

CRIME & DISORDER OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:

Corporate Performance Report:
Quarter 4 (2016/17)

CMT Lead:

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Officer)

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Policy context:

The report sets out Quarter 4 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 for 2016/17 (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 were 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 3 2016/17)

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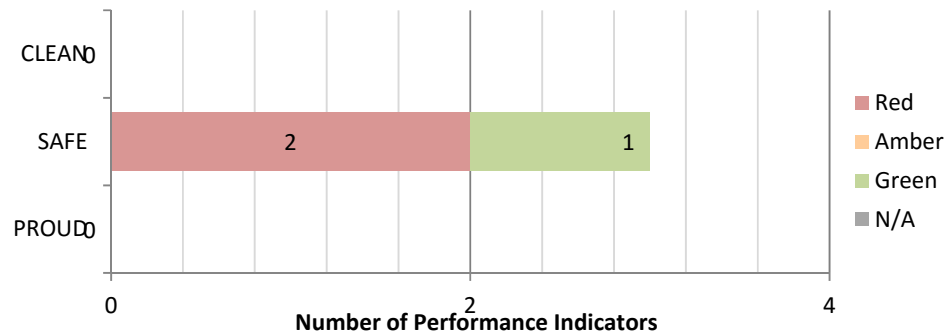
- Long-term performance – with the same time the previous year (Quarter 4 2015/16)

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.

Q4 2016/17 RAG Summary for Crime & Disorder



Of the 3 indicators 2 (66.6%) were **Red** and 1 (33.3%) was **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 two (66.6%) ended the year with a red RAG status (those being: *number of anti-social behaviour incidents* and *number of total notifiable offences reported*). One indicator (33.3%) ended the year with a green RAG status (*repeat domestic violence cases going to MARAC*).

The intended reduction was not achieved against one target (total notifiable offences) due to changes in how crimes are recorded taking effect. 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. Nationally there were huge variances in how some forces were recording crime and the accuracy rate with which offences were recorded; and subsequently this meant that across the country many victims of crime were not receiving the service they deserved. HMIC assessed all forces including the Metropolitan Police Service (MPS) and made recommendations on how practices should be improved.

Changes were implemented in 2014 and these have contributed to a 'manufactured' rise in violent crime figures nationally, but equally greater integrity in recording. The effect of the changes to recording practices may take several years to be accepted as a base-line for future performance, and HMIC is returning to forces across the country to review how recommendations have been implemented. The MPS has not yet been subject to such a review.

The level of violent crime is likely to be impacted by changes, as in previous years incidents which included any physical contact as a relatively minor part of another offence (such as a victim attempting to stop a suspect) may have been recorded as another offence. Changes mean that a separate assault should now be recorded.

Violence against the Person accounts for 34.6% of *total notifiable offences* recorded in Havering, and performance in this sub-category of crime has a detrimental impact on the overall level of crime. The whole-London rate for *violence against the person* offences compared to *total notifiable offences* is 30.6%; with other boroughs in North East London experiencing a rate between 30 and 34.6%.

A summary of the changes in recording practice is given below.

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- 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; however now if police speak to a victim who discloses that they have been subjected to many years of abuse then this could generate numerous crime reports. 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.
- 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 etc). 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 being recorded.
- 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 (CRIS). Previously such incidents would have been dealt with informally within schools.

Highlights:

- An unusually high number of domestic violence cases referred to the Multi-Agency Risk Assessment Conference (MARAC) in Q1 had already been referred in the previous 12 months, leading to the Q1 repeat rate being 43.9% (25 of 57). This is a contrast to the Q2 figure of 6 of the 71 referrals (8.5%) being repeated. In Q3, 17 of 59 cases referred were repeated (28.8%); and in Q4, of the 72 cases referred to MARAC, 12 had been previously referred in the preceding year (16.6%). Cumulatively, the repeat MARAC referral rate for the financial year was 23.1%. This is below the national average of 24.5% which we are using as our target, however falls within the 5% variable tolerance agreed on, hence the 'green' RAG status. The recommended guidelines as set by Safe Lives - the national charity which

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designed MARACs and co-ordinates work against Domestic Abuse - is a repeat rate of 28-40%.

