

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



24 June 2019

**Quarter Four 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 four, 2018/19

- 2 The performance report for quarter four, 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. This new vision will be launched in the autumn and the format and content of this performance report will be modified to align to the new ambitions.

Executive summary

- 4 Changes in recording practices have been the main driver for the increase in crime and decrease in anti-social behaviour. However, we are not complacent and are raising our concerns of increases in

particular crime areas (alcohol-related violent crime, possession of a weapon or drugs, metal theft and shoplifting as well as hate crime), the continuing upward trend in 'medium' and 'high' risk domestic violence incidents, and the fact that the North East has one of the highest reported prescribing rates for opioids in the country. We are addressing these concerns through the Safe Durham Partnership on a range of specific actions including piloting countywide multi-agency risk assessment conferences (MARACs) so domestic violence cases are heard quicker and joint actions identified sooner, addressing hate crime through the multi-agency Joint Hate Crime Action group, and targeting road safety training to areas identified through a child casualty mapping exercise.

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) *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 Safer and Stronger Communities Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter four 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.

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Altogether better



Durham County Council Performance Management Report

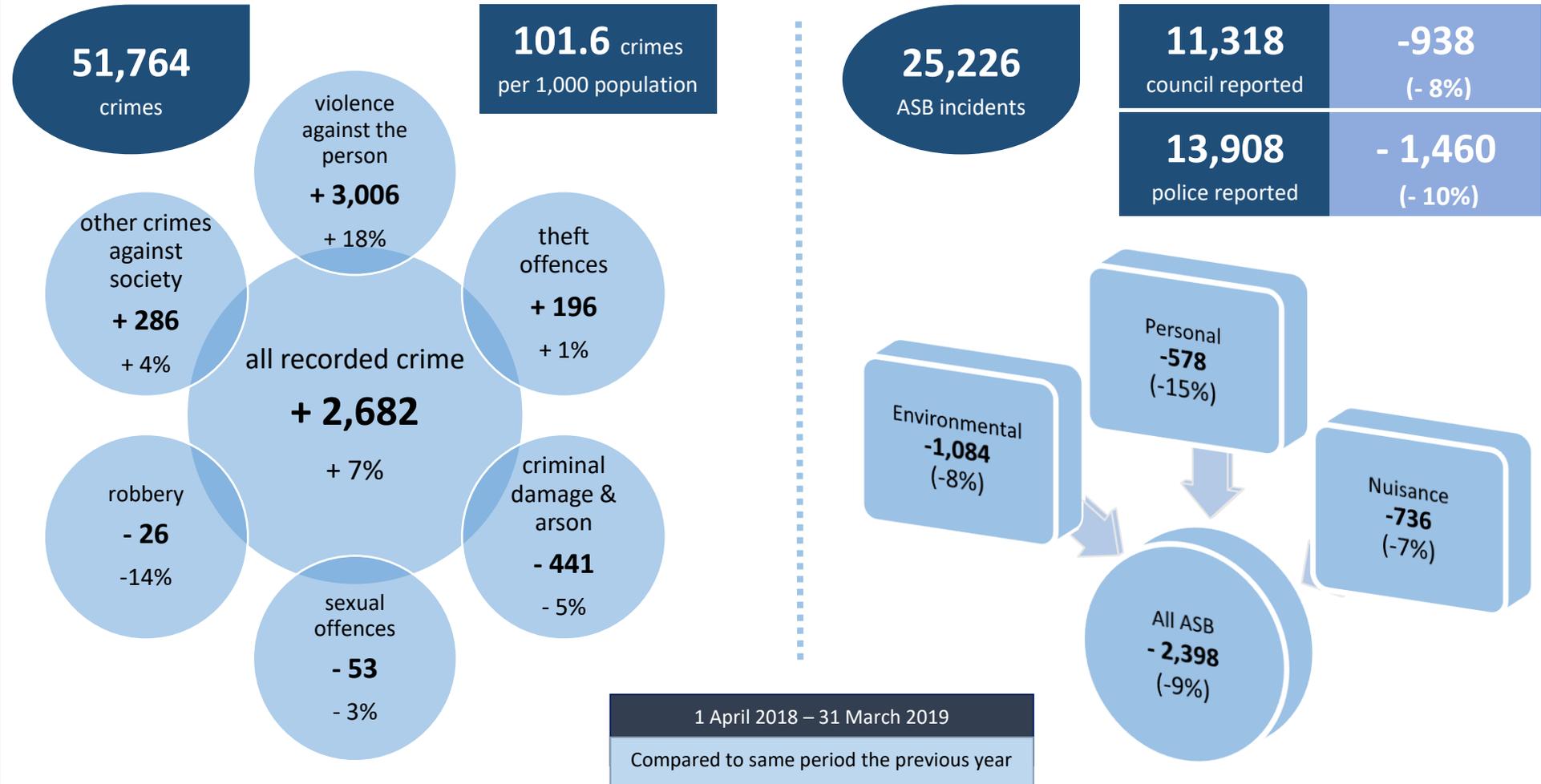
Quarter Four, 2018/19



ALTOGETHER SAFER

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

