

Police and Crime Panel

23rd June 2022

Quarterly Performance Report

Report of the Police and Crime Commissioner



Purpose

1. To update the Police and Crime Panel on the PCCs quarterly performance for Quarter 4 (Jan-Mar) 2021/22. This will include headline work around hold the chief constable to account and wider partnership work undertaken.
2. This report will generally view performance through two lenses: holding the Chief Constable to account and partnership work engaged in by the Office of the Police and Crime Commissioner (OPCC). The topics selected over this quarter are reflective of the strategic objectives which have received extra attention during this period. However, it is important to note that all areas of the plan are continually assessed in terms of accountability and partnership working and that all areas will receive this extra attention through the course of the year.

Background

3. The Quarterly Performance report has experienced a development period during the first year of my term in office. Background work has predominantly concluded in terms developing the performance management structure and the process will now mature to bring all the appropriate strands of PCC performance together in this report moving forward.

Safer Communities- Anti-Social Behaviour (ASB): Prevent and deter offenders and protect victims of ASB and engage and empower communities to play an active role in crime prevention and resolving local issues.

4. Appoint an ASB Champion to spearhead multi-agency action to address persistent ASB and chair Community Trigger resolution meetings.
 - 4.1. An ASB champion has been appointed to strengthen the voice of victims of ASB and ensure ASB is pushed as a priority on behalf of the residents of County Durham and Darlington. This has been relayed this to our partners in order for the role to be as impactful as possible. The workplan for this role is focused upon working with local authority partners and promoting the existence and effectiveness of Community Trigger. The process for Community Trigger is now much clearer and indications suggest that there has been heightened awareness of the process. Work continues in this space to further enhance the effectiveness and efficiency of working practices between the OPCC, the force, and partners.

5. Tackle quality of life issues that matter most to residents such as ASB, fly-tipping, and vandalism.
 - 5.1. The PCC has asked the force around a number of things in this space, including, selective licensing used in the force area and problem-solving approached used across the county. The force has made clear the importance they place upon robust enforcement of selective licensing and how this is central to the future success of the programme. Moreover, the force was able to demonstrate a number of useful problem-solving approaches they use to tackle the quality of life issues created by ASB, for example, Operation Endurance to tackle the menace of off-road bikes. They have also highlighted their increased use of dispersal orders and usefulness of the new ASB Strategic Group in Country Durham, effective partnership work in this forum will prove essential moving forward.
 - 5.2. In addition to the ASB Strategic Group, senior Local Authority ASB personnel and police meet on a monthly basis to help augment the understanding of the landscape and how ASB can be tackled in partnership. Significant work has been undertaken to ensure that systems and process improvements continue to evolve between key partners to help tackle ASB for the residents of County Durham and Darlington. The ambition to tackle quality of life issues better can only be achieved through meaningful enforcement, effective problem-solving approaches, sustainable recruitment practices, and a shared appetite for success across responsible partners.
6. Ensure signposting is reinforced with a clear distinction of who to direct ASB related issues to and how to get help.
 - 6.1. During this quarter work began to set clear demarcation lines around reporting of ASB the main method of achieving this is to provide the public with effective and cohesive signposting between the force and local authority partners. Work is still ongoing in this space to achieve a fully cohesive strategy which is consistent in terms of directing the public to the most appropriate partner for the issue they are experiencing.
 - 6.2. The OPCC has explored with the force how effective they view their own internal escalation processes and how well they signpost for victims of ASB. Notwithstanding the progress in this space. it will be a priority to continue to improve, specifically in forming a timely response to any escalation in ASB.
7. Lobby the Home Office to consider replicating legal powers currently available to police in Scotland to enable officers to serve warnings, fines, and seize equipment from noisy, inconsiderate neighbours.
 - 7.1. Work strands associated with this Key Deliverable are currently being explored further.
8. Ensure the availability of a trauma informed approach to support victims of persistent and unresolved ASB.

