

Safer and Stronger Communities Overview and Scrutiny Committee

9 January 2020

Quarter Two, 2019/20 Performance Management Report



Report of John Hewitt, Corporate Director of Resources

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present progress towards achieving those key outcomes of the council's corporate performance framework aligned to the Safer and Stronger Communities Overview and Scrutiny Committee.
- 2 The performance report which sets out progress to the council's corporate performance framework in its entirety can be found [here](#).

Performance Reporting

- 3 Following an extensive public consultation programme, a shared vision for the county for the next 15 years has been developed with partners. This vision, agreed by Council on 23 October and formally launched at the County Durham Partnership event on 25 October, is structured around three externally focused results-based ambitions of 'more and better jobs', 'long and independent lives' and 'connected communities' ([link](#)).
- 4 As the Council has now adopted this vision, it is appropriate to modify the format of our performance reports to align to our new ambitions. This quarter, as a first step, existing performance information has been realigned to the three new ambitions plus a fourth 'better council' theme. Over the coming months, we will review the report to ensure it captures all elements of the new vision, as well as monitoring progress in improving how the council works.

Executive summary

- 5 Although the quarter two performance report for this committee (attached at Appendix 2) remains structured around the same set of key questions, they have been realigned to the ambitions of our new vision.

Connected Communities

- 6 The ambition of 'connected communities' centres on building welcoming, accepting and supportive communities. This includes creating town and village centres which are well-used, clean, attractive and safe.
- 7 Overall crime levels remain relatively static and are below our most similar group and national average, but for some categories (violence against the person, shoplifting, criminal damage and arson) County Durham is recording high levels. We believe much of these increases, as well as increases in alcohol and drug related crime, domestic violence repeat referrals and hate crime, is due to improved recording compliance. We are using focused improvement plans, initiatives and interventions to mitigate against the challenges we face. For example, two dedicated neighbourhood wardens now patrol Durham City centre, we are putting in place a multi-agency training programme in relation to licensing, have implemented a plan for student fresher week in relation to water safety and started planning for the 2020 cold-water shock campaign.

Risk Management

- 8 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.

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

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

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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.

Climate Change

We have declared a climate emergency and consider the implications of climate change in our reports and decision making

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 Two, 2019/20



Connected Communities - Safer

- 1 The ambition of Connected Communities – Safer is linked to the following 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 Following increases over recent years, the overall crime level remains relatively static. Generally, crime rates are below the most similar group and national average except for violence against the person, shoplifting, criminal damage and arson where Durham has relatively high levels. This can be at least partly explained by improved compliance with National Crime Recording Standards by Durham Constabulary, rated 'good' in their Crime Data Integrity Inspection which found 91.5% of crimes were recorded correctly.
- 3 Violence against the person, the most frequently recorded crime, mainly consists of violence without injury. Trends are showing a levelling out of violence against the person crimes, in line with the changes in recording practices referred to above.
- 4 Although overall theft, the second most frequently reported crime, has remained static, shoplifting continues to increase. Shoplifting has also seen a six percentage point reduction in the resolved rate. Increases have been seen in Newton Aycliffe, Stanley and Spennymoor.
- 5 The reduction in the resolved rate in shoplifting is reflected across the majority of crime categories. However, national comparison (July 18 to June 19) shows Durham Constabulary are ranked in the top three forces nationally for 14 of the 16 crime types. Resolved rates for Durham are higher than both the national and most similar force average for every crime type and in some cases two or three times higher, for example, burglary and other theft, respectively.

