

Durham Constabulary Performance

April 2015

Background

Durham Constabulary works under a 'hub and spoke' operating model and consists of four commands with the addition of a Professional Services and Legal Standards function and an Executive function:

- Safeguarding Neighbourhoods Command
- Response and Crime Command
- Tasking and Coordination Command
- Support Services Command

The commands then adhere and work to a geographic or Locality based structure, consisting of four Localities:

- South Durham Locality
- Darlington Locality
- East Durham Locality
- West Durham Locality

The following information aims to outline Durham Constabulary's current performance at a Force level as well as at a Locality level and will look to examine crime data, incident data, public confidence data and victim satisfaction data to give an holistic view of the performance picture.

2014-15 Exception Reports

- **Operation Seabrook**
 - A Criminal Investigation into allegations of sexual and physical abuse perpetrated by staff against ex-detainees at Medomsley Detention Centre.
- **HMIC Crime Data Integrity Inspection**
 - The objective of the inspection was to be able to answer the question: "To what extent can police-recorded crime information be trusted?"
- **HMIC PEEL Report – November 2014**
 - The first annual assessment of policing in England and Wales 2014 – Police Effectiveness, Efficiency and Legitimacy programme; Durham was the only force in the country to be judged as 'outstanding' at investigating crime within the Effectiveness strand of the assessment.

NB: Her Majesty's Inspectorate of Constabulary (HMIC) independently assesses police forces and policing activity ranging from neighbourhood teams through serious crime to the fight against terrorism – in the public interest. They provide authoritative information to allow the public to compare the performance of their force against other others, and the evidence is used to drive improvements in the service to the public.

For further HMIC information, please follow the link below:

<http://www.justiceinspectors.gov.uk/hmic/>

Durham Constabulary Performance

April 2015

Crime

From 1st April 2014 to 31st March this year a total of 32,953 offences were recorded in Durham Constabulary. This equates to a notional rise of just less than 1% compared to the previous 12 months, when 32,751 were recorded. This was despite the significant number of historical sexual and physical assaults being logged as part of the ongoing Operation Seabrook investigation.

In terms of Locality performance Darlington recorded a significant decrease in recorded crime in 2014/15 of 4% whilst the increases in East Durham and West Durham Localities are not significant, nor is the decrease in crime within South Durham Locality.

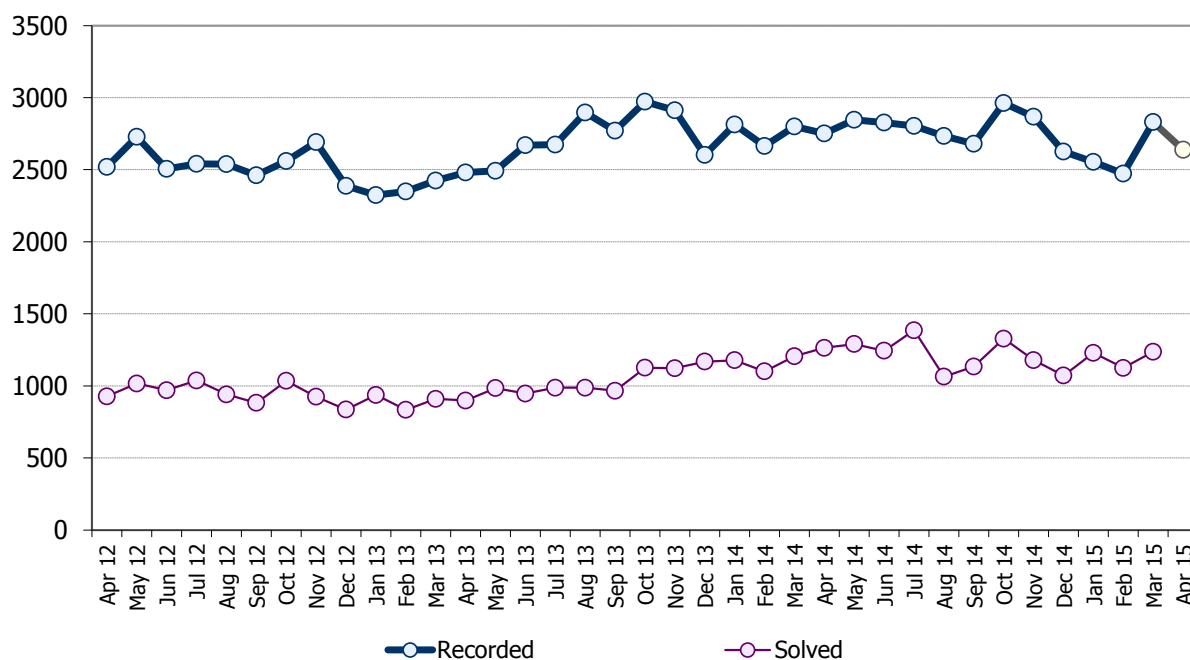
All Crime (inc. Medomsley)

