



ANNUAL REPORT

POLICING OF COUNTY DURHAM AND DARLINGTON

APRIL 2008-
MARCH 2009



Contents

How to Contact Us.....	3
Introduction To Our Annual Report.....	5
Durham Police Authority - Our Vision, Mission and Strategy	6
Durham Police Authority - Who We Are.....	7
Durham Police Authority - A Tribute to Jo Fergus.....	8
New Independent Members to Durham Police Authority.....	8
Durham Police Authority - What We Do.....	10
Durham Police Authority - Our Panels and Committees.....	11
Durham Police Authority - YOUR POLICE, YOUR SAY.....	13
Improving Communications.....	15
Independent Custody Visiting.....	16
Working with other Police Authorities.....	17
Funding Community Safety Initiatives.....	18
EDDY Project.....	18
Seaham Rock Bands.....	18
Bowburn Youth Project.....	18
Cockfield Youth Shelter.....	19
Ferryhill L.A.D.D.E.R Youth Group.....	19
Seaham Youth Initiative	19
Durham Police Authority - Summary of Accounts 2008 - 2009.....	20
Durham Constabulary Force Executive Team	22
Doing What Matters Most.....	23
National Policing Priorities 2008 - 2009.....	23
Local Issues - You Said, We Did... ..	25
Durham Constabulary North Area - Shout About It.....	28
Durham Constabulary South Area - Shout About It.....	29
Citizen Focused Policing.....	30
Our Pledge To You.....	32
How We Deliver The Pledge... ..	34
Delivering Value For Money Services.....	37
Major Projects.....	38
How You Can Get Involved.....	39
Shout About It - Recognising Outstanding Performance.....	41
Awards.....	41
Commendations.....	41
Letters of Appreciation.....	42
In Memoriam.....	43
Annex A - National Performance Indicators.....	45
Annex B - Local Performance Indicators (Overall Force Figures).....	46
Glossary.....	48

How to Contact Us



You should call 999 if:

- Someone's life is in danger;
- Someone is being violent or threatening to be violent;
- Someone is seriously injured;
- There is serious damage to property;
- If a crime is happening now,
- If the person committing the crime is at the scene or has been disturbed;
- There has been a traffic accident and:
 - Someone has been seriously injured or
 - The road is blocked or
 - There is a dangerous or substantial build up of traffic



You should dial 0345 60 60 365

(this is Durham Police's Non Emergency Number)
when the incident you would like to report is not as listed above.

Police Authority Contact Details



Chief Executive
Durham Police Authority
County Hall
Durham
DH1 5UL
Tel: 0191 383 5511
Fax: 0191 383 3243
Minicom: 0191 383 3802
Email: durham.pa@durham.gov.uk

Durham Constabulary contact Details



The Chief Constable
Police Headquarters
Ayckley Heads
Durham
DH1 5TT
Tel: 0345 60 60 365
Fax: 0191 375 2011
Minicom: 0191 375 2090
Email: CFR@durham.pnn.police.uk

If you would like to receive this document in other formats or different languages, please let us know and we will try to assist.

(Urdu)

اگر آپ دیگر صورتوں یا مختلف زبانوں میں یہ دستاویز حاصل کرنا چاہیں تو براہ کرم ہمیں بتائیں اور ہم مدد کرنے کی کوشش کریں گے۔

(Hindi)

अगर आप अन्य प्रारूप या किसी दूसरी भाषा में यह दस्तावेज प्राप्त करना चाहें तो कृपया हमें

(Arabic)

إذا أردت استلام هذه الوثيقة في أشكال أخرى أو في لغات مختلفة، فالرجاء إخبارنا، وسوف نحاول لكى نساعدك.

(Bengali)

আপনি যদি এই দলিলপত্রটি অন্য কোন ফরম্যাটে অথবা অন্য কোন ভাষায় চান, তাহলে অনুগ্রহ করে আমাদের জানান, আমরা আপনাকে সাহায্য করতে চেষ্টা করবো।

(Punjabi)

ਜੇ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਜਾਂ ਵੱਖ ਵੱਖ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦਸੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ।

(Cantonese)

如果您想獲得此文檔的其他格式或不同語言版本，請告知我們，我們會盡力提供幫助。

(Polish)

Jeśli chcecie Państwo otrzymać ten dokument w innym formacie lub w innych wersjach językowych, prosz nas o tym poinformować, postaramy się pomóc.

Introduction To Our Annual Report



Chair of the
Police Authority
Mr Peter Thompson



Chief Constable
of Durham Police
Mr Jon Stoddart

We are delighted to present the joint Durham Police Authority and Durham Constabulary Annual Report for 2008-2009.

The past twelve months have been challenging but rewarding in terms of performance and delivery of service to the citizens of County Durham and Darlington. We have reduced recorded crime by 2500, equating to a 5.1% fall. The impact of this is not only significant from a statistical perspective but because we have had 2500 fewer residents suffering at the hands of criminals.

Throughout our consultation we have highlighted the importance of providing a citizen focused approach to our service delivery which is responsive to the needs of the individual, ensuring that we engage with the diverse communities within County Durham and Darlington. Through the various consultative methods such as police community consultative groups (PCCGs), stakeholder events, independent advisory groups (IAGs) and neighbourhood forums we have sought the views of our residents. This allows us to secure and maintain high levels of satisfaction and confidence through the consistent delivery of a first class policing service that people value.

From our consultation with you we have established priorities for policing which form an integral part of our target setting process. In simple terms this means that the needs and concerns of citizens should always be central to the way that policing is perceived, managed and delivered.

The Government Green Paper 'From the Neighbourhood to the National: Policing our Communities Together' sets out a radical new vision for policing in the 21st century. This is a significant report that recognises the valuable work undertaken by police authorities and we will continue to work in partnership with other agencies to drive forward positive changes for the benefit of our communities.

We welcome the Policing Pledge that makes clear our commitment on the visibility of our neighbourhood policing teams, how we answer calls and deal with questions, and how we take positive action. The policing pledge is bread and butter policing across our neighbourhoods. It is something we have proved we are good at but it is something we need to go on improving. There is still work to do and this is a sensible way to take things forward.

Durham Police Authority - Our Vision, Mission and Strategy

Our Mission

“Working in partnership to ensure fair, effective and visible policing”

Our Vision

“To be the effective voice of our communities in securing delivery of the highest quality policing.”

To deliver our vision we will:



Durham Police Authority – Who We Are

Of the seventeen local members that make up Durham Police Authority nine are Elected Members and eight are Independent Members. This mix of people provides a wide range of backgrounds and skills which all contribute to the work of Durham Police Authority.

Durham County Councillors



Councillor Jo Fergus MBE
Deceased 29th March 2009



Councillor Joan Gray



Councillor Lucy Hovvels



Councillor Garry Huntington



Councillor John Shiell



Councillor Audrey Willis



Councillor Dennis Southwell



Councillor Mac Williams, JP

Darlington Borough Councillors



Councillor Bill Dixon

Independent Members



Mrs Elsie Davies (Deputy Chair)



Mr Peter Thompson (Chair)



Mr Tony Thompson JP



Mr Robert Glass



Mr Roger Humphries



Ms Kathryn Larkin-Bramley



Mr Norman Vaulks



Mrs Mariom F G Khan-Willis

Senior Officers of Durham Police Authority



Mrs Lesley Davies
Chief Executive



Mrs Siobhan Weightman
Deputy Chief Executive



Mr Stuart Crowe
Treasurer



Mr Keith Thompson
Financial Advisor to the
Police Authority

The Police Authority Members listed above are the Police Authority members who served during 2008-2009 and following elections earlier this year, new members have joined the Police Authority. Full details of the current membership can be found on the Police Authority website, www.durham-pa.gov.uk

A Tribute to Councillor Jo Fergus (MBE)



Councillor Jo Fergus who was a farmer's daughter, born in Staffordshire and educated in Shropshire came to Teesdale when she married. She started her career as a

researcher with a Social Research Company and ran the Northern Field Office for 25 years and then became manager of National Recruitment and Training. Jo was elected to Durham County Council in 1981 and was a member of the Police Committee before the inauguration of the Police Authority, on which she served for 12 years.

Jo was a Teesdale District Councillor since 1999, where she was the Lead Member for Regeneration. She was a member of

Darlington and Durham Fire and Rescue Authority and served on the Regional Management Board and was once a Director of Teesdale Development Company and Wear Valley and Teesdale Enterprise Agency. Jo served on many local committees from Children's Sports through to Guide Dogs for the Blind and was awarded an MBE in 1988 for Public and Political Service.

Jo brought a great deal of expertise to Durham Police Authority and was well respected as a senior member. She made a strong contribution and saw a lot of changes over the last two decades to policing in this country and in particular here in County Durham and Darlington. She will be a sad loss for the Police Authority and will be dearly missed.

