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Our reference: LC

Date 27th October 2025

CUMBRIA POLICE, FIRE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE

The Police, Fire and Crime Commissioner's Public Accountability Conference will take place on **Monday 3rd November 2025 at 14:00.**

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

If you would like to join the meeting as a member of the public or press, please contact Louisa Curran on Louisa.Curran@cumbria.police.uk. Following the meeting papers will be uploaded on to the Commissioner's website.

G Shearer
Chief Executive

Attendees:

Police, Fire & Crime Commissioner	- Mr David Allen (Chair)
OPFCC Chief Executive	- Ms Gill Shearer
Chief Finance Officer	- Mr Steven Tickner
T/Chief Constable	- Mr Darren Martland

AGENDA

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

1. APOLOGIES FOR ABSENCE

2. URGENT BUSINESS AND EXCLUSION OF PRESS AND PUBLIC

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

3. QUESTIONS FROM THE PUBLIC

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

4. DISCLOSURE OF PERSONAL INTERESTS

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

5. MINUTES OF MEETING

To receive and approve the minutes of the Public Accountability Conference held on 22nd July 2025.

6. PERFORMANCE

To receive a report detailing the Constabulary's latest performance position

7. NEIGHBOURHOOD POLICING GUARANTEE

To receive a report detailing the Constabulary's delivery against the Government's Neighbourhood Policing Guarantee in Cumbria.



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

Minutes of the Public Accountability Conference held on
Tuesday 22nd July 2025
at 10:00 in Conference Room 1, Carleton Hall, Penrith

PRESENT

Police, Fire & Crime Commissioner – David Allen (Chair)

Also present:

T/Chief Constable (Darren Martland);
T/Deputy Chief Constable (Jonny Blackwell);
Assistant Chief Constable (Dave Stalker);
Chief Superintendent (Matt Kennerley);
Director of Strategic Development (Louise Kane);
Constabulary Head of Media & Comms (Helen Lacey);
Staff Officer (Nicola Paxon);
OPFCC Chief Executive (Gill Shearer);
Chief Finance Officer (Steven Tickner);
OPFCC Bluelight Collaboration Manager (Steph Stables);
OPFCC Executive Support Officer (Paula Zutic) – taking minutes;

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

001. APOLOGIES FOR ABSENCE

Apologies for absence were received from the T/Assistant Chief Constable (Mick Bird)

002. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

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

003. QUESTIONS FROM MEMBERS OF THE PUBLIC

One question had been received in advance of the meeting from a member of the public.

Question

What are the Police doing to support elderly residents and warn them of the dangers of cyber-crime?

**Response:**

The Constabulary's Cyber-crime Team and Economic Crime Unit work very closely together. Both teams have dedicated Protect Officers, whose sole duty is to educate individuals and businesses around how to prevent falling victim to fraud and cyber offences, as well as how to respond to suspected offences.

This 'protect' function is delivered in many ways, depending on the target audience. This includes presentations to community groups across the county, specifically focusing on high risk groups and those who are difficult to reach through traditional means. This would include the elderly, who are likely to benefit more from a face-to-face input than a social media post or webinar.

The team also undertake 1:1 visits with high risk and vulnerable victims where required, providing bespoke advice to reduce the likelihood of the individual being re-targeted by criminals.

Vulnerable people are often targeted by suspects for a range of fraud offences, including courier fraud and rogue traders. It has been identified that a key method used when committing fraud offences, including these, is the suspect encouraging the victim to attend a bank in person and withdraw or transfer cash. On many occasions they will actually accompany them to the bank. In some cases, the fraudsters will have convinced the victim that bank employees or police officers are complicit in the fraud they alleged has occurred.

The Constabulary work closely with the banking sector and have an agreed process in place, if the bank believe that a customer (in branch) is the victim of fraud with the aims to;

- identifying those who have been tricked into going into their local branch to withdraw or transfer funds to pass on to fraudsters;
- prevent the fraud taking place;
- supporting the victim to reduce the individual's future susceptibility to fraud; and
- where possible, arrest the fraudster.

The teams work closely with the Constabulary's Media and Communications Team. They produce a monthly fraud newsletter that is sent out electronically, though people can sign up to receive a paper copy. The Constabulary is always looking for new ways to engage with harder to reach communities and recently placed an article in a church newsletter in relation to courier fraud which went to 3,000 people linked to the church.

004. DISCLOSURE OF PERSONAL INTERESTS

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



005. MINUTES

The Chair presented the minutes of the Public Accountability Conference held on the 20th June 2025 which had previously been circulated with the agenda. The minutes were agreed as an accurate record and approved by the Chair.

There were no outstanding actions.

RESOLVED, that, the

- (i) Minutes of the Public Accountability Conference held on the 20th June 2025 be confirmed as a correct record and approved by the Chair;

006. PERFORMANCE

The report was presented by the Director of Strategic Development and provided an overview of Cumbria Constabulary's performance for the Financial Year to Date (FYTD), which includes the months of April-May 2025, as well as performance data for the last 12-month period.

Cumbria Constabulary has recorded 6,059 crimes, which is a 0.4% decrease on the same period last year (24 fewer crimes). The Constabulary's positive outcome rate for this period is 16.5% which is a 3.7 percentage point decrease compared to the same period last year (20.2%). This is influenced by a transition to a new Records Management System, which resulted in some initial administrative delay in outcomes being updated on the system.

The issue is now resolved in Cumberland BCU and figures are back to pre Mark 43 outcome levels. There is still some work to do in Westmorland & Furness BCU but this is expected to be rectified by the end of August. Work undertaken is being replicated in Westmorland & Furness.

Over the last 12 months Cumbria Constabulary recorded 37,016 crimes, which was a 5.4% increase on the previous 12 months (1,909 additional crimes).

Latest national data (up to the end of April 2025) indicates that Cumbria has one of the highest outcome rates nationally, with a rate above the national average, and the average for our Most Similar Group. It should be noted that national data for March and April 2025 is estimated, due to Cumbria recently transitioning to its new Records Management System.

Cumbria Constabulary's average monthly crime rate (all crime) per 1,000 population between 01/06/2024 and 31/05/2025 was 6.15/1,000 population. This means that for every 1000 individuals residing in Cumbria, an average of 6.15 crimes were recorded each month. Latest national data (up to the end of April 2025), indicates that this figure is lower than the national average and slightly higher than the average of our most similar group.



Cumbria Constabulary have a really clear performance framework and KPI's. Other Forces would like to share our methodology and KPI's.

The Constabulary expect the trajectory to continue through to March 2026 and to see reductions continue in acquisitive crime. It is still too early to forecast accurately, and a very close eye will be kept on this area.

Crime Data Integrity (CDI) shows that there is absolute integrity around crime recording figures.

There is an increase in "public order offences" which comes from the offence of "causing intentional harassment, alarm or distress" which has increased by 32.3% to 488 crimes (119 additional). This increase is influenced by improvements in crime recording, with officers from Crime Management Support Unit (CMSU) now working directly in the control room and reviewing live incident logs. Secondary crimes are being picked up in this area.

It is anticipated that the seasonal increase will drop off by the end of summer.

Overall, burglary has seen a 33.7% decrease this financial year to date - down to 138 (70 fewer crimes). This can be attributed to the force wide focus on Burglary with a dedicated operation (THEMIS), weekly tactical meetings, introduction of outcome based and volume reduction Key Performance Indicators (KPI's), as well as increased media campaigns alerting residents on the importance of securing their belongings and their homes.

The offence "residential burglary of a home" has decreased 36.6% to 59 crimes (34 fewer), and the offence "burglary business and community" has decreased 50.4% to 46 crimes (47 fewer).

ACTION:

- **Marketing and Comms to publicise the drop in burglary offences.**

The category of 'Other Sexual Offences' has decreased by 12.7%, and the offence of 'Exposure and Voyeurism' has decreased 54.6% to 15 (down from 33). This is influenced by Operation Achillies and Operation Lynx, which were separate operations aimed at identifying and detaining 2 prolific offenders of indecent exposure.

A Senior Leaders Day in September / October will go through the Angelini report and each point will be discussed.

In the last 12 months, there were 6,240 Domestic Abuse (DA) crimes recorded. This was a 3.1% increase on the previous 12 months which saw 6,055 crimes (185 additional). The positive outcome rate between 01/06/2024 – 31/05/2025 was 14.3%, a 0.6 percentage point increase compared to the previous year (13.7%).



T/DCC Blackwell provided assurance to the Commissioner that all data has been transferred on to the new system, and every crime has also been reviewed.

High Risk and repeat offenders are managed through MATAC which is a robust multi-agency strategy. Op Dart and Op Themis feed into the vulnerability strategy. VAWG is a high priority for the Constabulary and offenders are dealt with appropriately and robustly.

MAPPA will be 25 years old this year – the Commissioner will be invited to speak at a multi-agency event.

There has been a 26% decrease in Cyber Crime. There will be a separate Cyber briefing later on the agenda.

All types of anti-social behaviour have decreased this FYTD compared to the previous year. The largest increase in terms of volume was under “nuisance” which saw 221 fewer incidents and a 33.6% decrease. “Personal” saw the largest decrease in terms of percentage with a 63.4% decrease (71 fewer crimes). These large decreases are influenced by increased activity and visible foot patrol in identified key hotspots across the Constabulary. This has been conducted as part of increased government funding and delivered under Operation Enhance.

In terms of BCU breakdown Westmorland & Furness has seen an overall decrease of 48.4% (180 fewer incidents) and Cumberland has seen an overall decrease in ASB incidents of 28.9% (129 fewer incidents).

Both BCUs have seen decreases, although Westmorland & Furness has seen a larger decrease of 55.6% in youth ASB incidents (75 fewer incidents), Cumberland has seen a decrease of 11.9% (16 fewer youth ASB incidents).

This is a really good news story and it is pleasing to see it in black and white.

ACTION:

- **Marketing and Comms to publicise the decrease in ASB, showcasing the impact of Operation Enhance.**

Call handling is tracked daily and reported weekly into Chief Officers. Cumbria is bucking the trend and abandonment rates remain low.

93.4% of 999 calls have been answered within 10 seconds and 94.7% of 101 calls have been answered within 5 minutes.

Shoplifting has seen a 10.7% increase (91 additional offences). Cumbria remains lower than their MSG (most similar group) and the national average.



It is mainly cost of living items that are being stolen such as baby items (milk / nappies); food; etc.

Following an Organisational Learning Board meeting yesterday, a review of how we can build on learning will be undertaken. The first meeting, together with learning packages, will take place at the end of September. LK to work with SS to include the OPFCC at these meetings.

ACTION:

- Media and Comms to report on the reasons contributing to the rise in shoplifting offences and to publicise what support is available to help urge those who are considering shoplifting to look at an alternative option.

In the last 12 months there has been an 20.2% increase in hate crime when compared to previous 12 months, this accounts for 133 additional offences recorded. The total number of offences recorded between 01/06/2024 – 31/05/2025 was 793 (up from 660). The increase is influenced by improvements in crime recording as well as the national disorder following the Southport stabbing incident in July 2024.

Overall, in the last 12 months (01/06/2024-31/05/2025) we saw a 5.5% decrease in the total number of KSIs recorded when compared to the SPLY. There was a 10% increase in the volume of fatal collisions (22 up from 20). There was an 6.8% decrease in the volume of collisions resulting in a serious injury (234 down from 251; 17 fewer).

Operation Enhance is Cumbria's response to the Home Office Hotspot Policing initiative which has seen funding contributed to the county with a view to increasing highly visible patrols based upon a randomised deployment schedule into identified priority locations (hotspots), with a view to reducing anti-social behaviour and serious violence.

Phase 1 of Operation Enhance ran from July 2024 to March 2025 and received extensive publicity and reporting, achieving results which included:

- Over 240 stop searches undertaken specific to this operation.
- 64 individuals arrested.
- Over 540 intelligence submissions.
- Over 95 Traffic Offence Report submissions.
- A reduction of ASB within priority locations of 35.9%; with a reduction seen countywide of 25.5%.
- A reduction of 20% of serious violence offences within priority locations; resulting in a net reduction of 13% of harm caused by serious violence.

Phase 2 of Operation Enhance will include some new locations backed by data. Using analytics we can drill down into the data to not only show which street, but also pinpoint a specific location on the street.

