

## Police and Crime Panel

19th July 2021

### Quarterly Performance Report

#### Report of the Police and Crime Commissioner



#### Purpose

1. The purpose of this report was to update the Panel and the public on performance against the Police, Crime and Victims' Plan 2018-2021. Moving forward, this report will continue to focus upon key performance measures that will overlay the new Police and Crime Plan 2021-2024.
2. During the interim period this report will continue to focus upon the previously used performance measures.

#### Background

3. 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?

4. Keeping communities safe is a central tenant of policing and ensuring that this is achieved, to the best possible standard.
5. While policing is intrinsically connected to community safety, it still takes a wider range of organisations across the public and voluntary sectors to deliver.

6. Community safety is a broad topic to consider. Therefore, in the interests of length and accessibility this report remains focused on some top-level information and indicators.

*Crime severity and response*

7. 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 crime recording practices have had a significant 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 could. Of course, such an indicator is limited by the extent to which sentencing guidelines reflect the severity of an offence.

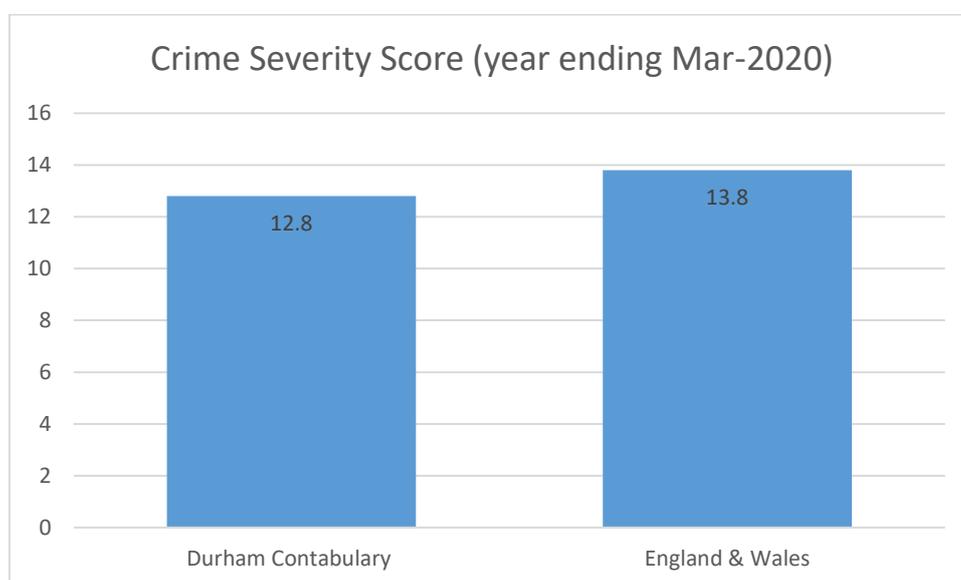


Figure 2: Crime Severity Score (Year Ending March 2020, Office for National Statistics)<sup>1</sup>

8. The Crime Severity Score shows broadly similar results between Durham Constabulary and England and Wales. The data currently available does not account for any changes attributed to COVID-19 as it is prior to the pandemic and the associated national lockdowns.

9. The total volume of crime in Durham Constabulary’s force area has largely reflected the national picture. The total volume dipped to its lowest points during the first (Mar-2020) and third (Jan-2021) national lockdowns.<sup>2</sup> After both periods, total volume of crime rose steadily to typical levels, reaching these in July 2020 and May 2021 respectively.

10. It is important and pertinent to community safety that when people require a police response, they can be confident that officers will arrive when they need them.

<sup>1</sup> All ONS data is the most recent data available, which runs up to March 2020.

<sup>2</sup> Reference point for lockdown timeline: [timeline-lockdown-social \(instituteforgovernment.org.uk\)](https://www.instituteforgovernment.org.uk/timeline-lockdown-social)

11. The graph below portrays that the percentage of victims satisfied with arrival time has remained relatively consistent, despite additional pressures experienced by the police service over the COVID-19 period.

