Police and Crime Panel

14 March 2019

Quarterly Performance Report

Office of the Durham Police, Crime and Victims' Commissioner

RON HOGG
DURHAM POLICE, CRIME AND VICTIMS' COMMISSIONER
Putting victims first in County Durham and Darlington

Purpose

1. To update the Panel and the public on performance against the Police, Crime and Victims' Plan 2018-2021.

Background

2. The Police, Crime and Victims' Plan sets out my vision for County Durham and Darlington, the outcomes I seek, and the Key Performance Questions (KPQs) which will help determine whether those outcomes are being achieved.

3. My last public performance report looked at KPQs 5-8, considering questions of reoffending, rehabilitation, and confidence. I will be visiting these questions again in the report following this one.

4. This report considers KPQs 1-4, looking at questions in relation to the safety of our communities, crime levels, and support for victims and the vulnerable.

Communities are safe and crime is reduced	Victims and the vulnerable feel supported	Reoffending is reduced and rehabilitation is improved	People have confidence in the police and the criminal justice system
KPQ1: How safe are our communities?	KPQ3: How well are victims supported to cope and recover, and engage in criminal justice processes?	KPQ5: How well are we reducing reoffending?	KPQ7: How confident are people in the Criminal Justice System?
KPQ2: How well are we preventing and reducing crime?	KPQ4: How well are vulnerable people supported?	KPQ6: How well are we rehabilitating people who have offended?	KPQ8: How confident are people in the police?

Figure 1: Police Crime and Victims' Plan Outcomes and KPQs

Outcome 1 – Communities are safe and crime is reduced

KPQ1: How safe are our communities?

5. At its heart, keeping communities safe is part of the essence of policing. And, that our communities both are safe and feel safe is important.

6. And, while policing is importantly connected to community safety, it still takes a wider range of organisations across the public and voluntary sectors working together, and working with local people in all areas, urban and rural alike, to keep where we all live safe.

7. Accordingly, community safety is a broad topic to consider, so – in the interests of length and accessibility – this report remains focused on some top level information and indicators.

8. Firstly, the Crime Severity Score is a measure where sentencing information is used to 'weight' the severity of offences. Such a statistic is helpful when changes to recording practices for crime can significantly have an effect upon police recorded offences. Another benefit is that it allows for easy comparison between Durham and the rest of England and Wales in a more meaningful way than perhaps recorded crime. Of course, such an indicator is limited by the extent to which sentencing guidelines reflect the severity of an offence. Similarly, over time this indicator can still be affected by changes to crime recording practices.

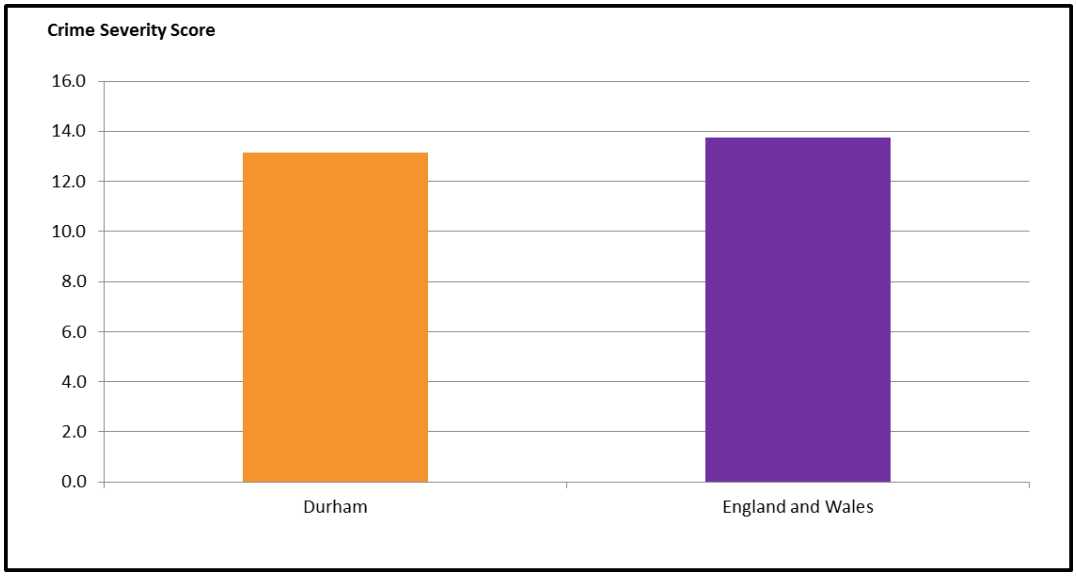

Figure 2: Crime Severity Score (Year Ending September 2018, Office for National Statistics)