Durham Constabulary Data at March 2015	Recorded: Single Month			Recorded: Year To Date				Solved Rate: Year To Date		
	12 Mth Avg	Mar-15	Diff %	to Mar-14	to Mar-15	Change	Per 1000	to Mar-14	to Mar-15	Change (%pt)
County Durham CSP	2137	2232	4%	25145	25644	2%	50.3	39%	45%	5.9
Darlington CSP	608.8	598	-2%	7606	7305	-4%	72.2	38%	41%	3.8
South Durham Locality	748.3	781	4%	9076	8979	-1%	50.8	41%	47%	6.6
Darlington Locality	608.8	598	-2%	7606	7305	-4%	72.2	38%	41%	3.8
East Durham Locality	814.1	861	6%	9467	9769	3%	51.0	40%	47%	7.2
West Durham Locality	574.7	590	3%	6602	6896	4%	48.9	35%	39%	3.2
Durham Constabulary	2746.1	2830	3%	32751	32953	1%	54.0	39%	44%	5.5

The below graph shows all recorded crime over the last three years along with the number of crimes solved. This shows crime levels have remained relatively stable across the Force area.

All Crime (inc. Medomsley) - Durham Constabulary

April 2012 to March 2015



Durham Constabulary Performance

April 2015

The table below provides an overview of force performance in 2014/15 for the main crime types:

- Burglary has reduced – 357 fewer victims
- Vehicle Crime has reduced; both theft from a motor vehicle and theft of a motor vehicle – 830 fewer victims
- Criminal Damage is down
- Racially aggravated crime has reduced

The crime types that have increased are shoplifting, violence against the person and sexual offences; the latter two should be taken in context against Operation Seabrook and the HMIC Crime Data Inspection.

Crime Categories Data at March 2015	Recorded: Year To Date				Solved Rate: Year To Date		
	to Mar-14	to Mar-15	Change	Per 1000	to Mar-14	to Mar-15	Change (%pt)
All Crime (inc. Medomsley)	32751	32953	1%	54.0	39%	44%	5.5
>> Violence Against The Person	5152	6536	27%	10.7	61%	61%	-0.1
>> Sexual Offences	860	979	14%	1.6	37%	28%	-9.4
>> Dwelling Burglary	1351	1317	-3%	4.9	20%	24%	4.8
>> Burglary Other	2932	2608	-11%	4.3	12%	14%	2.5
>> Theft of a Vehicle	590	561	-5%	0.9	31%	37%	6.4
>> Theft from a Motor Vehicle	2629	1828	-30%	3.0	14%	17%	2.8
>> Shoplifting	3150	3618	15%	5.9	73%	81%	7.7
>> Criminal Damage and Arson	6938	6714	-3%	11.0	21%	28%	7.0
>> Racially Aggravated Crime	195	166	-15%	0.3	57%	60%	2.7

Incident

Incidents include anti-social behaviour reports, incidents relating to public safety such as vulnerable children and adults and transport issues.

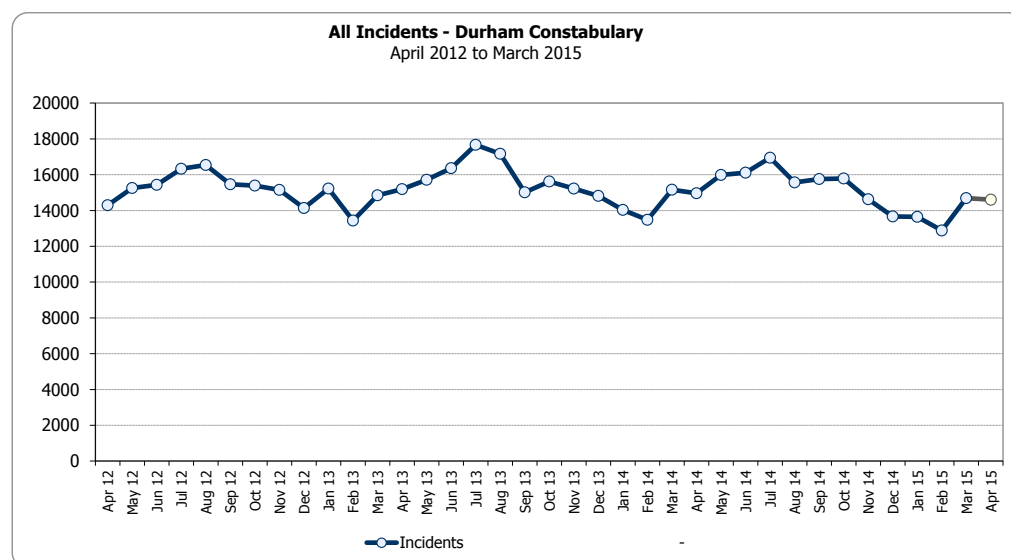
All incidents were down 3% in 2014/15 with South Durham Locality showing a significant decrease of 4%.

