



**Safer and Stronger Communities  
Overview and Scrutiny Committee**

**Date** Tuesday 5 January 2016  
**Time** 9.30 am  
**Venue** Committee Room 2, County Hall, Durham

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**Business**

**Part A**

**Items during which the Press and Public are welcome to attend. Members of the Public can ask questions with the Chairman's agreement.**

1. Apologies for Absence
2. Substitute Members
3. Minutes of the Meeting held 27 October 2015 (Pages 1 - 12)
4. Declarations of Interest, if any
5. Any items from Co-opted Members or Interested Parties
6. Media Relations
7. County Durham and Darlington Fire and Rescue Service - Integrated Risk Management Plan (IRMP) Action Plan 2016/17 Consultation: (Pages 13 - 32)
  - (i) Report of the Chief Fire Officer, County Durham and Darlington Fire and Rescue Service.
  - (ii) Presentation by the Group Manager, County Durham and Darlington Fire and Rescue Service.
8. Consumer Protection Enforcement Activity: (Pages 33 - 34)
  - (i) Report of the Corporate Director of Neighbourhood Services.
  - (ii) Presentation by the Consumer Protection Manager, Neighbourhood Services.
9. Quarter 2 2015/16 Performance Management Report: (Pages 35 - 46)  
Report of the Assistant Chief Executive – presented by the Strategic Manager - Performance and Information Management, Children and Adults Services.

10. Council Plan and Performance Indicator Setting 2016/17: (Pages 47 - 56)  
Report of the Assistant Chief Executive – presented by the Corporate Scrutiny and Performance Manager, Assistant Chief Executive's.
11. Overview and Scrutiny Review Updates: (Pages 57 - 62)  
Verbal Updates by the Overview and Scrutiny Officer.
  - (i) Alcohol – Scoping Document.
  - (ii) 20mph Limits – Progress Update.
12. Police and Crime Panel: (Pages 63 - 66)  
Report of the Assistant Chief Executive.
13. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration

**Colette Longbottom**  
Head of Legal and Democratic Services

County Hall  
Durham  
18 December 2015

To: **The Members of the Safer and Stronger Communities Overview and Scrutiny Committee**

Councillor D Boyes (Chairman)  
Councillor T Nearney (Vice-Chairman)

Councillors J Armstrong, J Charlton, J Cordon, S Forster, J Gray, C Hampson, M Hodgson, G Holland, S Iveson, H Liddle, J Maitland, N Martin, J Measor, K Shaw, W Stelling, P Stradling, F Tinsley, J Turnbull and C Wilson

**Co-opted Members:** Mr A J Cooke and Mr J Welch

**Co-opted Employees/Officers:** Acting Chief Fire Officer S Errington and Chief Superintendent G Hall

**DURHAM COUNTY COUNCIL**

**SAFER AND STRONGER COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**

At a Meeting of **Safer and Stronger Communities Overview and Scrutiny Committee** held in **Committee Room 2, County Hall, Durham** on **Tuesday 27 October 2015** at **9.30 am**

**Present:**

**Councillor D Boyes (Chairman)**

**Members of the Committee:**

Councillors J Armstrong, S Forster, J Gray, M Hodgson, G Holland, J Maitland, N Martin, T Nearney, K Shaw, P Stradling, J Turnbull and C Wilson

**Co-opted Members:**

Mr A J Cooke

**Co-opted Employees/Officers:**

Chief Superintendent G Hall

**1 Apologies for Absence**

Apologies for absence were received from Councillors J Charlton, C Hampson, S Iveson, H Liddle, J Measor, F Tinsley and Acting Chief Fire Officer S Errington and Mr J Welch.

**2 Substitute Members**

No notification of Substitute Members had been received.

**3 Minutes**

The Minutes of the meeting held 22 September 2015 were agreed as a correct record, subject to the inclusion of Mr AJ Cooke's apologies being recorded, and were signed by the Chairman.

The Overview and Scrutiny Officer, Jonathan Slee noted that an update report regarding the work of the City Safety Group was scheduled for the March 2016 meeting, and that the comments of the Committee in terms of the County Durham Road Casualty Reduction Forum had been passed on to the Forum. Members were reminded of the upcoming Wisedrive event and Safety Carousel, and that the Portfolio Holder for Neighbourhoods and Local Partnerships, Councillor B Stephens had responded in terms of the Neighbourhood Wardens update. It was added that the Head of Children's Services, Carole Payne had been contacted as regards the success of the Stronger Families Programme.

#### **4 Declarations of Interest**

There were no Declarations of Interest.

#### **5 Any items from Co-opted Members or Interested Parties**

There were no items from Co-opted Members or Interested Parties.

#### **6 Media Relations**

The Overview and Scrutiny Officer referred Members to the recent prominent articles and news stories relating to the remit of the Safer and Stronger Communities Overview and Scrutiny Committee (for copy see file of minutes). The articles included: Durham Constabulary having been judged as the most efficient police force in the country, with an overall outstanding rating; promotion of the 20mph schemes across the county, the first in Chester-le-Street and the second being developed at Bishop Auckland; and linking to the agenda item in respect of secondary fires, the annual campaign in relation to Bonfire Night, highlighting the dangers associated with fireworks and making bonfires together with the benefits of attending an organised firework display.

Councillor N Martin noted that the Home Secretary had made reference to diversity within police forces, with Durham Constabulary having been mentioned as a force with no black Officers. The Chief of Staff of the Office of the Police and Crime Commissioner (PCC), Alan Reiss explained that Durham Constabulary did have a black Officer, working in the Consett area. Members were informed that when comparing the proportion of Black and Minority Ethnic (BMEs) people within the population within County Durham to the proportion within Durham Constabulary, it could be shown that Durham Constabulary was the most representative police force in the country.

#### **Resolved:**

That the presentation be noted.

#### **7 Checkpoint**

The Chairman thanked the Chief of Staff (PCC), Alan Reiss who was in attendance to speak to Members in relation to the work of Checkpoint (for copy see file of minutes).

The Chief of Staff (PCC) thanked Members for the opportunity to explain the Checkpoint programme, noting that it was an innovative and bold initiative, with the potential to change how reoffending and crime were tackled.

Members learned that evidence had shown that: 40% of people coming through custody received a caution or other out of court disposal; only 3% of people who appear at Magistrates' Court receive a prison sentence; 40% of offenders would re-offend within 6 months; and that intervention methods had been shown to work much more effectively than prison.

Councillors were referred to a graph highlighting the prevalence of reoffending over time, with it being noted that 40% reoffend within 6 months, 50% within 12 months and 60% within 24 months, and the rate levelled off at around 60-70% after that. It was added that therefore it was important to be able to target early interventions to try to prevent a cycle of reoffending.

The Committee learned that Checkpoint is a partnership programme, with a wide contribution from many agencies. It was explained that Checkpoint was a “voluntary adult offender scheme which will result in an exit from the Criminal Justice System if they comply”. Members noted that the programme was designed to identify “critical pathways” and to intervene in an offender’s early behaviour in order to reduce or stop further offending. Councillors were informed that there was the use of out of court disposals such as cautions, fixed penalty notices (FPNs) and Restorative Approaches (RAs) and a deferred prosecution of 4 months.

The Chief of Staff (PCC) explained that the programme worked such that once the investigative process was finalised, the offender would be released with an appointment to meet a “Navigator” within 24 to 72 hours. It was added that the trained Navigators were not Police Officers and that the Navigators would carry out an in-depth assessment and agree a 4 month contract with the offender. The offender needs to consent to undertake the contract, with work involved looking to address the root causes of the offending.

Members were informed that the five points included within a 4 month contract were:

1. No re-offending within a time period.
2. Participate in RAs if appropriate.
3. Attend sessions re. critical pathway.
4. Attend sessions re. critical pathway.
5. Community/voluntary work and Global Positioning System (GPS) tag.

It was noted that the option of a GPS tag could be useful in helping offenders resist peer pressure in terms of reoffending, for example if they were asked to go with others to commit further offences, they could decline, citing the GPS tag as a reason. It was noted that critical pathways included: alcohol dependency; substance misuse; mental or physical health; accommodation; finances; employment; relationships and support; and attitudes and behaviour. Members learned that the deferred prosecution offered good motivation for offenders, and gave a fall-back position should the offender not fulfil their contract. The Committee was reminded that the majority of crime was carried out by a small number of offenders and therefore working with those offenders and tackling their critical pathways was key in helping to reduce crime and reoffending. The Chief of Staff (PCC) noted that for an offender to be eligible for the Checkpoint programme they must admit their guilt, or there must be sufficient evidence that they have committed the offence (in the case of “no-reply”). It was noted that Checkpoint was not a “soft option” and that a lot of effort was required by an offender to fulfil their 4 month contract.

Councillors were referred to the offender eligibility criteria which were: the arrested person must be over 18 years of age; they must live within County Durham or Darlington; the offence must be deemed low or medium level; the offender must not be already on probation, court bail or court order; they must have admitted the crime of there be sufficient evidence to charge; and the person must agree to go on to the programme. It was explained that low and medium referred to the Crime Harm Index, and that the offence must be one of those listed.

Members were referred to a diagram showing offences that could be considered, noting that some appeared to be controversial, including assault and cruelty or neglect to children, however, it was reiterated that these must be at a low or medium level as referred to on the Crime Harm Index.

Councillors noted that should an offender not comply with their contract, they would then be referred back to court to consider the original offence, and any other potential offences, with a report as regards their participation in Checkpoint being submitted to the court. The Chief of Staff (PCC) noted the current figures in relation to the performance of the Checkpoint programme with:

- 367 offenders on Checkpoint since 1 April 2015;
- 5.2% having failed;
- 94.8% complying with their contract;
- 17.4% have already successfully completed their contract;
- Approximately 42% of the offences committed have a victim.

Members learned that the first person to complete the programme in August 2015 had managed to bring their problems with alcohol under control, had trained and reskilled, secured a job and also undertook a RA with the victim of the offence.

The Chief of Staff (PCC) explained that a new approach was the use of a “forecasting model” which was being developed by Cambridge University working closely with Durham Constabulary. Members noted that Professor Geoffrey Barnes of the University of Pennsylvania had used the forecasting model to good effect in connection with probation in the United States. It was added that the model would indicate and grade an offender according to their propensity to commit crime. It was explained that a randomised control trial would be undertaken to provide evidence of the success of the programme. Members noted the trial would be undertaken in December 2015/January 2016, with half the participants undergoing the Checkpoint programme, half going through the existing processes.

The Committee noted the governance structure for the Checkpoint Programme, with a Governance Board having representatives from all partner agencies, and having links to: the Safe Durham Partnership Board; Darlington Community Safety Partnership Board; Durham Constabulary Executive; Durham and Darlington Reducing Reoffending Group; and the Local Criminal Justice Board Out of Court Scrutiny Panel. It was added that there was a Quality Assurance Group that reported back to the Board on the details and elements of the programme.

Members were referred to 2 cases studies, showing how working with partners was able to affect positive changes, utilising partner agencies such as Lifeline, to help to address issues such as alcohol and substance misuse. It was added that there was weekly newsletter that highlighted the activities of the Checkpoint programme and spread the news of the good work being undertaken in this regard.

The Chairman thanked the Chief of Staff (PCC), noted the positive work of the programme even at this early stage and asked Members for their questions.

Councillor N Martin noted he was very interested in the programme and thought that he felt this was how we should be dealing with offenders, identifying issues they may face and helping to reduce reoffending.

Councillor N Martin asked if therefore any capacity issues with partners involved in supporting the critical pathways had been identified or any issue in the timeliness of accessing the pathways, especially given the short timescale of the 4 month contract period. The Chief of Staff (PCC) noted that all the relevant agencies were represented on the Governance Board and none of the partners, as yet, had reported any capacity issues. It was added that the programme was relatively new and that it would be monitored as regards capacity over time.

Mr AJ Cooke noted he was impressed with the results of the programme thus far and asked whether the committee would receive a further update in 12 months' time. Chief Superintendent G Hall reiterated that there was the weekly newsletter and the Chairman confirmed that this would be circulated to Members of the Committee for their information.

Councillor C Wilson noted she too was impressed with the work of the programme to date and asked what work was being undertaken in terms of cases where there were issues with an offender and their wider family. The Chief of Staff (PCC) explained that in cases of multiple offences, the offender having already committed 3 previous offences; then they would not be eligible for Checkpoint. It was pointed out however, that there were other schemes and initiatives under the "Think Family" agenda that would look to support those individuals in the type of cases as mentioned.

Councillor J Maitland asked why Cambridge University had been chosen in respect of the programme. The Chief of Staff (PCC) noted that there were several reasons, including: the high academic standing of the university; the work they were already undertaking in this respect; the existing links to Durham Constabulary with several Officers having undertaken postgraduate courses in criminology provided by the university; and the University had offered to carry out the work free of charge.

Councillor M Hodgson noted the statistics associated with the forecaster model and asked as regards the 66% accuracy and also noted concern as regards the types of crime being included within the eligibility for the programme, most notably child cruelty and neglect. The Chief of Staff (PCC) noted that the 66% was not the reoffending rate of those on the programme, rather the accuracy of the forecasting model in determining those that were likely to reoffend. It was reiterated that, in terms of some offences that may appear to be unsuitable, it was the severity of the offence that was taken into account and only those at a low or medium level would be deemed as eligible. The Chief of Staff (PCC) explained that using the example of child cruelty and neglect, the Act defined the crime as such, however, if there was an element of cruelty, or the neglect was of a serious level then the offender would not be eligible for the programme. Members were given an example of neglect where a mother with alcohol misuse issues had been able to engage with partners and gain support for her situation where she had not been able to do so previously. It was added that engaging with the Checkpoint programme did not preclude the involvement of the relevant agencies such as Social Services. It was added that the Governance Board had noted such concerns and work with Child Protection Teams to maintain the safeguarding of children as the top priority.

Councillor G Holland referred to the case studies provided to Members and noted parallels with many individuals that find themselves in difficulty with the law through a complex range of issues including social, financial, lack of employment and job prospects, and deterioration of physical and mental health.

