



Altogether Better Policing

**2012-
2013**

Joint Annual Report

**Durham Police and Crime Commissioner
& Durham Constabulary**



Contents

| | Page |
|---|-------------|
| Introduction from Ron Hogg | 3 |
| Developing local Policing Priorities | 4 |
| The first four months... | 5 |
| Communicating and Engaging with the Public and Responding to the Needs of our Communities | 7 |
| Working to Support Victims | 12 |
| Working with Partners | 13 |
| Managing Our Finances and Resources | 14 |
| | |
| Introduction from Chief Constable Mike Barton | 16 |
| Achievements | 17 |
| Performance for 2012/13 | 22 |
| Resources | 23 |
| Our Staff | 24 |

Introduction from Ron Hogg

On the 22 November 2012, I took Office as the first elected Police and Crime Commissioner for Durham.



I was delighted to be given the opportunity and the privilege to represent the interests of the communities of County Durham and Darlington in ensuring that the policing services they receive are the best that can be provided with the resources at my disposal.

I was elected with a manifesto commitment to reduce the impact of domestic violence, particularly violence against women and girls and to reduce the impact of hate crime, both of which feature in my Police and Crime plan, published on the 1 April 2013. Alongside those priorities, the Plan also includes priorities which communities themselves have told me are important to them, including anti-social behaviour, alcohol and drug related harm and road safety.

I also want to improve the way in which citizens are involved in the design and delivery of policing services and to listen to their feedback to see where improvements can be made. For this purpose, I have established Community Panels in each parliamentary constituency area, whom I will consult on an ongoing basis regarding a range of key policing issues.

Force performance during 2012/13 has been extremely impressive, showing a reduction in crime of almost 15%. Whilst my aim is to maintain and if possible improve that performance still further, continuing Government cuts will make this increasingly difficult.



In order to understand the nature of the challenge facing your police service it is important to explain the full impact of these Government cuts.

Durham Constabulary has traditionally sought to keep money received through Council Tax at a low level, indeed we are well below the national average. We receive 25% of our budget from Council Tax, whilst some other forces receive up to 40-50% of their budget from this source. Thus, the impact of 20% cuts to Government grants has a much greater effect here than in many other forces.

I will be working hard with the Constabulary and all partners to maintain the highest quality of service to you all.

Developing local Policing Priorities

Consulting on local communities most important policing priorities



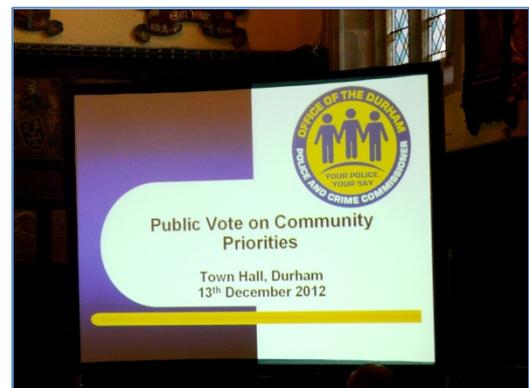
A key activity for me as PCC is to consult with members of the public across the Force area to gather their views. In December I launched a consultation with members of the public (including victims of crime) and partners to identify which policing issues were of most concern to our communities.

The consultation ran from 13th December 2012 to 4th January 2013 and a total of 604 members of the public completed the survey, either face-to-face, by telephone, online, by post or through my social media sites.

The results of the Policing Priorities Consultation assisted me in the development of my Police and Crime Plan, ensuring that the Plan focused on the delivery of policing services which meet the needs of local communities.

During February and March 2013 I consulted with the public and partners on the draft version of my Plan, taking into account relevant feedback wherever possible, before launching the Plan on 1st April 2013.

I presented my draft Plan to the Police and Crime Panel for consideration at the Panel's meeting on 5th March 2013. The Panel were supportive of the community and personal priorities outlined in the Plan and acknowledged the strategic links between the Plan and the community safety plans of the two principle local authorities in the force area. A number of constructive and helpful suggestions were made, particularly around community engagement and partnership working.



The first four months...

- I have established a budget for the future by looking into workforce modernisation and have been able to maintain neighbourhood policing and Police Community Support Officer (PCSO) numbers
- I have set a robust police budget for 2013/14 that is balanced, doesn't rely on the use of reserves and aims to protect the quality of policing
- I have made significant reductions of approximately £100,000 from my own office budget and this, together with savings from the current year, will enable me to make a contribution of approximately £200,000 to support Community Safety Partnership arrangements
- I decided that I will not be having a Deputy, which is also a cost saving.
- I have appointed Mr Mike Barton as Chief Constable, following a meeting of the Police and Crime Panel on 11th February 2013
- I will oversee the building of the new police headquarters in Durham (saving maintenance costs of £750,000 per year incurred on the current building) and the new police station in Newton Aycliffe
- I developed my Police and Crime Plan which was launched on 1st April 2013

Further details on some of these areas are provided below:

Appointing the Chief Constable

On 28th January 2013 a recruitment process began for a new permanent Chief Constable to direct and lead Durham Constabulary in its drive for excellence over the coming years. Following an assessment process which culminated in Mr Barton being the single candidate for the post, I conducted the interview along with a panel of five independent members.

