

**Safer and Stronger
Overview and Scrutiny Committee**

7 January 2019

**Quarter Two 2018/19
Performance Management Report**



Report of Lorraine O'Donnell, Director of Transformation and Partnerships

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present progress towards achieving the key outcomes of the council's corporate performance framework for the Altogether Safer priority theme.

Performance Report for quarter two, 2018/19

- 2 The performance report for quarter two, 2018/19 is attached at Appendix 2. It is structured around a set of key questions aligned to the Altogether Safer priority theme and includes the key performance messages from data available this quarter along with visual summaries and data tables for each key question.
- 3 [Consultation](#) is currently underway in order to develop a new vision for County Durham. Between 22 November 2018 and 18 January 2019 the public are being asked to provide their views on our proposed high level aims. This feedback will then be used in order to develop a draft Durham 2030 Vision, which will be subject to further consultation between February and March. In line with this, we will be reviewing our six 'Altogether' priority themes in order to better reflect our new priorities.

Executive summary

- 4 The recorded increase in crime and decrease in Anti-Social Behaviour (ASB) incidents is mainly due to a change in recording practices. However, it is acknowledged that there has also been a real increase in some crime types as well as environmental ASB incidents reported to the council (more reports of littering, detritus and bonfires). The number of first time entrants to the youth justice system has decreased, primarily due to using pre-reprimand disposals for first offences. Fewer people were killed or seriously injured in road traffic collisions. We continue our work in relation to water safety, both in Durham City and countywide.

Risk Management

- 5 Effective risk management is a vital component of the council's agenda. The council's risk management process sits alongside our change programme and is incorporated into all significant change and improvement projects.

- 6 The key risk to successfully delivering the objectives of this theme is:

A service failure of Adult Safeguarding leads to death or serious harm to a service user. Management consider it possible that this risk could occur which, in addition to the severe impacts on service users, will result in serious damage to the Council's reputation and to relationships with its safeguarding partners. As the statutory body, the multi-agency Safeguarding Adults Board has a Business Plan in place for taking forward actions to safeguard vulnerable adults including a comprehensive training programme for staff and regular supervision takes place. This risk is long term and procedures are reviewed regularly.

Recommendation

- 7 That the Safer and Stronger Communities Overview and Scrutiny Committee receive the report and consider any performance issues arising herewith.

Contact: Jenny Haworth

Tel: 03000 268071

Appendix 1: Implications

Legal Implications

Not applicable.

Finance

Latest performance information is being used to inform corporate, service and financial planning.

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Equality measures are monitored as part of the performance monitoring process.

Human Rights

Not applicable.

Crime and Disorder

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Staffing

Performance against a number of relevant corporate health indicators has been included to monitor staffing issues.

Accommodation

Not applicable.

Risk

Reporting of significant risks and their interaction with performance is integrated into the quarterly performance management report.

Procurement

Not applicable.

