

# Quarterly Performance Report

## Office of the Durham Police, Crime and Victims' Commissioner



<b>Communities are safe and crime is reduced</b>	<b>Victims and the vulnerable feel supported</b>	<b>Reoffending is reduced and rehabilitation is improved</b>	<b>People have confidence in the police and the criminal justice system</b>
KPQ1: How safe are our communities?	KPQ3: How well are victims supported to cope and recover, and engage in criminal justice processes?	KPQ5: How well are we reducing reoffending?	KPQ7: How confident are people in the Criminal Justice System?
KPQ2: How well are we preventing and reducing crime?	KPQ4: How well are vulnerable people supported?	KPQ6: How well are we rehabilitating people who have offended?	KPQ8: How confident are people in the police?





# Quarterly Performance Report Quarter 1 – 2018/19



This quarterly report will focus on the first two outcomes of my Plan.

<b>Communities are safe and crime is reduced</b>	<b>Victims and the vulnerable feel supported</b>
KPQ1: How safe are our communities?	KPQ3: How well are victims supported to cope and recover, and engage in criminal justice processes?
KPQ2: How well are we preventing and reducing crime?	KPQ4: How well are vulnerable people supported?





# Quarterly Performance Report

## Quarter 1 – 2018/19



This page summarises some of the headline bullet points from each Key Performance Question (KPQ).

<ul style="list-style-type: none"> <li>• The rate per 1000 population of police recorded Anti-Social Behaviour (ASB) has fallen across most of the force area (comparing Q1 2016-17 with Q1 2017-18)</li> <li>• Victim satisfaction with response times is stable, ranging between 82-86% over the past several quarters</li> <li>• Risk of household crime remains in line with or is lower (taking confidence intervals into consideration) than the national average</li> </ul>	<p>KPQ1</p>	<p>KPQ2</p>	<ul style="list-style-type: none"> <li>• Police recorded crime rises are driven by changes to recording practices, increased reporting, and – also – actual rises in offence categories such as theft offences (something the Constabulary continues to address and that is also seen nationally)</li> <li>• Durham's 'solved rate' for all crime stands at 25% compared with 17% for England and Wales (twelve months to March 2018)</li> </ul>
<ul style="list-style-type: none"> <li>• Victim satisfaction in the areas of 'Follow Up' and for 'Actions Taken' fell recently – work is in place to help address this</li> <li>• Wide range of services continue to support victims</li> <li>• Rape Scrutiny Panel continues to meet and will publish a 2018 report</li> </ul>	<p>KPQ3</p>	<p>KPQ4</p>	<ul style="list-style-type: none"> <li>• The Street Triage Team supports Constabulary call-handlers</li> <li>• VIP Navigator Service is established</li> <li>• The Hate Crime Action Group is developing an action plan to be implemented over the next year</li> </ul>





# Quarterly Performance Report

## Quarter 1 – 2018/19



This dashboard shows some of the takeaways from each Key Performance Question (KPQ).

<p><b>82%</b> Immediate Incident Response Pass Rate (Jan-June 2018)</p>	<p><b>-16%</b> Change in Recorded Anti-Social Behaviour (Q1 2016-17 compared with Q1 2018-19)</p>	<p><b>49%</b> Increase in Community Speed Watch Activities (Q1 2016-17 compared with Q1 2018-19)</p>	<p><b>46%</b> Increase in police recorded Violence Against the Person (2016-17 compared with 2017-18)</p>	<p><b>25%</b> Resolved outcomes for 2017-18 compared with 17% average for England and Wales</p>	<p>'Dot Peen' Property Marking Machine</p>							
<p><b>10%</b> Feelings of Safety in Home After Dark (a bit/very unsafe) – Durham (National Rural Crime Survey 2018)</p>	<p><b>12%</b> Change in Reported Missing Persons (Q1 2017-18 compared with Q1 2018-19)</p>	<p><b>KPQ1</b></p>	<table border="1"> <thead> <tr> <th colspan="2">HMICFRS Inspections</th> </tr> </thead> <tbody> <tr> <td>Effectiveness:</td> <td>Outstanding</td> </tr> <tr> <td>Efficiency:</td> <td>Outstanding</td> </tr> <tr> <td>Legitimacy:</td> <td>Good</td> </tr> </tbody> </table>	HMICFRS Inspections		Effectiveness:	Outstanding	Efficiency:	Outstanding	Legitimacy:	Good	<p><b>2%</b> Change in Violence Offences (from Crime Survey for England and Wales)</p>
HMICFRS Inspections												
Effectiveness:	Outstanding											
Efficiency:	Outstanding											
Legitimacy:	Good											
<p>Rape Scrutiny Panel Report</p>	<p><b>4607</b> Referrals to VCAS (2017-18)</p>	<p><b>KPQ3</b></p>	<p><b>KPQ4</b></p>	<p><b>36%</b> Rise in Mental Health Incidents Recorded by Durham Constabulary (comparing Q1 2017-18 with Q1 2018-19)</p>	<p>Joint Hate Crime Action Plan</p>							
	<p><b>656</b> Clients Supported by RSACC (2017-18)</p>	<p><b>84%</b> Victims Satisfied with 'Whole Experience' (Q1 2018-19)</p>	<p><b>265</b> Number of People Trained as Community Peer Mentors (August 2018)</p>									





## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ1: How Safe are our Communities?

Measuring performance against my first KPQ, 'How Safe are our Communities?', looks at everything from incidents to response times, comparing these to other parts of the country where it's possible.

<p>“Keeping communities safe is the essence of policing. The Chief Constable and I want the communities of County Durham and Darlington to be safe and feel safe.”  <i>Police, Crime and Victims’ Plan, 2018-2021</i></p>	Key Performance Indicators	PCV Plan Priority Links
	Personal and Household Risk – Crime Survey for England and Wales	
	Crime Severity Score – Office for National Statistics	
	Response Times – Durham Constabulary	
	Anti-Social Behaviour Incidents – Police Recorded Perceptions of Anti-Social Behaviour – Crime Survey for England and Wales	Tackle and Prevent Anti-Social Behaviour
	Fatal and Serious Road Traffic Casualties Community Speed Watch Activities Roads Policing Unit Campaigns	Improve Road Safety
	Alcohol Related Incidents – Police Recorded	Reduce the Harm Caused by Alcohol and Drugs
	Impact of Crime – National Rural Crime Survey	Improve Community Safety in Rural Areas
	Other Police Recorded Incidents	





## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ1: How Safe are our Communities?

These are the headlines, an explanation where necessary, and what it is we're going to do about it.

'What is happening'	'Why it is happening'	'What we're doing'
The offence rate per 1000 population is higher for Durham than is the case nationally.	This is driven by changes to recording connected with violence without injury offences (e.g. harassment) – and a higher rate nationally for the North East of recorded criminal damage offences.	Monitor carefully compliance with crime recording, and continue to update in performance reporting.
86% of victims were satisfied with police arrival time in quarter one 2018/19.	Satisfaction with arrival time has remained stable, between 82-86% as of Q2 2016-17.	Monitor wider workstreams on victim satisfaction through victim care group – continue to report on satisfaction with arrival time.
Recorded Anti-Social Behaviour (ASB) incidents have fallen twelve months to March 2018 by 12%.	Changes to how ASB is recorded.	Continuing to monitor how the changes may have implications for changes in other recorded offences.
10% of rural residents in Durham feel unsafe in their homes after dark.	The National Rural Crime Survey showed this to be similar to the rate nationally (9%).	Continually engage with rural residents, publish Rural Statement 2018, work with Rural Affairs Strategic Group

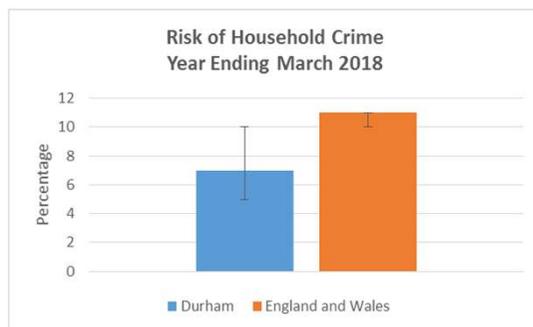
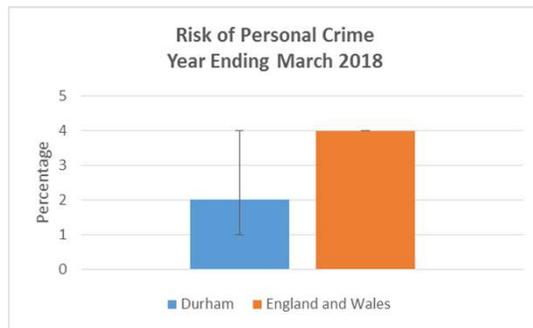




## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ1: How Safe are our Communities?

