



Enquiries to: Mrs L Curran
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(op2)

Our reference: LC

Date: 10th June 2026

CUMBRIA POLICE, FIRE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE

The Police, Fire and Crime Commissioner's Public Accountability Conference will take place on **Monday 15th June 2026 at 10:00.**

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

If you would like to join the meeting as a member of the public or press, please contact Louisa Curran on Louisa.Curran@cumbria.police.uk. Following the meeting papers will be uploaded on to the Commissioner's website.

G Shearer
Chief Executive

Attendees:

Police, Fire & Crime Commissioner	- Mr David Allen (Chair)
OPFCC Chief Executive	- Ms Gill Shearer
Chief Finance Officer	- Mr Steven Tickner
Chief Constable	- Mr Darren Martland

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 12th February 2026.

6. END OF YEAR PERFORMANCE

To receive a report detailing the Constabulary's end of year performance for 2025-26.

7. RASSO

To receive a report detailing Rape and Serious Sexual Assault performance and the actions being taken by the Constabulary to improve victim experience, strengthen investigations, and improve criminal justice outcomes.



Enquiries to: Mrs L Curran
Telephone: 01768 217734 (op2)

Our reference: LC

Date: 6th February 2026

CUMBRIA POLICE, FIRE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE

The Police, Fire and Crime Commissioner's Public Accountability Conference took place on
Thursday 12 February 2026 at 10:00.

Attendees:

Police, Fire & Crime Commissioner	- Mr David Allen (Chair)
OPFCC Chief Executive	- Ms Gill Shearer
T/Chief Constable	- Mr Darren Martland
Assistant Chief Constable	- Mr David Stalker
Constabulary Chief Finance Officer	- Mrs Michelle Bellis
Constabulary Director of Strategic Development	- Ms Louise Kane
OPFCC Accountability Manager	- Mrs Stephanie Stables
OPFCC Accountability Assistant -	- Mrs Louisa Curran (Minutes)

Apologies:

PFCC Chief Finance Officer	- Mr Steven Tickner
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Minutes

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

1. APOLOGIES FOR ABSENCE

- Apologies were received as noted.
- The Chair congratulated Mr Martland on being named as the preferred candidate for Chief Constable ahead of the Police and Crime Panel confirmation hearing on 27 February.

2. URGENT BUSINESS AND EXCLUSION OF PRESS AND PUBLIC

- No urgent business was raised.
- No items required exclusion of the public under the Local Government Act provisions.

3. QUESTIONS FROM THE PUBLIC

- No public questions were submitted in advance.

4. DISCLOSURE OF PERSONAL INTERESTS

- No declarations were made.

5. MINUTES OF MEETING

To receive and approve the minutes of the Public Accountability Conference held on Wednesday 05 November 2025.

The minutes were approved without amendment.

Outstanding Actions

- **Language Matters Training:**
 - Evaluation expected after the training completes at the end of April.
 - Initial feedback is positive and the training has been extended.
 - Action remains open and will be revisited in summer for formal evaluation and reporting.

6. DECISION PAPERS – CAPITAL STRATEGY 2026/27

A) CAPITAL STRATEGY 2026/27 (inclusive of prudential indicators 2026/2027 to 2030/31)

The circulated document provides an overview of capital planning and treasury management. The savings requirement for 2023/24 was met largely through borrowing to spread costs. Strategy approved.

B) CAPITAL PROGRAMME 2026/27 TO 2035/36

Covers core investment areas: Digital, Data & Technology; Fleet; Estates; national ICT schemes including ESN.

Workington PFI site purchase incorporated.
Majority of funding derived from borrowing.

C) TREASURY MANAGEMENT STRATEGY STATEMENT 2026/27 (inclusive of Investment Strategy, Borrowing Strategy, MRP Statement).

Assurance was received from the Chief Financial Officer around the status of ongoing projects, and the programme was approved.

Forecasts anticipate base rate reductions in late 2025–26.

Outlines borrowing requirements (£25m at start of 2026/27).

MRP strategy and prudential indicators included.

Report approved subject to final approval at JAC on 24/2/26.

Non-material amendments delegated to PFCC CFO.

7. DECISION PAPERS - BUDGET AND MEDIUM-TERM FINANCIAL FORECAST 2026/27 to 2030/31.

The Commissioner received three reports as part of the budget-setting process:

A) Local Government Act 2003 Requirements Report

The CFOs provided their statutory opinion confirming that the proposed estimates are robust and that balances and reserves are adequate. Both CFOs agreed the capital programme is affordable. Key financials and sensitivity analysis were outlined, and the report was noted.

B) Budget 2026/27 and Financial Forecasts 2027/28–2030/31

The report detailed the revenue budget, confirming the legal requirement to set a balanced budget for 2026/27, with a net budget of £150m, supported by specific grants (£40m), Home Office funding (£86m), and council tax precepts. A financial gap was discussed, with ongoing work under the Futures Programme to address this.

The budget is based on a Band D precept increase. Updated council tax base figures show a 0.19% rise, reflecting changes in second homes charges and property status within Cumbria. Appendices A–C were included, covering budget splits, use of reserves and the formal precept resolution. All recommendations, including the council tax precept and revenue budget, were approved. Thanks were recorded to finance staff for producing the reports within challenging timescales.

C) Reserves Strategy 2026/27

A summary was presented, questions were invited, and the report was noted without further issue.

8. PERFORMANCE

The Constabulary presented an overview of performance for April–December 2025. Total recorded crime fell by 3.0% compared with the same period last year, with 27,520 crimes recorded. The positive outcome rate stands at 19.4%, a slight decrease of 0.9 percentage points; however, Cumbria continues to perform above both the national and Most Similar Group averages. The average monthly all-crime rate is 6.19 per 1,000 population, lower than

national levels and broadly consistent with similar forces, despite data disruption linked to the new Records Management System.

Public order offences increased, driven by rises in harassment-related offences (up 8.7%) and racially/religiously aggravated incidents (up 31.7%). Improvements in recording practices may have contributed.

Violence without injury (“fear or provocation of violence”) fell by 26.1%.

Vehicle crime saw the largest reduction of any offence group (down 19.1%), attributed to force wide priorities, targeted governance and operations such as Op Lantern and Op Colossus.

Burglary fell by 8.4%, supported by Operation THEMIS, enhanced monitoring, outcome-focused KPIs and preventative media campaigns. National data shows Cumbria’s burglary rate is among the lowest in England and Wales.