9. The Crime Severity Score shows broadly similar results between Durham and England and Wales.

10. In a similar way to the Crime Severity Score, looking at the offence rate per 1000 population has benefit in allowing easy comparison with England and Wales.

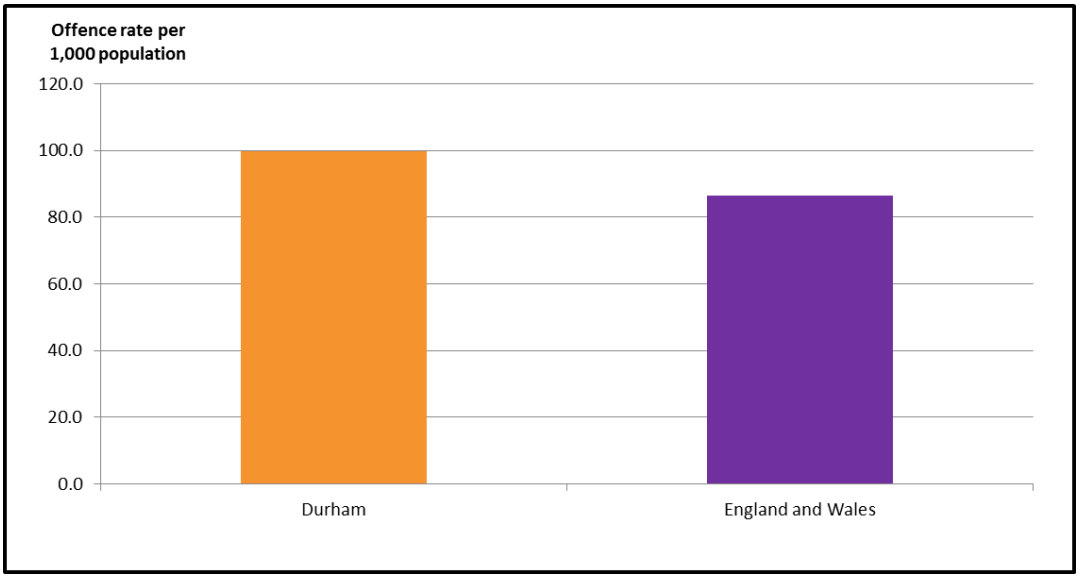

Figure 3: Offence Rate per 1000 Population (Year Ending September 2018, Office for National Statistics)

11. The police recorded rate per 1000 population is higher for Durham than it is for the England and Wales average because of the effect of changes to recording practices – and how well the Constabulary records offences – and because the North East region has higher levels of recorded Criminal Damage and Arson.

12. Moving slightly away from these top level indicators, it is important – and pertinent to community safety – that when people require a police response, they are confident that officers will arrive when they need them.