This page is intentionally blank



Altogether better



Durham County Council Performance Management Report

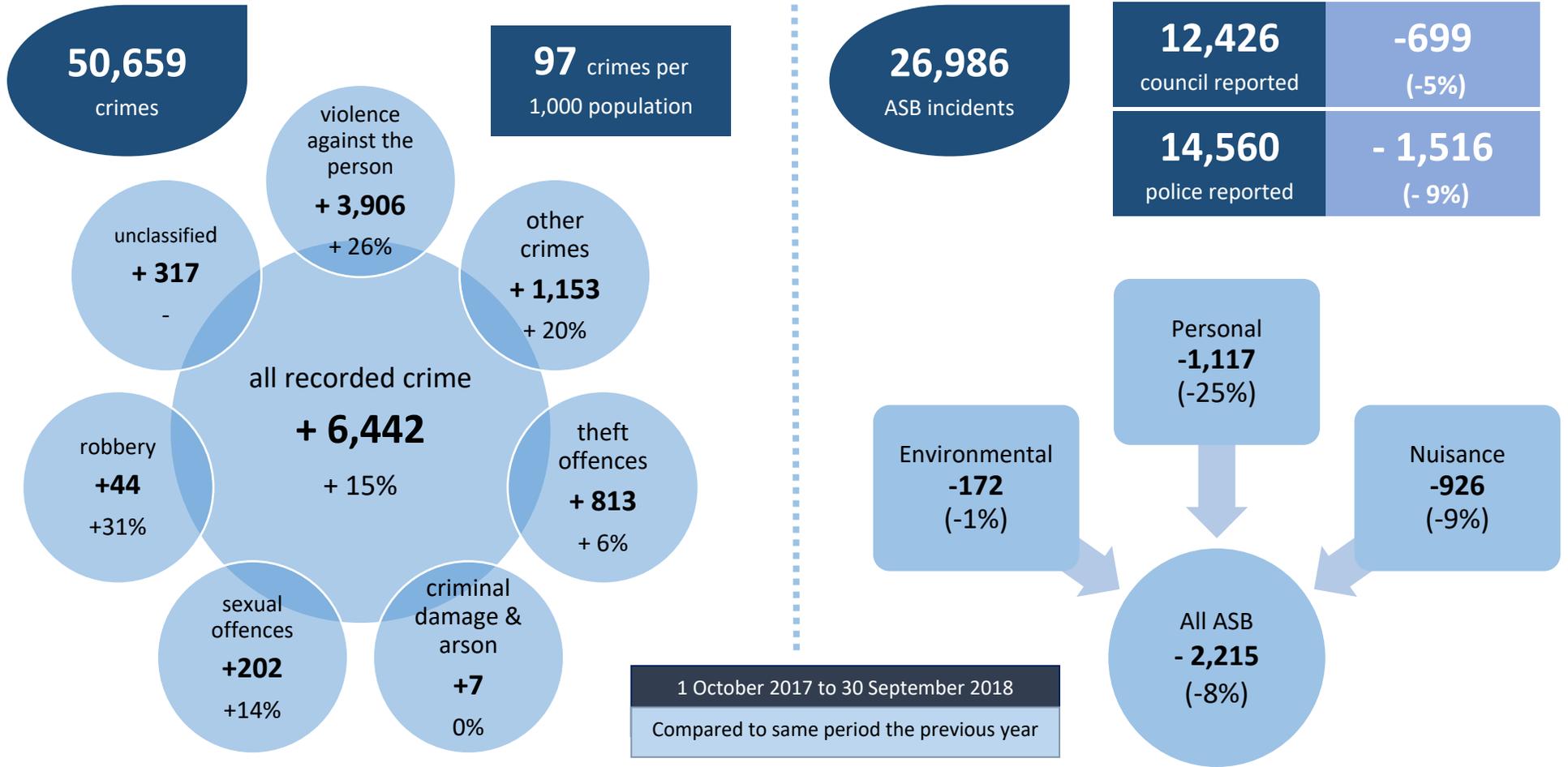
Quarter Two, 2018/19



ALTOGETHER SAFER

How effective are we at tackling (1) crime and disorder, and (2) anti-social behaviour?

53% of respondents to National Crime Survey think Council & Police are dealing with ASB and crime issues that matter to the local area (June 2018)



Altogether Safer

- 1 The priority theme of Altogether Safer is structured around the following five key questions:
 - How effective are we at tackling crime and disorder?
 - How effective are we at tackling anti-social behaviour?
 - How well do we reduce misuse of drugs and alcohol?
 - How well do we tackle abuse of vulnerable people, including domestic abuse, child exploitation and radicalisation?
 - How do we keep our environment safe, including roads and waterways?

How effective are we at tackling crime and disorder?

- 2 Although most of the increase in recorded crime can be attributed to a change in recording practices, it is acknowledged that there has also been a real increase in most crime types during the same period. However, it is difficult to quantify the extent of this real increase due to the recording changes.
- 3 Previously, many incidents would not have been classified as a crime but the change in recording practices means all reports of a crime must be recorded as such until investigation proves otherwise. The increase across County Durham is higher than most other forces across England but this is due to Durham Constabulary being one of the first police forces to be audited for compliance with the new recording practices. As other forces are audited, it is expected that they will also show higher increases.
- 4 The category of 'violence against the person' experienced the greatest increase, the clear majority of which (90%, 3,511) was due to an increase in the sub-category of 'violence without injury' – where the victim is punched, kicked, pushed or jostled with no resulting injury. The increase is consistent across all localities in County Durham.
- 5 Across the categories, crimes involving harassment increased by 1,381 incidents (+30%). This increase is also likely to be due to the new recording practices and coincides with a decrease in Anti-Social Behaviour.
- 6 There has been some movement within the underlying categories and across localities in relation to theft offences. For example, residential burglaries increased by 594 whilst non-residential burglaries decreased by 575. Notable increases included vehicle thefts, shoplifting and other theft.
- 7 Year to date, shoplifting has increased by 12% (+241 crimes). Bishop Auckland, Newton Aycliffe, Chester-le-Street and Stanley have all shown increases of around a third. Spennymoor has experienced a 128% increase (+100). We are

analysing the data set to determine if there is any link to the roll-out of Universal Credit, an update will be provided at quarter three.

