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**Enquiries to: Mrs J Head  
Telephone: 01768 217734**

**Our reference: JH/CSP**

**Date: October 2024**

## **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 7 November 2024 at 1.00 pm** 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**

<b>Number</b>	<b>Agenda Item</b>	<b>Allocated Time</b>
4.	<b>NOTES OF THE PREVIOUS MEETING &amp; ACTION SHEET</b> To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 05 September 2024 (copy enclosed).	5 minutes
5.	<b>CORPORATE UPDATE</b> To receive a briefing note from DCC Martland and OPFCC Chief Executive Gill Shearer	10 minutes
6.	<b>QUARTERLY CUSTODY DETENTION SCRUTINY, STOP &amp; SEARCH AND USE OF FORCE REPORT:</b> (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.	<b>CONSTABULARY CIVIL CLAIMS</b>	10 minutes

	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>	
8.	<b>OFFICER &amp; STAFF UPDATE</b> 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
9.	<b>STAFF GRIEVANCES</b> (i) To receive a report on Grievances against the Constabulary identifying any trends or issues - <i>to be presented by HR Manager Di Johnson</i> (ii) Panel to provide feedback from their dip sample session	10 minutes
10.	<b>INTEGRITY</b> (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
11.	<b>2025 ANNUAL WORK PROGRAMME, MEETING AND DIP SAMPLE DATES</b> To consider and agree the Panel's annual work programme and meeting dates for 2025 - <i>OPFCC Governance Manager</i>	5 minutes



## COMMUNITY SCRUTINY PANEL

Notes of a meeting of the Community Scrutiny Panel (Police) held on Thursday 5 September 2024, Control Room Meeting Room 2, Fire HQ at 10.30 am

### PRESENT

Jane Scattergood (Chair)  
Eloise Abbott  
Andrew Dodd  
Meg Masters  
Ben Phillips  
Alex Roche  
Shaun Thomson

### Also present:

Police Fire and Crime Commissioner, David Allen  
OPFCC Chief Executive – Gill Shearer  
Deputy Chief Constable Darren Martland  
Chief Superintendent Matt Kennerley  
Chief Inspector Simon Gray  
Inspector Callum Young  
T/Chief Inspector Paul Latham  
Data and Information Privacy Manager – Lesley Johnson  
OPFCC Governance Manager - Joanne Head

Jane Scattergood welcomed everyone and invited the Commissioner to say a few words to the meeting. Working together was essential and he believed in Community Scrutiny and the police were a public service, the public should have a say. Everyone introduced themselves to him.

### 87. APOLOGIES FOR ABSENCE

Apologies for absence were received from Alison Ramsey and Penny Walker.

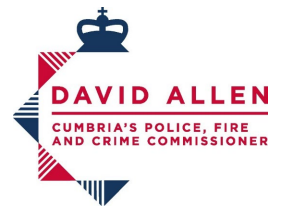
### 88. DISCLOSURE OF PERSONAL INTERESTS

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

### 89. URGENT BUSINESS

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

### 90. NOTES OF THE PREVIOUS MEETING



The notes of the meeting held on Wednesday 8 May 2024 previously circulated with the agenda were agreed.

**Agreed;** that, the notes of the meeting held on 8 May 2024 were agreed.

## 91. CORPORATE UPDATE

The Deputy Chief Constable briefed the Panel on work being carried out by Cumbria Constabulary. The force had seen a 12% reduction for burglaries, shoplifting was lower than the national average and due to work carried out in ASB hotspots a reduction was being realised including serious violence offences. HMICFRS inspection had given good grades overall. The Panel commended the force on the positive HMICFRS report.

The Constabulary had sent officers to other forces in line with mutual aid agreements to assist with Operation Mustang dealing with the large-scale disorders which had been experienced over the summer. DCC Martland advised that no Cumbrian officer had been hurt during the disorders and the Panel members asked him to pass on their thanks to all the officers.

With prison establishments approaching capacity, Operation Drakeful had been introduced across the country. All police forces were allocating cells within their custody suites which could be used for prisoners. The prison situation has since abated but this was still an option should it be necessary.

New body worn video equipment was to be distributed to officers across the force which would have the functionality to allow officers to live stream, especially when officers are attending disorder events.

A knife and machete amnesty was currently in force prior to new legislation being introduced at the end of September 2024.

The OPFCC Chief Executive advised the Panel that the consultation period for the development of the new Police, Fire and Crime Plan was due to concluded, with over 1,400 responses being received already. Early results were identifying Anti-Social Behaviour (ASB), Anti-Social Driving and rural crime were all issues which concerned communities in Cumbria. The Plan would be developed and a draft would be presented to the Police, Fire and Crime Panel in October, following which it would be launched in November 2024, setting out policing and fire priorities for the next 4 years.

The Commissioner had recently celebrated 100 days in office; where he had published the differences he had made since coming into office and plans for the future. He had been appointed to a number of national portfolio roles, including the Police Digital Services (PDS) Board, PDS Audit and Risk Committee, Vice Chair for the Serious Organised Crime and Specialist Capabilities Board for the Association of Police and Crime Commissioners (APCC) and sitting on the Blue Light Commercial Board.



Changes had been made to the Panel name and terms of reference during the summer. Work would be carried out to develop the Panel's work programme which would be

presented to the November meeting. The Chair was keen to develop how the Panel could organically dovetail with work being done with public and victim experience.

**AGREED;** that, the reports be noted;

## 92. ANNUAL STOP & SEARCH AND USE OF FORCE REPORT

The Constabulary had seen a significant increase in the number of stop/searches over the past 3 years realising a 76% increase in 2023/24 to 8,360. Positive outcomes from these searches had included drug offences (80%), robbery (25.8%) and possession of a weapon (44.1%). There had been good support from communities as it often took drugs or weapons out of circulation.

It was well recognised that Cumbria's resident population increased by 45 million during the summer period and the M6 corridor, being a major arterial route, runs the full length of the county thereby increasing the potential disproportionality regarding the number of stop searches for different ethnic groups. The resident ethnic minority population for Cumbria is 2.54% therefore officers would have to stop a significant proportion of white people to balance the proportionality. For example, the resident Asian population is 0.98% and the stop/search rate was 3.38% giving a disproportionality of 3.45%. Many of these stop and searches were carried out on the M6 and by specialist officers following intelligence reports.

Chief Superintendent Kennerley advised that the majority of stop/searches were conducted on the M6 corridor. Checks were carried out on officers who had a high number of stop/searches, generally in specialist teams, to ensure that there was no identified disproportionality.

Shift Inspectors would also carry out a dip sample of 5 completed forms per month and feedback to officers resulting in 250 records being reviewed each month. The new police computer system would require a supervisory review prior to it being finalised. C/Supt Kennerley advised that he looked at every minority or child stop/search to ensure that officers were reasonable and proportionate in the use of the powers. All officers were provided with training in stop/search powers and work was planned over the next 12 months to disseminate further training.

The Constabulary utilised a child centred policing team to liaise with young people after stop and search instances. Information had shown the value of early intervention and this had been recognised as good practice by HMICFRS.

Changes to when use of force needed to be recorded had resulted in increased reporting. This could range from handcuffing someone to the use of TASER. For example where a detainee had to be inserted into a cell a minimum of 6 officers were



required to ensure the detainees safety resulting in each officer having to complete a form.

The Panel thanked the Constabulary for all of the information provided within the report. It was agreed that the frequency of reporting on these areas of business would be increased and work would be carried out to streamline the information provided.

### Dip Sample Feedback

Members fed back on the outcome of their stop/search and use of force dip sample sessions. Officers had dealt with all of the incidents very well, particularly those which also had to deal with either mental health episodes or involving children. A number of use of force had been in relation to young people absconding from care due to being placed in Cumbria from out of the area and wanting to return home.

**AGREED;** that, the

- (i) Report and feedback be noted;
- (ii) frequency of reporting be increased to quarterly and the information provided be streamlined.

### **93. ANNUAL CUSTODY DETENTION SCRUTINY REPORT**

A member asked what impact Operation Safeguard, which allows prisoners remanded or sentenced to prison by the courts to be held in police cells for one night, was having on the Durrhill Custody Suite. DCC Martland advised that there was additional staffing demand and costs associated with looking after prisoners who had different requirements and rights to detainees. The custody sergeants and detention officers had received training in preparation for dealing with prisoners.

The Chair thanked the Constabulary for their report, but like the stop/search and use of force report it was felt that the report could be streamlined, identify what the issues meant for the communities in Cumbria and increase the frequency of reporting.

### Dip Sample Feedback

Three of the members had carried out a dip sample of custody detention cases prior to the meeting. They felt that cell insertions were managed well, being controlled and came across as well co-ordinated. C/Supt Kennerley advised that over the past 2 years there had been significant changes to officer safety training, particularly in de-escalating incidents to try and avoid force being used.

**AGREED;** that, the

- (i) report and feedback be noted; and
- (ii) frequency of reporting be increased to quarterly and the information provided streamlined.



## 94. CONSTABULARY PROPERTY STORE REVIEW

The number of items of property retained had increased from 22,894 items to 34,866 as of 5 August 2024. The seizure and disposal of property items was an issue faced by all police forces and with the introduction of the new computer system it was anticipated that it would be able to record seized property in a more sophisticated way.

A governance framework was being reviewed to focus on both legacy inventory reduction and new processes and procedures for the future. Property disposal needed to improve returning property to individuals in a timely manner and steps were being taken in the autumn to facilitate this.

Questions were raised in relation to the freezer capacity and management. It had been reported to the Panel on a number of occasions that the current deep freezes required replacement from domestic to commercial alternatives. Due to replacement costs it was being proposed that replacement be spread out over a 4 to 5 year period. Members were concerned that important evidence could be lost due to a freezer failing and DCC Martland confirmed that property storage appeared on risk registers and was continually being assessed. They asked that the next report contain details of what risk assessment had been carried out across all freezers and details of the replacement programme.

Cannabis dismantling was a new area of work which was being developed to ensure consistent approaches to the dismantling and subsequent seizure of items from cannabis cultivations. By having a standard approach, only taking what is required for forensic analysis, photograph in situ was reducing the amount of property required to be seized or retained.

A member asked whether a decision had been made to replace the police staff team leader who oversees front counter staff and have responsibility for police property. DCC Martland advised that work was being carried out to assess the post and if necessary work could be re-distributed until a final decision had been made.

**AGREED;** that, the

- (i) report be noted;
- (ii) future reports provide details of what risk assessments have been carried out regarding freezers; and
- (iii) details of the replacement programme to be provided.

## 95. INFORMATION MANAGEMENT COMPLIANCE

### (a) CONSTABULARY INFORMATION MANAGEMENT COMPLIANCE

T/Chief Inspector Latham advised the Panel that in the summer the force had received a letter from the Information Commissioner's Office regarding their response times. Work had been carried out to reduce the backlog of requests and of the 68 requests which were currently open only 4 were overdue.





The OPFCC Chief Executive raised concerns that the force had been in a similar position before and asked what performance measurements were in place to prevent this happening again in the future. A business case had been developed for a dedicated case management system to assist with FOI requests. The ICO had subsequently complimented the force on the work they had carried out. The Panel Chair appreciated that budget constraints may impact on the ability to fully staff the department. DCC Martland assured the Panel that although there were current vacancies they had put in resources to deal with the backlog.

A member asked if whether the Constabulary published information this would negate the number of requests received. The Single Online Home website did contain a lot of information which the public had access to, combined with an anonymised disclosure log of FOI requests and responses was being utilised to reduce the number of requests

The number of Subject Access Requests had increased by 12.5% during the first 6 months of the year. Due to the complexity of the information being sought these requests placed a large demand on staff.

The Data Information and Privacy Manager advised that a total of 37 recommendations had been made to the Police Service of Northern Ireland (PSNI) following a data breach in August 2023. Gap analysis work had been carried out by the force to compare where the Constabulary were in relation to each recommendation. Nineteen of the recommendations were already in place, sixteen were either in progress or partially met with four recommendations not relevant to Cumbria. FOI training requirements were being progressed.

The Constabulary recorded 56 data breaches during the reporting period, none of which required a referral to the Information Commissioner's Office. 78% of the recorded breaches related to emails being sent to the wrong address and the department continued publish regular reminders and provide an input to new recruits, special constables and PCSO's intakes.

The Data Protection and Digital Information Bill was dropped due to lack of parliamentary time in the approach to the General Election. It has since been announced that a new Digital Information and Smart Data Bill (DISD) would be developed and this would contain more data protection elements and would take at least 2 years before the changes would be implemented.

**AGREED;** that, the

- (i) report be noted; and
- (ii) future reports provide an update on the Constabulary's position in relation to the 37 recommendations

## **(b) OPCC INFORMATION MANAGEMENT COMPLIANCE**

The OPFCC Governance Manager guided members through the OPFCC Information Management Compliance report which had been circulated to the Panel prior to the meeting. It was noted 45% of the Freedom of Information requests received by the



OPFCC were in fact for the Constabulary to deal with. The majority of those for the OPFCC were in relation to office costs, senior staff costs, budgets and commissioning of services.

Of the 29 requests received, 26 had been completed within the 20 working day timescale. One request had been withdrawn and the remaining 2 had been dealt with within 21 days. One request had required substantial work and had been responded to within 36 days.

There had been an increase in the number of SARs received, a total of 17 compared to 7 in 2022. All of these had been for the force to deal with.

During the reporting period there had been no appeals made to the Information Commissioner's Office and no data breaches had been identified.

**AGREED;** that, the report be noted.

## 96. INTEGRITY

Chief Inspector Gray presented the quarterly report for the Professional Standards Department including public complaints, misconduct and anti-corruption unit performance. It was recognised that the data and information provided could be more condensed and specific.

The number of complaints received in Q1 had decreased and overall complaints had reduced by 2%, although the number of allegations received had increased by 7.7% as often complaints contained multiple allegations. Work within the department had taken place to reduce the time taken to deal with complaints recorded within Schedule 3 with the majority now being concluded within 28 days, however there was still room for improvement.

Work had been carried out to collect ethnicity data and this was attributed to staff receiving training and now more confident to ask these questions. An additional sergeant had commenced in the department to enable complaints to be quality assured prior to finalisation.

It was noted that front line officers, who were primarily young in service following operation uplift, had the most interaction with members of the public and were therefore receiving complaints which was to be expected. In addition, many of the tutor constables were themselves still young in service.

Complaints often formed a barometer of how an organisation is performing and the OPFCC Chief Executive felt that the report should be refreshed to ensure that information such as data from the IOPC, comparisons to other forces either in the northwest or most similar forces, how many upheld and those reviewed.



## Vetting Decisions Dip Sample Feedback

Prior to the meeting the Panel had carried out a dip sample of the Constabulary's vetting decisions. They had reviewed 7 cases, were impressed with the rationales provided for the vetting decisions and were in agreement with all of them. Chief Inspector Simon Gray advised that there was now a formalised route to exit officers or staff from the organisation who did not pass the vetting process at any point in their career.

**AGREED;** that, the

- (i) report and feedback be noted; and
- (ii) work be carried out to develop the information to be provided to the Panel as identified within the meeting.

## **97. OPFCC COMPLAINTS, REVIEWS & QSIs**

The OPFCC Governance Manager presented two reports which outlined complaints dealt with by the OPFCC, complaint reviews; and QSI's regarding areas of dissatisfaction which members of the public had contacted the Commissioner about. It also highlighted the work being carried out by the Police, Fire and Crime Commissioner and the OPFCC to make a difference to the communities in Cumbria.

The OPFCC had seen a continued increase in members of the public writing to the Commissioner to make a complaint regarding a police officer or staff member. As the OPFCC had no statutory authority to deal with these, the individual was provided with the contact information for the Constabulary's Professional Standards Department.

From 1 January to 30 June 2024 the OPFCC had received 29 complaint review requests this being a 81% increase compared to the same period in 2023. On average 27% of the review requests received were upheld. No trends or recurring issues had been identified.

During the reporting period there had been no complaints against the Police, Fire and Crime Commissioner or any staff within the OPFCC.

From 1 January to 30 June 2024, the OPFCC had received 372 QSI's, this being a 14% increase compared to the same period in 2024. The report identified 4 main issues raised as being –miscellaneous, police service dissatisfaction, crime and police resources. The Panel were advised that work was being carried out introduce more categories to reduce areas of business placed within the miscellaneous category. Such cases included welfare checks, Central Ticket Office enquiries and DBS or Vetting enquiries. These categories would be evident in the next report to the Panel.



The report also detailed work being carried out by the OPFCC and the difference it was making in local communities.

- Agreed;**      That,
- (i)      the reports be noted; and
  - (ii)     further categories be introduced to reduce areas of business placed within the miscellaneous category.

**Meeting ended at 1.00 pm**

**Signed:**      Panel Chair

**Date:**

DRAFT

# Chief Officer Group



**TITLE OF REPORT: Community Scrutiny Panel – Constabulary Corporate Update**

**DATE OF MEETING: Thursday, 7<sup>th</sup> November 2024**

**ORIGINATING OFFICER: DCC Darren Martland**

## **Constabulary Performance Overview** *(Year to date to include exceptions and comparisons (where available))*

**For the Year to Date (01/04/2024 – 28/10/2024)**

- 95.8% of 101 calls answered in less than 5 minutes
- 94.5% of 999 calls answered within 10 seconds
- Cumbria are 10<sup>th</sup> place nationally for 999 call response (12 month national data up to end of July 2024)

### **Performance Exceptions – Compared to SPLY**

- Reduced residential burglary by 17.1% (66 less homes being burgled), and have increased the positive outcome rate with 30 more offenders being brought to justice (outcome rate of 17.8%, up from 7% last year).
- 23.9% increase in drug possession offences being identified, resulting in 99 more individuals being brought to justice.
- 30.1% reduction in Personal Robbery offences (31 fewer victims).
- 5.2% reduction in rape offences (16 fewer victims).
- 15.4% reduction in Criminal Damage and Arson offences (428 fewer victims)
- We have reduced violence **with** injury by 1.4% (39 fewer victims).
- Shoplifting has increased by 15% (189 more offences), but the positive outcome rate has increased (36.1%, up from 32.5% where Cumbria maintains a high ranking nationally)
- Outcome rate for Hate Crime has increased (22.6%, up from 20%), with 37 more offenders brought to justice
- 17.1% reduction in ASB (504 less incidents)

## **Corporate Updates** *(Budget, Savings, HR and Inspection)*

### **2023/24 Accounts**

The external audit of the 2023/24 statement of accounts is substantially completed and the draft audit findings report (AFR) from Grant Thornton went to JAC in September.

### **Pay Award**

The pay awards for police officers and police staff have now both been agreed at 4.75% from September 2024.

### **2024/25 Budget Monitoring**

The half year revenue budget position as at 30<sup>th</sup> September for the PFCC/Constabulary Group forecasts a slight underspend, demonstrating that at this half year stage the revenue budget is generally on track and is well within the target of +/- 1% of budget.

### **2025/26 Budget Setting**

Detailed work is currently underway in relation to budget setting for 2025/26 and MTF to 2029/30. The impact of the Autumn Statement on 30/10/24 are being modelled through the forecasts. The HO funding settlement is expected mid-December.

### **Internal Audit Contract Tender**

The process to select an internal audit provider from 01/04/25 is has now been completed and a preferred supplier has been selected, the decision will be announced on 8<sup>th</sup> November.

**JAC Recruitment**

A recruitment exercise is currently underway for a new chair and or member of the committee with a closing date of 18 November.

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

Operation Enhance is an operation funded from the Home Office and via the OPFCC which utilises a methodology of pulse-policing in priority / hot-spot locations.

Cumbria have identified 18 hot spots for anti-social behaviour and serious violence, based upon recorded crime and ASB over the previous 5 years.

**Appleby Fair**

The Constabulary adopted a more proactive policing approach on the lead up to the fair. During the period of the Fair there were a number of incidents and crimes reported and police powers exercised.

**Operation Mustang – National Disorder**

Cumbria Constabulary's response to the incidents of disorder which have occurred nationally, following the fatal stabbing in Southport, Merseyside on 29 July 2024. The Constabulary provided a PSU (25 officer) to the national strategic reserve each day, with officers being deployed to Merseyside and the Northeast.

A significant, intelligence led, online and public order operations were put in place across the county on a number of dates to protect and prevent violent disorder and unrest. A number of arrests were made for a mixture of on line offences, and public order offences.

**Kendal Calling**

Kendal calling is an annual multi-day music festival which takes place at Lowther Deer Park, near Penrith. Ticket volumes have increased over the years and the most recent event was licensed for the sale of 39,999 tickets. Planning for the 2025 event has already commenced.

**Operation Focus Murder of Paul Taylor**

Operation Focus began 12 months ago as a High-risk Misper Investigation and through initial enquiries soon developed into a no-body murder investigation.

After a 3-week trial at Carlisle Crown Court, Crawley was found guilty of Paul Taylor's murder. He was subsequently sentenced to life imprisonment with a minimum tariff of 37 years.

**Media Highlights** *(Since the previous report and anticipated over the next reporting period).*

Summer safety campaign ran over the past few months, focussed on:

- Violence and Domestic abuse over Euro 2024 – June / July
- Drink and drig drive campaigns
- Safety at Festivals – including Kendal calling
- Crime prevention campaigns – Burglary, cyber crime, ASB
- Op Mustang – Public safety, reassurance messages preventing violent disorder in Cumbria
- "Zombie knife" and machete amnesty ahead of new legislation, end Sept.

Op Tributary 2<sup>nd</sup> September:

- Retrial of 3 brothers who are accused of historic sex offences (1998-2008) involving the exploitation of underage girls in Barrow and Leeds.

Constabulary engagement event – Saturday 7<sup>th</sup> September:

- Hosted by the Chief and attended by OPFCC, MPs and Councillors for Cumbria invited.

Op Ridge 11<sup>th</sup> September:

- Pre Inquest hearing into the death of Sergii Kuzmenko, shot by police officers, responding to the concern for safety of a child in December 22 in Carlisle.

October: Week of action tackling County Lines drugs supply.

Op Focus 1<sup>st</sup> – 21<sup>st</sup> October:

- Trial to start for the murder of Paul Taylor concerning the death of a person reported missing from Annan in October 2023. Body found in May 2024 and linked to an attempted Murder in Yorkshire.

**Darren Martland**  
**Deputy Chief Constable**

# Community Scrutiny Panel

## Title: OPFCC Corporate Update

**Date of Meeting:** 28 October 2024

**Agenda Item No:** 05a

**Originating Officers:** Gill Shearer, 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. **New Police, Fire & Crime Plan**

The Police, Fire and Crime Commissioner and OPFCC have been working on developing a new Police, Fire and Crime Plan. The draft plan was presented to the Police, Fire and Crime Panel on 14 October 2024 for comment. Further work will be carried out over the coming weeks to develop the final version to be published.

### 2. **Community Fund**

In September the Commissioner opened the Community Fund to allow local organisations and community groups to access grants up to the value of £2,500 with a view to reducing anti-social behaviour or anti-social driving in communities. The applications are now being assessed and the Commissioner will make some final decisions in the coming weeks.

### 3. **Public Accountability Conferences**

The Commissioner held two public accountability conferences on 25 October 2024 where he held the Chief Constable and the Chief Fire Officer to account for the provision of policing and fire services within Cumbria.

In relation Cumbria Constabulary he focused on anti-social behaviour and outcome for victims' performance. For Cumbria Fire and Rescue Service the meeting focused on service performance and prevention activity.





