

Departmental Quarterly Monitoring Report

Directorate: ADULT & COMMUNITY

Department: COMMUNITY SERVICES Community Safety, Drug and Alcohol Action Team (DAAT) and Domestic Violence

Period: Quarter 4 - 1st January to 31st March 2011

1.0 Introduction

The purpose of this report is to provide information concerning those indicators identified within the Adults and Community Directorate Plan that relate to the Community; namely, the Community Safety, Drug and Alcohol Action and Domestic Violence Teams.

The way in which RAG symbols and Travel Indicator symbols have been used to reflect progress to date is explained in Appendix 7.

2.0 Key Developments

Thefts from outbuildings

With the warmer weather approaching the partnership Crime Reduction Advisor has released a press article to remind tenants' and home owners to keep doors and windows locked even when they are in the garden. Also, advice is provided on security of outbuildings, property kept inside e.g. bikes, mowers etc and garden equipment left outside.

Night Time Economy

Operation Stagger, a six hour operation undertaken which took place in Widnes town centre in March 2011, was a first for Halton and was developed in response to an issue that has been identified concerning the negative outcomes of drunkenness. Prior to the operation all of the main bars and public houses were visited and provided with information and literature relating to this issue and the legality of sales of intoxicating liquor.

A Night Time Economy meeting was held at the Widnes Waterfront offices, between Licensing team, Door staff, CCTV Control Room and Town Centre Manager. Many issues were discussed, including Fake IDs, Serving of intoxicated/underage people; communication between control room and venues and the monitoring of incidents to ensure the offenders are not able to simply change venues but are removed from the area. This was considered a very productive meeting and these will be conducted every two months attendance permitting.

Domestic Violence

There have been a number of activities and interventions that have been implemented during the year that have served to heighten the awareness and response to domestic violence issues.

This has included the provision of training targeted at key service providers and Level 1 and Level 2. The training was available across the partnership and 3 sessions were run during the course of the year. This allowed key messages concerning domestic violence to be communicated to a broad audience to ensure that key staff are conversant with the issues and are able to signpost victims and to make appropriate referrals into local agencies.

Additionally strong links have been established with services for Children and young People, which resulted in a positive outcomes arising from the external inspection of Children's safeguarding within the borough.

A number of events took place during the year including representation at and participation in an LGBT awareness day to discuss issues of Domestic and Sexual violence for this particularly vulnerable group.

Drug and Alcohol

Drug treatment services continue to focus on achieving a high number of planned exits and maintaining prompt access to services.

PDU planned exits for February 2011 are 5th best in the NW at 40% and higher than the national average of 34%.

All drug 18+ planned exits are 9th best in NW at 49% and higher than the national average of 44%.

There is also a current focus on improving the numbers of people being vaccinated for hepatitis B or screened for hepatitis C and having a physical health check.

Service users and carer involvement continues to develop, seen particularly in the increased number of postings to the Patient Opinion website, and the development of a volunteers & mentors group that is in the early stages of development.

A two stage competitive tender has been launched for future Tier 2 and 3 drug and alcohol services (as part of an integrated recovery service), in Halton. Work to support the tender continues.

Successful 115K bid for WNF funding to support alcohol prevention agenda.

3.0 Emerging Issues

Integrated Assessment Team

There is a strategic approach and continued modelling to look at the development of a generic duty team to be based with and work alongside, the re-ablement team. They would provide better sign posting, initial assessment and safeguarding, linked closely to the development of Carefirst 6. This now begins to look holistically at the pathways into complex needs services.

The Integrated Adult Learning Disability Teams, Health Team, are working within the GP's surgeries to ensure that the Learning Disability register held by the surgery are up to date and people on the register are invited to attend for their health check, in line with the Directed Enhanced Service (DES). Health promotion workshops for groups of men and women have been carried out within day services. This is intended to be rolled out further.

Government Response to Professor Mansell Report "Services for adults with profound intellectual and multiple disabilities" February 2011.

