

### Recent Performance

- Durham Constabulary covers both County Durham and Darlington, an area with a population of around 623,000 people
- Below shows an approximation of how things have changed in the last few years (rounded figures):

	<u>2009</u>	<u>2015</u>	
<b>Staff Numbers</b>			
• Police Officers	• 1580	• 1150	• - 430
• PCSOs	• 170	• 150	• - 20
• Police Staff	• 930	• 910	• - 20
<b>Crimes</b>			
• Overall Crime	• 42,000	• 33,800	• - 20%
• Burglary Dwelling	• 2,500	• 1,400	• - 44%
• Theft from a Motor Vehicle	• 3,000	• 1,700	• - 43%
• Violence Against the Person	• 7,000	• 7,700	• + 10%
• Shoplifting	• 3,200	• 3,500	• + 9%
<b>Confidence</b>	• 53%	• 74%	• + 21%
<b>Victim Satisfaction</b>			
• Actions Taken	• 79%	• 90%	• + 11%
• Follow Up	• 68%	• 84%	• +16%
• Whole Experience	• 82%	• 90%	• + 8%

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### Objective 1: Inspire Confidence

**Key area of focus: Improve my engagement with the communities across County Durham and Darlington**

I attend many events and hold my own engagement activities with the community. Below are some of the key examples of places I have been. I keep track of my engagement to ensure I travel across the whole of the area and allow all residents the chance to attend a local meeting with me and have a voice. In the last quarter the public consultation for the 2016/17 precept took place, which coincided with a number of 'Community Days' across the area.

Those in red were attended in the last quarter, quarter 4 (January – March). This is not an exhaustive list.

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### Objective 1: Inspire Confidence

**Key area of focus: Make our policing service more visible and accessible at all times**

Local Survey	2014/15					2015/16					PCC Verdict	
	Q1	Q2	Q3	Q4	Year End	Q1	Q2	% Diff	Q3	% Diff		Q4
People who think the police in this area are easy to contact	61%	59%	59%	58%	60%	58%	61%	+ 3%	59%	- 2%	59%	😊
People who are aware the police hold regular, public meetings, to discuss with members of the public the issues the police should be dealing with (PACT)	56%	55%	56%	55%	56%	55%	60%	+ 5%	56%	- 4%	56%	😐

The Constabulary has advised me they are aware that these figures are linked to overall public confidence, and they are working on increasing public awareness of what the police are doing. Although there has been a slight fluctuation over the past 2 years, the overall level of awareness has remained the same. With this in mind, and following feedback from some PACT groups, the Constabulary are expanding the ways in which they engage with the community.

	March 2015	March 2016	Difference	PCC Verdict
Police Officers	1,199	1,144	- 55	😊 I am happy with the Constabulary's performance; not about the cuts to police officer numbers.
Special Constabulary	110	92	- 18	
PCSOs	161	154	- 7	
Police Staff	913	928	+ 15	
<b>Total</b>	<b>2,383</b>	<b>2,318</b>	<b>- 65</b>	

I have made an explicit commitment to protect neighbourhood policing. Despite numbers in police officers declining in the past year, recruitment has been carried out and the successful candidates have begun their training. Further recruitment is planned for the coming year. Furthermore, the HMIC Value for Money profile shows the Constabulary is spending more on having visible frontline officers, compared to the most similar forces. The capacity of the Constabulary as a whole remains at a similar level to this time last year, which is positive at a time when the budgets are being cut.

The Constabulary has reviewed its shift pattern in order to improve allocation of resources to peak periods of demand and is looking to introduce mobile data technology to increase visibility, by reducing the need for officers to return to stations. The increase in staff posts is partly due to positions that do not need to be carried out by officers being civilianised, which is more cost effective but as efficient.

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### Objective 2: Support Victims

#### Key area of focus: Commission effective, appropriate and efficient services for victims

- I have, in collaboration with Cleveland PCC, commissioned 'Safe in Tees Valley Ltd' to provide support and advice for victims which started in April 2016. They are delivering the 'Victim Care and Advice Service', which gives victims the support they need based on their individual circumstances rather than based on the crime type they have experienced.
- Specialist support services for victims of rape and sexual assault have also been commissioned, as well as mental health and wellbeing support services for victims.
- Over £149,000 was awarded to 21 projects across County Durham and Darlington through my Community Safety Fund, in partnership with County Durham Community Foundation. The successful projects are those which support my objectives, of which providing support and services to victims is a key area. Further details on those who were successful in their bid can be found on my website [here](#) and more information on my funding can be seen in the [Value for Money](#) section of this report.
- An allocation of funding was provided to me to contribute towards restorative justice in the Force area. This has been used to employ two restorative justice co-ordinators, one for Durham and one for Darlington. They have been working with partners to look at what is needed to ensure restorative justice is available to all victims who request it at any point throughout the criminal justice system.
- Not only do restorative approaches empower the victim by giving them a say in the outcome for the offender, but they also reduce reoffending by enabling the offender to see the personal impact their crime has had on the victim and offering them the chance to apologise for what they have done.
- Restorative justice has been so successful the co-ordinators have also been involved in volunteer recruitment to have more people to facilitate a restorative conference between a victim and an offender.


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### Objective 2: Support Victims

#### Key area of focus: Deliver the regional Violence Against Women and Girls Strategy

I have developed the regional **Violence Against Women and Girls Strategy**, along with my counterparts in Northumbria and Cleveland. Together we held an event in December 2015 to mark the **2 year anniversary** of the strategy and to provide information on the achievements accomplished so far. It includes both joint activities and priorities, and ones specific to each locality.

The strategy covers a range of issues including:

- Domestic and sexual violence and abuse
- Human trafficking and sex work
- Harassment and stalking
- Forced marriage, so-called honour-based violence (HBV) and Female Genital mutilation (FGM)

Across County Durham and Darlington progress has been made towards achieving the strategy in a number of areas:

- **Forced marriage, HBV, FGM, stalking, harassment** and the increased role of **cyber** technology have all been included in the domestic abuse training for police officers to help them recognise the signs and know how to respond to them. I have commissioned a specialised support worker to offer support services and help raise awareness around these offences. Part of this commissioning has involved the development of a 'freedom app' to help people understand and make contact with support services in cases of forced marriage, which looks like a gaming app so it is not easily detectable.
- I have set up a **Rape Scrutiny Panel** to conduct an independent in-depth review of randomly selected rape cases to ensure they have been handled correctly, to highlight any concerns and identify learning. The panel has been in place for over a year now and has submitted its first annual report to the force, to which the Constabulary have produced an action plan in response.
- Ran by Harbour Support Services, Durham Constabulary has attend a number of schools as part of an early intervention programme to discuss health relationships, online safety and sexual exploitation with young people.
- Almost **850** domestic abuse champions have been trained in our area, in employment, public and private sectors. This is particularly good news as they provide confidential help and support to sufferers at many different locations, making access as easy as possible. **150** personnel within the night-time economy have received safeguarding training including door staff and student welfare officers.
- A **live link** has been established in the local Sexual Assault Referral Centre so victims are able to have their interviews with the police recorded without attending the police station. This recording can then be played in court and any questions can then be asked of the victim over the live screen. This means they do not have to enter the court, be aggressively confronted or see the offender. This has been recognised nationally as best practice for vulnerable victims/witnesses.

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### Objective 2: Support Victims

#### Key area of focus: Reduce the impact of hate crime

A Hate Crime is a crime that is targeted at a specific person or group due to a prejudice against certain characteristics. These protected characteristics are: disability, race or ethnicity, religion, sexual orientation and gender identity. Durham Constabulary, with my support, has also added alternative lifestyle to this list.

Crime Type	12 months to end March 2014	12 months to end March 2015	Difference (and %)	12 months to end March 2016	Difference (and %)	PCC Verdict
Overall Hate Incidents	401	409	+8 (+ 2 %)	362	- 47 (- 11.5%)	☹️
Racial Prejudice Incidents	282	252	- 30 (- 10.6 %)	234	- 18 (-7.1%)	☹️

Overall, Hate Crime incident statistics are generated using protective characteristic qualifiers that are attached by the handler to the case, as they are not all individual criminal offences. Racial prejudice accounts for a large percentage of the overall figures.

The table above shows that from 2013/14 to 2014/15, the reported hate incidents increased. I see this as positive because hate crime is an under-reported and less recognised area of crime, and it suggests awareness and confidence to report has increased. This conclusion was drawn as a number of campaigns were carried out around this time. I will continue to work with organisations to raise awareness of hate crime and build confidence to report offences, and continue to direct the Constabulary to remain doing the same. I am hopeful that, with the continued awareness raising that is taking place and the fact that case files are being scrutinised by my office to ensure an appropriate response and recommendations being implemented, that the decrease is due to a reduction in incidents not a reduction in confidence.

