

# Communities and Place Overview and Scrutiny Sub-Committee

## Making Gateshead a Place where Everyone Thrives Six-monthly Assessment of Delivery and Performance 2018/19

10 December 2018

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### **Portfolio:**

- Communities & Volunteering – Councillor L Green

**Lead Officer:** Tony Alder, Interim 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
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### **Summary**

This report sets out performance for the first six months of 2018/19 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 Communities and Place.

This report highlights key actions delivered within the last six months against the Council's strategic approach of Making Gateshead a Place Where Everyone Thrives.

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## Strategic Outcome Indicators: Summary of Performance

### Six Month Performance 2018/2019

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.

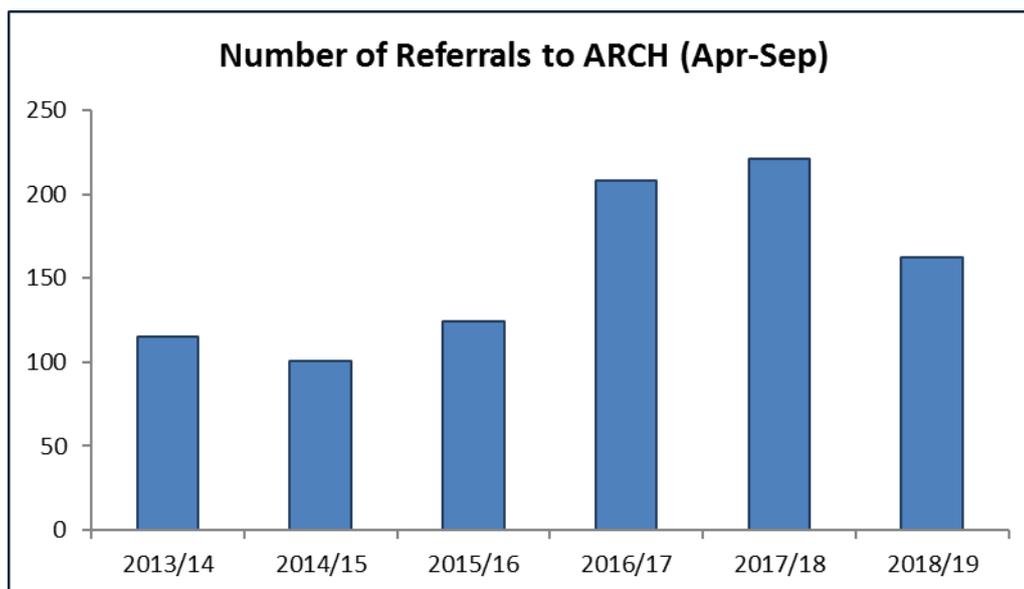
#### ***Performance Trend***

 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 hate crime reports. The target for this indicator is 282 referrals. For the six months to September 2018, the number of referrals made is lower than the previous year (162 referrals compared to 221 in the previous year). This reduction is partly due to the low numbers of reports made in April 2018. This is a trend that has been noted across the country. However, the number of hate crime reports has picked up in the second quarter and, if reports continue as they have done in recent months, the target of 282 is expected to be met.

As of October 2018, the ARCH Hate Crime reporting system will no longer be operational, therefore the number of hate crime reports made will be collected internally by the Community Safety team as opposed to being recorded on an external system. These changes should not affect the number of reports made.