Following an intensive and thorough interview, I was pleased to recommend Mike Barton's appointment to the Police and Crime Panel. The independent appointment panel and I believed that Mr Barton had convincingly demonstrated the requisite experience and competencies needed for the position of Chief Constable. The Police and Crime Panel confirmed the appointment at their meeting held on 11th February 2013.



A new Police Station in Newton Aycliffe

In February 2013 I announced plans for a new police station in Newton Aycliffe. The existing police station in the town centre has been closed for 2 years since it became unfit for purpose due to its age and running costs. At the time, Durham Police Authority took the decision to take out a lease for a new police station at Parsons



Court on the main industrial estate in the town but surveys amongst residents showed that they felt that the out of town police station at Parsons Court was too far to travel.

£0.5m is included in my budget for 2013/14, which will be used to demolish the existing town centre police station and replace it with a small modular building.

In terms of timescales, I expect the existing building will be demolished at the end of this year and the new building opened in the first half of next year. This is subject to working with the relevant agencies such as the Planning Department at the County Council. This new police station will provide the same service as the old station and I am confident that the new building will provide further reassurance to the public.

Accountability & Performance Monitoring against my Police and Crime Plan

As PCC I am responsible for holding the Chief Constable to account for the delivery of the policing priorities and outcomes as outlined in my Police and Crime Plan 2013-17.

During the development of my Plan, a performance management framework and a public reporting mechanism has been developed and will be published on my website following my Performance Management meetings with the Chief Constable.

The framework will demonstrate how I will continue to hold the Chief Constable to account for police performance against the Plan.

Between November 2012 and March 2013 I held frequent meetings with the Chief



Constable and his Executive Team so that I was kept fully up to date on current policing issues or concerns which assisted me in holding the Chief Constable to account.

The newly developed Performance Monitoring Framework is a mechanism that will provide further accountability and monitoring against my Police and Crime Plan, as we move forward into 2013/14.

Communicating and engaging with the public and responding to the needs of our communities

Community Engagement Strategy and Action Plan

I have produced a Community Engagement Strategy and Action Plan for 2013-2017 which will assist me in my new role to effectively engage with members of the public, including the vulnerable and victims of crime, community groups, police and crime strategic partners and other relevant stakeholders, in achieving my policing priorities for County Durham and Darlington.



The strategy sets out my key objectives (below) for engaging with the public and other target groups, supported by an action plan for achieving these objectives:

- Objective 1 – Community Involvement
- Objective 2 – Providing accountability to the public
- Objective 3 – Represent the diverse interests of the community including those of the vulnerable and victims
- Objective 4 – Establish and maintain effective relationships with partners

Once finalised this document will be made available to view on my website at: www.durham-pcc.gov.uk.

Ensuring equality and diversity in the police service

I take equality, diversity and human rights matters in policing seriously and want to ensure that residents within County Durham and Darlington receive a policing service which is equal and inclusive to all, as every person has a right to feel safe in their own environment and live free from crime.

Since taking office in November 2012 I have met with community groups and individuals from a range of diverse backgrounds to ensure their views are taken into account. To ensure that I can reach as wide an audience as possible, my Police and Crime Plan will be made available in a number of different formats including a video, a large print version and in foreign languages which include Polish, Urdu, Punjabi and Cantonese.

Durham Police and Crime Commissioner's
Equality Action Plan Consultation



I consulted with members of the public on my newly developed draft Equality Action Plan in February 2013, which also include actions related to my monitoring and scrutiny role as PCC. I will monitor force performance which relates to equality and diversity, the results of which will be published on my website.

Community Panels

I am establishing a series of community panels based on the 7 parliamentary constituency areas across County Durham and Darlington. Each panel will consist of approximately 50 people who will be consulted on an on-going basis regarding a range of key policing issues.



The purpose of each panel is to:

- Identify local police and crime concerns
- Evaluate and provide feedback on the effectiveness of local policing services
- Review performance against the Police and Crime Plan
- Represent the diverse community safety needs of the localities
- Act as a channel of communication in wider public consultation activities

I particularly want the Community Panels to embrace diversity, difference and understanding by ensuring that the views and interests of the following groups are fully represented:

- Minority Groups:
 - Racial or ethnic minorities
 - Gender and sexuality minorities
 - Religious minorities
 - Age minorities (ages 16-25)
 - People with disabilities
- Victims
- Small and Medium Enterprises (SMEs)
- Licensed Bars
- The Voluntary, Community and Social Enterprise Sector

Liaison with your Local Councillor

Since taking up my role, I have established regular meetings with local Councillors from County Durham and Darlington. Surgeries are held prior to full council meetings in Durham, as well as having a regular 'slot' at the beginning of each Darlington Borough Council meeting.

These meetings give your local councillors the opportunity to discuss policing issues and priorities with both myself and the Chief Constable on a regular basis, providing an extra link into communities and contributing to tackling crime at a local level.

MP and Street Surgeries



PCC Ron Hogg at street surgery in Darlington with Jenny Chapman MP and police officers

I am elected to be the voice of the public and I am keen to meet with and listen to as many people as possible. I have been joining up with MPs across County Durham and Darlington to co-host surgeries for people who want to discuss issues associated with policing and crime in their area. There have been a wide range of issues discussed at the surgeries, many with a policing perspective which I then follow up on and work with the relevant partner agencies in order to respond.