CONNECTED COMMUNITIES – SAFER

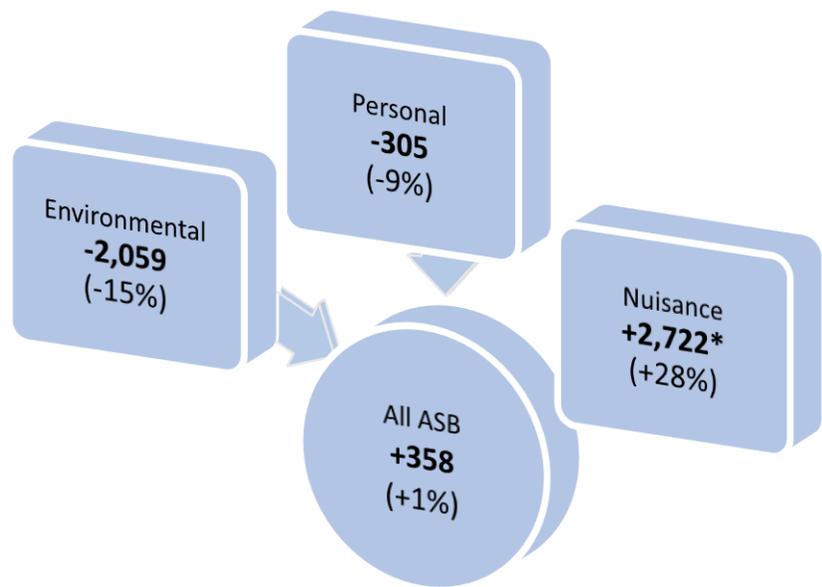
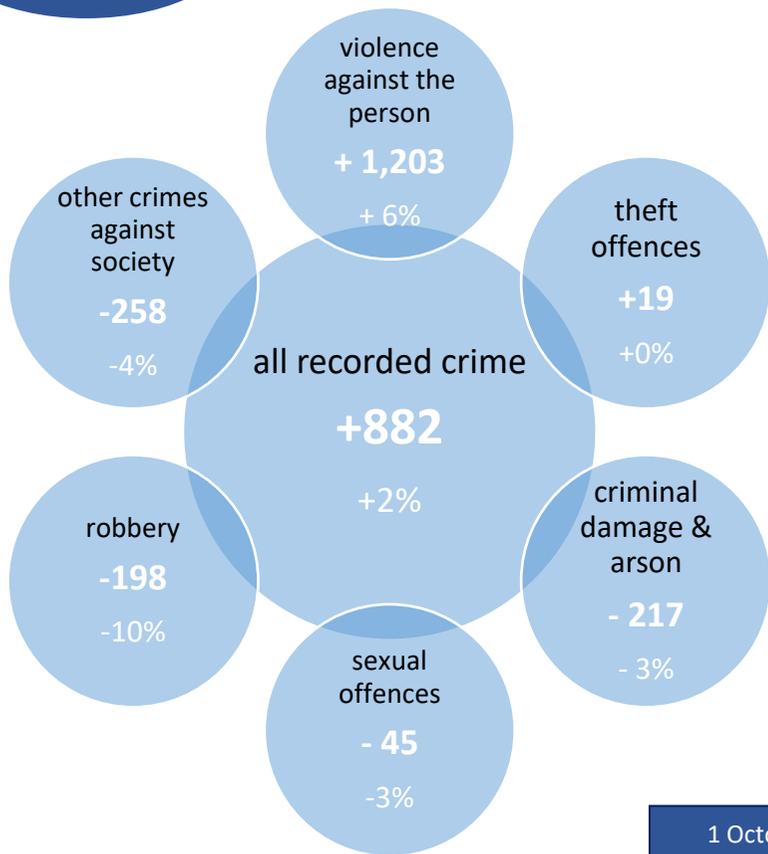
(a) How effective are we at tackling crime and disorder, and (b) anti-social behaviour?

51,303
crimes

97.3 crimes per
1,000 population

27,363
ASB incidents

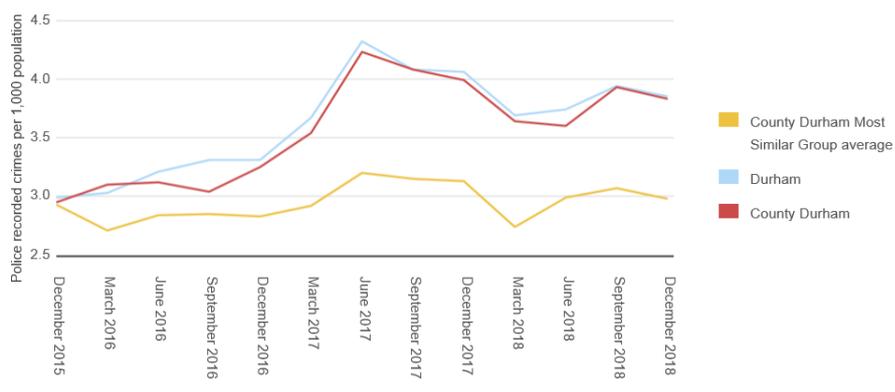
13,418 council reported	+995 (+8%)
13,945 police reported	-637 (-4%)



