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Our reference: PZ

Date 14 June 2021

CUMBRIA POLICE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE

In line with the COVID-19 Government Guidelines The Police and Crime Commissioner's Public Accountability Conference will take place **remotely** on **Monday 12th July 2021**, at **11.00am**.

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

If you would like to join the meeting as a member of the public or press, please contact Paula Zutic on paula.zutic@cumbria.police.uk you will then be provided with a copy of the dial in details. Following the meeting papers will be uploaded on to the Commissioner's website.

G. Shearer
Chief Executive

Attendees:

Police & Crime Commissioner	- Mr Peter McCall (Chair)
OPCC Chief Executive	- Mrs Gill Shearer
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 2nd June 2021 (copy to follow)

6. PERFORMANCE PRESENTATION

To receive an update from the Constabulary in relation to performance for the most recent 12 months rolling total data, as agreed in the Police and Crime Plan Accountability Framework (copy to follow)

7. THEMATIC PRESENTATION – ANTI-SOCIAL BEHAVIOUR

To receive and note a Constabulary presentation in relation to 'Anti-Social Behaviour' (copy to follow)

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

Minutes of the Public Accountability Conference held on
Wednesday 2nd June 2021 at Carleton Hall, Penrith
at 09:00am

PRESENT

Police & Crime Commissioner - Mr Peter McCall (Chair)

Also present:

Deputy Chief Constable (Mark Webster);
Chief Finance Officer (Roger Marshall);
Deputy Chief Finance Officer (Michelle Bellis);
OPCC Deputy Chief Executive (Vivian Stafford)
Constabulary Head of Marketing & Communications (Helen Lacey);
OPCC Media & Communications Officer (Laura Milligan)
OPCC Executive Support Officer (Paula Zutic) – taking minutes

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

001. APOLOGIES FOR ABSENCE

Apologies for absence were received from the Chief Constable (Michelle Skeer); and Assistant Chief Constable (Andy Slattery);

002. QUESTIONS FROM MEMBERS OF THE PUBLIC

A question had been received from a member of the public prior to the meeting, and was answered by the Commissioner during the meeting as detailed below:

"What do you intend to do to increase transparency and insightful commentary, for the public, on the number of reported crimes "solved" each year together with the actual consequences (e.g. custodian sentence, recovery of property, written warnings, fines) for the perpetrators of those solved crimes. It is noted that Cumbria Police and the PCC produce hundreds of pages of information on a whole range of other, arguably less important, topics."

Cumbria has a good conviction rate of 84% and when compared nationally is the 8th highest out of 42 forces (this was reported at the December 2020 Performance Public Accountability Conference).

Through my Public Accountability Conference, I receive twice a year, details from the Constabulary on crime outcomes. This includes information about cannabis warnings, cautions (both adults and youths), community resolution, charge/summonsed, etc.)

In terms of the sentencing outcomes (i.e. custodial sentence) these are monitored through Her Majesty's Court & Tribunal Service (HMCTS). HMCTS forms part of our Safer Cumbria Partnership, which I chair. The Partnership provides a platform for the partner organisations involved, alongside the wider third sector and voluntary network, to work collaboratively to deliver a co-ordinated approach to Criminal Justice, Community Safety and Counter Terrorism across Cumbria. Over the coming months, the Partnership will be developing a performance framework to demonstrate the effectiveness of partnership working in Cumbria (which will include how partners across the criminal justice system work together to achieve an effective and efficient criminal justice system for victims in Cumbria). This will increase transparency across the agencies and help me to identify any issues I need to raise with the Chief Constable, that fall within my remit, and hold to account through my Public Accountability Conferences.

To further support this, Chief Officers liaises bi-monthly with the Crown Prosecution Service (CPS) to ensure best evidence is provided from the Constabulary to support an effective prosecution process. I meet on a six monthly basis with the North West Chief Crown Prosecutor to discuss any issues with the prosecution process. If any issues are identify, I then seek assurance from the Chief Constable that these are being addressed.

The Constabulary regularly publish outcomes particularly ones where incidents have had a big impact on the local community. They also publish the verdict and custodial sentences in some trials – particularly those with significant custodial sentences to reassure the public that those offenders have been brought to justice, this information is released on the Constabulary's social media accounts, their newsletters, website and sent to local media.

003. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

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

RESOLVED, that under section 100A(4) of the Local Government Act 1972, (as amended), the press and public be excluded from the meeting during consideration of the following items on the grounds that they involve the likely disclosure of exempt information as defined in the paragraph indicated in Part 1 of Schedule 12A to the Act –

Item No	Item	Paragraph No
7	Appendix E of the Constabulary Revenue Budget Provisional Outturn Report 2020/21	7

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 10th March 2021, 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 10th March 2021 be confirmed as a correct record and signed by the Chair;

006. DECISION 007-2021 / CAPITAL BUDGET PROVISIONAL OUTTURN 2020/21

The Deputy Chief Finance Officer summarised the report, which provided details of the provisional outturn on the capital budget for 2020/21. It was noted that the figures quoted at this stage are provisional as the final accounts are still subject to audit, but it is not envisaged that there will be any significant changes.

The report is set out in three main sections:

- Section 2, provides an update on the capital budget for the 2020/21 financial year.
- Section 3, provides a brief update on the overall capital programme for a four year period to 2023/24.
- Section 4, sets out the statutory determinations required to be made by the Commissioner under part IV of the Local Government and Housing Act 1989 in relation to capital financing.

Total capital expenditure during the year amounted to £2.813m against the budget of £7.677m which represents a net reduction of £4.864m (63.36%) against the approved budget for 2020/21. The overall variance is made up of slippage of expenditure to future years of £4.848m (of which £1.989m had been reported previously) and other reductions to the budget of £16k.

ICT Schemes are comprised of the rolling replacement programme in respect of ICT hardware, software and radios, together with schemes to support the roll out of larger specific projects. To help manage the finances of these schemes a prudent £2m slippage is built into the base budget at the start of the year. Total slippage for the year has exceeded this £2m by £2.7m (£2.1m at quarter 3). There are no additional changes requiring approval for 2020/21.

- The ICT rolling replacement programmes were largely completed as planned in 2020/21 with the exception of the converged infrastructure and storage pieces of work. The converged infrastructure and related hardware is a large scheme for the wholesale replacement of the main ICT architecture. There are other options available, such as a move to cloud solutions, and with changes in future working practices under discussion the scheme has been delayed so that the most effective solution can be implemented to meet future needs.
- The enhanced video conferencing solution has reached end of life and with the increase in remote working brought on by the pandemic the scheme has been delayed in part to allow time to consider the best solution moving forward. To facilitate this £20k of the £182k budget has been drawn down to conduct a proof of concept with an expectation that the pilot will be rolled out early in 2021/22.
- The control room futures project includes a number interdependencies with the national programme to replace the Emergency Services Network (ESN). These elements have been delayed due to considerable slippage in this national project and as a result £759k of budget and financing has been moved to 2021/22, but again, expenditure against this budget depends on the national scheme and may need to be moved further into the future
- A consequence of the delayed national ESN project is the replacement of the current Airwave radio terminals. Early in 2020/21 the scheme to replace these terminals (including covert radios) was given approval. The procurement agreement for the new radios saw the inclusion of a buyback for the old radios. The £85k capital receipt will be used towards the financing for the completion of the scheme in 2021/22 as mentioned in 4.1.
- Other smaller areas of spend during 2020/21 were on ANPR replacements, control room futures, digital policing and specialist consultancy.

Fleet Schemes are comprised of the cyclical replacement of the Constabulary fleet of vehicles. The position reported previously at quarter 3 included slippage to future years of £996k and other changes amounting to a net increase of £62k. There are no changes requiring approval but there is additional slippage of £890k.

- During 2020/21 the budget and financing were both increased by £50k received from Sellafield to replace two of the vehicles used by the dedicated Sellafield Policing Unit team in Cumbria.
- Following approval to replace the end of life single purpose vehicles with mixture of vans and cells cars, the mix being determined by consultation with each policing area. The budget for 2020/21 included an ambitious replacement programme for 100 vehicles. By 31 March 2021, a total of 95 vehicles had been ordered of these, 37 were received and commissioned, 58 ordered but not delivered and the remaining 5 are still to be ordered. The pandemic has increased lead times and caused backlogs of orders.
- The capital programme approved in February covered the replacement of 37 new vehicles plus the slipped vehicles known at December 2020. In addition, quarter four saw an additional 33 vehicles move to 2021/22 along with the financing to pay for them. The budget for these vehicles is based on vehicle prices in 2020 when the effects of Brexit were unknown. It is becoming clear that these prices are set to rise, and work is currently being undertaken to understand the implications to the budget.

