

**Safer and Stronger
Overview and Scrutiny Committee**

21 September 2018

**Quarter One 2018/19
Performance Management Report**



**Report of Corporate Management Team
Lorraine O'Donnell, Director of Transformation and Partnerships
Councillor Simon Henig, Leader of the Council**

Purpose of the Report

- 1 To present progress towards achieving the key outcomes of the council's corporate performance framework for the Altogether Safer priority theme for the first quarter of the 2018/19 financial year.

Summary

- 2 Once again, there has been an increase in recorded crime. Public perception of how the police and council are dealing with concerns about anti-social behaviour and crime has also deteriorated. Our new provider for drug and alcohol treatment is starting to show small improvements. People killed or seriously injured in road traffic accidents in the county has fallen by nearly 30% comparing the current quarter with the same period last year and no fatalities were recorded in the last quarter.

Performance Reporting Arrangements for 2018/19

- 3 Our performance management framework provides us with a valuable insight into the extent to which we are achieving our objectives and how effectively the council and its partners are meeting the needs of our residents. It enables us to regularly assess, report on and scrutinise performance to support the continuous improvement of our services.
- 4 It brings together key planning, monitoring and evaluation processes through an integrated suite of documents, including the Sustainable Community Strategy, Council Plan, Service Plans and the Medium Term Financial Plan, and demonstrates the contribution made at various levels of the organisation to our priority themes.

Overview of performance

- 5 Altogether Safer is one of six priority themes that forms the basis of our performance management framework. This report sets out the key messages relating to this priority theme structured around the following five areas of focus:
 - How effective are we at tackling crime and disorder?
 - How effective are we at tackling anti-social behaviour?
 - How well do we reduce misuse of drugs and alcohol?
 - How well do we tackle abuse of vulnerable people, including domestic abuse, child sexual exploitation and radicalisation?
 - How do we keep our environment safe, including roads and waterways?
- 6 A comprehensive table of all performance data is attached as Appendix 2.

ALTOGETHER SAFER

1. How effective are we at tackling crime and disorder?
2. How effective are we at tackling anti-social behaviour? me

Crime and Anti-Social Behaviour (Apr-Jun 2018)

 **8%** reduction in police reported anti-social behaviour incidents since same period last year.

 **8.8%** increase in council reported anti-social behaviour incidents since same period last year.

 Recorded crime has increased by **8%** compared to the same period in 2017/18.

 **294** first time entrants to the Youth Justice System, a decrease from last year and significantly lower than the North East.

 Recorded offences of theft have increased by **2.9%** compared to the same period in 2017/18.

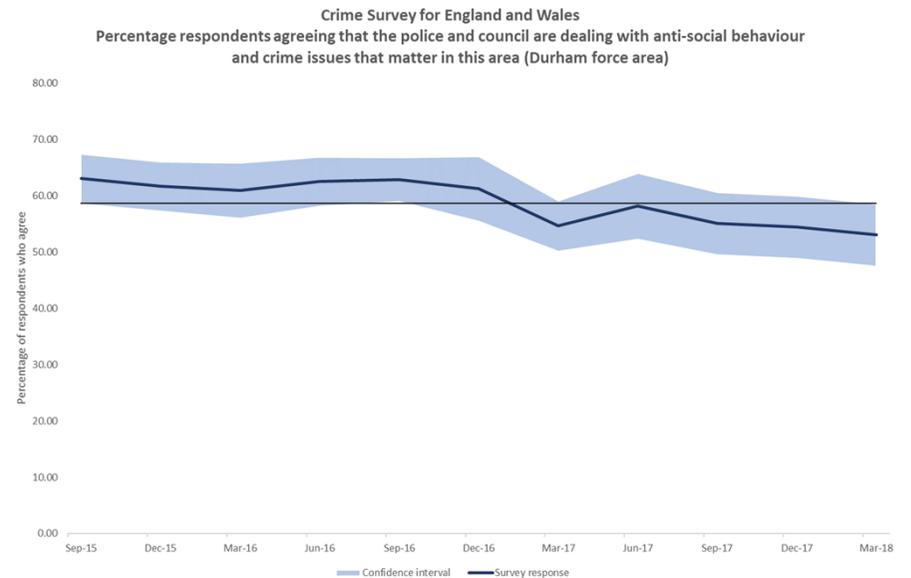
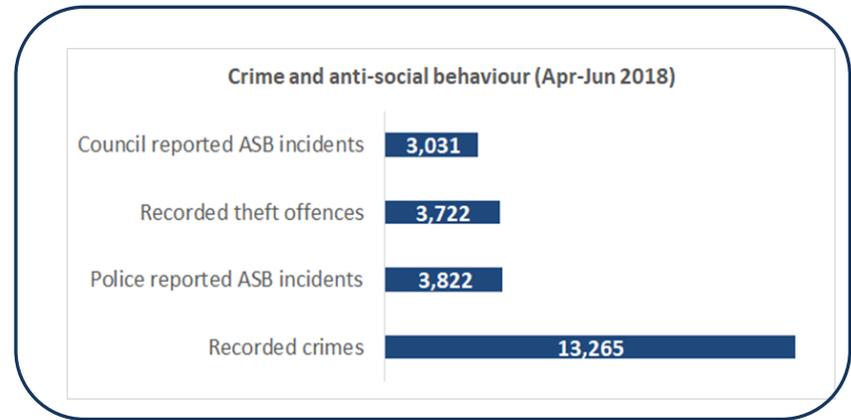
 The increase in crime (including theft) is partially due to changes in recording practices but there are also real crime increases. The reduction in officer numbers has also impacted.

