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**Enquiries to: Mrs J Head**  
**Telephone: 01768 217734**

**Our reference: JH/EIP**

**Date: 2 May 2024**

## **AGENDA**

**TO: THE MEMBERS OF THE ETHCS AND INTEGRITY PANEL**

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

A Meeting of the Ethics and Integrity Panel will take place on **Wednesday 8 May 2024** at **10.30 am** in **Conference Room 2**, Police Headquarters, Carleton Hall, Penrith.

**G Shearer**  
**Chief Executive**

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

### **PANEL MEMBERSHIP**

Jane Scattergood (Chair)  
Eloise Abbott  
Andrew Dodd  
Meg Masters  
Ben Phillips  
Alison Ramsey  
Alex Rocke  
Shaun Thomson  
Penny Walker

# **AGENDA**

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

**1. APOLOGIES FOR ABSENCE**

**2. DISCLOSURE OF PERSONAL INTERESTS**

Members are invited to disclose any personal/prejudicial interest which they may have in any of the items on the Agenda. If the personal interest is a prejudicial interest, then the individual member should not participate in a discussion of the matter and must withdraw from the meeting room unless a dispensation has previously been obtained.

**3. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC**

To consider (i) any urgent items of business and (ii) whether the press and public should be excluded from the Meeting during consideration of any Agenda item where there is likely disclosure of information exempt under s.100A(4) and Part I Schedule A of the Local Government Act 1972 and the public interest in not disclosing outweighs any public interest in disclosure.

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

<b>Number</b>	<b>Agenda Item</b>	<b>Allocated Time</b>
<b>4.</b>	<b>NOTES OF THE PREVIOUS MEETING &amp; ACTION SHEET</b> To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 08 February 2024 (copy enclosed).	
<b>5.</b>	<b>CORPORATE UPDATE</b> To receive a briefing from DCC Martland and OPFCC Chief Executive Gill Shearer	10 minutes
<b>6.</b>	<b>VIOLENCE AGAINST WOMEN AND GIRLS</b> To receive a six-monthly update and an update on the action plan from <i>D/Inspector Mike Taylor</i>	10 minutes
<b>7.</b>	<b>RIGHT CARE, RIGHT PERSON</b> To receive an update on the Constabulary's preparation for launching the initiative in Cumbria from <i>C/Supt Carl Patrick</i>	10 minutes

8.	<b>NATIONAL POLICE RACE ACTION PLAN</b> A gender pay gap report	5 minutes
9.	<b>CIVIL CLAIMS</b> To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented. – <i>to be presented by Andrew Dobson, Head of Legal Services/Tom Young</i>	10 minutes
10.	<b>OFFICER &amp; STAFF UPDATE</b> To receive a report on the Constabulary’s officer & staff establishment, recruitment and sickness/wellbeing - <i>to be presented by HR Manager Kate Ruddick</i>	10 minutes
11.	<b>STAFF GRIEVANCES</b> (i) To receive a report on Grievances against the Constabulary identifying any trends or issues - <i>to be presented by HR Manager Kate Ruddick</i> (ii) Panel to provide feedback from their dip sample session	10 minutes
12.	<b>INTEGRITY</b> (i) To receive a report on the work carried out within the Constabulary’s Professional Standards Department, including Complaints by the Public; and Anti-Fraud & Corruption (including officer and staff misconduct) – <i>to be presented by Chief Inspector Hayley Wilkinson</i> (ii) Panel to provide feedback from their dip sample session (iii)	20 minutes
13.	<b>DIP SAMPLE SESSIONS</b> The Panel to provide feedback from the following dip sample sessions: <ol style="list-style-type: none"> <li>1. Stop and Search</li> <li>2. Use of Force</li> <li>3. Custody Detention Scrutiny</li> </ol>	10 minutes

## Agenda Item No 04a

### ETHICS AND INTEGRITY PANEL

Notes of a meeting of the Ethics and Integrity Panel held on  
Thursday 8 February 2024 via TEAMS at 1.30 pm

#### **PRESENT**

Jane Scattergood (Chair)  
Andrew Dodd  
Meg Masters  
Ben Phillips  
Alison Ramsey  
Shaun Thomson  
Penny Walker

#### **Also present:**

T/Deputy Chief Constable Darren Martland  
Chief Superintendent Mick Bird  
T/Superintendent Gill Cherry  
Chief Inspector Hayley Wilkinson  
Data and Privacy Information Manager – Lesley Johnson  
Diversity Unit Manager – Mel Sale  
OPFCC Chief Executive – Gill Shearer  
OPFCC Governance Manager - Joanne Head

HMICFRS Inspector – Dan Taylor

Jane Scattergood advised that following an appointment process she was the new Chair of the Panel, welcomed the new members following their recent appointments and everyone introduced themselves. She took the opportunity to thank Alan who was unable to join the meeting for all his hard work on the Panel having been a member since its inception in 2015; and appointed as Chair in 2016. The OPFCC Chief Executive advised that during the morning formal thanks had been given to Alan and a gift would be provide to him.

#### **60. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Alan Rankin and Alex Rocke.

#### **61 DISCLOSURE OF PERSONAL INTERESTS**

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

## 62. URGENT BUSINESS

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

## 63. NOTES OF THE PREVIOUS MEETING

The notes of the meeting held on Thursday 9 November 2023 previously circulated with the agenda were agreed.

When discussing the action sheet, it was agreed that custody detention scrutiny would be carried out on a quarterly basis with an annual report to coincide with the Stop and Search/Use of Force annual report cycle.

The Right Care, Right Person initiative had been delayed and would now be launched in May 2024. An update would still be provided to the Panel at their May meeting on how the force were preparing for the launch which was now delayed until July 2024.

**Agreed;** that, the

- (i) notes of the meeting held on 9 November 2023 were agreed;
- (ii) an update on the Right Care, Right Person initiative to still be provided to the May 2024 meeting.

## 64. CORPORATE UPDATE

T/DCC Martland briefed the Panel on work being carried out by the Constabulary. The Chief Constable, Rob Carden, had held a number of roadshows across the force to promote the updated 4 C's. The focus would be on Criminals, Compassion, Care (for victims and witnesses / colleagues) and communities. Some changes to the existing structure had occurred with more planned to ensure that the force had the right people in the right place, taking into account career development and arising opportunities.

Constabulary performance was good with overall crime being reduced by 8.4%. Arrests leading to a charge or restorative justice outcomes had increased from 14% in 2023 to 19.2% at the beginning of the year. With a focus on proactive policing, Stop and Search incidents had increased by 106% and thanked the Panel for the work that they did to ensure that these were carried out correctly. Arrests had gone up by 9.8% whilst crimes such as burglaries and sexual assaults had reduced by 16% and 9% respectively.

T/DCC Martland updated the Panel on two initiatives – Operation Leaf following malicious allegations of sexual offences in Barrow and Operative Festive which had focused on high visibility and vulnerability particularly regarding domestic violence during the festive period. The HMICFRS inspection team had been in the force for nearly 12 months with open access to attend police buildings and attend meetings as they wished. The inspection was coming into its final states and due to be completed around 23 February 2024, with a meeting scheduled in early March and the final report provided in June 2024.

Over the coming weeks the force were launching a campaign to drive home messages regarding Abuse of Position for Sexual Gain. This would encourage members of the public to report concerns about policing behaviour. They would also be delivering an internal campaign to illustrate the signs of APSG and encourage reporting. Further updates on this would be provided to the Panel in the future.

The OPFCC Chief Executive advised that the proposed 2024/25 budget precept had been presented to the Police, Fire and Crime Panel at a meeting the previous week. It had attained unanimous support from the Panel which would see a £13 increase to a Band D property. This increase would enable the Commissioner to balance budgets for 2024/25, although over the next 5 years £16m worth of savings would need to be identified.

The next Commissioner elections are programmed to take place on Thursday 2 May 2024 with the pre-election period commencing on 20 March and the elected Commissioner taking office on 9 May 2024. During this period the Commissioner would be unable to make any significant decisions relating to the police or fire service.

Following the findings from the Commission on Race and Ethnic Disparities a new framework had been developed to monitor the use of police powers including custody detention. A recommendation for Community Scrutiny Panels had been made and it was felt that the work of the Panel already made them well placed to carry out this additional work. Changing the Panel's name to include 'community scrutiny' was being considered to reflect the diverse range of work carried out.

Collaboration with police and fire was continuing with work being carried out to look at the full estate to see what can be done differently. Joint Head of Estates had been appointed to look at both opportunities, leading into the budget requirement and find savings. An estates condition survey was being carried out to enable the Commissioner to take stock of where buildings were, their condition and ensure fit for purpose, supporting dynamic workforces.

**AGREED;**       that,  
                  (i)       the verbal reports be noted;  
                  (ii)       updates on the APSG campaign be reported to the Panel

## **65.     NATIONAL RACE ACTION PLAN**

The Diversity Unit Manager briefed members on the work being carried out by the force. Two sets of 'train the trainers' were receiving training this month which could then be rolled out to the rest of the workforce. It would identify how to address anti-racism within the workforce, support staff, how to report issues and maintain the Code of Ethics.

As part of a pilot, along with Greater Manchester, the College of Policing were due to visit the force to speak with minority officers, staff associations and members of the Value Individuals Group (VIG) with a view to improving representation in specialist roles such as roads policing and the dog section. Each Chief Officer had responsibility for a work strand and were committed to attending each meeting. Good work was being identified in Barrow where a

sergeant had been working with black and minority groups, embedding PCSO's into different communities and working with leaders to set up a police desk within a multicultural organisation to encourage safe and protected reporting. This model would be evaluated and rolled out within other neighbourhood policing teams and Basic Command Units.

Forces across the country were undertaking pilot schemes for various strands which would subsequently be rolled out to other forces. This helped to save time and resources for the other forces. Funding ends in 2025 and work was being carried out to ascertain how all the strands could be implemented as business as usual within all forces. Progress on the stop and search work had been halted due to a super complaint. Cumbria had created a new dashboard to scrutinise individual officer and deployment area data which would flag disproportionality in officer stop searches. This would feed into the work of the Panel as part of their dip sampling.

In response to a member's question on the ethnicity pay gap, the Diversity Unit Manager advised that as part of the Equality Sector Duty the force had a duty to report in March which the Chief Officer Group would ratify and subsequently it would be published. T/DCC Martland advised that he would be happy to share a copy of the report with the Panel.

A member advised that a lot of work was being carried out by Churches Together network across the county regarding modern slavery, linking in with Chief Inspector Matt Belshaw. They had a particular focus on groups within communities which were susceptible to modern slavery. It was agreed that the member would link in with the Diversity Unit Manager.

**AGREED;**       that, the  
                  (i)       report be noted;  
                  (ii)       a copy of the Equality Sector Duty report be provided to the Panel.

(Note: Melanie Sale left the meeting at this point.)

## **66.    INFORMATION MANAGEMENT COMPLIANCE**

### **(a)    CONSTABULARY INFORMATION MANAGEMENT COMPLIANCE**

The Data & Information Privacy Manager presented a report which detailed the Constabulary's compliance with information management requirements. In the six-month period between July and December 2023 the Constabulary had received 568 FOI requests which was a 12% increase on the same period in 2022. The increased number of requests combined with a backlog of responding to requests had resulted in the Constabulary's response time reducing to 52% in June. Each request can contain numerous questions requiring requests to be sent to different departments resulting in a fluctuation in compliance to the 20-day timescale.

Subject Access Requests (SAR) had dramatically increased by 63%. Staff requests were often complex and time consuming whilst data was located and assessed across multiple departments. Twenty requests had been received last year.

The panel were briefed on some of the personal data breaches which had been recorded during the year. They were provided with assurance that where required the ICO had been advised and that each one had been returned with No Further Action (NFA) for the force. Following the Police Service for Northern Ireland (PSNI) breach in the summer of 2023 a number of recommendations had been published. The force had reviewed them to ascertain if there were any identified gaps. A number of CPD training and awareness campaigns had been carried out which had increased the number of breaches being reported. The Panel Chair asked that a copy of the recommendations, identified learning and gap analysis be brought back to the Panel.

The Data Protection and Digital Information Bill was currently progressing through Parliament with expected Royal Assent in early Spring. There would be some changes to data regimes including an extension to request time limits which would assist with the response rate. The force were awaiting further guidance on any other implications from the ICO.

**AGREED;**       that,  
                  (i)       the report be noted; and  
                  (ii)      A copy of the PSNI recommendations, force learning and gap analysis be provided to the Panel

(Note: Lesley Johnson left the meeting at this point.)

## **(b)   OPCC INFORMATION MANAGEMENT COMPLIANCE**

The OPFCC Governance Manager guided members through the OPFCC Information Management Compliance report which had been circulated to the Panel prior to the meeting. It was noted that on average over 30% of the Freedom of Information requests received were in fact for the Constabulary to deal with. The majority of those for the OPFCC were in relation to office costs, senior staff costs, budgets and commissioning of services. There had been an increase in the number of SARs received, a total of 14 compared to 7 in 2022. All of these had been for the force to deal with.

During the reporting period there had been no appeals made to the Information Commissioner's Office and no data breaches had been identified.

**AGREED;**       that, the report be noted.

## **67.   CONSTABULARY PROPERTY STORE REVIEW**

T/Superintendent Cherry advised that she had now taken over the property store portfolio. The main focus of the review was to reduce the number of items within police property stores to enable the force to migrate stored property to the Mark 43 system. There had been a 14.5% reduction in retained property since the last Panel report and a lot of good work was being carried out with companies for the disposal of seized and found property.



Governance meetings had been set up to formalise the structure for dealing with property stores, updating policies and procedures. A restructure meant that dedicated SPOC inspectors and staff were responsible for property retention. Exit interviews were being carried out for all officers and staff which included questions on any property they had into force stores. Questions were now being included within performance development reviews to promote discussions with supervisors and staff. Messages were being sent out asking officers and staff to look at the property stores and check whether property needed to be retained. Through these messages the force were starting to see a reduction. One member suggested that as part of criminal investigations officers and staff should link in with the Crown Prosecution Service to agree what should be retained and for how long.

In response to member's question, T/Superintendent Cherry advised that there would be an incremental implementation on the freezer replacement based on manufacturers warranties. They were assured that it was not imperative to replace all freezers at the same time.

A member asked what the force were doing with items which could not be recycled, sold or donated and whether their disposal was ethical and records kept of what happened to these items. T/Superintendent Cherry advised that the force were looking at mobile phones and electronic devices and whether there was the potential to have the IT reversed to ensure that any sensitive information was removed. The force SIRO would need to be confident of the process prior to this being implemented. The member also asked where the money went from auctions and sales. T/DCC Martland advised that these monies went into the Police Property Act Fund which was owned and administered by the Commissioner.

**AGREED;** that the report be noted.

(Note: T/Superintendent Cherry left the meeting at this point.)

## **68. CCTV SOLUTION SESSION FEEDBACK**

Some of the Panel members had been provided with a demonstration of the Constabulary's new CCTV solution that was being rolled out. It was recognised the new solution would be able to process information and free up many hours spent by officers and staff scrolling through CCTV footage, as well as other technical support for officers and staff. Stakeholder mapping and engagement was key in promoting the system and allaying any fears which may exist about AI being used or privacy intrusion.

T/DCC Martland advised that this area of business was heavily regulated and the force were working within the bounds of regulations, such as greying out property to prevent intrusion. The force were also aware that if they did not comply with RIPA regulations evidence may be inadmissible in court.

The Chair offered the Panel's support to assist in the scrutiny of the system, advising that tests should be introduced to ensure protocols were not being breached. A member asked what measures were in place to prevent officers or staff utilising the system for non-police purposes. They were assured that robust processes were in place and appropriate action would be taken to

deal with such matters. The Head of Professional Standards, Chief Inspector Wilkinson, advised that she was part of the implementation group and ensured that there were clear rules and the abuse of position campaign would be expanded to cover this area of business.

**AGREED;** that the update and feedback be noted.

## **69. INTEGRITY**

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

In Q3 there had been a 4% reduction in the number of complaints and allegations received, although it was recognised that overall the number of complaints received during the year had continued to increase compared to 2022.

A member asked whether there were any themes or trends with repeat officer complaints. Chief Inspector Wilkinson advised that the reason for 60-70% of repeat officer complaints was dissatisfaction, such as no being updated on a case, property return or incivility. The PSD Prevent Officer would speak with the manager and where necessary the officer would be put on a development plan. Where complaints were dealt with outside Schedule 3 officers may not be aware of complaints therefore work was being carried out to advise line managers before a third complaint was received.

In relation to the launch of Right Care, Right Person, members raised concerns that complaints may be made against staff within the Comms Centre when officers were not despatched to an incident. T/DCC Martland advised that in Cumbria police officers were within the Comms Centre and as such could give advice when answering calls. It was important that staff were clear on the reasons why the force would not be attending some incidents when it went live in July.

The revised Code of Ethics had now been launched across the country. A national guidance document containing the ethical policing principles and a statutory code of practice had been developed and this was being implemented across the force. Modular and e-Learning packages had been developed which would be mandatory for all officers and staff to complete. The Chair advised that Panel would work with the force to scrutinise and provide assurance for the communities of Cumbria.

Chief Inspector Wilkinson briefed the Panel on the national historic data wash which all officers and staff across the country had been required to take part in. Only 33 lines of data that were previously unknown to the force were identified, none of which had led to any misconduct or discipline procedures.

Chief Superintendent Bird informed the Panel of the proposed business change and work carried out with an external agency ahead of a formal business change through an internal review which was to be carried out of the department due to the dramatic workload increases being evidenced. Not only had complaints increased but the requirements on vetting standards and changes to the APP had meant additional demand. The purpose of the change was to ensure the force continued to provide service and had capacity for the future. It was agreed that a briefing on the proposals and timescales for delivery would be provided for the May 2024 meeting.

#### Vetting Decisions Dip Sample Feedback

Prior to the meeting the Panel had carried out a dip sample of the Constabulary's vetting decisions. They had reviewed 9 cases, were impressed with the rationales provided for the vetting decisions and were in agreement with all of them.

The information contained within the outcome and appeal letters had remained informative and it was felt that this information would help applicants understand the reasons why their application or appeal had not been upheld. The Panel were also pleased to note that the standards which Cumbria held were higher than those of other forces.

A discussion took place on whether or not students who were studying the policing degree prior to joining a police force should be vetted or have some similar process. This would prevent disappointment should they apply to become an officer and then fail the vetting process. T/DCC Martland advised that police forces were prohibited from carrying out pre-employment checks, however they work with universities and colleges to instil upon students about their behaviour, social media posts and relationships.

It was noted the increase in the number of vetting requests had been significant during the previous 12 months and a change to the APP made further requirements when dealing with vetting applications. The members were pleased to note that the vetting department would also be included within the Business Change Review being carried out with the Professional Standards Department.