Durham Constabulary is focusing on the levels of service these victims receive, with satisfaction surveys being completed. Although these surveys provide an important insight into the views of victims of hate crime and the experience they have had with the police, numbers are so low they have not yet gathered sufficient data to be able to generalise results across the Constabulary. They will continue to carry out the satisfaction surveys to ensure these victims are receiving optimum service levels and I will continue to actively monitor their progress.

**Hate Crime Resource Packs**  
 45 packs had been issued in County Durham and Darlington by November 2015, to raise awareness about hate crime and the impacts it can have. DAAC and the Constabulary have delivered the seminar to **over 1000** young people so far.

**Safe Places Scheme**  
 I have led this strategy, in which central public areas can register to become a safe place for people who are suffering from hate crimes or feel threatened. There are currently around **65** Safe Places set up across the area, with new locations signing up to the scheme every few weeks. A list of the locations that are part of the scheme can be viewed on my website.

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### Objective 2: Support Victims

#### Key area of focus: Reduce the incidence and impact of domestic abuse in all its forms

	12 months to end March 2014	12 months to end March 2015	% Difference	12 months to end March 2016	% Difference	PCC Verdict
Domestic Abuse*	14,378	15,672	+ 9 %	14,963	- 4.5 %	😊

\* These are cases that have been flagged with the Domestic Abuse qualifier as Domestic Abuse is not a criminal offence in itself by law

There has been a lot of work by myself, my regional counterparts, the Constabulary and our local partners to increase awareness around domestic abuse. As well as reducing offending, the aim is also to help victims feel confident enough to report and access the services they need.

- The increase in reported incidents last year is encouraging, as it shows more victims are reporting to the police. Although there has been a reduction in the number of recorded incidents this year, levels are around 4% higher than in 2013/14. This suggests confidence in reporting to the police is not declining. Furthermore, normal variation in domestic abuse incidents follows a two year pattern as apposed to annual, as unfortunately part of the 2014/15 increase is attributed to the football world cup, and is likely to be reflected in summer 2016.
- Body worn cameras are continuing to be used to view domestic abuse incidents **'through the eyes of the child'** to ensure the impact it has on children is not overlooked, and to provide additional evidence for victimless prosecutions. Over 70% of domestic abuse cases have body worn video camera evidence included. The use of DVD evidence **has increased the number of guilty pleas**, which is very encouraging, and further work is currently in place with partners throughout the criminal justice system to seek to improve the experiences for victims and the conviction rate further.
- Perpetrator programmes** have launched in County Durham and Darlington, including engaging with housing associations to try and provide accommodation for the perpetrator so that the victim and any children can remain securely in their family home.
- Thanks to a successful bid to the Home Office's Police Innovation Fund, a **new Domestic Abuse Innovation Team** has also now been established to improve the response to medium risk victims.

In quarter 4 of this year, there were 1,852 crimes recorded with a domestic abuse qualifier and a **non-Regina** victim, of which **759 victims were female**, **241 victims were male** and 852 were not specified. **96 female offenders** and **664 male offenders** were linked to these crimes. Systems are currently being amended to ensure the recording of a victim's gender is mandatory.

It is important that all victims of domestic abuse feel confident to come forward to the police and access support services, regardless of gender or sexual orientation.

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**Objective 3: Keep Communities Safe**  
**Key area of focus: Deliver the Strategic Policing Requirement and understand and tackle emerging threats**

This is a requirement set by the Government to counter threats that have the potential to become a national issue and so may require cross boundary responses. **HMIC reported that Durham Constabulary has all the appropriate arrangements in place for the following areas:**

- **Terrorism:**  
 Durham Constabulary chairs the *County Durham and Darlington Contest Board* which sits with fifteen partner organisations and facilitates the local delivery of the Government's *Contest Strategy* in order to combat the threat from terrorism and extremism. It also continues to work with partners through the *County Durham and Darlington Local Resilience Forum* to maintain and develop our capability to respond to major incidents, including a terrorist attack.
- **Organised Crime:**  
 This is any serious, planned and co-ordinated crime, usually conducted by a group of people working together, for example drug trafficking, human trafficking and counterfeiting. Durham Constabulary follows the Serious and Organised Crime Strategy released by the Home Office in late 2013. Work is currently under way to align the approach with the 4 P's: Prepare, Prevent, Protect, and Pursue, as set out in the strategy, and working closely with partner organisations is a key part of identifying signs or risk factors to try and stay ahead.
- **Public Disorder and Civil Emergencies:**  
 Procedures are in place that mean if a large scale emergency or event of public disorder were to happen, such as a major transport accident or riots, Police Forces and other services from across the country will come together to supply the necessary resources to manage effectively.
- **Cyber Threats / Crime:**  
 A Force cybercrime profile has been completed to gain an understanding as to the nature of the threats that are posed and as well as a **Regional Cyber Crime Unit (RCCU)** covering Durham, Northumbria and Cleveland, Durham are the only force in the region to also have local cyber capabilities. A cyber action plan includes: awareness campaigns, partnership working, training, acquisition of equipment, intelligence gathering and utilising volunteers with specialist knowledge to increase capacity and knowledge.
- **Child Sexual Abuse (CSA):**  
 There is work ongoing between partner organisations to not only ensure any children in vulnerable positions receive the best possible care and interventions, but also to look to identify any potential child sexual exploitation risks in our area. I have funded the **'ERASE' team** who have been established to raise awareness of CSE to both agencies and the public. Durham Constabulary are currently the only force in the country to be receiving **'Intervene to Protect a Child'** training from forensic psychologist Dr Joe Sullivan, a world renowned expert on CSA, helping them to spot potential signs that would have previously been unnoticed or not investigated further. This is already starting to see positive results with actions being taken as a preventative measure rather than risking it being too late.

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**Objective 3: Keep Communities Safe**  
**Key area of focus: Tackle the harm caused to individuals and communities by alcohol and drugs**

Crime Type	12 months to end March 2014	12 months to end March 2015	% Difference	12 months to end March 2016	% Difference	PCC Verdict
Alcohol related incidents (% of all incidents)	11.2 %	11.2 %	-	10.9 %	- 0.3 %	😊
Drug offences	1,397	1,422	+ 1.8 %	1,193	- 16.1 %	😊
Drug offences outcome rate	96.7 %	97.4 %	+ 0.7 %	96.2 %	- 1.2 %	😊

Due to fantastic targeted operations by the Constabulary, the number of recorded drug offences has excellent outcome rates and the number of offences is now beginning to fall. This is very encouraging. There have also been over 1000 fewer alcohol related incidents in 2015/16 compared with the previous year, which is over a 5% reduction. This is excellent as alcohol can fuel many different crimes types.

	2014/15					2015/16					2014/15 – 2015/16 % Diff	PCC Verdict
	Q1	Q2	Q3	Q4	Year End	Q1	Q2	Q3	Q4	Year End		
% People who think people drinking and causing a nuisance in public spaces is a problem	37%	38%	40%	35%	<b>37 %</b>	31%	36%	29%	31%	<b>32%</b>	- 5 %	😊
% People who think underage drinking and sale of alcohol to youths is a problem	45%	44.7%	52%	43.7%	<b>46 %</b>	44%	43%	37%	41%	<b>41%</b>	- 5 %	😊
% People who think drug dealing and abuse is a problem	36%	38.7%	43.7%	39%	<b>39 %</b>	37%	38%	35%	38%	<b>37%</b>	- 2 %	😊

It is really positive to see reductions in negative perceptions across all three areas compared with last year, especially when views can often be influenced by external factors.

Alcohol seizures have been carried out by the police in a number of parks through out the year, particularly around school holidays, and Operation Aries has been underway to educate young people of the dangers of alcohol. There have been many other initiatives working with partners to reduce the harm caused by both alcohol and drugs, including the Darlington Community Safety Partnership and Safe Durham Partnership, as we all share this priority.

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### Objective 3: Keep Communities Safe

#### Key area of focus: Tackle anti-social behaviour

Overall, [anti-social behaviour](#) levels are continuing to reduce.

Every neighbourhood policing team has seen a reduction in the number of incidents of anti-social behaviour reported this year compared to the previous year.

It is a credit to their hard work and thanks to the help of various partners that this had been possible.

Successful initiatives have been carried out to reduce all aspects of anti-social behaviour, including youth-related, alcohol-related, drug-related, environmental, nuisance and person incidents.

Click on your local policing sector to see information on anti-social behaviour specific to your area.

The Constabulary have worked hard to run a number of operations and range of initiatives across the summer and Easter months to limit the impact of school holidays on anti-social behaviour.

Continued reductions over these months suggest this work has been very effective.

