



Durham Constabulary
Altogether Better Policing

The Croft Unit

Who's Behaving Badly?

Presenters

Inspector Kelly Martin

Sergeant Emma Kay

Aileen Gilbert



Durham Constabulary
Altogether Better Policing



The Durham Difference

POP-12 (B)

Our Vision

We will deliver excellent policing, inspiring confidence in victims and our communities, by:



Altogether Better Policing

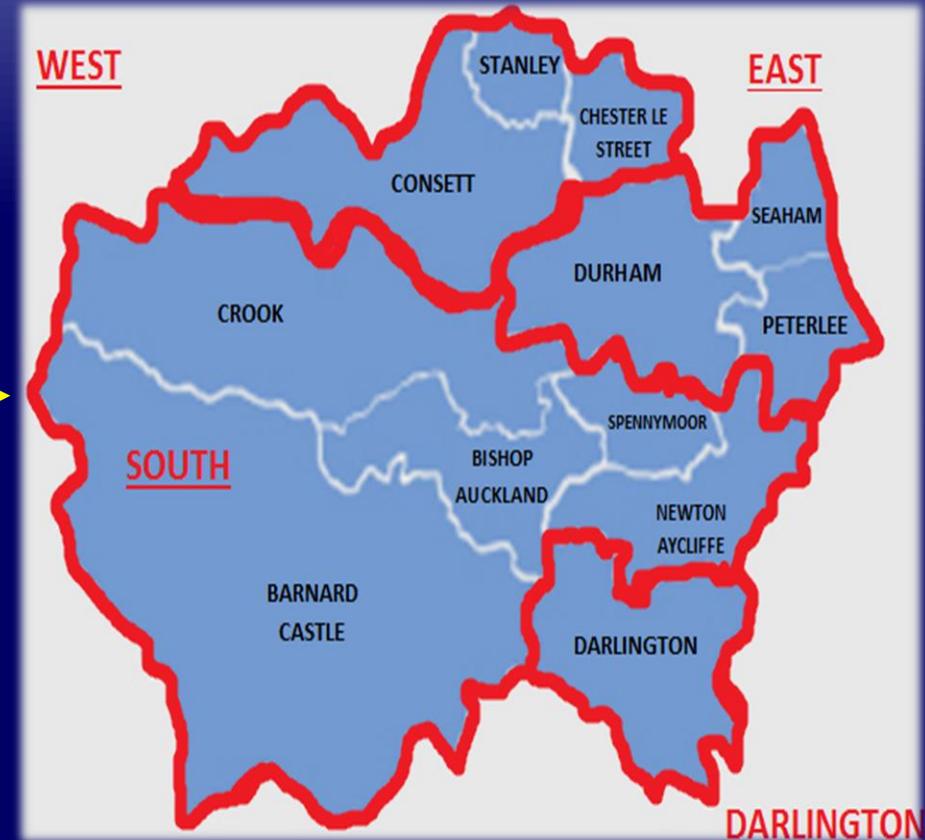
- Protecting Neighbourhoods
- Tackling Criminals
- Solving Problems

... around the clock

Proud to deliver value for money policing to the people of County Durham and Darlington.



Where is Durham?



Stanley







Durham Constabulary
Altogether Better Policing

Policing in Durham

**New series begins Monday
September 5th at 8pm!**

rawcut

**POLICE
INTERCEPTORS**

Narrated by
JOHN THOMSON

Executive Producers
**BILL RUDGARD and
STEVE WARR**

Series Producer
JOHN EVERETT

5



Neighbourhood Policing



ITV REPORT 8 July 2016 at 6:50pm
Operation Aries targets under-drinkers in County Durham

@EveningChron this was the fire in Stanley about an hour ago!!



YOU COULD MAKE IT EASY FOR THEM

or you could:

- park in a secure location
- remove valuables from sight
- lock the doors

#NOTLOCKEDNOTSAFE





Durham Constabulary
Altogether Better Policing

The Croft Unit: Who's Behaving Badly?





• *Scanning*

- Analysis
- Response
- Assessment



Scanning

164

**CALLS FOR
SERVICE**

82%

**CALLS BY
STAFF**

71%

**OUT OF OFFICE
HOURS**

42

CRIMES

29

ARRESTS

73%

**VICTIMS
STAFF
THE CROFT UNIT**

Crimes

Crime

Female resident assaults member of staff who was attempting to remove alcohol from her room. Resident swings her arm into the victim's face landing on her nose causing no injury

Court Outcome

Conditional discharge 12 months
Compensation £30 (approx \$40)

Additional Comments

Resident in palliative care with liver failure who is alcohol dependent. When interviewed stated that she had done nothing wrong and was trying to stick up for herself.

Crimes

Crime

Male offender who suffers from personality disorder gets angry when refused a cigarette by staff. Picks up vacuum cleaner and throws it against internal wooden door causing damage.

Court Outcome

Conditional Discharge
£15 Costs (approx \$20)

Additional Comments
Support worker states
offender is very
vulnerable

Crimes

Crime

Resident takes picture off wall in rage and stamps on same causing frame and picture to smash

Court Outcome

Absolute discharge
£49 compensation (approx \$65)

Additional Comments
Offender has autism
and learning difficulties

Crimes

Crime

Female offender whilst being restrained by care home staff strikes out and scratches the staff member on her arm and kicks her legs