50.3% of respondents to National Crime Survey think Council & Police are dealing with ASB and crime issues that matter to the local area (December 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 'Violence against the person' accounts for almost 39% of all recorded crime, most of which can be attributed to the sub-category of 'violence without injury', which experienced an 18% increase over the last year, mainly due to increases in reports of harassment (increased by 39%). This is consistent countywide and can be explained by an improved compliance with National Crime Recording Standards.
- 3 The second most frequently reported crime, accounting for almost 29%, is theft. Although, the overarching 'theft offence' category has shown a modest increase, some of the sub-categories have shown greater increases. For example, 'metal theft' increased by 25% to 526 crimes over the last year. The Safer and Stronger Communities Overview and Scrutiny Committee will review shoplifting as part of their 2019/20 work programme. An analysis is being undertaken to determine if poverty could be an underlying cause.
- 4 Although drug offences remain relatively low across the county, there has been a 14% increase during 2018/19. 'Possession' incidents show the greatest increase over the longer term.
- 5 'Possession of weapons', which accounts for less for 1% of all crimes, has increased by 22% over the last year
- 6 Public perception that the police and council are dealing with ASB and crime issues that matter to the local area has fallen over recent quarters. The Safe Durham Partnership joint task group is working to gain a better understanding of the reasons for this decline, with a view to drafting an action plan to improve performance. An update will be provided when this work has been concluded.
- 7 Deliberate and secondary fires have increased slightly, continuing the longer-term trend, however at a lesser rate. Conversely arson has seen a slight decrease, but remains higher than 2014/15.

ALTOGETHER SAFER

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

27.2%
Alcohol related violent crime

↑ 1.7 pp

1 Apr 2018 - 31 Mar 2019

Compared to same period the previous year

2,350
Alcohol related ASB[^]

- 189 (- 7%)

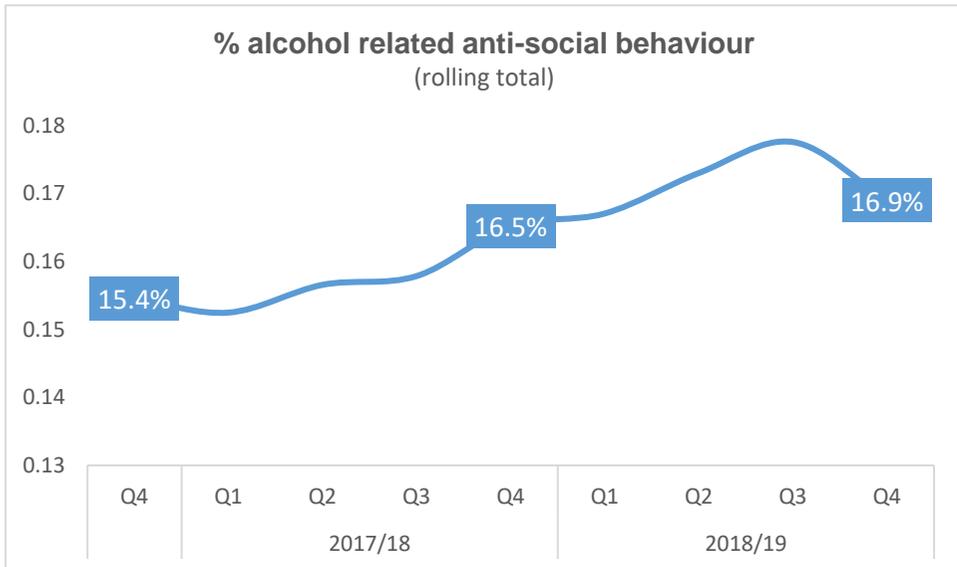
243
Drug related ASB[^]

