



DURHAM POLICE & CRIME COMMISSIONER'S

PERFORMANCE AND DELIVERY UPDATE REPORT

   @durhampcc  Durham Police and Crime Commissioner

Jan-March 24

Making the communities of County Durham and Darlington safer, stronger and more resilient to crime, drugs and anti-social behaviour



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FOREWORD

Making sure residents are safe and feel safe is paramount to me and I take great pride in the progress that has been made since I was elected in 2021.

I am absolutely delighted to be given an opportunity to build on the good work over the next four years. Residents have placed their faith in me, and I will honour that trust by doing everything in my power to keep on tackling the crimes and issues that threaten their safety and spoil their enjoyment of our wonderful county.

This report covers the most recent period of performance for the force (January to March 2024). It highlights the impact of a robust and visible presence on our streets and the necessity of a strong and well-resourced staff workforce.

Our residents deserve a swift and professional response when they need help. Any failure to meet these expectations damages confidence and undermines public satisfaction. This is why I have been particularly impressed with the strong improvements achieved in call handling following on from my substantial investment into the force control room.

Since January this year, the force has recruited 20 extra call handlers with a further two training courses planned after the summer. Further investment has enabled the force to move toward the Single Online Home website to allow members of the public to contact the force digitally with their queries and free up more control room staff to deal with 101 and 999 calls. Both 999/101 call answering times have reduced, with the average answer time for a 999 call during Q4 2023/24 being 10.3 seconds which is a reduction of 2.3 seconds compared to Q3.

Further progress will be achievable thanks to the implementation of a state-of-the-art £1.5m cloud-based telephony system over the next five years to address transfer delays. We are also planning the imminent roll out of a new SMS deflection system giving callers the option of accessing the force website to explore digital contact methods or alternatively stay on the call.

The Chief Constable has previously made clear her ambition to strengthen neighbourhood

policing and I am happy to report further growth in our officer headcount in 2023/24. During Q4, two extra police officer recruitment events have taken place with further events planned later this year.

There have also been influxes in both PCSOs and Special Constables during the period with further intakes planned later this year. Despite exceeding the national uplift target, Durham still has fewer officers than it did in 2010 while also seeing one of the largest increases in recorded crime. I will continue to fight for fairer remuneration nationally to secure the force the resources it needs to keep our county safe. I am now jointly leading the Association of Police and Crime Commissioner's (APCC) Finance portfolio following sustained activity to lobby the government on the inadequacy of its funding formula for forces with a low tax base. This role will ensure I am placed at the heart of national funding decisions and can positively influence change.

The joint efforts of many partners and agencies continue to curtail anti-social behaviour. During Q1-Q4, ASB incidents reduced by 11.5% compared to 2022-23, with a 4.4% reduction between January and March 2024 (122 incidents).

These high-visibility patrols continue to result in arrests and a range of warnings/fines while our involvement in the linked Immediate Justice pilot is providing a new platform for ASB offenders to repay their communities for the damage they have caused.

Meanwhile, the recent relaunch of the ASB Case Review process is making it easier for victims to seek a tougher response for ongoing ASB problems from the agencies responsible for tackling the issues.

Our work to support those impacted by ASB has been further strengthened by Safer Streets 5 funding. My team secured £1m to invest in three projects across the county which was later reduced by the Home Office to £820k.

Work on several of these initiatives is already underway and includes the purchase and installation of defensible barriers to prevent off-road bikes in both Durham and Darlington, increased CCTV, the recruitment of engagement

officers in ASB hotspots and crime prevention security measures. Further projects will help to reduce rural crime and prevent violence against women and girls.

I know how strongly people feel about road safety and I continue to work with partners to address the issues that blight their lives. Alongside Durham Constabulary, Durham County Council, Darlington Borough Council and primary schools in County Durham and Darlington, I launched ParkSafe – a new initiative encouraging parents to upload video footage or photographs of illegal parkers outside schools who make the school run dangerous for children and their parents.

We will take every opportunity to drive home the safety responsibilities of those who drive or ride on our roads. Between Q1 and Q4 2023/24, there has been a 10.9% reduction in all casualties in the force area, highlighting the importance of awareness campaigns and tough enforcement.

I am more determined than ever to make a difference. The recent PEEL inspections highlighted the outstanding improvements being made locally to tackle crime and support victims more effectively.