Councillor G Holland wondered whether there could be any benefit in group therapy being used to help those within the Checkpoint programme, giving an example of a person that had successfully completed the programme perhaps becoming a mentor to 20 or 30 other people. The Chief of Staff (PCC) noted that he was not aware of group therapy having been looked at in conjunction with the Checkpoint programme, however, the suggestion was noted.

Chief Superintendent G Hall asked whether, given the recent changes to the Probation Service, that there had been assurance from Government as regards avoiding duplication of service. The Chief of Staff (PCC) explained that the offenders dealt with by Checkpoint were not the same as those dealt with by the Probation service and therefore there would not be duplication. It was added that there were representatives from both the National Probation Service (NPS) and the Community Rehabilitation Company (CRC) on the Checkpoint Governance Board, also providing Navigators to the Checkpoint programme.

**Resolved:**

- (i) That the report be noted.
- (ii) That the Safer and Stronger Overview and Scrutiny Committee receive an update report in 12 months' time as regards progress of the Checkpoint programme.

## **8 Reducing the Number of Secondary Deliberate Fires**

The Chairman thanked the Community Protection and Prevention Manager, County Durham and Darlington Fire and Rescue Service (CDDFRS), Colin Davis who was in attendance to speak to Members in relation to reducing the number of secondary deliberate fires (for copy see file of minutes).

The Committee were reminded that there were two main periods of increased activity in respect of secondary deliberate fires, Easter and the period around Bonfire Night. It was added that Members would be given information in respect of the activity undertaken in 2014, and given information to raise awareness of the partnership approach for the 2015 campaign. Councillors noted that the information linked to the Safe Durham Partnership Plan objective to "Reduce anti-social behaviour – including low level crime and secondary fires".

Members noted that, in terms of the Fire Service, County Durham and Darlington was split into 6 districts, with the "Easington" district being the busiest, with 25% of all secondary fires being within this area. It was noted that secondary fires had a significant impact upon resources and service provision and that accordingly, partnership work was essential in being able to tackle such issues. It was noted that throughout 2014/15 there had been 1,973 secondary fires attended, with 1,154 recorded as being deliberate or "cause not known".

Members noted that the issues associated with the Bonfire Night period included: an increase in deliberate fires; and increase in criminal damage; and increase in anti-social behaviour (ASB); and increase in violence against staff, both verbal and physical; and opportunist fly-tipping. Councillors were given statistics in relation to secondary fires over the last 4 years by "station ground", with Peterlee and Darlington having the highest numbers in 2014. It was added that by working in partnership it was possible to identify key hotspot areas for deliberate secondary fires, ASB and criminal damage.



The Committee noted that there were agency specific and multi-agency plans in place, together with identified lead persons within partner organisations for the purpose of coordination and support of activities, with devolved working at the local level involving with the Local Authority and Local Police Inspectors. It was added that at the end of each year information was evaluated and used to inform future strategy.

The Community Protection and Prevention Manager noted that activity for 2014 had included:

- Education, with multi-agency talks in high risk wards.
- Awareness campaigns.
- Social Media.
- Environmental Impact Assessments (EIAs).
- Removal of “potential fuel”, with the Local Authority also helping in this regard.
- Increased visibility, for example use of a Targeted Response Vehicle (TRV) with Firefighters and a Police Community Support Officer (PCSO) being present in high risk areas at peak times such as Bonfire Night.
- Trading Standards, working to target issues such as illegal fireworks.

It was added that in 2014 there had been 24 secondary deliberate fire incidents on Bonfire Night, which compared very favourably nationally, and it was hoped through the continuation of the hard work undertaken by the Fire Service and partners that 2015 will build upon the successes of 2014.

The Chairman thanked the Community Protection and Prevention Manager and asked Members for their questions.

Councillor S Forster asked if there was information as regards the number of people injured over the peak times, such as Bonfire Night, and therefore an indication how much secondary deliberate fires impacted upon the National Health Service (NHS). The Community Protection and Prevention Manager noted that the figures for accidents and dwelling fires were reported as Performance Indicators (PIs) and therefore was available. It was added that there had been a number of fires in 2014 and while no one had been injured, there had been the potential for harm, for example a large fire at a skatepark in the east of the County had the potential for injury with around 25 young people being in the vicinity. The Director of Commissioning and Development, NHS, North Durham Clinical Commissioning Group (CCG), Michael Houghton noted he would look to see if figures were available in this respect.

Councillor C Wilson noted a recent initiative whereby a pre-emptive action had been taken to show potential offenders the local Police and Fire Stations, setting out what the consequences would be in respect of setting fires, the repercussions in terms of the offender and any victims, as well as highlighting the burden placed on to the emergency services. Councillor C Wilson felt that this, along with other education programmes, was vital in being able to effectively engage and communicate with potential offenders. The Community Protection and Prevention Manager noted that it was important to work in partnership, understanding what each partner can bring in terms of working towards solutions. It was added that a voluntary researcher was looking to identify the types and times of fires, to help in planning responses.

Councillor T Nearney asked questions in respect of fly-tipping, empty buildings and industrial units in terms of potential fuel and fire risk. The Community Protection and Prevention Manager noted that there was engagement with the business community in respect of securing waste and properties in terms of potential fuel and fire.

Councillor J Turnbull noted the issue of wheelie bins used as fuel for fires and the potential for injury from such use and asked what education initiatives were in place to highlight this issue. The Community Protection and Prevention Manager noted that advice was given as regards how to store wheelie bins, when to put them out and bring them back in, how to avoid issues and information as regards equipment such as wheelie bin locks to deter people from stealing the bins to use as fuel. Councillor M Hodgson noted there had been a number of recent safety messages in this regard and noted there was a leaflet available and it may be possible to circulate for Members' information.

**Resolved:**

That the report be noted.

## **9 Mental Health Crisis Care Concordat Local Action Plan Update**

The Chairman thanked the Director of Commissioning and Development, NHS, North Durham Clinical Commissioning Group (CCG), Michael Houghton who was in attendance to give an update for Members in respect of the Mental Health Crisis Care Concordat Action Plan (for copy see file of minutes).

The Director of Commissioning and Development reminded Members that the Mental Health Crisis Care Concordat Action Plan was within the Health and Wellbeing and Safe Durham Partnership agendas and that there was two parts, a national element involving all lead agencies, and a local concordat involving statutory agencies such as the Police, Fire, Local Authorities and the NHS. Members noted that there was a local coordination group, under the Mental Health Partnership Board.

The Committee noted that there had been an update report from the Care Quality Commission (CQC) in terms of the local Action Plan from March 2015, and that there had been some updates accordingly. It was explained that the aim was to support people in real difficulty, and that mental health crisis should be considered in the same way as physical crisis. Councillors noted there was an aim to reduce the number of people detained under the Mental Health Act and to reduce the number of people detained in Police custody where mental health issues were identified. It was noted that "places of safety" were developed to allow mental health assessments to be carried out by mental health professionals in places other than custody. The Committee noted that this was hoped to be able to provide a smooth handover between Police and mental health professionals and to reduce burden on the Police.

The Director of Commissioning and Development explained that two key areas presenting a challenge were: ambulance response times; and policies/protocols in terms of data sharing. It was noted that in terms of a 999 emergency response, the national target for a mental health crisis was 30 minutes, and as this was not being met a workshop to look at the issue was scheduled for December.

Members noted that while there were data sharing protocols in place, it was early days and there would be a process of learning how to work in practice, with hopefully improvements been seen in the coming weeks and months.

The Chairman thanked the Director of Commissioning and Development and asked Members for their questions.

Councillor M Hodgson noted mental health issues linked to many other issues and that cuts to funding across public sector organisations that deal with such issues was disappointing with the Police seeming to “bear the brunt”. Councillor M Hodgson noted she felt there was a need for more of the “safe places”, as mentioned, and for more mental health professionals to cope with the demand. Chief Superintendent G Hall noted that, 18 months ago, if you had asked what the main drain on Police resources was, then the response would have been the time spent helping people with mental health issues and the knock-on effect to the Police of the ambulance response times. Chief Superintendent G Hall added that there had been improvements since that time and it was encouraging in terms of the Action Plan and measures being put in place. Members noted that ambulance response times remained a concern and that further support was needed to help improve those response times.

**Resolved:**

- (i) That the report be noted.
- (ii) That the progress made in relation to the Mental Health Concordat Local Action Plan be noted.
- (iii) To note that the Action Plan will be refreshed to take into account of actions and recommendations published by the Department of Health and Care Quality Commission.
- (iv) To note that a refreshed action plan will be send to MIND for uploading on the national website by the end of October 2015.

**10 Overview and Scrutiny Activity - Service Review of Drug Treatment Centres**

The Overview and Scrutiny Officer updated Members as regards the Service Review of Drug Treatment Centres (for copy see file of minutes).

Members were reminded that in June 2014, the Committee had considered a presentation concerning the service review of drug treatment centres and that consequently a Scrutiny Review group was established to carry out work to input into the service review. Councillors noted that the initial meeting in July 2014 gave the review group the opportunity to see the rationale behind the service review, the LEAN methodology being applied and understood the budgetary pressures faced. It was noted that the new model for delivery of treatment services was for drug and alcohol treatment to be combined, and that shortly after that meeting, the procurement process began, based upon the new specification.

The Overview and Scrutiny Officer reminded Members that there had been a pause while the procurement process took place, and that once the new provider, Lifeline, had been appointed, a visit to one of the new treatment centres at Peterlee was arranged for July 2015.

It was explained that the Public Health Consultant, Lynn Wilson and the Area Manager, Lifeline, Kim Michelle had provided an update for the review group, detailing the new model being operated and gave tour of the facility allowing Members the opportunity to see the centre first hand.

It was noted that the review group acknowledged the valuable work in terms of the new integrated treatment centres and the issue was incorporated into the work programme for the Committee for 2016/17, with an update to be provided at a future meeting.

The Chairman had noted that, prior to the service review, Members had been frustrated in the lack of progress in terms of the completions of drug and alcohol treatment programmes. The Chairman added that he felt the new scheme was streamlined and that the provider would be able to give further information on progress once the new model has been in operating for a period of time. Councillor M Hodgson asked if there was a list of where the treatment centres would be. The Overview and Scrutiny Officer noted that Appendix 2 to the report set out the 6 locations: Derwentside; Dales; Peterlee; Sedgfield; Seaham; and Durham. It was added that all operated the new model as described, with the latter 3 also having the "RAD" provision, a quasi-residential facility to aid recovery.

**Resolved:**

- (i) That the report be noted.
- (ii) That a progress report on implementation of the integrated service from the Service Provider, Lifeline, be presented to a future meeting of the Safer and Stronger Communities Overview and Scrutiny Committee.

## **11 Overview and Scrutiny Review Updates**

The Overview and Scrutiny Officer updated Members as regards Reducing Alcohol Harm and the 20mph Working Group.

It was noted that Scrutiny Officers were working to develop a scoping document for the Reducing Alcohol Harm Review and that Members would receive information as regards dates and the draft scope in due course. The Vice-Chairman, Councillor T Nearney noted that the review would be a focused piece of work and would not look to simply reiterate the Alcohol Harm Reduction Strategy, but look to drill down into issues and be outcome driven.

It was explained that the 20mph Working Group had recently met and had looked at the draft overall policy in terms of 20mph limits and received an update as regards Phase 1 progress. Members noted that a visit to the completed scheme at Bishop Auckland was arranged for the Working Group for 24 November 2015, coinciding with National Road Safety Week

**Resolved:**

That the verbal update be noted.

## **12 Police and Crime Panel**

The Overview and Scrutiny Officer noted the Police and Crime Panel (PCP) had not met before the agenda papers had been dispatched for today's meeting, however, the main issues discussed at the last PCP meeting, 20 October 2015 had included:

- The update of the Police and Crime Plan.
- The Quarter 1 Performance update.
- An update on the Checkpoint Programme.
- An update on work in respect of Mental Health issues.

Members also noted a report from the Committee for Standards in Public Life had been received by the Panel and that while the report had made a number of recommendations, it was noted that the PCP was already operating these practices.

### **Resolved:**

That the verbal update be noted.

## **13 Safe Durham Partnership Update**

The Chairman asked the Community Safety Manager, Caroline Duckworth to speak to Members as regards an update from the Safer Durham Partnership (SDP).

Members noted that the Committee's Organised Crime review had been presented to the Safe Durham Partnership Board by the Chairman of the Committee, Councillor D Boyes, and that an update had been provided to the Board in respect of the development of Local Profiles. It was added that Local Profiles would inform the SDP Strategic Assessment which in turn would inform the SDP Plan and that there would be consultation with key stakeholders on the SDP Plan, including the Safer and Stronger Overview and Scrutiny Committee. Councillors noted that work was ongoing with Area Action Partnerships (AAPs) in respect of increasing the reporting of community intelligence, with the Principal AAP Coordinator with thematic responsibility for Community Safety to take the issue forward.

The Community Safety Manager noted that other issues discussed at the SDP meeting included: the County Durham Transformation Plan for Children and Young People's Mental Health, Emotional Wellbeing and Resilience 2015 – 2020; the regular 6 monthly update on the work of the AAPs; the Alcohol Harm Reduction Strategy 2015 – 2020, now signed off and live; an updated Fire Fatality Protocol, noting around 2,500 staff having been trained in helping to identify those vulnerable people at risk from fire; and a report on work of the Transforming Rehabilitation Task and Finish Group.

Members noted that there would be a community safety themed workshop at the Health and Wellbeing "Big Tent" event to be held on 4 November 2015, providing an opportunity for consultation on the refresh of the SDP Plan 2016/19, along with additional consultation involving AAPs and the Safer and Stronger Overview and Scrutiny Committee. It was noted the Committee would be consulted in February 2016, with a report back to the SDP Board in March 2016.

The Chairman thanked the Community Safety Manager for her update and asked Members for their questions.