**ACTION:**

- Media and Comms to continue publicising Operation Enhance, showcasing how visible policing is tackling crime, antisocial behaviour and serious violence.

Earlier this year, the Home Office announced a Neighbourhood Policing Guarantee, which aims to strengthen community safety by increasing visibility and responsiveness. This includes an initial £200 million investment nationally, and increasing neighbourhood officer and PCSO roles by 13,000 prior to the end of the governments term (3,000 by April 2026) – ensuring every community has a named, contactable officer, focussed upon reducing anti-social behaviour, improving communications with communities and restoring trust in Policing.

Work is ongoing around the Pledge and the Neighbourhood Policing Guarantee to harmonise into 1 document. LK and SS are working on this.

The planned activity that will be delivered includes, but is not limited to:

- A continuation of Operation Enhance as aforementioned.
- Hosting multi-agency welfare hubs in priority locations.
- Dual patrols with council Taxi-Marshalls to reduce violence and ASB related to the night-time economy.
- An enhancement to the “Ask Angela” campaign – improving further the safety measures available to women in the night-time economy.
- Further promotion of the successful “WalkSafe App” to contribute to a reduction in VAWG vulnerability and offending.
- Develop dedicated night-time economy operations for the county; with an overriding VAWG driver (Operation Legion and Regulate).
- Trial of age verification technology to reduce instances of under-age drinking and the associated anti-social behaviour and disorder than can be attributed to this.
- Dedicated response to address concerns regarding the anti-social use of cycles in pedestrian areas in the city.
- Continue the deployment of police-desks in line with the pillar 5 expectations, specifically focussed upon retail crime and town centre safety.
- Undertake consultation events with businesses to understand the explicit local town centre challenges – to be followed up with Safer Business Activity Days as the operational response to issues.
- Dedicate resources and patrol activity to last day of school patrols – a priority timeframe where increases in town centre offending and anti-social behaviour are experienced.
- Specifically focus upon “you said we did” activity in and around town centres to improve public confidence and further contribute to the good results achieved through the recent crime survey of England and Wales publications.
- Undertake Environmental Visual Audits with partners, to inform problem solving responses to reducing retail crime and improving levels of safety in and around town centres.



- Extend the use of shop-watch schemes to towns where the provision of the initiative is not yet established.
- Continue to develop the use of Criminal Behaviour Orders and other ancillary orders to target specific criminals and high harm generators.
- Completion of crime prevention surveys at locations of repeat crime and anti-social behaviour therein informing police and partner response activity.

The above will be subject of Marketing and Media publication to ensure the public are fully informed about our efforts and activity. This feeds into a multi-agency marketing and communications plan which is been led by the OPFCC. In addition the Home Office has issued a performance matrix that will measure the impact of the Delivery Plan, which the Constabulary, and partner agencies, will contribute to.

Following a discussion, the report was noted. The Commissioner was **assured** in terms of performance and that strong performance has been maintained through a period of leadership change.

RESOLVED, that

- (i) The report be noted and approved by the PFCC.

007. CYBER CRIME

The presentation was given by ACC Stalker and detailed the Constabulary's understanding of cyber-crime, how it supports victims and businesses, and brings offenders to justice.

Cyber-dependent crimes are crimes that can be committed only through the use of ICT devices, where the devices are both the tool for committing the crime, and the target of the crime

For the financial year to date (FYTD - 01/04/2025-16/06/2025), the Constabulary has recorded 40 crimes. The majority of these crimes relate to the Hacking of Social Media and Email (30), followed by 8 Hacking (Personal), 1 Computer Viruses/Malware/Spyware and 1 Hacking (Server).



Cyber-enabled crimes are traditional crimes which can be increased in their scale or reach by use of computers, computer networks or other forms of information communications technology (ICT).

Cumbria Constabulary measure cyber-enabled crime using the 'Online' tag. This is an officer-selectable option on crime input designed to indicate crimes which have an online, cyber or digital element.

FYTD, the Constabulary has recorded 495 online-tagged crimes.

There are also a significant number of crimes reported to Action Fraud which do not get recorded by Cumbria Constabulary (over 2000 reports in a typical year) and many of these will be cyber-enabled. Cumbria Constabulary are currently working on making this data more reportable.

The Constabulary have a number of Key Performance Indicators set by the National Cyber Crime Team. One of these (KPI 2) is to ensure that 100% of victims who are referred to the force through NFIB / Action Fraud receive protect advice. Cumbria are consistently meeting this target as all NFIB referrals are recorded as a local crime and the victim contacted by a cyber specialist and provided with tailored advice around how to stay safe online. This may be done as an in-person visit depending upon the victim's vulnerabilities, and joint visits can also take place with Cyber and Fraud protect officers.

Cumbria Constabulary's Cyber approach is linked into the national approach which is regionally managed and locally delivered.

The Commissioner was **assured** that the Constabulary are part of a multi-agency group (Probation led) looking at stalking and harassment from a cyber element.

Cyber training is taking place across the Constabulary to upskill the wider workforce.

Following a discussion, the report was noted.

RESOLVED, that

- (i) The report be noted;

008. CULTURE

The presentation was given by Chief Superintendent Kennerley, and provided an overview of how the Constabulary promotes and embeds culture that not only supports its workforce but provides trust and confidence in its service delivery.



In January 2024, the College of Policing launched a revised Code of Ethics, along with guidance for ethical and professional behaviour in policing. Training is taking place throughout the workforce.

The Constabulary ethical policing lead and Learning & Development are working together to monitor and track training attendance and compliance of the College of Policing training programme, and Professional Standards are currently devising a questionnaire (or similar) for candidates to complete at the start of classroom training inputs to test understanding of the code.

Added to this, the Professional Standards Department 'Guide to a Proud, Professional, Positive Service Within Cumbria Constabulary' will be provided to all officers and staff in 2025, reinforcing the Standards of Professional Behaviour and Code of Ethics, highlighting significant areas of risk.

ACTION:

- An update on the implementation of the Professional Standards 'Guide to a Proud, Professional, Positive Service within Cumbria Constabulary' will be brought to the Police, Fire & Crime Commissioner's Professional Standards & Legal Board.

A recent visit in June from the national Police Race Action Plan team was overall very positive and showed that the Constabulary had a good structure.

The PRAP is driven through various Boards and there is an awareness of upcoming challenges. Actions are mapped and overlapped with Angelini / Baird / Casey reports. This is being adopted as national best practice.

Anti-racism training, including unconscious bias and Hate Crime, was delivered to frontline officers. Anti-racism training is being created by the Diversity Manager and Learning & Development (L&D), to deliver to all officers and staff from June 2025 – this will additionally include the Code of Ethics. Over 90% of Officers and Staff have completed the College of Policing's Anti-racism Upstander training.

Cumbria Constabulary have agreed with the CCMPSA to conduct our own localised survey widening participation eligibility to provide in depth, meaningful localised data to create an effective improvement plan. This will commence June/July 2025 and is being driven by the Equality, Diversity and Inclusion (EDI) department.

ACTION:

- The 'How to Improve the Workplace / Listen to the Employee Voice' report is due to be available w/c 28/07/25. This is to be brought to EB-Police.



Neurodiversity - Working with the neurodiversity lead and consultation around national and local processes including Custody Neurodiversity Pilot.

The Commissioner was **assured** that a lot of work is taking place behind the scenes and is heading in the right direction, and at the same time the Constabulary are working on areas for improvement.

Following a discussion, the report was noted.

RESOLVED, that

- (i) The report be noted;

009. HMICFRS

The presentation was given by T/DCC Blackwell and detailed the Constabulary's latest position with Areas for Improvement from the PEEL 2023-2025 Inspection.

HMICFRS conduct a 'continuous inspection' process.

Cumbria received a grading of outstanding in the last report. The Constabulary are keen to move away from HMIC focus and more towards continuous improvement. The Commissioner is happy with this approach as it is to the benefit of the people of Cumbria and the organisation. This approach is also mirrored at Cumbria Fire and Rescue Service.

Four areas for improvement were detailed within the report.

The Commissioner was **assured** by the approach to HMICFRS. Following a discussion, the report was noted.

RESOLVED, that

- (i) The report be noted;



Meeting concluded at 12:00

Signed: _____ **Date:** _____

Police Public Accountability Conference

OPEN ACTION LOG



Date of meeting	Minute Number	Minute Topic	Action to be taken	Lead Person/s	Report back to Board	Update	Review Date	Date Action Closed
22/07/2025	006	Performance	Marketing and Comms to publicise the drop in burglary offences	Policy & Comms Manager	No	Complete - joint comms 28/07/25	N/A	CLOSED
22/07/2025	006	Performance	Marketing and Comms to publicise the decrease in ASB, showcasing the impact of Operation Enhance	Policy & Comms Manager	No	Complete - joint comms 28/07/25	N/A	CLOSED
22/07/2025	006	Performance	Media and Comms to report on the reasons contributing to the rise in shoplifting offences and to publicise what support is available to help urge those who are considering shoplifting to look at an alternative option	Policy & Comms Manager	No	Complete - joint comms 28/07/25	N/A	CLOSED
22/07/2025	006	Performance	Media and Comms to continue publicising Operation Enhance, showcasing how visible policing is tackling crime, antisocial behaviour and serious violence.	Policy & Comms Manager	No	Complete and on-going. Dedicated digital content officer for operation enhance programme began in September 2025. This has meant patrols in hotspot areas are now given dedicated media coverage on a weekly basis. For instance, a patrol in Barrow which showcased the impact of high visibility policing resulted in over 60,000 views on Barrow's neighbourhood policing team's Facebook page - this was the highest amount of views that the page has ever had on a single video. This approach has continued in other neighbourhood policing areas.	N/A	CLOSED
22/07/2025	008	Culture	An update on the implementation of the Professional Standards 'Guide to a Proud, Professional, Positive Service within Cumbria Constabulary' will be brought to the Police, Fire & Crime Commissioner's Professional Standards & Legal Board.	Blue Light Collaboration Manager	No	This will form part of the PSD/Legal Board meeting in November.	N/A	CLOSED
22/07/2025	008	Culture	The 'How to Improve the Workplace / Listen to the Employee Voice' report is due to be available w/c 28/07/25. This is to be brought to EB-Police	Blue Light Collaboration Manager	No	This will be reported to EBP in November.	N/A	CLOSED



Public Accountability Conference

Title: Performance - Financial year to date

Date: November 2025

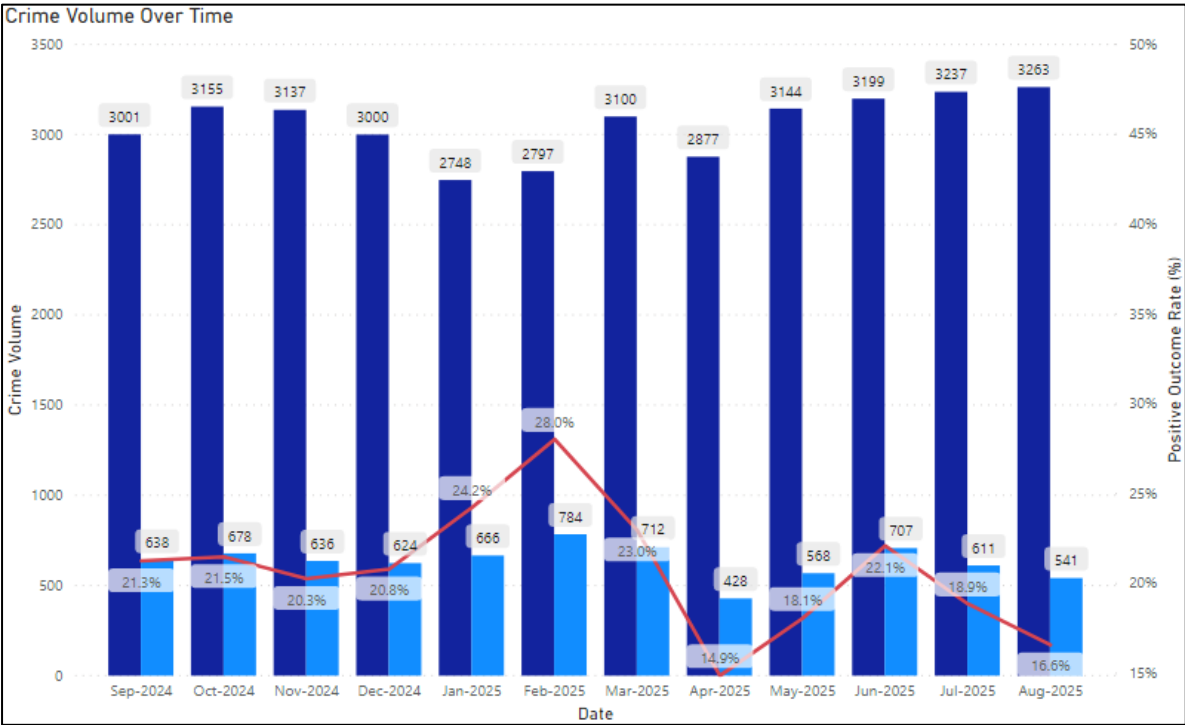
Executive Summary:

This report provides an overview of Cumbria Constabulary’s performance for the Financial Year to Date (FYTD), which includes the months of April-August 2025, as well as performance data for the last 12-month period.

