



ANNUAL REPORT

2024-25



Foreword

As I complete my first year in office as Cumbria's Police, Fire and Crime Commissioner (PFCC), I'm proud to reflect on what we've achieved together and focus on the important work still to do.

I stood to be your PFCC after a 30-year career in policing and law enforcement and almost a further eight years public service in our NHS.

I began my police service in 1986 in Carlisle as a probationer constable and then served as the village bobby in Burgh by Sands. I then went on to serve in every corner of our great county at different ranks.

I later led the UK's Interpol Bureau before joining the NHS to help lead Cumbria's COVID-19 vaccine rollout, during which I ensured that our frontline emergency service workers were the first to receive protection.

These experiences gave me not only a deep understanding of policing and public safety, but also a lifelong commitment to integrity, accountability and genuine public service.

I ran to be your Commissioner because I want Cumbria to be the safest county in the country, where police are visible in every community, and our Fire and Rescue Service is always there when you need it most.

Real Progress and Visible Policing

Over the past year, we've made significant, measurable progress. Working with Cumbria Constabulary and our partners, Operation Enhance has delivered a 35.9% reduction in anti-social behaviour and a 20.1% fall in serious violence in hotspot areas through targeted,

partnership-led interventions. I've secured £1.68 million in funding that will allow me to nearly double the size of our neighbourhood policing teams, bringing, over the next year, more officers into communities that need them most. I also launched Cumbria's Neighbourhood Policing Pledge, guaranteeing every community has a visible, recognisable officer who is accessible and known to local people.

I know there is more to do in this area, but this marks an important step forward.

Listening to You

Visibility and accessibility have been at the heart of my approach. Over the past year, I've hosted 20 public surgeries across Cumbria, from village halls to supermarket foyers, listening to local concerns, building trust, and ensuring every voice is heard. I have spoken to people from all walks of life at public events, shows and ceremonies and regularly respond to people via social media when the need arises. I remain committed to being a visible and accessible Commissioner to all our communities.

Investing in Prevention and Support

Enforcement alone is not enough—we must also prevent harm before it happens. That's why I've invested over £3.4 million in Commissioned Services, delivering trauma-informed, tailored support for those affected by crime.

Whether it's victims of domestic abuse, children impacted by violence, or people at risk of exploitation, we are making sure the right support is there, at the right time. I've also invested

£128,678 to grassroots community groups—supporting youth clubs, boxing gyms, and local projects that give young people positive opportunities, new skills, and safer environments.

Backing Our Fire Service

I've worked closely with Cumbria Fire and Rescue Service, backing our firefighters who go above and beyond to protect life and property. We've invested in modern equipment and technologies to help our crews respond quickly and effectively across Cumbria's unique geography.

Tackling Financial Challenges

These achievements are especially meaningful given the serious challenges we inherited. On taking office, I was left a £16 million deficit in the policing budget, this was an unsustainable financial position that put vital services at risk.

Through strong financial management and a relentless focus on value for money, we've stabilised the situation and delivered £5 million in savings, without compromising frontline services.

Partnership at the Core

Everything we've achieved has been possible through partnership. I've worked hand-in-hand with the Chief Constable and Chief Fire Officer to align services, reduce duplication, and deliver real outcomes. Whether tackling organised crime, improving road safety, or addressing violence against women and girls, our shared focus is not just on reducing harm—but preventing it.

Looking Ahead

Cumbria is one of the best performing forces in the country but there is still work to do. We need to ensure that the quality of service provided when the phone is answered, or a patrol attends an incident is also excellent. This is achievable building on the success of the force to date and I will be working with the Chief Officers to ensure

that quality of service to the public that we serve is key. The first year of my tenure has shown what's possible with the right leadership, clear priorities, and strong local partnerships and I look forward to seeing further progress and achievements during the next 12 months.

In the year ahead, I will continue to:

- Be an accessible and visible Commissioner
- Invest in visible, community-based policing
- Support victims and ensure that prevention is at the heart of our approach
- Support early intervention and prevention
- Continue to act as Cumbria's voice on the national stage

This has been one of the most rewarding years of my life. None of this progress would have been possible without the dedication of my office, Cumbria's police officers, firefighters, volunteers, support staff, and community partners.

Thank you for your continued support.

David Allen



**Police, Fire and Crime
Commissioner for Cumbria**



Governance

My role consists of two separate legal entities. In respect of my role in relation to policing, I am the Police, Fire and Crime Commissioner (PFCC) for Cumbria. For the Fire & Rescue Service, I am legally known as the Cumbria Commissioner Fire & Rescue Authority (CCFRA).

The Chief Constable is also a separate legal entity and has operational independence. They are responsible for directing policing services across Cumbria, while it is my role to have independent oversight, set the policing priorities in the Police, Fire and Crime Plan and ensure they secure an efficient and effective police force. I do not get involved in operational decision making as this responsibility sits with the Chief Constable.

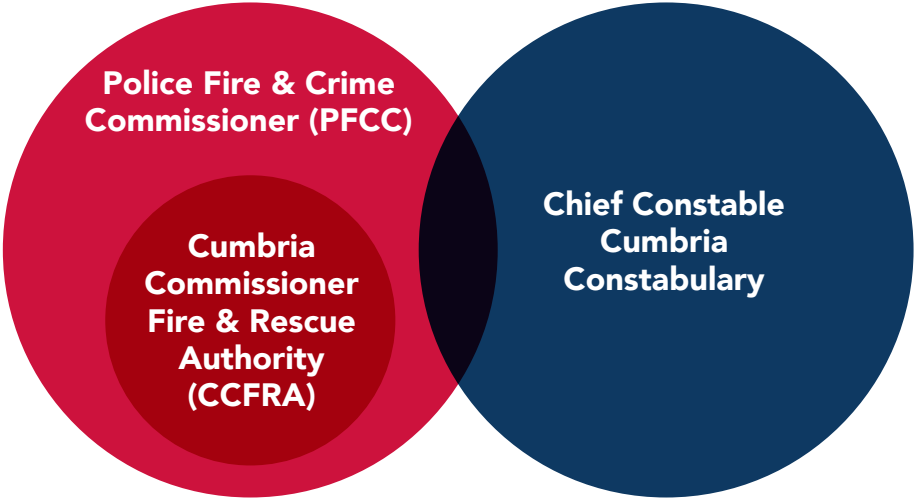
All police officers and police staff fall under the direction and control of the Chief Constable.

My relationship with the Chief Fire Officer is slightly different because the Chief Fire Officer is not a separate legal entity and has a different level of operational independence. In my capacity as CCFRA, I am the employer of all Fire and Rescue Service staff. I delegate responsibilities to the Chief Fire Officer to ensure that the Fire & Rescue Authority's functions are properly coordinated, as well as organising staff and appointing appropriate management.

To support me in my roles, I have a corporate governance framework, which sets out how both organisations will be governed, who is responsible for what, and how decisions are made.

The framework is reviewed annually by a Joint Audit Committee.

More information can be found on my website at www.cumbria-pfcc.gov.uk.



Demand on Cumbria Constabulary 1st April 2024 - 31st March 2025



4,790

total number of incidents
in Cumbria in 2024–25



2024–25 saw our service deal with...



1,137
total number
of fires



719
collaborations
with partners
e.g., partner meetings attended,
multi-agency prevention work
delivered



210
accidental primary
dwelling fires



771
fire safety
audits



297
road traffic
collisions



8,249
Home Fire
Safety Visits

*Data between 1 April 2024 and 31 March 2025

Our workforce in numbers...