#### Crime Survey for England and Wales (CSEW)



The Crime Survey for England and Wales asks questions on risk, the answers to which give an estimated percentage of adults who have been a victim of either personal crime – e.g. violence and theft offences – or have been resident in a household that was a victim of crime – e.g. burglary, theft, and criminal damage offences.

34

Organised Crime Groups (OCGs)  
operating in Durham



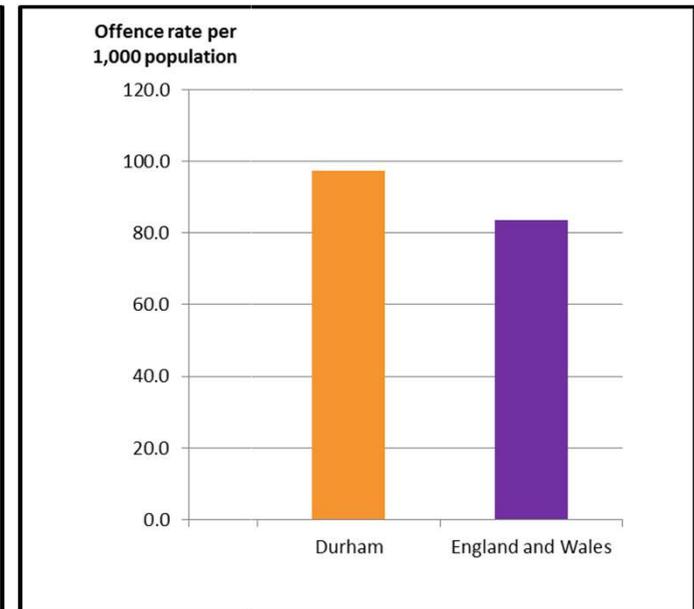
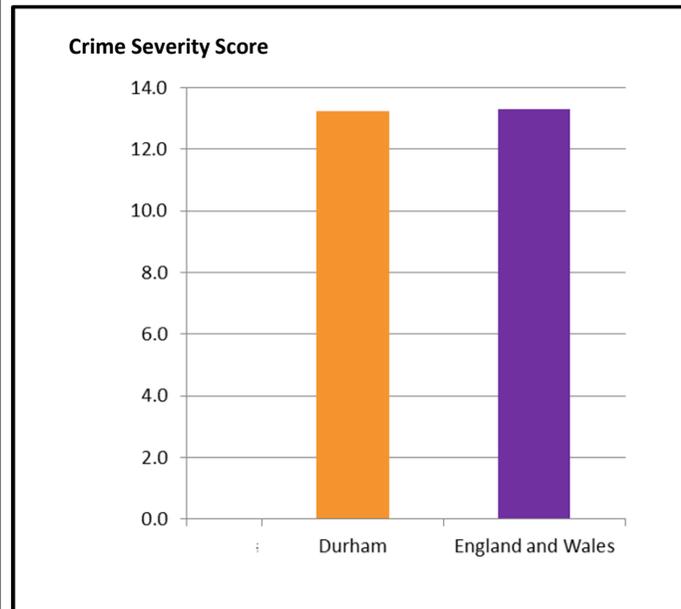


## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ1: How Safe are our Communities?

#### Crime Severity Score – Office for National Statistics (ONS)

Both charts show Durham compared with England and Wales for the time period year ending March 2018. The Crime Severity Score should be treated with caution – as it is still an experimental statistic – but it tries to measure the severity of offences based on sentencing data. This has the potential to be an important measure when changes in crime recording practices can significantly have an effect on, for example, the second chart – the offence rate per 1000 population.





## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ1: How Safe are our Communities?

**Immediate Incidents Response Pass Rate  
January-June 2018**

January	February	March	April	May	June
83%	82%	80%	82%	82%	81%

**15,720**

No. of 'Immediate' Incidents  
January-June 2018

**Satisfaction – Arrival Time**

2016-17 Q1	2017-18 Q1	2018-19 Q1
91%	85%	86%

#### **Police Response Times**

It is important that when people require a police response, they are confident that officers will arrive when they need them. For calls into the control room deemed as requiring an immediate response, dispatch is to take place within three minutes, with arrival time targets of up to twenty minutes depending on the location of the incident.

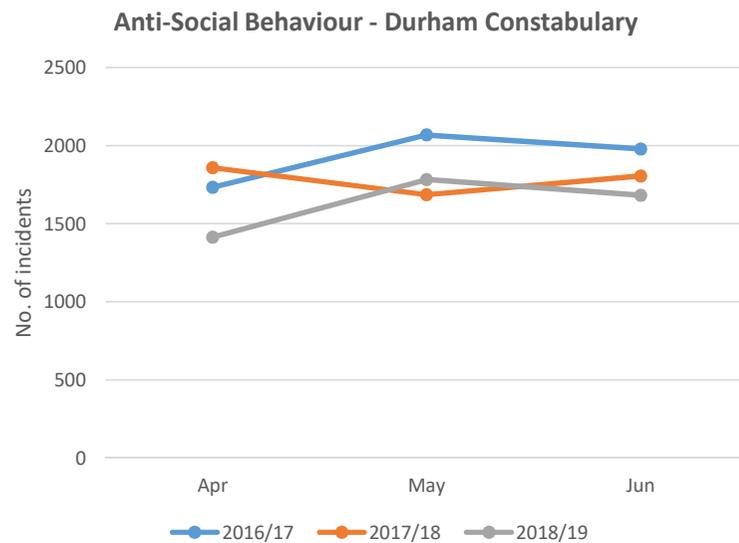
As well as monitoring this indicator, I am regularly updated on victim satisfaction with the arrival time of officers. The pass rate for officer arrival at immediate incidents has remained consistent over the past quarter, and indeed the past six months. While satisfaction with arrival time has fallen when comparing quarter one of 2016-17 with the same period in 2017-18, results from Q1 of 2018-19 shows that satisfaction with arrival time appears to have plateaued out.





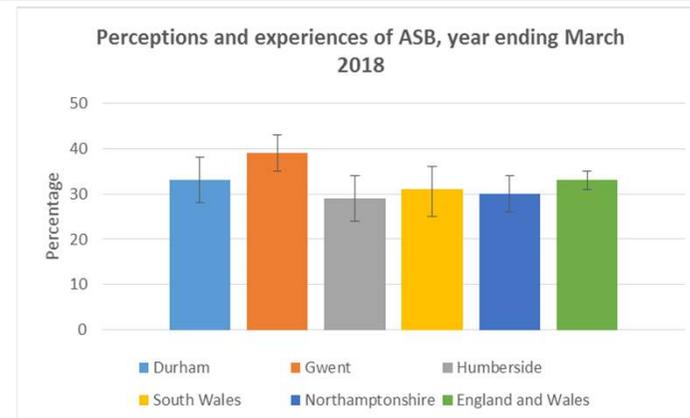
# Outcome 1: Communities are Safe and Crime is Reduced

## KPQ1: How Safe are our Communities?



### Tackle and Prevent Anti-Social Behaviour

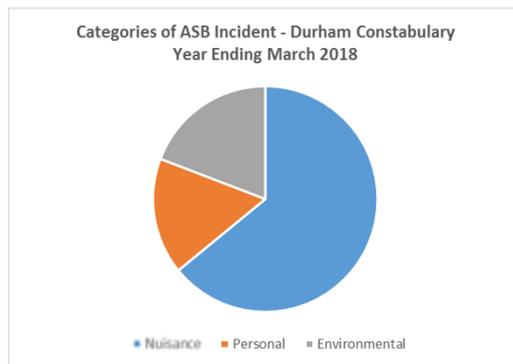
Anti-Social Behaviour (ASB) incidents recorded by the police have fallen due to changes in recording standards. Looking at the latest release of the Crime Survey for England and Wales (CSEW), Durham is in a similar position to England and Wales when it comes to people's perceptions and experiences of ASB.