	12 months to end Mar 2015	12 months to end Mar 2016	Difference	PCC Verdict
Anti Social Behaviour (no. incidents / % alcohol related)	28,735 / 12.7 %	25,521 / 11.7 %	- 11.2 % / - 1 %	😊

	Public Satisfaction	PCC Verdict
2015/16 Quarter 1	79%	😊
2015/16 Quarter 2	82 %	
2015/16 Quarter 3	82 %	
2015/16 Quarter 4	84 %	

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### Objective 3: Keep Communities Safe

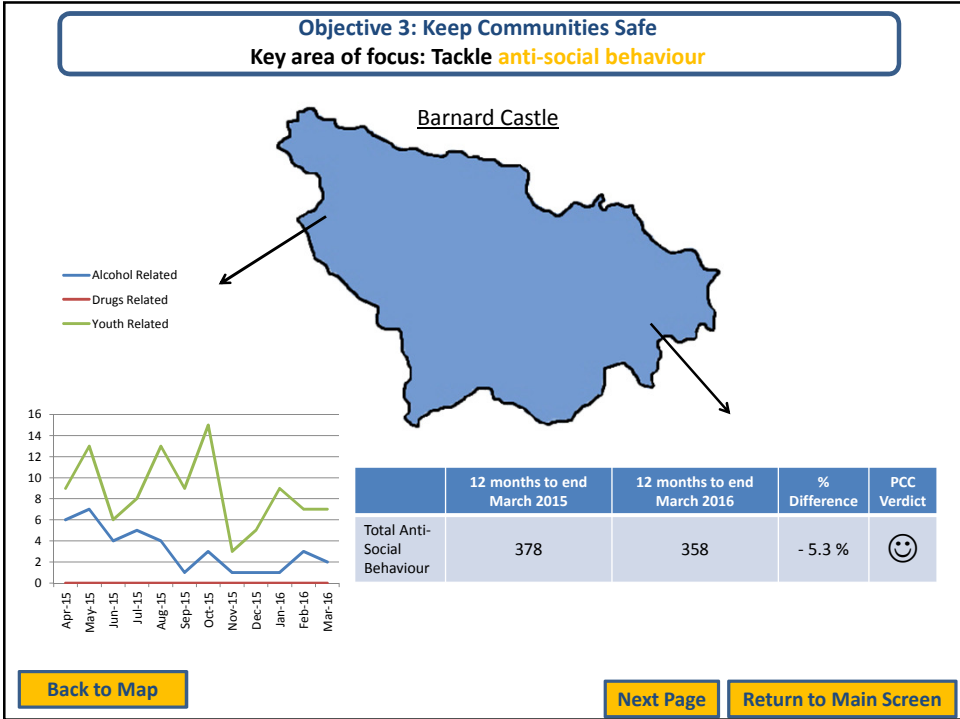
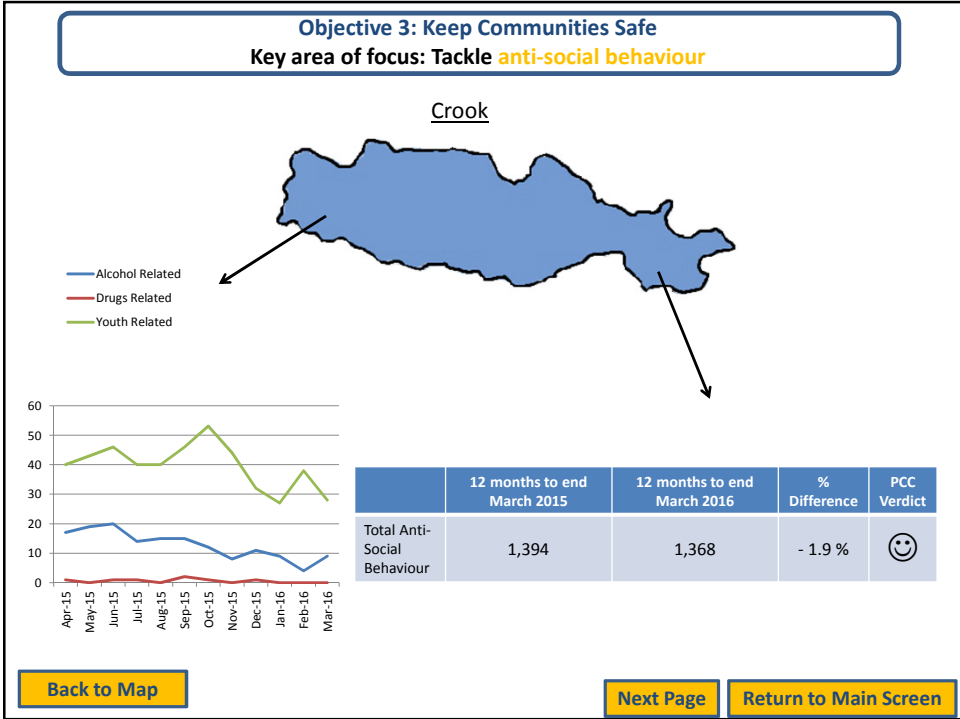
#### Key area of focus: Tackle anti-social behaviour

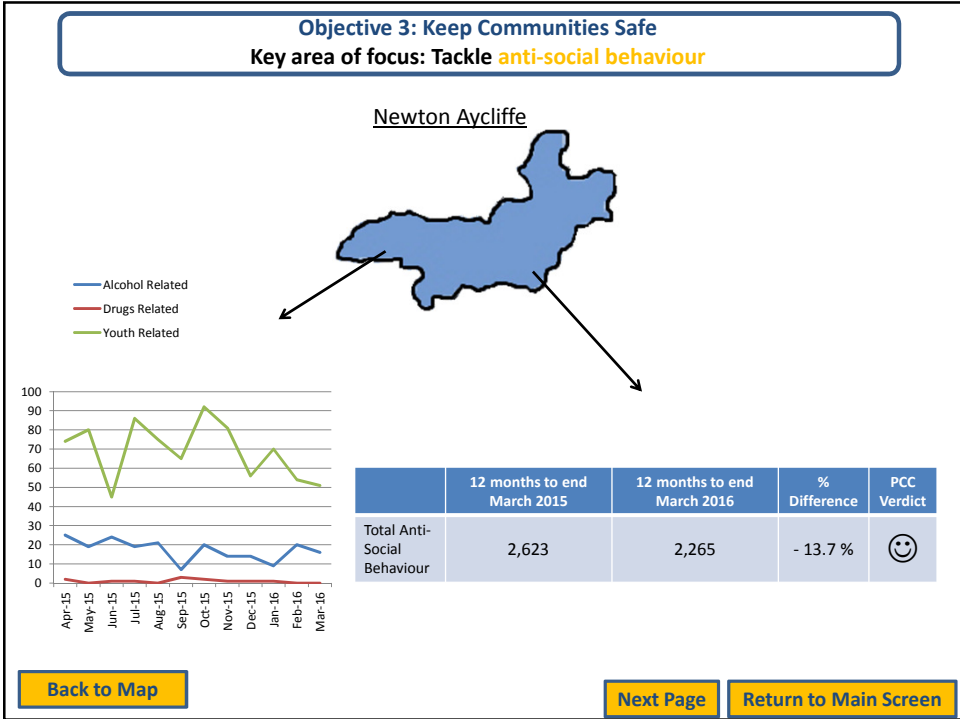
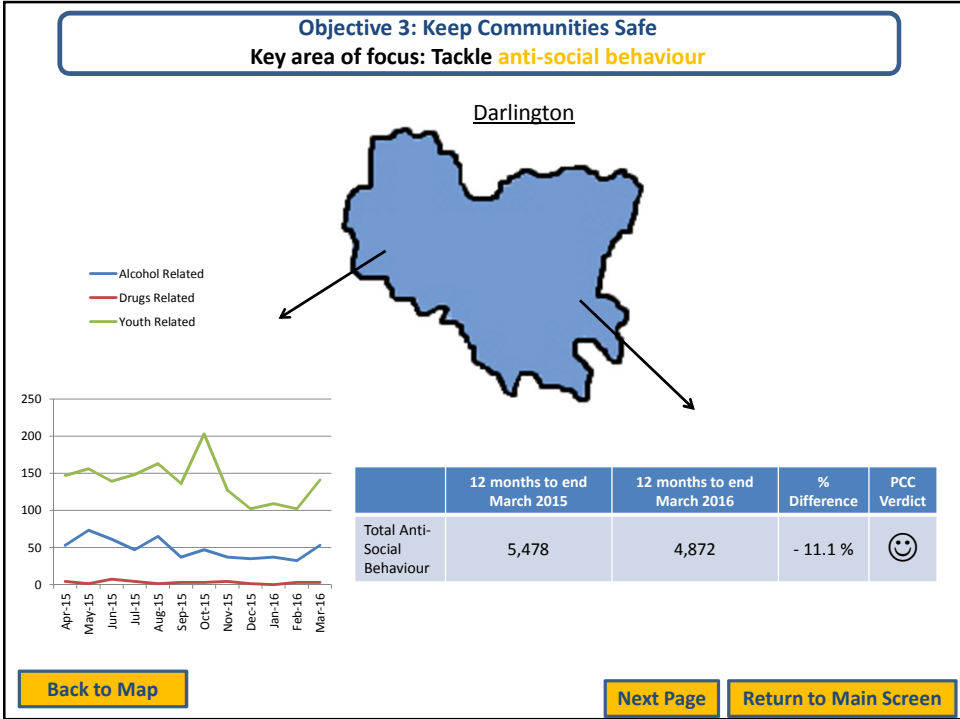
#### Bishop Auckland

