



**Zero Tolerance to  
Anti-Social Behaviour!**



**JOY ALLEN**  
DURHAM POLICE AND  
CRIME COMMISSIONER

Safe  
Durham  
Partnership

MAKING DARLINGTON SAFER  
Safer People. Safer Places

DURHAM POLICE & CRIME COMMISSIONER'S  
**PCC PERFORMANCE AND  
DELIVERY UPDATE REPORT**

**JULY – SEPTEMBER 23**





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## FOREWORD



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Welcome to my second performance report for 2023/24 which covers the period July to September 2023 – an exceptionally busy and demanding period for County Durham and Darlington. Despite these pressures, we have further improved performance against my key Police and Crime Plan priorities including those most important to the public, the visibility and accessibility of our police officers and improvements in call handling.

Over the summer, the number of police officers serving Durham grew beyond our allocated government target, which is fantastic news for our communities because it means more police on the ground to respond to their problems. These extra officers included transferees from other forces - trained and experienced officers who can immediately get to work in our communities. Although they are more expensive to employ, they make an instant impact, and this is why it has been necessary to provide funding from the precept to secure their recruitment.

Extra officers have been deployed to a variety of frontline policing roles including Roads Policing and Cyber Investigation and are already making their presence felt. However, we still don't have enough officers to meet the ever-increasing demands placed upon them. So, I continue to lobby the government to give us the necessary

funding to return our police officer numbers back to 2010 levels (currently 144 officers down on 2010) and introduce a fairer funding system to relieve the burden on local taxpayers.

It is critical we have the right number of resources in the right place to keep local people safe. I have been working closely with the force to ensure the officers we do have deliver maximum value for the taxpayer. I am supporting the roll-out of Right Care, Right Person (RCRP) across the force area, for example, which will result in fewer police deployments to mental health related incidents. Importantly, this will enhance the care of vulnerable people who need specialist medical help, while also improving our capacity to respond to crime. I think we all agree how vital it is our officers spend less time tackling non-crime related demand to do the jobs they have been trained for – fighting crime.

We have also enhanced our public contact processes over the last quarter to get people the help they need quickly. The public has asked for call handling to be made a priority and since I was elected this area has remained a strong area of focus. I know the voice on the end of the phone can provide vital support in times of great stress and has a huge impact on the caller's overall trust and confidence in policing.

To manage demand more efficiently, all crime and incident related calls are now triaged via the force switchboard, which has been expanded from three to 11 operatives. On calling 101, an automated voice message now provides the option to report a crime or incident, diverting these calls to the Triage Team. This simple innovation has had the effect of filtering around 50 per cent of calls away from 101/999 call handlers – freeing up capacity. And as a result, since January 2023, 101 abandonment rates have fallen from an average of 22 per cent to 9.5 per cent while average 101 answering times have reduced from over two minutes to around 40 seconds.

More than 10,000 calls were logged in May, June, July and September. Before this, 999 calls had only ever exceeded 10,000 once (in July 2022). Despite the exceptionally high demand, average 999 answer times have halved this year from an average of 15 seconds to six seconds.

Throughout 2023, I have continued to invest in additional staffing within the control room both in switchboard and call handling functions. Next year will see more than £1.5m invested over five years in a new, state-of-the-art cloud-based telephony platform in addition to the expansion of Single Online Home at a cost of £95k. This is a national system allowing the public to report crimes and incidents online and even upload CCTV evidence without speaking to an operator,

Our investment in tackling anti-social behaviour is also delivering positive results, with a 29.1 per cent reduction in the first two quarters of 2023/24 compared to Q1-Q2 in 2022/23. Durham is one of 16 police force areas chosen to trailblaze a new hardline approach to ASB (10 forces involved in hotspot policing and 10 involved in Immediate Justice; four forces are involved in both). It saw hotspot multi agency uniformed patrols roll out across the force area in July thanks to the £2m worth of funding my office secured from the Home Office.

Throughout the summer, I continued to support and fund an array of proactive safety schemes and the ongoing Operation Endurance which addresses the nuisance caused by illegal motorbikes. Durham's Roads and Armed Policing team carried out another bike crushing exercise in

July of vehicles which had been previously seized after being used anti-socially or criminally.

My office has continued to secure significant additional funding to support my safety plans. This includes £311,306.45 to fund new joint approaches to help understand the causes and consequences of serious violence whilst investing in prevention and early intervention provision as part of the implementation of the new Serious Violence Duty.

Our youth engagement work is another area of achievement. It was an honour to host my first Commissioner's Challenge award presentation at Police Headquarters, Aykley Heads, alongside key force personnel including the Chief Constable Jo Farrell and the High Sheriff of County Durham, Anne Elliot. School pupils from across Ferryhill and West Cornforth were presented with their gold awards after successfully completing a range of crime prevention and community safety challenges. The project has been so successful that I recently announced funding to roll it out to all 232 schools force wide and I am delighted to report we already have thousands of youngsters signing up to the scheme.

There are further positive outcomes to report as part of our Safer Streets 4 investment, with CCTV now fully upgraded in Castle Dene Shopping Centre in Peterlee. This has included the installation of 30 upgraded cameras as well as 10 additional cameras.