- 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 the 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 total 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).
- 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, and domestic offences accounted for 14.2% of total notifiable offences over the last financial year. Domestic Violence with Injury accounts for 4.4% off all TNOs. There will be crossover between these cases and the violence against the person figure mentioned earlier depending on the specific circumstances of each case.
- The significant increase in victims being identified through multiple agencies and referrals being made accordingly 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 has recently filled the post of the Violence Against Women and Girls Officer, which will ensure work to tackle this important issue remains co-ordinated.
- The Violence against Women and Girls Strategy is due to be refreshed by October 2017.
- The tri-borough policing pathfinder project introduced a new model for protecting vulnerable people (now called the safeguarding strand). This element went live at the end of March 2017 and should see notable improvements in the coming year.

Improvements required:

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- The total number of offences (TNOs) recorded in 2016/17 was 16,173, an increase of 6% from 15,252 in 2015/16. The TNO figure for the whole of London has increased by 4.6%. The sub-category of *violence against the person* accounts for the majority of the increase, rising 10.6% from 5,057 offences in 2015/16 to 5,595 offences in 2016/17. Reductions in *burglary* (-26), *robbery* (-5), and *drugs offences* (-152) have off-set the aforementioned increase in violence, and an increase in *theft and handling* by 115 offences.
- There has been an increase both locally and across London in *gun crime* and *knife crime* between 2015/16 and 2016/17. London as a whole has seen an increase in *knife crime* from 9,742 to 12,074 offences (+23.9%) and in *gun crime* from 1,793 offences to 2,544 offences (+41.8%). In Havering we have experienced a slight increase from 194 *knife crime* offences to 205 (+5.6%); and a rise in *gun crime* from 46 offences in 2015/16 to 75 offences in 2016/17 (+63%). The Mayor of London is due to launch a pan London Knife Crime Strategy following the election. Recommendations from the strategy will be included in the refresh of Havering's current Serious Group Violence Strategy which will be completed in October 2017. The introduction of the tri-borough policing pathfinder model also means that Havering now has access to a dedicated gangs unit. This should enhance our ability to prevent and track gang activity across the three boroughs through improved information sharing.
- The total number of ASB reports recorded by Police during 2016/17 was 6,162. This represents an increase of 25.6% from 4,906 reports in 2015/16. The figure for Q4 in isolation was 1,356 reports; an increase of 24.5% on the 1,089 reports in Q4 2015/16. All quarters in 2016/17 have seen an increase on the 2015/16 levels of demand (15.8% in Q1; 42.8% in Q2; and 15.9% in Q3).

The Q3 report highlighted that a significant proportion of ASB incidents related to traveller incursions on open spaces. Each phone call from a member of the public to inform Police of the incursion counts as a separate incident, therefore over the course of several days each incursion can generate dozens of calls.

The majority of the 814 ASB calls this quarter related to 'rowdy behaviour,' accounting for 383 incidents. The second most prolific cause for contacting police to report ASB was 'vehicle nuisance' at 167 calls. It has not been possible to map the locations calls have been received in relation to, however a common location identified when reviewing the 'vehicle nuisance' calls was the Ferry Lane and Coldharbour Lane area.

The Tasking Enforcement Group continues to be developed to address location-based and high-volume localised hotspots of anti-social behaviour using multi-agency interventions. The ASB Panel and Community MARAC continue to deal with repeat victims and complex cases which produce a high volume of calls (i.e. neighbour nuisance, harassment and intimidation).

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The tri-borough policing pathfinder has seen an increase in dedicated ward officers and the introduction of a partnership hub. A dedicated single point of contact has been established at inspector level to deal with traveller incursions across the three boroughs.

A revised *Community Safety Plan 2017-20* was approved by the Havering Community Safety Partnership (HCSP) in April 2017, and will shortly be taken to Cabinet and then on to full Council. This will ensure that our actions are targeted against the issues identified in the 2016 Strategic Assessment process.

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 relating to the percentage of young people who are not in education, employment or training (NEET), working with children and young adults as part of our reducing reoffending panels.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising directly from this report which is for information only.

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. Should it not be possible to deliver targets within approved budgets this will be raised through the appropriate channels as required.

Human Resources implications and risks:

There are no specific Human Resource implications and risks.