However, I realise there is much more to do and will absorb and act on the ongoing scrutiny provided by HMICFRS and my own monitoring arrangements to push the quality of our policing service even further in future.

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 January to March 2024 (Quarter 4 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 contains 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://www.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 December 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	Q1 end (30/06/2023)	Q2 end (30/09/2023)	Q3 end (31/12/2023)	Q4 end (31/03/2024)	Direction of Travel (From 2010 Baseline)
Police Officers	1557	1141	1366	1384	1339	1378	↓
*Police Staff	1016	988	1073	1076	1079	1077	↑
PCSOs	176	152	124	119	133	117	↓
Specials	131	76	22	22	34	32	↓
Totals	2880	2357	2585	2601	2585	2603	↓

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The number of police officers has increased during 2023/24 from the 2019 baseline and has exceeded the national uplift target. Despite this, at the end of Q4 the force still has 179 less officers than in 2010 despite one of the largest increases in recorded crime (excluding fraud) which has previously been raised both nationally and locally. During Q4 2023-24 there has been two additional police officer recruitment events taking place in January and March; with further recruitment planned later in the year.

Police staff figures have again increased compared to the 2019 baseline, with ongoing recruitment throughout the year to fill single post roles.

The force currently has 117 PCSOs in post with further intakes of PCSOs planned during summer and winter of 2024, increasing current PCSO numbers throughout the course the year.

There were an additional 13 special constables who joined the force in October 2023, with further recruitment planned for Autumn 2024.

One third of the forces in England and Wales (15) have lost officers compared to 2010, despite the 20,000 officer uplift programme. These are mostly areas with high deprivation such as Cleveland and Durham. The majority also have above average crime rates per officer.

PUBLIC CONTACT METHODS



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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 caller's overall trust and confidence in policing.

I agreed to substantial investment into the force control room to aid with recruitment and technology investment. Since January 2024 the force has recruited 20 call handlers with a further 2 courses planned after the summer.

This substantial investment in the force control room has resulted in both 999/101 call answering times reducing significantly. Further investment has enabled Durham Constabulary to move toward the Single Online Home website allowing members of the public to submit some queries and applications online thus freeing up more control room staff to deal with 101 and 999 calls.

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 Q4 2023/24 there were 321 submissions into Operation Snap, of those processed 42.7% resulted in either a warning letter, a course, penalty, or court action.

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

Call Data	Q1-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
999 calls	107042	31539	30694	26284	23937	112454	5.1%	↑
101 calls	258128	70929	62937	58859	56332	249057	-3.5%	↔
total	365170	102468	93631	85143	80269	361511	-1.0%	↔

999 calls have seen a recent 8.9% decrease in Q4 2023/24 compared to the previous Q3 period. However, when comparing the Q1-Q4 2023/24 to the baseline period there has been an increase of 5.1% in 999 calls.

101 calls have seen a 4.3% decrease in Q4 2023/24 compared to Q3 2023/24. There has been a slight decrease of 3.5% when comparing Q1-Q4 2023/24 to the Q1-Q4 2022/23 baseline in 101 calls offered.

Public Access to Services	Q1-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Number of 999 calls answered within 10 seconds	85922	24732	25801	23601	22586	96720	12.6%	↑
Average answer time for 999 calls (seconds)	18.7	18.8	16.0	12.6	10.3	14.4	-23.0%	↓
101 calls abandoned	52171	14408	8316	5913	4542	33179	-36.4%	↓

The average answer time for a 999 call during Q4 2023/24 was 10.3 seconds which is a reduction of 2.3 seconds compared to Q3. There has been a reduction of 4.3 seconds when comparing Q1-Q4 2023/24 to the baseline.

In line with public expectations to improve contact, the Force has broadened digital opportunities with the full implementation of Single Online Home. As of April 2024, the contact us and live chat elements of Single Online Home have been made available to the public through Durham Constabulary's website.

NEIGHBOURHOOD CRIME



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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-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Recorded	4870	1304	1512	1596	1390	5802	19.1%	↑
Resolved	668	162	171	206	191	730	9.3%	↑
Resolved rate	13.7 %	12.4%	11.3%	12.9 %	14.6%	12.6%	-1.1%	↔

Neighbourhood crime has seen a 19.1% increase in recorded volume when comparing Q1-Q4 2023/24 to the baseline. This increase is reflected across the majority of neighbourhood crime types.