Estates Schemes During 2020/21 the estates team have largely concentrated on making the estate a safe working environment in response to the pandemic, including the creation of a second control room to provide segregation of the function as part of infection control measures. From a capital point of view there have been only a few smaller infrastructure replacement programmes

- UPS replacement at HQ and Durrhill – The replacement at Durrhill has been completed but the work to the HQ UPS has been moved into 2021/22.
- Three small schemes have been completed during 2020/21, namely, Whitehaven Police Station Roof, Durrhill Heating and ventilation plant and the replacement gas suppression system in the ICT server rooms. These schemes have completed with an underspend of £16k the financing for which has been returned to unapplied capital grants to be used against future schemes. The tables at 3.1 reflects this change
- Work is yet to commence on two further roofing schemes at Kendal Police station and the Dog Section / Kennel building at HQ. The budget and financing for these schemes has been moved to 2021/22.

Other Schemes – This includes a number of schemes which do not fall into the previous categories. Highlights during 2020/21 include:

- Taser Expansion – Following a successful grant application the PCC was awarded £65k to contribute to a scheme to increase the number of taser carrying and trained officers. Due to a delay in the latest taser model receiving HO approval the Tasers were eventually received just before Christmas. Upon receipt the grant claim could be completed, and the grant has been received and applied in 2020/21. The overall scheme was much larger than just the additional tasers and work continues on the rollout in Cumbria.
- Countywide CCTV. The amount remaining, £23k, is required for the link to the Digital Evidence Management System. This was phase 3 of the project and is planned to take place in 2021/22.
- Scanning equipment for accident investigation, which was match funded through an external contribution has originally delayed in 2019/20 but permission was given to carry the funding forward. The equipment has been received and paid for but there are some ancillaries and training that has been delayed due to the pandemic. As a result, the project team have requested that the remaining £5k be carried into 2021/22 to complete the project
- Following the accelerated recruitment programme to maintain future police officer numbers a scheme was established to provide the additional pocket notebooks/smartphones and body cameras required for the additional officers. During 2020/21 expenditure on this type of equipment amounted to £15k. Work is still ongoing to identify if additional estates modifications and vehicles are also needed to support this programme and this has been included into the 10 year capital programme.
- In response to the global pandemic 2019/20 saw expenditure of £126k on additional equipment to facilitate working from different locations and in some cases working from

home. In 2020/21 this expenditure amounted to a further £25k and was expended to purchase additional tablets to allow further home working.

The Commissioner sought assurance from the Deputy Chief Constable on the operational impact of delays in both ICT and vehicles. The DCC advised that the impact is huge although a lot of work is still on-going in terms of ICT. Weekly discussions are taking place at Management Board to monitor the situation.

In terms of vehicle delays, global shortage of some key components are adding to the difficulties, this will become a bigger issue going forward if it doesn't get resolved. The DCC does not wish to extent the life of the vehicles, and this is being monitored carefully.

Recommendation:

The Commissioner was asked to:

- Note the provisional capital outturn position for 2020/21 as reported.
- Formally approve a change to the 2020/21 programme budget of £16k, being a budget return.
- Formally approve the transfer to revenue £138k for the ongoing running costs of the digital interview solution.
- Formally approve the changes to the 4-year capital strategy arising from re-profiling and detailed planning of approved schemes.
- Formally approve the determinations at section 4 (paragraph 4.1), in respect of the financing of the 2020/21 capital expenditure.

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;

007. CONSTABULARY REVENUE BUDGET PROVISIONAL OUTTURN REPORT 2020/21

The report was presented by the Chief Finance Officer, which provided details of the provisional outturn on the Constabulary's revenue budget for 2020/21. It was noted that the figures quoted at this stage are reported as provisional as the final accounts are still subject to audit but it is not envisaged that there will be any significant changes.

The figures show net revenue expenditure on Constabulary controlled and managed budgets amounting to £128.731m which represents an underspend of £616k (0.48%) against the approved adjusted budget of £129.347m. The underspend is made up of an underspend on expenditure budgets of £453k (0.34%) and additional income totalling £163k (3.00%). The final underspend of £616k represents an increase of £570k compared to the projected underspend reported at the end of Quarter 3 at 31 December of £46k.

The principal changes in the last quarter of the financial year related to reductions in expenditure on supplies and services and increased income. Forecasts in relation to officer, PCSO and staff pay have been consistent from the previous quarter.

Following a discussion, the report was noted.

RESOLVED, that,

- (i) The report be noted;

008. DECISION 008-2021 – FINANCIAL OUTTURN REPORT

The report was presented by the Chief Finance Officer and presents the revenue budget financial outturn for the Commissioner for the 2020/21 financial year.

Total net expenditure amounts to £109.696m compared to an approved budget of £110.199m. This is a net variance of £503k (0.46%). The variance represents an underspend of £616k in relation to funding provided to the Constabulary and an overspend of £113k on budgets managed by the OPCC. The forecast variation of a combined £503k underspend represents a reduction in the forecast variance of £753k compared to the £250k reported as at 31 December 2020.

Recommendation:

- The Commissioner was asked to note the combined provisional outturn position of an underspend of £503k for the financial year 2020/21.
- The Commissioner was asked to approve the transfer of £53k of this underspend into earmarked reserves to provide a budget carry forward for 3 items of expense that were committed in 2020/21 but were unable to be delivered during the year due to the COVID pandemic (HQ Minor Estates Works £50k, £1.8k Awards Ceremony & Gifts, £1.5k

payroll/HR System Training). It is requested that the remaining £450k underspend be transferred to a Covid-19 renewal and recovery reserve to meet future potential costs arising from the pandemic. In the event that this reserve is not required, it is proposed that any remaining balance be transferred to an ESN reserve.

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

RESOLVED, that,

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

009. TREASURY MANAGEMENT ACTIVITIES JANUARY to MARCH 2021 and ANNUAL REPORT 2020/21

The report was presented by the Deputy Chief Finance Officer. The purpose is to report on the Treasury Management Activities (TMA), which have taken place during the period January to March 2021, in accordance with the requirements of CIPFA's Code of Practice on Treasury Management.

The Commissioners day to day TMA are undertaken in accordance with the TMSS. The TMSS establishes an investment strategy with limits for particular categories of investment and individual counterparty limits within the categories.

As at 31 March 2021 the total value of investments was £9.762m and all were within TMSS limits.

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 2020/21 is provided at Appendix B. The analysis confirms that the Prudential Indicators set for 2020/21 have all been complied with.

Following a discussion, the report was noted.

RESOLVED, that,

- (i) The report be noted;

010. DECISION 009-2021 – INTERNAL SUDIT ANNUAL REPORT 2020/21

The report was presented by the Deputy Chief Finance Officer, and provided a summary of the outcomes of the work of internal audit for 2020/21 and includes the Head of Internal Audit's opinion on the effectiveness of the Police and Crime Commissioner and the Chief Constable's arrangements for risk management, governance and internal control in accordance with the requirements of the Public Sector Internal Audit Standards (PSIAS).

Recommendation:

The Commissioner was asked to note:

- The progress in delivering the 2020/21 audit plan. Noting that the Covid-19 pandemic led to the internal audit plan for 2020/21 being temporarily suspended in March 2020 with a revised audit plan being agreed in June 2020 and audit work resuming.
- The Head of Internal Audit's opinion and assurance statement on the PCC and the Chief Constable's overall systems of governance, risk management and internal control for the year ended 31st March 2021 and the basis for that opinion.
- The Head of Internal Audit's declaration of conformance with the mandatory Public Sector Internal Audit Standards.
- The results of the Quality Assurance and Improvement programme
- The Head of Internal Audit's declaration of Internal Audit independence as required by the PSIAS.

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

RESOLVED, that,

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

011. DECISION 010-2021 – EFFECTIVENESS FOR THE ARRANGEMENTS FOR AUDIT 2021/21

The report was presented by the Deputy Chief Finance Officer, and provided details of the effectiveness of the arrangements for audit which covers arrangements for internal audit and the Joint Audit Committee. The report is provided for the Commissioner as part of a review of the overall contribution these functions make towards the arrangements for governance.

