

Safer and Stronger Communities Overview and Scrutiny Committee

27 June 2022

Quarter Four, 2021/22 Performance Management Report

Ordinary Decision



Report of 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 four, January to March 2022.

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](#)¹.
 - (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.

¹ approved by full council October 2020

Connected Communities

- 5 Although overall reports of Anti-Social Behaviour (ASB) decreased by 7% over the last 12 months, they remain higher than the pre-COVID level. Personal ASB is almost 5% higher than the pre-COVID figure, and we remain concerned that the pandemic has exacerbated mental health issues and minor arguments are escalating as resilience levels remain low and people spend more time at home. Nuisance ASB decreased over the last 12 months but remains 10% higher than the pre-COVID level with noise complaints being a major factor.
- 6 We are also aware that ASB fires (deliberate primary and secondary fires) have increased over the last 12 months. Many of these incidents are confined to the east of the county.
- 7 Overall recorded crime increased 6%. Increases were noted across all crime categories except violence against the person. However, these increases are due to comparatively low levels of recorded crime for the previous year, much as a consequence of COVID-19 restrictions which limited opportunities to commit crimes due to people spending more time at home, shops and leisure facilities being closed and fewer journeys being made. If we compare the latest data with pre-COVID levels of recorded crime, we can see that overall recorded crime is 7% lower.

The impact of COVID-19 and the rising cost of living

- 8 The government has now removed the last remaining COVID-19 restrictions and launched a plan for '[living with COVID](#)' based on choice and personal responsibility.
- 9 However, as we transition from the pandemic, the household budgets of many of our residents remain tight. As of January 2021, the cost of living was at a 40 year high, prices had increased by almost 6% over a 12-month period, inflation is rising faster than wages and expected to climb above 10% within the year, and private rents are 7% higher than pre-COVID levels. In addition, more financial pressures are emerging with energy bills expected to increase by 50% following the removal of the energy price cap, and a 1.5% rise in National Insurance contributions in April 2022.
- 10 Almost 16% of households across the county are currently experiencing fuel poverty. And we expect that this will increase, with people in rural areas and/or already struggling being disproportionately affected. As fuel prices increase, the cost of transport will increase and accessibility of the poorest people to essential services is likely to decrease, again exacerbated in rural areas.

- 11 Through the Poverty Action Steering Group (PASG) we have adopted a coherent and co-ordinated strategic approach, both within the council and across our partners to address poverty across County Durham. We are currently consulting on a revised [Poverty Action Plan](#), which sets out a comprehensive response to the impacts of the wide-ranging poverty issues within the county.

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](#).

Recommendation

- 13 That Safer and Stronger Overview and Scrutiny Committee notes the overall position and direction of travel in relation to quarter four performance, the impact of COVID-19 and the rising cost of living 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

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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 Four, 2021/22