The overall category of neighbourhood crime has seen a reduction in recorded volume between Q3 2023/24 and Q4 2023/24 (by 206 crimes/-12.9%). Vehicle crime and residential burglary accounted for the majority of neighbourhood crime volume during Q4, 57.5% and 36.5% respectively. Vehicle crime has been increasing nationally too.

ANTI-SOCIAL BEHAVIOUR (ASB)

The table below displays overall anti-social behaviour incidents: there has been a 11.5% reduction year to date in ASB incidents compared to the baseline (Q1-Q4 2022/23), most notably within the ASB personal subcategory.

This is expected in line with the ASB review conducted in August 2022. Analysis has been undertaken to reconcile the reduction in ASB categories and how this mapped over to public order crime and harassment (section 2).

ASB incidents	Q1-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
ASB (all)	13528	3280	3258	2760	2674	12008	-11.5%	↓

Most recently there has been a decrease in the total number of ASB incidents between Q3 and Q4 2023/24, with a reduction of 122 incidents (4.4%). The reduction seen in ASB can in part be attributed to seasonal factors as there is usually a reduction in ASB incidents during the winter months, combined with the ASB Trailblazer pilot.

ASB nuisance made up 62.0% of the 2023/24 year-to-date total of ASB volume, with ASB personal equating to 13.0% of all ASB incidents, and ASB environmental (e.g. fly tipping) making up 25.0% of all ASB incidents.

ASB CASE REVIEWS

Through an ASB case review the PCC Office holds statutory agencies to account in relation to their response to ASB, the case review process enables agencies to share best practice and raise details of the action that they have taken. During Q4 2023/24 the ASB case review process has received 10 referrals into the ASB Champion and Community Peer Mentors; 3 referrals did not meet the threshold for an ASB Case Review, 7 referrals resulted in a case review being undertaken.

HOTSPOT PATROLS

Durham Constabulary is part of a scheme using a ASB Hotspot approach, the purpose is to fund an increased police and other uniformed presence to reduce anti-social behaviour, targeting hotspots. During Q4 2023/24, there were 65 arrests, 58 stop and searches, 53 informal warnings, 6 community protection warnings, 1 community protection notice, 1 dispersal notice, and 12 fixed penalty notices in the hotspot areas.

IMMEDIATE JUSTICE

Durham Constabulary is one of ten initial trailblazer areas for Immediate Justice. Immediate Justice aims to provide meaningful opportunities for ASB offenders to give back to the community such as repaying the community for the harm caused and signalling to others that they have changed.

During Q4 2023/24, Darlington Youth Justice have received 8 referrals from the ASB panel. During the same period, Youth Justice Durham also received a total of 8 referrals. During March, all 8 of the young people on this pathway also completed the Developing Resilience course and Social Action project, equating to 50 hours of reparation.

In February Durham Youth Justice area opened their second ASB pathway. This provided an opportunity for Behaviour Improvement Panel referrals, focusing initially on one school that is a member of the North Panel. North Durham Academy has a high number of young people in key stage 3 involved in ASB in the Stanley area (which is an ASB hotspot). Durham Youth Justice are seeking to improve outcomes across the board in collaboration with education colleagues, police, ASB team and Early Help staff.

SAFER PEOPLE

VIOLENT CRIME



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Violence Against the Person (VAP)	Q1-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Violence with Injury	5762	1536	1410	1331	1272	5549	-3.7%	↔
Homicide	7	1	1	2	1	5	-28.6%	↓
Violence against the person total	25672	6971	6407	5867	5821	25066	-2.4%	↔

VIOLENCE AGAINST THE PERSON

Violence against the person has seen a small decrease in recorded crimes across the 12-month period with a decrease of 2.4% in Q1-Q4 2023/24 compared to the baseline period. February 2024 showed the lowest recorded monthly figure for this offence for over 3 reporting years. There has been minimal movement between Q4 2023/24 compared to Q3.

VIOLENCE WITH INJURY

Violence with injury has seen a steady decline across the last 4 quarters, leading to a reduction of 3.7% in recorded crimes in Q1-Q4 2023/24 compared to the baseline period.