1 October 2018 - 30 September 2019
compared to same period the previous year

*now includes Environmental Health & Consumer Protection Noise

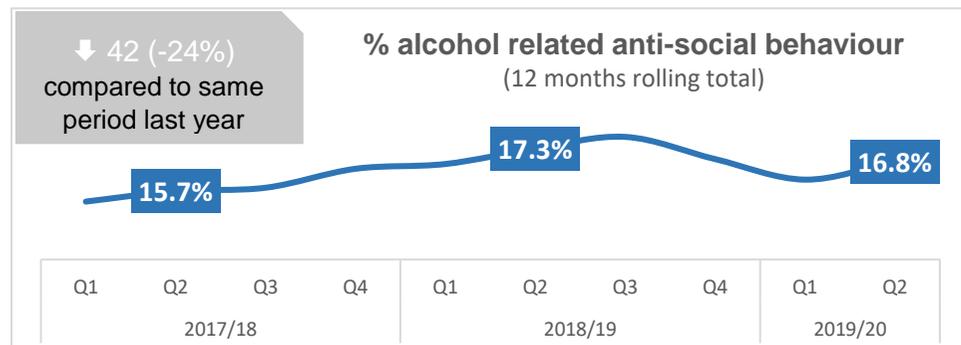
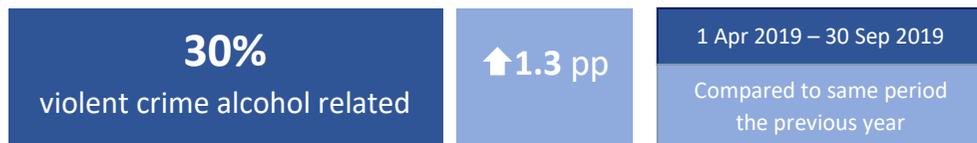
- 6 Over the past 12 months the repeat victim rate has remained between 31-33%. 1,230 repeat victims accounted for 5% of all recorded crime in the 12 months to the end of August 2019. Based on the ONS harm score, victims at highest risk are reviewed and interventions or management plans are put in place. The Police are due to commence 'Do it right, do it better' training which will include the importance of victim care and victim support including restorative approaches.
- 7 In April 2019 Durham Constabulary implemented the Park, Walk and Talk initiative, where in certain crime and anti-social behaviour hot spots police officers get out of their vehicles and talk to people. Intelligence based on Neighbourhood Inspector experience and research and analysis of the most common location over the last six months for crime related and anti-social behaviour incidents are being used to identify areas for this initiative.
- 8 Police benchmarking data (December 2018) show that criminal damage and arson in Durham is higher than the most similar group average.



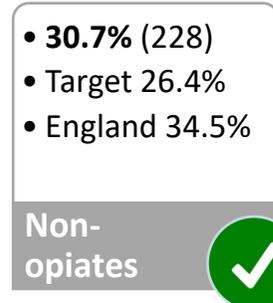
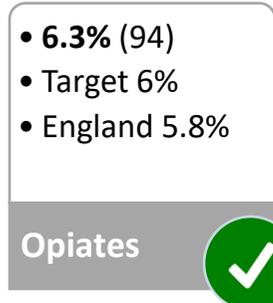
- 9 Following concerns raised by Durham City Safety Group in response to issues from businesses and shoppers, the council has appointed two dedicated neighbourhood wardens to patrol Durham City centre to tackle the behaviour of a small group of troublemakers. The two wardens are carrying out regular patrols as well as being on hand to deal with any incidents that occur. They will work closely with businesses, visitors and residents to offer reassurance and support. Their work includes looking at how troublemakers can be deterred from meeting in problem areas as well as closer monitoring of CCTV in the city centre.