The Department will consider how the Council and PCT are addressing the recommendations to ensure people with complex needs are supported to live as independently as possible as inclusive members of society.

New Structures

As a result of the Council re-structure, a number of services will have different lines of reporting post April 2011.

Equalities

The Equality Act has superseded the race Relations Act. In effect this means that schools need to collect information across the whole spectrum of Hate Crime and not just race. The police already work to 5 different categories, of which race is only one of them.




4.0 Service Objectives / milestones

4.1 Progress Against 'key' objectives / milestones

Total	1		1		0		0
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The one 'key' objective / milestone which involves working in partnership with statutory and non statutory organisations has achieved its annual target. Further information can be found in Appendix 1.




4.2 Progress Against 'other' objectives / milestones

Total	1		1		0		0
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The one 'other' objective / milestone relates to ensuring there are effective business processes and services in place for the Directorate; this has achieved its annual target. Further information can be found in Appendix 2.




5.0 Performance Indicators

5.3 Progress Against 'key' performance indicators

Total	1		0		0		1
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The one 'key' performance indicators relating to % of VAA Assessments completed within 28 days has failed to reach its annual target. This figure is estimated and will not be available until June 2011. Further details can be found in Appendix 3.

5.4 Progress Against 'other' performance indicators

Total	33		8		0		4
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21 Indicators cannot be reported on at this time, see Appendix 5 for further information.

Eight of the indicators which reached their annual targets relate to, '% of racial incidents that resulted in further action (CS 5), '% of relevant ASC Staff in post who have had training to identify and assess risks to vulnerable adults (PCS 9), estimate '% of relevant staff employed by independent sector registered care services that have had training on protection of vulnerable adults (PCS 10), Serious acquisitive crime rate (NI 16), Adult re-offending rates for those under probation supervision (NI 18), Assault with injury crime rate (NI 20), Arson incidents (NI 33) and Drug related (class A) offending rate (NI 38).

Four of the indicators which did not achieve their annual target relate to, Number of relevant staff in ASC who have received training addressing vulnerable adults (PCS 8), re-offending rate of prolific and priority offenders (NI 30), Repeat incidents of domestic violence (NI 32), Drug users in effective treatment (NI 40)
Further information can be found in Appendix 4.

6.0 Risk Control Measures

The inspection for Adult safeguarding judged the service to be excellent. Building on the positive result of the Adult Safeguarding inspection, a safeguarding unit is being established with a dedicated staff group.

7.0 Progress against high priority equality actions

There are no high priority equality actions to report.

8.0 Data quality statement

The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sourced directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.


9.0 Appendices

- Appendix 1 Progress against 'key' objectives / milestones
- Appendix 2 Progress against 'other' objectives / milestones
- Appendix 3 Progress against 'key' performance indicators
- Appendix 4 Progress against 'other' performance indicators
- Appendix 5 Unavailable data
- Appendix 6 Financial Statement
- Appendix 7 Explanation of use of symbols

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
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Ref	Objective
PCS 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for the community of Halton.

Milestones	Progress Q 4	Supporting Commentary
Contribute to the safeguarding of vulnerable adults and children in need, by ensuring that staff are familiar with and follow safeguarding processes Mar 2011 . (AOF6)		The inspection for Adult Safeguarding judged the service to be excellent, whilst the inspection for Children's safeguarding was judged to be good with outstanding features. Training will continue to be delivered in both areas. Building on the positive result of the Adult Safeguarding Inspection, a safeguarding unit is being established with a dedicated staff group.

Appendix 2: Progress Against 'other' objectives / milestones



Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
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Ref	Objective
PCS 3	Ensure that there are effective business processes and services in place to enable the Directorate to manage, procure and deliver high quality, value for money services that meet people's needs

Milestones	Progress Q 4	Supporting Commentary
<i>Review and deliver SP/Contracts procurement targets for 2010/11, to enhance service delivery and cost effectiveness Mar 2011. (AOF35)</i>		SP targets have been reviewed in line with Comprehensive Spending review funding cuts to ensure good quality, cost effective services continue to be delivered to meet the needs of the people of Halton. Efficiencies have been identified and implemented from April 2011.







