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**Enquiries to: Mrs P Coulter**  
**Telephone: 01768 217734**

**Our reference: PC**

**Date 20 March 2019**

### **CUMBRIA POLICE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE**

The Police and Crime Commissioner's Public Accountability Conference will take place on **Wednesday 27<sup>th</sup> March 2019** in Conference Room **3**, Police Headquarters, Carleton Hall, Penrith, at **10.00am**.

The purpose of the Conference is to enable the Police and Crime Commissioner to hold the Chief Constable to account for operational performance.

**V Stafford**  
**Chief Executive**

**Attendees:**

Police & Crime Commissioner	- Mr Peter McCall (Chair)
OPCC Chief Executive	- Mrs Vivian Stafford
Joint Chief Finance Officer	- Mr Roger Marshall
Chief Constable	- Mrs Michelle Skeer

# **AGENDA**

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

**1. APOLOGIES FOR ABSENCE**

**2. URGENT BUSINESS AND EXCLUSION OF 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.

**3. QUESTIONS FROM THE PUBLIC**

An opportunity (not exceeding 20 minutes) to deal with any questions which have been provided in writing within at least three clear working days before the meeting date to the Chief Executive.

**4. DISCLOSURE OF PERSONAL INTERESTS**

Attendees 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 should not participate in a discussion of the matter and must withdraw from the room unless a dispensation has previously been obtained.

**5. MINUTES OF MEETING**

To receive and approve the minutes of the Public Accountability Conference held on the 20<sup>th</sup> February 2019

**6. PERFORMANCE PRESENTATION**

To receive and note Constabulary performance for the most recent 12 months rolling total data, as agreed in the Police and Crime Plan Accountability Framework

**7. THEMATIC PRESENTATION – SERIOUS ORGANISED CRIME and DRUG SUPPLY**

To receive and note a Constabulary presentation in relation to 'Serious Organised Crime and Drug Supply'

**8. THEMATIC PRESENTATION – ENSURE OFFENDERS FACE A CONSEQUENCE FOR THEIR CRIME**

To receive and note a Constabulary presentation in relation to 'Ensure Offenders Face a Consequence for Their Crime'

**9. THEMATIC PRESENTATION – ANNUAL CONSULTATION SURVEY RESULTS**

To receive and note a Constabulary presentation in relation to 'Annual Consultation Survey Results'

**CUMBRIA POLICE & CRIME COMMISSIONER  
PUBLIC ACCOUNTABILITY CONFERENCE**

Minutes of the Public Accountability Conference held on  
Wednesday 20<sup>th</sup> February 2019 at Carleton Hall, Penrith  
at 10:00am

**PRESENT**

Police & Crime Commissioner - Mr Peter McCall (Chair)

**Also present:**

Chief Constable (Michelle Skeer);  
Deputy Chief Constable (Mark Webster);  
T/Assistant Chief Constable (Justin Bibby);  
Chief Finance Officer (Roger Marshall);  
Deputy Chief Finance Officer (Michelle Bellis);  
Director of Corporate Support (Stephen Kirkpatrick);  
Head of ICT (Ian Hogarth);  
Head of Procurement (Barry Leighton);  
OPCC Executive Support Officer (Paula Coulter) – taking minutes

**In attendance:**

Staff Officer (Fiona Gray);  
OPCC Community Engagement Officer (Sarah Bromiley);  
Tonja Fortune;  
Member of the press;

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

**001. APOLOGIES FOR ABSENCE**

Apologies for absence were received from the OPCC Chief Executive (Vivian Stafford);

**002. QUESTIONS FROM MEMBERS OF THE PUBLIC**

No questions had been received from members of the public prior to the meeting.

### 003. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

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

**RESOLVED,** that under section 100A(4) of the Local Government Act 1972, (as amended), the press and public be excluded from the meeting during consideration of the following items on the grounds that they involve the likely disclosure of exempt information as defined in the paragraph indicated in Part 1 of Schedule 12A to the Act –

Item No	Item	Paragraph No
12	Decision 003-2019 Estate & Fleet Strategies	1
13	Decision 004-2019 ICT Strategy 2019-2022	3 & 7
14	Decision 005-2019 Procurement Strategy 2019-2022	3 & 7
15	Decision 007-2019 Financial Regulations	1
16	Decision 008-2019 Joint Procurement Regulations	3 & 7

### 004. DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of any personal interest relating to any item on the Agenda.

### 005. MINUTES

The Chair presented the minutes of the Public Accountability Conference held on the 14<sup>th</sup> December 2018, these had previously been circulated with the agenda. The minutes were agreed as an accurate record and signed by the Chair.

**RESOLVED,** that, the

- (i) Minutes of the Public Accountability Conference held on the 14<sup>th</sup> December 2018 be confirmed as a correct record and signed by the Chair;

### 006. CAPITAL BUDGET MONITORING 2018/19 – QUARTER 3 TO DECEMBER 2018

The report was presented by the Deputy Chief Finance Officer. The current forecast of net expenditure amounts to £6.052m compared to a revised budget of £8.800m. The variance amounts to a net forecast underspend on the capital programme of £266k (3.02%) and reported slippage to date of £2.482m (28.2%). A summary of the 18/19 program is included within the report.

It was noted that there are two main elements for the slippage (ICT scheme and the revised payment profile for the Eden Deployment Centre)

For the record it was also noted that the later delivery of the EDC may have a cost impact in terms of accommodation. Dates are yet to be finalised but the approximate delay is 1 month, and it is hoped that costs will be recovered from the contractor. It was acknowledged that the delay stems from the availability of specialist skilled tradesman.

The Commissioner was asked to note and approve the following recommendations:-

### Recommendations

The Police and Crime Commissioner and Chief Constable are asked to note the current position in relation to the capital programme for 2018/19.

**R1)** The Commissioner is asked to approve a new scheme of £47k for ICT equipment to support the accelerated recruitment of officers that has taken place in the current financial year. This scheme will be funded from the monies returned from other ICT schemes - £209k, mainly, Unified National systems - £51k and Core Hardware replacement - £144k. Budgetary provision has been made for replacement of a number of national systems that are being developed centrally. No expenditure is now anticipated in 2018/19, so the budget has been returned. Following firm orders and review of the Core Hardware replacement budget, it has now been possible to return £144k of budget that is no longer required. This is spread over a number of elements within the project, namely, servers, external consultants and Websense replacement.

**R2)** The Commissioner is asked to approve the transfer of £2k from the E-Business capital budget to increase the revenue consultant's budget for the project. Within this approved capital budget, there are provisions to cover project staffing/consultant resources. The resources requested to support this project is deemed to constitute revenue rather than capital expenditure and as such the budget is being requested to be transferred.

**R3)** The Commissioner is asked to approve the return of budget of £91k. This reflects two recommendations from the strategic vehicle group. Following a review of the vehicles within Mobile Support Group, and in order to make savings in the fleet, it is recommended that a written off vehicle is not replaced and removed from the 10 year programme (saving £40k in 18/19). Following a review of the Command Vehicles, it is recommended that one of the two vehicles is removed from the replacement programme and kept in its current condition until it is no longer economical to repair, at which time it will be removed from the fleet completely (saving £51k in 18/19).

**R4)** The Commissioner is asked to note the return of £13k from the land purchase scheme in the west of the county. The project is nearing completion and firm orders have been placed for the remaining work.

Following a discussion, the presentation was noted. Recommendations 1 to 4 were all approved in accordance with the detail set out within the report.

**RESOLVED,** that,

- (i) The presentation be noted; and
- (ii) Recommendations 1 to 1 were all approved in accordance with the detail set out within the report;

**007. CONSTABULARY REVENUE BUDGET MONITORING 2018/19 QUARTER 3 TO DECEMBER 2018; and**

**008. COMMISSIONER'S REVENUE BUDGET MONITORING 2018/19 QUARTER 3 TO DECEMBER 2018**

The reports were presented by the Chief Finance Officer, and a summary was provided as at December 2018.

The current forecast of net expenditure amounts to £118.073m compared to a revised budget of £117.427m. The variance amounts to a forecast overspend of £0.646m (0.55%) and is made up of a forecast overspend on expenditure budgets of £1.062m (0.86%) and increased income of £0.416m (6.83%). The forecast overspend has reduced by £0.103m compared to the forecast overspend reported as at the end of September 2018 of £0.749m. It was be noted however that the overspend has been reduced through the agreed application of revenue budget reserves (budget support reserve and the injury pension reserve).

It was noted that the overspend was mainly made up of a combination of Police Officer pay and overtime; the recruitment of an additional 20 officers; an increased number of ill health retirements (following a discussion around the process the Commissioner was assured that each case has been scrutinised in detail and no trends have been identified);

Change in Forecast between September and December - As outlined in the detail of the report the forecast overspend position has reduced from the figure of £0.749m reported as at the end of September to the figure of £0.646m reported at the end of December. The main reasons for the reduction in forecast overspend of £0.103m are summarised as follows:

- Police Officer Pay increase of £36k which is the net impact of changes to workforce planning assumptions during the quarter.
- PCSO Pay increase of £63k due to changes in the profile of leavers and new recruits.

- Police Staff Pay increase of £79k in respect of changes to the assumptions of when vacant posts will be filled.
- Other Employee expenses increase of £126k relating to changes in forecasts for agency staff (£35k), change management (£26k) and apprenticeship levy charges (£55k).
- Supplies & Services reduction £181k as a result of reduction in ICT costs (£115k), custody medical contract costs (£27k), uniform costs (£32k), catering (£12k).
- Third Party Payments reduction of £25k in respect of the contributions to North West ROCU (TITAN).
- Additional income of £194k in respect of income from the provision of specialist policing services (£124k) and mutual aid (£70k).

The Commissioner was assured that whilst the budget is currently overspent, there are internal plans, balances and measures in place to have a balanced budget at the year end.

Following a discussion, the presentation was noted.

**RESOLVED,** that,

- (i) The presentation be noted;

#### **009. TREASURY MANAGEMENT ACTIVITIES 2018/19 QUARTER 3 (OCTOBER TO DECEMBER 2018)**

The report was presented by the Deputy Chief Finance Officer, the purpose of which was to report on the Treasury Management Activities (TMA), which have taken place during the period October to December 2018, in accordance with the requirements of CIPFA's Code of Practice on Treasury Management. TMA are undertaken in accordance with the Treasury Management Strategy Statement (TMSS) and Treasury Management Practices (TMPs) approved by the Commissioner in February each year.

As at 31 December 2018 the total value of investments was £18.365m and all were within TMSS limits. A full list of the investments that make up the balance of £18.365m is provided at Appendix A of the report.

In accordance with the Prudential Code, the TMSS includes a number of measures known as Prudential Indicators, which determine if the TMSS meets the requirements of the Prudential Code in terms of Affordability, Sustainability and Prudence. An analysis of the current position with regard to those prudential indicators for the financial year 2018/19 is provided at



Appendix B of the report. The analysis confirms that the Prudential Indicators set for 2018/19 are all being complied with.

Following a discussion, the presentation was noted.

**RESOLVED,** that,

- (i) The presentation be noted;

#### **010. DECISION 001-2019 – CAPITAL STRATEGY 2019/20**

The report was presented by the Deputy Chief Finance Officer, and it was noted that there has been a slight change in format due to the 2017 CIPFA updated guidance which now requires an overarching strategy to be produced.

The purpose of the report is to provide information on the proposed capital strategy for 2019/20. The capital strategy (item 10a) is an overarching strategy that sits above the two documents which have been produced historically namely the capital programme (item 10b) and the treasury management strategy statement (item 10c). The capital strategy provides a high level overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of services along with an overview of how associated risk is managed and the implications for future financial sustainability. The capital programme is developed in consultation with the Constabulary who are the primary user of the capital assets under the ownership of the Commissioner.

Local Authorities (including Police and Crime Commissioners) determine their own programmes for capital investment in non-current (fixed) assets that are essential to the delivery of quality public services. The Commissioner is required by regulation to have regard to The Prudential Code when carrying out his duties in England and Wales under part 1 of the Local Government Act 2003. The Prudential Code establishes a framework to support local strategic planning, local asset management planning and proper option appraisal. The objectives of the Prudential Code are to ensure: “within a clear framework, that the capital investment plans of local authorities are affordable, prudent and sustainable”. To meet these requirements, all schemes within the 4 year medium term capital programme are only approved on the basis that they are fully funded either through capital grants, capital reserves, capital receipts or revenue contributions.

The Commissioner was asked to note the report and to approve the following recommendations:-

**Recommendations:**

- Capital Strategy (Item 10a) – The Commissioner is asked to approve the capital strategy including the prudential indicators set out in the report.
- Capital Programme (Item 10b) - The Commissioner is asked to:
  - Approve the capital programme for 2019/20 and beyond as part of the overall budget process for 2019/20.
  - Approve the status of capital projects as outlined in paragraph 3.1 and as detailed in appendices 2 to 5.
- Treasury Management Strategy (Item 10c) - The Commissioner is asked to:
  - Approve the Strategy for Treasury Management as set out at paragraph 4 for 2019/20.
  - Approve the Prudential Indicators Specific to Treasury Management for 2019/20 as described in paragraph 5.
  - Approve the Minimum Revenue Provision Policy Statement for 2019/20 as set out in paragraph 6.
  - Approve the Investment Strategy for 2019/20 as set out in paragraph 4.6
- Note that the detailed Treasury Management Practices (TMPs) have been reviewed and updated as required by the Code of Practice and will be published alongside the TMSS on the Commissioner’s website.
- Delegate to the Joint Chief Finance Officer any non-material amendments arising from scrutiny of the strategy by the Joint Audit Committee.

Following a discussion, the presentation was noted, and the recommendations were all approved in accordance with the detail set out within the report.

**RESOLVED,** that,

- (i) The presentation be noted; and
- (ii) The recommendations were all approved in accordance with the detail set out within the report;

**011. DECISION 002-2019 – 2019/20 BUDGET AND MEDIUM TERM FINANCIAL FORECAST**

The report was presented by the Chief Finance Officer. The Commissioner was asked to approve the revenue budget, capital budget and reserves strategy for 2019/20 and the level of council tax to support the budget, having taken into account the advice of the Joint Chief Finance Officer in his report on the robustness of the proposed budgets. The papers provide provisional financial information for the years 2020/21 to 2022/23 and for 10 years in respect of the capital programme.

It is a legal requirement for the Police and Crime Commissioner to annually set a balanced budget and to allocate funds to the Chief Constable to secure the maintenance of the Police

Force for Cumbria. The reports presented at the meeting set out the detail of the proposed budgets and the advice of the Joint Chief Finance Officer regarding their approval.

Following a discussion in which the Commissioner was provided assurance that budget decisions are taken in a reasonable amount of time so as to ensure stability, the Commissioner was asked to note and approve the following recommendations:

**Recommendation:**

- The Commissioner was asked to note the attached Joint Chief Financial Officer's report on the robustness of the budget 'the Local Government Act 2003 Requirements' report (item 11a), taking into account his advice in respect of his decisions on the proposed budgets.
- Appendix B of the attached report 'Budget 2019/20 and Financial Forecasts 2020/21 to 2022/2023' (item 11b) sets out the budget resolution for decision by the Commissioner in order to formally approve the level of council tax precept. In the context of the budget resolution, it is recommended that:
  - a) The revenue budgets outlined in the report and appendices be approved, having regard to the Local Government Act 2003 Requirements report
  - b) That the budget requirement for 2019/20 be set on the basis of the amount within the budget resolution at appendix B
  - c) The council tax for Band D properties be approved at £256.68 for 2019/20, an increase of £23.94 or 10.29%, being the amount within the budget resolution
- The Commissioner was also asked to approve the Reserves Strategy for 2019/20 which is provided as a separate report (item 11c).

Following a discussion, the presentation was noted, and the recommendations were all approved in accordance with the detail set out within the report.

**RESOLVED,** that,

- (i) The presentation be noted; and
- (ii) The recommendations were all approved in accordance with the detail set out within the report;

The Commissioner passed on his thanks to the Chief Finance Officer and the Deputy Chief Finance Officer for the huge amount of work that has gone into producing the budget, and he asked that his thanks also be passed on to the rest of the Finance team.

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(Note: Members of the press and public left the meeting)

## **PART 2 – ITEMS CONSIDERED IN THE ABSENCE OF THE PRESS AND PUBLIC**

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### **012. PART .2. – DECISION 003-2019 – ESTATE and FLEET STRATEGIES**

The report was presented by the Director of Corporate Support.

The Estate and Fleet Strategies were presented for consideration by the Police and Crime Commissioner. Both strategies set the plans and strategic direction for estate and fleet activities across both the Office of the Police and Crime Commissioner and the Constabulary.

The covering paper provided the annual update to both the 2019 – 2020 Estate and Fleet Strategies. The strategies are updated annually to capture the changing operational requirements of the Commissioner and the Constabulary. The strategies set out the current and emerging issues together with the strategic priorities for the year.

#### **Recommendation:**

The Commissioner was asked to approve the 2019 – 2020 Estate and Fleet strategies.

Following a discussion, the presentation was noted, and the recommendation was approved in accordance with the detail set out within the report.

**RESOLVED,** that,

- (i) The presentation be noted; and
- (ii) The recommendation was approved in accordance with the detail set out within the report;

### **013. PART .2. - DECISION 004-2019 – ICT STRATEGY 2019-2022**

The report was presented by the Head of ICT.

The Interim ICT Strategy 2019 – 2025 aims to provide a link between the strategic objectives of the organisation and the priorities for the ICT Service. It seeks to outline the current and future requirements for ICT and documents the measures and changes that are required to meet these.

The strategy supports both the priorities set out in the Police & Crime Commissioner's Police and Crime Plan 2016 – 2020 and the requirements of Cumbria Vision 25 which sets out the Constabulary's vision to be a vibrant, innovative, and forward thinking organisation that delivers for our communities and its workforce.

The strategy is also cognisant of external influences which will significantly impact our future direction which include:

- National Programmes. The approx. 17 national initiatives which include, for example, the Emergency Services Mobile Communication Programme which will replace the current Airwave provision;
- Technical Landscape. The delivery ICT services is changing with an emphasis on the use of cloud services and consumption of Software as a Service (SaaS)
- Security Landscape. Increased threat levels, for example as we rely more on the internet for Cloud based services, will inevitably result in increases in ICT budgetary requirements;
- Data Protection. The introduction of General Data Protection Regulation (GDPR) in May 18 is a major change to data protection law.
- Economic landscape. Brexit has added impetus to inflationary growth in ICT products, which are generally priced in dollars and are therefore vulnerable to exchange rate fluctuations.

The strategy outlined five key priority areas of delivery and the projects, outcomes and approaches that will deliver these strategic priorities, however it should be noted that they are not mutually exclusive. It is clear that the reliance on technology within the Constabulary is now higher than at any other time and will continue to grow. The strategy therefore focuses on building solutions that are portable, cost effective and deliver operational policing systems and applications to all users whilst controlling implementation and on-going revenue budgets accordingly. It should be noted that the preservation of the 'end user experience' is a core principle of ICT delivery.

The ICT Strategy is designed to be a live document that is continually updated as part of the implementation of the strategy. ICT will facilitate delivery of many of objectives of the five themes of Cumbria Vision 25 and inevitably there are currently areas of alignment and overlap with, for example, Digital Policing strategy. These areas of alignment and overlap will have to be resolved and the ICT strategy is therefore published as Interim. As the business requirements of the Constabulary change, the strategy will be updated to reflect this.

#### **Recommendation:**

The Commissioner was asked to approve the Interim ICT Strategy 2019 – 2025 to endorse the continuation of delivery against the Key Strategic Objectives detailed within the strategy.

Following a discussion, the presentation was noted, and the recommendation was approved in accordance with the detail set out within the report.

**RESOLVED,** that,

- (i) The presentation be noted; and
- (ii) The recommendation was approved in accordance with the detail set out within the report;

**014. PART .2. – DECISION 005-2019 – PROCUREMENT STRATEGY 2019 - 2022**

The report was presented by the Head of Procurement.

The purpose of the report was to present the updated and revised Procurement Strategy for the period 2019/2022. The presentation included:

- Progress to date
- Current position
- Next steps

**Recommendation:**

The Commissioner was asked to approve the 2019/2022 procurement strategy

Following a discussion, the presentation was noted, and the recommendation was approved in accordance with the detail set out within the report.

**RESOLVED,** that,

- (i) The presentation be noted; and
- (ii) The recommendation was approved in accordance with the detail set out within the report;

## 015. PART .2. – DECISION 007-2019 – FINANCIAL REGULATIONS

The report was presented by the Deputy Chief Finance Officer.

Each year the Commissioner approves a set of Financial Regulations that apply both within the OPCC and wider Constabulary. The Financial regulations are subject to a bi-ennial review as part of the overall process to periodically review all governance documents. The document has been revised to incorporate changes in respect of the move to a Joint CFO role, changes to the naming of HMICFRS, requirements in respect of the annual production of a reserves strategy, the creation of the People Dept. and changes to reflect the updated governance structure with the Constabulary. The updated Financial Regulations have been subject to scrutiny by the Joint Audit Committee in November and any suggested changes have been incorporated where appropriate. The financial regulations are supported by a more detailed set of Financial Rules which are produced by the Constabulary but are adopted by the Commissioner.

### **Recommendations:**

The Commissioner was asked to approve the financial regulations as set out within the document.

Following a discussion, the presentation was noted, and the recommendation was approved in accordance with the detail set out within the report.

**RESOLVED,** that,

- (i) The presentation be noted; and
- (ii) The recommendation was approved in accordance with the detail set out within the report;

## 016. PART .2. – DECISION 008-2019 – JOINT PROCUREMENT REGULATIONS

The report was presented by the Deputy Chief Finance Officer.

This paper proposed the adoption of a revised version of the Joint Procurement Regulations (JPR). The change is required in order to reflect, and include, developments in best practice that have shaped procurement, governance and ethical approaches since the construction of the last major JPR work in 2014/15 along with issues raised by the November 2016 audit of Procurement, the January 2018 procurement testing by internal audit and previous negative comments at the Joint Audit and Standards Committee (JASC).

November presentation to JASC received favourable feedback and support to implement,

**Recommendation:**

Implementation of the JPR, and revised spend limits to:

- One quote for Goods and Services to the amount of £5,000,
- Two quotes for Goods and Services between the amounts of £5,001 to £15,000, and
- Three quotes for the amount between £15,001 to £25,000
- Above £25,000 purchases are controlled by procurement department and require detailed specifications and funding approval.

Following a discussion, the presentation was noted, and the recommendation was approved in accordance with the detail set out within the report.

**RESOLVED,** that,

- (i) The presentation be noted; and
- (ii) The recommendation was approved in accordance with the detail set out within the report;

**Meeting concluded at 12.40pm**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_




# Performance Update 12 months to February 2019

Public Accountability Conference  
March 2019

T/ACC Bibby



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 [www.cumbria.police.uk](http://www.cumbria.police.uk)

  [cumbriapolice](https://www.facebook.com/cumbriapolice)

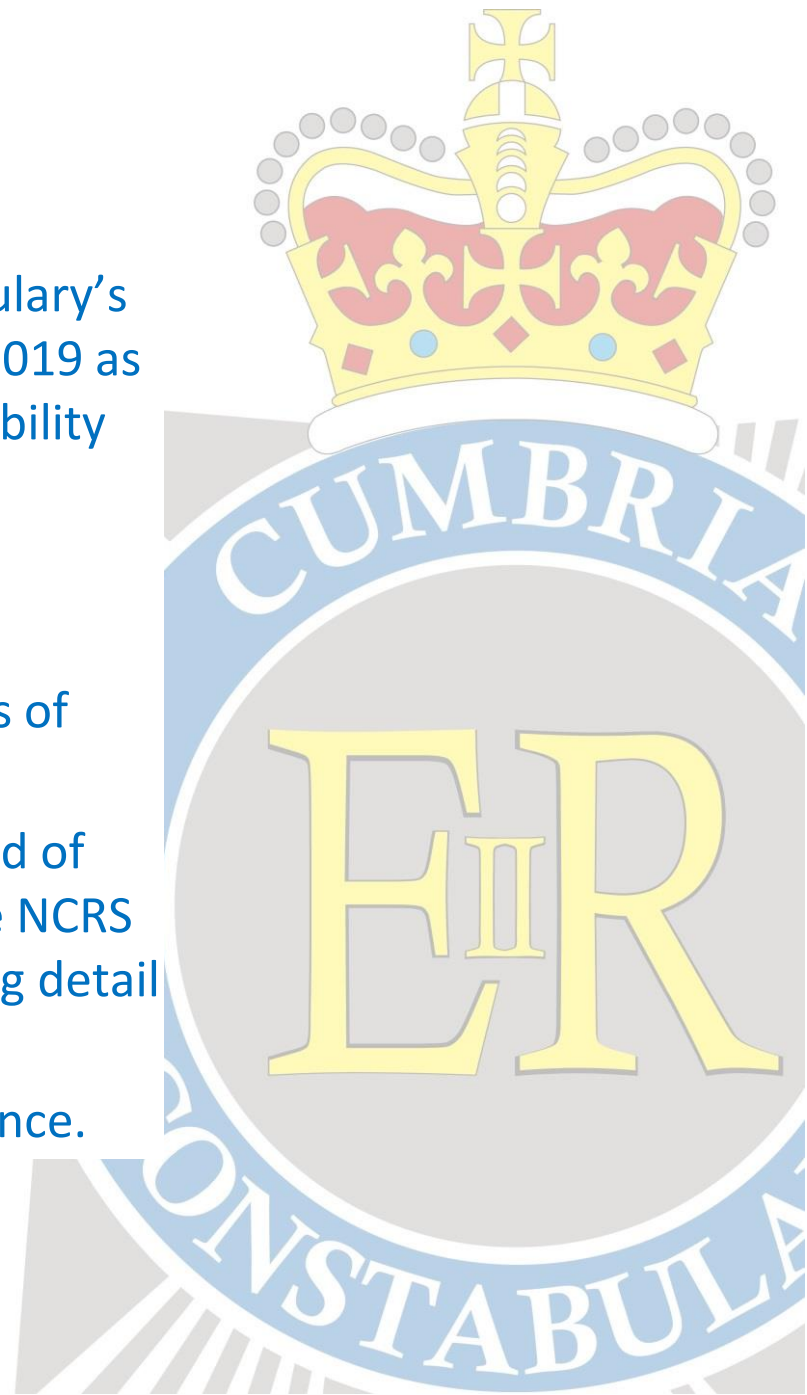


# Purpose

- To present to the Commissioner the Constabulary's performance for the 12 months to February 2019 as agreed in the Police and Crime Plan Accountability Framework.