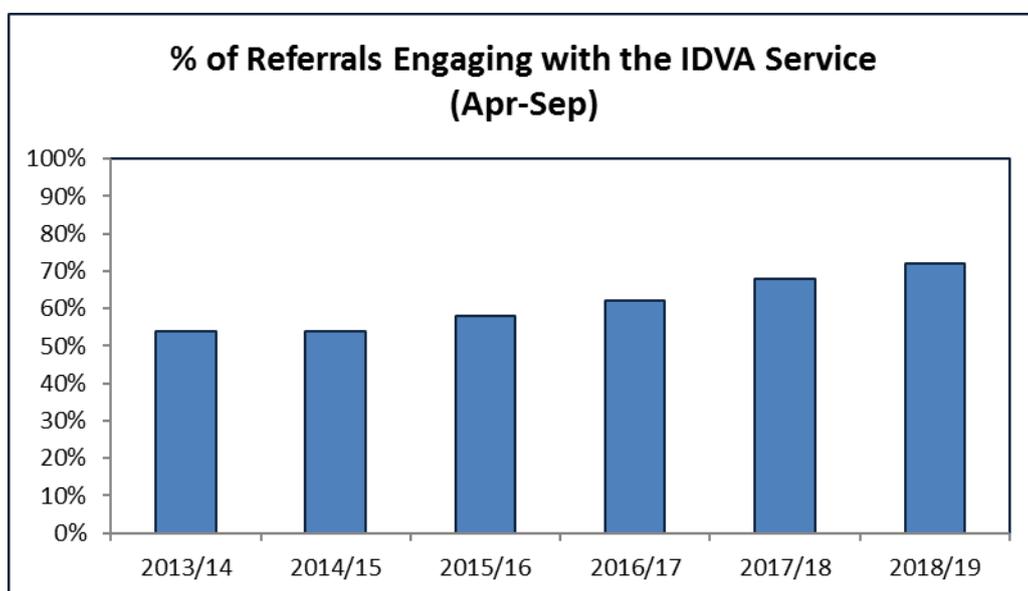
Key achievements

- National Hate Crime Awareness Week took place between 13<sup>th</sup> and 20<sup>th</sup> October 2017. A number of events took place across the borough to further raise awareness of hate crime and encourage victims to come forward. The main event for Gateshead was “Experts by Experience”, an event which saw victims of hate crime talk about their personal experiences and the impact that hate crime has had on them.
- A bespoke hate crime tracking database has been developed to identify and respond to hate crime in Gateshead and ensure an enhanced service is provided to victims.
- Home Group has worked closely with partners in Gateshead to make some significant changes to national policies and procedures. This in turn has led to an increase in reports of hate crime amongst their tenants.

## Areas of focus over next six months

- Working with Special Branch we will embed the new Prevent reporting form within referral processes which will strengthen our internal data collection and identification method to ensure that we are capturing all referrals.
- Launch the new Gateshead Hate Crime reporting system to make it easier and quicker for professionals to log hate crimes and encourage increases in self-reported or witnessed incidents.
- Establish a Strategic Hate Crime Supporting Victims task and finish group to review referrals to VictimsFirst Northumbria and look at initiatives designed to increase the uptake of support services.

## **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 the first six months of 2018/19 is 72% for those the service has been able to contact. Referrals to the service, which now deals with all clients of domestic and sexual abuse, regardless of risk level, have increased in the last 12 months. There were 824 referrals received in the first six months of 2018/19, compared to 652 in the previous 12 months. This represents an increase of 26% (+172 referrals).

As of August 2018, the Domestic Abuse service in Gateshead has changed to work with victims of all risk levels. This is expected to have an impact on the engagement rate of victims and now makes it difficult to compare performance to previous years.

## Key achievements

- To improve engagement of victims of domestic abuse, Domestic Violence car is operational. This provides an opportunity for an Independent Domestic Violence Advisor to

