



To place the current performance in context, [click here](#) to view a recent history of the Constabulary's performance. Otherwise, click each of the key areas of focus, key indicators and the desired outcome below to see how the Constabulary is performing in these areas.

My Vision: Inspire confidence in policing by ensuring efficient and effective services are delivered to support victims and keep all our communities safe.

Objective 1:
Inspire Confidence

Objective 2:
Support Victims

Objective 3: Keep
Communities Safe

Objective 4: Deliver an
Efficient Policing Service

Key Areas of Focus

Community Engagement ☺



Services for Victims ☺



Violence Against Women and Girls ☺



Hate Crime 😐



Domestic Abuse ☺



Strategic Policing Requirement ☺



Alcohol and Drugs 😐



Anti-Social Behaviour ☺



Road Safety 😞



Mental Health ☺



Value for Money ☺



Robust Accountability Framework ☺



Cross Cutting Key Area of Focus: Reducing Reoffending

Key Indicators

Public Confidence 😐



Victim Satisfaction ☺



Victim-Based Crime 😐



Desired Outcome

High Quality Policing 😐

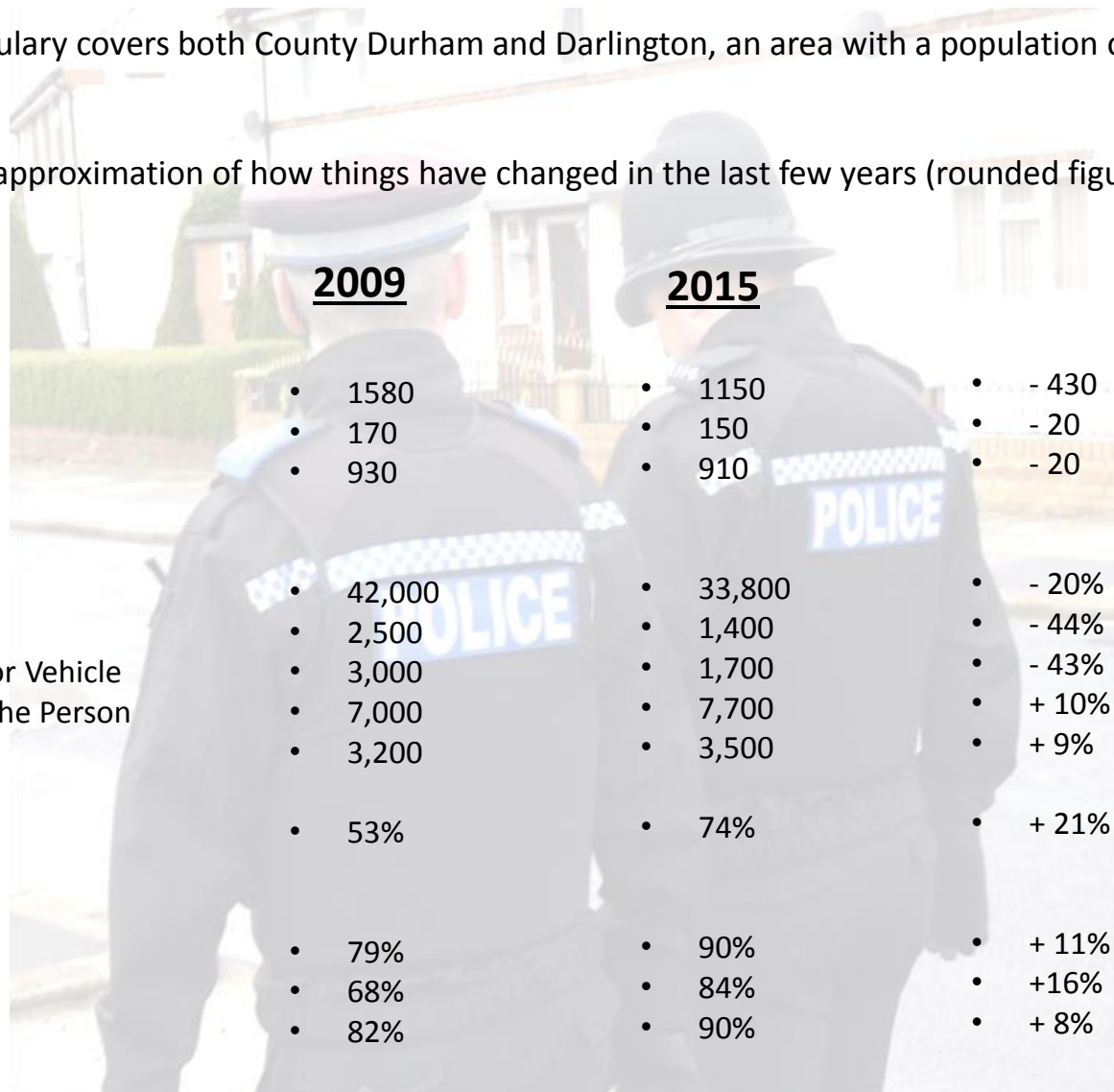


Jump to Conclusions

This performance report constitutes part of the accountability framework and all financial decisions are published on my website

Recent Performance

- Durham Constabulary covers both County Durham and Darlington, an area with a population of around 623,000 people
- Below shows an approximation of how things have changed in the last few years (rounded figures):



Staff Numbers

	<u>2009</u>	<u>2015</u>	
• Police Officers	• 1580	• 1150	• - 430
• PCSOs	• 170	• 150	• - 20
• Police Staff	• 930	• 910	• - 20

Crimes

• Overall Crime	• 42,000	• 33,800	• - 20%
• Burglary Dwelling	• 2,500	• 1,400	• - 44%
• Theft from a Motor Vehicle	• 3,000	• 1,700	• - 43%
• Violence Against the Person	• 7,000	• 7,700	• + 10%
• Shoplifting	• 3,200	• 3,500	• + 9%

Confidence

• 53%	• 74%	• + 21%
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Victim Satisfaction

• Actions Taken	• 79%	• 90%	• + 11%
• Follow Up	• 68%	• 84%	• +16%
• Whole Experience	• 82%	• 90%	• + 8%

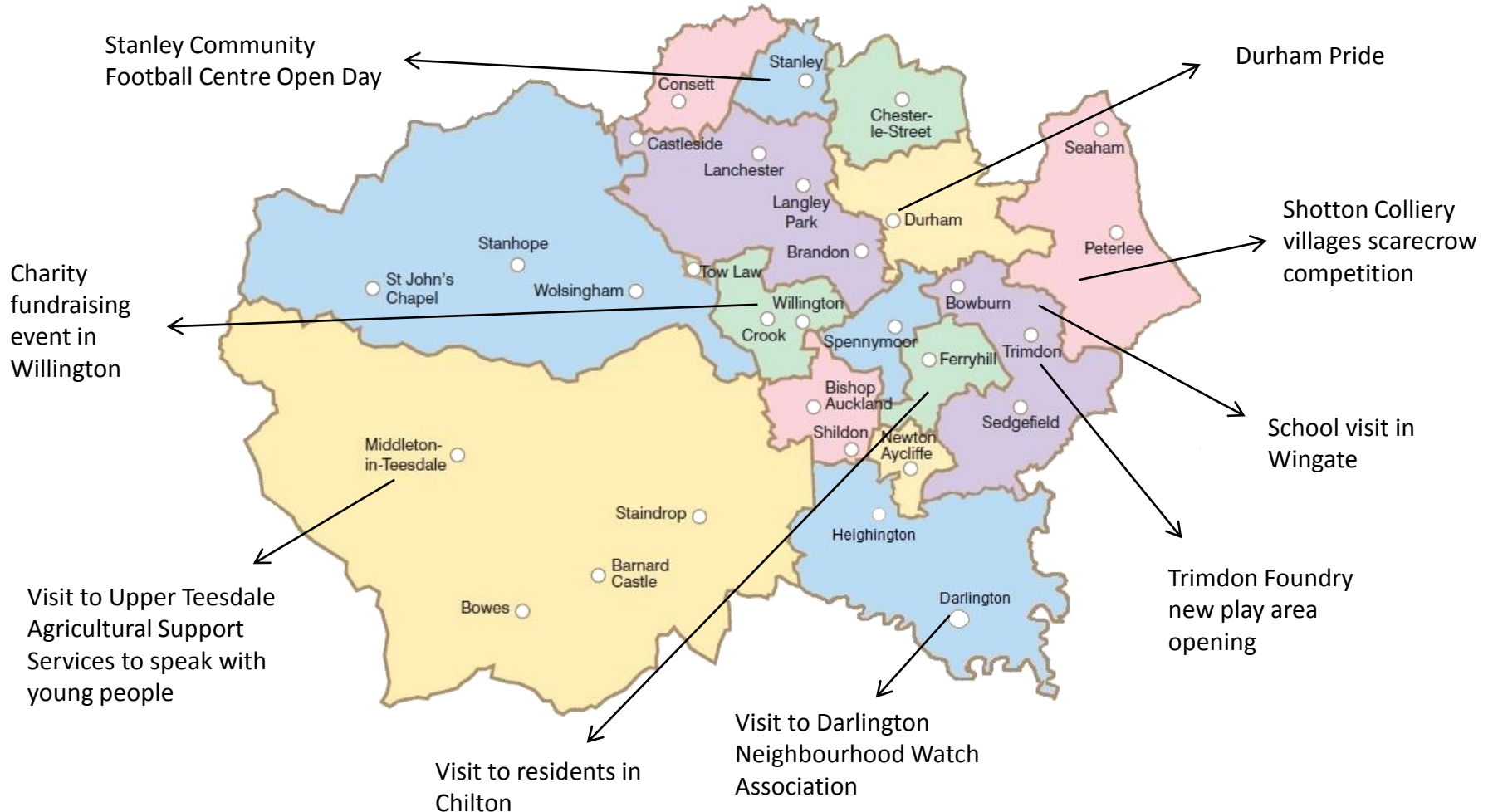
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Objective 1: Inspire Confidence

Key area of focus: Improve my engagement with the communities across County Durham and Darlington

I attend many events and hold my own engagement activities with the community. Below are some of the key examples of places I have been. I keep track of my engagement to ensure I travel across the whole of the area and allow all residents the chance to attend a local meeting with me and have a voice. This map has been refreshed for the new financial year. My engagement in the first quarter of this year has been limited due to political restrictions around the PCC elections, but I am planning a large range of engagement over the coming months.





This is not an exhaustive list.

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Objective 1: Inspire Confidence

Key area of focus: Make our policing service more **visible and accessible** at all times

Local Survey	2014/15	2015/16						2016/17		PCVC Verdict	
	Year End	Q1	Q2	% Diff	Q3	% Diff	Q4	Year End	Q1	% Diff	
People who think the police in this area are easy to contact	60 %	58 %	61 %	+ 3 %	59 %	- 2 %	59 %	59 %	57 %	- 2 %	
People who are aware the police hold regular, public meetings, to discuss with members of the public the issues the police should be dealing with (PACT)	56 %	55 %	60%	+ 5 %	56 %	- 4 %	56%	57 %	54 %	- 3 %	

It is disappointing to see that the percentage of people reporting that they think the Constabulary are easy to contact has gradually declined over the past few quarters. With this in mind, and following feedback from some PACT groups, the Constabulary are expanding the ways in which they engage with the community, such as visiting popular local community groups, to ensure they are going to the community not just holding events for the community to come to them. Therefore, I will be monitoring this going forward but I am hopefully that it will increase again.

