
Enquiries to: Mrs J Head
Telephone: 01768 217734

Our reference: JH/CSP

Date: 9 May 2025

AGENDA

TO: THE MEMBERS OF THE COMMUNITY SCRUTINY PANEL

CUMBRIA POLICE, FIRE & CRIME COMMISSIONER'S COMMUNITY SCRUTINY PANEL

A Meeting of the Community Scrutiny Panel will take place on **Thursday 15 May 2025 at 10.30 am** in **Conference Room 2**, Cumbria Constabulary Headquarters, Carleton Avenue, Penrith, CA10 2AU.

G Shearer
Chief Executive

Note: Members are advised that allocated car parking for the meeting is available in the Visitors Car Park to the left of the main Police Headquarters building.

PANEL MEMBERSHIP

Jane Scattergood (Chair)
Eloise Abbott
Andrew Dodd
Meg Masters
Ben Phillips
Alison Ramsey
Shaun Thomson
Penny Walker

AGENDA

PART 1– ITEMS TO BE CONSIDERED IN THE PRESENCE OF THE PRESS AND PUBLIC

1. APOLOGIES FOR ABSENCE

2. DISCLOSURE OF PERSONAL INTERESTS

Members are invited to disclose any personal/prejudicial interest which they may have in any of the items on the Agenda. If the personal interest is a prejudicial interest, then the individual member should not participate in a discussion of the matter and must withdraw from the meeting room unless a dispensation has previously been obtained.

3. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

To consider (i) any urgent items of business and (ii) whether the press and public should be excluded from the Meeting during consideration of any Agenda item where there is likely disclosure of information exempt under s.100A(4) and Part I Schedule A of the Local Government Act 1972 and the public interest in not disclosing outweighs any public interest in disclosure.

PART 2– ITEMS TO BE CONSIDERED IN THE ABSENCE OF THE PRESS AND PUBLIC

Number	Agenda Item	Allocated Time
4.	NOTES OF THE PREVIOUS MEETING & ACTION SHEET To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 06 February 2025 (copy enclosed).	5 minutes
5.	CORPORATE UPDATE To receive a briefing note from DCC Martland and OPFCC Chief Executive Gill Shearer	10 minutes
6.	QUARTERLY CUSTODY DETENTION SCRUTINY, STOP & SEARCH AND USE OF FORCE REPORT: (i) To receive a quarterly report of the Constabulary's Custody Detention, Use of Stop & Search and Use of Force. (ii) Panel to provide feedback from their dip sample session.	10 minutes

7.	CONSTABULARY CIVIL CLAIMS To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented. – <i>to be presented by Andrew Dobson, Head of Legal Services/Tom Young</i>	10 minutes
8.	PROPERTY STORE UPDATE To receive a six-monthly update on the work being carried out by the Constabulary.	
9.	RECRUITMENT AND ESTABLISHMENT To receive a report on the Constabulary's officer & staff establishment, recruitment and sickness/wellbeing - <i>to be presented by HR Manager Kate Ruddick</i>	10 minutes
10.	STAFF GRIEVANCES (i) To receive a report on Grievances against the Constabulary identifying any trends or issues - <i>to be presented by HR Manager Kate Ruddick</i> (ii) Panel to provide feedback from their dip sample session	10 minutes
11.	INTEGRITY (i) To receive a report on the work carried out within the Constabulary's Professional Standards Department, including Complaints by the Public; and Anti-Fraud & Corruption (including officer and staff misconduct) (ii) Panel to provide feedback from their dip sample session	20 minutes



COMMUNITY SCRUTINY PANEL

Notes of a meeting of the Community Scrutiny Panel (Police) held on
Thursday 6 February 2025, Conference Room 2, Police HQ at 10.30 am

PRESENT

Jane Scattergood (Chair)
Eloise Abbott
Andrew Dodd
Meg Masters
Ben Phillips
Alison Ramsey
Penny Walker

Also present:

OPFCC Chief Executive – Gill Shearer
T/Assistant Chief Constable Mick Bird
Chief Superintendent Carl Patrick
Chief Superintendent Matt Kennerley
T/Detective Inspector Duncan Brooker
Disclosure Manager - Kerry Carson
OPFCC Governance Manager - Joanne Head

The Chair welcomed everyone to the meeting and asked that everyone introduce themselves.

109. APOLOGIES FOR ABSENCE

Apologies for absence were received from Shaun Thomson and DCC Martland.

110. DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interest regarding any agenda item.

111. URGENT BUSINESS

There were no items of urgent business to be considered by the Panel.

112. NOTES OF THE PREVIOUS MEETING

The notes of the meeting held on Thursday 7 November 2024 previously circulated with the agenda were noted. Eloise advised that she had not attended the meeting and her name should be removed from those attending. With this amendment the notes were agreed.

Agreed; that, the notes of the meeting held on 7 November 2024 were agreed.



113. CORPORATE UPDATE

T/ACC Bird briefed the Panel on the police corporate update which had been circulated to the Panel prior to the meeting.

A member asked what the timeframe was for the fleet review to be completed. This was an ongoing piece of work to look at where the fleet was currently placed and its usage to ensure efficiencies; particularly when multiple officers were travelling to the same location.

A discussion took place regarding burglary reductions, shoplifting and rural crime within the county. Work was being carried out to tackle these crimes and working with other forces to share intelligence.

The Panel had received a written corporate update prior to the meeting from the OPFCC Chief Executive. In addition, she advised that the Commissioner's proposed council tax precept had been approved by the Police, Fire and Crime Panel on 31 January 2025. The Commissioner had lobbied the Home Office and secured additional funding for the Constabulary in relation to Neighbourhood Policing raising this to £1.6m. It had been announced earlier in the week that Cumbria would be one of 6 regions to be considered by the Government for the Devolution Priority Programme which would see a Mayoral structure be implemented. This was at the very early stages of the process and no further information was currently available.

AGREED; that, the reports be noted

114. RIGHT CARE RIGHT PERSON

The Right Care, Right Person (RCRP) process had been implemented by the Constabulary in May 2024 with the aim of improving outcomes for vulnerable people ensuring the correct agency provided services rather than the police.

Between May and December 2024 the process had been utilised 4,633 times resulting in a 29% reduction in non-deployments and a reduction of 71% for incidents involving vulnerable adults. This success was attributed to the work and engagement carried out with partners to enable them to also prepare for the launch.

Chief Superintendent Patrick confirmed that RCRP would not be implemented where calls were made regarding children. In response to a question he advised that officers received training in dealing with children as part of their basic and use of force training. There were also specially trained officers throughout the force to deal with sensitive issues and crimes who could also be utilised. However more often officers were required to attend incidents quickly to deal with arising situations.

AGREED; that the report be noted.



115. QUARTERLY CUSTODY DETENTION, STOP & SEARCH AND USE OF FORCE REPORT

Chief Superintendent Kennerley guided members through the quarterly report which had been circulated prior to the meeting.

A member asked why women were making more complaints from being in custody than males, particularly when more males were arrested than females. T/ACC advised that he was not aware of this but would ask the Custody Lead to provide an update to the Panel and if necessary this would be monitored by the Constabulary.

The Panel members had carried out dip samples of Stop and Search cases prior to the meeting and provided their feedback. Whilst it was recognised that young in service officers were well trained and drilled in carrying out stop and search often they did not appear to fully engaging with members of the public by not allowing to have a more natural flow of conversation and interaction. GOWISELY was important but it was essential to build up rapport and have a human interaction. Chief Superintendent Kennerley acknowledged that further training with young in service officers was required to build up their communication (customer service) skills. The members also complimented officers on cases they had viewed where their interaction with the public had been particularly good.

The members had also reviewed a number of Use of Force cases and reported their findings. One case had involved a young child and the members fed back on their concerns on a number of issues relating to the three incidents. These being how the officers had interacted with the child; the number of officers at two of the incidents all speaking at once with no clear lead or plan to deal with the situation; the force which had been used which replicated that which would be used on an adult; on occasions the use of force had been used as a threat to try and gain compliance from the child; placing the child in a police van when they were calm prior to that. Members felt that if officers had stepped back and assessed the situations prior to dealing with them when there was no immediate harm to the individual, carrying out a dynamic risk assessment the situation could have been de-escalated sooner and without the amount of force used. Where force had been used it was felt that officers had used techniques and tactics which would have been used on an adult and did not feel they were appropriate for a child. Members felt that an officer's role was to attend incidents and provide a service to individuals who were in need of it, in this instance this had not happened. The members advised that there was also a difference between implementing policy or legislation and independent officers thinking and looking after public safety.

There appeared to be a lack of support from care providers in supporting the child and keeping them safe which compounded the situations the police then had to deal with. the members felt that further work should be carried out with partners and social care providers to share information and intelligence on individuals, provide further support and more importantly that they themselves deal with situations to prevent them from escalating and keeping children safe.

The Panel wished to thank the Constabulary for drawing this particular incident to their attention and asking for their views and feedback. They felt that this illustrated the force



being open and transparent about such matters. T/ACC Bird thanked the Panel for their feedback and advised a review would be carried out of the three incidents with feedback and training being provided to the officers concerned. This would also inform wider learning for the force and feed into future training for officers. The OPFCC Chief Executive suggested that these incidents could be used as a case study for the force to enable wider learning and make a difference to situations in the future of a similar nature.

The Panel provided feedback on the other use of force incidents they had dip sampled. A member asked when E-Learning and training was rolled out how did the force monitor that officers had fully completed them. Chief Superintendent Kennerley advised that often the force would use the College of Policing site as a vehicle for officers to receive training. A member suggested that rather than the training package playing from start to finish that at the end of each section, officers and staff would need to manually click forward.

Completion of forms for all use of force incidents was still an issue and members asked how non-compliance with this was dealt with. Officers who did not complete them were identified and tasked to complete the forms. Continued non-compliance would result in the officer being placed on an action plan. The Constabulary were also speaking with IT suppliers to enable conditional formatting of the form to close down subsequent questions if an officer ticked No to avoid them having to scroll through questions which were not relevant.

AGREED; that, the

- (i) Reports be noted;
- (ii) Force Custody Lead provide an update on why more women are making complaints re custody than males, when more males are arrested;
- (iii) A review of the specified incident be carried out and further work with partners and social care providers to prevent future situations occurring;
- (iv) The OPFCC Chief Executive to raise the issue at the March Executive Board Meeting; and
- (v) An update on the work being carried out be provided to the May meeting.

(C/Supt Kennerley and C/Supt Patrick left the meeting at this point)

116. PROPERTY STORE UPDATE

A report had been circulated to the Panel prior to the meeting, however the author had been unable to attend the meeting. It was agreed that the report would be deferred to the May meeting which would enable it to be aligned with the Civil Claim report.

The OPFCC had been made aware that the number of complaints regarding the handling or damaging of property had increased in 2024 which was of a concern and this would be monitored going forward.



The force still had a large number of digital devices requiring disposal. One of the Panel members provided information relating to a company that they used as part of their employment which could potentially assist with this.

For the May report it was requested that the Panel be provided with a copy of the freezer audit and the rolling replacement programme.

AGREED; that, the

- (i) Report be noted and deferred to the May meeting;
- (ii) The next report to provide a copy of the freezer audit and the rolling replacement programme.

117. INFORMATION MANAGEMENT COMPLIANCE

(a) Cumbria Constabulary

The Panel discussed the previously circulated report from the Constabulary. Members questioned whether the improve in performance when responding to freedom of information requests could be maintained going forward. The Disclosure Manager advised that this had been due to temporary staff appointed to the department and there was concern that should the current review not support these additional staff then performance would be affected.

T/ACC Bird advised that a review was being carried out which would consider the requested and risks to the Constabulary should performance slip again. The Constabulary's Strategic Management Board would consider the findings of the DDaT review.

AGREED; that, the report be noted.

(Note: The Disclosure Manager left the meeting at this point.)

(b) Office of the Police, Fire and Crime Commissioner

The OPFCC Governance Manager presented a report which outlined their compliance with Information Management. It was noted that there had been a slight increase in the number of overall FOI requests received but an actual increase in the number of requests which the OPFCC had to deal with. No data breaches had occurred during the reporting period.

The Panel Chair raised questions about the receipt of this agenda item against the role of the Panel. Whilst the Panel were appointed to represent the public their role was not to perform the function of an inspectorate or oversee some elements of performance. The Panel felt that routine information compliance information should be reviewed by existing performance management review mechanisms. Where there were incidents where the Panel's views were required they could be brought on an ad-hoc basis.

AGREED; that, the



- (i) Reports be noted; and
- (ii) The OPFCC to review where information management compliance should be reviewed and monitored.

118. OFFICER ABSENCE AND EXIT INTERVIEWS

Prior to the meeting Panel members had carried out dip sample sessions to review police officer absence and officer exit interviews following concern in the rise of sickness and officers leaving the Constabulary.

The members recognised that due to changes within the force many officers were being moved into different roles and that for some officers this caused problems for their wellbeing and work/life balance. This had resulted in some making the decision to leave the organisation. T/ACC Bird advised that the Constabulary were working closely with all personnel who were being re-deployed or considering leaving the organisation.

Members raised concerns about different systems being used to hold information regarding sickness and this often not being joined up. Young in service line managers were often not trained to deal with personnel issues and support information developed by the HR teams was not being utilised.

Further reviews were to be carried out within the Constabulary and the Chair asked that the Panel be updated on these as they were developed to ensure public safety and officer/staff welfare. T/ACC Bird advised that a strategic lead was to be appointed and an update would be provided to the next meeting as part of the Officer & Staff Update report.

AGREED; that, the

- (i) Dip sample reviews be noted; and
- (ii) An update report on the Constabulary reviews be provided to the May meeting as part of the Officer & Staff Update report.

119. STAFF GRIEVANCE

T/ACC Bird advised the Panel that as DCC Martland was unable to attend the meeting an update was unable to be provided to the meeting. It was agreed that an update would be provided as part of the report scheduled to be presented to the May meeting.

AGREED; an update be provided as part of the report scheduled to be presented to the May meeting

120. INTEGRITY

T/Detective Inspector Brooker guided members through the Integrity report circulated to the members prior to the meeting. The report detailed how complaints were dealt with and their outcomes but lacked information on what has been done and the cumulative effect and impact for the officers and communities of Cumbria. DI Brooker advised that



monthly meetings were held to look at complaints and particularly at repeat officers to identify and implement specific interventions. It was agreed that this would be included within future reports, including identification of officers under the repeat scheme and could be considered as part of the Panel's next dip sample session.

A discussion was held regarding the conduct case information within the report. The OPFCC Chief Executive asked that future reports provide more information on the gross misconduct and accelerated hearings.

A member raised concerns that there were at least one case of Abuse of Position for Sexual Purposes (APSP) reported per month. This was attributed to receiving intelligence and monitoring processes carried out by the Constabulary. Where evidence was obtained any necessary action would be taken regarding the officer.

In previous reports the department had provided a page on local and national activities and members asked if this could be included within future reports.

The Panel provided feedback on the vetting decision dip sample session they had carried out prior to the meeting. They were impressed with the competence, professionalism and nuance demonstrated through the process and asked that their feedback be provided to the department on the good work being carried out.

- AGREED;** that, the
- (i) Report be noted;
 - (ii) Future reports to contain information on the number of cases relating to repeat officers and action being taken; what does this mean for the public/communities of Cumbria
 - (iii) Future reports provide more information on the gross misconduct and accelerated hearings in a previous quarter and future hearings;
 - (iv) Future reports to include a local and national activities elements.

121. OPFCC COMPLAINTS, REVIEWS AND QSI's

The OPFCC Governance Manager guided the Panel through the two reports which had previously been circulated. They were pleased to note that there were no complaints regarding the Commissioner or OPFCC staff.

The number of people contacting the Commissioner's office had increased by 36% from the previous year. The Panel were advised in the report of the types of issues members of the public were concerned about and what action the Commissioner, his office or the Constabulary had taken to address the concerns.

AGREED; that, the reports be noted.

122. 2024 ANNUAL REPORT



The OPFCC Governance manager presented a draft of the Community Scrutiny Panel's Annual Report, which highlighted the areas of business scrutinised by the Panel and thematic sessions they had carried out during 2024. It had been another very busy year with the Panel continuing to flex and respond to new demands and areas of business.

Members were asked to provide any further comments to the OPFCC Governance Manager who would collate them and re-circulate a final draft. Once finalised the report would be presented to the Police, Fire and Crime Commissioner and also to the Joint Audit Committee.

Agreed; that,
(i) the draft Annual Report be noted; and
(ii) members provide any comments to the OPFCC Governance Manager.

Meeting ended at 01:05 pm

Signed:
Panel Chair

Date:

Chief Officer Group



TITLE OF REPORT: Community Scrutiny Panel – Constabulary Corporate Update

DATE OF MEETING: Thursday, 15th May 2025

ORIGINATING OFFICER: Deputy Chief Constable Darren Martland

Constabulary Performance Overview *(Year to date to include excetions and comparions (where available))*

FY 24/25

- 95.8% of 101 calls answered in less than 5 minutes
- 94.8% of 999 calls answered within 10 seconds
- 91.7% of G1 incidents attended in target
- 93.0% of G2 incidents attended in target

April 2025

- 95.3% of 101 calls answered in less than 5 minutes
- 94.1% of 999 calls answered within 10 seconds
- 91.6% of G1 incidents attended in target
- 91.2% of G2 incidents attended in target

FY 24/25 (01/04/2024 – 14/03/2024)

Performance Exceptions- compared to SPLY

- Reduced Residential Burglary of a Home by 21.5%, our positive outcome rate has doubled to 16.8% from 8.1%. Alongside this, Burglary of Business and Community has also decreased by 24.7%. Our overall PO rate for Burglary has increased by 7.1% to 17.7%.
- 11.1% reduction in Arson and Criminal Damage (-462 offences).
- Identified +288 Possession of Drug offences this FY compared to SPLY (20.7% increase). Possession of cannabis has increased by 21.6%, however our PO rate is 84.4% for this offence. Increase in offences is influenced by our increase in stop search activity.
- 17.4% reduction in vehicle offences (-138 less offences)
- 31.4% increase in Other Sexual Offences (including +72 crimes in Other Miscellaneous Sexual Offences and +73 crimes in Exposure and Voyeurism). This is partly influenced by 3 additional offences that have been introduced under the Online Safety Act, relating to sending and sharing explicit images.
- 3.1% reduction in Theft Offences (-236 Bicycle and Other Thefts). PO rate has increased to 21.2% (+1.5%).
- Outcome rate for Hate Crime has increased (26.6%, up from 21.8%).

Corporate Updates *(Finance, HR and Inspection)*

Finance

Statutory Audit of Accounts

2024/25 – The external auditors (Grant Thornton) have undertaken some interim audit work to support their audit planning. The audit plan for the 2024/25 audit of the financial statements appears on the JAC agenda for June. The deadline for the publication of the draft statement of accounts for 2024/25 is 30/06/25, with the latest publication date for the audited statement of accounts being 27/02/26. Work is currently underway within the Financial Services Team to pull together the financial statements for the PFCC/Group and Constabulary. Grant Thornton are intending to start their main audit mid to late June 2025.

2024/25 Budget Monitoring

The quarter 4 revenue budget position (provisional outturn) as at 31st March for the PFCC/Constabulary Group reported a combined forecast underspend of £519k which represents 0.39% of the budget and which is well within the target of +/- 1% of budget. Some underspends have arisen in year, largely as a result of the Futures Programme work and these have been earmarked to support the budget and the futures programme in future years.

Internal Audit

The internal audit contract has moved to a new internal audit provider, Mersey Internal Audit Agency (MIAA), from April 2025. MIAA are currently working with Constabulary leads in relation to the quarter 1 audits.

In relation to TIAA, work is ongoing to finalise the internal audit reports for the 2024/25 financial year and the annual audit report and opinion from TIAA is expected by the end of May.

HR

- AL entitlement changes for federated officers effective from 1 April 2025. The changes have been implemented and communicated and are in line with the phased approach as approved by NPCC. The leave policy has also been updated but these changes are part of the wider working arrangements updates to the leave policy.
- Targeted Variable Payment – scheme approved and commenced 1 October 2024 for AFO's. First payment has been made and is ongoing on a quarterly basis.
- Targeted Variable Payment - scheme approved and will commence on 1 June 2025 for Response and CID officers in Westmorland & Furness BCU. Paid every 6 months for an initial 2 year period.
- Car Lease scheme launched April 2025 – processed 8 applications, 2 cars have been delivered and one to be delivered next week.
- SMP – Constabulary sourcing provision of SMP for medical retirements due to current SMP retiring. Added to the risk register.
- Absence management and Limited duties – focus remains high on absences, especially long term cases and also management of those returning on recuperative duties to ensure plans are meaningful with timelines. A number of individuals have been successfully redeployed as part of this process.

Inspection Regime

- Force Management Statement submission due on the 30th May to HMICFRS.
- Progress updates for recommendations from Part 1 of the Angiolini Inquiry to the NPCC (May 25 return).
- HMICFRS Spring Data Return due on the 30th May to HMICFRS

Operations and Events *(Local / National Incidents and Events of Note)*

Fatal RTC, 05/03, at Kendal Rugby Union Club, Shap Road, involving the death of a 10 year old child - Poppy Atkinson, from Kendal, was killed when a car crashed onto a sports pitch. Gold Group. This incident and the subsequent funeral resulted in significant local and national media interest.

Royal Visit, 25/03, Windermere Area, HRH Catherine, Princess of Wales on official engagement connected to her role with the Scouts. Routine firearms deployment with Cumbria officers supporting the MPS Royal and Specialist Protection.

Operation Spotlight, National Road Safety Campaign throughout April. Within Cumbria this resulted in 159 arrests for motoring offences, 2500 fixed penalty notices issued. Significant social media 'enforcement / education' reached 1.6 million people.

Operation Huelva, 03/05, seven drugs warrants executed in Carlisle leading to nine arrests, £583k of cash seized.

Operation Merlin, 06-11/05 six drugs warrants and fourteen arrests made.

Media Highlights *(Since the previous report and anticipated over the next reporting period).***Proactive weeks of action targetting:**

- Neighbourhood Policing Guarantee: Details of the Home Office additional funding to have more roles in Neighbourhood Policing, increased visibility, named officers etc. Tackling ASB and Crime.
- Op Enhance: Continuing hotspot policing operation targeting ASB and Serious Violence,

- Op Spotlight: month long campaign raising awareness of the fatal four. 1.6m reach with lots of positive support from community.
 - 159 arrests:
 - Sec 5a (drug driving): 75
 - Sec 5 OPL (drink driving): 39
 - Fail to provide: 26
 - Unfit through drink or drugs: 19
 - Over 2400 speeding offences
- VAWG: promoting the “Walksafe” initiative in Carlisle. Supported by Carlisle United and other partners
- Op Alliance: targeting drug supply in our communities, funding for specific operations from PFCC.
- Op Bologna – Drugs activity in Workington, Maryport and Millom – media attended
- Op Huelva – Drugs activity in Carlisle – warrants undertaken - 9 arrests, £556k in cash seized, drugs, vapes and weapon also seized.
- Courier Fraud: advice issued across all platforms following a number of incidents reported.
- Op Merlin: targeting wanted criminals in the county.

Court cases:

- Coverage of numerous sentencing hearings for a series of crimes including burglaries, drug possession with intent to supply, GBH and a number of sexual offences.
- Op Gall sentencing: Four people jailed for a collective 26 years for drug supply of cannabis and cocaine. The operation began in 2023 after officers stopped a black Audi travelling on the M6 and located cocaine in a bag for life on the back seat.

Bravery of officers commended during cases heard at court.

- PC James Cornish - praised for wading across a river to catch an offender near Longtown in April 2024. Offender, will be sentenced at Crown Court at a later date for dangerous driving.
- PCs Stephen Herbert, Nick Johns and Richard Sandham are to be awarded certificates of commendation from a judge for being "Conspicuously brave in their actions" showing "true heroism", following their response to a male who had doused himself in petrol at a fuel station in Barrow. Male sentenced for 32 months.

May:

- Appleby Horse Fair
- Recruitment in response to NHP Guarantee.

Darren Martland
Deputy Chief Constable



Community Scrutiny Panel

Title: OPFCC Corporate Update

Date of Meeting: May 2025

Agenda Item No: 05b

Originating Officers: Gill Shearer, OPFCC Chief Executive

This update provides the Community Scrutiny Panel with a headline summary of recent developments within the Office of the Police, Fire and Crime Commissioner.

1. **PFCC – One Year in Office**

On Friday 8 May 2025 the Commissioner celebrated being office for a year. taking up the role in May 2024, Police, Fire and Crime Commissioner David Allen has made significant progress in delivering on his commitment to strengthen neighbourhood policing, improve services for victims, and ensure that local priorities are at the heart of Policing and Fire Service decisions.

Key achievements from the Commissioner's first 12 months include:

- Securing an additional £1.68 million to bolster neighbourhood policing through the Neighbourhood Policing Guarantee, ensuring more visible and accessible policing in communities – this money will deliver an additional 46 Police Staff into Cumbria Constabulary almost doubling the size of the Neighbourhood Policing teams across Cumbria.
- Investing more than £120,000 into community projects via the Commissioner's Community Fund, supporting grassroots organisations which help to ensure crime and anti-social behaviour doesn't occur in the first place.
- Working with the Constabulary to Achieving a 35.9% reduction in anti-social behaviour and a 20.1% reduction in serious violence in hotspot areas through targeted, partnership-led interventions.
- Investing in Cumbria Fire and Rescue Service through new technology and equipment which will keep Cumbrian residents safe.
- Launching Cumbria's Neighbourhood Policing Pledge, setting clear standards for local policing across the county.