Drug offences reduced by 9.7%, including a 19.8% fall in cannabis possession offences, supported by visible policing and diversion initiatives.

Domestic abuse crimes decreased by 6.9%, with a positive outcome rate of 15.4% (up 0.8pp). The Constabulary continues to focus on quality of response, with Inspector-led reviews of Body Worn Video, strengthened training, prompt victim engagement and increased use of preventative orders. Members questioned whether reductions reflected genuine decreases in offending rather than reduced reporting; reassurance was provided that multiple preventative measures are contributing positively and that reporting levels appear stable.

Rape offences increased by 4.8% (395 crimes). The positive outcome rate declined by 3.3pp to 7.7% and remains below national and MSG averages. The Constabulary outlined an ongoing programme of improvement, including faster digital forensics, continuity of investigating officers, enhanced relationships with CPS, and substantial work under Op Soteria and through RASSO joint meetings. A broader structural redesign of rape investigation was described, with timelines including a return to the Home Office by March. Members sought reassurances about victim confidence; the Constabulary highlighted trained dedicated officers, improved early-stage evidence capture and wider performance analysis. A request was made for updates on deep-dive reviews; early findings indicate the importance of consistent officer ownership and improvements in initial contact processes.

Hate crime increased by 15.9% to 709 offences, with a reduced positive outcome rate (21.1%). Hate crimes against police officers rose significantly to 30 (from 9). These cases are monitored through daily management processes to ensure safeguarding, supervisory oversight and support. The Constabulary acknowledged continuing challenges around under-reporting among NHS staff and outlined joint work with partner agencies. Decisions regarding use of Outcomes 8 and 22 (community resolution/diversion) were discussed, particularly in cases involving very young offenders; the Constabulary emphasised proportionality, education and parental engagement.

Neighbourhood crime fell by 10.5%, with significant reductions in burglary and vehicle offences, although theft from the person increased by 15.4%. Cumbria now records the lowest neighbourhood crime rate nationally.

Victim satisfaction (crime) stands at 71.4%, a decrease from 83.0%. Reductions relate mainly to “actions taken” and “progress updates.” Investigative pressures and changes to data capture following implementation of the new CRS contributed. The Constabulary is implementing governance improvements and service recovery measures, with the Chief Constable holding local areas to account. Despite this, Crime Survey for England & Wales results show exceptionally strong public confidence, with Cumbria performing among the highest nationally across measures relating to trust, fairness, respect and local engagement.

Anti-social behaviour (ASB) fell markedly across all categories, with the largest reductions in nuisance ASB (down 26.87%) and personal ASB (down 48.47%). These improvements are linked to hotspot policing funded through Operation Enhance; concern was raised regarding the loss of central hotspot funding for next year, and members discussed lobbying for its continuation.

Contact and response performance remained strong.

- 92.7% of 999 calls were answered within 10 seconds, above the 90% target.
- 93.9% of 101 calls were answered within 5 minutes, though slightly below the previous year’s figure.
- Grade 1 emergency response met targets in both rural (83.9%) and urban (95.6%) areas; rural times remain longer due to geography.
- Grade 2 incidents met targets in 90.9% of cases.

An action plan is in place to improve leadership visibility, reduce abstractions, maximise deployable resources, and strengthen NPT capacity.

Killed or Seriously Injured (KSI) road casualties rose slightly (up 1.5%). The Constabulary continues work with partners under the Vision Zero approach.

Operation Festive saw strong multi-agency activity with notable operational results across VAWG, NTE-related crime, drink/drug driving, retail crime and vulnerability safeguarding. Supporting operations (Limit, Elf, Regulate, Colossus and Dark Night) delivered high visibility, strong enforcement and engagement outcomes. Members suggested more proactive publicity to highlight this work.

Additional updates included NPT communication enhancements, uplift plans for investigators and sergeants, and confirmation that approximately 5,000 investigations are currently live, managed using harm-based thresholds. THEMIS case scrutiny meetings continue bi-weekly across key crime types.

The Commissioner acknowledged the positive trends in several areas but emphasised the need for continued focus on domestic abuse, rape outcomes and KSI reductions. Overall, he was assured by the contents of the report.

9. ORGANISED CRIME GROUPS

- The meeting received an overview of current activity relating to serious and organised crime in the county. The report highlighted that organised crime remains a continued area of impact for local communities, with a number of mapped groups operating across various threat areas.
- Recent operational activity has contributed to a series of positive outcomes, including successful disruptions and progress linked to multi-agency initiatives and enforcement activity. Improvements were also noted in the use of various preventative and disruptive measures.
- The briefing emphasised that organised crime continues to present challenges locally, requiring persistent and coordinated action across multiple departments and partner agencies.
- The Commissioner was assured that whole-force approach is now well embedded, with improved coordination and governance arrangements supporting more effective operational results.



Public Accountability Conference

End of Year Performance 2025/26

Date: May 2026

Executive Summary:

This report provides an overview of Cumbria Constabulary's end of year performance position for 2025/26, including comparison with previous years, national measures and most similar forces where available.

1. Performance Summary

1.1 All Crime – High Level Performance Overview

The below chart provides a visual of monthly crime volumes for all crime (dark blue bars show crime volume and light blue bars show positive outcome volume for FY 25/26) and the monthly positive outcome rate¹ (red line).

