

# Quarterly Performance Report November 2022

Period Covered: 1 April 2022 to 30 September 2022

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

#### <u>Strategic Priority – Through effective partnership working fewer people experience antisocial behaviour (ASB)</u>

#### **Performance Context**

In 2022/23 to date there has been a decrease in group 1-5 crime of 5.9% when compared to 2021/22 for the same time period. This represents 114 fewer victims, which is positive.

In 2022/23 to date there has been a decrease in antisocial behaviour incidents of 17.3% when compared to 2021/22 for the same time period which is encouraging.

In 2022/23 to date there has been a 28.8% decrease in people being monitored for antisocial behaviour, which is good news. The number of early interventions undertaken by ASB partners decreased by 20.5% when compared to 2021/22 for the same time period.

The new mediation service is in place and performance reporting commenced from quarter 1 of 2022/23. Early signs are positive for the service. Data gathering for the mediation service for 2022/23 will be used to establish a performance baseline from which targets can be set for 2023/24 onwards.

#### **Key Successes**

All ASB Officers have now been trained and accredited in Mediation and have established a local network called the Scottish Borders Mediation Network that involves SBC, SBHA and Waverley Housing.

System development for a new database to support the work of the Antisocial Behaviour Unit is making good progress. There will be a phased go live date with the first part (Core Group) going live on the 30<sup>th</sup> November 2022.

The ASB Website has been updated and the public can now download diary sheets for reporting antisocial behaviour directly from the site.

# **Key Issues**

Working arrangements for the officer dealing with the East of the region have been increased to balance service demand and will be reviewed again in March 2023.

# **Key Activities**

Further multi-agency ASB training for partners will take place on the 16<sup>th</sup> November 2022.

#### <u>Strategic Priority – Through effective partnership working fewer adults and children experience Gender Based Violence</u>

#### **Performance Context**

The number of domestic abuse incidents reported to Police Scotland in 2022/23 to date was 610. This is 46 incidents (7%) lower than 2021/22 for the same time period.

The number of referrals to Domestic Abuse Advocacy Support (DAAS) service in 2022/23 to date was 186. This is 69 referrals (27%) lower than 2021/22 for the same time period. Repeat referrals to the DAAS service in 2022/23 to date stand at 25%, better than the target of 30%. The number of clients contacted within agreed timescales is significantly higher than the 80% baseline and stands at 95.9%.

### **Key Successes**

A review of existing protocols and practice has enabled DAAS to drill down into various aspects of client engagement, partnership working and data collection, resulting in changes to the database functions. This will enable a better understanding of client profile we are reaching, who we work most effectively with and improved understanding of the diverse population DAAS should be engaging with.

A successful award of £5,000 from the Natwest Circle fund and a further £2,000 from hardship funding will help DAAS support the most vulnerable clients mitigate the cost of living crisis.

DAAS are working with more clients face to face currently, as a result of joint working with Police Scotland, Adult Protection and NHS Borders. Face to face is always an option for clients and those that find it difficult to engage over the telephone engage well in the initial stages of risk assessment.

DAAS used the Talking Mat version of the risk assessment with a client with learning difficulties, which worked well and will be used as an option for all clients who have difficulty in comprehending the risk assessment questions.

#### **Key Issues**

Court delays in progressing cases/adjournments continue and mean some cases are open for longer than normal. A successful meeting with the Procurator Fiscal team recently enabled DAAS to relay to them the impact on clients and the DAASS service but also to get a good sense of the "recovery" programme in the COPFS services currently.

#### **Key Activities**

Requests for training and workforce development, delivered by the DAAS team are continuing. The most recent requests were from the DBI team and the Brain Injury Trust.

DAAS has submitted the Portfolio of Evidence to the Leading Lights Accreditation programme and will continue the process with staff interviews with the Safe Lives Assessment team in December. DAAS were required to submit evidence against a set of standards covering Service Provision, Multi-Agency Working, Human Resources and Governance. The benefits of the database and effective case management were realised in drawing together the evidence base and all staff contributed to the development of the portfolio. The service released one member of staff 1 day per week to manage the portfolio and the Service Manager led on its development. The successful submission on 22/11/22 is the culmination of seven months of work.