Speaking to the public about their policing or crime concerns in their own locality is another way that I can achieve my role to be the people's voice on policing and crime. I have regularly attended street surgeries with local councillors and MPs throughout different neighbourhoods within County Durham and Darlington. I see this as an excellent way for me to get to know directly from local people what their concerns are. I can then ensure these are addressed by the Constabulary which in turn helps increase public confidence and satisfaction levels.

Given the success of both initiatives, I intend to liaise with MPs to set up a rolling programme to continue with the surgeries during my time in Office.

Community Groups

From November 2012 until March 2013, I attended over 30 community group meetings which include Residents Associations, Town and Parish Councils and Police and Communities Together (PACT) meetings.

As part of these community group meetings I also attended the local Independent Advisory Group (IAG) meetings which represent the diverse sectors of our communities, including: Lesbian, Gay, Bi-Sexual and Transgender IAG; Black, Minority Ethnic IAG; Youth IAG and Disability IAG.



PCC Ron Hogg with BME IAG Group members

Engaging with Children and Young People

I am committed to working with children and young people to ensure they feel safe in their local environment and grow to have positive values which they can pass on to future generations.

I have signed up to the Youth Charter for Police and Crime Commissioners which is a pledge to ensure young people's views are listened to in a meaningful way. The Youth Charter was written



by young people and I look forward to developing this locally with children and young people in County Durham and Darlington.

I have recently visited local schools and I am currently developing further engagement with local partners, including the Force, to work with schools and colleges to increase engagement and understanding at an early age about matters such as diversity, in particular hate crime and to learn tolerance towards others as they grow into adults.

On 18th January 2013 I was invited by a local councillor to talk with young people in Darlington at a Children and Young People's Collective event about their policing and safety concerns. Some issues raised about having safe places to go on an evening were raised which I was able to take forward and deal with directly, on their behalf.

I also had the opportunity to meet with the Student Council at Shotton Hall Academy in Peterlee on 11th March 2013. The students gave their views about how anti-social behaviour affects them and shared their ideas about what they thought the solutions might be.



PCC Ron Hogg with students and staff at Shotton Hall Academy, Peterlee

Ongoing work to engage with children and young people is being developed through my Communications and Engagement Strategy.

Tackling rural crime issues important to our communities

The policing area across County Durham and Darlington is predominantly rural and historically the Force has undertaken a lot of work with our rural communities through a number of schemes to help build relationships between the police, residents and partners, to work together in tackling rural crime.

Continuing to build on these relationships is important to me as PCC, as well as to establish new links in combatting rural crime. Since taking office in November 2012, I have met with other Police and Crime Commissioners in the North East to look to developing Farm Watch across regional boundaries, sharing good practice and effective solutions as a way forward to addressing these issues.

I will be developing this further during 2013/14 and anticipate hosting a seminar on rural crime in September 2013. This will ensure that, by working with partners, the outcomes are of real benefit to our rural communities as this will provide them with the opportunity to get involved in making a positive impact as we go forward.

Social media

I believe it is also important in these days of digital communications to engage with local residents and partners through social media sites. Using my personal Facebook and Twitter accounts I engage in two-way personal conversations about my day-to-day activities as part of my role.

Additionally, the organisation's business Facebook and Twitter accounts provide up-to-date communications about press releases and regular news events and activities in which my office is involved. Our number of followers on Twitter has risen to 1,013 over the last few months and our Facebook 'likes' is up to 284. Followers on both sites are continuing to grow.

To follow my business activity as Police and Crime Commissioner, please refer to the contact details provided below:

- Facebook: www.facebook.com/PCC.Durham
- Twitter: <http://twitter.com/DurhamPCC>
- YouTube: www.youtube.com/user/DurhamPCC
- Flickr: www.flickr.com/photos/durhampcc

You can also follow my personal updates and opinions at:

- Facebook: www.facebook.com/ronald.hogg.9
- Twitter: <https://twitter.com/RonaldHogg1>

Members of the public can contact my office using the following methods:

By post:

Office of the Durham Police and Crime Commissioner, County Hall, Durham, DH1 5UL

Telephone: 03000 264631

Fax: 0191 3834206

Email: enquiries@durham-pcc.gov.uk

Website: www.durham-pcc.gov.uk



Working to Support Victims

Supporting vulnerable people and victims of crime across the force area is central to my Police and Crime Plan for 2013-17. Also, one of the key objectives of my Communications and Engagement Strategy is to represent the diverse interests of the community, including those of the vulnerable and victims.

I am represented on the Local Criminal Justice Board which brings together the work of partners to support victims of crime and witnesses. This helps to improve the victim's journey through the criminal justice system. They also provide rehabilitation services which encourage people to turn away from the criminal lifestyle.

During my first four months in office I have met with a number of victim related services in order to create important links and work with them to address my priorities.

One Billion Rising Campaign

On Thursday 14 February 2013, I supported the 'One Billion Rising' campaign by attending their regional event in Durham.

