



Altogether Better Policing



Durham Police Authority and Durham Constabulary  
Annual Report 2009-2010 &  
Policing Plan 2010-2013

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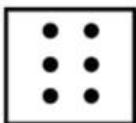
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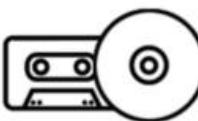
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# Foreword

## Chair of Durham Police Authority's Foreword

As Chair of Durham Police Authority I am pleased to present this combined Annual Report (for 2009-2010) and the authority's Policing Plan (for 2010-2013).

The past twelve months have been challenging but rewarding in terms of force performance and delivery of quality policing services to the citizens of County Durham and Darlington. The constabulary has achieved significant reductions in recorded crime whilst succeeding in raising its detection rate. It is also among the top performing forces in the country in relation to levels of public confidence. An important part of the police authority's role is to hold the chief constable to account for the delivery of policing services and we will therefore continue to challenge the force to improve its performance still further in the interests of everyone we represent.

Consultation and engagement with the residents of County Durham and Darlington is also a key part of the authority's role in ensuring that the force delivers a truly citizen focused policing service which is responsive to the views and concerns of the individual as well as the diverse communities within County Durham and Darlington. Some examples of our work with local people can be seen at pages 18-20. We will continue, together with the force where appropriate, to consult and engage with the public through a variety of groups and ways in order to find out and respond to the issues which matter to you the most.

You have told us that the three most important issues for you are **the tackling of anti-social behaviour, reducing the harm to communities caused by the effect of drug and alcohol abuse and protecting vulnerable people from harm such as abuse, injury or assault.**

The Policing Plan section of this report outlines the action we intend to take in the coming year to address these priorities for you.

The following twelve months will undoubtedly present further challenges for us as the police service strives to achieve higher levels of productivity and provision of value for money services, against tight financial constraints and within the current economic climate. We expect the police authority to be inspected during 2010 by Her Majesty's Inspector of Constabulary (HMIC) and the Audit Commission. This process will consider the effectiveness of our performance management, leadership and scrutiny role, how well we manage resources and people and how we work in collaboration with communities, partners and other agencies to build capacity and ensure the delivery of priority services, outcomes and improvements that are important to local people.

Finally, I would like to take this opportunity to encourage members of the community to become involved in the work of Durham Police Authority and Durham Constabulary. Some suggestions about the ways in which you can do this are shown on page 71 onwards of this document.



**Peter Thompson**  
Chair Durham Police Authority

# Foreword

## Chief Constable's Foreword

I am pleased to report on the achievements of Durham Constabulary during 2009-2010 and to pledge our commitment to the priorities which the police authority has set for the constabulary for 2010-2011.

Although it has been a challenging year we have achieved many successes. Recorded crime has fallen by 9.6% which means that 3,950 fewer of you have suffered at the hands of criminals.

Other key successes have been centred on our drive to close open drug markets through 'Operation Nimrod' and to disrupt those members of our communities who cause significant distress through organised crime. During 2010-2011 we will be launching a new campaign called 'Operation Sledgehammer' which is aimed at disrupting and dismantling organised crime groups.

We have continued to tackle anti-social behaviour and those issues which affect the quality of life in your communities by ensuring that your neighbourhood policing teams work closely with other agencies to solve local problems effectively. This is reflected in the excellent national survey results which places Durham as being in the top ten forces within the country in terms of public confidence.

During the year we have implemented a range of initiatives to deliver the Policing Pledge. Here we have worked to improve the range and standards of service that we can provide, including the 'By Appointment' system to make it easier for you to meet with us at your convenience and also ensuring that PACT meetings take place in every neighbourhood on a regular basis. We will continue to work towards improving ways in which you can contact us and engage with us.

Neighbourhood policing remains at the heart of everything we do in order to create communities where you can be safe and feel safe. The constabulary will continue to work with partner agencies and listen to your concerns to tackle the issues which matter to you most.

Finally, I would like to thank all members of staff from the constabulary for their contributions and hard work during the year and look forward to delivering excellent policing services for the people of County Durham and Darlington.



**Jon Stoddart**  
Chief Constable

# Durham Police Authority Members



About Us

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.

## Elected Members



[Councillor Edward Bell](#)



[Councillor Richard Bell](#)



[Councillor Bill Dixon](#)



[Councillor Lucy Hovvells](#)



[Councillor Garry Huntington](#)



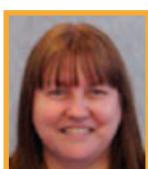
[Councillor Len O'Donnell](#)



[Councillor Dennis Southwell](#)



[Councillor Mac Williams, JP](#)



[Councillor Audrey Willis](#)

## Independent Members



[Mr Peter Thompson \(Chair\)](#)



[Mrs Elsie Davies \(Deputy Chair\)](#)



[Mr Robert Glass](#)



[Mr Roger Humphries](#)



[Mrs Mariom F G Khan-Willis](#)



Ms Kathryn Larkin-Bramley



[Mr Tony Thompson JP](#)



[Mr Norman Vaulks](#)

## Statutory Officers of Durham Police Authority



[Mrs Lesley Davies  
\(Chief Executive\)](#)



[Mr Keith Thompson  
\(Treasurer\)](#)

The members can be contacted via email at:  
[durham.pa@durham.gov.uk](mailto:durham.pa@durham.gov.uk)

# About Durham Police Authority

Durham Police Authority is an independent body - separate from Durham Constabulary - made up of local people, which has a statutory role to ensure that the policing service provided by the chief constable and Durham Constabulary is efficient and effective and meets the needs of the communities of County Durham and Darlington. Delivering policing services is the job of the chief constable. It is the responsibility of the police authority to lead, consult and challenge the performance of the constabulary and to ensure that local policing provides best value for money within the constabulary area.

The police authority (alongside the constabulary) also works closely with partners, such as local authorities and other

agencies in the criminal justice system to reduce crime and disorder throughout County Durham and Darlington.

The police authority's main business is carried out in six police authority meetings each year, together with a number of main strand committees of the authority which work on specific areas of authority business. The committees and terms of reference are reviewed on a regular basis; full details can be found on the police authority website at: [www.durham-pa.gov.uk](http://www.durham-pa.gov.uk)



## 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 equality 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. Durham Police Authority is committed to the promotion of equality and diversity and aims to be representative of the diverse communities across County Durham and Darlington.
8. Durham Police Authority holds the police budget. It consults with local people before it sets the 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 Mission and Vision

## Our Mission

'To ensure that policing in County Durham and Darlington is fair, effective and visible'.

## Our Vision

To be the effective voice of our communities in securing the delivery of high quality policing by:

- Exercising strong and effective leadership
- Engaging positively with communities to build confidence in local policing
- Strengthening partnership working
- Promoting equality, tolerance and respect for human rights
- Scrutinising and challenging police performance to secure continuous improvement
- Scrutinising and challenging business systems and processes to ensure effective use of resources

The police authority vision is linked to the role and functions they perform in relation to the constabulary. The constabulary vision is about the public-facing aspect of policing, and the police authority vision is the high level, strategic monitoring aspect of policing.



# Durham Constabulary Executive Team



### Chief Constable Mr Jon Stoddart QPM

Mr Stoddart has overall command and responsibility for the force.



### Deputy Chief Constable Mr Michael Barton

Mr Barton has responsibility for the:

- Criminal Investigation Department
- Personnel and Development Department
- Service Improvement Department



### Assistant Chief Constable Mr Michael Banks

Mr Banks has responsibility for the:

- Communications and Operational Support Department
- North and South Areas
- Professional Standards and Legal Services Department
- Public Justice and Partnerships Department



### Assistant Chief Officer Mr Gary Ridley

Mr Ridley has responsibility for the:

- Financial Services Department
- Resourcing Department
- Information and Computer Technology Department

# Durham Constabulary's Vision

**Our Vision is to deliver excellent policing to inspire confidence in the public we serve by:**

- Protecting neighbourhoods
- Tackling criminals, and
- Solving problems

We will do this by working in partnership with our communities and other agencies ensuring a first class service which continues to deliver value for money policing.

'The British Crime Survey results have identified Durham Constabulary as being consistently within the top ten police forces in the country with regard to the public being confident in the services we deliver.'



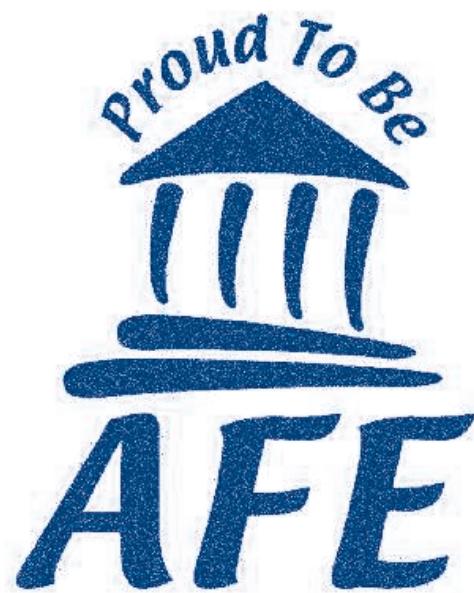
## Durham Constabulary 'Aiming For Excellence'

Durham Constabulary's vision is underpinned by our Aiming for Excellence philosophy, in other words, our values and the way we do our business.

Aiming for Excellence consists of four elements:

- Team work
- Accountability
- Leadership
- Communication

Our commitment to embedding these elements, alongside our drive to deliver the Policing Pledge, will allow us to achieve positive outcomes for our communities and ultimately provide a citizen focused policing service which inspires confidence.



# Durham Constabulary Area Profile



Durham Constabulary polices the area of County Durham and Darlington Borough, which together occupy an area of 2,232 sq. km. The area is predominantly rural, with more than half of its residents living in settlements of less than 10,000 people. There are 12 main towns and over 260 small towns and villages; many of which are former colliery villages. The population of the constabulary area is estimated to be 609,000 (Office of National Statistics mid year estimate 2008), of which less than 2% are from ethnic minority groups. The minority ethnic population is not evenly distributed across the constabulary area; some wards in the south of the constabulary area have a significantly higher proportion of residents from minority ethnic groups. Recent years have seen an outward migration of young economically active people, changing the age profile of the area significantly with the proportion of residents aged over 60 likely to increase, creating a more mature demographic profile.

Over the past 20 years, a decline in large scale industry across the area has had a major impact upon the local economy and social status. In the past 12 months decline across all business sectors has been noticeable; this has been brought about by the global recession.

The decline in the industrial infrastructure has been partly offset by an increase in the number of visitors to the area. Tourism is still a thriving and developing business within the region and County Durham is promoted to tourists as 'The Land of the Prince Bishops'; a fitting reminder of its remarkable history and showcasing one of the England's few World Heritage sites. The area's industrial past also plays a key role in the growing tourism industry. Lead mining, the railways and other industrial heritage sites across County Durham and Darlington are now fascinating visitor attractions; reinforcing the area as a quality tourism destination.

The Index of Deprivation 2007 has highlighted the fact that the region experiences one of the highest rates of deprivation in relation to people whose quality of life is impaired by poor health. Educational attainment is well below the national average in some areas. The global recession has meant a further increase in unemployment, as large and small businesses struggle under the strain of tight financial constraints.

Over the last 12 months, Durham Constabulary has seen a substantial reduction in the number of recorded crimes with a stable detection rate, consolidating County Durham and Darlington as one of the safest areas to live and work in the country.



Durham Cathedral



Auckland Castle

# Durham Constabulary's Policing Pledge

In July 2008, the Home Secretary published the Policing Green Paper "From the neighbourhood to the national: policing our communities together". This report set out the Government's vision for the future of policing and also its commitment to a new policing pledge, which sets out a national standard on what people can expect from the police, underpinned in each area by a set of local priorities agreed by people in each neighbourhood. Durham Constabulary was one of the first forces nationally to publish its Policing Pledge. Our pledge was introduced in December 2008 and outlines a ten point blueprint for improved policing standards across County Durham and Darlington.

## Our Policing Pledge to You

### We will:

1. Treat everyone with dignity and respect and provide fair access to services
2. Provide contact with neighbourhood policing teams
3. Be visible
4. Respond promptly to your messages
5. Answer calls promptly, 999 in 10 seconds and get to you as safely and as quickly as possible
6. Respond to all non emergency calls promptly
7. Hold public meetings
8. Provide monthly updates to the public
9. Update victims
10. Acknowledge complaints



Durham 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.

Despite scoring well in our latest HMIC Pledge Inspection, we are making great efforts to continuously improve our service, including:

- The creation of a brand for PACT meetings, now being used forcewide
- PACT meetings are publicised on the website
- Posters have been circulated forcewide, showing photographs of all the dedicated neighbourhood teams along with their contact details
- Leaflet distribution
- Floodlit PACT meetings
- Community consultations
- Community speedwatch

Durham Police Authority monitors how the constabulary is delivering on the Policing Pledge through a Scrutiny Panel which was set up in 2009. The roles and responsibilities of the Panel are to:

- Monitor progress made against the Policing Pledge Action Plan
- Monitor compliance with the Policing Pledge through a performance monitoring framework



# Citizen Focus

Our Policing Pledge is supported by our commitment to citizen focus. This is a concept developed by the Home Office in relation to the approach police services should take to police their neighbourhoods.

It has been agreed nationally that a successful citizen focused organisation will demonstrate the following four key hallmarks:



- **Understanding People**

We need to be able to understand our varied and diverse communities, what their different priorities are and what they need and expect from us as a police service.



- **Understanding Services**

As well as understanding the services that they themselves deliver, staff should also have an understanding of the services that the organisation delivers. This should include the standards that are expected in the development and delivery of those services and how their delivery impacts upon the organisation.



