

**PERFORMANCE REPORT AND VALUE FOR MONEY SELF-ASSESSMENT  
2008/2009**

**Report of the Chief Executive, Director of Finance and Deputy Chief Executive**

**1 Why has this report come to committee?**

- 1.1 To provide members with a value for money assessment in relation to Safer Communities for the period April 2008 to March 2009 as part of the committee's work programme. It includes findings from a range of performance information including spend, investment, improvements, residents perception and both national and local indicators including those within the Local Area Agreement.

**2 Background**

- 2.1 On an annual basis the Audit Commission's 'Use of Resources Assessment' considers how well organisations are managing and using their resources to deliver value for money and better and sustainable outcomes for local people. The Audit Commission provides a score and judgement on value for money in the use of resources which in turn contributes to an overall score for the council's Comprehensive Area Assessment (CAA) Organisational Assessment.
- 2.2 Although it is no longer a statutory requirement to produce a Value for Money Self Assessment to inform this judgement the council has chosen to do so to demonstrate how well we manage and use our financial resources to achieve value for money.
- 2.3 The Audit Commission has continued to publish 'Value for Money Cost Profiles' which inform our assessment and are referred to within the report. The cost profiles are used to compare Sunderland's position relative to other Metropolitan Authorities and its 'Nearest Neighbourhoods' (a group of other authorities which are assessed by the Chartered Institute of Public Finance and Accountancy (CIPFA) as having comparable demographics to Sunderland).
- 2.4 Members will recall that a new national performance framework has been implemented during 2008/2009. This includes 198 new National Indicators which replaces the Best Value Performance Indicators and Performance Assessment Framework Performance Indicators. As a consequence 2008/2009 has been a transition year as we develop baselines for the new indicators and ensure any corrective action will be effective in the new framework.
- 2.5 Two residents surveys were undertaken during 2008/2009, the council's annual residents survey which finds out residents views on council services

and the Place survey which is a statutory government survey which finds out residents views on all public services in the area. The Place Survey is a statutory survey which takes place every two years. The results from the Place Survey are used as the basis to calculate a number of new national perception indicators some of which are included in the Local Area Agreement (LAA). This report contains results for those performance indicators.

- 2.6 As part of this new framework 49 national indicators have been identified as key priorities to be included in the LAA. Targets have been agreed for these indicators through a process of negotiation with partners and government. These improvement targets will also be a key consideration in the Comprehensive Area Assessment (CAA) in terms of the extent to which the partnership is improving outcomes for local people.

### **3 Current position**

- 3.1 In preparing the report Directorates have reviewed the Audit Commission's Value for Money cost profiles in addition to a whole range of other performance information including satisfaction levels, and benchmarking information in order to formulate a balanced assessment of the position of each service area.
- 3.2 During the first year of the implementation of the new national performance framework we are only required by government to set targets for those performance indicators we have chosen to form part of the LAA. However to ensure we maintain a robust commitment to service improvement across the partnership in Sunderland both directorates and partners have, where possible, set targets for the other national and local performance indicators for 2008/2009. This cannot be done for all indicators as this is the first year of collection for a number of the new national indicator set and 2008/2009 needs to be used as a base lining year against which we can target future improvement. It is also important to note that in relation to many of the new national indicator set data are available at different points of the year and will not always readily follow the quarterly monitoring cycle.

**Appendix 1** provides a value for money assessment of each service area within the committees remit. The information is structured in the following way:

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| Section 1 | Financial information – how our spend compares with other authorities and efficiency gains   |
| Section 2 | Key improvements delivered – how we have spent the money including investment and progress in relation to those actions we identified in last years value for money assessment |
| Section 3 | What residents think of the services – results of the consultation exercises   |
| Section 4 | Performance – how the service is performing including progress in relation to LAA targets including any areas of risk  |
| Section 5 | Next steps – Plans to achieve greater value for money in 2009/2010   |

**Appendix 2** provides an overview of the position for relevant national indicators and also any local performance indicators that have been retained to supplement areas in the performance framework that are not well covered by the new national indicator set.

#### **4 Recommendation**

- 4.1 That the Committee consider the content of the report and provide comment where relevant to be included in the 2008/09 value for money assessment that will be presented to the Cabinet in October.

**Section 1 Financial information**

Service area	Cost per Head		Benchmarking Group	Latest Benchmark Position			
	2007/08	2008/09		Lower Quartile (less cost)	Lower Median Quartile	Upper Median Quartile	Upper Quartile (higher cost)
Community Safety	£2.40	£2.49	Metropolitan authorities				
			Nearest Neighbours				

Sunderland's costs for community safety are lower quartile when compared to both metropolitan authorities and nearest neighbour authorities.

**Section 2 Investment and Key Improvements made during 2008/2009**

A range of initiatives have been introduced to make the city centre a safer place to enjoy a night out, such as Best Bar None and the polycarbonate glasses scheme. In its first year, 13 city centre venues successfully achieved accredited Best Bar None status demonstrating their commitment to working in partnership to provide a safe and secure environment for their customers and staff. It is hoped that this will be rolled out across the city in 2009/2010.

