
Enquiries to: Mrs P Coulter
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Our reference: PC

Date 25 February 2020

CUMBRIA POLICE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE

The Police and Crime Commissioner's Public Accountability Conference will take place on **Wednesday 4th March 2020** in Conference Room **3**, Police Headquarters, Carleton Hall, Penrith, at **10.00am**.

The purpose of the Conference is to enable the Police and Crime Commissioner to hold the Chief Constable to account for operational performance.

V Stafford
Chief Executive

Attendees:

Police & Crime Commissioner - Mr Peter McCall (Chair)
OPCC Chief Executive - Mrs Vivian Stafford
Joint Chief Finance Officer - Mr Roger Marshall
Chief Constable - Mrs Michelle Skeer

AGENDA

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

1. APOLOGIES FOR ABSENCE

2. URGENT BUSINESS AND EXCLUSION OF 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.

3. QUESTIONS FROM THE PUBLIC

An opportunity (not exceeding 20 minutes) to deal with any questions which have been provided in writing within at least three clear working days before the meeting date to the Chief Executive.

4. DISCLOSURE OF PERSONAL INTERESTS

Attendees 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 should not participate in a discussion of the matter and must withdraw from the room unless a dispensation has previously been obtained.

5. MINUTES OF MEETING

To receive and approve the minutes of the Public Accountability Conference held on the 19th February 2020 (copy to follow)

6. THEMATIC REPORT – HATE CRIME

To receive and note a Constabulary presentation in relation to 'Hate Crime' (copy to follow)

7. THEMATIC REPORT – ASB

To receive and note a Constabulary presentation in relation to 'ASB' (copy to follow)

- 8. THEMATIC REPORT – ENSURE OFFENDERS FACE A CONSEQUENCE FOR THEIR CRIME**
To receive and note a Constabulary presentation in relation to ‘Ensure Offenders Face a Consequence for Their Crime’ (copy to follow)

- 9. ETHICS & INTEGRITY PANEL ANNUAL REPORT**
To receive and note the Ethics & Integrity Panel annual report (copy to follow)

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

(Any members of the public or press in attendance will be asked to leave the meeting room prior to consideration of these matters.)

- 10. DECISION 003-2020 - ESTATE AND FLEET STRATEGIES**
To receive, note and approve the Estate Strategy & Fleet Strategy (2019-2022) 2020 Annual Updates (copy to follow)

A) ESTATE STRATEGY (2019 – 2022) 2020 ANNUAL UPDATE
B) FLEET STRATGEY (2019 – 2022) 2020 ANNUAL UPDATE

- 11. DECISION 004-2020 - ICT STRATEGY 2019 – 2022**
To receive, note and approve the ICT Strategy (2019-2022) (copy to follow)

- 12. DECISION 005-2020 - PROCUREMENT STRATEGY 2019 – 2022**
To receive, note and approve the Procurement Strategy (2019-2022) (copy to follow)

**CUMBRIA POLICE & CRIME COMMISSIONER
PUBLIC ACCOUNTABILITY CONFERENCE**

Minutes of the Public Accountability Conference held on
Wednesday 19th February 2020 at Carleton Hall, Penrith
at 10:00am

PRESENT

Police & Crime Commissioner - Mr Peter McCall (Chair)

Also present:

Chief Constable (Michelle Skeer);
Chief Finance Officer (Roger Marshall);
Deputy Chief Finance Officer (Michelle Bellis);
OPCC Chief Executive (Vivian Stafford)
OPCC Media & Communications Officer (Laura Milligan)
OPCC Executive Support Officer (Paula Coulter) – taking minutes

In attendance:

Member of the press;

PART 1 – ITEMS CONSIDERED IN THE PRESENCE OF THE PRESS AND PUBLIC

001. APOLOGIES FOR ABSENCE

Apologies for absence were received from the Deputy Chief Constable (Mark Webster); and the Assistant Chief Constable (Andy Slattery);

002. QUESTIONS FROM MEMBERS OF THE PUBLIC

No questions had been received from members of the public prior to the meeting.

003. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

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

004. DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of any personal interest relating to any item on the Agenda.

005. MINUTES

The Chair presented the minutes of the Public Accountability Conference held on the 18th December 2019, these had previously been circulated with the agenda. The minutes were agreed as an accurate record and signed by the Chair.

RESOLVED, that, the

- (i) Minutes of the Public Accountability Conference held on the 18th December 2019 be confirmed as a correct record and signed by the Chair;

006. CAPITAL BUDGET MONITORING 2019/20 – QUARTER 3 TO DECEMBER 2019

The report was presented by the Deputy Chief Finance Officer. The current forecast of net expenditure amounts to £7.099m compared to a revised budget of £8.299m. The variance amounts to a net forecast underspend on the capital program of £16k (1%) and slippage of £1.184m (14%) to future years.

A summary of the 19/20 program is detailed within the report which is available to view on the Commissioner's website.

The Police and Crime Commissioner and Chief Constable were asked to note the current position in relation to the capital programme for 2019/20.

The Commissioner was specifically asked to note R1-R3 and pages 2 and 3 of the report resulting in a reduction of £16k in the overall capital programme.

Recommendations

R1) The Commissioner is to note the return of £16k in relation to the provision of HDMI monitors. The monitors that were required for the Communications Centre have been purchased and the £16k returned represents the unrequired balance.

R2) The Commissioner is asked to note the slippage of £51k into 2020/21 in relation to the replacement of the command vehicle whilst all options are carefully considered. The accompanying finance has also been moved to 2020/21

R3) The Commissioner is asked to note the slippage of £193k into 2020/21. The government announcements regarding additional Police Officers has led to an urgent need to provide facilities to train larger numbers of police recruits. Work continues on the Whitehaven and Kendal roofing tenders along with the HQ Uninterrupted Power Supply (UPS) provision but

there will be no expenditure on these scheme in 2019/20 whilst the training facilities are prioritised. The schemes and the funding has been moved to 2020/21.

Following a discussion, the presentation was noted. Recommendations 1 to 3 were all approved in accordance with the detail set out within the report.

RESOLVED, that,

- (i) The presentation be noted; and
- (ii) Recommendations 1 to 3 were all approved in accordance with the detail set out within the report;

007. CONSTABULARY REVENUE BUDGET MONITORING 2019/20 QUARTER 3 TO DECEMBER 2019; and

The report was presented by the Chief Finance Officer, and a summary was provided as at December 2019.

The current forecast of net expenditure amounts to £122.487m compared to a revised budget of £121.883m. The variance amounts to a forecast overspend of £0.604m (0.50%) and is made up of a forecast overspend on expenditure budgets of £0.718m (0.56%), an increase in income of £0.114m (1.69%). Once income of £0.242m provided by the Government in 2019/20 in relation to Operation Uplift is included the forecast overspend is reduced to £0.362m (0.30%).

The forecast overspend represents an increase of £74k compared with the overspend of £0.288m reported as at the end of September 2019. The major changes between September and December are principally in relation to the assumptions made with regard to the police officer recruitment in response to the government's proposed increase in police officer number (Operation Uplift) and around central funding for provided in relation to these additional costs. These changes are offset by reductions in expenditure on ICT, credits from previous years in connection to our custody medical contracts, savings on equipment and other services, vehicle repairs and maintenance, external training and PCSO costs. Forecast income from refunds and mutual aid has also increased since September.

The forecast Constabulary overspend is due to a number of factors across several different headings.

In relation to the Government's pledge to recruit an additional 20,000 officers nationally, known as Operation Uplift, forces have been requested to commence the recruitment of officers as quickly as possible to ensure that the Government's target of recruiting the additional officers by the end of 2022/23 is achieved. This report includes £989k of expenditure currently expected to be incurred in 2019/20 to service Operation Uplift and includes the direct costs of the additional officers in relation to pay, uniform and equipment, recruitment costs

and enabling police staff posts such as trainers. The Home Office has given Cumbria a target of recruiting an additional 51 officers by March 2021, which is expected to be substantially achieved by March 2020.

The Government has announced that Cumbria will receive additional funding of £242k towards the cost of Operation Uplift. The figures are based on the indicative plan for new recruits of 27 FTE in September, 2 intakes of 18 FTE in November a single additional intake of 18 FTE in January and the planned intake of 18 FTE PCDA recruits in February, plus an increase in transferees without a corresponding reduction in intake numbers.

Following a discussion, the presentation was noted.

RESOLVED, that,

- (i) The presentation be noted;

008. COMMISSIONER'S REVENUE BUDGET MONITORING 2019/20 QUARTER 3 TO DECEMBER 2019

The report was presented by the Chief Finance Officer, and a summary was provided as at December 2019.

The current forecast of net expenditure amounts to £103.737m compared to a revised budget of £104.156m. The variance amounts to a forecast overspend of £414k (0.40%) and is made up of a forecast overspend of £604k (0.50%) in respect of Constabulary budget, a forecast overspend of £52k (0.29%) on budgets managed by the Commissioner and the current assumption that we will receive £242k of additional funding in relation to costs incurred during 2019/20 to service Operation Uplift.

The forecast underspend on the Commissioner's own office budget arises principally as a result of underspends on staff in the office of the PCC (£12k) and underspends on the running costs of the office of the PCC (£10k).

In respect of other budgets managed by the Commissioner, the forecast overspend arises as a result of an overspend on capital financing (£36k) related to a change in how capital expenditure is financed and an adjustment to grant income received (£25k). There is also a forecast reduction to investment income of £35k, as planned changes to the investment strategy are deferred until the outcome of Brexit and any associated financial implications are more fully understood. These extra costs are partially offset by reduced premises costs associated with rent and rates and underspends on transport insurance as a result of a low claims rebate received in respect of the previous year (£7k).

At 31 December 2019 the balance on the Police Property Act fund was £62k. In December 2019, awards totalling £27k were made from the fund. Full details of the awards made are available on the PCC website

Following a discussion, the presentation was noted.

RESOLVED, that,

- (i) The presentation be noted;

009. TREASURY MANAGEMENT ACTIVITIES 2019/20 QUARTER 3 (OCTOBER TO DECEMBER 2019)

The report was presented by the Deputy Chief Finance Officer, the purpose of which was to report on the Treasury Management Activities (TMA), which have taken place during the period October to December 2019, in accordance with the requirements of CIPFA's Code of Practice on Treasury Management. TMA are undertaken in accordance with the Treasury Management Strategy Statement (TMSS) and Treasury Management Practices (TMPs) approved by the Commissioner in February each year.

As at 31 December 2019 the total value of investments was £14.745m and all were within TMSS limits. A full list of the investments that make up the balance of £14.745m is provided at Appendix A of the report.

In accordance with the Prudential Code, the TMSS includes a number of measures known as Prudential Indicators, which determine if the TMSS meets the requirements of the Prudential Code in terms of Affordability, Sustainability and Prudence. An analysis of the current position with regard to those prudential indicators for the financial year 2019/20 is provided at Appendix B of the report. The analysis confirms that the Prudential Indicators set for 2019/20 are all being complied with.

Following a discussion, the presentation was noted.

RESOLVED, that,

- (i) The presentation be noted;

010. DECISION 001-2020 – CAPITAL STRATEGY 2020/21

The report was presented by the Deputy Chief Finance Officer

The purpose of the report is to provide information on the proposed capital strategy for 2020/21. The capital strategy (item 10a) is an overarching strategy that sits above the two documents which have been produced historically namely the capital programme (item 10b) and the treasury management strategy statement (item 10c). The capital strategy provides a high level overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of services along with an overview of how associated risk is managed and the implications for future financial sustainability. The capital programme is developed in consultation with the Constabulary who are the primary user of the capital assets under the ownership of the Commissioner.