Recommendation:

The Commissioner is asked to:

- Determine whether he is satisfied with the effectiveness of Internal Audit for the year to 31 March 2021 and to the date of this meeting, taking into account the views of the Joint Audit Committee, and
- Consider any areas where the Commissioner might wish to see improvements or changes in 2021/22.

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

RESOLVED, that,

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

012. DECISION 011-2021 – EFFECTIVENESS OF GOVERNANCE ARRANGEMENTS (OPCC) 2020/21

The report from the Chief Executive and the Chief Finance Officer was presented by the Chief Finance Officer regarding the arrangements for governance and accompanied by the Commissioner's Annual Governance Statement for 2020/21. The report will be subject to subsequent review by the Joint Audit Committee and any recommendations reported back to the Commissioner prior to agreement of the statement for release.

Recommendation:

The Commissioner is asked to note the report and governance documents.

Following review by the Joint Audit Committee in June, the Commissioner will subsequently be asked :

- Where applicable, consider the recommendations of the Joint Audit Committee, determining any actions and/or amendments to the Code of Corporate Governance 2021/22 and Annual Governance Statement 2020/21.
- Approve for signature, where applicable with amendments, the Annual Governance Statement for 2020/21 and to the date of this meeting, which will then accompany the Statement of Accounts for 2020/21.

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

RESOLVED, that,

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

013. DECISION 012-2021 – CHARGING POLICY 2021/22

The report was presented by the Deputy Chief Finance Officer.

The majority of policing services are funded from general and local taxation for the benefit of the public at large. However, there are certain circumstances when it is appropriate for the police service to make charges to individuals or organisations to recover policing costs.

The Commissioner's Financial Regulations require that a charging policy for goods and services is put in place, which accords with National Police Chiefs' Council Guidance (NPCC) and that this is reviewed at least annually.

The report outlines proposed charges for 2021/22. As the Commissioner previously approved, charges will be reviewed in line with NPCC guidance, irrespective of when this is issued. This may require a further revision to charges part way through the financial year, which will subsequently be presented to the Commissioner for approval.

Recommendation:

The Commissioner is recommended to :

- Agree the revised scale of charges as outlined in the appendices to this report.
- Agree the proposal to revise fees and charges in line with revised NPCC guidance, at the point it is issued, a revised schedule of charges will subsequently be presented to the Commissioner for approval.

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

RESOLVED, that,

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

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

007. CONSTABULARY REVENUE BUDGET PROVISIONAL OUTTURN REPORT 2020/21 – Appendix E

Appendix E of the Constabulary Revenue Budget Provisional Outturn Report 2020/21 was discussed and noted.

RESOLVED, that,

- (i) The report be noted;

A full copy of all of the reports discussed during the meeting can be viewed on the Commissioner’s website [here](#)

Meeting concluded at 10:10

Signed: _____

Date: _____

Performance

Public Accountability Conference

June 2021

DCC Webster



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 www.cumbria.police.uk

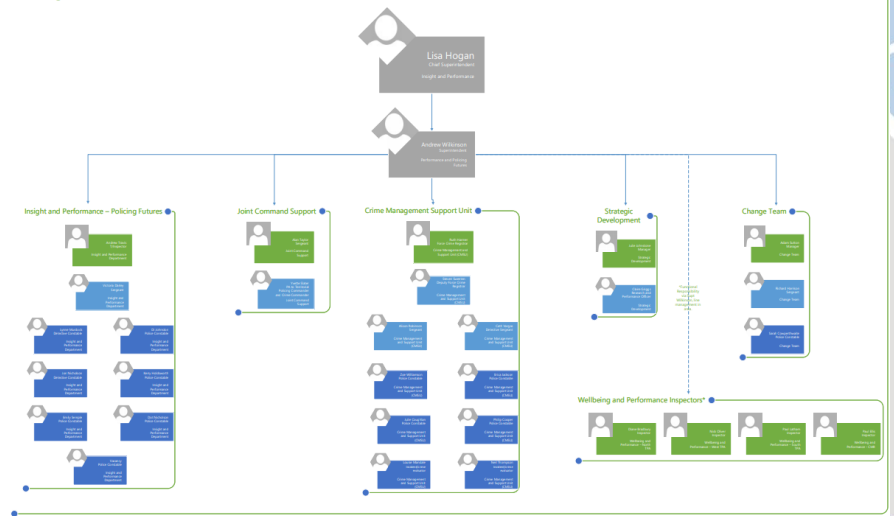
  [cumbriapolice](https://www.facebook.com/cumbriapolice)



Introduction and Governance

- Insight and Performance Command
- NOD to National Crime and Policing Measures transition
- Performance Framework and Performance Contracts

Insight and Performance



End of Year Overview Performance - Overview

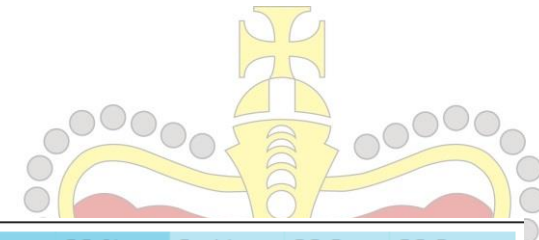
- Context of Covid and Lockdowns
- Overall crime reduction of 18.2% - 6970 fewer victims of crime
- Domestic Abuse identified within 19.15% of all crime.
- ASB 55.5% increase – majority covid related (3.9% reduction of conventional ASB).



OffenceGroup	Crimes	Same Period Last Year	Difference	% Change
Arson and Criminal Damage	4257	5685	-1428	-25.1%
Burglary	1427	2145	-718	-33.5%
Drug offences	1141	923	218	23.6%
Hate Incident	102	113	-11	-9.7%
Miscellaneous Crimes Against Society	666	686	-20	-2.9%
Possession of weapons offences	241	272	-31	-11.4%
Public order offences	3910	4220	-310	-7.3%
Reported Incidents	294	279	15	5.4%
Robbery	120	141	-21	-14.9%
Sexual offences	1248	1444	-196	-13.6%
Theft offences	3728	5464	-1736	-31.8%
Vehicle Offences	702	1056	-354	-33.5%
Violence against the person	13578	15956	-2378	-14.9%
Total	31414	38384	-6970	-18.2%