Connected Communities

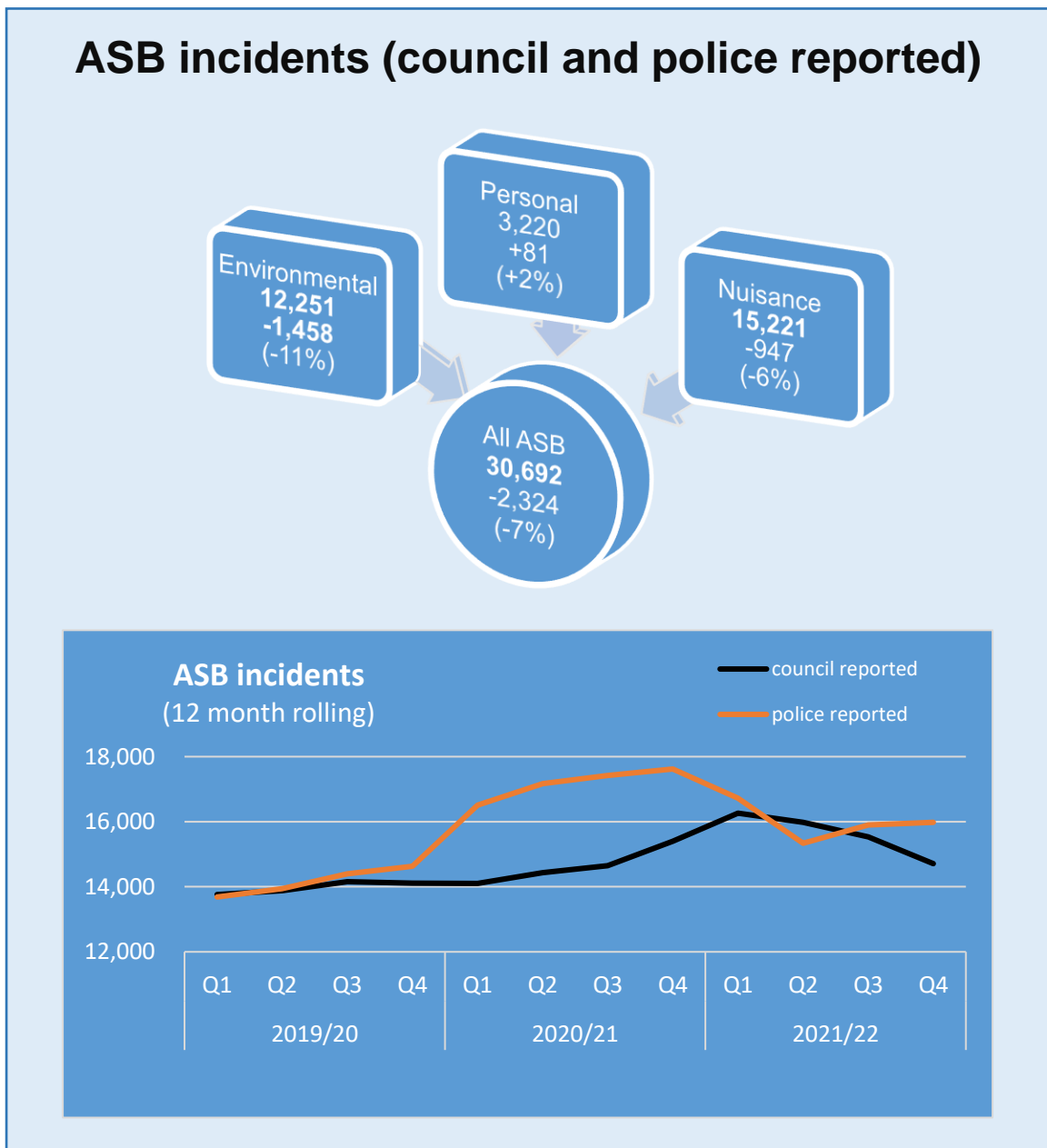
- 1 The ambition of Connected Communities is linked to the following key objectives:
 - (a) Our towns and villages will be vibrant, well-used, clean, attractive and safe;
 - (b) Communities will come together and support each other;

