



# Durham Police and Crime Commissioner's **ANNUAL REPORT**

**2023/24**

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



**Joy Allen**

**Police and Crime Commissioner**

**I**t has been an honour to serve the communities of County Durham and Darlington as your Police and Crime Commissioner.

We have been extremely busy over the past three years, and I am proud of the many achievements that have been made along the way. These successes could not have been reached without the commitment and determination of our Police Officers, staff and many partners with whom we work side by side, to keep our communities safe.

Through my continued commitment to neighbourhood policing, there are now more officers in the Force than in 2019, when the Police Uplift Programme came in to effect. These new recruits are active and visible in our communities, delivering the robust policing presence you have told me is very important to you. However, I must highlight that this still leaves us with 128 fewer officers than in 2010.

Whilst we could do so much more with further recruits, it is clear to see that these additional officers have already made an impressive impact in our neighbourhoods and will be critical for the delivery of my new Police and Crime Plan.

Both the Chief Constable and I remain committed to strengthening neighbourhood policing which is the lifeblood of a strong and effective Force and further recruitment events are planned this year, to grow our headcount of officers as far as funding will allow. This will include additional intakes of PCSOs and Special Constables who play an equally important role in reassuring our communities, deterring crime and assisting regular officers through enforcement action.

This report covers the financial year 2023-24 and includes the performance made against my original Police and Crime Plan priorities. There is much to be pleased about, and we are already seeing benefits from the money you have invested in your Police Force through the precept.

One such benefit is our call handling operation which is an area our residents have rightly demanded improvements of. Earlier this year, the Force recruited 20 extra call handlers with a further two training courses expected imminently. We have moved closer towards full implementation of the Single Online Home website, enabling residents

to contact the Force digitally, ensuring wider accessibility in time of need. The good news is, call answering times have already reduced, with the average answer time for a 999 call between January and March being 10.3 seconds – a reduction of 2.3 seconds on the previous quarter.

More improvements are expected as we fully implement a £1.5m cloud-based telephony system over the next five years which will reduce transfer delays of calls coming into the control room. In addition, we have recently rolled out a new SMS deflection system to direct some callers to the Force website if digital communication is preferred.

Every victim matters and I am proud of the work I have undertaken with partners to ensure the victim's voice is heard and that justice is delivered. The detrimental effects of anti-social behaviour (ASB) on victims are well known, and we have directed vast resources into preventing and enforcing these incidents, providing appropriate support to victims and diverting future offending.

ASB incidents fell by 11.5% between April 2023 and March 2024. We were fortunate to have been selected to trailblaze the previous government's 'Hotspot Policing' programme which has seen the roll out of thousands of extra policing patrols in ASB hotspot areas across the Force area. The associated Immediate Justice Scheme has also ensured perpetrators are dealt with quickly and decisively after coming to the attention of officers.

The recent partnership with my Community Peer Mentors (CPM) scheme has ensured victims of anti-social behaviour identified through the pilot are offered bespoke, non-time limited support, mediation and advocacy by one of three ASB Coordinators working on behalf of the team, helping to promote recovery. Some of these victims have also been supported through my recently re-launched ASB Case Review scheme, a process which enables victims to demand answers for ongoing ASB problems from the agencies responsible for dealing with issues.

A new era now beckons, and I will shortly be unveiling my fresh Police Crime and Justice Plan, 2025-29 following a period of consultation with local residents, partners and businesses. My priorities will continue to be informed by the issues and crimes that concern you the most and will determine how and where we will invest public funding to keep you safe.

Prevention will remain an overarching priority and I will continue to work with partners to stop harm before it happens and avoid unnecessary trauma to victims. This means intervening before people commit their first offence and with those already caught within the revolving door of offending. It also means offering more effective support for those who turn to crime through their addictions whether alcohol, drugs or gambling.

We will also continue to take every opportunity to drive home the safety responsibilities of those who drive or ride on our roads. Between Q1 and Q4 2023/24, there was a 10.9% reduction in all casualties in the Force area, highlighting the importance of investing in awareness campaigns and tough enforcement. Most road collisions are preventable and if we can avert one serious injury or fatality, then we will have made a difference. As the Association of Police and Crime Commissioner's (APCC) Lead on Roads Policing, I will continue to push nationally for tougher sentencing for those who use our roads recklessly, including drug and drink drivers, and I will encourage employers to introduce workplace drink/drug policies and random drug/alcohol testing.

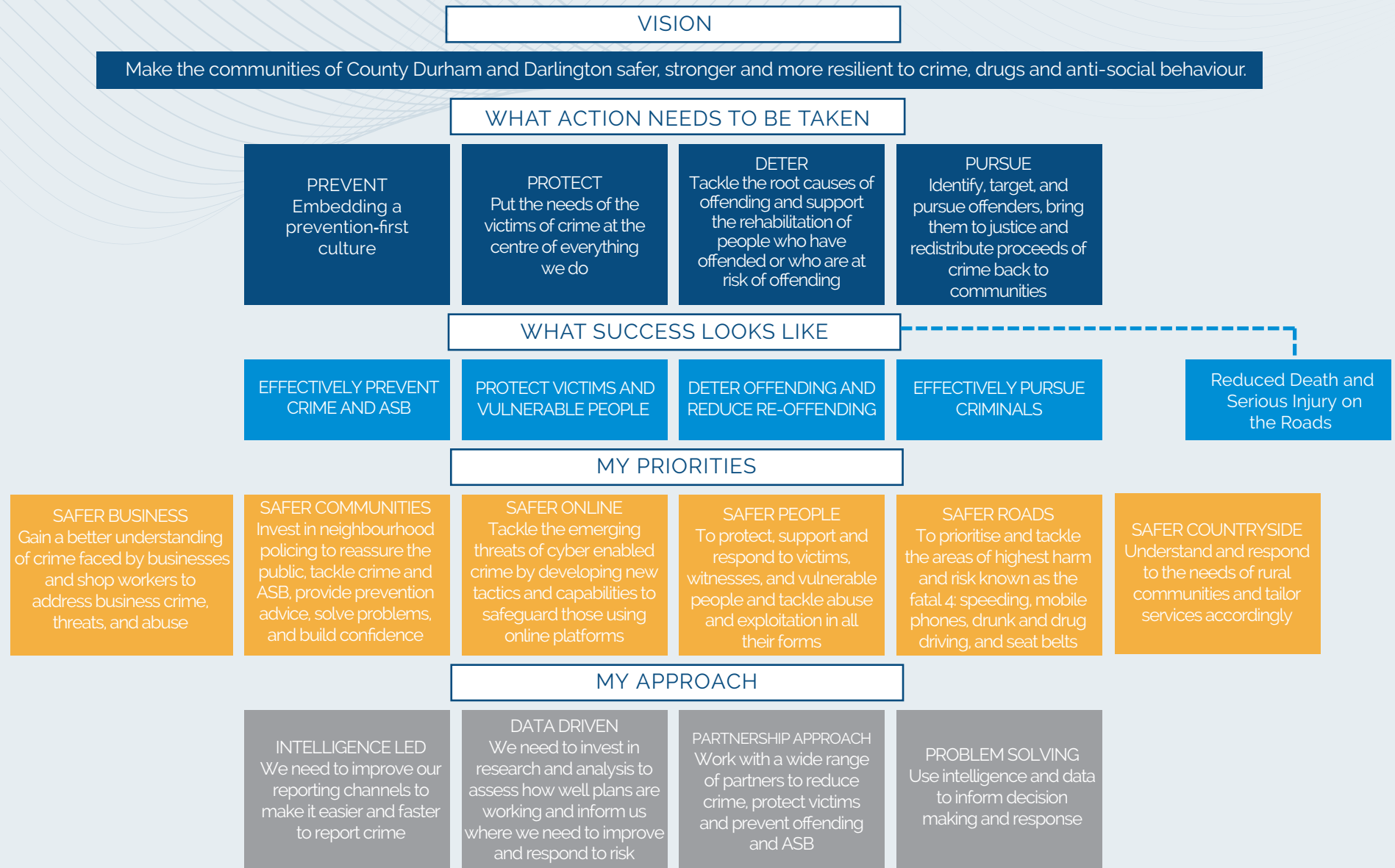
Durham is a high-achieving Force, but we know we could do so much more with extra funding. Every penny is precious, and in my role as Joint Lead of the APCC Finance portfolio, I will continue to press for a funding formula that is fit for purpose and returns officers to the streets in areas struggling with a low tax yield and fewer officers than they had in 2010.

For too long, residents in parts of Durham and the North East have faced markedly worse socio-economic outcomes than residents of other equally deprived areas. As Police and Crime Commissioner, I want to ensure none of our towns and their people are forgotten or left behind. This is why I am determined to secure Durham the funding and resources it deserves to protect our communities from threat – now and in the future.

**Joy Allen**

**County Durham and Darlington Police and Crime Commissioner**

# THE PUBLIC'S POLICE AND CRIME PRIORITIES - PLAN ON A PAGE



# DELIVERING THE PUBLIC'S POLICE AND CRIME PRIORITIES

Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) Peel 2023/25 Police Effectiveness, Efficiency and Legitimacy inspection made the following observations

## PREVENT

- The Force uses a range of prevention initiatives to tackle crime and anti-social behaviour.
- The Force has invested in its police community support officers.
- The Force works well with the public.
- The Force has an effective strategic planning framework, making sure that it tackles what is important locally and nationally.

## PROTECT

- The Force makes good use of volunteers to reduce control room demand.
- The Force provides a good level of service under the Code of Practice for Victims of Crime most of the time.
- The Force has a good level of investment in leadership.
- The Force has sound financial management processes in place.
- The Force has a good understanding of how to use police powers respectfully.

## DETER

- The Force is outstanding at disrupting serious and organised crime..

## PURSUE

- The Force carries out effective and timely investigations.
- The Force records rape offences effectively.
- The Force effectively pursues suspects and wanted persons to protect the public from harm.

- The Force uses nationally recognised risk assessment to manage registered sex offenders.
- The Force effectively manages the risk posed by online child abuse offenders.
- The Force makes good use of digital forensics in managing registered sex offenders and indecent images of children suspects.
- The Force effectively pursues suspects and wanted persons to protect the public from harm.
- The Force has effective governance and oversight of investigations.
- The Force is using medical evidence effectively to pursue more evidence – led prosecutions in domestic abuse cases.

## INTELLIGENCE LED

- The Force is improving the digital competence of investigators.
- The Force is using Smartwater technology to protect victims of stalking.

## DATA DRIVEN

- The Force makes good use of its own and shared data.

## PARTNERSHIP APPROACH

- The Force collaborates to improve services and has a clear focus on evaluation to make sure that these continue to offer benefits.

# CHIEF CONSTABLE'S REPORT



**Rachel Bacon**  
CHIEF CONSTABLE

When I arrived in Durham, there was already a solid foundation of excellence and extra mile behaviour.

Durham Constabulary has been long recognised as one of the top performing police Forces in the UK, something we are immensely proud of. We are committed to delivering effective, responsive and accountable policing services that enhance public safety, promote social cohesion and uphold the rule of law. As I approach one-year service in Durham, I recognise the proud tradition within and that the 'x-factor' of Durham is its people.

Despite the volume of demand that we deal with, there continues

to be a focus on quality to build trust and confidence within our communities by:

- Relentlessly pursuing criminals;
- Being determined to protect vulnerable people;
- Providing a first-class service to victims;
- Being the best at preventing crime & ASB.

**“The Durham Difference is the people; they are positive, genuine and authentic”**

Over the last twelve months we have shown extensive efforts to support and deliver the PCC's Police and Crime Plan. We have invested significantly in technological advancements, modernising our digital capability to improve our response and investigative standards.

