

**Safer and Stronger
Overview and Scrutiny Committee**

9 July 2021

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

Ordinary Decision



Paul Darby, Corporate Director of Resources (Interim)

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 2020/21 has been dominated by the COVID-19 pandemic. Across the world more than 115 million people have been infected and more than 2.5 million have died.
- 3 Following confirmation of its first cases in January 2020, the UK government subsequently put in place [restrictions](#) to contain the virus, minimise deaths and prevent health and social care systems being overwhelmed. Those restrictions, in varying forms, have impacted our everyday lives, our health and the economy ever since.
- 4 At the beginning of quarter four, in response to a huge increase in COVID-19 cases and the discovery of a faster spreading variant, restrictions were tightened with a third national lockdown. At the same time, the national vaccination programme¹ continued to be rolled out.
- 5 The subsequent fall in infection rates allowed the government to implement plans for a [gradual and phased route out of lockdown](#). The first step, centred around children and students returning to face-to-face teaching, was enacted in March 2021.
- 6 In line with these developments, alongside our continuing public health role and work with other agencies on the Local Resilience Forum

¹ started on 8 December 2020

(covering both County Durham and Darlington) to protect our communities and support those affected by the pandemic, we are also developing plans for future recovery.

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

Performance Reporting

- 8 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 our [Council Plan](#)². It also includes an overview of the impact of COVID-19 on council services, our staff, and residents.

Connected Communities – Safer focus

- 9 Although crime has fallen across all crime categories, the reduction is more noticeable in theft-related offences, which fell by a third, and reflects people spending more time at home, there being fewer opportunities for theft in public spaces and the closure of non-essential retail and the night-time economy.
- 10 However, we remain concerned about domestic abuse, which is associated with one in every five crimes, specifically the increase in those categorised as 'violence against the person' crimes. And as victims are unable to access their normal coping mechanisms, such as leaving the home or staying with others, it is likely the intensity of the situation is driving the additional demand for our specialist support services. In addition, clients are presenting with more complex issues, especially mental health, so cases are taking longer to resolve.
- 11 Conversely, anti-social behaviour has increased. This was most likely due to a spike in reported fly-tips between April and June (which coincided with the closure of the Household Waste Recycling Centres), residents spending more time at home (thereby witnessing and reporting events, as well as driving increases in areas such as noise) and the enforcement of COVID-19 restrictions.

Risk Management

- 12 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. The latest report can be found [here](#).

² approved by full council October 2020

Recommendation

- 13 That Safer and Stronger Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter four 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.