13. The graph below therefore shows the percentage of victims satisfied with arrival time.

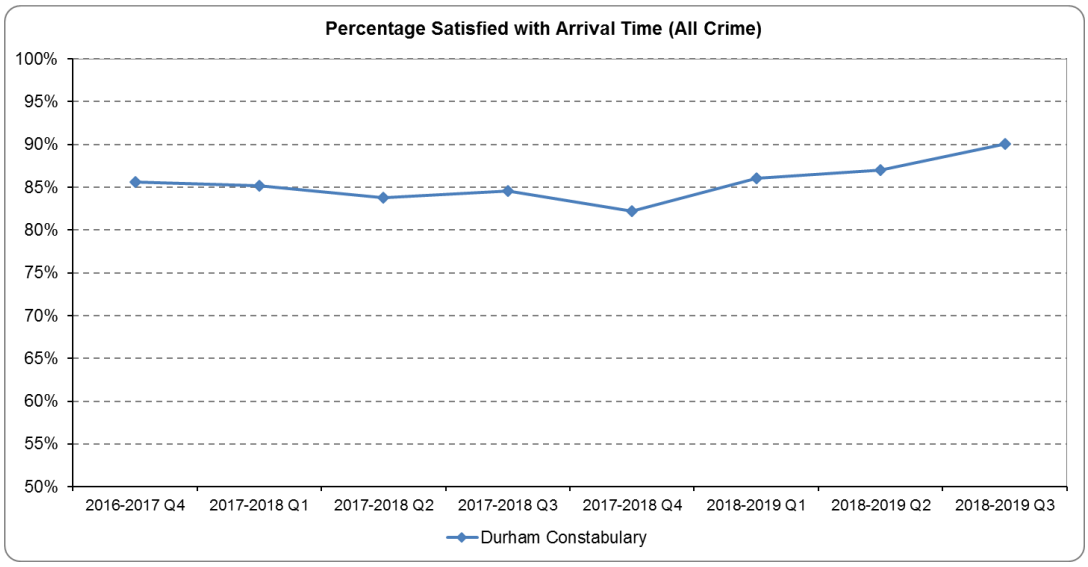

Figure 4: Percentage Satisfied with Arrival Time (All Crime)

14. Moving on, and as highlighted in previous reports, police recorded Anti-Social Behaviour (ASB) incidents have fallen year-on-year, as has the proportion of all incidents which are

ASB incidents. Reasons for this lie in changes to crime recording, where some incidents formerly recorded as an ASB incident now of necessity may be recorded as a crime – for example, harassment.

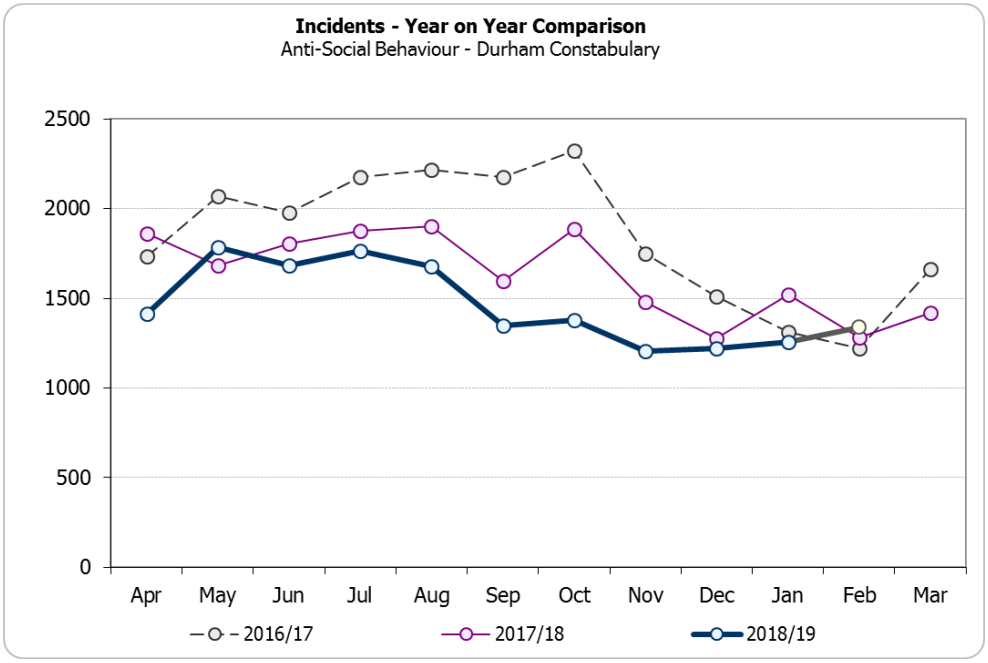

Figure 5: Police Recorded Anti-Social Behaviour Incidents

15. In terms of road safety, improving this is a priority for me – and the number of people killed or seriously injured on our roads can be an important indicator in helping to answer KPQ1.

16. Thus, the two graphs below (taken from the North East Regional Road Safety Resource) show the number of fatal and seriously injured casualties for Durham's force area. While still provisional, the number of these casualties fell in 2018 compared with 2017 (NB. being provisional, it is likely these numbers will increase slightly prior to being confirmed and signed off by the Department for Transport).