We have worked collaboratively with partners to protect those who are less able to protect themselves, or others, from harm, exploitation or vulnerability.

We know that teamwork makes us stronger, and by working together we can build resilience to overcome challenges. We continue to focus on victims and victim satisfaction by supporting individual needs through service adaptations.

**“Victims are at the heart of everything we do, they should have a voice”**

We have and will continue to work with the Police and Crime Commissioner to ensure we do all we can to protect victims of crime and ASB. We will continue to deter offending and reoffending by recognising the symptoms of crime, understanding the causes, and intervening early to stop offending behaviour.

The policing climate in County Durham and Darlington, much like in other regions, faces a mix of social, economic and technological factors, where rapid and evolving patterns of crime pose both challenges and opportunities. The rise of cybercrime, the proliferation of illicit drugs, Organised Crime Groups and County Lines, necessitate a proactive and

adaptive approach to policing. Moreover, the increasing demand for accountability, transparency and community engagement highlights the need for a modern, responsive police service.

Durham Constabulary confronts many complex issues that demand our unwavering attention and innovative solutions. We will embrace change and opportunities with our demonstrable excellence in problem solving and the diverse skills, experience and expertise that our colleagues across the Force possess.

### Among these challenges are:

- **Violent Crime:** Addressing the root causes of violence and working collaboratively with partners to prevent and intervene in instances of violent crime.
- **County Lines:** Combating the scourge of county lines drug trafficking, which exploits vulnerable individuals and communities while fueling organised crime networks.
- **Cybersecurity:** Enhancing our capabilities to detect, investigate and prevent cyber-enabled crimes, including fraud, online exploitation and data breaches.
- **Community Policing:** Strengthening our engagement with local communities, building trust and empowering residents to play an active role in crime prevention and public safety initiatives.
- **Mental Health:** Developing tailored interventions and support mechanisms for individuals experiencing mental health crises, ensuring their welfare and minimising their involvement with the Criminal Justice System.
- **Equality and Diversity:** Promoting inclusivity, diversity and equality within our workforce and addressing disparities in the delivery of policing services.

These issues are not impossible to solve, but they require real effort, strategic foresight and working smarter, in collaboration with our partners.

It is no secret that finance plays a huge factor in all aspects of policing, but we remain committed to providing value for money policing to our communities. We will do this by being innovative and productive to

make best use of our resources. However, given the continuous impact of austerity, we recognise that cost control is more important than ever.

We will continue to monitor the climate and review our priorities and direction in line with the voice of our communities and the changes required to keep County Durham and Darlington safe.

When I arrived in Durham, we embarked on a journey to refresh our strategy, in line with the PCC's Police and Crime Plan.

We now have four key areas of focus and twelve priority areas that underpin our purpose, to help us to deliver the best service to our communities, as well as being a transparent, committed and professional workForce.



I have no doubt we will achieve some fantastic milestones over the next three-years, and I am proud to be part of this journey with my colleagues.

**Rachel Bacon** - Chief Constable Durham Constabulary

# MY PRIORITIES

I detail below the achievements throughout 2023/24 from my Police and Crime Plan

## SAFER COMMUNITIES – ANTI-SOCIAL BEHAVIOUR

- **Tackle quality of life issues that matter most to residents such as anti-social behaviour, fly tipping, vandalism and dog fouling.**
  - ✓ Through Safer Streets 4 funding, 463 street lights have been upgraded, more than 1,850 people have been supported in night safety hubs, 3664 activities have been delivered to young people to divert them away from anti-social behaviour and crime prevention devices fitted in 774 homes.
  - ✓ My office secured £4m of Trailblazer funding to tackle anti-social behaviour hotspots across the Force area and deliver the Immediate Justice programme for those engaged in ASB.
  - ✓ My office also secured an additional £820,000 funding from Safer Streets 5. Achievements with this funding include the provision of five deployable CCTV cameras across the Force areas, 34 fixed cameras in Durham City, a Project Officer focussing on Violence Against Women and Girls and resources to support rural communities.
- **Ensure the availability of a trauma informed approach to support victims of persistent, unresolved anti-social behaviour.**
  - ✓ Community Peer Mentors receive trauma-informed training to enable them to offer appropriate and invaluable support to victims of ASB.
- **Enable victims of ASB to attend a resolution meeting to explain the impact the ASB behaviour is having on them.**
  - ✓ The ASB Case Review process was relaunched, ensuring victims of anti-social behaviour can request their case to be reviewed if they believe agencies have not responded sufficiently to complaints of anti-social behaviour and can attend that review in person.
- **Provide ongoing communication on what is being done locally to tackle ASB across media platforms.**
  - ✓ As part of the ASB Trailblazer project, a video was produced for social media on the positive effects the trailblazer has had on business owners, residents and visitors to Durham City.
  - ✓ Continuous social media messaging has been distributed on the improvements achieved as a result of funding allocated by the PCC to projects and schemes that focus on tackling antisocial behaviour, (e.g. diversionary youth activities, increased foot patrols, improvements in reporting tools, operations around off-road bikes etc.)
  - ✓ 'Don't Suffer in Silence' campaign has been progressed, with Durham Agency Against Crime cadets doing leaflet drops to reach more residents that we previously have not reached.
  - ✓ Through government funding MMC Research and Marketing supported the OPCC to launch a new survey to understand how safe people feel and the impact anti-social behaviour has on their lives, via social media. The consultation helped highlight areas of the county where ASB is more prevalent and understand how this behaviour impacts local life to inform future projects and funding direction.



## BY THE NUMBERS:

### In 2023/24:

- 11.1% overall reduction in recorded ASB incidents, down from 13,528 in 2022/23 to 12,017 in 2023/24.
- 11.2% reduction in nuisance ASB reports from 8405 in 2022/23 to 7462 in 2023/24.
- 26.1% personal ASB reports from 2031 in 2022/23 to 1500 in 2023/24.
- 19.4% reduction in drug-related ASB reports from 175 in 2022/23 to 141 in 2023/24.
- 24.7% increase in victims of ASB supported by the Community Peer Mentors from 599 to 747.

### Hotspot Patrols

Partners have undertaken around 13,000 hours of patrols across all hotspot areas between July 2023 and March 2024

- As a result of these patrols there were:
- 96 arrests
- 122 stop and searches
- 124 informal warnings
- 10 Community Protection Warnings
- 7 Community Protection Notice
- 4 Dispersal Notices
- 47 lots of enforcement actions due to PSPO
- 38 Fixed Penalty Notices

# SAFER COMMUNITIES – NEIGHBOURHOOD CRIME



- **Enhance area based multi-agency hubs that support collaborative problem-solving approaches to reduce crime, anti-social behaviour and victimisation.**
  - ✓ Provided £120,000 to fund problem solving approaches in neighbourhoods through police Prevention and Problem Solving Team..
- **Ensure Police Teams are more visible and accessible and there is a nominated and visible local officer or PCSO in every neighbourhood**
  - ✓ Neighbourhood policing teams have dedicated beat areas where they have a targeted visible presence and regular formal and informal contact with their communities.
  - ✓ All local neighbourhoods have an identified Single Point of Contact for retail crime.
- **Put more Police Officers back on our streets**
  - ✓ There were 237 more Police Officers in the Force area in 2023/24 than in 2019.
- **Involve people with lived experience when working with victims of crime, anti-social behaviour, addictions and abuse**
  - ✓ Community Peer Mentors have a range of volunteers with lived experience which enables them to support victims of anti-social behaviour or other people who are vulnerable.
  - ✓ Funded the FREE Programme which is a peer-led model supporting women who have experience of the Criminal Justice System.
  - ✓ Funded research to understand the "lived experience" of victims to address barriers to reporting crime.



- **Promote and support a multi-agency problem-solving strategy to prevent neighbourhood crime (burglary, robbery, theft from the person and vehicle crime)**
  - ✓ Within each locality, there is a Multi-Agency Problem Solving (MAPS) Coordinator who acts as a key conduit between Police and the Local Authority for addressing longer term multi-agency problem solving.
  - ✓ Contributed £15,000 to the Force's Winter Nights campaign in 2023 to promote crime prevention messages.
  - ✓ All staff in the OPCC have had training in problem solving strategies to work alongside the Force and support our own internal commissioning processes.
- **Utilising multi-agency partnerships to deliver on diverting people from crime through education, employment, leisure and training provision**

- ✓ Through the Local Criminal Justice Board, strategies to provide Education, Training & Employment programmes for offenders are being developed to prevent reoffending.
  - ✓ Using a Families First approach, Neighbourhood Policing Teams work with the Councils Children and Young People's services to give intensive support to families who have children involved in ASB and gateway criminality.
  - ✓ Future Pathways were commissioned to deliver a service to young people to reduce ASB across Darlington and Stanley, providing early interventions for those most vulnerable through the means of positive activity. The programme runs three evenings per week to reflect peak hours of ASB and is supported by two members of staff experienced in working alongside disengaged young people.
- **The PCC provided funding to Durham Community Action to:**
    - ✓ Facilitate meetings of representatives from VCS organisations to collaborate and share opportunities for criminal justice volunteering.
    - ✓ Support volunteer led groups and planning for managing community safety activities.
    - ✓ Provide on-line training for volunteers (and groups about supporting their volunteers).
    - ✓ Build capacity and best practice to enable organisations offering volunteering opportunities to understand their responsibilities and operate effectively.
    - ✓ Support community resilience planning activities.
    - ✓ Deliver NAVCA accredited cyber security training.

- **Ensure an effective Integrated Offender Management (IOM) scheme for identifying neighbourhood crime offenders and intervening to prevent reoffending**
  - ✓ Durham Constabulary have embedded the IOM National Refresh Strategy which focuses on reducing neighbourhood crime, including burglary, robbery, theft from the person and vehicle theft.
- **Promote and increase the take up of 'Keep in the Know', a free messaging service to keep local communities informed on what the local neighbourhood police and partners are doing ([keepintheknow.co.uk](https://keepintheknow.co.uk))**
  - ✓ Through active community engagement 'Keep in the Know' is promoted to the public and has seen a rise in uptake since I took up office.
  - ✓ There has been a 5% increase in the number of residents signed up to Keep in the Know from 10,727 in 2022/23 to 10727 in 2023/24.
- **Encourage residents to report crime and anti-social behaviour to enable positive action**
  - ✓ The Force has introduced Crimestoppers Zones in Horden, including intensification of media to promote sharing of intelligence and engagement with the community.
  - ✓ The Force and OPCC website is user friendly, providing guidance on a number of different issues and offering different methods for reporting incidents to suit the user. There is also useful signposting for issues which are not police-related.
  - ✓ Single Online Home was live from March 2024; the aim of this platform is to improve the experience of reporting incidents and response times to those reports.
  - ✓ The OPCC regularly shares updates around crime reporting tools and crime prevention messages, including sharing partners content such as CrimeStoppers, Durham Constabulary, Road Safety UK, etc.

- ✓ Operation Snap went live in 2023 and there have been 434 submissions into the Force to the end of March 2024.





## BY THE NUMBERS:

### In 2023/24:

- 19% increase in recorded neighbourhood crime – from 4870 in 2022/23 to 5798 in 2023/24.
- 13% increase in residential burglaries from 2016 in 2022/23 to 2288 in 2023/24.
- 25% increase in vehicle offences – from 2529 in 2022/23 to 3157 in 2023/24.
- 22% increase in theft from motor vehicles – from 1053 in 2022/23 to 1287 in 2023/24.
- 17% increase in robbery – from 200 in 2022/23 to 235 in 2023/24.