+71 (+ 41%)

[^]police figures only

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

<ul style="list-style-type: none"> • 31.9% (351) • Target 28% • England 38.6% <p>Alcohol </p>	<ul style="list-style-type: none"> • 5.3% (79) • Target 6% • England 6.2% <p>Opiates </p>	<ul style="list-style-type: none"> • 28.6% (229) • Target 26.4% • England 36% <p>Non-opiates </p>
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Drug and Alcohol Treatment Services

- DCC Public Health and DISC colleagues consulted partners to develop the new integrated model, which focuses on resolving vulnerability in people, rather than on the substance of choice, and involves more outreach support, taking services out to clients in their communities.
- The work taking place to develop the service includes six workstreams, which cover key areas including Criminal Justice, Families and Mental Health.
- Many partners have already been engaged in the workstreams and better integration with partners is key. Partners are encouraged to link in with the new service as appropriate.

ALTOGETHER SAFER

How well do we (4) tackle abuse of vulnerable people?

Domestic Violence (2018/19)

↑ 8% in incidents

↑ 4.7pp in DV incidents classified as crimes

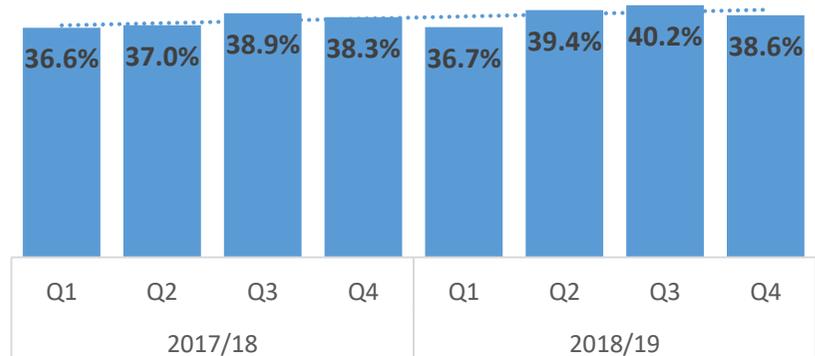
↑ 3.1pp in incidents involving alcohol

6.3% of DV referrals received high risk (quarter 4)

↑ 3.8pp in repeat referrals to Harbour within 12 month period

Operation Encompass in **every** County Durham school

Reported violence against the person (VAP) crimes with a domestic abuse qualifier (rolling total)



169
child sexual exploitation referrals
(12 months ending Dec-18)

↓ 22 (12%)
(compared to same period last year)

HATE HURTS

More information about the County Durham and Darlington Unite Against Hate Crime campaign can be found [here](#).

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](#).

2018/19 compared to same period the previous year unless stated

How well do we reduce misuse of drugs and alcohol?