— Alcohol Related  
— Drugs Related  
— Youth Related

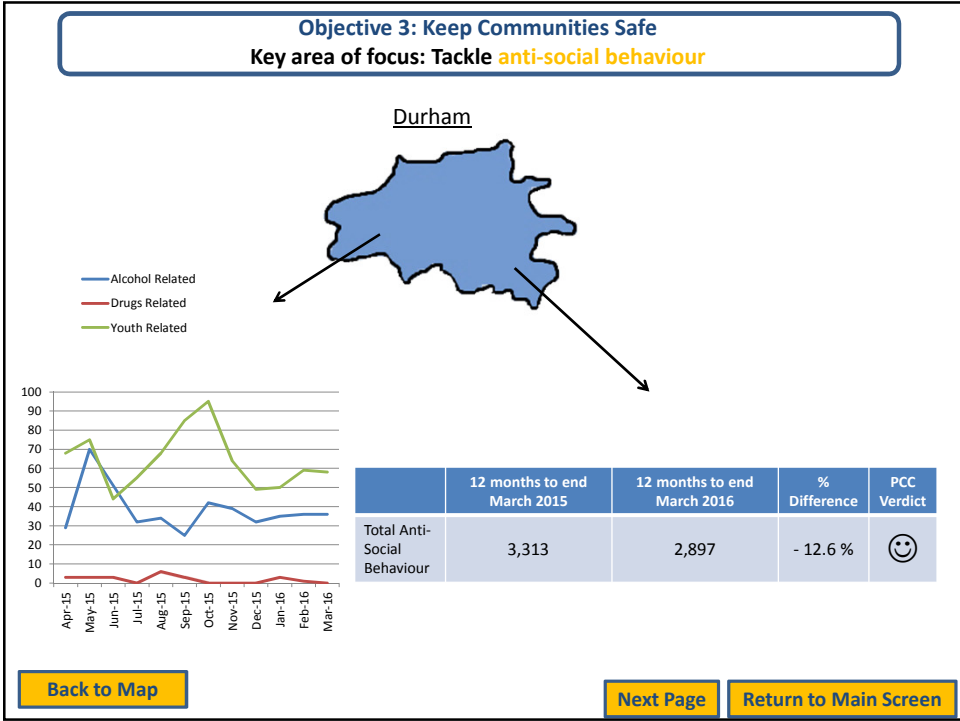
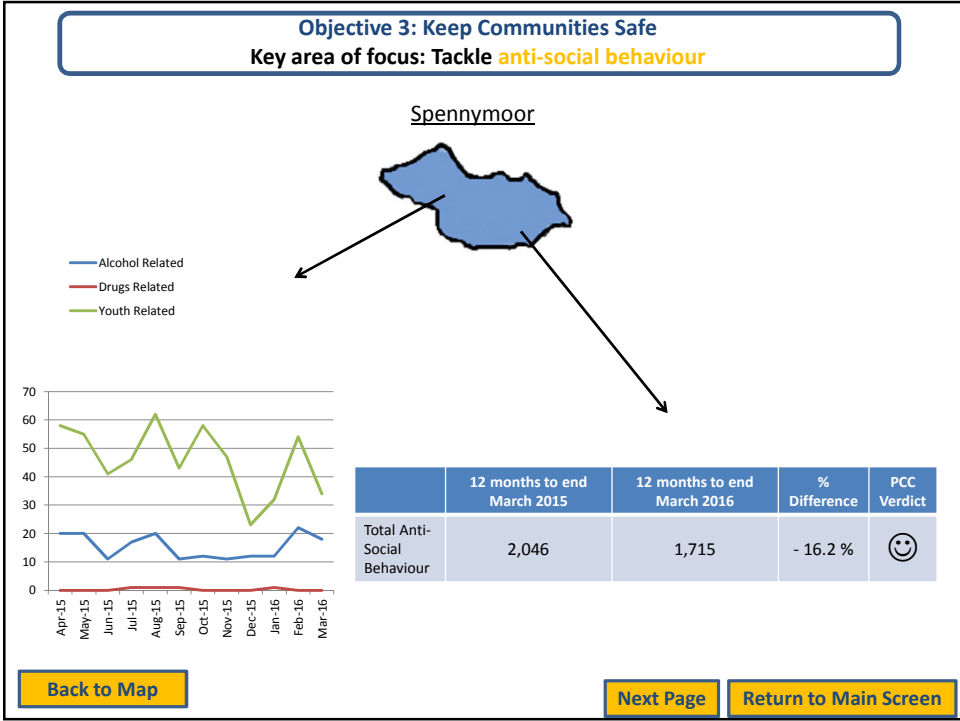
	12 months to end March 2015	12 months to end March 2016	% Difference	PCC Verdict
Total Anti-Social Behaviour	2,444	2,381	- 2.6 %	😊