SARC SERVICES

I jointly commissioned the 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, with Durham residents primarily seen in our local Meadows facility. Over the last quarter there have been 78 referrals into the service, with 34 people attending the SARC, 32 receiving telephone support and 10 people being referred to follow-on services. 85.5% of those referred were female, 13.2% were male and 1.3% were defined as gender unknown.

NON-CRIME DEMAND

MISSING FROM HOME (MFH)



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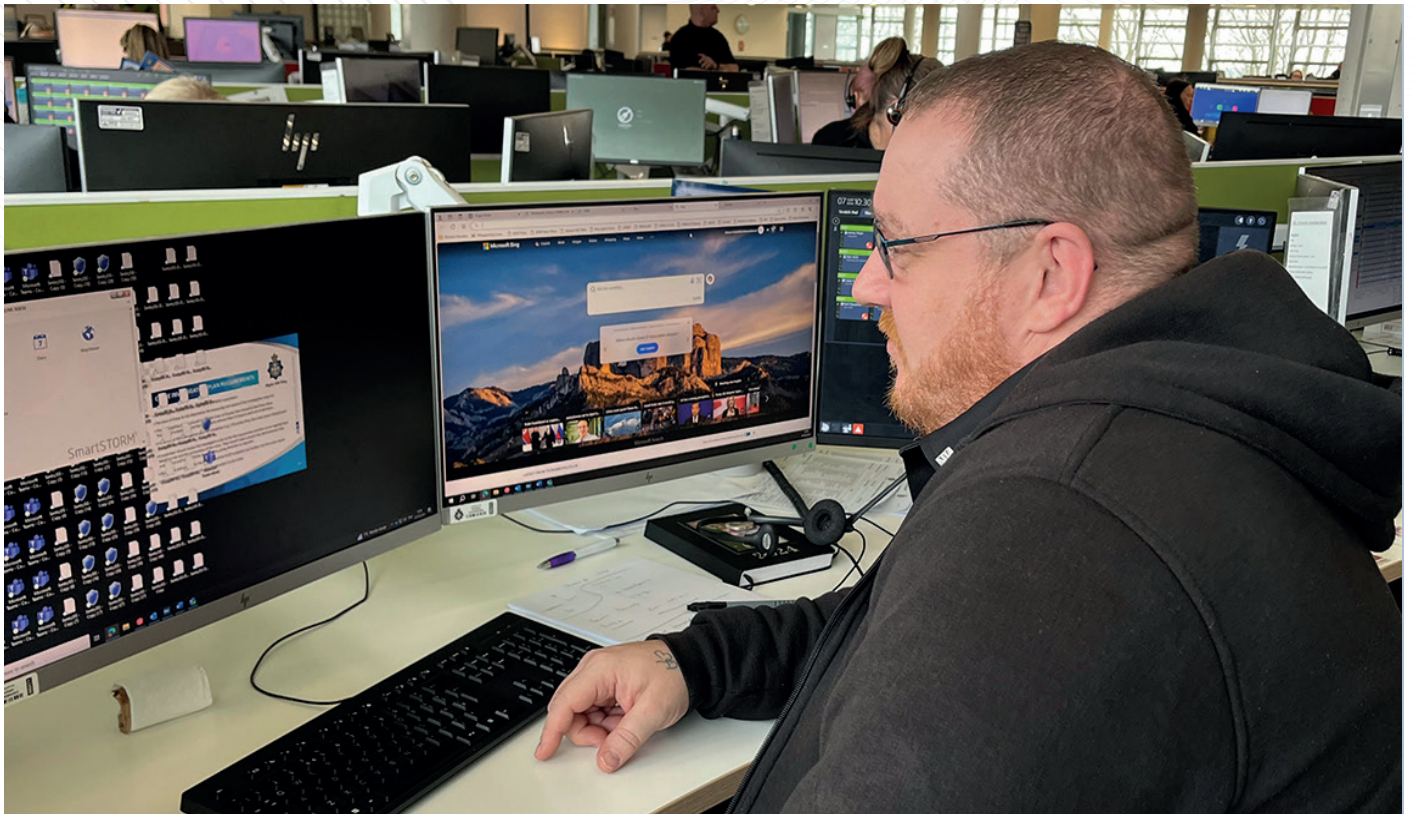
Missing from home is identified as being an area of focus for myself and Durham Constabulary.