There is much to be proud of in this report, but I also know there is more to do. We have recently welcomed a new Chief Constable, Rachel Bacon, whose appointment was officially endorsed by the Police and Crime Panel during a hearing on September 25th. Mrs Bacon will be critical to the delivery of my remaining Police and Crime Plan priorities this year and will be an asset to the force having already proven her outstanding leadership and experience in other senior roles. I will continue to listen and act on the needs of the public, and scrutinise the force, to ensure we are working as effectively as possible to sustain the quality and excellence with which Durham is widely known.

**Joy Allen**  
Durham Police and Crime Commissioner





## ACCOUNTABILITY: KEY PERFORMANCE INDICATOR REPORT

This performance report 2023/24 provides the Police and Crime Panel with an update on the progress being made against my Police and Crime Plan priorities during July to September 2023 (Quarter 2 of 2023/24). All narratives are directed towards this period and/or provide a current strategic overview and examples.

There are various sources of publicly available data that focusses on Police performance and below is a list of where to find these resources:-

The Digital Crime Performance Pack contain an agreed set of measures that each Police Force and their respective PCCs can be measured against.

[Digital Crime and Performance Pack - His Majesty's Inspectorate of Constabulary and Fire & Rescue Services \(justiceinspectors.gov.uk\)](https://justiceinspectors.gov.uk)

The Office of National Statistics publish Police Force Area level data on a quarterly basis which looks at Police recorded crimes, the latest release looks at yearly data for the year ending June 2023.

[Crime in England and Wales: Police Force Area data tables - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

The Home Office publish both crime and crime outcome data for each reporting year at Police Force Area level, whereby the Home Office crime outcomes are also presented.

[Police recorded crime and outcomes open data tables - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

**Please note there is normal data movement from month to month- this can come from reclassifications, crime cancellations, disposals, and/or general data due diligence. If there is any movement that is significantly above typical levels these would be assessed further.**

# SAFER COMMUNITIES



## FORCE STAFFING LEVELS

Staff Type	2010 baseline	2019 baseline	Q4 end (31/03/2023)	Q1 end (30/06/2023)	Q2 end (30/09/2023)	Direction of travel (from 2010 baseline)
Police Officers	1557	1141	1387	1366	1384	↓
Police Staff	1016	988	1068	1074	1077	↑
PCSOs	176	152	125	124	119	↓
Specials	131	76	23	22	22	↓
<b>TOTALS</b>	<b>2880</b>	<b>2357</b>	<b>2603</b>	<b>2586</b>	<b>2602</b>	↓

The number of Police Officers has increased during 2023/24 from the 2019 baseline and has exceeded the National Uplift target. These additional officers include transferees which are more expensive to employ (and funded from local council tax precept) but are already trained and experienced and make a faster impact than new recruits. The Force still has fewer Officers than in 2010 despite one of the largest increases in recorded crime (excluding Fraud) which has been raised nationally and locally.

Police Staff numbers increased in 2023/24 in specialist roles, the cost of which is partly funded from grant. As part of the 2023/24 budget setting process the Force lost 44 Police Staff posts in order to meet overall spending limits.

Additional PCSOs and Special Constables have been recruited in October/November and information will be provided in the next quarterly report.

The Force currently has 47 Police Support Volunteers, of which 35 are Community SpeedWatch Volunteers. The Police Support Volunteers have undertaken 446 hours from June to August.

# PUBLIC CONTACT METHODS

Often the person answering the call is the first contact people have with the Police, so it is important that the call is answered swiftly and professionally.

The public asked for call handling to be made a priority and I pledged to support that agenda. I know that the voice on the end of the phone can provide vital support in times of great stress and has a big impact on the callers' overall trust and confidence in policing.

I agreed to substantial investment into the Force Control Room to aid with recruitment and technology investment. The impact this uptake in staff has had on 999/101 performance will be detailed in the next quarterly report.

I have also invested in Operation Snap which is an excellent initiative to encourage members of the public to submit dashcam and headcam footage via an online form, where previously, the only option to report dangerous driving was over the phone. During Q2 2023/24 there were 197 submissions into Operation Snap, 52.3% of these were categorised as "due care and attention".

The table below displays the overarching key performance indicators used for 999 and 101 call data:

CALL DATA	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
999 Calls	56044	31539	30694	62233	11.0%	↑
101 (SNEN Calls)	135573	70929	62937	133866	-1.3%	↔
Totals	191617	102468	93631	196099	2.3%	↔

999 calls have seen a recent 2.7% decrease in Q2 2023/24 compared to the previous Q1 period. However, when comparing Q1-Q2 2023/24 to the baseline period there has been a notable increase of 11.0% in 999 calls.

101 calls have seen an 11.3% decrease in Q2 2023/24 compared to the previous Q1 period. There has been a slight decrease of 1.3% when comparing Q1-Q2 2023/24 to the baseline period.

Public Access to Services	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	Direction of travel (from baseline)
Number of 999 calls answered within 10 seconds	43501	24732	25801	50533	↑
Average answer time for 999 calls (seconds)	20.3	18.8	16.0	17.4	↓
101 calls abandoned	28429	14408	8316	22724	↓



The average answer time for a 999 call during Q2 2023/24 was 16.0 seconds which is a slight reduction compared to Q1 2023/24. When compared to the baseline period (Q1-Q2 2022/23) this is a reduction of 4.3 seconds.