Councillor N Martin noted the Alcohol Harm Reduction Strategy update and acknowledged that while the strategy had been recently been signed off by the SDP Board, he felt it was the actions that would follow that would be important. The Community Safety Manager noted that the Action Plan would follow and be sub-divided by themes. Councillor T Nearney reiterated that the Overview and Scrutiny Review looking at Alcohol Harm would be a focused piece of work and would not look to reiterate the Alcohol Harm Reduction Strategy, but look to drill down into issues and be outcome driven. Councillor N Martin suggested that late night drinking in Durham City was a longstanding issue. Councillor M Hodgson reminded the Committee of the excellent presentation and discussions with Balance as regards Minimum Unit Pricing (MUP) as a way of tackling alcohol harm. Councillor M Hodgson added that Members had been disappointed after so many Local Authorities and alcohol charities had supported the MUP approach only for Central Government to abandon its plans to introduce MUP.

**Resolved:**

That the report be noted.

**Safer and Stronger Communities  
Overview and Scrutiny Committee**

**5 January 2016**

**Integrated Risk Management Plan  
(IRMP) Action Plan 2016/17  
Consultation**



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**Report of Stuart Errington, Chief Fire Officer, County Durham  
and Darlington Fire and Rescue Authority**

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**Purpose of the Report**

1. To provide the Safer Stronger Communities Overview and Scrutiny Committee with background to the Fire Authority's IRMP Action Plan consultation for 2016/17. The Committee will be provided with a presentation setting out details of the consultation and key issues for the Fire Authority going forward.

**Background**

2. The Fire and Rescue Service National Framework for England (published in July 2012 by the Department of Communities and local Government) places a statutory responsibility on all Fire and Rescue Authorities to produce an IRMP.
3. The IRMP must be publicly available (currently on the County Durham and Darlington Fire and Rescue Service website, attached at Appendix 2) and cover at least a three year timescale. The Framework requires that an IRMP must also:
  - Be regularly reviewed and reflect up to date risk information and evaluation of the outcomes of delivering our service;
  - Identify and assess all foreseeable fire and rescue related risks that could affect the community;
  - Have regard to existing analyses of risk to communities completed by partners such as Local and Regional Resilience Forums;
  - Reflect effective consultation during its development and at all review stages with representatives of all sections of the community and those who have a stake in the local area;
  - Demonstrate how prevention, protection and response activities will be best used to reduce the impact of risk on communities in a cost effective way;
  - Provide details of how Fire and Rescue Authorities deliver their objectives and meet the needs of communities through working with partners.
4. The IRMP will be equality impact assessed to ensure County Durham and Darlington Fire and Rescue Service's activities and proposals satisfy the requirements of equality legislation.

5. Following an extensive consultation programme the Authority approved the 3 Year Strategic Plan in February 2015 which covers the period 2015/16 – 2017/18 and incorporates the Authority's IRMP.
6. Although there is no requirement to consult on the full IRMP every year, the Authority must publish and consult on an annual IRMP action plan. The consultation document, attached as Appendix 2, is the basis of our consultation with staff, stakeholders and the public on the proposals we intend to progress in 2016/17 to ensure we continue to provide the appropriate level of service to our communities based on risk.
7. The consultation on the IRMP will include Area Action Partnerships, Parish and Town Councils, Service Personnel and Social Media as in previous years. The Authority is also holding a number of specific consultation events in the areas most impacted by the potential changes.
8. The consultation period commenced on 16 November and concludes on 08 February 2016.

### **The 2015/16 – 2017/18 IRMP**

9. The consultation document seeks the views on our proposals for change by posing the following five questions:

#### **Q1 Strategic review of fire control**

Do you support our intention to review how we provide our fire control and 999 call handling function including exploring collaboration opportunities with other partner agencies to improve efficiency?

#### **Q2 Extending the role of firefighters to assist public health services**

The role of a firefighter could potentially include activities supporting the wider public health agenda, such as undertaking health prevention work. Do you support our proposal to participate in research and trials to test the viability of such initiatives?

#### **Q3 Expanding the emergency medical response (EMR) scheme**

Last year firefighters in Teesdale and Weardale were trained to respond to specific medical emergencies in support of North East Ambulance Service (NEAS). Do you agree that, providing the costs do not negatively affect our medium term financial plan, we should explore options to extend this trial to other areas of County Durham and Darlington in partnership with NEAS?

#### **Q4 Further collaboration – support services, estates and fire stations**

CDDFRS already works collaboratively with partner organisations in the provision of information and services across many areas of work. Do you support our intention to explore further collaboration opportunities in the areas of estates management, use of fire stations, administration and office functions?



## **Q5 Extending the Young Firefighters Association (YFA) / Fire Cadets schemes**

Youth engagement schemes currently operate out of five fire stations across the service. These have successfully improved resilience; strengthened community ties and helped the service to fulfil its role as a provider and supporter of education and training for young people. Do you agree with our proposal to invest in extending such schemes to other fire stations?

### **Recommendations**

10. Members are requested to
  - (i) Consider and note the content of the IRMP Action Plan consultation for 2016/17 which will be presented at the meeting.
  - (ii) Provide feedback on the IRMP Action Plan for 2016/17.

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<b>Contact:</b>	<b>Keith Lazzari, Performance and Information Systems Manager</b>
	<b>County Durham and Darlington Fire and Rescue Authority</b>
<b>Tel:</b>	<b>0191 375 5580</b>
	<b>E-mail: <a href="mailto:klazzari@ddfire.gov.uk">klazzari@ddfire.gov.uk</a></b>

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## **Appendix 1: Implications**

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**Finance – None**

**Staffing – None**

**Risk - None**

**Equality and Diversity / Public Sector Equality Duty – None**

**Accommodation - None**

**Crime and Disorder – None**

**Human Rights – None**

**Consultation** – Outcomes from this report and presentation will raise Members awareness of the Fire Authority’s consultation on its Integrated Risk Management Plan Action Plan.

**Procurement – None**

**Disability Issues – None**

**Legal Implications – None**



## Integrated risk management plan consultation 2016-2017





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The financial outlook	7
Our medium term financial plan	8
Consultation questions	9
How to take part in the consultation	15



## Integrated risk management plan consultation 2016-2017

### Introduction

In February 2016 the Combined Fire Authority, made up of local councillors from County Durham and the borough of Darlington, will meet to set County Durham and Darlington Fire and Rescue Service (CDDFRS) spending levels for the financial year ahead.

Funding for your local fire and rescue service comes from two main sources: a government grant, providing approximately 42 per cent of the total, and precept payments from local taxpayers and non-domestic rate-payers in County Durham and Darlington, which make up the remaining 58 per cent.

Since 2010 we have transformed the way we provide services to the community in response to a £4.9m cut in our central government funding. In 2016/17 we strongly believe grant funding from government will be cut once again forcing us to consider further proposals to reduce costs.

Before these decisions are made CDDFRS is keen to consult people living and working in

our area about five proposals which could affect spending and the way the Service is run.

In this document, which is linked to our three year strategic plan 2015 to 2018, we have included some background information about the performance of the Service and our role.

Five consultation questions, including information relating to each one, are set out in this document. For details about how to respond to the questions, as well as a link to the survey, please turn to page 15.

We would be very grateful if you could spare a few minutes to take part in our consultation by Monday 8 February. The results will be published in March 2016.

This is your fire and rescue service, funded by you and in existence to protect the community. Your help is invaluable to us as we prepare to make these difficult decisions.



Councillor Michele Hodgson  
Chair of the Combined Fire Authority



Stuart Errington  
Chief fire officer



## Our role

As an emergency service CDDFRS is governed by legislation and national frameworks to ensure that we have the people, equipment and training in place to respond to a wide variety of incidents including:

- Fires of all types
- Road traffic collisions
- Specialist rescues such as using lifting equipment for injured horses and large animals; rescuing people trapped at height or in confined spaces
- Bariatric rescues
- Wildfires
- Search and rescue operations on rivers, lakes and reservoirs using our swift water boats
- Flood response and incidents involving the pumping of water from homes and buildings
- Incidents involving chemicals and noxious gases.

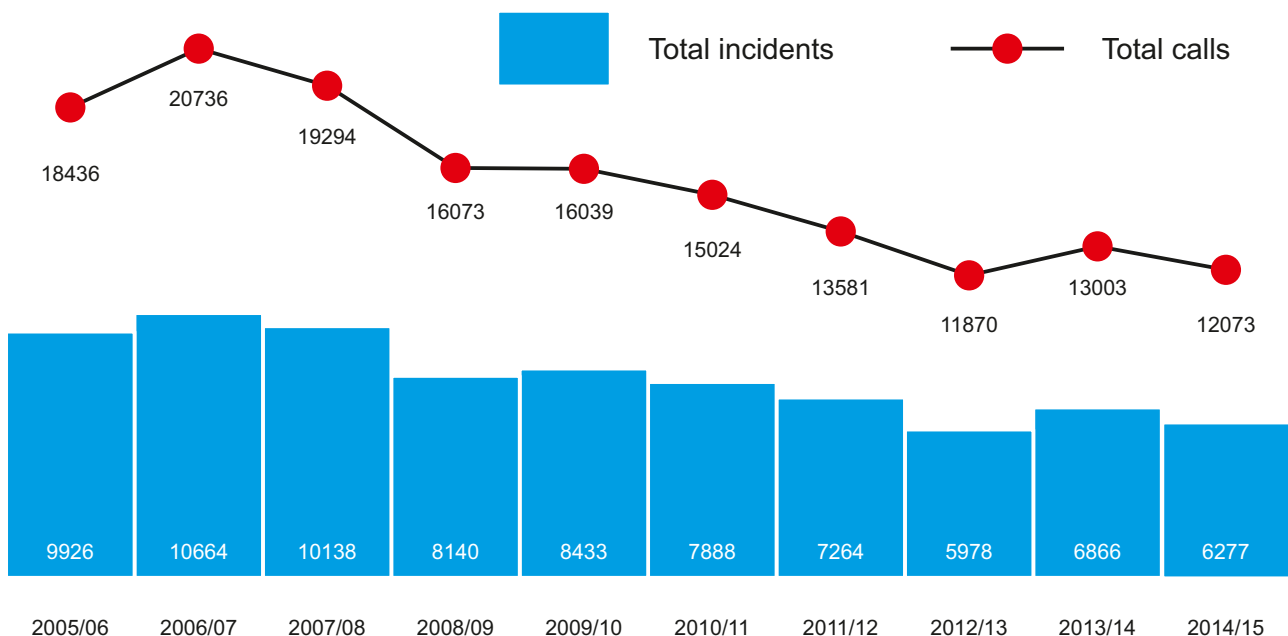
The Service also has a statutory duty to prepare for incidents where major disruption affecting the people of County Durham and

Darlington is likely to occur. These situations include:

- Severe weather events, such as flash flooding or prolonged and heavy snowfall
- Network power losses
- Major incidents involving fuel and chemical spills
- Public health issues, for example a flu epidemic
- Animal incidents, such as foot and mouth disease.

Reflecting a national pattern, the number of incidents attended by CDDFRS has decreased during the last ten years (figure one). However it is also evident that since 2012, the numbers have not changed greatly; indications are that we have reached a plateau with only slight variations recorded, up and down, each year. Although we continue to run a comprehensive programme of community safety work, reducing the number of incidents further is now proving difficult. Figures also show that the variety of incidents we respond to has increased and that the proportion of those involving flooding, rescues from water and other specialist rescues has increased by 24 per cent since 2005.

**Figure one - Number of incidents attended and calls received since 2005**

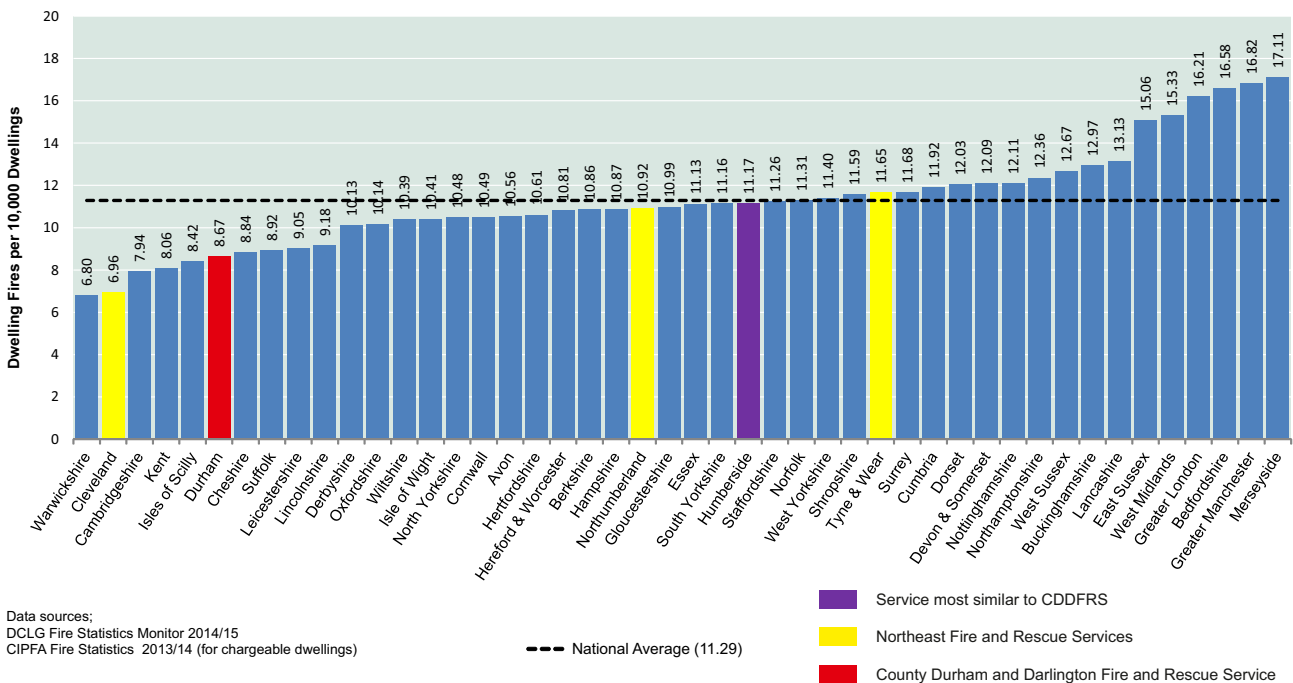




The decrease in fires can be attributed to operational crews carrying out comprehensive programmes of prevention and protection work as well as improvements to buildings and furniture making them less susceptible to fire. Figure two shows that we are the sixth best performing service nationally with regard to accidental fires in the home.

