

**Safer and Stronger  
Overview and Scrutiny Committee**

**4 November 2021**

**Quarter One, 2021/22  
Performance Management Report**



**Paul Darby, Corporate Director of Resources**

**Electoral division(s) affected:**

Countywide.

**Purpose of the Report**

- 1 To present an overview of progress towards achieving the key outcomes of the council's corporate performance framework and highlight key messages to inform strategic priorities and work programmes.
- 2 The report covers performance in and to the end of quarter one, April to June, 2021.

**Performance Reporting**

- 3 The performance report is structured around the three components.
  - (a) High level state of the County indicators to highlight areas of strategic significance. These are structured around the [County Durham Vision 2035](#).
  - (b) Council initiatives of note against the ambitions contained within the vision alongside a fourth 'excellent council' theme contained within our [Council Plan](#)<sup>1</sup>.
  - (c) A long list of key performance indicators against the themes of the Council Plan.
- 4 It also includes an overview of the continuing impact of COVID-19 on council services, our staff, and residents.

**Connected Communities**

- 5 Reduced overall crime rates continued throughout quarter one, more noticeably across theft-related offences, which fell by a quarter, and may reflect people spending more time at home, with fewer opportunities for theft in public spaces and the closure of non-essential retail and the night-time economy.

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<sup>1</sup> approved by full council October 2020

- 6 Anti-social behaviour has also increased, mainly litter related incidents, but also driven by more 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.

### **The impact of COVID-19**

- 7 The COVID-19 pandemic has caused an unprecedented health emergency across the globe. [Restrictions](#) to contain the virus, minimise deaths and prevent health and social care systems being overwhelmed remain in place, and are continuing to impact our everyday lives, our health and the economy.
- 8 However, roll-out of the UK's vaccination programme, which has reduced both hospital admissions and deaths, has allowed the government to implement plans for a [gradual and phased route out of lockdown](#).
- 9 Working with government organisations and within the context of national developments, we continue to protect our communities, support those affected by the pandemic, and develop plans for future recovery.
- 10 The COVID-19 surveillance dashboard can be accessed [here](#).

### **Risk Management**

- 11 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](#).

### **Recommendation**

- 12 That Safer and Stronger Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter one 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**

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### **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 One, 2021/22



## Connected Communities

- 1 The ambition of Connected Communities is linked to the following key objectives:
  - (a) Our towns and villages will be vibrant, well-used, clean, attractive and safe;
  - (b) Communities will come together and support each other.

## National, Regional and Local Picture

- 2 Parliament has debated a petition calling for more water safety content as part of the curriculum and swimming lessons. The petition calls on the government to “review and enhance curriculum content on water safety, so schools are required to ensure that all children know about and know how to deal with issues such as cold water shock and rip currents”. Through representation on the Local Government Association (LGA) the council has previously pushed for water safety to be taught in schools and also led the Safe Durham Partnership’s Dying to be Cool<sup>2</sup> campaign.
- 3 Throughout 2020/21, there was a 6% decrease in recorded crime compared to the previous year, equating to more than 2,700 fewer crimes. Although, reductions were across most crime categories, the decrease was more noticeable across theft-related offences, including vehicle crime, which has reduced by more than 10%.

## Council Services

### **Our towns and villages will be vibrant, well-used, clean, attractive and safe**

- 4 Both water safety forums, responsible for managing water safety in the city centre and countywide, met during quarter one 2021/22. The multi-agency groups reviewed risk assessments and planned controls for open water across the county, with a particular focus on Durham City centre.
- 5 The City Safety Group reviewed its action plan and reiterated its commitment to interventions that reduce risks associated with open water. These interventions include proactive assessment of new developments within the city centre and implementing control measures prior to student induction week.
- 6 In advance of the summer holiday period, the countywide Open Water Safety Group reviewed its risk assessments for higher risk locations across the county.

