

Community Safety Overview and Scrutiny Sub-Committee

Council Plan – Year End Assessment of Delivery and Performance 2017/18

April 2018

Portfolio:

- Communities & Volunteering – Councillor L Green

Lead Officer: Paul Dowling, Strategic Director, Communities and Environment.

Support Officer: Anneliese Hutchinson, Service Director, Development, Transport and Public Protection

The committee undertakes scrutiny and review in relation to:

- Community Safety
-

Summary

This report sets out performance for the year end 2016/17 in line with the Council's Performance Management Framework. The report's focus is those 'Strategic Outcome Indicators' (SOIs) that fall within the remit of the OSC Community Safety Sub-Committee.

Performance is measured using trend analysis from the data reported last year rather than annual targets, as Strategic Outcome Indicators have 5-year targets set. Where data is not available to report at this time, this is noted and the data will be reported at the six month interval 2018/2019.




This report also highlights key actions delivered within the last six months against the new Council Plan 2015-2020.

Delivery of the Council Plan 2015-2020 Strategic Outcome Indicators: Summary of Performance
--




Year End Performance 2017/2018

The performance for the strategic outcome indicators which are available to be reported are noted below. Please note that performance commentary included in the overview section uses the following keys.

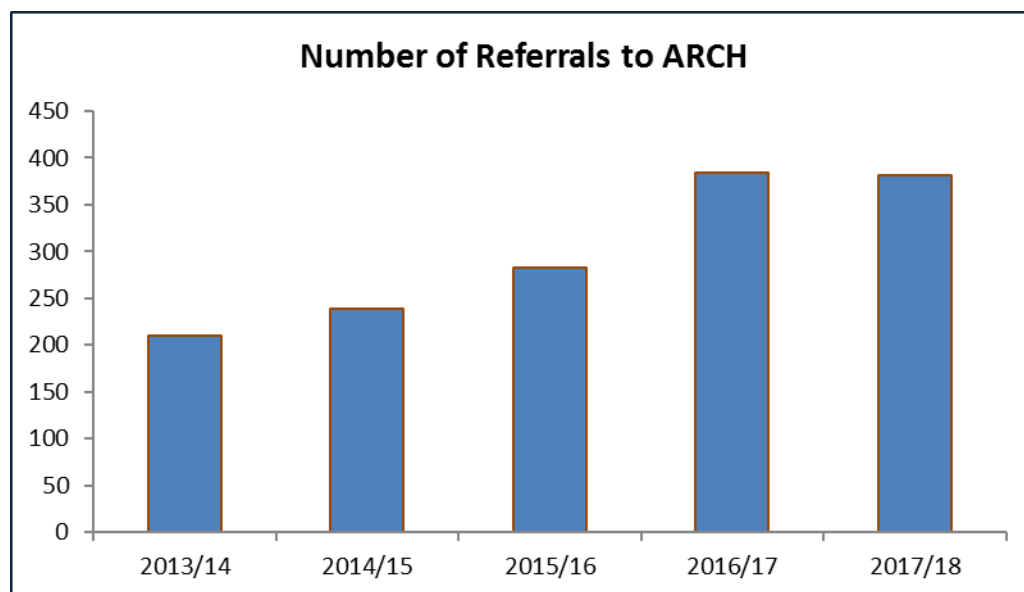
Performance Trend

 Decreasing	Performance has not improved from the year end result
 Maintaining	Performance has remained the same as year end result
 Improving	Performance has improved from year end result

Performance against 2019/2020 Target

 Not yet achieved	2020 target is not yet achieved
 Progressing towards target	Performance is progressing towards target and there is improvement from the last available result
 Achieving	2020 target is being achieved

LW27 – Referrals to ARCH
(Contributes to Live Well Gateshead)