Wholetime firefighters



229

On-call firefighters



334

Corporate staff



77

Fleet vehicles



169

Making Cumbria a safer place for all

Achievements in 2024–25

Developing the organisation

Refurbishment works finished
at Lazonby and Grange stations



Awarded the contract for a new
mobilising system to Frequentis



Provision of a Wellbeing Strategy has
been identified as service priority



Estates team transitioned to
OPFCC, now responsible for fire



Hosted HMICFRS team for third
round inspection



Awarded silver status in the MOD
Employer Recognition Scheme



Protecting local communities

Compliance at 95.7% for building
regs and 96.4% for licensing regs



Bespoke road safety package using
innovative technology rolled out



Out-of-hours Protection Response
Team has been introduced



New strategies for Prevention and
Protection approved and published



Top 10 nationally for number of
Home Fire Safety Visits completed



Developing Resilience Programmes
continue to support young people



Responding to emergencies

Overall decrease in fires by 11%



Responded to incidents in an average
time of nine minutes 54 seconds



Average on-call response time to
incidents of 12 minutes 39 seconds



Number of water rescues
reduced by 20.5%



Fires in commercial properties
reduced by 18%



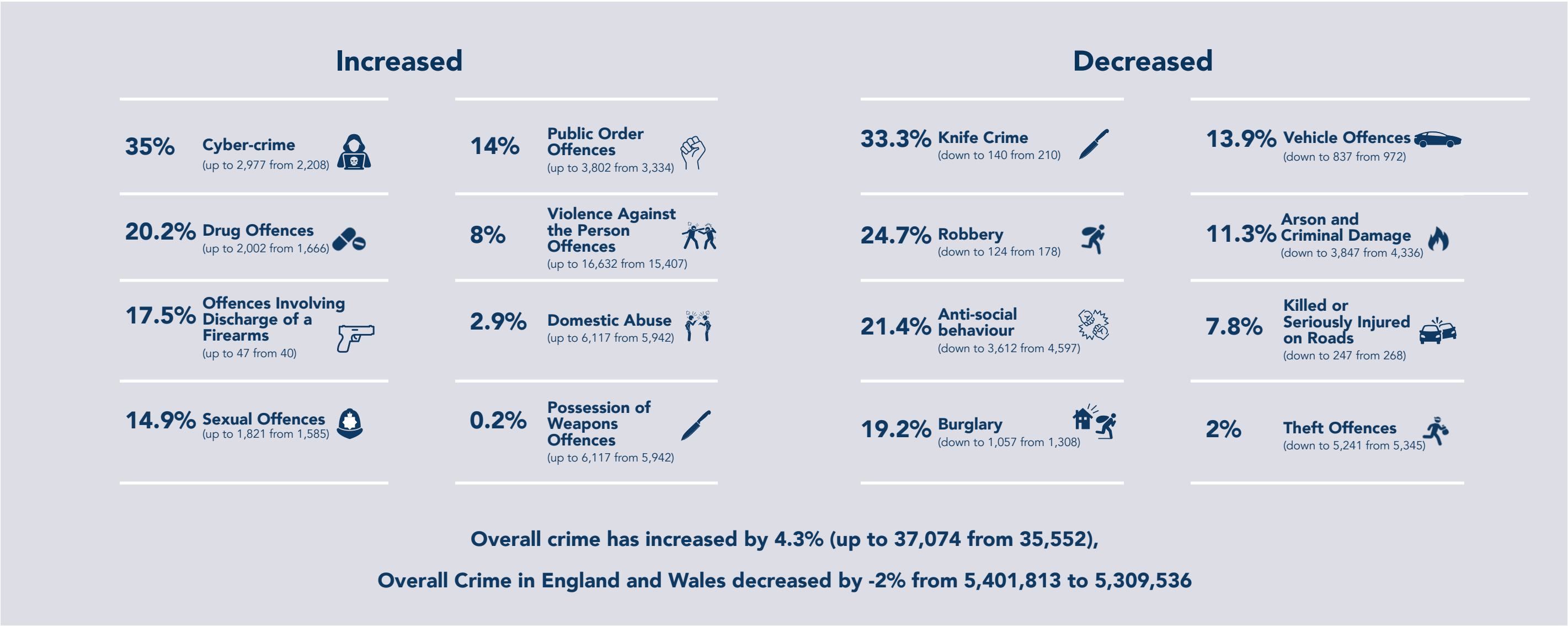
Cumbria's Water Safety Partnership
launched and active over first year



Making Cumbria a safer place for all

Recorded Crime

1st April 2024 - 31 March 2025





THE VOICE OF THE PUBLIC

Community Engagement



I have sought to be a visible and accessible Commissioner attending

139

community engagement events across Cumbria

Public Surgeries

South Lakes

Kendal
Kirkby Stephen
Ambleside
Sedbergh
Grange Over Sands
Levens
Milnthorpe (Westmorland Show)

West

Cleator Moor
Whitehaven
Cockermouth
Wigton
Keswick (Christmas market)
Whitehaven

Barrow

Barrow Town Centre
Dalton

Eden

Alston
Penrith (Winter Drovers)

Carlisle

Carlisle
Longtown



Quality of Service Issues (QSIs)

I encourage members of the public to contact me with their concerns/feedback about the Constabulary or Cumbria Fire & Rescue Service. Any correspondence of this nature is raised formally with the relevant organisation to enable me to provide a response. I will provide as much information as possible to help the writer, whether it be by providing a detailed explanation, recommendations that may help and/or solve their concerns, or contacting the police if further intervention is required. Since I came into office (May 2024), based on the same period in the previous year the number of QSIs received has increased by 45%.

QSIs have increased by

45%

(1003 logged QSIs, compared to 693 for the previous period)



Different Methods of Community Engagement





PRIORITIES

- Putting People First
- Providing Visible and Accessible Services
- Protecting Vulnerable People and Communities
- Focusing on Prevention to Protect Cumbria
- Making Best Use of Resources



**PUTTING
PEOPLE FIRST**

Putting People First

- Remedi is co-commissioned by the OPFCC and North West Probation Service to deliver a restorative justice and mediation service across Cumbria. Restorative justice involves giving victims the opportunity to engage with the offender(s) to have any remaining questions they have answered and to explain the impact of the crime on them to the offender. This can help the victim to achieve closure and feel safer in the knowledge, for example, that they were not specifically targeted.
- Remedi have facilitated 220 cases, delivered restorative justice awareness sessions to 336 people and when evaluated on the support they had received, 100% were satisfied with the service.
- Pathways is a voluntary adult Out of Court Disposal with integrated offender management programme, which may result in an exit from the criminal justice system, should the 'contract to engage' be complied with.
- 452 people were referred to the Pathways programme – with the number of deferred cautions totalling 386 and the number of deferred charges totalled 66. One user describes the programme as: "a brilliant scheme to avoid a caution or custodial sentence."
- A year on from completing the Pathways programme, 98% of the people supported, had not gone on to re-offend.
- Women's Community Matters in Barrow has demonstrated positive partnership working with the Police, Health and Wellbeing Coaches (HAWCs) and Probation. The staff have worked effectively to deliver a high level of care to support and safeguard women accessing the service. This year they have supported 1,444 different women experiencing domestic abuse. Of those, 782 are new clients that have been referred by professional services, the Police or have self-referred.
- The Crisis Room at Barrow Women's Community Matters Hub has been receiving up to 50 cases a month from victims who struggle with mental health, homelessness or, most often, domestic abuse.
- The Kendal Outreach Service (which is part of Women's Community Matters), supported a total of 84 women, including 54 new referrals.
- One user of Women's Community Matters Outreach Centre in Kendal, who was referred for support around healthy relationships and was engaging with Recovery Steps due to excessive alcohol intake commented: "It has helped me to organise what is important and how to work through each barrier in a positive and healthy way."
- At Gateway4Women - Carlisle, there have been 335 new registrations for support – ranging from accommodation, finance, benefits and debt, emotional wellbeing to specialist support for domestic abuse and sexual violence. Overall, they are currently supporting 386 women.
- Gateway4Women – Workington, received 128 new registrations in the last 12 months. Referrals into the centre are from various agencies such as the Constabulary, Victim Support, self-referrals, health visitors, Cumbria Family Support, North West Probation Service, Recovery Steps, social housing and Domestic Abuse Housing. They are supporting 161 women overall at present.
- Victim Support has supported 11,747 victims in the last 12 months with 224 victims signposted to other services for help with housing and financial support for example.