Local Authorities (including Police and Crime Commissioners) determine their own programmes for capital investment in non-current (fixed) assets that are essential to the delivery of quality public services. The Commissioner is required by regulation to have regard to The Prudential Code when carrying out his duties in England and Wales under part 1 of the Local Government Act 2003. The Prudential Code establishes a framework to support local strategic planning, local asset management planning and proper option appraisal. The objectives of the Prudential Code are to ensure: “within a clear framework, that the capital investment plans of local authorities are affordable, prudent and sustainable”. To meet these requirements, all schemes within the 4 year medium term capital programme are only approved on the basis that they are fully funded either through capital grants, capital reserves, capital receipts or revenue contributions.

The Commissioner was asked to note the report and to approve the following recommendations:-

Recommendations:

- **Capital Strategy (Item 10a)** – The Commissioner is asked to approve the capital strategy including the prudential indicators set out in the report.
- **Capital Programme (Item 10b)** - The Commissioner is asked to:
 - Approve the capital programme for 2020/21 and beyond as part of the overall budget process for 2020/21.
 - Approve the status of capital projects as detailed in appendices 2 to 5.
- **Treasury Management Strategy (Item 10c)** - The Commissioner is asked to:
 - Approve the Borrowing Strategy for 2020/21 as set out on pages 8-9
 - Approve the Investment Strategy for 2020/21 as set out on pages 10-13
 - Approve the Treasury Management Prudential Indicators as set out on pages 15-16
 - Approve the other Prudential Indicators set out on pages 17 to 21
 - Approve the Minimum Revenue Provision Policy Statement for 2020/21 as set out on page 22

- Note that the detailed Treasury Management Practices (TMPs) have been reviewed and updated as required by the Code of Practice and will be published alongside the TMSS on the Commissioner's website.

Delegate to the Joint Chief Finance Officer any non-material amendments arising from scrutiny of the strategy by the Joint Audit Committee.

Following a discussion, the presentation was noted, and the recommendations were all approved in accordance with the detail set out within the report.

RESOLVED, that,

- (i) The presentation be noted; and
- (ii) The recommendations were all approved in accordance with the detail set out within the report;

011. DECISION 002-2020 – 2020/21 BUDGET AND MEDIUM TERM FINANCIAL FORECAST

The report was presented by the Chief Finance Officer. The Commissioner was asked to approve the revenue budget, capital budget and reserves strategy for 2020/21 and the level of council tax to support the budget, having taken into account the advice of the Joint Chief Finance Officer in his report on the robustness of the proposed budgets. The papers provide provisional financial information for the years 2021/22 to 2023/24 and for 10 years in respect of the capital programme.

It is a legal requirement for the Police and Crime Commissioner to annually set a balanced budget and to allocate funds to the Chief Constable to secure the maintenance of the Police Force for Cumbria. The reports presented at the meeting set out the detail of the proposed budgets and the advice of the Joint Chief Finance Officer regarding their approval.

Following a discussion in which the Commissioner was provided assurance that budget decisions are taken in a reasonable amount of time so as to ensure stability, the Commissioner was asked to note and approve the following recommendations:

Recommendation:

- The revenue budgets outlined in the report and appendices be approved, having regard to the Local Government Act 2003 Requirements report
- That the budget requirement for 2020/21 be set on the basis of the amount within the budget resolution at appendix B
- The council tax for Band D properties be approved at £265.59 for 2020/21, an increase of £8.91 or 3.47%, being the amount within the budget resolution
- The Commissioner is also asked to approve the Reserves Strategy for 2020/21 which is provided as a separate report (item 11c).

Following a discussion, the presentation was noted, and the recommendations were all approved in accordance with the detail set out within the report.

RESOLVED, that,

- (i) The presentation be noted; and
- (ii) The recommendations were all approved in accordance with the detail set out within the report;

The Commissioner passed on his thanks to the Chief Finance Officer and the Deputy Chief Finance Officer for the huge amount of work that has gone into producing the budget, and he asked that his thanks also be passed on to the rest of the Finance team.

Meeting concluded at 10:45am

Signed: _____

Date: _____

Thematic Report: Hate Crime

Public Accountability Conference
March 2020

Detective Superintendent
Dave Pattinson & Diversity Manager
Sarah Dimmock



 101

 www.cumbria.police.uk

  [cumbriapolice](https://www.facebook.com/cumbriapolice)



Purpose

To provide the Commissioner with an update on Hate Crime & Incidents

This will include:

- Information and a breakdown of Hate Incidents /Crimes including initiatives to encourage reporting
- Community Engagement
- Vulnerability issues and initiatives
- Challenges and next steps



Definitions

- **A hate incident is defined as:**

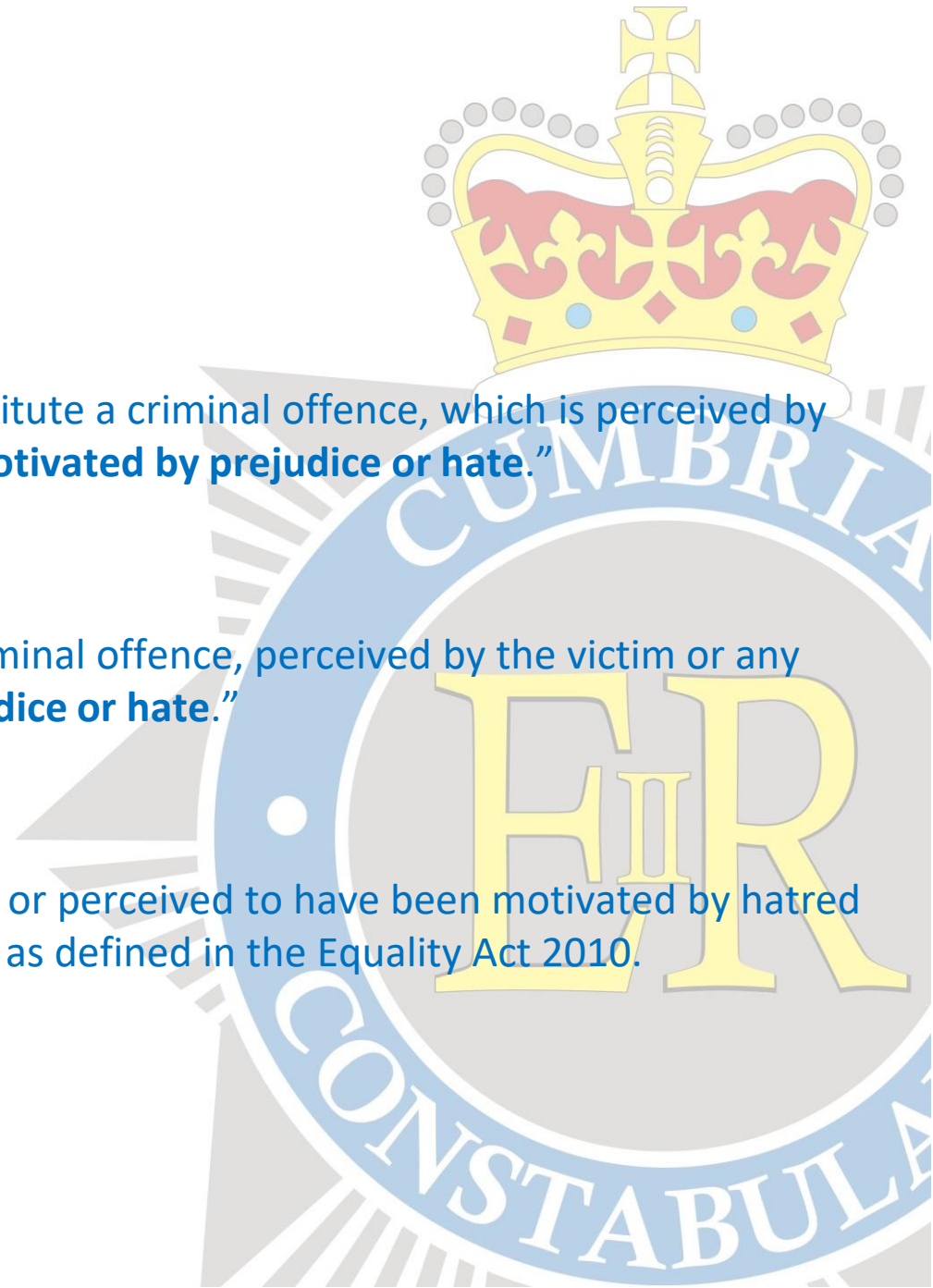
“Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being **motivated by prejudice or hate.**”

- **A hate crime is defined as:**

“Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being **motivated by prejudice or hate.**”

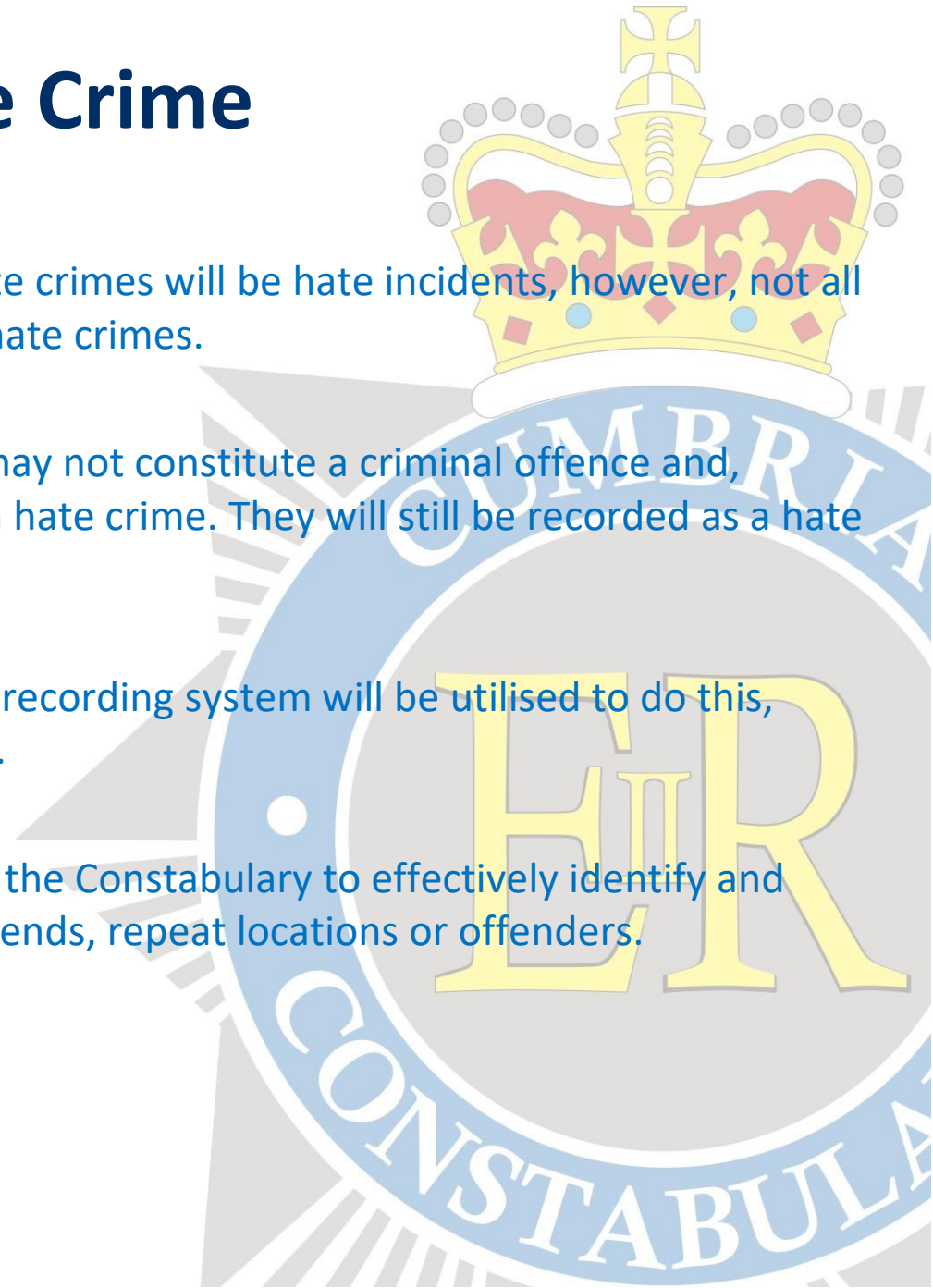
- **Hatred motivations are:**

Incidents and crimes that have either been or perceived to have been motivated by hatred due to a person’s protected characteristics as defined in the Equality Act 2010.