In addition to 999/101, the Force now has a 24/7-seven days a week non-emergency live chat funded by the council tax precept, which is for general enquiries and advice, as well as a means of reporting non-urgent incidents or crimes. The 24/7-seven days a week non-emergency live chat continues to be a popular choice of contact with an average of 400 contacts per week.

## NEIGHBOURHOOD CRIME

Neighbourhood Crime is composed of the following crime types (police recorded crime):

- Robbery (Personal)
- Residential Burglary (incorporates all related Home Office sub-categories)
- Theft from the Person
- Vehicle Crime (incorporates all four Home Office sub-categories)

Neighbourhood Crime	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Recorded	2316	1307	1515	2822	21.8%	↑
Resolved	367	165	188	353	-3.8%	↓
Resolved Rate	15.8%	12.6%	12.4%	12.5%	-3.3%	↓

Neighbourhood Crime has seen a 21.8% increase in recorded volume between the Q1-Q2 2022/23 baseline and the Q1-Q2 2023/24 total. This increase in recorded crime is reflected across all Neighbourhood Crime types. Please note there are some seasonable variations in the Neighbourhood Crime category particularly during the winter months.

My Office has funded the issue of stop locks to drivers of some the most vulnerable vehicles in line with the Forces' Winter Drink Drive Campaign.

The overall category of Neighbourhood Crime has seen an increase in recorded volume between Q1 2023/24 and Q2 2023/24 (by 208 crimes/15.9%). Residential Burglary and Vehicle Crime did account for the majority of Neighbourhood Crime volume during Q2: 42% and 51% respectively. Please note that nationally there has been an increase in Vehicle Crime.



## ANTI-SOCIAL BEHAVIOUR (ASB)

The table below displays overall ASB incidents; there has been a 29.1% reduction year to date in ASB incidents when compared to the baseline.

This is expected in line with the ASB review conducted in August 2022. Analysis has been undertaken to reconcile the reduction in the ASB categories and how this mapped over to Public Order crime and Harassment (Section 2).

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ASB incidents	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	% change (baseline to 23/24)	Direction of Travel (from baseline)
ASB (all incidents)	9213	3280	3254	6534	-29.1%	↓

More recently there has been minimal change in total ASB incidents between Q1 2023/24 and Q2 2023/24 with a decrease of 26 incidents (0.8%). ASB nuisance accounted for 63.0% of the year-to-date total of ASB volume, with ASB personal equating to 14.0% of all ASB incidents and ASB environmental making up 22.0%.

### HOTSPOT PATROLS

Durham Constabulary is one of ten Police Force areas piloting the ASB Hotspot approaches ahead of a wider rollout. The purpose is to fund an increased Police and other uniformed presence to reduce Anti-Social Behaviour, targeting hotspots. As a result of the Hotspot Patrols there has been a reduction in ASB in hotspot locations across Durham and Darlington. Additional funding has been provided for the Community Peer Mentors (CPMs) to oversee the Case Review process and during Q2 2023/24 there have been 14 Case Reviews.

### IMMEDIATE JUSTICE

Durham Constabulary is one of ten initial trailblazer Police Force areas prior to an anticipated national rollout in 2024. Immediate Justice aims to provide meaningful opportunities for ASB offenders to give back, such as repaying the community for the harm caused and signalling to other that they have changed.

During Q2 2023/24, Darlington Youth Justice Service have received 13 referrals from the ASB Panel aging between 12-16 years old. 9 of the referrals received in August have engaged in group intervention sessions and 4 referrals in September have engaged with interventions with 3 agreeing to participate in the Immediate Justice scheme.



# SAFER PEOPLE



## VIOLENT CRIME

Violent Crime	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Violence with Injury	2996	1533	1394	2927	-2.3%	↔
Homicide	2	1	1	2	0.0%	↔
VAP total	12185	6973	6401	13374	9.8%	↑

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### VIOLENCE AGAINST THE PERSON

There has been a decrease of 8.2% in Q2 2023/24 compared to Q1 2023/24 in Violence Against the Person. There has been a notable increase when comparing Q1-Q2 2023/24 to the baseline (9.8% increase).

The higher volumes seen compared to the baseline can be attributed to the ASB review as well as an increase in Violence without Injury offences. The ongoing review of unrecorded crimes within ASB has generated a significant rise in the recording of Harassment (Section 2) since August 2022, which accounts for 40% of the increase seen.

### VIOLENCE WITH INJURY

There has been a small decrease of 2.3% (69 crimes) in recorded Violence with Injury offences when comparing the Q1-Q2 2022/23 baseline to Q1-Q2 2023/24. Between Q1 2023/24 and Q2 2023/24 there has been a 9.0% reduction in recorded volumes, however across the 12-month period there has been overall stability following a peak in July 2022.

