Safer Bommunities team

Quarterly Performance Report

November 2023

Period Covered: 1 April 2023 to 30 September 2023

"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 (ASB)

Performance Context

In 2023/24 to date there has been a 13.6% decrease in people being monitored for antisocial behaviour, which is good news. The number of early interventions undertaken by ASB partners has decreased by 13.6% when compared to 2022/23 for the same time period.

The mediation service is in place and performance reporting commenced from quarter 1 of 2022/23. Referral numbers have not been high and most cases don't progress to a full mediation intervention. Therefore establishing baseline data for the mediation service will continue in 2023/24.

Key Successes

Migration to MOSAIC is now complete and disengagement from the existing database is on track to be completed by year end.

Key Issues

Training for Partners/Police in how ASB Policies are implemented in the Borders will have to be addressed in 2024 as there has been changes of staff and skills fade. Training will start in November 2023 when Berwickshire Housing Association will host a training/awareness session in Duns.

Key Activities

It is recognised that there is a need to re-energise the ASBO process and engagement with partners has now been started. Meetings are planned for the future to see how the Court, the Antisocial Behaviour Unit and Police Scotland can better communicate to ensure the best outcomes. Initial contacts have been made and will continue into 2024.

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

Performance Context

The number of referrals to Domestic Abuse Advocacy Support (DAAS) service in 2023/24 to date is 220. This is 34 referrals (18.3%) higher than 2022/23 for the same time period. Repeat referrals to the DAAS service in 2023/24 to date are 22.5%, better than the target of 30%. The number of clients contacted within agreed timescales in the year to date is significantly higher than the 80% baseline and stands at 90.2%.

Key Successes

DAAS were awarded Leading Lights Accreditation from Safe Lives in September 2023, The <u>SafeLives</u> accreditation programme is designed to recognise and reward good and safe practice in community based domestic abuse services across Scotland, England and Wales. Since being launched in 2009, many services have been offered SafeLives coaching, workshops and assessment with over 50 gaining accreditation. However, the Borders service is only the second in Scotland to have achieved Leading Lights status, the other being Committed to Ending Abuse in Falkirk. The DAAS team received recognition of this at a full Council meeting on 26th October.

The Stakeholder survey conducted for the Leading Lights accreditation portfolio returned a number of key points for improvement, but on the whole partner agencies felt that DAAS worked effectively in partnership, maintained good working relationships and shared relevant and proportionate information to support the management of risk. Areas of improvement include: helping with removal of belongings from the home; face to face support in court indicate that partners would benefit from a better understanding of DAAS as an IDAA service; focusing on crisis intervention; high risk case management and immediate safety planning. New resources have been developed to improve agency understanding of DAAS and a full suite of awareness raising materials has been developed and will be distributed in November 2023.

Key Issues

Securing support for the impact of the cost of living crisis for victims is challenging. DAAS provide supermarket vouchers daily to clients, but the new Citizens Advice Bureau Financial Inclusion pilot has reached capacity and is not accepting referrals currently. This means clients are compromised in their ability to manage, parent, and make decisions about leaving abusive relationships.

There are currently staffing challenges in DAAS resulting from 2 vacancies and this has meant an increased number of days with "single cover" which results in a re-prioritisation of client contacts each day. Successful recruitment to a 35hr post has been made possible through internal secondment to DAAS and further external recruitment for a part time post will commence in November.

Key Activities

Sessions with Department of Work and Pensions (DWP), Action for Children, NHS Midwifery services have all been delivered at the request from agencies to be better equipped to recognise and respond to domestic abuse.

The DAAS Service Manager delivered an awareness session to Children's Panel members which was very well received and resulted in 2 referrals from education in relation to families they were concerned about.