Author

Andy Palmer

Tel: 03000 268551

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 Four, 2020/21



Connected Communities - Safer

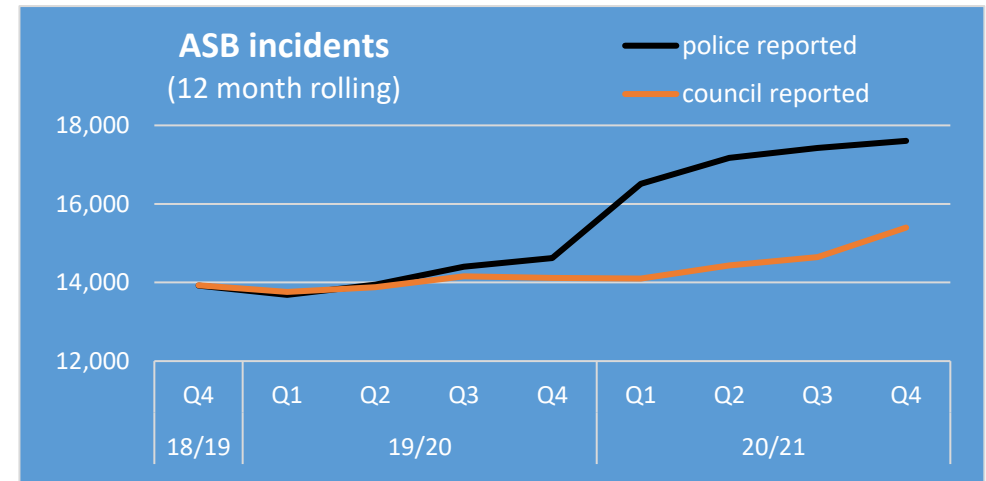
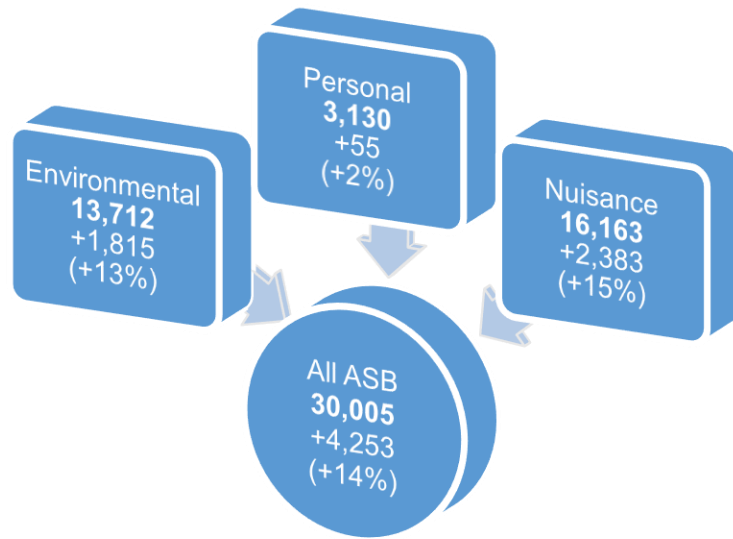
- 1 The ambition of Connected Communities – Safer is linked to the following key questions:
 - (a) How effective are we at tackling crime and disorder?
 - (b) How effective are we at tackling anti-social behaviour?
 - (c) How well do we reduce misuse of drugs and alcohol?
 - (d) How well do we tackle 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 Throughout 2020/21, there was a 12% decrease in recorded crime compared to 2019/20, equating to more than 6,000 fewer crimes. Although, reductions were across all crime categories, the decrease was more noticeable across theft-related offences, including vehicle crime, burglaries and shoplifting, which have reduced by a third. The decreases reflect people spending more time at home, being fewer opportunities for theft in public spaces and the closure of non-essential retail/night time economy.
- 3 During the same period, ASB increased by 13% which equated to more than 4,000 additional incidents. The increase in environmental ASB was mostly driven by a 22% increase in reported fly-tips, which mainly occurred between April and June and coincided with the closure of the Household Waste Recycling Centres (HWRCs). The increase in nuisance ASB was a combination of residents spending more time at home, not only witnessing and reporting events but also driving increases in areas such as noise complaints, and the enforcement of COVID-19 restrictions.
- 4 Although 23% of all ASB incidents reported to the police during 2020/21 were flagged as COVID related, it is important to remember some of these incidents, e.g. those relating to parties, might have been reported even if COVID restrictions were not in place.

CONNECTED COMMUNITIES SAFER: How effective are we at tackling crime, disorder and anti-social behaviour?