### SARC SERVICES

I jointly commissioned the forensic Sexual Assault Referral Centre for all those who are victims of sexual assault. This is a regional contract provided by Mountain Healthcare with NHS England and my PCC colleagues in Northumbria and Cleveland, but Durham residents are primarily seen in our local Meadows facility. Over the last quarter there have been 78 referrals into the service, with 28 people attending the SARC, 41 receiving telephone support and 9 were referred to follow-on services.

# NON-CRIME DEMAND

## MISSING FROM HOME (MFH)

Missing From Home is identified as being an area of focus for myself and Durham Constabulary. This includes the management of MFH and the issues of mental health walkouts.

Missing From Home (MFH)	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Missing Person Referrals	2631	1298	1284	2582	-1.9%	↔

The MFH data used in this report is based upon the number of referrals rather than the number of incidents created.

Overall, in the current Q2 2023/24 period Missing From Home referrals observed no material change between recent quarterly reports, with a decrease of only 14 reports (-1.1%). When comparing the 2023/24 year to date period against the baseline (Q1-Q2 2022/23) there is a minor decrease of 1.9% (49 referrals).

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Children under the age of 18 accounted for 80.0% of all Missing From Home referrals over the past 12-month period ending in September 2023. Overall, 29.7% of Missing From Home referrals were from care homes, with 7.9% being specifically from Local Authority care homes.

## MENTAL HEALTH

Mental Health Incidents	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Incidents with a 'Mental Health' qualifier	8767	3345	3333	6678	-24.0%	↓

Mental Health incidents have shown minimal change between Q1 2023/24 and Q2 2023/24 (reduction of 0.4%/ 12 incidents). Notably, compared to the baseline period there has been a reduction of 24.0% (2089 incidents).

There has been a clear reducing long-term trend in incident volumes where the "mental health" qualifier has been applied. This reduction is likely to be due to additional training given to call handlers which has seen a reduction in over-recording of incidents with a mental health qualifier.

Mental Health incidents accounted for 7.0% of all incidents in Q2 2023/24.

I am supporting the Constabulary in the roll-out of Right Care, Right Person (RCRP) across the Force area. This will result in fewer Police deployments and reduced policing hours spent on Mental Health related incidents. This will improve the outcomes and experience of people with mental health needs and improve Police capacity to respond to crime. The Police will continue to respond to Mental Health incidents where there is an immediate risk to life or serious harm.



# SAFER ROADS



People continuously contact me with concerns about speeding vehicles and safety for all road users. It is a fact that too many people are killed or seriously injured on the roads. That is why I have made road safety a key priority in my Police and Crime Plan.

## CASUALTIES (FATAL, SERIOUS, SLIGHT)

Road - Casualties	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Fatal	10	3	7	10	0.0%	↔
Serious	111	60	57	117	5.4%	↑
KSI (fatal + serious)	121	63	64	127	5.0%	↑
Slight	268	121	93	214	-20.1%	↓
All Casualties Total	389	184	157	341	-12.3%	↓

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Please note all KSI data is subject to change due to re-categorisation of injuries in instances where severity may alter over time; and therefore, the data provided is provisional.

There has been a 5.0% increase in the number of serious and KSI casualties in Durham's Force area when comparing Q1-Q2 2023/24 to the baseline period.

Overall, however there has been a 12.3% (48 casualties) reduction in all casualties. Additionally, Q2 2023/24 observed a 14.7% (27 casualties) reduction in casualties compared to Q1 2023/24.

## SAFETY CAMPAIGNS:

### July 2023- Operation Endurance

The scheme was originally launched in 2017 to tackle nuisance caused by illegal motorbikes, quads, 4x4 vehicles and electric scooters which cause misery to residents. Durham Roads and Armed Policing team carried out another bike crushing exercise in July and crushed several bikes which had previously been

seized after being used anti-socially and criminally in communities across the force area. The bikes are unroadworthy and therefore unable to be reused for a positive purpose so crushing means they cannot be used antisocially again.

**August 2023** - Life is Precious campaign

Working with Mariellena Johnson who lost her Mam and Stepdad in a fatal collision on the A1 as a result of a lorry driver using their mobile phone at the wheel. The office provided funding for the design of car stickers with the aim of deterring people from using phones behind the wheel. They are also supported by Durham County Council and the Force, who will be displaying the stickers in their fleet of vehicles.

**August 2023** - BikeSafe

Officers from the force's Motorcycle Section hosted a BikeSafe workshop with seven bikers advancing their skills on the road. The national initiative aims to work with riders to raise awareness of riding safely and reduce chances of being involved in a collision. The workshops consist of short classroom sessions covering essential topics followed by an assessment ride with officers to put what attendees learnt into practice.



**September 2023** - Operation Closepass

Officers from Durham Roads & Armed Policing joined a group of horse riders in Blackhall to remind drivers and other road users about the importance of allowing adequate space when passing horses. The operation, which also runs in conjunction with the national 'Pass wide and slow' campaign, saw an officer positioned in the group of riders and those who passed them too closely were asked to pull into designated bays and given words of advice on the dangers of passing too close to other road users.



**OPERATION SNAP**

Be our eyes and ears on the roads! Report any drivers who are committing offences on our roads and putting people in danger.

Use the website, **ROAD INCIDENT REPORTING (DURHAM.POLICE.UK)**, or the QR code to take directly to our website.



