



JOY ALLEN
DURHAM POLICE AND
CRIME COMMISSIONER

DURHAM POLICE & CRIME COMMISSIONER'S

PERFORMANCE AND DELIVERY UPDATE REPORT

   @durhampcc  Durham Police and Crime Commissioner

JULY - SEPTEMBER 2024



JOY ALLEN
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CRIME COMMISSIONER



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FOREWORD

I am pleased to share a further update on our progress in 2024-25.

This report pulls together key data from the period of July to September 2024 (Q2). It highlights the ongoing impact of investment in several key operational areas and our success in delivering the efficient, effective and visible service the public has asked for.

Firstly, there is positive news to report in our public contact performance. The average time for a 999 call to be answered during Q2 was a second faster than in Q1 2023/24 at 12.6 seconds. Additionally, the percentage of 999 calls answered within 10 seconds has further risen to 88.2%. This is strong, consistent progress which I have no doubt will continue as we roll out further advanced technological solutions to our call handling operation.

The public has rightly asked for call handling to be made a priority. To deliver on their expectations, I agreed substantial investment into the force control room and the improvements highlighted in this report are evidence that this is already bearing fruit. In a continuation of this support, 12 new call handlers have been recruited and started their training/mentoring in Q2. The force has also broadened opportunities for digital access. This quarter saw the introduction of Salesforce – a technological solution that automatically updates victims of crime on the progress of their case and key pathways of support via the medium of their choice (SMS/email). Victims of crime drive everything I do as Commissioner, and improving their experience through the criminal justice system will build trust and confidence in policing overall.

Our police officer headcount has grown over the summer and now exceeds the national uplift target set by the former government. The force currently has 122 PCSOs and there has been

another influx in numbers between Q1 and Q2, with further intakes planned during the winter.

Despite the growing numbers, at the end of Q2, Durham was still 128 officers short of 2010 levels. We are not alone; one third of forces in England and Wales have lost officers despite the 20,000 national uplift programme. As the Association of Police and Crime Commissioners' (APCC) Joint Finance Lead, I am working closely with national decision makers to press for an overhaul of the current funding formula, which places forces like Durham with high demand and greater pockets of deprivation at a significant disadvantage.

In the meantime, the external funding my office secures from central government is supporting a tougher approach on the issues that matter most to our residents and businesses. Communities in 34 hotspot areas of the county, for example, have continued to see extra enforcement patrols to prevent and deter anti-social behaviour (ASB) during Q2. This activity, part of the Government's 'hotspot' policing pilot, has seen more than 4,500 hours of additional patrols delivered during between July and September, resulting in several arrests, civil warnings, dispersal notices and enforcement actions.

In other wider work to improve the response to ASB, my Case Review system has completed 38 cases involving more than 80 residences. The system makes it easier for victims to raise a complaint when they are unsatisfied at the efforts of agencies to tackle problems. I have been impressed with the positive feedback received and many lessons have been learned. Moving ahead, we will continue to adapt our approach to ensure victims of ASB receive the very best service from this tool.

Like ASB, people who live and work in County Durham and Darlington feel strongly about Road Safety and frequently raise concerns about

speeding and anti-social driving through our towns and villages. I am pleased to report a significant amount of enforcement activity has taken place during Q2, with more than 9,000 speeding offences recorded, four mobile phone offences and 75 seatbelt offences caught by cameras. This quarter saw the further deployment of the Acusensus vehicle – a trailer fitted with onboard powerful technology to monitor and capture road safety violations. During a seven-day period, the vehicle captured 622 mobile phone offences and 329 seatbelt offences.

As Commissioner, I am determined to secure the technology and resources the Chief Constable needs to make a tangible difference to public safety. With more funding, the possibilities for improvement would increase tenfold, which is why I am so passionate about campaigning for fairer remuneration for police forces, especially those with a high tax base and a challenging socio-economic profile. While there is always more to achieve, I am proud of our officers and partners for their relentless dedication to protecting our communities here in County Durham and Darlington.

Joy Allen

Durham Police and Crime Commissioner

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ACCOUNTABILITY: KEY PERFORMANCE INDICATOR REPORT

This performance report 2024/25 provides the Police and Crime Panel with an update on the progress being made against my Police and Crime Plan priorities during July to September 2024 (Quarter 2 of 2024/25). All narratives are directed towards this period and/or provide a current strategic overview and examples.

There are various sources of publicly available data that focusses on police performance and below is a list of where to find these resources: -

The Digital Crime Performance Pack contains an agreed set of measures that each police force and their respective PCCs can be measured against.

[Digital Crime and Performance Pack - His Majesty's Inspectorate of Constabulary and Fire & Rescue Services \(justiceinspectorates.gov.uk\)](https://www.justiceinspectorates.gov.uk)

The Office of National Statistics publish police force area level data on a quarterly basis which looks at police recorded crimes, the latest release looks at yearly data for the year ending December 2023.

[Crime in England and Wales: Police Force Area data tables - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

The Home Office publish both crime and crime outcome data for each reporting year at police force area level, whereby the Home Office crime outcomes are also presented.