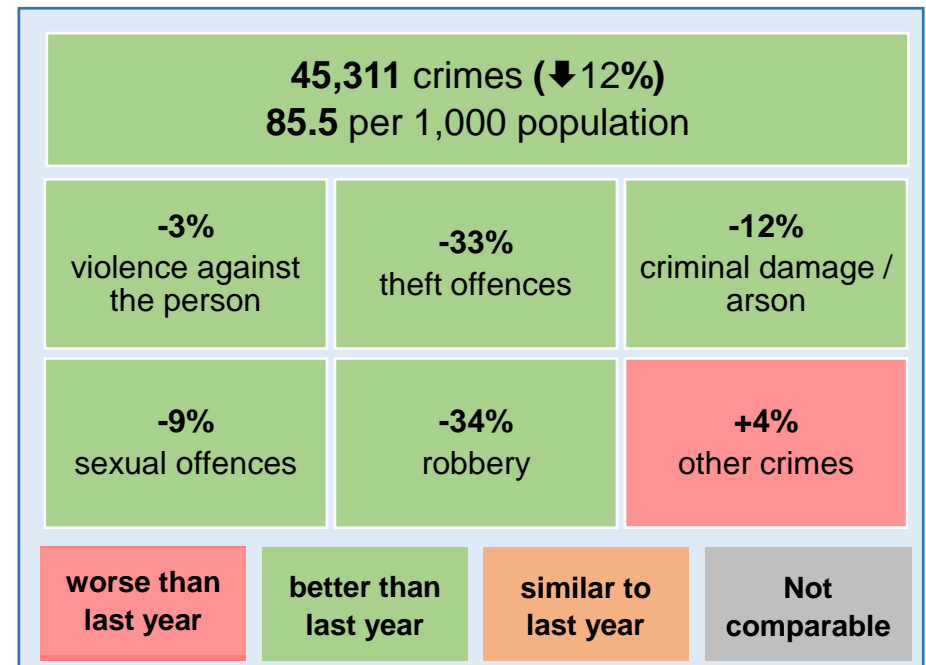
Police and council reported ASB



		2019/20	2020/21	Change	
Deliberate primary fires ¹	all	466	468	2	0%
	relating to road vehicles	283 (61%)	317 (68%)	34	12%
Deliberate secondary fires ²	all	1,763	1,737	-26	-1%
	relating to rubbish	1,030 (58%)	1,052 (61%)	20	2%

¹ more serious fires that harm people or damage property

² generally small outdoors fires



- 5 During 2020/21, there was an increase in deliberate fires relating to road vehicles and those relating to rubbish increased slightly. The latter coincided with a period in which increased levels of household waste were generated, HWRCs were closed and other COVID restrictions were in place.

How well do we reduce misuse of drugs and alcohol?

- 6 Following significant increases during the first half of 2020, police reported alcohol related ASB has significantly fallen to below pre-COVID levels. This was most noticeable in November and December.
- 7 Although domestic related violence against the person offences which are alcohol related has reduced compared to the previous quarters there continues to be an increase in the longer term trend.

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

- 8 In line with the national picture, we noted increases in domestic abuse incidents (up 1.4%), 'Violence Against the Person' crimes (VAP) involving domestic abuse (up 5%) and alcohol-related VAP involving domestic abuse (up 12%). In addition, the number of individual victims increased by 6%.
- 9 It is likely the increase is due to increased reporting as people spend more time at home, rather than an increase in prevalence, and is likely a reflection of the intensity of the abuse as victims are no longer able to access their normal coping mechanisms, such as leaving the home, staying with family or friends, attending counselling.
- 10 This situation has increased demand for victim support services. Harbour, our specialist provider, recorded quarter on quarter increases throughout 2020/21 – with an annual increase in adult referrals of 26%. In addition, clients are presenting with more complex issues, especially mental health, so cases are taking longer to resolve.
- 11 On 29 April, the [Domestic Abuse Bill 2021](#) was signed into law. It aims to protect and support victims, transform the justice process, improve performance and promote awareness. It:
- provides a legal definition of domestic abuse – for the first time ever - incorporating abuses beyond physical violence, for example, psychological, emotional, coercive or controlling behaviour, and economic abuse;
 - offers new protections and support so, for example, abusers can no longer cross-examine victims, and special courtroom measures will be taken to prevent intimidation such as protective screens, evidence via video link;

- gives new police powers of Protection Notices (so victims have immediate protection) and Protection Orders (so perpetrators take steps to change their behaviour, e.g. seeking mental health support or drug/alcohol rehabilitation) ;
 - extends the controlling or coercive behaviour offence to cover post-separation abuse;
 - explicitly recognises children as victims if they see, hear or experience the effects of abuse;
 - places a duty on local authorities to support victims in refuges and other safe accommodation;
 - automatically prioritises eligible homeless victims for homelessness assistance;
 - places the guidance supporting the Domestic Violence Disclosure Scheme ('Clare's law') on a statutory footing.
- 12 Daily multi-agency screening of all domestic abuse incidents continues to be jointly undertaken by children's services, child health and police staff from the multi-agency safeguarding hub (MASH). Sharing information and decision making reduces any delay for children who need to be safeguarded.