Missing From Home (MFH)	Q1-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Missing Person Referrals	4716	1298	1284	1080	917	4579	-2.9%	↔

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

Overall, missing from home referrals have seen minimal material change when comparing Q1-Q4 2023/24 to the baseline, with a decrease of 137 reports (-2.9%). When comparing Q4 2023/24 to Q3 there has been a reduction of 15.1% (163 referrals).

Children under 18 accounted for 84.6% of all missing from home referrals during Q4 2023/24.



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MENTAL HEALTH

Mental health incidents	Q1-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Incident count	15048	3345	3340	3048	3281	13030	-13.4%	↓

Mental health incidents have increased by 7.0% (217 incidents) between Q3 2023/24 and Q4 2023/24. This increase follows the seasonal reduction usually seen in Q3 2023/24 data, a trend which has been monitored over the last few years. Notably, compared to the baseline period there has been a reduction of 13.4% (2018 incidents).

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

Mental health incidents accounted for 8.3% of all incidents during Q4 2023/24 and 7.6% of all incidents in Q1-Q4 2023/24.

I continue to support Durham Constabulary in the roll-out of Right Care, Right Person (RCRP) across the force area. Local partnerships in each force area are phasing in Right Care Right Person in line with local circumstances and operational needs. This is a complex process involving a reconfiguration of existing services and teams across a range of partners. In our force area, the new approach will launch from 10th June 2024. They have adopted a multi-agency bronze, silver and gold management approach across all agencies which will support providing the best care by ensuring the most appropriate agency/agencies respond to calls for service, always considering privacy, safety, and dignity alongside least restrictive principles.

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-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Fatal	15	3	7	8	2	17	-9.1%	↓
Serious	175	61	61	59	31	173	-1.9%	↔
KSI (fatal + serious)	190	64	68	67	33	190	-2.5%	↔
Slight	415	121	100	134	115	336	-14.5%	↓
All Casualties Total	605	185	168	201	148	526	-10.9%	↓

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Please note all casualty 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 10.9% (79 casualties) reduction in all casualties in Durham's force area when comparing Q1-Q4 2023/24 to the baseline period.



CAMPAIGNS

February 2024

Safer Internet Day support

The awareness day aims to raise awareness of a safer and better internet for all, and especially for children and young people. I got involved by sharing handy tips and advice on how to keep your family safe online and boundaries you can set to ensure young people stay protected from online harm.

National Colleges Week

National Colleges week celebrates the vital role that Further Education College play in shaping the success and future of our country. To commemorate the week I was asked to join the Bishop Auckland College Corporate Board. I will support the college's work in developing a new generation of criminal justice workers and uniformed service professionals as well as facilitating a wide variety of volunteering, employment, and training opportunities.

March 2024

Police Staff Support week

Launched by the National Police Chiefs' Council (NPCC), with support from the College of Policing, the first ever Police Staff Week of Celebration and Recognition (Monday 4 March - Sunday 10 March) hopes to shine a spotlight on the individuals who play an important role within the policing family.

I supported the campaign by highlighting the effect the policing role can have on the individual and their families and gave thanks to those who serve us.

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Parksafe Initiative

Dangerous parkers who put the lives of children and other road users at risk are being warned to toe the line or risk being prosecuted under an innovative new scheme. Myself, in partnership with Durham Constabulary, Durham County Council, Darlington Borough Council and primary schools in County Durham and Darlington, launched the ParkSafe initiative to allow the public to send video footage of illegal parkers, usually around schools, direct to the police as part of a crackdown on the issue. Anyone who is found to have committed dangerous parking offences including blocking pavements or parking too close to a junction or on or close to a pedestrian crossing will be dealt with appropriately, including a mandatory educational course which will result in prosecution if the driver does not participate.

No More Week

Launched in 2013, NO MORE Week is an annual, international opportunity to come together to raise awareness of domestic abuse and sexual violence. The OPCC showed support by members of staff being photographed committing to the pledge wearing the NoMore campaign colour of blue.

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 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 of Crime Champion and, in this period, the Victims Champion has met with 13 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 Q3 2023/24 and Q4 2023/24, there has been an 18.8% reduction in the number of referrals into the Community Peer Mentors. However, comparing the Q1-Q4 2023/24 total with the 2022/23 baseline there has been an overall increase of 49.5% in Community Peer Mentor Referrals; an additional 611 referrals.