Agenda Item 06

Cumbria Constabulary

**PFCC Community Scrutiny**

**Panel Meeting**





# Custody

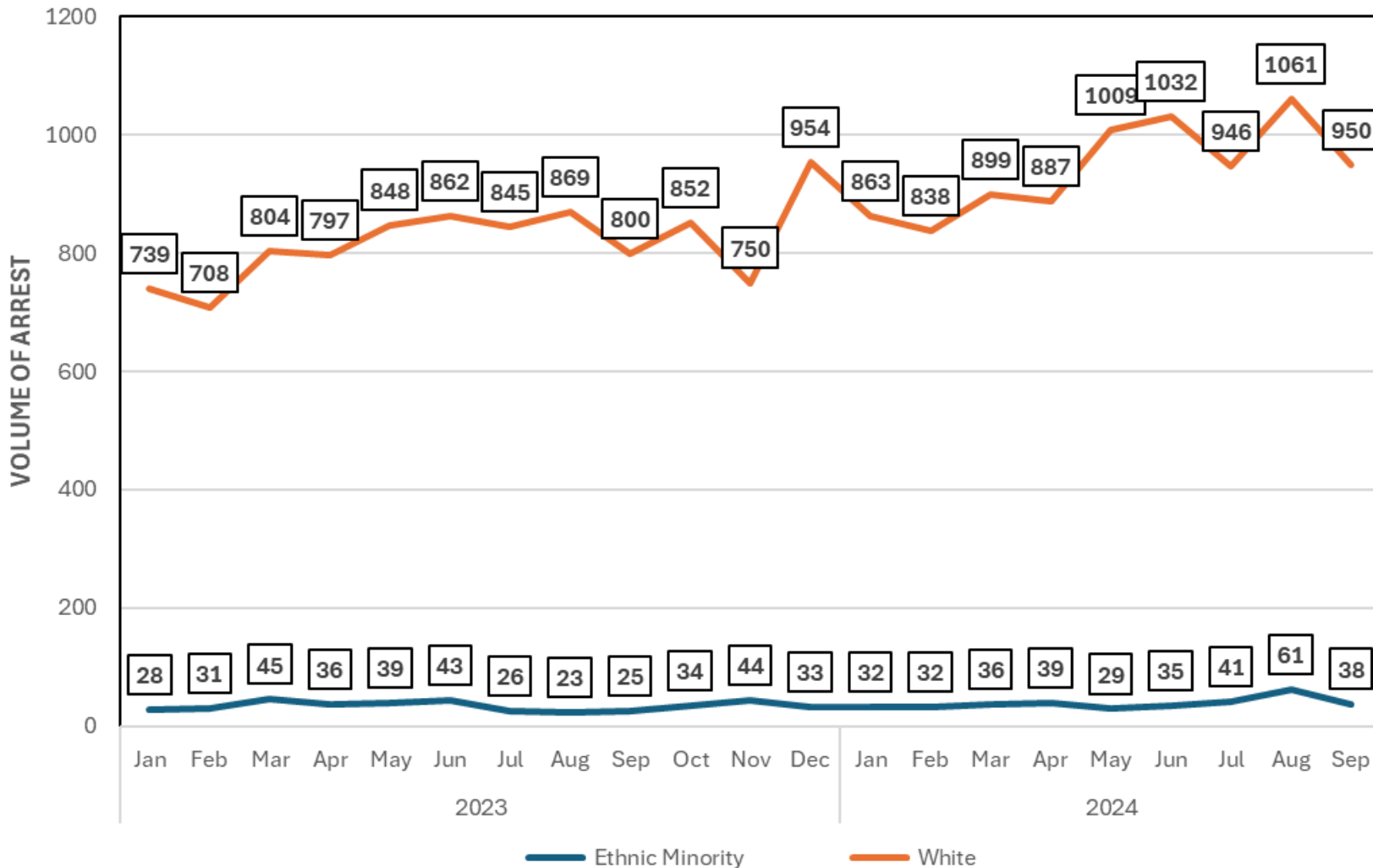


# Custody

## Primary Arrest Proportionality- Ethnicity



ARREST PROPORTIONALITY: ETHNICITY



Data Updated on 07/10/2024

10027

Notes Updated on 17/10/2024

10108

### Arrest Proportionality: Ethnicity

White ethnic group accounted for 94.7% of all records (n=1075), a 9.2% decrease from the previous month. Ethnic minority account for 3.4% of all records, a 39% decrease from the previous month. There was a 36.4% decrease in Not stated records compared to the previous month.

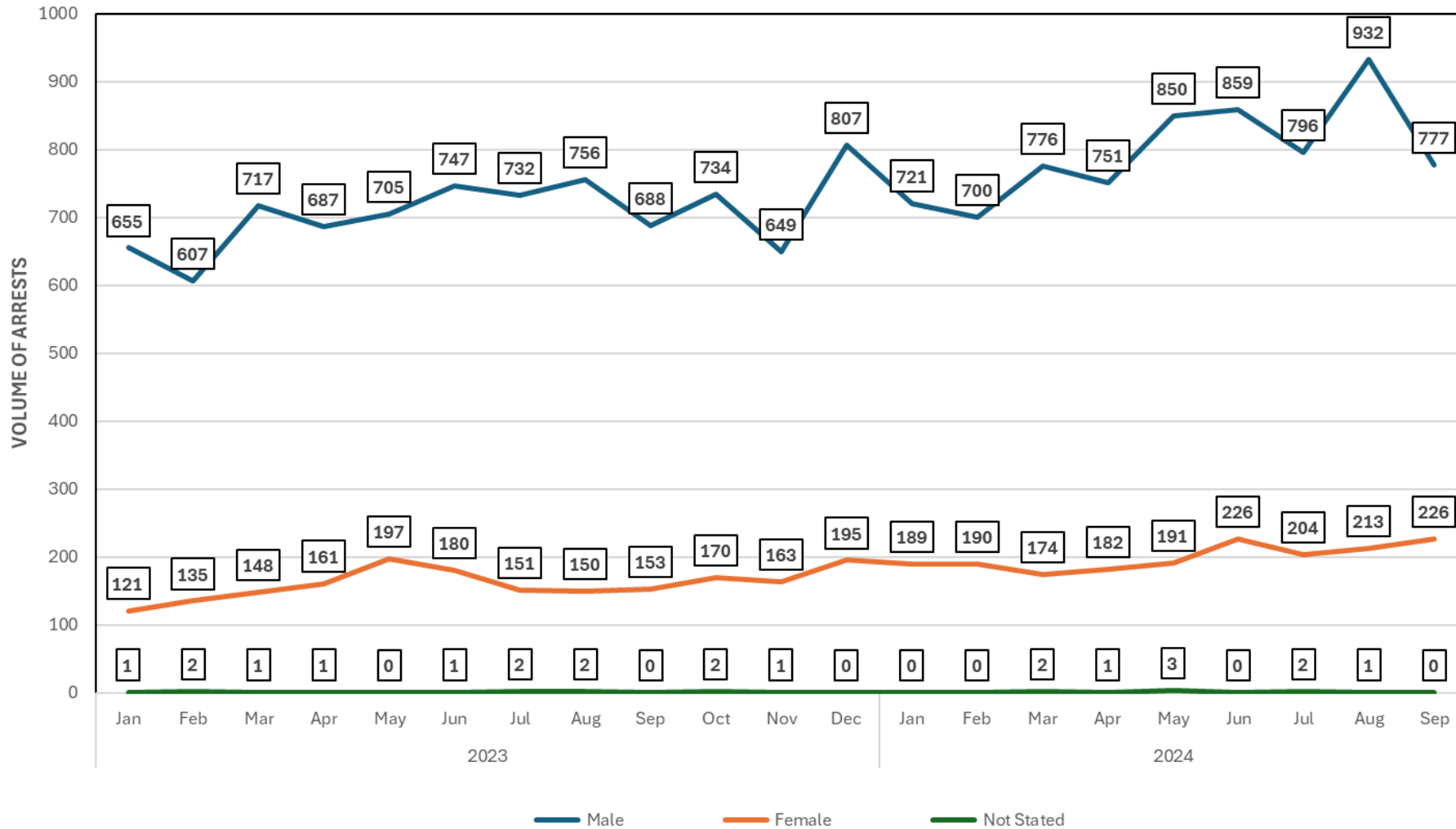


# Custody

## Primary Arrest Proportionality- Gender



ARREST PROPORTIONALITY: GENDER



### Arrest Proportionality: Gender

Male accounts for 75.4% records. There was a 16.7% decrease compared to the previous month.

Number of female have increased by 12% compared to the previous month.

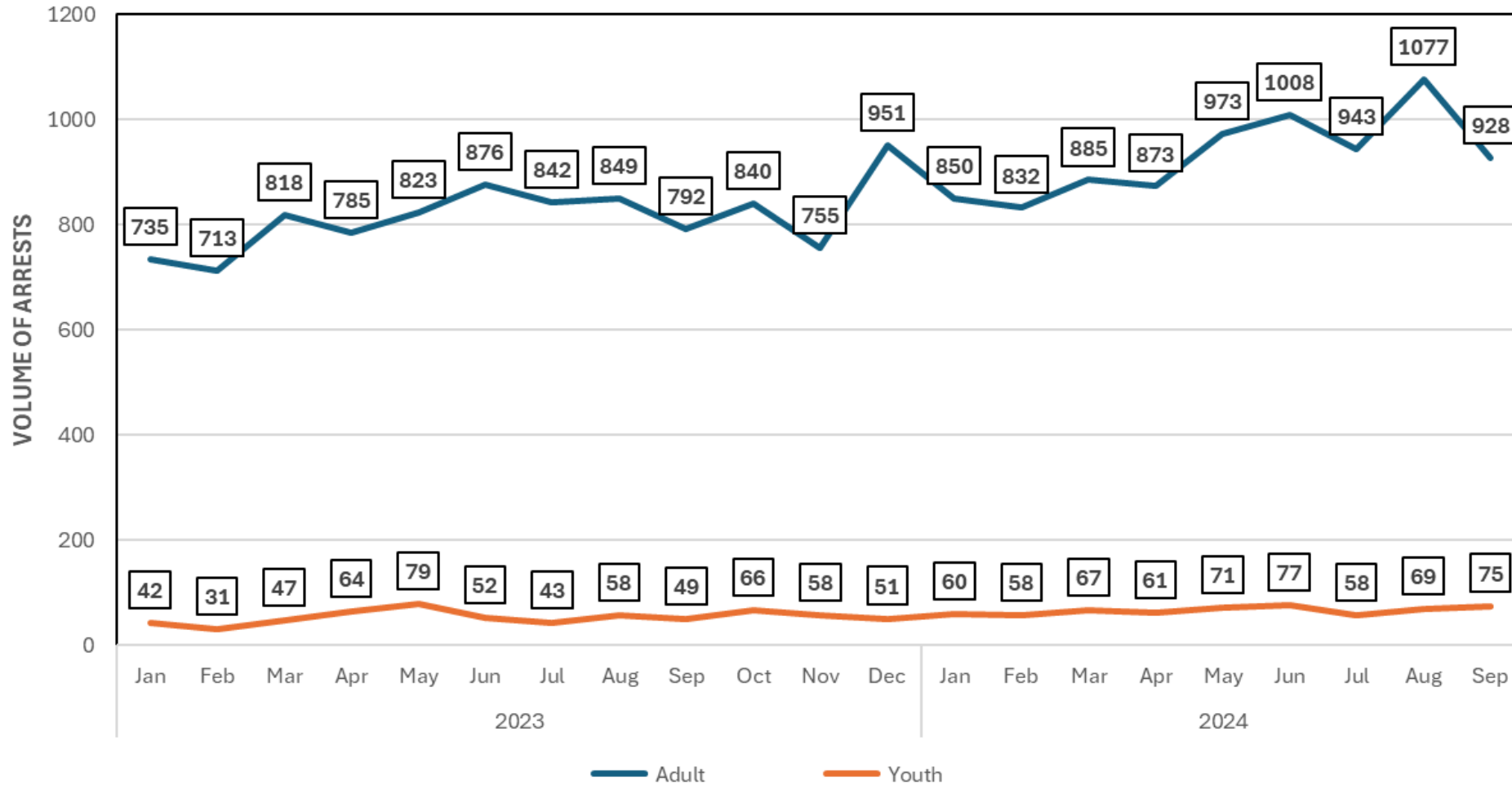


# Custody

## Primary Arrest Proportionality- Adults and Youths



ARREST PROPORTIONALITY: ADULTS AND YOUTHS



**Arrest Proportionality: Adults and Youths**  
 1 NA age recorded in March 2023, August 2023 and July 2024

8.4% of records in September were for youths (n=95), a 5% decrease compared to the previous month.

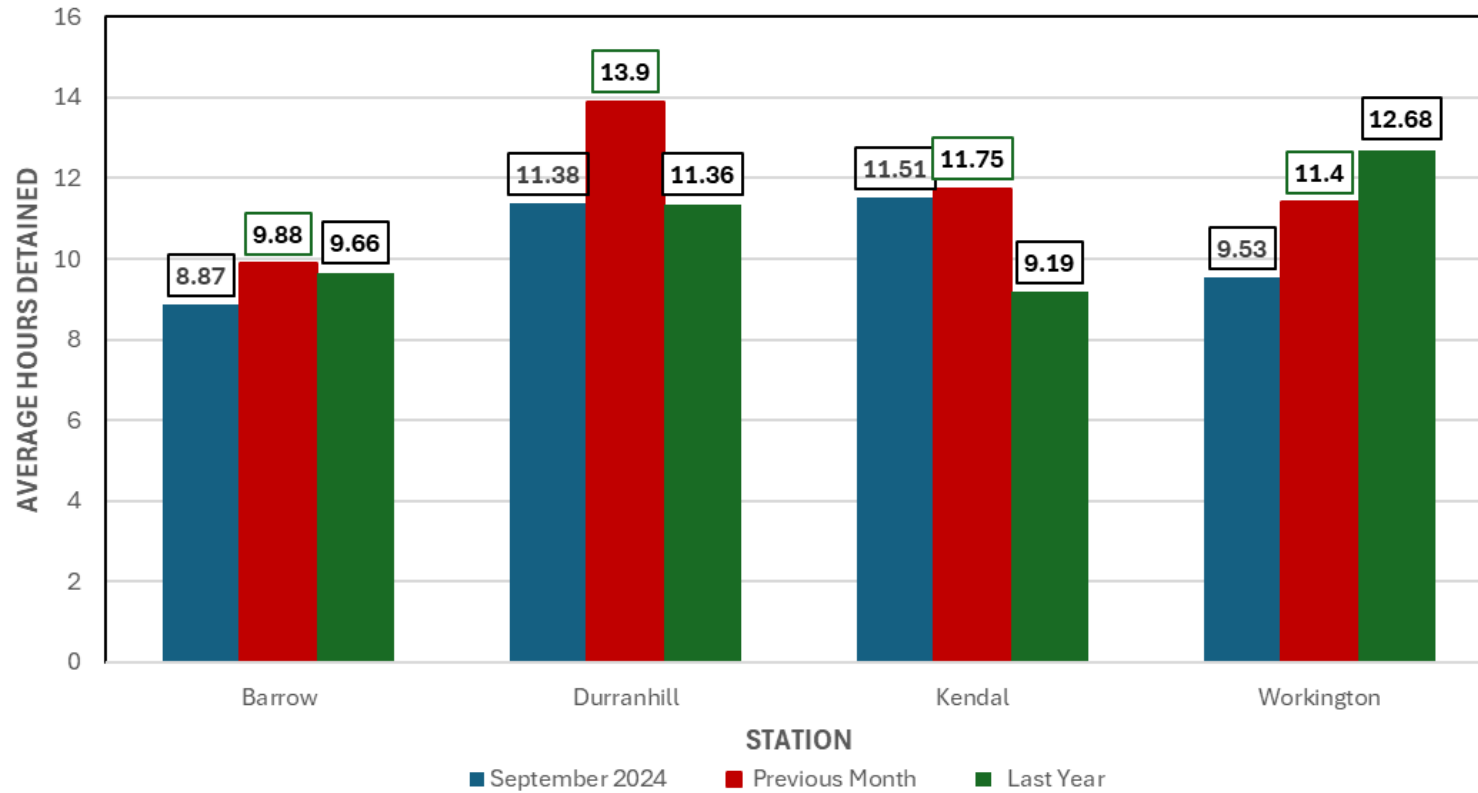


# Custody

## Average (Avg) Hours Detained



AVERAGE HOURS DETAINED: STATIONS



Demographics	Average Time per Detention (Hrs)
Female, Other	30.22
Female, Asian	23.8
Male, Mixed	21.18
Male, Asian	18.31
Male, Other	15.5
Male, Black	14.89
Male, Not Stated	13.07
Male, White	10.18
Female, Not Stated	10.15
Female, White,	9.61
Female, Mixed	9.36
Female, Black	9.11
Total	10.35

### Average Hours Detained

Average detention time in September was 10.35, 14% decrease from the previous month.

Barrow had the shortest average time of 8.87 and Kendal had the longest average time 11.51. All stations saw a decrease in average detention times.

[Total number of custody records was 1002 in September.](#)

Difference in detention key count is instances where there one individual was in custody more than one time.

Female Other had the highest average time 30.22 (n=3)



# Custody

## Average (Avg) Airlock Times – Sept 2024



Station	Month Total	Last Month	Month % Change	2 Months Ago	Last Year	Last Year Diff	Last Year % Change	3 Year Average	3 Year Average Diff	3 Year Average % Change
Barrow Station	18.81	17.16	9.58%	17.91	16.34	2.46	15.07%	19.85	-1.04	-5.26%
Durrhill Station Carlisle	21.37	27.17	-21.36%	16.47	11.73	9.63	82.12%	10.68	10.69	100.10%
Kendal	20.37	15.55	30.99%	19.99	15.41	4.96	32.16%	11.21	9.15	81.60%
Workington	13.55	19.04	-28.82%	23.53	23.02	-9.47	-41.14%	21.38	-7.83	-36.62%
<b>Total</b>	<b>18.61</b>	<b>21.06</b>	<b>-11.63%</b>	<b>19.10</b>	<b>16.43</b>	<b>2.18</b>	<b>13.29%</b>	<b>16.08</b>	<b>2.54</b>	<b>15.78%</b>

Average/Median (depending on slicer to the right) Airlock Times (Minutes) Split By Day/Hour of Arrival in Custody - Can Filter Up for 3 Hour Slots

Day	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
Mon	11.00	6.00	9.83	3.00	5.50	23.20	29.50	12.00	5.00	14.38	12.25	9.46	9.50	23.07	31.29	22.09	23.59	33.82	11.92	28.00	4.38	7.43	18.83	22.00	17.47
Tue	9.00	6.80	3.33	5.67	8.80	3.00	16.86		6.67	6.67	13.17	17.92	10.11	14.86	9.71	34.69	12.00	6.22	11.46	22.75	35.33	66.67	23.67	11.43	17.99
Wed	3.00	11.00	9.00	4.00	4.00	4.00	30.00	6.00	5.20	18.00	9.25	13.20	10.00	28.88	8.40	15.83	9.14	26.30	51.92	26.00	42.88	15.00	16.60	22.25	20.52
Thu	6.00	7.00	7.00	20.40	4.67	5.50	40.00	9.00	4.50	4.00	7.50	22.00	59.17	21.91	26.90	16.13	14.56	11.00	20.93	19.30	8.33	20.00	11.13	8.00	17.45
Fri	2.50	16.00	10.33	6.50	40.00	11.00	27.00	4.33	10.50	16.07	4.38	7.71	10.60	29.71	44.25	19.40	32.11	36.11	12.29	14.75	19.80	11.80	19.86	23.80	18.29
Sat	27.11	11.00	9.13	22.00	9.00	31.00	2.00	4.00	14.00	9.00	7.75	8.22	5.20	7.67	25.00	32.91	18.33	26.60	2.40	37.22	13.00	29.64	39.40	23.11	20.05
Sun	16.13	5.10	11.10	14.33	10.13	4.33	14.00	9.00	9.00	7.00	22.50	14.71	24.57	22.08	62.40	13.14	74.67	18.64	19.57	11.67	22.92	15.18	25.00	22.25	18.87
<b>Total</b>	<b>16.03</b>	<b>8.76</b>	<b>9.11</b>	<b>12.68</b>	<b>11.76</b>	<b>11.42</b>	<b>19.94</b>	<b>7.54</b>	<b>7.96</b>	<b>13.02</b>	<b>10.79</b>	<b>13.79</b>	<b>18.67</b>	<b>21.82</b>	<b>28.23</b>	<b>23.83</b>	<b>25.95</b>	<b>23.34</b>	<b>20.61</b>	<b>21.17</b>	<b>21.09</b>	<b>22.25</b>	<b>21.69</b>	<b>20.51</b>	<b>18.61</b>

### Average airlock times

Average airlock time in September was 18.61, 11.6% decrease from the previous month. Durrhill had the longest average time of 21.4, decrease from the previous month. Shortest average airlock time was at Kendal, 15.65.

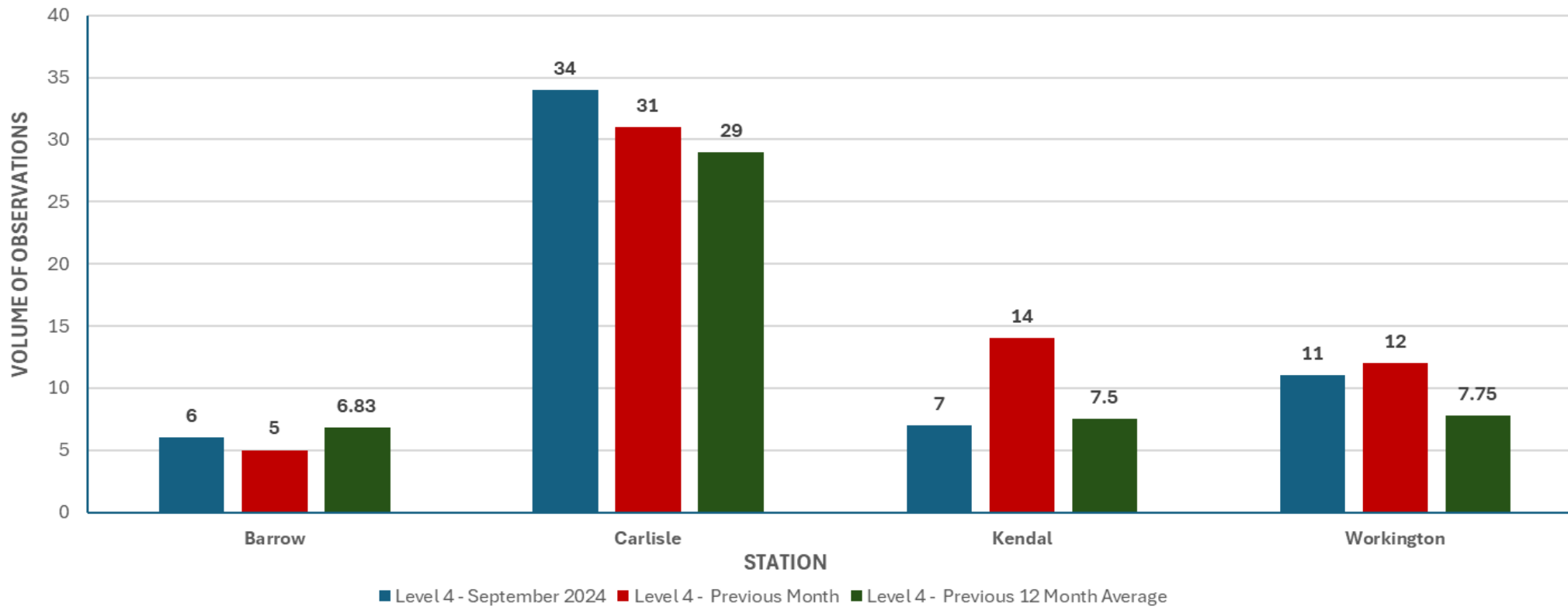
The longest average airlock time was at 2pm. Wednesday had highest average of the weekday. [Total number of custody records was 1002 in September.](#) Difference in detention key count is instances where there one individual was in custody more than one time.