CONNECTED COMMUNITIES – SAFER

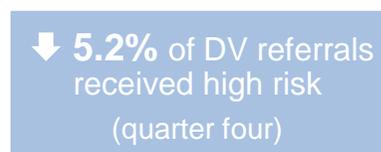
(c) How well do we reduce misuse of drugs and alcohol and (d) tackle abuse of vulnerable people?



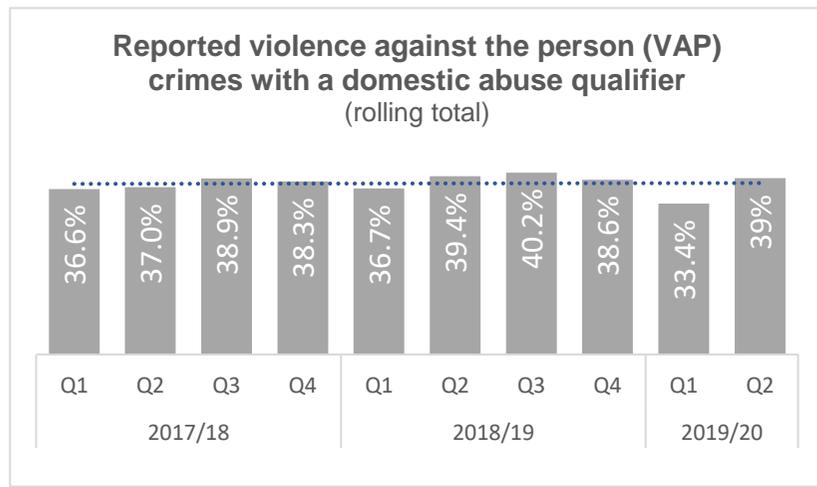
Successful completion of treatment...
(March 18 to February 19 with reps to Aug 19)



Domestic Violence
(Sep 19)



Operation Encompass in every County Durham school



- 10 It is difficult to identify whether there is a link between trends in shoplifting and rollout of Universal Credit without DWP data. Working with Durham Constabulary, we have examined localised crime data in relation to shoplifting, compared with the phased roll out of Universal Credit and concluded that two areas, Crook and Spennymoor, demonstrated significantly higher levels of shoplifting compared with previous years and continuing increasing trends as opposed to initial spikes¹.

How well do we reduce misuse of drugs and alcohol?

- 11 In the 12 months to the end of August 2019, the number and proportion of alcohol related crimes/incidents has increased in most categories. This is despite a fall in crime and incident levels in the majority of categories. The Crime Survey for England and Wales data for the 12 months to March 2019 shows that 9.5% of the public said there is a very/fairly big problem with 'people being drunk or rowdy in public places' in County Durham, which ranked Durham 11th lowest out of 42 forces (Metropolitan Police and City of London are combined). This is a slight increase on December 2018.
- 12 Durham Constabulary are delivering an ongoing programme of training to Neighbourhood Policing Team Inspectors and Sergeants regarding the Licensing Act, the section 182 guidance (statutory guidance from the Secretary of State to local authorities in relation to the discharging of their responsibilities under the Licensing Act) and the local Statement of Licensing Policy. There will also be a programme of four week attachments for key Neighbourhood Policing Team Sergeants to be Licensing Champions in their areas which is anticipated to be complete by March 2020.
- 13 Alcohol related Police reported anti-social behaviour continues to decrease with an 11% reduction in the first six months of 2019/20 compared to 2018/19. This reduction is reflected across all areas of County Durham to varying extents with the exception of Bishop Auckland and Durham City.
- 14 The number of drug related crimes / incidents has increased in most categories. Although the numbers are low, the number of drug related possession of weapons has doubled when compared with 2018 and now account for 12% of possession offences; and drug related violence against the person accounts for around 34% of all drug related crime in the 12 months to August 2019.