**AGREED;**       that,  
                  (i)       the report and feedback be noted;  
                  (ii)      a briefing on the Business Change proposals and timescales for delivery be provided for the May 2024 meeting.

#### **70.     DIP SAMPLE SESSION FEEDBACK**

Prior to the meeting some of the Panel members had carried out a number of dip sample sessions. They wished to record their thanks to Inspector Callum Young and Chief Inspector Liz Salkeld for their information session prior to commencing the dip sample particularly in relation to children in custody. It was very informative and assisted the Panel in their work.

(a)   Stop and Search

The members reported on the incidents that they had reviewed providing their comments and feedback. It was noted that officers were using their BWV and this allowed the Panel to see whether GO Wisely had been used each time. Some of the officers had been a little hesitant in using their powers but it was recognised that 61% of police officers had less than 2 years' service and therefore would be developing their skills in using this power.

(b) Use of Force

The Panel had reviewed a number of cases where use of force had been used by officers. Once of the incidents had involved the use of PAVA on two individuals inside a home. The rationale for use was justified however there had been no aftercare for the two individuals by those officers attending. This was fed back as part of the dip sample and would be raised with the individual officers and their line managers. T/DCC Martland advised that Chief Superintendent Kennerley was looking at use of PAVA within the force. Another of the incidents involved the use of TASER following which the officers had administered first aid.

(c) Custody Detention Scrutiny

During the session the members had reviewed a number of custody detention cases. They reported that some use of force forms were not being completed by all officers. For one of the cases the members felt that an experienced officer had dealt with a detainee who had been PAVA'd very well having a calming effect on the individual. They noted that for some of the incidents not all officers had completed use of force forms as required. This had been fed back and would be raised with the individuals and their line managers. All custody officers and staff showed dignity and respect for the detainees.

**AGREED;** that, the dip sample feedback be noted

## 71. OPFCC COMPLAINTS, REVIEWS AND QSIs

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

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

From 1 January to 31 December 2023 the OPFCC had received 41 complaint review requests. On average 32% of the review requests received were upheld. No trends or recurring issues had been identified.

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

From 1 January to 31 December 2023, the OPFCC had received 678 QSI's. The report identified 4 main issues raised as being –miscellaneous, police service dissatisfaction, crime and firearms licensing. The report also detailed work being carried out by the OPFCC and the difference it was making in local communities.

**Agreed;** that, the reports be noted.

## **72. ETHICS AND INTEGRITY PANEL 2023 ANNUAL REPORT**

The Governance Manager presented a draft of the Panel's 2023 Annual Report which had been previously circulated. The report detailed the work overseen by the Panel and the thematic sessions they had carried out during 2023. It had been another very busy year, with the Panel becoming involved in new areas of work.

Members were asked to provide any further comments to the OPFCC Governance Manager who would collate them and re-circulate a final draft. Once finalised the report would be presented to the Police, Fire and Crime Commissioner and also to the Joint Audit Committee.

**Agreed;** that,  
(i) the draft Annual Report be noted; and  
(ii) members provide any comments to the OPFCC Governance Manager.

## **73. CONSTABULARY UPDATES**

Chief Superintendent Bird provided two updates to the Panel on initiatives which the force had implemented.

### **(a) Emergency Salary Sacrifice Scheme**

The force had introduced this scheme to provide employee loans to address short term financial issues, breaking the cycle of financial issues, relief financial hardship and prevent loans. The scheme was available to all officers and staff, who could request a months' salary to be repaid in 12 equal monthly payments. Each request was reviewed to ensure the individual's ability to repay the loan. The Assistant Chief Constable was the decision maker for each loan request following consultation with HR department and if approved would be available to the individual within 3 days.

A member asked whether one month's salary was enough for some individuals. T/DCC Martland advised that each request would be considered on its own merits and the one month advance was an initial guide. The Police Federation and Unison were also able to assist their members with financial hardship.

(b) Real Living Wage

In January 2023 the minimum salary level was increased and back dated to September 2022 in line with the real living wage. In November 2023 this increased to £12 per hour and the force were committed to increasing salaries to meet the real living wage. The Panel welcomed these decisions as part of the local economy in the communities of Cumbria.

**AGREED:** that, the updates be noted.

**Meeting ended at 4:35 pm**

**Signed:** *Jane Scattergood*  
Panel Chair

**Date:** 08 May 2024



# Ethics and Integrity Panel

## Title: Violence Against Women and Girls

**Date: 8<sup>TH</sup> May 2024**

**Agenda Item No: 06**

**Originating Officer: Detective Inspector, Mike Taylor (VAWG Operational Lead)**

**CC:**

### 1. Introduction & Background

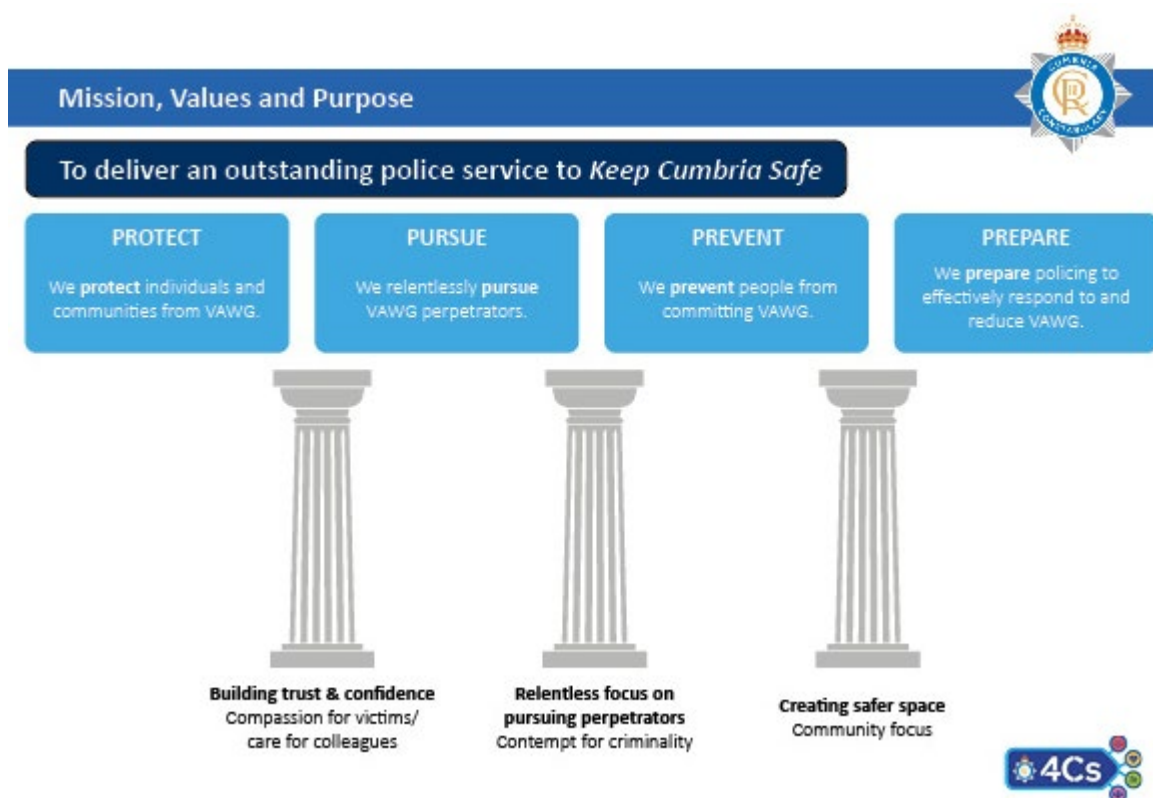
Home Office definition of VAWG: “The term ‘violence against women and girls’ refers to acts of violence or abuse that we know disproportionately affect women and girls. Crimes and behaviour covered by this term include rape and other sexual offences, domestic abuse, stalking, ‘honour’-based abuse (including female genital mutilation forced marriage, and ‘honour’ killings), as well as many others, including offences committed online.

#### **Actions are organised under three overarching objectives:**

- improving trust and confidence in policing
- relentlessly pursuing perpetrators
- creating safer spaces

#### **VAWG Offences:**

- Control & Coercive Behaviour
- Domestic Abuse
- Exposure
- Female Genital Mutilation
- Forced Marriage
- Hate Crime
- Murder & Manslaughter
- Public Order
- Rape and Serious Sexual Offences
- Stalking & Harassment
- Voyeurism and Upskirting



13<sup>th</sup> March 2024. The National Police Chiefs Council launched a new / more focussed approach to tackling violence against women and girls.

Police chiefs adopt a counter-terrorism approach to tackling violence against women and girls.

A revised national framework for England and Wales outlines how police forces will work to tackle Violence Against Women and Girls (VAWG). In December 2021, policing launched a [national framework for delivery](#) which laid out the immediate actions policing committed to take to build trust and confidence, relentlessly pursue perpetrators and create safer spaces. This revised framework, which covers the next three years, is the next step in ensuring policing is focused on outcomes that make a real difference to tackling the epidemic of VAWG.

In February 2023, the Home Secretary included VAWG within the Strategic Policing Requirement, which means that the national policing response to VAWG should be on par with terrorism and serious and organised crime.

The framework for delivery uses a '4P approach', a tried and tested methodology that was developed in counter-terrorism.

The 4P approach ensures forces focus on being well prepared to tackle VAWG offending, that action is being taken to protect individuals, families and communities and that perpetrators of VAWG are being relentlessly pursued. This approach also has a focus on preventing VAWG,



with a commitment from policing to support our partners in taking the lead to a whole system approach to tackle VAWG.

Police chiefs have committed to building trust and confidence among communities, and as part of the framework, forces will self-assess their local plans using a template developed over the last two years to identify best practice in the four key areas.

Deputy Chief Constable Maggie Blyth, Deputy CEO of the College of Policing and National Police Chiefs' Council lead for Violence Against Women and Girls, said:

“The publication of the Angiolini report earlier this month laid bare the work policing must do to improve its response to violence against women and girls.

“Whilst we have developed our approach and capabilities to tackle VAWG in recent years, there is much more for us to do.

“We have been working at a national and local level to broaden our understanding of all aspects of VAWG, including how policing can better support victims and hold perpetrators to account through the criminal justice system.

“The 4P approach already helps police to tackle some of the most serious threats to our communities, and by including VAWG in the Strategic Policing Requirement, we are recognising as a society the gravity of the epidemic of VAWG.

“We must now galvanise progress in policing to ensure that we are doing all that we can to protect women and girls and deliver against the priorities outlined in the framework.”

Assistant Chief Constable Samantha Millar, National Police Chiefs' Council Strategic Programme Director for Violence Against Women and Girls, said:

“Setting a strategic direction for policing to effectively respond to violence against women and girls means that across the country forces will be able to better target their resources and capabilities to make meaningful improvements to the safety of women and girls.

“Our understanding of the threat VAWG poses to our communities is evolving all the time, which is why the voices of women and girls, and victims and survivors, are fundamental to how we move forward and drive progress.”

Q. How will Cumbria Police comply with this requirement? Update provided at 2.1 Cumbria Constabulary VAWG Board

## **2. Update – Cumbria Constabulary (VAWG)**

(Items to include - links to plans and priorities; consultation processes conducted, or which will need to be conducted; impact assessments / implications; timescales of decision requirement)

The Cumbria Police VAWG Strategy 2024-2025 is in the process of being written. The updated strategy will be in line with the national directives of targeting the three strategic pillars of VAWG, using the 4p method /approach. This will be used to ensure that standards, service and outcomes are implemented and monitored to provide the people of Cumbria with an outstanding service, when considering all issues relevant to VAWG.

Below is the link to the 2022-23 VAWG Strategy.

[https://cumbriapolice.sharepoint.com/sites/PoliciesProceduresandForms/\\_layouts/15/viewer.aspx?sourcedoc={c99876a5-6af8-4246-9bf5-46e6b0ff67be}](https://cumbriapolice.sharepoint.com/sites/PoliciesProceduresandForms/_layouts/15/viewer.aspx?sourcedoc={c99876a5-6af8-4246-9bf5-46e6b0ff67be})

## 2.1 Cumbria Constabulary VAWG Board

Cumbria Constabulary measure VAWG performance and accountability via the bi-monthly VAWG Board Meeting and Action Plan. The VAWG board is chaired by the Detective Superintendent with strategic responsibility for VAWG. The meeting is attended by senior strategic & tactical departmental leads, ensuring VAWG is embedded into all aspects of operational policing activity. The action plan is based on the three strategic pillars of VAWG, tasks are allocated to action owners. The tasks are documented on a Teams Action Planner system, DI Taylor is the Cumbria Police VAWG Operational Lead, and is responsible for ensuring that all actions receive a documented update by the action owners and completed within the timeframe set by the strategic lead / chair.

The NPCC have recently launched Policing VAWG – The National Framework for Delivery:2024-2027 This document will be used to ensure that the strategic and operational direction of VAWG in Cumbria is in-line with the national direction of travel. Also, the NPCC / CoP have created a VAWG Self-Assessment product that is designed for all forces to review their Action Plans and conduct a gap analysis. The Cumbria VAWG Board Action Plan will be subjected to a full and thorough review using the NPCC self-assessment. All forces are advised to submit their self-assessment review to the CoP by September 2024.

## 2.2 VAWG Performance – Cumbria v National

Statistics provided by the National Police Chiefs Council in partnership with the CPS.

VAWG offences RYTD Feb 2024 – Cumbria ranked sixth out of forty-three forces with a positive outcome / conviction rate of 80.6% (639 cases, 515 convictions)

National average 76.2%, highest performing force 82%

In line with national guidelines, Cumbria Constabulary has recently introduced an extra level of supervisory scrutiny when reviewing and finalising serious (VAWG) rape & high-risk domestic abuse cases that are categorised under the home office counting rules as outcomes 15 & 16.

Serious VAWG - New Home office counting rules: Guidance for closure of outcome 15 and 16

Sally Blaiklock (Detective Superintendent)

This process has been developed nationally to ensure consistent and robust monitoring of outcome 15 and 16 in VAWG cases. The recommendation was initially set by HMICFRS in the police's response to violence against women and girls. This has been delivered by the VAWG taskforce.

National guidance to Crime Registrars has been published on this area. It specifies closure requirements for outcome 15 and 16 in rape and high-risk domestic abuse crimes.

**In Cumbria there is a disproportionate use of Outcome 15 and 16 used in domestic abuse investigations and VAWG.** This is where we have a named suspect identified but evidential difficulties prevent us from taking some form of action. We need to understand why victims are unsupportive of police action and that we have conducted the best investigation possible to safeguard the individuals involved and bring offenders to justice.

To do this, and to ensure we are applying the most appropriate outcomes and recording our rationale, we have made part of force response to Domestic abuse and VAWG that **inspectors will hold responsibility for conducting a final review of crimes with outcome 15 and 16 for all rape and sexual assault by penetrations cases and all domestic abuse investigations including controlling and coercive behaviour and stalking investigations.**

The Inspectors must satisfy themselves that:

- *The dedicated decision maker must be of the rank of police inspector or police staff equivalent or be part of an independent decision-making team working directly to the Force Crime Registrar Unit.*
- *It is the role of the supervisor in seeking to apply an outcome 15 to ensure the following has been considered throughout the investigation from report to finalisation:*
- *Safety of everyone involved comes first and will be considered continually throughout an investigation.*
- *Investigations will focus on the allegations not the victim.*
- *Victims will be kept updated throughout an investigation.*
- *The views of victims will be central to decisions about how to proceed with cases but may not always be determinative.*
- *Investigating officers and staff must be aware of the impact of trauma on victims and take this into account.*
- *The policing system must support effective investigations. Chief officers must have the data and other information from these reviews so that they can be assured that the arrangements in their force are sufficient.*

Prior to finalisation by an inspector, it is the combined responsibility of the OIC, DA evidence review officer and Sgt to ensure that the minimum standards of investigation are met and recorded at the earliest opportunity that reflect your lines of enquiry in a meaningful sense; remembering the victim at the heart of the investigation. Evidence-led prosecutions must be considered.

## 2.3 VAWG Scrutiny Panel

The implementation and function of the VAWG Scrutiny Panel is the responsibility of the Office of Police & Fire Commissioner (OPFC), the victim's quality champion (OPFC) arranges and implements all required admin and functions, ensuring the Terms of Reference are adhered to.

The intention of the Panel is to provide an independent review of how Cumbria Constabulary deals with violence against women and girls (VAWG). Its scrutiny of cases aims to identify good practice and ways to improve the service the Police provides to victims, including providing the Rights within the Code of Practice for Victims of Crime. For the public, including victims of crime, this aims to provide transparency and accountability for the Police's handling of such incidents.

The Panel provides constructive scrutiny at an organisational and individual level to promote best practices, identify potential policy or staff development needs and prompt more effective working

practices. It works to ensure the voice of victims, including the lived experience of victims, is heard and to provide challenge where it appears not to have been considered.

#### The Scrutiny Process

The Panel will consider cases involving all types of Violence Against the Person offences which have been committed against female victims. Some of these areas may be reviewed as an annual theme, rather than at each meeting.

A detailed form has been developed for completion by the Constabulary to provide information which will be considered by the Panel, to help to review/ refine the above areas of focus.

In reviewing a case, the Panel will discuss and agree an outcome decision against five options:

- A. Excellent victim care overall
- B. Good victim care overall but with some comments or concerns raised.
- C. Adequate victim care but with areas for improvement
- D. Poor victim care in most or all aspects considered.
- E. Narrative assessment for cases which do not easily translate into any of the above categories.

The panel cannot change the outcome of the case, but where it is appropriate to do so, can give feedback at an organisational level or, where fitting, which can be conveyed to individuals of each agency involved in a particular case.

The aim of providing feedback is to promote best practice and identify potential policy development or training needs for consideration by the force or other agencies.

Decisions reached by the Panel on each case file are recorded, together with observations and recommendations, to inform changes in Policy or Practice.

#### Panel Membership

Role	Member Organisation
CVCT Chair (Chair)	Cumbria Victims' Charitable Trust
Trustee (Vice Chair)	Cumbria Victims' Charitable Trust
Trustee	Cumbria Victims' Charitable Trust
Trustee	Cumbria Victims' Charitable Trust
Trustee	Cumbria Victims' Charitable Trust
Trustee	Cumbria Victims' Charitable Trust

#### Attendance in support of the Panel:

Role	Organisation
Victims' Quality Champion	Office of the Police, Fire and Crime Commissioner
VAWG Operational Lead	Cumbria Constabulary
Subject Matter Expert (as required)	Cumbria Constabulary

## 2.4 Call It Out – Public Engagement Survey

In March 2023 Cumbria Constabulary launched its second “#CallitOut” public consultation survey, which was aimed primarily at women and girls within the county, to ascertain how safe they said they felt in certain situations. The survey was also designed to determine the prevalence of certain

types of crimes and incidents that women and girls are more likely to be victims of, and the degree to which these crimes / incidents were reported to either the Constabulary or another agency.