# Custody Constant Observations - Volumes



### LEVEL 4- CONSTANT OBSERVATIONS



### Constant Observations- Volumes

Level 4 observation: Physically supervised in close proximity

This visual provides figures on the highest level of observation recorded per custody record (level 4)

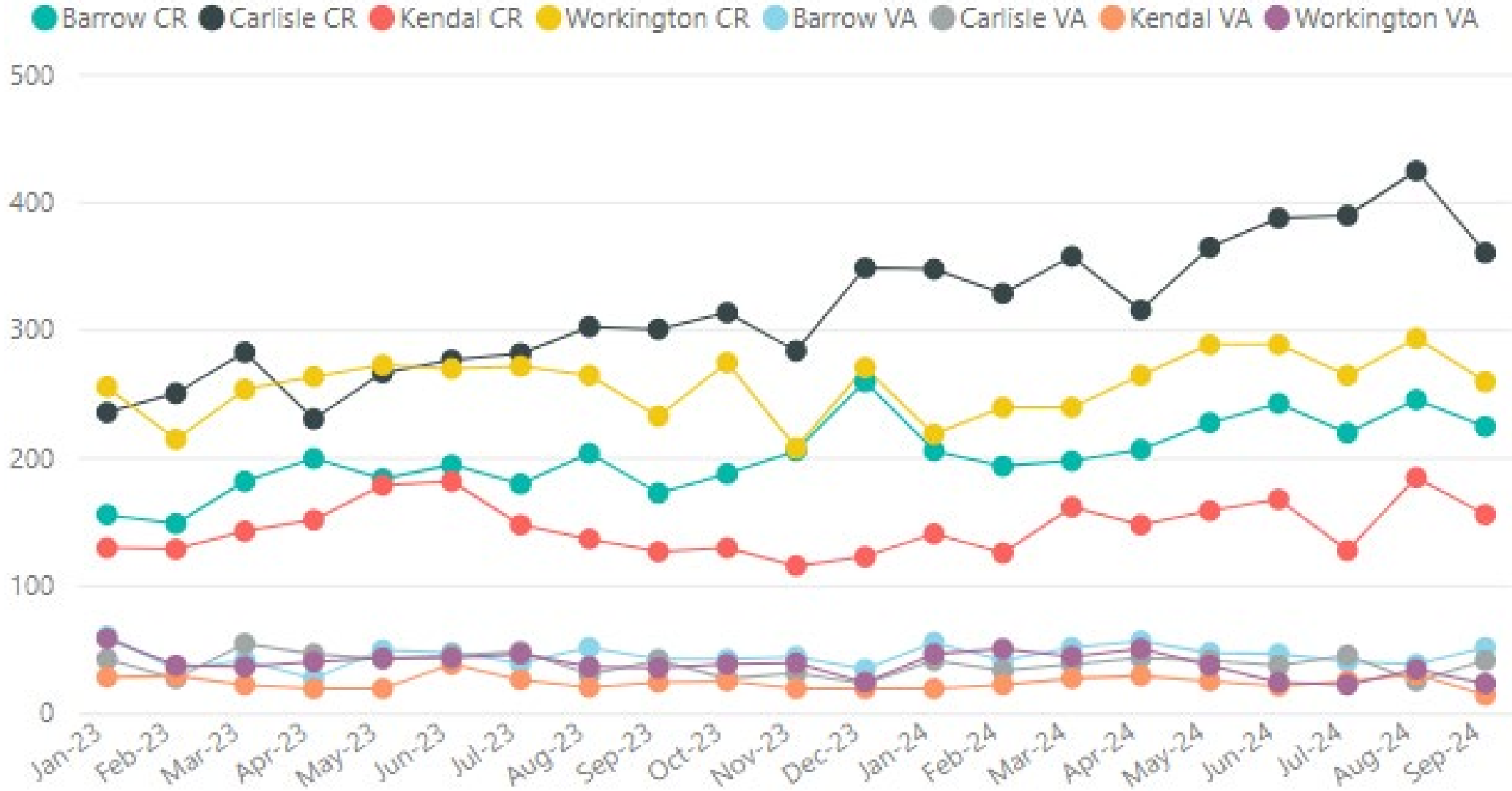
In September 2024, Level 4 observations accounted for 5.85% of all records (n=58). The previous 12 month avg was 5.36% (n=51).

Carlisle Station had the highest amount of Level 4 observations in September 2024, accounting for 58.6% of Level 4 observations.





# Custody Custody Demand



CR –  
Custody  
record  
VA –  
Voluntary  
Attender

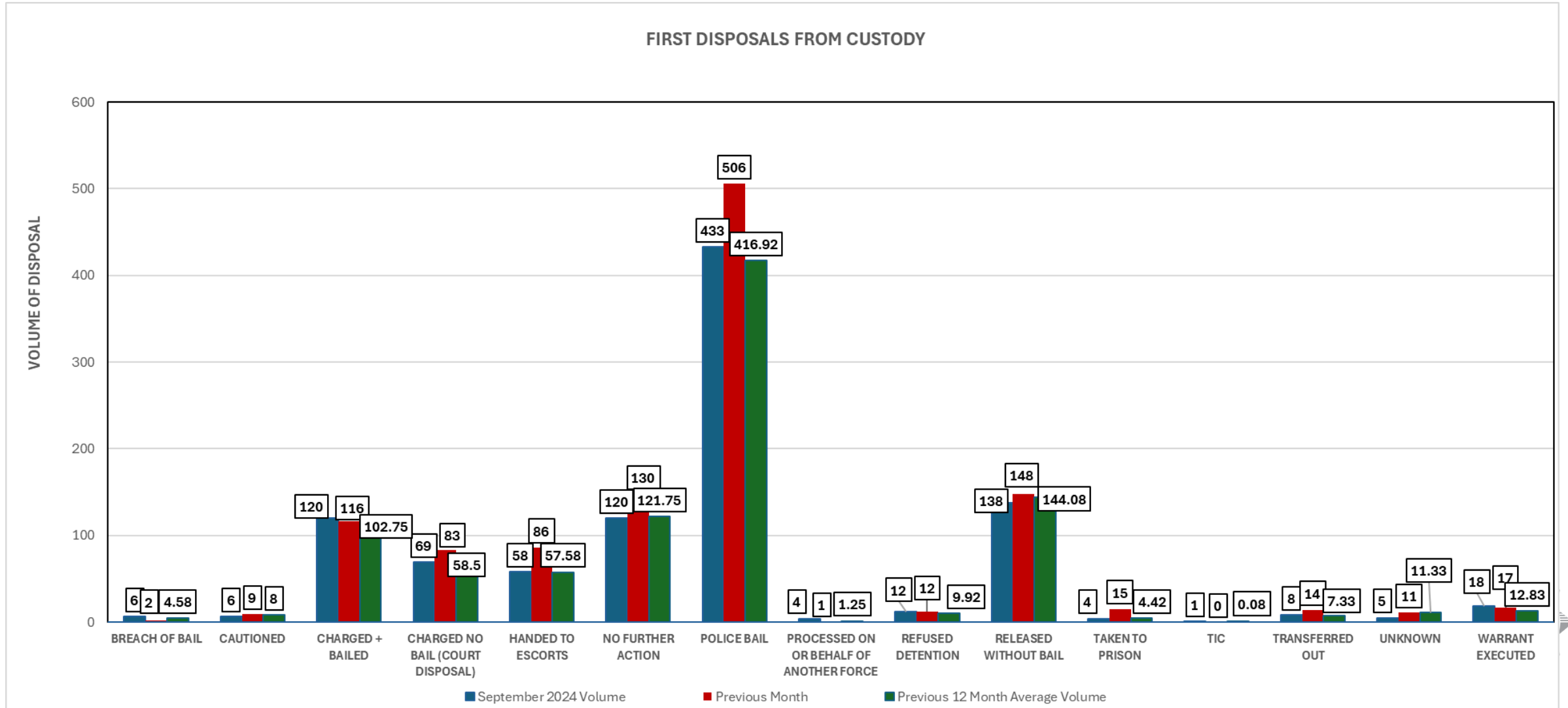


# Custody

## First Disposals from Custody



Police bail accounts for 43.2% of first custody disposal, 14.4% decrease from the previous month.

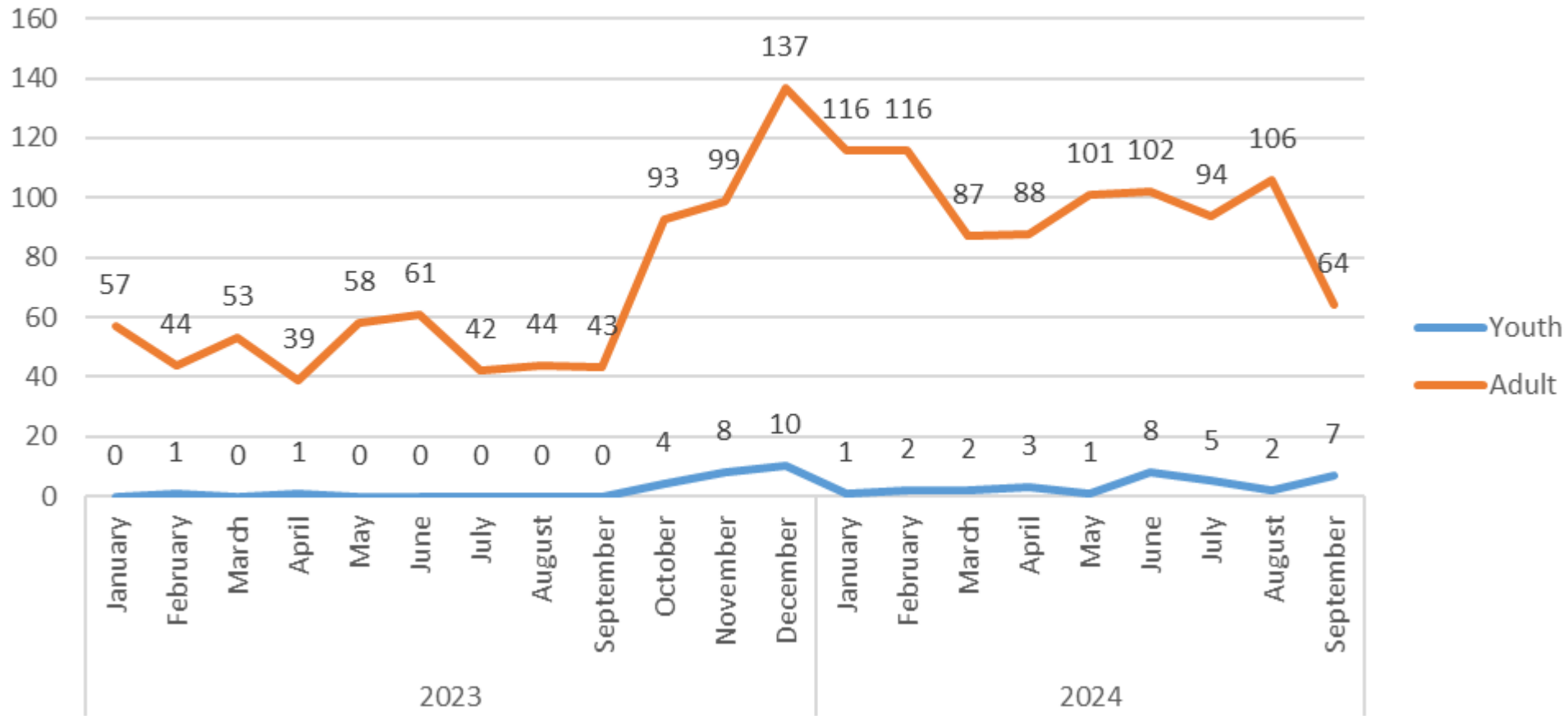


# Custody

The volume of strip searches conducted adult and child.



### Custody Strip Search



Custody Strip Search's 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.

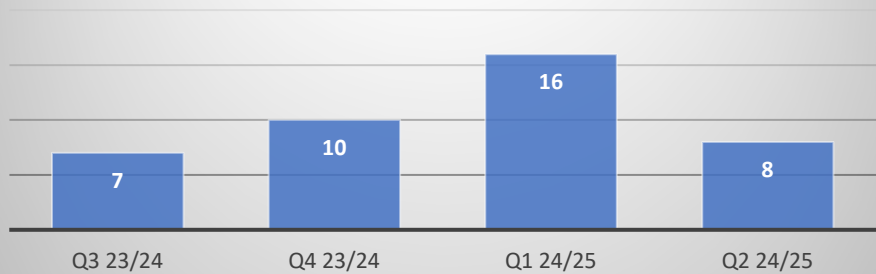
**These figures do not include Intimate searches.**



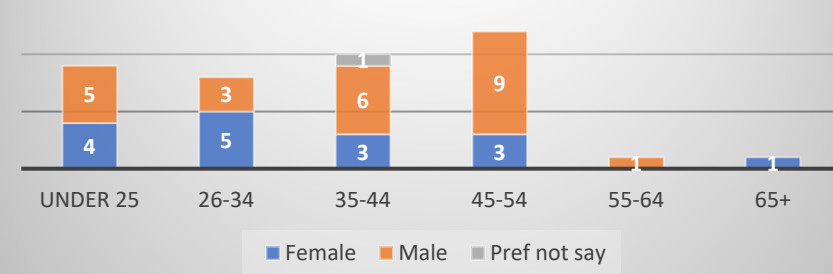
# Detention in Police Custody Complaints



Complaint Cases With At Least 1 Allegation Relating to Detention in Police Custody



Age and Gender of Complainants (Oct '23 - Sep '24)



Workington	11
Carlisle	10
Barrow	9
Kendal	6
Penrith	3
Wigton	1
Unknown	1

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.

- 58.5% of complainants are male
- 29.3% are aged between 45-54.
- 63.4% are White British (Self-defined)
- Even spread through the largest custody units, with Workington, Carlisle and Barrow each having between 22-27% of complaints.

	Q3 23/24	Q4 23/24	Q1 24/25	Q2 24/25
Not Stated	0	1	0	0
U1 - Unknown	3	2	4	1
U2 - Prefer Not To Say	0	1	1	0
W1 - White British	3	6	10	7
W2 - White Irish	0	0	1	0
W9 - Any Other White Background	1	0	0	0





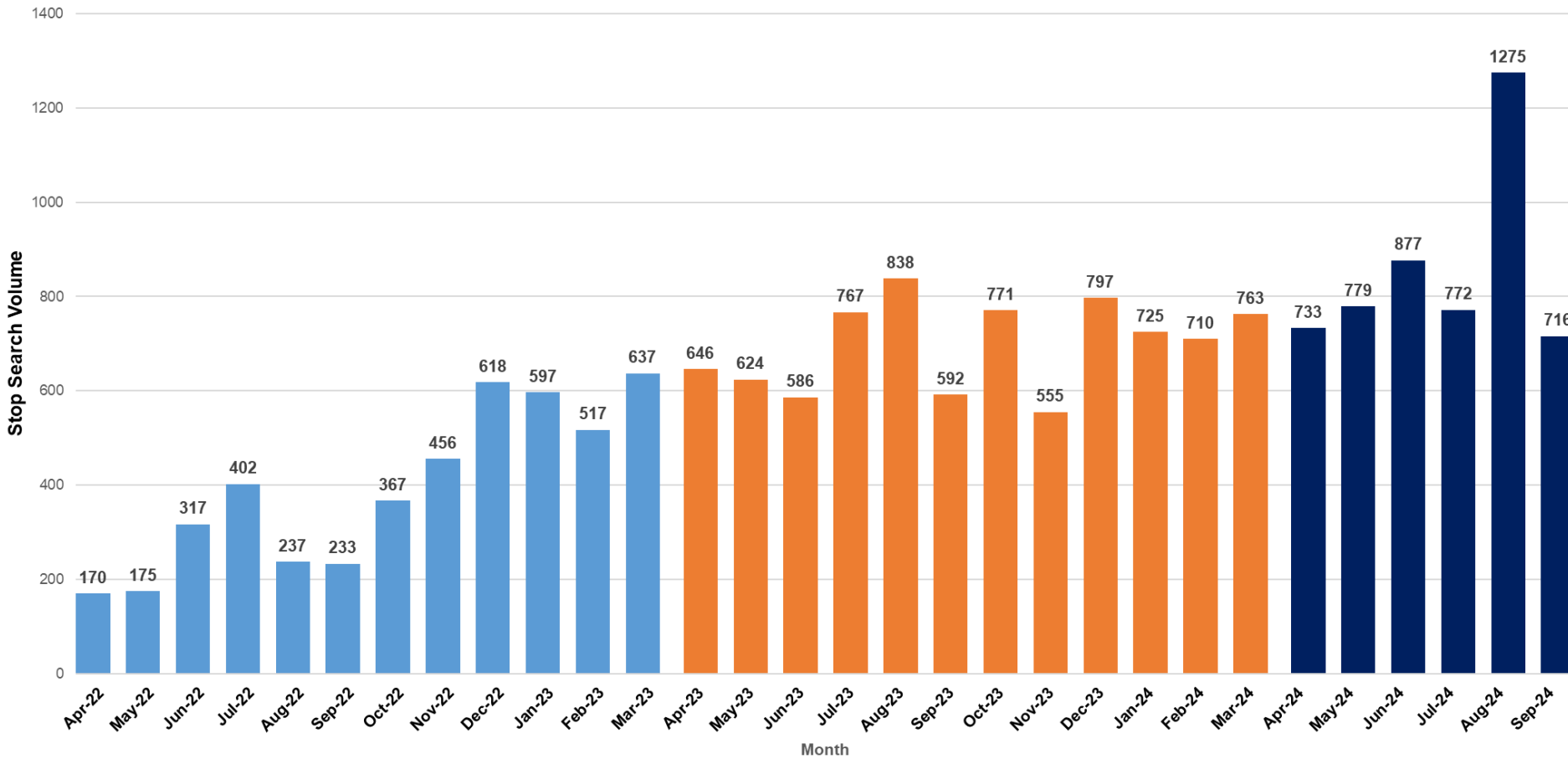
# Stop and Search



# Stop Search Volume of Stop Search



Chart showing stop search volumes by month, period 01/04/2022 - 30/09/2024.



- The Force's use of stop and search as a tool for tackling crime as increased significantly over the past 4 financial years.
- The volume of stop searches has risen by 101% from FY21/22 to FY22/23.
- The volume increased again by 76% from FY22/23 to FY23/24.

Chart showing monthly stop search volumes over time, period is 01/04/2022 - 30/09/2024. Monthly averages for **FY22/23** - 394, **FY23/24** - 698, **FYTD24/25** - 859.



### Geographic Location Breakdown

<b>Cumberland</b>	<b>2,394</b>
Carlisle and Wigton (Quadrant)	1,576
Derwent and Esk (Quadrant)	818
<b>Westmorland and Furness</b>	<b>2,348</b>
Furness (Quadrant)	812
Kendal and Eden (Quadrant)	1,536
<b>"Unknown"</b>	<b>414</b>

### Submitting Officer Command Breakdown

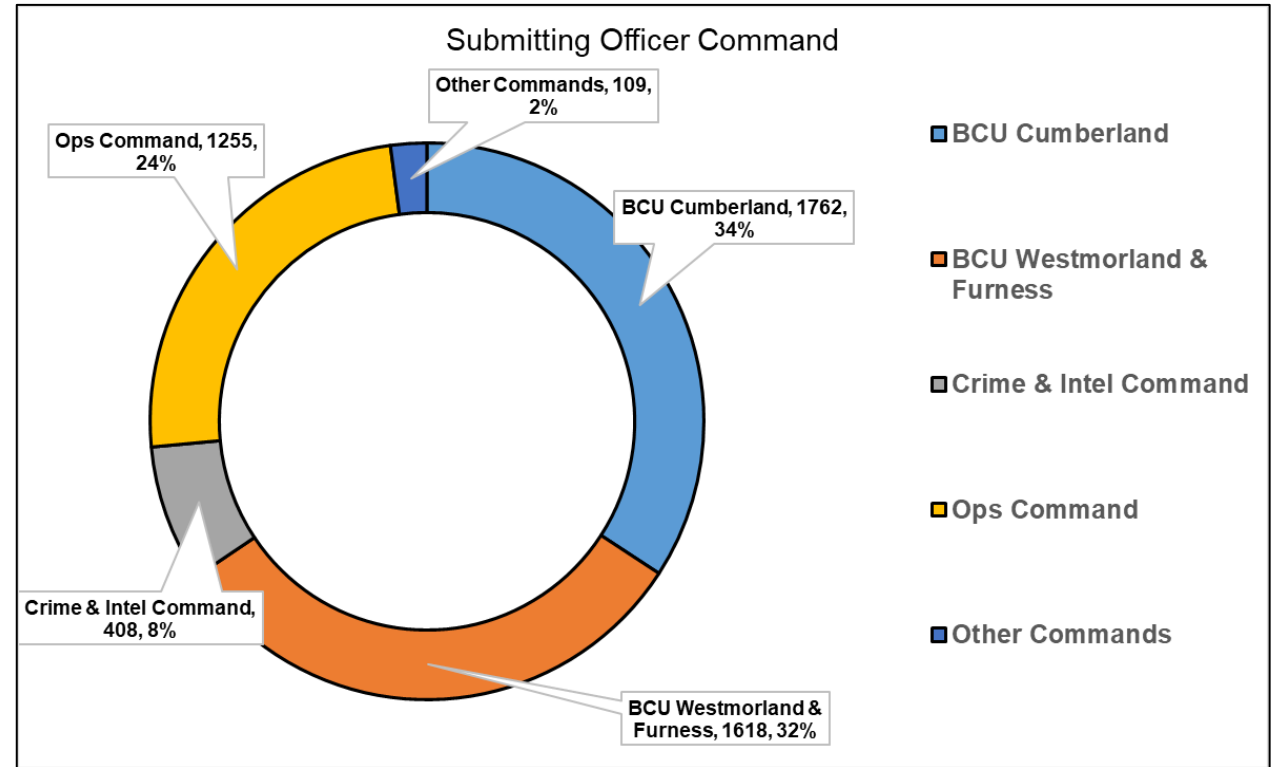


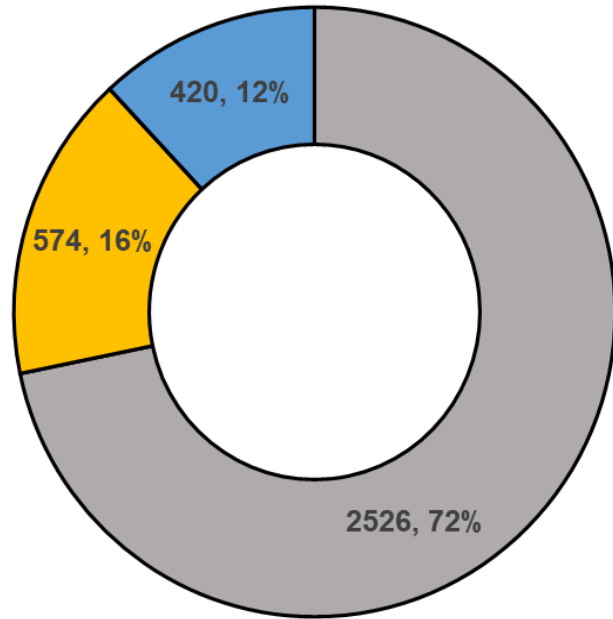
Chart displaying the breakdown of where the submitting officers report to, "Other Commands" are officers who have now left the force, been seconded or on career break.

\*These "unknowns" are a result of RedSigma, the bespoke software we currently use for recording stop and search. If an officer cannot find an already-existing location for their stop search, they may manually draw a polygon on a map where they believe the stop search occurred. This generated polygon may not have a sector name or valid coordinates associated with it. This is an edge case and has been previously identified, it is anticipated that this problem will be solved when the forces moves to Mark43, the new crime recording system.

# Stop Search – Outcomes FYTD

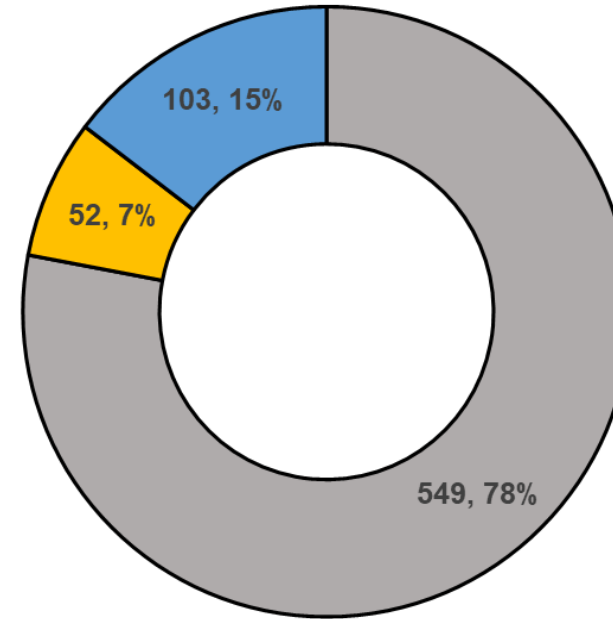


### Stop & Search Adult Outcome Rates



■ No Action Taken ■ Arrest ■ Positive Outcome

### Stop & Search Under 18s Outcome Rates



■ No Action Taken ■ Arrest ■ Positive Outcome

- Children are significantly less likely to be arrested as a result of stop search, the arrest rate for adults was 16.30%, against just 7.39% for children.