All Incidents								
Durham Constabulary Data at March 2015	Incidents: Single Month			Incidents: Year To Date				
	12 Mth Avg	Mar-15	Diff %	to Mar-14	to Mar-15	Change	Per 1000	
County Durham CSP	12029.8	11456	-5%	148664	144358	-3%	283.4	
Darlington CSP	3024.1	3234	7%	36808	36289	-1%	358.9	
South Durham Locality	4416.3	4198	-5%	55061	52996	-4%	299.6	
Darlington Locality	3024.1	3234	7%	36808	36289	-1%	358.9	
East Durham Locality	4582.7	4404	-4%	55879	54992	-2%	287.2	
West Durham Locality	3030.8	2854	-6%	37724	36370	-4%	257.9	
Durham Constabulary	15054	14690	-2%	185472	180647	-3%	295.9	

The graph on the next page shows all incidents over the last three year period and shows incident rates have remained relatively stable across the Force area with the seasonal rises and falls clearly visible.

Durham Constabulary Performance

April 2015



This below table highlights the key incident results Durham has had in 2014/15

- Alcohol Related incidents have reduced
- All prejudice incidents, including racial prejudice have reduced
- Youth related incidents have reduced
- Vulnerable Adult and Child incidents have both reduced
- Anti-social behaviour incidents have reduced with the most considerable reduction for alcohol related ASB+
- Drugs related incidents have increased and
- Domestic abuse has increased - The awareness campaign 'Love is Many Things – But Never Abusive' ran throughout 2014 from its launch at the official Domestic Abuse event on February 13th of last year; coupled with this Durham Constabulary implemented the Violence Against Women and Girls strategy which included another awareness campaign aimed at employers, called Domestic Abuse is Everyone's Business. It was hoped that more victims would be encouraged to come forward and report their abuse to us.

