

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



20 September 2019

**Quarter One 2019/20
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 one, 2019/20

- 2 The performance report for quarter one, 2019/20 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 Although crime and anti-social behaviour levels have remained static, we are concerned about increases in specific crime areas (repeat 'violence without injury', alcohol-related violence, possession of a weapon or drugs and shoplifting) along with an increase in domestic violence referrals. We are continuing to address our concerns, through the Safe Durham Partnership, via specific actions which include the continuation of countywide multi-agency risk assessment conferences (MARACs) so domestic violence cases are heard quicker and joint actions identified sooner, multi-agency screening of medium risk domestic violence cases to speed up processing times, a new streamlined process for referrals to mental health services and mapping child casualties to better target road safety training.

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 Safer and Stronger Communities Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter one performance, and the actions being taken to address areas of underperformance.

Contact: Jenny Haworth

Tel: 03000 268 071

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

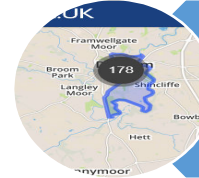
Quarter One, 2019/20



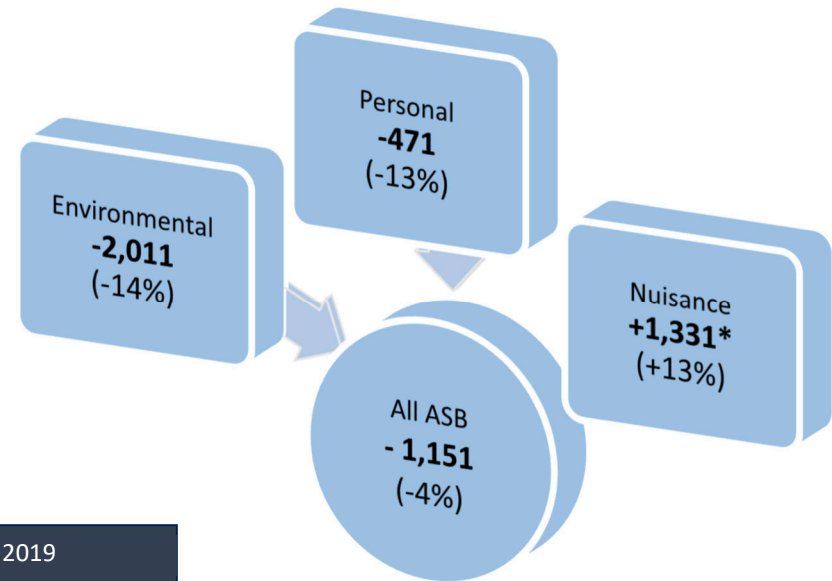
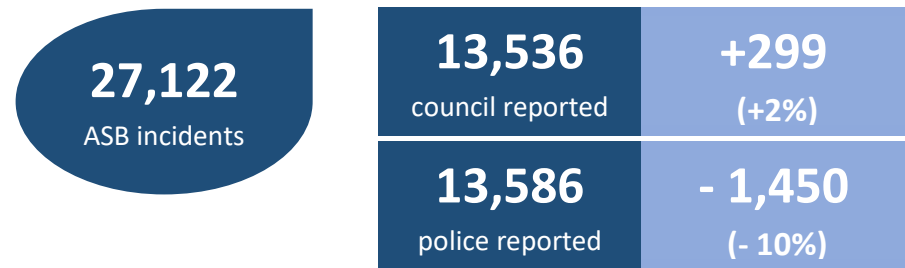
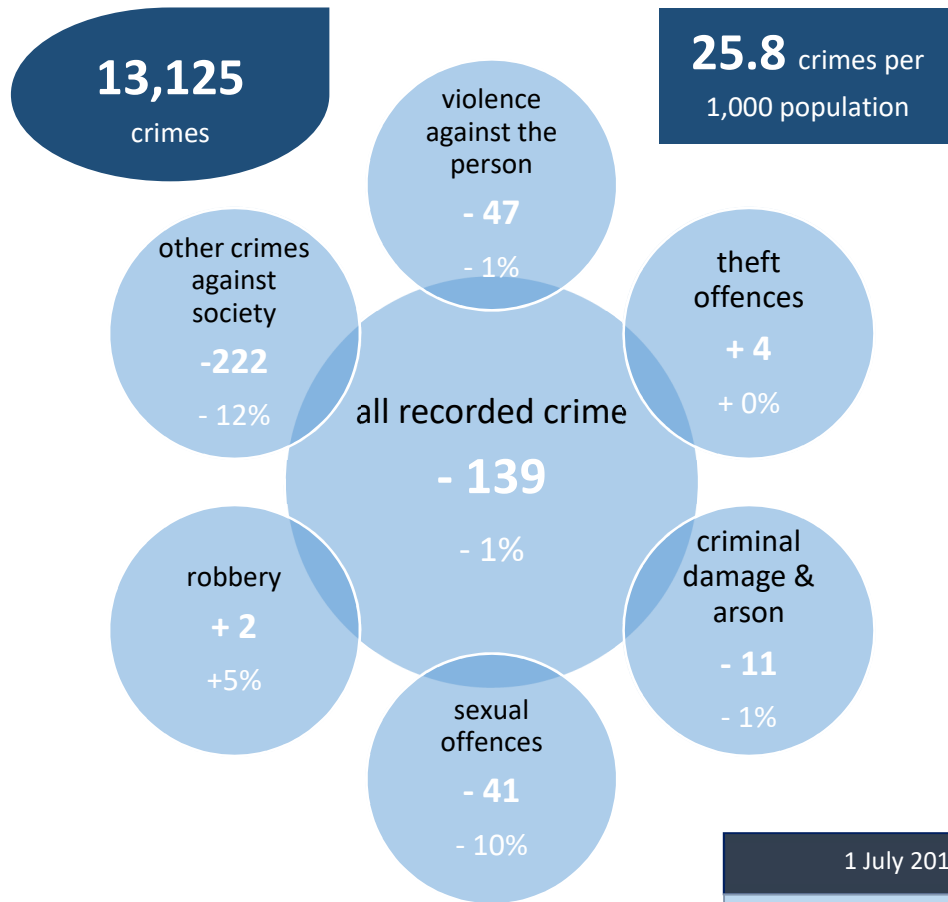
ALTOGETHER SAFER