Safer Communities Team

Traffic Light: Red 2 Amber 3 Green 5 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
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) 100 100 100 100 100 100 100 10			48	85	 Where we are Currently The number of new cases accepted at the antisocial behaviour core group in 2023/24 to date is 48. This is 37 cases (43.5%) lower than 2022/23 for the same time period. Our Successes/Our Issues The number of new antisocial behaviour cases has decreased from 2022/23 levels, which is positive. What we are doing The Antisocial Behaviour Unit are reviewing formal warning formats to further increase effectiveness. 	5-Year Trend 200 150 167 100 107 50 2018/19 2019/20 2020/21 2021/22 2018/19
The number of monitoring cases closed (Cumulative)	CP03-P179 The number of monitoring cases closed (Cumulative)		♣	56	65	 Where we are currently 9 fewer monitoring cases closed in 2023/24 to date when compared to 2022/23 for the same time period, which equates to a 13.8% decrease. Our Successes/Our Issues Fewer cases being opened means there are fewer cases to close so it would be expected that the number of closures would be lower. 	5-Year Trend 250 200 150 168 168 168 169 120 50 0 2018/19 2019/20 2020/21 2021/22 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 The antisocial behaviour unit are reviewing the interventions format to hopefully further improve case closures. It will be achieved by rewording formal letters to make it clearer what the consequences could be for non-engagement.	
Number of early Interventions made by ASB Partners (cumulative)	CP03-P118 Number of early Interventions made by A58 Partners (cumulative)		•	312	361	 Where we are currently A decrease of 49 interventions in 2023/24 to date when compared to 2022/23 for the same time period, which equates to an 13.6% decrease. Our Successes/Our Issues Early intervention is key and it continues to be the focus throughout the partnership. What we are doing Efforts are being made to increase capacity to mediate in cases, a key early intervention. 	5-Year Trend 1000 500 0 2018/19 2019/20 2020/21 2021/22 2022/23
Number of persons being monitored for antisocial behaviour (cumulative)	CP03-P119 Number of persons being monitored for antisocial behaviour (cumulative)	©	1	589	682	Where we are currently 93 fewer people monitored for antisocial behaviour in 2023/24 to date when compared to 2022/23 for the same time period, which equates to a 13.6% decrease, which is positive. Our Successes/Our Issues	S-Year Trend 2000 1500 1500 1561 1636 1645 1620 1000 1561 1636 1645 1620 1271 500 0 2018/19 2019/20 2020/21 2021/22 2022/23

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						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.	
The number of referrals to the mediation service (Cumulative)	ep03-P120b The number of referrals into the Mediation Service (Cumulative)		2	15		 Where we are currently 15 referrals to the mediation service in 2023/24 to date, which is 1 referrals (7.1%) higher than 2022/23 for the same time period. 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 2022/23 was used to gather data to allow us to establish a baseline for 2023/24 onwards. 	5-Year Trend 20 15 18 10 5 0 2022/23
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)	2	?	90.9%		Where We Are 90.9% were unable to be progressed in 2023/24 to date. Our Successes/Our Issues All ASB officers and designated staff from partner agencies have been trained in mediation and the	S-Year Trend 100.0% 83.3% 60.0% 83.3% 40.0% - 20.0% - 0.0% 2022/23

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						service is now accepting and progressing referrals.	
						Although the percentage of cases that did not progress to mediation is high the issue was 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.	
						Where we are currently	
						1 case in 2023/24 to date was subject to a mediation intervention	
	CP03-P176c The percentage of referrals into the Mediation Service that were progressed but no agreement was reached (Cumulative) 25%					and it was a successful intervention so this figure regarding no agreement reached after mediation remains at 0%.	5 Year Trend
The % of referrals to the mediation service that	15%					Our Successes/Our Issues	25%
were progressed but no agreement was reached (Cumulative)	12.5% 10% 5% 2.5% 0% a a b a a a a a a a a a a a a a a a a a		?	0%		All ASB officers and designated staff from partner agencies have been trained in mediation and the service is now accepting and progressing referrals.	15% 10% 5% 0% 2022/23
						What we are doing	
						The reason why a case has not reached agreement will be recorded and this will allow for	

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
	CP03-P121b The percentage of referrals into the Mediation Service that were progressed					 analysis of the reasons with a view to addressing any issues. Where we are currently 1 case in 2023/24 to date was subject to a mediation intervention and this was successful. 	
The % of referrals to the mediation service that were progressed and agreement was reached (Cumulative)	CP03+121b Ine percentage of referrals into the Mediation Service That were progressed and agreement us reached (cumulative) 00% 92.5% 95% 92.5% 96% 97.5% 98% 98% 98% 98% 98% 98% 98% 90% 90% 90% 90% 90% 90% 90% 90		?	100%		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 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.	5 Year Trend
The % of clients satisfied with the mediation intervention on exit from the service (Cumulative)			?	0%		Where we are currently The new mediation service has only just started to progress cases and client satisfaction surveys need to be issued for closed cases. No surveys have been issued in 2023/24 to date. Our Successes/Our Issues All ASB officers and designated staff from partner agencies have been trained in mediation and the	5 Year Trend 100%

