

Safer and Stronger Communities Overview and Scrutiny Committee

23 March 2015



Quarter 3 2014/15 Performance Management Report

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

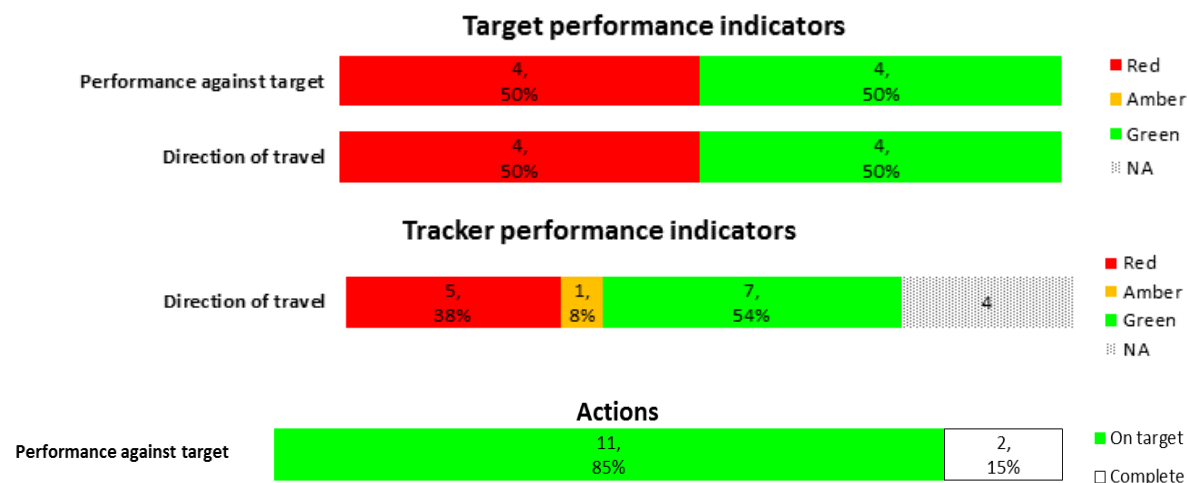
Purpose of the Report

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 third quarter of 2014/15 covering the period October to December 2014.

Background

2. The report sets out an overview of performance and progress by Altogether 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.
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 for tracker indicators include:
- As of October 2014, there were 695 families identified through the Stronger Families Programme under the crime / anti-social behaviour (ASB) criteria, of which 340 (48.9%) met the results criteria. This is an increase of 45 families where a successful intervention for crime/anti-social behaviour is achieved (of those allocated a lead professional) compared to the previous quarter.
 - In the period April to December 2014 there were 18,484 incidents of ASB reported to the police, which is a reduction from 19,039 on the equivalent period of 2013. Of these, 2,402 incidents were alcohol related. This equates to 13% of total ASB reported to the police, a decrease from 15.8% in the equivalent period of 2013/14.
 - There were 4,063 violent crimes reported to the police, of these 31.4% (1,276) were recorded as alcohol related. This is a decrease from 34.4% in the same period of 2013.
 - The percentage of people who agree that the local council and police deal with concerns of ASB and crime was 61.4% in the period October 2013 to September 2014, with a confidence interval of +/-3.9%. Performance has increased from 58.3% in the equivalent period of 2012/13. The Durham Constabulary area (including Darlington) has the highest proportion of people agreeing with this statement, when compared to its statistical neighbours (average 59.4%).
 - There were 236 hate incidents reported to Durham Constabulary between April and December 2014, an increase of 5% from 224 in the equivalent period of 2013/14. 59% of incidents were race related with 37% relating to gender, religion, sexual orientation and disability. A key objective within the Safe Durham Partnership Hate Crime Action Plan is to increase the reporting of hate crimes. Schemes such as Safe Places, which provides a range of safe havens across the area for hate crime victims to get support; and Community Hands, a dedicated volunteer helpline number for potential victims, are just some of the innovative tactics being used to tackle the issue.

