



DURHAM POLICE & CRIME COMMISSIONER'S

# PCC PERFORMANCE AND DELIVERY UPDATE REPORT

APRIL – JUNE 23

Making the communities of County Durham and Darlington safer, stronger and more resilient to crime, drugs and Anti-Social Behaviour





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# FOREWORD

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Durham remains at the very forefront of policing innovation in the UK. I know our communities feel just as proud and grateful as I do for the dedicated officers, staff and volunteers delivering these improvements to keep them safe. The progress highlighted in this report would also not be possible without the strong and effective leadership of the Chief Constable and her senior team who continue to push the boundaries of advancement to secure the Constabulary's place among the best.

I would like to personally thank Jo Farrell for her hard work and tenacity over the years. I have absolutely no doubt that she will continue to lead Police Scotland with the same courage and determination she has invested in Durham and wish her the best of luck in her new chapter. It has been down to her passion and drive that the force is held in such high esteem nationally in many areas of service and investigation. Her commitment to enshrine equality, diversity and inclusivity will remain a lasting legacy in everything the force does.

Like all forces, Durham Constabulary continues to endure unprecedented pressures in demand. This has intensified over the summer with a 24.5 per cent increase in 999 calls between April and June compared to the final quarter of 2022-23 and a 12.2 per cent rise in 101 calls.

I know call-answering times are a great concern to the public and influence confidence in policing overall. This is why I made call handling a priority soon after my election and agreed to substantial investment in the Force Control Room. This has brought a recruitment uplift and a 24-7 non-emergency live chat service among other improvements. A second cohort of call handlers will join in September, but we are already seeing progress with the number of 999 calls answered within 10 seconds increasing and fewer 101 calls abandoned.

We are also seeing a sustained decline in Anti-Social Behaviour (ASB). The number of incidents reported in the first quarter of 2023-24 fell 33 per cent compared to the same period last year, although they have spiked in comparison to the previous quarter as is typical for the summer season.

ASB is a top priority for the public and I know they will warmly welcome the unprecedented attention this issue is receiving through our involvement in a new national pilot. This has seen officers working closely with partners Durham County Council, Darlington Borough Council and the Fire and Rescue Service to roll out 'hotspot' enforcement patrols in areas with the worst ASB problems. The first patrols, part of the Government's ASB Action Plan, got underway in July and aim to increase the speed at which problems can be dealt with and help deter future offending. The pilot also includes a new Immediate Justice Service where perpetrators of ASB will receive swift and visible punishment in their communities.

My office secured £2m from the Home Office for this initiative this year and further funding for the project will be provided in 2024/25. Already, this has enabled the award-winning Community Peer Mentors scheme I manage to oversee the refreshed case review process (formerly known as Community Trigger) – the system whereby repeat victims of ASB can call for a detailed review of the action taken by partners to resolve their issues. The funding has secured the appointment of three new area coordinators for the CPM to enhance support to victims of ASB through this service.

Through my national responsibilities, I have continued to work at the heart of Government to deliver the policy and legislative changes the people of County Durham and Darlington and the rest of the country need.

As the Association of Police and Crime Commissioners' (APCC) National Lead on Addictions and Substance Misuse, I successfully lobbied the Government over a ban on nitrous oxide. Durham Constabulary also became the first force in the country to sign up to the Workplace Charter to Reduce Gambling Related Harms. I am now working with the National Police Chiefs' Council's lead on addiction to roll this out across the remaining 42 forces. Within the context of this reporting period, I am delighted to report that Durham's performance as judged by His Majesty's Inspector of Constabulary & Fire and Rescue Service (HMICFRS) is still among the best in the country, with the force achieving eight Good and two Outstanding judgements, including value

for money. In April, the force provided a further update to HMICFRS on the significant work underway to provide therapeutic support services to children impacted by online sexual abuse and exploitation. Among many developments highlighted was the new three-year contract I awarded to the Rape and Sexual Abuse Counselling Centre (RSACC) for counselling services which will also now benefit children and young people who have been victims of child sexual abuse and exploitation.

In other progress, there has been a reduction in all categories of road casualties when comparing quarter one with the same period in 2022-23, including a 50 per cent reduction in fatalities and 16.9 per cent reduction in serious casualties. Throughout the reporting period, several enforcement and educational campaigns have run to improve driver awareness including a proactive Seatbelt Campaign which detected 23 violations.

Meanwhile, we are making headway with our Safer Streets investment with the delivery of ASB theatre performances for secondary school pupils, education packages for young people at risk of committing ASB and early intervention programmes to promote behavioural change.

My office secured almost £1.5m in the fourth round of the Home Office's Safer Streets Fund. It is the first time Safer Streets has directly tackled ASB in problem areas. The funding has also continued to provide improved security at properties vulnerable to burglary with 155 homes accepting the free security upgrades on offer in the target areas of Ferryhill and Stanley. In addition, 52 Ring Doorbells have been installed or are in the process of being installed.

I am proud of our continued progress across my priorities but determined to achieve more. In today's changing world, policing encompasses an ever-growing array of responsibilities and duties – many of which do not concern the reporting of or investigation of crime. Ensuring the Chief Constable has the capabilities and central funding necessary to mitigate these challenges effectively and tackle the primary duty of keeping our communities safe will continue to drive my approach.

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## Joy Allen

Durham Police and Crime Commissioner



## ACCOUNTABILITY: KEY PERFORMANCE INDICATOR REPORT

This performance report 2023/24 provides the Police and Crime Panel with an update on the progress being made against my Police and Crime Plan priorities during April to June 2023 (Quarter 1 of 2023/24). All narratives are directed towards this period and/or provide a current strategic overview and examples.

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



# SAFER COMMUNITIES

## FORCE STAFFING LEVELS

Staff Type	2010 baseline	2019 baseline	Q4 2022/23	Q1 2023/24	Direction of travel (from 2010 baseline)
Police Officers	1557	1141	1387	1366	↓
Police Staff	1016	990	1079	1083	↑
PCSOs	176	150	114	114	↓
Specials	131	76	23	22	↓
TOTALS	2880	2357	2603	2585	↓

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The number of Police officers has increased during 2022/3 from 2019 baseline and has exceeded the national Uplift target. These additional officers include transferees which are more expensive to employ (and funded from local council tax precept) but are already trained and experienced and make a faster impact than new recruits. The Force still has fewer officers than in 2010 despite one of the largest increases in recorded crime (excluding fraud).

Police Staff numbers increased in 2022/3 in specialist roles, the cost of which is partly funded from grant.

PCSO numbers fell due to a temporary recruitment freeze in response to demands in answering 999 calls which has resulted in additional staff being recruited as call handlers. I continue to challenge the Force to start this recruitment of PCSOs as soon as possible to ensure that Neighbourhood Teams can provide the level of service the public want.

Special Constable numbers have reduced although the Force is now recruiting to fill all vacancies. A further update will be provided in the next report on the increase in the number of residents who volunteer to support policing across the Force area which will at least double the current capacity. These Special Constables also have the same powers and responsibilities as regular Police officers.

The Force are also recruiting an additional eight Tri-Responders to tackle Anti-Social Behaviour as part of the hotspot policing national pilot and will have roles covering fire and rescue, council wardens and PCSOs.