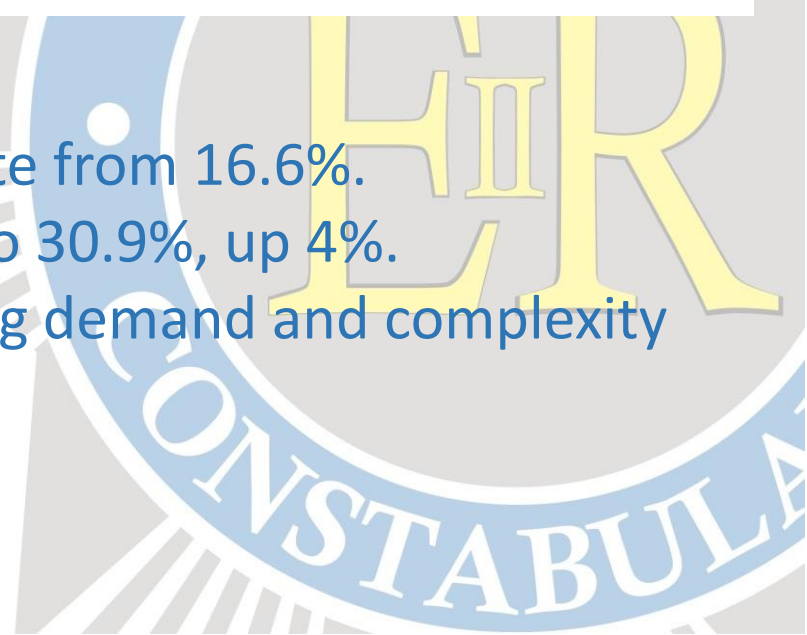


Positive Outcomes



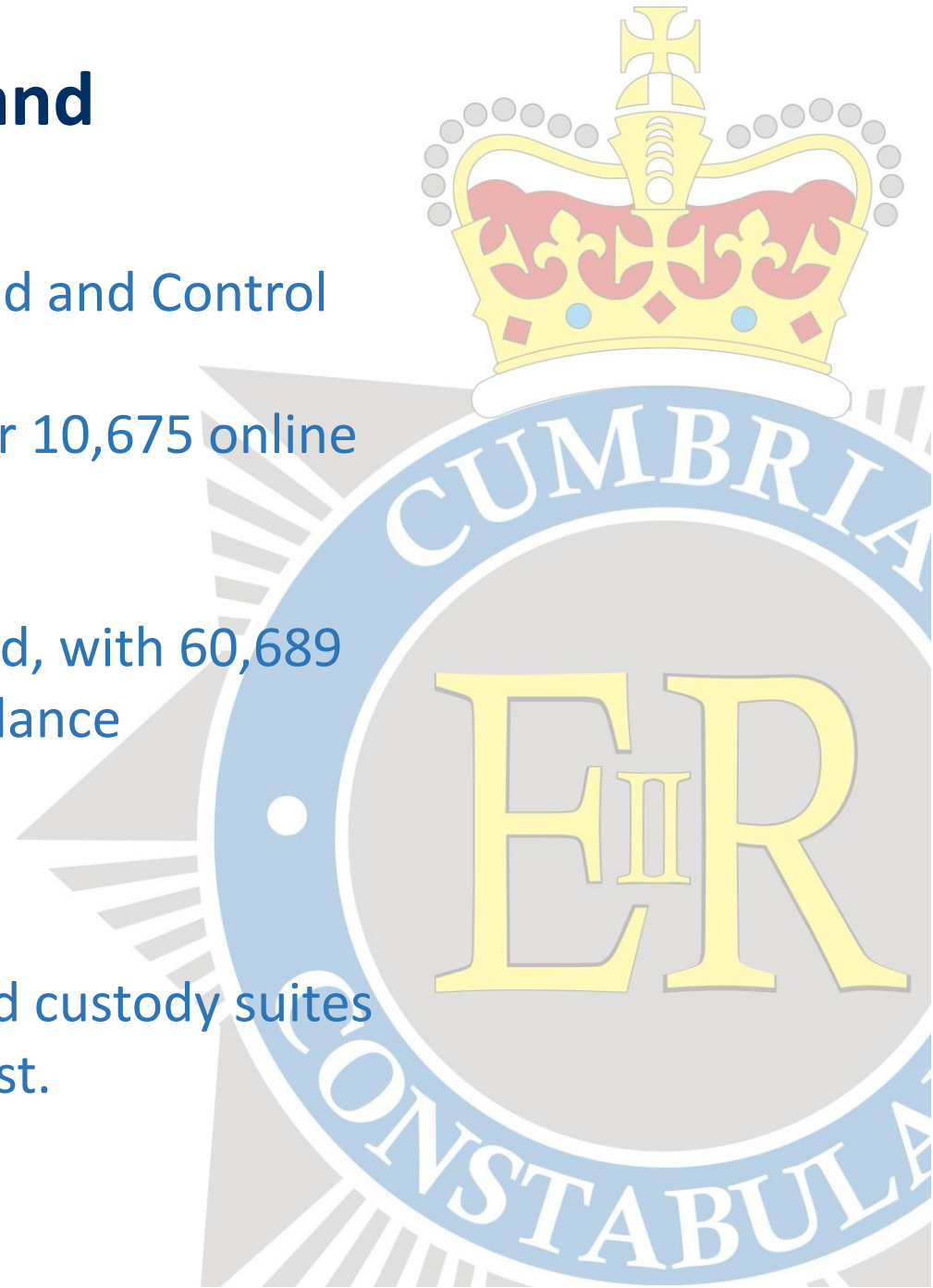
OffenceGroup	Crimes	Crimes Previous Year	Crime Difference	% Change	Positive Outcomes	Positive Outcomes Previous Year	PO Difference	PO % Change	Positive Outcome Rate	PO Rate Previous year	PO Rate Difference
Arson and Criminal Damage	4257	5685	-1428	-25.1%	542	590	-48	-8.1%	12.7%	10.4%	2.4%
Burglary	1427	2145	-718	-33.5%	146	170	-24	-14.1%	10.2%	7.9%	2.3%
Drug offences	1141	923	218	23.6%	1003	863	140	16.2%	87.9%	93.5%	-5.6%
Miscellaneous Crimes Against Society	666	686	-20	-2.9%	178	157	21	13.4%	26.7%	22.9%	3.8%
Possession of weapons offences	241	272	-31	-11.4%	154	157	-3	-1.9%	63.9%	57.7%	6.2%
Public order offences	3910	4220	-310	-7.3%	681	610	71	11.6%	17.4%	14.5%	3.0%
Robbery	120	141	-21	-14.9%	25	28	-3	-10.7%	20.8%	19.9%	1.0%
Sexual offences	1248	1444	-196	-13.6%	134	131	3	2.3%	10.7%	9.1%	1.7%
Theft offences	3728	5464	-1736	-31.8%	722	1182	-460	-38.9%	19.4%	21.6%	-2.3%
Vehicle Offences	702	1056	-354	-33.5%	83	86	-3	-3.5%	11.8%	8.1%	3.7%
Violence against the person	13578	15956	-2378	-14.9%	2403	2348	55	2.3%	17.7%	14.7%	3.0%
Total	31018	37992	-6974	-18.4%	6071	6322	-251	-4.0%	19.6%	16.6%	2.9%

- Positive outcome rate – 19.6%
- Increase of 2.9% positive outcome rate from 16.6%.
- DA positive outcome rate increased to 30.9%, up 4%.
- Challenges looking forward – changing demand and complexity



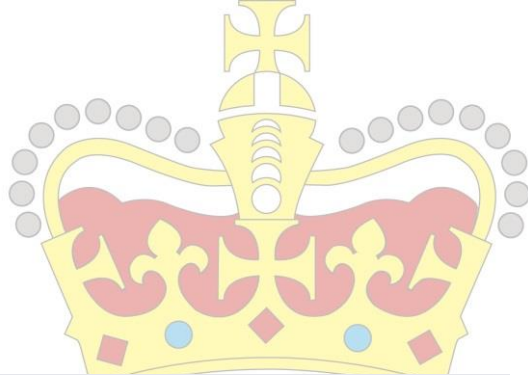
Overall 12 Month Demand

- 221,168 calls into Command and Control
- 32,328 emails and a further 10,675 online reports
- 91,123 incident logs created, with 60,689 requiring an officers attendance
- 31,414 crimes recorded
- 10,280 individuals attended custody suites
8778 who were under arrest.



Call answering performance

- Overall answer rate of 75.5%
- 999 Median answer time of 3 seconds
- Non-emergency median answer time of 2 minutes 27 seconds
- 90.3% of non-emergency calls answered within 20 minutes
- 92.3% of all abandoned 101's occurred within 20 minutes
- Ongoing and future developments and indicative improvements



All calls to the Constabulary	999 calls to the Constabulary	101 calls to the Constabulary	Agency calls to the Constabulary	Other calls to the Constabulary
221,168	54,896 % of total calls 24.8%	150,624 % of total calls 68.1%	10,597 % of total calls 4.8%	5,051 % of total calls 2.3%
All calls answered 167,064 75.5%	999 calls answered 53,805 98.0%	101 calls answered 100,864 67.0%	Agency calls answered 8,013 75.6%	Other calls answered 4,382 86.8%
Median wait time 00:00:06	Median wait time 00:00:03	Median wait time 00:02:27	Median wait time 00:00:32	Median wait time 00:00:07
Longest wait time 02:34:26	Longest wait time 00:03:39	Longest wait time 02:34:26	Longest wait time 00:25:34	Longest wait time 00:04:13