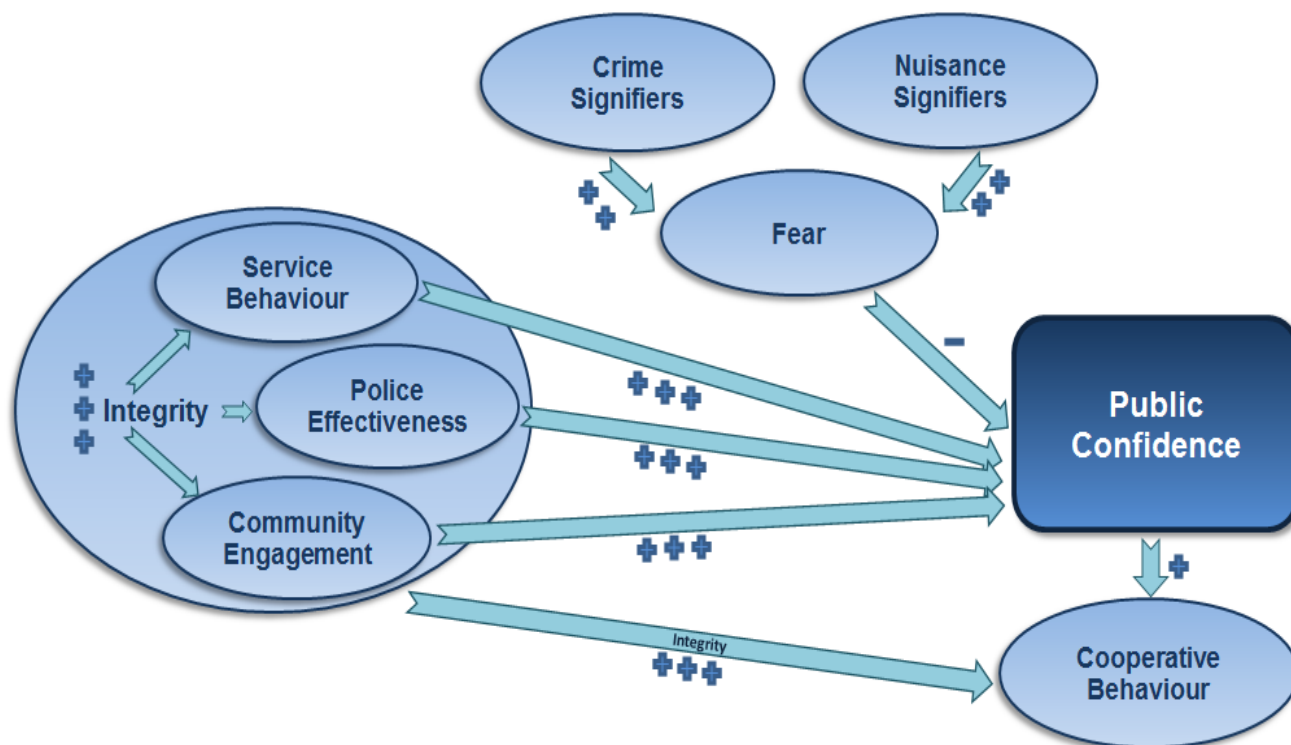
Durham Constabulary							
Incident Categories Data at March 2015	Incidents: <u>Single Month</u>			Incidents: <u>Year To Date</u>			
	12 Mth Avg	Mar-15	Diff%	to Mar-14	to Mar-15	Change	Per 1000
— Alcohol Related Incidents	1683	1422	-16%	20852	20192	-3%	33.1
— Domestic Abuse	1303	1295	-1%	14378	15637	9%	25.6
— Drugs Related Incidents	310	323	4%	3398	3716	9%	6.1
— Prejudice (Hate) Incidents	31	34	10%	394	373	-5%	0.6
— Racial Prejudice Incidents	21	23	10%	282	251	-11%	0.4
— Youth Related Incidents	1395	1325	-5%	17476	16743	-4%	27.4
— Vulnerable Child	395	392	-1%	4858	4739	-2%	7.8
— Vulnerable Adult	575	559	-3%	7020	6905	-2%	11.3
• Anti-Social Behaviour	2392	2215	-7%	29638	28703	-3%	47.0
— Anti-Social Behaviour : Alcohol Related	302	240	-21%	4603	3630	-21%	5.9
— Anti-Social Behaviour : Drugs Related	15	14	-7%	189	180	-5%	0.3
— Anti-Social Behaviour : Youth Related	859	823	-4%	11172	10308	-8%	16.9

Durham Constabulary Performance

April 2015

Public Confidence

The below image, summarises the map of public confidence based on the analyses of Durham Constabulary's local community survey; the map outlines the relationships and the strength of those relationships, between different variables. Based on this map, Durham focuses on trying to improve Service Behaviour, i.e. the way we act in the public's eye, Police Effectiveness, i.e. how effective at our job the public think we are, and Community Engagement, i.e. how well the public think we engage with them. Focusing on these variables will help us to improve public confidence.



The below tables show the scores and positions of Durham Constabulary for each of the four key 'confidence' questions asked within the Crime Survey for England and Wales.

Public Confidence as measured by the Crime Survey for England and Wales is only measured at a Force level and cannot be broken down to Locality level.

- Local Concerns – question asks participants to state how much they agree or disagree that 'the police are dealing with the anti-social behaviour and crime issues that matter in this area' – result is made up of those participants whom state 'agree' and 'strongly agree'.
- NI21 - question asks participants to state how much they agree or disagree that 'the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area' – result is made up of those participants whom state 'agree' and 'strongly agree'.
- Confidence – question asks participants to state how much they agree or disagree that 'overall I have confidence in the police in this area' – result is made up of those participants whom state 'agree' and 'strongly agree'.
- Good/Excellent Job – question asks 'how good a job do you think the police are doing in this area?'; result is made up of those participants whom state good and excellent.