- f. In the period April to December 2014 there were 8,660 theft offences, a rate of 16.8 per 1,000 population. This is a decrease of 2.5% from 8,883 offences during the same period of 2013. There have been reductions in the majority of theft categories, although shoplifting has increased from 1,571 during April to December 2013 to 1,974 during 2014 (an increase of 26%). Durham Community Safety Partnership area has one of the lowest rates of theft offences per 1,000 population for the period April to December 2014 (16.8) when compared to its statistical neighbours (average 23).
 - g. Latest data show 1,492 of the 5,592 adults and young people in the January to December 2012 cohort re-offended within 12 months of inclusion in the cohort, which equals 26.7%. This is an improvement when compared against the same period in the previous year when 29.2% of the cohort re-offended. The rate in Durham is slightly higher than the national rate of 26%. Of the 1,492 adults and young people who re-offended, they committed a total of 4,615 offences, which equates to 0.83 re-offences per person in the cohort. This is better than the same period of the previous year (0.88) but worse than the national rate of 0.77.
 - h. There has been a 24% reduction in the number of people killed or seriously injured this quarter (37) compared to the same quarter last year (49), although the year to date total is the same at 140. Of the 37 people, there were four fatalities. The number of children seriously injured has also reduced from six to five. During the year to date there remain no child fatalities and the total number of casualties (18) has improved slightly from the same time last year (19).
6. The key performance improvement issues for this theme are:
- a. The total number of offences committed in 2013/14 by the 163 offenders in the Integrated Offender Management (IOM) cohort was 855. During quarter 3 2014/15 there were 154 offences committed by the same cohort, which gives a full year projection of 616 offences. This represents a 28% reduction from 2013/14, which has not achieved the 2014/15 target of a 40% reduction and is a decline in performance compared to a 46% reduction in the same period of the previous year. Performance against this indicator has been impacted by the realignment of some probation and police staff.
 - b. Low successful completions of those in alcohol / drug treatment:
 - i. There were 1,207 people in alcohol treatment with the Community Alcohol Service between October 2013 and September 2014, of which 420 successfully completed. This equates to a 34.8% successful completion rate, which is a reduction from 39.1% during the same period of the previous year and is below national performance of 39.5% (see Appendix 4, Chart 1).
 - ii. The number of people in drug treatment with the Community Drugs Service (CDS) for opiate use between April 2013 and March 2014 was 1,450, of which 98 successfully completed, i.e. they did not re-present to the CDS between April and September 2014. This equates to a 6.8% successful completion rate, which is below the target of 7.9% and national performance of 7.7% (see Appendix 4, Chart 2).

- iii. The successful completion rate for non-opiate use was 36.3% (239 of 658), which is below the target of 40.4% and national performance of 38.4% (see Appendix 4, Chart 3).

A review of the Drug and Alcohol Service has been undertaken and the contract has been awarded to the new provider. The service will commence in April 2015.

c. Tracker indicators show:

- i. In the period April to December 2014 there were 19,585 crimes, a rate of 37.9 per 1,000 population. This has increased from 18,717 crimes in the equivalent period of 2013 and equates to a 4.6% rise in overall crime. Overall crime continues to be affected by historic offences relating to Medomsley Detention Centre. When the Medomsley beat area is excluded from the crime figures, there were 18,998 offences during April to December 2014, which is an increase of 2.6% from 18,523 during the same period of the previous year (please note, this includes all crimes in relation to Medomsley, not just those as a result of the inquiry into Medomsley Detention Centre).

Based on current figures, Durham Constabulary is forecasting a 4.4% increase in total crime by the end of 2014/15. Despite the increase in crime, the County Durham Community Safety Partnership area has the lowest level of crime per 1,000 population for the period April to December 2014 (37.9) when compared to its statistical neighbours (average 50). The Park, Walk and Talk initiative introduced by Durham Constabulary aims to reduce crime through increased deterrence of criminals by the visibility of police officers, and to improve confidence through engagement with the public. Under this initiative, officers visit areas with high levels of crime and ASB and for a period of 10-15 minutes park their cars, walk around and speak to members of the public. As part of the pilot phase, 80 small areas have been identified, with Park, Walk and Talk implemented within 40 of those areas. An evaluation will be undertaken to assess the impact of the initiative.

