

COMMUNITY AND SAFER CITY SCRUTINY COMMITTEE

14 SEPTEMBER 2010

PERFORMANCE REPORT 2009/2010

REPORT OF THE CHIEF EXECUTIVE AND DEPUTY CHIEF EXECUTIVE

1.0 Purpose of the report

The purpose of this report is to provide Community & Safer City Scrutiny Committee with a performance update relating to the period April 2009 to March 2010. This report includes key achievements during 2009/10, resident's satisfaction with services and progress in relation to the LAA targets and other national indicators.

2.0 Background

- 2.1 Members will recall that a new performance framework was implemented during 2008/2009. This includes 198 new National Indicators which replaces previous national performance frameworks. As part of this new framework 49 national indicators have been identified as key priorities to be included in the Local Area Agreement (LAA). Performance against the priorities identified in the LAA and associated improvement targets have been reported to Scrutiny Committee throughout 2009 as part of the quarterly performance monitoring arrangements. The LAA priorities have been a key consideration in CAA in terms of the extent to which the partnership is improving outcomes for local people. CAA was introduced in April 2009 to provide an independent assessment of how local public services are working in partnership to deliver outcomes for an area. However, the coalition government have abolished CAA with immediate effect. Progress in the LAA will continue to be monitored through 2010/11 (which is the last year of the agreement) through the Council and the Sunderland Partnership's performance management and reporting arrangements. The performance will be reviewed when further national direction is available to ensure that it is fit for purpose
- 2.2 As part of the development of Scrutiny particularly in terms of strengthening performance management arrangements, Policy Review recommendations have been incorporated into the quarterly performance report on a pilot basis. The aim is to identify achievements and outcomes that have been delivered in the context of overall performance management arrangements to enhance and develop Scrutiny's focus on delivering better outcomes and future partnership working. The next progress report will be provided in December 2010.
- 2.3 **Appendix 1** 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 national indicator set.

3 Findings

3.1 Key achievements

Sunderland City Council is the sole award holder of a Local Innovation Award from the Idea (Local Government Improvement and Development Agency) for the Policing our communities together theme. This award recognises the fact that Sunderland has displayed strong evidence of a well organised and effective partnership approach to tackling crime and anti-social behaviour. The links that Sunderland has made with the wider criminal justice agenda, its long term vision, neighbourhood level problem solving structures and communication strategy are innovative, well implemented, and should have a significant positive impact on public confidence. Sunderland's elected members, officers and partners are now available to assist Community Safety Partnerships (CSPs) across the country with their public confidence and wider community safety work through:

- a Councillors' Call for Action event on community safety and public confidence, 23 June 2010.
- mentoring and coaching
- hosted visits - both to Sunderland City Council and Sunderland representatives visiting CSPs
- the Community Safety College

During 2009, following the success of the pilot XL Youth Village Events, Youth Villages, were rolled out across the city at 10 different venues. 78 events were organised throughout the summer, with 1,230 different young people attending, with between 100 to 200 young people attending each night. Taking a modern approach and offering young people a very different experience from the traditional youth club, the XL Youth Village combines, music, street dance, sport, advice and other services to young people during Friday and Saturday evenings. Designed to offer positive activities to young people, the free mobile village offers a really smart way of being able to move into areas where little or no youth provision exists. Early results show a reduction in youth related anti-social and criminal behaviour and improved community cohesion in the areas where the villages are operating.

A campaign to make the city centre even safer was launched by the Safer Sunderland Partnership – 'The Difference Between Drink and Drunk is U' is a partnership between the Safer Sunderland Partnership and Northumbria Police. It aims to make the city centre a safe place for everyone to enjoy, extra police are on patrol throughout the city centre on Friday, Saturday and Monday nights to reassure the extra people who come into the city centre and action taken against anyone causing trouble.

Not in My Neighbourhood Week, saw police join forces with partner agencies, such as Sunderland City Council, DVLA, and Gentoo, to target crime and disorder in communities across the city. Throughout the week, police increased their patrols with members of the local authority and Gentoo, 'notices seeking possession' were served, Children Services carried out

truancy patrols, and the DVLA carried out stop checks of more than 5000 vehicles. In addition, Trading Standards carried out test purchases at off-licences and retailers selling fireworks were targeted. In parts of the city, offenders carried out tough demanding work to benefit the community as part of community payback initiatives. Community payback gives offenders the chance to 'pay back' to local communities by doing work which helps to improve the environment. The tough punishment forms part of their order supervised by Northumbria Probation.

