
Enquiries to: Mrs J Head

Telephone: 01768 217734

Our reference: JH/EIP

Date: 1 November 2023

AGENDA

TO: THE MEMBERS OF THE ETHCS AND INTEGRITY PANEL

CUMBRIA POLICE, FIRE & CRIME COMMISSIONER'S ETHICS AND INTEGRITY PANEL

A Meeting of the Ethics and Integrity Panel will take place on **Thursday 9 November** at **2.00 pm** in **Conference Room 2**, Police Headquarters, Carleton Hall, Penrith.

G Shearer
Chief Executive

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

PANEL MEMBERSHIP

Mr Andrew Dodd

Mr Michael Duff

Ms Meg Masters

Mr Ben Phillips

Mr Alan Rankin (Chair)

Mr Alex Rocke

Ms Jane Scattergood

Mr Shaun Thomson

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 & ACTION SHEET To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 9 August 2023 (copy enclosed).	
5.	CORPORATE UPDATE To receive a briefing from DCC Carden and OPFCC Chief Executive Gill Shearer	10 minutes
6.	UPDATE To receive updates on Body Worn Video recordings and work being carried out in relation to force Vetting from <i>T/Chief Superintendent Bird</i>	5 minutes
7.	DATA BREACH UPDATE To receive a report on the Constabulary's Data Breach and work carried out from <i>Data and Information Privacy Manager Lesley Johnson</i>	10 minutes

8.	<p>RIGHT CARE, RIGHT PERSON To receive a report on the Constabulary's work in relation to attending mental health incidents from T/Chief Superintendent <i>Dan St Quentin</i></p> <p>(Right Care Right Person National Toolkit)</p>	5 minutes
9.	<p>NATIONAL POLICE RACE ACTION PLAN A six-monthly update on progress of the action plan from <i>Chief Inspector Jon Sherlock</i></p>	15 minutes
10.	<p>CIVIL CLAIMS 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></p>	10 minutes
11.	<p>OFFICER & STAFF UPDATE To receive a report on the Constabulary's officer & staff establishment, recruitment and sickness/wellbeing - <i>to be presented by Director of Corporate Support, Stephen Kirkpatrick</i></p>	10 minutes
12.	<p>STAFF GRIEVANCES (i) To receive a report on Grievances against the Constabulary identifying any trends or issues - <i>to be presented by Diane Johnson, HR Manager</i> (ii) Panel to provide feedback from their dip sample session</p>	10 minutes
13.	<p>INTEGRITY (i) To receive a report on the work carried out within the Constabulary's Professional Standards Department, including Complaints by the Public; and Anti-Fraud & Corruption (including officer and staff misconduct) – <i>to be presented by Chief Inspector Hayley Wilkinson</i> (ii) Panel to provide feedback from their dip sample session (iii) Update on Historic Data Wash outcomes</p>	20 minutes
14.	<p>DIP SAMPLE SESSIONS The Panel to provide feedback from the following dip sample sessions:</p> <ol style="list-style-type: none"> 1. Stop and Search 2. Use of Force 3. Custody Detention Scrutiny 4. Constabulary's VAWG Conference held on 3/10/23 	10 minutes
15.	<p>PANEL TERMS OF REFERENCE To note the updated terms of reference for the Panel – <i>OPFCC Governance Manager</i></p>	5 minutes

16.	CASE SAMPLE PROTOCOL To note the updated case sample protocol for the Panel – <i>OPFCC Governance Manager</i>	5 minutes
17.	2024 ANNUAL WORK PROGRAMME, MEETING AND DIP SAMPLE DATES To consider and agree the Panel’s annual work programme and meeting dates for 2024 - <i>OPFCC Governance Manager</i>	5 minutes

ETHICS AND INTEGRITY PANEL

Notes of a meeting of the Ethics and Integrity Panel held on
Wednesday 9 August 2023 in Conference Room 2, Police Headquarters, Penrith at 2.00 pm

PRESENT

Mr Alan Rankin (Chair)
Mr Michael Duff
Ms Jane Scattergood
Mr Alex Roche
Mr Andrew Dodd
Mr Ben Phillips

Also present:

T/Deputy Chief Constable Darren Martland
T/Chief Superintendent Mick Bird
A/Detective Inspector Rob Ewin
T/Inspector Matt Belshaw
Inspector Kye Renyard
Disclosure Manager, Kerry Carson
Chief Inspector Hayley Wilkinson

OPFCC Governance Manager - Joanne Head

The Chair welcomed the new Panel members following their recent appointments and everyone introduced themselves. He congratulated Mr Carden on his recent appointment to Chief Constable of Cumbria Constabulary and welcomed T/DCC Darren Martland.

28. APOLOGIES FOR ABSENCE

Apologies for absence were received from Gill Shearer, OPFCC Chief Executive.

29. DISCLOSURE OF PERSONAL INTERESTS

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

30. URGENT BUSINESS

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

31. NOTES OF THE PREVIOUS MEETING

The notes of the meeting held on Thursday 4 May 2023 previously circulated with the agenda were agreed.

In relation to Body Worn Video footage members asked what messages were being pushed out to front line officers across the force. As the Panel continued to review recordings, they were still viewing footage where the recording had commenced but the first 30 seconds of sound were missing. T/Chief Superintendent Bird advised that he would provide an update to the November meeting on what the messages were, how they had been implemented and any feedback.

Members asked what the Constabulary's plans were in relation to PCSO recruitment following a depletion in numbers. T/DCC Martland advised that some PCSO's had been appointed as police officers during Operation Uplift but it was the Constabulary's intention to carry out a recruit programme to maintain numbers. An update would be provided in November.

As part of the Panel's Officer and Staff Update report in November members asked if they could be updated on the progress to recruit Tutor Constables.

Agreed; that,

- (i) the notes of the meeting held on 4 May 2023 were agreed;
- (ii) an update on Body Worn Video recording messages across the force to the November meeting;
- (iii) the November Officer and Staff Report to include an update on PCSO recruitment and Tutor Constable recruitment.

32. DIGITAL POLICING

The Panel were provided with a presentation on the Constabulary's project to develop digital policing skills within the workforce using an evidence-based approach. Funding had been secured from the NPCC Science Technology And Research (STAR) fund which would be utilised to train officers in what digital information could be retrieved for a variety of means such as doorbell cameras and home routers.

As part of the ongoing work 500 Domestic Abuse (DA) cases had been reviewed to understand what was good about the digital investigation element such as mobile phone seizures, WhatsApp and timeframes for 'disappearing' messages to be captured. This enabled the force to understand where improvements could be made. The next stage was a trial of the digital toolkit that had been developed.

To assist officers a number of guides, short videos and crib sheets had been developed in six areas where the toolkit would be applicable. Officers would be surveyed to ask about their experiences and whether it improved their knowledge and understanding; and reviews of the cases to ascertain if the training improved the digital response or usage.

In response to a member's question regarding care for victims and witnesses, T/Inspector Ewin advised as part of the toolkit officers would be advised of 'digital hygiene' procedures which they could then pass on to help with their online security and safety. Thereby making victims more resilient and protected and potentially reduce future crimes.

A member asked what success of the programme would potentially look like and how this would be measured. Often officers did not know what could be used to assist in evidence gathering or what to ask for. Success could mean more identified lines of digital investigation that was current practice. The force was developing digital skills on a national basis with ACC Blackwell being the national lead this work would inform the digital leadership programme; improving digital knowledge for officers and staff across the country. The College of Policing, Police Digital Service and Home Officer were supporting this programme.

AGREED: that, the presentation be noted.

(Note: T/Inspector Ewin left the meeting at this point.)

33. CORPORATE UPDATE

T/DCC Martland briefed the Panel on work being carried out by the Constabulary, with Mr Rob Carden being appointed as Chief Constable of the force from 1 August 2023. His four overarching themes for the force would be Care for Victims, Tackling Criminality, Community Focus Policing and Care for Our People. In September, Mr Carden would be visiting all areas of the force to instil these areas of focus and messages to all officers and staff.

HMICFRS would be carrying out audits and reviews within the Constabulary from September. They would be carrying out reviews for a number of months, attending meetings and visiting police stations across the force area. As part of their review, they wanted to triangulate from what chief officers are saying, to officers understanding and working practices in relation to it. A formal visit to the force would take place next March with the final report being presented in June 2024.

The Right Care Right Person initiative was being rolled out across every force in the country in relation to attending mental health calls. Work was being co-ordinated to develop a supporting structure and response, with field nurses assisting in street triage. This would have an impact on the force and who would be deployed as the police were not always the right organisation to deal with such an incident. The programme was to go live in early January 2024 and Cumbria Constabulary were going to opt for the whole model. An update on the programme would be provided to the Panel at their November meeting.

The OPFCC Governance Manager provided an update to the Panel on work being carried out by the Commissioner and the OPFCC, following the transference of fire governance on the 1 April 2023. Recruitment was also commencing for Panel members to allow for succession planning for those members due to retire from the Panel in 2024.

AGREED; that,

- (i) the updates be noted; and
- (ii) the Panel be provided with an update on the Right Care Right Person programme at their November meeting.

34. VIOLENCE AGAINST WOMEN AND GIRLS

A/Inspector Belshaw guided the Panel through a presentation which provided an update on the work and key achievements attained by the Constabulary in relation to Violence Against Women and Girls (VAWG) during the past six months.

The force was seeing increased reporting which was being seen as a success and easier access to reporting. VAWG was now a part of daily business with officers having a better understanding and what was required of them. A VAWG Scrutiny Panel which was chaired by the Victim's Charitable Trust were looking at cases by different themes. The next session was due to take place in October regarding low level sexual assaults where a victim was supportive of the case and would look at how the victim was treated and cared for after the offence.

The Street Safe Tool was the public's opportunity to engage with the police on what issues they might need to help them feel safe such as highlighting poor lighting or continued anti-social behaviour in public spaces. The Call It Out survey had seen 3,000 responses and identification of hotspots where police patrols need to be diverted to. A lot of education programmes in schools and colleges were taking place including the use of the G.W.E.N programme for communities who would not normally engage with the police.

A number of toolkits were available on SharePoint to assist officers and staff to deal with VAWG related incidents. Training was provided to all student officers and front-line supervisors/officers/staff; partner agencies, witness care, women's support services, probation and health to assist them to understand the Constabulary's processes and assist in reporting.

VAWG champions meet on a monthly basis and arrangements were made for doctors to teach officers about techniques which victims could use to assist them to cope with the issues; and there was also a drive to recruit more male champions. In October a multi-agency conference was being held to ensure lines of reporting were opened across different agencies and advise on what the force was doing. A welfare hub had been set up outside Carlisle train station and the force were looking to set up more across the county.

A member asked what the VAWG programme was doing to encourage ethnic communities or sectarian religious communities to come forward and report issues or incidents. A/Inspector Belshaw advised that leaflets had been translated into all languages and the force were working with many different communities and individuals to encourage reporting and enable them to understand their rights.

AGREED; that the report be noted.

(Note: A/Inspector Belshaw left the meeting at this point.)

35. CONSTABULARY PROPERTY STORE

Inspector Kye Renyard presented a report which outlined the work undertaken regarding property storage within the Constabulary. Work had been carried out to benchmark the force

against other forces resulting in changes being made to property storage and the control of it. There were now fit for purpose property stores within each main station across the force area with each one having a dedicated property assistant. With the migration of the force to the Mark 43 system it was essential that a property inventory was accurate.

New freezers had been purchased and fitted with temperature monitoring alarms; and monthly freezer audits taking place to remove any items which were no longer required to be kept. Options for the disposal of property was being explored for such items as digital devices and bicycles.

Governance for property management has been maintained through the Mark 43 Property Project at bi-weekly meetings. The project had seen a significant step forward of inventory management as every property location was to be bar coded which would enable accurate accounting and auditing of property.

The Panel noted that good progress had been made in this area since they first raised the issues in the previous meetings and welcomed the recent and ongoing focus and developments.

AGREED; that, the report be noted.

(Note: Inspector Renyard left the meeting at this point.)

36. ANNUAL STOP & SEARCH AND USE OF FORCE REPORT

T/Chief Superintendent Bird advised that there had been a training programme to enable officers to understand their powers of Stop and Search including the importance of rationale to justify their approach. This had resulted in a significant increase in the use of the power resulting in significant cash and controlled drugs seizures, some of which had been at Appleby Horse Fair and Kendal Calling.

The find rate following a stop and search was consistently 25% which was one of the best rates in the country. Many stops were intelligence led especially when targeting County Lines activity. In response to a member's question, T/Chief Superintendent Bird advised that often local communities were not aware of the number of searches within their areas or the benefits that they brought to disrupt criminal activity.

The Constabulary had developed a new reporting system for Use of Force incidents which had resulted in an increase in reporting due to the faster and easier reporting process. The use of TASER as a deterrent had increased, although the actual firing of TASER remained low with only 28 cases in the previous year. Each discharge of TASER was reviewed by a Firearms Inspector who would advise of any feedback or officers who required re-training.

Prior to the Panel meeting the members had had the opportunity to dip sample three Stop and Search incidents. They provided feedback at the time and to the meeting on their findings. The Panel had reviewed four cases where Use of Force had been used by officers. Again, they

provided their feedback to the meeting. They were particularly complimentary of two officers who were involved in the use of TASER. By watching the Body worn Video footage they found that the officers conduct and aftercare of the individual was exemplary.

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

37. CUSTODY DETENTION SCRUTINY

In March 2022 the government produced its Inclusive Britain response. It presented a raft of measures that translated the findings from the Commission on Race and Ethnic Disparities (CRED) report into concrete action, including the government's commitment to develop a new national framework by Summer 2023, for how the use of police powers (including stop and search and use of force) is scrutinised at a local level.

It had been agreed that the Ethics and Integrity Panel would perform this oversight function and as part of their role would look at Custody Detention. Prior to the meeting the Panel had reviewed five custody cases where use of force had been used within a custody suite. The members had provided their feedback about individual cases at the time of the dip sampling and provided an overview of their findings at the meeting.

The Panel raised the issue of not being able to clearly hear the conversations which had taken place in custody. T/Chief Superintendent Bird advised that this was an issue which had been identified in the HMICFRS inspection and was being picked up as part of an action plan. The members felt that generally the officers had acted well.

As part of the agenda a report had been circulated to the Panel prior to the meeting which detailed custody performance over the past six months. In relation to disproportionality members asked why the average detention time was longer for detainees of black or mixed race. T/Chief Superintendent Bird advised that where detainees did not speak English as their first language interpreters were required. Often delays were experienced to enable interpreters to attend police stations to assist with booking in, provision of legal advice, interviews and other custody processes. A breakdown of what percentage was due to language/interpreter services would be provided within the next report.

AGREED; that,
 (i) the report and dip sample feedback be noted; and
 (ii) future reports provide a breakdown of detention times which was due to language/interpreter services

38. INFORMATION MANAGEMENT

(a) CONSTABULARY INFORMATION MANAGEMENT COMPLIANCE

The Disclosure Manager presented a report which detailed the Constabulary's compliance with information management requirements. In the six-month period between January and June 2023 the Constabulary had received 699 FOI requests which was a 35% increase on the same period in 2022. The increased number of requests combined with a backlog of responding to requests had resulted in the Constabulary's response time reducing to 52% in June.

The backlog was attributed to an increased interest in police misconduct and late internal responses for required information. Meetings had taken place with relevant departments to identify solutions to improve response times. It was anticipated that response rates would improve in September once the backlogs had been addressed and improved response times from departments.

The Constabulary were in the process of publishing data on their website including the publication of datasets and material as required by the Publication Scheme which it was hoped would reduce the number of FOI requests received, or the force could direct enquiries to their website. The project was expected to be finalised within six months and progress of this to be provided within the next report.

A 32% increase in the number of Subject Access Requests had also been identified. Response times within the one-month timescale had been 100% in January falling to 93% in June which was well above the national average of 68%.