## PUBLIC CONTACT METHODS

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

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

I agreed to substantial investment into the Force Control Room to aid with recruitment and technology investment. As such, 15 new call handlers started in May 2023 a planned recruitment for an additional 18 call handlers is due to start September 2023; which will assist with the increased demand being placed on the Force's 999/101 system.

I have also invested in Operation Snap which is an excellent initiative to encourage members of the public to submit dashcam and headcam footage via an online form, where previously, the only option to report dangerous driving was over the phone.

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

CALL DATA	Q1 22/23 baseline	Q4 2022/23	Q1 2023/24	% change (baseline to 23/24)	Direction of travel (from baseline)
999 Calls	27852	25335	31539	13.2%	↑
101 (SNEN Calls)	68585	63219	70929	3.4%	↔
Totals	96437	88554	102468	6.3%	↑

999 calls have seen a 24.5% increase in Q1 2023/24 compared to the final quarter of 2022/23. Comparing Q1 2023/24 to the baseline period there has been a notable increase of 13.2%.

101 calls have seen a 12.2% increase in Q1 2023/24 compared to Q4 2022/23. Comparing Q1 2023/24 to the 2022/23 baseline there has been an overall increase of 3.4% in 101 calls.

Public Access to Services	Q1 22/23 baseline	Q4 2022/23	Q1 2023/24	Direction of travel (from baseline)
Number of 999 calls answered within 10 seconds	8972	16226	19425	↑
Average answer time for 999 calls (seconds)	25.4	17.8	18.8	↓
101 calls abandoned	17005	14393	14408	↓

The average answer time for a 999 call during Q1 2023/24 was 18.8 seconds which is a slight increase compared to Q4 2022/23. When compared to the baseline (Q1 2022/23) however this is a reduction of 6.6 seconds.

In addition to 101/999, the Force now has a 24/7-seven days a week-non-emergency live chat service which is for general enquiries and advice, as well as reporting non-urgent incidents or crimes.



# NEIGHBOURHOOD CRIME

Neighbourhood crime is composed of the following crime types (Police Recorded Crime):

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

Neighbourhood Crime	Q1 22/23 baseline	Q4 2022/23	Q1 2023/24	% change (baseline to 23/24)	Direction of travel (from baseline)
Recorded	1121	1322	1305	16.4%	⬆️
Resolved	218	159	180	-17.4%	⬆️
Resolved Rate	19.4%	12.0%	13.8%	-5.7%	⬆️

Neighbourhood Crime has seen an increase in recorded volume between Q1 2022/23 baseline and Q1 of 2023/24 (by 184 crimes/16.4%). This increase in recorded crime is reflected across all crime types except for Vehicle Crime which remains stable. Residential Burglary and Vehicle Crime did account for the majority of Neighbourhood Crime volume during Q1; 43% and 48% respectively.

The overall category of Neighbourhood Crime has seen a small decrease in recorded volume between Q4 2022/23 and Q1 2023/24 (by 17 crimes/1.3%).

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# ANTI-SOCIAL BEHAVIOUR (ASB)

The table below displays overall ASB incidents have shown a declining trend over the past 12 months, with a 33% decrease compared to the baseline. This is expected in line with the ASB review conducted in August 2022.

ASB incidents	Q1 22/23 baseline	Q4 2022/23	Q1 2023/24	% change (baseline to 23/24)	Direction of Travel (from baseline)
ASB (all incidents)	4856	1878	3267	-32.7%	↓

There has been a 73.9% increase in total ASB incidents reported to the Police from Q4 2022/23 compared to Q1 2023/24. ASB is subject to seasonal variation, with higher levels of ASB anticipated in the summer months.

N.B-Decreases in ASB incidents are because of improved compliance with National Crime Recording Standards, with ASB incidents increasingly categorised as a crime, leading to a reduction of traditional ASB data indicators. Essentially, reports that were previously categorised as an ASB incident are now being categorised as a crime, for example harassment or public order, and therefore do not appear in ASB incident data statistics.

## HOTSPOT PATROLS

The ASB Action Plan was published on 27th March 2023, a key part of the Government's Levelling Up agenda, specifically the mission is to improve pride of place and to reduce crime. As part of the Action Plan, the Government announced a suite of initiatives to tackle ASB locally. Durham Constabulary is one of 10 Police force areas piloting ASB hotspot approaches ahead of wider rollout.

Funding is aimed at testing the delivery of new ASB Hotspot Response pilots, prior to rollout across England and Wales in 2024/25. The funding will pay to guarantee additional patrols or other presence in a specific area at specific times when ASB is most prevalent. The purpose is to fund an increased Police and other uniformed presence to reduce Anti-Social Behaviour, targeting hotspots.

Additionally, funding from this has been provided for the Community Peer Mentors (CPMS) to oversee the case review process which has been agreed with all partners, as well as other OPCC staff supporting the pilot and paid for by Government.

Details of the case review (formerly Community Trigger) are now available on the PCC website and the Community Peer Mentors will provide appropriate support to anyone wishing to progress a review. Durham Police & Crime Commissioner | ASB Case Review ([durham-pcc.gov.uk](https://durham-pcc.gov.uk)).

Three new Area Coordinators for the CPM are also funded to provide a unique option to those negatively affected by ASB in County Durham and Darlington. The coordinators will be deployed with Police and other statutory services as a joint approach to reduce ASB and the fear of crime, whilst tackling those involved in ASB. As an independent service, the CPM will offer direct support to individuals or communities impacted by ASB.

## IMMEDIATE JUSTICE

The ASB Action Plan also commits to the roll out of new Immediate Justice services. Durham Constabulary is 1 of 10 initial trailblazer Police force areas; the objective being to provide evidence regarding the feasibility of the proposals prior to an anticipated national roll out in 2024.

An extension of the current provision from Probation Service will provide meaningful opportunities for offenders of ASB to give back and provide a range of other benefits, such as repaying the community





for harm caused and 'signalling' to others that they have changed with the ambition of doing so within 48 hours of referral.

Fixed Sites will be established for reparation activity in addition to 'Marquee' sites which will provide the opportunity for a changing venue and activity in each quarter linked to the hotspot area and responding to victim or community requests.

I am keen on joint work between Local Authorities and the Probation Service to be involved with 'bloom' and planting of bulbs in hotspot areas. This will encourage local pride in the community for those who were involved in the reparation activities.

For young people who are involved in ASB there will be an enhancement of the existing Youth Justice reparation interventions to tackle offending. Referrals to the projects are expected to start in July and an update will be provided each quarter with regard to progress.

## NITROUS OXIDE

I am also urging the public to report sightings of discarded nitrous oxide cannisters in a bid to help authorities identify where young people and adults are taking the drug and increase patrols in these areas. I have successfully lobbied the Government over a ban on nitrous oxide, by reminding young people and their parents and carers over the risks of taking nitrous oxide. I have also written to the Football Association expressing my concern about footballers taking nitrous oxide for leisure purposes and on their responsibilities to be positive role models to younger people. My office is also signposting people to help resources to raise awareness of the dangers and impact on health of the drug. The prevalence of nitrous oxide on the streets is an issue for every county in the country and it is imperative parents and carers familiarise themselves with the risks to help deter and protect their children from engaging in the use of this drug. There is worrying evidence of young people consuming nitrous oxide and then driving which could and has had fatal consequences. Across the country, we are seeing increased reports of nitrous oxide being a factor in several serious collisions. The health effects are especially dangerous when nitrous oxide is inhaled alongside taking alcohol, which can lead to increased health risks and more recently it has been linked to the cause of deaths and serious injuries on our roads. We are working closely with partners to address these issues and reduce Anti-Social Behaviour in relation to nitrous oxide.