New Independent Members of Durham Police Authority

Following changes to the appointment process whereby magistrates ceased to be members of the Police Authority from 30 September 2008. Durham Police Authority appointed 3 Independent Members.



Mr Robert Glass

Robert Glass was born in the North East, was educated at a local comprehensive school and has lived in the region all his life. He has a Law

Degree and is a Master of Science, specialising in Strategy and Resource Management.

He is a retired senior Durham Constabulary police officer, serving in various posts between 1975 and 2006, his last role being Head of Community

Relations. He now works as a management and training consultant.

He has wide experience in general uniform duties, community relations, criminal investigation and multi agency partnership working. During his career he worked closely with various multi agency groups, including the North East Chamber of Commerce (Durham branch), North East Retail Crime Partnership, North East Fraud Forum, North East Scientific Support Effectiveness Group, County Durham and Darlington Racial Equality Council, Darlington Thematic Partnership, County Durham Youth Engagement Service and the national Arson Control Forum.

He is a volunteer caseworker for the Soldiers, Sailors and Airmen Families Association (SSAFA), a school governor and a Parish Councillor.



Mr Tony Thompson

Tony Thompson was born 3 December 1943. He was educated locally gaining a Degree in Education Admin and has a Diploma in Physical Education and Biology.

He retired in 2004 as a Community Education Officer for Durham County Council responsible for Durham County Council Adult Education Service and quality improvement of education in the community.

Before embarking on his career at Durham County Council he taught at Dene House School in Peterlee and was a lecturer at Hartlepool College of Further Education leading on physical education for 7 years.

Since retirement he has been responsible for co-ordinating Durham County Council's 'Learning at Work Day' in 2006, 2007 and 2008.

He has been a magistrate for 37 years and is Deputy Chair for the North Durham Bench and was Chairman of Durham County Probation Committee and Shadow Board from 1994 to 1998.

His previous roles have been Vice Chair of the Northern Regional Gas Consumers Council and Chair of the Wear Area Gas Consumers Committee.



Mr Peter Thompson

Peter Thompson was born on 28 June 1944 and was educated locally. He is a retired deputy chief officer of a major local government department in the North East. Upon retirement from public service in 1996, he embarked upon the pursuit of political interests and interest areas in the Criminal Justice System and has been a Magistrate since 1988.

He has been a lay justice member of Durham Police Authority since 1998 and was a member of Belmont Parish Council from 1999-2003 and former chair. He was a member of Durham County Council from 2001-2005 and a member of the National Probation Service, Durham County between 2003/2008.

He is also a member of the Unified Courts Board for Cleveland, Durham and Northumbria, was a member of the City of Durham Council in 2007/2008 and a Member of the Board of Visitors/Independent Monitoring Board Member at H.M.P Frankland 1999-2005.

He sits on the Boards of various charitable and voluntary organisations, is a school governor and a Member of the Board of the Association of Police Authorities.

He is Vice Chair of National Association of Independent Custody Visitors and is a member of the National Criminal Justice Board.

Durham Police Authority - What We Do

Durham Police Authority has a number of statutory duties which it must give consideration to in carrying out its business. The key duties are as follows:

- To secure an efficient and effective police service (Section 6, Police Act 1996).
- To secure best value i.e. continuous improvement in the way (their functions) are exercised having regard to economy, efficiency and effectiveness (Section 3, Local Government Act 1999).
- To make arrangements for obtaining (a) the views of local people about the policing of their area and (b) the cooperation of local people in preventing crime (Section 96, Police Act 1996).

In a nutshell, the ten things you need to know about Durham Police Authority are:

- 1 Durham Police Authority is a group of 17 local people that hold the police to account on behalf of communities.
- 2 Durham Police Authority consults with local communities to find out what you want from your local police.
- 3 Durham Police Authority's job is to make sure that the Chief Constable delivers a police service which balances both national strategic priorities and the concerns of local people.
- 4 Durham Police Authority hires and, if necessary, fires chief constables and senior police officers – and also checks on complaints against police.
- 5 Durham Police Authority publishes an annual plan, based on consultation with local people, setting out the services your police force should deliver in the year ahead, and the targets it should achieve.
- 6 Durham Police Authority has a legal duty to promote equalities and good relations between different groups of people. As part of this, it ensures people know their rights if they are stopped or searched by police.
- 7 Nationally, around 10% of Police Authority members are from minority ethnic backgrounds and around 30% are women.
- 8 Durham Police Authority holds the police budget. It consults with local people before it sets police council tax to ensure you get value for money.
- 9 Durham Police Authority sets the strategic direction of local policing to ensure that everyone benefits from a better police service.
- 10 Durham Police Authority makes sure the police service does everything it can to keep improving policing for your community.

Durham Police Authority - Our Panels and Committees

The 17 members on the Police Authority share a wide range of responsibilities, including setting the annual budget, agreeing policing priorities and monitoring police performance.

In the spirit of continuous improvement, last year the Authority reviewed the way it works and agreed to a revised committee structure to help facilitate the efficient and effective discharge of its responsibilities.

As a part of this review, the Authority agreed that individual Scrutiny Panels should be appointed as and when required from within the membership of the main Strand Committees to investigate and interrogate specific projects.

Lead Members are often appointed by the Authority to help assist and streamline the work of the committees and panels, for example by developing a close working relationship with Constabulary officers and Police Authority officers, they can resolve any contentious issues, advise and update other members on key local and national developments and endorse recommendations made to the Authority.

Examples of major pieces of work undertaken by the panels and committees in 2008-2009 include:

- The Partnership Working Committee monitored and reviewed the Joint Community Engagement Strategy.
- Continually monitor and review the Police Authority Business Plan to deliver its vision, priorities and future inspection regime.
- They ensured value for money and service improvements in the delivery of various policing programmes and projects.
- Police Authority members were proactive in aligning the work of the Authority with that of the CDRP.
- The Estates Panel worked jointly with the Constabulary to examine the provision of future Constabulary facilities.
- The Governance and Financial Management Committee have approved a revised code of corporate governance.
- The Effective Policing Committee has created a Grant Funding and Charging Policy for the Constabulary.
- The Equality and Diversity Panel agreed a refreshed version of the Race Equality Scheme in line with its statutory duty
- The Effective Scrutiny of the Constabulary's Protective Services.

- The People Responsibility Committee negotiated and agreed a mechanism to monitor equality and diversity in recruitment, retention and progression of both police officers and police staff by setting employment targets for 2009-2010. These employment targets will be monitored by the Police Authority.



Durham Police Authority - YOUR POLICE, YOUR SAY



As a Police Authority we are firmly committed to engaging effectively with you to make your local neighbourhoods better places to live, work and enjoy free time. We feel it is vital to ensure your views, thoughts and opinions are taken into consideration when developing policing priorities for local communities. Over the past year we have engaged in many different ways, in order to gather views that are representative and reflect a true picture of the kind of service the public want from the police.

Joint Community Engagement Strategy

In collaboration with Durham Constabulary we have produced a joint Community Engagement Strategy which sets out how we are going to jointly consult and engage with our communities around policing and quality of life issues in neighbourhoods. As part of this strategy an action plan has been produced which explains in detail the key steps we need to take to ensure we are consulting and engaging as effectively as possible. This strategy along with the supporting action plan can be found on both the Constabulary and Police Authority websites.

As a result of the work we have been doing on our Engagement Strategy to map out engagement activity in County Durham and Darlington, the County Durham Community Safety Board asked us to lead on mapping community safety related engagement activity across the whole of County Durham. This work has provided us with a picture of what forms of engagement are taking place, and how organisations are working with communities. We are now working with partners to identify actions for ensuring we undertake engagement activity as efficiently and effectively as possible.

Engaging with Children and Young People

During this year, in partnership with Durham Constabulary, we hosted an event for children and young people who live in County Durham and Darlington. The event was designed to provide an opportunity for young people to meet some police officers and PCSOs, as well as members and officers from the Police Authority. It also provided an opportunity for the young people to find out more about the Constabulary and the other jobs that are an important part of policing, but are not police officer roles. There were a number of workshops such as 'Police are People too', beating the beat competition, mountain bike skills course and crime scene investigation.



New Links with Organisations

During the last year, as part of the joint Engagement Strategy, we have been looking at how we can engage more widely by meeting with groups and organisations. We have made very good links with organisations such as Age Concern and Neighbourhood Watch across County Durham and Darlington, and we are very much looking forward to working with these organisations in the coming year. Our aim is to build on this and forge new links with organisations and community groups in the future.