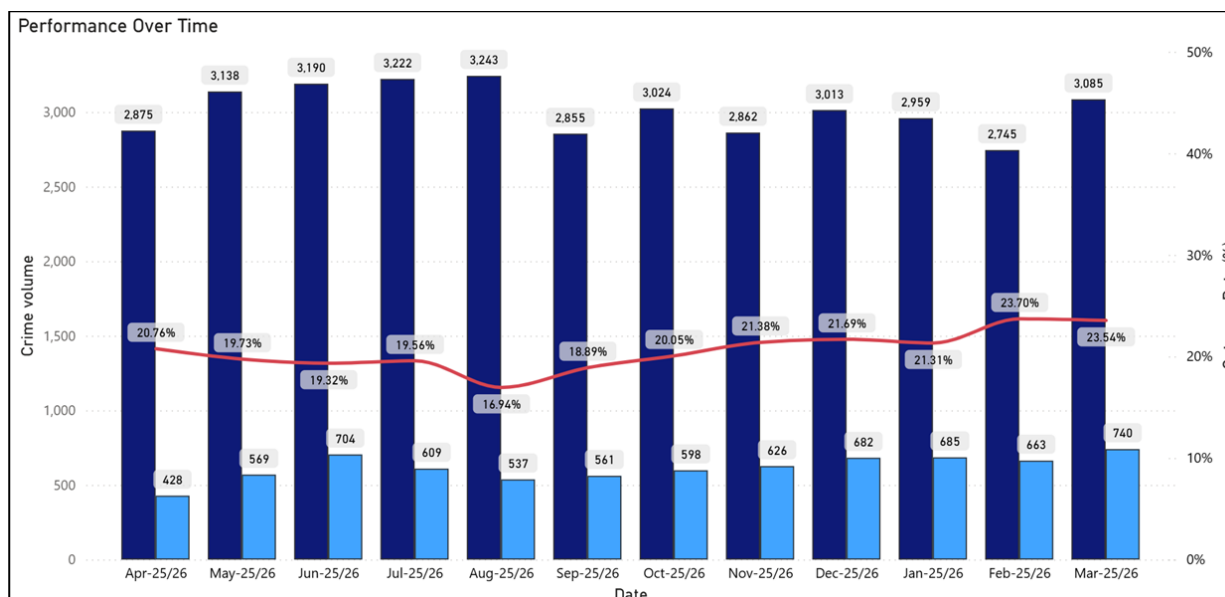


Figure 1: Crime volume and positive outcomes for all crime

During the 2025/26 financial year Cumbria Constabulary **recorded 36,211 crimes**, which was a 2.2% decrease on the previous financial year (816 fewer crimes).

The Constabulary's **positive outcome rate** for the 2025/26 financial year was **20.53%**, a total of 7,404 positive outcomes which has decreased from 21.27% the previous FY, a percentage point change of 0.74. Latest national outcome comparison data for FY 2025/26 indicates that Cumbria had one of the highest outcome rates nationally, with a rate above the national average, and the average for our Most Similar Group²

Cumbria Constabulary's crime rate (all crime) per 1,000 population during the 2025/26 financial year was 72.7/1000. This means that for every 1000 individuals residing in Cumbria, 72.7 crimes were recorded. Latest national data (up to the end of March 2026), indicates that this figure is lower than the national average and slightly higher than the average compared to our Most Similar Group Forces.

¹ Positive Outcomes are recorded crimes which have resulted in any of the following outcomes; Outcome 1: Charge / Summons, Outcome 2: Caution – Youth, Outcome 3: Caution – Adult, Outcome 4: Taken into Consideration (TIC), Outcome 6: Penalty Notice for Disorder, Outcome 7: Cannabis / Khat Warning, Outcome 8: Community Resolution

² Cumbria's Most Similar Group as at the end of the 2025/26 FY consisted of: Cumbria, Lincolnshire, Norfolk, North Wales.

1.2 All Crime – Offence Group Performance Overview

The below chart provides a breakdown of the 36,211 recorded crimes by offence group.

Offence Groups by Crime Volume and Positive Outcome Rate – FY 2025/26

OffenceGroup	Crime Vol.	SPLY Vol.	Vol. Delta	Vol. Delta (%)	Total OCs	Positive OCs	Positive OC Rate
Violence against the person	16,199	16,615	-416	-2.50%	16,162	2,624	16.20%
Theft offences	5,112	5,236	-124	-2.37%	5,153	1,068	20.89%
Public order offences	3,928	3,800	128	3.37%	3,933	839	21.36%
Arson and Criminal Damage	3,843	3,848	-5	-0.13%	3,807	480	12.49%
Sexual offences	1,807	1,815	-8	-0.44%	1,742	219	12.12%
Drug offences	1,792	1,997	-205	-10.27%	1,814	1,427	79.63%
Miscellaneous Crimes Against Society	1,095	1,149	-54	-4.70%	1,066	273	24.93%
Burglary	1,008	1,057	-49	-4.64%	993	136	13.49%
Vehicle Offences	736	838	-102	-12.17%	708	74	10.05%
Possession of weapons offences	550	539	11	2.04%	544	223	40.55%
Robbery	141	133	8	6.02%	132	39	27.66%
Total	36,211	37,027	-816	-2.20%	36,054	7,402	20.44%

Figure 2: Offence groups by crime volume and positive outcome rate

Cumbria Constabulary saw a 6.0% increase in robbery offences during 2025/26, equating to 8 additional offences compared to the previous financial year. Whilst this represents a relatively small increase in volume, Barrow Town Centre experienced the largest local increase with 11 more crimes recorded, the town reported an increase in visitors in 2025 with the return of many popular events (including the Soap Box Derby). Despite this, Cumbria continues to achieve the highest positive outcome rate for robbery nationally at 27.66%.

Public order offences have increased by 3.4% (128 more crimes recorded compared to previous FY). The largest proportional increase is seen in the offence sub-group 'Racially or Religiously Aggravated Public Fear, Alarm or Distress', which has seen a 33.46% increase (an additional 87 offences), Carlisle has seen the highest rise with previous analysis indicating a number of offences being reported in hospitals and schools. Protests relating to a new mosque in Dalton has contributed to the increase (Furness saw an increase from 46 offences in FY24/25 to 74 offences in FY 25/26).

Possession of Weapon offences are seeing a slight increase, a change to legislation for the prohibited weapons to include zombie style knives and machetes in September 2024 may have contributed to the increase in offences recorded. The law also tightened age restrictions to purchase knives online, as a result the offence 'Import prohibited weapons / ammunition with intent to evade prohibition / restriction' has seen a 183.33% increase in FY 2025/26 (an additional 11 offences compared to previous FY).

Burglary continues to see a decrease in volume across the force, with 4.6% less crime recorded than previous year. This is influenced by the continued focus on Residential Burglary Performance across the Constabulary, with a dedicated Operation (THEMIS), weekly tactical meetings, introduction of outcome based and volume reduction KPI's. Cumbria recorded 2.0 burglaries per 1000 population. The positive outcome rate for Burglary for the 2025/26 financial year was 13.49%, latest national data indicates that this is one of the highest positive outcome rates both nationally and compared to our most similar group.

Sexual Offences remains comparable to the previous year with 8 crimes less crimes recorded in FY 2025/26 and is discussed in more detail within the RASSO report. The offence 'Administering a

Substance with Intent’ has seen a notable increase, 14 crimes recorded in FY2025/26 compared to 7 crimes recorded in previous FY. An ADR has been introduced this financial year for spiking to allow further national analysis.

1.3 National Crime and Policing Measures³ – Performance Overview

The below table provides an overview of the Constabulary’s performance across key National Crime and Policing Measures.