The table below displays sources of referrals into the CPMs scheme.

CPMs- referrals	Q1-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
All Referrals	1233	457	443	521	423	1844	49.5%	↑
Police	513	145	202	215	216	778	51.7%	↑
NHS	191	109	98	118	93	418	118.8%	↑
VCAS	289	98	60	64	18	240	-16.9%	↓
MASH	256	78	42	80	83	283	10.5%	↑

The Community Peer Mentors have now started a three-year project with Durham Community Action (DCA) supporting female prisoners at HMP Low Newton to effectively engage with prisoners and support them into volunteering upon their release. Three new ASB Coordinators have started in support of the ASB Hotspot Policing across County Durham and Darlington, with additional administrative support for the ASB Case Review process. The Community Peers Mentors scheme continues its consultation with Tees, Esk and Wear Valleys NHS Foundation Trust to extend the two-year pilot for the Alcohol and Substance Misuse Coordinator role which has proved integral in providing support to those with alcohol and substance misuse issues.

VICTIM CARE AND ADVICE SERVICE (VCAS)

During Q4 2023/24 there were 2857 referrals into the in-house Victim Care and Advice Service (VCAS). When comparing the Q1-Q4 2023/24 total to the baseline there has been a 5.7% increase in referrals to VCAS.

The table below displays sources of referrals into VCAS.

VCAS- referrals	Q1-Q4 2022/23 baseline	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 total	% change (baseline to 23/24)	Direction of travel (from baseline)
All Referrals	9256	3277	3256	3246	2857	9779	5.7%	↑
Police	6482	2205	2225	2070	1991	6500	0.2%	↔
Third party	1053	573	614	725	605	1912	81.6%	↑
Self-referrals	149	25	25	34	25	84	-43.6%	↓
Court referrals	1541	470	378	402	224	1250	-18.9%	↓
Restorative Justice referrals	31	4	14	15	12	31	0.0%	↔

During Q4 2023/24, 85.0% of those that provided feedback and were supported by VCAS reported they felt safer following support. 90.0% of those that reported their health and wellbeing had been affected by the crime reported an improvement in their wellbeing, 90.0% reported their needs had been met following the support provided by VCAS, with 85.0% of victims reporting they felt their quality of life had improved.

Throughout Q4 2023/24, there were 224 court support referrals made into VCAS, this support can range from emotional to practical help, reviewing special measure's 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. 90.0% of victims reported they were better able to engage in the court process following the support provided by VCAS.

SAFER STREETS



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The Safer Streets Fund Round 5 was launched in July 2023 and has an allocated budget across the country of £43m. The funding is being directly awarded to Police and Crime Commissioners (PCCs), with PCCs initially able to submit 3 proposals up to £1 million which was then reduced by the Home Office to £820,000. The grant agreement runs for an 18-month period from 1st October 2023 to 31st March 2025.

The objective of the grant is to reduce levels of neighborhood crime, violence against women and girls in public spaces and anti-social behavior in disproportionately affected areas of England and Wales and develop the evidence base to inform future investment and commissioning decisions.

During Q4 several of the initiatives outlined in my proposals are currently underway to tackle ASB and violence against women and girls (VAWG), such as the purchase and installation of defensible barriers to prevent off-road bikes, increased CCTV, recruitment of engagement officers in identified ASB areas and crime prevention security measures. RuralWatch Crime Prevention Coordinators began their role, they engage with the rural communities across the police force area, there has been promotion of the Bystander training which will roll out in Q1 24/25, this has seen spaces fill up fast, I have recruited a VAWG officer who will be working within my team and a Safety Engagement Officer who will be working within the neighbourhood policing team.

CCTV AND SECURITY CONTROL CENTRE - DARLINGTON

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 service 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's CCTV infrastructure costs at £25,000 per year.

During Q4 2023/24 there were 1195 incidents logged, a reduction of 13.8% compared to Q3 2023/24 (1386 incidents), which captured a wide array of incident types as displayed in the below table.