- **Designing Services**

We should consider the potential or actual impact of the service on our customer. Are they getting relevant information? In the format they want? And when they want it? We should work with partner agencies in relation to delivering services; especially those who engage with the public.



- **Delivering Services**

We should deliver services that are adaptable to the needs and wants of our communities. We should agree standards with the public, partners and stakeholders and ensure that we achieve them. Service delivery should be continuously reviewed and improved from the public's perspective (this is achieved through our quarterly public confidence survey and the quarterly victims' survey).

It is essential that citizen focused policing is integral to the way that policing is conceived, managed and delivered. It is not in 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, whatever their function or job role.

The Constabulary's Citizen Journey Programme Board, has been set up to focus on work that will improve public confidence and policing services. Over the next year they will be concentrating on the following work areas:

- The Policing Pledge
- Contact management
- Victim satisfaction
- Communicating with communities



# Annual Report 2009-2010

This section contains information about the achievements of Durham Police Authority and Durham Constabulary during 2009-2010, and is broken down into the following areas:

## **Durham Police Authority**

Police Authority Custody Visiting  
Community Initiative Support Scheme

## **Durham Police Authority and Durham Constabulary**

Consultation and Engagement

## **Durham Constabulary**

Achievement Against Priorities 2009-2010  
Achieving Excellence  
Rewards, Commendations and In Memoriam

The police authority has a duty to monitor performance of the constabulary each year and does so, on a quarterly basis, via its Effective Policing Committee. Performance statistics relating to national indicators and local priorities for 2009-2010, can be found on page 65 onwards.

# Police Authority Custody Visiting

Durham Police Authority administers 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 to which you are entitled.

During the year (January - December 2009), 38 volunteers were involved in the scheme. Their role is to 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 20s to over 70, and are from a range of ethnic backgrounds. Some visitors are in

full time employment, some part-time and others are retired.

During the year, at those times when custody visits have taken place, there have been 951 people in custody, of which 671 people (71%) were offered a visit, which was accepted by 462 people (69%). Over the past year, 355 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 in learning more about the scheme or becoming a custody visitor, please contact us, [www.durham-pa.gov.uk](http://www.durham-pa.gov.uk) or email: [durham.pa@durham.gov.uk](mailto:durham.pa@durham.gov.uk)

## Community Initiative Support Scheme

The Community Initiative Support Scheme (formerly the Community Safety Grants Scheme) was established by Durham Police Authority to provide financial assistance to support local projects undertaken by voluntary / charitable organisations which benefit the communities of County Durham and Darlington. The principal aim is to provide funding to help projects that have a positive impact in reducing crime and disorder or address issues of safety for vulnerable people.

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:

- Improve safety for vulnerable people
- Reduce the fear of crime
- Address issues involving communities

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 or profit-making organisations
- The project is outside of County Durham and Darlington

Last year, eleven Community Initiative Support Scheme grants were awarded. Here are some examples of the projects we have supported:

### **Bishop Auckland Theatre Hooligans (BATH)**

A grant of £4,000 was awarded to Bishop Auckland Theatre Hooligans. This group has a membership of over 200 young people aged 17 to 19 years and through drama, they look at issues which young people feel affect their communities. They develop live performances, workshops and DVD films and documentaries. BATH not only take stimulus from their own community but through international links with Jamaica, Ireland and Norway they challenge their members to look at how other communities and cultures deal with similar issues. BATH were seeking funding to contribute to the constant on-going running costs of the group and to purchase recording equipment.

### **National Play Day**

A grant of £1,400 was awarded to National Play Day, Trimdon. The play day is held every year and is a free event to celebrate play. Last year it was estimated that 1,500 young people, children and families attended the event from across County Durham and Darlington.



### **The Activity Den**

A grant of £1,200 was awarded to the Activity Den which is based in Tanfield Lea, Stanley. This is a young volunteers centre which engages with young people in activities which benefit them and their communities. The grant was awarded to purchase computer equipment for the young people.

### **Shildon Community Safety Group**

A grant of £1,735 was awarded to Shildon Community Safety Group to purchase SmartWater kits to provide to the local residents of Shildon. These kits are particularly successful in reducing the number of burglaries. The group deliver projects and programmes which address crime, fear of crime and anti-social behaviour. The group organise community safety carousels for all ages and work in partnership with local schools and youth groups providing initiatives and a wide range of safety equipment to the community.



## Community Resource Library Consett and District YMCA

A grant of £2,000 was awarded to the Community Resource Library Consett and District YMCA. The aim of Consett YMCA is to meet the needs of the local community, especially the most disadvantaged in society including young people and the project will consist of buying educational resources (eg alcohol and drug awareness) which will be made available to all local agencies and will deliver a minimum of 12 education sessions per year across Derwentside.

For more information or if you would like an application form, please visit:  
[www.durham-pa.gov.uk](http://www.durham-pa.gov.uk) or email: [durham.pa@durham.gov.uk](mailto:durham.pa@durham.gov.uk)

# Consultation and Engagement Work

Community engagement and consultation is at the heart of both Durham Police Authority's and Durham Constabulary's business. We are committed to engaging and consulting with communities across County Durham and Darlington to ensure that the public's views and local knowledge are taken into consideration when developing our priorities. We engage and consult with the public in a number of ways and at a wide range of annual events, some of which have been identified below. Further information can also be found in the 'Contact Information' section of this document.

## **Developing Policing and Community Safety Priorities**

The police authority, the constabulary and community safety partnerships host annual events for local people to vote on policing and community safety priorities. During November and December 2009 we undertook a consultation exercise using the following methods to collect your views on policing and community safety priorities for 2010-2011.

- **Meeting People Locally**

To ensure we provided an opportunity for as many people within County Durham and Darlington as possible to have a say in deciding on the policing priorities, Durham Police Authority, Durham Constabulary, Safe Durham Partnership and Darlington CDRP consulted at a number of public venues, including shopping centres, leisure centres, and supermarkets. In addition we attended community meetings to seek views, and also ran an online voting survey. In the summer of 2010, we will revisit the public venues used for the consultation, to provide feedback to those communities on the results of the process. Due to the outstanding success of this project, we are committed to repeating this exercise to help us identify priorities for 2011-2012.



- **Annual Police and Community Consultative Group Event**

Another opportunity for members of the public to vote was provided at the annual Police Community Consultative Group (PCCG) event held in December 2009. This event was well attended by members of the public who were able to comment on priorities and debate issues with the police authority chair, the chief constable and senior officials from the community safety partnerships.

- **Annual Stakeholder Event**

The stakeholder event was held in November 2009. This partnership event was aimed at stakeholders from County Durham and Darlington. Almost seventy people from a broad variety of sectors turned up to the event and discussed the priorities for 2010-2011 on behalf of their organisations.



## **Annual Council Tax Precept Setting**

In addition to the priority setting events, the police authority holds an annual council tax precept event for the public; where individuals get to have their say on the setting of the precept for the coming year. Our event in January 2010 attracted a good attendance and delegates gave us some useful feedback. In addition, we also participated in 'Talking Together', a multi agency event that was held at the Dolphin Centre in Darlington in January 2010



## **Community Engagement Events**

The police authority and Durham Constabulary regularly attend community events / meetings in order to build relationships with communities and to gain a better understanding of the communities we serve. For example, in 2009 we attended the Durham Miners Gala, Darlington Carnival and Durham Constabulary's Bike Wise event. Attendance at these local events gave us the opportunity to give information and advice to the public on issues such as crime prevention, community safety and how to contact the police and the police authority. It also provided the opportunity to consult residents of County Durham and Darlington, and visitors on how safe they feel in the area. Questions were also asked of residents around their perceptions of crime and anti-social behaviour within the area where they live and the level of confidence they have in the services provided by the police.

## **Competitions**

Every year the police authority holds a competition to engage young people and raise awareness of our role. In 2009 we held a festive greetings card competition and we received over 900 entries. Judging the entries was difficult due to the very high standard of entries. However, three clear winners emerged and their cards were professionally printed and sold for charity.

## **Intergenerational Work**

In October last year the police authority, in partnership with Durham Constabulary, Growing Old Living in Darlington, RSVP, the LCJB Youth Independent Advisory Group and the EDDY project, organised our first intergenerational event at the Dolphin Centre in Darlington. The aim was to bring older people and young people together to share experiences and address some of their collective concerns. We were delighted to welcome 80 delegates to the event, and it was such a success that the authority is undertaking a programme of further intergenerational events throughout 2010.

## Other Public Consultation and Engagement Activities

During the year, Durham Constabulary continuously engaged with members of the public at local PACT meetings (for further information on PACT meetings see page 73). Other examples of consultation undertaken by the force in 2009 include work in the Peterlee area to ascertain residents' views on police communication and website surveys around communication methods used by the force and the design of the website itself. Independent advisory groups (IAGs) were also consulted in relation to the progress of the Policing Pledge. The results of the consultation work carried out were used to identify and act upon areas for improvement for the force.



## Durham Constabulary Staff Survey

In June 2009, the constabulary undertook its internal staff survey, which has been an annual event since 2007. The survey ensures all members of staff have the opportunity to give their views on a number of aspects of working within the organisation. Examples of some topics that questions were asked around include morale, motivation, training opportunities and career development. The results of the survey are used to inform areas for improvement across the force and by comparing the results year-on-year, we are also able to monitor the constabulary to ensure that issues that were raised in previous surveys have been acted upon where appropriate.



## Joint Engagement Strategy

September 2009 saw the refresh of the Joint Engagement Strategy between the police authority and the constabulary. A new action plan was produced and will drive joint engagement activity for the coming year. Our strategy outlines our commitment to continue the engagement work we have undertaken this past year. In the coming year we aim to build on that work by identifying gaps in our current engagement activity; improve our feedback to the public; and identify more innovative methods for engaging with communities.

# Achievements Against Priorities 2009-2010

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

For further information on consultation and the priority setting process for local priorities, see page 37.

The SPPs for 2009–2010 are detailed below together with some examples of how Durham Constabulary has delivered against them.

National Priority	What we have done
Continue to increase public confidence in the police through tackling local priorities; also to reduce and prevent crime and anti-social behaviour and help tackle the problems caused by drug and alcohol misuse, in line with PSAs 23 and 25, and in coordinated approach with other CJS partners deliver an effective criminal justice response in line with PSA 24.	<p>The results from Durham Constabulary local surveys shows that, to end of Dec 2009 :</p> <ul style="list-style-type: none"> <li>• 84.4% of the public are satisfied with the service they received after engaging with the police - satisfaction survey</li> <li>• 62.4% of the public agree the police are dealing with anti-social behaviour and crime issues that matter in this area - confidence survey</li> <li>• Decrease in the perception of rowdy or drunkenness in public places - confidence survey</li> <li>• Decrease in the perception of drug use / drug dealing - confidence survey</li> <li>• 10% reduction in recorded crime</li> </ul>
Work jointly with forces and other agencies, such as SOCA (Serious and Organised Crime Agency) and UKBA (United Kingdom Borders Agency), to ensure that the capability and capacity exists across England and Wales to deliver effective protective services, including tackling serious and organised crime.	<p>The aim of the UK Government's counter-terrorism strategy (CONTEST) is to reduce the risk we face from international terrorism so that people can go about their lives freely and with confidence.</p> <p>We have implemented an approved structure through which the Government's Contest strategy can be delivered. The structure:</p> <ul style="list-style-type: none"> <li>• provides a clear accountability process and an understanding of the resources that will assist in its delivery</li> <li>• has clear alignment to partnership arrangements</li> <li>• an action plan that is subject to internal and external scrutiny</li> </ul>

National Priority	What we have done
Work with and through partners and local communities to tackle terrorism and violent extremism in line with the counter terrorism strategy (CONTEST) and PSA 26.	<p>Durham Constabulary has worked with partners and local communities to tackle terrorism and violent extremism, in line with the counter terrorist strategy (CONTEST) and PSA 26, which is to reduce the risk to the UK, and its interests overseas, from international terrorism.</p> <p>We will be assessed by the LSP on a yearly basis. There will also be an assessment at CDRP level on a yearly basis.</p>
Work in all of the above, in line with the Efficiency and Productivity Strategy for the police service, to ensure the best use of resources to deliver; significant cashable improvements; more effective deployment of the workforce; and to realise benefits of the new technology.	<p>In line with the Efficiency and Productivity Strategy for the police service, a Value for Money statement has been prepared, which sets out planned improvements for 2010-2011 (see page 60).</p> <p>Durham Constabulary's efficiency plan sets out the efficiency savings that the constabulary has made throughout the year. A report is prepared for the police authority's Governance and Financial Management Committee on a quarterly basis. For further information on efficiency see page 60.</p>

# Local Priorities

Our priorities were determined by consulting with key stakeholders and members of the public who live, work within and visit 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. For further information on our consultation process for priorities please see page 37.

