Cumbria Office of Police and Crime Commissioner

**Cumbria Police and Crime Commissioner (PCC) response to inspections of Cumbria Constabulary published by Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS)**

*Section 33 of the Police Act 1996 (as amended by section 37 of the Policing and Crime Act 2017) requires local policing bodies to respond to recommendations in inspectors reports within 56 days.*

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| **Inspection Title:**  | # 23389 PEEL Spotlight – The police response to burglary, robbery, and other acquisitive crime – Finding time for crime. |
| **Date Published:** | 11/08/2022 |
| **Type of Inspection:** | National Inspection  |
| **Key Findings**  |
| This report focuses on the police response to serious acquisitive crime, which we have defined as domestic burglary, personal robbery, theft from a person, and theft of and from a motor vehicle.In this report we examine:-call handling-the initial policing response-how forces allocate investigations, and-investigation standards.We aim to identify what is working well, what needs to change and the main barriers to making improvements.To help forces to improve and learn from each other, we highlight some examples of the good and innovative practices we have found during our inspections. |
| **Recommendations:**  |
| 1. #23432 – By March 2023, forces should make sure their crime scene management practices adhere to the authorised professional practice on managing investigations for SAC or provide a rationale for deviating from it. They should also include:
* Giving victims timely and appropriate advice during their initial call; and
* Applying a risk assessment process such as THRIVE, clearly recording it, and flagging those re-victimised for further support.
1. #23475 – Recommendation 2

By March 2023, all forces should ensure SAC investigations are subject to effective supervision and direction. This should focus on:* Making sure supervisors have the capability and capacity to meaningfully supervise investigations.
* making sure investigations meet the necessary standard and achieve suitable outcomes that consider the voice or opinion of victims
* applying investigative outcome codes appropriately and
* complying with the Victim’s Code and recording evidence of compliance.
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| **PCC & Chief Constable Response to Report and Recommendation:** |
| Cumbria’s Police and Crime Commissioner welcomes the HMICFRS PEEL Spotlight report – The police response to burglary, robbery, and other acquisitive crime – Finding time for crime released earlier this month.After a recent PEEL Inspection, the force received recommendations around ensuring call handlers giving timely and appropriate advice on crime prevention and the preservation of evidence. The Chief Constable and the force have now implemented additional support and learning provision in these areas and the recommendation is being adhered to.A further PEEL recommendation was provided around reviewing its THRIVE(SC) training and testing the workforce’s understanding. This is to make sure the force identifies any risks and manages it appropriately at the first point of contact so that vulnerable victims can get the right level of support.The Police and Crime Commissioner has received assurance that the Constabulary provides a more enhanced assessment than THRIVE(SC) and this is monitored via Quality Assurance Checks undertaken by Inspectors and reported via Quality Counts.Our CCR methodology is for all members of the public to speak with an officer directly.Repeat caller assessments are undertaken at the point of answering the call and forms part of the THRIVE(SC) assessment re vulnerability.The recent PEEL inspection highlighted investigative standards in the force, whilst most investigations were promptly allocated to appropriate staff, and victims were kept updated of the investigation into the crime, there were recommendations identified around the finalisation of reports of crimes and sometimes a failure to consult the victim and record their views by using the Victim Personal Statement. The Constabulary has reviewed the recommendations around the Victims Code and further awareness of the VCOP processes has been reviewed and implemented.The Chief Constable has reassured the Police and Crime Commissioner that the Investigation Standards Board and JOIM meetings ensure that the Quality of Investigations are high with QC and the BIU auditing principles, compliance and reporting via the Strategic Performance Board chaired by the DCC. |