**DURHAM CONSTABULARY**  
ROADS & ARMED POLICING

Road Casualties devastate families and communities.

Durham Constabulary are committed to improving road safety.

**THANK YOU FOR TAKING PART IN OUR SAFETY CAMPAIGN.**

**FATAL 4 ISSUES.**

These are the main causation factors of collisions that we tackle every day through these campaigns.

- SPEEDING** (Icon: Speedometer with 'SLOW DOWN' text)
- DISTRACTIONS** (Icon: Mobile phone with a slash through it)
- SEATBELT** (Icon: Person in a car seat with a slash through it)
- ALCOHOL & DRUGS** (Icon: Alcohol bottle and marijuana leaf with a slash through it)



# FUNDED SERVICES FOR VICTIMS

The Durham Victim Care and Advice Service (VCAS) website will enable the Force and partners to make referrals into the one service. From here, individuals will be directed to the appropriate service that would be best placed to provide support. People can also self-refer to the service via phone or through using the online platform, regardless of when and where the crime was committed or whether it was reported to the Police.

A second website for the award-winning Community Peer Mentors service, who has received the Queens Award for Voluntary Service (QAVS), has also been launched. This enables partners to refer people on to the Community Peer Mentors. The scheme provides emotional and practical help to vulnerable and isolated people who are impacted by significant life changing events, with the aim of empowering change, reducing vulnerability, and providing a voice for the unheard.

In addition to this my Office has a dedicated Victims Champion and in this period the Victims Champion has met with 9 victims of crime to record their lived experience as part of the "Victims Voice Case Studies." These case studies will be considered for root cause analysis by representatives of the Criminal Justice Agencies involved in each case.

## COMMUNITY PEER MENTORS (CPMs)

Between Q1 2023/24 and Q2 2023/24, the Community Peer Mentors experienced a slight drop in referrals by 3.1% with 443 referrals received, historically this is normal owing to external professionals being on leave however, compared with the Q1-Q2 2022/23 baseline there is still an overall increase of 68.9% (367) in referrals. 71.0% of those referred during Q2 2023/24 were offered support; with there being an 81.0% reduction in demand on the Police due to clients being engaged with the CPMs. The table below displays the source of the referrals received into the CPMs scheme.

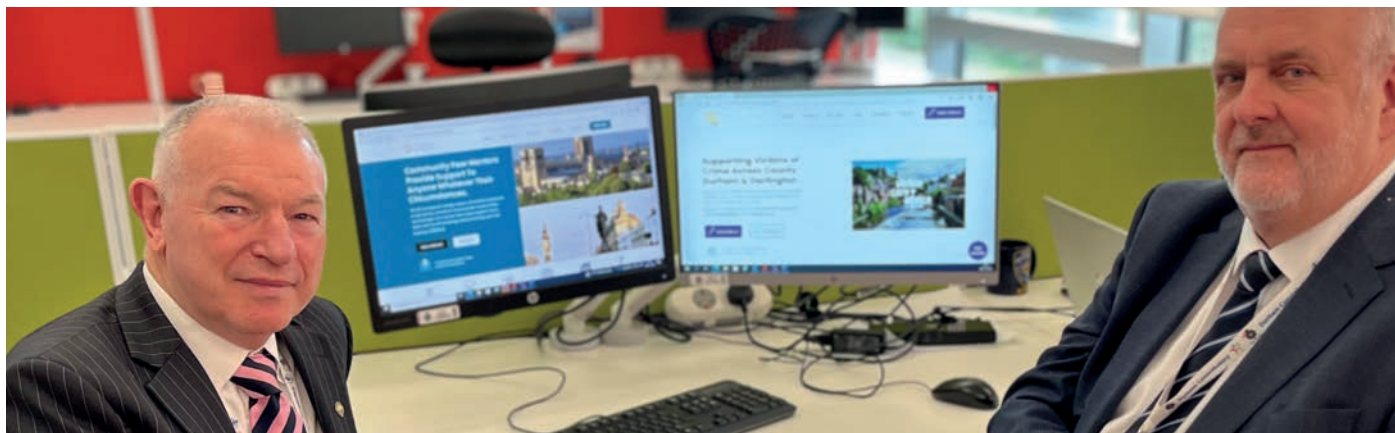
The table below displays the source of the referrals received into the CPMs scheme.

Referrals-CPMs	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
All Referrals	533	457	443	900	68.9%	↑
Police	261	145	202	347	33.0%	↑
MASH	66	109	98	307	365.2%	↑
NHS	145	98	60	158	9.0%	↑
VCAS	115	78	42	120	4.3%	↑

During Q2 2023/24, 39.0% of those referred were identified as having an alcohol misuse issue and 23.0% were identified as having a substance misuse issue; with 18.0% being affected by both.

Since the introduction of the Anti-Social Behaviour Case review, a total of 14 cases have been reviewed where the PCC's Office has worked alongside those negatively affected by ASB to help engagement with statutory services and review of the actions taken. During Q2 2023/24, 40.0% of all referrals identified as ASB having a negative effect on their life.