Following a recent media article a member asked what systems, checks and balances were in place to prevent data breaches and the release of information. The Disclosure Manager advised that processes and checks were in place to try and prevent data breaches as far as possible. Should this occur the Data Protection Officer would be advised and the necessary steps taken, including informing the Information Commissioners Office where applicable. The Constabulary's Chief Officer Group would also be informed and the Constabulary would take the necessary steps to retrieve or remove published data, informing any individual who was affected by the breach.

AGREED; that,
(i) the report be noted; and
(ii) the February report provide an update on the Publication Scheme project.

(Note: Kerry Carson left the meeting at this point.)

(b) OPCC INFORMATION MANAGEMENT COMPLIANCE

The OPFCC Governance Manager guided members through the OPFCC Information Management Compliance report which had been circulated to the Panel prior to the meeting. It was noted that on average over half of the Freedom of Information requests received were in fact for the Constabulary to deal with. The majority of those for the OPFCC were in relation to office costs, budgets and victim services.

The Panel were advised that the OPFCC did not deal with any FOI or SAR requests which were made in relation to Cumbria Fire and Rescue Service.

During the reporting period 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.

39. INTEGRITY

Chief Inspector Wilkinson presented the quarterly report for the Professional Standards Department including public complaints, misconduct and anti-corruption unit performance. She advised that work was ongoing to streamline and standardise the complaint handling process. The department was currently not achieving their key performance indicators (KPI) in relation to service recovery therefore processes were being implemented to address this.

Ethnicity data was not always captured due to the many different reporting methods. A performance indicator had been given to the service recovery handlers to have them ask complainants about their ethnicity to enable the data to be captured. If a person did not wish to provide their ethnicity, then the form should be updated to enable this information to be recorded rather than using 'unknown' as it would illustrate the individuals choice.

The majority of complaints linked to service delivery many of which should be able to be dealt with under the service recovery route. A number were related to the Comms Centre which was to be expected as they were being more robust on the role of the police and matters that they would attend. These were not significant at this time. Some complaints related to the manner of driving by police officers and a Detective Sergeant from the Professional Standards Department attended the Constabulary's Driver Standards Board to provide feedback regarding the types of complaints received.

Keeping victims updated was another area of complaints. T/Chief Superintendent Bird advised that the force was doing a lot of work with officers and staff to understand a victim's journey from end to end. This would also form part of the Constabulary's leadership work. A member asked what the force was doing to support officers and staff who were busy and were advised that regular reviews of officer caseloads was taking place.

A discussion took place regarding some of the categories recorded within misconduct but not in complaints. Chief Inspector Wilkinson advised that it was often the case that such matters were recorded as a conduct matter even when they were as a result of an initial complaint being made. This practice was going to change to ensure that matter was recorded as a complaint with special procedures to deal with as a conduct matter.

The Panel noted the recent improvements in reports being generated and stated that the ongoing development of the 'context' and the 'what is being done' elements of the report were particularly important.

AGREED; that, the report be noted.

40. VETTING DIP SAMPLE FEEDBACK

Prior to the meeting the Panel had carried out a dip sample of the Constabulary's vetting decisions. They had reviewed 10 cases and were in agreement all decisions made.

The information contained within the appeal letters had improved significantly following the Panel's feedback earlier in the year. It was felt that this information would help applicants understand the reasons why their appeal had not been upheld. The Panel were also pleased to note that the standards which Cumbria held were higher than those of other forces.

A revised Authorised Professional Practice for Vetting developed by the College of Policing would be released in October 2023. More circumstances for vetting interviews would be introduced which would allow forces to speak to potential officers and staff, particularly those who had not previously passed the vetting process.

Chief Inspector Wilkinson advised that following the historical data wash which all forces were required to do. The process was 75% complete and to date nothing of concern had been identified. It was hoped that the process would be completed by the end of September.

AGREED; that, the report be noted.

41. OPFCC COMPLAINTS, REVIEWS AND QSI'S

The OPFCC Governance Manager presented two reports which outlined complaints dealt with by the OPFCC, complaint reviews; and QSI's regarding areas of dissatisfaction which members of the public had contacted the Commissioner about. It also highlighted the work being carried out by the Police, Fire and Crime Commissioner and the OPFCC to make a difference to the communities in Cumbria.

The OPFCC had seen a continued increase in members of the public writing to the Commissioner to make a complaint regarding a police officer or staff member. As the OPFCC had no statutory authority to deal with these, the individual was provided with the contact information for the Constabulary's Professional Standards Department.

From 1 January to 30 June 2023 the OPFCC had received 16 complaint review requests. On average 14% of the review requests received were upheld. No trends or recurring issues had been identified.

During the reporting period there had been no complaints against the Police, Fire and Crime Commissioner or any staff within the OPFCC.

Peter McCall

From 1 January to 30 June 2023, the OPFCC had received 372 QSI's in additional to 51 separate pieces of correspondence not logged as QSI's. The report identified 4 main issues raised as being –miscellaneous, police service dissatisfaction, fox hunting and crime. Since 1 April 2023 the Commissioner had received 5 QSI's in relation to Cumbria Fire and Rescue Service. These were regarding general fire service provision and not particular incidents or issues. The report also detailed work being carried out by the OPFCC and the difference it was making in local communities.

Agreed; that, the reports be noted.

Meeting ended at 4:40 pm

Signed: _____
Panel Chair

Date: _____

Ethics and Integrity Panel



Title: Right Care, Right Person

Date: 30/10/2023

Agenda Item No: 08

Originating Officer: Sergeant Chris Davies

CC: Chief Superintendent Daniel StQuintin

Executive Summary:

(Précis of what the decision is for – should be a maximum of 100 words)

Right Care, Right Person (RCRP) is an approach designed to ensure that vulnerable people, who have health and/or social care needs, are responded to by the right person, with the right skills, training, and experience to best meet their needs.

RCRP is mandated for all forces in England & Wales to implemented It is a national commitment from the Home Office, Department of Health & Social Care, the National Police Chiefs' Council, Association of Police and Crime Commissioners, and NHS England to end the inappropriate and avoidable involvement of police in responding to incidents that are on their legal responsibility to respond to. Where appropriate and where there is a core police role the constabulary will always respond.

Recommendation: To support the constabulary in the implementation of RCRP by assisting with stakeholder management and analysis of any difference RCRP makes to constabulary and partnership demand.

1. Introduction & Background

In November 2018 the HMICFRS report "Picking Up the Pieces" identified the mental health demand was rising exponentially, with no method to reduce it. Welfare Checks use a disproportionate amount of police time and resources. Partner services were unable to meet demand, and policing was filling the gaps.

Police are increasingly involved when it is not their legal responsibility, they are not the most appropriate agency to respond, and they are not able to handover care to a more appropriate professional in a timely manner. This impacts on the ability of the police to carry out their other duties effectively, and importantly, can result in people with mental health needs experiencing greater distress. Because police officers and staff do not have the appropriate skills and experience,

discharging legal responsibilities that the constabulary has assumed inappropriately is challenging and often very time consuming.

In response to the HMICFRS report Humberside Police began the process of creating RCRP in April 2019. In February 2020 Humberside engaged the legal services of Ian Skelt KC, a barrister of the Serjeants' Inn Chambers. Mr Skelt was asked to provide advice on the Police's duty of care, legal obligations and the assumption of responsibility, and the lawful discharge of any duty. (When do that police have responsibility for a person and how/when do they stop having responsibility for that person).

Humberside went live with RCRP in May 2020. In their most recent HMICFRS report Humberside have been grade as outstanding and are currently the top performing force in the country. The Home Office reviewed the scheme and have mandated all forces to implement the Humberside RCRP model.

RCRP provides a framework for assisting police with decision-making about when they should be and should not be involved in responding to reported incidents.

At the centre of the RCRP approach is a threshold to assist police in making decisions about when it is appropriate for them to respond to incidents, including those which relate to people with mental health needs. The threshold for a police response to a mental health-related incident is:

- To keep the King's Peace,
- to investigate a crime that has occurred or is occurring; or
- to protect people, when there is a real and immediate risk to the life of a person, or of a person being subject to or at risk of serious harm.

The approach involves consistent use of the RCRP threshold to determine whether the police are the appropriate agency to respond at the point at which the public or other professionals report a mental health/social care incident.

The RCRP threshold should be used in a way that is responsive to dynamic and changeable situations. For example, there may be occasions where a call handler initially judges that there is no clear and immediate risk of serious harm, but the situation escalates. As with all other types of incidents, the police will apply a continuous risk assessment approach, and respond as required to any change in risk, considering any information provided by local partners. Likewise, when the police have responded to an incident, but the threshold is no longer reached, there should be a timely transfer of support to mental health or other suitable services.

The constabulary has ensured that patient safety is at the heart of planning and implementation of RCRP. This means the approach to RCRP implementation for people with mental health needs should be planned and developed jointly through cross-agency partnerships before changes to responses are introduced. Whilst the constabulary will ultimately determine the timeframe for implementing the RCRP approach locally, we have adopted a collaborative approach with partners

with robust governance structures and escalation agreements that have been identified as national best practice. This is enabling partners to be informed and get ready and the approaches will continue well after the go live date of Monday 8th January, in order for partners to raise issues and any learning can be identified.

2. Issues for Consideration

Cumbria Constabulary's implementation of RCRP is on track to go live on the 8th of January 2024. To support the successful delivery of RCRP with the force and across the country a comprehensive governance structure was put in place. This structure includes multi-agency and partnership consultation and communication at various levels of responsibility.

An RCRP Gold group was established with ACC Blackwell having overall accountability and oversight of the RCRP project as SRO. The internal Gold group meets on a fortnightly basis. RCRP Silver is Chief Superintendent Dan St Quintin, who chairs the Strategic Oversight Group. Which includes senior and director level partners from a wide range of agencies that will be directly impacted by RCRP. The Strategic Oversight Group meets monthly. It addresses the higher-level strategic requirements necessary for county wide, cross agency preparedness. The SOG also provides updates regarding the national RCRP picture and informs partners of significant development within Cumbria RCRP strategy.

RCRP Bronze is Inspector Rachel Godden, who chairs the Task and Finish group. This includes representatives from partner agencies and the third sector. It meets bi-monthly and addresses the practical implications of RCRP at ground level. It provides impact data analysis and regular updates on Cumbria Police's progress, to assist partners complete their own preparations and keep them informed of RCRP developments.

In addition to these groups there is the RCRP working group chaired by Sergeant Chris Davies. This is an internal group than includes representatives from the various departments within Cumbria Police that need to collaborate in order to deliver the strategic vision RCRP successfully.

The RCRP approach for Cumbria Police has been structured around the Humberside Police model and in particular the legal advice produced by Mr Ian Skelt. The Humberside model and legal advice have been utilised to govern the RCRP approach nationally. The national delivery of RCRP also includes the publication of up-to-date legal advice. However, this national advice has only just been sent to the constabulary and is currently with Legal Service for review. It is expected that the national legal guidance will be very similar to the Humberside legal advice.

The Cumbria Police RCRP Concern for Welfare policy has been created and drafted using the original advice provided to Humberside. It has been reviewed by the director of legal services and agreed in principle. It is awaiting final sign off at Gold level, but the decision has been made to wait

for the publication of the national advice. In the unlikely event that further amendments or changes are required.

The Cumbria Police RCRP decision making toolkit has been constructed in line with the Humberside model and legal advice. A decision-making flow process was designed and a RCRP PowerApp has been created in conjunction with the Digital Data and Tech Command. It is designed to assist CMR officers in making decisions regarding the polices level of responsibility in regard to concern for welfare incidents and dictate a proportionate and appropriate response. It has been reviewed and agreed in principle at Gold level, but the decision has been made to wait for final sign off until the national advice has been reviewed and any implications have been managed.

The constabulary's RCRP training package has been constructed in line with the Humberside model and legal advice. It is designed to provide an in-depth and comprehensive overview of Cumbria's RCRP approach and the details of the Concern for Welfare policy. It will be delivered as a full day's training and will be provided to all CMR officers and Sgts. As well as this, all CCR FIMs and supervisor will be trained. The training will also be delivered to Detective Sergeants from Safeguarding and Response Inspectors. RCRP information and updates will be provided force wide via internal communications and part of a comprehensive marketing and communication strategy.

The training will be delivered to all affected officers throughout November and into December. This allows plenty of time prior to the go live date to embed the RCRP principles, without the inherent risk of skill fade over time.

3. Implications

(List and include views of all those consulted, whether they agree or disagree and why)

3.1 Financial

Representatives from the Finance department have been included in the Working group. While the is minimal immediate financial impact, they are in agreement with the principles and practices of RCRP. In due course, RCRP is expected to deliver resourcing efficiencies and baseline assessment of demand have been completed to ensure reliable demand analysis and reviews can take place.

3.2 Legal

Representatives from the Legal department have been included in the Working group and Gold Group. Their support has been invaluable. They have been consulted at every stage and their advice has been sort regarding policy decisions. They are in agreement with the principles and practices of RCRP.

3.3 Risk

Risk has been documented and managed within the RCRP project team, under the supervision of Inspector Godden and Chief Superintendent StQuintin.

3.4 HR / Equality

Representatives from the HR department have been included in the Working group. While there is minimal immediate impact on HR. They are in agreement with the principles and practices of RCRP. An Equality impact assessment is included as part of the policy document.

3.5 I. T

Representatives from the IT department have been included in the Working group. They have been instrumental in the design and creation of the RCRP toolkit and they are in agreement with the principles and practices of RCRP.

3.6 Procurement

N/A

3.7 Victims

N/A

3.8 Internal & External Media Strategy

A thorough media strategy has been developed and signed off by ACC Blackwell. Two internal messages have been released and the external communications will go out nearer to the go-live date.

Ethics and Integrity Panel



Title: Police Race Action Plan

Date: 26th October 2023

Agenda Item No: 09

Originating Officer: Sirraaz Patel

CC: Ch Insp Sherlock, Mel Sale

Executive Summary:

Cumbria Police remain committed to improving policing services for Black officers and members of the public.

The commitment to explain or reform the disproportionality that exists within policing systems, activity and processes, was committed to by the 44 forces in England and Wales in 2020, as part of the NPCC and College of Policing joint Police Race Action Plan.

This update provides the Ethics and Integrity Panel with an overview of the Constabulary's direction of travel.

Introduction & Background

The Police Race Action Plan was rolled out in May 2022 which set out changes across policing to improve outcomes for Black people who work within or interact with policing. Cumbria Constabulary have committed to localising the Police Race Action Plan to make it bespoke to the County of Cumbria and to improve the experiences of Black residents, service users and its Black officers and staff.

Nationally, The PRAP is in a state of consultation following the appointment of Dr Alison Haydari as the new programme lead in August 2023. The second iteration of the Plan has not yet been published and is subject to change following evaluation of the central [NPCC and CoP] team's consultation outcomes. To date, Dr Haydari has not set her vision and ambitions for the PRAP.

Locally, our Chief Officer Group has recently changed and the previous portfolio holder for the PRAP has left the organisation. The Chief officer team have appointed DCC Martland as the new portfolio holder for the PRAP and with this change, there is a clear direction of travel which are placed against strict timelines.

The Constabulary will use the outcomes framework of the national PRAP to adopt a localised plan, which will be owned by DCC Martland. We will work closely with police forces who are performing well with delivering their version of the PRAP (South Wales, Merseyside & Bedfordshire etc).

The EDI team have recently hosted the President of the NBPA Andy George to discuss PRAP, and have invited several key figures from the central PRAP team to attend and support wider activities such as Stakeholder mapping etc.

The localised plan will be presented to Workforce Board on Tuesday 7th November 2023 where the direction will be clearly outlined to the board members and mapped across their areas of business, clearly identifying action owners and leads.

Action owners and leads will be tasked to drive their PRAP actions through their own business boards and return their key work updates to DCC Martland at Monthly Workforce Board.

Supporting this will be the Policing Futures team who will record and track the actions from the local PRAP on the Cumbria Constabulary Improvement Plan to monitor progress. The CCIP register will be cross referenced against updates from the action owner or leads at the Workforce Board to ensure that all matters are being tracked and progressed expeditiously.