Local Priority	What we have done
<p>Make our area safer through effective neighbourhood policing, tackling anti-social behaviour and working in partnership with other agencies.</p>	<ul style="list-style-type: none"> <li>• Improved partnership working within schools by introducing the Safer Schools Programme into every secondary school in County Durham and Darlington. This provides a named officer for every school.</li> <li>• Funding was obtained to challenge and support families to prevent children getting involved in anti-social behaviour, crime and violence.</li> <li>• Implementation of Restorative Justice. This is a process that holds offenders to account for what they have done, personally and directly, and helps victims to get on with their lives. Training is currently being rolled-out to front line officers across County Durham and Darlington.</li> <li>• Independent advisory groups are convened in partnership with communities, with the objective of improving quality of service provision. Durham Constabulary now have 4 IAGs with 39 Independent Members.</li> <li>• Durham Constabulary is in the process of identifying individuals to become associate IAG members. These are members who cannot commit to attending the meetings but have valuable expertise that we can call upon.</li> </ul>
<p>Reduce the harm caused by organised crime groups.</p>	<ul style="list-style-type: none"> <li>• The value of confiscation orders has increased during 2009-2010 and currently stands at £665,000 (Feb 2010).</li> <li>• The force assesses the risk that organised crime groups pose to the people of County Durham and Darlington. The regional intelligence unit, comprising officers from Northumbria, Durham and Cleveland, have implemented an organised crime mapping process, which meets the national requirements.</li> <li>• The force is represented at the northeast regional intelligence unit meetings, and is committed to the development of prioritised intelligence and enforcement activity.</li> <li>• The provision of a dedicated team (Operation Bombay), to investigate rogue builders and distraction burglary teams.</li> </ul>

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

Working in partnership across County Durham and Darlington, we have:

- Worked with Durham Youth Offending Services to produce a DVD, warning people of the dangers of mephedrone and other 'legal highs'.
- Continued working with both County Durham and Darlington Borough Drug and Alcohol Action Teams.
- Continued working with both County Durham and Darlington Borough Drug Intervention Programmes.
- The Insight Programme is now in place for County Durham and Darlington and is co-ordinated through Durham Agency Against Crime. The programme comprises a series of workshops that deliver drug and alcohol awareness to the parents and carers of secondary school children.

**Protecting vulnerable people from harm such as abuse, injury or assault.**

- A review of vulnerability provision across the force has been undertaken and the actions are being progressed.
- The Multi-Agency Risk Assessment Conference (MARAC) is part of a coordinated community response to domestic abuse, incorporating representatives from statutory, community and voluntary agencies working with victims / survivors, children and the alleged perpetrator. It has been rolled-out in the South Area and will be finalised in the North Area by Spring 2010.

We also set performance targets to measure delivery against local priorities. Performance results can be found on page 67-69.

# Achieving Excellence



Aiming for Excellence (AFE) is the philosophy that underpins Durham Constabulary (for further information see page 10). The philosophy represents the organisation's beliefs and values and is the way we do our business – that is to "Aim for Excellence" in everything we do. The following pages highlight some of the many initiatives that the force has achieved over the past year, that have assisted us in achieving excellence:

## **Traditional Games Bridge the Generation Gap**

Police in Peterlee went back to basics, running sessions called 'Board Games for Bored Kids', offering a place for youngsters to play games such as connect 4, draughts and chess. The initiative is already proving to be a huge hit and is setting a benchmark for other communities to follow.

Whilst the scheme is still in its early stages, the interaction between the older and younger generations has been so great that plans are being developed to get families playing together as well as setting up a regular quiz. The sessions are held fortnightly on Wednesdays from 5pm until 8pm in the Centre Field Pavillion Café in Horden.

## **We're The Best - Bar None!**

In October last year, Durham City's Best Bar None scheme, designed to cut alcohol-related crime, create a safer environment in the city centre at night and improve licensed premises, was voted best in the UK – bar none. Of the 95 schemes that are in operation throughout the country, Durham's was chosen as the most innovative.

The scheme, a partnership between the police and county council, started two years ago and 75% of all bars in the city, including those at university colleges, signed up. During this period alcohol-related violent crime has dropped by 35%, while the attraction of a safer environment has led to increased takings for premises of up to 28%.

One of the features of the Durham initiative was the continued promotion of the scheme which provides free advertising for those premises which take part and informs the public which premises are accredited by the scheme.

Partners are planning to use the £1,500 cash award to help set up a Best Bar None website.



## We Asked, You Said... What Really Matters To You?

'Operation Ways - We Asked, You Said' - was launched in January 2010 in the Annfield Plain area of Stanley, after residents and retailers were surveyed regarding ongoing problems in the area, ranging from anti-social behaviour to speeding vehicles, fly-tipping and dog fouling.

Police and partners, including Durham County Council, have promised to tackle the issues that matter the most to the local people, looking into every potential problem raised through the survey and updating the community on any progress.

Amanda Cathrine, Neighbourhood Inspector for Stanley said; "During the survey we've taken the opportunity to offer and carry out free security surveys of business and residential premises."

## Keeping Burglars Out Of Durham

In September 2009, police in Durham City launched 'Operation Porterspass'; which was designed to combat break-ins at all properties in Durham, and was launched to coincide with the return to the city of thousands of university students.

Officers worked alongside partner agencies including Durham University, Durham County Council and various housing associations, to look at measures which could be taken to prevent the burglars striking.

Figures showed a welcome 25% reduction in burglaries (from 1 September 2008 to 31 August 2009) compared to the same period in 2007-2008.

Police community support officers were tasked with identifying potentially vulnerable premises and giving suitable advice to householders. In addition, crime prevention

advice was being distributed to premises, community safety events were organised, and presentations and packs given to students.

## Police Act To Curb Pelton Rowdiness

During the evening of 4 September 2009, officers from the Pelton neighbourhood policing team were dealing with community concerns regarding levels of youth nuisance and anti-social behaviour in the area. 'Operation Staysafe' was developed following partnership work involving the police and local authorities, including on this occasion Pelton Young Project Workers.

The aim was to protect vulnerable children and young people whose behaviour, or the places they congregate, placed them at risk of significant harm. This behaviour could include being out on the streets at night at a particularly young age; being involved in anti-social behaviour; at risk of or being involved in crime; possessing alcohol or being drunk. Any young person picked up by the police would be taken to a designated place of safety. A risk and needs assessment would be carried out while parents or guardians were being contacted to collect them.

"We are pleased to say that during the night's highly visible deployment of officers, no children or young people were removed to a place of safety. However, we will not become complacent. 'Operation Staysafe' is an ongoing initiative and can be repeated any time in identified hot spot areas" said Sergeant Newman.

## **"No Hiding Place" For Travelling Criminals**

In June 2009, 'Operation Ellisville' was launched as a way of tackling increasing rural crime in the Teesdale area of the force; as well as increasing public confidence. The blunt message being hammered home to thieves was simply: "There is no hiding place for you".

Designed to reassure communities that police and partner agencies were out in force, 'Operation Ellisville' targeted those responsible for rural crime and, at the same time, promoted road safety.

HM Customs and VOSA, the agency which checks if vehicles are fit to be on the road (and can ban them until repairs are carried out), took major roles in the operation along with the air support unit, road policing, Durham's ANPR squad, dog teams, Farm Watch volunteers and others. As road safety was an issue, drivers with excess alcohol were targeted and stolen vehicles seized.

Some of the positive results included the recovery of stolen property, including trailers and caravans worth more than £25,000. In excess of 400 property checks took place on plant and agricultural machinery.

The scheme was singled out for praise by national specialists in the field of risk management.

## **Darlington Boy Racers Taken off the Roads**

Over two weekends in November 2009, road policing officers in Darlington led a successful operation to curb the activities of the town's 'boy racers'. 'Operation Blenheim' was put in place to deal with the increase in gatherings of young drivers around Darlington town centre, usually in the evenings and over the weekend.

With up to 100 cars being involved on some occasions, local beat teams were receiving regular complaints from members of the public about littering, parking and public order problems. There were also reports of traffic-related offences, particularly in the Skinnergate and Commercial Street areas of the town.

Nearly 30 warning notices were issued for anti-social driving and nine vehicles seized. Three arrests were made for public order and drink-driving, with a further 14 people issued with fixed penalties for various offences. Police also handed out numerous road safety leaflets containing information on the penalty points system, the use of seatbelts and the laws on drink and drug-affected driving.

"The actions of some young drivers were compromising road safety and it was those people we set out to target," said PC Kevin Salter of the south area road policing unit.

## Summer Nights

**Summer Nights** is a multi-agency crime reduction and reassurance campaign which aims to prevent anti-social behaviour, particularly when it is alcohol related. The operation takes a triple track approach of enforcement, non-negotiable support and prevention. The operation ran throughout the whole of County Durham and Darlington from Friday, 10th July 2009 to Monday 7th September 2009. The timing of the operation deliberately coincided with the main school holiday period.

The aim of the initiative was to build upon the success of the previous year by engaging with more young people, promoting a more positive image of young people, linking in with partner agencies to encourage young people to take part in positive activities and to reassure local residents by means of high visibility presence and the promotion of our positive work via the media. Media coverage of the campaign has shown that the operation was an overall success.

## Darlington Retail Crime Initiative

'Operation Saxon' has been introduced to tackle an increase in retail crime in Darlington town centre. The key actions for this operation include the use of ANPR technology; the sharing of information across the north east region and the use of criminal anti-social behaviour orders to target persistent offenders. Darlington Shop Watch has also been re-launched and this links large and small retailers within the town with a common purpose of preventing and protecting against shoplifting.

## Official Complaints for Durham Have In Just Five Years

The annual report of the Independent Police Complaints Commission (IPCC) showed that during 2008-2009, the number of complaints for Durham Constabulary fell by almost 18% when compared to the previous year.

Since 2003-2004, (the first year after the IPCC was set up), complaints have shown a total decrease of 54%.

"The latest figures are very reassuring and reflect a great deal of work which has been done in the last few years. We place great emphasis on dealing with complaints by reaching a local resolution wherever possible, and training our staff how to deal with potential areas of concern" said Superintendent Bruce Turnbull.

Councillor Len O'Donnell, Chair of the Police Authority's Complaints Sub Committee added "The findings from the IPCC report are very encouraging and shows that we have procedures in place for dealing with complaints which are both efficient and effective."

## Public Give Backing To 'Policing By Appointment'

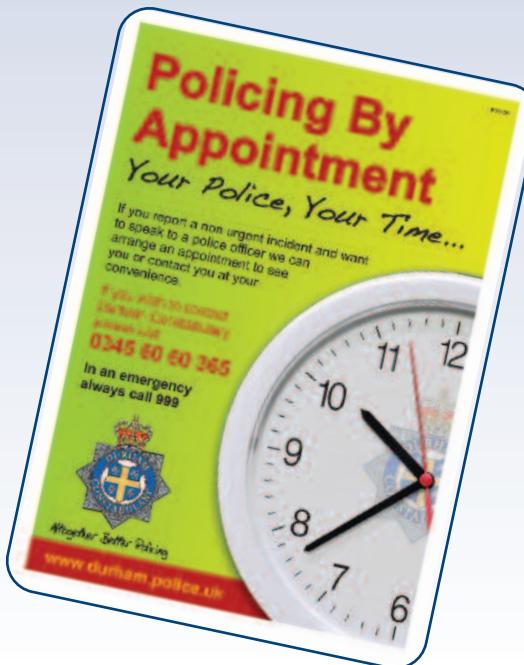
Local residents have given a resounding thumbs-up to a police project offering victims and witnesses an 'investigation-by-appointment' service.

The experimental seven-days-a-week scheme, first launched in the east Durham and Darlington areas last autumn, was destined to run for a year. But on the basis of its early success it was extended to the Durham City area in January. By the end of March it had extended to cover the rest of the force area, giving members of the public the opportunity to book pre-arranged home visits from officers. In some areas the system offers an alternative opportunity to drop-in at surgeries in local police stations.

More than 5,000 appointments have been made for home visits under the new scheme since its launch. Research carried out by the force has established more than nine out of ten people are happy with the service offered.

"The 'By Appointment' service has exceeded our expectations and proved to be tremendously effective. There have been remarkably few teething problems with its introduction and by utilising a fleet of 11 vehicles it has eased the pressure on frontline officers, allowing them to

concentrate on emergency or priority calls" said Inspector Joanne Turnbull, the project manager.



"By tasking specific officers to carry out this role the force is giving the public an undertaking that appointments will be kept and people will see the police at a mutually agreed time" she added.

Over the next financial year it is expected the force-wide fleet of vehicles will be available for up to 40,000 pre-arranged calls.

Durham's head of communications and operational support department, Superintendent John Bell said the scheme was also having a beneficial effect on the work of staff in the force's two communications centres.

"Sometimes people have unrealistic expectations of how soon officers can be there. But the appointment system makes a huge difference as they can now plan ahead knowing that the police will be there on a nominated day and time," said Superintendent Bell. "We see this initiative as being essential to helping deliver the policing pledge, as well as enhancing public confidence in Durham Constabulary."

### Chief Arrests Drunk Driver

Chief Constable Jon Stoddart didn't hesitate when confronted with the erratic driving of a motorist on the Durham motorway.

The man behind the wheel of a Peugeot 308 undertook his unmarked car in tea-time rush hour traffic – and gave him an offensive two fingered salute as he passed, before braking suddenly in front of him.

Mr Stoddart said: "The driving was so erratic I put on my 'blues and twos' and ordered him off the motorway onto a slip road at Bowburn."

Once stopped, the man was removed from his car and held until traffic officers arrived to take over.

The 48-year-old later pleaded guilty at Consett Magistrates to being four times over the drink drive limit – his sixth conviction for excess alcohol. He was given a suspended jail sentence and banned from driving for five years.

### Turning up The Heat on Drug Dealers



Operation Nimrod, aimed at 'kicking out the drug dealers', celebrated its first birthday during February, with a promise - that the record-breaking operations, which have seen jail sentences for drug dealers total more than 100 years so far, will be stepped up.

Plans are already in hand for many more strikes against street level dealers throughout County Durham and Darlington in the coming months.

Deputy Chief Constable Mike Barton is encouraging all members of staff to take an active part in the fight against drugs.

He said: "Since the launch of the first raid the dealers have been put on the back foot. Their response is to be more challenging, hesitant and suspicious when dealing with new customers in the belief that they could be dealing with a police officer, but greed drives them on."

