

CRIME & DISORDER OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:	Corporate Performance Report: Quarter 1 (2016/17)
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Policy context:	The report sets out Quarter 1 performance for indicators relevant to the sub- committee

SUMMARY

The Corporate Performance Report provides an overview of the Council's performance for each of the strategic goals (Clean, Safe and Proud).

The report identifies where the Council is performing well (**Green**) and not so well (**Amber** and **Red**). The RAG ratings for 2016/17 are as follows:

- **Red** = more than the '**target tolerance**' off the quarter target and where performance has *not improved*
- **Amber** = more than the '**target tolerance**' off the quarter target and where performance has *improved or been maintained*
- **Green** = on or within the '**target tolerance**' of the quarter target

Where performance is more than the '**target tolerance**' off the quarter target and the RAG rating is '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to address poor performance.

Also included in the report are Direction of Travel (DOT) columns, which compare:

- Short-term performance – with the previous quarter (Quarter 4 2015/16)
- Long-term performance – with the same time the previous year (Quarter 1 2015/16)

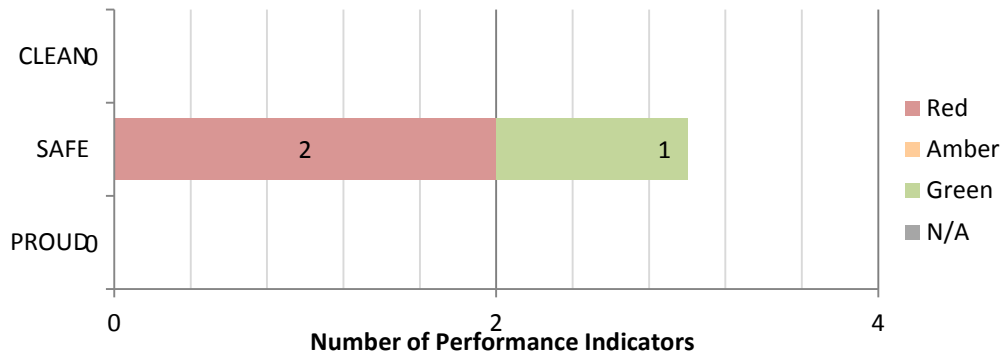
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A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance is the same.

OVERVIEW OF CRIME & DISORDER INDICATORS

3 Corporate Performance Indicators fall under the remit of the Crime & Disorder Overview & Scrutiny sub-committee. These relate to the SAFE goal.

Q1 2016/17 RAG Summary for Crime & Disorder



Of the 3 indicators, 2 have been given a RAG status. **2 (66.6%)** are **Red** and **1 (33.3%)** are **Green**.

The current levels of performance need to be interpreted in the context of increasing demand on services. Also attached to the report (as **Appendix 2**) is a Demand Pressure Dashboard that illustrates the growing demands on Havering Community Safety Partnership services and the context that the performance levels set out in this report have been achieved within.

RECOMMENDATIONS

That Members of the Committee:

1. **Review** the levels of performance set out in **Appendix 1** and the corrective action that is being taken, and
2. **Note** the content of the Demand Pressures Dashboard attached as **Appendix 2**.

REPORT DETAIL

HAVERING WILL BE CLEAN AND WE WILL CARE FOR THE ENVIRONMENT

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There are no Crime & Disorder indicators under the CLEAN goal. However, it should be noted that the Anti-Social Behaviour Panel may look into cases of environmental anti-social behaviour which relate to fly-tipping and graffiti, and would impact on the image and cleanliness of the borough.

PEOPLE WILL BE SAFE, IN THEIR HOMES AND IN THE COMMUNITY

Currently there are three indicators relevant to Crime and Disorder, of which 2 are currently shown as having a red RAG status (66.6% of indicators, those being: repeat domestic violence cases going to MARAC and number of total notifiable offences reported), and 1 is currently shown as having a green RAG status (33.3% of indicators; number of anti-social behaviour incidents).

