

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

4 January 2021

**Quarter Two, 2020/21
Performance Management Report**

Ordinary Decision



Report of John Hewitt, Corporate Director of Resources

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.

The impact of COVID-19

- 2 A highly infectious coronavirus, SARS-CoV-2 which can cause the respiratory disease COVID-19 has spread rapidly across the world during 2020. This resulted in a global pandemic being declared by the World Health Organisation on 11 March 2020.
- 3 Significant restrictions to normal ways of life, travel and business have been put in place by the government to try to contain the spread of the virus, minimise deaths and prevent COVID-19 cases overwhelming our health and social care systems.
- 4 Durham County Council has a public health role and is at the forefront of responding to the pandemic within the county. Restrictions that have been introduced to contain the spread of the virus have also affected a number of council services. Some buildings had to be closed and a number of services have moved online. It was necessary for the council to adapt and we have significantly changed our service provision and ways of working. Communities and businesses within the county have been impacted by the pandemic and much of our work since March has been to respond to these needs and develop plans for future recovery. Gold command arrangements were activated nationwide to respond to the emergency. Locally, this involved the council working in partnership with other agencies on the local resilience forum which covers both County Durham and Darlington to protect our communities and support those affected by the pandemic.

5 The COVID-19 surveillance dashboard can be accessed [here](#).

Performance Reporting

6 This performance report is structured around the three externally focused results-based ambitions of [the County Durham Vision 2035](#) alongside a fourth 'excellent council' theme contained within the [Council Plan](#) that was recently approved. It also includes an overview of the impact of COVID-19 on council services, our staff and residents.

Connected Communities – Safer focus

7 Although overall crime levels have fallen slightly, 'violence against the person' offences and anti-social behaviour have both increased. Most of this increase was COVID-related.

8 During quarter two, we introduced some new initiatives to mitigate against the challenges we face. For example, a new triage system for domestic abuse incidents is now operational, the child exploitation vulnerability tracker has been expanded to all children (not just those deemed at high risk) and we continue to take steps to improve water safety both in Durham City and countywide.

Risk Management

9 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.

10 *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

11 That Safer and Stronger Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter two performance, the impact of COVID-19 on performance, and the actions being taken to address areas of underperformance including the significant economic and well-being challenges because of the pandemic.

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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 change 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.



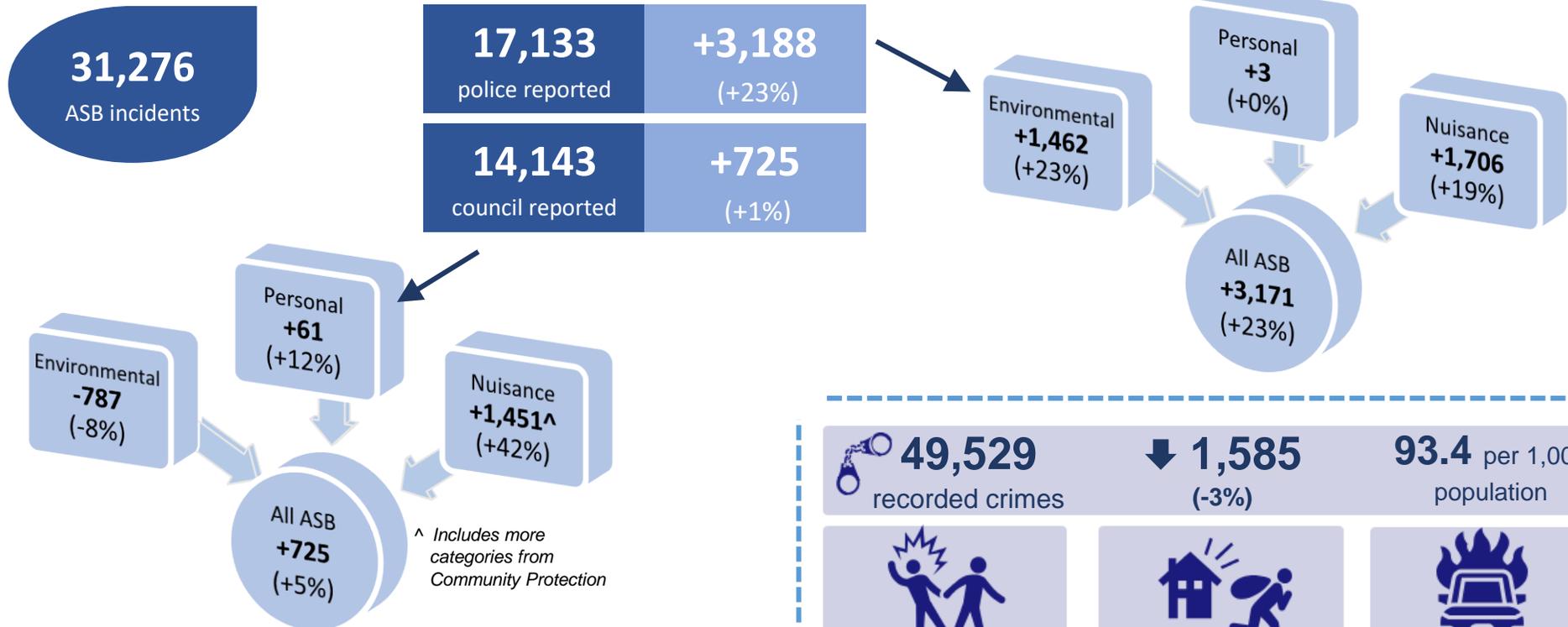
Durham County Council Performance Management Report