"Our response is to become more innovative in our dealings and operations and to widen our net of operatives. The work we are doing has been welcomed by our communities. They can see we are acting upon information they give us and with their continued help we can combat the misery drug dealing brings to neighbourhoods if unchallenged."

Durham's first four Nimrod operations resulted in more than 151 arrests and the seizure of £135,000 in cash. Those brought before the courts range in age from teenagers to pensioners. Sentences have yet to be imposed on people arrested in six other operations.

Durham Constabulary has a policy to take community leaders out on raids to witness strike teams making arrests. These extremely visible results are leading to a large increase in public confidence. The force has received praise from local residents as well as an improved flow of intelligence and information.



# Rewards, Commendations and In Memoriam

## Awards

### **Frank Taylor Award** -

awarded to Mr John Bardon, Headquarters CID

### **Matt Wilkinson Trophy** -

awarded to Mr David Emmerson and Miss Lindsay Hook, Service Improvement department

### **Parkin Trophy** -

awarded to Mrs Jane Metcalfe

### **John Turner Trophy** -

PC 671 Ken Cruickshank and police dog Bodie

### **Probationer of the Year** -

awarded to PC 2576 Lucy Oxley

The Chairman of the Police Authority, Peter Thompson and Chief Constable Jon Stoddart presented a trophy to Inspector Turner and representatives of the Consett Neighbourhood Team in recognition of the contribution they had made to policing within the Burnhope and Lanchester area. Recognition was also given to the work undertaken with the Local Authority, Environment Agency, Highways and Border Agencies.

## Commendations

Long Service and Good Conduct Medals (Police Officers)	48*
Long Service Pins (Police Staff)	13*
Long Service (Special Constabulary)	1*

(\* from 1st April 2009 to 31st December 2009)

Chief Constable Commendations	39
Royal Humane Society Commendations	3
St John Ambulance Commendations	3

## Letters of Appreciation

There were 580 Letters of Appreciation between 1st April 2009 and 31st March 2010.

I would like to thank you for taking the time to show me the great work you and your colleagues are doing with the EDDY Project.

I think the project is a fantastic example of forward proactive policing in County Durham and I wish you every success with it in the future.

In January 2010 my home was burgled which caused me to contact the police. This is the first time I have had any cause to deal with Durham Constabulary and the reason for this letter is to voice my gratitude and appreciation of the actions taken by your officers.

I am pleased to inform you that my most recent dealings with Darlington police have left me highly impressed with the conduct of the two officers that dealt with us.

## In Memoriam

Retired Officer Mr Charles Cunningham Stewart on 2 April 2009 Gateshead, Tyne and Wear	Aged 93 years
Retired Officer Mr John Greener Strachan on 8 May 2009 Stamford Bridge, Nr York	Aged 92 years
Retired Officer Mr Cyril Pickering on 13 May 2009 Colchester	Aged 89 years
Retired Officer Mr Frederick Clementson on 28 May 2009 Chester-le-Street, Durham	Aged 85 years
Retired Officer Mr David Harold Gidley, M.B.E on 22 June 2009 Gloucester	Aged 86 years
Retired Officer Mr Matthew Hedley on 22 June 2009	Aged 74 years
Retired Officer Mr Kenneth Gordon Saxby on 27 June 2009 Mickleton, Barnard Castle, Durham	Aged 80 years
Retired Officer Mr William Marshall on 26 July 2009 Newton Hall, Durham	Aged 81 years
Retired Officer Miss Maureen Ann Henderson on 8 August 2009 Woodham Village, Newton Aycliffe, Durham	Aged 71 years
Retired Officer Mr James Booth on 7 October 2009 Spennymoor, Durham	Aged 91 years
Retired Officer Mr Gordon Thubron on 25 October 2009 Newton Aycliffe, Durham	Aged 73 years
Retired Member of Staff Mr Peter Moran on 26 October 2009 Durham	Aged 58 years
Retired Officer Mr John William Bradley on 31 October 2009 Ouston, Chester-le-Street, Durham	Aged 76 years
Retired Officer Mr Henry Marshman Kirkup on 5 November 2009 High Shincliffe, Durham	Aged 80 years
Retired Officer Mr Robert M Carson on 13 November 2009 Sunningdale, Berkshire	Aged 92 years

Retired Officer Mr James Kenneth Mcchesney on 21 November 2009 Crook, Durham	Aged 78 years
Retired Officer Mr Bryon Geoffrey Briggs on 22 November 2009 Darlington, Durham	Aged 62 years
Retired Officer Mr Melvyn Clare Smith on 3 December 2009 Barnard Castle, Durham	Aged 68 years
Retired Officer Mr William Leslie Atkinson on 18 December 2009 Spennymoor, Durham	Aged 86 years
Retired Officer Mr Frank William Price on 22 December 2009 Crook, Durham	Aged 79 years
Retired Officer Mr Peter Watson Ward on 19 January 2010 Bishop Auckland, Durham	Aged 72 years
Retired Officer Mr Donald Ernest Morgan on 7 February 2010 Newton Aycliffe, Durham	Aged 87 years
Retired Officer Mr Gordon Fletcher on 11 February 2010 Bishop Auckland, Durham	Aged 83 years
Retired Officer Mr James Mckenna on 16 February 2010 Newton Aycliffe, Durham	Aged 63 years
Retired Officer Mr Norman Cuerden on 27 February 2010 Peterlee, Durham	Aged 74 years
Retired Officer Mr Alan Jones on 27 February 2010 Newton Hall, Durham	Aged 80 years
Retired Officer Mr Samuel Shepherd on 12 March 2010 Southport	Aged 95 years
Retired Officer Mr Austin Johnson on 19 March 2010 Newton Aycliffe, Durham	Aged 86 years
Retired Officer Mr James Beaston Gauden on 26 March 2010 Newton Aycliffe, Durham	Aged 87 years
Serving Officer PC 1444 Christopher Barber on 5 April 2009 Darlington, Durham	Aged 52 years
Serving member of staff Mr Peter Rogerson on 31 December 2009 Burnhope, Durham	Aged 32 years



# Durham Police Authority's Policing Plan 2010-2013

The production of a policing plan is a requirement of the Police Act 1996; however the introduction of the Police and Justice Act 2006 resulted in amendments to some of those requirements. From April 2008 police authorities were required to produce a three year rolling plan. The plan must set out the policing requirements for their constabulary area in terms of financial and human resources for that three year period as well as the local policing priorities for that year. In addition, the plan will demonstrate how the strategic policing priorities (as determined by the Home Secretary) will be effected by the work of the police authority and the constabulary and how these will link to the local policing priorities. The plan will set out how performance of the constabulary will be measured and judged both at a national and local level.

This section also details the work that is being done in relation to protective services and work that the Durham Police Authority and Durham Constabulary are progressing in partnership with others.

# National Priorities 2010-2011

Under the provision of the Police Reform Act 2002, the Home Secretary is required each year to set out strategic policing priorities (SPPs) for the police service. These provide the national framework within which police authorities then set their local policing plans. Further information regarding the National Community Safety Plan 2008-2011 is available via the Home Office website [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

## The National Priorities for 2010-2011 are to:

- Continue to increase public confidence so that by March 2012, 60% of the public agree that the police and local council are dealing with the anti-social behaviour and crime issues that matter in their local communities
- Work jointly through partners and local communities to reduce and prevent crime and anti-social behaviour and the problems caused by drug and alcohol misuse and youth offending, in line with PSAs 14, 23 and 25, and in a coordinated approach with other CJS partners, deliver an effective criminal justice response in line with PSA 24, putting the needs of victims, including young victims, at its heart
- Work jointly with police services and other agencies, such as SOCA and UKBA, to ensure that the capability and capacity exists across England and Wales to deliver effective protective services, including tackling serious and organised crime
- Work jointly with and through partners and local communities to tackle terrorism and violent extremism in line with the counter terrorism strategy (CONTEST) and PSA 26

- In all of the above, ensure that value for money is central to the strategic vision for improving policing; that best use is made of resources in line with the policing White Paper and the Efficiency and Productivity Strategy for the Police Service, both within forces and through collaboration between services and with the wider public sector; and that chief officers and senior leaders are visibly associated with this organisational priority.

## Confidence Indicator

In 2008, the Government published the Green Paper *From the Neighbourhood to the National: Policing our Communities Together* which proposed a single top-down target to replace the multiple targets previously used to monitor police performance.

The single target is detailed below:

- NI21 - Percentage of people who agree that the police and local councils are dealing with anti-social behaviour and crime issues that matter in their area.

This question measures the public's 'confidence' in their local policing service and forms part of the British Crime Survey. Data is collected continuously, with rolling estimates reported quarterly.

# Local Priorities

## How do we identify the issues on which to consult members of the public and stakeholders?

In November each year the constabulary, on behalf of the police authority, produces a strategic assessment document. This process provides an accurate picture of the issues affecting the force area, taking into account national, regional, Constabulary, Area Action Partnerships (AAPs) and Crime and Disorder Reduction Partnership (CDRP) objectives.

The constabulary takes an holistic approach to the strategic assessment and as such, includes issues arising from the business planning process and identified strategic risks. This ensures that we identify the business requirements to support the priorities.

We also take account of the perceptions and views of members of the public living, working within and visiting County Durham and Darlington. A postal questionnaire is sent out to over four thousand members of the public every quarter in order to gather views about policing and community safety issues. The findings from this survey are incorporated into the strategic assessment to ensure that our customers' views are considered.

The issues arising from the strategic assessment were considered by the police authority and the constabulary in conjunction with feedback from public consultation forums held throughout the year. This provided us with a list of priority areas for us to consider.

Our priorities are determined by consulting with key stakeholders and members of the public who live, work within and visit 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 six priority areas and asked to rank them in terms of importance by rating them one to six. Over 1,900 members of the public and stakeholders were consulted using a range of consultation methods as detailed below:

- Police Community Consultative Groups (PCCGs)
- Citizen Panel
- Youth Survey
- Consultation Events
- Other

The police authority also receives information from a variety of other sources including website feedback, ethnic minority groups, community groups, councillors, businesses and voluntary organisations.

Further information can be found under Engagement Work (page 18).

## What you told us!

The consultation process, and subsequent discussions between the police authority and the constabulary, have identified three key priority areas to be concentrated upon during 2010-2011.

These are:

- **To tackle anti-social behaviour**  
(Percentage of respondents who wanted this priority 60%)
- **To reduce the harm to communities caused by the effect of alcohol and drug abuse**  
(Percentage of respondents who wanted this priority 39%)
- **To protect vulnerable people from harm such as abuse, injury or assault**  
(Percentage of respondents who wanted this priority 37%)

These priorities will be underpinned by our commitment to providing a citizen focused approach to service delivery which is responsive to the needs of the individual, ensuring that we engage with all our communities within County Durham and Darlington.



## Local Priorities and Indicators

Extensive consultation has taken place between the police authority and constabulary in order to develop a performance management framework that measures delivery against the three local priorities.

The indicators will be underpinned by two different methods of measurement:

- Indicators that are linked to the priorities, are, where appropriate, outcome based
- Indicators that are linked to identified emerging risks and threats

## How we will achieve and measure success!

### Tackle anti-social behaviour

Durham Constabulary will work to:

- Improve multi-agency data sharing and problem solving initiatives
- Define and understand the nature of anti-social behaviour in the force area and its impact on public confidence and produce action plans to address any issues
- Improve communication and engagement within the community

Description of Measure	Baseline	Target
Percentage of the public who agree the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area	55.5%	59.3% (in line with single confidence target)

The Home Office target that has been set for Durham Constabulary in relation to NI 21 is to increase the confidence to 63.3% by the end of March 2012.

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

Durham Constabulary will work to:

- Reduce alcohol related domestic abuse, violence in the night time economy and sexual offending
- Influence young peoples' attitudes towards safe and sensible drinking
- Reduce re-offending rates of those who persistently cause most harm through the supply and use of illegal drugs
- With partners, prioritise effective treatment and interventions for persistent offenders

Description of Measure	Baseline	Target
Percentage of the public who agree the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area	55.5%	59.3% (in line with single confidence target)
Recorded levels of crime (assault with less serious injury)	Co Durham 4.99 Darlington 5.91	Co Durham 5.15 Darlington 5.38 (In line with LAAs)

### Protect vulnerable people from harm such as abuse, injury or assault

Durham Constabulary will work to:

- Reduce repeat victimisation
- Target activity to break the cycle of abuse for perpetrators and victims
- Achieve partnership accountability across services supporting vulnerable people
- Increase confidence of vulnerable people to engage and report abuse

Description of Measure	Baseline	Target
Percentage of repeat victims for those domestic violence cases being managed by a MARAC	Co Durham 10% Darlington 18%	28% or below 30% or below (In line with LAAs)
Serious sexual offences sanction detection rate	48%	40% 40% or above

### Indicators linked to identified emerging risks and threats

The emerging performance risks and threats that were identified are:

- Serious acquisitive crime detection rates
- Victim satisfaction with follow up
- Sickness
- National Home Office Single Target for NI 21 (dealing with ASB and crime)

Description of Measure	Baseline	Target
<b>Serious acquisitive crime sanction detection rate</b> • Burglary dwelling • Theft from vehicle	17% 8%	20% 12%
Satisfaction with follow-up	67.1%	75%
<b>Sickness</b> Police Officers Police Staff (target in average days)	8.27 9.54	8 9 (in line with Home Office targets)
Percentage of the public who agree the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area	55.5%	59.3% (in line with single confidence target)

# Protective Services

Durham Constabulary, supported by the police authority, has made significant investment and progress in addressing the shortfalls in its capacity and capability to deal with 'protective service' incidents. These shortfalls were identified as part of the HMIC report 'Closing the Gap' (2005) which detailed the position of all police forces in England and Wales to respond to protective service incidents.