- Children were also more likely to receive an alternate positive outcome other than arrest, with the rate being 11.93% for Adults, against 14.63% for Children.

**No further action (NFA):** Is a form of outcome following a stop and search does not result in any further action being taken (e.g., no items were seized / no arrest was made)

**Positive Outcome:** A positive outcome is classed as a search that has an outcome other than arrest such as: the seizure of items; or alternate disposal, such as a caution or community resolution.

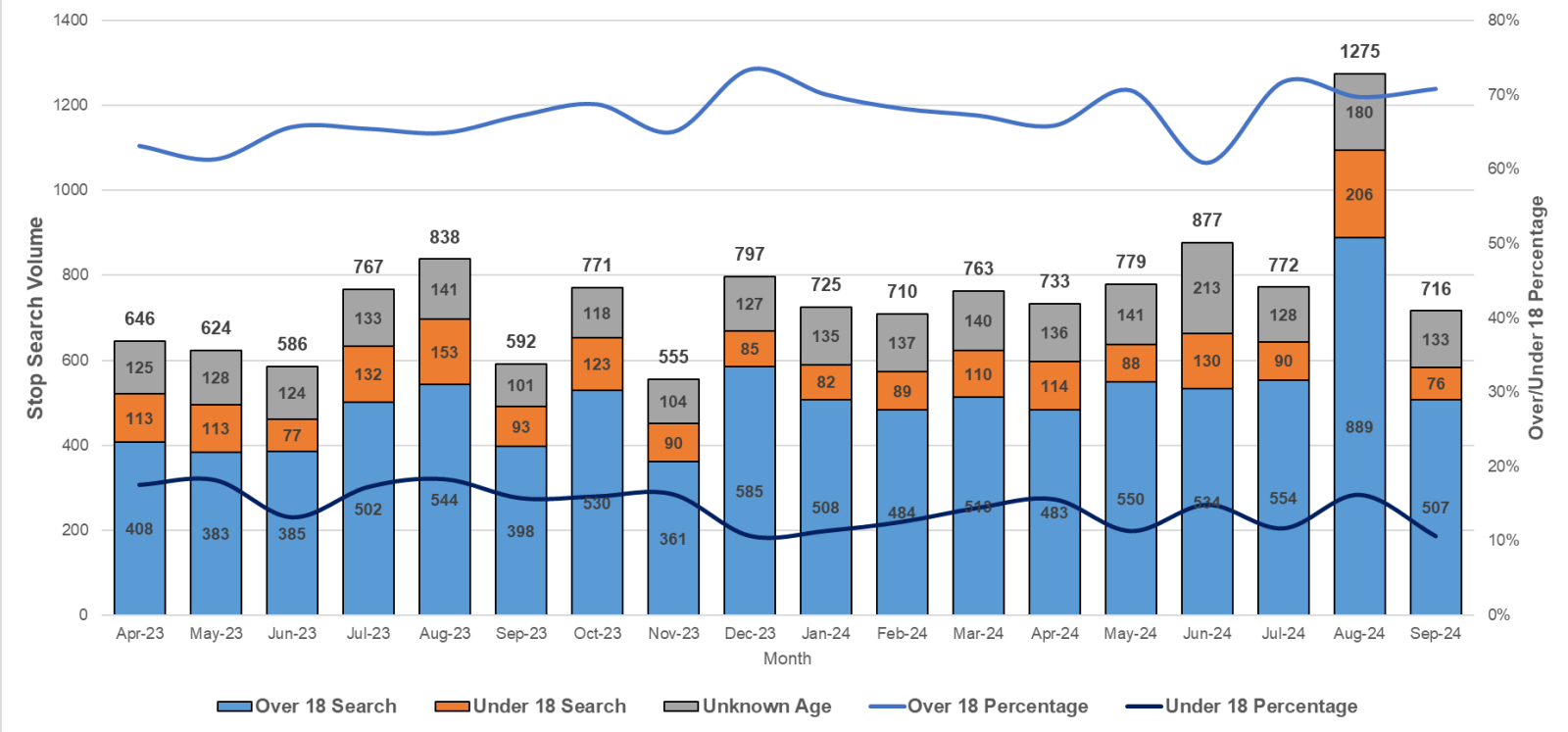




# Stop Search - Youth Stops & Outcomes



Stop Search volumes over time, broken down by age bracket, period 01/04/2023 - 30/09/2024.



- In FY24/25 so far, of the 704 stop searches conducted on persons aged below 18, 48.72% of searches were conducted outside of the S23 Misuse of Drugs act, this is compared against 20.47% of searches conducted outside the act on Over 18s.
- 44.74% of U18 searches were conducted under S1 PACE. Searches conducted under S1 Pace were primarily for offensive weapons (44.55% of searches) and going equipped (29.13% of searches) totalling 73.67% of searches for these reasons.
- Under 18s received verbal warnings at a rate of 7.78%, whereas adults received them at a rate of 2.52%, this means the verbal warning rate for Under 18s is 5.25pp higher.

		Other Powers	S1 PACE	S23 MDA	Grand Total
Over 18s	Volume	75	642	2797	3514
	Percentage	2.13%	18.25%	79.53%	
Under 18s	Volume	28	315	361	704
	Percentage	3.98%	44.74%	51.28%	



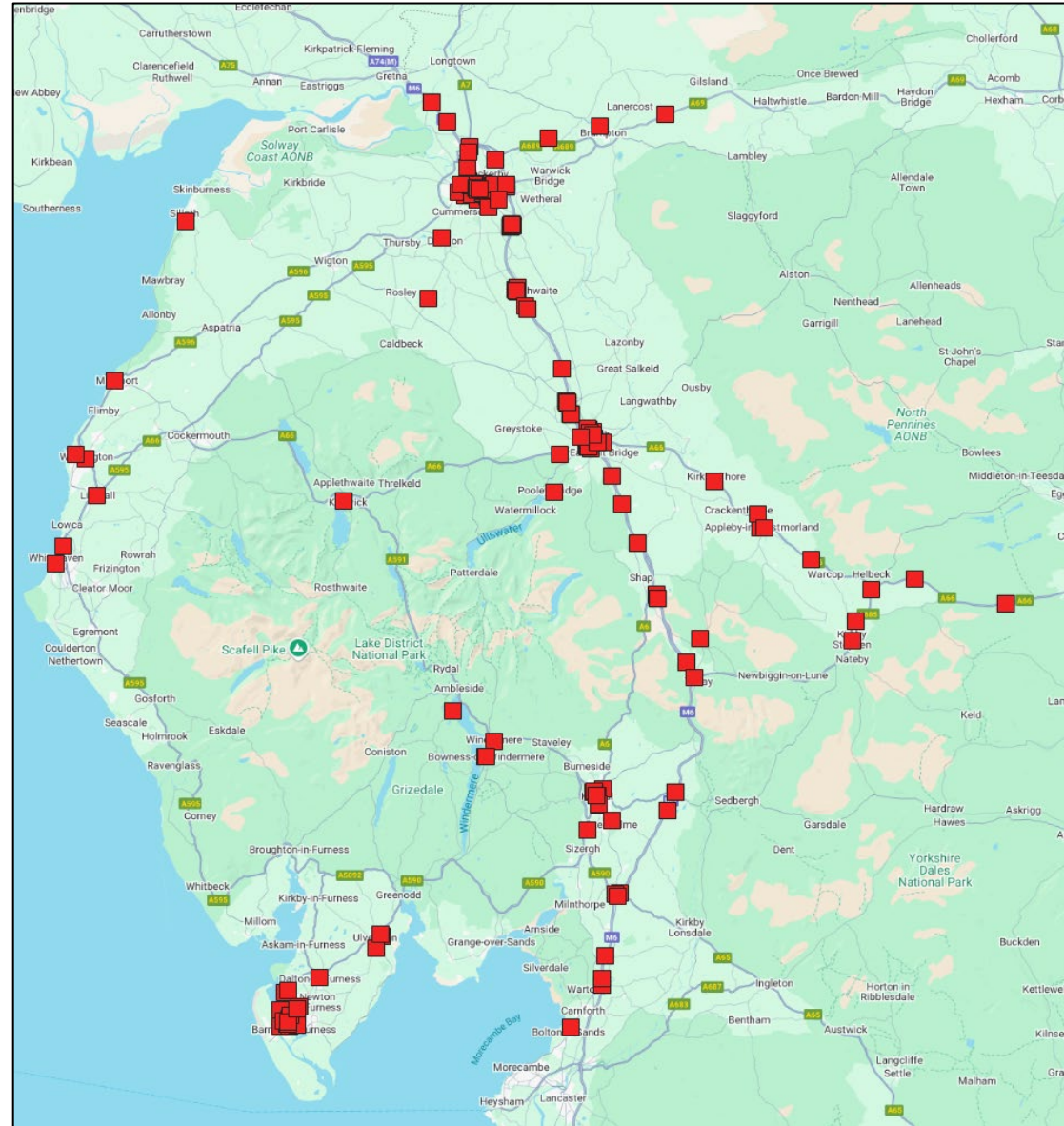
# Stop Search - Ethnicity & Disproportionality 24/25



Population (Per 100)	Stop Search Volume	Stop Search (Rate per 100)	Stop search v population
Asian	164	3.91	3.99
Black	53	1.26	5.27
Mixed	47	1.12	1.40
Other	41	0.98	2.88
White	3889	92.73	0.95

Table displaying stop & search data for FY2425 to date, period 01/04/2024 - 30/09/2024. Residential Population source - ONS 2021 Census data.

- The map shows the minority ethnic searches conducted by the Force in FY2425 to date, period 01/04/2024 - 30/09/2024. As part of previous work on S&S's in 23/24, many minority ethnic searches come from the major travel routes, the M6 Running North/South and the A66 running East/West. This trend appears to be continuing into FY24/25.



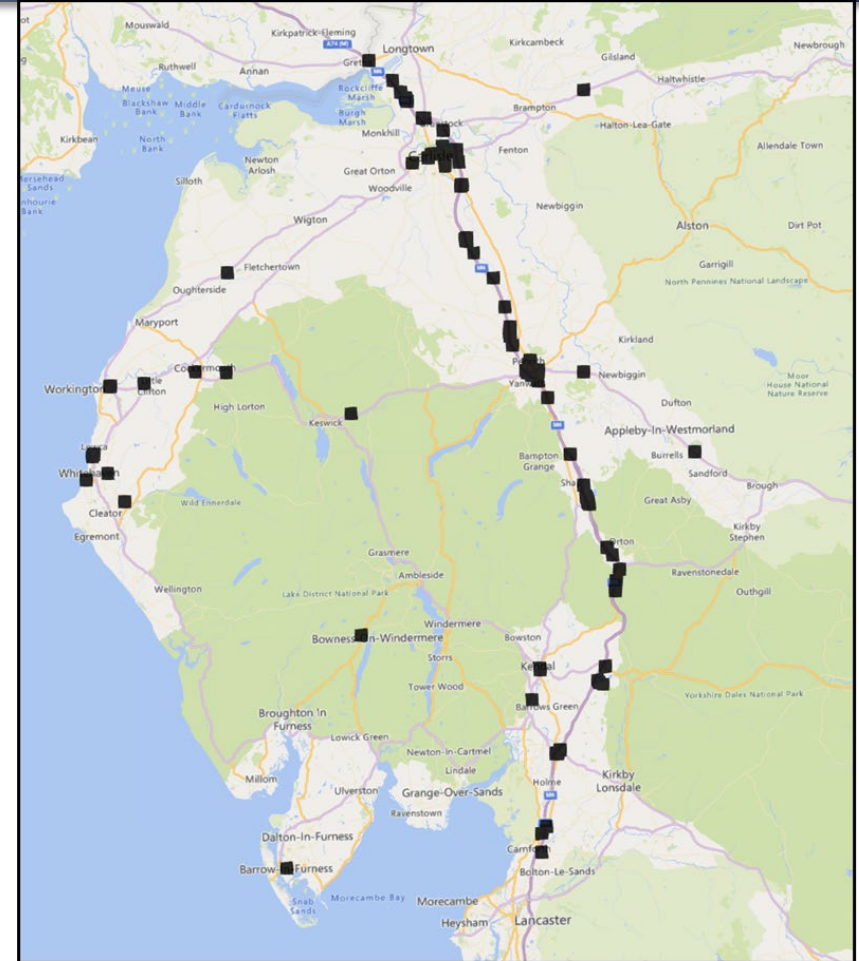
# Stop Search - Ethnicity & Disproportionality FY23/24 Study



Population (Per 100)	Stop Search Volume	Stop Search (Rate per 100)	Stop search v population
Asian	0.98	234	3.38
Black	0.24	60	0.87
Mixed	0.80	58	1.05
Other	0.34	53	0.77
White	97.63	6510	94.14

Table displaying Stop & Search data for FY23/24. Resident Population Source – ONS 2021 Census Data. The table excludes records where the person was of unknown ethnicity.

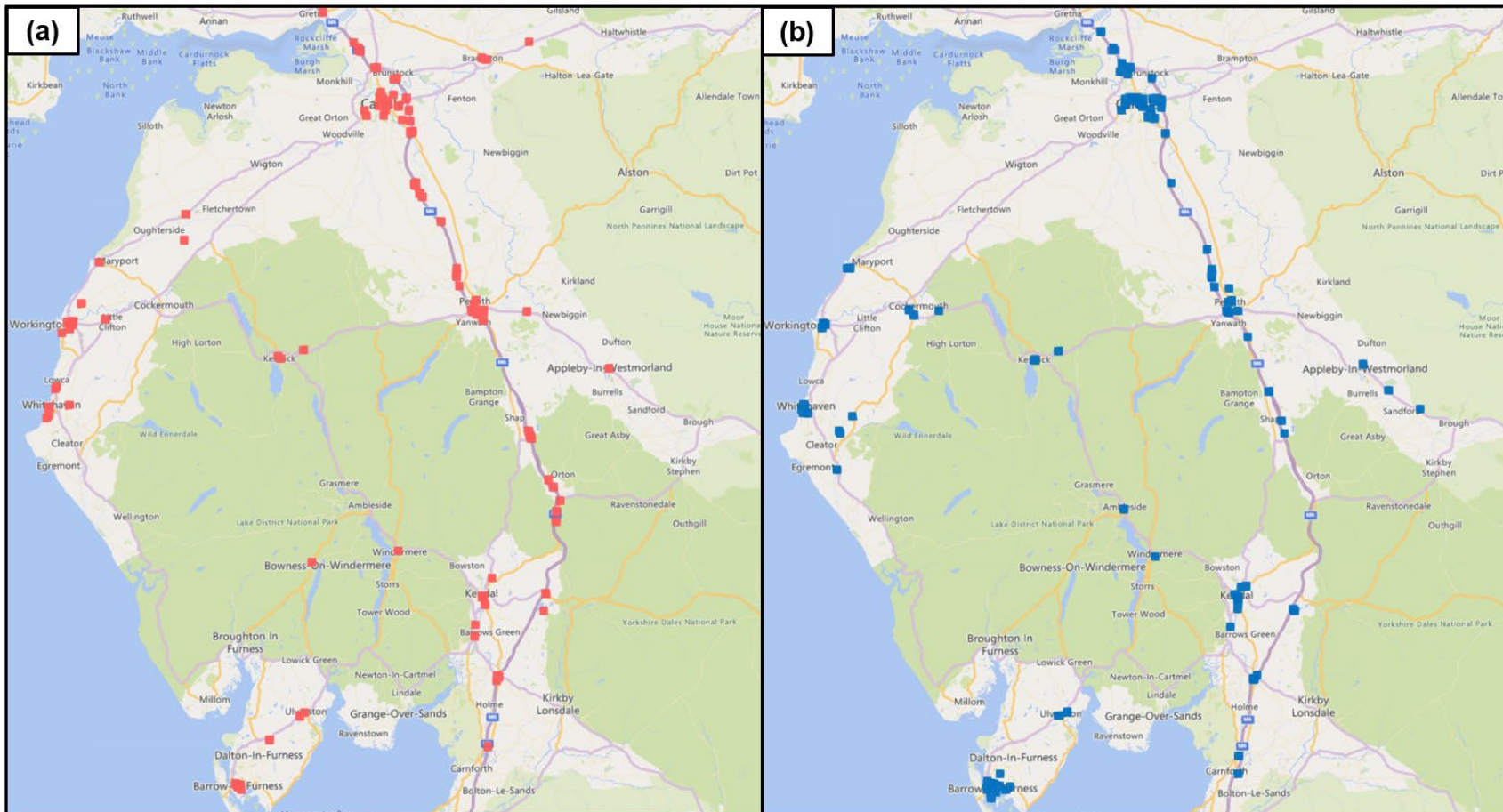
- This table outlines the stop search rates for different demographic groups. As an example, for every 100 people that reside in Cumbria, 0.98 are Asian. Therefore, based solely on resident population demographics, it may be expected that for every 100 stop searches conducted, 0.98 would be for an Asian individual. There are a number of significant limitations to using this as a comparator, some of which are highlighted below:
- The search rate is calculated solely on resident demographics, there are significant limitations when using this as a comparator. Cumbria receives ~41,000,000 visitors each year, almost ~83 times its resident population.
- The M6 motorway also runs through the County, which is a major arterial route for people traveling north and south and a significant source of minority group stop searches. (See next slide)
- Cumbria's use of stop search has increased dramatically over the past 2 financial years, and as such our stop search rate per 100 population for all ethnic groups is significantly higher than the national average.



Map displaying stop search locations of minority group (Asian, Black, Mixed & Other) stop searches conducted by specialist teams across the force, note the locations surround the major transport routes, M6 running north/south and A66 running east/west.



# Stop Search Ethnicity & Disproportionality FY23/24 Study



- As part of analysis surrounding the usage of stop search on minority ethnic groups, it was found that only **25.90% of persons searched belonging to minority ethnic groups had a Cumbrian address**. 25.20% provided an address outside of Cumbria, and 48.90% did not provide an address. This data was sampled during calendar year 2023.
- A substantial portion of the minority ethnic group searches were conducted by specialist resource. For example, 134 (57.26%) of the Asian ethnic group searches were carried out by the Serious & Organised Crime Unit (**SOCU**) and the Firearms Support Unit (**FSU**), who operate primarily on the **major travel routes** (A66/M6), combating county lines operations and drugs trafficking.
- They primarily target vehicles based on intelligence reports rather than officer decision and at motorway speeds would have no way of accurately determining occupant ethnicity prior to stopping the vehicle.

Maps displaying stop search locations of the Asian ethnicity group (a) and combined Black, Mixed & other ethnicity groups (b) (aggregated due to low sample size). The M6 and associated services contribute significantly to our minority ethnic group stop searches.





# Use of Force

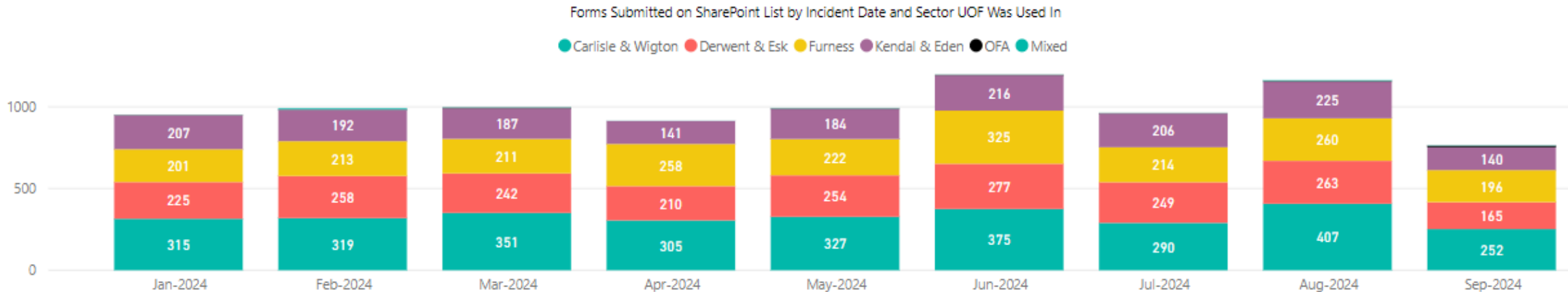


# Use of Force

## Volume of Use of Force



- All figures are given for the past quarter (01/07/2024 - 30/09/2024), however the data for the year to date is shown for comparison
- There were a total of 2,889 use of force forms completed within Cumbria from this past quarter
- August had the highest volume of use of force forms – the second highest month of the year behind June
- A reduction of 7.6% from the 3,104 in the previous quarter





- Majority of uses of force coming from within the Cumberland area (56.3%) with Westmorland & Furness having 43% of the share
- Within Cumberland, Carlisle & Wigton accounts for 272 more use of force forms than that in Derwent & Esk
- Within Furness, there were 99 more use of force forms completed than in Kendal & Eden
- 15 of the total cases occurred out of the force's area, with a further 7 consisting of a mixture of these regions

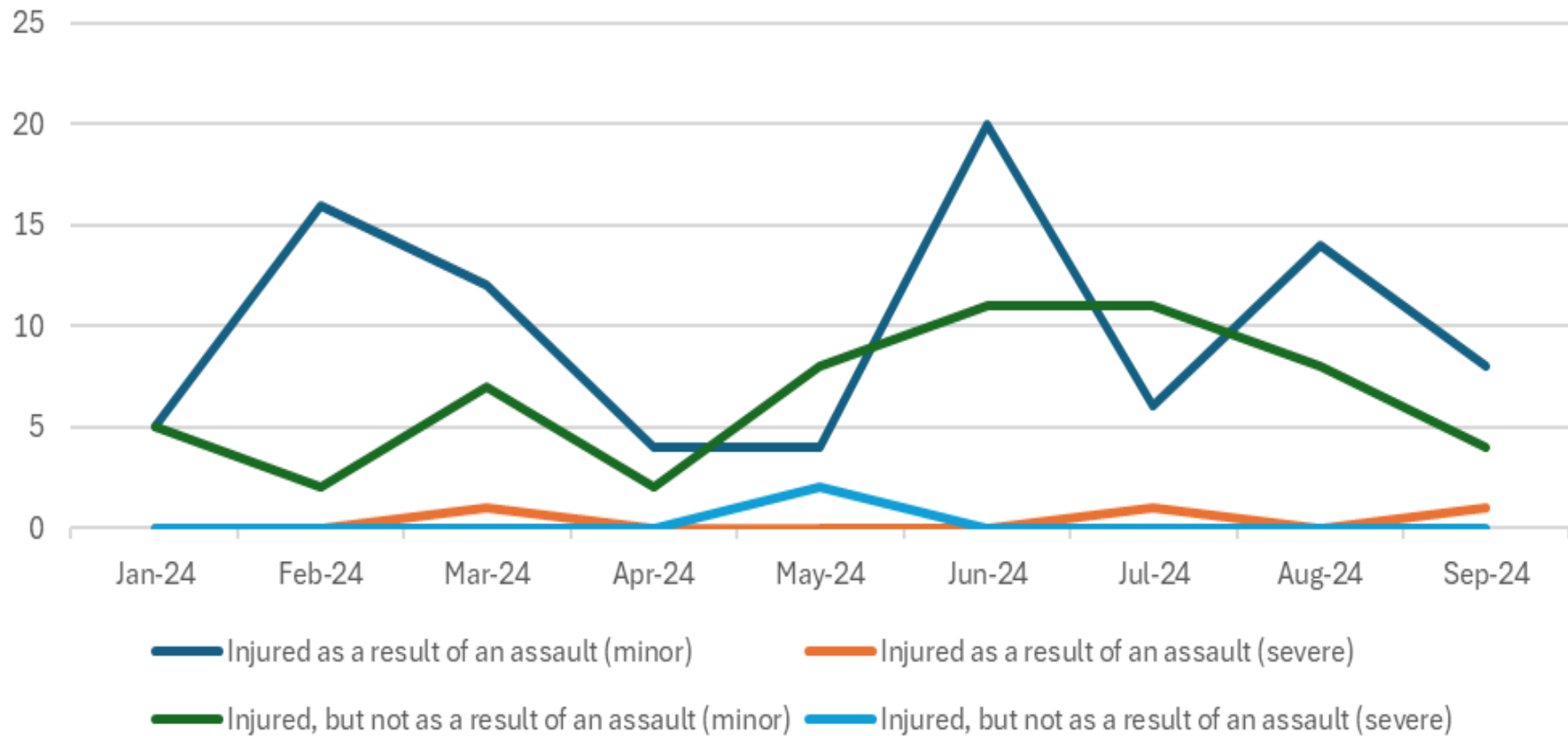
BCU	Forms	%
<b>Cumberland</b>	<b>1626</b>	<b>56.3%</b>
Carlisle & Wigton	949	32.8%
Derwent & Esk	677	23.4%
<b>Westmorland &amp; Furness</b>	<b>1241</b>	<b>43.0%</b>
Furness	670	23.2%
Kendal & Eden	571	19.8%
<b>OFA</b>	<b>15</b>	<b>0.5%</b>
OFA	15	0.5%
<b>Mixed</b>	<b>7</b>	<b>0.2%</b>
Mixed	7	0.2%
<b>Total</b>	<b>2889</b>	<b>100.0%</b>



# Use of Force Injury to Officers



### Injury to Officers



- There were a total of 53 officers injured with 51 (96.2%) being minor and 2 (3.8%) being severe injuries
- Of these 53 total injuries, 30 (56.6%) were as a result of an assault
- 23 (43.4%) of officers that were injured in the past quarter were not injured due to an assault but due to other reasons

SPLY: 45 total (17.7% increase)  
24 due to assault, 21 not; all minor injuries

Through 2024: no noticeable trend other than *minor injury not as a result of assault* appears steady May-August.