The original “#CallitOut” survey, ran in the spring of 2021, following the murder of Sarah Everard on 3<sup>rd</sup> March 2021. That survey generated unprecedented levels of engagement from the public with 3,338 fully completed, and 2,364 partially completed surveys submitted.

In this follow up survey a total of 1,956 responses were received, which means we can be 95% confident that the feedback received from women (and girls) in the county, reflect those of the wider female population of Cumbria with a confidence error of 2.2%.

In response to the March 2023 survey a Call It Out Action Plan has been created in which the VAWG Operational Lead works in partnership with internal and external partners to target areas of concern raised. The performance and accountability of this is contained in a Call It Out action plan that is owned by the Cumbria Constabulary VAWG Strategic Lead.

## 2.5 VAWG – Working in Partnership

Between April 2023 & April 2024 Cumbria Constabulary’s Operational VAWG lead and a Domestic Abuse / Safeguarding Detective Constable have delivered a presentation to approximately seven hundred and fifty front-line staff from Cumbria NHS. The presentation is a guide to recognising abuse, receiving disclosures and taking responsibility for acting / reporting on concerns or disclosures.

The VAWG Operational Lead holds a monthly Cumbria Police VAWG Champions meeting. The VAWG Champions are male and female officers and staff of all ranks (Circa 80 members) that want to be an active member in improving service and outcomes for victims of VAWG. Each meeting starts with a 30-minute presentation from a subject matter expert e.g. Mar 24 presentation by a lawyer from Legal Services providing advice on how to obtain civil injunctions against perpetrators of VAWG and D/A offences. An example of the work done by the champions for is, we have at least x1 champion who is a named point of contact and regular attender at the women’s centres around Cumbria e.g. Barrow Women’s Community Matters and Gateway 4 Women. Of note, recently the VAWG Champions were instrumental in a campaign called “re-gifting beauty” in which 43 boxes, thousands of pounds worth of unused beauty products was donated and collected within Cumbria Constabulary, and then distributed to Cumbria’s women’s centres and refuges, to be given as a pack to victims of domestic abuse in crisis or need of immediate financial or welfare and wellbeing support.

The VAWG Operational Lead works in-partnership with Cumbria Constabulary’s Professional Standards Department. All new recruits, Uniformed and CID Sergeants & Inspectors courses receive a joint VAWG / PSD training input.

In the next month all officers and staff will be mandated to complete the College of Policing e-learning training package, “Being an Upstander, not a Bystander.” This is to inform and educate police and police staff of their professional responsibility to report inappropriate conduct and behaviour by Constabulary personnel, committed both in and outside of the workplace.

A recent academic report supported by Cumbria Constabulary identified a level of under-reporting of domestic abuse / VAWG from those who live in rural and isolated parts of the county. In response the VAWG Operational Lead has commenced an initiative to improve and increase this area, by initially working in partnership with local businesses who are respected in the rural and agricultural parts of Cumbria e.g. NFU, auction marts, on-line farmers networks – plus doctors surgeries and young farmers associations, seeking to promote knowledge and awareness by sign-posting areas of access and information to statutory, specialist and voluntary services who are able to help and support victims of D/A & VAWG.

The VAWG Operational Lead has recently commenced a project of delivering VAWG presentations to year 9, 10 & 11 school pupils and students. The presentation specifically focuses on how Young People can take the lead “Upstanders” by refusing to accept previously socially acceptable and ingrained misogynistic values and behaviours.

The VAWG Operational Lead is also the operational lead for Cumbria Constabulary’s approach to tackling “SPIKNG.” An offence that predominantly takes place in the Nighttime Economy with females predominantly being the victims of this type of offence. In the previous 12 months Cumbria recorded 64 Spiking offences, 54 of the reports had a female victim. In March 2024 Cumbria Police successfully bid for home office funding to assist with our efforts to promote awareness and prevent this type of offence. Cumbria was one of only eight forces nationally awarded funding. During the National Spiking Intensification Week of Action (Mar 24) dedicated officers patrolled the NTEs under OP Vigilant and provided revellers and those who work in the NTE’s with information and anti-spiking and stay-safe devices and merchandise. Part of the home office funding will be used to set up a Safer Streets Welfare Hub facility in the Westmorland and Furness area to replicate the success of the Welfare Hub in Carlisle’s NTE. To increase investigation, standards and increase positive outcome rates for spiking offences, Cumbria Constabulary’s Learning & Development department are to create a specific training package to guide front-line officers / 1<sup>st</sup> responders to a report of Spiking, and detectives to increase awareness of investigatory timescale and requirements.

**Recommendation:**

That the Panel note the report.

**3. Implications**

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

- 3.1 Financial
- 3.2 Legal
- 3.3 Risk
- 3.4 HR / Equality (Where applicable have Trade Unions been consulted on specified implications)

**4. Supplementary information**

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



# **Right Care Right Person (RCRP) for Adults and Concern for Welfare Reports Regarding Children.**



Aim of the presentation: Provide an overview of the Constabulary's implementation of RCRP

- What is RCRP
- Cumbria Constabulary's approach to RCRP.
- Governance and Implementation by the Constabulary.
- Engagement with partners.
- Outcomes.



# What is RCRP?



Right Care, Right Person (RCRP) is an operational model that changes the way the emergency services respond to calls involving concern for welfare and mental health.



The overall aim of the policy is to improve outcomes for vulnerable people.



Home Office



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Social Care](#)



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Policy paper

# National Partnership Agreement: Right Care, Right Person (RCRP)

Published 26 July 2023



Department  
of Health &  
Social Care



College of  
**Policing**



**England**



# When to deploy? How was RCRP rationalised?

The core **duties** under Common Law are:

- To prevent & detect crime
- To keep the King's peace
- To protect life and property

## Duty Of Care

Article 2 (Right to life) &  
Article 3 (Prohibition of Torture)  
of the Human Rights Act

‘Assisting other agencies to meet their responsibilities  
can set up other risks for the police’.

College of Policing Risk management 2013

S17 PACE  
S3(1) CLA

## Definitions

Concern for welfare

Absent without leave (specific to mental health)

Immediate risk to life

Serious Harm

Significant risk of harm

Suicide Ideation

Restricted Patient

- RCRP Gold Group – ACC Blackwell
- RCRP Silver Implementation Group – C/Supt Patrick.
- RCRP Policy / Procedure.
- Days training for all officers who will be implementing RCRP.
- Development of the RCRP Toolkit.
- Implementation 14<sup>th</sup> May
- Floor Walking / Review processes





## RCRP (V4)

Right Care, Right Person is about making sure the right agency deals with some health-related and concern for welfare related calls, instead of the police being the default first responder.

Hi, Julian. When you submit this form, the owner will see your name and email address.

\* Required

### Incident

1. Incident Number \*



- RCRP Strategic Partnership Group.
- RCRP Tactical Partnership Group.
- RCRP Media Partnership Group.
- RCRP Policy / Procedure shared with partners, consultation and feedback.
- Partners workshop.
- Post Implementation partners meeting.

Estimated there are 20,200 calls per year relevant to RCRP.

Prior to RCRP 15,800 attended and 4,400 not attended.

Post implementation of RCRP 11,500 attended and 8,700 not attended



## GENDER PAY GAP PUBLISHED DATA

### CUMBRIA CONSTABULARY

Cumbria Constabulary is required by law to publish an annual gender pay gap report.

This is the report for the snapshot date of 31 March 2023.

### GENDER PAY GAP REPORTING NARRATIVE

#### Why report the Gender Pay Gap?

The Equality Act (Specific Duties and Public Authorities) Regulation 2017 introduced the specific requirement that all public sector employers with 250 or more employees must publish, on an annual basis, information regarding their gender pay gap.

The snapshot date that this report is based on is 31 March 2023 whilst the information relating to gender bonus gap is taken from the whole financial year commencing on 1 April 2022.

#### What is the Gender Pay Gap?

The issue of equal pay and the gender pay gap are often confused.

While Equal Pay concerns pay differences between individuals or groups performing the same or similar work, the gender pay gap is concerned **with differences in the average earnings of men and women**, regardless of their role or seniority.

It is, therefore, a broader measure capturing not simply any equal pay issues within an organisation but also any pay inequalities resulting from differences in the **sorts of jobs performed by men and women and the gender composition of the workforce by seniority**.

In November 2023, Office for National Statistics (ONS) Annual Survey of Hours and Earnings (ASHE) figures) reported the gender pay gap for the whole economy has reduced to 14.3% in 2023, from 14.4% in 2022.

#### What are we required to report?

Cumbria Constabulary must, on an annual basis publish:

- Mean\* Gender Pay Gap in hourly pay
- Median\*\* Gender Pay Gap in hourly pay
- Mean\* Bonus Pay Gap
- Median\*\* Bonus Pay Gap
- Proportion of males and females receiving a bonus payment
- Proportion of males and females in each pay quartile

These figures are calculated as of 31 March 2023.

\* Mean is defined as the average.

\*\* Median is defined as the mid-point of the individual amounts if they were placed in order.

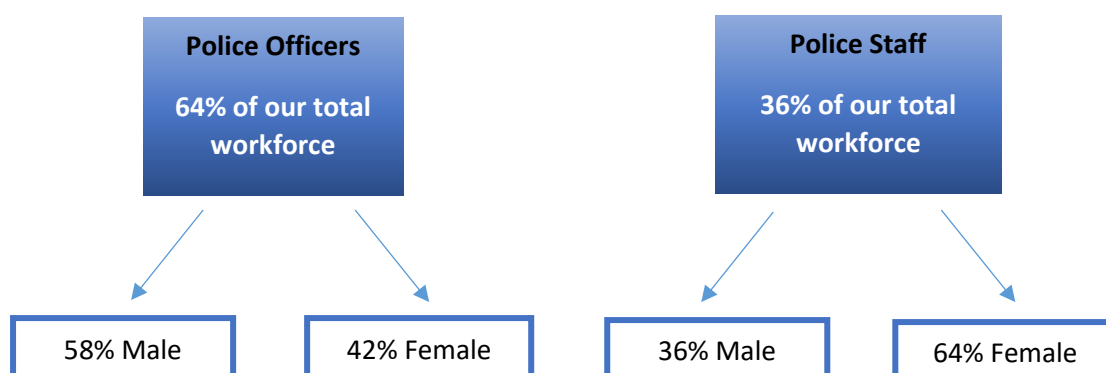
### What groups are included in the calculation?

In interpreting the statistics, it is important to note that the figures published for Cumbria Constabulary combine two main occupational groups:

Police officers	Servants of the Crown that operate within Police Regulations and a nationally agreed pay structure.
Police staff *	Who are employed under a contract of employment on local pay and conditions.

\*Police Community Support Officers (PCSOs) are uniformed, operational police staff and are included within the police staff category.

Cumbria Constabulary workforce composition remains consistent with previous years and can be broken down as follows:



Based on a workforce of 2130 full pay relevant employees (police officers and police staff) as at the 31 March 2023.

There has been little change in the composition of female and male officers and staff from the previous year.

Cumbria Constabulary continues to have one of the highest proportions of female police officers across UK policing.

### Factors affecting the gender pay gap nationally and within Cumbria Constabulary.

The causes of the gender pay gap are many and varied. Consideration may be given to the following (non-exhaustive).

An organisation with a higher proportion of men in senior roles and women in junior roles will have a gender pay gap.

Women are statistically more likely to take time out of their employment for family reasons and work around caring requirements upon return.

Women more often undertake the unpaid role of family care provider, requiring flexibility within the hours of a role and a certain amount of structure. This has the potential to affect female officers and staff in applying for roles that have unsociable working hours and emergency call out duties.

ASHE data shows that in 2023, approximately 86% of male employees were in full-time jobs, compared with approximately 61% of female employees.

Part-time vacancies are more likely to be offered for lower-skilled jobs or have lower entry requirements, and potentially offer more flexibility.

Studies show that men will apply for roles when they meet a lower percentage of the “required criteria” than women, and women are often more selective about the roles they apply for.

## **Cumbria Constabulary’s gender pay gap analysis.**

### **Pay Rates**

Under the law, men and women must receive equal pay for:

- the same or broadly similar work
- work rated as equivalent under a job evaluation scheme; or
- work of equal value.

Officers are paid in accordance with nationally set pay scales. For Police Staff, clear policy of paying employees equally for the same or equivalent work is in Place.

Police Staff job roles are evaluated under the Hay Job Evaluation Scheme to ensure a fair structure and eliminate gender bias.

Cumbria Constabulary is therefore confident that its gender pay gap does not stem from paying men and women differently for the same or equivalent work. Rather its gender pay gap is the result of the roles in which men and women work within the organisation and the salaries that these roles attract.

### **What is the Constabulary doing to address its gender pay gap?**

Cumbria Constabulary continues to make improvements to promote gender diversity in all areas of its workforce include the following:

- **Created an evidence base and reporting tools:**  
To identify any barriers to gender equality and inform priorities for action, gender monitoring has been improved and reporting has become a requirement at the Workforce Board to understand:
  - the proportion of men and women applying for jobs and being recruited.
  - the proportion of men and women applying for and obtaining promotions.
  - the proportion of men and women leaving the organisation and their reasons for leaving.
  - the number of men and women in each role and pay band.
  - take-up of flexible working arrangements by gender and level within the organisation.

This was enhanced by the introduction of an online Recruitment System in 2021 and an improvement of diversity data reporting overall.

Recruitment communication continues to be enhanced by the coordination of online promotion, through E-Newsletters, on the constabulary’s website, Linked In, Facebook and X (Formally Twitter).

Internally, staff networks including the Women in Policing Staff Association are proactively encouraged to share promotion opportunities to their network members and on their internal channels.

Positive Action is proactively offered to minoritised candidates and colleagues looking to apply for roles or promotions. This can include looking at any reasonable adjustments required for an individual, providing a buddy or mentor and additional training needs (non-exhaustive).

It is also important that our officers and staff feel confident and supported within the workplace. HMICFRS graded our internal culture as GOOD upon their last inspection and feedback is sought throughout the year through surveys and PDRs to identify if any improvements can be made within departments or organisation.

There are also clear and easy to find channels to ask questions, request support or raise concerns, which are monitored by senior officers and staff who are accountable for responding and actioning.

- **Development of Agile Working Practices:**

The Constabulary promotes agile working where operationally viable. Laptops and equipment are provided to support flexibility and the wellbeing of staff and officers.

- **Review of Promotion Processes:**

The Constabulary continuously reviews the leadership and promotion processes. This includes engagement and consultation with internal stakeholders through Staff Networks, surveys, Boards, and face to face working groups. This focuses on both Police Officer and Police Staff development.

- **Supporting parents and families:**

The Constabulary will continue to review its guidelines for employees and managers to provide flexibility and support prior to, during and on return from maternity and other parental leave.

Reasonable adjustments are available through the constabulary's Fair Passport initiative, which is discussed prior to or on return to work and during an individual's PDR.

National guidance is also always considered.

The Constabulary enhanced its Maternity and Adoption Policy in 2022 to further support employees and their partners. The aim being to retain these skilled and experienced employees.

The Constabulary continue with promotion of flexible working and education of management (including delivery of training) to ensure managers embrace the benefits of flexible working.

For Police Staff, flexibility in working practices has been created through the Police Staff "Flexi Time" scheme.

- **Pay Panels**

The Constabulary has a procedure in relation to pay for individuals absent through sickness in relation to consideration of extension to full pay status (includes officers and staff). The view increases transparency around decision making.

- **Positive Action**

The Positive Action department provide opportunities for additional support through reasonable adjustments, buddying, mentoring and support services. These can be accessed

by candidates from underrepresented groups to ensure the Constabulary reflects the community it serves.

- **Inclusion Hub**

The Constabulary host an internal support network. The Inclusion Hub has information on Staff Associations/Networks such as the Cumbria Women in Policing, inclusion events, support services available, promotional opportunities, learning material and more.

- **Women In Policing Staff Association**

This group is one of many Staff Associations supporting people with protected characteristics and underrepresentation within the workforce.

The Women in Policing Staff Association provides access to strong local and national network of women within Policing. Their focus is supporting and developing women to develop and enhanced confidence, skills and experience to retain talent and support progression.

The Constabulary support leaders to ensure they are fully equipped in their role. There is a mentoring and coaching programme internally and through the College of Policing as well as personal and a force programme of CPD.

The groups include:

- Family support, pregnancy, fostering, adoption, breast feeding, maternity, miscarriage, baby loss, bereavement
- Multicultural Police Association
- Disability Police Association
- Neurodiversity
- Speech Impediment
- Chronic Illness
- Menopause
- Cancer support
- Carers
- These groups link to national and external groups such as:
  - All the family support links externally and nationally
  - The fatigue clinic
  - External menopause groups

- **Women's Leadership events and Course**

In January 2023 the Constabulary held a joint Police Military Leadership Event for women that was tailored to build confidence, leadership skills, networking in a practical and constructive way. The feedback received was that this was a positive event. Attendees said their confidence was improved and that they gained practical skills they could implement into their working practices.

College of Policing women leadership courses are regularly highlighted to officers and staff through the internal communication channels.

- **Retention Strategy**

The Constabulary has developed a retention strategy including analysis of leavers, including frequent reporting on the gender of leavers at boards and any findings from Stay or Exit interviews.

During Stay interview officers and staff considering leaving will discuss with the trained interviewer potential barriers to staying and any reasonable adjustments that could remove those barriers.



- **Equality Impact Assessments**

The constabulary conduct Equality Impact Assessments on all policies and major organisational changes. An Equality Impact Assessment allows the Constabulary to consider how the policy or change could unfairly impact each of the nine protected characteristics. By going through each of the characteristics in this way the constabulary considers how any barriers being created can be removed to eliminate unlawful discrimination, advance equal opportunities and foster good relations.

## GENDER PAY GAP DATA

Cumbria Constabulary is committed to providing equal opportunities and equal treatment for all.

Public Bodies including Cumbria Constabulary must have due regard to the Equality Act 2010 and Public Sector Equality Duty, to take appropriate and considered action to eliminate discrimination, advance equality of opportunity and foster good relations.

The Constabulary approach to the gender pay gap supports this aim, ensuring fair treatment and reward for all officers and staff, promoting inclusivity.

The Constabulary champions the benefits of having an inclusive, diverse, and representative workforce where all colleagues feel supported to progress their careers and thrive.