# SAFER COMMUNITIES – SERIOUS AND ORGANISED CRIME

- **To ensure the Force has the necessary resources to respond to serious organised crime threats (firearms, drugs, child criminal exploitation, fraud, economic crime, cyber, modern slavery, human trafficking):**
  - ✓ In the October 2023 HMICFRS PEEL Inspection report, Durham Constabulary was assessed as 'Outstanding' for their work on 'Disrupting Serious Organised Crime'.
- **Tackle and disrupt organised crime groups behind drug activity**
  - ✓ The Force continues to work locally and regionally to identify and tackle Organised Crime Groups.
  - ✓ County Lines intensification week saw police arrest ten individuals, protected two children and seized an estimated £2million worth of cannabis.
  - ✓ Operation Mayapple, the large-scale response to tackling organised crime groups involved in drugs trafficking across Durham and Darlington, saw 12 arrested and a significant disruption to two of the highest threat OCGs in the region.
  - ✓ Supported Operation Nightstar in Darlington and the east coast of Durham, to identify, disrupt and prosecute shops involved in the illegal selling of vapes and tobacco by exploiting children and vulnerable people.
- **Recognise the exploitation of children and young people and continue to identify and safeguard those at risk**
  - ✓ £7,500 awarded for a problem solving plan for Police and Durham Agency Against Crime to develop an interactive educational resource for young people to deter involvement with organised crime gangs. Sixteen schools across the Force area have participated.
- **Support the coordination of the local, regional and national response to modern slavery through the National Anti-Trafficking and Modern Slavery Network**
  - ✓ Work with the Anti-Slavery Network has progressed throughout the year and has increased understanding and awareness of the nature and scale of the issue across County Durham and Darlington.
  - ✓ £22,000 made available to fund a coordinator for the Anti-Slavery Network.
  - ✓ Launched the Anti-Slavery Champions Project.
  - ✓ Various activities link to Anti-Slavery awareness week took place including a focus on awareness raising amongst the partners and public.
- **Develop a public health approach to shape the partnership work to prevent and reduce serious violence**
  - ✓ My office has led on the development of a multi-agency Serious Violence Strategy to deliver on the Serious Violence Duty. Around £500,000 has been allocated to 11 projects across the Force area to tackle serious violence until March 2025.



## BY THE NUMBERS:

### During 2023/24

North East Regional Organised Crime Unit (NEROCU) had the following impact in Durham:

- 783 disruptions
- 107 arrests
- 34 charges (including cautions)
- 115 years sentenced (Durham)
- 109 individuals safeguarded
- 40 drug records
- 12 weapon records
- 5 firearm records
- £129,110 cash seized – estimated value at time of seizure
- 5 confiscation orders
- £2,428,554 confiscation benefit

# SAFER BUSINESS

- **Strengthen engagement with local businesses by providing targeted crime prevention advice, to protect them and retail workers**

- ✓ A PCC Safer Business Group has been implemented, bringing together retailers and other stakeholders to share best practice, emerging threats and learning from others.
- ✓ The Force has appointed a Retail Crime lead and PCSOs have been identified as Single Points of Contact (SPOCs) for retailers in each neighbourhood area.
- ✓ Crime prevention advice is provided to retailers across the Force area.
- ✓ A Public Accountability Meeting was held in January 2024, holding the Force to account in relation to retail crime.
- ✓ Participated in Safer Business Action Week in October 2023 to raise awareness of retail crime and show support for retailers.
- ✓ Provided funding to better equip officers in tackling business crime, including £43,000 to improve security in Castle Dean, Peterlee and £9,000 for 20 handheld radios in Newton Aycliffe.

- **Gain a better understanding of the crimes faced by businesses and ensure they get the support they need to keep themselves and customers safe**

- ✓ Retail workers and businesses across County Durham and Darlington were consulted on crime and workplace abuse as part of a Force wide poll. This helped to understand the issues retail workers face in relation to violence and abuse on shopworkers. It was also designed to gauge feedback on crimes such as shoplifting and anti-social behaviour that disrupt businesses and result in significant financial losses.
- ✓ This fed into the Safer Business Task Group set up with local retailers,

police and other partners to share best practice on how to deter shoplifting and other retail crime.

- ✓ £500 funding given to purchase 'Business Watch' signs to be displayed on lighting columns in and around NETPark. The 'Business Watch' scheme was set up to help create a modern and dynamic voluntary organisation based upon the traditional values of Neighbourhood Watch: preventing crime and promoting a stronger community around businesses.
  - ✓ The survey highlighted significant under-reporting of crime across the sector with 50% of all retailers admitting that they report less than 10 per cent of abuse incidents to police. They quoted reasons for this as time it took to investigate, difficulties reporting and dissatisfaction with the approach to persistent offenders. 67 per cent would like more support to respond and prevent anti-social behaviour in or around their store.
- **Take steps to tackle violence against shop workers and support the Co-op's Respect for Shop Workers and the Union of Shop, Distributive, and Allied Workers campaign**
  - ✓ Supported USDAW Safer Shop Workers Campaign in November 2023.



# Sainsbury's Local



## BY THE NUMBERS:

### In 2023/24:

- 46.9% increase in recorded shoplifting Offences – from 4835 in 2022/23 to 7103 in 2023/24. This is the equivalent to 11.1 shoplifting offences for every 1000 of the population.
- 6% reduction in recorded burglary business and community offences – from 947 in 2022/23 to 890 in 2023/24.
- Around 100 businesses are signed up to SentrySis.



# SAFER ONLINE

- **Fund and promote cyber fraud awareness campaigns**

- ✓ Worked in collaboration with North East Business Resilience Centre (NEBRC) promoting awareness and training around cybercrime, phishing password security and mobile working.
- ✓ £9,500 awarded to the Approach Too Project for a cyber-crime prevention programme with children and young people.
- ✓ Funded two projects working with NEBRC to provide cyber resilience testing.
- ✓ A digital ASB training package, funded by Safer Streets, has been delivered to upskill safety professionals including fire service and local authority civil enforcement personnel.
- ✓ Contributed £1,575 of matched funding with NEBRC to respond to Framwellgate School in Durham which suffered a significant data breach after hackers stole 40GB of sensitive data in September 2023.

- **Support the roll out of Cyber-Crime Prevention Volunteers who educate the public on how to protect themselves from cyber-enabled crime**

- ✓ Supported the training of cadets from Durham Agency Against Crime (DAAC) to deliver additional cyber prevention advice.
- ✓ Victim Care & Advice Service has supported more than 50 victims of cybercrime and fraud.
- ✓ Dedicated targeting of online sextortion offences.

- **Raise awareness of how children and adults can stay safe online, how to recognise online grooming, exploitation and radicalisation**

- ✓ The Force has delivered educational activities to schools, community groups, and the third party sector around the risks of cybercrime

and how to prevent it.

- ✓ Internet safety sessions have been delivered in schools by Cyber Prevention Officers and CEOP (Child Exploitation and Online Protection) trained PCSOs.
- ✓ The Force works closely with other organisations to identify young people at risk of radicalisation, providing support to them and their families to safeguard children.
- ✓ Expanded the roll out of the Commissioner's Challenge to secondary schools with a focus on cyber-safety.

- **Support vulnerable people to be safe online through educational programmes**

- ✓ Targeted online advice and awareness sessions have been provided to learning disabilities groups, Women's Institute meetings, Age Concern, children in care homes and those excluded from mainstream education.

## BY THE NUMBERS:

### In 2023/24:

- 6% increase in cyber and fraud recorded by Action Fraud to 2566 in 23/24 from 2413 in 22/23.
- Support offered to 1021 victims of fraud.

# EXEMPLARY PARTNERSHIP AWARD



# SAFER PEOPLE – VICTIMS OF CRIME AND ASB

- **Ensure delivery of seamless high-quality support for victims that enables them to cope with, and recover from, their experience**
  - ✓ The Victim Care and Advice Service was brought into the OPCC. VCAS is a highly valued service with 91% of those receiving a service reporting their needs had been met and 88% feeling safer following support.
  - ✓ The award-winning Community Peer Mentor Scheme was also brought in-house. CPMs provide support to vulnerable and isolated people and those affected by ASB, who might otherwise make demands on police.
  - ✓ By diverting people away from police support, the scheme has brought about an estimated cost saving to the Force in excess of £5 million in 2023-24.
- **Ensure victims feel empowered and confident in reporting crime to the police, reassuring them of the journey through partner services**
  - ✓ Locally, public confidence is monitored via an annual, online survey; the Force has re-established a Confidence Working Group, for victims who have already reported a crime/incident. The performance is monitored via a victim satisfaction survey, and they also have Operation crystal which went live at the end of November 2022.
  - ✓ Work has been ongoing to improve National Crime Recording System compliance, victim care and investigation quality.
  - ✓ Performance levels for Durham's local confidence measures have fallen in this period which is in line with the national data from the Crime Survey for England and Wales as well as the consultation report published by the NPCC, 'Force Local Confidence Analysis – Sep-23'. Durham's local 'Confidence Model' continues to show that if we wish to encourage communities to report crime and support investigations we need to prioritise community engagement and demonstrate positive behaviours and standards.
- **Ensure compliance with the Code of Practice for Victims of Crime so that victims are aware of and can access their rights**
  - ✓ Code compliance is undertaken through the Local Criminal Justice Board's Victim and Witness Subgroup, ensuring any areas of concern are flagged to the Board.
- **Commission high quality services so that victims have access to a range of specialist support services for them and their families at any point and whether they report to the police or not**
  - ✓ Invested in the development of two online platforms which simplify the process for victim referrals into support services
  - ✓ Secured multi-year funding to enable services to address increasing demand for specialist support for survivors of domestic abuse and sexual violence and offer staff longer-term contracts to provide workforce stability.
- **Continuously review and seek to improve those services we commission and co-commission to support victims of crime**
  - ✓ My office has developed Root Cause Analysis, a multi-agency process which allows agencies to learn lessons on victims' experiences and implement change to improve services for victims.
  - ✓ 4 multi agency meetings have been held; identified good practice included consideration of choice for the victim of crime, good communication, lack of pre judgement and positive relationships between support services. Learning highlighted the need to keep victims updated when cases don't progress and the importance of recording and sharing as much information as possible.

# SAFER PEOPLE – HATE CRIME



- **Promote hate crime prevention initiatives and encourage and facilitate the reporting in all forms of hate crime**

- ✓ Welcomed the launch of national anti-corruption and abuse reporting service enabling the public to report anonymously and confidentially those within policing who engage in racist, homophobic, misogynistic, or disablist conduct, on or off duty, in person or online.

- ✓ Endorsed the Neighbourhood Watch national "are you okay" campaign to tackle street harassment and hate crime.
- ✓ Supported various events and campaigns including £10,000 for Hate Hurts, Durham Pride and Darlington Pride.
- ✓ Supported the further development of a multi-agency Hate Crime Action Group bringing partners together to identify ways to reduce hate crime across County Durham and Darlington.

# SAFER PEOPLE – MENTAL HEALTH

- **Ensure that the police are the service of last resort and not the service of the first resort for people suffering a mental health crisis, working closely with Community Mental Health Trusts**
  - ✓ I continue to support Durham Constabulary in the roll-out of Right Care Right Person (RCRP) across the Force area. Local partnerships in each Force area are phasing in Right Care Right Person in line with local circumstances and operational needs, ensuring the most appropriate agency/agencies respond to calls for service, always considering privacy, safety and dignity alongside least restrictive principles.
- **Maintain a multi-agency approach to enable an appropriate response to support people with mental health needs who come into contact with the police and criminal justice system**
  - ✓ Ensured specialist mental health workers are based within the Force Control Room to advise Police Officers on the most appropriate care for individuals in crisis.
  - ✓ Funding of £180,392 provided for the CPMs to provide support to people identified with mental health issues linked to alcohol and substance misuse.
  - ✓ Through the Local Criminal Justice Board, pathways to support for mental health services are being developed.