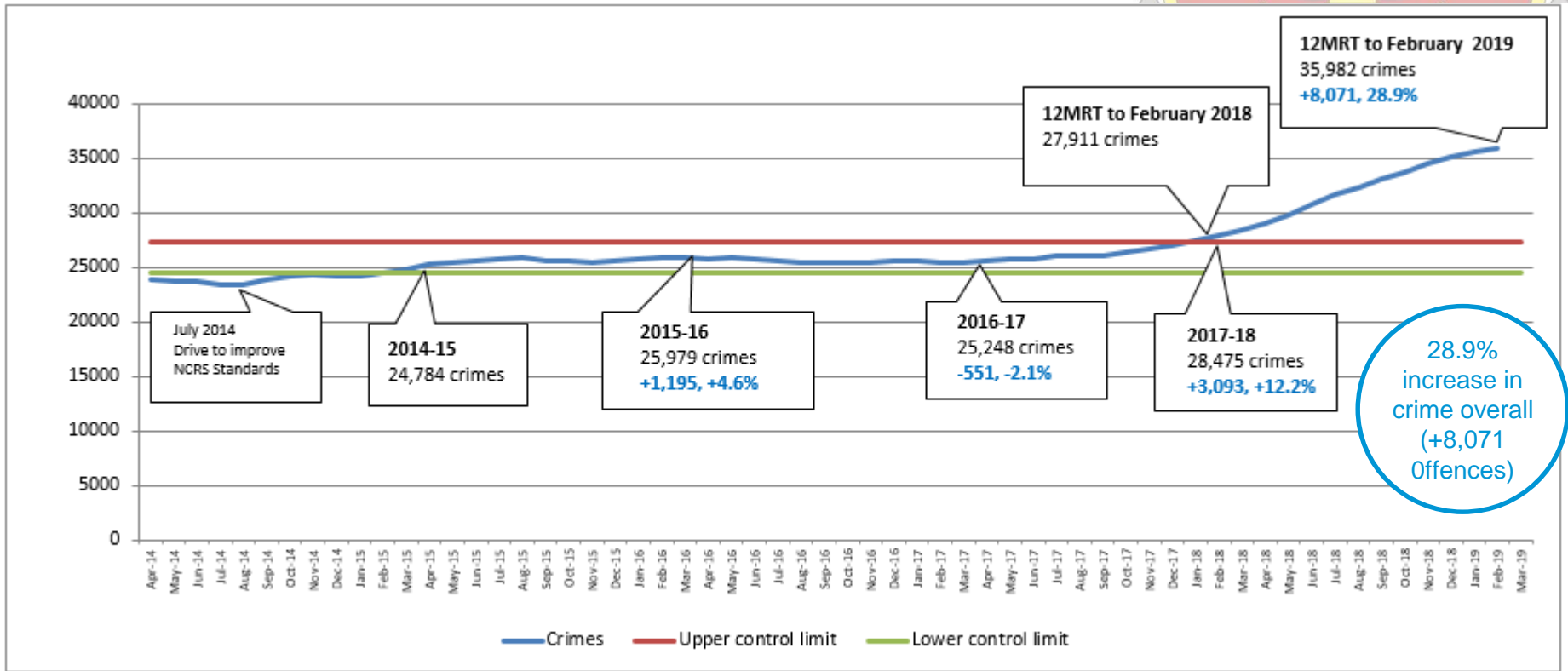
In addition,

- Detail and information about the components of each of these crime classifications.
- Statistical estimates for crime levels at the end of 2018/19 where appropriate. For areas where NCRS training has been delivered further forecasting detail has been provided.
- Information about user satisfaction performance.



# All crime

12 Month Rolling Total (MRT) to February 2019 compared to previous year



## Most Similar Group (MSG) Comparison

Lower than average for crimes per 1,000 population

## Predicted for 2018/19 year end

Point estimate (based on the last 12 months performance)

Projected increase using 12 months data to February 19 +7,976 crimes (+28.0%)

- See next slide for rationale

## Number of forces with increase

35

# All crime

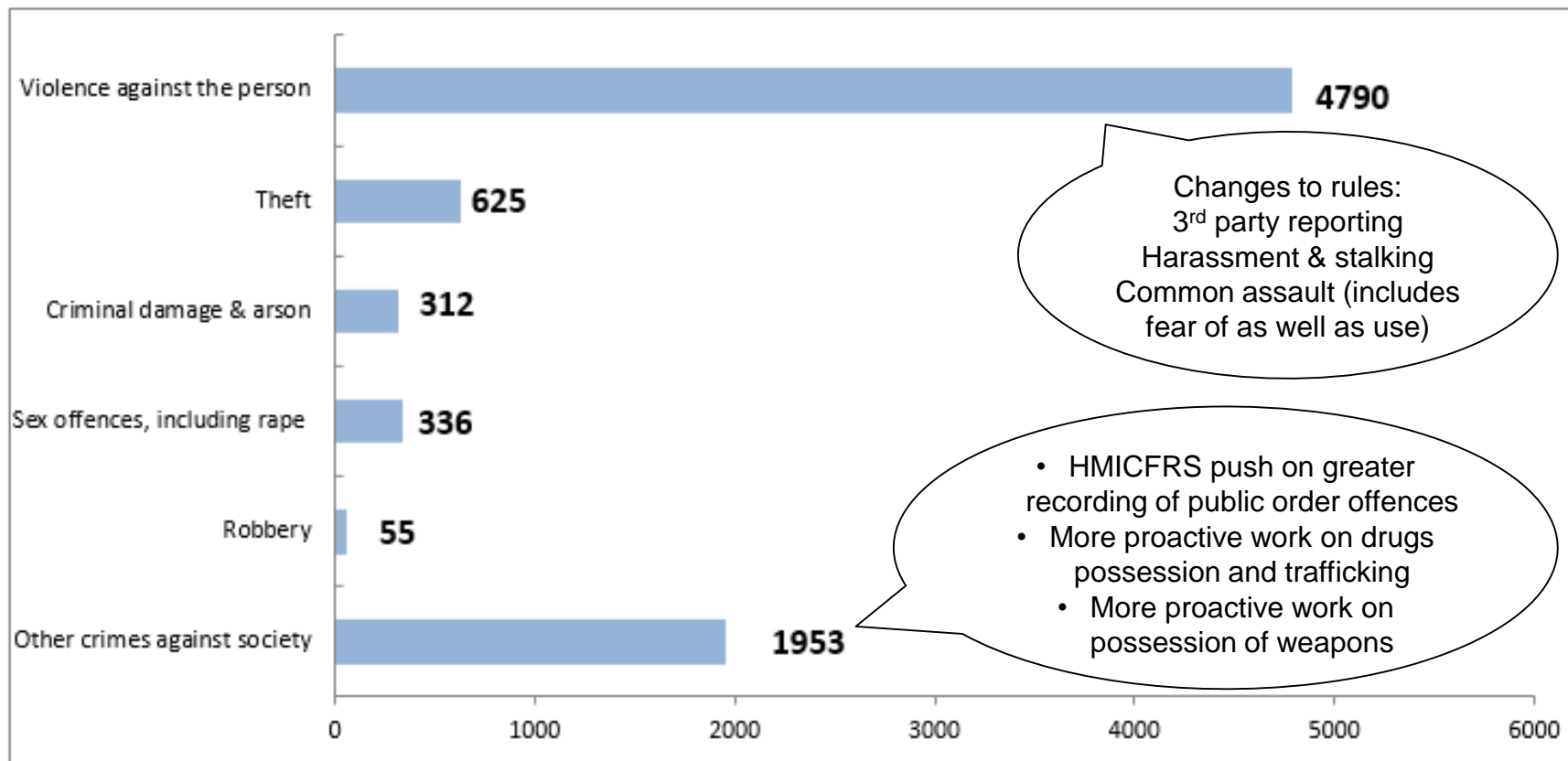
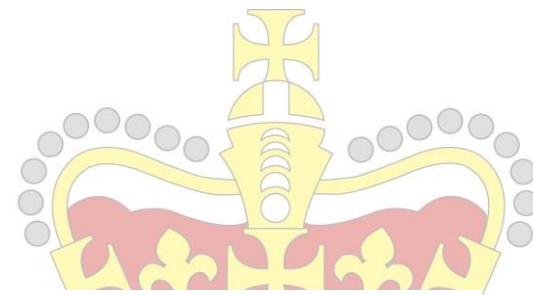


- **3 main reasons for increases in police recorded crime**
  - continuing improvements to recording processes and practices (most impact- violence without injury categories, and public order offences)
  - more victims reporting crime (all sex offences, domestic abuse, hate crime)
  - genuine increases in crime (more proactive work on e.g. drugs, theft)
- **Training for all officers to Inspector rank**
  - Oct – Dec 2017 e learning package on NCRS
  - Jan – April 2018 Classroom based training on known issues and new rules



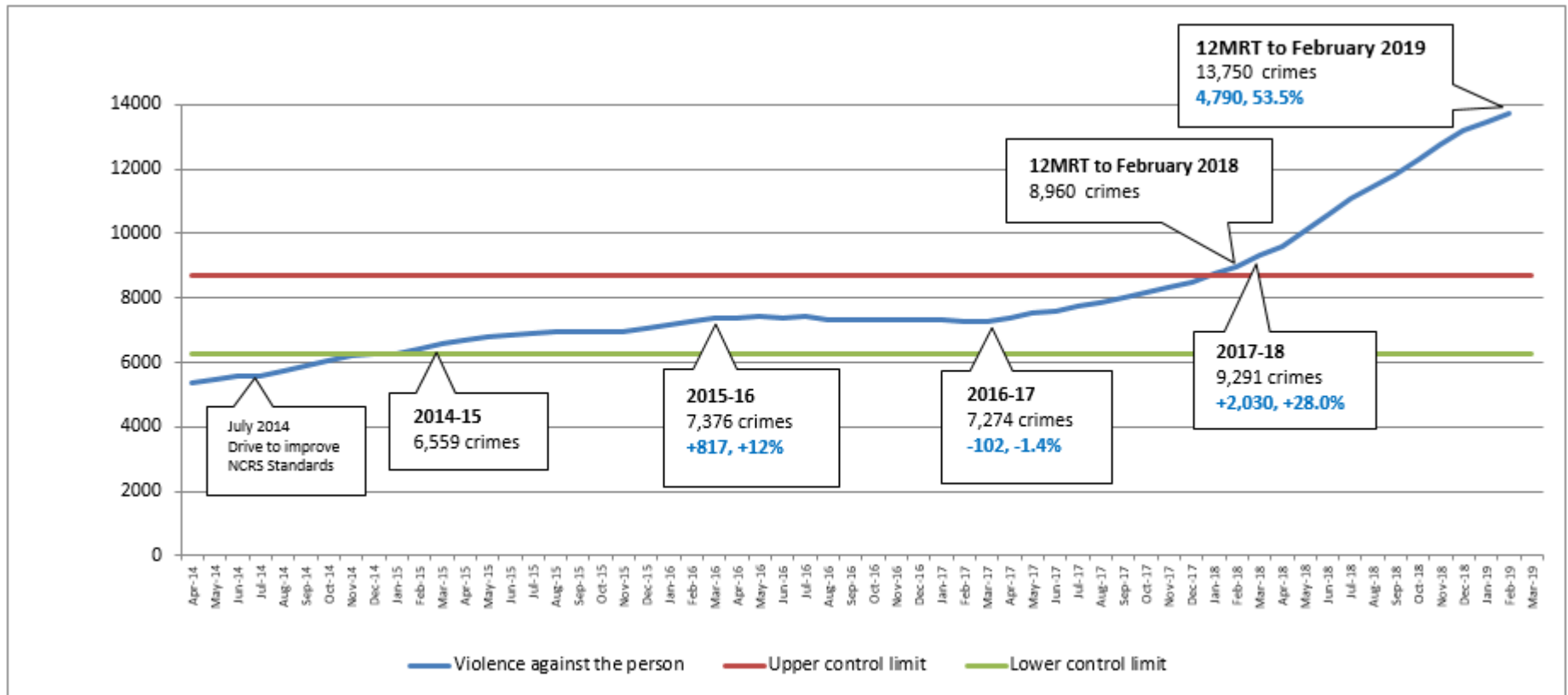
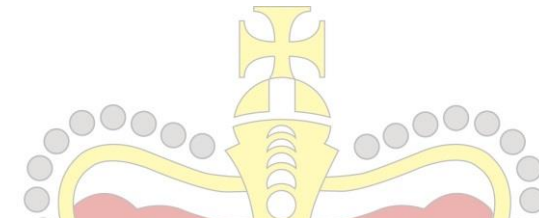
# All crime

Analysis of changes over past 12 months to February 2019



# Violence against the person (VAP)

12 MRT to February 2019 compared to previous year



## Most Similar Group (MSG) Comparison

Higher than average for crimes per 1,000 population

## Predicted for 2018/19 year end

Point estimate (based on the last 12 months performance)

Projected increase using 12 months data to February 19 +4,756 crimes (+51.2%)

- increase mainly attributable to greater adherence to NCRS post training

## Number of forces with increase

43

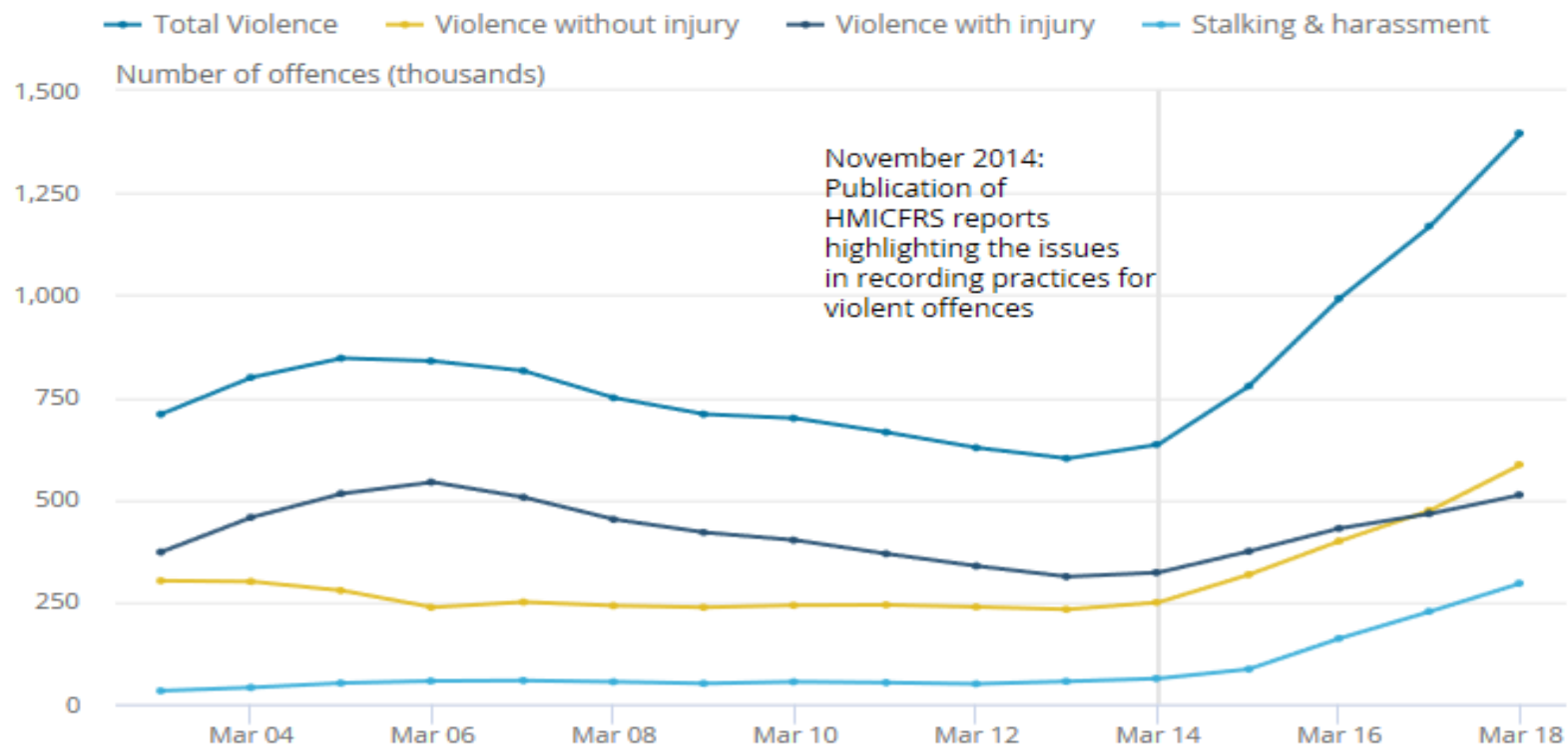
# Impact of recording practices on violent crime

## CSEW (graph from ONS)



**Figure 15: The volume of violent crime being recorded by the police has increased over the last few years**

**England and Wales, year ending March 2003 to year ending March 2018**



Source: Police recorded crime, Home Office

# Violence against the person

Crime categories and analysis of increase over past 12 months to February 2019

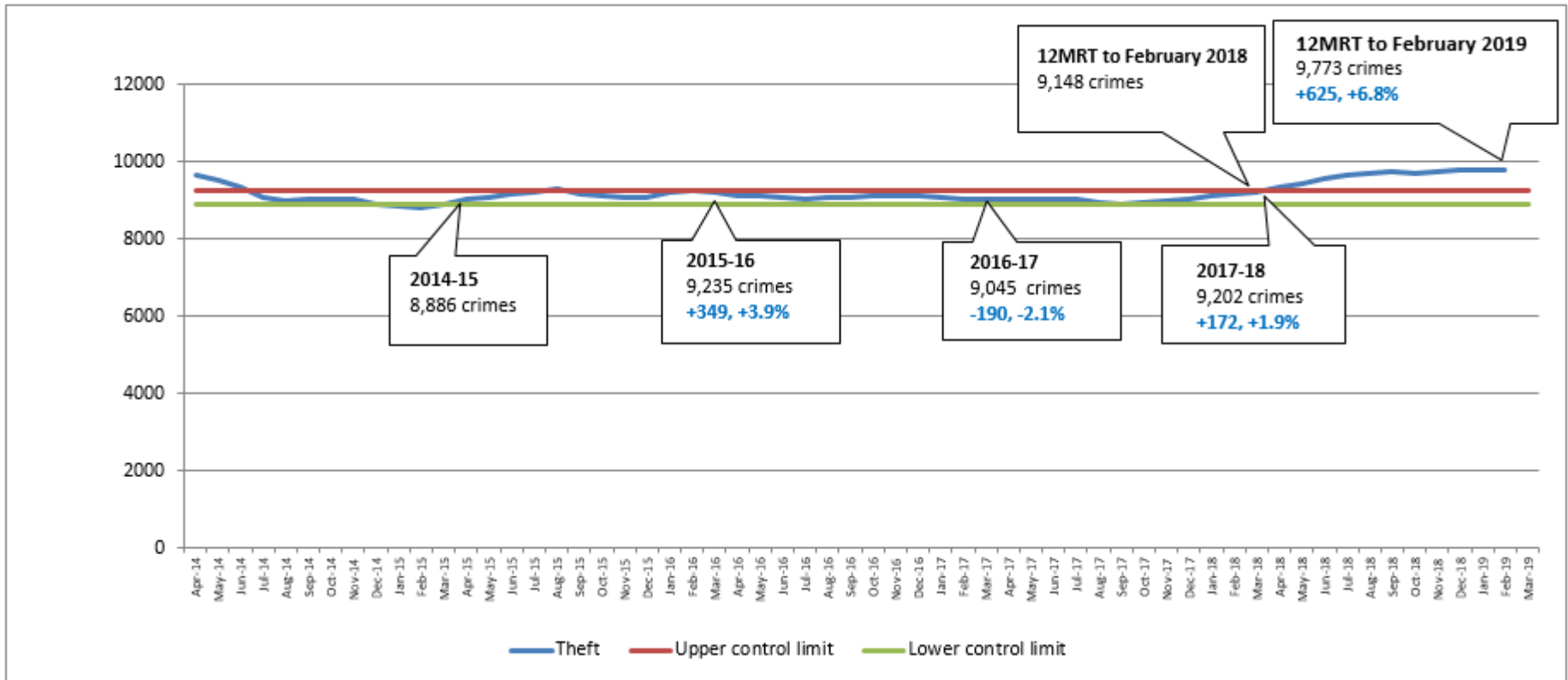
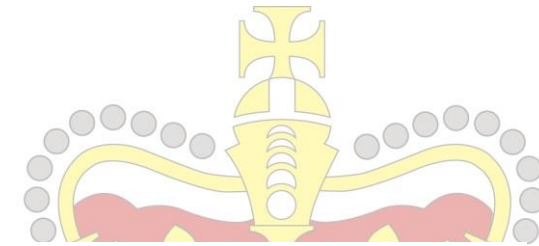
- Violent crime covers a wide range of offences including minor assaults (such as pushing and shoving), harassment and abuse (where there is no physical assault involved) through to wounding and homicide.
- As per previous slide, Office of National Statistics (ONS) state ongoing work by police forces to improve crime recording practices is the main driver. As at September 2018, CSEW shows no change in the level of violence in recent years.
- Harassment** offences have been increasing since the beginning of the year and look set to account for the largest numerical increase in offences. **This ties in with a significant amount of training and awareness delivered to officers in order to improve recognition and service to victims.**
- Domestic abuse accounted for **33% of violence against the person offences.**

<b>Violence Against The Person</b>	<b>+4,790</b>	
<b>Homicide</b>	<b>+3</b>	<b>+150.0%</b>
<b>Violence with Injury</b>	<b>+1,058</b>	<b>+27.6%</b>
Assault - Cause Serious Harm	+80	+66.1%
Assault with Injury	+987	+26.8%
Other violence with injury	-9	-28.1%
<b>Violence without Injury</b>	<b>+3,729</b>	<b>+72.9%</b>
Assault without Injury	+1,455	+41.5%
Assault without Injury on a Constable	+38	+17.9%
Harassment	+2,149	+188.8%
Other violence without injury	+87	+33.1%