Hate Incident or Hate Crime

- It is important to understand that all hate crimes will be hate incidents, however, not all hate incidents will progress to become hate crimes.
- Some hate incidents that are reported may not constitute a criminal offence and, therefore, they will not be recorded as a hate crime. They will still be recorded as a hate incident
- Within Cumbria Constabulary our crime recording system will be utilised to do this, submitting a 'hate incident – non crime'.
- Recording Hate Crime Incidents enables the Constabulary to effectively identify and respond to any hate related emerging trends, repeat locations or offenders.



Hate Crime/Incident reporting process

Report of Hate crime incident or crime reported to CCR (see policy for definition)

Log must be opened as "grade 2" unless THRIVE r/a identifies IR, or priority response is required

If officer unable to attend within allotted time or log delayed, then justification should be added by CCR supervisor.

No crime reported but a hate incident reported.

Duty Sergeant and Inspector must be made aware to manage incident.

Record incident on Red Sigma.

Create an Investigative action for uniform Inspector to review incident and contact victim within 72 hours. Inspector to be tasked via DMM.

Incident deemed to be a hate crime.

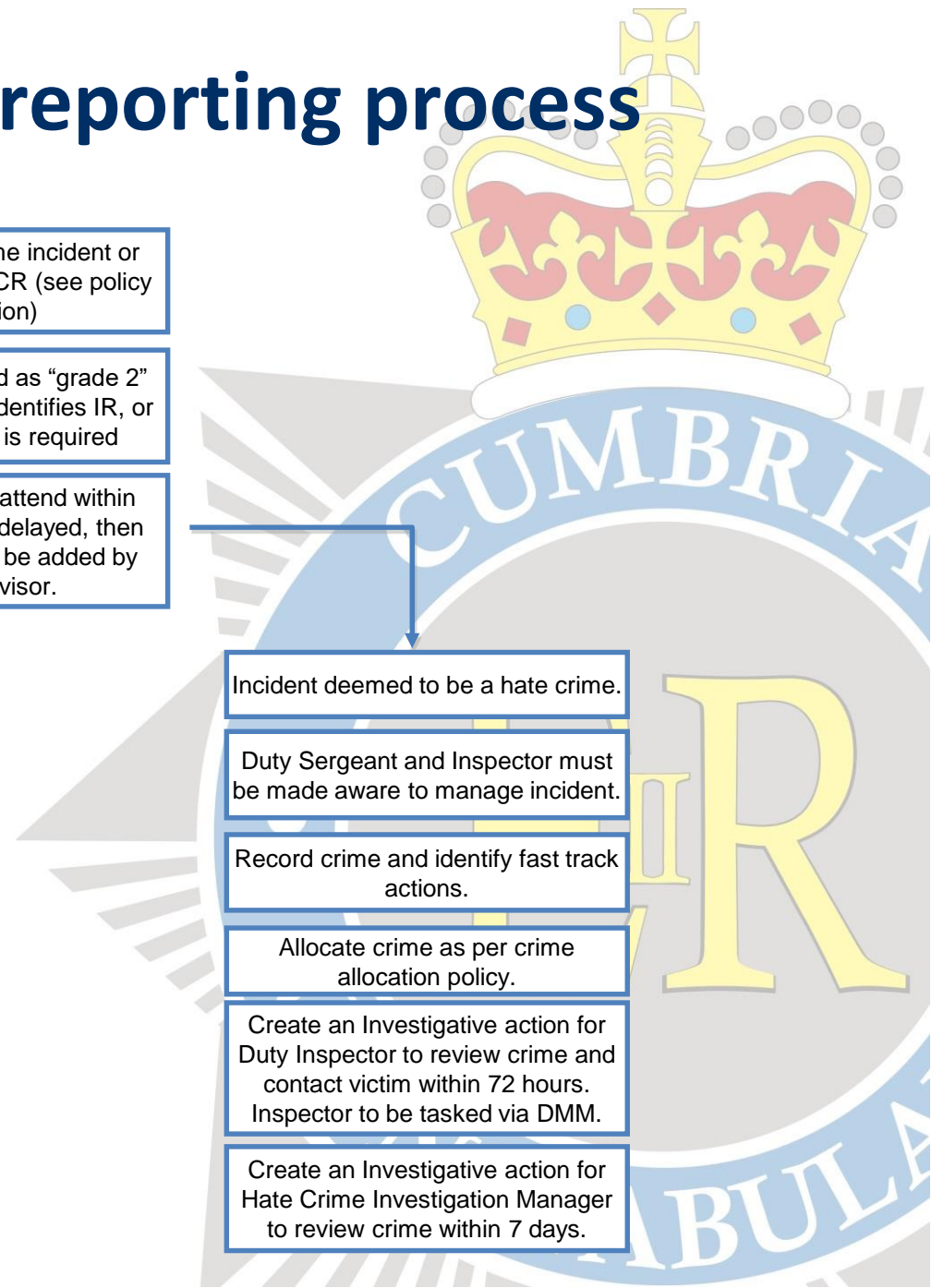
Duty Sergeant and Inspector must be made aware to manage incident.

Record crime and identify fast track actions.

Allocate crime as per crime allocation policy.

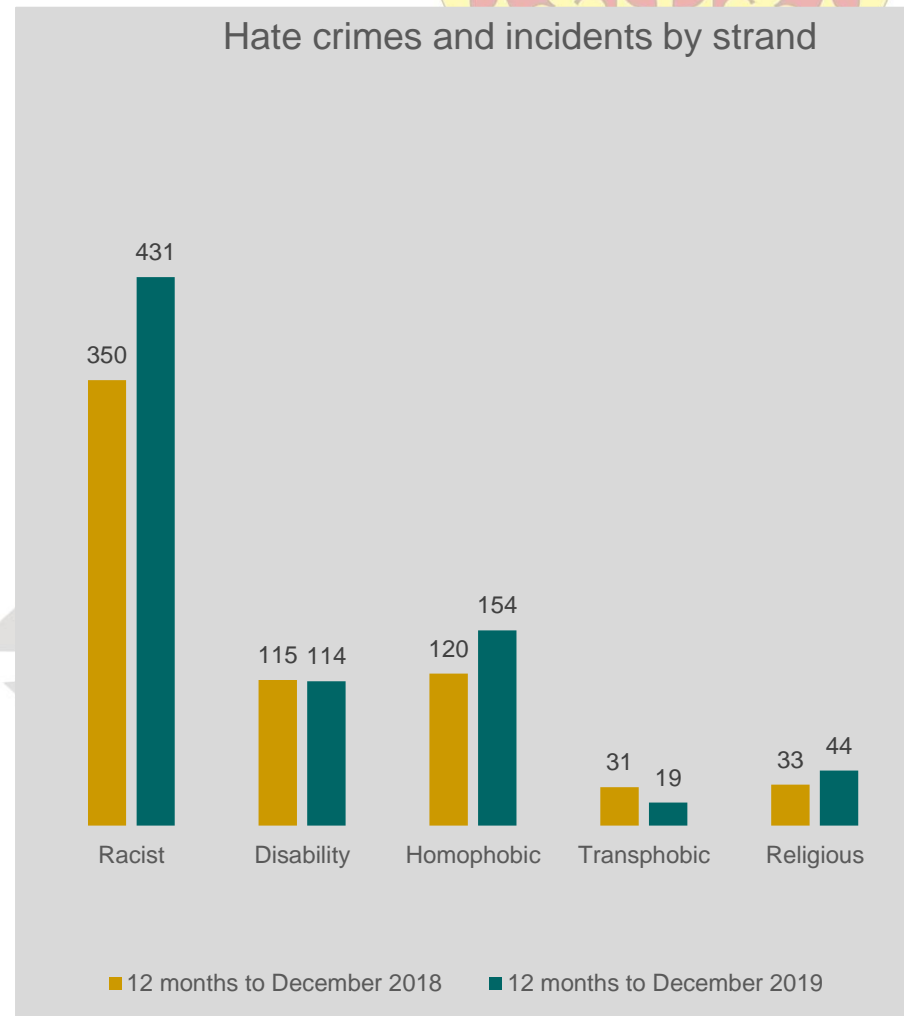
Create an Investigative action for Duty Inspector to review crime and contact victim within 72 hours. Inspector to be tasked via DMM.

Create an Investigative action for Hate Crime Investigation Manager to review crime within 7 days.



Hate Crime & Incidents current picture

- Overall 19% rise in Hate Crime and Incidents combined
- 115 extra Hate Crimes recorded in 2019
- Number of On Line related Hate crimes has increased to 66
- Expected to rise further because of social media