## Outcome 1: Communities are Safe and Crime is Reduced

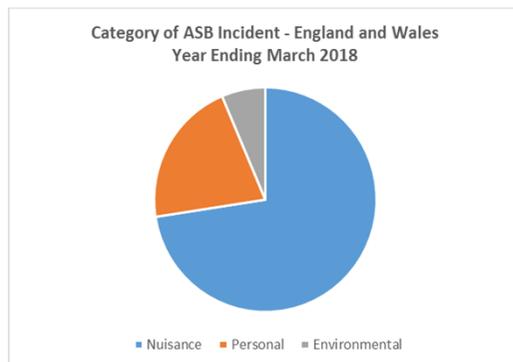
### KPQ1: How Safe are our Communities?



#### Tackle and Prevent Anti-Social Behaviour

“Anti-Social Behaviour can have a significant impact upon on a victim’s quality of life. Increasing the confidence of our communities around the issue is very important, and we need to provide reassurance that it is taken seriously.”

*Police, Crime and Victims’ Plan, 2018-2021*



Anti-Social Behaviour (ASB) is, broadly, recorded by the police in three categories:

- Nuisance – ASB targeted at a community rather than an individual
- Personal – ASB targeted at an individual or group
- Environmental – impact on surroundings

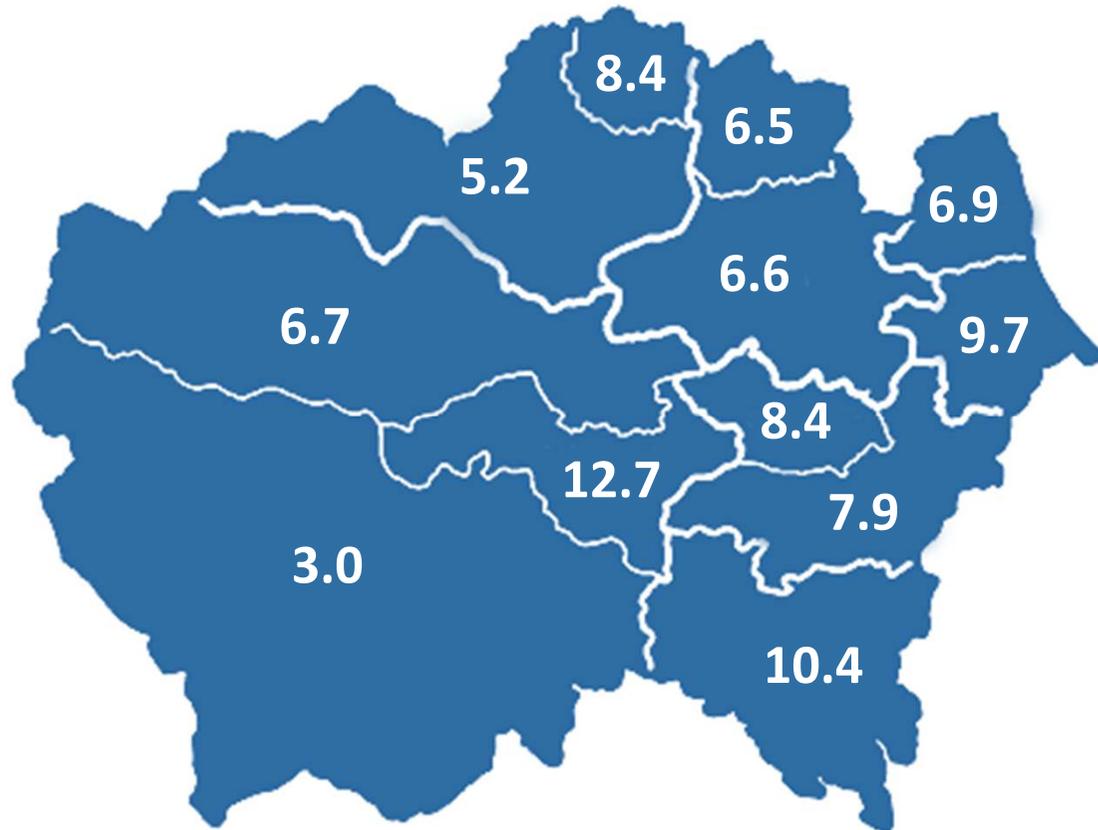
Comparing Durham to England and Wales, the proportion of Environmental ASB is larger for Durham and Nuisance ASB is smaller, than is the case for both nationally.





# Outcome 1: Communities are Safe and Crime is Reduced

## KPQ1: How Safe are our Communities?



Rate of ASB Incidents per 1000 Population		
Sector	Q1 2018/19	Direction of travel*
Bishop Auckland	12.7	↓
Crook	6.7	↓
Barnard Castle	3.0	↓
Darlington	10.4	↓
Newton Aycliffe	7.9	↓
Spennymoor	8.4	↑
Durham	6.6	↓
Peterlee	9.7	↓
Seaham	6.9	↓
Chester-le-Street	6.5	↓
Stanley	8.4	↓
Consett	5.2	↓

\*Compared with Q1 2017/18





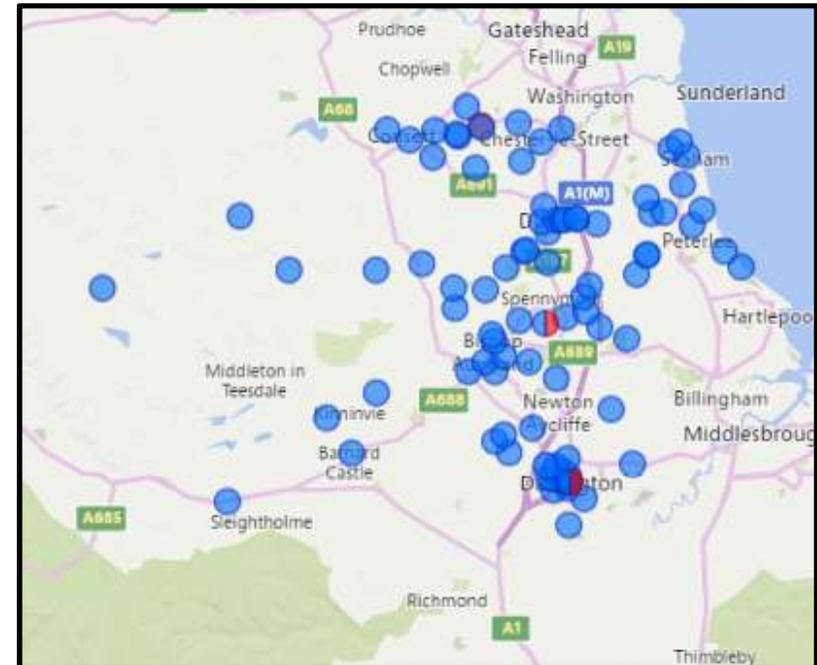
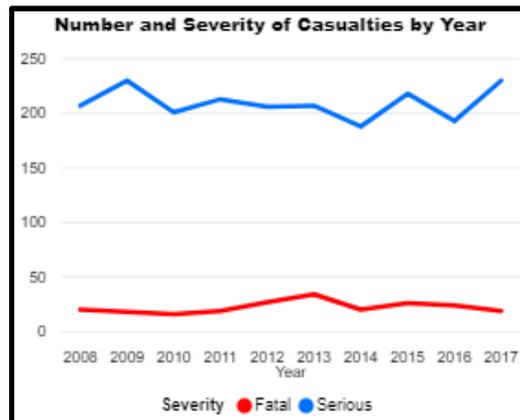
## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ1: How Safe are our Communities?

#### Improve Road Safety

“Road safety remains a key concern when I speak to local people across the Constabulary area...[and] Education is a key tool in making our roads safer and I will continue to support awareness raising campaigns to change behaviour.”

*Police, Crime and Victims' Plan, 2018-2021*



Fatal and Serious Casualties – 2018





# Outcome 1: Communities are Safe and Crime is Reduced

## KPQ1: How Safe are our Communities?

2017: 182

2018: 271

**Number of Community Speed Watch activities/ deployments in quarter one**

### Improve Road Safety

Durham Constabulary Roads Policing Unit support both national and local road safety campaigns throughout the year, in addition to their day-to-day roads policing activities. This quarter's campaigns have included: speeding, motorcycle awareness, and – to coincide with the world cup, a drink drug drive awareness campaign.