	June 2015	June 2016	Difference	PCVC Verdict
Police Officers	1,198	1,145	- 53	 I am happy with the Constabulary's performance; not about the cuts to police officer numbers.
Special Constabulary	104	111	+ 7	
PCSOs	151	150	- 1	
Police Staff	914	938	+ 24	
Total	2,367	2,344	- 23	

I have made an explicit commitment to protect neighbourhood policing. Despite numbers in police officers declining in the past year, recruitment is currently underway for PCs, PCSOs and Special Constables. The capacity of the Constabulary as a whole remains at a similar level to this time last year, which is positive at a time when the budgets are being cut.

The Constabulary has reviewed its shift pattern in order to improve allocation of resources to peak periods of demand and is looking to introduce mobile data technology to increase visibility, by reducing the need for officers to return to stations. The increase in staff posts is partly due to positions that do not need to be carried out by officers being civilianised, which is more cost effective but as efficient.

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Objective 2: Support Victims

Key area of focus: Commission effective, appropriate and efficient services for victims

- I have, in collaboration with Cleveland PCC, commissioned 'Safe in Tees Valley Ltd' to provide support and advice for victims which started in April 2016. They are delivering the 'Victim Care and Advice Service', which gives victims the support they need based on their individual circumstances rather than based on the crime type they have experienced.
- Specialist support services for victims of rape and sexual assault have also been commissioned, as well as mental health and wellbeing support services for victims.
- Over £149,000 was awarded to 21 projects across County Durham and Darlington through my Community Safety Fund, in partnership with County Durham Community Foundation. The successful projects are those which support my objectives, of which providing support and services to victims is a key area. Further details on those who were successful in their bid can be found on my website [here](#) and more information on my funding can be seen in the [Value for Money](#) section of this report.
- An allocation of funding was provided to me to contribute towards restorative justice in the Force area. This has been used to employ two restorative justice co-ordinators. They are working with partners to ensure restorative justice is available to all victims who request it at any point throughout the criminal justice system. They have recently launched the Restorative Hub as a central point of contact for anyone wanting to take part in or know more about restorative justice. Visit <http://www.restorativehub.org.uk/> for more details.
- Not only do restorative approaches empower the victim by giving them a say in the outcome for the offender, but they also reduce reoffending by enabling the offender to see the personal impact their crime has had on the victim and offering them the chance to apologise for what they have done.
- Also running from the Restorative Hub is a new Community Peer Mentor scheme set up in Darlington. This is aimed at supporting people suffering anti-social behaviour and/or neighbourhood disputes (perceived or real) and helping them to resolve situations.



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Objective 2: Support Victims

Key area of focus: Deliver the regional **Violence Against Women and Girls Strategy**

I have developed the regional **Violence Against Women and Girls Strategy**, along with my counterparts in Northumbria and Cleveland. Together we held an event in December 2015 to mark the **2 year anniversary** of the strategy and to provide information on the achievements accomplished so far. It includes both joint activities and priorities, and ones specific to each locality.

The strategy covers a range of issues including:

- Domestic and sexual violence and abuse
- Human trafficking and sex work
- Harassment and stalking
- Forced marriage, so-called honour-based violence (HBV) and Female Genital mutilation (FGM)

Across County Durham and Darlington progress has been made towards achieving the strategy in a number of areas:

- In collaboration with Northumbria and Cleveland, a **regional DVD** is currently being produced for victims of sexual violence to explain the court process and the special measures available to them. The aim is to increase reporting and convictions, and to reduce the number of victims who retract their statements through fear of attending court.
- **Forced marriage, HBV, FGM, stalking, harassment** and the increased role of **cyber** technology have all been included in the domestic abuse training for police officers to help them recognise the signs and know how to respond to them. I have commissioned a specialised support worker to offer support services and help raise awareness around these offences. Part of this commissioning has involved the development of a 'freedom app' to help people understand and make contact with support services in cases of forced marriage, which looks like a gaming app so it is not easily detectable.
- Ran by Harbour Support Services, Durham Constabulary has attend a number of schools as part of an **early intervention programme** to discuss health relationships, online safety and sexual exploitation with young people.
- A **live link** has been established in the local Sexual Assault Referral Centre so victims are able to have their interviews with the police recorded without attending the police station. This recording can then be played in court and any questions can then be asked of the victim over the live screen. This means they do not have to enter the court, be aggressively confronted or see the offender. This has been recognised nationally as **best practice for vulnerable victims/witnesses** and is **increasing the number of guilty pleas**.
- A recent bid to the Home Office's Police Innovation Fund to create a **multi-agency service to support victims of sexual abuse**, including children, was successful and we are now looking to implement it.

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Objective 2: Support Victims

Key area of focus: Reduce the impact of hate crime

A Hate Crime is a crime that is targeted at a specific person or group due to a prejudice against certain characteristics. These protected characteristics are: disability, race or ethnicity, religion, sexual orientation and gender identity. Durham Constabulary, with my support, has also added alternative lifestyle to this list.

Crime Type	12 months to end June 2014	12 months to end June 2015	Difference (and %)	12 months to end June 2016	Difference (and %)	PCVC Verdict
Overall Hate Incidents	402	386	- 16 (- 4 %)	380	- 6 (- 1.6 %)	☹️
Racial Prejudice Incidents	278	230	- 48 (-17.3%)	252	+ 22 (+ 9.6 %)	☹️

Overall, Hate Crime incident statistics are generated using protective characteristic qualifiers that are attached by the handler to the case, as they are not all individual criminal offences. Racial prejudice accounts for a large percentage of the overall figures.

The table above shows that there have been small fluctuations in the numbers of reported hate crimes. I am aware that there are some concerns around hate crime following the EU referendum. Although there has been an increase in the number of racial prejudice hate incidents, the level remains lower than in 2014 and the increase is much lower than elsewhere in the country. I am reassured by our PCs, PCSOs and Community Cohesion Officers that this is an accurate reflection of what is happening locally and offence numbers remain low.

At the end of May I attended Durham Pride 2016, which was an excellent event and I was honoured to be invited to make a speech about the commitment the Constabulary and I have to tackle and raise awareness of LGBTQIA hate crime and same-sex domestic abuse.

Although the figures are low a number of campaigns have been carried out to raise awareness and encourage reporting. I will continue to work with organisations to raise awareness of hate crime and build confidence to report offences, and continue to direct the Constabulary to remain doing the same. I am hopeful that, with the continued awareness raising that is taking place and the fact that case files are being scrutinised by my office to ensure an appropriate response and recommendations being implemented, that any decreases are due to a reduction in incidents not a reduction in confidence.

Durham Constabulary is focusing on the levels of service these victims receive, with satisfaction surveys being completed. Although these surveys provide an important insight into the views of victims of hate crime and the experience they have had with the police, numbers are so low they have not yet gathered sufficient data to be able to generalise results across the Constabulary. They will continue to carry out the satisfaction surveys to ensure these victims are receiving optimum service levels and I will continue to actively monitor their progress.

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Objective 2: Support Victims

Key area of focus: Reduce the incidence and impact of **domestic abuse** in all its forms

	12 months to end June 2014	12 months to end June 2015	% Difference	12 months to end June 2016	% Difference	PCVC Verdict
Domestic Abuse*	14,808	15,410	+ 4.1 %	14,983	- 2.8 %	😊

* These are cases that have been flagged with the Domestic Abuse qualifier as Domestic Abuse is not a criminal offence in itself by law

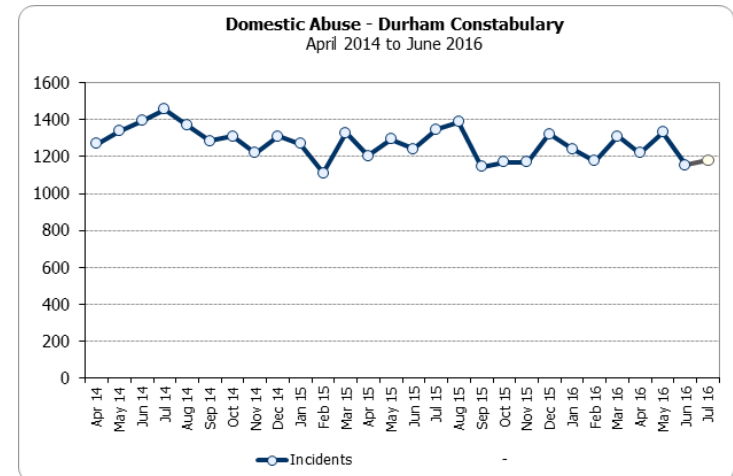
There has been a lot of work by myself, my regional counterparts, the Constabulary and our local partners to increase awareness around domestic abuse. As well as reducing offending, the aim is also to help victims feel confident enough to report and access the services they need.

- The increase in reported incidents last year is encouraging, as it shows more victims are reporting to the police. Although there has been a reduction in the number of recorded incidents this year, levels are higher than in 2013/14. This suggests confidence in reporting to the police is not declining.
- Body worn cameras are continuing to be used at domestic abuse incidents. Over 70% of domestic abuse cases have body worn video camera evidence included. The use of DVD evidence **has increased the number of guilty pleas**, which is very encouraging, and further work is currently in place with partners throughout the criminal justice system to seek to improve the experiences for victims and the conviction rate further. It is also used to capture the incident **'through the eyes of the child'** to ensure the impact domestic abuse has on children is not overlooked.'
- **Operation Encompass** is being rolled out in Durham with local schools, to try and support children who are known to have been involved in or witnessed a domestic abuse incident.
- **Perpetrator programmes** have launched in County Durham and Darlington, including engaging with housing associations to try and provide accommodation for the perpetrator so that the victim and any children can remain securely in their family home. A new **multi-agency approach** to combating serial perpetrators, as well as supporting repeat victims, is also being developed.

In 2015/16, of those crimes that were categorised as having a domestic abuse element and the genders specified:

- 79% of victims were female
- 21% of victims were male
- 14% of perpetrators were female
- 86% of perpetrators were male

It is important that all victims of domestic abuse feel confident to come forward to the police and access support services, regardless of gender or sexual orientation. Awareness of domestic abuse in same-sex relationships was a key theme in Durham Pride 2016.



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Objective 3: Keep Communities Safe

Key area of focus: Deliver the **Strategic Policing Requirement** and understand and tackle emerging threats

This is a requirement set by the Government to counter threats that have the potential to become a national issue and so may require cross boundary responses. **HMIC reported that Durham Constabulary has all the appropriate arrangements in place for the following:**

- **Terrorism:**

Durham Constabulary chairs the *County Durham and Darlington Contest Board* which sits with fifteen partner organisations and facilitates the local delivery of the Government's *Contest Strategy* in order to combat the threat from terrorism and extremism. It also continues to work with partners through the *County Durham and Darlington Local Resilience Forum* to maintain and develop our capability to respond to major incidents, including a terrorist attack. Information provided by local residents is a key element to intelligence gathering.

- **Organised Crime:**

This is any serious, planned and co-ordinated crime, usually conducted by a group of people working together, for example drug trafficking, human trafficking and counterfeiting. Durham Constabulary follows the Serious and Organised Crime Strategy released by the Home Office in late 2013. A strategy is currently being delivered using the 4 P's: Prepare, Prevent, Protect, and Pursue, and working closely with partner organisations is a key part of identifying signs or risk factors to try and stay ahead.

- **Public Disorder and Civil Emergencies:**

Procedures are in place that mean if a large scale emergency or event of public disorder were to happen, such as a major transport accident or riots, Police Forces and other services from across the country will come together to supply the necessary resources to manage effectively.