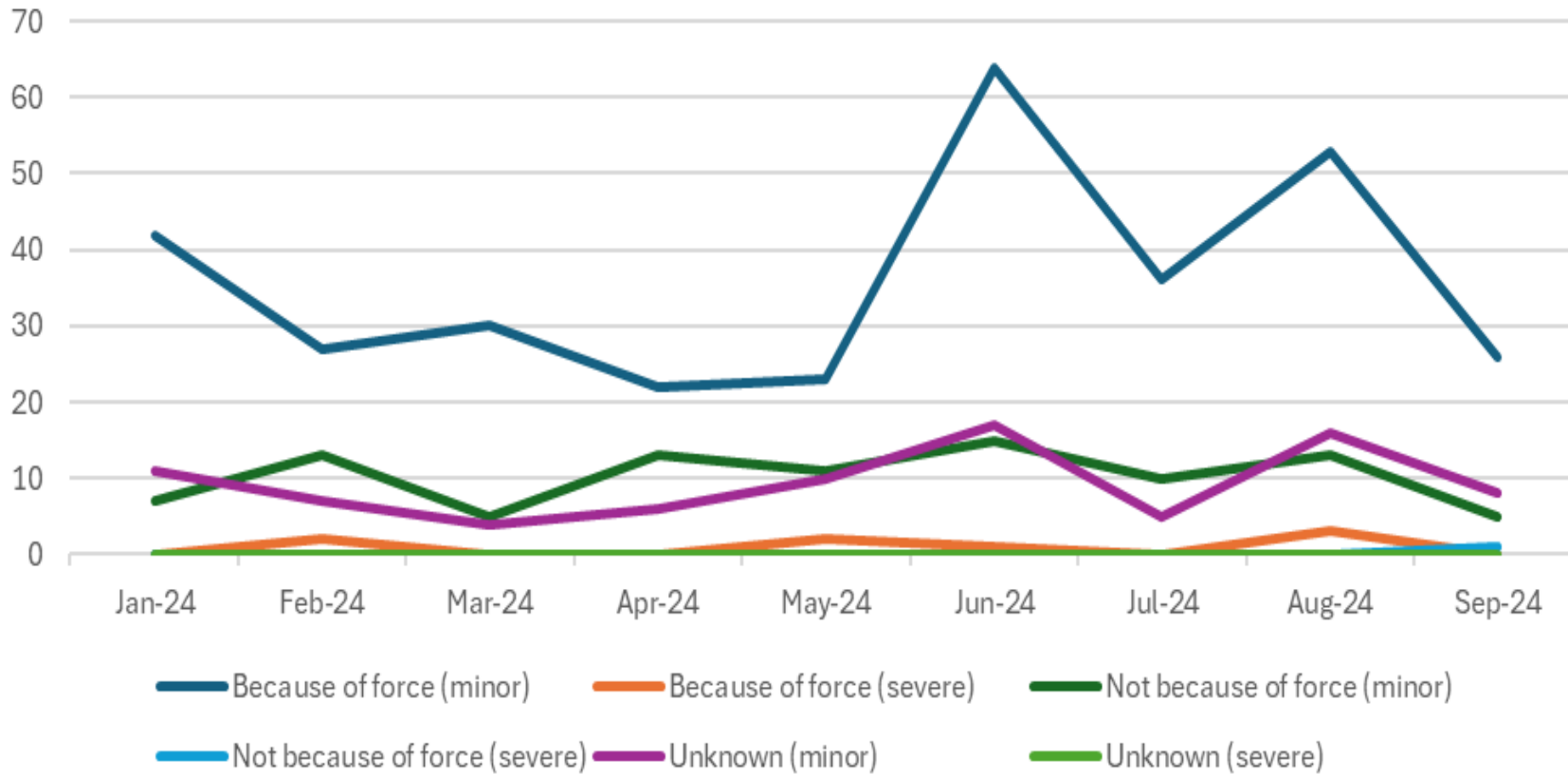




# Use of Force Injury to Subjects



## Injury to Subjects



- There were a total of 176 injuries to subjects during this quarter
- From these 176 injuries, 52 (67.1%) were caused by force and 29 (16.5%) were not caused by force
- There were 4 severe injuries during these three months – 3 caused by force and 1 not by force.
- 115 (66.9%) of the 172 minor injuries in total were caused by force
- For 16.5% of the total number of cases, it is unknown whether the injuries to the subjects were due to force

SPLY: 204 total (13.7% decrease)  
 200 minor, 4 severe  
 Caused by force: 137 (67.2%)  
 Not caused by force 37 (18.1%)

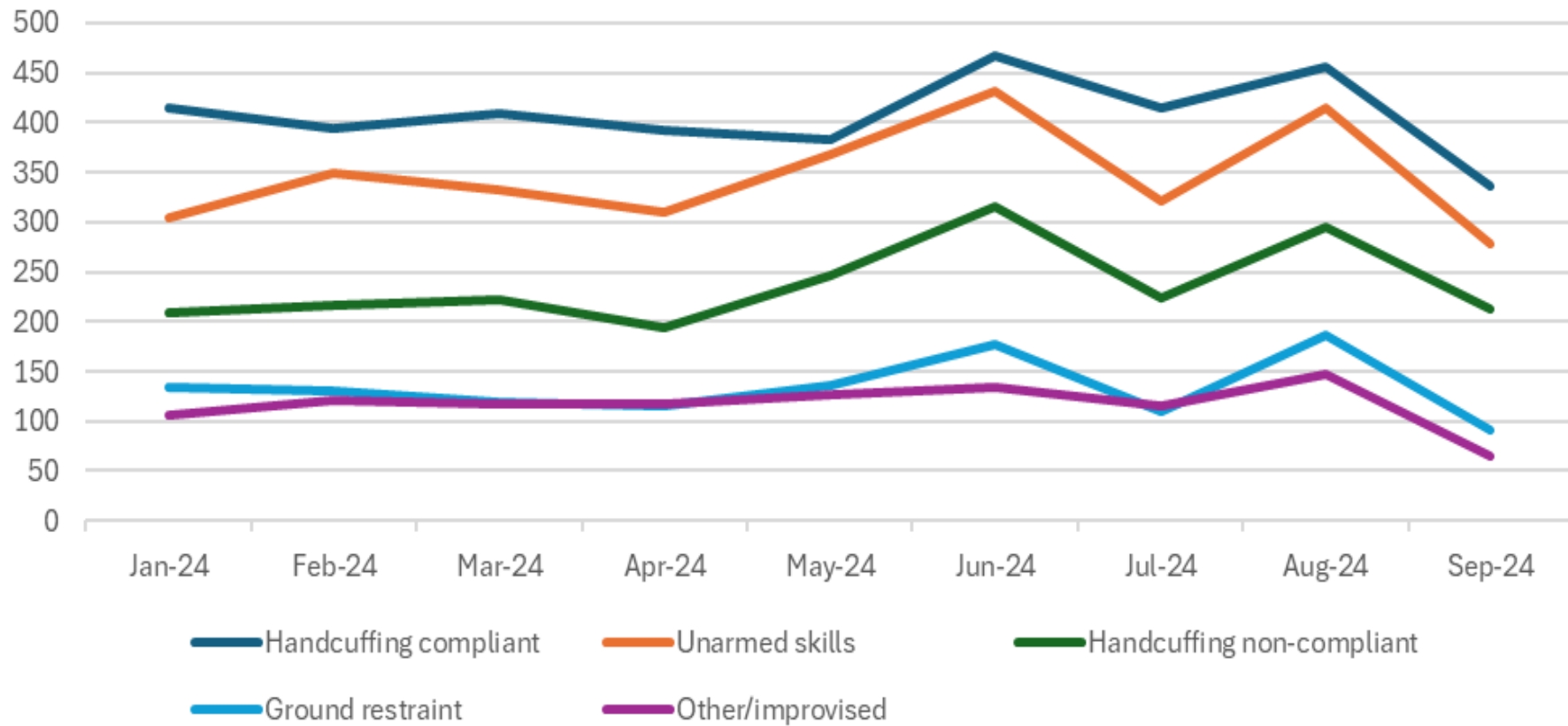
Through 2024: *minor injury due to force* most common throughout the year (vast increase in June)



- For the past quarter, there were a total of 2,890 tactics used
- These were split into 19 different types of tactic (with a further 3 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 3 times; however, these were removed due to being an invalid use of tactics (AEP drawn)

Tactic	Tactics	%
Handcuffing Compliant	1205	41.70%
Tactical Communications	1159	40.10%
Unarmed Skills (including pressure points, strikes, restraints & takedowns)	1014	35.09%
Handcuffing Non-compliant	731	25.29%
Ground Restraint	386	13.36%
Other/improvised	328	11.35%
Cell Insertion	151	5.22%
C.E.D	91	3.15%
Irritant spray - PAVA used	75	2.60%
Limb/Body restraints	71	2.46%
Spit guard	36	1.25%
Irritant spray - PAVA drawn	23	0.80%
Dog Deployed	8	0.28%
Irritant spray - CS drawn	8	0.28%
Baton used	6	0.21%
Baton drawn	5	0.17%
Irritant spray - CS Used	5	0.17%
Shield	4	0.14%
Firearms Aimed	3	0.10%
AEP used		
Dog biting		
Firearms fired		
<b>Total</b>	<b>2890</b>	<b>100.00%</b>

## Top 5 Tactics Used



- From this previous quarter, the most common use of force used was compliant handcuffing, used 41.7% of the time
- There were 0 uses of firearms aimed, firearms fired or dogs biting
- Multiple of the same tactic may have been used within the same incident, so to minimize confusion, the total number of tactics used has been distinct counted per form completed
- Note that tactical communications have been included in this visual as this matches the national approach.

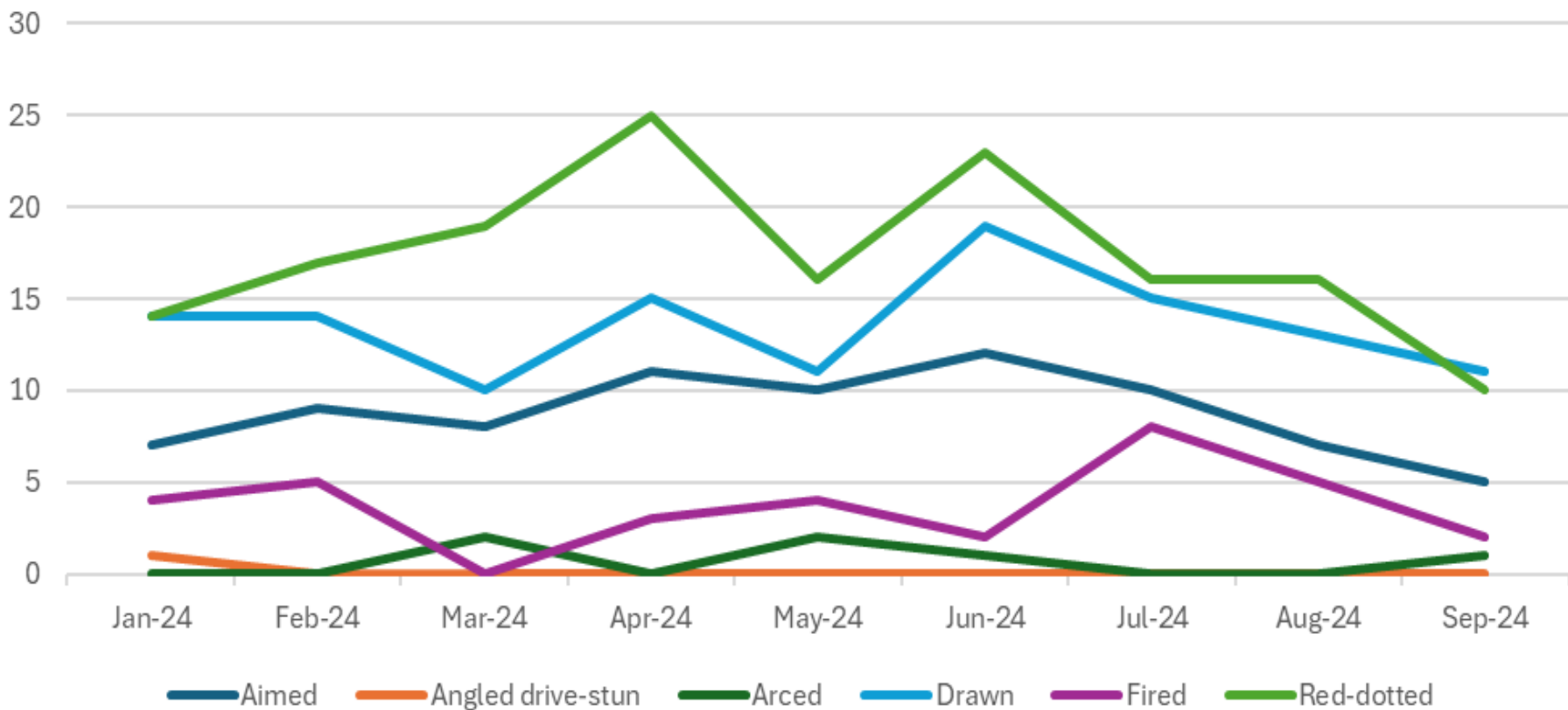
SPLY: Most common compliant handcuffing (1152, 40.79%)  
1 firearms aimed but not used

Through 2024: All top 5 tactics relatively stable yet dropped in July and increased again in August.

# Use of Force Tactics Used – Taser



## Taser Usage



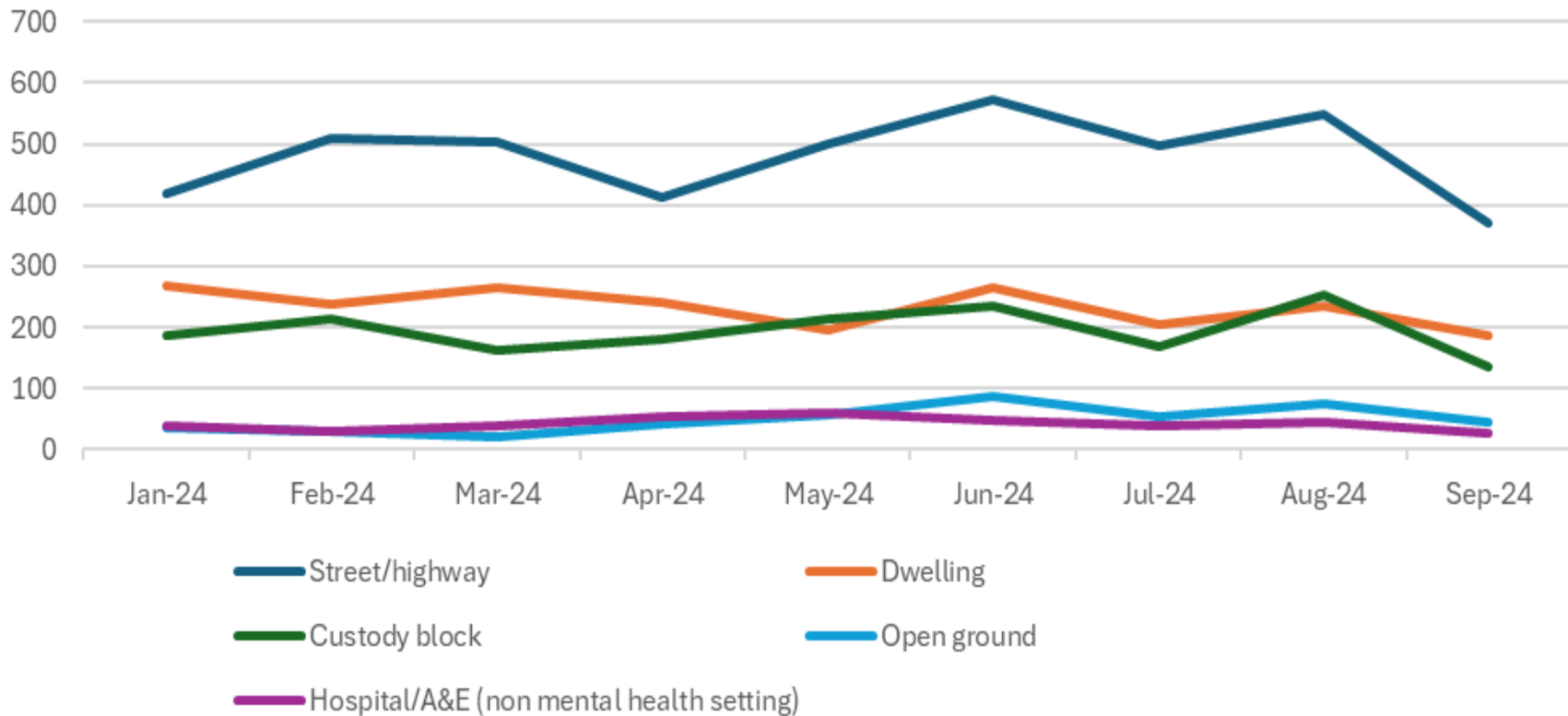
- The CED (conducted energy device), or taser, was used a total of 119 times over the previous quarter
- CED usage is split into 5 categories, with the most common type of usage being red-dotted with a count of 42 (35.3%)
- The maximum number of times that a CED was used during any one incident was 4, with this only occurring twice
- Of the 119 times a CED was used, it was only arced once and fired 15 times

SPLY: used 108 times (10.2% increase)  
 Aimed (14), Arced (1), Drawn (35),  
 Fired (11), Red-dotted (47)

Through 2024: Red-dotted has highest usage of the taser in all months so far other than September where Drawn becomes the highest usage.



Location of Use of Force



- 16 total locations categorised for where uses of force occur
- 1,417 (45%) of the 3,150 total uses of force occur on a street/highway
- There were only 2 occurrences of use of force at a sports or event stadia
- The main 4 locations (summing to 88.2% of the total) are street/highway, dwelling, custody block, and open ground (park, car park, field etc.)

SPLY: 3080 locations used  
 Street/highway top (1356, 44%)  
 Same top 4 locations (summing to 88% of total)  
 2 at football stadia

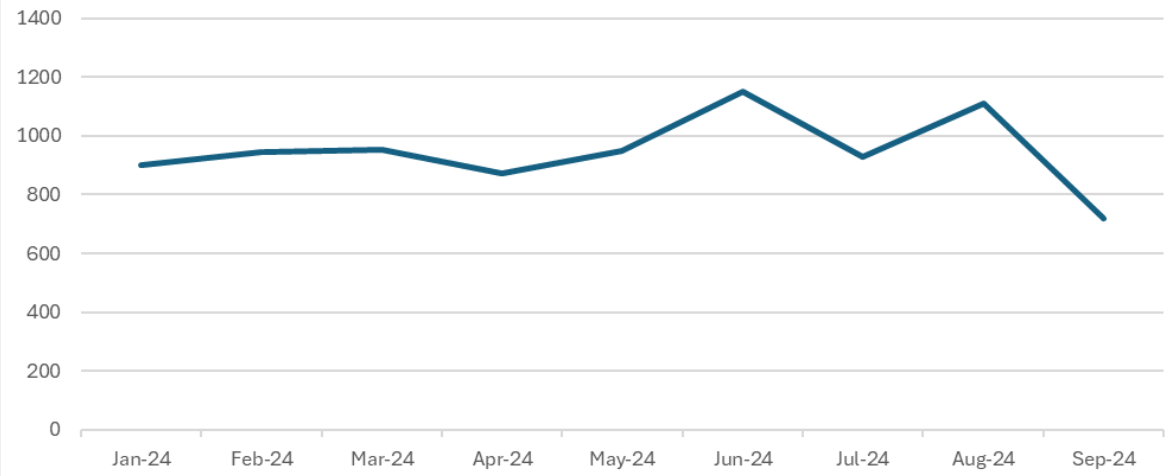
Through 2024: Street/highway most common in every month, followed by either custody block or dwelling.