Appendix 3: Progress Against 'key' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery							
PCS15	% of VAA Assessments completed within 28 days	69%	75%	70.75%E			Figure provided is an estimated figure as final year end figure will not be available until June 2011.

Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery							
CS 5	% Of racial incidents that resulted in further action (Previously BVPI 175 & CL L13)	100	100	100			In schools all racial incidents are reported, recorded and dealt with by the school. Incidents and outcomes are a standing item on the Governors meetings agenda. Racial (hate) crime incidents that are reported to the police are either dealt with as a crime or recorded and analysed periodically to identify any trends.
PCS 8	No. of relevant staff in adult SC who have received training (as at 31 March) addressing work with adults whose circumstances make them vulnerable (Previously HP LI2)	475	475	445			A new staff list has been received which has identified a reduction in staff from 497 to 459. Therefore, it is impossible to reach the target of 475. A new target figure will be agreed for 2011/12.
PCS 9	% of relevant adult social care staff in post who have had training (as at 31 March) to identify and assess risks to adults whose circumstances make them vulnerable (Previously HP LI3)	84%	84%	92%			Working closely with operational services staff will be allocated specific training dates to ensure meeting target.

Appendix 4: Progress Against 'other' performance indicators



Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
PCS 10	Estimate % of relevant staff employed by independent sector registered care services that have had training on protection of adults whose circumstances make them vulnerable (Previously HP LI 4)	86%	86%	94%			809 Ind. Sector Staff attended training and 138 attended Facilitators/Train the Trainer Training, therefore, assuming that each facilitator trained 3 members of their team that gives a total of 1,223. Assuming a 20% turnover on the staff trained (978) the calculated percentage is 94% from a grand staffing total of 1035.

Appendix 4: Progress Against 'other' performance indicators



Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
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Area Partner National Indicators:



The indicators below form part of the new National Indicator Set introduced on 1st April 2008. Responsibility for setting the target, and reporting performance data will sit with one or more local partners. As data sharing protocols are developed, baseline information and targets will be added to this section.

NI 16	Serious acquisitive crime rate (per 1000 population)	1738	1820 (Qtr target 455)	1629 Qtr 4 377			<p>This indicator has previously been reported as a %, but in line with reporting for the Sustainable Community Strategy this has been converted to actual figures. The data is complete and covers the full reporting period of Quarter 4 2010/11.</p> <p>Serious acquisitive crime has decreased by 3% (13 crimes) from Q3 to Q4 of 2010/11. There is also a decrease of 7% (30 crimes) on the same quarter last year (Q4 9/10).</p> <p>All areas of serious acquisitive crime have seen mixed performance when we compare Q4 09/10 with Q4 10/11:</p> <ul style="list-style-type: none"> • Domestic Burglary is down 29% (49 less crimes) • Theft of Motor Vehicle is up 32% (19 more crimes) • Theft from Motor Vehicle is up 7% (10 more crimes)
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Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary								
							<ul style="list-style-type: none"> Robbery (personal and business) is down 30% (10 less crimes) <p>Year End Performance</p> <table border="1"> <tr> <th colspan="2">Total Serious Acquisitive Crime</th> </tr> <tr> <td>2009/2010 -</td> <td>1738</td> </tr> <tr> <td>2010/2011 -</td> <td>1629</td> </tr> <tr> <td>Difference -</td> <td>-6.70%</td> </tr> </table>	Total Serious Acquisitive Crime		2009/2010 -	1738	2010/2011 -	1629	Difference -	-6.70%
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2009/2010 -	1738														
2010/2011 -	1629														
Difference -	-6.70%														
NI 18	Adult re-offending rates for those under probation supervision	Qtr 4 09/10 Data-not yet available 8.57% at Qtr 3 09/10	6.77% by end Qtr 4 10/11	Q3 9.41 % Predicted y/e 8.58%			Actual Data is available to 31 st December 2010 as stated with actual data to 31 st March 2011 available Sept/Oct 2011. Based on the Quarter 3 data, the predicted rate of re-offending for the year is 8.58% as stated by the Ministry of Justice.								



Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary								
NI 20	Assault with injury crime rate (per 1000 population)	1061	1206 (Qtrly target 302)	979 (01.4.10 – 31.03.11) Qtr 4 213			<p>This indicator has previously been reported as a %, but in line with reporting for the Sustainable Community Strategy this has been converted to actual figures.</p> <p>This report covers the period 1st January 2011 to 31st March 2011. The data is complete and comprises the actual number of crimes recorded during the period.</p> <p>Assault with less serious injury has decreased 3.4% between Q3 and Q4 meaning 7 less violent crimes were recorded.</p> <p>When we compare Quarter 4 this year with the same period last year there is a decrease of 17.1%, equal to 44 less crimes.</p> <p>Year End Performance</p> <table border="1"> <thead> <tr> <th colspan="2">Assault with Less Serious Injury</th> </tr> </thead> <tbody> <tr> <td>2009/2010 -</td> <td>1061</td> </tr> <tr> <td>2010/2011 -</td> <td>979</td> </tr> <tr> <td>Difference -</td> <td>-7.70%</td> </tr> </tbody> </table>	Assault with Less Serious Injury		2009/2010 -	1061	2010/2011 -	979	Difference -	-7.70%
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Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
NI 30	Re-offending rate of prolific and priority offenders	82 offences	71 offences	Qtr 2 = 51 offences			<p>Qtr 4 not available till late 2011.</p> <p>The target figure for this year's NI 30 result is to achieve 71 offences or less. At present, only Q1 and Q2 are formally published, showing that at the end of Q2 Halton already has 51 offences.</p> <p>Estimations show that at the end of Q4 Halton will achieve 73 offences possibly increasing to 82 offences (due to outstanding charges that have not yet been finalised).</p>
NI 32	Repeat incidents of domestic violence	22	27%	29%			<p>The number of cases presented to MARAC (the Multi Agency Risk Assessment Conference) during the preceding 12 months has continued to decline from 178 in March 2010 to 138 in March 2011.</p> <p>The majority of cases continue to be referred by the Police (119), the Primary Care Trust (7) and Mental Health Teams (5) with numbers being referred by other agencies being low.</p>



Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
							<p>Whilst the total number of cases referred during the year has fallen from 239 in 2009 – 10 the number of repeat cases has remained relatively static. Additionally the average number of children per case discussed has also remained relatively static at 1.28 (2010 – 11) as compared to 1.29 in (2009 – 10). This situation is reflective of the national picture in relation to child representation.</p> <p>Of the 138 cases supported through MARAC during 2010 – 11 there have been 101 children aged 0 – 5; 177 children 0 – 18; 15 pregnant women and 1 vulnerable adult.</p>
NI 33	Arson incidents	700	855	643			This data has been collated from the Cheshire Fire and Rescue Service Incident Recording System (IRS). It relates to actual recorded incident volumes and represents the complete data set for the year.

Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
							<p>As IRS was introduced on 1 April 2009, baseline data and subsequent targets set were calculated using the previous data capture method.</p> <p>IRS data is subject to further validation, thus figures recorded may alter slightly following further scrutiny.</p> <p>2010/11 saw the fewest number of deliberate fire incidents since records began, both in Halton and Cheshire as a whole, with a total reduction of 29% over the last 3 years.</p> <p>Over 14% of incidents occurred in November, (bonfire season). Incident volumes then saw a sharp decline and, where November had been the busiest month, activity volumes decreased and December was the quietest month, with just 2% of the annual incidents.</p>
NI 38	Drug related (Class A) offending rate	0.65	NYA	0.69 (Month 9)			Scores below 1 are better than expected. Quarter 3 saw Halton scoring 0.69, placing them 2nd out of 7 of non intensive Drug Action Team (DAT) areas in the NW and 5th in the NW if intensives are included.

Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
							Performing better than both regional and national averages. Progress is good and on target to reach the year end figure, but this will not be reported until Sept/Oct 2011.
NI 40	Drug users in effective treatment	486	515	456 (month 8)			<p>Latest data available is for month 8 (November 2010). In month 8 Halton at 456 is 16 below the expected figure of 472 for the same quarter last year. Final end of year figure is expected in august/September.</p> <p>Drug treatment services continue to focus on achieving a high number of planned exits and maintaining prompt access to services.</p> <p>There is also a current focus on improving the numbers of people being vaccinated for hepatitis B or screened for hepatitis C and having a physical health check.</p> <p>Service users and carer involvement continues to develop, seen particularly in the increased number of posting to the Patient Opinion website, and the development of a volunteers & mentors group that is in the early stages of</p>

Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
							development.

Appendix 5: Unavailable data

Data is unavailable for the following measures.

Place Survey

Given a recent Ministerial Announcement there is no Place Survey for 2010/11. Due to this announcement the following measures have not been reported this year. Consideration will be given to whether there is need for a slimmer local survey in 2011/12 following clarification of the government's reporting requirements (April 2011) and our own performance management needs.

NI 6	Participation in regular volunteering
NI 7	Environment for a thriving third sector
NI 17	Perception of anti-social behaviour
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area
NI 23	Perceptions that people in the area treat one another with respect and dignity
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police
NI 41	Perceptions of drunk or rowdy behaviour as a problem
NI 42	Perceptions of drug use or drug dealing as a problem

Appendix 5: Unavailable data**Information from Area Partner Agencies**




CS 3	Domestic burglaries per 1,000 households (Previously BVPI 126 & CL L11)	Information not yet received
CS 4	Number of racial incidents recorded by the Authority per 100,000 population (Previously BVPI 174 and CL L12)	The Council or Authority itself does not record this figure; it has been collected by the Police and Schools
NI 15	Serious violent crime rate	Information not yet received
NI 19	Rate of proven re-offending by young offenders	Information not yet received
NI 26	Specialist support to victims of a serious sexual offence	Awaiting clarification of definition by Police
NI 28	Serious knife crime rate	Information not yet received
NI 29	Gun crime rate	Information not yet received
NI 30	Re-offending rate of prolific and priority offenders	Details to be confirmed by Police
NI 31	Re-offending rate of registered sex offenders	Awaiting clarification of definition by Police
NI 34	Domestic violence – murder rate	Information not yet received
NI 35	Building resilience to violent extremism	Awaiting clarification of definition by Police
NI 36	Protection against terrorist attack	Awaiting clarification of definition by Police
NI 49	Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks	Information not yet received
NI 143	Offenders under probation supervision living in settled suitable accommodation at the end of their order of licence.	Information not available until later in 2011
NI 144	Offenders under probation supervision in employment at the end of their order/licence	Information not available until later in 2011

Appendix 6: Financial Statement

The Department's quarter 4 financial statement will be prepared once the Council's year-end accounts have been finalised and will then be made available via the intranet by 30th June 2011.




Appendix 7: Explanation of Use of Symbols

Symbols are used in the following manner:

Progress	<u>Objective</u>	<u>Performance Indicator</u>
Green	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
Amber	 Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.</i>
Red	 Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an <u>intervention or remedial action</u> taken.</i>

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green	 Indicates that performance is better as compared to the same period last year.
Amber	 Indicates that performance is the same as compared to the same period last year.
Red	 Indicates that performance is worse as compared to the same period last year.
N/A	Indicates that the measure cannot be compared to the same period last year.