# Theft

12 MRT to February 2019 compared to previous year



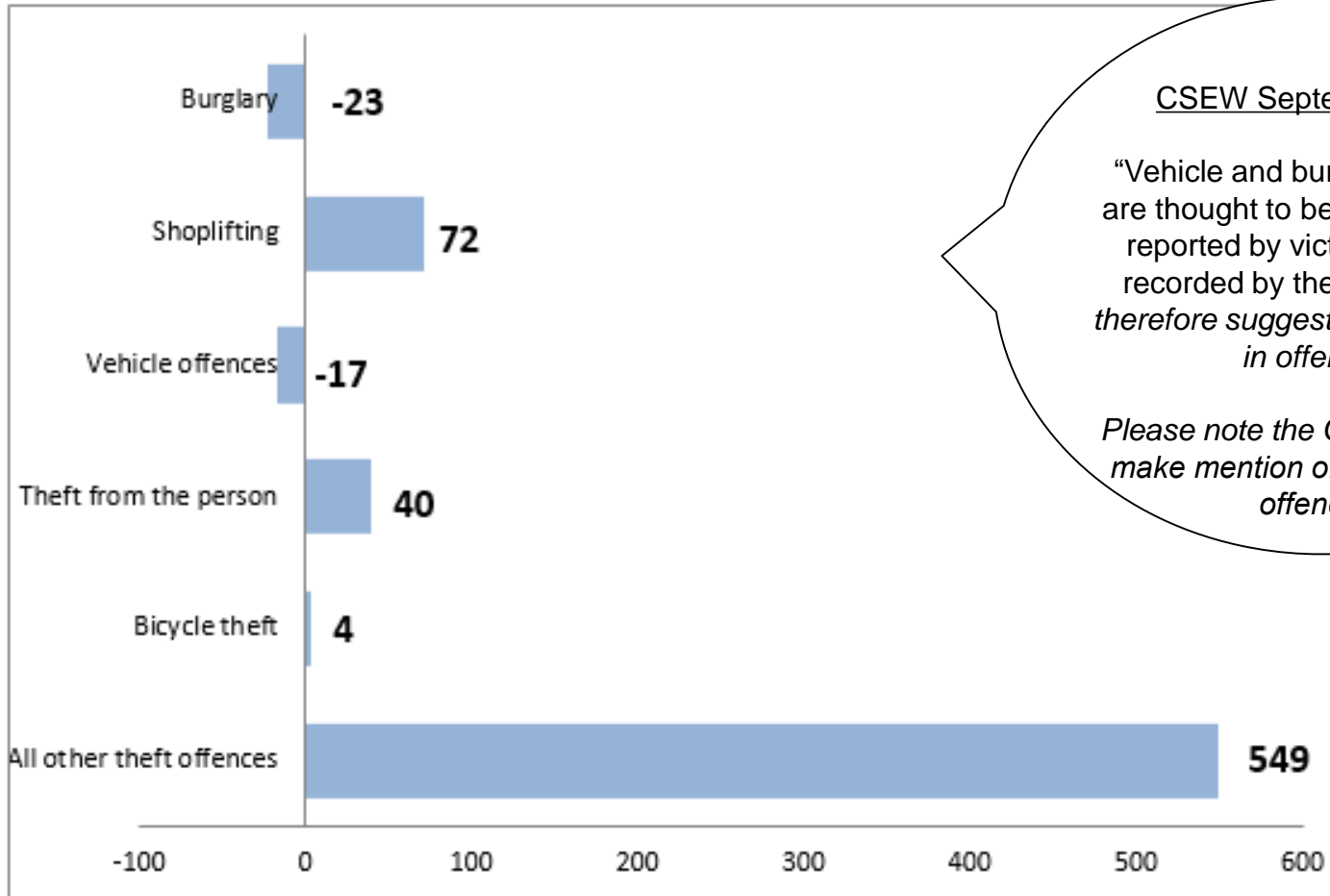
**Most Similar Group (MSG) Comparison**  
 Lower than average for crimes per 1,000 population

**Predicted for 2018/19 year end**  
 Point estimate (based on the last 12 months performance)  
**Projected increase using 12 months data to February 19**  
 9,746 crimes or +5.9%

**Number of forces with increase**  
 14

# Theft

Analysis of changes over past 12 months to February 2019



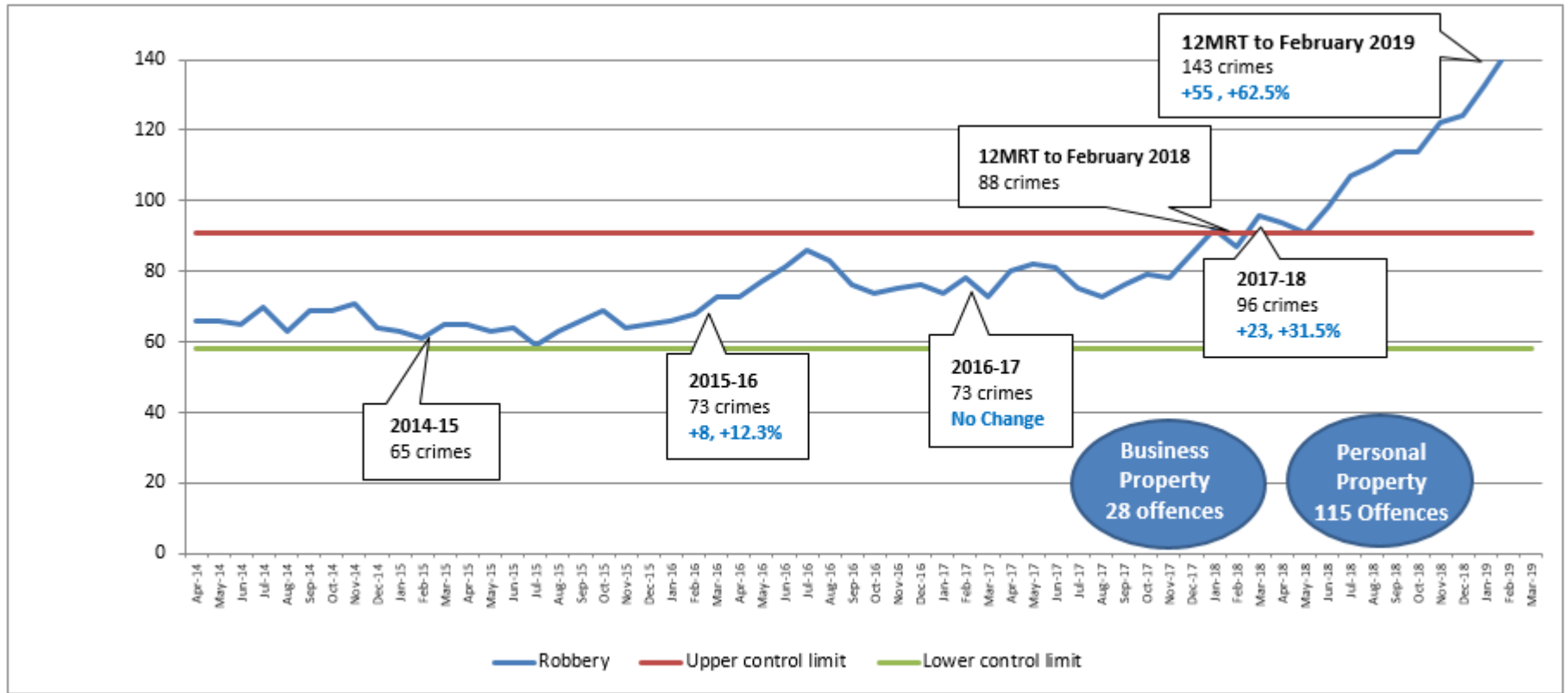
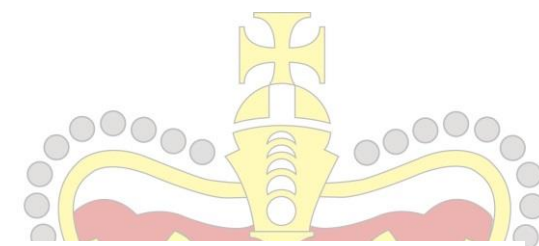
## CSEW September 2018

“Vehicle and burglary offences are thought to be generally well-reported by victims and well-recorded by the police”. *This therefore suggests a genuine rise in offences.*

*Please note the CSEW does not make mention of ‘all other theft offences’*

# Robbery

12 MRT to February 2019 compared to previous year



## Most Similar Group (MSG) Comparison

Lower than average for crimes per 1,000 population

## Predicted for 2018/19 year end

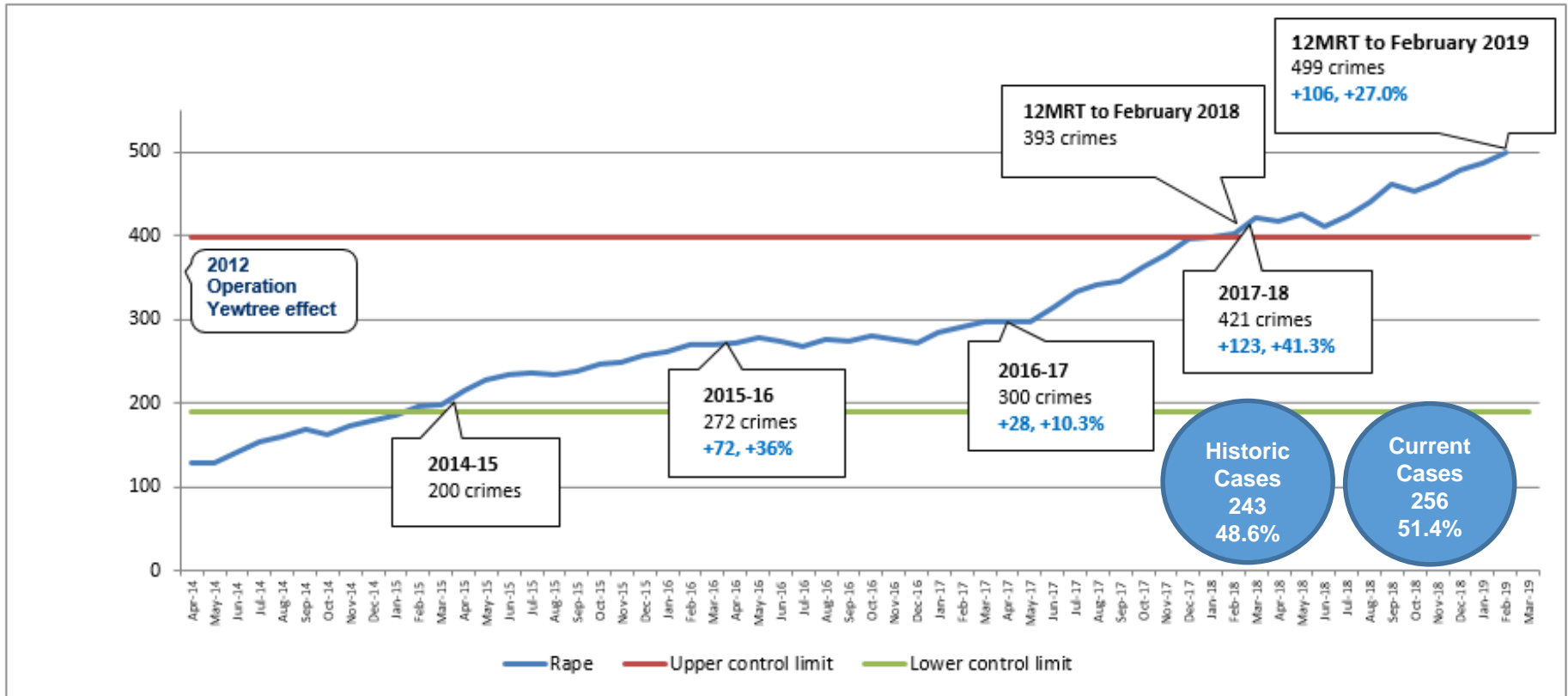
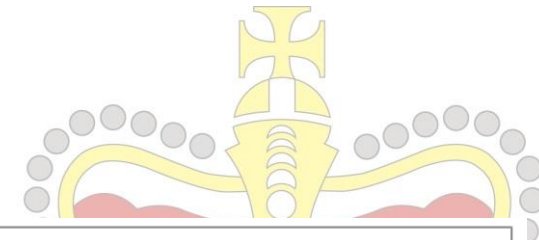
Point estimate (based on the last 12 months performance)  
**Projected increase using 12 months data to February 19**  
 146 crimes or +53.6%  
*CSEW – “recent increases in robbery recorded by the police indicate some real rises.”*

## Number of forces with increase

40

# Sex offences - rape

12 MRT to February 2019 compared to previous year



## Most Similar Group (MSG) Comparison

Lower than average for crimes per 1,000 population

## Predicted for 2018/19 year end

Point estimate (based on the last 12 months performance)

Projected increase using 12 months data to February 19

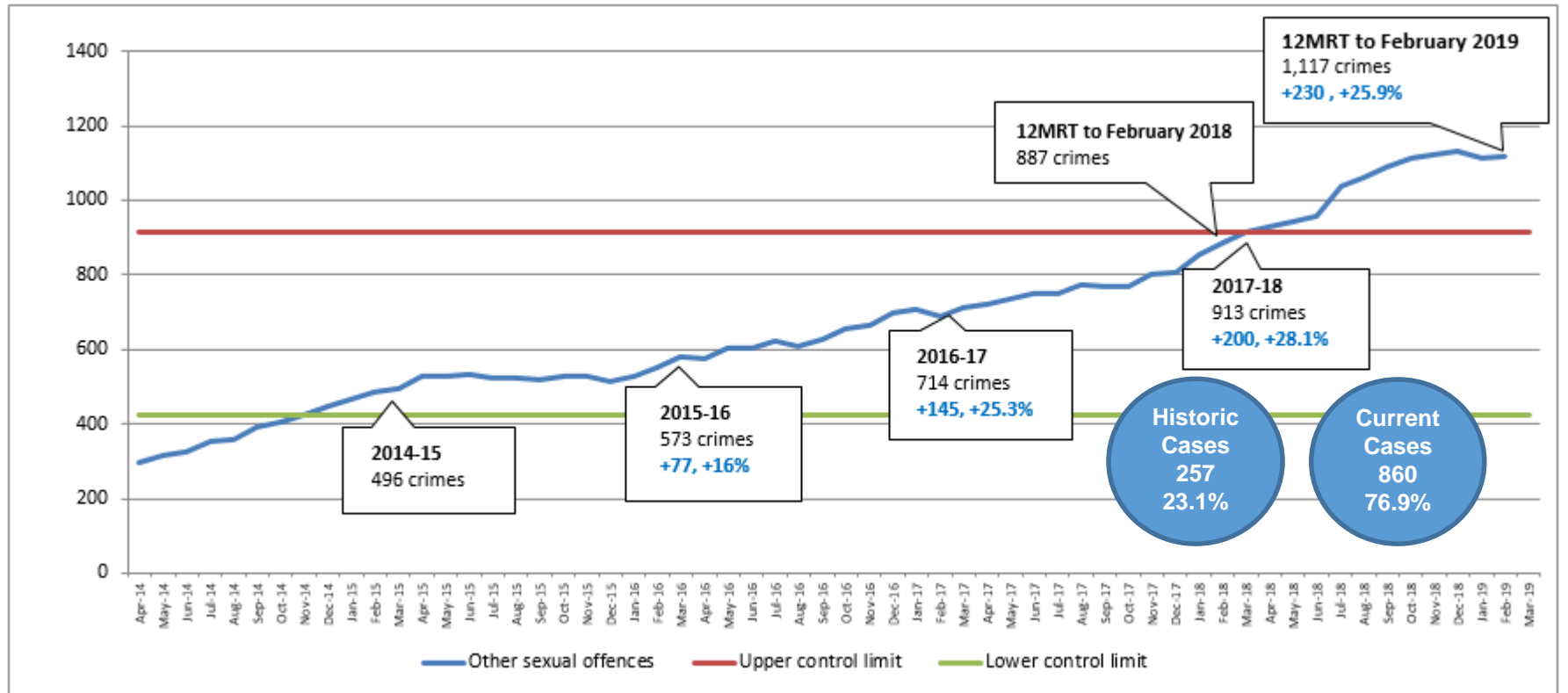
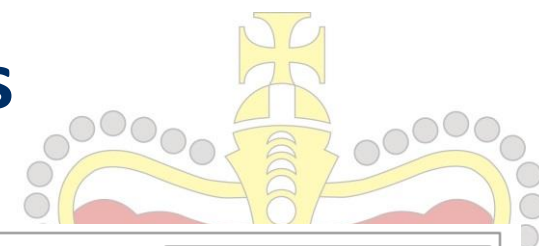
509 crimes or +23.2%

## Number of forces with increase

35

# Sex offences – other sexual offences

12 MRT to February 2019 compared to previous year



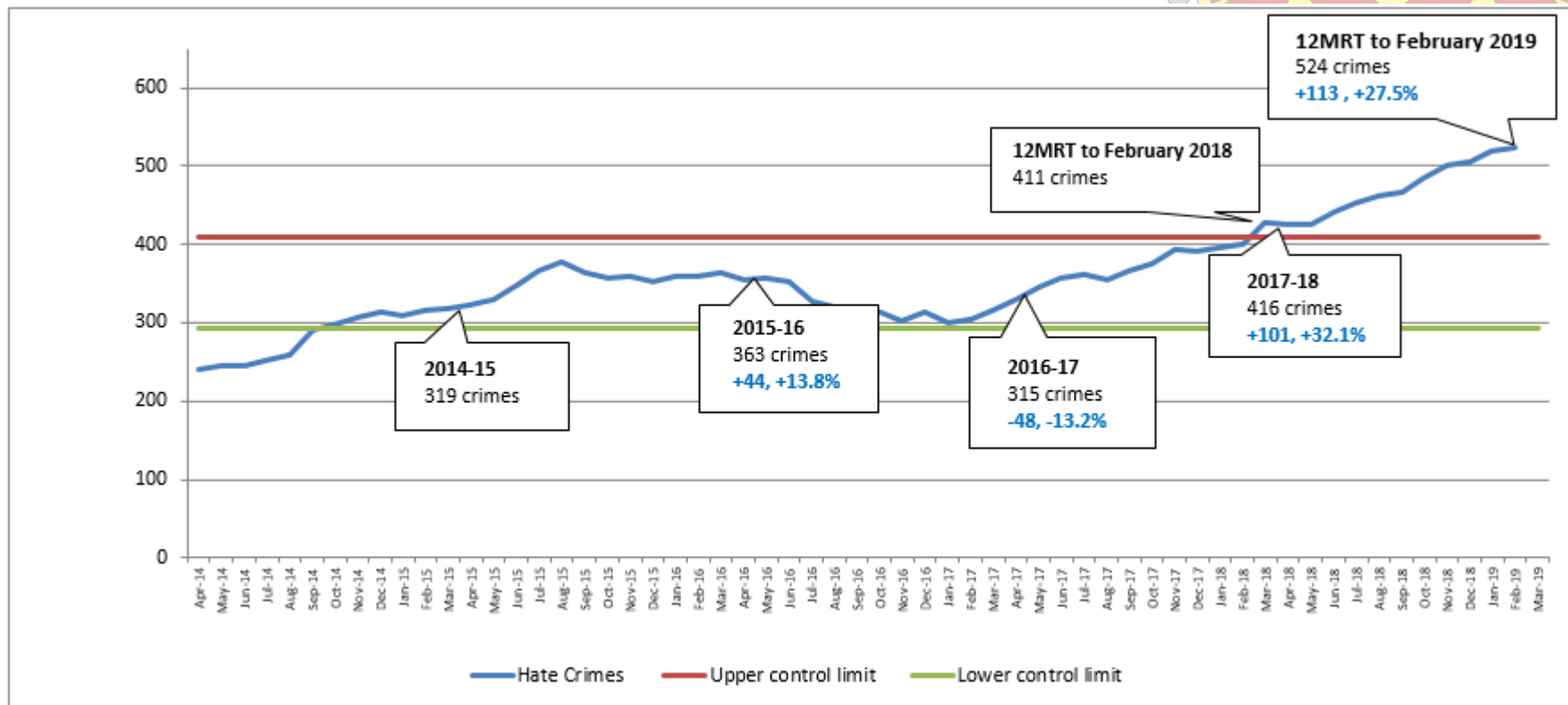
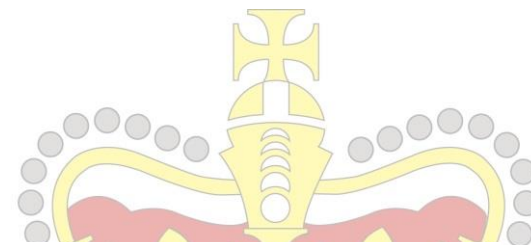
**Most Similar Group (MSG) Comparison**  
 Lower than average for crimes per 1,000 population

**Predicted for 2018/19 year end**  
 Point estimate (based on the last 12 months performance)  
**Projected increase using 12 months data to February 19 +183 crimes (+20.1%)**  
 - attributable to greater adherence to NCRS post CMSU training and victims reporting

**Number of forces with increase**  
**34**

# Hate Crime

12 MRT to February 2019 compared to previous year



## Most Similar Group (MSG) Comparison

Data not available

## Predicted for 2018/19 year end

Point estimate (based on the last 12 months performance)

Projected increase using 12 months data to February 19 +93 crimes (+21.9%)

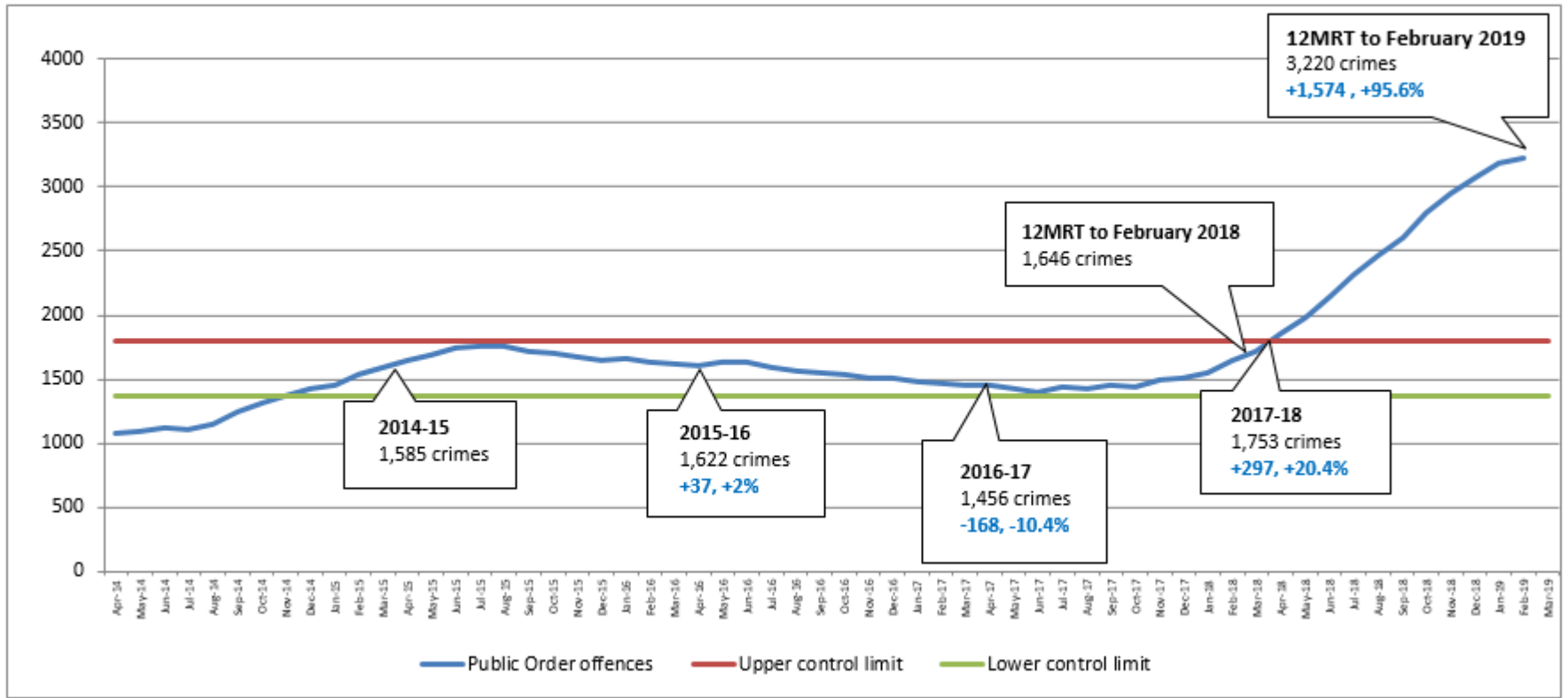
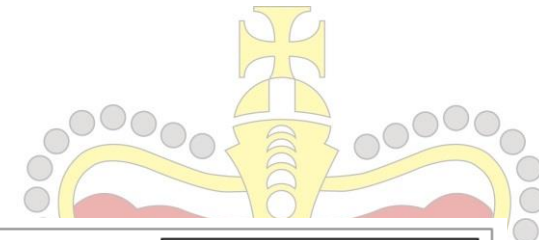
- attributable to greater adherence to NCRS post CMSU training & victims willing to report

## Number of forces with increase

Data not available

# Public Order

12 MRT to February 2019 compared to previous year



## Most Similar Group (MSG) Comparison

Higher than average for crimes per 1,000 population

## Predicted for 2018/19 year end

Point estimate (based on the last 12 months performance)

Projected increase using 12 months data to February 19 +1,541 crimes (+88.0%)