## SAFER PEOPLE – YOUNG PEOPLE

- **Ensure policies about young people will be made after engaging and involving young people**
  - ✓ Funded two new guides to improve support for young people who come into police custody enabling them to feel safe.
  - ✓ In September 2023 I started delivery of the Commissioners Challenge and since this time 149 schools have joined with 4644 young people benefiting from the project.
  - ✓ 92% of school staff rated the relevance and appropriate nature of the project as Very Good/Excellent and overall 82% of pupils rated the project as 'Excellent'.
- **Divert young people from becoming involved in crime and anti-social behaviour through a range of education, employment, leisure, and training activities including**
  - ✓ Developed a multi-agency Serious Violence Strategy which prioritises supporting young people aged 18 and under involved in or at risk of being drawn into serious violence.
  - ✓ Provided funding to Youth Justice Services in Durham and Darlington to support operational delivery and to ensure enhanced support for all young victims of crime.
  - ✓ Invested £406,625 of trailblazer funding to develop restorative and preventative work via our Youth Justice Services – these include a whole family approach and additional mental health support.
  - ✓ Invested a further £300,000 in youth provision through problem solving plans and specific commissioned services to deter young people engaging in anti-social behaviour.
  - ✓ Provided a contribution of almost £37,000 towards a pilot to take a coordinated approach to youth provision within the local areas of Cornforth, Bishop Middleham, Ferryhill, Chilton, and Newton Aycliffe.
  - ✓ Provided £24,857 contribution to DAAC for police cadets, which now boasts a capacity of 120 cadets. It follows the national framework with local implementation and key aims include promoting a practical understanding of policing amongst all young people and encouraging the spirit of adventure.
  - ✓ Provided a contribution for a coordinator for Project Fearless, a Crime Stoppers initiative aimed at promoting good citizenship and removing the stigma of speaking to police or other authority figures for under 18's. The coordinator has delivered sessions in schools across the Force area.



# SAFER PEOPLE – DOMESTIC ABUSE AND SEXUAL VIOLENCE

- **Support the use of robust domestic violence perpetrator interventions to prevent domestic violence and abuse happening in the future**
  - ✓ Supported the development of a train the trainer model to provide a sustainable quality response to support families affected by child or adolescent to parent violence or abuse. Three ambassadors continue to operate in DCC, employed by the local authority to deliver training.
- **Prioritise developing a Violence Against Women and Girls' Strategy aimed at changing attitudes and improving our knowledge of and response to the crimes that predominantly affect women and girls so that no woman needs to live in fear and girls grow up knowing they are safe**
  - ✓ Through Safer Streets 5, funded £24,446 for a VAWG Project Officer.
  - ✓ Provided funding of £4,950 to support By-Stander training which supports the safety of women and girls on nights out in Durham City.
  - ✓ Promoted and supported the White Ribbon Day campaign asking communities, workplaces and schools to come together to say no to violence against women and girls.
- **Ensure the full powers included in the Domestic Abuse Act are used to protect and support victims and result in meaningful consequences for perpetrators including the effective use of domestic abuse protection notices, domestic abuse protection orders and restraining orders**
  - ✓ Durham Constabulary is one of Operation Soteria pathfinder Forces, victims of sexual violence have their own dedicated Pillar within the National Soteria Project, This Pillar is led by a D/Supt within the Force and delivers towards the National Operating model for that Pillar. The Pillar 3 lead has been involved heavily in the Sexual Assault Referral Centre at Chester-Le-Street and efforts to significantly improve the service provided to victims of sexual violence.
- **Develop and maintain a high-quality Sexual Assault Referral Centre service that meets local needs and national standards**
  - ✓ Continued to jointly fund the regional SARC for both adults and children.
  - ✓ 320 people were referred to the service, 276 people took up the offer of support, of which 113 had face to face contact.
  - ✓ As Victims' Commissioner, I have provided. To various organisations, including exceptional spend on SARC accreditation to support victims of sexual violence.
  - ✓ In total, 1,629 victims of domestic abuse have been supported and 2,744 victims of sexual violence.
  - ✓ Provided £42,000 contribution for an Independent Sexual Violence Adviser (ISVA) improving the experience of victims of sexual violence and encouraging collaborative working through the criminal justice agencies.
- **Deliver high quality support for victims of rape and sexual violence and their families where appropriate**
  - ✓ Provided multi-year funding of £310,343 for Rape and Sexual Offence First Contact Navigators to triage support for victims and ensure they receive a holistic and timely response.

- ✓ A new counselling service for female prisoners at HMP Low Newton who have experienced sexual violence and abuse as adults or children has been implemented, funded by my office.
- ✓ £18,500 was provided to commission an independent evaluation looking into the current delivery of therapeutic interventions for victims of sexual violence with a view to implement the recommendations which will improve the response and reduce the current delays.
- ✓ Provided £10,000 worth of funding to Alice Ruggles Trust to deliver preventative assemblies to school age children and young people aimed at recognising what stalking is and learning where to go for support.
- **Ensure the police Force works in partnership with Probation to manage high risk offenders through Multi-Agency Public Protection Arrangements (MAPPA), sexual offender and foreign national offenders initiatives**
  - ✓ High risk offenders remain a priority for Durham Constabulary, and through Operation Trinity, the Force is proactively targeting high harm offenders, with the use of civil orders.
  - ✓ 21 sexual risk orders have been granted this year in comparison to 8 the previous year and 10 of these have been made since the launch of Operation Trinity in February 2024. Similarly there have been 11 sexual Harm Prevention Orders granted in comparison to 8 the previous year.

## BY THE NUMBERS:

In 2023/24:

### Hate Crime

- 5.2% decrease in the number of recorded Hate Crime incidents down from 852 in 2022/23 to 808 in 2023/24.

### Mental Health

- 20.7% decrease in the number of mental health incidents which resulted in a crime, from 3683 in 2022/23 to 2922 in 2023/24.
- 13.3% decrease in recorded mental health incidents reducing from 15,048 in 2022/23 to 13,046 in 2023/24.

### Domestic Abuse

- 3.2% decrease in recorded domestic abuse incidents, down from 17,792 in 2022/23 to 17,218 in 2023/24.

### Young People

- 7.9% increase in the number of young people in County Durham receiving cautions and sentences from 354 to 382, this is reflected in a 2.3% increase in the number of outcomes given from 471 to 482.
- 21.9% decrease in the number of young people in Darlington receiving cautions and sentences from 123 to 96, this is reflected in a 22% decrease in the number of outcomes given from 145 to 113.

# SAFER PEOPLE – DRUG, ALCOHOL AND GAMBLING HARM

- **Divert those suffering with chronic addiction away from the criminal justice system**

- ✓ DART continues to provide a deferred prosecution scheme which identifies the needs of the offender and provides direct support around their criminogenic needs. Often the focus is around addiction and aims to prevent future offending, with those failing to fully engage with a 4-month programme facing prosecution for the original offence.
- ✓ 42% of contracts signed by the DART team had alcohol recorded as a critical pathway and 26% identified drugs.
- ✓ Provision is provided for female offenders through the FREE programme, which includes support for addiction.
- ✓ Drug testing on arrest programme for acquisitive crime offenders has been commissioned, providing referral to support services for those who test positive for drugs. Those who refuse the test are charged to court to allow for a mandated introduction to treatment pathways.

- **Supported the recommendations made in the 'Review of Drug Use' by Dame Carol Black, contributing to and encouraging a partnership approach**

- ✓ The Combatting Drugs and Alcohol Strategic Partnership, which I chair, implements the national 'From Harm to Hope' strategy locally aiming to reduce drug and alcohol-related harm in County Durham and Darlington.
- ✓ Support the ongoing use of Naloxone to prevent deaths from drug use.
- ✓ Promoted the roll out of Naloxone, the life saving antidote to drug overdose, to frontline services in County Durham and Darlington. Police and Community Peer Mentors are among services who can administer the medication.

- ✓ Developed multi-agency strategies and funded initiatives with partners to reduce harm.
- ✓ Worked with Durham University to implement LSAVI (Licensing Security and Vulnerability Initiative), a national accreditation scheme demonstrating high standards of security and safety in establishments. Fourteen out of the sixteen student bars at the University have now received endorsement.
- ✓ Invested £18,250 in drug testing equipment for the Force to speed up the testing of drugs seized by Police to enable speedier convictions.
- ✓ Provided £113,400 funding for a problem solving plan to deliver an education package relating to alcohol, drugs and nitrous oxide and the provision of kits to support work in schools.

- **Support the work of the licensing unit to reduce the harm caused by alcohol and gambling in the community**

- ✓ The Force has a dedicated Licensing Unit, with PCSOs who conduct regular patrols and visits to licensed premises. This is supported by the Local Policing Command.

- **Consider gambling related harm when investigating crimes**

- ✓ Durham was the first Police Force in the country to sign-up to the Gambling Charter setting out its commitment to work collaboratively to tackle gambling harm in the workplace and wider community.

- **Introduce mandatory screening questions around gambling, at the point of arrest in custody**

- ✓ Durham Constabulary have introduced a custody screening tool around gambling which is used for both detainees and voluntary attenders to help identify individuals and signpost them to appropriate support.



## BY THE NUMBERS:

In 2023/24:

### Alcohol

- 5.2% decrease in alcohol-related incidents down from 29,213 in 2022/23 to 27,693 in 2023/24.
- 9.2% decrease in the number of alcohol related crimes recorded, down from 8235 in 2022/23 to 7476 in 2023/24.

### Drugs

- 10.5% decrease in drug-related incidents, down from 5003 in 2022/23 to 4480 in 2023/24.
- 6.9% decrease in drug-related offences down from 1483 in 2022/23 to 1380 in 2023/24.

### Gambling

- 64% of people in the North East reported participating in gambling activity – this is the highest in the country.
- 13% of those, identified negative consequences as a result of their gambling, which is slightly lower than the national average.
- 3.5% of those identifying negative consequences reported this as high level problem gambling – slightly higher than the national average.

# SAFER ROADS

- **Invest in analytical capability necessary to identify risks and threats on the road network**

- ✓ The Force contributes to a regional analyst, who provide vital data and intelligence which allows the Force to effectively identify trends and issues, enabling resources to be allocated strategically across the entire Force area.
- ✓ All Force vehicles are equipped with ANPR systems.
- ✓ The Sensor Test Vehicle, a new ANPR technology that electronically detects no seatbelts or use of a mobile phone, has been trialled. Durham Constabulary is one of the first Forces across the country to use this AI technology.
- ✓ All motorcycle officers are trained to use speed lasers, to detect speeding on our roads in places where a static vehicle cannot be placed.
- ✓ I have invested £1,000 into Faraday Pouches. The pouches work by containing electromagnetic signals from phones to prevent motorists being distracted at the wheel. They can also help protect against rising keyless entry car theft, reducing the chance of the vehicle's signal being amplified and replicated by an electronic tool used by thieves to unlock the vehicle.
- ✓ Operation Tramline was carried out on the A1/A19, identifying offences linked to the Fatal 4.

- **Support social media strategies that promote safer driving**

- ✓ Participated in Operation Limit, the national Christmas drink/drug prevention operation. This involved sharing prevention and safety messages to encourage safe driving during the festive period. Operation Limit saw more than 65,000 vehicles stopped and nearly 50,000 alcohol breath tests conducted nationwide. Locally, 128 people were arrested linked to this operation.

- ✓ Distributed continuous social media messaging on the 'Fatal 4' and other preventative projects funded by the PCC, including Faraday Pouches, ParkSafe, Operation TopDeck and #LifeisPrecious.
- ✓ Supported awareness campaigns around road safety initiatives, including Project EDWARD and Brake Road Safety Week.