Community Events



Last year members and officers from the Police Authority attended community events around County Durham and Darlington. This included the Durham Miners Gala, Inside Justice Week, Bikewise and a number of community based carnivals and festivals. If you would like us to attend your event/meeting, please contact us and we will try to accommodate your request. www.durham-pa.gov.uk or Email: durham.pa@durham.gov.uk

Police Community Consultation Groups

For many years now we have held our twice yearly Police Community Consultation Groups (PCCGs) at different venues across the force area. These meetings give us the chance to consult with you about priorities for policing, and provide an opportunity for you to ask questions about policing in your area. Meetings were held in the spring and autumn during the year.

Alongside this, in December we also held a PCCG Forum to vote on policing priorities which attracted over 70 people, and a stakeholder event to gain additional feedback from partner organisations. We have also held 'Your Police, Your Say' sessions before our Police Authority meetings. These meetings are an opportunity for you to meet with the Police Authority members and the Chief Constable of Durham Constabulary to discuss your policing priorities and provide an opportunity to question our members and senior police officers. We have also attracted some young people to take part in these sessions.



If you would like to find out about how to get involved in these meetings, please contact us at, www.durham-pa.gov.uk or Email: durham.pa@durham.gov.uk

Improving Communications

Newsletters to Subscribers

We are developing a newsletter which gives feedback to you about actions that the Police Authority and the force are taking to address concerns that you have raised with us about policing.

New Police Authority Website

We believe the web to be of increasing importance in making consultation with you more relevant and effective and to enable us to be transparent and responsive. We have created a new website that can be accessed at **www.durham-pa.gov.uk** where you will find information about how the Police Authority works. You will also learn about police performance and how you can get more involved in shaping policing services in your area.

The Audit Commission appraised our approach to communications, commending the new website as a 'good practice' public sector website.

Online 'have your say' Questionnaire

Your views are important to us and we welcome your views through our online questionnaire, our monthly Online Quick Poll and Issue of the Month.

Police Authority DVD

Working with Durham Constabulary we have produced a DVD which illustrates how we're working together in local communities. To view a copy please visit our website **www.durham-pa.gov.uk** or Email: **durham.pa@durham.gov.uk**

Public Reassurance

We want to keep you informed of any changes in our business, and draw your attention to Authority meetings which are open for you to attend. All of our information can be found in the local media or on our website **www.durham-pa.gov.uk**.

Independent Custody Visiting

Durham Police Authority administer a scheme to make sure that if you are detained in police custody you are treated properly, and you are aware of your rights and the facilities you are entitled to.

During the year (January - December 2008), 42 volunteers were involved in the scheme. They observe, report and comment on the conditions under which persons are detained at police stations, and monitor the operation of the statutory rules governing their welfare, with a view to securing greater understanding and confidence in these matters.

Our Custody Visitors live throughout County Durham and Darlington are aged from early 20's to over 70's, and are from a range of ethnic backgrounds. Some Visitors are in full time employment, some part-time and others are retired.

At those times when custody visits have taken place during the year, there have been 980 people in custody, of which 743 people (76%) were offered a visit with 453 people (61%) accepting. Over the past year, 341 visits were made between the six designated police stations within County Durham and Darlington, and each station received more than the minimum number of visits.

We recruit custody visitors throughout the year, if you are interested to learn more about the scheme or become a custody visitor please contact us, www.durham-pa.gov.uk or Email: durham.pa@durham.gov.uk

Working with other Police Authorities



Association of Police Authorities

Mr Peter Thompson, Chair of Durham Police Authority represents the North East Police Authorities on the Association of Police Authorities National Board. This is an important role where a collective view of the North East to the APA National Board is provided to ensure that all decisions made are informed and reflective of regional views. Northumbria and Cleveland Police Authorities sit on other National Policy Groups and Networks and also feed in views on behalf of the North East Police Authorities. These regional posts will be rotated across the three Police Authorities in the North East on a two year cycle.

Following these National Meetings the three Police Authorities come together to share information on good examples from each Authority and ways that we can work together.

Association of Police Authorities National Conference

The Association of Police Authorities (APA) held its National Conference in Gateshead in November 2008. Working with both Cleveland and Northumbria Police Authority and the APA we assisted with the organisation of the conference. Working with Cleveland Police Authority we hosted a pre-conference event for delegates at Durham Cathedral on the eve of the conference. The event was well attended and a great many delegates reported their enjoyment at visiting the world heritage site.

Independent Custody Visiting Association

The Chair of Durham Police Authority, Mr Peter Thompson represents the APA on the National Independent Custody Visitor Association Board. Mr Thompson is the Vice Chair of this board. The Independent Custody Visiting Association (ICVA) is a voluntary organisation that promotes the custody visiting process nationally, through advocacy, training, publicity and ongoing support to all involved in the process. By providing a discussion forum on matters of mutual interest, the Association enables ideas and information exchange on relevant issues. Ultimately, it aims to assist the Home Office, Police Authorities and other interested bodies in the formulation of best practice for custody visiting schemes - increasing public awareness and understanding.

Funding Community Safety Initiatives

Reducing Crime and Disorder in communities is important to us and where we can we help to fund community safety initiatives. You can apply to us for funding if you have a community based project that is crime preventative or of a community safety nature, and you can supply details that outline how the project is sustainable in the long term.

We welcome all applications and priority consideration will be given to you if you can demonstrate that any funding will support one or more of the following....

- Help to prevent crime
- Improve safety for vulnerable people
- Reduce the fear of crime
- Address issues involving young people

Funding will not normally be approved if....

- The application requires ongoing funding and none has been identified
- The project is currently paid for by existing public funding
- The application is made on behalf of commercial and profit-making organisation
- The project is based/delivered outside of County Durham and Darlington

Last year, six Community Initiative Support Scheme grants were awarded

EDDY Project

We gave a grant of £3080 to the EDDY Project. EDDY offers a personal development programme to disadvantaged young people (aged 12-17 years), at risk of becoming offenders. The aim of the EDDY project is to divert young people away from crime and anti-social behaviour, develop their individual social and citizenship skills through enhancing a sense of personal and social responsibility. The grant will be used to fund activities in August 2008.

Seaham Rock Bands

We gave a grant of £800 to this project to purchase new musical instruments. The aim of this project is to give quality tuition to young people who want to engage in learning music, they will then form several bands to perform in the local community.

Bowburn Youth Project

We gave a grant of £2750 to Bowburn Youth Project. This youth project is aimed at 13-19 year olds in the Bowburn area to help get young people off the streets and engage in positive activities to reduce anti-social behaviour in the area. The funding has been used to purchase a variety of equipment for the centre which is based in Burn Street, Bowburn.

Cockfield Youth Shelter

We gave a grant of £3000 to build a Youth Shelter in Cockfield. The Youth Shelter will give the young people of the village a purpose built place to 'hang out' together in a safe environment. The project is run by Cockfield Parish Council and aims to reduce reports and incidents of youth related anti-social behaviour.

Ferryhill L.A.D.D.E.R Youth Group

We gave a grant of £2000 to Ferryhill L.A.D.D.E.R Youth Group to produce a DVD about anti-social behaviour in Ferryhill. The DVD will be used to highlight and educate young people about the results of anti-social behaviour.

Seaham Youth Initiative

We gave a grant of £1500 to Seaham Youth Initiative to work with young people aged 11-25 within the town of Seaham. The Youth Initiative aims to divert young people away from anti-social behaviour through workshops and residential.

Durham Police Authority - Summary of Accounts 2008 - 2009

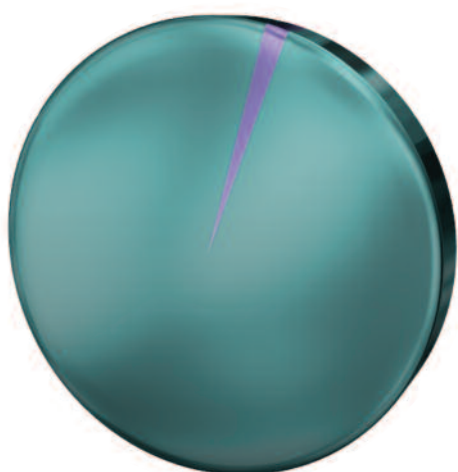
Durham Police Authority's accounts are an important way of demonstrating how the Authority looks after and uses your money. They also show how resources are used to deliver policing across County Durham and Darlington. This information is a summary of the Police Authority's full statement of accounts and gives you a brief overview of our financial position for the year ending 31 March 2009.

Financial Review

The original 2008-2009 budget for Durham Police Authority was set at £116.117m. This is financed by a combination of government grants, business rates and council tax. The actual expenditure, subject to audit, was £115.928m

Cost Of Delivering Police Authority Services

The net cost of services, before accounting for transfers from reserves and other adjustments is shown below together with details of where the money came from to meet the total expenditure.