# SAFER PEOPLE

## VIOLENT CRIME

Violent Crime	Q1 22/23 baseline	Q4 2022/23	Q1 2023/24	% change (baseline to 23/24)	Direction of travel (from baseline)
Violence with Injury	1427	1410	1508	5.7%	↑
Homicide	1	4	1	0.0%	↔
VAP total	5767	6847	6960	20.7%	↑

### VIOLENCE AGAINST THE PERSON:

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There has been an increasing trend in Violence Against the Person recorded crime between Q1 2022/23 and Q1 2023/24. The ongoing review of unrecorded crimes within ASB has generated a significant rise in the recording of harassment (section 2) since August 2022, which accounts for a third of the increase seen. The small increase seen between Q4 2022/23 and Q1 2023/24 is likely to be due to seasonality with higher levels over the summer months.

### VIOLENCE WITH INJURY

There has been a 5.7% (81 crimes) increase in recorded offences when comparing Q1 2022/23 with Q1 2023/24.

Between Q4 2022/23 and Q1 2023/24 there has been a 7% increase in the number of recorded Violence with Injury offences, however across the 12-month period there has been overall stability following a peak in July 2022.

### SARC SERVICES

I jointly commission the forensic Sexual Assault Referral Centre for all those who are victims of sexual assault. This is a regional contract provided by Mountain Healthcare with NHS England and my PCC colleagues in Northumbria and Cleveland, but Durham residents are primarily seen in our local Meadows facility. Over this last quarter there have been 92 referrals into the service, with 31 people attending the SARC and 53 receiving telephone support.

During the current quarter, the Community Peer Mentors have had a dedicated coordinator working with Durham County Council to reduce youth offending and ASB in Stanley, Ferryhill and Peterlee; thereby stopping young people from entering the Criminal Justice System. Additionally, new funding has been provided for three new Area Coordinators as a unique option to those negatively affected by ASB in County Durham and Darlington, deploying with Police and other statutory services as a joint approach to reduce ASB and the fear of crime, whilst tackling those involved in ASB. The Community Peer Mentors directly support the person, or community, as they are independent of the Police whilst linked to the PCC ASB Champion and the initiation of an ASB Trigger and the help in identifying ASB Hotspots. This support has been identified as providing a voice for the unheard and an option of raising issues and having a direct involvement in reducing ASB.



## **GAMBLING HARM**

Durham Constabulary, with my support, has become the first Police force in the country to sign up to the Gambling Workplace Charter, setting out our commitment to tackling gambling harms in the workplace and the wider community. To achieve this, the force has taken a number of steps including a revision of the unmanageable debt policy- this now ensures that those impacted by gambling harms do not slip into further financial difficulties. Durham has also refreshed the advice and signposting guidance provided through the development of a wellbeing tile dedicated to gambling harms.

Additionally, the force's Diversion and Rehabilitation Team (DART), who form part of the force's Offender Management Unit, have received training alongside custody officers to help individuals access the help they need to tackle gambling addiction. Durham Constabulary has taken a leading role in implementing best practice and is currently working with other force areas and higher education institutes to ensure a consistent and effective approach is taken to tackling gambling harms.

# NON-CRIME DEMAND

## MISSING FROM HOME (MFH)

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

Missing From Home (MFH)	Q1 22/23 baseline	Q4 2022/23	Q1 2023/24	% change (baseline to 23/24)	Direction of travel (from baseline)
Missing Person Referrals	1268	1082	1297	2.3%	↔

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

Overall, in the current Q1 2023/24 period Missing From Home referrals observed a 2.3% (29 referrals) increase compared to the same period last year (Q1 2022/23 baseline). Additionally, Q1 2023/24 also observed a 19.9% (215 referrals) increase on the previous Q4 2022/23 period; in particular observing a peak in May.

Children under the age of 18 accounted for 81% of all Missing From Home referrals over the past 12-month period. There has been a significant increase in the number of reports of children missing from a care home.

## MENTAL HEALTH

Mental Health Incidents	Q1 22/23 baseline	Q4 2022/23	Q1 2023/24	% change (baseline to 23/24)	Direction of travel (from baseline)
Incidents with a 'Mental Health' qualifier	4308	3128	3313	-23%	↓

Mental health incidents have shown an increase in Q1 2023/24 compared to Q4 22/23 by 5.9% (185 incidents); however, this is still notably below the baseline period with a decrease of 23% (995 incidents).

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

Mental health incidents account for 7% of all incidents in Q1 2023/24.

Please note that data in this report is subject to change due to recording/re-tagging practices.

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



Police calls associated with mental health crisis have risen locally and nationally. Launched in 2019 "Familiar Faces" is a multi-agency approach which continues to date. Familiar Faces is commissioned by the Integrated Care Board and provides a supportive network to professionals who are involved in the care of any person within County Durham and Darlington. The original programme focused on identification and analysis of vulnerable people who were frequent service users. Familiar Faces focuses on reducing demand on services and partner organisations as well as providing more proactive, planned interventions for individuals. The programme identifies individuals who frequently present in distress to multiple public services and have an impact on resources. A range of organisations attend Familiar Faces to discuss and share information and agree a collaborative approach to supporting and managing the individual. Interventions include a tiered referral system; inclusive care plans; joint decision making; support processes for repeat callers and information sharing across agencies.

This unique partnership between Durham Constabulary and the NHS has helped vulnerable individuals access early mental health support – and reduced the number of repeat caller incidents to the Police by almost 70 per cent, reduced mental health pace detentions by 50% and reduced Police time by 73.7%. Case studies illustrate improved individual outcomes as well.



# SAFER ROADS

Please note all KSI data is subject to change due to re-categorisation of injuries in instances where severity may alter over time.

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

## CASUALTIES (FATAL, SERIOUS, SLIGHT)

The table below provides a breakdown of "All Casualties" data within Durham Constabulary Force Area; showing both quarterly analysis and a comparison with the baseline period of the equivalent quarter in the previous financial year.

Road - Casualties	Q1 22/23 baseline	Q4 2022/23	Q1 2023/24	% change (baseline to 23/24)	Direction of travel (from baseline)
Fatal	6	7	3	-50.0%	↓
Serious	65	39	54	-16.9%	↓
KSI (fatal + serious)	71	46	57	-19.7%	↓
Slight	130	136	107	-17.7%	↓
All Casualties Total	201	182	164	-18.4%	↓

There has been a reduction in all road casualty categories when comparing Q1 2023/24 with the Q1 2022/23 baseline period; overall there has been a 18.4% (37 casualties) reduction in all casualties. Additionally, Q1 2023/24 observed a 9.9% (18 casualties) reduction on the previous Q4 2022/23 period.