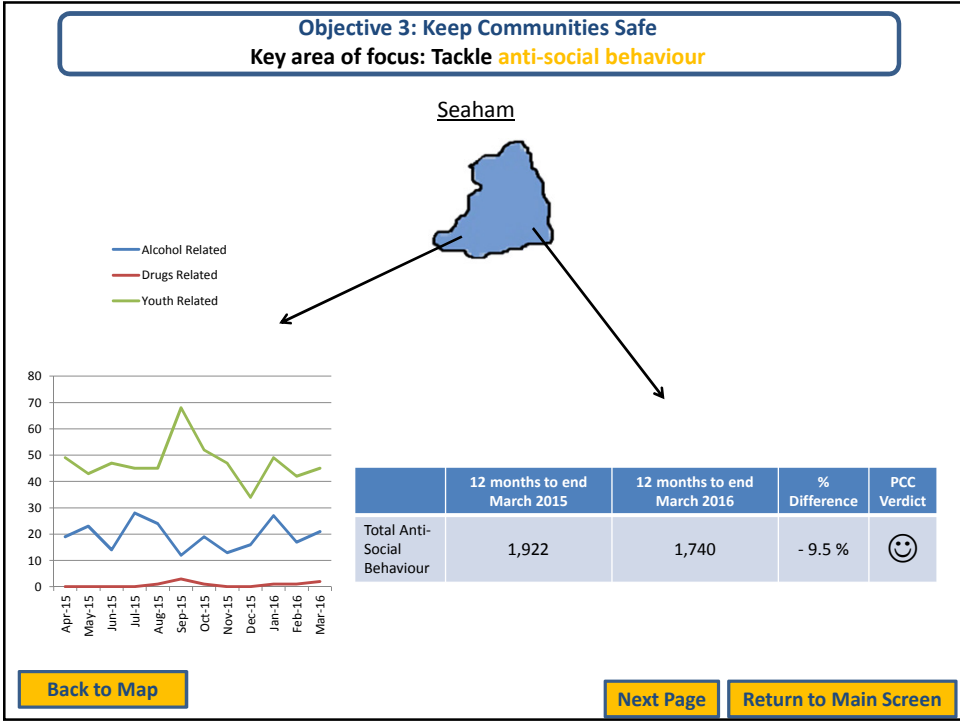
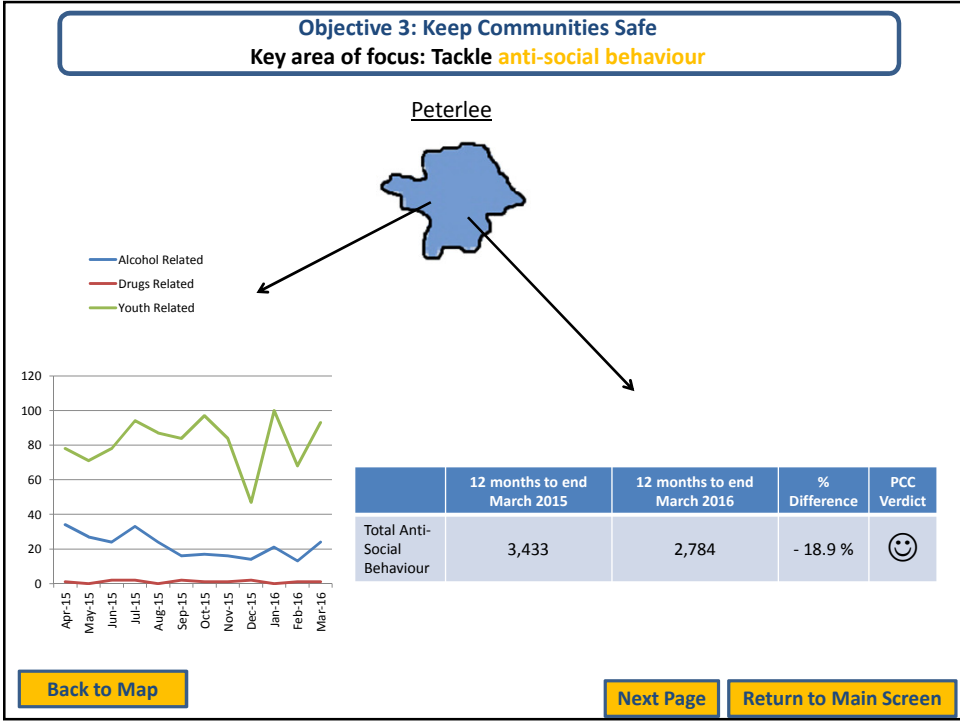
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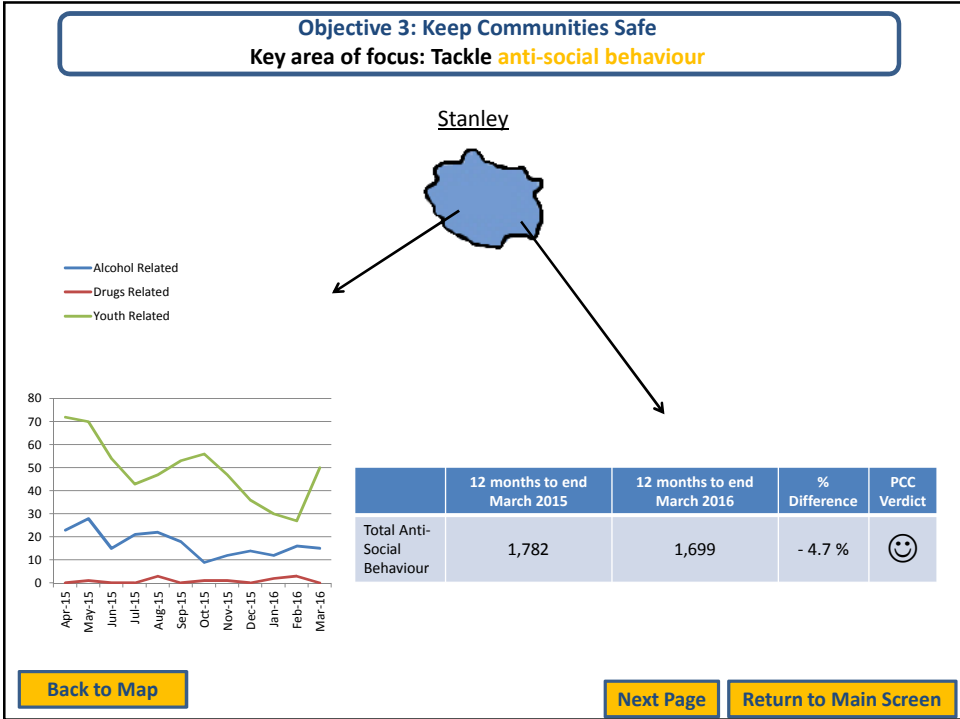
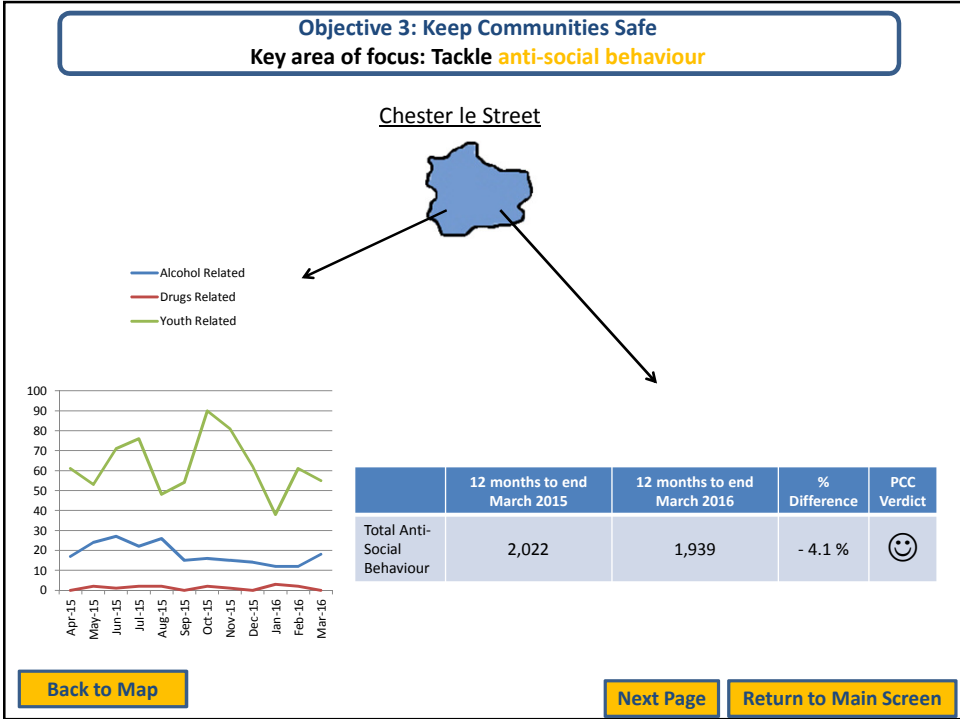


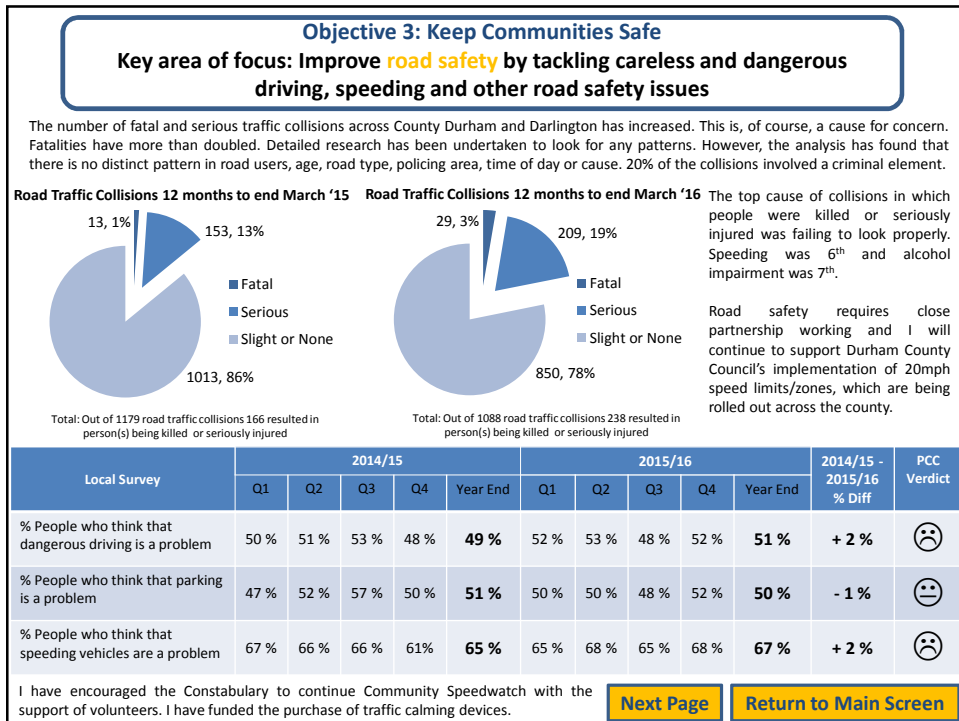
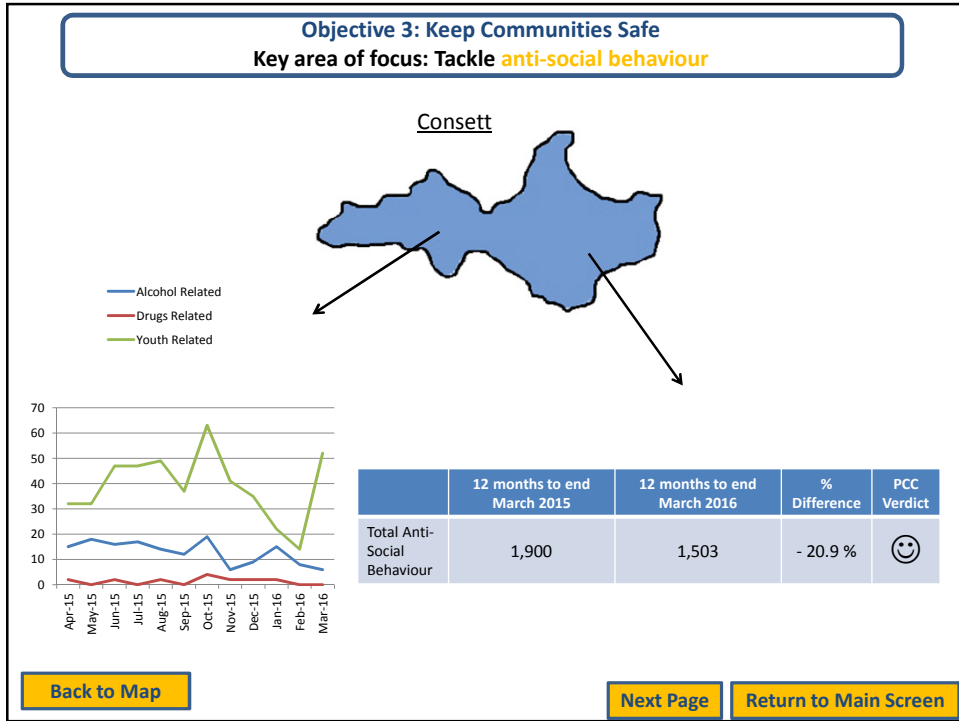