Change has been made in areas including NPT through the Safer Neighbourhoods Board where every NPT Inspector was tasked to ensure that their engagement plans captured the voice of black people within their localities. This meets the requirement under the Pillar 'Involved' as it allows local delivery to be cognisant of the needs and views of black residents and service users.

After the first iteration of the PRAP, the Constabulary recognised the need to upskill its workforce to better understand the history of policing the black community and key events which have compounded the confidence gaps in these communities. In order to address this, the Constabulary has just completed a pilot training programme where circa 70 senior leaders within the organisation attended a three module training programme facilitated by AntiRacist Cumbria, which looked at the following,

- Not Racist V Anti Racist
- History of policing the Black Community
- Building Anti Racist Muscle Memory

The success of this programme is being reviewed by a working group chaired by DCC Martland and this will be discussed with the training provider in the near future.

The Constabulary is in conversations with the College Of Policing to utilise some of the newly designed e-learning packages which are on offer to all police forces. This includes training packages such as unconscious biased training and augmented virtual reality training which looks at the world through the lens of a black police officer.

The Central PRAP team in February 2023 concluded a survey of black police officers and staff which was completed by an external marketing company. The national results were shared with all police forces and subsequently made available to the local Race Equality Network.

The Constabulary has asked REN to support the local PRAP as a critical friend and provide scrutiny of its intentions and progress.

The National Police Race Action Plan was provided to the 44 police services in England and Wales, who each signed a mandate to 'reform or explain' disproportionality in their systems, processes or activity when interacting with black people.

The Plan was split into four workstreams which focused on the following:

- Not over policed – Use of powers and collection of data
- Not under protected – Supporting vulnerability in black communities.
- Involved – Ensuring black people have a voice to influence their police service.
- Represented – Ensuring good internal representation with onwads progression plans and having black voices support scrutiny of police activity and plans.

The above four pillars will provide the basis for delivering a localised PRAP.

2. Issues for Consideration

2.1 It is imperative that the Cumbria Constabulary PRAP is scrutinised externally to support legitimacy and transparency and hold the force to account for its direction of travel and progress.

Scrutiny must overlay the forces' performance against the National PRAP. This is to ensure that actions meet the national standards and best practice is adopted where appropriate. Consultation and learning from stakeholders, the national Plan and other police forces should be a continuous process.

Scrutiny from Ethics & Integrity Panel and accountability through Strategic Workforce Chaired by DCC Martland are the two key issues which must be sustained moving forward to deliver the localised plan.

3. Implications

3.3 Risk – Failing to deliver a localised plan will adversely impact confidence and trust amongst the black people we serve.

There will also be an adverse impact on black officers and staff who may lack confidence in their organisation for being able to deliver meaningful change.

3.5 I.T – The local PRAP documents will be stored on a central Teams site with limited access reserved for those who are action owners or business leads. This will be a live document which will remain open and subject to change where necessary to meet local or national requirements.

There will also a be an action tracker which will managed through the CCIP and administered by the Policing Futures team.

3.7 Victims – The PRAP has a dedicated pillar which looks at enhancing victim services and supporting vulnerability in the black community, it is therefore essential for the Constabulary to utilise the tool kit within PRAP to provide a service that meets the needs of this community.

4. Supplementary information

An Equality Impact Assessment, Media Strategy and Tactical Delivery Plan will be created as part of the localised Plan.

Inspector Siraaz Patel

DEI / CIP / PA / Driver Training

Ethics and Integrity Panel



Officer & Staff Update

Date: 09 November 2023
Agenda Item No: 11
Originating Officer: Stephen Kirkpatrick, Director of Corporate Support
CC:

Executive Summary:

This report provides a briefing to members of the Ethics & Integrity panel regarding a range of Human Resourcing matters including Officer, PCSO and Staff establishment numbers and recruitment plans alongside sickness and welfare updates.

The report also includes an update from Learning & Development regarding the current position and forward plans for tutor constables across the force.

Recommendation:

That the Ethics & Integrity Panel note the report.

1 Introduction & Background

This report provides an update to the panel on the following:

- Officer & staff establishment.
- Police officer recruitment (including Uplift gender balance update).
- Sickness & wellbeing.
- PCSO recruitment programme
- Tutor Constable recruitment

2 Issues for Consideration

2.1 Establishment

- The Constabulary has amended the governance process to streamline officer moves and staff recruitment, this now includes a weekly “silver” meeting attended by HR and the Director of Performance and Change. This is followed by a weekly Force Resourcing Meeting chaired by the DCC, attended by HR and Resource Coordination. This includes a high level overview of Establishment with a particular focus on Patrol and CID.
- At the time of writing, the Establishment for the Constabulary is:

FTE	FTE Budget	FTE Actual
Officer FTE (excluding secondment)	1334	1378.17
Staff FTE (excluding secondment)	704.44	643.19
PCSO FTE	60	47.93

- Please note the Police Officer budgeted Establishment is to increase to 1363 to account for the additional 29 posts. Please note this will be subject to review following confirmation of funding beyond 2025.
- Whilst it appears the vacancy factor for Police Staff is high, recruitment is ongoing for the majority of vacancies, this follows a “hold” on vacancies previously for consideration as part of Savings and Efficiencies.
- As previously mentioned, recruitment for PCSOs is ongoing. Further details below.

2.2 Police Officer Recruitment

- Following the successful completion from Uplift, the Constabulary continues to recruit over the target of 1368 headcount.
- At the time of writing, the headcount equates to 1393.
- Funding for 2024-25 has therefore been awarded for an additional 29 officers with the new target equating to 1397.
- A breakdown of gender for those recruited as part of the Uplift programme can be found in section XX.
- Attached is a Weekly COG report which provides an overview of the starters and leavers to March 2024 when the target of 1397 must be met. An additional intake is pencilled in for March 2024 in the event a higher rate of attrition occurs.
- A Retention Strategy has been drafted to assist with reducing turnover of Officers and Staff, this includes the following measures:
 - Stay Conversations
 - Improved Exit Interviews
 - Improve Data and Metrics – this will improve the data available around low turnover rates going forward
 - Utilisation of Agile Working
 - Salary and Market Forces Supplements
 - Leadership and Organisational Culture to promote retention
 - Development of PDR’s
 - Effective Management of Temporary Contracts.
- In relation to the **gender** breakdown of officers recruited during Uplift it is as follows:
 - Female – 43%
 - Male – 57%
- The overall breakdown reflects the above for the Constabulary as below:
 - Female – 43%
 - Male – 57%

2.3 Sickness & Wellbeing

- The following graphs details the force level absences including a breakdown for officers and staff as at the end of September 2023:

All Absences

% of Employees Absent as at Month End						
Month	2018	2019	2020	2021	2022	2023
Jan		3.3%	3.6%	3.4%	4.3%	3.9%
Feb		4.3%	3.0%	3.2%	4.2%	3.0%
Mar		4.4%	4.9%	2.7%	5.4%	2.4%
Apr		4.3%	2.8%	2.4%	2.8%	2.3%
May		3.8%	2.5%	2.3%	3.5%	2.9%
Jun		3.8%	2.3%	4.0%	3.6%	3.0%
Jul		4.1%	2.5%	3.2%	4.1%	3.3%
Aug		4.0%	2.3%	3.5%	3.5%	3.2%
Sep		4.1%	3.5%	4.2%	4.1%	2.8%
Oct	4.0%	4.6%	2.9%	3.7%	4.1%	
Nov	3.8%	4.6%	3.6%	3.9%	4.9%	
Dec	4.2%	4.8%	3.4%	6.1%	4.8%	

Police Officer Absences only

% of Employees Absent as at Month End						
Month	2018	2019	2020	2021	2022	2023
Jan		3.4%	3.6%	3.6%	4.5%	3.8%
Feb		4.2%	3.1%	3.9%	4.5%	3.2%
Mar		4.8%	4.7%	3.0%	5.3%	2.7%
Apr		4.1%	3.1%	2.8%	2.8%	2.0%
May		4.2%	2.6%	2.7%	3.2%	3.1%
Jun		4.0%	2.8%	4.9%	3.2%	3.0%
Jul		3.8%	3.2%	3.9%	4.4%	3.1%
Aug		4.1%	2.9%	4.0%	3.4%	3.2%
Sep		4.3%	3.8%	4.1%	4.3%	2.2%
Oct	3.9%	4.6%	2.9%	3.7%	4.6%	
Nov	4.2%	4.6%	3.5%	4.2%	5.3%	
Dec	4.8%	5.2%	3.6%	6.6%	5.2%	

Police Staff Absences – excluding PCSO

% of Employees Absent as at Month End						
Month	2018	2019	2020	2021	2022	2023
Jan		3.1%	3.3%	2.9%	3.8%	3.8%
Feb		4.2%	2.7%	1.9%	3.7%	2.5%
Mar		3.5%	5.2%	2.3%	5.2%	1.8%
Apr		4.4%	2.6%	1.6%	2.8%	2.6%
May		3.2%	2.4%	1.6%	3.9%	2.4%
Jun		3.5%	1.9%	2.5%	4.0%	2.9%
Jul		4.7%	1.5%	2.0%	3.4%	3.6%
Aug		3.7%	1.5%	2.4%	3.5%	2.8%
Sep		3.8%	3.2%	4.1%	3.6%	3.5%
Oct	4.4%	4.6%	2.9%	3.6%	3.1%	
Nov	3.4%	4.3%	3.6%	3.2%	4.3%	
Dec	3.2%	3.9%	2.9%	5.6%	3.8%	

Top 3 absence types – September 2023

- Anxiety/Stress/Depression/Psych Illness
- Cold/Cough/Influenza
- Miscellaneous

Absence rates remain static or on a downward trend.

External Absence Audit

- It has been identified that Informal Review Meetings (IRMs) to support long term absences and breach of targets are not being progressed in many cases and some are not timely.
- HR will continue to send Long Term Sickness (LTS) intervention emails to managers advising re the process and next steps.
- Management of cases, including timely IRMs are now monitored through Work Force Bronze meetings and reviewed at fortnightly HR checkpoint meetings.
- Work is ongoing with the IRM form to convert from a word document to a Microsoft form. This will enable HR to quickly and accurately monitor completion rates.

Baby Loss Policy & Support

- The new policy has been well received and there are now 15 Baby Loss buddies in place representing staff and officers.
- As a result of feedback OH have amended the information on the screening document used to assess suitability for JRFT and it now includes a question referring to someone having been pregnant in the last 6 months; this now covers those who have unfortunately lost a baby and can be managed discreetly and sensitively.

Wellbeing

- The Constabulary has engaged with the 2023 National Police Wellbeing Survey (NPWS) and at closure we had achieved a 51.3% response rate which was one of the highest forces in the country and our highest response rate since the survey was first introduced.

- An initial feedback session with Durham University took place on 08 September 2023.
- Findings are currently being analysed, however high-level observations include:
 - **Positive Results**
 - Officers and Staff were shown to be highly motivated by a core desire to help and benefit others (prosocial motivation).
 - Individuals feel a personal sense of responsibility to bring about improvements and change in the workplace, to correct problems, and deal with issues.
 - High levels of Job Satisfaction were reported for both officers and staff.
 - Confidence in job skills is high.
 - Work engagement levels (where individuals feel that their work has meaning) were high.
 - Officers and staff feel there is supportive leadership within the Constabulary.
 - Our workforce say they feel valued by their co-workers, and supervisors.
 - Results show that those in leadership positions see themselves as part of their team. They also have a strong belief in their capability to perform as an effective leader, and are confident in their ability to influence the team they lead.
 - Officers and staff reported low levels of workplace incivility.
 - **Areas for Development**
 - High levels of workload, time pressures, and levels of responsibility were reported. These challenge stressors, though stressful are often viewed by the individual as an opportunity for personal gain, such as growth and personal development, or achievement of an important outcomes, though if too high have a detrimental impact on wellbeing.
 - High levels of work-related demands that hinder or constrain performance were also reported. These hindrance stressors include bureaucratic barriers, administrative difficulties, and poorly designed work processes, which do not provide individuals with the opportunity for personal gain, and prevent achievement of valued goals.
 - Results found that demand, particularly for police officers, was having an emotional impact. This includes some emotional energy drain, fatigue, and symptoms of anxiety. Officers also said they felt unable to take sufficient breaks at work.
 - Neither officers nor staff feel valued by the public.
 - Officers said they don't feel valued by the Force.
 - Leader identity levels were low, particularly for police staff. This measure goes beyond those in existing leadership roles, and examines whether individuals identify themselves as someone able to influence others through interactions, and put themselves forward to take charge of work tasks.
- DCC Martland is leading a process to seek feedback and proposed actions from Commanders and Directors in response to the main themes identified which are being built into a Chiefs Promise that is being communicated via the current Chief Officer roadshows.
- The action plan will be developed further through the monthly Wellbeing and OK steering group.
- Further meetings are planned to review initial data provided to identify key stakeholders to progress and develop action plan and any learning from survey planning.

2.4 PCSO recruitment

- PCSO recruitment remains open at the time of writing.

- Interviews are due to commence imminently with a view to approximately 15 individuals starting on 11 March 2024.
- At the time of writing, 35 applications have been received. Those successful at the shortlisting stage will be invited for interview imminently. The Constabulary now adhere to the National Recruitment Process for PCSOs.

2.5 Tutor Constable Recruitment

- The table below identifies tutor and reserve tutor numbers by area and section. PD1's indicates the number of PD1s approved and awaiting courses to be allocated. Section Tutors are managed by PDU. When A PDU tutor moves on then a reserve is nominated to move up.
- Cumberland have 3 PDU tutors per section. In WAF the total is 5 per section, split across Barrow, Kendal and Penrith. This is new for Penrith, having only been finalised in the last month.

	Section	TUTOR	RESERVE	PD1'S
Carlisle	1	3	1	2
	2	3	3	1
	3	3	1	0
	4	4	4	0
	5	3	2	1
D&E	1	3	5	1
	2	3	3	0
	3	3	4	1
	4	2	4	0
	5	3	6	0
Penrith	1	1	0	0
	2	1	1	2
	3	1	2	0
	4	1	3	0
	5	1	1	2
Kendal	1	2	1	0
	2	1	4	0
	3	1	3	0
	4	1	4	0
	5	2	2	0
Furness	1	2	2	0
	2	2	4	0
	3	2	2	1
	4	2	0	3
	5	2	2	2
Totals		52	64	16

- There are currently tutor gaps at Penrith and Kendal which are being addressed by L&D, however the student numbers at those sites means the situation is being managed.
- The L&D team continue to focus on developing tutors to become qualified assessors whilst maintaining a continuous pipeline of Constables to be progressed as Tutor through the PD1 process.
- There is currently a waiting list for tutor courses which is being addressed collectively between L&D and HR.

3 Implications

(List and include views of all those consulted, whether they agree or disagree and why)

3.1 Financial

- Confirmation received of change to budget establishment to 1363.

3.2 Legal

- N/A

3.3 Risk

- The target Uplift Headcount of 1397 may not be attained due to retention, which would result in funding being withheld. Mitigation is in place for this in the form of the Retention Strategy and additional intake in March 2024.

3.4 HR / Equality

- Data is collected and monitored in relation to diversity. Recruitment continues to link in with the Positive Action team to ensure the Constabulary reflects the community we serve.