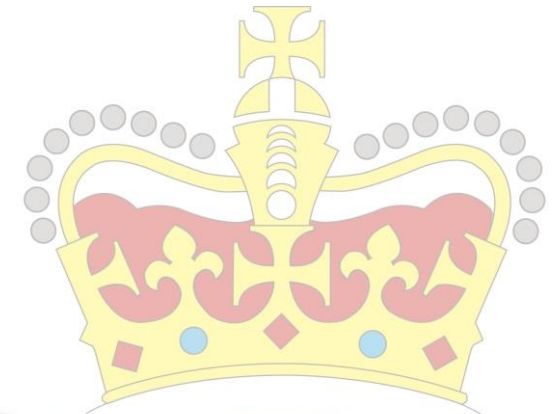


Repeat Victims and Repeat Perpetrators

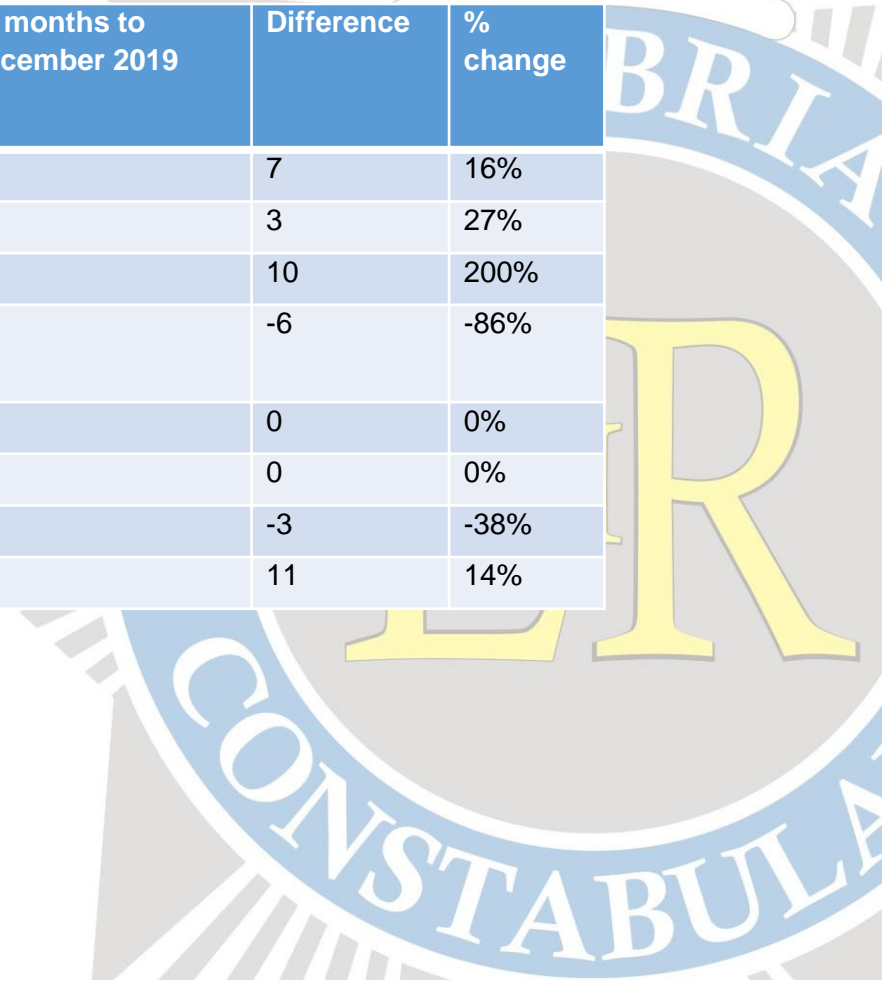
Number of repeat victims of hate crime to December 2019			
	12 months to December 2018	12 months to December 2019	% change
Crime	88	120	+36%
Incident	5	4	-20%
Total	93	124	+33%

Number of repeat hate crime suspects and offenders to December 2019			
	12 months to December 2018	12 months to December 2019	% change
Crime	70	68	-3%
Incident	4	0	-100%
Total	74	68	-8%

Satisfaction Rates



	12 months to December 2018	12 months to December 2019	Difference	% change
Completely Satisfied	43	50	7	16%
Very Satisfied	11	14	3	27%
Fairly Satisfied	5	15	10	200%
Neither Satisfied nor Dissatisfied	7	1	-6	-86%
Fairly Dissatisfied	1	1	0	0%
Very Dissatisfied	4	4	0	0%
Completely Dissatisfied	8	5	-3	-38%
Total	79	90	11	14%



Initiatives to Encourage Reporting of Hate Crime/Incidents

- Use of Social Media to send key messages
- Media Campaigns
- On-line reporting of Hate Incidents
- Community Group Training
- Produced an easy to read booklet
- Packs issued to victims of LGBT Hate Crime provided by The Constabulary's LGBT Staff Association



Social Media and Marketing Campaigns

 **Cumbria Police**
Published by CrowdControlHQ [?] · 6 February 2019 · 🌐

Witnessed a hate crime or been a victim of a hate crime but don't want to talk to the police? You have options. You can even make a report anonymously. <https://goo.gl/1XsTXY>


IF YOU DON'T WANT TO SPEAK TO POLICE ABOUT A HATE CRIME YOU HAVE OPTIONS

THERE ARE OTHER WAYS TO REPORT WHAT'S HAPPENED. YOU CAN EVEN MAKE A REPORT ANONYMOUSLY.

WWW.REPORT-IT.ORG.UK

 **REPORT HATE CRIME**


6,332 People reached 35 Engagements [Boost Post](#)

 **Cumbria Police**
Published by CrowdControlHQ [?] · 10 February 2019 · 🌐



You don't have to be a victim of hate crime to report it. If you see it, report it. If someone's life is in danger call 999. <https://goo.gl/gPtEfi>

WHAT IS A 'HATE CRIME' ANYWAY?

BASICALLY, 'HATE CRIME' MEANS IF SOMEONE COMMITS A CRIME AGAINST YOU BECAUSE OF YOUR RACE, SEXUAL ORIENTATION, RELIGION, GENDER IDENTITY OR DISABILITY, THEY CAN GET A TOUGHER SENTENCE. YOU DON'T HAVE TO PROVE THEY HATE YOU, JUST THAT THEY'RE HOSTILE.

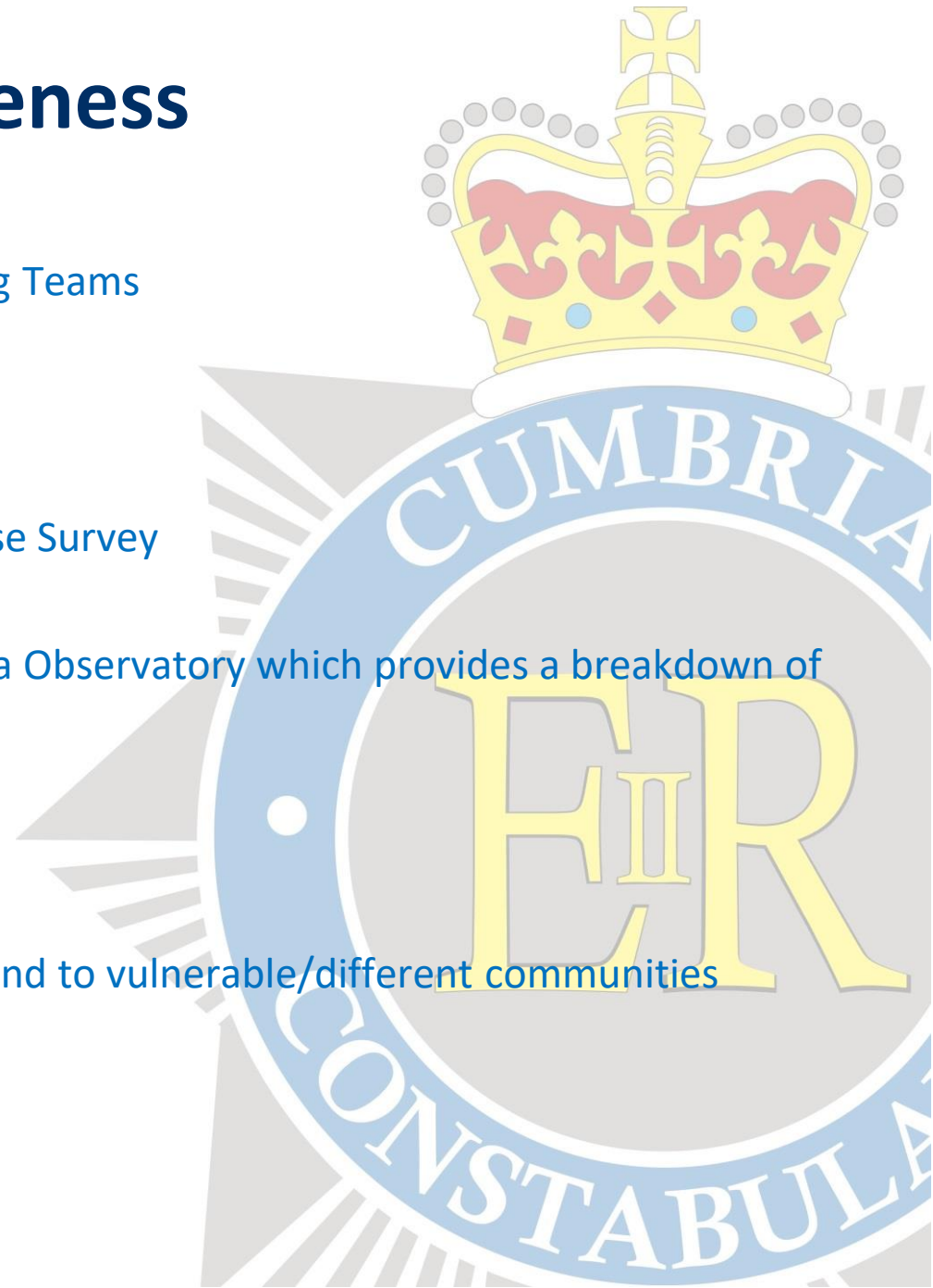
 **REPORT HATE CRIME**

9,063 People reached 132 Engagements [Boost Post](#)

  7 5 comments 1 share

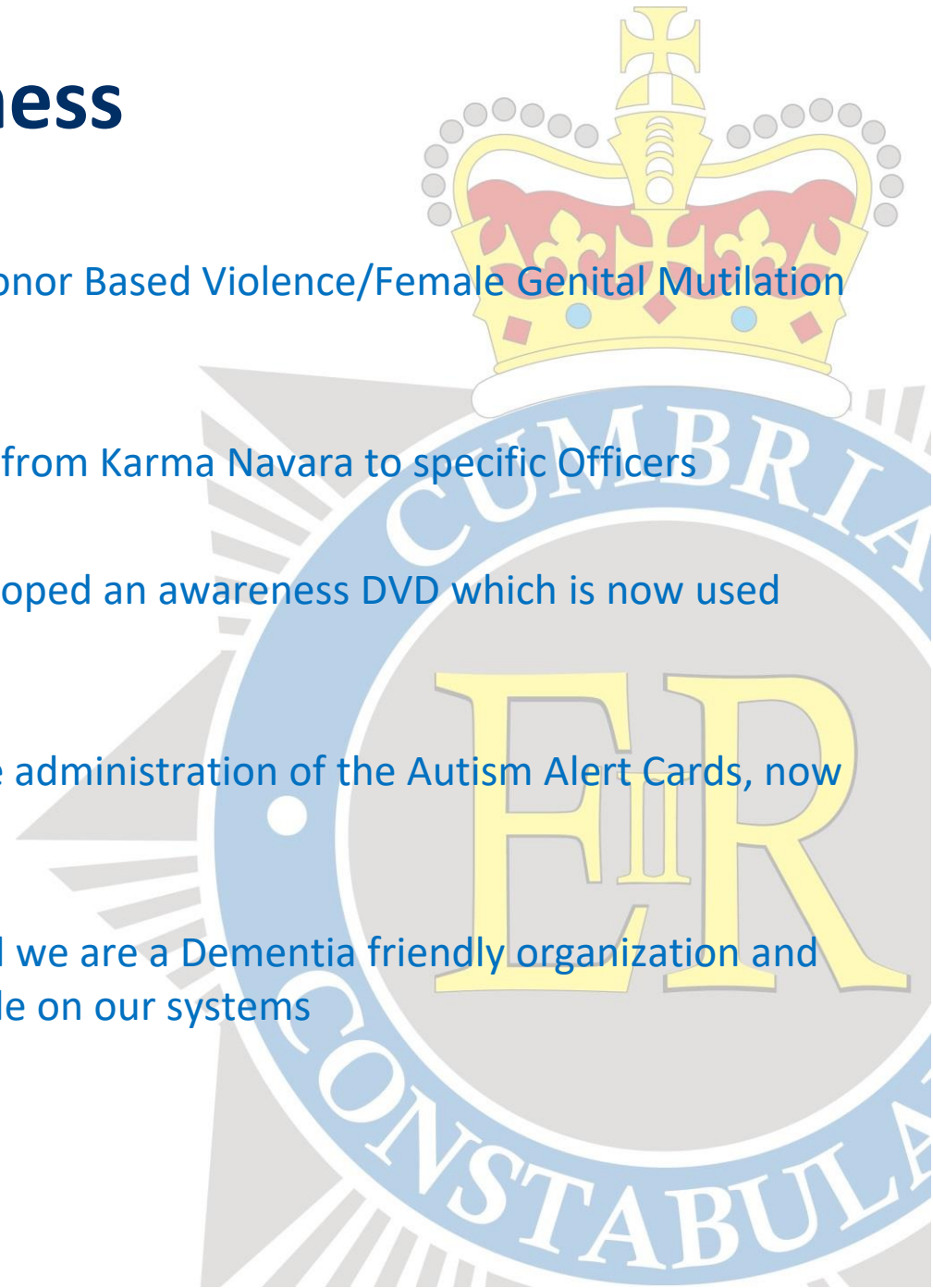
Engagement & Awareness

- Local engagement through Local Policing Teams
- Independent Advisory Group
- Summer Survey and now Domestic Abuse Survey
- Information is sourced from the Cumbria Observatory which provides a breakdown of communities within Cumbria
- Community placements
- Lessons delivered in schools by PCSO's and to vulnerable/different communities
- Bespoke on-line reporting service.