Table 1: National crime and policing measures performance

	FY 2025/26	FY 2024/25	Change
Homicides	1	5	-80.0%
Drug-related Homicides ⁴	0	0	No Change
Neighbourhood Crime ⁵	1,446	1,550	-6.7%
Firearm Offences ⁶	21	47	-55.3%
Knife Crime ⁷	178	156	+14.1%
Cyber Crime ⁸	2,602	2,496	+4.3%
Overall Victim Satisfaction (Crime)	80.3%	80.8%	-0.5pp
Overall Victim Satisfaction (ASB)	74.1%	74.1%	No Change

The only offence group within Neighbourhood Crime to see an increase was ‘theft from the person’ which saw a 21.6% increase from 125 crimes to 152. This increase was influenced by a significant spike in offences in August 2025, analysis shows this was as a result of offences being reported during Kendal Calling (victims reporting theft of mobile phones). All other offence groups within neighbourhood crime have seen a decrease this FY when compared to the last FY. Overall, there has been a 6.7% decrease with 104 fewer crimes recorded.

Cyber-crime increased by 4.3% compared to the previous reporting financial year (106 additional crimes flagged), with Stalking and Harassment seeing the highest number of crimes with 81 more crimes recorded in this sub offence group. Cyber-crime continues to present a growing challenge for policing, with offending increasingly enabled through online platforms and digital technology. The

³ National Crime and Policing Measures (NCPM) are national priorities and metrics used to measure police performance against key government goals. They are published by the Home Office and are designed to ensure a consistent national focus on addressing specific crime types and improving policing practices.

⁴ Drug-related homicides are any homicides involving a drug user or drug dealer, or that is related to drugs in any way.

⁵ Neighbourhood Crime consists of the following offence groups: Residential Burglary of a Home, Personal Robbery, Vehicle Crime (includes Aggravated Vehicle Taking, Interfering with a motor vehicle, Theft from a motor vehicle, Theft or Unauthorised Taking of a Vehicle), Theft from a person

⁶ As per Annual Data Return (ADR) 131 – Data included up to end of Mar 2026

⁷ As per ADR 160 – Data included up to end of Mar 2026

⁸ As per ADR 118 Online -Cybercrime refers to criminal activities carried out using computers and the internet, including hacking, data theft, malware attacks, and financial fraud. The Constabulary uses a ‘cyber flag’ to flag relevant crimes that are either cyber enabled (e.g. threats / harassment committed online) and cyber dependent (e.g. Hacking). The use of the Cyber Flag is therefore subject to Data Quality limitations. CMSU review cyber identified crime from ADR 118 which uses National Data Quality Improvement Service (NDQIS) analytical tool to help identify these crimes and applies flags to identified crimes on our crime recording system.

Constabulary continues to work with regional and national partners to improve identification, investigation and prevention of cyber-enabled offending.

Knife crime has seen a 14.1% increase with 22 more crimes identified as knife crime in FY 2025/26. The previous year's lower number of knife crime may be contributable to the change in legislation making zombie style knives prohibited and Operation Sceptre offering knife amnesty bins at locations across Cumbria, the Force had more than 40 knives surrendered in Nov 2024, as earlier identified the Possession of Weapons offence 'Importing Prohibited Weapons' has seen an increase as individuals source different avenues to obtain dangerous weapons. The trend in knife crime has been stable over the last 5 years.

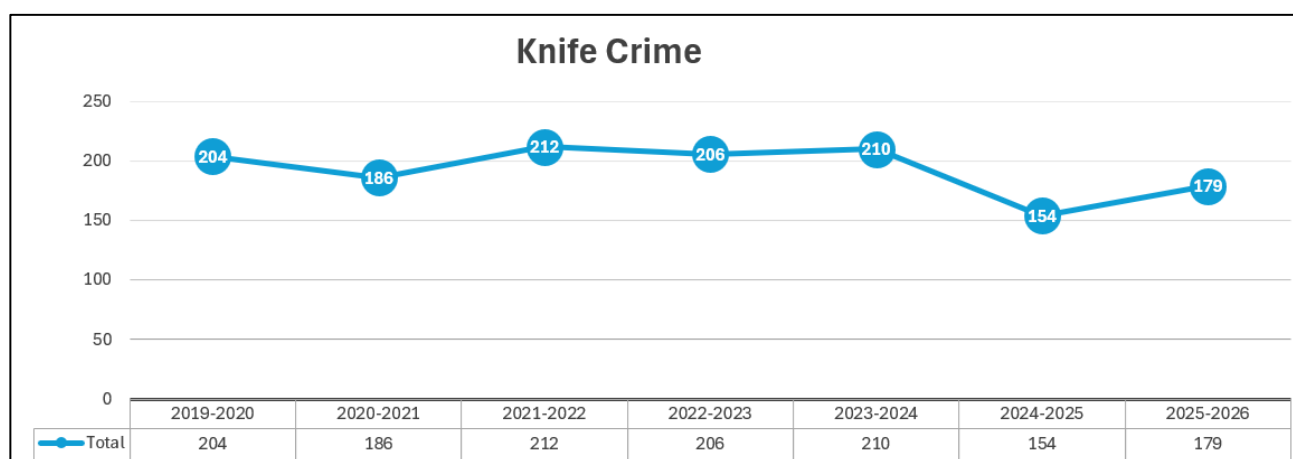


Figure 3: Knife crime trend

Per 1,000 population rates; cybercrime (5.2/1,000 population); neighbourhood crime (2.9/1,000 population); knife crime (0.4/1,000 population); homicide (0.002/1,000 population); firearm offences (0.04/1,000 population).

1.4 Anti-Social Behaviour (ASB)

The below table provides a breakdown of ASB incidents recorded by Cumbria Constabulary during the Financial Year 2025/26.

Table 2: Recorded ASB Volume in Cumbria Constabulary Broken Down by Financial Year

	FY 2025/26	FY 2024/25	Difference	Change
ASB-Environmental	119	189	-70	-37.0%
ASB-Nuisance	2077	2965	-888	-30.0%
ASB-Personal	239	458	-219	-47.8%

All types of anti-social behaviour incidents have decreased during the Financial Year 2025/26 compared to the previous year. All sub-groups of ASB saw decreases compared to previous year with ASB-Personal seeing the largest percentage decrease (219 fewer crimes, a percentage change of -

47.8%). These large decreases are influenced by increased activity and visible foot patrol in identified key hotspots across the Constabulary. Although Operation Enhance is no longer funded by the Home Office's Hotspot Action Fund, the identified hotspots continue to be targeted and the long-term solutions to reduce ASB in key problem areas have proven to be a success.