## VICTIM CARE AND ADVICE SERVICE (VCAS)



During Q2 2023/24 there were 3,340 referrals into the "in-house" Victim Care and Advice Service (VCAS), and they were able to offer their support to 2,225 victims of crime. When comparing the Q1-Q2 2023/24 total to the baseline there has been an increase of 49.4% in referrals into VCAS.

The table below displays the source of the referrals into VCAS.

Referrals-CPMs	Q1-Q2 2022/23 baseline	Quarter 1 2023/24	Quarter 2 2023/24	Q1-Q2 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
All Referrals	4484	3358	3340	6698	49.4%	↑
Police	2813	2205	2225	4430	57.5%	↑
Third Party	846	654	698	1352	59.8%	↑
Self-Referrals	45	25	25	50	11.1%	↑
Court Referrals	765	470	378	848	10.8%	↑
Restorative Justice Referrals	15	4	14	18	20.0%	↑

Over Q2 2023/24, 82.0% of those that provided feedback and were supported by VCAS reported that they felt safer following support. Of those that reported their health and wellbeing had been affected by the crime, 88.0% reported an improvement in their wellbeing. Over 90.0% reported that their needs had been met following the support provided by VCAS, with 88.0% of victims reporting they felt their quality of life had improved after being supported by VCAS.

During Q2 2023/24, there were 378 court support referrals made into VCAS; this support can range from emotional to practical help, reviewing special measures needs, updating their victim personal statements, arranging pre-trial visits to court and in some instances being with that person at court on the day they are required to attend. Many of those supported by VCAS through this service advised they may have disengaged with the process had they not had this support available to them. 98.0% of victims reported they were better able to engage in the court process following the support provided by VCAS.



# MINISTRY OF JUSTICE FUNDING

During the first quarter, my Office has continued to receive funding from the Ministry of Justice and welcomed the longer three-year commitment; this enables us to better secure and develop services for victims of crime going forward.

## SAFER STREETS



The Police and Crime Commissioner's Office has secured Safer Streets 5 funding of £1,000,000, split to £465,000 in 2023/24 and £535,000 in 2024/25 which was agreed by the Home Office at the end of August. The project started in October 2023 and further details will be provided in my next quarterly performance report.

Safer Streets 4 was ongoing during the Q2 2023/24 reporting period, and this is the first time the Safer Streets scheme directly tackled ASB in problem areas. My Office is overseeing the referral process, and so I am keeping a close eye on the projects to ensure we are maximising these resources in the target areas.

### Ferryhill and Stanley

24 referrals into the Parenting Support Programme.

### Peterlee

30 CCTV cameras upgraded

10 additional CCTV cameras installed

2 vehicle access barriers installed to prevent ASB in the area after retail closing times.

2 pedestrian access gates installed to prevent ASB in the area after retail closing times.

2 anti-climb restrictors installed to prevent ASB in the area after retail closing times.

300 locks and alarms for sheds and garages purchased and installed.

20 families supported through a Parenting Support Programme

10 young people supported through a Youth Mentoring Programme

### Darlington

11 young people engaging with the Future Pathways Project

71 young people engaging with reparation and bespoke interventions

8 families being supported through a Family Support Programme

# CCTV AND SECURITY CONTROL CENTRE

The CCTV and Security Control Centre is based within Darlington Borough Council and provides 24-hour surveillance, providing call handling facilities and a contact point for Darlington Borough Council's Lifeline services which is an out of hours contact point for council services. The Control Centre also acts as a contact point for the town's Shopwatch and Pubwatch radio links allowing for rapid reporting between businesses of any crime or community safety issue.

I have agreed a ten-year contribution of £250,000 towards Darlington CCTV infrastructure costs at £25,000 per year.

During Q2 2023/24 there were 1577 incidents logged which was an increase of 26.5% compared to Q1 2023/24 (1247 incidents) which captured a wide array of incident types as displayed in the below table.

	Quarter 1 2023/24	Quarter 2 2023/24
Potential Incident	200	301
Disturbance	176	187
Vulnerable/Distressed Person	117	156
Missing Person	57	153
ASB	140	140
Shop Theft	117	132
Vehicle Incident	96	116
Assault	82	82
Youth ASB	61	72
Drug Offences	44	47
Other Theft	28	45
Wanted Person	19	38
Criminal Damage	25	22
Sexual Incident	9	21
Burglary	16	20
Alarms	9	18
Drink Driving	28	17
Animal Incident	10	5
Arson/Fire	11	4

Please note: "potential incident" covers logs of concerning situations or behaviour that did not escalate into another incident type, logs where limited details are available and logs of special event monitoring.



# CRIMESTOPPERS



Crimestoppers is an independent charity that enables members of the public to speak up and stop crime anonymously. Crimestoppers shares advice on how to protect people from crime so everyone can feel safe. Once a report has been made anonymously to Crimestoppers they then send this on to the relevant authority with the legal responsibility to investigate crimes, make arrests and charge people in order to bring them to justice.

In Q2 2023/24, 752 reports to Crimestoppers were sent to Durham Constabulary, a 17.3% increase compared to the same period last year. 17.7% of disseminated reports were converted into a positive outcome during Q2. Crimestoppers receives reports from various different crime types which are then forwarded onto Durham Constabulary.

The table below displays the crime types with the highest increase in reports.