## PAY GAP DATA

- The mean (average) gender pay gap is **7.66%** (which is below the national average of 14.3%)
- The median (mid-point) gender pay gap is **13.43%** (down from 21.23% in 2022)
- The mean (average) gender bonus gap is **-81.35%** (meaning women are paid more in bonuses than men. In 2023 it was 24.22% higher for men)
- The median (mid-point) gender bonus gap is **-373.31%** (meaning women are paid more in on the percentile in bonuses than men. This has increased further than in 2022 when it was -100% in advantage of women)
- The proportion of male employees in receiving a bonus is **4.86%** and the proportion of female employees receiving a bonus is **2.51%**

## Pay Quartiles by Gender 31/03/23

Band	Males	Females
Low	40%	60%
Mid-Low	48%	52%
Mid-High	50%	50%
High	62%	38%

The figures set out above have been calculated using the standard methodologies used in the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

## Key – Trend



% Increase from 2022



% Decrease from 2022



% Remains equal to 2022

## HOURLY PAY

### Mean Gender Pay Gap

		Mean Hourly Pay	Pay Gap %	Trend
Police Officers	Male	£19.39	1.44%	↓
	Female	£19.11		
Police Staff	Male	£17.58	11.20%	↓
	Female	£15.61		
Combined	Male	£18.92	7.66%	↓
	Female	£17.47		

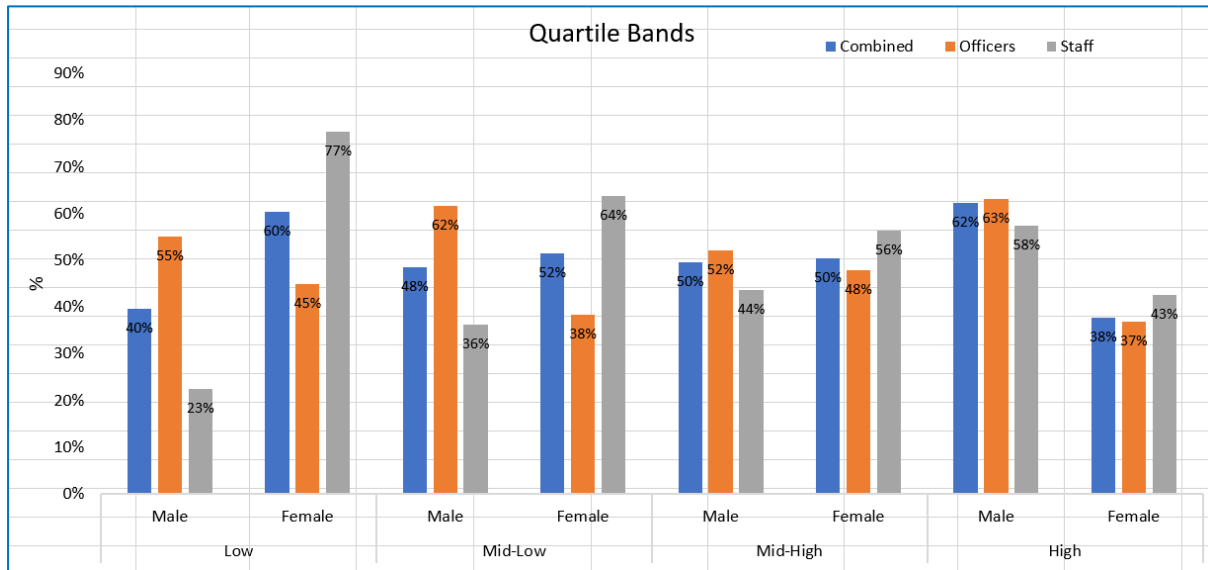
A combined Mean Gender Pay Gap sees Males at £18.92 and Females at £17.47, which is an overall Pay Gap of 7.66%. The trend is largely improved from last year's Constabulary figure which was 9.10%.

### Median Gender Pay Gap

		Mean Hourly Pay	Pay Gap %	Trend
Police Officers	Male	£20.62	0.00%	↔
	Female	£20.62		
Police Staff	Male	£16.67	8.88%	↓
	Female	£15.19		
Combined	Male	£18.69	13.43%	↓
	Female	£16.18		

A combined Median Gender Pay Gap sees Males at £18.69 and Females at £16.18, which is an overall Pay Gap of 13.43%. The trend shows vast improvement from last year's Constabulary figure which was 21.23%, but we are still working to improve the deficit.

## HOURLY PAY QUANTILES – Proportion of males/ females in each salary quartile band



### Quartile Bands

The number of females in:

- ↔ The low quartile has stayed the same at 60%
- ↓ The mid-low quartile has decreased by 4%
- ↑ The mid-high quartile has increased by 2%
- ↑ The high quartile has increased by 1%

\* Compared with the Constabulary's 2022 figures.

Female police staff composition remains consistent at 64% of the total Police Staff workforce and 15% of the total workforce.

74% of female staff roles are in a low salary quartile.

44% of female staff work part time hours and 83% are in the lower quartile.

Female police officers make up 25% of the total workforce and 42% of all police officers.

39% of female officers are in a low salary quartile.

13% of female officers work part time hours and 7% are in the lower quartile.

## BONUS PAY

### Proportion Receiving Bonus Payments

		%	Trend
Police Officers	Male	5.28%	↑
	Female	1.66%	↑
Police Staff	Male	3.64%	↓
	Female	3.51%	↓
Combined	Male	4.86%	↓
	Female	2.51%	↔

### Mean Bonus Pay Gap

		Mean Bonus Paid	Pay Gap %	Trend
Police Officers	Male	£145.00	-24.14%	↓
	Female	£180.00		
Police Staff	Male	£1,738.60	32.50%	↓
	Female	£1,173.58		
Combined	Male	£451.46	-81.35%	↑
	Female	£818.73		

### Median Bonus Pay Gap

		Median Bonus Paid	Pay Gap %	Trend
Police Officers	Male	£100.00	0.00%	↓
	Female	£100.00		
Police Staff	Male	£1,478.21	32.54%	↓
	Female	£997.25		
Combined	Male	£100.00	-373.31%	↑
	Female	£473.31		

Bonus payments are not widely applied within the Constabulary with only 3.75% of the total workforce receiving a payment during the reported period – which is a decrease on the previous reporting period (from 7.68%). Police Officer bonus payments are made in accordance with Police Regulations and are associated with work that is considered demanding, unpleasant, outstanding, or important with amounts ranging from £50 to £2000.

Police staff bonus payments are predominantly paid in recognition of a period of undertaking higher level duties and tend to be based on the pay rate associated with these duties or as part of a market rate supplement due to a shortage in the employment market for this skill set (typically IT related).

The overall combined mean bonus payment gap has reduced from 24.22% in 2022 to -81.35% in 2023 meaning women received a higher amount of bonus than men in this time shot.

Whilst the mean officer bonus pay gap for officers remains that female officers still receive on average higher levels of bonus payment. The mean staff bonus pay gap for staff has also reduced from 66.81% in 2022 to 32.50% in 2023.

The data shows that male police staff receive a significantly higher bonus payment than female police staff. The main reason being that several male police staff were in temporary positions as part of a pilot restructure receiving additional payment. Another group of male police staff routinely perform higher tasks in addition to their role within a specific function and receive additional payment as recompense for this (training at an advanced skill level).

END

# Ethics and Integrity Panel

## Constabulary Officer & Staff Update



**Date:** 8 May 2024  
**Agenda Item No:** 10  
**Originating Officer:** Di Johnson & Kate Ruddick, HR Managers, Chief Inspector Sherlock (L and D)  
**CC:**

### Executive Summary:

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

### Recommendation:

That the Ethics & Integrity Panel note the report.

## **1 Introduction & Background**

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

- Officer & staff establishment
- Police officer recruitment (including Uplift gender balance update)
- PCSO recruitment programme
- Attendance
- Tutor Recruitment

## **2 Issues for Consideration**

### **2.1 Establishment**

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

FTE	FTE Budget	FTE Actual
<b>Officer FTE (excluding secondment)</b>	1363	1382.42
<b>Staff FTE (excluding secondment)</b>	705.53	648.81
<b>PCSO FTE</b>	60	41.56

- Please note the Police Officer budgeted Establishment is to reduce to 1359 to account for the reduced Uplift allocation of 8 for 2024/25 (previously 12).
- As previously mentioned, recruitment for PCSOs is ongoing. Further details below.

## 2.2 Police Officer Recruitment

- Following the successful completion from Uplift, the Constabulary continues to recruit to the target of 1393 headcount.
- At the time of writing, the headcount equates to 1393.
- Attached (Appendix 1) is a Weekly COG report which provides an overview of the starters and leavers to March 2025 when the target of 1393 must be met.
- Retention measures have been introduced to assist with reducing turnover of Officers and Staff, this includes the following measures:
  - Stay Conversations
  - Improved Exit Interviews
  - Improve Data and Metrics – this will improve the data available around low turnover rates going forward
  - Utilisation of Agile Working
  - Salary and Market Forces Supplements
  - Leadership and Organisational Culture to promote retention
  - Development of PDR's
  - Effective Management of Temporary Contracts.
- In relation to the **gender** breakdown of officers recruited during Uplift it is as follows:

Gender	Officers recruited since Uplift (Nov 2019)	%	All Officers	%
Female	218	42.2%	604	43.4%
Male	299	57.8%	789	56.6%
Total	517	100.0%	1393	100.0%

## 2.3 PCSO recruitment

- PCSO recruitment remains open at the time of writing.
- Checks are underway for individuals successful in the interview process. At the time of writing there are 8 individuals who could potentially join the June 2024 intake.
- The recruitment exercise has seen a low number of applicants and successful candidates, it is understood this is due to the impact of increased officer recruitment due to Operation Uplift.

**2.4 Attendance & Wellbeing**

The following graphs details the force level absences including a breakdown for officers and staff as at the end of March 2024. Overall absences are decreasing. Police Staff continue to have a higher absence rate than officers currently.

**All Absences**

% of Employees Absent as at Month End						
Month	2019	2020	2021	2022	2023	2024
Jan		3.6%	3.4%	4.3%	3.9%	4.4%
Feb		3.0%	3.2%	4.2%	3.5%	4.8%
Mar		4.9%	2.7%	5.4%	3.2%	3.9%
Apr	4.3%	2.8%	2.4%	2.8%	2.7%	
May	3.8%	2.5%	2.3%	3.5%	3.1%	
Jun	3.8%	2.3%	4.0%	3.6%	3.4%	
Jul	4.1%	2.5%	3.2%	4.1%	3.8%	
Aug	4.0%	2.3%	3.5%	3.5%	3.9%	
Sep	4.1%	3.5%	4.2%	4.1%	3.8%	
Oct	4.6%	2.9%	3.7%	4.1%	4.5%	
Nov	4.6%	3.6%	3.9%	4.9%	4.7%	
Dec	4.8%	3.4%	6.1%	4.8%	4.2%	

**Police Officer Absences only**

% of Employees Absent as at Month End						
Month	2019	2020	2021	2022	2023	2024
Jan		3.6%	3.6%	4.5%	3.8%	3.9%
Feb		3.1%	3.9%	4.5%	3.2%	4.3%
Mar		4.7%	3.0%	5.3%	3.2%	3.6%
Apr	4.1%	3.1%	2.8%	2.8%	2.4%	
May	4.2%	2.6%	2.7%	3.2%	3.3%	
Jun	4.0%	2.8%	4.9%	3.2%	3.4%	
Jul	3.8%	3.2%	3.9%	4.4%	3.6%	
Aug	4.1%	2.9%	4.0%	3.4%	3.9%	
Sep	4.3%	3.8%	4.1%	4.3%	3.4%	
Oct	4.6%	2.9%	3.7%	4.6%	4.3%	
Nov	4.6%	3.5%	4.2%	5.3%	4.9%	
Dec	5.2%	3.6%	6.6%	5.2%	4.4%	

### Police Staff Absences – excluding PCSO

% of Employees Absent as at Month End						
Month	2019	2020	2021	2022	2023	2024
Jan		3.3%	2.9%	3.8%	3.8%	5.0%
Feb		2.7%	1.9%	3.7%	3.6%	5.5%
Mar		5.2%	2.3%	5.2%	3.1%	4.4%
Apr	4.4%	2.6%	1.6%	2.8%	3.0%	
May	3.2%	2.4%	1.6%	3.9%	2.9%	
Jun	3.5%	1.9%	2.5%	4.0%	3.3%	
Jul	4.7%	1.5%	2.0%	3.4%	4.0%	
Aug	3.7%	1.5%	2.4%	3.5%	3.5%	
Sep	3.8%	3.2%	4.1%	3.6%	4.4%	
Oct	4.6%	2.9%	3.6%	3.1%	4.8%	
Nov	4.3%	3.6%	3.2%	4.3%	4.2%	
Dec	3.9%	2.9%	5.6%	3.8%	3.5%	

#### Top 3 absence types – March 2024

- Anxiety/Stress/Depression/Psych Illness
- Cold/Cough/Influenza
- Diarrhoea/Vomiting

#### Wellbeing

##### Care For Colleagues

A new document has been created “Care for Colleagues” which can be seen at Appendix B and highlights supportive measures and tools available for an individual’s wellbeing, welfare and financial wellbeing.

##### Neuro Diversity – Bank of Adjustments

In addition to the managers neuro diverse guidance and managers checklist, a “Bank of Adjustments” has been created as examples for managers and individuals to consider. Refer to Appendix C.

##### Fair Passport

The fair passport is regularly used by staff to document any agreed adjustments in the workplace. The document has recently been reviewed and is more streamlined and it is clear that it is the individual’s document to share. Refer to Appendix D.

##### Return to Work Interview (RTWI)

The Constabulary set up a working group and action plan as “operation Recall” to address the poor completion rate of RTWI. It became apparent that some individual’s had not returned to work and their manager was required to properly manage their absence on Crown DMS to reflect the correct status. Guidance, including Crown master classes, is issued to managers regarding RTWI and managing periods of absence on Crown.



## 2.5 Tutor Recruitment

### Overview

A refresh of the previous update provided to the panel:

- PDU have some permanent tutors (PDU Tutors) who work out of the PDU offices in their respective stations.
- Sections also have reserve tutors who can be called upon when student numbers in 10 weeks are higher than Tutor numbers (For example, when an officer is extended)
- When a PDU tutor moves on then a reserve is nominated to move up.

### Current Position

- PDU Sgts have experience significant absences due to long term sickness in Carlisle and Furness (All now back in work)
- PDU Sgts in Furness reduced from 2 to 1 due to BCU demands
- Overall section tutors are 10% lower than October 23
- Reserve tutor numbers are 44% lower than October 23
- PD1 submission for Tutor is 62.5% lower than October 23

	Section	Sgts	PDU Tutors	Oct-23			Sgts	PDU Tutors	Apr-24		
				TUTOR	RESERVE	PD1'S			TUTOR	RESERVE	PD1'S
Carlisle & Wigton	1	2	1	3	1	2	2	2	2	2	4
(2 PDU Tutors)	2			3	3	1			1	0	
	3			3	1	0			3	2	
	4			4	4	0			3	1	
	5			3	2	1			3	1	
Derwent & Esk	1	2	3	3	5	1	2	2	3	3	0
(2 PDU Tutors)	2			3	3	0			3	1	
	3			3	4	1			3	2	
	4			2	4	0			3	2	
	5			3	6	0			3	4	
Penrith	1	1	2	1	0	0	1	2	1	0	0
(1 PDU Tutor)	2			1	1	2			0	1	
	3			1	2	0			1	1	
	4			1	3	0			1	1	
	5			1	1	2			1	2	
Kendal	1	1	2	2	1	0	1	2	2	1	1
(1 PDU Tutor)	2			1	4	0			2	1	
	3			1	3	0			1	0	
	4			1	4	0			1	2	
	5			2	2	0			2	1	
Furness	1	2	2	2	2	0	1	2	2	1	1
(2 PDU Tutors)	2			2	4	0			1	1	
	3			2	2	1			1	1	
	4			2	0	3			2	2	
	5			2	2	2			2	3	
<b>Totals</b>				<b>52</b>	<b>64</b>	<b>16</b>			<b>47</b>	<b>36</b>	<b>6</b>

### Tutor Gaps

Cumberland should have 3 PDU tutors per section.

WAF should have a have a total of 5 tutors per section, split across Barrow, Kendal and Penrith. Prior to October last year, Penrith did not have a tutor allocation in this way.

### C&W

1 section - 1 down  
2 section - 2 down

### WAF

2 section - 2 down  
3 section - 3 down  
4 section - 1 down

### Policy Change

A recent change in policy has seen previously, largely protected tutors, now being first to pulled into RSL (Reasonable Staffing Levels) at the first point of contact for both response and CMR (Contact Management Resolution).

Previously officers from Neighbourhood Policing Teams (NPT) and officers from other quadrants were being used to cover shortfall. The impact this is having on tutors is now producing a tangible negative impact, as tutors find themselves being in a position where their contact with students in their 10-week IPS is significantly reduced, they are now carrying a crime workload as well as helping with the workload carried by their students. At the PDU model inception, officers were taken from response to enable the PDU to function with the understanding that they would be called upon to cover RSL if required, these cover periods are greater than anticipated giving those tutors a more difficult balancing act.

### Summary

The Constabulary is aware of the increased demand on tutors and PDU Sergeants, below are the current steps being taken to support this position and bolster recruitment of tutors:

- Chief Constable Leadership Pledge - Including volunteering as a tutor within officer PDRs to assist with career progression / experience
- Tutor Development Programme - Designated Learning & Development SPOC / revised programme
- Working with BCU Supervision to identify protected time for tutors
- People Department Team Members at Visibility Briefings discussing the benefits of volunteering to be a tutor inc. professional qualification, also re-affirming the PD1 Process i.e. gateway to new skills training.
- Tutor numbers are down and steps in place to regenerate, student support remains a priority for HQ / BCUs even with reduced tutor numbers. We still maintain excellent wrap around

support for student officers, particularly when they return to HQ for Learning Blocks where support time is easier to schedule in.

- It is also hoped that once the new NPT Model is embedded, the balance between NPT & Tutors can return providing Tutors more flexibility.

### **3 Implications**

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

#### **3.1 Financial**

- Confirmation received of change to budget establishment to 1359.

#### **3.2 Legal**

- N/A

#### **3.3 Risk**

- The target Uplift Headcount of 1393 may not be attained due to retention, which would result in funding being withheld. Mitigation is in place for this in the form of the retention measures dynamic assessment of recruit numbers.

#### **3.4 HR / Equality**

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

### **4 Supplementary information**

- Appendix A – Weekly COG Update – Uplift
- Appendix B – Care for Colleagues document
- Appendix C – Neuro Diversity – Bank of Adjustments
- Appendix D – Fair Passport





# Ethics and Integrity Panel Constabulary Grievances

**Date: 08 May 2024**

**Agenda Item No: 11**

**Originating Officer: Di Johnson, HR Manager**

## **Executive Summary:**

The report provides a position overview in respect of ongoing, finalised and newly submitted grievances for the period 01 November 2023 to 31 March 2024.

The last report was November 2023.

## **Recommendation:**

That the Ethics & Integrity Panel note the report.