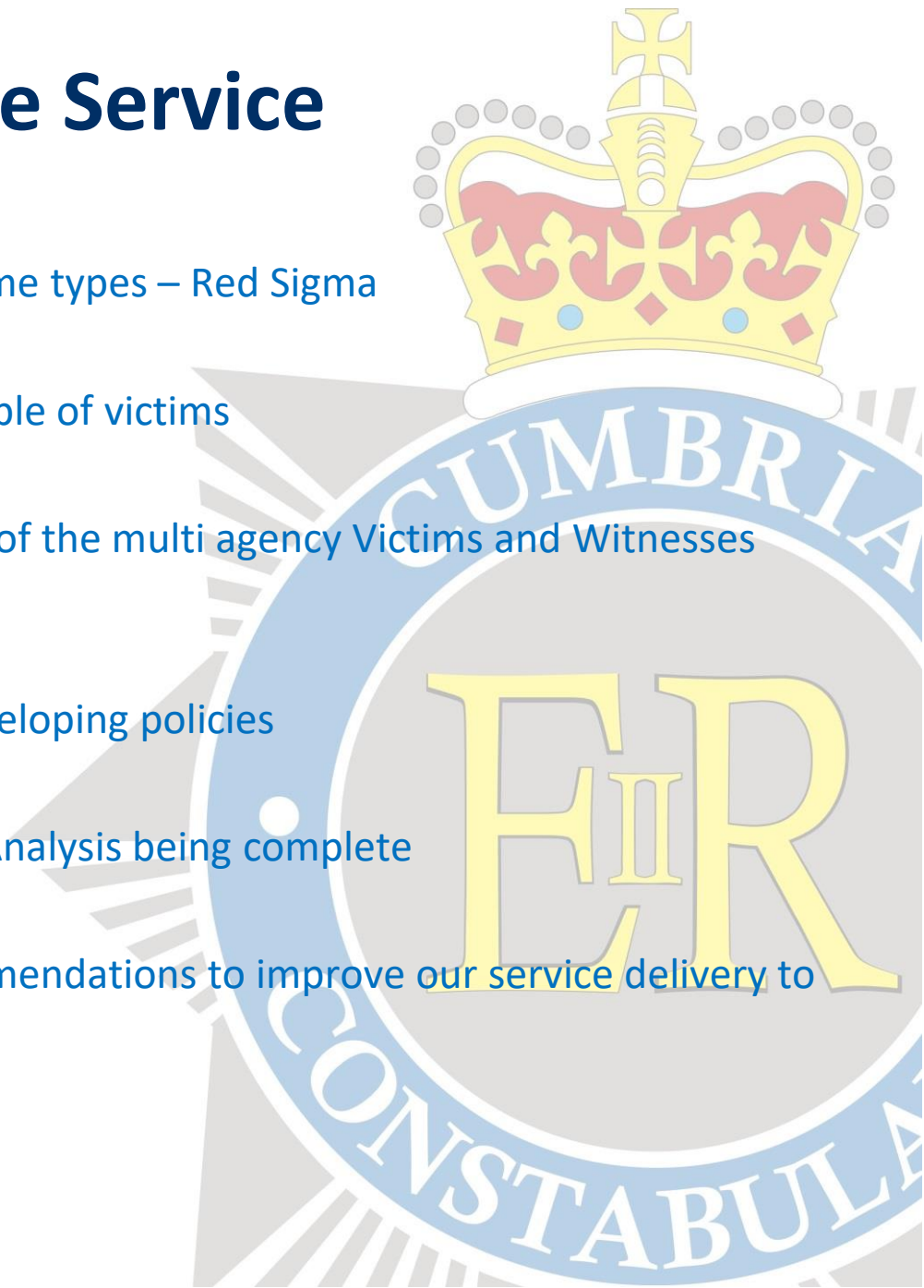
Vulnerability Awareness

- Force Champions re Forced Marriage/Honor Based Violence/Female Genital Mutilation (FGM) and Domestic Violence
- Sourced and delivered bespoke training from Karma Navara to specific Officers
- Triple A Project (All About Autism) developed an awareness DVD which is now used within training
- Triple A Project have also taken over the administration of the Autism Alert Cards, now bespoke to Cumbria
- Delivered Dementia Friends training and we are a Dementia friendly organization and those identified are marked as vulnerable on our systems



Challenges to Improve Service

- Monitor user satisfaction for specific crime types – Red Sigma
- Carry out interviews with a random sample of victims
- The Constabulary is a re-active member of the multi agency Victims and Witnesses Group – Improve victim engagement
- Equality Analysis is completed when developing policies
- No policy is published without Equality Analysis being complete
- Still awaiting NPCC guidance and recommendations to improve our service delivery to victims of Hate Crime



Next Steps

- Streamline the Hate Crime Procedures
- Improve investigative supervision and service delivery
- Improve Understanding and Awareness through engagement
- Increase victim engagement
- Await & then act upon National direction



Public Accountability Conference

04th March 2019

ASB

Superintendent Sarah Jackson



 101

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ASB Incidents



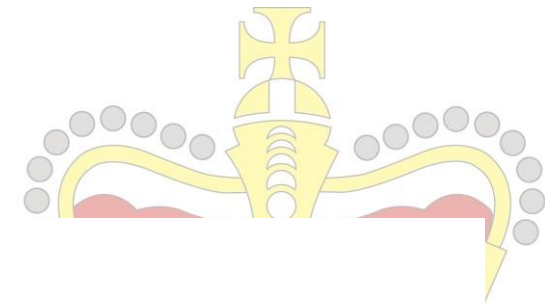
ASB incidents

<u>ASB Incidents</u>	2018	2019	Difference	% Difference
Anti-Social Behaviour - Environmental	386	399	13	3.4%
Anti-Social Behaviour - Nuisance	6441	5684	-757	-11.8%
Anti-Social Behaviour - Personal	2695	1361	-1334	-49.5%
Grand Total	9522	7444	-2078	-21.8%

Youth ASB incidents

<u>Youth ASB Incidents</u>	2018	2019	Difference	% Difference
Anti-Social Behaviour - Environmental	50	46	-4	-8.0%
Anti-Social Behaviour - Nuisance	2101	1736	-365	-17.4%
Anti-Social Behaviour - Personal	486	225	-261	-53.7%
Grand Total	2637	2007	-630	-23.9%

ABSBRAs



Gold ASBRAs

<u>Gold ASBRAs</u>	2018	2019	Difference	% Difference
Anti-Social Behaviour - Environmental	1	0	-1	-100.0%
Anti-Social Behaviour - Nuisance	41	21	-20	-48.8%
Anti-Social Behaviour - Personal	41	20	-21	-51.2%
Grand Total	83	41	-42	-50.6%

Silver ASBRAs

<u>Silver ASBRAs</u>	2018	2019	Difference	% Difference
Anti-Social Behaviour - Environmental	5	2	-3	-60.0%
Anti-Social Behaviour - Nuisance	48	25	-23	-47.9%
Anti-Social Behaviour - Personal	61	26	-35	-57.4%
Grand Total	114	53	-61	-53.5%



Identifying vulnerability at the earliest opportunity

- ASBRAs
- Demand / series review
- Multi-agency OSARA
- Vulnerability meetings
- The Barrow Pilot



Targeting repeat ASB locations

Response

Proactive patrol
Responding to calls for services



Neighbourhood

6 District based hubs



Dedicated Operations

Data Sharing

Youth and Crime
Disorder Operations

Community Alcohol
Partnerships

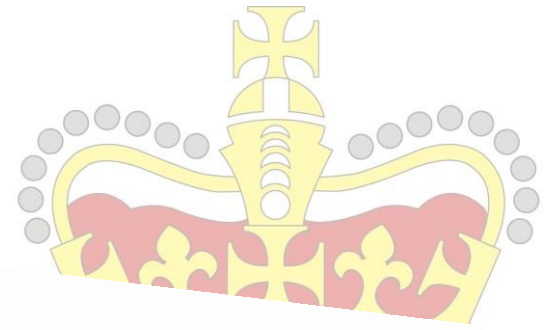
- Providing 24/7 cover in 3 Territorial Policing Areas (N,S & W)
- 5 inspector led shifts per TPA, working from 6 deployment centres (Carlisle, Penrith, Kendal, Barrow, Workington Whitehaven)
- Resources distributed across the 3 TPAs based on demand

- 6 inspector led neighbourhood teams coterminous with Districts
- Dedicated problem solving resources to reduce demand and protect public
- PCSOs dealing with ASB, engaging with local people and providing visible presence
- Extra 25 officers to support proactive work I
- Partnership problem solving

- Use of TEAMS for a multiagency response
- Joint partner operations targeted repeat locations
- Award winning CAPs

Managing repeat offenders

- Civil Injunctions
- “Its Your Choice”
- CAPRICORN



News

16th January

Barrow man jailed for breaching street ban

BAN: The injunction prevents Darren Richard Fawcett from entering Storey Square in Barrow



4 comments

A **BARROW** man has been jailed after breaching an order banning him from part of the town centre for persistent anti-social behaviour.

Last week officers from Barrow Policing's community team, in conjunction with Cumbria Police's legal services team, obtained an interim civil injunction against Darren Richard Fawcett.

The 46-year-old, of no fixed abode, has a lengthy criminal record including a number of previous convictions for theft, drugs and public order offences.

GOV.UK

Home > Preventing offending and re-offending by children



Guidance

Collaborative approaches to preventing offending and re-offending by children (CAPRICORN): summary

Published 14 August 2019



Harnessing Feedback

- Referral review mechanism
- SM engagement
- Organisational learning
- Connected Communities
- Love Barrow Together

Every child and every parent in Cumbria will know that if they have reason to celebrate, to worry, or to grieve, someone will notice and someone will care

Love Barrow Together
Barrow Womens Community Matters
Love Barrow Families
Cumbria Constabulary
Cumbria County Council
Lankelly Chase

STRONGER TOGETHER: MOORCLOSE

YOU ARE INVITED TO THE...