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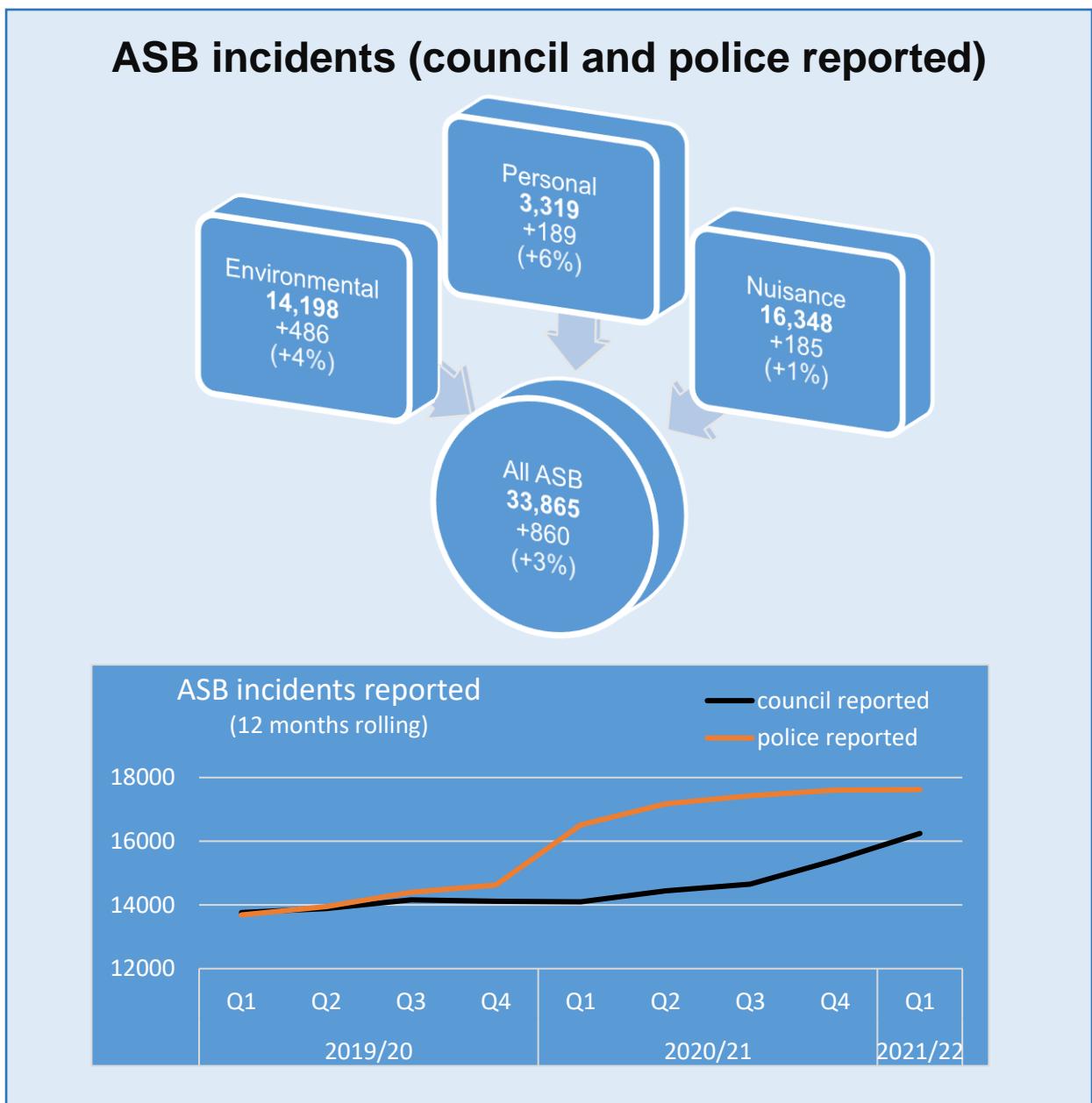
<sup>2</sup> Which/ aim to raise more awareness in 10-16 year olds of cold water shock and the risks of going into water without acclimatising first.

The group also started work to increase awareness of the risks linked to open water – with particular focus on the council’s dying to be cool campaign.

- 7 All partners worked together to promote national drowning prevention week (12 to 19 June) and increase community awareness.

**Communities will come together to support each other**

- 8 The issue of nuisance motorcycles and quad bikes was highlighted by the Safer and Stronger Communities Overview and Scrutiny Committee as a particular gap, which has now been included within the anti-social behaviour work area. Actions will include developing a partnership action plan to tackling nuisance motorcycles and quad bikes which will include actions from a range of partners including the Police, Neighbourhood Wardens, Neighbourhood Initiatives team, Highways and Crimestoppers.