Where the money was spent	Amount (£ millions)
Policing	125.524
Corporate Services and other	1.467



Where the money came from	Amount (£ millions)
General Government Grants	49.494
Council Tax	26.959
Business Rates	39.664

Balance Sheet

The balance sheet shows the net worth of the Police Authority-the value of assets less liabilities.

Assets owned by the Authority include land, buildings, equipments, vehicles as well as investments. Liabilities include sums of money owed to creditors. The value of the assets less liabilities was (excluding the pensions liability) £61.725m as at 31 March 2009.

Financial Reserves

The Police Authority's financial reserves at 31 March 2009 stood at £13.019m, of which £5.805m is a general reserve and £7.214m is set aside for specific purposes.

Capital Expenditure

Capital expenditure represents money spent by the Authority on purchasing and upgrading assets such a building and vehicles. The benefit of this type of expenditure is spread over a number of years.

Capital schemes during 2008-2009 financial year included buying vehicles and equipment and works to buildings. The total capital expenditure was £6.169m.

Durham Constabulary

Force Executive Team

Chief Constable **Mr Jon Stoddart QPM**



Mr Stoddart has overall command and responsibility for the constabulary.

Deputy Chief Constable **Mr Michael Barton**



Mr Barton is directly responsible for:

- Corporate Development Department
- Personnel and Development Department
- Protective Services under the command of HQ CID excluding CONTEST
- Information Department
- Level 2 Tasking and Regional Tasking and Coordinating Group

Assistant Chief Constable **Mr Michael Banks**



Mr Banks is directly responsible for:

- Territorial and Neighbourhood Policing
- Communications and HQ Operations Departments
- Professional Standards and Legal Services Department
- Public Justice and Partnerships Departments
- CONTEST

Assistant Chief Officer **Mr Garry Ridley**



Mr Ridley is responsible for a number of support departments, which include:

- Finance Department
- Business Services Function
- Estates Function
- Information, Communications and Technology Department

Doing What Matters Most

Under the provision of the Police Reforms Act 2002, the Home Secretary is required each year to set out national policing priorities for the police service. These provide the national framework within which police authorities then set their local policing plans.

The national policing priorities for 2008 - 2009 are detailed below together with some examples of how Durham Constabulary has delivered against them.

National Policing Priorities 2008 - 2009

Reduce crime in line with the national PSAs (23 and 25), including focusing on more serious violence (particularly involving the use of firearms and other weapons), serious acquisitive crime (particularly prolific and other priority offenders and drug-misusing offenders), alcohol-related crime and disorder, and anti-social behaviour.	<ul style="list-style-type: none"> • Violence against the person offences down by 12.3% • Criminal damage offences down 10.9% • Theft of a motor vehicle offences down 15.1% • Total crime down by 5.1%
Increase public confidence in and satisfaction with the police through an emphasis on the quality of service provided to the public.	<ul style="list-style-type: none"> • 'Policing By Appointment' service launched. • In December 2008, we outlined our Policing Pledge to you.
In line with PSA 24, work in partnership to deliver a more effective, transparent and responsive CJS for victims and the public.	<ul style="list-style-type: none"> • Improved the overall efficiency and quality of pre and post court criminal justice processes. • Continued delivery of a high quality of service to victims and witnesses.
Work jointly to ensure that adequate capability and capacity exists across England and Wales to deliver effective policing to tackle serious and organised crime and to provide other protective services.	<ul style="list-style-type: none"> • We have developed a capability and capacity improvement plan for protective services. • We have fully explored opportunities to work collaboratively.

In respect of counter-terrorism and violent extremism in line with CONTEST and the counter-terrorism PSA, work with and through local communities as appropriate to disrupt terrorists and their operations; protect key sites and people going about their daily lives; deter those who facilitate terrorism; stop people from becoming or supporting terrorists or violent extremists; and be prepared to respond to a terrorist attack and its consequences.

- We have engaged with local communities to identify and minimise opportunities for extreme or radical behaviour and activity;
- We ensured that all relevant information has been promptly investigated.

The tougher financial settlement for the CSR period requires both police authorities and forces to make the best use of resources, with a continuing commitment to achieving significant cashable improvements in efficiency and productivity. The Police Service should see resource management as a core responsibility of delivering sustainable improvement.

- Generated efficiency saving of £4.5 million
- Ongoing review of internal processes and procedures to identify further efficiencies.

Annex A on page 45 of this annual report, outlines all of the national performance indicators and how Durham Constabulary has performed against them.

Local Issues - You Said, We Did...

Our priorities are determined by consulting with key stakeholders and members of the public who live, work and visit within County Durham and Darlington. We have always valued the opportunity to engage with our customers and stakeholders and both Durham Police Authority and Durham Constabulary regularly gather views and perceptions about policing and community safety issues. Members of the public and stakeholders were presented with a list of the seven priority areas (as listed below) and asked to rank them in terms of importance by selecting their first, second and third priority.

The seven priority areas consulted upon were:

- Improve the efficiency of the force by making better use of available resources.
- Make our communities safer through effective Neighbourhood Policing and tackling anti-social behaviour, working in partnership with other agencies.
- Protect our communities from the threat of terrorism
- Protect vulnerable people from serious harm e.g. abuse, assault or injury.
- Reduce the harm to our communities caused by the effect of alcohol and drug abuse
- Reduce the harm caused to our communities by organised crime groups
- Provide an effective Citizen Focused approach to our service delivery which is responsive to the needs of the individual, ensuring that we engage with the diverse communities within Co Durham and Darlington.

The following table details the four local policing priorities that were selected following the consultation process and also some examples of the progress that has already been made in delivering against these priorities.



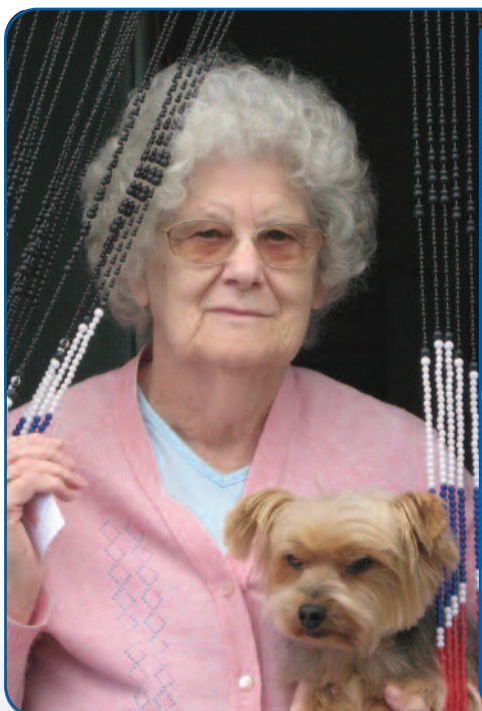
Make our area safer through effective Neighbourhood Policing, tackling Anti Social Behaviour and working in partnership with other agencies

- We launched the Policing by Appointment Service
- Successful Name in Every Neighbourhood campaign, know your local policing team
- 87% of people said they feel safe in their local neighbourhood (Feb 09)
- A number of initiatives have been introduced under our reassurance strategy 'Streetsafe'. Aiming to maintain a safe environment for all ages, Operations Woolston, Summer Nights and Nightsafe have all had a significant positive impact in addressing the community's fears and concerns.



Reduce the harm caused to our communities by organised crime groups

- 2033 drug seizures conducted
- More than £400,000 recovered from economic crime activity
- 6 organised crime groups disrupted
- Operation Caspian launched to combat human trafficking, immigration and prostitution
- We are actively developing intelligence to allow accurate identification of organised crime groups.
- In conjunction with the Police Authority we have embarked on a 3 year programme of work aimed at strengthening our capability and capacity in the provision of protective services.



Protect vulnerable people from serious harm e.g. abuse, assault or injury

- We have a zero tolerance approach to all forms of hate crime
- Multi-Agency Risk Assessment Conferences (MARAC) are being rolled out in order to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety. A MARAC has been established in the Easington area, an area also covered by a Specialist Domestic Violence Court, already recognised nationally as good practice.
- Operation Strongbow launched to tackle distraction burglary
- Racially aggravated crime is down by 13.6%



Reduce the harm caused to our communities by the effect of alcohol and drug abuse

- Our dedicated licensing units undertake a range of initiatives. Visits to licensed premises, test purchasing and the introduction of a 'Bottlewatch' scheme all target those premises selling alcohol to children. Polycarbonate glasses are being trialled in pubs throughout the area to reduce the risk of sever injury and to improve safety.
- Introduction of Operation Nimrod to stamp out open drug markets across the county.