 **53%** (Jan-Dec 2017) People's perceptions of police and council dealing with concerns of ASB and crime, lower than same period last year.

 **41.6%** proven re-offending rate by young people (within 12 months), higher than England but lower than North East.



For more crime statistics, visit:
http://ukcrimestats.com/Police_Force/Durham_Constabulary



How effective are we at tackling crime and disorder?

- 7 Of the five indicators that support this area, overall crime rate and rate of thefts per 1,000 population have deteriorated since last year. First time entrants to the youth justice system (10-17 years) and proven re-offending by young people in a 12 month period are below the national average.
- 8 The latest published youth reoffending rate for County Durham is 41.6%. This equates to 1,131 offenders who were cautioned, convicted or released from custody between October 2015 and September 2016 and 471 who committed a re-offence in the one year follow-up period.
- 9 The youth reoffending rate in County Durham is slightly lower than in England (41.9%) and the North East (45.7%). This is the first time Durham's youth reoffending rate has been below the national average and reflects a consistent focus on this by the youth offending service.
- 10 Sustained reductions continue in the number of first time entrants to the Youth Justice System in County Durham. Latest published data shows a rate of 294 FTEs per 100,000 10-17 year olds in 2017, a reduction from 391 in 2016. Additionally, latest local data from County Durham Youth Offending Services Case Management System shows that in the first three months of 2018/19 (Apr-Jun) there were 36 FTEs compared to 37 in the same period in 2017/18.

How effective are we at tackling anti-social behaviour?

- 11 Of the three indicators that support this area, the following two indicators have deteriorated and/or failed to meet their agreed target. Dealing with concerns of anti-social behaviour and crime issues by the local council and police and number of council reported incidents of anti-social behaviour.
- 12 There have been 6,853 anti-social behaviour incidents reported to the council and police in quarter one; 3,031 of which were council reported incidents. This is higher than the 2,785 incidents in the same period last year, an increase of 8.8%, but a reduction on the incidents reported at quarter four (3,809).
- 13 Perceptions of the police and council dealing with concerns of anti-social behaviour and crime has decreased slightly to 53%, taking into account confidence intervals this represents the first quarter that this survey response has fallen since a high point in September 2015. Officers from the police, council and Police, Crime and Victims' Commissioner's Office are holding meetings to determine what actions can be taken to improve the public's perception of how the police and council work in partnership to tackle community safety issues.

ALTOGETHER SAFER

3. How well do we reduce misuse of drugs and alcohol?

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

Successful completions for alcohol and drugs

(Dec 2016-Nov 2017, with reps up to May 2018)

Successful completions		England	Target
	Alcohol	33.6% (396)	 38.6%  28.0%
	Opiates	6.0% (90)	 6.6%  6.0%
	Non-opiates	30.6% (235)	 36.6%  26.4%



Alcohol Seizures

194 recorded by Police (Apr-Jun 2018)
Reduction of almost 48% since last year.
78% (152) of seizures were from under 18s.