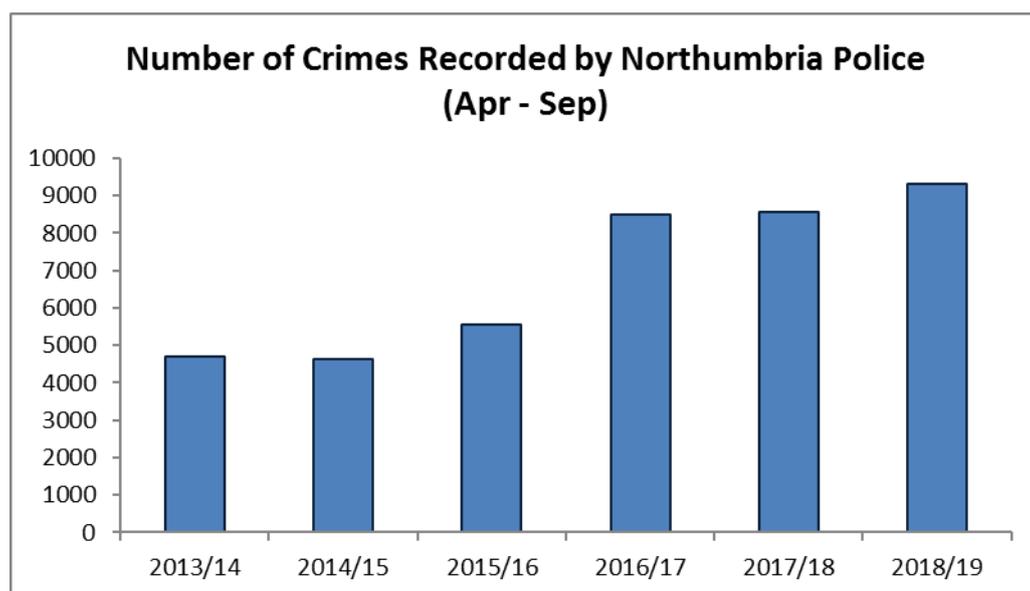
accompany a police officer to a domestic incident, increasing the chances of engagement between the victim and the worker.

- As of August 2018 the Domestic Abuse service now works with medium-risk victims of domestic abuse rather than solely high-risk victims. This has provided consistency of services and, in some cases, an offer of support that the victim may not have had access to previously.
- A specialist children's worker is now based in the domestic abuse team, ensuring continuity of support between services for the parent and the child.

#### Areas of focus over next six months

- The new domestic abuse service will be launched in November 2018.
- Finalise the domestic homicide review for Adult D and implement any of the recommendations identified.

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



#### Overview

2019 / 2020 Target  
= to track

Performance Trend



Recorded crime in Gateshead continues to increase. Between April and September 2018, recorded crime in the borough increased by 8%, with an additional 869 crimes recorded compared to April-September 2017. This increase, although of some concern, is lower than most of the other area commands in the Northumbria Police Force area and is slightly lower than the overall increase for Northumbria which currently stands at +9%.

Whilst performance is deteriorating with the number of crimes reported, data shows that the rate of recorded crime (per 1,000 residents) is still relatively low in Gateshead. For the six months to September 2018, there have been 46.41 recorded crimes in Gateshead per 1,000 residents. This is lower than the most similar family group average of 50.99.