**APRIL**  
Speed Campaign

**20871**  
Number of speeding offences detected across Cleveland and Durham, April 2017-March 2018

**MAY**  
Motorcycle Action

**16**  
Bikes seized as part of Operation Endurance (correct, April 2018)

**54**  
Number of additional warnings issued (correct, April 2018)

**JUNE**  
Drink Drug Drive Campaign

**3400**  
Number of tests administered across campaign

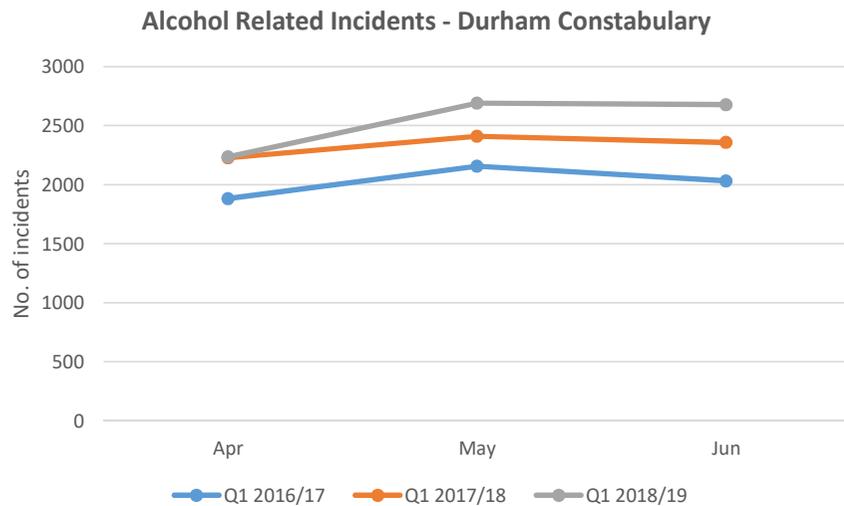
**193**  
Number of drivers charged with drink and/or drug driving offences or failing to provide



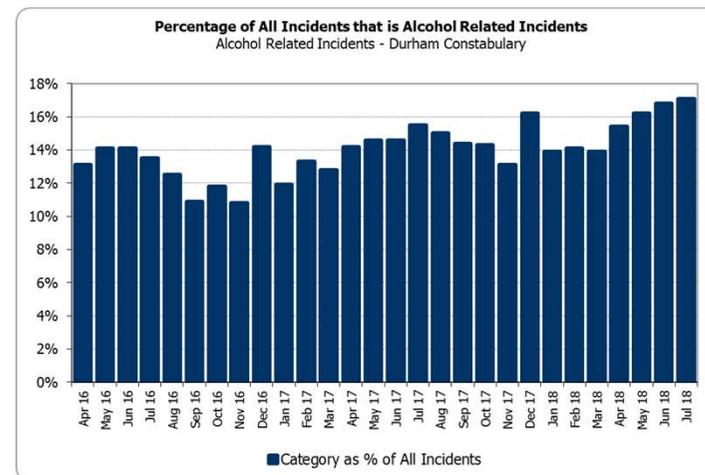


# Outcome 1: Communities are Safe and Crime is Reduced

## KPQ1: How Safe are our Communities?



**Reduce the Harm Caused by Alcohol and Drugs**  
Alcohol related incidents are a significant area of demand for the police, representing 16% of all incidents in quarter one of 2018-19.





## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ1: How Safe are our Communities?

#### Improve Community Safety in Rural Areas

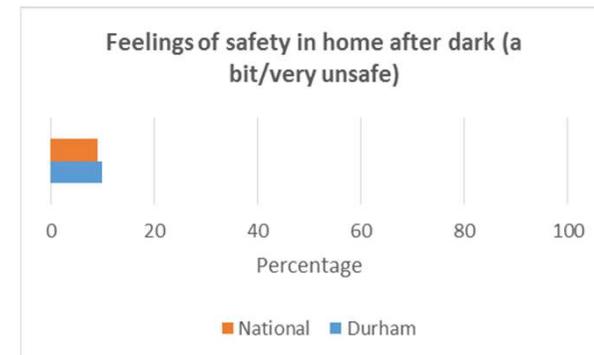
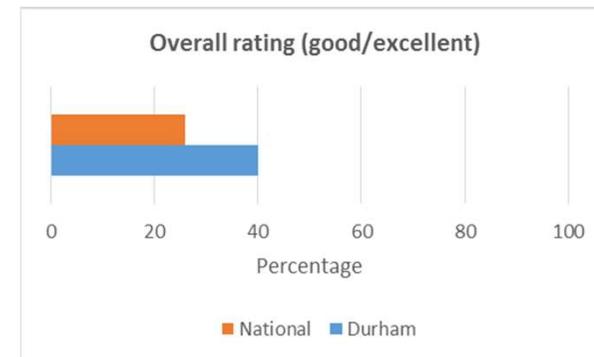
“Continue to identify issues facing rural communities, and work with partners to address them.”

*Police, Crime and Victims’ Plan, 2018-2021*

#### National Rural Crime Survey

Results from the National Rural Crime Survey 2018 showed that feelings of safety after dark for those in rural areas of Durham and Darlington were similar to those on a national level.

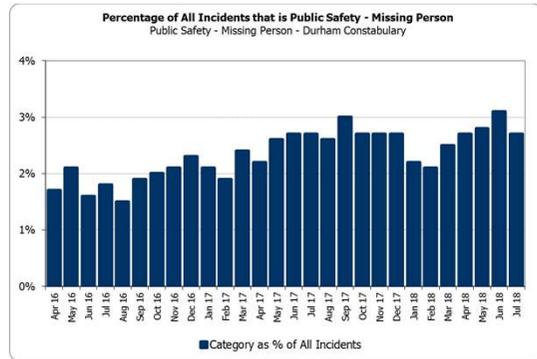
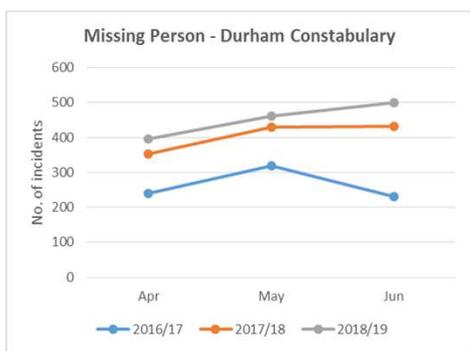
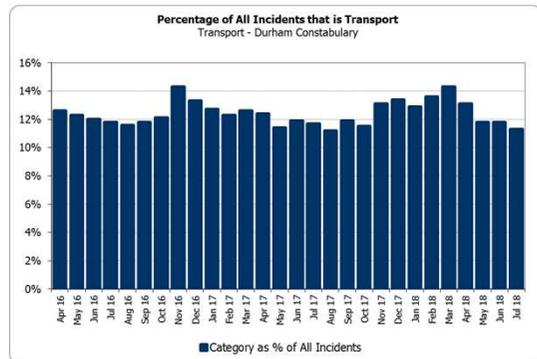
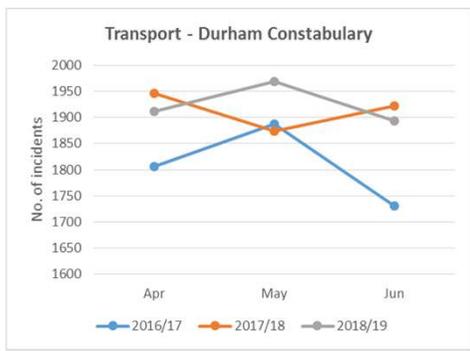
On dealing with fly-tipping and speeding, Durham performed better than the national average. Still, improving confidence in these areas can only be achieved through authorities working in effective partnership.





# Outcome 1: Communities are Safe and Crime is Reduced

## KPQ1: How Safe are our Communities?



### Other Police Recorded Incidents

Police recorded incidents are events which disturb quality of life or cause people concern. They're dictated by the National Standard for Incident Recording.

Police recorded incidents include those relating to transport and missing persons, both of which have bearing on answering the first KPQ – 'How Safe are our Communities?'