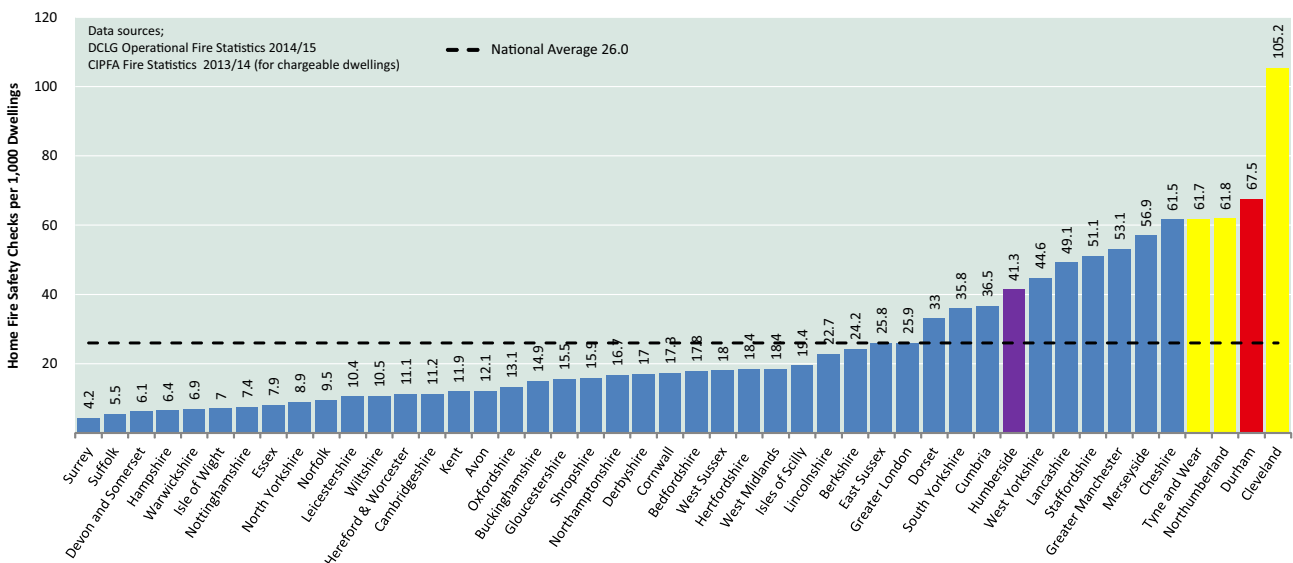
CDDFRS is one of the best performing services in preventative work; the graphs below show the Service in second place nationally on the list of home fire safety checks (figure three) and number of fire audits for businesses (figure four), carried out each year.

**Figure two - Accidental dwelling fires per 10,000 dwellings, by fire and rescue authority 2014/15 – CDDFRS sixth best performing service nationally**



Data sources;  
DCLG Fire Statistics Monitor 2014/15  
CIPFA Fire Statistics 2013/14 (for chargeable dwellings)

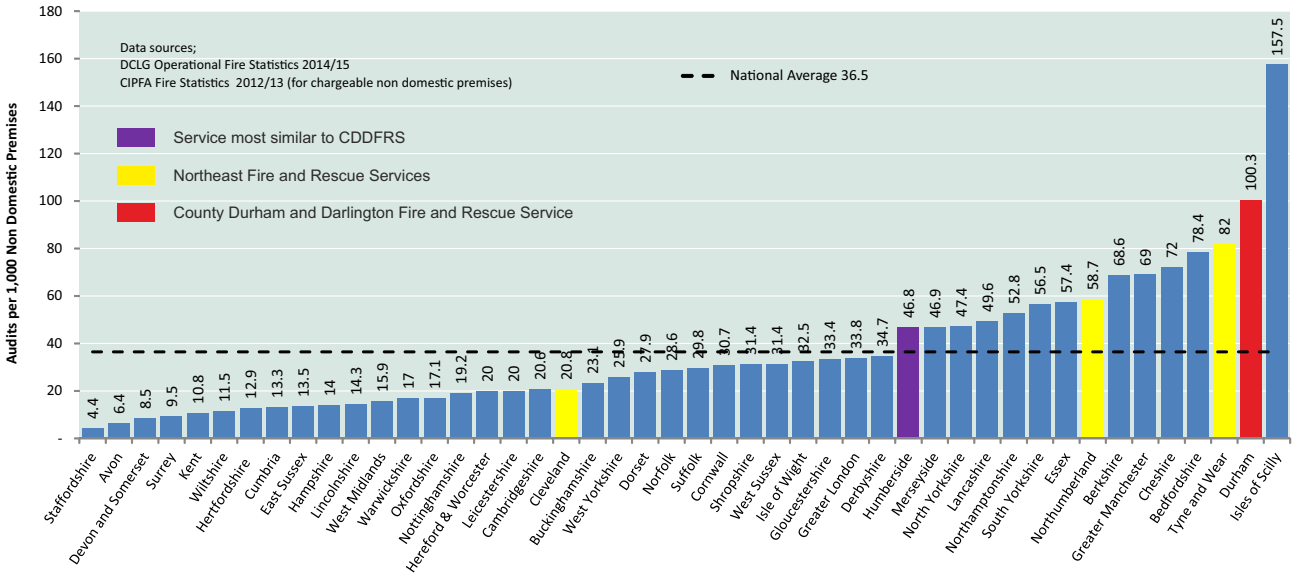
**Figure three - Home fire safety checks per 1,000 dwellings, by fire and rescue authority 2014/15 – CDDFRS second best performing service nationally**



Data sources;  
DCLG Operational Fire Statistics 2014/15  
CIPFA Fire Statistics 2013/14 (for chargeable dwellings)



**Figure four - Fire safety audits per 1,000 non domestic premises, by fire and rescue authority 2014/15 – CDDFRS second best performing service nationally**



We are running this consultation to canvass views from across County Durham and Darlington to help us ensure we can continue to meet the needs of the community within available budgets.

All five consultation questions refer to collaborative work, the changing roles of the service and proposals to extend trials and existing schemes into other areas of County Durham and Darlington.

Examples of change within the Service include the two trading arms established by the Fire Authority:



**The Community Interest Company (CIC)** was founded in April 2013 to generate income for community safety projects by, for example, running training courses for external organisations in relation to fire as well as health and safety at work.



**Vital Fire Solutions** was set up in October 2015. The company will help to support the Service by generating income through areas such as sales of fire equipment and training for industrial firefighting.

Both of these companies have been established to assist CDDFRS improve safety in the community and both are important elements in our drive to ensure the financial viability of the Service in the face of reduced government funding.

In a similar vein, the new training centre in Bowburn, Durham, has been designed to benefit CDDFRS now and in the future.

The centre officially opened in October 2015 and has provided us with state-of-the-art facilities that are among the best in the country. It has also brought all of our training in-house, ensuring our staff are trained to the highest possible standard. The new arrangements will also help to reduce costs and cut travel time across the Service.

Income generation is also a key objective of the centre. This is now possible thanks to arrangements with external organisations and businesses, which can use the facilities for their own training and courses provided through the CIC or Vital Fire Solutions.

With a reputation for excellence in emergency and industrial training, CDDFRS is already attracting regular as well as new clients and customers.





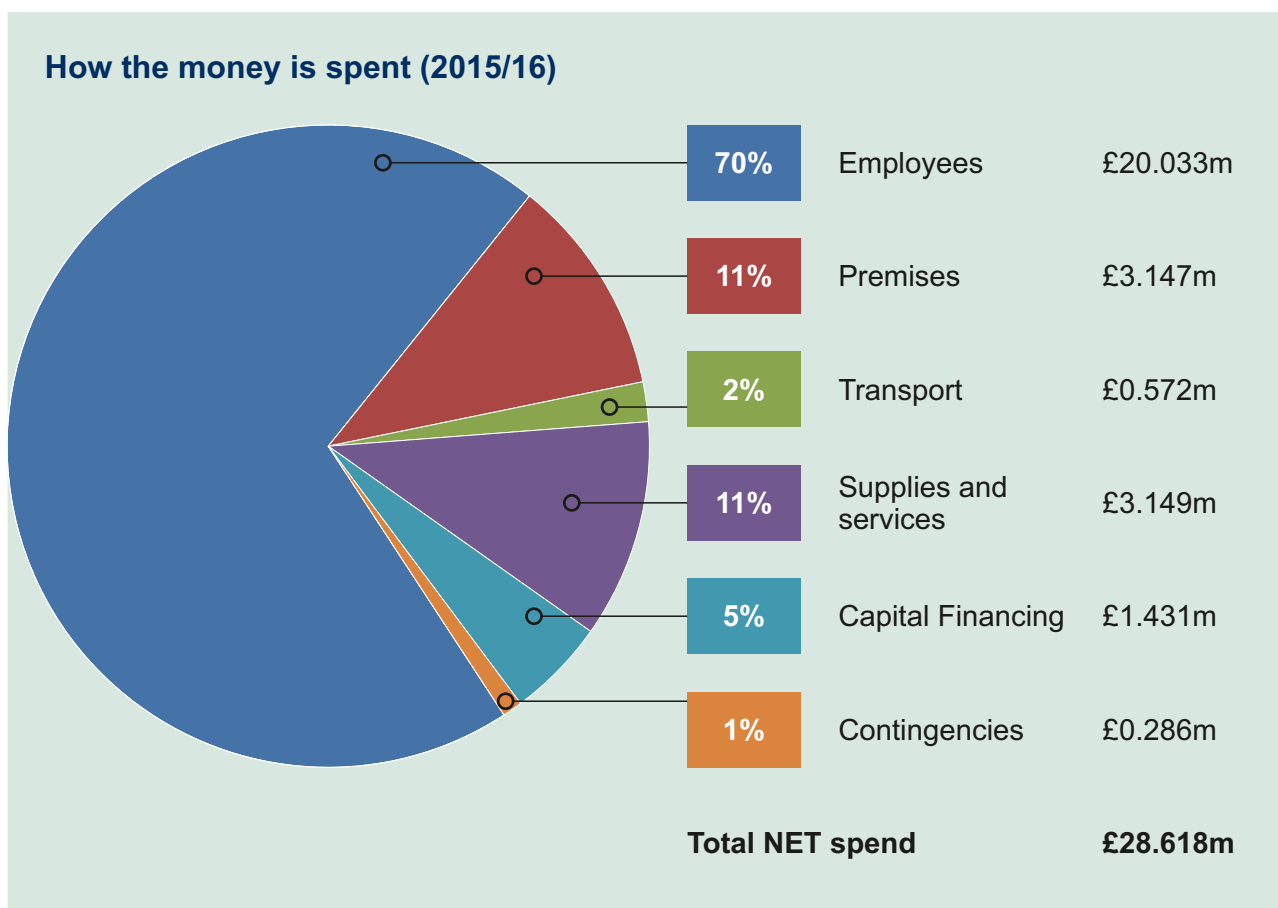
## The financial outlook

We are facing the most significant financial challenge in our history as a fire and rescue authority.

Cuts to our central government funding totalling £4.9m (34 per cent) since 2010 have meant we have had to make significant savings; however, the next three years will be more challenging still, as we seek to deliver a further £3m of savings.

Having implemented the vast majority of cost savings available to us, to run a lean and efficient Service, we are now looking at other measures which could help to generate income and/or reduce costs without affecting our frontline fire appliances, stations and community safety activities.

Collaborative projects and schemes with other public sector organisations are a key consideration, as set out in the five consultation questions. This approach also fits into the government's agenda to enable 'closer working between the emergency services'. Based on our current finances, this is how the total (net) £28.618m of CDDFRS Fire Authority funding is spent:



As a marker, households paying council tax at band D level pay £1.80 per week towards the fire and rescue service, a total of £93.96 per year.



## Our medium term financial plan

At a time when the future is so uncertain it is important that we have a medium term financial plan in place. This will allow us to work towards balancing the budget over the medium term taking into account our expectations of future central and local funding.

Our medium term financial plan for 2015/16 to 2018/19 is set out below. We have assumed that council tax increases by 1.9% each year; under current regulations this is the maximum increase permitted before a local referendum would be required to seek approval from residents.

### Medium term financial plan

	2015/16 £m	2016/17 £m	2017/18 £m	2018/19 £m
<b>Net expenditure</b>	<b>28.618</b>	<b>29.101</b>	<b>29.153</b>	<b>29.807</b>
<b>Total government Funding</b>	11.922	10.726	9.838	9.017
Local non domestic rates	1.459	1.488	1.518	1.548
Council tax	15.237	15.549	15.896	16.198
<b>Total funding</b>	<b>28.618</b>	<b>27.763</b>	<b>27.252</b>	<b>26.763</b>
<b>Shortfall</b>	<b>0</b>	<b>-1.338</b>	<b>-1.901</b>	<b>-3.044</b>



## Consultation questions

### 1. Strategic review of fire control

**Do you support our intention to review how we provide our fire control and 999 call handling function including exploring collaboration opportunities with other partner agencies to improve efficiency?**

We provide a 24/7 emergency call handling and mobilising service, which ensures we send the right vehicles, equipment and staff to emergencies promptly. We aim to answer all 999 calls within six seconds.