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

- 13 Both water safety forums, responsible for managing water safety in the city centre and countywide, met during 2020/21.
- 14 The main focuses for the City Safety Group was addressing the various challenges of student induction week alongside the risks associated with COVID-19.
- 15 Countywide, an extensive open water safety campaign targeted 10 to 16 year olds during periods of warm weather, and featured the five-year anniversary of the death of Cameron Gosling, a local boy who tragically drowned in a cold water shock accident. The campaign was an alternative approach to previous years which involved sessions in school assemblies and other young people's settings.

CONNECTED COMMUNITIES SAFER: How well do we reduce misuse of drugs and alcohol?

Alcohol specific mortality per 100,000 population 2017-19			
	All	Male	Female
England	10.9	14.9	7.2
County Durham	14.7	19.3	10.4
North East	16.0	21.3	11.0

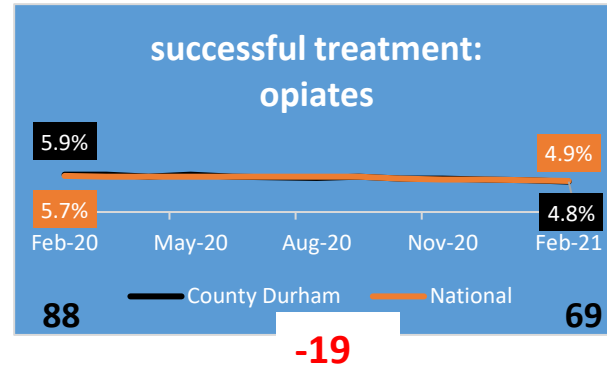
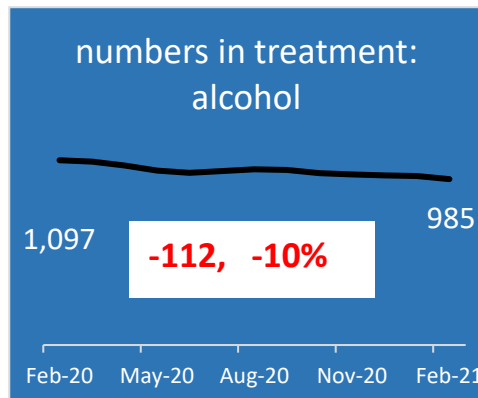
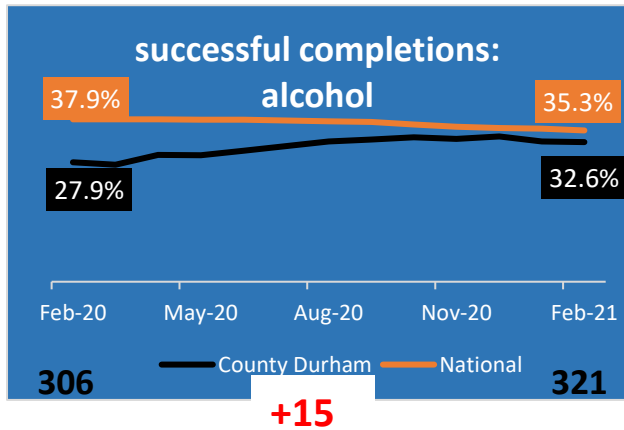
England
County Durham
North East