Outcome

Police caution

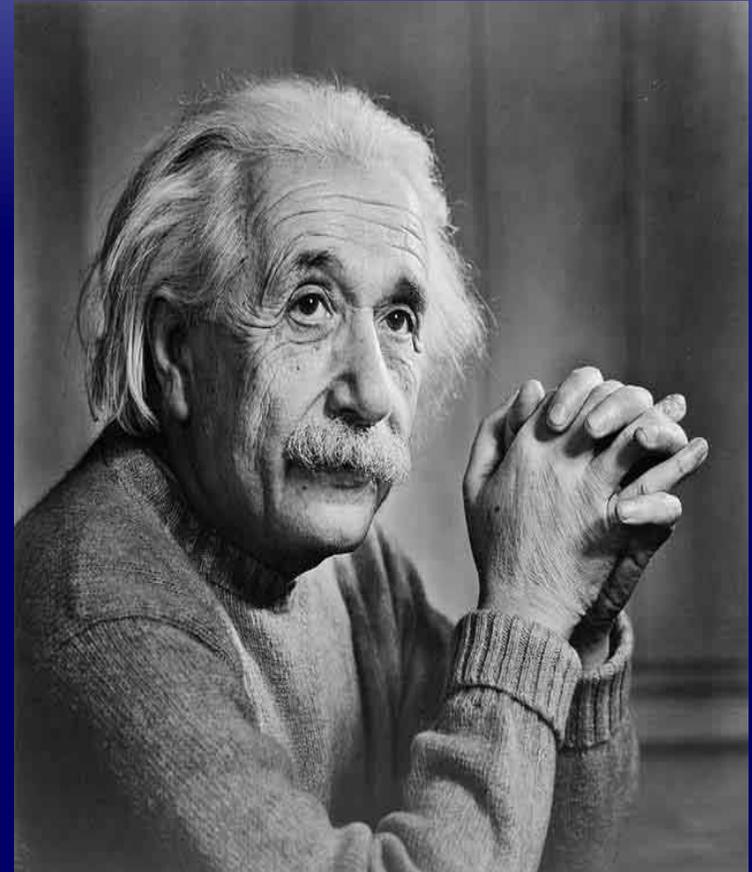
Additional Comments
Officers safeguarding
report highlights
concerns over staff
training and restraint
techniques



Why?

“Doing the same thing over and over and expecting different results”

Einstein



What was the Real Impact of this Demand?



RED SIGMA LIVE - VERSION: 1.11.3

PROF00000228
Profile Record
Profile Summary

ASSOCIATIONS
Family, Friends, etc...
Records: 1

ACTIONS
Associated Actions
Records: 77

PROF00000228

Edit

Add To Basket

Created By
Melanie Jackson
Modified By
James Thirkeld
Modified On
12/05/2016 14:32:06

Profile Details

Primary Target	Date From	Date To	Review Date
Richardson, Michael	13/08/2015	21/01/2016	11/09/2016

Owner

Collar No.	Name
6269	Melanie Jackson

Profile Information

What is the problem?
Michael Holmes RICHARDSON

BACKGROUND: RICHARDSON (also known as Turkey Burger) is one of the most prolific burglars to frequent Derwentside and Chester Le Street. Recent Intel states that Richardson is grafting within the Stanley/Consett area and that he had just done a Burglary a few weeks ago and stolen loads of Jewellery a tv and some traveller cheques and he was trying to find somewhere to cash them.
See OP ALL SAINTS 2015 - The Operation has been set up in order to combat the rising incidents of Burglary around the Annfield Plain, Tantobie and Tanfield Lea Area of Stanley. Over the past five months there has been a significant increase in these offences and enquiries have so far failed to secure a charge on the above suspect. It is believed that Richardson works alone and uses the fields and farm land in the H2 area to move about during the hours of darkness undetected and making the deployment of resources difficult. Intelligence indicates that Richardson tends to target bungalows which face onto open land whilst the occupants are away on holiday, but will also carry out sneak in burglaries when the opportunity presents itself. The typical MO for Richardson is to use a heavy object, usually an item located in the garden e.g. plant pot or garden ornament to smash a rear window or door of a property and once inside will carry out an untidy search of the bedrooms stealing cash and jewellery. Previous burglaries have identified that Richardson uses home owner's towels or slippers to walk around house leaving them outside the property; he also uses a pillow case to carry the property away.

What is the aim?

× Briefing, Tasking & De-Briefing
× Search
× PROF00006843
× Michael Richardson
× PROF00000228

Notifications (2)
Basket (22)