The Taxi Marshalling Scheme is helping people to get home safely from the city centre after a night out. It consists of three fully licensed and trained marshalls being on duty at the taxi ranks on Friday and Saturday nights. The successful operation of the scheme has meant that additional pilot coverage for a restricted period to cover Monday nights has now been introduced. Following consultation with taxi drivers the marshalling at West Street has now been replaced by marshalling at Park Lane. As a result of the marshalling there has been a noticeable reduction in the number of incidents of disorder and queue jumping.

Best Bar None is a scheme where bars, pubs and clubs can demonstrate their commitment to working in partnership to providing a safe and secure environment for their customers. The scheme allows the people who run pubs, clubs and bars to demonstrate how well they do their job – highlighting the policies they have in place to deal with a whole range of potential problems. It ensures that those who show they work responsibly for the safety of their customers are recognised and rewarded. The Best Bar None 2010 scheme was launched in June 2010 and is city-wide, it is hoped that the number of licensed premises participating in the scheme will increase (there are currently 13 premises participating).

A pilot scheme aimed at reducing the potential dangers of broken glass in nightclubs and bars has been heralded a success. A survey carried out across the city showed that drinkers welcomed the introduction of polycarbonate glasses with the majority overwhelmingly agreeing that the virtually unbreakable glasses made them feel safer. The majority of drinkers said the glasses made them feel safer and that they were an excellent idea. Comments included "It will mean less accidents with glasses" and "It's a great idea, it will make drinking much safer." Many people also thought that it was particularly important that they were used on match days. The majority of those surveyed said it wouldn't bother them to drink out of a polycarbonate glass.

3.2 Customer Focus

Two thirds of residents (67%) agree that local public services are working to make the area safer.

Perceptions of anti social behaviour are improving - fewer residents think that anti social behaviour in their local area 22.2% of residents compared to 23.5% in 2008.

In order to record how serious residents perceive anti-social behaviour to be in their local area, they were asked to indicate how big a problem they believe seven particular issues to be. The percentage of residents that describe each of these issues as a very big problem can be found in the table below.

Type of Anti Social Behaviour	Very Big Problem 2009/10	Very Big Problem (2008/09)	Percentage Change
Noisy neighbours or loud parties	5%	7%	-2%
Teenagers hanging around the streets	18%	22%	-4%
Rubbish or litter lying around	16%	17%	-1%
Vandalism, graffiti and other deliberate damage to property or Vehicles	12%	13%	-1%
People using or dealing drugs	11%	12%	-1%
People being drunk or rowdy in public places	13%	13%	=
Abandoned or burnt out cars	2%	3%	-1%

3.3 Performance

People in Sunderland are feeling safer thanks to the continued success of partnership working in the city to reduce crime, anti-social behaviour and substance misuse. Sunderland's crime rate continues to be below the national average with an 11% reduction for 2009/2010 compared to 2008/2009. This means that in the 7 years since 2002/2003 there have been over 17,000 fewer victims of recorded crime.

The table overleaf shows a summary of performance against the main recorded crime categories for 1 April 2009 to 31 March 2010. It can be seen that there have been reductions in most main recorded crime categories in the last year.

Measure	Volume	% change
Total crime	2665 fewer crimes	11% reduction
House burglary	156 fewer crimes	16% reduction
Criminal damage	985 fewer crimes	16% reduction
Theft from motor vehicle	187 fewer crimes	11% reduction
Theft of motor vehicle/TWOC	179 fewer crimes	26% reduction
Robbery	32 fewer crimes	20% reduction
Violent crime	557 fewer crimes	11% reduction
Assault with less serious injury	384 fewer crimes	16% reduction
Other wounding	372 fewer crimes	14% reduction
Serious acquisitive crime	556 fewer crimes	16% reduction
Most serious violence excl GBH	17 more crimes	9% increase

In relation to Safer Communities six national indicators are priorities identified in the LAA. An overview of available performance can be found in the following table.

Performance Indicator	Performance 2008/09	Performance 2009/10	Trend	Target 2009/10	Target achieved
NI17 Perceptions of anti social behaviour	23.05%	22.2%	▲	20.3%	✘
NI 19 Rate of proven reoffending by young people	96 offences per 100 offenders	81 offences per 100 offenders	▲	110 offences per 100 offenders	✓
NI 20 Assault with injury crime rate	8.84 per 1000 population	7.50 per 1000 population	▲	9.13 per 1000 population	✓
NI 30 Reoffending rate of prolific and priority offenders	-17.6	-33	◀▶	17% reduction	✓
NI32 Percentage reduction in repeat victimisation for those domestic violence cases being managed by a MARAC	n/a	12%	n/a	34%	✓
NI38 The average offending rate by those identified as Class A drug misusers	Not available	Not available	Not available	Not available	Not available

A full overview of performance can be found in appendix 1. The following section contains those performance indicators that are declining and / or haven't achieved the target set for 2009/10.