- **Cyber Threats / Crime:**

A Force cybercrime profile has been completed to gain an understanding as to the nature of the threats that are posed and as well as a **Regional Cyber Crime Unit (RCCU)** covering Durham, Northumbria and Cleveland, Durham are the only force in the region to also have local cyber capabilities. A cyber action plan includes: awareness campaigns, partnership working, training, acquisition of equipment, intelligence gathering and utilising volunteers with specialist knowledge to increase capacity and knowledge. I am working with the business community to help build awareness and capabilities, as they are often victims of large scale online fraud.

- **Child Sexual Abuse (CSA):**

There is work ongoing between partner organisations to not only ensure any children in vulnerable positions receive the best possible care and interventions, but also to look to identify any potential child sexual exploitation risks in our area. I have funded the **'ERASE' team** who have been established to raise awareness of CSE to both agencies and the public.

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Objective 3: Keep Communities Safe

Key area of focus: Tackle the harm caused to individuals and communities
by **alcohol and drugs**

Crime Type	12 months to end June 2014	12 months to end June 2015	% Difference	12 months to end June 2016	% Difference	PCVC Verdict
Alcohol related incidents (% of all incidents)	11.4 %	11.3 %	- 0.1 %	11.3 %	-	☹️
Drug offences	1,406	1,336	- 5 %	1,176	- 12 %	😊
Drug offences outcome rate	96.7 %	96.9 %	+ 0.2 %	95.2 %	- 1.7 %	😊

Due to fantastic targeted operations by the Constabulary, the number of recorded drug offences has excellent outcome rates and the number of offences is now beginning to fall. This is very encouraging. Although the percentage of alcohol related incidents has not changed, there has been 176 fewer incidents. This is good but I would like to see a greater reduction as alcohol can fuel many different crimes types.

	2014/15	2015/16					2014/15 – 2015/16 % Diff	2016/17 Q1	% Diff	PCVC Verdict
	Year End	Q1	Q2	Q3	Q4	Year End				
% People who think people drinking and causing a nuisance in public spaces is a problem	37 %	31%	36%	29%	31%	32%	- 5 %	34 %	+ 2 %	☹️
% People who think underage drinking and sale of alcohol to youths is a problem	46 %	44%	43%	37%	41%	41%	- 5 %	43 %	+ 2 %	☹️
% People who think drug dealing and abuse is a problem	39 %	37%	38%	35%	38%	37%	- 2 %	36 %	- 1 %	😊

It is really positive to see that the reduction in negative perceptions of drug dealing and abuse is continuing. Although negative perceptions around alcohol harm has increased this quarter, it remains lower than in 2014/15 and an amount of work is taking place on this issue.

Alcohol seizures have been carried out by the police in a number of parks through out the year, particularly around school holidays, and officers have been out on the streets over the bank holiday weekends. This is an area that requires a great deal of partnership work, and I recently held a conference to discuss reducing the demand alcohol places on a range of services, including police, ambulance and health services.

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Objective 3: Keep Communities Safe

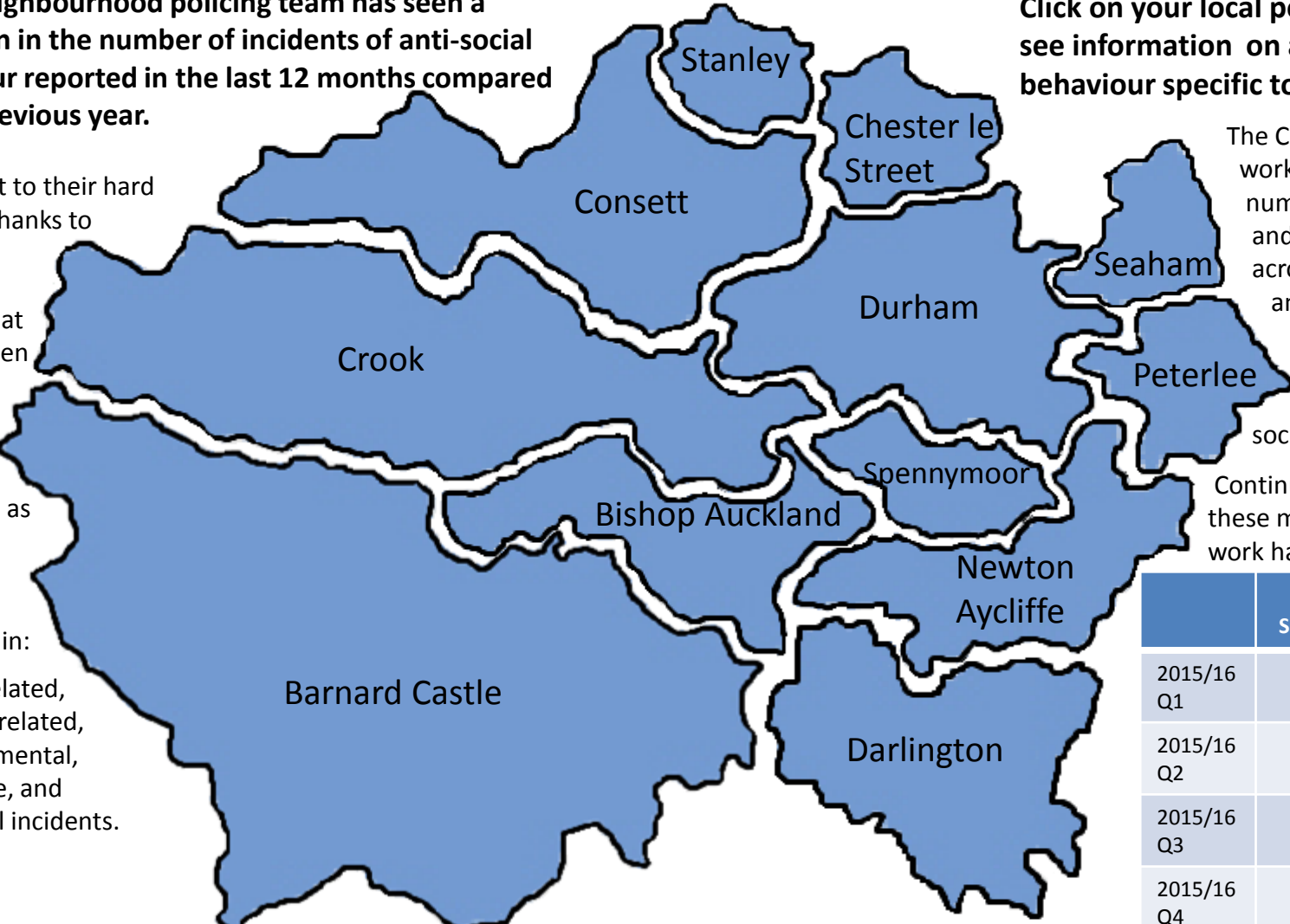
Key area of focus: Tackle **anti-social behaviour**

Every neighbourhood policing team has seen a reduction in the number of incidents of anti-social behaviour reported in the last 12 months compared to the previous year.

It is a credit to their hard work and thanks to the help of various partners that this had been possible.

A range of behaviours are classed as anti-social behaviour, with reductions in:

- youth related,
- alcohol-related,
- environmental,
- nuisance, and
- personal incidents.



Click on your local policing sector to see information on anti-social behaviour specific to your area.

The Constabulary have worked hard to run a number of operations and range of initiatives across the summer and Easter months to limit the impact of school holidays on anti-social behaviour.

Continued reductions over these months suggest this work has been effective.

	Public Satisfaction	PCVC Verdict
2015/16 Q1	79%	☹️
2015/16 Q2	82 %	
2015/16 Q3	82 %	
2015/16 Q4	84 %	
2016/17 Q1	78 %	

	12 months to end June 2015	12 months to end June 2016	Difference	PCVC Verdict
Anti Social Behaviour (no. incidents / % alcohol related)	27,989 (12.4%)	24,041 (12.7%)	-14.1 % (+0.3%)	☺️

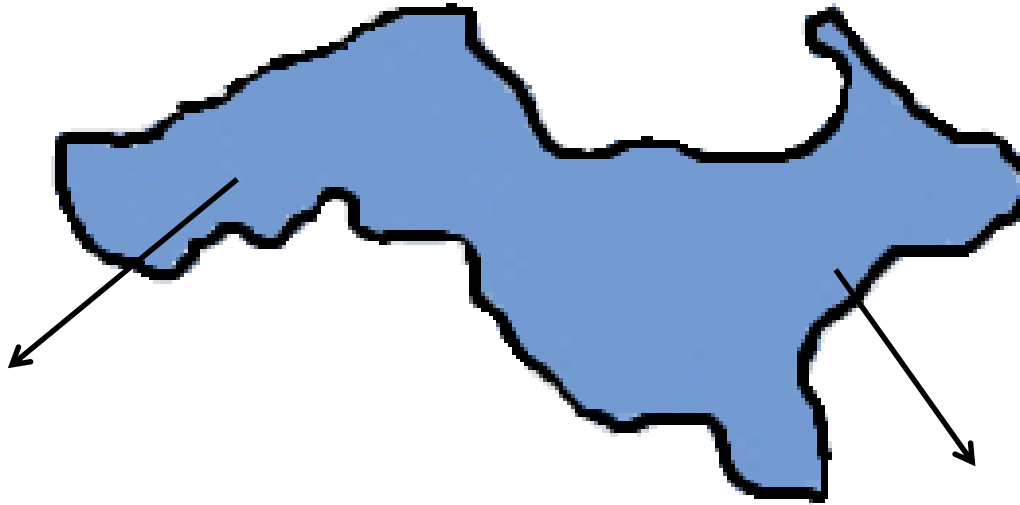
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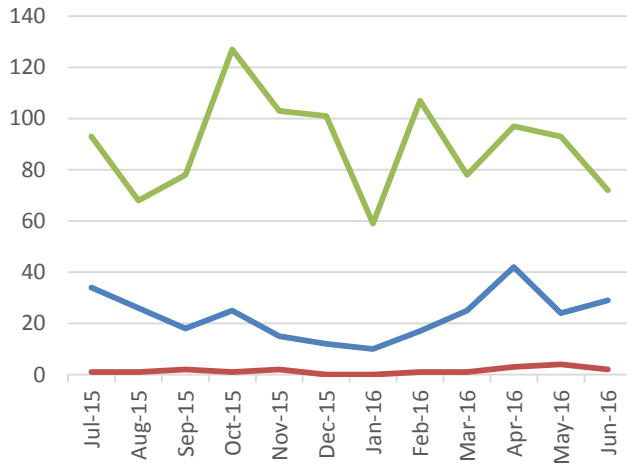
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Bishop Auckland