- *Scanning*

- **Analysis**

- **Response**

- **Assessment**



Problem Analysis Triangle





Analysis – Location



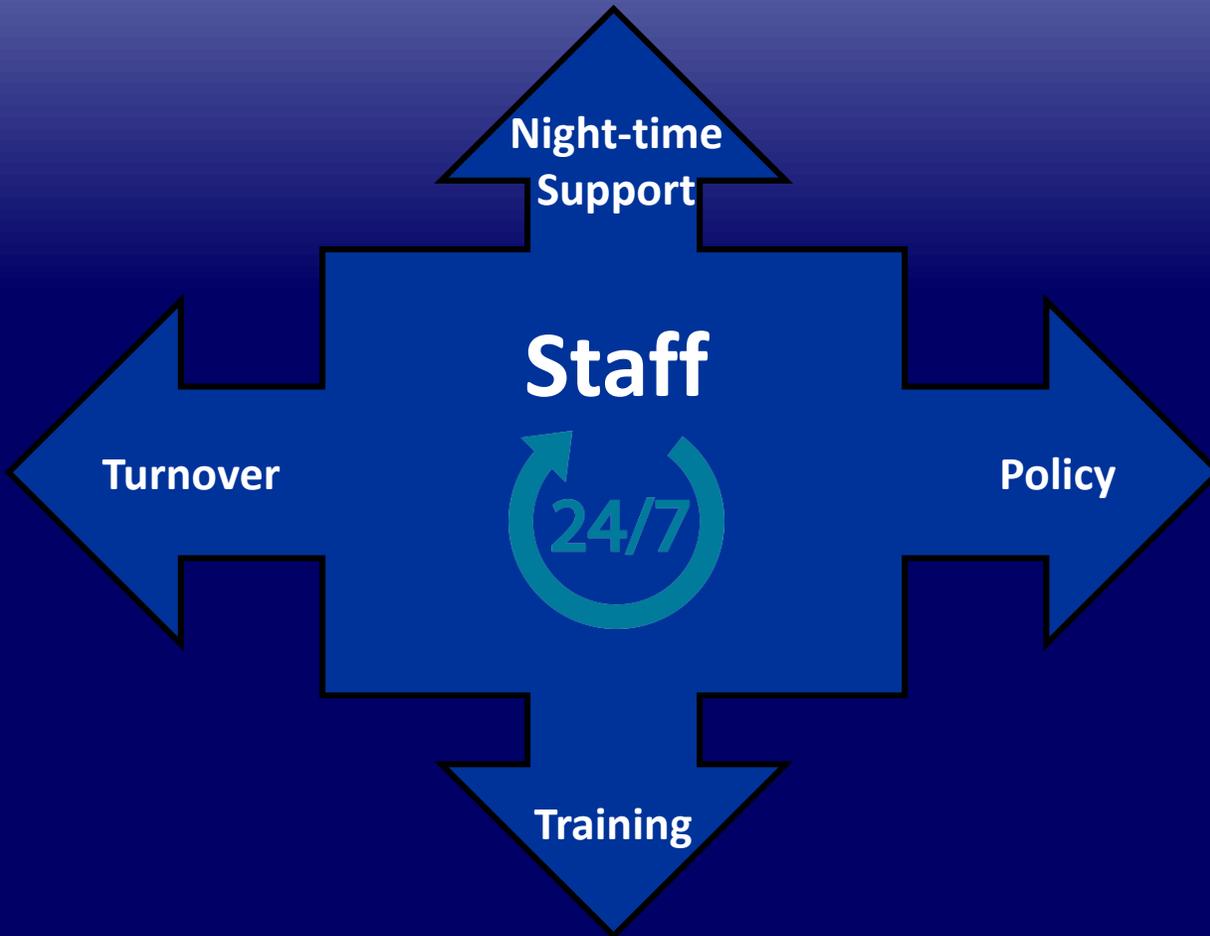
Analysis – Location



Supported accommodation for adult service users with behavioural and mental health issues



Analysis – Location





Problem Analysis Triangle



Analysis – Victim - Staff



- Minimum staffing
- Supervisor reporting policy
- Repeat victims of assault
- Low value damage
- Calls for quicker response
- Over reporting
- Inadequate care plans

Analysis – Victim - Community

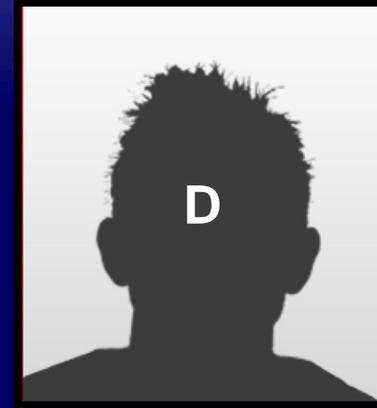
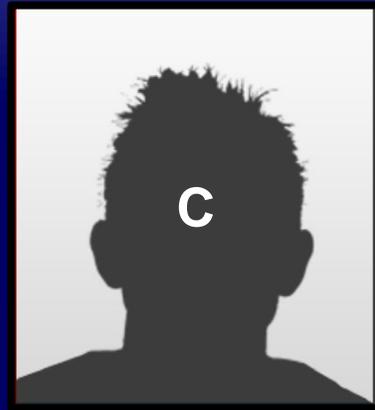
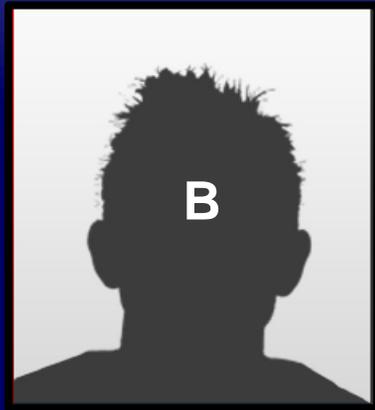
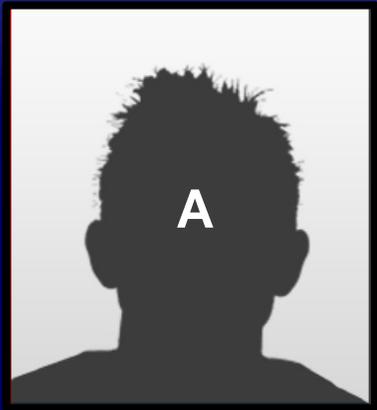