- Hosting 24 public surgeries across every area of Cumbria, giving residents a direct voice on local policing and fire service issues and the chance for residents to ask any questions or raise concerns directly with the Police, Fire and Crime Commissioner regarding the quality of service they have had with their Police or Fire Service or any other issues.
- Investing £3.4 million into Commissioned Services, ensuring tailored, trauma-informed help for those affected by crime.
- Launching a new four-year Police, Fire and Crime Plan, built on public consultation and focused on the issues that matter most to local people.
- Making strong progress towards resolving the £16 million deficit within the police budget that was left by the previous administration: reducing this by £5m, helping to secure long-term financial sustainability without compromising frontline services.
- Championing Cumbria at a national level, ensuring that our voice is heard nationally and that we get the funding we deserve.

From investing in neighbourhood policing and victim support, to tackling anti-social behaviour and serious violence, the Commissioner is proud of the progress made together with the Force; and the Commissioner remains firmly focused on building a safer, stronger Cumbria for all.

2 **Keeping Town Centres Safe**

The Government has launched as part of its Safer Streets Mission, a 'Keeping Town Centres Safe' initiative that will run from 30th June to 30th September.

The primary goal is to drive down retail and street crime, as well as antisocial behaviour, in town centres this summer and to increase meaningful and visible consequences for those who feel it is acceptable to cause this scourge on our society.

The Government has asked Police, Fire & Crime Commissioners to lead on the development and delivery of a local plan, working with Chief Constables, local authority Chief Executives and other key stakeholders, such as education and local community organisations.

The plan must set out the activity partners will deliver collaboratively to address specific challenges and needs in one or more town centre. Each area must identify which town centres they will prioritise. The Home Office has used the Consumer Data Research Centre definition of town centres and provided each area with a list of the town centres that fall within this definition.

The PFCC, his Office, and responsible partners are currently working together to identify which town centres will be prioritised and the activity / initiatives they will

deliver to target retail and street crime, as well as antisocial behaviour, this summer. The PFCC has until the 6th of June to submit our local plan to the Home Office.

This initiative will be overseen and monitored through the Safer Cumbria Partnership Board, chaired by the PFCC. The Partnership includes Chief Officer representation from the Police, Local Authorities, Probation, etc. and has wider links with the Community Safety Partnerships and education.

The Government is developing a monthly reporting template that will monitor the impact of the activity delivered during this time. This template will be issued to PFCCs in the coming weeks.

3 Neighbourhood Policing Guarantee

The PFCC has secured an additional £1.68 million to bolster neighbourhood policing through the Neighbourhood Policing Guarantee, ensuring more visible and accessible policing in communities. This money will deliver an additional 46 Police Staff into Cumbria Constabulary over the next year.

The Government has also published a Performance Framework to demonstrate progress on the Neighbourhood Policing Guarantee to the public. The Home Office will work with policing to monitor this and will publish numbers at force level every 6 months.

The PFCC will hold the Chief Constable to account against the guarantee through his internal governance board – ‘Executive Board Police’, and externally at his Public Accountability Conferences.



Quarterly Community Scrutiny Panel





Custody

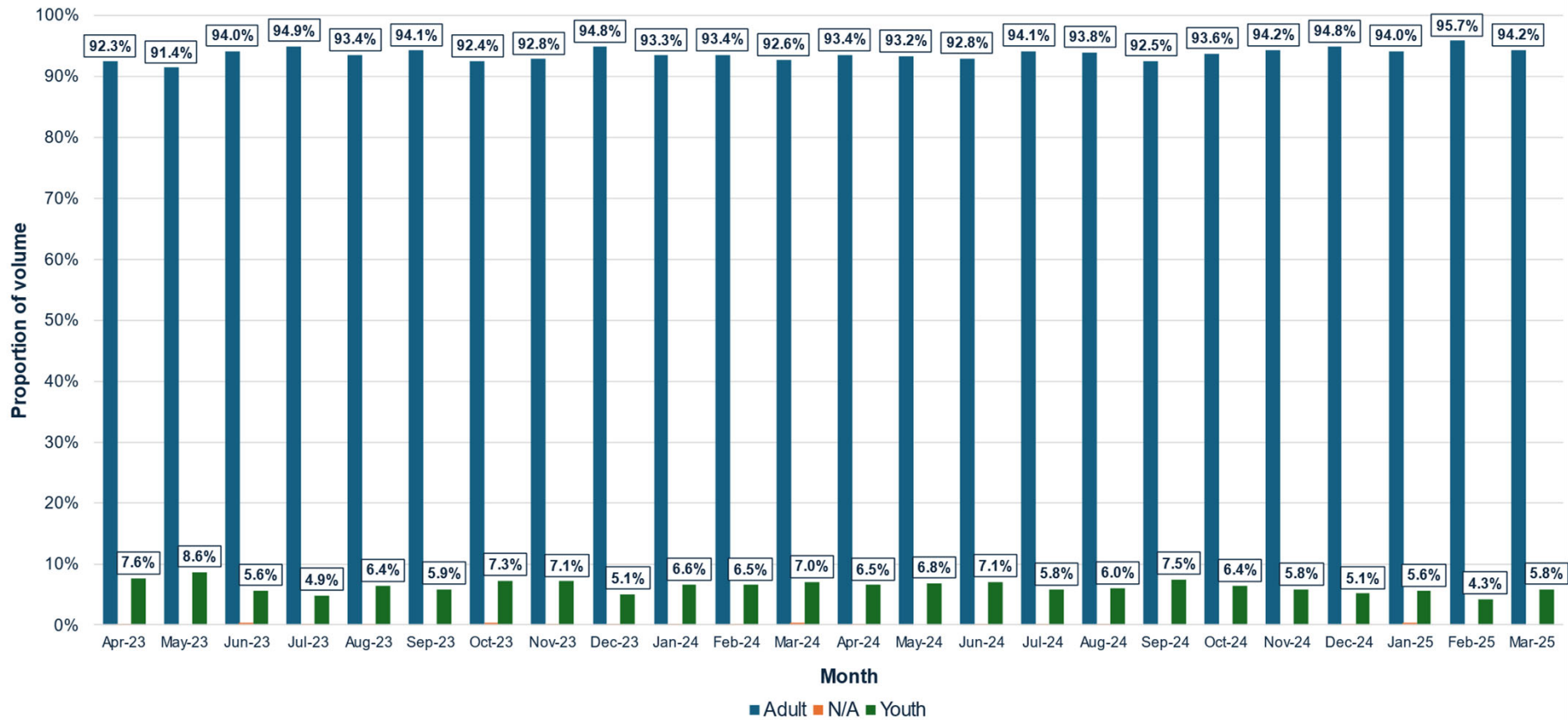


Custody

Primary Arrest Proportionality- Adults and Youths

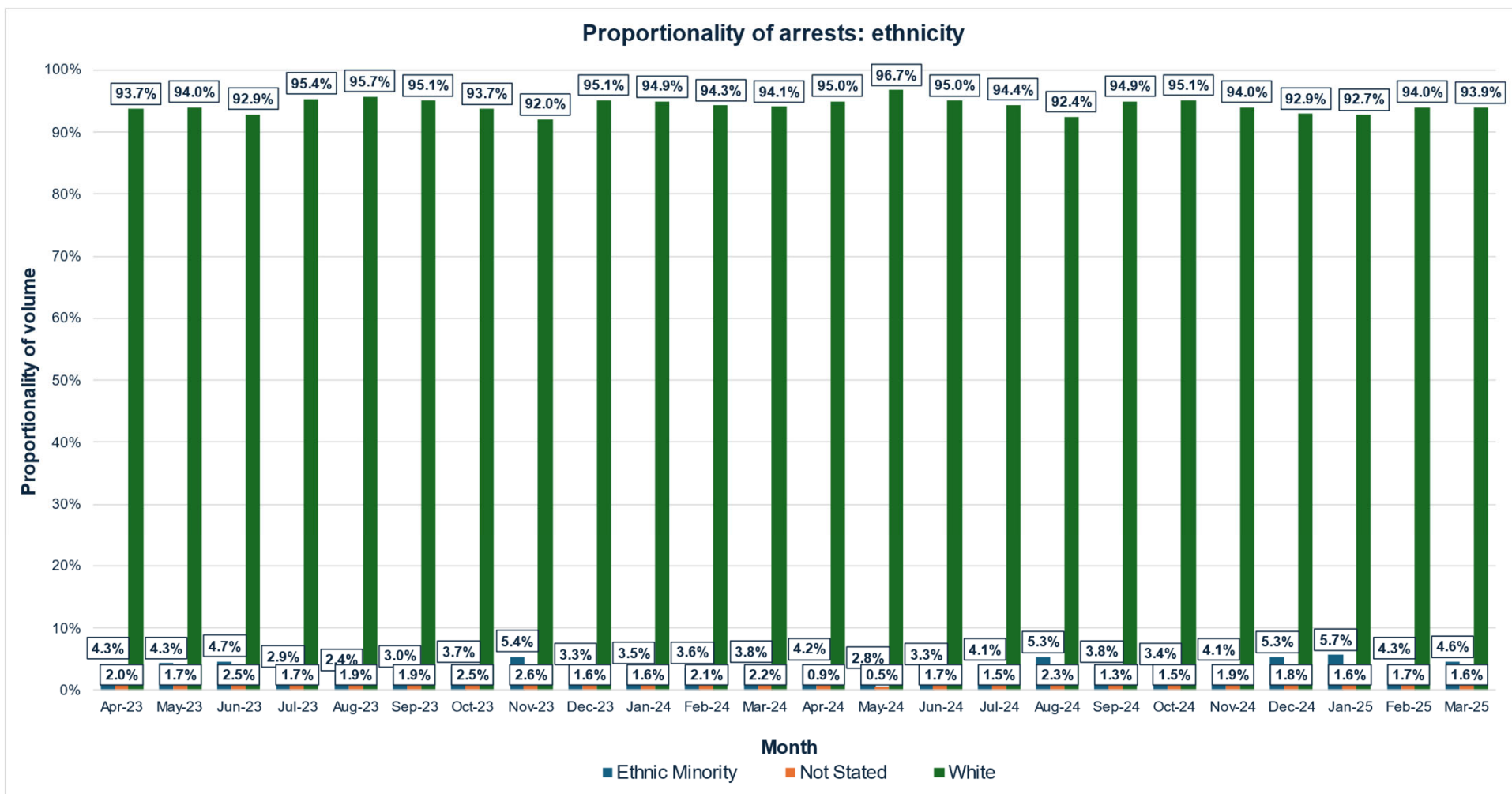


Proportionality of arrests: age brackets



Custody

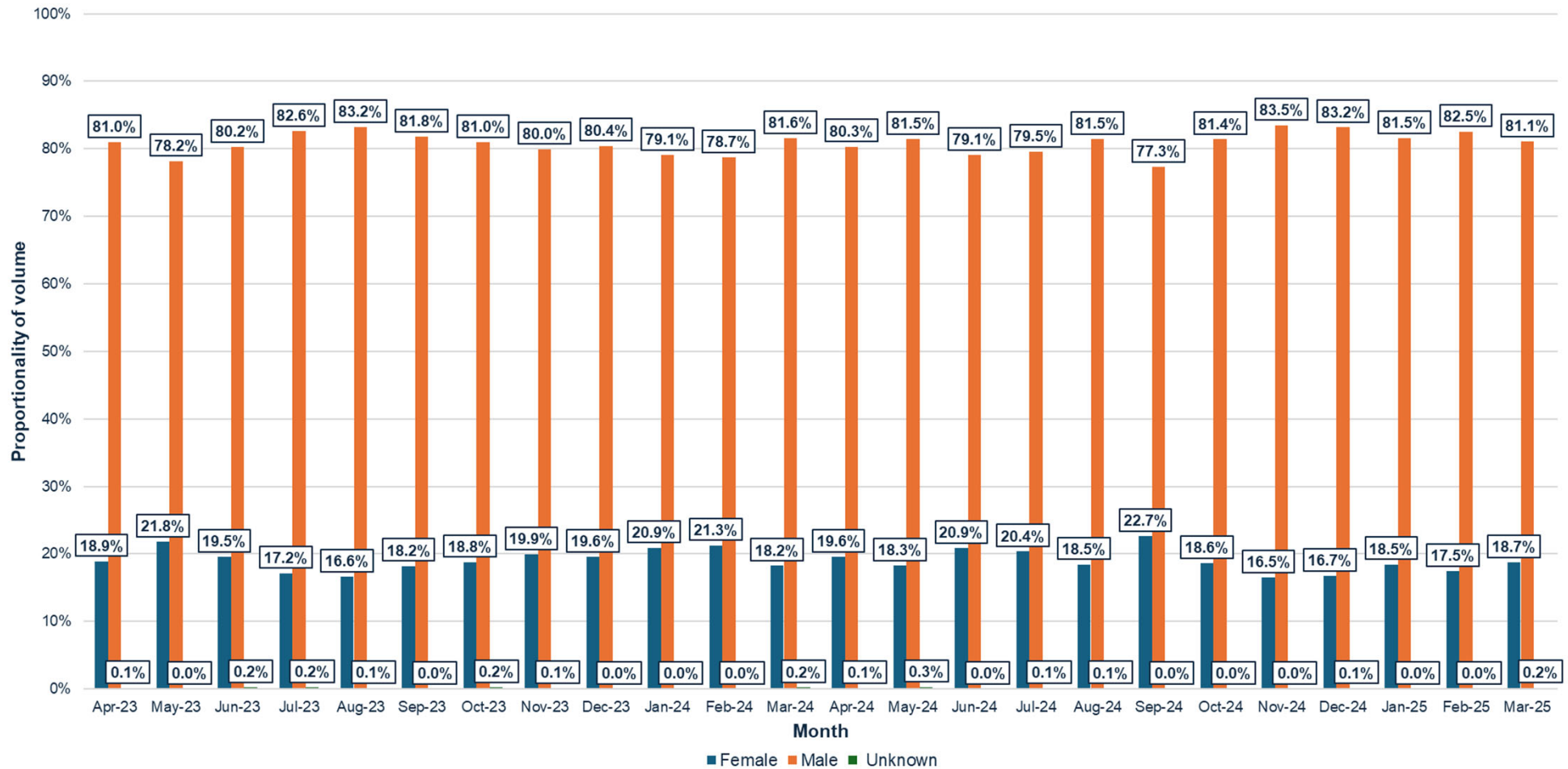
Primary Arrest Proportionality- Ethnicity



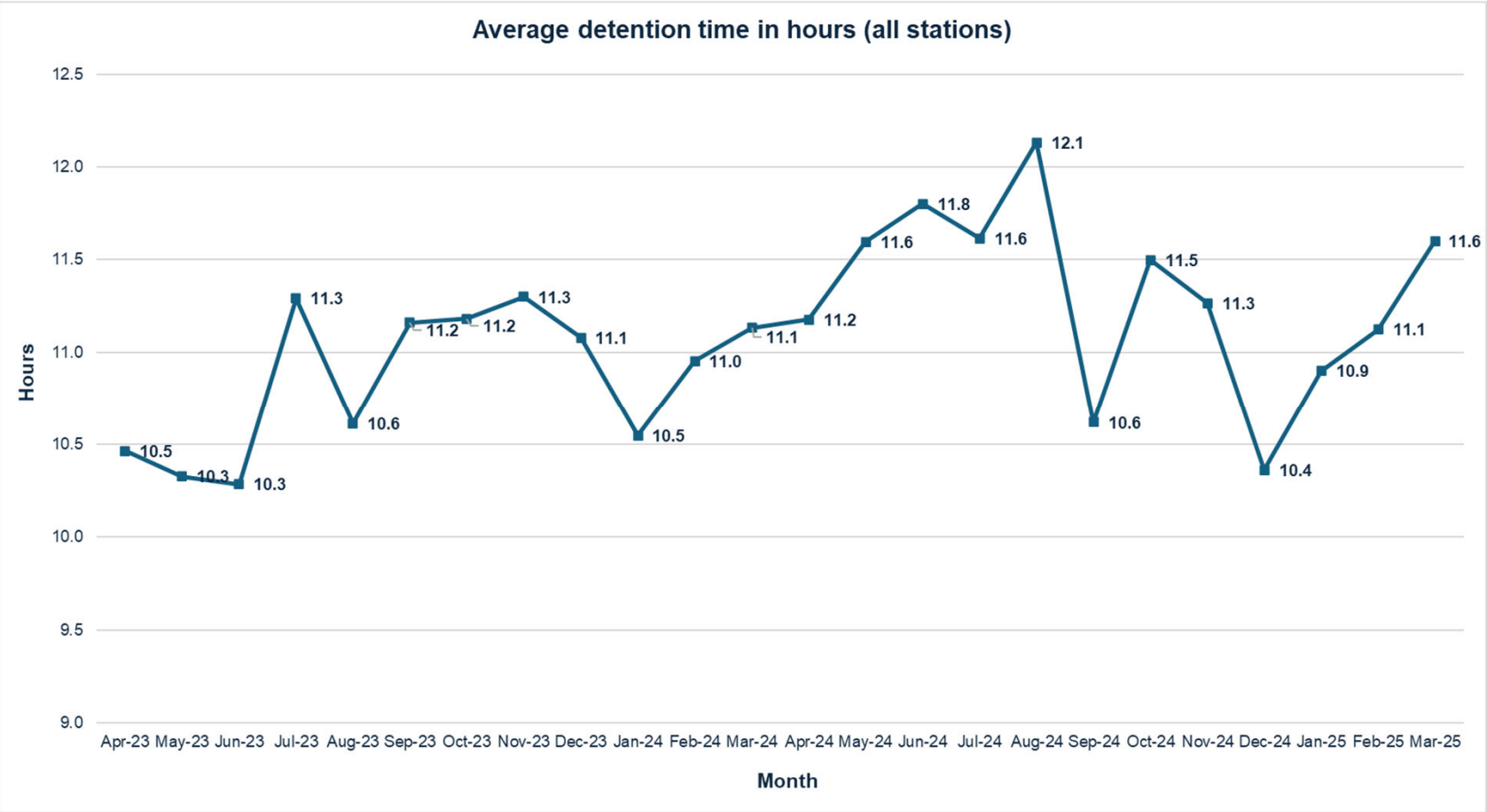
Custody Primary Arrest Proportionality- Gender