1. Performance Summary

1.1. All Crime – High Level Performance Overview

The below chart provides a visual of monthly crime volumes for all crime (dark blue bars), along with the volume of positive outcomes¹ (light blue bars) and the monthly positive outcome rate (red line).



¹ Positive Outcomes are recorded crimes which have resulted in any of the following outcomes; Outcome 1: Charge / Summons, Outcome 2: Caution – Youth, Outcome 3: Caution – Adult, Outcome 4: Taken into Consideration (TIC), Outcome 6: Penalty Notice for Disorder, Outcome 7: Cannabis / Khat Warning, Outcome 8: Community Resolution

FYTD (01/04/2025 – 31/08/2025): Cumbria Constabulary has recorded 15,720 crimes, which is a 2.2% decrease on the same period last year (SPLY) (355 fewer crimes). The Constabulary's positive outcome rate for this period is 18.2% which is a 1.4 percentage point decrease compared to the SPLY (19.6%).

National Data: Latest national data (up to the end of June 2025) indicates that Cumbria has one of the highest outcome rates nationally, with a rate above the national average, and the average for our Most Similar Group².

Cumbria Constabulary's average monthly crime rate (all crime) per 1,000 population for the FYTD is 6.29/1,000 population. This means that for every 1000 individuals residing in Cumbria, an average of 6.29 crimes were recorded each month. Latest national data (up to the end of June 2025), indicates that Cumbria's crime rate is lower than the national average and slightly higher than the average of our most similar group.

1.2 All Crime – Offence Group Performance Overview

The below table provides a breakdown of the 15,720 recorded crimes this FYTD by offence group.

Offence Groups with Crime Volume and Positive Outcome Rate – FYTD Apr-25 – Aug-25

Offence Group	Crime Vol.	SPLY Vol.	Vol. Delta	Vol. Delta (%)	Positive OCs	Positive OC Rate
Arson and Criminal Damage	1,695	1,723	-28	-1.6%	173	10.2%
Burglary	385	512	-127	-24.8%	53	13.8%
Drug Offences	743	888	-145	-16.3%	561	75.5%
Miscellaneous Crimes Against Society	443	458	-15	-3.3%	96	21.7%
Possession of Weapons Offences	245	238	7	2.9%	74	30.2%
Public Order Offences	1,753	1,577	176	11.2%	327	18.7%
Robbery	63	65	-2	-3.1%	15	23.8%
Sexual Offences	780	788	-8	-1.0%	107	13.7%
Theft Offences	2,319	2,294	25	1.1%	448	19.3%
Vehicle Offences	301	400	-99	-24.8%	23	7.6%
Violence Against the Person	6,993	7,132	-139	-1.9%	978	14.0%
Total	15,720	16,075	-355	-2.2%	2,855	18.2%

The increase in “public order offences” appears largely driven by a rise in reports of causing intentional harassment, alarm or distress, which have increased by 22.7% to 1,254 crimes (232 additional) when compared to the SPLY. This increase may be partly influenced by improvements in crime recording, with officers from Crime Management Support Unit (CMSU) now working directly in the control room and reviewing live incident logs to ensure crimes are recorded accurately. Analysis demonstrates that this offence is one of the most common offences picked up by CMSU. The offence of “fear or provocation of violence” has seen a 31.4% decrease to 155 crimes (71 fewer).

Overall, burglary has seen a 24.8% decrease this FYTD when compared to the SPLY down to 385 (127 fewer crimes). This can be attributed to the force wide focus on Burglary with a dedicated operation

² Cumbria's Most Similar Group consists of: Cumbria, Lincolnshire, Norfolk and North Wales

(THEMIS), weekly tactical meetings, introduction of outcome based and volume reduction Key Performance Indicators (KPI's), and increased media campaigns alerting residents on the importance of securing their belongings and their homes. The offence "residential burglary of a home" has decreased 23.0% to 151 crimes (45 fewer than the SPLY), the offence "attempted residential burglary of a home" has decreased 37.5% to 25 (15 fewer crimes) and the offence "burglary business and community" has decreased 31.5% to 115 crimes (53 fewer than the SPLY).

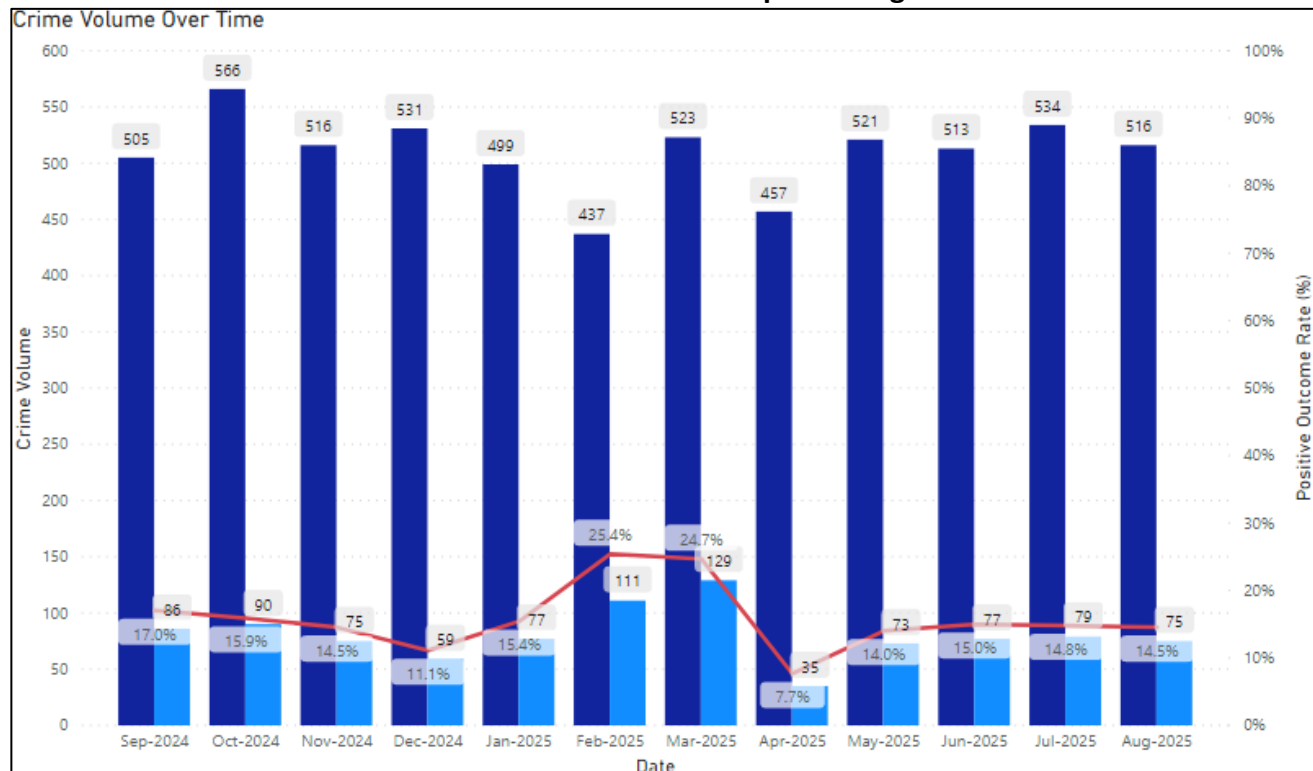
Latest national data (12 months to June 2025) indicates that Cumbria's burglary crime rate per 1000 population is lower than the national average, and the average of our most similar group.

"Vehicle Offences" have decreased 24.8% with the largest volume decrease coming from "Theft from a motor vehicle" with a 25.9% decrease to 123 (43 fewer crimes). All offences have seen decreases under this group, with "aggravated vehicle taking" seeing a decrease of 53.8% to 12 (14 fewer crimes). The decrease is influenced by a forcewide KPI to reduce vehicle crime, along with associated oversight and governance across local and strategic performance meetings.

"Drug Offences" have decreased 16.3% this FYTD. The offence of "Possession of Controlled Drugs (Cannabis)" has decreased 26.8% to 355 (down from 485; 130 fewer crimes). This positive trend may be linked to targeted stop and search activity within identified hotspots, alongside consistent and visible policing that disrupts local drug supply and deters offending behaviour. When combined with support and diversion initiatives, these approaches contribute to a sustained reduction in recorded drug offences across the area.

1.3 Domestic Abuse – Performance Overview

Domestic Abuse Volume and Positive Outcome Rate – Sep-24 – Aug-25



FYTD (01/04/2025 – 31/08/2025): This FYTD the Constabulary has recorded 2,541 DA crimes, a 4.9% decrease compared to the SPLY which saw 2,671 crimes (130 fewer). The positive outcome rate FYTD is 13.3%, a 1.2 percentage point decrease compared to the SPLY (14.5%).

Crime rate: For domestic abuse, the monthly average crime rate per 1,000 population for DA FYTD is 1.02/1,000 population, meaning that for every 1000 individuals residing in Cumbria, 1.02 DA crimes were recorded on average each month. National data is unavailable for Domestic Abuse.

Domestic Abuse continues to be a key priority across both local and strategic performance meetings.

There remains a strong focus on the quality of officer interactions when responding to DA incidents. This is being monitored through monthly Inspector-led Body Worn Video (BWV) reviews, ensuring that victim care and investigative standards remain consistently high.

Further development in this area will be supported through specialist online training sessions commissioned by the Office of the Police Fire and Crime Commissioner (OPFCC). These sessions will focus on the appropriate use of language and the importance of avoiding victim-blaming terminology.

Additionally, leadership training modules (see 2.2) will continue to reinforce understanding of key areas such as 'Think Through the Eyes of the Child' and Coercive Controlling Behaviour, promoting trauma-informed and empathetic approaches to DA investigations.

Domestic Abuse outcome rates continue to be reviewed within Unit Performance Meetings, chaired by Inspectors and Sergeants, to ensure accountability, continuous improvement, and sustained progress.

1.4 National Crime and Policing Measures³ – Performance Overview

The below table provides an overview of the Constabulary's performance across key National Crime and Policing Measures⁴.

	FYTD (Apr-Aug 25)	SPLY (Apr-Aug 24)	Change
Homicides	0	0	No Change
Drug-related Homicides ⁵	0	0	No Change
Neighbourhood Crime ⁶	772	952	18.9% Decrease
Overall Victim Satisfaction (Crime)	71.4%	83.0%	11.6pp Decrease

³ National Crime and Policing Measures (NCPM) are national priorities and metrics used to measure police performance against key government goals. They are published by the Home Office and are designed to ensure a consistent national focus on addressing specific crime types and improving policing practices.

⁴ Knife crime and firearm data are unavailable for this report. This data is collated quarterly and requires extensive manual review for accuracy before submission to the Home Office. Data will be available for the next PAC.

⁵ Drug-related homicides are any homicides involving a drug user or drug dealer, or that is related to drugs in any way.

⁶ Neighbourhood Crime consists of the following offence groups: Burglary, Robbery, Theft of and from a Vehicle, Theft from a person

Within “neighbourhood crime”, the offence of “burglary” saw the largest decrease with 127 fewer crimes down to 385 (24.8% decrease), vehicle offences have seen a combined 22.4% decrease to 239 (69 fewer crimes) and “Theft from the person” has seen an 26.9% increase to 85 (18 additional crimes). Overall, this FYTD there has been an 18.9% decrease with 180 fewer crimes recorded. For neighbourhood crime this FYTD, the monthly average crime rate per 1000 population is 0.31, meaning that for every 1000 individuals residing in Cumbria, 0.31 neighbourhood crimes are recorded on average each month (down from 0.38 the previous FYTD), latest national data indicates that this is the lowest crime rate experienced nationally.