Within this document, protective services are defined as:

- Serious and organised crime
- Major crime
- Critical incident management
- Public order
- Civil contingencies
- Roads policing
- Vulnerability
- Counter terrorism and domestic extremism.

The responsibility has fallen on the constabulary to make improvements in its ability to 'protect and connect' with communities across County Durham and Darlington from within existing resources. To meet this responsibility and address the identified shortfalls, the constabulary has produced an improvement plan which details prioritised areas for investment.

The functions invested in so far include:

- Intelligence
- Civil contingencies
- Counter terrorism and domestic extremism
- Vulnerability and public protection
- Public order training
- Integrity

During 2010 an additional investment will be made in a regional serious and organised crime unit.

The improvement plan is, however, subject to review in order to ensure that the constabulary makes the best use of its resources and complies with the minimum standards expected of it across the whole range of policing functions. The review occurs on annual basis in line with production of the strategic assessment and the medium term financial plan.

The police authority and the constabulary are actively engaged in pursuing further opportunities for collaboration. A detailed matrix of collaboration has been developed to capture all existing collaborative arrangements and identify potential gaps for further exploration (see page 42 for further information on Collaboration).

Comprehensive governance arrangements are in place to oversee our protective services plan with formal programme and project management lines of accountability provided at a number of levels, including:

- Service Delivery Programme Board
- Police Authority Protective Services Panel
- Joint Collaboration Project



# Collaboration

Durham Constabulary collaborates with a number of strategic partners to address the strategic risks to service delivery or to increase our value for money. These activities cover the whole spectrum of collaboration from legally binding contracts to ad hoc arrangements between managers on a regional or local level.

Listed below are some of the areas that the constabulary currently collaborate on:

- Serious and organised / major crime
- Public order training
- Driver training
- Estate management
- Procurement
- Professional standards
- Health and safety
- Management / leadership training
- Occupational health
- Vetting
- Criminal records
- Dogs (provision of)
- Provision of Doctors in custody
- ICT
- Joint Police Firearms Project (Durham Constabulary and Cleveland Police)

Work will continue throughout the year to strengthen these collaborative partnerships and we will continue to progress and secure any further collaborative initiatives in line with the recently released Statutory Guidance for Police Collaboration and the associated toolkit.



# Partnership Working

Durham Police Authority and Durham Constabulary remain committed to working in partnership. The portfolios of the police authority members and officers and constabulary executive officers ensure high level representation at key partnerships, recognising the importance of joint working in the achievement of priorities. The aim of communities being safe and feeling safe cannot be achieved without close partnership working from a strategic level right through to the front line delivery of services.

## Local Strategic Partnerships

During 2009-2010 the constabulary has continued to be represented on the Local Strategic Partnerships (LSPs) in County Durham and Darlington, the County Durham Partnership and the Darlington Partnership. These partnerships are non-statutory bodies which are aligned with local authority boundaries. The Local Strategic Partnerships are responsible for the Sustainable Community Strategy and the Local Area Agreement.

The Sustainable Community Strategy is the long term 20 year vision which sets out the priorities for the local area, and the local areas agreement is the principle vehicle for the delivery of the Sustainable Community Strategy.

Over the last 12 months both the partnerships have reviewed their Local Area Agreements. The County Durham Partnership have been reviewed their Sustainable Community Strategy and their new strategy 'Altogether Better Durham' will be effective from April 2010.

Darlington Partnership's strategy 'One Darlington: Perfectly Placed' is still their current Sustainable Communities Strategy.

## Crime and Disorder Reduction Partnerships (CDRPs)

Durham Police Authority and Durham Constabulary are two of the named responsible authorities set out in Section 5 of the Crime and Disorder Act 1998, along with Primary Care Trusts, Fire and Rescue Authorities, and local authorities all of which have a statutory duty to work together with other agencies and organisations to develop and implement strategies to tackle crime and disorder. This includes anti-social behaviour and other behaviours adversely affecting the local environment, as well as the misuse of drugs in their area. They do this by working together as a Crime and Disorder Reduction Partnership (CDRP).

For the second year a Joint Strategic Assessment was developed in partnership with the Safe Durham Partnership (CDRP for County Durham) and Darlington CDRP. The constabulary took the lead on behalf of the partnerships in the development of the assessment which helps determine the priorities and targets for the forthcoming year.

Both the police authority and the constabulary are key players in these partnerships and find it reassuring that the priorities identified by the police authority and the constabulary for the forthcoming year are consistent with those of the CDRP. This means that, whether individually or in partnership, we all are working towards one goal and shared priorities to improve the quality of life for the people of County Durham and Darlington.

Both the Safe Durham Partnership and Darlington CDRP are also responsible for the achievement of community safety related targets within the Local Area Agreements and Sustainable Communities Strategies, in their area.

### **Children's Trusts**

The police authority and the constabulary are identified in the Children's Act 2004 as two of the partners who are legally bound to co-operate and work together with the Children's Services Authority to improve outcomes for children and young people including their wellbeing. In addition the chief constable has a duty to safeguard and promote the welfare of children. Both the authority and constabulary are active members of the County Durham and Darlington Children's Trusts. Working in partnership to protect vulnerable people from harm is a key priority of both the authority and constabulary.

The Children's Trusts are responsible for delivering the Every Child Matters Agenda, which is the Government's aim for every child, whatever their background or their circumstances and for them to have the support they need to be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic wellbeing. Further information can be found at [www.everychildmatters.gov.uk/](http://www.everychildmatters.gov.uk/)

During 2010 both the Darlington and County Durham Children's Trusts will introduce and implement the national children's database 'ContactPoint'. ContactPoint is a vital tool in safeguarding as it enables authorised users to view which agencies are working with the child or young person. It is designed to ensure that the right agencies are involved at the right time and to prevent children

and young people from slipping through the net. The constabulary are working closely with partners to ensure the system is fully operational in 2010.



In addition to working with the Children's Trust's, and as part of the commitment to working with young people, the constabulary is hoping to further develop the EDDY People Scheme (Engage Divert and Develop Young People), with the support of the police authority. The scheme is designed to divert young people from anti-social behaviour and crime by providing support and engagement and through activities such as outdoor pursuits.



## **County Durham and Darlington Local Criminal Justice Board**

County Durham and Darlington Criminal Justice Board constitutes the statutory agencies involved in delivering criminal justice services. Members include the chief officers of Durham Constabulary, the Crown Prosecution Service, Her Majesty's Court Service, County Durham Youth Offending Service, Darlington Youth Offending Service, the Probation Service and the Prison Service. Local Criminal Justice Boards have been established to encourage agencies to work together to tackle crime and they are directly responsible to the National Criminal Justice Board (NCJB) for local delivery of national targets set by the government. The Board, currently chaired by the chief constable, continues to work closely with partners to reduce crime and re-offending and remains committed to bring more offenders to justice; aiming to increase public confidence through a number of initiatives. Please follow the web link for further details:

[www.lcjb.cjsonline.gov.uk/DurhamAndDarlington](http://www.lcjb.cjsonline.gov.uk/DurhamAndDarlington)



## **Drug and Alcohol Action Teams (DAAT)**

There are two Drug and Alcohol Action Teams in the constabulary area; one covering Darlington and one covering County Durham. The DAATs are strategic bodies set up under the UK Government's Strategy for England 'Tackling Drugs Together'. The DAATs coordinate the drug-related elements of the service plans at a local level for the main public sector delivery agencies. The police authority and constabulary continue to play an important role in both DAATs with membership at Board and operational levels, and a strong lead is taken in the partnership approach used by the DAATs in relation to reducing the harm caused to communities by drugs and the misuse of alcohol.

## Youth Offending Service

The constabulary continues to work collaboratively with the Youth Offending Services in County Durham (formerly Youth Engagement Service) and in Darlington in which they continue to play an active role on the Boards of both services.

Considerable work has been undertaken with both partners to reduce the number of first time entrants to the criminal justice system with the introduction of Pre-Reprimand Disposals (PRD) for 10- to 13-year-olds. This early intervention tackles the causes of crime thereby supporting young people to achieve positive outcomes. The PRDs have been very successful and attracted attention nationally for its innovative approach to identifying risk factors that may lead to young people becoming involved in criminal activity. Recognising the success of the scheme it has now been expanded

to cover the 14 to 17 age group. The scheme has resulted in a 40% reduction in first time entrants to the criminal justice system. Additionally evidence is emerging as to its positive effect in reducing re-offending, with only 11% of those receiving a PRD going on to commit other offences compared to 30% of young people who receive other forms of penalty.

During 2009, the constabulary has worked in partnership to develop the Safer Schools Initiative throughout County Durham. This initiative sees each secondary school having an identified officer who works collaboratively to improve outcomes for the schools, young people and communities in line with the Every Child Matters Agenda. A similar initiative already existed in Darlington which the constabulary and police authority continue to support.





# Resources and Performance Information

This section contains information on the constabulary's resources, both staffing and financial and is broken down into the following areas:

- **Use of Resources**

this shows the staffing arrangements for the constabulary and also employment monitoring targets

- **HR Strategy**

this shows the key elements of the HR Strategy

- **Financial Strategy**

this is broken down into the following areas:

1. Summary of Accounts for 2009-2010
2. Budget for 2010-2011
3. Capital programme
4. Achieving Value for Money

- **Procurement**

- **Durham Process Improvement Programme**

- **Environment and Sustainability**

- **Performance Statistics**

Durham Police Authority uses a variety of committee meetings to scrutinise and hold the constabulary to account in relation to the above work areas.

For further information on police authority meetings and structures, visit our website at [www.durham-pa.gov.uk](http://www.durham-pa.gov.uk)

# Use of Resources

## Personnel Numbers

	Police Officers	Police Staff	PCSO	Special Constabulary
Male	1114	373	97	95
Female	417	641	78	36
<b>Total</b>	<b>1531</b>	<b>1014</b>	<b>175</b>	<b>131</b>

Total number employed 2851

	White - British		White - Irish		White - Any Other White Background		Mixed - White And Black Caribbean		Mixed - White And Black African		Mixed - White And Asian		Mixed - Any Other Mixed Background		Black Or Black British - Caribbean		Black Or Black British - African		Asian Or Asian British - Indian		Asian Or Asian British - Pakistani		Asian Or Asian British - Any Other Asian Background		Chinese Or Other Ethnic Group - Chinese		Not Stated	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	
Police	1082	405	2	1	10	5	3	1	2	2	5	1	0	0	1	3	1	4	1	1	1	0	0	0	0	0		
Staff	368	629	0	2	3	5	1	1	0	0	0	1	1	1	0	0	1	0	0	0	0	0	1	0	0	0		
PCSO	95	76	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Special	90	36	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	2		

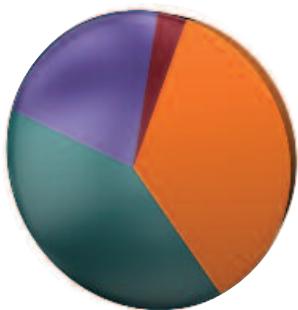
## Age Profile



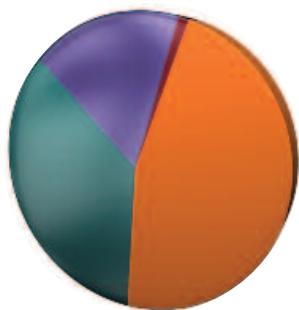
		%
Police Officer		
25 and under	31	2.02
26 - 40	769	50.23
41 - 55	727	47.49
56 and over	4	0.26



		%
Police Staff		
25 and under	76	7.50
26 - 40	370	36.49
41 – 55	433	42.70
56 and over	135	13.31



		%
PCSO		
25 and under	61	34.86
26 - 40	72	41.14
41 - 55	38	21.71
56 and over	4	2.29



		%
Special Constabulary		
25 and under	59	45.04
26 - 40	48	36.64
41 - 55	23	17.56
56 and over	1	0.76

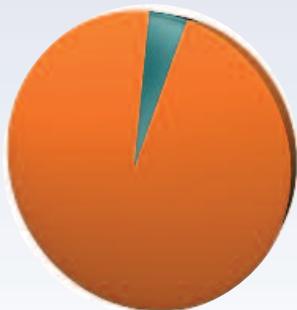


## Disability Profile



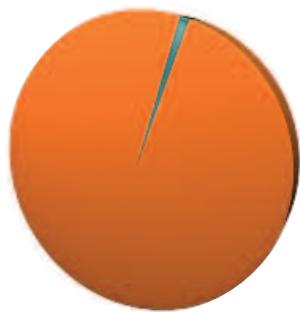
### Police Officer

			%
<span style="color: orange;">█</span> Police Officer non-disabled	1508	98.5	
<span style="color: teal;">█</span> Police Officer disabled	23	1.50	



### Police Staff

			%
<span style="color: orange;">█</span> Police Staff non-disabled	978	96.45	
<span style="color: teal;">█</span> Police Staff disabled	36	3.55	



### PCSO

			%
<span style="color: orange;">█</span> PCSO non-disabled	173	98.86	
<span style="color: teal;">█</span> PCSO disabled	2	1.14	

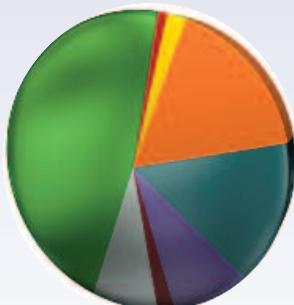
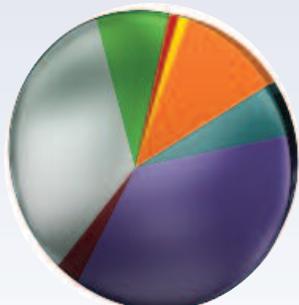


### Special Constabulary

			%
<span style="color: orange;">█</span> Special Constabulary non-disabled	131	100.00	
<span style="color: teal;">█</span> Special Constabulary disabled	0	0	



## Staff Deployment



## Police Officer

		Count	%
CID	150	9.80	
Communications	70	4.57	
North Area	572	37.36	
Operations	43	2.81	
South Area	543	35.47	
Support Departments	130	8.49	
Career Break	10	0.65	
Regional Groups	13	0.85	

## Police Staff

		Count	%
CID	168	16.57	
Communications	152	14.99	
North Area	88	8.68	
Operations	13	1.28	
South Area	81	7.99	
Support Departments	493	48.62	
Career Break	3	0.30	
Regional Groups	16	1.58	

## PCSO

		Count	%
CID	0	0	0
Communications	0	0	0
North Area	81	46.29	
Operations	0	0	
South Area	84	48.00	
Support Departments	10	5.71	
Career Break	0	0	
Regional Groups	0	0	

## Special Constabulary

		Count	%
CID	0	0	0
Communications	0	0	0
North Area	70	53.44	
Operations	0	0	
South Area	59	45.04	
Support Departments	2	1.53	
Career Break	0	0	
Regional Groups	0	0	

## Employment Monitoring Targets

The Home Office requires all police authorities to set employment targets for their forces around gender and race. This year's targets, which were arrived at through consultation with the constabulary, its staff and officer groups, and members of the public, are highlighted in the table below. They were drawn up by focusing in the first instance on last year's targets and identifying where progress had been made, and where progress still needed to be made. As with last year's targets, this year's will focus on retention and progression and will build on the progress made in 2009-2010.