[Police recorded crime and outcomes open data tables - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

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

SAFER COMMUNITIES

FORCE STAFFING LEVELS



Staff Type	2010 baseline	2019 baseline	Q1 end (30/06/2024)	Q2 end (30/09/2024)	Direction of travel (from 2010 baseline)
Police Officers	1557	1141	1363	1397	↓
Police Staff	1016	988	1094	1093	↔
PCSOs	176	152	111	122	↓
Specials	131	76	32	30	↓
Totals	2880	2357	2600	2642	↓

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*The number of police officers has increased during 2024/25 from the 2019 baseline and has exceeded the national uplift target. Despite this, at the end of Q2 the force still has 128 less officers than in 2010. Please note, this number does not correlate with the above table but this relates to timing differences in relation to vacancies and recruitment. Recruitment will take place between now and March 2025 to close the gap.

Police staff figures have increased compared to the 2019 baseline, with ongoing recruitment throughout the year to fill single post roles these include CSI, Detention Officers, Training, Occupational Health, Professional Standards Department, Control room, ICT and Analysts.

Police staff figures have again increased compared to the 2019 baseline, with ongoing recruitment throughout the year to fill single post roles.

The force currently has 122 PCSOs in post with further intakes of PCSOs planned during winter of 2024, increasing current PCSO numbers throughout the course the year. There has been an increase in the numbers between Q1 2024/25 and Q2 2024/25.

One third of the forces in England and Wales (15) have lost officers compared to 2010, despite the 20,000 officer uplift programme. I will 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.

PUBLIC CONTACT METHODS



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

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

I agreed to substantial investment into the force control room to aid with recruitment and technology investment. In Q2 2024/25 12 new call handlers have been recruited and started their training/mentoring. There are currently 2 call handler courses running, the first cohort of 12 call handlers have finished their course and are now being mentored. The second course of 12 are in training and have started their mentoring from Monday 4th November.

This substantial investment in the force control room has resulted in both 999/101 call answering times reducing significantly. Further investment has enabled Durham Constabulary to move toward the Single Online Home website allowing members of the public to submit some queries and applications online thus freeing up more control room staff to deal with 101 and 999 calls.

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

Call Data	Q1 – Q2 2023/24 baseline	Q1 2024/25	Q2 2024/25	Q1 – Q2 2024/25 Total	% change (baseline to 24/25)	Direction of travel (from baseline)
999 calls	62233	27051	27034	54085	-12.9%	↓
101 calls	133866	59638	56942	116580	-13.1%	↓
Total	196099	86689	83976	170665	-13.0%	↓

999 calls offered during Q2 2024/25 (Jul-Sept 2024) observes an almost equal volume to the previous Q1 period (difference of only 17 calls). However, when comparing Q1-Q2 2024/25 to the baseline period there has been a longer-term decrease of 13.1% (8,148 calls).

101 calls offered during Q2 2024/25 (Jul-Sept 2024) observe a 5% reduction (by 2,696 calls) on the previous Q1 period.

Meanwhile, when comparing Q1-Q2 2024/25 to the baseline period there has been a greater decrease of 12.9% (17,286 calls), indicating a longer-term reducing trend.

Public Access to Services	Q1-Q2 2023/24 baseline	Q1 202/25	Q2 2024/25	% change (baseline to 24/25)	Direction of travel (from baseline)
Number of 999 calls answered within 10 secs	50533	23795	23903	-5.6%	↓
Average answer time for 999 calls (seconds)	18.7	13.6	12.6	-32.6%	↓
101 calls abandoned	14408	7922	7594	7.6%	↑

The average answer time for a 999 call during Q2 2024/25 was 12.6 seconds which is a decrease of 1 second compared to Q1 2024/25. There has been a reduction of 6.1 seconds when comparing Q2 2024/25 to the Q1 – Q2 2023/24 baseline.

The percentage of 999 calls answered within 10 seconds is relatively stable over the last 12-month period, and there is no change when comparing the recent Q2 period to the previous Q1 period (both measuring 88%). However, the % of calls answered within 10 seconds sees an improving trend since the beginning of 2023/24, with the rate rising from 81.2% during the baseline period, to 88.2% currently.

The data is based on the time it takes from when the call is presented to the call handler to the time it is answered. BT Data is measured from the point they transfer the call to the force and then when it is answered. What the force has discovered since they received the data is that there are a number of delays on the telephony platform before the call actually presents to the call handler. So far, they have identified 3 seconds delay, I am also investing in a new Telephony platform which is due to go live in January 2025 which will eliminate this.

In line with public expectations to improve contact, the force has broadened its digital opportunities as this quarter saw the introduction of Salesforce, this has introduced a capability that transforms the experience of a victim of crime, proactively and automatically updating them on their channel of choice (email, SMS). From contact to closure, victims and members of the public contacting the police will receive automatic updates with key information, case progression and how to obtain support. My Durham portal saw 1185 portal user accounts created, 765 Officer in charge (OIC) notifications, 660 messages from victims to their OIC's, 495 messages from OIC's to victims. There have also been 11,660 logins by victims into the portal.