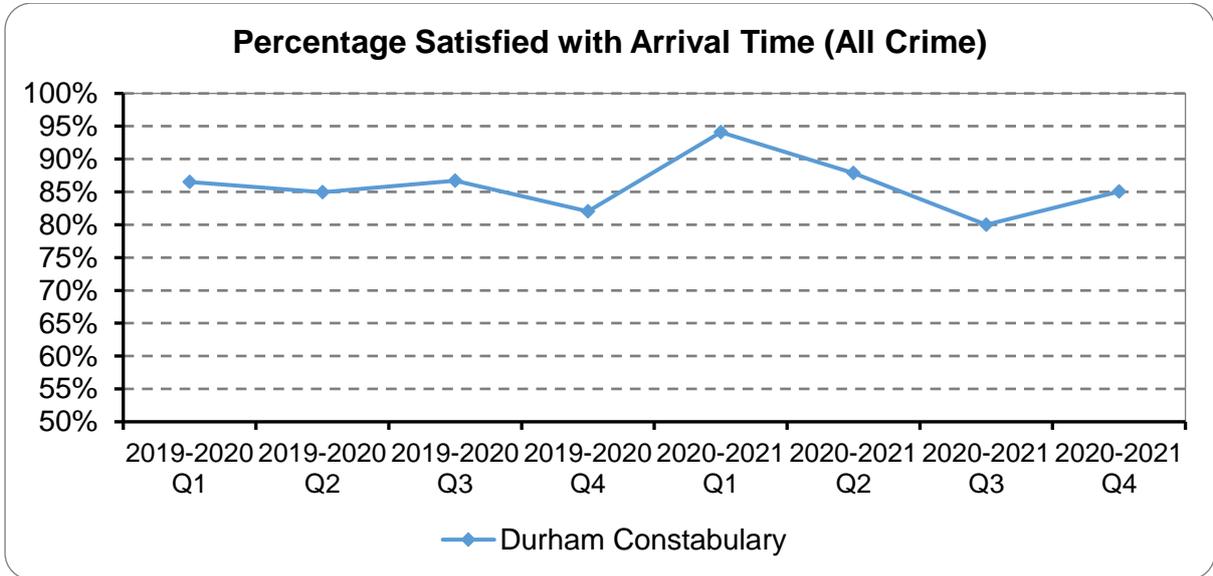


Figure 3: Percentage Satisfied with Arrival Time (All Crime)

### Anti-Social Behaviour

12. *Figure 4* shows that over the COVID-19 period, ASB incident levels have periodically risen to atypically high levels. Particularly between April and August 2020, where levels reached their highest point since April 2019. Since that period, we have seen levels steadily reduce and then increase back up to what we can consider relatively typical from February 2021 onwards.