Both BCUs have seen similar decreases, Cumberland has seen an overall decrease in ASB incidents of 28.6% (591 fewer incidents), Westmorland & Furness (WAF) has seen an overall decrease of 38.0% (577 fewer incidents).

The below table provides a breakdown of Youth related ASB incidents recorded by Cumbria Constabulary during the Financial Year 2025/26.

Table 3: Youth ASB

	FY 2025/26	FY 2024/25	Difference	Change
ASB-Environmental	25	34	-9	-26.5%
ASB-Nuisance	899	1115	-216	-19.4%
ASB-Personal	54	78	-24	-30.8%

All youth ASB has seen a decrease this financial year when compared to the previous year. Again, as with all ASB incidents, the largest decrease in volume can be seen under 'ASB-Nuisance' with 216 fewer youth ASB incidents and a 19.4% decrease. The largest percentage decrease comes from 'ASB-Personal' with 30.8% less incidents.

Both BCUs have seen decreases, although WAF has seen a larger decrease of 35.0% (182 fewer youth ASB incidents), Cumberland has seen a 9.7% decrease in youth ASB incidents (68 fewer youth ASB incidents).

1.5 Killed and Seriously Injured (KSIs)

The below table provides a breakdown of KSI collisions and casualties recorded by Cumbria Constabulary during the Financial Year 2025/26.

Table 4: KSI collisions and casualties

	FY 2025/26	FY 2024/25	Difference	Change
KSI- Collisions	263	247	16	+6.5%
KSI- Casualties	292	277	15	+5.4%

Overall, in the Financial Year 2025/26 we saw a 6.5% increase in the total number of KSI collisions recorded when compared to Financial Year 2024/25. There was a 4.5% increase in the volume of

fatal collisions (from 21 to 23). There was a 38.2% increase in the volume of collisions resulting in a serious injury (from 38 in previous year to 47 in financial year 2025-26) with the highest reported road safety factors being 'Poor Observation' and 'Driving too fast for the Conditions'. During Operation Spotlight in Jul 2025 which targeted the fatal 4 (speeding, using a mobile phone at the wheel, not wearing a seatbelt and driving under the influence of drink and/or drugs) the constabulary saw a 17.9% decrease with 5 fewer collisions than in Jul 2024. Roads Policing Unit have introduced a collision harm index metric to identify areas of concern and to assist with decision making for locations of speed cameras and police visibility.

1.6 Hate Crime

The table below provides a breakdown of Hate Crime recorded by Cumbria Constabulary during the Financial Year 2025/26.

Table 5: Hate Crime (5-strand flagged crime and all racially or religiously aggravated crime)

	FY 2025/26	FY 2024/25	Difference	Change
Racially or Religiously Aggravated Crime	4	32	-28	-87.5%
Disability	81	80	1	+1.3%
Disability, Sexuality	2	1	1	+100%
Disability, Transgender	1		1	+100%
Racial	630	471	159	+33.8%
Religion	55	44	11	+25.0%
Religion, Disability		1	-1	-100%
Religion, Sexuality		1	-1	-100%
Sexuality	142	134	8	+6.0%
Sexuality, Transgender	1	4	-3	-75.0%
Transgender	24	16	8	+50.0%

Hate crime (5-strand flag and all Racially or Religiously Aggravated crimes included) has seen an overall 19.9% increase in FY 2025/26 compared to the previous FY (156 more crimes). The Positive Outcome rate was 23.94% which has also seen a decrease compared to previous year which was 27.68%.

Public Order and Violence Against the Person offence groups have the highest number of hate crimes with Transgender strand seeing a 50% increase and Racial strand seeing a 33.8% increase.

Verbal abuse is reported as the highest aggravating factor.

Racially or Religiously Aggravated Crime has seen a large decrease compared to the previous financial year.

There were 26 Hate Crimes relating to Op Vigo - Dalton Mosque Protest/South Lakes Islamic Centre in FY 2025-26 and 57 Hate Crimes relating to Op Leste- Anti Immigration which is a nationally lead operation.

1.7 Call answering times for 101 and 999 calls

The charts below provide a breakdown of 101 and 999 call answering times recorded on our SAFE incident system