I have also invested in Operation Snap which is an excellent initiative to encourage members of the public to submit dashcam and headcam footage via an online form, where previously, the only option to report dangerous driving was over the phone. During Q2 2024/25 there were 329 submissions into Operation Snap. Of the submissions 45 resulted in warning letters, 76 people were offered a course, 35 entered the penalty process, 56 received NIP process, 15 face to face, 1 court process and 15 cancellations.

NEIGHBOURHOOD CRIME



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Neighbourhood crime is composed of the following crime types (police recorded crime):

- Robbery (personal)
- Residential burglary (incorporates all related Home Office sub-categories)
- Theft from the person
- Vehicle crime (incorporates all four Home Office sub-categories)

Neighbourhood Crime	Q1 2023/24 baseline	Q1 2024/25	Q2 2024/25	% change (baseline to 23/24)	Direction of travel (from baseline)
Recorded	1304	1420	1304	0%	↔
Resolved	162	230	216	33.3%	↑
Resolved rate	12.4%	16.2%	16.6%	4.2%	↑

The recorded volume of neighbourhood crime has remained static when comparing Q2 2024/25 to Q1 2023/24 baseline. This increase is reflected across the majority of neighbourhood crime types.

The overall category of neighbourhood crime has seen a decrease in recorded volume between Q1 2024/25 and Q2 2024/25 (by 116 crimes). Vehicle crime and Residential Burglary accounted for the majority of neighbourhood crime volume during Q2 55% and 39% respectively.

ANTI-SOCIAL BEHAVIOUR (ASB)



The table below displays overall anti-social behaviour incidents: although ASB incidents have remained stable from Q1-Q2 2023/24 to Q1-Q2 2024/25, there has been an increase of 4.3% most notably within the personal subcategories.

Anti-social behaviour: 'Nuisance' captures those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims - interfering with public interests including health, safety & quality of life.

Anti-social behaviour: 'Personal' is designed to identify ASB incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group or having an impact on an individual or group, or having an impact on an individual or group rather than the community at large - it includes incidents that cause concern, stress, disquiet and/or irritation through to incidents which have a serious adverse impact on people's quality of life.

Anti-social behaviour: 'Environmental' deals with the interface between people & places - It includes incidents where individuals & groups have an impact on their surroundings including natural, built & social environments.

This is expected in line with the ASB review conducted in August 2022. Analysis has been undertaken to reconcile the reduction in ASB categories and how this mapped over to public order crime and harassment (section 2).

ASB incidents	Q1 – Q2 2023/24 baseline	Q1 2024/25	Q2 2024/25	Q1-Q2 2024/25 Total	% change (baseline to 23/24)	Direction of travel (from baseline)
ASB incidents (all)	6538	3367	3451	6818	4.3%	↔

ASB Personal has seen a 30% increase 223 crimes, however ASB Personal volumes dropped to almost zero during Dec-22 because of changes in how we re-interpreted episodes of ASB as public order and harassment. ASB volumes during Q1 2023/24 were still impacted by this change in approach and it was not until well into 2023 that the new 'norm' in volumes was established.

More recently, there has been a slight increase (2%) in total ASB incidents between Q1 2024/25 and Q2 2024/25. The ASB Subcategories also see an increase between Q1 and Q2: ASB personal has increased by 14%, and ASB nuisance has increased by 6%. However, ASB environmental has decreased by 13%. This may be due to poor summer weather and moving into the colder months.

ASB nuisance makes up 62% of the ASB volume in Q2 2024/25, with ASB personal equating to 11% of all ASB incidents, and ASB environmental making up 27%.

ASB CASE REVIEWS

Through an ASB case review the PCC Office holds statutory agencies to account in relation to their response to ASB, the case review process enables agencies to share best practice and raise details of the action that they have taken. During Q2 2024/25 under the guidance of the PCC ASB Champion, the Community Peer Mentors now have overall responsibility for the running of the statutory ASB Case Reviews

During Q2 2024/25 the ASB case review process has received 6 referrals into the ASB Champion and Community Peer Mentors; 1 referral was cancelled due to victim withdrawal and 1 referral is still currently being reviewed.

They have now completed 38 Case Reviews, involving over 80 residences across County Durham and Darlington, the feedback has been extremely positive. During this process many lessons have been learnt and they have adapted their approach to ensure the very best outcome for those involved, with additional and ongoing support of the three dedicated ASB Coordinators from the Community Peer Mentor team.

HOTSPOT PATROLS

Durham Constabulary was one of ten police force areas piloting the ASB Hotspot approach last year. In April of this year the Hotspot response was rolled out nationally. The Hotspot response involves the targeting of resources and activities to those places where crime is most concentrated and is based on the premise that crime and disorder is not evenly spread within neighbourhoods but clustered in small locations. Focusing resources and activities in hotspots aimed to prevent crime in these specific areas and potentially, reduce overall crime levels in the wider geographic area.

During Q2 2024/25, there were 4553 hours and 39 minutes of additional patrols which resulted in 35 Arrests, 15 Stop and Search, 75 Informal Warnings, 10 Community Protection Warnings, 4 Community Protection Notices, 5 Dispersal Notices, 79 enforcement actions due to Public Space Protection Orders and 39 Fixed Penalty Notices.