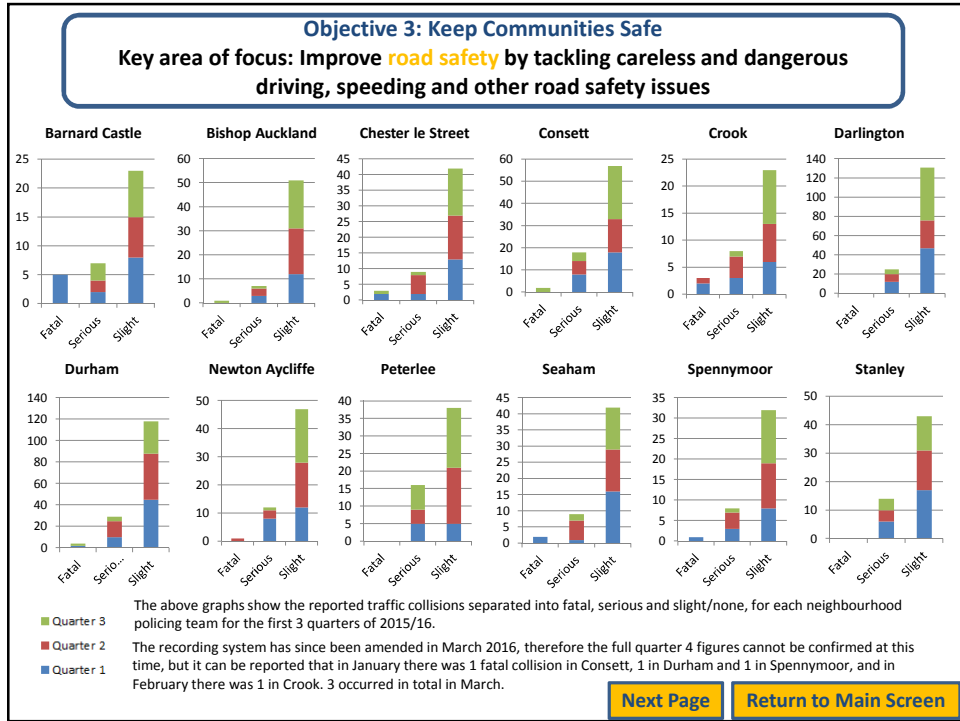












### Objective 3: Keep Communities Safe

**Key area of focus: Work with partners to improve the service provided to those with poor mental health (victims and offenders)**

I have tasked the Constabulary with reducing the use of Section 136 of the Mental Health Act. This means reducing the number of people who are detained in police custody as a 'place of safety' during a mental health crisis. I am extremely please to see that there has not been a person under the age of 18 detained under this act in nearly 2 years. A new telephone triage has been established allowing officers to contact a Crisis Team directly when helping a person who appears to be in a mental health crisis, to receive specialist advice. This ensures the person receives the most appropriate response for their individual circumstances and avoids unnecessary detentions. I am currently looking into setting up a street triage in which a member of the Crisis Team will be available with police not just over the phone.

Currently statistics are:

2014/15		2015/16	
April 2014:	5 adults, 1 youth	October 2014:	2 adults
May 2014:	1 adult	November 2014:	1 adult
June 2014:	5 adults	December 2014:	4 adults
July 2014:	5 adults	January 2015:	3 adults
August 2014:	2 adult	February 2015:	6 adults
September 2014:	3 adult	March 2015:	1 adult
April 2015:	3 adults	October 2015:	1 adult
May 2015:	3 adults	November 2015:	1 adult
June 2015:	2 adults	December 2015:	0
July 2015:	3 adults	January 2016:	1 adult
August 2015:	4 adults	February 2016:	1 adult
September 2015:	1 adult	March 2016:	3 adults

Instead of using a police cell as a 'place of safety', officers are encouraged to take people to a specialised hospital or facility. However, two police officers must remain present throughout the process until the person is formally under the care of the hospital, using a great deal of police officer resource. Therefore, I want to reduce this waiting time to ensure patients are helped as quickly as possible and police resource is minimised. The average waiting times per officer are:

**2013:** 4 hours, 10 minutes      **2014:** 3 hours, 23 minutes      **2015:** 2 hours, 55 minutes

The amount of resource used each time would be double the length of the waiting time shown above, due to the necessity to have two officers present throughout. It is hoped that the introduction of a place of safety co-ordinator and the tele-triage facility will see these times continue to reduce, and at a higher rate.

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**Cross cutting key area of focus: Reduce Reoffending**

Reducing reoffending is key to cutting crime and reducing the number of victims. There are a number of initiatives and projects taking place across County Durham and Darlington that involve organisations working together in partnership, which are aimed at reducing reoffending.

Interventions often help perpetrators of crime to break their cycle of offending and make a positive contribution to society instead.

Following my successful bid for funding from the Police Innovation Fund, a ground breaking multi-agency initiative 'Checkpoint', started its trial in April 2015. It takes a problem solving approach to look at the reason why someone has offended and what can be done to stop them by tackling that root cause. Offenders who agree to comply will be placed on a four month contract tailored to suit their individual case, for example a drug or alcohol intervention, voluntary work and wearing a GPS tag.

Should they successfully complete the contract then they will not have to progress through the criminal justice system, but if they fail to complete the contract, including reoffending of any kind, they will be prosecuted.

Checkpoint is only available to certain offenders who meet strict eligibility criteria, and it is only currently in the early stages but is rapidly growing. In March 2016 the pilot phase of the initiative ended, with a total of 539 people having entered onto a contract throughout. 65% were male and 35% were female, which is one of the largest levels of females included in this type of scheme in the country. So far, just 4% have failed their contract due to reoffending, which is much lower than the expected reoffending rate without intervention.

Following the successful completion of the pilot, the randomised control trial has just begun. The programme will be formally evaluated by Cambridge University to ensure there is academic evidence of its success before rolling it out as standard practice. Positive interest in the initiative has already been from a number of other organisations.

Further information and examples of some success stories can be read on my website by clicking [here](#). This was published as the programme reached 100 successful completions.



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**Police and Crime Plan Objective 1 Key Indicator: Public Confidence**

Public Confidence (CSEW)	12 months to end Dec '14	% Diff	12 months to end Mar '14	% Diff	12 months to end June '15	% Diff	12 months to end Sept '15	% Diff	12 months to end Dec '15	% Diff
% of people who think the police do a good job (Nationally)	62.1 %	-0.4%	61.8 %	-0.3%	62 %	+0.2%	62.5 %	+0.5%	62.7 %	+0.2%
% of people who think the police do a good job (Durham)	63.5 %	-0.2%	64.4 %	+0.9%	65.9 %	+1.5%	<b>65.9 %</b>	-	<b>64.2 %</b>	<b>-1.7%</b>
'taking everything into account I have confidence in the police' (Nationally)	75.7 %	-0.4%	75.4 %	-0.3%	76.2 %	+0.8%	77 %	+0.8%	78 %	+1 %
'taking everything into account I have confidence in the police' (Durham)	76.4 %	+0.1%	76.4 %	-	77 %	+0.6%	<b>77.7 %</b>	<b>+0.7%</b>	<b>78.7</b>	<b>+1 %</b>

Local Survey	2014/15					2015/16					14/15 -15/16 % Diff	PCC Verdict
	Q1	Q2	Q3	Q4	Year End	Q1	Q2	Q3	Q4	Year End		
% of people who think the police do a good job	72%	70%	69%	68%	<b>70 %</b>	68 %	68 %	70 %	70%	<b>69 %</b>	-1 %	☹️
'taking everything into account I have confidence in the police'	76%	73%	71%	72%	<b>74 %</b>	73 %	72 %	74 %	75 %	<b>74 %</b>	-	☹️

The Constabulary collaborated with Durham University to study what factors affect confidence locally and therefore produced a detailed local survey individual to our area, as well as that by the CSEW. The data collected by the CSEW (which is only available for Dec '15 due to a data lag) shows that there has been a very slight increase in confidence in the police nationally over the last few quarters and Durham is mirroring this pattern, maintaining a level of confidence that is above the national average. It is disappointing to see that the percentage of people who have reported that they think the police do a good job has decreased slightly, but this remains above the national average.