Alcohol related anti-social behaviour and violent crime (Apr-Jun)

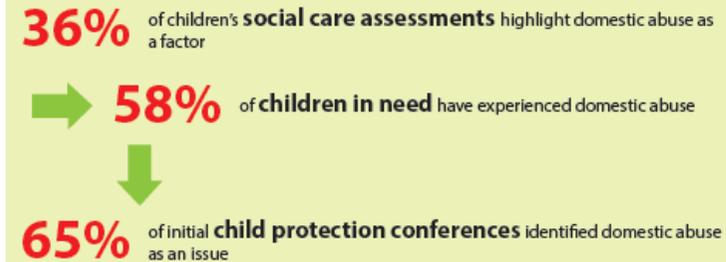
% of alcohol related...	2017	2018	
violent crime	24.4%	25.2%	
ASB incidents	17.7%	18.5%	

Percentage of both alcohol and anti-social behaviour related crime have increased compared to the same period last year.

Child Sexual Exploitation

169 child sexual exploitation referrals (Apr 2017-Mar 2018). Slightly higher than the 167 reported in the same period last year.

Domestic Violence (Key stats for County Durham)



45% of domestic abuse victims were **repeat victims**

100% County Durham schools are signed up to **'Operation Encompass'**

Over **700** children referred to **Harbour Domestic Abuse Support Services**

95% of children felt safer upon exiting **Harbour Domestic Abuse Support Services**

How well do we reduce misuse of drugs and alcohol?

- 14 Of the eight indicators that support this area, successful completion of alcohol treatments and drug treatments (non-opiates) are below national averages; ASB incidents and violent crime that is alcohol related have deteriorated since last year; successful completion of drug treatments (opiates) has declined since last year and is below national average.
- 15 There have been some improvement in successful completion rates of those in drug and alcohol treatment for alcohol and non-opiate drug misuse. Successful completions for opiate users continue to be in line with national averages. Across all indicators, Durham is now out-performing the region and is achieving all of its performance targets.
- 16 There has been a reduction in alcohol seizures. There has been a reduction in resources and increases in workloads at the police. The change over from Lifeline to CGL to Humankind (formerly known as DISC) as the new service provider caused some minor disruption. There is also a new process where if a vulnerable child form is submitted, Humankind pick it up directly from the police force system; there is now no requirement for an officer to submit another referral form.

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

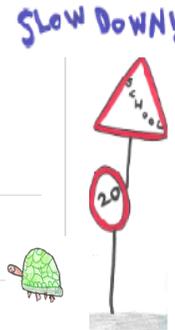
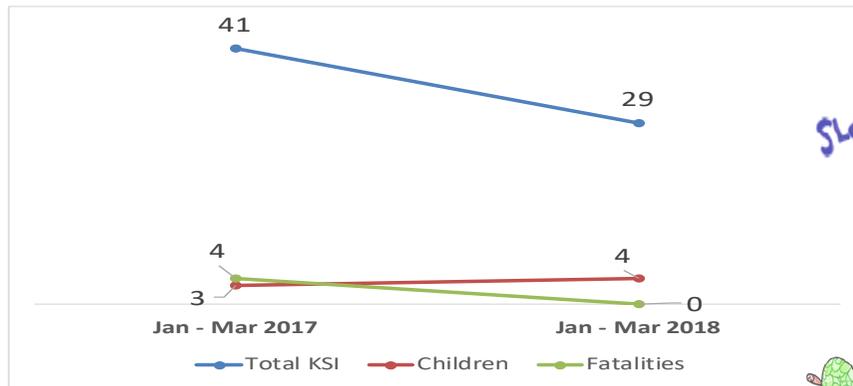
- 17 Of the two indicators that support this area, one has maintained performance since last reported (resilience to terrorism) and the other does not have a direction of travel. Further performance indicators to give a more rounded picture of vulnerability will be introduced next quarter for corporate reporting.
- 18 A joint targeted area inspection of the multi-agency response to domestic abuse in Durham was carried out in July by Ofsted, the Care Quality Commission, HMI Constabulary, Fire and Rescue Services and HMI Probation. This joint inspection included a 'deep dive' focus on the response to children living with domestic abuse.
- 19 The final [inspection letter](#) was published on 24 August. Next steps are that the director of children and young people's services is required to prepare a written statement of proposed action, responding to findings outlined in the final report by 3 December.