# Use of Force

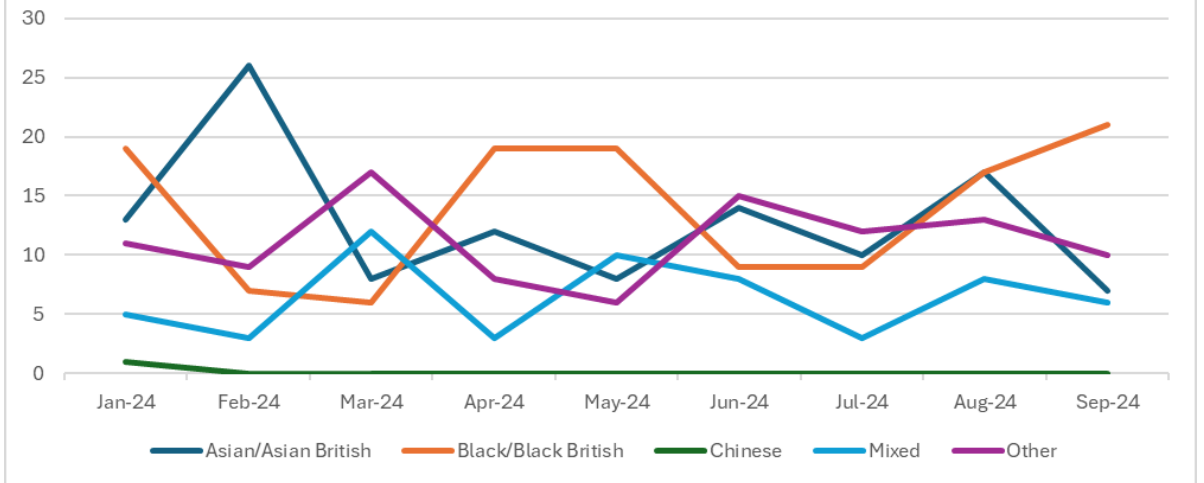
## Use of Force by Ethnicity



Use of Force by Ethnicity (White only)



Use of Force by Ethnicity (excluding White)



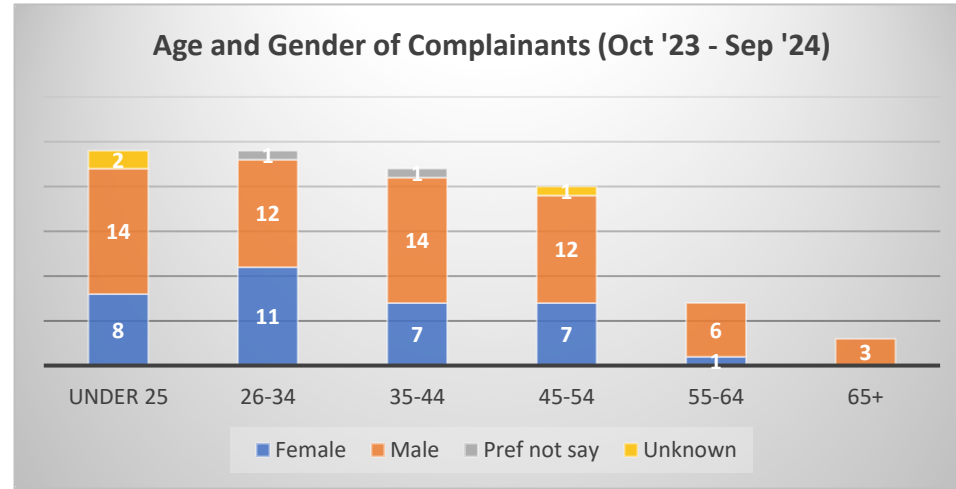
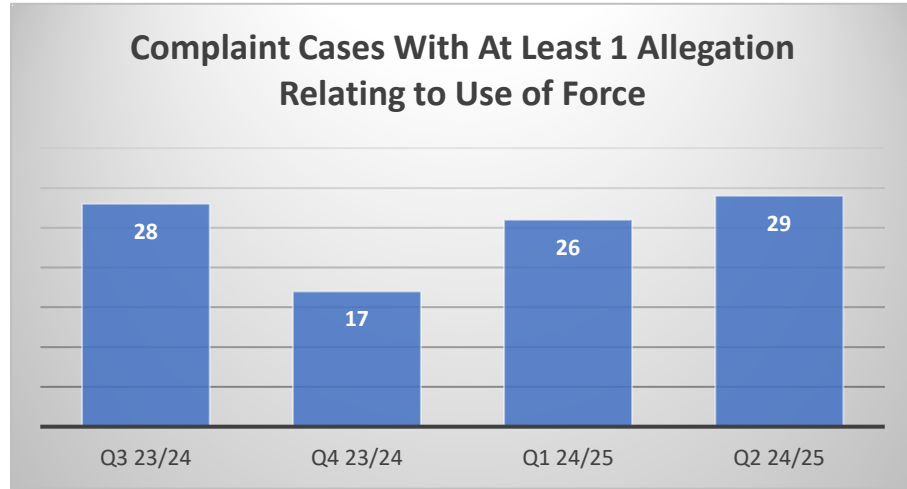
- The data shown is from the ethnicities that police officers perceived the subjects in question to be
- There are 6 defined categories for the subjects as shown in the table
- Most of the 2,889 total subjects were white (95.4%)
- 47 (1.6%) were of black (or black British) ethnicity, which is the next highest category
- There were 0 uses of force on people with Chinese ethnic backgrounds

SPLY: White (2700, 95.6%)  
 Asian/Asian British (37, 1.3%)  
 Other (32, 1.1%)  
 Black/Black British (29, 1%)  
 Mixed (25, 0.9%)  
 Chinese (1, 0.04%)

Through 2024: no trend through non-White ethnicities (too small of a sample size), White levels remain consistent.



# Use of Force Complaints



- 61.0% of complainants are male
- 48% are aged between under 35.
- 64.0% are White British (Self-defined) - although 26% 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

	Q3 23/24	Q4 23/24	Q1 24/25	Q2 24/25
Indian	0	1	0	0
Pakistani	0	0	0	1
Any Other Asian Background	0	1	0	0
African	1	0	0	0
Not Stated	1	0	2	0
Arab	0	0	1	0
Unknown	8	4	4	7
Prefer Not To Say	1	1	0	1
White British	16	10	18	20
Jewish	0	0	1	0
Any Other White Background	1	0	0	0





# Community Scrutiny Panel

## Officer & Staff Update

**Date:** 7 November 2024  
**Agenda Item No:** 08  
**Originating Officer:** Di Johnson & Kate Ruddick, HR Managers  
**CC:**

### Executive Summary:

This report provides a briefing to members of the Ethics & Integrity 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 Ethics & Integrity 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 now includes a weekly Force Resourcing Meeting Chaired by the DCC, attended by the ACCs, Director of Performance and HR. This includes a high level overview of Establishment with a particular focus on Patrol and CID.
- At the time of writing, the Establishment for the Constabulary is:



FTE	FTE Budget	FTE Actual
<b>Officer FTE (excluding secondment)</b>	1359	1373.35
<b>Staff FTE (excluding secondment)</b>	704.25	640.67
<b>PCSO FTE</b>	60	38.82

## 2.2 Police Officer Recruitment

- Following the successful completion from Uplift, the Constabulary continues to recruit to the target of 1393 headcount.
- At the time of writing, the headcount equates to 1385.
- Attached (Appendix 1) is a Weekly COG report which provides an overview of the starters and leavers to March 2025 when the target of 1393 must be met.
- The PCEP programme is now fully embedded with a PCEP Detective programme scheduled for January 2025. There are currently 80 candidates in the pipeline for the PCEP route and 104 for the PCEP DC route.

## 2.3 PCSO recruitment

- PCSO recruitment is closed at the time of writing.

## 2.4 Police Officer Retention

- A report detailing Police Officer attrition for the previous financial year can be found in Appendix 2. This provides an overview of key trends etc and compares directly to 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 – this will improve the data available around low turnover rates going forward
  - 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	2019	2020	2021	2022	2023	2024
Jan		3.6%	3.4%	4.3%	3.9%	4.4%
Feb		3.0%	3.2%	4.2%	3.5%	4.8%
Mar		4.9%	2.7%	5.4%	3.2%	4.0%
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%	4.1%
Sep		3.5%	4.2%	4.1%	3.8%	4.3%
Oct	4.6%	2.9%	3.7%	4.1%	4.5%	
Nov	4.6%	3.6%	3.9%	4.9%	4.7%	
Dec	4.8%	3.4%	6.1%	4.8%	4.2%	

### Police Officer Absences only

% of Employees Absent as at Month End						
Month	2019	2020	2021	2022	2023	2024
Jan		3.6%	3.6%	4.5%	3.8%	3.9%
Feb		3.1%	3.9%	4.5%	3.2%	4.3%
Mar		4.7%	3.0%	5.3%	3.2%	3.7%
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%	4.7%
Sep		3.8%	4.1%	4.3%	3.4%	4.6%
Oct	4.6%	2.9%	3.7%	4.6%	4.3%	
Nov	4.6%	3.5%	4.2%	5.3%	4.9%	
Dec	5.2%	3.6%	6.6%	5.2%	4.4%	

**Police Staff Absences – excluding PCSO**

% of Employees Absent as at Month End						
Month	2019	2020	2021	2022	2023	2024
Jan		3.3%	2.9%	3.8%	3.8%	5.1%
Feb		2.7%	1.9%	3.7%	3.6%	5.5%
Mar		5.2%	2.3%	5.2%	3.1%	4.4%
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%	2.8%
Sep		3.2%	4.1%	3.6%	4.4%	3.6%
Oct	4.6%	2.9%	3.6%	3.1%	4.8%	
Nov	4.3%	3.6%	3.2%	4.3%	4.2%	
Dec	3.9%	2.9%	5.6%	3.8%	3.5%	

**Top 3 absence types – end of September 2024**

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

Overall absence is remaining stable just above the 4% mark. Anxiety remains the most common absence type remaining unchanged for the past 6 months.

**RTWI – Compliance**

RTWI compliance is continuing to be far better than this time last year, however, over the past month the number of RTWI **not** being completed has begun to rise back up to the 30-33% mark.

% Not completed	Constabulary
Sept-23	59%
Sept-24	28%

**Increased Police Officer Sickness:**

As detailed above the Constabulary saw an increase in Officer sickness in June and July 2024. The Constabulary has historically seen an increase in sickness over summer months.

The most common reason for sickness with officers during this period was Anxiety/Stress/Depression/Psych Illness, there was also a high number of instances of cold / flu and COVID.

The % has now declined in the following months, however remains higher than this time last year.

**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**

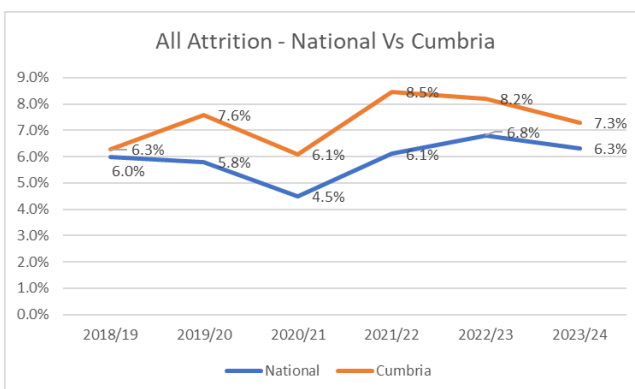
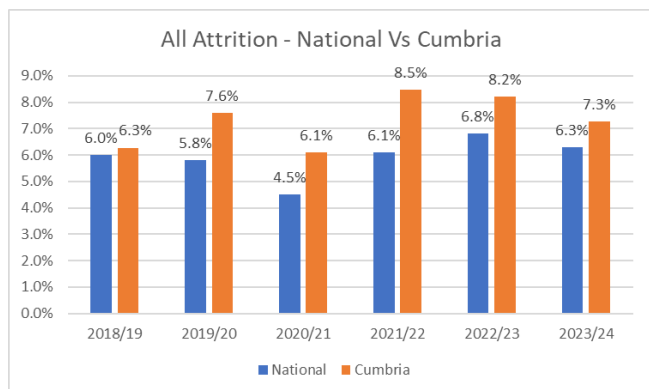
- N/A

**4 Supplementary information**

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

## Police Officer Attrition – National Comparison

### Overall Attrition

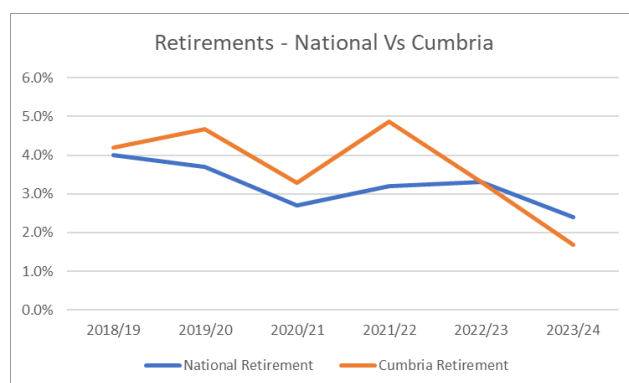
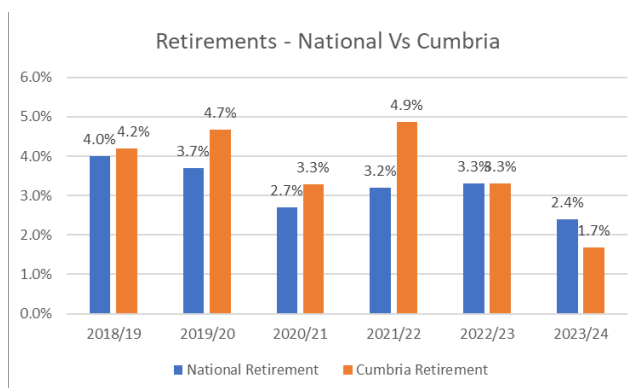


Cumbria have seen a higher than national level of attrition for the last 6 years, with the gap between the national and Force rates narrowing over the last couple of years. The trajectory of the Cumbria Attrition rate has taken the same path as the national rate; dipping in 2020/21, followed by an increase the 2 years after, but slower rate last year (23/24).

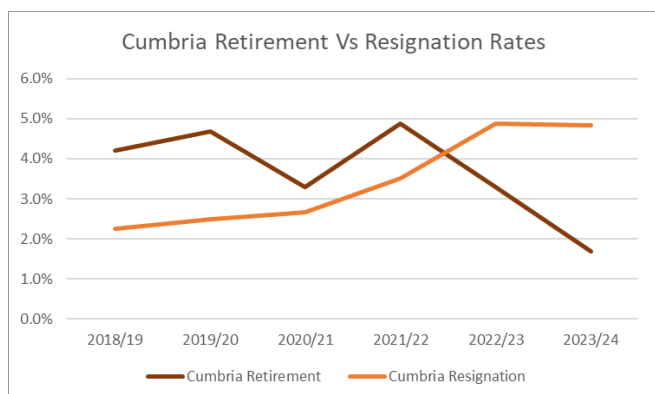
Examining 24/25 data so far and using historical data to assist with forecasting, predictions are that the overall 24/25 attrition rate will be 7.6%, 0.3% higher than last year.

### Retirements and Other

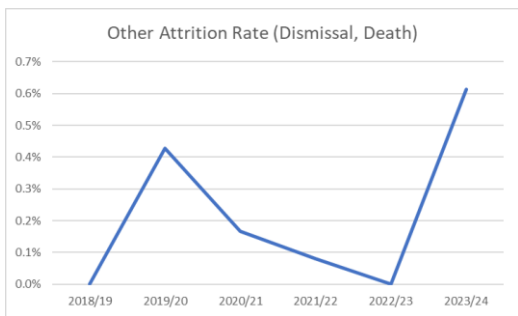
The below chart shows that the retirement attrition rate for Cumbria has seen a decrease, with a sharp reduction since 21/22. This reflects the national picture. Historically retirements were the major contributor to overall attrition, with resignations being the second biggest contributor.



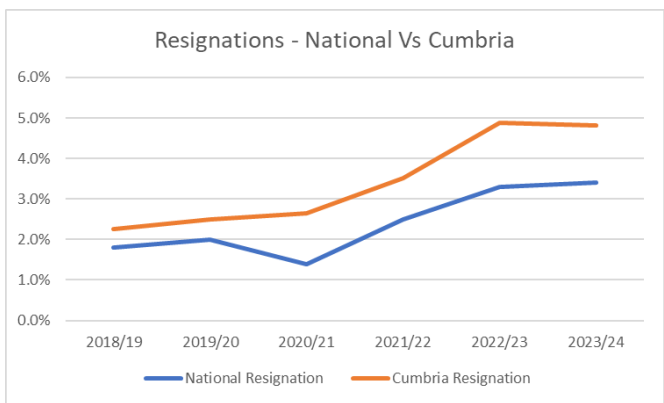
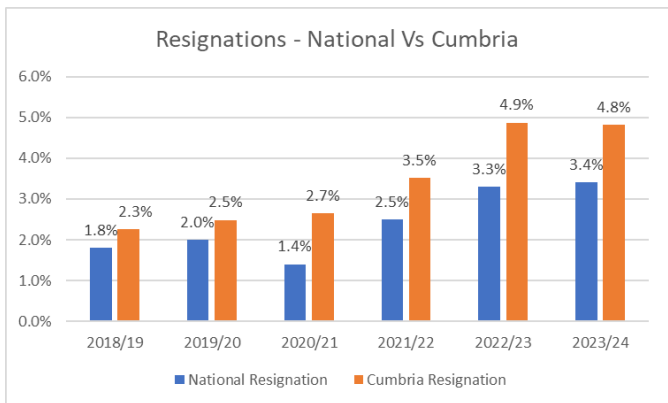
The charts below compares resignation and retirement rates over the last few years for both Cumbria and National. Both following a similar pattern since 2018, with resignations taking over as the primary reason for officers leaving from 2022 onwards. The gap has got wider each year since, although the Cumbria gap is wider than the national gap, with the resignation rate being 3.1% higher than retirement, compared to 1% higher nationally.



Both nationally and locally, only a small percentage of attrition is made up from dismissals or deaths, as per the chart below. However, it must be noted that Cumbria has experienced a higher number of dismissals last financial year than previously, with 7 dismissals and 1 death that year, compared to an average of 1.6 FTE previously.



### Resignations



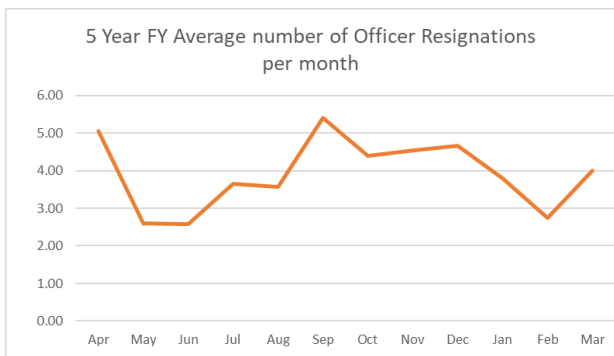
Both the National and Cumbria resignation rate increased steadily between 18/19 and 22/23, apart from 20/21 when the Covid-19 pandemic influenced the trend. Albeit the rate in Cumbria did not reduce as much as it did nationally.

Both National and Cumbria have followed the same trajectory path each year. However, Cumbria Resignations have increased at a faster rate, with the resignation rate in 23/24 being over double that of 18/19, whereas nationally, the rate has not quite doubled.

The rate both nationally and locally plateaued between 22/23 and 23/24. The national Officer Attrition Analysis report suggests that *“this perhaps indicates the resignation rates impacted by recruitment have peaked, corresponding with the reducing joiners from 2023/24. Early data for 2024/25 shows this is running at 3.39%, the lowest since May 2023, but it is still too early to know if this is a start of a reducing trend”*.

For Cumbria, it is anticipated that the resignation rate in 24/25 will increase. Between Apr-Aug 2024, there have already been 30.95 FTE resignations. On average since 18/19, there has only been 15.21 resignations over those same months, so there has already been double the number of resignations this financial year than previously.

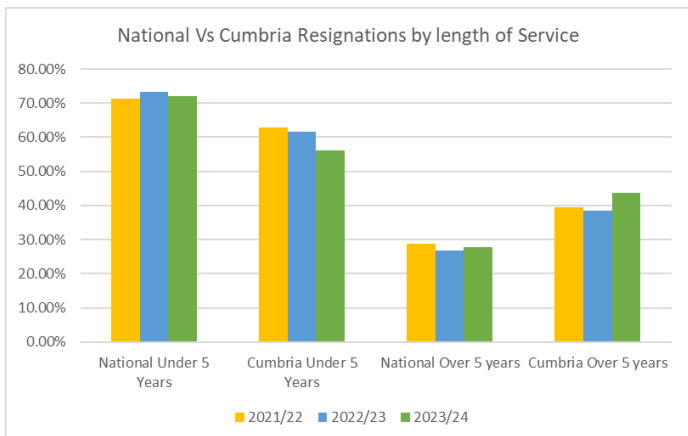
Over the last 5 years, September has consistently been the peak month for the highest number of resignations. This year has proved no exception with 10 confirmed at time of writing. The next peak in resignations is expected in April.



## Resignations – Length of Service

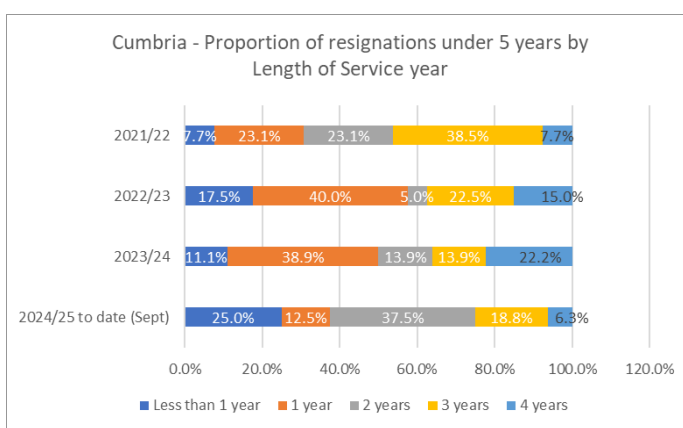
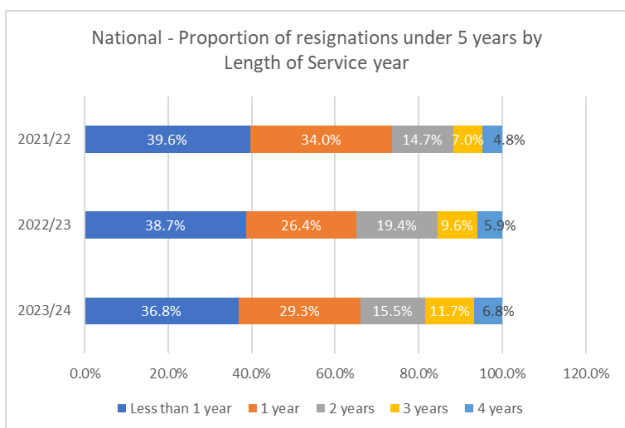
Nationally, resignations from officers with under 5 years’ service has accounted for around three quarters of all resignations for the last 3 years. Cumbria has consistently been lower than national, but still above 50% of all resignations being under 5 years’ service, with fewer last year than the previous 2 years.

Currently 31.83% of all Officers within Cumbria have less than 5 years’ service, nationally the average is 35.96%.



National data shows that for those who resign within their first 5 years of service, they are most likely to do this in the first 2 years, with it reducing each subsequent year of service.

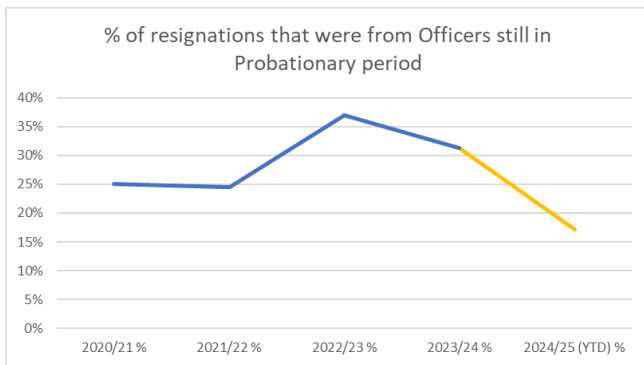
The trend for Cumbria differs slightly, with on average a smaller proportion leaving in the first 2 years than nationally. The National Attrition report highlights that the National Wellbeing Survey shows a deterioration in officer wellbeing from 2 years.



## Resignations – Probationer

The previous 5 year average indicates that 20% of officers in Cumbria will leave the force before completing their probation period.

The last two years has witnessed a higher proportion of resignations from officers still in their probationary period. The yellow line indicates that year to date for 24/25 (end of Aug), 17% of all resignations so far have been those still in probation. All those have been from 2022/23 IPLDP B23 and D23 cohorts. There have been no resignations yet from officers who joined in 23/24 or 24/25. At only 5 months into the financial year, this potentially indicates that 24/25 could increase to experience a higher proportion of resignations from student officers than previously. Currently 14% of the officer establishment are still in their probation period.



Over the last 4 years, the largest proportion who left during probation started on the DHEP route, with on average 20% of all DHEP route Officers since 2020/21 leaving during their probation period and 6% of DHEP DC officers.

For intakes since 2019 that have experienced an officer leaving during probation, DHEP F21 and B21 experienced the highest proportion to leave, with 24% of those intakes leaving before the end of their probation period. The table below shows those intakes with over 20% who left during probation.

Intake	4 year Average of the intake route who left during probation
DHEP	20%
DHEP DC	6%
IPLDP	7%
PCDA	9%
Pre-join	14%

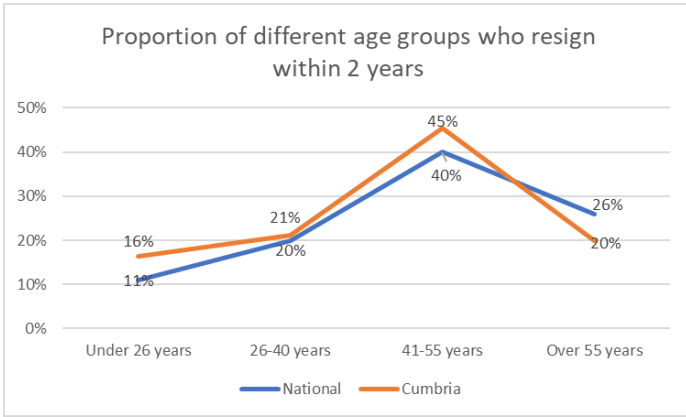
Intake Ref	% who left during probation
DHEP - F21D	24%
DHEP B21D	24%
DHEP - B22D	23%
IPLDP - B23IP	22%
DHEP - F22D	21%
DHEP C20D	21%
DHEP - C22D	20%
PCDA - A22P	20%

Categorisation of reasons for leaving is available from April-23. As per below, it shows that the most cited reason for officers leaving during their probation period is because they do not enjoy policing and that the reality of the job is very different to what they expected, with several returning to their previous employment, or changing jobs due to finding employment that is better paid and with more sociable hours elsewhere.