Legal implications and risks:

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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.

Equalities implications and risks:

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

- Total number of notifiable offences (TNOs)
- Number of anti-social behaviour (ASB) incidents

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

BACKGROUND PAPERS

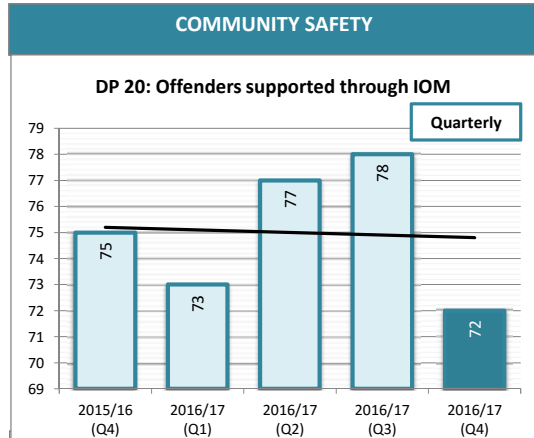
Havering's Vision is available on the website at

http://www.havering.gov.uk/info/20007/council_and_democracy/327/haverings_vision

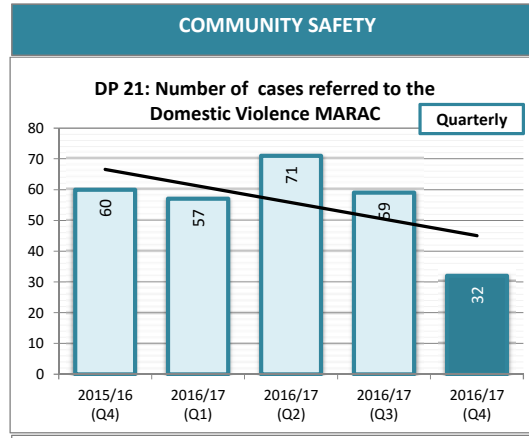
RAG Rating	Direction of Travel (DOT)	Description
Green	↑	Corporate Plan Indicator
		On or within the 'tolerance' of the annual target
		Short Term: Performance is better than the previous quarter Long Term: Performance is better than at the same point last year
Amber	→	Outturns reported cumulatively (C)
		More than the 'tolerance' off the annual target but where performance has improved or been maintained.
		Short Term: Performance is the same as the previous quarter Long Term: Performance is the same as at the same point last year
Red	↓	Outturns reported as snapshot (S)
		More than the 'tolerance' off the annual target and where performance is worsening
		Short Term: Performance is worse than the previous quarter Long Term: Performance is worse than at the same point last year
		Outturns reported as rolling year (R)