### **1. Introduction & Background**

1. The attached Grievance Statistics Report shows the number of grievances lodged during the period 01 November 2023 up until 31 March 2024, together with a summary of ongoing and finalised cases within the reference period.
2. Included in the report is an overview of the characteristics of those lodging grievances. The report identifies the gender and race of those submitting grievances as well as an overview as to the nature of the grievance. In addition, statistics relating to whether the aggrieved is a police officer or member of staff and whether the grievance relates to alleged discrimination have been included.
3. Summary position is as follows:
  - 4 new grievances and 11 ongoing within the reference period.
  - 7 resolved, 2 withdrawn, 1 on hold and 5 remain outstanding at the end of the reporting period.
  - 10 relate to issues with management, 2 relates to policy, 3 in relation to less favourable treatment.

- Grievances dealt with during this period are approximately 53% male and 47% female: with the majority from a white, British ethnicity with one Indian Asian.

## **2. Issues for Consideration**

- 2.1 2 grievances relate to issues with line manager and second line manager. It should be noted that all 3 individuals have now left the Constabulary. Both grievances were properly investigated.
- 2.2 1 grievance was withdrawn due to the individual resigning. However, the appeal to Stage 1 was still considered in the event of any learning or change to practices.
- 2.3 5 grievances were from individuals within the same department regarding the same manager. The grievances highlighted collective concerns regarding management style, and lack of transparent processes within the department.

## **3. Implications**

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

- 3.1 Financial - Please see Risk and Equality Implications
- 3.2 Legal - Please see Risk and Equality Implications
- 3.3 Risk - With any complaint which is potentially linked to the employment relationship there is the risk of employment tribunal or judicial review should the matter not be resolved.

Through working in partnership with Unison and the Federation the aim is to continue to avoid formal proceedings and resolve issues in an informal manner to the satisfaction of all parties.

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

The HR Department will continue to meet with the Federation and Unison when necessary to discuss issues that are emerging and look to informally resolve them prior to a formal grievance being submitted. The Constabulary proactively engages to address concerns.

### **3.4 HR / Equality**

HR and Legal Services will be reviewing the judgement of any Employment Tribunal cases to identify any lesson to be learned with a view to appropriate dissemination within the Constabulary.

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

3.5 I.C.T. – Nothing to report upon.

3.6 Procurement – Nothing to report upon.

3.7 Victims – Nothing to report upon.

**4. Supplementary information**

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

**End of Report**



Professional Standards Department  
Ethics and Integrity Panel Report  
2023/2024 Q4

April 2024

T/DCI Hayley Wilkinson – Head of Professional Standards

Lauren Curwen – Force Intelligence Analyst, Anti-Corruption Unit

**OFFICIAL – SENSITIVE**

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



# Contents

<b>Public Complaints</b>	
<b>Conduct</b>	
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<b>Other Updates and Hot Topics</b>	
<b>Appendices:</b>	
<i>A – Public Complaint Cases and Allegations</i> <i>B – Public Complaint Allegations by Complaint Group</i> <i>C – Incidents, Crimes and Custody Figures</i> <i>D – Complainant Characteristics</i> <i>E – Schedule 3 Reason</i> <i>F – Public Complaint Outcomes</i> <i>G – 2020 Complaint Groups and Allegation Types</i>	

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

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

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

<b>Honesty and Integrity</b>	<b>Duties and Responsibilities</b>
<b>Authority/ Respect/ Courtesy</b>	<b>Confidentiality</b>
<b>Equality and Diversity</b>	<b>Fitness for duty</b>
<b>Use of Force</b>	<b>Discreditable Conduct</b>
<b>Orders and Instructions</b>	<b>Challenging and Reporting Improper Conduct</b>

This report covers 2023/2024 Quarter 4 (Q4), 01/01/2024 to 31/03/2024. Figures in this report are correct as of 05/04/2024.

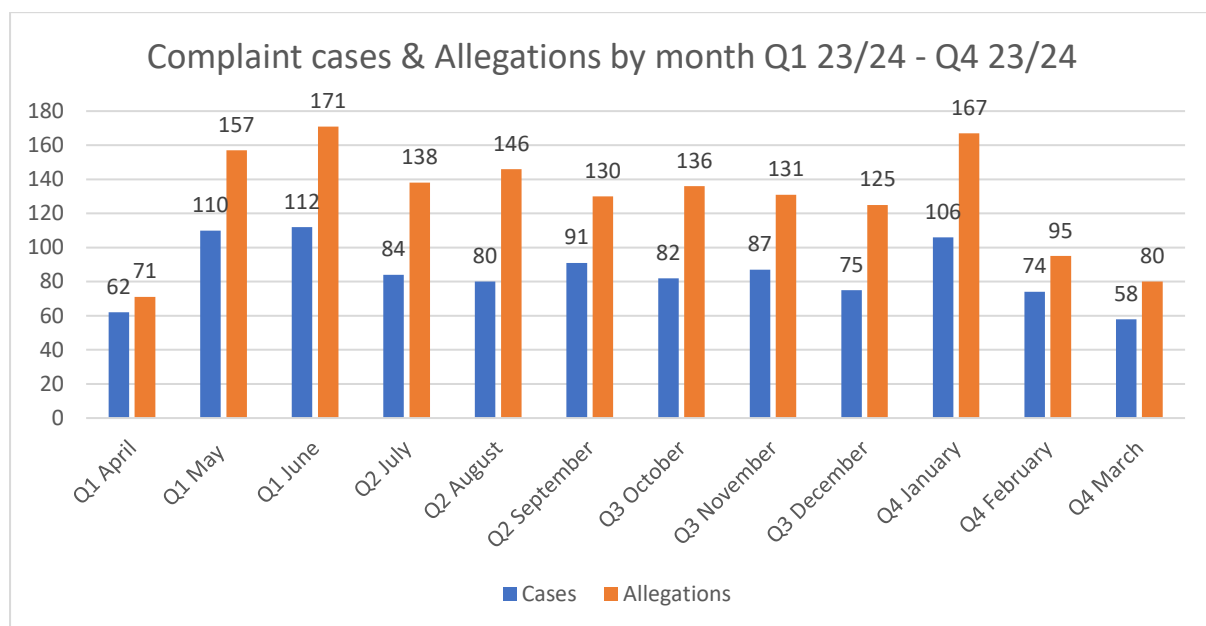
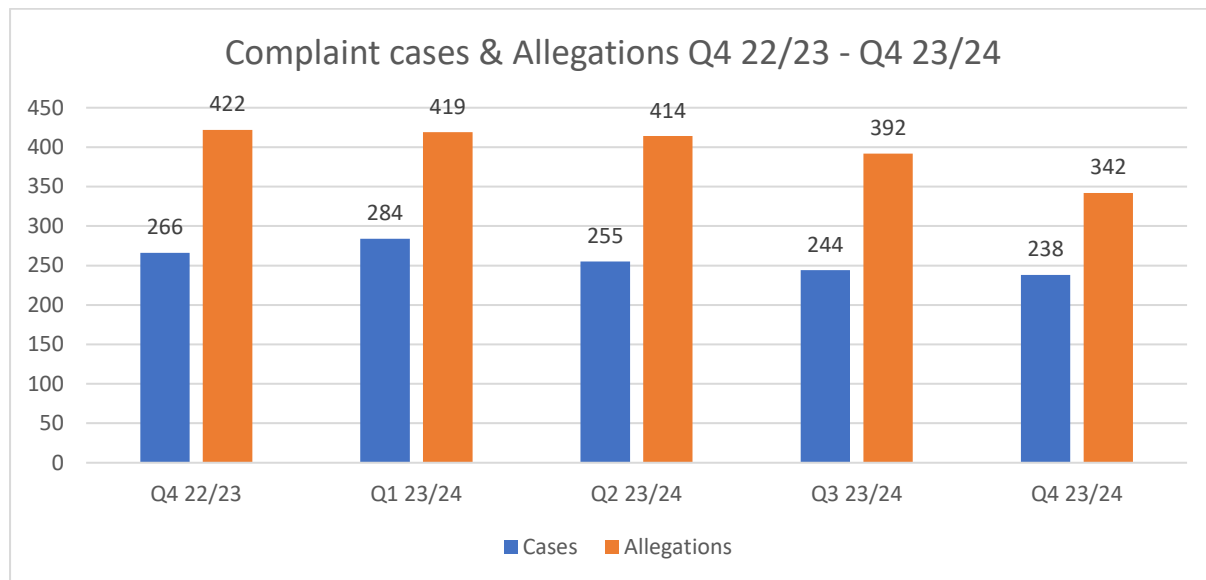
Conduct, Anti-Corruption Unit Intelligence, and certain commentary within the Public Complaints sections are not for publication. Please consult with the Head of Professional Standards prior to publishing any of the contents of this report.

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

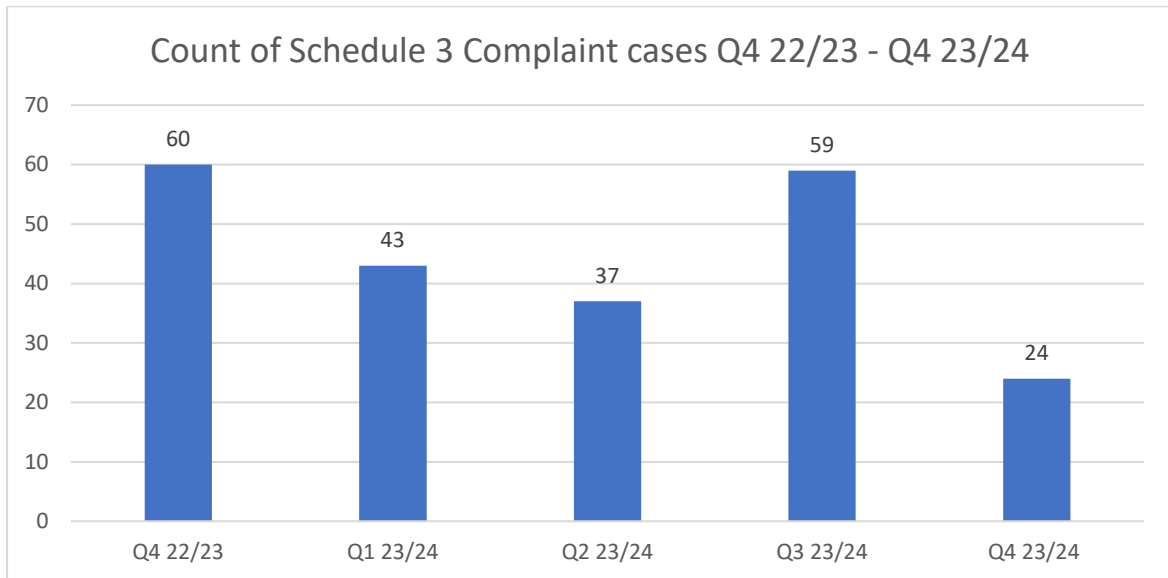
Unless otherwise stated, the below sections relate to allegations recorded within a given quarter and added to a case which has been logged/recorded in the same quarter. They do not include allegations which have been logged/recorded but added to an earlier quarter's case, e.g., allegation recorded in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

## Public Complaints

Complaints (expressions of dissatisfaction) have decreased in Q4 when compared with Q3. Cases have decreased by 2% and allegations have decreased by 13%. There have been small increases in the number of incident reports and custody attendance when compared with Q3. The only decrease is found in the number of crimes with a decrease of 0.5%. ([Appendix C](#)).



Schedule 3 complaints cases have significantly decreased in Q4 compared to Q3. This quarter has seen 24 schedule 3 complaint cases which is a decrease of 59% when compared to Q3 where there were 59 cases. Please note that in the previous quarter several cases were finalised during a day of action so this will account for the large number of schedule 3 cases in the previous quarter.



### Handling Times

The time between cases to received to initial contact has continued to improve in Q4. The figures for Q4 23/24 are in the first tables and those of Q3 23/24 are shown underneath.

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

Q4 23/24	January	February	March
0-5 days	102	67	58
6-10 days	3	8	2
11-20 days	0	0	1
21-30 days	0	1	0
Over 31 days	3	0	0

Q3 23/24	October	November	December
0-5 days	77	84	72
6-10 days	2	1	1
11-20 days	1	1	2
21-30 days	1	0	0
Over 31 days	1	0	0

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

### Schedule 3 and Outside Schedule 3 Cases

Q4 23/24	Outside of Schedule 3	Schedule 3
0-5 days	203	24
6-10 days	13	0
11-20 days	1	0
21-30 days	1	0
Over 31 days	2	1

Q3 23/24	Outside of Schedule 3	Schedule 3
0-5 days	181	54
6-10 days	0	4
11-20 days	4	0
21-30 days	1	0
Over 31 days	0	1

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

Q4	January	February	March
0-5 days	106	68	59
5+	3	8	2

Q3	October	November	December
0-5 days	78	85	74
5+	4	1	1

A total of 233 cases (94% including De-Recorded cases) were logged within 5 days of having been received in Q4, this percentage is lower to that of the previous quarter, Q3 (98%).

*Average Finalisation Times of Cases Logged/Recorded and Finalised*

*Finalisation figures include only cases logged in Q4 and finalised in Q4, they do not include roll over legacy cases from previous quarters, this allows a fair comparison between quarters.*

	Average number of days to finalise Complaint Case <b>Outside Schedule 3</b>	Average number of days to finalise Complaint Case <b>Schedule 3</b>
Q1 21/22	17.5	31.4
Q2 21/22	4.91	31.81
Q3 21/22	7.15	26.88
Q4 21/22	5.98	26.09
Q1 22/23	6.73	21.5
Q2 22/23	10.4	20.6
Q3 22/23	18 <i>(Including De-Recorded Cases)</i>	30 <i>(Including De-Recorded Cases)</i>
Q4 22/23		44

	17.44 <i>(Including De-Recorded Cases)</i> 150 Finalised 81 Cases remain Live	<i>(Including De-Recorded Cases)</i> 7 Cases Finalised 54 Remain Live
<b>Q1 23/24</b>	30.08 113 Finalised 69 Live	35.66 3 Finalised 34 Live
<b>Q2 23/24</b>	19.2 153 Finalised 65 Live	52.2 7 Finalised 27 Live
<b>Q3 23/24</b>	29.06 121 Finalised 64 Live	42.2 15 Finalised 33 Live
<b>Q4 23/24</b>	36.10 111 finalised 103 live	58.6 6 finalised 18 live

Within this quarter we can see a significant increase the time taken to finalise cases. In Q4 only 28% of cases were finalised within 28 days, however in Q3 75% off all cases finalised were done in 28 days.

*The day of action in quarter 3 saw several schedule 3 cases finalised. The in-part accounts for the significant decrease in performance shown in quarter 4, however, the bulk are outside schedule 3 cases, due to backlog in those cases. This has a knock-on effect that when service recovery is failed, it is already 28+ days old.*

*As well as the requested business change review, we have arranged a peer review of our processes to assist in streamlining processes and improving efficiencies. This is to build upon the work already being undertaken in this area, which is evidenced in the quarter 4 performance of complaints logged – finalised within the same period (see paragraph below table)*

<b>Q3 23/24</b>	<b>Days to Finalise</b>	<b>Count of Cases</b>
<b>1 Week</b>	0-6 Days	15
<b>2 Weeks</b>	7-13 Days	27
<b>3 Weeks</b>	14-20 Days	46
<b>4 Weeks</b>	21-27 Days	27
<b>Over 4 Weeks</b>	28+ Days	45
<b>Remain Live</b>	N/A	92

<b>Q4 23/24</b>	<b>Days to Finalise</b>	<b>Count of Cases</b>
<b>1 Week</b>	0-6 Days	6
<b>2 Weeks</b>	7-13 Days	2
<b>3 Weeks</b>	14-20 Days	10
<b>4 Weeks</b>	21-27 Days	16
<b>Over 4 Weeks</b>	28+ Days	102
<b>Remain Live</b>	N/A	97

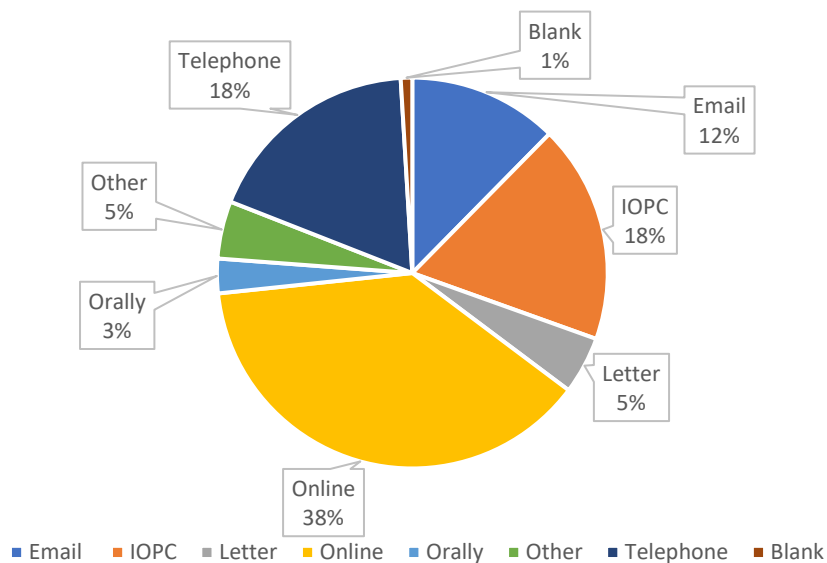
The total number of cases logged/recorded in Q4 and finalised in Q4 was 160 and those logged/recorded in Q3 and remaining live at the end of Q4 is 92. This is 63/37 split and shows an increase in performance compared to Q3 which was a 55/39 split.

During Q4 85% of cases were *Resolved*, 2% were *Not Resolved NFA*, 3% The service provided was acceptable, 2% Not determined if the service provided was acceptable, 8% De recorded. ([Appendix F](#)).