Increasing public confidence is important as it will increase the likelihood for victims to report crimes, incidents and information, and I know that the Constabulary have just implemented a new Confidence Plan with the aim to increasing confidence levels as, despite a large amount of hard work, the level has remained constant over the past 12 months in the local survey.

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**Police and Crime Plan Primary Measure: Victim Satisfaction**

Victim Satisfaction	2013 /14	2014/2015					% Diff	2015/16					% Diff	PCC Verdict
	Year End	Q1	Q2	Q3	Q4	Year End	13/14 - 14/15	Q1	Q2	Q3	Q4	Year End	14/15 - 15/16	
Whole Experience	89 %	93%	90%	85%	91%	90 %	+ 1 %	91 %	88 %	89 %	90 %	90 %	-	😊
Ease of Contact	97 %	99%	97%	96%	98%	98 %	+ 1 %	100%	100%	95 %	97 %	98 %	-	😊
Arrival Time	88 %	91%	90%	87%	89%	89 %	+ 1 %	90 %	92 %	90 %	92 %	91 %	+ 2 %	😊
Actions Taken	90 %	93%	91%	85%	89%	90 %	0	91 %	88 %	86 %	90 %	89 %	- 1 %	😐
Follow Up	84 %	88%	85%	83%	80%	84 %	0	82 %	81 %	81 %	82 %	82 %	- 2 %	😐
Treatment	96 %	97%	97%	91%	98%	96 %	0	97 %	94 %	95 %	96 %	96 %	-	😊

*[The above percentages are determined through a local victim satisfaction survey by Durham Constabulary with results collated quarterly.]*

I am pleased to be able to report high victim satisfaction in all areas. Although there does appear to have been a slight slip in victim satisfaction in some areas, which I will be monitoring closely, it is important to point out that these scores remain high and are within the top few police forces in the country. Through national data, Durham Constabulary is currently ranked 3<sup>rd</sup> in the country for victim satisfaction with 'whole experience', which is excellent. However, the Constabulary and I are not complacent and will continue to focus on any area which have room for improvement.

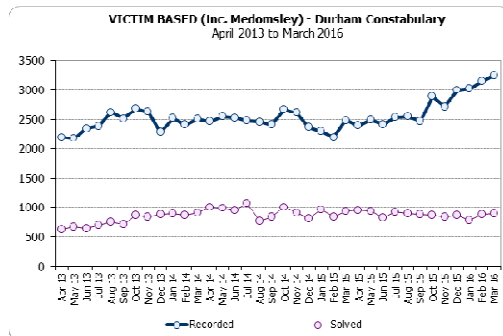
Although satisfaction with 'Follow Up' is not as high as the other areas, it is still not at a low level in comparison with other Forces. Following conversations with the Constabulary, I am aware of work that is ongoing to improve this and will continue to monitor it throughout this coming year.

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**Police and Crime Plan Objective 3 Key Indicator: Victim-Based Crime**

	12 months to end of Mar 2014	12 months to end of Mar 2015	Difference 2014-2015	% Difference	12 months to end of Mar 2016	Difference 2015-2016	% Difference	PCC Verdict
Victim based crime – Including Medomsley	29,271	29,515	+ 244	+ 0.8 %	32,885	+ 3,370 (+1,792)	+ 11.4 % (+ 6.1 %)	😐
Victim based crime – Excluding Medomsley	28,682	28,811	+ 129	+ 0.5 %	32,593	+ 3,782 (+ 2,204)	+ 13.1 % (+ 7.7 %)	😐



A further break down by crime type is available under 'High Quality Policing', later on in this report. [Click here](#) to go to this section

Unfortunately, recorded victim-based crime over the 2015/16 financial year was higher than the previous year.

However, a change in the way that reports of harassment are recorded has just taken place. Incidents of harassment are now recorded as crimes at the first report. This change has been implemented for all incidents dating back almost a year, but all crimes generated from this process were recorded in the month they were created. This has resulted in the figures being partly skewed. Details in brackets are the figures if the average number of harassment crimes over the past few years is used as apposed to the increased number for the last few months.

This said, there is still a small increase in crime and I will continue to closely scrutinise these figures to ensure the Constabulary are doing all that is possible to try and reverse this increase.


I would also like to assure people that, using the 'crime harm index', the level of harm in our area has not increased despite the increase in the volume of reported victim-based crimes.

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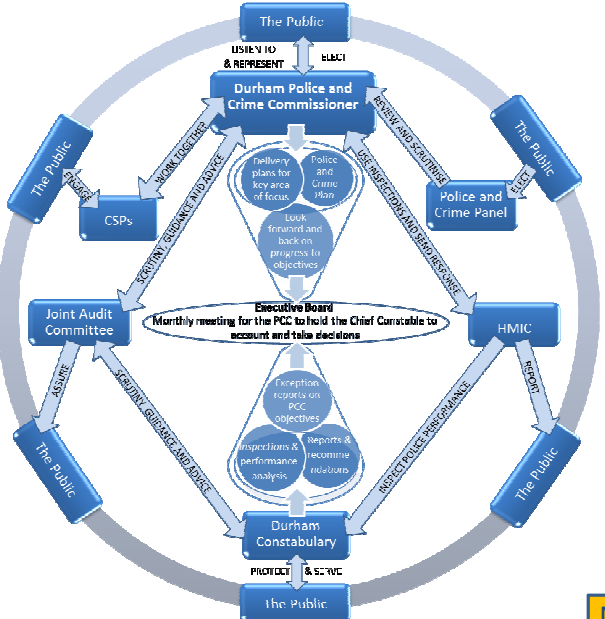
**Objective 4: Deliver an Efficient Policing Service**  
**Key area of focus: Value for money**

- An efficiency inspection was published in October 2015 by HMIC, which was split into 3 elements. Durham Constabulary was the **only police force in the country to receive an 'Outstanding' grade in all 3 areas**. This was based on the robust financial management, accurate budgeting and innovative problem solving solutions.
- HMIC's **Value for Money Report 2015** shows Durham Constabulary spends more than the average of the most similar forces on front line support. There are fewer recorded crimes but a greater percentage of offenders who have action taken against them (e.g. charge, court summons).
- Following the success of providing £100,000 to the County Durham Community Foundation, to which they added another £50,000 to create a **Community Safety Fund** of **£150,000** in 2015/16, I have repeated this process for 2016/17. This means local community groups and organisations were again able to bid for £500 - £20,000 to help with projects and initiatives that will help contribute towards community safety in County Durham and Darlington..
- A comprehensive **Medium Term Financial Plan** has been developed, covering a number of potential budgeting and funding scenarios over the next five years, to ensure the Constabulary are prepared for various circumstances.
- I have given particular focus to **volunteering** and utilising the skills of volunteers in the police and other partner organisations:
  - I currently have voluntary **independent custody visitors** who carry out approximately 3 inspections of custody suites a week. This is to ensure that detainees are being treated appropriately.
  - I held a **volunteers fair** with the Constabulary and partners in February to encourage the public to get involved.
  - I fund restorative justice coordinators and a community peer mentor project, of which both are recruiting and training volunteers to help victims of crime and to improve community safety.



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**Objective 4: Deliver an Efficient Policing Service**  
**Key area of focus: Robust accountability framework and performance management**



Part of my role is to hold the Chief Constable to account for the delivery of my Police and Crime Plan, but I am also held to account for my role by the electorate.

There are a number of organisations involved in the scrutiny of both my role and the Constabulary's performance. The relationships between these scrutiny mechanisms are illustrated in the new accountability diagram to the left.

HMIC inspect all police forces across the country and publish their results. I also publish their findings relating to Durham Constabulary and comment on these to ensure you are kept informed of what is happening in your area.

This performance report is a key component in scrutinising the Constabulary's performance against each of the objectives and key areas of focus in my Police and Crime Plan. It then enables you, the public, and partners to understand how the police are performing.

The report is published on my website 4 times a year, but I have meetings to discuss these matters with the Chief Constable and his team every month.

There is more information regarding performance and accountability on my website, which you can read by clicking [here](#).