- ii. There were 17,530 victim based crimes between April to December 2014, which is a 5.6% increase from the same period in 2013/14 (16,607 victims). Based on current figures, Durham Constabulary is forecasting a 5.1% increase in the number of victim based crimes by the end of 2014/15. Despite this increase, Durham Community Safety Partnership area has the lowest rate of victim based crimes per 1,000 population for the period April to December 2014 (34) when compared to its statistical neighbours (average 44.7).
- iii. In the period April to December 2014 there were 700 serious or major crimes, an increase of 25.9% when compared to the equivalent period of 2013 (556 offences). A large proportion of the increase in serious offences can be attributed to historic reports of serious sexual and physical abuse at Medomsley Detention Centre. Initial analysis completed by Durham Constabulary suggests that improved recording of sexual and violent offending has also contributed to the overall increase.

iv. As reported in the Altogether Healthier theme, the County Durham suicide rate increased from 11.3 per 100,000 for 2010-12 to 13.4 for 2011-13; an increase of 32 suicides. The County Durham rate remains higher than the North East (10.6) and England (8.8) rates and the gap to the national rate has widened from 2.8 per 100,000 for 2010-12 to 4.6 per 100,000 for 2011-13. The long term trend shows that since 2001-03 the County Durham rate has increased by 29% compared to regional and national reductions of 6% and 16% respectively. Four of the twelve North East local Authorities have significantly higher suicide rates than England, including County Durham, which has the highest rate in the region. A Suicide Prevention Group is in place to develop and implement an action plan aimed at reducing suicide and self-harm rates for all ages. A report on suicide, attempted suicide and self-harm, including recommendations for actions was presented to the Health and Wellbeing Board in January 2015.

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 Reason

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

Contact: Jenny Haworth, Head of Planning and Performance
Tel: 03000 268 071 **E-Mail:** jenny.haworth@durham.gov.uk

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 issues.

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 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 - 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

Performance against target

Latest reported data have improved from comparable period

GREEN

Performance better than target

Latest reported data remain in line with comparable period

AMBER

Getting there - performance approaching target (within 2%)

Latest reported data have deteriorated from comparable period

RED

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 | 93.9 | Apr - Dec 2014 | 85.0 | GREEN | 91.3 | GREEN | 79.2 | 78.3* | 2013/14 (provisional) |
| 46 | CASAS9 | Building resilience to terrorism (self assessment) | 4 | 2013/14 | 3 | GREEN | 3 | GREEN | | | |
| 47 | CASAS1 | Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC)) | 14.6 | Apr - Dec 2014 | 25.0 | GREEN | 8.2 | RED | 24.0 | 27* | Jul 2013 - Jun 2014 |
| 48 | CASAS4 | Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort | 28 | Oct - Dec 2014 | 40 | RED | 46 | RED | | | |
| 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) | 358 | Apr - Dec 2014 (provisional) | 511 | GREEN | 365 | GREEN | | | |
| 50 | CASAS23 | Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier) | 34.8 | Oct 2013 - Sep 2014 | 36.6 | RED | 39.1 | RED | 39.5 | | Oct 2013 - Sep 2014 |