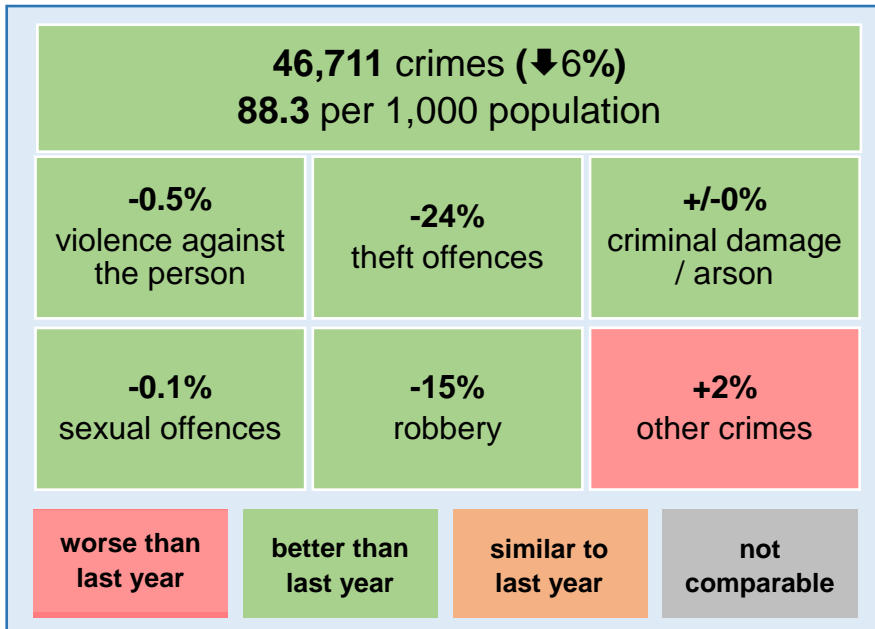


- 9 Over the last 12 months there has been an increase of approximately 14% in the number of ASB incidents reported to the council, equating to over 2,000 additional incidents. Most of this increase has been within nuisance, mainly noise incidents and enviro-crime, mainly litter incidents.
- 10 Following significant increases during the first half of 2020, police reported alcohol related ASB has significantly fallen to below pre-COVID levels most noticeable between November and December. However, since then, these incidents have increased month on month with quarter one being higher than the last two years.



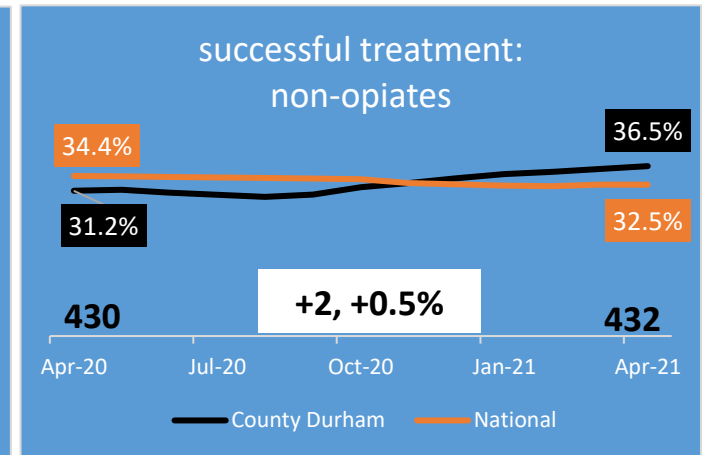
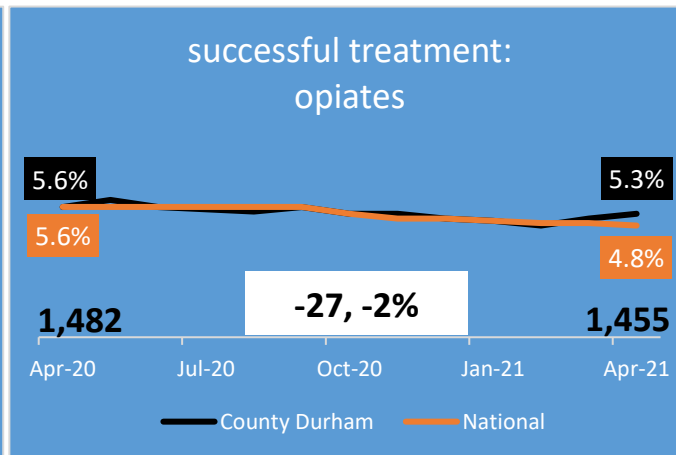
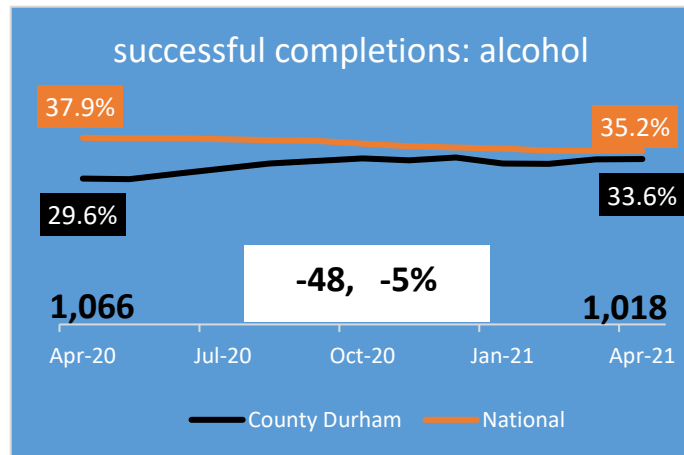
- 11 Daily multi-agency screening of all domestic abuse incidents continues to be jointly undertaken by children's services, child health and police staff from the multi-agency safeguarding hub (MASH). Sharing information and decision making reduces any delay for children who need to be safeguarded. Over 6,000 incidents have been triaged in the last 12 months.
- 12 Following concerns raised by local residents, a bus-gate has been installed on a section of road near the primary school in Coxhoe aimed at improving road safety. It will be monitored with an approved camera to help enforce the restrictions, there is a £60 fine (discounted to £30 if paid within 14 days) for non-compliance.