- **Adopt a Vision Zero approach to reduce deaths and serious injuries from our roads**

- ✓ Pledged support to Project EDWARD (Every Day Without A Road Death).
- ✓ Enhance support for victims of road traffic accidents and families.
- ✓ Funded a new specialist worker enhancing support for victims and witnesses of road tragedies.
- ✓ Contributed £2,000 to the national BRAKE project to support victim's families from fatal car accidents.

- **Take enforcement action and educate those who endanger the lives of road users and pedestrians and support tougher sentences for dangerous driving**

- ✓ Promoted safe road practices across County Durham and Darlington through the road safety roadshow, educating and raising awareness of the #LifelsPrecious campaign.
- ✓ Continue to support Community Speedwatch with 83 volunteers recruited across the Force area.
- ✓ Operation Snap enables members of the public to report possible driving offences online, uploading any video evidence to support the incident.

- **Ensure resources allocated to policing the strategic**

## **roads network are sufficient and be satisfied that effective partnership arrangements are in place**

- ✓ The Durham Roads & Armed Policing Unit has seen an increase of 17 firearms officers with expectations of continued growth in the future. These officers serve a dual role as roads Policing Officers, resulting in a higher presence on our roads than ever before.
- ✓ Introduced a specialist Roads Policing Victim Care Officer (VCO) who can offer continuous support to victims and witnesses, listening and assessing their individual needs to help them cope and recover. The successful integration of the role into the Serious Collision Investigation Unit and development of close working relationships with investigating Officers means identification of those impacted can be done in a timely and collaborative manner. This has seen significant outcomes for all those that are affected.
- **Work with the Chief Constable to introduce as soon as practicable Operation Snap and encourage drivers to purchase dash cams. This initiative uses video footage from road users to pursue dangerous drivers**
  - ✓ Operation Snap continues with 430 submissions with a 90% positive outcome rate.
  - ✓ Launched ParkSafe, a new initiative allowing the public to send video footage of illegal parkers in and around schools direct to the Police.



## **BY THE NUMBERS:** **In 2023/24:**

- 9.4% decrease in all road casualties – from 814 in 2022/23 to 737 in 2023/24.
- 25% increase in fatal road casualties – from 20 in 2022/23 to 25 in 2023/24.
- 5% decrease in serious road casualties – from 234 in 2022/23 to 222 in 2023/24.
- 12.5% decrease in slight road casualties – from 560 in 2022/23 to 490 in 2023/24.

To take enforcement action and educate those who endanger the lives of road users and pedestrians and support tougher sentences for dangerous driving, I can confirm that:

- There were 460 arrests made for drink/ drug driving .
- 12.7% decrease in uninsured vehicles seized from our streets 10,50 compared to 1,203 the previous year.
- 64% increase in positive speeding detections 44,813 compared to 27,350 in 2022/23.
- 5.2% increase in The total number of seatbelt offences from 485 to 5110 .
- 44% decrease in The total number of offences relating to using a mobile. phone whilst driving from 642 to 459.
- 4.3% reduction of motorbikes / quads recovered under Section 59 from 23 vehicles in 2022/23 to 22 vehicles. 2023/24.
- 1% increase for arrests made for drink/drug driving from 1320 to 1327.

# SAFER COUNTRYSIDE

- **Tackle fly-tipping in rural areas and invest in and support rural policing to prevent crime**
  - ✓ I have provided funding to Durham County Council for the purchase of covert fly tipping cameras to identify and detect people responsible for ASB. The requested funding purchased 10 additional CCTV units. This was match funding as part of Safer Streets 5.
- **Support the Force and rural communities in their use of new technologies to keep our communities safe**
  - ✓ £205,000 invested through Safer Streets 5 funding to implement the Rurali initiative. As part of this, funding has provided GPS Tracker, PIR lights, thermal imaging binoculars, body worn cameras, air weapon tester and aerial surveillance drones to protect our rural communities.
- **Strengthen and support Rural Watch**
  - ✓ Two new dedicated RuralWatch coordinators have been employed through the Rurali initiative, reinforcing my commitment to prevent rural crime and combat criminal targeting homes, businesses, vehicles, and farm machinery in remote areas
  - ✓ A dedicated intelligence officer is also in place to capture and develop the intelligence gleaned from the RuralWatch WhatsApp group
- **Expand the community safety responder programme in rural areas**
  - ✓ Two new Community Safety Responders appointed to support fire retained gaps
- **Ensure rural police teams are more visible and accessible and there are nominated and visible local officers or PCSOs**
  - ✓ With funding from Safer streets, £205,000 was invested into the Rurali strategy which was launched in February 2024 by Durham Constabulary . It has 2 dedicated Rural Watch Co-Ordinators, a Rurali intelligence officer and designated Rural Points of Contact across County Durham and Darlington. A key objective of Rurali is to create a central hub allowing information and intelligence to be shared on police systems and ensuring it is actioned efficiently and effectively.
- **Encourage effective cross-border collaboration on rural crime and affairs**
  - ✓ Operation Hawkeye is now embedded across all northern forces. Hawkeye is a cross-border initiative to share intelligence in relation to rural crime activities across of the region.
- **Ensure reports of crime in rural areas are investigated in a timely manner**
  - ✓ Funding provided to support 22 organisations from my Community Safety Fund to reduce rural crime and increase diversionary activities.
  - ✓ Funding of 149,176 provided to support 22 organisations from my Community safety fund, this included support to reduce rural crime and increase diversionary activities.



## BY THE NUMBERS:

In 2023/24:

- The NFU Mutual Rural Crime Report for 2024 showed that the cost of rural crime in the UK was £52.8m in 2023, and increase of 4.3% on the previous year.
- In the north east, which includes Durham and Darlington, the cost of rural crime was £8.6m, an increase of 7.3% on the previous year.
- 2.6% increase to the numbers signed up to the Neighbourhood Watch Scheme, from 2297 to 2357
- Locally, on the impact of positive action to keep our rural communities safe from crime, members of the community have told us:

*"The WhatsApp group really is working. It's producing results. It's making policing easier for the police and it's making better use of resources in general. I think we all feel more confident about our security and safety and we generally have a better relationship with police on the ground."*

*Speaking about an incident to retrieve a stolen quadbike, former Insp Ed Turner said "We could have had 50 officers trying to look out for that with helicopters and drones, but without instant messaging we'd have never got those results," he said. "The use of WhatsApp messaging worked brilliantly that day. It's a cracking example of how the community is helping us help them. It's not seen as a reporting tool."*

# MEASURING PROGRESS AGAINST THE PUBLIC'S POLICE AND CRIME PRIORITIES

As Police and Crime Commissioner, I am committed to enabling local communities to have a voice on policing, victims and community safety matters. I am here to ensure that the community's needs are met as effectively as possible and to improve local relationships by building confidence and restoring trust. Community engagement is one of the central responsibilities of my role and one I take very seriously. During the last year I have worked hard to be visible and accessible to the communities I serve. There are four main types of communication which I use to achieve effective and efficient communications with you as residents, businesses and stakeholders.

## EDUCATE

Proactively educate local communities on the work of my office and continue to grow awareness of the work we do with local partners and organisations.

## INVOLVE

Involving our partners in joint releases and campaigns where possible to build relationships and amplify the key messages we need to deliver.

## INFORM

I aim to be open and honest and keep you informed on the activities of my Office, community safety, victims and criminal justice issues.

## CONSULT

To allow informed strategic planning and decision making I have carried out consultations on a proposed increase to the precept, improving safety for retail workers and awareness around the correct reporting tools for anti-social behaviour. Analysis of results have been presented

and shared and I have made informed decisions based upon the consultation outcomes. My Communications Team has engaged with the press and media outlets to publicise our work as widely as possible, including working with local newspapers to secure bi-weekly columns to ensure crime prevention messages reach all demographics of our community, and improving transparency through taking part in interviews allowing the public to pose questions to me directly.

I have engaged with the public through the following routes:

- One-to-one private appointments
- Consultations and surveys
- Social media campaigns
- Independent Scrutiny Panels
- Press releases
- Website updates
- Community meetings
- Community events
- Consultation with those who have lived experience
- Public Accountability Meetings

# PUBLIC ACCOUNTABILITY MEETINGS

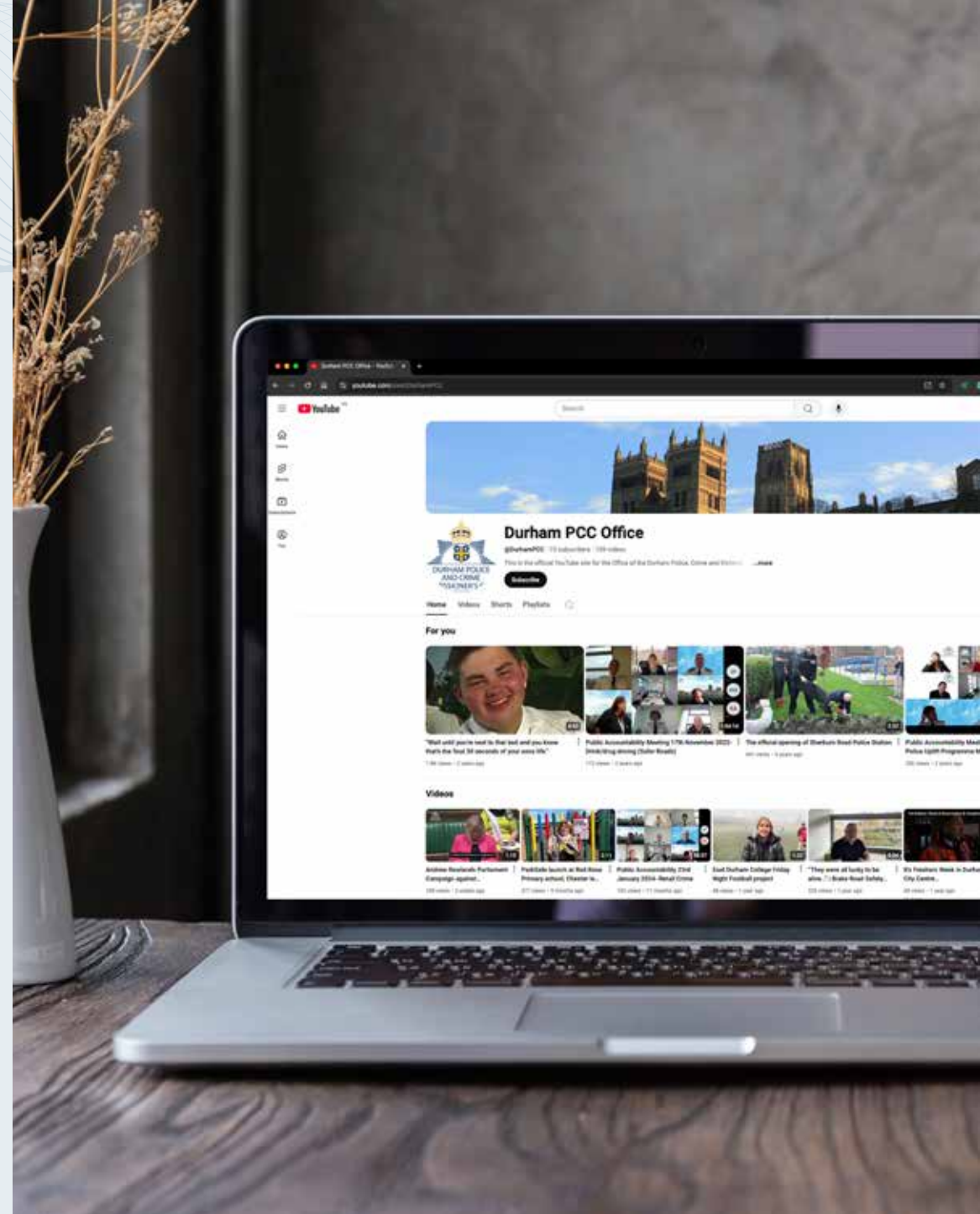
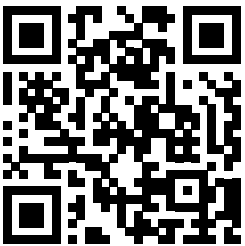
Previously these meetings (where the PCC holds the Chief Constable and the Force to account for policing in the area) were not open to the public or recorded. As PCC I wanted to address this by being more open, accountable and transparent in the delivery of my duties and I actively encourage residents of County Durham and Darlington to submit their questions ahead of these meetings. This progressive approach enables me to give residents the opportunity to raise what matters most to them, so I can hold the Chief Constable to account on their behalf and make County Durham and Darlington stronger, safer and more resilient to crime, drugs and anti-social behaviour.