The police authority will monitor performance on these targets through its People Responsibility Committee.

Gender	Target	Current Level
<b>Police Officers</b>		
Representative level of female police officers across all ranks -  The aim is to ensure that female officers are appropriately represented in all police officer ranks across the constabulary. This is the same target as last year, as it was not achieved, although there were increases in all areas apart from inspector level.	30%	Executive Officer 0% Ch Supt / Supt 21.4% Ch Insp / Inspector 16.2% Sergeant 16.9% Constable 29.6%
Maintain current level of female officer employment -  The aim is to sustain the level of female officers employed by Durham Constabulary in line with the economically active female population across County Durham and Darlington of 30%. Female officer employment rose during the last year, however is still not at the original target. It has therefore been included in the targets for the coming year.	30%	26.74%
Consider and address the barriers for female officers in specialist roles -  The aim is to identify and address any issues and barriers involving roles where there are limited female applicants within Durham Constabulary. Evidence shows that there are police officer roles that this applies to. This target is carried over from the previous year, and is a long term aim, rather than an annual target.		There have been some developments in the past year through the appointment of Chief Superintendent Jane Spraggon as Head of CID, and the introduction of a mentoring scheme, at the request of the Durham Female Support Association.

<b>Police Staff</b>			
Representative level of female staff at all levels in the organisation -	45%	Executive Grades	0%
<p>The aim is to ensure that female staff are appropriately represented at senior levels within Durham Constabulary. This target has been exceeded at all levels, with the exception of the executive grades and industrial placements. Senior levels one and two are almost at target.</p>			
		Higher Principle	50%
		Principle 3	50%
		Principle 1-2	51.5%
		Senior 2	44.9%
		Senior 1	44.3%
		Scale 4-6	60.6%
		Scale 1-3	71.4%
		IP (Industrial Placements)	33.3%
<b>BLACK MINORITY ETHNIC</b>			
<b>Police Officers and Staff</b>			
Representative level across the Constabulary of the economically active minority ethnic population of County Durham and Darlington -	1.1%	BME Officers	1.66%
The aim is to ensure overall minority ethnic police staff and officer representation within Durham Constabulary is in line with the economically active minority ethnic population across County Durham and Darlington of 1.1%. This target has been carried over from last year as numbers are low within PCSOs and staff, however the target has been exceeded with officers and specials.		BME Staff	0.67%
		BME PCSO	0.58%
		BME Specials	1.65%
		BME Overall	1.24%



# Human Resource (HR) Strategy

Durham Police Authority is the formal employer of all non-uniformed police staff who are in turn, managed on a day-to-day basis by the chief constable. The constabulary and the police authority, therefore have a clear view of their personnel priorities. The emphasis is 'to provide the right person with the right skills at the right time and at the right cost in support of service delivery'.

The constabulary is subject to a number of key influences and drivers, both national and local, which have implications for future strategic direction. These drivers will have an effect on the organisation and delivery of services, together with the skills and approach required by both members, officers and employees.

The key elements of the constabulary's HR Strategy are centred around strategic HR objectives which form the basis of ongoing workplans for both the HR section and staff. The objectives and their aims are detailed below:

- **Performance management and workforce planning**

1. Staff are clear of the outcomes required of them and that they perform to agreed standards ensuring opportunities exist for constructive feedback measured against established performance criteria and that where appropriate they are empowered to take responsibility for their action
2. Staff are in the right place at the right time, in the right numbers with the right skills at the right cost

- **Recruitment, retention and reward**

To ensure that the right people are recruited in accordance with legislative requirements and the principles of best practice. Ensuring that the best possible people are recruited and retained by the constabulary

- **Staff development**

Application of the principles of life long learning and that staff are appropriately qualified and skilled in order to assist in the achievement of corporate goals

- **Equality and diversity**

That the commitment of the constabulary to addressing inequality and recognising the value of a diverse workforce can bring to service delivery is integrated to the appointment, development and general treatment of potential or existing staff

- **Work life balance**

The implementation of flexible / variable working options that support service delivery and individual requirements

- **Safe and supportive working environment**

The creation of a healthy and safe working environment

- **Employee relations**

That employee relations and communication are well managed and supported by a framework of systems and processes that are consistently applied and are in accordance with current legislation and constabulary standards and values



## **Equality and Diversity**

Durham Police Authority actively promotes equality and diversity in the delivery of policing for the communities of County Durham and Darlington.

Work to be progressed during 2010-2011 includes:

- Implementation of Durham Constabulary's Single Equality Scheme and action plan
- Raising awareness of minority ethnic groups throughout County Durham and Darlington
- Making sure that all police buildings are accessible and suitable facilities are provided for the diverse needs of all that may use them
- Introduction of diversity champions throughout Durham Constabulary

In December 2009, the police authority produced its Single Equality and Human Rights Scheme, which replaces its existing race, disability and gender equality schemes by bringing those three strands of diversity alongside sexual orientation, age, faith / religious belief and in addition human rights into one overarching document.

In producing this document we were conscious that no single strand of diversity or human rights issue should be seen as more important than another, and therefore consulted widely to obtain the views of our communities to assist us with its development. We were overwhelmed with the volume of response to our consultation, and we received some helpful suggestions to improve our document.

The scheme is supported by an action plan which outlines the activities we will undertake in order to meet our statutory duties. Both documents are available to view or download as a PDF from the police authority website at [www.durham-pa.gov.uk](http://www.durham-pa.gov.uk).

Members of the police authority monitor the constabulary's Human Resources Strategy through the People Responsibility Committee, where the constabulary is held to account for the effectiveness of its employment policies, practices and procedures. In addition, the authority's Equality and Diversity Panel ensures that the constabulary complies with its statutory duties on equality and diversity, by monitoring the implementation of its Equality Schemes and initiatives.

# Financial Strategy

## Durham Police Authority - Summary of Accounts 2009-2010

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 ended 31 March 2010.

### Financial Review

The original 2009-2010 budget for Durham Police Authority was set at £119.4million. This is financed by a combination of government grants, business rates and council tax. The actual expenditure, subject to audit, was £119.4million.

### 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 came from	Amount (£ million)
General Government Grants	53.7
Council Tax	28.0
Business Rates	37.7

Where the money was spent	Amount (£ million)
Local Policing	67.1
Dealing with the Public	12.9
Criminal Justice	11.9
Road Policing	14.0
Other	26.8

### 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) £55.8million as at 31 March 2010.

### Financial Reserves

The police authority's financial reserves at 31 March 2010 stood at £13.6million, of which £5.8million is a general reserve and £7.8million is set aside for specific purposes.

## **Capital Expenditure**

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

Capital schemes during 2009-2010 financial year included buying vehicles and equipment and works to buildings. The total capital expenditure was £8.8million.

## **Budget for 2010-2011**

Durham Police Authority's budget comprises a revenue budget and a capital budget. Our revenue budget is used to fund salaries, allowances, pension commitments and operational running costs. The capital budget is used to invest in assets that have a longer life. These include land, buildings, information technology, vehicles and equipment.

For 2010-2011 the budget setting process for policing in County Durham and Darlington has again been both demanding and challenging. After detailed negotiations, it was decided to set a budget supporting gross expenditure of £136.2 million. The police authority receives resources direct from the government (specific grant, revenue support grant and non-domestic rates), from precepts on billing authorities for amounts chargeable to local taxpayers and through 'local' income from miscellaneous grants, rents, sales and charges.

For 2010-2011, £93.6 million will come from central government and £13.3 million from 'local' income. The balance of £29.3 million will be met from Council Tax payers through the precept and balances on the billing authorities collection funds. To comply with the Government's policy to restrict Council Tax increases to below 5% and having regard to the current economic situation the police authority's budget has been set at £1.0 million below standstill and the police authority is looking at ways of minimising the impact of this shortfall in achieving its priorities.

## **Breakdown of Income (Projected)**

The balance between the budget requirement and the income received from government is funded by the council tax. The breakdown of income is as follows:

	£million	%
Police Grant	46.1	37.5%
National Non Domestic Rates	41.5	33.8%
Revenue Support Grant	6.0	4.9%
Precept	29.3	23.8%
<b>Total</b>	<b>122.9</b>	<b>100.00%</b>

The budget for gross expenditure for 2010-2011 amounts to £136.2million and is broken down as shown:

	£million	%
Police Officer Pay and Allowances	79.4	58.3%
Support Staff Pay and Allowances	31.6	23.2%
Supplies / Services	9.0	6.6%
Premises	4.5	3.3%
Transport	2.5	1.8%
Capital Financing	1.8	1.3%
Other Expenditure / Income	7.4	5.5%
<b>Total</b>	<b>136.2</b>	<b>100.00%</b>

### Capital Programme

The capital programme for the three years 2010-2011, 2011-2012 and 2012-2013 is shown below

	2010-2011	2011-2012	2012-2013
	£million	£million	£million
ICT	2.277	1.163	0.413
Fleet Purchases	0.793	1.414	1.460
Minor Building Works	2.253	2.395	1.745
Major Building Works	3.800	0	0
Equipment	0.254	0.079	0.010
<b>Overall Total</b>	<b>9.377</b>	<b>5.051</b>	<b>3.628</b>

## Medium Term Resource Profile 2011-2012 to 2014-2015

The table below sets out a resource profile for 2011-2012 and 2014-2015. These figures are based on the assumption that the impact of pay and price inflation will be 1% annually. The plan also assumes that the formula grant will reduce by 2% in 2011-2012 and reduce by 2% thereafter.

Assuming for planning purposes only a 3.5% increase in council tax each year, it is estimated that there would need to be savings in the order of £14.852million over the period. This does not include any additional capital financing charges which will increase any deficits. Clearly the authority will face a significant funding gap in this scenario and with further efficiency savings becoming increasingly more difficult to identify and deliver, our financial viability rests largely on the successful implementation of the workforce modernisation arrangements and regional collaboration efforts with Northumbria, Cumbria and Cleveland forces.

	2011-12	2012-13	2013-14	2014-15
	£million	£million	£million	£million
Base Budget	127.340	126.558	127.836	127.836
Growth	0.500	0.500	0.500	0.500
<b>Total</b>	<b>127.840</b>	<b>127.058</b>	<b>128.336</b>	<b>128.336</b>
Less: Savings/transfer from Reserves to balance the budget	(3.688)	(3.725)	(3.700)	(3.739)
<b>Budget Requirement</b>	<b>124.152</b>	<b>123.333</b>	<b>124.636</b>	<b>124.597</b>
Available Resources				
Central Government Support	91.798	89.962	88.163	86.400
Council Tax	30.091	31.144	32.234	33.362
<b>Total Resources</b>	<b>121.889</b>	<b>121.106</b>	<b>120.397</b>	<b>119.762</b>
Band D Council Tax	£158.78	£164.34	£170.09	£176.04
Increase (£)	£5.37	£5.56	£5.75	£5.95
Increase (%)	3.5%	3.5%	3.5%	3.5%

## Achieving Value for Money

The Policing White Paper – Protecting the Public: Supporting the Police to Succeed – requires the police service and police authorities nationally to make savings of at least £100 million in the year 2010-2011; and in the following three years additional savings of at least £545 million.

Despite the challenging economic conditions, Durham Constabulary and Durham Police Authority are determined to achieve the required level of savings alongside the delivery of a continually improving level of service to the public.

## **Value for Money Statement**

Durham Police Authority is committed to continuing to improve VFM. This statement sets out an action plan to demonstrate the authority's intent. It includes all elements required by the Government and includes both cashable and non-cashable activities. The overall target set by the police authority for improving efficiency is 10.3% over a three-year period.

The table below sets out how we intend to achieve this target.