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	2,419	2,327	- 3.8 %	😊

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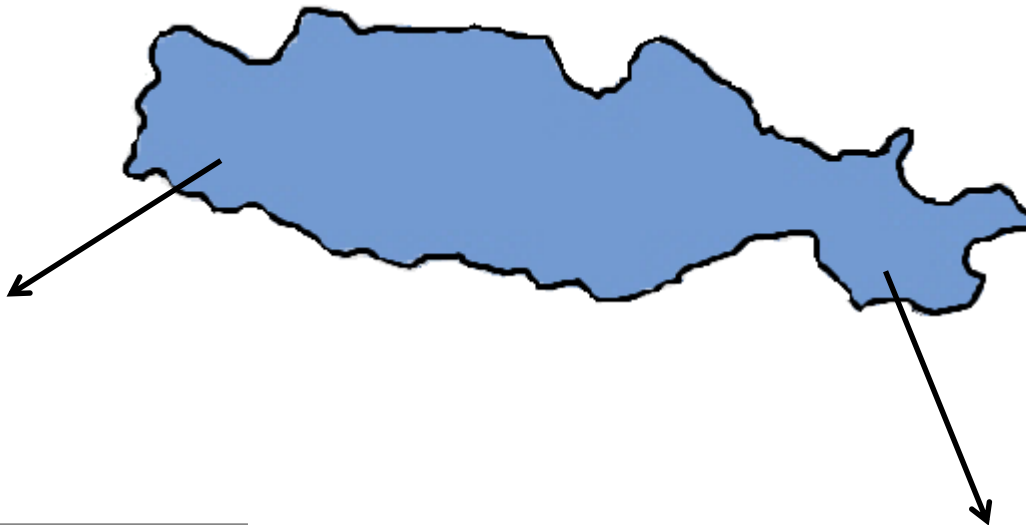
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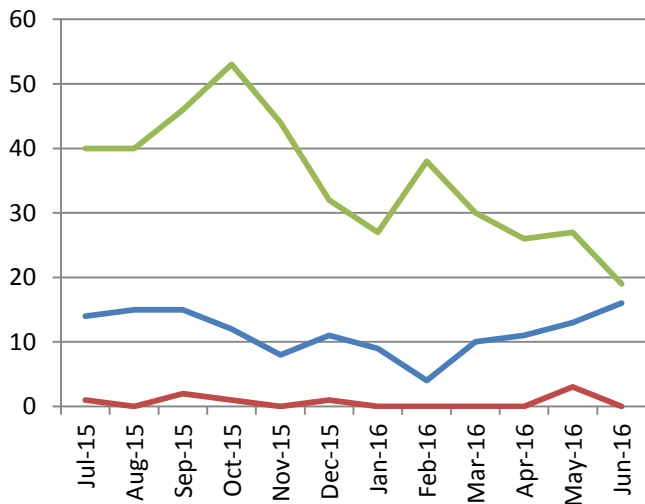
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Crook



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	1,421	1,202	- 15.4 %	😊

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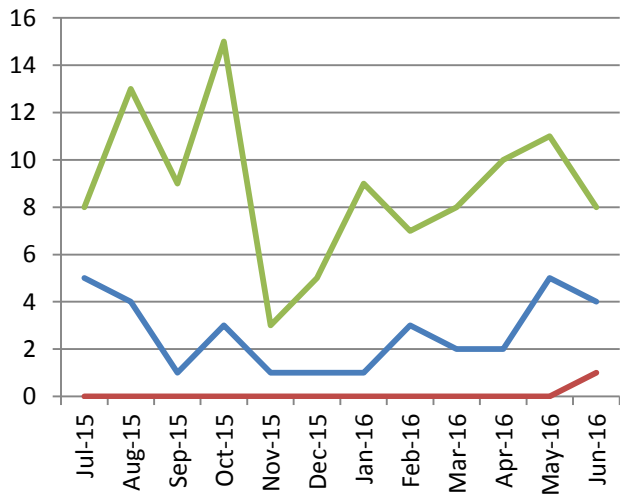
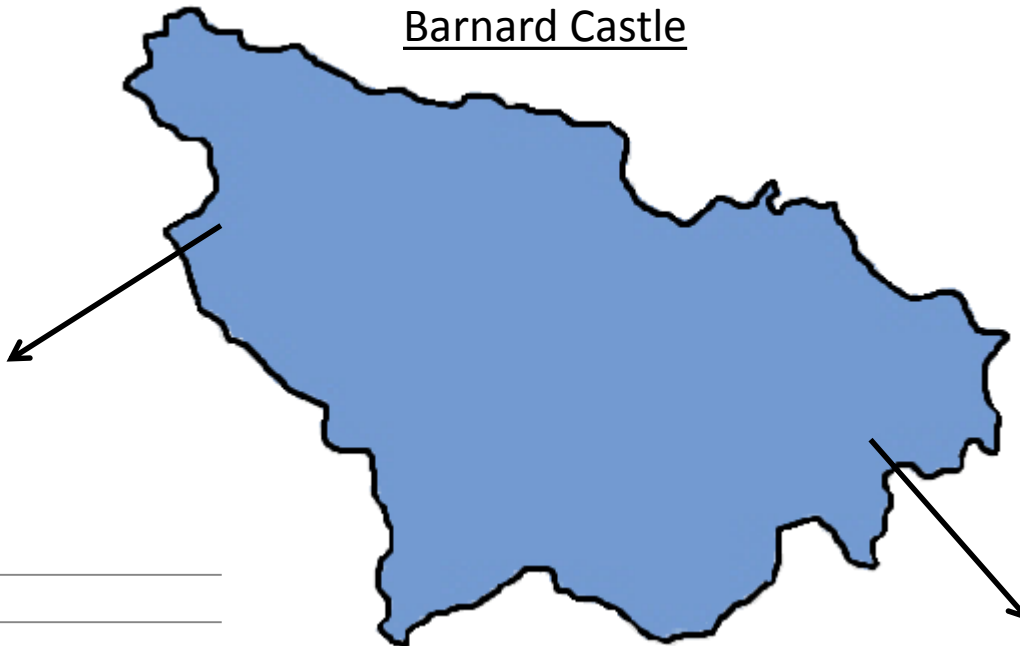
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Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Barnard Castle

- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	351	319	- 9.1 %	😊

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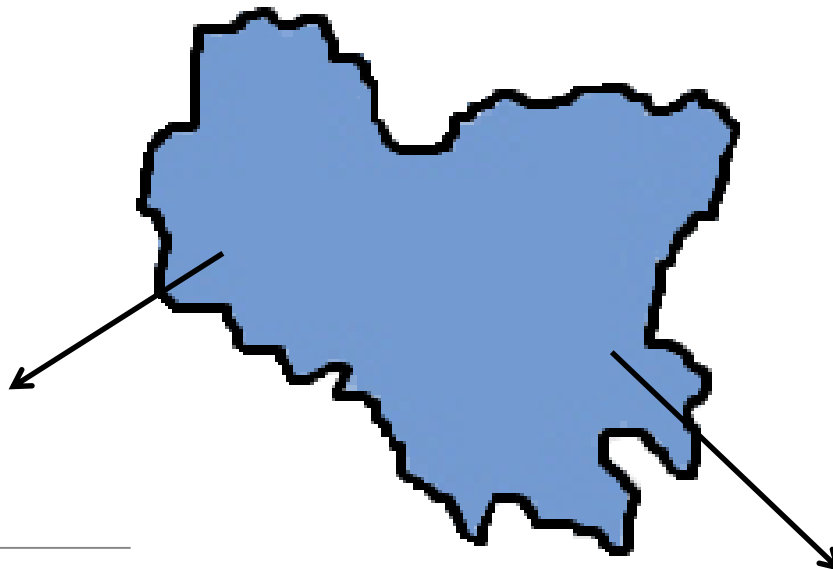
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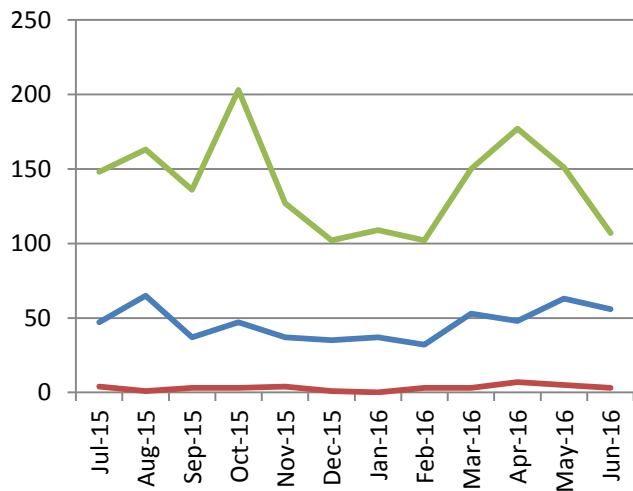
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Darlington



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	5,465	4,556	- 16.6 %	😊

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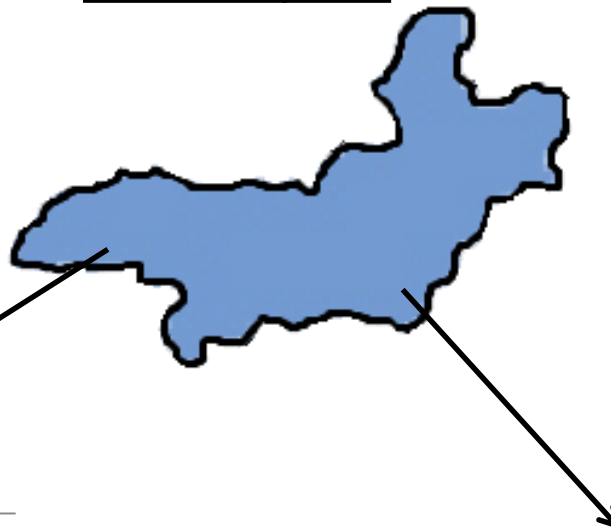
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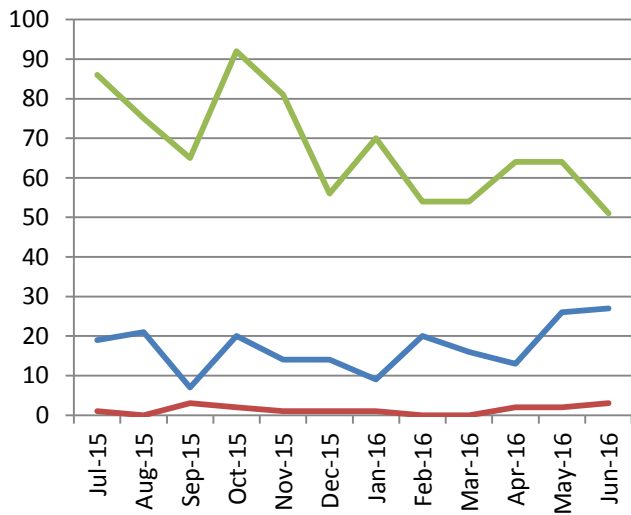
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Newton Aycliffe



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	2,500	2,044	- 18.2 %	😊

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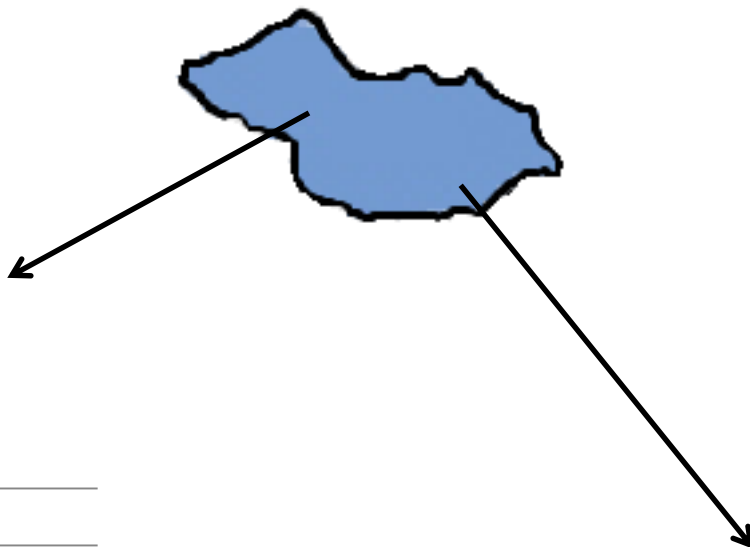
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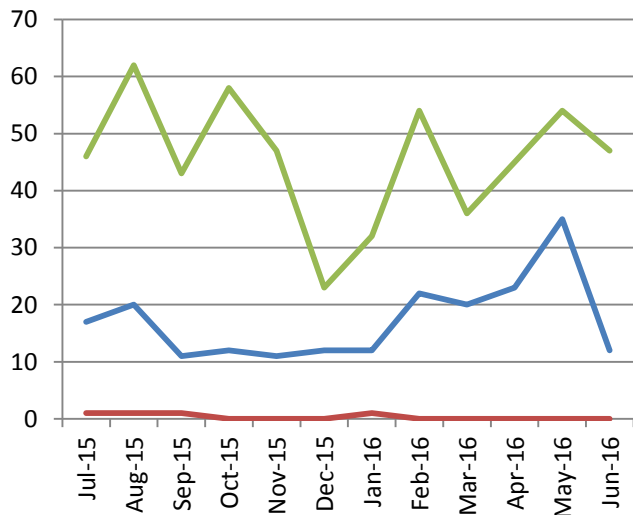
Objective 3: Keep Communities Safe