IMMEDIATE JUSTICE

In July the Home Office made the decision that it would not proceed with the wider rollout of this initiative to the 33 non-pilot police force areas from 1 October, as was planned. Ministers were clear for the 10 pilot forces of which Durham Constabulary is one to continue with Immediate Justice as previously planned for the 2024-25 financial year. This quarter has saw the recruitment of a dedicated Immediate Justice Sergeant whose role is to trial changes to the processes. All referrals for this now come via checkpoint. If the offence is deemed low level public order, criminal damage, Drunk and Disorderly (ASB related) it will go to a checkpoint 'gatekeeper' who will then decide based on individual needs, as to whether the offender would benefit from checkpoint or Immediate Justice. During Q2, 24 referrals were made into the Immediate Justice programme.



SAFER PEOPLE

VIOLENT CRIME



Violent crime	Q1 -Q2 2023/24 baseline	Q1 2024/25	Q2 2024/25	Q1-Q2 2024/25 Total	% change (baseline to 23/24)	Direction of travel (from baseline)
Violence with injury	2946	1425	1335	2760	-6.3%	↓
Homicide	7	0	1	1	-	↓
Violence against the person total	13374	5849	5493	11342	-15.2%	↓

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VIOLENCE AGAINST THE PERSON

There has been a slight decrease in recorded crimes between Q1 24/25 and Q2 24/25, with a decrease of 15.2% compared to the baseline period. There has been no significant change in the resolved numbers compared to the baseline period however, resolved rates increased by 2.8% compared to the baseline. August 2024 (1789 crimes) shows the lowest recorded monthly figures for Violence Against the Person crimes year to date 2024/25.

VIOLENCE WITH INJURY

Violence with injury has shown a slight decrease from Q1 24/25 to Q2 24/25, however there is a reduction of 6.3% compared to the baseline. Resolved volumes have steadily increased by 7.1% (46 crimes) from the baseline.

Subsequently the resolved rate has increased by 3.1%, with July 2024 seeing the highest resolved rate in Q2 2024/25.

SARC SERVICES

I jointly commission the forensic Sexual Assault Referral Centre for those who are victims of sexual assault. This is a regional contract provided by Mountain Healthcare with NHS England and my PCC colleagues in Northumbria and Cleveland. Durham residents are primarily seen in our local Meadows facility. Over the last quarter there have been 75 referrals into the service, with 24 people attending the SARC, 21 receiving telephone support and 16 people being referred to follow-on services. 85.3% of those referred were female, 9.3 % were male and 5.4% did not disclose.

NON-CRIME DEMAND

MISSING FROM HOME (MFH)

Missing from home is identified as being an area of focus for myself and Durham Constabulary.

Missing From Home (MFH)	Q1 2023/24 baseline	Q1 2024/25	Q2 2024/25 total	% change (baseline to 23/24)	Direction of travel (from baseline)
Missing Person Referrals	1298	913	674	-51.9%	↓

The missing from home data used in this report is based upon the number of referrals rather than the number of incidents created.

The overall number of missing referrals has seen another significant decrease, reducing 26.2% from Q1 to Q2. This is as a result of the 33.3% decrease in the number of missing child referrals and in spite of the 10.8% increase in missing adult referrals (for context, June 2024 saw the lowest levels of missing adult referrals since pre-2021; further analysis in the next section). The 12-month monthly average has also seen reductions in each category from the previous quarter.

With regards to missing children Q2 2024/25 showed another quarterly drop in the number of missing incidents which were converted into Sigma referrals. In Q1 2024/25, 100% of the 765 incidents became referrals (note that each missing child is allocated their own missing referral, however the initial call/missing incident may report multiple children as missing, hence a conversion rate could be over 100%). This decreased to 78% of the 655 incidents in Q2. Again, this is largely expected as a result of the recent policy change and Right Care Right Person.

Although the total number of missing child referrals has decreased quarter on quarter since Q1 2023/24, the proportion of those children going missing from care homes has increased in this same period. To adjust for seasonality, in Q2 2023/24, 37% of the 1021 referrals related to a care home (381 referrals), whereas in Q2 2024/25, 58% of the 510 referrals related to a care home (296 referrals); whilst we have seen a 50% reduction in the number of overall missing child referrals, we have only seen a 22% decrease in the number of those from a care home.

MENTAL HEALTH

Mental health incidents	Q1 - Q2 2023/24 baseline	Q1 2024/25	Q2 2024/25	Q1 - Q2 2024/25 Total	% change (baseline to 23/24)	Direction of travel (from baseline)
Incidents with a "mental health" qualifier	6685	3153	2982	6135	-8.2%	↓

Mental health incidents in Q2 2024/25 have observed a 8.2% decrease from the baseline period. There is a clear reducing long-term trend in incident volumes where the 'mental health' qualifier has been applied, most evident since Sep-22.

Further information from the force lead on mental health suggests that there was over-recording of incidents with this qualifier but that call handlers received additional training as from Sep-22, which led to a reduction in recorded mental health incidents.

