

**Commentary on RED RAG KPIs  
Quarter 1 2016/17**

KPI 9	ASB Incidents reported to services (RED)				
Reasons for poor performance/decline					
<p>Using ASB incidents reported YTD (April – June 2016) and compared to the same point in the previous year (April – June 2015).</p> <p>Overall, ASB incidents reported to services have increased by 7%. A breakdown of reports to each service is shown below:</p>					
<b>Data source</b>	<b>Indicator</b>	<b>YTD June 2016</b>	<b>Comparison to the year before</b>	<b>% Change</b>	<b>Difference in ASB calls</b>
Local Police CAD figures	Calls to the Police reporting ASB	1575	1361	+16%	214
Local figures from Capita System	Calls to the Housing reporting ASB	91	223	-59%	132
Local figures from Flare System	Calls to the Council ASB team and EE Services reporting ASB	1,296	1,180	+10%	116
<b>Overall volume of incidents / calls received</b>		<b>2962</b>	<b>2764</b>	<b>+7%</b>	<b>198</b>
<p><b><u>Calls to Police:</u></b></p>					
<p>ASB calls to the Police are up by 214 incidents (+16%). The Police CAD data shows that the increase has come from calls categorised as Nuisance calls (from 1151 in Qtr 1 2015/16 compared to 1361 in Qtr 1 2016/17).</p>					
<p>The top 3 Nuisance ASB calls reported to the police remains are further categorised as Rowdy Inconsiderate Behaviour, Vehicle Nuisance / Inappropriate use, and Rowdy Nuisance Neighbours. The top 3 Nuisance calls are consistent with the previous year.</p>					
<p>However, there has also been a large increase in the number of begging / vagrancy calls reported to the police (60, up 33). The data shows that the majority of these incidents are taking place in Barking. Repeat areas include the London Road multi storey car park (11 of the 60 incidents), Shell Garage in London Road (5 of the 60 incidents) and Bathhouse in Barking (4 of the 60 incidents). The increase in reports is down to the police and council ASB team encouraging partners (including local businesses) to report incidents of Anti Social behaviour for the top 10 ASB perpetrators in the area so that appropriate enforcement and interventions can take place. This includes the council CCTV reporting</p>					

incidents taking place in the London Road Multi Storey Car Park.

**ASB incidents reported to the Councils ASB team and Environmental and Enforcement Services:**

Overall there has been a 10% increase (up 116 incidents) in ASB reported to both the Council's ASB team and Environmental and Enforcement services as recorded in Flare.

The data shows there has been 20% increase (up 115 incidents) in eyesore gardens – mainly untidy gardens and rubbish.

There has also been a 52% increase (up 134 incidents) in People noise which is mainly down to an increase in Noise from "Single Family households".

Please note that Eyesore gardens are a largely self generated request code so this increase is due to officers identifying and dealing with premises.

There has been a reduction in almost every other ASB type reported to the Council's ASB Team and Environmental and Enforcement Services including incidents reporting Graffiti.

**ASB incidents reported to Housing Services:**

ASB incidents reported to Housing (as recorded by the Capita system) YTD (Apr, May, Jun 2016) is down by 59% compared to the same point last year.

The majority of ASB currently being reported is for noise and harassment.

Please note the following data caveat with the Capita system: In September 2014 there was a change made to Capita that ensured that ASB case types could only be worked through the ASB module. At the start of February 2016 the performance and quality officer for housing and environment started investigating why there has been a drop in reported ASB. It was thought that this could be due to a non ASB case type being used to record cases. They ran a report on Breach of Conditions of Tenancy case type for jobs loaded in January 2016. There were 161 cases loaded, with the assistance of the Anti Social Behaviour Coordinator for Housing and Environment they identified 70 cases that should have been loaded as ASB cases. Work with the administration and management new processes have been established to ensure that this issue is resolved going forward.

At June 2016 this is has not been completely resolved but has been improved. The Anti Social Behaviour Coordinator and the performance and quality officer for Housing and Environment services have been working with managers to improve how their staff record data and have delivered further training on ASB including recording in the database. They will be monitoring the recorded data and will be doing further work to resolve the issue completely by the end of Qtr 2 2016/17.

**Actions being taken to improve performance**

Eyesore gardens are a largely self generated request code so this increase is due to officers identifying and dealing with premises.

The following is feedback from Housing and Environment services on activity that has taken place to address untidy gardens, rubbish and noise complaints in partnership with other services.

**Untidy gardens.**

Housing is currently carrying out a 100% tenancy audit of all properties and the condition

of the garden is part of the audit. The audits have so far identified that:

Some of the untidy gardens are due to the tenants being vulnerable tenants without any relatives living closely to help. Housing has put in place an assisted garden programme to provide help to those vulnerable residents. The work is carried out of the Housing Payback Team. From April 2015 to March 2016 we had 1,139 offenders with a total of 7,481 community payback hours spend on Housing projects as part of their work they completed 96 assisted gardens and helped to clear many tonnes of fly tipping, litter and bulk waste from the estates.

Some of other untidy gardens are “remote gardens” within the flatted accommodation allocated to each tenants and leaseholders. Housing has started a programme of removing the gardens where possible to:

- Convert the land into open communal spaces.
- Release the land to regeneration for new housing project/ regeneration projects

### **Rubbish**

In response to the increasing amount of rubbish and fly tipping on the estates, Housing has increased the bulk waste collection teams from two teams to four teams collecting fly tipping and bulk waste Monday to Friday. Housing has now extended this service to a 7 day service with one bulk team covering Saturdays and one bulk team covering Sundays. Housing has also invested in 20 new overt CCTV battery run cameras to target hot spot areas and prosecute offenders.

Housing is also working with Environmental Direct Services to strengthen the control and managing of the waste bins on the estates and reduce waste at source and encourage recycling. Often the open waste bins are used by private business to fly tip their waste to avoid landfill charges and on a windy day an overflowing bin can cause a major litter problem on the estates. Housing and Environmental Direct services have just completed a join audit of all waste bins across the 17 Wards with a view to implement action to prevent litter and improve the cleanliness of the estates.

### **Noise complaints**

All noise complaints are dealt with in liaison with the Council Noise team and ASB Team. Tenancy action is taken as and when is required.

Further work to note:

### **Weapons Sweep and Forensic**

Housing is working in partnership with Trident Central Gangs Unit to reduce the number of knives and other weapons hidden by gang members for the sole intention of retrieving and using to injure others. A number of Housing officers and Managers have been trained by the Trident Central Gang Unit on weapon sweeps technique and have taken part in a number of weapon sweeping across the Borough. Between the 17th of June and 13th July officers from Barking and Dagenham police officers have been carrying out weapon sweeps around your homes to disrupt gang members and their associates.

So far Housing have jointly carried out weapon search in Harts Lane, The Gascoigne Estate, Sebastian Court, Parkside House, Heath Park, Ibscott Close, Maybury Road, Millard Terrace & Marks Gate. As a result of these Weapon sweeps a variety of weapons have been found and destroyed.

The locations are selected from information supplied by residents and police partners.

## **Improvements in performance that are anticipated as a result of the actions taken**

To stop reports for rubbish and untidy gardens increasing in the future.

<b>KPI 20</b>	<b>The percentage of those aged 45 – 60 who have received a Health Check including cardio and lung function tests</b>
<b>Reasons for poor performance/decline</b>	
	The service needs to deliver 518 health checks a month in order to stay on trajectory for meeting the target. April to June has delivered an average of 378 health checks per month. This means that the monthly target has not been met.
<b>Actions being taken to improve performance</b>	
	<p>All Primary Care Providers have been contacted to advise about their individual targets.</p> <p>Primary Care Providers will be sent a league table of achievement on alternate months as a reminder of what they have delivered and what the gap to target is.</p> <p>Non-Providing practices will be encouraged to refer to named pharmacies within their local vicinity.</p> <p>Poorly performing practices will be visited and supported to address any problems they have.</p>

<b>KPI 24</b>	<b>16 to 18 year olds who are not in education, employment or training (NEET)</b>
<b>Reasons for poor performance/decline</b>	
	<p>The proportion of NEETs has risen +0.9% to 6.8% compared with last year's figure of 5.8%, whilst the proportion of unknowns in Barking and Dagenham fell by 1.1% over the same period. The DfE has confirmed that from September 2016 NEETs and Unknowns will be reported and published as a joint figure for Year 12 and 13 (academic age 16 and 17) only. From September, the performance dataset for CPG will be reviewed on light of DfE changes with regards to NEETs and Unknowns.</p> <p>Actual average numbers of NEETs has risen from 450 to 516 (+66) over the period although the number of unknowns has fallen in the same period on average from 581 to 495 (-86). An estimated 30-40 of the rise in NEETS can be attributed to the success in tracking NEETs who were unknown.</p> <p>14-19 Team was forecast to overspend by at least £60k in 2015-16. Action taken to achieve a balanced budget.</p>
<b>Actions being taken to improve performance</b>	
	<p>14-19 Participation Plan reviewed, including new actions to drive down NEETs. Action being taken to address individual underperformance in NEET Adviser Team. Additional youth work resource transferred across to team. NEET Tracking Team to additionally support with NEET advice from first week in May, with amendments made to JDs. Year 11 mentoring programme established,</p>

	<p>including specific Year 11 mentoring programme for LAC to ensure transition to Year 12. Specific leaflets being provided to all schools for GCSE and A-level results days, including provision of numerous extra drop-in careers advice sessions for young people.</p> <p>National Apprenticeship data is now being processed monthly to maintain accuracy of the data. A planned cut of the ILR data from DfE twice yearly in December and June will further improve accuracy of the data.</p> <p>Data sharing agreement now signed with Job Centre Plus to allow for better data sharing around Year 14s. Work with Barking and Dagenham College is ongoing regarding more comprehensive early leaver information for early follow up.</p> <p>Access Europe Programmes (ESF) resulted in large extra investment into NEET prevention and reduction from July 2016 across 8 different strands for two years. IYS is a delivery partner for Targeted NEET strand (22 young people) and is now meeting with all other providers to facilitate successful programmes and avoid duplication.</p> <p>Providers Forum established, bringing together a network of 25 providers of NEET and pre-NEET services and working well. Links being made with and between specific providers e.g. promotion of Logistics Apprenticeships through South Essex college. NEET Provider directory published.</p>
<b>Improvements in performance that are anticipated as a result of the actions taken</b>	
	NEET figures to fall below 6% whilst sustaining stable Unknown figures over the next 6 months.

