Ethics and Integrity Panel

Title: OPCC Quality of Service & Policing Issues

Date: 17 May 2022
Agenda Item No: 12b
Originating Officer: Lisa Hodgson, Governance Officer

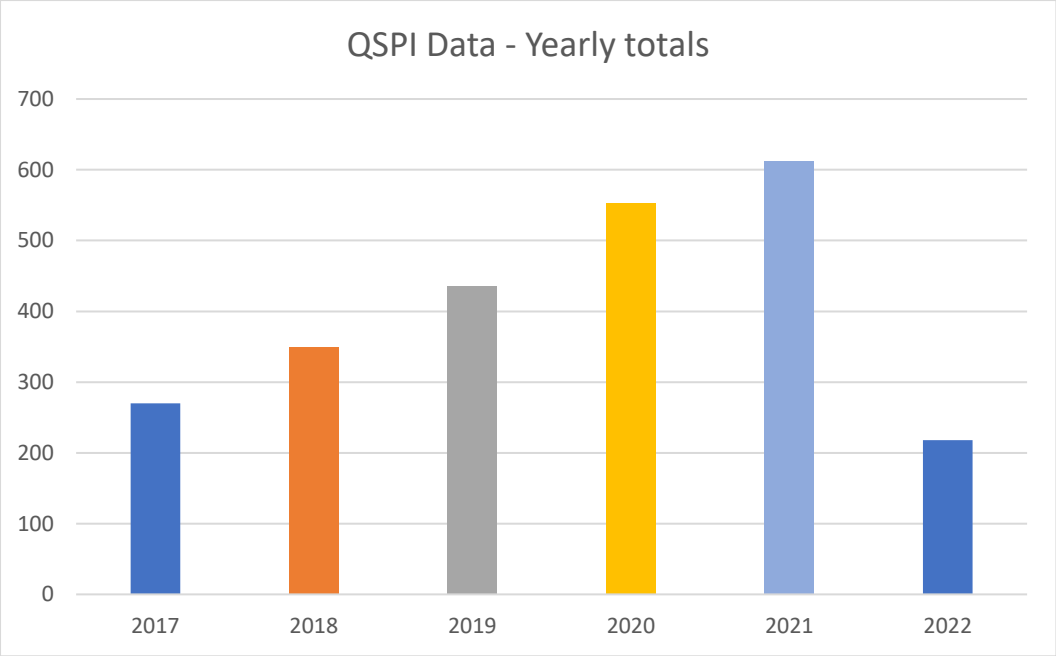
1. Introduction & Background

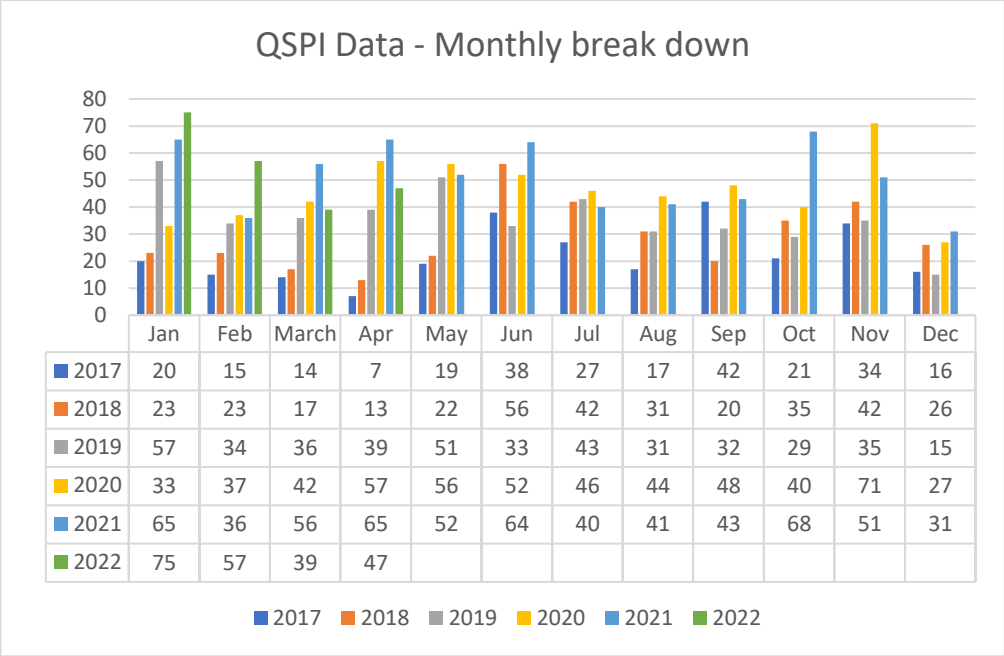
1.1 This report focuses on QSPI's received between **01/10/2021 & 31/03/2022**, in this period a total of **320** QSPI's were received.

1.2 The Office of the Police & Crime Commissioner (OPCC) 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 and Policing Issues (QSPI).

1.3 A system has been developed within the OPCC to acknowledge, log and monitor the resolution of the issues raised. Once a QSPI is logged within the OPCC it is then allocated appropriately. Predominantly issues are passed through to the Chief Constable's Office who may allocate it to the appropriate Neighbourhood Policing Team (NPT) or department to deal with. Regular contact between OPCC staff and the Chief Constable's Office takes place to ensure that matters are progressed in a timely manner. Once the matter is finalised, an update is provided to the author and where possible this will be provided at the earliest opportunity and is often before 28 days.

1.4 Since its inception the number of QSPIs received and dealt with by the OPCC has increased year on year as can be seen from the chart shown. 2022 figures are included up to 31/03/2022. Also included is a breakdown of QSPI's received per month. As can be seen below a steady increase can be seen each year, this can be attributed to the Police and Crime Commissioner's profile being raised across the communities in Cumbria and accessibility to raise issues and concerns.





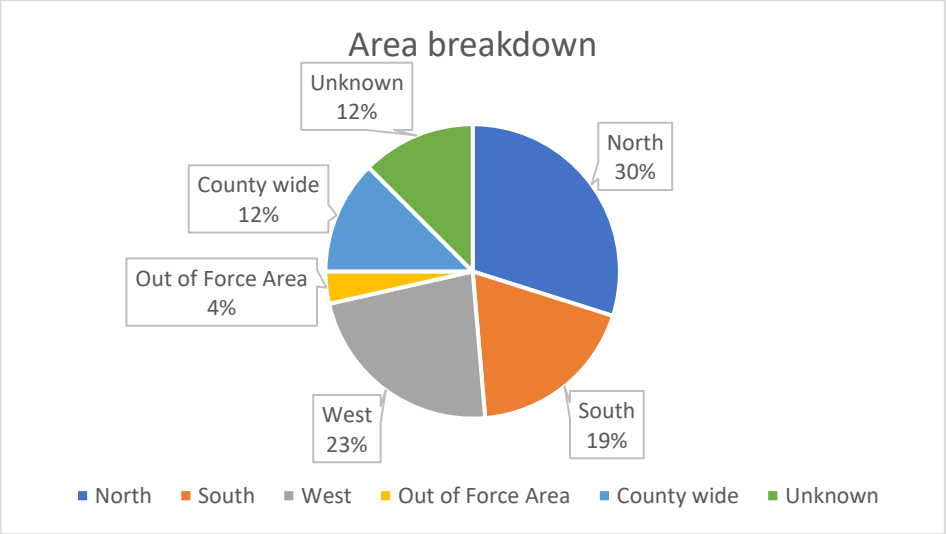
	Jan	Feb	March	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2017	20	15	14	7	19	38	27	17	42	21	34	16
2018	23	23	17	13	22	56	42	31	20	35	42	26
2019	57	34	36	39	51	33	43	31	32	29	35	15
2020	33	37	42	57	56	52	46	44	48	40	71	27
2021	65	36	56	65	52	64	40	41	43	68	51	31
2022	75	57	39	47								

The following data focuses on the period 01/10/2021 & 31/03/2022, during which 320 QSPI's were received

1.5 Shown here is an area breakdown of where the complainant is based in Cumbria. When contacting the OPCC an individual may not always provide their location which is recorded as `unknown'.

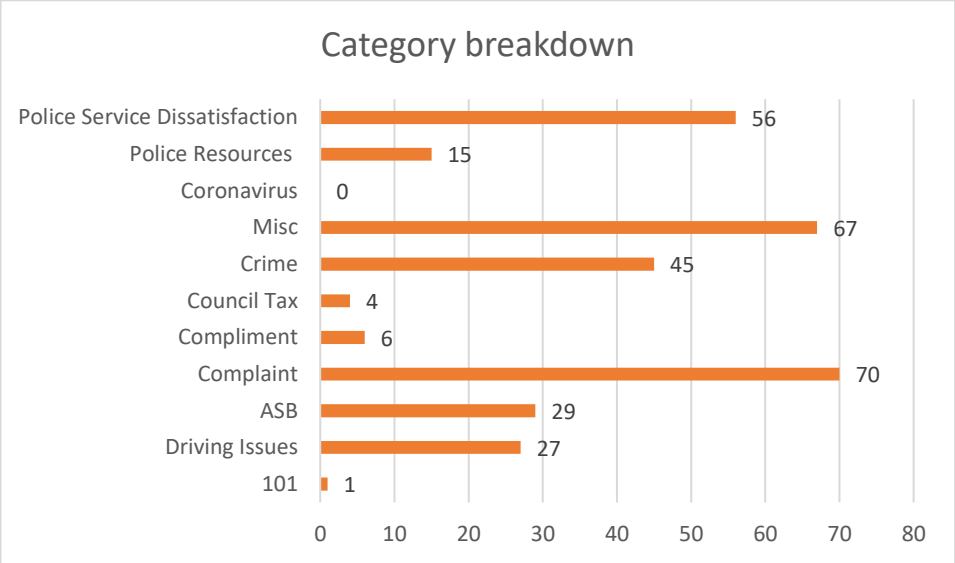
QSPI's are broken down into:

- North
- South
- West
- County Wide
- Out of Force Area (OFA)
- Unknown



1.6 Members of the public will contact the OPCC regarding a broad range of issues. The Commissioner will write to every individual using information provided by the Constabulary, within the OPCC or other partner organisations. Shown here is a breakdown of the issues raised in the reporting period. As can be seen from this chart, the top 4 issues raised were:

1. Miscellaneous – 67 QSPI's were received
2. Police Service Dissatisfaction – 56 QSPI's were received
3. Crime - 45 QSPI's were received
4. Anti-Social Behaviour – 29 QSPI's were received



Complaints - *When members of the public write to the OPCC to make a formal complaint about the police service received/ conduct of police officers/staff, these are recorded by the OPCC in the same way. The OPCC 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.*

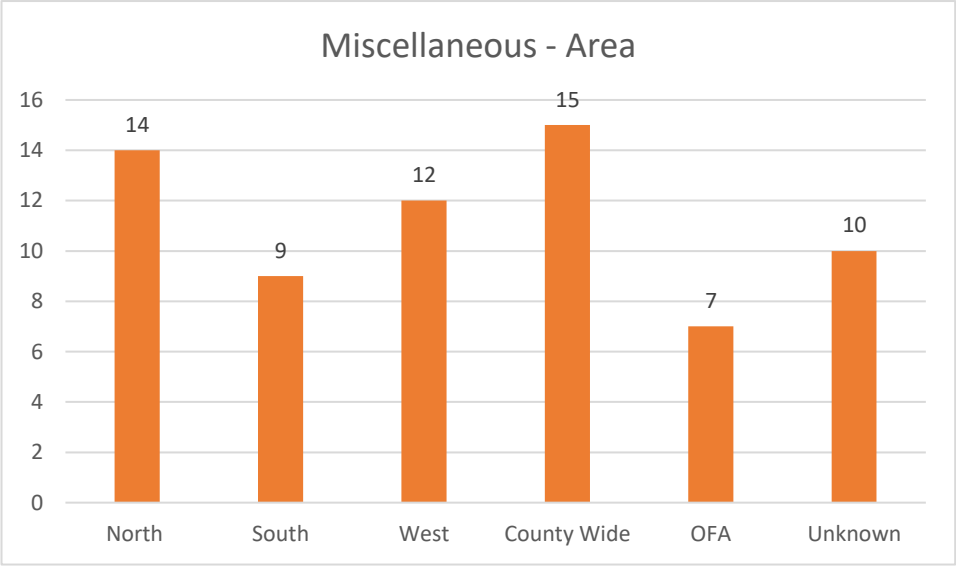
2. Identified Issues

2.1 Miscellaneous

The OPCC has received 67 QSPI's recorded as 'Miscellaneous'. Alone, the QSPI's recorded as 'Miscellaneous' would not be statistically significant, however these do need to be captured in some way.

Some examples of QSPI's logged in this category include – the delay in relation to DBS checks and Firearms Licenses, concerns raised about Appleby Horse Fair, concerns relating to the VRR process. These QSPI's are dealt with in exactly the same way being provided with a detailed response to the query/concern raised.

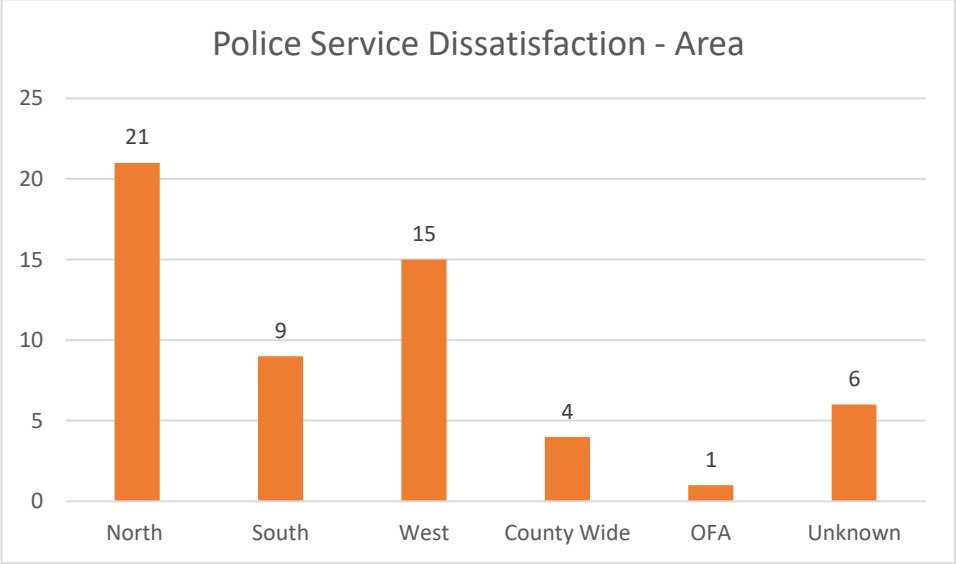
Note – Formal responses received in relation to the Fire Governance Consultation were logged in the 'County Wide' section, hence this figure being higher than normal.



2.2 Police Service Dissatisfaction

During the reporting period, 56 concerns were raised in relation to the level or standard of policing service received, this is a 12% increase.

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. The OPCC has identified that a number of these concerns are triggered by the lack of communication or updates received from the Police during an investigation. When the OPCC responds 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 a local officer to go and visit or telephone the individual to provide clarity regarding the investigation and advice of any other action that can be taken by the individual.

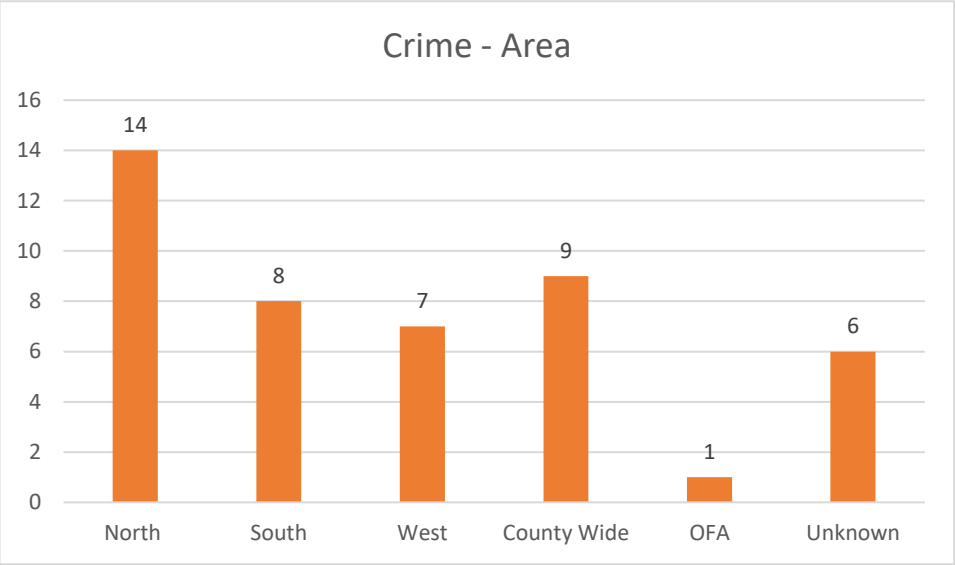


Some examples of QSPI's logged in this category include – members of the public that are unhappy that they have not received updates in relation to an investigation/crime and members of the public that are unhappy with the police service received (but do not wish to make a formal complaint).

2.3 Crime

During the reporting period the OPCC received contact from 45 members of the public regarding crime. Some examples of concerns raised and logged in this category include drug dealing, rural crime, and ongoing 'in progress' ASB type neighbour issues.

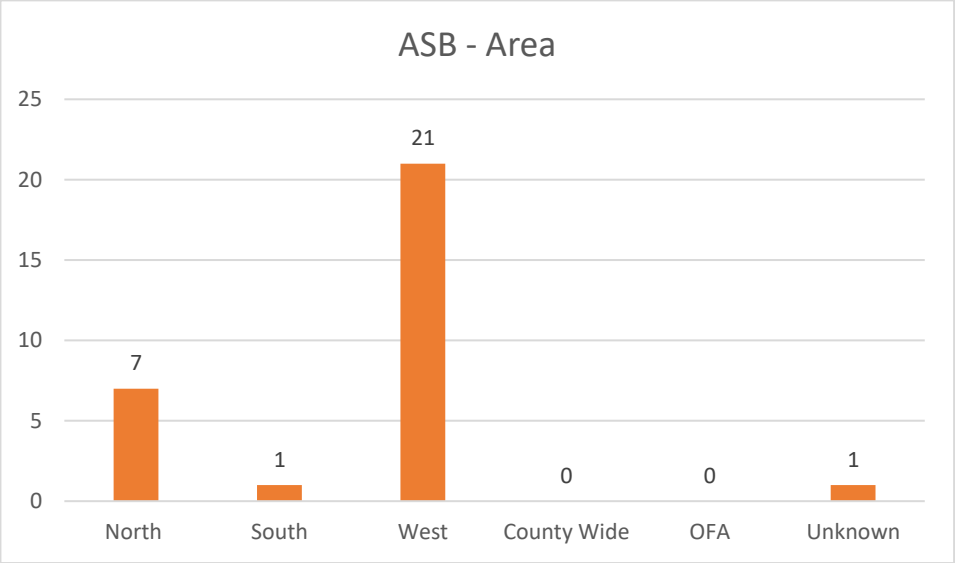
With assistance from the Chief Constable's office, each individual case was looked into to determine the best course of action. In some instances, the author may not have reported the issue to the police, therefore this would be sent to CCR for a log to be created and allocated to an officer. The author would be updated with this information and advised that they would be contacted directly by an officer.



2.4 Anti-Social Behaviour

The OPCC received 29 QSPI's in relation to ASB. There has been a particular spike in the West of the County, and for a period a number of issues were raised in the Carlisle area. Each QSPI has been shared with the Chief Constable's Office for an individual response. However, the majority of responses indicated the work ongoing by the Local Focus Hubs and Child Centered Policing Team within which officers work closely with families and partner agencies, including local educational establishments, to seek to identify the underlying causes of crime and seek to support and deter individuals from going on to make further adverse life choices.

Furthermore, the Constabulary have undertaken work within 'Operation Default' in Carlisle which allowed for dedicated patrols allocated to ASB hot spots such as the City Centre. This led to the use of a number of tactics such as: using Dispersal notices under section 34 & 35 of the anti-social behaviour, crime and policing act 2014; Its your choice process and acceptable behaviour contracts for first time or low-level involvement, and the continued investigation and preparing of files for the Youth offending service to review where the behaviour has crossed the criminal threshold.



3 Compliments

The OPCC has received 6 forms of correspondence thanking the Commissioner and/or the Police for the service provided. It is important to recognise the compliments received and these are always shared where possible with the individual officers, and the Chief Constable's Office.

4 Making a difference

Correspondence from members of the public highlight to the Commissioner issues that are concerning local communities. In addition to individuals receiving a response, the information gathered is used to look at how assistance or changes can be provided throughout Cumbria.

Safer Streets

Safer Streets Fund Round 2

In June 2021 the Commissioner secured £311,358, then in December a further £22,263 from the Home Office Safer Streets Fund Round 2 to help reduce the number of burglary offences in the St Michael's ward of Workington. With the funding, the Commissioner has supplied thousands of pounds worth of crime prevention measures and home security equipment free of charge to any home within the area. The equipment ranges from door chains, locks, letterbox security, new doors and windows, security lights, back yard doors and outbuilding security measures, all installed by skilled local tradespeople. The funding also provided 1300 home security packs including property marking kits to residents giving them the opportunity to have a conversation with our Safer Streets Team about keeping their properties safe, report any issues and be signposted for additional support if needed. The funding also provided police officers with UV torches to aid identification of stolen property and counterfeit documents. CCTV has been provided to St Michael's Nursery and Infant School to help them feel safer and provide evidence to the police as the school is in the heart of the burglary and anti-social behaviour hotspots, is on the route from the train station to the town centre and has previously been subject to intruders causing fear. Street lighting has been upgraded in the burglary hotspot streets to improve visibility and aid identification of suspects. In Vulcan Park new lighting has been installed and a CCTV system provided to Workington Town Council to increase feelings of safety, encourage legitimate use of the park and to provide opportunities for surveillance, detection and prevention of crime and anti-social behaviour.

Safer Streets Fund Round 3

In October 2021 the Commissioner secured £191,584 from the Home Office Safer Streets Fund Round 3 to reduce violence against women and girls and increase feelings of safety for women and girls and all people in public spaces in Whitehaven. In Castle Park new lighting has been installed and a CCTV system provided to Copeland Borough Council to increase feelings of safety, encourage legitimate use of the park and to provide opportunities for surveillance, detection and prevention of crime and anti-social behaviour. 4 additional CCTV cameras have been installed in areas around the town identified as being of concern to women and girls and to police. Active Bystander Training has been provided to schools and colleges in the area to give young people the awareness and skills to recognise when a situation is not right and provide the tools to help them decide how to step up safely and take action to prevent the incident from escalating and/or to assist the victim. This training focused on preventing sexual offences occurring but can be transferred to other scenarios such as bullying and anti-

social behaviour. Nearly 1400 young people have received this training with positive outcomes reported. A media campaign, both physical and online, has been run locally and countywide to raise awareness of sexual crimes and issues around consent and to encourage reporting.

Safety of Women at Night (SWaN)

In November 2021 the Commissioner secured £116,925 from the Home Office Safety of Women at Night (SWaN) fund to prevent crimes which disproportionately affect women and girls in public spaces at night and in the night-time economy in Carlisle. A Safer Streets Team has been established of volunteers and paid staff employed by Carlisle City Council. The Safer Streets Team will be deployed from a mobile multi-agency Welfare Hub on Saturday nights in the busy areas of Carlisle to support all people but especially women who need additional help. The Cumbria Night Safety Charter has been developed and will be rolled out to businesses that operate in the night-time economy. This is a voluntary pledge to ensure that staff are trained and know how to respond to reports of women being at risk, and to be able to spot predatory behaviour and respond appropriately. A production for secondary schools has been created by the University of Cumbria to support the delivery of the PHSE curriculum following Ofsted's review of sexual abuse in schools and colleges published in June 2021. This film was premiered at a VAWG seminar hosted by the University in March 2022 attended by secondary schools, Carlisle College and university students. The project was supported by a Crimestoppers physical and online media campaign to raise awareness of sexual crimes and harassment of women and to encourage reporting.

Property Fund

Within this reporting period, the Property Fund has awarded £38,229.95. The funds have been provided to community groups and projects that will target/work in the following areas:

- Rural Crime and Theft of Machinery
- Youth diversionary activities
- Support and better communication facilities for the deaf community for drop in sessions
- Enhancements to Pubwatch and Shopwatch schemes

The projects will assist communities in building better relationships, supporting young people in their learning and personal and social development and distracting them from possible Anti-social behaviour and Crime. Three projects will also support our less abled members of the community, feel enabled and better connected and involved. The success of the projects will make a positive impact on communities across Cumbria.

Consultations

The Office of the Police and Crime Commissioner consulted members of the public, to listen to and obtain the views of local people on

- Perception of violence for young people to support the development of a Serious Violence Needs Assessment

Pathways

The Office of the Police & Crime Commissioner have funded "Pathways" for 12 months an early intervention offender management programme, providing specialist support for out of court disposal options of deferred caution & deferred charge. Appropriate use of out of court disposal means that victims receive justice quicker, while the offender faces immediate consequences for their actions.

Victims are consulted on how the offender is dealt with & which conditions are set.

Pathways Support Workers will identify the root cause of offending & refer to prescriptive interventions while addressing the underlying vulnerabilities & /or issues with appropriate partner agencies such as finance, drugs, alcohol, employment, health, accommodation, domestic abuse.

To date there have been 392 referrals to the programme, with comment from those who have completed the programme as follows: " Very supportive, given relevant links to support I needed and you've been there through the dark times of the past few months", "All the things were put on the table, offers of help and support, rather than treated like a criminal – you treated me as a person that needed help".

'They Matter'

Having Secured funding of £200,352 from the Home Office 2021-22 Domestic Abuse Perpetrator Fund the Home Office have confirmed funding of the same amount for 2022-23 to continue to provide specific, bespoke intervention for those identified as High Harm, High Risk, prolific and repeat perpetrators. This will sit alongside the existing work of Turning the Spotlight, complementing & enhancing the support options in Cumbria. The programme consists of four full 27 week They Matter programme's (32 participants) & a pilot of two further programmes of the 6 week innovative "Letting Go" to provide support to manage the end of a relationship non-abusively (15 participants).

Referral routes into the programme are via Integrated Offender Managers, those referred to Turning the Spotlight & subsequently assessed as being high risk, existing referral pathways including Children's Social Care & Probation & from the Adult Out of Court Disposal Pathways programme.

The initial programme has shown a shift in attitude / awareness for participants & no reported violence from the group who have completed the whole programme. A victim worker has been recruited & commenced in post & proved invaluable to focus on risk & safety of the victim.

Where perpetrators are still in a relationship Victim Support can offer a partner programme to the victim a positive way to continue victim engagement and ensure their safety.

Keep Safe

The Office of the Police and Crime Commissioner continues to develop and manage "Keep Safe" which is the crime prevention advice service available free of charge to all victims of crime and anti-social behaviour across Cumbria. Funding provided to the Constabulary also allows Crime Prevention Officers to have the option, where necessary, of offering home security equipment either to be fitted by housing providers, or if circumstances require equipment can be installed by our team of trained fitters at no cost to the service user.

For the financial year of 2021-22 Crime Prevention Officers have handled 522 cases, (456 female, 55 male, 11 general advice to housing providers) with security equipment being purchased and installed in 96 cases. The majority of all the cases handled this year were due to Domestic Abuse 62.8%, with 13.8% of cases due to fear or because of threats.

PCSOs have handled an additional 66 cases with over half of these cases being for the crime types of burglary offences, criminal damage and ASB. Dip samples are conducted monthly to ensure the victim is satisfied with the service they have received. Examples of responses:

Assessments conducted on 2 properties believed to be at risk. Products supplied including window restrictors and timer units. Referral also made to Fire Service:

"Thank you, this was very helpful." (During visit, comment was made that this is the 'kick-start' they needed to address security issues, some of which are very obvious a risk that they have put off doing)

"I am just waiting on Myspace fitting the light and bolt for the gate but that will be soon. Other work has been done and I'm really pleased. I do feel safer, thank you so much I really appreciate it. The Mailguard is good. I know Kevin Jones, he is a really lovely man and he did a good job with the window film". (Kevin is the fitter for south Cumbria, feedback passed on)

Drugs

Focusing on crime & the causes of crime the Commissioner seeks to develop projects & support policing activities which aim to prevent people from becoming involved in illicit drug taking and which target organised drug crime, including County Lines, to prevent the harm this has in local communities. Partnership working must be at the heart of any approach to county lines where we take responsibility for our part but also influence partners to take theirs. The 1CLIC (County Lines Informed Cumbria) model incorporates an innovative partnership approach between Cumbria Constabulary & The Well Communities

The link between the illicit drugs market and the harm caused to communities is well documented and evident in everyday policing. Drug misuse, addiction, consequential crime, threat and violence result in significant cost and demand on local health, social and criminal justice services plus personal cost to families and those individuals caught up in drugs misuse.

Together with robust enforcement activity, a dedicated drugs harm reduction approach was necessary that combines and maximises Police and Partnership knowledge, experience, and expertise to reduce harm, cost and demand as well as disrupting local illicit drugs market supply models.

Providing funds to The Well Communities to work closely in partnership with the Constabulary will address & target key local issues sited in public consultation as drug dealing & taking. The approach of 1CLIC deals with addiction, disrupts and diverts, signposts into recovery and takes enforcement action where appropriate.

The Women's Centre Outreach

The Women's Centre Outreach services increase accessibility in the South & North of the county.

Funding provided by the OPCC assisted to provide additional staff ensuring clients received contact within 24 hours & were available to support clients with multiple complex needs.

Funding allows for more one to one appointments, drop in session activities, small group activity support & good mental health & wellbeing support.

The Outreach can delivery programmes such as My Relationships & Me, Butterfly Group, or other such course dependent on the needs of the women.

In addition, caseworkers can refer to specialist support agencies as required.

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 OPCC'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.