	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1-Q4 2023/24 Total
Potential incident	200	301	225	159	885
Disturbance	176	187	229	189	781
Vulnerable/distressed person	117	156	127	116	516
Missing person	57	153	100	83	393
ASB	140	140	117	71	468
Shop theft	117	132	99	91	439
Vehicle incident	96	116	87	80	379
Assault	82	82	81	82	327
Youth ASB	61	72	78	71	282
Drug offences	44	47	37	54	184
Other theft	28	45	47	36	156
Wanted person	19	38	36	35	128
Criminal damage	25	22	35	25	107
Sexual incident	9	21	21	10	61
Burglary	16	20	11	27	74
Alarms	9	18	14	14	55
Drink/drug driving	28	17	28	39	112
Animal incident	10	5	2	5	22
Arson/fire	11	4	12	8	35

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

CCTV AND SECURITY CONTROL CENTRE - COUNTY DURHAM

Durham County Council operates and manages several Surveillance Cameras & Closed-Circuit Television (CCTV) systems for the purpose of monitoring public open space to deter anti-social behaviour, prevent and detect crime.

As part of the Home Office funding, we received for Safer Streets 5, it was agreed that all 34 cameras located in Durham City Centre are to be upgraded as part of the Violence Against Women and Girls bid.

I have agreed that £141,840 will be allocated to Durham County Council to replace all cameras in the city with the latest digital technology.

During Q4 2023/24, in County Durham there were 2278 incidents logged; the wide array of incident types is captured in the table below.

	Q4 2023/24
Alarm Activation	4
Alcohol Related	98
Animal Related	8
ASB	269
Assault	37
Begging	14
Bomb threat/Suspicious Package	2
Burglary/Theft	98
Concern for Safety	229
Drug Related	22
Environmental	7
Fight	67
Fire	2
Medical	6
Missing Person	230
Directed Monitoring (Police/Partner Request)	1085
Sexual Offence	8
Vandalism	3
Vehicle Related	65
Weapon Related	24



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CRIMESTOPPERS

Crimestoppers is an independent charity that enables members of the public to speak up and stop crime 100% 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 Q4 2023/24, 744 reports to Crimestoppers were sent to Durham Constabulary, an 18.5% increase compared to the same period last year. Crimestoppers receives reports from various different crime types which are then forwarded to Durham Constabulary.

The table below displays crime types most commonly reported.

Crime type	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	% change (Q1 23/24 to Q4 23/24)	Direction of travel (from baseline)
Drink & drug driving	178	201	173	195	9.6%	↑
Drug trafficking & supply	309	351	275	355	14.9%	↑
Vulnerability & safeguarding issues	43	53	23	31	-2.8%	↔
Drug manufacture & cultivation	54	67	39	50	-7.4%	↓
Disqualified/uninsured drivers	41	43	29	45	9.8%	↑



HIS MAJESTY'S INSPECTORATE OF CONSTABULARY SERVICE (HMICFRS) REPORT

HMICFRS PEEL RESULTS 2023/25

The HMICFRS Peel Inspection 2023 assesses police forces in England and Wales against three key criteria: Police Effectiveness, Efficiency and Legitimacy and this is an ongoing programme. To date, fifteen police forces have been inspected. There is a lot to be pleased about in the latest HMICFRS Peel report for Durham. The 'outstanding' and 'good' grades are the result of a dedicated and determined workforce and leadership team.

Durham Constabulary welcomes the scrutiny and feedback provided by the HMICFRS and will address all areas for improvement raised within the report. Progress is continually monitored and scrutinised by my office

FORCE	Police powers, and treating the public fairly and respectfully	Preventing and deterring crime and ASB, and reducing vulnerability	Responding to the public	Investigating crime
Durham	Adequate	Good	*Requires Improvement*	Adequate
Merseyside	Good	Good	Adequate	Adequate
Northamptonshire	Good	Adequate	Adequate	*Requires Improvement*
Suffolk	Good	Good	Inadequate	Adequate
Kent	Good	Good	*Requires Improvement*	*Requires Improvement*
Dyfed Powys	Adequate	Adequate	Adequate	Adequate
Greater Manchester	Adequate	Good	Adequate	Adequate
Thames Valley	Good	Adequate	*Requires Improvement*	*Requires Improvement*
Surrey	Adequate	Good	Inadequate	Adequate
West Midlands	Adequate	Adequate	*Requires Improvement*	Inadequate
Gloucestershire	Good	Adequate	Inadequate	*Requires Improvement*
Cambridgeshire	Outstanding	Good	Inadequate	Adequate
North Yorkshire	Good	Good	Adequate	Adequate
Derbyshire	Adequate	Good	*Requires Improvement*	*Requires Improvement*
South Wales	Adequate	Good	*Requires Improvement*	Adequate