National, Regional and Local Picture

- 2 Recorded crime increased 6% during the 12 months ending 31 March 2022, compared to the previous year. Increases were noted across all crime categories except violence against the person. The main increases were across the categories of theft related offences (+20%), burglary (+15%), vehicle crime (+5%) and criminal damage (+22% to vehicles and +15% to dwellings).
- 3 However, these increases are due to comparatively low levels of recorded crime for the previous year, much as a consequence of COVID-19 restrictions which limited opportunities to commit crimes due to people spending more time at home, shops and leisure facilities being closed and fewer journeys being made. If we compare the latest data with pre-COVID levels of recorded crime, we can see that overall recorded crime is 7% lower.
- 4 Between 2019/20 (start of the pandemic) and 2020/21, reports of anti-social behaviour (ASB) increased by almost 15%. The driver for this increase was people spending more time at home or in their local area, and mainly impacted environmental ASB (for example, more reports of littering and dog-fouling) and nuisance ASB (for example, more reports of noise and breaching COVID restrictions). Although overall reports of ASB decreased by 7% over the last 12 months, they remain higher than the pre-COVID level.
- 5 More detailed analysis of ASB shows that only environmental ASB is broadly returning to pre-pandemic levels. Personal ASB has shown a further slight increase and is now almost 5% higher than the pre-COVID figure. We remain concerned that the pandemic has exacerbated mental health issues and minor arguments are escalating as resilience levels remain low and people spend more time at home. Although nuisance ASB has decreased over the last 12 months, it remains 10% higher than the pre-COVID level with noise complaints being a major factor.
- 6 We are also aware that ASB fires (deliberate primary and secondary fires) have increased over the last 12 months. Many of these incidents are confined to the east of the county. These reports are currently not included in the overall reports of ASB. However, work by the Safe Durham Partnership to agree a shared definition (across the police, fire, registered housing providers and council) and

shared data pool, will soon be complete and will give us a countywide view of ASB as reported to all agencies. An update will be provided in the next performance report.

- 7 Within the last 12 months personal incidents have reduced by 28.1%. Enviro-crime accounts for 59.7% of all council related ASB incidents, with those relating to litter accounting for 26.2% of this; and Nuisance 37.3% of which 24.4% is noise related.

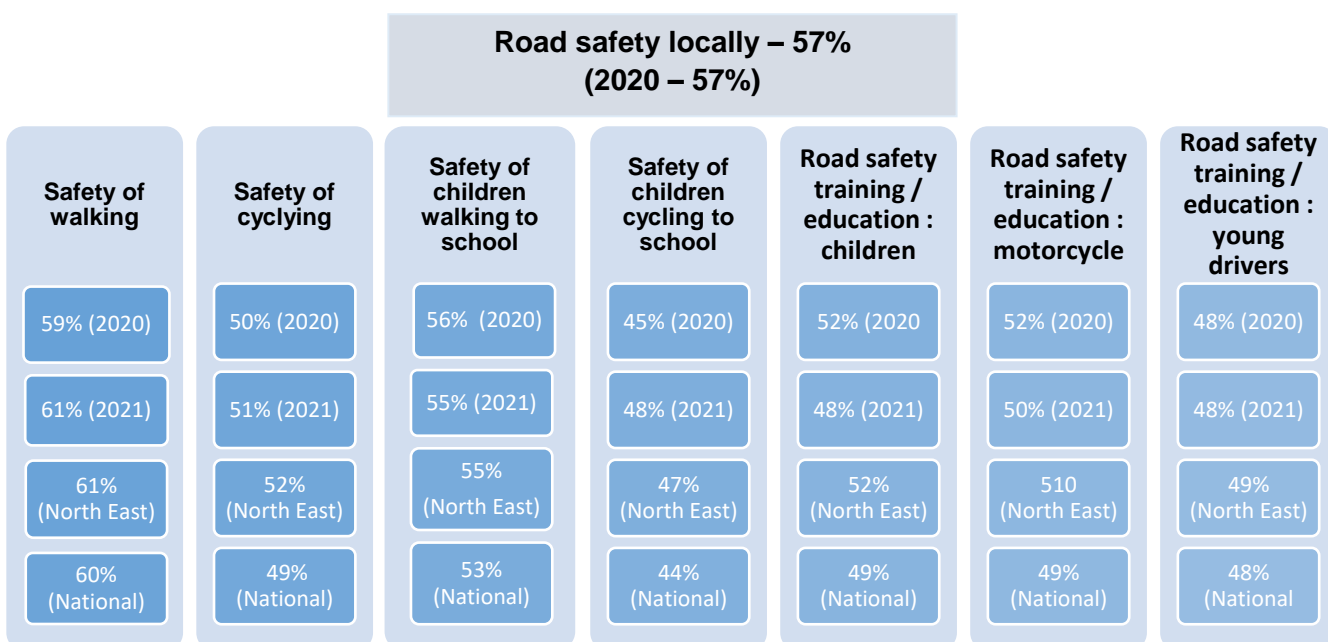


- 8 Due to an issue in our customer relationship management system we are currently unable to report the latest numbers of fly-tipping incidents that have been resolved. Software specialists are working to rectify the problem.
- 9 Over the five year period 2017–2021 the main causation factors for collisions within County Durham is 'failure to look properly' followed by 'drink/drug driving'.