17. Explaining why the number of fatal and serious casualties may have fallen is challenging given the number of factors that influence an accident.

Year	Fatal	Total
2005	40	**40**
2006	29	**29**
2007	29	**29**
2008	20	**20**
2009	18	**18**
2010	16	**16**
2011	19	**19**
2012	27	**27**
2013	34	**34**
2014	20	**20**
2015	26	**26**
2016	24	**24**
2017	19	**19**
2018	9	**9**
Total	**330**	**330**

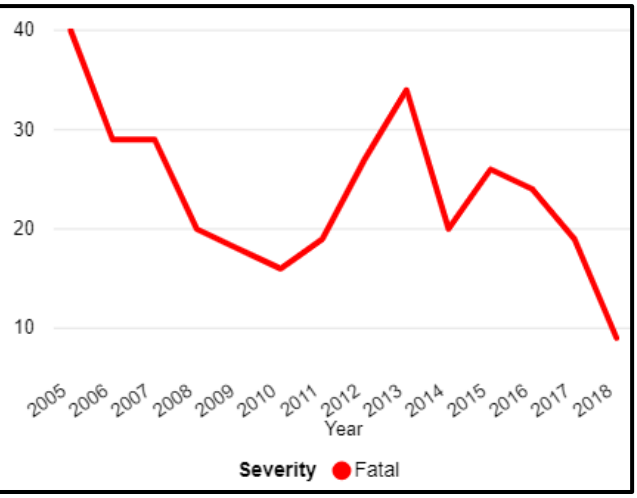

Figure 6: Fatal Casualties (North East Regional Road Safety Resource)

Year	Serious	Total
2005	249	**249**
2006	255	**255**
2007	218	**218**
2008	207	**207**
2009	230	**230**
2010	201	**201**
2011	213	**213**
2012	206	**206**
2013	207	**207**
2014	188	**188**
2015	218	**218**
2016	193	**193**
2017	227	**227**
2018	202	**202**
Total	**3,014**	**3,014**

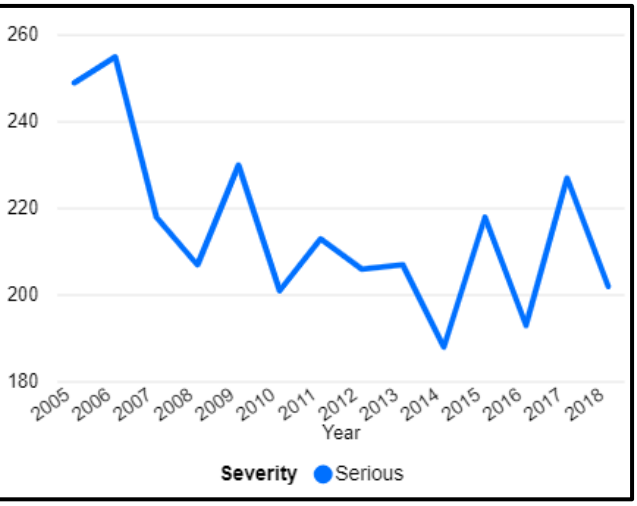

Figure 7: Seriously Injured Casualties (North East Regional Road Safety Resource)

18. Other work related to road safety include Community Speed Watch, a scheme that allows communities to work with the police and other agencies in monitoring and addressing speeding issues. There were 686 deployments in 2018, with volunteers dedicating over 431 hours of their time.

19. The Roads Policing Unit of Cleveland and Durham Specialist Operations Unit (CDSOU) also supports a calendar of campaigns throughout the year on top of their continuous policing and enforcement work. In quarter three of 2018-19 these campaigns were in relation to trucks and buses, the carriage of dangerous goods, insurance, and drink drug driving.

<u>KPQ2: How well are we preventing and reducing crime?</u>

20. Overall, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) has graded Durham Constabulary as 'Outstanding' at preventing crime for three years in a row.

21. Crimes recorded by the police have risen recently in Durham and nationally. This is because of changes to recording practices, improved recording, increased confidence to report certain crimes, and actual rises for some categories.