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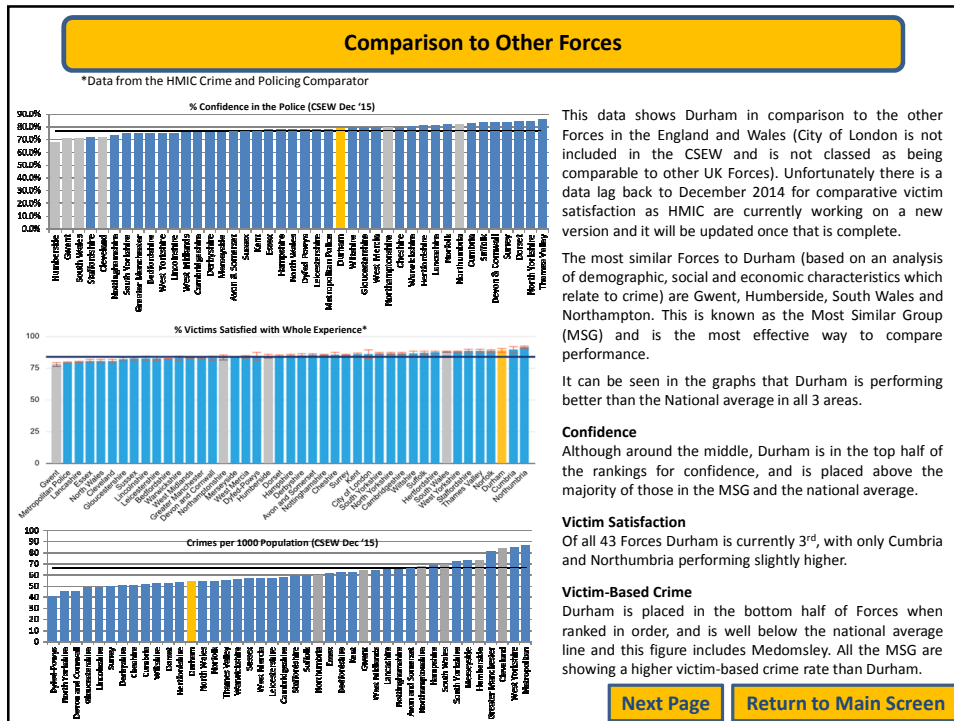


### High Quality Policing

Crime Type	12 months to end March 2014	12 months to end March 2015	% Difference	12 months to end March 2016	% Difference	PCC Verdict
*Excludes Medomsley Includes Medomsley All Crime	32,746	32,843	+ 0.3 %	36,634	+ 11.5 % (+ 6.7 %)	☹
All Crime*	32,152	32,129	- 0.1 %	36,327	+ 13.1 % (+ 8.2 %)	☹
Violence Against the Person	5,149	6,530	+ 26.8 %	9,480	+ 45.2 % (+ 21%)	☹
Sexual Offences	858	959	+ 11.8 %	1,126	+ 17.4 %	☺
Burglary	4,283	3,918	- 8.5 %	4,390	+ 12.1 %	☹
Vehicle Crime	3,357	2,693	- 19.8 %	2,626	- 2.5 %	☺
Shoplifting	3,150	3,613	+ 14.7 %	3,484	- 3.6 %	☺
Criminal Damage (Inc. Arson)	6,938	6,705	- 3.4 %	7,051	+ 5.2 %	☹

- There has been an increase in 'all crime' compared with the same period last year, both including and excluding Medomsley. This could partially stem from burglary and criminal damage including arson, which were previously reducing but have increased over the past few months. Therefore, the Constabulary had made burglary a main focus, looking at any weaknesses in the investigative process that can be tightened, and some changes have been implemented that I am assured will see a reduction over the next few months. Positively, the burglary outcome rate is the 5<sup>th</sup> highest in the country.
- A previous change in recording practises for violence against the person caused a national increase, which was expected to stabilise in the coming year. However, harassment falls under violent crime, and so the change in recording explained under 'victim based crime' is also applicable here.
- The reported number of Sexual offences is continuing to increase. This is positive as it shows confidence of victims to come forward to the police. A number of cases are still historic cases reported following large scale media reports, but the impact of Medomsley has now started to subside.
- It is excellent to see that shoplifting is now decreasing thanks to some innovative initiatives by the Constabulary.
- Reducing reoffending is a cross cutting key area of focus in my Police and Crime Plan, as it links to all the objectives and is a key element to reducing crime, therefore making County Durham and Darlington a safer place to live and work. To view more information, [click here](#).
- View the next page to compare the Constabulary's performance to all of the other police forces in the country.

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### HMIC Inspections

**Durham Constabulary is the country's top performing police force**

Durham Constabulary – The only force to be rated as outstanding

Her Majesty's Inspectorate of Constabulary (HMIC) assesses all 43 police forces in the country for police effectiveness, efficiency and legitimacy (PEEL Assessments). The overall grade for each category is generated from a number of questions.

I am incredibly happy to be able to report that Durham Constabulary received the highest overall ratings in the county, as follows:

- How **effective** is the force at keeping people safe and reducing crime? **Outstanding**
  - Preventing crime and anti-social behaviour, and keeping people safe **\*outstanding\***
  - Investigating crime and managing offenders **\*outstanding\***
  - Protecting from harm those who are vulnerable and supporting victims **\*good\***
  - Tackling serious and organised crime, including arrangements for fulfilling national policing responsibilities **\*outstanding\***
- How **efficient** is the force at keeping people safe and reducing crime? **Outstanding**
  - Using resources to meet demand **\*outstanding\***
  - Sustainability and affordability of the workforce model **\*outstanding\***
  - Sustainability of the financial position for the short and long term **\*outstanding\***
- How **legitimate** is the force at keeping people safe and reducing crime? **Good**
  - Extent to which practise and behaviour reinforces the wellbeing of staff and an ethical culture **\*good\***
  - Understanding, engaging with and treating fairly the people it serves to maintain and improve legitimacy **\*outstanding\***
  - Extent to which decisions taken on the use of stop and search and Taser are fair and appropriate **\*requires improvement\***

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### Conclusions




- Durham Constabulary has been rated the top performing police force in the country by HMIC in the latest PEEL Assessments.
- Recorded crime is slightly higher for 2015/16 than the previous year. I want to reassure the public that there are a number of reasons for this, but I will continue to scrutinise these figures over the next few months to ensure the Constabulary are doing everything they can to maintain County Durham and Darlington as safe places to live, work and visit.
- The level of public confidence in Durham Constabulary is above the national average and gradually increasing. This is leading to increased reporting of some types of victim-based crimes that were previously under-reported, such as domestic abuse and sexual offences, which is very positive.
- Victim satisfaction scores remain high for another year and something to be commended. I will be continuing to monitor these scores closely as the experiences of victims is of utmost importance.
- Given the cuts to funding police forces nationwide are experiencing, this performance data and the high grades from HMIC shows the force is efficiently using its budget to tackle offenders and reduce crime.

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**Glossary**

<b>Anti-Social Behaviour</b>	A wide range of behaviours, which cause alarm, distress or harassment to at least one person. They are separated into 3 categories: Personal (targeted at a specific individual or group), Nuisance (causing annoyance to the wider community) and Environmental - (incidents aimed at the physical environment). The force add flags highlighting alcohol, youth and drug related incidents. In some cases one incident can have more than one flag (e.g. both alcohol and youth related), which means it will be included in the figures on the local graphs twice (once in the alcohol and once in the youth). But, this is not the case in the overall figures.
<b>CSEW</b>	The Crime Survey England and Wales is a national survey about experiences of crime from members of the public across the Country.
<b>Crime Statistics</b>	All crime statistics in this document are from the Durham Constabulary recorded crime and incident database.
<b>HMIC</b>	Her Majesty's Inspectorate of Constabulary, inspect the Country's police forces.
<b>Local Survey</b>	Local survey conducted by Durham Constabulary.
<b>MARAC</b>	Multi Agency Risk Assessment Centre – a victim-focused meeting where information is shared between agencies on the highest risk cases of domestic violence and abuse to discuss the best ways to help the victim and minimise the risk.
<b>Medomsley Case</b>	Also known as Operation Seabrook, this is an investigation into serious sexual and physical abuse carried out by staff against inmates at the Medomsley Detention Centre near Consett, mainly in the 1970's and 1980's.
<b>MP Surgery</b>	A meeting for local people to attend and discuss any concerns with their local Member of Parliament (MP).
<b>Regina / Non-Regina</b>	Regina refers to the queen in law, meaning the crime is committed against the state not a specific victim.
<b>Victim Based Crime</b>	These are crimes against a victim, and are split into 5 categories: violence against the person, sexual offences, robbery, theft offences, criminal damage and arson offences

 - I am happy with the performance.    
  - I will be closely monitoring performance. This is an area for continued focus.    
  - I am unhappy with the performance and looking at ways to improve.

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