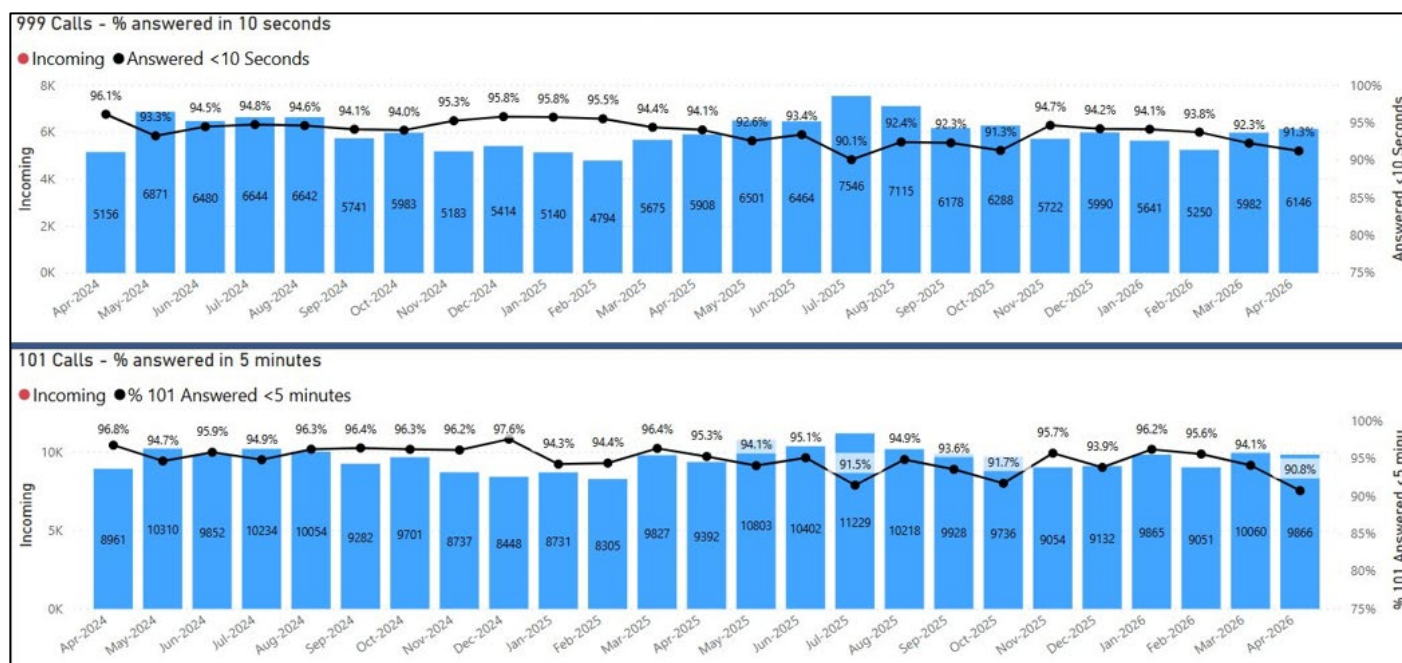


Figure 4: 999 and 101 call answering times from SAFE

The chart below provides a breakdown of 999 National Comparison call answering times from BT⁹ in Financial Year 2025/26

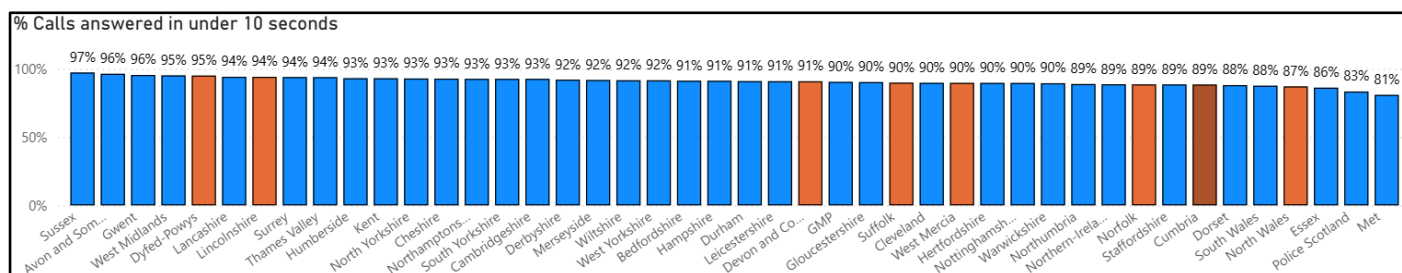


Figure 5: 999 call answering times national comparison from BT

⁹ Not all 999 calls are connected by BT to a force call handler. If the caller is not distressed and does not object to being left in a queue, the BT operator will place the call on the relevant police force system to wait to be answered. BT cannot measure when these calls are answered by the force and these calls are not included in these tables. These volumes vary by force but represent 4% to 7% of all calls received. Data from [Police.uk](https://www.police.uk)

The chart below provides a breakdown of 101 calls abandoned recorded on our SAFE incident system

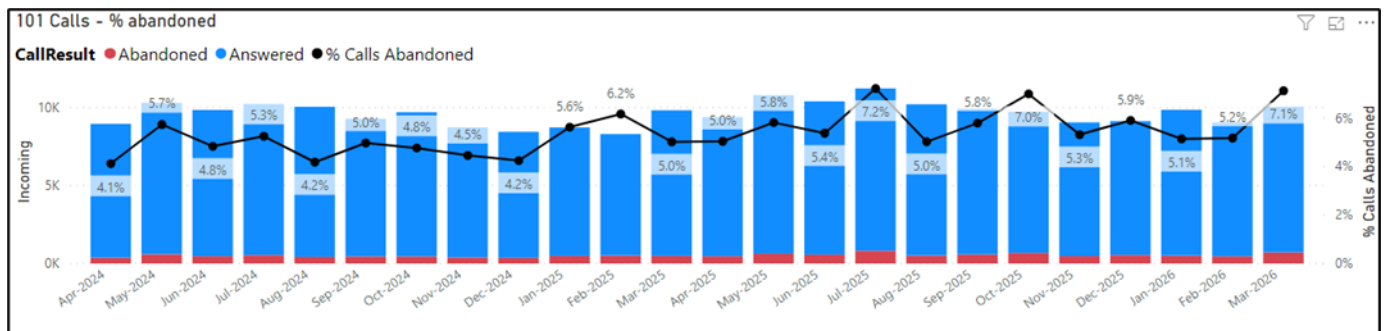


Figure 6: 101 abandoned calls from SAFE

Cumbria Police received a total of 74,585 emergency 999 calls answering 92.9% in target and for 101 calls a total of 118,870 answering 94.3% in target in FY 2025/26 (data from our incident recording system). Forces aim to answer 90% of 999 calls within ten seconds.

The 101 call abandonment rate was 5.8%, which was a 0.9% increase compared to previous year, a total of 6,963 abandoned calls.

The table below provides a breakdown of response times for Grade 1- Emergency and Grade 2- Priority incidents for Financial Year 2025/26.

Table 6: Response times for Grade 1 & 2 from SAFE

	Attended in Target	Median Response Time (from answer to arrive)
Grade 1 All	90.5%	0:09:05
Grade 1 Urban	95.4%	0:07:32
Grade 1 Rural	83.9%	0:12:50
Grade 2 All	90.1%	0:29:02
Grade 2 Urban	91.8%	0:26:43
Grade 2 Rural	88.4%	0:33:03

Grade 1 Emergency response targets are attendance within 15 minutes for urban areas and within 20 minutes for rural areas.

Grade 2 Priority response targets are any incident requiring a prompt response with attendance within 1 hour.

In financial year 2025/26 Cumbria police attended 1,392 more Grade 1 incidents and 192 more Grade 2 incidents compared to the previous year. The 'Attended in Target' for Grade 1 saw a 1pp decrease compared to the previous year and Grade 2 response decreased by 1.8pp.

1.8 Conviction Rates

Cumbria Constabulary's VAWG Conviction rate has seen a steady decrease throughout the financial year 2025/26. This trend can be seen within the North West and national rates too. However, throughout the year we remained above both the national and North West rates.

The constabulary's DA conviction rate fluctuated throughout the financial year 2025/26 but, by the end of the year, Cumbria reported a conviction rate that exceeded the national and North West average.

2. Victim Satisfaction

The chart below shows the victim satisfaction Crime surveys from Apr 2025 to the end of Mar 2026.