## SAFETY CAMPAIGNS:

### April 2023 – 2-Wheels Campaign.

National NPCC campaign. Engagement with lots of motorcyclists via the DRAP (Durham Roads and Armed Policing) Bike section in areas popular with bikers. Also carried out a Close Pass operation in Darlington (identified location through incident data) where 11 drivers were educated. A number of offences were also identified and dealt with such as Number Plate offences and insecure loads on transport vehicles. There was also a joint operation with Northumbria Police focussing on motorcycle engagement.

### May 2023- Project EDWARD (EveryDayWithoutARoadDeath) and GLOBAL Road Safety Week.

Engagement with Durham County Council and Newton Aycliffe NPT where a walking bubble around primary schools activity was promoted and carried out in line with the safer mobility themes of the EDWARD and GLOBAL campaigns.



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**June 2023** - Seatbelt Campaign where there were 23 violations captured.

Op Tramline was carried out on 3 occasions where Police utilised the HGV Cab from National Highways to patrol the arterial road networks:

**April 2023** - 11 people were dealt with for violations

**May 2023** - 22 people were dealt with for violations

**June 2023** - 21 people were dealt with for violations

Small handout cards for officers have been created to provide to road users to advise them of the reason for carrying out these campaigns – highlighting the Fatal Four and promoting Operation Snap.



**OPERATION  
SNAP**

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

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



**DURHAM CONSTABULARY  
ROADS & ARMED POLICING**

Road Casualties devastate families and communities.

Durham Constabulary are committed to improving road safety.

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

**FATAL 4 ISSUES.**  
These are the main causation factors of collisions that we tackle every day through these campaigns.

- SPEEDING** (SLOW DOWN)
- DISTRACTIONS** (NO PHONE)
- SEATBELT** (WEAR SEATBELT)
- ALCOHOL & DRUGS** (NO ALCOHOL/DRUGS)



# FUNDED SERVICES FOR VICTIMS

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

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

## COMMUNITY PEER MENTORS (CPMS)

Between Q4 2022/23 and Q1 2023/24, the Community Peer Mentors experienced a 15.4% (61 referrals) increase in referrals; with there being an overall increase of 89.6% (216 referrals) in referrals when compared to the 2022/23 baseline.

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

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Referrals-CPMs	Q1 22/23 baseline	Q4 2022/23	Q1 2023/24	% change (baseline to 23/24)	Direction of travel (from baseline)
All Referrals	241	396	457	89.6%	↑
Police	120	124	145	20.8%	↑
MASH	28	92	109	289.3%	↑
NHS	64	89	98	53.1%	↑
VCAS	45	63	78	73.3%	↑

The overall number of individuals referred into the CPMs during Q1 2023/24 stands at 457; and of those 84% were offered support.

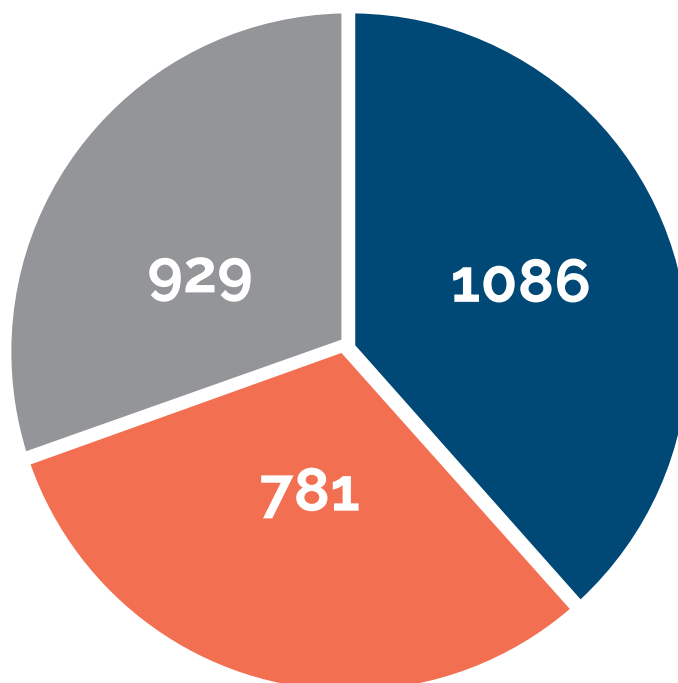
During Q1 2023/24, it was identified that of all referrals 41% of those referred had an alcohol misuse issue which affected their life and 24% identified as having a substance misuse issue; and 18% were affected by both.

40% of all referrals in this quarter identified ASB as having a negative effect on their life. However, comparing to the baseline (Q1 2022/23) there has been a 123% increase in referrals where people are negatively affected by ASB.

# VICTIM CARE AND ADVICE SERVICE (VCAS)

New model of care to create 'one stop shop' for victims' services

## Referrals to VCAS



19

■ Supported by VCAS ■ Declined support offer made by VCAS ■ Others - Out of VCAS scope e.g. DV, Acute SV

Over Q1 2023/24, of those that were supported due to them feeling less safe following a crime, 81% (of those that provided feedback) reported that they felt safer following the support provided by VCAS. Of those that reported their health and wellbeing had been affected by the crime 87% (of those that provided feedback) reported an improvement following support. Over 91% reported that their needs had been met following the support provided by VCAS, with 88% of victims reporting that they felt their quality of life had improved following support.

The VCAS team continue to provide unrivalled support to those victims and witnesses in cases that are to be heard in court, this pro-active offer is in addition to any previous offer made and it is intended to improve the experience of those who are often struggling to navigate their way through the often-complicated criminal justice process. This offer also provides an opportunity to explore any Restorative Justice needs or opportunities.

During Q1 2023/24, 470 victim and witness referrals were made into VCAS for this support. This support can range from emotional and practical help, reviewing special measures needs, updating their victim personal statements, arranging pre-trial visits to court and in some instances being with that person at court on the day they are required to attend. Many of those supported by VCAS through this service advised that they may have disengaged with the process had they not had this support available to them. Additionally, during Q1 2023/24, 98% of victims reported that they were better able to engage with the court process following the support provided by VCAS (where court proceedings were taking place).

During Q1 2023/24, the "in-house" Victim Care and Advice Service (VCAS) were able to offer their support to over 2200 victims of crime.

# MINISTRY OF JUSTICE FUNDING

During this first quarter, my office has continued to receive funding from the Ministry of Justice and welcomed the longer three-year commitment; this enables us to better secure and develop services for victims of crime going forward. As well as our core service through the Victim Care and Advice Service, (VCAS), my office continue to provide services for victims of sexual and domestic abuse and have also been able to support local voluntary services such as Durham Pride, the FREE Project, Aspire, Changing Lives and the Just for Women's Centre. We continue to review our service provision through this funding and actively review any gaps in service, for example, we were able to fund two sexual violence navigators to provide immediate support and a triage service to all those who are victims of sexual violence. We also consult and support other statutory services and partners regarding appropriate funding considerations to support this work.

## SAFER STREETS

£1,469,169 funding secured to make County Durham and Darlington safer from the Home Office's Safer Streets Fund.