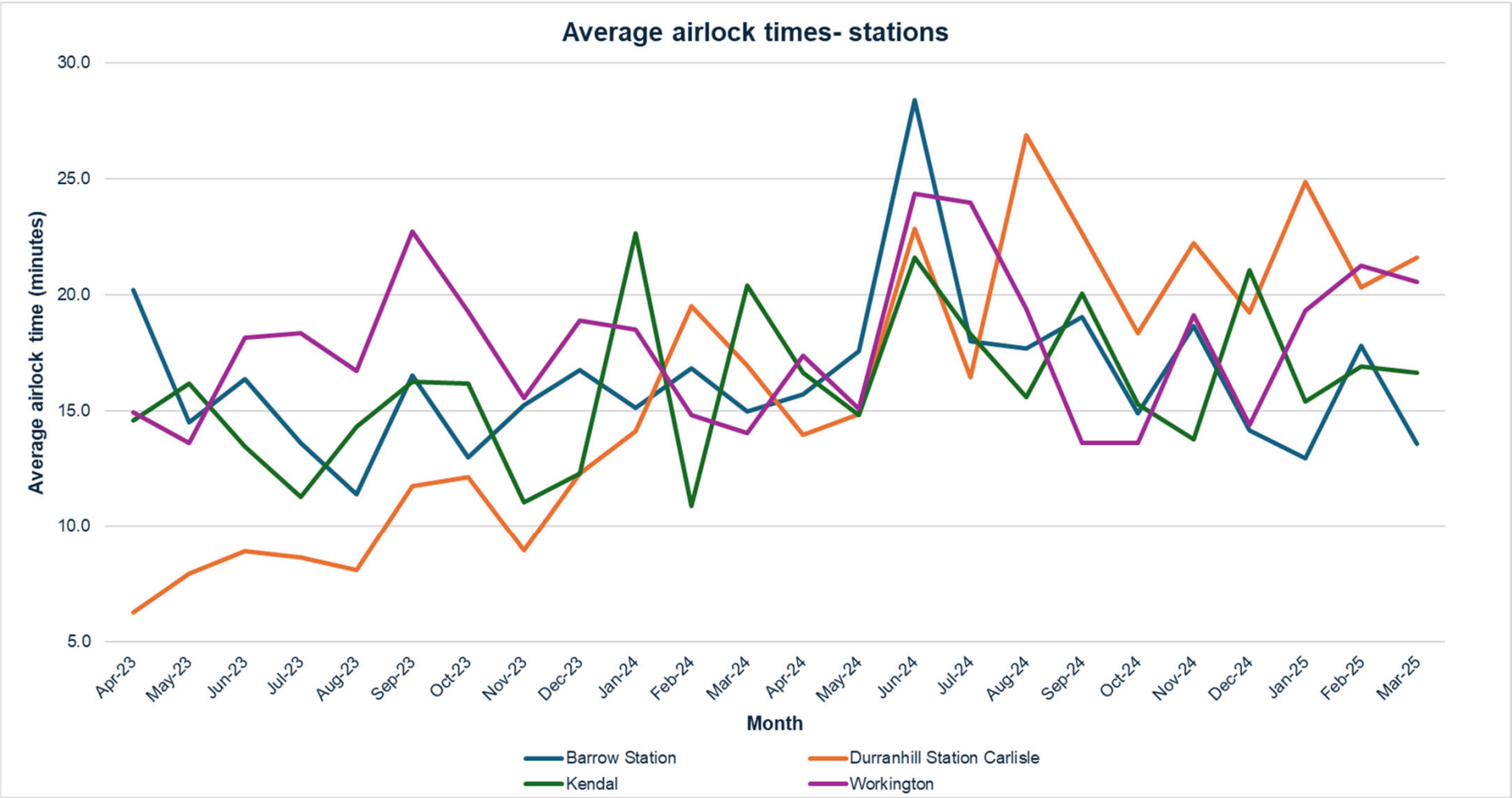
Proportionality of arrests: gender



Custody
Average (Avg) Hours Detained

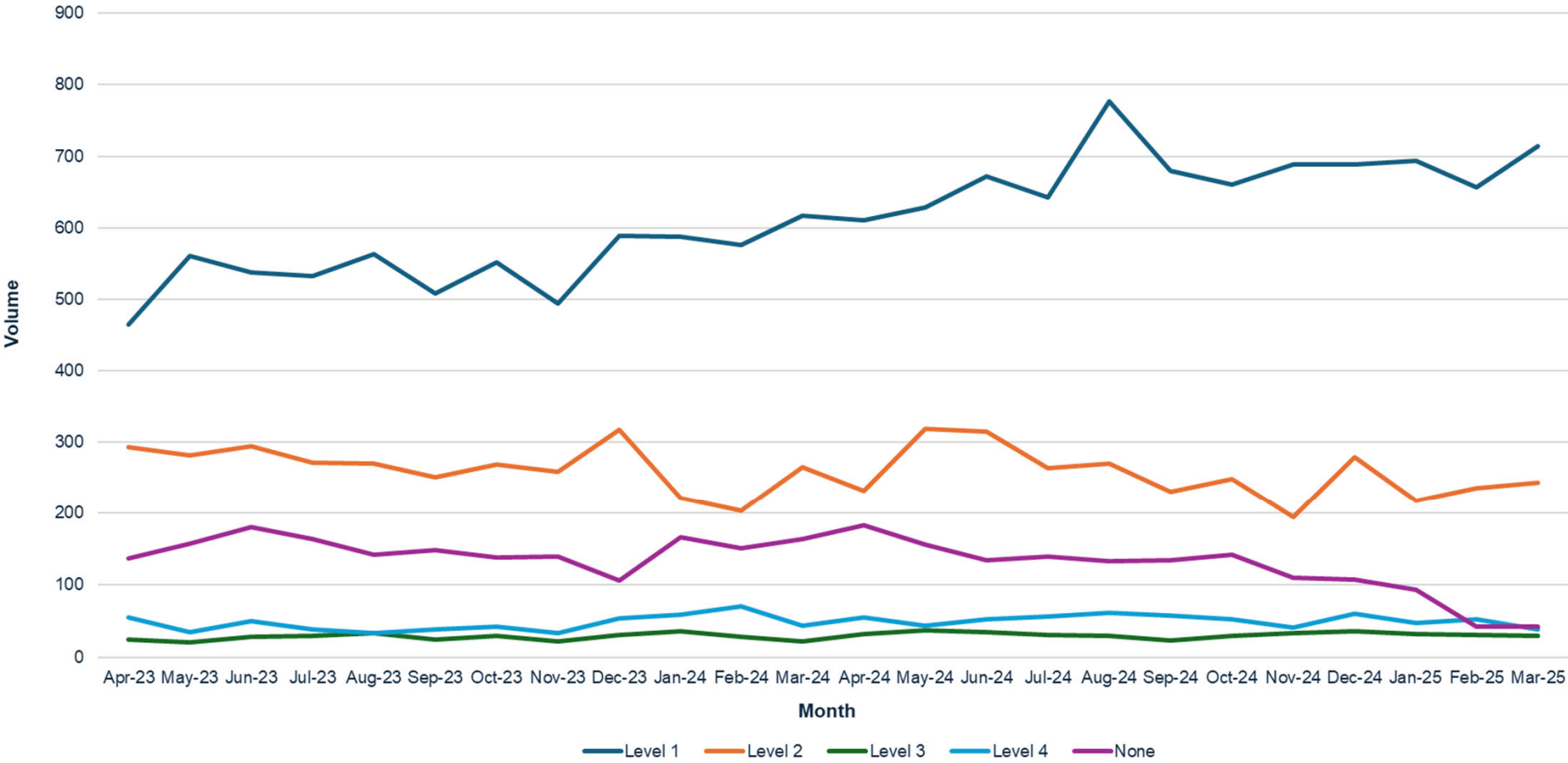


Custody
Average Airlock Times

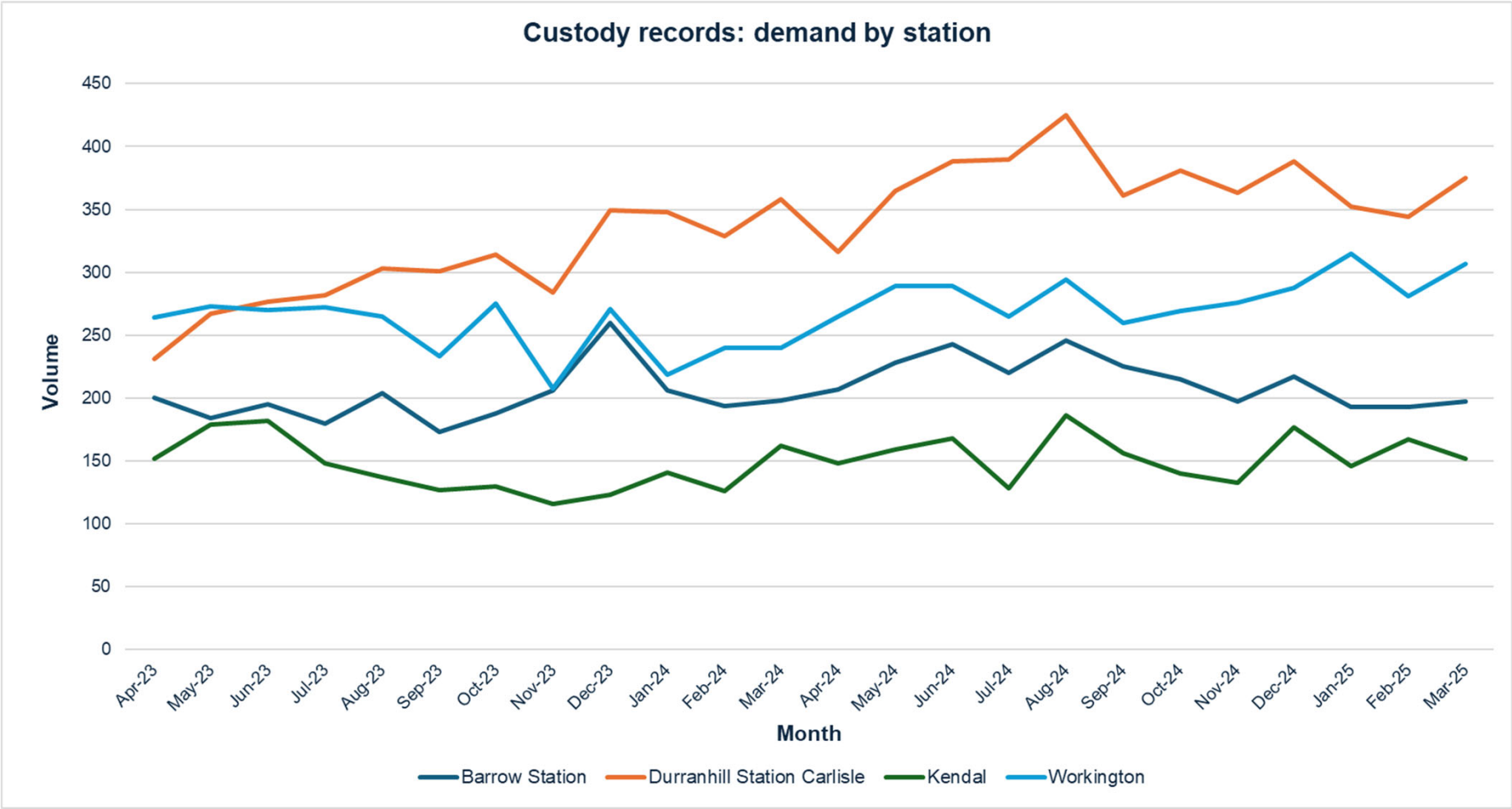




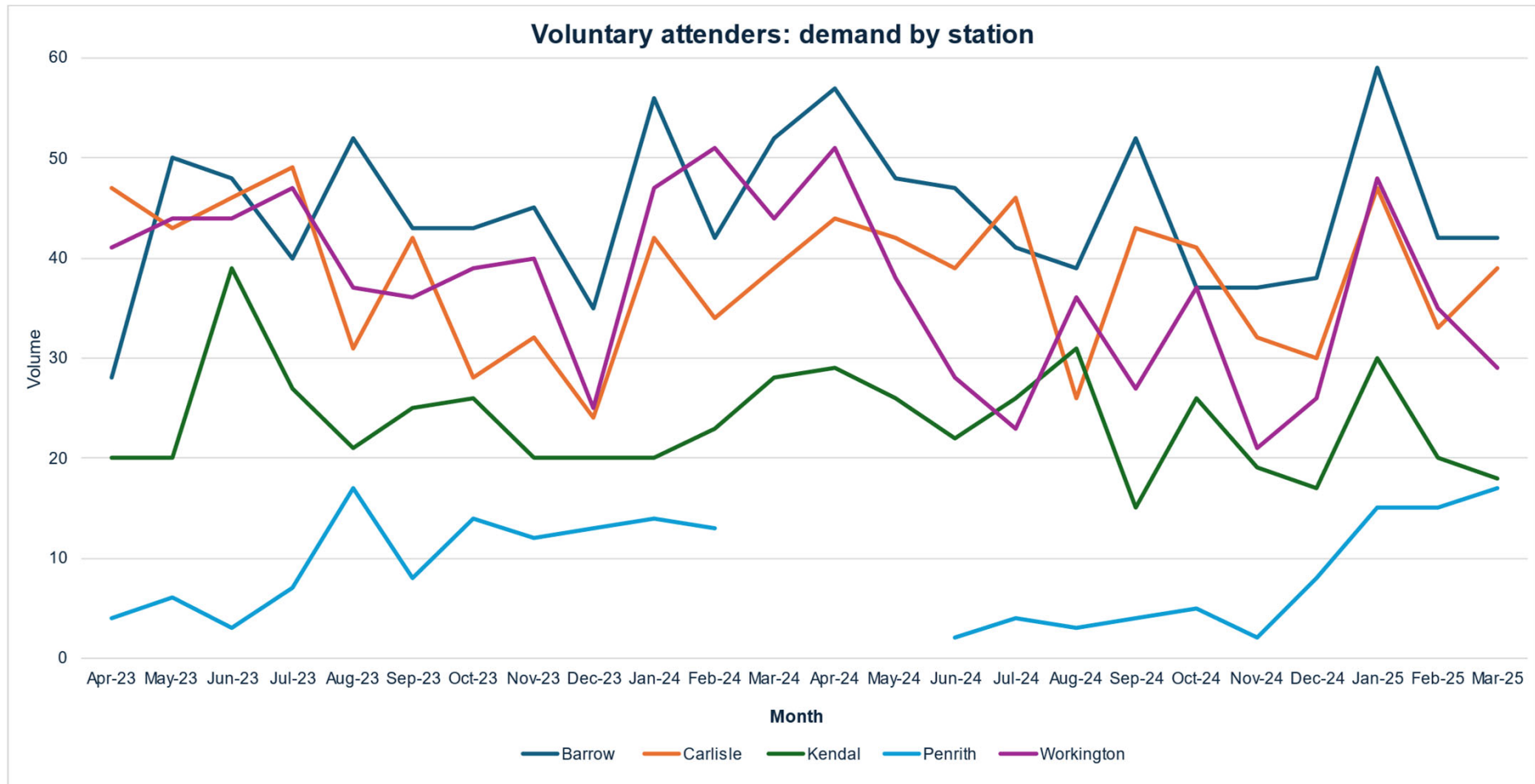
Observations: Volumes



Custody
Custody Demand

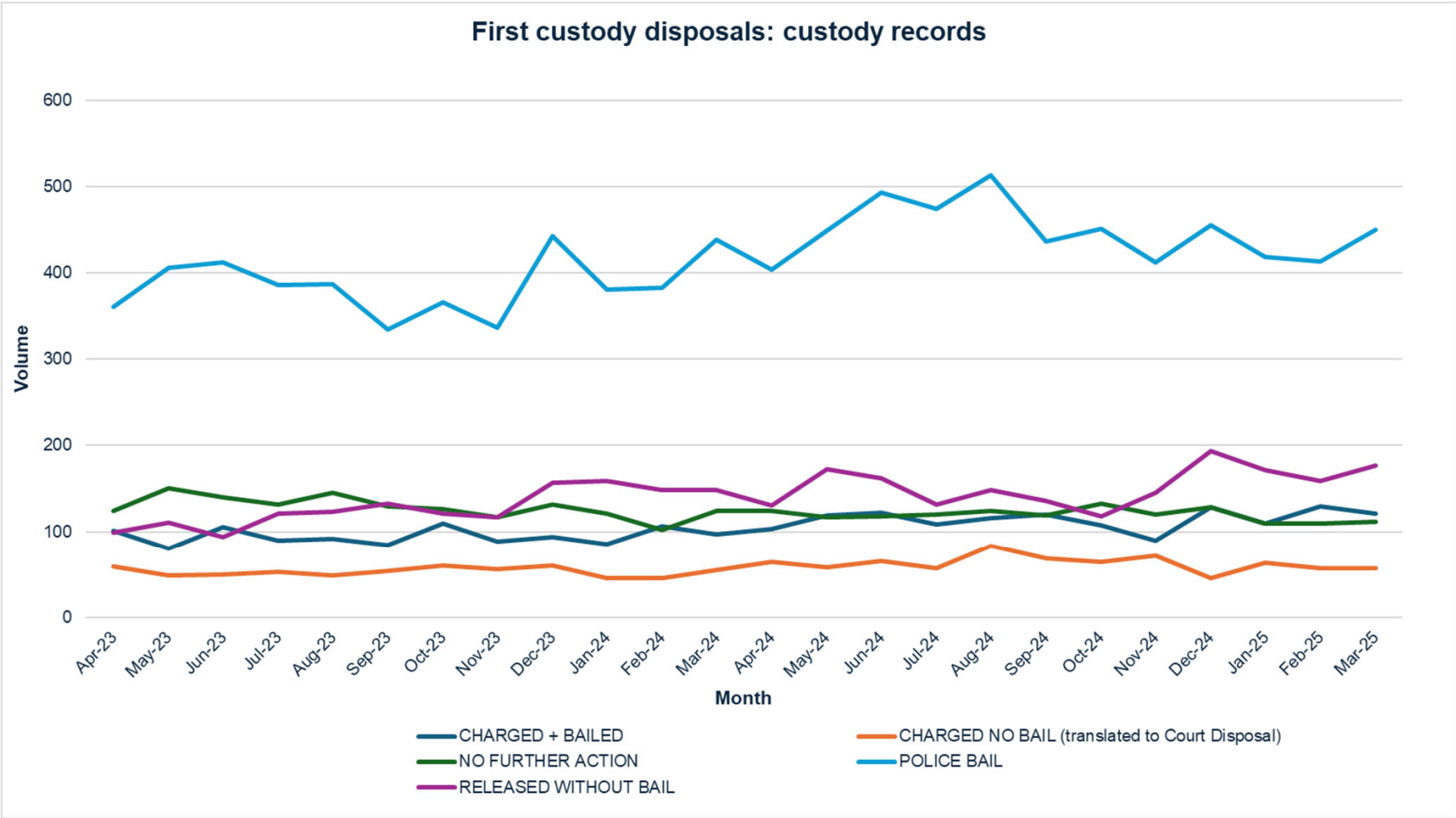


Custody Voluntary Attenders



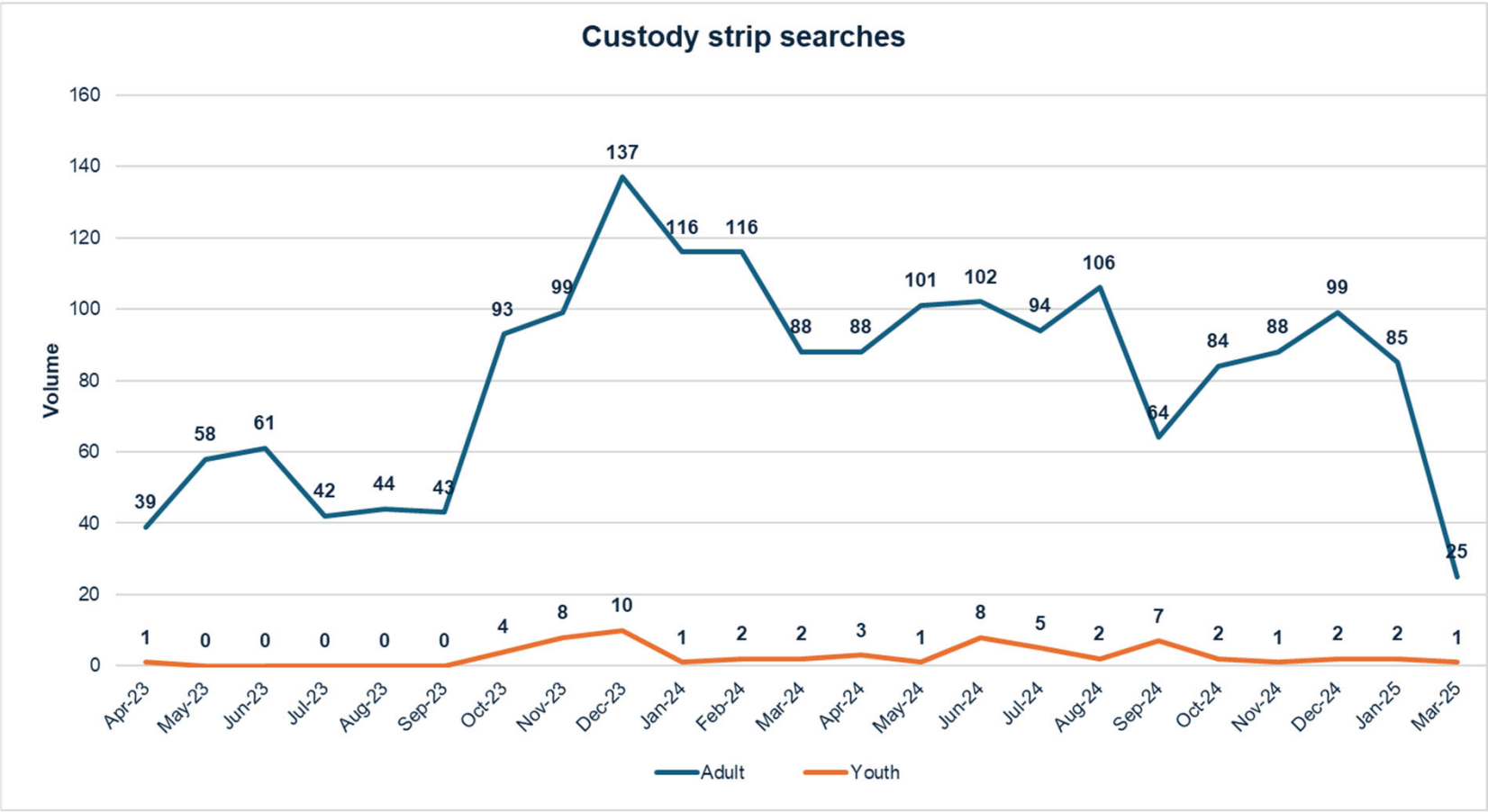
Custody

First Disposals from Custody



Custody

The volume of strip searches conducted: adult and youths

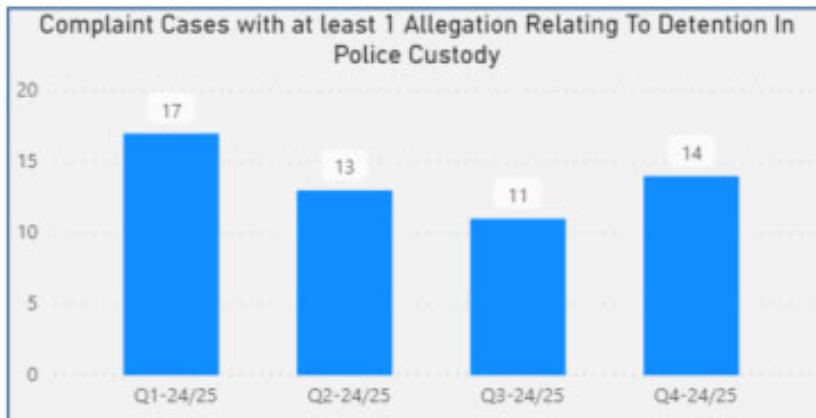


Custody strip searches occur where the custody officer believes the detainee is in possession of an item which could physically injure anyone (including the detainee), damage property, interfere with evidence or help the detainee to escape. The extent of the search (whether a Strip search) depends on the decision made by the custody officer.

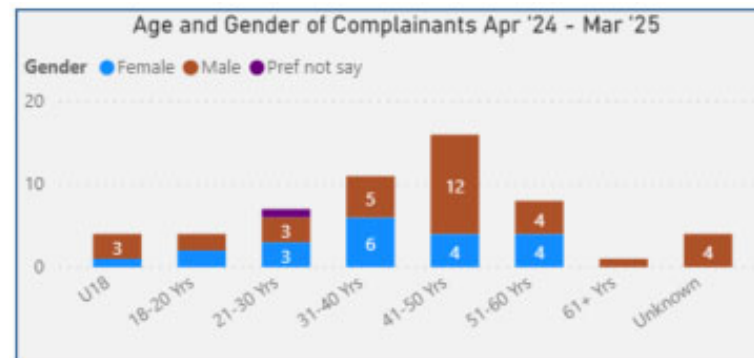
These figures do not include intimate searches.



Detention in Police Custody Complaints 01/04/2024 – 31/03/2025



Wide variety of themes within complaints, but recurring most often are Lack of Medical Care, and the denial of rights – including the presence of a solicitor, the provision of food and drink and the presence of an Appropriate Adult. Other recurring themes are the use of strip searches, and the excessive length of time spent in custody.



Station	Cases
Workington	19
Carlisle	16
Kendal	11
Barrow	7
Not Recorded	2
Penrith	1
Whitehaven	1

- 61.8% of complainants are male
- 49.1% are aged between 31-50.
- 69.1% are White British (Self-defined)

	Q1-24/25	Q2-24/25	Q3-24/25	Q4-24/25
White British	11	11	8	8
Unknown	5	1	1	4
Any Other White Background		1		
Black African				1
Black Caribbean				1
Not Stated			1	
White Gypsy or Irish Traveller			1	
White Irish	1			

- Workington and Carlisle Custody seeing the majority of complaints, with each seeing between 29-35%





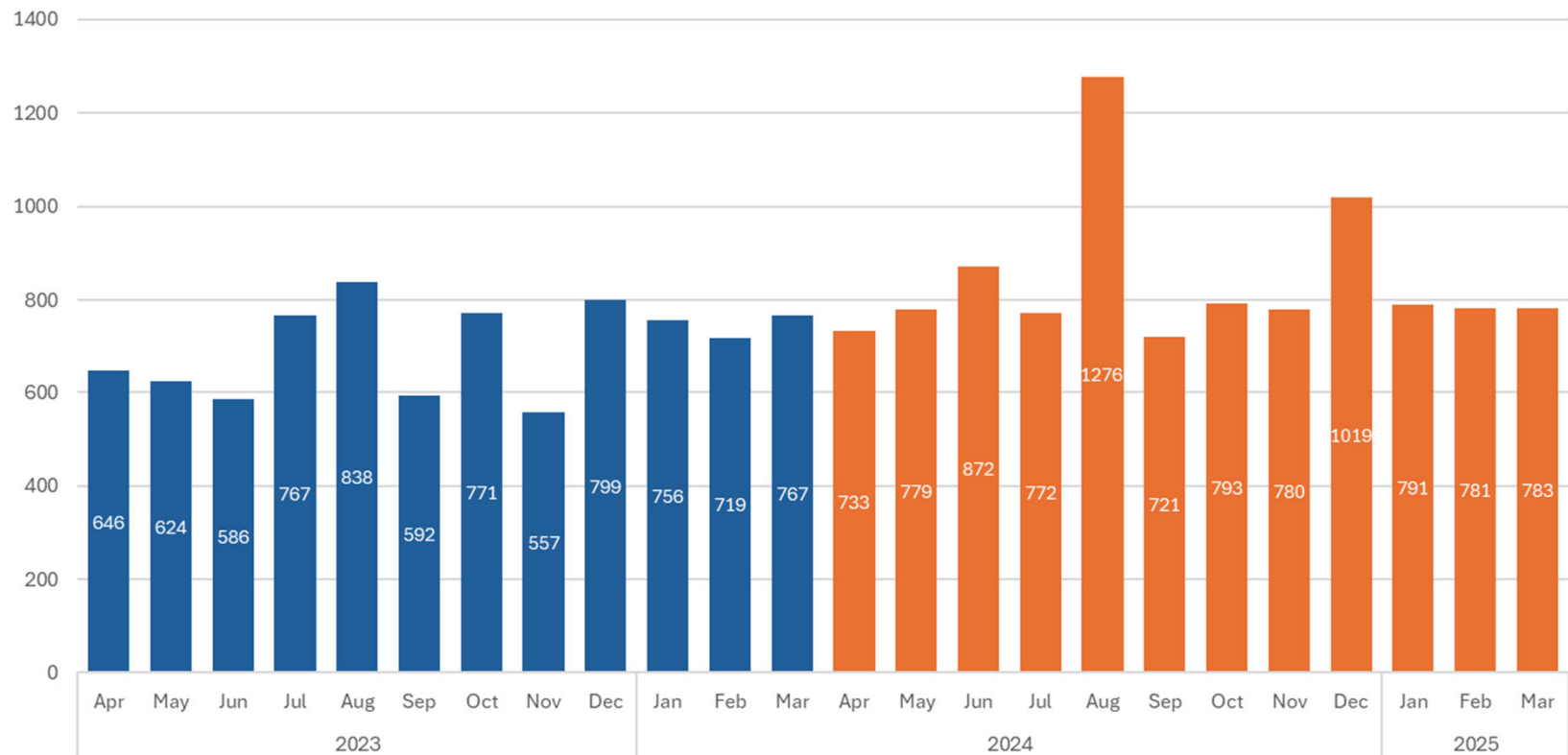
Stop and Search



Stop Search Volume of Stop Search



Stop search volumes over time, 01/04/23 - 31/03/25



- The Force's use of stop and search as a tool for tackling crime as increased significantly over the past 4 financial years.
- In Q4 24/25 there was a small reduction in the number of S&S against the previous quarter of 9.14%.
- Stop Search Volume has been impacted this FY by increased staffing and activity related to Op Mustang in August 24 (Public Order Operation) and OP Festive in December 24.

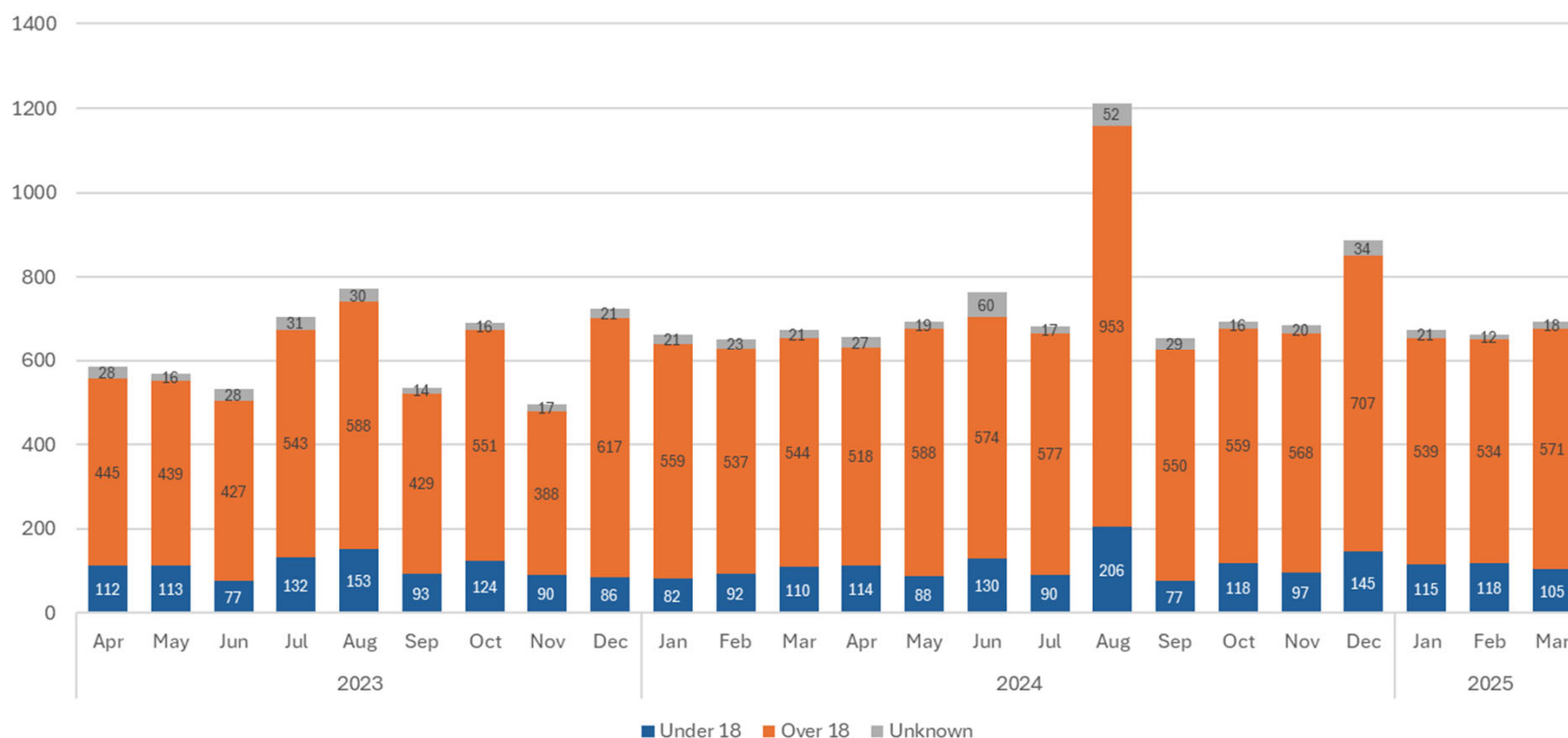
Chart showing monthly stop search volumes over time, period is 01/04/2023 – 31/03/2025. Monthly averages for **FY23/34** - 702, **FYTD24/25** - 860.