3.5 ICT

- N/A

3.6 Procurement

- N/A

3.7 Victims

- N/A

4 Supplementary information

- Appendix A – Weekly COG Update – Uplift

Appendix A – Weekly COG Update – Uplift

Weekly Uplift Update – WC 23.10.23

Target Headcount to maintain = 1397

Uplift analysis – to 31 March 2024	
Headcount	1392
Due to start Intake	40
Possible transferee / Sec	12
Second out	-1
Known resignations	-3
Resignations predicted	-35
Total	1405
Target	1397
Variance	8

Intakes (exc Transferees)			
	Intake	Offered	Accepted
November 2023 – IPLDP	20	17	16
January 2024 – IPLDP	20	0	0
March 2024 – IPLDP	0	0	0

General Updates:

- New maintenance target (168+17+12) is 1397
- 16 accepted for November, another 4 possible (medical 26 Oct)
- Additional intake pencilled in for March 2024 – only if required – not yet included in numbers.
- Applications increasing, IPDLP to close early November and PCEP to launch concurrently.
- Transferee advert remains live for PC and Sgt
- ROCU target –
 - 6 Headcount required to March 2023, currently at 5
 - 2023/24 = 10 headcount required
 - Therefore 5 additional headcount required by March 2024 – 4 already recruited.
- Current FTE – 1373.11 (exc seconded)

Overall Pipeline = 140

Stage	PCDA	PPD	IPLDP
Internal			
Web applicant/screening	14	0	14
Successful after shortlisting	1	0	1
National			
National Sift	1	1	5
Successful after National Sift	4	3	25
To attend online Assessment	0	0	1
Internal			
Invite to Interview	4	3	17
Conditional offer	0	3	0
Awaiting check results - medical and vetting	2	2	18
Awaiting intake - provisional offer	2	3	16
Total number in "Live"	28	15	97

Transferee pipeline in (live) = 21

Stage	Number
Appoint	4
Conditional Offer (checks underway)	5
Invite to interview	1
On hold / deferred	4
Screening	7
Transferred	47
Unsuccessful after interview / checks	22
Unsuccessful after shortlisting	4
Withdrawn	33
Grand Total	127



Ethics and Integrity Panel Constabulary Grievances

Date: 02 November 2023

Agenda Item No: 12

Originating Officer: Di Johnson, HR Manager

Executive Summary:

The report provides a position overview in respect of ongoing, finalised and newly submitted grievances for the period 01 April to 31 October 2023.

The last report was May 2023.

Recommendation:

That the Ethics & Integrity Panel note the report.

1. Introduction & Background

1. The attached Grievance Statistics Report shows the number of grievances lodged during the period 01 April up until 31 October 2023, together with a summary of ongoing and finalised cases within the reference period.
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.
3. Summary position is as follows:
 - 13 new grievances were lodged within the reference period with 1 ongoing in a separate process.
 - 9 remain outstanding at the end of the reporting period.
 - 10 relate to issues with management, 1 relates to policy, 2 in relation to less favourable treatment. 1 remains in the process due to ongoing in another external process.

- Grievances dealt with during this period are approximately 66% male and 33% female: with the majority from a white, British ethnicity with one Indian Asian.

2. Issues for Consideration

- 2.1 There is an emerging theme surrounding relationships with management in the workplace. 5 grievances are from officers and staff within the same department regarding the same manager. The other 5 are not connected to each other by department or manager.

Mediation is being considered in all cases.

3. Implications

(List and include views of all those consulted, whether they agree or disagree and why)

- 3.1 Financial - Please see Risk and Equality Implications

- 3.2 Legal - Please see Risk and Equality Implications

- 3.3 Risk - 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.

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.

Specific items impacting on equality are raised through Equality Forums to ascertain if there are any issues that the Constabulary should be dealing with. At this time, no issues have been raised.

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.

- 3.4 HR / Equality

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.

The internal pool of accredited mediators is available for utilisation through the Constabulary Mediation Scheme.

- 3.5 I.T – Nothing to report upon.

- 3.6 Procurement – Nothing to report upon.

3.7 Victims – Nothing to report upon.

4. Supplementary information

List appended documents such as business case, EIA, PID, Media Strategy (remember all key points of information should be summarised within this document)

- Appendix 1 - Grievance Data for the reference period

End of Report

Appendix 1

	01/04/23 to 31/10/23	01/11/22 to 31/03/23	01/04/22 to 31/10/22	01/10/21 to 31/03/22	01/04/21 to 30/09/21	01/11/20 to 31/03/21	01/10/19 to 31/10/20	01/04/19 to 30/09/19	01/10/18 to 31/03/19
Total No. of grievances submitted in period	13	2	-	3	8	7	2	4	5
Total No. of grievances ongoing at start of period	1	6	7	8	5	1	7	7	4
Resolved Stage 1	2		-	-	2	-	-	-	2
Resolved Stage 2			1	-	-	-	-	-	-
Resolved Stage 3		2	-	3	1	-	-	-	-
Resolved informally prior to Stage 1		1	-	-	1	3	-	-	-
Not Resolved	9	1	-	1	-	-	2	1	2
Awaiting Action/Resolution			4	6	8	5	1	4	4
Withdrawn	2	3	-	1	1	-	4	-	-
On Hold			1	-	-	-	2	3	-
Transferred to alternative procedure		1	1	-	-	-	-	3	-



Professional Standards Department

Ethics and Integrity Panel Report

2023/2024 Q2

October 2023

T/DCI Hayley Wilkinson – Head of Professional Standards

Lauren McCurrie – Force Intelligence Analyst, Anti-Corruption Unit

OFFICIAL – SENSITIVE

*This document contains information and/or intelligence at GSC Official-Sensitive Level.
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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	Duties and Responsibilities
Authority/ Respect/ Courtesy	Confidentiality
Equality and Diversity	Fitness for duty
Use of Force	Discreditable Conduct
Orders and Instructions	Challenging and Reporting Improper Conduct

This report covers 2023/2024 Quarter 2 (Q2), 01/07/2023 to 30/09/2023. Figures in this report are correct as of 13/10/2023.

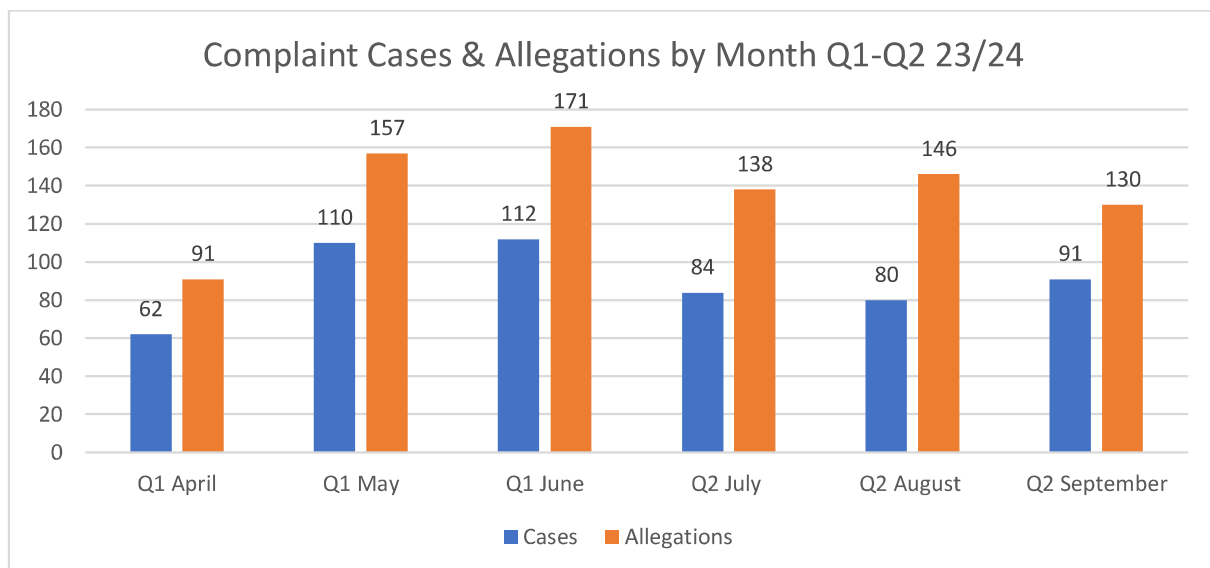
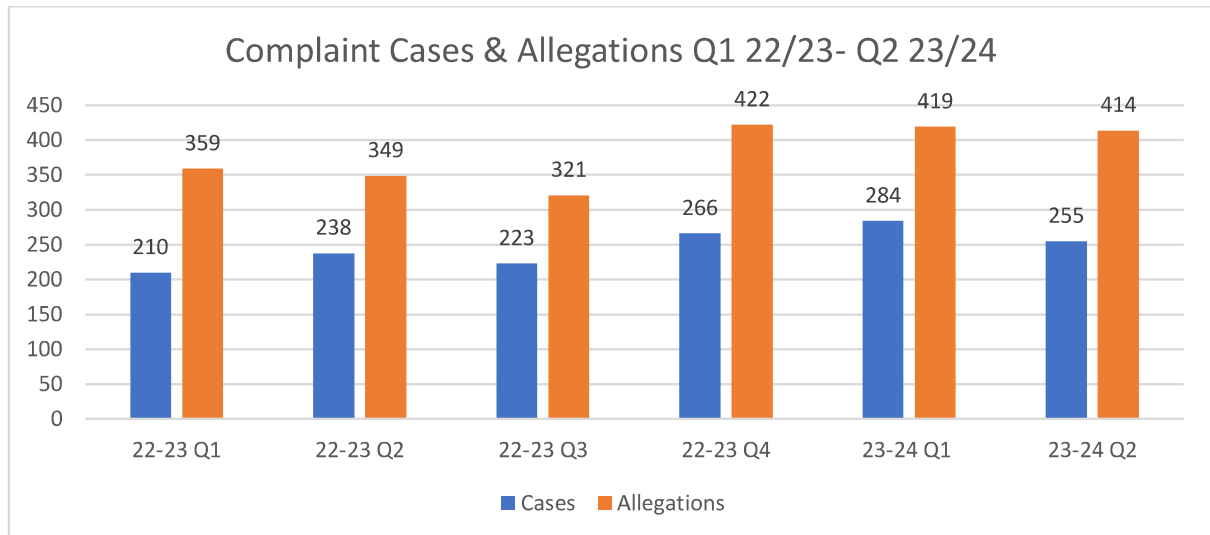
Conduct, Anti-Corruption Unit Intelligence, and certain commentary within the Public Complaints sections are not for publication. Please consult with the Head of Professional Standards prior to publishing any of the contents of this report.

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.

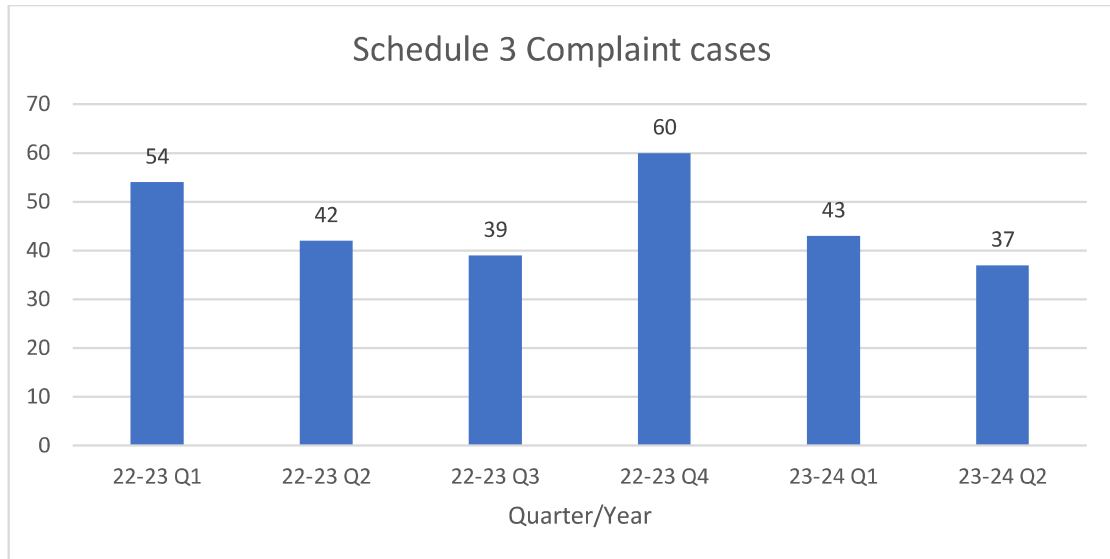
Unless otherwise stated, the below sections relate to allegations recorded within a given quarter and added to a case which has been logged/recorded in the same quarter. They do not include allegations which have been logged/recorded but added to an earlier quarter's case, e.g., allegation recorded in Q1 but added to a Q2 case; this is to allow more like for like comparisons between quarters.

Public Complaints

Complaints (expressions of dissatisfaction) have decreased in Q2 when compared with Q1. Cases have decreased by 10.2% and allegations have decreased by 1.19%. This is only a small decrease and when comparing this figure to that of Q2 22-23 there is still a significant increase. The small decrease in both cases and allegations coincides with decreases in all 3 areas of incidents, crimes and custody arrests when compared with Q1 ([Appendix C](#)).



Schedule 3 complaints cases have significantly reduced when comparing the figure to Q4 of 22-23. The reduction between these quarters is -38% from 60 schedule 3 cases to 37 in this quarter. The number of Schedule 3 cases in Q2 is lower than Q2 of the previous year where there was 39.



Handling Times

There have been significant improvements in the time between cases received to initial contact. The figures for Q2 23/24 are in the first tables and those of Q1 23/24 are shown underneath.

Contact Days (Case Received to Initial Contact) – Including De-Recorded Cases

Q2 23/24	July	August	September
0-5 days	72	81	78
6-10 days	3	1	3
11-20 days	2	1	2
21-30 days	4	1	1
Over 31 days	0	0	0

Q1 23/24	April	May	June
0-5 days	30	72	84
6-10 days	2	14	18
11-20 days	4	6	3
21-30 days	14	11	7
Over 31 days	12	7	0

Contact Days (Case Received to Initial Contact)– Including De-Recorded Cases
Schedule 3 and Outside Schedule 3 Cases

Q2 23/24	Outside of Schedule 3	Schedule 3
0-5 days	205	35
6-10 days	5	2
11-20 days	5	0
21-30 days	4	2
Over 31 days	0	0

Q1 23/24	Outside of Schedule 3	Schedule 3
0-5 days	161	25
6-10 days	32	2
11-20 days	10	3
21-30 days	27	5
Over 31 days	11	8

Days taken to log Complaint (Case Received to Case Logged) – Including De-Recorded Cases

Q2	July	August	September
0-5 days	84	81	81
5+	6	2	2

Q1	April	May	June
0-5 days	52	87	91
5+	10	23	21

A total of 246 cases (96% including De-Recorded cases) were logged within 7 days of having been received in Q2, this percentage is higher to that of the previous quarter, Q1 (93%).

Average Finalisation Times of Cases Logged/Recorded and Finalised

Finalisation figures include only cases logged in Q2 and finalised in Q2, they do not include roll over legacy cases from previous quarters, this allows a fair comparison between quarters.

	Average number of days to finalise Complaint Case Outside Schedule 3	Average number of days to finalise Complaint Case Schedule 3
Q1 21/22	17.5	31.4
Q2 21/22	4.91	31.81
Q3 21/22	7.15	26.88
Q4 21/22	5.98	26.09
Q1 22/23	6.73	21.5

Q2 22/23	10.4	20.6
Q3 22/23	18 <i>(Including De-Recorded Cases)</i>	30 <i>(Including De-Recorded Cases)</i>
Q4 22/23	17.44 <i>(Including De-Recorded Cases)</i> 150 Finalised 81 Cases remain Live	44 <i>(Including De-Recorded Cases)</i> 7 Cases Finalised 54 Remain Live
Q1 23/24	30.08 113 Finalised 69 Live	35.66 3 Finalised 34 Live
Q2 23/24	19.2 153 Finalised 65 Live	52.2 7 Finalised 27 Live 1 LPB Review made 2x Sub judge

Within this quarter we can see improvements in the time taken to finalise cases compared with the previous quarter. In Q1 62.93% of cases finalised where done within 28+ days, whereas in Q2 only 28.12% of finalised cases were done in 28+ days.