Transport related incidents represented 13% of all incidents recorded by Durham Constabulary in quarter one of 2018/19.

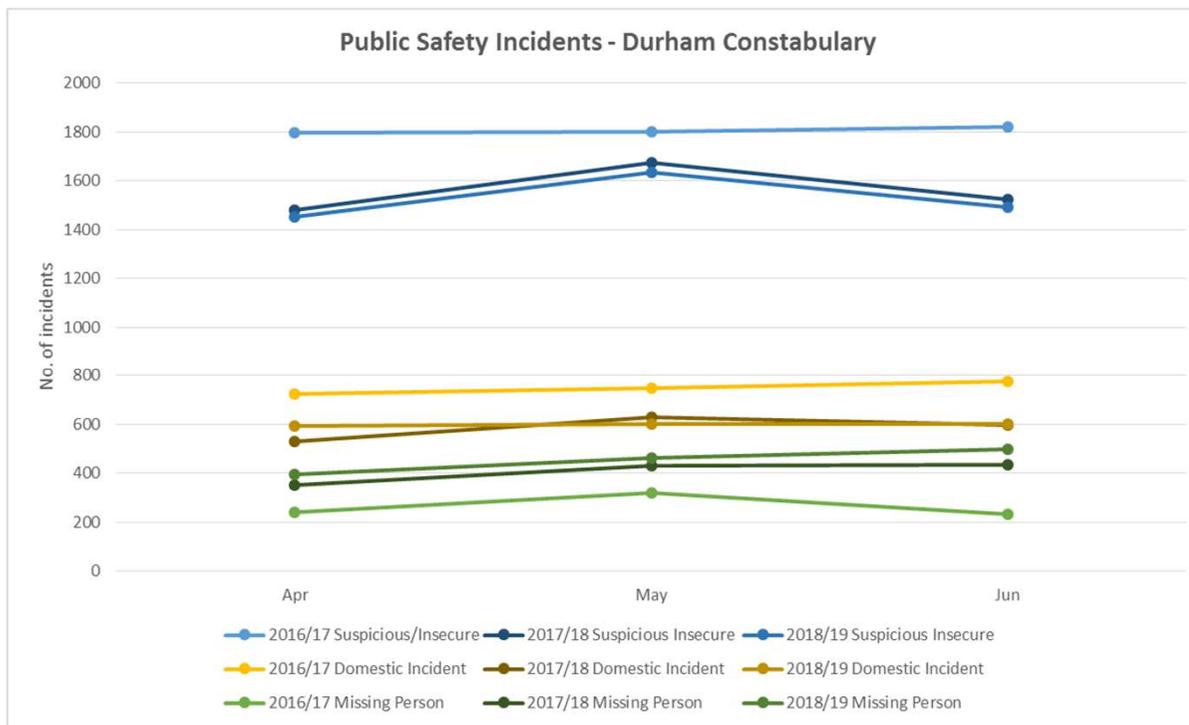
The number of recorded missing person incidents has risen by 12% when comparing quarter one of 2017/18 with the same period in 2018/19.





## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ1: How Safe are our Communities?



Public safety incidents recorded by Durham Constabulary are a significant area of demand. These are incidents such as suspicious circumstances or insecure premises (i.e. where members of the public have concerns), domestic incidents (where circumstances don't amount to a notifiable crime), and missing persons (where someone's whereabouts are unknown, and their wellbeing needs to be established).





## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ2: How well are we Preventing and Reducing Crime?

The second Key Performance Question in my Police, Crime and Victims' Plan is about preventing and reducing crime. I, therefore, look at crime levels, solved rates, and activities by the police to help people stop themselves becoming victims of crime.

	Key Performance Indicators	PCV Priority Links
<p>“Hold the Police and partners to account to ensure that they tackle and prevent crime.”</p> <p><i>Police, Crime and Victims' Plan, 2018-2021</i></p>	Victim Based Crime – Police Recorded	All Priorities
	Crime – Crime Survey for England and Wales	
	Crime Outcomes – Police Recorded	
	Crime Prevention Activities – Durham Constabulary	





## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ2: How well are we Preventing and Reducing Crime?

These are the headlines, an explanation where necessary, and what it is we're going to do about it.

'What is happening'	'Why it is happening'	'What we're doing'
Police recorded Victim Based Crime has risen year-on-year, rising 32% comparing 2016-17 with 2017-18.	Changes to recording practices in relation to police recorded crime, more reporting – and, also, actual rises in some crime categories such as theft offences (which might also be witnessed nationally).	Continue to be reassured that the Constabulary records crimes as it should through HMICFRS data integrity inspections and auditing – and continue to be confident that the Constabulary works to tackle and prevent crime.
The Crime Survey for England and Wales shows a 2% increase in violent offences comparing 2016-17 with 2017-18.	The increase is not statistically significant.	Continue to monitor and update on quarterly CSEW data releases.
Looking at crime outcomes, Durham 'solved' 25% (5 <sup>th</sup> highest nationally), compared to the England and Wales figure of 17% for 2017-18.	A combination of multiple factors.	Continue to report on and monitor. Consider 'solved' rates for particular offence categories in future reporting.





## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ2: How well are we Preventing and Reducing Crime?

#### Levels of Crime

Two sources of crime statistics are the Crime Survey for England and Wales (CSEW) – which is a large, representative, survey – and police recorded crime – which are crimes reported to the police, and recorded in line with national guidance.

The Crime Survey is helpful inasmuch as it is not affected by changes to police recording practices. Police recorded crime can change significantly in line with new guidance.

Illustrating the difference, Violence Against the Person increased by 19% when considering police recorded crime data, but violence by 2% looking at CSEW. Both are helpful – and both have limitations – but together they can go some way to answering KPQ2.

11%

Change in Victim Based Crime (England and Wales) twelve months to March 2018 against twelve months to March 2017 (Police Recorded)

2%

Change in Violence (England and Wales) twelve months to March 2018 against twelve months to March 2017 (CSEW)

19%

Change in Violence Against the Person (England and Wales) twelve months to March 2018 against twelve months to March 2017 (Police Recorded)





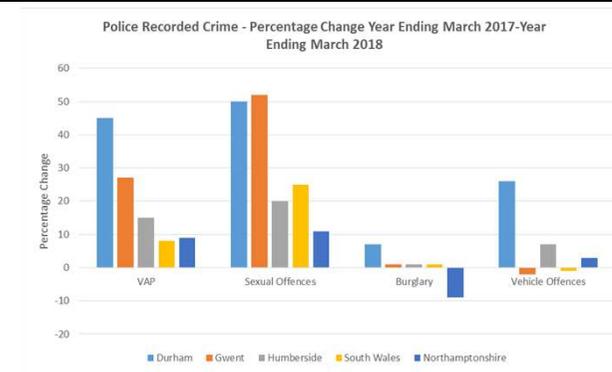
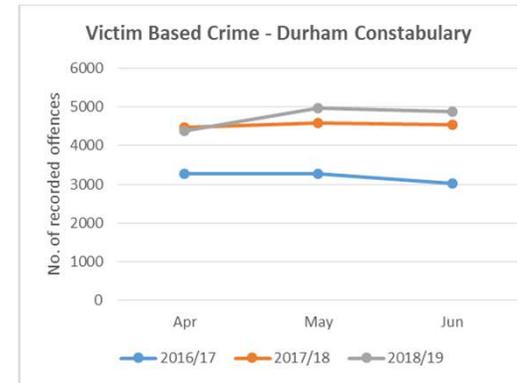
# Outcome 1: Communities are Safe and Crime is Reduced

## KPQ2: How well are we Preventing and Reducing Crime?

### Explaining the trend

The increase in police recorded crime has been driven – in many cases – by changes to recording standards. Several types of incident, which previously would not have been recorded as crimes, now need to be. At the same time, more crime being reported – and, also, actual rises in some crime categories such as theft, have also contributed to the rise.

In their 2017 Crime Data Integrity Inspection, Durham Constabulary was rated ‘Good’ by HMICFRS. Through auditing the Constabulary continues to work to ensure that crimes are recorded properly, this being critical in making sure victims of crime receive support when they need it.



## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ2: How well are we Preventing and Reducing Crime?