Stop Search - Youth Stops & Outcomes



Stop search volume by age grouping, 01/04/23 - 31/03/25



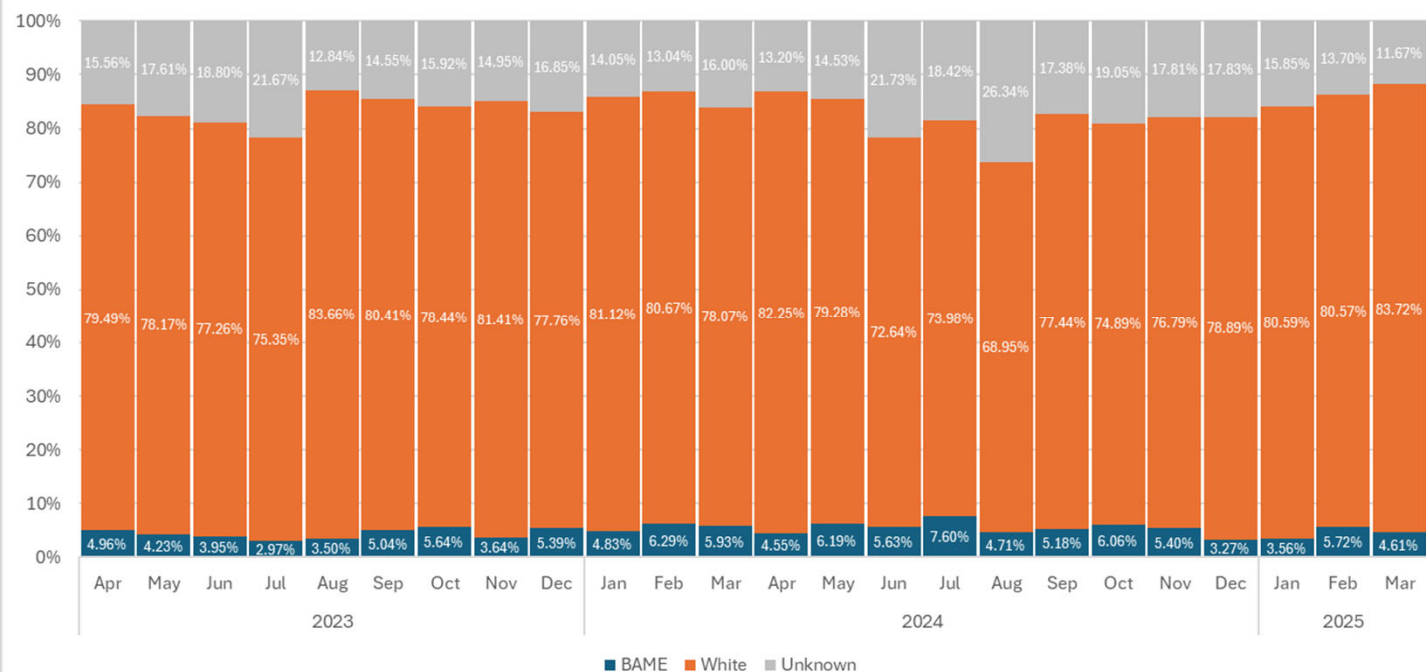
- In Q4 24/25 338 searches were completed on Under 18s compared to 360 in Q3 24/25. The proportion against all searches has remained consistent with previous periods, ranging between 11% and 20% and averaging 15.53% since in FY24/25.
- Searches recording unknown ages average 3.54% of all searches completed in the FY24/25.



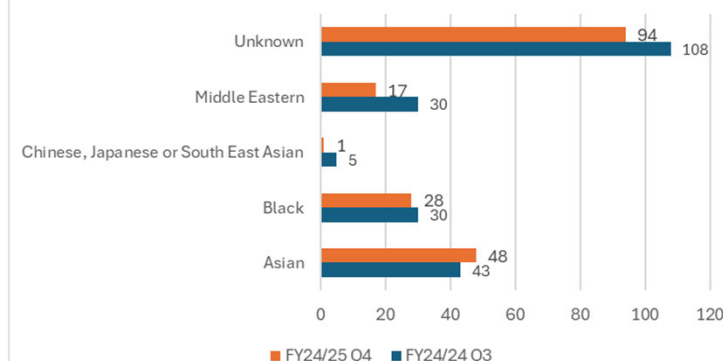
Stop Search – Perceived Ethnicity



Proportion of perceived ethnicity, 01/04/23 - 31/03/25



FY24/25 Q3 vs Q4 BAME Ethnicities

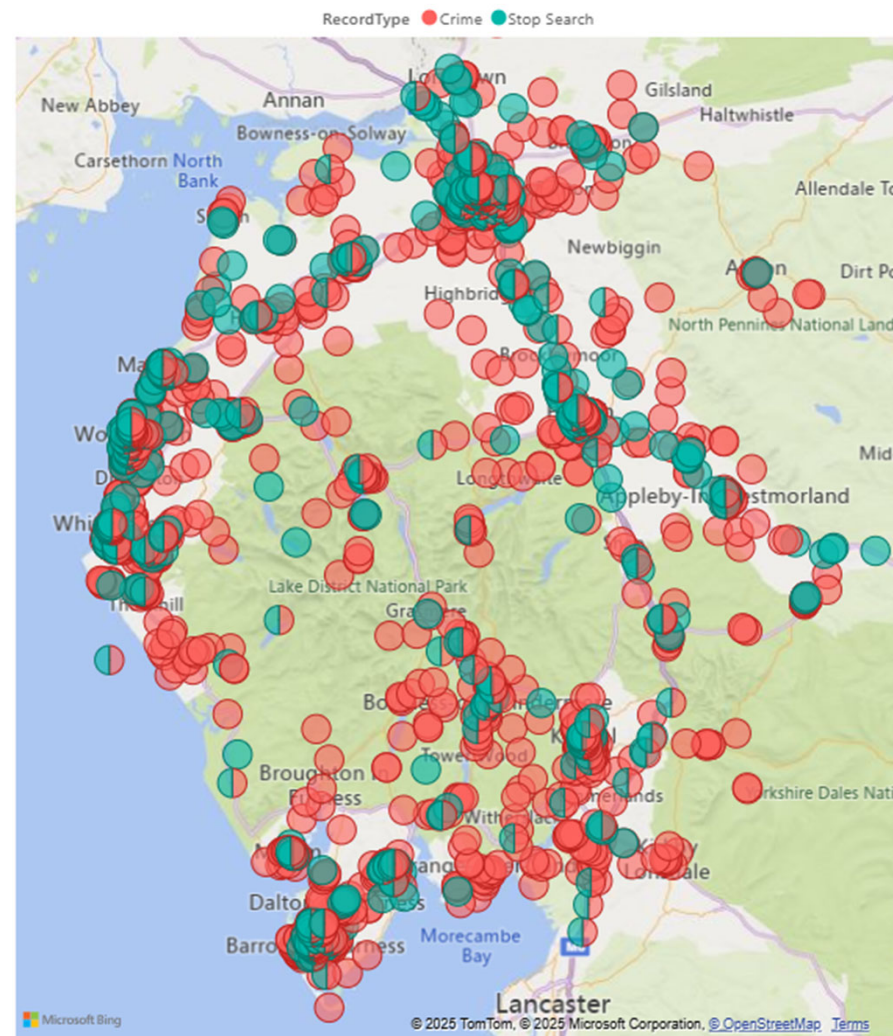


- When comparing 24/25 Q3 and Q4 proportion of S&S by BAME Groups, all have remained relatively stable, with a 43.3% decrease in middle eastern ethnicities
- To note however is that “unknown” ethnicity recording has decreased month on month this quarter
- January 2025 saw the second lowest proportion of BAME group searches in the last 12 months.

Stop Search – Crime Location Summary



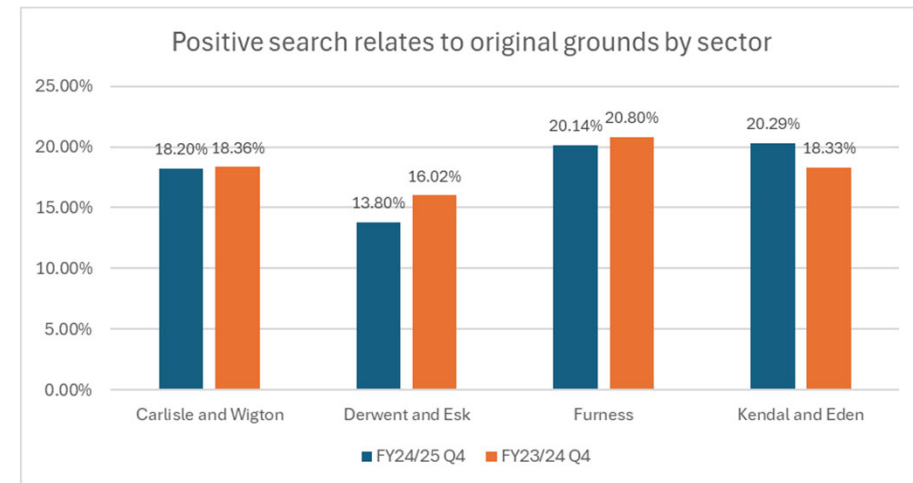
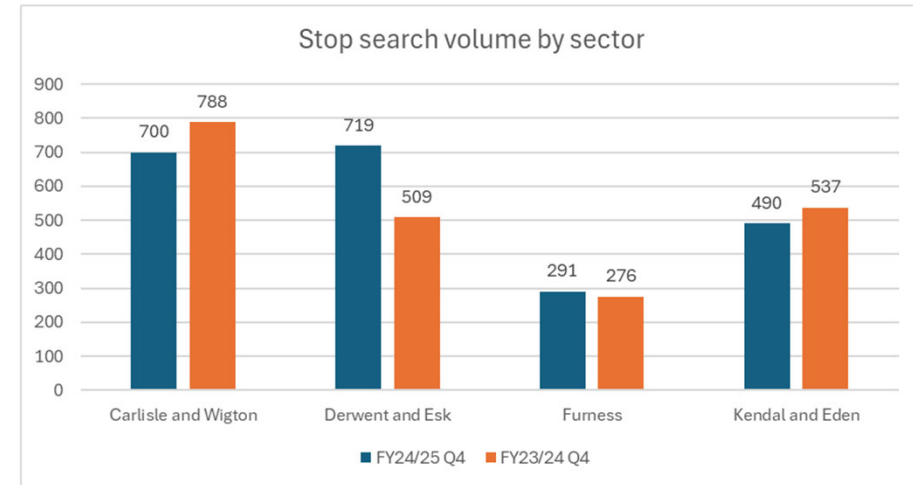
- Overall, stop and searches are being carried out where the main crime hotspots are occurring
- These hotspots are predominantly within the larger towns in the region such as Carlisle, Barrow and Penrith
- Potential areas with crimes and a lack of stop and searches including the Grange and Sellafield areas



Stop Search – Positive Search Rate



- Stop searches are up in Carlisle & Wigton and Kendal & Eden, but down in Derwent & Esk and Furness
- Carlisle and Wigton had the largest increase of 12.57% compared to the SPLY with Derwent & Esk decreasing by 29.21%
- Kendal & Eden is the only sector to not have a higher proportion of positive searches relating to original grounds compared to the SPLY, 1.96pp decrease
- Positive search rate related to the original grounds have increased most in Derwent and Esk, by 2.22pp





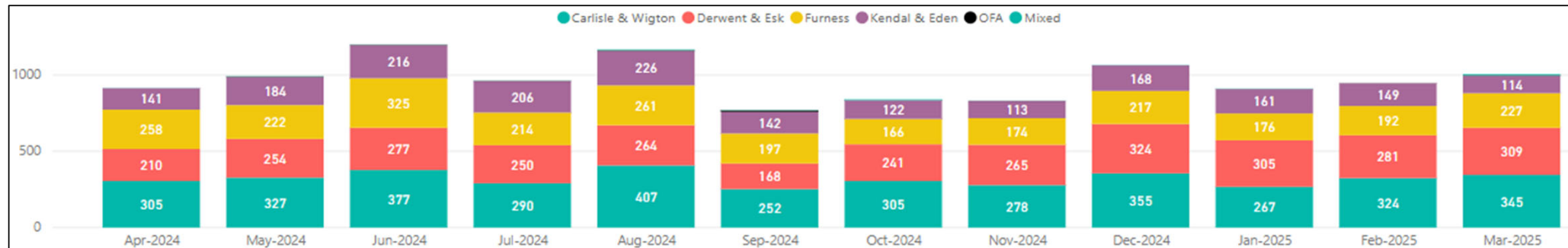
Use of Force



Use of Force Volume of Use of Force



- All figures are given for the past quarter (01/01/2025 - 31/03/2025), however the data for the past 12 months is shown for comparison
- There were a total of 2,863 use of force forms completed within Cumbria from this past quarter
- An increase of 4.57% from the 2,738 forms submitted in the previous quarter



Use of Force

Volume of Use of Force by Command

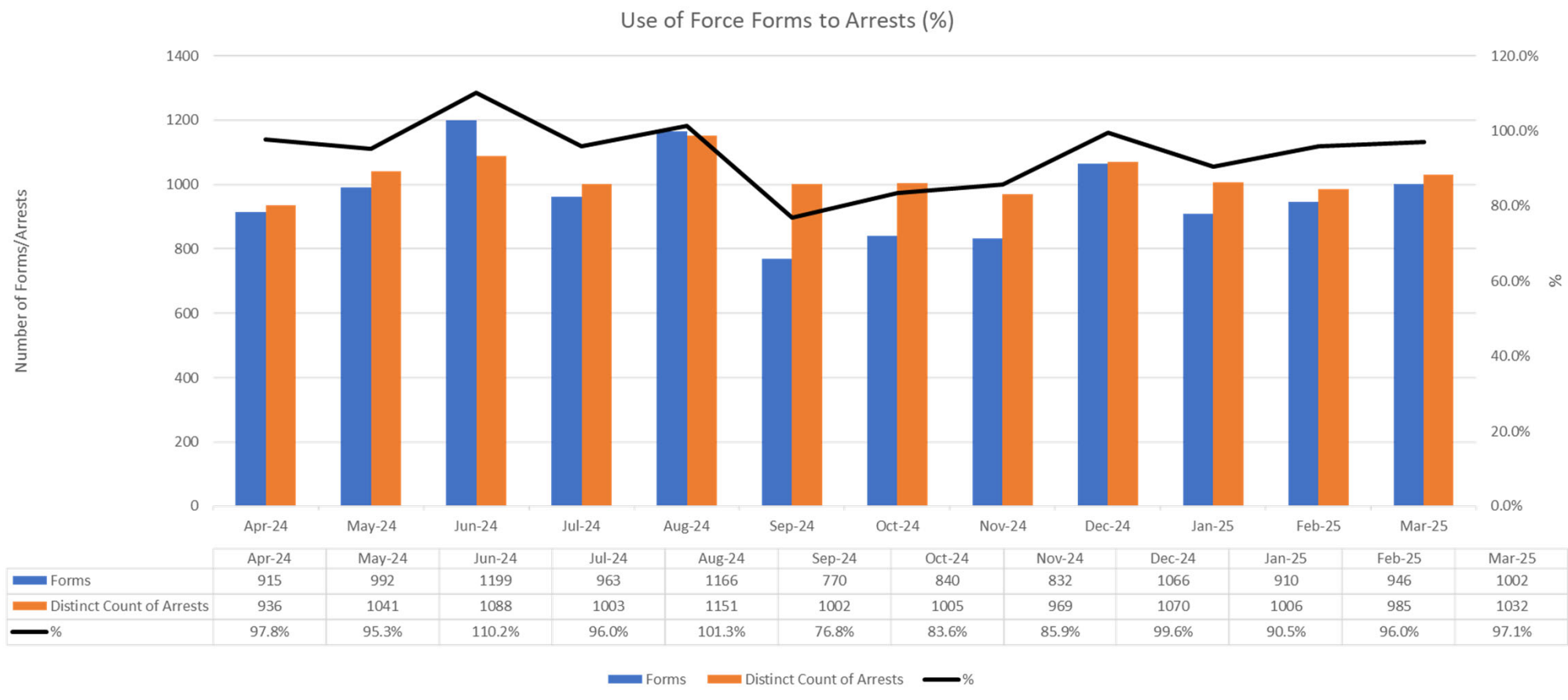


- Majority of uses of force coming from within the Cumberland area (64.0%) with Westmorland & Furness having 35.6% of the share
- Within Cumberland, Carlisle & Wigton accounts for 41 more use of force forms than that in Derwent & Esk
- Within Furness, there were 171 more use of force forms completed than in Kendal & Eden
- 4 uses of force occurred out of the force's area, with a further 9 consisting of a mixture of these regions

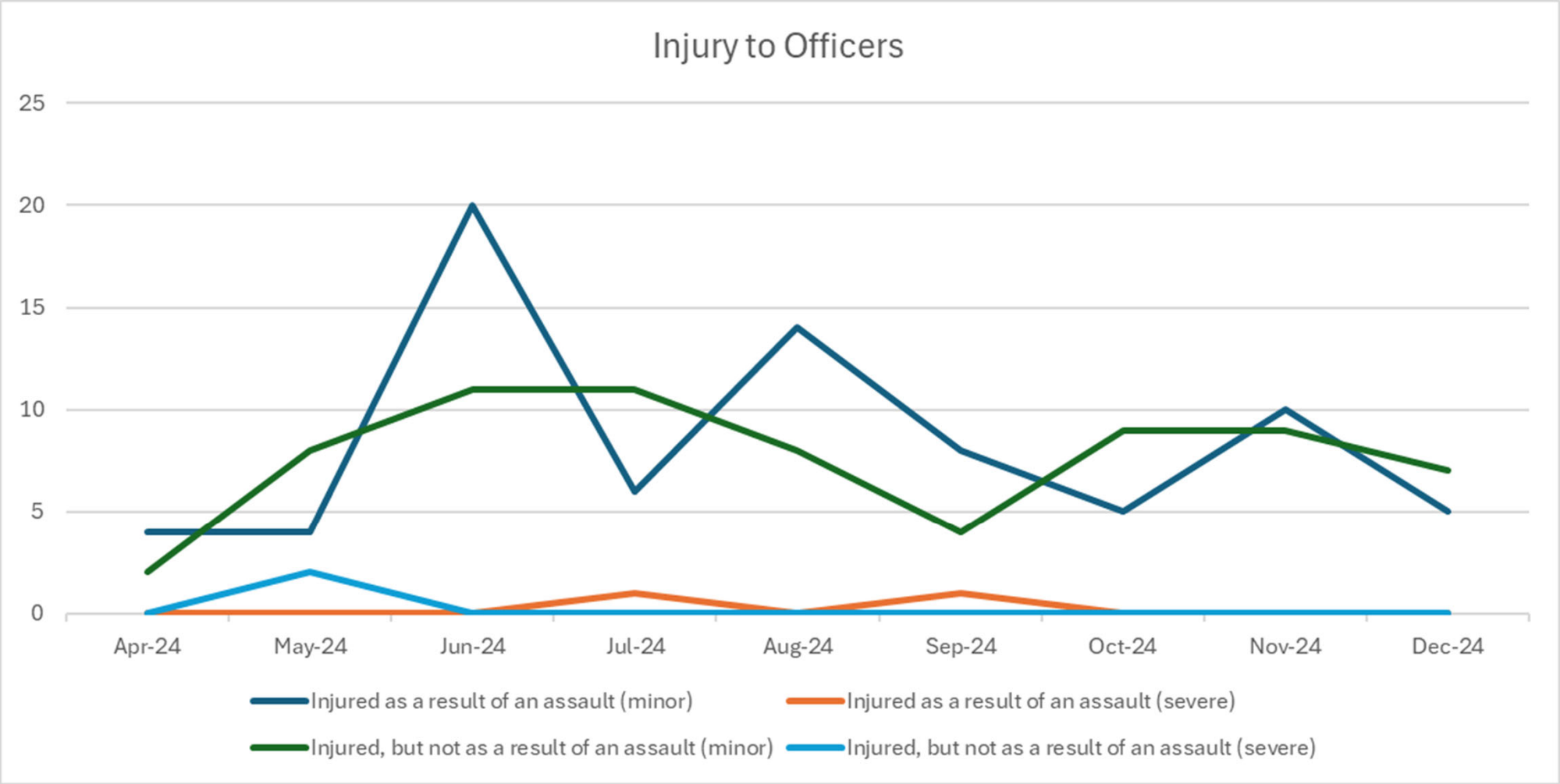
BCU	Forms	%
Cumberland	1831	64.0%
Carlisle & Wigton	936	32.7%
Derwent & Esk	895	31.3%
Westmorland & Furness	1019	35.6%
Furness	595	20.8%
Kendal & Eden	424	14.8%
Other		
OFA	4	0.1%
OFA	4	0.1%
Mixed	9	0.3%
Mixed	9	0.3%
Total	2863	100.0%



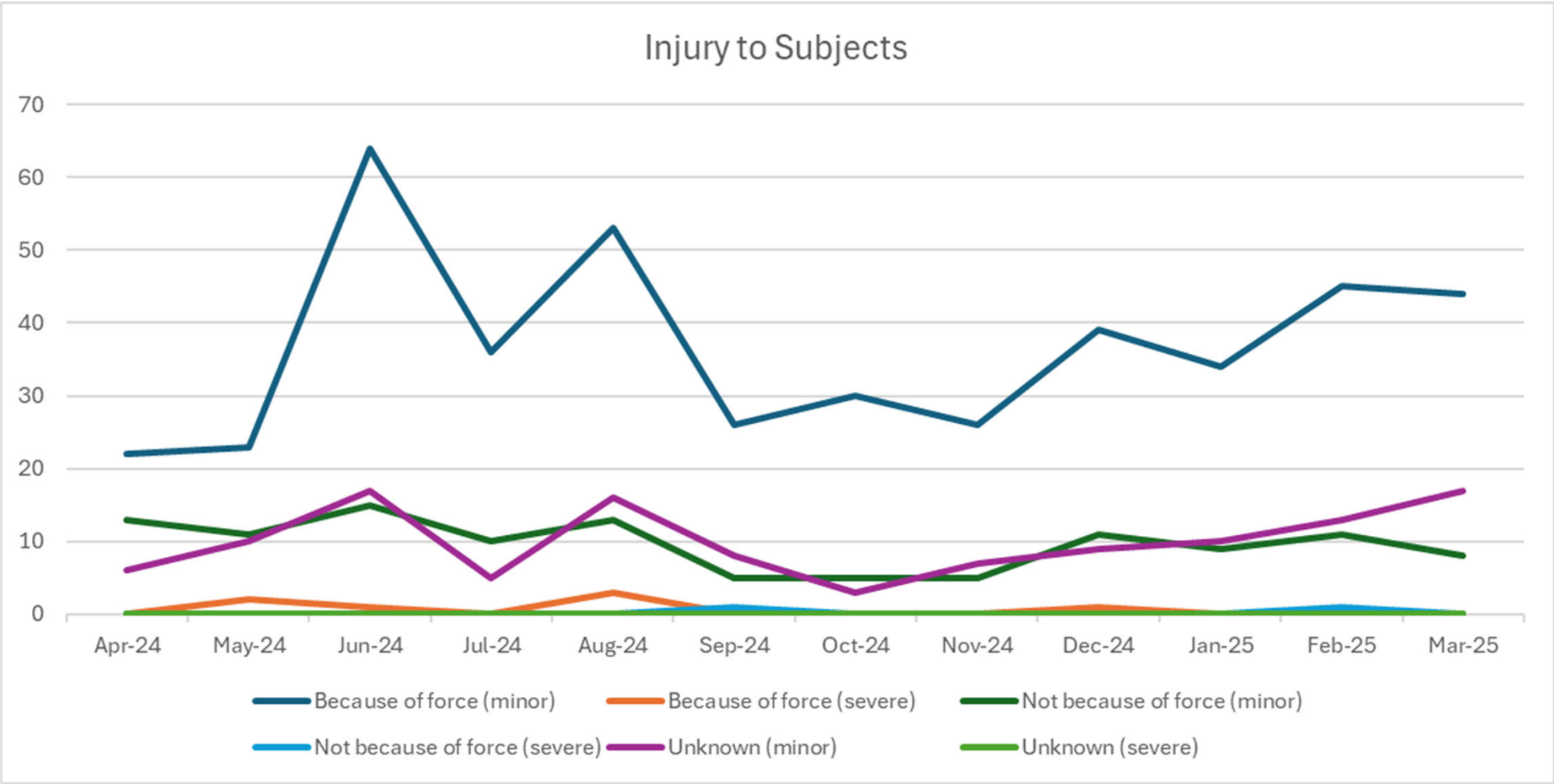
Use of Force
Forms to Arrests Comparison