Police

Working together

Fire & Rescue

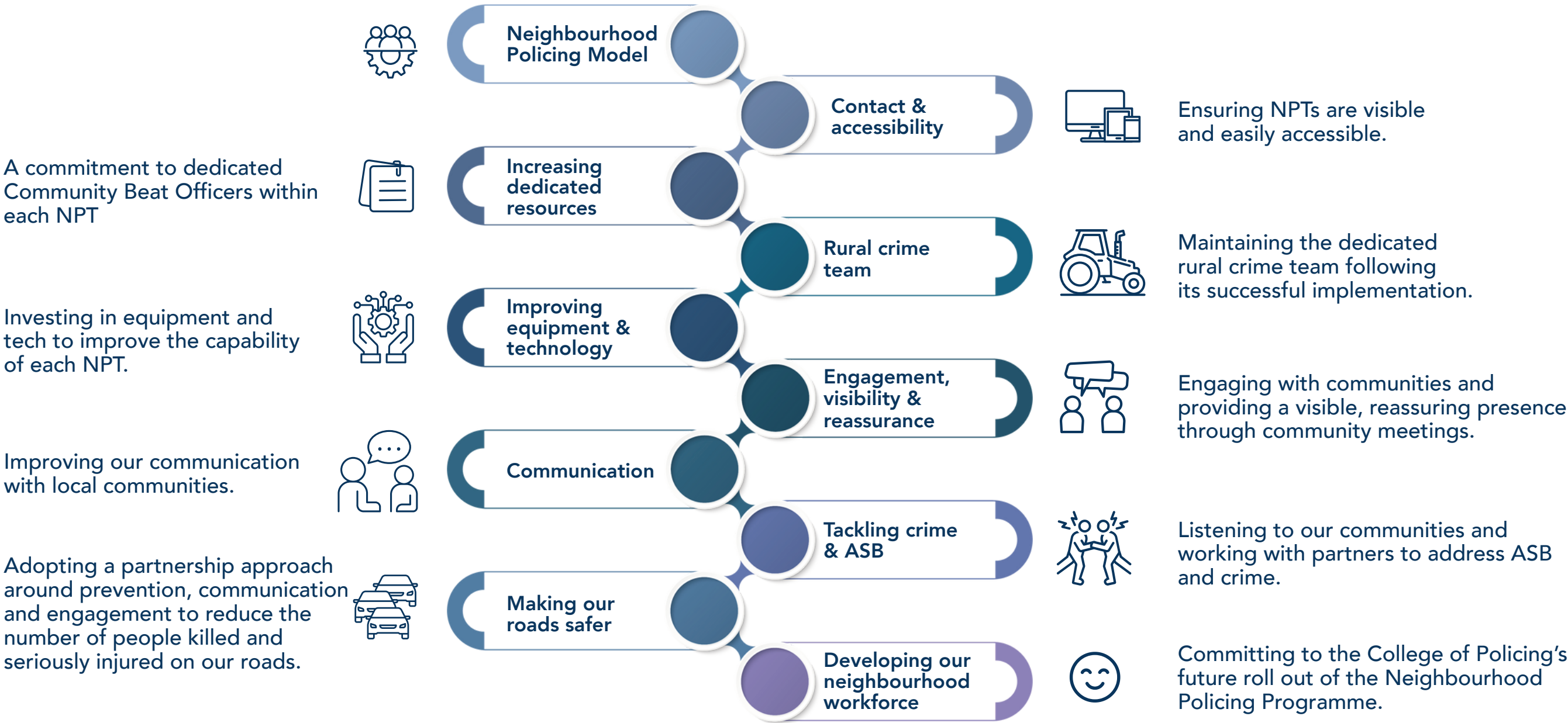
- Victim Support's Independent Domestic Violence Advisor (IDVA) provided support to 1119 new and existing victims from 23.4.2024 – 31.3.2025.
- Victim Support's Independent Sexual Violence Advisor (ISVA) provided support to 814 new and existing victims from 23.4.2024 – 31.3.2025.
- In addition, Victim Support's Children's Independent Domestic Violence Advisors (CHIDVA) received 239 referrals from 23.4.2024 – 31.3.2025.
- One service user comments: "I can say I have more good days than bad now, I just want to say I am forever grateful for your support throughout the almost two years we've known each other."
- Victim Support delivered the 'Turning The Spotlight' programme to perpetrators of domestic abuse and there has been 339 referrals in the last 12 months. In addition, 50 referrals were also made into the high harm, high risk programme 'They Matter'.
- The Bridgeway Sexual Assault Referral Centre has supported 107 victims to have a forensic medical examination following rape or sexual assault. This included 30 examinations which were carried out on persons aged under 16 years. In addition, 200 people sought telephone advice through the Bridgeway Sexual Assault Support Services.
- The Birchall Trust delivers therapeutic services to users in the south of the county. In the last 12 months, 1,490 individuals contacted the service for information, advice, support and counselling. A total of 190 individuals received personalised support tailored to their specific needs.
- Safety Net deliver therapeutic services in the North & West of the county. In the last 12 months, they have provided one-to-one trauma informed therapy and support to 634 adults and 403 children/young people. Of these, 70% of adults and 88% of children have moderate to high levels of trauma when they first seek help.
- Over the last year, 19,485 people from Cumbria visited the Crimestoppers website and 2,087 reports were passed to the Police.
- The OPFCC funded two stalking awareness training sessions for 100 (front facing) police officers and staff, and staff within Cumbria Fire & Rescue Service.
- Provision of a Wellbeing Strategy has been identified as a Cumbria Fire and Rescue Service priority.
- Cumbria Fire and Rescue Service workforce planning arrangements are currently being developed and refined – provision of leadership development programmes at supervisory and middle manager levels have been identified as a service priority.
- Refurbishment work at Lazonby and Grange-over-Sands Fire Stations has been completed and work at Whitehaven is currently progressing.



**PROVIDING VISIBLE
AND ACCESSIBLE
SERVICES**

Neighbourhood Policing Pledge

The Constabulary and I have jointly launched a new pledge centred around neighbourhood policing. The new pledge aligns us to the national pillars of Neighbourhood Policing and ensures we deliver the Government’s Neighbourhood Policing Guarantee.



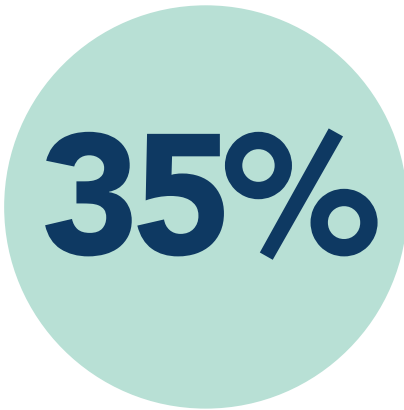
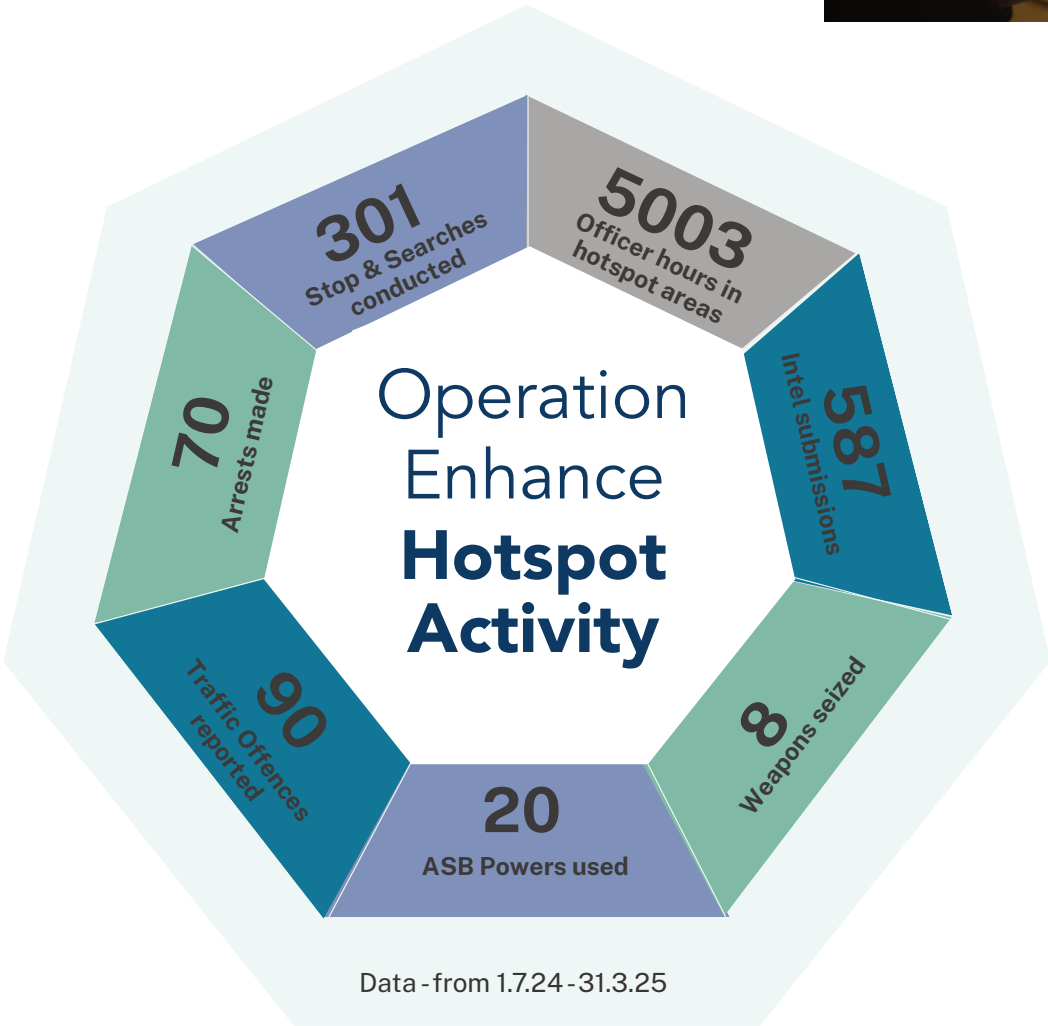
Neighbourhood Policing Guarantee 2025 – 2026