This is the first time the Safer Streets scheme has directly tackled ASB in problem areas. My office is overseeing the referral process, and so I am keeping a close eye on the projects to ensure we are maximising these resources in the target areas.

### Ferryhill and Stanley

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Upgrading of 2 CCTV cameras on Market Street and Main Street to 4K mobile capability.

Approximately 30 empty properties have been identified for decorative boarding.

155 properties have accepted the offer of WIDE measures in the target area.

52 Ring Doorbells agreements have been signed and the equipment has been installed or is in the process of being installed.

Ambassadors for Community Change attended a Safer Streets information session at Dean Bank Institute Ferryhill and spoke to people about the Commissioner's Challenge, asked those attending to sign their Drivers Pledge for safer driving and gave out window posters.

Cleves Cross Primary Yr5 pupils achieved their Silver Commissioner's Challenge Shields for "Keeping our Streets Safe – Keep it Tidy".

Delivery of the Curve project is continuing. One cohort is now complete in Ferryhill (project target is to work with 12 young people) with another programme scheduled for summer 2023.

### Peterlee

133 properties have accepted the offer of WIDE measures in the target area.

36 Ring Doorbells agreements have been signed and the equipment has been installed or is in the process of being installed.

Work has started and will continue on fencing/barriers in the local area where they do not have private front or rear gardens aimed at reducing Anti-Social Behaviour and off-road bikes.

Additional funding has been sought and spent on solar lighting. The lights have been installed on properties that do not have much lighting during the hours of darkness.

The Project Co-ordinator continues to identify properties to receive locks and alarms alongside the provision of WIDE measures.

Delivery of the Curve Project to 24 young people





An established referral path for parents of young people involved in ASB whilst also (via the community peer mentor programme) providing potential support for the young people themselves.

### **Darlington**

Appointment of a Safer Streets Coordinator and Project Support Officer for the target area.

Delivery of 20 universal Anti-Social Behaviour theatre performances for pupils in Key Stage 3 in all secondary schools.

Delivery of the 'Back on Track' education package to 3 cohorts of 8 Young People over a 7-week programme.

Development and delivery of the Future Pathways Project: 2 multi-activity sessions a week at two differing venues for 40 weeks.

Recruitment of a Reparation worker to deliver an ASB pathway early intervention programme to 20 young people.

Development and running of a Communications Campaign for the duration of the project.

Purchase and completion of digital ASB training package for 5 years by at least 35 civic enforcement staff and PCSOs.

Delivery of a family support programme to 10 families.

## CCTV AND SECURITY CONTROL CENTRE

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

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

During Q1 of 2023/24 there were 1247 incidents logged which captured a wide array of incident types as displayed in the below table.

Incidents	Q1 23/24
Potential Incident	200
Disturbance	176
ASB	140
Shop Theft	117
Vulnerable Person	117
Vehicle Incident	96
Assault	82
Youth ASB	61
Missing Person	57
Drugs Offences	44
Other Theft	28
Drink Driving	28
Criminal Damage	25
Wanted Person	19
Burglary	16
Arson/Fire	11
Animal Incident	10
Sexual Incident	9
Alarms	9
Other	2

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





The investment I have made into the CCTV and Security Control Centre enables reports of incidents to come in from multiple sources including from Police requests, Pubwatch, Shopwatch and members of the public. During Q1 2023/24, Police requests accounted for 24% of all referrals.

In my Police and Crime Plan I set out that I was going to work in partnership to address both retail and business crime; this initiative allows those signed up to Shopwatch and Pubwatch to rapidly report between businesses of any crime or community safety issues. In Q1 2023/24, 14% of referrals came from Shopwatch and 13% of referrals came from Pubwatch.



# CRIMESTOPPERS

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

In Q1 2023/24, 644 reports to Crimestoppers were sent to Durham Constabulary, a 16.0% increase compared to Q1 2022/23; 20.7% of disseminated reports were converted into an arrest, charge or positive outcome during Q1. Crimestoppers receives reports of various different crime types which are then forwarded onto Durham Police.

The table below displays a breakdown of number of reports by crime type.

Crime Type	Q4 2022/23	Q1 2023/24	% change (baseline to 23/24)	Direction of travel (from baseline)
Drink & Drug Driving	133	178	33.8%	↑
Vulnerability & Safeguarding	20	43	115.0%	↑
Trading Standards	12	25	108.3%	↑
Murder & Other Killings	5	9	80.0%	↑
Drug Trafficking & Supply	267	309	15.7%	↑

During Q1 2023/24, Crimestoppers has delivered 1 regional/local campaign. The focus of the campaign was Keyless Car and Van Theft and it was launched at the end of April for two weeks over social media.

The main objective of this local campaign was to raise awareness of Crimestoppers and to encourage the reporting of information around stolen vehicles, names of those responsible, locations of chop shops, suspicious activities on the street as well as information on areas where cars are held. This campaign helped to increase the quality of information provided to the Force as well as raising awareness of keyless vehicle theft and what it entails.

My Office in conjunction with Durham Constabulary helped to fund 80 stop locks which were handed out to members of the public in order to prevent keyless car and van thefts.



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

Over the reporting period there has been one HMICFRS inspection that the PCC has been asked to respond to: An inspection of how well the Police and National Crime Agency tackle the online sexual abuse and exploitation of children – 5/4/23.

An inspection of how well the Police and National Crime Agency tackle the online sexual abuse and exploitation of children ([justiceinspectorates.gov.uk](https://justiceinspectorates.gov.uk)).

**PCC's have been asked to respond to one recommendation held within the report:**

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1/ By 31 October 2023, chief constables and Police and crime commissioners should make sure their commissioned services for children, and the process for referring them for support or therapeutic services, are available for children affected by online sexual abuse and exploitation.

All Child Exploitation and Online Protection (CEOP) cases where a child is identified as a suspect or affected are referred through a safeguarding referral into the Multi-Agency Safeguarding Hub (MASH). Where affected family's opt-in, they are also supported by the Durham consequential victim scheme. Where suitable, young people who are CEOP offenders are referred into the Youth Offending Service (YOS) who conduct appropriate diversionary activity to safeguarding and prevent future offending.

In September 2022, Durham Police and Crime Commissioner awarded Rape and Sexual Abuse Counselling Centre (RSACC) a continuous counselling funding for the three years, as part of her long-term plans for services for sexual abuse victims across County Durham and Darlington. The funding has come from the victims, core budget, which the Commissioner to able to use for victims, services across the area. Unlike the previous contract, this funding included support for children and young people who have been victims of child sexual abuse and exploitation.



In October 2022, RSACC was also awarded funding to develop a method of engaging with and supporting parents/carers of children who had experienced CSA and deliver the project to a small group of parents/carers to trial the work, provide support, and gather feedback to inform future work. Based on the completed evaluation Durham OPCC has provided an additional years funding to support another 2 cohorts of parents and is planning to work with our local health commissioners to secure long term sustainable funding.

Across Darlington and Durham, Rape and Sexual Abuse Counselling Centre (RSACC) is the main specialist sexual violence provider for delivery of outreach support to adult victims. RSACC has a team of Independent Sexual Violence Advisors (ISVAs) supported by funding from the Durham Police and Crime Commissioner's Office. The service has the equivalent of 1.4 FT Child ISVAs who support children over the age of 13. Durham Constabulary recruit a child ISVA who supports children under the age of 13 years old.