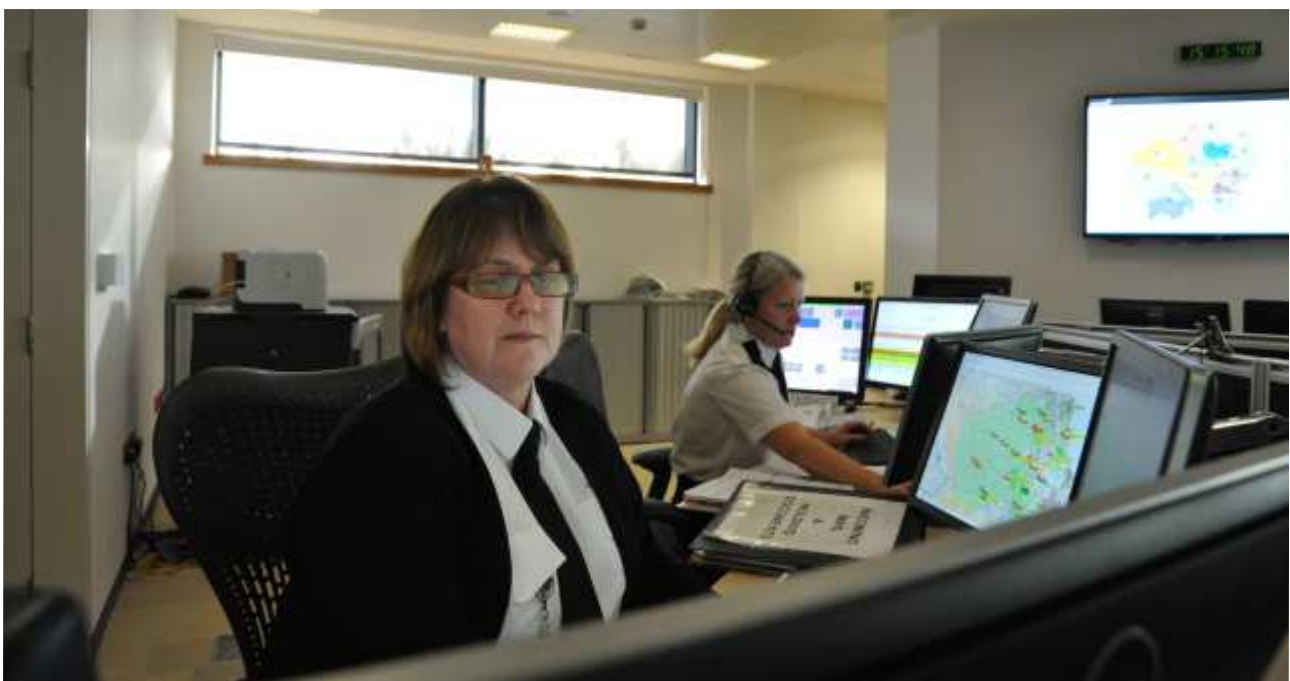
In 2014, we invested in a new command and control system to provide us with state of the art technology; this has ensured that our control room service is as efficient and effective as possible.

We have also introduced a new shift system for our control room staff, which has improved resilience and allowed for additional work to be undertaken within the control room.

Control staff now book home fire safety checks and administer the staffing arrangements for operational staff across all the fire stations.

During large incidents requiring ongoing deployments or at times of flash flooding, for example, where multiple 999 calls are received, the pressures on control can be immense. It is important to ensure that while we use the capacity available during quieter periods, to pick up other work where appropriate, we resource for the risks and build in the flexibility to cope when call volumes are high.

Emergency calls will always be the priority and fire control already works closely with other emergency services to ensure a seamless response at multi-agency incidents. We hope to look closely into ways of working to assess opportunities for future collaboration where appropriate.





## 2. Extending the role of firefighters to assist public health services

**The role of a firefighter could potentially include activities supporting the wider public health agenda, such as undertaking health prevention work. Do you support our proposal to participate in research and trials to test the viability of such initiatives?**

As a Service our current prevention and protection programme focuses on educating the public and providing practical help to reduce the numbers of accidental fires in the home and workplace as well as road traffic accidents.

Firefighters have the skills and contacts across the communities they serve to include within their repertoire of prevention work elements of public health too.

Our successful prevention and protection programme has helped to reduce accidental dwelling fires by 47 per cent in the past 10 years. Each year our operational crews carry out approximately 20,000 home fire safety

checks – one of the most comprehensive programmes of prevention work in the country.

During these visits, crews often meet people most at risk of illness, isolation and accidents in the home. By refocusing some of our time, firefighters could provide advice and make referrals to health agencies, when and where appropriate, in the following areas:

Slips, trips and falls; warm and healthy home initiatives; flu vaccinations and chest infections; dementia; alcohol harm and reduction; smoking cessation, loneliness and isolation.

Over the years CDDFRS has run successful time-limited projects adding health and well-being into its prevention and protection work. We propose to carry out research into the options and assess the viability of extending such schemes beyond special projects. We believe this could improve the health and well-being of local people and provide much needed support to public health services.





### 3. Expanding the emergency medical response (EMR) scheme

**Last year firefighters in Teesdale and Weardale were trained to respond to specific medical emergencies in support of North East Ambulance Service (NEAS). Do you agree that, providing the costs do not negatively affect our medium term financial plan, we should explore options to extend this trial to other areas of County Durham and Darlington in partnership with NEAS?**

The aim of the trial in Teesdale and Weardale was to provide patients suffering from a life threatening medical emergency with the earliest assistance and treatment possible.

During the past two years NEAS has experienced a four per cent increase in demand and currently responds to more than 1,000 calls every day.

Figures show that the chance of surviving an out of hospital cardiac arrest decreases by 10 per cent during each passing minute before defibrillation is carried out.

During this emergency medical response trial, which ran from July 2014 to April 2015, crews from stations in Middleton, Barnard Castle and Stanhope attended 103 incidents. During the last six months of this trial 55 per cent of incidents attended by the fire and rescue service in the Dales were emergency medical responses.

The trial involved close communication between NEAS and fire control rooms with paramedics mobilised direct to an EMR incident at the same time as the fire crew. Firefighters are trained to provide basic life support to the patient until the paramedic arrives. EMR is in addition to, not in any way a replacement for, the current ambulance service. Its purpose is intended to complement the response currently provided by NEAS.



As a fire service our operational staff already have many of the skills needed to provide effective emergency medical response and they are very receptive to the additional training that is required.

We are able to provide 24-7 availability and our stations and retained duty service (RDS) crews are well placed to provide a fast response, often in difficult to reach rural locations.

The trial received positive feedback from both RDS crews and paramedics and the results showed that this response can save lives. Therefore, based on this evidence we would like the opportunity to extend the arrangements and apply them in other areas of County Durham and Darlington too.



## 4. Further collaboration – support services, estates and fire stations

**CDDFRS already works collaboratively with partner organisations in the provision of information and services across many areas of work. Do you support our intention to explore further collaboration opportunities in the areas of estates management, use of fire stations, administration and office functions?**

Examples of CDDFRS working with other emergency services and organisations include:

### **Sharing Newton Aycliffe Fire Station with Durham Police**

This arrangement, in place since December 2013, has provided benefits for both organisations. It has allowed the former police station to be closed, saving costs and freeing up land for sale. It has also helped to maintain a police presence in the area, fostered partnership working between both services and generated income for the fire service to go towards the running costs of the building.

### **The Safer Homes project**

The Safer Homes project is run by CDDFRS

in partnership with Durham Constabulary, Durham County Council and Darlington Borough Council. It is also supported by local housing companies and charities.

The aim of the project, which began in County Durham with a £500,000 award of government funding in September 2014, is to help public services work together to commission, manage and deliver services for vulnerable and elderly people in the best possible way.

The project gives people free crime and fire safety advice, as well as practical help, to make their homes safer through the free supply of smoke alarms, intruder alarms, wheelie bin locks, fire retardant blankets and bed linen.

### **The new CDDFRS Training Centre**

This offers many opportunities for collaboration; from the regular training arrangements put in place to allow Durham Police to use the facilities for command training, to providing training for other emergency services, organisations and businesses on accredited as well as bespoke courses.





### Barnard Castle quad station

With planning permission now secured, this building, which will be completed towards the end of 2016, will bring CDDFRS, the ambulance service, police and search and mountain rescue under one roof.

### Durham Community Fire station

The extension of the station to provide an annex for the search and mountain rescue team will be in place in 2016.

### Age UK's collaboration at Darlington Fire Station

Age UK Darlington is now managing the community meeting rooms at Darlington Fire Station. This is beneficial to Age UK Darlington, which uses the rooms for group meetings and activities throughout the week, as well as the Service, which can hand over the administrative tasks and free up staff for other work. The arrangement also builds on existing partnership work with the charity, which is involved in many of the prevention and protection schemes run by the Service for older people in the Darlington area.

### Sharing procurement services

Working with other fire and rescue services we can ensure competitive tendering and benefit from economies of scale. This is currently in place with a regional clothing contract (for operational uniforms), an asset management agreement with North Yorkshire Fire and Rescue Service as well as a framework for the supply of fire appliances established between CDDFRS, North Yorkshire and West Yorkshire Fire and Rescue Services.

### Sharing local authority services

Legal Services are provided to CDDFRS by Durham County Council as well as support with pensions.

All of these collaborations have been successful so far allowing the Service to share expertise, reduce costs and work in partnership more effectively. Based on these examples, we would like to explore opportunities for collaboration in other areas of work where there could be mutual benefits.



## 5. Extending the Young Firefighters' Association (YFA) / Fire Cadets' schemes

**Youth engagement schemes currently operate out of five fire stations across the service. These have successfully improved resilience; strengthened community ties and helped the service to fulfil its role as a provider and supporter of education and training for young people. Do you agree with our proposal to invest in extending such schemes to other fire stations?**

The Young Firefighters Association and Fire Cadets are part of national organisations with branches across the country.

Consett Fire Station was the first within CDDFRS to set up a YFA group in 2004 and since then Seaham, High Handenhold and Peterlee Fire Stations have followed suit; Darlington Fire Station has set up a similar Fire Cadets' group.

Both groups give young people between the ages of 13 and 17 the opportunity to join a uniformed organisation based on the values and practices of the fire and rescue service. Drills and activities are organised each week and membership of the YFA and Fire Cadets is well regarded by employers as a positive addition to any CV.



CDDFRS also benefits enormously from running the YFA and Fire Cadets; these young people form a dedicated pool of volunteers who are knowledgeable about the fire and rescue service and are ambassadors for CDDFRS. Here is a list of just some of contributions they make to the Service:

- Supporting public events – such as open days at stations providing cover for operational firefighters who may be on call.
- Volunteering as 'casualties' – helping to set-up realistic training scenarios.
- Work in the community – for example, clearing snow from driveways and roads.
- Taking safety messages and information about the Service back into the community through friends and family.

The YFA and Cadets' programmes can also be a step towards joining the retained duty service (RDS or part-time firefighters) of CDDFRS. At Seaham Fire Station, for example, of the 11 RDS firefighters currently serving, three have come through the YFA route. The RDS is an important element of the Service especially in remote areas where we are unable to run whole-time stations 24/7.

Taking into account the benefits set out above, we would like to invest some of our budget into extending these YFA and Cadets' schemes, setting up new branches where appropriate.



## What to do now/how to respond

This consultation runs until **Monday 8 February** and we are keen to canvas as many views as possible. Please take part in our survey via the following link: [www.smartsurvey.co.uk/s/irmp16-17](http://www.smartsurvey.co.uk/s/irmp16-17)

Should you require a hard copy of the survey to complete and return to us please phone: 0845 3058383 or email [ServiceHQ@ddfire.gov.uk](mailto:ServiceHQ@ddfire.gov.uk)

This publication is also available in other languages, large print and audio format on request.

More information about the work and performance of County Durham and Darlington Fire and Rescue Authority is available via the website at [www.ddfire.gov.uk](http://www.ddfire.gov.uk)



**Safer and Stronger Communities  
Overview and Scrutiny Committee**

**5 January 2016**



**Consumer Protection –  
Enforcement Activity**

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**Report of Lorraine O'Donnell, Assistant Chief Executive**

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**Purpose of the Report**

1. To provide Members of the Committee with background information in advance of a presentation by Owen Cleugh, Consumer Protection Manager on enforcement activity undertaken by the Consumer Protection Team.

**Background**

2. At its meeting in June 2015, the Committee agreed its work programme to include a presentation on enforcement activity by the Council's Consumer Protection Team. Information within this presentation will build upon the report and presentation on '*Progress of Initiatives and Enforcement Activity undertaken by the Consumer Protection Team*' to the Committee's meeting in February 2015.
3. The Consumer Protection team is made up of three service teams, Fair Trading, Safety and Metrology, which makes up what are commonly known as the Trading Standards functions, and Licensing, which can be separated by enforcement and administration. The comprehensive presentation illustrated activity undertaken by the team in partnership with a number of agencies in relation to reducing door step crime, rogue traders, licensing and supply of illicit, counterfeit and age restricted products. The presentation also provided Members with awareness to how the Team's work contributes to tackling organised crime.
4. Owen Cleugh, Consumer Protection Manager will be in attendance at the Committee's meeting to provide Members with an update of activity undertaken by the Consumer Protection Team and respond to questions from the Committee.

**Recommendation**

5. Members of the Committee are asked to note information contained within the report and presentation and comment accordingly.

**Background Papers**

None

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**Contact: Jonathan Slee, Overview and Scrutiny Officer**  
**Tel: 03000 268 142 E-mail: [jonathan.slee@durham.gov.uk](mailto:jonathan.slee@durham.gov.uk)**

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## **Appendix 1: Implications**

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**Finance – None**

**Staffing – None**

**Risk - None**

**Equality and Diversity / Public Sector Equality Duty – None**

**Accommodation - None**

**Crime and Disorder** –The report and presentation includes information relating to objectives within the Altogether Safer element of the Council Plan.