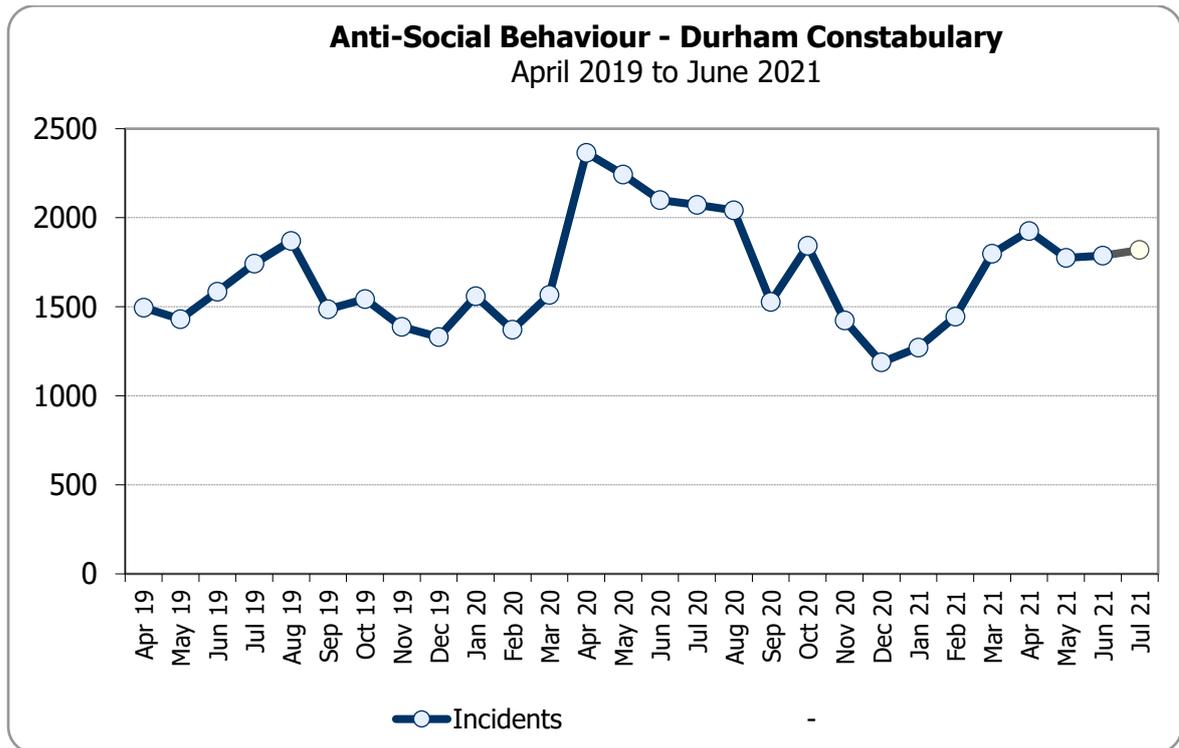


Figure 4: Police Recorded Anti-Social Behaviour Incidents over time

13. *Figure 4* displays the overall incident levels involving ASB, there are different sub-categories within this. For example, alcohol related ASB has played a significant role in increasing the ASB incident figures over the COVID-19 period.

### Road Safety

14. The number of people killed or seriously injured on our roads can be an important indicator in helping to answer KPQ1.
15. *Figure 5* displays the number of fatal and seriously injured casualties for Durham's force area. The number of serious casualties fell significantly in 2020 compared with 2019<sup>3</sup>, whilst the

<sup>3</sup>Forecasting suggests that 2021 levels will increase from 2020 but remain below 2019 levels for serious collisions.

number of fatalities remained steady despite the reduced traffic flow attributed to COVID-19 lockdown measures.