Police Recorded Crime % Change, Year Ending September 2018 Compared With Year Ending September 2017			
	Durham	North East	England and Wales
All crime (excl. fraud offences)	12%	14%	8%
Violence Against the Person	25%	26%	19%
Sexual Offences	17%	18%	14%
Robbery	31%	14%	17%
Theft Offences	2%	3%	1%
Criminal Damage and Arson	0%	2%	-1%

Figure 8: Police Recorded Crime Percentage Change, Year Ending September 2018 Compared With Year Ending September 2017 (Crime Survey for England and Wales)

Police Recorded Crime Rate of Offences, Year Ending September 2018			
	Durham	North East	England and Wales
All crime (excl. fraud offences)	99.8	107.7	86.4
Violence Against the Person	37.3	33.6	26.3
Sexual Offences	3.2	3.3	2.7
Robbery	0.4	0.6	1.4
Theft Offences	29.7	36.7	34
Criminal Damage and Arson	15.4	15.9	9.9

Figure 9: Police Recorded Crime Rate of Offences per 1000 Population, Year Ending September 2018 (Crime Survey for England and Wales)

22. Durham Constabulary has a higher proportion of resolved outcomes – where a crime has been solved by the police – than is the case nationally. Between April and September 2018, then, Durham's solved rate was 25%, compared to a 15% average for forces across England and Wales.

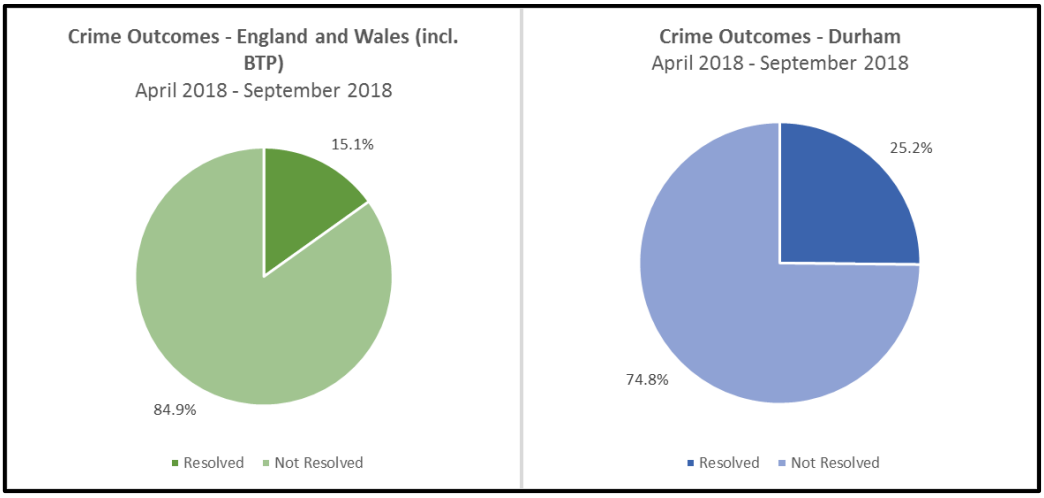

Figure 10: Crime Outcomes for England & Wales and Durham (Home Office)

23. On a wider point around crime prevention, Durham Constabulary is committed to keeping County Durham and Darlington safe for residents, businesses, students and visitors alike. A large part of this centres around the work of Durham's neighbourhood policing teams who are always out and about in their local areas, helping to promote public safety. In

addition, the Constabulary's crime prevention officers offer specific advice about particular crimes – as well as how individuals and households can help to prevent crime through keeping their valuables and homes secure. More information can be found on Durham Constabulary's website (www.durham.police.uk/Information-and-advice).

24. More detail on crime prevention activities will be included in future performance reports.

Outcome 2 – Victims and the vulnerable feel supported

KPQ3: How well are victims supported to cope and recover, and engage in criminal justice processes?

25. Victims often feel let down by the system because of the way in which they are passed from one agency to another and are not properly supported. My office and I work (through the Local Criminal Justice Partnership (LCJP)) to ensure that victims and witnesses are able to cope and recover from their experience – and, that they are able to engage with the Criminal Justice System in a positive way.