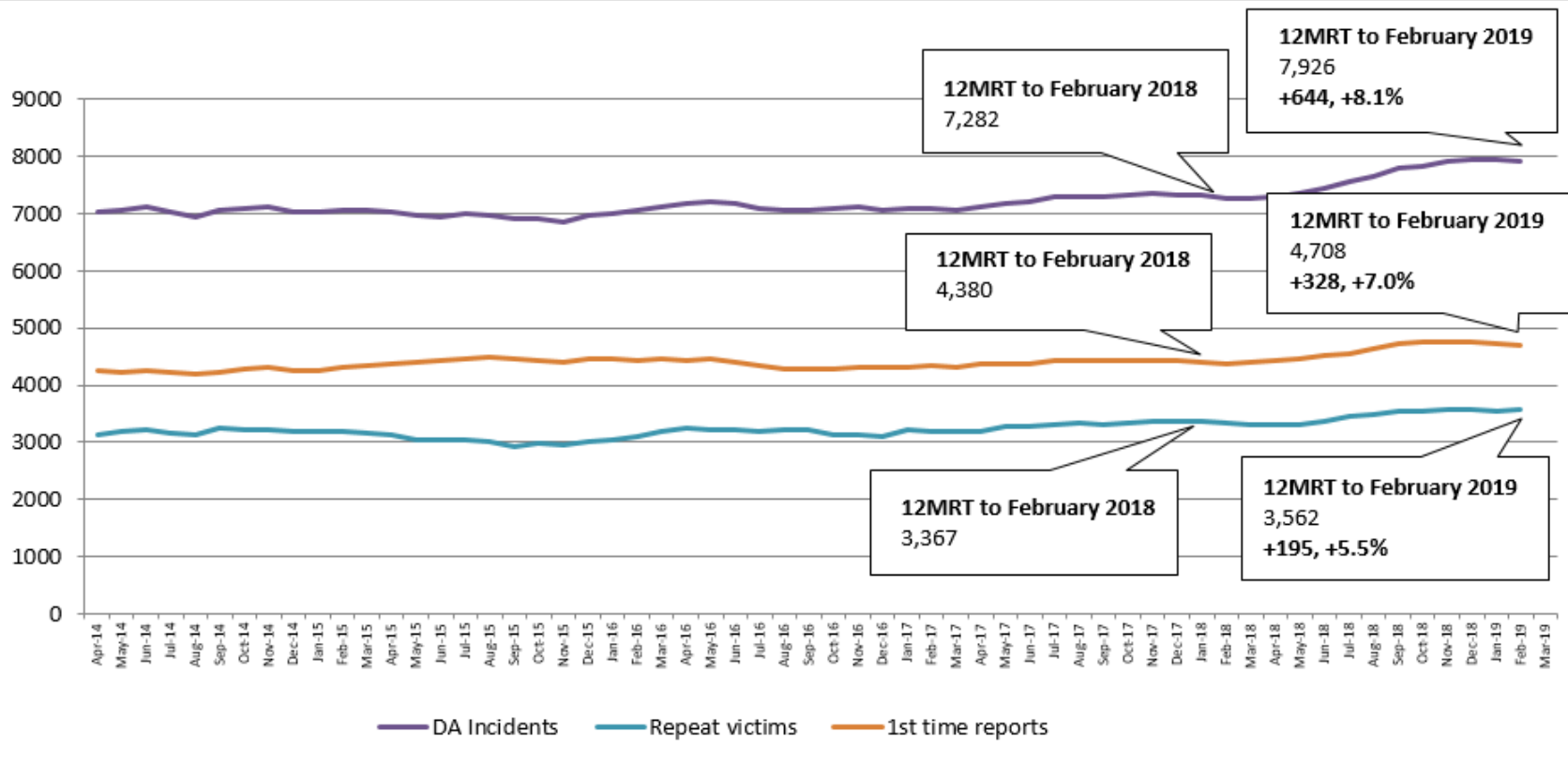
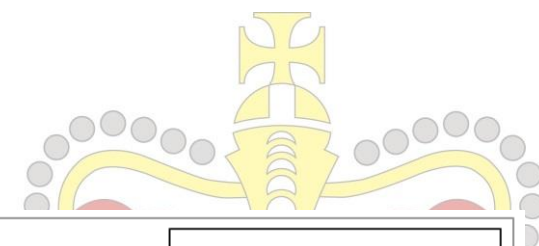
- Mostly attributable to greater adherence to NCRS post CMSU training

## Number of forces with increase

34

# Domestic abuse

12 MRT to February 2019 compared to previous year



8.1% rise in domestic abuse incidents

9% fall in the number of first time repeats

Repeat victim rate is 45%

An arrest was made in 22% of incidents

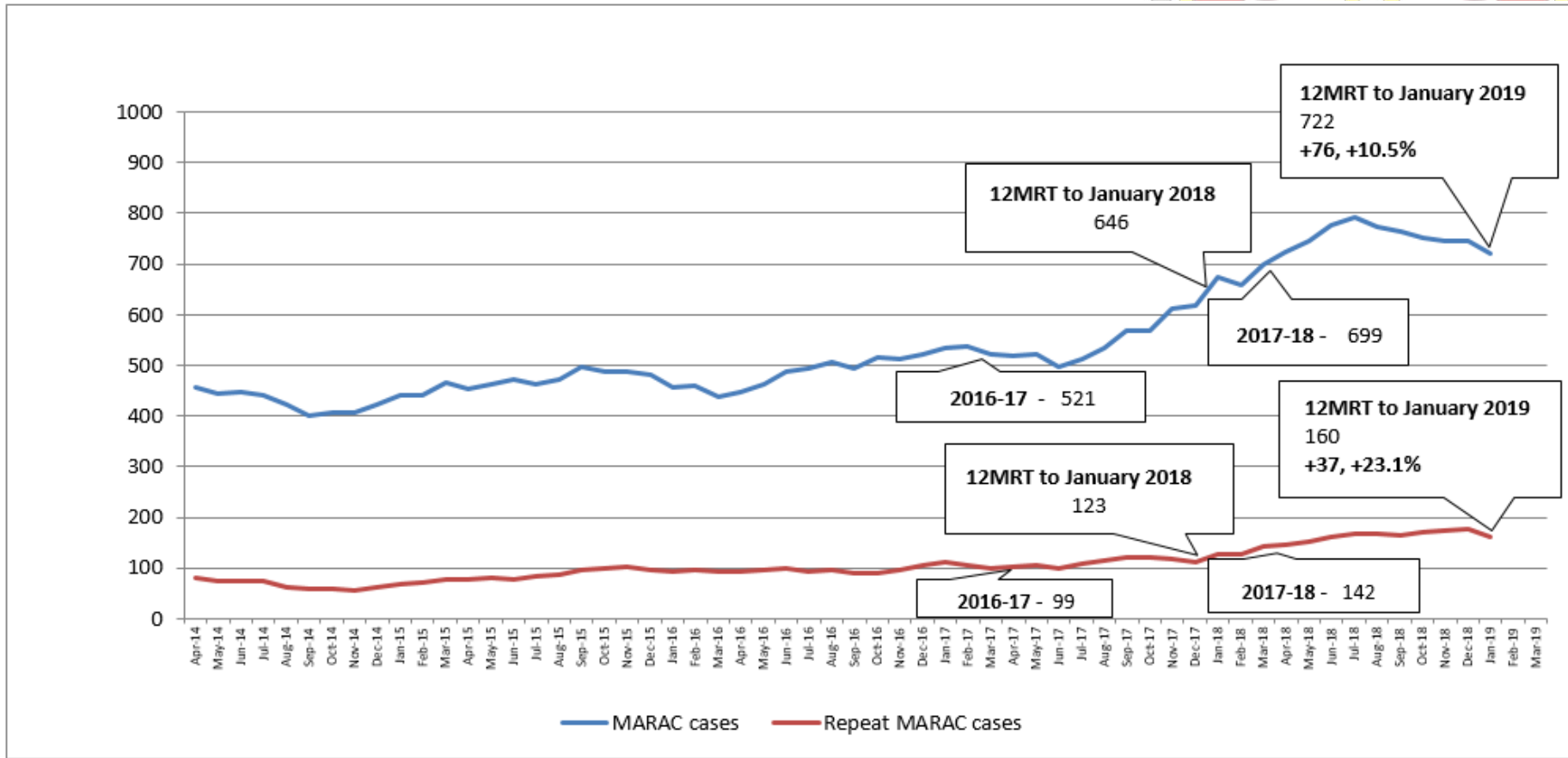
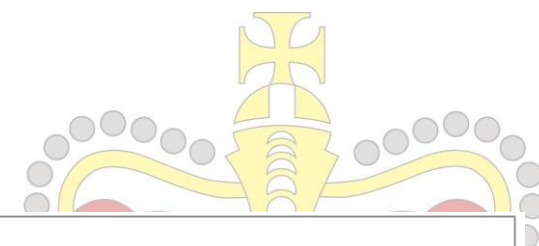
78% of incidents became crimes

87% conviction rate for cases that reach court



# Domestic abuse (MARAC)

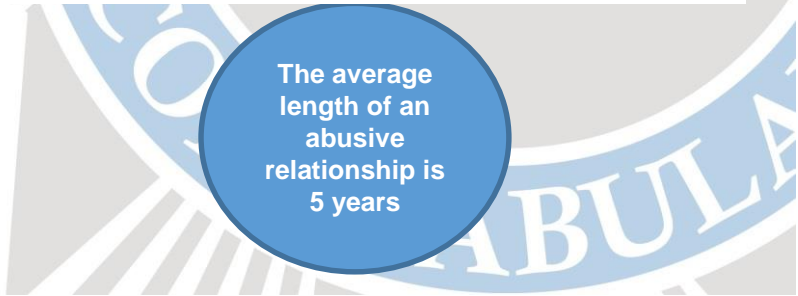
12 MRT to February 2019 compared to previous year



Less than 1 in 4 people report domestic abuse

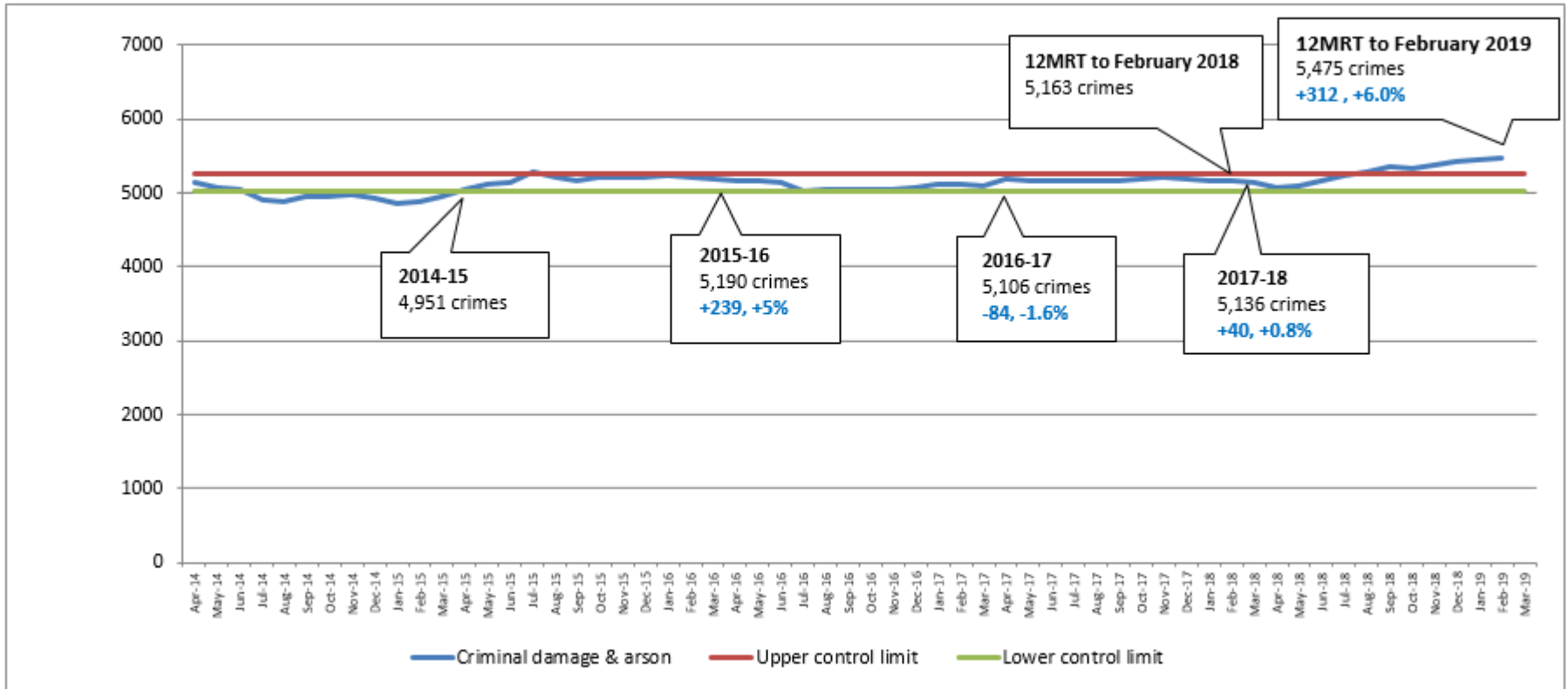
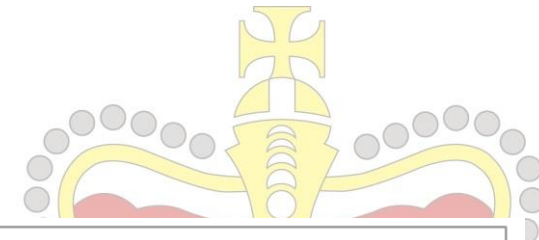
Victims will likely have been assaulted on a number of occasions before calling the police

The average length of an abusive relationship is 5 years



# Criminal damage and arson

12 MRT to February 2019 compared to previous year



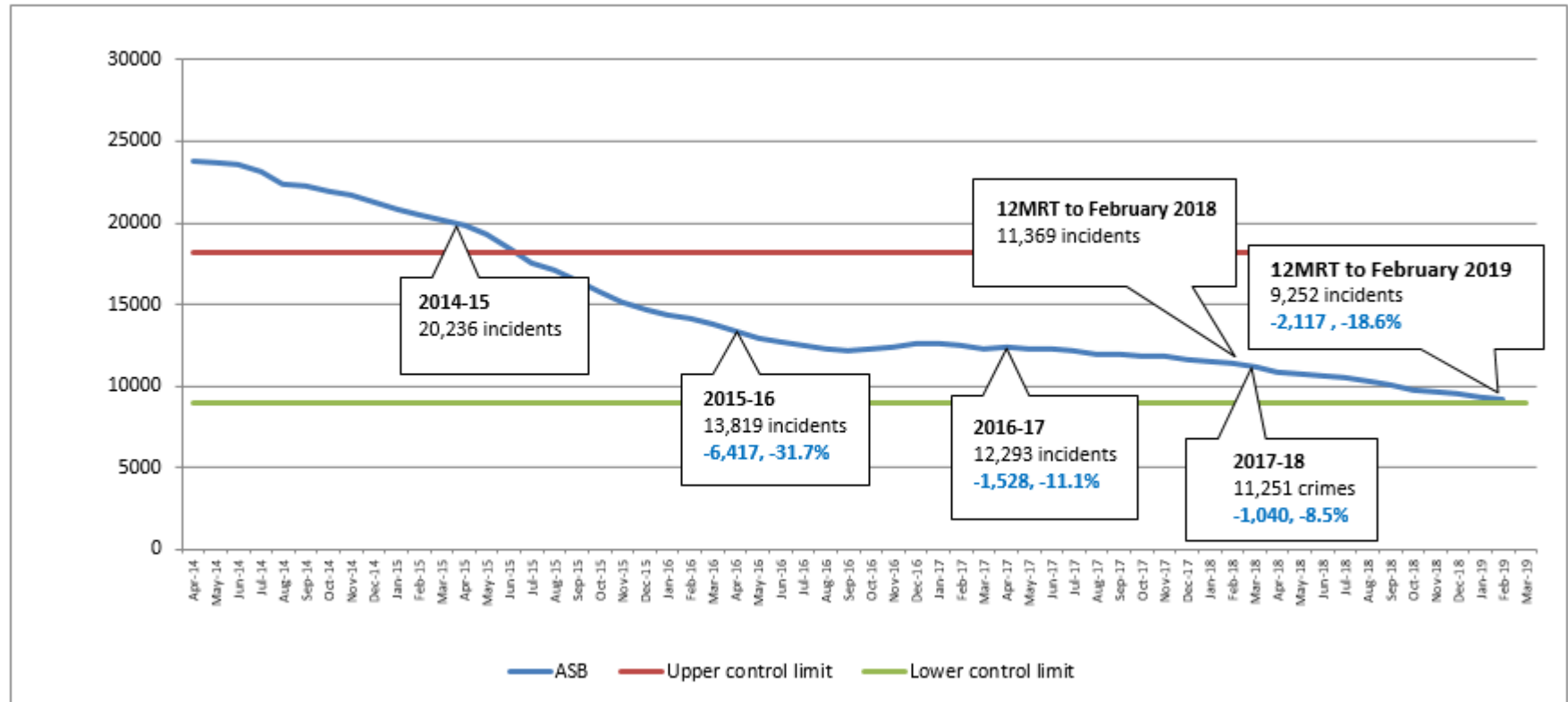
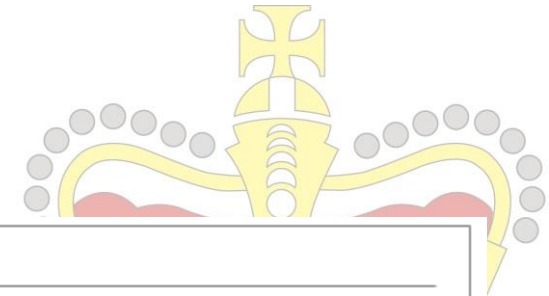
**Most Similar Group (MSG) Comparison**  
Higher than average for crimes per 1,000 population

**Predicted for 2018/19 year end**  
Point estimate (based on the last 12 months performance)  
**Projected increase using 12 months data to February 19**  
**+447 crimes (+8.7%)**

**Number of forces with increase**  
**13**

# Antisocial Behaviour

12 MRT to February 2019 compared to previous year



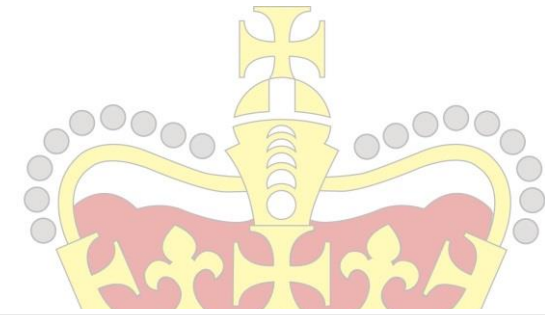
**MSG & All Force**  
Data not available for this period

**Predicted for 2018/19 year end**  
Point estimate (based on the last 12 months performance)  
9,046 or -19.6%

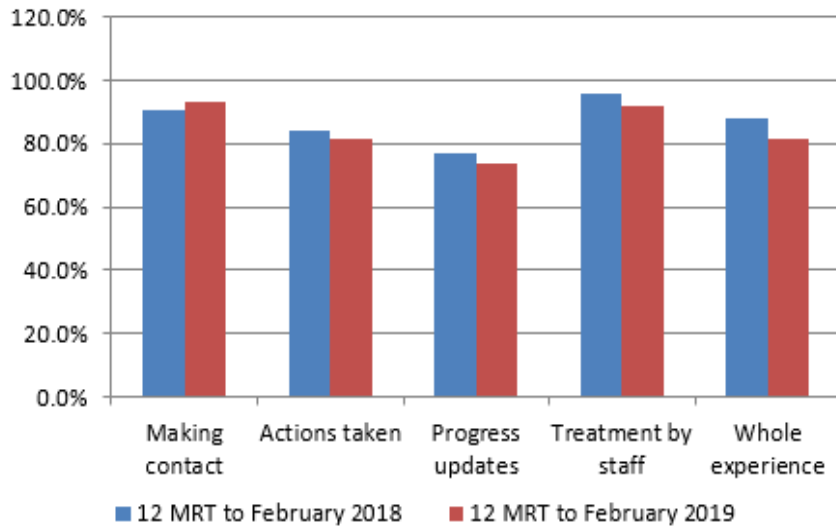
**CSEW September 2018** “A large part of this increase (in public order offences) is likely to reflect improvements and changes to recording practices. For example, incidents that may have previously been recorded as an anti-social behaviour incident may now be recorded as a public order offence”.

# User satisfaction

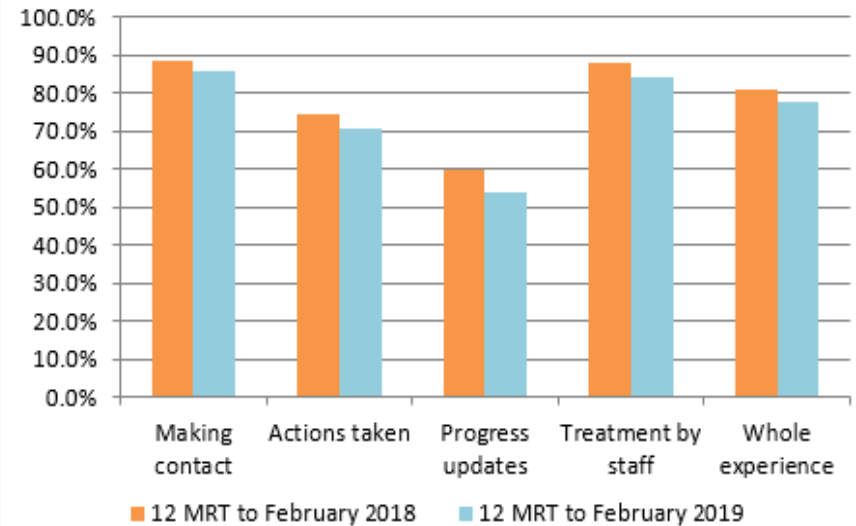
12 MRT to February 2019 compared to previous year



### Victims of Crime



### Victims of ASB



No comparison data available

# Cumbria in context

(CSEW crime data to September 2018, published January 2019)

(CSEW ASB perceptions data to June 2018, published October 2018)

(CSEW reported incidents of ASB to March 2018, published July 2018)

## Crime and antisocial behaviour in England and Wales

(42 forces)\*

Crime rate per 1,000

**12<sup>th</sup> lowest**

Number of crimes

**2<sup>nd</sup> lowest**

Experience/witness ASB

**Lowest**

Reported ASB

**Lowest**

## Crime and antisocial behaviour in our MSG

(Norfolk, North Wales & Lincolnshire)

Crime rate per 1,000

**3<sup>rd</sup> lowest**

Number of crimes

**Lowest**

Experience/witness ASB

**Lowest**

Reported ASB

**Lowest**

People who agree that the police deal with their local concerns

**64.3%**

6.0% points above  
national average

**1<sup>st</sup> in MSG**  
**3<sup>rd</sup> in E & W**

National range  
42.1% to 66.0%

\* National comparison data excludes City of London

# Serious Organised Crime and Drugs Supply

**Public Accountability Conference  
March 2019**

**Detective Chief Inspector  
Nick Coughlan**



 101

 [www.cumbria.police.uk](http://www.cumbria.police.uk)

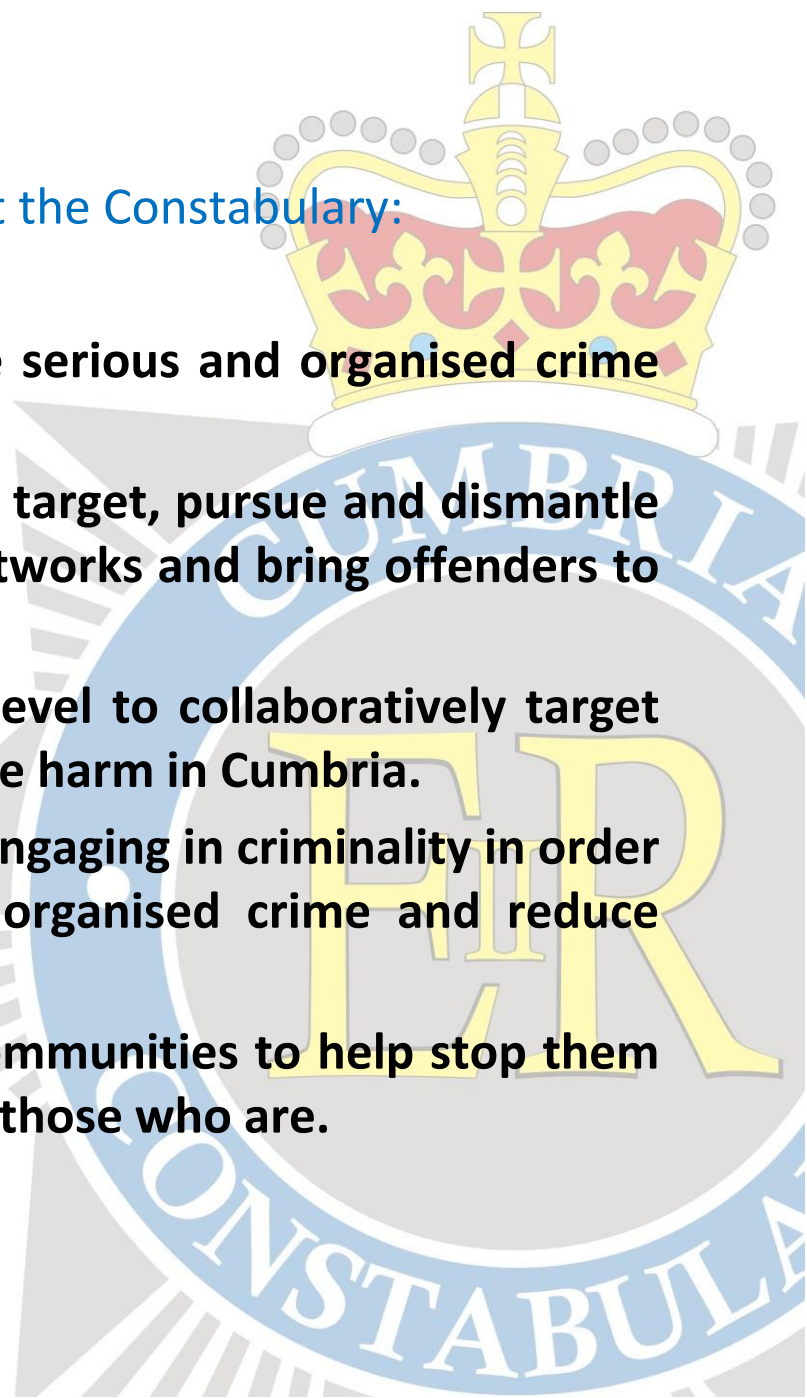
  [cumbriapolice](https://www.facebook.com/cumbriapolice)



# Purpose:

To provide the Commissioner with assurance that the Constabulary:

- Understands the scale and complexity of the serious and organised crime threats across Cumbria.
- Has the capability and capacity to proactively target, pursue and dismantle these serious and organised criminals and networks and bring offenders to justice.
- Is working at a local, regional and national level to collaboratively target serious and organised crime to prevent/reduce harm in Cumbria.
- Is identifying and supporting those at risk of engaging in criminality in order to divert them from a life of serious and organised crime and reduce reoffending.
- Is working with the public, businesses and communities to help stop them from being targeted by criminals and support those who are.



