

Safer and Stronger Communities Overview and Scrutiny Committee

6 January 2015



Quarter 2 2014/15 Performance Management Report

Report of Corporate Management Team Lorraine O'Donnell, Assistant Chief Executive Councillor Simon Henig, Leader

Purpose of the Report

1. To present progress against the council's corporate basket of performance indicators for the Altogether Safer theme and report other significant performance issues for the second quarter of 2014/15 covering the period July to September 2014.

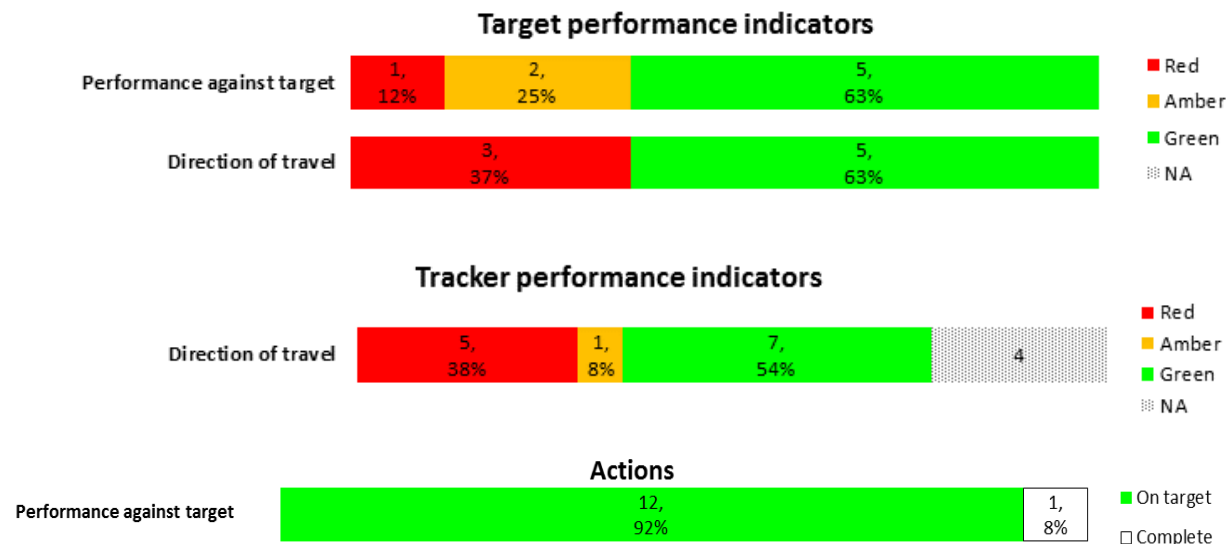
Background

2. The report sets out an overview of performance and progress for the Altogether Safer priority theme. Key performance indicator progress is reported against two indicator types which comprise of:
 - a. Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners (see Appendix 3, table 1); and
 - b. Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence (see Appendix 3, table 2).
3. The report continues to incorporate a stronger focus on volume measures in our performance framework. This allows us to better quantify productivity and to monitor the effects of reductions in resources and changes in volume of activity. Charts detailing some of the key volume measures which form part of the council's corporate basket of performance indicators are presented in Appendix 4.

Developments since Last Quarter

4. A corporate performance indicator guide has been produced which provides full details of indicator definitions and data sources. This is available to view from the intranet or can be requested from the Corporate Planning and Performance Team at performance@durham.gov.uk.

Altogether Safer: Overview



Council Performance

5. Key achievements this quarter include:

- a. The percentage of people that agree that the local council and police deal with concerns of anti-social behavior (ASB) and crime was 62.1% in the period July 2013 to June 2014. Performance has increased from 56.7% in the equivalent period of 2012/13 and this is the highest proportion of people agreeing with this statement when compared to Durham Constabulary's statistical neighbours (61%). This indicator is reported using the crime survey, which is at force level and therefore includes Darlington.
- b. Between April and September 2014, 93.6% (426 of 455) of adult social care users who responded to the local survey programme reported that the care and support services they received helped them to feel safe and secure. This exceeds the target of 85% and is a slight increase when compared to the corresponding period last year (91.1%).
- c. As also reported under the Altogether Better for Children and Young People theme, provisional data for April to September 2014 indicate that there were 111 first time entrants (FTEs) to the youth justice system (249 per 100,000 population). This is well within the locally agreed quarterly target of 155 FTEs (340 per 100,000) and is an improvement from 118 FTEs during the same period of the previous year.
- d. Tracker indicators show:
 - i. In the period April to September 2014 there were 13,154 incidents of anti-social behaviour (ASB) reported to the police, which is a 3% decrease on the equivalent period of 2013, when 13,560 incidents were reported.
 - ii. There were 1,789 incidents of alcohol related ASB between April and September 2014. This equates to 13.6% of total ASB reported to Durham Constabulary, a decrease of 2.1 percentage points on the equivalent period of 2013. In the same period there were 2,702 violent crimes reported to the police, of which 30.4% (821) were recorded as alcohol related. This is a 3.4 percentage point decrease on the same period of 2013.