¹ [Welfare Reform and Poverty Issues](#), Oct 2019, OSMB

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

- 15 Following continued increases over the past three years, domestic abuse incidents reported to the police have fallen this quarter by 4% however levels remain higher than in 2017/18.
- 16 Repeat referral to the Multi-Agency Risk Assessment Conference (MARAC) continue to show a longer-term increasing trend with approximately one in five being repeat referral this quarter.
- 17 Durham Constabulary has refreshed the Child Sexual Abuse and Exploitation Profile, examining the nature and scale of Child Sexual Abuse and Exploitation in County Durham. The number of reported Sexual offences (including indecent images) with a victim under-18 has increased by 104% over the last 5 years. This is in part affected by the drive for better National Crime Recording Standards recording compliance, and victims of historic crimes who are increasingly coming forward to report offences. The amount of child victims of sexual offences as a proportion of all recorded sexual offences has remained fairly stable across 5 years. 76% of sexual offences against children since 2016 resulted in 'No Further Action'.
- 18 The Vulnerability Intervention Pathways (VIP) programme has secured additional funding to continue providing support to adults with no parental responsibility who require a multi-agency response because of presenting problems, support needs and repeat requirements for services. In the six months to August 2019 there have been 117 VIP referrals; with mental health, accommodation and alcohol being the most common issues.
- 19 There were 908 hate crimes recorded in the 12 months to the end of August 2019, although this is the same as to the end of August 2018 it is 30% higher than the same period in 2016. Analysis shows that race followed by religion remain the two most common factors, however, sexual orientation, gender and alternative lifestyles have seen year-on-year increases. East Durham has the largest amount of offences (314) accounting for 35% of all recorded hate crime; whilst the largest increases were seen in Bishop Auckland (32, +62%).
- 20 The Crown Prosecution Service has shared their proposed Hate Crime Checklist with Durham Constabulary. This has been agreed between the Crown Prosecution Service and the National Police Chiefs Council but has not yet been given operational approval, however it is anticipated that once adopted there will be a drive to increase the number of evidence led (victimless) prosecutions.

(e) How do we keep our environment safe including roads and waterways?

People killed or seriously injured in road traffic collisions*

229
17 fatalities
212 injuries

34
0 fatalities
34 injuries

Children killed or seriously injured in road traffic collisions*

Serious Injuries (rolling year)



Fatalities (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 comparative analysis, published by the Dft in June 2019

Road safety improvement



£1.4 million scheme to improve safety at A19 / A179 / B1280 junction is now complete. Traffic lights installed. Speed limit reduced to 40mph.



Junior Road Safety Officer (JRSO) scheme

Launched for a 5th year. This national programme aimed at primary schools encourages peer to peer education. Scheme helps schools recruit primary school pupils as JRSOs and teaches them valuable road safety messages, which they pass on to classmates.

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

- 21 Both water safety forums, responsible for managing water safety in the city centre and countywide, continue to meet.
- 22 During quarter two, the City Safety Group continued to focus on issues specific to the city centre, including preparation for student fresher week. Safety and security arrangements were amended to adequately control the expected higher footfall and potential for queuing students. All licensed premises, outside of the Walkergate complex but within the vicinity of the river corridor, were asked to be vigilant for students unfamiliar with their surroundings and detached from their social group. We also distributed our night lights poster which highlights lit routes which people are advised to take when walking home after dark ([link](#)).
- 23 From a countywide perspective, we evaluated our cold-water shock campaign and commenced planning for the 2020 campaign, which includes the intention to expand the social media and advertising methods previously deployed.
- 24 In 2018, County Durham saw the lowest number of fatal, serious and slight injuries on the roads since records began in 1979. However, up to the end of September 2019, County Durham has already seen 13 fatalities compared to 9 last year, and 172 serious injuries between January and September, compared to 154 in the whole of 2018. This trend is also reflected across the north east region.
- 25 In relation to keeping our environment safe we took enforcement action against a pig farmer for breach of Animal Welfare Regulations. As a result, the farmer was sentenced to a 12-month community order comprising 300 hours of unpaid work and 15 rehabilitation days. The farmer was also disqualified from keeping pigs, horses, poultry and sheep, and was ordered to pay costs of £2,501.65 and a £85 victim surcharge.
- 26 The work of our Pest Control team has been assessed as still meeting the highest industry standard and they have been given Confederation of European Pest Management Association certified status for the second year running.
- 27 The Speedwatch Van project has been launched in partnership with all six 3 Towns AAP elected members and Durham Constabulary in August 2019. The camera can register multiple vehicles at a time, making results more reliable compared to the traditional Speedwatch which relies on the accuracy of the volunteers' eye. Speeding incidents are sent straight through to a laptop

operated by volunteers in the front cabin of the van. Warning letters are automatically generated by the van's system and sent to the driver. This innovative scheme is the first one in the country.