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

Durham Constabulary has been congratulated on **'excellent performance'** in its annual [police effectiveness, efficiency and legitimacy \(PEEL\) report](#)



You can view [County Durham Crime benchmarking data](#) and the level of crime in your area online by [Durham Constabulary crime map](#)



1 July 2018 – 30 June 2019
Compared to same period the previous year

*Now includes Environmental Health & Consumer Protection Noise

Altogether Safer

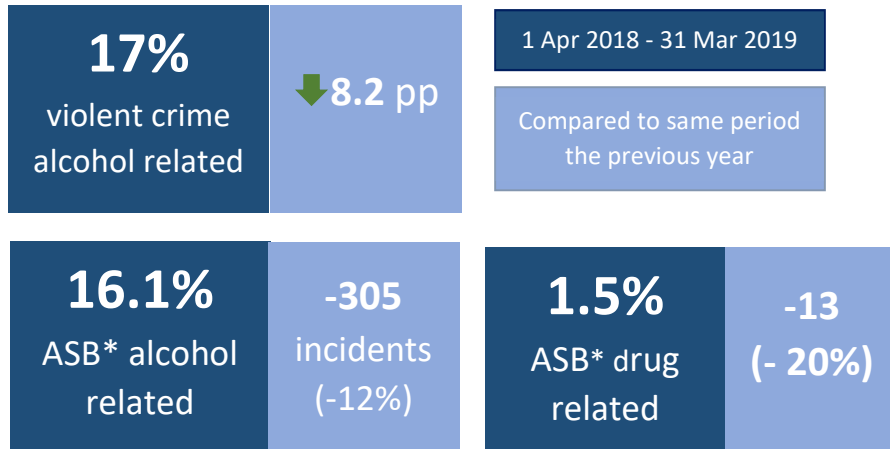
- 1 The priority theme of Altogether Safer is structured around the following five key questions:
 - (a) How effective are we at tackling crime and disorder?
 - (b) How effective are we at tackling anti-social behaviour?
 - (c) How well do we reduce misuse of drugs and alcohol?
 - (d) How well do we 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)?