To assess its performance against each of these priorities, the force has developed a performance framework which includes a number of indicators for each priority. This framework can be found within Annex 2 on Page 46.

Durham Constabulary North Area - Shout About It

Stanley

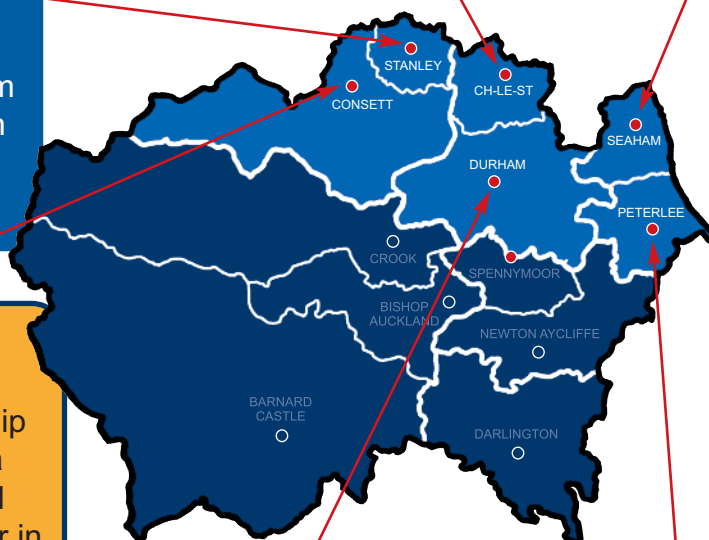
Operation Cleftpoint: This was a proactive operation to target, and take positive action, against the perpetrators of Domestic Violence in the Stanley area. The operation was carried out in December 08 and January 09 and as a result the number of incidents for the Stanley area fell from 62 in Dec 07 to 21 in Dec 08, a reduction of 66.1%.

Chester le Street

PCSO Adrian Richards has been nominated for the National PCSO of the year award. His nomination was based upon some excellent initiatives, such as a free pet chipping scheme, council and police walkabouts and an innovative tree planting scheme to discourage indiscriminate parking on verges. His work has received letters of support from local residents groups as well as the RSPCA.

Seaham

Operation NIMROD Community stakeholders witnessed at first hand the targeting of drug dealers. In addition, the partnership initiative worked to ensure vulnerable drug users were directed towards support organisations. Excellent community feedback was received leading to increased public confidence.



Consett

Officers in Consett adopted a partnership approach to tackle a case of disorder and anti-social behaviour in relation to one individual. Warnings were issued to the individual that further disorder would lead to an application for a Premises Closure Order on the property. Following further reports of disorder, the owner was given 48 hours to remove himself from the property. Members of the public were thanked in writing for their help.

Durham

Proactive stop and search work by PCSO's in Durham City led to the recovery of a laptop. Further enquiries revealed that a burglary had occurred nearby and that the laptop was from that address. As a result of forensic testing one male was arrested and he admitted to a series of linked offences and was eventually sentenced to 4 years imprisonment.

Peterlee

In March 2009, Peterlee Neighbourhood Policing Team held an event to recognise the work and dedication of 11 neighbourhood watch co-ordinators and community volunteers. Their work has played a valuable part in reducing crime and disorder in the Peterlee area. Each one of the volunteers was presented with a certificate by Assistant Chief Constable Michael Barton.

Durham Constabulary South Area - Shout About It

Crook

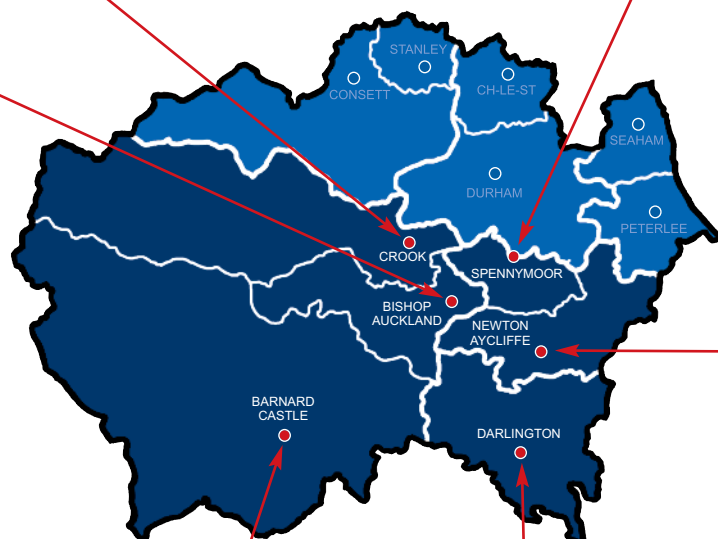
Operation Buller (September / October 2008) and Braxton (November 08), which targeted alcohol related crime, led to a 52% reduction in the seizure of alcohol from young persons between December 08 & March 09 in comparison to the same period for the previous year.

Spennymoor

As a result of a successful operation to tackle racially aggravated harassment and anti-social behaviour, the Spennymoor Neighbourhood Policing Team have forged closer links with small businesses in the area, particularly those run by persons from a minority ethnic background. Responding to complaints of youth anti-social behaviour, officers used a range of methods to gather evidence and subsequently arrest 13 youths, of which 7 were charged.

Bishop Auckland

The issue of off-road bikers causing a nuisance to the local community was raised at a Police and Communities Together (PACT) meeting. Working alongside partner agencies, the Bishop Auckland Neighbourhood Policing Team instigated the temporary measure of deep ploughing the field and re-routing the bikers to allocated land away from residents. As a result the incidents ceased.



Newton Aycliffe

PCSOs within the Aycliffe, Shildon and Sedgefield Neighbourhood Policing Teams have continued to form strong relationships with their local communities and much positive feedback has been received as a result. Their individual professionalism has seen them help send a number of serious offenders to prison.

Barnard Castle

Operation FLINT has seen police in Teesdale working with neighbouring forces to bring rural crime under control. Since January 2009, 41 people have been arrested on suspicion of a range of rural crimes, including farm robberies, and the theft of metal, stone, fuel and vehicles. By using covert tactics, targeted patrols, searches and Farmwatch operations, police have also identified 49 suspects.

Darlington
Operation RUBY-This was set up in response to racial harassment of members of the Bangladeshi community The Darlington Neighbourhood Policing Team worked closely with members of the Asian community forming effective communication links and providing reassurance to a community which felt extremely vulnerable.

Citizen Focused Policing

What is Citizen Focus?

Citizen focus is about ensuring that we as the police and police authority, have a clear understanding and appreciation of what citizens living, working and visiting within County Durham and Darlington want from the policing service they receive. It is also about defining what matters most to citizens and establishing the quality of service they expect from the police. This will enable us to design and deliver policing services that people find easy to access and to use. We will endeavour to provide a policing service that is based upon the needs of our citizens.

Citizen focused policing is also an area which has been given high profile by the Home Office and is subject to increased scrutiny.

The national citizen focus vision statement is:

“A policing service that secures and maintains high levels of satisfaction and confidence through consistent delivery of a first class policing service that people value.”

The national steer is that it is essential that citizen focused policing be integral to the way that policing is conceived, managed and delivered. It is not an addition to existing ways of doing business, but something that requires a cultural and operational change. It applies not only to the public facing parts of the organisation, but to everyone at all levels and whatever their function or job role. Nationally, the five key principles of citizen focus policing has been defined as:

- Improving the experience of those who have contact with the police.
- Rolling out a neighbourhood policing approach across all forces by 2008.
- Effective community engagement. This includes consultation and engagement, marketing and communications, and public involvement.
- Public understanding and local accountability of policing.
- Organisational and cultural change to bring about increasingly responsive services where feedback from frontline staff and the public is used to continuously improve those services.

Consultation we have carried out with citizens of County Durham and Darlington has confirmed the importance of providing a citizen focus approach to our service delivery which is responsive to the needs of the individual.

How are we delivering a Citizen Focus policing service?

Over the years, Durham Constabulary has successfully provided a policing service using a community based policing approach. This approach was complemented by the implementation of the Neighbourhood Policing agenda which aimed to provide a policing service at a local level. This service is provided by Neighbourhood Policing Teams consisting of Police Officers, Police Community Support Officers (PCSOs), Special Constables and local authority wardens. The aim of these teams is to provide citizens who live and work within a particular neighbourhood with effective access to local policing services through a member of their local neighbourhood policing team. They also aim to provide citizens with the opportunity to influence local policing priorities for their neighbourhood. The neighbourhood policing teams have the responsibility to take action alongside partners and members of the public to address local issues. It is also the responsibility of these teams to provide effective and sustainable solutions and to provide feedback to citizens around the solutions taken. The neighbourhood policing agenda has been embedded within Durham Constabulary since April 2008 and provides us with firm foundations upon which we can enhance and focus our ability to provide effective policing services to individuals as well as all neighbourhoods within County Durham and Darlington.