- 8.1. An agreed process is in place to ensure victims of ASB related crime are referred via the single front door service delivered by the PCC (the Victim Care and Advice Service (VCAS)), with additional support offered by Community Peer Mentor scheme for non-crime related ASB victims. Work has been carried out to ensure the force are able to tag incidents appropriately in order for victims to be directed to the correct support service. Moving forward it will be important to maintain support service staffing levels to allow them to cope with additional demand created by the widening of the scope to victims of ASB.
- 8.2. Work to shine a light upon how important tackling ASB is to communities in Durham and Darlington has been significant. Every incident of ASB is reviewed by a Neighbourhood Policing Team officer and then triaged according to the Threat, Harm, Risk, Investigation, Vulnerability, and Engagement (THRIVE) process. Previous incidents are always considered which can lead to a crime being recorded in relation to the ASB, which in turn gives that victim the support they are entitled to under the Victim's Code of Practice.
9. Display guidelines on how to enact the ASB Community Trigger prominently on websites, notice boards, and publications to enable all victims of ASB to seek redress.
- 9.1. Work has been undertaken to ensure the Community Trigger process/guidelines are displayed prominently. Community Trigger is now available on Force and Local Authority websites, with a commitment via an agreed Memorandum of Understanding from housing providers, to publish the Community Trigger going forward. There is also planned work to carry out a pilot with a key housing partner to signpost Community Trigger on their website.
10. Address student related ASB problems, working alongside Durham University and the Local Authority.
- 10.1. The constabulary continue to work with and within the student community. A service level agreement has been submitted to Durham University by the Constabulary to continue the funding for the role of University Liaison Officer.
11. Encourage victims to submit a written account of the impact of ASB and be entitled to read it, or have it read out on their behalf, at the Community Trigger Meeting.
- 11.1. The Community Trigger process is currently being reviewed by the force with a view to enhancing the process further, with a new threshold, to be more victim centric by including victim impact statements and attendance at case reviews. VACS will provide the victim advocacy service for Community Trigger via the force, whilst there has been a commitment from Darlington Borough Council for single front door approach for the Community Trigger and triage process.
12. Review how the police, Darlington Borough Council and Durham County Council take ownership of ASB reports to ensure people get the right support at the right time by the right organisation.

- 12.1. The force has re-visited how they signpost on their website and have overlaid that onto how partners do so. There is still work to do in this space, however, there has been a marked improvement in signposting and crimes are recorded in instances of ASB where that threshold is reached.
- 12.2. As per 8.1, significant work has been undertaken by the OPCC and force to signpost victims of ASB efficiently and effectively. As this process embeds it will mature to give a further improved service to cater to victim's needs.
13. Use the full suite of criminal and civic tools and powers to address ASB effectively.
 - 13.1. The constabulary make full use of all tools to address ASB, and this will be further supported by the powers conferred from selective licensing and Public Space Protection Orders. For example, closure order powers, Criminal Behaviour Orders (CBOs), and Community Protection Warnings. Work is ongoing with partners to understand CBO use and their implementation. Notwithstanding, CBOs have been used on a number of individuals in the force area and CPWs have been utilised in some of the County's more rural areas to tackle poaching.
14. Enable victims of ASB to attend a resolution meeting to explain the impact the ASB is having on them.
 - 14.1. There is an agreement in place for the VCAS service to support victim impact and resolution process as part of Community Trigger. The wider delivery of Community Trigger is still being refined which will give a clearer picture on the process, provision, and work for sustainable delivery.
 - 14.2. The process within our victim support services service enables any victim of an ASB crime (or any crime) to request a resolution meeting as a restorative approach.
15. Provide ongoing communication on what is being done locally to tackle ASB across a variety of media platforms, including social media, website, local press, and community visits.
 - 15.1. The force has a comprehensive external communication strategy for ASB, which includes, social media posts by Neighbourhood Policing Teams (NPT) around ASB issues and police and partner response. The force also has a locality based ASB/NPT newsletter which is shared with locally elected members.
 - 15.2. Door knocking sessions to link with local communities have taken place in a number of areas in the county, with visits to town and parish councils by both the PCC and ASB champion.

Victims- Put victims at the heart of everything we do and safeguard victims and the vulnerable.

16. Help keep people safe in their homes by working with the Local Authorities, Health and the Fire and Rescue Service to provide Total Home Safety advice.

16.1. I have asked the force to what extent they believe they keep people safe in their homes and how effective current measures are. The Specialist Crime Prevention Officers (CPOs) and an Architectural liaison Officer (ALO) work closely with Neighbourhood Policing Teams providing advice on prevention and problem solving, usually involving partner agencies. The CPOs deliver the County Durham Remain Safe scheme as part of Durham County Council's Housing Solutions prevention toolkit, a scheme developed to provide home security to vulnerable victims of domestic abuse, hate crime or harassment. The Force engage with CSP development plans in Durham and Darlington. They link in with the Safer Homes Scheme and provide crime prevention advice through the partnership.