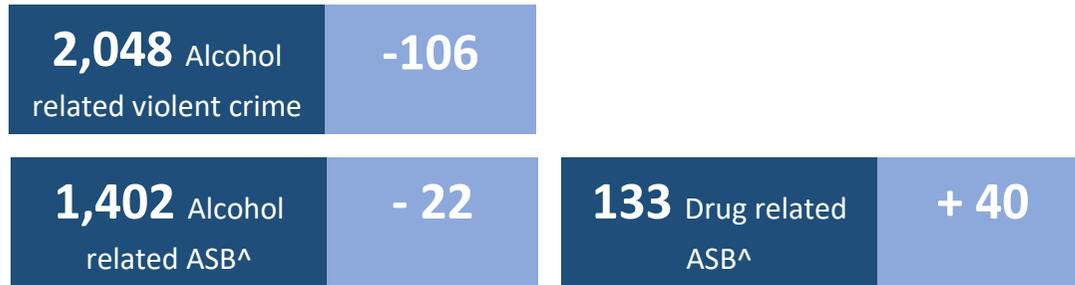
- 8 This reduction in the rate of first time entrants to the Youth Justice System is primarily due to the introduction nationally (in 2008) of pre-reprimand disposals for children committing their first offence as an alternative to court and possible conviction.
- 9 Local data from CDYOS' Case Management System shows that between April and September 2018 there were 61 FTEs which equates to a rate of 141.3 per 100,000 population.

How effective are we at tackling Anti-Social Behaviour (ASB)?

- 10 The decrease in the number of ASB incidents can be partly attributed to the change in crime recording practices. Many of the incidents which were previously recorded as ASB would now be recorded as crimes.
- 11 'Environmental ASB' sub-categories reported to the council showing increases between 1 October 2017 and 30 September 2018, compared to the same period last year, are reports of street litter/detritus (+525, +15%), bonfires (+137, +90%) and graffiti (+44, 13%).
- 12 Initial analysis shows most of the increases were in the East of the County; Easington, Peterlee, Horden. There was also a similar increase in criminal damage and arson in the area. The police and fire services had a coordinated attempt to address the issues (Operation Valdis) and there has been a subsequent decrease in incidents. Many of these incidents involved people setting fire to rubbish.

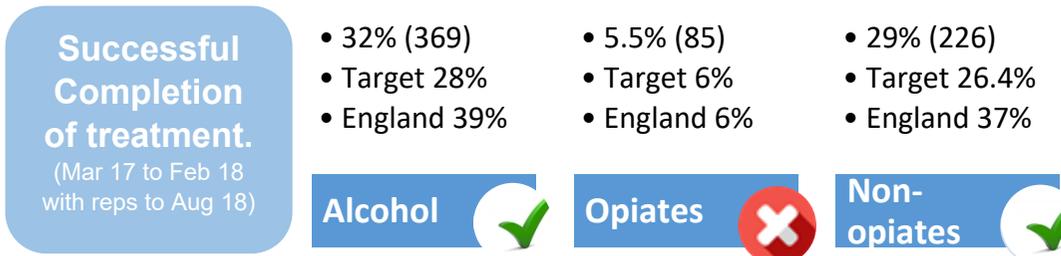
ALTOGETHER SAFER

How well do we (3) reduce misuse of drugs and alcohol, and (4) tackle abuse of vulnerable people?