Community Shout Out

HAVE YOUR SAY IN HOW TO DEVELOP NEW PROJECTS IN MOORCLOSE

- SEE THE RESULTS OF THE **CONNECTED COMMUNITIES** RESEARCH YOUNG PEOPLE FROM THE AREA HAVE BEEN DOING
- PRESENTATION TO ALL YOUNG COMMUNITY RESEARCHERS
- FREE BUFFET

MOORCLOSE COMMUNITY CENTRE

12

FEBRUARY 2020
4PM - 6PM



Engagement

Engagement Strategy / plans / activity



Barrow Police @barrowpolice · Feb 3

Police Desk this afternoon (03/02/2020) at Roose Library from 2pm-5pm ...if you have any issues you would like to discuss or you would just like a chat then please drop in and see me. #communitypolicing #PCSO #itsgoodtotalk



Eden Police @EdenPolice · Nov 15, 2019

Targeting of Anti Social driving in Penrith town this evening brought us this vehicle due to manner of driving, which also turned out to have no insurance. Sized under S165 RTA. #noninsurance #s165 #cumbriapolice #antisocial



Increased accessibility due to a review of the deployment bases and mobile devices

Engagement

Facebook

Local Focus groups – Jan 2020

Local Focus teams



Team	Number of members	Active users	Team posts	Top post / issues raised	General sentiment of group
Allerdale	843 ↑ Number of members	92% ↓ Active users	25 ↑ Team posts	Top post / issues raised Next partner meeting please let us know of issues Moorclose Cafe visit	Positive
Barrow	1,187 ↑ Number of members	87% ↑ Active users	70 ↑ Team posts	Top posts / issues raised Ormskill Running Club Patrols out at school for zig zag lines	Positive
Carlisle	1,475 ↑ Number of members	89% ↓ Active users	52 ↑ Team posts	Top posts / issues raised Co-op banning order shoplifting in B & M Carlisle	Positive
Copeland	2,837 ↑ Number of members	88% ↓ Active users	27 ↓ Team posts	Top posts / issues raised Uninsured car removed from Castle Park, Whitehaven News article - PC Dumphreys	Positive
Eden	628 ↑ Number of members	85% ↑ Active users	26 ↑ Team posts	Top posts / issues raised Week of action Suspicious Vehicle	Positive
South Lakes	733 ↑ Number of members	94% ↑ Active users	128 ↑ Team posts	Top posts / issues raised Praise of LRM Security over xmas Week of action	Positive

Twitter

NPT accounts – Jan 2020

NPT Twitter pages



Account	Impressions	Number of Tweets	Profile visits	Top Tweet
Carlisle	43.2K	10	1279	Officers work to educate and deter knife crime at Carlisle Station
Barrow	570K	173	12.2K	Barrow FC fans credit to town
Eden	33.3K	11	949	Tribute to PC Nick Dumphreys
Copeland	29.8K	15	1345	Transit van in Cleator Moor appeal
South Lakes	160K	71	3424	Stop check #weekofaction 4 vehicles overweight

Local Focus newsletters - Jan 2020



Crime prevention - Out-and-about in Workington town centre

We've been working with shop staff to stop anti-social behaviour involving young people.

PCSO Alison Renney, PC Leesa Edwards and our crime prevention officer, David Thompspon, met with Workington's town centre manager and staff from local businesses.

This was to discuss ways of preventing youths from climbing onto the shop roofs.

This follows a number of reports of youths getting on the rooftops, sparking concerns for their safety.

A joint survey of the town was undertaken to identify problem areas and work will be carried out to find a solution.

Officers patrolled the town centre following the meeting, speaking with members of the public and offering advice.

Dealing with anti-social behaviour - Dispersal order granted for Workington town centre

We took decisive action to tackle a problem with anti-social behaviour.

On February 1 PCSOs Rachel Pape and Lauren McCurrie attended a large number of youth-related anti-social behaviour reports in the town centre.

As a result a dispersal order was granted by the inspector, meaning those responsible could be banned from the area for a specified period of time.

Using their local knowledge, the officers soon identified several of the youths involved and contacted parents.

This was outstanding work from our community officers.



Community Triggers

- All Trigger processes reviewed.
- Built into Hub referrals
- New marketing materials
- Central Governance



Anti-Social Behaviour: Living a Nightmare

Victims' Commissioner for England and Wales,
ASB Help & Nottingham Trent University

April 2019



Putting Victims First Anti-Social Behaviour



Ensure Offenders Face a Consequence for their Crime



 101

 www.cumbria.police.uk

  [cumbriapolice](https://www.facebook.com/cumbriapolice)



Data

England and Wales Average 12 months to September 2019	
Total Crimes Recorded	5,000,036
Positive Outcome	11.7%
Court Disposal	7.4%
Charged/Summoned	7.3%
Prosecution prevented or not in the public interest	0.0%
Taken into consideration ⁶	0.1%
Police Disposal	4.3%
Caution - youths ⁴	0.2%
Caution - adults ⁴	1.0%
Offender died	0.0%
Penalty Notices for Disorder	0.2%
Cannabis/Khat warning	0.4%
Community resolution	1.9%
Not in public interest (Police)	0.6%
No Further Action - Evidential Difficulties	32.8%
Evidential difficulties: suspect not identified; victim does not support further action	4.6%
Evidential difficulties (suspect identified; victim supports action)	9.9%
Evidential difficulties: suspect identified; victim does not support further action	18.2%
No Further Action - Other Reason	3.2%
Prosecution prevented – suspect under age	0.1%
Prosecution prevented – suspect too ill	0.3%
Prosecution prevented – victim/key witness dead/too ill	0.2%
Prosecution time limit expired	0.2%
Action undertaken by another body/agency	1.2%
Further investigation to support formal action not in the public interest ⁷	1.3%
Investigation complete - no suspect identified	43.4%
Offences not yet assigned an outcome	8.8%

Cumbria Constabulary 12 months to September 2019		
Total Crimes Recorded	37622	
Positive Outcome	6258	16.6%
Court Disposal	4123	11.0%
Charged/ Summoned	4097	10.9%
Prosecution not in the public interest (CPS decision)	8	0.0%
TIC	18	0.0%
Police Disposal	2135	5.7%
Youth Caution	138	0.4%
Adult Caution	711	1.9%
The offender has died-all offences covered	2	0.0%
PND	53	0.1%
Cannabis Warning	146	0.4%
Community Resolution	1038	2.8%
Formal action against the offender is not in the public interest (Police decision)	47	0.1%
No Further Action - Evidential Difficulties	16260	43.2%
Evidential difficulties victim based – named suspect not identified	1610	4.3%
Evidential difficulties named suspect identified	4095	10.9%
Evidential difficulties victim based – named suspect identified	10555	28.1%
No Further Action - Other Reason	3226	8.6%
Prosecution prevented – named suspect identified but is below the age of criminal responsibility	146	0.4%
Prosecution prevented – named suspect identified but is too ill (physical or mental)	117	0.3%
Prosecution prevented – named suspect identified but victim or key witness is dead or too ill to give evidence	38	0.1%
Prosecution time limit expired	150	0.4%
Other Agency Delegations	236	0.6%
Named suspect – further investigation not in public interest	2539	6.7%
Investigation complete - no suspect identified	10537	28.0%
Crime under active investigation	1328	3.5%

Lines of Investigation

- When an investigation results in No Further Action assurance is provided as each investigation is subject to a review by both a Sergeant & an Inspector
- These ranks have experience and knowledge of the investigations their officers conduct and ensure all available lines of enquiry are explored
- Through training and awareness particularly in relation to Domestic Abuse, officers will always make victims aware of support available - *Scrutiny Panel (270220); adult caution issued; victim requested offender participate in TTS programme; Victim Support (TTS service provider) made contact, but offender refused to participate*
- Domestic Abuse NFA Reviews by specially trained supervisors now provide an extra level of investigation and oversight to encourage more DA Prosecutions



Restorative Justice

- REMEDI staff participate in Officer briefings to raise awareness
- Regular feedback is provided directly to officers and supervisors following OoCD Scrutiny Panel meetings
- Recent example of RJ reviewed and praised by OoCD Panel where a group of young people assisted staff at the Civic Hall following a minor theft



Restorative Justice

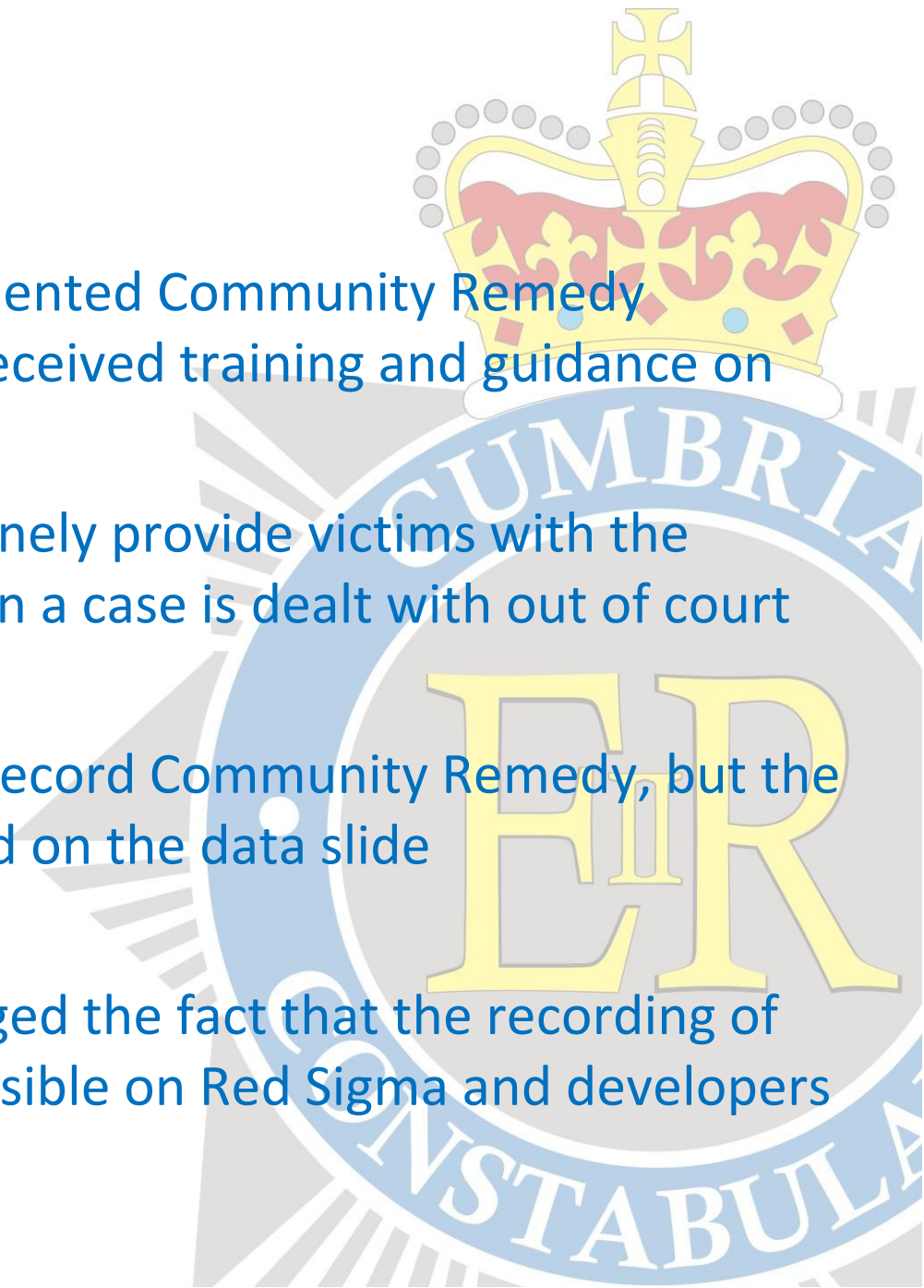
REMEDI RJ stats:

- Total number of Police referrals to date (April 1st - end of January) = 69
- Total number of Direct interventions completed to date (Police and post court work) – 17
- Total number of Indirect outcomes to date (police and post court) - 59
- ASB work - we've had a total of 25 referrals via the hubs since last April. vast majority of these have been from the West hubs.