## **Safer Communities Team**

Traffic Light: Red 3 Amber 2 Green 8 Data Only 5

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)  4,500  4,000  3,500  2,500  2,000  1,500  2 2021/22 ■ 2022/33			2,555	3,090	Where We Are  A 17.3% decrease in incidents in 2022/23 to date when compared to 2021/22 for the same time period. This equates to 535 fewer incidents recorded.  Our Successes/Our Issues  The decrease in reported ASB incidents in 2022/23 is positive.  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 6000 4000 5683 5740 5406 5334 2000 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
Number of Group 1-5 recorded crimes and offences (cumulative)	CP03-P039 Number of Group 1-5 recorded crimes and offences (cumulative)  2,750  2,500  2,250  1,750  1,500  1,250  2021/22 ■ 2022/23		•	1,824	1,938	Where We Are  A 5.9% decrease in group 1-5 crimes in 2022/23 to date when compared to 2021/22 for the same time period, which equates to 114 fewer victims.  Our Successes/Our Issues  The reduction in group 1-5 crimes is positive news.  What We Are Doing  The levels of crimes and antisocial behaviour incidents are constantly monitored Police Scotland and partner agencies intervene early to address issues identified.	5-Year Trend  3800 3600 3400 3400 3200 2017/18 2018/19 2019/20 2020/21 2021/22
The number of new cases accepted at the Antisocial Behaviour Core Group by partners (Cumulative)	CP03-P177 The number of new cases accepted at the Antisocial Behaviour Core Group by partners (Cumulative)  160 140 130 120 110 100 90 88 70 60 50 40  2021/22 ■ 2022/23			85	110	Where we are Currently  The number of new cases accepted at the antisocial behaviour core group in 2022/23 to date is 85. This is 25 cases (22.7%) lower than 2021/22 for the same time period.  Our Successes/Our Issues  The number of new antisocial behaviour cases has decreased from 2021/22 levels, which is positive.  What we are doing  The Antisocial Behaviour Unit are reviewing formal warning formats to further increase effectiveness.	5-Year Trend  200  150  167  107  107  50  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
						Efforts are being made to increase capacity to mediate in cases, a key early intervention.	
Number of persons being monitored for antisocial behaviour (cumulative)	CFE FT13 Reador of greens boling sensitive for extinuit belowing (consisting)			682	958	Where we are currently  276 fewer people monitored for antisocial behaviour in the year to date when compared to 2021/22 for the same time period, which equates to a 28.8% decrease, which is positive.  Our Successes/Our Issues  The decrease in persons being monitored is a further indication of the increase in and success of early interventions.  What we are doing  We are continuously looking at what other agencies do or what diversions can be implemented.	5-Year Trend  1700  1600  1500  1500  1561  1645  1620  1400  2017/18 2018/19 2019/20 2020/21 2021/22
The number of referrals to the mediation service (Cumulative)	cp03-F120b The number of referrals into the Mediation Service (Cumulative)  35 32.5 30 22.7.5 25 22.5 20 17.5 15 10 7.5 15 10 7.5 15 25 20 20 20 20 21.22 ■ 2022/23		?	14		Where we are currently  14 referrals to the mediation service in 2022/23 to date.  Our Successes/Our Issues  All ASB officers and designated staff from partner agencies have been trained in mediation and the service is now accepting and progressing referrals.  What we are doing	Data gathering only in 2022/23 as this is a new indicator and trend information is not currently available.

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						2022/23 will be used to gather data to allow us to establish a baseline for 2023/24 onwards.	
The % of referrals to the mediation service that could not be progressed (Cumulative)	CP03-P176b The percentage of referrals into the Mediation Service that could not be progressed (Cumulative)  57.5%  52.5%  47.5%  42.5%  42.5%  42.9%  37.5%  2021/22 ■ 2022/23		?	85.7%		Where we are currently  85.7% (12 of 14 referrals) were unable to be progressed in 2022/23 to date.  Our Successes/Our Issues  All ASB officers and designated staff from partner agencies have been trained in mediation and the service is now accepting and progressing referrals.  Although the number of cases that did not progress to mediation is high a number of issues were resolved by mediation officers making contact with the complaints, negating the need for a full mediation intervention.  What we are doing  The reason why a referral cannot be progressed is recorded and this will allow for analysis of the reasons with a view to addressing any issues.	Data gathering only in 2022/23 as this is a new indicator and trend information is not currently available.