Targeted work has taken place in communities experiencing disproportionate levels of crime e.g. 'Not in My Neighbourhood Week' which has helped improve feelings of safety.

Targeted police operations and partnership working has helped to close the gap between communities experiencing above average crime and disorder levels and the city average. In 2008/2009, only 5 wards in the city had recorded crime rates above the city average with three of these wards being in the city centre (and therefore affected by the city centre effect of issues such as higher visitor numbers, night time economy and the commercial centre).

As part of the Strategic Investment Plan a project to deploy rapid response CCTV cameras across the area regeneration frameworks in Sunderland has been implemented. Four rapid deployment cameras will be available for each area. With this facility available units can be relocated periodically or in response to a particular problem being highlighted which will allow a range of issues to be addressed including crime, anti social behaviour, fly tipping, nuisance neighbours, problems in parks and open spaces and special events. This process is facilitated by the Local Multi-Agency Problem Solving (LMAPS) Groups. A further four cameras will be held centrally to support intensive local activity or support other citywide crime and disorder deployment priorities. The CCTV system has now been procured and is operational awaiting a full launch in approximately 12 weeks following the refurbishment of the control room.

Since April 2007, additional home security has been provided to over 3000 victims of crime and vulnerable people to reduce risk of repeat victimisation and improve feelings of safety. 97% of those who have received the service said they felt safer as a result.

In March 2008 Sunderland City Council and its partners were announced as a Beacon Authority for Reducing Re-offending, one of the highest accolade of award schemes. This remains a priority for 2009/2010. A challenging target has been set to reduce the rate of proven re-offending by young offenders by 10% by 2010/2011. To date, the service has made a 19.4% reduction in the number of offences per 100 offenders when compared to the 2005 baseline.

Sunderland Youth Offending Service continues to deliver a range of interventions aimed at preventing young people getting involved in crime as well as dealing with those already in the criminal justice system to prevent re-offending. The Youth Offending Service continues to be one of the most high-performing in the country. The types of initiatives which engage with those at risk of offending and those already offending include: Wear kids, On Track, Phoenix, Intensive Supervision and Surveillance Programme (ISSP), Tackle It, Positive Futures, Challenge and Support, Parenting support and the Be Safe Weapons programme.

Trading standards and the police continue to educate licensees about under age sales of alcohol and enforce legislation where appropriate.

The successful taxi marshalls scheme will continue and become a permanent feature to help people feel safer in the city centre

The Safer Sunderland Partnership is committed to reducing the impact of domestic violence and has introduced new ways to help support victims. When tackling domestic abuse the main aim is ensuring the safety of victims and children who are experiencing domestic abuse, reducing levels of domestic abuse and raising awareness of the support available. A 24-hour helpline, refuge accommodation and specialist support workers are already available but new measures have been put in place aimed at providing additional support throughout the whole process. A new special domestic violence court has been introduced, with specially trained magistrates, experienced in dealing with domestic abuse cases. Support workers support victims through the court process and the aim is a successful prosecution and a reduction in repeat abuse. The third domestic violence refuge opened in September 2008. This is a 10 unit purpose built refuge providing accommodation, tailored support and guidance according to individuals recognised needs.

### **Section 3 Customer Focus**

The annual MORI survey tells us that residents generally perceive Sunderland as a safe place to be with 81% saying they generally feel safe in Sunderland as a whole compared to 78% in 2007, only 17% say they feel unsafe compared to 20% in 2007. In addition there are no differences in perceptions of general safety between white and ethnic residents this year whereas during the previous year black minority ethnic (BME) residents tended to feel less safe than others.

The percentage of residents feeling very or fairly safe walking outside in the city centre alone in the daytime slightly declined in 2008, from 87% in 2007 to 84% in 2008. While the percentage feeling very or a bit unsafe walking outside in the city centre alone after dark improved from 46% in 2007 to 41% in 2008.

94% of residents feel very or fairly safe in their own home compared to 93% in 2007.

Delivery of a marketing and communications plan including a major campaign (Not in our City) to tackle the perceptions of crime and disorder and improve feelings of safety, has supported improvements in perceptions of crime and disorder and worry about crime in Sunderland. The latter has improved significantly, dropping from 47% in March 2004 to 31% in 2008/2009.

Only 39% of residents feel informed about what the Council is doing to tackle anti-social behaviour, while 55% feel they are not informed. These are the same percentages that were recorded in 2007.

The place Survey tells us that resident's perception of anti social behaviour as a problem has improved considerably in Sunderland. Out of those surveyed:

- 23.5% of residents perceived anti-social behaviour to be a problem in their area compared to 30% in 2006.
- 32.7% of residents considered drunk and rowdy behaviour to be a problem in their area compared to 37% in 2006.
- 30.6% of residents considered drug use or drug dealing to be a problem compared to 47% in 2006.

#### **Section 4 Performance Information (outcomes delivered)**

There are a total of 31 indicators for Safer Communities in 2008/2009. As the majority of these indicators form part of the new National Indicator set and this is the first full year of collection we are unable to provide a direction of travel against them.