One target (total notifiable offences, which is being monitored) is unlikely to see any reductions due to significant changes made in how the data is recorded becoming embedded over the previous several months. This is largely down to changes in the recording of violent crimes, which account for a third of all crimes recorded in Havering. Adverse performance in this sub-category of crime has a detrimental impact on the overall level of crime. A summary of these changes is given below.

In April 2014 there were considerable changes made in how police forces record and classify violent crimes, which has contributed to a 'manufactured' rise in violent crime figures nationally, but equally greater integrity in recording. The changes followed recommendations made by Her Majesty's Inspectorate of Constabularies (HMIC), which raised concerns about the level of crimes being reported to police which were not recorded officially as crimes. On average, nationally, 20% of crimes reported to police which should have been recorded as crimes were not.

Examples of how the changes impact on crime, and specifically violent crime, are given below:

- Any incidents of violence, even historical disclosures made, must now be recorded as a crime. The date of the record will be the date of the disclosure and will be counted within that reporting period. Previously, before the inspection, a historic disclosure of violence would not have been recorded officially nor counted. The new method should improve the police's ability to better identify repeat victims of violence, particularly domestic abuse.
- All incidents of violence reported to the police now must be recorded officially as crimes, even if the victim has no desire to substantiate an allegation or make a report. The new method should improve police understanding of crime patterns, where and when crime occurs, and accuracy of violent crime hotspots. This in turn should contribute to more informed deployment of frontline resources.

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- Changes have also been made to how crimes are classified, which means defining exactly which crime has taken place (i.e. Common Assault, Actual Bodily Harm). The offences which make up violence with injury are primarily Actual Bodily Harm and Grievous Bodily Harm. The offence of common assault does not count towards violence with injury. Any visible injury, even a reddening of the skin, should be counted as Actual Bodily Harm, however many minor injuries were being recorded by police forces as Common Assault. There has been a rise in the proportion of common assaults being upgraded to Actual Bodily Harm, which is ensuring that recording methods are compliant with HMIC requirements. This however is also contributing to a rising level of violence with injury.
- An emerging change in reporting and recording which has occurred since January 2016 has been the rigorous recording of all incidents taking place in schools, a new requirement of schools officers. Any fight or harassment involving school children, e.g. a playground fight which could involve children aged from 10 to 16, must now be logged officially on the crime recording information system. Previously such incidents would have been dealt with informally within schools. This has already contributed to an additional 300 violent crimes between April and June of 2016/17.

Highlights:

- Anti-Social Behaviour: ASB incidents (1,392) are above the target (1,324) but are within +10% of the variable tolerance. The number of anti-social behaviour incidents reported has increased by 15.1% (from 1,209 to 1,392) in Q1 2016-17, and is higher than the overall increase London wide of 3.1% during the same period. The number of repeat callers has remained stable at 245 for the quarter. During Q1 2016/17 there was one caller who made in excess of 80 calls to police regarding anti-social behaviour during a small space of time, which has impacted adversely on the performance figures. This individual has deteriorating health due to dementia and was reporting incidents that could never be substantiated and weren't taking place when police attended. This individual was referred to adult safeguarding. Unfortunately, whilst no anti-social behaviour had actually taken place, the calls will remain categorised as such.

Improvements required:

- Repeat Domestic Violence cases going to MARAC are increasing locally. The current rate of repeats is 43.9% (Q1 16-17 figure) compared to a national average of 24.5%. This is notably higher than the 30.8% repeat referral rate in Havering for all of 2015/16, and higher than the previous quarter which was 36.9% (Q4 15-16 figure).

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Safe Lives (formerly CAADA), which designed MARACs, recommend that for an established MARAC the rate of repeat referrals would be in the range of 28-40%, and Havering is currently exceeding the upper threshold as of the first financial quarter of 2016-17. A repeat referral is one which has previously been referred to a MARAC within the previous 12 months. Whilst there are locally defined thresholds which trigger referrals (Violence, Sexual Offences, escalation, professional judgement), a repeat referral can be made regardless of whether or not the behaviour experienced by the victim meets the local referral threshold. Repeat referrals in most cases are made in order to prevent escalation of more serious behaviour, such as violence, rather than waiting for a case to reach threshold again. Better identification of DV and improved recording is helping us to identify escalation more effectively, leading to more repeat referrals. Havering also has seen a rise in MARAC to MARAC referrals from other boroughs, where we have repeat victims being moved into the borough from across London and neighbouring police force areas.