1.5 Anti-Social Behaviour (ASB)

The below table provides a breakdown of ASB incidents recorded by Cumbria Constabulary this FYTD (01/04/2025 – 31/08/2025).

Incident Type	Incidents	SPLY	Difference	% Change
Anti-Social Behaviour - Environmental	85	108	-23	-21.3%
Anti-Social Behaviour - Nuisance	1,021	1,515	-494	-32.6%
Anti-Social Behaviour - Personal	131	266	-135	-50.8%
Total	1,237	1,889	-652	-34.5%

All types of anti-social behaviour have decreased this FYTD compared to the previous year. The largest decrease in terms of volume was under “nuisance” which saw 494 fewer incidents and a 32.6% decrease. “Personal” saw the largest decrease in terms of percentage with a 50.8% decrease (135 fewer crimes). These significant reductions are likely to reflect the impact of enhanced policing activity and increased visibility within key hotspot areas. The proactive approach has been supported through additional government funding and delivered under Operation Enhance, focusing on reducing anti-social behaviour and improving community safety.

The below table provides a breakdown of Youth related ASB incidents recorded by Cumbria Constabulary this FYTD.

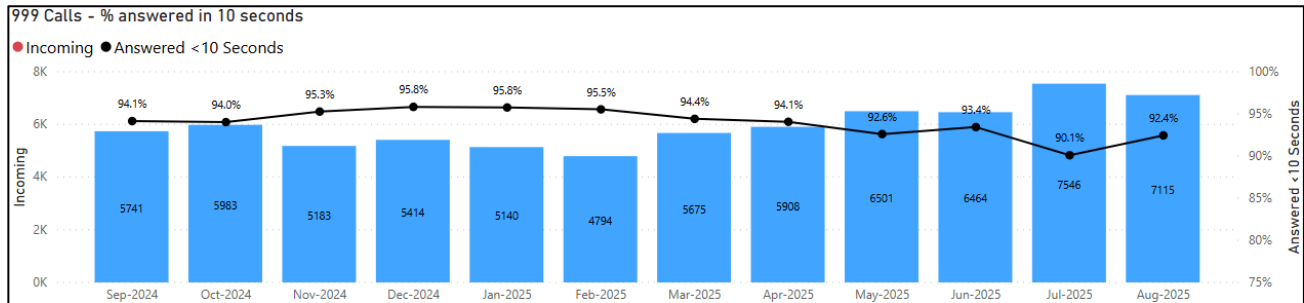
Youth ASB Incidents – Force Wide – Apr-25 – Aug-25

Incident Type	Incidents	SPLY	Difference	% Change
Anti-Social Behaviour - Environmental	15	20	-5	-25.0%
Anti-Social Behaviour - Nuisance	391	562	-171	-30.4%
Anti-Social Behaviour - Personal	23	41	-18	-43.9%
Total	429	623	-194	-31.1%

All youth ASB has seen a decrease this FYTD when compared to the SPLY. Again, as with all ASB incidents, the largest decrease in volume can be seen under “nuisance” with 171 fewer incidents and a 30.4% decrease. The largest percentage decrease comes from “personal” with 43.9% less incidents. As discussed, this is influenced by increased activity as part of Operation Enhance.

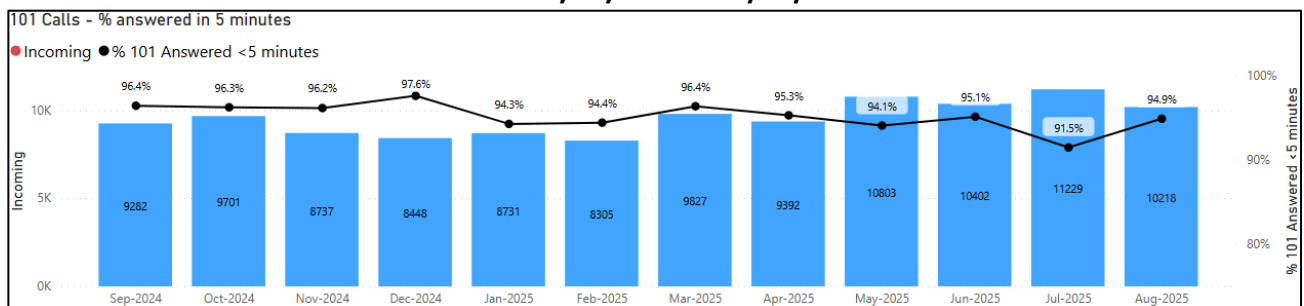
1.6 Call Handling

999 Calls Answered within 10 Seconds – 01/09/2024 – 31/08/2025



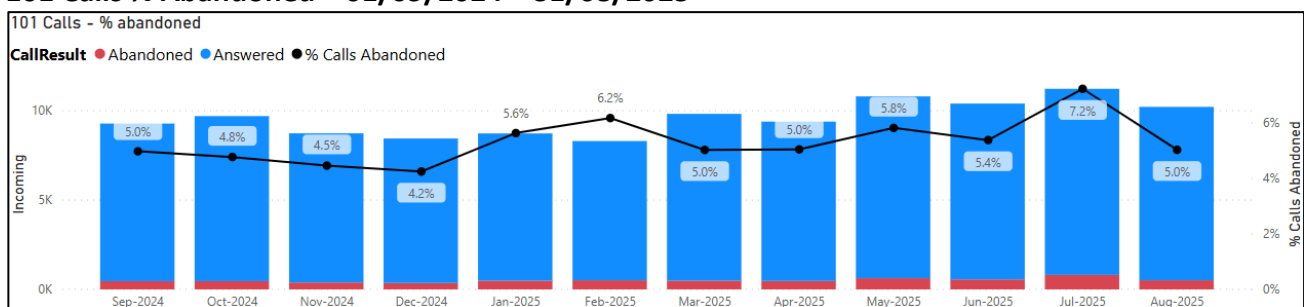
FYTD, 92.4% of 999 calls have been answered within 10 seconds (2.2 percentage points lower than it was SPLY; 94.6%).

101 Calls Answered within 5 Minutes – 01/09/2024 – 31/08/2025



FYTD, 94.3% of 101 calls have been answered within 5 minutes (1.4 percentage points lower than it was SPLY; 95.7%).

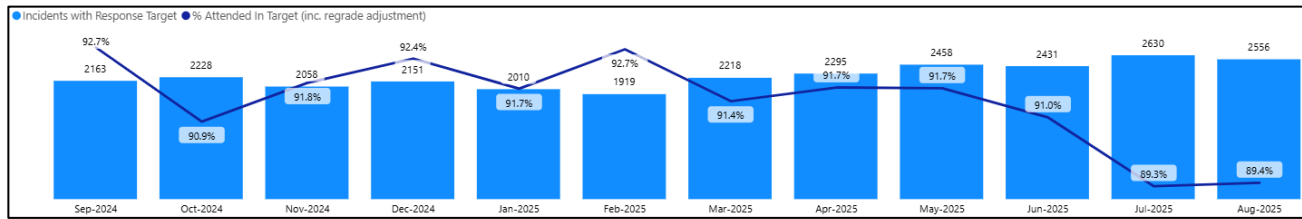
101 Calls % Abandoned – 01/09/2024 – 31/08/2025



FYTD, 5.7% of 101 calls have been abandoned (0.8 percentage points higher than it was SPLY; 4.9%). The median average time to answer a 101 call FYTD is 3 seconds (equal to SPLY). The median average time to abandon a 101 call FYTD is 58 seconds (3 seconds more than SPLY – 55 seconds).

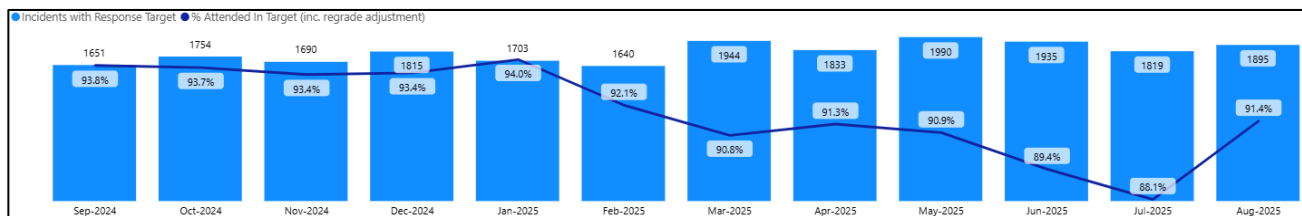
1.7 Incident Response

Grade 1 (G1 – Emergency) Incident Response & Attended in Target performance (AIT)



FYTD, Cumbria Constabulary have attended 12,485 G1 Emergency incidents (an increase of 5.9% from SPLY). We have responded to 90.6% of those within target (0.8 percentage points lower than SPLY). The median response time in the current FYTD, from answering the call to arrival at scene is 9 minutes and 12 seconds.

Grade 2 (G2 – Priority) Incident Response & AIT



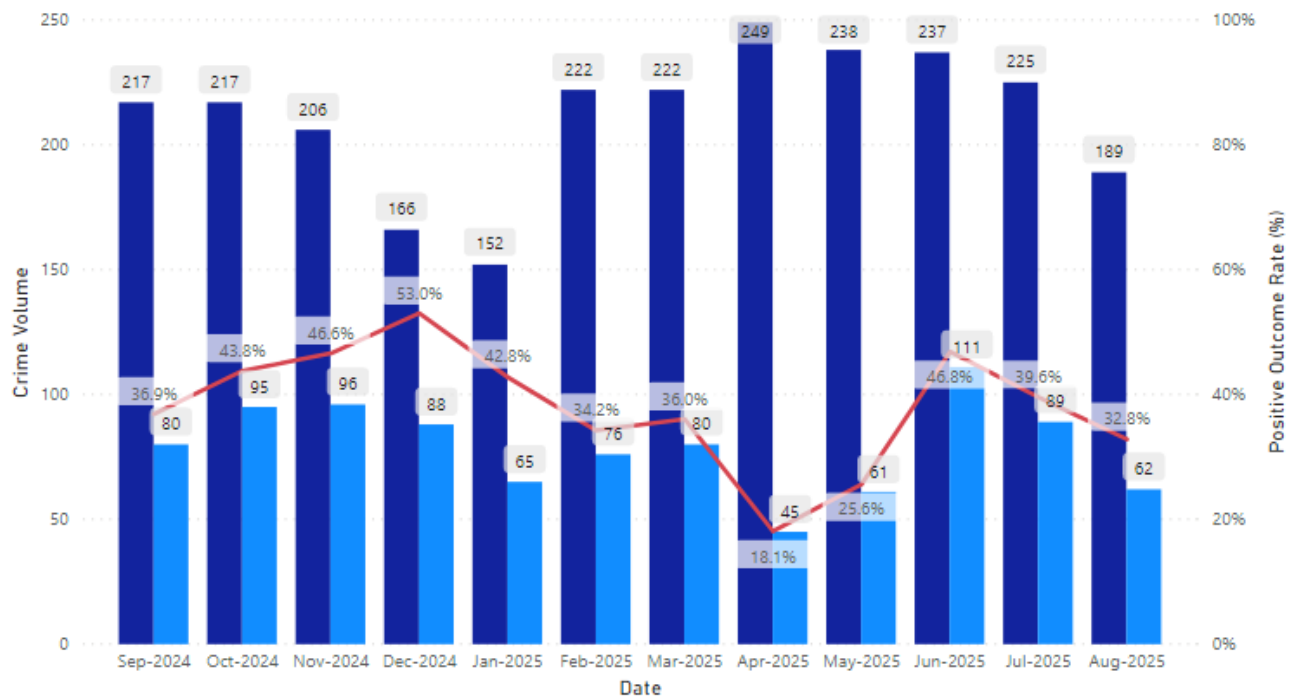
FYTD, 9,631 G2 incidents have been attended (a 4.0% increase from SPLY). We have responded to 90.2% of those within target (2.9 percentage points lower than it was SPLY). The median response time from answering the call to arrival at scene is 29 minutes and 26 seconds.