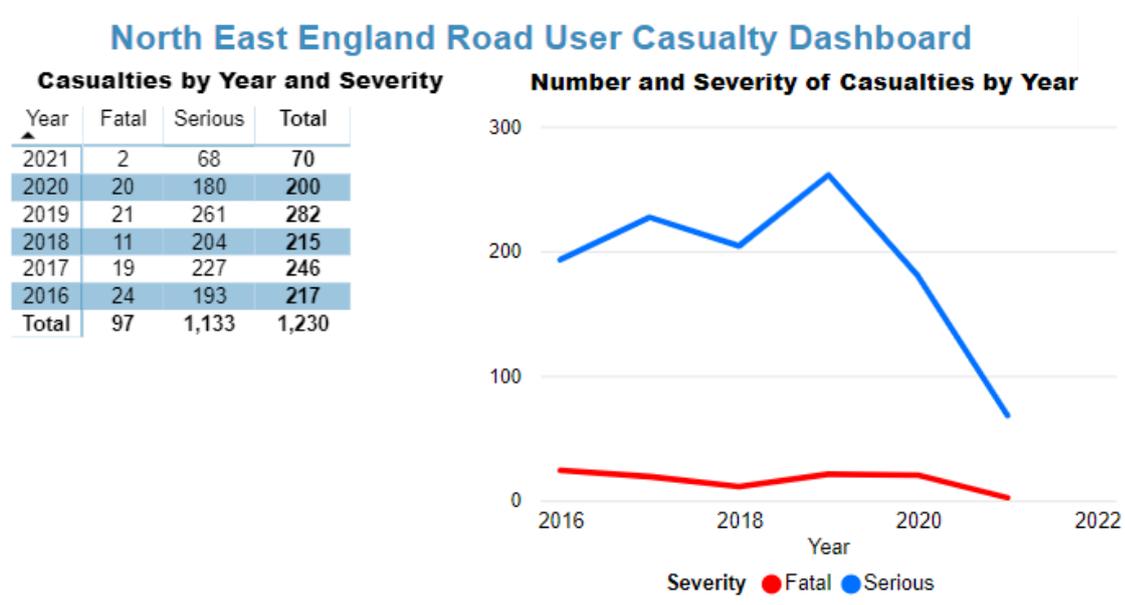


Figure 5: Fatal and Serious Casualties (North East Regional Road Safety Resource)

16. The majority of fatal and serious casualties in 2020 were either car occupants or pedestrians, this has been the case for a series of years and is set to continue in 2021.
17. 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. These campaigns currently focus upon; the “fatal 4”, tyre safety and child road safety awareness.

#### NPTs

18. The role of Neighbourhood Policing Teams (NPTs) and PCSOs are fundamental to policing in Durham Constabulary. This year the NPT has been adapting to the COVID-19 environment and is planning for neighbourhood policing in a post-Covid world.
19. PCSO numbers have increased incrementally and a new cohort have been introduced.
20. Across the rural NPTs there is an appetite to revitalise and invigorate rural communities into establishing, and leading on, their priorities. A recent peer review has identified best practice in rural NPTs, relating to; engagement, use of technology and ensuring that the hard to reach rural communities are included. The aim is to replicate this in those rural fringes that are on the cusp of urban areas.

#### **KPQ2: How well are we preventing and reducing crime?**

21. Overall, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) has graded Durham Constabulary as 'Outstanding' at preventing and reducing crime in four of the Police effectiveness, efficiency, and legitimacy (PEEL) inspections it has undergone.

#### *Crime Outcomes*

22. Durham Constabulary has a higher proportion of resolved outcomes – where a crime has been solved by the police – than is the case nationally. In Quarter 1 2021-22 Durham Constabulary have resolved an average of 16.5% of cases. The national average for cases resolved in England and Wales (May 2020- Apr-2021) is 14.9%.
23. The most common crime outcomes Durham Constabulary achieved over the period, May 2020 to April 2021, are (in rank order); evidential difficulties: victim supportive, evidential difficulties: victim not supportive, charged/ summonsed, and community resolution/ diversionary activity.

#### *Criminal Justice Partnership*

24. Criminal Justice (CJ) is made up of many agencies and partners. Whilst an increase in police officer numbers is of course welcome, the partnership has raised concerns in relation to the potential of more crimes being detected and the impact this will have on local delivery of other CJ services. This will be monitored going forward.
25. This has been exacerbated with the impact of COVID-19, which has had an unprecedented effect upon service delivery across the spectrum. These services include; local authorities, the Crown Prosecution Service, Probation, and the NHS.
26. During the COVID-19 pandemic the closure of courts and subsequent need for social distancing has resulted in significant backlogs in the number of cases being heard. Local partners including the force, CPS, HMCTS, probation, prison and ourselves (as the commissioner of victim services) have worked tirelessly to manage this situation. The backlog in the magistrate's courts has been cleared and there is ongoing work to manage the numbers in the Crown Court which have reduced but remain significant. The further isolation period may have an impact on this, although all services are more prepared to manage the situation going forward and the partnership will continue to work together. Additional funding has been provided by the MoJ for our victim support services which has further enabled us to ensure that victims of crime can be helped both remotely and face to face where necessary.