Overview

2019 / 2020 Target
(to maintain and
track) = **282**

Performance Trend

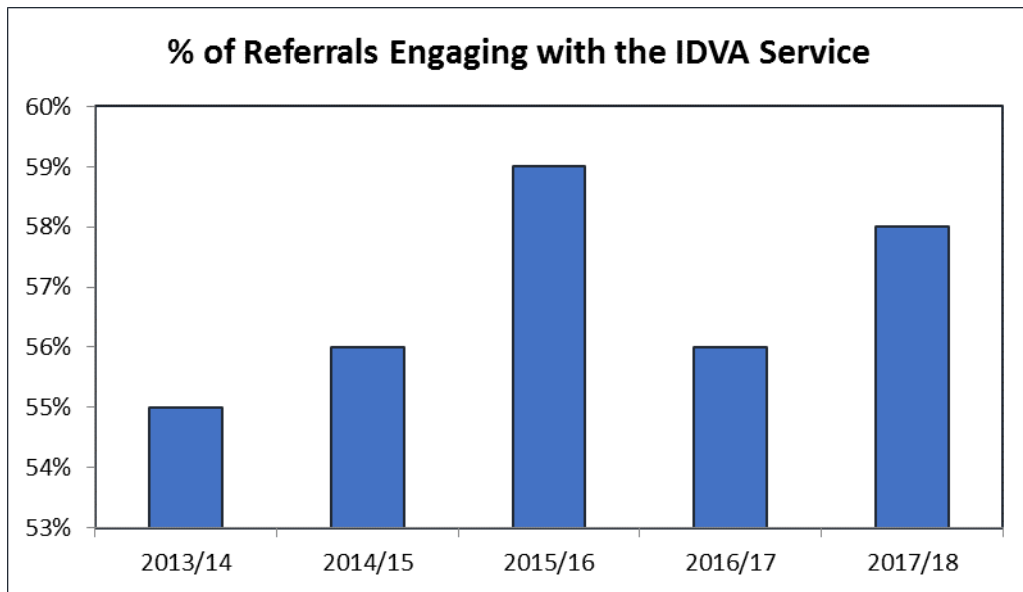


Performance
against 2019/2020
Target



Work continues to increase awareness of hate crime and, therefore, increase the number of referrals to the ARCH Hate Crime monitoring system. The target for this indicator was 282 referrals, which has been passed by a significant margin. There have been 382 referrals to ARCH in 2017/18, two fewer referrals than the previous year but 100 more than the target of 282 referrals.

LW28 – Percentage of high risk victims engaged with the Independent Domestic Violence Advisor (IDVA) service
(Contributes to Live Well Gateshead)