An action plan has been developed to enhance incident response performance. The plan focuses on strengthening leadership visibility, accountability and operational efficiency through the following key actions:

- **Ensuring consistent visible senior leadership** presence across all quadrants to provide guidance, support and oversight
- **Reinforcing accountability** amongst first and second line managers, ensuring clarity of roles and expectations
- **Strengthening governance** through regular local performance meetings to monitor progress and drive improvement
- **Maximising deployable resources** by reducing abstractions, improving collaboration with the Resource Coordination Team, and ensuring effective utilisation of available officers
- **Enhancing workforce capability** by prioritising suitable areas for incoming transferees and students, and by reviewing fleet availability to ensure operational readiness.
- **Reducing demand** through targeted initiatives, including a bespoke Night Time Economy (NTE) operation and fully staffing Neighbourhood Policing Teams (NPTs).

1.8 Shoplifting

Crime Volume Over Time



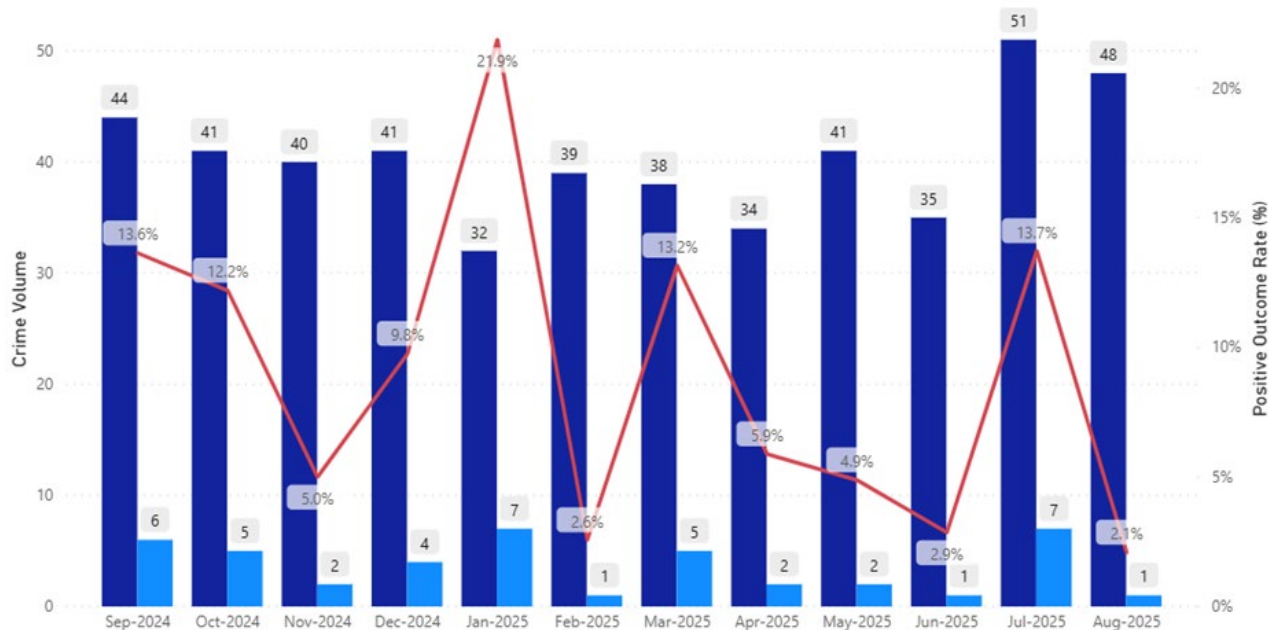
FYTD (01/04/2025 – 31/08/2025): This FYTD there have been 1,138 shoplifting crimes, a 10.6% increase on the SPLY (109 additional). Latest national data indicates that increases are being experienced nationally, with 30 out of 42 forces (City of London is not included in national data) reporting an increase.

The positive outcome rate for the FYTD is currently 32.4%, this is a slight decrease of 2.1pp from the SPLY positive outcome rate of 34.5%. Latest national data indicates that Cumbria has one of the highest outcome rates nationally, with a rate above the national average and the average of its most similar group.

For shoplifting, Cumbria's monthly average crime rate per 1000 population is 0.40, meaning that for every 1000 individuals residing in Cumbria, 0.40 shoplifting crimes were recorded on average each month. This rate is lower than the national average, and the average of our most similar group.

1.9 Rape Offences

Crime Volume Over Time



FYTD (01/04/2025 – 31/08/2025): This FYTD there have been 190 rape crimes recorded, a 0.5% decrease on the SPLY (1 crime less). The positive outcome rate for the FYTD is currently 6.2%, this is a decrease of 5.5pp from the SPLY positive outcome rate of 11.7%. Latest national data indicates that Cumbria has one of the highest outcome rates nationally, with a rate above the national average, and the average of its most similar group.

For rape, Cumbria's monthly average crime rate per 1000 population is 0.07. Latest national data (12 months to June 2025), indicates that this rate is below the national average, and the average of our most similar groups.

It is worth noting that 'Other Sexual Offences' has seen a substantial increase in performance during the same period of time, with the outcome rate for the current FYTD standing at 16.4%, up from 12% in the SPLY.

A Strategic Rape and Serious Sexual Offences Joint Operational Improvement Meeting (RASSO JOIM) has been agreed, with the CPS (Deputy Chief Crown Prosecutor) and the Head of Crime and Intelligence for Cumbria Constabulary, with an initial online meeting arranged for 21 October and an in-person meeting arranged for the 14 November 2025. A proposed joint improvement plan will be ratified in these meetings.

There is continued increased internal scrutiny of rape cases within the Constabulary.

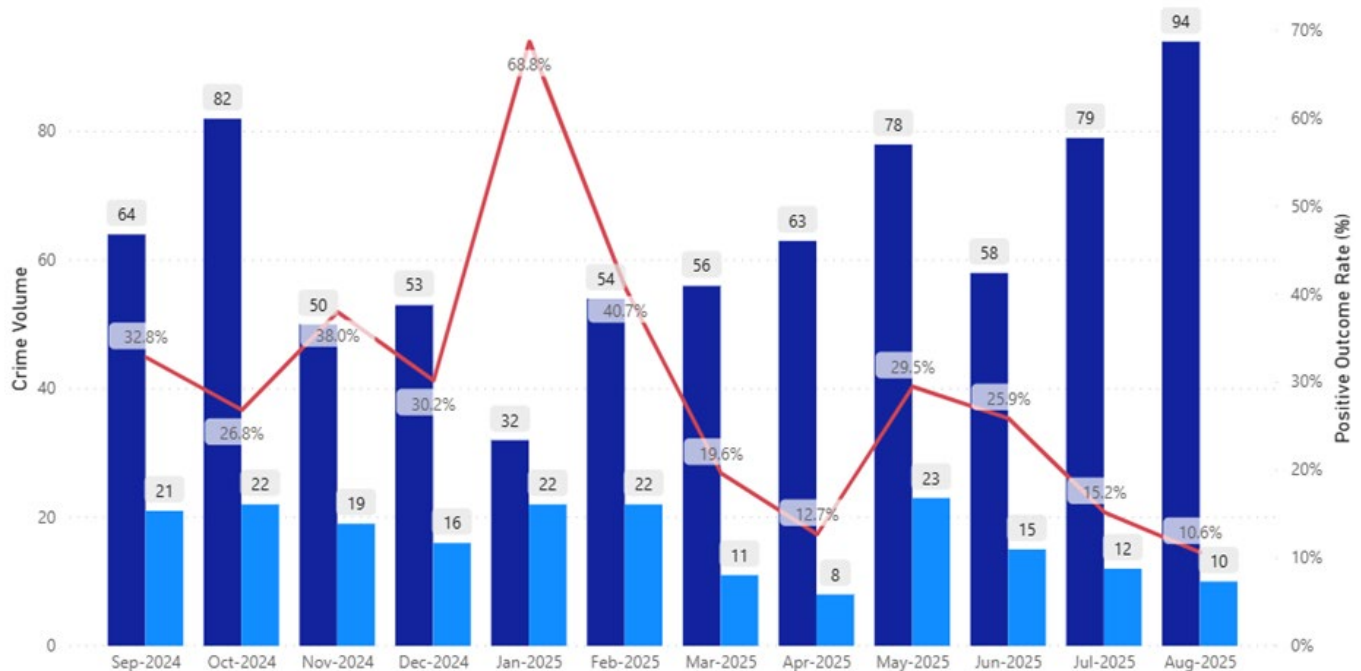
There is an Operation Soteria six Pillar Governance structure in place incorporating a Strategic Lead (Det Chief Superintendent), Operational Lead (Detective Superintendent) and pillar leads including Detective Superintendent, Detective Chief Inspectors, Principal Analyst and one Detective Inspector. A Soteria Pillar Lead Board meeting provides the drive to improve the structures, support for investigators, CPD, training and analytics. For example, Investigators have received CPD sessions and training in the last 8 months including Lived Experience from victim inputs and overview of Soteria;

Dr Patrick Tidmarsh in person training for investigative supervisors and managers, RISDP training and SAIDP training programme has been initiated.

In relation to improving performance, structured RASSO Themis meetings with Strategic (monthly chaired by D/Chief Supt), Operational (monthly chaired by DCI) and Investigation review (fortnightly chaired by D/Supt) are in place, and within this structure cases over 6 month and over 12 months receive scrutiny alongside regular assessments of the quality of cases through 'deep dive' assessments. The operational RASSO JOIM meeting between Police and CPS has recently agreed to increase the frequency of joint scrutiny of cases.

1.10 Hate Crime

Crime Volume Over Time



FYTD (01/04/2025 – 31/08/2025): This FYTD there have been 372 crimes recorded with the hate flag, a 6.3% decrease from the 397 hate crimes recorded in the SPLY.

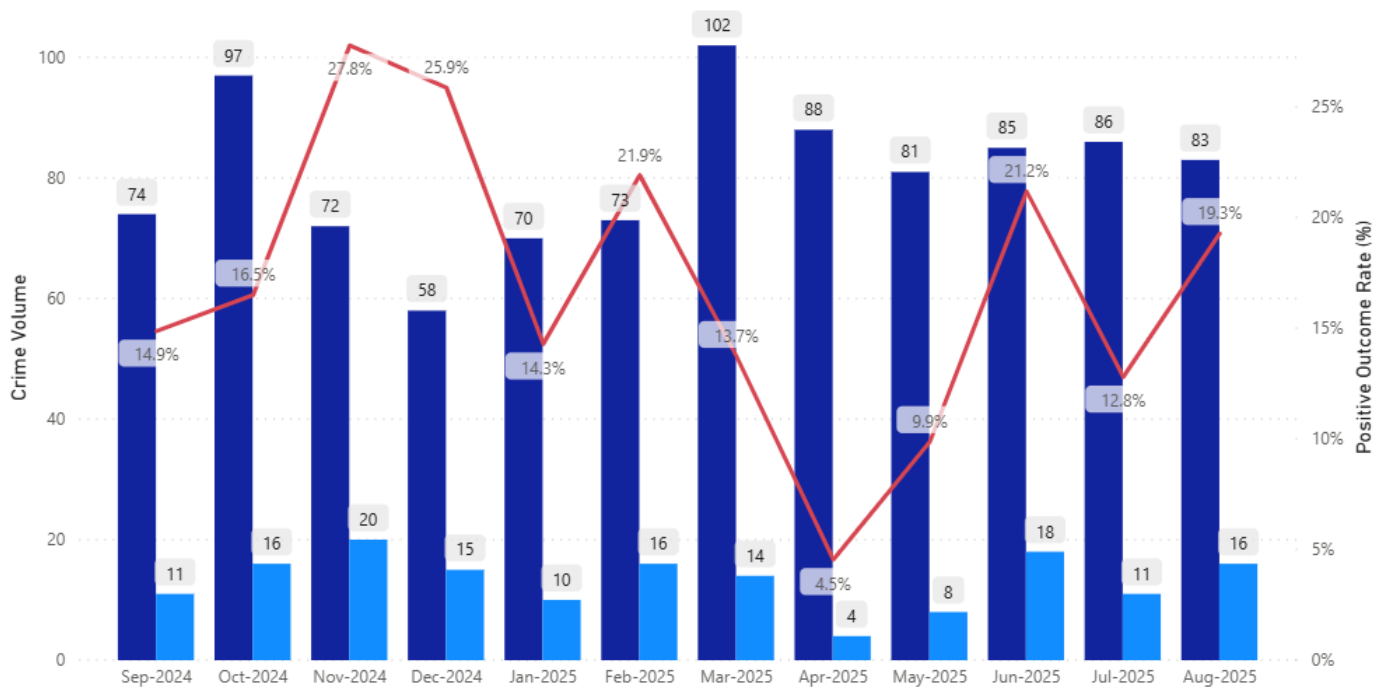
The positive outcome rate for the FYTD is currently 18.3%, this is a decrease of 3.9pp from the SPLY positive outcome rate of 22.2%. National data is unavailable for Hate Crime.