## Key achievements

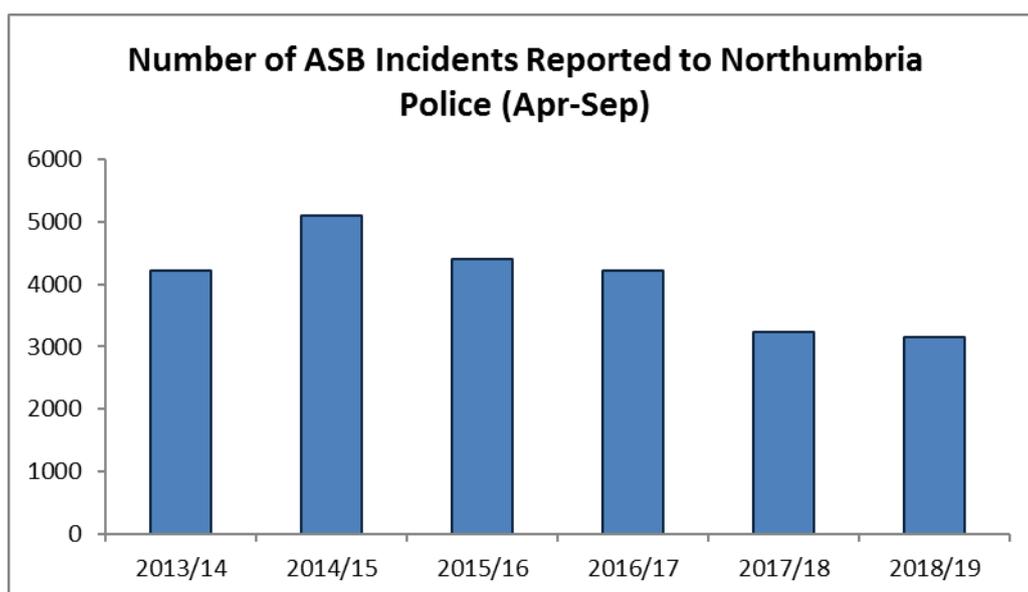
- Operation Magnet, the police operation to tackle organised crime across the force has received more partnership focus and input in the last six months. A number of operations involving key partners have taken place aimed at disrupting these networks as far as possible.
- Several operations have taken place in the last six months to address environmental crime. These include:
  - Operation Itinerant – a borough-wide operation to tackle scrap metal traders
  - National Rogue Trader Week operation targeted illegal tyre sales
  - Additionally, a large test purchase operation is planned for 5<sup>th</sup> November with Trading Standards focusing on firework sales

## Areas of focus over the next six months

- Work is ongoing with police colleagues to improve the partnership element of Operation Magnet.
- Consult with members of the public on four proposed Public Space Protection Orders:
  - Pensher Street East
  - Mill Road/Baltic Car Park area
  - Dog Control Orders (Borough-wide)
  - School Parking
- Continue to develop the Integrated Offender Management in order to effectively and efficiently deal with complex offenders in Gateshead.

## **LW32 – Reported incidents of anti-social behaviour (ASB)**

*(Contributes to Live Well Gateshead)*



### Overview

2019 / 2020 Target  
= to track

Performance Trend



Incidents of anti-social behaviour reported to Northumbria Police have fallen so far this year. There have been 3,143 incidents reported, compared to 3,236 in the previous year and equating to a reduction of 3%. The figures for youth ASB are also positive, with a 12% reduction reported

so far this year. Despite these reductions, tackling anti-social behaviour remains a priority for the Community Safety Board.

Whilst performance have improved, there still remain 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.