Cleveland, Northumbria, and Durham PCCs operate a jointly commissioned regional SARC model for children and young people. This is based at the Great North Children's Hospital at the Royal Victoria Infirmary Hospital. Children and young people can be referred by the Police, Children's Services, their GP, or a doctor from another hospital. Historic sexual offences are referred into the Dandelion Clinic based in Chester-le-Street hospital which offers two clinics a week for specialist sexual violence and general health support for children aged 0 – 16 years old.

FORCE	Q1 - Providing a Service to Victims of Crime	Q2 - Engaging with and treating the Public with Fairness and Respect	Q3 - Preventing Crime & ASB	Q4 - Responding to the Public	Q5 - Investigating Crime	Q6 - Protecting Vulnerable People	Q7 - Managing Offenders and Suspects	Q8 - Disrupting Serious Organised Crime	Q9 - Meeting the Strategic Policing Requirement	Q10 - Protecting the Public from Armed Threats	Q11 - Building, Supporting and Protecting the Workforce	Q12 - Strategic planning, organisational management and value for money	Recording Data About Crime (CDI)
Durham (Oct 21)	Adequate	Good	Good	Good	Good	Good	Good	Outstanding	Not graded	Not graded	Good	Outstanding	N/A
Gloucestershire (Oct 21)	Inadequate	Good	Good	Inadequate	Inadequate	Inadequate	Adequate	Good	Not graded	Not graded	Good	Inadequate	Inadequate
West Midlands (Nov 21)	Requires Improvement	Good	Good	Adequate	Requires Improvement	Requires Improvement	Adequate	Good	Not graded	Not graded	Adequate	Good	Good
West Yorkshire (Nov 21)	Adequate	Outstanding	Outstanding	Good	Adequate	Good	Good	Outstanding	Not graded	Not graded	Good	Outstanding	N/A
Northants (Nov 21)	Adequate	Requires Improvement	Adequate	Requires Improvement	Adequate	Requires Improvement	Requires Improvement	Adequate	Not graded	Not graded	Requires Improvement	Requires Improvement	N/A
GMP (March 22)	Not graded	Requires Improvement	Requires Improvement	Inadequate	Inadequate	Requires Improvement	Requires Improvement	N/A	Not graded	Not graded	Inadequate	Requires Improvement	Adequate
West Mercia (April 22)	Not graded	Adequate	Good	Requires Improvement	Requires Improvement	Adequate	Adequate	Not graded	Not graded	Not graded	Adequate	Requires Improvement	N/A
Dorset (April 22)	Not graded	Adequate	Good	Requires Improvement	Requires Improvement	Adequate	Adequate	Not graded	Not graded	Not graded	Good	Adequate	N/A
Bedfordshire (April 22)	Not graded	Good	Good	Requires Improvement	Requires Improvement	Adequate	Outstanding	Not graded	Not graded	Not graded	Good	Good	N/A
Thames Valley (April 22)	Not graded	Good	Adequate	Requires Improvement	Adequate	Adequate	Good	Not graded	Not graded	Not graded	Adequate	Requires Improvement	Good
Nottinghamshire (April 22)	Not graded	Adequate	Adequate	Adequate	Good	Good	Adequate	Not graded	Not graded	Not graded	Adequate	Adequate	Requires Improvement
Cumbria (April 22)	Not graded	Adequate	Adequate	Adequate	Good	Good	Outstanding	Not graded	Not graded	Not graded	Good	Adequate	N/A
Leicestershire (April 22)	Not graded	Good	Outstanding	Adequate	Adequate	Outstanding	Good	Not graded	Not graded	Not graded	Good	Good	Outstanding
Kent (April 22)	Not graded	Good	Good	Requires Improvement	Requires Improvement	Adequate	Requires Improvement	Not graded	Not graded	Not graded	Good	Good	Outstanding
Cambridgeshire (June 2022)	Not graded	Adequate	Adequate	Requires Improvement	Requires Improvement	Good	Adequate	Not graded	Not graded	Not graded	Good	Good	Good
Surrey (June 2022)	Not graded	Good	Outstanding	Adequate	Good	Good	Requires Improvement	Not graded	Not graded	Not graded	Adequate	Adequate	N/A
Cheshire (July 22)	Not graded	Good	Good	Requires Improvement	Adequate	Adequate	Requires Improvement	Not graded	Not graded	Not graded	Good	Adequate	Adequate
Wiltshire (July 22)	Not graded	Requires Improvement	Requires Improvement	Inadequate	Requires Improvement	Inadequate	Requires Improvement	Not graded	Not graded	Not graded	Requires Improvement	Inadequate	N/A
South Wales (Aug 22)	Not graded	Adequate	Good	Good	Good	Requires Improvement	Adequate	Not graded	Not graded	Not graded	Adequate	Good	N/A
Dyfed Powys (Aug 22)	Adequate	Requires Improvement	Good	Good	Adequate	Good	Adequate	Adequate	Not graded	Not graded	Good	Adequate	Adequate
Suffolk (Aug 22)	Requires Improvement	Good	Adequate	Adequate	Adequate	Adequate	Good	Good	Not graded	Not graded	Good	Good	N/A
Merseyside (Aug 22)	Adequate	Good	Good	Good	Good	Good	Good	Outstanding	Not graded	Not graded	Good	Good	Good
Staffordshire (Sept 22)	Not graded	Requires Improvement	Adequate	Inadequate	Inadequate	Requires Improvement	Inadequate	Not graded	Not graded	Not graded	Requires Improvement	Requires Improvement	Requires Improvement
Metropolitan Police (Sept 22)	Not graded	Adequate	Good	Inadequate	Requires Improvement	Requires Improvement	Requires Improvement	Not graded	Not graded	Not graded	Requires Improvement	Requires Improvement	Adequate
Northumbria (Sept 22)	Not graded	Good	Good	Requires Improvement	Good	Good	Good	Not graded	Not graded	Not graded	Good	Good	Adequate
Lancashire (Oct 22)	Not graded	Good	Good	Adequate	Inadequate	Good	Good	Not graded	Not graded	Not graded	Good	Good	N/A
Norfolk (Oct 22)	Not graded	Requires Improvement	Good	Adequate	Adequate	Adequate	Good	Not graded	Not graded	Not graded	Good	Outstanding	N/A
Essex (Oct 22)	Not graded	Good	Adequate	Requires Improvement	Adequate	Adequate	Adequate	Not graded	Not graded	Not graded	Good	Good	N/A
Warwick (Oct 22)	Not graded	Adequate	Adequate	Requires Improvement	Requires Improvement	Adequate	Requires Improvement	Not graded	Not graded	Not graded	Adequate	Adequate	N/A
Derbyshire (Nov 22)	Not graded	Adequate	Adequate	Requires Improvement	Requires Improvement	Requires Improvement	Adequate	Not graded	Not graded	Not graded	Requires Improvement	Requires Improvement	Adequate
Humberside (November 22)	Not graded	Outstanding	Outstanding	Good	Good	Outstanding	Outstanding	Not graded	Not graded	Not graded	Outstanding	Outstanding	Adequate
Hertfordshire (Feb 23)	Not Graded	Good	Good	Requires Improvement	Adequate	Adequate	Adequate	Not Graded	Not Graded	Not graded	Adequate	Adequate	N/A
Devon & Cornwall (Feb 23)	Not graded	Adequate	Good	Inadequate	Requires Improvement	Adequate	Inadequate	Not graded	Not graded	Not graded	Good	Requires Improvement	Inadequate
North Wales (Feb 23)	Not graded	Adequate	Good	Good	Requires Improvement	Adequate	Adequate	Not graded	Not graded	Not graded	Good	Adequate	N/A
South Yorkshire (Feb 23)	Not graded	Good	Outstanding	Adequate	Good	Outstanding	Good	Not graded	Not graded	Not graded	Good	Outstanding	Good
Avon & Somerset (March 2023)	Not graded	Outstanding	Adequate	Requires Improvement	Requires Improvement	Adequate	Requires Improvement	Not graded	Not graded	Not graded	Good	Good	Requires Improvement
North Yorkshire (March 2023)	Not graded	Good	Adequate	Requires Improvement	Requires Improvement	Requires Improvement	Adequate	Not graded	Not graded	Not graded	Requires Improvement	Inadequate	N/A
Lincolnshire (March 2023)	Not graded	Adequate	Adequate	Requires Improvement	Requires Improvement	Adequate	Requires Improvement	Not graded	Not graded	Not graded	Adequate	Requires Improvement	Requires Improvement
Cleveland (March 2023)	Not graded	Adequate	Inadequate	Adequate	Requires Improvement	Requires Improvement	Adequate	Adequate	Not graded	Not graded	Requires Improvement	Inadequate	Good
Sussex (April 2023)	Not graded	Good	Good	Inadequate	Requires Improvement	Adequate	Adequate	Not graded	Not graded	Not graded	Adequate	Adequate	Inadequate
City of London (April 2023)	Not graded	Good	Requires Improvement	Good	Adequate	Adequate	Requires Improvement	Not graded	Not graded	Not graded	Adequate	Requires Improvement	N/A
Gwent (April 2023)	Not graded	Adequate	Good	Inadequate	Requires Improvement	Requires Improvement	Good	Not graded	Not graded	Not graded	Adequate	Adequate	N/A
Hampshire & IOW (April 2023)	Not graded	Good	Requires Improvement	Requires Improvement	Adequate	Adequate	Adequate	Not graded	Not graded	Not graded	Good	Adequate	Good