In relation to Safer Communities six national indicators are priorities identified in the LAA and associated improvement targets will be a key consideration in the Comprehensive Area Assessment (CAA) in terms of the extent to which the partnership is improving outcomes for local people. An overview of performance can be found in the following table.

<b>Performance Indicator</b>	<b>Performance 2008/09</b>	<b>Target 2008/09</b>	<b>Target achieved</b>	<b>Target 2009/10</b>
NI 30 Reoffending rate of prolific and priority offenders	1.10	1.12 (18% reduction in convictions)		17% reduction
NI 19 Rate of proven reoffending by young people	96 offences per 100 offenders	113 offences per 100 offenders		110 offences per 100 offenders)
NI 20 Assault with injury crime rate	8.84 per 1000 population	3% reduction 9.32 per 1000 population		5% reduction
NI 17 Perceptions of anti-social behaviour	23.5%	Not set baseline year		n/a survey undertaken every two years

There are no key risks in relation to the LAA at this stage. There are a number of areas of positive performance as follows:

In terms of recorded crime, Sunderland's crime rate continues to be below the national average with a 3% reduction for 2008/2009 compared to 2007/2008. This means that in the 6 years since 2002/2003 there have been almost 15,000 fewer victims of recorded crime (39% reduction).

Table 1 below shows a summary of performance against the main recorded crime categories for 1 April 2008 to 31 March 2009. It can be seen that there have been reductions in every main recorded crime category in the last year.

<b>Measure</b>	<b>Volume</b>	<b>% change</b>
Total crime	782 fewer crimes	3% reduction
House burglary	22 fewer crimes	2% reduction
Criminal damage	664 fewer crimes	10% reduction
Theft from motor vehicle	105 fewer crimes	6% reduction
Theft of motor vehicle/TWOC	159 fewer crimes	19% reduction
Robbery	9 fewer crimes	5% reduction
Violent crime	39 fewer crimes	1% reduction
Assault with less serious injury	219 fewer crimes	8% reduction
Other wounding	96 fewer crimes	4% reduction
Serious acquisitive crime	295 fewer crimes	8% reduction
Most serious violence excl GBH	19 fewer crimes	23% reduction

In relation to the assault with injury crime rate the target of 9.32 incidents per 1000 population has been achieved. The rate in Sunderland is 8.84 per 1000 incidents (this is the first year of collection no trend data is available).

In terms of numbers of problematic drug users in effective treatment, the current figures (as at end March 2009) for the 2008/2009 year show achievement as 812. This is 93 (10%) short of the target of 905 and demonstrates a slight decline over February. Though overall achievement of numbers of drug users in effective treatment remains lower than is required, rapid access to treatment pathways remain in place, as well as comparatively high rates of planned discharges and access to relevant clinical interventions.

There has been an 8.5% reduction in youth re-offending to 2007/2008. This has been supported by work around the pathways to reducing re-offending such as, education, employment and housing.

The ARCH multi-agency racist incident reporting system continues to improve. ARCH has been operating in Sunderland since October 2007 and there are now 13 partner agencies that have joined the ARCH scheme. Over 120 people from these organisations have been trained on the web based IT systems allowing them to add incidents onto ARCH. Once an incident is reported to ARCH, victims of racist incidents can be offered the most appropriate support, and where possible, action can be taken against perpetrators. The ARCH system is confidential and victims and witnesses can also choose to remain anonymous. During 2008/2009 259 racist

incidents were reported through the ARCH system, 100 incidents were followed up and victims offered support where relevant.

## **Section 5 Next Steps**

The council works with a range of agencies through the Safer Sunderland Partnership to ensure that everyone in Sunderland is, and feels, safe and secure. The Partnership has developed the Safer Sunderland Strategy 2008-2023 which sets out long-term plans to address some of the most challenging issues in Sunderland such as drug and alcohol misuse and anti-social behaviour.

The plan is being delivered through a combination of resources from different agencies and external sources including Sunderland City Council's budget. For 2009/2010 the council has allocated the following additional resources to help increase safety and reduce crime:

- Additional resources of £162,000 to priority projects, will help to support the provision of security measures for small retailers, increase capacity to target neighbourhood offenders and protect high risk domestic violence victims.
- Funding of £271,000 to the Council's Youth Offending Service. This will support the Restorative Justice project which allows victims of crime to meet and talk to offenders about the impact of crime on members of the public. The Youth Offending Service contacted all victims in 2008/2009 and 61 victims participated in the scheme. In addition the money will support the work of the Phoenix Project to educate 121 young people about the risks of fire and fire setting during 2009/2010.
- Funding of £42,000 is to be provided to meet the maintenance and operating costs of previously installed CCTV systems to continue to provide protection and reassurance to the public, businesses and visitors.

A sum of £962,000 was also allocated over a period of five years for 24 CCTV cameras which can be rapidly deployed across Sunderland to help prevent crime and disorder.

Northumbria Police have also announced an additional 30 Neighbourhood Police Officers for Sunderland to be based in Neighbourhood Policing teams. Fifteen officers are now in post and the remainder will be deployed by the end of 2009.