During the same period, this latter category and 'impaired by alcohol' have shown the greatest increases in the proportion of collision they are attributed to.

Contributory Factor	Fatal	Serious	Slight	Total	2017	2021
Failure to look properly	36%	44%	50%	48%	6%	15%
Speeding	21%	19%	15%	16%	20%	16%
Impaired by alcohol	11%	12%	9%	10%	6%	15%
Distraction	13%	4%	5%	5%	9%	7%
No seatbelt	20%	10%	5%	5%	6%	8%
Drink / drug driving	13%	15%	11%	12%	7%	17%

- 10 The National Highways and Transport (NHT) Survey 2021 indicates that overall satisfaction with road safety locally has remained unchanged from 2020 at 57%, with the majority of categories being in line with the 2020 results and above national levels¹.



¹NHT Survey, performance is significantly better if performance is 4pp or more above average and significantly worse if performance is 4pp or more below average.

- 11 Results from the 2020 National Highways and Transport Survey (NHT) indicates that satisfaction continues to be in line with national levels¹. Satisfaction with the condition of our highways, was higher than the average.

	2018		2020		2021		
	Durham	NHT Average	Durham	NHT Average	Durham	NHT Average	North East Average
Overall	57%	53%	55%	52%	54%	51%	51%
Condition of highways	38%	31%	41%	36%	37%	32%	33%
Highway maintenance	51%	49%	51%	50%	44%	42%	42%

Highway enforcement/ obstructions	51%	49%	47%	45%	47%	43%	45%
Provision of street lighting	62%	65%	57%	62%	57%	60%	61%
Public rights of way (overall)	58%	57%	58%	57%	58%	56%	57%

¹NHT Survey, performance is significantly better if performance is 4pp or more above average and significantly worse if performance is 4pp or more below average.

Council Services

Victims of crime will have access to the right level of support, with services available to address their needs

- 12 Further funding has been secured to continue the Safety of Women At Night (SWAN) project which provides a staffed night-time safe hub for women who feel vulnerable or at risk and is based at St Nicholas' Church in Durham City until July. We are currently exploring further funding options to continue the scheme past this date.

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

- 13 We continue to deliver road safety education and training in relation to communities and with individuals with road safety delivery, the School Crossing Patrol service, Bikeability training and SAGE all operating normally following 'living with COVID-safe guidelines'. However, school based road safety education continues to be offered virtually as many schools continue to be focused on catching up with core curriculum learning that was missed during COVID-lockdowns.
- 14 We are now providing professional support in terms of driving assessments as part of the Taxi Driver Refresher Training Scheme, with the first clients receiving training in April 2022. We are also working with Durham Constabulary to deliver a motorcycle safety initiative for spring/summer 2022.
- 15 Both water safety forums, responsible for managing water safety in the city centre and countywide, met during quarter four. The multi-agency groups reviewed risk assessments and planned controls for open water across the county, including Durham city centre.
- 16 The City Safety Group made further progress against its action plan and the independent RoSPA river corridor safety report was tabled for consideration (following previous assessments in 2015 and 2018).

- 17 The countywide group continued to plan for future activities and interventions. The group identified the national open water safety campaigns and awareness raising initiatives which are to be utilised across the county in 2022.
- 18 Further interventions, particularly regarding education and awareness for young people in the Chester-le-Street riverside complex area were progressed. A further meeting was convened at the request of local councillors and residents group leaders and plans were finalised to provide all schools in this area with the opportunity to have open water safety assemblies, delivered by emergency services and featuring the council's 'dying to be cool' campaign.
- 19 Plans were also put in place to reassess priority open water safety sites prior to peak periods of footfall and warmer weather.