The table above shows the national comparison table of all forces graded on the twelve PEEL questions and crime data integrity.

I am delighted to report that Durham's performance as judged by HMICRFS Peel inspection is still amongst the best overall results in the country achieving 8 Good and 2 Outstanding judgements including value for money.

It can be seen from the PEEL Assessment that services to victims was graded adequate in 2021, the only such grading that Durham received, however no other Force received a higher grading. Since then, there have been a number of initiatives put in place by Durham Constabulary and the Durham Police and Crime Commissioner's office which will improve services to victims.

The Force has a Total Victim and Witness Care Group, chaired by the Force Lead for victims which co-ordinates all work programmes for improvement. Durham has an excellent Victims Code of Practice 'tracker' which ensures that the right processes are in place to deliver against the 12 victims' rights, which will be enshrined in law once the Victims and Prisoners Bill is enacted. Operation Crystal is a comprehensive programme committed to improving investigating standards, crime recording and victim care. This includes Victim Needs Assessments and Victim Contact Contracts. Process improvements have been made to Red Sigma which allows greater interrogation of Force systems to assess compliance with the Victims Code.

Durham is a key pilot Force for the national initiative Operation Soteria, which is radically changing the operating models for the investigation of rape and serious sexual offences. The Force has a Senior Responsible Officer chairing the Serious Violence Partnership to fulfil the duty to reduce serious violence and victimisation.

I am also Victims' Commissioner and commission a number of support services for victims. I have brought the Victim Care and Advice Service in-house which has a 'single front door' triage mechanism for victim referrals. I have also appointed three Victims' Champions, one each for Anti-Social Behaviour, Crime and Domestic Abuse. The Victims Champions listen to the 'lived experience' of victims and use their insights to shape policies, planning and victim support services.

Alongside the Chief Constable, we have written a requirement for Victim Impact Assessments into their respective Statements of Governance. This ensures that all significant policy decisions are assessed for the potential impact on victims. I have introduced a 3Rs approach to victims: Raising Awareness of victims' issues; Responding locally where we can; and seeking Reform where a national central approach is required.

I also hosted a Criminal Justice Agency conference entitled "Through the Eyes of a Victim" which was addressed by the Minister for Victims and Durham's Resident Judge. There was input from Police, CPS and Probation Service about their respective approach to serving victims. Workshops were held to explore how incremental gains in process improvements could make significant improvements for victims on their criminal justice journey.



## MEDIA AND ENGAGEMENT

### Press releases published (1st April to 30th June 23)

Twelve press releases distributed to the press and uploaded to the website

#### Press releases during that time:

- Durham PCC to address regional conference on gambling harm. (17 April)  
*Durham PCC to address regional conference on gambling harm | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- High praise for community charity helping volunteers thrive. (26 April)  
*High praise for community charity helping volunteers to thrive. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- PCC 'proud' as volunteers receive prestigious invites to King's Coronation events. (27 April)  
*PCC 'proud' as volunteers receive prestigious invites to King's Coronation events. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- Police and Crime Commissioner welcomes Government backing on statutory duty for gambling industry- but calls for urgent implementation. (28 April)  
*Police and Crime Commissioner welcomes Government backing on statutory duty for gambling industry – but calls for urgent implementation | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- PCC helping people feel safer with free security devices installed in Ferryhill and Peterlee homes. (2 May)  
*PCC helping people feel safer with free security devices installed in Ferryhill and Peterlee homes. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- Durham's university bars 'raise a glass' to national safety award. (22 May)  
*Durham's university bars 'raise a glass' to national safety award. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- Dedicated Speedwatch champion honoured for decade of service in National Volunteers Week. (5 June)  
*Dedicated Speedwatch champion honoured for decade of service in National Volunteers Week | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- PCC welcomes fresh calls for 'outdated' funding formula to be reformed. (9 June)  
*PCC welcomes fresh calls for 'outdated' funding formula to be reformed. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- PCC congratulates Chief Constable on new appointment. (14 June)  
*PCC congratulates Chief Constable on new appointment. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- Darlington CCTV operators praised after 61 suspects arrested in one month. (19 June)  
*Darlington CCTV operators praised after 61 suspects arrested in one month. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- PCC reflects on top gains as she marks two years in office. (23 June)  
*PCC reflects on top gains as she marks two years in office. | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- Major new campaign launched by PCC in ASB Awareness Week. (30 June)  
*Major new campaign launched by PCC in ASB Awareness Week | News | Durham Police & Crime Commissioner (durham-pcc.gov.uk)*
- Key publications include Northern Echo, Chronicle Live, Aycliffe Today, Newton News, Darlington & Stockton Times, Sunderland Echo and Teesside Live.