The campaign is a call for one billion women around the world to join together to dance in a show of collective strength and the word "billion" refers the statistic that one in three women will be raped or beaten in their lifetime, or about one billion.

The campaign has already spurred governments to invite local women to the table to discuss the issue of violence against women and has created international media attention.



The White Ribbon Campaign

The White Ribbon Campaign is the UK branch of the global campaign to ensure men take more responsibility for reducing the level of violence against women. It has become one of the largest men's anti-violence programs in the world and has now spread to over 57 countries around the world. It represents an international effort of men and boys working to end violence against women, the basic principle being the importance of men and boys speaking out against all forms of violence against women.

I will be showing my support for the One Billion Rising and White Ribbon campaigns and tackling domestic violence, by linking both campaigns to my personal priorities which will be published in my Police and Crime Plan.

Working with Partners

As PCC my aim is to ensure that community needs are met as effectively as possible by working in partnership across a range of agencies at local, regional and national level to ensure there is a unified approach to preventing and reducing crime in our area.

County Durham and Darlington have a long history of very positive partnership working involving the six responsible authorities:

- Durham County Council
- Darlington Borough Council
- Durham Constabulary
- NHS County Durham and Darlington
- Durham Tees Valley Probation Trust
- County Durham and Darlington Fire and Rescue Service

Also included are other stakeholders from the public, private, community and volunteer sectors.

Despite a significant cut in the Government grant to support partnership working, I gave an early indication that I would retain funding for the present year at 2012/13 levels. I achieved this by injecting £200,000 from within my own budget.

Going forward this is not sustainable and we are now working with partners to establish the future funding regime. Below, I indicate some of the benefits from effective partnership working. These have included:

- a reduction in the number of first time entrants into the criminal justice arena through the pre court initiatives within the youth offending services
- a reduction in the reoffending rates of the most prolific offenders through the work of the Integrated Offender Management Units
- awareness raising and support for high impact localities, and
- the preparation of a joint sexual violence strategy across the whole of the force area

In turn partners have had the opportunity to refocus some of their work in line with PCC priorities, being aware that the devolving of the budget allows for any individual or organisation to bid for funding if they can demonstrate and evidence effective community focused outcomes.

Managing Our Finances and Resources

The budget that I inherited for 2012/13 was set by the former Police Authority. Working closely with the Constabulary, the Authority set a balanced budget without relying upon the injection of its limited reserves and I have continued with this principle, setting a balanced budget for 2013/14, which required a Council Tax increase of 1.99%. With the support of the Chief Constable the proposed precept was presented to the Police and Crime Panel on 4th February 2013, when panel members agreed the proposed increase. For the average household in County Durham and Darlington this resulted in an increase of a little under 4 pence per week.

The prevailing national financial climate has transformed the way in which we perceive the delivery of public services. The Policing Service now has an increasing imperative to evidence value for money and deliver a consistently high level of services with shrinking financial resources.



My Medium Term Financial Plan (MTFP) sets out how I will use the diminishing resources at my disposal to achieve my vision for policing in County Durham and Darlington as detailed in the Police and Crime Plan. The MTFP provides a five year outline of the demands and consequential revenue resource requirements of the PCC and Constabulary. The plan also details the proposed five year capital programme and the revenue consequences of that programme. The MTFP is updated on a quarterly basis.

Durham Constabulary has embraced a corporate scorecard approach called “Plan on a Page” which reflects the Force’s strategic intentions and has been developed with a view to delivering my priorities, as articulated in the Police and Crime Plan.

Individual and collective responsibility is exercised over the management of performance and resources. Governance arrangements are in place to ensure that the Chief Constable is held to account effectively, through regular reporting of issues relating to all areas of Force business. The robust working relationships that have been developed in recent years to strengthen this have been adapted to suit the landscape that accompanies this new era of Police and Crime Commissioners. Within the Constabulary, internal accountability meetings are regularly held to ensure objectives are met.

Durham continues to try to keep ‘ahead of the curve’ in terms of delivering the necessary savings required by the Government’s austerity measures. As a result, the savings planned for 2013/14 have in part been delivered in 2012/13 and this has enabled myself and the Force to direct these resources towards the costs of the new HQ development which, when completed, will reduce the annual repair and maintenance budget and other running costs by approximately £0.75 million per year.

The following table sets out the unaudited year end financial outturn for 2012/13:

| Budget Heading | Original Budget 2012/13 | Revised Budget 2012/13 | Actual Spend 2012/13 | Variance Under / (Over) |
|--|-------------------------|------------------------|----------------------|-------------------------|
| | £'000 | £'000 | £'000 | £'000 |
| Employees | | | | |
| Police Officer Pay | 70,635 | 71,057 | 70,038 | 1,019 |
| Police Overtime | 2,615 | 2,447 | 2,829 | (382) |
| Police Staff Pay | 26,347 | 26,429 | 26,403 | 26 |
| Police Pensions | 1,166 | 1,276 | 1,330 | (54) |
| Other Employee Expenses | 575 | 594 | 1,019 | (425) |
| sub total | 101,338 | 101,803 | 101,619 | 184 |
| Premises | 4,280 | 4,734 | 4,452 | 282 |
| Transport Expenses | 2,421 | 3,056 | 3,011 | 45 |
| Supplies & Services | | | | |
| Equipment | 829 | 778 | 858 | (80) |
| Stationery | 381 | 382 | 361 | 21 |
| Uniform | 385 | 388 | 357 | 31 |
| Doctors | 1,485 | 1,485 | 1,553 | (68) |
| Communications | 2,032 | 2,033 | 2,009 | 24 |
| Computing | 1,655 | 1,661 | 2,155 | (494) |
| Other Supplies | 1,117 | 1,144 | 1,363 | (219) |
| sub total | 7,884 | 7,871 | 8,656 | (785) |
| Air Support | 632 | 0 | 0 | 0 |
| Joint & Other Authorities | 1,915 | 1,058 | 1,118 | (60) |
| Police National Computer | 372 | 372 | 354 | 18 |
| Forensic Science Services | 1,000 | 1,000 | 887 | 113 |
| Support Service Charges | 23 | 23 | 36 | (13) |
| <i>less</i> | | | | |
| Income | | | | |
| Customer & Client Receipts | (1,275) | (1,375) | (3,071) | 1,696 |
| Secondment Income | (655) | (496) | (601) | 105 |
| Interest | (60) | (60) | (74) | 14 |
| Council Tax Grant | (877) | (877) | (884) | 7 |
| Special Grants | (4,085) | (4,196) | (4,436) | 240 |
| Capital Financing Costs | 1,969 | 1,969 | 3,903 | (1,934) |
| Transfer to/from (-) Reserve | 0 | 0 | (88) | 88 |
| Police Force Costs | 114,882 | 114,882 | 114,882 | 0 |
| Police & Crime Commissioner | 1,203 | 1,203 | 1,203 | 0 |
| Net Cost Requirement | 116,085 | 116,085 | 116,085 | 0 |
| Central Govt. Funding | (86,609) | (86,609) | (86,609) | 0 |
| Precept | (29,476) | (29,476) | (29,476) | 0 |
| Net Funding Surplus/Gap | 0 | 0 | 0 | 0 |

Introduction from Chief Constable

Mike Barton



The recruitment process for what became my permanent appointment began on 28th January 2013 – coincidentally my birthday. It's the best birthday present I've ever had. Our Executive Team are delighted with the seamless way that Ron Hogg has taken over the reins from the Police Authority. We look forward to his tenure of office, but it is only fair to acknowledge Durham's eminence in policing is in no small way due to the wise and inspired leadership provided by the former Police Authority.

Of course, I am no stranger to Durham Constabulary having been Assistant Chief Constable and Deputy Chief Constable up to October 2012 when Jon Stoddart retired. He left us having enjoyed a most impressive tenure of office with significant reductions in crime, increases in our crime outcomes and a burgeoning reputation as a force to be reckoned with.

Our Vision now includes the need to inspire confidence in victims as well as communities and I am pleased to report that, in terms of victims' satisfaction with their whole experience, we are one of the top three forces in the country. The largest improvements are in the way that we keep people informed of the progress of investigations. Our mantra is putting the victim at the heart of everything we do.

Albeit we are proud of the impressive detection rates, there is no point in continuing to arrest the same people or sending them to prison for it to become a revolving door. Our Integrated Offender Management Units working with the Probation Service and other partners to challenge the lifestyle of our most prolific offenders have now enjoyed over five years of success. But this was not enough. We now recognise that taking a restorative approach in all the cases we investigate is the smart thing to do. It enhances the victim's experience and just as importantly, reduces reoffending. It is working in neighbour disputes, in youth crime and for adults who need to be shocked and jolted out of their selfish anti-social or criminal behaviour.

Durham Constabulary is rapidly becoming the reference police force for policing in the UK, with government departments or other forces coming to look at, and hopefully share good practice. Topics for visits have been, amongst others, burglary detection rates, crime reduction, satisfaction, reducing bureaucracy, investigating serious sexual crime, tackling organised crime, our diary car arrangements ('By Appointment') and our new computer software Blue Delta and Red Sigma.

We have been pleased to co-operate with many other agencies including Cleveland and Northumbria Police. These collaborations have represented over 10% of our efficiency gains. Software development with Cumbria Police is an exciting venture to ensure we deliver cost-effective, lean business processes – to maximise our spend on front-line policing. We have ambitions that Red Sigma will become a national solution.

Neighbourhood Policing remains the bedrock of our policing philosophy and style, working with all our partners. It is those daily contacts with the public (our most important partner) that allow us to understand those who are most vulnerable in our communities. We will continue to protect them best by dealing with that small minority of people who currently engage in anti-social behaviour and criminal activity. I look forward to working with you all to ensure that Durham Constabulary remains a force for good in Co Durham and Darlington.

Achievements

Victim Care is Top Priority – 3rd in the Country

Durham Constabulary is committed to ensuring victims of crime and anti-social behaviour (ASB) receive the highest level of service and care from its officers and staff. To help us understand if we are achieving this, we carry out a survey each month, where we ask victims of crime and ASB a variety of questions. The questions we ask cover a range of elements of the police service including timeliness of service (both answering the emergency call and getting to the incident), the actions our officers take to investigate the incident, follow up information and support we give victims, and how we treat them. Victim satisfaction is paramount to our force vision and is one of our key objectives.