Problem Analysis Triangle

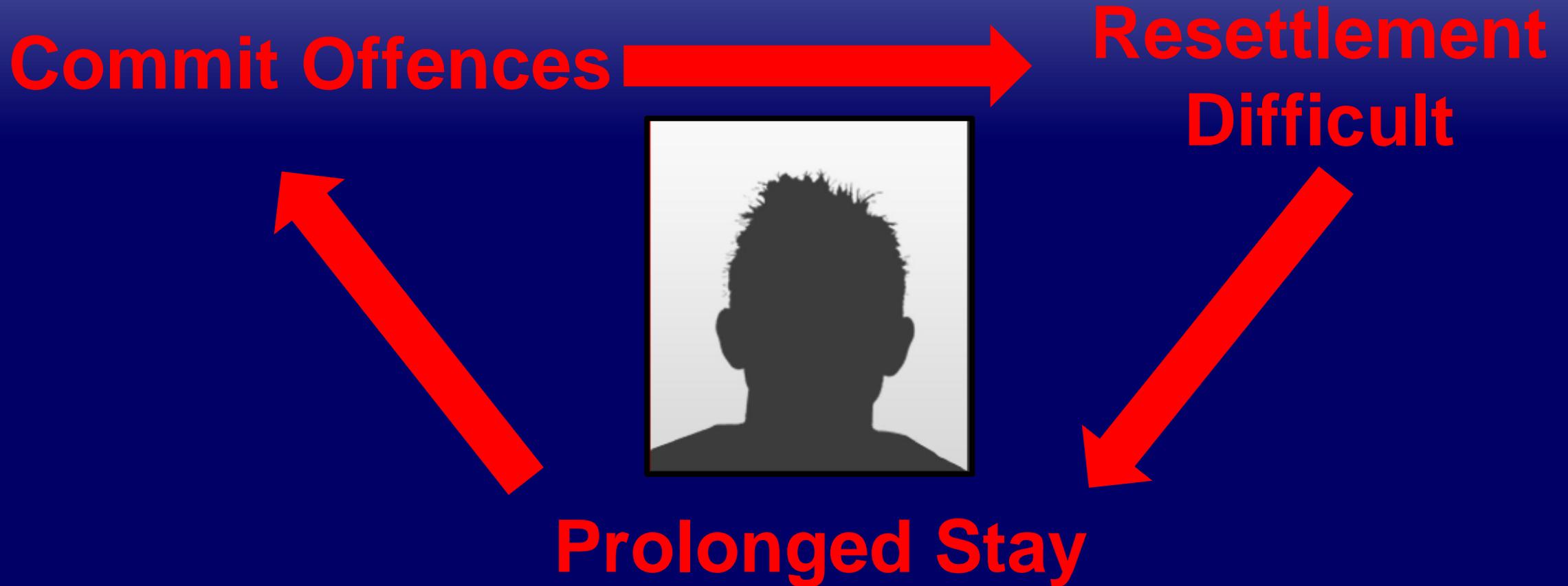


Analysis – Offender

Service Users



Analysis – Offender





- *Scanning*
- Analysis
- **Response**
- Assessment

Stage One – Initial Response



Meeting



Restorative Approach



Alcohol Policy



Bodyworn video



- *Scanning*

- Analysis

- Response

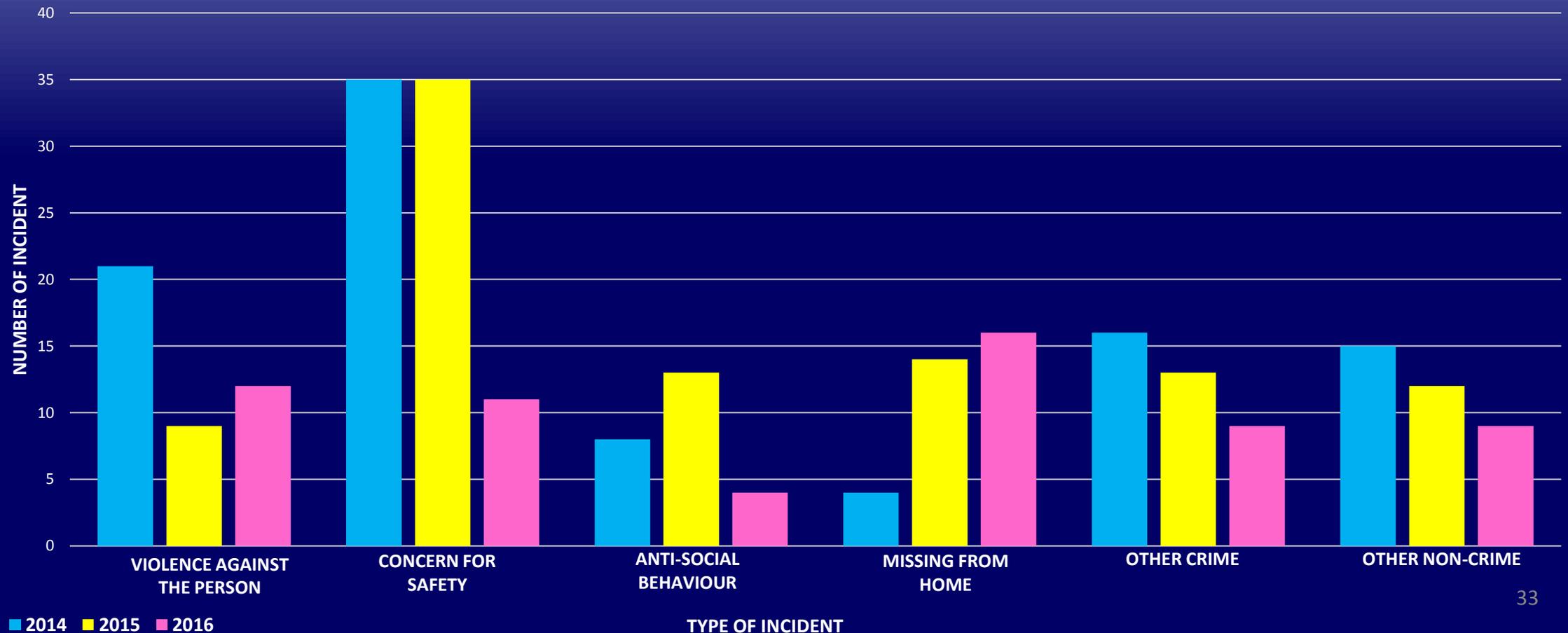
- **Assessment**

Assessment of Initial Response



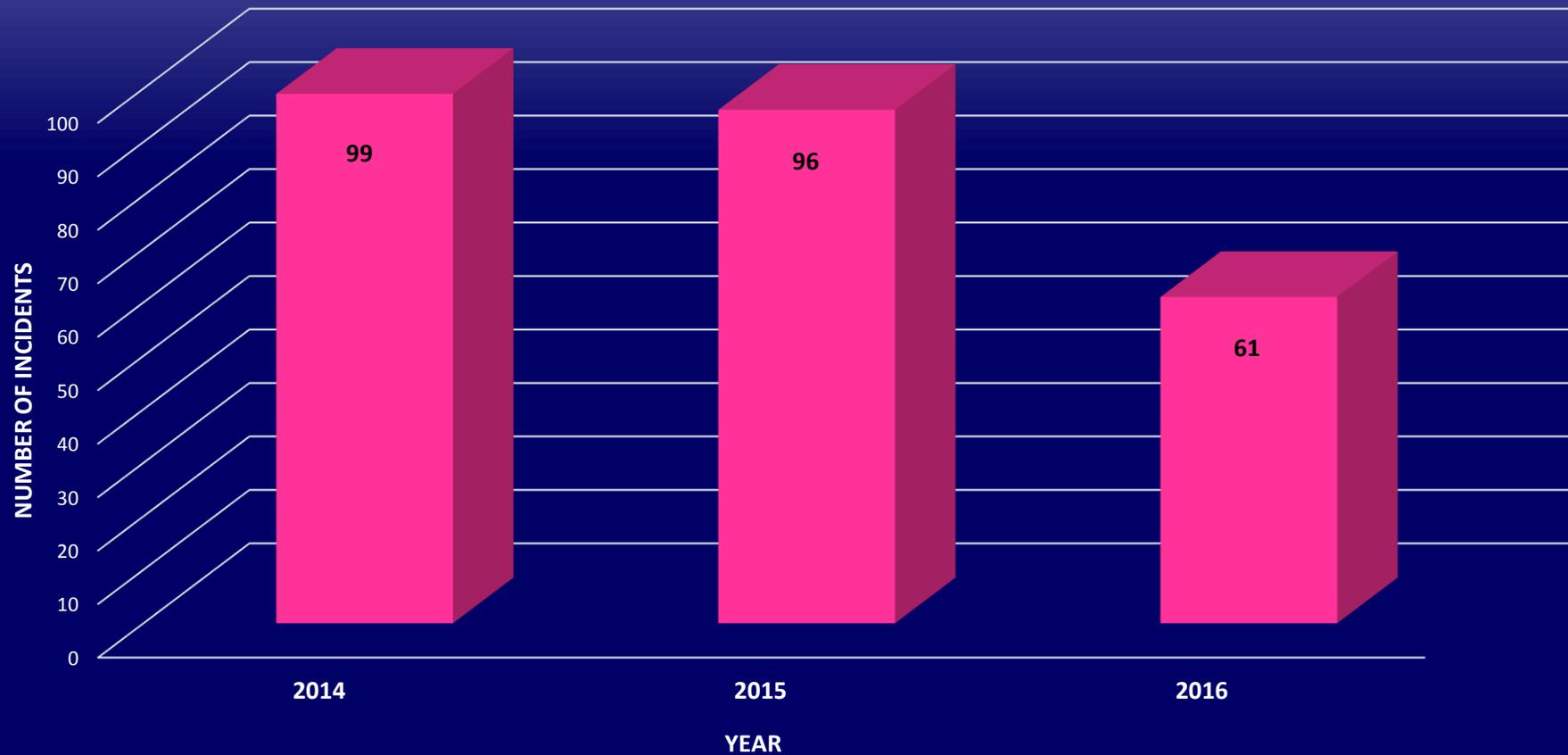
Assessment of Initial Response

Incidents 2014-2016



Assessment of Initial Response

Overall Incidents 2014-2016





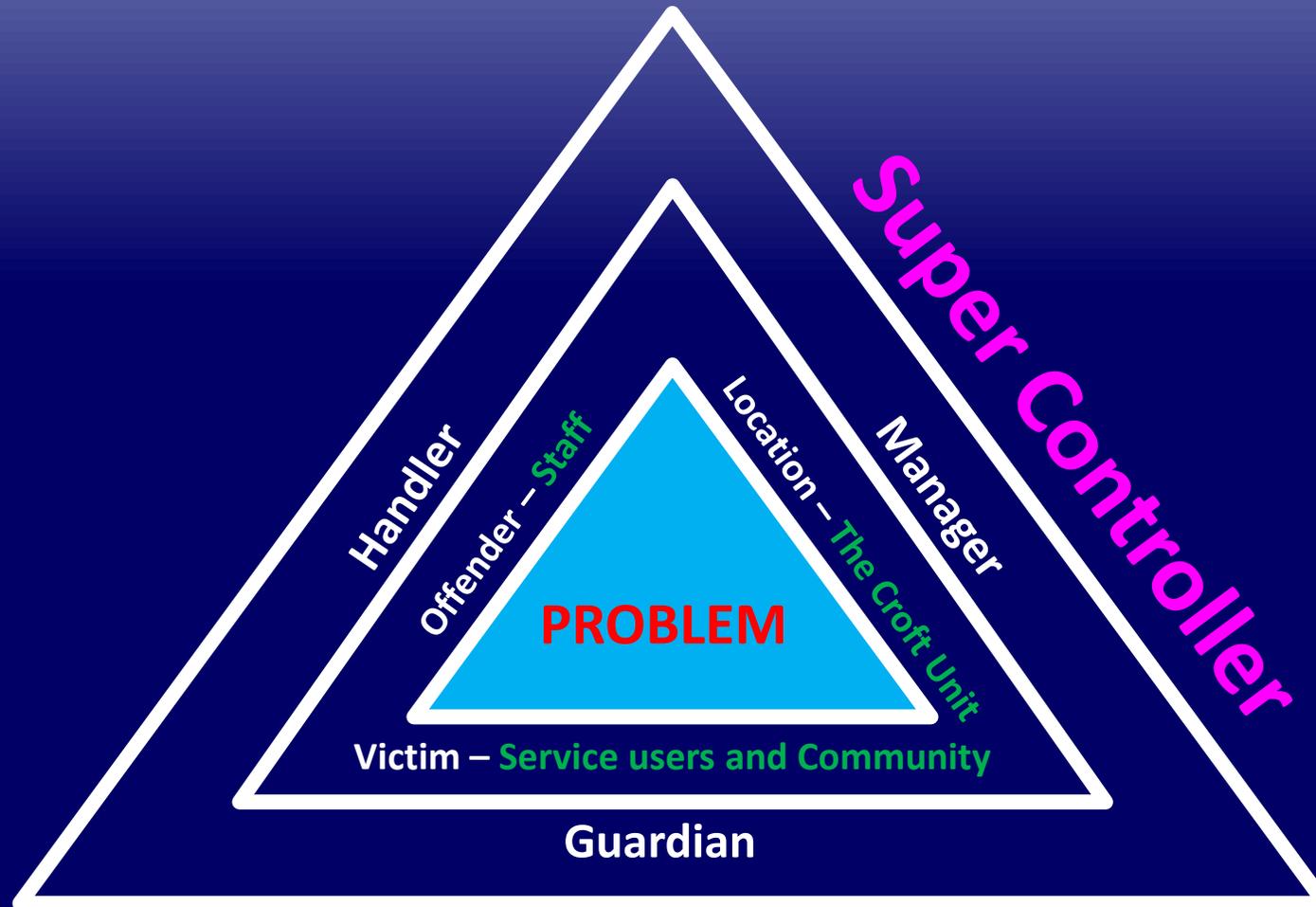
Assessment of Initial Response



Assessment of Initial Response



Stage Two Response





The Super Controller

CareQuality Commission

The state of health care and adult social care in England
2016/17

STATE OF CARE

The cover features a large portrait of an elderly woman on the left and a vertical column of three circular images on the right, connected by a green line. A pink location pin icon is positioned next to the text 'STATE OF CARE'.

CareQuality Commission

The logo consists of a large white 'Q' on a dark purple background, with the text 'CareQuality Commission' below it.

CareQuality Commission

Shaping the future
CQC's strategy for 2016 to 2021

Enter

The cover features four small photographs in a row: a woman with a child, a man in a wheelchair, an elderly woman, and a group of people. Below the photos is a dark purple bar with the text 'Enter' and a white arrow pointing right.

CQC is the independent regulator of health and adult social care in England. We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.