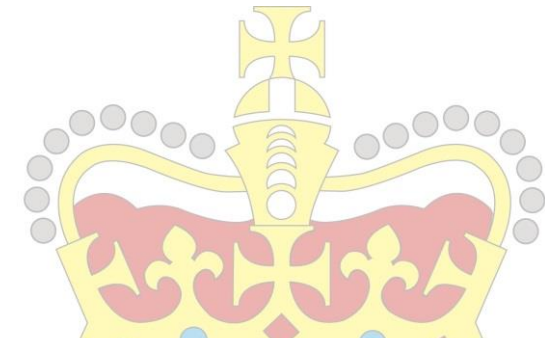


National Crime and Policing Measures

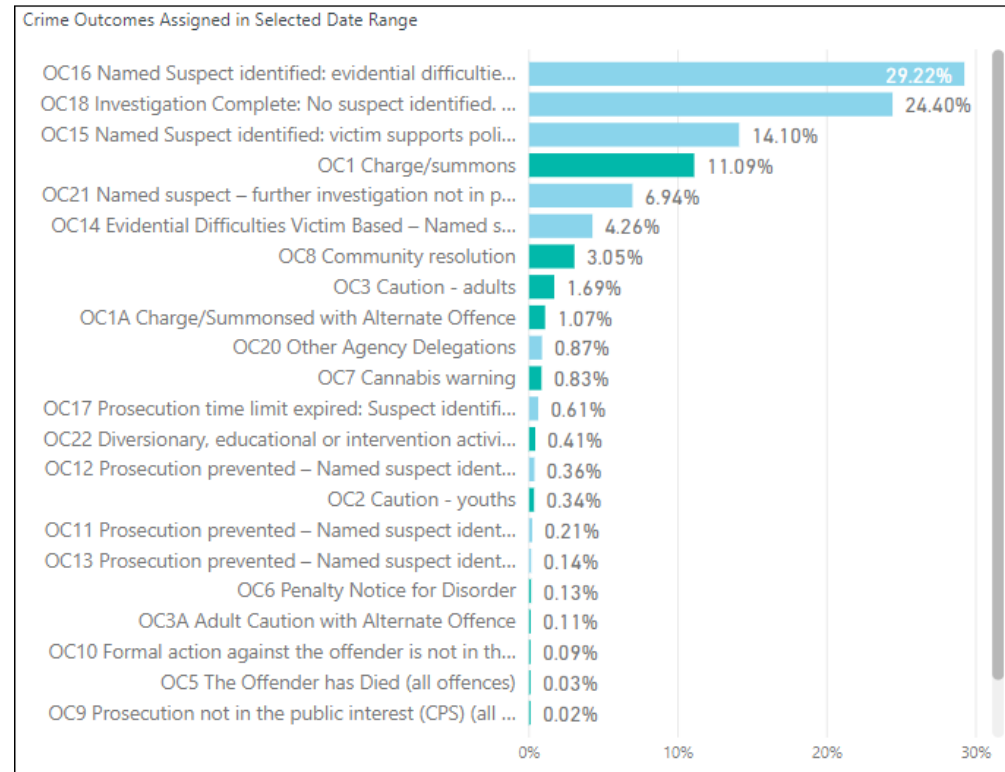
Priority area	National metrics	Data sources
Reduce murder and other homicide	Homicides	Police recorded
Reduce serious violence	Hospital admissions of u25s for assault with a sharp object	NHS
	Offences involving discharge of a firearm	Police recorded
Disrupt drugs supply and county lines	Drug-related homicides	Police recorded
	Police referrals into drug treatment	Public Health England*
Reduce neighbourhood crime	Burglary, robbery, theft of and from a vehicle, theft from a person	CSEW
Improve satisfaction among victims, with a particular focus on victims of domestic abuse	Satisfaction with the police among victims of domestic abuse	CSEW
	Victim satisfaction with the police	CSEW
Tackle cyber crime	Confidence in the law enforcement response to cyber crime	Cyber Aware Tracker
	Percentage of businesses experiencing a cyber breach or attack	Department for Digital, Culture, Media and Sport survey

- NCPM's in development for local benefit
- Burglary 33.5%; Robbery 14.9%; Theft 31.8%; Vehicle 33.5% reductions – covid context warning
- 11 firearm offences – 3 discharged no injury (air weapons)

Crime Outcomes – Outcome 16



- Internal thematic review Q4 2020
- 80% compliance – additional detail re police action / prosecution distinction
- Principles of investigation qualitative review; training days; follow up audit



Thematic Report Anti Social Behaviour

Public Accountability Conference

July 2021

Ch Supt Sarah Jackson &

T/Superintendent Matt Pearman



 101

 www.cumbria.police.uk

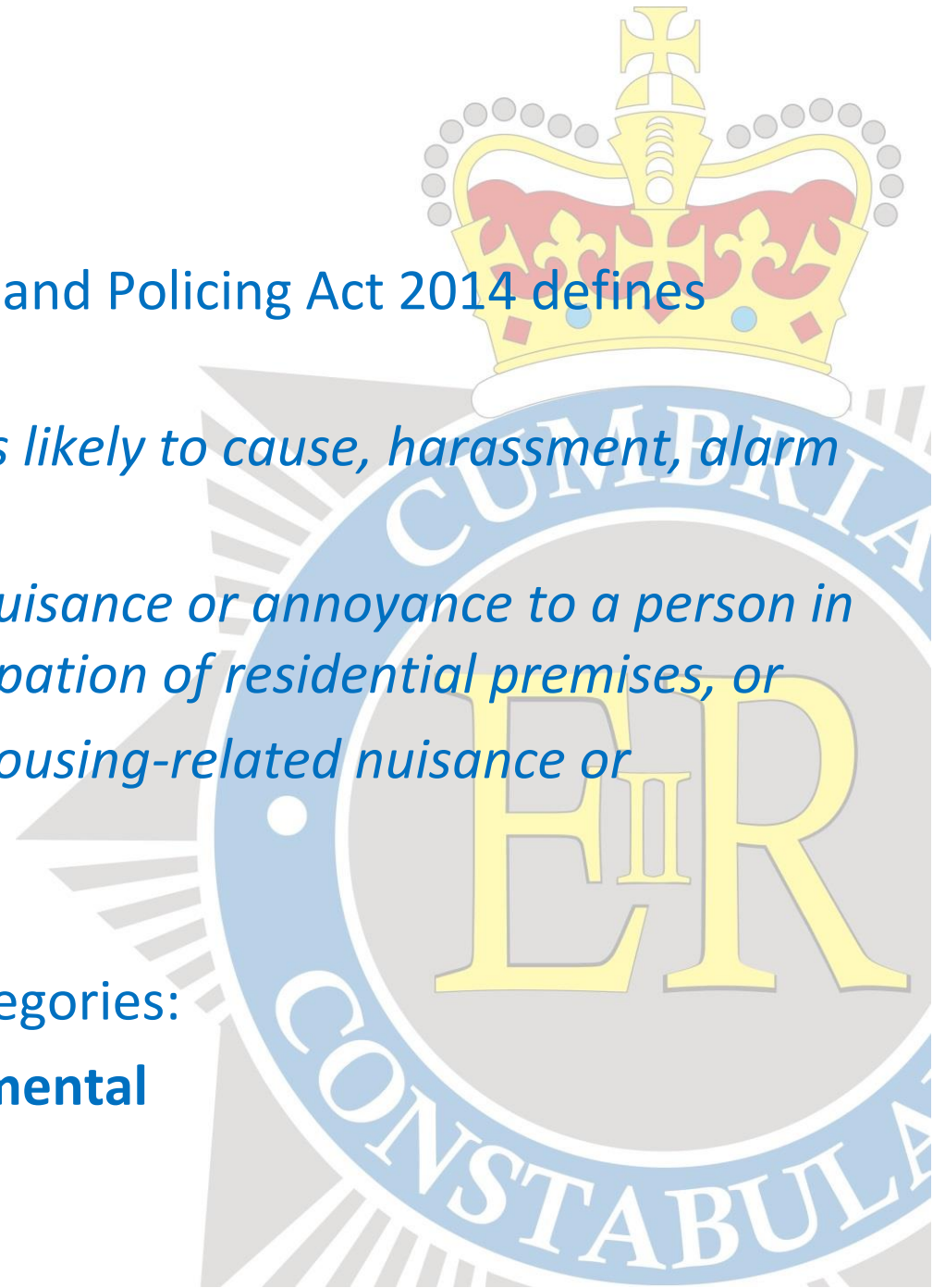
  [cumbriapolice](https://www.facebook.com/cumbriapolice)



What is ASB?