Mental health incidents have had a decrease of 5.4% (171 incidents) between Q1 2024/25 and Q2 2024/25.

Mental health incidents account for 7.3% of all incidents in Q2 2024/25, 0.1% lower than Q1 24/25 but identical to the baseline quarter.

SAFER ROADS

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



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CASUALTIES (FATAL, SERIOUS, SLIGHT)

Road casualties	Q1 - Q2 2023/24 baseline	Q1 2024/25	Q2 2024/25	Q1-Q2 2024/25 Total	% change (baseline to 23/24)	Direction of travel (from baseline)
Fatal	10	4	7	11	10.0%	⬆️
Serious	122	66	52	118	-3.3%	↔️
KSI (fatal + serious)	132	70	59	129	-2.3%	↔️
Slight	221	116	110	226	2.3%	↔️
All Casualties Total	485	256	228	484	-0.2%	↔️

Please note all casualty data is subject to change due to re-categorisation of injuries in instances where severity may alter over time; and therefore, the data provided is provisional.



There has been a 0.2% (1 casualty) reduction in all casualties in Durham's force area when comparing Q1-Q2 2023/24 baseline period to Q1-Q2 2024/25 total.

During Q2 2024/25 there has been a significant amount of action taken against people committing driving offences, there were 9069 speeding offences, 4 mobile phone offences and 75 seatbelt offences caught by camera. The TORS/ Non endorsable issued on the roadside were for 25 speeding offences, 587 mobile phone offences and 30 seatbelt offences.

This quarter also saw the deployment of the Acusensus camera between the 01/07/2024 – 08/07/2024 inclusively (please note that excessive speed is not captured) however there were 622 mobile phone offences, and 329 seatbelt offences caught by the camera.

I was also keynote speaker at the British Medical Association's (BMA) Alcohol, drugs and driving consensus statement launch event in London. The consensus calls for the drink-driving limit in England, Wales and Northern Ireland to be cut from 80mg per 100 millilitres of blood (0.08%), or 35 micrograms per 100 millilitres of breath, to lower levels seen in other countries. It sets out detailed evidence showing that lowering the legal blood alcohol content (BAC) limit for driving saves lives, as the current threshold in England, Wales and Northern Ireland was one of the highest in the world. I have been fighting hard to ensure the criminal justice system offers the professional support to help individuals address their dependencies and stop offending. The earlier we identify the signs of problem-drinking, the more we can do to prevent further tragedies and save lives.

Therefore, Op Limit was launched in July covering the European football tournament, officers were holding roadside checks in the early mornings and late in the evenings following the end of the matches.

An operation also took place to educate road users on the Pass Wide and Slow operation linked to horse riders. The purpose of this was to raise awareness and increase horse rider's safety, the force also accompanied equestrian enthusiasts from the east Durham coast conducting a close pass operation around Blackhall Colliery and High Hesleden. This family ride involved several horses and some young riders and took part across the UK and is designed to educate motorists to changes in the Highway Code in January 2022.

Also, this quarter the County Durham And Darlington Road Safety Partnership launched the latest sessions for young drivers aged 17-24 around young passenger and driver safety linked to the fatal 4 and I also saw the launch of a working partnership with local haulage companies looking at alcohol and drug safety in the workplace. This includes the regular testing of staff for substances in their system to ensure our roads are kept safe from dangerous driving practices.

SAFETY CAMPAIGNS

July 2024

Alcohol Awareness Week

As part of Alcohol Awareness Week my office shared tips on how to recognise disordered drinking habits and where to get support. This year's theme focused on understanding alcohol harms. My office worked to challenge the stereotype of alcohol as an 'individual's problem', by encouraging those to reach out and talk to those close to you on how you can cut down drinking.

Anti-Social Behaviour Roadshow

The OPCC engagement team visited hotspot locations across County Durham and Darlington meeting with the community, Councillors and seeking residents views on their ASB concerns in their community. This also helped collate views on what should be my priorities for the next 4 years, as we develop our new Police and Crime Plan 2025-29.

World Against Trafficking in Persons Day

As part of the Anti-Slavery Network, I have funded training for Anti-Slavery Champions across the Durham force area. To commemorate World Against Trafficking in Persons Day, my office promoted the use of Anti-Slavery Champions to provide support, advice, and guidance to other professionals on spotting and tackling modern slavery and human trafficking.

September 2024

Zombie Knives surrender and compensation scheme

From midnight on 24 September 2024, possessing "zombie-style" knives or machetes became illegal. The OPCC supported the Home Office with their zombie Knives surrender and compensation scheme, by raising awareness of the ban and making people aware of where they can dispose of these weapons safely.

Emergency Services Day

Celebrate all workers and volunteers working for our emergency services and the sacrifices they make every day to protect the residents of County Durham, Darlington and beyond.

World Suicide Prevention Day

I have highlighted the pressing need to address gambling addiction as a contributing factor to suicide. The OPCC raised awareness of where support can be found and the effect proactive steps to support those affected to prevent future harm.