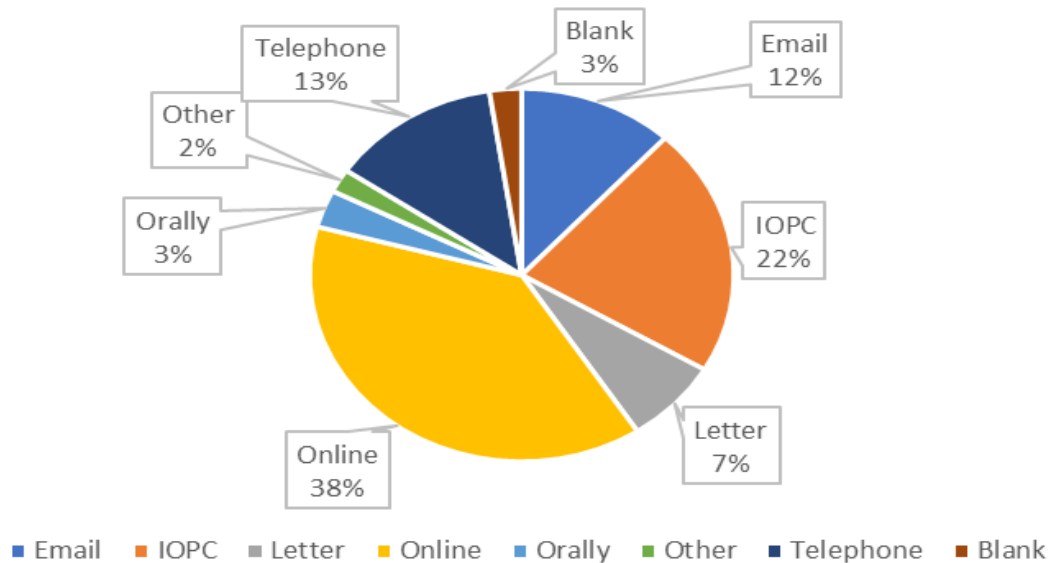
## Complaints Received

During Q4 238 complaints (including 9 De-Recorded) were received through various routes; Online complaints remain the most common and like Q3 is 38% of all complaints received. The number of complaints received via telephone has increased from 13% in Q3 to 18% Q4. The overall percentage in all other routes are similar to that of Q3.

Q4 How complaints have been received



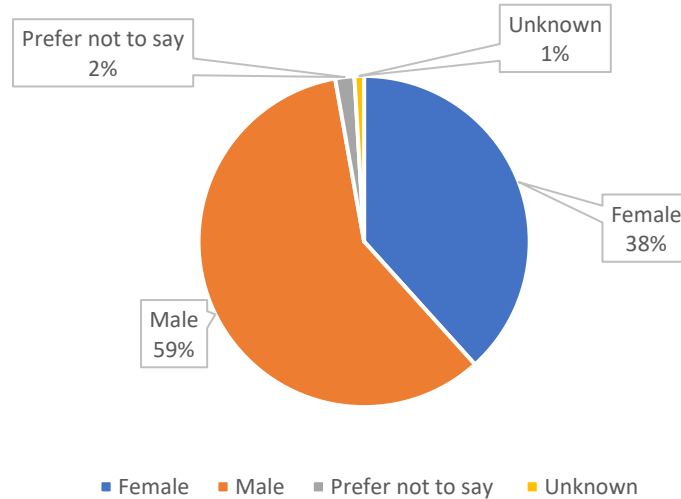
Q3 How complaints have been received



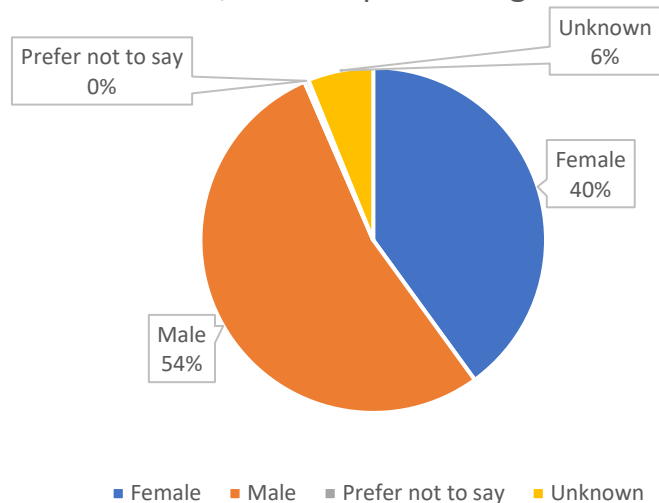
## Complainant Characteristics

From the complainant characteristics data available, complaints are still more likely to be submitted from Males (54%) rather than Females (38%). This an increase of 5% for male complainants and a decrease of 2% for female complainants when compared to Q3.

### Q4 Complainants Gender



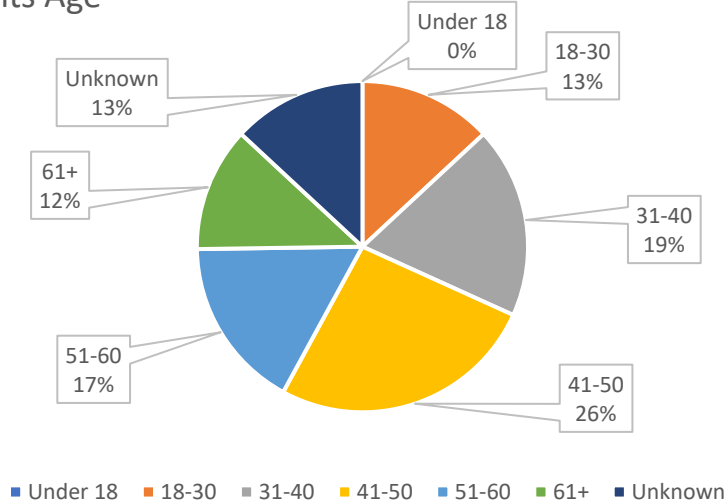
### Q3 23/24- Complainants gender



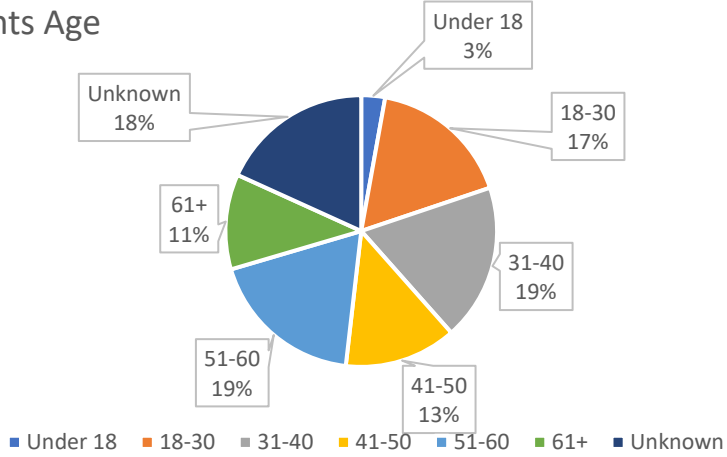
For the complainants Age, unlike Q3 there were no complaints made by anyone under 18 in Q4. There has also been an increase in the complaints made in the 41-50 category, 26% in Q4 compared to 13% in Q3. The overall percentages in the other age categories remain like that of Q3.



### Q4 Complainants Age

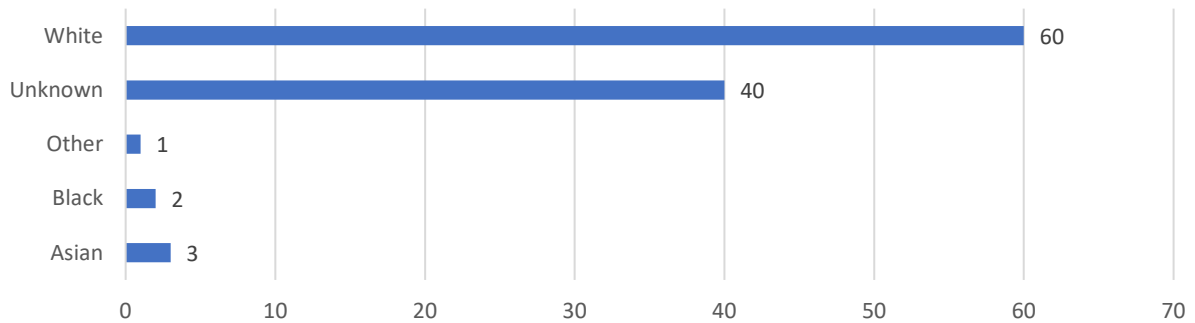


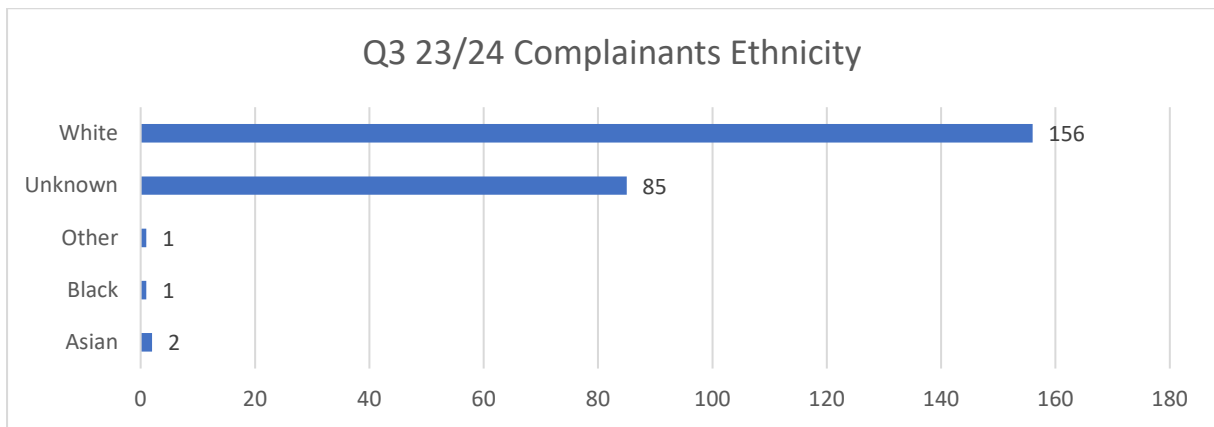
### Q3 Complainants Age



There has been a small increase in the number of complainants in the ‘unknown’ ethnicity category in Q4 when compared to Q3. In Q4 the Ethnicity of the complainant was unknown for 38% of cases, whereas in Q3 it was 35%. However, this is still a lot lower than in previous quarters such as Q2 where the unknown category was at 56%. This shows that we are now starting to see some improvements with diversity data being captured.

### Q4 Complainants Ethnicity

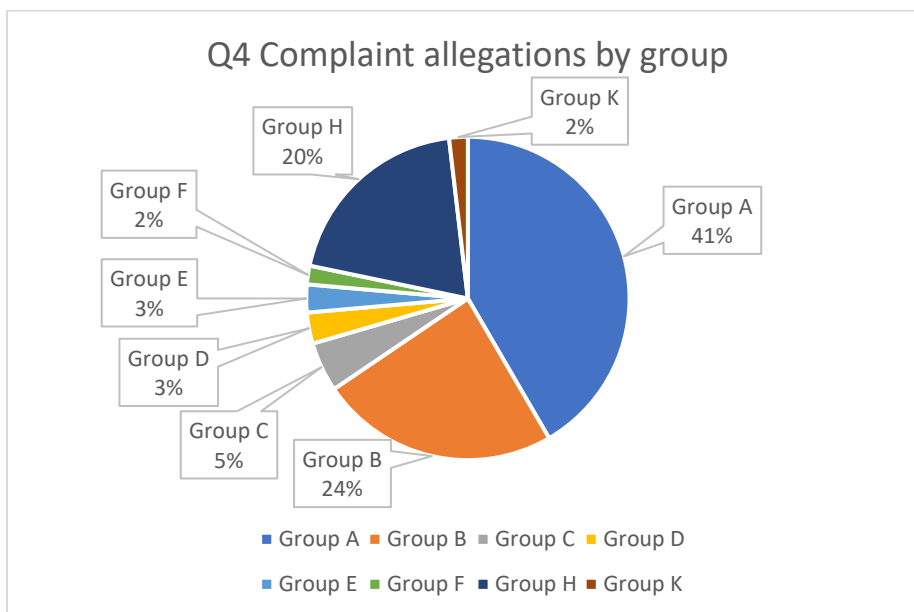




See [Appendix D](#) for breakdown of *Complainant Ethnicity: Self Classification*.

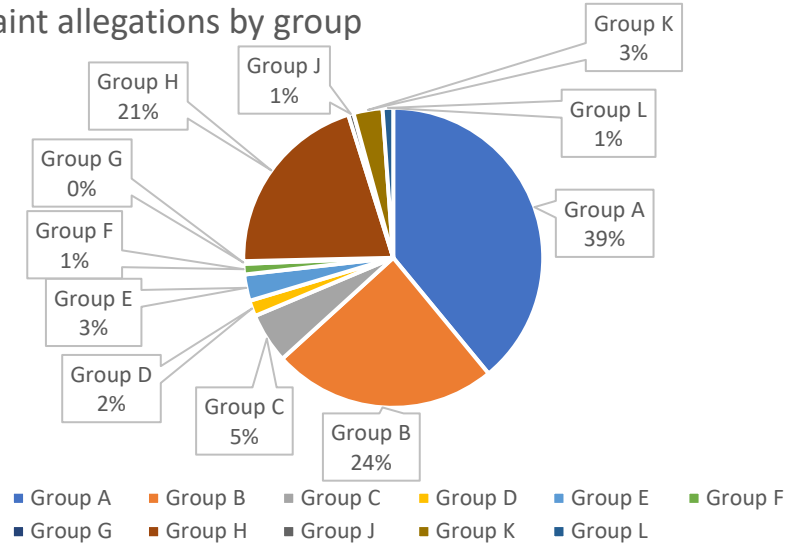
## Complaint Allegations

Most complaint groups have a similar share of allegations in Q4 when compared with Q3. The most common complaint group continues to be *Group A – Delivery of duties and service*, and like the last quarter Group B is the second highest group unlike, unlike previous quarters where group H has continuously been the second most common. The percentage of group B complaints have remained the same as Q3 at 24%, group H has reduced by 1%. Unlike Q3 in Q4 there were no complaints in groups J or L.

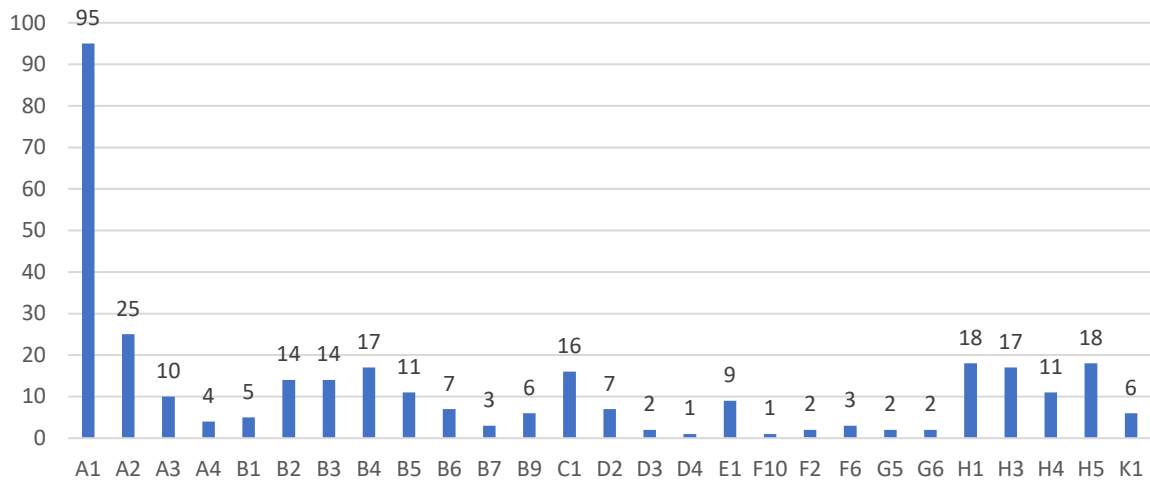


Complaint Group
<b>A</b> -Delivery of duties and service
<b>B</b> - Police powers, policies and procedures
<b>C</b> - Handling of or damage to property/premises
<b>D</b> - Access and/or disclosure of information
<b>E</b> - Use of police vehicles
<b>F</b> - Discriminatory behaviour
<b>G</b> - Abuse of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

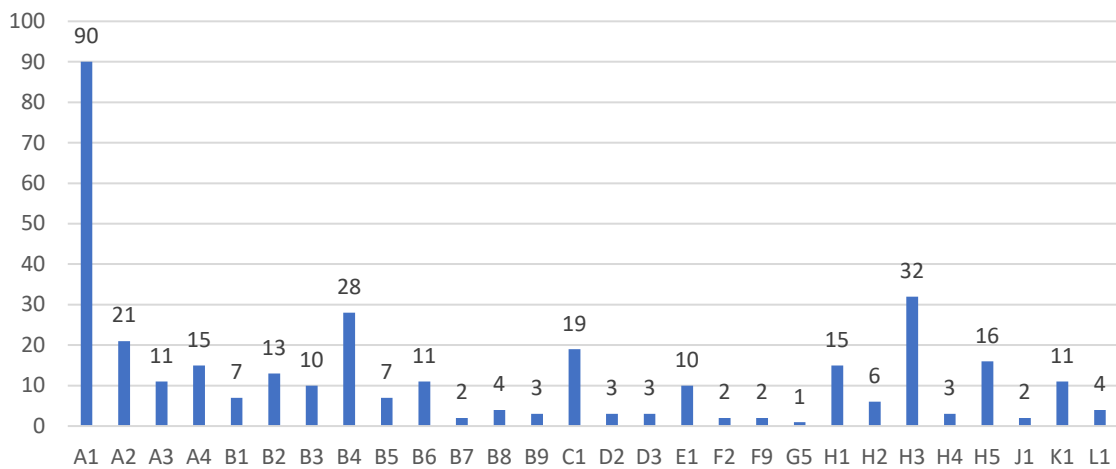
Q3 Complaint allegations by group



Q4 Complaint allegations by sub type



Q3 23/24 Complaint allegations by Sub type



See [Appendix B Table B3](#) for comparison with Q2.