# Definitions

## Organised Crime Group:

Individuals, normally working with others, with the intent and capability to commit serious crime on a continuing basis, which includes elements of:

- Planning
- Control
- Coordination
- Structure
- Group decision-making

## Serious Crime:

Serious crime is defined as crime that involves:

- The use of violence
- Results in substantial financial gain
- Or is conducted by a large number of persons in pursuit of a common purpose
- Or crime for which a person aged 21 or over on first conviction could reasonably expect to be imprisoned for three or more years.



# Cumbria context

## Serious and Organised Crime

### Cumbria Organised Crime Groups



59 OCGs

18 active

41 archived

Active

8 Tier 1

Comprehensive operational or  
investigative intervention

0 Tier 2

Limited plan/action that prevents or  
disrupts

7 Tier 3

Proactive intelligence development

3 Tier 4

Developing opportunities for action

Principal criminal activity

4 Drug Supply

1 Immigration/Modern Slavery

2 County Lines Drug Supply

1 Serious Acquisitive Crime/Drugs

2 County Lines

4 Drug Supply

1 Drugs /Child Sexual Exploitation

2 Drugs Supply

1 County Lines Drug Supply

# Identification of SOC related vulnerability

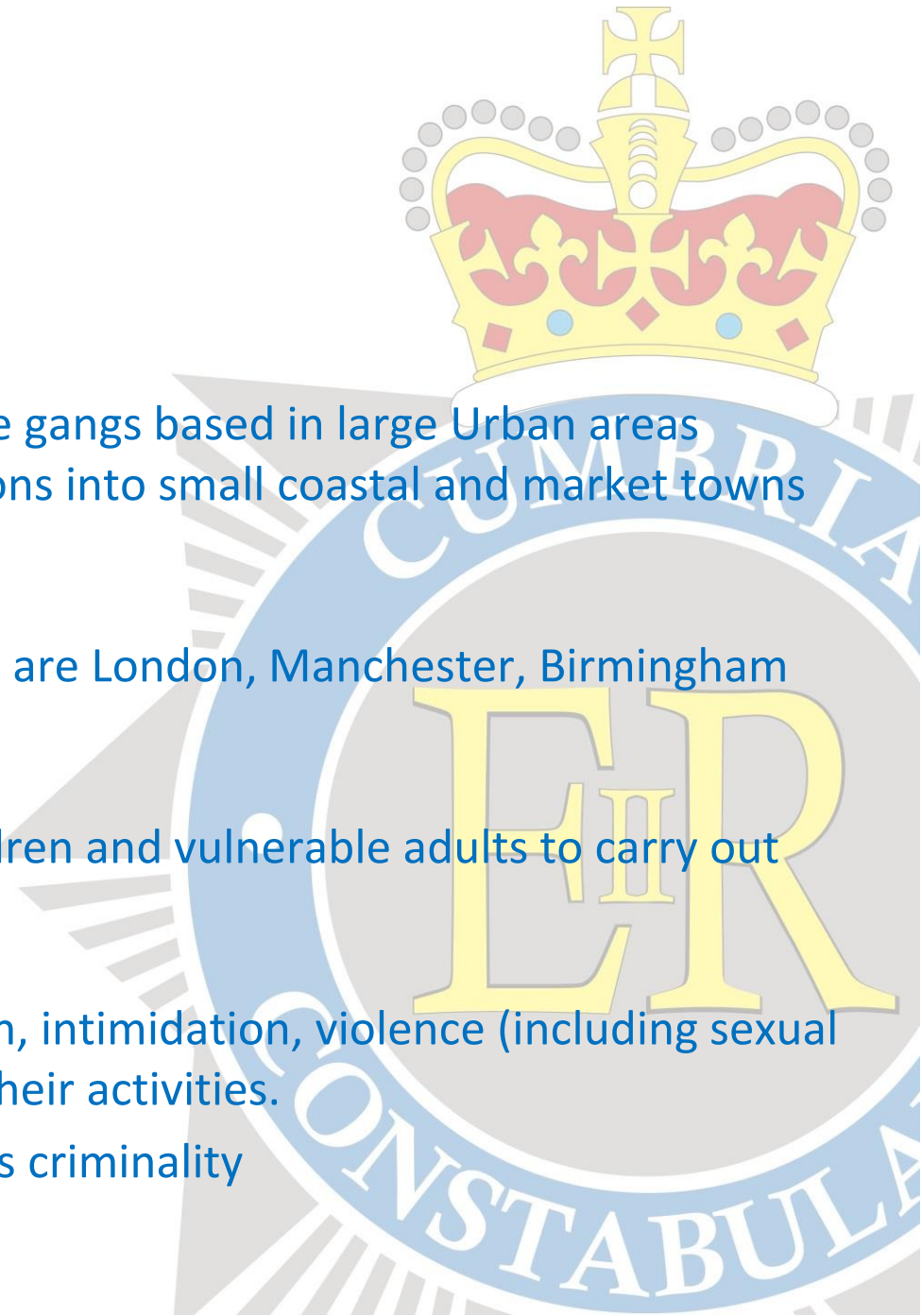
- ROCTA process identifies SOC groups and scores based upon threat, risk and harm – significant scoring with vulnerability factors e.g. Cuckooing and CSA.
- Each mapped OCG is monitored through the force SOC TCG process attended by key partners such as CSD, NWS, YOS etc.
- OCG data is shared with CSD and firearms licensing to establish if vulnerability linked to children or firearms ownership.
- Red Sigma offers greater opportunity from broader key wording to identify SOC T/R/H and robust governance on response from NIM processes.
- CrimeStoppers, Mini Police, social media and Cadet initiatives in community have raised public awareness.



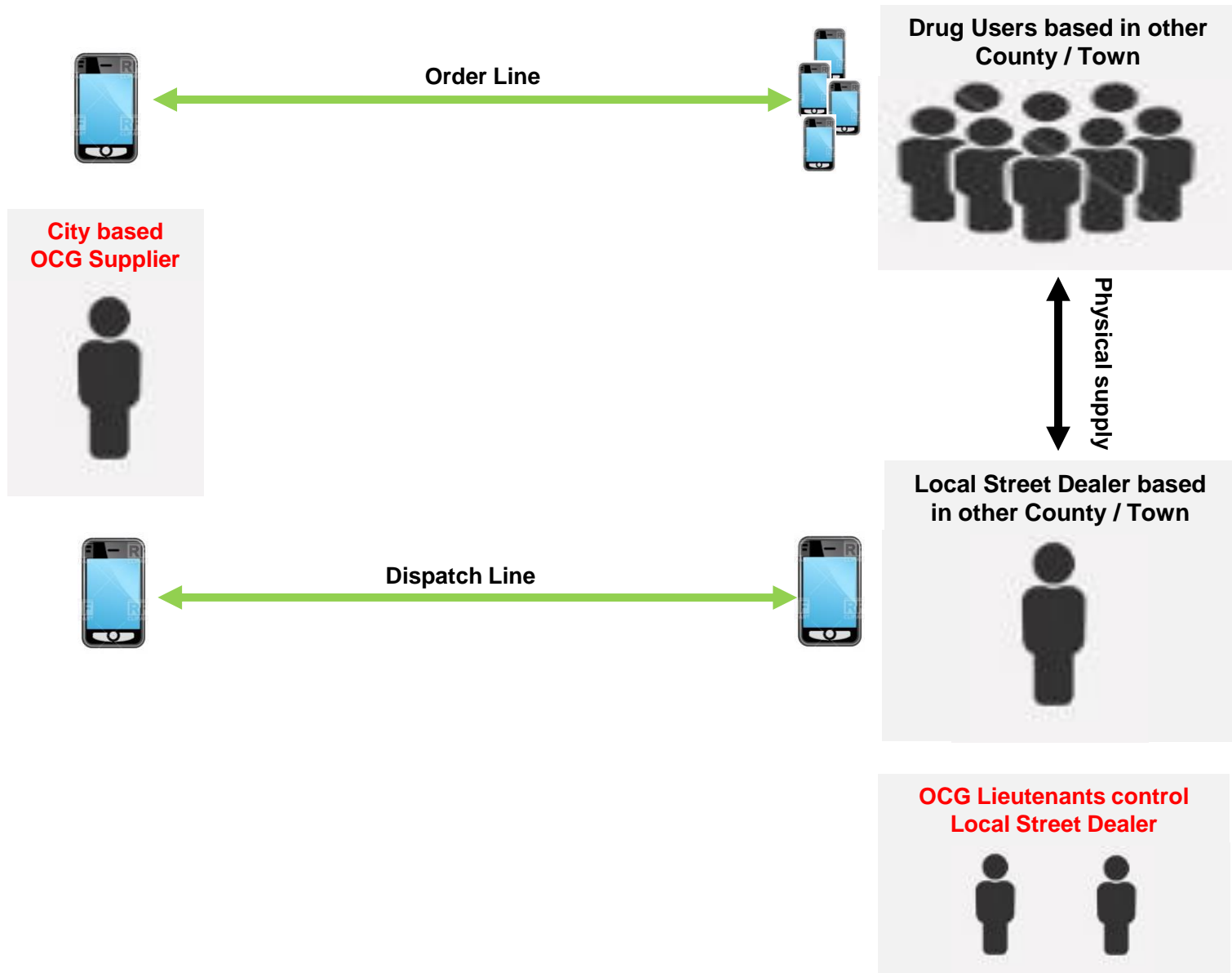
# County Lines

## What is it?

- County lines refers to organised crime gangs based in large Urban areas expanding their drug dealing operations into small coastal and market towns across the United Kingdom.
- Nationally four major exporting areas are London, Manchester, Birmingham and Liverpool.
- The gangs highly likely to exploit children and vulnerable adults to carry out activities on their behalf.
- The gangs will use mixture of coercion, intimidation, violence (including sexual violence) and weapon's to carry out their activities.
- Cumbria is an importer of County lines criminality



# County Lines - Model





## Current Identified lines in Cumbria

North Area – 4 identified lines in Carlisle (3 Merseyside 1 London.)

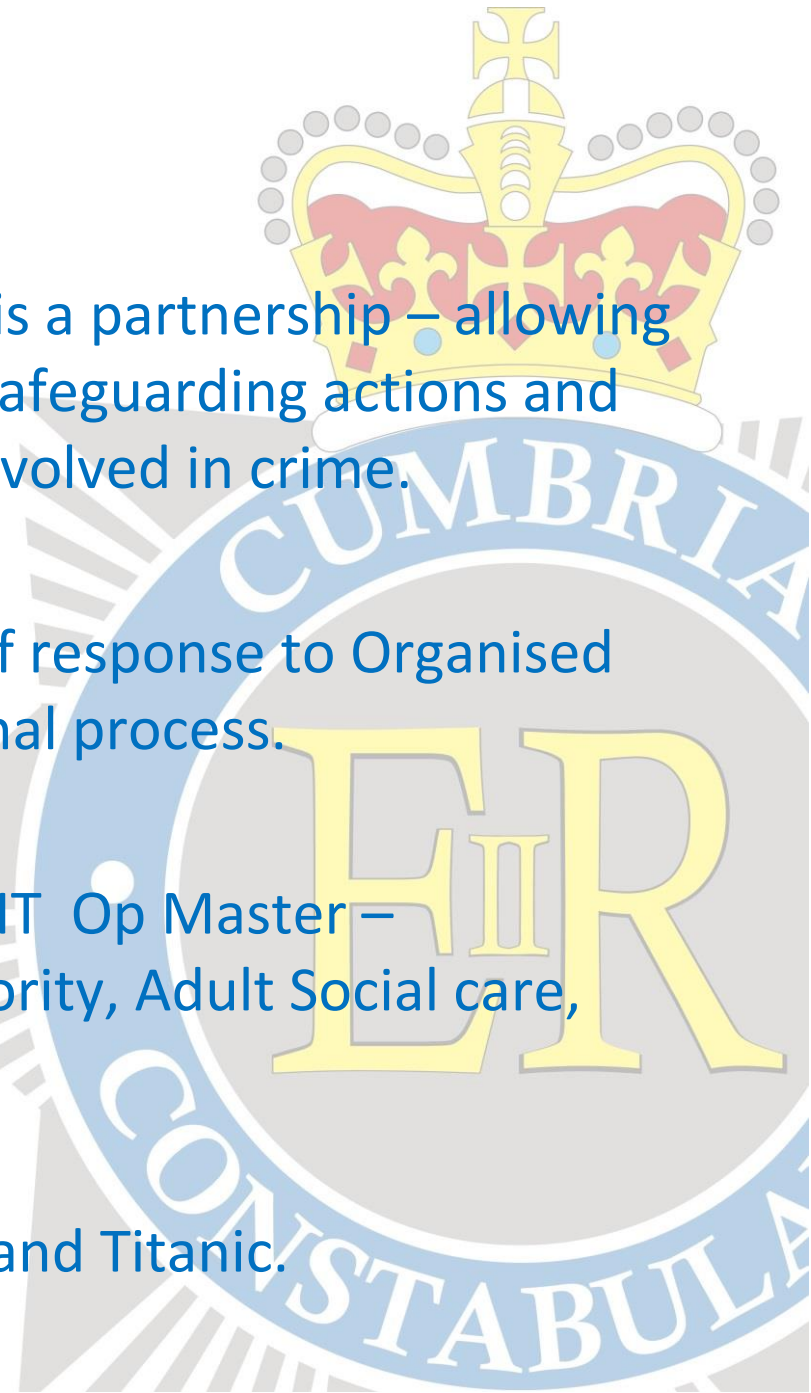
West Area – 2 identified line in West (Merseyside and Manchester.)

South Area – Barrow and Kendal - 14 identified lines in South (Merseyside 11, London 1 and Manchester 2.)



# Pursue

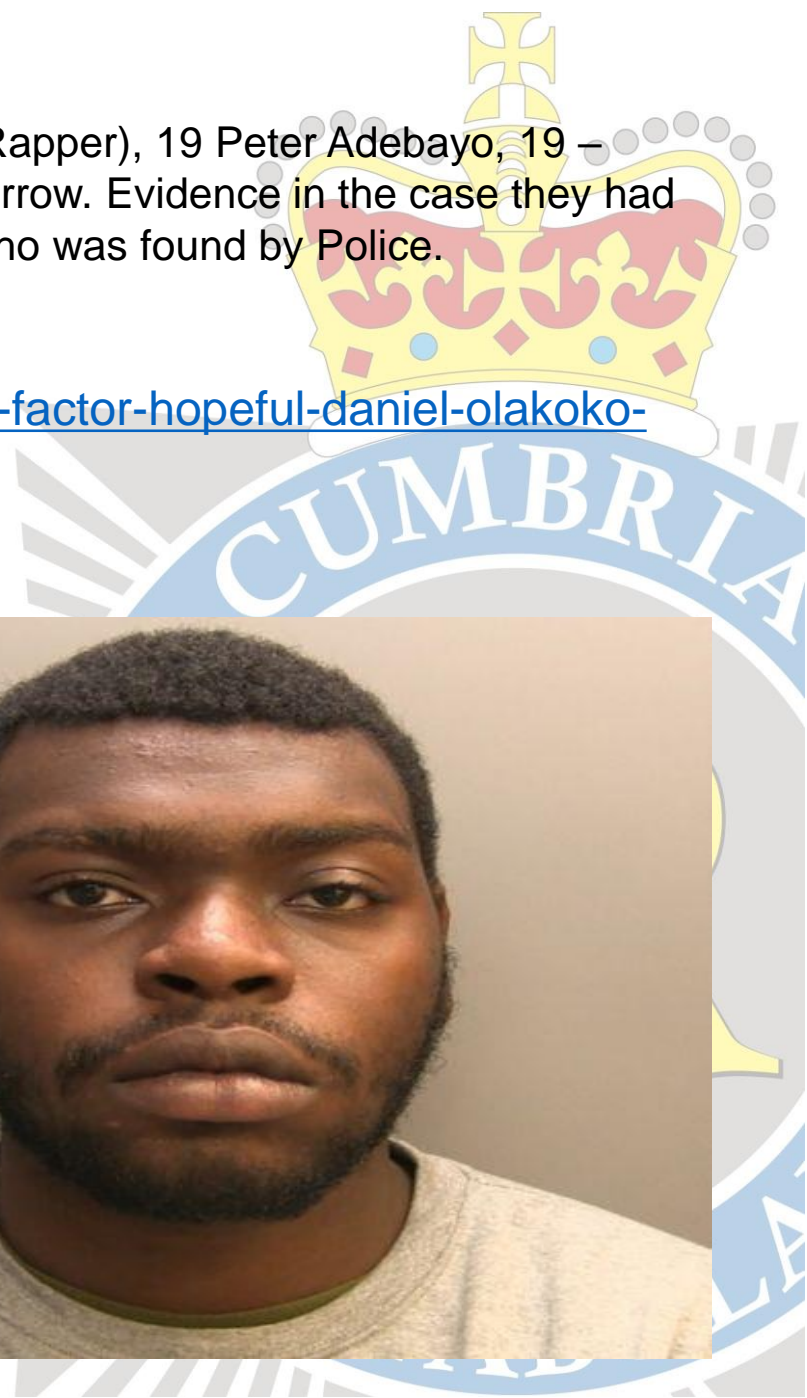
- SOC Tasking and Coordination Group is a partnership – allowing full tasking to jointly tackle OCG e.g. Safeguarding actions and Housing to review tenancy of those involved in crime.
- Mapping, tracking and coordination of response to Organised Crime Groups a fully integrated regional process.
- Extensive partnership work on MDS/HT Op Master – Gangmasters and Labour Abuse Authority, Adult Social care, HMRC and Salvation Army.
- LEA partnership – Operation Horizon and Titanic.



# Operation Titanic

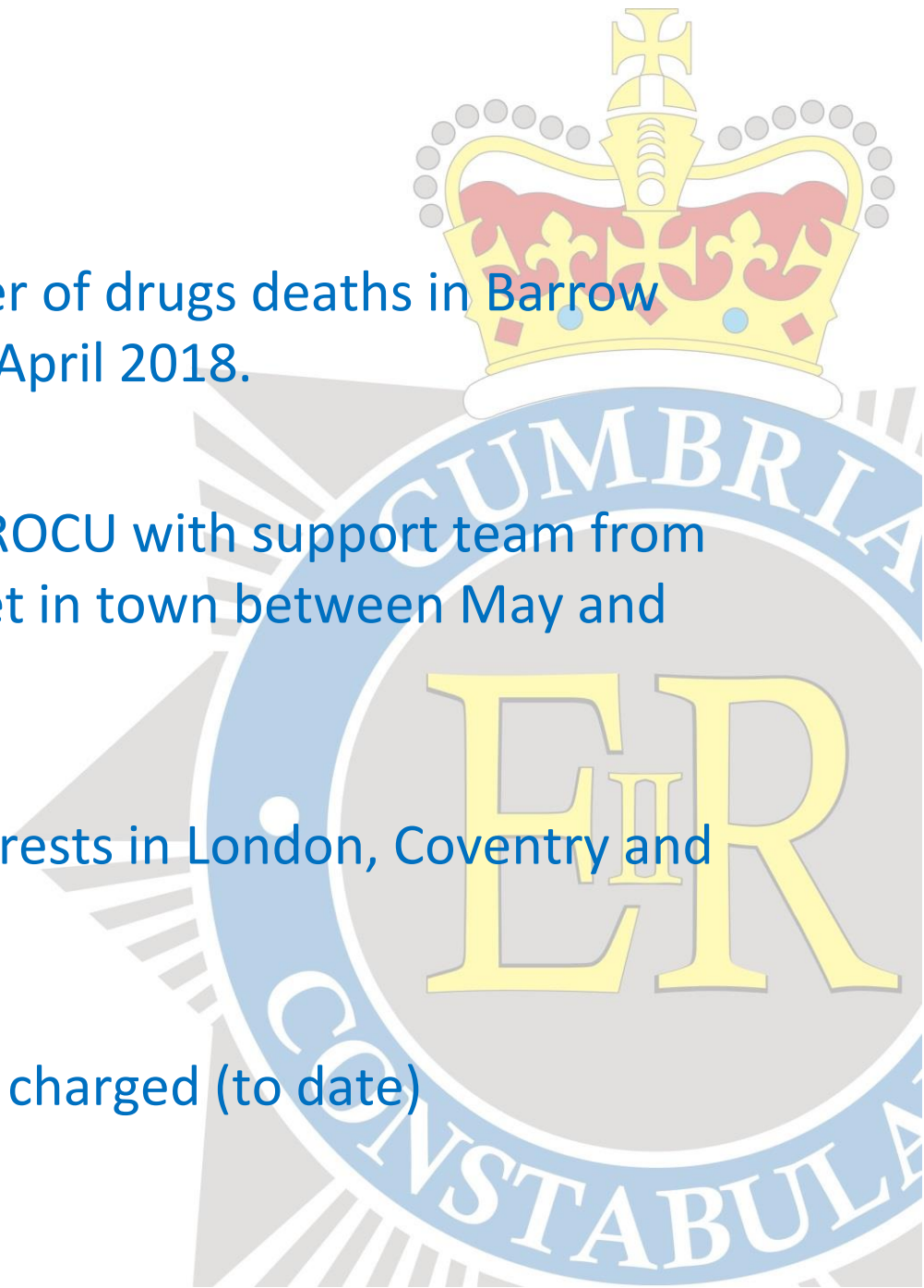
London based gang members Daniel Olaloko (Drill Rapper), 19 Peter Adebayo, 19 – Imprisoned for 7 years to supply Class A drugs in Barrow. Evidence in the case they had trafficked vulnerable 17 year old female to Barrow who was found by Police. Famous in London area as a ‘Drill rapper.’