More detail on reason for leaving	2023/24	2024/25	Grand Total
Does not enjoy policing	4	3	7
Alternative Employment - Return to previous employment	4		4
Alternative Employment - Salary/hours	2	1	3
Personal Circumstances - unable to focus fully on academic requirements	2		2
Transfer - Nearer to home/family	2		2
To relocate nearer to home/family	1		1
Ongoing PSD Investigation	1		1
On Maternity Leave - family reasons		1	1
Dislike of shifts/working patterns	1		1
Dismissal - Conduct		1	1
Join as PCSO	1		1
Lacking confidence in ability	1		1
Alternative Employment - Professional Development	1		1
Health & Wellbeing - Stress		1	1
<b>Grand Total</b>	<b>20</b>	<b>7</b>	<b>27</b>

Nationally there is evidence that you are more likely to resign the older you are when joining the police. The chart below shows that this is also the situation in Cumbria, with 45% of 41-55 year olds resigning within their probation period. This aligns to the findings from the national new recruits surveys the last 3 years that shows older new recruits have a less positive experience.



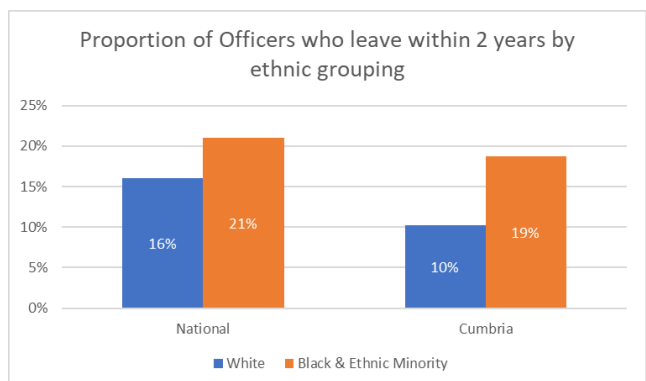
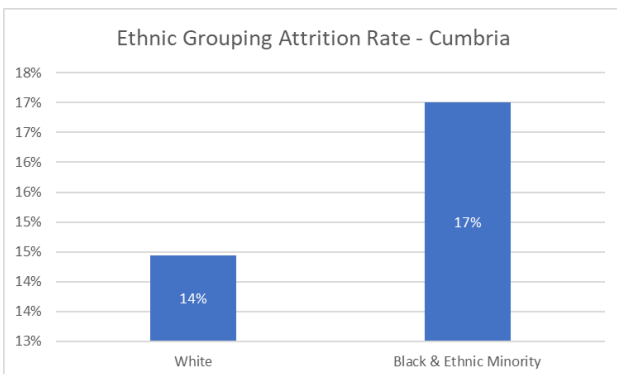


## Resignations – Ethnicity

Nationally, a disproportionate amount of resignations are from ethnic minority backgrounds, but this has slowed over the last 12 months and in the last 6 started to reduce, but the gap remains more than double since the increase in December 2022.

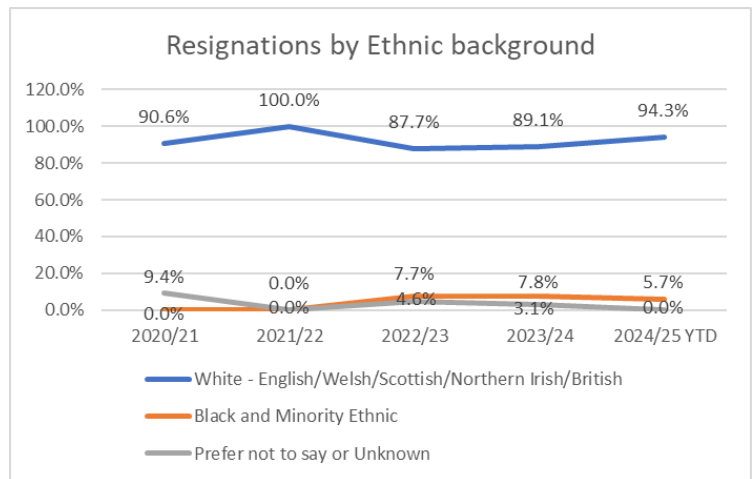
Below details the ethnic grouping resignation attrition rate for Cumbria based on the average of the previous 3 years, indicating that the rate is slightly higher for black and ethnic minority groups than it is for white. The national report does not provide exact attrition rate by ethnicity, so a comparison is not possible

Not only is the attrition rate greater as a whole for ethnic minority officers, it is also higher when comparing the resignation rate of officers by ethnicity within their probation period, with on average 19% of ethnic minority officers in Cumbria leaving within their probation period, compared to 10% of white officers. This follows the national trend, as per below, although at slightly lower levels.



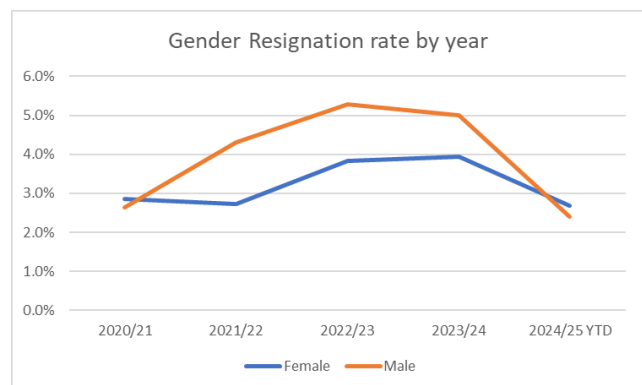
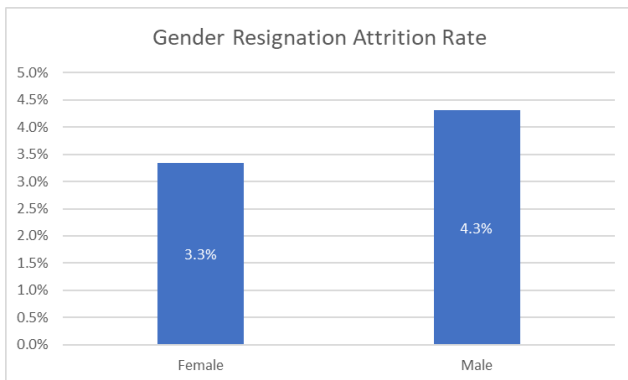
The below charts details the ethnic breakdown of resignations in Cumbria, with a slight rise in black and minority ethnic resignations since 2022. Over the last 5 years, on average, 95% of the Force establishment is White British ethnicity.

Ethnicity	2020/21	2021/22	2022/23	2023/24	2024/25 YTD
White - English/Welsh/Scottish/Northern Irish/British	90.6%	100.0%	87.7%	89.1%	94.3%
White - Any Other White Background			6.2%	1.6%	
Prefer not to say	3.1%		3.1%		
White - Irish					5.7%
Asian - Pakistani				1.6%	
Black - African				1.6%	
Mixed - Any Other Mixed/ Multiple Ethnic Background			1.5%		
Mixed - White & Black African				1.6%	
Mixed - White & Black Caribbean				1.6%	
Unknown	6.3%		1.5%	3.1%	
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>



### Resignations – Sex

Unlike the national trend, Cumbria has a higher male resignation rate compared to female officers. On average 1% higher than the female resignation rate, whereas nationally the male rate is generally 0.5% below females. The Cumbria rate changed 20/21 onwards, with the male rate remaining static but the female rate increasing. Last financial year did indicate a slight narrowing of this gap and although we are only 5 months into this financial year, early indications are that the gap has narrowed further, with at present there being a higher rate of females than males leaving.

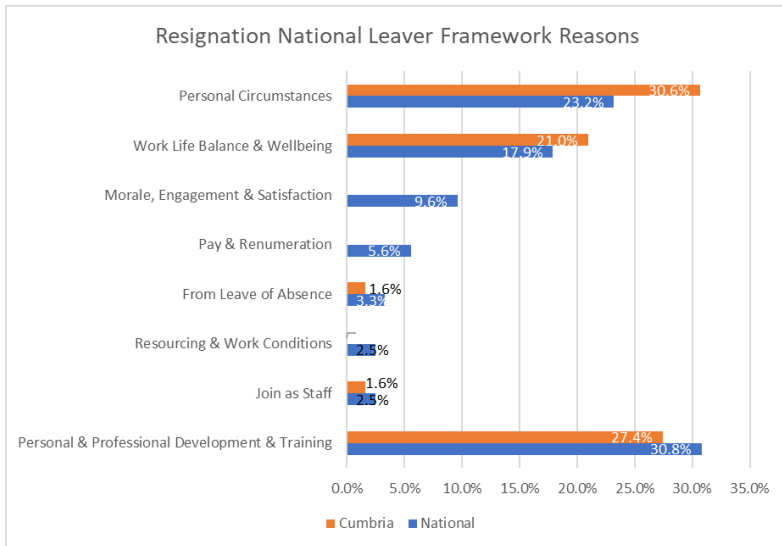


### Reasons for leaving

Since April 2023, Cumbria has recorded detailed reasons for why Officers have left, using the National Leavers Framework (NLF). The leavers framework records three levels of data - the top-level records if an officer resigned, retired or dismissed, the second provides a subcategory reason and the third level captures more granular detail. Internally, within HR, further categorisation is also added, to allow as detailed scrutiny of the information as possible and assist with the understanding of why officers have left, or where they have moved to. It is vital that as much detail as possible is provided on the leaver forms which officers and manager complete, including any known future employment, as it provides important intelligence for retention analysis.

Reasons for leaving are often multi layered, so it is difficult to pick just one category. For example, pay is often not cited as the main reason for leaving, but in turn is often described as an influencing contributor.

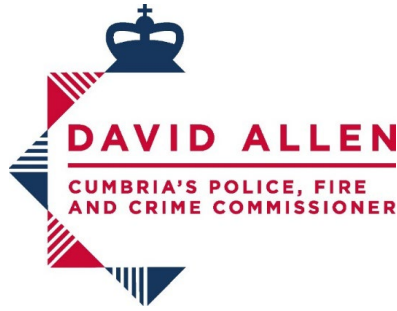
As the chart below shows, both nationally and locally the main high-level reasons for resigning are Personal & Professional Development and Training, and Personal Circumstances.



Secondary NLF reasons for resigning during 23/24 indicates a relocation away from Cumbria and moving to alternative employment as 2 key reasons for why officers resign. This trend has continued so far into 24/25, with also an increase in officers citing the desire for a job that is less demanding, better paid and more family friendly working hours. Quite a few have also quoted returning to their previous employment before the police.

Reason for leaving	Reason for leaving - Secondary	Headcount
<b>Personal Circumstances</b>	Relocation	9
	Return to Home Force	5
	Health-related	3
	Family Commitment	1
	Unknown	1
<b>Personal Circumstances Total</b>		<b>19</b>
<b>Personal &amp; Professional Development &amp; Training</b>	Alternative Employment/Career change	12
	Better opportunities elsewhere	4
	Opportunity for promotion	1
<b>Personal &amp; Professional Development &amp; Training Total</b>		<b>17</b>
<b>Work Life Balance &amp; Wellbeing</b>	Impact of job on personal life	5
	Dislike of shifts/working patterns	4
	Less demanding jobs outside police	1
	Negative impact of academic requirements	1
	Unknown	1
	Work stress and burn out	1
<b>Work Life Balance &amp; Wellbeing Total</b>		<b>13</b>
<b>Morale, Engagement &amp; Satisfaction</b>	Disatisfaction with service	6
	Feeling that I don't belong	1
<b>Morale, Engagement &amp; Satisfaction Total</b>		<b>7</b>
<b>Unknown</b>	Unknown	2
	Senior management issues	1
<b>Fairness &amp; Support</b>	Unknown	1
	Unknown	1
<b>Fairness &amp; Support Total</b>		<b>2</b>
<b>Join as staff</b>	Join as staff	1
<b>Join as PCSO</b>	Join as PCSO	1
<b>From Leave of Absence</b>	Known (No suitable options)	1
	Known (No suitable options)	1

For those who provided details of their new employment, BAE and Sellafield were the employers where the highest proportion were moving to. In 23/24, 4 moved to Sellafield and 2 to BAE. It is anticipated that this is higher, but that the information has not been provided on the leaver form. In 24/25 so far, 3 have gone to BAE and 2 to Sellafield. A new trend also identified is officers emigrating, with 5 officers emigrating in the last 8 months, 4 of whom have joined Western Australia Police.



# Community Scrutiny Panel

## Constabulary Grievances

**Date: 07 November 2024**

**Agenda Item No: 09**

**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 April to 31 October 2024.

The last report was May 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 April 2024 up until 31 October 2024, 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:
  - 6 new grievances and 7 ongoing within the reference period.
  - 4 resolved, 1 on hold and 8 remain outstanding at the end of the reporting period.

- 6 relate to issues with management or colleagues, 3 relates to policy and processes, 4 in relation to less favourable treatment.
- Grievances dealt with during this period are approximately 31% male and 69% female: with the majority from a white, British ethnicity with one Indian Asian.

## **2. Issues for Consideration**

- 2.1 A high proportion of grievances are submitted by females (69%), it should be noted that none are gender specific concerns.
- 2.2 Information was provided to the scrutiny panel in May 2024 regarding a number of resolved grievances within the driver training department. The manager received advice regarding the issues outlined and was scheduled to attend a Leadership Development course and also has a mentor. No further issues have been reported or identified.

## **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.

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**

## Appendix 1

## Constabulary Grievances – Overview 01 April to 31 October 2024

	01/04/24 to 31/10/24	01/11/23 to 31/03/24	01/04/23 to 31/10/23	01/11/22 to 31/03/23	01/04/22 to 31/10/22	01/10/21 to 31/03/22	01/04/21 to 30/09/21	01/11/20 to 31/03/21	01/10/19 to 31/10/20	01/04/19 to 30/09/19
<b>Total No. of grievances submitted in period</b>	6	4	13	2	-	3	8	7	2	4
<b>Total No. of grievances ongoing at start of period</b>	7	11	1	6	7	8	5	1	7	7
<b>Resolved Stage 1</b>	1	6	1	-	-	-	2	-	-	-
<b>Resolved Stage 2</b>	1	-	-	-	1	-	-	-	-	-
<b>Resolved Stage 3</b>	0	-	-	2	-	3	1	-	-	-
<b>Resolved informally prior to Stage 1</b>	2	1		1	-	-	1	3	-	-
<b>Not Resolved</b>	0	-	-	1	-	1	-	-	2	1
<b>Awaiting Action/Resolution</b>	8	5	10		4	6	8	5	1	4
<b>Withdrawn</b>	0	2	2	3	-	1	1	-	4	-
<b>On Hold</b>	0	1	-	-	1	-	-	-	2	3
<b>Transferred to alternative procedure</b>	1	-	-	1	1	-	-	-	-	3





# Community Scrutiny Panel

PSD Report

2024/25 Quarter 2

Agenda Item N° 10



This report covers 2024/2025 Quarter 2 (Q2), 01/07/2024 to 30/09/2024. Figures in this report are correct as of 12/07/2024.

**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.

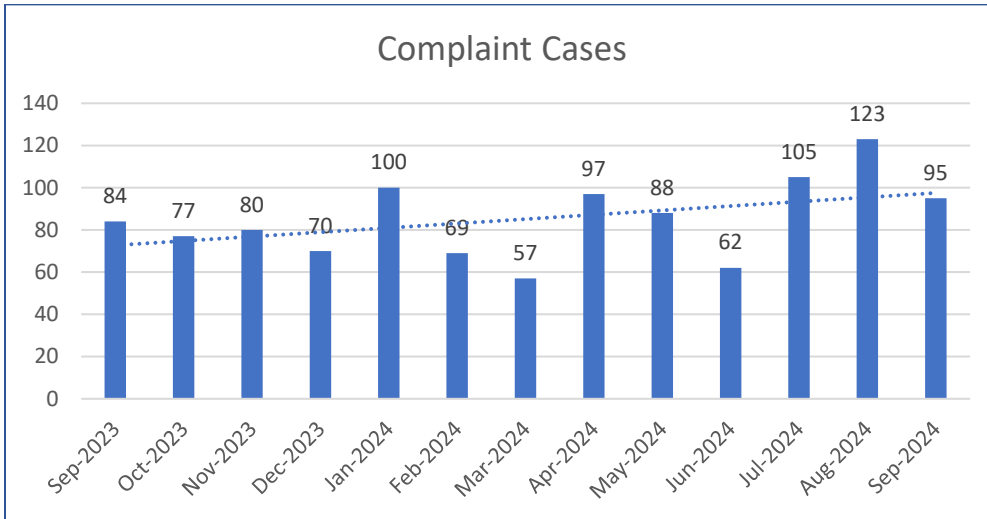
*DCI Hayley Wilkinson – Head of Professional Standards*

*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.***

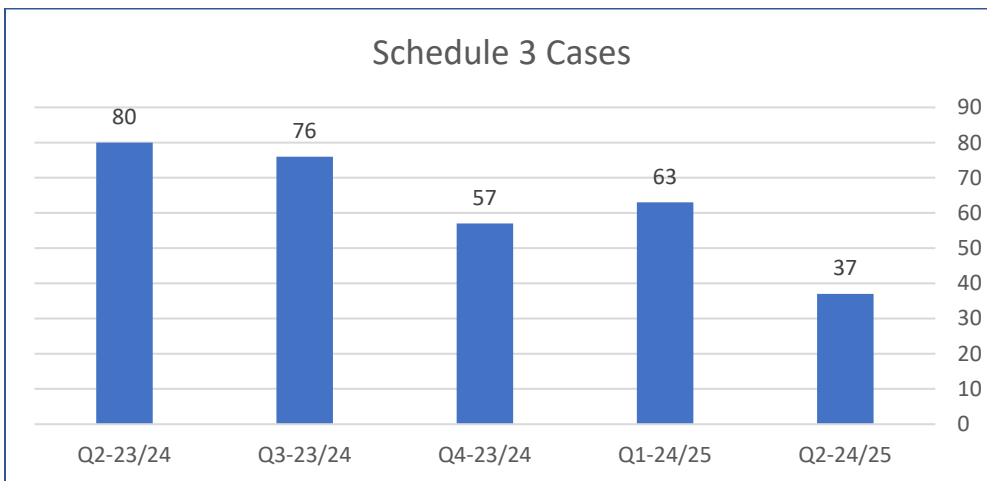


# Complaint Cases



The number of complaint cases recorded has increased sharply in Q2, with a 30.8% rise since Q1, and a 34.6% increase since the same period last year. August '24 saw the highest number of cases in the latest 12 month period (123), although this has dropped to 95 in September.

Of the complaint cases recorded in Q2, currently only 11.5% (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 65 (28.1%).



While the number of complaint cases has risen sharply, police contact figures haven't shown a similar increase. The number of incidents recorded in Q2 rose only 0.6% from Q1 (from 25776 to 25935) and custody attendance rose 0.7% (from 4025 to 4053). The number of crimes recorded had a slightly larger increase of 3.8% (from 9400 to 9761).

# Complaint Allegations

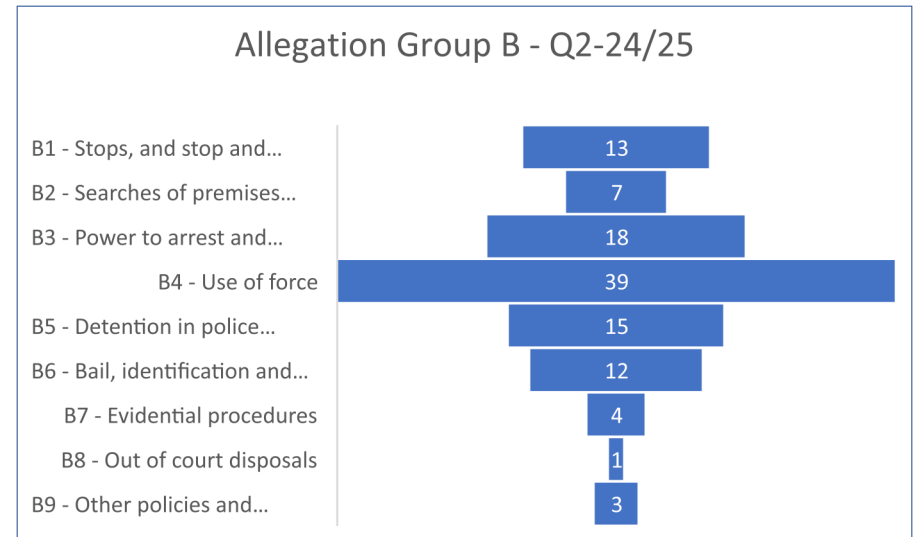
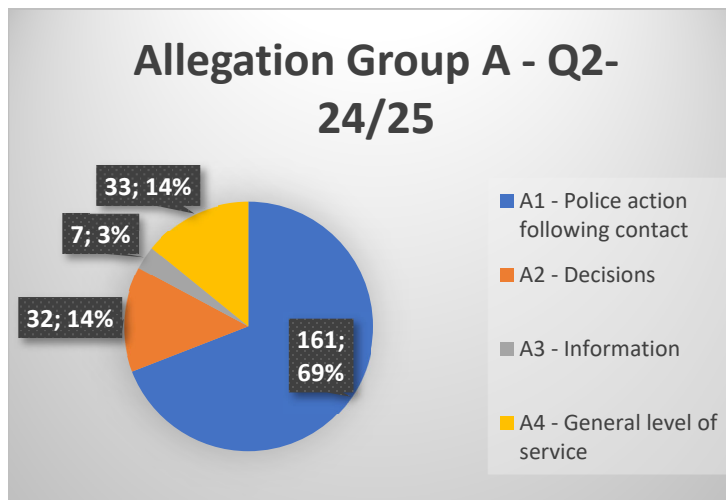


Complaint Group
A-Delivery of duties and service
B - Police powers, policies and procedures
C - Handling of or damage to property/premises
D - Access and/or disclosure of information
E - Use of police vehicles
F - Discriminatory behaviour
G - Abuse of position/corruption
H - Individual behaviours
J –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

	Q1-24/25	Q2-24/25
<b>A</b>	42.5%	46.9%
<b>B</b>	19.0%	22.5%
<b>C</b>	6.4%	6.8%
<b>D</b>	2.9%	1.2%
<b>E</b>	2.0%	1.2%
<b>F</b>	4.2%	2.0%
<b>G</b>	0.9%	1.0%
<b>H</b>	18.6%	17.1%
<b>J</b>	0.4%	0.8%
<b>K</b>	3.1%	0.4%

The most common allegation group continues to be **A - Delivery of Duties and Service**, which has seen an increase in its proportion of all allegations in Q2. When broken down, the most common allegation type within Group A is **A1 – Police Action Following Contact** (161 allegations – 69.1% of group A, and 32.4% of all allegations).