Project EDWARD

Dozens of young apprentices were educated about the 'fatal four' driving risks as part of a project aimed at young people who may be missed by traditional road safety education streams, due to having not attended higher education settings. Durham County Council apprentices joined Durham Roads & Armed Policing, DCC Road Safety Team and representatives from Project EDWARD for a young drivers education session to cover key risk areas for young drivers which can often be the cause of collisions, in the hope of eradicating road deaths.

Freshers Week Spiking Awareness

The OPCC ran a 3-week awareness campaign to increase confidence around reporting spiking as part of Freshers Week for universities. This was not based around prevalence of spiking incidents, however focused on raising awareness of dangerous drinking habits and what can happen as a result, which can often sit alongside university Freshers Week. Encouraging young people to report any incidents of this nature is important to understand vulnerabilities and ensure victims know they will be believed when they come forward to report.

FUNDED SERVICES FOR VICTIMS



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

Community Peer Mentors service website enables partners to refer people on to the Community Peer Mentors. The scheme provides emotional and practical help to vulnerable and isolated people who are impacted by significant life changing events, with the aim of empowering change, reducing vulnerability, and providing a voice for the unheard.

In addition to this my office has a dedicated Victims of Crime Champion and, in this period, the Victims Champion has met with 8 victims of crime to record their lived experience as part of the "Victims Voice Case Studies". These case studies will be considered for root cause analysis by representatives of the Criminal Justice Agencies involved in each case.

COMMUNITY PEER MENTORS

Between Q1 2024/25 and Q2 2024/25, there has been a minor increase in the number of referrals into the Community Peer Mentors. Also, comparing the Q1-Q2 2023/24 baseline total with the Q1-Q2 2024/25 total there has been an overall increase of 21.2% in Community Peer Mentor Referrals; an additional 191 referrals.

The table below displays sources of referrals into the CPMs scheme.

CPMs- referrals	Q1 – Q2 2023/24 baseline	Q1 2024/25	Q2 2024/25	Q1- Q2 2024/25 Total	% change (baseline to 23/24)	Direction of travel (from baseline)
All Referrals	900	545	546	1091	21.2%	↑
Police	347	223	235	458	31.9%	↑
NHS	169	129	35	164	-2.9%	↓
VCAS	140	33	165	198	41.4%	↑
MASH	176	165	64	229	30.1%	↑

The Community Peers Mentors can confirm the continuation of funding from Tees, Esk and Wear Valleys NHS Foundation Trust which has extended the two-year pilot for the Alcohol and Substance Misuse Coordinator role which has proved integral in providing support to those with alcohol and substance misuse issues.

Arrangements are now in place in partnership with NECA to support those negatively impacted, directly and indirectly by gambling addiction, this has enabled us to have a dedicated 'Gambling Coordinator' who is working with all services to provide additional and ongoing support to those with the additional and mental health condition, as well as families, especially those affected by suicide where we will also work alongside 'Gambling With Lives'.



VICTIM CARE AND ADVICE SERVICE (VCAS)



During Q2 2024/25 there were 3061 referrals into the in-house Victim Care and Advice Service (VCAS), a 6.5% decrease on Q1 2024/25.

The table below displays sources of referrals into VCAS.

VCAS- referrals	Q1 -Q2 2023/24 baseline	Q1 2024/25	Q2 2024/25	Q1-Q2 2024/25 Total	% change (baseline to 23/24)	Direction of travel (from baseline)
All Referrals	6617	2900	3061	5961	-9.9%	↓
Police	4430	2167	2149	4316	-2.5%	↓
Third party	1217	414	390	804	-33.9%	↓
Self-referrals	50	21	22	43	-14.0%	↓
Court referrals	848	291	492	783	-7.6%	↓
Restorative Justice referrals	18	7	8	15	16.6%	↓

During Q2 2024/25, 96.0% of those that provided feedback and were supported by VCAS reported they felt safer (where safety was an issue) following support. 96.0% of those that reported their health and wellbeing had been affected by the crime (where health and wellbeing was an issue) reported an improvement in their wellbeing. 98.0% reported their needs had been met following the support provided by VCAS, with 90.0% of victims reporting they felt their quality of life had improved (where quality of life was an issue)

Throughout Q2 2024/25, there were 492 court support referrals made into VCAS, this support can range from emotional to practical help, reviewing special measure's needs, updating their victim personal statements, arranging pre-trial visits to court and in some instances being with that person at court on the day they are required to attend. Many of those supported by VCAS through this service advised they may have disengaged with the process had they not had this support available to them. 100% of victims who provided feedback reported they were better able to engage in the court process following the support provided by VCAS.

SAFER STREETS



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The Safer Streets Fund Round 5 was launched in July 2023 and has an allocated budget across the country of £43m. The funding is being directly awarded to Police and Crime Commissioners (PCCs), with PCCs initially able to submit three proposals up to £1 million which was then reduced by the Home Office to £820,000.

The grant agreement runs for an 18-month period from 1st October 2023 to 31st March 2025. The objective of the grant is to reduce levels of neighbourhood crime, violence against women and girls in public spaces and anti-social behaviour significantly in disproportionately and persistently affected areas of England and Wales and develop the evidence base to inform future investment and commissioning decisions. During Q2 all the initiatives outlined in my proposals are currently underway to tackle ASB and violence against women and girls (VAWG).