3.4 Areas for Improvement

NI 15 Serious violent crime rate

There was a slight increase in the number of most serious crimes per 1,000 population, from 0.66 in 2008/09 to 0.72 in 2009/10. The year end figure showed a 9% rise on the previous year representing a rise of 17 crimes. The Police have commissioned a problem profile to examine the rise in most serious violence, however, this has not shown any obvious patterns with regard to location, time characteristics of victims.

NI 17 Perceptions of anti social behaviour

Perceptions of anti social behaviour are improving, 22.2% of residents perceive a range of different types of anti social behaviour to be a problem compared to 23.05% in 2008/09. Performance is not on schedule to achieve the LAA target of 20.3%

During 2009/10 the committee has focused attention on tackling the issue of anti social behaviour by conducting an in-depth review of action being taken by the council and the Safer Sunderland Partnership to combat anti social behaviour and the fear of anti social behaviour. The action plan is currently being developed and implemented to further improve resident's perceptions of anti social behaviour.

NI 18 Re-offending rate for adult offenders

Adult re-offending rates have increased from 3.91% to 4.02% during 2009/10. A target was not set for 2009/10.

The following actions have been identified to address performance issues.

- In Sunderland there is evidence that the availability of bed and breakfast accommodation, albeit poor quality, attracts transient offenders from outside the area. There is ongoing work with the Supporting People Manager, police and probation to determine the extent of the problem and quantify the impact this has on NI 18 performance. The CQC (Care Quality Commission report) has acknowledged this as a problem as part of the Safeguarding agenda.
- There was evidence that offenders on probation caseloads over this period were afforded a degree of leniency in order to meet national compliance targets that consequently led to high levels of acceptable absences when attending for statutory supervision requirements. This has now been addressed and acceptable absences have been limited to 4 for the duration of an order or licence.
- The IOM unit has been established and was launched on 12th May. This will enable probation to work more intensively with high crime causers. Extra resources have been provided by the DOMs unit and an additional probation officer has been deployed to the unit. Work is also underway to analyse the top 200 high crime causers and establish which of those are on statutory supervision but not on DRR, ATR or PPO. An agreement has been reached with Probation to move extra resources into the unit if necessary.
- There is evidence that Young offenders in Sunderland have not been transferring to adult supervision effectively. A transition protocol has been developed in conjunction with the YOS manager.
- There is an agreement with the LDU Manager that in conjunction with the probation performance unit that there will be an audit of sentencing patterns in Sunderland to see if this has an impact on NI 18.
- The Total Place IOM work stream is analysing performance data and governance arrangements across South of Tyne and Wear and this should

support the implementation of IOM in Sunderland and contribute to improvements in the NI 18 target.

- Last year there was an increase in shoplifting in Sunderland and this would have affected the target. Shoplifting has now decreased.
- Work is underway to analyse the re-offending rate of offenders subject to ATRs to contribute to decisions about commissioning and the effectiveness of these requirements.
- A Rapid Process Improvement Workshop was carried out in June. The Rapid Process Improvement Workshop has improved the retention in treatment from drug testing on arrest to start of treatment. This will ensure the drug using offenders are actively engaged in treatment and therefore reduce the risk of re-offending.

NI 41 The percentage of residents who consider drunk or rowdy behaviour to be either a fairly big, or very big problem in the local area

More residents think that drunk and rowdy behaviour is a problem 36.5% compared to 32.7% the previous year. Performance is not on schedule to achieve the LAA target which is 32.7%.

A range of improvement activity is being implemented to improve performance which includes:

- Operation Barracuda (to tackle city centre violent crime) was implemented and this was also backed up by a strong marketing element with outdoor media and press coverage (Drink or Drunk Campaign) including the use of the street projector. 'Lock Em Inn' Leaflets (on the consequences of alcohol related crime and disorder) were developed and delivered in bars, pubs, clubs in the city centre.
- The range of initiatives to help improve safety in the night time economy include (i) Best Bar None which has been re-launched with 22 assessors trained to allow citywide roll out of the scheme (ii) Pubwatch (iii) Introduction of polycarbonate glasses (iv) and taxi marshals.
- The Safer Sunderland Partnership TV film day for June focused on safety initiatives in the night time economy including the taxi marshals, street pastors and personal safety in the night time economy.
- Drink Banning Orders (DBOs) have been introduced with the city's first 2 successful applications in July 2010. These were backed up by strong media coverage.
- The Community and Safer City Scrutiny committee has agreed its work programme topic for the year will be "alcohol, violence and the night time economy" to investigate the issue further .

4 Recommendation

That the committee considers the continued good progress made by the council and the Sunderland Partnership and those areas requiring further development to ensure that performance is actively managed.