“I have delivered my promise to make police more visible in your communities.”

Operation Enhance

Operation Enhance, funded from the Home Office's Hotspot Response Fund from 1st July 2024 - 31st March 2025, was delivered by the Constabulary, in partnership with Cumberland Council and Westmorland and Furness Council. The project provided 5,003 additional hours of visible uniformed officer patrols and problem-solving initiatives within Anti-Social Behaviour (ASB) and Serious Violence hotspots. Eighteen crime hotspot areas across Cumbria were identified, using Police data. The hotspot locations made up for 0.04% of the Police's total geographical area and contained 23.1% of all the Serious Violence recorded in Cumbria, of which 24.3% was within the Operation Enhance hotspot areas.



Overall, there has been a 35% reduction in ASB within the hotspot areas.

Some highlights from various hotspot areas include the following reductions in ASB:



Cleator Moor



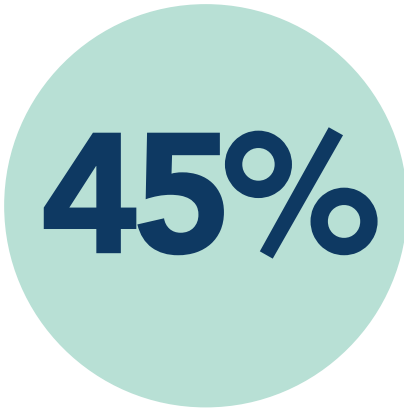
Carlisle



Barrow



Maryport



Reports of Serious Violence reduced by 45% during the hours of additional hotspot patrols carried out under Operation Enhance.

Safer Streets Fund – Round Five

Safer Streets – Five, funded by the Home Office, aims to reduce anti-social behaviour (ASB) neighbourhood crimes and Violence Against Women and Girls (VAWG) in three specific locations. These are Hammonds Pond in Carlisle, The Line in Workington and Penrith Town Centre.

In the last 12 months Remedi and The Well Communities have collaborated to provide support from a team of Restorative Hope workers, as youth outreach/ASB victim support staff in the three key areas.

	Hours Restorative Hope workers completed in referred areas	Number of young people Restorative Hope workers interacted with	Number of adults and businesses Restorative Hope workers interacted with	Number of security guards/police Restorative Hope workers interacted with	Number of victims of crime/ASB homes that target hardening measures have taken place in
					
Hammonds Pond Carlisle	453	983	115	9	7
Workington	311	617	257	25	44
Penrith	483	443	263	10	14
Totals	1,247	2,043	635	44	65

In Carlisle, one service user commented to their Restorative Hope worker:

“Thank you so much for all of your help. You have helped me mentally and physically and been so kind.”

The Restorative Hope workers also delivered a series of ASB presentations to 1,178 students at Workington Academy and one mother of a service user commented: “You’ve been brilliant. You’ve given us more help and support in the last few weeks than we have had from anywhere else over the last three years, I could cry”. In Penrith, the Safer Streets team also delivered presentations on ASB to 239 students at Ullswater Community College.



PROTECTING VULNERABLE PEOPLE AND COMMUNITIES

Protecting Vulnerable People and Communities

- It is through the Safer Cumbria Partnership Board that the Commissioner uses his position as Chair, to bring organisations together to work collaboratively to deliver a co-ordinated approach to the Government's Serious Violence Duty.
- As well as being the chair of the Safer Cumbria Partnership and having a convening role under the Serious Violence Duty, the Commissioner is also the Senior Responsible Owner (SRO) for the Combatting Drugs Partnerships, which delivers the national drugs strategy at a local level.
- The 1CLIC (County Lines Informed Cumbria) project in collaboration with the Constabulary and The Well Communities, targets county lines in Barrow-in-Furness, South Lakes and the Carlisle area. The project identifies vulnerable people who are most at risk of being approached by drug gangs and supports them to move away from potential criminal behaviour.
- This year, the project has facilitated 1,500 vulnerability visits in people's homes and delivered presentations in schools, colleges and pupil referral units around county lines, drugs and signs of exploitation to 1,248 pupils. They have also developed awareness sessions to health, education and housing professionals to help them recognise and spot the signs of County Lines.
- For the Drug Testing on Arrest for Domestic Abuse Perpetrators 126 tests were completed, with 79 (62.6%) domestic abuse perpetrators testing positive, and 63 (79.7%) were considered appropriate for a referral to substance misuse support services, of which 19 (30.1%) attended and remained in treatment. Those individuals who attended and remained with the treatment providers, have not reoffended.
- The Emergency Department Navigator Programme is being trialled in West Cumbria Hospital for a three-month pilot. It mirrors the Lancashire Violence Reduction Unit (VRU) approach in Barrow Hospital. The programme will identify young people who attend Accident and Emergency (A&E) with injuries that could be related to serious violence or County Lines. The Navigators will provide tailored support to the young people and their families and divert them from future potential criminal activity and risk-taking behaviour.



Police



Working together



Fire & Rescue

- Through the Safer Cumbria Partnership, the Commissioner's Office has developed and manages a Quality Assessment Framework, which monitors whether victims and witnesses receive the services and support they are entitled to under the Victims' Code of Practice. The Commissioner as the Chair of the Safer Cumbria Partnership, seeks assurance from the partner agencies by undertaking an annual dip-sample of cases that follow a victim's journey through the criminal justice process, and the support they have received. Results show that partner agencies can evidence compliance with the Victims' Code, ensuring victims in Cumbria are receiving the services they are entitled to under the code.
- A new Protection Strategy has been approved and published for Cumbria Fire and Rescue Service.
- An out-of-hours Cumbria Fire and Rescue Service - Protection Response Team has been introduced to provide fire safety advice and enforcement activities.
- Following approval by NWFC's Board of Directors, Cumbria Fire and Rescue Service's contract for the new mobilising system used across the North West was awarded to Frequentis in January 2025 – 'go-live' is currently scheduled for 1 April 2026.
- The business case, including budget, has been approved and a project team has been established to oversee Cumbria Fire and Rescue Service's delivery of new Breathing Apparatus hot fire training facilities.
- An updated Victims' Hub on the OPFCC website, enables victims of crime to access information and support. The Victims' Code of Practice has been included in this webpage and all information is easily accessible to the public. The Constabulary offer victims and witnesses a link and/or QR code via email or text to the victims hub and the "Putting Victims First" booklet which also holds important information around the Victims' Code and what to expect when going through the Criminal Justice Process.