This quarter Durham City has seen the completion of the CCTV upgrade with the official launch between OPCC and DCC taking place in September. RuralWatch Crime Prevention Coordinators continue their role, they continue to engage with our rural communities offering crime prevention equipment, advice and sharing intelligence. The overarching "Rurali" initiative was launched which encapsulates all the Safer Streets 5 funding as it is specifically tailored to support our rural and urban fringe areas. The aerial surveillance element has also been implemented with the arrival of drones and thermal imaging technology. Also the Bystander training continues with more sessions planned over the winter months.

Both the temporary VAWG officer continues their role working within my team and the Safety Engagement Officer has also been continuing their work within the neighbourhood policing team. They are proving to be an asset to the team engaging with people at so many differing levels, from students to dignitaries at official events. The two temporary Engagement Officers have attended 117 events across the whole of the force area engaging with an estimated 3,625 members of the public. I have also seen the continuation of the Crime prevention equipment being offered to victims of burglary and surrounding properties in our target areas.

CRIMESTOPPERS

Crimestoppers is an independent charity that enables members of the public to speak up and stop crime 100% anonymously. Crimestoppers shares advice on how to protect people from crime so everyone can feel safe. Once a report has been made anonymously to Crimestoppers they then send this on to the relevant authority with the legal responsibility to investigate crimes, make arrests and charge people in order to bring them to justice.

In Q2 2024/25, 830 reports to Crimestoppers were sent to Durham Constabulary, an 10% increase compared to the same period last year. Crimestoppers receives reports from various different crime types which are then forwarded to Durham Constabulary.

The table below displays crime types most commonly reported.

Crime type	Q1 -Q2 2023/24 baseline	Q1 2024/25	Q2 2024/25	Q1-Q2 2024/25 Total	% change (Q1 23/24 to Q1 24/25)	Direction of travel (from baseline)
Drink & drug driving	379	236	233	469	23.7%	↑
Drug trafficking & supply	660	413	364	777	17.7%	↑
Vulnerability & safeguarding issues	96	34	37	71	-26.0%	↓
Drug manufacture & cultivation	121	53	65	118	-2.4%	↓
Disqualified/uninsured drivers	84	65	67	132	57.1%	↑

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MEDIA AND ENGAGEMENT

PRESS RELEASES PUBLISHED (1ST JULY TO 30TH SEPTEMBER 2024)

Police and Crime Panel unanimously back PCC's proposed new Deputy. | News | Durham Police & Crime Commissioner

PCC backs calls for cut to drink-driving limit. | News | Durham Police & Crime Commissioner

New PCSOs strengthen Neighbourhood Policing says PCC Joy Allen | News | Durham Police & Crime Commissioner

PCC calls for an urgent review of the resettlement package for released prisoners | News | Durham Police & Crime Commissioner

State of Policing Report supports PCC's campaign for fairer funding. | News | Durham Police & Crime Commissioner

PCC-funded support service for victims badged 'remarkable'. | News | Durham Police & Crime Commissioner

PCC pleased to see fair pay deal | News | Durham Police & Crime Commissioner

PCC Joy Allen responds to disorder following Southport tragedy. | News | Durham Police & Crime Commissioner

PCC Joy Allen and Mary Kelly Foy MP issue joint statement in wake of Durham City disorder | News | Durham Police & Crime Commissioner

PCC's support for mother's campaign after tragic deaths of baby son and sister by drink driver. | News | Durham Police & Crime Commissioner

PCC reflects on her role at the heart of policing reform as she marks three months in office. | News | Durham Police & Crime Commissioner

PCC celebrates handover day for new police custody and investigation complex. | News | Durham Police & Crime Commissioner

New gambling survey highlights need for improved treatment for offenders says PCC. | News | Durham Police & Crime Commissioner

Uniformed neighbourhood warden patrols in Pelton to double thanks to PCC | News | Durham Police & Crime Commissioner

More help secured for young survivors of sexual violence. | News | Durham Police & Crime Commissioner

Community charity helping residents to thrive secures £10k funding boost from PCC. | News | Durham Police & Crime Commissioner

PCC calls on the public to use their voice to make County Durham and Darlington safer. | News | Durham Police & Crime Commissioner

VR resource will give judges a new perspective on the impact of domestic abuse | News | Durham Police & Crime Commissioner

Safety sessions educate young drivers on the top collision risks. | News | Durham Police & Crime Commissioner

PCC unveils new engagement events to give people a say on policing | News | Durham Police & Crime Commissioner

PCC welcomes strong progress in rape and sexual offence investigations | News | Durham Police & Crime Commissioner

PCC-funded bulb planting scheme wins over the judges in Northumbria in Bloom awards. | News | Durham Police & Crime Commissioner

Top marks for prison coaching scheme helping to address reoffending. | News | Durham Police & Crime Commissioner

DECISION RECORDS REPORT

Key decisions made during the reporting period, are published on my website – Link below:

Decision Making | Durham Police & Crime Commissioner (durham-pcc.gov.uk)

HIS MAJESTY'S INSPECTORATE OF CONSTABULARY SERVICE (HMICFRS) REPORT

HMICFRS PEEL INSPECTIONS 2023

The HMICFRS Peel Inspection 2023 assesses police forces in England and Wales against three key criteria: Police Effectiveness, Efficiency and Legitimacy and this is an ongoing programme. To date, ten police forces have been inspected. There is a lot to be pleased about in the latest HMICFRS Peel report for Durham. The 'outstanding' and 'good' grades are the result of a dedicated and determined workforce and leadership team.

