

Police, Crime and Victims’ Commissioner for Durham

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**Priti Patel MP**

**Home Secretary**

**Home Office**

**2 Marsham Street**

**London**

**SW1P 4DF**

**Acting Police, Crime & Victims’ Commissioner: Stephen White**

**Acting Monitoring Officer: Sharon Caddell**

**1st September 2020**

Dear Home Secretary,

**HMICFRS Inspection Report:**

**A call for help - Police contact management through call handling and control rooms in 2018/19.**

This letter constitutes my response to the above inspection as Acting Durham Police, Crime and Victims’ Commissioner for Durham and Darlington, in order to fulfil my responsibilities with regard to Section 55 of the Police Act 1996. The reply to HMICFRS will also be published on my website.

In turn, here are position statements showing what the Constabulary is doing to meet the areas for improvement which relates to Chief Constables, of which I am in support:

**AFI- *Each force must be sure it effectively assesses risk at all points of contact with the public and the community. It should use this assessment to provide the best response to vulnerability.***

Threat, Harm, Risk, Investigation, Vulnerability and Engagement (THRIVE) is embedded within Durham Constabulary’s control room and a refresh of understanding/training of THRIVE assessment is ongoing. THRIVE allows the force to follow a victims from the initial point of contact through the life of the victims journey. This allows the force to categorise, prioritise respond accordingly.

**AFI- *Each force where there is a vulnerability desk should make sure it makes a positive contribution to initial safeguarding.***

Durham Constabulary do not currently have a vulnerability desk.

**AFI- *Each force should make sure its staff are trained, supervised and supported to be effective in their control room roles; this should include assessing the effect of better terms and conditions and career development for control room staff.***

Continous personal development (CPD) is a focus of the department and equipping staff with the skills they need to perform well. Issues with the shift pattern and terms and conditions of police staff hinder training to a degree so this will need to be considered further to ensure training opportunities and career paths are supportive.

**AFI- *We expect forces to invest in technology and work with each other to use it to inform and improve their risk assessments, their responses and their investigations to keep the public safe.***

In conjunction with the business innovation department (BID) the impact of technological advancements will be further considered to ensure the department is  able to respond and invest. THRIVE and risk assessments are already embedded to ensure deliverance of safety to the public.

**AFI- *We expect all forces to make sure the service they provide to their communities meets the new national contact management strategy. We will assess how well forces adopt the contact management principles and practice as well as the learning standards during our 2020/21 inspections.***

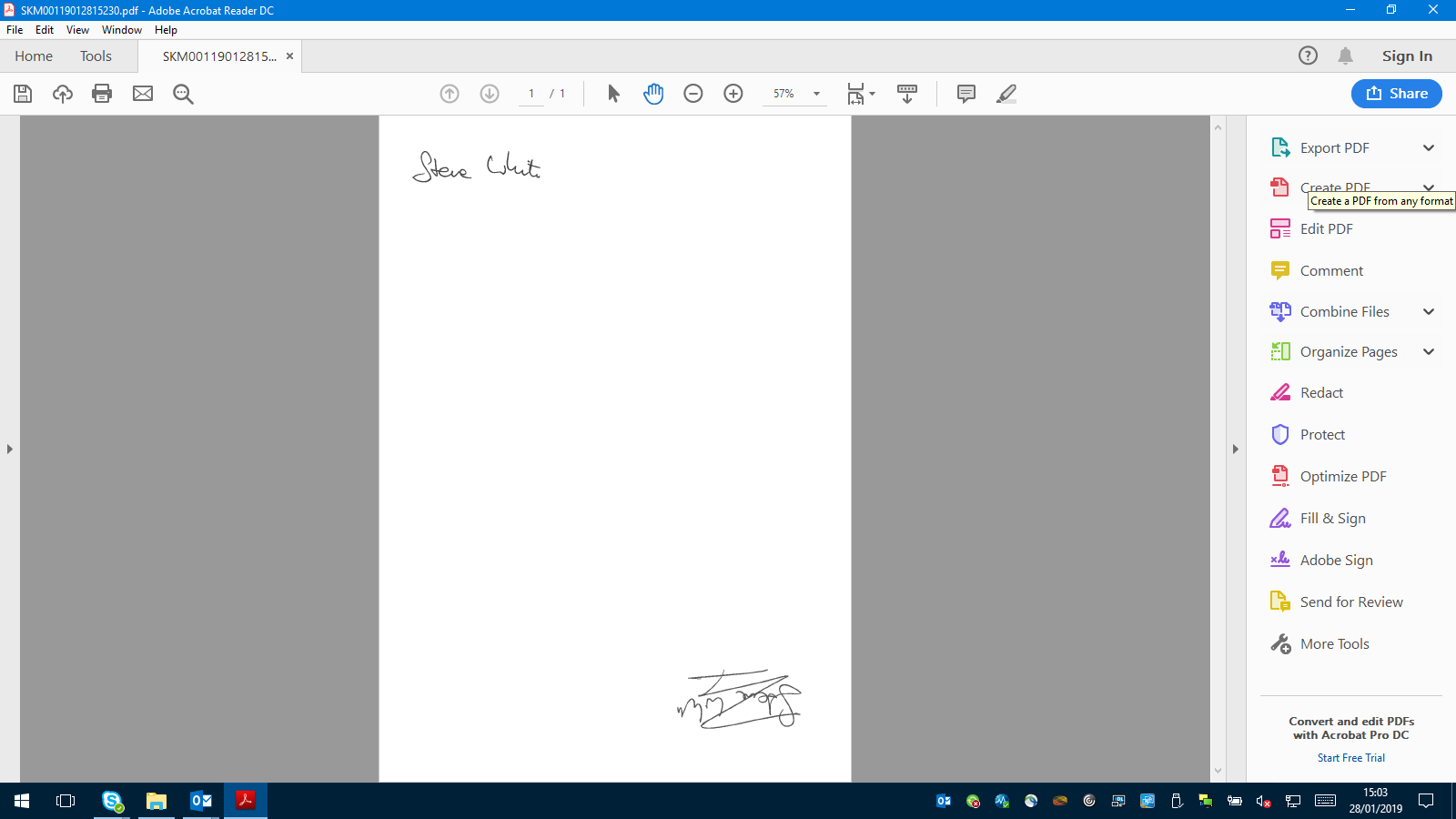
The overarching principles of THRIVE the force have the NPCC contact management principles firmly embedded.

**AFI- *We expect to see all 43 forces get involved in the single online home and the social media projects.***

The force do not view single online home as the preferred option for the organisation due to its lack of interaction with Red Sigma. There would need to be sinfigicant unrealistic investment in order to remedy this. A proposed alternative is online reporting to support Live Chat, this will be reviewed by the force and their ICT command.

I am also copying this letter to Sir Thomas Winsor, Her Majesty’s Chief Inspector of Constabulary and Fire and Rescue Services.

Yours sincerely,



**Steve White**

**Acting Police, Crime and Victims’ Commissioner for Durham**

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*The Police and Crime Commissioner for Durham is an accredited Living Wage Employer with the Living Wage Foundation*

