



Promoting improvements
in policing to make
everyone safer

HMI Mike Cunningham's assessment of Durham Constabulary – Transcript

I congratulate Durham Constabulary on sustaining its exceptional overall performance.

Durham Constabulary has an outstanding approach to preventing crime and tackling serious and organised crime. It investigates crime to a high standard, and provides good support to victims and vulnerable people. It manages the threats from serious and organised crime by enforcement activities and a comprehensive approach for preventing people from becoming involved in serious and organised crime groups.

The force places an emphasis on preventative approaches such as restorative justice and problem solving. It has equipped its workforce with the knowledge and skills to use these approaches and to work with partner organisations.

The force has a thorough understanding of the costs of providing its services and consistently reviews these to improve its efficiency without reducing the level of service it provides to the public.

I am particularly impressed with the force's continuing work to identify and understand those demands that may be hidden in particular from vulnerable victims. Durham Constabulary has a thorough understanding of the current and future demands for its services, and of its costs. This includes the innovative and ambitious use of computers and technology, which allows it to provide services more efficiently and effectively.

The force has a good understanding of how demand for its services may arise from reductions in the funding of other organisations.

I am reassured that Durham Constabulary has a culture in which high ethical standards are understood and practised across the organisation. It recognises the importance of enhancing public confidence and has established ways of engaging with those with less trust and confidence in the police to understand their perception of fair and respectful treatment.

The force is effective in making its workforce aware of what standards are expected of them. I am concerned, however, that the force does not have sufficient capability actively to monitor force systems to identify corrupt practices.

Durham Constabulary continues to work closely with Durham University Business School to understand the wellbeing and perceptions of the workforce. Officers and staff are encouraged to be innovative and offer suggestions for improvement.