<https://www.mirror.co.uk/3am/celebrity-news/x-factor-hopeful-daniel-olakoko-13411581>



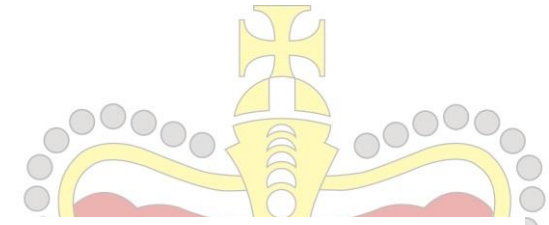
# Operation Horizon

- Police response to high number of drugs deaths in Barrow between December 2017 and April 2018.
- Undercover officers from NWROCU with support team from Cumbria infiltrate drugs market in town between May and September 2018.
- Strike phase January 2019 – arrests in London, Coventry and Barrow.
- 43 arrested (3 wanted) and 29 charged (to date)

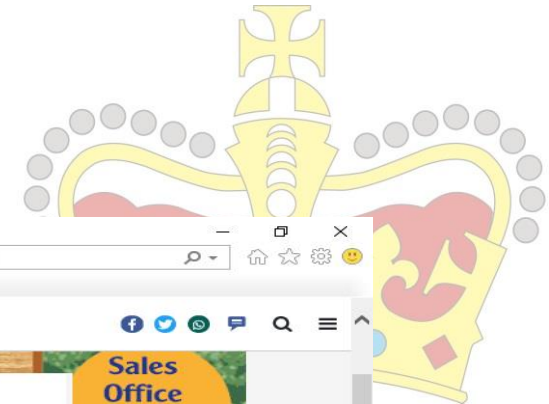




# Operation Horizon – media





# Lifetime Offender Management



https://www.newsandstar.co.uk/news/17469677.conman-mark-mccracken-jailed-for-18-months-after-hiding-great-wadges-of-crim... mark mccracken carlisle

Conman Mark McCracken jailed for 18 months after hiding 'great wadges' of criminal cash

News  
1st March  
**Conman Mark McCracken jailed for 18 months after hiding 'great wadges' of criminal cash**  
By Phil Coleman | @incarlisle  
Chief Reporter



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**Most read**

- 1 Hundreds pay tribute to "kind and loving" barman who lost his fight with leukaemia, aged 37
- 2 Readers' choice: The best places to get a sandwich in Cumbria
- 3 New owner reveals plans for former NatWest bank in Wigton
- 4 MP to launch mass legal action against unfair parking charges
- 5 Cumbria County Council has saved £31m from its budget in last year

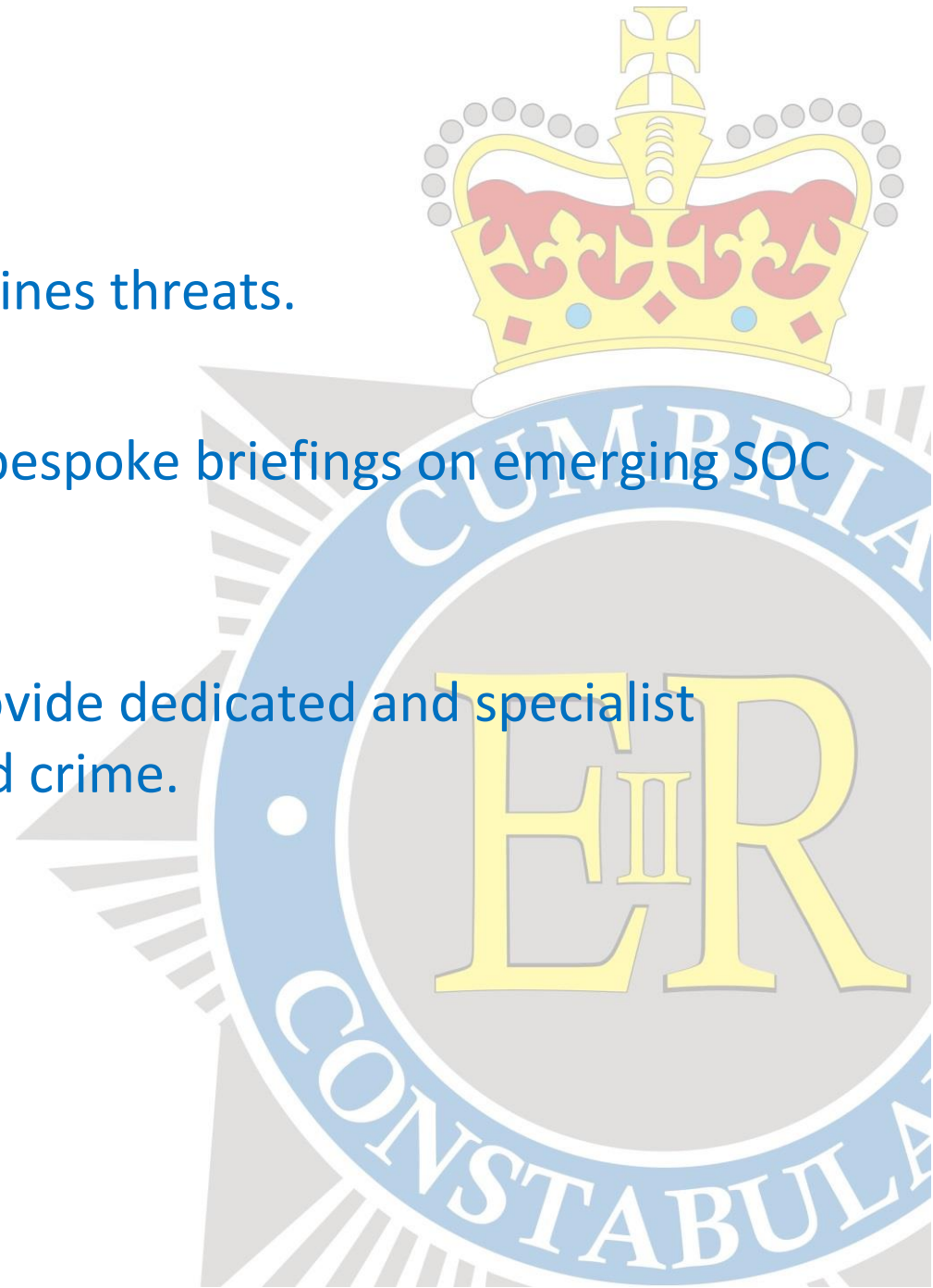
**Commented**

14:25  
16/03/2019



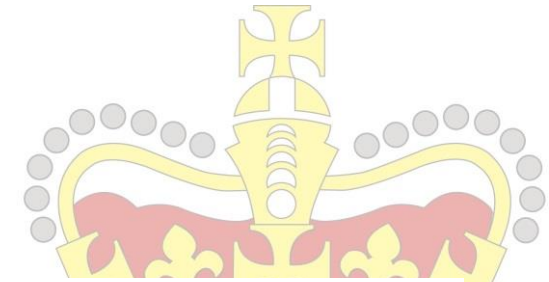
# PREPARE

- 7 minute briefings on County lines threats.
- Intelligence teams delivering bespoke briefings on emerging SOC issues.
- SOCU, ANPR unit and ADU provide dedicated and specialist capability to combat organised crime.
- Drug Expert Witnesses
- Financial Investigators



# PROTECT

## Raising awareness:



https://www.cumbria.police.uk/News/News-Articles/2018/June/County-Lines-awareness-event-to-be-held-in-Carlisle.aspx

county lines street theatre Carlisle

County Lines awareness ev...

**CUMBRIA**  
CONSTABULARY

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For non emergencies

Call **999**  
For emergency calls only

Call **101**  
For all non emergencies

Report It Apply For It Services Contact us Advice Centre

HOME / NEWS / NEWS ARTICLES / 2018 / JUNE / COUNTY LINES AWARENESS EVENT TO BE HELD IN CARLISLE

## County Lines awareness event to be held in Carlisle

Posted on 13:06:00 on 15th June 2018

An event designed to raise awareness to publicise the issue of County Lines will take place this weekend in Carlisle city centre.

The event will see a production of a play which highlights how criminal gangs target young people and vulnerable adults to transport and/or deal drugs to customers.

The event will take place on English Street in Carlisle on Saturday 16<sup>th</sup> June where regular performances of the play will occur between 11am and 3pm.

Saturday's event is hosted by the North West Regional Organised Crime Unit (TITAN), Cumbria Constabulary and Carlisle City Council.

The play comprises two adjoining rooms, in which actors will recreate scenarios seen by police in which criminals have exploited vulnerable people, forcing them to store drugs and weapons, and use as a base for drug dealing.

These victims are recruited using intimidation, deception, violence, debt bondage or grooming. During this process the 'victims' are likely to commit criminal offences.

County lines is a term used to describe gangs, groups or drug networks that supply drugs from urban to suburban areas across the country, including market and coastal towns, using dedicated mobile phone lines or 'deal lines'. They exploit children and vulnerable adults to move the drugs and money to and from the urban area, and to store the drugs in local markets. They will often use intimidation, violence and weapons, including knives and firearms.

**Search news**

Enter Keywords  
Enter Keywords

Select Year  
All Years

Select Month  
All Months

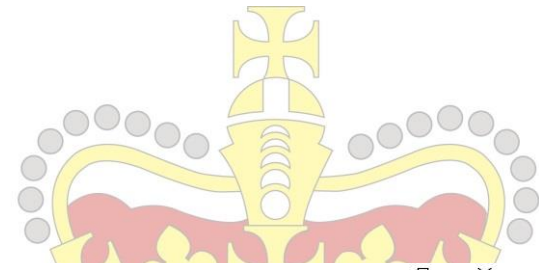
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Detective Chief Inspector Nick Courhlan, Cumbria Constabulary, said:

14:41  
16/03/2019

# Mini Police



cumbria mini police newsletter JANUARY 2019.pdf - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools cumbria mini police... x

A screenshot of a presentation slide titled "What is 'County Lines?'" displayed on a projector screen in a classroom. The slide text reads: "AS MINI POLICE OFFICERS, PART OF YOUR ROLE IS TO UNDERSTAND SOME OF THE WORDS THAT POLICE OFFICERS USE", "Sometimes, the people in gangs try to bring in drugs to the area you live.", "People in this gang sometimes try and get children to help them. They ask children of your age to hide their drugs or the money they make from selling drugs where they think the police won't find them. Sometimes the people in these gangs are really horrible and can make children feel very scared if they don't do what they say.", and "Can you help us as a Mini Police officer to stop this happening to anyone you know?". A LEGO minifigure of a police officer in a blue hat and purple jacket is on the right. In the background, a woman with long curly hair is seen from the back, looking at the screen. To the left is a bulletin board with a "Class 6" sign and a display of paper cutouts of people and houses. At the bottom of the screenshot, there are two smaller inset images: the left one shows several Mini Police officers in uniform in a classroom, and the right one shows a group of children and officers in a classroom setting.

So know you know a little bit more about...

### What is "County Lines?"

AS MINI POLICE OFFICERS, PART OF YOUR ROLE IS TO UNDERSTAND SOME OF THE WORDS THAT POLICE OFFICERS USE

Sometimes, the people in gangs try to bring in drugs to the area you live.

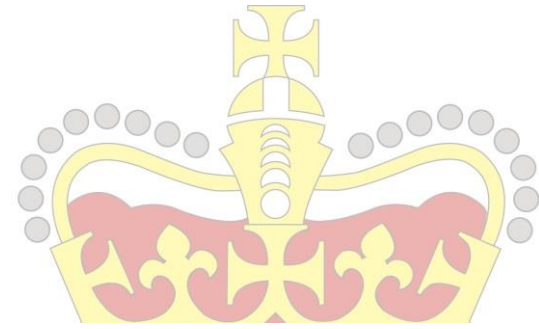
People in this gang sometimes try and get children to help them. They ask children of your age to hide their drugs or the money they make from selling drugs where they think the police won't find them. Sometimes the people in these gangs are really horrible and can make children feel very scared if they don't do what they say.

Can you help us as a Mini Police officer to stop this happening to anyone you know?



# Getting the message across

The screenshot shows a web browser displaying a news article on the ECHO website. The URL in the address bar is <https://www.liverpoolcho.co.uk/news/liverpool-news/chilling-tactics-used-merseysides-drug-13971154>. The article title is "Chilling tactics used by Merseyside's drug gangs to spread influence to Wales and Cumbria". The sub-headline reads "Crimestoppers is targeting urban gangs ruthlessly exploiting addicts and vulnerable children". The article is by Joe Thomas, dated 14:51, 29 NOV 2017. Below the article is a video player with a "Watch again" button and a "SHARE THIS VIDEO" section. To the right of the video is an advertisement for Bose QuietComfort 35 headphones, priced at £289.00. The Windows taskbar at the bottom shows the date and time as 14:51 on 16/02/2019.



SEE IT, SHARE IT, STOP IT.



# PREVENT

- Use of preventative orders to restrict the opportunities for persistent offenders.
- Identifying persistent offenders likely to progress to SOC and use IOM process to reduce their risk and capability.
- Effectively share information with partner agencies such as CRC and NPS to jointly manage those at risk of SOC.
- Effectively using the media and social media to publicise success and deter offending.



# CONTEXT

- Cumbria has significantly lower levels of risk and threat relating to Serious Organised Crime compared to other counties in the region and nationally.
- Cumbria Constabulary has significant dedicated resources and specialist capabilities committed to the SOC threat in the context of the size of the Constabulary with many successes.
- Operation Horizon has been recognised nationally as one of the largest dedicated County Lines operations in terms of the number of targets successfully charged.
- The Constabulary has been rated 'Good' in respect of tackling serious and organised crime by HMICFRS.





Questions.....



# Thematic Report: Ensure Offenders Face a Consequence for their Crime

Public Accountability Conference  
March 2019

**T/ACC Justin Bibby**



 101

 [www.cumbria.police.uk](http://www.cumbria.police.uk)

  [cumbriapolice](https://www.facebook.com/cumbriapolice)



# Purpose

- Ensure victims are at the heart of any decisions made with regards to bringing offenders to justice

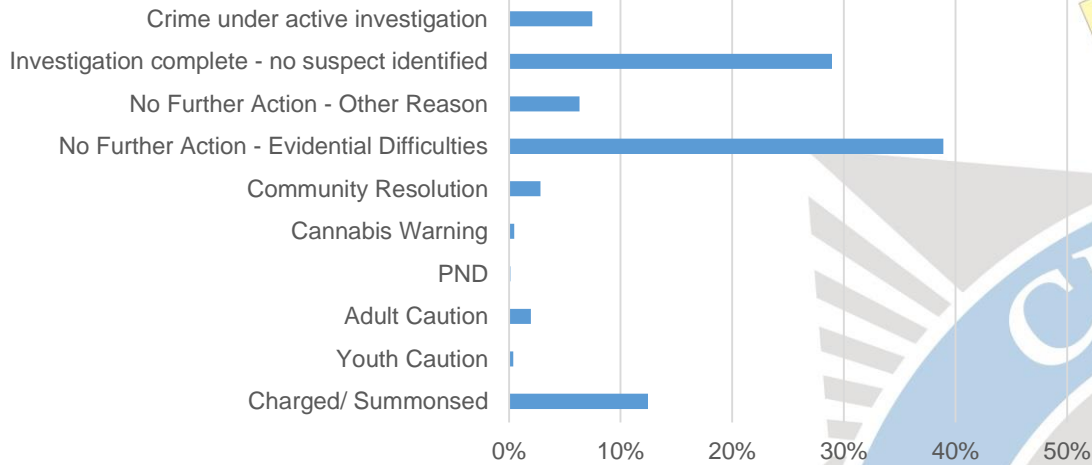
# Topics

- Outcomes and scrutiny
- Interventions
- NPCC National Strategy
- Body Worn Video
- Local Focus Hubs
- Managing Dangerous and Prolific Offenders
- HMICFRS recommendations



# Crime Outcomes

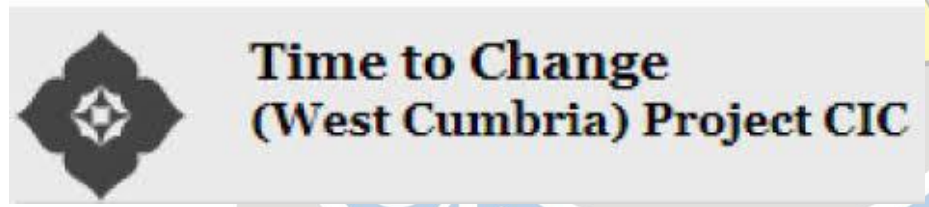
Crime Outcomes Feb 18- Jan 19



Positive Outcome Comparison Nationally and against MSF



# Interventions



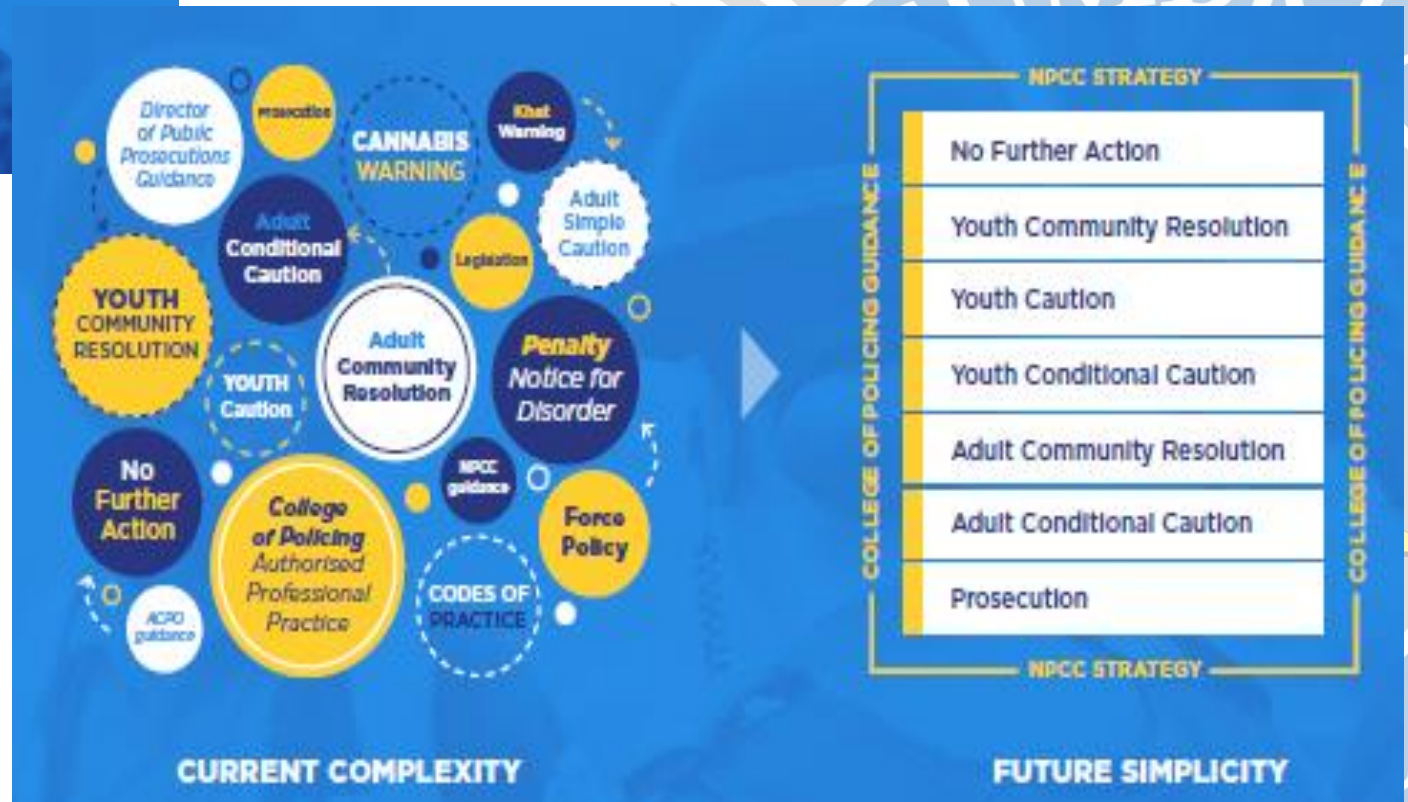
2017-2021



# CHARGING AND OUT OF COURT DISPOSALS

A NATIONAL STRATEGY

# NPCC National Strategy



# Body Worn Video

710 units issued

Over 17,000  
evidential videos

58,242 videos  
taken



Almost 4,000  
videos shared  
with CPS

Public Survey:  
97% support use of body worn video  
93% think it will help the police bring offenders to justice

# Local Focus Hubs

**News & Star**  
with **The Cumberland News**

## Carlisle woman given Criminal Behaviour Order

“We have undertaken initiatives to address other city centre issues, such as day-time street drinking and issues around homelessness. We worked alongside the city council Homeless team and partners to ensure that housing and welfare needs were being met and that support was offered”

## The Mail

News | Barrow

17th May 2018

## Criminal behaviour order for Barrow man

itv

NEWS

Shoplifter banned from  
Workington town centre

“We work alongside our partners in the multi-agency Local Focus Hub wherever possible to try and provide multi-agency sustainable solutions to issues”



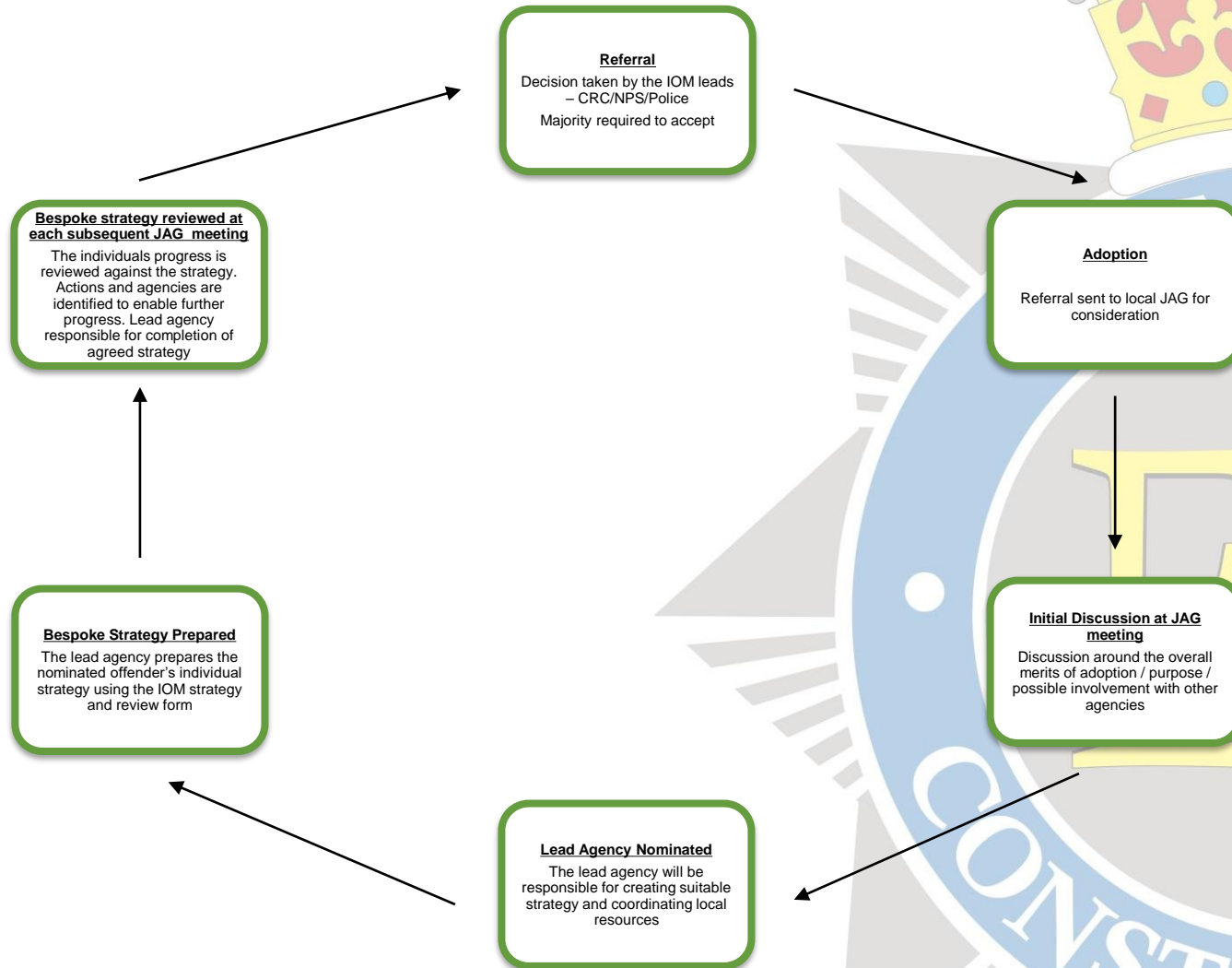
# Managing Dangerous and Prolific Offenders

## MAPPA

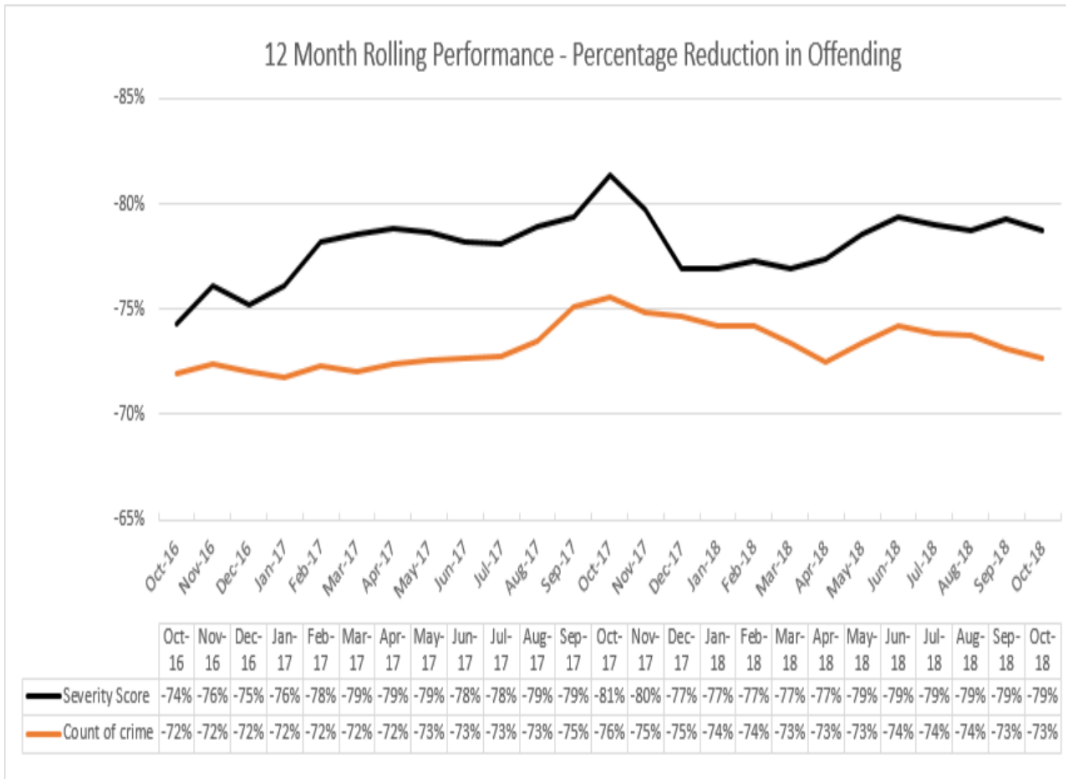


# Managing Dangerous and Prolific Offenders

## Integrated Offender Management



# Managing Dangerous and Prolific Offenders



DA Nominal

(blank)