A detailed review of hate crime cases has identified key areas of learning and improvement. These insights are being shared with staff to strengthen understanding and enhance future responses. Targeted engagement work is underway to address repeat locations, victims and offenders. A number of offences have been identified as occurring within NHS premises and care settings, prompting closer partnership working with those organisations.

Staff engagement sessions are being held to encourage greater victim confidence and support throughout the criminal justice process. In addition, consideration is being given to the use of restorative approaches, where appropriate, as some victims have expressed a preference for this form of resolution and support.

1.11 Stalking

Crime Volume Over Time



FYTD (01/04/2025 – 31/08/2025): This FYTD there have been 423 stalking offences recorded, a 2.8% decrease on the SPLY (a reduction of 12 crimes).

The positive outcome rate for the FYTD is currently 13.5%, this is an increase of 1.1pp from the SPLY positive outcome rate of 12.4%. National data is unavailable for stalking.

Stalking remains a key priority across both local and strategic performance discussions. The Multi Agency Stalking Coordination (MASC) group, established in June 2025, continues to operate effectively. Since its introduction, there has been a consistent improvement in the quality of investigations and in the coordination of wider multi-agency safeguarding measures. Progress is being maintained through regular fortnightly meetings.

A dedicated Evidential Review Officer (ERO) has been appointed at Furness to support officers in their investigations and decision making processes. Early indications show a positive shift in the investigative mindset, leading to improved outcomes in cases that might previously have resulted in no further action.

Plans are underway to replicate this model at Kendal and Eden, with an Inspector assuming responsibility for the line management of ERO's and officers seconded to the CIT, ensuring greater consistency and oversight across the area.

1.12 Killed and Seriously Injured (KSIs)

FYTD (01/04/2025 – 31/08/2025): This FYTD there have been 126 KSIs, 1 3.3% increase on the SPLY (4 additional KSI's)

The Constabulary currently has a Key Performance Indicator (KPI) to reduce KSIs by at least 6.6%, with the overall objective of eliminating fatalities and serious injuries on Cumbria's roads by 2040 (Vision Zero).

As part of the on-going Futures work, the Safety Camera Van Team now work an improved shift pattern. This sees an increase in deployments over weekends, in response to KSI data, in a bid to reduce those killed or seriously injured on our roads and to achieve Vision Zero. Alongside the improvements within the team, we will shortly see the activation of two new fixed camera facilities at Smithfield and Holmrook.

Op Colossus, launched in August and runs through to mid-November, is a 15-week, high visibility, policing operation combining both Neighbourhood and Operational Support resources to target road user related criminal activity within our communities. The operation is in response to community concerns raised through PACT meetings and our focus is on speeding and un-safe vehicles, anti-social use of motor vehicles and drink and or drug driving, linking this to the NPCC Roads Policing Calendar. Since the start of the operation in August we have achieved the following results across 7 communities:

Arrests- 15

Stop Search- 21

Traffic Offence Report Form- 116

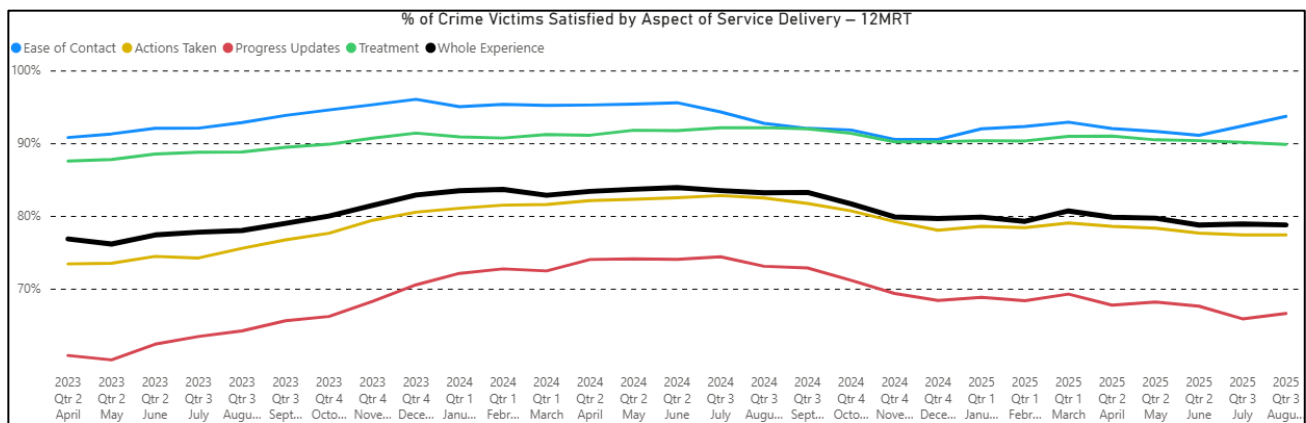
Vehicle Prohibition / Seizures – 14

Vehicles stopped- 1015.

(Data up to 25.09.25)

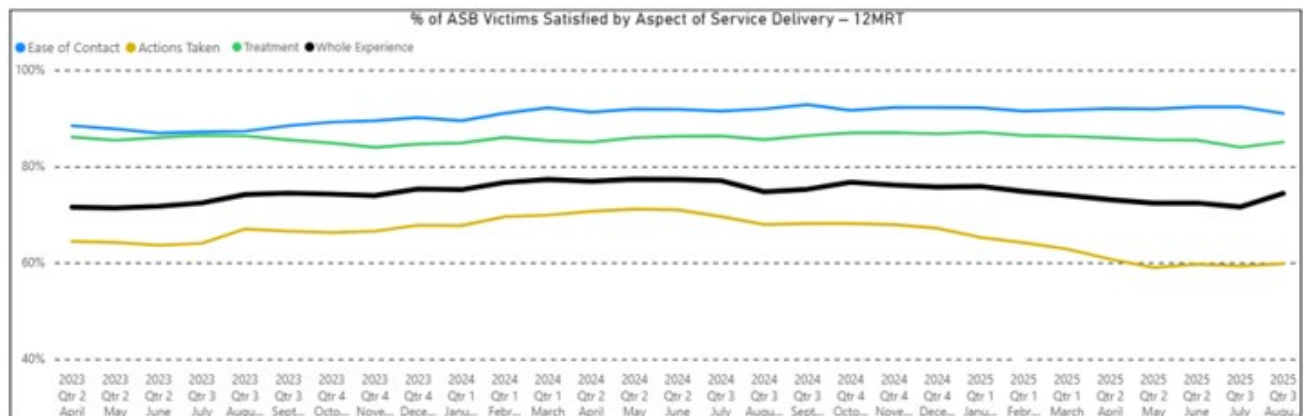
Operation Dark Night will focus on the protection of vulnerable road users, especially pedestrians, cyclists and horse riders in the autumn and winter period. There is a national focus around eyesight tests for vulnerable drivers as the winter nights draw in. This operation will be a collaborative effort across Roads Policing, Cumbria Fire & Rescue Service, and our Rural Crime colleagues focussing on visibility and hi-visibility clothing, with effective social media use to highlight the issues.

1.13 Victim Satisfaction



During the most recent 12-month period (September 2024 – August 2025), 423 interviews were conducted with victims of crime. Overall, 78.7% of respondents were satisfied with the experience as a whole, this is down by 4.5pp from the same period last year. Further breaking this down by category:

- 93.6% of victims were satisfied with the **ease of contact**, this is 0.8pp higher than the SPLY
- 76.7% of victims were satisfied with the **actions taken**, this is 5.8pp lower than the SPLY
- 64.8% of victims were satisfied with the **progress updates**, this is 8.4pp lower than the SPLY
- 78.7% of victims were satisfied with the **treatment by staff**, this is 4.5pp lower than the SPLY



During the most recent 12-month period (September 2024 – August 2025), 209 interviews were conducted with individuals reporting Anti-Social Behaviour (ASB). Further breaking this down by category:

- 91.1% of victims were satisfied with the **ease of contact**, this is 0.9pp lower than the SPLY
- 59.9% of victims were satisfied with the **actions taken**, this is 8.2pp lower than the SPLY
- 74.5% of victims were satisfied with the **treatment by staff**, this is 0.4pp lower than the SPLY

1.14 Crime Survey England & Wales⁷

The latest national data published by the Crime Survey England & Wales, which includes data for the 12 month period ending March 2025, provides estimates around public perception of police across each policing area nationally. The figures are presented in the 'Neighbourhood Policing Guarantee' Public Accountability Conference report and show a very positive public perception of policing in Cumbria. Across all key measures, Cumbria Constabulary ranks amongst the highest nationally, consistently exceeding national averages. Residents express high levels of trust, fairness and confidence in their local police, with particularly strong results in understanding and dealing with local concerns.

2. Priorities over next 3 months

Each December, the Constabulary runs an initiative that targets issues such as Violence Against Women and Girls (VAWG), Domestic Abuse, Retail Crime, Drink and Drug Driving, Fraud and offences linked to the Night Time Economy, including Fraud prevention and personal safety.

All proactive activity during this period will be coordinated under this initiative, ensuring that resources are appropriately allocated to key dates and priority areas.

The initiative provides renewed focus on Domestic Abuse (DA) cases and related safeguarding priorities. We continue to work in partnership with Women's Community Matters, a collaboration that has proven highly effective over the past two years in increasing engagement with victims and service users.

The targeted initiative aims to disrupt and deter criminal activity, protect the most vulnerable, and ensure that victims feel supported and have access to the services they need.

In addition, the Constabulary have a number of other initiatives planned, for example:

- **Operation Dark Nights** (27th October – 9th November) – As discussed in 1.12
- **Operation Colossus** (August-November) As discussed in 1.12
- **Operation Drive Insured** – 10th to 16th November 2025
- **Operation Limit** (1st December-1st Jan) – This is the national policing response to the potential increase in road traffic collisions which could accompany festive celebrations.
- **Op Regulate** – Nighttime economy patrols continue to operate under Op Regulate, focusing on town centres with a strong emphasis on high-visibility policing. These patrols aim to ensure public safety, reduce antisocial behaviour, and provide reassurance to the community. The welfare hub in Bowness remains operational, offering direct support to individuals as part of the wider Violence Against Women and Girls (VAWG) agenda.
- **Op Elf** – continues to run successfully, taking into account a wider area of licences premises, with officers conducting visits and high-visibility patrols to promote safety and reassurance. The operation also links closely with local initiatives focused on crime prevention around

⁷ The Crime Survey for England and Wales (CSEW) is a large-scale victim survey conducted by the Office for National Statistics (ONS) to gather information about crime and its impact on individuals and households. It asks people aged 16 and over about their experiences of crime in the past 12 months, including both reported and unreported crimes. Link to Source Data: [Crime in England and Wales - Office for National Statistics](#)

retail areas, particularly during busy trading periods, supporting efforts to deter offending, reduce antisocial behaviour and enhance community confidence.

2.2 Leadership

A new modular leadership training programme has been developed in direct response to feedback from our supervisory team. This initiative reinforces the Constabulary's commitment to listening, acting, and investing in the development of our first and second-line supervisors.

This programme is designed for all first and second-line managers, recognising the pivotal role they play in shaping organisational culture, supporting colleagues, and driving performance across the force.

The training consists of 12 one-hour online modules, each delivered by senior leaders and subject-matter experts. Topics range from leadership and performance management, to critical incident and wellbeing.

The comprehensive programme aims to build confident, capable, and consistent leadership across our organisation, ensuring that supervisors are fully equipped to meet both current and future challenges.

The training commences in October.

2.3 Workforce Wellbeing and Engagement

Following the results of the recent wellbeing survey, which highlighted areas of concern across several parts of the organisation, improving officer and staff wellbeing will be a key focus over the next three months.