Q2 23/24	Days to Finalise	Count of Cases
1 Week	0-6 Days	15
2 Weeks	7-13 Days	27
3 Weeks	14-20 Days	46
4 Weeks	21-27 Days	27
Over 4 Weeks	28+ Days	45
Remain Live	N/A	92

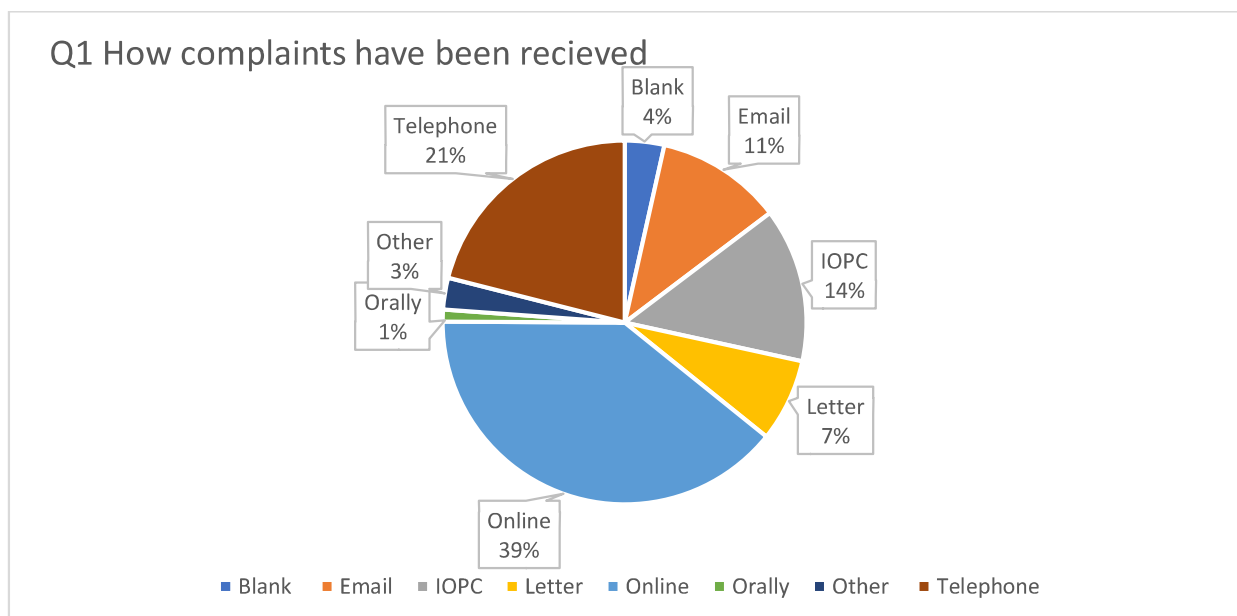
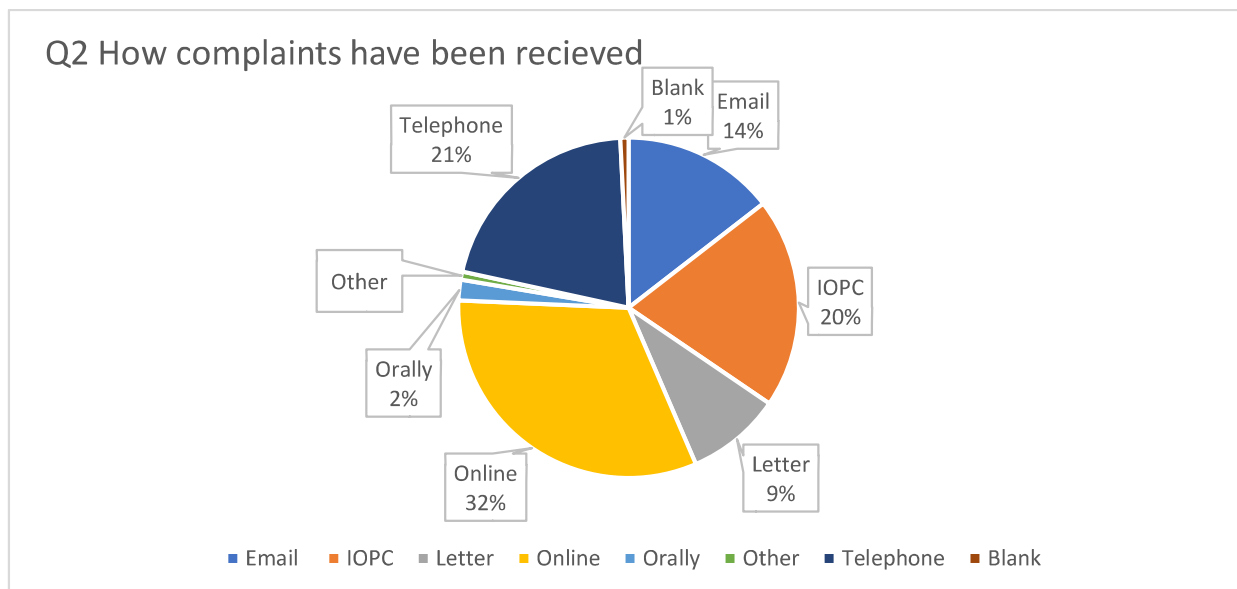
Q1 23/24	Days to Finalise	Count of Cases
1 Week	0-6 Days	6
2 Weeks	7-13 Days	2
3 Weeks	14-20 Days	2
4 Weeks	21-27 Days	33
Over 4 Weeks	28+ Days	73
Remain Live	N/A	103

The total number of cases logged/recorded in Q2 and finalised in Q2 was 160 and those logged/recorded in Q2 and remaining live at the end of Q2 is 92. This is a 63/36 split and shows an increase in performance compared to Q1 which was a 40/36 split.

During Q2 88% of cases were *Resolved*, 3% were *Not Resolved NFA*, 3% The service provided was acceptable, 1% the service provided was not acceptable an 5% De recorded. ([Appendix F](#)).

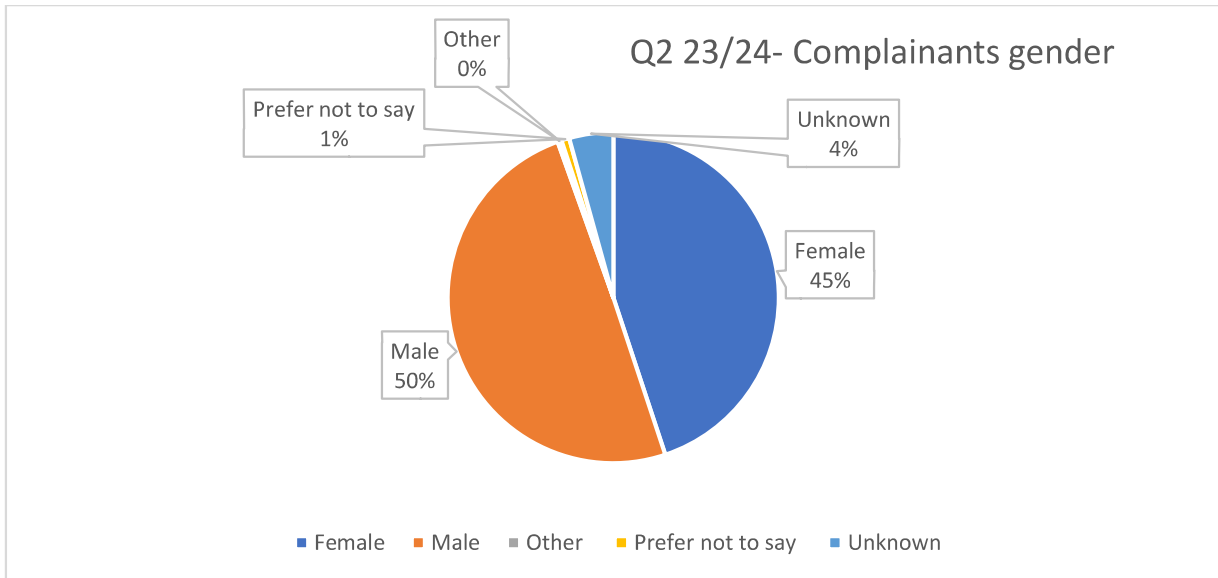
Complaints Received

During Q2 255 complaints (including 9 De-Recorded) were received through various routes; Online complaints remain the most common. The overall % share of complaints received Online and over the telephone are similar to Q1. Complaints received via the IOPC have increased from 14% in Q1 to 20% in Q2.

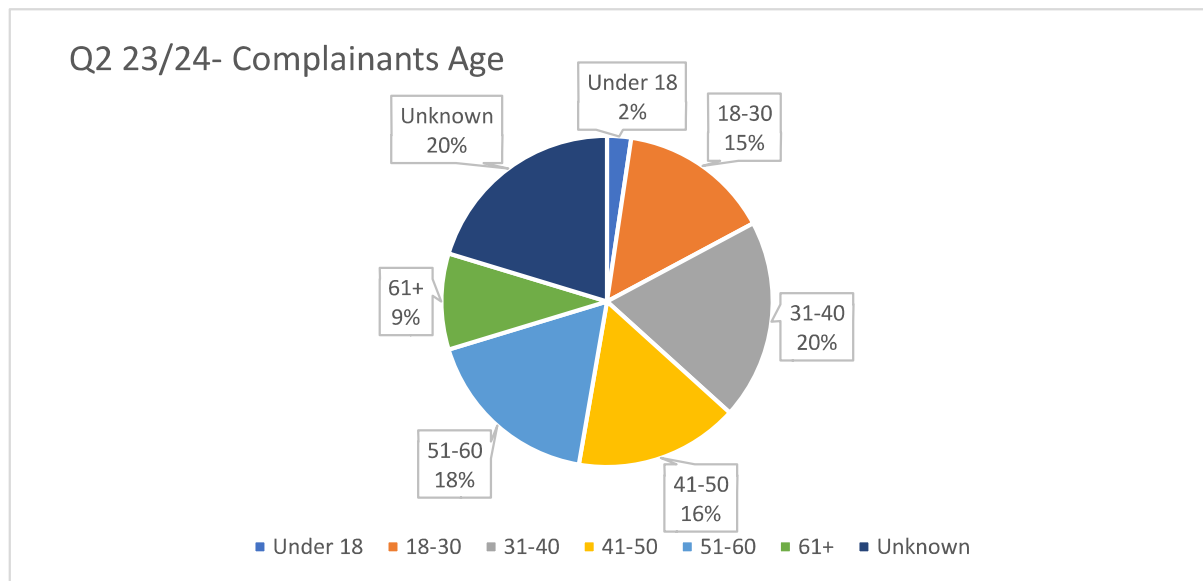


Complainant Characteristics

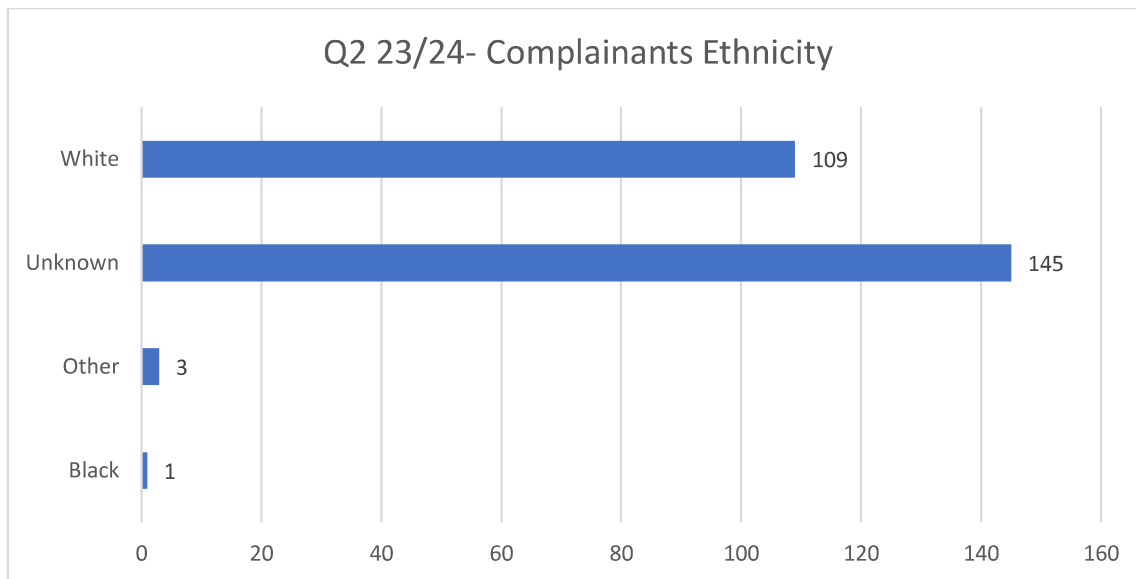
From the Complainant Characteristics data available, complaints are still more likely to be submitted from Males (50%) rather than Females (45%). There are no significant changes in % of gender from the below figures to those of Q1 (Males 54% females 41%).



For the complainants Age Q2 has seen a reduction of 5% in the unknown category compared to Q1, this coincides with a small increase in all the other age category's in Q2 compared to Q1.



The Ethnicity of the complainant is not known in over half of the cases, which was also the case in Q1. Although the new single online form, where diversity data is automatically ingested into Centurion went live at the start of the previous quarter, we have not seen any significant improvements with this information being captured.



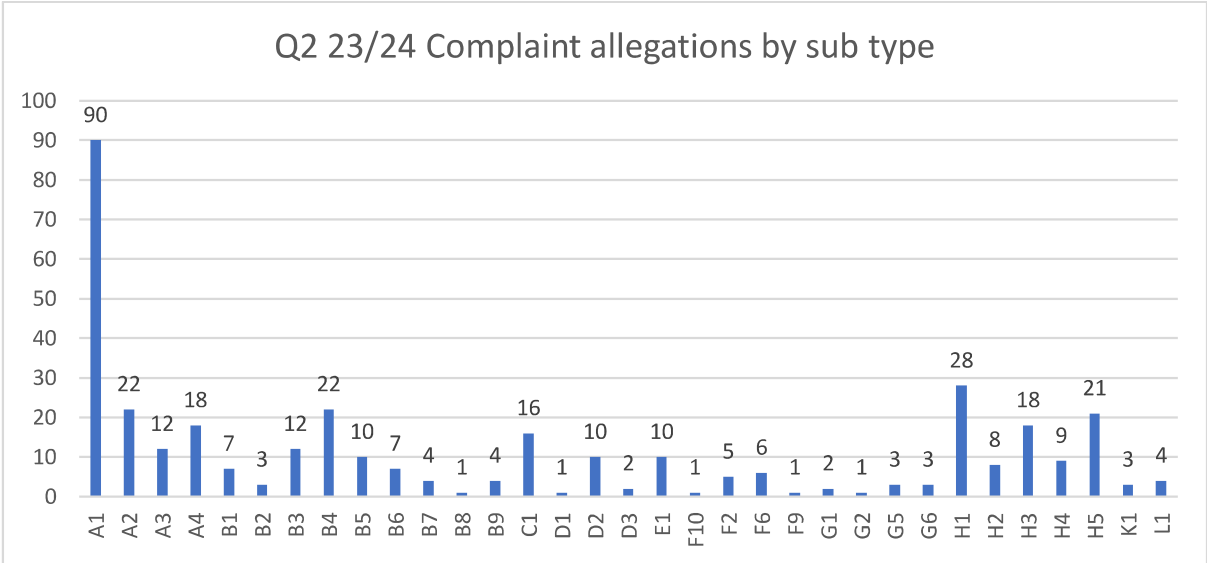
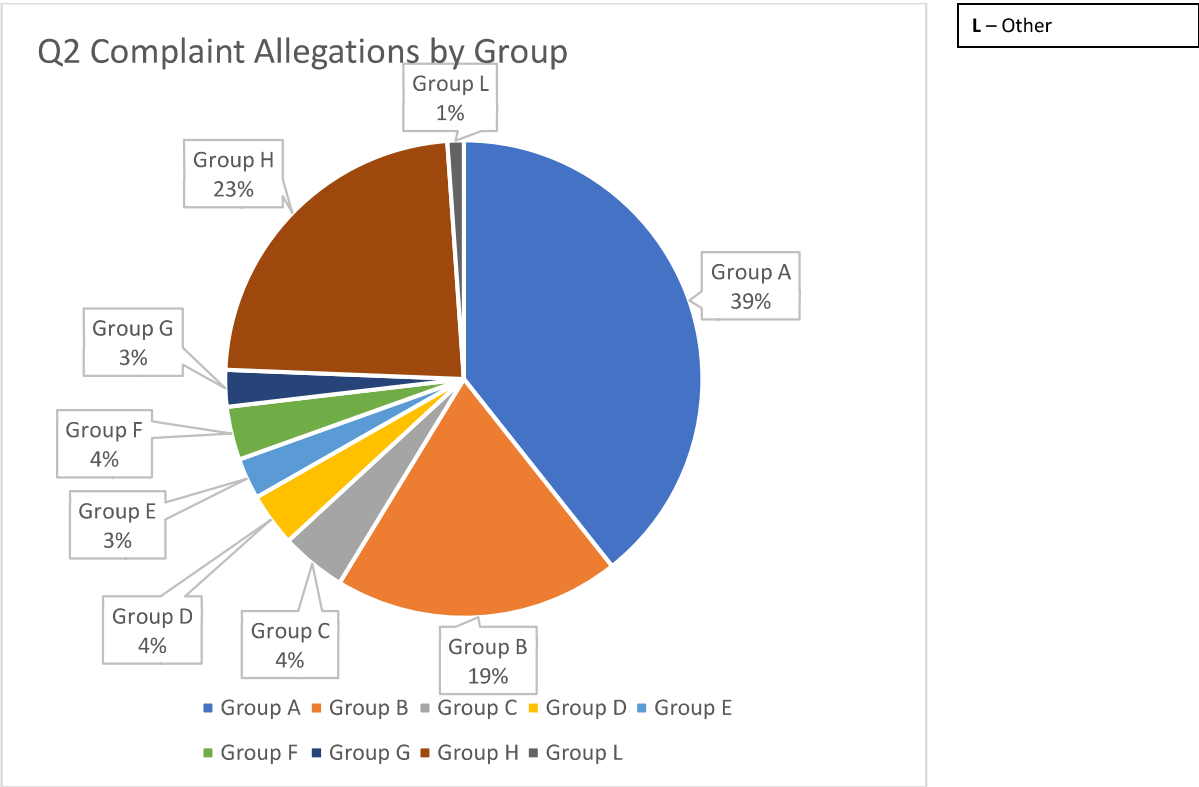
See [Appendix D](#) for breakdown of *Complainant Ethnicity: Self Classification*.

