

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



**22 March 2019**

**Quarter Three 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 three, 2018/19**

- 2 The performance report for quarter three, 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 priority theme.

**Future Performance Reporting**

- 3 As our current vision, which forms the basis of this performance report, is over nine years old and many of the original aims have been achieved, we are developing a new set of proposed ambitions that better reflect the needs and opportunities of County Durham. Consequently, from quarter one, 2019/20, the format and content of this performance report will change to align it to the new vision.

**Executive summary**

- 4 The change in crime recording practices continues to impact the crime and anti-social behaviour (ASB) levels, as many incidents previously recorded as ASB are now recorded as crimes. Overall crime levels have

increased, but reported anti-social behaviour incidents have decreased by a similar number. Although our substance misuse service was rated as 'requires improvement', the Care Quality Commission also recognised many areas of good practice. A rise in recorded domestic violence incidents of 6% has been noted if compared with 2017 and is being further investigated; improvements in support have been made with Operation Encompass (addressing the impact of domestic abuse on children) now in every County Durham school.

## **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:

*Failure to protect a vulnerable adult from death or serious harm.* 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 Corporate Overview and Scrutiny Management Board considers the overall position and direction of travel in relation to quarter three performance, and the actions being taken to address areas of underperformance.

---

**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

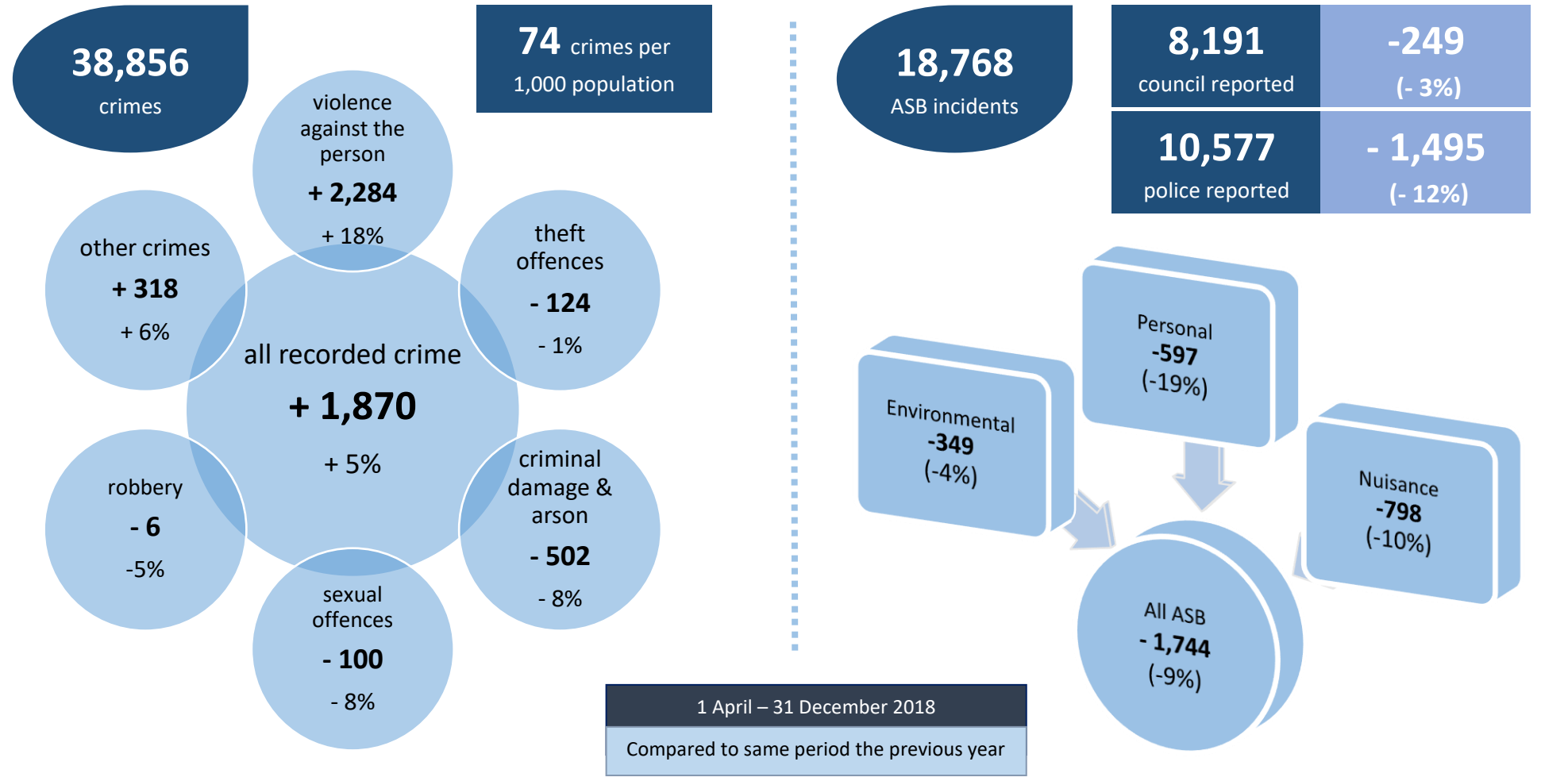
## Quarter Three, 2018/19



# ALTOGETHER SAFER

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