- iii. In the period April to September 2014 theft offences reduced by 2% from 5,781 offences last year to 5,664 this period (11 per 1,000 population). There have been reductions in the majority of theft categories, although shoplifting has increased by 31% from 983 to 1,289. Durham Community Safety Partnership (CSP) area has the lowest rate of theft offences per 1,000 population for the period April to August 2014 (9.2) when compared to its statistical neighbours (13.2).
 - iv. Data relating to the rolling year October 2011 to September 2012 indicate that 27.4% of offenders in Durham reoffended. This was an improvement from 29.7% during the corresponding period of the previous year however is worse than the national rate of 26.1%.
 - v. As of August 2014, there were 681 families identified under the crime/ASB criteria of the Stronger Families Programme. Of these, 295 (43.3%) met the results criteria, which is an increase of 58 families compared to the previous quarter. This represents a 2.9 percentage point increase from 40.4% at March 2014.
- e. Good progress has been made with the Council Plan action to develop an approach and methodology for community resilience plans in communities where demand exists. This was due to be achieved by October 2014 but has been achieved well ahead of target in June 2014.

6. The key performance improvement issues for this theme are:

- a. As reported under the Altogether Healthier theme, the number of people in alcohol treatment with the Community Alcohol Service between July 2013 and June 2014 was 1,270, of which 464 successfully completed. This equates to a 36.5% successful completion rate. This is a slightly below 37.5% for the same period last year and the target of 36.6% and is below national performance of 39.8%. The Community Alcohol Service continues to monitor successful completion rates and the impact of service demand on this indicator (see Appendix 4, chart 1).
- b. Also reported under the Altogether Healthier theme, the number of people in drug treatment with the Community Drugs Service (CDS) for opiate use between March 2013 and February 2014 was 1,446, of which 93 successfully completed, i.e. they did not re-present to the CDS between March and August 2014. This equates to a 6.4% successful completion rate, which is below the target of 7.9% and national performance of 7.6% (see Appendix 4, chart 2). The number of people in treatment for non-opiate use was 475, of which 190 successfully completed (40%). This is in line with the annual target of 40.4%, and the national outturn of 40.6% (see Appendix 4, chart 3). Actions being taken to improve performance include:
 - The Drug and Alcohol Service is currently being reviewed and the new integrated model, which will have a greater focus on recovery, will be in place from April 2015.
 - A new process for ensuring the appropriate recording of re-presentations, so that any individual returning to treatment services within the first 6 months of discharge will be recorded as receiving recovery support and not as a re-presentation unless assessed as requiring structured interventions.

c. Tracker indicators show:

- i. In the period April to September 2014 there were 12,837 crimes, a rate of 24.9 per 1,000 population. This has increased from 12,106 crimes (23.7 per 1,000) in the equivalent period of 2013 and equates to a 6% rise in overall crime. Despite this increase in crime the County Durham CSP area continues to see one of the lowest levels of crime per 1,000 population for the period April to August 2014 (20.9) when compared to its statistical neighbours average (27.3).

Based on current figures, Durham Constabulary is forecasting a 1.7% increase in total crime by the end of 2014/15. Violence against the person is the crime category which has had the most impact on the rise in total crime, increasing by 42.5% in comparison to the 2013 equivalent period.

A 3.6% rise in the crime rate is observed when the Medomsley beat area is excluded from the crime figures (from 12,036 offences last year to 12,471 offences this period). This includes all crimes in relation to Medomsley, not just those as a result of the inquiry into historic offences of physical and sexual abuse Medomsley Detention Centre.