Key area of focus: Tackle **anti-social behaviour**

Spennymoor



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	1,869	1,637	- 12.4 %	😊

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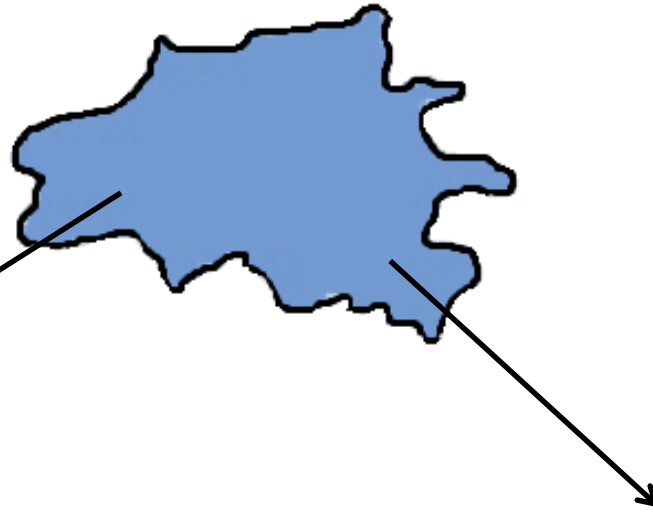
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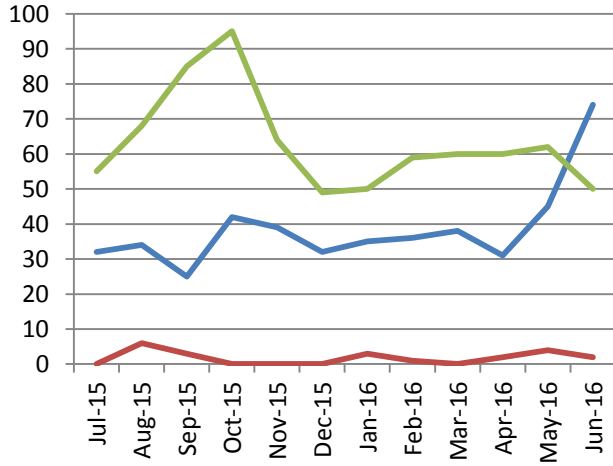
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Durham



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	3,197	2,748	- 14 %	😊

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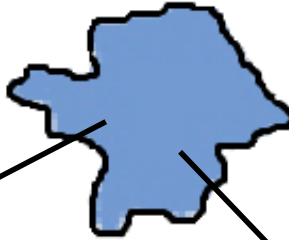
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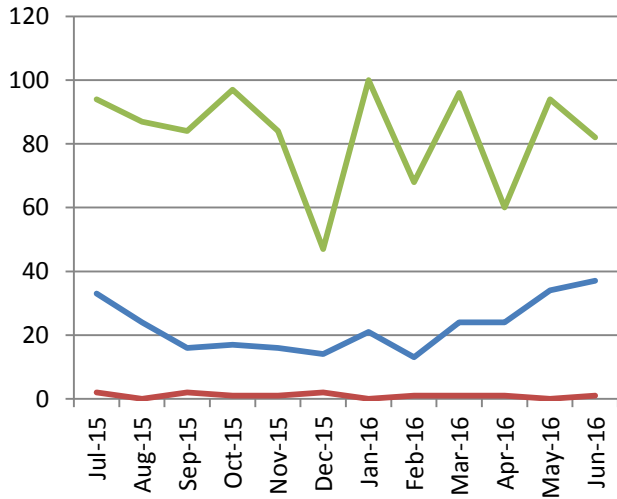
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Peterlee



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	3,342	2,617	- 21.7 %	😊

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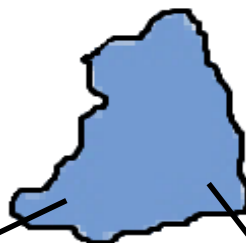
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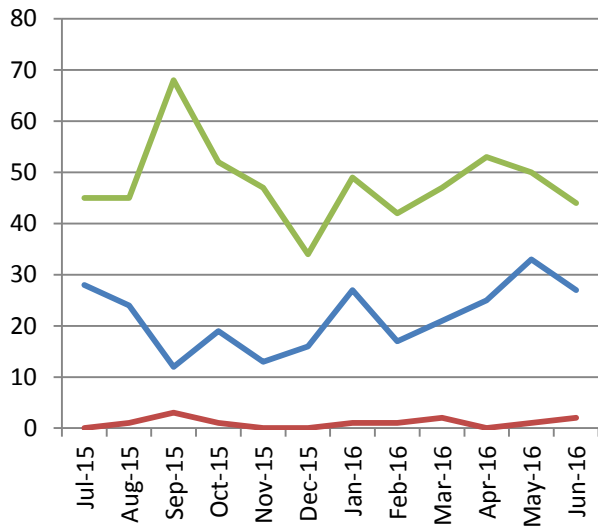
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Seaham



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	1,872	1,667	- 11 %	😊

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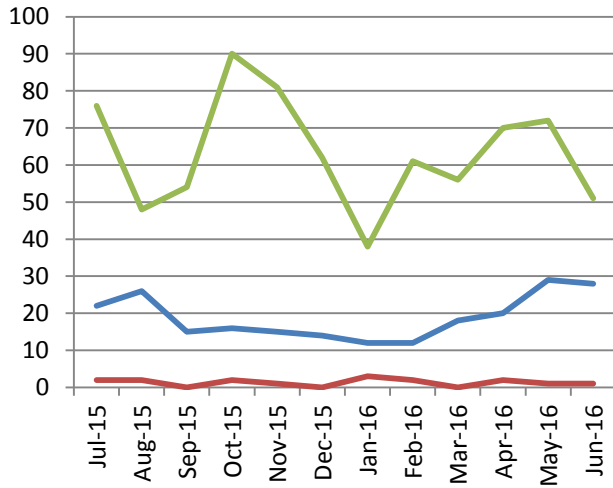
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Chester le Street



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	1,991	1,886	- 5.3 %	😊

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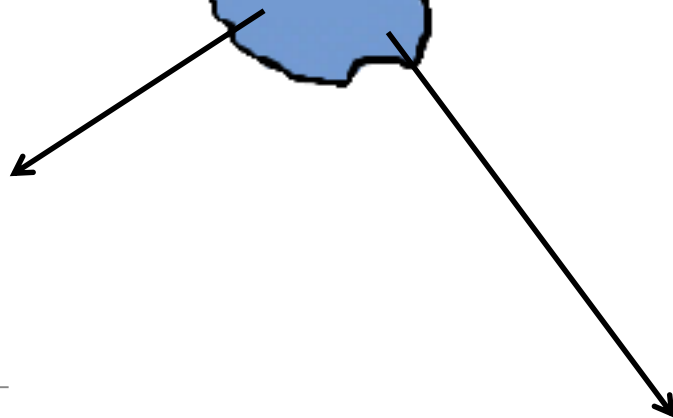
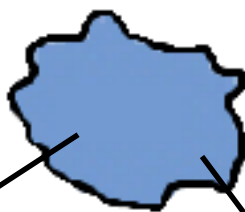
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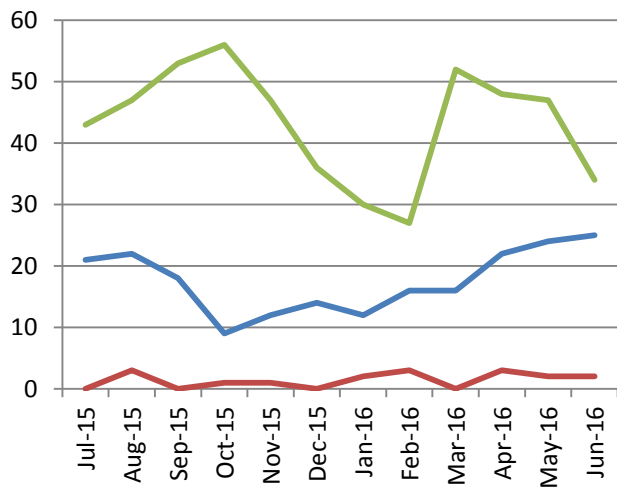
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Stanley



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	1,771	1,558	- 12 %	😊

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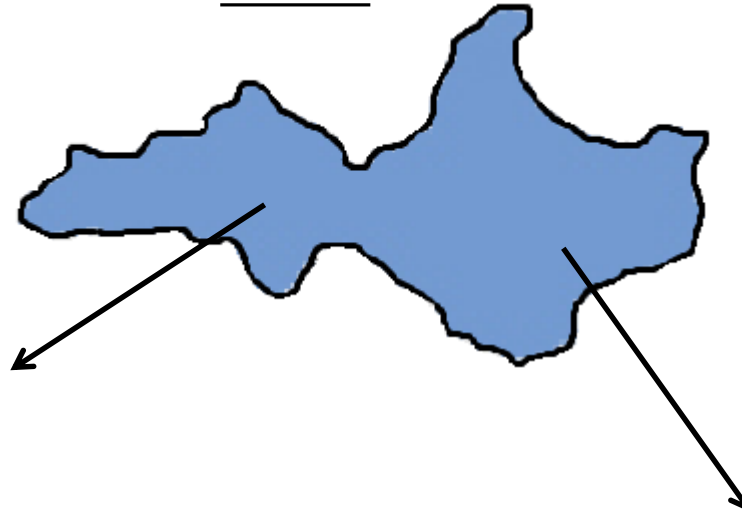
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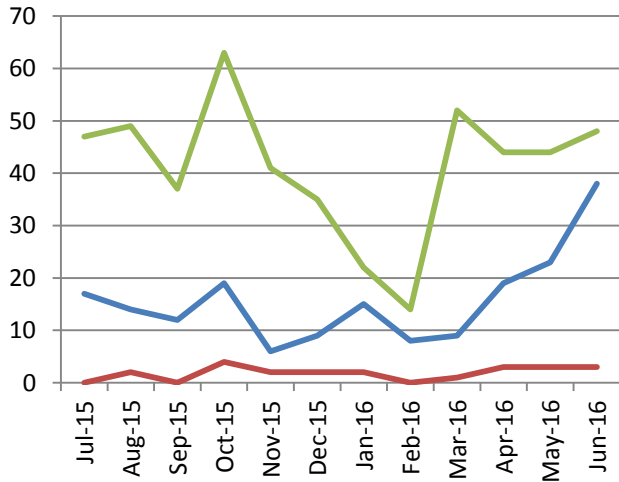
Objective 3: Keep Communities Safe