Themes and Initiatives	£m
<b>Deployment</b> <ul style="list-style-type: none"><li>• Operational shift review</li><li>• Police staff workforce review</li><li>• Shift review in Communications and Operational Support</li></ul>	£0.65
<b>Overtime</b> <ul style="list-style-type: none"><li>• Review of current arrangements</li></ul>	£0.05
<b>Process Improvement</b> <ul style="list-style-type: none"><li>• Delivery of DPIP savings</li></ul>	£0.8
<b>Bureaucracy</b> <ul style="list-style-type: none"><li>• Enhanced use of Airwave technology</li><li>• Implementation of Sleuth operational policing IT system</li></ul>	£0.25
<b>Procurement and collaboration</b> <ul style="list-style-type: none"><li>• Firearms project</li><li>• Regional Intelligence Unit</li></ul>	£0.2
<b>Total</b>	<b>£1.95</b>

The overall aim of the above is to improve economy, efficiency and effectiveness. The authority is confident that this will lead to improved performance and greater public confidence. This statement will also be used as a way to hold the constabulary to account through reports to the police authority. This will ensure that the whole process is transparent.

## **Efficiency Plan**

The overall target set by the police authority for improving efficiency is 10.3% over the three-year period 2008-2011, which equates to a saving of £13.3 million. To date, we have saved £6.9 million, subject to audit.

## Environment and Sustainability

Durham Constabulary is concerned about the environment and recognise that good environmental management must be an integral and fundamental part of our corporate business strategy. We are increasingly trying to achieve and demonstrate sound environmental performance by controlling the impact on the environment of activities, products and services. We do so in the context of growing environmental awareness, increasingly stringent legislation and other factors promoting environmental protection and best practice.

The constabulary therefore has an Environmental Strategy which sets out its environmental commitments and a programme of continuous improvement to prevent pollution as far as possible within resource and operational constraints.

Key performance indicators have been set to include:

- Reduction in the organisation's annual carbon footprint
- Reduction in annual energy consumption
- To improve waste management
- To improve energy ratings of buildings

The constabulary has a history of sound environmental management being a member of the Carbon Trust Accreditation scheme since 2001 and in 2008 was one of only 100 organisations nationwide to attain the Carbon Standard. Carbon footprinting has shown a constant decrease in direct CO<sub>2</sub> emissions from 9,143 tonnes CO<sub>2</sub> to a 2008-2009 figure of 8,329 tonnes CO<sub>2</sub>.



The Environmental strategy is available for the public to view on the constabulary's website.

## Procurement

A three year procurement strategy was introduced in 2008 to support the ACPO National Procurement Strategy. To date the following has been achieved:

<p><b>Customer Engagement</b> - the provision of specialist advice in order to identify the most appropriate procurement solution.</p>	<ul style="list-style-type: none"> <li>• Improved planning arrangements to provide early customer engagement and support through the procurement process</li> <li>• Comprehensive procurement guide produced for budget holders</li> </ul>
<p><b>Developing People</b> - to ensure a structured approach to professional training and development within the procurement function.</p>	<ul style="list-style-type: none"> <li>• Bespoke training programme of professional development introduced</li> </ul>

<p><b>Policy and Process Improvement -</b> facilitating activity which is transparent and which ensures the highest standards of probity and accountability. Minimisation of risk of service disruption by ensuring continuity of supply of critical goods and services.</p>	<ul style="list-style-type: none"> <li>• Financial thresholds increased</li> <li>• Revised tender documentation introduced</li> <li>• Regular reports to police authority</li> <li>• Greater focus upon supply chain resilience</li> </ul>
<p><b>Collaboration and Partnering -</b> active involvement in collaborative arrangements to improve the efficiency and effectiveness. Active engagement with suppliers to identify easier pathways to doing business.</p>	<ul style="list-style-type: none"> <li>• National and regional contracts utilised</li> <li>• 'How to do Business' guide produced for suppliers</li> </ul>
<p><b>E-Procurement -</b> to utilise, where appropriate, e-procurement in order to achieve greater efficiency in the 'procure to pay' process.</p>	<ul style="list-style-type: none"> <li>• Purchasing cards introduced to provide greater flexibility and savings</li> </ul>
<p><b>Performance -</b> effective measurement of performance against key performance indicators and a commitment to continual improvement.</p>	<ul style="list-style-type: none"> <li>• Efficiency savings target achieved for 2009-2010</li> <li>• National and regional benchmarking used to identify performance improvement</li> </ul>
<p><b>Social Responsibility -</b> to ensure procurement practices support the constabulary priorities on equality and diversity and to adopt the principles of the 'Equalities Standard'. Undertake procurement activity that contributes to sustainable development.</p>	<ul style="list-style-type: none"> <li>• Updated tender evaluation and scoring process which gives credit to those suppliers who have environmental and sustainable policies in place and are actively using them</li> <li>• Equalities Standard incorporated into tender process</li> <li>• Procurement of diesel vehicles fuelled by bio diesel (vehicle fleet is 82% diesel powered)</li> <li>• Procurement of 'green' electricity</li> </ul>

## **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). The constabulary is held to account by the police authority for the outcomes that are delivered.

### **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 and efficiency
- Reduce unnecessary bureaucracy and costs
- Reduce delays and barriers
- Empower staff to lead innovation and improve morale
- Improve use of resources and deliver value for money (VFM)

DPIP is a new and more innovative way of doing our financial planning. 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.

The external process areas which will be considered are:

- In the recording of crime and incidents
- In bringing the crime to court
- In the recording and analysis of intelligence

The internal process areas which will be considered are:

- The provision of IT (information technology) services
- The provision of personnel and training services and procedures
- The provision of corporate processes
- The provision of business support processes



This programme enables us to develop a better understanding of our services which will enable us to deliver customer value within a ‘value for money framework’, and develop a long term plan which does not solely depend upon identifying ‘quick wins’ each year.

However, this year the constabulary needs to make savings of around £1.6 million to balance the budget. To do this the constabulary has had to identify savings which can be delivered without substantial risk and can be initiated as soon as possible.

Some examples of initiatives for progression during 2010-2011 have been detailed below:

- Conversion of some police officers posts to police staff posts in Communications and Operational Support department
- Energy efficiency initiatives in relation to computer terminals
- A review of telecommunications process and services

# Performance Statistics

## National Indicators

The Analysis of Policing and Community Safety (APACS) framework is a performance measurement framework. It was introduced in April 2008 as Assessments of Policing and Community Safety but was subsequently renamed to reflect changes outlined in the Policing Green Paper. It applies to all police forces in England and Wales, covering key services delivered by the police working on their own or in partnership with others. The performance indicators provide a common analytical basis for understanding performance in policing and community safety.

APACS number	NI number	PSA	Short title	2008-2009*	2009-2010**
1.1		24	Satisfaction with service delivery (Police)	81.8% ± 1.1%	84.7% ± 1.3%
1.2			Comparative satisfaction with service delivery (Police) <sup>1</sup>	71.4% ± 12.1% 82.8% ± 2.3%	75.9% ± 11.5% 86.4% ± 2.4%
1.3			Satisfaction with service delivery (racist incidents)	86.8% ± 7.8%	82.9% ± 10.6%
1.4		24	Satisfaction with service delivery (CJS)	86% ± 3%	89% ± 2%
2.1	27		Understanding local concerns (agencies)	45.0% ± 3.8%	48.7% ± 3.8%
2.2	21	23	Dealing with local concerns (agencies)	56.2% ± 3.3%	53.9% ± 2.7%
2.3			Residents perception of police performance	53.3% ± 3.6%	54.7% ± 3.6%
2.4		24	Confidence in effectiveness of the CJS	40.4% +/- 4.0%	37.2% ± 3.4%
2.5		24	Confidence in fairness of the CJS	56.7% ± 3.6%	57.9% ± 3.1%
3.1			Minority ethnic police officer recruitment	0.0%	0.0%
3.2			Female police officer representation	25.4%	26.2%
4.1	17	23	Perception of anti-social behaviour	17.8% ± 3.5%	15.3% ± 2.8%
4.2	41	25	Perception of drunk or rowdy behaviour	30.6% ± 5.2%	26.3% ± 5.2%
4.3	42	25	Perception of drug use / drug dealing	30.2% ± 4.4%	30.6% ± 4.2%
5.1	15	23	Serious violent crime rate <sup>2</sup>	0.6	0.6
5.2	16	23	Serious acquisitive crime rate <sup>3</sup>	12.1	11.1
5.3	20		Assaults with less serious injury rate <sup>3</sup>	5.5	5
5.4	34		Domestic homicide rate <sup>3</sup>	0.0033	0.003

\* Data taken from Analysis of Policing and Community Safety (APACS) Performance data for 2008-2009

\*\* Data is from British Crime Survey

<sup>1</sup> 2008/09 Force data is the satisfaction for minority ethnic groups (top) / white (bottom).

<sup>2</sup> Rate per 1,000 population

<sup>3</sup> Care should be taken when interpreting the data because of the volatility due to small numbers of offences occurring in any 12-month period.

# Resources and Performance Information

APACS number	NI number	PSA	Short title	2008-2009*	2009-2010**
5.5	29		Gun crime rate <sup>3</sup>	0.04	0.04
5.6	28		Knife crime rate <sup>3</sup>	0.3	0.2
6.1		24	Serious violent offences brought to justice	OBTJ: 148 Recorded crimes: 340	OBTJ: 126 Recorded crimes: 383
6.2		24	Serious acquisitive offences brought to justice	OBTJ: 772 Recorded crimes: 7313	OBTJ: 899 Recorded crimes: 6688
6.3			Sanction detection rate for racially and religiously aggravated crimes	54.5%	48.0%
6.4		24	Serious sexual offences brought to justice	OBTJ: 208 Recorded crimes: 307	OBTJ: 142 Recorded crimes: 305
7.1	33		Deliberate fires		
			a) Primary <sup>5</sup>	27.3	20.9
			b) Secondary <sup>6</sup>	43.6	48.3
8.1		24	Asset recovery <sup>7</sup>	972	N/A
9.1	47		Road traffic casualties <sup>8</sup>		
			i) Number of people killed or seriously injured in road traffic collisions	223	245
			ii) Rate per 100 million vehicle kilometres	4.5	4.8
10.1	30		Prolific and other Priority Offender re-offending rate <sup>9</sup>	-26.2%	-23.0%
11.1	18	23	Adult re-offending rate <sup>10</sup>	11.6%	-5.79%
11.2	19	23	Youth re-offending rate <sup>11</sup>	1.14	1.61
11.3	111	14	First time youth offending <sup>12</sup>	1222	N/A
11.4	38	25	Drug-related (class A) offending	New for 2009-2010	N/A
12.1			Police service efficiency <sup>13</sup>	2.5%	2.6%

\*\*\* Date to end of March 2009

- <sup>4</sup> Includes air weapons
- <sup>5</sup> Primary fires are any fire involving casualties, property, or where at least five fire appliances attended.
- <sup>6</sup> Secondary fires are any fire not involving casualties, property, or where less than five fire appliances attended. Derelict buildings and derelict vehicle fires are secondary fires.
- <sup>7</sup> Value of cash forfeiture orders and confiscation orders per 1,000 population
- <sup>8</sup> Calendar year data for 2008. The previous year is calendar year data for 2007
- <sup>9</sup> The percentage change in the total number of convictions recorded in 2008/09 for all PPOs on JTrack as at April 1st 2008. The comparator data is the percentage change in the number of convictions over a 12 month period that was achieved by the first national cohort after they had belonged to their schemes for the same length of time as the current cohort. A negative number signifies a reduction in convictions. The performance indicator is the ratio of these two numbers but for greater transparency, the numerator and denominator are shown separately
- <sup>10</sup> The proportion of adult offenders (aged 18 and over) on the probation caseload who are proven to have reoffended within 3 months from the month the snapshot was taken.
- <sup>11</sup> The average number of re-offences per young offender aged 10-17.
- <sup>12</sup> The rate of first time entrants to the Youth Justice System aged 10-17 per 100,000 of that age over a 12-month period.
- <sup>13</sup> The value of cashable or productivity gains achieved as a percentage of the 2007/08 gross revenue expenditure for both years.

APACS number	NI number	PSA	Short title	2008-2009*	2009-2010**
13.1			Police officer sickness absence rate <sup>14</sup>	3.9%	7.6%
13.2			Police staff sickness absence rate <sup>15</sup>	3.9%	8.6%
14.1	32		Repeat incidents of domestic violence	New for 2009-2010	N/A

\* Data taken from Analysis of Policing and Community Safety (APACS) Performance data for 2008-2009

\*\* Data is from British Crime Survey

<sup>14</sup> Percentage of working hours lost due to sickness absence.

## Local Priorities Performance Indicators 2009-2010

The Police Act 1996, amended by the Police and Justice Act 2006, requires police authorities to produce a local three-year rolling policing plan to be issued annually. The police authority sets local targets against both national and local priorities. At a national level, the performance of forces will be assessed using the APACS framework (see page 65). The indicators for 2009-2010 are detailed below.