Police Recorded Crime – Durham Constabulary				
	April 16- March 17	April 17- March 18	% difference (Durham)	% difference (England and Wales)
<b>Violence Against the Person</b>	14659	21414	46%	19%
- Violence with Injury	4832	5803	20%	10%
- Violence without Injury	9823	15608	59%	24%
<b>Sexual Offences</b>	1332	2031	52%	24%
<b>Theft Offences</b>	16775	19160	14%	7%
<b>Criminal Damage and Arson</b>	8503	10181	20%	5%

The table shows police recorded crime comparing twelve months to March 2017 with twelve months to March 2018. It shows the increase both in Durham and nationally of police recorded crime, attributable to changes in recording standards – and, also, actual rises in some crime categories such as theft offences (all of which might be seen on a national level as well). Data from the Crime Survey for England and Wales (CSEW) – which is a face-to-face survey of residents across England and Wales on their experiences of crime – can provide a consistent, reliable, indicator of crime levels over time where police recorded data might not. Accordingly, for violence offences, CSEW shows a 2% rise (not statistically significant) for England and Wales over the periods compared in the table; this is compared with a 19% rise in Violence Against the Person police recorded offences.



## Outcome 1: Communities are Safe and Crime is Reduced

### KPQ2: How well are we Preventing and Reducing Crime?

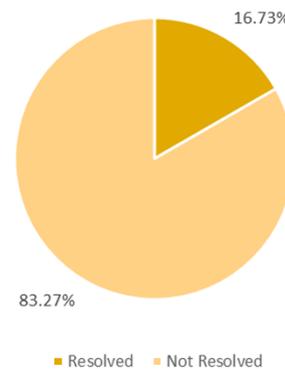
#### Outcomes

Durham Constabulary performs significantly better than is the case nationally when it comes to solving crime.

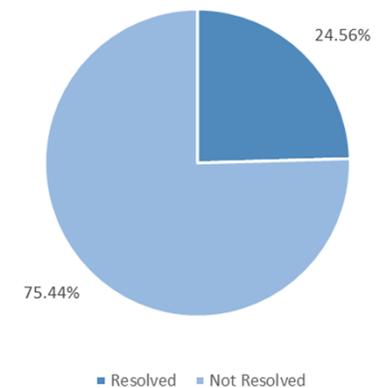
'Resolved' outcomes – where a crime has been solved by the police – for all crimes were 25% for the period April 2017 to March 2018 compared with 17% for England and Wales.

At the same time, I will continue to monitor crime outcomes inasmuch as, for some crimes – such as sexual offences – the proportion of resolved outcomes can be lower.

Crime Outcomes - England and Wales (incl. BTP)  
April 2017 to March 2018



Crime Outcomes - Durham Constabulary  
April 2017 to March 2018





Outcome 1: Communities are Safe and Crime is Reduced

KPQ2: How well are we Preventing and Reducing Crime?

### **Crime Prevention**

Durham Constabulary has an array of information and advice on crime prevention on its website. One tool available is the 'Dot Peen' Property Marking System. The Constabulary offers this free service for residents to mark tools, machinery and more which can then be more easily reunited with owners should stolen property be recovered by the police.





## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Looking at KPQ3, on victims, I monitor how victims are supported – as well as key crime and incident categories linked to some of the priority areas highlighted in my Police, Crime and Victims’ Plan.

	Key Performance Indicators/Key Areas	PCV Plan Priority Links
<p>“I want to improve the experience of victims and witnesses and to ensure that their voices are heard throughout the criminal justice process. I also want to ensure that support – practical and emotional – is available for victims and witnesses to help them cope and recover, and that the support is suited to their individual needs.”</p> <p><i>Police, Crime and Victims’ Plan, 2018-2021</i></p>	Victims Supported Crime Victim Satisfaction – Police Recorded	Ensure that victims are supported at all stages of the Criminal Justice System
	Domestic Abuse Incidents – Police Recorded Domestic Abuse Risk Referrals – Police Recorded	Tackle and Prevent Domestic Abuse and Sexual Violence in all Their Forms
	Hate Incidents and Hate Crimes – Police Recorded Hate Crime Outcomes – Police Recorded	Tackle and Prevent Hate Crime
	Rape Scrutiny Panel Report	Tackle and Prevent Domestic Abuse and Sexual Violence in all Their Forms





## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

These are the headlines, an explanation where necessary, and what it is we're going to do about it.

<b>'What is happening'</b>	<b>'Why it is happening'</b>	<b>'What we're doing'</b>
Looking at victims supported by VCAS, there were 4607 referrals – and 902 people actually supported across 2017-18.		Move towards outcome-based performance framework, to be included in future reports.
Workstreams in relation to victim satisfaction with 'Follow up' and 'Actions Taken'.	Victim Satisfaction in these particular areas has fallen.	Monitor progress on workstreams through accountability meetings and, internal, victim care group.
The number of police recorded domestic abuse incidents has risen comparing quarter one of 2016-17 with 2017-18.	Likely, in part, as a result of better use of the 'domestic abuse' qualifier by police communications staff.	Working with the Constabulary through the Whole Systems Approach – and on initiatives such as MATAAC.
Police recorded hate crime has risen, comparing quarter one data across 2016-19.	Believed to be because of awareness raising among staff and better recording.	Monitor recorded hate crime and incidents – provide updates in future performance reports.
Rape Scrutiny Panel continues to meet; 2018 report will reflect on 2017 recommendations.	North East Regional VAWG strategy has a priority to establish such panels.	2018 report will be published on PCVC's website and considered in future reports.

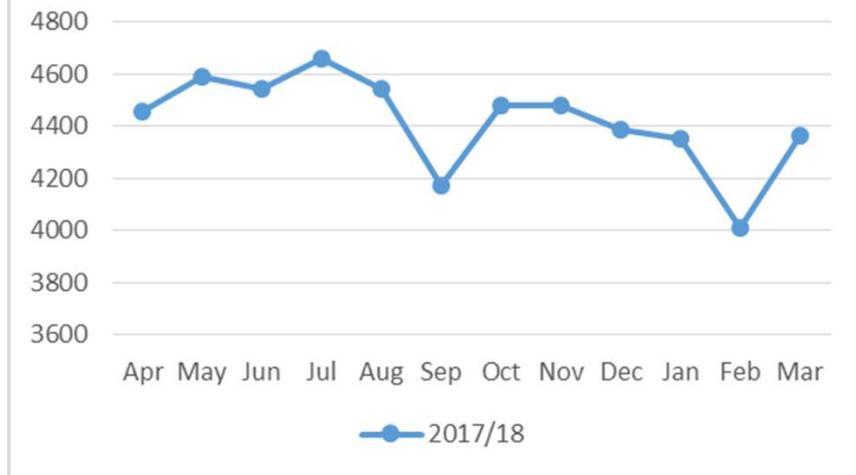




## Outcome 2: Victims and the Vulnerable Feel Supported

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Victim Based Crime - Durham Constabulary  
2017/18



### Support for Victims

Research undertaken by the British Crime Survey (now, the Crime Survey for England and Wales) suggests that 80% of individuals who are victims of crime do not want support.\* Of the 20% who do want support, then, having a service and specialised services to help victims cope and begin to recover is vital. All victims of crime who need support should receive it.

Supporting victims to cope and recover is a job for wider partners as well as the police. But the role of the police in engaging with victims, making suitable referrals, and being accessible, are all critical. They are important if victims are to cope and begin to recover in the aftermath of crime, and if they are to begin to engage with the wider Criminal Justice System.

\*See, M. Callanan et al., 'Evidence and Practice Review of Support for Victims and Outcome Measurement', *Ministry of Justice*, November 2012.



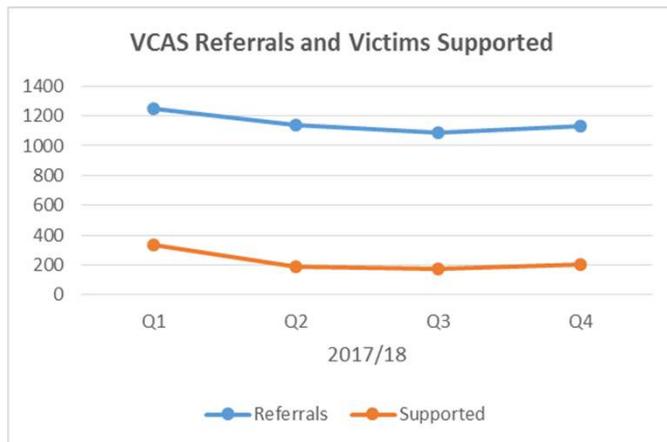


## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

#### Victim Care and Advice Service (VCAS)

VCAS is commissioned by the PCVC for Durham and the PCC for Cleveland. It, alongside other – more specialised – services supports victims to cope and recover. Across 2017-18 4607 referrals were made to VCAS of which 902 victims actually took up an offer of support.