26. The work is led and coordinated through the LCJP's County Durham and Darlington Victim and Witness Group. That group has a delivery plan mirroring its Strategic Plan on a Page. There are five sections to this delivery plan (beneath each section is a small update on some of the work ongoing):

25.1. Provide co-ordinated, end-to-end care and support for victims and witnesses
First and foremost this means understanding and identifying current pathways for victims as a part of ongoing commissioning to reach the right model in support of victims.
Another continuous part of this section of the delivery plan is ensuring that officers within the Constabulary have the correct level of understanding and awareness of victim and witness services.

25.2. Effective pathways
In terms of these pathways for victims, the establishment of the Root Cause Analysis Group (detailed further below) helps the LCJP's Victim and Witness Group to identify gaps in service provision.

25.3. Victim centred criminal justice system processes
The trial of the Criminal Justice Victim Liaison Officer is a significant part of this section of work (further detail below).

25.4. Performance management
A performance framework group has worked to develop a performance management framework to enable better monitoring against outcomes and the delivery plan. This is now in place.

25.5. Awareness raising
Work is ongoing to develop a communications plan – and to ensure improved understanding among partners of one another's work.

27. VCAS is commissioned by the PCVC for Durham and the PCC for Cleveland. It, alongside other – more specialised – services supports victims to cope and recover. As the current contract comes to an end, there will be a great deal of work ongoing to learn lessons ahead of recommissioning. The below graph shows the number of referrals received by VCAS over time.

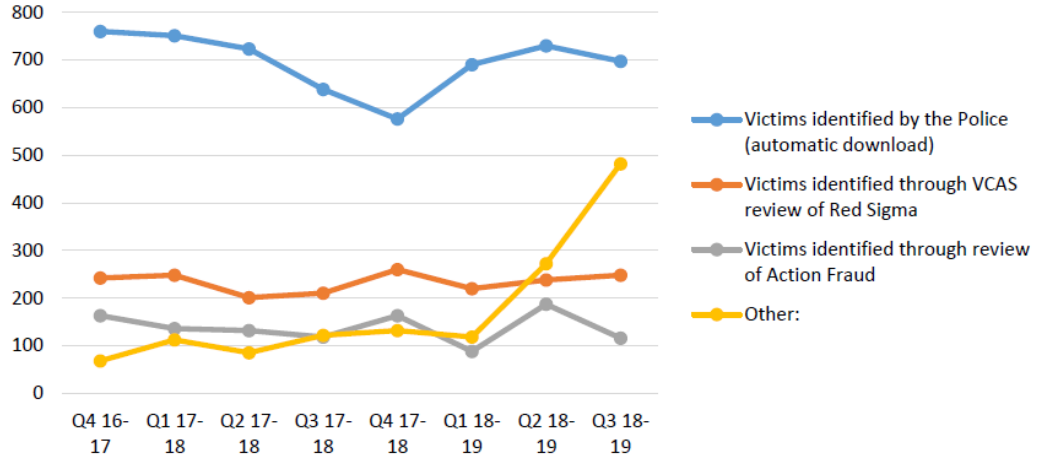

Figure 11: Referrals into VCAS

28. My office continues to work with the Constabulary to monitor these referral numbers.

29. As briefly highlighted above, feedback from the current pilot in Durham Crown Court of the Criminal Justice Victim Liaison Officer will inform the recommissioned service. The liaison is funded by me and delivered through VCAS; they work in partnership with relevant criminal justice agencies to help ensure that a victim's voice is heard, that they feel safe, and that they are kept informed about the progress of their case.

30. More generally on support available, while VCAS remains the main support service for victims, I recognise that victims of certain crimes require a specialised element of support.

31. Accordingly, some of the specialised services that support victims include:
    - the Rape and Sexual Abuse Counselling Centre (RSACC) – a charity which provides free and confidential counselling and advice for women and girls who have been raped, sexually abused, or have suffered domestic abuse;
    - the Sexual Assault Referral Centre (SARC), which offers forensic medical examination, advice, support, counselling and sexual health screening for people in County Durham and Darlington who have experienced rape or sexual assault;
    - Harbour, which works with families and individuals who are affected by abuse from a partner, former partner or other family member; and
    - the Halo Project Charity, which supports victims with regard to those suffering abuse in the name of honour and those experiencing forced marriage.