Use of Force
Injury to Officers



Use of Force
Injury to Subjects



Use of Force Tactics - Volume

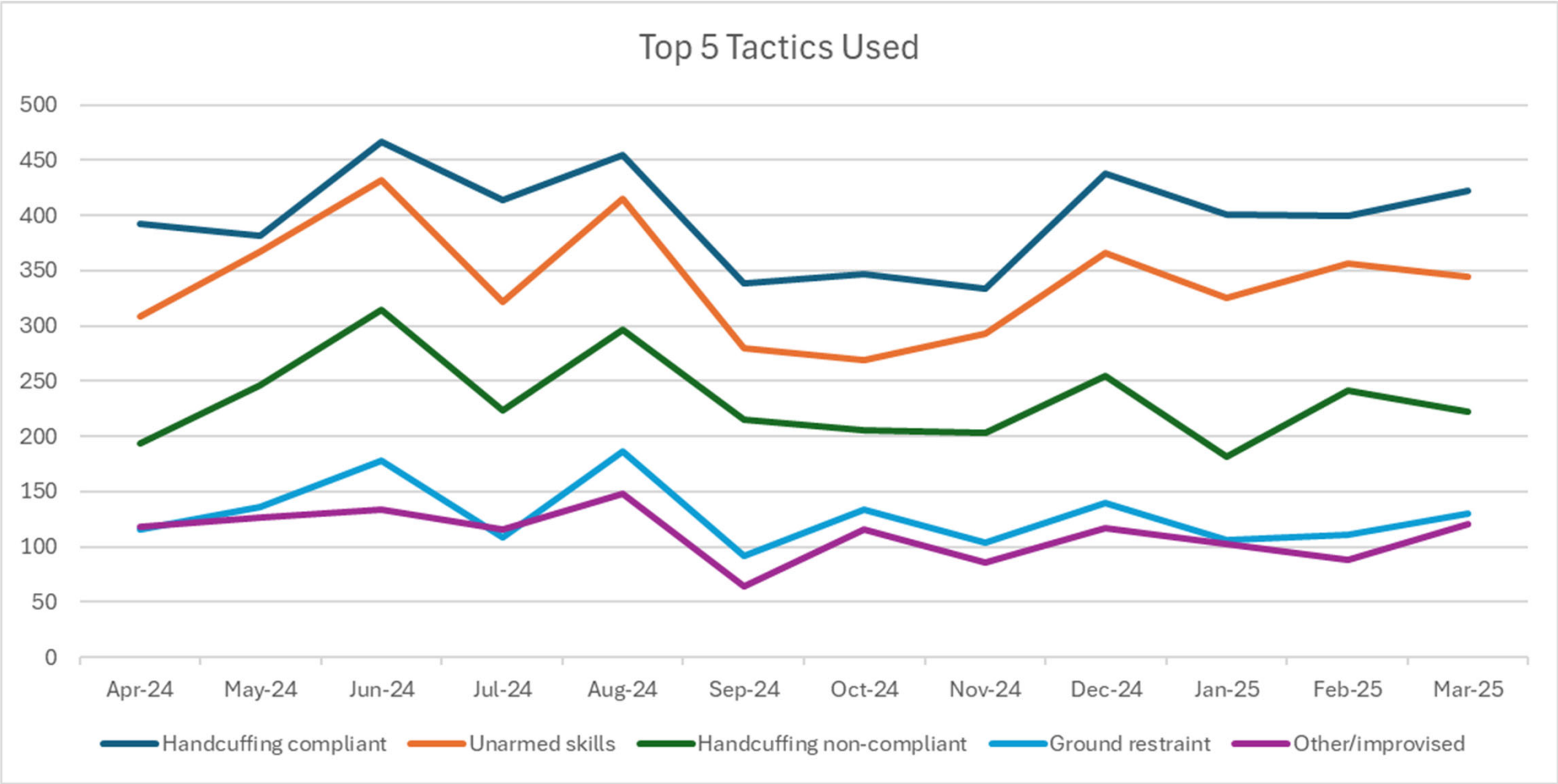


- For the past quarter, there were a total of 2,864 tactics used
- These were split into 18 different types of tactic (with a further 4 not utilised)
- Note that there may be more than one tactic used against any given individual, leading to the number of tactics used being greater than the volume of the use of force used
- An additional tactic was used twice; however, these were removed due to being an invalid use of tactics (AEP drawn)

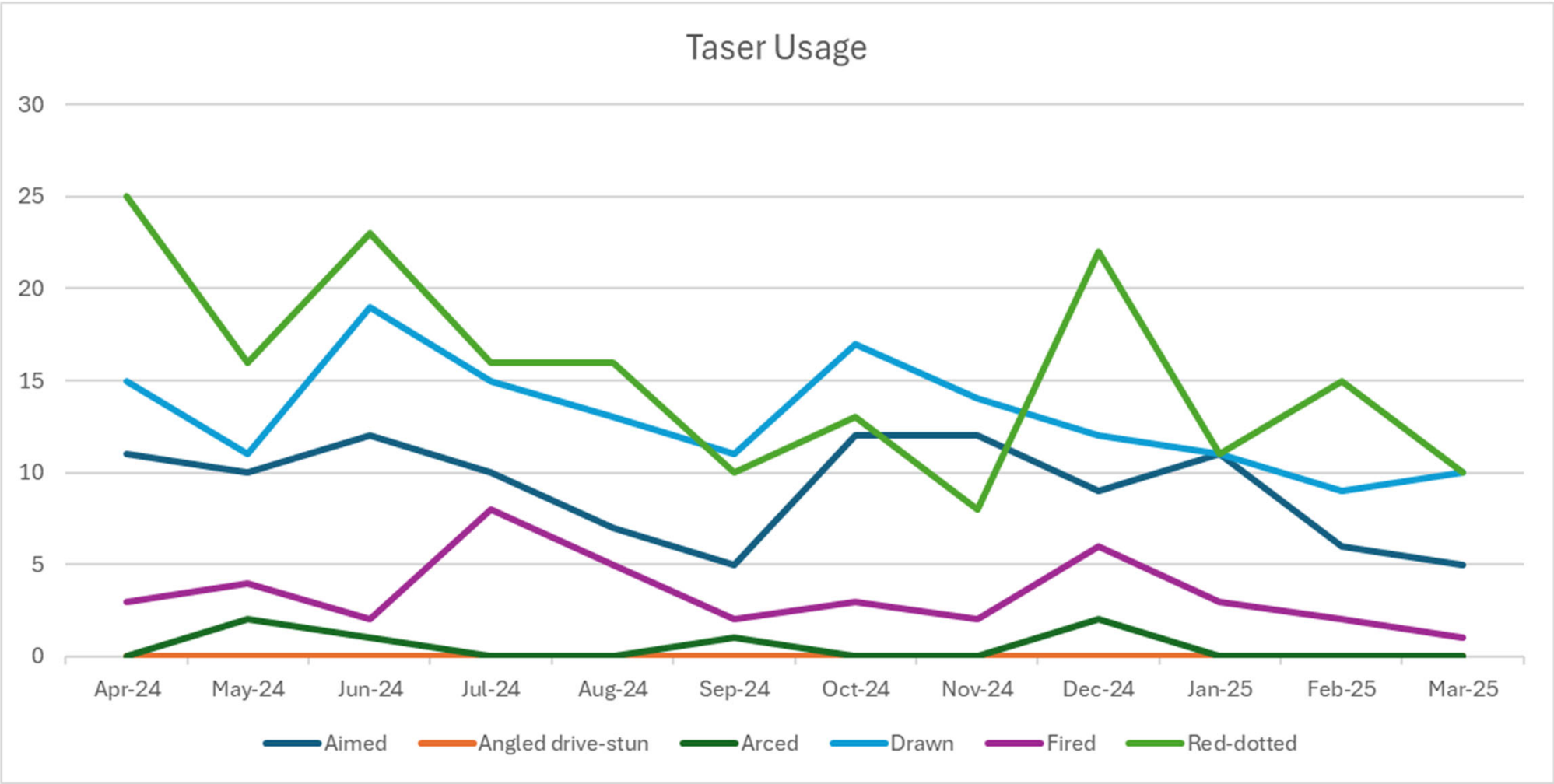
Tactic	Tactics	%
Tactical Communications	1250	43.65%
Handcuffing Compliant	1222	42.67%
Unarmed Skills (including pressure points, strikes, restraints & takedowns)	1026	35.82%
Handcuffing Non-compliant	646	22.56%
Ground Restraint	347	12.12%
Other/improvised	311	10.86%
Cell Insertion	159	5.55%
C.E.D	90	3.14%
Limb/Body restraints	63	2.20%
Irritant spray - PAVA used	51	1.78%
Irritant spray - PAVA drawn	32	1.12%
Spit guard	30	1.05%
Irritant spray - CS Used	18	0.63%
Dog Deployed	6	0.21%
Firearms Aimed	5	0.17%
Baton used	3	0.10%
Shield	3	0.10%
Baton drawn	2	0.07%
AEP used		
Dog biting		
Firearms fired		
Irritant spray - CS drawn		
Total	2864	100.00%



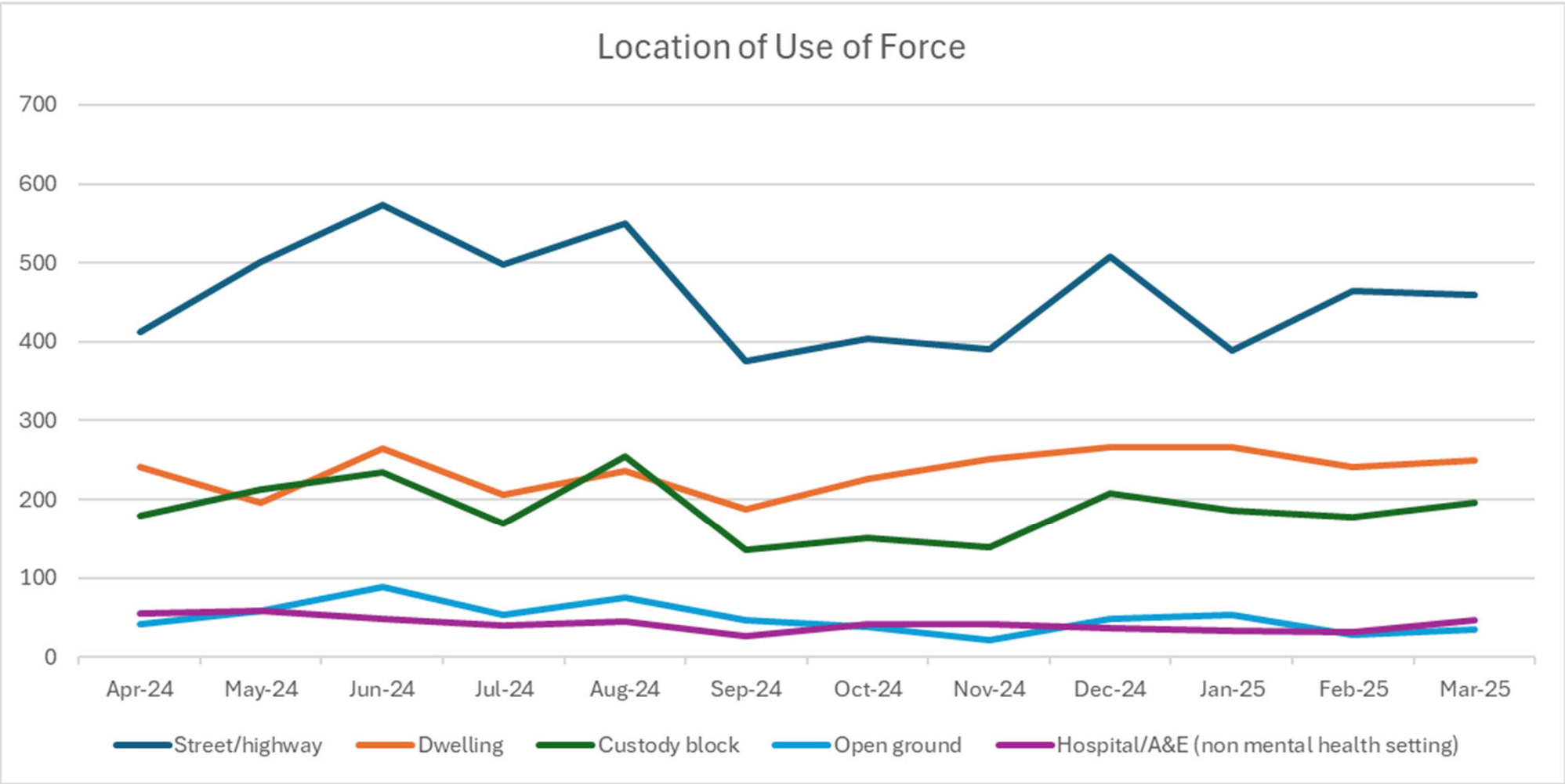
Use of Force
Tactics Used



Use of Force
Tactics Used – Taser

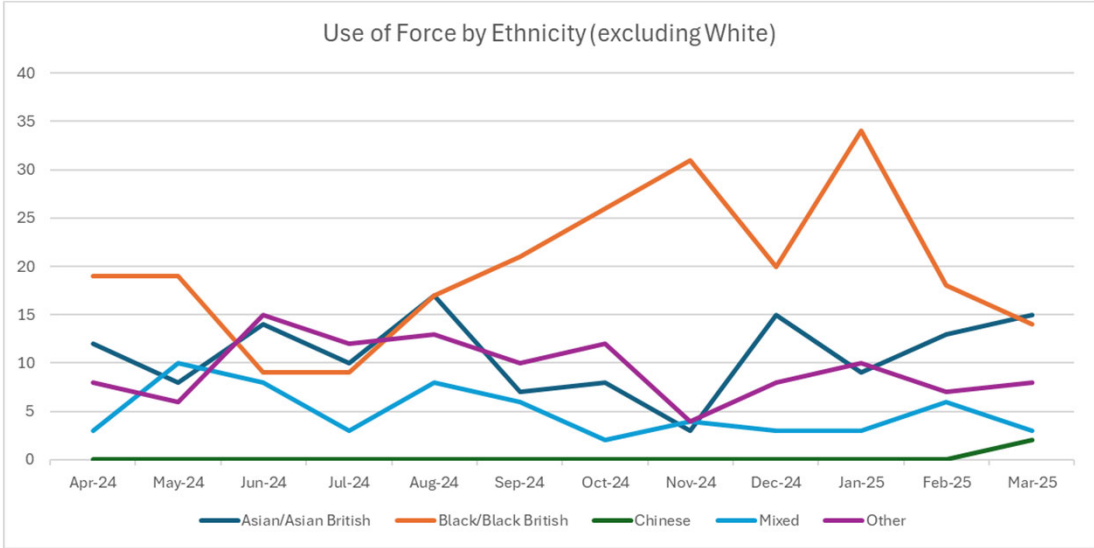
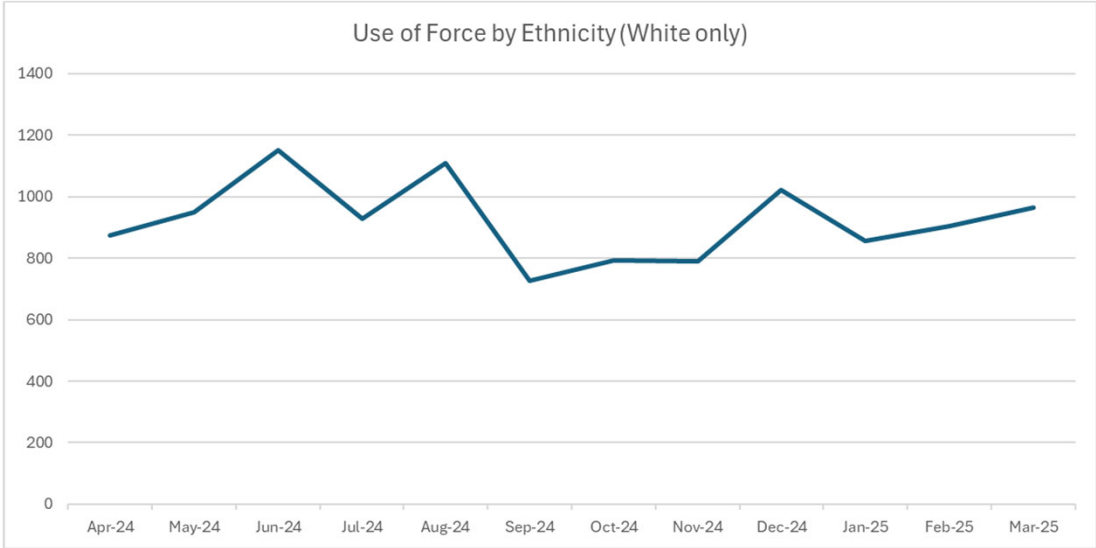


Use of Force
Location of Use of Force

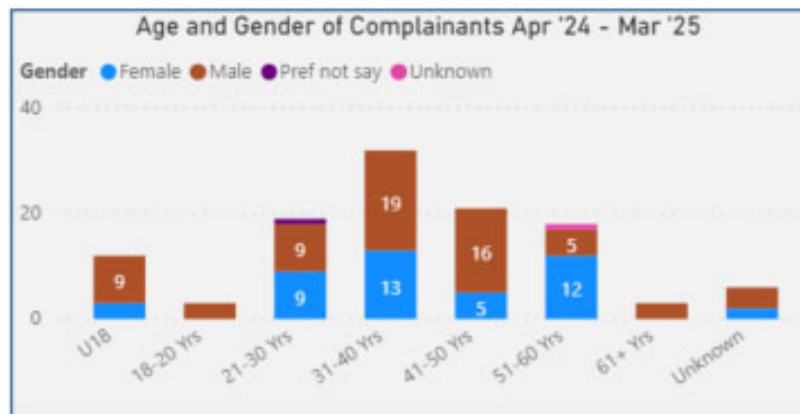
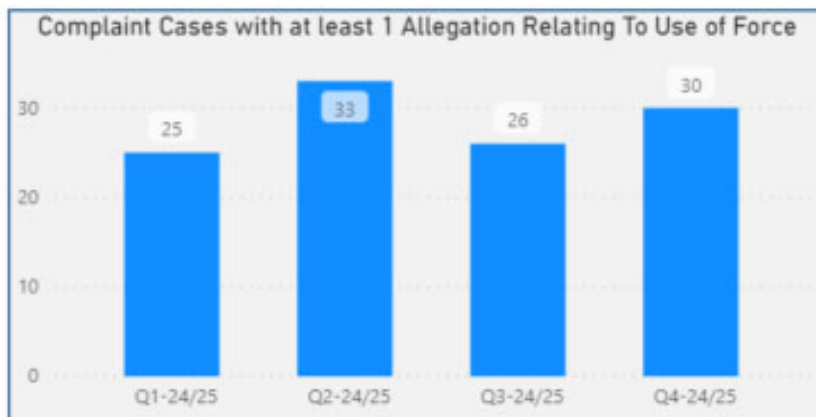


Use of Force

Use of Force by Ethnicity



Use of Force Complaints 01/04/2024 – 31/03/2025



- 59.7% of complainants are male
- 29.8 are aged 30 and under, and 46.5% between 31 and 50
- 71.9% are White British (Self-defined) - although 21.1% are Unknown / Not Stated

Most common themes for complaints are:

- The excessive use of force
- The use of handcuffs leading to injuries

Other themes are:

- Unreasonable / unnecessary force
- Use of PAVA spray

	Q1-24/25	Q2-24/25	Q3-24/25	Q4-24/25
White British	18	24	19	21
Unknown	4	8	5	5
Black African			1	1
Not Stated	2			
Arab	1			
Asian or Asian British Pakistani		1		
Black Caribbean				1
Mixed White and Asian				1
White Gypsy or Irish Traveller			1	
White Irish				1





Road Traffic Stops S163 RTA

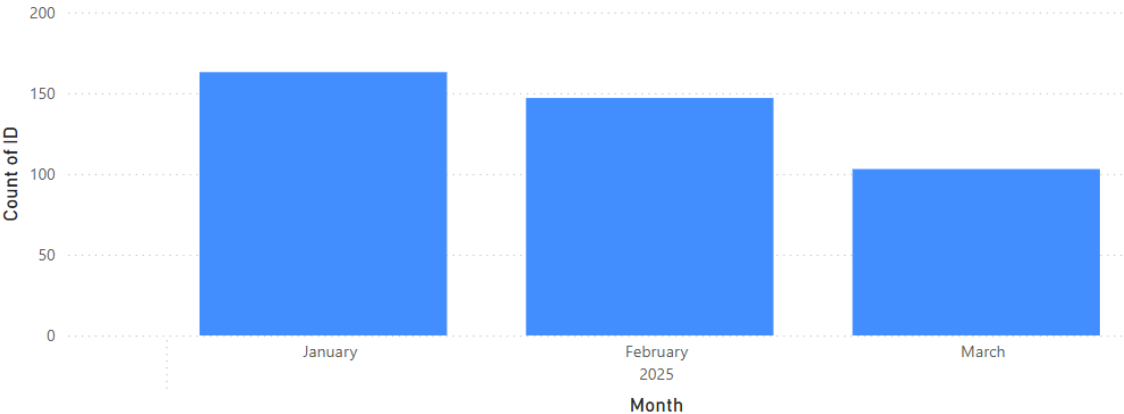


Road Traffic Stops S163 RTA

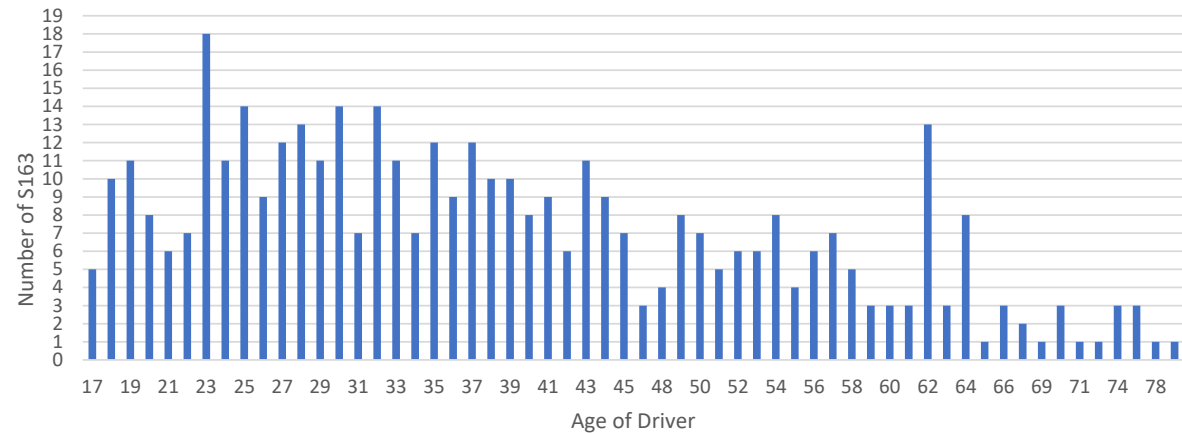
Volume of reported stops and proportionality



Monthly Road Traffic Stops



Stops by Age



Driver ethnicity	Count of Driver ethnicity	%GT Count of Driver ethnicity
White English/Welsh/Scottish/Northern Irish/British	346	83.78%
White Other	17	4.12%
Asian Other	11	2.66%
Black African	9	2.18%
Asian Indian	7	1.69%
Other Arab	6	1.45%
Asian Pakistani	4	0.97%
White Irish	4	0.97%
Mixed White and Asian	3	0.73%
Black Other/Other Black British/Other Caribbean background	2	0.48%
Asian Bangladeshi	1	0.24%
Asian Chinese	1	0.24%
Other ethnic group	1	0.24%
White Gypsy/Irish Traveller	1	0.24%
Total	413	100.00%





Community Scrutiny Panel

Title: Constabulary Property Store Update

Date: 15 May 2025

Agenda Item No: 08

Originating Officer: Lead – Supt Sarah Jones / Chief Inspector Jukes

CC:

The force property inventory on SharePoint currently stands at 25,512 items of property within our stores prior to the implementation of Mark 43 on the 17th of March 2025. As of 01/05/2025, 33,031 items of property have been disposed of and 18,170 items returned.

At present I am unable to make a comparison against previous inventory figures due to inconsistencies and errors in previous data collection within SharePoint which informed previous reporting.

Mark 43 launched in Cumbria Constabulary on the 17th of March 2025 and so far there have been a total of 3,368 items of property added into Mark43.

The Mark 43 team have created a power BI which will allow access to the most up to date statistics surrounding property within Mark 43. This data will make reporting consistent and allow the data to be accessible day to day ensuring governance and accountability for all property entered within Mark 43. Work will continue on reducing the legacy inventory listed within SharePoint.

The existing property inventory will not be transferred over to MARK 43 .

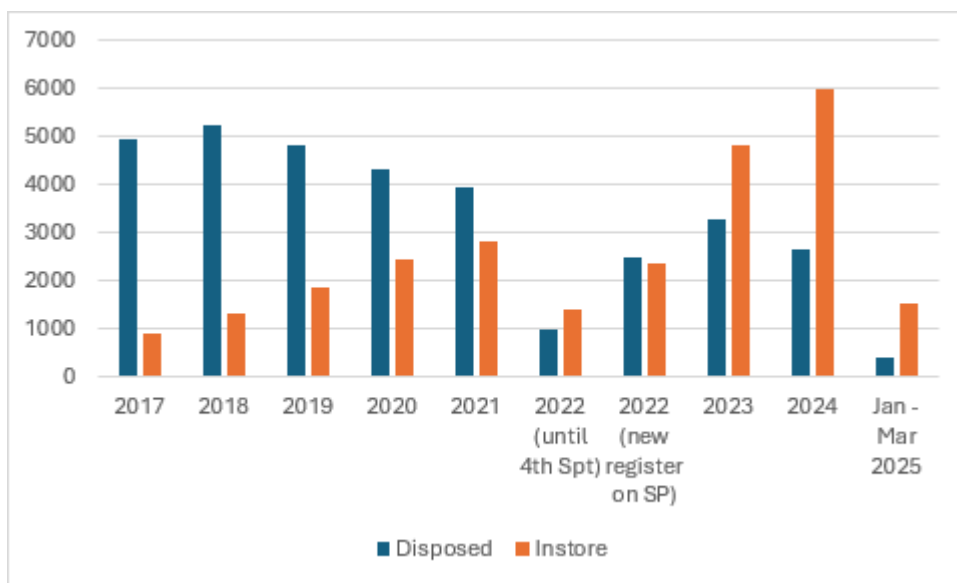
Property Return and Disposal

In attempts to reduce legacy inventory direction to officers and staff has focused on personal responsibility around management of seized items. Each officer has been

asked to review all property in their name and all officers have been reminded of the guidelines from the college of Policing in terms of **Review, Retention and Disposal of exhibits.**

The force Property Inventory (on share point) currently stands as follows as of 01/05/2025.