### Group H – Individual Behaviours

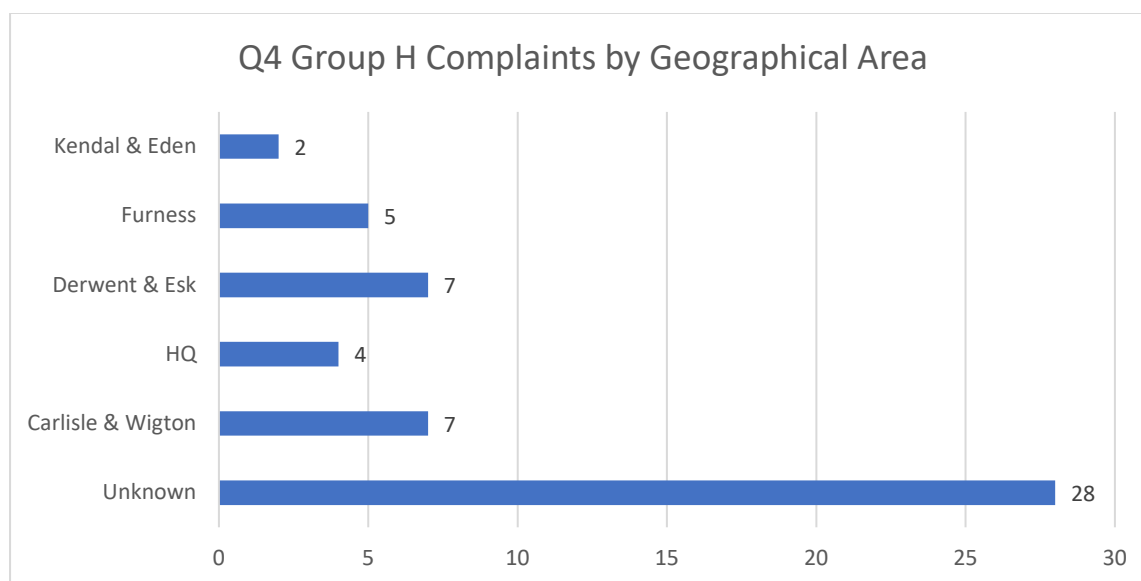
	Q1 21-22	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	% Change Q3 to Q4
<b>Group H</b>	67	68	59	90	76	84	72	64	-11%

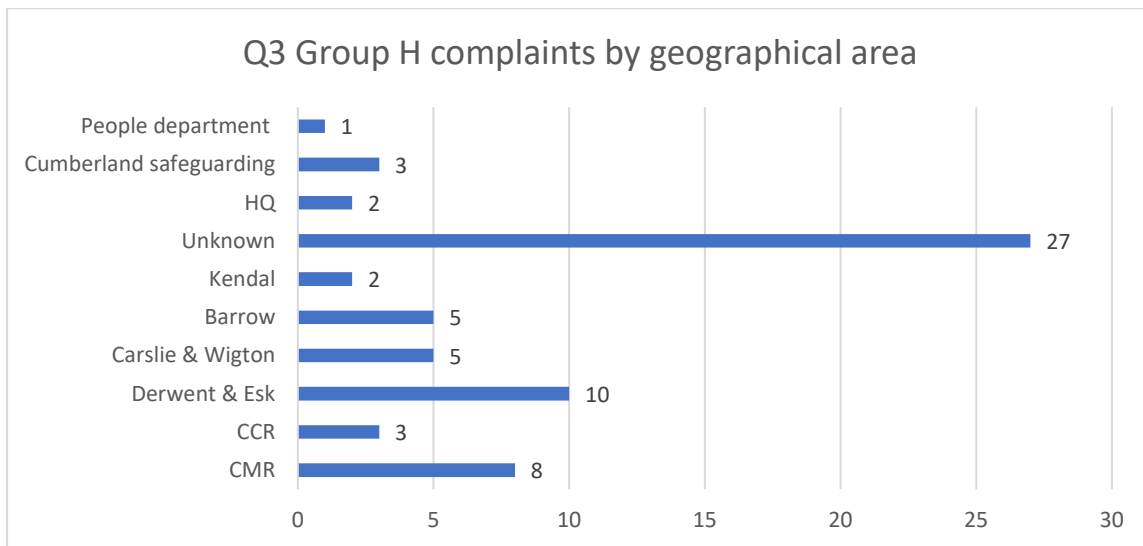
When comparing the Group H figures from Q3 to Q4 there has been...

- **H1 Impolite language and tone**, an increase from 15 to 18.
- **H2 Impolite and intolerant actions**, a decrease from 6 to 0.
- **H3 Unprofessional attitude and respect** a decrease from 32 to 17.
- **H4 Lack of fairness and impartiality** an increase from 3 to 11
- **H5 Overbearing or harassing behaviours** an increase from 16 to 18.

Of the 72 complaint cases citing an allegation from Group H, 11 of these refer to national factor *Investigations* with the greatest number of cases having no national factor with 15 cases.

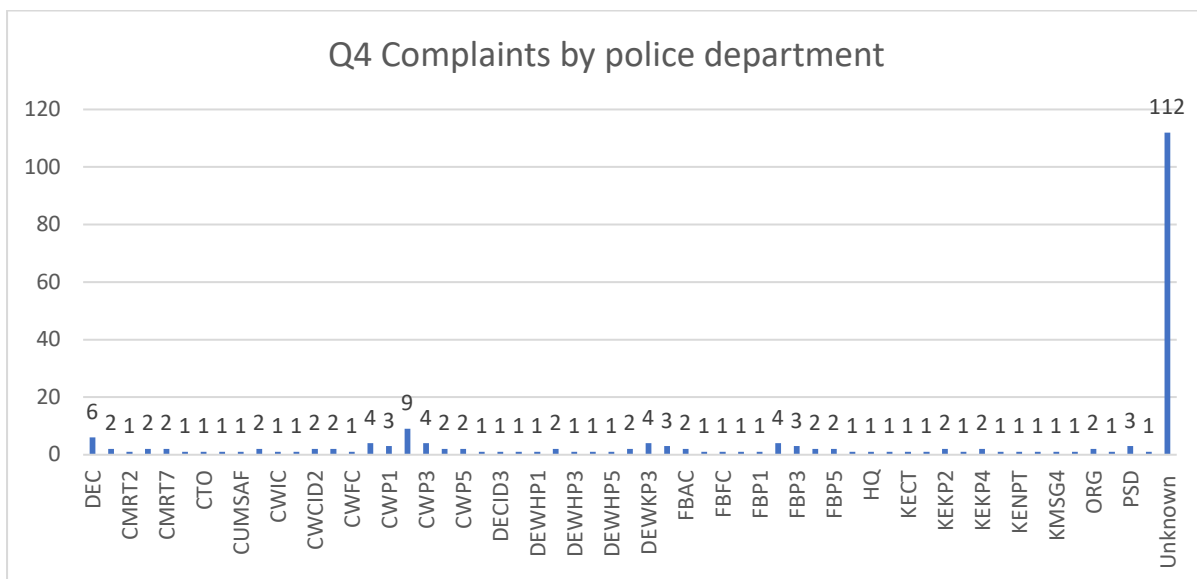
There are 42 officers noted on Group H complaints, 12 of these are repeat officers with 3 or more complaint/conduct cases against them in the last 12 months. The area with the most Group H complaints is Unknown with 28 complaints, both Derwent & Esk and Carlisle & Wigton have 7 complaints. No learning was identified with any of the group H complaints.

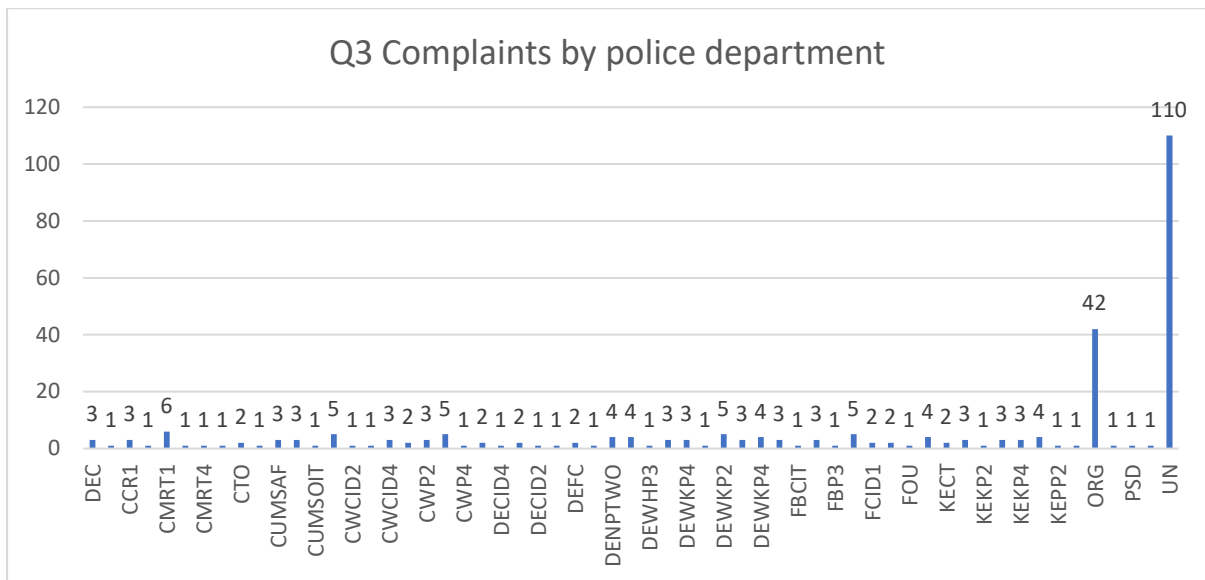




*A quality assurance process was introduced last year for finalisation of schedule 3 and conduct complaints. This has seen improvements in recording ethnicity correctly (within the 'unknown' group are 'prefer not say'); however, this is not replicated when recording geography, and are therefore considering different points of quality assurance throughout the complaints process in order to address this.*

### Complaints by Department





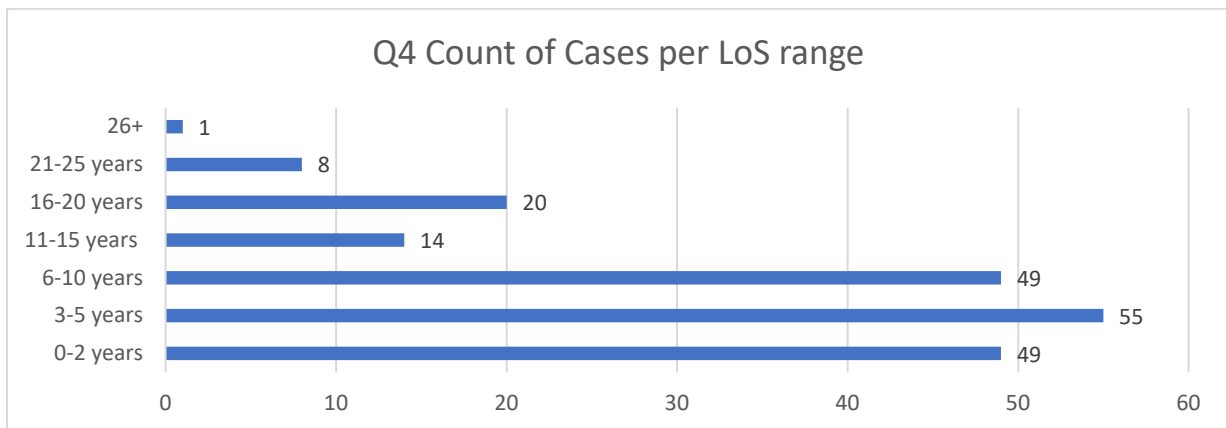
Data concerned with the complaints received by police department is now available. However, the data shows that the 'unknown' category is the largest with 112 complaints being part of this category which means a full analysis of the complaints by department cannot fully be achieved.

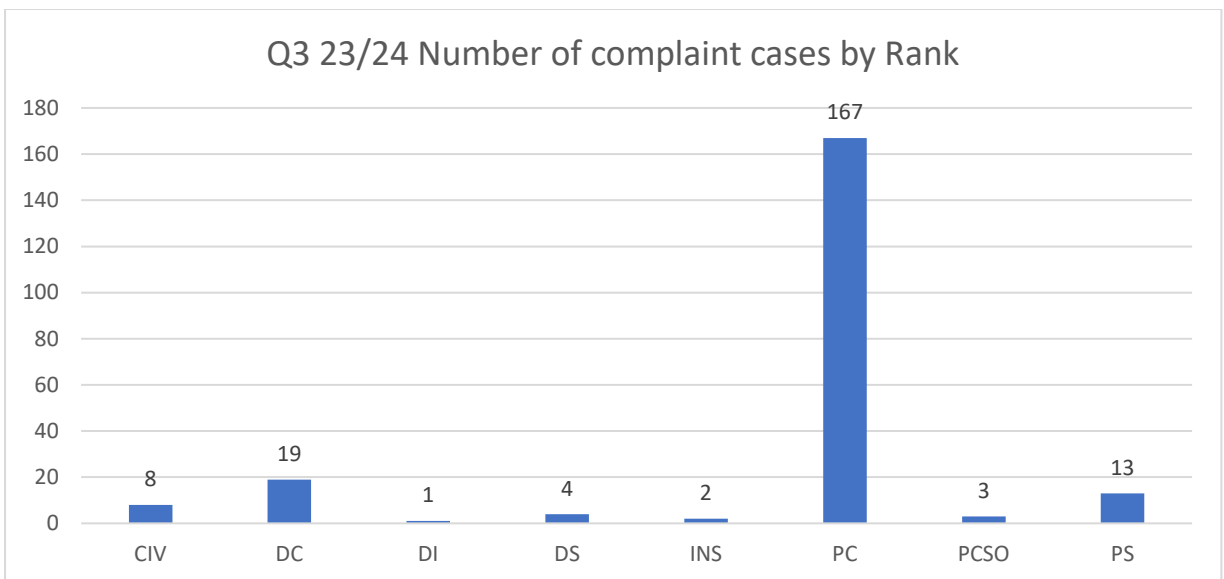
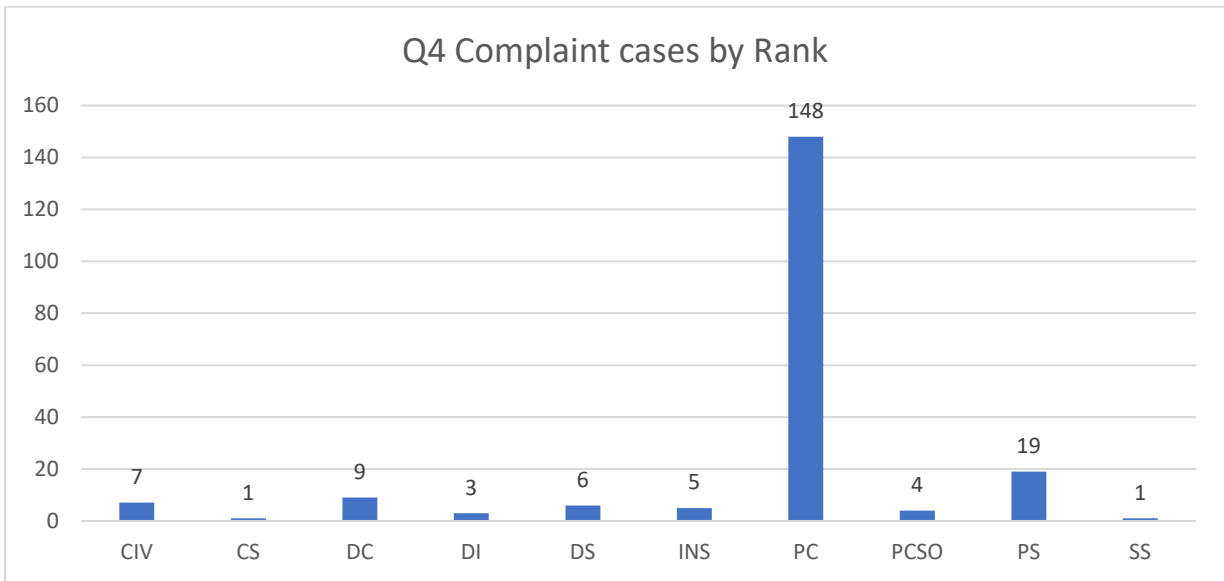
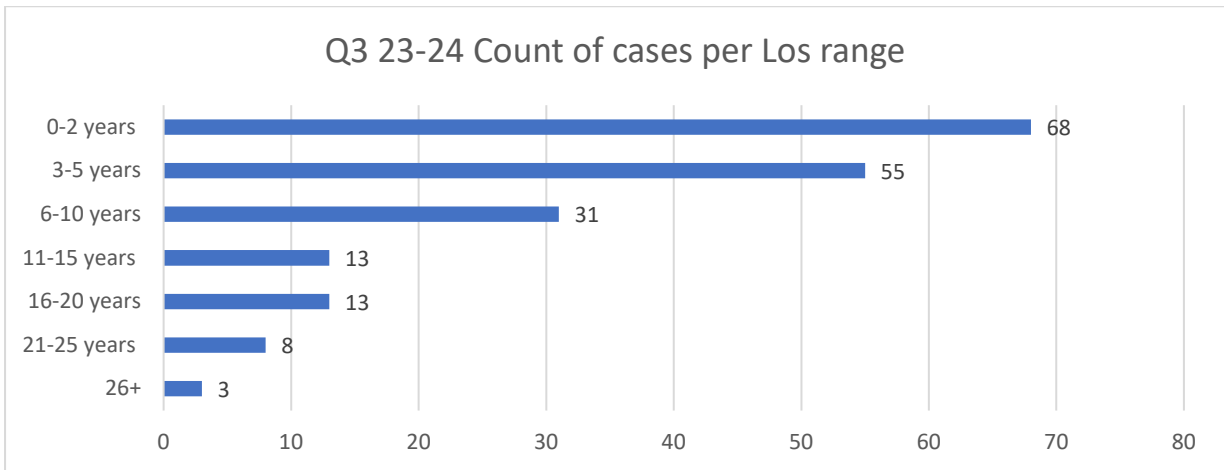
### Referrals to the IOPC

Between January and March 2024, Cumbria Constabulary referred a total of 22 cases to the Independent Office for Police Conduct (IOPC), 2 of these resulted from complaints, 3 from conduct cases and 17 from DSI's.

### Length of Service

In Q4 a total of 181 individuals were cited as the subject, however, 91 of the total cases do not cite any known individuals. This is likely due to the number of cases still Live at the end of Q4, thus, the below data is again to be considered with caution.





In Q4 when an individual has been identified as the subject it is police officers with less than 5 years' service, who are most likely to be subject of the complaint. These findings are the same as Q3 and Q2.

The highest number of complaints for LoS range is 3-5 years with 55 cases (28%) which is a different result to Q3 where 0-2 years' experience was the highest category with 68 cases (37%). The age categories of 0-2 years and 6-10 years' service were joint second both with 49 cases (25%). This shows an increase in the 6–10-year category when compared with Q3 which had 31 complaints in this category. There has also been an increase in the 16-20 years category with 20 cases in Q4 compared with 13 in Q3.