Quarter Two, 2020/21



CONNECTED COMMUNITIES – SAFER

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



Safer Streets Initiative
multi-agency initiative starting in Horden to action environmental, health and ASB issues

Neighbourhood Interventions Team active in:

- Great Lumley - Stanley - Peterlee - Durham City
- Wheatley Hill - Wingate - Seaham - Brandon

unless stated, data are Oct 2019 to Sep 2020 compared to same period last year



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 Although overall crime has decreased, most notably across the categories of theft and criminal damage, the category of violence against the person has increased.
- 3 Compared to the same periods last year, violence against the person (VAP) increased by 4% during the 12 months ending 30 September and 7% during quarter two. 39% of VAP offences during quarter two were linked to domestic violence, the same proportion as quarter two, 2019/20. All localities have seen year to date increases in VAP offences with a domestic abuse qualifier – ranging from 1% in the West to 10% in the South. The main drivers for increases in the South were Newton Aycliffe and Spennymoor, though both witnessed reductions between August and September.
- 4 Although ASB reported to the police has fallen since quarter one, it remains higher than the same period last year. This is most likely due to the large increase in incidents relating to COVID-19 restrictions over the summer months. However, the number of incidents in all categories is now falling month on month. The increase in environmental ASB was largely due to COVID-19 related incidents. Although this has now fallen, it remains 93% higher than the same period last year.
- 5 Further development of the council reporting of ASB has been undertaken, which now includes the other nuisance categories such as smoke, light, dust and odour.
- 6 Since the start of the pandemic, residents have followed government advice to stay at home and avoid unnecessary journeys. As people spend more time at

home, noise levels are increasing, and council reports of nuisance ASB, predominately noise, have increased.