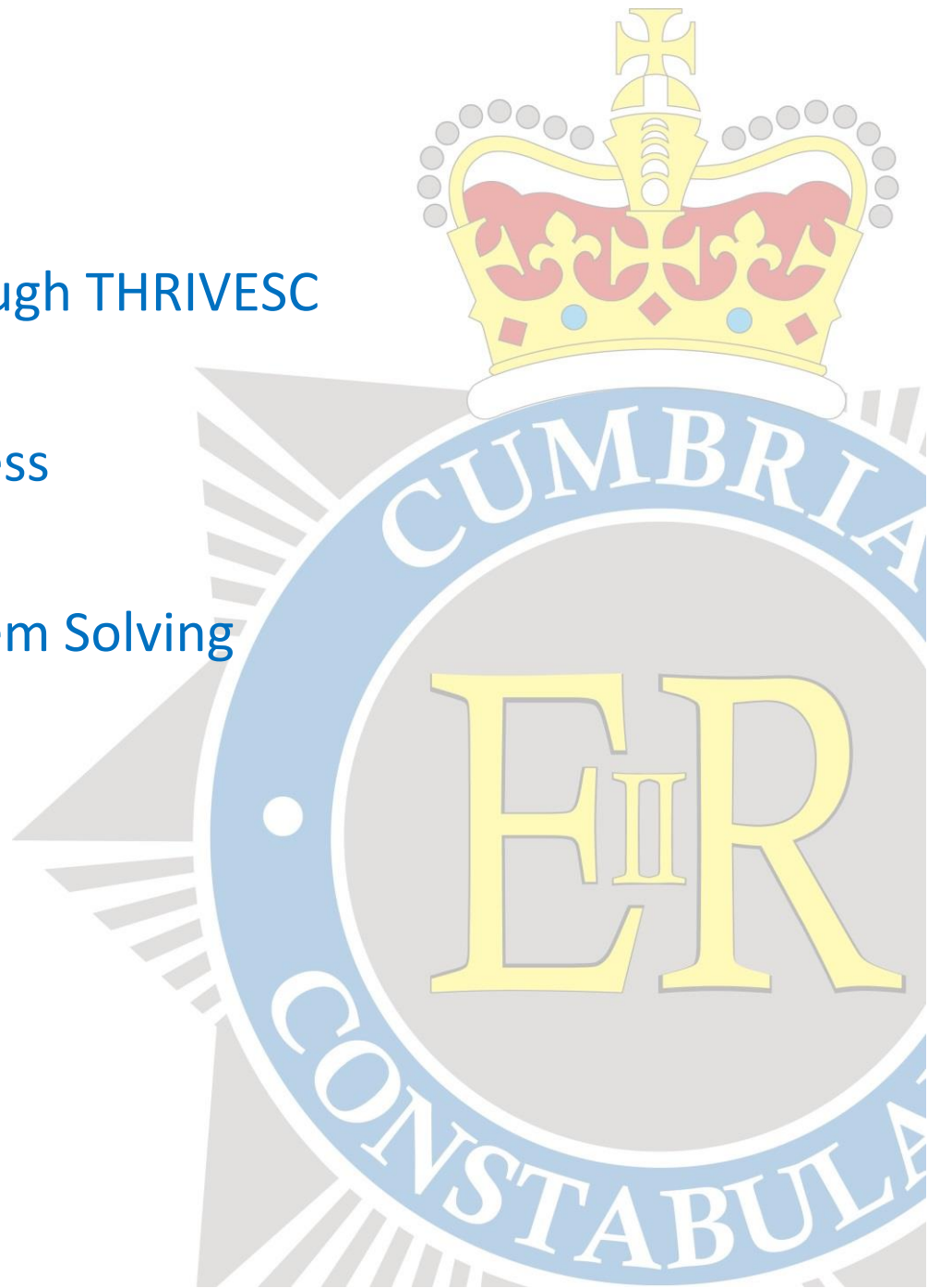
The Antisocial Behaviour, Crime and Policing Act 2014 defines antisocial behaviour (ASB) as:

- *Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,*
 - *Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or*
 - *Conduct capable of causing housing-related nuisance or annoyance to any person.*
-
- ASB falls into three broad categories:
 - **Personal, Nuisance, Environmental**



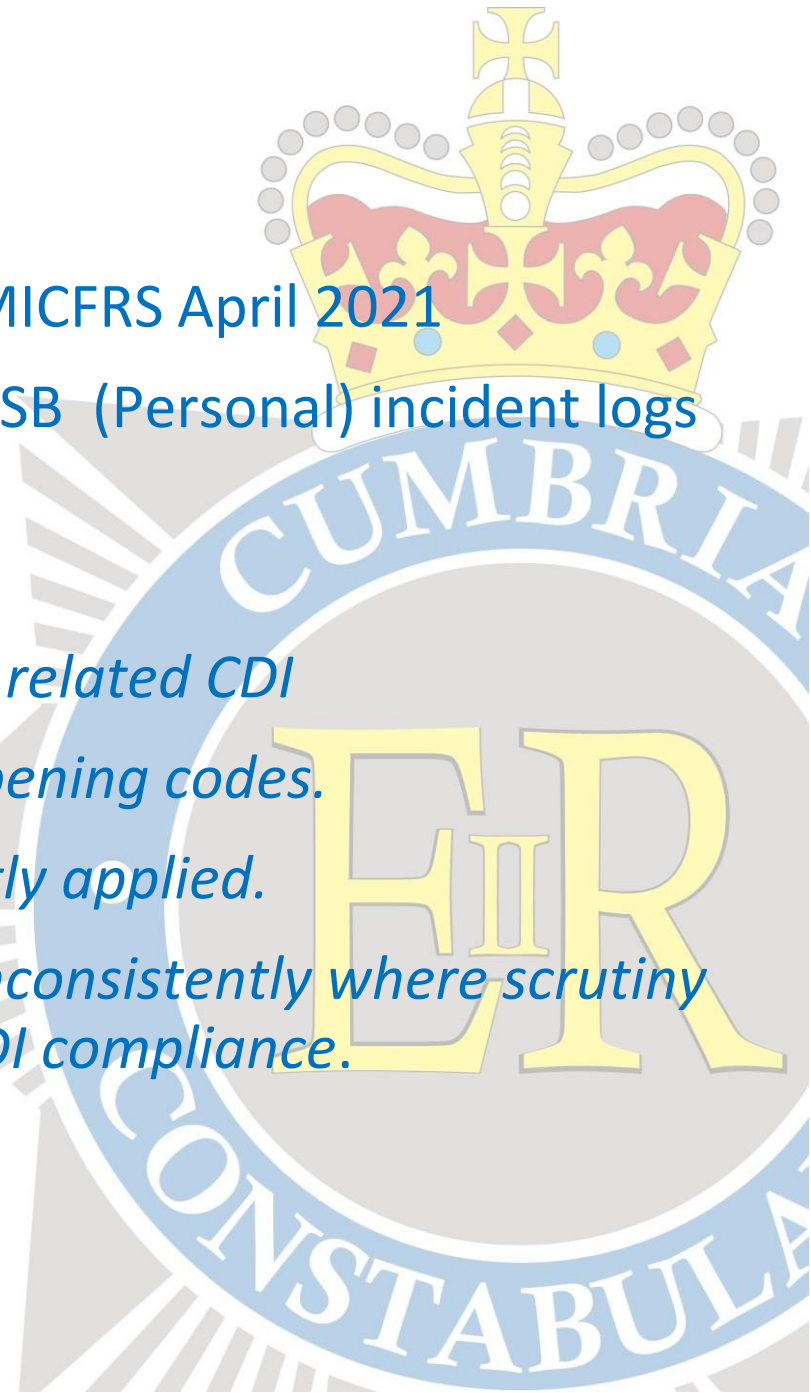
ASB in Cumbria

- Identified at first contact through THRIVESC
- Risk Assessed for ASBRA process
- Initial safeguarding and Problem Solving
- Local Focus Assessment
- Longer term problem solving
- Community Trigger



Crime Data Integrity (CDI)

- Letter to all Chief Constables from HMICFRS April 2021
- Constabulary undertook an audit of ASB (Personal) incident logs which reported in January 2021.
- Key findings from the audit included:
 - *Overall need for improvement in ASB related CDI*
 - *Inappropriate selection of incident opening codes.*
 - *The “C” in THRIVESC was inconsistently applied.*
 - *Supervisors reviewed ASB incidents inconsistently where scrutiny would have significantly increased CDI compliance.*