Key area of focus: Tackle anti-social behaviour

Consett



- Alcohol Related
- Drugs Related
- Youth Related



	12 months to end June 2015	12 months to end June 2016	% Difference	PCVC Verdict
Total Anti-Social Behaviour	1,791	1,480	- 17.4 %	😊

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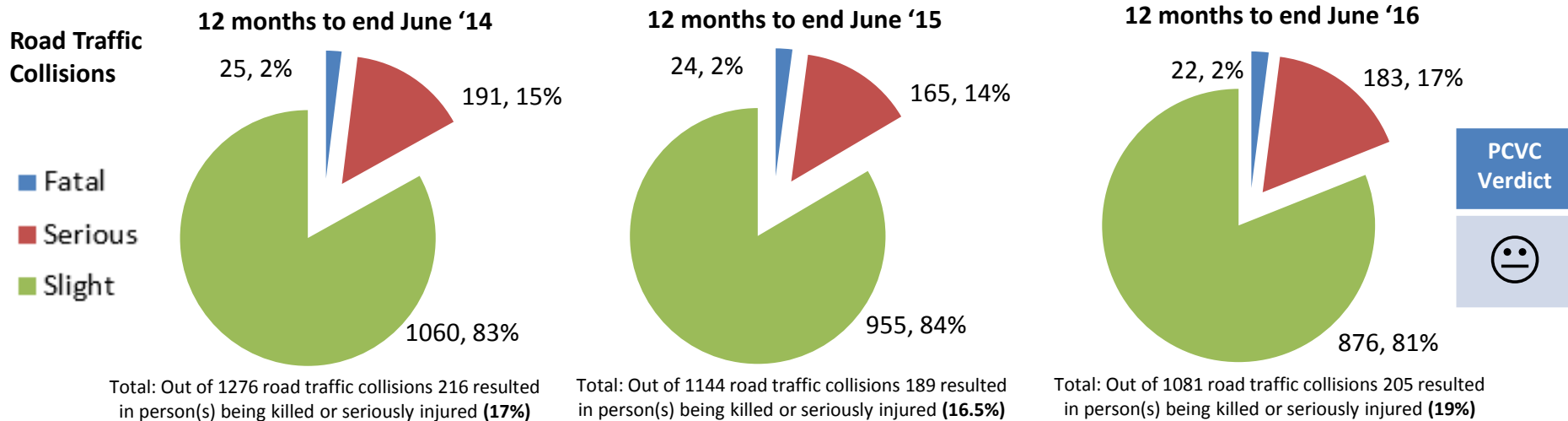
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Objective 3: Keep Communities Safe

Key area of focus: Improve road safety by tackling careless and dangerous driving, speeding and other road safety issues

In the past 12 months there have been slightly fewer fatal road traffic collisions than the 12 months prior and a 5.5% reduction in the total number of collisions. However, there have been more road traffic collisions resulting in serious injuries. The Constabulary undertook a drink and drug driving awareness campaign in June 2016, including additional roadside testing, and have other campaigns planned going forward.



Local Survey	2014/15	2015/16					Year End % Diff	2016/17		PCVC Verdict
	Year End	Q1	Q2	Q3	Q4	Year End		Quarter 1	% Diff	
% People who think that dangerous driving is a problem	49 %	52 %	53 %	48 %	52 %	51 %	+ 2 %	53 %	+ 2 %	☹️
% People who think that parking is a problem	51 %	50 %	50 %	48 %	52 %	50 %	- 1 %	51 %	+ 1 %	☹️
% People who think that speeding vehicles are a problem	65 %	65 %	68 %	65 %	68 %	67 %	+ 2 %	72 %	+ 5 %	☹️

Safety on our roads is an area which involves a large amount of partnership working and there are a number of multi-agency initiatives to improve knowledge, attitudes and behaviour, especially in young people. For example, Wisedrive will take place in October for year 11 pupils at schools across the area.

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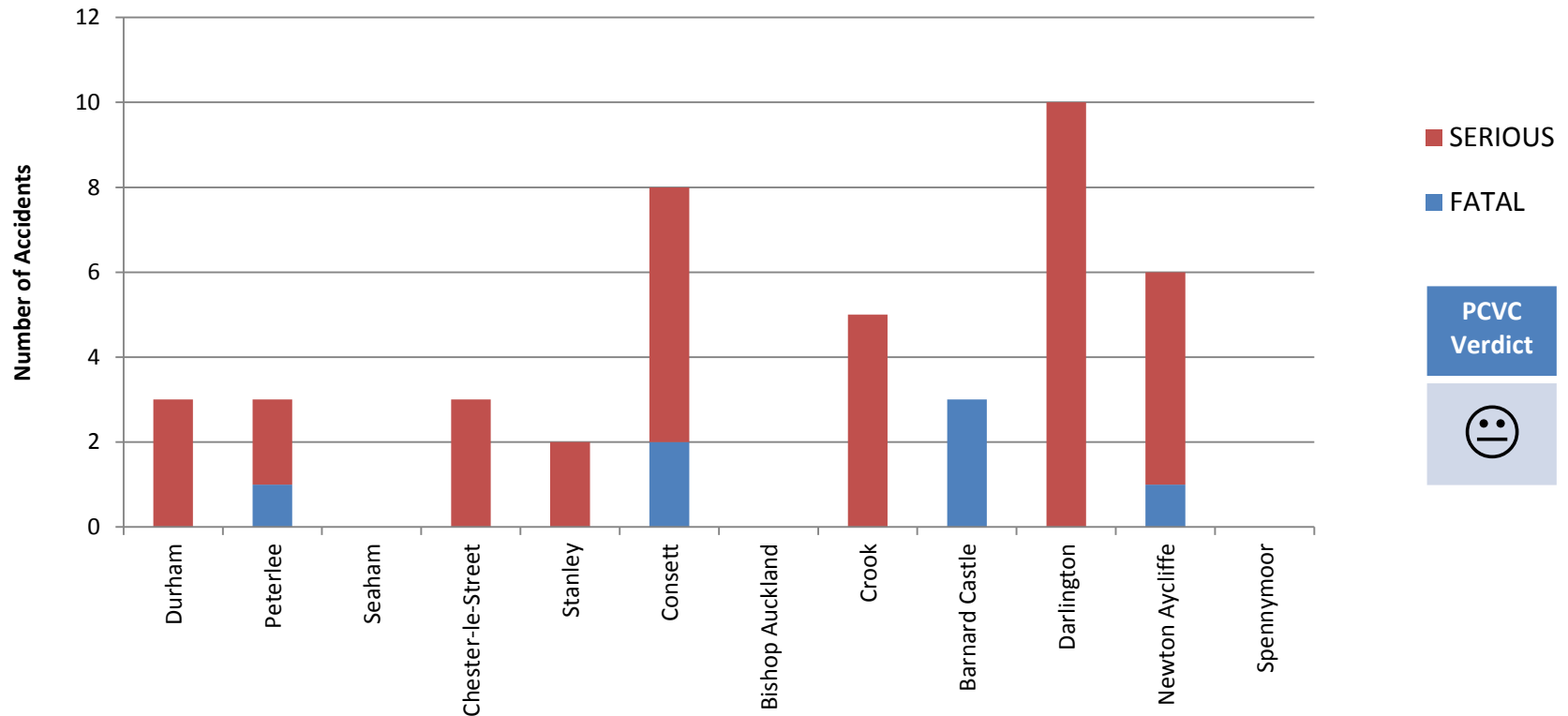
Objective 3: Keep Communities Safe

Key area of focus: Improve **road safety** by tackling careless and dangerous driving, speeding and other road safety issues

There were 7 fatal collisions in the first quarter of this year (April, May and June), with 3 occurring in the Barnard Castle area. There have been 10 serious collisions in the Darlington area, which is higher than elsewhere but there have not been any fatalities. Seaham, Bishop Auckland and Spennymoor policing areas have not had any fatal or serious collisions.

Community Speed Watch have been active across the whole Force area, with a total of 180 deployments carried out in quarter one.

Fatal/Serious Accidents 1st Quarter 2016/2017



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Objective 3: Keep Communities Safe

Key area of focus: Work with partners to improve the service provided to those with poor mental health (victims and offenders)

I have tasked the Constabulary with reducing the use of Section 136 of the Mental Health Act. This means reducing the number of people who are detained in police custody as a 'place of safety' during a mental health crisis. I am extremely pleased to see that there has not been a person under the age of 18 detained under this act in nearly 2 years. A new telephone triage has been established allowing officers to contact a Crisis Team directly when helping a person who appears to be in a mental health crisis, to receive specialist advice. This ensures the person receives the most appropriate response for their individual circumstances and avoids unnecessary detentions. I am currently looking into setting up a street triage in which a member of the Crisis Team will be available with police not just over the phone.

Currently statistics are:

	2013/14	2014/15	Diff	2015/16	Diff	2016/17 so far	PCVC Verdict
Under 18s	3	1	- 2	0	- 1	0	😊
Over 18s	57	38	- 19	23	- 15	6	😊

Instead of using a police cell as a 'place of safety', officers are encouraged to take people to a specialised hospital or facility. However, two police officers must remain present throughout the process until the person is formally under the care of the hospital, using a great deal of police officer resource. Therefore, I want to reduce this waiting time to ensure patients are helped as quickly as possible and police resource is minimised. The average waiting times per officer are:

2013: 4 hrs, 10 mins

2014: 3 hrs, 23 mins

2015: 2 hrs, 55 mins

2016 (so far): 3 hrs, 4 mins

The amount of resource used each time would be double the length of the waiting time shown above, due to the necessity to have two officers present throughout. It is hoped that the introduction of a place of safety co-ordinator and the tele-triage facility will see these times continue to reduce, and at a higher rate.

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Cross cutting key area of focus: **Reduce Reoffending**

Reducing reoffending is key to cutting crime and reducing the number of victims. There are a number of initiatives and projects taking place across County Durham and Darlington that involve organisations working together in partnership, which are aimed at reducing reoffending.

Interventions often help perpetrators of crime to break their cycle of offending and make a positive contribution to society instead. **Integrated Offender Management** brings together agencies to manage the most persistent offenders.

Following my successful bid for funding from the Police Innovation Fund, a ground breaking multi-agency initiative '**Checkpoint**', started its trial in April 2015. It takes a problem solving approach to look at the reason why someone has offended and what can be done to stop them by tackling that root cause. Offenders who agree to comply will be placed on a four month contract tailored to suit their individual case, for example a drug or alcohol intervention, voluntary work and wearing a GPS tag.

Should they successfully complete the contract then they will not have to progress through the criminal justice system, but if they fail to complete the contract, including reoffending of any kind, they will be prosecuted.

Checkpoint is only available to certain offenders who meet strict eligibility criteria, and it is only currently in the early stages but is rapidly growing. In March 2016 the pilot phase of the initiative ended and work is now underway to begin a randomised that will be formally evaluated by Cambridge University to ensure there is academic evidence of its success.

Positive results from the trial period have already sparked interest in the initiative from a number of other organisations and it was praised in a recent inspection. This has sparked **Checkpoint 3D** for first time offenders, which started in April 2016. In the first quarter there were over **90 active cases, none of which failed for reoffending**.

Further information and examples of some success stories can be read on my website by clicking [here](#). This was published as the trial programme reached 100 successful completions.