#### *Prevention and Reduction techniques*

27. 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 continuously engage with their local communities and help to promote public safety.

28. 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](http://www.durham.police.uk/Information-and-advice)).
29. Reducing reoffending is the subject of the next report. However, there are a multitude of projects and schemes which Durham Constabulary work in partnership with, that aim to reduce reoffending which have the additional impact of improving community safety. For Example; Community Speedwatch, Checkpoint, electronic tagging, and alcohol ignition interlocks.

## **Outcome 2 – Victims and the vulnerable feel supported**

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

30. 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. The Durham and Darlington Police and Crime Commissioners Office 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 can engage with the Criminal Justice System in a positive way.
31. This work is led and coordinated through the LCJP's County Durham and Darlington Victim and Witness Group. The group has a delivery plan mirroring its Strategic Plan on a Page. Below are the five sections of this delivery plan, with a small update on some of the work ongoing:

#### 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. This focuses upon initial contact with the victim of an offence which is the first critical contact point. As such, part of the work been done has been to ensure that officers share information about the services available and refer those who need support.

#### 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 ensure

that the services are available and are of good quality. Particularly in relation to the assessed need and assisting with our commissioning process where there might be gaps in service.

#### Victim centred criminal justice system processes

- Following pilot work around the proactive offer of restorative justice during the court process the PCVC has retained this the role of Criminal Justice Victims Liaison Officer. We have also extended the remit to offer specific support to those victims of crime whose cases progress into the court system. This team has been increased recently and will be part of a pilot to improve support at this critical point in the journey.

#### 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.
- Performance management of PCVC commissioned services includes both quantitative and qualitative measures which are collated alongside police satisfaction levels. The victims code has recently been updated and the PCVC has responsibility to measure compliance with this across agencies. This is currently being developed with partners and will assist with our desire to increase our measurement of qualitative support.

#### Awareness raising

- Work is ongoing to develop a communications plan which seeks to; increase awareness of all services available to support victims of crime, the referral pathways to access this, and to ensure improved understanding among partners of one another's work.

### *Victim Care Services*

32. VCAS is commissioned by the PCC for Durham and the PCC for Cleveland. It, alongside other more specialised services support's victims to cope and recover from the crime committed against them. The below graph shows the number, and origin, of referrals received by VCAS over time.
33. *Figure 6* tells us that, even over the COVID-19 period, referrals made into VCAS via the police have been gradually increasing. The sharper rises we have seen over the period is linked to the roll out of the new Sigma system and the increased focus on officers completing Victim Contact Contracts.