| 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 |
|-----|--------|---|-------------|--|---------------|-------------------------------|------------------------|---|-----------------|--|---------------------|
| 51 | CASAS7 | Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier) | 6.8 | Apr 13 - Mar 14 (re-presentations to Sep 14) | 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) | 36.3 | Apr 13 - Mar 14 (re-presentations to Sep 14) | 40.4 | RED | 35.5 | GREEN | 40.6 RED | | 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) | 37.9 | Apr - Dec 2014 | 24.9 | Not comparable [1] | 36.5 | RED | 71 GREEN | 50** GREEN | Apr - Dec 2014 |
| 159 | CASAS 14 | Number of serious or major crimes | 700 | Apr - Dec 2014 | 456 | Not comparable [1] | 556 | RED | | | |
| 160 | CASAS 24 | Rate of theft offences (per 1,000 population) | 16.8 | Apr - Dec 2014 | 11.0 | Not comparable [1] | 17.3 | GREEN | 16.2 RED | 23** GREEN | Apr - Dec 2014 |
| 161 | CASAS 25 | Rate of robberies (per 1,000 population) | 0.11 | Apr - Dec 2014 | 0.08 | Not comparable [1] | 0.09 | RED | 0.18 GREEN | | Apr - Dec 2014 |
| 162 | CASAS 15 | Number of police reported incidents of anti-social behaviour | 18,484 | Apr - Dec 2014 | 13,154 | Not comparable [1] | 19,039 | GREEN | | | |
| 163 | CASAS 13 | Percentage of survey respondents perceiving a high level of anti-social behaviour in their local area | 27.0 | 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 | 61.4 | Oct 2013 - Sep 2014 | 62.1 | RED | 58.3 | GREEN | | 59.4** GREEN | Oct 2013 - Sep 2014 |
| 165 | CASAS 10 | Recorded level of victim based crimes | 17,530 | Apr - Dec 2014 | 11,436 | Not comparable [1] | 16,609 | 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 | 111 | Apr - Dec 2014 | 66 | NA | 161 | NA | | | |
| 167 | CASAS 22 | Number of hate incidents | 236 | Apr - Dec 2014 | 203 | NA | 224 | NA | | | |
| 168 | CASAH 21 | Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier) | 13.4 | 2011-13 | 11.3 | RED | 11.3 | RED | 8.8 | 10.6* | 2011-13 |
| 169 | REDPI 44 | Number of people killed or seriously injured in road traffic accidents | 140 | Jan - Sep 2014 | 103 | Not comparable [1] | 140 | AMBER | | | |
| | | Number of fatalities | 10 | | | | 17 | | | | |
| | | Number of seriously injured | 130 | | | | 123 | | | | |
| 170 | REDPI 45 | Number of children killed or seriously injured in road traffic accidents | 18 | Jan - Sep 2014 | 13 | Not comparable [1] | 19 | GREEN | | | |
| | | Number of fatalities | 0 | | | | 0 | | | | |
| | | Number of seriously injured | 18 | | | | 19 | | | | |
| 171 | CASAS 18 | Proportion of all offenders (adults and young people) who re-offend in a 12-month period | 26.7 | Jan - Dec 2012 | 27.4 | GREEN | 29.2 | GREEN | 26.0 | | Jan - Dec 2012 |
| 172 | CASAS 19 | Percentage of anti-social behaviour incidents that are alcohol related | 13.0 | Apr - Dec 2014 | 13.6 | GREEN | 15.8 | GREEN | | | |
| 173 | CASAS 20 | Percentage of violent crime that is alcohol related | 31.4 | Apr - Dec 2014 | 30.4 | RED | 34.4 | 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) | 48.9 | Apr 2012 - Oct 2014 | 43.3 | GREEN | 33.6 | Not comparable [3] | | | |

[\[1\] Data is cumulative and based on 9 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 1 - Percentage of successful completions of those in alcohol treatment¹