Some of the complainants characterised as 'unknown ethnicity' remain due to this not being recorded in PSD, however, dip sampling shows that some are due to complainants preferring not to say on IOPC forms, email or via phone. Following on from dip sampling, further scrutiny of the different reporting methods is now required to focus performance management.

Complaint Allegations

All complaint groups have either maintained same overall share of allegations or had a small increase since Q1. The most common complaint group continues to be *Group A – Delivery of duties and service* followed by *Group H – Individual Behaviours* which has seen an increase of 3% this quarter. *Group B – Police powers, policies and procedures* continues to be in the top 3.

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



See [Appendix B Table B3](#) for comparison with Q1.

Group H – Individual Behaviours

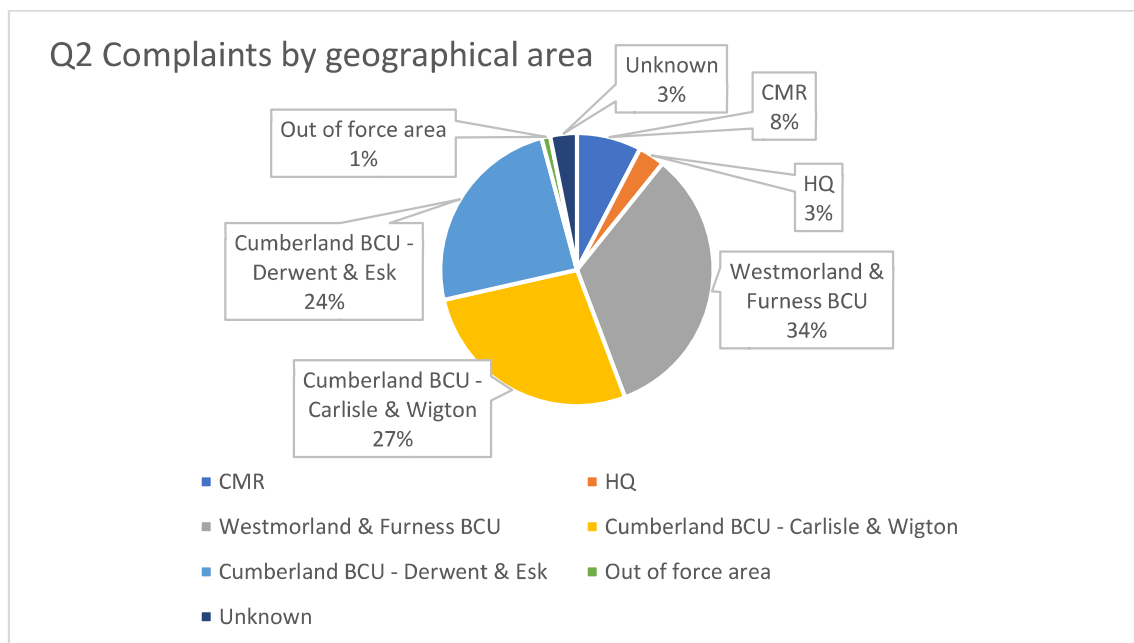
	Q1 21-22	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	% Change Q4 to Q1
Group H	67	68	59	90	76	84	Increase of 10.52%

When comparing the Group H figures from Q2 to Q1 there has been...

- **H1 Impolite language and tone**, an increase from 17 to 28.
- **H2 Impolite and intolerant actions**, stayed the same at 8.
- **H3 Unprofessional attitude and respect** a small decrease from 19 to 18.
- **H4 Lack of fairness and impartiality** a decrease from 11 to 9.
- **H5 Overbearing or harassing behaviours** a small increase from 20 to 21.

Of the 84 complaint cases citing an allegation from Group H, 16 of these refer to national factor *Call Handling* and 10 for *Investigations*.

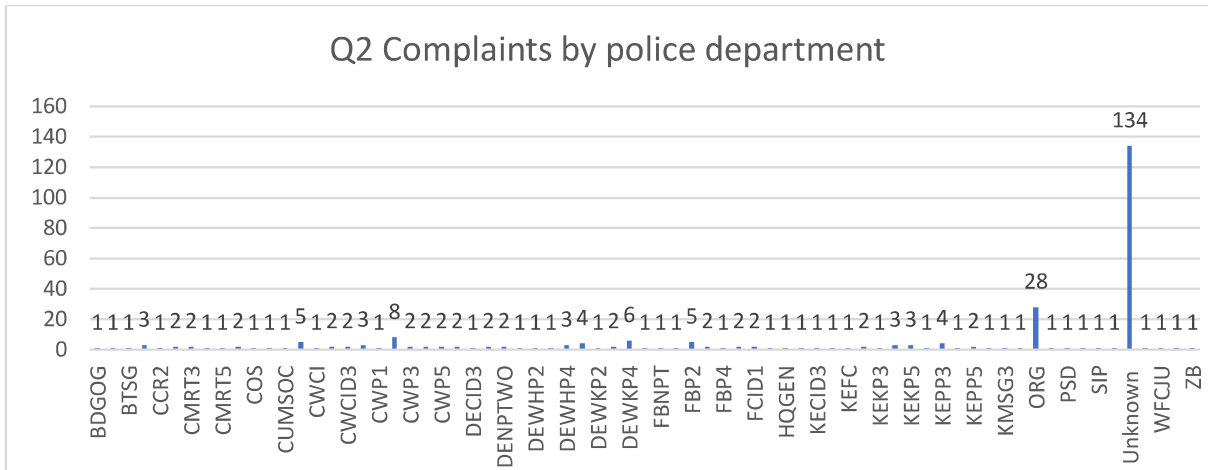
There are 76 officers have been noted on Group H complaints, 23 of these are repeat officers with or more complaint/conduct cases against them in the last 12 months. The area with the most Group H complaints is CMR with 7 complaints second is CCR with 4 and third is CWP2 Carlisle and Wigton Patrol with 3 complaints, two of these complaints relate to repeat officers. There has been no learning identified with any of the Group H complaints.



We anticipate an increase in category H complaints when 'Right Care, Right Person' is introduced in Cumbria, as members of public adapt to the new way of working.

Officers and staff subject of repeat complaints are discussed monthly at the People Intelligence Meeting (PIM), and put risk mitigation measures in place, e.g., disseminating to line managers to address with the individual and assess whether there are underlying issues or training needs etc.

Complaints by Department



Data concerned with the complaints received by police department is now available. However, the data shows that the 'unknown' category is the largest with 134 complaints being part of this category which means a full analysis of the complaints by department cannot fully be achieved.

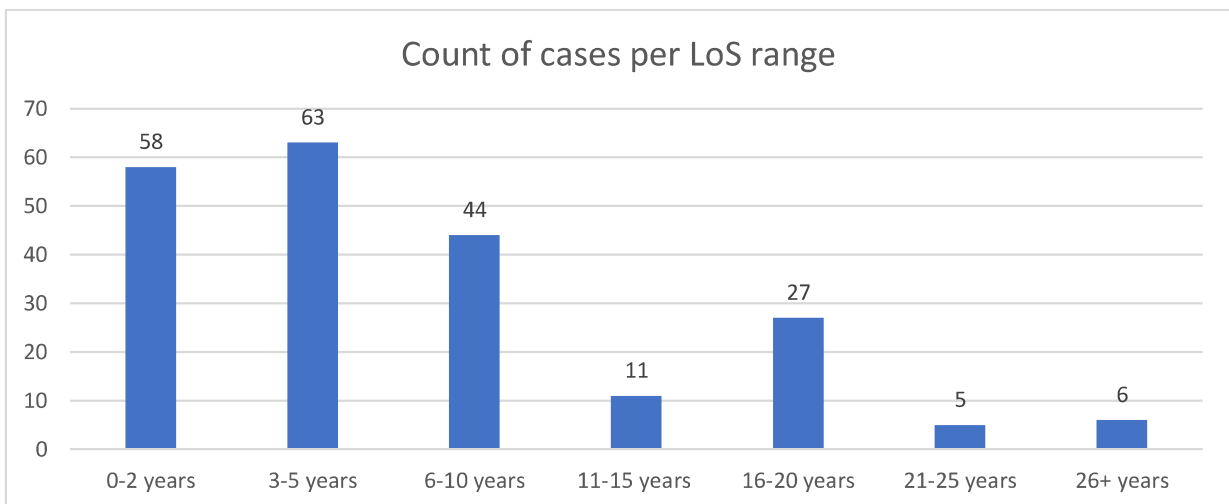
Referrals to the IOPC

Between July and September 2023, Cumbria Constabulary referred a total of 7 cases to the Independent Office for Police Conduct (IOPC), 4 of these resulted from complaints and 3 from conduct cases.

Three of these refer to use of force, 1 sexual harassment, 1 power to arrest/race, 1 APSP/detention in police custody/overbearing or harassing behaviours 1 for APSP/disclosure of information and discreditable conduct.

Length of Service

In Q2 a total of 218 individuals were cited as the subject, however, 91 of the total cases do not cite any known individuals. This is likely due to the large number of cases still Live at the end of Q2, thus, the below data is again to be considered with caution.





Ethics and Integrity Panel – Terms of Reference

Purpose:

The purpose of this Panel is to provide a forum that challenges, encourages and supports the Police, Fire and Crime Commissioner, the Chief Constable of Cumbria Constabulary and the Chief Fire Officer of Cumbria Fire and Rescue Service in monitoring and dealing with integrity and ethical issues within these organisations. By carrying out their role the Panel can aid transparency and provide public reassurance.

The panel will consider ethical and integrity issues within all three organisations providing strategic input and support in relation to the same. The panel has no decision-making powers but can make recommendations to the Constabulary, Fire and Rescue Service and Office of the Police, Fire and Crime Commissioner.

Terms of Reference:

- 1) Promote and influence professional ethics in all aspects of policing and fire and rescue, with the ability to test the Commissioner, the Chief Constable and the Chief Fire Officer on the integrity of their respective organisations. Including the monitoring of each organisations compliance with their respective Codes of Ethics and Code of Conduct. They will carry out scrutiny and review work to achieve improvements within local policing and fire services.
- 2) To maintain an overview and monitor performance in relation to conduct, complaints, civil claims and grievances against Cumbria Constabulary or Cumbria Fire & Rescue Service, quality of service and integrity matters to ensure statutory responsibilities are met and ensure good governance.
- 3) Regularly review Cumbria Constabulary and Cumbria Fire & Rescue Service external complaint files to ensure procedures, investigations and outcomes have been followed; and are addressed in accordance with statutory guidelines published by the Independent Office of Police Conduct (IOPC) or other relating legislation (Grey book / Green book). Ensuring best practice and lessons learned are acted upon and disseminated appropriately.
- 4) Regularly examine complaint review files completed by the Office of the Police, Fire and Crime Commissioner (OPFCC) to ensure they are carried out in accordance with legislation and statutory guidelines published by the IOPC.
- 5) Regularly review police officer and staff, and fire employees misconduct files and grievance files to ensure cases are dealt with in a fair and timely manner in line with legislation, processes and procedures for Cumbria Constabulary and Cumbria Fire and Rescue Service.

- 6) To regularly review police officer and staff, and fire employee establishment, recruitment and sickness/wellbeing for Cumbria Constabulary and Cumbria Fire and Rescue Service.
- 7) To provide external scrutiny of vetting decisions and DBS checks through a six-monthly dip sample process for Cumbria Constabulary and Cumbria Fire and Rescue Service.
- 8) To review registers maintained by the OPCC, Cumbria Constabulary and Cumbria Fire and Rescue Service including gifts and hospitality, registered interests, and secondary employment.
- 9) To monitor the OPFCC, Cumbria Constabulary and Cumbria Fire and Rescue Service in their data legislation compliance responsibilities. Including Freedom of Information and Subject Access Request compliance.
- 10) To undertake and scrutinise thematic areas and other ethical work when required. Identifying issues or lessons and reporting the Panel's findings to the Commissioner, the Chief Constable or the Chief Fire Officer. These could include:
 - a. Critical Incidents
 - b. HMICFRS Inspections
 - c. Serious Case Reviews
 - d. Thematic areas of Performance – including those identified by HMICFRS
 - e. Internal Audit recommendations
 - f. Public Concerns
- 11) To support the Commissioner, Chief Constable and the Chief Fire Officer in the development of policies and procedures in relation to integrity, ethical issues and confidential reporting.
- 12) To provide a quarterly report and annual report on the work carried out by the panel, including the raising of any issues or concerns. The report to be presented to the Police, Fire and Crime Commissioner's public meeting and be published on the Commissioner's website.
- 13) Where appropriate the Panel Chair may invite advisors to provide specialist or legal advice to support the work of the panel.
- 14) To consider any appeals following on from OPFCC HR policies or complaint outcomes.
- 15) To annually review the Terms of Reference and annual work programme to ensure they allow the panel to fulfil its role effectively. Any amendments to be approved by the Police, Fire and Crime Commissioner.

Cumbria Constabulary:

Detailed below are areas of business which the Panel scrutinise or review which are specific to Cumbria Constabulary.

Stop & Search and Use of Force

To provide external scrutiny of the Constabulary Use of Force and Stop and Search incidents through a quarterly dip sample process. By reviewing body worn video or CCTV footage and completed paperwork they ensure that the powers are not used disproportionately. The Panel can identify any issues or concerns thereby providing assurance and transparency regarding these police activities to local communities.