Work recently undertaken to improve our services includes the introduction of our Service Update Bureau to ensure we give victims the kind of updates that they would prefer. Our most recent results show that we now stand 3rd out of the 43 forces across the country for overall victim satisfaction. The results also show that over 95% of victims are satisfied with the treatment they receive from our officers and staff and over 85% are satisfied with the actions we take to investigate their incident. We are proud of such positive results but we continue to recognise that there is always room for improvement and are constantly striving to put practices into place that will help us achieve such improvements.

Inspiring Confidence

As well as being committed to ensuring that victims of crime and ASB are satisfied with the service they receive, we are also dedicated to ensuring that the people of County Durham and Darlington have the confidence in us to do the good job they expect and deserve in protecting their communities and to reassure the public that we are there for them around the clock. To do this we use a quarterly survey which asks a wide variety of questions around local crime and ASB issues as well as



asking the public what they think of us and how we can improve the service we offer. Public confidence is also intrinsic to our force vision.

Results show that over 72% of our public are confident in the police in their local area. This is a very assuring result, however we want to continue to improve and instil a higher level of confidence in our communities and communicate our good work and good news stories more widely; with this in mind, we have been working closely with Durham University, looking at new ways to help us understand what drives public confidence and how to improve service excellence.

New Unit Set up to Reduce the Harm Caused by Alcohol

A new alcohol harm reduction unit is now operating in Durham and Darlington. The unit provides a pioneering approach to tackling alcohol harm, ensuring a more focused approach by working with partner agencies and by bringing in new



L-R: Insp. Colin Dobson, Chief Supt. Ivan Wood, Joanne Waller and Craig Rudman

procedures and processes to tackle the wider harm caused by alcohol. Official figures show that alcohol is related to 32 per cent of all violent crime, 42 per cent of domestic assaults and 20 per cent of anti-social behaviour.

Chief Superintendent Ivan Wood said “Our aim is to reduce the impact which alcohol-related incidents are having on our communities, improve how we manage, plan and control all aspects of licensing, improve intelligence gathering and information sharing and target offenders committing alcohol-related crime. This will be a problem solving approach to tackling alcohol harm – we want to identify potential issues at an early stage and intervene before they get the chance to grow and have a major impact on our communities.”

The work of the unit aims to achieve further reductions in crime and disorder and increase public confidence. A recent example of the unit’s successful work shows how a bar in Durham City was closed and the license revoked due to a high number of incidents including violent assaults, licence breaches, underage drinking, anti-social behaviour and drug use.

Catchgate Vision – ‘Thriving Community Spirit’

Members of Catchgate neighbourhood policing team proved they have the X-factor by winning the force’s problem-orientated partnership (POP) conference award in June 2012. The Catchgate “vision” addressed issues around low confidence in the police,

access to the local police station, engaging with young people and children, and disrupting criminal networks.

Fresh from its triumph at the POP awards, the Catchgate neighbourhood team had more cause to celebrate when it was part of a Northumbria in Bloom award. The makeover of Catchgate section office was part of the Catchgate village community and primary school entry into the regional awards. The result was a certificate which assessed the team's entry as 'developing' – the equivalent to a third out of five graded awards. Neighbourhood sergeant Michael McGowan said: "As far as we are aware we were the first police station in the country to be included in these finals and we've come out with an award at the first attempt. "It's a great achievement for everyone involved, but especially the primary school youngsters. "This is all part of the Catchgate Vision and a tribute to the hard work carried out by PC Craig Johnson, the pupils at Catchgate School, head teacher Joanne Shaw, Councillor Joan Nicolson and Civic Pride officer James Harper."

The judges found that the community partnership between the school and the local police station was proving to be of great benefit to the local community. They added: "The children are involved in the decision-making and they and their parents, as well as the wider community, are taking much pride in the planting and maintenance of the planters at the school and the police station." The new-look section office took shape earlier this year, when primary school youngsters painted the side door and side fence, then adorned it with a poem composed with the help of a full-time poet with whom they had been working. This was followed by the pupils placing and maintaining flower tubs and hanging baskets outside the office. The icing on the cake was a sparkling new blue lamp, giving the building the look and feel of a traditional police station in a community setting. The premises have been transformed from a mundane section office into a welcoming community police station, open to the public whenever staff are there. Sgt McGowan added: "The improvements aren't just cosmetic. The community spirit now thriving at Catchgate is starting to have an impact on crime and disorder figures. This partnership working is really making a difference, and this award is another great boost to our ongoing work.

High Impact Households Officially Launched



The High Impact Household (HIH) project commenced in 2011 and was officially launched on 18th September 2012. HIHs are identified as those families who have a disproportionate effect on their local communities, because they are either victims or perpetrators of crime and anti-social behaviour. The project presents the police and partner agencies with a real opportunity to turn lives around and create the opportunity for people living in HIHs to fulfil their potential. This in turn will improve the quality of the lives of the community as the HIH intervention teams provide, not just a team around the household, but a team around the community.