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Nominal Role

SUSP



# HMICFRS update



The constabulary should ensure that investigation of relatively complex offences are being properly allocated, that supervisors are aware of these investigation, and can also support officers in order to provide a good service to victims



The constabulary should ensure that there is regular and active supervision of investigations to improve the quality and progress of investigations

Crime Allocation  
and Investigation  
Policy /  
Procedure /  
Matrix

Crime Recording  
Procedure 2018

Sgt review  
within 72 hrs  
57% in 2017  
92% in 2018  
Quality 94%



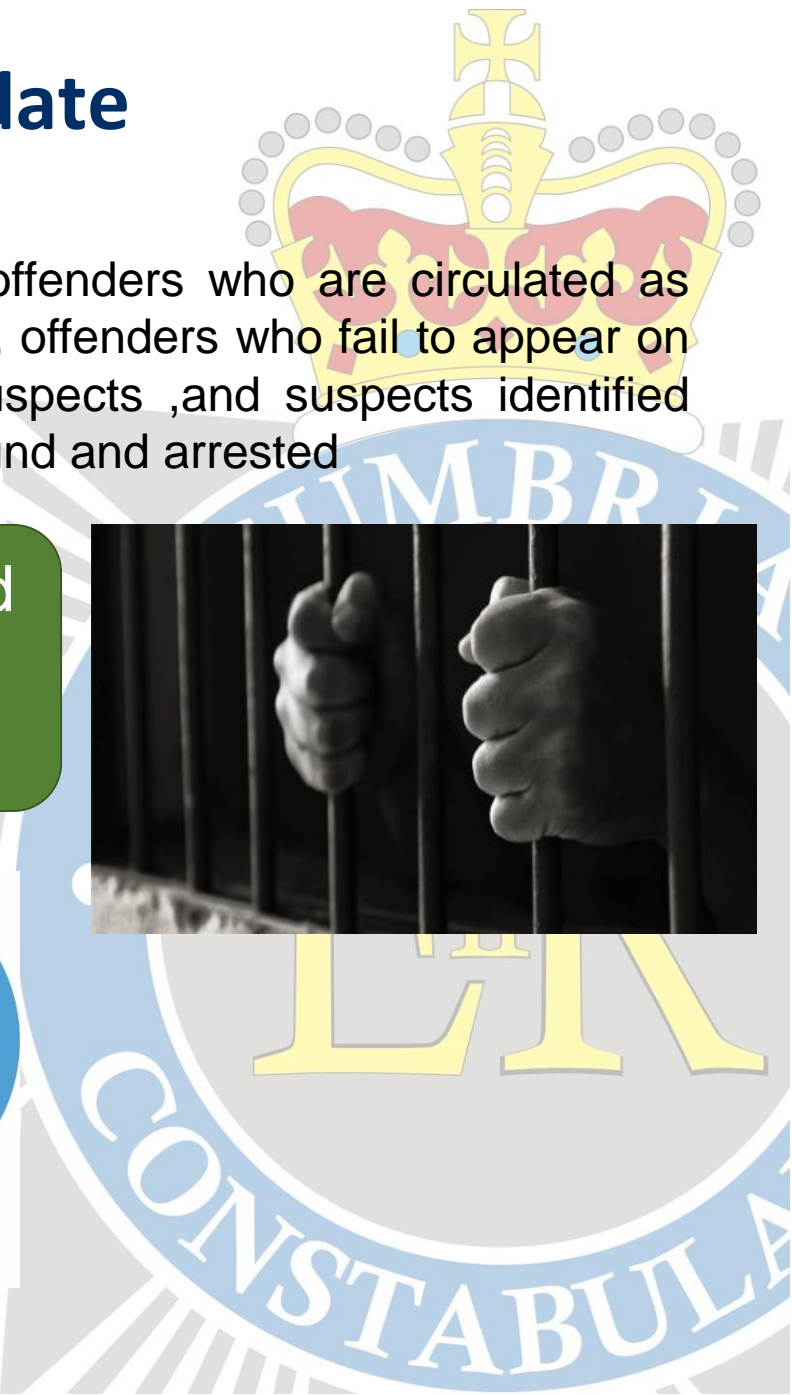
# HMICFRS update



The constabulary should ensure that offenders who are circulated as wanted on the police national computer, offenders who fail to appear on police bail, named and outstanding suspects, and suspects identified through forensic evidence are swiftly found and arrested



New Wanted  
Persons  
Procedure



# Annual Consultation Survey

Public Accountability Conference

27 March 2019

T/ACC Bibby



 101

 [www.cumbria.police.uk](http://www.cumbria.police.uk)

  [cumbriapolice](https://www.facebook.com/cumbriapolice)

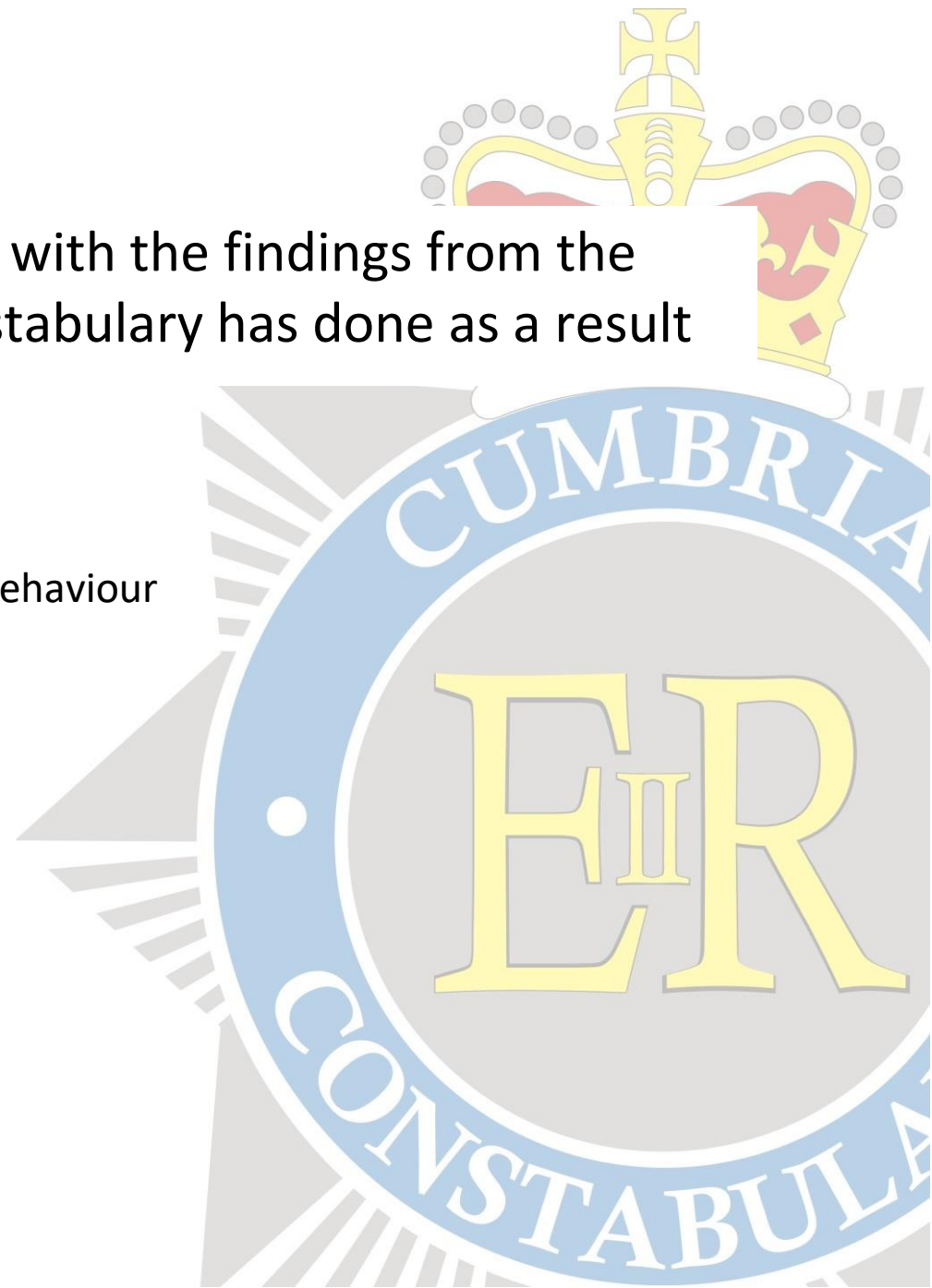


# Purpose

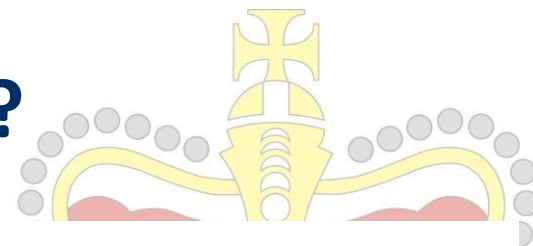
To present to the Commissioner with the findings from the public survey and what the Constabulary has done as a result

This will include feedback on:

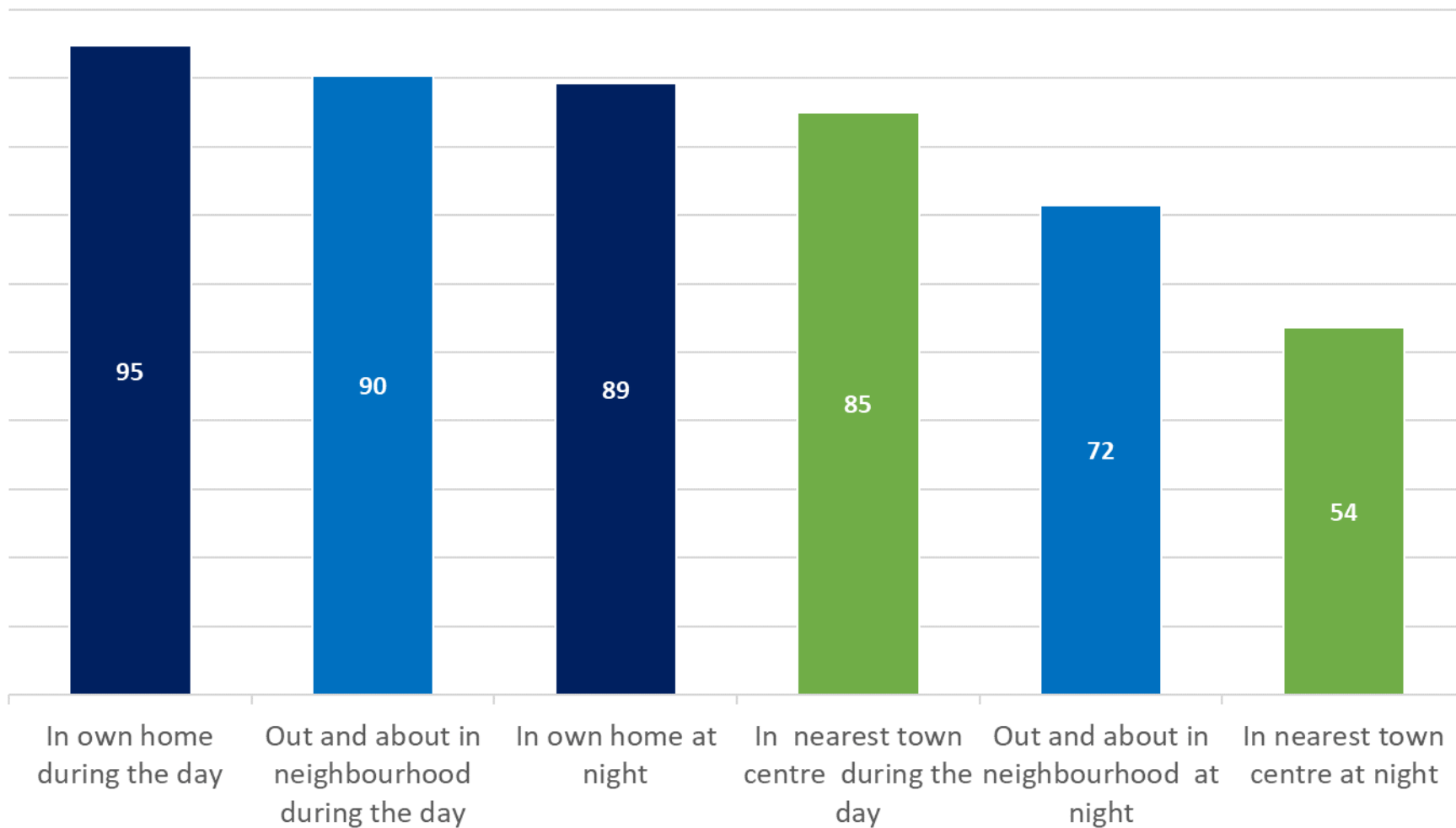
- Feelings of safety
- Perceptions of crime and antisocial behaviour
- Confidence in the police
- Visibility
- County priorities
- Local Concerns
- Engagement
- Satisfaction



# How safe do people in Cumbria feel?



% of people feeling safe in the following situations

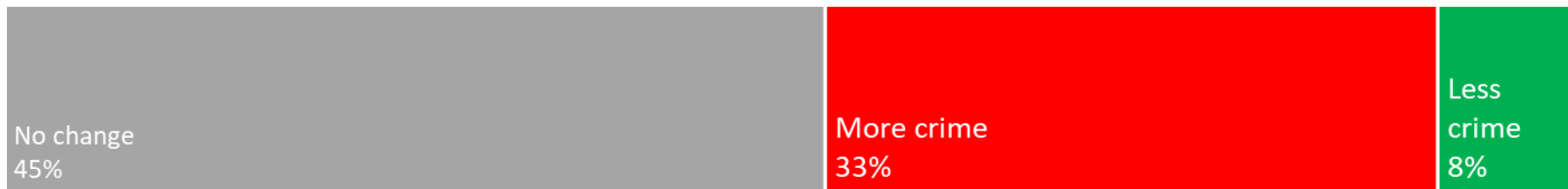




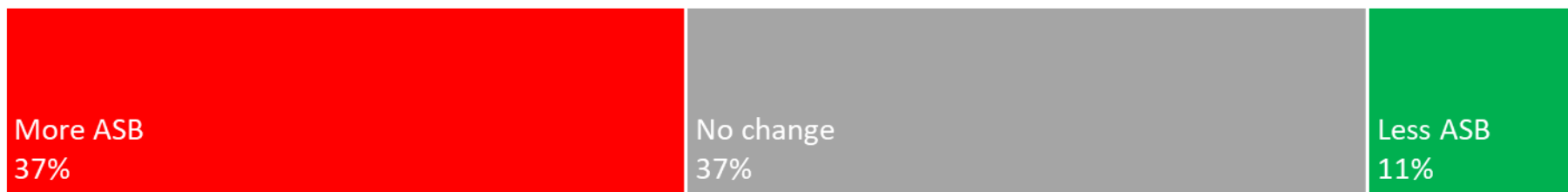
# How much crime and antisocial behaviour people think there is in Cumbria



Our survey: how do you feel crime has changed in the past 12 months



Our survey: how do you feel ASB has changed in the past 12 months



## In Cumbria

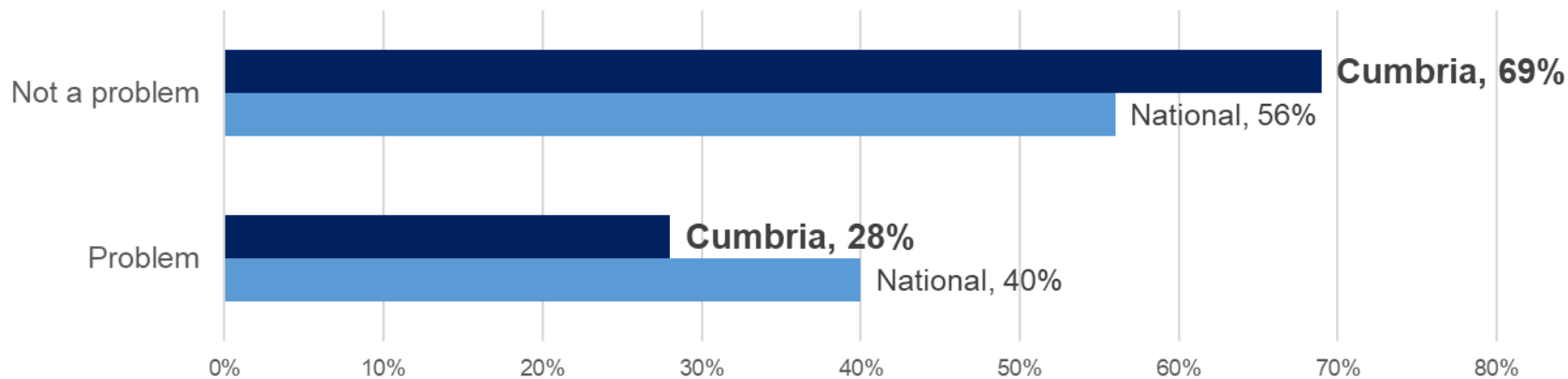
- Recorded crime has increased
- Antisocial behaviour has decreased
- and Cumbria continues to have one of the lowest levels of crime in the country



# Perceptions of crime: comparing Cumbria with national results



How much of a problem do you think crime and ASB are in your local area?



National

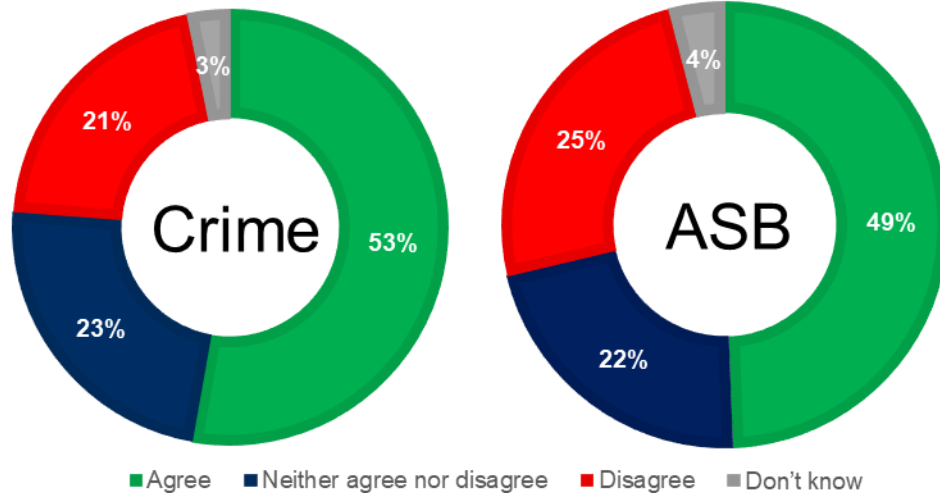


Cumbria

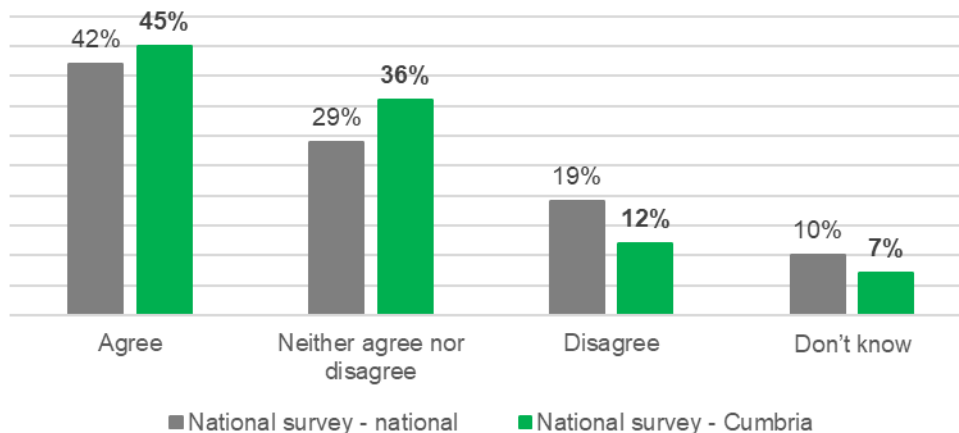


# How people think we are dealing with crime and ASB

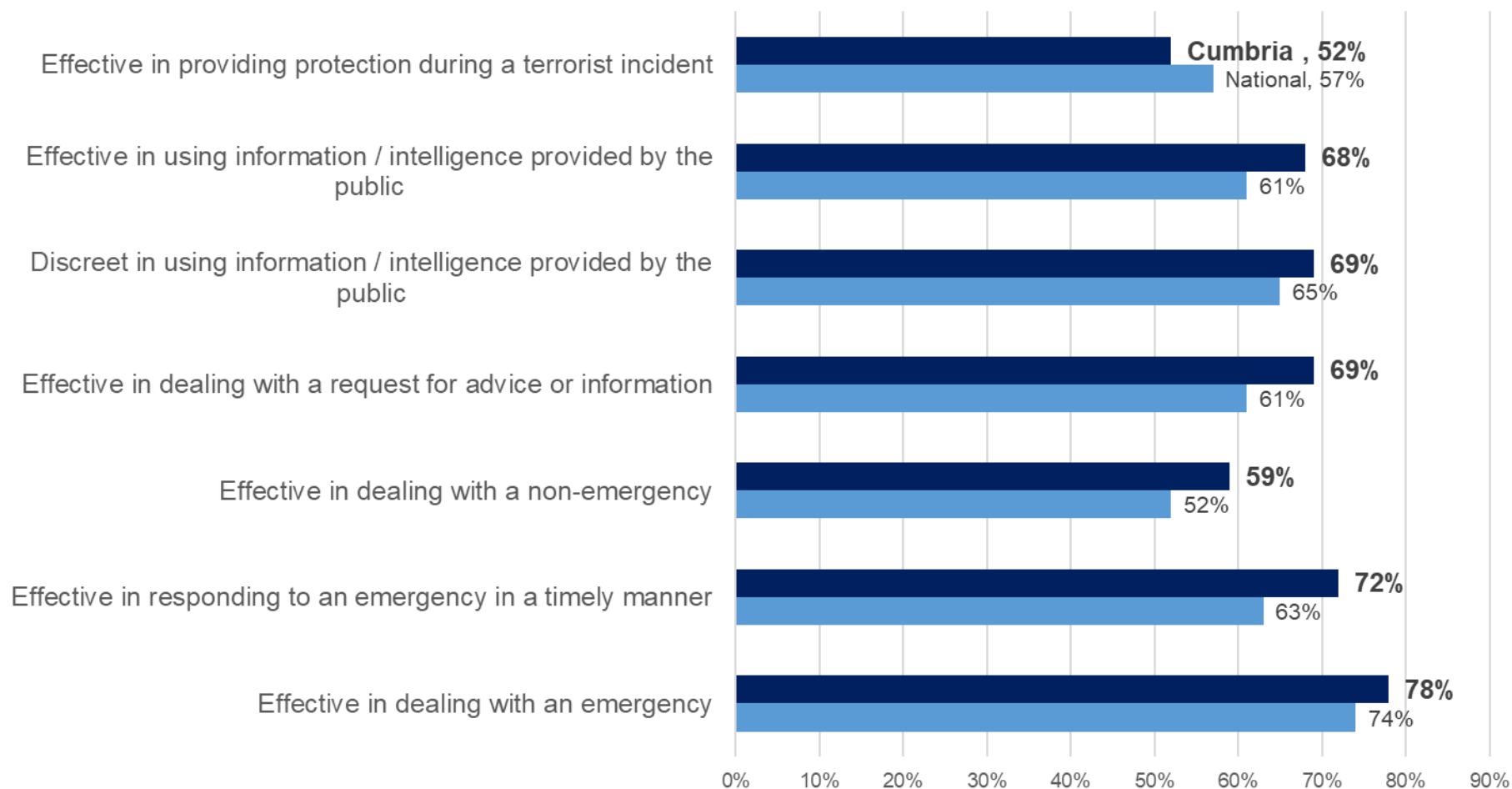
Our survey- can be relied on to deal with



Deal with crime and ASB in your area



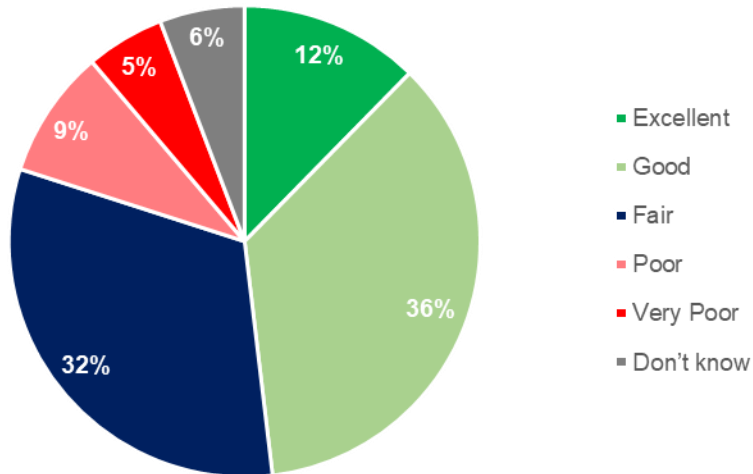
# How confident are people that Cumbria Police would be effective...