Stage Two Response



Inspection December 2016

Potensial Limited The Croft

Inspection report

Sabin Terrace
New Kyo
Stanley
County Durham
DH9 7JL

Tel: 01207283082
Website: www.potensial.co.uk

Date of inspection visit:
28 December 2016
29 December 2016
30 December 2016

Overall rating for this service	Inadequate ●
Is the service safe?	Inadequate ●
Is the service effective?	Inadequate ●
Is the service caring?	Requires Improvement ●
Is the service responsive?	Inadequate ●
Is the service well-led?	Inadequate ●



Inspection May 2017

Potensial Limited The Croft

Inspection report

Sabin Terrace
New Kyo
Stanley
County Durham
DH9 7JL

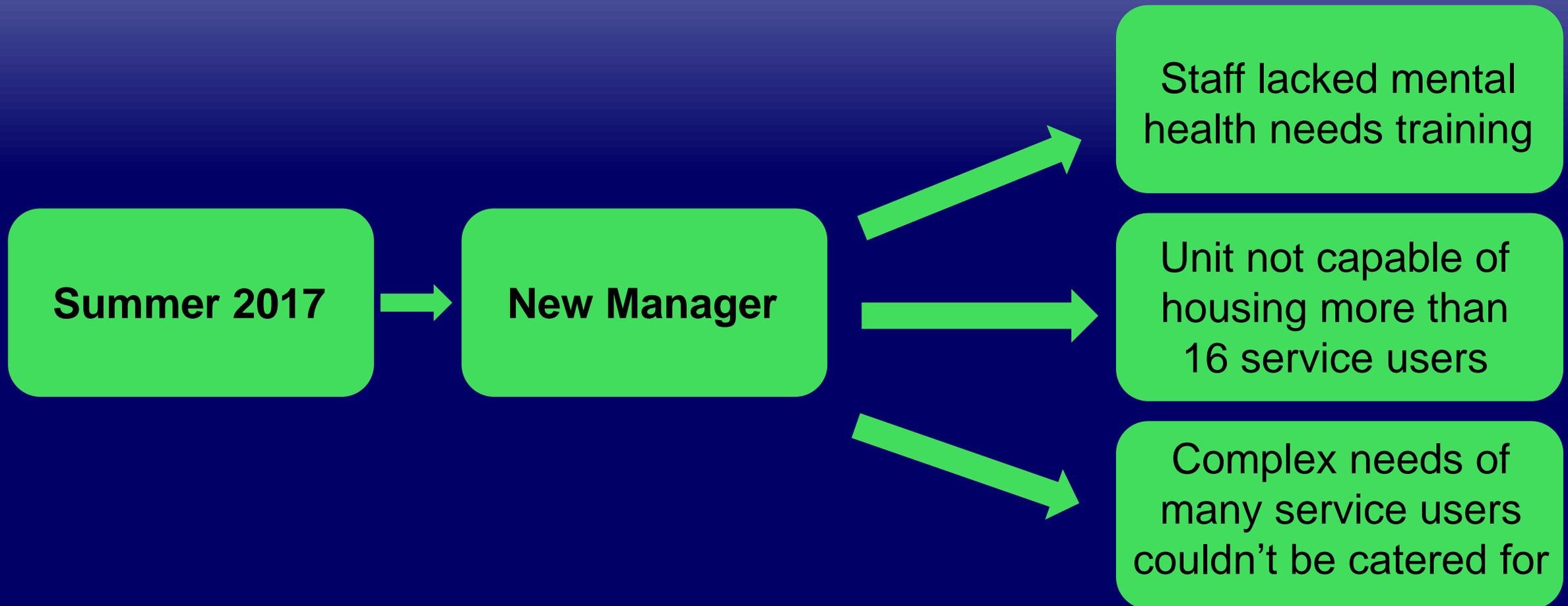
Tel: 01207283082
Website: www.potensial.co.uk

Date of inspection visit:
17 May 2017
18 May 2017
23 May 2017

Date of publication:
01 August 2017

Overall rating for this service	Inadequate ●
Is the service safe?	Inadequate ●
Is the service effective?	Inadequate ●
Is the service caring?	Requires Improvement ●
Is the service responsive?	Inadequate ●
Is the service well-led?	Inadequate ●

Stage Two Response



Stage Two Response

News ▸ North East News ▸ Stanley

Stanley care home put into special measures after second inadequate rating

The Croft, a home for people with mental health issues, has been given one last chance to improve