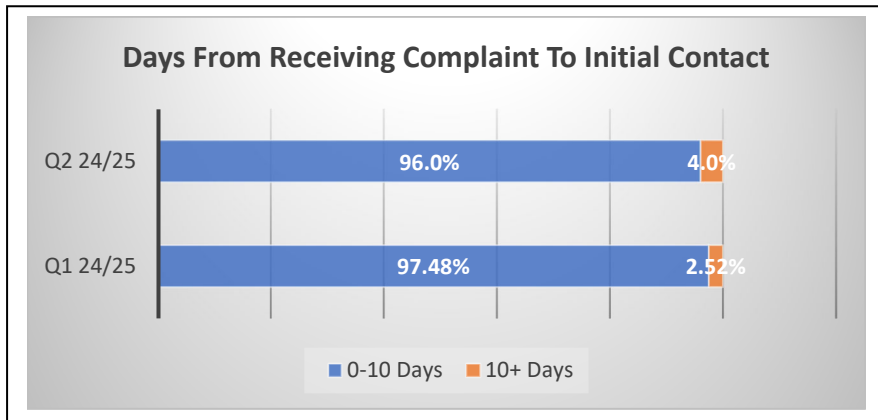
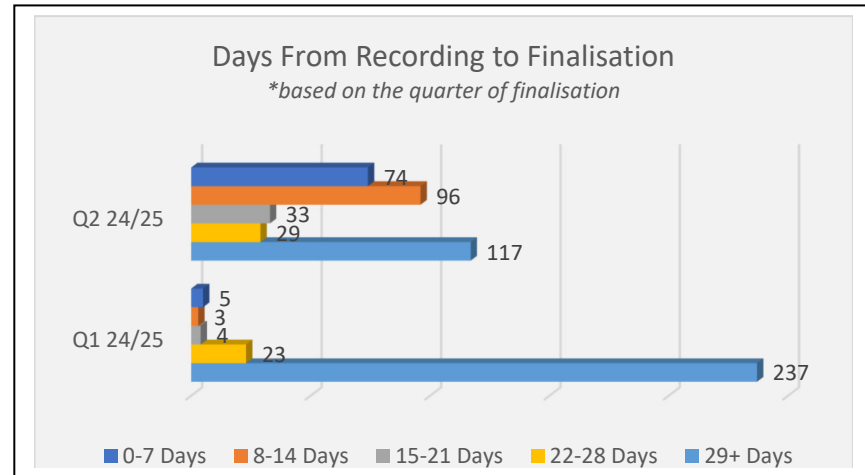
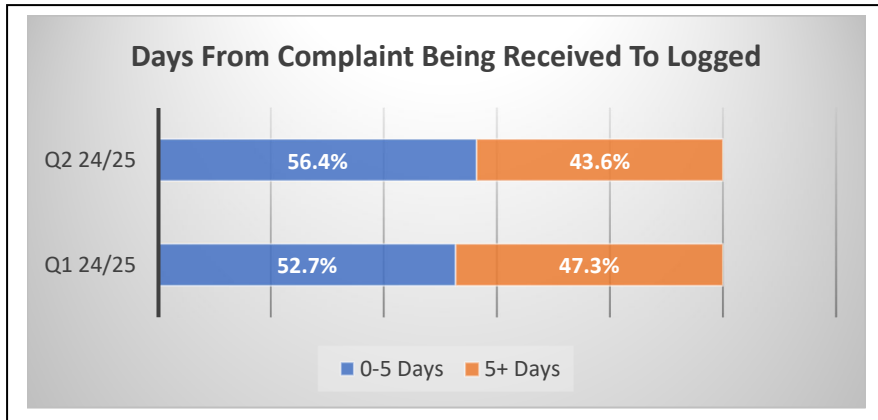
The group that has seen the largest increase is **Group B – Police Powers, Policies and Procedures**. This group has seen a 30% increase, from 86 in Q1, to 112 in Q2. A breakdown of this group shows by far the largest allegation type to be **B4 – Use of Force**, with 34.8% of group A, and 7.8% of all allegations.





# Complaint Handling Times

*\*includes de-recorded cases*



The proportion of cases being recorded within 5 days of being received has increased slightly in Q2 compared with Q1. However, although the overall quarter has only 56.4% recorded within 5 days, it should be noted that September had 94.8% (91 out of 96) of cases recorded within 5 days, while July had 0% - all 109 took longer than 5 days. This was similar for Q1, with June being 96.9% but April was only 5.8%. *For the 109 complaints in July '24, 87.2% (95) were recorded in between 5-10 days, with 12.8% (14) taking between 10-12 days to be recorded).*

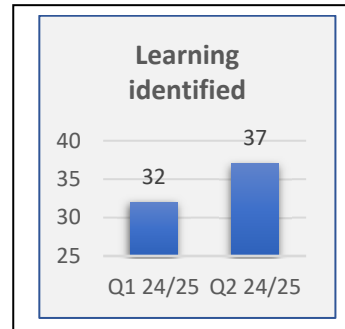
The time taken for initial contact to take place remains largely within 10 days, with only 4% (7 cases) falling outside this first 10 days. Although the number has dropped slightly from Q1, there were fewer cases received in Q1 compared to Q2 (277 in Q1, 303 in Q2).

The cases finalised in Q2 have taken less time to finalise than in Q1. In Q2, 66.5% of cases were finalised within 28 days of being recorded, compared to just 12.9% in Q1. In Q2, 21.2% (74) cases were resolved and finalised within 7 days of being recorded.



# Complaint Outcomes

	Q1 24/25	Q2 24/25
Resolved	246	348
The service provided was acceptable	103	100
The service provided was not acceptable	18	24
Not determined if the service acceptable	19	22
Not Resolved - NFA	0	15
No further action required	5	7
Withdrawn	7	7
No Case to Answer	6	1
Not Resolved - moved to Schedule 3	0	1
Case to Answer	8	0



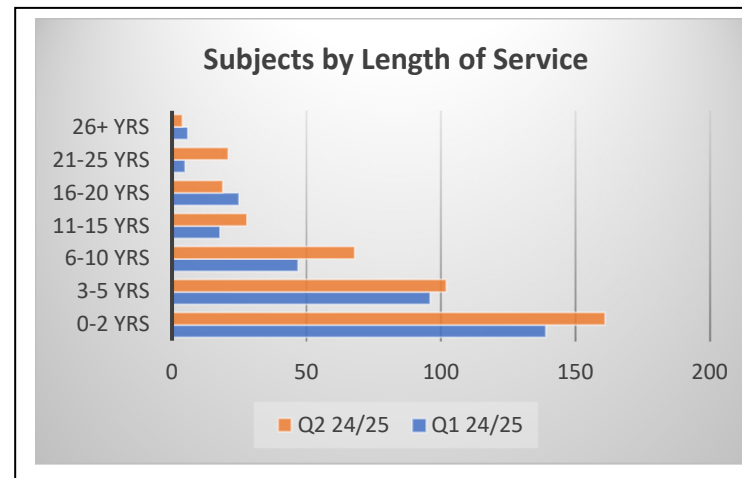
Of the 525 allegations finalised in Q2, two thirds (348 / 66.3%) were marked as 'Resolved'.

Only 4.6% of allegations finalised in Q2 were identified as either **Service Provided Was Not Acceptable** or **Case to Answer**, compared with 6.3% in Q1, although in real terms this was only a difference of 2 allegations (24 in Q2, 26 in Q1).

In both quarters, the number of allegations marked as having learning opportunities identified was low, at 7.0% in Q2, and 7.8% in Q1.

# Complaint Subjects

	Q1 24/25	Q2 24/25
PC	89.2%	90.2%
PS	8.3%	10.6%
DC	4.4%	4.5%
INS	2.2%	2.1%
CIV	1.9%	1.3%
DS	1.0%	0.5%
SC	0.0%	0.3%
DI	0.3%	0.3%
PCSO	0.3%	0.3%
SS	0.3%	0.0%



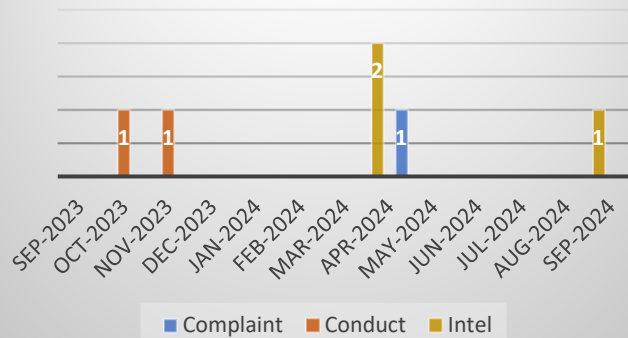
The most common rank to receive complaints is PC, with the most common length of service being 0-2 years.

In Q2, 1 officer (a PC with 0-2 yrs service) had 45 complaint cases recorded against them, 14 officers had 3 cases, and 46 had 2 cases.

# Local / National Campaigns



## APSP Cases



Numbers of cases and intelligence reports for APSP remain consistently low. The most recent record was an intelligence report submitted in September '24, relating to comments that a member of the public does not have a criminal record as they have slept with a police officer. No further details were provided.

Prior to that, the last reporting was in April '24 when there were 2 intelligence reports, and 1 complaint case recorded. The complaint case included 2 allegations of APSP and concerns 1 officer, with 2 alleged victims. The case remains live at the end of Q2 24/25. The 2 conduct cases recorded in Q3 23/24 (October and November) were both finalised as No Case to Answer.

The last case to be finalised as 'Case to Answer' was a Conduct case recorded in May 2022, and finalised in May 2023. The case, which included other allegations not of an APSP nature, was determined to amount to Gross Misconduct, resulted in the officer being dismissed.

### Baird Report

Following the inquiry into use of arrest, care for domestic and sexual abuse survivors, treatment of women and men in custody, use of strip-search, and the handling of complaints by GMP, the Constabulary have benchmarked and created an internal action plan to implement recommendation made, and have provided a report on our progress so far to the OPFCC

### Angiolini Inquiry

The Constabulary are working through the recommendations made by Dame Angiolini in Part 1 of the enquiry into the murder of Sarah Everard by a serving police officer. We are providing monthly updates to the National Police Chiefs Council (NPCC) monthly regarding process.

### Dedicated DSI investigator

We now have a dedicated Death and Serious Injury (DSI) investigator, to provide consistency in service delivery, improve public satisfaction regarding local investigation of such incidents and enable us to respond quickly to address any learning identified, therein improving standards.

### Reflective Practice Review Process (RPRP)

PSD are improving the way we deliver and track reflective practice, to empower supervisors and first line managers to address issues at an early stage to prevent misconduct down the line. This is linked to work to ensure the workforce understand the Standards of Behaviour and Code of Ethics. Identified organisational training needs will be fed back to Learning & Development to amend training courses internally, so that people are being taught things that will have the greatest impact.

# Community Scrutiny Panel Annual Work Programme 2025

Meeting Date:	Thursday 06 February 2025		Thursday 15 May 2025		Thursday 07 August 2025		Tuesday 04 November 2025	
	Conference Room 2 - Police @ 10.30 am Community Meeting Room, Fire @ 2.00 pm		Conference Room 2 - Police @ 10.30 am Community Meeting Room, Fire @ 2.00 pm		Conference Room 2 - Police @ 10.30 am Community Meeting Room, Fire @ 2.00 pm		Conference Room 1 - Police @ 10.30 am Conference Room 1, Fire @ 2.00 pm	
	Cumbria Constabulary	Cumbria Fire & Rescue Service	Cumbria Constabulary	Cumbria Fire & Rescue Service	Cumbria Constabulary	Cumbria Fire & Rescue Service	Cumbria Constabulary	Cumbria Fire & Rescue Service
<b>Thematic &amp; Dip Sample Sessions</b>	Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions		* Public Complaint & Complaint Reviews * Misconduct – officer & staff discipline * Grievances * Use of Force, Stop & Search * Custody Detention Scrutiny	Misconduct Workforce Complaints  Employee Absences	Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions	* DBS Checks  * Safe and Wellbeing visits - referral threshold, demographic of visits  * Secondary Employment	Public Complaint & Complaint Review files Misconduct – officer & staff discipline Grievances Use of Force, Stop & Search Custody Detention Scrutiny	Misconduct Workforce Complaints
<b>Regular Reports</b>								
<b>Corporate</b>	<b>CORPORATE UPDATE</b> To receive a briefing from DCC Martland and OPFCC Chief Executive Gill Shearer	<b>CORPORATE UPDATE</b> To receive a briefing from CFO and OPFCC Chief Executive Gill Shearer	<b>CORPORATE UPDATE</b> To receive a briefing from DCC Martland and OPFCC Chief Executive Gill Shearer	<b>CORPORATE UPDATE</b> To receive a briefing from CFO and OPFCC Chief Executive Gill Shearer	<b>CORPORATE UPDATE</b> To receive a briefing from DCC Martland and OPFCC Chief Executive Gill Shearer	<b>CORPORATE UPDATE</b> To receive a briefing from CFO and OPFCC Chief Executive Gill Shearer	<b>CORPORATE UPDATE</b> To receive a briefing from DCC Martland and OPFCC Chief Executive Gill Shearer	<b>CORPORATE UPDATE</b> To receive a briefing from CFO and OPFCC Chief Executive Gill Shearer
<b>Integrity</b>	<b>INTEGRITY</b> PSD report on - * Public complaints performance; * Officer and Staff Misconduct; and * ACU activities: * Files which are 12 months or over & every 6 months thereafter * Vetting	<b>DBS Checks</b> To receive an update report on the Fire Service's progress on continual DBS vetting for all personnel.	<b>INTEGRITY</b> PSD report on - * Public complaints performance; * Officer and Staff Misconduct; and * ACU activities: * Files which are 12 months or over & every 6 months thereafter * Vetting  Dip Sample Feedback	<b>MISCONDUCT, WORKFORCE COMPLAINTS REPORT</b> Including information regarding grievances, bullying, harassment and Employment Tribunal information.  <b>CODE OF ETHICS/CONDUCT</b> How this is being implemented and monitored through the organisation (NFCC)	<b>INTEGRITY</b> PSD report on - * Public complaints performance; * Officer and Staff Misconduct; and * ACU activities: * Files which are 12 months or over & every 6 months thereafter * Vetting	<b>DBS Checks</b> To receive a report on the Fire Service's progress on DBS vetting for all personnel.	<b>INTEGRITY</b> PSD report on - * Public complaints performance; * Officer and Staff Misconduct; and * ACU activities: * Files which are 12 months or over & every 6 months thereafter * Vetting  Dip Sample Feedback	<b>MISCONDUCT, WORKFORCE COMPLAINTS REPORT</b> Including information regarding grievances, bullying, harassment and Employment Tribunal information.  <b>CODE OF ETHICS/CONDUCT</b> How this is being implemented and monitored through the organisation (NFCC)
	<b>Stop &amp; Search, Use of Force and Custody Detention</b> Constabulary performance data re Stop and Search, Use of Force and Custody Detention	<b>INFORMATION MANAGEMENT COMPLIANCE:</b> To receive a report on Cumbria Fire & Rescue Service compliance with statutory legislation.	<b>Stop &amp; Search, Use of Force and Custody Detention</b> Constabulary performance data re Stop and Search, Use of Force and Custody Detention	<b>RECRUITMENT</b> Report from the Head of People and Talent on current recruitment process for on-call and whole time fire fighters.	<b>Stop &amp; Search, Use of Force and Custody Detention</b> Constabulary performance data re Stop and Search, Use of Force and Custody Detention	<b>INFORMATION MANAGEMENT COMPLIANCE:</b> To receive a report on Cumbria Fire & Rescue Service compliance with statutory legislation.	<b>Stop &amp; Search, Use of Force and Custody Detention</b> Constabulary performance data re Stop and Search, Use of Force and Custody Detention	<b>RECRUITMENT</b> Report from the Head of People and Talent on recruitment process for on-call and whole time fire fighters.
	<b>INFORMATION MANAGEMENT COMPLIANCE:</b> To receive a report on the Constabulary's compliance with statutory legislation	<b>CULTURE AND DIVERSITY</b> Equality, Diversity & Inclusion training - gain Panel feedback; Equality Impact Assessments; Culture and Values Board	<b>CIVIL CLAIMS:</b> To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.	<b>CIVIL CLAIMS</b> To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.	<b>INFORMATION MANAGEMENT COMPLIANCE:</b> To receive a report on the Constabulary's compliance with statutory legislation	<b>SECONDARY EMPLOYMENT</b> To receive a report on secondary employment of full time staff and feedback from the dip sample.	<b>CIVIL CLAIMS:</b> To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.	<b>CIVIL CLAIMS</b> To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.
	<b>CONSTABULARY PROPERTY STORE REVIEW</b> An update be provided on the work being carried out within the force	<b>SAFE &amp; WELL BEING VISITS</b> To receive a six monthly update report	<b>GRIEVANCES:</b> To receive a report on Grievances against the Constabulary identifying any trends or issues. Dip Sample Feedback	<b>EMPLOYEE ABSENCES:</b> Report on CFRS employee absence Feedback from dip sample session	<b>CONSTABULARY PROPERTY STORE REVIEW</b> An update be provided on the work being carried out within the force	<b>SAFE &amp; WELL BEING VISITS</b> To receive a six monthly update report	<b>GRIEVANCES:</b> To receive a report on Grievances against the Constabulary identifying any trends or issues. Dip Sample Feedback	
	<b>PSD Business Change</b> Update on current status of root and branch review, capacity, availability, systems and processes	<b>MENTAL HEALTH APP</b>	<b>DIP SAMPLE FEEDBACK:</b> Use of Force Stop & Search Custody Detention Scrutiny Vetting Decisions		<b>ANNUAL STOP &amp; SEARCH, USE OF FORCE REPORT and CUSTODY DETENTION SCRUTINY:</b> Annual Report		<b>DIP SAMPLE FEEDBACK:</b> Use of Force Stop & Search Custody Detention Scrutiny Vetting Decisions	
	<b>DIP SAMPLE FEEDBACK:</b> Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions				<b>DIP SAMPLE FEEDBACK:</b> Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions		<b>CODE OF ETHICS/CONDUCT – Constabulary</b> compliance to be included in the Integrity report	<b>Employee Absences</b> Report on CFRS employee absence
	<b>Mark 43</b> - data ethics integrity (HMICFRS Recommendations)							
<b>OPFCC Reports</b>								
	<b>OPFCC COMPLAINTS, REVIEWS &amp; QSPI:</b> Report on complaints and quality of service issues received by the OPFCC.				<b>OPFCC COMPLAINTS, REVIEWS &amp; QSPI:</b> Report on complaints and quality of service issues received by the OPFCC.		<b>ANNUAL WORK PROGRAMME:</b> Annual work programme for 2026 and meeting dates	
	<b>INFORMATION MANAGEMENT COMPLIANCE:</b> To receive a report on the OPFCC's compliance with statutory legislation				<b>INFORMATION MANAGEMENT COMPLIANCE:</b> To receive a report on the OPFCC's compliance with statutory legislation			
<b>Annual Report</b>	<b>PANEL ANNUAL REPORT:</b> To consider the annual report to be provided to the Commissioner on the work carried out by the Panel.							



# Community Scrutiny Panel

## Title: 2025 Work Programme & Meeting Dates

**Date: 21 October 2024**

**Agenda Item No: 12**

**Originating Officer: Joanne Head, Governance Manager**

**CC:**

### **Executive Summary:**

The Police, Fire & Crime Commissioner, Chief Constable and the Chief Fire Officer all wish to ensure high standards of integrity and ethical working within their respective organizations. In order to achieve that objective and provide openness and accountability to the public they have established the Community Scrutiny Panel.

### **Recommendation:**

That, the Panel considers and finalises the proposed work programme and meeting dates for 2025

#### **1. Introduction & Background**

- 1.1 The Community Scrutiny Panel meets on a quarterly basis throughout the year and an annual work programme is agreed to enable the Panel to fulfil its terms of reference and scrutiny role. The programme is managed to ensure wherever possible meetings are balanced in terms of volume of work and annual reviews are incorporated.
- 1.2 Meeting dates are set up to correspond with the reporting cycle of the Constabulary and Cumbria Fire and Rescue Service to ensure that reports contain the most up to date information possible.
- 1.3 In August 2024 the Panel changed to the Community Scrutiny Panel to enable both Cumbria Constabulary and Cumbria Fire and Rescue Service meet the Home Office aims to achieve a cohesive regime of community scrutiny processes nationally, whilst allowing Chief Constables and Police, Fire and Crime Commissioners discretion to apply them according to local crime and policing priorities, and community needs.



- 1.4 By changing the Panel's name to Community Scrutiny Panel would allow it to accurately reflect the Home Office proposals and assist in the public understanding the work carried out by the Panel.
- 1.5 Following each Panel meeting, the Commissioner's Executive Board meetings are updated on the Panel's oversight and scrutiny.

## **2. 2025 Work Programme**

- 2.1 In April 2023 the Police, Fire and Crime Commissioner undertook responsibility for fire governance. As a result the Community Scrutiny Panel provides oversight and scrutiny for not only Cumbria Constabulary but also Cumbria Fire and Rescue Service.
- 2.2 The purpose of this joint independent Panel is to provide a forum that challenges, encourages and supports the Office of the Police, Fire and Crime Commissioner, the Chief Constable of Cumbria Constabulary and the Chief Fire Officer of Cumbria Fire and Rescue Service in monitoring and dealing with integrity and ethical issues within these organisations and their public interactions.
- 2.3 Detailed within the attached work programme are the cyclical elements for the Panel and some proposals for Thematic Sessions based on current and future work; HMICFRS and IOPC inspection outcomes. The Panel Members, Cumbria Constabulary, Cumbria Fire and Rescue Service, and the OPFCC are invited to comment and make any suggestions for areas of business to review.
- 2.4 How such thematic sessions and reviews are undertaken would need to be agreed, ensuring that the panels work did not interfere with any ongoing or appeal processes; nor conflict or duplicate work already undertaken by the police or fire. The findings of the panel would be reported to the Police, Fire and Crime Commissioner, Chief Constable and the Chief Fire Officer.
- 2.5 At the end of each calendar year, Panel provide an annual report to the Police, Fire and Crime Commissioner on the work they have carried out during the year against their annual work programme. It identifies any issues or concerns they have found, and where learning has been recognized and implemented.

## **3. 2025 Meeting Dates**

- 3.1 When considering the meeting dates for 2025 thought has also been given to the dip sample sessions that the Panel members carry out in relation to police and fire areas of business. These are held approximately 1 – 2 weeks prior to the relevant Panel Meeting.
- 3.2 The proposed meeting dates for 2025 are:
  - ❖ Thursday 6 February 2025
  - ❖ Tuesday 6 May 2025
  - ❖ Thursday 7 August 2025
  - ❖ Tuesday 4 November 2024

- 3.3 The meetings for Cumbria Constabulary and Cumbria Fire and Rescue Service will be held separately but on the same day. This will enable the Community Scrutiny Panel members to manage their diaries and reduce the number of days they need to attend, taking into account the additional dip sample dates. The meetings will be held at both Cumbria Constabulary HQ and Cumbria Fire and Rescue Service meeting rooms.
- 3.4 Agenda setting meetings are held approximately 2 weeks following a meeting to discuss the agenda items for the next meeting and any actions identified. Appended to the report is a copy of the draft work programme and corresponding dip sample dates (Appendix 1)
- 3.5 The work programme and dip sample dates provide flexibility for any arising issues to be added and reviewed by the Panel. Any additional thematic sessions would be scheduled using existing dates or additional dates agreed throughout the year.

	Cumbria Constabulary					Cumbria Fire & Rescue Service	
Date & Time of Panel Meeting	Complaints & Misconduct	Grievances	Stop & Search Use of Force	Custody Detention Scrutiny	Vetting Decisions		
February - Thursday 6th (Conf Room 2) Police @ 10.30 am Fire @ 1.30 pm			30.01.2025 (Conf Room 3 OPFCC Mtg Rm)	30.01.2025 (Conf Room 3 OPFCC Mtg Rm)	30.01.2025 (Conf Room 3 OPFCC Mtg Rm)		
May - Tuesday 15th May (Conf Room 2) Police @ 10.30am Fire @ 1.30 pm	01.05.2025 @ 9.00am & @ 2.00 pm (PSD Offices)	01.05.2025 @ 4.00 pm (OPFCC Mtg Rm)	08.05.2025 @xxxx am (Conf Room 3 OPFCC Mtg Rm)	08.05.2025 @xxxx am (Conf Room 3 OPFCC Mtg Rm)		Misconduct & Workforce Complaints	Employee Absences
August - Thursday 7th (Conf Room 2) Police @ 10.30 am Fire @ 1.30 pm			24.07.2025 (Conf Room 3 OPFCC Mtg Rm)	24.07.2025 (Conf Room 3 OPFCC Mtg Rm)	24.07.2025 (Conf Room 3 OPFCC Mtg Rm)	DBS Secondary Employment	Safe & Wellbeing Visits
November - Thursday 7th (Conf Room 2) Police @ 10.30 am Fire @ 1.30 pm	30.10.2025 @ 9.00 am & @ 2.00 pm (PSD Offices)	30.10.2025 @ 4.00 pm (OPFCC Mtg Rm)	23.10.2025 (Conf Room 3 OPFCC Mtg Rm)	23.10.2025		Conduct and Workforce Complaints	Employee Absences

#### 4. Appendices

App 1 - 2025 Annual Work Programme and dip sample sessions