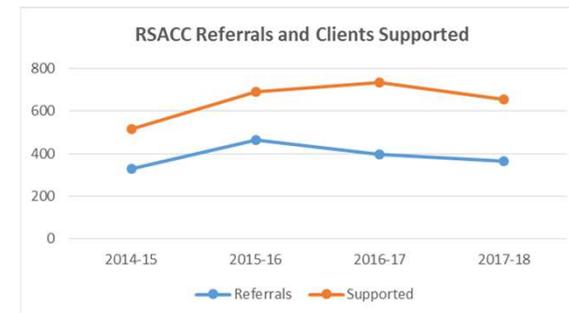


#### Rape and Sexual Abuse Counselling Centre (RSACC)

RSACC is a charity which provides free and confidential counselling and advice for women and girls who have been raped, sexually abused, or have suffered domestic abuse. Across 2017-18, RSACC received 364 referrals and supported 656 clients.

#### Sexual Assault Referral Centre (SARC)

The SARC offers forensic medical examination, advice, support, counselling and sexual health screening for people in County Durham and Darlington who have experienced rape or sexual assault. Across 2017-18, there were 681 attendees of the centre.



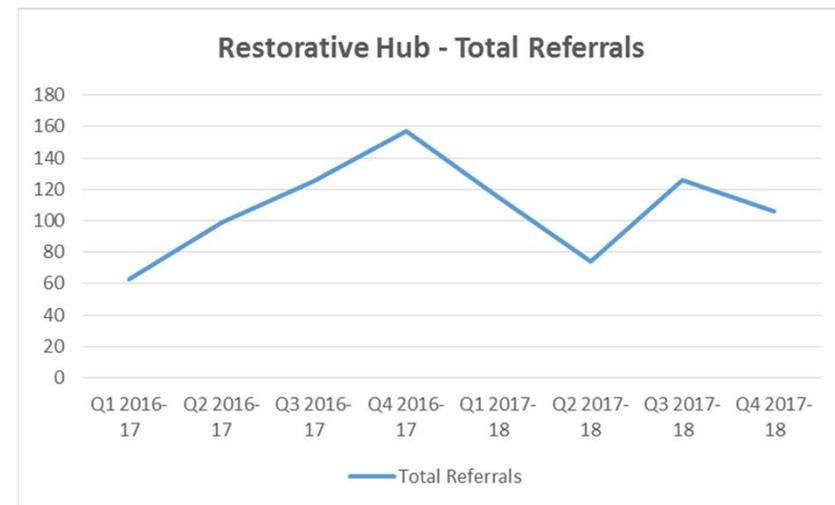


## Outcome 2: Victims and the Vulnerable Feel Supported

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

### Restorative Justice

The Restorative Hub is an organisation that works with victims and offenders through restorative justice. The Hub employs staff and delivers specialist training to volunteers. It supports victims by giving them the chance to communicate with the offender (and with a facilitator present) in the aftermath of a crime. This allows victims to have a voice in the criminal justice process and offers them a chance to get the answers or explanation they deserve. The graph shows the number of referrals over the past couple of years.





## Outcome 2: Victims and the Vulnerable Feel Supported

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Satisfaction – Whole Experience		
2016-17 Q1	2017-18 Q1	2018-19 Q1
90%	85%	84%

Satisfaction – Actions Taken		
2016-17 Q1	2017-18 Q1	2018-19 Q1
87%	83%	75%

Satisfaction – Follow Up		
2016-17 Q1	2017-18 Q1	2018-19 Q1
84%	71%	71%

### Victim Satisfaction

Victim satisfaction as recorded by Durham Constabulary has fallen recently in the areas of 'Actions Taken' and 'Follow Up'. The Constabulary has begun to implement an action plan, which includes work to raise staff awareness through training for all frontline officers and input for probationers; IT fixes where they are needed; and identifying gaps in the provision of victim services. And while too soon to see the impact work in the action plan is having, this will be updated in future reports.





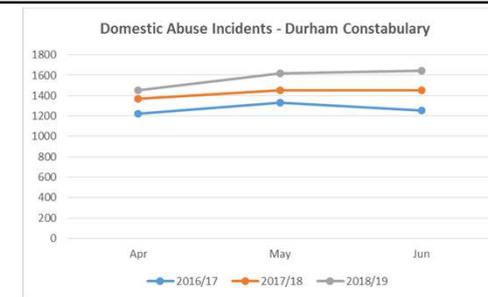
## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

Tackling and preventing domestic abuse is a priority for me. My office works with the Constabulary on this through ‘The Whole Systems Approach’ – a collaborative project across six police force areas, and one that seeks to transform domestic abuse services, deliver lasting change, positive outcomes for victims, and meaningful consequences for perpetrators. Being a priority, and because of my office’s involvement, I closely monitor (among other measures) the two indicators below.

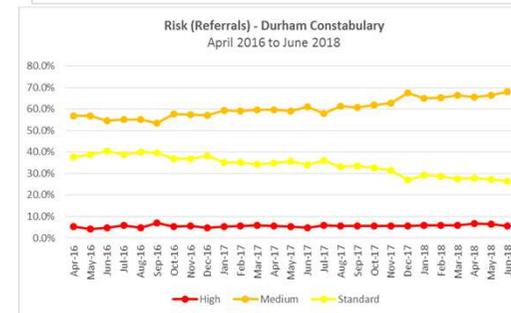
#### Domestic Abuse Incidents

The graph top opposite shows the number of police recorded domestic abuse incidents. The number of recorded incidents has risen by 24% when comparing quarter one of 2016/17 with quarter one of 2017/18.



#### Domestic Abuse Risk Referral Forms

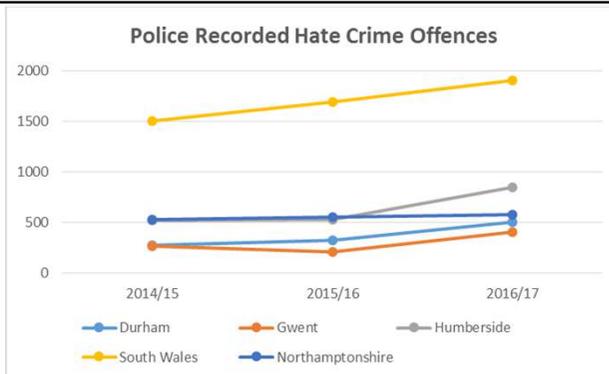
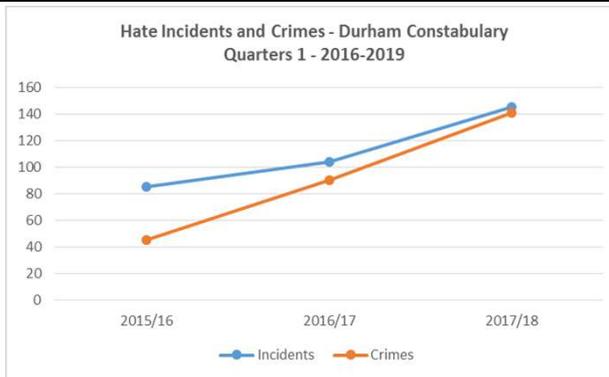
The graph bottom opposite shows the percentage breakdown of the level of risk attached to domestic abuse referral forms filled in by officers upon attending a domestic abuse incident. It shows that – recently – the level of ‘standard’ risk has fallen, and that ‘medium’ risk has risen.





## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?



#### Police Recorded Hate Crime

Hate crimes and incidents are those perceived, by the victim or any other person, to be motivated by hostility or prejudice based on a personal characteristic such as race, religion, disability, sexual orientation, gender, gender reassignment, age or any other particular characteristic. They are harmful not only to individual victims but can also affect families and entire communities.