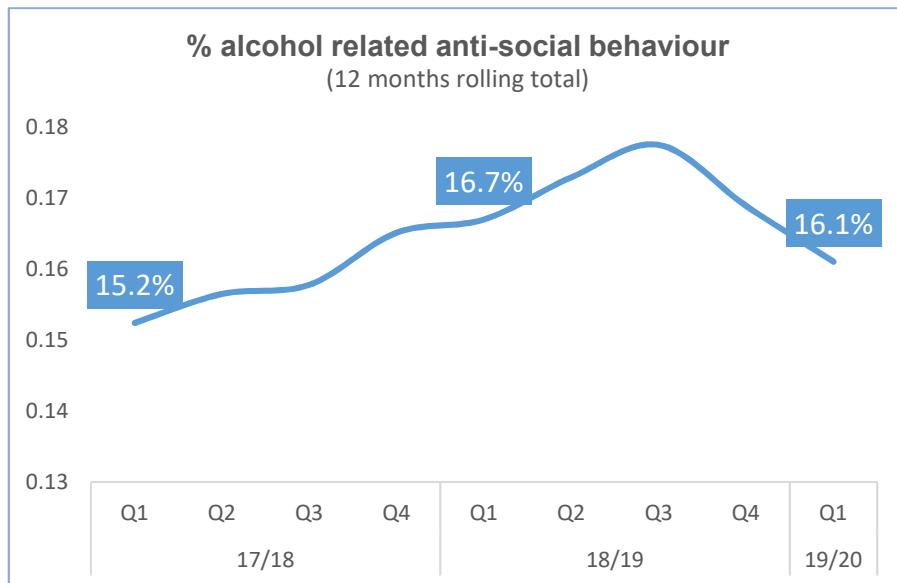
- 2 'Violence against the person' (VAP) is the most frequently recorded crime, this mainly consists of 'violence without injury'. Recent analysis shows that most violent crime is single episodes (70%), with repeats making up the remainder. Further analysis is underway to look at repeat victims of VAP crimes. Crime victims can potentially be victims of both 'violence with injury' and 'violence without injury'. Consideration is being given to target victim care/support/prevention activities on victims of 'violence without injury' to address the one category of recorded crime that has increased so markedly in volume over the last two reporting years.
- 3 Although overall theft, the second most frequently reported crime, has remained static, shoplifting continues to increase. The Safer and Stronger Communities Overview and Scrutiny Committee is to review shoplifting as part of their 2019/20 work programme to determine if poverty could be an underlying factor.
- 4 Although 'possession of weapons' accounts for less for 1% of all crimes, we are concerned about the year-on-year increases over the last two years (69% and 41% respectively).
- 5 Council reported anti-social behaviour now includes 'noise complaints' reported to Environmental Health and Consumer Protection, as these 'complaints' are not included in previous data sets, the nuisance category of ASB has increased by 13%.

ALTOGETHER SAFER

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



*police figures only



Successful completion of treatment...

(Nov 17 to Oct 18 with reps to Apr 19)

- 29.5% (303)
- Target 28%
- England 37.9%

Alcohol



- 5.3% (80)
- Target 6%
- England 6.0%

Opiates



- 27.7% (207)
- Target 26.4%
- England 34.9%

Non-opiates



Alcohol CLear Assessment

CLear self-assessment tool helps partnership areas to assess local arrangements and delivery plans for reducing alcohol-related harm and identify opportunities for further development

- Recognises our robust partnership arrangements with political and senior officer buy-in
- Commends how active the public health team is across the alcohol agenda
- Highlights concerns regarding the lack of strategic engagement of NHS partners
- Identifies the need to refresh action plans and recognised opportunities for more integrated or joint working in areas such as alcohol licensing, information sharing and commissioning.
- Following the assessment, Alcohol and Drug Harm Reduction and Alcohol CLear action plans are currently being consulted on with partners.