Durham Constabulary welcomes the scrutiny and feedback provided by the HMICFRS and will address all areas for improvement raised within the report. Progress is continually monitored and scrutinised by my office.

FORCE	Police powers, and treating the public fairly and respectfully	Preventing and deterring crime and ASB, and reducing vulnerability	Responding to the public	Investigating crime	Protecting vulnerable people
Durham	Adequate	Good	"Requires Improvement"	Adequate	"Requires Improvement" ww
Merseyside	Good	Good	Adequate	Adequate	"Requires Improvement"
Northamptonshire	Good	Adequate	Adequate	"Requires Improvement"	Adequate
Suffolk	Good	Good	Inadequate	Adequate	"Requires Improvement"
Kent	Good	Good	"Requires Improvement"	"Requires Improvement"	Good
Dyfed Powys	Adequate	Adequate	Adequate	Adequate	"Requires Improvement"
Greater Manchester	Adequate	Good	Adequate	Adequate	Adequate
Thames Valley	Good	Adequate	"Requires Improvement"	"Requires Improvement"	Inadequate
Surrey	Adequate	Good	Inadequate	Adequate	Adequate
West Midlands	Adequate	Adequate	"Requires Improvement"	Inadequate	Inadequate
Gloucestershire	Good	Adequate	Inadequate	"Requires Improvement"	"Requires Improvement"
Cambridgeshire	Outstanding	Good	Inadequate	Adequate	Adequate
North Yorkshire	Good	Good	Adequate	Adequate	Good
Derbyshire	Adequate	Good	"Requires Improvement"	"Requires Improvement"	"Requires Improvement"
South Wales	Adequate	Good	"Requires Improvement"	Adequate	Adequate
Nottinghamshire	Adequate	Inadequate	Adequate	Inadequate	"Requires Improvement"
Devon and Cornwall	Adequate	Good	Inadequate	Inadequate	Adequate
West Yorkshire	Adequate	Good	Adequate	Requires Improvement	Adequate
Cumbria	Adequate	Good	Good	Good	Good
Metropolitan Police	Adequate	Requires Improvement	"Requires Improvement"	Inadequate	"Requires Improvement"
Wiltshire	Requires Improvement	Good	"Requires Improvement"	"Requires Improvement"	"Requires Improvement"
Staffordshire	Adequate	Good	"Requires Improvement"	"Requires Improvement"	"Requires Improvement"
Norfolk	Adequate	Good	"Requires Improvement"	Adequate	"Requires Improvement"
Hertfordshire	Adequate	Good	"Requires Improvement"	"Requires Improvement"	"Requires Improvement"
Humberside	Good	Outstanding	Good	"Requires Improvement"	Outstanding

LARY AND FIRE & RESCUE

HMICFRS PEEL RESULTS 2023/25

New round of inspections, 25 forces published to date

Managing offenders and suspects	Building, supporting and protecting the workforce	Leadership and force management	Recording data about crime	Serious and organised crime
Adequate	Adequate	Adequate	Good	Outstanding
"Requires Improvement "	Good	Adequate	N/A	N/A
Adequate	Adequate	Adequate	Outstanding	N/A
"Requires Improvement "	Adequate	Adequate	Good	N/A
Adequate	Good	Good	N/A	Good
Adequate	"Requires Improvement "	Adequate	N/A	N/A
"Requires Improvement "	Adequate	Good	N/A	N/A
"Requires Improvement "	Adequate	"Requires Improvement "	N/A	N/A
Good	"Requires Improvement "	Adequate	"Requires Improvement "	N/A
Inadequate	"Requires Improvement "	"Requires Improvement "	N/A	Adequate
"Requires Improvement "	Adequate	"Requires Improvement "	Outstanding	N/A
Inadequate	Good	"Requires Improvement "	N/A	N/A
Good	Adequate	Adequate	Good	N/A
Adequate	Adequate	"Requires Improvement "	N/A	N/A
Adequate	Good	Adequate	Adequate	N/A
Adequate	Adequate	Inadequate	N/A	N/A
"Requires Improvement "	Adequate	"Requires Improvement "	N/A	N/A
Adequate	"Requires Improvement "	Adequate	Outstanding	N/A
Good	Outstanding	Good	Adequate	N/A
Inadequate	"Requires Improvement "	"Requires Improvement "	N/A	N/A
Good	Adequate	Adequate	Adequate	N/A
Adequate	Adequate	Adequate	N/A	N/A
"Requires Improvement "	Adequate	Adequate	Outstanding	N/A
Adequate	Adequate	"Requires Improvement "	Inadequate	N/A
Good	Outstanding	Good	N/A	N/A

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