Our Performance is ■ better ■ similar ■ worse

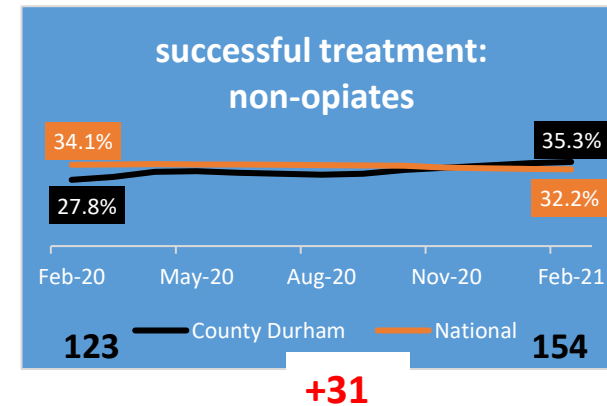
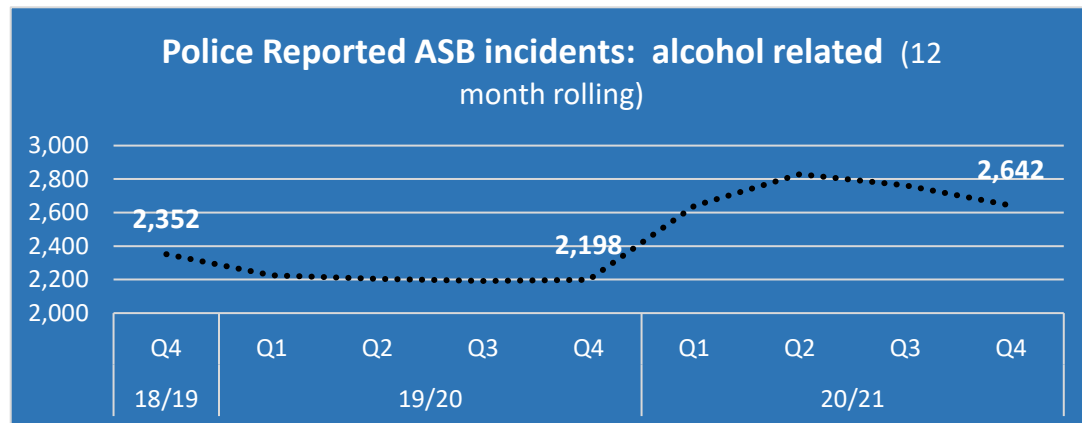
Deaths from drug misuse per 100,000 population 2017-19			
	All	Male	Female
England	4.7	6.8	2.6
County Durham	7.4	10.4	4.4
North East	9.1	13.4	5.1