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
The % of referrals to the mediation service that were progressed but no agreement was reached(Cumulative)	CP03-P176c The percentage of referrals into the Mediation Service that were progressed but no agreement was reached (Cumulative)  35% 30% 25% 20% 15% 10% 5% 0% 0		?	0%		Where we are currently  Of the 2 cases in 2022/23 to date that were subject to a mediation intervention no cases were unable to reach an agreement. This is a positive start for the service.  Our Successes/Our Issues  All ASB officers and designated staff from partner agencies have been trained in mediation and the service is now accepting and progressing referrals.  What we are doing  The reason why a case has not reached agreement will be recorded and this will allow for analysis of the reasons with a view to addressing any issues.	Data gathering only in 2022/23 as this is a new indicator and trend information is not currently available.
The % of referrals to the mediation service that were progressed and agreement was reached (Cumulative)	CP03-P121b The percentage of referrals into the Mediation Service that were progressed and agreement was reached (Cumulative)  90% 90% 80% 60% 60% 40%		?	100%		Where we are currently  Of the 2 cases in 2022/23 to date that were subject to a mediation intervention both cases (100%) were able to reach an agreement. This is a positive start for the service.  Our Successes/Our Issues  All ASB officers and designated staff from partner agencies have been trained in mediation and the service is now accepting and progressing referrals.  What we are doing	Data gathering only in 2022/23 as this is a new indicator and trend information is not currently available.

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						The reason why a case could not reach agreement will be recorded and this will allow for analysis of the reasons with a view to addressing any issues and increasing the success rate for the service.	
The % of clients satisfied with the mediation intervention on exit from the service (Cumulative)	15%		?	0%		Where we are currently  The new mediation service has only just started to progress cases and client satisfaction surveys have only just started to be issued for closed cases.  Our Successes/Our Issues  All ASB officers and designated staff from partner agencies have been trained in mediation and the service is now accepting and progressing referrals.  What we are doing  Satisfaction surveys for completed cases will be sent to each party involved in the mediation to get their views on the effectiveness of the service. Responses received will be analysed with a view to identifying any potential service improvements.	Data gathering only in 2022/23 as this is a new indicator and trend information is not currently available.

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 incidents of domestic abuse (cumulative)	CP03-P037 Number of reported incidents of domestic abuse (cumulative)  1,000 950 950 950 950 950 950 950 950 950			610	656	Where We Are  46 fewer incidents reported in 2022/23 to date when compared to 2021/22 for the same time period, which equates to a 7% decrease.  Our Successes/Our Issues  There remain concerns that domestic abuse is underreported.  What We Are Doing  There is 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 with regular updates provided to Police Scotland and Scottish Borders Council Management Team.	5-Year Trend  1500  1000  1082  1082  1088  1136  1283  1284  1088  500  2017/18 2018/19 2019/20 2020/21 2021/22
Number of Referrals To SBC Domestic Abuse Service (DAAS) (Cumulative)	CPO3-P158 Number of Referrals To SBC Domestic Abuse Service (DAAS) (Cumulative)  325  275  225  200  175  150  2 2021/22 ■ 2022/23		•	186	255	Where We Are Currently  186 referrals into DAAS (Adults) in 2022/23 to date, which is 69 fewer referrals when compared to 2021/22 for the same time period and equates to a 27% decrease.  Our Successes/Our Issues  The reduction in referrals to DAAS in 2022/23 to date is of concern and is being closely monitored  What We are Doing  The potential reasons for the decrease in referrals are being	5-Year Trend  1000 800 600 756 762 693 400 200 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
						assessed as is the ratio of high risk/non high risk and court support only referrals to ascertain any change in referral patterns and whether the decrease can be attributed to any one referrer or type of case.	
Percentage of clients supported by DAAS (Adults) that are re- referred to DAAS within 12 months of case closure (Cumulative)	CPO3-P170 Percentage of clients supported by DAAS (Adults) that are re-referred to DAAS within 12 months of case closure (Cumulative)  42.5% 40% 37.5% 35% 32.5% 25%  2021/22 ■ 2022/23			25%	30%	Where we are currently  A decrease of 5 percentage points in the percentage of DAAS clients that are repeat clients within 12 months of case closure, against a baseline target of 30%.  Our Successes/Our Issues  Repeat referrals are currently better than target.  What we are doing  Detailed analysis of the repeat cases will be undertaken to identify 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.	5-Year Trend  40.0%  30.0%