**Human Rights – None**

**Consultation – None**

**Procurement – None**

**Disability Issues – None**

**Legal Implications – None**

**Safer and Stronger Communities  
Overview and Scrutiny Committee**

**5 January 2016**



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

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

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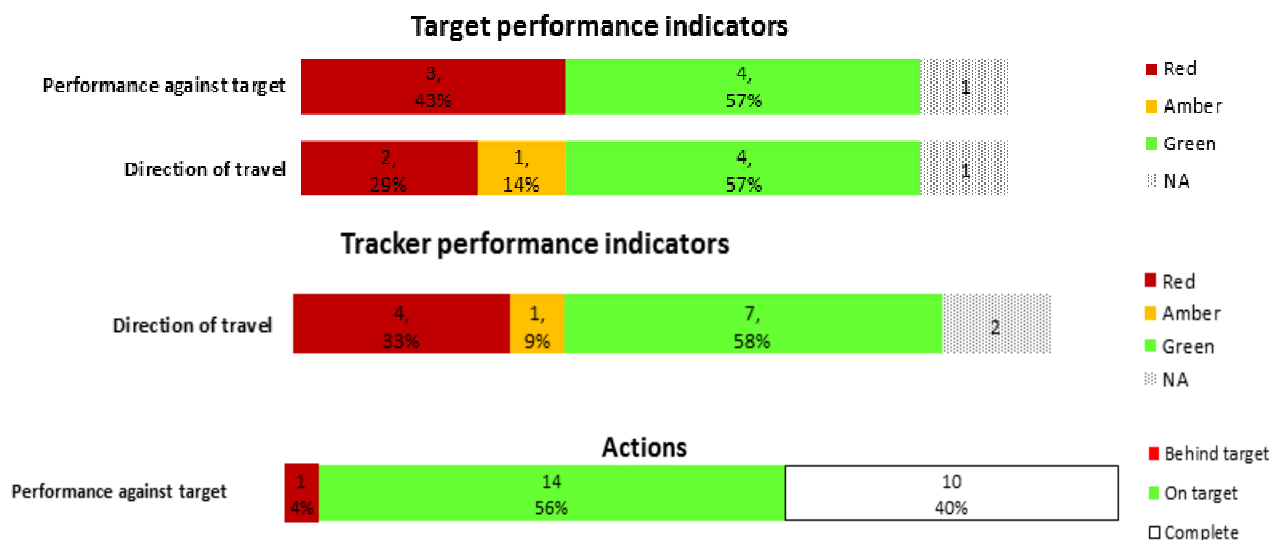
**Purpose of the Report**

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

**Background**

2. The report sets out an overview of performance and progress by Altogether priority theme. Key performance indicator progress is reported against two indicator types which comprise of:
  - a. Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners (see Appendix 3, table 1); and
  - b. Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence (see Appendix 3, table 2).
3. The report continues to incorporate a stronger focus on volume measures in our performance framework. This allows us to better quantify productivity and to monitor the effects of reductions in resources and changes in volume of activity.
4. The corporate performance indicator guide provides full details of indicator definitions and data sources for the 2015/16 corporate indicator set. This is available to view either internally from the intranet (at Councillors useful links) or can be requested from the Corporate Planning and Performance Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk).

## Altogether Safer: Overview



## Council Performance

### 5. Key achievements this quarter include:

- a. Between April and August 2015, 94.4% of adult social care service users reported that the services they use have made them feel safe and secure. This exceeded the target of 90% and is a slight increase on last year when it was 93.6%.
- b. The proportion of emergency response Care Connect calls where the response warden arrived at the property within 45 minutes of the call was 98% between July and September 2015, against a target of 90%. The total number of emergency calls attended in the quarter was 8,427. The new tracking system, which identifies the location of response wardens, is working successfully and has had a positive effect on the response times.
- c. Provisional data for April to September 2015 indicate that there were 69 (19 aged 10-14, 50 aged 15-17) first time entrants (FTEs) to the youth justice system in County Durham. This is well within the locally agreed target of 140 FTEs and is a reduction from 110 FTEs during the same period last year. This equates to a rate of 160 per 100,000 10-17 year old population against a target rate of 324. There has been an 82.9% reduction in FTEs; from 1,129 in 2007/08 to 193 in 2014/15.
- d. Tracker indicators show:
  - i. Between April and September 2015 there were 12,652 crimes. This has reduced from 12,796 crimes in the equivalent period of 2014 and is a 1.1% reduction in overall crime. Analysis has highlighted that the reduction is primarily due to a fall in theft offences of 5.8% (all theft categories, except burglary showing a reduction against the previous year). However, this was partially offset by crimes categorised as violence against the person which have increased by 9.9% against the equivalent period last year.

Based on current figures Durham Constabulary is forecasting a 1.4% reduction in total crime by the end of 2015/16. The County Durham Community Safety Partnership (CSP) area continues to see the lowest level of crime per 1,000 population for April to September 2015 (24.4) when compared to its most similar CSPs average (35.9).

- ii. In the period April to September 2015 there were 5,324 theft offences. This is a 5.8% reduction from 5,652 offences during the same period in 2014. Durham Constabulary is forecasting a 5.1% reduction in theft offences by the end of 2015/16. The Durham CSP area has the second lowest rates of theft occurrences per 1,000 population (10.3) when compared to the most similar CSPs average (14.8) for the period of April to September 2015.
  - iii. In the period April to September 2015 there were 11,725 incidents of anti-social behaviour (ASB) reported to the police compared to 13,214 incidents in the same period in 2014. This is an 11.3% reduction. Durham Constabulary is forecasting a 10.1% reduction in ASB incidents by the end of 2015/16.
  - iv. Of these incidents, 1,385 were alcohol related. This equates to 11.8% of total ASB reported to the police. This has reduced from 1,789 incidents (13.6%) in the same period in 2014. Durham Constabulary is forecasting an overall decrease of 20.8% in alcohol related ASB by the end of 2015/16.
6. The Stronger Families Programme aims to assist individuals in a family to achieve reductions in crime/anti-social behaviour, improve school attendance or move back into employment as set out in the Department for Communities and Local Government's (DCLG) Troubled Families Programme Financial Framework (March 2012). Phase two of the programme is more challenging than phase one and has a broader range of outcomes to consider when claiming that a family has had a successful intervention. It runs from April 2015 to March 2020 with a target of 4,330 families. The focus during the first year of the programme is on identifying and engaging families. At 30 September 2015, there were 1,438 families engaged on the programme. For the first claim period (up to 30 September 2015) Durham identified 23 families against the new Family Outcomes Framework that have had a successful intervention. Feedback regionally and nationally indicates that this is similar to other local authorities.
7. The key performance improvement issues for this theme are:
- a. Lifeline was appointed to provide the drug and alcohol treatment service across County Durham from 1st April 2015. The data reported therefore relate to the former drug and alcohol treatment provider with the first official Lifeline data on drug treatment available in early 2016. The new recovery model is aimed at providing consistent, high quality, recovery focused interventions, irrespective of age or substance used. Experience from other regions is that it will take six months for the Lifeline service to become embedded. The number of people in drug treatment for opiate use between January and December 2014 was 1,448; of whom 99 successfully completed, i.e. they did not re-present between January and June 2015.

This equates to a 6.8% successful completion rate, which is below the target of 8.4% and national performance of 7.4% but is the same rate as 12 months earlier (6.8%).

- b. The number of people in drug treatment for non-opiate use between January and December 2014 was 672, of whom 268 successfully completed, i.e. they did not re-present between January and June 2015. This equates to a 39.9% successful completion rate, which is below the target of 40.8% but better than 37.7% reported at the same period last year. It is also slightly better than national performance of 39.2%.
- c. The number of people in alcohol treatment between July 2014 and June 2015 was 1,117, of whom 363 successfully completed. This equates to a 32.5% successful completion rate, below the target of 37.6%. Performance is worse than the same period in 2013/14 (36.5%) and latest national performance for 2014/15 (39.1%). Data for nine months of this indicator to 31 March 2015 relate to the former treatment provider. The final three months (April to June 2015) relates to the Lifeline Service.
- d. Tracker indicators show:
  - a. In relation to offender management, latest data show 1,491 of the 5,300 adult and young offenders in the October 2012 to September 2013 cohort re-offended within 12 months of inclusion in the cohort, which equates to 28.1%. This is higher than the same period in the previous year, when 27.3% of the cohort re-offended. It is also higher than the national rate of 26.4%. In County Durham, 26.8% of adults re-offended (1,301 of 4,852) and 42.4% of young people (190 of 448), both of which are above the England and Wales re-offending averages of 25.3% and 37.4% respectively. There have been 241 referrals to the Checkpoint programme between April and August 2015. If the offender successfully completes the contract and does not reoffend, no further action will be taken against them. However, if they reoffend or fail to complete the contract they will be prosecuted and the courts will be informed of the circumstances of their failure to complete the contract. There are 33 offenders voluntarily wearing GPS tracker tags, which enable the police to monitor their whereabouts 24/7. This means police can identify the wearer against the location of any crimes and incidents which have taken place. Many offenders have asked to wear a tag as a means of breaking the cycle of reoffending. This initiative has reduced the level of police resource required to check on offenders.
  - b. There has been an increase in re-offending by young people and levels are worse than nationally. Current offenders include young people who have multiple needs and entrenched behaviours which makes the group highly complex and challenging and more likely to re-offend. Latest data show 190 of the 448 young people who offended between October 2012 and September 2013 re-offended within 12 months, which equals 42.4%, compared to 39.1% in the same period in the previous year. The rate in Durham is also higher than the national rate of 37.4%. It should be noted that the number of offenders has reduced by 75% since 2007/08; from 1,797 to 448 young people in October 2012 to September 2013.



A peer review of County Durham Youth Offending Service (CDYOS) took place on 20 to 22 October 2015. The focus of the review was to examine how CDYOS, with its partners, is delivering youth justice services. The review had a particular focus on those with a high risk of re-offending. The findings of the review will be considered and any areas for consideration will be progressed as part of the CDYOS Service Improvement Plan.

- c. For the year so far (January to June) there has been a 2% increase in the number of people killed or seriously injured in road traffic accidents from 104 in 2014 to 106 casualties in 2015. There has been a significant increase from 35 between January and March 2015 to 71 between April and June 2015. Unfortunately, 9 of these were fatalities (compared to 2 last quarter). For the year so far (January to June) there has been a fall in child casualty numbers from 13 in 2014 to 11 in 2015. 7 of these casualties were between April and June. Sadly, one of these children was a fatality and 4 of the 7 casualties were cycling.
  
- e. There is one Council Plan action which has not achieved target in this theme; to strengthen the effectiveness of the Joint Partnership Team (Durham County Council and the police) by enhancing the problem solving model and integrating the work of the safer neighbourhood units with other community safety operations due July 2015. This has been delayed due to resources being utilised to deliver other priorities such as the Multi-Agency Intervention Service. The new target date for this action is now March 2016.

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

### **Recommendations and Reasons**

- 8. That the Safer and Stronger Communities Overview and Scrutiny Committee receive the report and consider any performance issues arising there from.

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## **Appendix 1: Implications**

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**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

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## Appendix 2: Key to symbols used within the report

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Where icons appear in this report, they have been applied to the most recently available information.

### Performance Indicators:

#### Direction of travel

Latest reported data have improved from comparable period



Latest reported data remain in line with comparable period



Latest reported data have deteriorated from comparable period



#### Performance against target

Performance better than target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

### Actions:



Complete (action achieved by deadline/achieved ahead of deadline)



Action on track to be achieved by the deadline



Action not achieved by the deadline/unlikely to be achieved by the deadline

### Benchmarking:



Performance better than other authorities based on latest benchmarking information available



Performance in line with other authorities based on latest benchmarking information available



Performance worse than other authorities based on latest benchmarking information available

### Nearest Neighbour Benchmarking:

The nearest neighbour model was developed by the Chartered Institute of Public Finance and Accountancy (CIPFA), one of the professional accountancy bodies in the UK. CIPFA has produced a list of 15 local authorities which Durham is statistically close to when you look at a number of characteristics. The 15 authorities that are in the nearest statistical neighbours group for Durham using the CIPFA model are: Barnsley, Wakefield, Doncaster, Rotherham, Wigan, Kirklees, St Helens, Calderdale, Dudley, Northumberland, Tameside, Sheffield, Gateshead, Stockton-on-Tees and Stoke-on-Trent.

We also use other neighbour groups to compare our performance. More detail of these can be requested from the Corporate Planning and Performance Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk).

## Appendix 3: Summary of Key Performance Indicators

Table 1: Key Target Indicators

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
<b>Altogether Safer</b>											
37	CASAS9	Building resilience to terrorism (self assessment). Scored on level 1 (low) to 5 (high)	4	2013/14	3	GREEN	3	GREEN			
38	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	94.4	Apr - Aug 2015	90.0	GREEN	93.6	GREEN	84.5 GREEN	88.8* GREEN	2014/15
39	CASAS1	Percentage of domestic abuse victims who present at the Multi-Agency Risk Assessment Conference (MARAC) and are repeat victims	14.9	Apr - Sep 2015	25.0	NA [2]	14.7	NA [2]	25.0 NA	29* NA	Jul 2014 - Jun 2015
40	REDPI98	Percentage of emergency response Care Connect calls arrived at the property within 45 minutes	98.0	Jul - Sep 2015	90.0	GREEN	99.0	RED			
41	CASAS5	First time entrants to the Youth Justice System aged 10 to 17 (per 100,000 population of 10 to 17 year olds)	160	Apr - Sep 2015	324	GREEN	251	GREEN			
42	CASAS23	Percentage of successful completions of those in alcohol treatment	32.5	Jul 2014 - Jun 2015	37.6	RED	36.5	RED	39.1 RED		Jul 2014 - Jun 2015

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
43	CASAS7	Percentage of successful completions of those in drug treatment - opiates	6.8	2014 (Representations to Jun 2015)	8.4	RED	6.8	AMBER	7.4		2014 (Representations to Jun 2015)
44	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates	39.9	2014 (representations to Jun 2015)	40.8	RED	37.7	GREEN	39.2		2014 (representations to Jun 2015)

[\[2\] The MARAC arrangements aim to increase the number of referrals but to remain below a threshold of 25%](#)

**Table 2: Key Tracker Indicators**

Page Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
<b>Altogether Safer</b>											
153	CASAS 12	Overall crime rate (per 1,000 population)	24.4	Apr - Sep 2015	12.3	Not comparable [13]	24.9	GREEN	30 GREEN	35.9** GREEN	Apr - Sep 2015
154	CASAS 24	Rate of theft offences (per 1,000 population)	10.3	Apr - Sep 2015	5.1	Not comparable [13]	11.0	GREEN	15.2 GREEN	14.8** GREEN	Apr - Sep 2015
155	CASAS 10	Recorded level of victim based crimes per 1,000 population	22.0	Apr - Sep 2015	11.0	Not comparable [13]	22.2	GREEN	30 GREEN	31.8** GREEN	Apr - Sep 2015
156	CASAS 11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime	62.2	Jul 2014 - Jun 2015	63.2	RED	62.1	GREEN		59** GREEN	Jul 2014 - Jun 2015
157	CASAS 15	Number of police reported incidents of anti-social behaviour	11,725	Apr - Sep 2015	5,761	Not comparable [13]	13,214	GREEN			
158	CASAS 22	Number of hate incidents	179	Apr - Sep 2015	74	Not comparable [13]	203	NA			
159	CASAS 18	Proportion of all offenders (adults and young people) who re-offend in a 12 month period	28.1	Oct 2012 - Sep 2013	28.2	GREEN	27.3	RED	26.4 RED		Oct 2012 - Sep 2013