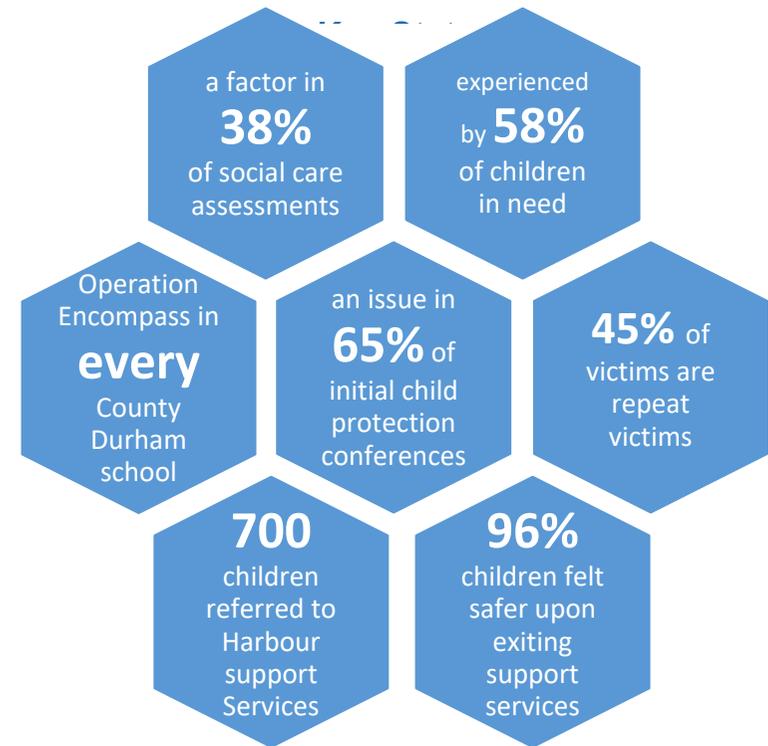


^police figures only

1 April 2018 to 30 September 2018
Compared to same period the previous year



Domestic Violence



170 child sexual exploitation referrals (12 months ending Sep-18)



[Modern Slavery](#) YouTube^{GB}

How well do we reduce misuse of drugs and alcohol?

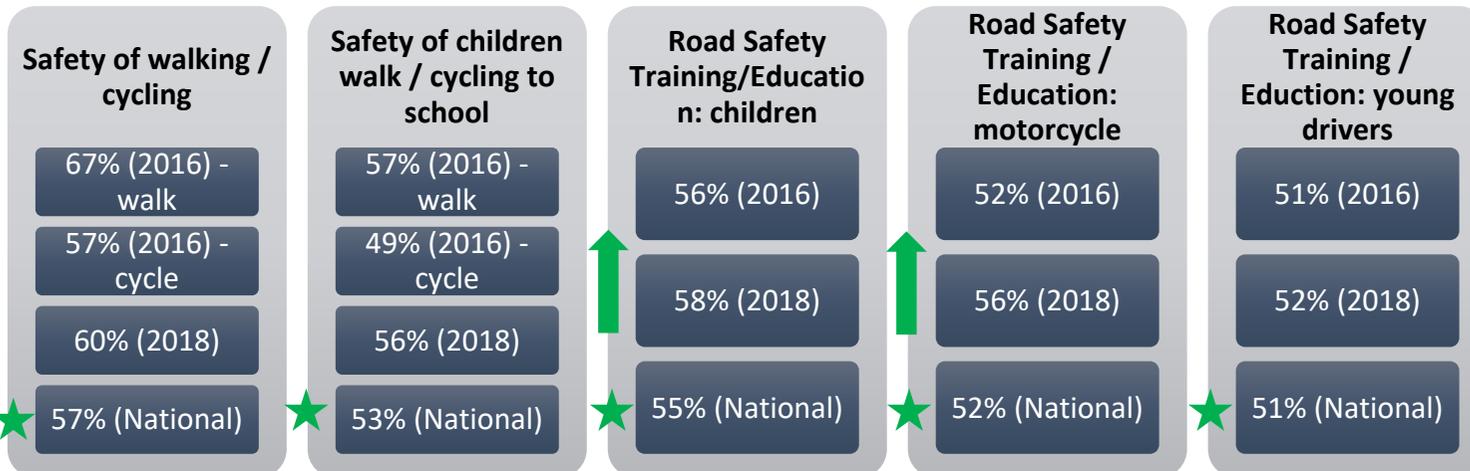
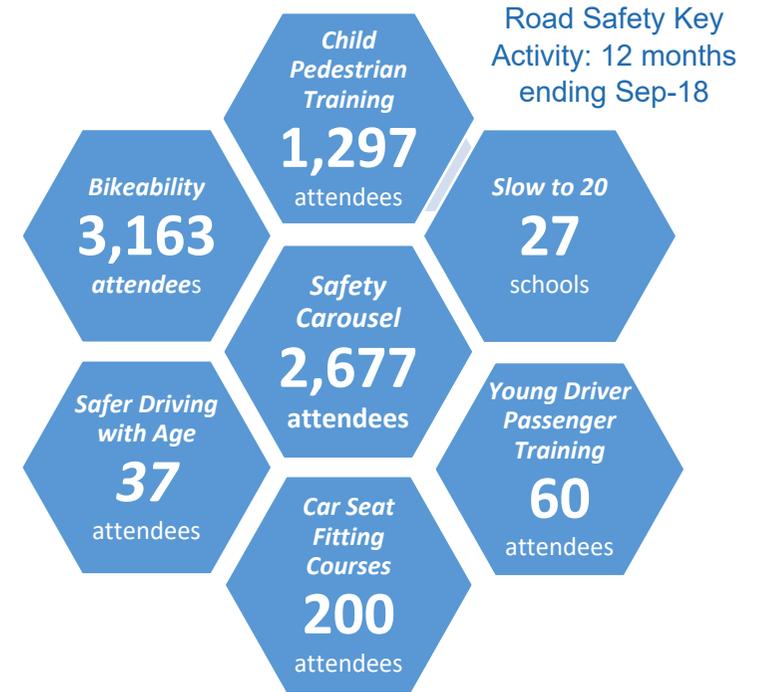
- 13 The percentage of alcohol related police reported ASB incidents in the first six months of 2018/19 remained static in comparison to the same period 2017/18 and currently stands at 18.5%.
- 14 The County Durham Drug and Alcohol Recovery Service for adults, young people and family members affected by substance misuse was launched on 1 February 2018 and continues its transition into a new community-based model. A Care Quality Commission (CQC) inspection undertaken in October 2018 will further direct the attainment of a high-quality standard for service delivery in the first year of service implementation. A comprehensive contract monitoring process has been established with the new service provider and a baseline tracker for 2018/19. This will be reviewed and new targets set for 2019/20 as the service fully embeds.

