



Durham Constabulary Plan on a Page 2021/22



Altogether Better Policing

Police and Crime Plan

Making the communities of County Durham and Darlington safer, stronger and more resilient to crime and anti-social behaviour."

Further information on the Police and Crime Plan can be found at www.durham-pcc.gov.uk



Our Values

Positive, fair, courageous and inclusive with integrity

In any given circumstance do the right thing

The delivery of this strategic plan is supported by the Force governance framework and a range of Command level strategies (e.g. Control Strategy, HR POAP, Wellbeing POAP).

#Durham Difference: 'Better, Consistent, Meticulous'

"Durham Constabulary will deliver excellent policing, inspiring confidence in victims and our communities by protecting neighbourhoods, tackling criminals and solving problems around the clock, proud to deliver value for money policing across County Durham and Darlington"

Outcomes; Why are we here? To provide an excellent service to the public and victims...

Inspire confidence within all of the communities we serve

- Ensure excellent service provision
- Ensure we work with communities as well as for communities
- Listen to, and provide information to our people and the public so that they know what is happening and why
- Ensure accessible services for all citizens of Co Durham and Darlington

Consistently deliver excellent levels of satisfaction

- Ensure a positive experience for people who contact us for any reason
- Give victims a voice and ensure the victim is at the heart of everything we do
- Ensure victim and witness support services are cohesive and effective, to support recovery

Core Deliverables; What we need to be best at...

Protecting Neighbourhoods - Ensure proactive approaches, with partners, to identify and protect vulnerable people and reduce harm

- Identify and manage people and places who pose the most risk of harm
- Safeguard the vulnerable and those at risk of harm
- Identify and reduce repeat callers and repeat victimisation
- Encourage inclusive and cohesive communities and tackle hate crime

Tackling Criminals - Have fewer victims and reduce re-offending

- Prevent, reduce and solve crime
- Reduce re-offending, providing effective pathways with partners to change behaviours
- Identify and tackle serious and organised crime
- Ensure good quality investigations, digital evidence gathering, case progression and the right outcome

Solving Problems - Empower the people in the organisation to take responsibility to collectively solve problems

- Ensure consistent approaches, with partners, to prevent harm, deter people from becoming involved in crime and ASB, and improve life chances
- Embed innovative and sustainable approaches to problem solving, aimed at prevention, reducing harm and reducing demand
- Work with partners to ensure appropriate and proportionate contributions to address the causes of harm and vulnerability

Enabling Factors; What we need to help us...

Effective Service Provision

- Provide appropriate and innovative contact and communication channels for the public
- Provide an appropriate and timely response to calls for service
- Ensure consistent THRIVE based approaches at every stage
- Provide signposting to other agencies to ensure the public can access the best help
- Encourage the interoperability of resources that are agile and meet day to day demand
- Engage with CJ partners to ensure effective and efficient processes which support victims and witnesses, and bring offenders to justice
- Ensure safety, dignity and respect of detainees, identifying vulnerabilities
- Provide an effective, efficient and ISO accredited capability

Managing our Data and Information - Ensure our information supports our ability to make informed decisions for the benefit of the public

- Collect, record and retain quality data, information and intelligence to support the Force
- Ensure the right people (and partners) have access, in the right way at the right time
- Use data, information and intelligence to gain insights through analysis, inform decision making, problem solve and maximise performance
- Ensure a streamlined and appropriate approach to the lifecycle of data, supporting compliance, availability, retrieval, use, protection, deletion and retain the organisational memory
- Ensure the appropriate disclosure of data, information and intelligence

Futures - Be a learning organisation that can embrace digital transformation, adapt quickly to change with innovative, efficient and effective approaches

- Maximise and capture learning to transform the way Durham Constabulary operates in the future
- Connect with the public and our staff across a range of platforms
- Be innovative in our use of technology that supports agile working whilst maximising the benefits

Organisational Attitudes and Behaviours - Ensure our attitudes and behaviours generate legitimacy, trust and confidence in the public and our colleagues

- Live our values and promote inclusivity, equality and diversity
- Embed Supportive Leadership that ensures high performance standards and the wellbeing of our people
- Empower and develop our people to be the best they can be, using coaches, mentors and identifying and nurturing talent
- Act with integrity, legitimacy, and empower people to do the right thing
- Ensure an ethical and fair use of force and application of the law
- Deal with misconduct and ethical issues in a preventative, proactive, proportionate and timely manner
- Learn from mistakes without a blame culture

Resources; The resources we need...

Our People - Have the right people, who contribute, with the capacity and capability to deliver, with wellbeing and leadership as our focus

- Attract, recruit and value a diverse, and inclusive workforce that represents the people it serves
- Develop and maintain workforce plans to ensure that we have the right people with the right skills, in the right place at the right time
- Ensure our people are accredited, have high performance standards, are digitally competent and have appropriate specialisms where required organisationally
- Provide appropriate and timely interventions to encourage a healthy and well workforce with good attendance levels
- Enhance understanding of 'people' based information via improved technology and analysis
- Ensure a proactive approach to officer and staff safety with provision of appropriate support when needed

Our Stuff - Have the right resources to help us do the job

- Ensure development and delivery of Sigma, and core business system replacements with a focus on mobile solutions
- Ensure an appropriately prioritised and innovative IT programme that delivers for the organisation, maximising appropriate collaborative initiatives
- Ensure an effective, efficient and affordable force estate which meets national standards and enables agile working
- Provide an appropriate and available fleet and reduce police vehicle accidents

Value for Money; Use the funding efficiently and effectively...

- Ensure a balanced budget and generate income
- Identify and consider collaborative opportunities which bring tangible benefits and realise efficiencies

- Have a suitable medium and long term financial plan with identified contingencies
- Prepare for future funding changes and austerity and maximise savings from new ways of working
- Have a fully costed and funded capital plan with aligned capital investment
- Invest wisely