**FOCUSING ON
PREVENTION TO
PROTECT CUMBRIA**

Focusing on Prevention to Protect Cumbria

- Keep Safe is a crime prevention scheme designed to reduce the likelihood of victims of crime and anti-social behaviour becoming re-victimised, and helps them to feel safe within their homes. The scheme standardises the provision of crime prevention advice and, where necessary, crime prevention equipment is available, subject to a need and risk assessment. The recommendations and equipment provided are bespoke to need following a home security survey and discussions with the victim. Keep Safe is provided at no cost to the victim. In the last year, they received 936 referrals, a 7.3% increase on the previous year.
- During 1st April 2024 – 31st March 2025, 255 Keep Safe referrals came from the Barrow area, 238 from Carlisle, 168 from Workington, 133 from Whitehaven, 85 from Kendal and 57 from Penrith.
- As part of their online child abuse investigations, the Cyber and Digital Crime Unit (CDCU) made 59 arrests, executed 22 warrants, completed 37 safeguarding visits and 121 children have been safeguarded. In total, 47 offenders have been prosecuted for 127 offences. The CDCU received 125 reports of cybercrime offences where victims have been provided with online safety advice.
- Get Safe Online provided information and advice to the public about online safety. This included face-to-face advice at Westmorland Show 2024, and monthly press releases on trending online crimes and social media.
- Cumbria Fire and Rescue developed an 'Early Intervention Programme', specifically designed for young people to change their future behaviours to make positive life choices. This nationally recognised prevention course has engaged successfully with 22 young people from Workington and Penrith. By the end of the school year, the programme will have engaged with 68 young people who have been identified by partner agencies as benefitting from the intervention.
- The Safer Cumbria Partnership and partner agencies agreed that the Serious Violence Duty would fund the 'Turnaround Youth Early Intervention Programme' for young people on the cusp of entering the criminal justice system. This allows the Constabulary's Child Centred Policing Team, and partner agencies, to identify young people at risk of involvement in antisocial behaviour and criminality and provide tailored support for their individual needs.
- Cumbria Fire and Rescue Service's new Prevention Strategy has been approved and published.
- Cumbria Fire and Rescue Service's bespoke road safety package using innovative technology has been developed (with input from the Road Safety Partnership), approved and rolled out across the service.



Police

Working together

Fire & Rescue





MAKING BEST USE OF RESOURCES

Making Best Use of Resources



Police

Working together

Fire & Rescue

- Financially, the PFCC ensured that the Constabulary and the Fire and Rescue Service managed their resources prudently and achieved a balanced budget for 2025/2026.
- The Medium-Term Financial Plans considered all known forecasts and also included scenario planning and sensitivity analysis, to ensure accurate forecasts were planned for the future.
- The budget is scrutinised by the Police, Fire & Crime Panel on a quarterly basis.
- The finance teams of both policing and fire complied with relevant legislation and codes of practice, including the CIPFA Code of Practice on Financial Management and the Prudential Code.
- External audit carried out assurance work on the Statement of Accounts, Annual Governance Framework and Value for Money.
- Strategic risk registers were reported through internal governance arrangements and independent scrutiny through Joint Audit Committee meetings.
- The PFCC successfully lobbied central government and achieved an additional £1m of support for 2025/2026 for Cumbria Fire and Rescue Service.
- The Constabulary also received additional government support for neighbourhood policing and anti-social behaviour via an additional £2.7 million invested in Cumbria for 2025/2026 to deliver Operation Enhance.
- The PFCC has developed and embedded accountability and scrutiny arrangements which has enabled him to discharge his statutory duty of holding the Chief Constable and Chief Fire Officer to account for the performance of the Constabulary and Fire and Rescue Service.

- The PFCC introduced monthly internal Executive Boards, one for the Constabulary and one for Fire & Rescue Service, where he scrutinised and challenged all of the Chief Officers, across both services, for the totality of policing and fire.
- Through the Safer Cumbria Partnership, the Commissioner ensures multi-agency working is prevalent in Cumbria. This joined up approach ensures best use of partner agency resources and alleviates the potential for duplication or conflicting workstreams.
- During 2024/2025, the PFCC explored potential opportunities to bring together a number of back-office support functions across Policing and Fire.
- As the PFCC legally owns all the police and fire estate, on 1 April 2025, the Constabulary's Estates Department transferred to the OPFCC. The new service provides a cost-effective estates function for both services.
- Efficiencies have been explored via collaborative procurement opportunities across both the police and fire estate, for example through a shared cleaning contract which commenced on 1st April 2025.
- After extensive building condition surveys were completed across the whole Fire estate, 10 priority stations were identified and work is ongoing to address gaps in compliance and maintenance repairs on the condition and layout of buildings.
- In February, Lazonby Fire Station re-opened following repairs to extensive damage caused by a fire on the upper floor of the building.
- During 2025, work has been completed with North West Ambulance Service (NWAS) around co-location into Grange-over-Sands Fire Station.



NATIONAL PRIORITIES

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STRATEGIC POLICING REQUIREMENT (SPR)

What is the Strategic Policing Requirement?

The Strategic Policing Requirement (SPR) sets out the Home Secretary's view of what the current national threats are, and the national policing capabilities needed to counter those threats. The seven threats are Violence Against Women and Girls (VAWG), Terrorism, Serious and Organised Crime, a National Cyber Incident, Child Sexual Abuse, Public Disorder and Civil Emergencies.

The Office of the Police, Fire and Crime Commissioner considered the Strategic Policing Requirement (SPR) in the development of the Police, Fire and Crime Plan. The Chief Constable is responsible for having due regard to both the Police, Fire and Crime Plan and the Strategic Policing Requirement when exercising their functions, and I hold the Chief Constable accountable for doing so through the governance framework.

A revised version of the SPR was published nationally in February 2023, which provided strengthened detail around the action required from policing at the local and regional level to the critical national threats. Following publication of this revision, the PFCC sought assurance that the Force had sufficient capacity and capability to meet the responsibilities outlined in relation to the national threats.

The Constabulary holds monthly force tactical assessment group meetings to discuss the threats outlined in the SPR. The Strategic Business Board enables the OPFCC to drive and monitor efficiencies, planning and resources required to meet the demands of the SPR.

Violence Against Woman and Girls (VAWG) - The Constabulary have a dedicated Detective Inspector force tactical lead for Violence Against Women and Girls working with the OPFCC Independent VAWG Scrutiny panel. The OPFCC commissions a network of Women's Centres across the county and counselling services from Safety Net and Birchall Trust. The OPFCC attends regular strategic vulnerability board meetings - discussing domestic abuse, serious violence and stalking. Outcomes referenced elsewhere in this report.

Terrorism – The PFCC chairs the CONTEST Board on behalf of Cumbria, seeking assurance that the National 'Prevent' strategy, along with the other elements of the CONTEST Strategy, are appropriately managed and delivered across the county and partner agencies.

Serious and Organised Crime - The PFCC is the Senior Responsible Owner for both the Combatting Drugs Partnership and the Serious Violence Duty delivery. There are various operations, with cross county forces being assisted by multiple departments: including the Rural Crime Team, Roads Policing Unit, Roads Crime Unit, Dog Unit, Neighbourhood Policing Teams, Response Officers, Special Constabulary and Intelligence in response to County Lines and rural crime.

National Cyber Incident – The OPFCC commissions 'Get Safe Online' to provide training and raise awareness both across partnership agencies and local communities. The OPFCC part funds the Cyber and Digital Crime Unit (CDCU). Outcomes referenced elsewhere in this report.

Child Sexual Abuse - The OPFCC commissions Victim Support, who provide the Child Independent Domestic and Sexual Violence Advisors and the Children's Domestic Abuse Programme, and the OPFCC also co-commissions the Bridgeway Sexual Assault Support Service. The OPFCC also works closely with the Force's Child Centred Policing Team and Safeguarding Hubs. Outcomes referenced elsewhere in this report.