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

- 15 In July 2018, we received, along with our partners, a Joint Targeted Area Inspection (JTAI) which examined how well we work together to protect children living with domestic abuse. The inspection team looked at decision making at the point of referral and assessment, the quality of our children in need and child protection plans and the support we provide in the context of multi-agency working. A multi-agency action plan to address the recommendations is currently being developed and will be submitted for approval in December 2018.
- 16 With partners, we have adopted a Community Cohesion Toolkit to target the under-reporting of hate crime, been involved in workshops offering the latest training and professional advice in relation to exploitation, grooming and radicalisation (more than 800 multi-agency attendees) and reviewed referral pathways to ensure alignment with increased local government responsibilities for the 'Channel' process and safeguarding policy and practice. Training includes LSCB Child Sexual Exploitation e-learning, a one-day course 'working together to safeguard children and young people from sexual exploitation' and PREVENT e-learning (to date, more than 6,500 have completed).

ALTOGETHER SAFER

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



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

- 17 We continue to develop road safety education and training. The Bikeability programme now includes teaching children to cycle using balance bikes and basic cycle repairs. Several road safety programmes were delivered in the Mid-Durham AAP locality, including in schools, and involved promoting driver training schemes, encouraging seat belt wearing and communicating general road safety.
- 18 Both water safety forums, responsible for managing water safety in the city centre and countywide, continue to meet.
- 19 The City Safety Group has undertaken a range of initiatives in the lead up to student freshers' week and appropriate arrangements were in place for the period 1-7 October. The group also reviewed self-harm related incidents, from the previous quarter, within the river corridor and the death of a man whose body was recovered near Prebends Bridge (cause currently unknown). The group considered the requirement for additional control measures within the areas where incidents occurred.
- 20 Countywide, work continues to review existing risk assessments on water safety for priority areas across the county. There were no significant incidents throughout quarter two, which is very positive given the extremely hot weather. Work has commenced on planning for next year's campaigns and activities.
- 21 The Health and Safety Team is assisting with the safety aspects of the design of the Chester-le-Street flood alleviation scheme and working closely with Technical Services throughout the project phases.

Key Performance Indicators – Data Tables

There are two types of performance indicators throughout this document:

- (a) Key target indicators – targets are set as improvements can be measured regularly and can be actively influenced by the council and its partners; and
- (b) Key tracker indicators – performance is tracked but no targets are set as they are long-term and/or can only be partially influenced by the council and its partners.