Durham Constabulary Performance

April 2015

Rank	Local Concerns	Value
1	Dorset	71.2%
2	Hampshire	68.6%
3	Cumbria	68.6%
4	Surrey	68.2%
5	Dyfed Powys	67.3%
6	Lancashire	66.6%
7	Thames Valley	66.4%
8	Norfolk	66.3%
9	North Yorkshire	66.2%
10	North Wales	66.0%
11	Hertfordshire	65.9%
12	Suffolk	65.4%
13	Leicestershire	64.2%
14	Durham	63.8%
15	Devon & Cornwall	63.7%
16	Northumbria	63.5%
17	Nottinghamshire	63.2%
18	Staffordshire	62.9%
19	Metropolitan Police	62.9%
20	Lincolnshire	62.3%
21	Sussex	62.3%
22	Merseyside	62.0%
23	Cambridgeshire	61.6%
24	Avon & Somerset	61.4%
25	Warwickshire	61.2%
26	Gwent	61.0%
27	Wiltshire	60.9%
28	Cheshire	60.7%
29	Greater Manchester	60.2%
30	Derbyshire	60.0%
31	Cleveland	59.8%
32	South Wales	59.8%
33	West Midlands	59.3%
34	Bedfordshire	59.2%
35	West Yorkshire	59.0%
36	Humberside	58.9%
37	Northamptonshire	58.8%
38	Kent	58.8%
39	Essex	58.4%
40	Gloucestershire	57.4%
41	South Yorkshire	55.5%
42	West Mercia	54.2%

Rank	NI21	Value
1	Hertfordshire	71.8%
2	Norfolk	70.1%
3	Surrey	68.7%
4	North Yorkshire	68.6%
5	Metropolitan Police	67.8%
6	Lancashire	67.2%
7	Hampshire	66.8%
8	Thames Valley	65.7%
9	Northumbria	64.9%
10	Cumbria	64.3%
11	Suffolk	64.2%
12	North Wales	63.4%
13	Leicestershire	62.5%
14	Durham	61.4%
15	Devon & Cornwall	61.4%
16	Warwickshire	61.2%
17	Cheshire	60.8%
18	West Mercia	60.7%
19	Gloucestershire	60.7%
20	Staffordshire	60.6%
21	South Wales	60.6%
22	Cleveland	60.4%
23	Greater Manchester	60.4%
24	Nottinghamshire	60.4%
25	Dyfed Powys	60.3%
26	Sussex	60.2%
27	West Midlands	59.8%
28	Merseyside	59.8%
29	Gwent	59.7%
30	Northamptonshire	58.9%
31	Avon & Somerset	58.6%
32	Essex	58.3%
33	Wiltshire	57.8%
34	Derbyshire	57.1%
35	Dorset	57.0%
36	Bedfordshire	56.8%
37	West Yorkshire	56.6%
38	Humberside	56.2%
39	Kent	56.2%
40	South Yorkshire	55.0%
41	Lincolnshire	53.5%
42	Cambridgeshire	52.5%

Rank	Confidence	Value
1	Hertfordshire	85.6%
2	Surrey	82.9%
3	Northumbria	81.6%
4	Thames Valley	81.4%
5	Hampshire	81.2%
6	North Yorkshire	81.2%
7	Dorset	81.1%
8	Leicestershire	79.3%
9	Sussex	78.9%
10	Avon & Somerset	78.6%
11	Norfolk	78.5%
12	Cumbria	78.3%
13	Dyfed Powys	77.8%
14	Devon & Cornwall	77.4%
15	Warwickshire	77.3%
16	Suffolk	77.3%
17	Northamptonshire	77.3%
18	Lancashire	76.9%
19	Derbyshire	76.6%
20	Metropolitan Police	76.5%
21	Cheshire	76.3%
22	Durham	76.3%
23	Cambridgeshire	75.4%
24	Wiltshire	75.3%
25	North Wales	75.1%
26	Staffordshire	74.7%
27	Nottinghamshire	74.6%
28	Greater Manchester	74.3%
29	West Yorkshire	74.3%
30	Gloucestershire	74.3%
31	West Mercia	74.2%
32	Kent	74.2%
33	Cleveland	73.0%
34	Essex	72.9%
35	West Midlands	72.4%
36	South Yorkshire	72.3%
37	Merseyside	71.4%
38	South Wales	70.8%
39	Lincolnshire	70.7%
40	Humberside	69.7%
41	Gwent	69.6%
42	Bedfordshire	68.5%

