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

**Our reference: JH/CSP**

**Date: 28 January 2025**

## **AGENDA**

**TO: THE MEMBERS OF THE COMMUNITY SCRUTINY PANEL**

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

A Meeting of the Community Scrutiny Panel (Police) will take place on **Thursday 6 February 2025 at 10.30 am in Conference Room 2**, Cumbria Constabulary Headquarters, Carleton Avenue, Penrith, CA10 2AU.

**G Shearer  
Chief Executive**

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

### **PANEL MEMBERSHIP**

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

# **AGENDA**

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

**1. APOLOGIES FOR ABSENCE**

**2. DISCLOSURE OF PERSONAL INTERESTS**

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

**3. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC**

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

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

| <b>Number</b> | <b>Agenda Item</b>   | <b>Allocated Time</b> |
|---------------|--|-----------------------|
| <b>4.</b>     | <b>NOTES OF THE PREVIOUS MEETING &amp; ACTION SHEET</b><br>To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 07 November 2024 (copy enclosed).  | 5 minutes             |
| <b>5.</b>     | <b>CORPORATE UPDATE</b><br>To receive a briefing note from DCC Martland and OPFCC Chief Executive Gill Shearer   | 10 minutes            |
| <b>6.</b>     | <b>RIGHT CARE, RIGHT PERSON</b><br>To receive a report outlining the impact of Right Care, Right Person on the Constabulary  | 5 minutes             |
| <b>7.</b>     | <b>QUARTERLY CUSTODY DETENTION SCRUTINY, STOP &amp; SEARCH AND USE OF FORCE REPORT:</b><br>(i) To receive a quarterly report of the Constabulary's Custody Detention, Use of Stop & Search and Use of Force.<br>(ii) Panel to provide feedback from their dip sample sessions. | 10 minutes            |

|     |  |            |
|-----|--|------------|
| 8.  | <p><b>CONSTABULARY PROPERTY STORE REVIEW</b><br/>To receive a six monthly update on the work being carried out by the Constabulary.</p>  | 10 minutes |
| 9.  | <p><b>INFORMATION MANAGEMENT COMPLIANCE:</b><br/>(i) To receive and note a report by Cumbria Constabulary on their compliance with Data Protection Legislation (copy enclosed) – <i>To be presented by Data &amp; Information Privacy Manager (Lesley Johnson).</i><br/>(ii) To receive and note a report by the Office of the Police, Fire and Crime Commissioner on their compliance with Data Protection Legislation (copy enclosed) – <i>To be presented by the OPFCC Governance Manager</i></p> |            |
| 10. | <p><b>OFFICER &amp; STAFF UPDATE</b><br/>To receive feedback from the Panel following their dip sample sessions on sickness absence cases and leaver/exit interviews</p>   | 10 minutes |
| 11. | <p><b>STAFF GRIEVANCES</b><br/>To receive an update from DCC Martland on the identified grievance case regarding identified learning.</p>  | 10 minutes |
| 12. | <p><b>INTEGRITY</b><br/>(i) To receive a report on the work carried out within the Constabulary's Professional Standards Department, including Complaints by the Public; and Anti-Fraud &amp; Corruption (including officer and staff misconduct)<br/>(ii) Panel to provide feedback from their dip sample sessions</p>  | 20 minutes |
| 13. | <p><b>OPFCC COMPLAINTS, REVIEWS &amp; QSI's</b><br/>To receive a report on complaints, reviews and quality of service issues received by the OPFCC.</p>  | 5 minutes  |
| 14. | <p><b>2024 ANNUAL REPORT</b><br/>To consider and agree the Panel's annual work programme and meeting dates for 2025 - <i>OPFCC Governance Manager</i></p>  | 5 minutes  |



## COMMUNITY SCRUTINY PANEL

Notes of a meeting of the Community Scrutiny Panel (Police) held on Thursday 7 November 2024, Conference Room 2, Police HQ at 1.00 pm

### PRESENT

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

### Also present:

OPFCC Chief Executive – Gill Shearer  
Deputy Chief Constable Darren Martland  
Chief Superintendent Matt Kennerley  
HR Manager – Di Johnson  
HR Manager – Kate Ruddick  
Senior Legal Advisor – Tom Young  
OPFCC Governance Manager - Joanne Head

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

### 98. APOLOGIES FOR ABSENCE

Apologies for absence were received from Eloise Abbott.

### 99. DISCLOSURE OF PERSONAL INTERESTS

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

### 100. URGENT BUSINESS

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

### 101. NOTES OF THE PREVIOUS MEETING

The notes of the meeting held on Thursday 5 September 2024 previously circulated with the agenda were noted.

A member asked that the minute regarding Annual Stop and Search and Use of Force report be updated to reflect the costs of policing the M6 corridor.



**Agreed;** that, the notes of the meeting held on 5 September 2024 were agreed.

## **102. CORPORATE UPDATE**

The Deputy Chief Constable briefed the Panel on work being carried out by Cumbria Constabulary. Performance had been maintained with over 90% calls for 999 service answered within 10 seconds and residential burglary had reduced. A member asked whether this was attributed to good police work or causation variation. The DCC advised there had been good work across the force resulting in crime reduction, however it still faced challenges as the force was one of the worst in the country for rape outcomes at court and further work was being done to address this.

The Constabulary were preparing for the Christmas and New Year periods which would see a focus on licensed premises and in particular VAWG and DA incidents. These initiatives would last into the New Year.

A member asked whether an increase in shoplifting could be attributed to people in poverty. Although Cumbria was lower than the national average there had been a 15% increase with some items being stolen to order. In response to members question the DCC confirmed that the Constabulary were working with other forces to combat those shoplifters who travelled from other parts of the country. A member advised that a number of supermarkets were developing technology to support the police and the DCC confirmed that they were working with these organisations and also developing their own technology to combat shoplifting.

The OPFCC Chief Executive provided a corporate update to the Panel. The Commissioner was keen to progress further joint working between the OPFCC, Police and Fire to maximise efficiencies. Links between fire and police procurement was being developed to provide a template for joint working.

The Commissioner was awaiting the 2025/26 financial settlement which should be provided by mid-December. Work would then progress to understand how this affected budgets, with council tax precept consultation taking place towards the end of December and early January 2025.

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

## **103. QUARTERLY CUSTODY DETENTION, STOP & SEARCH AND USE OF FORCE REPORT**

Members were please to see that the recording of ethnicity whilst in custody had seen a 36.4% decrease in 'Not Stated' records compared to previous months. C/Supt Kennerley advised that work had been carried out with officers to ensure they understood the importance of identifying the ethnicity of those in custody. Moving to the new Mark 43 system would make this a mandatory field to ensure enhanced compliance.



Following a member's question C/Supt Kennerley provided an explanation on the different search types which could take place. Where possible these were done on a layer approach to maintain an individual's dignity. Any intimate searches would require authorisation by a senior officer before being commenced.

There had been an increase in the number of complaints being made by detainees in custody across the county. It was agreed that at the next complaint dip sample the Panel would look at a selection of such complaints. A member asked why more women had been arrested in the last quarter as figures had risen by 12% and females and females (Asian) had longer waiting times in custody than other detainees. This could depend on the complexity of the case, the requirement of an interpreter or other matters. He would investigate, provide a response to the Panel and ensure an explanation was provided in future reports. It was agreed that the Panel would dip sample some of these cases at future custody detention sessions.

The Chair had been part of the custody dip sample and raised her disappointment at the number and lack of variety of cases which had been viewed. She reiterated the importance of the Panel being able to randomly select cases and wanted to see improved options for future sessions.

Custody and bail conditions had an impact on victims of crime. A member asked whether the force were being supported by the Crown Prosecution Service (CPS) to enable officers to bring charges and prosecute crimes, rather than having to release individuals on bail for long periods of time. DCC Martland advised that there was a good working relationship with CPS and they were fully supporting the force.

There was again an increase in the number of Stop and Search incidents as the force continued to use this tool proactively. There had been a spike in August and this was attributed to the Kendal Calling event and the summer riots.

During a dip sample of stop and search incidents the Panel had noticed that officers were very quick to apply handcuffs to individuals they wished to search. Often this caused an individual to become agitated, more resistant and non-cooperative. It was important that the officer and detainee remained safe during the interaction however using softer and verbal skills could have achieved the same outcome and was something that the force were working with officers to develop.

It was agreed during dip sample sessions that the Panel would have access to any information which the officer had prior to carrying out the stop and search to enable them to understand the reasons for it. This would also be provided for the Use of Force cases they dip samples.

As previously discussed regarding the dip sample sessions it was agreed that the Panel would be able to randomly select some of the cases, whilst appreciating that there may be cases that the force wished to have the Panel's viewpoint or opinion on. Future dip samples would include a broader range of categories including juveniles, females, TASER deployment and have more cases to review. DCC was asked to find out the appropriate number of dip sampling cases required to meet HMICFRS expectations.



- AGREED;** that, the
- (i) report and feedback be noted;
  - (ii) Panel dip sample custody complaints;
  - (iii) Panel dip sample female custody waiting times;
  - (iv) Constabulary provide a response regarding waiting times for females to the Panel and ensure an explanation was provided in future reports.
  - (v) Panel be provided with a wider variety of custody cases to review
  - (vi) Future dip samples would include a broader range of categories including juveniles, females, TASER deployment and have more cases to review.
  - (vii) DCC was asked to find out the appropriate number of dip sampling cases required to meet HMICFRS expectations.

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

#### **104 CIVIL CLAIMS**

The Senior Legal Advisor presented a report outlining active and closed Public Liability Claims, Employer Liability Claims, Employment Tribunal applications or proceedings.

There was a national trend and increase in the number of public liability claims being made. Thirty had been opened in the last six months but no trends or themes were identified from the individual cases. A number of legal firms from outside the county who were specialists in this area of business were targeting individuals or making themselves known to assist with claims against the police.

A member asked how the Constabulary compared to other forces and what the success rate was at court. They were advised that other forces within the northwest region had higher arrest rates and Cumbria was significantly at the bottom of the table. DCC Martland advised that the force would always robustly defend cases. That said, if it was recognised that there were failings by the force these would be addressed with the officer(s) as part of a learning process.

A discussion took place regarding the types and number of the cases which the force were currently dealing with. The Chair asked if strategic analysis had been carried out regarding complaints and litigation to identify any trends. DCC Martland was not aware that this had taken place.

The Constabulary had not had to go to a court hearing for some time now which they felt was a good sign.

Agreed; that, the reports be noted.

(Note: Tom Young left the meeting at this point.)



## 105 OFFICER AND STAFF UPDATE

Police Absence had seen an average of 4% in the previous quarter with police staff averaging at 4.86% which was an increase from the previous year. The top three absence categories were anxiety/stress/depression: cold/cough/influenza and diarrhoea/vomiting.

Members raised concerns that such a young and young in-service workforce were suffering from these conditions and asked what the force were doing to address it. The HR Manager advised that officers and staff were fully supported during their absence and upon their return to work. The Force were now implementing a new process to ensure that return to work interviews were being carried out to enable the line manager and organisation to understand the sickness absence and any underlying issues.

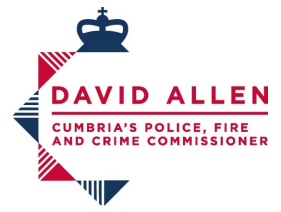
Concern was also raised regarding the current officer and staff attrition rate across the force. There had been a sharp decline in the number of retirements which were programmed into the recruitment drives. However, the number of resignations had doubled since 2018 particularly amongst officers with less than 5 years' service or still within their 2-year probation period which made up 20% of those leaving. The HR Manager advised that attention was being focused on student officers, both those considering entering the Constabulary and those within their probationary period. Through Operation Uplift a number of officers had been recruited from outside the county and after a period of time they wished to return to their original county and they were transferring to that police force. A number of older entrants often returned to their previous employment due to a decrease in salary or finding the role was not what they thought it would be and currently these figures stood at 45% of those leaving. It was also recognised that Sellafield and BAE Systems often attracted officers to move organisations. Members were advised that these organisations would be recruiting officers for the next few years and therefore this would remain an issue for the Constabulary.

The Chair asked how many officers had left in the last 2-3 months and was advised that approximately 34 officers had resigned since August.

The force had implemented some bespoke initiatives once student officers were placed within communities. They would be allocated a tutor constable with a specific sergeant and have 'stay conversations' with trained managers should they be uncertain about whether or not to resign. These conversations were confidential and also looked at any trends regarding other staff. Members reiterated the importance of managing expectations of those thinking of joining the force at the early recruitment stages.

Members raised concerns that officers only had to give 28 days' notice but it could take between 6 to 9 months to recruit replacement officers. The HR Manager advised that the force did have planned 'intakes' every year and currently had 32 officers who wished to transfer. These would go some way to replacing the officers who had left, but it would increase the training costs for the force. Members also raised concerns that with fewer officers this would lead to increased overtime and increased sickness. DCC





Martland advised that 30 officers had been re-deployed from other departments to front line policing to fill the gap in the interim.

A member asked whether the force were co-ordinating with other employers such as the NHS and NWS to see if they were recruiting as often families were working within these services and it could assist everyone to move to Cumbria to have a joined up approach.

In response to a member's question, DCC Martland advised that firearms officers in Cumbria had not sought to return their firearms following the recent case within the Metropolitan police. An additional payment had been made to these officers following a move by other NW forces in an effort to retain them in their current roles.

The members felt it would be helpful to dip sample some of the sickness absence and the leavers/exit interviews to gain a better understanding of the issues across the force.

**AGREED;** that, the

- (i) report be noted; and
- (ii) Panel dip sample some of the sickness absence and the leavers/exit interviews to gain a better understanding of the issues across the force.

## 106 GRIEVANCES

The HR Manager presented a report which detailed the ongoing, finalised and newly submitted grievances during the previous six months. Six new grievances had been lodged and 7 were ongoing during the reporting period. Of the existing cases four had been resolved, one was on hold and eight remained outstanding. 69% of cases had been submitted by females although none of the issues raised were gender specific and it was noted that females made up the majority of police staff.

Prior to the meeting the Panel had carried out a review of the cases which had been finalised during the previous 6 months. Members were advised of the process should someone raising a grievance want to make a complaint about treatment and/or process, reporting of bullying or harassment. Such matters would be sent to the Professional Standards Department for assessment and any action to be taken.

At least three of the current grievances related to the re-posting process the force had recently undertaken. These grievances highlighted a cultural change seeing people apply for roles which were essentially Monday to Friday and office based for personal and family reasons. DCC Martland advised the Panel that police officers did not have a contract and it was within police regulations that officers could be moved should there be a force requirement.

One of the members who had carried out the dip sample process raised their concerns regarding one of the cases. They were surprised that the officer had not been subject to misconduct proceedings due to their actions as identified within the grievance. They felt that the response fell far short of what they would expect particularly from a



supervising officer. The HR Manager advised that the officer had subsequently resigned from the organisation. DCC Martland advised that the premise of police regulations was about learning and improving which was generally the right course of action, however he would look at the case to identify any learning.

The members were also provided with an update on a case they highlighted at the May meeting and were pleased to note that care and support had been provided to the individual and staff involved.

**AGREED;** that, the

- (i) report be noted; and
- (ii) DCC Martland to review the identified grievance case to identify any learning and report back to the Panel.

## 107 INTEGRITY

Chief Inspector Wilkinson presented the quarterly report for the Professional Standards Department including public complaints, misconduct and anti-corruption unit performance. The Panel thanked her for the new style report which was easier to read and had relevant information for them.

A peak in August for complaints and conduct followed the same trend towards the end of the summer, although handling times were increasing which was pleasing to see.

Use of Force complaints were the largest allegation type during the last quarter. C/Insp Wilkinson advised that the Complaints Inspector did review such cases and attend the Use of Force Board. It was identified that some cases related to young in-service officers and their lack of ability to communicate and de-escalate confrontation. This had been identified by the Panel during some of their dip sample sessions. Where individual officers were identified they were now required to complete a learning package to assist them with these skills. Members asked that this be brought in for training throughout the force.

The OPFCC Chief Executive asked that future reports provide some comparison data to the previous year especially when there were annual events such as Kendal Calling. She also requested that information relating to complaints which were dealt with Outside Schedule 3 and referrals to the Independent Office for Police Conduct (IOPC) were also included in future reports. In addition, information on force performance and learning would also be helpful.

Regarding misconduct it was noted that the Cumbria followed the national trend of officers having less than 2 years' service or between 6 and 15 years' service. There had been a 45% increase in the number of police officer conduct cases from Q1 to Q2.

The OPFCC Chief Executive asked that future reports include how many officers were suspended and how many were dismissed from the force. C/Insp Wilkinson provided a verbal update for the meeting, advising that the main conduct categories were sexual, corruption and misuse of data.



Changes in vetting procedures would see a new element introduced to officers and staff performance development reviews. An annual integrity questionnaire would be required to be completed by all individuals. In addition, a regular training slot would be provided to all line managers as to what they would need to do and reiterate that integrity was everyone's responsibility.

Two members of the Panel had carried out a dip sample of complaint and misconduct cases. Officers lack of use of Body Worn Video continued to be a theme and prevented complaint handlers access to independent evidence to resolve complaints.

One conduct case had identified that an officer had a number of complaints and misconduct cases against them over a number of years, repeatedly in relation to their attitude towards members of the public and in particular females. At the session members had asked for further information. C/Insp Wilkinson advised that she had spoken with the area commander to consider an action plan with the officer. Whilst individually the complaints and conduct allegations did not amount to a warning or need for a misconduct hearing they had undertaken reflective practice in line with legislation and guidance. Members were keen to understand why there was not a process where an officer accumulating complaints and conduct allegations could be reviewed, particularly as it would appear the reflective practice had not improved their behaviour or performance.

One complaint had caused concern for the members during the dip sample relating to an incident in 2023. Seventeen points had been raised in the complainant's letter regarding an off-duty police officer, however only two had been entered into the Centurion case management system. The complainant had written to PSD to confirm the broken arm and leg however there had been no DSI declaration or referral. They felt that the summary investigation could not say that the Use of Force was appropriate in the circumstances and that the case handling had been sloppy.

**AGREED;** that, the

- (i) report and feedback be noted;
- (ii) future reports include information relation to cases dealt with outside schedule 3 and IOPC referrals, how many officers were suspended and how many were dismissed from the force; and
- (iii) PSD to look at implementing a process where an officer is accumulating complaints and/or conduct allegations to be reviewed and dealt with.

## **108 2025 ANNUAL WORK PROGRAMME, MEETING & DIP SAMPLE DATES**

The OPFCC Governance Manager provided the proposed 2025 annual work programme, meeting and dip sample dates to the Panel. The work programme identified the cyclical reports which were to be presented to the Panel and enabled



capacity for the Panel to review or dip sample areas of work identified by either the Commissioner, Police or CFRS.

A number of areas of business for the Panel to dip sample had been identified during the meeting and these would be added to the 2025 work programme.

- AGREED;** that, the
- (i) report, work programme and meeting dates be approved; and
  - (ii) additional identified areas of work be added to the work programme.

**Meeting ended at 3:45 pm**

**Signed:**  
Panel Chair

**Date:**

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# Community Scrutiny Panel (Police) – Action Sheet: 07/11/2024

## Agenda Item No 04b

| Minute Number / Topic                     | Action to be taken   | Person responsible<br>OPFCC / Force | Report back to Panel | Date action completed | Review Date |
|---|--|-------------------------------------|----------------------|-----------------------|-------------|
| <b>DATE OF MEETING: 05 September 2024</b> |  |                                     |                      |                       |             |
| Property Store Review                     | (i) Future reports provide details of what risk assessments have been carried out regarding freezers; and<br>(ii) Details of the replacement programme to be provided. | Supt Sarah Jones                    | February 2025        |                       |             |
| Constabulary Information Mgt              | Future reports provide an update on the Constabulary's position in relation to the PSNI 37 recommendations   | Lesley Johnson                      | February 2025        |                       |             |
| QSI Report                                | Further categories be introduced to reduce areas of business placed within the miscellaneous category.   | Lisa Hodgson                        | February 2025        |                       |             |
| <b>DATE OF MEETING: 07 November 2024</b>  |  |                                     |                      |                       |             |
| Custody Detention                         | The Panel to dip sample complaints made during or following custody detention  | C/Insp Wilkinson, PSD               | January 2025         |                       |             |
| Custody Detention                         | The Panel to be provided with a greater selection of cases to dip sample, including female custody waiting times   | C/Supt Kennerley                    | January 2025         |                       |             |
| Stop & Search                             | During dip sample sessions, members have the ability to view information or intelligence given to the officer prior to the stop and search incident                    | C/Supt Kennerley                    | January 2025         |                       |             |
| Stop & Search/ Use of Force               | The Panel to have the ability to randomly select some of the S&S and UoF incidents and these to include a broader range.   | C/Supt Kennerley                    | January 2025         |                       |             |

# Community Scrutiny Panel (Police) – Action Sheet: 07/11/2024

| Minute Number / Topic     | Action to be taken  | Person responsible<br>OPFCC / Force | Report back to Panel | Date action completed | Review Date |
|---------------------------|---|-------------------------------------|----------------------|-----------------------|-------------|
| Custody Detention/S&S/UoF | DCC Martland to find out the appropriate number of dip sampling cases required to meet HMICFRS expectations.  | DCC Martland                        | January 2025         |                       |             |
| Officer & Staff Update    | To gain a better understanding of the issues across the force, the Panel to dip sample<br>(i) Sickness absence cases and<br>(ii) Leaver/exit interviews | Di Johnson, Kate<br>Ruddick<br>HR   | January 2025         |                       |             |
| Grievances                | DCC Martland to review the identified grievance case to identify any learning and report back to the Panel  | DCC Martland                        | February 2025        |                       |             |
| Integrity – PSD Report    | Communication and de-escalation of confrontation training be brought in throughout the force  |                                     |                      |                       |             |
| Integrity – PSD Report    | Future reports include cases dealt with outside Schedule 3 and IOPC referrals   | C/Insp Wilkinson                    | February 2025        |                       |             |
| Integrity – PSD Report    | Future reports to include information on force performance and learning   | C/Insp Wilkinson                    | February 2025        |                       |             |
| Integrity – PSD Report    | PSD to look at implementing a process where an officer is accumulating complaints and/or conduct allegations to be reviewed and dealt with.             | C/Insp Wilkinson                    | February 2025        |                       |             |

# Chief Officer Group



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

**DATE OF MEETING:** Thursday, 6th February 2025

**ORIGINATING OFFICER:** Deputy Chief Constable Darren Martland

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

### For the Year to Date (01/04/2024 – 31/12/2024)

- 96.1% of 101 calls answered in less than 5 minutes
- 94.7% of 999 calls answered within 10 seconds
- 91.6% of G1 incidents attended in target
- 93.3% of G2 incidents attended in target

### Performance Exceptions

- Reduced residential burglary by 18.7% (89 less homes being burgled), and have increased the positive outcome rate with 29 more offenders being brought to justice (outcome rate of 16.3%, up from 7.1% last year).
- 17.8% increase in drug possession offences being identified, resulting in 125 more individuals being brought to justice.
- 33.1% reduction in Personal Robbery offences (44 fewer victims).
- Shoplifting has increased by 10.3% (171 more offences), but the positive outcome rate has increased (38.9%, up from 33.9% against a national average of 22.7%).
- 9.9% reduction in Other Theft (209 fewer victims)
- 9.6% reduction in vehicle offences (70 fewer victims)
- Outcome rate for Hate Crime has increased (24.3%, up from 21.4%), with 50 more offenders brought to justice
- ASB has continued to decrease, with a reduction of 20.2% for the Year to Date (729 less incidents)
- 11.3% reduction in Arson & Criminal Damage (384 fewer crimes), and an increase in the positive rate (13.6%, up from 12.6%).

## Corporate Updates *(Finance, HR and Inspection)*

### 2023/24 Accounts

The 2023/24 revenue budget outturn reports are provided on the OPFCC website for information.

The draft statutory statement of accounts 2023/24 for both the PFCC/Group and the Constabulary were authorised for issue by the respective CFOs on Friday 7<sup>th</sup> June. The financial services team are currently quality assuring all working papers with Auditors to facilitate consultation on any queries.

### 2025/26 Budget Setting

Work will shortly commence in relation to budget setting and MTFF to 2029/30.

### Futures Programme

The Constabulary continues with a programme of projects designed to deliver savings against the £16m target.

### **HMICFRS Planned Thematic Inspections for 2024/25 to 2025/26:**

- Leadership and culture
- Firearms licensing
- Police cyber- security

### **Additional inspection activity:**

- In February 2024, HMICFRS introduced a new child protection rolling inspection programme which is currently underway across forces. Currently Cumbria Constabulary have not been informed that they will be inspected in the near future.

**Resourcing**

- As of 5<sup>th</sup> January 2025, the Constabulary establishment is as follows:
  - Officers: Budget = 1359, Actual = 1353.54
  - Staff: Budget = 704.64, Actual = 639.64
  - PCSOs: Budget = 60, Actual = 38.72
- Recruitment for Officers continues as part of the Uplift programme, with intakes in late January and March. Transferee recruitment also remains open.
- A Sergeants promotion process is underway, with boards due to take place at the end of January.
- Several reviews have commenced for Police Staff as part of the Futures Programme with formal consultation starting at the beginning of January.

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

- Multiple Fatal RTC on M6 – five fatalities and one serious injured - Co-ordinate Multi Agency Response and investigation.
- Fire at BAE Systems shipyard – Major Incident – Co-ordinate Multi Agency Response.
- Storm Darragh – Amber Weather warning - Co-ordinate Multi Agency response to power outages and disruption to west coast of Cumbria.
- Fatal Fire in Kirkby Lonsdale – Major Incident – Co-ordinate Multi Agency response.
- Operation Festive (December 2024) – Policing of festive period, included, cross boarder rural crime prevention activity. Christmas Drink / Drug Driving campaign, Wanted This Winter campaign to apprehend wanted persons and retail crime prevention and enforcement.
- Gas Explosion – Major Incident in Whitehaven.
- Snow / Ice – Amber Weather warning – Co-ordinate Multi Agency response.

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

Lead / supported the multi agency communications response to the following incidents in Cumbria:

- Storm Darragh – Amber Weather warning.
- Multi Agency response to adverse weather 3<sup>rd</sup> – 5<sup>th</sup> January.
- Fatal Fire – Kirkby Lonsdale.
- Gas Explosion – Whitehaven on New Year's Eve.

**Recognition:**

- BBC's Ellie Williams Documentary, Liar: The Fake Grooming Scandal won a Scottish BAFTA award. Op Leaf documentary: Ch4 Accused: The Fake Grooming Scandal, 3 part documentary.

**Proactive weeks of action targetting:**

- ASB awareness week:
- Op Sceptre (Knife Crime): talks given in schools and over 40 weapons surrendered.
- County Lines Intensification week: Successful week of action, resulting in arrests and cash seizures.
- International Fraud Awareness Week.
- Road Safety.
- Rural Crime, Op Checkpoint: arrests, vehicle stops, public engagement.
- Op Enhance: Hotspot policing operation targeting ASB and Serious Violence.

**Court cases:**

- Burglary: Five defendants Jailed for 10 years and 2 months (collectively) for conspiracy to burgle after targeting homes in Carlisle and Bothel in 2023.
- Op Guinea: Murder trial concluded with Paul Irwin being found guilty of the murder of Tiffany Render in Whitehaven in March 2024. Sentenced to life in prison, with a minimum term of 32 years.
- Op Tributary : Retrial of 3 brothers who were accused of historic sex offences (1998-2008) involving the exploitation of underage girls in Barrow and Leeds. Found guilty of 63 offences, sentencing mid Feb 2025.

**January / February:**

Launch of Cumbria Constabulary's Neighbourhood Policing Pledge.

Campaigns: Tackling Child Sexual Abuse and Exploitation, Rape and serious sexual offences.

Op Enhance continues.

**Darren Martland**  
**Deputy Chief Consable**





# Community Scrutiny Panel

## Title: OPFCC Corporate Update

**Date of Meeting: January 2025**

**Agenda Item No: 05b**

**Originating Officers: Gill Shearer, OPFCC Chief Executive**

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

### 1. **New Police, Fire & Crime Plan**

The Police, Fire and Crime Commissioner launched his four-year Police, Fire and Crime Plan on 8 January 2025. The Plan incorporates both Policing and Fire priorities, sets out the public's key priorities and details how the Police, Fire and Crime Commissioner (PFCC) will work with the Chief Constable and Chief Fire Officer to keep our county safe. The Plan assists the PFCC in holding both Services to account.

### 2 **Public Accountability Conferences**

The Commissioner held two public accountability conferences on 20 January 2025 where he held the Chief Constable and the Chief Fire Officer to account for the provision of policing and fire services within Cumbria.

In relation Cumbria Constabulary he focused on domestic abuse; drugs and serious organised crime; and firearms licensing. For Cumbria Fire and Rescue Service the meeting focused on their People Strategy, Workforce Planning; and a thematic on Accidental Primary Dwelling fires.

### 3 **Council Tax Precept – Police and Fire & Rescue Service**

In December the Commissioner launched a consultation with the residents of Cumbria to find out their views and willingness to pay more towards Cumbria Fire and Rescue Service and Cumbria Constabulary. Following the policing settlement

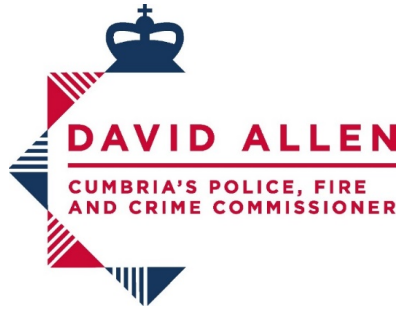
the Commissioner is seeking a rise of 4p/day (£13.95 a year) for a band D property to help tackle anti-social behaviour and crime affecting communities.

The settlement for Fire was lower than expected and this has meant that the Commissioner is asking for an increase of 9.5p/week (£4.95 a year) for a band D property to invest in new technologies and ensure future generations are kept safe.

The Commissioner will present his council tax precept proposals to the Police, Fire and Crime Panel on 31 January 2025; where they will decide whether or not to approve his proposals.

#### 4 **Community Fund**

The Commissioner opened his Community Fund in December 2024 and invited members of the public and community groups to run local initiatives and projects that have a specific focus on reducing issues associated with anti-social behaviour and crime. Applications can access grants up to a value of £2,500.



# Community Scrutiny Panel

## Title: Right Care Right Person Update

**Date: 8<sup>th</sup> January 2024**

**Agenda Item No: 06**

**Originating Officer: Chief Superintendent Patrick**

**CC:**

### **Update:**

Right Care Right Person (RCRP) is an operational model that changes the way the emergency services respond to calls involving concern for welfare and mental health. The overall aim of the policy is to improve outcomes for vulnerable people, by ensuring the correct agency services the call for service.

The implementation of RCRP was overseen by ACC Blackwell through a Gold Group, with Chief Superintendent Patrick undertaking a tactical implementation group. A RCRP Policy / Procedure was developed, together with a tool kit for officers to utilise across the force, with the main focus being on the Contact Management and Resolution Team within the Command and Control Room. All officers who utilise RCRP were provided with a day's training prior to the implementation on the 14<sup>th</sup> May 2024. Temporary Chief Superintendent StQuintin held RCRP Strategic Partnership Group, prior to the implementation, with consultation being undertaken on the RCRP Policy / Procedure.

Post implementation every officer using RCRP had their incident logs reviewed by a supervisor to ensure that their decision making was effective and in line with the RCRP Policy / Procedure. All new officers who join the Contact Management and Resolution Team within the Command and Control Room receive a day's training on RCRP prior to being deployed in the Command and Control Room, ensuring the RCRP approach is mainstreamed into operational policing.

Between the 14<sup>th</sup> May 2024 and the 31<sup>st</sup> December 2024 RCRP has been utilised 4,633 times within the Command and Control Room, resulting in 1,392 non deployments (29%) and 3,241 deployments of officers to incidents involving vulnerable adults (71%).

Cumbria Constabulary does not utilise RCRP for incidents involving vulnerable children, and there are no plans to change this.

To date there have been no adverse / critical incidents through the utilisation of RCRP.



# Community Scrutiny Panel





# Custody

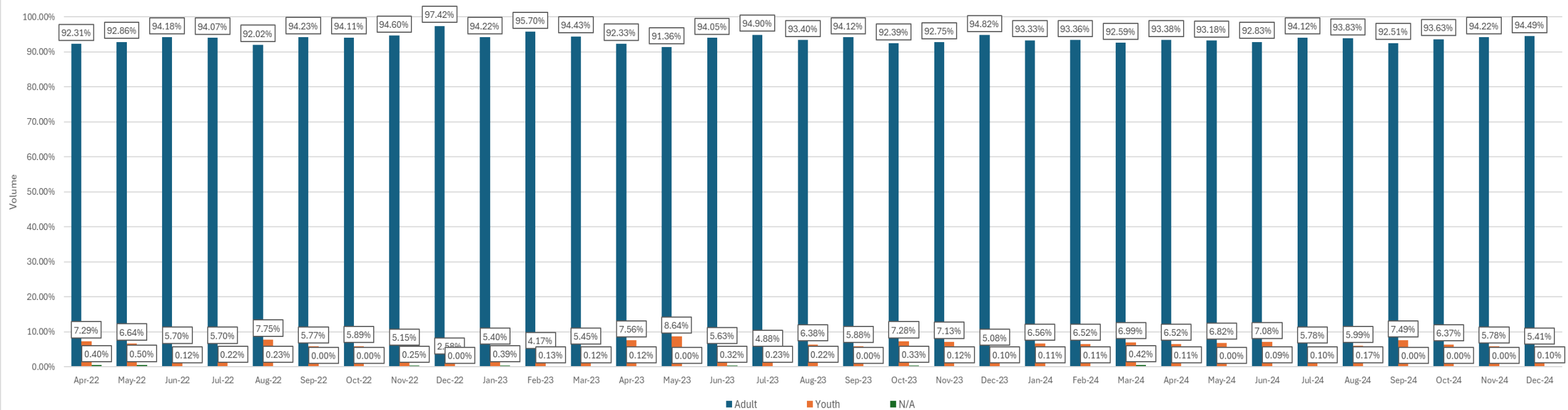


# Custody

## Primary Arrest Proportionality- Adults and Youths



Volume of Arrests: Youth/Adult



### Arrest Proportionality: Adults and Youths

In 2024, primary arrest proportions remained stable throughout the year.

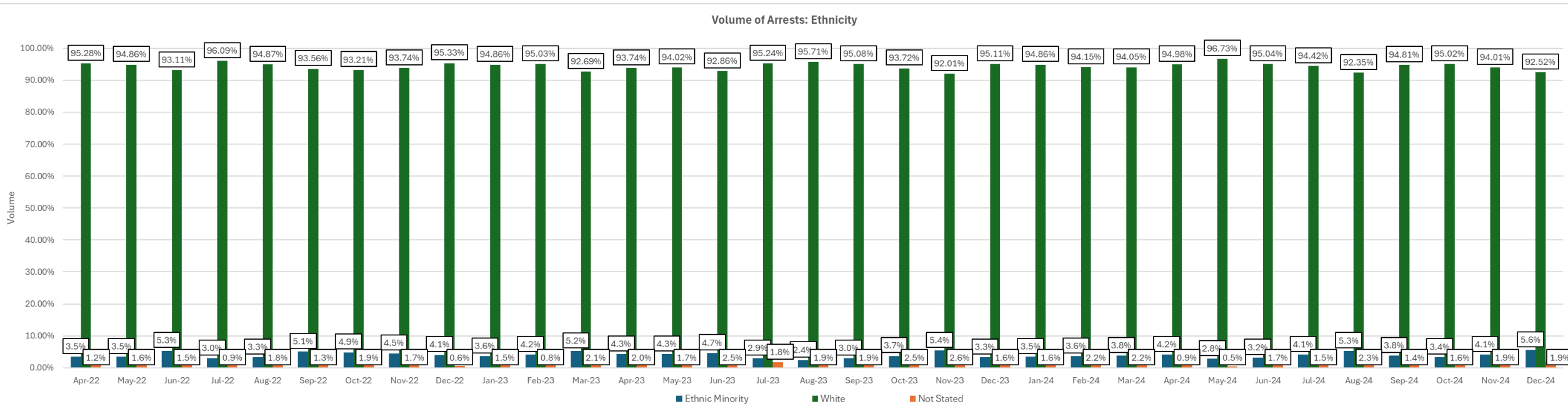
In the FYTD, adults consistently accounted for the majority of arrests, averaging 93.46% for the FYTD. Youth arrests averaged at 6.44% and N/A averaged at 0.1%.

In Q3, the proportion of adult primary arrests showed a slow incline.



# Custody

## Primary Arrest Proportionality- Ethnicity



### Arrest Proportionality: Ethnicity

Over the previous 2 FYs and FYTD, white ethnicity has remained over the 90% mark.

In Q3 of the FYTD, the proportionality of ethnic minorities was on a slight increase, increasing by 2.2% over the quarter.

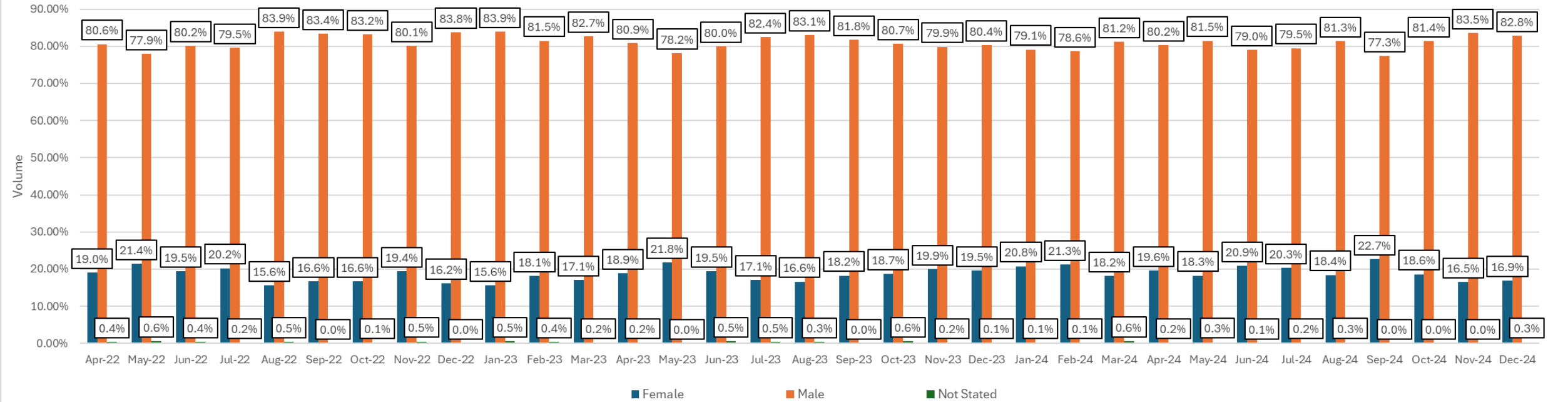


# Custody

## Primary Arrest Proportionality- Gender



Volume of Arrests: Gender



### Arrest Proportionality: Gender

For the current FYTD, males account for an average of 80.72% and females account for 19.13% of primary arrests.



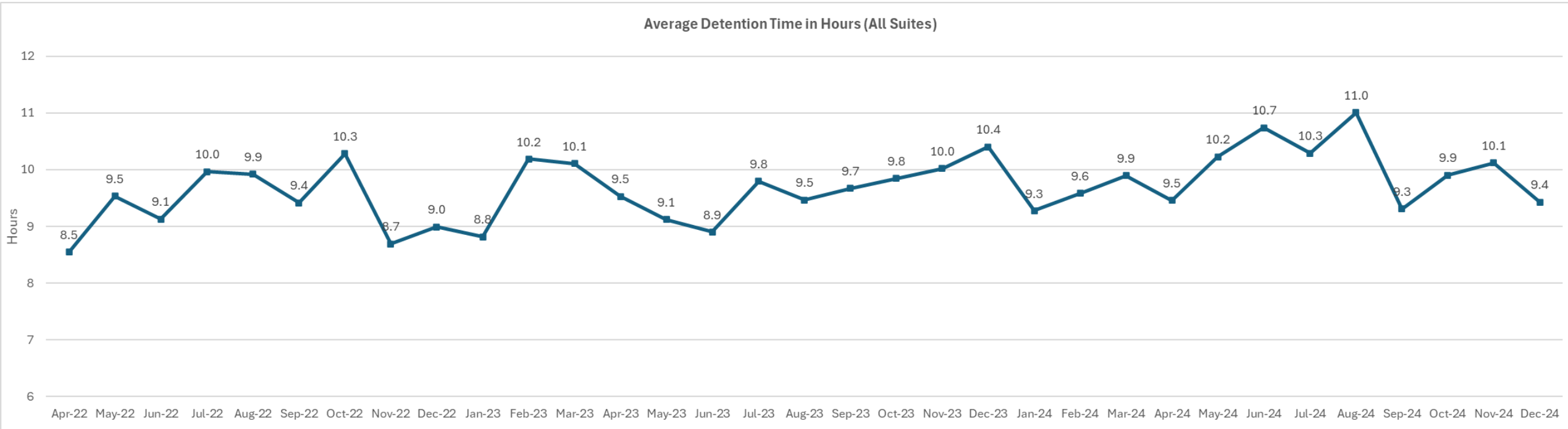


# Custody

## Average (Avg) Hours Detained



Average Detention Time in Hours (All Suites)



### Average Hours Detained

In the current FYTD, the average detention time is 10 hours force wide. In Q1, average detention time was on an incline, however by the end of Q3, the average detention time has slightly declined.

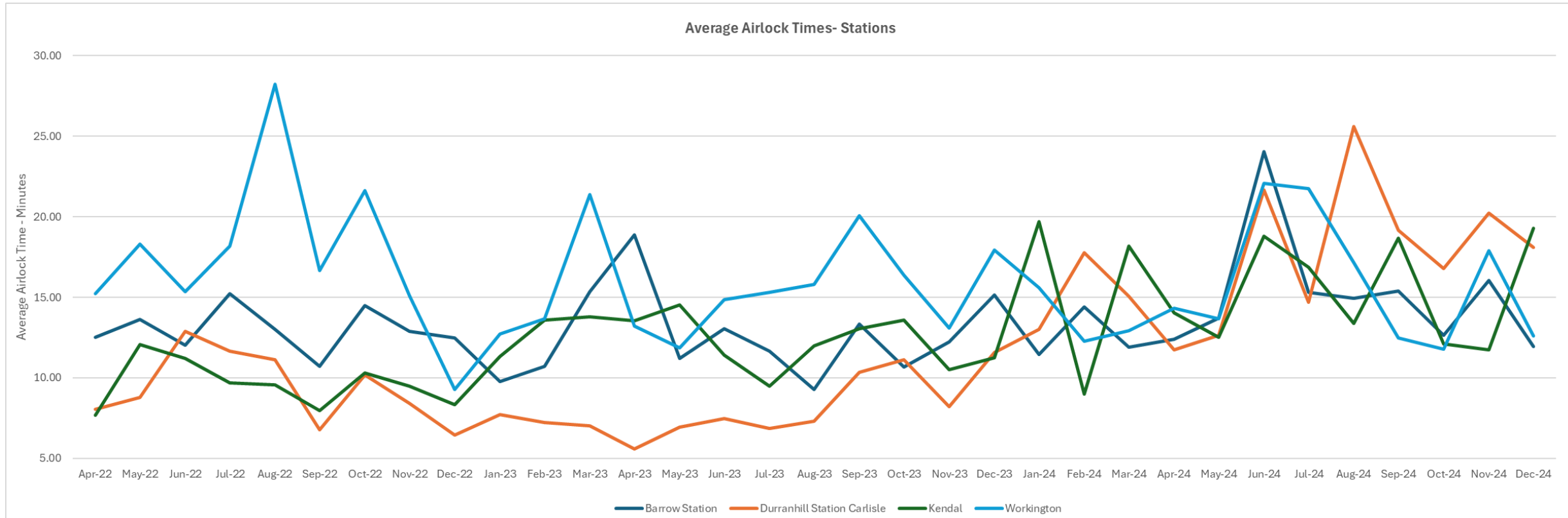
The average detention time in December was 9.4, a 6.8% decrease from the previous month.

The average detention time tends to remain between 8.5-11.0 hours, peaking at an average of 11.0 hours in August 2024.



# Custody

## Average Airlock Times



### **Average airlock times**

The average airlock time in December was 16.84 minutes, 12.83% decrease from the previous month.

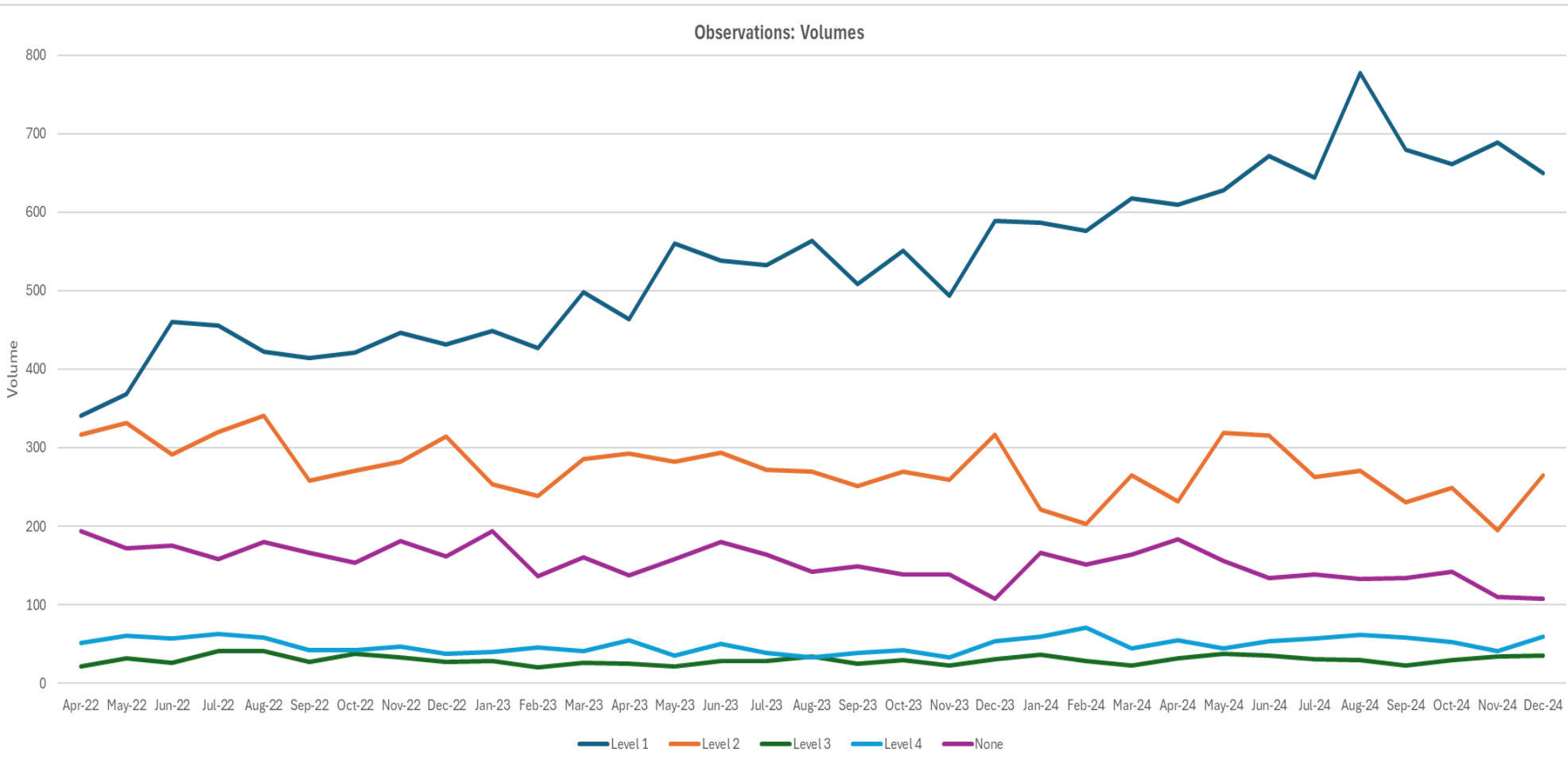
In December, Kendal had the longest average time of 19.29.

This FYTD, all stations experienced an increase in average airlock time in June 2024.

Durranhill station reached the highest average airlock time for the FYTD in August, with 25.62 minutes.



# Custody Constant Observations - Volumes



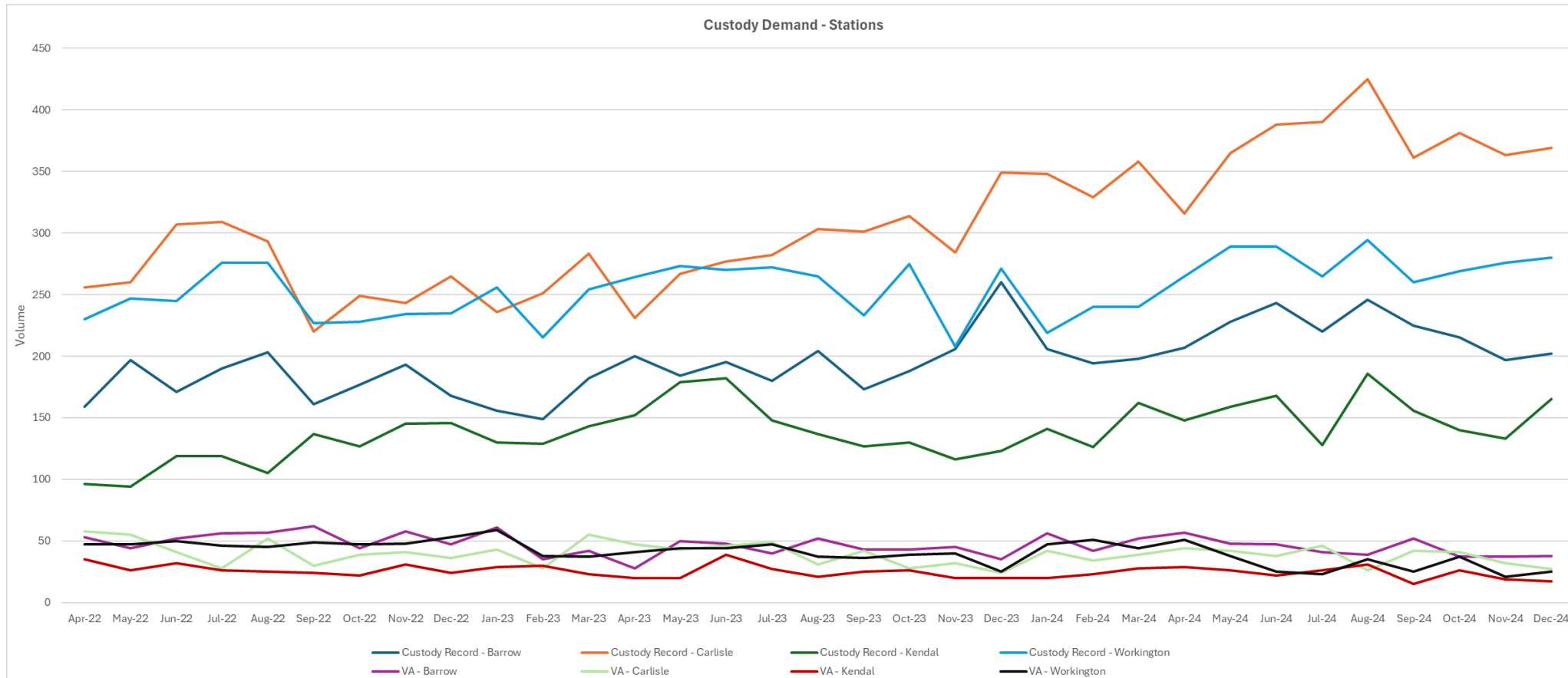
## Observations- Volumes

- Level 1: Checked
- Level 2: Checked and roused
- Level 3: Monitored at all times
- Level 4: Physically supervised in close proximity
- None: No observation required

This visual provides figures on the levels of observation recorded per custody record. Level 1 observations have seen an incline over the observed period, peaking at 66.1% of custody records at level 1 in August 2024.



# Custody Custody Demand

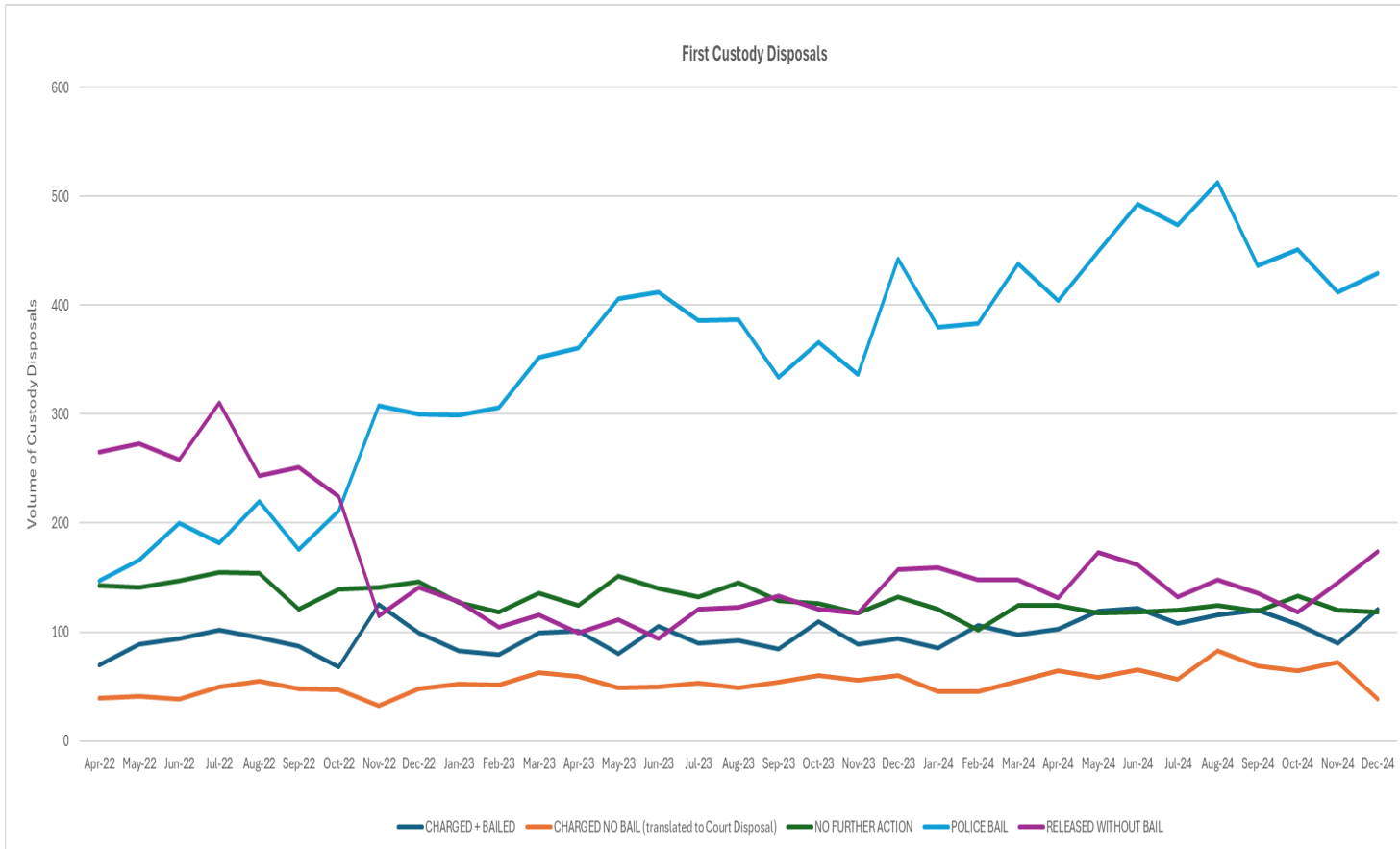


The volume of custody records has steadily increased in the previous 2 financial years and the current FYTD. December 2024's custody records figures were 1016, above the previous 12-month average of 997. Custody records in all stations have seen an upwards trend from the start of FY 22/23 to December 2024. The volume of VA's has remained relatively stable, dropping to its lowest total force wide in December 2024 (n=107).



# Custody

## First Disposals from Custody



The visual displays our usage of our 5 most used first custody disposals in the constabulary over FY 22/23, 23/24 & 24/25: charged and bailed, charged no bail, no further action, police bail, released without bail.

Over the previous 2 FYs and the FYTD, the use of police bail has increased. In April 2022 (FY 22/23), police bail accounted for 19.84% of custody disposals, however at the end of Q3 of the FYTD (December 2024), police bail accounted for 42.22% of custody disposals. The volume of released without bail saw a drop in Q3 of FY 22/23, lower volumes have sustained into FY 23/24 and the FYTD. In the FYTD, police bail accounted for an average of 14.33% of custody disposals.

December 2024 first custody disposals volumes:

- Breach of bail: 2
- Cautioned: 6
- Charged + bailed: 121
- Charged no bail (translated to court disposal): 38
- Handed to escorts: 59
- No further action: 118
- Police bail: 429
- Processed on or behalf of another force: 2
- Refused detention: 8
- Released without bail: 174
- Reported for postal requisition: 1
- Taken to prison: 4
- Transferred out: 1
- Unknown: 37
- Warrant executed: 16



# Custody

## The volume of strip searches conducted: adult and youths



Custody strip searches occur where the custody officer believes the detainee is in possession of an item which could physically injure anyone (including the detainee), damage property, interfere with evidence or help the detainee to escape. The extent of the search (whether a Strip search) depends on the decision made by the custody officer. These figures do not include intimate searches.

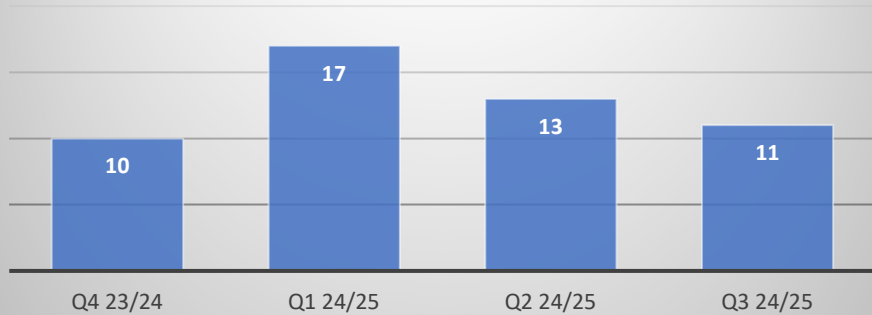
September 2024 saw a -39.6% drop in the amount of strip searches conducted on adults from the previous and a slight increase in strip searches. In Q3, the volume of adult custody strip searches steadily increased.



# Detention in Police Custody Complaints

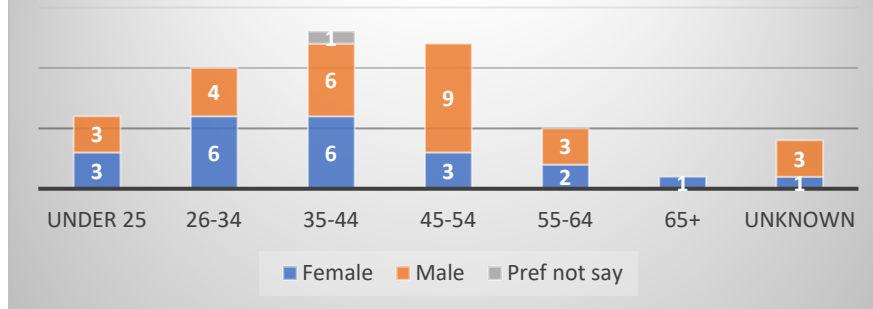


Complaint Cases With At Least 1 Allegation Relating to Detention in Police Custody



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

Age and Gender of Complainants (Jan-Dec '24)



|            |    |
|------------|----|
| Workington | 17 |
| Carlisle   | 15 |
| Barrow     | 9  |
| Kendal     | 9  |
| Unknown    | 5  |
| Penrith    | 4  |

- 54.9% of complainants are male
- 49% are aged between 35-54.
- 70.6% are White British (Self-defined)
- Workington and Carlisle Custody seeing the majority of complaints, with each seeing between 26-30%

|                                 | Q4-23/24 | Q1-24/25 | Q2-24/25 | Q3-24/25 |
|---------------------------------|----------|----------|----------|----------|
| Not Stated                      | 1        |          |          | 1        |
| U1 - Unknown                    | 2        | 4        | 1        | 1        |
| U2 - Prefer Not To Say          | 1        | 1        |          |          |
| W1 - White British              | 6        | 11       | 11       | 8        |
| W2 - White Irish                |          | 1        |          |          |
| W3 - Gypsy or Irish Traveller   |          |          |          | 1        |
| W9 - Any Other White Background |          |          | 1        |          |





# Stop and Search

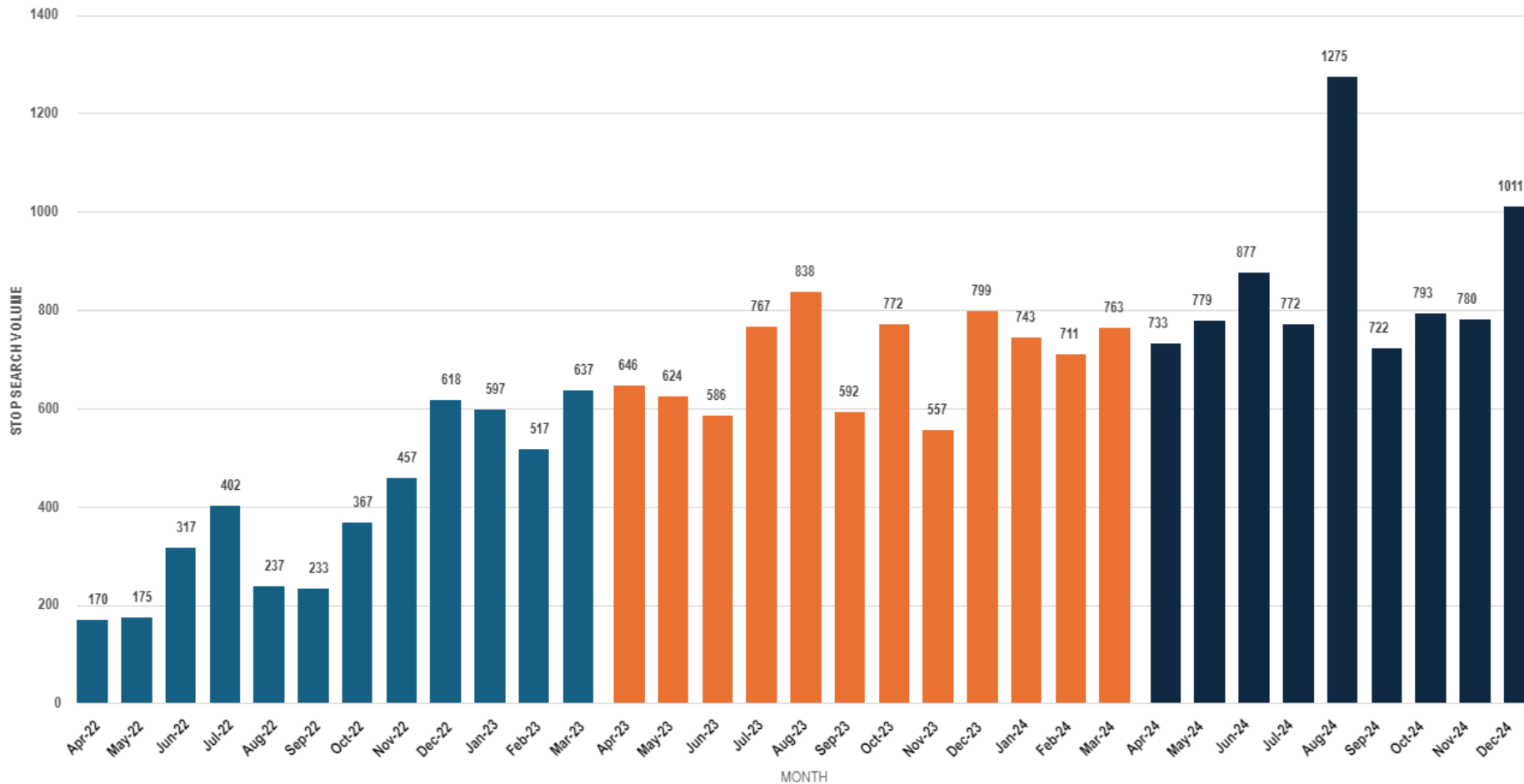




# Stop Search Volume of Stop Search



Chart showing stop search volumes by month, period 01/04/2022 - 31/12/2024.



- The Force's use of stop and search as a tool for tackling crime as increased significantly over the past 4 financial years.
- In Q3 24/25 there was a small reduction in the number of S&S against the previous quarter -6%.
- Stop Search Volume has been impacted this FY by increased staffing and activity related to Op Mustang in August 24 (Public Order Operation) and OP Festive in December 24.

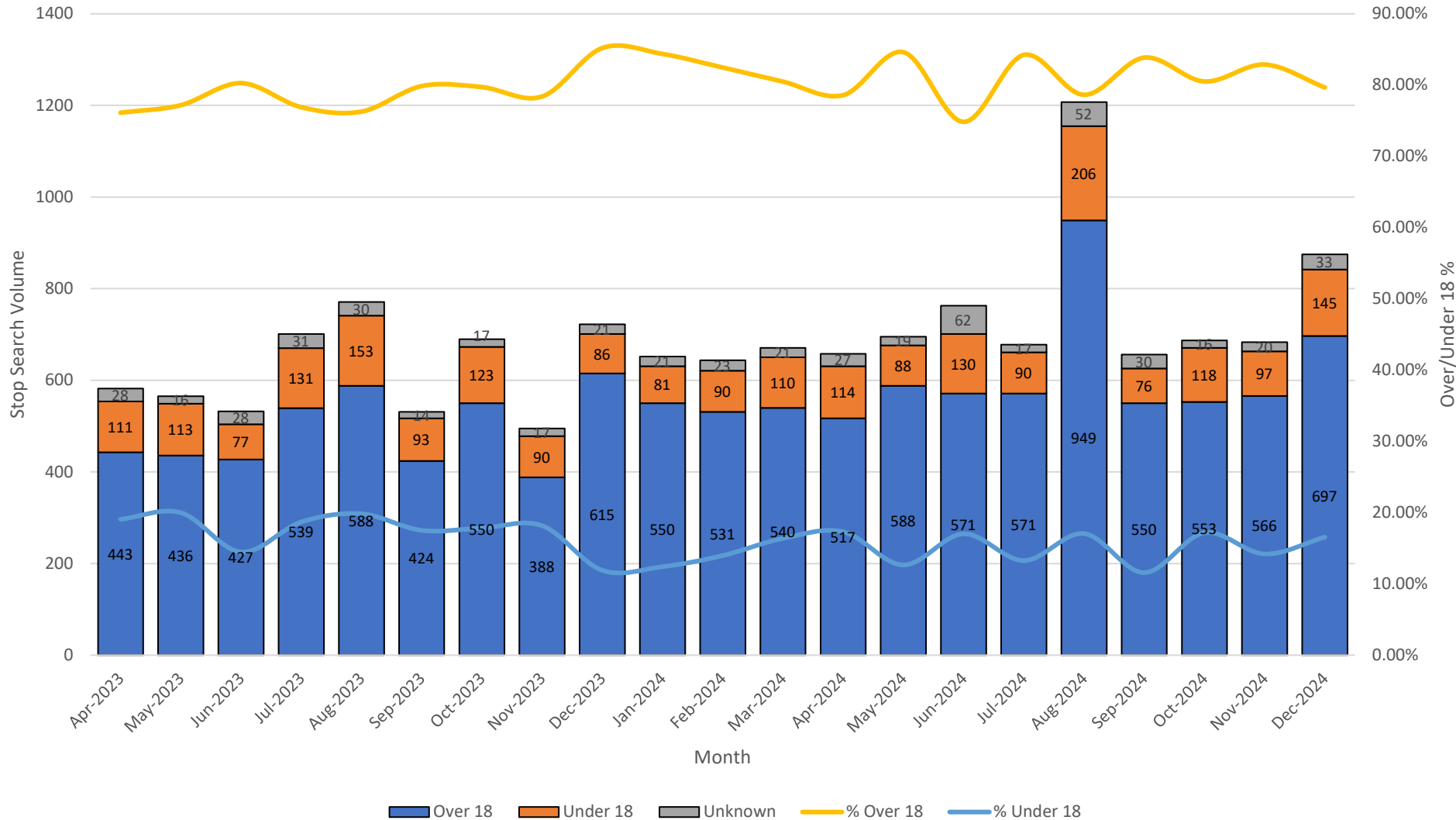
Chart showing monthly stop search volumes over time, period is 01/04/2022 – 30/09/2024. Monthly averages for **FY22/23** - 393, **FY23/24** - 699, **FYTD24/25** - 860.



# Stop Search - Youth Stops & Outcomes



Stop Search Volumes over time, broken down by age bracket, period 01/04/2023 - 12/12/2024



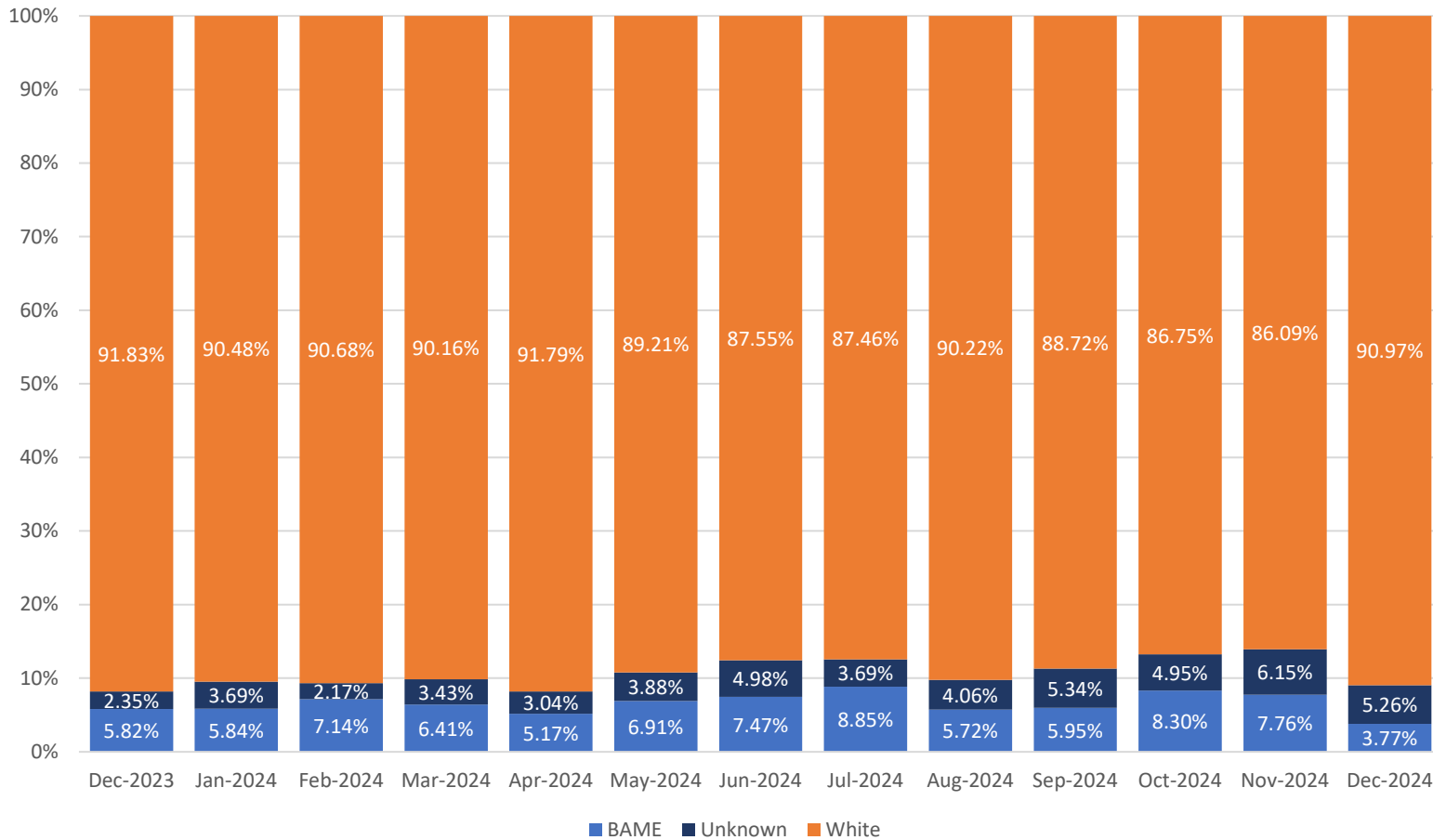
- In Q3 24/25 360 searches were completed on Under 18s compared to 372 in Q2 24/25. The proportion against all searches has remained consistent with previous periods, ranging between 11% and 20% and averaging 16% since April 2023.
- Searches recording unknown ages average 3.76% of all searches completed and have also remained consistent over the examined period.



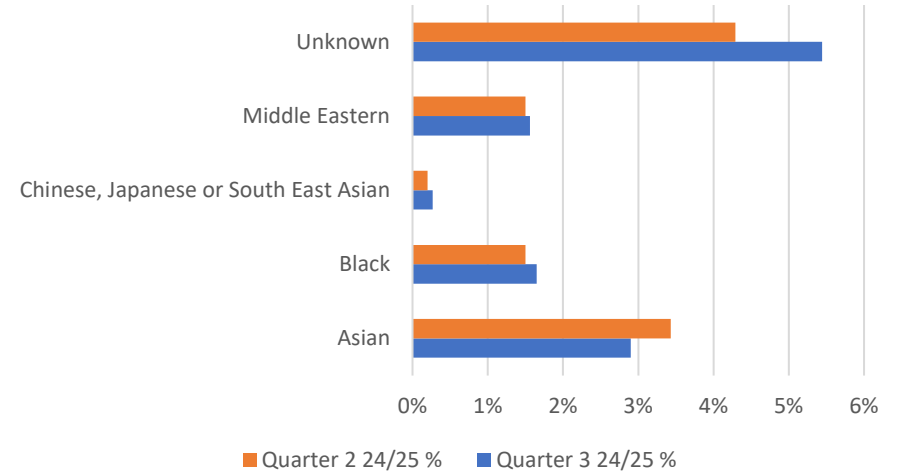
# Stop Search – Perceived Ethnicity



Proportion of Perceived Ethnicity last 12 months



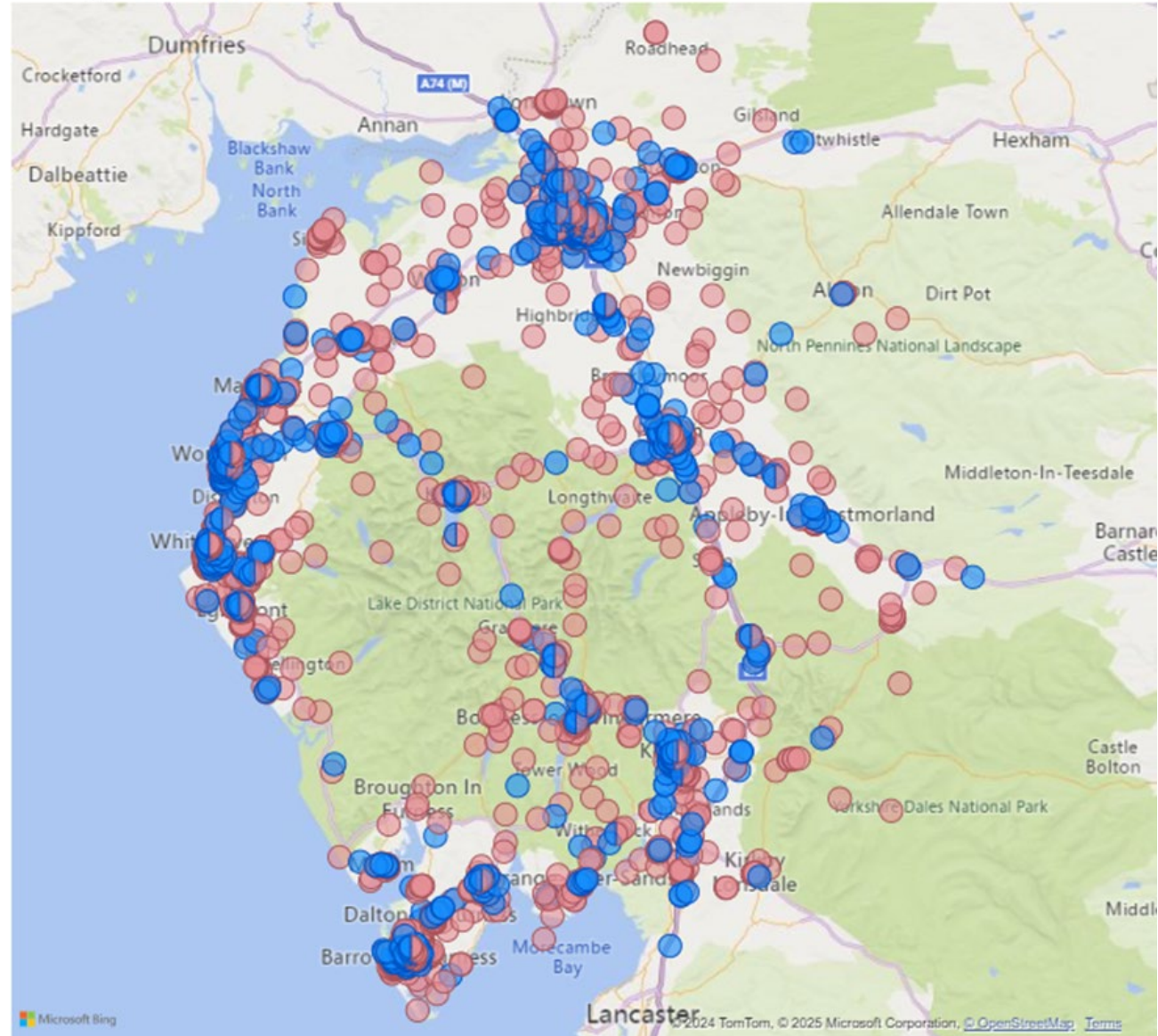
Q3 24/25 Breakdown of BAME Ethnicity compared to Q2 24/25



- When comparing 24/25 Q2 and Q3 proportion of S&S by BAME Groups, all have remained relatively stable, with a small 0.53pp reduction in the Asian Group.
- To note however is that “unknown” ethnicity recording has increased by 1.15pp.
- December 2024 saw the lowest proportion of BAME group searches in the last 12 months.

- Overall, stop and searches are being carried out where the main crime hotspots are occurring
- These hotspots are predominantly within the larger towns in the region such as Carlisle, Barrow and Penrith
- Potential areas with crimes and a lack of stop and searches include the Coniston area, Silloth and along the A592

RecordType ● Crime ● Stop Search

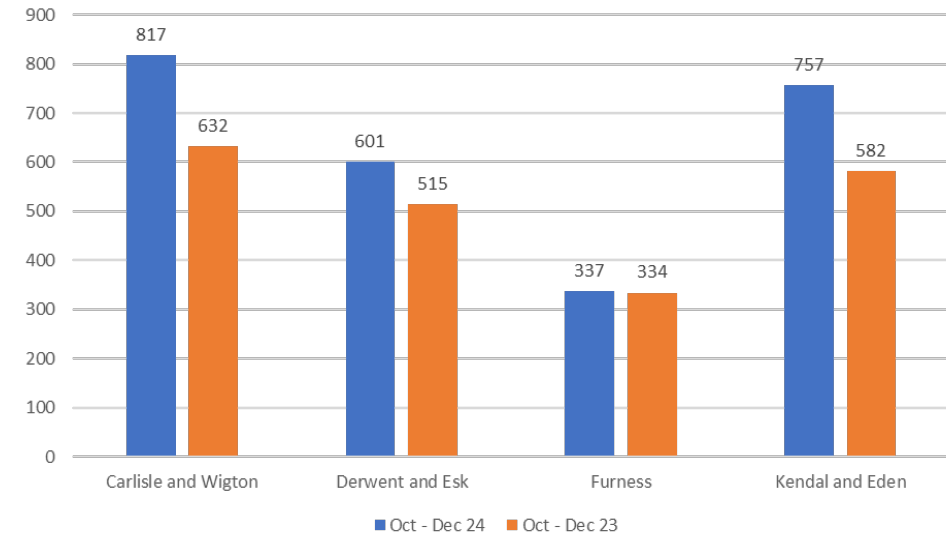


# Stop Search – Positive Search Rate



- Stop searches are up in every sector in comparison to the SPLY for the final 3 months of 2024
- Kendal and Eden had the largest increase of 30.1% with Furness only increasing by 0.9%
- Carlisle and Wigton as well as Furness are the only sectors where the proportion of a positive search related to the original grounds has increased on the SPLY
- Positive search rate related to the original grounds have dropped heavily in Derwent and Esk by 8.0pp

Stop and Searches by Sector



Positive Searches Related to Original Grounds by Sector





# Use of Force

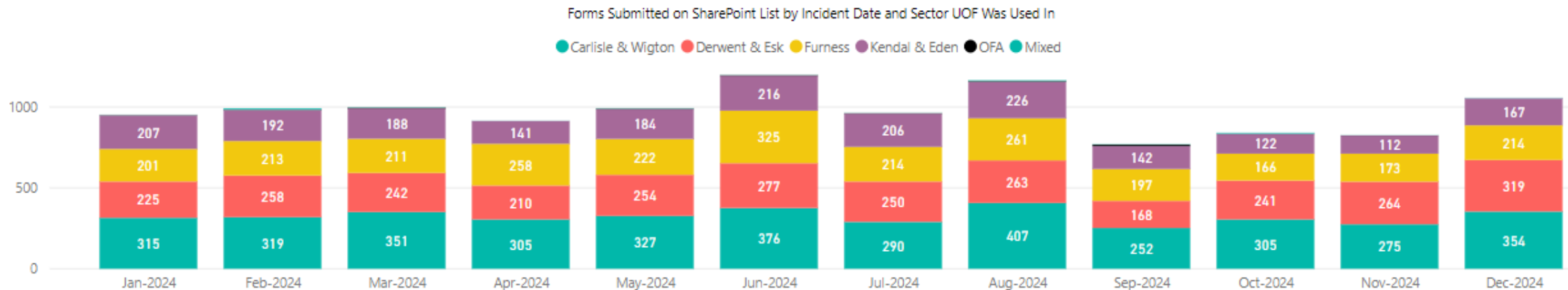


# Use of Force

## Volume of Use of Force



- All figures are given for the past quarter (01/10/2024 - 31/12/2024), however the data for the year to date is shown for comparison
- There were a total of 2,722 use of force forms completed within Cumbria from this past quarter
- August had the highest volume of use of force forms – the second highest month of the year behind June
- A reduction of 6.1% from the 2,898 in the previous quarter



## Use of Force

### Volume of Use of Force by Command



- Majority of uses of force coming from within the Cumberland area (64.6%) with Westmorland & Furness having 35.0% of the share
- Within Cumberland, Carlisle & Wigton accounts for 110 more use of force forms than that in Derwent & Esk
- Within Furness, there were 152 more use of force forms completed than in Kendal & Eden
- 2 of the total cases occurred out of the force's area, with a further 8 consisting of a mixture of these regions

| BCU                              | Forms       | %             |
|----------------------------------|-------------|---------------|
| <b>Cumberland</b>                | <b>1758</b> | <b>64.6%</b>  |
| Carlisle & Wigton                | 934         | 34.3%         |
| Derwent & Esk                    | 824         | 30.3%         |
| <b>Westmorland &amp; Furness</b> | <b>954</b>  | <b>35.0%</b>  |
| Furness                          | 553         | 20.3%         |
| Kendal & Eden                    | 401         | 14.7%         |
| <b>OFA</b>                       | <b>2</b>    | <b>0.1%</b>   |
| OFA                              | 2           | 0.1%          |
| <b>Mixed</b>                     | <b>8</b>    | <b>0.3%</b>   |
| Mixed                            | 8           | 0.3%          |
| <b>Total</b>                     | <b>2722</b> | <b>100.0%</b> |

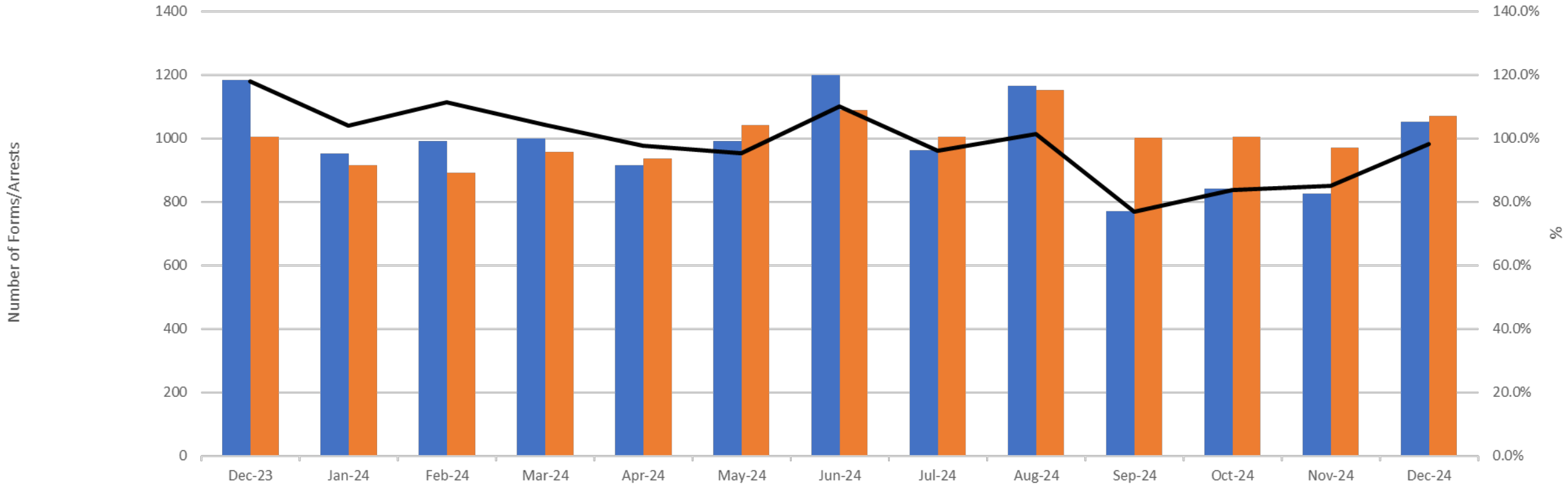




# Use of Force Forms to Arrests Comparison



Use of Force Forms to Arrests (%)



|                           | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Forms                     | 1183   | 951    | 991    | 998    | 915    | 992    | 1198   | 963    | 1165   | 770    | 840    | 825    | 1051   |
| Distinct Count of Arrests | 1003   | 914    | 890    | 958    | 936    | 1041   | 1088   | 1003   | 1151   | 1002   | 1005   | 969    | 1070   |
| %                         | 117.9% | 104.0% | 111.3% | 104.2% | 97.8%  | 95.3%  | 110.1% | 96.0%  | 101.2% | 76.8%  | 83.6%  | 85.1%  | 98.2%  |

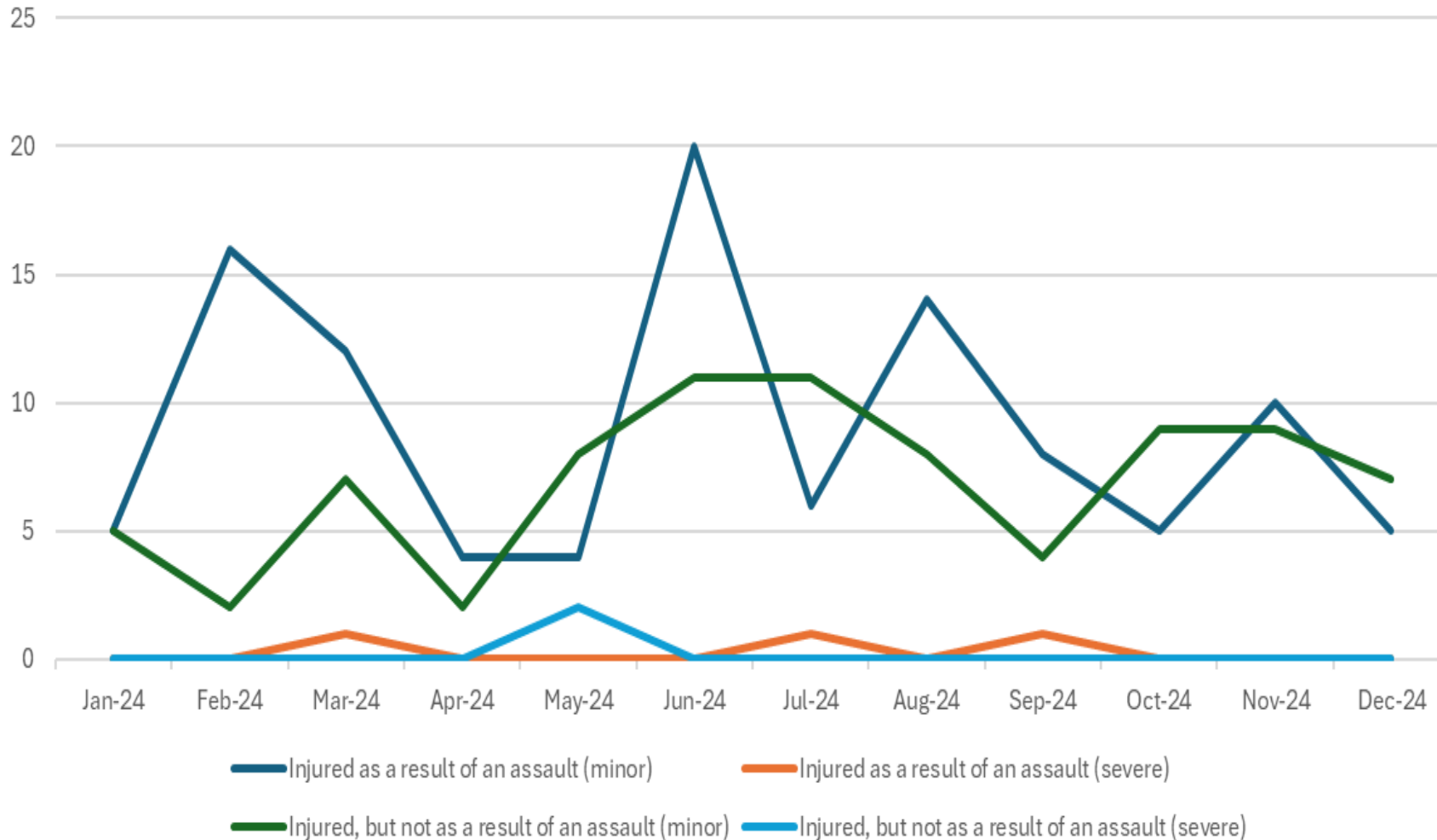
Forms Distinct Count of Arrests %



# Use of Force Injury to Officers



### Injury to Officers



- There were a total of 45 officers injured with 45 (100.0%) being minor and 0 (0.0%) being severe injuries
- Of these 45 total injuries, 20 (44.4%) were as a result of an assault
- 25 (55.6%) of officers that were injured in the past quarter were not injured due to an assault but due to other reasons

SPLY: 50 total (10.0% decrease)  
29 due to assault, 21 not; all minor injuries apart from 1 severe (not caused due to assault)

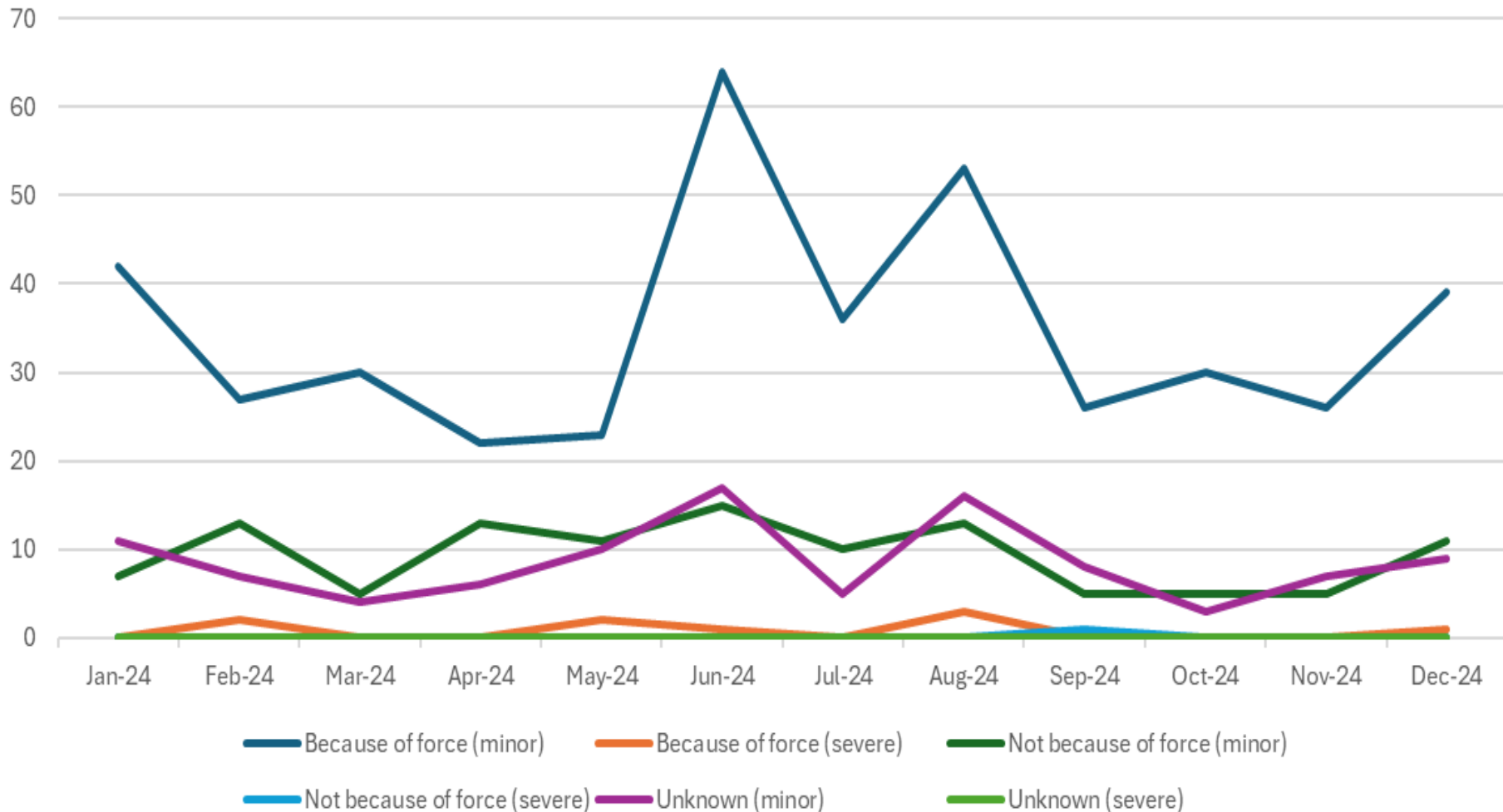
Through 2024: no noticeable trend other than *minor injury not as a result of assault* appears steady May-August.



# Use of Force Injury to Subjects



## Injury to Subjects



- There were a total of 136 injuries to subjects during this quarter
- From these 136 injuries, 96 (70.6%) were caused by force and 21 (15.4%) were not caused by force
- There was 1 severe injury during these three months – this was caused by force
- 95 (81.9%) of the 116 minor injuries in total were caused by force
- For 14.0% of the total number of cases, it is unknown whether the injuries to the subjects were due to force

SPLY: 184 total (26.1% decrease)  
 181 minor, 3 severe  
 Caused by force: 123 (66.8%)  
 Not caused by force 35 (19.0%)

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



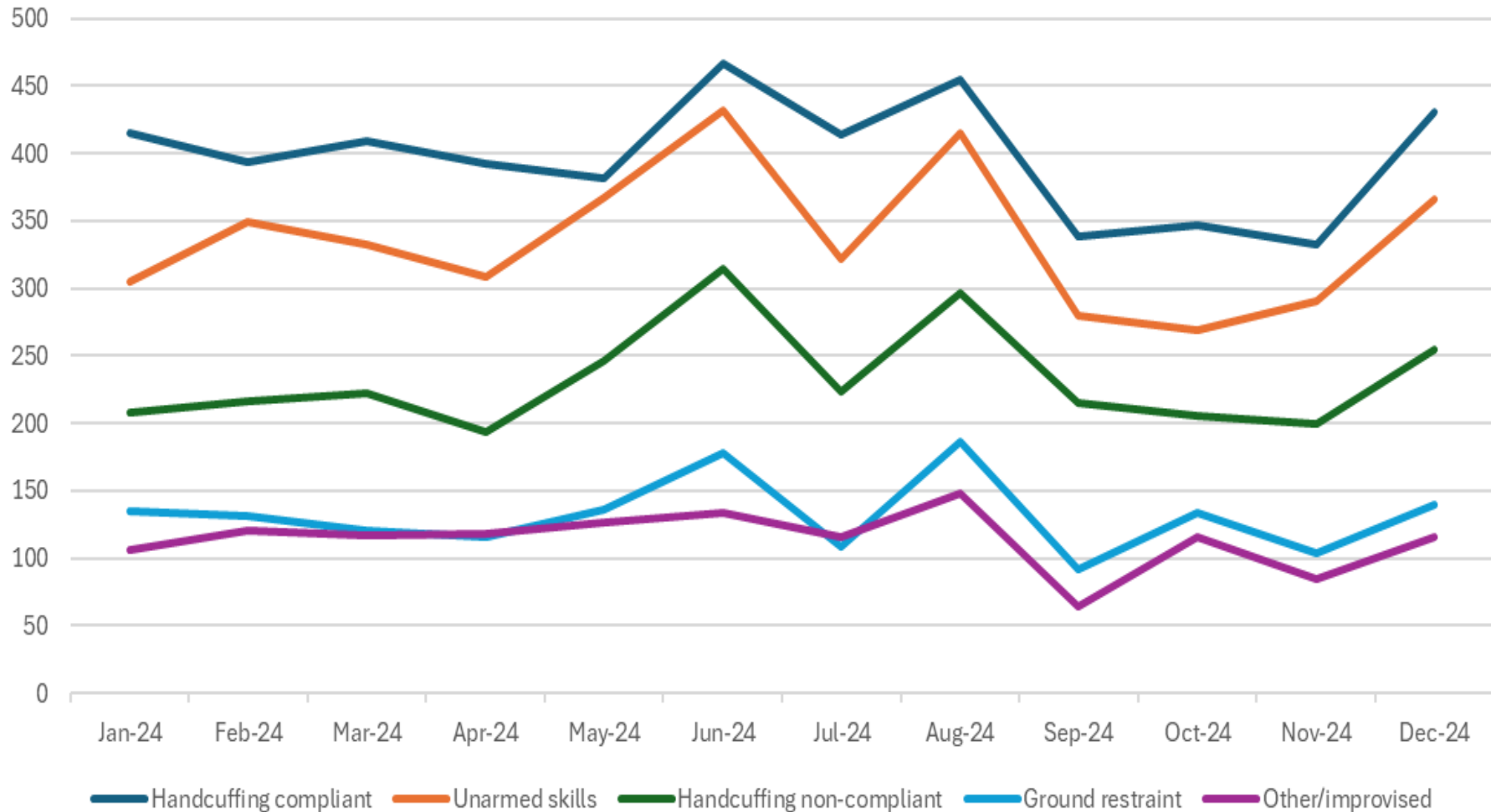
- For the past quarter, there were a total of 2,722 tactics used
- These were split into 18 different types of tactic (with a further 4 not utilised)
- Note that there may be more than one tactic used against any given individual, leading to the number of tactics used being greater than the volume of the use of force used
- An additional tactic was used 5 times; however, these were removed due to being an invalid use of tactics (AEP drawn)

| Tactic  | Tactics     | %              |
|---|-------------|----------------|
| Tactical Communications   | 1138        | 41.81%         |
| Handcuffing Compliant   | 1111        | 40.82%         |
| Unarmed Skills (including pressure points, strikes, restraints & takedowns) | 926         | 34.02%         |
| Handcuffing Non-compliant   | 661         | 24.28%         |
| Ground Restraint  | 378         | 13.89%         |
| Other/improvised  | 316         | 11.61%         |
| Cell Insertion  | 147         | 5.40%          |
| C.E.D   | 101         | 3.71%          |
| Limb/Body restraints  | 79          | 2.90%          |
| Irritant spray - PAVA used  | 68          | 2.50%          |
| Irritant spray - PAVA drawn   | 21          | 0.77%          |
| Spit guard  | 18          | 0.66%          |
| Dog Deployed  | 11          | 0.40%          |
| Baton drawn   | 6           | 0.22%          |
| Baton used  | 5           | 0.18%          |
| Irritant spray - CS drawn   | 5           | 0.18%          |
| Irritant spray - CS Used  | 5           | 0.18%          |
| Dog biting  |             |                |
| Firearms Aimed  |             |                |
| Firearms fired  |             |                |
| Shield  |             |                |
| <b>Total</b>  | <b>2722</b> | <b>100.00%</b> |

# Use of Force Tactics Used



## Top 5 Tactics Used



- From this previous quarter, the most common use of force used was compliant handcuffing, used 40.8% of the time
- There were 0 uses of firearms aimed, firearms fired or dogs biting
- Multiple of the same tactic may have been used within the same incident, so to minimize confusion, the total number of tactics used has been distinct counted per form completed
- Note that tactical communications have been included in this visual as this matches the national approach.

SPLY: Most common compliant handcuffing (1,151, 40.5%)  
1 firearms aimed but not used

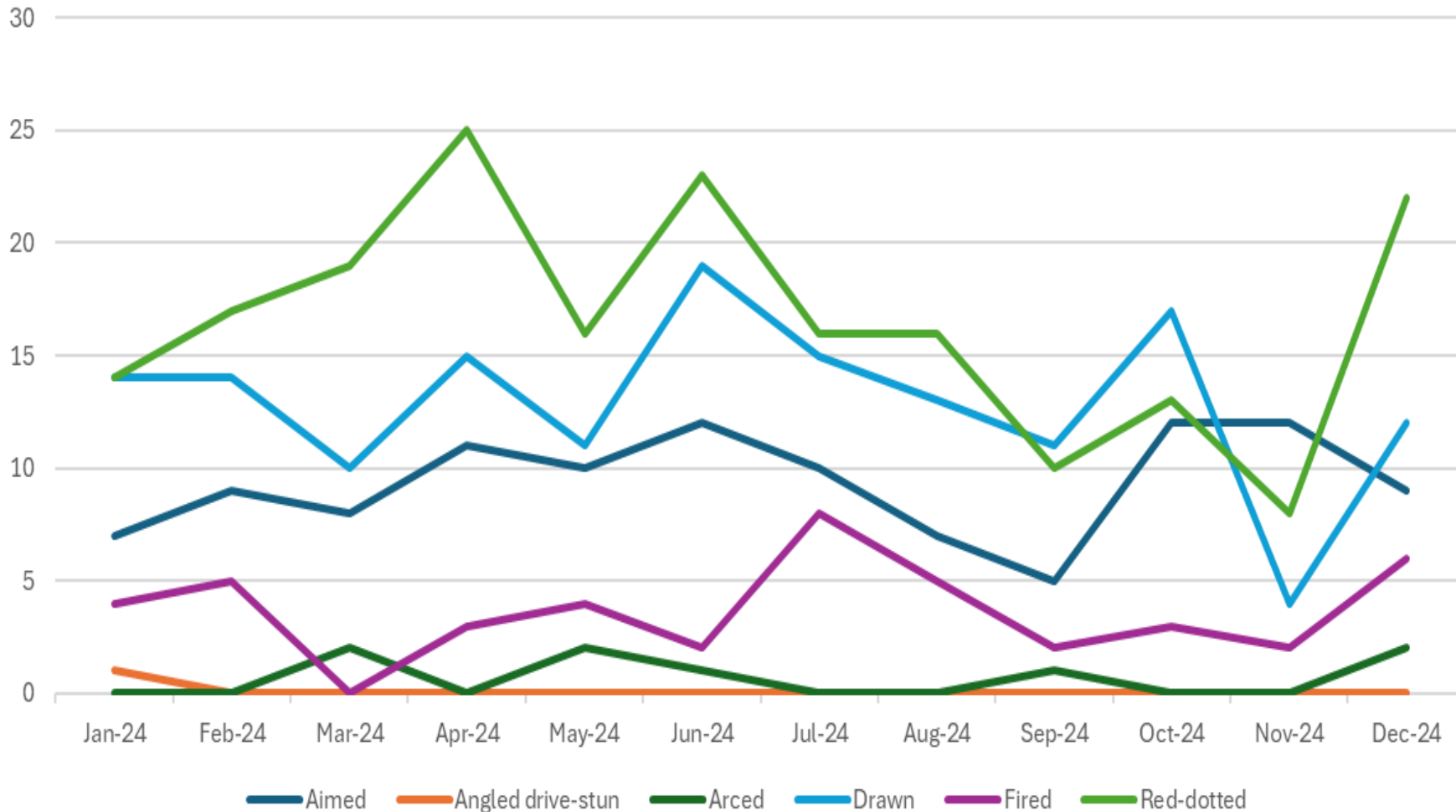
Through 2024: All top 5 tactics relatively stable yet dropped in July and a further dip between September and November



# Use of Force Tactics Used – Taser



### Taser Usage



- The CED (conducted energy device), or taser, was used a total of 132 times over the previous quarter
- CED usage is split into 5 categories, with the most common type of usage being red-dotted and drawn with a count of 43 (32.6%) each
- The maximum number of times that a CED was used during any one incident was 4, with this only occurring once
- Of the 132 times a CED was used, it was only arced twice and fired 11 times

SPLY: used 116 times (13.8% increase)  
 Aimed (20), Arced (2), Drawn (42),  
 Fired (3), Red-dotted (49)

Through 2024: Red-dotted has highest usage of the taser in all months so far other than September where Drawn becomes the highest usage before a dip in overall usage in November (other than Aimed).

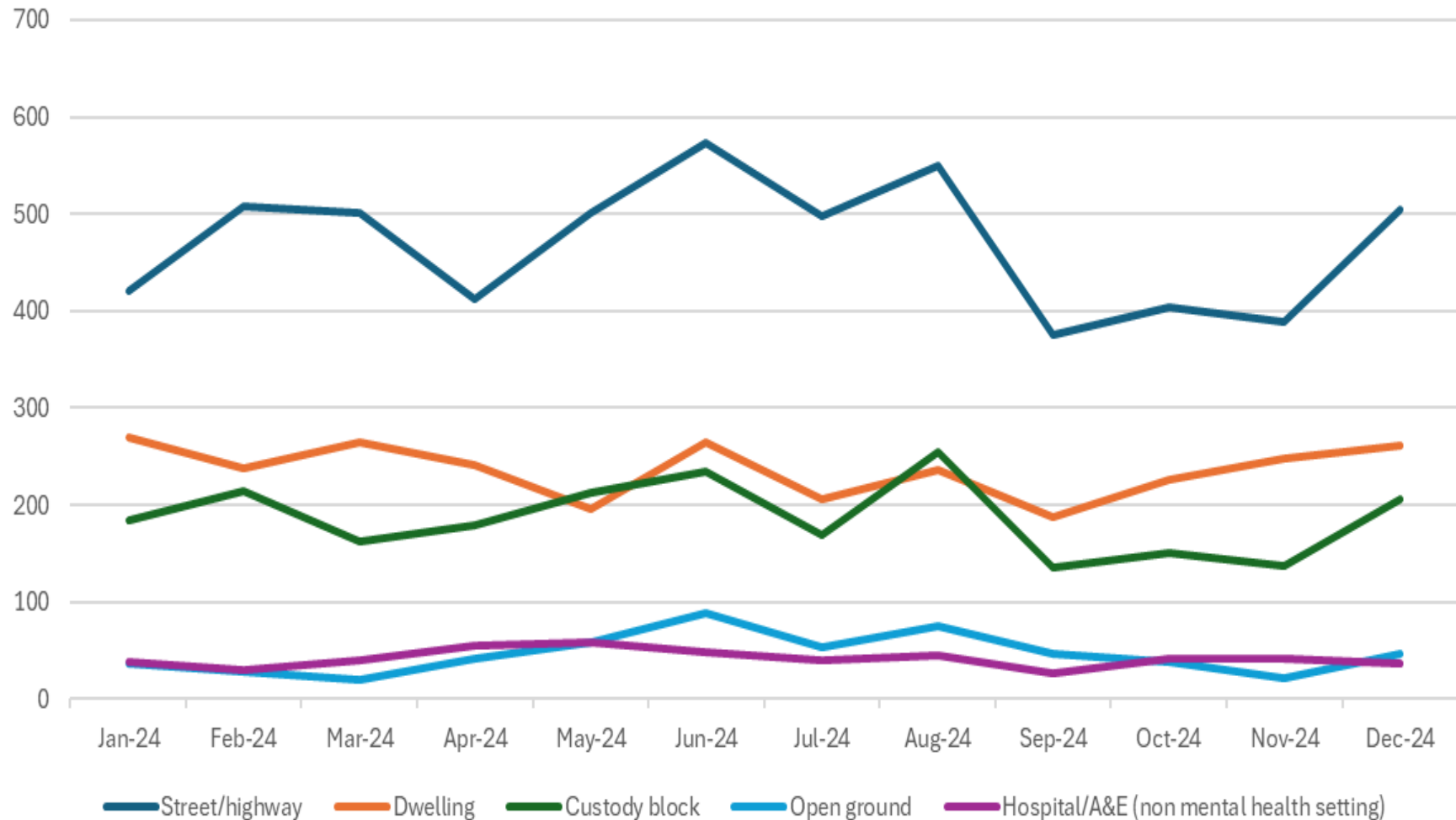


# Use of Force

## Location of Use of Force



Location of Use of Force



- 15 total locations categorised for where uses of force occur
- 1,297 (43.5%) of the 2,982 total uses of force occur on a street/highway
- There were only 7 occurrences of use of force on public transport
- The main 4 locations (summing to 88.4% of the total) are street/highway, dwelling, custody block, and open ground (park, car park, field etc.)

SPLY: 3,074 uses of force  
 Street/highway top (1,269, 41.3%)  
 Same top 4 locations (summing to 88.5% of total)  
 13 on public transport

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

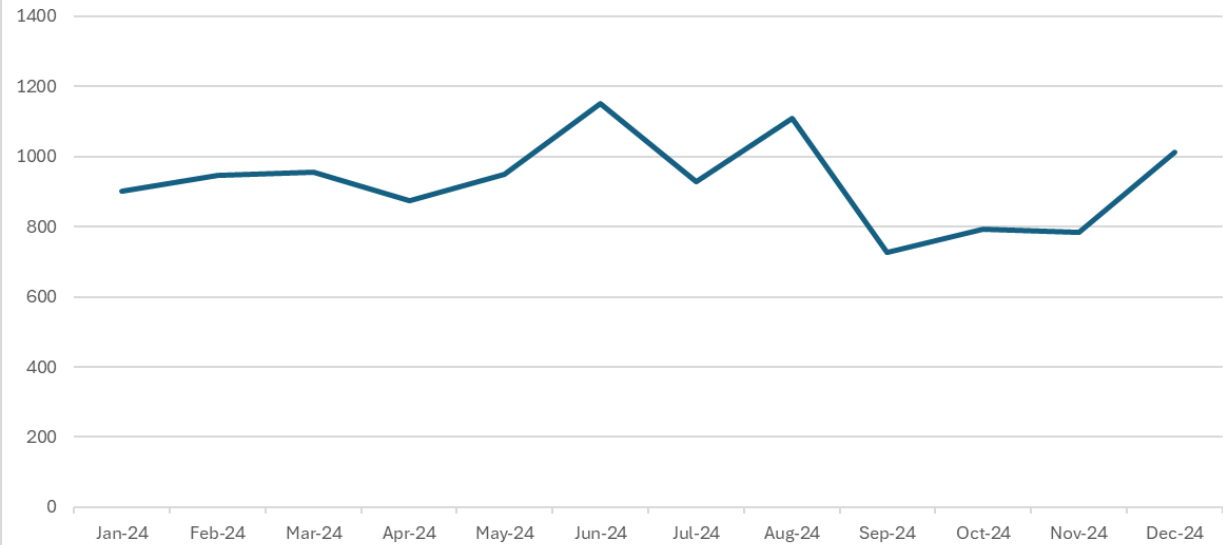


# Use of Force

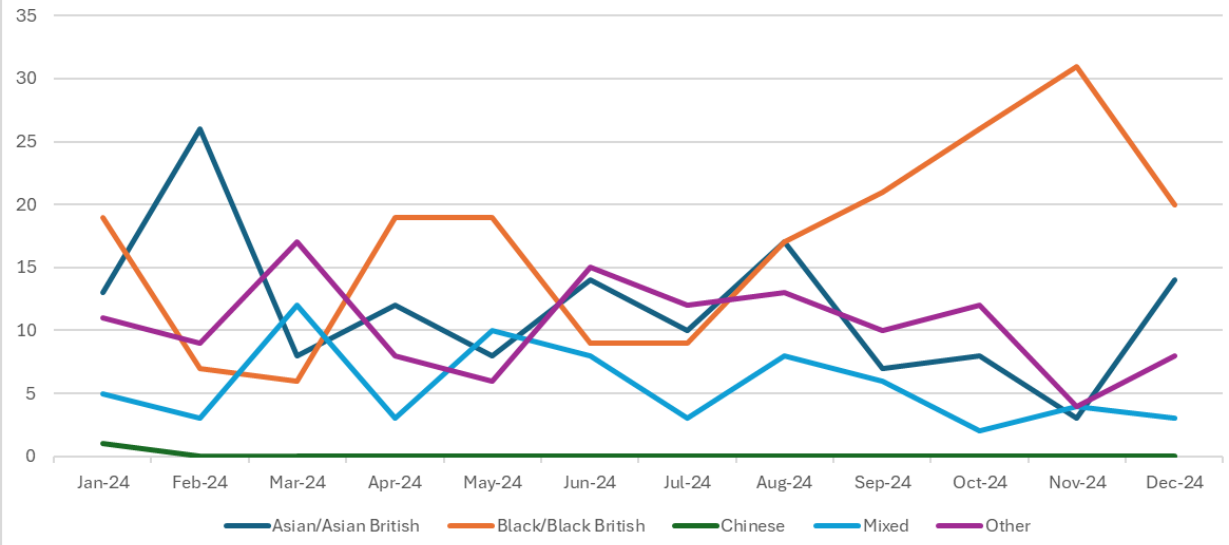
## Use of Force by Ethnicity



Use of Force by Ethnicity (White only)



Use of Force by Ethnicity (excluding White)



- The data shown is from the ethnicities that police officers perceived the subjects in question to be
- There are 6 defined categories for the subjects as shown in the graphs
- Most of the 2,722 total subjects were white (95.0%)
- 77 (2.8%) were of black (or black British) ethnicity, which is the next highest category
- There were 0 uses of force on people with Chinese ethnic backgrounds

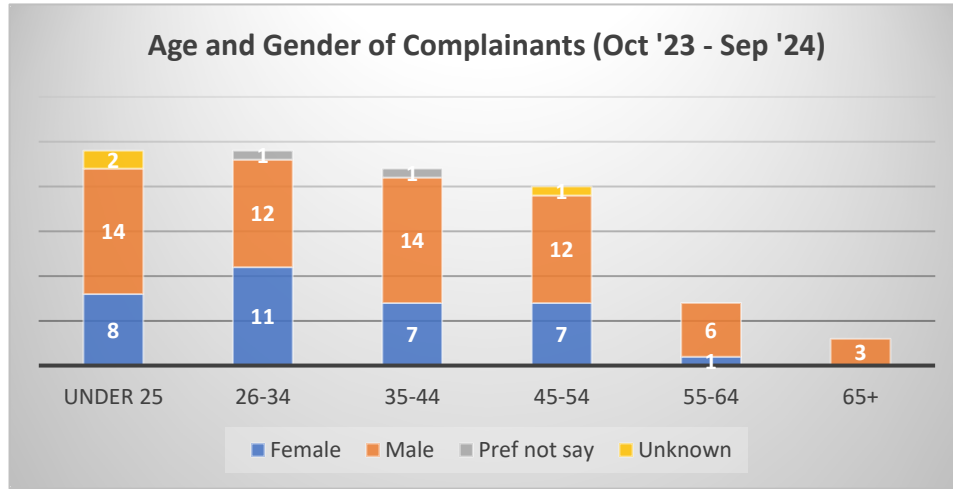
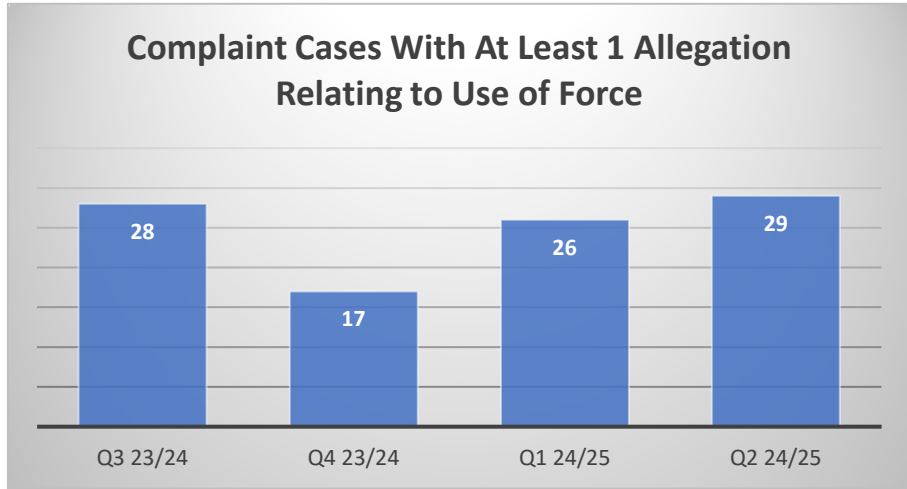
White (2730, 96.1%)  
 Asian/Asian British (31, 1.1%)  
 Other (26, 0.9%)  
 Black/Black British (26, 0.9%)  
 Mixed (24, 0.8%)  
 Chinese (4, 0.1%)

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





# Use of Force Complaints



- 52.9% of complainants are male
- 43.3% are aged under 35, and 42.3% between 35 and 54
- 68.3% are White British (Self-defined) - although 26% are Unknown / Not Stated

## Most common themes for complaints are:

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

## Other themes are:

- Unreasonable / unnecessary force
- Use of PAVA spray

|                               | Q4-23/24 | Q1-24/25 | Q2-24/25 | Q3-24/25 |
|-------------------------------|----------|----------|----------|----------|
| W1 British                    | 10       | 19       | 24       | 18       |
| A9 Any other Asian background | 1        |          |          |          |
| W3 Gypsy or Irish Traveller   |          |          |          | 1        |
| B2 African                    |          |          |          | 1        |
| A1 Indian                     | 1        |          |          |          |
| A2 Pakistani                  |          |          | 1        |          |
| O2 Arab                       |          | 1        |          |          |
| NS Not stated                 |          | 2        |          |          |
| Unknown                       | 5        | 5        | 9        | 6        |



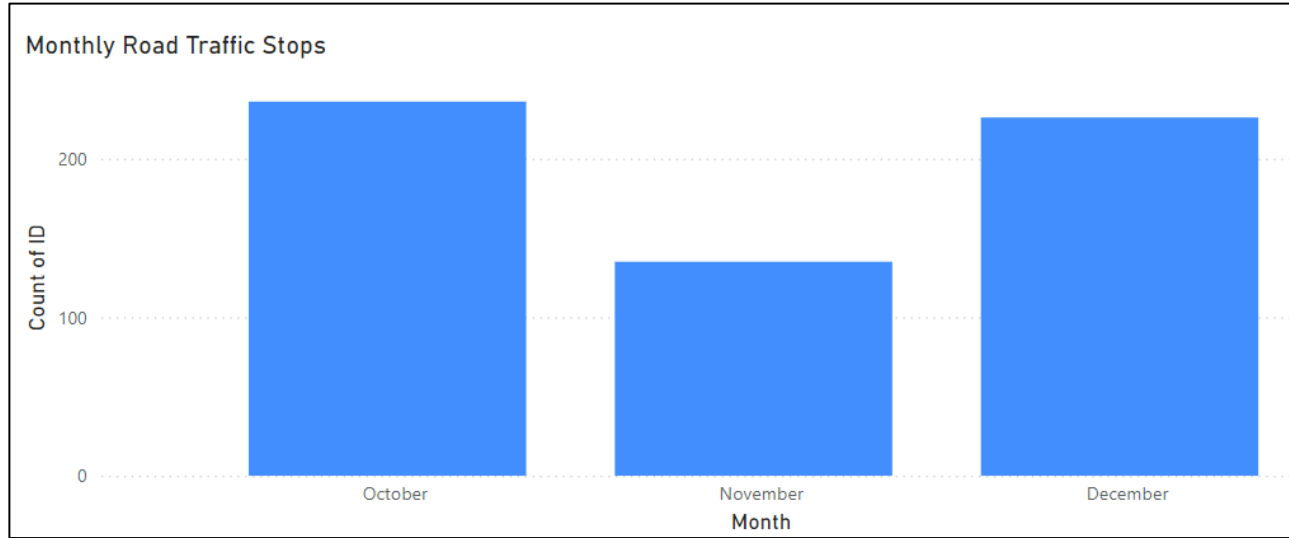


# Road Traffic Stops S163 RTA



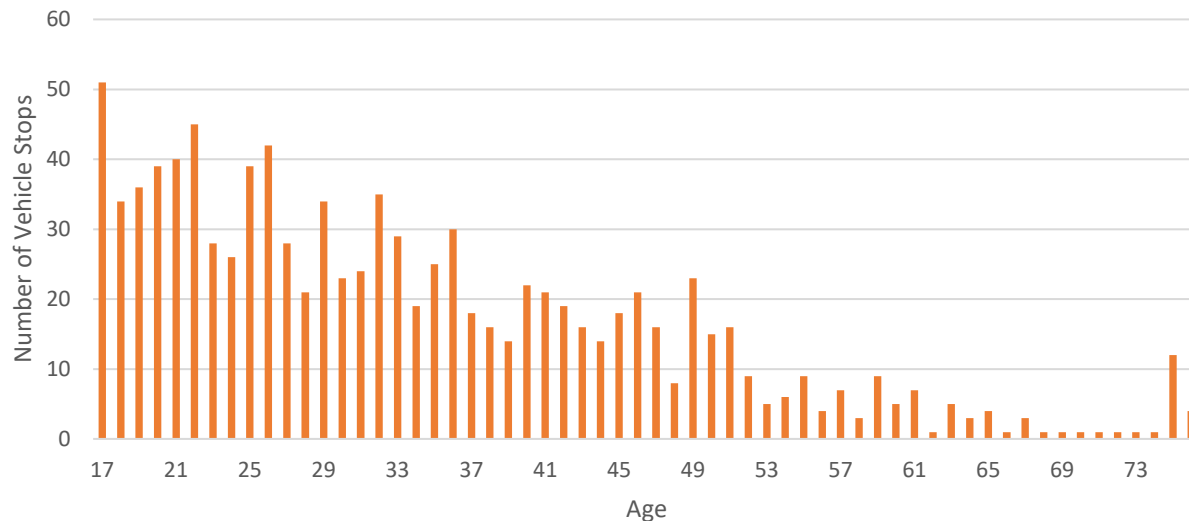
# Road Traffic Stops S163 RTA

## Volume of reported stops and proportionality



| Driver ethnicity   | Count of Driver ethnicity | %GT Count of Driver ethnicity |
|--|---------------------------|-------------------------------|
| White English/Welsh/Scottish/Northern Irish/British        | 519                       | 79.36%                        |
| White Other  | 35                        | 5.35%                         |
| Black African  | 22                        | 3.36%                         |
| Asian Pakistani  | 19                        | 2.91%                         |
| Asian Other  | 14                        | 2.14%                         |
| Asian Indian   | 8                         | 1.22%                         |
| Black Other/Other Black British/Other Caribbean background | 7                         | 1.07%                         |
| Other ethnic group   | 7                         | 1.07%                         |
| White Gypsy/Irish Traveller                                | 5                         | 0.76%                         |
| Mixed Other/Multiple background                            | 4                         | 0.61%                         |
| Other Arab   | 4                         | 0.61%                         |
| Asian Chinese  | 3                         | 0.46%                         |
| White Irish  | 3                         | 0.46%                         |
| Asian Bangladeshi  | 1                         | 0.15%                         |
| Black Caribbean  | 1                         | 0.15%                         |
| Mixed White and Black African                              | 1                         | 0.15%                         |
| White Roma   | 1                         | 0.15%                         |
| <b>Total</b>   | <b>654</b>                | <b>100.00%</b>                |

Count of number of vehicle stops by age





# Community Scrutiny Panel

## Title: Property Update

**Date:** January 2025

**Agenda Item No:** 08

**Originating Officer:** Chief Inspector Natalie Jukes

**CC:**

### Executive Summary

Since the last reporting period (5<sup>th</sup> August 2024), there has been a change in Property portfolio ownership with CI Nat Jukes taking over responsibility, whilst Supt Sarah Jones is on sick leave.

The governance framework under the new lead has been reviewed to focus on both legacy inventory reduction but also new processes and procedures for the future in line with the NPCC and College of Policing guidelines in terms of Review, Retention and Disposal regarding property. Property store colleagues report significant communication coming into them from OIC's following the recent advice and direction due to updated policy and procedures discussed below, specifically in regard to TORT and digital device disposal. This has helped to start reducing the existing inventory in recent weeks.

### Property Return and Disposal

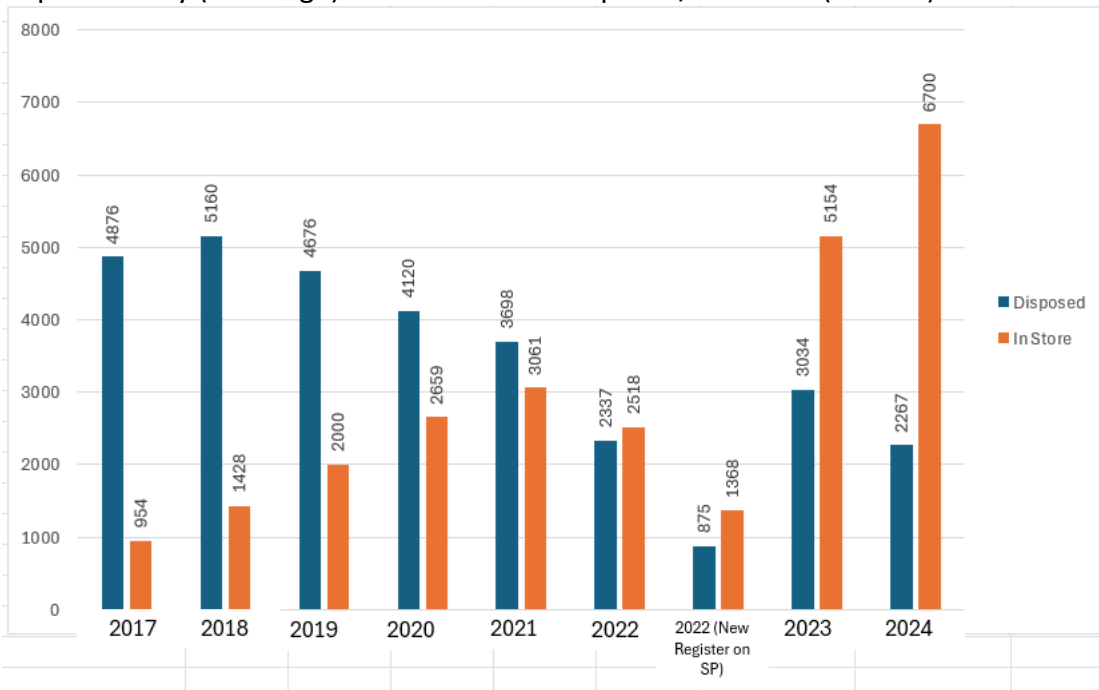
In attempts to reduce legacy inventory, direction to officers and staff has focused on personal responsibility around management of seized items. Each officer has been asked to review all property in their name and an audit of all property in all stores has been requested from all departments – this includes evidential freezers and drug stores.

The force Property Inventory currently stands as follows (this is based of ID numbers given to each exhibit when booked into the stores)

|                    | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 (Until 4th Sept) | 2022 (New Register on SP) | 2023  | 2024  | Total |
|--------------------|------|------|------|------|------|-----------------------|---------------------------|-------|-------|-------|
| Disposed           | 4876 | 5160 | 4676 | 4120 | 3698 | 2337                  | 875                       | 3034  | 2267  | 31043 |
| In Store           | 954  | 1428 | 2000 | 2659 | 3061 | 2518                  | 1368                      | 5154  | 6700  | 25842 |
| Other location     | 910  | 501  | 448  | 335  | 317  | 265                   | 101                       | 811   | 980   | 4668  |
| Returned           | 2600 | 2708 | 2517 | 2246 | 2113 | 1340                  | 544                       | 1975  | 1428  | 17471 |
| With OIC           | 10   | 148  | 34   | 73   | 80   | 55                    | 17                        | 148   | 220   | 785   |
| Blank/No Selection |      |      | 4    |      |      |                       |                           |       |       |       |
|                    | 9350 | 9945 | 9679 | 9433 | 9269 | 6515                  | 2905                      | 11122 | 11595 | 79809 |

In summary, the table shows seized exhibits from 2017 (when records on SharePoint began) to present day and stands at 25,842 with 31,043 disposed of and 17471 returned (as of the 09/01/2025).

The below graph shows the total inventory for seized property over the recorded years - from 2017 to present day (in orange) and the amount disposed/ returned ( in blue)



The work undertaken in recent months by CI Jukes in terms of accountability to all OIC’s for their property and further audits of all stores/ freezers, which is currently being undertaken, will result in reduction to the existing property inventory. Further work surrounding Police Property Notices (TORT) and the disposal of digital devices, described below, has allowed for a greater scope in reducing the existing inventory.

**TORT**

The lead has refreshed the advice to all officers to aid knowledge and understanding surrounding the TORT/ Police Property notices. TORT’s are now sent First Class with our own certificate of service to the last known address of the owner requiring them to collect the goods, usually within

21 days, and informing them that a failure to take delivery of the goods will result in their destruction/sale without further reference to them.

The TORT process provides a legal route to dispose of seized property where we have taken reasonable steps to return the property to the lawful owner without success. No proof of delivery is needed because the County Court Practice Rules make specific provision for deemed service of post. Essentially, a letter is deemed properly served if it is sent by first class post. Legal Services have ratified this advice. The TORT process was already written in policy and the advice has been refreshed in terms of a requirement to serve the property notice first class as per County Court Practice Rules to allow for subsequent action and this has been circulated to all officers.

### **Digital Devices**

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

However, there is still concern over thousands of Mobile Phones within our property stores, authorized for disposal but with no current way to digitally cleanse, as from a security perspective mobile phones are handled differently to other digital devices and are not covered within our cost neutral contact with GREENWORLD, meaning due to the amount of devices within our stores the costs could be astronomical. There is a paper being written by John Chambers, Cyber Security Risk & Intelligence Advisor, which will be presented to DDAT SLT. This paper will include options as below in terms of ways in which we can tackle our inventory of mobile phones authorised for destruction-

1. In house destruction + (destruction, remarket, recycle)
2. Green world disposal (destruction, remarket, recycle)
3. Ion Mountain disposal (destruction, remarket, recycle)
4. Wilsons Auctions (destruction, remarket, recycle)

We must as a Constabulary push for an option to safely dispose of Mobile Phones as without an option at present the stores are becoming overwhelmed.

The lead has also become aware that there are some items of property within our long term off site storage location - 'FASTNESS' which is out with of the Policy (there should only be paper records stored off site not tangible property items).

IMU Senior Management Temp CI Paul Latham has been tasked to ensure an audit takes place of the long term off site storage location and his team are in the process of re writing the offsite storage policy, which will then be put out for consideration and approval before adoption.

### **Cannabis Grow Dismantling**

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

This document seeks to ensure the safety of staff at scenes, reduce risks to the public during police activity at the scene and once the scene has been released, meet the evidential requirements for successful prosecutions of persons within the grows and those facilitating or orchestrating the grows, to reduce the financial impact on the force in managing the scene, the removal and disposal of grow equipment and to ensure that the police approach is ethical and can withstand scrutiny. This consistent and documented approach should then address excessive and unnecessary property seizures.

### **Freezer Capacity and Management**

Work continues into improvement for the management of frozen evidence. Whilst a business case was developed for the replacement of domestic freezers with commercial alternatives, given the associated costs of c.£100,000 + VAT for the proposed improvements, the new lead is exploring opportunity for phased/needs-based replacement as opposed to wholesale replacement. Incremental replacements are to be proposed over four to five years, however, many of the freezers within the stores are quite new and there is no requirement to change at this time. The lead has asked for an audit of all freezers within the Constabulary, which is on going and should further reduce our legacy inventory as previously referred to. There is documented checks every 48 hours in regard to maintaining consistent temperature which ensures adherence to the **NPCC guidance on Retention and Storage of Forensic Examination items.**

### **Health and Safety**

Health and Safety continues to be a focus within the Property Governance framework, ensuring any property related reports are highlighted and actions progressed, along with active monitoring of the state of the property stores. Health and safety within the property function is managed against a Health and Safety Action Plan and there are currently no existing issues requiring escalation to the panel.

Clutter within the stores should continue to be cleared following work previously described in this report in terms of reducing the inventory.

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

Example of check sheet.

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

| Location & Number |            |                    |                     |          |  |
|-------------------|------------|--------------------|---------------------|----------|--|
| Date              | Checked by | Fridge Temperature | Freezer Temperature | Comments |  |
|                   |            |                    |                     |          |  |
|                   |            |                    |                     |          |  |

## Security and Governance

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

## Issues for Consideration

### Futures Programme - Review

The 'Front Counter and Property' portfolio has been included for review under the Constabulary's Futures Programme. It has been agreed that the property function would not be reviewed under the program given the implementation of the new ICT system - Mark43.

The Westmorland and Furness Police Staff Team Leader, retired in May 2024 and the given the ongoing review, a decision was made to temporarily pause any recruitment into this post until the conclusion of the Futures Programme Review. The Cumberland Police Staff Leader is also not currently in role due to Long Term Sickness.

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

## Conclusion

The Property Governance Framework under a new lead continues to focus on security, health and safety, inventory reduction and preparedness for Mark43. The lead also ensures support and guidance for property clerks in delivering improvements to the management of property across the Constabulary, all in line with the new property policy.





# Community Scrutiny Panel

## Cumbria Constabulary Freedom of Information & Data Protection Compliance

**Date:** 6<sup>th</sup> February 2025

**Agenda Item No:** 09a

**Originating Officer:** Kerry Carson, Lesley Johnson and T/C Inspector Paul Latham

**CC:**

### Executive Summary:

As a public authority, Cumbria Constabulary is required comply with the requirements of the Freedom of Information Act 2000 and respond to information requests within the statutory timescale. As a Data Controller, the Chief Constable is also required to process personal data lawfully and respond to 'subject access requests' within the statutory timescales specified within the Data Protection Act 2018.

This report provides an update on the levels of compliance achieved by the Constabulary in respect of responses provided to freedom of information and subject access requests.

### Recommendation:

That the members of the Panel note this report.

### 1. Introduction & Background

- 1.1 As a public authority, Cumbria Constabulary is required to comply with the requirements of the Freedom of Information Act 2000. These requirements include the right of an individual to ask whether specified information is held by the Constabulary and, if that is the case, to be provided with that information, subject to the applicability of relevant exemptions. With limited exceptions, the Act requires that a response to a request is provided within 20 working days of a request being received.
- 1.2 The Chief Constable, as Data Controller for Cumbria Constabulary, is also obliged to ensure that Cumbria Constabulary complies with the requirements of the Data Protection Act 2018. These requirements include a provision for an applicant to request access to personal data which may be held about them. A response to a 'subject access request', as the right of access is commonly known, is required to be provided within 1 calendar month, although this can be extended in limited circumstances by a further 2 months.

- 1.3 The Information Commissioner has indicated that an acceptable level of compliance for public authorities to meet, for both freedom of information and subject access requests, is 90% of requests closed within the statutory timescales.
- 1.4 The Information Management Team, which forms part of the Digital, Data, and Technology Command, is responsible for receiving, recording, collating internal responses, and responding to freedom of information and subject access requests received by the Constabulary.

## 2. Issues for Consideration

### 2.1 Freedom of Information Requests (FOI)

As reported in the previous paper for this Panel on 5 September 2024, the Information Commissioner's Office (ICO) wrote to the Constabulary on 4 June requiring a response detailing why compliance with the 20-working day target had fallen to 41% in March 2024.

We were required to provide quarterly returns specifying the rate at which substantive responses are provided to complainants and outline the steps being taken to resolve timeliness issues. We have complied with this and engaged fully with the ICO.

The actions taken by the Constabulary have included:

- Increase in number of staff to manage FOI on daily basis.
- Temporary additional staff and overtime to assist with overdue backlog.
- Prioritising the backlog while at same time tackling those that are coming up to the 20-day deadline.
- Increasing awareness of the importance of FOI requests across the organisation.

We have also introduced an improved PowerBi Performance Report to enable the team to collate statistical performance figures and assist in managing performance and tracking requests.

Quarterly performance figures submitted to the ICO for the last 3 quarters (April to December 2024) show how our approach and efforts have been successful, resulting in 100% compliance in the last quarter of 2024. The **Quarterly Report** for October to December is as below. This shows that all 291 requests received in this period were responded to within required timescales. All internal reviews were also conducted within statutory timescales.

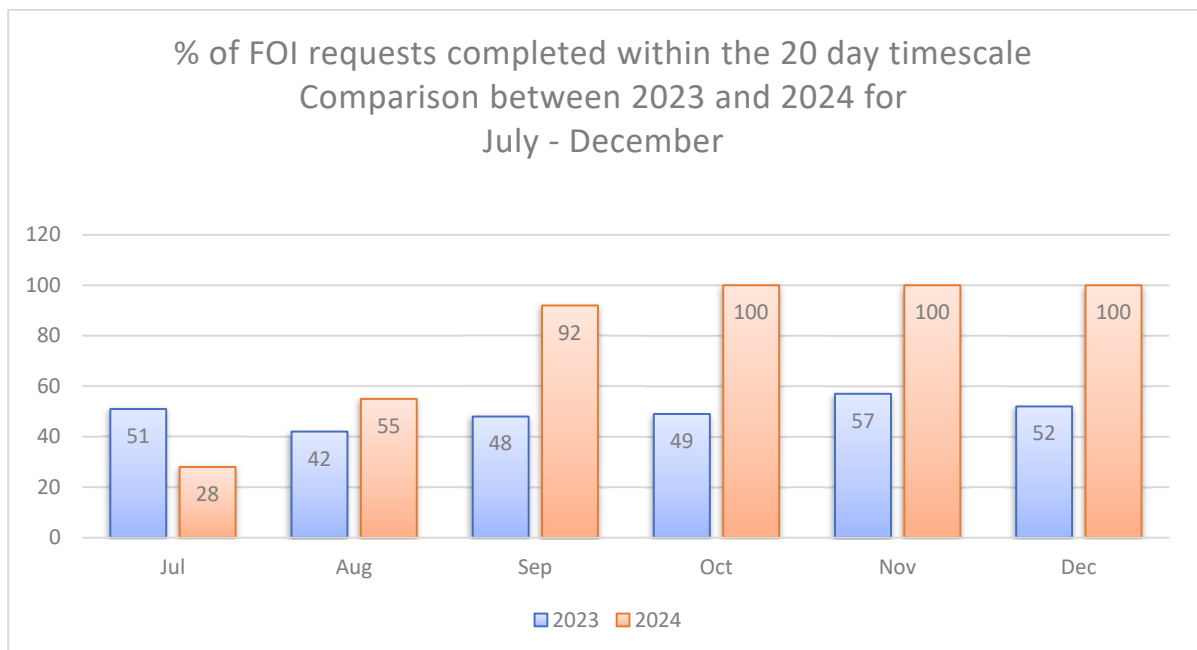
| FOI/EIR Overall performance  | FOI / EIR      |
|--|----------------|
| Number of requests completed within Q3 (Oct – Dec 2024)                                  | 291            |
| Number of requests completed within statutory deadline (ie FOI - 20 working days)        | 291            |
| <b>Percentage completed 'in time'</b>  | <b>100.00%</b> |
| Number of internal reviews completed within Q3 (Oct - Dec)                               | 8              |
| Number of internal reviews completed within statutory deadline or recommended timescales | 8              |

|                                       |                |
|---------------------------------------|----------------|
| <b>Percentage completed 'in time'</b> | <b>100.00%</b> |
|---------------------------------------|----------------|

This contrasts to what was being achieved prior to the implementation of our strategy and efforts in clearing the backlog of requests. **Quarterly report** for July to September 2024 as below.

| <b>FOI/EIR Overall performance</b>   | <b>FOI / EIR</b> |
|--|------------------|
| Number of requests completed within Q2 (July-Sept 2024)                                  | 507              |
| Number of requests completed within statutory deadline (ie FOI - 20 working days)        | 239              |
| <b>Percentage completed 'in time'</b>  | <b>47.14%</b>    |
| Number of internal reviews completed within Q2 (July-Sept)                               | 14               |
| Number of internal reviews completed within statutory deadline or recommended timescales | 7                |
| <b>Percentage completed 'in time'</b>  | <b>50.00%</b>    |

The below chart depicts the comparison of the percentage timeliness compliance between 2023 and 2024 for the period July through December. It shows that compliance has been between 51% and 57% in 2023 and that, with the current approach and having cleared the backlog, our compliance rates have dramatically improved since September 2024. The ICO’s expected minimum compliance rate is 90%.



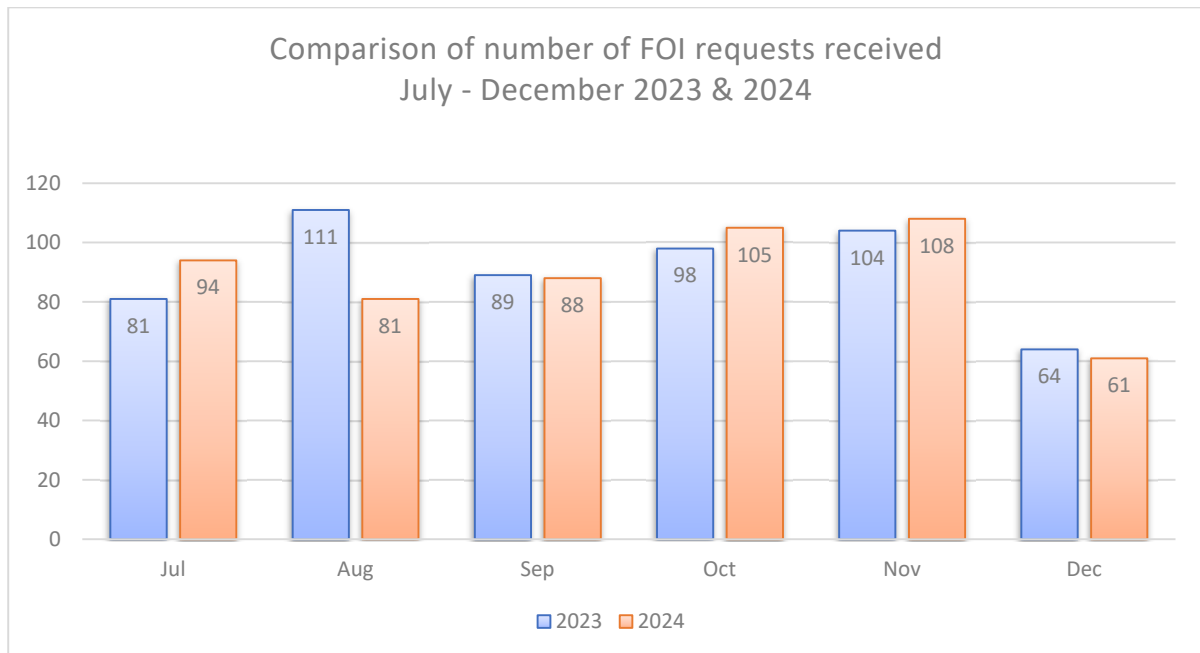
At the time of responding to the ICO at the end of June there were 313 open FOI requests with 260 being overdue. Since 12/09/24, when the last of the backlog was cleared, we have been 100% compliant with statutory timelines for all FOI requests.

Further to our latest quarterly report to the ICO, we received the following response on 7 January 2025:

“Thank you for sending in your latest figures and update information. What you have achieved is very impressive. We would like to thank you all for your efforts and for engaging with this process so well. We will continue to monitor the NPCC stats/reports but, as from now, there is no need for you to send us anything further.”

We will remain focused and use the new tools and processes put in place to help maintain timeliness and the quality of our responses.

2.1.1 A total of 537 Freedom of Information (FOI) requests has been received between July and December, compared to 547 for 2023. Presented below is a chart that depicts the number of FOI requests received each month from July to December for the years 2023 and 2024.

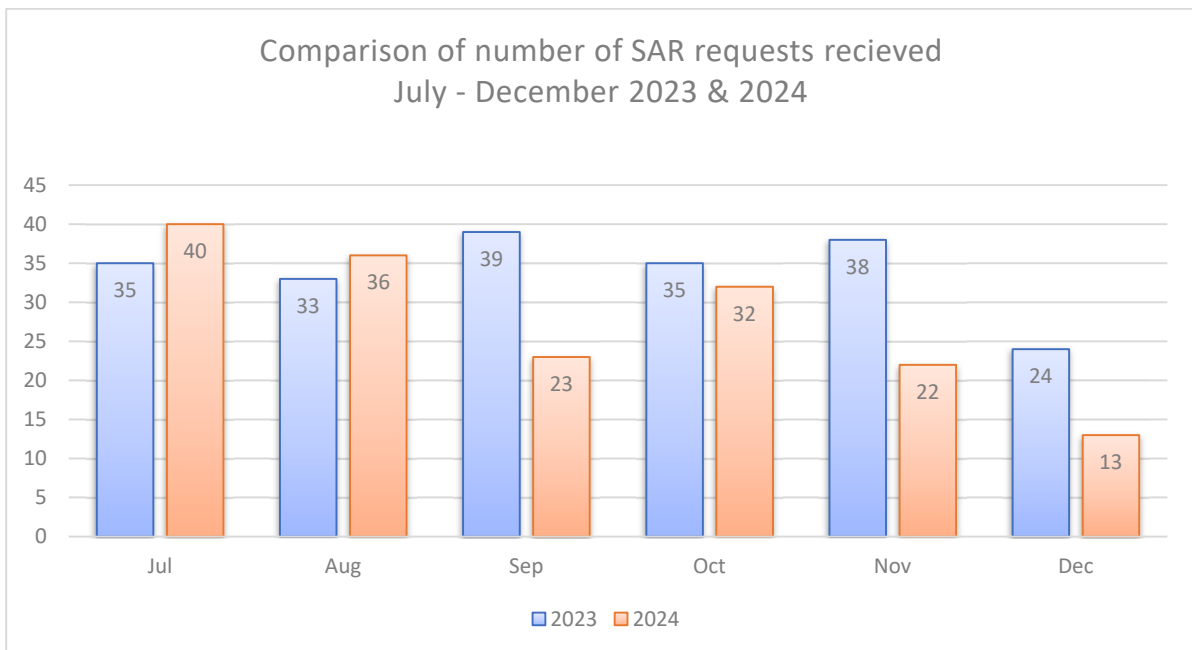


A total of 1153 requests were received in 2024 compared with 1267 in 2023. It is noteworthy, however, that the intricacy and number of questions posed in each Freedom of Information request have increased, which has impacted on the amount of time spent dealing with each request.

2.1.2 Since October 2024, as part of the Publication Scheme, FOI requests are now published on the Constabulary website within the Disclosure Log. This is intended to allow potential applicants to research material before submitting a request. It is too early to gauge whether this will impact on the number of requests received.

2.2 Subject Access Requests (SAR)

2.2.1 Presented below is a chart that depicts the number of SAR requests received each month from July to December for the years 2023 and 2024.



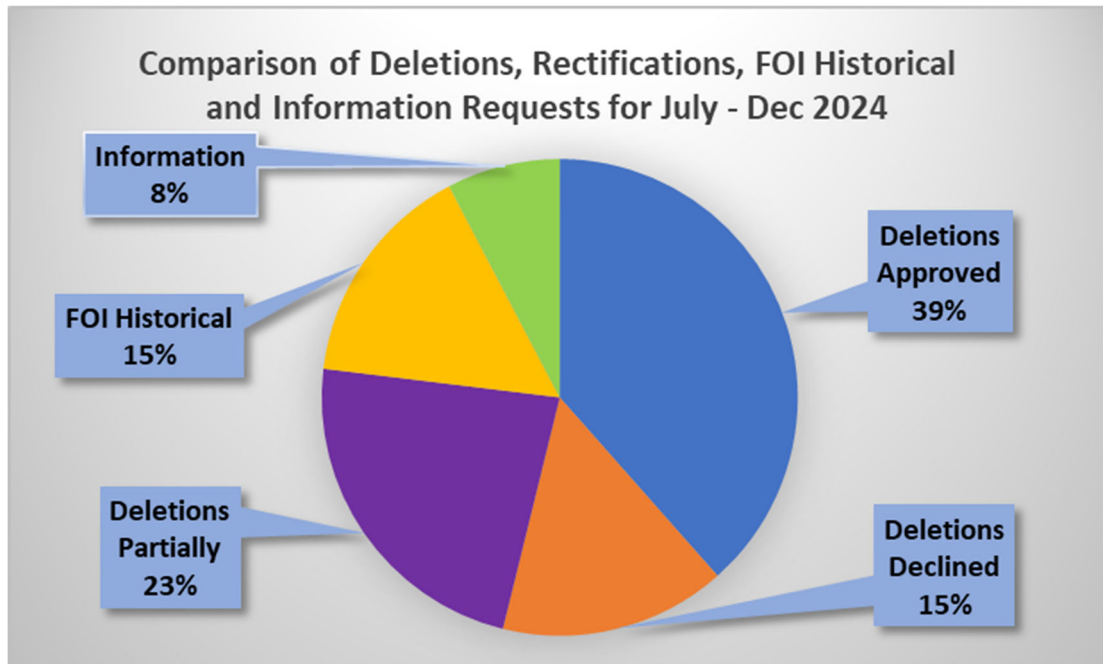
- 2.2.3 A total of 328 Subject Access Requests (SAR) has been received during 2024, compared to 348 for 2023. It is important to highlight that, similar to FOI requests, the volume of information sought in many SAR has risen, with numerous requests being intricate and time-consuming. This has consequently affected the time allocated to address each request, however we engage with the applicant and impose an allowance of time allocated to each request in order to provide a timely response and still meet the needs of the requestor.
- 2.2.4 Over the course of the last six months (September to December), adherence to the one-month timescale has been between 92% and 100%, with the expected minimum target set by ICO being 90%.
- 2.2.5 As previously reported, the Constabulary continues to receive requests from officers and staff. Such requests tend to be more time-consuming and complex than requests from members of the public due to the nature and volume of material held. Requests for access to video and/or audio recordings (such as body-worn videos) can also take a disproportionate amount of time to process.
- 2.2.6 In order to provide resilience across both FOI and SAR sub-teams, these areas have been amalgamated from January 2025.

### 2.3 **Other data subject rights.**

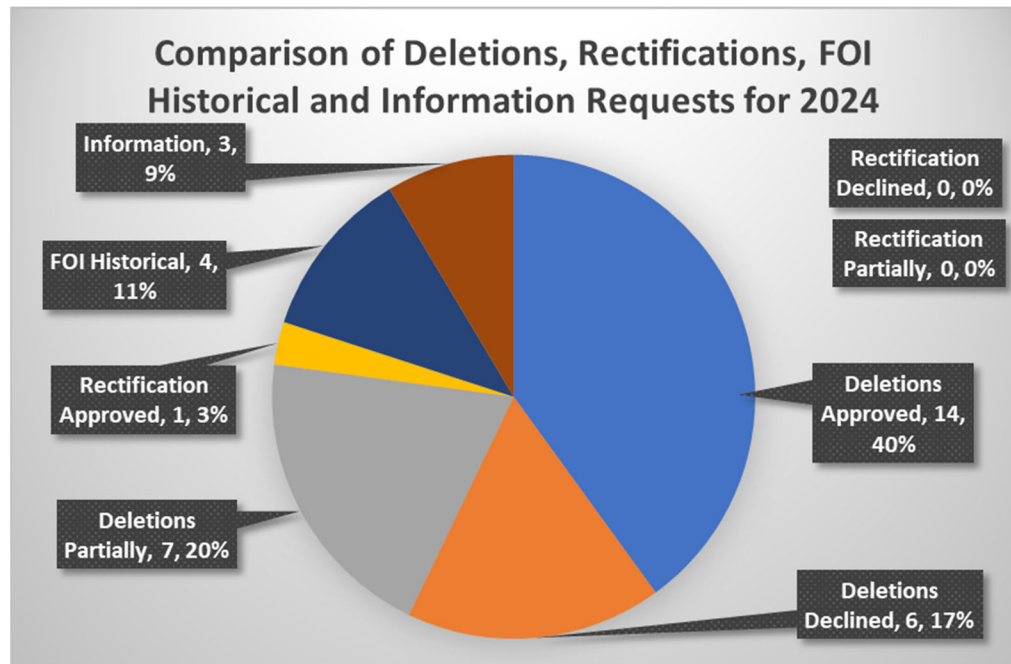
In the six-month period between July 2024 and December 2024 there have been 24 requests under the Right to Erasure and Right to Rectification where individuals can request to have inaccurate personal data rectified, or request for its deletion. Of these, approval was given to delete/partially delete the information relating to 11 requests. The partial deletions generally relate to retaining the information but deleting custody images.

The majority of the requests relate to the deletion of records from National Police Systems (PNC, NDAD (DNA) and Ident1 (Fingerprints) and also custody images. The Constabulary, continue to see an

increase in requests from data subjects from local systems. Like the other data subject rights there is a calendar month compliance period.



Throughout 2024 Policing, Home Office, Ministry of Justice and ACRO set up an operation called Operation Lupinus which relates to the removal of records where postmasters have been wrongly convicted. To date we have received 7 of these requests which involved reviewing all local systems, paper files etc to identify if any data was linked to the Post Office convictions and investigations. To date we have had 1 record deleted from Sleuth that made reference to the offences but the majority have been prosecuted by the Post Office and the Constabulary's involvement was to put the detail onto PNC on behalf of the prosecuting authority and therefore no further information was held. 2 of the subjects had had custody images taken at the time and these have been deleted. We will continue to monitor these requests, and it is unknown at this time how many this will involve.



## Other considerations

### 3 Data Protection Breaches and Complaints

3.1 The Constabulary recorded 68 data breaches in the period between July and December 2024 and made 1 referral to the Information Commissioner's Office during the period which resulted in a No Further Action notification from the ICO. The Information Management team continue to provide inputs to new recruits, Special Constables & PCSO intakes and regularly publish messages in relation to the importance of accuracy.

### 3.2 Data (Use and Access) Bill

The Data Protection and Digital Information (No2) Bill was expecting to receive Royal Assent in Spring 2024. However, the Bill was among those that was 'dropped' due to lack of parliamentary time in the approach to the General Election. Since the Election it was announced in the Kings Speech that there will be a new 'Digital Information and Smart Data Bill (DISD). The government have now introduced the Data (Use and Access) Bill which is progressing through Parliament expecting to receive Royal Assent by Spring 2025. The new bill will unlock the secure and effective use of data for the public interest.



# Community Scrutiny Panel

**Title:** Information Management Compliance

**Date:** January 2025

**Agenda Item No:** 09b

**Originating Officer:** Joanne Head / Lisa Hodgson

**CC:**

## **Executive Summary:**

As a public authority, the Office of the Police, Fire and Crime Commissioner is required to process information in an appropriate manner including complying with the Freedom of Information Act 2000 and the Data Protection Act 2018. Both Acts entitle an individual to request information from a public authority and as such public authorities must comply with requests under this legislation. The Acts clearly identify how a request should be processed including timescales in which an individual should be provided with the requested information or advised why an exemption is being applied.

## **Recommendation:**

That, the members of the Panel note the report.

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

- 1.1 This report is to provide information to the Panel, acting on behalf of the Commissioner, so the Panel can assure the Commissioner that the OPFCC are complying with the Freedom of Information Act and the Data Protection Act.
- 1.2 The Chief Constable and the Police, Fire & Crime Commissioner (the Commissioner) are required to comply with the Freedom of Information (FOI) Act, the Environmental Information Regulations where applicable and the Data Protection Act. Set out within the legislation is how a request is to be processed and within what timescales.
- 1.3 On an annual basis the Commissioner agrees a "Funding Arrangement" with the Chief Constable. This arrangement sets out the terms and conditions under which the Commissioner will provide funding to the Chief Constable during the Funding Period. Detailed within Section 17 of the Funding Arrangement the Chief Constable will comply with their obligations detailed within the Data Protection Act 2018 and the General Data Protection Regulations (GDPR) effective from 25 May 2018. Where appropriate the Chief Constable must notify individuals that their personal data may be transferred to the



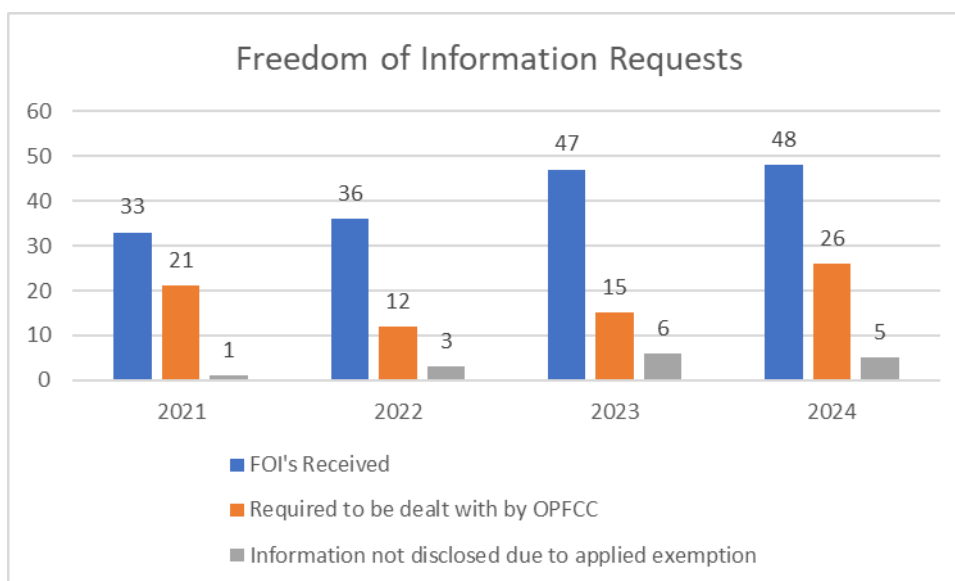
Commissioner as required under the funding arrangement. They should ensure this is carried out via a secure means of transmission.

- 1.4 The Chief Constable agrees to assist and cooperate with the Commissioner, where necessary, to enable the Commissioner to comply with their obligations under the FOI Act and the Environmental Information Regulations whenever a request is made for information.
- 1.5 In the event that a request received by the Chief Constable under the FOI Act or the Environmental Information Regulations includes a request for information, either (i) provided to the Chief Constable by the Commissioner, or (ii) where a reasonably objective observer would consider that disclosure of that information would be likely to have a prejudicial impact on the Commissioner's priorities and responsibilities, the Chief Constable shall in good faith take account of any representations submitted by the Commissioner about the applicability of any exemptions under the FOI Act or exceptions under the Environmental Information Regulations.

## 2. Issues for Consideration

### Freedom of Information Act

- 2.1 In order to have assurance that the OPFCC and the Constabulary are complying with the Freedom of Information Act, the Police, Fire and Crime Commissioner has delegated authority to the Ethics and Integrity Panel to monitor this area of business. This report is to provide assurance to the Panel that the OPFCC are complying with the Freedom of Information Act.
- 2.2 The below chart shows how many FOI's have been received, how many were required to be dealt with by the OPFCC, and how many were received where no information was provided due to an applied exemption.



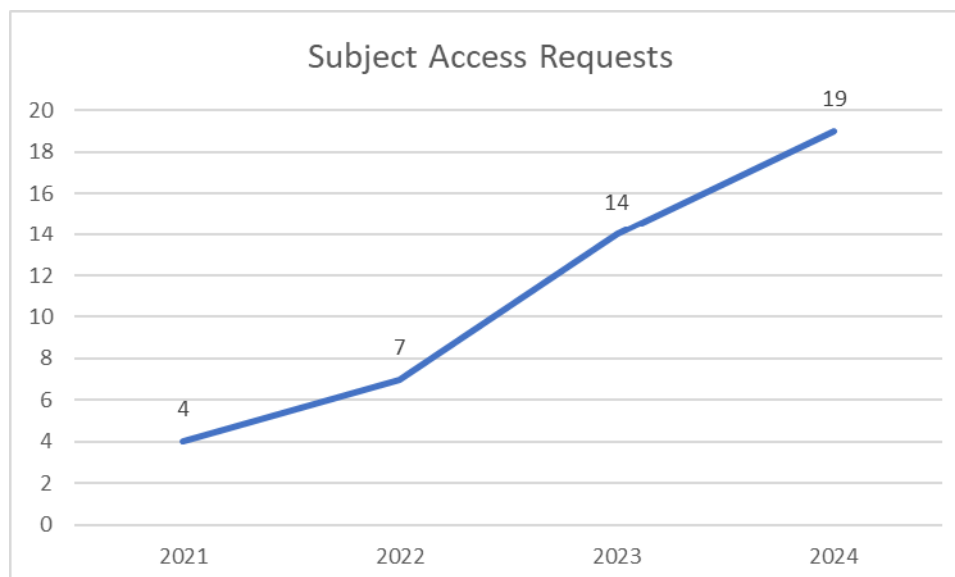
- 2.3 The Act requires that requests for information are dealt with within 20 working days. This timescale commences the day after the request is received. The table below illustrates the number of requests received by the OPFCC and how they were dealt with.

| YEAR | N° of Requests Received | Within 20 working days | Over 20 working days | Request withdrawn | Internal Reviews | ICO Appeals |
|------|-------------------------|------------------------|----------------------|-------------------|------------------|-------------|
| 2021 | 33                      | 29                     | 4                    | 0                 | 0                | 0           |
| 2022 | 36                      | 33                     | 3                    | 2                 | 1                | 1           |
| 2023 | 47                      | 41                     | 7                    | 0                 | 0                | 0           |
| 2024 | 48                      | 45                     | 3                    | 1                 | 0                | 0           |

- 2.4 There are a number of reasons why a request cannot be dealt with within the 20-working day timescale. In cases where the request is taking longer to process, under Section 10 of the Act where a qualified exemption is being applied a public authority may extend the deadline for consideration of public interest tests for a time which is reasonable. In 2024 three cases that were over 20 days were dealt with between 21 + 28 days.
- 2.5 Information Provided:
- Where information was provided it mostly related to OPFCC office costs and spendings relating to external catering; senior staffing costs; budgets and accounts; Constabulary spendings (transparency reports); and Commissioning of services within the OPFCC.
- 2.6 Having received a request, where the OPFCC does not hold the information as the information requested relates to the Constabulary; the requestor is advised of this and where appropriate provided with the contact details of the Constabulary.
- 2.7 Information is sometimes not disclosed due to an applied exemption. For example, the information is already published on our website, or is due to be published in the near future.
- 2.8 The Commissioner is required under the Elected Local Policing Bodies (Specified Information) Order 2011 to publish information in relation to the following:
- Who they are and what they do
  - What they spend and how they spend it
  - What their priorities are and how they are doing
  - How they make, record and publish their decisions
  - What policies and procedures govern the operation of the office of PCC
  - Public disclosure of a register of interests
- 2.9 The OPFCC endeavours to be as open and transparent as possible with regards to the work it and Commissioner carries out. By taking this approach it also enables members of the public to access such information and therefore negate the need for the public to request information via the FOI Act.

## **Data Protection Act – Subject Access Requests**

- 2.10 Below is a chart detailing the number of requests received since 2021. As can be seen, the OPFCC does not as a matter of course receive or deal with large quantities of SAR's.



- 2.11 The Act requires that Subject Access Requests for information are dealt with within one month. This timescale commences the day after the request is received. The table below illustrates the number of requests received by the OPFCC and how they were dealt with in comparison with previous years.

| YEAR | N° of Requests Received | Within 1 month | Over 1 month | Request withdrawn | ICO Appeals |
|------|-------------------------|----------------|--------------|-------------------|-------------|
| 2021 | 4                       | 4              | 0            | 0                 | 1           |
| 2022 | 7                       | 7              | 0            | 2                 | 0           |
| 2023 | 14                      | 14             | 0            | 0                 | 0           |
| 2024 | 19                      | 19             | 0            | 0                 | 0           |

It is noted that 2023/24 showed an increase in the number of requests received. The majority of requests were seeking information potentially held by Cumbria Constabulary or ACRO, therefore were provided with the relevant information to make a request to the appropriate body.

- 2.12 In 2024 no Data Protection breaches were identified.

## **3. Joint Data Protection Officer**

- 3.1 With the introduction of the Data Protection Act 2018 and the General Data Protection Regulations (GDPR) on 25 May 2018, the OPCC was required to appoint a Data Protection Officer. Their role is to inform and advise the Data Controller of their obligations under the

UK GDPR and other relevant data protection laws; and be the first point of contact for the Information Commissioner.

- 3.2 A Data Protection Officer monitors compliance with data protection laws, including managing internal data protection activities, advise on data protection impact assessments, train staff and conduct internal audits. To enable them to carry out this role they must have professional experience and knowledge of data protection law proportionate to the type of processing carried out by the organisation.
- 3.3 The legislation allows for an individual to be appointed as a Data Protection Officer by more than one data controller, taking into account of their organisational structure and size. With this in mind, the Office of the Police, Fire and Crime Commissioner agreed that they would have a Joint Data Protection Officer (JDPO) with the Constabulary.
- 3.4 This arrangement has worked well since its introduction with the OPFCC receiving professional support and guidance from the appointed JDPO. It has also enabled oversight of both organisations to identify any issues or trends.
- 3.5 A Personal Data Breach guidance document was developed to allow all members of staff to be aware of the requirements when reporting a breach. Any breaches in relation to information once identified must be notified to the Joint DPO within 72 hours, who will then deal with them appropriately.
- 3.6 On a six-monthly basis the OPFCC Deputy Chief Executive, the Joint DPO and the OPFCC Governance Manager meet to discuss any identified issues, emerging trends and themes. It also ensures knowledge and processes are up to date.

#### **4. Implications**

- 4.1 Financial - failure by the OPFCC to comply with legislation could lead to financial penalties up to 20m Euros.
- 4.2 Legal – Freedom of Information Act, Data Protection Act and the General Data Protection Regulations are statute and the OPCC is thereby required to comply with them. Failure to do so could lead to financial penalties or legal proceedings.
- 4.3 Risk - should the OPFCC fail to ensure that it processes and stores data in line with legislation it risks heavy financial penalties, adverse publicity and potential litigation.
- 4.4 HR / Equality - the new legislation has increased the rights of individuals to have their information processed fairly and where necessary removed.
- 4.5 I.T. – the OPFCC website has been updated to ensure that it complies with legislation.

# Community Scrutiny Panel

## PSD Report

### 2024/25 Quarter 3

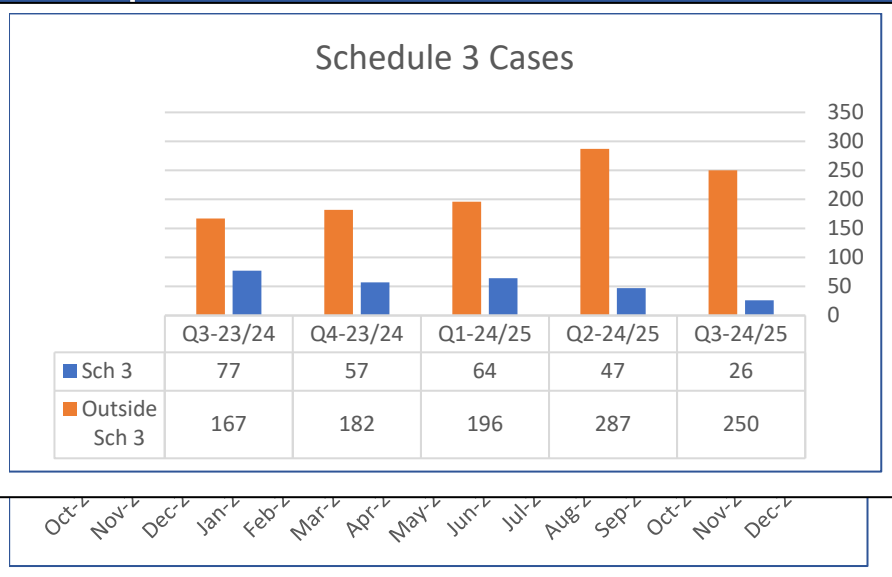
With IOPC data collection and analysis, De-Recorded Public Complaints and cases, unless otherwise stated, have been excluded from the figures and commentary. De-Recorded cases and/or allegations may concern persons who are not eligible, as per the Police Regulations 2020, to express an expression of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

DCI Hayley Wilkinson – Head of Professional Standards

Liz Little – Force intelligence Analyst, Anti-Corruption Unit

This report covers 2024/2025 Quarter 3 (Q3), 01/10/2024 to 31/12/2024. Figures in this report are correct as of 06/01/2025.

## Complaint Cases



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



# Complaint Allegations

After the sharp increase seen in Q2, the number of complaint cases recorded has decreased

| Complaint Group                                | Q2-24/25 | Q3-24/25 |
|--|----------|----------|
| A - Delivery of duties and service             | 47.6%    | 45.6%    |
| B - Police powers, policies and procedures     | 23.3%    | 23.3%    |
| C - Handling of or damage to property/premises | 6.5%     | 7.8%     |
| D - Access and/or disclosure of information    | 1.0%     | 1.8%     |
| E - Use of police vehicles                     | 1.2%     | 2.0%     |
| F - Discriminatory behaviour                   | 1.8%     | 1.8%     |
| G - Abuse of position/corruption               | 0.8%     | 1.1%     |
| H - Individual behaviours                      | 16.4%    | 15.3%    |
| J - Sexual Conduct                             | 0.8%     | 0.0%     |
| K - Discreditable conduct                      | 0.4%     | 1.3%     |
| L - Other                                      |          |          |

30% increase in Q3 – from 287 to 250. Again, these figures are as more cases are moved to Schedule 3 over the period. The number of cases dealt with outside Schedule 3 is 222 (83.6%)

The number of complaint cases has decreased, police contact has increased. The number of incidents recorded in Q3 is 23426 (down 7% from Q2 (from 25935 to 23426) and down 7% (from 4026 to 3745). The number of incidents recorded in Q3 is 9707 (down a lesser decrease of 3.6% (from 9707 to 9374).

The most common allegation group continues to be **A - Delivery of Duties and Service**, although this has seen a decrease of 12% in Q3. When broken down, the most common allegation type within Group A is **A1 – Police Action Following Contact** (110 allegations – 53.7% of group A, and 24.4% of all allegations).

The group that has seen the largest increase is **Group K – Discreditable Conduct**. This group has seen a 200% increase, although in real terms this is only an increase from 2 in Q2, to 6 in Q3. There is no further breakdown of this category available.

**Group H – Individual Behaviours** has seen a large decrease of 13.8%, from 80 to 69. The most common sub-category being **H3 – Unprofessional Attitude** (27) and **Group H, 6%**

## Allegation Group A - Q3-24/25

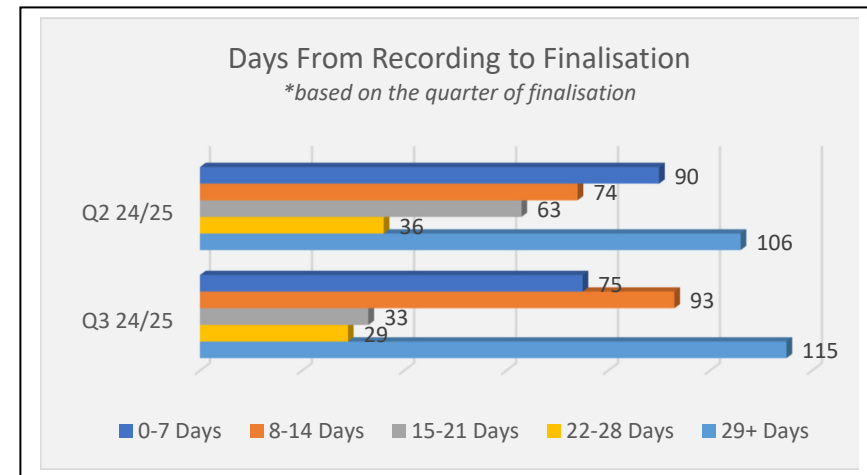
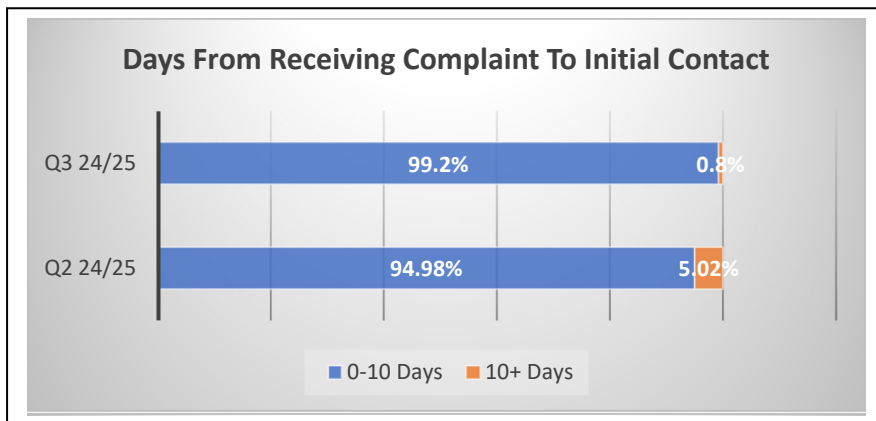
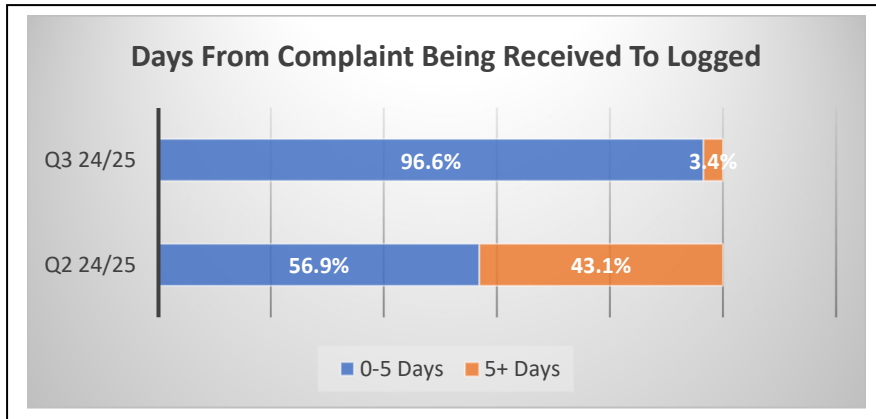
### Group H Allegations - Q3-24/25





# Complaint Handling Times

*\*includes de-recorded cases*



There has been a substantial improvement in the proportion of cases being recorded within 5 days of being received, with 96.6% recorded within 5 days in Q3, compared with 56.9% in Q2. All 3 months in Q3 showed a high percentage, with November having 100% logged within 5 days. This continues the improvements witnessed in Q2, which went from 0% logged within 5 days in July, to 94.8% by September.

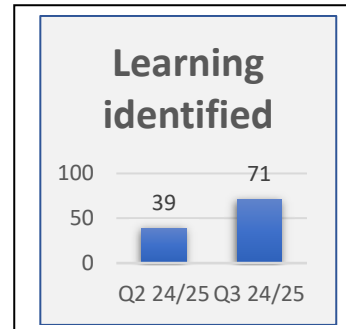
While the time taken for initial contact to take place was largely within 10 days in Q2 (95%), this has improved in Q3, with less than 1% (2 cases) falling outside this first 10 days.

The cases finalised in Q3 have taken slightly longer to finalise than in Q2. In Q3, 66.7% of cases were finalised within 28 days of being recorded, compared to 71.3% in Q2. In Q3, 21.7% (75) cases were resolved and finalised within 7 days of being recorded, compared with 71.3% (90) in Q2.



# Complaint Outcomes

|  | Q2 24/25 | Q3 24/25 |
|--|----------|----------|
| Resolved                                 | 347      | 394      |
| The service provided was acceptable      | 99       | 96       |
| Not determined if the service acceptable | 22       | 35       |
| No further action required               | 7        | 22       |
| The service provided was not acceptable  | 25       | 20       |
| Not Resolved - NFA                       | 12       | 19       |
| No Case to Answer                        | 0        | 5        |
| Withdrawn                                | 7        | 3        |
| Case to Answer                           | 0        | 3        |
| Not Resolved - moved to Schedule 3       | 1        | 0        |



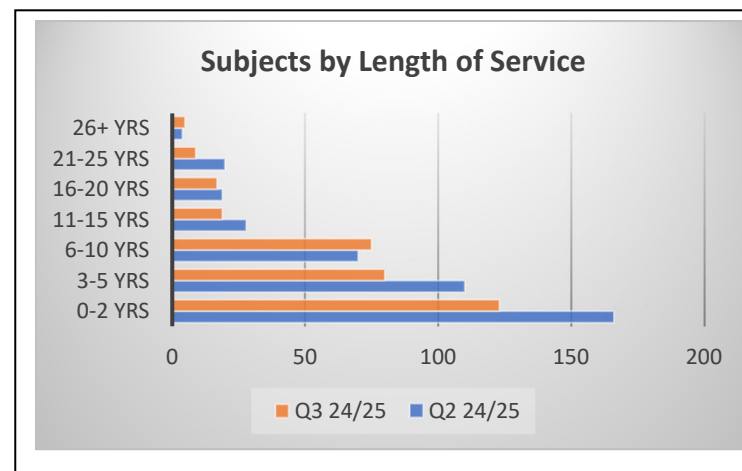
Of the 597 allegations finalised in Q3, two thirds (394 / 66%) were marked as 'Resolved'.

Only 3.9% of allegations finalised in Q3 were identified as either **Service Provided Was Not Acceptable** or **Case to Answer**, compared with 4.8% in Q2, although in real terms this was only a difference of 2 allegations (23 in Q3, 25 in Q2).

In both quarters, the number of allegations marked as having learning opportunities identified was low, at 11.9% in Q3, and 7.85% in Q2.

# Complaint Subjects

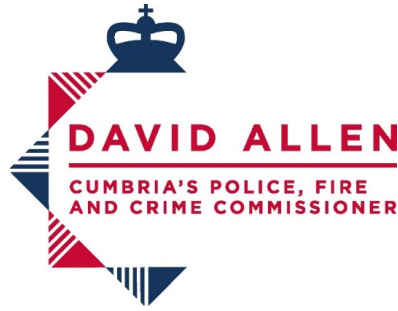
|      | Q2 24/25 | Q3 24/25 |
|------|----------|----------|
| PC   | 90.3%    | 84.2%    |
| PS   | 10.5%    | 13.1%    |
| DC   | 4.5%     | 4.2%     |
| INS  | 2.1%     | 2.4%     |
| CIV  | 1.3%     | 1.5%     |
| SS   | 0.0%     | 0.9%     |
| CI   | 0.0%     | 0.9%     |
| DS   | 0.5%     | 0.6%     |
| DCI  | 0.0%     | 0.3%     |
| PCSO | 0.3%     | 0.3%     |
| SC   | 0.3%     | 0.0%     |
| DI   | 0.3%     | 0.0%     |



As in Q2, the most common rank to receive complaints is PC, with 282 allegations against PCs in Q3 (down 18% from 344 in Q2). The most common length of service being 0-2 years.

In Q3, 2 officers (a PC with 0-2 yrs service, and a PC with 6-10 yrs service) each had 5 complaint cases recorded against them, 4 officers had 3 cases, and 32 had 2 cases.





# Community Scrutiny Panel

## Title: OPFCC Complaints & Reviews

**Date:** 17 January 2025

**Agenda Item No:** 13

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

**CC:**

### Executive Summary:

In accordance with the Police Reform and Social Responsibility Act 2011 the Police, Fire and Crime Commissioner (Commissioner) has a responsibility in relation to conduct and complaints. The introduction of the Policing and Crime Act 2017 and subsequent complaint and misconduct regulations mandate Commissioners to deal with public complaint appeals now known as reviews.

The Commissioner is the appropriate authority for complaints and conduct matters relating to the Chief Constable only. The Chief Constable is the appropriate authority for any complaints regarding police officers (below the rank of Chief Constable) or police staff conduct whilst carrying out their work/duties under the Direction and Control of the Chief Constable.

### Recommendation:

That, the Panel notes the current position in relation the number of complaints received by the Office of the Police, Fire & Crime Commissioner.

## 1. INTRODUCTION & BACKGROUND

- 1.1 The Office of the Police, Fire & Crime Commissioner (OPFCC) receives telephone calls and emails from members of the public who wish to make complaints about police officers and/or police staff under the rank of Chief Constable. As this is a matter for the Chief Constable to deal with a process has been developed with the Constabulary to forward such complaints onto the Constabulary's Professional Standards Department, advising the complainant accordingly.
- 1.2 Some issues which are brought to the attention of the OPFCC do not constitute a complaint but are regarding quality of service issues. Again, a system has been developed with the Constabulary to pass on the issues to the Chief Constable's

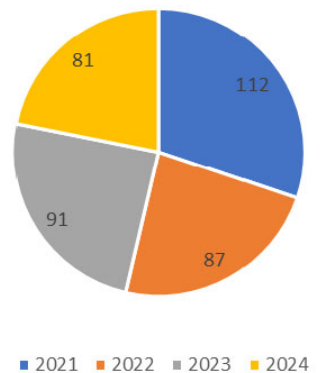
Secretariat. The issues are then raised at a local level with the OPCC being kept updated as to progress and advised of either a final solution which has been agreed or a final response which the Commissioner will then send to the author. A separate report is provided to this meeting.

## 2. ISSUES FOR CONSIDERATION

### Complaints received by the OPFCC

- 2.1 This chart details the number of complaints which have been received by the OPFCC from 1 January to 31 December 2024. Of the 81 received, 80 were regarding police officers below the rank of Chief Constable; with the remaining complaint about fire staff and as such the Commissioner has no statutory responsibility to deal with these complaints.
- 2.2 The OPFCC advises the complainant of the correct organisation to make their complaint to and if requested can forward the correspondence to either PSD or Fire on behalf of the complainant.

Complaints Received



### Commissioner and Deputy Commissioner Complaints

- 2.3 Complaints made regarding the Commissioner or Deputy Commissioner are dealt with by the Police, Fire and Crime Panel (PFCP). This Panel has statutory responsibility for holding the Commissioner to account for the work that he carries out and they are therefore the logical body to deal with any complaints. The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 details the role of the PFCP.
- 2.4 Any complaint regarding the Commissioner or Deputy Commissioner is sent to Westmorland and Furness Council's Monitoring Officer to assess and consider its severity. If it does not meet the above criteria an agreed protocol is in place whereby the Monitoring Officer will correspond with the Commissioner/ OPFCC Monitoring Officer to ascertain the circumstances surrounding the complaint and provide the complainant with an explanation. If the complainant is satisfied with the explanation such a complaint would be finalised as an informal resolution.
- 2.5 If the complaint cannot be dealt with by informal resolution the PCP will then consider the complaint and may decide to establish a subcommittee to consider the findings of the initial investigation of the Monitoring Officer and consider whether to undertake a more detailed investigation.
- 2.6 Detailed below are the number of complaints regarding the Commissioner, Mr David Allen following his appointment to office in May 2024, whereby the OPFCC has been requested to provide information to the Police, Fire and Crime Panel.

| YEAR | N° of Complaints Received | Complaint not about the PFCC / DPFCC | Dealt with by informal resolution | Police, Fire & Crime Panel investigation |
|------|---------------------------|--------------------------------------|-----------------------------------|--|
| 2024 | 0                         | 0                                    | 0                                 | 0  |

- 2.7 There are currently no active complaints against the Commissioner, being dealt with by the Police, Fire and Crime Panel.

### **Chief Constable Complaints**

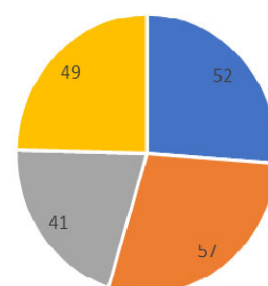
- 2.8 The Commissioner is the appropriate authority for complaints and conduct matters relating to the Chief Constable. Members of the public may write to complain about the Chief Constable when in fact they are unhappy about the way in which policing is provided or regarding a policy or procedure rather than his personal conduct.
- 2.9 Changes in regulations mean that where it is apparent that the complaint is not in relation to the conduct of the Chief Constable and may in fact relate to that of officers below this rank, they are then automatically sent to the Constabulary's Professional Standards Department to deal with the issues raised. This would mean that the complaint is not in fact logged with the OPFCC. During 2024 a complaint regarding retired Chief Constable, Michelle Skeer, was received and referred to the Independent Office of Police Conduct (IOPC).

| YEAR | N° of Complaints Received | Not Logged | Logged | Dealt with by NFA | Investigation | PSD deal with | IOPC Appeal |
|------|---------------------------|------------|--------|-------------------|---------------|---------------|-------------|
| 2020 | 4                         | 1          | 3      | 4                 | 0             |               | 0           |
| 2021 | 4                         | 0          | 4      | 2                 |               |               | 1           |
| 2022 | 2                         | 2          | 0      | 0                 | 0             | 2             | 0           |
| 2023 | 2                         | 2          | 0      | 2                 | 0             | 2             | 0           |
| 2024 | 1                         | 0          | 1      | 0                 |               |               |             |
| 2025 |                           |            |        |                   |               |               |             |

### 2.10 **OPFCC Staff Complaints**

During 2024 no formal complaints were received by the OPFCC regarding any member of staff.

Complaints Reviews



■ 2021 ■ 2022 ■ 2023 ■ 2024

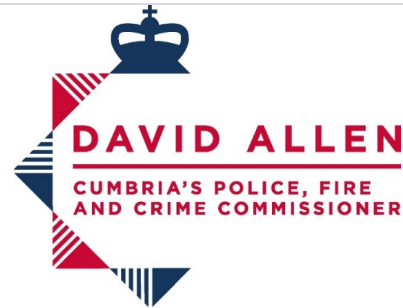
### 2.11 **Complaint Reviews**

From 1 February 2020, the Local Policing Body became the appropriate authority to deal with complaint reviews relating to cases dealt with as Recorded – No Investigation. The reviews are undertaken by an independent review officer to provide additional independence and transparency to the process.

- 2.12 During 2024 the OPFCC received a total of 49 complaint review requests. This represents an 20% increase from the same time period in 2023. Of the 49 reviews completed 11 (22%) were upheld and one was withdrawn.
- 2.13 Upon the completion of a review the independent review officer will provide a written determination for the OPFCC Appropriate Authority to consider. This outlines what they have reviewed, taken into consideration and their final decision. A copy is provided to the complainant upon the conclusion of the review.
- 2.14 Where the review is upheld, the OPFCC Appropriate Authority will provide recommendations for the Constabulary's Appropriate Authority to consider. Within the legislation and statutory guidance, the Appropriate Authority must advise the OPFCC and the complainant within 28 days of whether or not they will carry out the recommendations. The Commissioner, nor the OPFCC, have any authority to direct or instruct the Constabulary to carry these out. However, as the ethos of the complaint review process is to learn and improve, the recommendations are generally accepted and implemented.
- 2.15 On average complaint reviews take 20-30 days from receipt to finalisation, however this will depend upon the complexity of the matter and staff availability to carry out and administer the review process.

### **3. Implications**

- 3.1 Financial - with the added statutory responsibility for undertaking complaint reviews there is an additional cost for the independent review officer. This is seen as value for money as they are only paid for the work that they carry out, there are no ancillary costs as there would be if they were an employed member of staff.
- 3.2 Legal – none identified.
- 3.3 Risk - None identified, beyond that to the OPFCC's reputation if it does not deal with the issues raised appropriately and proportionately according to the merits of the individual case.
- 3.4 HR / Equality - none specifically identified.



# Community Scrutiny Panel

## Title: Quality of Service Issues – Police

**Date:** 22 January 2025

**Agenda Item No:** 11b

**Originating Officer:** Lisa Hodgson

**CC:**

### **Executive Summary:**

The OPFCC receives a number of telephone calls, letters and emails from members of the public who wish to raise issues or dissatisfaction about some element of the policing service they have experienced, or concerns they have within the community. These are regarded as Quality of Service Issues (QSI). This report focuses on QSIs received between 01/07/2024 – 31/12/2024, in this period a total of 417 were received, this is a 36% increase based on the same time period in 2023.

### **Recommendation:**

That the members of the panel note the report.

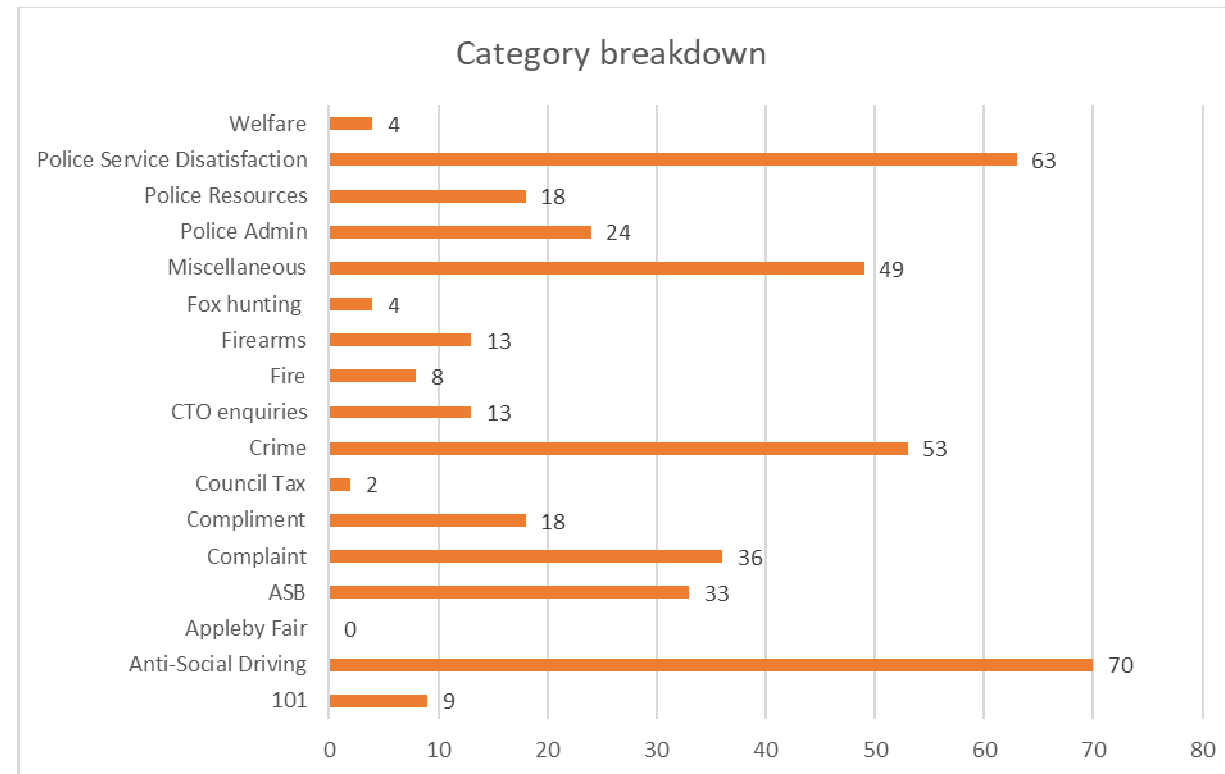
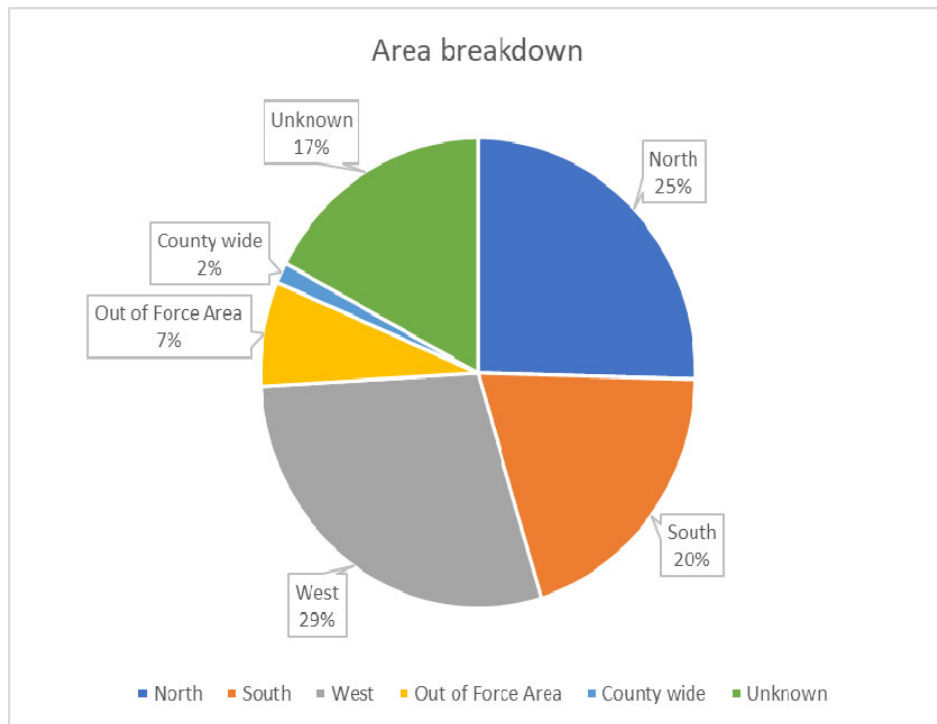
### **1. Introduction & Background**

- 1.1 Members of the public will contact the OPFCC regarding a broad range of issues. The Governance Officer has weekly meetings with the Staff Officers within the Chief Constable's Office to discuss the correspondence received and determine the most appropriate action. Following further information received (from OIC's/ subject matter experts etc.) the Commissioner will write to each individual using

information provided by the Constabulary, within the OPFCC or other partner organisations. Shown here is a breakdown of the issues raised, as can be seen from this chart, the top 4 issues raised were:

1. Anti-Social Driving – 70 QSIs were received
2. Police Service Dissatisfaction – 63 QSIs were received
3. Crime – 53 QSIs were received
4. Miscellaneous – 49 QSIs were received

**Complaints** - When members of the public write to the OPFCC to make a formal complaint about the police service received/ conduct of police officers/staff, these are recorded by the OPFCC in the same way. The OPFCC write back to all complainants advising that their complaint must be dealt with by the Professional Standards Department, and if we receive consent, we will forward this to PSD on their behalf. Further information specifically in relation to complaints is detailed in the complaints report.



## 2. Issues for Consideration/ Identified Issues

### 2.1 Anti-Social Driving

During the reporting period, 70 concerns were raised in relation to anti-social driving. Correspondence is shared where appropriate with the local Neighbourhood Policing Teams for action/attention and each one is responded to with an update of what will happen, or work that is ongoing.

Using funding secured by the Partnerships and Commissioning Team from the Home Office Safer Streets Fund 5, collaborative working and coordination has taken place between partner blue light services as well as restorative justice and outreach programmes set up within the county. Part of this project is to engage with educational establishments, with specific groups like Young Farmers as well as attending relevant partner meetings held within the area (eg Cumbria Road Safety Partnership, Local Focus Hubs), to tackle the issues identified in hotspot areas.

Anti-social and safe driving educational resources have been developed containing a highly impactful range of training packages fit for all audience types, but with specific focus on educating young people either at the locations of anti-social driving, within educational settings, within groups, at events or any other location as appropriate. The use of interactive VR technology is designed to encourage engagement especially with the neurodiverse. Content may include use of crashed vehicles, vehicle safety checks and legal compliance, adverse weather, drink/drug/fatigue/distraction impact on driving, under 17s, agricultural work, novice driver, awareness of impact of behaviour on other road users and pedestrians.

DELIVERED SINCE 1<sup>st</sup> OCTOBER 2023:

Development of educational materials suitable for Cumbria.

30 x VR Headsets

Delivery to beneficiaries below set out in the chart opposite:

Feedback from participants is positive. Work is taking place to ensure that the training materials and VR headset are used as assets for the CRSP members so the partners can continue to develop and deliver the road safety messages.

| BENEFICIARIES                 | NUMBER OF PARTICIPANTS |
|-------------------------------|------------------------|
| Events                        | 615                    |
| Road Awareness Training       | 330                    |
| Schools 16-18 year olds       | 933                    |
| Junior Citizens               | 731                    |
| Young Farmers                 | 66                     |
| Cadets                        | 15                     |
| Young Firefighters            | 15                     |
| CFRS Staff                    | 47                     |
| Police new intake of officers | 45                     |
| <b>TOTAL</b>                  | <b>2,797</b>           |

## **2.2 Police Service Dissatisfaction**

During the reporting period, 63 concerns were raised in relation to the level or standard of policing service received. The concerns logged within this category indicate that the individual is unhappy with the level of policing service they have received and/or the outcome of the investigation. A number of these concerns are triggered by the lack of communication or updates received from the Police during an investigation. When a response is provided to these cases, we include details of what has happened during the investigation and why. If appropriate we also include contact details for the officer in the case (OIC) to enable the individual to make direct contact, should they require any further updates. In some cases, we arrange for an appropriate officer to visit or telephone the individual to provide clarity regarding the investigation and advise of any other action that can be taken by the individual.

Weekly meetings continue to take place with the Governance Officer and the Chief Constable's Staff officers to discuss each case received. Cases such like this are fed to either the appropriate officers to engage with the author, or to supervisors (depending on the matter raised). Where potential conduct issues are raised, the author is provided with details of how to make a complaint to PSD.

## **2.3 Crime**

The OPFCC received 53 QSIs in relation to ongoing crimes. With assistance from the Chief Constable's office, each individual case was looked into to determine the best course of action. In some instances, the author may not have reported the issue to the police, therefore this would be sent to CCR for a log to be created and allocated to an officer. The author would be updated with this information and advised that they would be contacted directly by an officer to progress. The OPFCC will look to direct individuals to the correct avenue to help progress the matters they are reporting.

## **2.4 Miscellaneous**

The OPFCC has received 49 QSIs recorded as 'Miscellaneous'. Alone, the QSIs recorded as 'Miscellaneous' would not be statistically significant however these do need to be captured in some way. Further categories have been created to reduce the number that are logged as miscellaneous. During this reporting period the number has reduced from 110. QSIs in this category include cases such as: Correspondence from members of the public suffering from mental health episodes that require a multi-agency approach; correspondence from members of the public that do not reside in Cumbria, that send correspondence to all Commissioners. These QSIs are dealt with in exactly the same way, being provided with a detailed response/assistance where appropriate to the query/concern raised.

**2.5** The OPFCC regularly advises the Constabulary about the types of QSI's it receives to enable them to utilise this valuable information to inform its policing across the county. This is done on a monthly basis via Executive Board (Police), further information about the work of this board is detailed below.



### **3 Compliments**

The OPFCC has received 18 forms of correspondence thanking the Commissioner and/or individual Police Officers for the service provided, these are always shared with the individual officers, and the Chief Constable.

### **4 Making a difference**

The PFCC is focused upon ensuring that communities, victims and witnesses of crime receive the best possible police service, correspondence received highlights to the PFCC issues that are concerning local communities. The OPFCC acts as a point of contact to the public to allow them to make contact regarding any concerns relating to policing in Cumbria. In addition to individuals receiving a response with an update and/or explanation, the information gathered is used to look at how assistance or changes can be provided throughout Cumbria.

The OPFCC also links in with PSD when correspondence is received from members of the public regarding delays in updates and responses. The OPFCC provides updates to those complainants to ensure they understand that there is a delay, but they will be contacted by PSD regarding their complaint.

#### **Executive Board – Police**

On a monthly basis a report is submitted to the executive board – police to advise the Constabulary about the types of QSI's it receives to enable them to utilise the information and inform its policing across the county. This also enables any trends or matters of concern to be flagged appropriately. Matters raised in this forum to date have covered Firearms Licensing and individual cases raised with the PFCC where the service provided by the Constabulary has been poor, such as the way neurodiverse individuals have been treated by the police. At these meetings, formal recommendations are made and are monitored on a monthly basis. These meetings enable the PFCC to hold the Chief Constable to account for the provision of policing services in Cumbria.

#### **Driving Issues**

The OPFCC's Communications Officer attends bi-monthly Cumbria Road Safety Partnership (CRSP) meetings to receive updates on how the Constabulary and partners are reducing kill and serious injuries (KSI) accidents identified through a Road Harm Index, promoting road safety and to identify areas where the OPFCC can assist. Anti-social driving is a priority for the residents of Cumbria, highlighted via the Police, Fire and Crime Plan public consultation in Autumn 2024, and is therefore a priority for the Commissioner. The OPFCC have an annual communications strategy to promote the rules of the road and raise awareness on how members of the public can stay safe on the road. In 2024, the OPFCC has promoted and supported campaigns focusing on:

- Drink/Drug Driving
- Not wearing a seatbelt
- Careless Driving
- Using a mobile whilst driving
- Speeding
- Anti-social driving

We work with partners, specifically Cumbria Police, to promote these campaigns and to produce media opportunities. Cumbria Police and Cumbria Fire and Rescue Service work together to deter dangerous driving, sending those who have been caught to Road Awareness Training instead of prosecution, where appropriate.

### **Safer Streets Fund 5**

The Home Office has provided funding to the OPFCC for Safer Streets Fund Round 5 which commenced on 1st October 2023 and will run to 31st March 2025. This funding helps to increase safety and reduce ASB in local communities. A reduced total funding amount of £820k was allocated to Cumbria and has been split over 3 project areas delivering the following:-

| <b>Carlisle, Hammonds Pond</b>   |  |
|--|--|
| Public realm lighting scheme   | 17 lighting columns installed and operational in Hammonds Pond. Positive response has been received from members of the public.  |
| Restorative Hope (RH)<br>Youth outreach/ASB victim workers                                   | Work ongoing until 30th September 2025. The primary location in Carlisle identified at the bid writing stage was Hammonds Pond, but during this project reported ASB has fallen in this area. Work is now focusing on areas of greater need which is mainly the city centre but includes some work in Raffles. From 1 <sup>st</sup> July – 31 <sup>st</sup> December 2024 Restorative Hope have been working in the referred areas for 306 hours, interacted with 750 young people, 70 adults or business managers, and 2 security guards or police. |
| Training of NPT officers to be drone pilots to primarily tackle ASB, off road bikes and VAWG | Training completed and 4 pilots operational  |
| Target hardening measures in homes in the area   | Work completed in 7 homes of victims of crime/ASB.   |
| Update and integration of CCTV system in Hammonds Pond into Cumbria Constabulary system      | Work completed – 4 CCTV cameras now incorporated into Cumbria Constabulary CCTV system.  |

| <b>Workington, The Line</b>   |  |
|---|--|
| Physical improvements along The Line  | Work completed and an opening event held on 23 <sup>rd</sup> May 2024  |
| Restorative Hope (RH) Youth outreach/ASB victim workers                                       | Work ongoing until 30th September 2025. Primary location is Workington, with additional work being undertaken in Whitehaven, Egremont and Great Clifton. From 1 <sup>st</sup> July – 31 <sup>st</sup> December 2024 RH have been in the referred areas for 171 hours, interacted with 190 young people, 138 adults or business managers, and 10 security guards or police. In Workington, RH workers attended the football where they engaged with many young people and everyone was in good spirits, RH workers will attend more football matches. In the town centre young people are targeting shops so RH are focusing on problem solving using the information they have received. In Great Clifton, since the SSF5 interventions a local youth worker said that 45 young people attended the Christmas party and there were no issues at all. A group of youths from the village are now attending the Carnegie youth club with the RH worker which is positive. In Whitehaven RH workers met with “Soundwaves” and the library to hold an open mic night for under 18s on 11 <sup>th</sup> February. |
| Training of NPT officers to be drone pilots to primarily tackle ASB and VAWG                  | Training completed and 4 pilots operational. Case studies below for information if useful.   |
| Target hardening measures in homes in the area  | Work completed in 44 homes of victims of crime/ASB.  |
| Integration of the entire Constabulary drone fleet footage into Cumbria Constabulary’s system | Work completed   |

| <b>Penrith</b>  |  |
|---|--|
| Restorative Hope (RH) Youth outreach/ASB victim workers | Work ongoing until 30th September 2025 in Penrith town centre, with additional work taking place in Kendal and Windermere. 42 young people have been spoken with, 27 adults or business managers and 1 security guard. |

|   |   |
|---|---|
|   | Ongoing work is taking place around Sainsburys. The security guard has identified the same 4 youths causing the issues. RH will join the PCSO to give ASB talks in Ullswater College in February. In Kendal RH workers spoke to the manager of McDonalds who feels that the reports of ASB are taken out of proportion, other businesses are being spoken to to understand their concerns. Young people are causing issues at a Kendal care home for the elderly, so RH will attempt to engage. |
| Anti-social driving initiatives to primarily tackle ASB and anti-social driving | Work ongoing until 31 <sup>st</sup> March 2025. Further detail is in the "Driving Issues" section below.  |
| Target hardening measures in homes in the area                                  | Work completed in 14 homes of victims of crime/ASB.   |
| Additional 360° CCTV cameras  | 3 cameras installed and operational feeding footage to Cumbria Constabulary   |

## DRONES

The drones continue to be used to good effect, with 16 NPT officers across the whole of Cumbria trained as drone pilots thanks to Safer Streets Funding. NPT officers are enthusiastic about the drones, how they can be dynamically deployed, and the variety of jobs that they can be used for to offer support to other police tactics. They are especially useful to tackle off road bikes, and for searches due to their high quality visual cameras and their thermal camera capability.

For the period 1<sup>st</sup> July – 31<sup>st</sup> December, Cumbria Constabulary have recorded 385 active flights which account for 91.58 flying hours by the drone fleet. These figures include all flights (not just those piloted by NPT officers) but do not include training flights. In December, 6 of these flights were for people searches, with 4 having a positive result due to the support from the drones.

Here is an example of successful drone use in Maryport.



### The police drone strikes again!

On 27 December, another off road bike being used on our streets has been seized after the drone recorded it riding in Maryport.

The bike was riding over pavements, roads and past kids. For some reason they didn't want to answer the door, but don't worry, I will keep your bike safe for you if you want to have a conversation about road safety and how far our drone can spot you.

Another example of the NPT drones being used effectively was a planned operation that took place in Workington to target off road bikes being used at weekends. Due to the work of the drone pilot helping to coordinate the on the ground activity, one bike was recovered at the scene, and another was followed back to the home address and was seized. There have been no further reports of this issue in the area. Video footage is available of this work if that would be of interest.

Officers report a drop in the number of complaints about off road bikes being used on the streets after publicising a few seizures. Another positive is the public engagement that occurs as members of the public are very interested in what the drones can do and will frequently strike up conversation with the police drone pilot.

### **HOTSPOT POLICING – OPERATION ENHANCE**

The OPFCC secured £1m to work with the Constabulary to develop and deliver a hotspot response programme designed to tackle both anti-social behaviour and serious violence in 18 selected hotspots across Cumbria. Additional high visibility officer patrols commenced on 1<sup>st</sup> July 2024, and Home Office funding for this purpose is secured until 31<sup>st</sup> March 2025. The funding covers overtime hours worked predominantly by police officers, but we also have funded some overtime for Cumberland Council Enforcement Officers who are adding value to this project.

| Type of Activity                               | July | Aug | Sept | Oct | Nov | Dec | Total |
|--|------|-----|------|-----|-----|-----|-------|
| Officer hours in hotspots (police and council) | 667  | 457 | 514  | 548 | 488 | 441 | 3115  |
| Stop and Search                                | 49   | 39  | 27   | 28  | 31  | 11  | 185   |
| Arrests  | 12   | 10  | 11   | 11  | 4   | 1   | 49    |
| Intel Submissions                              | 166  | 91  | 52   | 49  | 35  | 45  | 438   |
| Traffic Offences Reported                      | 6    | 3   | 4    | 7   | 6   | 18  | 44    |
| ASB Powers Used                                | 4    | 9   | 2    | 2   | 0   | 1   | 18    |
| Weapons Seized                                 | 0    | 0   | 0    | 3   | 1   | 2   | 6     |

Progress is promising, with an overall reduction in ASB and a greater reduction recorded in the hotspot areas that are receiving additional patrolling.

| Area                                      | Incidents During Operation | Same Period Last Year | Reduction |
|---|----------------------------|-----------------------|-----------|
| All Hotspots Combined                     | 375                        | 603                   | -37.8%    |
| Areas Within the Force Excluding Hotspots | 968                        | 1258                  | -23.1%    |

For serious violence, data suggests that the current net impact on serious violence within the hotspot areas is a reduction of 29.2%, however the low sample size impacts on the conclusions that can be drawn, and it cannot be proven that the reduction is statistically significant.

A second strand to the project is the use of the Problem Orientated Policing approach to identify issues that could be improved by using some of the funding. The interventions that have secured Home Office approval are listed below.

| Hotspot   | Intervention  |
|---|---|
| All   | ASB/neighbourhood dispute mediation   |
| All   | Video doorbells   |
| All   | Level 4 Crime Prevention Training   |
| Bowness and Barrow  | NTE Welfare Hub   |
| Workington  | Anti-climb measures   |
| Whitehaven  | Anti-climb measures   |
| Barrow TC Northwest                                       | Public realm lighting   |
| Cleator Moor  | Equipment to support mounted volunteers   |
| Maryport (2 hotspots)<br>Workington, Whitehaven, Carlisle | Pubwatch package  |
| Carlisle Botchergate                                      | Contribution towards Cumberland Council Safer Streets Officers for the Saturday night welfare hub |
| All   | Knife crime sessions for schools  |

### **KEEP SAFE**

The Partnerships & Commissioning Team continues to fund, develop and manage “Keep Safe” which is the service available free of charge to all victims of crime and anti-social behaviour across Cumbria delivered by the Constabulary. This service provides crime prevention advice to victims, and where necessary target hardening measures to their homes so they can feel safer in their day to day lives. For the period 1st July

2024 – 31<sup>st</sup> December 2024 484 individuals received support from Keep Safe, compared to 459 cases from the same period in 2023, with demand continuing to rise. Dip samples are conducted monthly to ensure the victim is satisfied with the service they have received with 100% of those asked providing a positive review of the Keep Safe service.

### **CRIMESTOPPERS**

The OPFCC continues to provide a contribution towards the services of the Crimestoppers Regional Manager who acts as the single point of contact for Crimestoppers, facilitating access to the entire Crimestoppers organisational expertise in crime reduction, marketing communications, fundraising and volunteering in Cumbria and the North-West. The Constabulary make a separate contribution towards the Crimestoppers anonymous reporting contact centre.

| <b>Performance measure</b>  | <b>April 23 – Dec 23</b> | <b>April 24 – Dec 24</b> |
|---|--------------------------|--------------------------|
| Total reports disseminated to Force (to date)   | 1,589                    | 1,564                    |
| Number of enhanced rewards offered (to date)  | 1                        | 0                        |
| With a total payment of up to   | £20,000                  |                          |
| Total “actionable” reports – qualified information which can be tasked for action           | 531                      | 497                      |
| Total arrested and charged – where information has helped solve a crime                     | 12                       | 8                        |
| Positive outcomes – where information has been of positive use in an investigation          | 117                      | 55                       |
| Conversion rate – disseminated reports converted into an arrest, charge or positive outcome | 8.1%                     | 4.0%                     |

### **5. Implications**

- 5.1 Financial - there are no additional financial costs associated with dealing with these complaints, quality of service issues as these tasks form part of staff roles.
- 5.2 Legal – none identified.
- 5.3 Risk - None identified, beyond that to the OPFCC’s reputation if it does not deal with the issues raised appropriately and proportionately according to the merits of the individual case.
- 5.4 HR / Equality - none specifically identified.

# Community Scrutiny Panel

## Title: 2024 Annual Report

**Date of Meeting: 6 February 2025**

**Agenda Item No: 13**

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

### Executive Summary:

The purpose of the Community Scrutiny Panel is to promote and influence high standards of professional ethics, to challenge; encourage and support the Commissioner, Chief Fire Officer and the Chief Constable in their work by monitoring and dealing with issues of ethics and integrity in their organisations.

### Recommendation:

That the Panel;

1. Consider the draft 2024 Annual Report; and
2. Provide feedback to inform the final version to be presented to the Police, Fire and Crime Commissioner; and the Joint Audit Committee in May 2025.

### 1. Introduction & Background

- 1.1 The Panel's role is to identify issues and monitor change where required. It has no decision-making powers, although it is able to make recommendations to the Commissioner, Chief Fire Officers and the Chief Constable. It considers questions of ethics and integrity within both organisations and provides strategic advice, challenge and support in relation to such issues.

### 2. Issues for Consideration

- 2.1 A draft Annual Report has been prepared highlighting the work of the Community Scrutiny Panel during 2024. The report illustrates the areas of business reviewed by the Panel; their findings and where the Panel have made proposals or suggestions to improve business practices and procedures.

### 3. Supplementary information

Appendix 1 – 2024 Community Scrutiny Panel Annual Report





2024

COMMUNITY SCRUTINY PANEL

# ANNUAL REPORT



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## Foreword from the Panel Chair

Welcome to the Community Scrutiny Panel Annual Report for 2024. This joint Panel promotes and influences high standards of ethical performance across the Office of the Police, Fire and Crime Commissioner, Cumbria Constabulary and Cumbria Fire and Rescue Service. Being entirely independent it provides robust assurance to the residents of Cumbria by investigating, dip sampling, constructively challenging and reviewing a broad range of aspects of policy, process and performance, through the lens of ethics and integrity.

I have had the pleasure of being Chair of the Community Scrutiny Panel since the beginning of 2024, having been a member of the Panel since 2022 and prior to that volunteering as an independent custody visitor.

Over the last 12 months we have continued to see challenge and change for the people of Cumbria. This can be attributed to many reasons, not least us still dealing with legacy issues from the pandemic; the increasing challenges of the cost-of-living crisis, and of course societal issues and political instability that affect us all in both the UK and abroad. The Panel have been hugely impressed by each organisations' resilience, commitment, focus and determination to serve our county; constantly striving to offer both the fire and rescue and the policing services that the public expect. This is of great credit to the organisations and their officers and staff.

While 2024 has been an incredibly challenging year, we have enhanced our work programme, adapted to look at a number of thematic areas and recruited additional members to the Panel broadening our capability, insight and diversity. The information in this, and our other quarterly reports, helps to promote a wider understanding and awareness of performance and ethical approach of both Fire and Rescue and the Constabulary.

We hope that you find the report useful and informative and on a personal level I would like to thank all colleagues I have worked with over the last few years in developing, evolving and growing the role of the panel, and our work.

*Jane Scattergood*

Community Scrutiny Panel Chair

# Forewords

## The Police, Fire and Crime Commissioner, David Allen



2024 has been a year of change not only for my office but for the Community Scrutiny Panel. From 1 April 2023 we took on Fire Governance and the Panel are now encompassing this area of business into their annual work programme. I am incredibly grateful for the commitment, professionalism, independent and pragmatic

approach taken by the Community Scrutiny Panel in their work. They provide effective and sensible challenge which enables my office, the police and the fire and rescue service to take stock and indeed to change practice where necessary in order to improve the service we are all here to deliver to the public of Cumbria. The ability of the panel to evolve and undertake in-depth scrutiny of specific areas provides not only myself but also the communities of Cumbria with additional assurance. It seeks to achieve this by acting as a critical friend in the work it oversees.

Whilst we are blessed with highly professional, dedicated and committed police officers, staff, firefighters and fire staff we must always be ready to examine performance to ensure that each organisation maintains the highest possible standards, when often faced with difficult and challenging circumstances. I look forward to working with the Panel in 2025.

David Allen  
Police, Fire and Crime Commissioner for Cumbria

## Chief Constable, Rob Carden



As a Constabulary we strive to provide members of the public with an outstanding police service to keep Cumbria safe. The ongoing transformation of the force has delivered significant improvements in performance and service delivery to communities across Cumbria over the last 12 months. The breadth of these

improvements covers a range of areas including call handling, response to calls, crime data integrity, standards of investigation, outcome rates, proactivity and crime prevention. However, in order to build public confidence in policing, it is imperative that our police officers and staff continue to demonstrate the highest ethical and moral standards.

The important work of the panel provides us with the independent scrutiny to ensure that we demonstrate the highest standards of ethical performance and continue to respect a national model of policing based on the principle of 'policing by consent'.

Rob Carden  
Chief Constable, Cumbria Constabulary

## Chief Fire Officer, Paul Hancock



The Vision of Cumbria Fire and Rescue Service is to be a community focussed, professional and trusted Fire and Rescue Service that makes Cumbria a safer place for all.

Over the last twelve months the Service has gone through a significant change process and moved from the governance of Cumbria County Council to

the Police Fire and Crime Commissioner (PFCC). This has involved a significant amount of work, that has included the creation of new departments, a large number of policies and procedures to be rewritten and the introduction of new IT systems. Despite this, front-line performance to the people of Cumbria continues to be excellent.

The scrutiny work of the panel provides us and the public with the reassurance that we are delivering within a framework based on the National Fire Chief Councils Core Code of Ethics and enables us to continue to embed within the PFCCs governance structure with confidence.

Paul Hancock  
Fire Service Lead, Cumbria Fire and Rescue Service

## About the Community Scrutiny Panel

The Community Scrutiny Panel challenge, encourage, support and promote and influence high standards of professional work and ethics within Cumbria Constabulary, Cumbria Fire and Rescue Service and the Office of the Police, Fire and Crime Commissioner (OPFCC); ensuring that these are effective in all organisations. This report provides an overview of the work that the Panel has carried out during 2024.

The Panel meets privately on a quarterly basis to enable open and frank discussions. The agenda and reports are published on the Commissioner's website following each meeting, with only sensitive or confidential information being excluded. Notes from the meetings are provided by the Panel to the Commissioner to provide information about the Constabulary, Fire Service and OPFCC's performance in areas that relate to ethics and integrity. The purpose of this is to promote openness, transparency and public confidence.

A programme of work is developed and agreed on an annual basis enabling the Panel to fulfill its terms of reference and scrutiny role. Where necessary the Panel will also provide scrutiny for areas identified during HMICFRS inspections to enable the implementation of recommendations to be monitored. In addition, they have critical and important thematic issues referred to them by both Cumbria Constabulary, Cumbria Fire and Rescue Service and the Office of the Police, Fire and Crime Commissioner. This enabled the Police, Fire and Crime Commissioner and the Chief Officers to be provided with independent reassurance.

Further information regarding the Panel, its membership, and the work it carries out can be found on the Commissioner's website:

[Community Scrutiny Panel](#)



**The membership of the  
Panel in 2024 was:**

**Jane Scattergood  
Andrew Dodd  
Eloise Abbott  
Penny Walker  
Alison Ramsey**

**Alex Rocke  
Megan Masters  
Shaun Thomson  
Ben Phillips**

# Work of the Panel During 2024

## Code of Ethics and Code of Conduct



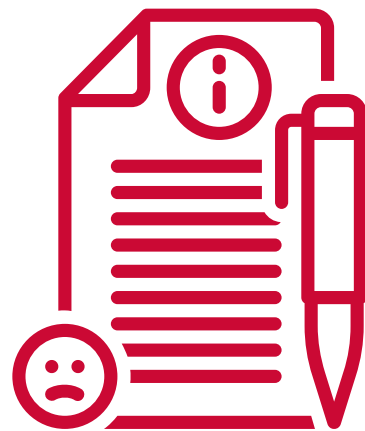
The Panel's role is to ensure that both the Constabulary, Fire Service and the Police, Fire and Crime Commissioner have embedded within their organisations their respective **Code of Ethics** and **Code of Conduct**.

The Panel have been provided with assurance whilst carrying out their role that all organisations take the ethos of the Code of Ethics and Code of Conduct seriously and this has been evident in the reviews and dip samples they have undertaken in other areas of business. During their various dip sample sessions, the Panel saw first-hand that policies and procedures within the Constabulary and Cumbria Fire and Rescue Service had the ethos of the Code of Ethics embedded within them.

Similarly, the Commissioner upon election in May 2024 swore an oath to act with integrity and signed a Code of Conduct and Ethics. It sets out how the Commissioner has agreed to abide by the seven standards of conduct recognised as the Nolan Principles. This Ethical Framework allows transparency in all areas of the work of the Police and Crime Commissioner. These principles encompass the Commissioner's work locally and whilst representing Cumbria in regional and national forums.

Equally importantly, all the OPFCC members of staff adhere to a **Staff Code of Conduct** which is based upon the model Code of Conduct for Local Government Employees and incorporates the principles arising from the Nolan Report, providing a framework for all employees in terms of official conduct. During 2024 the Panel did not identify any complaints received from either members of staff or the Commissioner regarding conduct or integrity.


## Public Complaints



At their quarterly meetings the Panel received performance data from the Constabulary on the number of complaints received, how these have been managed and whether they were within the required timescales. From these reports there were areas which had again seen an increase in complaints being received, these being 'Police Action following Contact', 'Police Powers (Policies and Procedures) and Use of Force. The Panel undertook to specifically review some of these complaints to see if there were any trends or concerns during their two dip sample session in 2024. During these sessions within the Constabulary's Professional Standards Department (PSD) they reviewed a total of 60 files directly via the Centurion system enable members to view all information, actions and outcomes on the live system. Panel members spoke directly with case workers regarding any issues or concerns.

## Quality of Service Issues

The Office of the Police, Fire and Crime Commissioner received 789 letters, emails and telephone calls from members of the public who wished to raise issues or dissatisfaction with the Commissioner, highlighting issues that were concerning local communities. Many of these related to operational policing and the OPFCC liaised with the Chief Constable's Staff office to provide information or a solution for the individual. The types of issues raised are varied and detailed below are some of the categories:

- 
- Police Service Dissatisfaction regarding the standard of service provided or received
  - Firearms Licensing
  - Fox Hunting
  - Anti-Social Behaviour
  - Anti-Social Driving
  - Crime – drug dealing, rural crime, knife crime and ongoing 'in progress' issues.
  - Welfare concerns

Many of the solutions were provided by the Constabulary in conjunction with local policing teams, local focus hubs and partner agencies, including local educational establishments, to see to identify the underlying causes of crime or behaviours and seek to support and deter individuals from going on to make further adverse live choices. The information gathered is used to look at how assistance or changes can be provided not only locally but throughout Cumbria. The Commissioner also uses the information to implement local initiatives to make a difference to local communities. Some of these included Safety of Women at Night (SWAN), Safer Streets Projects in Whitehaven and Workington, and funding for local projects through the 'Property Fund'.

The Commissioner also has responsibility for Fire governance and the OPFCC received twelve contacts from the public which related to:

- Fire Resources (buildings and fire fighters)
- Fire Consultation
- Miscellaneous/general issues
- Workforce complaints

The OPFCC also received a number of compliments thanking the Commissioner, Constabulary and Fire & Rescue Service for the service they provide.



## Complaint Reviews

From 1 February 2020 the Office of the Police, Fire and Crime Commissioner (OPFCC) has carried out **Public Complaint Review** outcomes of when requested by the complainant. During 2024 the OPFCC received 49 review requests, which 11 (22.4%) of those carried out were upheld and recommendations made. The Constabulary had carried out further work providing the complainant and OPFCC with their findings and outcome. Identified learning from the upheld reviews was collated and disseminated within local teams and more widely across the force. The Commissioner is sighted on this information and monitors force progress and learning at his Executive Board meetings with the Chief Constable and other senior officers.



## Misconduct - Police Officer & Police Staff

The Panel received information on a quarterly basis relating to **Police Officer** and **Police Staff Misconduct** from the Constabulary's Professional Standards Department. This enables the Panel to monitor performance in relation to these areas of business and consider any patterns or trends across the whole organisation. During 2024 there were 80 conduct allegations made and the outcomes ranged from dismissal, written warnings and reflective practice. As part of their work programme the Panel have reviewed 13 gross misconduct files during two dip sample sessions in 2024. During the session the Panel reviewed all completed files, providing views and recommendations for any improvement in the way information was provided, how cases were handled or the public perception of the handling of such cases. The conduct matters related to the use of Constabulary systems without a policing purpose; discreditable conduct (including sexual harassment and other sexual conduct; unprofessional behaviour (respect and courtesy); honesty and integrity; and assault. During 2025 the Panel will look to review completed accelerated misconduct hearing cases as part of their work programme.

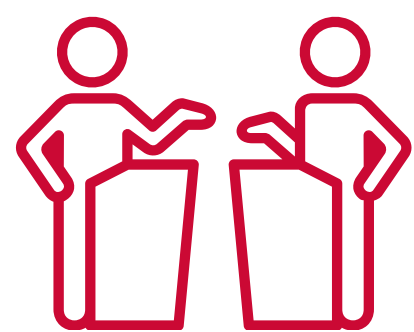


## Misconduct - Fire Employees



The Panel carried out a dip sample session of **Fire Employee Misconduct** cases in October, reviewing 10 of the 13 recorded cases which had been dealt with during previous 12 months. The cases had been dealt with a timely and professional manner. The use of an external investigator had produced clear and concise reports, providing consistency for the service. The Panel were particularly pleased to see that following the conclusion of each misconduct case it was internally reviewed to ascertain where improvements could be made in future cases or within the service.

## Grievances



On a six-monthly basis the Panel have reviewed **Police Grievances** being processed by the Constabulary. Although the Constabulary's HR Department dealt with all grievances, they link in with the Anti-Corruption Unit to ensure matters were cross referenced. In April and October 2024, the Panel reviewed a total of 9 finalised cases and discussed each one in turn with the HR Manager. Generally, the grievances were regarding policies and procedures or action taken against an individual. For any officer or member of staff leaving the organisation the Panel were keen that detailed conversations were held with individuals to help understand the issues and make improvements to officer and staff employment. The Panel also reviewed three **Fire Workplace Complaints (Grievances)** members found that the outcomes were appropriate. They recommended that further training for managers be provided to enable them to deal with such matters.

## Civil Claims



On behalf of the Police, Fire and Crime Commissioner the Panel also monitor **Civil Claims** being processed by the Constabulary and the Fire and Rescue Service. They received information about the types of claims being made, the stage the proceedings had reached and about the claims that had been resolved. As part of this oversight the Panel seek assurance that any trends are being identified and how the organisation has learnt from particular cases; disseminating such information throughout the organisation to avoid future risks and claims. For the Constabulary 85 claims had been made for a wide variety of issues; whilst the Fire and Rescue Service had 3 live cases being dealt with. Any identified learning was subsequently disseminated across the relevant organisation.

## Young in Service Officers



**Young in Service Officers** continued to be an area which the Panel reviewed across a number of areas of business including complaints, misconduct and officers leaving the organisation. As part of their 2025 work programme the panel would be reviewing sickness absence and exit interviews

## Recruitment – Fire Fighters



The Fire and Rescue service continued to carry out **'On-Call' Recruitment** throughout the year. Following feedback from the Panel in 2023 the service had changed the process which had received many positive responses. The process was now open all-year round to enable the service to build up a relationship and support potential candidates. Work had been carried out to speed up the different elements to allow candidates to understand whether they had been successful and move to the next element. The diversity of the workforce continued to developed, seeing more females joining and work being carried out to support neurodiverse and dyslexic candidates.

## Police Officer & Staff Wellbeing



During 2024 the Panel monitored **Officer and Staff Wellbeing and Sickness**. In November 2024 the total headcount for Police Officers was 1,359; Police Staff 704 and 60 PCSOs. Further recruitment would be carried out during 2025 and the Panel would be monitoring this as part of the 2025 work programme. During the second half of the year officer absence rates had increased from 3.6% at the same point in 2023 to 5.3%; with staff absence falling from 4.4% to 3.6% at the end of September 2024. Officer retention was a cause of concern to the Panel with the number of officers leaving the organisation increasing (7.3% during 2023/24) and a prediction that this would continue to rise during 2025. As part of the 2025 work programme the Panel would be dip sampling Constabulary employee absence and exit interviews.

## CFRS Employee Absences



The Fire and Rescue Service had taken the decision to combine the firefighter and staff sickness procedures into one. This would benefit both the organisation and its staff. The new Firewatch System would ensure that there was a clear and consistent policy and approach for all staff, enabling CFRS to obtain data and trends information. A Mental Health App was being developed and would be available for everyone to download and use. The Panel dip sampled 9 cases and identified that on occasions the cases lacked accurate records of discussions and agreed actions which was essential for both the organisation and individual. They recommended that the sickness process would benefit from having a timeline identifying the different stages and options for managing absence to assist managers.

## Police Custody Detention



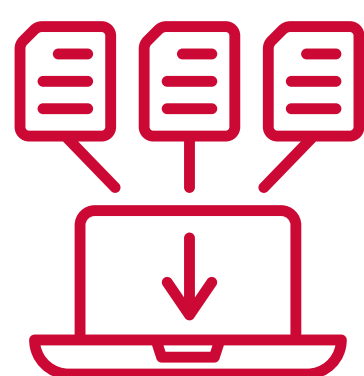
As part of the Government framework to monitor **Custody Detention Scrutiny** the Panel moved from an annual to quarterly performance reports and dip sample sessions where they reviewed 14 cases and provided feedback. They found that cell insertions were controlled and well managed; use of force forms were not completed by all officers; and raised concerns on the average time of detention disparity between white women and Asian women. It was understood that this was due to time taken for interpreters to attend police stations particularly for police interviews.

## Stop & Search and Use of Force



During 2024 the Panel undertook quarterly reviews of **Stop and Search and Use of Force**, enabling the implementation of HMICFRS recommendations to be monitored. The Panel carried out reviews of incidents via body worn video and completed forms, reviewing 53 separate incidents, some of which included incidents where the use of **TASER** had also been a factor. The Constabulary were using Stop and Search as a key tool by the proactive policing teams to help prevent and detect crimes. During some of the Stop and Search cases it was noted that young in-service officers were often quick to apply handcuffs leading individuals to become agitated, more resistant and non-cooperative. Although it ensured that officers remained safe, the Panel felt that the use of softer and verbal skills could achieve the same outcome and this was something that the force was developing with officers.

## Information Management



During 2024 the Panel received six monthly reports on how the Constabulary, Fire and Rescue Service and Office of the Police, Fire and Crime Commissioner were complying with their statutory duties in relation processing and managing data. This included Freedom of Information Requests, Subject Access Requests and data processing. Both the OPFCC and Constabulary continued to see a year-on-year increase in the number of requests being received. The reports also identified whether any data breaches had occurred and how these were dealt with, including whether or not they had been reported to the Information Commissioner's Office and the subsequent outcomes. CFRS also had responsibility to respond to planning applications within 14 days and during the first 6 months they responded to 247 applications with a 94.1% completion rate within the 14-day period.

## Violence Against Women and Girls



In May, the Panel was provided with an update on the work being carried out by the Constabulary to deliver an array of services in response to offences such as domestic abuse, sexual crime and patterns of behaviour. Cumbria was sixth nationally for positive outcomes or conviction rates, although there was some disproportion in how crimes were recorded and their outcomes. This had led to a domestic abuse trained sergeant and inspector reviewing each case to ensure everything that could have been done had been, to provide the best possible service.

## Race Action Plan



The Police Race Action Plan was initiated in May 2022 and sets out changes across policing to improve outcomes for Black people who work within or interact with policing. The Plan was split into four workstreams and the Panel were briefed on the work being carried out by the Force. Training was being provided and rolled out across the workforce, identifying how to address anti-racism, support staff and report issues to maintain the Code of Ethics. Good work was being carried out in Barrow where a sergeant had been working with black and minority groups, embedding PCSO's into different communities and setting up a desk within a multicultural organisation.

## Property Store



In 2022 the Panel had raised concerns about the number of civil claims being received in relation to lost or damaged property which had been held by the police. A review of all property stores had been carried out with a number of new storage and working practices being implemented. A significant step forward of inventory management had been realised with bar coding of all property locations to enable accurate accounting and auditing of property. Work was being carried out to identify different methods the force could use to dispose of digital devices. Cannabis dismantling was being developed to ensure a consistent approach to the dismantling and seizure of items from cannabis cultivations. The Panel would continue to monitor this work through reports and any reduction in civil claims being made.

## Right Care, Right Person



From May 2024, the Constabulary launched a new approach when dealing with vulnerable people who had health or social care needs to ensure that the right person with the right skills, training and expertise met their needs; and where the force did not have a legal responsibility to deal with the matter. This approach included signposting callers to contact the appropriate agency especially if the responsibility for a duty of care lay with another organisation. Collaborative work with partner organisations had been developed with testing of the designed toolkit taking place at the end of 2023 and early 2024 in preparation for the launch. As part of the 2025 programme the Panel will receive an update on the impact of the implementation.

# Thematic Sessions

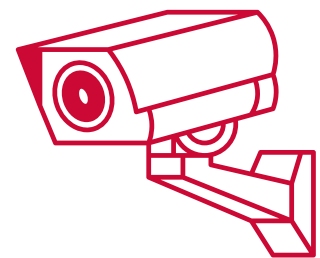
Since its inception, the Panel has delivered a significant programme of work on a planned, dynamic and responsive basis. Detailed below are some of the areas the Panel reviewed during 2024.



**Police Officer/Police Staff Vetting** - during 2024 the Panel once again sought assurance from the Constabulary that they were carrying out rigorous vetting of new and existing officers and staff. There had been an increase in the number of vetting cases and a change to the College of Policing APP would place further requirements for dealing with vetting applications. Vetting dip sample sessions took place during February and August 2024, where the Panel reviewed a total of 16 cases. The Panel had found that robust checks had been carried out and where necessary applicants had not been progressed where they did not meet the strict criteria.



From July 2023 legislation had been passed requiring anyone working for CFRS (staff and volunteers) were required to have a **Disclosure Barring Service** (DBS) check as a condition of their appointment. The service had carried out over 600 checks which had identified a total of 29 positive outcomes. The Panel had dip sampled 13 cases and found that appropriate risk assessments and action had been taken where necessary. Their feedback had helped to inform and improve the process for future checks.



**Home Safety Visits** is an important element of CFRS' fire prevention programme. During 2023/24 they carried out 8,324 visits with a view to preventing accidental dwelling fires or fatalities. Referrals were often made from the NHS, police, social services or other organisations. The Panel dip sampled 18 referrals which represented a cross section of the different referral routes.



The use of **Body Worn Video** continued to feature within the monitoring work of the Panel. In 2023 the Panel had raised concerns and through work of the Constabulary with the National Police Chief's Council (NPCC) they had agreed a standardised national approach to pre-vent buffering on all Cumbria BWV recordings. The Panel had also identified that when attending incidents officers were not always activating their BWV when dealing with incidents or members of the public continued to be an issue, or the footage is not marked and retained. Although the situation has improved significantly over recent years. Some complaints could have been dealt with quicker and more effectively if this independent evidence had been available.

## Panel Member Recruitment

The Panel Chair, Alan Rankin, retired from the Panel in February 2024 having completed 9 years' service. Following the announcement of his retirement in late 2023 an appoint process was carried out in January 2024. At the conclusion of this process Jane Scattergood was appointed as Chair for a two-year term.

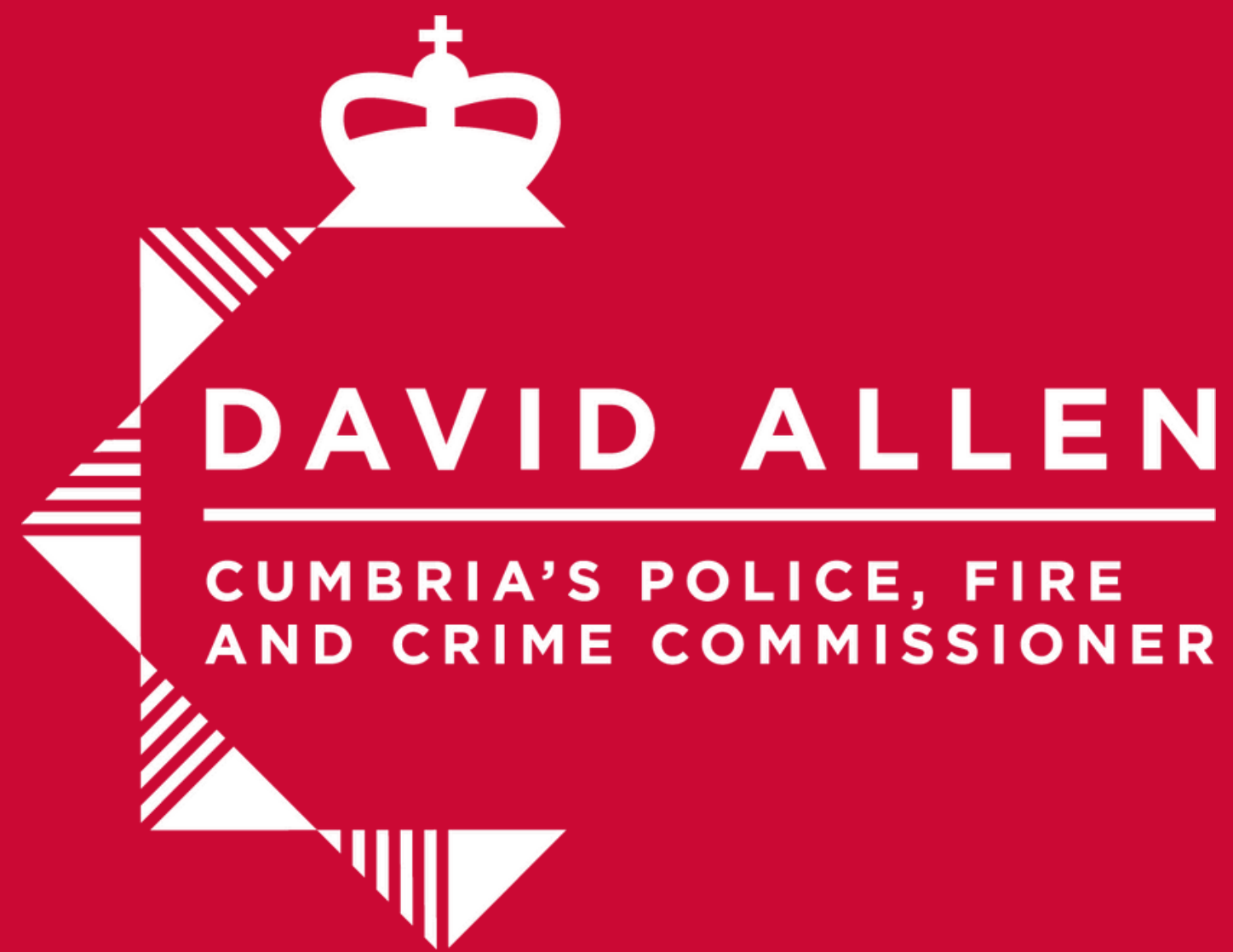
As part of a recruitment process, three additional members were appointed to the Panel. An induction process was held in January and the new members joined the Panel at the February 2024 meeting.



## Moving Forwards

The Panel continues to develop their role, expanding into other areas of business to assist not only the Constabulary and Fire & Rescue Service, but enable the Police, Fire and Crime Commissioner to have further and more detailed oversight. They have shown their ability to respond to emerging and changing situations; adapt to understand the issues; work with the Constabulary, Fire and OPFCC to carry out work in addition to that scheduled within their work programme; and provide reassurance to these organisations and the public.

Recommendations and guidance given by the Panel continues to be welcomed; resulting in a number of positive changes and developments to processes and procedures. The Panel's 2025 work programme will continue to ensure that the Panel remain an independent body in their oversight of Cumbria Constabulary, Cumbria Fire and Rescue Service and the Office of the Police, Fire and Crime Commissioner.



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