LPI number	Description of Measure	2008-2009	2009-2010
<b>P1 Safer Communities</b>			
1	Percentage of victims satisfied with updates / feedback / follow up	66.8%	66.4%
2	Percentage of the public who perceive they suffer from ASB in their local area	33.2%	45.9%
3	Percentage of the public who agree the police and local council are dealing with anti-social behaviour and crime issues that matter in this area	29.3%	52.9%
3a	Percentage of the public who agree the police are dealing with anti-social behaviour and crime issues that matter in this area	33.0%	62.4%

# Resources and Performance Information

LPI number	Description of Measure	2008-2009	2009-2010
<b>P1 Safer Communities</b>			
4	Percentage of the public who are satisfied they know how to contact the police in a non urgent situation	70.9%	73.4%
5	Percentage of the public who feel safe in their local area	87.3%	84.6%
5a	Percentage of the public who feel either 'fairly safe' or 'very safe' in their local neighbourhood during the day	91.9%	90.8%
5b	Percentage of the public who feel either 'fairly safe' or 'very safe' in their local neighbourhood after dark	64.6%	68.1%
6	Percentage of the public who know how to contact their local Neighbourhood Policing Team	28.3%	29.0%
7	Percentage of the public who agree the police and local council seek peoples views about the anti-social behaviour and crime issues that matter in this area	47.7%	58.4%
8	Percentage of the public who are satisfied with the service they received after engaging with the police	81.7%	84.4%
9	Total crime	45,326	40,288
10	Serious violent crime - All	325	383
	Serious violent crime - Homicide and child destruction (1, 4.1, 4.2, 4.3)	8	10
	Serious violent crime - Attempted murder (2)	0	3
	Serious violent crime - Wounding and grievous bodily harm without intent (5A, 5B, 5C, 8F, 8H)	312	366
	Serious violent crime - Causing death by ..... driving (4.4, 4.6, 4.8)	5	3
	Serious violent crime - Causing death by aggravated vehicle taking (37.1)	0	0
11	Serious acquisitive crime - All	7,354	6,688
	Serious acquisitive crime - Dwelling burglary (28, 29)	2,611	2,268
	Serious acquisitive crime - Robbery (34A, 34B)	169	160
	Serious acquisitive crime - Theft of motor vehicle (37.2, 48)	1,540	1,256
	Serious acquisitive crime - Theft from motor vehicle (45)	3,034	3,004
12	Serious knife crime levels	152	120

LPI number	Description of Measure	2008-2009	2009-2010
<b>P1 Safer Communities</b>			
13	Assaults with less serious injury (8G,8J)	3,386	3,024
14	Criminal Damage	13,029	10,822
15	Total crime OBTJ (no. detections)	13,574	13,448
16	Serious violent crime OBTJ (detection rate)	60.2%	67.6%
17	Serious acquisitive crime OBTJ (detection rate)	12.4%	15.4%
18	Assaults with less serious injury OBTJ (detection rate)	54.7%	59.5%
19	Criminal Damage Detections	1,927	1,756
20	Incidents of ASB (to be monitored only)	66,554	63,934
21	Compliance with NSIR (closing code and Qualifier)	87.6%	80.9%
22	Compliance with NCRS	93.1%	84.4%
<b>P2: Alcohol &amp; Drugs</b>			
23	Percentage of the public who perceive people using or dealing drugs is a problem in their local community	30.2%	21.1%
24	Percentage of the public who perceive people being rowdy or drunk in public places is a problem in their local community	30.6%	21.0%
27	Levels of crime ( violence against the person)	7,527	6,666
29	Alcohol and drugs qualifier	New Indicator	68.0%
<b>P3: Organised Crime</b>			
30	Number of arrests of members of OCGs (disruption in the form of arrests)	N/A	N/A
31	Total value of assets recovered (disruption in the form of assets recovered)	N/A	N/A
32	Total value (Street) and quantity of drugs recovered (disruption in the form of drugs seized)	N/A	N/A
33	NCRS audit level of compliance (linked to crime breakdowns)	94.2%	92.7%
<b>P4: Vulnerable People</b>			
36	Number of bogus official incidents	87	77
38	Number of serious sexual offences	333	305
39	Serious sexual offence OBTJ (detection rate)	47.0%	47.2%



## Contact Information

# How You Can Get Involved With Durham Police Authority

## Join Your Local Police Community Consultative Group (PCCG)

Police Community Consultative Groups (PCCGs) are held across County Durham and Darlington and all members of the public are welcome to attend. These meetings are an opportunity for members of the public to speak to police authority members and senior police officers to generate discussion about policing matters and to participate in developing solutions in partnership with the police.

## Attend Our Police Authority and Committee Meetings

Members of the public are welcome to attend our full police authority meetings, and committee meetings to observe how we conduct business.

## Attend Our 'Your Police, Your Say' Days

The full police authority meetings are also preceded by 'Your Police, Your Say' days where our chairman and senior police officers will be on hand to answer your questions about policing and community safety. These surgeries are also held before the ordinary meetings of Durham County Council and Darlington Borough Council.

## Apply to Become a Custody Visitor

Independent Custody Visiting is a well established system whereby trained volunteers attend police stations to check on the welfare and treatment of detainees and to ensure that their rights and entitlements are being correctly observed. It offers protection to both detainees and the police, and reassurance to the community at large.

## Apply to Become an Independent Member

Independent members of police authorities represent as diverse a range of people as possible and we welcome applications from all eligible people irrespective of gender, ethnic origin, religious belief, sexual orientation, disability or other factors. The role includes attending authority meetings, participating in public consultation on local policing issues, including evening meetings, and representing the authority in discussions.

## Go Online at [www.durham-pa.gov.uk](http://www.durham-pa.gov.uk)

... and take part in one of our 'Quick Polls' or 'Issue of the Month' surveys.



# How You Can Get Involved With Durham Constabulary

## 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 keen to utilise the wide variety of skills and expertise that exist within County 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.



For more information on volunteering please contact your local Neighbourhood Inspector (contact details for the neighbourhood teams can be found at [www.durham.police.uk](http://www.durham.police.uk)) or Durham Constabulary Personnel Services (HQ Personnel and Development Department) on Tel: 0345 60 60 365.

## PACT (Police / Partners and Communities Together) Meetings

PACT meetings are held regularly in each neighbourhood across the force area. The meetings are a chance for members of the community to meet with a representative from their neighbourhood policing team and discuss any issues which may be affecting their quality of life. Feedback is given to attendees in relation to issues affecting the area at that time.

The meetings are open to everyone and are on occasion also attended by representatives from other agencies (County Council, Fire Service etc).



If you would like to know when your next PACT meeting is or know anyone who would be interested in attending, please visit [www.durham.police.uk](http://www.durham.police.uk) and click on the relevant area of the map and find your neighbourhood.

Alternatively call 0345 60 60 365 and ask to speak to your Neighbourhood Policing Team.

## PACT (Police / Partners and Communities Together) Survey

The constabulary and police authority conduct a quarterly postal PACT survey with a random sample of residents of County Durham and Darlington. Questions are asked around perceptions of crime and anti-social behaviour within local neighbourhoods, the level of confidence the public have in the services provided by the police and local council and the confidence in the Criminal Justice System as a whole. Respondents are also given the opportunity to volunteer to be involved in other future community engagement and consultation activities.

The results of the survey are used to assist with the priority setting process in the relevant neighbourhood.

## Independent Advisory Groups (IAGs)

IAGs are made up of diverse groups of people from the community with a common interest who are independent of the criminal justice services (CJS) e.g. police, prisons, probation etc. They are recruited as volunteers from differing communities within County Durham and Darlington to monitor, observe and advise on aspects of things like policing which affect their particular community.

The IAGs have regular scheduled meetings throughout the year, and are called upon when needed to advise on CJS policy, strategy, training, service delivery and critical incidents. They

also bring any community concerns to the attention of the CJS.



If you or someone you know would be interested in receiving further information on IAGs, please contact the IAG Coordinator on tel: 0191 3752969 or email at [IAGCoordinator@durham.pnn.police.uk](mailto:IAGCoordinator@durham.pnn.police.uk)

## Neighbourhood Watch Scheme

Neighbourhood Watch is one of the biggest and most successful crime prevention schemes ever. However, it is not just about reducing crime; it is about building community spirit and good relations. It brings local people closer together with common goals; to tackle crime and disorder and to keep an eye on each other's property.

Anybody in a neighbourhood, however large or small can set up a scheme. Just contact the Community Liaison Officer at your local police station.



## **Set up or join a local community group**

There are many local groups in existence such as Farmwatch, Pubwatch or resident associations. If you would like details of any schemes within your area, please telephone 0345 60 60 365 and ask to speak to your local neighbourhood policing inspector (details of which can be found at [www.durham.police.uk](http://www.durham.police.uk))

## **Apply for Roles within the Constabulary**

Durham Constabulary is not currently recruiting police community support officers; however there are a variety of police staff posts within the organisation. Examples include crime scene investigators, call handlers, detention officers and front counter clerks, to name but a few. Please visit [www.durham.police.uk](http://www.durham.police.uk) under job opportunities for up-to-date information on recruitment.

## **Apply to become a Police Officer**

Durham Constabulary is not currently recruiting police officers. Our website will be updated should this change. Details of current national recruitment campaigns can be found on the national recruitment website [www.policecouldyou.co.uk](http://www.policecouldyou.co.uk).

## **Apply to become a Special Constable**

Durham Constabulary is not currently recruiting officers for the special constabulary. Please visit [www.durham.police.uk](http://www.durham.police.uk) under recruitment for up-to-date information on recruitment.



# How to Contact Us

## Accessibility

Durham Constabulary currently has 12 police stations that operate 24-hours a day, as well as police headquarters at Aykley Heads in Durham City. In addition to these 12 main stations, there are a further 24 that have a police presence on site for some part of each day.

For information regarding station addresses and opening times either telephone 0345 60 60 365 or visit the force website ([www.durham.police.uk](http://www.durham.police.uk))



### Chief Executive

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Tel: 0191 383 5511  
Fax: 0191 383 4206  
Minicom: 0191 383 3802  
Email: [durham.pa@durham.gov.uk](mailto:durham.pa@durham.gov.uk)

### The Chief Constable

Police Headquarters  
Aykley Heads  
Durham  
DH1 5TT

Tel: 0345 60 60 365  
Fax: 0191 375 2011  
Minicom: 0191 375 2090  
Email: [CFR@durham.pnn.police.uk](mailto:CFR@durham.pnn.police.uk)

### Website

Durham Police Authority and Durham Constabulary each have a website. A copy of this document, together with other information relating to the police authority and the constabulary can be found on the following websites:

[www.durham-pa.gov.uk](http://www.durham-pa.gov.uk)  
[www.durham.police.uk](http://www.durham.police.uk)

### Dissatisfied With Our Service?

If you are unhappy with any aspect of the service that we provide to you then there are a number of ways in which you can let us know:

- at the public meetings
- direct to the neighbourhood policing team by phone, by email
- direct to the constabulary / chief constable by phone, email or letter

As part of the Policing Pledge, Durham Constabulary will acknowledge any dissatisfaction with the service you have received within 24 hours of you reporting it to us.

## Callers should dial 999 if:

### In relation to incidents where

- There is danger to life
- Use, or immediate threat of use, of violence
- Serious injury to a person and / or
- Serious damage to property

### In relation to incidents of crime where

- The crime is, or is likely to be serious, or any crime in progress
- An offender has just been disturbed at the scene
- An offender has been detained and poses, or is likely to pose, a risk to other people

### In relation to incidents involving traffic where

- A collision which involves or is likely to involve serious personal injury has occurred
- The road is blocked or there is a dangerous or excessive build up of traffic

### Callers should dial 0345 6060365 (Non-emergency number) when:

The incident does not require an 'immediate (emergency) response' as listed above but is serious and may escalate or evidence may be lost if police attendance is delayed. We classify this as a 'priority response' and our target is to attend the incident within 1 hour.

In other circumstances it is accepted that your needs can be met through 'By Appointment' because:

- The police response time is not critical in apprehending offenders and
- A better quality of initial action can be taken if it is dealt with by making a pre-arranged appointment for an officer to visit you or by your attendance at a police surgery. Incidents that are not suitable for 'By Appointment' will be dealt with by means of a 'Scheduled Response'. You will be visited by an available appropriate resource such as a beat officer or a police community support officer (PCSO).

Finally, there will be some occasions where we agree with you to deal with the matter without sending a police resource to you, for example we deal with many advice calls via our 'Customer Service Desk' or are able to assist you in speaking to another agency that is more appropriate to deal with your enquiry than the police.

# Glossary

## Glossary

<b>AAP</b>	Area Action Partnerships
<b>ANPR</b>	Automatic Number Plate Recognition
<b>APACS</b>	Assessment of Policing and Community Safety
<b>ASB</b>	Anti-social Behaviour
<b>BATH</b>	Bishop Auckland Theatre Hooligans
<b>BME</b>	Black and Minority Ethnic
<b>CDRP</b>	Crime and Disorder Reduction Partnership
<b>CJS</b>	Criminal Justice Service
<b>CPS</b>	Crown Prosecution Service
<b>CSAS</b>	Community Safety Accreditation Scheme
<b>CTSA</b>	Counter Terrorism Security Advisor
<b>CYPP</b>	Children and Young People's Plans
<b>DAAT</b>	Drug and Alcohol Action Team
<b>DPIP</b>	Durham (Constabulary) Process Improvement Programme
<b>EDDY</b>	Engage Divert and Develop Young People
<b>FPN</b>	Fixed Penalty Notice
<b>HMIC</b>	Her Majesty's Inspectorate of Constabulary
<b>IAG</b>	Independent Advisory Group
<b>IPCC</b>	Independent Police Complaints Commission
<b>LAA</b>	Local Area Agreement
<b>LCJB</b>	Local Criminal Justice Board
<b>LGBT</b>	Lesbian, Gay, Bisexual and Transgender
<b>LSP</b>	Local Strategic Partnership
<b>MARAC</b>	Multi-agency Risk Assessment Conference
<b>NCJB</b>	National Criminal Justice Board
<b>NI</b>	National Indicator
<b>ONS</b>	Office of National Statistics
<b>PACT</b>	Police / Partners and Communities Together
<b>PCCG</b>	Police Community Consultative Group
<b>PCSO</b>	Police Community Support Officer
<b>PRD</b>	Pre-reprimand Disposal
<b>PSA</b>	Public Service Agreement
<b>RSVP</b>	Retired Senior Volunteer Programme
<b>SOCA</b>	Serious Organised Crime Agency
<b>SPP</b>	Strategic Policing Priorities
<b>UKBA</b>	UK Border Agency
<b>VFM</b>	Value For Money
<b>VOSA</b>	Vehicle and Operator Services Agency
<b>YMCA</b>	Young Mens Christian Association