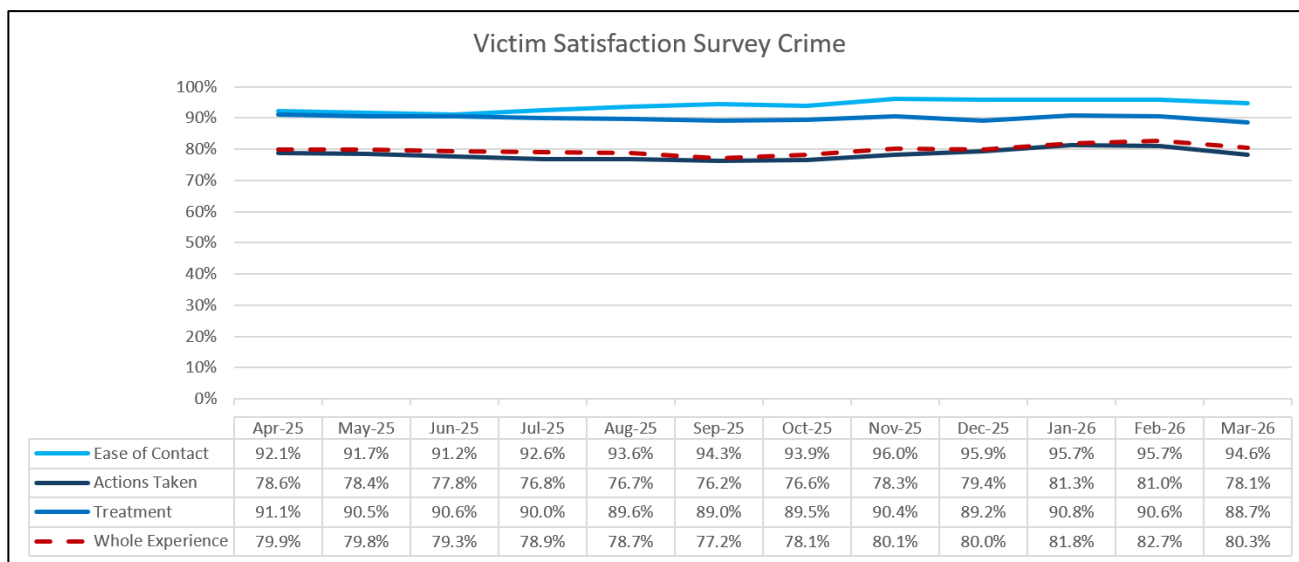


Figure 7: Victim satisfaction crime survey

During the 2025/26 financial year, 299 interviews were conducted. Overall volume of User Satisfaction interviews has reduced notably (52.8% decrease, 335 fewer crime interviews compared to previous year). Every victim is now asked '*for consent to details being shared with service survey providers*' as part of the victim care on the new crime recording system. Some changes are being made to increase numbers available to send for survey by looking at more crime types to include.

The table below shows victim crime satisfaction number of interviews and percentage satisfied.

Table 7: Victim crime satisfaction and number of interviews conducted

Aspect of Service	2025-26		2024-25	
	Number of Interviews	% Satisfied	Number of Interviews	% Satisfied
Ease of Contact	167	94.6%	412	93.0%
Actions Taken	297	78.1%	632	79.1%
Progress Updates	201	59.2%	463	69.3%

Treatment by Staff	300	88.7%	634	91.0%
Whole Experience	299	80.3%	634	80.8%

The chart below shows the victim satisfaction ASB surveys from Apr 2025 to the end of Mar 2026.

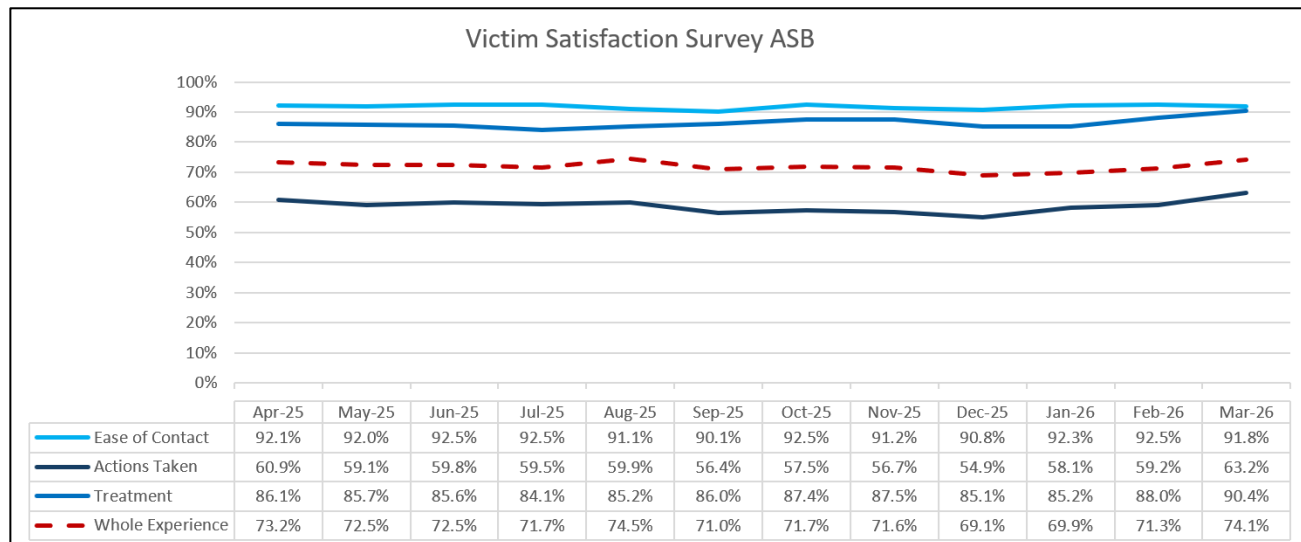


Figure 8: Victim satisfaction ASB survey

During the 2025/26 financial year, 166 interviews were conducted with victims of ASB. The number of ASB incidents reduced in FY25/26 by 32.5% compared to previous year resulting in fewer names sent for survey. The reduction is influenced by the associated reduction in ASB recorded.

The table below shows victim ASB satisfaction number of interviews and percentage satisfied.

Table 8: Victim ASB satisfaction and number of interviews conducted

Aspect of Service	2025-26		2024-25	
	Number of Interviews	% Satisfied	Number of Interviews	% Satisfied
Ease of Contact	159	91.8%	294	91.8%
Actions Taken	163	63.2%	305	63.0%
Treatment by Staff	166	90.4%	309	86.4%
Whole Experience	166	74.1%	309	74.1%

3. Crime Survey England & Wales¹⁰

The below provides some findings from the latest national data published by the Crime Survey England & Wales, which includes data for the 2025 calendar year (Jan – Dec 2025). The survey provides estimates around public perception of police across each policing area nationally.