# CONNECTED COMMUNITIES



|   |                           | 12 months ending |             | Change |      |
|---|---------------------------|------------------|-------------|--------|------|
|   |                           | Jun 20           | Jun 21      |        |      |
| Deliberate primary fires <sup>1</sup>   | all                       | 455              | 454         | -1     | 0%   |
|   | relating to road vehicles | 319 (70%)        | 272 (60%)   | -47    | -15% |
| Deliberate secondary fires <sup>2</sup> | all                       | 2,085            | 1,836       | -249   | -12% |
|   | relating to rubbish       | 1,188 (57%)      | 1,047 (57%) | -141   | -12% |

<sup>1</sup> more serious fires that harm people or damage property  
<sup>2</sup> generally small outdoors fires

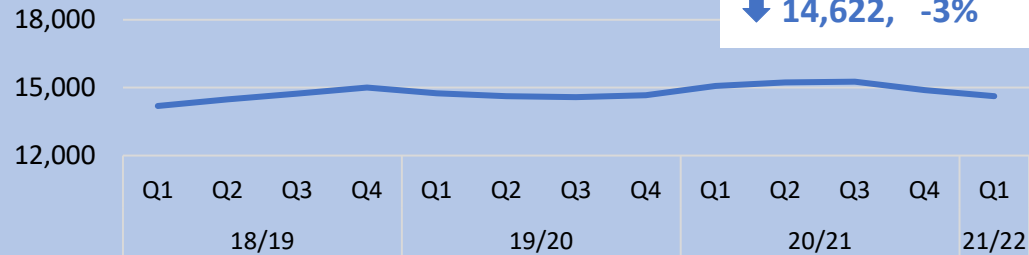




# CONNECTED COMMUNITIES

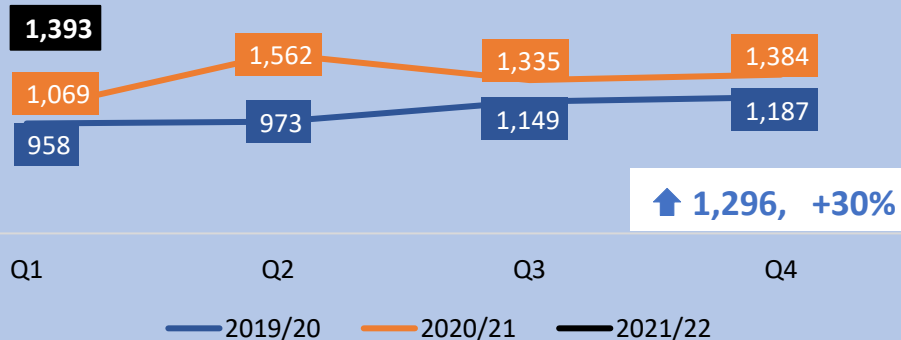
## No. of domestic abuse incidents reported directly to the police

(12 months rolling)



## Referrals to Harbour

(quarterly)