Line.no	Indicator and Description	Value	2016/17 Annual Target	Target Tolerance	2016/17 Annual Performance	Short Term DOT against 2016/17 (Q3)	Long Term DOT against 2015/16 (Annual)	Comments	Service	O&S Sub-Committee		
SAFE: Supporting our community												
10	Number of total notifiable offences (TNOs) (C)	Smaller is Better	Awaiting targets from MOPAC	±0%	16,173 RED	↓	13,055	↓	15,252	<p>The total number of TNOs recorded in 2016/17 was 16,173, an increase of 6% from 15,252 in the previous year. London wide there has been an increase of 4.6%.</p> <p>Corrective Action: The changes made in how police forces record and classify violent crimes 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. The ONS is exploring measuring TNOs through a weighted severity score, based on harm and risk, rather than counting each incident. More details on this are anticipated to be released later in 2017.</p>	Policy, Performance & Community Reported to Mayor's Office for Policing and Crime (MOPAC)	Crime & Disorder
11	Number of antisocial behaviour (ASB) incidents	Smaller is Better	4,808	±10%	6,162 RED	↓	4,810	↓	4,906	<p>The total number of ASB reports this financial year is 6,162, an increase of 25.6% from 4,906 reports in the previous year and 28.2% over target. Q4 saw an increase from Q3 of 1,352 incidents, similar to that increase from Q2 to Q3 (1,322 incidents). The largest contributor to the increase this year has been multiple complaints regarding traveller communities occupying open spaces across the borough. This highly visible activity generates significantly high call volumes.</p> <p>Corrective Action: The Tasking Enforcement Group continues to be developed further to address location based and high volume hotspots of anti-social behaviour, using multi-agency interventions. The ASB Panel and Community MARAC continue to deal with repeat victims and complex cases which produce high volumes of calls, including hate crime, mental health and personal ASB (i.e. neighbour nuisance, harassment and intimidation). Work is ongoing regarding legislation to assist in preventing unauthorised traveller sites.</p> <p>The advent of the East Basic Command Unit has seen the introduction of a Partnership Hub which will target anti-social behaviour in the Borough. Targeted activity is taking place to tackle drifting in the Rainham BID area and rough sleeping in Romford Town Centre. The Council is in the process of introducing a Public Space Protection Order in Romford Town Centre.</p>	Policy, Performance & Community Reported to Mayor's Office for Policing and Crime (MOPAC)	Crime & Disorder
19	Repeat Domestic Violence cases going to the MARAC (C)	Smaller is Better	24.5% (in line with the national average)	±5%	23.1% (60 / 259) GREEN	↑	28.8% (17 of 59)	↑	30.8%	<p>No target was set by MOPAC for repeat referrals, but the Council set a local target to be in line with the national average (24.5%). 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). The projected demand for MARAC referrals was 250 for 2016-17. This was exceeded with 259 referrals for the year.</p> <p>Cumulatively, the repeat referral rate for the full financial year was 23.1%. This is below the national average of 24.5%, and also below the recommended guidelines of 28-40% as set by Safe Lives.</p>	Policy, Performance & Community Reported to Mayor's Office for Policing and Crime (MOPAC)	Crime & Disorder

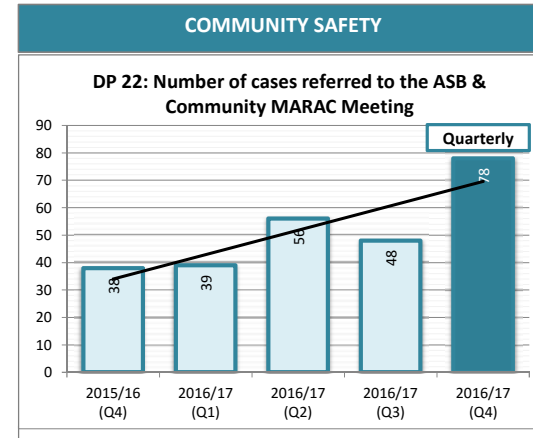
Appendix 2: Quarter 4 2016/17 Demand Pressure Dashboard



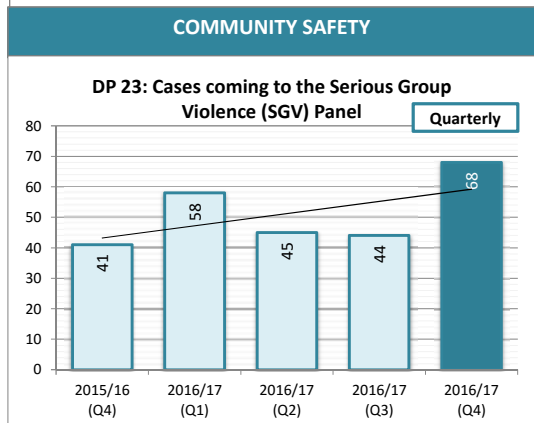
The number of offenders being managed through Integrated Offender Management was 72 at the end of Q4 2016/17, a reduction of 6 from Q3 2016/17 and a reduction of 3 compared with the same time the previous year. The maximum number that can be supported in Havering is 80.



The number of cases of Domestic Violence dealt with by the MARAC (Multi-Agency Risk Assessment Conference) had been increasing long term from 157 in 2012-13 to 240 in 2014-15 and 250 in 2015-16. This dropped for the first time in several years, to 219 cases in 2016/17.



The ASB Panel and Community MARAC meetings were combined in January 2016 to reduce duplication of cases being represented at both panels. There has been a large increase in demand in Q4 with an extra 40 cases compared to same period last year.



The number of clients coming to notice and requiring more intensive support through the SGV Panel in the most recent quarter was 68, an increase of 24 compared to the previous quarter and an increase of 27 compared with the same period last year.