**50%** of respondents to National Crime Survey think Council & Police are dealing with ASB and crime issues that matter to the local area (September 2018)



## **Altogether Safer**

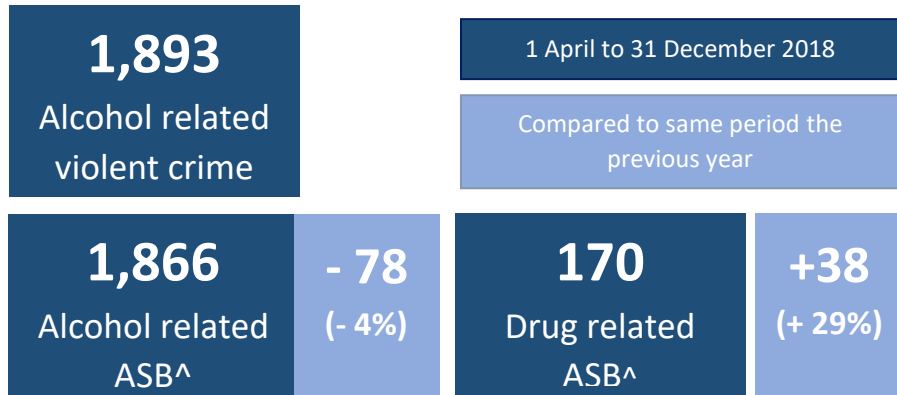
- 1 The priority theme of Altogether Safer is structured around the following five key questions:
  - (a) How effective are we at tackling crime and disorder?
  - (b) How effective are we at tackling anti-social behaviour?
  - (c) How well do we reduce misuse of drugs and alcohol?
  - (d) How well do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

### **How effective are we at tackling crime and disorder, and Anti-Social Behaviour (ASB)?**

- 2 The increase in crime and decrease in ASB incidents can be partly attributed to the change in crime recording practices. Many incidents that were previously recorded as ASB would now be recorded as crimes.
- 3 Within the category of 'violence against the person', which accounts for 36% of all recorded crime, most of the increase could be attributed to the sub-category of 'violence without injury'. This is consistent across the county and can be explained by an improved compliance with National Crime Recording Standards, particularly in relation to harassment.
- 4 Although there has been an overall improvement in theft offences, there have been increases in the underlying categories of 'theft from vehicles' (+4%), 'theft from the person' (+7%) and 'shoplifting' (+22%).
- 5 There was an increase in 'shoplifting' across some localities: Bishop Auckland, Crook, Newton Aycliffe, Spennymoor, Chester-le-Street and Stanley. Further analysis is being carried out, in conjunction with the Police, to determine if there is any link between these increases and the rollout of Universal Credit.
- 6 The Police and Local Council ASB confidence indicator continues to decline (although the latest figure remains within the 5.5% confidence level). The Safe Durham Partnership is establishing a joint tasking group to better understand the reasons for this decline, and to implement plans to improve performance.