The meetings were held in 2023/24, the following Public Accountability Meetings have taken place:

- 23rd January 2024- Retail Crime
- 29th September 2023- Neighbourhood Crime
- 30th March 2023- Stop and Search

A full recording of these meetings, and all others from previous years, including all questions and answers are uploaded on YouTube and made available to the public and can be found here:

[youtube.com/user/DurhamPCC](https://youtube.com/user/DurhamPCC)



# POLICE BUDGET AND PRECEPT

## Budget

- I had a budget of **£150.6 million** for 2023/24. Of the revenue budget **£147.6 million** was delegated to the Chief Constable to fund the operational policing service. The balance of **£3.0 million** was held by me to commission services for victims and fund activities to prevent crime, protect individuals and communities, deter offending and reoffending and pursue offenders and manage the administration of my office.
- The cost of my office budget, audit and governance is **£1.3 million**. I also received a government grant of **£2.1 million** to commission services for victims of crime.
- I set a capital budget of **£13.3 million** which included investment in buildings, fleet, technology and equipment. This was funded from a combination of government grant, council tax and the proceeds from the sale of assets.
- As your PCC, I will continue to push for a fair settlement to help the local police service address the rising costs of energy and fuel costs, ICT costs and other service led pressures due to inflation and most importantly enable us to put more police back on the streets.

Following public consultation, the precept was increased by **£13** for 2024/25. This increased the precept to **£268.24** for a Band D property in County Durham and Darlington, which is near the national average. Almost all the other **42** Police and Crime Commissioners raised the precept by **£13**.

## Precept

- Durham currently receives **69.2%** of its funding from government, and 30.8% from precept. The ability to raise funding through the local precept is limited by the high proportion of households in the Force area that fall into the Council Tax Band A category.
- This means that a **1%** rise in precept does not have the same impact as our neighbouring Force in North Yorkshire and the likes of Surrey (which raises the highest percentage of total funding through local precept).
- The ability to raise local precept at a consistent rate across the county is a major factor when considering the overall funding distribution of police grants nationally. This underpins the need for a fair funding formula and adequate overall level of grant.

In 2023/2024 the precept levels for a Band D property for local Police & Crime Commissioner areas are:

- **National Average £275**
- **Northumbria £182**
- **Cumbria £310**
- **North Yorkshire £307**
- **Cleveland £304**

# POLICE FUNDING – 2023/24

Police Force	Govt. funding £m	Precept £m	Total £m	Govt. funding %	Precept %	£ raised per 1% Precept £m
Durham	103.3	46.0	149.3	69.2	30.8	0.460
Northumbria	274.3	68.6	342.9	80.0	20.0	0.686
Cleveland	110.8	46.5	157.3	70.4	29.6	0.465
North Yorkshire	91.7	92.1	183.8	49.9	50.1	0.921
Surrey	121.1	160.1	281.2	43.1	56.9	1.601

## Fair funding

The review of the funding formula has never been more imperative. In the face of rapidly escalating inflationary pressures, Forces disadvantaged by the current formula are already having to make some very tough decisions.

The existing formula does not allocate grant to areas of greatest need. This view is shared by many fellow PCCs who are also seeking reassurance that any new formula will be an improvement on the existing one.

Given that funding formula reviews occur infrequently, it is vital there is proper and meaningful consultation on its principles and that it is implemented in a way which PCCs and Forces support.

The construction of a new formula is now urgent. We are seeing large increases in our base costs due to rising energy and fuel prices, ICT and other material costs. These increases are not reflected in our grant levels, nor can they be fully funded from precept flexibility, given other service-led pressures.

Any new funding formula should include provision for the fact that policing deals with harm as well as volume, and that policing is required, in the first instance, to prevent crime where possible. A great deal of policing work is taken up with non-crime related demand issues.

# POLICE FORCE NUMBERS

People also tell me how important it is they see Police Officers out on the streets and in their communities and one of my key priorities as Police and Crime Commissioner has been to increase the number of officers on our streets and I am proud to have delivered on that pledge.

In 2010, police officer numbers saw a sharp decline. Between 2019 and 2023, through the Police Uplift Programme those numbers did increase, however Durham remains one of 9 police Forces across

England and Wales which still has less officers than in 2010, unlike other areas which have seen record levels of new officers. We have 128 less officers than we did in 2010 and further recruitment will not take place until March 2025 to close the gap. I will also continue to renew my calls for an overhaul of the current funding formula to level the playing field and increase support for areas with high demand and greater pockets of deprivation.

	2010 baseline	2022/23	2023/24	Direction of travel (from 2010 baseline)
Police Officers	1557	1387	1429	↓
Police Staff	1016	1083	1077	↑
PCSOs	176	114	117	↓
Specials	131	23	32	↓
Totals	2880	2607	2603	↓

# SERVICES FOR VICTIMS AND GRANT FUNDING

In 2023, Durham was highlighted as an example of best practice by the Association of Police and Crime Commissioners in their 'In Focus' report into Victims Services in three key areas; advocating for victims, developing innovative services for victims and using multi-year funding to fund quality services for victims. In the last year we have continued to develop services and proactively engage with victims of crime and partners to ensure that the best possible support is made available to all those engaging with the criminal justice process.

The report featured my decision to appoint three new Victims Champions covering Crime, Domestic Abuse and Anti-Social Behaviour to increase the voice of victims to help me learn from their lived experiences to improve future services and inform policy and commissioning decisions. Information collated by the champions has helped to improve our understanding of best practice and where improvements could be made. In particular, we have reviewed some cases with the victims' permission, along with other criminal justice partners and identified both individual and policy changes as a result.

Research and direct contact with victims by my policy team, VCAS and the Victims Champions is helping to develop a full needs analysis for all victims including (as already highlighted the) the challenges of progressing through the criminal justice system for victims with a cognitive impairment, difficulties faced by some victims to get to court including transport, childcare and up-front financial costs and the impact of lengthy court waiting lists.

The implementation of a single 'Front Door' approach to receiving and triaging referrals for victims and others through the Victim Care and Advice Service (VCAS) is progressing well.

This approach has ensured the needs of victims are assessed centrally and in a timely manner to avoid individuals contacting multiple services. It has also enabled me to make a proactive offer of support to victims and witnesses of crime following a charging decision, and utilises Rape and Serious Sexual Offence Navigators, who work closely with local sexual violence support services to reduce the need for victims and survivors to have to retell their stories unnecessarily.

A multi-year funding deal to the Rape and Sexual Abuse Counselling Centre (RSACC) has continued to deliver specialist counselling for victims of sexual violence. The long-term funding commitment enables the service to address the increasing demand for specialist support for survivors of sexual violence and offer staff longer-term contracts to provide workforce stability. This has been particularly important at a time when referral numbers are increasing and waiting lists at court continue to grow.

I am really proud of all the improvements we've implemented over the last year and the good work taking place on the ground to protect and support those who have suffered through crime.

Victims of crime are at the heart of everything I do, and I am determined to make it easier for people to reach out for the help they need. The criminal justice system can be a daunting experience and the changes we've made, and continue to make, will increase trust and confidence in our services to encourage more victims to come forward in future.

# HOME OFFICE GRANTS

## SAFER STREETS FUND

In 2022/23, my office secured funding worth almost £1.5million to work with partners to crackdown on anti-social behaviour and neighbourhood crime and boost women's safety. The projects commissioned continued until October 2023.

The funding was spent on a mixture of practical interventions, including free home security, upgraded street lighting, additional policing resources and diversionary schemes for young people.

Investment was concentrated on three key themes which supported my plan: reducing and preventing anti-social behaviour in Darlington East and North Road; reducing and preventing neighbourhood crime in Stanley, Ferryhill and Peterlee; and reducing and preventing violence against women and girls in Durham City Centre and Darlington Town Centre.

Location	Purpose of funding	£
Darlington and Durham	Design and deliver a local prevention plan with the outcome of reducing and preventing Violence Against Women and Girls (VAWG).	325,248
Darlington	Design and deliver a local prevention plan with the outcome of reducing and preventing anti-social behaviour (ASB) in public spaces, and to increase feelings of safety	122,628
Peterlee, Ferryhill and Stanley	Design and deliver local crime prevention plans with the outcome of reducing and preventing neighbourhood crime, and to increase feelings of safety	347,693

In October 2023, my team submitted bids to the fifth round of the Home Office's Safer Streets Fund, and we were once again fortunate to secure £820,000. Three project bids were successful which will be delivered over an 18-month period between 1 October 2023 and 31 March 2025.

This funding not only increased the opportunities to secure evidence against offenders, it has also helped us to prevent crime and protect more people from becoming victims of crime.

This has also allowed me to deliver on my pledge to make County Durham and Darlington safer, stronger and more resilient to crime and

anti-social behaviour by rooting out criminals and those who cause harm to our communities and deliver justice for victims of crime and anti-social behaviour.

The funding was once again spent on a mixture of interventions includes funding to tackle ASB and burglary across County Durham and Darlington (Blackhall, Wheatley Hill, Trimdon Colliery, Murton, Darlington Park East and Banktop).

The rural areas of Hurworth Burn, Wingate, Station Town, Hutton Henry, Sheraton West, Barnard Castle/Bowes, Whorlton,

Cotherstone/The Dales, Gainford, Darlington West Villages and Middleton St George have benefitted from funding to tackle rural crime with the setting up of the Rurali project. No one knows our communities better than the people who live in them. This is why it is so important to me to empower residents to play their part, and this is the key aim of the Rurali project. This initiative will provide the infrastructure needed to be able to quickly action any risks or threats to prevent further harm and losses in our countryside.

Location	Purpose of funding	£
Durham and Darlington (Rural)	Increase in the number of incidents/crime reports into Police/relevant partners. Increase in the numbers of intelligence reports.	205,428
Durham and Darlington (ASB and Burglary)	Design and deliver local crime prevention plans with the outcome of reducing and preventing neighbourhood crime, and to increase feelings of safety	391,396
Durham City (VAWG)	To improve awareness and confidence on preventing Alcohol related ASB and the outcome of reducing and preventing Violence Against Women and Girls (VAWG).	223,256



## ASB TRAILBLAZER- HOTSPOT RESPONSE AND IMMEDIATE JUSTICE

Durham Constabulary is one of sixteen Police Force areas piloting the ASB Hotspot and Immediate Justice approaches ahead of a wider rollout nationally, and one of only four Forces to be piloting both.

### Hotspot Response

My team were allocated over £1 million to invest in additional patrols which included police, local authority wardens and the fire service at specific times when ASB was most prevalent.

34 Hotspot areas were identified using a range of police and local authority data as well as taking into consideration community intelligence and left behind communities identified by councillors, MPs, neighbourhood policing and communities.

Purpose of funding	£
Additional visible patrols across all Hotspot locations from police and various partners.	720,000
Visible interventions delivered in the Hotspot areas to tackle ASB.	230,000
Analytical project support	100,000

The impact of these pilot projects is described earlier in this report under the Safer Communities section.