	2017	2018	2019	2020	2021	2022 (until 4th Spt)	2022 (new register on SP)	2023	2024	Jan - Mar 2025	Total
Disposed	4932	5244	4804	4320	3931	968	2472	3291	2673	396	33031
Instore	900	1339	1867	2446	2814	1404	2376	4840	6005	1521	25512
Other Location	907	500	446	332	314	216	253	786	923	236	4913
Returned	2601	2714	2524	2263	2131	562	1359	2067	1710	239	18170
With OIC	10	148	34	72	79	40	54	147	196	43	823
Blank/No Selection			4								4
	9350	9945	9679	9433	9269	3190	6514	11131	11507	2435	82453



The work undertaken in terms of accountability to OIC's and audits has resulted in property store colleagues reporting clearances of items within the existing property inventory at a pleasing rate and further work surrounding Police Property Notices (TORT) and the disposal of digital devices discussed below has further contributed to the work surrounding reducing the existing inventory.

TORT

Advice to all officers has been recirculated to aid knowledge and understanding surrounding the TORT/ Police Property notices. TORT's are now sent First Class with our own certificate of service for our record to the last known address of the owner requiring them to collect the goods, usually within 21 days, and informing them that a failure to

take delivery of the goods will result in their sale without further reference to them. This Act provides a legal route to dispose of seized property where we have taken reasonable steps to return the property to the lawful owner without success. This is straightforward, and no proof of delivery needs occur because the County Court Practice Rules make specific provision for deemed service of post.

Essentially, a letter is deemed properly served if it is sent by first class post (or any other service which provides for delivery next business day) on the second day after it was posted, left with, delivered to or collected by the relevant service provider provided that day is a business day, or if not, the next business day after that day (CPR 6.26 (1)).

The advice has been circulated to all officers to assist in reducing the current outstanding inventory which was backing up.

Digital Devices

The work into the disposal of digital devices has progressed positively. Within the Constabulary we already have an existing contract with Green World who provide a data destruction, electronic equipment disposal and equipment remarketing service to DDAT which not only meet the digital cleaning requirements but also those of information security needs of the Constabulary. This service is not exclusively for use by DDAT and therefore marketing of this service to all Property Store Colleagues has resulted in a significant positive impact in terms of reducing the digital property inventory. This is a cost neutral contract.

There has also been a 'paper' presented at Digital Board recently regarding the thousands of Mobile Phones within our property stores authorized for disposal but with no current way to digitally destroy as from a security perspective as they are handled differently to other digital devices and are not covered within our cost neutral contract with GREENWORLD. The paper written by John Chambers -Cyber Security Risk & Intelligence Advisor discussed numerous disposal options and an agreement was made at the board to progress with 'Ion Mountain' who are a company who provide destruction, remarket, recycle ability for Police forces concerning mobile phones. Digital Tech Command are finalising procurement and once implemented this ability to dispose of mobile phones will make a further significant impact on reducing our existing digital property.

Cannabis Dismantling

There is now guidance to follow and adopt to ensure a force wide consistent approach to cannabis dismantling and this has been circulated on 'Need to Know'. There is also a 'Cannabis Grow Process' document directing how cannabis grows should be managed from the point of discovery to release of the scene to aid all colleagues.

This document seeks to ensure the safety of staff at scenes, reduce risks to the public during police activity at the scene and once the scene has been released, meet the evidential requirements for successful prosecutions of persons within the grows and

those facilitating or orchestrating the grows, to reduce the financial impact on the force in managing the scene, the removal and disposal of grow equipment, and to ensure that the police approach is ethical and can withstand scrutiny. This consistent and documented approach should then address excessive and unnecessary property seizures.

Freezer Capacity and Management

Work continues into improvement for the management of frozen evidence; whilst a business case was developed for the replacement of domestic freezers with commercial alternatives; however, given the associated costs of c.£100,000 + VAT for the proposed improvements the lead is exploring opportunity for phased/needs-based replacement as opposed to wholesale replacement, this is an ongoing task between the lead and colleagues within estates. A paper will be presented in due course once full consideration of all options has been explored. In the meantime, estates are exploring opportunities to improve our existing infrastructure surrounding freezers provisions and safe storage of our frozen exhibits. Improvements such as upgrading our electrical supply to ensure freezers are hardwired into a fused spur rather than plugged in to prevent any inadvertent unplugging and alarms hardwired into electrical supply rather than remote on freezers to detect faults/ drop in temperatures are being explored. A regular governance meeting has been set up surrounding property to review progression and foster communication and transparency.

An audit of all freezers has been requested on a ongoing basis within the Constabulary and an example of these audits are below.



Hunter Lane freezer
audit Dec 2024.docx

Hunter Lane



FREEZER AUDIT
07.01.2025.xlsx

Carlise



Freezers Audit
Decemeber 2024 .doc

Kendal

Health and Safety

Healthy and Safety continues to be a focus within the Property Governance framework, ensuring any property related reports are highlighted and actions along with active

monitoring of the state of the property stores within we BCU. Health and safety within the property function is managed against a Health and Safety Action Plan and there are currently no existing issues requiring escalation to the panel.

In terms of Health and Safety surrounding freezers all fridges/freezers are behind fob access rooms, the lead has implemented a check sheet as currently used by CSI to be implemented across all freezers and refrigerators in force to be checked by relevant staff every 48 hours and recorded on the check form example below) . This prevents loss, deterioration and contamination and ensures we are meeting the **NPCC guidance on Retention and Storage of Forensic Examination items.**

Example of check sheet overleaf....

Example of check sheet.

	Minimum Temperature	Maximum Temperature
Fridge	0 degrees C	8 degrees C
Freezer	-15 degrees C	-30 degrees C

Location & Number				
Date	Checked by	Fridge Temperature	Freezer Temperature	Comments

Security and Governance

The new *Property Policy & Procedure for the Seizure, Management, Retention and Disposal of Personal Property* has been agreed at Operational Scrutiny Board and has been published for the force. Details within the new policy will be rolled out with the Mark43 training.

Civil and PSD Complaints

Update From PSD - In terms of complaints there were 121 complaint cases in the last 12 months (01/04/2024 – 31/03/2025) for **Handling/ damage to property/premises**. However, this doesn't necessarily mean Police have caused

damage, as a person requesting their property to be returned would be recorded under this category, and this will account for a lot of these cases.

Update From Legal services re Civil Claims - Since 1 April 2024 to 31st March 2025 Legal Services have received 19 claims regarding damage to property. These claims may have related to damage to property in a previous year and the term “damage to property” may relate to damage caused to the Claimant’s property when the Police visited their premises or when they have been in custody or left items in custody.

Issues for Consideration

Futures Programme - Review

The ‘Front Counter and Property’ portfolio has been included for review under the Constabulary’s Futures programme. It has been agreed that the property function will not be reviewed under the programme given the implementation of the new ICT system, Mark43.

The Westmorland and Furness Police Staff Team Leader, retired in May 2024 and given the review on going, a decision was made to temporarily pause any recruitment into this post until the conclusion of the Futures programme review.

In the interim within WAF to ensure pastoral care, welfare and line management of the front counter and property staff, the Neighborhood Sgt and Inspector have taken over supervision of the front counter officers.

Conclusion

The Property Governance Framework under the lead continues to focus on security, health and safety, inventory reduction and the implementation of Mark43. The lead ensures support and guidance for property clerks in delivering improvements to the management of property across the Constabulary, all in line with property policy and focuses on the accountability of OIC’s in the management of their exhibits within the stores.



Community Scrutiny Panel

Officer & Staff Update

Date: 15 May 2025

Agenda Item No: 09

Originating Officer: Di Johnson & Kate Ruddick, HR Managers

CC:

Executive Summary:

This report provides a briefing to members of the Community & Scrutiny panel regarding a range of Human Resourcing matters including Officer, PCSO and Staff establishment numbers and recruitment plans alongside attendance and welfare updates.

Recommendation:

That the Community Scrutiny Panel note the report.

1 Introduction & Background

This report provides an update to the panel on the following:

- Officer & staff establishment
- Police officer recruitment
- Attendance

2 Issues for Consideration

2.1 Establishment

- The Constabulary has amended the governance process to monitor officer moves and staff recruitment, this includes a weekly Force Resourcing Meeting Chaired by the DCC, attended by the ACCs and HR Manager. This includes a high level overview of Establishment with a particular focus on Patrol, CBOs and CID.
- At the time of writing, the Establishment for the Constabulary is:

		BUDGET/ TARGET	Current ACTUAL	Budget/ Target - Actual Variance
Police Officer	All FTE (Incl Secondment & Career Break)	1359	1,362.85	3.85
	Headcount (Uplift; Excl Secondment)	1393	1375	-18.00
Staff	FTE	673.72	602.77	-70.95
PCSO	FTE	60.00	38.10	-21.90

2.2 Police Officer Recruitment

- The Constabulary continues to recruit to the target of 1393 headcount. The maintenance figure of 1385 was attained at the end of March 2025. The Constabulary did not recruit to the additional 8 posts allocated (taking the total target to 1393). 106 officers were recruited in the financial year 2024/25.
- At the time of writing, the headcount equates to 1375.
- Attached (Appendix 1) is a Weekly COG report which provides an overview of the starters and leavers.
- The Constabulary are recruiting to 4 entry routes for police officer:
 - Police Constable Entry Programme – 6 intakes planned (hybrid with detective route)
 - Police Constable Entry Programme (detective route) – 6 intakes planned (hybrid with standard PCEP route)
 - Policing Professional Degree – added to any intake
 - Police Constable Degree Apprenticeship – September 2025 Intake.

There are 249 applicants across all entry routes. The Constabulary require 120 to meet the Uplift target.

Transferee recruitment remains ongoing with 32 candidates in the pipeline.

2.3 PCSO recruitment

- PCSO recruitment is currently open (closing 30 April). There are 37 applicants at the time of writing with an intake scheduled for 1st September.

2.4 Police Officer Retention

- Retention remains a key priority for the Constabulary with 125 officers leaving in the financial year 24/25. The attached reports (Appendix 2 and 3) provide further detail around the leavers and the national picture.
- Retention measures have been introduced to assist with reducing turnover of Officers and Staff, this includes the following measures:
 - Stay Conversations
 - Improved Exit Interviews
 - Improve Data and Metrics
 - Utilisation of Agile Working
 - Salary and Market Forces Supplements
 - Leadership and Organisational Culture to promote retention
 - Development of PDR's
 - Effective Management of Temporary Contracts.

2.5 Attendance & Wellbeing

All Absences

% of Employees Absent as at Month End						
Month	2020	2021	2022	2023	2024	2025
Jan		3.4%	4.3%	3.9%	4.4%	6.0%
Feb		3.2%	4.2%	3.5%	4.8%	6.3%
Mar		2.7%	5.4%	3.2%	4.0%	5.3%
Apr	2.8%	2.4%	2.8%	2.7%	4.0%	
May	2.5%	2.3%	3.5%	3.1%	4.4%	
Jun	2.3%	4.0%	3.6%	3.4%	5.1%	
Jul	2.5%	3.2%	4.1%	3.8%	4.8%	
Aug	2.3%	3.5%	3.5%	3.9%	4.2%	
Sep	3.5%	4.2%	4.1%	3.8%	5.1%	
Oct	2.9%	3.7%	4.1%	4.5%	4.9%	
Nov	3.6%	3.9%	4.9%	4.7%	5.4%	
Dec	3.4%	6.1%	4.8%	4.2%	6.5%	

Police Officer Absences only

% of Employees Absent as at Month End						
Month	2020	2021	2022	2023	2024	2025
Jan		3.6%	4.5%	3.8%	3.9%	6.4%
Feb		3.9%	4.5%	3.2%	4.3%	6.5%
Mar		3.0%	5.3%	3.2%	3.7%	6.1%
Apr	3.1%	2.8%	2.8%	2.4%	3.4%	
May	2.6%	2.7%	3.2%	3.3%	4.2%	
Jun	2.8%	4.9%	3.2%	3.4%	5.1%	
Jul	3.2%	3.9%	4.4%	3.6%	5.3%	
Aug	2.9%	4.0%	3.4%	3.9%	4.8%	
Sep	3.8%	4.1%	4.3%	3.4%	5.6%	
Oct	2.9%	3.7%	4.6%	4.3%	5.5%	
Nov	3.5%	4.2%	5.3%	4.9%	5.7%	
Dec	3.6%	6.6%	5.2%	4.4%	6.9%	

Police Staff Absences – excluding PCSO

Month	2020	2021	2022	2023	2024	2025
Jan		2.9%	3.8%	3.8%	5.1%	4.9%
Feb		1.9%	3.7%	3.6%	5.5%	5.9%
Mar		2.3%	5.2%	3.1%	4.4%	3.6%
Apr	2.6%	1.6%	2.8%	3.0%	5.0%	
May	2.4%	1.6%	3.9%	2.9%	4.4%	
Jun	1.9%	2.5%	4.0%	3.3%	5.0%	
Jul	1.5%	2.0%	3.4%	4.0%	3.6%	
Aug	1.5%	2.4%	3.5%	3.5%	3.0%	
Sep	3.2%	4.1%	3.6%	4.4%	3.9%	
Oct	2.9%	3.6%	3.1%	4.8%	3.9%	
Nov	3.6%	3.2%	4.3%	4.2%	5.2%	
Dec	2.9%	5.6%	3.8%	3.5%	6.0%	

Overall absence has decreased since December, but still remains high if compared to the same period last year. Police Officers remain particularly high at 6.1% and Police Staff has reduced significantly.

@16 April there were 100 people absent with 54 being long term. This is a reduction from previous weeks.

Top 3 absence types – end of March 2025

- Anxiety/Stress/Depression/Psych Illness
- Cold/Cough/Influenza
- Diarrhoea/Vomiting

RTWI – Compliance

This remains an issue. Commanders and managers are provided with the data on a weekly basis to ensure compliance.

Increased Police Officer Sickness:

As detailed above the Constabulary saw an increase in Officer sickness over the past few months. Some of the absence is attributed to ongoing PSD investigations and the Oct 2024 resourcing review, where officers were redeployed following removal of some police officer posts and reduction in some departments in order to increase officers to 3 priority areas of policing: Response, CMR or CID,

3 Implications

(List and include views of all those consulted, whether they agree or disagree and why)

3.1 Financial

- Confirmation received of change to budget establishment to 1359.

3.2 Legal

- N/A

3.3 Risk

- The target Uplift Headcount of 1393 may not be attained due to retention, which would result in funding being withheld. Mitigation is in place for this in the form of the retention measures dynamic assessment of recruit numbers.

3.4 HR / Equality

- Data is collected and monitored in relation to diversity. Recruitment continues to link in with the Positive Action team to ensure the Constabulary reflects the community we serve.

3.5 ICT

- N/A

3.6 Procurement

- N/A

3.7 Victims

- N/A

4 Supplementary information

- Appendix A – Weekly Establishment Update
- Appendix B – Police Officer Retention Report

Retention Metrics – WF Board – Data as at 31st Mar 2025

Monthly

Police Officer

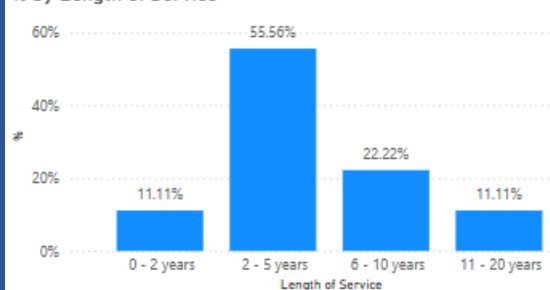
All

Reason for Leaving	Headcount	%
Transfer	6	61%
Resignation	3	31%
Retirement	2	7%
Total	11	100%

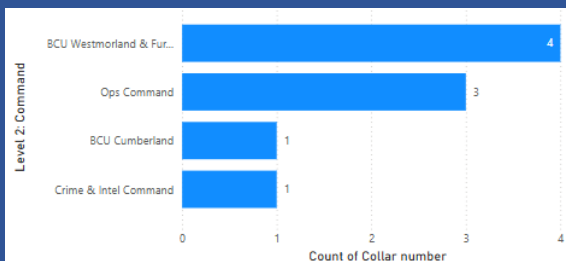
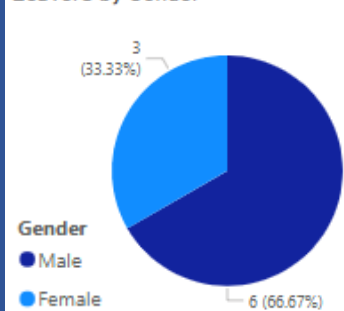
NLF.Reason for leaving - Sub category	Headcount	%
Return to Home Force	4	36.36%
Relocation	2	18.18%
Alternative Employment/Career change	1	9.09%
Dislike of shifts/working patterns	1	9.09%
Early Superannuation Retirement	1	9.09%
Health-related	1	9.09%
Normal Superannuation Retirement	1	9.09%
Total	11	100.00%

Resignations/Transfer

% by Length of Service



Leavers by Gender

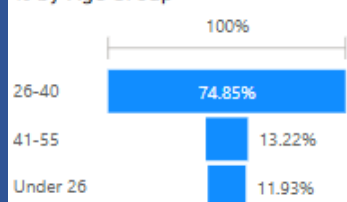


Level 4: Sub Dept	Headcount	%
CCR	2	22.22%
Furness Patrol	2	22.22%
Kendal & Eden Patrol	2	22.22%
Carlisle & Wigton Patrol	1	11.11%
Firearms Support Unit (FSU)	1	11.11%
PPU - Safeguarding	1	11.11%
Total	9	100.00%

Ethnic Group	Headcount	%
White	7	79%
Asian or Asian British	1	12%
Not Stated	1	9%
Total	9	100%

New Employment	Headcount	%
Consultancy	8	88.89%
Total	9	100.00%

% by Age Group



Staff & PCSO

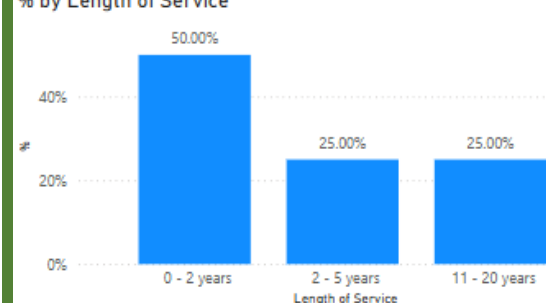
All

Employee Category	Resignation	Retirement	Total
Staff	4	3	7
Total	4	3	7

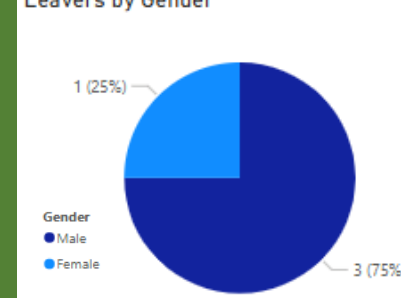
NLF.Reason for leaving - Sub category	Headcount	%
Alternative Employment/Career change	4	57.14%
Normal Superannuation Retirement	3	42.86%
Total	7	100.00%

Resignations/Transfer

% by Length of Service



Leavers by Gender

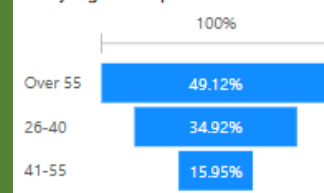


Level 4: Sub Dept	Headcount	%
CCR	1	25.00%
Estates & Facilities	1	25.00%
FMIT	1	25.00%
Information Management Unit	1	25.00%
Total	4	100.00%

Ethnic Group	Headcount	%
White	4	100%
Total	4	100%

New Employment	Headcount	%
Lancashire Police	2	50.00%
Unknown	1	25.00%
Total	4	100.00%

% by Age Group



12 Month Rolling

Police Officer

All

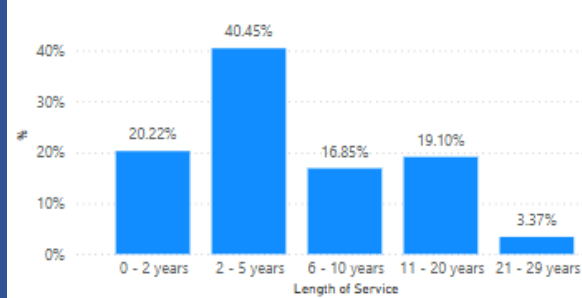
Reason for Leaving	Headcount	%
Resignation	70	64%
Retirement	30	14%
Transfer	21	19%
Dismissal/Contract Termination	3	3%
Death In Service	1	1%
Total	125	100%

Headcount by Leaving Month/Year

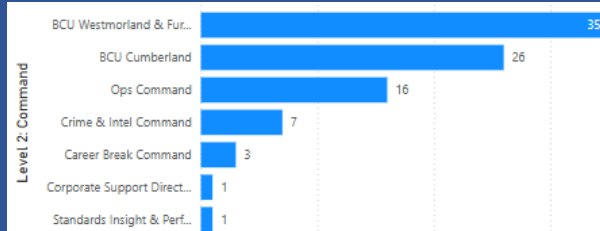
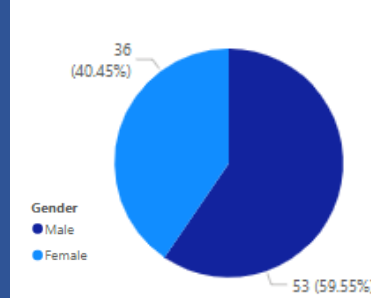


Resignations/Transfers - Demographics

% by Length of Service

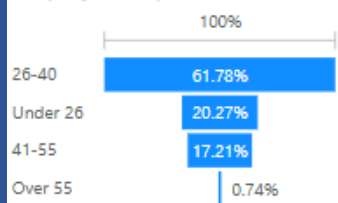


Leavers by Gender



Ethnic Group	Headcount	%
White	84	95%
Not Stated	2	2%
Asian or Asian British	1	1%
Total	89	100%

% by Age Group



Level 4: Sub Dept	Headcount	%
Kendal & Eden Patrol	16	17.98%
Carlisle & Wigton Patrol	12	13.48%
Furness Patrol	11	12.36%
Derwent & Esk Patrol	10	11.24%
CCR	8	8.99%
Firearms Support Unit (FSU)	4	4.49%
PPU - Safeguarding	3	3.37%
Career Break Sub Dept	2	2.25%
Carlisle & Wigton NPT	2	2.25%
Firearms Licensing	2	2.25%
Furness NPT	2	2.25%
Kendal & Eden CID	2	2.25%
Civil Contingencies Unit	1	1.12%
Derwent & Esk NPT	1	1.12%
Forensic Services	1	1.12%
Furness CID	1	1.12%
Furness Custody	1	1.12%
Intelligence Unit	1	1.12%
Learning and Development	1	1.12%
Mental Health Unit	1	1.12%
PPU - Offender Management	1	1.12%
Professional Standards	1	1.12%
Public Protection Senior Management	1	1.12%
Westmorland & Furness CID	1	1.12%
Total	89	100.00%

Staff & PCSO

All

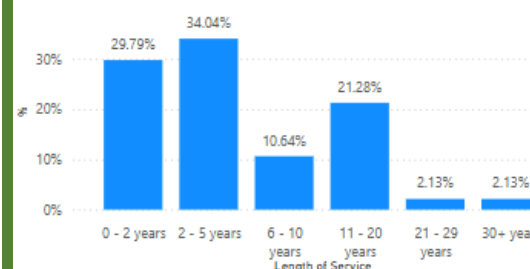
Leaving Reason	Headcount	%
Resignation	46	63%
Resignation - Ill Health	1	1%
Retirement	21	31%
Retirement - Ill Health	2	2%
TUPE	2	3%
Total	72	100%

Headcount by Leaving Month/Year

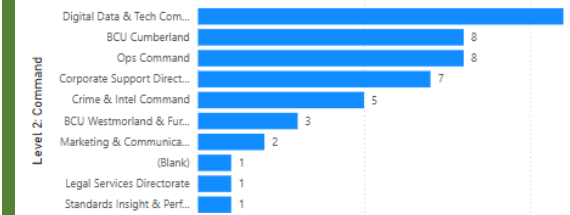
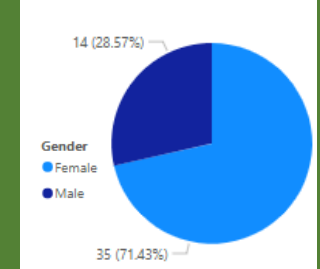