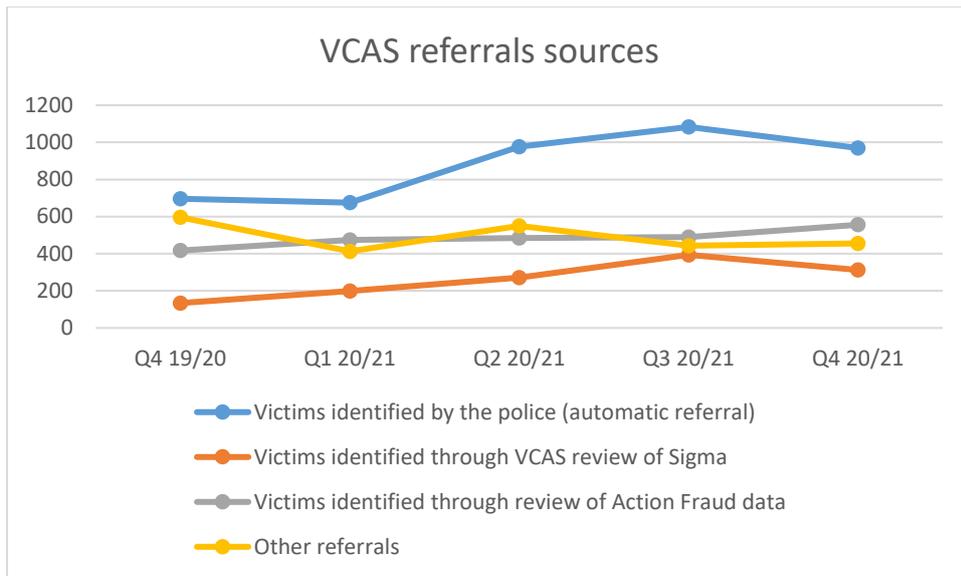


Figure 6: Referrals into VCAS

34. While VCAS remains the main support service for victims, victims of certain crimes require a specialised type of support.
35. Accordingly, some of the specialised services that we either commission or contribute to their funding 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 domestic 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.
  - Hate crime advocacy service HCAS- Evaluation underway this autumn with a view to any changes to arrangements from September 2020.
  - Offer support to victims of road traffic collisions (RTCs) which have happened as a result of a crime. This is offered to families of, and witnesses to, RTCs, usually coming under the category of killed or seriously injured (KSI) (but not exclusively).
36. In terms of these specialised areas, my office works to improve the way victims feel supported in a number of ways.
37. In June 2021, the the new SARC building in Chester-le-Street was opened, alongside partners from the Constabulary, local authority representatives, and NHS England. The facility was re-

located in March 2020 to increase the accessibility of the centre with the commitment of the PCC, Constabulary, and other partners to continue to deliver high quality, tailored support for those affected by rape and sexual violence. The facility has been developed as a safe place for survivors of rape and sexual assault for residents across County Durham and Darlington to disclose and seek advice.

38. With regard to sexual abuse, I have sustained the increase in Independent Sexual Violence Advocate (ISVA) provision for victims across Durham which is delivered through RSACC.
39. Tackling and preventing domestic abuse is a priority for me; my office therefore worked with (all partners/ the Constabulary) on this to develop a '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.
40. In order to ensure we are providing the most effective service to support victims of Hate Crime, the OPCVC is currently undergoing an internal review of Hate Crime scrutiny and the more general strands of work associated with it.
41. Overall, there is always more work to do to develop the right model in supporting victims; and that is why the joint work of the LCJP, which oversees the portfolio – and work with other partners – remains critical.

42. Figure 7 shows recorded victim satisfaction, which is one of the indicators monitored when holding the Constabulary to account over their service to victims.