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
160	CASCYP 29	Proven re-offending by young people (who offend) in a 12 month period (%)	42.4	Oct 12 - Sep 13	40.9	RED	37.1	RED	37.4 RED	39.7* RED	England - Oct 2012 - Sep 2013 NE - 2012/13
161	CASAS 19	Percentage of anti-social behaviour incidents that are alcohol related	11.8	Apr - Sep 2015	13.2	GREEN	13.6	GREEN			
162	CASAS 20	Percentage of violent crime that is alcohol related	30.2	Apr - Sep 2015	30.8	GREEN	30.4	AMBER			
163	REDPI44	Number of people killed or seriously injured in road traffic accidents	106	Jan - Jun 2015	35	Not comparable [13]	104	RED			
		Number of fatalities	11				6				
		Number of seriously injured	95				98				
164	REDPI45	Number of children killed or seriously injured in road traffic accidents	11	Jan - Jun 2015	4	Not comparable [13]	13	GREEN			
		Number of fatalities	1				0				
		Number of seriously injured	10				13				
165	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	13.4	2011-13	11.3	RED	11.3	RED	8.8 RED	10.6* RED	2011-13

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
166	CASCYP 14	Number of successful interventions (families turned around) via the Stronger Families Programme	23.0	Sep 14 - Sep 15	NA	NA	NA	<a href="#">Not comparable [12]</a>			

[\[12\] New definition. This has been amended to track the number for 2015/16 and will be reported as a % target PI again 2016/17](#)

[\[13\] Data cumulative so comparisons are not applicable](#)



## Safer and Stronger Communities Overview and Scrutiny Committee



5 January 2016

### Review of the Council Plan and Service Plans

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#### Report of Lorraine O'Donnell, Assistant Chief Executive

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##### Purpose of the Report

1. To update Scrutiny with progress on the development of the Altogether Safer section of the Council Plan 2016-2019 including the draft aims and objectives contained within the Plan and the proposed performance indicator set to measure our success.

##### Background

2. The Council Plan details Durham County Council's contribution towards achieving the objectives set out in the Sustainable Community Strategy (SCS), together with its own improvement agenda. The Council Plan covers a three year timeframe in line with the council's Medium Term Financial Plan and sets out how we will deliver our corporate priorities and the key actions we will take to support the longer term goals set out in the SCS.
3. This year it is proposed that the existing three year Council Plan is updated and rolled forward a year, with a more fundamental review to take place next year, in line with a refresh of the Sustainable Community Strategy. This year it is proposed to produce a more visual and interactive version of the council plan, in addition to the word version. Early ideas are that it will be a shorter, more impactful plan with a greater use of visual material such as charts, infographics, diagrams and photographs.
4. The priorities set out in the current Council Plan reflect the results of an extensive consultation exercise carried out in 2013/14 on spending priorities and include an ongoing focus on protecting frontline services.

## Draft Objectives and Outcomes

5. Overall it is proposed that the five key altogether better themes remain unchanged in line with the review of the Altogether Better Durham vision by the County Durham Partnership. It is also proposed that the altogether better council theme is retained giving six key themes.
  - I. Altogether Wealthier
  - II. Altogether better for children and young people
  - III. Altogether healthier
  - IV. Altogether safer
  - V. Altogether greener
  - VI. Altogether better council
6. Sitting beneath each of these six themes are a series of objectives setting out the key goal(s) being pursued over the medium-term. The objectives layer is shared across the SCS and Council Plan and these were agreed by Council last year. An amendment to the wording of objective 5 is proposed to read 'Implement measures to promote a safe environment' to reflect the work the council is undertaking around open water safety. The Altogether Safer objectives are shown below:
  - I. Reduce anti-social behaviour
  - II. Protect vulnerable people from harm
  - III. Reduce re-offending
  - IV. Alcohol and substance misuse harm reduction
  - V. Implement measures to promote a safe environment
  - VI. Embed the Think Family approach
7. Whilst the SCS is a long-term plan, the Council Plan having a medium-term time horizon of three years is more detailed in nature. The Council Plan therefore contains an additional layer which is the council's outcomes. These are defined as the impacts on, or consequences for the community of the activities of the council. Outcomes reflect the intended results from our actions and provide the rationale for our interventions. These are subject to more frequent change than objectives.
8. The draft objectives and outcomes for the 2016-2019 Council Plan for the Altogether Safer theme are set out in full in **Appendix 2**.
9. Services are currently reviewing the performance indicator set which is used to measure progress against the Plan, performance manage our services and the performance of the Safe Durham Partnership and report to Members quarterly. The council also has responsibility for performance managing the County Durham Partnership so the indicator set serves the dual purpose of being used to monitor the council and the partnership. An early draft of the corporate indicator set for the Altogether Safer theme is contained in **Appendix 3**, for detailed consideration by Safer and Stronger Communities Overview and Scrutiny Committee.
10. There are no changes currently proposed for the Altogether Safer basket of indicators.

11. Reducing re-offending is an outcome in the Council Plan. The main national indicator relating to this outcome measures offenders re-offending within a 12 month period. This will continue to be reported in the basket but has a two year data lag. Durham Constabulary is leading on the diversionary scheme called Checkpoint, which targets low level offenders. The scheme provides a credible alternative to custody if the offender agrees a 'contract to engage'. The prosecution will be withheld if the client meets the objectives of an agreed plan of interventions and support to address the underlying causes of their offending. The scheme was implemented in April 2015. The Checkpoint Scheme will use a combined measure derived from 4 different sources of data to measure the outcomes achieved. However, the baseline information is still being developed with partners. The Chair of the Reducing Re-Offending Group is considering the feasibility of including this measure within the 2016/17 corporate basket to provide a more up to date indicator of re-offending.
12. Anti-social behaviour (ASB) covers a wide range of unacceptable activities and a number of different agencies have responsibility for tackling it. Currently, we only report ASB that is recorded by the police. Neighbourhood Services also has responsibility for dealing with ASB and a lot of work has been done to ensure we have robust working practices and an effective joined up, multi-agency approach. The review into council recorded ASB is ongoing and will help to better understand data which include incidents such as fly-tipping, dogs, noise etc. The new CRM system will help to improve accuracy of data and an indicator may follow from that.
13. In relation Outcome S4 (safeguarding children and adults whose circumstances make them vulnerable and protect them from avoidable harm) an additional indicator will be proposed for the basket in relation to adult safeguarding and achieving outcomes for people who have been the subject of a safeguarding investigation. Final indicators will be submitted by the deadline of 24 December 2015 for service plan action plans and indicators
14. The target setting process for the proposed indicator set will begin at the end of the year once performance data is available for the full year. Targets for the current year and forthcoming two years are presented to Members in **Appendix 3** for comment. Baseline performance data will need to be established for the proposed new indicators before targets can be set.

### Next steps

15. Next steps in the corporate timetable for production of the Council Plan and service plans are:

Cabinet considers Council Plan and service plans for 2016 - 2019	16 March 2016	Assistant Chief Executive
OSMB considers Cabinet report on Council Plan	22 March 2016	Assistant Chief Executive
Council approves Council Plan 2016- 2019	13 April 2016	Assistant Chief Executive

## Recommendations and reasons

16. Safer and Stronger Communities Overview and Scrutiny Committee is asked to:
- (i) Note the updated position on the development of the Council Plan and the corporate performance indicator set.
  - (ii) Note the draft objectives and outcomes framework set out in **Appendix 2**.
  - (iii) Comment on the draft performance indicators proposed for 2016/17 for the Altogether Safer priority theme contained within **Appendix 3**.
  - (iv) Comment on the current targets in **Appendix 3** and provide input into target setting for 2016/17 onwards.

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## **Appendix 1: Implications**

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### **Finance**

The Council Plan sets out the corporate priorities of the Council for the next 3 years. The Medium Term Financial Plan aligns revenue and capital investment to priorities within the Council Plan.

### **Staffing**

The Council's strategies are aligned to achievement of the corporate priorities contained within the Council Plan.

### **Risk**

Consideration of risk is a key element in the corporate and service planning framework with the Council Plan containing a section on risk.

### **Equality and diversity/Public Sector Equality Duty**

Individual equality impact assessments are prepared for all savings proposals within the Council Plan. The cumulative impact of all savings proposals will be presented to Council and will be updated as savings proposals are further developed. In addition a full impact assessment has previously been undertaken for the Council Plan. One of the outcomes within the proposed framework is that people are treated fairly and differences are respected. Actions contained within the Council Plan include specific issues relating to equality.

### **Accommodation**

The Council's Corporate Asset Management Plan is aligned to the corporate priorities contained within the Council Plan.

### **Crime and disorder**

The Altogether Safer section of the SCS and Council Plan sets out the Council's and partner's contributions to tackling crime and disorder.

### **Human rights**

None

### **Consultation**

Council priorities are influenced by our resource base and have been developed following extensive consultation on the council's budget. Results have been taken into account in developing our spending decisions.

### **Procurement**

None

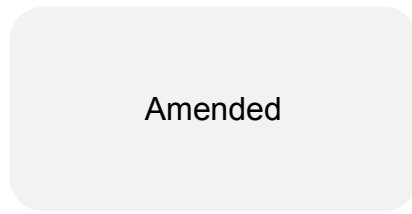
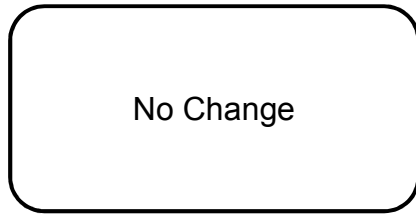
### **Disability Issues**

None

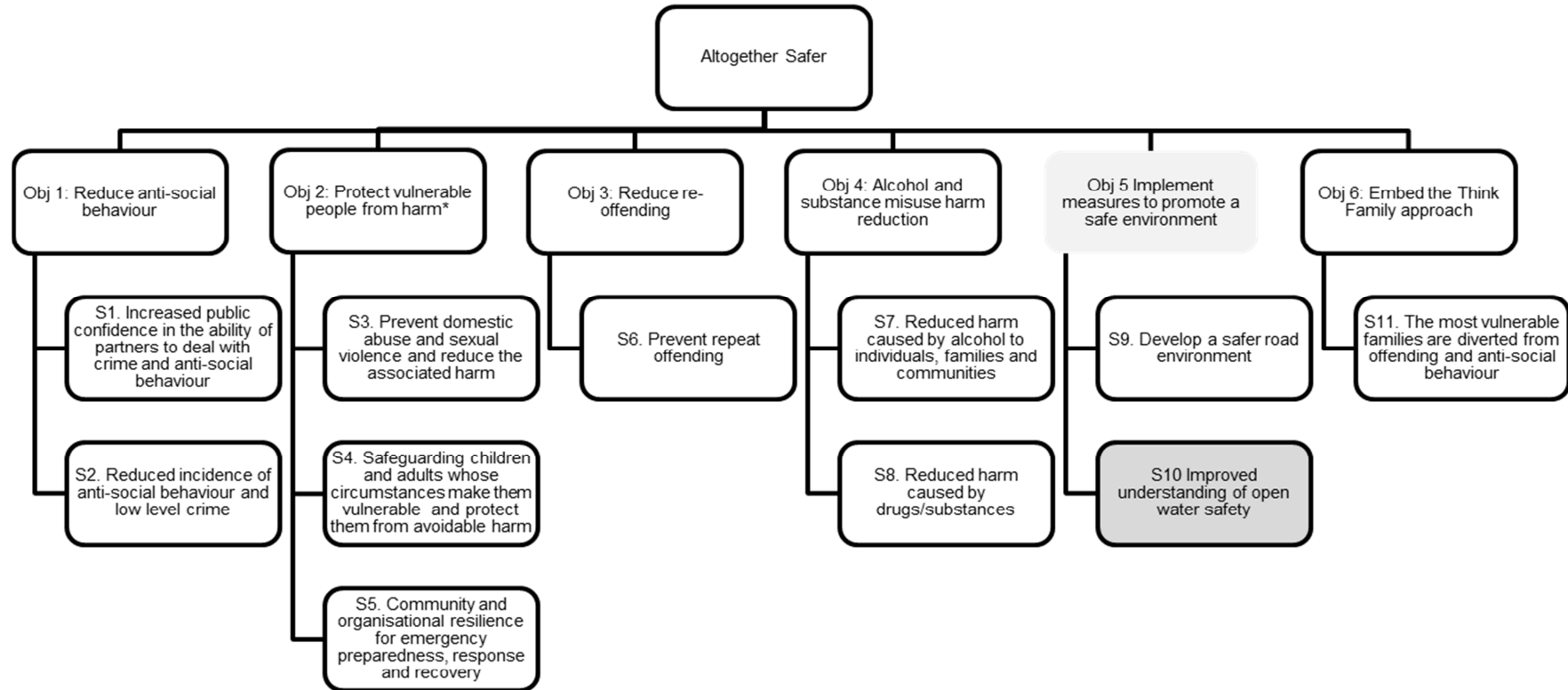
### **Legal Implications**

None

# KEY



## Appendix 2: Partnership and Council Draft Objectives and Outcomes Framework



### Appendix 3: Proposed Corporate Performance Indicator Set 2016/17

Indicator	Description	Current targets		
		2015/16	2016/17	2017/18
<b>Altogether Safer</b>				
CAS AH21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	Tracker indicator		
CAS AS1	Percentage of domestic abuse victims who present at the Multi-Agency Risk Assessment Conference (MARAC) and are repeat victims	Less than 25	Less than 25	Less than 25
CAS AS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	90	90	90
CAS AS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds)	648 (280 FTEs)	648 (280 FTEs)	Not set
CAS AS7	Percentage of successful completions of those in drug treatment – opiates	9.4	Not set	Not set
CAS AS8	Percentage of successful completions of those in drug treatment - non-opiates	41.7	Not set	Not set
CAS AS9	Building resilience to terrorism (self-assessment)	Level 4	Not set	Not set
CAS AS10	Recorded level of victim based crimes	Tracker indicator		
CAS AS11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime	Tracker indicator		
CAS AS12	Overall crime rate (per 1,000 population)	Tracker indicator		
CAS AS15	Number of police reported incidents of anti-social behaviour (ASB)	Tracker indicator		
CAS AS18	Proportion of all offenders (adults and young people) who re-offend in a 12 month period	Tracker indicator		
CAS AS19	Percentage of alcohol related anti-social behaviour (ASB) incidents	Tracker indicator		
CAS AS20	Percentage of alcohol related violent crime	Tracker indicator		
CAS AS22	Number of hate incidents	Tracker indicator		
CAS AS23	Percentage of successful completions of those in alcohol treatment	39.5	Not set	Not set
CAS AS24	Rate of theft offences (per 1,000 population)	Tracker indicator		
CAS CYP14	Percentage of successful interventions (families 'turned around') via the Stronger Families Programme	Tracker indicator	NA <sup>1</sup>	NA <sup>1</sup>
CAS CYP29	Proven re-offending by young people (who offend) in a 12 month period	Tracker indicator		
REDPI44	Number of people killed or seriously injured in road traffic accidents	Tracker indicator		
REDPI45	Number of children killed or seriously injured in road traffic accidents	Tracker indicator		