SHARE     

By [Laura Hill](#) Local Democracy Reporter
14:31, 12 AUG 2017

Fixed Penalty Notice

NEWS

8th August 2017

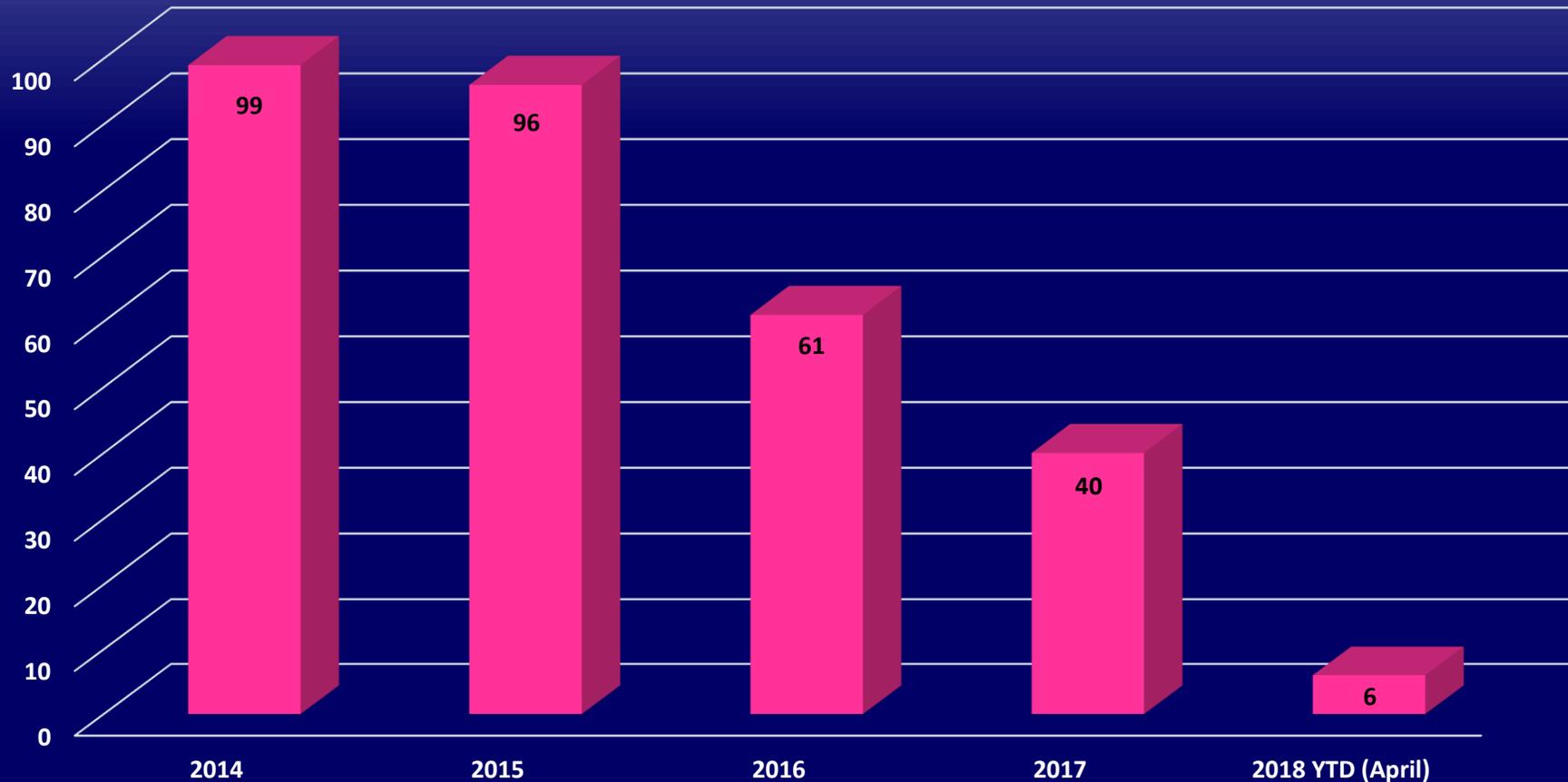
The Croft, at New Kyo, Stanley, deemed 'inadequate' again after second inspection



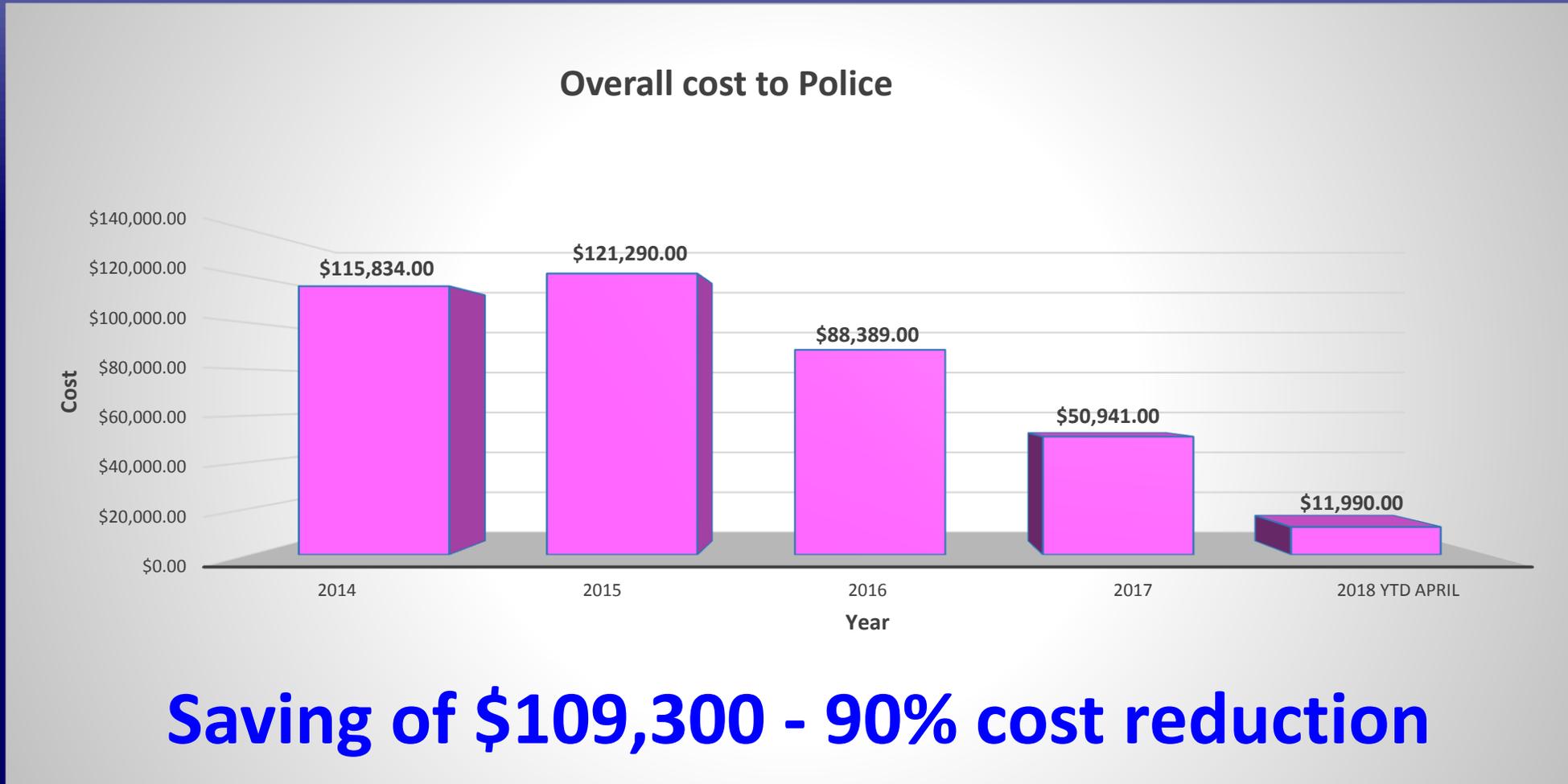
INADEQUATE: The Croft remains in special measures after a second damning inspection. Picture: Google Street View

Assessment of stage two response

Overall Incidents 2014 - 2018



Assessment of stage two response





What can you buy for \$109,300? (£83,138)





Where are we now?