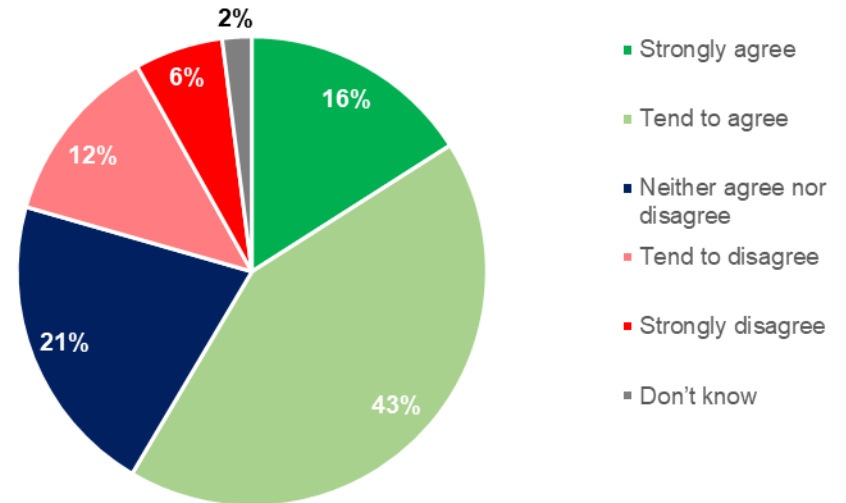
# How confident people feel in Cumbria Police



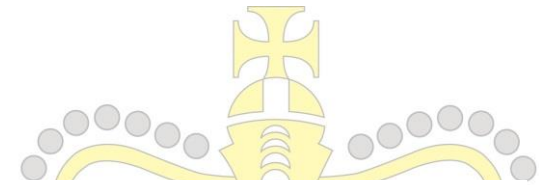
48% of respondents said that taking everything into account they thought the police in their local area were doing a good or excellent job.



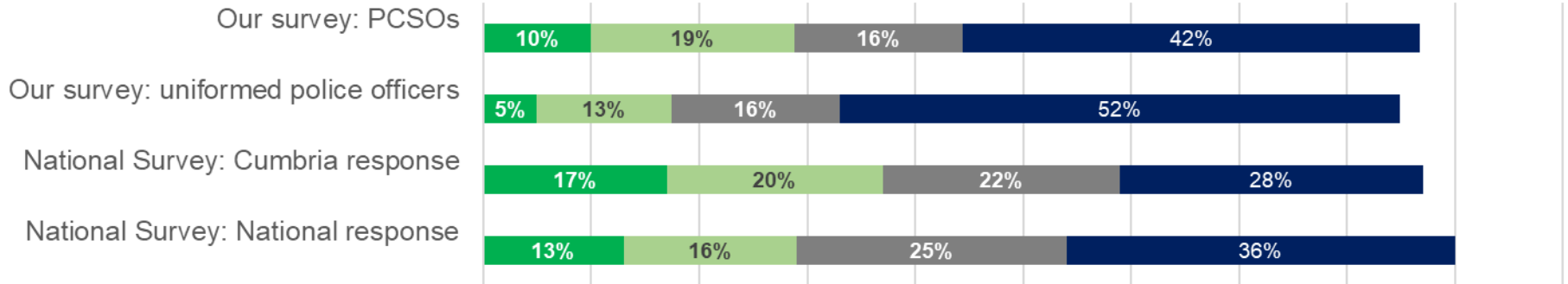
59% of respondents said that taking everything into account they had confidence in Cumbria Police



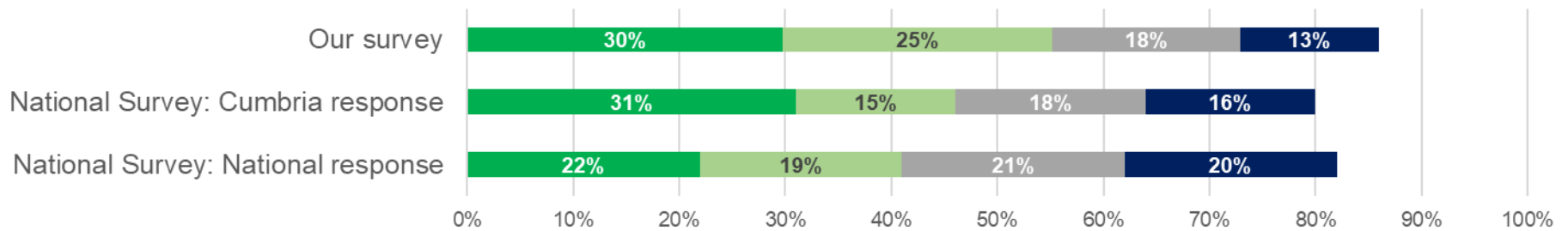
# Visibility



How often uniformed presence seen on foot in past 12 months



How often a uniformed police officer or PCSO has been seen in vehicle over past 12 months



■ Seen at least once a week   
 ■ Seen at least once a month   
 ■ Seen at least once a year   
 ■ Not seen in the last year

**Satisfaction with visibility nationally – 24%**

**Satisfaction with visibility Cumbria – 35%**

# Visibility– body worn video

51% of respondents said they were aware that all uniformed police officers in Cumbria now wear BWV cameras

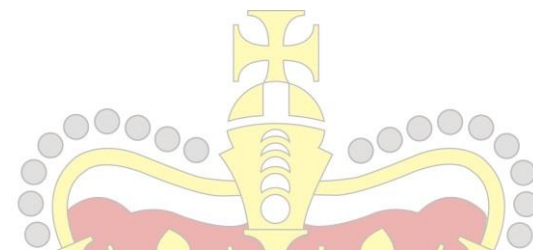
97% supported the use of BWV for uniformed police officers

91% believed it would make the police more accountable for their actions

72% felt it would reduce complaints from members of the public

69% believed it would reduce assaults on police officers

93% thought it would help the police bring offenders to justice

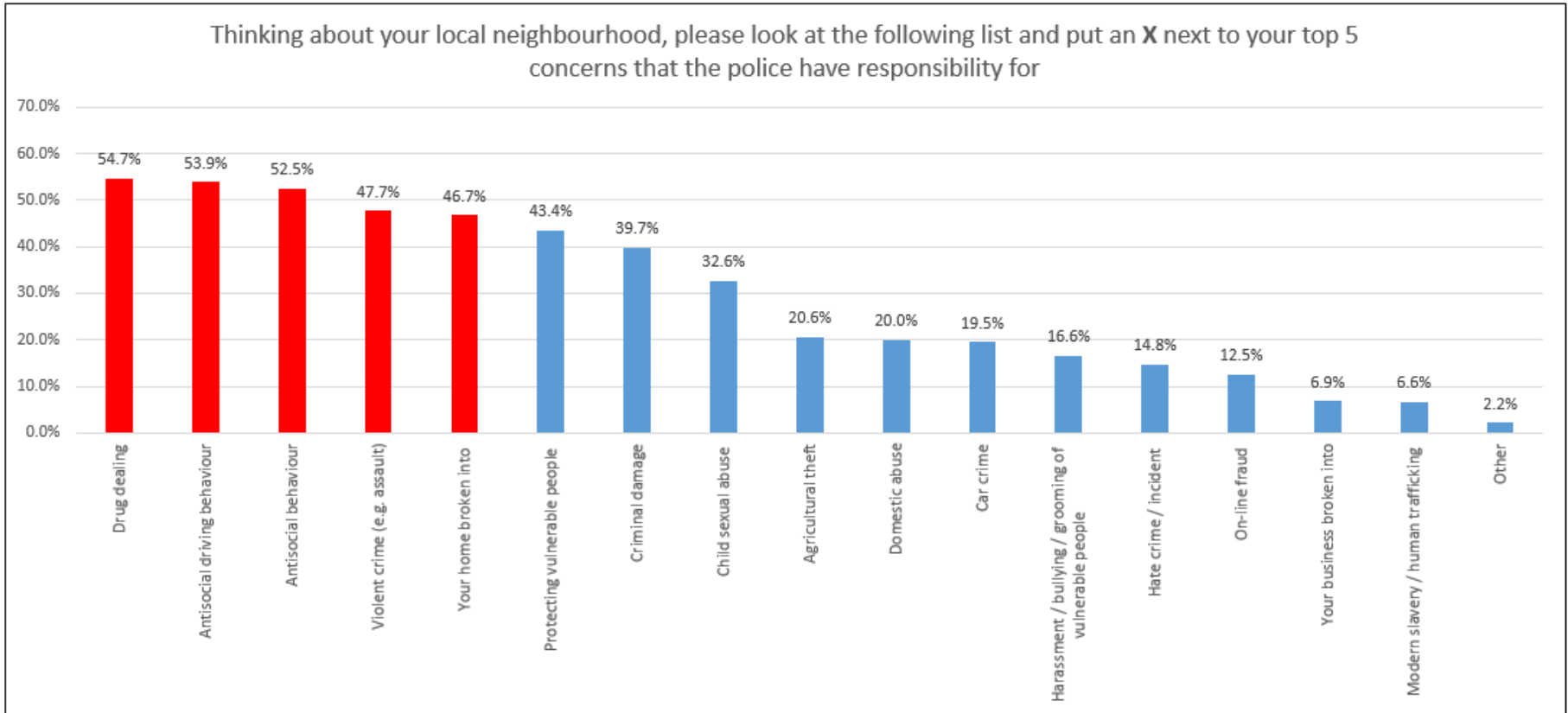
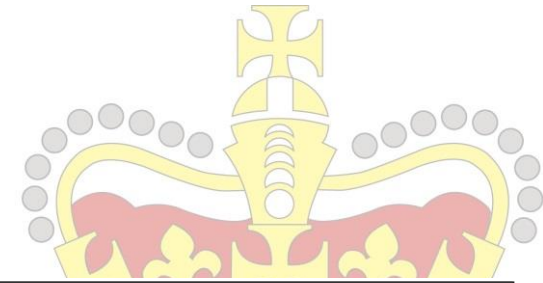


# What do people think are the the most important services we provide

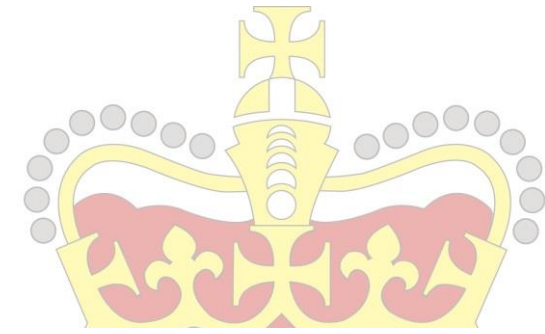
County Priority	Overall score	Ranking
Protecting children and vulnerable people from abuse	7317	1st
Investigating crime	6624	2nd
Preventing crime (such as managing offenders or working with partners in local areas)	5954	3rd
Patrolling your neighbourhood	5679	4th
Preventing antisocial behaviour	5467	5th
Traffic policing / investigating collisions / dealing with dangerous driving	5237	6th
Answering and dealing with calls for service	5057	7th
Monitoring and managing dangerous offenders effectively	4747	8th
Responding to major incidents (such as flooding)	4657	9th
Specialist policing activities such as firearms and police dogs	3026	10th



# Local Concerns



# Local Concerns - top 5 by District



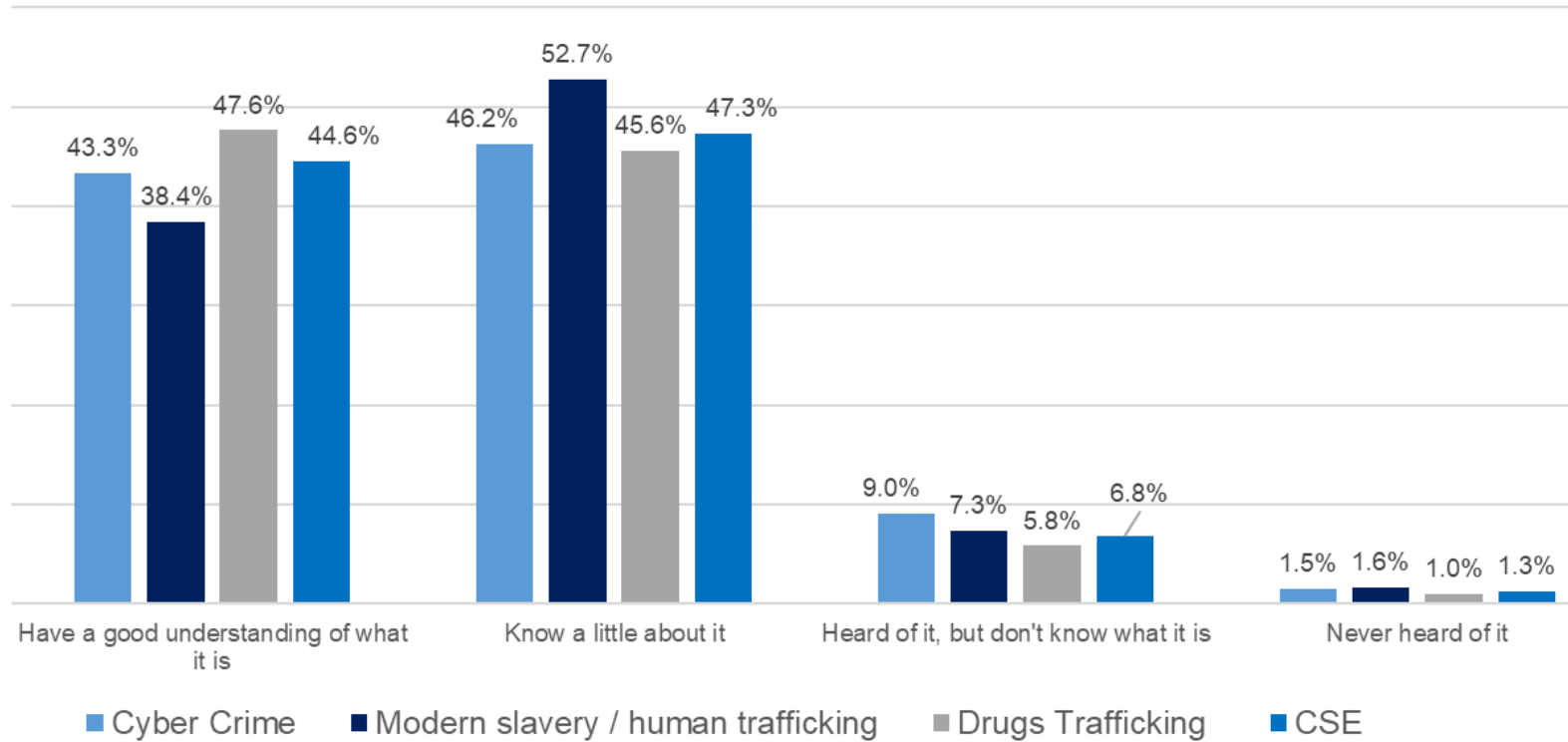
Local concern by district					
Allerdale	Barrow-in-Furness	Carlisle	Copeland	Eden	South Lakeland
Antisocial driving behaviour	Drug dealing	Antisocial behaviour	Drug dealing	Antisocial driving behaviour	Antisocial driving behaviour
Drug dealing	Antisocial behaviour	Antisocial driving behaviour	Antisocial behaviour	Your home broken into (burglary)	Drug dealing
Protecting vulnerable people	Violent crime	Drug dealing	Violent crime (e.g. assault)	Antisocial behaviour	Your home broken into (burglary)
Violent crime	Your home broken into (burglary)	Your home broken into (burglary)	Antisocial driving behaviour	Drug dealing	Antisocial behaviour
Antisocial behaviour	Antisocial driving behaviour	Criminal damage (vandalism)	Protecting vulnerable people	Protecting vulnerable people	Violent crime (e.g. assault)



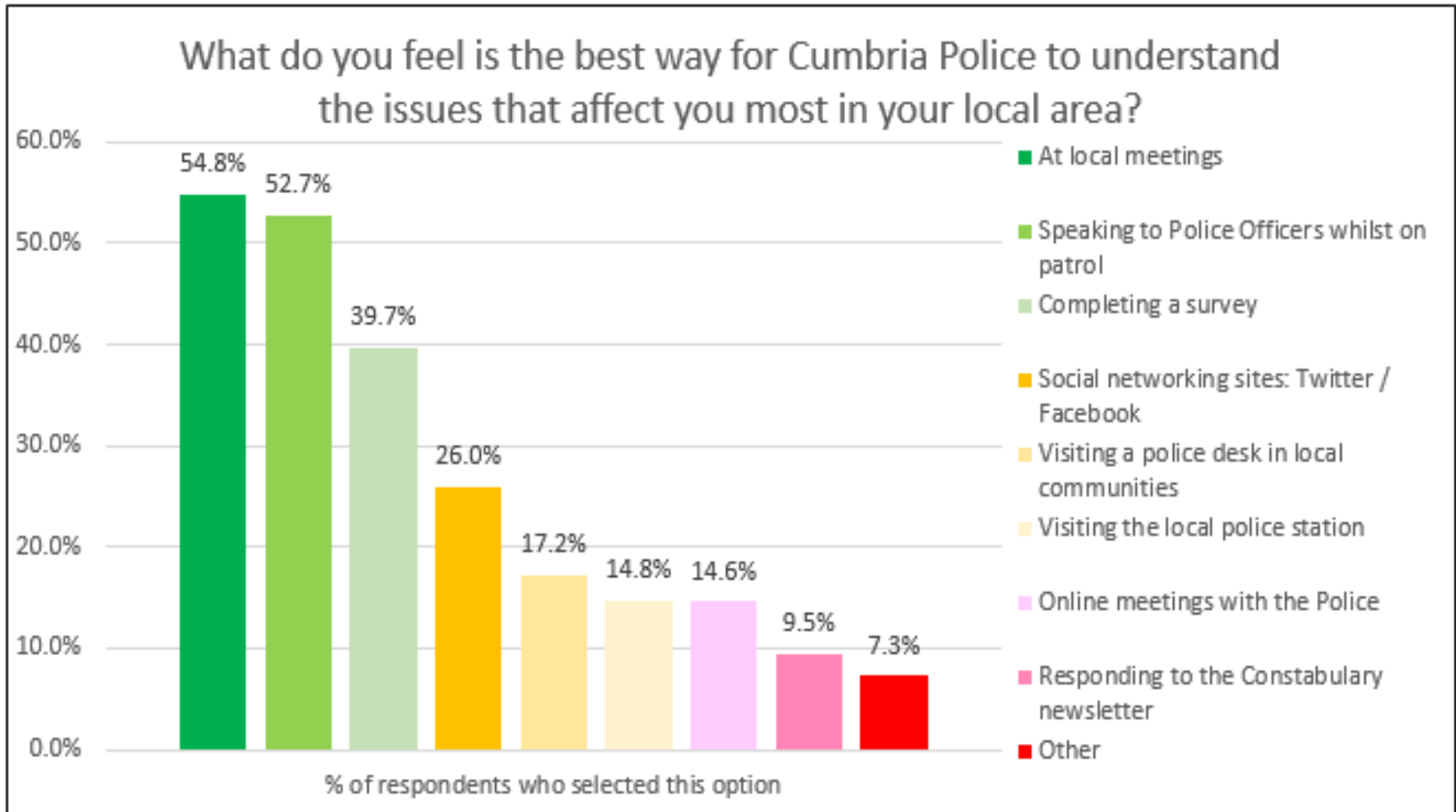
# Local Concerns - awareness of emerging crime types



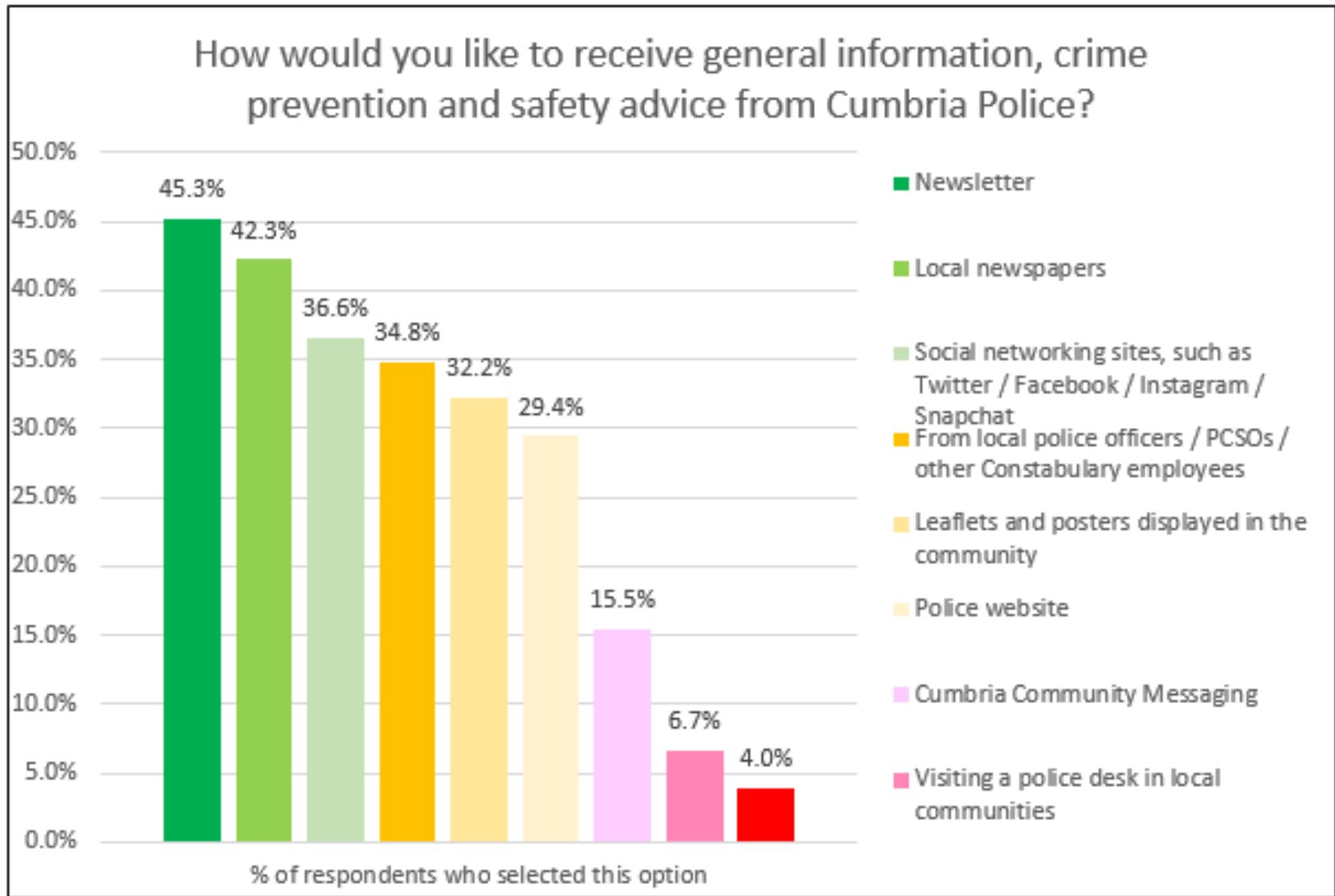
Awareness of certain crime types



# How people would like to be engaged with



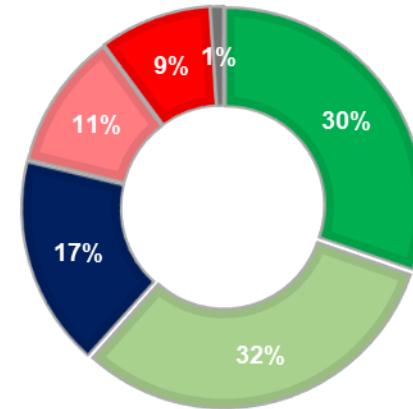
# How people would like to receive information



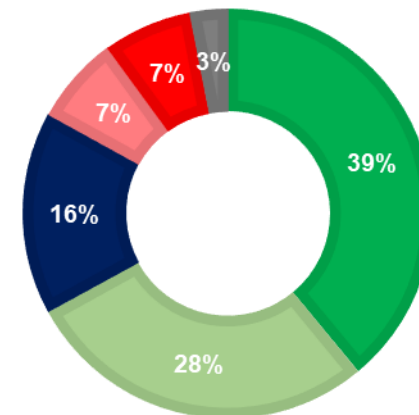
# Satisfaction



Satisfaction with service received - National



Satisfaction with service received - Cumbria



- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

# What's happening with the information from the survey



- Localised intelligence provided by people has been referred to the Local Focus Hubs to be dealt with
- Used to inform the current review and development of the Constabulary's Engagement Strategy and to improve our communications based on what the public have said
- Additional resources to address specific issues as described earlier
- Reviewing approach to surveying with the intention of having smaller and more meaningful surveys throughout the year, to respond to specific issues and feedback better to the public, thereby continuously educating and improving understanding of service challenges and effectiveness of actions taken
- Questions asked around countywide priorities are being developed and become more sophisticated to include some of the good practice identified from IPSOS MORI and other forces