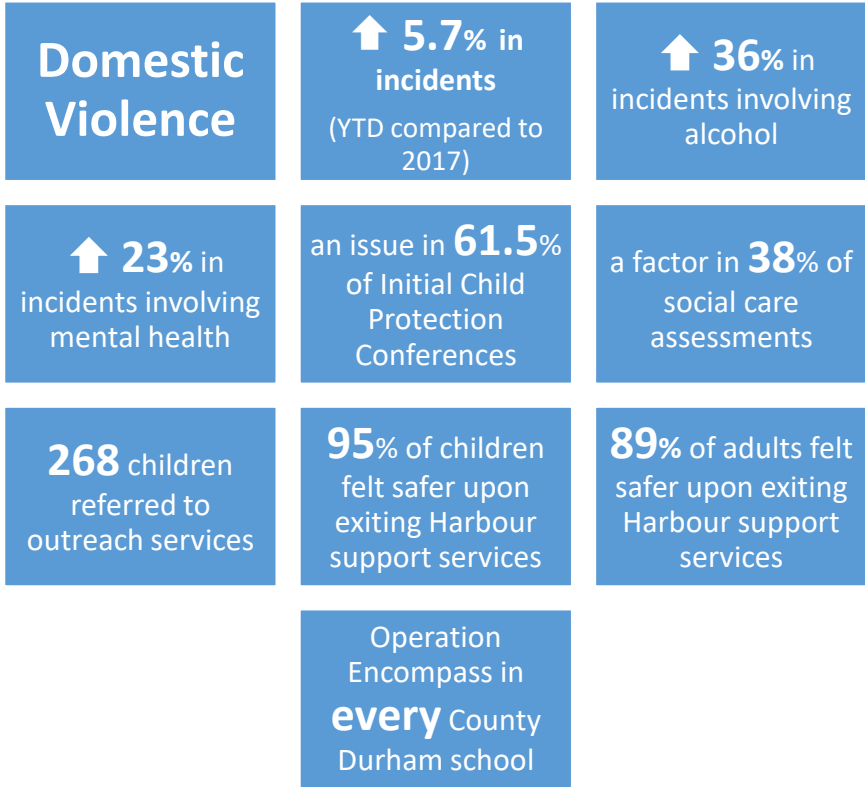
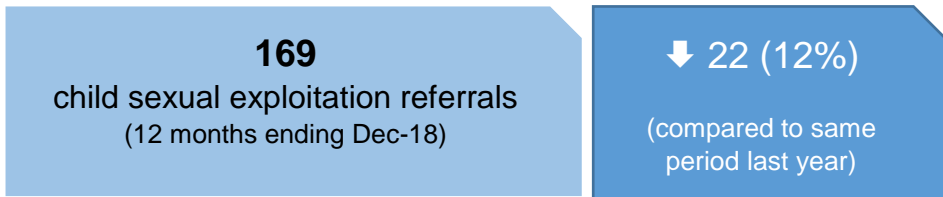
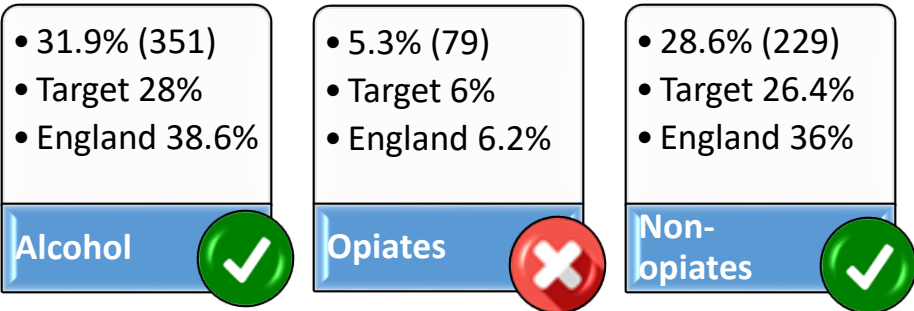
# ALTOGETHER SAFER

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



<sup>^</sup>police figures only

## Successful Completion of treatment... (May 17 to Apr 18 with reps to Oct 18)



**Preventing Modern Day Slavery** We have approved a new Modern Slavery Charter which outlines our commitment to preventing modern slavery in County Durham

To find out more about the charter, click [here](#).