Crime Type	Q1 2023/24	Q2 2023/24	% change (baseline to 23/24)	Direction of travel (from baseline)
Drink & Drug Driving	178	201	12.9%	↑
Vulnerability & Safeguarding	43	53	23.3%	↑
Trading Standards	25	35	40.0%	↑
Drug Trafficking & Supply	309	351	13.6%	↑

# HIS MAJESTY'S INSPECTORATE OF CONSTABULARY & FIRE AND RESCUE SERVICE (HMICFRS) REPORT

Over the reporting period (July 2023- September 2023) there have been no HMICFRS inspections that the PCC has been asked to respond to.

However, during Q2 2023-24 the following HMICFRS inspection reports were released:

<b>Police Performance: Getting a Grip</b>	<b>7th July 2023</b>	<b>There were 11 recommendations, 3 specific to policing</b>
<b>An Inspection of How Effective Police Forces are in the Deployment of Firearms</b>	<b>11th July 2023</b>	<b>There were 12 recommendations, 7 specific to policing</b>
<b>Homicide Prevention: An Inspection of the Police Contribution to the Prevention of Homicide</b>	<b>11th August 2023</b>	<b>There were 3 recommendations, 2 specific to policing</b>
<b>Race and Policing: A review of the Police Service's Leadership and Governance Arrangements for Race-Related Matters</b>	<b>25th August 2023</b>	<b>There were 4 recommendations, none were specific to policing</b>
<b>Race and Policing: An Inspection of Race Disparity in Police and Criminal Justice Decision-Making</b>	<b>25th August 2023</b>	<b>There were 13 recommendations, 4 specific to policing</b>

An update regarding Durham Constabulary's HMICFRS PEEL 2023-25 Inspection will be provided in the Q3 2023-24 performance report.

The usual HMIC inspection regime for Police Forces for 2021-23 has now concluded (PEEL questions and crime data integrity gradings). A new regime has commenced for 2023-25 and national comparisons will be provided in future performance reports.



## MEDIA AND ENGAGEMENT



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## PRESS RELEASES

### Press Releases published (1st July to 30th September 2023)

Thirteen press releases distributed to the press and uploaded to the website.

- "Hotspot" policing patrols get underway across Durham as part of a multiagency crackdown on ASB. (5 July)

"Hotspot" policing patrols get underway across Durham as part of a multiagency crackdown on ASB | News | Durham Police & Crime Commissioner ([durham-pcc.gov.uk](http://durham-pcc.gov.uk))

- PCC's £20,000 investment in CCTV will crackdown on fly-tipping. (7 July)

PCC's £20,000 investment in CCTV will crackdown on fly-tipping. | News | Durham Police & Crime Commissioner ([durham-pcc.gov.uk](http://durham-pcc.gov.uk))

- PCC celebrates historic anniversary with dedicated law and order supporters. (12 July)  
[PCC celebrates historic anniversary with dedicated law and order supporters. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- PCC urges public to remain vigilant to nitrous oxide use to keep young people safe. (18 July)  
[PCC urges public to remain vigilant to nitrous oxide use to keep young people safe. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- Young crime-fighters shine in PCC's awards celebration. (19 July)  
[Young crime-fighters shine in PCC's awards celebration. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- Safety drills increase vulnerable youngsters' resilience to harm. (20 July)  
[Safety drills increase vulnerable youngsters' resilience to harm. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- PCC funds critical counselling service for women prisoners who are survivors of sexual violence or abuse. (25 July)  
[PCC funds critical counselling service for women prisoners who are survivors of sexual violence or abuse. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- Durham poised to net up to £1m to tackle public's top priorities. (8 August)  
[Durham poised to net up to £1m to tackle public's top priorities. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- PCC funds waiting room revamp to improve court experience for victims and witnesses of crime. (8 August)  
[PCC funds waiting room revamp to improve court experience for victims and witnesses of crime. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- Drug crackdown brings closure of 1,300 county lines in 12 months but good work must continue, says PCC. (29 August)  
[Drug crackdown brings closure of 1,300 county lines in 12 months but good work must continue, says PCC. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- PCC announces roll-out of life-saving overdose drug to community mentors as UK marks national campaign. (31 August)  
[PCC announces roll-out of life-saving overdose drug to community mentors as UK marks national campaign. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- PCC announces preferred candidate for Chief Constable of Durham Constabulary. (5 September)  
[PCC announces preferred candidate for Chief Constable of Durham Constabulary. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)
- Rachel Bacon confirmed as next Chief Constable of Durham Constabulary. (25 September)  
[Rachel Bacon confirmed as next Chief Constable of Durham Constabulary. | News | Durham Police & Crime Commissioner \(durham-pcc.gov.uk\)](#)

Key publications include Northern Echo, Chronicle Live, Aycliffe Today, Newton News, Darlington & Stockton Times, Sunderland Echo and Teesside Live.