The project includes partners from County Durham and Darlington Children's Services and wider community safety partners and has been supported with academic research from Northumbria University. This work also includes the development of an 'early intervention model' to minimise the risks of households becoming future HIH and focuses upon the 'critical few' families to ensure that they are managed more effectively. There are currently five HIHs across County Durham and Darlington and this approach has enabled better partnership working. Some of the key successes include; links to organised crime being identified; safeguarding of children who were at risk; offenders being returned to prison and a reduction in crime and anti-social behaviour.

Crack Down on Metal Theft

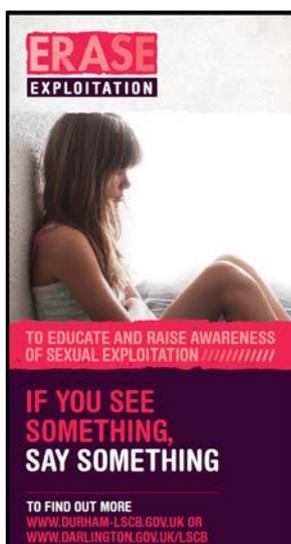
A forcewide crackdown on metal theft has seen recorded crimes slashed by more than half in the last year. Between 1 April 2012 and the end of January this year, there were a total of 1,204 offences across the force area. This compares with 2,837 over the same time period the previous year, a massive drop of 58 per cent. The reduction is being attributed to a number of factors, including the work done by specialist metal theft teams, the targeting of known criminals and new regulations which make it virtually impossible for thieves to trade metal items for cash at scrapyards.

"One major step forward was the national launch last year of Operation Tornado, which had its initial pilot scheme across our region. This was trialled by all three North-East forces, along with British Transport Police," said Det. Chief Insp. Brad Howe. "This has seen us carry out regular, unannounced visits to scrap metal dealers to ensure the new regulations are being observed and checkpoints across major routes where we intercept travelling criminals. The indications so far are very positive and hopefully we will see thefts of metal continue to fall."



Detective Chief Inspector
Brad Howe

ERASE-ing the Risk of Child Sexual Exploitation



A new campaign headlined 'ERASE', which stands for 'educate and raise awareness of sexual exploitation', aims to inform those who may come into contact with children about the indicators that might mean a child is at risk. It also gives people the contact details they need to share the information, whether it be about a child they feel is at risk or a suspect they feel may be of interest to police.

A series of workshops for key personnel, organised by both Durham and Darlington Local Safeguarding Children's Boards, have given colleagues the chance to understand the local picture and discuss the issue as well as identifying where children can

access the help and support they may require. While County Durham and Darlington is a safe place to live for the vast majority of young people, we are committed to making sure that the people who work with or come into contact with children day in day out, are fully aware of the signs to look out for that might mean a child is at risk.

The ERASE campaign aims to educate people so that they know how they can report any concerns they might have about potential victims to make sure they receive the help and support they require, or any suspicions they might have about a perpetrator that they wish to bring to the attention of the police. We want to make sure that no case goes unreported.

Restorative Approaches Achieve Great Results

The force has embarked upon one of its biggest training commitments in years with over 1,000 members of staff being trained in the key concepts of restorative approaches, which makes offenders face up to their crimes by making a direct apology or reparations to their victims. Offenders must admit their guilt or accept responsibility for their actions and give their consent to taking part in the process.

“Modern-day policing is all about reducing offending and changing people’s lives for the better. We are no longer, if we ever were, a law enforcement agency only. Restoration for victims and communities is at the heart of what we do,” said Chief Constable Mike Barton.

One victim of an assault describes the process as helping her to feel better about herself, being able to open up to people and tell them about her feelings. “If I hadn’t been offered the opportunity to be involved it would have felt like no-one wanted to listen.”

From another point of view, a prolific burglar has met with one of his victims and apologised for his actions. The meeting had a profound effect on the offender as he had never considered the level of impact burgling someone’s home would have on the victim. He is now engaging with rehabilitation programmes so that in the future he will be less likely to offend.

Performance for 2012/13

The Constabulary aims to deliver excellent policing inspiring confidence in victims and our communities by protecting neighbourhoods, tackling criminals and solving problems around the clock.

The force continues to perform well and is currently seeing reduced levels of crime and anti-social behaviour when compared with 2011/12.

For the period April, 2012 to March, 2013, there have been reductions in all crime types with overall crime and victim related crime both down 15% meaning over 4,500 fewer victims of crime. Violence is down 11%, public disorder down 16%, stealing down 16% (house burglaries down 14%, thefts of vehicles down 23% and metal theft down 56%) and criminal damage down 12%.

As a result, recorded crime in 2012/13 is at its lowest level since 1980 and County Durham and Darlington have some of the lowest crime rates nationally.

The overall detection rate stands at 38% with victim related crime at 31%. Other rates are generally higher or the same as in 2011/12 giving Durham some of the best rates nationally.

In relation to anti-social behaviour, there has been a 27% reduction – a decrease of over 11,000 incidents with alcohol related and youth related anti-social behaviour down by 38% and 21%, respectively.

This excellent performance is reflected in satisfaction levels with 89% of victims being satisfied with the overall service provided by the force when dealing with their incident.



Victims are also satisfied with the ease at which they can contact the force (97%), the time it takes an officer to attend their incident (89%) and with the action officers take in dealing with their incident (87%) and the treatment they receive (95%).