## Road traffic collisions

- Killed
- Seriously injured
- Slightly injured

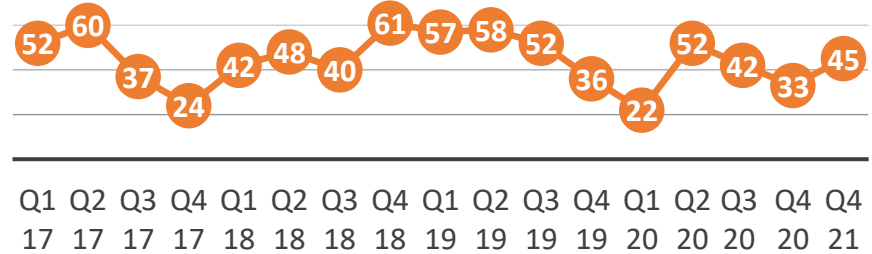
All casualties  
Jul 20-Jun 21  
(Jul 19-Jun 20)

- 16 (18)
- 175 (168)
- 499 (565)

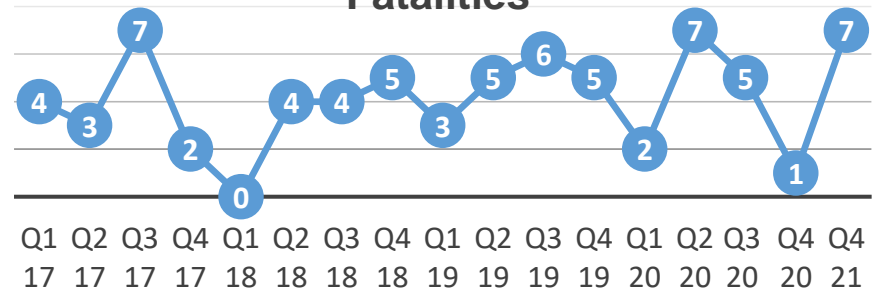
Children  
Jul 20-Jun 21  
(Jul 19-Jun 20)

- 1 (0)
- 20 (21)
- 71 (42)

## 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](mailto: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<br>(within 2% tolerance) | Worse than comparable group<br>(within 2% tolerance) | Performance within 2% of target |
| RED   | Worse than comparable period<br>(greater than 2%)     | Worse than comparable group<br>(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](mailto: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  | 88.1        | 2020/21        | Tracker       | 93.3 (green)      | 77.0 (red)      |                   |                               |                             | Yes                  |
| 79  | Rate of theft offences per 1,000 population  | 18.7        | 2020/21        | Tracker       | 24.5 (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   | 17,621      | Jul 20 - Jun 21 | Tracker       | 16,511 (red)      |                 |                   |                               |                             | Yes                  |
| 84  | No. council reported incidents of anti-social behaviour  | 16,244      | Jul 20 - Jun 21 | Tracker       | 14,101 (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            | 33.6        | May 2021-Apr 2021 | Tracker       | 29.6 (green)      | 35.2 (amber)    | 31.2 (green)      |                               |                             | Yes                  |
| 86  | % of successful completions of those in drug treatment - opiates     | 5.3         | May 2021-Apr 2021 | Tracker       | 5.6 (amber)       | 4.8 (green)     | 3.9 (green)       |                               |                             | Yes                  |
| 87  | % of successful completions of those in drug treatment - non-opiates | 36.5        | May 2021-Apr 2021 | Tracker       | 29.6 (green)      | 32.5 (green)    | 27.3 (green)      |                               |                             | Yes                  |
| 88  | % of anti-social behaviour incidents that are alcohol related        | 15.7        | 2020/21           | Tracker       | 18.7 (green)      |                 |                   |                               |                             | Yes                  |
| 89  | % of violent crime that is alcohol related                           | 32.1        | 2020/21           | Tracker       | 31.1 (amber)      |                 |                   |                               |                             | No                   |
| 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** | 61          | 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 (green)       |                 |                   |                               |                             | No                   |
|     | - No. of fatalities   | 15          |                |               | 19                |                 |                   |                               |                             |                      |
|     | - No. of seriously injured  | 149         |                |               | 146               |                 |                   |                               |                             |                      |
| 94  | No. of children killed or seriously injured in road traffic accidents | 17          | 2020/21        | Tracker       | 31 (green)        |                 |                   |                               |                             | No                   |
|     | - No. of fatalities   | 1           |                |               | 0                 |                 |                   |                               |                             |                      |
|     | - No. of seriously injured  | 16          |                |               | 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)                  |                             | No                   |
| 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)                 |                             | No                   |

#### 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 | 95.1        | 1 Apr-16 Jun 2021 | Tracker       | 94.5 (green)      | 92.2 (green)    | 85.4 (green)      | 92.1* (green)                 | 2019/20                     | Yes                  |

\*unitary authorities