Custody Detention Scrutiny Panel

The primary objective of a Police Detention Scrutiny Panel is to independently:

- assess and report on detention and custody processes;
- review and advise on matters of disproportionality; and
- assist in generating a transparent product suitable for public consideration at the end of each annual Panel cycle.

this functionality will be carried out by the Ethics and Integrity Panel.

The focus of this Panel will be shaped by either local or national data or local concerns raised that might point to evidence of any form of disproportionality (in particular, racial disproportionality) within the police detention environment.

Data Ethics Advisory Group

The Constabulary may routinely or periodically set up a Data Ethics Advisory Group, a sub-group of the Ethics and Integrity Panel to raise awareness of new processes and technologies being considered to improve service delivery. The purpose of this group would be to facilitate an open environment to examine and discuss the impacts, risks, opportunities and consequences of any new methods of using personal data. The group would engage with independent members to identify and capture societal attitudes and any unintentional consequences arising from changes to how personal data is processed.

The work undertaken by this group and subsequently agreed work programme will be reported to the Ethics and Integrity Panel on a quarterly basis where work is being undertaken. This will allow them to have a view on the wider ethical issues of both the Constabulary and the OPFCC. An identified member of the Ethics and Integrity Panel will sit as part of this group to provide continuity.

Ethics and Integrity Panel



Title: 2023 Panel Terms of Reference

Date: 31 October 2023

Agenda Item No: 15

Originating Officer: Joanne Head

CC:

Introduction

This report sets out the proposed terms of reference for the Ethics and Integrity Panel from 2021 onwards. The purpose of the panel is to provide a forum which challenges, encourages and supports the Police, FIRE and Crime Commissioner, Chief Constable and the Chief Fire Officer in monitoring and dealing with integrity and ethical issues within Cumbria Constabulary, Cumbria Fire and Rescue Service and the Office of the Police, Fire and Crime Commissioner.

Recommendation:

That, the Panel note and accept the terms of reference.

Terms of Reference

The terms of reference are reviewed by the OPFCC on an annual basis to ensure that they adequately reflect the work that is to be carried out. They allow either the OPFCC, Cumbria Fire and Rescue Service or Cumbria Constabulary flexibility to ask the Panel to undertake various thematic sessions and tasks in addition to the normal work programme to assist and benefit both organisations.

The panel when considering ethics and integrity issues within both organisations provide strategic input and support in relation to such issues.



Cumbria Office of the Police, Fire and Crime Commissioner

**Case Sampling Protocol
2023-2026**

Document control

This policy applies to all employees of the Office of the Police, Fire and Crime Commissioner for Cumbria.

Date of last review	Reviewed September 2023, updating amendments made.
Date of next review	March 2026
Owner	Head of Communications and Business Services
Equality Impact Assessment	25/2/2015

Distribution and Consultation Record

Date	July 2019
Version	V2
Authors	Joanne Head, Governance Manager

Version Control

Plan Approval	
Approved By	OPCC Executive Team
Signature	Gill Shearer at OPCC Executive Team
Date	24 June 2020
Equality Impact Assessment completed	Date

Version.03	Created April 2020
Department	Office of the Police and Crime Commissioner
Contact	Joanne Head, Governance Manager

Version.04	Created April 2022
Department	Office of the Police and Crime Commissioner
Contact	Joanne Head, Governance Manager

Version.05	Created September 2023
Department	Office of the Police, Fire and Crime Commissioner
Contact	Joanne Head, Governance Manager

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13. Identified Issues or Concerns

15. List of Appendices

Introduction

The Police, Fire and Crime Commissioner for Cumbria is two separate corporation soles: The Police and Crime Commissioner for Cumbria and the Cumbria Commissioner Fire and Rescue Authority.

This protocol is to specify procedures adopted by agreement between the Commissioner, Cumbria Constabulary and Cumbria Fire and Rescue Service in relation to case sampling agreed areas of business.

These procedures are intended to assure public trust and confidence by embedding transparent and structured processes for the Commissioner to discharge that individual element more effectively, as part of their overall function.

Cumbria Constabulary

Each police and crime commissioner for a police area has a number of statutory responsibilities, which are principally laid out in the Police Act 1996 (as amended by the Police Reform and Social Responsibility Act 2011).

The Police, Fire and Crime Commissioner (Commissioner) will hold the Chief Constable to account for the service that the public should expect from the Commissioner and the Constabulary. Part of that service will be the dealing of complaints. Indirectly, part of that service will be dealing with Police Staff Disciplinary cases. This will be an independent process of scrutiny carried out by an Ethics and Integrity Panel with representatives drawn from outside of the Constabulary, Fire Service and the OPFCC.

Amendments to the police complaints system by the Police Reform and Social Responsibility Act were designed to streamline and remove unnecessary bureaucracy from the system ensuring that complaints are handled at the lowest appropriate level.

Schedule 14, Section 7 of the Police Reform and Social Responsibility Act gives power to the 'local policing body' to direct the chief officer of police to comply with obligations in regard to complaints and therefore the monitoring of complaints would be seen by a Commissioner as an important part of their role. The local policing body may direct the Chief Officer to take such steps as the local policing body thinks appropriate and the Chief Officer must comply with any direction given.

The Policing and Crime Act 2017 has mandated that all Police and Crime Commissioners are to carry out reviews of 'Recorded - No Investigation' complaints, where the complainant is unhappy with the outcome. Commissioners may if they wish have involvement within other areas of the complaint process following consultation with the Chief Constable and appropriate staffing arrangements made.

Five elements, which the Police, Fire and Crime Commissioner should have in place to maintain effectively an ongoing scrutiny and oversight of complaints against the Constabulary would be:

1. Process and procedural audits as compared with Home Office Guidance on complaint handling;
2. Dip-sampling of completed complaints files and disciplinary files;
3. Analysis of statistics and trends;
4. Strategic analysis;
5. Discussion with stakeholders and partners.

This approach will also enhance the Commissioner's ability to fulfil the other elements, as well as the enhanced expectations of the Independent Office of Police Conduct (IOPC) introduced under the Police Reform Act 2002. The IOPCC has produced Statutory Guidance that outlines the responsibilities of Police and Crime Commissioners.

The purpose of this structured approach is to ensure that complaints in Cumbria are being dealt with rigorously and fairly, in line with IOPC Statutory Guidance and Constabulary policies and procedures, under processes understood by the Commissioner. This approach also ensures that disciplinary cases in Cumbria are being dealt with rigorously and fairly, in line with Statutory Guidance and Constabulary policies and procedures, under processes understood by the Ethics and Integrity Panel.

If a series of cases (on their facts and outcomes) together indicated a consistent area for concern, then the Commissioner may review them in conjunction with the Constabulary and other stakeholders to see whether wider lessons emerge.

Cumbria Fire and Rescue Service

The Police and Crime Act 2017 introduced opportunities for Police and Crime Commissioners to take on responsibility for fire and rescue governance in their area where a local business case was made. On 3rd August 2022 the then Home Secretary approved the commissioner's business case. In November 2022 a statutory instrument was laid in Parliament which established the Cumbria Commissioner Fire and Rescue Authority.

From 1 April 2023 the Commissioner also became responsible for the governance of Cumbria Fire and Rescue Service. The Commissioner also has employment responsibility for employees within the Service.

Cumbria Fire and Rescue Service have a suite of HR policies with regards to managing staff, conduct, complaints or grievances available to be viewed via their website.

Confidentiality of Data & Information

Any data or information provided to the Panel as either part of their regular meeting papers or dip sample sessions must be treated in the strictest of confidence.

Where all scrutiny records are reviewed all panel members must adhere to disclosure, data protection and General Data Protection Regulations (GDPR) protocols and guidance. In addition, it is important that steps are taken to protect against inappropriate/unlawful disclosure of personal information, recognising that material may remain sensitive even where it has been redacted

Case Sample Procedure

The procedure below describes the processes by which cases and files are to be reviewed for Cumbria Constabulary and also Cumbria Fire and Rescue Service.

The Ethics and Integrity Panel (the Panel), accompanied by a member of staff from the Office of the Police, Fire and Crime Commissioner (OPFCC), will attend sessions by arrangement with Cumbria Constabulary or Cumbria Fire and Rescue Service no more than once every quarter and no less than once on a six-monthly basis to carry out dip samples on the agreed areas of business.

Cumbria Constabulary

The Office of the Police, Fire and Crime Commissioner and Professional Standards Department Admin Managers are responsible for making arrangements, in line with the Panel's annual work programme.

The Panel will audit process and procedures using agreed checklists as attached (Appendices 1 to 4c). Files will be selected from a list of finalised complaints, provided by the Professional Standards Department to the member of staff at the time of attendance. With regards to finalised Review cases, the OPFCC will provide the Panel with a list of finalised cases from which they will select ones to inspect.

Number or proportion of completed complaint files to be inspected

It is not practical to inspect all files completed during the six months preceding the case sampling session. Instead, an agreed number of completed files from the preceding six months will be inspected.

The number identified for inspection has been agreed as representing both an appropriate proportion from the total number of files completed in an average year and also a realistic quantity for the members of the Panel to give appropriate attention to.

The Commissioner reserves the right to increase or decrease that specified number if necessary, in consultation with the Constabulary. The frequency of attendances to the PSD Offices will also influence the number of files that are dip-sampled. However, the Constabulary is committed to assisting this process in enhancing trust and confidence in the police complaints system and restrictions on access to files should not be a barrier.

1. The number of dip sampled files chosen from those concluded outside of Schedule 3 (Service Recovery) within area **8 (eight)**
2. The number of dip sampled files chosen from those concluded outside of Schedule 3 (Service Recovery) within PSD **8 (eight)**
3. The number of dip sampled files chosen from those concluded by way of Recorded – No Investigation **8 (eight)**
4. The number of dip sampled files chosen from those concluded by way of Recorded – Investigation **8 (eight)**

[NB: In conducting dip-sampling under this protocol it is important to note it is not a review of the appropriateness or otherwise of the conclusion reached in any individual case. There should not be undue weight on the factual issues arising in a case.]

Completed Complaint Review files to be inspected

The IOPC deal with any appeals against complaints which have been Recorded and Investigated, ie more serious allegations, along with specific appeals in respect of managed or supervised investigations. As they have had involvement in the complaint they will be the appropriate body to deal with the appeal.

The OPFCC will deal with reviews (appeals) resulting from Recorded – No Investigation complaints, dealt with by the Constabulary.

5. The number of review files chosen from those concluded by the OPCC to be inspected at the dip sample session is: **4 (four)**

The Panel will audit process and procedures using pro forma checklists as presented at Appendix 3.

Identified Best Practice to be inspected

When carrying out reviews of complaints, the Panel should note any areas of best practice that are identified during the handling of the complaint. Particular note should be made of how and to whom this best practice has been disseminated to.

Constabulary Misconduct files to be inspected

Complaint and disciplinary files are dealt with by investigators within the Constabulary's Professional Standards Department. The Panel will sample police officer and police staff disciplinary files on a six-monthly basis and no more than once a quarter.

At the case sample session, all closed cases finalised following the previous reporting period will be presented. Given that the number of cases is expected to be small, the Panel are likely to be able to select and inspect all finalised files. The frequency of the case sample sessions may influence the number of files that are sampled during the session.

Closed case files to be examined will include those with outcomes as follows:

- Action short of dismissal
- Dismissal
- Appeal

The Panel will audit process and procedures using pro forma checklists as presented at Appendix 5. The checklists highlight the various stages in the disciplinary process that may give rise to issues of integrity, efficiency and effectiveness or proportionality. This should allow easy identification of areas of concern.

The Constabulary is committed to assisting this process in enhancing trust and confidence in the disciplinary process and there will be no restrictions on access to closed files.

[NB: In conducting a full examination or dip-sampling under this protocol it is important to note it is not a review of the appropriateness or otherwise of the conclusion reached in any individual case. There should be no assessment of the factual issues arising in any case and the Panel will not seek to consider the merits of the case]

Constabulary Grievance Files to be Inspected

There are a relatively small number of grievance files finalised at any one time during a year.

At the case sample session, all closed cases finalised following the previous reporting period will be presented. Given that the number of cases is expected to be small, there should be no requirement to specify any limitations on the number of cases that are scrutinised. However, should this number increase in the future the Office of the Police and Crime Commissioner reserves the right to increase or decrease the number of files inspected by agreement with the Constabulary. The frequency of the case sample sessions may influence the number of files that are sampled during the session.

Due to the confidential process undertaken by the Grievance procedure names contained within the grievance files may be redacted prior to being provided to the Panel to sample. Closed case files to be examined will include those with outcomes as follows:

- Resolved to satisfaction
- Unresolved
- No Further Action
- Withdrawn

The Panel will audit process and procedures using the pro forma checklist as presented at Appendix 6.

Constabulary Vetting Decisions

On a six-monthly basis the Ethics and Integrity Panel carry out dip samples of the Constabulary's vetting decisions. This is to provide oversight and monitoring of the decision made process, ensuring they are robust. There are four categories for vetting decisions which the Panel will review, these being:

- Passed following consideration by the Vetting Managers
- Passed with a referral
- Refusals
- Appeals

The Panel will audit process and procedures using the pro forma checklist as presented at Appendix 7.

Constabulary Use of Stop & Search and Use of Force

There are a number of other areas of business within the Constabulary which the Ethics and Integrity Panel carry out dip samples for. These include:

- Use of Stop and Search
- Use of Force
- Custody Detention Scrutiny

The above sessions are held on a quarterly basis utilising body worn video and CCTV footage to assist in reviewing randomly selected cases. The Panel will audit process and procedures using the pro forma checklist as presented at Appendices 8 and 9.

Custody Detention Scrutiny

In March 2022 the Government published Inclusive Britain in response to the Commission on Race and Ethnic Disparities (CRED) report. This report made a number of recommendations to deal with racial and ethnic disparities in a balanced way. The Home Office has subsequently developed a national Community Scrutiny Framework with a recommendation to set up Custody Scrutiny Panels. The Ethics and Integrity Panel carries out this role providing assurance to the Commissioner of the Constabulary's compliance with legal duties and use of police powers.

On a quarterly basis the Ethics and Integrity Panel will review elements of the custody process, utilising the availability of CCTV and body worn footage to scrutinise the manner in which powers are used and the quality of police interactions with the public.

The Panel will audit process and procedures using the pro forma checklist as presented at Appendix 10.

Cumbria Fire and Rescue Service

The Office of the Police, Fire and Crime Commissioner (OPFCC) and Cumbria Fire and Rescue HR Manager within the Cumbria Fire and Rescue Service are responsible for making arrangements, in line with the Panel's annual work programme.

Number or proportion of completed complaint files to be inspected

The Panel will audit process and procedures using agreed checklists as within the attached appendices. Files will be selected from a list of finalised complaints, provided by the HR Team to the member of staff at the time of attendance. With regards to finalised Review cases, the OPFCC will provide the Panel with a list of finalised cases from which they will select ones to inspect.

[NB: In conducting a full examination or dip-sampling under this protocol it is important to note it is not a review of the appropriateness or otherwise of the conclusion reached in any individual case. There should be no assessment of the factual issues arising in any case and the Panel will not seek to consider the merits of the case]

Fire Complaint and Disciplinary files to be inspected

Complaint and disciplinary files are dealt with by the HR Team within Cumbria Fire and Rescue Service. The Panel will sample employee disciplinary files on a six-monthly basis and no more than once a quarter.

At the case sample session, all closed cases finalised following the previous reporting period will be presented. Given that the number of cases is expected to be small, the Panel are likely to be able to select and inspect all finalised files. The frequency of the case sample sessions may influence the number of files that are sampled during the session.

Closed case files to be examined will include those with outcomes as follows:

- Informal resolution
- Action short of dismissal
- Dismissal
- Appeal

The Panel will audit process and procedures using pro forma checklists as presented at Appendix xxx. The checklists highlight the various stages in the disciplinary process that may give rise to issues of integrity, efficiency and effectiveness or proportionality. This should allow easy identification of areas of concern.