32. In terms of these specialised areas, my office works to improve the way victims feel supported in a number of ways.

33. With regard to sexual abuse, I have increased Independent Sexual Violence Advocate (ISVA) provision for victims across Durham which is delivered through RSACC.

34. Tackling and preventing domestic abuse is a priority for me; my office therefore works with the Constabulary on this through 'The Whole System Approach' – a collaborative project across eight police force areas, and one that seeks to transform domestic abuse services, deliver lasting change, positive outcomes for victims, and meaningful consequences for perpetrators.

35. On support for victims of hate crime, and as part of the work of the Joint Hate Crime Action Group, a review of support for victims of hate crime will be undertaken.

36. More broadly, other work is ongoing, directed by the LCJP's Victim and Witness Group which established a task and finish group to understand the current provision of services for young victims of crime. This work is ongoing.

37. Taking this altogether, there is more work to do to develop the right model in supporting victims; and that is why the joint work of the LCJP – and work with other partners – remains critical.

38. Moving on, recorded victim satisfaction is one of the indicators I monitor in holding the Constabulary to account over their service to victims.

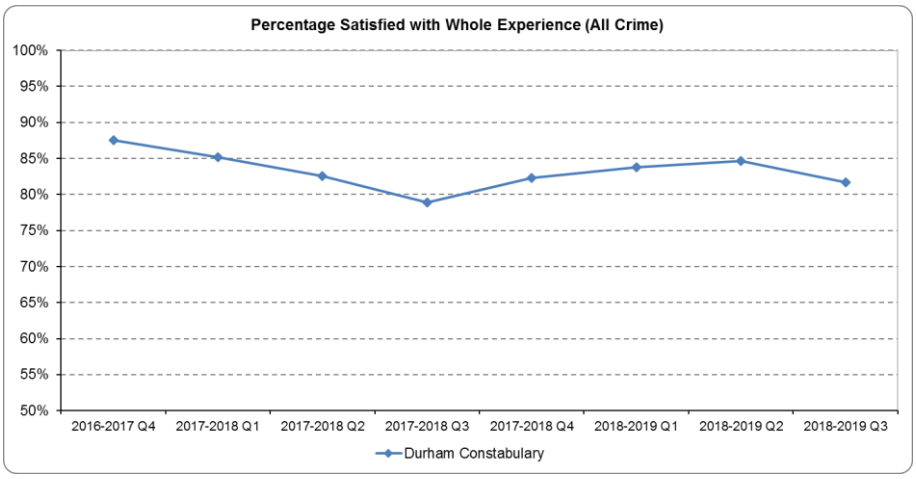

Figure 12: Percentage Satisfied with Whole Experience (All Crime)

39. While overall victim satisfaction remains high, and work is ongoing regarding the falls in the areas of actions taken and follow up noted in previous performance reports, victim satisfaction only tells part of the story.

40. Indeed, understanding the *experience* of victims – something which goes beyond measuring victim satisfaction – is important, and is undertaken by my office in a number of ways.

Victim experience

41. Firstly, then, my office works with the Constabulary and others to undertake certain scrutiny work.

42. For example, the Rape Scrutiny Panel, which was established in line with the North East Regional Violence Against Women and Girls (VAWG) Strategy, works with Durham Constabulary to improve performance in the investigation of rape cases and to improve the service offered by the police to victims of rape.

43. And the Domestic Abuse Scrutiny Panel does the same with regard to cases of domestic violence, looking at such cases where there has not been a prosecution.

44. In addition to this work, the LCJP's Victim and Witness Group established a working group which looks to build on anecdotal feedback received from victims in relation to their experience with the Criminal Justice System. These Root Cause Analysis groups report back to the Victim and Witness Group on their findings, having identified issues within the current system, thereby aiding commissioning to help deliver improvements.

45. The Victim and Witness Group also receive detailed and meaningful performance reports from an analyst working within and alongside my team to understand and measure progress.

<u>KPQ4: How well are vulnerable people supported?</u>

46. I continue to work with partners to support vulnerable people so that they do not become victims of crime and anti-social behaviour or become involved in crime.