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 2019/20 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

CONNECTED COMMUNITIES - SAFER

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	
77	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population aged 10 to 17)	262	Apr 18-Mar 19	Tracker	253	238	332	251		Yes
				N/a	RED	RED	GREEN	RED		
78	Overall crime rate per 1,000 population	49.8	Apr-Sep 2019	Tracker	51.0					Yes
				N/a	GREEN					
79	Rate of theft offences per 1,000 population	13.7	Apr-Sep 2019	Tracker	14					Yes
				N/a	GREEN					
80	Proportion of all offenders who re-offend in a 12 month period (%)	30.6	Oct 16-Sep 17	Tracker	32	29.4	35.5			No
				N/a	GREEN	AMBER	GREEN			
81	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			No
				N/a	RED	RED	RED			

CONNECTED COMMUNITIES – SAFER

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	
82	Dealing with concerns of ASB and crime issues (%) by the local council and police	47.5	Jun 19	Tracker	53			53.7		Yes
				N/a	RED			RED		
83	Number of police reported incidents of anti-social behaviour	7,611	Apr-Sep 2019	Tracker	7,587					Yes
				N/a	AMBER					

CONNECTED COMMUNITIES – SAFER

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	
84	Number of council reported incidents of anti-social behaviour	5,683	Apr-Sep 2019	Tracker	5,791					Yes
				N/a	GREEN					

CONNECTED COMMUNITIES - SAFER

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	
85	% of successful completions of those in alcohol treatment	30	Mar 18-Feb 19 with rep to Aug 19	28	32	37.9				Yes
				GREEN	RED	RED				
86	% of successful completions of those in drug treatment - opiates	6.3	Mar 18-Feb 19 with rep to Aug 19	6	5.5	5.8				Yes
				GREEN	GREEN	GREEN				
87	% of successful completions of those in drug treatment - non-opiates	30.7	Mar 18-Feb 19 with rep to Aug 19	26.4	29.2	34.5				Yes
				GREEN	GREEN	RED				
88	% of anti-social behaviour incidents that are alcohol related	16.8	Sep 19	Tracker	18.5					Yes
				N/a	GREEN					
89	% of violent crime that is alcohol related	30	Sep 19	Tracker	28.7					Yes
				N/a	AMBER					
90	Alcohol seizures	194	Apr-Jun 2018	Tracker	398					No
				N/a	GREEN					

CONNECTED COMMUNITIES – SAFER

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	
91	Building resilience to terrorism (self-assessment). Scored on level 1 (low) to 5 (high)	3	2017/18	Tracker	3					No
				N/a	GREEN					
92	Number of child sexual exploitation referrals	128	Jul 18-Jun 19	Tracker	191					No
				N/a	N/a					

CONNECTED COMMUNITIES - SAFER

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	
93	Number of people killed or seriously injured in road traffic accidents - Number of fatalities - Number of seriously injured	229 17 212	Oct 18-Sep 19	Tracker	163					Yes
				N/a	RED					
					12 151					
94	Number of children killed or seriously injured in road traffic accidents - Number of fatalities - Number of seriously injured	34 0 34	Oct 18-Sep 19	Tracker	17					Yes
				N/a	RED					
					0 17					

Other Additional Relevant Indicators

LONG AND INDEPENDENT LIVES										
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	
27	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			
28	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			

LONG AND INDEPENDENT LIVES										
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	
41	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	12.8	2016-18	Tracker	12.0	9.6	11.3			Yes
				N/a	RED	RED	RED			

LONG AND INDEPENDENT LIVES										
Are people needing adult social care supported to live safe, healthy and independent lives?										
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	
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	95.2	Apr-Sep 2019	Tracker	95.3	94.2		93.6*		Yes
				N/a	AMBER	Not comparable		Not comparable	2017/18	