Public Disorder - Preparing for national incidents of public disorder and maintaining the required numbers of specially trained officers continued to be a focus during 2024-25. Training was extended and enhanced, and the Force was able to manage all public order incidents such as 'Just Stop Oil' protestors.

Civil Emergencies - The Local Resilience Forum links into the Safer Cumbria Partnership, chaired by the PFCC, in their contingency planning for civil emergency events, such as floods for example.

THE FIRE & RESCUE NATIONAL FRAMEWORK

This national framework is prepared by the Secretary of State and sets out guidance and priorities which Fire & Rescue Authorities must comply with. As the Fire & Rescue Authority, I am responsible for ensuring that provision is made to: extinguish fires, protect life and property in the event of fires, and rescue and protect people in the event of a road traffic collision and other emergencies. I employ a Chief Fire Officer to deliver this and hold them to account for delivery against the national expectations. The Chief Fire

Officer is responsible for preparing and issuing a Community Risk Management Plan (CRMP) that demonstrates the service's understanding of the risks faced by communities and provide assurance that it is taking the appropriate action to reduce and deal with those risks. The CRMP also demonstrates how the service will deliver against the priorities in the Police, Fire and Crime Plan. A copy of the CRMP is available through the Cumbria Fire & Rescue Service website - www.cumbriafire.gov.uk.



Black Combe Junior School, Millom

WORKING IN PARTNERSHIP AND COMMISSIONING

THE COMMUNITY FUND

In the last 12 months, I have awarded £128,678 to 61 different community groups and organisations across Cumbria. Some examples include Barrow Army Cadets £2,000 – camping equipment, CADAS £2,500 – supporting the junior citizenship scheme, Carlisle One World Centre £1,800 - resources for Community

Carnival, Kendal Rugby Club £2,500 - coaching and training resources, Autism Support Allerdale and Copeland £2,493 – IT equipment, Maryport Amateur Boxing Club £2,500 - training equipment and Kirkby Stephen Youth Centre £2,500 - youth club resources.



Millom RLFU



Maryport Amateur Operatic and Dramatic Society

The Community Fund has awarded
£128,678
 to 61 local clubs and groups

SAFER CUMBRIA

As Chair of the Safer Cumbria Partnership, I bring services together to work collaboratively and deliver a coordinated approach to various areas of business. As the Chair, I drive outcomes that deliver a quality criminal justice system and implement the national strategies for serious violence and combatting drugs. I also seek assurance from responsible organisations that the national counterterrorism 'Contest' strategy is being managed effectively across our communities.

It is also through the Safer Cumbria Partnership that the OPFCC has developed and manages a Quality Assessment Framework. This helps to ensure that victims and witnesses of crime get the services and support they need from within the criminal justice system. The Framework also assesses how well the criminal justice agencies are complying with their statutory requirements, as defined by the Victims' Code.

EXAMPLES OF HOW WE WORK WITH OTHERS:

The OPFCC and I work with many statutory organisations, including the local authorities social adult and childcare services, health, housing, education, probation, and the voluntary and third sector. We work together to make collective decisions that address the needs of our communities and deliver joint solutions to achieve shared outcomes. Examples of how we are doing this include:

Youth Justice Service – The OPFCC continues to work with partners through this forum to identify the best ways to respond to the needs of children and young people in the youth justice system. This involves the scrutiny of the service's delivery and performance to help to prevent offending and re-offending.

Female Justice Partnership - It is a national requirement for Cumbria to have a Female Offender Strategy to support a consistent gender responsive and trauma informed approach for women at risk of offending or are

already within the criminal justice system. The OPFCC assists to develop a greater understanding of the female offending profile.

Community Safety Partnerships – The OPFCC continues to work with the Community Safety Partnerships, regularly reviewing information and performance concerning domestic abuse, sexual violence and hate crime to influence good practice, commissioning plans and areas for development.

Local Resilience Forum – The OPFCC work with a wide range of partner agencies to ensure that we are trained, equipped and ready to respond to significant incidents in Cumbria, such as widespread area flooding.

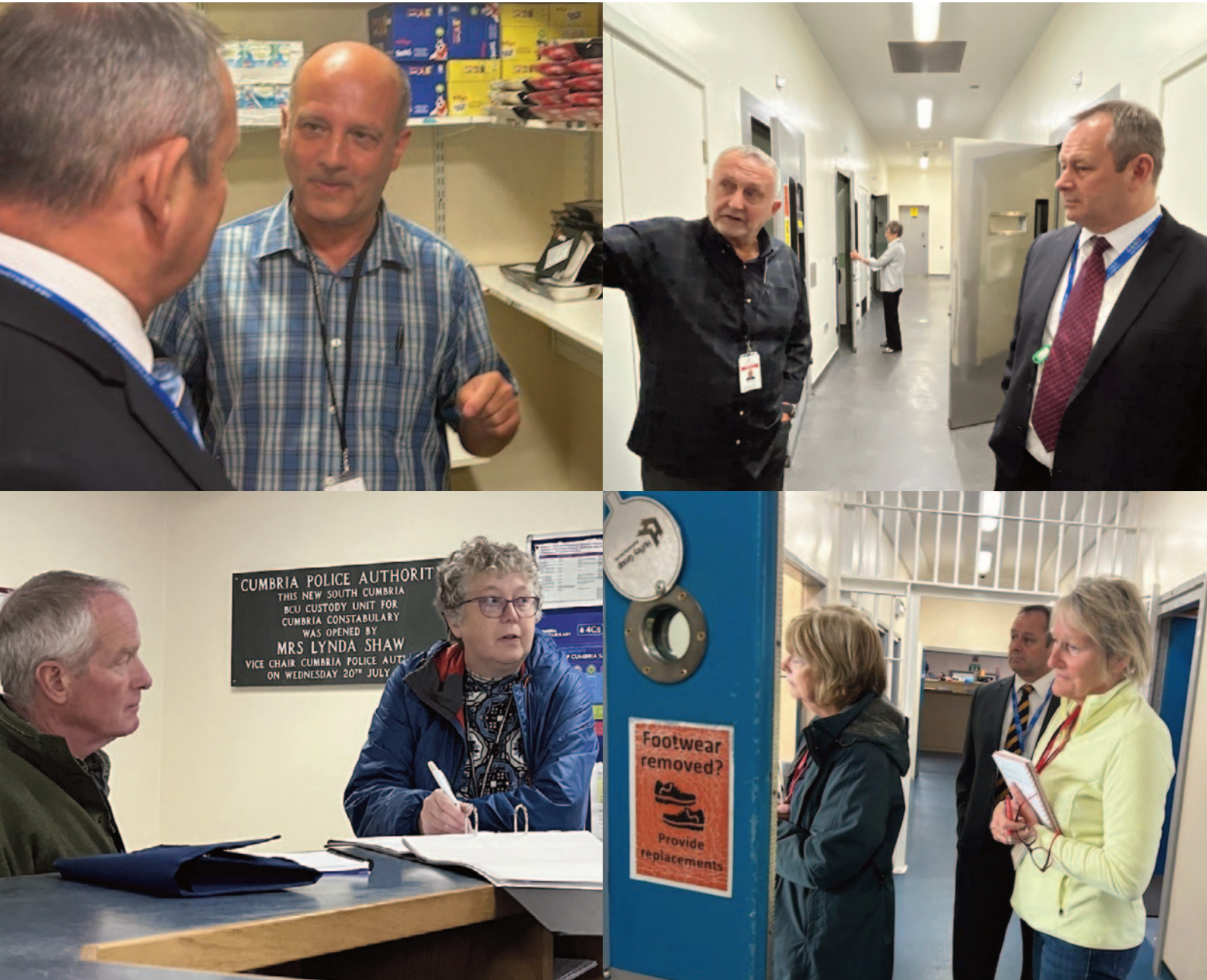
Prevention Partnerships – The OPFCC work with a range of partners to address community safety activity that we cannot address in isolation, this includes road safety and water safety partnerships.