47. From a police perspective, HMICFRS noted in their 2017 Effectiveness report, that the Constabulary has a clear understanding of what vulnerability is, that Durham has a good understanding of its demand with regard to the vulnerability it faces, and is good at identifying people who are vulnerable.

Mental Health

48. A significant number of incidents that the police deal with involve mental ill-health in one way or another.

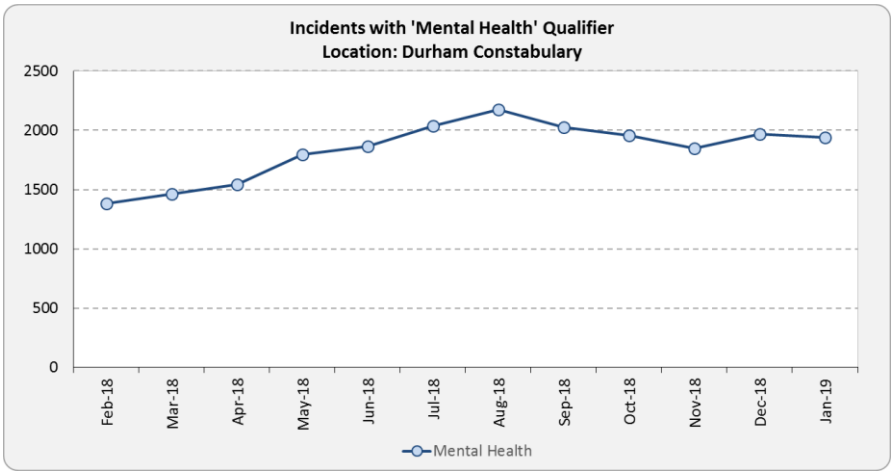

Figure 13: Incidents with a 'Mental Health' Qualifier (Durham Constabulary)

49. For the twelve month period shown on the graph above (February 2018-January 2019) there was an average of 1833 recorded incidents a month with a 'mental health' qualifier.

50. And an average of 31% of mental health related calls in 2018 were supported by the Street Triage Team – mental health nurses co-located within the Constabulary.

51. Something significant to note are changes, brought about in 2017, to the Mental Health Act which prohibited the detention of under 18s in police custody, and stressed that over 18s may be detained in only exceptional circumstances. In 2018, there were no detentions in police custody as a 'place of safety' across Durham's force area.

52. I also promote referral to Liaison and Diversion (L&D) services. These identify people who may be vulnerable when they first come into contact with the Criminal Justice System (CJS). Indeed, the service can support people into appropriate health or social care.

Educate and Raise Awareness of Sexual Exploitation (ERASE)

53. The ERASE team focus on Child Sexual Exploitation (CSE) – as well as on missing children (given that this can be an indicator that a child is at increased risk of sexual exploitation).

54. As part of this programme of work, the Herbert and Philomena protocols are two schemes which look to help prevent vulnerable adults, and children in care, respectively, from going missing – and in the case of someone going missing, to help to find them more quickly.

Vulnerability Intervention Pathway (VIP)

55. The Vulnerability Intervention Pathway (VIP) Navigator Service works with adults with particular needs that require multi-agency support. The initiative is council-led and police representatives work with partners, including on the VIP Programme Board and Tactical Group.

Community Peer Mentors

56. Community Peer Mentors is a project which aims to reduce the pressure on frontline emergency services by engaging with and supporting people who feel they are vulnerable owing to anti-social behaviour, neighbour disputes, or crime.

57. It engages with those who make frequent calls, helping reduce the severity and/or frequency of these calls. As a project it is now active across the whole of Durham Constabulary with area coordinators in place.

Recommendation

58. That the Panel note the contents of the report and seek any relevant points of clarification.

Ron Hogg

Police, Crime and Victims' Commissioner

Appendix: Risks and Implications

Finance

N/A

Staffing

N/A

Equality and Diversity

N/A

Accommodation

N/A

Crime and Disorder

N/A

Children's Act 2004

N/A

Stakeholder/Community Engagement

N/A

Environment

N/A

Collaboration and Partnerships

N/A

Value for Money and Productivity

N/A

Potential Impact on Police, Crime and Victims' Plan Priorities

Highlights performance in relation to the Police, Crime and Victims' Plan.

Commissioning

N/A

Other Risks

N/A

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