Overview

2019 / 2020 Target
(to maintain and track) = **59%**

Performance Trend

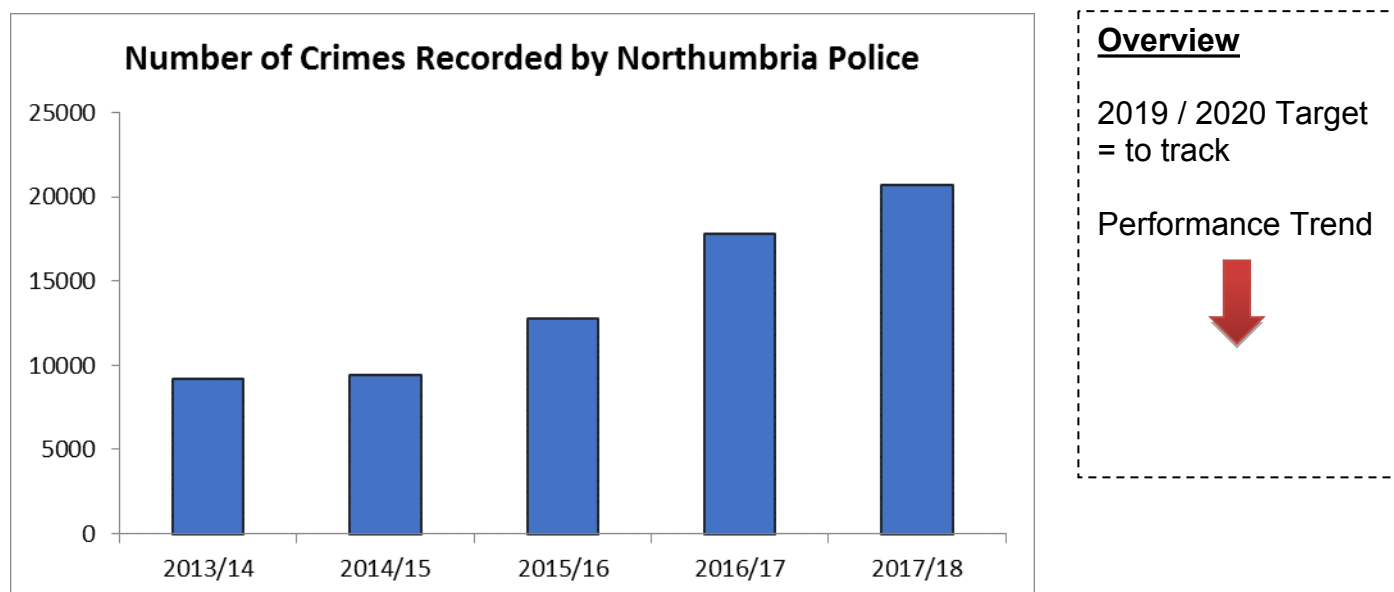


Performance
against 2019/2020
Target



The target for this indicator was to maintain performance of 59%. The engagement rate for 2017/18 is 58% for those the service has been able to contact. Referrals to the service, which deals with all high risk clients of domestic and sexual abuse, have increased in the last 12 months. There were 1,353 referrals received in 2017/18, compared to 1,255 in the previous 12 months. This represents an increase of 8% (+98 referrals).

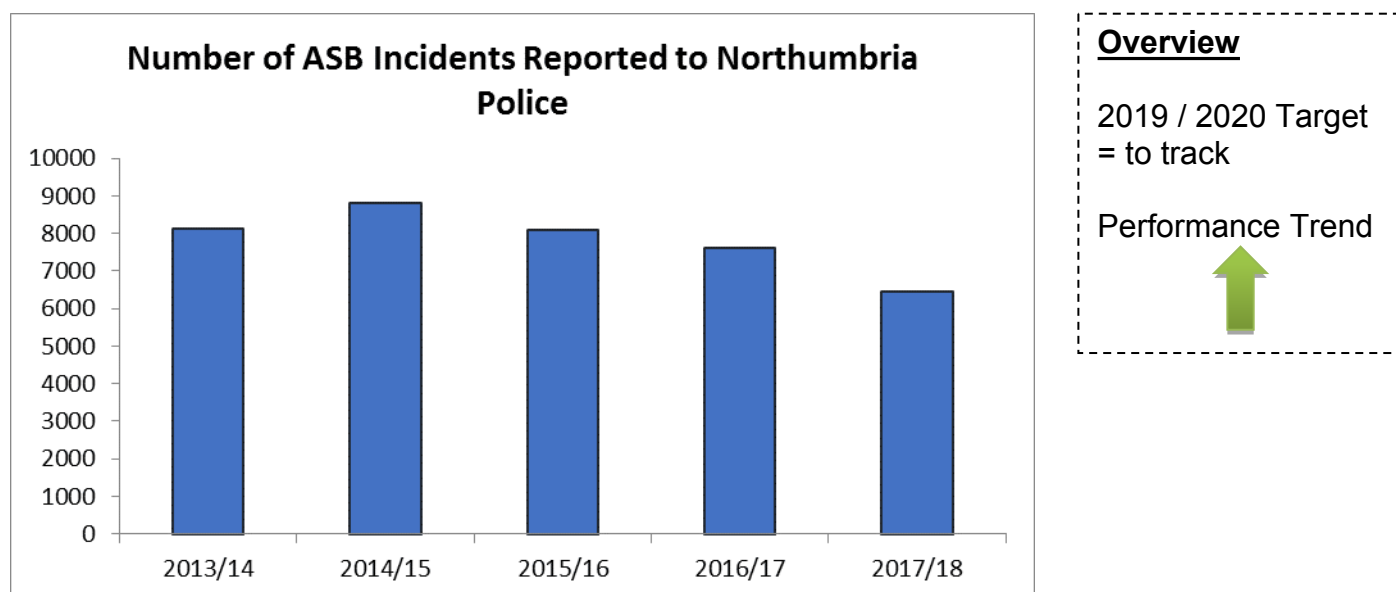
LW31 – Total recorded crime
(Contributes to Live Well Gateshead)



Although no target has been set for this indicator, performance has deteriorated when compared to the previous year. Data for 2017/18 shows that there has been a 16% increase in recorded crime in Gateshead compared to 2016/17. The increase can be, in part, attributed to national changes in the way in which crime is now recorded by police forces. Reports that were previously logged as incidents are now being recorded as crimes.

However, whilst the number of recorded crimes has increased, data shows that the rate of recorded crime (per 1,000 residents) is still relatively low in Gateshead. For the financial year 2017/18, there have been 102.802 recorded crimes in Gateshead per 1,000 residents. This is lower than the most similar family group average of 110.974.