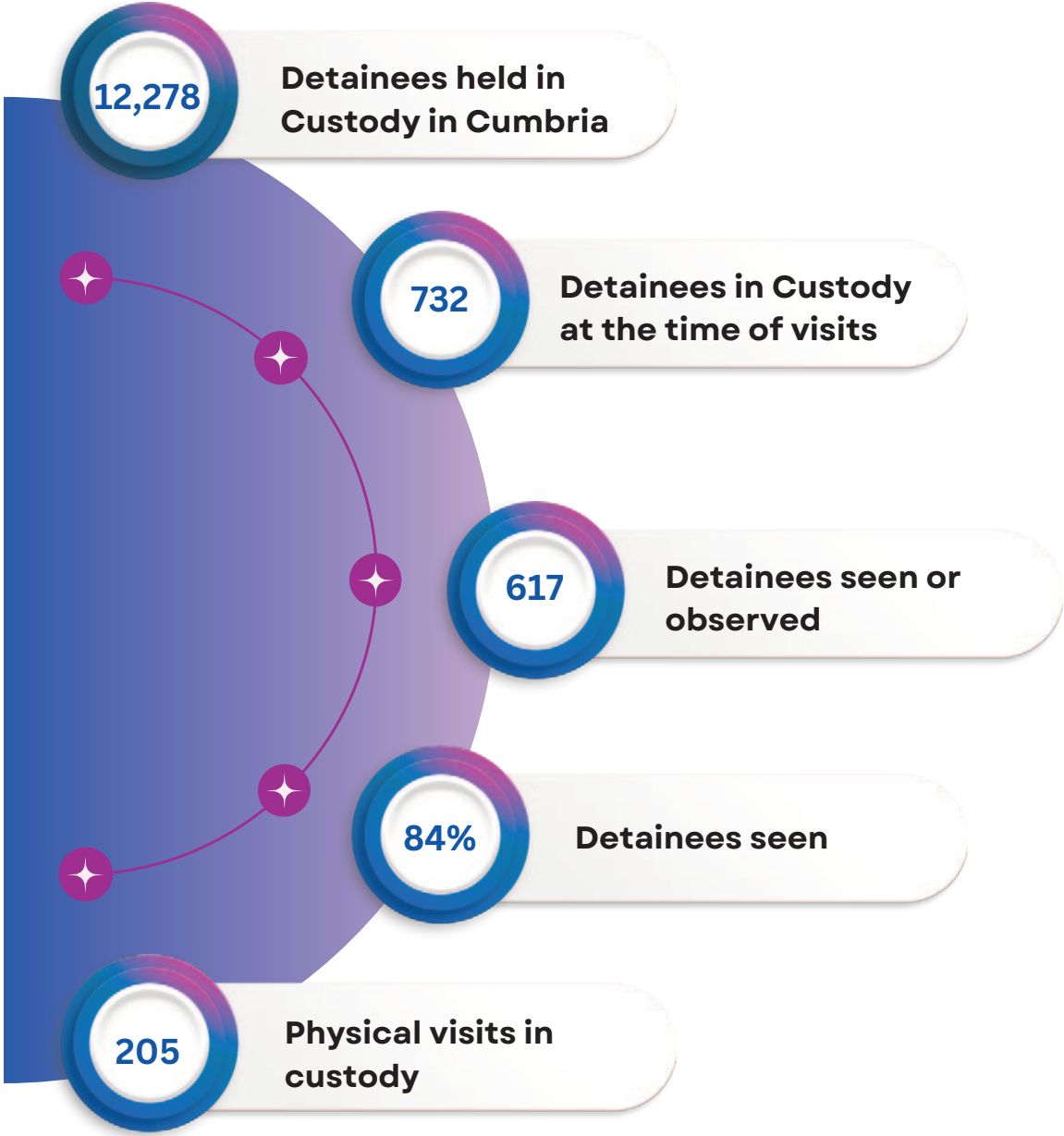
INDEPENDENT CUSTODY VISITING SCHEME

The Independent Custody Visiting Scheme is made up of 41 volunteers who live or work in Cumbria, with nine new recruits joining the scheme this year. They make unannounced visits to Police Stations to check on the welfare and wellbeing of people in police custody. Throughout the year, I have visited all four custody suites across Cumbria

(Barrow, Kendal, Carlisle and Workington) and observed visits being made by several volunteers. After each visit, a report is submitted to my Office which provides an important source of information on the conditions in which detainees are held. This information is analysed and any areas for action are identified and improved.



VOLUNTEERS





HOLDING TO ACCOUNT

As Police, Fire and Crime Commissioner (PFCC), I have scrutinised the performance of the Constabulary and Fire & Rescue Service in a number of ways.

Eight Public Accountability Conferences have taken place during the year. These meetings are where I hold the Chief Constable and Chief Fire Officer to account on behalf of the public. Areas covered included rural crime, Violence Against Women and Girls, drugs, serious organised crime, police visibility, community engagement, workforce planning and culture. In addition, I receive reports detailing how well the Services are delivering against their key performance indicators.

In respect of the Fire & Rescue Service, the Chief Fire Officer has provided assurance on how it engages with communities to help promote and improve public safety, delivery against the Service Fire Prevention Strategy and People Strategy, workforce planning, culture, code of ethics and the handling of misconduct. In addition, I have received performance monitoring reports detailing how well the Service is delivering against its key performance indicators.

I regularly held meetings with Chief Officers and discussed current issues and areas for improvement, such as those identified by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

The Joint Audit Committee meet four times a year and provides independent assurance in respect of my own, the Constabulary and Fire & Rescue Service's organisational governance. In 2024/25 they have considered reports on risk management, governance arrangements, internal and external audit reports, treasury management activities and have considered the Statement of Accounts for all three organisations. The Committee have also received development sessions



to enhance their understanding of the organisations so that they can provide effective challenge and scrutiny.

The Community Scrutiny Panel independently reviews and constructively challenges police and fire processes, as well as my Office, to ensure high standards of integrity and ethical working. During the past 12 months, they have reviewed a wide variety of areas of work including, complaints, misconduct, grievances, vetting decisions, sickness absence, retention, civil claims, custody detention, stop and search and use of force incidents. There have also been some specific areas of work relating to the Right Care, Right Person initiative, custody complaints and matters involving Young in Service police officers in relation to the Constabulary. With regards to Cumbria Fire and Rescue Service the Panel have reviewed areas of business such as home safety visits, Disclosure and Barring Service (DBS) checks, recruitment and retention.

Throughout the year the Community Scrutiny Panel have reviewed 304 cases or incidents as part of their dip sample work. Three new members were appointed to the Panel during 2024 bringing the total membership to eight.

Internal boards (Executive Board Police and Executive Board Fire) where I hold Chief Officers to account, met monthly. These boards focus on all aspects of policing and fire, such as performance, people, finance and governance.

During the year, I attended 139 public engagement events, which enabled me to hear first-hand from local people about their experience of policing and fire in Cumbria and the issues that concern them. I used this information to inform part of my scrutiny at my internal Executive Board meetings and Public Accountability Conferences.

I commission a Violence Against Women and Girls Independent Scrutiny Panel, which is chaired and attended by the volunteer members of Cumbria Victims Charitable Trust and representatives from the Constabulary and my Office. During the year, the Panel has reviewed 25 cases involving incidences of violence against women and girls. The type of cases scrutinised include non-contact sexual behaviours, violence against women and girls in rural areas, (due to the vast amount and variety of cases involving women and girls in rural areas it was decided that we would run two sessions to cover this area.) The learning from the panel meetings is fed back to the Officer in the case and their Line Manager. In commissioning this panel, we have seen some improvements in the completion of the reports and better consideration to the victims of the various crimes scrutinised.

The Out of Court Resolutions Scrutiny Panel, attended by all criminal justice agencies, youth justice service, Victim Support and my Office, met three times this year. The Panel examined 72 out of court resolution cases and provided feedback to the Constabulary on how well a case has been managed and where improvements need to be made.