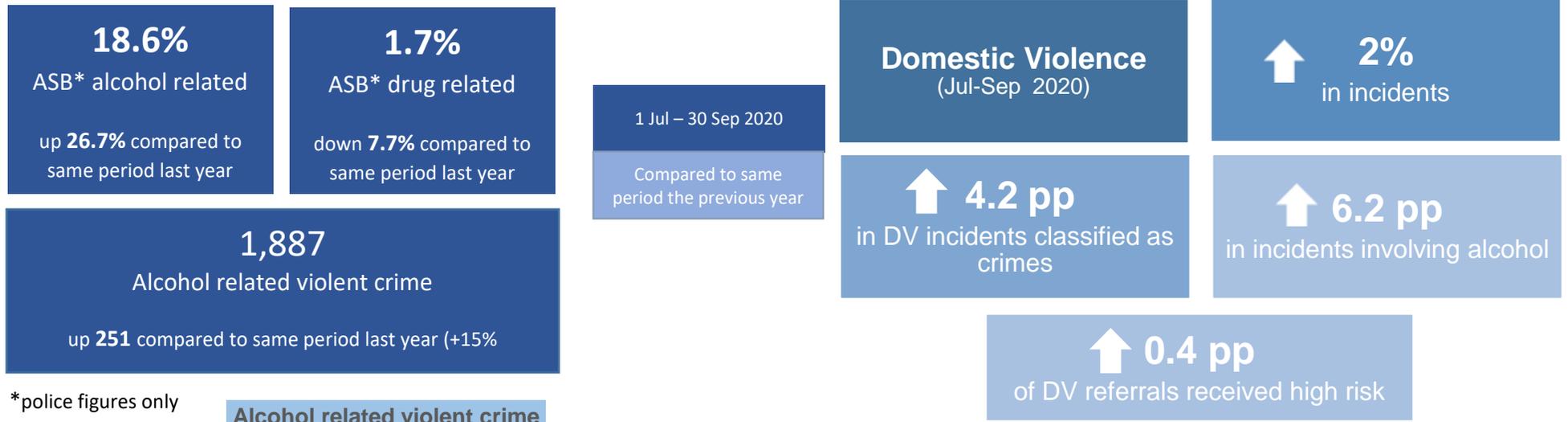
- 7 We work with a range of partners to tackle ASB across the County. This included liaising with partners and local communities in Brandon, North Road and the bus station in Durham City. In the east of the county, neighbourhoods at Wheatley Hill, Wingate and Peterlee have experienced issues with off-road vehicle nuisance, fly-tipping and vehicle arson. In the north of the county, an unauthorised encampment on private land at Lumley Thicks and concerns at two properties on Front Street, Stanley have been the focus while in the south, site visits within Bishop Auckland, Newton Aycliffe and Shildon have taken place.
- 8 A virtual knowledge hub network has been established for the Reducing Re-offending Group, to enable members to share key documents, events and knowledge via threads/forums, in order to maintain communication between meetings, and in particular, during COVID-19 restrictions.
- 9 The Office of Police, Crime and Victim's Commissioner, together with Durham Constabulary and Durham County Council, has been successful in obtaining £485,360 as part of the Home Office Safer Streets Fund. This funding will be used to support situational crime prevention (i.e. target hardening security equipment to make improvements to properties that have seen burglary or repeat burglary and to properties in close proximity to the burgled property) in the Horden area with the aim of preventing residential burglaries.

How well do we reduce misuse of drugs and alcohol?

- 10 During quarter two police reported alcohol related ASB increased by 26.7% compared to the same period last year. The Police are monitoring ASB levels and issues are being dealt with at a locality level.

CONNECTED COMMUNITIES – SAFER

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



*police figures only

**Alcohol related violent crime
12 month rolling trend**



Q1	Q2	Q3	Q4	Q1	Q2
2019/20				2020/21	

**% alcohol related anti-social behaviour
(12 months rolling total)**



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
2017/18				2018/19				2019/20				2020/21	

Alcohol related domestic violence



Q1	Q2	Q3	Q4	Q1	Q2
2019/20				2020/21	



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

- 11 During quarter two, levels of domestic violence incidents reported to the police were comparable to quarter one and a 2% increase on the same period last year. Between August and September levels decreased by 21% (345 incidents) which is the lowest figure recorded in recent years. The reason for this marked decrease is unclear although new local lockdown restrictions were introduced on 18 September. However, seasonal decreases have also been evident during September in the previous two years, albeit to a lesser degree (-8% 2019/20 and -3% 2018/19).
- 12 The new triage system for domestic abuse incidents is now operational with daily multi-agency screening of all incidents. This is undertaken by children's services, child health and police staff from within the multi-agency safeguarding hub (MASH). The benefit of using this operational model is the multi-agency oversight of all domestic abuse incidents in County Durham, sharing of information and decision making on a daily basis which will ultimately reduce any delay for children who need to be safeguarded.
- 13 In November 2019, a Child Exploitation Vulnerability Tracker (CEVT) was set up as a multi-agency risk triage process for all young people who are assessed as being at risk of exploitation. Previously, only children who were assessed as being at high-risk were referred to children's social care Supporting Solutions Team for ERASE one-to-one CSE support, However, now all children, regardless of risk, are assessed on a weekly basis and referred. Across County Durham and Darlington 38 children were either added or re-scored during quarter two, with an average age of 15.4 years. The most common themes were sexually inappropriate behaviour, association with others being exploited and rewards/unexplained financial gain. None were for radicalisation