Consequently, County Durham and Darlington continue to be one of the safest places to live, work and visit.

Resources

The Force employs approximately 2,270 officers and staff who provide the full range of policing services. The table below shows a breakdown of the numbers per command. It also shows the number of Special Constables within the Force:

| Command | Officers | Staff | PCSO's | Specials | TOTAL |
|-------------------------|-----------------|--------------|---------------|-----------------|--------------|
| Crime & Justice | 427 | 247 | - | - | 674 |
| Neighbourhoods | 205 | 30 | 172 | 64 | 471 |
| Response | 595 | 142 | - | 6 | 743 |
| Tasking & Co-ordination | 70 | 91 | - | - | 161 |
| Support Services | 23 | 207 | - | 6 | 236 |
| Other | 29 | 41 | - | - | 70 |
| TOTAL | 1,349 | 758 | 172 | 76 | 2,355 |

Crime and Justice Command is responsible for custody, crime investigation and criminal justice. Neighbourhood Command covers all aspects of neighbourhood policing including the deployment of Police Community Support Officers and the majority of Special Constables. Response Command includes communications, special operations such as roads policing, dog section and firearms and also includes immediate and priority response officers. Tasking and Co-ordination Command includes analyst staff and officers and corporate development and media teams. Support Services Command includes finance, HR, IT, business support and front counter staff within police stations.

The Force has a training programme which provides mandatory training to officers and staff in order for them to carry out their roles. Training includes personal safety training, first aid training, firearms training, driver training and investigative skills training. It also includes other training specific to individuals. In the last 2 years the Force has invested heavily in leadership training for senior officers, and staff in order to ensure that the force can continue to deliver falling crime rates, high detection rates and rising public satisfaction levels in light of reducing resources.

In addition to problem solving the Force also has targeted productivity improvements in recent years. This involves measuring productivity levels of officers and staff and managing improvements such as sickness absence levels, levels of overtime, improved use of technology and better management of demand.

Our Staff

‘A Once in a Lifetime Experience’ at the Olympics

Along with every other police force in the country, Durham sent officers from various disciplines to assist with policing this event. Over 130 of our officers were on Olympic duty at some stage during both the lead-in period and during the Games, providing



Olympic Torch Relay, Bishop Auckland

vital cover in areas such as search teams, dog handlers, public support units and motorcycles.

“It really was a once in a lifetime opportunity and a great experience. We all felt a real part of the whole Olympics’ operation and it was terrific to share in the feel good factor which the whole country seemed to be enjoying,” said Insp. Ed Turner, who

led a PSU team of more than two dozen officers. It’s quite strange thinking that one week our staff were out on patrol in places like Stanley or Peterlee, the next they were walking down Trafalgar Square and involved in the biggest event of the year,” Durham’s commitment to the Games also included a ten-strong contingent to support the policing of the Paralympics.

WOW Sam Keeps Force Out in Front!

Durham Constabulary celebrated being a winner at the national WOW Awards ceremony held in central London. The award scheme is to raise standards of customer service throughout the UK’s industries. It helps organisations give even better customer service by recognising their staff when they have gone above and beyond their normal duties to help someone. The force was nominated for three awards; Best organisation; Most inspiring front-liner and WOW! What a team.



Durham contingent at Wow! Awards, London, 2012

PCSO Sam Wardle, who works in the neighbourhood policing team (NPT) in Spennymoor, picked up the award for most inspiring front-liner for her commitment and dedication in helping to improve the lives of a number of people in Spennymoor. The force was also highly commended under the ‘WOW! What a Team’ award category for its role in rescuing a family who were lost in Hamsterley Forest in November of last year.

Deputy Chief Constable Michael Banks said: “We are absolutely delighted and very proud to pick up the most inspiring front-liner award and a commendation in the WOW! What a Team nomination category. “It’s great to receive recognition for the level of customer service we provide to members of our community. Hopefully our success at the national awards will encourage people to continue to make WOW! Award nominations when they’ve received an excellent level of service from us and we can look forward to achieving more nominations in 2013.”

Child Cruelty Investigator Proves that Quality Counts

A Durham detective has received national recognition for her investigation into a catalogue of cruelty against three children. The Police Federation National Detective Forum honoured Detective Constable Claire Errington for her inquiry which led to a woman being jailed for six years after she was found guilty of 11 counts of cruelty. Nominating Claire for the award, head of vulnerability, Detective Chief Inspector Paul Goundry, said: “The positive impact Claire has had on the lives of the victims is immeasurable.” He added that the success of the investigation was down to Claire’s dedication, skill and tenacity. Claire maintained an excellent rapport with the victims, gaining their confidence during the initial stages of the investigation and maintaining that confidence throughout the inquiry and the trial.

Officers Praised for Fire Rescue



PC Mick Moody and PC Paul Jackson

PCs Paul Jackson and Mick Moody received national life-saving awards from the Society for the Protection of Life from Fire, for rescuing a man from a fire in his home. The officers entered the house and found the man unconscious on the bathroom floor. They were able to remove him from the smoke filled building and administered basic first aid which helped him to recover. Presenting the pair with their awards, Deputy Chief Constable Michael Banks praised their swift actions “which

undoubtedly helped save a man’s life.”