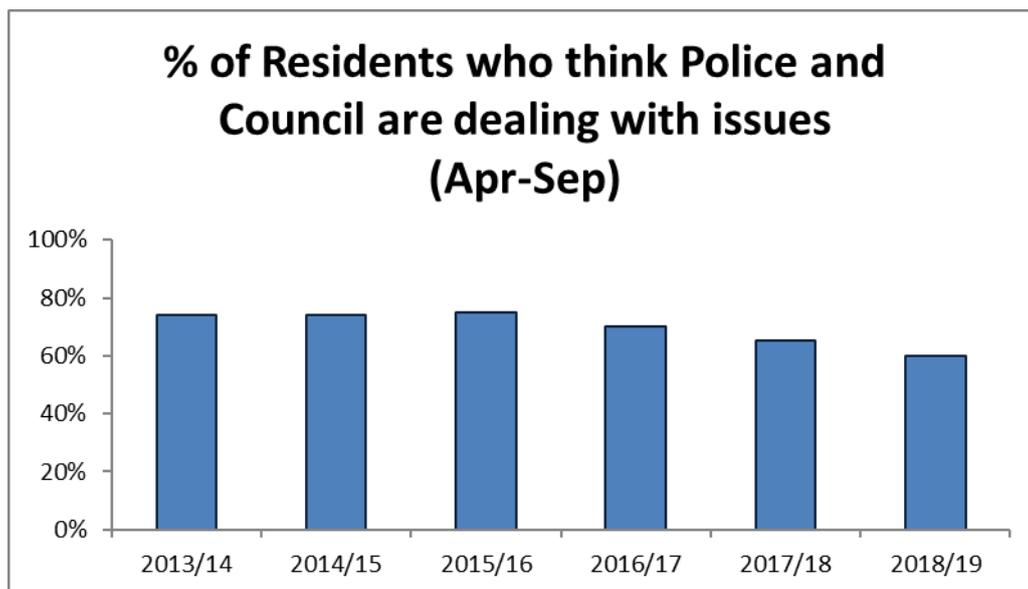
### Key achievements

- To help address youth anti-social behaviour in hotspot locations, Operation Clasper is in effect across the borough. The process involves taking the details of a child or young person who is believed to be involved in anti-social behaviour. Any young person repeatedly stopped will receive a home visit from police and housing officers or, if this fails to address their behaviour, more formal action will be considered.
- The use of the tools and powers that form part of the ASB, Crime and Policing Act 2014 has increased in the first six months of 2018/19. Many residents may not understand the difference the use of these powers has made but, for partners, this increased knowledge has enabled officers to address issues and problematic individuals at an early stage, preventing escalation and therefore reducing the impact these behaviours have on the wider community.
- The first successful injunction for a person under 18 years of age was granted earlier this year, with positive requirements attached to the injunction to ensure that the young person is encouraged to change their behaviour through positive experiences.

### Areas of focus for next six months

- Engagement and diversion of young people has been identified by partners as a gap. Partners are trying to secure funding to improve services for young people in the community.
- A review all of partnership meetings that are held to discuss complex individuals is due to take place. This will streamline the approach partners take and reduce duplication for services.
- Undertake a systems-thinking review of how we tackle ASB to ensure we have the right approach to supporting victims.

**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)



**Overview**

2019 / 2020 Target (to maintain and track) = **72%**

Performance Trend

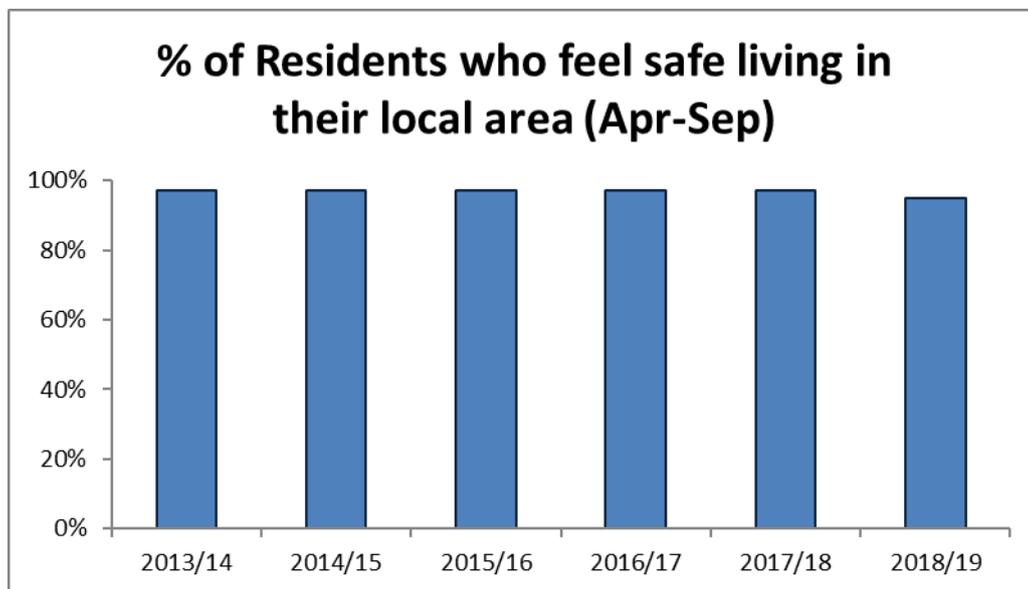
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Performance against 2019/2020 Target

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The target for this indicator is to maintain the figure of 72% achieved in 2015/16. In the first six months of 2018/19, 60% of Gateshead respondents feel that the council and police are working together to deal with the anti-social behaviour and crime issues that matter. This figure is lower than the figure reported in the first half of 2017/18 (65%) and lower than the Northumbria Police Force average (64%).