CONNECTED COMMUNITIES – SAFER

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



Road traffic accidents

Killed

Seriously injured

Slightly injured

All casualties
Q2 20/21
(Q2 19/20)

7
(5)

48
(57)

140
(140)

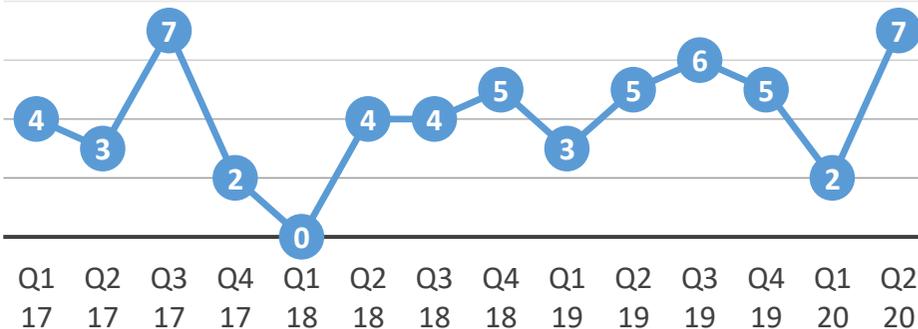
Children
Q2 20/21
(Q2 19/20)

1
(0)

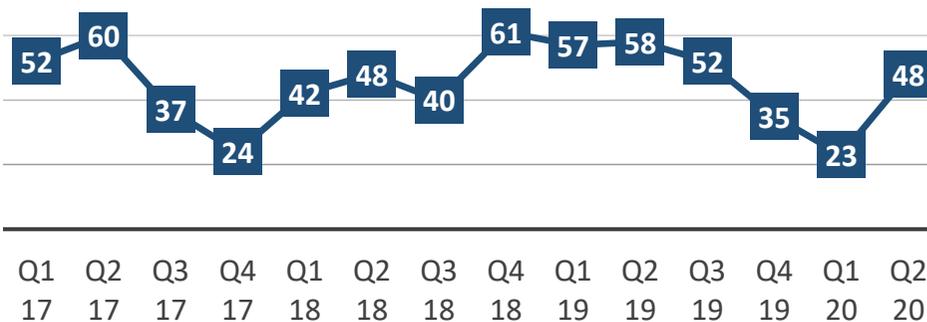
4
(8)

27
(14)

Killed



Seriously injured



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

- 15 Due to the COVID-19 pandemic and lockdown, traffic levels reduced across the county, however as expected, as traffic levels started to return to normal, and as schools began to open, we have seen an increase in traffic collisions and injury on our roads. There is no particular pattern to these incidents, however in-car safety is an ongoing issue, accounting for over 60% of all injuries.
- 16 School crossing patrol service re-commenced in September alongside cycling/ bikeability programmes. Online road safety resources are currently being developed and should be available mid-November.
- 17 The 2020/21 winter maintenance season commenced on the 1 October in the west of the county and on the 12 October in the east. The winter policy and plan have both been reviewed prior to the season commencing, salt stocks have been replenished and rotas are in place for all operational staff to deliver the winter service.
- 18 Both water safety forums, responsible for managing water safety in the city centre and countywide, continue to meet.
- 19 During quarter two, the City Safety Group formed a multi-agency sub-group to address the various challenges of student induction week alongside the risks associated with COVID-19. Actions involved ensuring that the movements of students throughout freshers' week complied with national guidance and legislation, that licensees understood their responsibilities and licensed premises risk assessments and COVID-related control measures were in place to support students in maintaining safety and social distancing. The student induction also included personal safety, personal responsibility in relation to alcohol consumption/health effects, risks from becoming detached from social groups and the river corridor related hazards.
- 20 From a countywide perspective, throughout quarter two, there was an extensive social media campaign in relation to open water safety targeted at 10-16 year olds during periods of warm weather. This featured the five year anniversary of the death of Cameron Gosling. Posters and information cards were placed at prominent open water locations across the county to highlight the dangers to those who may be entering into cold water. This campaign is an alternative approach to previous years where sessions were held in school assemblies and other young people's settings.
- 21 Also during the quarter, audits of higher risk locations across the county were undertaken to ensure safety related control measures previously installed, remain in place.