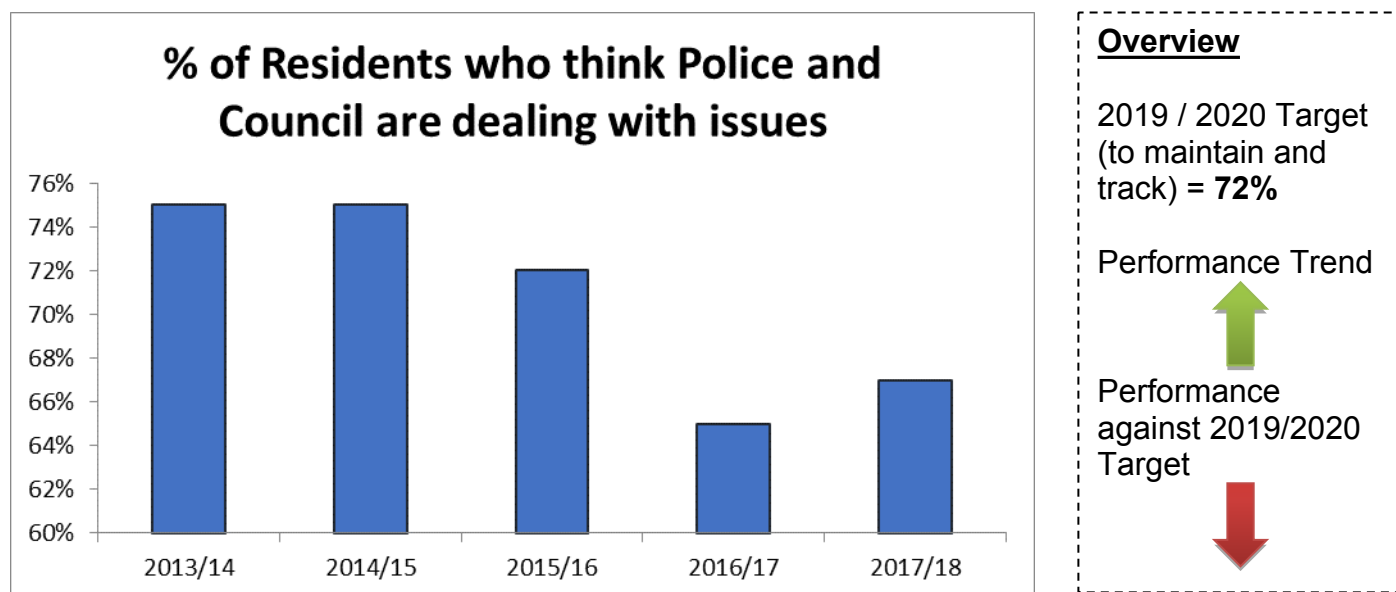
LW32 – Reported incidents of anti-social behaviour (ASB)
(Contributes to Live Well Gateshead)



Although no target has been set for this indicator, performance has improved when compared to the previous year. End of year figures shows that there has been a 15% reduction in the number of ASB incidents in Gateshead reported to Northumbria Police compared to 2016/17.

Whilst performance have improved, there still remain those areas which are susceptible to incidents of ASB, and partners are working together to identify and address the issues raised in order to improve the quality of life for all Gateshead residents.