Police recorded hate crimes and incidents have risen in Durham comparing the past few first quarters. This is believed to be because of work done by the police to better record hate crimes and incidents with the appropriate qualifier – and work with call handlers to raise awareness of considering ‘hate’ when answering calls.





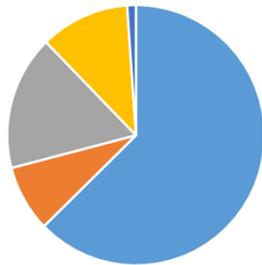
## Outcome 2: Victims and the Vulnerable Feel Supported

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

### Hate Crime Strands

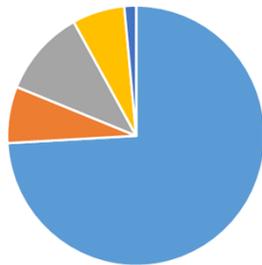
The charts below show the breakdown of different hate crime strands, comparing Durham with the average for England and Wales. It shows that, overall, the proportion of race hate strands is smaller for Durham, with hate associated with sexual orientation and disability being slightly larger.

Hate Crime Strands - Durham Constabulary  
2016/17



■ Race ■ Religion ■ Sexual Orientation ■ Disability ■ Transgender

Hate Crime Strands - England and Wales  
2016/17



■ Race ■ Religion ■ Sexual Orientation ■ Disability ■ Transgender

### Hate Crime Advocacy Service (HCAS)

The Hate Crime Advocacy Service works directly with victims and witnesses of hate crimes and incidents to help them through the process of prosecution. It can also help them to cope with the crime to which they have been subjected.





## Outcome 2: Victims and the Vulnerable Feel Supported

KPQ3: How well are Victims Supported to Cope and Recover, and Engage in Criminal Justice Processes?

### **Rape Scrutiny Panel**

The North East Regional Violence Against Women and Girls (VAWG) strategy has a priority to establish scrutiny panels which consider a selection of cases where prosecutions either did not happen, or failed in court.

The Panel in Durham meets throughout the year and publishes an annual report. These reports are published on the PCVC's website – and the latest report can be accessed through clicking on the image opposite.

The 2017 report highlighted both points of good practice and made seventeen recommendations. The recommendations made in the report are monitored by the Panel, and members request regular updates throughout the year. The 2018 report will give an update as to progress made against recommendations and this performance report will highlight these in the future.



Scrutiny Report

**Durham PCVC  
Rape Scrutiny Panel**

March 2017





## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ4: How well are Vulnerable People Supported?

Key Performance Question 4 on support for people who are vulnerable looks at some of the demand the police face, as well as initiatives being driven by the police, and work being progressed through partnerships.

	Key Performance Indicators/Key Areas	PCV Plan Priority Links
<p>“I will continue to work with partners to support vulnerable people, so that they do not become victims of crime and anti-social behaviour.”</p> <p><i>Police, Crime and Victims’ Plan, 2018-2021</i></p>	Mental Health Incidents – Police Recorded Suicides	Safeguard Vulnerable People
	Street Triage Team	
	Community Peer Mentors	
	Vulnerability Intervention Pathway (VIP)	





## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ4: How well are Vulnerable People Supported?

These are the headlines, an explanation where necessary, and what it is we're going to do about it.

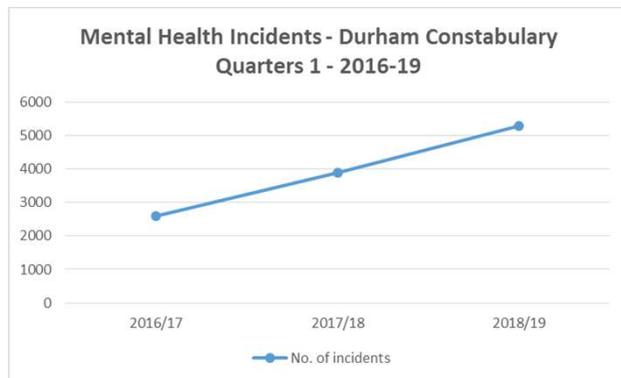
'What is happening'	'Why it is happening'	'What we're doing'
The number of recorded mental health incidents by Durham Constabulary has increased.	Increased police staff awareness, increased public awareness, rise in demand.	Working with partners in health through the Street Triage Team initiative.
The Street Triage Team supported 34% of mental health-related calls in quarter one 2018-19.		
The Joint Hate Crime Action Group has developed an action plan to be implemented over the next year.	Work planned as a consequence of the Hate Crime Conference held in July.	Working through the plan; updating on progress in a future performance report.
265 people are now trained as Community Peer Mentors.		Continuing to train Peer Mentors – and monitor progress of the project.





## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ4: How well are Vulnerable People Supported?



### Mental Health Incidents & Suicides

The number of mental health incidents recorded by the police has increased significantly, comparing quarters one of 2016/17 and 2018/19. Reasons which relate to the increase on the police side of things include work by the Constabulary to improve staff understanding of mental ill-health as well as a more general raised public awareness. There has also been a genuine rise in demand, likely partly as a consequence of reduced capacity in other emergency services. Partners other than the police naturally play a critical role particularly with regard to preventative work in relation to mental ill-health.

Data published by the ONS shows that the number of recorded suicides fell slightly between 2015 and 2017 both nationally and across Durham and Darlington.

	2015	2016	2017	% change (between 2015 and 2017)
<b>England</b>	4820	4575	4451	-8%
<b>County Durham and Darlington</b>	73	62	69	-5%





## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ4: How well are Vulnerable People Supported?

Supporting people who are vulnerable across County Durham and Darlington is best done in partnership. That's why the Constabulary and my office works with partners to tackle issues ranging from mental ill-health, hate crime, drugs and alcohol, and in relation to areas of deprivation.

#### Street Triage Team

The Street Triage Team provides a service to assist Durham Constabulary call-handlers with their decision-making if they have concerns regarding someone's mental health.

34%

The average of mental health-related calls supported by the Street Triage Team – mental health nurses co-located within the Constabulary (Q1 2018-19)

#### Joint Hate Crime Action Group

Following the recent Hate Crime conference, the Joint Hate Crime Action Group – made up of multiple agencies – has developed an action plan to be implemented over the next year.

Joint Hate Crime Action Plan





## Outcome 2: Victims and the Vulnerable Feel Supported

### KPQ4: How well are Vulnerable People Supported?

Here are some of the initiatives that both Durham Police and I have been a part of to help support people who may feel vulnerable.

#### **Vulnerability Intervention Pathway (VIP)**

The VIP Navigator Service works with adults with particular needs that require multi-agency support. The initiative is council-led and police representatives work with partners, including on the VIP Programme Board and Tactical Group.

265

Number of people trained as  
Community Peer Mentors as of  
August 2018

#### **Community Peer Mentors**

Community Peer Mentors is a project which aims to reduce the pressure on frontline emergency services by engaging with and supporting people who feel they are vulnerable owing to ASB, neighbour disputes, or crime. It engages with those who make frequent calls, helping reduce the severity and/or frequency of these calls. As a project it is now active across the whole of Durham Constabulary with area coordinators in place.





# Quarterly Performance Report

## Office of the Durham Police, Crime and Victims' Commissioner



### Glossary (1/2)

Anti-Social Behaviour (ASB)	any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life
ASB Environmental	the interface between people and places; incidents where individuals and groups have an impact on their surroundings including natural, built and social environments
ASB Nuisance	incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims – interfering with public interests including health, safety and quality of life
ASB Personal	incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group or having an impact on an individual or group, or having an impact on an individual or group rather than the community at large
Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)	the body responsible for inspecting police forces
Most Similar Groups (MSGs)	groups of police force areas that have been found to be the most similar to each other based on analysis of characteristics linked to crime
National Crime Recording Standards (NCRS)	standards for recording crime in accordance with the law





# Quarterly Performance Report

## Office of the Durham Police, Crime and Victims' Commissioner



### **Glossary (2/2)**

National Rural Crime Network (NRCN)	a collaboration of Police and Crime Commissioners (PCCs), the police, and other organisations who work to see greater recognition and understanding of the issues rural communities face
Office for National Statistics (ONS)	the Office for National Statistics is an independent producer of UK official statistics
Key Performance Indicator (KPI)	a measure used to evaluate the success of something
Key Performance Question (KPQ)	the questions which KPIs help to answer
Victim Based Crime	offences with a specific identifiable victim