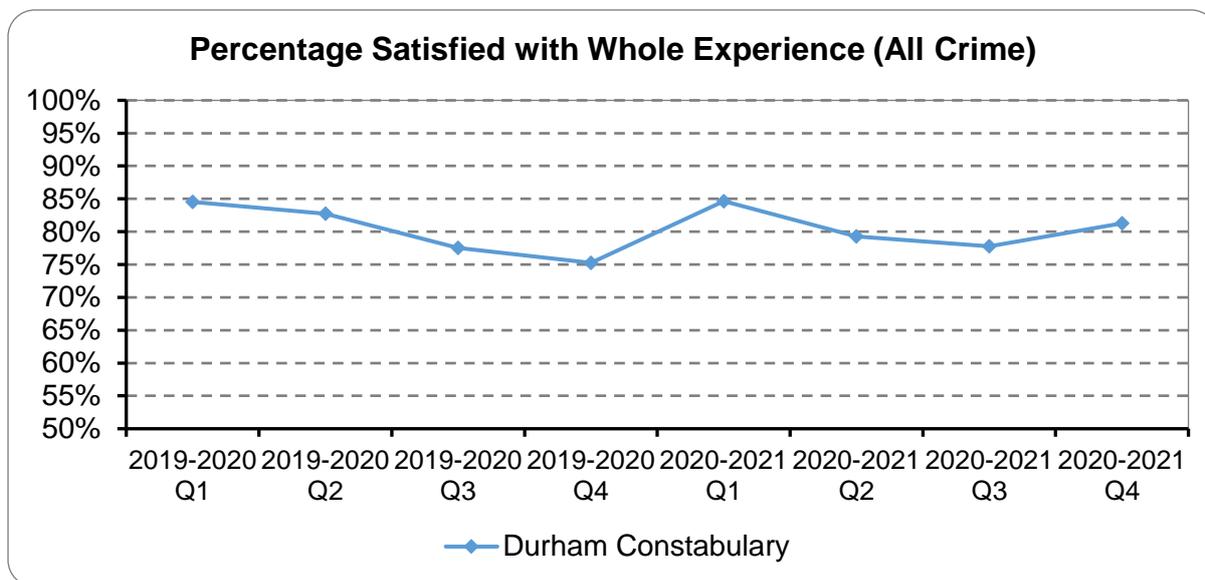


Figure 7: Percentage Satisfied with Whole Experience (All Crime)

43. There has been a decrease since the last quarter in only one out of six satisfaction categories; 'Actions taken'. There have been increases in the other five categories; 'ease of contact', 'arrival time', 'follow up received', 'treatment', and 'whole experience'. The satisfaction levels remain within typical fluctuation patterns.
44. Understanding the *experience* of victims needs to be looked at across the whole of the journey through the CJS, this is carried out by my office in a number of ways— something which goes beyond measuring victim satisfaction – is important, and is undertaken by my office in a number of ways.
45. Firstly, my office works with the Constabulary and others to undertake certain scrutiny work.
46. 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.
47. Similarly, the Domestic Abuse Scrutiny Panel does the same regarding cases of domestic violence, looking at cases where there has not been a prosecution.
48. 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 drive improvements.

49. 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.

**KPQ4: How well are vulnerable people supported?**

50. Vulnerable people encompass a wide range of issues and persons; including but not limited to: alcohol and drugs, mental health, domestic abuse victims, missing from home individuals, child and adult safeguarding, those who have fallen victim to human trafficking and modern slavery, and CSAE.
51. Some of these categories are laid out in more detail below, those which have been omitted in this section are discussed in depth in other sections of the two respective Quarterly Performance Reports.

*Modern Slavery*

52. Incident reports and crimes relating to Modern Slavery and Human Trafficking (MSHT) remain low across County Durham and Darlington. Despite this, the Constabulary has a MSHT action plan which, because of the cross-boundary nature of these crimes, mirrors regional and national action plans. There is no dedicated MSHT team in the Constabulary, but it is a standing agenda at high level strategic meetings, where responsibilities to identify and review the quantity and quality of investigations and intelligence for their area is emphasised.
53. As a result of participation in both national and regional MSHT networks, A Modern Slavery Statement has now been published in partnership with six neighbouring Police Forces and PCCs outlining the commitment and intended actions in terms of addressing modern slavery and human trafficking through business activities and supply chains. This will be underpinned by a local delivery plan currently being reviewed and updated.
54. Effective collaboration across partner agencies is an essential element of identifying and addressing MSHT. Subsequently, this issue is a regular and routine agenda item on both Adult and Children's Safeguarding Boards. Separately, a Memorandum of Understanding has been developed and agreed between the Constabulary, Durham County Council and Darlington Borough Council. This ensures that victims of MSHT are managed within safeguarding procedures as part of a strategy meeting.
55. There is currently no designated Victim Reception Centre in County Durham or Darlington. However, there is future scope to utilise different neighbouring Local Authority area facilities. Separately, planned operations always have robust engagement from all partners, in particular the Fire Service, when accommodation is required. Reactive operations have previously been more problematic but now that cases are discussed in the context of safeguarding processes, the required partners involved and a Memorandum of Understanding in place, issues relating to ongoing accommodation have eased.