16.2. Moving forward it will be important to continue to understand the effectiveness of these posts and schemes and to ensure the public continue to receive this support despite challenges of limited capacity.

17. Appoint a Victims' Champion to ensure the voice of victims is at the centre of everything we do.

17.1. A Victim's Champion has been appointed who now provides a point of contact for victims of crime and I will ensure that their voices are heard in order to locally inform our planning, policies, and commissioning of services to support victims.

18. Ensure delivery of seamless high-quality support for victims that enables them to cope with, and recover from, their experience.

18.1. As of March 2022, an in-house model of overarching victim support was instigated, this features a single front door approach and includes the Community Peer Mentors and Restorative Justice schemes. Performance monitoring processes are in place for commissioned services to help identify and resolve and issues and meaningful outcomes.

19. Ensure victims feel empowered and confident in reporting crime to the police, reassuring them of the journey through partner services.

19.1. The force has continued to refine critical contact point development for victims. However, the appropriateness of referrals still continues to be a point of focus for the force. A targeted approach is being used to improve referral appropriateness as well as the process for officers leaving contact details for victims at the first point of contact. In order to address these areas fully, the force has instigated a bitesize training package for officers.

- 19.2. A victim leaflet is offered to all victims, which provides information what to expect in terms of police actions and information on support/partner agencies etc. Moreover, discussing the next steps of the investigation should be done as standard with officers and staff that have contact with victims.
20. Ensure compliance with the Code of Practice (VCOP) for Victims of Crime so that victims are aware of and can access their rights.
- 20.1. There is a VCOP compliance process in place in force which has proven effective in terms of mapping work strands and actions. Further work is planned in response to VCOP compliance monitoring coming under the remit of PCCs.
- 20.2. The force has provided assurance that they have force governance structures in place to provide a wealth of forums to monitor compliance. In addition, the force has delivered national training packages and regular supervisory reviews in this space.
21. Commission high quality services so that victims have access to a range of specialist support services for them and their families at any point and whether they report to the police or not.
22. As mentioned throughout the report, the PCC either directly owns or commissions a plethora of victim services which deliver for a range of victims from serious sexual offences to victims of road traffic collisions.
23. During Quarter 4 2021/22 there have been a series of commissioned posts and projects which have come to fruition. Some examples of these include;
- The awarding of the Independent Sexual Violence Advocate contract to Rape Sexual Abuse Counselling Centre.
 - The Sexual Assault Referral Centre regional management service being mobilised and in service from 1st April.
24. Ensure victims are read their rights at the point of report or as soon after as possible as with offenders.
- 24.1. The PCC has questioned the force around how good they are at informing victims of their rights. Standard victim contact is carried out using Contact Contract information that should be agreed at first point of contact and/or when any pertinent information to the investigation becomes available. Investigation scrutiny and review work ensures Victim Logs are quality checked and remedial actions created when needed. 7-Day Ring Backs ensure victims have received all necessary and appropriate information. Victim support can be offered at any of these contact points, where it was not taken/offered at the initial point of offer.

25. Improve safeguarding for vulnerable adults and children.

25.1. The force continues to perform well in this space, specifically around the Identification of repeat victims, offenders and locations and assessing the threat and harm which enables the force to focus upon the areas of highest harm and safeguarding the vulnerable. There are also some excellent examples of innovation, such as the Multi-Agency Tasking and Coordination process. Effective THRIVE process at the first point of contact also helps to effectively identify vulnerability, which has been recognised by Her Majesties Inspectorate of the Constabulary and Fire & Rescue Service. The force has also worked to understand crimes and incidents better through using the “Through the Eyes of a Child” approach, this is particularly in relation to Domestic Abuse incidents attended.

25.2. The OPCC are also continuing to work with the force to understand the landscape and performance around the review of the Child Protection Inspection by HMICFRS and other national reports pertaining to child sexual abuse and exploitation.

26. Continuously review and seek to improve those services we commission and co-commission to support victims of crime.

26.1. PCC and staff are present and attend several board/group/networks whose purpose is to review and improve services for victims of crime. Including the Effectiveness and Efficiency Group, Youth Justice Partnership, Total Victim Care and the Domestic Abuse and Sexual Violence Executive Group, amongst others.

26.2. The OPCC also has an agreement with partners to support the development of independent Governance Board for the recently taken in-house service victims service portfolio.