- ii. Between April and September 2014 there were 11,436 victim based crimes, which is a 6.3% increase (680 more victims of crime) when comparing to the 2013/14 equivalent period (10,756 victims). As with overall crime, Durham CSP area has the lowest rate of victim based crimes per 1,000 population for the period April to August 2014 (19.6) when compared to its statistical neighbours average (24.5). Based on current figures, Durham Constabulary is forecasting a 1.6% increase by the end of 2014/15. Increases in the number of victim based crimes can be attributed to rises in the following crime categories: sexual offences, violent offences and shoplifting, all of which have an associated victim.
- iii. There were 456 serious or major crimes in the period April to September 2014, an increase of 23.6% when compared to the equivalent period of 2013. As noted above a large proportion of the increase can be attributed to historic reports of abuse at Medomsley Detention Centre.
- iv. This quarter 61 people were killed or seriously injured in road traffic accidents, an increase of 19 from last quarter. Of these three were fatalities. This brings the total number of people killed or seriously injured for January to June 2014 to 103, an increase from the corresponding period last year (91). The number of children killed or seriously injured in road traffic accidents between January and June 2014 is the same as for the corresponding period last year at 13. A single collision between two school buses in June resulted in nine serious injuries (and 78 slight injuries), without which figures would have been considerably lower.

- d. There are no Council Plan actions which have not achieved target in this theme.

7. There are no key risks in delivering the objectives of this theme.

Recommendation and Reasons

8. That the Safer and Stronger Communities Overview and Scrutiny Committee receive the report and consider any performance issues arising there from.

Appendix 1: Implications

Finance - Latest performance information is being used to inform corporate, service and financial planning.

Staffing - Performance against a number of relevant corporate health PIs has been included to monitor staffing levels and absence rates.

Risk - Reporting of significant risks and their interaction with performance is integrated into the quarterly monitoring report.

Equality and Diversity / Public Sector Equality Duty - Corporate health PIs and key actions relating to equality and diversity issues are monitored as part of the performance monitoring process.

Accommodation - Not applicable

Crime and Disorder - A number of PIs and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Human Rights - Not applicable

Consultation - Not applicable

Procurement - Not applicable

Disability Issues - Corporate health PIs and key actions relating to accessibility issues and employees with a disability are monitored as part of the performance monitoring process.

Legal Implications - Not applicable

Appendix 2: Key to symbols used within the report

Where icons appear in this report, they have been applied to the most recently available information.

Performance Indicators:

Direction of travel

Latest reported data have improved from comparable period

GREEN

Latest reported data remain in line with comparable period

AMBER

Latest reported data have deteriorated from comparable period

RED

Performance against target

Performance better than target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

Actions:

WHITE

Complete (Action achieved by deadline/achieved ahead of deadline)

GREEN

Action on track to be achieved by the deadline

RED

Action not achieved by the deadline/unlikely to be achieved by the deadline

Benchmarking:

GREEN

Performance better than other authorities based on latest benchmarking information available

AMBER

Performance in line with other authorities based on latest benchmarking information available

RED

Performance worse than other authorities based on latest benchmarking information available

Appendix 3: Summary of Key Performance Indicators

Table 1: Key Target Indicators

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Safer											
45	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	93.6	Apr - Sep 2014	85.0	GREEN	91.1	GREEN	79.2	78.3*	2013/14 (provisional)
46	CASAS9	Building resilience to terrorism (self assessment)	4	2013/14	3	GREEN	3	GREEN	2.34	2.88**	2009/10
47	CASAS1	Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC))	14.7	Apr - Sep 2014	25.0	GREEN	7.8	RED	24.0	28*	Jan - Dec 2013
48	CASAS4	Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	65	Jan - Mar 2014	40	GREEN	58	GREEN			
49	CASAS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether better for Children & Young People)	249	Apr - Sep 2014	340	GREEN	259	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
50	CASAS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	36.5	Jul 2013 - Jun 2014	36.6	AMBER	37.5	RED	39.8 RED		Jul 2013 - Jun 2014
51	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	6.4	Mar 2013 - Feb 2014	7.9	RED	7.4	RED	7.6 RED		Mar 2013 - Feb 2014
52	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	40.0	Mar 2013 - Feb 2014	40.4	AMBER	35.3	GREEN	40.6 AMBER		Mar 2013 - Feb 2014