A guide is available which provides full details of indicator definitions and data sources for the 2017/18 corporate indicator set. This is available to view either internally from the intranet or can be requested from the Strategy Team at performance@durham.gov.uk

KEY TO SYMBOLS

	Direction of travel	Benchmarking	Performance against target
GREEN	Same or better than comparable period	Same or better than comparable group	Meeting or exceeding target
AMBER	Worse than comparable period (within 2% tolerance)	Worse than comparable group (within 2% tolerance)	Performance within 2% of target
RED	Worse than comparable period (greater than 2%)	Worse than comparable group (greater than 2%)	Performance >2% behind target

National Benchmarking

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

North East Benchmarking

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

More detail is available from the Strategy Team at performance@durham.gov.uk

ALTOGETHER SAFER

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

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
90	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population of 10 to 17 year olds)	253	Apr-Mar 2017/18	Tracker	387	276	368	273		Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
91	Overall crime rate per 1,000 population	51	Apr-Sep 2018	Tracker	47.3	37.8			Apr-Aug 2018	Yes
				N/a	RED	RED				
92	Rate of theft offences per 1,000 population	14	Apr-Sep 2018	Tracker	14.1					Yes
				N/a	GREEN					
93	Proportion of all offenders who re-offend in a 12 month period	32.0	Jan-Dec 2016	Tracker	32	29.5				Yes
				N/a	GREEN	Not comparable				
94	Proven re-offending by young people (who offend) in a 12 month period (%)	41.6%	Jan-Dec 2016	Tracker	-	41.6	44.4			Yes
				N/a		GREEN	GREEN			

ALTOGETHER SAFER

2. How effective are we at tackling anti-social behaviour?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
95	Dealing with concerns of ASB and crime issues (%) by the local council and police	53	Jan-Dec 2017	Tracker	61.3					No
				N/a	RED					
96	Number of police reported incidents of anti-social behaviour	14,560	Oct 17-Sep 18	Tracker	16,076					Yes
				N/a	GREEN					
97	Number of council reported incidents	12,426	Oct 17-	Tracker	13,125					Yes

ALTOGETHER SAFER

2. How effective are we at tackling anti-social behaviour?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
	of anti-social behaviour		Sep 18	N/a	GREEN					

ALTOGETHER SAFER

3. How well do we reduce misuse of drugs and alcohol?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
98	% of successful completions of those in alcohol treatment	32.2	Mar 17-Feb 18 with reps to Aug 2018	28.0 GREEN	32.6* AMBER	39.1 RED	30.8 GREEN		North East 2016	Yes
99	% of successful completions of those in drug treatment - opiates	5.5	Mar 17-Feb 18 with reps to Aug 2018	6.0 RED	5.5* GREEN	6.4 RED	5.2 GREEN		North East 2016	Yes
100	% of successful completions of those in drug treatment - non-opiates	29.2	Mar 17-Feb 18 with reps to Aug 2018	26.4 GREEN	28.8* GREEN	36.6 RED	27.4 GREEN		North East 2016	Yes
101	% of anti-social behaviour incidents that are alcohol related	18.5	Apr-Sep 2018	Tracker N/a	17 RED					Yes
102	% of violent crime that is alcohol related	28.7	Apr-Sep 2018	Tracker N/a	25.3 RED					Yes
103	Alcohol seizures	194	Apr-Jun 2018	Tracker N/a	398 GREEN					No

*2017/18 baseline

ALTOGETHER SAFER

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

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
104	Building resilience to terrorism (self-assessment). Scored on level 1 (low) to 5 (high)	3	2017/18	Tracker	3					No
				N/a	GREEN					
105	Number of child sexual exploitation referrals	170	Oct 17 – Sep 18	Tracker	167					Yes
				N/a	N/a					

ALTOGETHER SAFER

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

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
106	Number of people killed or seriously injured in road traffic accidents	34	Jul-Sep 2018	Tracker	63					Yes
	- Number of fatalities	2		N/a	GREEN					
	- Number of seriously injured	32			3					
107	Number of children killed or seriously injured in road traffic accidents	6	Jul-Sep 2018	Tracker	9					Yes
	- Number of fatalities	0		N/a	GREEN					
	- Number of seriously injured	6			0					
					9					

Other additional relevant indicators

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

1. Are children, young people and families in receipt of universal services appropriately supported?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
40	Alcohol specific hospital admissions for under 18s (rate per 100,000)	56.2	2014/15-2016/17	Tracker	67.5	34.2	64.8			No
				N/a	GREEN	RED	GREEN			
41	Young people aged 10-24 admitted to hospital as a result of self-harm	400.8	2016/17	Tracker	420.8	404.6	425.3			No
				N/a	GREEN	GREEN	GREEN			

ALTOGETHER HEALTHIER

1. Are our services improving the health of our residents?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
76	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	12.6	2014-16	Tracker	15.7	9.9	11.6			No
				N/a	GREEN	RED	RED			

2. Are people needing adult social care supported to live safe, healthy and independent lives?

84	% of individuals who achieved their desired outcomes from the adult safeguarding process	95.3	Apr-Sep 2018	Tracker	96.3					Yes
				N/a	AMBER					