England
County Durham
North East

Our Performance is ■ better ■ similar ■ worse



in treatment
 Feb-20 Feb-21
 1,489 1,446
-43, -3%

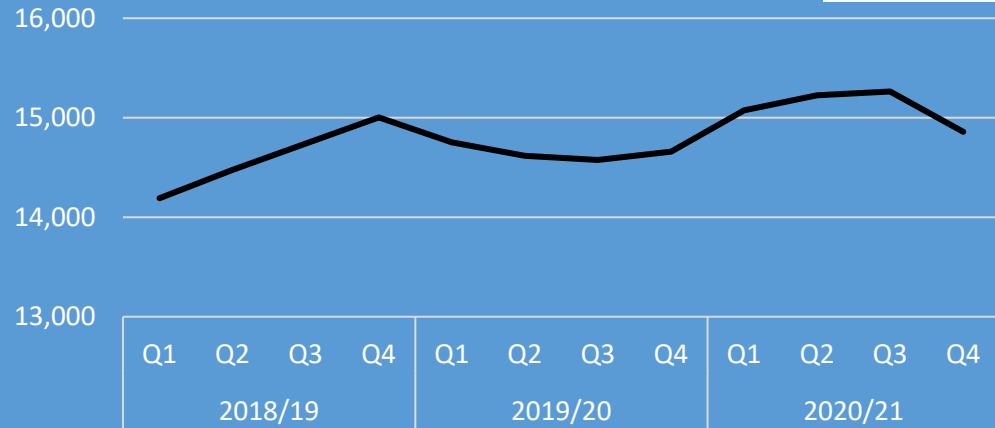


in treatment
 Feb-20 Feb-21
 442 436
-6, -1%

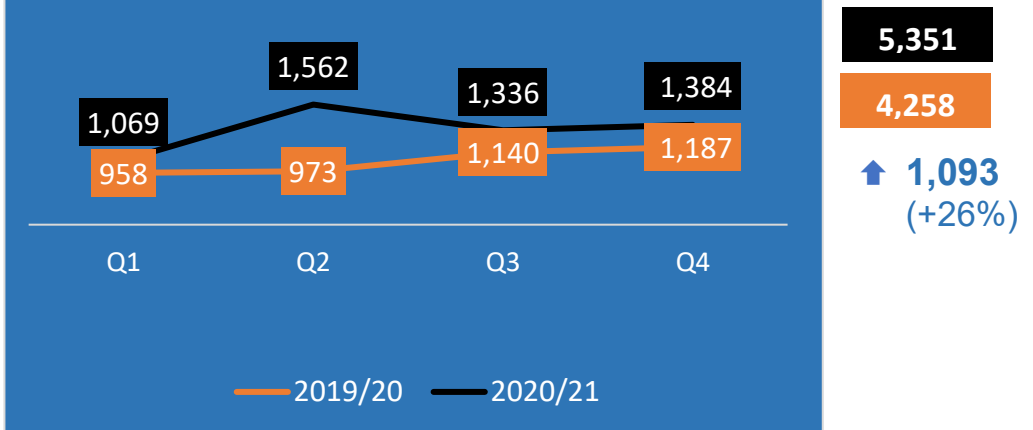
CONNECTED COMMUNITIES SAFER: How well do we tackle abuse of vulnerable people?

Domestic abuse incidents reported to the police (12 months rolling trend)

14,858



Referrals to Harbour (quarterly)



Violence against the person crimes – Domestic Abuse

	2019/20	2020/21	Change
All	8,124	8,526	402 ↑5%
alcohol related	3,434	3,864	430 ↑12%

CONNECTED COMMUNITIES SAFER: How do we keep our environment safe including roads and waterways?

Killed

Seriously injured

Slightly injured

All casualties
2020/21
(2019/20)

15
(19)

149
(203)

464
(659)

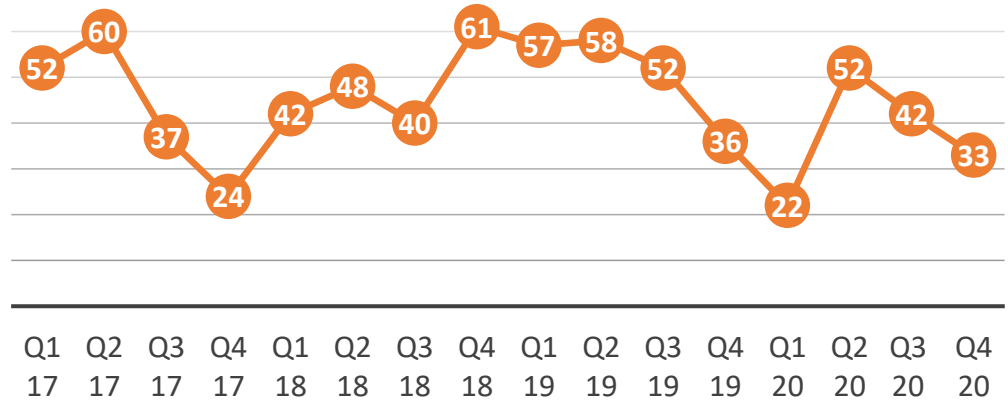
Children
2020/21
(2019/20)

0
(0)

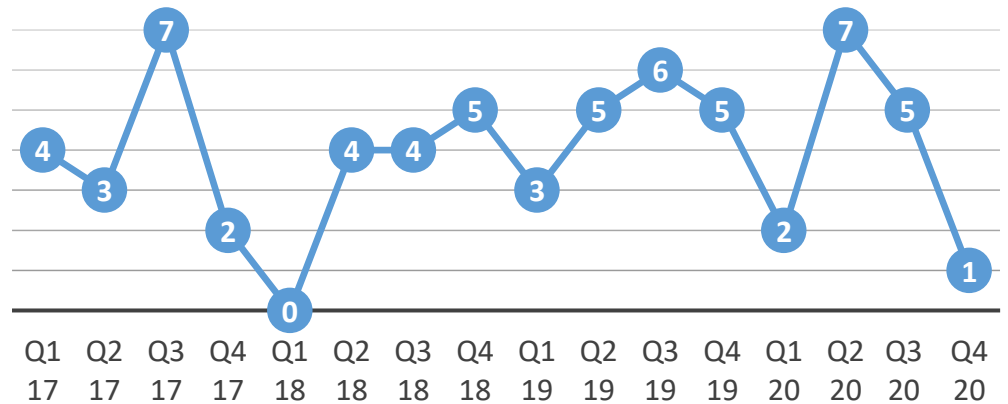
16
(31)

10
(53)

Serious Injuries



Fatalities



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 2020/21 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 are tackling crime and disorder?