We have been conducting a series of focus groups with officers and staff to gain a deeper understanding of the issues raised. This engagement has provided valuable insight into the pressures and challenges affecting morale, workload, and workplace culture.

Our next step is to translate these findings into clear, actionable improvements. Over the coming months, we will:

- Develop and implement an action plan addressing key themes emerging from the focus groups.
- Strengthen internal communication around wellbeing initiatives to ensure transparency and trust.
- Work with supervisors and senior leaders to embed supportive management practices and improve access to wellbeing resources.

3. Local and National Challenges

3.1 Online Child Abuse

Online child abuse referrals from the National Crime Agency (NCA) continue to rise steadily, combined with an increase in complexity. There are proposals to increase the establishment of the Online Child Abuse Investigation Team (OCAIT) through a reorganisation of specialist crime resources. Wider safeguarding responsibilities have also been raised with the Children's Partnerships, and internally, there are continued measures to improve the awareness of responders and investigators, with further Digital Academy sessions this month and internal communications and guidance to deal with Indecent Image of Children cases.

3.2 Recruitment and Workforce Sustainability

Recruitment of officers to the Furness area remains a key challenge. Both new Police Constables and transferees often prefer to be based closer to the M6 corridor, resulting in difficulties attracting and retaining staff locally.

Where recruitment has been successful, a number of officers are travelling from outside the county, which is not sustainable in the long term due to the demands of shift work and the financial impact on those officers. Work continues to explore ways of improving local recruitment and retention to ensure consistent service delivery in the area.

3.3 HMICFRS Child Protection Inspection – Responding to findings

One of the key forthcoming challenges will be responding to the findings and recommendations arising from the current HMICFRS Child Protection Inspection. The inspection represents a significant opportunity to reflect on current practice and identify areas for improvement in how the Constabulary safeguards children. Following the formal debrief, the force will need to assess the inspection outcomes carefully and develop a comprehensive action plan to address any areas of concern.

This process will require coordinated activity across departments, strong governance to track progress against recommendations, and continued engagement with partners to ensure that any changes enhance outcomes for vulnerable children. Resourcing and capacity to deliver improvement activity at pace will also need to be considered within the broader context of operational demand and competing priorities.

3.4 Medium-term financial planning and budget setting

Another key challenge relates to the ongoing uncertainty around financial planning and budget setting. The force continues to operate within a constrained financial environment, with limited clarity around future funding settlements and potential changes to policing precept. The uncertainty makes it difficult to plan confidently for the medium term and may impact on the ability to maintain current service levels or invest in priority areas.

To mitigate these risks, the force will continue to model a range of budget scenarios, closely monitor emerging national and local funding announcements, and identify opportunities for efficiency and

collaboration. Maintaining transparency and early engagement with the OFPCC will be essential to ensure informed decision making and sustainable financial planning.

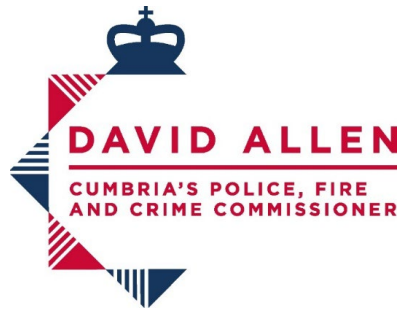
The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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☐
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by the information provided.

Comments:



Public Accountability Conference

Title: Neighbourhood Policing Guarantee

Date: October 2025

Originating Officer: Chief Superintendent Wilkinson

Executive Summary:

This report provides information and context in relation to the introduction of a Neighbourhood Guarantee, which constitutes five pillars of delivery. The context within this report and responses to questions raised seeks to provide assurance to the board of the significant progress made, whilst articulating the complexities of the competing deliverables within the guarantee, and their applicability to Cumbria.

1. Introduction & Background

In December 2024, the Prime Minister announced a "Government Plan for Change, with the restoration of neighbourhood policing at its heart". Following various communications, some consultation and feedback from working groups - Police Forces, OPFCC's and Mayors were presented with the product of the plan – a "Neighbourhood Guarantee".

The guarantee consists of a list of deliverables across five "pillars", with varying timescales for delivery. This document will provide the context and an update on the progression toward achieving each pillar, highlighting and providing information relevant to the questions posed.

2. Detail

- Cross Pillar Measures

Cross pillar measures are metrics within the Neighbourhood Policing Guarantee Performance Framework that aren't specifically aligned to individual pillars.

Provide a breakdown of the funding allocated for the recruitment of the neighbourhood policing officers, PCSOs and special constables, the total numbers to be recruited and the timeline for achieving this.

The neighbourhood policing uplift will see an additional 26 Community Beat Officers (CBO's) deployed into Neighbourhood Policing Teams within this financial year. This will increase the budgeted establishment from 58 to 84 CBO's.

The Inspector establishment will remain the same, with 6 designated neighbourhood inspectors force wide, plus a centrally temporarily funded Operation Enhance and ASB Inspectors post, which will be subject of consultation as work progresses to embed Operation Enhance methodologies into business as usual as the funding ceases.

Neighbourhood sergeants will remain to an establishment of 12 across the force.

PCSO establishment has been confirmed as part of the guarantee as a budgeted establishment of 60, and as per CBO's, recruitment plans will achieve this number within the financial year.

How many new policing staff have been recruited so far under the funding allocation and how many have been assigned to NPTs?

The Constabulary has successfully delivered a number of recruitment campaigns utilising numerous marketing initiatives and through attendance at open evening and careers fairs.



As part of the recruitment arrangements discussed previously, 14 staff have been recruited to work within the command-and-control room. When independent, this will create a displacement of officers and an increase to CBO budgeted establishments. The displaced officers will not be assigned directly to NHP teams unless they have applied for these roles but will further displace response officers populating a reserve list. This is scheduled to occur in January 2026, with the recruitment of staff having already occurred.

When advertising for staff in the Constabulary's command-and-control room, the number of applications received were over-subscribed, with additional staff (beyond the 14) being successful in the recruitment process and have been recruited to provide resilience during a pass or fail course.

16 PCSO's have been recruited. A transferee PCSO advert is currently live, which will then inform the next external recruitment and numbers required to achieve the budgeted establishment.

Internal adverts have been sufficient to draw sufficient interest from response officers to transfer into and become trained as CBO's. An additional advert is currently live to establish the aforementioned reserve list, which will re-run as necessary.

Using the latest CSEW data, please illustrate how well the Constabulary is performing against all other forces and against its most similar group. In addition, explain whether performance has improved, stayed the same or fallen when compared to the previous data set.

The Crime Survey of England and Wales (CSEW) recurringly appears within the Neighbourhood Guarantee Performance Framework, and as an indicator within the Constabulary's own Neighbourhood Policing Performance Framework. The most recent report was published this financial year, and utilised information up to the end of March 2025. The CSEW reported:

Public Perception of Police

The Survey estimated that:

- **67.0%** of residents within Cumbria agree that **police treat them fairly**. This figure was the second highest figure nationally of all 43 forces and above the national average of 58.7%.
- **72.9%** of residents within Cumbria agreed that **police understand local concerns**. This was the highest figure nationally, and above the national average of 58.2%.
- **59.2%** of residents within Cumbria agreed that **police deal with local concerns**. This was the highest figure nationally, and above the national average of 46.0%.
- **77.9%** of residents within Cumbria agreed that the **police in their area can be trusted**. This was the third highest figure nationally and above the national average of 70.7%.
- **60.4%** of residents within Cumbria agree that **police can be relied on when needed**, this was above the national average of 52.5%, and the second highest figure seen nationally.
- **88.0%** of residents within Cumbria agree that the **police would treat them with respect**, this was the highest figure seen nationally, and above the national average of 81.3%.
- The estimated **overall confidence** in Local Policing was **77.1%** for Cumbria Constabulary. This was the highest figure seen nationally, and above the national average of 66.3%.

Ratings of Police

The Survey estimated that:

- **60.5%** of residents within Cumbria say the **police are doing a good or excellent job** within their local area. This is the second highest figure nationally, and above the national average of 48.8%.
- **60.4%** of residents within Cumbria agree **police and local council are dealing with the ASB and crime issues that matter** in their local area. This is the second highest figure nationally, and above the national average of 48.0%.

As demonstrated, the CSEW highlights a very positive public perception of policing in Cumbria. Across all key measures, Cumbria Constabulary ranks amongst the highest nationally, consistently exceeding national averages. Residents express high levels of trust, fairness and confidence in their local police, with particularly strong results in understanding and dealing with local concerns. The findings suggest that Cumbria Constabulary's community engagement and policing approach are both effective and valued by the public. Overall, the results reflect a strong relationship between the police and the community, reinforcing confidence in local policing and public safety across the county.

What is the Constabulary doing to improve local trust and confidence in their NPTs?

As discussed above within the CSEW findings, the confidence in the Constabulary is nationally revered and country leading. This will be sustained and further improved within the Neighbourhoods context via the use of "you said we did" communications and marketing. Doubtlessly, this has been a significant contributor to the confidence achieved to date. Effective marketing and communications are recognised as an integral 'tactic' within neighbourhoods and related operational delivery, and the team are always engaged in the early stages of planning an operation or event. Where confidence issues are identified (as per the Carlisle and Wigton example highlighted later in this report), bespoke responses will be established to overcome trust and confidence challenges.

- **Pillar 1 - Police back on the beat: A Neighbourhood Policing Team in every local area, carrying out intelligence-led and visible patrols, including in town centres and on high streets. We will hold forces to account for ensuring neighbourhood policing teams are protected, so they remain focussed on serving communities.**

What assurance can the Chief Constable provide that NPTs are a more visible presence and are effectively engaging with their local communities.

The current Neighbourhood Policing model for Cumbria has four NPT's, two per BCU, one per quadrant – Carlisle and Wigton; Derwent and Esk; Kendal and Eden; and Barrow.

Visibility is achieved through the deployment of available resources where the establishment is met. Abstractions of CBO's are monitored on an ongoing basis and reported to the Chief Constable and his senior officers weekly. As CBO establishments increase, this will reduce abstractions, but similarly we are also forecasting a short-term spike in abstractions (and a reduction in visibility) as all CBO's are required to undertake module 2 of the national NHP training as per pillar 3 of the guarantee.

As part of Operation Enhance, all CBO's and Neighbourhood officers now have Blackberry Athoc enabled on their mobile devices – this acts as an asset tracking function to enable the monitoring of officer's time spent in priority locations on a day-by-day basis. Whilst this is an action to embed Operation Enhance methodologies as business as usual, it is also applicable to visible policing in non-enhance priority locations.

How is the Constabulary engaging with local communities to understand their awareness and respond to their experience of their local NPT.

Crime and ASB satisfaction surveys are undertaken by an independent company (SMSR) to monitor satisfaction rates from the public; CSEW does of course monitor confidence. Satisfaction data is presented via the Constabulary's internal Strategic Performance Board, Local Accountability and Performance Meetings, and Neighbourhood Performance Review Meetings. Collectively, this provides information on satisfaction and confidence to inform performance improvement conversations at operational to strategic levels.

No self-assessment surveys nor satisfaction consultations take place with the public from operational neighbourhood teams. Public and community engagements focus upon identifying problems; problem solving and responding to priorities; and communicating with communities as to the effects police or multi-agency responses have realised.

How confident is the Chief Constable that the NPTs community engagements are relevant and appropriately targeted to force / neighbourhood / community priorities?

It is essential that all communities are able to communicate with the police and partners in informing priorities, which is undertaken via business-as-usual patrols; community engagement events advertised via websites; intelligence and information collation from incident logs, crimes and external referrals; and scheduled meetings with local councillors representing their constituents.

Where police priorities are identified, these are developed utilising the OSARA problem solving methodology and documented via a problem profile – with the tactical plan being overseen by a sergeant. Compliance with this, and contributions from officers are managed via the performance governance arrangements within the Senior Leadership Team; and multi-agency adoptions are governed via the Local Focus Hubs.

What barriers to engagement with the public have NPTs experienced and how have these been addressed to make the process better?

Barriers to engagement have been experienced with some minority ethnic groups, particularly within the Carlisle and Wigton NPT who experienced three critical incidents over a short period of time, this generated a challenging environment for engagement and consultation.