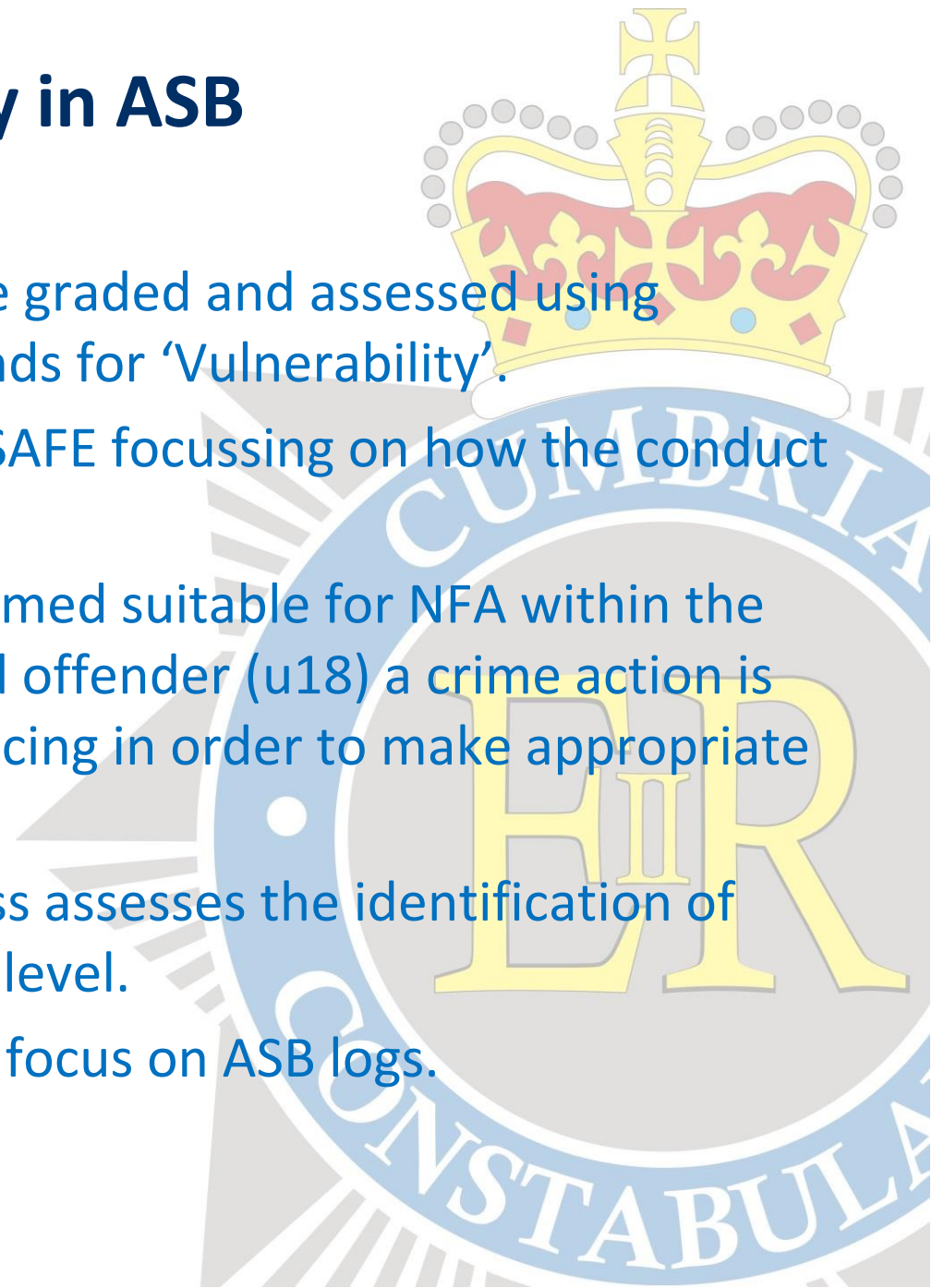
ASB Delivery Group and Improvement Plan

- Training delivered to all frontline Officers – Completed April 2021
- Training delivered to all CMR Officers – Completed June 2021
- Revised ASBRA format to prompt CDI
- Change of log closure from CCR Supervisor to CMR Sgt
- Change of question sets and opening codes to prompt CDI
- Further repeat audit planned in 2021



Identifying Vulnerability in ASB

- All contacts made into CCR are graded and assessed using THRIVESC in which the 'V' stands for 'Vulnerability'.
- New question set created on SAFE focussing on how the conduct it makes the victim feel.
- If a crime is identified and deemed suitable for NFA within the CCR but there is a named child offender (u18) a crime action is allocated to Child Centred Policing in order to make appropriate interventions
- CMR Quality Assurance Process assesses the identification of vulnerability at shift/operator level.
- In July 2021 the CMR QAP will focus on ASB logs.



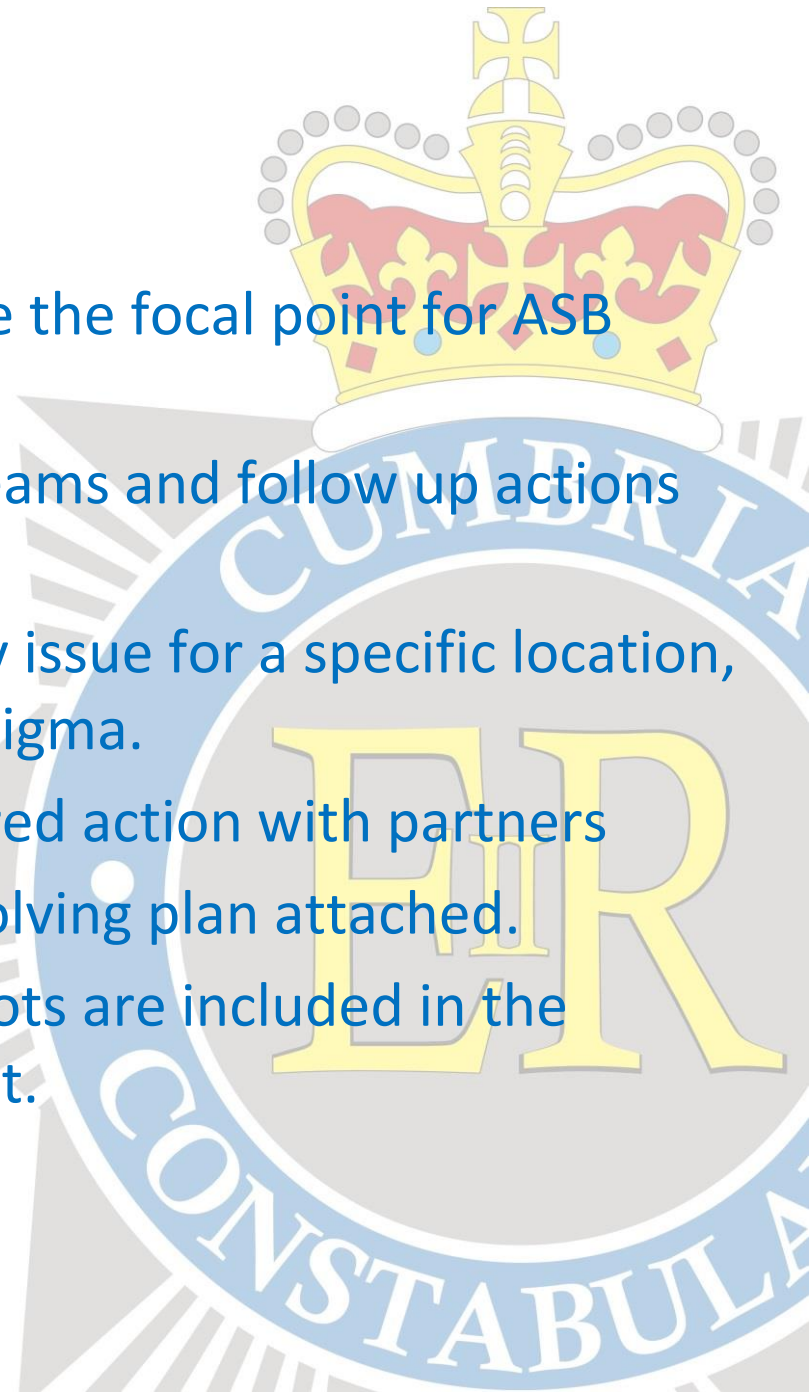
Identification of Vulnerability in ASB

- Power BI product details CCR Quality Assurance Process including the assessment of vulnerability, treatment of the caller and crime data integrity.
- Reported at shift and operator level through Quality Counts Process and managed by CCR management team.



Communication and Tasking

- District based local focus hubs provide the focal point for ASB delivery at a local level.
- ASBRAs are reviewed by local focus teams and follow up actions set in accordance with grading.
- Where ASB is consistent and a priority issue for a specific location, problem profiles are created on Red Sigma.
- Local Focus Hub Referrals ensure shared action with partners
- Each profile has an OSARA problem solving plan attached.
- ASBRAs, repeat callers and ASB hotspots are included in the monthly community tasking document.