How well do we reduce misuse of drugs and alcohol?

- 6 During quarter one, both alcohol related violent crime and alcohol related domestic violence increased. Alcohol remains a key driver in recorded crime and incident demand.
- 7 Drug offences account for only 2% of overall recorded crime and show only a slight increase compared to the same period last year. 'Possession' shows the most significant longer term increase. We have also seen increases in the number of reports of drug paraphernalia (including needles) within our 'enviro-crime' figures. Further geographical analysis is being undertaken to identify and understand hotspot areas.
- 8 We expect the government to publish a new National Alcohol Strategy for England in 2019. We anticipate it will include preventing and reducing harmful drinking (preventing dependency, improving pathways into treatment, preventing re-offending), tackling vulnerability and changes to the licensing regime.
- 9 We are reviewing our Statement of Licensing following public consultation which ended in May 2019. Feedback, where appropriate, will be used to develop the new document which will be launched in October 2019.
- 10 Training courses are available to our staff, through County Durham Drug and Alcohol Recovery Services, in relation to drug and alcohol including Cannabis and Brief interventions, opiate awareness and performance and image enhancing drugs.

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

- 11 Following continued increases over the past three years, domestic violence incidents reported to the police have fallen this quarter by 7%.
- 12 Repeat referral to the Multi-Agency Risk Assessment Conference (MARAC) and Harbour, a charity working with families affected by domestic violence, continue to show a longer-term increasing trend. Despite fewer referrals to MARAC, there has been a 77% increase in repeat cases, compared to the previous year.
- 13 Process reviews have been undertaken by the police to improve efficiency against increasing demand in relation to several areas of multi-agency safeguarding work. Improvements included introducing multi-agency screening to medium-risk domestic abuse cases (thereby saving time sharing research / information). This has reduced processing times from 7-10 days to 1-2 days. A sifting process for adult referrals, avoiding duplication of referral to mental health services, was also introduced. As was a six-month pilot to hold 'dynamic' MARAC meetings twice weekly: received

ALTOGETHER SAFER

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

Domestic Violence (Jun 19)

↓ 7% in incidents

↓ 3.2pp in DV incidents classified as crimes

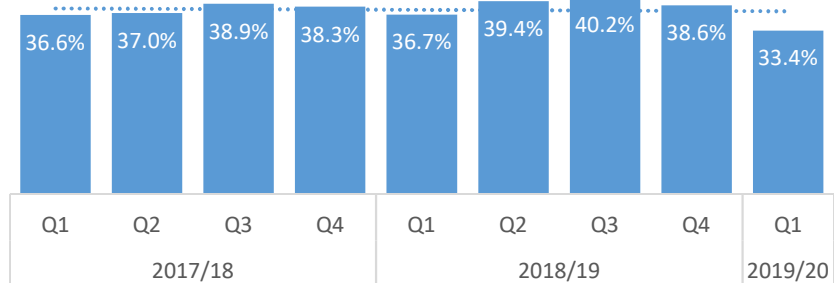
↑ 19.6% in incidents involving alcohol

↓ 5.6% of DV referrals received high risk (quarter four)

↑ 6.6pp 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)



No. of child sexual exploitation referrals (12 months ending)



↓ 42 (-24%) compared to same period last year

Year	Q1	Q2	Q3	Q4
2015/16				
2016/17				
2017/18				
2018/19				
2019/20				

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](#).



More information about the Get Safe Online in Durham campaign can be found [here](#).

Apr/Jun 19 compared to same period the previous year

positively from all agencies, the more action focused meetings are leading to more prompt joint agency visits improving outcomes for victims.