ALTOGETHER SAFER

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

Road Safety

Killed or Seriously Injured (Jan-Mar)



Road Safety Training - Schools

The Road Safety Team has continued to provide a comprehensive programme of activities in schools to support the implementation of the Slow to 20 Project including child pedestrian training and Bikeability cycle training.



Road Safety Training - Driving

Excelerate Young Driver Scheme has been relaunched and the **SAGE** (Safer Driving with Age) training for older drivers continues.



- ✓ The number of people killed or seriously injured in road traffic collisions has fallen by nearly 30%.
- ✓ There was no fatalities in road traffic accidents (Jan-Mar 2018).

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

- 20 Of the two indicators that support this area, one indicator has deteriorated, the number of children killed or seriously injured in road traffic accidents has increased from three to four over the last year.
- 21 During the first quarter of 2018, there have been no fatalities compared to seven recorded in 2016 and four in 2017. The number of recorded serious and slight injuries have also decreased year on year, from 52 to 29 and 283 to 154 respectively. There were 177 recorded collisions resulting in an injury compared to 343 recorded in 2016 and 339 in 2017.
- 22 Further investigation is underway into the number of in-car passengers and drivers injured on our network to determine whether there are any common causation. The Safer and Stronger Communities Overview and Scrutiny Committee has also agreed to carry out some review activity in this area as part of their work programme for the current year.
- 23 The Road Safety Team has been busy delivering a comprehensive program of schools based activities to support the implementation of the 20s project. These include: Child pedestrian training; Bikeability cycle training; Safety Carousels Key Stage 2; Road Safety theatre, poetry and creative writing schemes and expansion of the Junior Road Safety Officer project.
- 24 The team has re-launched the Excelerate Young Driver Scheme and continue to manage older driver assessments through the SAGE project (Safer Driving with Age). The team has also supported Road Safety GB North East in the cascading of messages before and during the World Cup to deter drink and drug driving and to highlight the impact of the 'morning after'. Child seat and restraint training has been delivered to council staff responsible for the carrying of children as part of their duties. This training informs staff of their legal responsibility for the safe carriage of children in vehicles using appropriate age/weight seats.

Risk Management

25 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.

26 The key risk to successfully delivering the objectives of this theme is:

A service failure of Adult Safeguarding leads to death or serious harm to a service user. Management consider it possible that this risk could occur which, in addition to the severe impacts on service users, will result in serious damage to the Council's reputation and to relationships with its safeguarding partners. As the statutory body, the multi-agency Safeguarding Adults Board has a Business Plan in place for taking forward actions to safeguard vulnerable adults including a comprehensive training programme for staff and regular supervision takes place. This risk is long term and procedures are reviewed regularly.

Recommendations and reasons

27 That the Safer and Stronger Communities Overview and Scrutiny Committee receive the report and consider any performance issues arising therewith.

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 performance indicators 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 performance indicators 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 Performance Indicators

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 2017/18 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. The number of authorities also varies according to the performance indicator and functions of councils.

More detail is available from the Strategy Team at performance@durham.gov.uk

Key Target and Tracker Indicators

ALTOGETHER SAFER										
1. How effective are we at tackling crime and disorder?										
Ref	PI ref	Description	Latest data	Period covered	Comparison to					
					Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different
87	CYP 35	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population of 10 to 17 year olds)	294	Jan-Dec 2017	Tracker	391	292	366	291	
					N/a	GREEN	AMBER	GREEN	AMBER	
88	AHS 24	Overall crime rate per 1,000 population	25.3	Apr-Jun 2018	Tracker	23.4				
					N/a	RED				
89	AHS 25	Rate of theft offences per 1,000 population	7.1	Apr-Jun 2018	Tracker	6.9				
					N/a	RED				
90	AHS 26	Proportion of all offenders (adults and young people) who re-offend in a 12 month period	32.0	Oct 2015-Sep 2016	Tracker	32.9	29.5			
					N/a	GREEN	Not comparable			
91	CYP 36	Proven re-offending by young people (who offend) in a 12 month period (%) [number]	41.6 [1,131]	Oct 2015 - Sep 2016	Tracker	-	41.9	45.7		
					N/a		GREEN	GREEN		