Communities will come together to support each other

- 20 The Horden Together project which is a placed-based partnership that aims to improve public safety by offering support with a broad range of issues commenced in September 2021 and to date has made over 150 referrals through Making Every Adult Matter and served more than 180 notices through Environmental Health regulations. A multi-use games area has also recently been re-opened for use by children and young people.
- 21 A wide range of activity has been undertaken through the multi-agency problem solving (MAPS) teams across the county. Examples of these include working with partners to deal with off road/quad vehicle nuisance including the seizure of vehicles, the issuing of notices and target hardening hotspot areas and the use of drones and other technology to help identify offenders; liaising and walkabouts with partners, residents and elected members over local concerns across the county; liaising with partners to target harden areas being used for fly-tipping and anti-social behaviour.

CONNECTED COMMUNITIES

Crime

47,780 crimes (↑ 6%)
89.6 per 1,000 population

-0.5%
 violence against the person

+9%
 theft offences

+18%
 criminal damage / arson

+20%
 sexual offences

+21%
 robbery

+3%
 other crimes

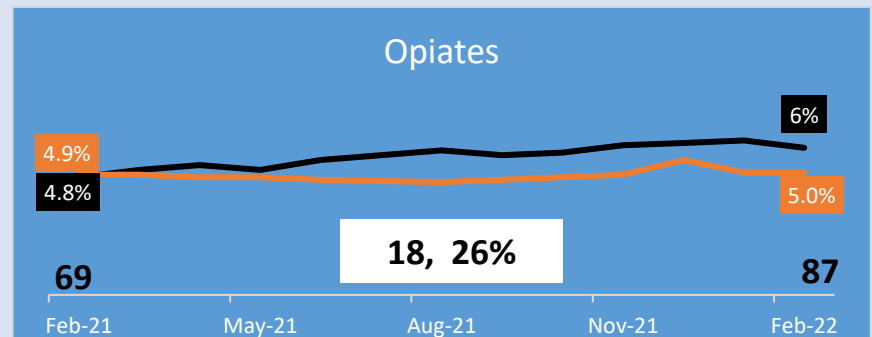
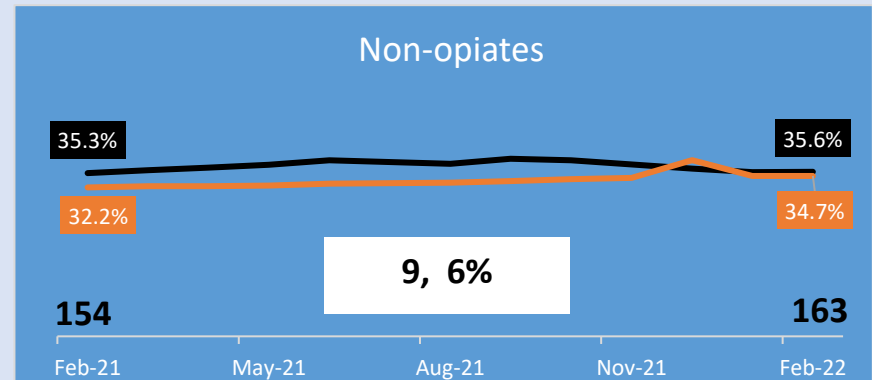
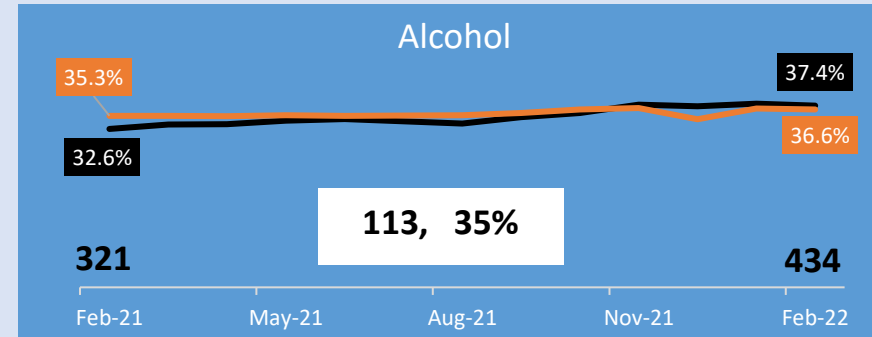
worse than last year