## **How well do we reduce misuse of drugs and alcohol?**

- 7 Following a Care Quality Commission (CQC) inspection, our Substance Misuse Service, Centre for Change, received an overall rating of 'requires improvement'.<sup>1</sup> This was because staff did not always record safety related information within client care records, despite the potential serious risks associated with people with drug and alcohol addictions. Staff did not record sufficient information about clients who use the service which meant that care was not always person-centred, patients were not routinely involved in decisions about their care and treatment and staff were not up to date with their mandatory training (only 65% had completed their e-learning).
- 8 An action plan outlining remedial action for each concern has been developed and has been submitted to the CQC. Ongoing progress against the action plan will be reported to the County Durham Drug and Alcohol Recovery Services Contract Review Group. The e-learning training issue has since been addressed and improvements highlighted in the case management process are being developed.
- 9 The CQC also highlighted areas of good practice including: sufficient numbers of skilled and experienced staff to deliver safe care and treatment; clients are treated in a kind, caring and compassionate manner; staff monitor and address the physical healthcare of clients; service users can give feedback; care and intervention treatments following national guidance on best practice; information is accessible to those with dyslexia, literacy issues, visual impairment and for those whom English was not a first language and the service proactively engages with the local community.

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

- 10 A Joint Targeted Area Inspection (JTAI) of the multi-agency response to domestic abuse in County Durham was carried out during quarter two.
- 11 The Local Safeguarding Children Board (LSCB) Executive Group and its partners have worked closely together to develop a detailed action plan to address the areas inspectors identified as requiring improvement. The LSCB Executive Group will hold responsibility for the overall monitoring of the action plan. By receiving quarterly reports, they will hold to account, challenge and scrutinise the actions of individual partner agencies and partnership groups to ensure our actions are having the desired impact on outcomes for children in County Durham.
- 12 The LSCB held a number of activities as part of National Safeguarding Week (26-30 November 2018), focusing on CSE and Prevent. We launched a joint social

---

<sup>1</sup> [CQC report](#) (01/01/2019)

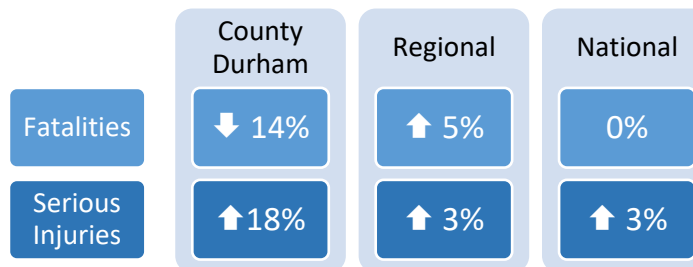
# ALTOGETHER SAFER

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

Killed or seriously injured in road traffic collisions*	<b>152</b> people	<b>-52</b> (25%)
	<b>6</b> fatalities <b>146</b> injuries	
	<b>16</b> children	<b>-2</b> (11%)
	<b>0</b> fatalities <b>16</b> injuries	