How well are we delivering Citizen Focus Policing?

In September 2008, Her Majesty's Inspectorate of Constabularies (HMIC) carried out an inspection of how well forces were developing citizen focus policing. This inspection measured performance against specific grading criteria which the Government has developed for citizen focused policing services.

Following a successful inspection Durham Constabulary was graded as 'meeting the standard' in relation to delivering a citizen focused policing service. The inspection concluded that Durham Constabulary fully understands the needs of its communities and that service improvement opportunities are identified and implemented in order to improve local service delivery.

Some areas for improvement were identified within the review and an action plan has been developed in order to ensure these opportunities for improvement are realised.

One of the key ways in which Durham Constabulary will provide a citizen focused policing service is through the successful delivery of the ten points of the Policing Pledge.

Our Pledge To You

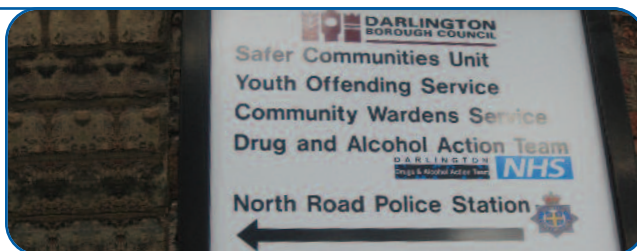
Durham Constabulary was one of the first forces nationally to publish its policing pledge. This pledge was introduced in December 2008 and outlines a ten point blueprint for improved policing standards across County Durham and Darlington.

The constabulary has publicly pledged to support law abiding citizens and pursue criminals relentlessly to keep members of the public and their neighbourhoods safe from harm. To enable this, the constabulary will:-

- Treat the public fairly at all times with dignity and respect



- Provide details of how and where to contact neighbourhood policing teams



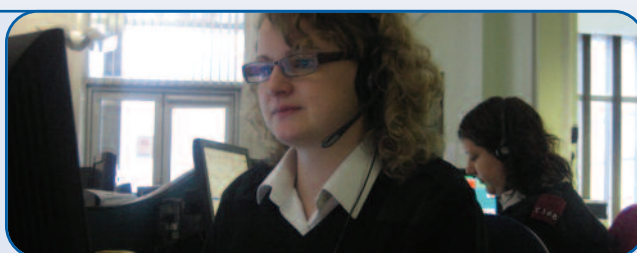
- Ensure neighbourhood policing teams are visible and spend 80% of their time in their communities



- Respond to every neighbourhood policing team message within 24 hours



- Answer 999 calls within ten seconds and arrive on the scene of immediate response incidents in urban locations within 15 minutes and rural locations within 20 minutes.



- Answer non-emergency calls promptly and provide an estimated time of arrival



- Call regular public meetings on a monthly basis to agree priorities



- Provide monthly updates on progress and on local crime issues and priorities



- Keeping crime victims updated



- Acknowledge any reported complaint within 24 hours



Essentially the pledge is about the visibility of our neighbourhood policing teams, how we answer calls and deal with questions, and how we take positive action. It is the intention of the constabulary to contact people at a local level to agree what the pledge will mean to their community.

For more information please refer to the Constabulary website:

<http://www.durham.police.uk/pledge.php>

How We Deliver The Pledge...

Policing By Appointment - Your Police, Your Time



Durham Constabulary launched a policing by appointment initiative in the autumn of 2008. The service was launched to ensure of the provision of a policing service tailored to individual customer needs. Members of the public who report a non-urgent crime or incident can choose, in some circumstances, when and where they meet a police officer to progress their inquiry. This means that the process, which they may not be familiar with, can fit in with their lives. They can choose to either attend their local police station or have an officer visit their home at their convenience.

This scheme has seen a 60% reduction in the back log of incidents being dealt with by response police officers meaning they have more time to carry out proactive work in the community and to efficiently respond to more serious incidents.

In the spring of 2009 the scheme was rolled out across the entire force area and the feedback from the public has been extremely positive. The appointments mean that the public have at least an hour with a police officer to discuss the incident in more detail and any other issues affecting their quality of life. In a recent survey 95% of the customers were satisfied with the allocated time offered to them and 93% were satisfied with the overall service.

A Name In Every Neighbourhood

In spring 2008 Durham Constabulary launched its "Name in Every Neighbourhood" Campaign. The main aim of the campaign was to raise the profile of the neighbourhood policing team using various methods of communication. Every household received a leaflet which detailed the name, identity number and the ways the neighbourhood policing team could be contacted. As well as this, posters were distributed to local shops and community buildings. This ensured that each member of the public knew the identities of the police officers and PCSOs patrolling their neighbourhood.

As well as this information being published at a station level on the website for the past twelve months, Durham Constabulary has just launched the 'Neighbourhood Pages' on its website. From February 2009 every customer will be able to visit their neighbourhood homepage which contains information on neighbourhood policing teams, contact details, local PACT meeting dates and how they can get involved, policing priorities, crime statistics and action taken in their neighbourhood to combat the issues that matter most to them.

Keeping Everyone Informed

A new Corporate Communication and Engagement Team was established in February 2009. The team is working to ensure that the correct information is accessible to everyone and that we engage with our staff and the public to find out the things which matter most. Our key aims are to:

- find new and innovative methods of communication to ensure we reach all of our communities and staff in the right way
- undertake engagement activities to find out the issues which matter most and what you think of our services
- work with relevant agencies to align partnership messages concerning issues such as drugs, alcohol etc.
- tell you about our performance and our successes
- ensure crime information is available to you

It is still early days for the development of this function but we have already achieved a great deal.



The team has also worked with the Performance Branch to produce surveys which are aimed at finding out the views of the public and our staff. We run focus groups regularly and attend consultation events to give you the opportunity to tell us more. If you would like to be involved in our engagement work please contact us on **0191 3752273**.

We are beginning to attend more local events so that we can meet you and listen to find out what matters most. What you tell us helps us to tackle the most important issues. Communication and Engagement will continue to be a high priority for Durham Constabulary as we move forward in a continually changing environment.

Communications Department

During the last 12 months the Force has focused on improving the quality of the response it provides to the communities of County Durham and Darlington. An integral part of our response is the speed with which we answer 999 calls. Improvements in the speed of answering these calls, and the subsequent quality of the call handlers response, have been the key work objectives within the Communications Department during the last 12 months. During 2008-09 Durham Constabulary received 94,275 '999' calls, 90.5% of these were answered within 10 seconds. In the second half of the year 95.5% of all 999 calls were answered within 10 seconds placing Durham within the top 10 of police forces in England and Wales.

In prioritising 999 calls we assume that the caller is reporting an emergency. In a minority of cases callers are found to abuse this priority service by making calls of a frivolous or even abusive nature. Such misuse clearly impacts on our ability to deal efficiently with genuine emergencies and where such abuse can be proved the perpetrator will face prosecution.

Although not an exhaustive list the following circumstances would constitute good and sufficient grounds for contacting the police using the 999 system:



Where there is:

You should call 999 if:

- Someone's life is in danger;
- Someone is being violent or threatening to be violent;
- Someone is seriously injured;
- There is serious damage to property;
- If a crime is happening now,
- If the person committing the crime is at the scene or has been disturbed;
- There has been a traffic accident and:
 - Someone has been seriously injured or
 - The road is blocked or
 - There is a dangerous or substantial build up of traffic

Delivering Value For Money Services

Durham Constabulary Process Improvement Programme (DPIP)

In October 2008, Durham Constabulary commenced a significant programme of work aimed at reviewing its major processes to identify opportunities for 'leaner' and more efficient working practices and service delivery mechanisms. This programme of work has been entitled the Durham Constabulary Process Improvement Programme (DPIP).

What is DPIP?

"A philosophy and practice of ongoing identification and elimination of waste in the delivery of customer value by everyone in the organisation."



The objectives of the programme are to:

- Improve citizen focus and service quality based on what the customer values and needs
- Improve outcomes, meet customer expectations and deliver results for communities
- Improve productivity & efficiency
- Reduce unnecessary bureaucracy and costs
- Reduce delays and barriers
- Empower staff to lead innovation & improve morale
- Improve use of resources and deliver value for money (VFM)
- Non Crime Incidents
- Crime Incidents
- Criminal Justice
- Corporate
- Personnel & Development
- Intelligence
- ICT
- Business Support

DPIP is a new and more innovative way of doing our Financial Planning (Remodelling Process or Decision Conferencing) which the constabulary has undertaken in previous years. It is not just about realising options which will create cashable efficiency savings. Instead it considers how we work, how long it takes, the processes involved, identifies duplication, in other words it looks at functions in their entirety rather than in isolation.