## Mental Health

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

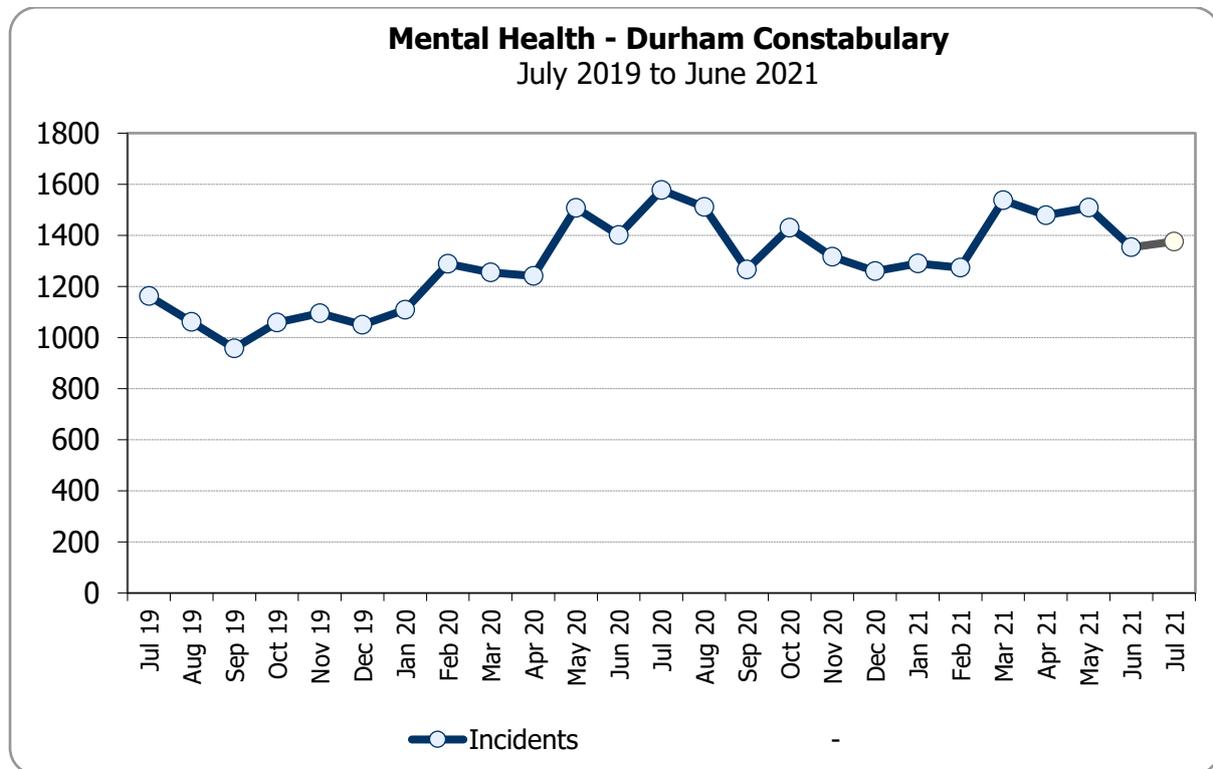


Figure 8: Monthly Incidents with a 'Mental Health' Qualifier (Durham Constabulary)

57. Figure 8 displays that since July 2019, incidents with a mental health qualifier have gradually increased. A slightly sharper rise is seen in March 2020 and rates have since fluctuated at slightly higher levels than prior to the COVID-19 pandemic.
58. Since the beginning of the COVID-19 pandemic (Mar-2020) incidents with a mental health qualifier attached have been involved, on average, in 10% of all recorded incidents.
59. The PCC also promotes referral to Liaison and Diversion (L&D) services. These identify people who may be vulnerable when they first encounter the Criminal Justice System (CJS). Indeed, the service can support people into appropriate health or social care.
60. Community Peer Mentors is a project which aims to reduce the pressure on frontline emergency services. This is done by engaging with and supporting people who feel they are vulnerable owing to anti-social behaviour, neighbour disputes, or crime. It engages with those who make frequent calls, helping reduce the severity and/or frequency of these calls.

### Recommendation

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

Joy Allen

Police and Crime Commissioner

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**Appendix: Risks and Implications**

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**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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