There is also a target to increase the number of cases referred to the MARAC, which forms part of a funding bid to the Mayor's Office for Policing and Crime (with funding being dependent on successfully meeting the target). Reports of Domestic Violence continue to increase nationally. With 800 additional reports received in Havering during 2015/16 and an additional 300 for Q1 2016/17, the Council expects to see an increase in referrals. The annual target for MARAC referrals was 216. There were 250 Domestic Violence MARAC referrals in 2015/16. The referral target agreed with MOPAC for 2016-17 is 232 referrals.

Demand continues to grow for domestic violence services. Domestic violence is the biggest single issue, in terms of volume and demand, facing policing and community safety. There is also a notable demand on local authority services, with domestic violence being the single highest volume reason during 2015-16 for referrals to the MASH and children's services in Havering.

The significant increases in victims being identified, now through multiple agencies rather than just policing and community safety, and reports being made are, as expected, leading to more demand for preventative actions and interventions through the MARAC and commissioned services. The capacity to meet increased demands effectively may impact negatively on the level and frequency of repeat referrals – more demand is likely to lead to delays in successful outcomes (i.e. criminal justice timeliness).

- Havering is currently under resourced in terms of Independent Domestic Violence Advocates who manage MARAC cases, with 2 FTE currently unavailable. Issues with the Victim Support IDVA service, managed and commissioned by the Mayor's Office for Policing & Crime, have been raised at the highest level by Havering and numerous other Community Safety Partnerships across London who are experiencing staffing/capacity problems with the new service.

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- There is currently a rise in total recorded crime (TNO) of 18.5% for this financial year in Havering. This compares to a 5.5% increase across London. Whilst a significant amount of the rise is expected due to changes in recording practices to violent crime and criminal damage (a "manufactured increase"), there have also been increases in Burglary, with particular targeting of elderly households. Resources and kit have been provided by Community Safety to the police, along with an intelligence led work plan in order to continue to deliver Safe Zones, with a target to complete at least 1 each month, however, the police have completed none in Q1 2016-17.

OUR RESIDENTS WILL BE PROUD TO LIVE IN HAVERING.

There are no Crime & Disorder indicators under the PROUD goal. It should be noted that Havering Community Safety Partnership services contribute to Corporate Performance Indicator NI117 (percentage of NEETs), working with children and young adults as part of our reducing reoffending panels.

IMPLICATIONS AND RISKS

Financial implications and risks:

Adverse performance against some Corporate Performance Indicators may have financial implications for the Council, particularly where targets are explicitly linked with particular funding streams (e.g. the Mayor's Office for Policing & Crime fund). Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by Cabinet at the start of the year.

Cleared Comie Campbell, Interim Strategic Finance Business Partner - 13/07/2016

Human Resources implications and risks:

There are no specific Human Resource implications and risks.

Cleared Geraldine Minchin, Strategic HR Business Partner - 14/07/2016

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to review the Council's progress against the Corporate Plan and Service Plans on a regular basis.

Cleared Stephen Doye, Legal Manager - 15/07/2016

Equalities implications and risks:

The following Corporate Performance Indicator rated as 'Red' could potentially have equality and social inclusion implications for a number of different social groups if performance does not improve:

- **CSP2** – Repeat Domestic Violence cases going to the MARAC

The commentary for this indicator provides further detail on steps that will be taken to improve performance and mitigate these potential inequalities.

Cleared Savinder Bharna, Corporate Diversity Advisor - 13/07/2016

BACKGROUND PAPERS

The Corporate Plan 2016/17 is available on the website at <https://www.havering.gov.uk/Documents/Council-democracy-elections/Corporate%20Plan%20201617.pdf>

Appendix 1



Appendix 1
(CPR-Q4) Crime and I

Appendix 2



Appendix 2 Demand
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