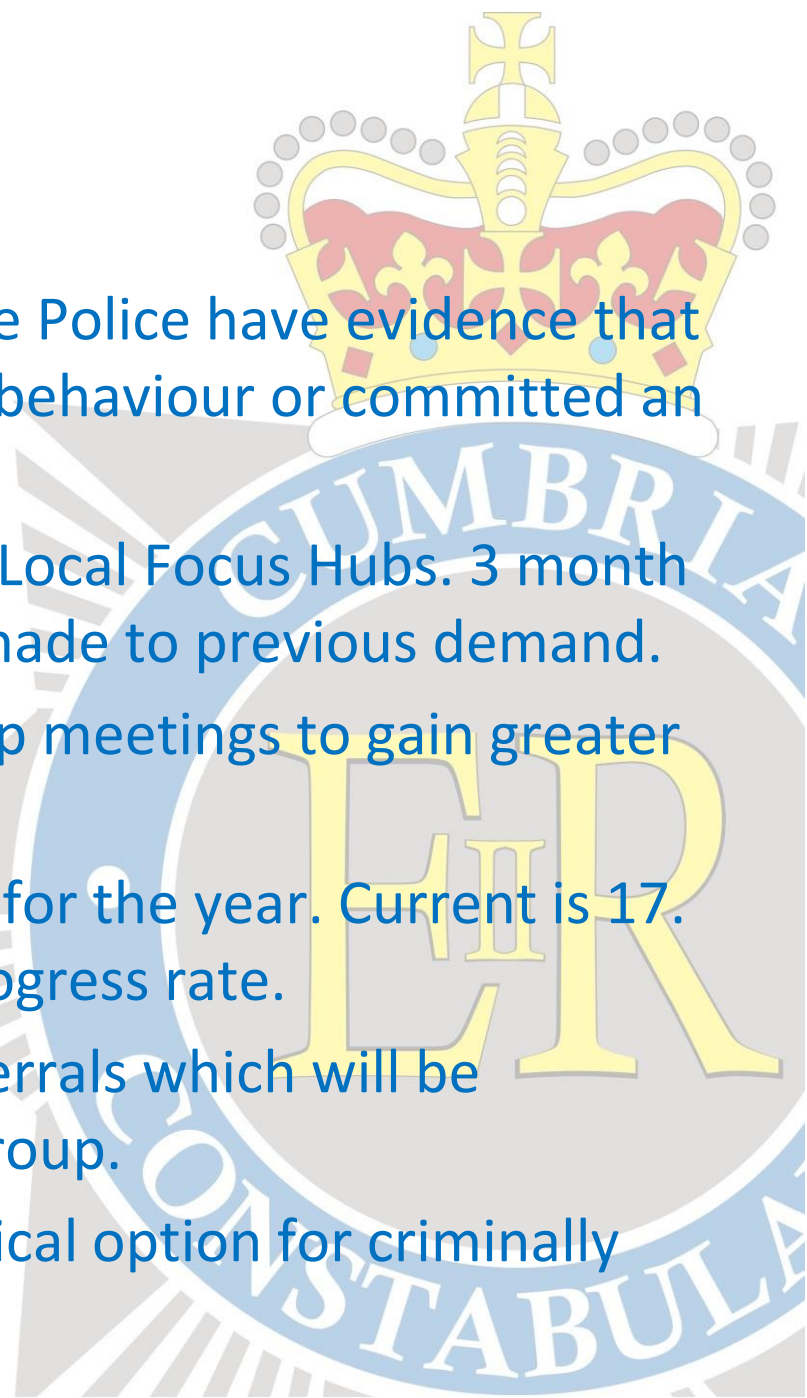
Local Focus Governance and Consistency

- Oversight of Local Focus delivery is via bi-monthly Safer Neighbourhoods Meeting chaired by Ch Supt or deputy.
- Recent peer review process undertaken of Local Focus Hubs and Engagement processes.
- Actions tracked via teams platform include management of problem profiles and consistent application of OSARA model.
- All Local Focus PCs and Sgts have received accredited Problem Solving Training in 2021 to support ASB work.
- New monthly ASB Delivery group meeting commencing July 2021 to share good practice and provide overview of ASBRA process



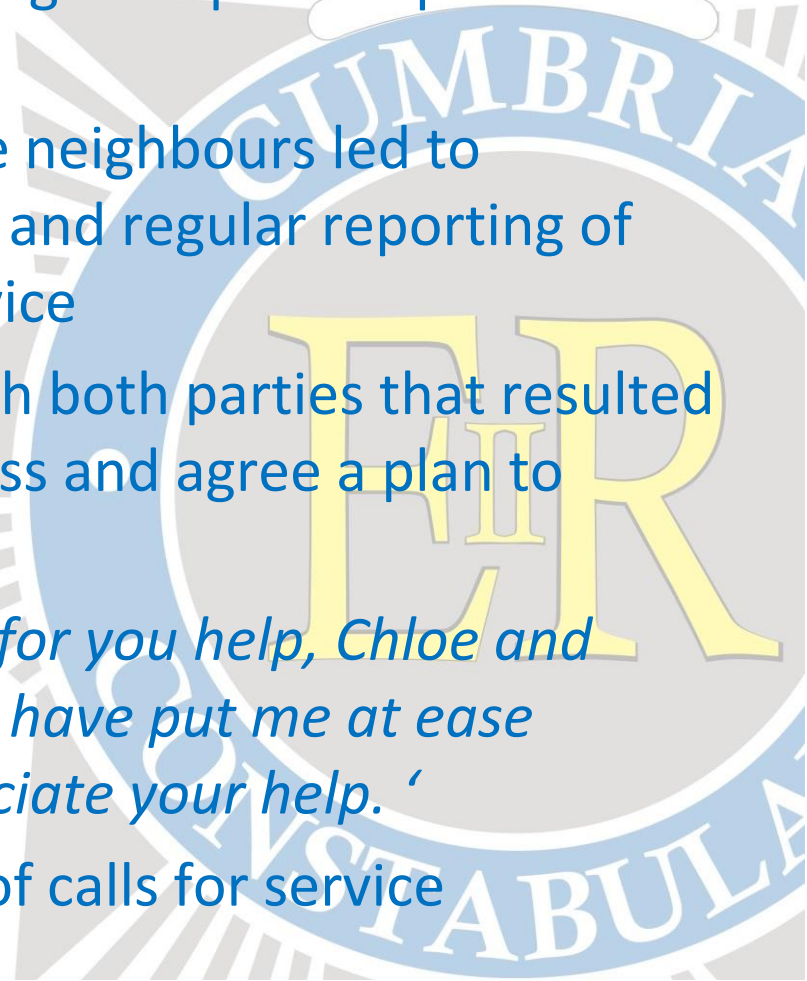
Restorative Justice

- Community Remedy applies where the Police have evidence that the person has engaged in anti-social behaviour or committed an offence;
- ASB referrals are made to Remedi via Local Focus Hubs. 3 month and 6 month follow up comparisons made to previous demand.
- Remedi attend Local Focus Partnership meetings to gain greater awareness of local issues.
- Target for 2021/22 is 35 ASB referrals for the year. Current is 17. On target to exceed this at current progress rate.
- Some geographical discrepancy in referrals which will be addressed by the new ASB Delivery Group.
- Pathways process allows another tactical option for criminally related ASB.



Community Remedi – Barrow in Furness

- Remedi asked by the South local focus hub to mediate in a neighbour dispute as a result of ongoing multiple complaints to the Police and other agencies.
- A breakdown in relations between the neighbours led to increasing frustration with each other and regular reporting of problems to the Police and Social Service
- Development meetings took place with both parties that resulted in a direct mediation meeting to discuss and agree a plan to resolve their issues.
- Personal Impact- *‘Thank you so much for you help, Chloe and Dave have been very professional and have put me at ease throughout the process, I really appreciate your help. ‘*
- Service Impact – long term cessation of calls for service



Impact and Intervention

- ASB incidents— increase of 55%, equating to 11,413 incidents, an **increase** of 4073 compared to the previous year. This is hugely impacted by **COVID** incidents.
- **Non Covid ASB** has seen a **reduction** of 3.9%, 6954 offences in comparison to 7236 the previous year.
- Preventative approach through child centred policing teams who have received over **1000 referrals** and made over 600 onwards referrals to support services since October 2020.
- Over **450 local focus hub referrals** since 2020 to tackle local priorities with partners.
- Refreshed our **'It's Your Choice'** (IYC) Anti-social behaviour intervention scheme which offers children and their families support should they become involved in ASB.