This programme will offer us the opportunity to develop a better understanding of our services and their design in a new way that will enable us to deliver customer value within a value for money framework. This will be essential in an environment with increasing policing and community safety challenges and diminishing finances. The organisation needs to put in place a long term plan which does not solely depend upon identifying 'quick wins' each year. The functions / processes that were reviewed this year were:

Major Projects

Mobile Data Project

In December 2008, Durham Constabulary successfully bid for a grant of £841,000 from the National Policing Improvement Agency (NPIA) to support the introduction of mobile data platforms to operational police officers.

This project will initially result in 150 South Area response and beat officers receiving handheld Personal Digital Assistant (PDA) devices by the end of September 2009, giving officers access to a range of force and national information and intelligence systems. This will effectively allow officers to access, view and update information and intelligence systems whilst located away from computers based in police stations.

Further handheld PDA devices and vehicle based tablet personal computers will be introduced within the North Area by April 2010.

Key benefits to be realised from this project include increases in officer visibility and time spent outside of the police station, thereby potentially supporting a more effective policing response to communities and delivery of the policing pledge.

New Facilities Project

At the start of 2009, a Programme Board was set up to consider the development of new facilities within Durham Constabulary. Some of the current facilities are struggling to keep pace with changing demands of the policing environment and increased public expectations.

The case for building new facilities is currently being carefully assessed. This process involves the preparation of an extensive business case. The benefits, risks and costs involved for a range of options are being assessed, ranging from continuing to manage the current estate without any significant improvements, to providing a new headquarters and a new station with custody facilities within each of the Areas. Other aspects such as procurement routes and planning considerations are being explored to ensure that the proposed blueprint for the new facilities is both affordable and achievable in the long term. A Blueprint Team has also been set up to ensure that the proposed new facilities will meet operational and business requirements.

How You Can Get Involved

Apply to become a Police Constable / Special Constable

Durham Constabulary is one of the first forces in the country to pay special constables. £1,650 is paid per annum for at least six hours of patrol each week.

If you would like to receive information about applying to become a police / special constable, please contact the constabulary recruitment officer at the address shown below:

Recruitment Officer
Personnel and Development Department
(Resourcing)
Police Headquarters
Aykley Heads
Durham
DH1 5TT
Tel: 0345 60 60 365
(ext 661-2125 or 661-2369)

Or via the constabulary website
www.durham.police.uk



Apply to become a Police Community Support Officer

PCSOs have become a valuable addition to the police service. They provide visible policing within our communities, helping to tackle antisocial behaviour and increasing the level of reassurance. Details of current vacancies can be found on the constabulary website www.durham.police.uk

Recruitment information for each of the above roles is also available from the national recruitment website www.policecouldyou.co.uk





Apply for other roles within Durham Constabulary

A variety of police staff roles, such as crime scene investigators, call handlers, detention officers, front office clerks and other support roles are frequently advertised. For more details please view the constabulary website www.durham.police.uk

Volunteers

A community volunteer is someone who, through personal choice, commits time and energy to perform tasks, at the direction and on behalf of the organisation, without expectation of compensation or financial reward.

Durham Constabulary is dedicated to increasing public confidence and satisfaction and recognises that involving local people in delivering a service to their own neighbourhoods is fundamental to this goal.

The force is keen to utilise the wide variety of skills and expertise that exist within Co Durham and Darlington to improve the quality of service it delivers. Volunteering with Durham Constabulary will allow people from all sections of the community to develop skills, improve their employability and enjoy the rewards of community service.



Shout About It - Recognising Outstanding Performance

Awards

Frank Taylor Award

awarded to PC 1444 C. Barber

Matt Wilkinson

awarded to Insp A Huddleston

John Turner Trophy

PC 215 S. Deakin

Probationer of the Year

awarded to PC 2518 A Cook

Parkin Trophy

This trophy was presented to the force by Councillor Mrs Jenny Parkin on the occasion of her retirement as Chairman of the Durham Police Committee in April, 1993.



The trophy is awarded annually to the member of staff (or team) whose idea is judged to have the greatest impact on improving the performance of the force. Such ideas may be submitted as a force suggestion, an efficiency saving or an item of good / best practice.

There has recently been an increase in the number of Polish people settling and looking for employment in the Durham Constabulary force area, particularly in Derwentside. As a result of this, police officers found they were coming into contact with Polish people on a much more frequent basis and that communicating with these members of the public could be difficult due to the language barrier.

Sergeant Paul Scott's idea of producing a list of commonly used phrases in Polish, for Police Officers to refer to when interacting with a Polish member of the community, is an excellent solution to this problem and ensures Durham Constabulary offers a truly citizen focused service based upon what our customers need.

Commendations

Chief Constable Commendations

Long Service and Good Conduct Medals (Police Officers)	40
Long Service Pins (Police Staff)	14
Long Service (Special Constabulary)	1

Chief Constable's Commendation - Faith Huntington

A manager who faced a unique administrative task has been honoured by the chief constable.

Following the Community Justice Department's disbandment Faith Huntington was responsible for devising and implementing support services for its two brand new replacements, the Administration of Justice and Information Departments.

At the same time Faith, acting support manager for both of the new departments, was directly involved in the drafting and implementation of extensive remodelling/modernisation plans for the administration of justice which affected almost half of the department. She carried out these activities in addition to her normal day-to-day duties while contending with high sickness levels, difficult and challenging inter-agency work with other criminal justice partners and undertaking a key role in resolving the largest fairness at work enquiry the force has had to deal with to date.

Letters of Appreciation

644 from 1st April 2008 to 31st March 2009

To Chief Constable

I am writing to pass on my thanks for the speedy and professional response of your officers. Bill was injured in the accident, and the officers that attended were most helpful and attentive.

Please pass on our thanks to the officers who attended for their excellent help and assistance.

To PCSO Spennymoor

I wanted simply to praise the officer concerned and thank him as I thought the way in which he spoke to a group of children was most welcome. The situation was calmed and there was no further distribution.

To Chief Constable

I am writing on behalf of staff, students and governors for the support which we have received from our local police officer. He makes a real difference to the lives of our students, due to his willingness to work in partnership with us and his understanding of the local community.

Complaints

A recent Independent Police Complaints Commission (IPCC) Report showed a decrease of 18% in complaint cases giving Durham Constabulary the second largest decrease across England and Wales. For every 1,000 Officers 177 complaints were received, the lowest of any force in England and Wales with the exception of the City of London, which has a far smaller resident population.

In addition, the proportion of allegations resolved at a local level has shown a substantial increase of 50%.

Of the 72 allegations that required further investigation, none were found to be substantiated.

In Memoriam

PC 258 Joseph CARR on 14th April 2008 Serving officer whilst off duty - Stanley, Co Durham	Aged 51 years
Mr William RAND on 25th April 2008 Newton Aycliffe, Co. Durham	Aged 75 years
Mr James JOHNSON on 8th May 2008 Coxhoe, Durham	Aged 85 years
Mr James BRIGGS on 13th May 2008 Shotton, Co. Durham	Aged 65 years
Mr Alexander 'Alex' CONN on 22nd May 2008 Bishop Auckland, Co. Durham	Aged 79 years
Mr Colin COOPER on 7th June 2008 Nettlesworth, Chester-le-Street	Aged 80 years
Mr Robert Vincent ROBINSON on 10th June 2008 Wardley, Gateshead, Tyne & Wear	Aged 90 years
Mr Colin LEVISON on 16th June 2008 (In Service) North Area - Peterlee	Aged 51 years
Mr Dennis Albert CULLEN on 16th June 2008 Newton Aycliffe, Co Durham	Aged 84 years
Mr Thomas Geoffrey CONROY on 22nd June 2008 Darlington, Co Durham	Aged 61 years
Mr John William HALL on 22nd June 2008 Pelton Fell, Chester-le-Street, Co Durham	Aged 69 years
Mr Harry COATES on 4th July 2008 Crook, Co Durham	Aged 77 years
Mrs Florence BAISTER on 6th September 2008 Billy Row, Crook	Aged 80 years
Mr William DAVIS on 7th September 2008 Chester Moor, Co. Durham	Aged 82 years
Mr Osborne Naisby MARTIN on 29th September 2008 Stanley, Co Durham	Aged 78 years