# COMMUNITY ENGAGEMENT EVENTS



July 2023	August 2023	September 2023
Emergency Services Day (1st July)	Chester le Street Activity Week (8th/9th August)	Wolsingham Show (2nd/3rd September)
Durham County Show (29/30th July)	Sedgefield Show (12th August)	World Suicide Prevention Day (5th September)
	Darlington Pride (12th August)	Shotton Hall Emergency Services Day (9th September)
	Middleton St George Summer Fair (19th August)	Stanhope Show (9th September)
	Weardale Show (26th August)	Egglestone Show (16th September)
	Seaham Fun Day (29th August)	Durham City Market (23rd September)
		Durham University Freshers Fair (27th September)
		Horden Together (29th September)
		Middleton St George Village Expo (30th September)



## DECISION RECORDS REPORT



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## COMMISSIONING BOARD DECISIONS

### **PCC made the below decisions at the Commissioning Board held on 31st July 2023.**

The Deputy PCC chaired the July meeting (deputising for the PCC).

The ASB Hot Spot and Immediate Justice (IJ) Projects Home Office funding was discussed as below with the PCC making the decisions listed.

#### **ASB Hot Spot Funding Bids**

- Community Peer Mentors: Deputy PCC agreed to £120,000 towards the Community Peer Mentor Coordinators (and a cohort of volunteers) who will work alongside local neighbourhood police teams in the hot spot patrol areas, increasing the visible presence. The Deputy PCC also agreed an additional £43,000 from OPCC commissioning budgets to support the activities.
- Deputy PCC agreed £30,000 for analytical support to help specifically target partner resources to hot spot areas, enabling a more precise response and making most effective use of resources and capabilities.
- Deputy PCC agreed £6,000 per year for three years Special Constabulary transport costs to Hot Spot areas.

### Immediate Justice Funding Proposals:

- County Durham Youth Justice: Deputy PCC agreed £116,116 for a Case Manager, Reparation/Delivery Worker, Health & Wellbeing Worker and their support costs.
- Deputy PCC agreed £30,000 towards the Victim Care & Advice Service (VCAS) restorative intervention activities.
- In addition to the above the Deputy PCC made decisions on the funding proposals listed below.

### Supported:

- ANPR Frankland Prison: Deputy PCC has agreed to fund £3,400 for the installation of ANPR near to High Security Prison HMP Frankland.
- Rural Watch Crime Prevention Coordinator: Deputy PCC agreed funding of £37,810.
- DAAC Police Cadets: Deputy PCC agreed funding of £24,857 to support DAAC to run the volunteer Police Cadets in 2023/24.
- DAAC Mini Police Commissioner's Challenge & Operation Trail Blazer: Deputy PCC agreed funding of £72,531.
- Keystone Project (RSACC): Deputy PCC agreed funding of £7,593.
- Bike Safe: Deputy PCC agreed funding of £3,000.
- Victim Care Officer within Road Policing: Deputy PCC agreed funding of £40,387.

### PCC made the below decisions at the Commissioning Board held on 20th September 2023.

#### Title: Commissioning Board Decisions 20th September 2023

The Immediate Justice (IJ) Projects Home Office funding was discussed as below with the PCC making the decisions listed.

### Immediate Justice Funding Proposals:

CDYJS Bid 2 ASB Behaviour Improvement Panel Pathway: PCC agreed the funding proposal of £171,269 to cover both 2023/24 and 2024/25.

Immediate Justice CDYJS Bid 1 Health & Wellbeing Worker: PCC agreed the funding proposal of £60,120 to cover both 2023/24 and 2024/25.

Immediate Justice CDYJS Bid 2 Health & Wellbeing Worker: PCC agreed the funding proposal of £60,120 to cover both 2023/24 and 2024/25.

### In addition to the above the PCC made decisions on the funding proposals listed below:

### Supported:

Prevention Messages: PCC asked for the Victims Voice to be added to all press messages reporting ASB prevention and signposting. There is £29,930 funding for this activity included in the Home Office Safer Streets 5 ASB prevention project for the signposting messages in the local press.

DASVEG Report on Multi Agency Risk Assessment (MARAC) Funding: PCC agreed in principle to an extra £10,000 funding to enable other partners to agree extra contributions to fund the MARAC service in 2024/25, agreeing to commit the funding once clarity has been given from other partners.

Darlington Taxi Marshalls: PCC agreed £10,000 funding to sustain the service to the end of the Christmas holidays.



## **PCC made decision to propose Rachel Bacon to the Police and Crime Panel (the Panel) for appointment as Chief Constable to Durham Constabulary.**

- The PCC completed the comprehensive process for selecting her preferred candidate for appointment as Chief Constable of Durham Constabulary.
- The PCC has selected Rachel Bacon.
- In accordance with the Policing Protocol Order 2011, the PCC has asked the Police and Crime Panel to consider and report to her about the proposed appointment of Mrs Bacon at a hearing on 21st September 2023.
- The Commissioner's reasons for this decision were set out in her report to the Panel.
- The Panel responded to the proposed appointment of Chief Constable of Durham Constabulary on 25th September 2023, recommending approval of the PCC's proposed appointment of Rachel Bacon and wished Rachel well in her new role of Chief Constable of Durham Constabulary.







**Keeping Darlington Safe**

This Help Point puts you in touch with Darlington's CCTV control room when you need assistance

**THIS IS FOR EMERGENCIES ONLY**

ONCE BUTTON ACTIVATED YOU WILL BE RECORDED. Inappropriate use could lead to prosecution





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