Resignations/Transfers - Demographics

% by Length of Service

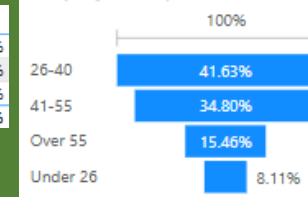


Leavers by Gender



Ethnic Group	Headcount	%
White	43	86%
Not Stated	3	6%
Total	49	100%

% by Age Group



Level 4: Sub Dept	Headcount	%
CCR	7	14.29%
Business Development ICT	5	10.20%
Derwent & Esk NPT	4	8.16%
Information Management Unit	3	6.12%
Carlisle & Wigton NPT	2	4.08%
Central Organisation	2	4.08%
CJU	2	4.08%
HR	2	4.08%
Operations ICT	2	4.08%
Advisor Legal Services	1	2.04%
Commercial Services	1	2.04%
CSD Employee Services	1	2.04%
CSD Management Team	1	2.04%
Derwent & Esk Front Counter Team	1	2.04%
Estates & Facilities	1	2.04%
FIB	1	2.04%
Financial Services Corporate Support	1	2.04%
FMIT	1	2.04%
Forensic Services	1	2.04%
Furness NPT	1	2.04%
Kendal & Eden Custody	1	2.04%
Marketing and Communications Digital	1	2.04%
Marketing and Communications Digital Management	1	2.04%
PNC	1	2.04%
Professional Standards	1	2.04%
Westmorland & Furness CID	1	2.04%
Total	49	100.00%

Police Officer

Resignations - Reasons

NLF:Reason for leaving - Sub category	Headcount	%
Alternative Employment/Career change	12	13.48%
Relocation	9	10.11%
Return to Home Force	9	10.11%
Health-related	7	7.87%
Disatisfaction with service	6	6.74%
Better opportunities elsewhere	5	5.62%
Dislike of shifts/working patterns	5	5.62%
Known (No suitable options)	5	5.62%
Family Commitment	4	4.49%
Impact of job on personal life	4	4.49%
Less demanding jobs outside police	4	4.49%
Career break	3	3.37%
Fairness at work	2	2.25%
Inadequate resources to perform role	2	2.25%
Lack of development/stretch opportunities	2	2.25%
Negative impact of high workload/demands	2	2.25%
Opportunity for promotion	2	2.25%
Better paid jobs outside police service	1	1.12%
Commute time	1	1.12%
Senior management issues	1	1.12%
Unknown	1	1.12%
Work stress and burn out	1	1.12%
Workload/demand	1	1.12%
Total	89	100.00%

National Leaver
Framework Categorisation

Internal categorisation/extra detail
on reasons for leaving:

New employment. Only available if
provided on the resignation form:

New Employment	Headcount	%
	56	62.92%
Unknown	6	6.74%
Western Australia Police	5	5.62%
BAE Systems	4	4.49%
Civil Nuclear Constabulary	3	3.37%
Sellafield	3	3.37%
Accountancy - Fraud	1	1.12%
Antiques	1	1.12%
Armed Protection	1	1.12%
Carer	1	1.12%
Collision Investigation	1	1.12%
Consultancy	1	1.12%
Dog Treat Shop	1	1.12%
Health & Fitness	1	1.12%
Private Sector	1	1.12%
Promotion	1	1.12%
Recovery Steps	1	1.12%
Royal Navy	1	1.12%
Total	89	100.00%

More detail on reason for leaving	Headcount	%
Alternative Employment - Salary/hours	10	11.24%
Transfer - Nearer to home/family	9	10.11%
Transfer - Professional Development	8	8.99%
Does not enjoy policing	6	6.74%
Emigrate	6	6.74%
Ongoing PSD Investigation	6	6.74%
Dislike of shifts/working patterns	4	4.49%
Lack of Resourcing/High Demand	4	4.49%
Alternative Employment - NFD	3	3.37%
Alternative Employment - Return to previous employment	3	3.37%
Ill Health	3	3.37%
Personal Circumstances - Family	3	3.37%
Transfer - To relocate	3	3.37%
Alternative Employment - Professional Development	2	2.25%
Dislikes shift changes	2	2.25%
Health & Wellbeing - Mental Health	2	2.25%
Health & Wellbeing - Physical Injury	2	2.25%
Lack of Promotion Opportunities	2	2.25%
To go Self Employed/Own Business	2	2.25%
Alternative Employment - closer to home	1	1.12%
Career Break	1	1.12%
Dislikes Administration tasks	1	1.12%
Dissatisfaction with service - PSD	1	1.12%
Health & Wellbeing - Stress	1	1.12%
Lack of Management Support	1	1.12%
On Maternity Leave - family reasons	1	1.12%
Senior Mgt decisions and integrity	1	1.12%
To relocate nearer to home/family	1	1.12%
Total	89	100.00%

Staff

Resignations/Transfer - Reasons

NLF:Reason for leaving	Headcount	%
Personal & Professional Development & Training	20	40.82%
	7	14.29%
Other Known Reason	4	8.16%
Pay & Renumeration	4	8.16%
Personal Circumstances	4	8.16%
Morale, Engagement & Satsifaction	3	6.12%
Join as PC	2	4.08%
Work Life Balance & Wellbeing	2	4.08%
Fairness & Support	1	2.04%
From Leave of Absence	1	2.04%
Unknown	1	2.04%
Total	49	100.00%

National Leaver
Framework Categorisation

Internal categorisation/extra detail
on reasons for leaving:

New employment. Only available if
provided on the resignation form:

New Employment	Headcount	%
	26	53.06%
Unknown	7	14.29%
Council	5	10.20%
Sellafield	2	4.08%
BAE Systems	1	2.04%
Blue Light Commercial	1	2.04%
Lancashire Police	1	2.04%
Mark43 Project	1	2.04%
NHS	1	2.04%
Photography	1	2.04%
Police Digital	1	2.04%
Riverside Housing	1	2.04%
Teaching	1	2.04%
Total	49	100.00%

More detail on reason for leaving	Headcount	%
Alternative Employment - Salary/hours	10	20.41%
	8	16.33%
Alternative Employment - Professional Development	5	10.20%
Alternative Employment - closer to home	3	6.12%
Alternative Employment - NFD	2	4.08%
Ill Health	2	4.08%
Join as PC	2	4.08%
Lack of job security in Temporary post	2	4.08%
TUPE - transfer of post to another agency	2	4.08%
Career Break not extended	1	2.04%
Dislike of shifts/working patterns	1	2.04%
Dislikes Administration tasks	1	2.04%
Dissatisfaction with service - PSD	1	2.04%
Health & Wellbeing - Mental Health	1	2.04%
Lack of Management Support	1	2.04%
Lack of Promotion Opportunities	1	2.04%
Performance - unable to do role	1	2.04%
To go Self Employed/Own Business	1	2.04%
To go travelling	1	2.04%
To relocate nearer to home/family	1	2.04%
Unknown	1	2.04%
Zero hours contract	1	2.04%
Total	49	100.00%

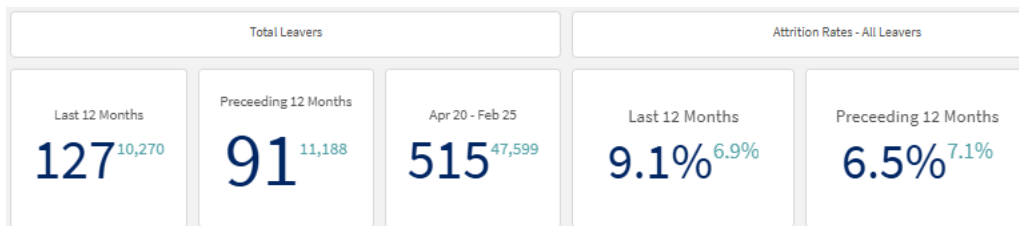
Police Officer National Retention Stats Comparison – Data up to 28th Feb 25

Key:

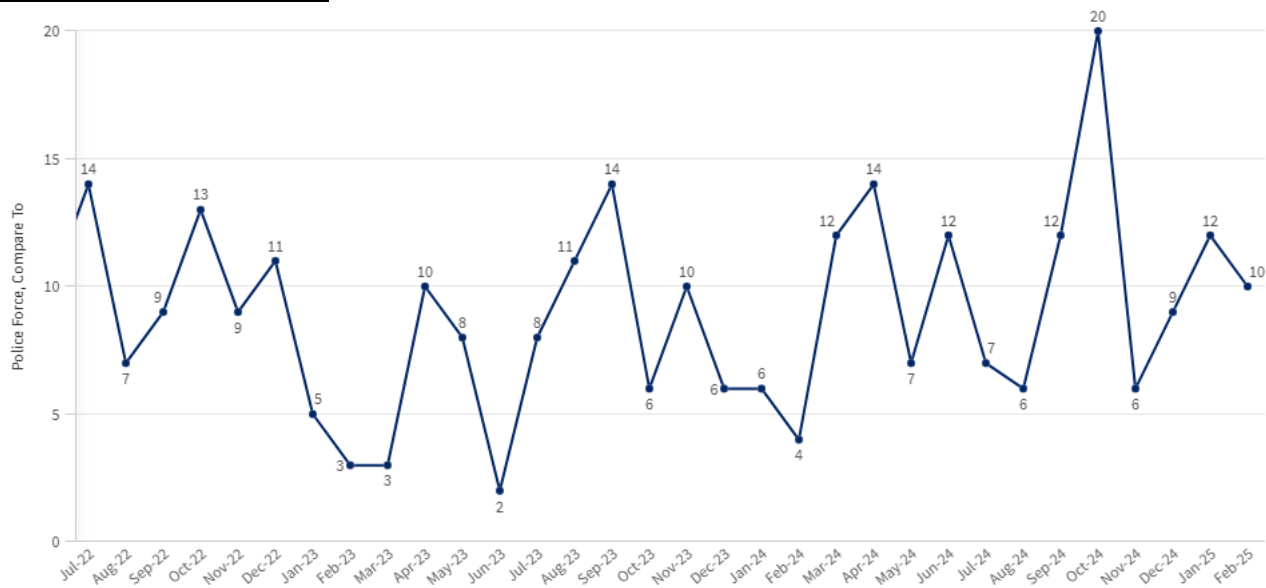
Dark Blue = Cumbria Constabulary

Teal = National

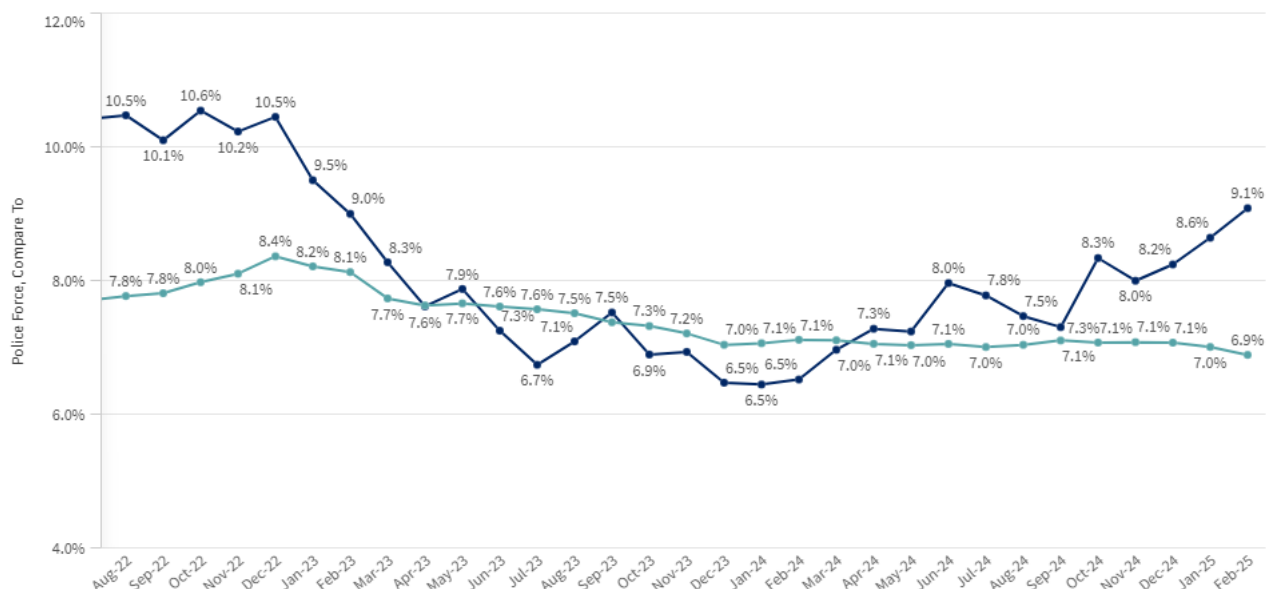
All Leavers



Number of Leavers per month

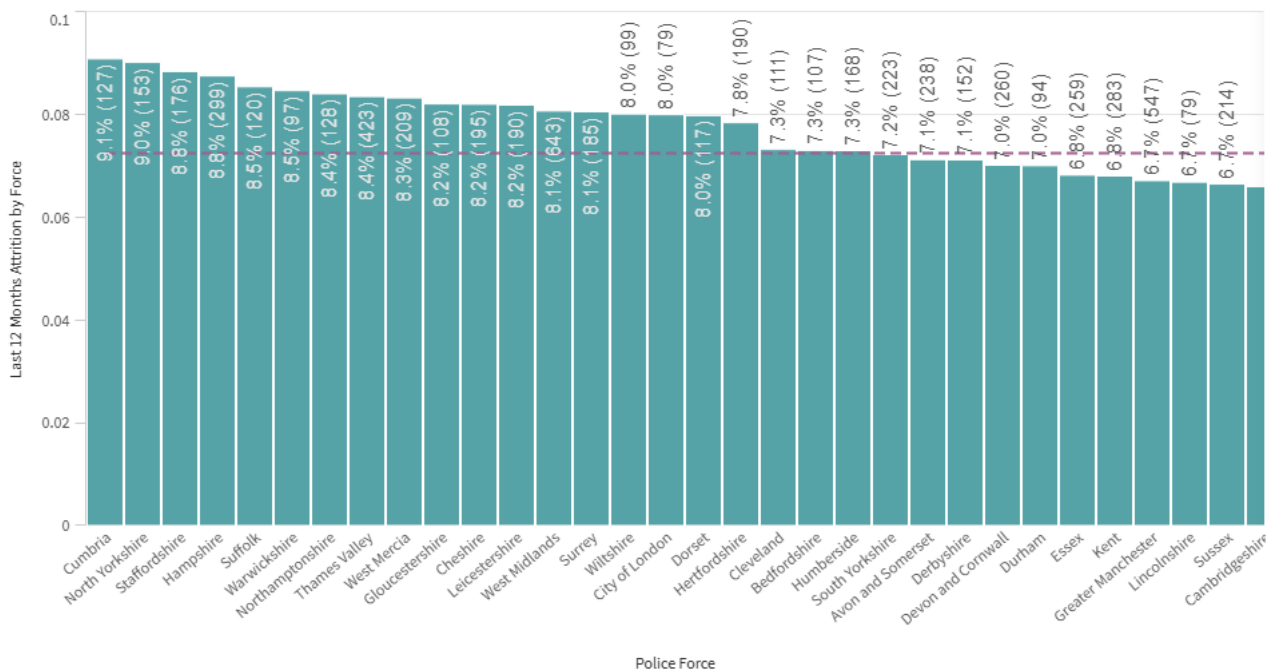


Rolling 12 Month Attrition



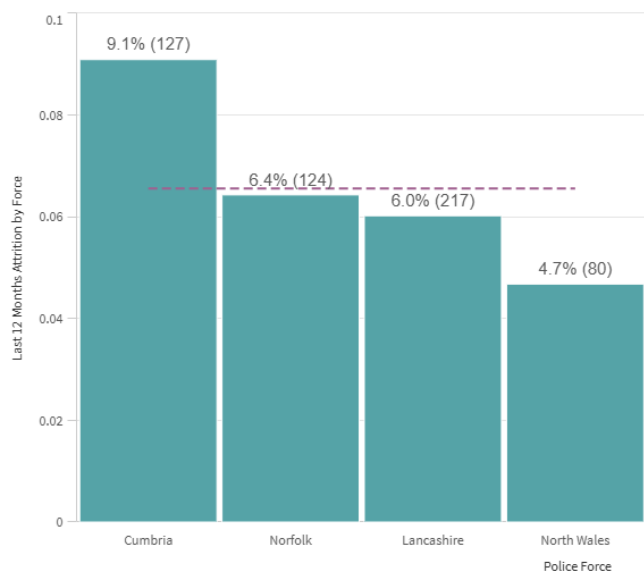
Cumbria has the highest Attrition rate in the country for all leavers.

By Force - Last 12 Months Attrition Rate

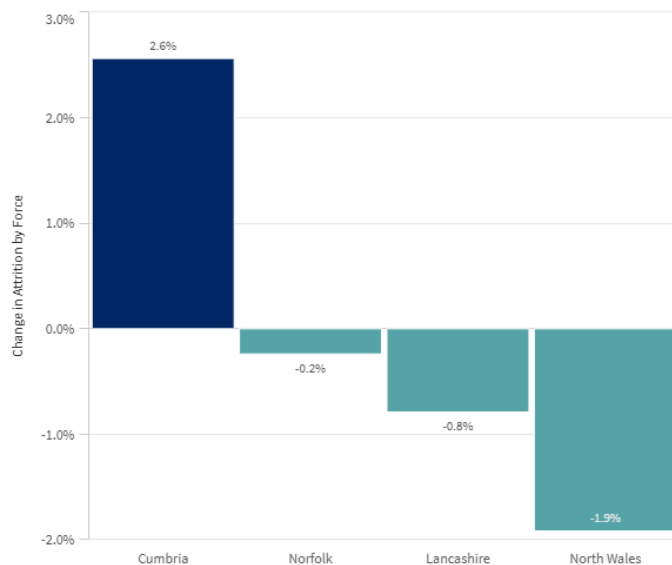


Comparison to Most Similar Forces

By Force - Last 12 Months Attrition Rate

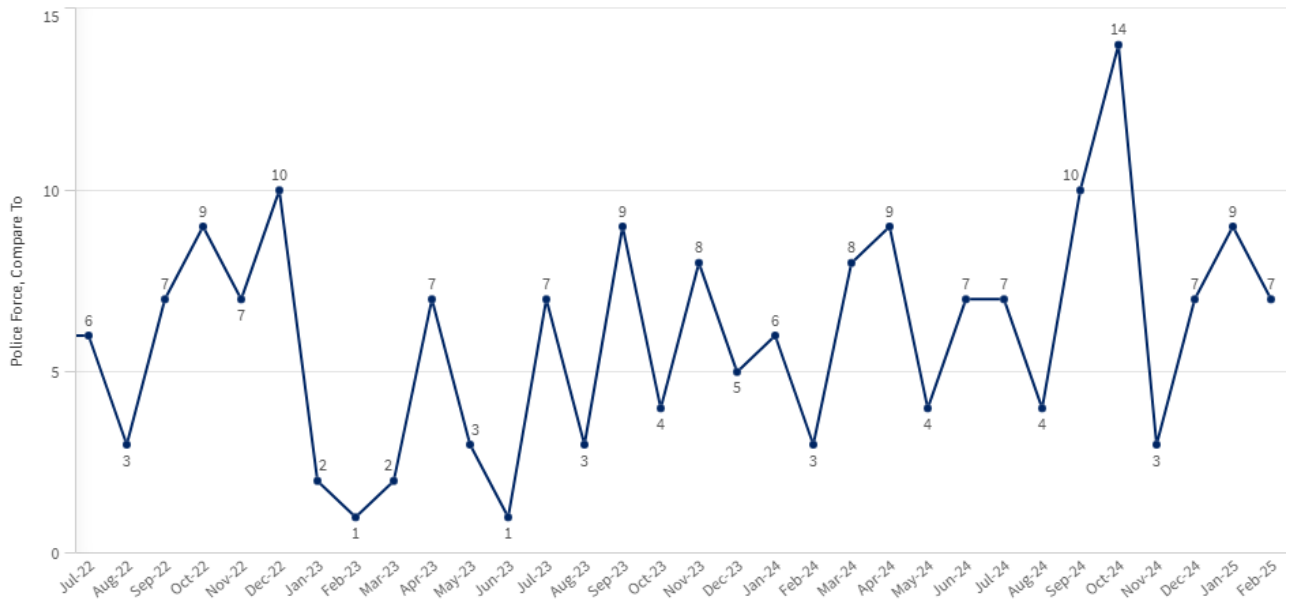


By Force - Change in Attrition Last 12 months to Previous

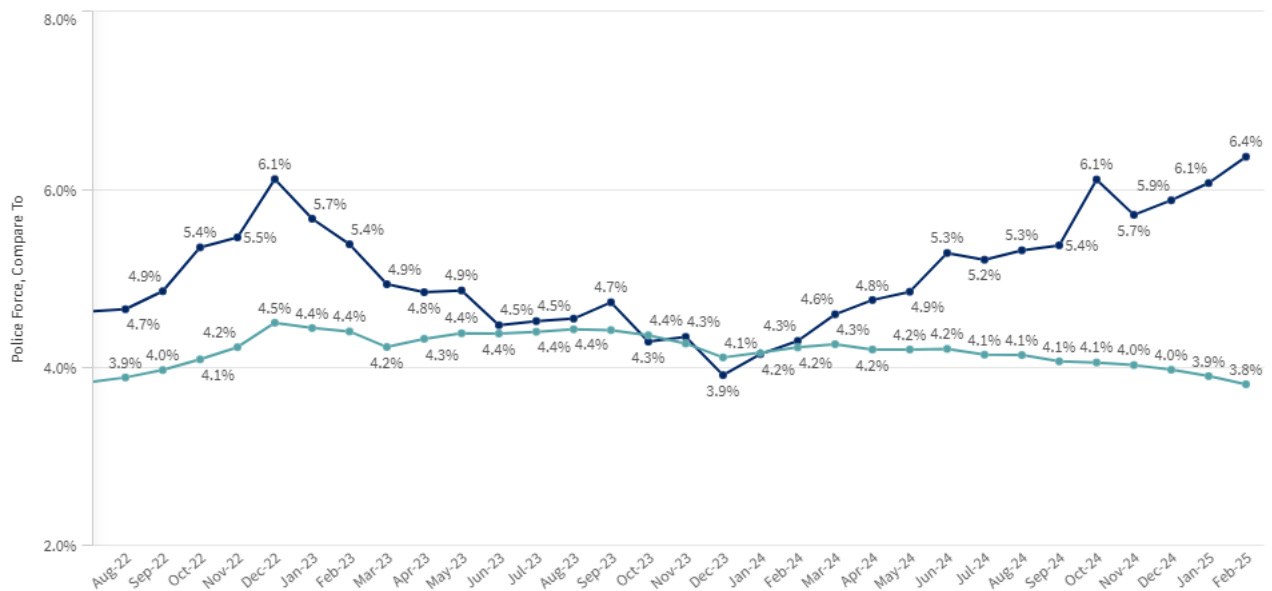


Resignations/Transfers

Total Leavers			Attrition Rates - All Leavers	
Last 12 Months	Preceding 12 Months	Apr 20 - Feb 25	Last 12 Months	Preceding 12 Months
89 ^{5,679}	59 ^{6,606}	283 ^{25,105}	6.4% ^{3.8%}	4.3% ^{4.2%}

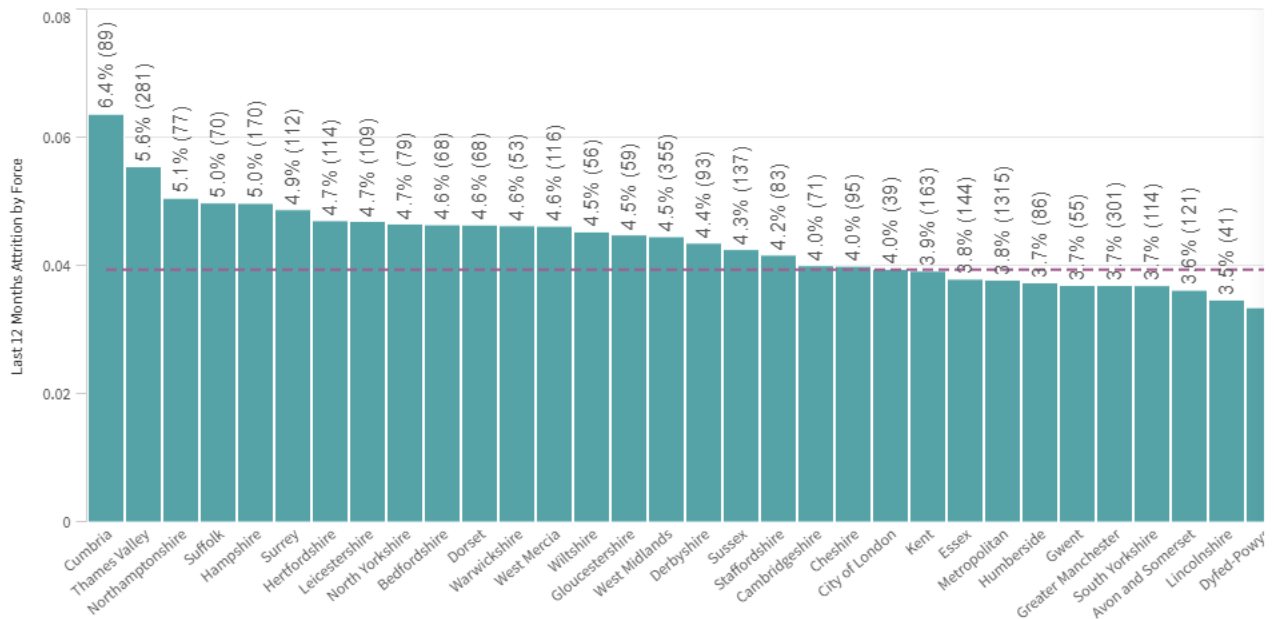


Rolling 12 Month Attrition

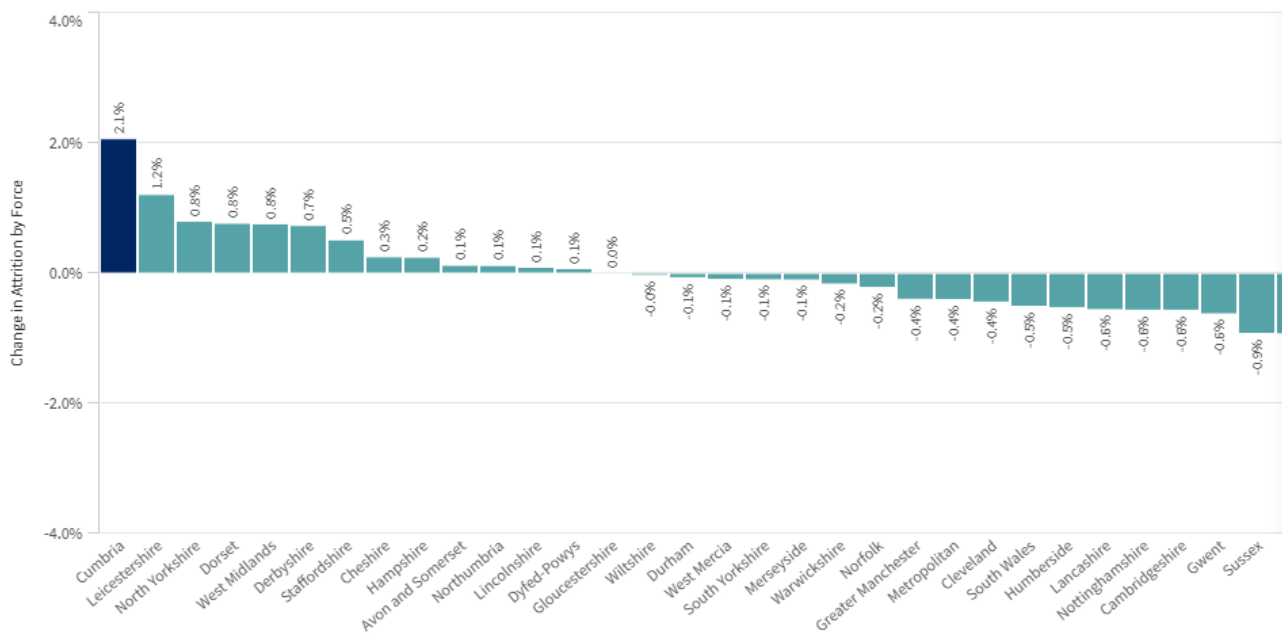


Cumbria currently has the highest resignation attrition rate in the country and has experienced the highest attrition rate increase in 12 months:

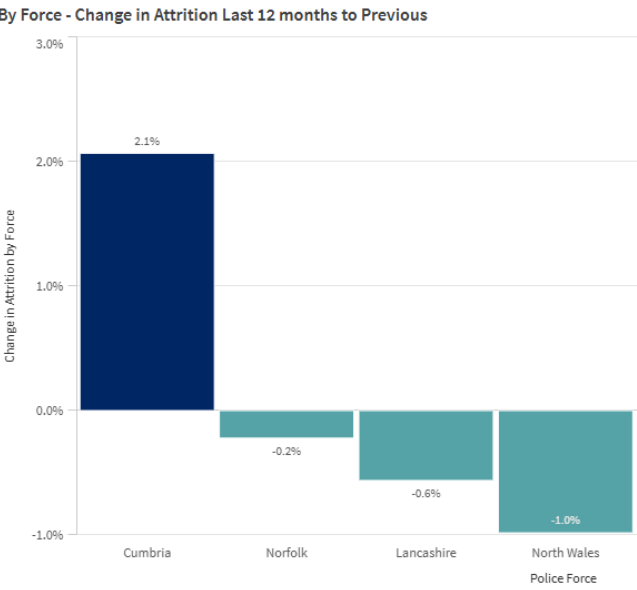
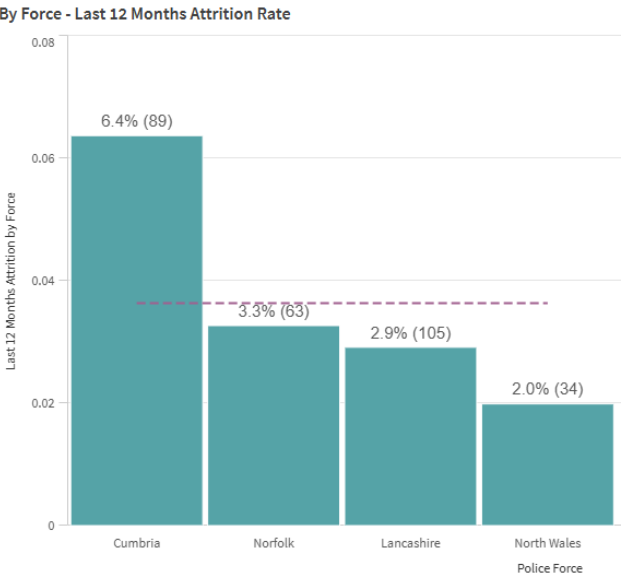
By Force - Last 12 Months Attrition Rate

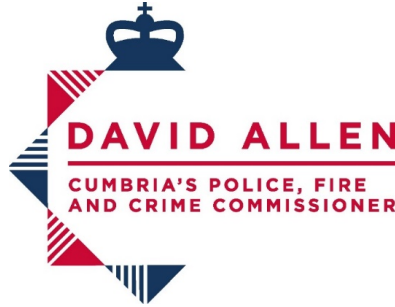


By Force - Change in Attrition Last 12 months to Previous



Comparison to Most Similar Forces





Community Scrutiny Panel

Title: Constabulary Grievances

Date: 15 May 2025

Agenda Item No: 10

Originating Officer: Di Johnson, HR Manager

Executive Summary:

The report provides a position overview in respect of ongoing, finalised and newly submitted grievances for the period 01 November 2024 to 31 March 2025.

The last report was November 2024.

Recommendation:

That the Community Scrutiny Panel note the report.

1. Introduction & Background

1. The attached Grievance Statistics Report shows the number of grievances lodged during the period 01 November 2024 up until 31 March 2025, together with a summary of ongoing and finalised cases within the reference period.
2. Included in the report is an overview of the characteristics of those lodging grievances. The report identifies the gender and race of those submitting grievances as well as an overview as to the nature of the grievance. In addition, statistics relating to whether the aggrieved is a police officer or member of staff and whether the grievance relates to alleged discrimination have been included.
3. Summary position is as follows:
 - 11 new grievances and 9 ongoing within the reference period.
 - 13 resolved and 7 remain outstanding at the end of the reporting period.

- 6 relate to issues with management or colleagues, 6 relates to redeployment or transfer to role, 4 relates to policy and processes, 4 relate to less favourable treatment.
- Grievances dealt with during this period are approximately 25% male and 75% female: with the majority from a white, British ethnicity with one Indian Asian.

2. Issues for Consideration

- 2.1 In October 2024, Chief Officers approved a resourcing review which removed a number of departments and reduced some posts for police officers in order to redeploy officers into key priority areas: Response, CMR and CID.
- 2.2 A high proportion of grievances are submitted by females (75%), and some refer to marital status and gender in relation to childcare issues as a result of redeployments and transfers to different roles.
- 2.3 There are new grievances specifically in relation to treatment during PSD investigations.

3. Implications

(List and include views of all those consulted, whether they agree or disagree and why)

- 3.1 Financial - Please see Risk and Equality Implications
- 3.2 Legal - Please see Risk and Equality Implications
- 3.3 Risk - With any complaint which is potentially linked to the employment relationship there is the risk of employment tribunal or judicial review should the matter not be resolved.

Through working in partnership with Unison and the Federation the aim is to continue to avoid formal proceedings and resolve issues in an informal manner to the satisfaction of all parties.

Specific items impacting on equality are raised through Equality Forums to ascertain if there are any issues that the Constabulary should be dealing with. At this time, no issues have been raised.

The HR Department will continue to meet with the Federation and Unison when necessary to discuss issues that are emerging and look to informally resolve them prior to a formal grievance being submitted. The Constabulary proactively engages to address concerns.

3.4 HR / Equality

HR and Legal Services will be reviewing the judgement of any Employment Tribunal cases to identify any lesson to be learned with a view to appropriate dissemination within the Constabulary and it has been agreed for any organisational learning to be discussed within the Organisational Board chaired by the ACC.

The internal pool of accredited mediators is available for utilisation through the Constabulary Mediation Scheme.

3.5 I.C.T. – Nothing to report upon.

3.6 Procurement – Nothing to report upon.

4. Supplementary information

List appended documents such as business case, EIA, PID, Media Strategy (remember all key points of information should be summarised within this document)

- Appendix 1 - Grievance Data for the reference period

End of Report

Community Scrutiny Panel

PSD Report

2024/25 Quarter 4



This report covers 2024/2025 Quarter 4 (Q4), 01/01/2025 to 31/03/2025.
Figures in this report are correct as of 01/04/2025.

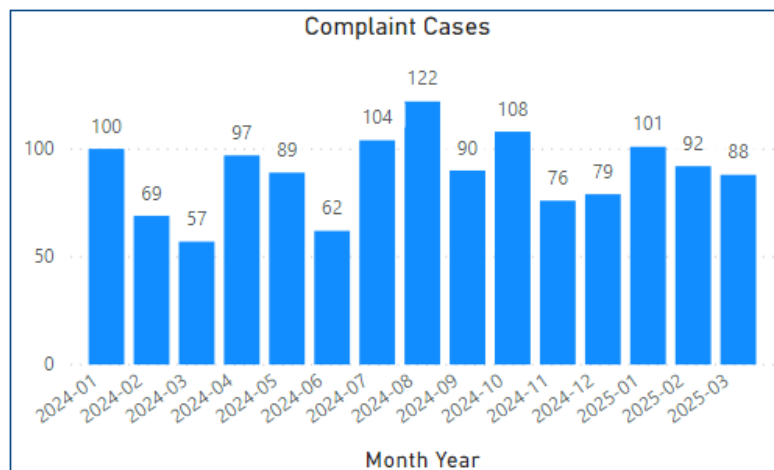
In line with IOPC data collection and analysis, De-Recorded Public Complaint allegations and cases, unless otherwise stated, have been excluded from the below figures and commentary. De-Recorded cases and/or allegations may concern persons who are not eligible, as per the Police Regulations 2020, to make an expression of dissatisfaction and/or have been logged/recorded in error.

T/DCI Hayley Wilkinson – Head of Professional Standards

Liz Little – Force intelligence Analyst, Anti-Corruption Unit

***This document contains information and/or intelligence at GSC Official-Sensitive Level.
Not to be disseminated without consultation with the originator.***

Complaint Cases

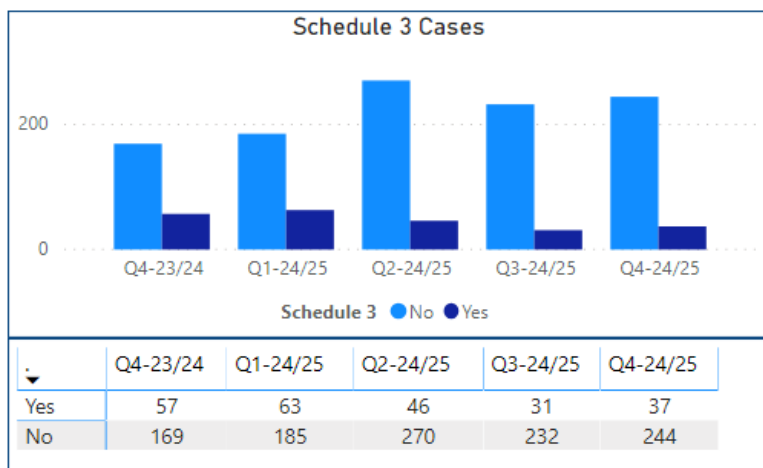


After the sharp increase seen in Q2, the number of complaint cases recorded decreased in Q3, but has risen slightly again in Q4, with a 6.8% increase since Q3. This represents an increase of 24.3% compared with the same period last year. Each month in Q4 had a higher number of cases recorded, but not reaching the highest levels seen in the latest 12 months. January '25 was the 4th highest number, although this has dropped through February and March.

Of the complaint cases recorded in Q4, currently only 13.2% (37) are recorded as Schedule 3, although this is likely to increase, as cases may be marked as Schedule 3 as they progress further. The average number of Schedule 3 cases over the previous 3 quarters is 47 (17%).

The number of complaint cases being dealt with outside Schedule 3 has increased by 5.2% in Q4 – from 232 to 244. Again, these figures are likely to change as more cases are moved to Schedule 3. The average number of cases dealt with outside Schedule 3 over the previous 3 quarters is 229 (83%).

As the number of complaint cases has increased, police contact figures have shown decreases. The number of incidents recorded in Q4 decreased by 1.2% from Q3 (from 23426 to 23136) and custody attendance dropped 6.1% (from 3402 to 3194). The number of crimes recorded also decreased, by 10% from 9702 to 8736.





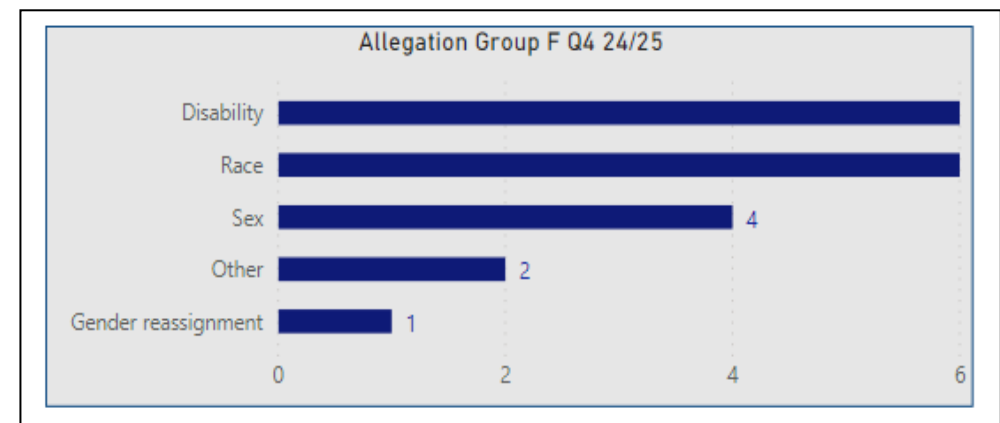
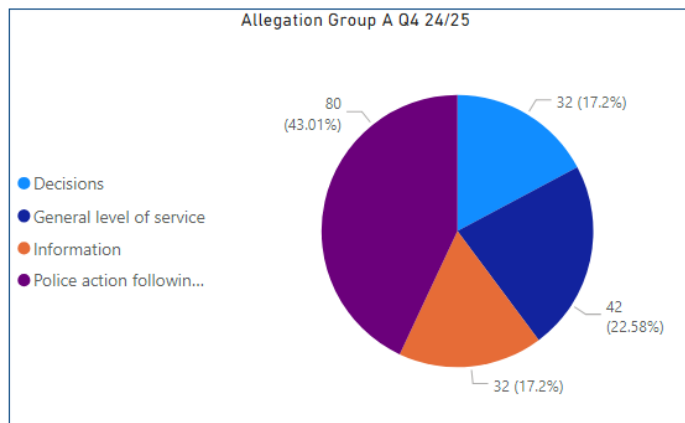
Complaint Allegations

Complaint Group
A-Delivery of duties and service
B - Police powers, policies and procedures
C - Handling of or damage to property/premises
D - Access and/or disclosure of information
E - Use of police vehicles
F - Discriminatory behaviour
G - Abuse of position/corruption
H - Individual behaviours
J – Sexual Conduct
K - Discreditable conduct
L – Other

.	Q3-24/25	Q4-24/25
A	45.95%	40.17%
B	23.20%	25.27%
C	7.88%	6.26%
D	1.80%	2.59%
E	2.03%	0.86%
F	1.58%	4.10%
G	1.13%	1.08%
H	15.32%	16.41%
J		0.22%
K	1.13%	2.59%
L		0.43%

The most common allegation group continues to be **A - Delivery of Duties and Service**, although this has seen a decrease of 8.8% in Q4. When broken down, the most common allegation type within Group A is again **A1 – Police Action Following Contact** (80 allegations – 43% of group A, and 17.3% of all allegations).

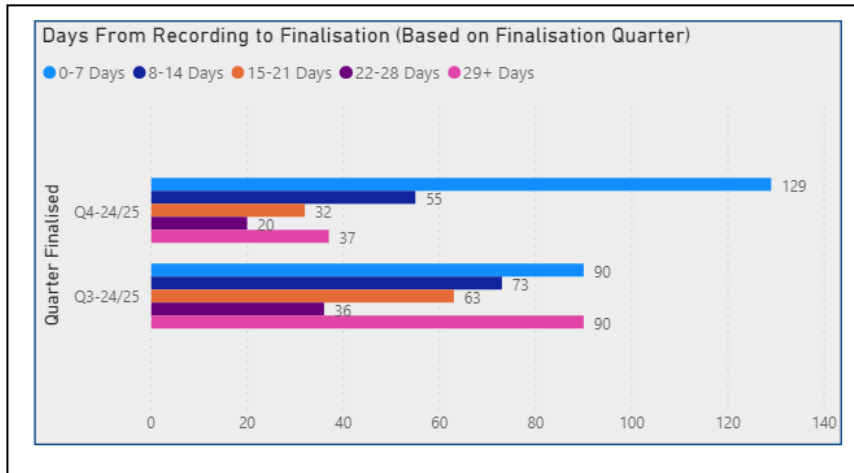
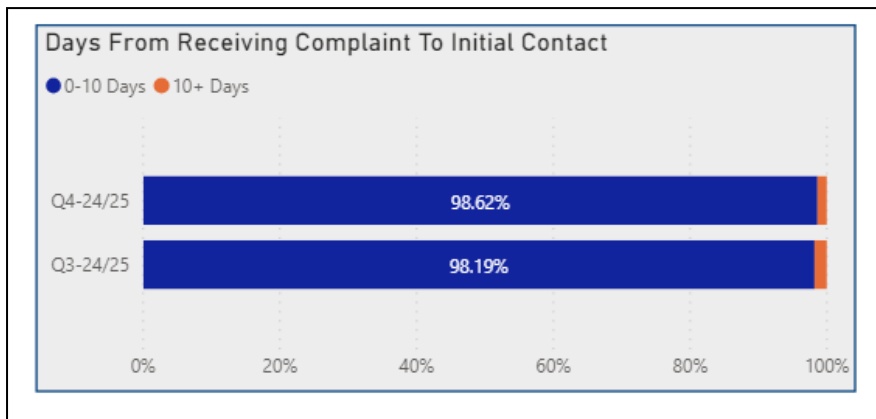
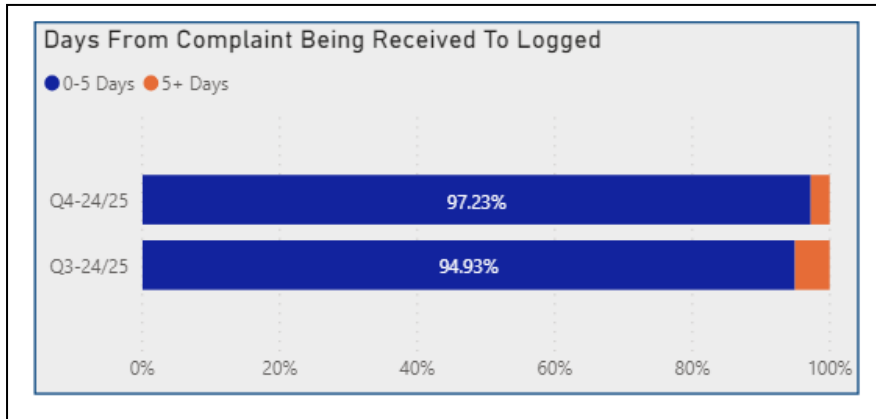
The group that has seen the largest increase is **Group F – Discriminatory Behaviour**. This group has seen a 171% increase, from 7 allegations recorded in Q3 to 19 in Q4. Most of these allegations relate to Disability and Race (each accounting for 31.6%)



Complaint Handling Times

**includes de-recorded cases*

**finalisation times exclude any time the case was sub-judice*



Quarter 4 has seen more improvement in the proportion of cases being recorded within 5 days of being received, with 97.2% recorded within 5 days in Q4, compared with 94.9% in Q3 (up from 56.9% in Q2). All 3 months in Q4 showed a high percentage, with March having 100% logged within 5 days.

While the time taken for initial contact to take place was largely within 10 days in Q3 (98.2%), this has risen further in Q4, with less than 1.5% (4 cases) falling outside this first 10 days.

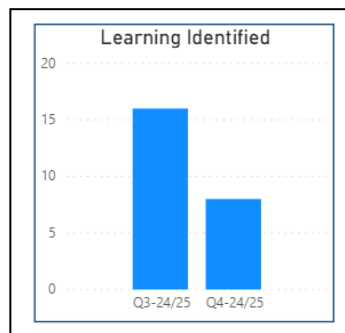
The cases finalised in Q4 have taken less time to finalise than in Q3. In Q4, the average number of days for cases to be finalised was 26, compared to 44 for those finalised in Q3. In Q4, 58.9% (129) cases were finalised within 7 days of being recorded, compared with 41.1% (90) in Q3.

Complaint Outcomes

**based on quarter of finalisation*



	Q3-24/25	Q4-24/25
Resolved	385	345
The service provided was acceptable	73	35
Not determined if the service acceptable	34	9
No further action required	21	19
Not Resolved - NFA	16	13
The service provided was not acceptable	16	6
No case to answer	2	
Withdrawn	2	



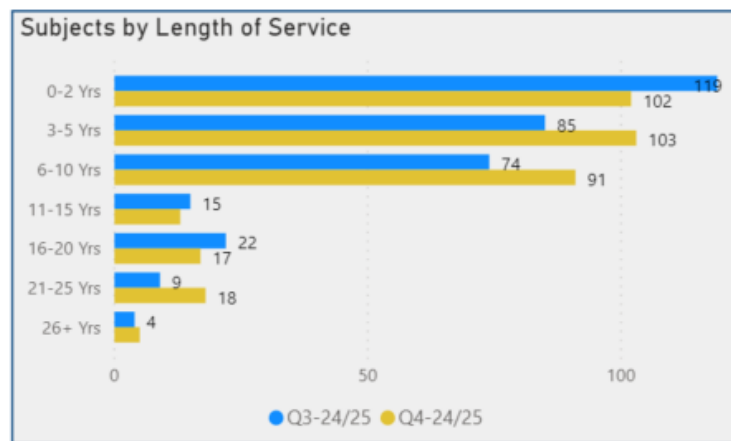
Of the 549 allegations finalised in Q4, over two thirds (385 / 70%) were marked as 'Resolved'.

2.9% of allegations (16) finalised in Q4 were identified as **Service Provided Was Not Acceptable**, compared with 1.4% (6) in Q3.

In both quarters, the number of allegations marked as having learning opportunities identified was low, at 3% in Q4, and 4.9% in Q3.

Complaint Subjects

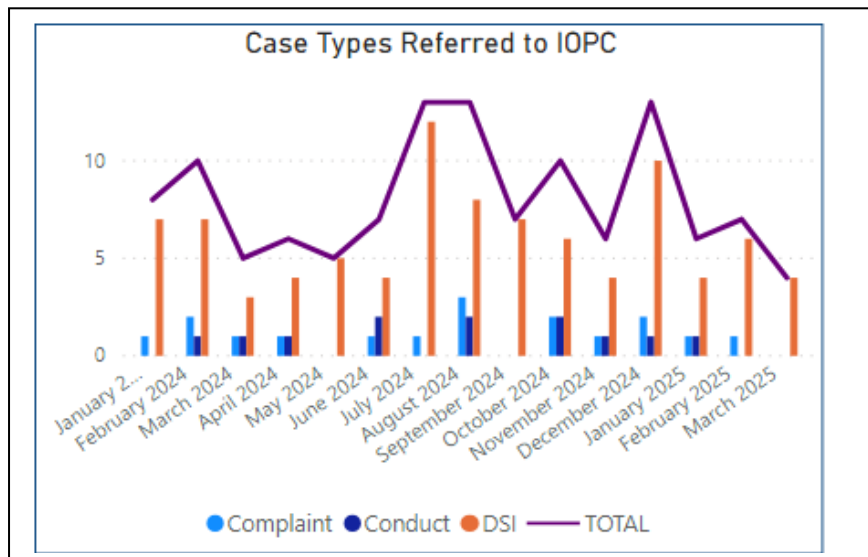
Rank	Q3-24/25	Q4-24/25
PC	77.09%	81.91%
PS	18.18%	12.41%
DC	7.27%	8.51%
CIV	1.82%	2.48%
INS	3.27%	0.71%
DS	0.73%	2.13%
CI	1.09%	0.35%
PCSO	0.36%	0.71%
ACC		0.71%
DCI	0.36%	



As in Q3, the most common rank to receive complaints is PC, with 231 allegations against PCs in Q4 (up 9% from 212 in Q3). The most common length of service remains 0-2 years.

In Q4, 1 officer (a PC with 0-2 yrs service) had 4 complaint cases recorded against them. 8 officers had 3 cases, and 24 had 2 cases.

IOPC Referrals



The number of cases being referred to the IOPC is showing a slight overall decrease, with a low of 3 in March '23 – the lowest number in the latest 12-month period. In total, 17 cases were referred in Q4, down from 29 in Q3, a decrease of 41.4%. It is consistently DSI (Death or Serious Injury) case types that account for the most referrals, with this typically being over 60% of referrals. In Q4, DSIs were 82.4% - with March having no other referral reasons at all, and in Q3 they accounted for 68.9%.