Mr. Thomas Trevor MORGAN on 12th October 2008 Newton Hall, Durham.	Aged 68 years
Mr Norman DOBINSON November 2008 Cockfield, Bishop Auckland	Aged 86 years
Mr George Cecil CRAWFORD on 18th November 2008 Newton Aycliffe, Co Durham	Aged 93 years
Mr James McInroy STRACHAN on 18th November 2008 Errol, Perthshire	Aged 79 years
Mr Jeff SANTON on 27th November 2008 Darlington, Co. Durham	Aged 83 years
Mr Geoffrey Norman THOMPSON on 20th December 2008 Chester-le-Street, Co Durham	Aged 74 years
Mr Jasper 'Joe' TRUELOCK on 9th January 2009 Harrowgate Hill, Darlington	Aged 90 years
Mr Daniel Whitfield LEDGER on the 11th January 2009 Cockton Hill, Bishop Auckland	Aged 86 years
Mr Douglas SMITH on 9th January 2009 Consett	Aged 87 years
Mr James William WOODHOUSE on 13th January 2009 Spennymoor	Aged 80 years
Mr Walter Edmund GATENBY on 23rd January 2009 Macclesfield, Cheshire	Aged 86 years
Mr Robert ROBINSON on 24th January 2009 Queensland, Australia	Aged 95 years
Mr Robert Emerson DOBSON on 1st February 2009 Belmont, Durham	Aged 90 years
Mr Sidney Caleb Crowdace DAVIES on 6th February 2009 Littletown, Durham	Aged 80 years
Mr Owen GILLON on 4th March 2009 Ushaw Moor, Durham	Aged 66 years
Mr Victor WILSON on 30th March 2009 Victoria, Australia	Aged 82 years

Annex A - National Performance Indicators

APACS Number	Title	07/08	08/09
1.1	Satisfaction with service delivery (Police)	79.2%	81.8%
1.2	Comparative satisfaction with service delivery (Police)	80.6% (White) 91.4% (BME)	82.8% (White) 71.4% (BME)
1.3	Satisfaction with service delivery (racist incidents)	81.1%	86.8%
1.4	Satisfaction with service delivery (CJS)	87.0%	N/A
2.1	Understanding local concerns (agencies)	N/A	46.3% *
2.2	Dealing with local concerns (agencies)	N/A	54.7% *
2.3	Residents perception of police performance	52.4%	51.2% *
2.4	Effectiveness of the CJS	N/A	39.0% *
2.5	Fairness of the CJS	N/A	56.3% *
3.1	Minority ethnic police officer recruitment	0.197	0.000
3.2	Female police officer representation	24.3%	25.4%
4.1	Perception of anti-social behaviour	19.8%	19.2% *
4.2	Perception of drunk or rowdy behaviour	28.5%	29.0% *
4.3	Perception of drug use / drug dealing	32.6%	30.6% *
5.1	Serious violent crime rate	0.37	0.56
5.2	Serious acquisitive crime rate	12.30	12.09
5.3	Assaults with less serious injury rate	7.52	5.52
5.4	Domestic homicide rate	0.002	0.003
5.5	Gun crime rate	0.091	0.040
5.6	Knife crime rate **	0.15	0.25
6.1	Serious violent offences brought to justice	68.3%	43.7%
6.2	Serious acquisitive offences brought to justice	12.6%	10.6%
6.3	Sanction detection rate for racially and religiously aggravated crimes	59.2%	54.6%
6.4	Serious sexual offences brought to justice	33.6%	61.1%
7.1	Deliberate fires		
8.1	Asset recovery	1436.9	N/A
9.1	Road traffic casualties	245	216
10.1	Prolific and other Priority Offender re-offending rate	4.82	4.25
11.1	Adult re-offending rate		
11.2	Youth re-offending rate		
11.3	First time youth offending		
11.4	Drug-related (class A) offending		
12.1	Police service efficiency		
13.1	Police officer sickness absence rate	4.0%	3.9%
13.2	Police staff sickness absence rate	4.3%	3.9%

Annex B - Local Performance Indicators (Overall Force Figures)

Local Indicator	Baseline	Performance 2008 - 2009	Target
% of crime victims satisfied with updates/feedback/follow up	64.4%	66.8%	Excellent - 67.1% and above Good - 66.6% - 67.0% Fair - 62.6% - 65.9% Poor - 62.5% or below
% of the public who perceive they suffer from ASB in their local community	39.4%	33.2%	Excellent - 37.3% or below Good - 37.4% - 37.7% Fair - 37.8% - 41.4% Poor - 41.5% or above
% of the public who know how to contact the police in a non urgent situation	35.9%	26.9%	Excellent - 38.3% or above Good - 37.9% - 38.2% Fair - 33.6% - 37.8% Poor - 33.5% or below
% of the public who know how to contact the police in a non urgent situation	68.8%	70.9%	Excellent - 70.8% or above Good - 70.5% - 70.7% Fair - 66.9% - 70.4% Poor - 66.8% or below
% of the public who feel safe in their local community	82.9%	87.3%	Excellent - 84.5% or above Good - 84.3% - 84.4% Fair - 81.4% - 84.2% Poor - 81.3% or below
% of ASB victims who are satisfied with the overall service provided*	72.9%	*Data not available	Excellent - 76.3% or above Good - 75.7% - 76.2% Fair - 69.6% - 75.6% Poor - 69.5% or below
% of the public who perceive people using or dealing drugs is a problem in their local community	*Data not available	44.2%	*Data not available
% of the public who perceive people being rowdy or drunk in public places is a problem in their	*Data not available	57.3%	*Data not available
Levels of recorded crime (violence against the person)	*Data not available	7527	Excellent -1.1% or below Good -1.0% to 1.0% Fair - 1.1% to 2.0% Poor - 2.0% or above

Annex B - Local Performance Indicators (Overall Force Figures)

Local Indicator	Baseline	Performance 2008 - 2009	Target
Number of arrests of members of OCGs (disruption in the form of arrests)	*Data not available	91	*Data not available
Value of assets recovered from OCGs (disruption in the form of assets recovered)	*Data not available	£1,276,582	*Data not available
Value (Street) and quantity of drugs recovered from OCGs (disruption in the form of drugs seized)	*Data not available	£2,159,845	*Data not available
% of Domestic Abuse incidents resulting in sanctioned detections	14.1%	*Data not available	Excellent - 18.0% or above Good - 14.5% - 17.9% Fair - 11.0% - 13.9% Poor - 10.9% or below
% of Hate Incidents resulting in sanctioned detections	49.3%	*Data not available	Excellent - 50% or above Good - 45% - 49.9% Fair - 35% - 44.9% Poor - 34.9% or below
Number of bogus official incidents	219	87	Data not available
% of repeat victims of Domestic Abuse	46.3%	*Data not available	Excellent - 40.8% or below Good - 40.9% to 43.9% Fair - 44.0% to 47.1% Poor - 47.2% or above

**Some Data was not available at the time this report was produced*

In the majority of cases Durham Constabulary has achieved either **Excellent or Good**. This achievement far exceeds the required level of Fair. Underlining our commitment to continually improve upon the level of service we provide and deliver the best in citizen focused policing.

Glossary

ACPO	Association of Chief Police Officers
ANPR	Automatic Number Plate recognition
APA	Association of Police Authorities
APACS	Assessment of Policing And Community Safety
ASB	Anti-Social Behaviour
ASBO	Anti-Social Behaviour Order
BCU	Basic Command Unit
CDRPs	Crime and Disorder Reduction Partnerships
CID	Criminal Investigation Department
CJS	Criminal Justice System
CPS	Crown Prosecution Service
CRASBO	Criminal Anti-Social Behaviour Order
CSP	Community Safety Partnership
CSR	Comprehensive Spending Review
DAAC	Durham Agency Against Crime
DAATs	Drug and Alcohol Action Teams
DIP	Drug Intervention Programme
EDDY	Engage, Divert and Develop Young people
GONE	Government Office North East
HMCPSI	Her Majesty's Crown Prosecution Service Inspectorate
HMIC	Her Majesty's Inspectorate of Constabulary
HPDS	High Potential Development Scheme
IAG	Independent Advisory Group
IMPACT CRISP	Cross Regional Information Sharing Project
KIN	Key Individual Network
LAA	Local Area Agreement
LCJB	Local Criminal Justice Board
LSP's	Local Strategic Partnership's
MAPPa	Multi Agency Public Protection Arrangements
MARAC	Multi Agency Risk Assessment Conference
MoPI	Management of Police Information
NIM	National Intelligence Model
NCSP	National Community Safety Plan
NPIA	National Policing Improvement Agency
OBTJ	Offences Brought To Justice
PCCG	Police Community Consultative Group
PCSO	Police Community Support Officer
PIP	Professionalising the Investigative Process
PSA	Public Service Agreement
QOSC	Quality of Service Commitment
QPM	Queen's Police Medal
SOCa	Serious and Organised Crime Agency
SPI	Statutory Performance Indicators
YES	Youth Engagement Services
YOS	Youth Offending Service