LARY AND FIRE & RESCUE

Protecting vulnerable people	Managing offenders and suspects	Building, supporting and protecting the workforce	Leadership and force management	Recording data about crime	Serious and organised crime
"Requires Improvement "	Adequate	Adequate	Adequate	Good	Outstanding
"Requires Improvement "	"Requires Improvement "	Good	Adequate	N/A	N/A
Adequate	Adequate	Adequate	Adequate	Outstanding	N/A
"Requires Improvement "	"Requires Improvement "	Adequate	Adequate	Good	N/A
Good	Adequate	Good	Good	N/A	Good
"Requires Improvement "	Adequate	"Requires Improvement "	Adequate	N/A	N/A
Adequate	"Requires Improvement "	Adequate	Good	N/A	N/A
Inadequate	"Requires Improvement "	Adequate	"Requires Improvement "	N/A	N/A
Adequate	Good	"Requires Improvement "	Adequate	"Requires Improvement "	N/A
Inadequate	Inadequate	"Requires Improvement "	"Requires Improvement "	N/A	Adequate
"Requires Improvement "	"Requires Improvement "	Adequate	"Requires Improvement "	Outstanding	N/A
Adequate	Inadequate	Good	"Requires Improvement "	N/A	N/A
Good	Good	Adequate	Adequate	Good	N/A
"Requires Improvement "	Adequate	Adequate	"Requires Improvement "	N/A	N/A
Adequate	Adequate	Good	Adequate	Adequate	N/A

MEDIA AND ENGAGEMENT

PRESS RELEASES

PRESS RELEASES PUBLISHED (1ST JANUARY TO 31ST MARCH 2024)

PCC hits out against "deeply flawed" police funding policy as Durham loses out again. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC's interactive safety scheme attracts 3000 sign-ups in first 3 months. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC 'disappointed' as calls ignored for a courts' inspection body. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC reaffirms plans for stronger frontline as Neighbourhood Policing Week of Action launches. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC asks Durham residents how safe they feel as ASB crackdown continues. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

New action plan launched to help young people escape serious violence. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

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PCC's funding plan will protect police numbers and reinforce neighbourhood policing. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC funds specialist support worker to help bereaved families and witnesses impacted by road tragedies. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

Darlington and County Durham's Rape and Sexual Abuse Counselling Centre to train Durham City workers to prevent sexual violence and harassment. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC secures temporary base for Newton Aycliffe Police Station. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

New support role announced to strengthen the voice of sexual violence victims in police investigations. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

New 'lifeline' payments to help victims of domestic abuse flee dangerous relationships welcomed by PCC. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC funded scheme comes to the aid of secondary school hit by cyber attack. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC funds free signal-blocking pouches to tackle car theft and boost road safety. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

Trailblazing pilot delivers 7,000 extra patrols in anti-social behaviour 'hotspot' areas. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC highlights progress in tackling child to parent abuse and violence. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC brings online safety pilot to secondary school. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC unveils new tool to help victims take a stand against ASB. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

New police officer boost welcomed but PCC says more are urgently needed. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

Uniformed neighbourhood warden patrols in Pelton to double thanks to PCC funding. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC welcomes the success of national crackdown on drink and drug driving. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

Pioneering young cyber specialists announced as finalists in global awards event. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

Public asked to upload video footage of dangerous parkers in bid to improve safety outside schools. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

Anti-social behaviour 'hotspots' receive floral makeover in community reparation scheme. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC dismisses rumours about Police Station closures. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC drives call handling improvements. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

Crime Commissioner goes back to college. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC welcomes launch of national Anti-Corruption and Abuse Reporting Service. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC pledges Safer Streets despite Government funding cut. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

PCC delivers on pledge to make County Durham safer, stronger and more resilient to crime and Anti-Social Behaviour. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

DECISION RECORDS REPORT

Key decisions made during the reporting period, are published on my website – Link below:

Decision Making | Durham Police & Crime Commissioner (durham-pcc.gov.uk)



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Durham Police and Crime Commissioner