- 8 During 2018/19, there were increases in alcohol related violent crime and alcohol related domestic violence.
- 9 A review of our Statement of Licensing is underway with public consultation ending in May 2019. The policy provides advice in relation to the Licensing Act 2003 and is the basis for decision-making at our licensing committee. It aims to prevent crime and disorder, improve public safety, prevent public nuisance; and protect children from harm.
- 10 There have been stories in the national media about the prescription of opioids, 'morphine-type' medications such as codeine, tramadol and fentanyl used to treat pain. The North East has one of the highest reported prescribing rates in the country, even after accounting for population, ageing and deprivation. We have put in place measures to ensure GPs are fully equipped to review current prescribing levels and provide suitable contracts with patients requiring pain management while battling addiction.

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

- 11 Domestic violence incidents reported to the police continue to increase. During 2018/19, there were 15,064 incidents, which equates to 28.8 per 1,000 population, an increase from 21.8 per 1,000 last quarter. There is a continued increasing trend within the 'medium' and 'high' levels of risk, while 'low' risk is steadily decreasing.
- 12 The number of crimes recorded as 'violence against the person with a domestic abuse qualifier' has steadily increased between April 2017 (1,557) and March 2019 (1,926).
- 13 Repeat referral to the multi-agency risk assessment conference (MARAC) and Harbour, a charity working with families affected by domestic violence, are showing a longer-term increasing trend. Presently, weekly meetings are held alternating focus between north and south areas of the county, resulting at times in delays in MARAC action being taken and risk being addressed by agencies individually rather than through joint working. A six-month pilot (commenced May 2019) is to be introduced to hold twice weekly 'dynamic' MARACs covering all areas. The pilot should mean cases will be heard quicker and joint actions identified sooner.
- 14 The Hate Hurts campaign has been launched showing that partners are united against Hate Crime in County Durham and Darlington. The number of hate crimes reported to the police has increased by about a quarter over the past four years, partly due to people being more prepared to report hate crimes to the police. The Joint Hate Crime Action group, a multi-agency group of colleagues in the public

ALTOGETHER SAFER

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

Killed or seriously injured in road traffic collisions*

194 people
10 fatalities
184 injuries

21 children
0 fatalities
21 injuries

+6
(3%)

+2
(10%)

2018/19

Compared to 2017/18

Road Safety Activity Update

Safety Carousel attendees
3,276 November
2,402 March

1,012 Child Pedestrian Training attendees at **31** schools

Slow to 20 Project - **19** schemes and **24** schools

Winter Maintenance

- **Four** new gritters and **23** new trailers
- Salt stocks **↑ 42,000 tonnes**
- **↑ 1,700km** of priority roads treated **45%** of the network

2,680 attendees at Young Driver Passenger Safety Training

205 attendees at 9 Car Seat Fitting Courses

38 attendees at Safer Driving with Age

2,966 attendees at Bikeability in **86** schools

Road traffic collisions - fatalities

(rolling year)



Road traffic collisions - serious injuries

(rolling year)



*CRASH recording system allows casualty information to be updated throughout the year and as such numbers and severity of injury can change. 2018 data has been verified and can be used for provisional analysis, and will be published by the Dft in June 2019

#DontDrinkandDrown



and community sectors, working with the Safe Durham Partnership, has overseen a number of projects to address hate crime and continues to do so.