Total Calls In List:10				
Incident	T Location	Priority	Type Description	Received
11/01/2018-001	C CROFT UNIT,SABIN TER, STANLEY	Resolve w/o Deploy	312 CONCERN/COLLAPSE/INJ/ILLNESS () 312	11/01/2018 20:10:34
09/02/2018-009	C CROFT UNIT,SABIN TER, STANLEY	Resolve w/o Deploy	102 DRUGS (KATE) 102	09/02/2018 13:14:37
11/02/2018-004	C CROFT UNIT,SABIN TER, STANLEY	Scheduled	312 CONCERN/COLLAPSE/INJ/ILLNESS (TO CLOSE) 312	11/02/2018 17:54:53
13/02/2018-003	C CROFT UNIT,SABIN TER, STANLEY	Inside Appt	204 RTC-DAMAGE (PASSED TO DS PESCOD) 204	13/02/2018 03:38:28
27/03/2018-005	C CROFT UNIT,SABIN TER, STANLEY	Resolve w/o Deploy	353 SUSPICIOUS ACTIVITY () 353	27/03/2018 14:23:02
12/04/2018-006	C CROFT UNIT,SABIN TER, STANLEY	Outside Appt	106 THEFT () 106	12/04/2018 12:08:15
08/05/2018-003	C CROFT UNIT,SABIN TER, STANLEY	Priority	103 VIOLENCE AGAINST THE PERSON (2816 AWARE) 103	08/05/2018 21:58:44
19/05/2018-002	C CROFT UNIT,SABIN TER, STANLEY	Resolve w/o Deploy	162 STALKING/HARASSMENT CRIME (NEW APPT RT 1 20/05 1515HRS) 162	19/05/2018 21:12:41
20/07/2018-000	C CROFT UNIT,SABIN TER, STANLEY	Scheduled	353 SUSPICIOUS ACTIVITY (TO CLOSE) 353	20/07/2018 20:49:55
08/08/2018-001	C CROFT UNIT,SABIN TER, STANLEY	Resolve w/o Deploy	312 CONCERN/COLLAPSE/INJ/ILLNESS () 312	08/08/2018 22:48:40



And the Croft Unit.....?





Shaping the future

Official-Sensitive. Not to be circulated without express permission of the Partnerships Department.



Durham Constabulary – Tiered Level of Response to Incidents Involving Services Regulated by the CQC

DEFINITIONS:

CQC - Care Quality Commission

The role of the Care Quality Commission (CQC) as an independent regulator, is to register health and adult social care service providers in England and to inspect whether or not standards are being met.

Services Regulated by the CQC

Any service providing personal care to a person.

Any service providing accommodation for people who require nursing care or personal care.

Any service providing treatment for substance misuse.

Any service providing health care (eg Doctor, Dentist, Hospital, Maternity Services).

All services regulated by the CQC within Durham and Darlington to be automatically tagged and mapped onto Webstorm.

CQC Email Address

Newcastle branch email address:
enquiries@CQC.org.uk

LEVEL 1 (Isolated Call)

An isolated call comes into the Control Room from a CQC regulated service and is dealt with according to the THRIVE rating and individual assessment. The call/incident is automatically tagged "CQC" by the system as pre-determined addresses have been entered onto the system. The BID Analyst is then responsible for carrying out a monthly search on this tag to identify any emerging patterns. There is no requirement to inform the CQC of level one incidents.

LEVEL 2 (Emerging Pattern of Calls)

If an emerging pattern of calls from a particular service regulated by the CQC is identified by the BID Analyst (eg more than 4 calls/incidents from the same service within a one month period), then the BID Analyst to link in with the relevant NPT Sgt who will attend the premises to further investigate these incidents and to remind the service to follow their escalation plan in relation to targeting early intervention. The CQC is to be informed of all level 2 incidents and emerging patterns of calls. This is to be reported to their Newcastle Branch by email on: enquiries@CQC.org.uk by the NPT Sgt. Once this email is received, the relevant CQC Inspector for that location will link in directly with the service they regulate and the NPT Sgt.

LEVEL 3 (No Reduction in Demand to Services therefore Escalation and a problem solving approach required)

If there is no reduction in incidents from a particular service regulated by the CQC as determined by the NPT Sgt, (ie more than 4 calls/incidents from the same service within a one month period) this should be escalated to the NPT Inspector by the NPT Sgt and a problem profile created on Red Sigma using a problem solving approach. It is recommended that the Crime Reduction Co-ordinator is involved at this stage. This should be reported to the Newcastle Branch of the CQC by email on: enquiries@CQC.org.uk by the NPT Inspector. Once this email is received, the relevant CQC Inspector for that location to link in directly with the service they regulate and the NPT Inspector.

Consideration to be taken to the below objectives from the Management Information Plan and also the Key Performance Questions:

- Inspire confidence.
- Consistently deliver excellent levels of satisfaction.
- Protecting neighbourhoods – intervene early to reduce harm and demand.
- Tackling criminals – to have fewer victims and reduce crime.
- Solving problems – ensure a problem orientated approach to stop problems happening and solve them when they do.
- Information and decision making.
- Communication.
- Partners and collaboration.
- Organisational attitudes and behaviour.
- Our people – people who are supported and have the capacity and capability to deliver.
- Our stuff – have the right resources to help us do the job.
- Value for money – use the money effectively.

Objectives:

- Reduce demand for service.
- Better community engagement.
- Increased trust in the police.
- Increased confidence in the police.
- Increased support for crime reduction/ prevention initiatives.
- Improved quality of life for communities and vulnerable people.
- Targeted early intervention.
- Reduce true level of Crime and ASB.
- Increased public satisfaction.

Official-Sensitive. Not to be circulated without express permission of the Partnerships Department.

Sustainable partnerships

June 2018: Hillgreen Report

“CQC should establish a protocol with the National Police Chiefs’ Council (NPCC) and any other relevant prosecuting authorities to ensure clarity about who is the lead prosecutor for offences which CQC can prosecute.”

“Doing the right thing”

8

CAUTIONS

51

CONVICTIONS



Durham Constabulary
Altogether Better Policing

**Any
Questions?**