Public Perception of Police

The Survey estimated that:

- **88.2%** of residents within Cumbria agree that the **police would treat them with respect**, this was the highest figure nationally, and above the national average of 82.6%
- **58.9%** of residents within Cumbria agreed that **police deal with local concerns**. This was the highest figure nationally, and above the national average of 47.7%
- **68.3%** of residents within Cumbria agreed that **police understand local concerns**. This was the 4th highest figure nationally, and above the national average of 60.5%
- **77.5%** of residents within Cumbria agreed that the **police in their area can be trusted**. This was above the national average of 70.2% and the 4th highest figure nationally
- **65.3%** of residents within Cumbria agree that **police treat them fairly**. This figure was above the national average of 59.9%
- **56.3%** of residents within Cumbria agree that **police can be relied on when needed**, this was the 5th highest figure nationally, and above the national average of 52.3%
- The estimated **overall confidence** in Local Policing was **76.3%** for Cumbria Constabulary, which was above the national average of 67.0% and the highest figure nationally

Ratings of Police

The Survey estimated that:

- **54.9%** of residents within Cumbria say the **police are doing a good or excellent job** within their local area. This is above the national average of 48.9%
- **56.9%** of residents within Cumbria agree **police and local council are dealing with the ASB and crime issues that matter** in their local area. This is the third highest figure nationally, and above the national average of 47.9%

4. Performance Management

4.1 Priorities and areas of focus over next 3 months

▪ National Police Performance System

The introduction of the new National Police Performance Framework will require the Constabulary to understand and respond to emerging national performance measures, assessment processes and reporting requirements. Activity over the coming months will focus on developing an understanding of the framework, supporting engagement with national bodies, responding to requests for information, and ensuring the Constabulary is well positioned to demonstrate performance and respond to developing national expectations.

¹⁰ The Crime Survey for England and Wales (CSEW) is a large-scale victim survey conducted by the Office for National Statistics (ONS) to gather information about crime and its impact on individuals and households. It asks people aged 16 and over about their experiences of crime in the past 12 months, including both reported and unreported crimes. Link to Source Data: [Crime in England and Wales - Office for National Statistics](#)

- **Business Intelligence Programme**

The Business Intelligence Programme will continue to modernise how performance and management information is produced, accessed and used across the Constabulary. Through the development of role-based dashboards, improved reporting tools and greater use of automated data processes, the programme aims to provide more timely, consistent and accessible information to support operational and strategic decision-making. This will reduce reliance on manual reporting processes, improve efficiency and provide greater confidence in the data used to monitor performance, demand and organisational risk.

- **Dedicated RASSO Investigation Teams**

The introduction of dedicated RASSO investigation teams represents a significant change in the Constabulary's approach to investigation rape and serious sexual offences. This is discussed in more detail within the RASSO PAC document.

- **Crime and Policing Act 2026**

The Crime and Policing Act 2026 introduces a range of legislative changes which will come into effect over the coming months. These changes are intended to support the police service in tackling crime and anti-social behaviour, whilst providing new powers and responsibilities in a number of operational areas. The Constabulary will continue to assess the impact of legislation and ensure that any required changes to policies, procedures, systems and training are implemented to support its effective introduction.

The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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☐
☐

by the information provided.

Comments:



Public Accountability Conference

Title: Rape and Serious Sexual Offences

Date: June 2026

Summary: During the meeting, Cumbria Constabulary outlined the approach it is taking to dealing with rape and other serious sexual offences, and the actions it is taking to improve the experience of victims who come forward in Cumbria.

During the 2025/26 Financial Year:

- Cumbria Constabulary recorded 1,807 RASSO offences.
- There were 0.3 RASSO crimes per 1,000 population in Cumbria.
- 501 rape offences were recorded, of which 223 were related to Domestic Abuse.
- 239 of those rape offences were non-recent, which refers to crimes committed more than 365 days prior to their crime recorded date.

In response, Cumbria Constabulary has:

- Implemented a specialist RASSO engagement team who work with victims to provide an enhanced service from the time of the report, and will support the victims all the way through the judicial process. Moving forward these experienced officers will be merged into a dedicated Rape Investigation Team.
- Held a Continuous Professional Development (CPD) event relating to victims of RASSO which was focused on some of the common problems faced by victims/survivors of rape, looking at confidence, assumptions and misconceptions, delays and barriers to reporting. This event was attended by investigators, CPS, Victim support services and third sector providers. It included an input from a victim/survivor who was willing to share her experience.
- Supported by funding from the OPFCC, introduced Independent Domestic Violence Advisors (IDVAs) working within the control room who monitor domestic abuse calls which will include sexual offending and can offer direct support to victims.
- Established a Rape Scrutiny & Quality Improvement Team (February 2026) to drive continuous improvement through detailed, ongoing reviews of rape investigations, ensuring robust planning, oversight, and victim engagement at key stages. The team conducts structured reviews at 7–10 days and 40–60 days, using comprehensive assessment standards to identify issues, accelerate progress, and share learning through governance forums and force-wide communication.

- Worked with CPS to form a quarterly rape scrutiny panel, which conducts scrutiny of cases to identify instances of best practice and organisational learning.
- Collaborated with CPS to form a Strategic RASSO JOIM, which is a forum for senior and operational leads from CPS North West and Cumbria Constabulary to improve responses to RASSO cases. It operates as a subgroup of the Cumbria Criminal Justice Board and reports directly to the Local Criminal Justice Board, comprising senior representatives from both organisations.
- Become a national leader in the use of Clare's Law (DVDS disclosures), providing a powerful tool to inform potential victims of risks posed by new partners with a history of violent or sexual behaviour, with performance monitored weekly by Chief Officers through Pacesetter meetings and the Strategic Vulnerability Board.
- Promoted the welfare of its investigators via a specialist Screening and Surveillance Programme, involving the online screening of roles at risk of increased levels of anxiety, depression, burnout, secondary trauma or traumatic stress. Any staff who deal with RASSO offences regularly are subject to annual psychological screening, ensuring welfare is catered for on an individual level and early opportunities for support and intervention can be identified.

The Chief Constable urged victims of rape and other serious sexual offences to come forward, assuring them that they will be met with sensitivity, professionalism, and respect.

The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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☐

by the information provided.

Comments: