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Our reference: JH/EIP

Date: 26 October 2022

AGENDA

TO: THE MEMBERS OF THE ETHCS AND INTEGRITY PANEL

CUMBRIA POLICE & CRIME COMMISSIONER AND CUMBRIA CONSTABULARY ETHICS AND INTEGRITY PANEL

A Meeting of the Ethics and Integrity Panel will take place on **Thursday 3 November 2022** at **2.00 pm** in **Conference Room 2**, Police Headquarters, Carleton Hall, Penrith.

G Shearer
Deputy 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 Headquarters building.

PANEL MEMBERSHIP

Mr Michael Duff
Mr Alan Rankin (Chair)
Mr Alex Rocke
Ms Jane Scattergood

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

Number	Agenda Item	Allocated Time
4.	NOTES OF THE PREVIOUS MEETING To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 31 August 2022 (copy enclosed).	
5.	ACTION SHEET: 1. A verbal update to be provided on the work carried out regarding Lost or Damaged Property – <i>to be presented by ACO Nancie Shackleton</i>	10 minutes
6.	CORPORATE UPDATE To receive a briefing from DCC Carden and OPCC Chief Executive Gill Shearer	15 minutes
7.	CIVIL CLAIMS 1. To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented. – <i>to be presented by Andrew Dobson, Head of Legal Services</i>	15 minutes

8.	<p>OFFICER & STAFF UPDATE</p> <p>To receive a report on the Constabulary's officer & staff establishment, recruitment and sickness/wellbeing - <i>to be presented by Stephen Kirkpatrick, Director of Corporate Support</i></p>	20 minutes
9.	<p>STAFF GRIEVANCES</p> <p>(i) To receive a report on Grievances against the Constabulary identifying any trends or issues - <i>to be presented by</i> (ii) Panel to provide feedback from their dip sample session</p>	15 minutes
10.	<p>CONSTABULARY'S CONSCIOUS INCLUSION ACCREDITATION PROGRAMME</p> <p>To receive a report on the Constabulary's Conscious Inclusion Accreditation Programme - <i>to be presented by ACO Shackleton</i></p>	10 minutes
11.	<p>INTEGRITY</p> <p>To receive a report on the work carried out within the Constabulary's Professional Standards Department, including Complaints by the Public; and Anti-Fraud & Corruption (including officer and staff misconduct) – <i>to be presented by Chief Inspector Hayley Wilkinson</i></p>	20 minutes
12.	<p>STOP AND SEARCH and USE OF FORCE CASE SAMPLING</p> <p>The Panel to provide feedback from the Stop and Search and Use of Force dip sample sessions.</p>	15 minutes
13.	<p>OPCC COMPLAINTS, COMPLAINT REVIEWS AND QSPI</p> <p>To receive and note reports regarding (i) OPCC Complaints & Reviews; and (ii) Quality of Service Issues received and work carried out <i>to be presented by the OPCC Deputy Chief Executive</i></p>	15 minutes
14.	<p>PANEL 2023 ANNUAL WORK PROGRAMME & MEETING DATES</p> <p>To consider and agree the Panel's annual work programme and meeting dates for 2022 - <i>To be presented by the OPCC Deputy Chief Executive</i></p>	15 minutes

Agenda Item No 04

ETHICS AND INTEGRITY PANEL

Notes of a meeting of the Ethics and Integrity Panel held on
Wednesday 31 August 2022 in Conference Room 2, Police Headquarters, Penrith at 9.30 am

PRESENT

Mr Alan Rankin (Chair)
Mr Michael Duff
Mr Alex Rocke
Ms Jane Scattergood

Also present:

Deputy Chief Constable – Rob Carden
T/Chief Superintendent Mick Bird
D/Superintendent Sally Blaiklock
Inspector Siraaz Patel
Communications Officer – Melanie Sale
A/Inspector Gaynor Taylor
Complaints and Misconduct Manager – Barry Bell
Data and Information Privacy Manager - Lesley Johnson
Inspector Lizzie Mitchell
OPCC Deputy Chief Executive – Gill Shearer
OPCC Governance Manager - Joanne Head

The Chair welcomed DCC Carden to the meeting following his appointment as Deputy Chief Constable. He and the other Panel members introduced themselves.

23. APOLOGIES FOR ABSENCE

No apologies for absence were received as all members were present

24. DISCLOSURE OF PERSONAL INTERESTS

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

25. URGENT BUSINESS

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

26. NOTES OF THE PREVIOUS MEETING

The notes of the meeting held on 27 May 2022 previously circulated with the agenda were agreed.

DCC Carden reported that ACO Nancie Shackleton had been called away and was unable to attend the meeting to provide an update on the work carried out regarding civil claims and retained property. DCC Carden advised that a peer review lost property is being carried out and this would be reported upon at the November meeting.

Agreed; that,
(i) the notes of the meeting held on 27 May 2022 were agreed; and
(ii) an update regarding civil claims and retained property be provided to the November meeting.

27. CORPORATE UPDATE

The Chief Executive provided an update to the Panel on work being carried out by the Commissioner and the OPCC, particularly in relation to Fire Governance. The process had commenced regarding how services will be delivered. Local Government Reform (LGR) added a different dimension to those who had a standalone Fire and Rescue Authority; and it was important to note that each organisation would have a separate budget. Some elements of work may be added to the Ethics Panel's remit in the future.

DCC Carden briefed the Panel on the Force Re-Structure which would take effect from 5 September 2022. This would see a change in the current split of the workforce to mirror LGR changes across the county; and a changed PDR system and performance framework. Along with other changes there would be a new shift pattern for officers with the main focus being on the wellbeing and welfare of officers and staff; and the ability for a dedicated training day.

The number of Chief Superintendents within the force had increased from 3 to 5 allowing a more portfolio structure and accountability. Promotion boards for Superintendent and Chief Inspector ranks would be held to identify new leaders within the force. Inspectors and above will take part in a full tour of duty every six months and attend a briefing once a week.

The Panel Chair asked what support was in place for new officers, especially where they were being supervised by supervision who were themselves young in service. The force recognised that being a tutor was in itself a specialist role to ensure new officers received the best training possible. Attrition rates for new officers was a concern nationally and from January onwards transferred officers would not be able to transfer from force to force.

AGREED; that the verbal reports be noted.

28. INTEGRITY

The Complaints and Misconduct Manager advised that there had been a significant increase in the number of complaints being received by the force which featured how officers were, or were being perceived, to carry out their role. This included poor investigations or not keeping victims and witnesses updated with some summary offences becoming statute barred. A number of new officers were dealing with increasing workloads and a programme of supported had been introduced. This included tutoring units being implemented in the West and being brought into the North and South of the county.

A discussion took place on use of force, handcuffing of detainees and their transportation to custody. Officers were trained to use different techniques to protect not only themselves but the detainee and members of the public.

With the increase in the number of complaints DCC Carden advised that the force would be introducing an improvement plan which would include prevention and organisational learning from the Professional Standards Department.

In addition, the number of conduct cases had also increased within the force, particularly with young in-service officers. PSD were taking a proactive lead on this looking at all aspects including a repeat officer process. The department was also becoming more visible within the force and taking a preventative approach.

T/Chief Superintendent Bird advised that work was being carried out on revamping the way information was to be reported to the Deputy Chief Constable and this would also be used to report to the Panel.

AGREED; that, the
(i) report be noted; and
(ii) reporting format for the Panel would be changed for the next meeting.

(Note: Mr Bell left the meeting at this point)

29. VIOLENCE AGAINST WOMEN AND GIRLS

D/Superintendent Blaiklock provided a presentation to the Panel on the work being carried out by the Constabulary. Officers and staff within the force had been appointed as VAWG champions to provide direction for support and to confirm its importance with their colleagues.

In response to a member's question, D/Superintendent Blaiklock advised that student officers received a presentation as part of their initial training and that VAWG was a vein that ran through other elements of training ensuring that all officers were being trained. Members were keen that future reports on the action plan contained details of the metrics; what was being achieved and whether it was making a difference within local communities.

AGREED; that,

- (i) the report be noted; and
- (ii) future reports on the action plan contained details of the metrics; what was being achieved and whether it was making a difference within local communities

(Note: D/Superintendent Blaiklock left the meeting at this point)

30. CONTACT WITH THE PUBLIC

Inspector Patel and Melanie Sale provided the Panel with an update on the Constabulary's Race and Inclusion Action Plan and work being carried out. International, national and local issues had helped to develop the action plan with stakeholders being brought in to deliver local actions.

In July 2020 the National Police Chief's Counsel (NPCC) had identified 5 key areas which would see a change in internal cultures and inclusivity also with communities. The Constabulary had carried out an internal and external consultation process and a cultural audit which HMICFRS had found that the work carried out illustrated an inclusive culture. A Positive Action strategy had enabled recruitment and retention from ethnic communities; and seen representation on local Independent Advisory Groups (IAG) providing local scrutiny. It was important to build on the work carried out to continue to build confidence, engage with communities and be sustainable going forward.

A member asked how the Constabulary proposed to measure the change Inspector Patel advised that through the retention and progression of officers and staff, partnership working and public consultation would assist in benchmarking performance and measuring success. An update on the action plan would be provided to the Panel in six months at their February meeting.

AGREED; that,
(i) the report be noted;
(ii) an update on the action plan be provided to the Panel in six months at their February 2023 meeting

31. STOP AND SEARCH

A/Inspector Taylor presented an annual report on the Constabulary's Stop and Search performance from 1 April 2021 to 31 March 2022. During the reporting period there had been two occasions when Section 60 of the Criminal Justice and Public Order Act 1994 had been authorised. These related to Appleby Horse Fair and an incident at Barrow in Furness. This authorisation allowed officers to stop and search a person without suspicion. Although legislation allowed the authorisation to be made by an Inspector, Cumbria were retaining it at Superintendent level.

The Panel provided feedback on the dip sample of stop and search cases they had carried out earlier that day. They advised that the searches themselves were being carried out really well, however the completion of the forms was not. A/Inspector Taylor advised that this was

something the Constabulary also recognised and looked at training from other forces. They were now introducing annual refresher training and as part of the 3-day personal safety training would include communication and de-escalation training. Work was also being carried out to make the completing of the stop and search report forms easier to use using the SHACKS mnemonic as a prompt.

A member commented that the use of dictation technology could assist the officers whilst out on the street. Peer supervision, particularly of young in-service officers, would develop and enhance good practices and promote the benefit of doing it well. DCC Carden advised that the use of stop and search would be promoted more within the force, especially to provide officers with the confidence to use it. Stop and Search was a key tool for proactive policing teams to help prevent and detect crimes within local communities and on a more national scale.

Members also advised that where they had viewed body worn video footage often the first 30 seconds had no sound therefore, they were unable to say whether or not the officer had fully identified themselves and the reason for the stop and search.

AGREED; that, the
(i) report be noted; and
(ii) dip sample feedback be received.

32. TASER / USE OF FORCE

Mr Paul Telford presented a report outlining the Constabulary's use of TASER from 1 April 2021 to 31 March 2022. In 95% of occasions whilst TASER may have been drawn it was not in fact discharged.

During the morning the Panel had carried out a dip sample of incidents where TASER had either been drawn or in fact discharged. As part of their feedback members advised that there was no record of the incidents being reviewed by supervision, especially for those cases where the TASER had been discharged. The Panel believed that a supervisors review should be carried out every time a TASER was discharged to ensure any issues or learning was identified; and they recommended that this should happen as a matter of course. DCC Carden assured the members that such a process would be implemented.

AGREED; that,
(i) the report and feedback be noted; and
(ii) after each incident where a TASER has been discharged a supervisor review the incident to identify any issues or learning for individual officers or the Constabulary.

33. CONSTABULARY INFORMATION MANAGEMENT COMPLIANCE

Mrs Johnson presented a report which detailed the Constabulary's compliance with information management requirements. Previous reports had identified an issue with the

Constabulary being able to respond to Freedom of Information and Subject Access requests within the required timescales. Mrs Johnson reported that there was additional staffing in the department which meant they were now managing to meet the timescales.

A member asked whether publishing information on the Constabulary's website would prevent as many requests being received. She advised that sometimes this could have the opposite effect and that the Constabulary were currently working on a publication scheme. The Panel asked that an update on this work be provided in the next report.

AGREED; that,
 (i) the report be noted; and
 (ii) they be provided with an update on the publication scheme as part of their next report.

34. OPCC INFORMATION MANAGEMENT COMPLIANCE

The Governance Manager guided members through the OPCC Information Management Compliance report which had been circulated to the Panel prior to the meeting. It was noted that on average half of the Freedom of Information requests received were in fact for the Constabulary to deal with.

There had been an increase in the number of Subject Access Requests received in the first seven months of 2022, however only 1 was for the OPCC to deal with. There had been no appeals made to the Information Commissioner's Office and no data breaches had been identified.

AGREED; that, the report be noted.

35. FORWARD WORK PLAN

There was a discussion on the work the Panel would carry out prior to their next meeting in November. As part of their complaint and misconduct dip sample sessions they would also review cases which involved young in-service officers. It was also agreed that they would carry out a thematic session within the Comms Centre in relation to 101 call handling.

Work would be carried out to develop the 2023 work programme and a draft would be presented to the Panel at the November meeting.

AGREED; that the Panel carry out the above dip sample and thematic sessions.

Meeting ended at 4:50 pm

Signed: _____
 Panel Chair

Date: _____



Agenda Item 05

Ethics and Integrity Panel

Cumbria Constabulary Property System - Situation Report

1) Background

There are significant issues with the current arrangements the constabulary has for property. Cumbria Constabulary has separate processes for dealing with seized property and found property. There are four main property stores that are at the four designated police stations. There is also a store at HQ linked to Scientific Support. There are two further temporary property stores. One at Whitehaven and one at Penrith.

Up until 2012, the seized property process was paper based. The current electronic process improved the situation and it went live in 2012 for seized property with a staged rollout. This process uses the constabulary's intranet site called Sharepoint to record and manage seized property. The found property processes went live electronically in 2015. Overall, the processes the constabulary use are adequate but there are also significant risks in the current system. The central Front Counter Team Leader oversees all the front counter staff, the work they do with property and the property system. This central, rather than local, approach is intended to drive consistency.

A front counter review is ongoing that is just about to start formal consultation. The review has identified efficiencies and spare capacity within the front counter team. As a result, the constabulary is working up proposals to create 4 property assistant roles, that are cost neutral, to facilitate the management of the seized and found property processes.

2) Volume

The volume of items that have been seized or found is listed below:

Year	No of Seized Items	No of Found Items	No of Items still being stored Seized / Found
2012	8072	-	433
2013	10748	-	685
2014	7907	-	380
2015	8936	1137	815/8
2016	7839	1169	956/38
2017	9349	1200	1254/52
2018	9945	1189	2130/69
2019	9678	1163	3096/99
2020	9431	923	4421/94
2021	9263	989	5246/125

Without doing a full review, the exact reasons why the constabulary has retained some property for so long is not known. A lot of the legacy property relates to serious criminal cases where CPIA guidelines are being followed correctly around storing exhibits relating to investigations where long custodial sentences have been given. However, it is likely that a lot of property is being retained for unnecessarily long periods of time.

3) What works well

- Consistent levels of demand relating to property.
- System is well embedded.
- Comparatively few civil claims made against police – 15 – 20 per year or 0.2%.
- Have not lost a major court case as a result of current property system eg no losses.
- A new system using Mark43 is being designed to significantly improve the current arrangements – with an aspiration to implement the use of bar codes – Autumn 2024.
- Central approach to managing the system drives consistency.

4) Risks and issues with the current system

- System not secure – anyone can access and read all entries.
- Limited governance arrangements
- Unnecessarily long retention period in some cases
- The sharepoint process is very resource intensive to manage.
- Go-Live for Mark 43 is not expected until Autumn 2024.
- Do not have dedicated resources to manage the system currently.
- The processes are basic. We do not use barcodes.
- Arrangements for storing and dealing with frozen exhibits creates risks *
- The constabulary is not efficient at disposing or returning property – see table above.**
- In a lot of cases, property is stored unnecessarily for years longer that it needs to be.
- Searching functions are not reliable.
- Currently do not have dedicated resources to manage the property system.
- Completely separate process for storing electronic data.
- ISO accreditation needs to be clarified and potentially embedded.

* The vast majority of seized property that needs to be frozen is stored in domestic freezers in the area property stores. These freezers do not have a low enough temperature for long term storage. After six months, the risk is exhibits start to degrade. Some freezers are that full, they held shut with parcel tape. When demand exceeds capacity the constabulary procures another domestic freezer. The retrieval process for property, including frozen exhibits is currently via the front counter staff being contacted to retrieve the property on behalf of the officer in the case. There are potential efficiencies to be made once the property assistants have started and 'weeded' all stores of the unnecessarily retained property.

** The responsibility for disposing of property appropriately remains with the officer in the case or the officer who has seized it. However, the scrutiny around this needs to be tightened up – as per expectations set out a below in s.5 – so officers are held to account for this responsibility.

5) ISO Accreditation

The requirements around ISO accreditations are unknown at this stage. The national forensic body has recently announced requirements around CSI. Until the same body make announcements about custody suites and property stores, we do not know what the ISO accreditation requirements for property stores and property assistants will be. If something is announced, it will be reviewed immediately as part of the formal consultation and the necessary measures will be put in place.

6) Governance of Property Management and Systems

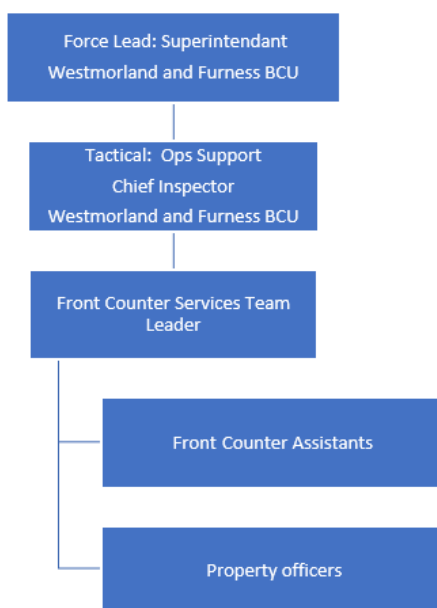
The governance and scrutiny of the property arrangements are as follows:

The current governance arrangements around property appear limited. The front counter Team Leader continuously audits property and they have worked with the FMIT DI on new governance arrangements around freezers.

It would be expected that there should be regular oversight and scrutiny meetings regarding property. There should be a bi-monthly forcewide tactical meeting that is chaired by the senior lead who has the 'Property & Evidence' portfolio. This would then feed into the new Ops Board structure to provide strategic governance. Under this high-level meeting, the expectation would be that the new BCU Chief Inspector for Ops Support provides monthly local operational governance and scrutiny through local performance meetings with the BCU Inspectors around this key process. The BCU Chief Inspectors would then report into the forcewide tactical meeting and be held account. The BIU could take property as a thematic area to analyse for a period of time and provide data for the chief Inspectors to use.

- Property Handling Policy – can be found [here](#)
- Property Standard Operating Procedures - can be found [here](#)
- Good practice guide for Seizure of Computers – can be found [here](#)
- Seizure of Firearms, Shotguns and Ammunition Procedure – can be found [here](#)

As of the 5th September this will be the governance structure for property. A formal review of the resourcing for the current property system has started.



7) Next Steps

There is a lot of work ongoing or planned to happen around how we deal with property:

- I. Awaiting national clarity on ISO accreditation implications for property stores - Autumn 2022.
- II. Continue and complete review of the resourcing arrangements for the property stores.
- III. New portfolio holder for property and evidence management starts on 5th September – to conduct a full review of the property store arrangements.
- IV. New portfolios holder to review governance structures and identify mitigation for risks identified above
- V. Work with peer review team from Humberside to identify learning, risks and best practice and then introduce measures will happen w/c 29th August 2022.

Absence Data as at 30 September 2022

Ethics & Integrity Panel Nov 2022

All Absences

% of Employees Absent as at Month End					
Month	2018	2019	2020	2021	2022
Jan		3.3%	3.6%	3.4%	4.3%
Feb		4.3%	3.0%	3.2%	4.2%
Mar		4.4%	4.9%	2.7%	5.4%
Apr	3.4%	4.3%	2.8%	2.4%	2.8%
May	2.9%	3.8%	2.5%	2.3%	3.5%
Jun	2.7%	3.8%	2.3%	4.0%	3.6%
Jul	3.1%	4.1%	2.5%	3.2%	4.0%
Aug	3.1%	4.0%	2.3%	3.5%	3.4%
Sep	3.4%	4.1%	3.5%	4.2%	3.7%
Oct	4.0%	4.6%	2.9%	3.7%	
Nov	3.8%	4.6%	3.6%	3.9%	
Dec	4.2%	4.8%	3.4%	6.1%	

Covid - 19 Absence Removed					
Month	2018	2019	2020	2021	2022
Jan		3.3%	3.6%	2.6%	3.2%
Feb		4.3%	3.0%	2.8%	3.3%
Mar		4.4%	3.4%	2.2%	3.3%
Apr	3.4%	4.3%	2.4%	2.3%	2.4%
May	2.9%	3.8%	2.4%	2.2%	3.3%
Jun	2.7%	3.8%	2.3%	2.5%	2.9%
Jul	3.1%	4.1%	2.4%	2.7%	3.8%
Aug	3.1%	4.0%	2.2%	2.7%	3.4%
Sep	3.4%	4.1%	3.4%	3.2%	3.5%
Oct	4.0%	4.6%	2.9%	3.0%	
Nov	3.8%	4.6%	3.3%	3.5%	
Dec	4.2%	4.8%	2.6%	2.9%	

Covid - 19 Sickness Absence			
Month	2020	2021	2022
Jan		0.8%	1.1%
Feb		0.4%	0.9%
Mar	1.5%	0.5%	2.1%
Apr	0.4%	0.1%	0.4%
May	0.0%	0.1%	0.2%
Jun	0.1%	1.5%	0.6%
Jul	0.0%	0.5%	0.2%
Aug	0.0%	0.8%	0.0%
Sep	0.1%	1.0%	0.2%
Oct	0.0%	0.7%	
Nov	0.3%	0.3%	
Dec	0.8%	3.2%	

Police Officer Absences only

% of Employees Absent as at Month End					
Month	2018	2019	2020	2021	2022
Jan		3.4%	3.6%	3.6%	4.5%
Feb		4.2%	3.1%	3.9%	4.5%
Mar		4.8%	4.6%	3.0%	5.3%
Apr	2.6%	4.1%	3.1%	2.8%	2.8%
May	2.5%	4.2%	2.6%	2.7%	3.2%
Jun	2.5%	4.0%	2.8%	4.9%	3.1%
Jul	3.5%	3.8%	3.2%	3.9%	4.3%
Aug	3.4%	4.1%	2.9%	4.0%	3.3%
Sep	3.5%	4.3%	3.8%	4.1%	3.9%
Oct	3.9%	4.6%	2.9%	3.7%	
Nov	4.2%	4.6%	3.5%	4.2%	
Dec	4.8%	5.2%	3.6%	6.6%	

Covid - 19 Absence Removed					
Month	2018	2019	2020	2021	2022
Jan		3.4%	3.6%	2.8%	3.3%
Feb		4.2%	3.1%	3.7%	3.4%
Mar		4.8%	3.2%	2.6%	3.1%
Apr	2.6%	4.1%	2.7%	2.6%	2.4%
May	2.5%	4.2%	2.6%	2.5%	2.9%
Jun	2.5%	4.0%	2.7%	3.1%	2.5%
Jul	3.5%	3.8%	3.1%	3.3%	4.0%
Aug	3.4%	4.1%	2.8%	3.2%	3.3%
Sep	3.5%	4.3%	3.8%	3.2%	3.9%
Oct	3.9%	4.6%	2.9%	2.8%	
Nov	4.2%	4.6%	3.3%	3.8%	
Dec	4.8%	5.2%	2.4%	3.1%	

Covid - 19 Sickness Absence			
Month	2020	2021	2022
Jan		0.9%	1.2%
Feb		0.2%	1.1%
Mar	1.4%	0.4%	2.2%
Apr	0.3%	0.2%	0.4%
May		0.2%	0.2%
Jun	0.1%	1.8%	0.5%
Jul	0.1%	0.6%	0.2%
Aug	0.1%	0.8%	
Sep	0.1%	0.9%	
Oct	0.1%	0.8%	
Nov	0.2%	0.4%	
Dec	1.2%	3.5%	

Police Staff Absences Only – excluding PCSO

% of Employees Absent as at Month End					
Month	2018	2019	2020	2021	2022
Jan		3.1%	3.3%	2.9%	3.8%
Feb		4.2%	2.7%	1.9%	3.7%
Mar		3.5%	5.2%	2.3%	5.2%
Apr	4.7%	4.4%	2.6%	1.6%	2.8%
May	3.4%	3.2%	2.4%	1.6%	3.9%
Jun	3.1%	3.5%	1.9%	2.5%	4.0%
Jul	2.5%	4.7%	1.5%	2.0%	3.4%
Aug	3.0%	3.7%	1.5%	2.4%	3.3%
Sep	3.6%	3.8%	3.2%	4.1%	3.2%
Oct	4.4%	4.6%	2.9%	3.6%	
Nov	3.4%	4.3%	3.6%	3.2%	
Dec	3.2%	3.9%	2.9%	5.6%	

Covid - 19 Absence Removed					
Month	2018	2019	2020	2021	2022
Jan		3.1%	3.3%	2.1%	3.1%
Feb		4.2%	2.7%	1.2%	3.0%
Mar		3.5%	3.7%	1.6%	3.3%
Apr	4.7%	4.4%	2.0%	1.5%	2.3%
May	3.4%	3.2%	2.3%	1.5%	3.7%
Jun	3.1%	3.5%	1.7%	1.6%	3.4%
Jul	2.5%	4.7%	1.5%	1.8%	3.2%
Aug	3.0%	3.7%	1.5%	1.7%	3.2%
Sep	3.6%	3.8%	3.0%	3.2%	2.6%
Oct	4.4%	4.6%	2.9%	3.2%	
Nov	3.4%	4.3%	3.2%	2.9%	
Dec	3.2%	3.9%	2.8%	2.8%	

Covid - 19 Sickness Absence			
Month	2020	2021	2022
Jan		0.8%	0.8%
Feb		0.7%	0.7%
Mar	1.5%	0.7%	2.0%
Apr	0.7%	0.1%	0.5%
May	0.1%	0.1%	0.1%
Jun	0.1%	0.9%	0.6%
Jul		0.3%	0.3%
Aug		0.7%	0.1%
Sep	0.1%	0.9%	0.6%
Oct		0.4%	
Nov	0.4%	0.3%	
Dec	0.1%	2.8%	

Updates

Top 5 absence types:

The top 5 absence types for 12 months to the end of Sept 22 (excluding unknown / not disclosed).

1. Covid 19
2. Psychological Disorder
3. Miscellaneous
4. Cough and Cold
5. Headaches.

See graphical representation on next page.

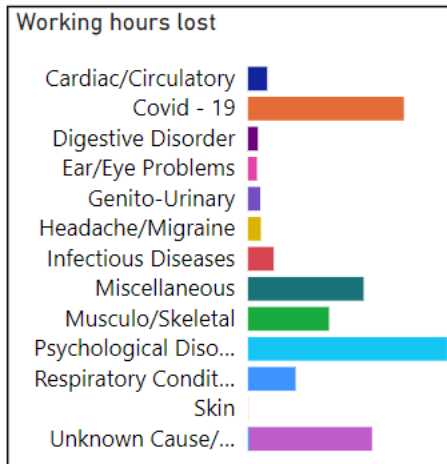
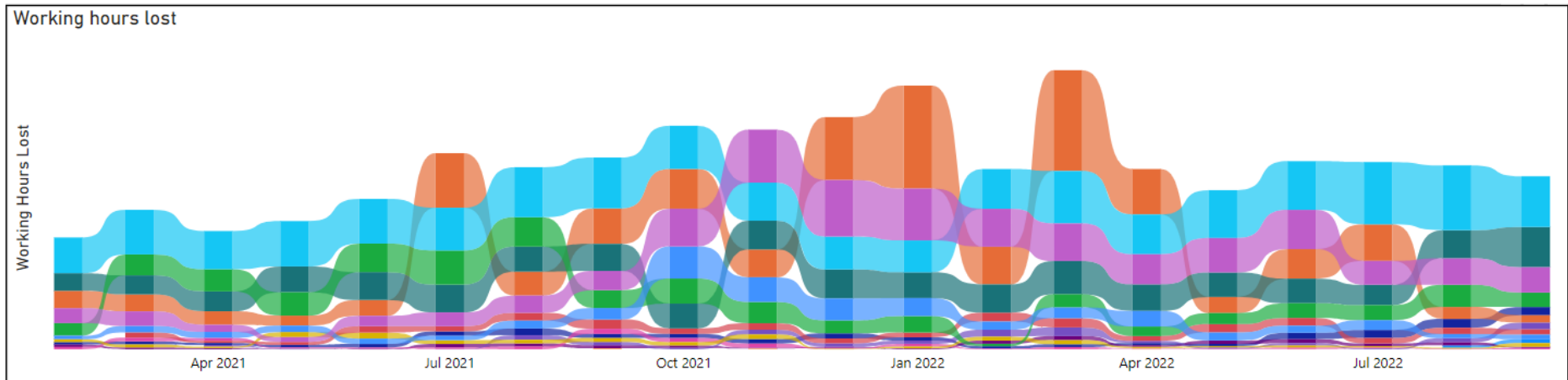
- OH have seen an increase in management referrals in relation to stress related absences (28 work related mental health / 62 welfare concerns).
- Managers signposted to complete stress risk assessment in all cases, advised in Attendance support Policy, signposted in Long Term Sick email from HR (early intervention email) and OH page updated.
- Signpost to the Inclusion Hub which has a variety of tools to assist wellbeing.
- Management referrals to OH.
- Updated guidance on neurodiverse conditions.
- Case conferences with key stakeholders include the individual, OH, HR and staff associations to enable support to be discussed.
- Officers make up the higher % of psychological absences.
- Further review of 'unknown / not disclosed' and miscellaneous required.

Length of Service:

Information regarding length of service of officers who are absent as at the end of September was requested at the last panel meeting.

The officers range from 9 month service being the least and the highest officer with service of 25 years and 8 months for the end of September 2022.

Summary of working hours lost by absence type:



Ethics and Integrity Panel – November 2022



Agenda Item No 8

Officer & Staff Update:

Update on Police Officer Recruitment

- Uplift Headcount Target for 31.03.22 = 1368
 - Current Headcount (17.10.22) = 1283
 - Due to start =
 - Oct 2022 = 26 DHEP & Pre joiner plus 2 transferees
 - Nov 2022 = 16 DHEP DC plus 6 transferees
 - Dec 2022 = 30 IPLDP plus 8 transferees
 - Jan 2023 = 24 PDCA
 - Mar 2023 = 18 IPDLP &
- Total = 166 (150 New recruits Police Officers and 16 Transferees)
- Forecast Headcount = We have forecasted 15 head count either side of the figure 1368 - Please note final number subject to change and successful completion of recruitment process by candidates. If numbers are appearing too high intakes will be amended accordingly.

ACTION:

- (i) Update on IPLDP route - as per above, the first intake is due in December 2022, another in March 2023, there are currently 141 in the pipeline.

Current Officer Establishment: *

Budget: 1334
FTE: 1264.64
Headcount: 1283

**This data does not include those on career breaks or secondments*

Current Staff Establishment: *

Budget: 677.83 (does not include externally funded posts)
FTE: 631.75 (includes staff in externally funded posts)
Headcount: 731 (includes staff in externally funded posts)

**This data does not include those on career breaks or secondments*

Current PCSO Establishment:

Budget: 60
FTE: 60.24
Headcount: 65

Weekly Uplift Update – WC 17.10.22

Target Headcount 2022/23 = 1368

Uplift analysis	
Headcount	1284
Due to start Intake	150
Possible transferee / Sec	16
Due to retire	-13
Second out	0
Resignations predicted	-20
Transfers out predicted	-18
Total	1399
Target	1368
Variance	31
Overshoot Target (+ 15)	1383
Variance	16

Intakes (exc Transferees)			
	Intake	Offered	Accepted
October (DHEP 19 – PPD 7)	26	26	26
November (DHEP DC)	16	0	0
December (IPLDP)	30	0	0
January (PCDA)	24	0	0
March (1x24 DHEP, 1x30 IPLDP)	54	0	0
Total required	150	26	26

General Updates:

- IPLDP interviews underway, some in lieu of assessment results to ensure timely progression
- Confirmation Cumbria profiling of 1:7 for applications was correct
- Retention strategy in development
- DHEP and PPD intakes now merged in October for more applications
- DHEP DC interviews complete - loss of candidates at last stages means back to original 16
- Transferee advert remains live for all ranks up to Supt – do we want to review higher ranks following completion of promotion processes?

Pipeline = 349

Stage	DHEP DC	DHEP	PCDA	PPD	IPLDP
Internal					
Web applicant/screening	0	7	51	0	48
Successful after shortlisting	0	0	0	0	2
National					
National Sift	0	16	10	0	21
Successful after National Sift	0	4	7	1	16
To attend online Assessment – 29 Sept	0	2	7	0	6
Internal					
Invite to Interview	0	15	7	0	31
Conditional offer	1	1	0	0	15
Awaiting check results - medical and vetting	15	4	6	0	1
Awaiting intake - provisional offer	2	20	22	7	4
Total number in route "Live"	18	69	110	8	144

Transferee pipeline in (live) = 36

Possible Transferees out = 18 (some will now have resigned)

Stage	Number
Appoint	8
Conditional Offer (checks underway)	20
Interview pending	3
Invite to interview	4
Shortlisting	1
Transferred	5
Unsuccessful after interview / checks	10
Unsuccessful after shortlisting	1
Withdrawn	8
Grand Total	60

Constabulary Report to OPCC



Agenda Item No 09

TITLE OF REPORT: Constabulary Grievances

DATE OF MEETING: 3 November 2022

ORIGINATING OFFICER: Diane Johnson - HR Manager

PART 1 or PART 2 PAPER: PART 1 (OPEN)

Executive Summary:

The report provides a position overview in respect of ongoing, finalised and newly submitted grievances for the period 01 April 2022 to 31 October 2022.

The last report was May 2022.

Recommendation:

- That the Ethics and Integrity Panel note the report.

MAIN SECTION

1. Introduction and Background

- 1.1 The attached Grievance Statistics Report shows the number of grievances lodged during the period 01 April 2022 up until 31 October 2022, together with a summary of ongoing and finalised cases within the reference period.
- 1.2 Included in the report is an overview of the characteristics of those lodging grievances. The report identifies the gender and race of those submitting grievances as well as an overview as to the nature of the grievance. In addition, statistics relating to whether the aggrieved is a police officer or member of staff and whether the grievance relates to alleged discrimination have been included.
- 1.3 Summary position is as follows:
 - 7 grievances were ongoing during the reference period and there were no new grievances lodged in this reporting period.
 - 5 remain outstanding at the end of the reporting period.
 - Some issues raised relate to dissatisfaction regarding perceived less favourable treatment from a staff member and an officer. 3 were in relation to interpretation of Terms & Conditions and 2 in relation to queries concerning job profiles linked to potential redundancy.
 - Grievances dealt with during this period are approximately 80% male and 20% female; with one being a collective grievance relating to both male and female and the majority are from a white, British ethnicity with one unknown. The data from the collective grievance is not contained within the %.

2. Issues for Consideration

2.1 Drivers for Change

Links to Police & Crime Plan and priorities; legal requirement; efficiency requirement; improvement.

- There is an emerging theme surrounding the interpretation of Police Staff Terms & Conditions. 1 ongoing (2 people) was heard at an Employment Tribunal and the other is the collective grievance.
- The claimants were successful in their ET regarding interpretation of Terms & Conditions.

3. Financial Implications and Comments

Budget implications – one off and/or on-going costs, savings, growth, capital and revenue.

3.1 Please see Risk and Equality Implications

4. Legal Implications and Comments

Including advice received.

4.1 Please see Risk and Equality Implications

5. Risk Implications

Including any mitigating actions that can be taken.

- 5.1 With any complaint which is potentially linked to the employment relationship there is the risk of employment tribunal or judicial review should the matter not be resolved. 3 cases are currently being dealt with by the Constabulary's Legal Department with 1

progressing to an Employment Tribunal. These are relating to less favourable treatment and interpretation of Terms & Conditions.

- 5.2 Through working in partnership with Unison and the Federation the aim is to continue to avoid formal proceedings and resolve issues in an informal manner to the satisfaction of all parties. The new Grievance procedure clearly identifies the informal and formal stages.
- 5.3 Specific items impacting on equality are raised through the Diversity and Inclusion Group (DIG) to ascertain if there are any issues that the Constabulary should be dealing with. At this time no issues have been raised.
- 5.4 1 case is referred to an external legal process in relation to Disability Discrimination. No further information can be provided at this time as it is ongoing.
- 5.5 1 case with 2 staff members progressed to an Employment Tribunal.
- 5.6 The HR Department will continue to meet with the Federation and Unison when necessary to discuss issues that are emerging and look to informally resolve them prior to a formal grievance being submitted. The Constabulary proactively engages to address concerns.

6. HR / Equality Implications and Comments

Including any actions arising from Equality Assessment.

- 6.1 HR and Legal Services will be reviewing the judgement of any Employment Tribunal cases to identify any lesson to be learned with a view to appropriate dissemination within the Constabulary.
- 6.2 The internal pool of accredited mediators is available for utilisation through the Constabulary Mediation Scheme.

7. Supplementary Information

7.1 List any relevant documents and attach to report

Such as Business Cases, Equality Assessments, PIDs, Media Strategy.

- Appendix 1 - Grievance Data for the reference period



Agenda Item No 10

Ethics and Integrity Panel (03 Nov 2022)

Briefing Note - *An Update on the Constabulary's Conscious Inclusion Accreditation Programme*

Heading

1. To provide a written update to attendees on the Conscious Inclusion Accreditation Programme and how this works interfaces with the National Police Chief's Council Police Race Action Plan (PRAP)

2. Background

2.1 It is several years since Cumbria Constabulary staff underwent any comprehensive training around equality, diversity and Inclusion (ED&I), aside from a short e-learning package on unconscious bias.

2.2 With the introduction of the Inclusion Hub in early 2020, the uptake has highlighted that there is a gap within the organisation around inclusion. The inclusion Hub has been very well received.

2.3 Currently the L & D department is working hard to deliver against the national Uplift programme (Op Uplift is 20,000 additional police officers) and there is limited capacity within force to deliver any further inclusion training, on top of business as usual requirements and the uplift in student officers.

2.4 To train every employee has been estimated internally, with approx. 3-4 trainers required to research, design the course and deliver, with an associated financial internal estimate of £120k (approx.).

2.5 During the recent periods of significant change (Op Uplift abstractions, LGR, shift pattern changes) it would also have been challenging from a logistical perspective to abstract staff to attend further training on top of business as usual/mandatory training.

2.6 Bench marking has been undertaken with other forces, such as Hampshire Constabulary, who have commissioned bespoke inclusion training through a specialist company.

2.7 The benefit of a specialist company is that they have the bespoke skill, experience and latest materials to deliver a meaningful product. A paper was submitted to Chief Officer Group in 2021, requesting approval to look at external providers for inclusion training. Indicative costs were circa £120k for the Programme for 200+ delegates only.

An on line training pilot was delivered in Feb 2022 (virtually) and feedback from delegates was a preference for face to face delivery.

2.8 Cumbria Constabulary has also been involved in a National Pilot led by Durham Constabulary (Oct 2021), in conjunction with Durham University and the NPCC Ushaw College on Leadership and Inclusion. Feedback from attendees was that the course would not meet the aims and objectives of Cumbria Constabulary, in respect of inclusion, as the course was more centred around leadership (attendees were Insp Patel and Sgt Gaynor Taylor).

2.9 In addition to the above former DCC webster and T/ACC Jackson commissioned (June 2021) Anti-Racist Cumbria (ARC) to undertake a review/cultural audit to underpin the design and development of an Inclusion and Racial Equality Plan (IREP) and to identify any racial disparity and racist behaviour within the Constabulary. The findings from this review were initially presented in Dec 2021 and formalised in a report in May 2022. ARC were also tasked with creating an anti-racist plan for all employees of Cumbria Constabulary. The creation of the plan aligns with the NPCC Race Action Plan, and addresses the core change that UK Policing aims to implement over the coming years.

2.10 The ARC proposal includes 5 modules for delivery cost of approx. £265k:

- i. Module 1 – The History of Policing Black People in the UK
- ii. Module 2 – Not racist vs Anti racist
- iii. Module 3 – Cultural & racist trauma sensitivity
- iv. Module 4 – Introduction to building anti-racist muscle memory
- v. Module 5 – Review and reflect

2.11 In addition to the above, the NPCC Race Action Plan was published (May 2022) and has been developed jointly with the College of Policing with input from stakeholders (Black Police Association, Independent Scrutiny and Oversight Board and Association of Police and Crime Commissioners). The Plan sets out a series of actions to achieve internal and external culture change. Baroness Abimola Johnson will scrutinise progress against the plan and the approach to delivery. **An updated version of the plan will be published in December 2022**, which will contain further delivery detail.

2.12 Within the PRAP there are 63 recommendations in total of which 17 have been prioritised, structured under 5 commitments and against four pillars:

COMMITMENTS

- i. Zero tolerance of racism in policing – at a personal and interpersonal level, force level and national level.
- ii. Policing will adopt an “explain or reform” approach to address the negative impact and outcomes experienced by Black communities
- iii. Policing will ensure that officers and staff understand the history of policing Black communities and the ongoing impact and trauma of disproportionality
- iv. The development of representative workforce
- v. Policing will increase the involvement of Black communities in its work and improve support to Black victims of crime.

PILLARS

- I. Black people and communities are properly represented
- II. Black people and communities are respected and treated in a fair and equitable way (*Cumbria is an ice breaker force*)
- III. Black people and communities are routinely involved in the governance of policing
- IV. Black people are protected and properly supported as victims of crime and as vulnerable groups.

2.13 There are 30 forces who are seen as Ice Breaker forces. Cumbria Constabulary is an ice breaker force in two priority workstreams, which are mapped against the 4 pillars:

2.14 The specific Ice Breaker areas for Cumbria are:

- Develop a fair and equitable misconduct and complaints process from initial assessment through to investigation and outcome. This will minimise the racial disparity that Black officers and staff face in the disciplinary process.
- Consultation has taken place around the ADR return for 2023/24. Use of force recording within ADR150 Stop and Search is considered a wider data collection opportunity. Icebreaker forces will voluntarily adopt additional recording before any ADR mandation is sought. COM-B UCL framework identified and taser research conducted.

2.15 Whilst these are only 2 of the 17 areas identified above, it is the intention of the Constabulary to monitor progress against all 17 of the initial recommendations, where possible (subject to access to other forces' materials).

2.16 Criticism of policing has focussed on the lack of action versus prolonged discussion on the topic of racism. As such, there is a need to demonstrate tangible action. The Chief Constable has allocated ACO Shackleton to lead this piece of work on behalf of Chief Officers and the Constabulary.

3. Next Steps

3.1 Meeting with ARC and the Constabulary (ACO Shackleton and C/Supt Hogan) on 15th November to discuss commission of Module 1 (refer to 2.10) and associated costings/timings.

3.2 ACO Shackleton to have the entirety of the 63 NPCC recommendations self-assessed and RAG rated (by Dec 31 2022)

3.3 ACO Shackleton to review the resource base to support this work stream in conjunction with CC Skeer (currently underway and a police rejoiner officer has potential skills match for this area work).

3.4 Meeting for existing internal resource team on 02 Nov 2022 to allocate work areas.

3.5 ACO Shackleton to progress action plan priorities (2) initially whilst assessing progress against the remaining 15 areas via national working group (on going)

3.6 . ACO Shackleton to review NPCC revised PRAP when released in Dec 2022 with recommendation for action (by Feb 2023)

Consultation

Chief Officers, C./Supt Hogan, Insp Patel and Sarah Dimmock

Recommendations

- If action against the NPCC PRAP is progressed, this will by its nature improve inclusion also.
- ACO Shackleton to regularly update progress against the PRAP to the Board
- Any further work surrounding inclusion is paused pending progression of the PRAP revised version expected Dec 2022.
- ARC to undertake Module 1 work to educate colleagues on the history of the Black community with policing.

4. Other useful information

- Each of the 4 pillars has been assigned a national Chief Officer lead to drive progression.
- Guidance on the action required for each pillar is awaited from both the national Leads and the College of Policing.
- In the interim, the ARC (Module 1) will be progressed, as per 2.10.

END.



Professional Standards Department
Ethics and Integrity Panel Report
2022/2023 Q2

October 2022

T/DCI Hayley Wilkinson – Head of Professional Standards
Tracy Caldwell – Force Intelligence Analyst, Anti-Corruption Unit

OFFICIAL – SENSITIVE

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

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This report combines three areas dealt with by Professional Standards Department: Public Complaints, Conduct, and Anti-Corruption Unit Intelligence.

Public Complaints and Conduct are assessed under the Police (Complaints and Misconduct) Regulations 2020 and Police (Conduct) Regulations 2020.

Conduct is reviewed in relation to Standards of Professional Behaviour as defined within the Code of Ethics:

Honesty and Integrity
Authority/ Respect/ Courtesy
Equality and Diversity
Use of Force
Orders and Instructions

Duties and Responsibilities
Confidentiality
Fitness for duty
Discreditable Conduct
Challenging and Reporting Improper Conduct

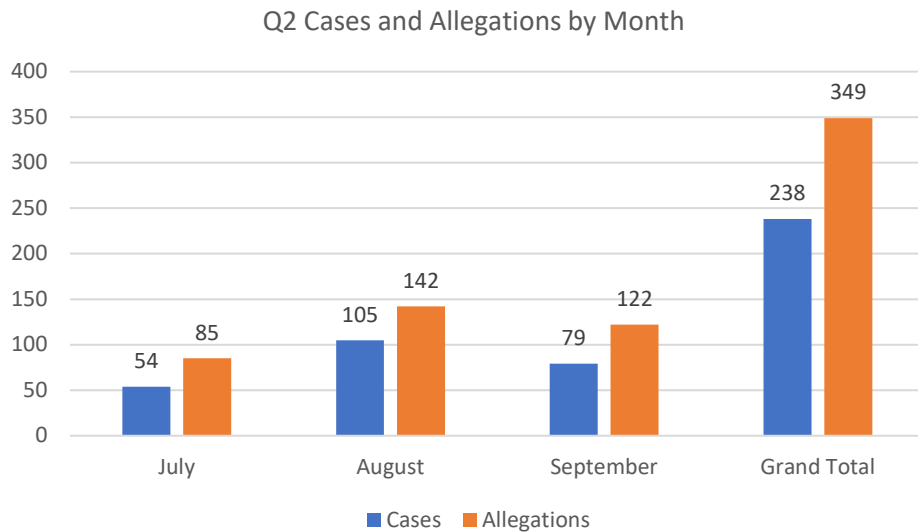
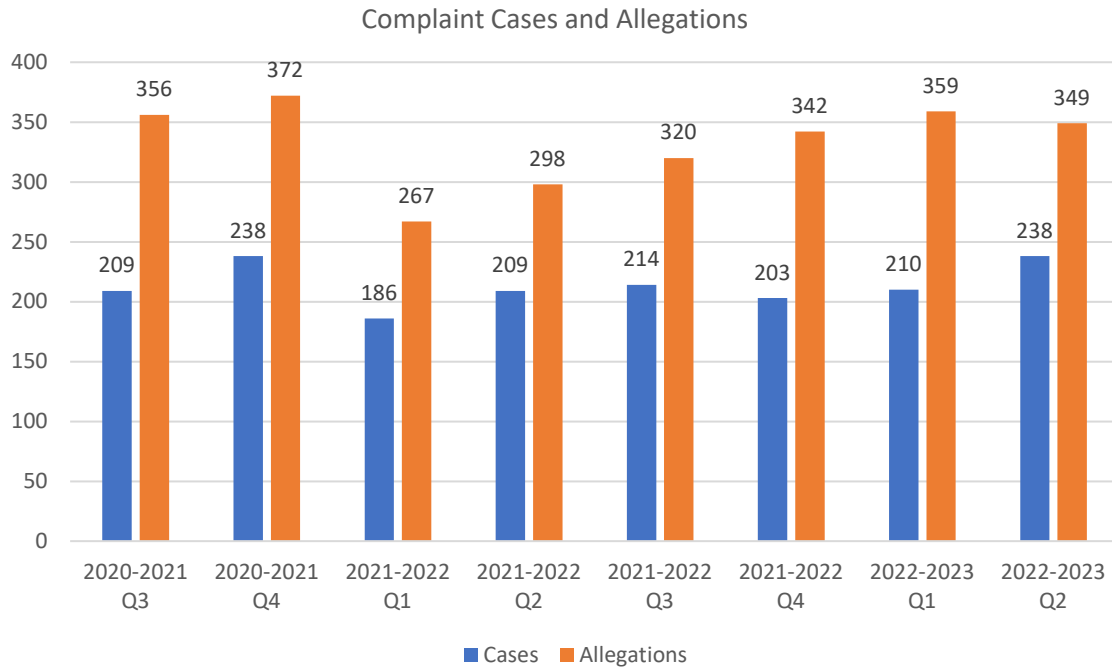
This report covers 2022/2023 Quarter 2 (Q2), 01/07/2022 to 30/09/2022. Figures in this report are correct as of 07/10/22.

Conduct, Anti-Corruption Unit Intelligence, and certain commentary within the Public Complaints sections are not for publication. Please consult with the Head of Professional Standards prior to publishing any of the contents of this report.

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

Unless otherwise stated, the below sections relate to allegations recorded within a given quarter and added to a case which has been logged/recorded in the same quarter. They do not include allegations which have been logged/recorded but added to an earlier quarter's case, e.g., allegation recorded in Q4 but added to a Q3 case; this is to allow more like for like comparisons between quarters.

Public Complaints

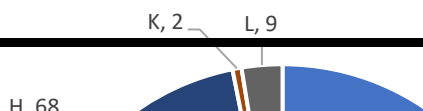


Complaint cases have increased in Q2 when compared to Q1 2022/23. This is in line with an increase in incident logs (5.17%), a slight increase in crimes recorded (1.67%) and a slight increase in attendees in Custody (including voluntary attendees) (0.62%).

There has been a slow increase in Allegations over the last four Quarters, however a slight decrease in Allegations (-2.79%) has been seen in Q2 when compared to Q1.

Complaint Allegations

Complaint Allegations by Complaint Group - Q2



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

The predominant Complaint Group in Q2 is Group A, *Delivery of service and duties*. This Group has, within previous Quarters, featured as the highest Type Group, however, there has been a slight decrease of 7.27% (165 to 153) in Q2 when compared to Q1. 73.2% of these Group A Allegations are A1, *Police Action following contact*.

Type	Q4	Q1	Q2
A	140	165	153

Secondly is Group B, *Police powers, policies, and procedures*, however this Group has seen a decrease of 8.64% (81 to 74) in Q2 when compared to Q1.

Type	Q4	Q1	Q2
B	80	81	74

Group C, *Handling of or damage to property/premises*, has seen the most significant increase, 100% (9 to 18) in Q2 when compared to Q1, despite seeing a significant decrease in Q1 when compared to Q4 2021/22.

Type	Q4	Q1	Q2
C	19	9	18

Group D, *Access and/or disclosure of information*, has also seen a significant percentage increase, 71.43% (7 to 12) in Q2 when compared to Q1.

Type	Q4	Q1	Q2
D	12	7	12

Break down of Allegations Group Types for the Types with the most noted change:

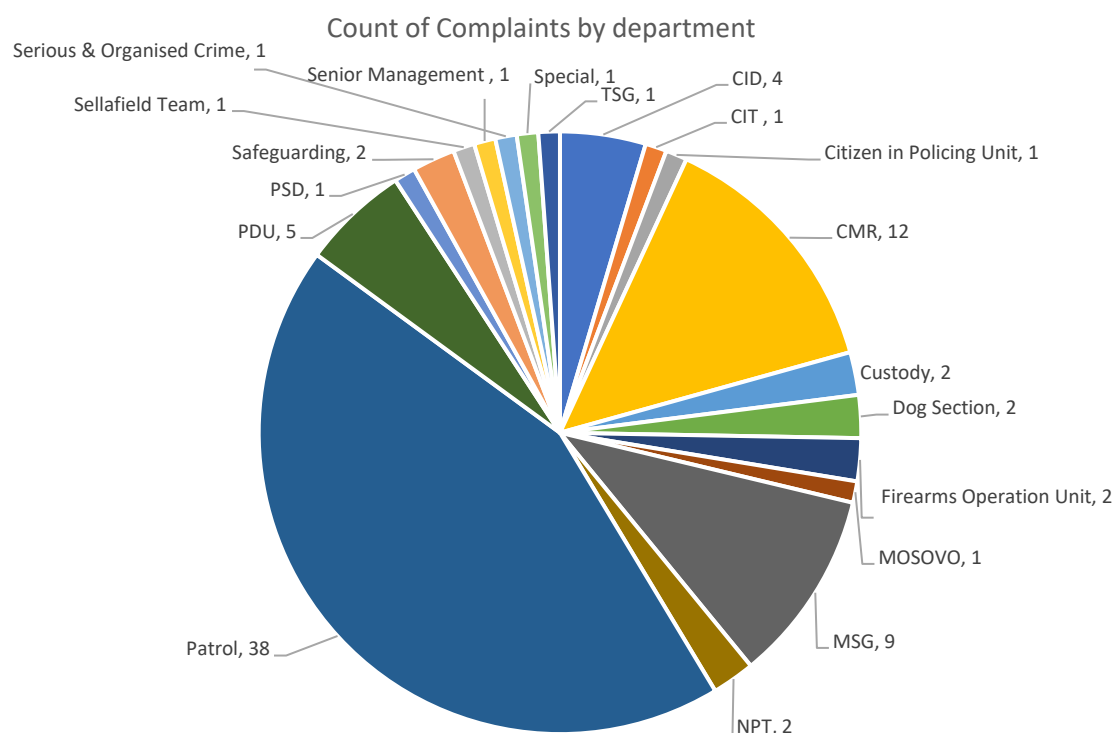
	Q3	Q4	Q1	Q2
A1	61	73	108	112
A2	37	33	27	15
A3	35	20	11	16
A4	16	14	19	10
B1	2	3	2	4
B2	4	7	6	6
B3	7	18	19	10
B4	23	21	30	23
B5	9	11	11	6
B6	1	7	2	7
B7	0	5	6	5
B8	0	1	1	3
B9	3	7	4	10
C1	9	19	9	18
D1	1	0	1	0
D2	11	8	6	7
D3	1	0	0	5
D4	1	0	0	0
D5	0	4	0	0

The most notable increase is seen in allegations categorised as A1, Police Action following contact. The majority refer to victims of crime dissatisfied at the lack of updates provided about their case.

Compliance with Victims Code of Practice is now scrutinised daily across the force at pace checker and pace setter meetings, with uniformed inspectors tasked with improving the standards and timeliness of victim care updates

PSD have a dedicated Service Recovery Team who aim to resolve complaints outside schedule 3 and suitable for resolution within 7 days.

Complaints by Department



When looking at Complaint Cases by department, and discounting those whereby the subject is unknown or whereby it is an organisational complaint, the department with the highest number of complaints continues to be patrol officers (43.78%). This is expected as these officers have the most contact with the public.

The second highest departments are Call Management and Resolution (CMR) and Personal Development Unit (PDU), both with 13.8% of complaint cases, slightly higher than in Q1. Again, the CMR higher percentage of complaints cases is to be expected given the amount of public interaction. Of note, the Mobile Support Group (MSG) had 10.34% of complaints in Q1 and has seen an increase of 80% (5 to 9) in Q2.

A manager from PSD now attends monthly Senior Leadership Team (SLT) meetings to highlight complaint themes, discuss specific misconduct cases and feedback any organisational learning specific to each command.

All student officers now have three PSD inputs during their initial training, which focus on the standards of professional behaviour

Most of the conduct cases in Q2 resulted from intelligence received or gathered during the previous quarter. During Q1, there were 12 intelligence reports regarding discreditable conduct. Four of these resulted in misconduct investigations, hence the increase during Q2 (see also Intelligence types below).

There have been 3 Misconduct Hearings in Q2. One for a police officer, which was adjourned, and 2 for police staff members, who were both dismissed from the Constabulary.

Other Updates and Hot Topics

PSD continue to work with officers dedicated to tackling Violence against Women and Girls (VAWG) in relation to Pillar 1: Build Trust and Confidence.

Recent work involves:

-Force Sexual Harassment Policy and Procedures

-Work on an internal sexism and misogyny campaign

-Inputs to Victim Support Services on providing support to police victims of domestic abuse as well as how to spot the signs and what to do if they think someone is the victim of police perpetrated abuse.

PSD are looking to supplement our 'PASS' newsletter (People we know, Areas we work, Standards, Systems we use) with a Learning & Advice page on our internal social media site 'Yammer'. The aim of this will be to reach all employees and provide learning from case studies to enable them to be more effective in their roles.

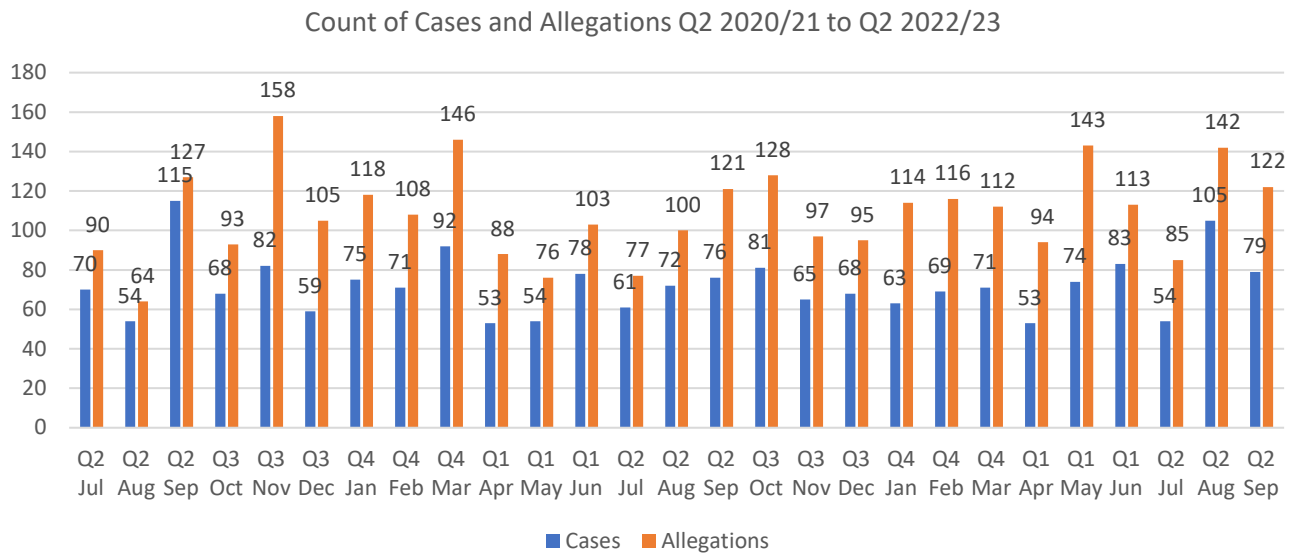
Appendices

Appendix A – Allegation Types (2020 Regulations)

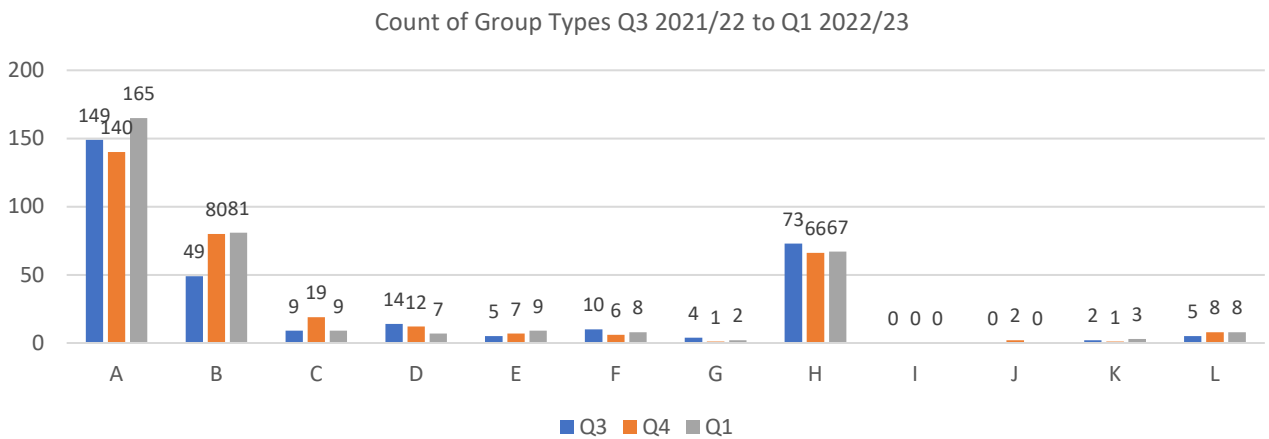
Allegation Group	Code	Allegation Type
Delivery of duties and service A1 - A4	A	A1 Police action following contact A2 Decisions A3 Information A4 General level of service
Police powers, policies and procedures B3 - B9	B	B1 Stops, and stop and search B2 Searches of premises and seizure of property B3 Power to arrest and detain B4 Use of force B5 Detention in police custody B6 Bail, identification and interview process B7 Evidential procedures B8 Out of court disposals B9 Other policies and procedures
Handling of or damage to property/premises	C	C1
Access and/or disclosure of information D1-D4	D	D1 Use of police systems D2 Disclosure of information D3 Handling of information D4 Accessing and handling of information from other sources
Use of police vehicles	E	E1
Discriminatory behaviour F1 - F10	F	F1 Age F2 Disability F3 Gender reassignment F4 Pregnancy and maternity F5 Marriage and civil partnership F6 Race F7 Religion or belief F8 Sex F9 Sexual orientation F10 Other
Abuse of position/corruption G1-G6	G	G1 Organisational corruption G2 Abuse of position for sexual purpose G3 Abuse of position for the purpose of pursuing an inappropriate emotional relationship G4 Abuse of position for financial purpose G5 Obstruction of justice G6 Abuse of position for other purpose
Individual behaviours	J	J1 Sexual assault J2 Sexual harassment

J1-J3		J3 Other sexual conduct
Discreditable conduct	K	K1
Other	L	L1

Appendix B – Public Complaint Cases and Allegations July 2021- March 2022



Appendix C – Public Complaint Allegations by Complaint Groups



Appendix D – Incidents, Crimes and Custody Figures

	2022-2023 Q1	2022-2023 Q2	% Change
Incident Logs	23521	24713	5.02%
Incident Logs minus duplicates/errors	22513	23668	5.13%
Crimes	10176	10346	1.67%
Custody: Arrests	2359	2487	5.43%
Custody: Voluntary Attendance	1003	896	-10.7%
Custody Total	3362	3383	0.62%

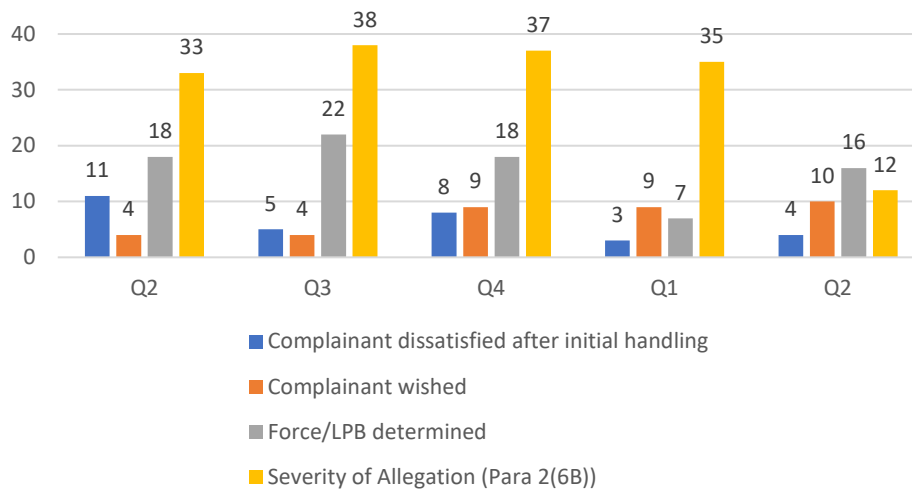
Q2 Incident Logs <i>(excluding Duplicates/Errors)</i>	North <i>Inc HQ & CCR</i>	South	West	Blank/ Unknown	Grand Totals
Jul	3081	2886	2400	158	8525
Aug	3117	2800	2537	206	8660
Sep	2689	2472	2174	193	7528
Totals	8887	8158	7111	557	24713

Q2 Crimes	North <i>Inc HQ & CCR</i>	South	West	Blank/ Unknown	Grand Totals
Jul	1276	1178	1087	47	3588
Aug	1242	1166	1106	57	3571
Sep	1082	1001	1067	37	3187
Totals	3600	3345	3260	141	10346

Q2 Custody <i>(Arrests only - excluding Voluntary Attendees)</i>	North <i>Inc HQ & CCR</i>	South	West	Grand Total
Jul	308	305	270	883
Aug	291	304	269	864
Sep	220	297	223	740
Grand Total	819	906	762	2487

	CMR	HQ	North	OFA	South	Unknown	West	Total
A1	15	2	37		28	7	23	112
A2			6		4	1	4	15
A3		4	5		2		5	16
A4	1	2	3		1	2	1	10
B1					1	3		4
B2			3	1			2	6
B3	1		3		5		1	10
B4		1	8		7	1	6	23
B5			2		1	1	2	6
B6			5		2			7
B7			2		3			5
B8						3		3
B9			4				6	10
C1			9		3	1	5	18
D2			5			1	1	7
D3		3	1				1	5
E1			3		1		2	6
F2			1		1			2
F6			2		1	1		4
H1	7		3	1	5	3	2	21
H2	1							1
H3	2	1	3		4		6	16
H4	1	1	6		3		3	14
H5			6		4		6	16
K1					2			2
L1			4		1		4	9
Total	28	14	121	2	79	24	80	348

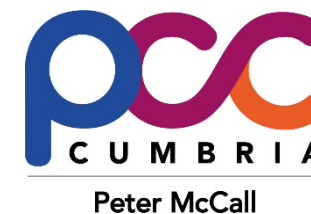
Schedule 3 Reasoning



Appendix G – Public Complaint Outcomes

Complaint Case Outcome	Q2 Count of Cases	Q2 % of Cases	Q3 Count of cases	Q3 % of cases	Q4 Count of cases	Q4 % of cases	Q1 Count of cases	Q1 % of cases	Q2 Count of cases	Q2 % of cases
Live	79	37%	43	20.77%	33	16.26%	111	38.80%	78	32.91%
Resolved	109	50%	124	59.90%	122	60.10%	86	30.10%	145	61.18%
Not Resolved NFA	2	1%	0	0.00%	0	0.00%	1	0.30%	3	1.27%
NFA Required	9	4%	9	4.35%	4	1.97%	1	0.30%		
Not determined if the service provided was acceptable	1	0%	0	0.00%	5	2.46%	1	0.30%	2	0.84%
The service provided was acceptable	8	4%	19	9.18%	36	17.73%	7	2.40%	1	0.42%
The service provided was not acceptable	1	0%	2	0.97%	7	3.45%	0	0	0	0
Withdrawn	0		0		1	0.49%	2	0.70%	0	0
De-Recorded	7	3%	10	4.83%	19	9.36%	9	3.10%	0	0
Not resolved – moved to schedule 3	0	0	0	0	0	0	0	0	1	0.42%

Ethics and Integrity Panel



Title: OPCC Complaints & Reviews

Date: 18 October 2022

Agenda Item No: 13

Originating Officer: Joanne Head

CC:

Executive Summary:

In accordance with the Police Reform and Social Responsibility Act 2011 the Police and Crime 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 & Crime Commissioner.

1. Introduction & Background

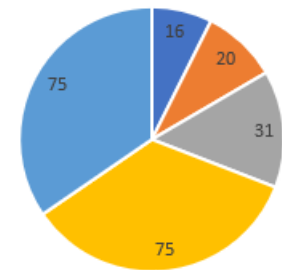
- 1.1 The Office of the Police & Crime Commissioner (OPCC) receives telephone calls and emails from members of the public who wish to make complaints about police officers and/or police staff under the rank of Chief Constable. As this is a matter for the Chief Constable to deal with a process has been 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 OPCC 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 OPCC

- 2.1 This chart details the number of complaints which have been received by the OPCC up to 30 September 2022. The complaints received were all regarding police officers below the rank of Chief Constable and the Police and Crime Commissioner has no statutory responsibility to deal with such matters.

Complaints Received



■ 2018 ■ 2019 ■ 2020 ■ 2021 ■ 2022

- 2.2 There is a noted increase in the number of members of the public who are writing to the Police and Crime Commissioner regarding complaints about the Constabulary. This can be attributed to the visibility and increased awareness of the Commissioner's role; and a noted increase in the number of complaints being process by PSD. Where this occurs the OPCC will explain that the Police and Crime Commissioner does not have any statutory authority to investigate such complaint, and it is the overall responsibility of the Chief Constable. Contact details are provided for the Constabulary's Professional Standards Department (PSD) who are the appropriate body to deal with such complaints. If requested, the OPCC will forward the correspondence to PSD on behalf of the complainant.

Commissioner Complaints

- 2.3 Complaints made regarding the Police and Crime Commissioner are dealt with by the Police and Crime Panel (PCP). 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. Chapter 4, Section 30 of the Police Reform and Social Responsibility Act 2011 details the circumstances in which a Police and Crime Commissioner could be suspended this being that the Commissioner has been charged with an offence which carries a maximum term of imprisonment exceeding two years. The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 details the role of the PCP.
- 2.4 Any complaint regarding the Commissioner is sent to Cumbria County 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/OPCC 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 The majority of the complaints received relate to individuals who are dissatisfied with the way in which the Commissioner has carried out his duties or work he has undertaken in their opinion, rather than his personal conduct. Detailed below are the number of complaints regarding the Commissioner, Mr Peter McCall, whereby the OPCC has been requested to provide information to the Police and Crime Panel.

YEAR	N° of Complaints Received	Complaint not about the PCC	Dealt with by informal resolution	Police & Crime Panel investigation
2019	0	0	0	0
2020	0	0	0	0
2021	2	2	2	0
2022	1	0	0	0

2.7 During 2022 one complaint has been received by the Police and Crime Panel regarding the Police and Crime Commissioner. This is currently being reviewed by the Monitoring Officer.

2.8 Chief Constable Complaints

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 her 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 OPCC. As of 30 September 2022, the OPCC has received two complaints against the Chief Constable this year. The first was not logged as it did not constitute a complaint, the second was received on 29 September and is being looked at.

YEAR	N° of Complaints Received	Not Logged	Logged	Dealt with by NFA	Investigation	IOPC Appeal
2020	4	1	3	4	0	0
2021	4	0	4	2		1
2022	2	1	0	0	0	0

2.10 OPCC Staff Complaints

Since the last report to the panel no staff complaints have been received during the 6 month reporting period.

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 2020 the OPCC received 32 requests for reviews, with 12% being upheld. In 2021 it received 52 requests a 62% increase from the previous year with 9.6% being upheld. Up to 30 September 2022 49 requests have been received a 22.5% increase compared to the same period in 2021. Two reviews have been withdrawn and two upon received identified that the OPCC was not the Relevant Review Body (RRB). Three are still being reviewed and of those reviews completed 6 have been upheld, giving a 12% upheld rate.

2.13 Upon the completion of their review the independent review officer will provide a written determination which is then provided to the complainant. This outlines what they have reviewed, taken into consideration and their final decision.

2.14 Where the review is upheld, they may provide recommendations for the Constabulary's Appropriate Authority to consider. Within the legislation and statutory guidance, the Appropriate Authority must advise the OPCC and the complainant within 28 days of whether or not they will carry out the recommendations. The Commissioner, nor the OPCC, have any authority to direct or instruct the Constabulary to carry these out. However, as the ethos of the new process is to learn and improve, the recommendations are generally accepted and implemented.

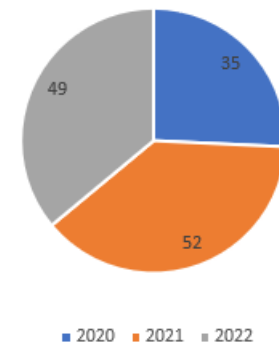
2.15 On average the complaint reviews take 20 days from receipt to finalisation, however this will depend upon the complexity of the matter and staff availability to carry out and administer the review process.

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.

Review Requests



-
- 3.3 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.
 - 3.4 HR / Equality - none specifically identified.

Ethics and Integrity Panel



Title: OPCC Quality of Service & Policing Issues

Date: 12 October 2022

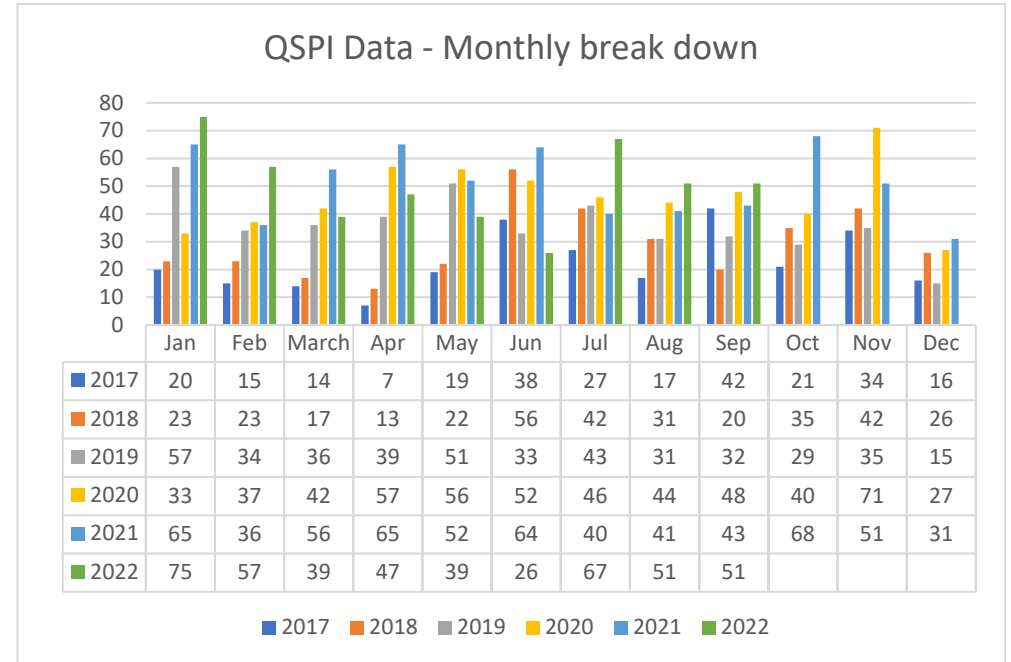
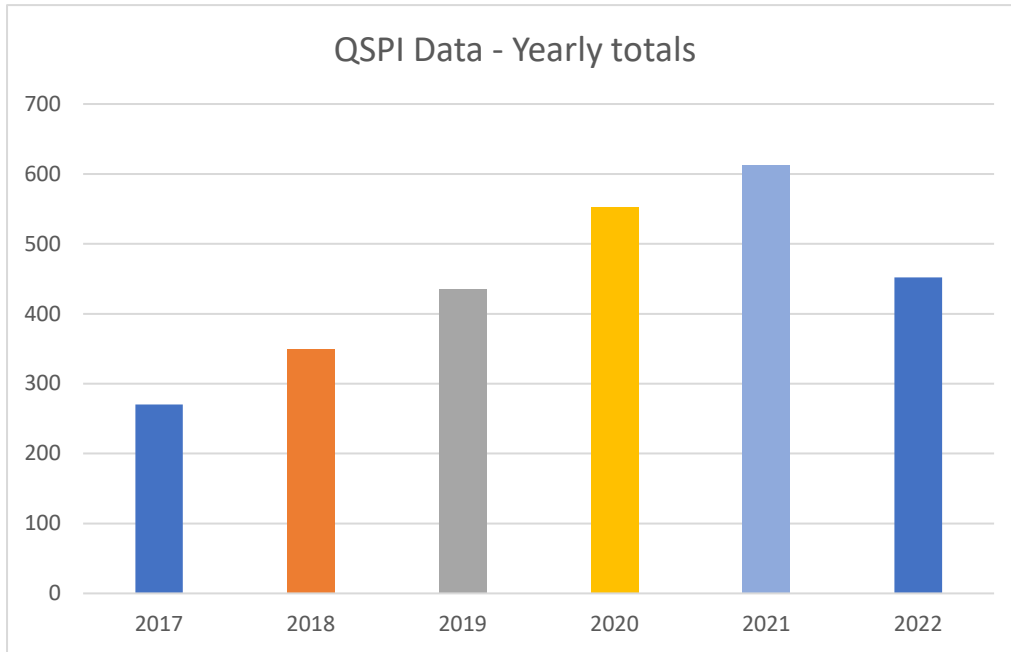
Agenda Item No: 13b

Originating Officer: Lisa Hodgson, Governance Officer

1. Introduction & Background

- 1.1 This report focuses on QSPI's received between **01/04/2022 & 30/09/2022**, in this period a total of **281** QSPI's were received. The total for 2022 to the end of September is 452 cases.
- 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 30/09/2022. 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.



The following data focuses on the period 01/04/2022 & 30/09/2022, during which 281 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'.

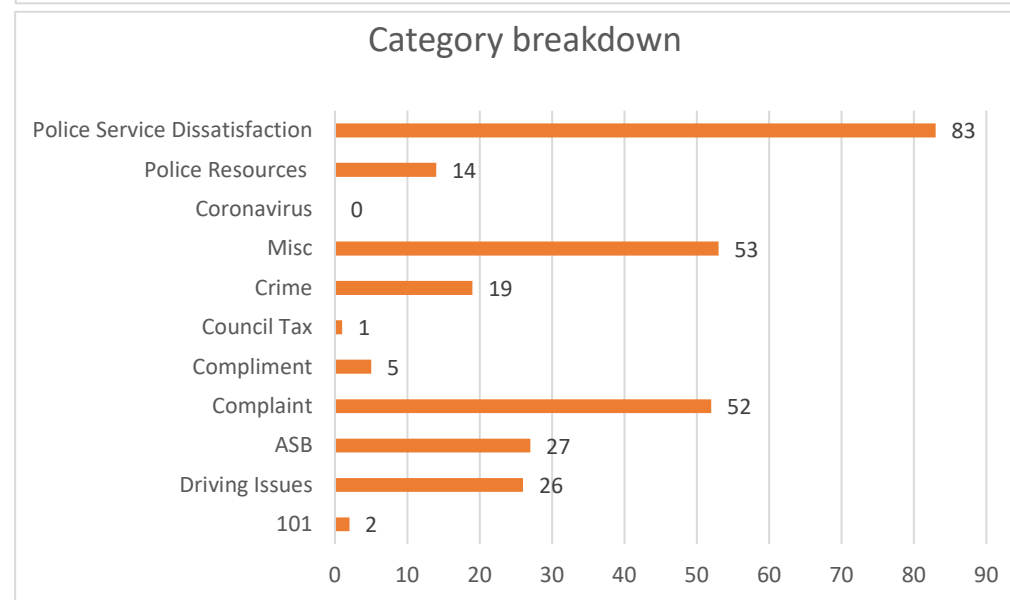
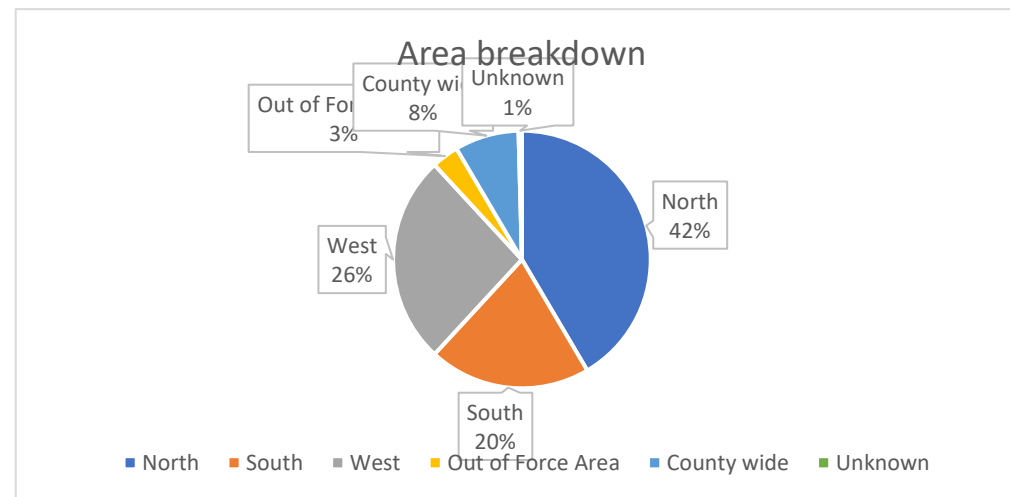
QSPI's are broken down into:

- 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. Police Service Dissatisfaction – 83 QSPI's were received
 - a. Firearms Licencing – 20 QSPI's were received
2. Miscellaneous – 53 QSPI's were received
3. Anti-Social Behaviour – 27 QSPI's were received
4. Driving Issues – 26 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.*

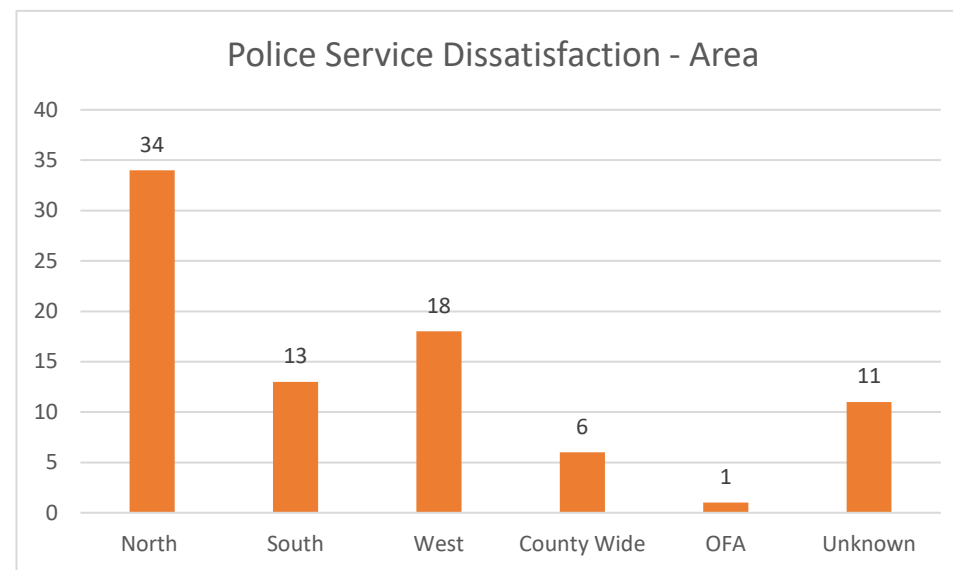


2. Identified Issues

2.1 Police Service Dissatisfaction

During the reporting period, 83 concerns were raised in relation to the level or standard of policing service received, this is a 48.2% 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).

The Commissioner has recently appointed a Victims' Quality Champion, whose role will include understanding the needs of victims following a crime or antisocial behaviour. The Commissioner took on the role of leading an annual review of compliance with the Victims' Code of Practice, which includes looking at how the Police and other criminal justice agencies provide the entitlements within the Code to victims and witnesses. This involves a dip sample of anonymised cases as part of the "Quality Assessment Framework", as it is known. The most recent review found good levels of compliance with the Code overall. The Office of the Police and Crime Commissioner has recently worked with the Constabulary and the Cumbria Victims' Charitable Trust to establish an Independent Violence Against Women and Girls Scrutiny Panel to review how the Constabulary is dealing with such cases from a victim's perspective. The first meeting was held in early October and focused on cases of stalking.

The PCC continues to commission a range of services for those affected by crime. This includes emotional and practical support and advocacy through Victim Support as well as specialist services for victims of domestic and sexual violence through a range of providers. It also works with the county's women's centres to support them to continue to develop a range of services, including those who have been victims of domestic and sexual abuse.

2.1.1 Firearms Licensing

As of 30/09/2022, the OPCC has received 20 QSPI's in relation to dissatisfied members of the public who have applied for a Firearms License/Certificate and are experiencing a delay. More have been received throughout October and continue to be received. The OPCC has raised this with the Constabulary, however, there does not appear to be an immediate solution for these complainants. The OPCC understands that there is approx. a 15-month backlog on applications, and the force are no longer accepting new applications until 2023. We are advised that:

1. Applications will be going digital in early 2023
2. The Constabulary are in the process of recruiting additional staff into the Firearms Licensing Department, it will take several months for staff to be trained and up to speed
3. The Firearms Licensing Department have issued temporary permits to those who are eligible, and these will be converted to substantive certificates as soon as possible
4. Applications that are time critical such as those leaving college and entering in to work within agriculture will be processed on a case-by-case basis.

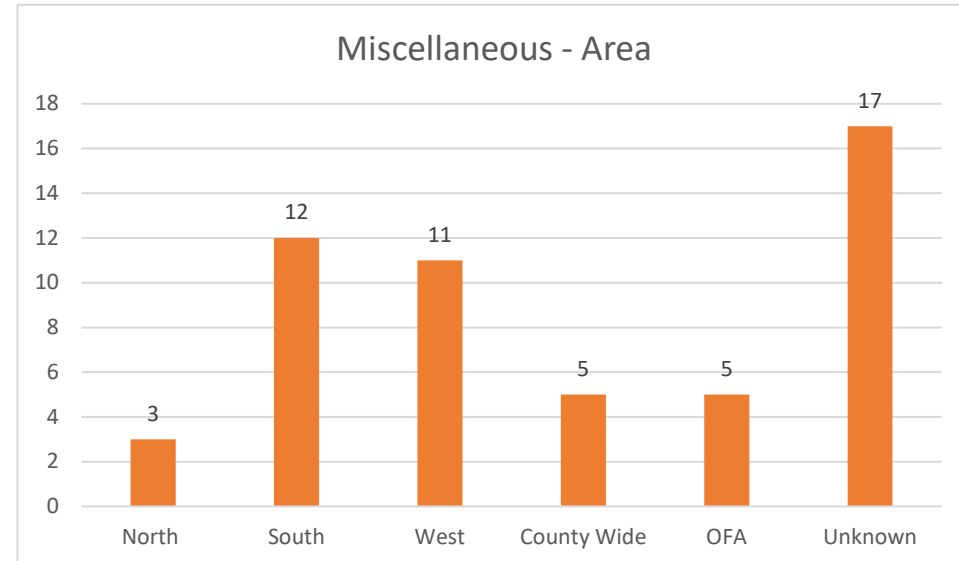
The PCC has received assurance from the Chief Constable that the matter is understood and is being addressed, we are also assured that safeguarding checks are still being undertaken and are not affected by the backlog.

2.2 Miscellaneous

The OPCC has received 53 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 – Appleby Horse Fair, barwatch schemes, funding requests following advertisement of Safer Streets, Collision Investigations and the length of time taken. These QSPI's are dealt with in exactly the same way being provided with a detailed response to the query/concern raised.

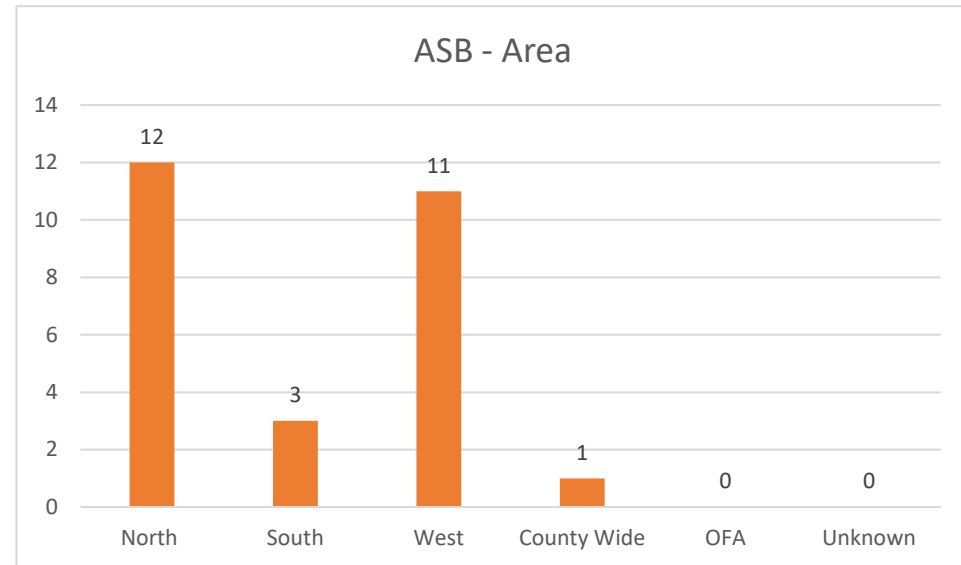
We receive various correspondence from people who send to all forces, this is not applicable to Cumbria and are logged in the 'unknown' area, hence this figure being higher than normal.



2.3 Anti-Social Behaviour

The OPCC received 27 QSPI's in relation to ASB. Each QSPI has been shared with the Chief Constable's Office for an individual response. Many 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.

Some initiatives which will help to address antisocial behaviour are already being put in place. One of these is a new child mentoring service, RISE, which is provided by Barnados. It is supporting the Child Centred Policing Teams to provide early intervention with young people who are on the cusp of offending. This has been commissioned for 2 years and will offer more in-depth one-to-one tailored interventions for these young people, to identify the underlying causes of risk-taking behaviour and vulnerabilities, in order to prevent further harm and support them to make better choices. Another service which has been recommissioned for 2022-23 onwards is the restorative justice and mediation service, which is being provided by Remedi. This service will offer mediation between neighbours or other members of the public who are in conflict with one another and where that conflict is resulting in antisocial behaviour, to help them communicate and find a way forward.



The Anti-Social behaviour Event was held on 12th May with an audience from across the criminal justice partners, local authority, health and community safety partnerships. The aim of the event was:

- to understand the issues of ASB impacting on the communities of Cumbria and associated resources,
- consider the local response to ASB aligning to national requirements
- agree a partnership approach for ASB in Cumbria.

There was input from

- Cumbria Police – the issues affecting the county
- Local Focus Hubs – the processes and practices currently in place in West Cumbria
- Remedi – the Restorative approach to ASB
- Association of Police & Crime Commissioners – national expectations and requirements and the ASB Principles

The event obtained agreement from all the Safer Cumbria Stakeholders and Partners to commit to further development of the public health partnership approach to ASB in Cumbria. Key actions arising from the event include:

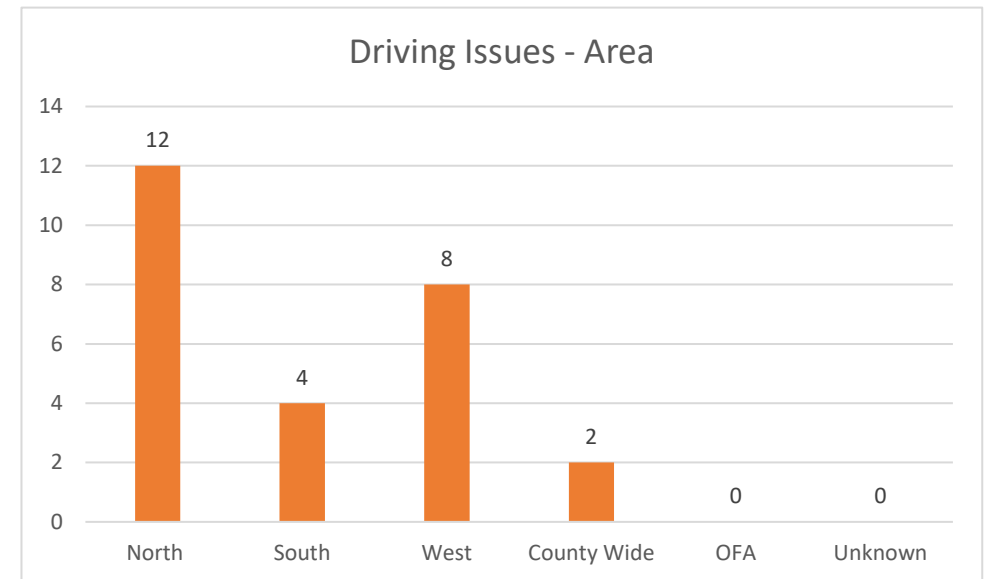
- Embedding the ASB Principles in Cumbria
- Building upon the existing Community Trigger process to deliver a uniform approach across the county in line with national expectation
- Ensure links through the LGR process to ensure continued links and activity through the move to the Unitary Authorities
- Ensuing all agencies are making best use of the ASB Tools available to them.

2.4 Driving Issues

The OPCC received 26 QSPI's in relation to 'Driving issues'. This category largely includes concerns raised regarding anti-social driving and speeding. Where possible, a detailed response is provided following enquiries with the relevant Collision Reduction Officer for the area, including general safety advice where appropriate. However, as many of the concerns raised are multi-agency issues, they are passed to the Casualty Reduction and Safer Highways (CRASH) group for consideration. This is done via the Constabulary's area Collision Reduction Officers. The CRASH group updates the individuals directly following consideration at the meetings.

The OPCC's Communications Officer and a dedicated Project Manager attend the monthly CRASH meetings to receive updates on how the Constabulary and partners are tackling road offences and promoting road safety and to identify areas where the OPCC can assist. Anti-social driving is a national priority for PCCs and is a key focus for Cumbria OPCC. The OPCC 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. Between April 2022 and September 2022, the OPCC have promoted and supported campaigns focussing on:

- Speeding
- Global Road Safety Week
- Child Road Safety Week
- Vulnerable Road Users Week
- Drug Driving Week
- Seatbelt Week



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.

3 Compliments

The OPCC has received 5 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

The Commissioner's core funding has continued to support the Keep Safe scheme to assist victims to feel safer and to prevent further antisocial behaviour or crimes, through provision of a range of crime prevention advice and home security equipment.

Safer Streets Fund Round 2

The funding for this project ended on 31st March 2022. Police reported that the work carried out by the project was a great success, especially around the school and the lighting improvements, and Allerdale Local Focus Hub were delighted with the success of the project which strengthened the multi-agency work taking place in the locality and contributed to a positive impact on day-to-day life of the community. The project added value to ongoing Constabulary work such as Street Safes and the implementation of beat officers, with calls for service to the police for youth related disorder and anti-social behaviour showing month-by-month reduction. Last winter the police were seeing 50-70 calls for service every month with the majority from St Michael's ward, but at the project close the monthly average was 12 calls for the whole of Workington. The Local Focus Hub manager confirmed that due to the reduction in calls for service and fewer complaints received, St Michael's is no longer categorised as a priority hotspot. At the recent Neighbourhood Policing Conference, the work of the Local Focus Hub partners in this area won the team innovation award with our work contributing to the multi-agency effort resulting in lowered burglary rates in the area, improved feelings of safety within the community and reduced reports of antisocial behaviour. Residents' feedback and questionnaire results showed that the project achieved its aim of improving the feelings of safety in the community of St Michael's.

Safer Streets Fund Round 3

The funding for this project ended on 31st March 2022. The benefits of this project were harder to quantify as the Constabulary Power BI data does not break down offences into specific VAWG categories, but the Neighbourhood Policing Team were not aware of any significant incidents of concern since the project concluded. Given the historic issues that had occurred at the location, the Neighbourhood Policing Team considered that the CCTV and lighting were having an ongoing positive effect, specifically around Castle Park with a definite reduction in ASB issues. Our target was to deliver Active Bystander Training to 990 individuals and we surpassed this target delivering to 1394 individuals. From the surveys conducted 75% of participants would now be more likely to get involved, either at the time or indirectly afterwards, if they saw something happening that they knew was wrong. The project delivered a media campaign to tackle some of the myths and misunderstandings about rape, sexual consent and sexual harassment with the aim of raising awareness across the community of what is in appropriate behaviour. Figures supplied for the transport advertising suggest for Whitehaven 46.19% of the population saw the messages on average of 2.74 times, and for Carlisle 79.86% saw the messages 37.78 times. Figures supplied for the radio airtime anticipated a total of 733,000 impacts, with a reach of 30.6% of the population of Cumbria. Posters, coasters and stickers were positioned in every pub in west Cumbria. It is difficult to measure the true impact of media campaigns such as these, but if it has encouraged people to come forward to report crimes, or promoted a discussion challenging behaviour then it has done as was intended.

Safer Streets Fund Round 4

In July 2022 the Commissioner secured £354,638.73 for Carlisle and £405,470.22 for Barrow for two broadly similar projects designed to tackle the rising rates of anti-social behaviour being reported in the town centres, mainly attributed to young people. The projects will deliver improvements in town centre street lighting to make the public feel safer and prevent unwanted activity being carried out in the darkness. Additional lighting in Keenan Park and the skatepark in Bitts Park, both in Carlisle will encourage legitimate use of the public spaces and allow young people to use the assets safely in the evenings. Carlisle City Council's Enforcement Officers, and Barrow Borough Council's Stronger and Safer Officer's duties have been extended to include ASB. Our project will provide body armour, radios and training to manage conflict to the officers, and in addition bodyworn cameras to the Barrow team to help the teams feel safer whilst carrying out their duties, reassuring citizens, challenging poor behaviours or providing evidence gathering opportunities for police. The project will establish teams of outreach workers who will be directed by intelligence from the Local Focus Hubs and Child Centred Policing Teams to work in the streets where and when they are needed. They will interact with the young people, forming positive relationships, encouraging responsible behaviour and provide diversionary activities, linking in with existing youth provision and partners depending upon need. The project will work with schools offering a series of multi-agency workshops called Your Life You Choose where each organisation presents workshops to students in years 7 and 8 to show the consequences of making poor life choices and the impact this can have on others. For any ASB cases where a young person is involved, our Local Focus Hub will be able to refer the case to dedicated ASB case workers who can work with victims to help them recover and offenders to help them understand the impact of their behaviour. The project will provide additional funding for training for the Constabulary so they can provide a consistent support to victims of crime and ASB. The project will deliver campaigns to promote the use of Community Trigger and the correct routes to report ASB to the correct agencies.

Safety of Women at Night (SWaN)

The funding for this project ended on 31st March 2022. The project established a mobile multi-agency welfare hub staffed by volunteers to offer a safe space for anyone needing help or support whilst out in Carlisle on a Saturday night. The current volunteers are university students, but this will be opened up to any

volunteers in the future who will be managed by the Neighbourhood Policing Team. Additionally Carlisle City Council have employed staff who have additional training who act as additional eyes and ears on the street to help people or report issues, assisting as each situation dictates. Due to the initial success and demand, this scheme has now been fully adopted by the Constabulary.

Property Fund

The Property Fund redistributes the money confiscated from criminals by offering small grants to community groups to support activities which offer positive opportunities to young people or which help to prevent crime. The Commissioner has recently awarded funding to projects which will help to reduce specific local issues by involving young people already committing antisocial behaviour or at risk of this. For example, Penrith Pumas was supported to purchase additional equipment for their wheelchair rugby sessions and has offered the opportunity to participate (for free) to local young people involved with antisocial driving in the town centre. Local sports clubs, Scouting and other youth groups have been supported to enable them to continue to offer positive activities for young people. Within this reporting period, the Property Fund has awarded £25,047.27 to community groups and projects that will target/work in the following areas:

- Youth diversionary activities
- Exhibition Escape to Safety (AWAZ) – a walk through event which allows attendees to listen to refugee stories and puts you in the asylum seekers shoes and discover the realities of fleeing your country to find safety in the UK.
- Social media development for a website to support young people in Cumbria

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.

Pathways

The Office of the Police & Crime Commissioner have now funded “Pathways” for 19 months allowing disposal options for community resolution. An early intervention offender management programme, providing specialist support to those eligible for Adult Out of Court Disposal options of deferred caution & deferred charge & delivered by Remedi.

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 (PSWs) 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. PSWs combine high frequency offender mentoring provision with offence focused programmes and restorative justice. PSWs address multiple issues whilst being responsive to the individual’s needs. Remedi will provide a two- tier approach with all offenders being assessed as to which tier is appropriate:

- Tier 1 – intensive high frequency mentoring to support more challenging, persistent, higher risk offenders. Offenders provided with direct offence focused work, either one-to-one or group settings.
- Tier 2 – offenders provided with direct offence focused work, one-to-one and group work.
- For violent offences, Remedi deliver “Changing, Thinking and Behaviours” programme (CTAB).

The timescales to work with an offender are: Deferred Caution – 8-week programme / Deferred Charge – 16 week programme
Successful completion – no conviction / caution on PNC record / reduced likelihood of reoffending

The aim of the programme is to reduce re-offending and keep people safe. To date there have been 545 referrals to the programme, with feedback 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 confirmed funding for the same amount in 2022-23.

Building on the success and learning of the RESPECT accredited “Turning the Spotlight” the early intervention programme using restorative principles to address behaviours within a relationship that are either abusive or have the potential to become abusive for referrals assessed as low to medium risk. For those assessed as high harm / high risk They Matter delivers specific, bespoke intervention to prolific and repeat perpetrators across the county. They Matter will work alongside the existing work of Turning the Spotlight providing a suite of interventions to address the needs of perpetrators posing all levels of risk across Cumbria.

The programme is delivered over 27 weeks , with a maximum of 16 persons per group plus two further programmes of the 6-week innovative “Letting Go” programme, providing 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 is invaluable focusing on risk & the safety of the victim. Where perpetrators are still in a relationship, Victim Support can offer a partner programme to the victim, an additional positive way to continue victim engagement and ensure their safety.

Feedback following completion showed a participant had a better understanding of the impact of their behaviour on their victim longer term as they went from “strongly agreeing” to the statement ‘my victim has probably got over the distress by now’ to ‘strongly disagreeing. In their controlling behaviours checklist, they noted a significant decrease in the number of times they shouted at their ex-partner. One participant showed acceptance of responsibility for their intention of behaviour in that they ‘strongly disagreed’ with the statement ‘I think I really did intend to hurt her’ to ‘strongly agreeing’ with this statement at the end of the programme. This particular participant also went from ‘strongly disagreeing’ with the statement ‘violence was my way of getting my partner to do what I wanted’ to ‘strongly agreeing’ at the end of the programme showing that they understood the control mechanism of their behaviour.

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 period 1st April – 8th September 2022 the Crime Prevention Officers have provided the Keep Safe service to 207 individuals with 191 of these being female and 16 male. 131 of these cases were specifically for Domestic Abuse offences (63.3%). Dip samples are conducted monthly to ensure the victim is satisfied with the service they have received. Feedback from victims includes:

After the incident I suffered I need to feel safe at home, the works done helped a lot to making me feel better in my home. Dave was empathetic listened to me and made every attempt to make me feel safe and reassured that the house would provide me security until the services could come.

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.

Ethics and Integrity Panel



Title: 2023 Panel Work Programme & Meeting Dates

Date: 18 October 2022

Agenda Item No: 14

Originating Officer: Joanne Head

CC:

Executive Summary:

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

Recommendation:

That, the Panel considers and finalises the proposed work programme and meeting dates for 2022.

1. Introduction & Background

- 1.1 The Ethics and Integrity Panel were established in February 2015 and upon its formation it was agreed that the Panel would meet on a quarterly basis throughout the year.
- 1.2 An annual work programme is agreed to enable the Panel to fulfil its terms of reference and scrutiny role. The programme is managed to ensure wherever possible meetings are balanced in terms of volume of work and annual reviews are incorporated.
- 1.3 Meeting dates are set up to correspond with the reporting cycle of the Constabulary to ensure that reports contain the most up to date information possible.
- 1.4 Following each Panel meeting a report is prepared and presented to the Police and Crime Commissioner at the next available Public Accountability Conference meeting.

2. 2023 Work Programme

- 2.1 The Panel has cyclical information which they review and consider throughout the year. These include, complaints, grievances, civil claims, stop and search, information management compliance, OPCC Complaints and QSPI's. With a marked increase in the number of

complaints being received the Panel may wish to consider increasing the frequency of their dip sampling.

- 2.2 Detailed within the attached draft programme are the current cyclical elements for the Panel and some proposals for Thematic Sessions based on current and future work; HMICFRS and IOPC inspections outcomes whilst acknowledging the Government's Beating Crime Plan. The Panel Members, Cumbria Constabulary and the OPCC are invited to comment and make any suggestions for areas for business to review.
- 2.4 How such thematic sessions and reviews are undertaken would need to be agreed, ensuring that the panels work did not interfere with any ongoing or appeal processes; nor conflict or duplicate work already undertaken by the Constabulary. The findings of the panel would be reported to the Police and Crime Commissioner and the Chief Constable.
- 2.5 Following agreement of the annual work programme the Panel provide an annual report to the Police and Crime Commissioner and the Chief Constable on the work they have carried out during the year. It identifies any issues or concerns they have found, and where learning has been recognized and implemented.

3. 2023 Meeting Dates

- 3.1 When considering the meeting dates for 2023 thought has also been given to the dip sample sessions that the Panel members carry out in relation to public complaints, police officer/ police staff misconduct cases and grievance cases. These are held approximately 1 week prior to the Panel Meeting.
- 3.2 The proposed meeting dates for 2023 are:
- ❖ Wednesday 8 February
 - ❖ Thursday 4 May
 - ❖ Wednesday 9 August
 - ❖ Thursday 9 November
- 3.3 The additional dip sample sessions for public complaints, misconduct files and grievance cases have been arranged as follows:
- ❖ Thursday 27th April @ 9.00 am / 2.00 pm / 4.00 pm
 - ❖ Wednesday 2 November @ 9.00 am / 2.00 pm
 - ❖ Thursday 9 November @ 9.30 am (Grievances)
- 3.4 Any additional thematic sessions would be scheduled using existing dates or additional dates agreed throughout the year.

4. Appendices

App 1 - 2023 Annual Work Programme

Ethics & Integrity Panel Annual Work Programme 2023

Purpose of the Annual Work Programme

An annual work programme has been developed to enable the panel to fulfil its terms of reference and scrutiny role.

The annual work programme aligns the work to be undertaken by the panel at each of their scheduled meetings. The alignment is managed to ensure wherever possible meetings are balanced in terms of volume of work and annual reviews are incorporated at the correct time of year.

In addition to the cyclical information to be reviewed and considered, the panel could be asked to review additional areas of work. These would include:

- Critical Incidents
- HMIC Inspections
- Serious Case Reviews
- Thematic areas of Performance
- Public Concerns

How such reviews were undertaken would need to be agreed, ensuring that the panels work did not interfere with any ongoing or appeal processes. The findings of the panel would be reported to the Police and Crime Commissioner and the Chief Constable.

The panel will be required to provide an annual report to the Police and Crime Commissioner and the Chief Constable on the work they have carried out during the year and what issues and learning have been identified.

Recommendations:

Detailed below is the potential 2023 Work Programme for the Panel to consider and discuss areas for thematic inspections.

Ethics & Integrity Panel Annual Work Programme 2023

08 February 2023	04 May 2023	09 August 2023	09 November 2023
<p>Thematic Session & Report to Panel Meeting:</p> <ul style="list-style-type: none"> Comms Centre / 101 <p>DIP SAMPLE SESSIONS</p> <ul style="list-style-type: none"> Use of Force, Stop & Search 	<p>Thematic Session & Report to Panel Meeting</p> <p>DIP SAMPLE SESSIONS</p> <ul style="list-style-type: none"> Public Complaint files Complaint Review files Misconduct – officer & staff discipline Grievances Use of Force, Stop & Search 	<p>Thematic Session & Report to Panel Meeting:</p> <p>DIP SAMPLE SESSIONS</p> <ul style="list-style-type: none"> Use of Force, Stop & Search 	<p>Thematic Session & Report to Panel Meeting</p> <p>DIP SAMPLE Sessions</p> <ul style="list-style-type: none"> Public Complaint files Complaint Review files Misconduct – officer & staff discipline Grievances Use of Force, Stop & Search
Panel Meeting Reports			
<p>INTEGRITY PSD report on Public complaints performance; Officer and Staff Misconduct; and ACU: Files which are 12 months or over & every 6 months thereafter</p>	<p>INTEGRITY PSD report on Public complaints performance; Officer and Staff Misconduct; and ACU</p>	<p>INTEGRITY PSD report on Public complaints performance; Officer and Staff Misconduct; and ACU: Files which are 12 months or over & every 6 months thereafter</p>	<p>INTEGRITY PSD report on Public complaints performance; Officer and Staff Misconduct; and ACU CODE OF ETHICS/CONDUCT – Constabulary compliance to be included in above report</p>
<p>ANNUAL REPORT: To consider the annual report to be provided to the Commissioner on the work carried out by the Panel.</p> <p>INFORMATION MANAGEMENT COMPLIANCE: To receive a report on the Constabulary and OPCC's compliance with statutory legislation</p> <p>SPIT GUARDS To receive an annual report on the Constabulary's usage of Spit Guards</p> <p>CONSTABULARY'S RACE & INCLUSION PLAN Update on developing action plan and work being carried out</p> <p>VIOLENCE AGAINST WOMEN AND GIRLS Update and updated action plan on work being carried out.</p>	<p>CIVIL CLAIMS: To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.</p> <p>GRIEVANCES: To receive a report on Grievances against the Constabulary identifying any trends or issues.</p> <p>POLICE OFFICER & STAFF UPDATE: To receive a report on the Constabulary's officer & staff establishment, recruitment and sickness/wellbeing.</p> <p>OPCC COMPLAINTS & QSPI: To receive a report on complaints and quality of service issues received by the OPCC.</p> <p>PCC & CHIEF CONSTABLE TO ATTEND THE MEETING</p>	<p>STOP AND SEARCH FORMS: Annual Report and dip sample of the Constabulary's stop and search forms.</p> <p>INFORMATION MANAGEMENT COMPLIANCE: To receive a report on the Constabulary and OPCC's compliance with statutory legislation</p> <p>VIOLENCE AGAINST WOMEN AND GIRLS Update and updated action plan on work being carried out.</p> <p>CONSTABULARY'S RACE & INCLUSION PLAN Update on developing action plan and work being carried out</p>	<p>CIVIL CLAIMS: To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.</p> <p>GRIEVANCES: To receive a report on Grievances against the Constabulary identifying any trends or issues.</p> <p>POLICE OFFICER & STAFF UPDATE: To receive a report on the Constabulary's officer & staff establishment, recruitment and sickness/wellbeing. Update on IDLPD route</p> <p>OPCC COMPLAINTS & QSPI: A report on complaints and quality of service issues received by the OPCC.</p> <p>ANNUAL WORK PROGRAMME: to approve the work programme and meeting dates for the following year.</p>

In addition the following will be considered when required:

- **Critical incidents** a referral could be made to the committee from COG, PCC, Gold Group or the panel could ask for the information. The panel could hold the CC / PCC for non-referral of cases. Terms of reference for each review would need to be agreed by the PCC. Learning points for the force would then be made from the panel.
- **Thematic areas of performance** - concerns re areas of performance could be referred by the CC/PCC following identification at performance meetings (eg crime recording).
- **HMIC Inspections / Internal Audit Reports** - where the inspection or audit was in relation to Ethics the whole report and monitoring of actions could be undertaken by the committee. Agreement with the Chair of the Joint Audit Committee would need to be formulated with regard to the monitoring of audit reports. For other inspections information could be provided if relevant.
- **Serious Case Reviews** - incidents/cases where it is apparent that the Constabulary will be subject to a serious case review. A review could be undertaken when the case is finalized or as part of the process
- **Public Concerns** – where issues or concerns are raised by the public to the Police & Crime Commissioner or the Chief Constable regarding a particular incident or area of work the panel can be asked to undertake a review. Following which they would present their findings to the Commissioner/Chief Constable and where necessary the outcome of their findings could be published to provide public assurance.
- **Review of Policies and Procedures** - Where appropriate be consulted on new/developing policies and procedures regarding integrity and ethics following any annual review or update. To give assurance that up to date policies and procedures are in place.

Constabulary Data Ethics Advisory Group:

When the above group is asked to carry out work on behalf of the Constabulary, a member of the Ethics and Integrity Panel will be appointed. This will enable consistent oversight of ethical issues across the Constabulary and the Office of the Police and Crime Commissioner.