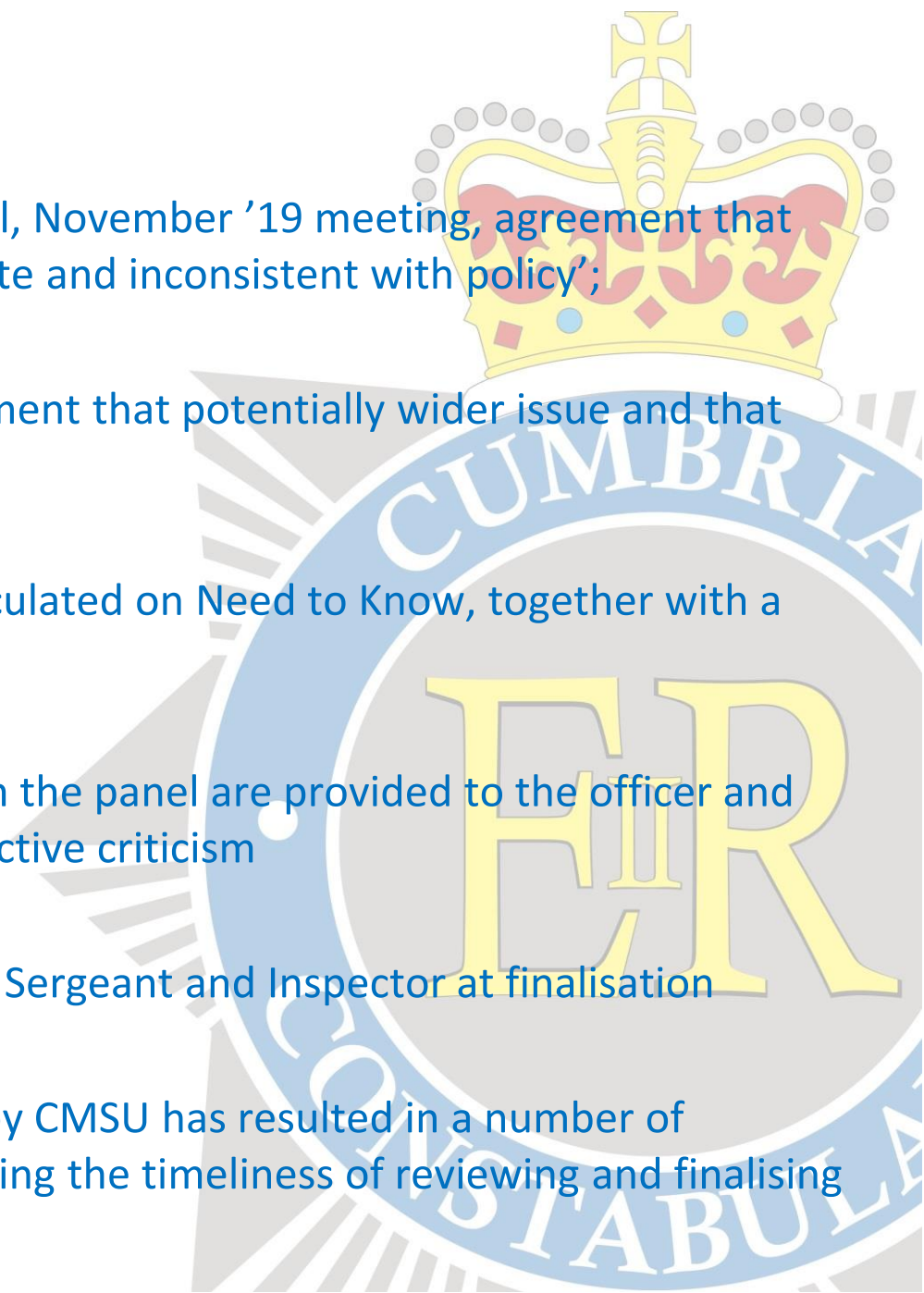
Community Remedy

- The Constabulary has a documented Community Remedy Procedure that all staff have received training and guidance on
- As per their training staff routinely provide victims with the options available to them when a case is dealt with out of court
- Red Sigma however does not record Community Remedy, but the take up of OoCDs is highlighted on the data slide
- Durham have now acknowledged the fact that the recording of Community Remedy is not possible on Red Sigma and developers are taking steps to rectify this



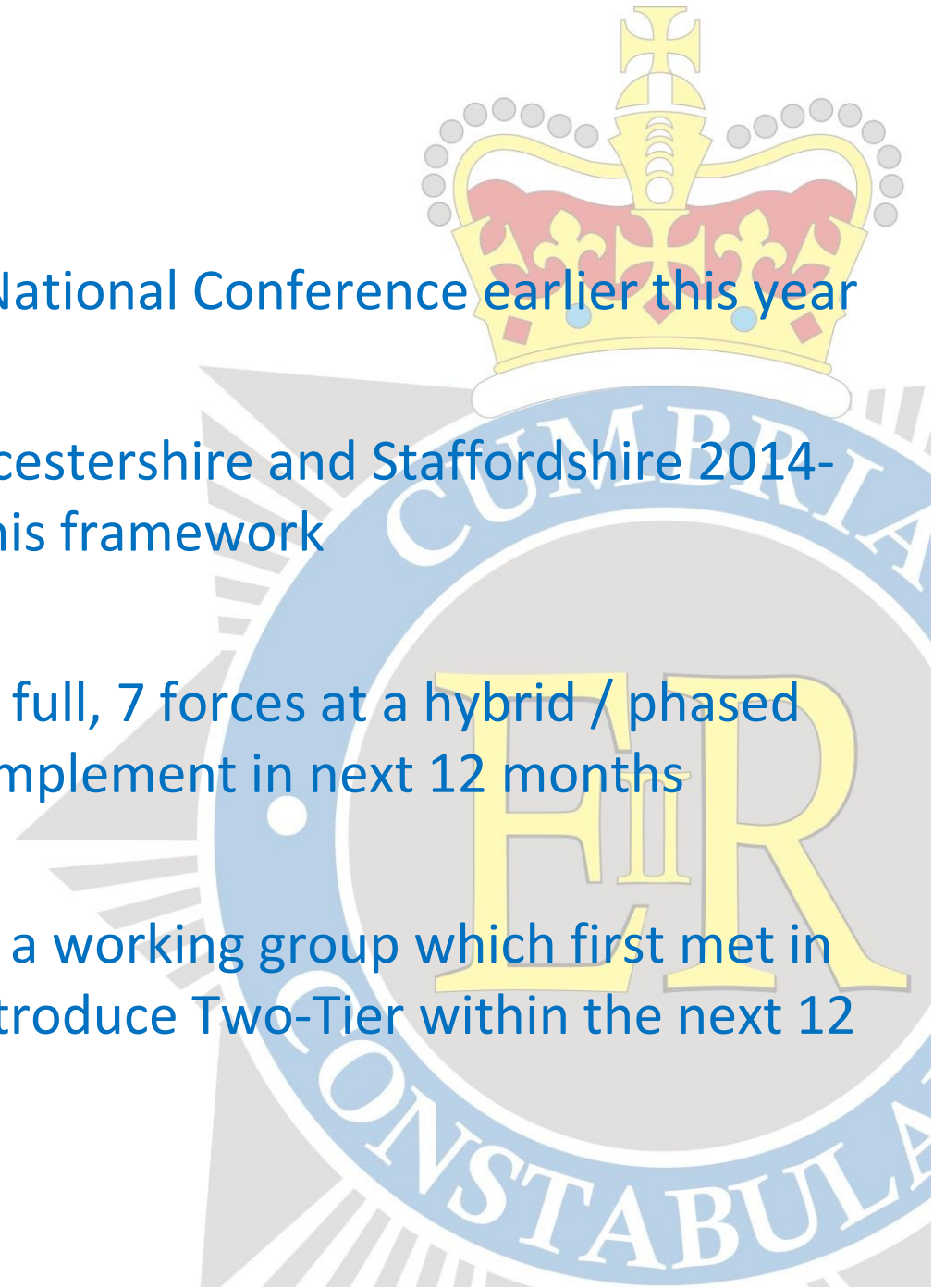
Outcome Disposals

- Out of Court Disposal Scrutiny Panel, November '19 meeting, agreement that 'stalking' case disposal 'Inappropriate and inconsistent with policy';
- Feedback to OIC, but acknowledgement that potentially wider issue and that something needed done force wide
- 7 minute briefing produced and circulated on Need to Know, together with a patterns of behaviour flow chart
- All cases that require feedback from the panel are provided to the officer and supervisor, both praise and constructive criticism
- All investigations are reviewed by a Sergeant and Inspector at finalisation
- Recent Outcome Audit conducted by CMSU has resulted in a number of recommendations including improving the timeliness of reviewing and finalising investigations



Two Tier Adoption

- Constabulary represented at National Conference earlier this year
- Piloted by West Yorkshire, Leicestershire and Staffordshire 2014-15 and they continue to use this framework
- 7 Forces have implemented in full, 7 forces at a hybrid / phased model, 20 forces planning to implement in next 12 months
- Head of CJU has implemented a working group which first met in Feb 2020 with the target to introduce Two-Tier within the next 12 months





Peter McCall

Two overlapping circles, one purple and one blue, containing text. The purple circle is on the left and contains the text 'ANNUAL REPORT 2019'. The blue circle is on the right and contains the text 'Ethics & Integrity Panel'.

**ANNUAL
REPORT
2019**

**Ethics
&
Integrity
Panel**

Forward of the Panel Chair

Welcome to the 2019 Annual Report of the Ethics and Integrity Panel.

The Panel is an independent body, and its purpose is to promote and influence high standards of ethical performance in all aspects of policing in Cumbria and the work carried out by the Police and Crime Commissioner's office (OPCC). It seeks to achieve this by holding the mirror up to the Constabulary and the OPCC, by investigating, dip sampling, constructively challenging and reviewing a broad range of aspects of policy, process and performance, through the lens of ethics and integrity.

We have an annual work programme that includes both routine and thematic activities through which we seek to always promote the improvement and value adding aspects of ethical responsibility. We will challenge issues and actions where we believe there could have been an improvement, recognising and highlighting areas of good practice.

The work of the Panel is published on the Commissioner's website and whilst the Panel membership is drawn from a diverse range of backgrounds and experience, we have two things in common. We and our families all live in the county and are committed to seeing the area thrive. We all share a strong desire to help ensure that Cumbria Constabulary continues to deliver high quality services to the public, maintaining our county as the safe and secure place to live that it currently is.

The Chief Constable, the Commissioner and their teams, fully support us in our work and are always open to challenge, feedback and suggestions for improvement. This, in itself, is an indicator of a strong, open, transparent and ethical culture.

We hope that you find the report useful and informative. The information in this, and our other quarterly reports, helps to promote a wider understanding and awareness of the Constabulary's performance and ethical approach.