### ASB Trailblazer – Immediate Justice

In addition to hotspot funding, we also received £1m to roll out an Immediate Justice pilot. Those found committing anti-social behaviour were made to repair the damage they inflicted on victims and communities. The pilot had ambition for them to start work as soon as 48 hours after their offence so victims know anti-social behaviour is treated seriously and with urgency

In addition to visible patrols Durham Agency Against Crime Police Cadets have delivered over 1000 leaflets, advising residents on how to report ASB. As funders of the pilot, the Home Office are aware of the Cadet support to the project which is unique to the pilot delivery

across the country. They have been impressed by their hard work, commitment, and enthusiasm, with successes being shared nationally as best practice.

A lack of civic pride often leads to anti-social behaviour and nuisance. Reparative activity completed by Immediate Justice referrals included improving environments through the planting of bulbs, litter picking and graffiti removal. Offenders gave back to their communities to make amends for their behaviour and promote civic pride to reduce the fear of crime and foster a greater sense of community spirit.

Activity	£
<b>OPCC:</b> In-house restorative justice service provided by the Victim Care & Advice Service	30,000
<b>Voluntary and Community Sector and Town &amp; Parish Councils:</b> Wardens and representatives	30,000
<b>Probation Services:</b> Fixed Sites and Marquee / Mobile Sites	650,000
<b>Youth Justice Services:</b> Durham County Council and Darlington Borough Council	290,000



## COMMISSIONING STRATEGY

My commissioning strategy sets out how I commission services to support the delivery of the Police and Crime Plan. Commissioning forms a crucial part of establishing, maintaining and improving services to help victims of crime cope and recover, prevent crime and anti-social behaviour and keep communities safe.

Commissioning involves working with others to make an assessment of need, understand where gaps exist and what is required to make changes or provide services.

Along with my commissioning budget to support the commitments in my police and crime plan PCCs are also responsible for commissioning local services to support victims of crime. To help with this I receive an annual grant from the Ministry of Justice. I currently commission several specialist services to support young victims of crime, victims of domestic abuse and sexual violence as well as an overarching service that any victim of crime can receive support from. Support from these services is available even if a victim chooses not to report the crime to the police.

My preferred approach is to co-commission wherever possible with a shared service provider and in 2023/24 I allocated £542,000 to support victims of domestic abuse, £865,000 to support victims of sexual violence and £402,000 to support overarching services that assess the needs of victims of crime.

The Victim Care & Advice Service and Community Peer Mentor Service have been in house for two years. This change has improved outcomes for the people the services support, particularly victims of crime and ASB, whilst improving efficiency, effectiveness and value for money.

# HOLDING THE FORCE TO ACCOUNT

Over the past 12 months, I have continued to scrutinise the Force's progress against the six Safer Themes in my Police and Crime Plan, focussing on:

- ✓ enhancing public contact processes.
- ✓ investing in prevention and early intervention provisions around serious violence.
- ✓ supporting the enforcement and educational campaigns around driver safety.
- ✓ consideration of His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) recent PEEL inspection findings.
- ✓ supporting the Force in the roll-out of Right Care Right Person to enhance the care of vulnerable people and improve capacity for the Force to respond to crime.

Through Executive Boards, I have held the Chief Constable to account. Executive Boards have focussed on victims and vulnerable people, Force performance, managing and pursuing offenders, neighbourhood crime, and safer roads. These are available on my website.

Independent scrutiny panels under my responsibility met to consider issues such as best use of stop and search, domestic abuse, rape, hate crime, ethical issues, complaints and out of court disposals.

The Force was rated as "Outstanding" in its work to tackle serious and organised crime by HMICFRS and "Good" at preventing and deterring crime as well as in its crime recording practices.

In November 2023, I welcomed Rachel Bacon as the new Chief Constable for Durham Constabulary and have agreed a Holding to Account Framework and Objectives linked to my Police and Crime Plan, which includes:

- ✓ Weekly meetings with the Chief Constable.
- ✓ Formal monthly Executive Board meetings.

- ✓ Quarterly updates by Force on progress around the delivery of all the priorities in the Police and Crime Plan.
- ✓ The continuation of Public Accountability Meetings which allow members of the public to submit questions in advance to the OPCC about what policing issues matter to them the most. These meetings are recorded and downloaded on to YouTube for public viewing.
- ✓ OPCC attendance at strategic and operational Force meetings.

The Chief Constable has developed a delivery plan so that there is direct correlation to the priorities in my Police and Crime Plan, providing that golden thread which then goes through to individual PDRs.

I have the full backing of the Force to deliver my Police and Crime Plan and achieve my vision. We do this in partnership and that, simply, is the Durham Difference.



# ENGAGING WITH COMMUNITIES

It is exceptionally important to me to engage with communities, understand what concerns them most and act on this by holding the Force to account and working in partnership with other agencies, such as the local authorities and criminal justice system partners to improve the services they provide to residents.

## Engagement activities:

- ✓ I regularly take my engagement van across the county to speak with community groups, residents, schools, retailers, youth groups and many others
- ✓ Throughout the year I have visited county shows and community events, such as Pride, across County Durham and Darlington with our engagement van, to meet with members of the public and consult on topical issues.
- ✓ Your Police, Your Say sessions – engagement with councillors across Durham and Darlington to understand concerns they hear from residents in their areas and act on this.
- ✓ 400 responses were received with 83% of people either strongly supporting or supporting plans for a Public Spaces Protection Order to be introduced to control begging and almost 90% backing a PSPO specifically to control urinating and the use of intoxicating substances.
- ✓ In October/November, we carried out a consultation to find out preferences of Newton Aycliffe residents for the future of their police station, following the lease on the current premises coming to an end.
- ✓ During 2023, my office carried out a series of online surveys including retail crime including retail crime which highlighted significant under reporting of crime across the sector with half of all retailers admitting to reporting less than 10% of abuse incidents to police. 5% said they reported less than 10% of theft incidents to the police.

- ✓ We also surveyed adults and young peoples' opinions on serious violence to inform future commissioning of services and plans for the office. When asked what the respondents thought caused youth serious violence in their community several different issues were raised including, gangs, poverty, assault, drunk and disorderly and lack of positive recreational activities for teens. The respondents were asked what they may think would help stop serious youth violence and the suggestions included, youth clubs, good role models, and higher police presence.





## STRATEGIC POLICING REQUIREMENT

The Strategic Policing Requirement (SPR) sets out those threats which, in the Home Secretary's view, are the biggest threats to public safety and must be given due regard by PCCs when issuing or varying Police and Crime Plans. It supports PCCs as well as Chief Constables to plan, prepare and respond to these threats by clearly linking the local response to the national, highlighting the capabilities and partnerships that policing needs to ensure it can fulfil its national responsibilities.

A revised version of the SPR was published in February 2023 which provided strengthened detail around the action required from policing at the local and regional level to the critical national threats.

The 2023 SPR sets out seven identified national threats. These are as follows:

- ✓ Serious and Organised Crime (SOC).
- ✓ Terrorism.
- ✓ Cyber.
- ✓ Child Sexual Abuse.
- ✓ Public Disorder.
- ✓ Civil Emergencies.
- ✓ Violence Against Women and Girls.

As Police and Crime Commissioner, I am confident I have given due regard to the seven threat areas identified in the SPR in my Police and Crime Plan and in my role holding my Chief Constable to account. VAWG, while not previously contained in the SPR, nonetheless is a key and pressing issue and one which I will give priority to in my Police and Crime Plan for 2025-29.

# ENVIRONMENT AND SUSTAINABILITY



I was the first PCC in the country to utilise a Social Value Toolkit when the Durham Investigative Hub was tendered for in 2021. The Hub will eventually provide more than 6,600m<sup>2</sup> of up-to-date accommodation including 48 modern cells.

The toolkit is designed to help current and future suppliers of police Forces across the country to develop their own social value action plans. The tool also helps suppliers understand what social value means, identify their existing social value activity and explore potential new opportunities.

I set an ambitious goal to generate £6m in social value through the scheme, by securing local contracts, creating new jobs and increasing opportunities for people to obtain and develop new skills. Long before the project's completion date, the development surpassed that target, with more than £10m spent with local businesses in the Force area including MGL Group based in Durham, Aspect Facades in Shildon and SCH Site Services in Newton Aycliffe. On top of this, the project generated new employment and work experience placements while the team volunteered more than 150 hours with local charities including housing charity DASH and St Cuthbert's Hospice. The project generated over £25million in social value.

As the Association of Police and Crime Commissioner's (APCC) Joint Lead for Environment and Sustainability, I took the decision to include social value principles in procurement tenders to encourage contracts being awarded to organisations based in County Durham and Darlington and the North East region. I am really proud of the outstanding work that has been taking place to draw out the full potential of this development and leave a positive legacy across our communities.

This is an example of partnership working at its best and shows what can be achieved when public organisations work in tandem with the community and businesses to make their limited resources go even further.

## Emergency Services Environment and Sustainability Group

My Office is a member of The Emergency Services Environment and Sustainability Group (EESG) which includes members from UK Police Forces, Fire and Rescue Services, Ambulance Services and other emergency services. These partners meet to share best practice, discuss emerging technologies, government policy and legislative requirements. They have developed a Sustainability Charter to enable members to pledge their support to work toward a set of common goals and aspirations, embed sustainability within their own organisations and achieve national and international sustainability objectives.

It will also help identify positive effects on sustainability within communities and manage any negative effects and risks. By signing this Charter, I recognised that the Force, as an emergency service, has the potential to affect the local and global environment, society and the wider economy, and that climate change and global trends will continue to have an impact on the demands placed upon our emergency services, with the community and businesses to make their limited resources go even further.

## Fleet

Today 1.7% of the UK police fleet is fully electric. To achieve 80% electrification by 2030, 4,000 vehicles per year will have to be w transitioned to zero emission from 2024.

By 2035 the purchase of new hybrid vehicles will also be banned and many auto manufacturers have announced plans to conclude internal combustion engine vehicle production by 2025.

Fleet decarbonisation will happen and will have a significant operational impact over the next 3-4 years. Failing to address this change in a coordinated way will leave Force operations at risk.

I am a board member of Bluelight Commercial which is developing a Fleet and Transport Strategy to look at the options available for decarbonisation of the fleet. These include:

- Electrification
- Hydrogen
- Sustainable fuels
- Hybrid.

Each of the above has challenges and considerations, however the journey to Net Zero may require all options to be deployed depending on role of the vehicle concerned.

The Force understands that it needs to move away from internal combustion engine vehicles but recognises the limited suitability of electric vehicles for operational policing (due to demands of police driving).

The development of a local infrastructure for charging requires substantial investment and is something I have been encouraging in my national role as an APCC Environment and Sustainability lead.

## Estate

From April 2022 I ceased to receive grant funding towards capital investment, upkeep of buildings, technology and fleet. This means that any money I choose to spend on assets needs to be funded from Council Tax and prioritised against all other competing demands for money.






Pre-austerity in 2010, the level of capital grant received had been £1.3m. The removal of this grant places a significant pressure on existing police budgets.







