Safer Bommunities team

Quarterly Performance Report

May 2022

Period Covered: 1 April 2021 to 31 March 2022

"Making the Scottish Borders a safer place to live, work and visit"

Key: Green – Performance Improved, Amber – Performance Reduced < 15%, Red – Performance Reduced >15

Strategic Priority – Through effective partnership working fewer people experience antisocial behaviour

Performance Context

In 2021/22 there was an increase in group 1-5 crime of 6.7% when compared to 2020/21. However in 2020/21 the country was still recovering from pandemic restrictions and recorded crimes were lower than would normally have been expected.

In 2021/22 there was a decrease in antisocial behaviour incidents of 25.8% when compared to 2020/21. The increase in antisocial behaviour incidents in 2020/21 was is in large part due to the increased number of calls to Police Scotland during lockdown where breaches of government guidelines were being regularly reported. The 2021/22 are more closely aligned to those recorded 2019/20, pre-pandemic.

In 2021/22 there was a 1.5% decrease in people being monitored for antisocial behaviour. The number of early interventions undertaken by ASB partners decreased by 7.6% when compared to 2020/21.

Mediation referrals were 69.4% lower in 2021/22 when compared to 2020/21. There was also been a drop in the percentage of mediation cases that had a successful outcome. The downturn in performance in is due to the continued impact of COVID-19 lockdown restrictions and the vacancy in the mediation officer post from quarter 3 of 2021/22.

Key Successes

Three of four ASB Officers have now been trained and accredited in Mediation. The fourth officer will undertake and complete training in June.

Antisocial Behaviour Officers now have Areas of Responsibility (AOR), broadly in line with Police areas and this will greatly enhance the exchange of information between all partners as well as foster good working relationships.

System development for a new database to support the work of the Antisocial Behaviour Unit is making good progress although it may take a little longer to transition than initially expected.

Multi-Agency Face-to-Face warnings are now back in place.

Key Issues

All ASB Officers now take on Mediation responsibilities in addition to the core duties of an ASB officer. As one officer works part-time hours there is currently a small deficit in capacity in one Area of Responsibility (AOR) which currently needs to be taken up by another officer. The situation will need to be monitored.

Key Activities

Database development in MOSAIC is continuing.

Changes to the web pages, leaflets and referral forms have now been completed.

The new ASB Officer has now completed his induction and moves onto Mediation Training in June.

Strategic Priority – Through effective partnership working fewer adults and children experience Gender Based Violence

Performance Context

The number of domestic abuse incidents reported to Police Scotland in 2021/22 was 1284. This is 1 incident (0.1%) higher than 2020/21.

The number of referrals to Domestic Abuse Advocacy Support (DAAS) service in 2021/22 was 462. This is 9 referrals (2%) higher than 2020/21. Repeat referrals to the DAAS service in 2021/22 stood at 33%, slightly higher than the target of 30%. The number of clients contacted within agreed timescales was significantly higher than the 80% baseline and stood at 92.8%.

Key Successes

There was a successful recruitment to the 21hr advocate post, however induction is taking longer than anticipated due to the remote and agile working arrangements given the nature of the service delivered.

Leading Lights accreditation is progressing. The assessment of standards is planned for December 2022.

DAAS continues to pursue available funding to alleviate hardship, poverty and costs of safety. A successful partnership bid to the Hardship fund saw all specialist services receive over £10,000 of supermarket vouchers. The bid was submitted by the DAAS service on behalf of Border Women's Aid, Children1st and Scottish Border Rape Crisis Service. A further application to the Nat West Circle fund has been submitted for £5,000 to support clients with specific activities, which will support their recovery that ordinarily would be out with their budget.

Work is underway to implement a Suicide Protocol into the DAAS as a result of a significant increases in the number of calls from clients expressing suicidal ideation. This is welcomed by staff due to the impact of managing such calls. The Protocol has been developed with NHS Borders Suicide Prevention lead. This may be shared nationally to other IDAA services.

DAAS Service Exit Interviews for 2021/22 show continued positive outcomes for clients after working with DAAS in relation to safety, confidence, impact on children and accessing support.

Scottish Government have announced an extension of the Delivering Equally Safe funding stream for a further 2 years, this will enable the mothers and children groupwork programme, CEDAR, to continue to September 2025.

Key Issues

Court processes, delays and cases disposals are having a significant impact on the time taken to support clients and help them understand the court decisions. This seems to be the picture nationally and DAAS are linked in with other court advocacy services to ensure we take a collective response to raising concerns.

There has been a significant increase in MARAC referrals and work is underway to ascertain the best model to ensure we maintain a focused and risk management model to addressing the increase.

Key Activities

DAAS continues to deliver the required support in the given timeframes but staff are all still working from home.

Redevelopment of the safety planning template and recorded consent forms on the DAAS database is underway as result of an in-depth review of safety planning and to bring Consent into line with GDPR.

Strategic Priority – Work in partnership to reduce injury and prevent accidents

Performance Context

For the priority areas of focus, accidents involving motorcyclists showed an increase in casualties in 2021/22 when compared to 2020/21, with 16 additional casualties reported. Accidents involving older drivers have resulted in 3 killed or seriously injured in 2021/22, lower than 2020/21. Younger drivers aged 17-25 involved in accidents have resulted in 5 killed or seriously injured in 2021/22, higher than 2020/21.

Key Issues

Following an appraisal of the role of Community Safety Officer and changing business needs, adjustment has been made to the function within the post. The Community Safety/Policy Officer post has now been filled and a review of the reporting requirement into Scrutiny for this post is currently being conducted.

Safer Communities Team

Traffic Light: Red 2 Amber 4 Green 10 Data Only 3

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
Number of reported Anti-Social Behaviour (ASB) incidents (public perception of) (cumulative)	CP03-P38 Number of reported Anti-Social Behaviour (ASB) incidents (public perception of) (cumulative) 7,000 6,000 6,000 7,000 6,000 7,000 6,000 7,000 7,000 6,000 7,000 7,000 7,000 6,000 7,000			5,334	7,190	 Where We Are Currently A 25.8% decrease in incidents in 2021/22 when compared to 2020/21. This equates to 1856 fewer incidents recorded. Our Successes/Our Issues The significant decrease is mainly due to an easing of COVID-19 government restrictions in 2021/22 when compared to what was in place in 2020/21. Breaches of government restrictions are recorded as antisocial behaviour by Police Scotland. What We Are Doing Through a multi-agency partnership we continue to intervene at the earliest opportunity to reports of antisocial behaviour. The Police Scotland Community Actions Teams (CAT), which are funded by Scottish Borders Council, respond to community issues regarding antisocial behaviour with significant success. 	5-Year Trend 8000 7289 4000 5683 5740 5406 2000 5683 5740 5406 0 2017/18 2018/19 2019/20 2020/21 2021/22



PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						What we are doing We are continuously looking at what other agencies do and what diversions can be implemented to reduce the number of new cases.	
The number of monitoring cases closed (Cumulative)	CP03-P179 The number of monitoring cases closed (Cumulative)	©		210	169	 Where we are currently 41 additional monitoring cases closed in 2021/22 when compared to 2020/21, which equates to a 24.3% increase. Our Successes/Our Issues Case closures were down when COVID-19 restrictions were in place in 2020/21 as cases were remaining open for longer. However closure levels have recovered. What we are doing We are continuously looking at what other agencies do or what diversions can be implemented to reduce antisocial behaviour and so reduce the number of persons subject to monitoring. 	5-Year Trend 250 200 150 154 168 100 50 0 2017/18 2018/19 2019/20 2020/21 2017/18

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
Number of early Interventions made by ASB Partners (cumulative)	CP03-P118 Number of early Interventions made by ASB Partners (cumulative)		4	830	898	 Where we are currently A decrease of 68 interventions in 2021/22 when compared to 2020/21, which equates to a 7.6% decrease. Our Successes/Our Issues There was an initial impact to services due to the COVID-19 pandemic, however all agencies have now adapted their ways of working and responding to issues and early interventions are similar to last year at this point. Throughout the pandemic there has been a reduced provision of mediation and victim support services. If these services had been fully operational it is likely that early intervention figures would have been higher. We continue to work as a partnership to share information and respond in a coordinated way. What we are doing We are using analysis to better understand antisocial behaviour and to improve the approach being taken and the outcomes for complainers. 	

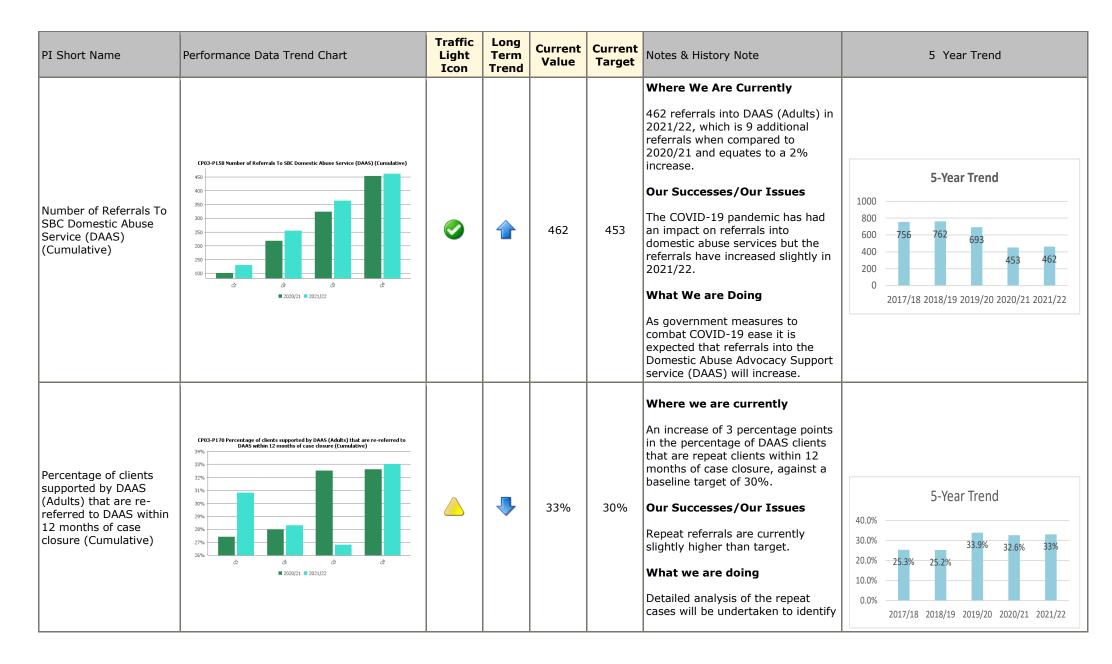
PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
Number of persons being monitored for antisocial behaviour (cumulative)	CP03-P119 Number of persons being monitored for antisocial behaviour (cumulative)			1,620	1,645	 Where we are currently 25 fewer people monitored for antisocial behaviour in 2021/22 when compared to 2020/21, which equates to a 1.5% decrease, which is positive. Our Successes/Our Issues We are currently looking at amendments to the current antisocial behaviour recording system to enable us to better analyse and understand the effectiveness of intervention methods and so improve the approach being taken and as a result improve the outcomes for complainers. There was an initial impact to services due to the COVID-19 pandemic, however all agencies have now adapted their ways of working and responding to issues. What we are doing We are continuously looking at what other agencies do or what diversions can be implemented. A formal process exists between partner agencies to take a consistent approach to addressing antisocial behaviour. 	5-Year Trend

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
Number of mediation referrals (cumulative)	CP03-P120 Number of mediation referrats (cumulative)			15	49	 Where we are currently A decrease of 34 referrals in 2021/22 when compared to 2020/21, which equates to a 69.4% decrease. However the mediation officer has now left post resulting in no mediation being undertaken in quarter 3 and quarter 4. Our Successes/Our Issues The decrease in referrals initially was is due to the impact of the COVID-19 lockdown and the inability to conduct face to face mediation. However since the end of quarter 2 there has been no mediation officer in place and this has impacted referrals further. What we are doing The antisocial behaviour officers of the Antisocial Behaviour Unit (ASBU) are undergoing accredited mediation training. Some officers employed by Registered Social Landlords are also undertaking the accredited mediation training. Once officers are trained it will give more resilience in offering a mediation service. 	5-Year Trend

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
The percentage of referrals to the mediation service that become mediation cases (Cumulative)	CP03-P176 The percentage of referrals to the mediation service that become mediation service that become mediation cases (Cumulative) 45% 45% 45% 45% 45% 45% 45% 45%			26.7%	32%	 Where we are currently 26.7% of mediation referrals have become mediation cases in 2021/22 against a baseline target of 35%. This figure is the same as provided for quarter 2 and quarter 3 as the mediation officer post has been vacant since the beginning of quarter 3 and no mediation service has been able to be provided. Our Successes/Our Issues Initially the decrease in success rate was largely due to the impact of the COVID-19 lockdown meaning there was little opportunity to conduct mediation through face to face contact. However since the end of quarter 2 there has been no mediation officer in place and this has further impacted performance. What we are doing The antisocial behaviour officers of the Antisocial Behaviour Unit (ASBU) are undergoing accredited mediation training. Some officers employed by Registered Social Landlords are also undertaking the accredited mediation training. 	5.Year Trend 50.0% 40.0% 30.0% 20.0% 10.0% 0.0% 2017/18 2018/19 2019/20 2020/21 2021/22

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						Once officers are trained it will give more resilience in offering a mediation service.	
Percentage of mediation cases that show agreement/improvement after mediation (cumulative)	CF03-P121 Percentage of mediation cases that show agreement/improvement after mediation (cumulative)			14.8%	80%	 Where we are currently 14.8% of mediation cases have shown agreement/improvement following mediation in 2021/22 against a baseline target of 80%. The success rate has been significantly affected by COVID-19 lockdown restrictions. This figure is the same as provided for quarter 2 and quarter 3 as the mediation officer post has been vacant since the beginning of quarter 3 and no mediation service has been able to be provided. Our Successes/Our Issues Initially the decrease in success rate was largely due to the impact of the COVID-19 lockdown meaning there was little opportunity to conduct mediation through face to face contact. However since the end of quarter 2 there has been no mediation officer in place and this has further impacted performance. What we are doing The antisocial behaviour officers of the Antisocial Behaviour Unit (ASBU) are undergoing accredited mediation training. 	S-Year Trend 100% 88% 93% 91% 60% 64% 15% 20% 0 15% 0% 017/18 2018/19 2019/20 2020/21 2021/22

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						Some officers employed by Registered Social Landlords are also undertaking the accredited mediation training. Once officers are trained it will give more resilience in offering a mediation service.	
Number of reported incidents of domestic abuse (cumulative)	CP3-P37 Number of reported incidents of domestic abuse (cumulative)	©		1,284	1,283	 Where We Are 1 additional incident reported in 2021/22 when compared to 2020/21, which equates to a 0.1% increase. Our Successes/Our Issues There remain concerns that domestic abuse is underreported, particularly during the pandemic. What We Are Doing During the pandemic increased scrutiny of the number of domestic abuse incidents that are recorded for the Scottish Borders and the related number of referrals to the DAAS Service has been undertaken with regular updates provided to Police Scotland and Scottish Borders Council Management Team. 	5-Year Trend 1500 1000 500 0 2017/18 2018/19 2019/20 2020/21 2021/22



PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						any potential areas for further improvement. Regular meetings are planned to discuss cases where there have been multiple repeat referrals to assess if further measures can be taken or signposting to other services is needed.	
Percentage of first referrals (Adults) to Domestic Abuse Advocacy Support (DAAS) contacted within agreed Timescales				92.8%	80%	 Where We Are 92.8% of clients contacted within the agreed timescale against a baseline target of 80% between 1st April 2021 and 31st March 2022. Contact targets are 24 hours for Self and Police Scotland first referrals to the service and 48 hours for other agency first referrals to the service. Our Successes/Our Issues Contact targets have been met for the year. What We Are Doing Clients who are first referrals to the service are being contacted within agreed timescales where possible. Where target aren't met analysis is conducted on a case by case basis to determine the reason contact was not made in the agreed timescale and corrective action is taken as appropriate. 	5-Year Trend

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC) (cumulative)	CP03-P108 Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC) (cumulative)			117	123	 Where We Are 117 referrals to MARAC in 2021/22, which is 6 referrals (4.9%) less than 2020/21. Our Successes/Our Issues During the COVID-19 lockdown MARAC has been running via MS Teams and agency attendance has been excellent. The current Information Sharing Protocol is being reviewed to ensure compliance with GDPR. What We Are Doing MARAC will continue to operate via MS Teams until normal service can be resumed. There will be a survey of partner agencies to ascertain views on returning to a blended model of MARAC meetings. 	5-Year Trend 150 100 50 99 93 102 123 117 127 117 2017/18 2018/19 2019/20 2020/21 2021/22
Cedar Referrals (Cumulative)	CP03-P157 Cedar Referrals (Cumulative)	©	1	36	30	 Where We Are 36 referrals to CEDAR in 2021/22 compared to 30 referrals in 2020/21, which is a 6 referral, 20% increase. Our Successes/Our Issues The Coronavirus pandemic had an impact on the number of referrals into the service but numbers recovered as lockdown restrictions eased. 	5-Year Trend 50 40 39 28 33 30 20 28 33 30 40 50 40 50 50 50 50 50 50 50 50 50 5

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						What We Are Doing During lockdown CEDAR maintained telephone contact with all existing and new referrals and the increase in the required emotional support was significant.	
The number of children accessing the CEDAR Groups programme (Cumulative)	CPQ3-P172 The number of children accessing the CEDAR Groups programme (Cumulative)		1	23	7	 Where We Are The most recent CEDAR Group programme completed in December 2021 with no further groups starting in Quarter 4. Our Successes/Our Issues CEDAR Group restarted when lockdown restrictions eased. What We Are Doing During lockdown the CEDAR coordinator continued to contact all CEDAR families by telephone. 	5-Year Trend 25 20 15 16 16 5 0 2017/18 2018/19 2019/20 2020/21 2021/22
Number of young drivers 17-25 killed or seriously injured (cumulative)			2	5		 Where We Are 5 young drivers killed or seriously injured in 2021/22, higher than 2020/21. Our Successes Issues Young driver training sessions cannot currently take place due to COVID-19 restrictions. What We Are Doing Driver education through social media campaigns. 	5-Year Trend 8 6 4 5 7 4 5 7 2 0 2017/18 2018/19 2019/20 2020/21 2021/22