Table 2: Key Tracker Indicators

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Safer											
158	CASAS 12	Overall crime rate (per 1,000 population)	24.9	Apr - Sep 2014	12.7	Not comparable [1]	23.7	RED		27.3** Not comparable	Apr - Aug 2014
159	CASAS 14	Number of serious or major crimes	456	Apr - Sep 2014	235	Not comparable [1]	369	RED			
160	CASAS 24	Rate of theft offences (per 1,000 population)	11.0	Apr - Sep 2014	5.7	Not comparable [1]	11.3	GREEN	16.2 Not comparable	13.2** Not comparable	Apr - Aug 2014
161	CASAS 25	Rate of robberies (per 1,000 population)	0.08	Apr - Sep 2014	0.05	Not comparable [1]	0.06	RED	0.18 Not comparable		Apr - Aug 2014
162	CASAS 15	Number of police reported incidents of anti-social behaviour	13,154	Apr - Sep 2014	6,523	Not comparable [1]	13,560	GREEN			
163	CASAS 13	Percentage of survey respondents perceiving a high level of anti-social behaviour in their local area	27	Apr - Jun 2014	30.5	GREEN	44.5	Not comparable [2]			
164	CASAS 11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime	62.1	Jul 2013 - Jun 2014	58.8	GREEN	56.7	GREEN		61** GREEN	Jul 2013 - Jun 2014
165	CASAS 10	Recorded level of victim based crimes	11,436	Apr - Sep 2014	5,785	Not comparable [1]	10,756	RED			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
166	CASAS 17	Number of adult safeguarding referrals fully or partially substantiated	66	Apr - Sep 2014	29	NA	99	NA			
167	CASAS 22	Number of hate incidents	203	Apr - Sep 2014	109	NA	144	NA			
168	CASAS 26	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier)	11.3	2010-12	12.0	GREEN	12.0	GREEN	8.5	9.8*	2010-12
169	REDPI44	Number of people killed or seriously injured in road traffic accidents	103	Jan - Jun 2014	42	Not comparable [1]	91	RED			
		Number of fatalities	6			14					
		Number of seriously injured	97			77					
170	REDPI45	Number of children killed or seriously injured in road traffic accidents	13	Jan - Jun 2014	1	Not comparable [1]	13	AMBER			
		Number of fatalities	0			0					
		Number of seriously injured	13			13					
171	CASAS 18	Proportion of offenders who re-offend in a 12 month period	27.4	Oct 2011 - Sep 2012	27.9	GREEN	29.7	GREEN	26.1		Oct 2011 - Sep 2012
172	CASAS 19	Percentage of anti-social behaviour incidents that are alcohol related	13.6	Apr - Sep 2014	14.0	GREEN	15.7	GREEN			
173	CASAS 20	Percentage of violent crime that is alcohol related	30.4	Apr - Sep 2014	30.7	GREEN	33.8	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
174	CASAS 21	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved (Stronger Families Programme)	43.3	Apr 2012 - Aug 2014	40.4	GREEN	22.8	Not comparable [3]			

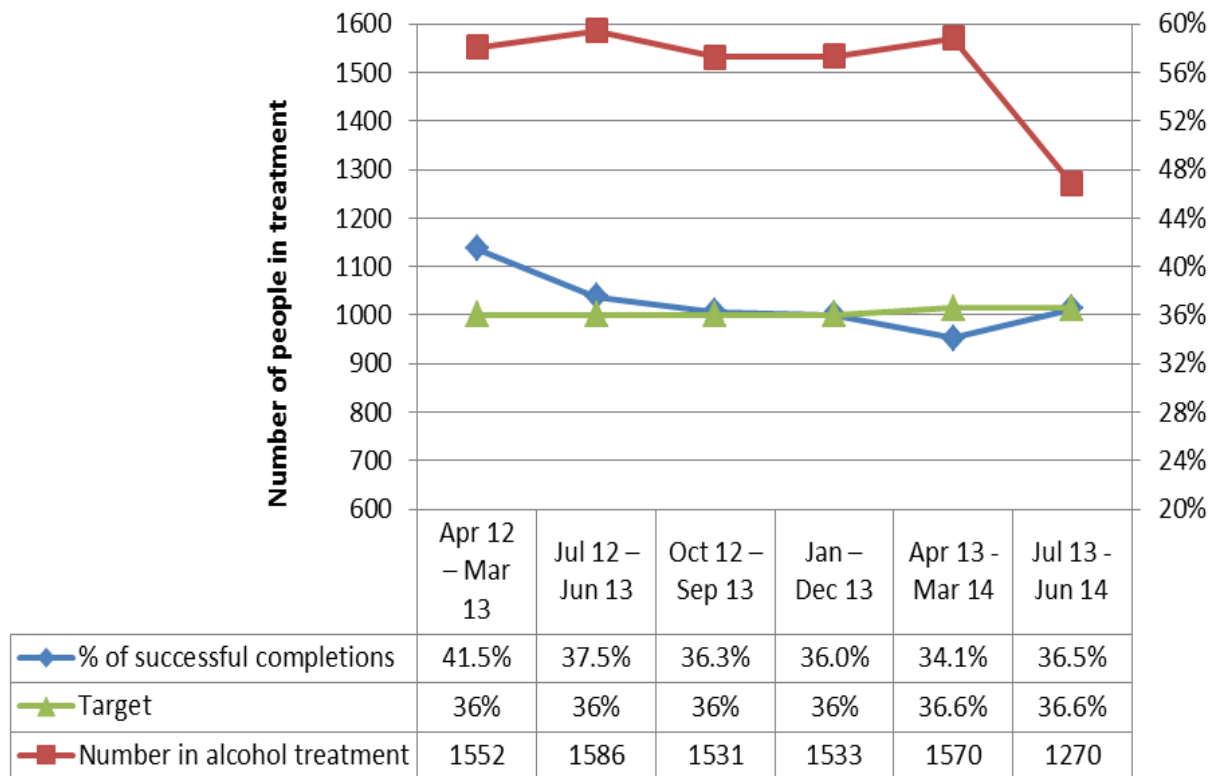
[\[1\] Data is cumulative and based on 6 months period so comparisons are not applicable](#)