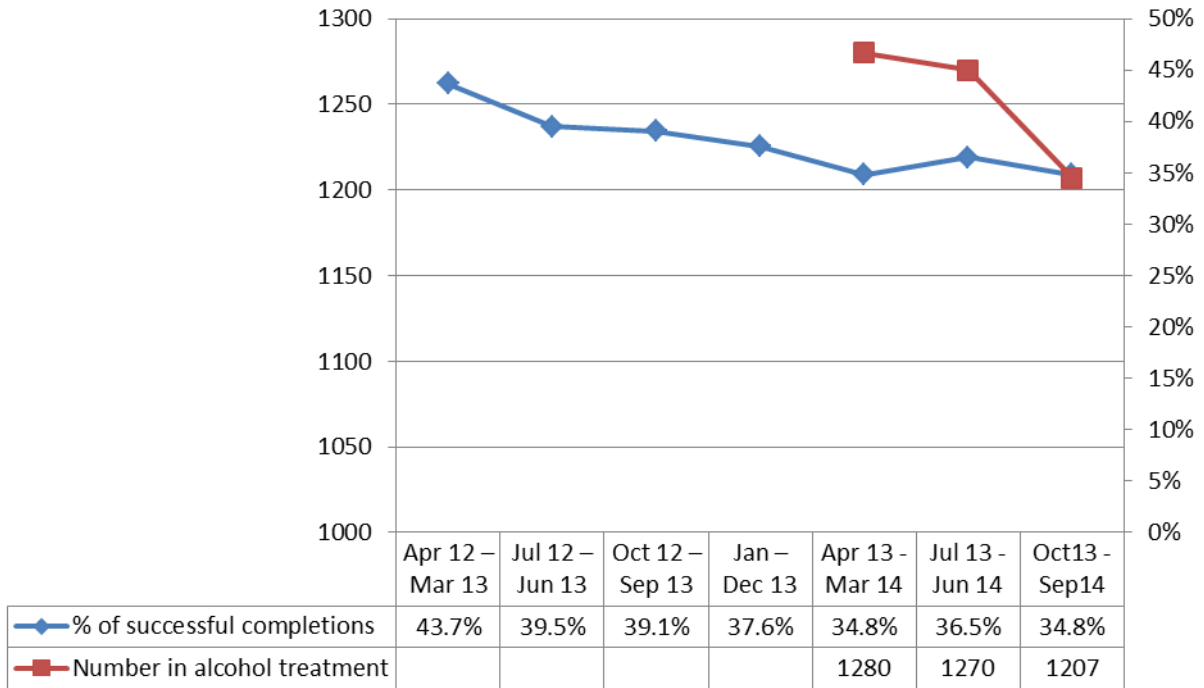
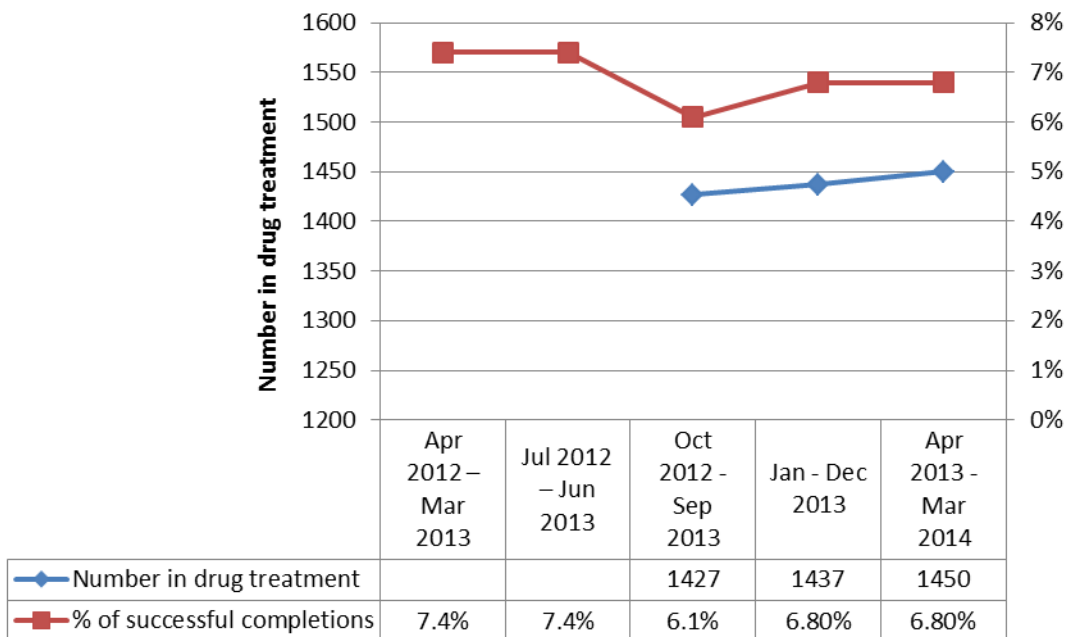


Chart 2 - Percentage of successful completions of those in drug treatment – opiates¹



¹ Numbers in treatment are no longer comparable to last year due to changes in methodology and reporting

Chart 3 - Percentage of successful completions of those in drug treatment – non-opiates¹