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

- 15 Both water safety forums, responsible for managing water safety in the city centre and countywide, continue to meet. Each has undertaken a range of initiatives during 2018/19.
- 16 The countywide group's focus is the 'dying to be cool' water safety campaign, as well as localised campaigns across the county. For example, tackling water safety concerns at Low Force and Wynch Bridge.
- 17 The countywide group is also undertaking a comprehensive review of all water safety priorities and risk to ensure the approach and use of resources is as effective as possible prior to summer 2019.
- 18 The City Safety Group's main projects included a targeted approach during student freshers' week in October 2018, the launch of the national 'Don't Drink and Drown' open water safety campaign in December 2018 and reviewing the safety control measures being put in place at the new Riverwalk development during quarter four.
- 19 Throughout the year, the City Safety Group reviews incidents within the city centre to assess the effectiveness of existing safety measures. It found that all recent incidents involved individuals with poor mental health where self-harm or suicide were factors. The group is working with partners to highlight the mental health aspect of these incidents and identify any required actions.
- 20 Overall road safety statistics show similar rates of injuries and fatalities to last year. There were nine fatalities during 2018/19, however, it should be noted that this may increase as some data is awaiting verification.
- 21 A child casualty mapping exercise which combines areas of multiple deprivation with areas with high child casualties, has been carried out. It highlighted Bishop Auckland and Shildon, Chester-le-Street, Durham, East Durham and Stanley AAP areas would benefit from specific initiatives. We will consult with these AAPs to identify potential partnership and funding opportunities to deliver targeted road safety education.
- 22 The 'Slow to 20 for Safer Streets' Project introduced 20mph part-time speed limits or zones on main and distributor roads around schools with the highest accident rates. 78 schools have been successfully introduced both on time and under budget. A further 31 schemes have been completed and 15 are in development,

fully funded by local councillors, Area Action Partnerships, schools and Town/Parish Councils. The project scope has been expanded further, utilising budget underspend, to include a further six schools from the prioritisation list.

- 23 As part of the winter maintenance programme, some of the fleet of gritters were replaced, four power gritters and 23 trailer gritters are now among the council's 76 strong fleet of gritting and snow blowing vehicles. Salt stocks were increased to 42,000 tonnes to mitigate any shortage in supplies. Over the 2018/19 winter period, the fleet treated more than 1,700km of priority one roads (equates to 45% of the road network). During adverse weather, communications and live updates via social media were issued regularly in relation to information about any disruptions to services.

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 aged 10 to 17)	250.2	Oct 17- Sep 18	Tracker	371	248	328.5	252.6		Yes
				N/a	GREEN	AMBER	GREEN	GREEN		
91	Overall crime rate per 1,000 population	101.6	2018/19	Tracker	93.7					Yes
				N/a	RED					
92	Rate of theft offences per 1,000 population	29.1	2018/19	Tracker	28.1					Yes
				N/a	AMBER					
93	Proportion of all offenders who re-offend in a 12 month period	30.6	Jul 16 – Jun 17	Tracker	32.4	29.5	35			Yes
				N/a	GREEN	AMBER	GREEN			
94	Proven re-offending by young people (who offend) in a 12 month period (%)	46.3	Jul 16 – Jun 17	Tracker	43.8	40.1	41.8			Yes
				N/a	RED	RED	RED			

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	50.3	Dec 18	Tracker	61.3			58.1		Yes
				N/a	RED			RED		

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	
96	Number of police reported incidents of anti-social behaviour	13,908	2018/19	Tracker	15,390					Yes
				N/a	GREEN					
97	Number of council reported incidents of anti-social behaviour	11,318	2018/19	Tracker	12,249					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	No
				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	No
				AMBER	AMBER	AMBER	GREEN			
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	No
				GREEN	GREEN	RED	GREEN			
101	% of anti-social behaviour incidents that are alcohol related	16.9	Apr-Dec 2018	Tracker	16.5					Yes
				N/a	AMBER					
102	% of violent crime that is alcohol related	27.2	Mar 19	Tracker	25.5					Yes
				N/a	AMBER					

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	
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					No
				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	194	2018/19	Tracker	188					Yes
	- Number of fatalities	10		N/a	RED					
	- Number of seriously injured	184			15					
107	Number of children killed or seriously injured in road traffic accidents	21	2018/19	Tracker	19					Yes
	- Number of fatalities	0		N/a	RED					
	- Number of seriously injured	21			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)	53.1	2015/16-2017/18	Tracker	56.2	32.9	62.7			Yes
				N/a	GREEN	RED	GREEN			
41	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000)	350.1	2017/18	Tracker	400.8	421.2	458.0			Yes
				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			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	95.1	2018/19	Tracker	96.2	94.2		93.6*	2017/18	Yes
				N/a	AMBER	N/a		N/a		

*unitary authorities