<b>KPI 31</b>	<b>The percentage of Member enquiries responded to within deadline</b>
<b>Reasons for poor performance/decline</b>	
	In mid January 2016, we launched a new way for handling members' casework within the council, this has meant that for the first time we have been able to collate all enquires which in January was 388 but rose to 544 in March. The new system also meant that services had to learn new processes.
<b>Actions being taken to improve performance</b>	
	Completion of the restructure and the training programme for the new roles will enable staff to support the service areas in answering enquires.

<b>KPI 32</b>	<b>The average number of days lost due to sickness absence</b>
<b>Reasons for poor performance/decline</b>	
	The Quarter 1 sickness levels have seen for the third quarter a decrease in average sickness levels. Although we are not meeting our target, it is an encouraging

	<p>improvement, reflecting the impact of a range of interventions.</p> <p>It will take some additional time for the target to be met and maintained.</p>
<p><b>Actions being taken to improve performance</b></p>	
	<p>An HR project group meets weekly to review data, highlight issues and review improvements in absence levels.</p> <p>Work continues with the hotspot areas. Bradford Factor monitoring and costs of absence have been provided to help managers to prioritise.</p> <p>Mandatory briefing sessions for all managers have started, and include the following:</p> <p>Leadership level introduction and confirmation of the firm but fair approach  Key performance information  Reminder of the points to act under the procedure, and the roles and responsibilities of managers  Case studies on the use of the procedure  Practical session involving tools for managing absence including the new Oracle dashboard and e-learning.  Support and how to prevent or reduce absence.</p> <p>It is expected that the briefings will see a reduction in levels by December 2016.</p> <p>Trigger related mandatory health and wellbeing checks are in place targeted at those who have recently reached the trigger of more than three occasions, rather than those with longer term absence. This provides a one-to-one consultation with occupational health to explore a number of health and wellbeing issues and concerns, leading to an individual action plan.</p> <p>A project looking at issues surrounding muscular-skeletal absence will be undertaken shortly.</p>

<b>KPI 35</b>	<b>Repeat incidents of domestic violence (MARAC)</b>
<p><b>Reasons for poor performance/decline</b></p>	
	<p>In Qtr 1 we are 23%, the target for 2016/17 is 28 – 40 %. This means we are not reaching our target that is set. The local target set by Safelives is 28-40%. The target is based on the level of DV in the borough and rate of referral to MARAC. This is because domestic violence is rarely a one off incident. It is a pattern of behaviour that escalates over time. Therefore, for high risk cases even where a support plan has been put into action, it would be normal for other incidents of DV to occur. So in order to manage high risk cases, if another incident occurs within a 12 month period, the case should be referred back to MARAC and is counted as a repeat.</p> <p>Where MARACs are not receiving the recommended levels of repeat referrals Safelives recommend that the MARAC review information flows from partnership services to the MARAC to ensure MARAC is well informed about all incidents and developments in the case, that these changes are being assessed and that the victims are receiving ongoing support.</p>

Benchmarking data is available from Safelives on the level of repeat referrals to MARAC. The latest data is for 1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016 where there averages for London, our Most Similar Group (MSG) and national was 20%, 26% and 25% respectively.

### **Actions being taken to improve performance**

The Community Safety Partnership successfully bid for MOPAC funding to conduct a MARAC Review. An independent consultancy was commissioned to undertake the review, which has now concluded. A number of recommendations were made and improving the boroughs identification of repeat victims to MARAC will be included in the action plan to deliver recommendations of the MARAC review.

Immediate actions that will be undertaken are:

- To provide MARAC training regarding referral processes for all front line practitioners across all agencies
- To encourage MARAC training to be a statutory duty for front line practitioners
- To liaise with partnership agencies to ensure they increase awareness in-house of the advocacy service and MARAC process
- To publicly highlight good news stories (anonymously) via internal and external comms to re-iterate the usefulness of the MARAC Process
- To use the Domestic and Sexual Violence Forum as a platform to engage groups and agencies that do not have a direct link to the Council
- To ensure Domestic and Sexual Violence literature is always available in public places such as GPs, Job Centres, Libraries and other Council buildings

### **Improvements in performance that are anticipated as a result of the actions taken**

All suggestions above will continue to raise the awareness of Domestic and Sexual Violence. This will ensure that both residents and those that work within Barking and Dagenham are aware of the processes to keep people safe.

By highlighting the process of referral to the MARAC and through better identification of individuals who have been victims in the past will ensure that those who require high level support will receive it.