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
Percentage of first referrals (Adults) to Domestic Abuse Advocacy Support (DAAS) contacted within agreed Timescales	CP03-P247 Percentage of first referrals (Adults) to Domestic Abuse Advocacy Support (DAA5) contacted within agreed Timescales  99% 99% 96% 96% 92% 2021/22 2022/23			95.9%	80%	Where We Are  95.9% of clients contacted within the agreed timescale against a baseline target of 80% between 1st April 2022 and 30th September 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 exceeded for the quarter. This is in part due to DAAS maintaining a full staffing complement and also being able to continue providing a telephone based response.  What We Are Doing  Clients who are first referrals to the service are being contacted within agreed timescales where possible. Where targets 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  100.0%  80.0%  90.0%  72.4%  40.0%  20.0%  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
Number of High Risk domestic abuse cases discussed at Multi Agency Risk Assessment Conference (MARAC) (cumulative)	CORD FAMIL Manufact of Bigs, Misk describ, share case discased at Misk degreey Bisk described in Misk (provided to 1) and the control of Misk degrees of Misk degrees (Misk of provided to 1) and the control of Misk degrees (Misk of provided to 1) and the		•	74	65	Where We Are  74 referrals to MARAC in 2022/23 in the year to date, which is 9 referrals (13.8%) higher than 2021/22 for the same time period.  Our Successes/Our Issues  MARAC Steering Group requested a business case for a change to the model of delivery for MARAC, which has been developed and circulated. Based on increased numbers of referrals to MARAC and concerns from agencies about resourcing MARAC the business case explored a range of factors influencing the length of meetings. Partner agencies were on the whole open to alternative ways to manage referrals. The suggestion with the most support was moving MARAC to a full day.  What We Are Do  MARAC Steering Group will decide at a meeting in October the structure of MARAC going forward.	5-Year Trend  150 100 99 93 102 123 117 0 2017/18 2018/19 2019/20 2020/21 2021/22
Cedar Referrals (Cumulative)						Where We Are  43 referrals to CEDAR in 2022/23 to date compared to 17 referrals in 2021/22 for the same time period, which is a 26 referral, 153% increase.	

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
	CP03-P157 Cedar Referrals (Cumulative)  55 50 45 40 55 50 60 60 60 60 60 60 60 60 60 60 60 60 60			43	17	Our Successes/Our Issues  Delivery of three CEDAR groups and an EYDAR group from September to December 2022 is planned as a result of the increased referrals. This follows a significant reduction in CEDAR groupwork activity due to covid restrictions and a change in staffing.  What We Are Doing  A focus on increasing the range of agencies who would benefit from referring mothers/children to group has increased the number of referrals.  Group delivery and evaluation/feedback will be used to create the CEDAR/EYDAR Bulletin and raise awareness of the positive impact of the programme.	5-Year Trend  50  40  30  28  33  30  20  2017/18 2018/19 2019/20 2020/21 2021/22
The number of children accessing the CEDAR Groups programme (Cumulative)	CP03-P172 The number of children accessing the CEDAR Groups programme (Cumulative)  27.5 25 22.5 20 17.5 15 12.5 20 20 20 217.5 20 20 20 217.5 21.5 22.5 22.5 23.5 24.5 25.5 25.5 26.5 27.5 28.5 29.5 20.5 20.7 20.7 20.7 20.7 20.7 20.7 20.7 20.7		•	20	23	The most recent CEDAR Group programmes started in August and September with 11 children and 5 mothers participating in CEDAR and 7 children and 7 mothers participating in EYDAR.  For the year to date there is a 3 participant reduction in CEDAR when compared to 2021/22 for the same time period.  Our Successes/Our Issues	5-Year Trend  25 20 15 10 16 5 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
						Both EYDAR Group and CEDAR group started running in Quarter 2.	
						What We Are Doing	
						A focus on increasing the range of agencies who would benefit from referring mothers/children to group has increased the number of referrals.	
						Group delivery and evaluation/feedback will be used to create the CEDAR/EYDAR Bulletin and raise awareness of the positive impact of the programme.	