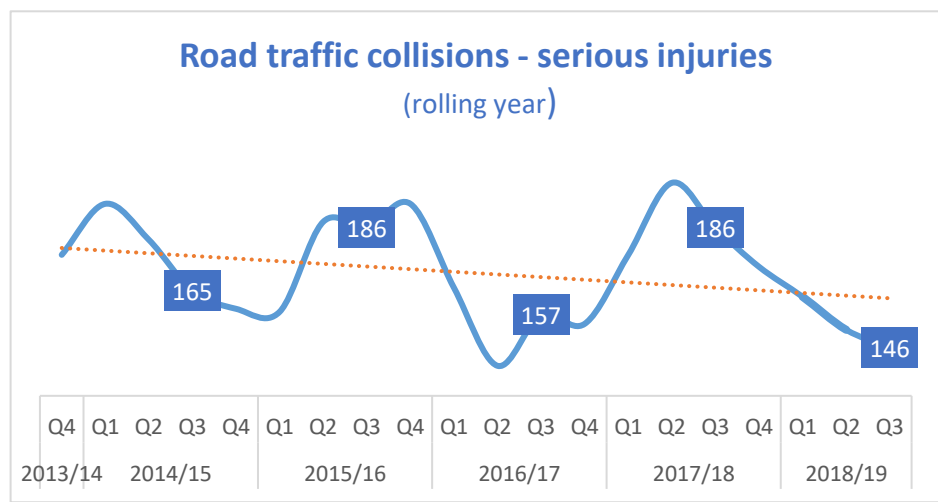
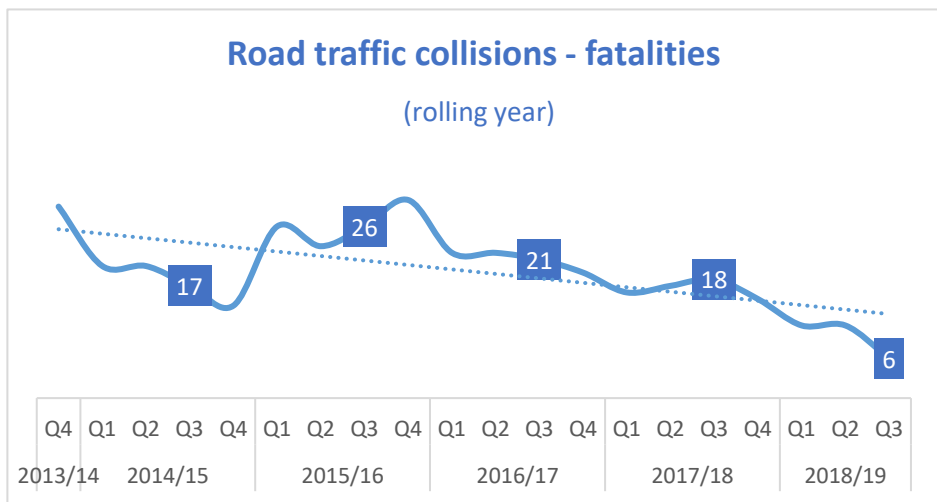
Jan-Dec 2018 Compared to Jan-Dec 2017

### DfT Road User Casualty Statistics: change from 2016 to 2017



National and regional figures were lowest recorded since records began in 1979. Some of lowest figures recorded over last five years

Information about the Royal Lifesaving Society's 'Don't Drink and Drown' campaign can be found [here](#).

\* CRASH recording system allows casualty information to be updated throughout the year, therefore numbers and severity of injury can change. 2018/19 data verified February 2019. 2017 casualty data verified June 18.

- 13 media campaign which aimed to highlight safeguarding issues, encourage conversations about keeping children safe and improving understanding of safeguarding in the community.