#### Social media activity (as of 11 August 2023)

- 7,814 followers on Twitter
- 6,785 followers on Facebook
- 913 followers on the Instagram Account
- 72 subscribers on the YouTube Channel

## Top social media posts between 1st April to 30th June 2023.

### Top tweets (by impressions):

- 4,761 – LSAVI accreditation across Durham University bars (22 May)
- 2,416 – Darlington CCTV successes (19 Jun)
- 1,996 – Neighbourhood Watch promotion (6 June)
- 1,336 – Durham Pride (28 May)
- 1,035 – Gambling related crime at Harrogate Police Treatment Centre (23 May)

### Top Facebook posts (by reach):

- 23,427 – ASB Campaign: Paid ad (30 June)
- 8,349 – CrimeStoppers reporting promo (24 May)
- 6,436 – Darlington CCTV press release (19 June)
- 3,900 – We're hiring...PA position (5 June)
- 2,997 – Community Speedwatch Commissioners Commendation (5 June)

### Top Instagram posts (by reach):

- 255 – Regional conference on gambling harm (14 June)
- 222 – Outdates funding formula (9 June)
- 221 – Two years in office (23 June)
- 198 – Ferryhill and Peterlee WIDE measures- Safer Streets 4 (2 May)
- 195 – CCTV upgrade Darlington (19 June)

## Community Engagement Events

April 2023	May 2023	June 2023
29.04.2023 11am – 2pm MSG Outdoor Gym Launch at Middleton St. George	03.05.2023 5.30pm – 7.30pm Community Crime Prevention & Awareness  20.05.2023 10am – 4pm Sedgefield Medieval Fayre  28.05.2023 All day Durham Pride	05.06.2023 10am – 1pm Volunteers/Neighbourhood Watch Week  08.06.2023 12pm – 3pm Volunteers/Neighbourhood Watch Week 09.06.2023 10am – 3pm Volunteer's Fair  17.06.2023 1.30pm – 4pm Cockerton Annual Garden Fete  24.06.2023 12pm – 5pm Community Carnival  29.06.2023 6pm – 8pm Cleves School Summer Fair

## DECISION RECORDS REPORT

### COMMISSIONING BOARD DECISIONS

#### **PCC made the below decisions at the Commissioning Board held on 27th May 2023.**

- PCC agreed to fund £1,400 towards the Durham Army Cadets Nijmegen Marches Project.
- PCC agreed to fund £5,000 towards the Durham Pride weekend.
- PCC agreed to fund £5,750 towards three licenses for Operation Traffic Jam.
- PCC agreed to fund 45 youth football sessions including in the school holidays costing £7,212.
- PCC agreed to contribute £741 towards the refresh and relaunch the Durham Area Neighbourhood Watch scheme.
- PCC agreed to contribute £10,000 towards Darlington Council ReAct case management system.
- PCC agreed to fund £250 for the building of a 'sensory seat' within Hunwick Primary School.
- PCC has agreed to provide £5,000 to cover the costs of Taser training for up to 10 Special Constables.
- Commissioning Board members (the PCC was not present for the discussion due to a declared conflict of interest) agreed to contribute £2,500 to part fund the North East Business Resilience Centre (NEBRC) to undertake cyber resilience testing of Bishop Wilkinson Catholic Educational Trust (BWCET).

#### **PCC made the below decisions at the Commissioning Board held on 26th June 2023.**

An ASB Action Plan funding evaluation and scoring criteria was shared and agreed at the Commissioning Board held on 26th June 2023.

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

#### **ASB Hotspot Funding Bids**

- Community Safety Responders: PCC agreed to the recruitment of 8 x Community Safety Responders costing £176,520 for 2023/24 and a full year's cost in 2024/25.
- Community Peer Mentor (CPM): PCC agreed to support this bid and the CPM mediation bid but asked for them to be combined into one bid and brought back to the July meeting.
- Darlington Borough Council (DBC) ASB Prevention Officers: PCC agreed to support this bid to fund 1 x ASB Prevention Officer at a cost of £38,123.
- DBC Environmental Crime Officer: PCC agreed to fund the Environmental Crime Officer post at a cost of £38,123.
- DBC Community Safety Coordinator: PCC agreed to fund this post at a cost of £38,123.



- Durham Constabulary Laptop Investment: PCC did not support this request [was outside of the remit of the grant] but agreed to give £10,000 towards the Tri-responder equipment.
- Durham Constabulary Police Overtime: PCC agreed to fund Police overtime for Neighbourhood Police teams up to £125,000 in ASB Hotspot areas.
- Durham Constabulary Special Constabulary: PCC asked to receive bids from the Special Constabulary to Commissioning Board and agreed to fund £25,000 towards this service.
- Durham County Council (DCC) ASB Officer Selective Licensing: PCC agreed to this Innovative bid for £39,500 (must be visible in communities and trained in mediation).
- DCC Community Protection PCC agreed to fund £59,000 towards the ASB Prevention officers to be visible in the communities plus and extra £20,000 for overtime payments to enable the early commencement of activities.
- DCC Community Protection Multi Agency Partnerships (MAPs): PCC agreed to fund £10,000 for each of the 4 County Durham MAPS £40,000.
- DCC Curve Project: PCC has asked for an evaluation of Safer Streets 4 before a decision is made to further fund this project.
- DCC Young People Social Action Video: PCC agreed to fund £5,000 for the production of the Young Peoples' social action video.
- DCC Neighbourhood Wardens: PCC agreed to fund £20,000 for overtime payments to enable the early commencement of activities.
- Fire and Rescue Service: PCC agreed to fund £60,000 towards the introduction of proactive patrols, visibility, and engagement in identified hotspots.
- Livin Housing: PCC agreed to contribute £20,000 to focus on hotspot areas w(match funding received from Livin)
- Fund for VCS/Town and Parish Councils: PCC agreed to make £100,000 available to focus on hot spot areas.
- Project and Strategy Officer: PCC agreed to support this role £50,000 inclusive of oncosts and small non-staffing budget.

## Immediate Justice

- VCAS Restorative Conversations: PCC agreed to contribute £30,000.
- DBC Youth Justice and Exploitation Service (YJES) Early Intervention Pathway: PCC agreed the £98,000 for this activity.
- DCC Youth Justice Service (YJS) Early Intervention Pathway: The PCC agreed the £97,000 for this activity.
- Fire and Rescue Service Developing Resilience Courses: The PCC agreed to fund three courses at a cost of £26,820.

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

- Darlington Pride: PCC has agreed to fund £2,000 towards the Darlington Pride weekend.
- Safer Countryside Rural Watch: PCC has agreed to fund the Rural Watch pilot proposal at a cost of £10,000 per annum for the next two years. (This is subject to match funding being agreed by partners).
- Safer Online DSC Conference: PCC has agreed to fund the DS-CIC £6,000 towards the cost of the conference to be held in September 2023.
- Safer Roads Prevention Sticker: PCC has agreed to support this initiative.
- Safer Themes Flashpoint: PCC has agreed to part fund this project with a contribution of £4,266.

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**Making the communities of County Durham and Darlington safer, st**





# JOY ALLEN

## DURHAM POLICE AND CRIME COMMISSIONER



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**Stronger and more resilient to crime, drugs and Anti-Social Behaviour**





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Durham Police and Crime Commissioner