The Independent Custody Visitors Scheme involves volunteers from across Cumbria making unannounced visits to police stations in their area to check on the welfare and wellbeing of people detained in police custody. The Scheme is currently made up of 41 volunteers who live or work in Cumbria, with nine new recruits joining the scheme this year. During the year, I visited all four custody suites across Cumbria (Barrow, Kendal, Carlisle and Workington) and observed visits being made by several volunteers.

I received 16 reports for the OPFCC & Constabulary and eight reports for Cumbria Fire and Rescue Service from our internal audit providers, and external financial auditors have provided me with valuable feedback around governance and financial controls where we can make improvements.

The Police, Fire & Crime Panel met four times during the year, to challenge and support the actions and decisions I have made when discharging my functions. The panel considered my proposed council tax precept and budget for 2025/2026 and received reports detailing delivery against the priorities in my Police, Fire & Crime Plan. More information about the panel can be found on their website at www.cumbriapfcc.org.uk.

As Chair of the Criminal Justice Board, I regularly monitor performance data from across the criminal justice system to ensure the people of Cumbria have access to an efficient and effective criminal justice process.

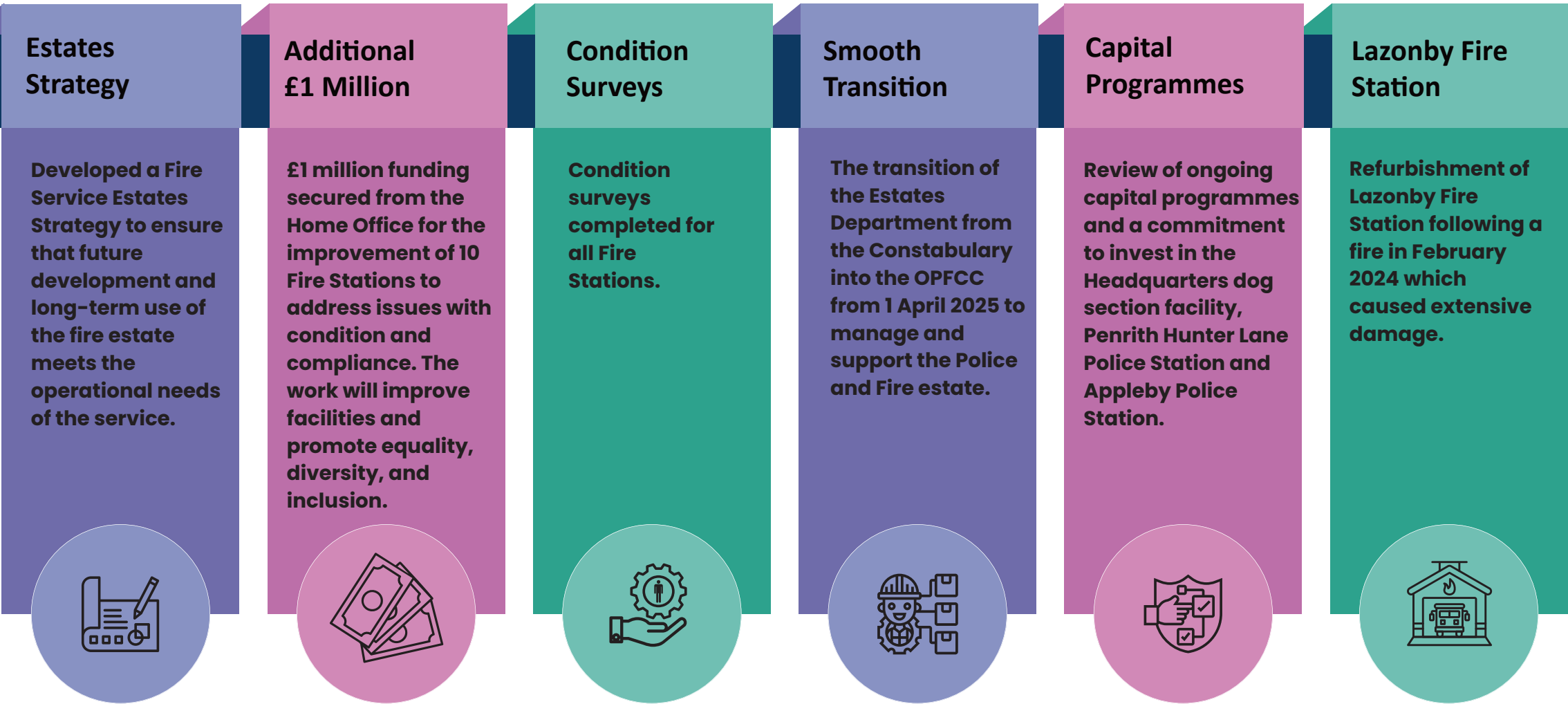


ESTATES

Estates Department

As Commissioner, part of my role is to work with Policing and Fire to identify areas of work that can be shared by both services for efficiency and effectiveness. On 1 April 2025, the Constabulary's Estates team transferred over to my Office and now holds responsibility for overseeing both Police and Fire Estates throughout the county. I want to ensure that police officers and firefighters can do their job to the best of their abilities and having fit for purpose stations across the county will help them continue to achieve this. I commissioned a full condition survey of all police and fire stations across the county and work is now being completed to provide these improvements works.

When we took on responsibility for governance of Cumbria Fire and Rescue Service, we inherited a rather poor estate that hadn't received the proper care needed. All stations will receive some improvements starting with those stations that are most in need of work. Updating our estates is a long-term project – nothing is a quick fix. Part of my role as Commissioner is to set the Police and Fire service up so that they have longevity in their organisations. I will continue to work with both services to see where we can share resources such as sharing amenities in our smaller and more rural communities to encourage collaboration. Blue light collaboration is essential to maintaining effective and efficient emergency services – the Chief Constable, Chief Fire Officer and I are driven by providing the best public service to our residents and visitors and we can achieve this far better by working together.



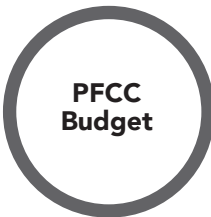


FUNDING

Cumbria Constabulary



There was an overall underspend of £519k, which represents 0.39% of the budget.



£96,000 underspend due to increased investment income and additional grants and contributions and lower utility costs.



£423,000 (0.27%) underspend largely due to savings in supplies and services and vacancies being held.



The Constabulary has met its target for the recruitment of 169 additional officers for Operation Uplift.

Description	Budget £000s	Actual Expenditure £000s	(Underspend) / Overspend £000s
Constabulary			
Police Officer Pay	109,907	110,039	132
PCSO Pay	1,748	1,619	(129)
Police Staff Pay	29,755	29,588	(167)
Non Pay Expenditure	23,682	23,975	293
Income	(9,163)	(9,715)	(552)
Total Constabulary	155,929	155,506	(423)
PFCC			
Office of Police, Fire and Crime Commissioner	1,184	1,194	10
Other PFCC	(22,748)	(22,854)	(106)
Movements to / (from) Reserves	(1,596)	(1,596)	-
Total PFCC	23,160	23,256	(96)
Overall Total	132,769	132,250	(519)

Cumbria Fire & Rescue Service



There was an overall underspend of £327,000, which represents 1.06% of the budget.

Description	Budget £000s	Actual Expenditure £000s	(Underspend) / Overspend £000s
Employee Costs	21,962	22,954	992
Non Pay Expenditure	13,038	12,807	(231)
Income	(4,544)	(5,632)	(1,088)
Total Net expenditure	30,456	30,129	(327)
Movements to / (from) Reserves	(1,424)	(1,424)	-
Overall Total	29,032	28,705	(327)



KEEPING IN TOUCH

As your Police, Fire and Crime Commissioner I am the voice of Cumbrian residents to raise issues or concerns in respect of policing and fire – I am your voice. If any member of the public has a concern about the Constabulary or Fire & Rescue Service, please raise it with me.

You can contact me or my Office in the following ways.

PFCC website: www.cumbria-pfcc.gov.uk

Office Address: Office of the Police, Fire and Crime Commissioner, 1-2 Carleton Hall, Penrith, Cumbria CA10 2AU.

Telephone: 01768 217734

Email: commissioner@cumbria-pcc.gov.uk

Social Media

 facebook.com/CumbriaPFCC/

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