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Police and Crime Plan Objective 1 Key Indicator: **Public Confidence**

Public Confidence (CSEW)	12 months to end Mar '14	12 months to end June '15	% Diff	12 months to end Sept '15	% Diff	12 months to end Dec '15	% Diff	12 months to end Mar '16	% Diff	PCVC Verdict
% of people who think the police do a good job (Nationally)	61.8 %	62 %	+0.2%	62.5 %	+0.5%	62.7 %	+ 0.2%	61.2 %	- 1.5%	/
% of people who think the police do a good job (Durham)	64.4 %	65.9 %	+1.5%	65.9 %	-	64.2 %	- 1.7%	63.9 %	- 0.3%	☹️
'taking everything into account I have confidence in the police' (Nationally)	75.4 %	76.2 %	+0.8%	77 %	+0.8%	78 %	+ 1 %	78.7 %	+0.7%	/
'taking everything into account I have confidence in the police' (Durham)	76.4 %	77 %	+0.6%	77.7 %	+0.7%	78.7 %	+ 1 %	80.8 %	+2.1%	😊

Local Survey	2014/15	2015/16					14/15 -15/16 % Diff	2016/17	% Diff	PCVC Verdict
	Year End	Q1	Q2	Q3	Q4	Year End		Q1		
% of people who think the police do a good job	70 %	68 %	68 %	70 %	70%	69 %	- 1 %	67 %	- 2 %	☹️
'taking everything into account I have confidence in the police'	74 %	73 %	72 %	74 %	75 %	74 %	-	71 %	- 3 %	☹️

The Constabulary collaborated with Durham University to study what factors affect confidence locally and therefore produced a detailed local survey individual to our area, as well as that by the [CSEW](#). The data collected by the CSEW (which is only available for Dec '15 due to a data lag) shows that there has been a very slight increase in confidence in the police nationally over the last few quarters and Durham is mirroring this pattern, maintaining a level of confidence that is above the national average. It is disappointing to see that the percentage of people who have reported that they think the police do a good job has decreased slightly, but this remains above the national average.

Increasing public confidence is important as it will increase the likelihood for victims to report crimes, incidents and information, and I know that the Constabulary have just implemented a new Confidence Plan with the aim to increasing confidence levels as, despite a large amount of hard work, the level has remained relatively consistent in the local survey.

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Police and Crime Plan Primary Measure: **Victim Satisfaction**

Victim Satisfaction	2013/14	2014/15	% Diff	2015/16					% Diff	2016/17	% Diff	PCC Verdict
	Year End	Year End		Q1	Q2	Q3	Q4	Year End		Q1		
Whole Experience	89 %	90 %	+ 1 %	91 %	88 %	89 %	90 %	90 %	-	90 %	-	😊
Ease of Contact	97 %	98 %	+ 1 %	100%	100%	95 %	97 %	98 %	-	97 %	- 1 %	😊
Arrival Time	88 %	89 %	+ 1 %	90 %	92 %	90 %	92 %	91 %	+ 2 %	91 %	-	😊
Actions Taken	90 %	90 %	-	91 %	88 %	86 %	90 %	89 %	- 1 %	87 %	- 2%	😐
Follow Up	84 %	84 %	-	82 %	81 %	81 %	82 %	82 %	- 2 %	84 %	+ 2 %	😊
Treatment	96 %	96 %	-	97 %	94 %	95 %	96 %	96 %	-	96 %	-	😊

[The above percentages are determined through a local victim satisfaction survey by Durham Constabulary with results collated quarterly.]

I am pleased to be able to report high victim satisfaction in all areas. There does appear to have been a slight slip in victim satisfaction in ‘actions taken’, which I will be monitoring closely, however it is important to point out that this score remain high. Durham Constabulary remain within the top few police forces in the country for victim satisfaction. Through national data, Durham Constabulary is currently ranked 2nd in the country for victim satisfaction with ‘whole experience’, which is excellent. However, the Constabulary and I are not complacent and will continue to focus on any areas which have room for improvement.

Although satisfaction with ‘Follow Up’ is not as high as the other areas, it is still not at a low level in comparison with other Forces. Following conversations with the Constabulary, I am aware of work that is ongoing to improve this and will continue to monitor it throughout this coming year.

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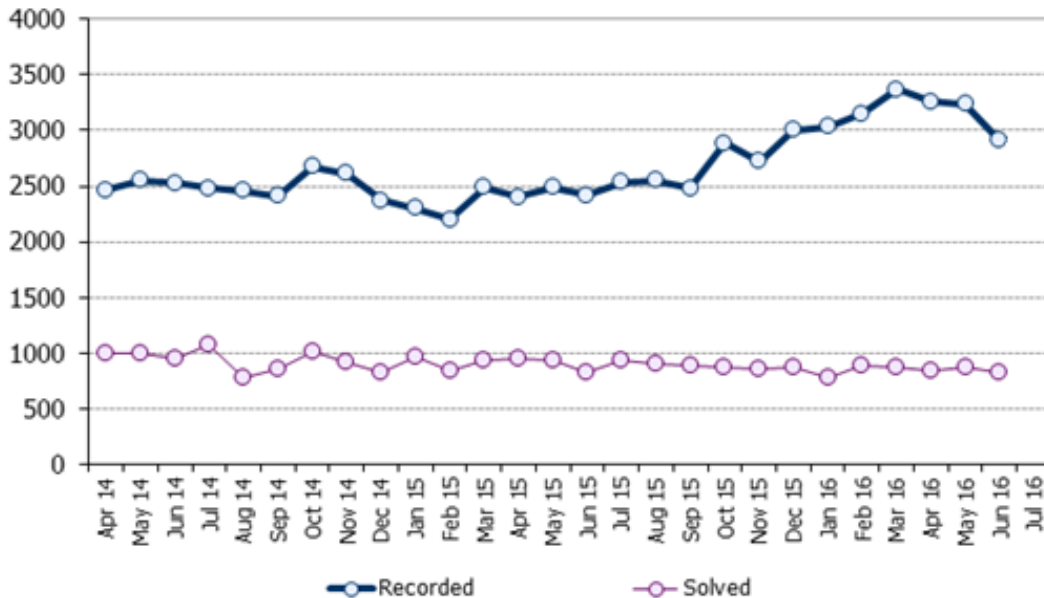
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Police and Crime Plan Objective 3 Key Indicator: **Victim-Based Crime**

	12 months to end of June 2014	12 months to end of June 2015	Difference 2014-2015	% Difference	12 months to end of June 2016	Difference 2015-2016	% Difference	PCC Verdict
Victim based crime	30,091	29,314	- 777	- 2.6 %	35,151	+ 5,837	+ 19.9 %	☹️

A further break down of figures by crime type and more detailed commentary is available under 'High Quality Policing', later on in this report. [Click here](#) to go to this section

VICTIM BASED - Durham Constabulary
April 2014 to June 2016



Unfortunately, recorded victim-based crime over the past 12 months is showing a considerable increase when compared with the 12 months prior.

However, a change in the way that reports of harassment are recorded has just taken place. Previously a number of incidents would be required to constitute harassment, however it is now recorded as a crime at the first report. This change has been implemented for all incidents dating back almost a year, but all crimes generated from this process were recorded in the month they were created. This has resulted in the figures being partly skewed.

Another change in recording for violent crime, as well as some crime types in which an increase in reporting is positive, also contribute to this increase.

This said, there has been a small increase in crime. I have spoken at length with the Constabulary about the reasons for this and I will continue to closely scrutinise these figures to ensure they are doing all that is possible to try and reverse this increase. Therefore, it is positive that the graph shows a downward trend has started since March 2016.

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Objective 4: Deliver an Efficient Policing Service

Key area of focus: Value for money

- An efficiency inspection was published in October 2015 by HMIC, which was split into 3 elements. Durham Constabulary was the **only police force in the country to receive an 'Outstanding' grade in all 3 areas**. This was based on the robust financial management, accurate budgeting and innovative problem solving solutions.
- HMIC's **Value for Money Report 2015** shows Durham Constabulary spends more than the average of the most similar forces on front line support. There are fewer recorded crimes but a greater percentage of offenders who have action taken against them (e.g. charge, court summons).
- Following the success of providing £100,000 to the County Durham Community Foundation, to which they added another £50,000 to create a **Community Safety Fund** of £150,000 in 2015/16, I have repeated this process for 2016/17. This means local community groups and organisations were again able to bid for £500 - £20,000 to help with projects and initiatives that will help contribute towards community safety in County Durham and Darlington.
- A comprehensive **Medium Term Financial Plan** has been developed, covering a number of potential budgeting and funding scenarios over the next five years, to ensure the Constabulary is prepared for various circumstances. Opportunities for income generation are also continually being explored.
- I have given particular focus to **volunteering** and utilising the skills of volunteers in the police and other partner organisations:
 - I currently have voluntary **independent custody visitors** who carry out approximately 3 inspections of custody suites a week. This is to ensure that detainees are being treated appropriately.
 - I held a **volunteers fair** with the Constabulary and partners in February to encourage the public to get involved.
 - I fund **restorative justice coordinators** and a **community peer mentor project**, of which both are recruiting and training volunteers to help victims of crime and to improve community safety.



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Objective 4: Deliver an Efficient Policing Service

Key area of focus: Robust **accountability framework** and performance management



Part of my role is to hold the Chief Constable to account for the delivery of my Police and Crime Plan, but I am also held to account for my role by the electorate.

There are a number of organisations involved in the scrutiny of both my role and the Constabulary's performance. The relationships between these scrutiny mechanisms are illustrated in the new accountability diagram to the left.

HMIC inspect all police forces across the country and publish their results. I also publish their findings relating to Durham Constabulary and comment on these to ensure you are kept informed of what is happening in your area.

This performance report is a key component in scrutinising the Constabulary's performance against each of the objectives and key areas of focus in my Police and Crime Plan. It then enables you, the public, and partners to understand how the police are performing.

The report is published on my website 4 times a year, but I have meetings to discuss these matters with the Chief Constable and his team every month.

There is more information regarding performance and accountability on my website, which you can read by clicking [here](#).

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High Quality Policing

Crime Type	12 months to end June 2014	12 months to end June 2015	% Difference	12 months to end June 2016	% Difference	PCC Verdict
All Crime	33,532	32,532	- 3 %	39,567	+ 21.6 %	☹️
Violence Against the Person	5,662	6,802	+ 20.1 %	11,137	+ 63.7 %	☹️
Sexual Offences	1,020	981	- 3.8 %	1,156	+ 17.8 %	😊
Burglary	4,236	3,857	- 9 %	4,449	+ 15.4 %	☹️
Vehicle Crime	3,282	2,568	- 21.8 %	2,611	+ 1.7 %	☹️
Shoplifting	3,376	3,528	+ 4.5 %	3,584	+ 1.6 %	☹️
Criminal Damage (Inc. Arson)	6,907	6,693	- 3.1 %	7,424	+ 10.9 %	☹️