Public Accountability Meeting – Violence Against Women and Girls (VAWG)

27. The PCC held a [Public Accountability Meeting in February 2022](#) focusing upon VAWG.

27.1. Developing a Violence Against Women and Girls’ strategy is a key priority within the Police and Crime Plan (2021-24). The strategy will be aimed at changing attitudes and improving our knowledge of and response to the crimes that predominantly affect women and girls so that no woman needs to live in fear and girls grow up knowing they are safe everywhere-at home, online and on the streets.

27.2. It is recognised that a holistic approach is required so that we can prevent these crimes from occurring. That is why we have a whole range of interventions from education in schools to change behaviour and mindset from an early stage, to targeted responses from people displaying such behaviour against women, and opportunities for women to feel empowered.

- 27.3. As part of our ongoing work, we have been keen to consult with the public too and hear what they would like us to do. Durham Constabulary joined the #Callitout campaign with a Call It Out survey. Some respondents suggested that to an extent, the heightened risk levels to women were accepted and suggested strategies whereby women could take positive actions to increase feelings of safety and self-protection.
- 27.4. Together with partners, we have been successful, in a Safer Streets Bid to the value of £453,813. This money will be used for several initiatives such as the deployment of a Multi-agency Response Team 2 nights a week, delivery of Vulnerability Awareness and training sessions to door staff and licensed premises, a Relationship Safety Education Programme in schools and colleges, and an engagement programme with sports clubs, a citizenship programme for cadets, an engagement programme to sports clubs and an empowerment and engagement programme for Women and Girls.
- 27.5. During the Public Accountability meeting the PCC asked a series of questions which had been submitted by the public. This enables a more transparent and direct link between the public and their police force.

Public Accountability Meeting – Police Uplift Programme (PUP)

28. The PCC held a Public [Accountability Meeting in March 2022](#) focusing upon the Police Uplift Programme.
- 28.1. The term 'UPLIFT' is used to describe officers who count towards the Government's commitment to recruit an additional 20,000 officers by March 2023. Durham's share of this is 226 additional officers. This does not include the officers who will retire and be replaced as part of normal business.
- 28.2. In January 2022, the OPCC carried out a consultation exercise prior to the setting of the police precept for this year where the residents of County Durham and Darlington were asked what matters most to them and what they want to see addressed to improve policing services across the County. This exercise was a further opportunity for the public to have their voices heard and inform local policing priorities.
- 28.3. In summary, 76.4% of respondents stated that they would like to see investment in Neighbourhood Policing. This included wanting to see more police officers, maintained Police Community Support Officer numbers, increased uniform visibility and reduced neighbourhood crime. Whilst 46.6% of respondents stated that they would like to see improved response times and meet increased demand for policing services. 91.4% considered tackling Anti-social behaviour as a priority. 60% stated that they would like to see an increase in the number of police officers.

28.4. It is a Key Deliverable within Police and Crime Plan to recruit more officers. It is what the public want and the force need to recruit and retain the best people. The PCC will continue to work with the Chief Constable and local partners to get more funding for County Durham and Darlington and to enable police officers and PCSOs to spend more time on our streets and show a visible presence.

Next Steps

29. Together with partners across the force area, we submitted bids to the Home Office Safer Streets funding. The outcome of these bids will be announced in the next quarter, and if successful, funding will be used to implement various projects to address anti-social behaviour, neighbourhood crime and violence against women and girls. The amount requested are as such:
1. Durham City/Darlington Town Centre-VAWG £632,720
 2. Peterlee- Neighbourhood Crime and ASB £447,660
 3. Darlington- ASB £242,256
 4. Stanley/Ferryhill – Neighbourhood crime and ASB £146,533
30. Over the next period Quarter 1 2022/23 some of the areas which will be focused upon are contact management, domestic abuse and sexual violence, rural crime, alcohol, drugs and gambling.
31. The new iteration of the Quarterly Performance Report is now in place and will develop organically in terms of content moving forward.

Recommendations

32. It is recommended that Panel members consider the report for discussion.

Joy Allen
Police and Crime 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 and Crime Plan Priorities

Effective and efficient internal performance management processes are essential to delivering the Police and Crime Plan.

Commissioning

N/A

Other Risks

N/A

| | |
|------------------|--|
| Contact Officer: | James Atkinson |
| Job Title: | Accountability & Scrutiny Officer |
| Telephone: | 0191 375 2001 |
| Email: | james.atkinson@durham.pcc.pnn.gov.uk |