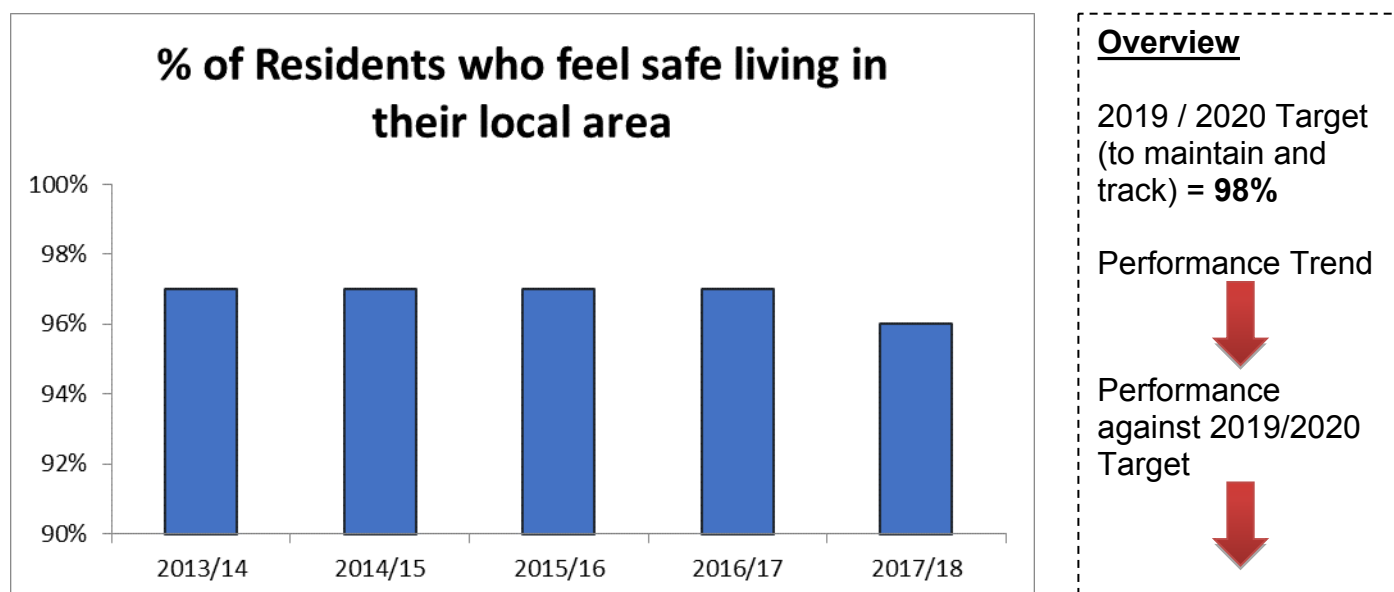
LW33 – Proportion of people who agree the police and council are dealing with the ASB and crime issues that matter
(Contributes to Live Well Gateshead)



The target for this indicator is to maintain the figure of 72% achieved in 2015/16. In total, 67% of respondents to the Safer Communities Survey agree that the police and council work together to address crime and ASB issues that matter. Performance has therefore deteriorated. Although disappointing, this is comparable to other area commands within the Northumbria Police force area that have also seen reductions in confidence. Furthermore, confidence has improved slightly in 2017/18 compared to 2016/17, when confidence was at 65%.

In Gateshead, a perceptions programme has been launched with key partners to address some of these perceptions, particularly in those ward areas where perceptions are significantly lower than the Gateshead average. This involves a series of bespoke engagement events targeting hard to reach communities to understand their concerns, enhance trust and confidence in services and build community resilience.

LW34 – Proportion of people who very or fairly safe living in their neighbourhood
(Contributes to Live Well Gateshead)



The target for this indicator is to maintain the figure of 98% achieved in 2015/16. In total, 96% of respondents to the Safer Communities Survey in 2107/18 feel very or fairly safe living in their neighbourhood. Performance has therefore deteriorated slightly. This slight deterioration is on par with the Northumbria Police force average, where feelings of safety have dropped slightly in the last 12 months. Despite this, it is still very positive that 96% of residents feel safe in their neighbourhood.

The perceptions programme, mentioned above in the commentary for LW33, will help address some of the issues that make people feel unsafe in their area.

Delivery of the Council Plan 2015-2020 Key Achievements & Areas for Improvement
--

This section provides key highlights of progress that has been made against the three shared outcomes within the Council Plan. It also provides actions that will be progressed within the next six months.

Achievements

LW27 – Increase the number of referrals to ARCH

- The launch of a workplace Hate Crime Champions network to increase awareness and support for victims of hate crime. To date, 30 people have signed up to the scheme
- The production of a DVD to raise awareness of hate crime and hate crime on public transport. The short film will be used as part of a training package for public transport workers and within local community groups.
- A Northumbria-wide hate crime conference which was held at Gateshead College. The day involved victims of hate crime sharing their stories to help shape and improve services in the future.
- Show Racism The Red Card was commissioned to run a series of education workshops to raise awareness of race equality and hate crime. Altogether, 2,000 pupils across 16 primary schools in the Borough participated in the workshops which focused on recognising and reporting hate crime.

LW28 – Domestic Abuse – the % of high risk referrals who have engaged with the Independent Domestic Advisor Service

- The initiation of an internal review of domestic abuse services and functions delivered by Gateshead Council, with the view to improving the response to victims. A new delivery model is being developed and will be implemented in 2018/19.
- Collaboration with other local authorities across Northumbria to secure funding for a number of domestic abuse-related projects (including A&E Health Advocates and Housing Outreach Worker)
- The commissioning of Deter Innovations to deliver a local perpetrator programme to allow a number of male offenders to access a 26 week course to challenge their offending behaviour.
- Producing a self-assessment against the Joint Targeted Area Inspections to help us prepare for and explore any gaps in our current service relating to domestic abuse should Gateshead be selected. Where necessary, any additional actions have been included within the domestic abuse action plan.