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



**Overview**

2019 / 2020 Target (to maintain and track) = **98%**

Performance Trend

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Performance against 2019/2020 Target

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The target for this indicator is to maintain the figure of 98% achieved in 2015/16. In total, 95% of respondents to the Safer Communities Survey in the first six months of 2018/19 feel very or fairly safe living in their neighbourhood, slightly lower than the figure reported in the six months of 2017/18. This figure is marginally lower than the Northumbria Police force average, where the

proportion of people feeling safe currently stands at 97%. Although below target, it is still very positive that 95% of residents feel safe in their neighbourhood.

### Key achievements

- A series of world café events have taken place across the borough since March 2018 to improve partnership working in Gateshead. Each of the four events held have been well attended by members of the public and partners. They have given residents an opportunity to celebrate the good things about their neighbourhood, whilst also allowing partners to understand the issues that really matter to residents.

### Areas of focus for next six months

- Partners will meet in November to discuss the world café events. Each of the events will be reviewed and a plan for future engagement activity will be proposed to ensure they meet the needs of the community.

### **Proposed Amendments to Existing Strategic Indicators**

- LW32 – Reported incidents of ASB
  - It is proposed that this indicator is amended to incorporate other sources of reported anti-social behaviour. As well as police-recorded incidents, data collected would also include anti-social behaviour reported to the Private Sector Housing team and The Gateshead Housing Company
- LW27 – Referrals to ARCH
  - The ARCH Hate Crime recording system was decommissioned in November 2018. It is proposed that this indicator is changed to reflect changes in recording. Data collected will include reports made via the council's online reporting system and reports made to the police
  - 2019/20 will be the baseline year for this indicator as this is a different way of recording hate incidents.
- LW31 – Total recorded crime
  - It is proposed that this indicator is changed to report only on violent and serious acquisitive crime
  - Violent and serious acquisitive crime includes all violence against the person, robbery, sexual offences, burglary, theft of motor vehicle and theft from motor vehicle
  - In 2017/18 violent crime accounted for 40% of all recorded crime in Gateshead. In reporting on these crime types only, partners will begin to understand the effects these crimes have on victims
  - There will be no target set against this indicator
- LW33 – Proportion of people who agree the police and council are dealing with the ASB and crime issues that matter
  - This indicator has not changed but, rather than having a numerical target for this indicator, it would be preferable to set the target as being the best performing local authority in the Northumbria Police Force area. The reason for this is that this is more of a challenge for partners and the figures reported across Northumbria for this indicator fluctuate

- LW28 – Percentage of high risk victims engaged with the Independent Domestic Violence Advisor (IDVA) Service
  - Currently, this indicator measures the engagement rate of high-risk clients. The newly-established Domestic Abuse service now works with medium-risk victims as well as high-risk victims, meaning that data collected post-October 2018 cannot be compared to previous years' data
  - Due to changes in this service, it was felt that there was a better way of capturing the effectiveness of the service and so it is proposed that this indicator will now report on ***the proportion of cases closed where the risk level has reduced***
- A new indicator is proposed that would seek to reducing the gap between those wards with the highest crime rates and those wards with the lowest crime rates. This would assist in measuring partners' effectiveness in supporting people to thrive.
- It is proposed that one indicator is deleted altogether. The figures for LW34, which measures the proportion of people who feel very or fairly safe in their neighbourhood, do not change significantly and have not been below 95% in the eight years the Safer Communities Survey has been surveying residents