Alan Rankin

Ethics and Integrity Panel Chair

The Chief Constable, Michelle Skeer said:

The Police Code of Ethics underpins the principles and standards expected of us all within Cumbria Constabulary. It is important that our adherence to the code is independently monitored. I welcome the scrutiny of the panel which provides me with reassurance that as an organisation we are transparent and the panel support our desire to uphold the highest standards in delivering an outstanding policing service to keep Cumbria safe.

The PCC for Cumbria, Peter McCall said:

Policing and the oversight of it remains a busy environment and it is essential that ethical standards do not slip. The legitimacy of our force is critically dependent on the confidence of the public that they can trust the police to 'do the right thing on their behalf.' Whilst I am convinced that we are blessed with highly professional, dedicated and committed officers, we must always be ready to examine our performance to ensure that every member of the organisation maintains the highest possible standards, often in difficult and challenging circumstances. The Ethics and Integrity Panel continue to provide a valuable scrutiny role on ethical values of both the organisations. The broad range of business that they scrutinise continues to be developed to ensure the Panel is effectively and I look forward to working with them in the forthcoming year.

1. Introduction & Background

The purpose of the Ethics and Integrity Panel is to promote and influence high standards of professional ethics, to challenge; encourage and support the Commissioner and the Chief Constable in their work by monitoring and dealing with issues of ethics and integrity in their organisations. The Panel's role is to identify issues and monitor change where required. It has no decision-making powers, although it is able to make recommendations to the Commissioner and the Chief Constable. It considers questions of ethics and integrity within both organisations and provides strategic advice, challenge and support in relation to such issues.

This report provides an overview of the work that the panel has carried out during 2019.

The Panel meets on a quarterly basis in private but its agenda and reports are published on the Commissioner's website following each meeting, with only sensitive or confidential information being excluded. Reports are provided by the Panel to the Commissioner's public meeting to provide information about the Constabulary's performance in areas that relate to ethics and integrity. The purpose of this is to promote openness, transparency and public confidence.

An annual work programme is agreed to enable it to fulfil its terms of reference and scrutiny role. The programme fixes the tasks to be undertaken by the Panel at each of its scheduled meetings and has been set to ensure whenever possible that meetings are balanced in terms of the volume of work.

The work of the Panel has continued to develop during 2019 and the 2020 work programme continues to reflect its changing role. Again there will be thematic sessions held during the year which will look at specific issues or areas of business.

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

<https://cumbria-pcc.gov.uk/what-we-do/ethics-integrity-panel/>

Membership of the Panel currently stands as:

- Ms Lesley Horton
- Mr Alan Rankin (Chair)
- Mr Michael Duff
- Mr Alex Rocke

2. Public Complaints and Quality of Service

Schedule 14 of the Police Reform and Social Responsibility Act 2011 provides Police and Crime Commissioners with a role to play in overseeing police complaints, including the ability to direct a chief officer of police to comply with obligations. The Police and Crime Commissioner for Cumbria utilises the Ethics and Integrity Panel to fulfil this function on his behalf. Therefore gaining assurance from their independence.

Over the reporting period, the Panel reviewed 40 complaint and appeal files. The Panel noted that the standard of the Constabulary's public complaint files had been maintained throughout the year following previous recommendations made. They now carry out dip samples directly via the Centurion system within the Professional Standards Department, enabling members to view all information, actions and outcomes on the live system. Speaking directly with case workers regarding any issues or concerns.

At each six monthly dip sample session any recommendations or comments are collated within an action sheet to ensure that they are completed and where appropriate implemented in a timely manner. Some of these include:

- Managing a complainant's expectations at the beginning of the process was an important part of dealing with the complaint. The 'There and Then' process was going some way to achieving this. It provided a quicker service for some of the more low-level complaints with positive feedback received from members of the public.
- The more extensive use of Body Worn Video by officers was proving to be a useful tool in providing independent evidence to either support or negate complaints made by members of the public.

Monitoring of the action plans by the Panel at their next dip sample session to ensure that they are completed and where appropriate implemented in a timely manner.

At quarterly meetings the Panel received performance data from the constabulary on the number of complaints received and how these have been managed, including whether they were within the required timescales.

During 2019 the 'There and Then' process continues to have an impact on the workload of the Professional Standards Department. With complaints being resolved at the earliest opportunity this now affords staff the ability to concentrate on the more complex complaints and their investigation.

The Panel also reviewed work undertaken by the Office of the Police & Crime Commissioner in relation to complaints and quality of service. During 2019 there was a 43% increase in the number of people contacting the Commissioner regarding policing issues. Members of the public write to the Commissioner and the OPCC and through raising these issues with the Chief Constable's staff office have facilitated individuals to receive a written response answering their questions or queries.

The Policing and Crime Act 2017 gave Police and Crime Commissioners an explicit responsibility for the performance of the complaints system locally and responsibility for appeals currently heard internally by forces. The Home Office have consulted and proposed legislative changes which are due to come into force on 1 February 2020, resulting in the OPCC carrying out reviews. The Panel will be provided with briefings in early 2020 to assist them in their oversight role.



5. Grievances, Civil Claims and Information Management

Grievances

On a six monthly basis the Panel have reviewed **Grievances** being processed by the Constabulary during agreed reporting periods.

Since May 2018 the HR Department are now responsible for dealing with grievances providing a broader overview of staffing issues. Generally, the grievances were regarding policies and procedures or action taken against an individual.

In November 2019 the Panel noted an increase in the number of claims made. However many of these could be attributed to one individual. They continued to raise the issue of low numbers generally and the dangers of informal resolution as any organisational learning would not necessarily be captured or progressed. The new Grievance Procedure included a form which asked what the individual would wish the outcome to be to gain an understanding of the issues that they raised at an early stage in the process.



Civil Claims

On behalf of the Police and Crime Commissioner the Panel also monitor **Civil Claims** being processed by the Constabulary's Legal Department. They received information about the types of claims being made, the stage the proceedings had reached and about the claims that had been resolved. As part of this oversight the Panel seek assurance that any trends are being identified and how the organisation has learnt from particular cases disseminating information throughout the organisation to avoid future risks and claims.

To date the Panel have not identified any issues or concerns in either area of business. On a national and local level the Constabulary, along with other forces, are in the process of dealing with employment tribunals in relation to police pensions. Currently there were over 146 claims following the Constabulary

implementation of the national pension regulations being co-ordinated nationally by Hertfordshire Constabulary. This matter is yet to be concluded.

The Panel raised concerns as to whether the claims were causing any internal issues or anxiety due the length of time taken for the matter to be concluded. Assurance was provided that the Legal Department and the Police Federation were working closely with the affected officers to try and resolve the claims.

In 2019 all civil claims were dealt with by the Legal Department thus allowing any issues, trends or organisational learning to be identified more easily. The Panel undertook to monitor these improvements on a six monthly basis.



Information Management

During 2019 there had been a backlog within the Constabulary in dealing with Freedom of Information and Subject Access Requests within the requisite timescales.

The Constabulary were looking to place additional resources within the department to assist in achieving its responsibility. Work is being carried out to review information published on its website to negate the need for individuals to place a request, rather the information could be found by other means.

In 2020 the Panel will monitor the Constabulary's improvements within this area of business.



6. Thematic Inspections



The Panel have reviewed six areas of thematic work during May and November 2019. In May the Panel reviewed **Mental Health Detention** in custody suits throughout Cumbria. In particular, those relating to detention under Section 136 of the Mental Health Act and those detained under Common Law.

They reviewed 12 Sec 136 custody records and 4 Common Law records. Recognising the incredible workload which was placed upon Custody Sergeants in dealing with detainees who had mental health issues, the amount and level of data inputting they carried out and its frequency they felt should be applauded especially within busy custody suits. Unlawful detention could bring civil action from detainees or indeed criminal actions against Custody Sergeants.

Custody staff would often have to deal with detainees for long periods whilst waiting for health partners to be able to accept the detainee. Changes to the provision of mental health services would see the county split in two. The North of the county receiving provision from the North East and the South receiving provision from Lancashire. As part of the Panel's 2020 work programme they will again review Mental Health Detention.



During 2019 a Panel member attended two Constabulary Board meetings in relation to **Use of Force**. This enabled the Panel to review how the force manage reviews of use of force, what organisational learning is disseminated and resulting changes to policy.

Of the use of force incidents recorded it was found that over 30% were in fact resolved using communication skills to achieve control of a situation rather than actual force. On average 34% of incidents of use of force were against subjects who were deemed to have mental health impairment.

When considering the 2020 work programme the Panel felt that attending the meetings did not provide the scrutiny element that the Constabulary were requiring. This would be reviewed and identify how this could be achieved.

The use of **Spit Guards** was introduced at the beginning of 2019. In February 2019 the Panel were provided with a breakdown of initial usage and the training being provided to officers. It was agreed that a review of the usage would be carried out.

In August they reviewed the use of Spit Guards. Having been used 23 times between January and August, they were pleased to see the detailed and proportionate use of Spit Guards, recognising the diverse incidents officers were required to attend. There had been no complaints or adverse outcomes from the use of Spit Guards which was largely attributed to them being used on an individual for a short space of time. The Panel will review this again in 2020 to obtain a full 12 month picture.



Also in August the Panel undertook a dip sample of **Stop and Search** forms to ensure that their completion had been maintained. Of the 50 forms reviewed some forms were not fully clear on the exact reason for the stop/search, however they were not fundamentally wrong and feedback was provided. Body worn video had been used in only 46% of the forms reviewed which was concerning as some of these were at violent incidents. The Panel recommended that the electronic form be updated to include a question on whether or not body worn video was used at the time of the stop/search.



In November 2019 the Panel carried out a dip sample within the Constabulary's **Communications Centre**, dip sampling pre-recorded 999 calls, live calls and the 101 emails system. They felt that calls had been handled very well with call handlers being professional and empathetic to the different types of callers. Any required police response to the 999 calls had been very quick with call handlers remaining on the line with the caller until officers arrived.

A new system had been installed within the Communications Centre in June 2019. Some initial issues had been experienced by call handlers. These included booking officers on and off duty directing calls to individual officers' voicemails and some calls being dropped from the system during the call. Work is being carried out to rectify the identified issues between the provider and the Constabulary's IT department.

The Panel are to be provided with an update on progress during their February meeting in 2020.



Following on from a **Body Worn Video** demonstration in 2018 the Panel were mindful of the proposed usage and how this was reflected within the dip sample and thematic sessions they had during the year. Acknowledging that single crewed officers attended over half of these incidents, throughout the year the Panel have campaigned for further usage.

The Constabulary carried out a review of usage which was previously only 40% in May 2019. This had subsequently improved to 83% against a backdrop of a 5% decrease in attended incidents.

Evidence of how it could quickly complaints had been resolved when body worn video evidence was available had been recognised during the Panel's dip sampling of public complaints. In addition to ensuring officer safety and that of the public.

The Panel will continue to monitor the usage of body worn video during their dip sample and thematic sessions in 2020.

7. Conclusion

The Panel continues to develop their role, expanding into other areas of business to assist not only the Constabulary but enable the Police and Crime Commissioner to have further and more detailed oversight of the work of the Constabulary.

Recommendations and guidance given by the Panel have been welcomed by both the Constabulary and OPCC; resulting in a number of positive changes and developments to processes and procedures. The future work of the Panel will continue to be reviewed and developed to ensure that the Panel remain an independent body in their oversight of the Constabulary and OPCC.