LW31 – Total recorded crime in Gateshead

- Implementing a range of activities to disrupt the day-to-day activities of those involved in organised crime and operating in Gateshead. This work has drawn in expertise from a range of partner organisations including: HMRC, DVSA, Environment Agency, Home Office (formally UK Border Force) and the Gangmaster and Labour Abuse Authority. Activity has included targeted raids on premises but also increased scrutiny by the regulatory teams of the Council.
- Routinely undertaking joint operations with partners, primarily Northumbria Police and the Council. These are often in depth targeted operations and include but are not limited to:
 - Operation Axel - a multi-agency disruption operation to tackle issues of environmental crime in the East of Gateshead.
 - Operation Axel Roads – Compliance and Enforcement in relation to the taxi trade and waste and scrap metal carriers and collectors.
 - Operation Dahoon – Disruption activity and safeguarding around human trafficking associated with identified sites in Gateshead.
 - Operation Kes - Investigation in relation to rental properties and identified individuals involved with this business activity.
- In the last six months, the number of prosecutions taken by the Council has increased. This is reflective of targeted work across a range of areas and includes, but is not limited to, Housing, Trading Standards, waste-related crime, Planning and Highways enforcement.

LW32 – Reported instances of anti-social behaviour

- Training in the region of 100 officers (council and police) to increase awareness and use of the tools and powers available to tackle anti-social behaviour. This has resulted in a number of individuals being served with injunctions, premises being closed and criminal behaviour orders being served, all in an effort to curb anti-social individuals.
- The delivery of the Phoenix Project with Tyne and Wear Fire and Rescue Service, working with young men who were at risk of offending. In delivering this project, we have diverted young people from becoming involved in anti-social behaviour.
- The launch of an ASB volunteer service to support vulnerable victims of anti-social behaviour. As at March 2018, eight volunteers have completed the online training and are providing support to 10 victims of ASB. Service satisfaction is a key part of the learning process, with victims being contacted during the service and after the case has been closed. Latest figures show that 80% are completely satisfied with the service they are receiving.

Areas for Improvement / Future Focus

LW27 – Increase the number of referrals to ARCH

- The remains work to be done with certain community groups to raise awareness of the importance of reporting hate crime. Over the next few months, partners will work with these groups to identify barriers to reporting and put measures in place to overcome these.
- Following the success of the 2017 hate crime conference, partners will aim to build on this and host a range of activities during Hate Crime Awareness Week 2018.

- A “Speed Faithing” event is to be held in Gateshead in July. This will be the first time an event of this kind has been held in Gateshead and will involve representatives from seven different faiths: Islam, Sikhism, Roman Catholicism, Baha’I, Judaism, Church of England and Zoroastrian. To date there are 35 delegates signed up to the event, with the remaining 15 places expected to be booked in the coming weeks.

LW28 – Domestic Abuse – the % of high risk referrals who have engaged with the Independent Domestic Advisor Service

- Complete the internal review of domestic abuse services in the Council and implement any recommendations that arise from this.
- Implement any recommendations that arise from the Domestic Homicide Review for Adult D.
- Working in conjunction with Commissioning and Office for the Police and Crime Commissioner, consideration is to be given to the approach to Perpetrator Programmes across Northumbria, including seeking additional funding for future delivery of the programmes.

LW31 – Total recorded crime in Gateshead

- Through the ASB, Crime and Confidence group, identify crime trends and issues to help residents and business prevent themselves from becoming victims of crime.
- Northumbria Police has recently relaunched its Integrated Offender Management (IOM) programme. In embedding this process into everyday working practices, it is hoped that the offending behaviour of the most prolific offenders will be addressed, preventing them from re-offending in future.

LW32 – Reported instances of anti-social behaviour

- The process for dealing with youth-related anti-social behaviour is to be revised by partners to ensure that it is fit for purpose in light of the changes to services within the Council.
- Undertake a review of how ASB is tackled across Gateshead. This will involve all council services, The Gateshead Housing Company and Northumbria Police and will aim to provide a more joined up approach to tackling ASB in Gateshead.