*We are working to feedback on learning from complaints to supervisors and line managers, via repeat complaints picked up as part of the People Intelligence Meetings, via a central page for organisational learning to be recorded, and through work with the Business Improvement team to include complaints in their feedback processes, to identify themes/trends and tailor training to specific needs of teams.*

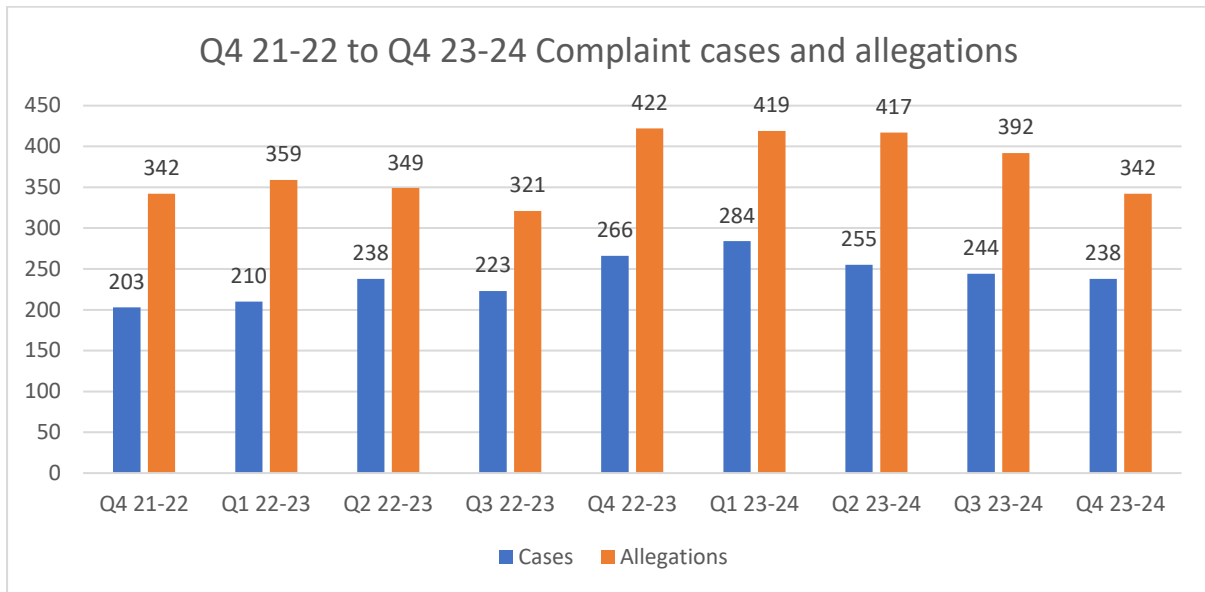
*We are currently reviewing our reflective practice review processes to improve how discussions on singular breaches of the standards of behaviour that do not meet the threshold for misconduct are recorded.*



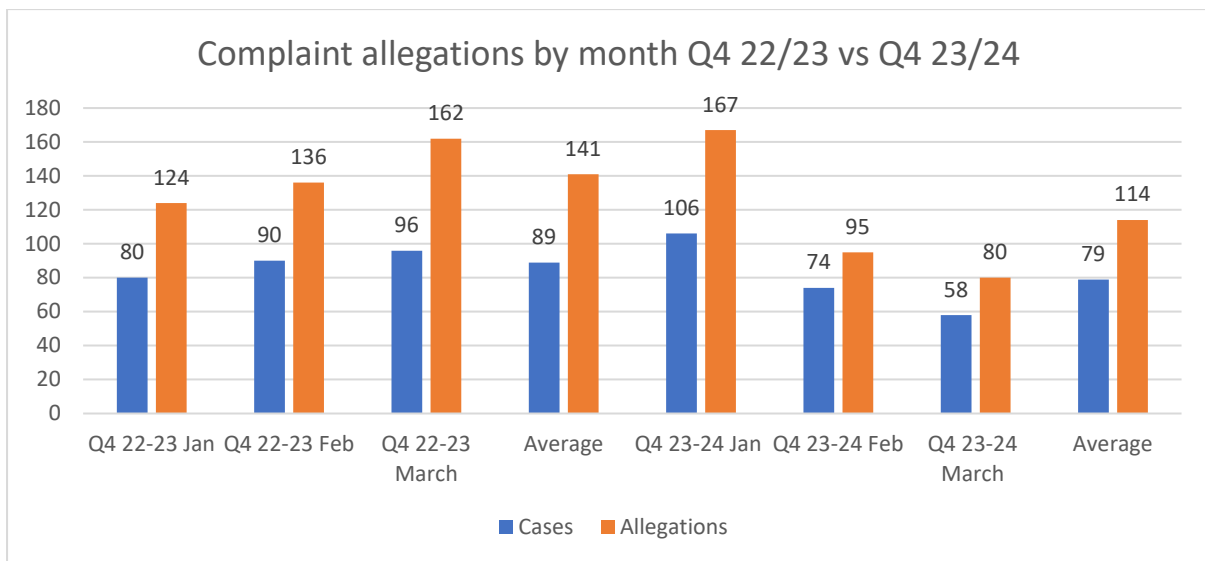
# Appendices

## Appendix A - Public Complaint Cases and Allegations Q4 2021-2022 to Q4 2023-2024

**Chart A1** Q4 2021-2022 to Q4 2023-2024 Complaint Cases and Allegations

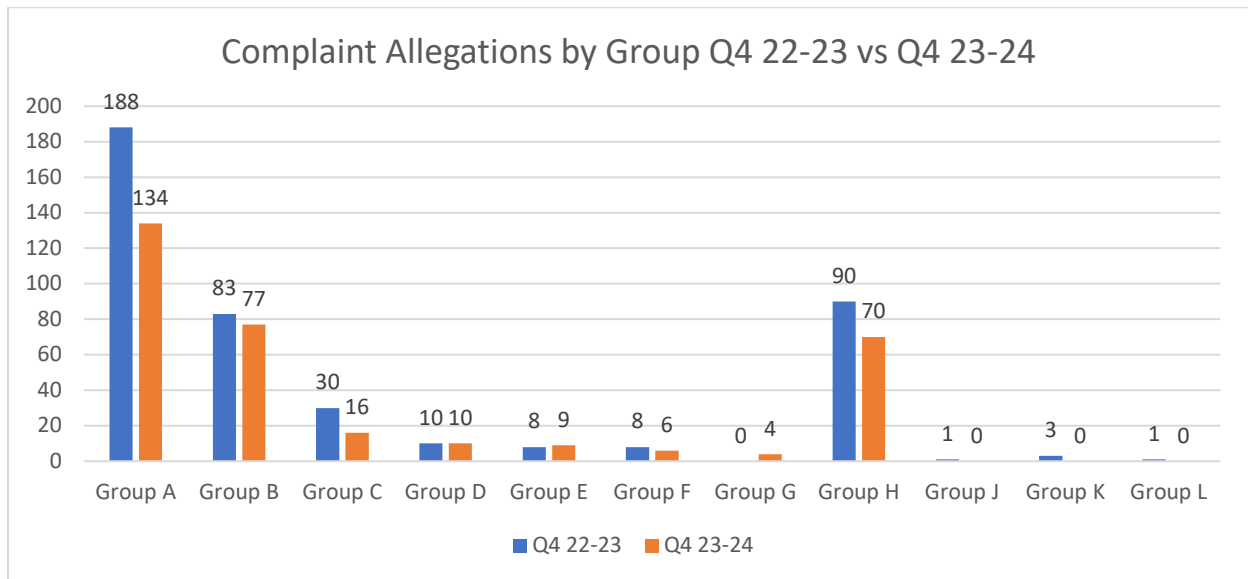


**Chart A2** Q4 2022-2023 vs Q4 2023-2024 Complaint Cases and Allegations by Month



**Appendix B – Public Complaint Allegations by Complaint Groups**

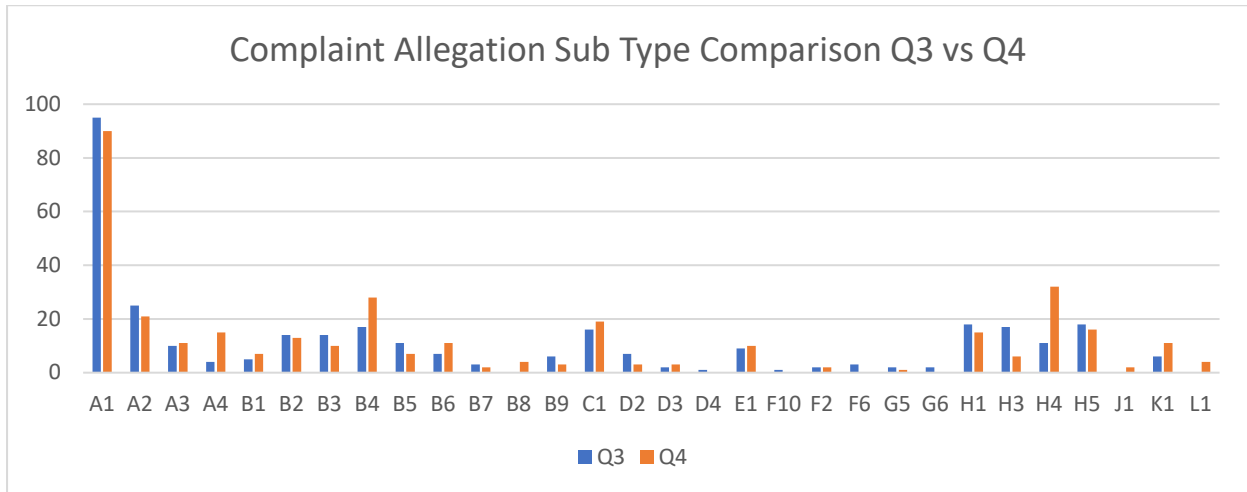
**Chart B1 Complaint Allegations by Group Q4 2022-2023 vs Q4 2023-2024**



**Table B2 Count of Allegations per Complaint Group (excluding De-Recorded) for the previous year**

	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	% change Q4 23-24
<b>Group A</b>	188	174	142	137	134	-2%
<b>Group B</b>	83	73	70	85	77	-9%
<b>Group C</b>	30	17	16	19	16	-15%
<b>Group D</b>	10	4	13	6	10	+66%
<b>Group E</b>	8	11	10	10	9	-10%
<b>Group F</b>	8	12	13	4	6	+50%
<b>Group G</b>	0	4	9	1	4	+300%
<b>Group H</b>	90	76	84	72	70	-3%
<b>Group J</b>	1	0	0	2	0	-100%
<b>Group K</b>	3	4	3	11	0	-100%
<b>Group L</b>	1	2	4	4	0	-100%

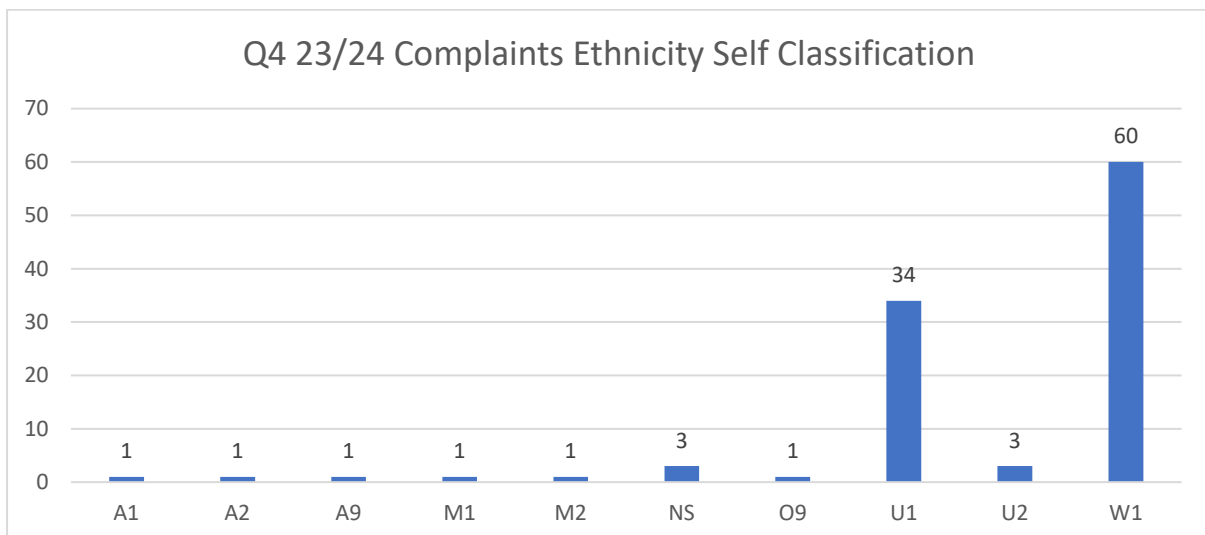
**Table B3 Allegation Sub-Types (excluding De-Recorded) Q3 vs Q4**



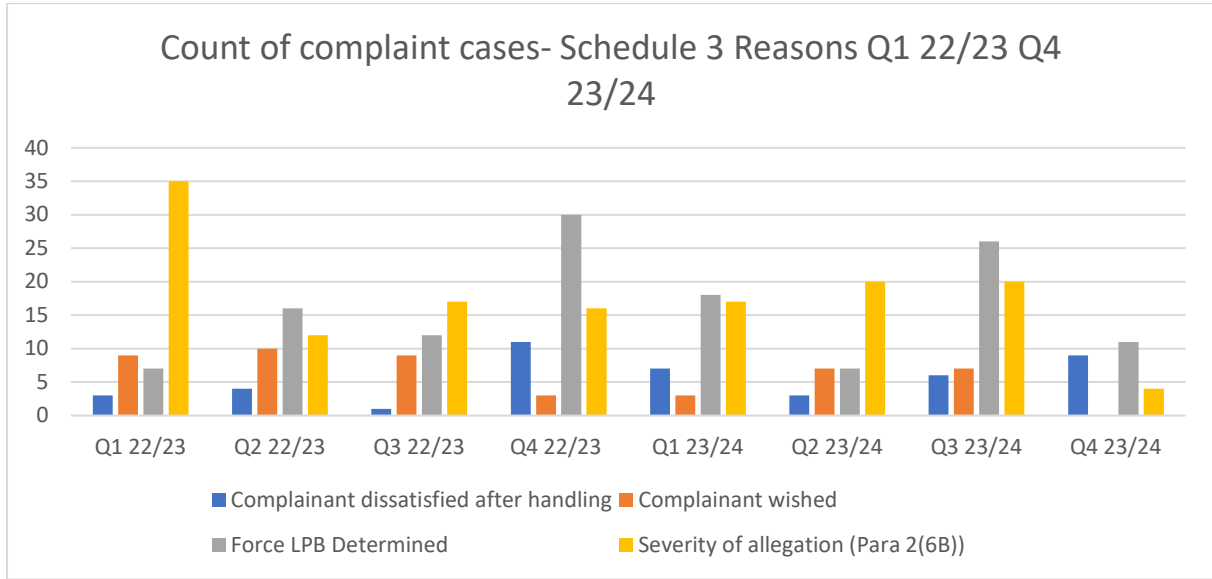
**Appendix C – Q4 Incidents, Crimes and Custody Figures**

	2023-2024 Q2	2023-2024 Q3	2023-2024 Q4	% Change Q3-Q4
Incident logs	23422	22579	23341	+3.73%
Incident logs minus dupes/errors	22459	21681	22343	+3.05%
Crimes	8842	8534	8483	-0.5%
Custody: Arrests	2606	2711	2742	+1.14%
Custody: Voluntary attendance	876	797	910	+14.17%
Custody Total	3482	3508	3652	+4.10%

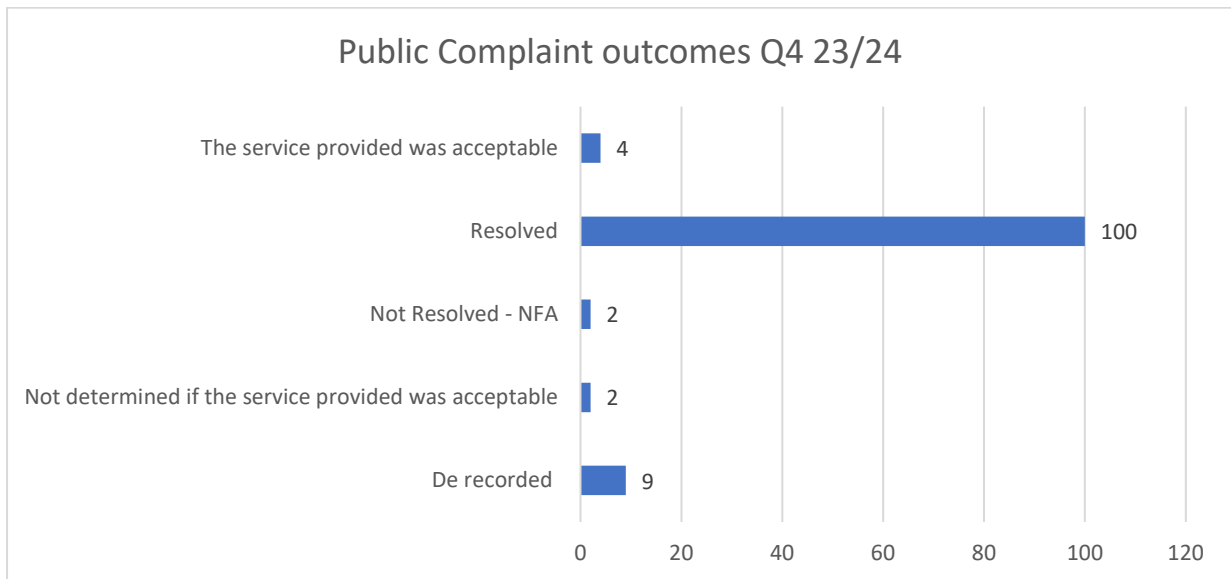
**Appendix D – Complainant Characteristics**



**Appendix E – Schedule 3 Reason**



**Appendix F – Public Complaint Outcomes**



## Appendix G – 2020 Complaint Groups and Allegation Types

Complaint Group	Code	Complaint Allegation Type
Delivery of duties and service A1 – A4	A	A1 Police action following contact A2 Decisions A3 Information A4 General level of service
Police powers, policies and procedures B1 – B9	B	B1 Stops, and stop and search B2 Searches of premises and seizure of property B3 Power to arrest and detain B4 Use of force B5 Detention in police custody B6 Bail, identification and interview process B7 Evidential procedures B8 Out of court disposals B9 Other policies and procedures
Handling of or damage to property/premises	C	C1
Access and/or disclosure of information D1- D4	D	D1 Use of police systems D2 Disclosure of information D3 Handling of information D4 Accessing and handling of information from other sources
Use of police vehicles	E	E1
Discriminatory behaviour F1 – F10	F	F1 Age F2 Disability F3 Gender reassignment F4 Pregnancy and maternity F5 Marriage and civil partnership F6 Race F7 Religion or belief F8 Sex F9 Sexual orientation F10 Other
Abuse of position/corruption G1 – G6	G	G1 Organisational corruption G2 Abuse of position for sexual purpose G3 Abuse of position for the purpose of pursuing an inappropriate emotional relationship G4 Abuse of position for financial purpose G5 Obstruction of justice G6 Abuse of position for other purpose
Individual behaviours H1 – H5	H	H1 Impolite language/tone H2 Impolite and intolerant actions H3 Unprofessional attitude and disrespect H4 Lack of fairness and impartiality H5 Overbearing or harassing behaviours
Sexual conduct J1 – J3	J	J1 Sexual assault J2 Sexual harassment J3 Other sexual conduct
Discreditable Conduct	K	K1
Other	L	L1