Rank	Good/excellent job	Value
1	Hertfordshire	73.3%
2	Surrey	71.9%
3	North Yorkshire	70.5%
4	Northumbria	69.4%
5	Hampshire	69.3%
6	Dorset	69.1%
7	Thames Valley	66.8%
8	Sussex	66.5%
9	Avon & Somerset	66.5%
10	Suffolk	66.4%
11	Norfolk	66.2%
12	Cumbria	66.2%
13	Dyfed Powys	65.4%
14	Devon & Cornwall	64.7%
15	Cheshire	64.3%
16	Northamptonshire	64.1%
17	Durham	63.7%
18	Wiltshire	63.2%
19	Metropolitan Police	63.2%
20	Leicestershire	62.5%
21	North Wales	61.9%
22	Lancashire	61.2%
23	Merseyside	61.2%
24	West Yorkshire	60.7%
25	Cambridgeshire	60.2%
26	Staffordshire	60.1%
27	West Mercia	60.0%
28	Cleveland	59.9%
29	Warwickshire	59.8%
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38	Gloucestershire	56.8%
39	Bedfordshire	56.3%
40	South Wales	56.3%
41	Gwent	55.3%
42	Humberside	54.3%

Despite there being no significant improvements in score over the last 12 month period and no significant differences between Durham and Durham's 'Most Similar Group' average score, the picture for Durham remains positive, with the rolling, annual data tracking back seven years showing upward trends for Local Concerns, NI21 and Confidence scores.

NB: Most Similar Groups (MSGs) are groups of police force areas that have been found to be the most similar to each other based on an analysis of demographic, social and economic characteristics which relate to crime. With the exception of the City of London Police (for which it was not possible to identify any most similar forces), each force area has its own group of up to seven force areas to which it is 'most similar'.

Satisfaction

Currently, we undertake quarterly, telephone satisfaction surveys within four broad categories:

- Crime Victim Satisfaction
- Anti-social Behaviour Victim Satisfaction
- Domestic Abuse Victim Satisfaction
- Serious Sexual Assault Victim Satisfaction

Durham Constabulary Performance

April 2015

Crime satisfaction has been measured continuously for over seven years; anti-social behaviour satisfaction has been measured for three years but the survey script has been through various iterations throughout that time; domestic abuse and serious sexual assault satisfaction was only introduced in the New Year and therefore data collection is in the very early stages.

Crime Satisfaction:

Satisfaction Measures Comparison: All Crime (% Satisfied - 12 Month Rolling to 2014-2015 Q3 compared to the latest discrete quarter's result)												
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	Ease of Contact		Arrival Time		Actions Taken		Follow Up Received		Treatment		Whole Experience	
	12 Mth	2014-2015 Q3	12 Mth	2014-2015 Q3	12 Mth	2014-2015 Q3	12 Mth	2014-2015 Q3	12 Mth	2014-2015 Q3	12 Mth	2014-2015 Q3
Durham Constabulary	97%	96%	89%	87%	89%	85%	84%	83%	95%	91%	88%	85%
South Durham Locality	96%	99%	86%	91%	90%	88%	85%	86%	96%	92%	88%	87%
Darlington Locality	97%	95%	90%	86%	87%	85%	83%	84%	97%	95%	88%	84%
East Durham Locality	98%	93%	88%	80%	89%	85%	83%	83%	95%	90%	89%	84%
West Durham Locality	97%	96%	92%	91%	89%	83%	83%	76%	93%	88%	89%	83%

Anti-social Behaviour Satisfaction:

ASB	Category (%)	2014-2015 Q1	2014-2015 Q2	2014-2015 Q3
Have the respondent made other Reports of ASB in the last 12 months?	Yes	42%	44%	47%
Ease of Contact	Satisfied	97%	96%	91%
Handling of Initial Report	Satisfied	93%	91%	92%
Arrival	Satisfied	91%	89%	91%
Actions	Satisfied	84%	84%	82%
Follow Up	Satisfied	77%	80%	72%
Treatment	Satisfied	91%	90%	91%
Whole Experience	Satisfied	86%	88%	90%

Domestic Abuse and Serious Sexual Assault Satisfaction:

- Surveys are in their infancy;
- Surveys formatted to act as semi structured interviews rather than simple data collection due to potential vulnerable nature of victims;
- Not enough responses to provide suitable summary as yet.

Durham Constabulary Performance

April 2015

Performance Summary

- Crime – at Force level, has remained stable year to date;
- Incident – at Force level, has shown a small reduction year to date;
- Public Confidence – at Force level, performance has remained stable throughout the year;
- Satisfaction – at Force level, Durham maintains its' position within the top ten performing forces in the country.

NB: Satisfaction as measured by the mandated Crime Satisfaction Survey