[\[2\] Due to changes in the local police confidence survey the data are not comparable](#)

[\[3\] Data cumulative year on year so comparisons are not applicable](#)

Appendix 4: Volume Measures Chart numbers

Chart 1 - Percentage of successful completions of those in alcohol treatment



Note: Alcohol Numbers - there has been a change to the counting rules for 2014/15 which is the reason that numbers in alcohol treatment have reduced (i.e. anyone with an alcohol issue who also has a drug issue is now counted as drugs only (previously these were counted in both)).

Chart 2 - Percentage of successful completions of those in drug treatment – opiates

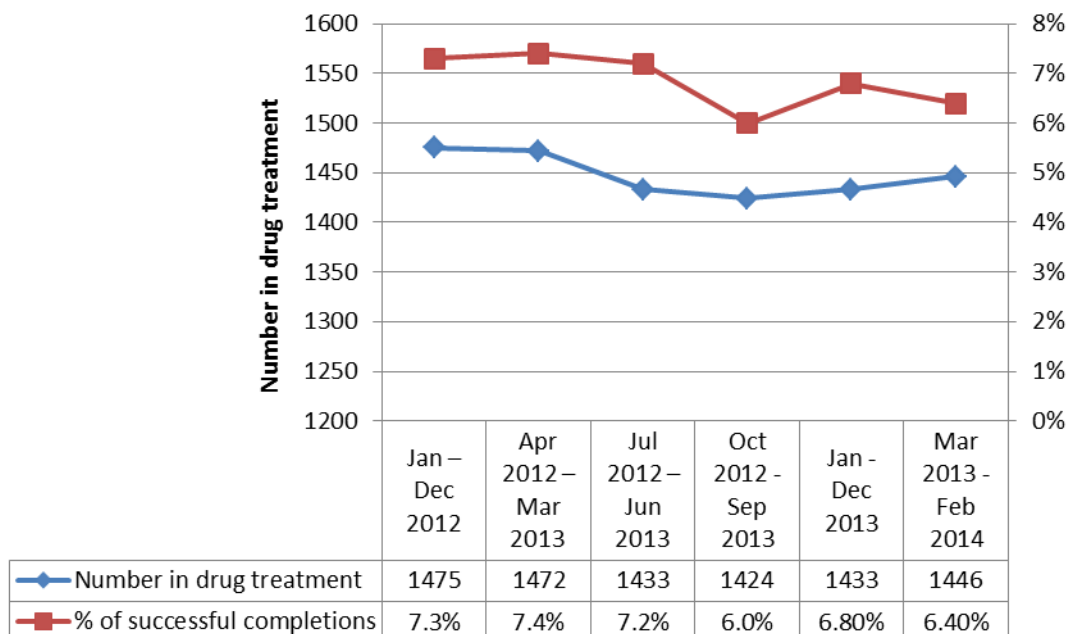


Chart 3 - Percentage of successful completions of those in drug treatment – non-opiates