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
77	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population aged 10 to 17)	176	2019/20	Tracker	262 (green)	220 (green)	303 (green)	231 (green)		No
78	Overall crime rate per 1,000 population	84.5	2020/21	Tracker	97.3 (green)	77.0 (red)				Yes
79	Rate of theft offences per 1,000 population	18.41	2020/21	Tracker	27.52 (green)					Yes
80	Proportion of all offenders who re-offend in a 12 month period (%)	30.6	Apr-Jun 2019	Tracker	30.8 (green)	31.7 (green)	35.7 (green)	30.0 (red)	2016/17	No
81	Proven re-offending by young people (who offend) in a 12 month period (%)	51.9	2017/18	Tracker	41.4 (red)	38.4 (red)	41.8 (red)			No

How effective are we at tackling anti-social behaviour?

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
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 (red)			53.7 (red)	Jun 2019	No
83	No. police reported incidents of anti-social behaviour	17,606	2020/21	Tracker	14,626 (red)					Yes
84	No. council reported incidents of anti-social behaviour	15,399	2020/21	Tracker	14,115 (red)					Yes

How well do we reduce misuse of drugs and alcohol?

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
85	% of successful completions of those in alcohol treatment	33.9	Dec 2019-Nov 2020	Tracker	28.7 (red)	35.9 (amber)	31.2 (amber)			No
86	% of successful completions of those in drug treatment - opiates	5.1	Dec 2019-Nov 2020	Tracker	5.6 (green)	5.0 (amber)	3.9 (amber)			No
87	% of successful completions of those in drug treatment - non-opiates	33.9	Dec 2019-Nov 2020	Tracker	27.8 (red)	32.6 (amber)	27.3 (red)			No
88	% of anti-social behaviour incidents that are alcohol related	15.0	2020/21	Tracker	15.0 (green)					Yes
89	% of violent crime that is alcohol related	32.1	2020/21	Tracker	31.1 (amber)					Yes
90	Alcohol seizures	194**	Apr-Jun 2018	Tracker	398 (green)					No

**under review

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

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
91	Building resilience to terrorism (self-assessment). Score - level 1(low) to 5(high)	3*	2017/18	Tracker	3 (green)					No
92	No of individuals with a referral for 1:1 CSE Support from Supporting Solutions Team**	375	2020/21	Tracker	new**					Yes

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

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

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
93	No. of people killed or seriously injured in road traffic accidents	164	2020/21	Tracker	222					Yes
	- No. of fatalities	15			(green)					
	- No. of seriously injured	149			19					
94	No. of children killed or seriously injured in road traffic accidents	17	2020/21	Tracker	31					Yes
	- No. of fatalities	1			(green)					
	- No. of seriously injured	16			0					
					31					

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	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
27	Alcohol specific hospital admissions for under 18s (rate per 100,000)	52.8	2017/18-2019/20	Tracker	54.7 (green)	30.7 (red)	55.4 (green)	55.3 (green)		Yes
28	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000)	361.2	2019/20	Tracker	354.3 (red)	439.2 (green)	536.6 (green)	656.3 (green)		Yes

Are our services improving the health of our residents?

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
41	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	13.4	2017-19	Tracker	12.8 (red)	10.1 (red)	11.6 (red)	12.3 (red)		No

Are people needing adult social care supported to live safe, healthy and independent lives?

Ref	Description	Latest data	Period covered	Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	updated this quarter
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	95.0	2020/21	Tracker	95.1 (amber)	92.2	85.4	92.1*	2019/20	Yes