- 14 Fewer young people have been identified as at risk of or subject to child sexual exploitation (CSE). The decrease is mainly attributed to better understanding, which has led to more appropriate referrals. The strategic Missing and Exploited Group (MEG) is developing a scorecard which evidences gender, age and risk level of young people on discharge from the service.
- 15 Durham Constabulary is refreshing the Child Sexual Abuse Exploitation Profile; findings are expected by the end of September.
- 16 Multi-agency training and awareness sessions have been delivered to police and partner agencies, following the adoption of the Police's initiative 'Intervene to Protect a Child'. Agencies include frontline professionals such as health, fire service, education, social services, scouts, brownies and swimming coaches with more is planned in the future. Training will be also be incorporated into the Police's Specialist Child Abuse Investigators Development Programme.
- 17 The Police's Street Triage Team, deployed to incidents requiring a mental health assessment to reduce officer time, is currently being evaluated. The Force Control Room is changing the process for identifying incidents tagged as mental health related. Control room staff are undergoing training to better define what mental health demand looks like.
- 18 The Vulnerability Intervention Pathways (VIP) programme, for adults with no parental responsibility who require a multi-agency response, aims to reduce adults coming to the attention of the Safe Durham Partnership agencies because of presenting problems, support needs, and repeat requirements for service. The programme has been evaluated and, of sampled clients, 70% had a reduction in total reported incident volumes. 95% had improvement in combined total assessment scores across ten problematic areas. Across 59% of the sample, there was a perceived improvement by the referrer. Mental health was identified as a key problematic area for VIP clients.

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

- 19 Both water safety forums, responsible for managing water safety in the city centre and countywide, continue to meet.
- 20 Throughout the year, the City Safety Group reviews incidents within the city centre to assess the effectiveness of existing safety measures. Following a number of incidents last quarter, involving individuals with poor mental health where self-harm or suicide were factors, the group has worked with partners to identify any required actions. There were fewer incidents during quarter one.

ALTOGETHER SAFER

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

People killed or seriously injured in road traffic collisions*

209

16 fatalities
193 injuries

+35
(20%)

*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 comparative analysis, published by the Dft in June 2019

Jul 18 - Jun 19

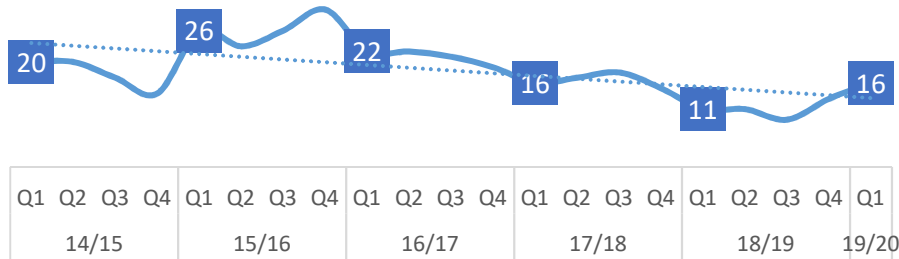
compared Jul 17 - Jun 18

28
0 fatalities
28 injuries

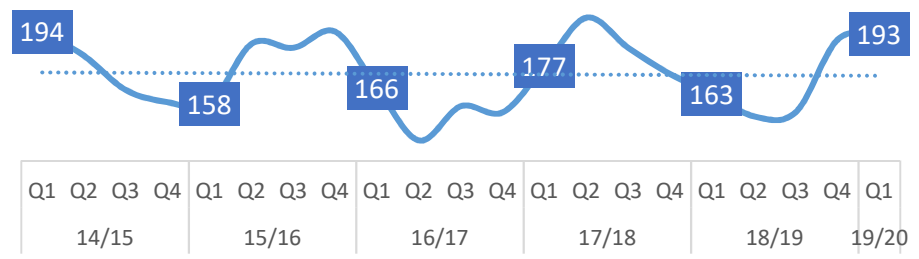
+8
(40%)

Children killed or seriously injured in road traffic collisions*

Fatalities (rolling year)



Serious injuries (rolling year)



Road Safety
'Slow to 20'
by Dec 2019

Shotton Primary School, Shotton Colliery

St. Helen Auckland Community Primary School, St Helen, Auckland

St. Margaret's C of E Primary School, Durham

Waterway Safety

- **fourth** Dying to be Cool campaign this year
- more than **15,000** school children attended sessions
- **no** water related child fatalities in the county since **2016**

[Dying to Be Cool](#)



6% reduction in deliberate secondary fires in East Durham area (from 2017/18 to 2018/19) For more details, [click here](#)