better than last year

similar to last year

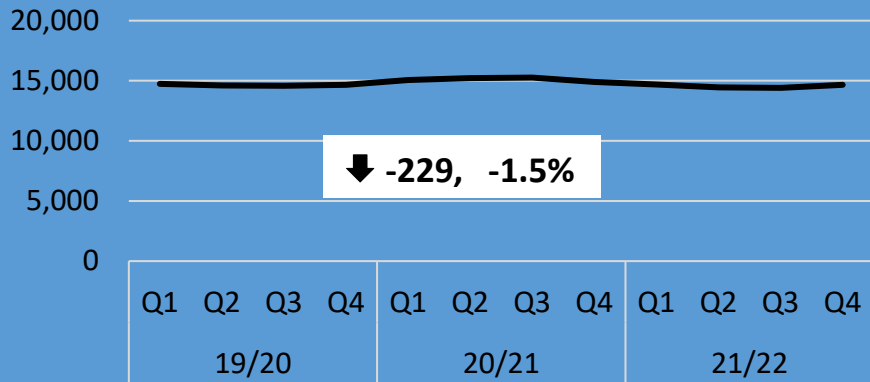
Not comparable

Successful Treatment Completions

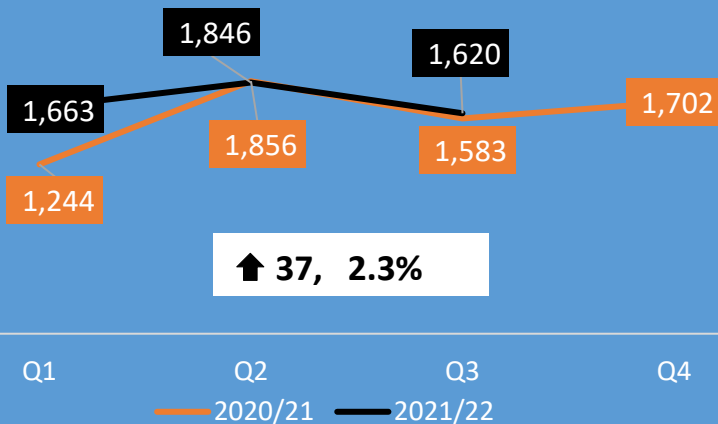


CONNECTED COMMUNITIES

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

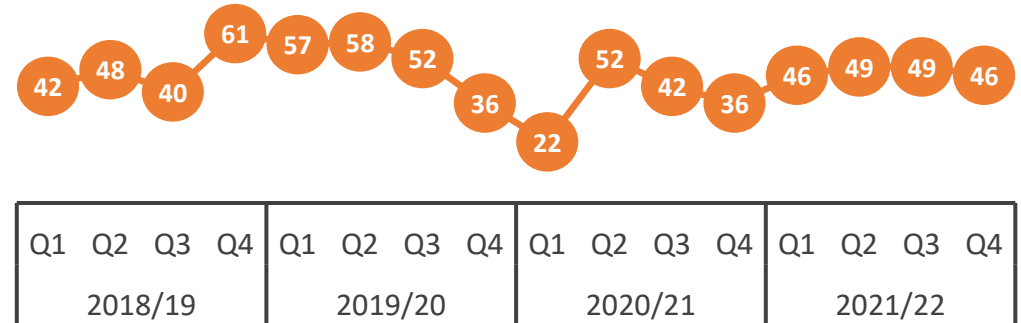
All casualties 21/22 (20/21)