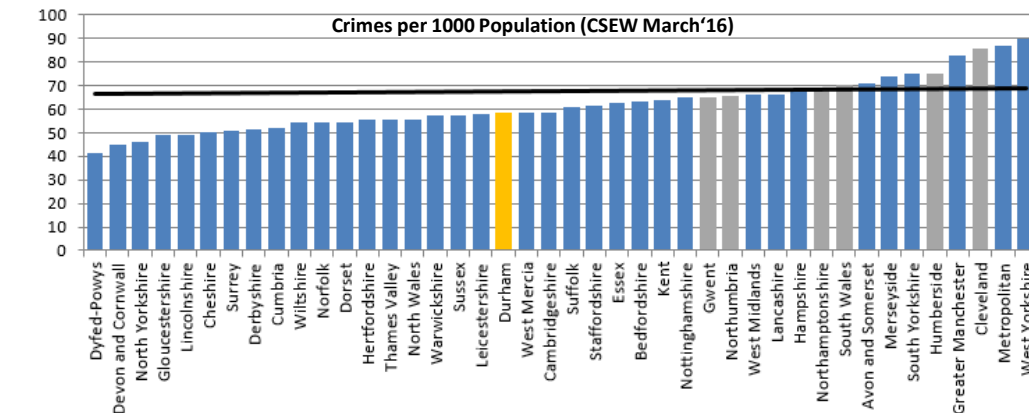
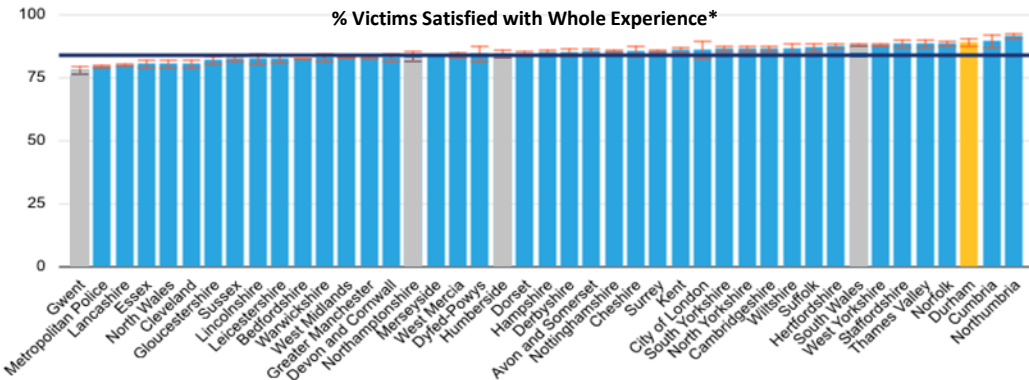
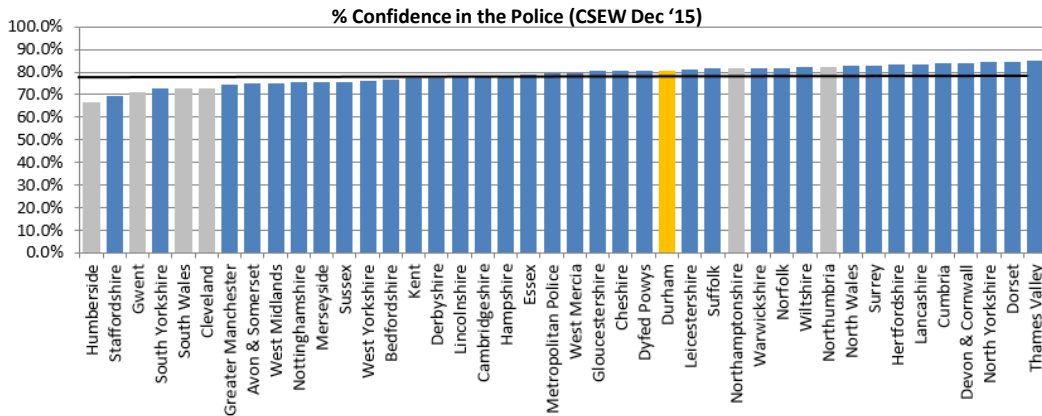
- There has been an increase in **'all crime'** compared with the same period last year, but changes to the recording of harassment crimes explained under **'victim-based crime'** also applies here. However, this increase also partially stems from **burglary** and **criminal damage including arson**, which have increased over the winter months. However, during April and particularly May figures have begun to reduce again, suggesting the police response to this increase may have been successful, and detection rates are twice the national average. However, I will be monitoring this moving forward.
- A previous change in recording practices for **violence against the person** caused a national increase, which was expected to stabilise in the coming year. However, harassment falls under violence crime, and so another change in recording is partly responsible for the inflation of this figure.
- The reported number of **Sexual offences** is continuing to increase. This is positive as it shows confidence of victims to come forward to the police. A number of cases are still historic cases reported following large scale media reports, but the impact of Medomsley has now subsided and so this breakdown of statistic has been removed.
- It is disappointing to see that **shoplifting** is starting to increase again, and **vehicle crime** has also increased slightly. Therefore, these are areas I will be monitoring going forward. It is important to emphasise that, although crime has increased, the harm to our communities (calculated using the Cambridge Harm Index) has not increased.
- **Reducing reoffending** is a cross cutting key area of focus in my Police and Crime Plan, as it links to all the objectives and is a key element to reducing crime, therefore making County Durham and Darlington a safer place to live and work. To view more information, [click here](#).
- View the next page to **compare the Constabulary's performance** to all of the other police forces in the country.

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Comparison to Other Forces

*Data from the HMIC Crime and Policing Comparator



This data shows Durham in comparison to the other Forces in the England and Wales (City of London is not included in the CSEW and is not classed as being comparable to other UK Forces). Unfortunately there is a data lag back to December 2014 for comparative victim satisfaction as HMIC are currently working on a new version and it will be updated once that is complete.

The most similar Forces to Durham (based on an analysis of demographic, social and economic characteristics which relate to crime) are Gwent, Humberside, South Wales and Northampton. This is known as the Most Similar Group (MSG) and is the most effective way to compare performance.

It can be seen in the graphs that Durham is performing better than the National average in all 3 areas.

Confidence

Although around the middle, Durham is in the top half of the rankings for confidence, and is placed above the majority of those in the MSG and the national average.

Victim Satisfaction

Of all 43 Forces Durham is currently 3rd, with only Cumbria and Northumbria performing slightly higher.

Victim-Based Crime

Durham is placed in the bottom half of Forces when ranked in order, and is well below the national average line and this figure includes Medomsley. All the MSG are showing a higher victim-based crime rate than Durham.

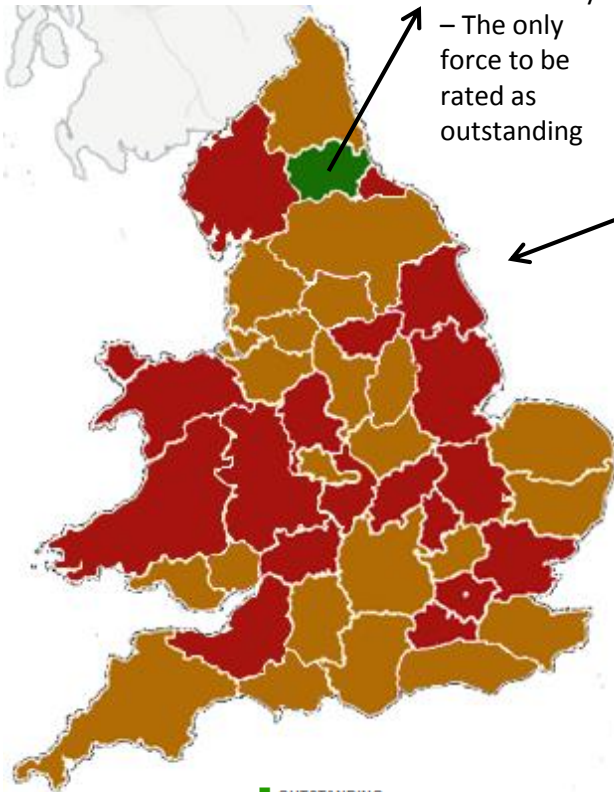
HMIC Inspections

Durham Constabulary is the country's top performing police force

Her Majesty's Inspectorate of Constabulary (HMIC) assesses all 43 police forces in the country for police effectiveness, efficiency and legitimacy (PEEL Assessments). The overall grade for each category is generated from a number of questions.

I am incredibly happy to be able to report that Durham Constabulary received the highest overall ratings in the country, as follows:

Durham Constabulary – The only force to be rated as outstanding



■ OUTSTANDING
■ GOOD
■ REQUIRES IMPROVEMENT
■ INADEQUATE (NONE RANKED)

- How **effective** is the force at keeping people safe and reducing crime? **Outstanding**
 - Preventing crime and anti-social behaviour, and keeping people safe ***outstanding***
 - Investigating crime and managing offenders ***outstanding***
 - Protecting from harm those who are vulnerable and supporting victims ***good***
 - Tackling serious and organised crime, including arrangements for fulfilling national policing responsibilities ***outstanding***
- How **efficient** is the force at keeping people safe and reducing crime? **Outstanding**
 - Using resources to meet demand ***outstanding***
 - Sustainability and affordability of the workforce model ***outstanding***
 - Sustainability of the financial position for the short and long term ***outstanding***
- How legitimate is the force at keeping people safe and reducing crime? **Good**
 - Extent to which practise and behaviour reinforces the wellbeing of staff and an ethical culture ***good***
 - Understanding, engaging with and treating fairly the people it serves to maintain and improve legitimacy ***outstanding***
 - Extent to which decisions taken on the use of stop and search and Taser are fair and appropriate ***requires improvement***

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Conclusions

- Durham Constabulary has been rated the top performing police force in the country by HMIC in the latest PEEL Assessments.
- Recorded crime is higher over the 12 months to the end of June than the same time period the previous year. I want to reassure the public that there are a number of reasons for this, but I will continue to scrutinise these figures over the next few months to ensure the Constabulary are doing everything they can to maintain County Durham and Darlington as safe places to live, work and visit.
- The level of public confidence in Durham Constabulary is above the national average and gradually increasing. This is leading to increased reporting of some types of victim-based crimes that were previously under-reported, such as domestic abuse and sexual offences, which is very positive.
- Victim satisfaction scores remain high for another year and something to be commended. I will be continuing to monitor these scores closely as the experiences of victims is of utmost importance.
- Given the cuts to funding police forces nationwide are experiencing, this performance data and the high grades from HMIC shows the force is efficiently using its budget to tackle offenders and reduce crime.



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Glossary

Anti-Social Behaviour	<p>A wide range of behaviours, which cause alarm, distress or harassment to at least one person. They are separated into 3 categories: Personal (targeted at a specific individual or group), Nuisance (causing annoyance to the wider community) and Environmental - (incidents aimed at the physical environment).</p> <p>The force add flags highlighting alcohol, youth and drug related incidents. In some cases one incident can have more than one flag (e.g. both alcohol and youth related), which means it will be included in the figures on the local graphs twice (once in the alcohol and a once in the youth). But, this is not the case in the overall figures.</p>
CSEW	<p>The Crime Survey England and Wales is a national survey about experiences of crime from members of the public across the Country.</p>
Crime Statistics	<p>All crime statistics in this document are from the Durham Constabulary recorded crime and incident database.</p>
HMIC	<p>Her Majesty's Inspectorate of Constabulary, inspect the Country's police forces.</p>
Local Survey	<p>Local survey conducted by Durham Constabulary.</p>
MARAC	<p>Multi Agency Risk Assessment Centre – a victim-focused meeting where information is shared between agencies on the highest risk cases of domestic violence and abuse to discuss the best ways to help the victim and minimise the risk.</p>
Medomsley Case	<p>Also known as Operation Seabrook, this is an investigation into serious sexual and physical abuse carried out by staff against inmates at the Medomsley Detention Centre near Consett, mainly in the 1970's and 1980's.</p>
MP Surgery	<p>A meeting for local people to attend and discuss any concerns with their local Member of Parliament (MP).</p>
Regina / Non-Regina	<p>Regina refers to the queen in law, meaning the crime is committed against the state not a specific victim.</p>
Victim Based Crime	<p>These are crimes against a victim, and are split into 5 categories: violence against the person, sexual offences, robbery, theft offences, criminal damage and arson offences</p>



- I am happy with the performance.



- I will be closely monitoring performance.
This is an area for continued focus.



- I am unhappy with the performance
and looking at ways to improve.

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