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						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.	
Number of Referrals to SBC Domestic Abuse Service (DAAS) (Cumulative)	CP03-P158 Number of Referrals To SBC Domestic Abuse Service (DAAS) (Cumulative)			220	186	 Where We Are Currently 220 referrals into DAAS (Adults) in 2023/24 to date, which is 34 additional referrals when compared to 2022/23 for the same time period and equates to an 18.3% increase. Our Successes/Our Issues There has been an increase in referrals to DAAS in 2023/24 to date after a dip in 2022/23. What We Are Doing The DAAS Service Manager continues to monitor weekly referrals in relation to number and source of referral. Active engagement with partner agencies is intended to increase and reinforce the referral pathways. There are plans to engage with Police Scotland's Domestic Abuse Champions to assist with key messaging around domestic abuse 	5-Year Trend 1000 800 600 762 693 400 200 0 2018/19 2019/20 2020/21 2021/22 2022/23

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						and the agreed referral processes in Scottish Borders.	
Percentage of clients supported by DAAS (Adults) that are re- referred to DAAS within 12 months of case closure (Cumulative)	CP03-P170 Percentage of clients supported by DAAS (Adults) that are re-referred to DAAS within 12 months of case closure (Cumulative)			22.5%	30%	 Where we are currently A decrease of 7.5 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% 33.9% 32.6% 33% 31.9% 20.0% -25.2%
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 (DAKS) contacted within agreed Timescales	©	♣	90.2%		Where We Are 90.2% of clients contacted within the agreed timescale against a baseline target of 80% between 1st April 2023 and 30th September 2023. 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.	5-Year Trend 150.0% -72.4% 86.1% 80.6% 92.8% 96.4% 0.0% -72.4% 2019/20 2020/21 2021/22 2022/23

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
						Our Successes/Our Issues Contact targets have been exceeded for quarter 2 of 2023/24. What We Are Doing Clients who are first referrals to the service are being contacted within agreed timescales where possible. DAAS can account for the reason for delayed contact from a weekly report.	
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)			67	74	 Where We Are 67 referrals to MARAC in 2023/24 to date, which is 7 referrals (9.5%) lower than 2022/23 at the same point. Our Successes/Our Issues MARAC has successfully moved to a full day meeting from January 2023. All partners are committed to planning attendance for a full day. Referral numbers will determine the length of the meeting but it is expected that this will improve attendance and reduce the pressure on agencies to service the MARAC process What We Are Doing The impact of the new MARAC full day meeting will continue to be monitored and will be reviewed in the summer of 2023. 	

PI Short Name	Performance Data Trend Chart	Traffic Light Icon	Long Term Trend	Current Value	Current Target	Notes & History Note	5 Year Trend
Cedar Referrals (Cumulative)	CP03-P157 Cedar Referrals (Cannulative)		•	17	43	 Where We Are 17 referrals to CEDAR in 2023/24 to date compared to 43 referrals in 2022/23 for the same time period, which is a 26 referral, 60.5% decrease. Our Successes/Our Issues The latest CEDAR group started in September 2023. What We Are Doing The CEDAR coordinator is delivering a 1 to 1 session with a young person alongside the running of the group programme. 	5-Year Trend 80 60 40 20 28 33 30 36 0 2018/19 2019/20 2020/21 2021/22 2022/23
The number of children accessing the CEDAR Groups programme (Cumulative)	CP03-P172 The number of children accessing the CEDAR Groups programme (Cumulative)		♣	7	20	 Where We Are The most recent CEDAR Group programmes started in September 2023 with 5 children and 4 mothers participating. Our Successes/Our Issues 1 young person was supported on and one to one basis when group wasn't running. What We Are Doing 1 to 1 sessions are currently being provided to one young person by the CEDAR coordinator alongside CEDAR group. 	5-Year Trend 30 20 23 10 8 5 7 0 2018/19 2019/20 2020/21 2021/22 2022/23