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.

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)	213	Oct 18-Sep 19	Tracker	250	220	303	231		No
				N/a	GREEN	GREEN	GREEN	GREEN		
78	Overall crime rate per 1,000 population	30.7	Jul-Sep 2020	Tracker	24.8					Yes
				N/a	RED					
79	Rate of theft offences per 1,000 population	6.5	Jul-Sep 2020	Tracker	6.6					Yes
				N/a	GREEN					
80	Proportion of all offenders who re-offend in a 12 month period (%)	30.6	Apr-Jun 2019	Tracker	30.8	31.7	35.7	30.0	2016/17	No
				N/a	GREEN	GREEN	GREEN	RED		
81	Proven re-offending by young people (who offend) in a 12 month period (%)	51.9	2017/18	Tracker	41.4	38.4	41.8			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	Satisfaction with the way that the council and police are dealing with local concerns about ASB and crime issues in your area.	56.4	Mar 2020	Tracker	50.1			53.7	Jun 2019	No
				N/a	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	
83	Number of police reported incidents of anti-social behaviour	17,133	Oct 2019-Sep 2020	Tracker	13,962					Yes
				N/a	RED					
84	Number of council reported incidents of anti-social behaviour	14,143	Oct 2019-Sep 2020	Tracker	13,418					Yes
				N/a	RED					

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	30.6	Jan 2019-Dec 2019*	Tracker	30.1	37.8	31.2			Yes
				N/a	GREEN	RED	AMBER			
86	% of successful completions of those in drug treatment - opiates	5.6	Jan 2019-Dec 2019*	Tracker	5.5	5.8	4.3			Yes
				N/a	GREEN	RED	GREEN			
87	% of successful completions of those in drug treatment - non-opiates	30.8	Jan 2019-Dec 2019*	Tracker	27.9	34.8	25.8			Yes
				N/a	GREEN	RED	GREEN			
88	% of anti-social behaviour incidents that are alcohol related	19.0	Jul-Sep 2020	Tracker	28.5					Yes
				N/a	GREEN					
89	% of violent crime that is alcohol related	32.5	Jul-Sep 2020	Tracker	30.3					Yes
				N/a	RED					

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	
90	Alcohol seizures	194**	Apr-Jun 2018	Tracker	398					No
				N/a	GREEN					

*with rep to June 2020

**under review

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). Score - level 1(low) to 5(high)	3*	2017/18	Tracker	3					No
				N/a	GREEN					
92	No of individuals with a referral for 1:1 CSE Support from Supporting Solutions Team**	50	Jul-Sep 2020	Tracker	New**					Yes
				N/a	N/a					

*under review ** New definition – Includes all children - High/Medium/Low Risk (Previously only High-Risk referred to Supporting Solutions)

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	178	Oct 2019-Sep 2020	Tracker	233					Yes
	- Number of fatalities	20		N/a	GREEN					
	- Number of seriously injured	158			17					
94	Number of children killed or seriously injured in road traffic accidents	16	Oct 2019-Sep 2020	Tracker	11					Yes
	- Number of fatalities	1		N/a	RED					
	- Number of seriously injured	15			0					

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) ^{^^}	54.7	2016/17-2018/19	Tracker	53.1	31.6	60.0	46.8		No
				N/a	RED	RED	GREEN	RED		
28	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000) ^{^^}	354.3	2018/19	Tracker	350.1	444.0	536.5	589.9		No
				N/a	AMBER	GREEN	GREEN	GREEN		

^{^^}next update due quarter four

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	13.4	2017-19	Tracker	12.8	10.0	11.6	12.3		Yes
				N/a	RED	RED	RED	RED		

*provisional data

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	94.4	Apr-Sep 2020	Tracker	95.2	92.4	93.9	93.5*	2018/19	Yes
				N/a	AMBER	Not comparable	Not comparable	Not comparable		

*unitary authorities