- 16 (16)
- 190 (152)
- 534 (467)

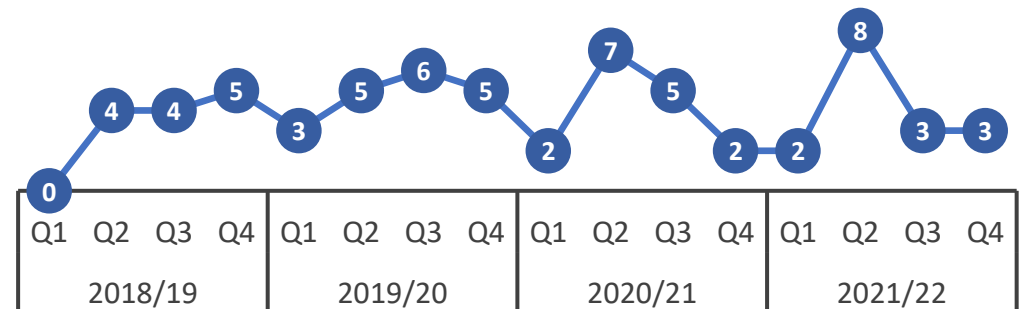
Children 21/22 (20/21)

- 1 (1)
- 25 (17)
- 57 (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

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)	147	Oct 2020-Sept 2021	Tracker	174 (green)	220 (green)	303 (green)	231 (green)	2019/20	Yes
78	Overall crime rate per 1,000 population	89.6	2021/22	Tracker	84.5 (red)	77.0 (red)				Yes
79	Rate of theft offences per 1,000 population	20	2021	Tracker	18.3 (amber)					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	
81	Proven re-offending by young people (who offend) in a 12 month period (%)	33.5	2019/20	Tracker	37.8 (green)	38.4 (green)	41.8 (green)		Oct 2017-Sep 2018	Yes

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 (green)			53.7 (green)	Jun 2019	No
21	No. police reported incidents of anti-social behaviour	15,984	2021/22	Tracker	17,620 (green)					Yes
84	No. council reported incidents of anti-social behaviour	14,706	2021/22	Tracker	15,396 (green)					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	37.4	Mar 2021-Feb 2022	Tracker	32.6 (green)	36.6 (green)	30.7 (green)			Yes
86	% of successful completions of those in drug treatment - opiates	6.0	Mar 2021-Feb 2022	Tracker	4.8 (green)	5.0 (green)	3.3 (green)			Yes
87	% of successful completions of those in drug treatment - non-opiates	35.6	Mar 2021-Feb 2022	Tracker	35.3 (green)	34.7 (green)	30.0 (green)			Yes
88	% of anti-social behaviour incidents that are alcohol related	13.0	2020/21	Tracker	15 (green)					Yes
89	% of violent crime that is alcohol related	33.3	2020/21	Tracker	31.8 (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**	388	2021/22	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 - No. of fatalities - No. of seriously injured	206 16 190	2021/22	Tracker	168 (red) 16 152					Yes
94	No. of children killed or seriously injured in road traffic accidents - No. of fatalities - No. of seriously injured	26 1 25	2021/22	Tracker	18 (red) 1 17					Yes

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)	52.5	2018/19-2020/21	Tracker	52.8 (green)	29.3 (red)	52.0 (amber)	46.7 (red)		Yes
28	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000)	450.9	2020/21	Tracker	361.2 (red)	421.9 (red)	542.9 (green)	619.6 (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	14.3	2018-20	Tracker	13.4 (red)	10.4 (red)	12.4 (red)	12.6 (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
47	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	513.3	2021/22	N/a	625.8 (green)					Yes
48	% of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	88.7	2021	N/a	84.1 (green)	79.1 (green)	72.1 (green)	80.0 (green)		Yes
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	92.2	2021/22	Tracker	95.0 (red)	94.8 (red)	94.9 (red)	96.0 (red)		Yes