# AT A GLANCE








## SAFER COMMUNITIES – ANTI-SOCIAL BEHAVIOUR

Appoint an Anti-Social Behaviour Champion to spearhead multi-agency action to address persistent anti-social behaviour and chair Community Trigger (now known as ASB case review) resolution meetings.	
Tackle quality of life issues that matter most to residents such as anti-social behaviour, fly tipping, vandalism and dog fouling.	
Ensure signposting is reinforced with a clear distinction of who to direct ASB related issues to.	
Lobby the Home Office to consider replicating legal powers currently available to police in Scotland to enable our officers to serve warnings, fines and seize equipment from noisy, inconsiderate neighbours.	
Ensure the availability of a trauma informed approach to support victims of persistent, unresolved anti-social behaviour.	
Display guidelines on how to enact the ASB Community Trigger (now known as ASB case review) prominently on websites, notice boards and publications to enable all victims of anti-social behaviour to seek redress.	
Address student related ASB problems, working alongside Durham University and the local authority	

Encourage victims to submit a written account of the impact of ASB and be entitled to read it or have it read out on their behalf at the Community Trigger (now known as ASB case review) meeting.	
Review how the Police, Darlington Borough Council and Durham County Council take ownership of ASB reports to ensure people get the right support at the right time by the right organisation	
Use the full suite of criminal and civic tools and powers to address anti-social behaviour effectively.	
Enable victims of ASB to attend a resolution meeting to explain the impact the ASB behaviour is having on them.	
Provide ongoing communication on what is being done locally to tackle ASB across media platforms	

## SAFER COMMUNITIES – NEIGHBOURHOOD CRIME

Enhance area based multi-agency hubs that support collaborative problem-solving approaches to reduce crime, anti-social behaviour and victimisation	
Ensure Police teams are more visible and accessible and there is a nominated and visible local officer or PCSO in every neighbourhood	
Put more Police Officers back on our streets	
Explore the feasibility of establishing a Community Oriented Policing (COP) bank similar to the NHS nursing banks to address demand pressures and provide additional capacity to respond to localised problem-solving solutions	

Set up Community Safety Volunteer, Employment and Training (VET) Agency to support, promote careers and volunteering opportunities in the criminal justice sector	
Involve people with lived experience when working with victims of crime, anti-social behaviour, addictions and abuse	
To ensure the public knows where to report issues and access the right services, at the right time from the right agency	
Promote and support a multi-agency problem-solving strategy to prevent neighbourhood crime (burglary, robbery, theft from the person and vehicle crime)	
Ensure an effective Integrated Offender Management (IOM) scheme for identifying neighbourhood crime offenders and intervening to prevent reoffending	
Promote and increase the take up of 'Keep in the Know', a free messaging service to keep local communities informed on what the local neighbourhood police and partners are doing (keepintheknow.co.uk)	
Encourage residents to report crime and anti-social behaviour to enable positive action	




## SAFER COMMUNITIES – SERIOUS AND ORGANISED CRIME






Ensure the Force has the necessary resources to respond to serious organised crime threats (firearms, drugs, child criminal exploitation, fraud, economic crime, cyber, modern slavery, human trafficking)	
Deliver on the strategic policing requirement	
Tackle and disrupt organised crime groups behind drug activity	
Recognise the exploitation of children and young people and continue to identify and safeguard those at risk	
Support the coordination of the local, regional and national response to modern slavery through the National Anti-Trafficking and Modern Slavery Network	
Develop a public health approach to shape the partnership work to prevent and reduce serious violence	

## SAFER BUSINESS





Strengthen engagement with local businesses by providing targeted crime prevention advice, to protect them and retail workers	
Gain a better understanding of the crimes faced by businesses and ensure they get the support they need to keep themselves and customers safe	
Take steps to tackle violence against shop workers and support the Co-op's Respect for Shop Workers and the Union of Shop, Distributive, and Allied Workers campaign	
Promote the use of SentrySIS as an online tool for business crime recording	
Support the roll out and development of shop/retail watch schemes and supportive partnerships that address business/retail crime	






## SAFER ONLINE

Fund and promote cyber fraud awareness campaigns	
Support the roll out of Cyber-Crime Prevention Volunteers who educate the public on how to protect themselves from cyber-enabled crime	
Introduce specialise Cyber Prevention Officers	



Invest in digital investigation and intelligence to improve understanding of the digital footprint to combat internal cyber-enabled and cyber-dependent criminality	
Pursue and bring to justice those who groom children online or those who download or share images of abuse and protect those at risk	
Raise awareness of how children and adults can stay safe online, how to recognise online grooming, exploitation and radicalisation	
Support vulnerable people to be safe online through educational programmes	
Contribute to national policy discussions to support local practice	

## SAFER PEOPLE – VICTIMS OF CRIME AND ASB



Help to keep people safe in their homes by working with the Local Authorities, Health and the Fire and Rescue Service to provide Total Home Safety advice	
Appoint a Victim's Champion to ensure the voice of the victim is at the centre of everything we do	
Ensure delivery of seamless high-quality support for victims that enables them to cope with, and recover from, their experience	
Ensure victims feel empowered and confident in reporting crime to the police, reassuring them of the journey through partner services	



Ensure compliance with the Code of Practice for Victims of Crime so that victims are aware of and can access their rights	
Commission high quality services so that victims have access to a range of specialist support services for them and their families at any point and whether they report to the police or not	
Ensure victims are read their rights at the point of report or as soon after as possible as with offenders	
Improve safeguarding for vulnerable adults and children	
Continuously review and seek to improve those services we commission and co-commission to support victims of crime	

## SAFER PEOPLE – HATE CRIME



Promote hate crime prevention initiatives and encourage and facilitate the reporting in all forms of hate crime	
Introduce voluntary recording of misogyny as a hate crime indicator and lobby for misogyny/misandry to become an official hate crime category and support educational campaigns to tackle the issues	



## SAFER PEOPLE – MENTAL HEALTH

Ensure that the police are the service of last resort and not the service of the first resort for people suffering a mental health crisis, working closely with Community Mental Health Trusts.	
Liaise with Public Health, Housing, Employment and Mental Health services to ensure that potential offenders get access to the support that they need.	







Maintain a multi-agency approach to enable an appropriate response to support people with mental health needs who come in contact with the police and criminal justice system	
Ensure that mental health concerns are addressed for those identified as missing from home, working with the Force to promote and develop their links with services such as missing people, the Samaritans, familiar faces and street triage	
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## SAFER PEOPLE – YOUNG PEOPLE

Support the work with schools to reduce school exclusions and off rolling so that we keep children in school education	
Ensure policies about young people will be made after engaging and involving young people	







Keep care-experienced young people out of the criminal justice system	
Divert young people from becoming involved in crime and anti-social behaviour through a range of education, employment, leisure, and training activities	










## SAFER PEOPLE – DOMESTIC ABUSE AND SEXUAL VIOLENCE






Support the use of robust domestic violence perpetrator interventions to prevent domestic violence and abuse happening in the future	
Prioritise developing a Violence Against Women and Girls' strategy aimed at changing attitudes and improving our knowledge of and response to the crimes that predominantly affect women and girls so that no woman needs to live in fear and girls grow up knowing they are safe.	
Ensure the full powers included in the Domestic Abuse Act are used to protect and support victims and result in meaningful consequences for perpetrators including the effective use of domestic abuse protection notices, domestic abuse protection orders and restraining orders	
Deliver on the recommendations included in the national End to End Rape Review	
Develop and maintain a high-quality Sexual Assault Referral Centre service that meets local needs and national standards	
Deliver high quality support for victims of rape and sexual violence and their families where appropriate	

Monitor and promote the use of stalking legislation and powers to measure effectiveness	
Ensure the Police Force works in partnership with probation to manage High Risk Offenders through Multi-Agency Public Protection Arrangements (MAPPA), Sexual Offender and Foreign National Offenders initiatives	
Support the appointment of a Domestic Abuse Victims Voice Worker to ensure the voice of victims is at the centre of everything we do	





## SAFER PEOPLE – DRUG, ALCOHOL AND GAMBLING HARM

Divert those suffering with chronic addiction away from the Criminal Justice System.	
Support the recommendations made in the review of drug use by Dame Carol Black, contributing to and encouraging a partnership approach.	
Support the ongoing use of Naloxone to prevent deaths from drug use.	
Develop multi-agency strategies and fund initiatives to reduce the harm.	
Commission research into the cost of alcohol harm to Durham Constabulary.	
Lobby for Minimum Unit Pricing, working with Balance North East	

Promote the voluntary use of sobriety tags and alcohol interlocks	
Promote awareness of the dangers of excessive alcohol consumption through engagement with charities such as 'One Punch North East'	
Prevent and manage violent incidents by continuing to promote the use of the 'Cardiff model' combining data from the Force and local hospitals to highlight areas where violence is more prevalent	
Support the introduction of alcohol harm reduction partnership to tackle underage drinking and related anti-social behaviour.	
Support the work of the licensing unit to reduce the harm caused by alcohol and gambling in the community.	
Commission research into gambling related harm (GRH) and gambling disorder.	
Consider gambling related harm when investigating crimes.	
Encourage those presenting with GRH to be referred to appropriate support to prevent further harm and crime.	
Add additional questions to ask victims of domestic assault to specifically include gambling (in addition to drugs/ alcohol).	










Add additional questions to ask victims of domestic assault to specifically include gambling (in addition to drugs/ alcohol).	
Advocate introducing a gambling treatment requirement as part of a community sentences at court.	
Support the Force to train Police Officers and PCSOs to identify gambling addiction and to understand the links between suicide, mental health, homelessness, domestic abuse, child neglect and gambling.	
Press for the Gambling Commission to thoroughly investigate operator's code of conduct to identify negligent behaviour before charging and sentencing.	
Introduce mandatory screening questions around gambling at the point of arrest in custody	

## SAFER ROADS

Invest in analytical capability necessary to identify risks and threats on the road network.	
Support social media strategies that promote safer driving.	
Improve signposting to enable parishes, towns, schools, individuals and communities to share their concerns about road safety issues in their locality.	
Work with the community and local elected members of all parties to tackle road safety concerns in our communities.	

Adopt a Vision Zero approach to reduce deaths and serious injuries from our roads.	
Encourage, develop and support volunteer action to improve road safety such as community speed watch and junior road safety.	
Enhance support for victims of road traffic accidents and families.	
Take enforcement action and educate those who endanger the lives of road users and pedestrians and support tougher sentences for dangerous driving.	
Lobby for educational programmes to be used alongside enFOrceMent/criminal prosecution for more serious categories of road traffic offences.	
Ensure resources allocated to policing the strategic roads network are sufficient and be satisfied that effective partnership arrangements are in place.	
Lobby the government to ensure a more effective, efficient, and sustainable forensic collision capability.	
Campaign for the government to allow local retention of income from enforcement to be directed towards local road safety initiatives.	
Work with the Chief Constable to introduce as soon as practicable Operation Snap and encourage drivers to purchase dash cams. This initiative uses video footage from road users to pursue dangerous drivers.	
Continue to invest in Operation Endurance to tackle the menace of off-road bikes and take enforcement against illegal e-scooters.	
Work with the local authorities on road safety improvements that would reduce speeding.	

## SAFER COUNTRYSIDE

Tackle fly-tipping in rural areas and invest in and support rural policing to prevent crime.	
Support the Force and rural communities in their use of new technologies to keep our communities safe.	
Strengthen and support Rural Watch.	
Support by the Royal Society for the Prevention of Accidents (ROSPA) campaign targeting rural motorcyclists.	
Expand the community safety responder programme in rural areas.	
Work with the Home Office, Ministry of Justice and Police and Crime Commissioners to facilitate a co-ordinated approach to rural crime.	
Ensure rural police teams are more visible and accessible and there are nominated and visible local officers or PCSOs	
Increase confidence of rural communities in policing by improving community safety through a Rural Safety Plan, to be developed in consultation with the rural community (via bespoke surveys) and Durham Constabulary.	
Encourage effective cross-border collaboration on rural crime and affairs.	
Work with partner organisations to identify ways to make it easier and quicker to make safety improvements on country roads to address rural speeding and undertake targeted rural safety enFOrceMent.	
Ensure reports of crime in rural areas are investigated in a timely manner.	





## GET IN TOUCH



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