Identified Best Practice to be inspected

When carrying out reviews of complaints, the Panel should note any areas of best practice that are identified during the handling of the complaint. Particular note should be made of how and to whom this best practice has been disseminated to.

Fire Grievance files to be inspected

There are a relatively small number of grievance files finalised at any one time during a year.

At the case sample session, all closed cases finalised following the previous reporting period will be presented. Given that the number of cases is expected to be small, there should be no requirement to specify any limitations on the number of cases that are scrutinised. However, should this number increase in the future the OPFCC reserves the right to increase or decrease the number of files inspected by agreement with the Fire and Rescue Service. The frequency of the case sample sessions may influence the number of files that are sampled during the session.

Due to the confidential process undertaken by the Grievance procedure names contained within the grievance files may be redacted prior to being provided to the Panel to sample. Closed case files to be examined will include those with outcomes as follows:

- Resolved to satisfaction
- Unresolved
- No Further Action
- Withdrawn

The Panel will audit process and procedures using the pro forma checklist as presented at Appendix xx.

Fire Disclosure and Barring Service (DBS) Checks to be inspected

On a six-monthly basis the Ethics and Integrity Panel carry out dip samples of the Fire & Rescue Service's Disclosure and Barring Service (DBS) checks which have been carried out. This is to provide oversight and monitoring of the decision made process, ensuring they are robust. There are three categories for DBS decisions which the Panel will review, these being:

- Passed
- Passed following risk assessment (where an issue arises as part of the DBS check)
- Refusals (will move into disciplinary proceedings)
- Appeals

The Panel will audit process and procedures using the pro forma checklist .

Case Sample Outcomes

This protocol represents an understanding agreed between the Commissioner, Cumbria Constabulary and Cumbria Fire and Rescue Service. It is intended to constitute an important limb of the overall scrutiny and public accountability that is delivered by a Police and Crime Commissioner in pursuit of statutory duties set out the Police Reform and Social Responsibility Act 2011.

In particular, within its own Single Equality Scheme, the Commissioner has prioritised and assessed their functions for relevance to equality. Complaints against the police is a key area where realised or potential impacts on human rights, race, or other equality issues can be revealed. (“Stop & Search” or “Stop & Account” provides one important example). This is why the vigilance of the Commissioner provides one important part of the framework of remedies and reassurances available to members of the public in this field. Disciplinary cases against police officers and police staff are a key area where realised or potential impacts on human rights, race, or other equality issues can be revealed.

This protocol is intended to help:

- provide public reassurance about the integrity, effectiveness and efficiency of policing and fire service provision in Cumbria;
- assess the risk of policing impacting adversely and disproportionately on human rights; or on minority ethnic groups in Cumbria;
- assess whether such risks can be justified as proportionate, legitimate, legal, and minimised;
- assist decision-making about the policing method or policy involved.

When assessing the potential impact or indicated effect of policing or fire processes, methods, procedures or policy upon equality, consideration will at the same time be given to ethnic or national origin, race, colour, or nationality. Where an impact is also identified on other minorities, or on issues of religious belief, gender, sexual orientation, disability, age and social background, then this will also be reported on where appropriate.

Identified Issues or Concerns

When carrying out their inspections, the Panel members undertake this task on behalf of the Police, Fire and Crime Commissioner. They will ask any questions or raise concerns they may have about the processes or procedures to the member of staff allocated to them. These can if necessary be escalated to the Department Head to invite further explanations. They will also draw them to the attention of the Deputy Chief Constable at the Panel meeting where the outcomes and findings are discussed.

The Commissioner will be notified by way of a written report. Where serious issues are identified the Commissioner may then wish to raise the matter with the Deputy Chief Constable or Chief Fire Officer or Deputy Chief Fire Officer who will respond, as appropriate, with advice and explanations. In addition to the above, the member of OPFCC staff's report will also measure their satisfaction with the sampling visit, the application of the checklists and the outcome of the sampling exercise.

Appendices

The following supporting documents illustrate in flow chart or checklist form, for the processes followed for the different areas sampled:

1. Checklist for Case Sampling Complaint, Misconduct and Grievance Files
2. Constabulary Public Complaints Process map (flow chart)
3. Constabulary Public Complaints:
 - a. Non-Recorded, Dealt with Outside Schedule 3 – Service Recovery
 - b. Recorded – No Investigation
 - c. Recorded – Investigation
4. OPFCC Complaint Review Files
5. Constabulary Police Officer and Police Staff Misconduct Files
6. Constabulary Grievance Files.
7. Constabulary Vetting Decisions
8. Constabulary Stop and Search
9. Constabulary Use of Force
10. Constabulary Custody Detention Scrutiny

11. Fire and Rescue Service – Complaint files
12. Fire and Rescue Service – Misconduct files
13. Fire and Rescue Service – Grievance cases
14. Fire and Rescue Service – Disclosure and Barring Service (DBS) checks



Ethics and Integrity Panel

Title: 2024 Panel Work Programme & Meetings Dates

Date: 25 October 2023

Agenda Item No: xx

Originating Officer: Joanne Head, OPFCC Governance Manager

CC:

Executive Summary:

The Police & Crime Commissioner, Chief Constable and the Chief Fire Officer all 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 2024

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 and Cumbria Fire and Rescue Service 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, Fire and Crime Commissioner at the next available Public Accountability Conference meeting.

2. 2024 Work Programme

- 2.1 In April 2023 the Police, Fire and Crime Commissioner undertook responsibility for fire governance. As a result the Ethics and Integrity Panel will provide oversight and scrutiny for Cumbria Fire and Rescue Service in addition to Cumbria Constabulary.
- 2.2 Detailed within the attached work programme are the cyclical elements for the Panel and some proposals for Thematic Sessions based on current and future work; HMICFRS and IOPC inspections outcomes. The Panel Members, Cumbria Constabulary, Cumbria Fire and Rescue Service, and the OPFCC 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 police or fire. The findings of the panel would be reported to the Police, Fire and Crime Commissioner, Chief Constable and the Chief Fire Officer.
- 2.5 At the end of each calendar year, Panel provide an annual report to the Police, Fire and Crime Commissioner on the work they have carried out during the year against their annual work programme. It identifies any issues or concerns they have found, and where learning has been recognized and implemented.

3. 2024 Meeting Dates

- 3.1 When considering the meeting dates for 2024 thought has also been given to the dip sample sessions that the Panel members carry out in relation to police and fire areas of business. These are held approximately 1 – 2 weeks prior to the relevant Panel Meeting.
- 3.2 The proposed meeting dates for 2024 are:

- ❖ Wednesday 8 February 2024
- ❖ Wednesday 8 May 2024
- ❖ Thursday 29 August 2024
- ❖ Thursday 7 November 2024

The meetings for Cumbria Constabulary and Cumbria Fire and Rescue Service will be held separately but on the same day. This will enable the Ethics and Integrity Panel members to manage their diaries and reduce the number of days they need to attend, taking into account the additional dip sample dates.

3.3 The additional dip sample sessions for police and fire have been arranged as follows:

Ethics and Integrity Panel - 2024 Meeting and Dip Sample Dates

Date & Time of Panel Meeting	Cumbria Constabulary						Cumbria Fire & Rescue Service	
	Complaints & Misconduct	Grievances	Stop & Search Use of Force	Custody Detention Scrutiny	Vetting Decisions	Thematic Session		
February - Thursday 8th (Conf Room 2) Police @ 10.00 am Fire @ 2.00 pm			31.01.2024 (Conf Room 3)	31.01.2024 (Conf Room 3)	31.01.2024		Health & Safety Risk Audits Vetting/DBS Checks 31.01.2024 (Conf Room 3)	
May - Wednesday 8th (Conf Room 2) Police @ 10.00 am Fire @ 2.00 pm	02.05.2024 @ 9.00am & @ 2.00 pm (PSD Offices)	02.05.2024 @ 4.00 pm (OPFCC Mtg Rm)	24.04.2024 (Conf Room 1)	24.04.2024 (Conf Room 1)			Misconduct, Complaints & Grievances 24.04.2024 @ 9.00 am (OPFCC Mtg Rm)	
August - Thursday 29th (Conf Room 2) Police @ 10.00 am Fire @ 2.00 pm			22.08.2024 (Conf Room 1)	22.08.2024 (Conf Room 1)	22.08.2024			
November - Thursday 7th (Conf Room 2) Police @ 10.00 am Fire @ 2.00 pm	17.10.2024 @ 9.00 am & @ 2.00 pm (PSD Offices)	17.10.2024 @ 4.00 pm (OPFCC Mtg Rm)	24.10.2024	24.10.2024				

3.4 Any additional thematic sessions would be scheduled using existing dates or additional dates agreed throughout the year.

4. Appendices

App 1 - 2024 Annual Work Programme

Ethics & Integrity Panel Annual Work Programme 2024

Meeting Date:	Thursday 08 February 2024		Wednesday 08 May 2024		Thursday 29 August 2024		Thursday 07 November 2024	
	Conference Room 2 - Police @ 10.00 am / Fire @ 2.00 pm		Conference Room 2 - Police @ 10.00 am / Fire @ 2.00 pm		Conference Room 2 - Police @ 10.00 am / Fire @ 2.00 pm		Conference Room 2 - Police @ 10.00 am / Fire @ 2.00 pm	
	Cumbria Constabulary	Cumbria Fire & Rescue Service	Cumbria Constabulary	Cumbria Fire & Rescue Service	Cumbria Constabulary	Cumbria Fire & Rescue Service	Cumbria Constabulary	Cumbria Fire & Rescue Service
Dip Sample Sessions	Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions (APP is changing October 2023)	Health & Safety - risk assessment audits DBS Checks and vetting for all personnel	* Public Complaint & Complaint Review files * Misconduct – officer & staff discipline * Grievances * Use of Force, Stop & Search * Custody Detention Scrutiny	Misconduct Complaints Grievances	Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions	TBC	Public Complaint & Complaint Review files Misconduct – officer & staff discipline Grievances Use of Force, Stop & Search Custody Detention Scrutiny	Misconduct Complaints Grievances
Thematic Sessions								
Regular Reports								
Corporate	CORPORATE UPDATE To receive a briefing from DCC Martland and OPFCC Chief Executive Gill Shearer	CORPORATE UPDATE To receive a briefing from CFO and OPFCC Chief Executive Gill Shearer	CORPORATE UPDATE To receive a briefing from DCC Martland and OPFCC Chief Executive Gill Shearer	CORPORATE UPDATE To receive a briefing from CFO and OPFCC Chief Executive Gill Shearer	CORPORATE UPDATE To receive a briefing from DCC Martland and OPFCC Chief Executive Gill Shearer	CORPORATE UPDATE To receive a briefing from CFO and OPFCC Chief Executive Gill Shearer	CORPORATE UPDATE To receive a briefing from DCC Martland and OPFCC Chief Executive Gill Shearer	CORPORATE UPDATE To receive a briefing from CFO and OPFCC Chief Executive Gill Shearer
Integrity	INTEGRITY PSD report on Public complaints performance; Officer and Staff Misconduct; and ACU: Files which are 12 months or over & every 6 months thereafter Force misconduct cases (Nov/Dec) Vetting - implications of the APP, force implementation and whether fit for purpose Historical Data Wash To receive a report on the outcomes of the historical data wash	INTEGRITY: Vetting To receive a report on the Fire Service's progress on DBS vetting for all personnel.	INTEGRITY PSD report on Public complaints performance; Officer and Staff Misconduct; and ACU Dip Sample Feedback	MISCONDUCT, COMPLAINTS, GRIEVANCES Report Including information Employment Tribunal information. Civil Claims information	INTEGRITY PSD report on Public complaints performance; Officer and Staff Misconduct; and ACU: Files which are 12 months or over & every 6 months thereafter		INTEGRITY PSD report on Public complaints performance; Officer and Staff Misconduct; and ACU Dip Sample Feedback	MISCONDUCT, COMPLAINTS, GRIEVANCES Report Including information Employment Tribunal information. Civil Claim information
	INFORMATION MANAGEMENT COMPLIANCE: To receive a report on the Constabulary's compliance with statutory legislation	INFORMATION MANAGEMENT COMPLIANCE: To receive a report on Cumbria Fire & Rescue Service compliance with statutory legislation.	CIVIL CLAIMS: To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.	CODE OF ETHICS/CONDUCT How this is being implemented and monitored through the organisation (NFCC)	INFORMATION MANAGEMENT COMPLIANCE: To receive a report on the Constabulary's compliance with statutory legislation	INFORMATION MANAGEMENT COMPLIANCE: To receive a report on Cumbria Fire & Rescue Service compliance with statutory legislation.	CIVIL CLAIMS: To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.	RECRUITMENT Report from the Head of People and Talent on recruitment process for on-call and whole time fire fighters.
	VIOLENCE AGAINST WOMEN AND GIRLS Update and updated action plan on work being carried out.	HEALTH AND SAFETY - risk assessment audits	GRIEVANCES: To receive a report on Grievances against the Constabulary identifying any trends or issues. Dip Sample Feedback		VIOLENCE AGAINST WOMEN AND GIRLS Update and updated action plan on work being carried out.		GRIEVANCES: To receive a report on Grievances against the Constabulary identifying any trends or issues. Dip Sample Feedback	FIRE OFFICER & STAFF UPDATE: To receive a report on the Fire Service's officer & staff establishment, recruitment and sickness/wellbeing.
	PSD Business Change Update on current status of root and branch review, capacity, availability, systems and processes		POLICE OFFICER & STAFF UPDATE: To receive a report on the Constabulary's officer & staff establishment, recruitment and sickness/wellbeing.		CONSTABULARY PROPERTY STORE REVIEW A six-monthly update be provided on the work being carried out within the force		POLICE OFFICER & STAFF UPDATE: To receive a report on the Constabulary's officer & staff establishment, recruitment and sickness/wellbeing.	
	NEW CODE OF ETHICS How this is being implemented and monitored through the force.		DIP SAMPLE FEEDBACK: Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions		ANNUAL STOP & SEARCH, USE OF FORCE REPORT and CUSTODY DETENTION SCRUTINY: Annual Report of the Constabulary's use of Stop & Search, Use of Force (inc SpitGuard usage) and Custody Detention		DIP SAMPLE FEEDBACK: Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions	
	CUSTODY DETENTION SCRUTINY Update on Use of Force within custody - completion of appropriate forms		CONSTABULARY PROPERTY STORE REVIEW An update be provided on the work being carried out within the force		STAR BID Presentation on the work being carried out by the Constabulary to enhance digital policing skills following the presentation in 2023.		CONSTABULARY PROPERTY STORE REVIEW An update be provided on the work being carried out within the force	
	DIP SAMPLE FEEDBACK: Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions		CONSTABULARY'S RACE & INCLUSION PLAN Update on developing action plan and work being carried out		DIP SAMPLE FEEDBACK: Use of Force, Stop & Search Custody Detention Scrutiny Vetting Decisions		CONSTABULARY'S RACE & INCLUSION PLAN Update on developing action plan and work being carried out	
					CUSTODY DETENTION SCRUTINY Update on Use of Force within custody - completion of appropriate forms		CODE OF ETHICS/CONDUCT – Constabulary compliance to be included in the Integrity report	
OPFCC Reports								
	OPFCC COMPLAINTS, REVIEWS & QSPI: Report on complaints and quality of service issues received by the OPFCC.				OPCC COMPLAINTS, REVIEWS & QSPI: To receive a report on complaints and quality of service issues received by the OPCC.		ANNUAL WORK PROGRAMME: Annual work programme for 2024	
	INFORMATION MANAGEMENT COMPLIANCE: To receive a report on the OPFCC's compliance with statutory legislation				INFORMATION MANAGEMENT COMPLIANCE: To receive a report on the OPFCC's compliance with statutory legislation		TERMS OF REFERENCE: Terms of reference for the Panel to include work in relation to Cumbria Constabulary and Cumbria Fire & Rescue Service	
Annual Report	PANEL ANNUAL REPORT: To consider the annual report to be provided to the Commissioner on the work carried out by the Panel.							