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

- 14 In January 2019, the Cleveland and Durham Strategic Road Safety Partnership Board was established to oversee the strategic direction of casualty reduction. Membership includes the local authorities, Police and Fire and Rescue services. The group is supported by the Cleveland and Durham Operational Delivery Group, previously the County Durham and Darlington Casualty Reduction Forum.
- 15 We continue to plan for countywide delivery of the 'dying to be cool' water safety campaign, which includes school assemblies. Monitoring assessments and new open water safety risk assessments were undertaken throughout the quarter, some of which were in response to concerns raised by elected members and the public. There were no significant incidents throughout quarter three.
- 16 During quarter three, a multi-agency meeting took place at Bowlees Visitor Centre at Middleton-in-Teesdale to discuss safety concerns relating to access to Low Force and the misuse of the listed Wynch Bridge structure. It was agreed to issue information to recreational groups using the river and remind them of the Low Force river code of conduct during quarter four.
- 17 In December 2018, via the City Safety Group, we launched the national 'Don't Drink and Drown' open water safety campaign.
- 18 The group also looked at the recommendations, previously provided by an independent Royal Society for the Prevention of Accidents (RoSPA) study, relating to the design of the new Riverwalk development, and the Riverwalk manager provided an update of safety control measures being put in place. City Safety Group members will tour the development prior to the final opening to ensure that all safety concerns relative to water safety and the river have been addressed.

## 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](mailto:performance@durham.gov.uk)

### KEY TO SYMBOLS

	Direction of travel	Benchmarking	Performance against target
<b>GREEN</b>	Same or better than comparable period	Same or better than comparable group	Meeting or exceeding target
<b>AMBER</b>	Worse than comparable period (within 2% tolerance)	Worse than comparable group (within 2% tolerance)	Performance within 2% of target
<b>RED</b>	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](mailto: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)	250	Jul 17– Jun 18	Tracker	371	262	349	266		Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
91	Overall crime rate per 1,000 population	96.3	2018	Tracker	91.6					Yes
				N/a	RED					
92	Rate of theft offences per 1,000 population	27.7	2018	Tracker	27.7					Yes
				N/a	GREEN					
93	Proportion of all offenders who re-offend in a 12 month period	31	Apr-Mar 17	Tracker	32.5	29.3	34.8			Yes
				N/a	GREEN	AMBER	GREEN			
94	Proven re-offending by young people (who offend) in a 12 month period (%)	41.4	Apr 16– Mar 17	Tracker	46.4	40.9	41.8			Yes
				N/a	GREEN	AMBER	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	50	2017	Tracker	55.1			58.1		Yes
				N/a	RED			RED		
96	Number of police reported incidents of anti-social behaviour	10,577	Apr-Dec 2018	Tracker	12,072					Yes
				N/a	GREEN					
97	Number of council reported incidents of anti-social behaviour	8,191	Apr-Dec 2018	Tracker	8,440					Yes
				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	31.9	May 17-Apr 18 with rep to Oct 18	28.0	30.3	38.6	30.7		North East 2017	Yes
				GREEN	GREEN	RED	GREEN			
99	% of successful completions of those in drug treatment - opiates	5.3	May 17-Apr 18 with rep to Oct 18	6.0	6.8	6.2	4.9		North East 2017	Yes
				AMBER	AMBER	AMBER	AMBER			
100	% of successful completions of those in drug treatment - non-opiates	28.6	May 17-Apr 18 with rep to Oct 18	26.4	27.6	38.6	25.8		North East 2017	Yes
				GREEN	GREEN	RED	GREEN			
101		17.6		Tracker	16.1					Yes

## 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	
	% of anti-social behaviour incidents that are alcohol related		Apr-Dec 2018	N/a	RED					
102	% of violent crime that is alcohol related	31.6%	Apr-Dec 2018	Tracker	25.1					Yes
				N/a	RED					
103	Alcohol seizures	194	Apr-Jun 2018	Tracker	398					No
				N/a	GREEN					

## 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	169	2018	Tracker	191					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	152	2018	Tracker	204					Yes
	- Number of fatalities	6		N/a	<b>GREEN</b>					
	- Number of seriously injured	146			18					
107	Number of children killed or seriously injured in road traffic accidents	16	2018	Tracker	18					Yes
	- Number of fatalities	0		N/a	<b>GREEN</b>					
	- Number of seriously injured	16			0					



## 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	2015-17	Tracker	12.6	9.6	10.8			Yes
				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	95.7	Apr-Dec 2018	Tracker	96.0	64.2		93.6*	2017/18	Yes
				N/a	AMBER	N/a		N/a		

\*unitary authorities