Overview and scrutiny	No	Scrutiny Office scrutiny@durham.gov.uk 03000 268145
Strategies and business plans for services provided by the council	Key policies and plans are listed at Policies and Plans	No	Internal Audit – NFI 03000 269 667
Internal and external performance reviews	Council Performance indicators Central Government requires local authorities and their partners to collect and publish a range of performance indicators reflecting the services they provide.	No	Durham County Council Customer Services help@durham.gov.uk 03000 268023
	Performance Review Our Information and Data Services team (formerly Performance Review) provides statistics and completes statutory returns for schools and the council.	No	Research and consultation team: 03000 268030
	Planning and Performance		
Strategies developed in partnership with other authorities	The County Durham Partnership is made up of key public, private and voluntary sector organisations, that work together to improve the quality of life for the people within County Durham. Partners have developed the Sustainable Community Strategy (SCS) to identify the changes that we think should be made to improve the economic, social and environmental well-being of the area and make	No	County Durham Partnership Assistant Chief Executive's Office Durham County Council County Hall Durham DH1 5UF Contact Tel: 03000 263593 Email: countydurhampartnership@durham

	<p>it an ‘Altogether Better Durham’</p> <p>The Safe Durham Partnership Plan identifies the priorities for improving community safety in County Durham</p> <p>The Health and Well-Being Delivery Plan identifies the priorities for improving the Health and Wellbeing of people in County Durham</p>		gov.uk
Economic development action plan	County Durham Economy	No	Economic Policy 03000 261908
Capital strategy	We manage a range of land and property assets, valued on the Balance Sheet in excess of £1.8bn. We manage these assets as custodians to the residents of Durham County in order that the Council can provide services to the public	No	
Inspection reports	<p><u>External</u></p> <ul style="list-style-type: none"> • Scores on the doors - for commercial food premises operating in County Durham. • Highways Safety Inspections • Safety Advisory Group 	No	Durham County Council Customer Services 03000 269006 help@durham.gov.uk
Statistical information produced in accordance with the council’s and departmental requirements	<p>Census information Every ten years the Office for National Statistics (ONS) carries out a census to find out more about the people who live in England and Wales, and about the make-up of local neighbourhoods.</p> <p>The census asks about work, health, national</p>	No	Research and Consultation CRI@durham.gov.uk Tel: 03000 268032

	<p>identity, citizenship, ethnic background, education, second homes, language, religion, marital status and so on. These statistics are then used to build a picture of today's society.</p> <p>In addition to providing access to information on the census process and statistics extracted from the 2001 Census, the Authority produces and maintains numerous summaries and reports from a variety of other statistical sources that provide a demographic picture of County Durham and the areas within its boundary.</p> <p>The Local Government and Public Involvement in Health Act 2007 places a legal requirement on Local Authorities and Primary Care Trusts to produce a Joint Strategic Needs Assessment (JSNA) of the health and wellbeing of their local populations.</p>		
Equality Impact assessments	All equality impact assessments reports on services. Equality and Diversity	No	Equality and Diversity Team Email: equalities@durham.gov.uk Tel: 03000 268 020
Service standards	<p>Our customers are at the heart of everything we do. We will set high standards of customer care and tell you how we are performing against them. Our aim will always be to deliver services as efficiently and effectively as possible. Whenever you contact us we want to make sure you receive the highest level of service. If you feel that we are falling short of these high standards please let us know.</p> <p>Service Standards and Charter</p> <p>As a council, we are committed to providing</p>	No	Durham County Council Customer Services 03000 269 006 help@durham.gov.uk

	<p>high standards of customer service. This commitment starts with listening to our customers and finding out what is important to them. Our commitment to you (service standards and charter).</p>		
--	---	--	--

Key Strategies, Policies and plans	<p>This section show Durham's Policies and Plans including: Council Plan, Executive forward plan, risk management strategy, The Children and Young People's plan, Primary Strategy for change.</p> <p>Customer First Strategy</p>	No	For further information Contact the Information Management Team Email: foi@durham.gov.uk Tel: 03000 269006
Council Plan	The Council Plan is the overarching high level plan for the County Council and replaces the previous Corporate Plan.	No	Corporate Improvement Planning and Performance Assistant Chief Executive's Office Durham corporate.improvement@durham.gov.uk
County Durham Plan	Durham County Council's Forward Plan sets out issues likely to be the subject of a key decision made by our Cabinet.	No	Democratic Services Durham County Council County Hall Durham County Durham DH1 5UL email: democraticservices@durham.gov.uk Tel: 03000 261908