ALTOGETHER SAFER

2. How effective are we at tackling Anti-social behaviour?

Ref	PI Ref	Description	Latest data	Period covered	Comparison to					
					Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different
92	AHS 27	Dealing with concerns of ASB and crime issues by the local council and police	53	Jan - Dec 2017	Tracker	61.3				
					N/a	RED				
93	AHS 28a	Number of police reported incidents of anti-social behaviour	3,822	Apr-Jun 2018	Tracker	4,154				
					N/a	GREEN				
94	AHS 28b	Number of council reported incidents of anti-social behaviour	3,031	Apr-Jun 2018	Tracker	2,785				
					N/a	RED				

ALTOGETHER SAFER

3. How well do we reduce misuse of drugs and alcohol?

Ref	PI ref	Description	Latest data	Period covered	Comparison to					
					Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different
95	AHS 31	% of successful completions of those in alcohol treatment	33.6	Dec 2016- Nov 2017 with reps to May 2018	28.0	29.0	38.6	30.8		
					GREEN	GREEN	RED	GREEN		
96	AHS 32	% of successful completions of those in drug treatment - opiates	6.0	Dec 2016 - Nov 2017 with reps to May 2018	6.0	6.2	6.6	5.2		
					GREEN	AMBER	RED	GREEN		

ALTOGETHER SAFER
3. How well do we reduce misuse of drugs and alcohol?

Ref	PI ref	Description	Latest data	Period covered	Comparison to					
					Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different
97	AHS 33	% of successful completions of those in drug treatment - non-opiates	30.6	Dec 2016 - Nov 2017 with reps to May 2018	26.4 GREEN	28.7 GREEN	36.7 RED	27.4 GREEN		
98	AHS 29	% of anti-social behaviour incidents that are alcohol related	18.5	Apr-Jun 2018	Tracker N/a	17.7 RED				
99	AHS 34a	% of secondary school pupils who drink alcohol (Most Weekends / Every weekend / Every Day)	13.0	2017 survey (snapshot Jan - Apr 2017)	Tracker N/a	13.3 GREEN				
100	AHS 34b	% of Secondary School pupils who have taken any illegal drugs, including cannabis or NPS (formerly known as legal highs)	5.9	2017 survey (snapshot Jan - Apr 2017)	Tracker N/a	New PI N/a				
101	AHS 30	% of violent crime that is alcohol related	25.2	Apr-Jun 2018	Tracker N/a	24.4 RED				
102	AHS 36	Alcohol seizures	194	Apr-Jun 2018	Tracker N/a	398 GREEN				

ALTOGETHER SAFER

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

Ref	PI ref	Description	Latest data	Period covered	Comparison to					
					Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different
103	AHS 35	Building resilience to terrorism (self-assessment). Scored on level 1 (low) to 5 (high)	3	2017/18	Tracker	3				
					N/a	GREEN				
104	CYPS 34	Number of child sexual exploitation referrals	169	Jul 2017-Jun 2018	Tracker	167				
					N/a	N/a				

ALTOGETHER SAFER

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

Ref	PI ref	Description	Latest data	Period covered	Comparison to					
					Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different
105	RED 44	Number of people killed or seriously injured in road traffic accidents	29	Jan-Mar 2018	Tracker	41				
					N/a	GREEN				
		- Number of fatalities	0			4				
		- Number of seriously injured	29			37				
106	RED 45	Number of children killed or seriously injured in road traffic accidents	4	Jan-Mar 2018	Tracker	3				
					N/a	RED				
		- Number of fatalities	0			0				
		- Number of seriously injured	4			3				

Other additional relevant indicators

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

1. Are children, young people and families in receipt of universal services appropriately supported?

Ref	PI ref	Description	Latest data	Period covered	Comparison to					
					Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different
37	AHS 3	Alcohol specific hospital admissions for under 18s (rate per 100,000)	56.2	2014/15-2016/17	Tracker	67.5	34.2	64.8		
					N/a	GREEN	RED	GREEN		
38	AHS 4	Young people aged 10-24 admitted to hospital as a result of self-harm	400.8	2016/17	Tracker	420.8	404.6	425.3		
					N/a	GREEN	GREEN	GREEN		

ALTOGETHER HEALTHIER

1. Are our services improving the health of our residents?

Ref	PI ref	Description	Latest data	Period covered	Comparison to					
					Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different
73	AHS 11	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	12.6	2014-2016	Tracker	15.7	9.9	11.6		
					N/a	GREEN	RED	RED		

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

81	AHS 16	% of individuals who achieved their desired outcomes from the adult safeguarding process	97.7	Apr–Jun 2018	Tracker	95.6				
					N/a	GREEN				