Benfieldside Primary School, Consett

St. Patrick's RCVA Primary School, Langley Moor

Brandon Community Primary School, Brandon

- 21 During quarter one, the group undertook a further site visit to the completed Riverwalk development and arranged for a final assessment following the initial desktop review by RoSPA. It also arranged the installation of additional fencing at key parts of the footpath, in the vicinity of Pelaw woods adjacent to the rowing club and repaired existing fencing. This was completed in advance of the Durham Regatta.
- 22 The countywide group carried out a comprehensive review of all water safety priorities and risk to ensure its approach and use of resources is as effective as possible prior to summer 2019. Several site visits, in response to safety related issues, were undertaken and where appropriate additional control measures were recommended and passed to colleagues in the appropriate area for action.
- 23 Water safety assemblies were delivered to more than 2,000 primary and secondary school pupils. These were supported by a range of multi-agency communications, focusing on the school summer holiday period.
- 24 Although collisions resulting in injury decreased by 28%, there has been a slight increase in the number of fatalities and seriously injured. This quarter has also seen an increase in the number of children seriously injured.
- 25 A child casualty mapping exercise, combining areas of multiple deprivation with areas with high child casualties, highlighted Bishop Auckland and Shildon, Chester-le-Street, Durham, East Durham and Stanley AAP areas would benefit from specific initiatives. Individual analysis is being undertaken and the results reported to the associated Area Action Partnership throughout September 2019 to assist the delivery of target road safety education.
- 26 Six additional sites have been identified as suitable for the Slow to 20 for Safer Streets initiative and will be in place by the end of December 2019.

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)	257	Jan 17- Dec 18	Tracker	371	238	332	251		Yes
				N/a	GREEN	RED	GREEN	GREEN		
91	Overall crime rate per 1,000 population	25.8	Apr-Jun 2019	Tracker	25.3					Yes
				N/a	AMBER					
92	Rate of theft offences per 1,000 population	7.3	Apr-Jun 2019	Tracker	7.1					Yes
				N/a	AMBER					
93	Proportion of all offenders who re-offend in a 12 month period (%)	30.6	Oct 16 – Sep 17	Tracker	32	29.4	35.5			Yes
				N/a	GREEN	AMBER	GREEN			
94	Proven re-offending by young people (who offend) in a 12 month period (%)	46.3	Oct 16 – Sep 17	Tracker	41.6	39.2	41.7			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	51.9	Mar 19	Tracker	53			56.4		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	13,573	Jul 18-Jun 19	Tracker	15,058					Yes
				N/a	GREEN					
97	Number of council reported incidents of anti-social behaviour	11,585	Jul 18-Jun 19	Tracker	12,495					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	29.5	Nov 17-Oct 18 with rep to Apr 19	28	33.6	37.9	32.7			Yes
				GREEN	RED	RED	RED			
99	% of successful completions of those in drug treatment - opiates	5.3	Nov 17-Oct 18 with rep to Apr 19	6	6	6	4.6			Yes
				AMBER	AMBER	AMBER	GREEN			
100	% of successful completions of those in drug treatment - non-opiates	27.79	Nov 17-Oct 18 with rep to Apr 19	26.4	30.6	34.9	25.7			Yes
				GREEN	RED	RED	GREEN			
101	% of anti-social behaviour incidents that are alcohol related	16.1	Jun 19	Tracker	18.5					Yes
				N/a	GREEN					
102	% of violent crime that is alcohol related	17	Jun 19	Tracker	25.2					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	
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	128	Jul 18-Jun19	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	209	Jul 18 – Jun 19	Tracker	174					Yes
	- Number of fatalities	16		N/a	RED					
	- Number of seriously injured	193			11					
107	Number of children killed or seriously injured in road traffic accidents	28	Jul 18 – Jun 19	Tracker	20					Yes
	- Number of fatalities	0		N/a	RED					
	- Number of seriously injured	28			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			No
				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			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			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	95.7	Apr-Jun 2019	Tracker	97.7	94.2		93.6*	2017/18	Yes
				N/a	AMBER	Not comparable		Not comparable		

*unitary authorities