<sup>1</sup> Due to the change to a tracker indicator for 2015/16 targets for subsequent years are not applicable



### Appendix 3: Proposed Corporate Performance Indicator Set 2016/17

Indicator	Description	Current targets		
		2015/16	2016/17	2017/18
REDPI98	Percentage of emergency response Care Connect calls arrived at the property within 45 minutes	90	90	90

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**Safer and Stronger Communities  
Overview and Scrutiny Committee**

**5 January 2016**



**Overview and Scrutiny Review  
Alcohol and the demand on  
Emergency Services – Draft  
Scoping Document**

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**Report of Lorraine O'Donnell, Assistant Chief Executive**

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**Purpose of the Report**

1. To present for consideration by Members a draft scoping document for the Committee's review on alcohol and the demand on Emergency Services.

**Background**

2. The Committee considered the content of the Draft Alcohol Harm Reduction Strategy 2015-2020 at its meeting in June 2015. At this meeting Members also requested to undertake review activity linked to the strategy within its current work programme.
3. An action within the strategy is to 'develop an increased understanding of the nature and scale of the problem of drunkenness and its impact upon the safety of individuals and communities and the associated demands placed upon partner services.' This area has also been looked at by the Institute of Alcohol Studies who in October 2015 published its report 'Alcohol's impact on emergency services'. The report highlighted the following proportion of time was spent dealing with alcohol related incidents, Police 53%, Ambulance 37%, Emergency Department Consultants 25% and Fire Service 21%. In addition, the All Party Parliamentary Group on Alcohol Harm is undertaking an Inquiry into the 'Impact of alcohol on the Emergency Services' to which a response has been provided from agencies within County Durham.
4. A draft scoping document is attached in Appendix 2. The document identifies the purpose of the review is to gain an understanding of the impact of alcohol related incidents on levels of demand for emergency services within County Durham.
5. The review will also seek to gather a wide range of evidence through research, undertake field study activity and holding review group meetings with key officers from relevant services between January and March 2016.

## **Recommendation**

6. Members of the Committee are asked to note information within this report and agree the scoping document attached in Appendix 2.

## **Background Papers**

None

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## **Appendix 1: Implications**

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**Finance – None**

**Staffing – None**

**Risk - None**

**Equality and Diversity / Public Sector Equality Duty – None**

**Accommodation - None**

**Crime and Disorder –** Information contained in this report and presentation relates to the Altogether Safer element of the Council Plan and the Safe Durham Partnership Alcohol Harm Reduction Strategy 2015 -2020

**Human Rights – None**

**Consultation – None**

**Procurement – None**

**Disability Issues – None**

**Legal Implications – None**

## Safer and Stronger Communities Overview and Scrutiny Committee

### Draft Scoping Document Review Activity – Alcohol and the demand on Emergency Services

#### Background

The Committee considered the content of the Draft Alcohol Harm Reduction Strategy 2015-2020 at its meeting in June 2015. At this meeting Members also requested to undertake review activity linked to the strategy within its current work programme.

The strategy created by the Safe Durham Partnership Alcohol Harm Reduction Group was formally agreed by the Safe Durham Partnership in September 2015 and is aligned to the County Durham Partnership themes of Altogether Safer, Healthier, Better for Children and Young People, Wealthier and Greener. Whilst there are cross cutting objectives the Altogether Safer element is aligned to the Committee's responsibilities and focuses a number of areas including anti-social behaviour, drunkenness, violent crime, domestic abuse, offending and re-offending and road safety.

Drunkenness can have an impact on all of these areas and the strategy reports information from police community surveys that *'indicate that 37% of people in County Durham see drinking and causing a nuisance as a problem'*. In addition, findings from a police perception survey undertaken by the North East Alcohol Office, Balance indicate that *'excessive drinking continues to cause harm and demand for services'*.

An action within the strategy is to 'develop an increased understanding of the nature and scale of the problem of drunkenness and its impact upon the safety of individuals and communities and the associated demands placed upon partner services.' This work will also be supported by receiving evidence from findings of a cumulative impact assessment on the number of licensed alcohol premises within the County that has been recently undertaken.

This area has also been looked at by the Institute of Alcohol Studies who in October 2015 published its report 'Alcohol's impact on emergency services'. The report highlighted the following proportion of time was spent dealing with alcohol related incidents, Police 53%, Ambulance 37%, Emergency Department Consultants 25% and Fire Service 21%. In addition, the All Party Parliamentary Group on Alcohol Harm is undertaking an Inquiry into the 'Impact of alcohol on the Emergency Services' to which a response has been provided from agencies within County Durham.

Within this context, at a time of challenging resource provision alcohol related incidents have a significant impact on the emergency services. The Committee has a role to scrutinise work of the Safe Durham Partnership and the focus of this work will look at the impact of alcohol on emergency services within County Durham and aim to contribute evidence to support the Alcohol Harm Reduction

Strategy in understanding the demand on services and aim to identify outcomes that could contribute to reducing this demand. The review will seek to gather evidence through research, meetings with service professionals and partners from the Alcohol Harm Reduction Group and undertake appropriate field study activity to gain an insight into the impact of drunkenness on the emergency services. Findings from this review will be presented to the Council's Cabinet and the Safe Durham Partnership Alcohol Harm Reduction Group.

### **Purpose of the Review**

To gain an understanding of the impact of alcohol related incidents on levels of demand for emergency services.

### **Objectives**

- To receive an overview of the Altogether Safer Element of the Safe Durham Partnership's Alcohol Strategy and findings from the cumulative impact assessment to look at the scale of the demand on emergency services.
- To undertake desktop research through findings from publications and inquiries into the impact of alcohol related incidents on emergency services.
- To gather evidence from Emergency Services within County Durham on the demand on services through the proportion of incidents that are alcohol related, the nature of these incidents, challenges that are faced and action taken to reduce demand.
- To undertake appropriate field study activity to gain an understanding of the impact of alcohol on emergency services..
- To consider evidence from the North East Alcohol Office Balance, the Council's Public Health Team, the Alcohol Harm Reduction Unit which is co-located with the Council's licensing and consumer protection team on licensing powers, preventing alcohol related incidents and campaign awareness.

### **Membership**

The Working Group will include Members of the Safer and Stronger Communities Overview and Scrutiny Committee. However, elements of the review are linked to Adults, Wellbeing and Health Overview and Scrutiny Committee and it is therefore suggested that the working group's membership includes the Chair and Vice Chair of Adults, Wellbeing and Health Overview and Scrutiny Committee

### **Reporting Arrangements**

The Overview and Scrutiny review group will report to the Safer and Stronger Communities Scrutiny Committee, Cabinet and the Safe Durham Partnership Alcohol Harm Reduction Group on its findings and recommendations.

**Timescale**

Review Group meetings and visits are to take place between January and March 2016 with a report scheduled to be presented to the Committee, Cabinet and Safe Durham Partnership Alcohol Harm Reduction Group thereafter.

Proposed Meeting dates are as follows

21<sup>st</sup> January 2016 - 9.30am, Committee Room 2, County Hall

9<sup>th</sup> February 2016 - 9.30am, Council Chamber, County Hall

18<sup>th</sup> February 2016 - 9.30am, Committee Room 2, County Hall

15<sup>th</sup> March 2016 - 9.30am, Committee Rm 1B, County Hall



**Safer and Stronger Communities  
Overview and Scrutiny Committee**

**5 January 2016**

**Police and Crime Panel**




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**Report of Lorraine O'Donnell, Assistant Chief Executive**

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**Purpose of the Report**

1. To provide Members of the Safer and Stronger Communities Overview and Scrutiny Committee with progress of the Police and Crime Panel (PCP) for the Durham Constabulary Force area.

**Background**

2. This report builds upon information previously presented to the Committee and the aim of this report is to provide an update to Members in relation to the following areas from the Panel's meeting held on 20 October 2015 and Development Session on 3 December 2015:
  - Police and Crime Commissioner's Police and Crime Plan Mid-year Update and Quarter 1 2015-16 Performance Report;
  - Update Reports on Checkpoint, Mental Health, Restorative Justice activities and Victims Commissioning and funding;
  - Reports on the Committee for Standards in Public Life;
  - HMIC Inspections, and
  - Police and Crime Plan Development Session

**Police and Crime Commissioner's Police and Crime Plan Mid-year Update and Quarter 1 2015-16 Performance Report**

3. The Police and Crime Commissioner, Mr Hogg was in attendance to provide the Panel with a progress update on delivery of objectives within the Police and Crime Plan that was considered by the Panel at its meeting in March 2015. The Panel noted delivery of the Plan and a comprehensive report in relation to the PCC's objectives of 'Inspire Confidence', 'Support Victims', 'Keep all our Communities safe' and 'Deliver an efficient policing service'.
4. The Panel received a presentation on the Quarter 1 2015-16 Performance report from the PCC and Mr Alan Reiss, Chief of Staff to the PCC. The interactive report provided Members with performance information on Victim Based Crime, Public Confidence and Victim Satisfaction. The report is available from the PCC's website and provides information on key performance data linked to the Commissioner's priorities and anti-social behaviour at a local level.

## **Update Reports on Checkpoint, Mental Health, Restorative Justice activities and Victims Commissioning and funding**

5. At its meeting in March 2015, the Panel received reports on the Checkpoint programme and Mental Health. The Chief of Staff, Alan Reiss presented the Panel with an update on the Checkpoint programme and its progress to date in terms of performance, offence types, governance arrangements and evaluations. Superintendent Kevin Weir presented an update report with regard to mental health as a key area of focus for the Police and Crime Plan. The report provided Members with progress in relation communication and training, reducing demand, the Mental Health Crisis Care Concordat and future actions.
6. The Chief of Staff also provided the panel with information on the application of victims commissioning and restorative justice funds in 2015/16 and the procurement of victims services in 2016/17. In addition, the Chief of Staff updated the Panel on restorative justice activities during 2015/16 and the future intention for the extension of restorative justice in County Durham and Darlington.

## **The Committee for Standards in Public Life Report ‘Tone from the Top’**

7. In June 2015, the Committee for Standards in Life, published a report ‘Tone from the top – leadership, ethics and accountability in policing’. The report included three recommendations in relation to ‘reviewing the PCC’s Annual report’, ‘publishing a forward plan/work programme’ and ‘role of the PCP if a Chief Constable’s service is brought to an end’. The Committee for Standards in Public Life requested a response to the recommendations from the Chair of the Police and Crime Panel. Within this context, Members considered a report that identified that the Panel is already complying with report’s recommendations and a response outlining the Panel’s work be submitted to the Committee for Standards in Public Life.

## **HMIC Inspections**

8. The PCC informed the Panel and circulated information of the latest gradings of HMIC PEEL inspection for the areas of effectiveness and efficiency which ranked Durham Constabulary as being outstanding in five out of six categories and good in the sixth category. These ratings showed Durham Constabulary to be the top performing Force in the country. The Force was the only one in the country to achieve a rating of outstanding in all three efficiency categories. The PCC commented that this excellent performance reflected the work of officers, PCSOs and staff within the Constabulary, as well as work which took place with partners, communities and the voluntary sector.

## **Police and Crime Panel Development Session**

9. In December 2015, the Panel held a Development Session that focussed on preventing alcohol related crime. The Session was attended by Panel and Substitute Members and included presentations from the Director of Public Health in Darlington and the North East Alcohol Office BALANCE, Chief Superintendent Jane Spraggon and Deputy Chief Constable Steve Watson. Whilst the focus was on preventing alcohol related crime, the Panel also received a joint presentation from Lorraine O'Donnell, Assistant Chief Executive and Sweety Sahani, Staff Officer from the Office of the PCC on the Panel's responsibilities, achievements and relationship with the Commissioner's office. The session concluded with Panel Members being presented with certificates for completion of the on-line PREVENT Counter Terrorism awareness course.

### **Recommendation**

10. Members of the Committee are asked to note information contained within the report and comment accordingly.

### **Background Papers**

None

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## **Appendix 1: Implications**

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**Finance – None**

**Staffing – None**

**Risk - None**

**Equality and Diversity / Public Sector Equality Duty – None**

**Accommodation - None**

**Crime and Disorder** – information contained within this report is linked to Altogether Safer element of the Council Plan and establishment of a Police and Crime Panel to scrutinise the elected Police and Crime Commissioner.

**Human Rights – None**

**Consultation – None**

**Procurement – None**

**Disability Issues – None**

**Legal Implications** – the Panel’s responsibilities within the Police, Reform and Social Responsibility Act is referenced within the report