Via the development of bespoke engagement plans and senior officers contacting community leaders and victims, this made a genuine and positive impact to enabling community engagement. Whereas the (as were) IAG or SIAG would have been the group to consult and seek advice from regarding incidents affecting the community, inviting "guests" (i.e. local faith leaders representing the communities but not necessarily on an established consultation panel) has also enabled bespoke consultation dependent upon the prevailing circumstances – therein improving relationships and engagement opportunities.

The Constabulary has approved and invested in a community engagement and mapping system – VISAV, which is currently being introduced via the DDaT command. This will further enhance our effectiveness and capabilities regarding community engagement.

What information can the Constabulary provide regarding the abstraction of officers from their neighbourhood duties? How is the Chief Constable managing his resources to prevent issues surrounding the abstraction of neighbourhood officers from their normal duties?

As mentioned previously, abstractions of CBO's are monitored on an ongoing basis and reported to the Chief Constable and his senior officers weekly. A revised abstraction policy has been prepared which will provide even further insight into abstractions and visibility – including individual officer and location data.

- **Pillar 2 - Community-led policing: A named, contactable officer for every neighbourhood, responsive to local problems. Residents and local businesses will be able to have a say on the police's priorities for their area.**

What assurance can the Chief Constable provide to show that he has implemented named and contactable officers in each neighbourhood?

Named officers and how to contact Neighbourhood teams (and indeed Cumbria Police) are published on the relevant neighbourhood pages of the Constabulary's website. An example is provided as follows: [Penrith Town | Your Area | Cumbria Constabulary | Cumbria Police](#).

The accuracy of this information (along with the publication of neighbourhood priorities on a 3 month rolling basis) are requirements of the guarantee. To ensure the Constabulary is compliant, monitoring arrangements have been incorporated into the local Neighbourhood Policing continual improvement plan, and via the neighbourhood performance and neighbourhood tactical meetings.

The Chief Constable also monitors compliance of a named officer in each neighbourhood through his internal Neighbourhood Performance and Neighbourhood Tactical governance arrangements. Additionally, the NPCC objectively monitor compliance and reports this to the Constabulary's Marketing and Communications team on a monthly basis. The Constabulary is fully compliant with this requirement of the Neighbourhood Policing Guarantee.

What are the responsibilities of the named officers? What further training has been provided to the officers ahead of taking up this role?

The named officers are community beat officers – they have the responsibilities of all response officers, and the additional responsibilities of a CBO in line with the College of Policing role profile and 7 pillars of Neighbourhood Policing –

- Engaging Communities
- Solving Problems
- Targeting Activity
- Promoting the Right Culture
- Building Analytical Capability
- Developing Officers and Staff
- Developing, Sharing and Learning

CBO responsibilities are being reviewed as part of the uplift in establishment to maximise their impact and effect on policing communities.

CBO training is now set nationally as per Pillar 3 of the neighbourhood guarantee, described further below. CBO training is not provided in advance of an officer taking the role, but whilst in role – this ensures CBO establishments can be achieved and attained, and provides for a greater benefit in receiving the training where an element of experience and exposure to the complexities of the role have been gained.

- **Pillar 3 - Clear performance standards and professional excellence: New training for officers and standards for professional excellence will ensure neighbourhood policing is developed as a specialist policing capability.**

What assurance can the Chief Constable provide to demonstrate that the Constabulary is engaging with the neighbourhood policing pathways (training) as provided by the College of Policing.

The Neighbourhood Policing Programme (NPP) is a nationally mandated training requirement for all Neighbourhood Officers across the country.

All required officers are currently engaged in online training as part of module 1 (NPP1). Cumbria Learning and Development Instructors have attended national “train the trainer” events and are developing locally contextualised modules with NHP Inspector contributions. NPP2 modules are scheduled, and officers diarised to attend these courses from January 2026 onward. Cumbria are one of only 18 forces to be in this favourable position.

Compliance with completion and attendance of the training will be monitored via existing performance governance arrangements and already exists on the local Neighbourhood Performance Framework – in advance of the courses being developed.

- **Pillar 4 - A crackdown on anti-social behaviour: Neighbourhood policing teams will have tougher powers, and be supported by other agencies, to tackle persistent anti-social behaviour (ASB). This includes piloting the new Respect Order to enable swift enforcement against prolific offenders, and a dedicated lead officer in every force working with communities to develop a local anti-social behaviour action plan.**

How is the Constabulary working with partners such as councils, housing agencies, social landlords and others to identify ASB?

Problem solving activity undertaken by neighbourhood teams includes partners on all occasions where appropriate. The contributions to problem solving and tactics deployed are recorded on problem profiles, which are subject to performance management and quality assurance to ensure compliance and consistency.

Officers form an integral role within Local Focus Hubs (LFH) – multi-agency and in the main, co-located arrangements where all partners can refer challenges and problems, to be subject to a review and a coordinated multi-agency response to addressing the underlying reasons for offender behaviour or offences being committed. The LFH structure and evidence of effective multi-agency working was praised within the previous PEEL inspection.

In addition to the continuous multi-agency arrangement, LFH managers also attend daily management meetings (chaired by a member of the BCU Senior Leadership Team on a twice daily basis), which ensures proactive contributions of multi-agency arrangements to non-problem-solving business as usual demand; and attend Safer Neighbourhood Governance Meetings – the strategic multi-agency neighbourhood meeting chaired by the Neighbourhood Chief Superintendent.

Community tasking and intelligence documents are prepared and disseminated via performance standards and insight (was intelligence), which provides an informed briefing to those partners with appropriate levels of access to that information, in turn influencing their activity.

As articulated, these arrangements go far beyond the identification of ASB, but focus upon the analysis of the contributing factors to ASB (and crime), the development of an effective response, and the multi-agency response and assessment of effectiveness.

How is the Constabulary measuring and documenting the level of activity carried out to prevent the escalation of ASB incidents and reduce the risk of criminality?

Where anti-social behaviour is the reason for the adoption of a problem, all related activity to contribute to resolving that challenge is documented on the relevant profile, which enable a review of the effectiveness of the tactics and to capture all teams contributions (compliance and accountability).

Instances of anti-social behaviour are subject to a risk assessment (anti-social behaviour risk assessment ASBRA), which when considered with the deployment decisions within a THRIVESC assessment, ensure the appropriate resources are deployed to and informed of higher risk incidents. All silver and gold ASBRA's are subject to a further assessment and review of an appropriate response by a neighbourhood team sergeant or inspector.

Operation Enhance captures proactivity and patrol activity within specific priority locations, which have been identified as areas of high demand for anti-social behaviour and serious violence – although the capture of this data is in reality to inform Home Office data returns and comply with their requirements to then fund the operation. From a business-as-usual perspective and as discussed earlier, embedding the operation enhance methodology and asset tracking technology into business-as-usual practices for the financial year 2026/27 onward will increase the information available – but will not be recorded unless there is a priority (i.e. without benefit).

How is the Constabulary undertaking risk assessments in identifying and responding to incidents of ASB?

Instances of targeted ASB personal; or nuisance ASB where a vulnerable individual is potentially involved are subject to a risk assessment within the command-and-control room which informs the

level of risk – this (and relevant incidents which are not reported via the command-and-control room but identified by officers) are then subject to a review or assessment by the neighbourhood policing team. The standard of risk then dictates the level of ownership and activity required.

At what stage is persistent, on-going ASB considered? Is there a set number of reports that trigger an internal review / action plan?

Repeat victimisation occurs when the same person or premises are targeted repeatedly as a direct victim of ASB and/or a linked crime, over a period of time, particularly if the person has been deliberately targeted or if they are a victim of a campaign of harassment or stalking. There is no number attributed to “repeat”, so essentially, persistence is considered on each instance.

Repeat or persistent ASB may though not result in a problem profile or local informed response, the circumstances of each case will inform the response, governance, and agencies involved in the same.

How is the force utilising the current range of ASB powers (including out of court disposals and immediate justice programmes) to resolve ASB incidents?

The Constabulary has been recognised by the HMICFRS as being ‘advanced’ in its use of powers and orders to tackle individuals and the behaviours which contribute to issues of anti-social behaviour and criminality within the communities.

The neighbourhood teams currently have in excess of 30 live orders to tackle persistent and repeat offenders, which include Criminal Behaviour Orders; Civil Injunctions; Stalking Protection Orders; and Community Protection Warnings. These are recorded on a central ‘NPT Ancillary Orders’ repository, with actions to monitor compliance with and enforce breaches of, managed via daily management meetings.

How is the Constabulary making victims of ASB aware that they are entitled to an ASB Case Review if they are not satisfied with the response after frequent reports?

Where a deployment occurs, officers are advising victims of the case review via the presentation of a booklet which contains links to the case review process, or highlighting the links via the neighbourhood policing and local authority websites. Where no deployment occurs (which should be rare for frequent or repeat ASB as this would be subject to an ASBRA), command and control room officers provide the information – compliance with this requirement is monitored via the Force Operations ASB Lead Inspector.

What information can the Constabulary provide around the development of the ASB Action Plan? Is the Constabulary on track to deliver by April 2026?

The Constabulary is in the process of development a localised ASB plan, which will be implemented by 1st April 2026.

- **Pillar 5 - Safer town centres: Neighbourhood policing teams will crack down on shop theft, street theft and assaults against retail workers, so local people can take back their streets from thugs and thieves.**

What assurance can the Constabulary provide that shop theft / retail crime is being effectively prioritised under the Neighbourhood Policing Guarantee?

On 30th June 2025, the Office of the Police, Fire & Crime Commissioner (OPFCC) launched the Safer Streets Summer Initiative, introduced by the Home Office to support the Neighbourhood Policing Guarantee. This operation ran for a period of three months until 30th September, involving Cumbria Constabulary and partner agencies such as Cumberland Council, Westmorland and Furness Council, Public Health, Cumbria Fire and Rescue Service, Remedi, The Well Communities and Cumbria Youth Alliance. The initiative focused on reducing anti-social behaviour, reduce and prevent crime and restore confidence in local services, focusing on Carlisle, Whitehaven, Workington, Kendal, Barrow-in-Furness, Penrith and Ulverston town centres.

There is an expectation that the Home Office will duplicate this operation over the winter months (albeit the priorities are not yet known).

Neighbourhood Policing teams will continue to respond to retail and town centre related crime, as will response officers. Where such crime or behaviours become a problem, then a multi-agency assessment will be undertaken via the LFH's, and appropriate measures and actions will be established.

Retail crime is included within the local Neighbourhood Performance Framework as a tier 3 Key Performance Indicator, to ensure the Constabulary has the appropriate governance in place regarding the guarantee, which will also ensure that any fluctuations or increases in retail related crime will be identified by senior officers, to ensure the appropriate responses are in place.

What assurance can the Constabulary provide that town centres are being effectively and efficiently policed to reduce street theft and ASB.

The effects of officer deployments as reported via Operation Enhance meetings are evidence of the effectiveness of policing within town centres. Operation Enhance has seen the deployment of officers to locations of anti-social behaviour and serious violence.

From a priority location perspective, the following reductions in ASB have been experienced in town centres:

Botchergate – 72.2% reduction
Whitehaven – 45.45% reduction
Barrow – 13.04% reduction

With non-town centre locations experiencing:

Penrith – 81.82% reduction
All priority locations – 24.11% reduction

All locations outside priorities – 28.79% reduction

In addition, Operation Regulate sees the deployment of officers to deal with night-time economy related offending and domestic abuse, and Operations Icarus and other initiatives will see seasonal operations directing officers and tactics to deal with relevant demand.

How are NPTs problem-solving and targeting persistent offenders? Is a consistent approach being applied across the county?

Individuals are identified via the analysis of community intelligence; referrals to Local Focus Hub's; incident logs and recorded crime. Where individuals are identified as high harm and demand generators (persistent offenders) appropriate and bespoke plans are put into place to target them. The use of ancillary orders as previously discussed is evidence of such activity.

The individuals are adopted as targets which are reviewed at varying forums dependent upon their behaviour – Domestic Abuse Themis; Force or Local Tasking & Co-ordination Group meetings; or thematically at local target review meetings which take place between intelligence units and local Senior Leadership Team's on a weekly basis. Inspectors are allocated individual responsibility for target individuals and are accountable for the contribution to the tactical plan, and disruption and reduction in offending behaviour.

Repeats (as distinct from persistent – identified from a top-10 callers, victims and offenders perspective) are reviewed on a weekly thematic basis at daily management meetings.

- **Risks**

Is there anything impacting on the Constabulary's ability to deliver against the NPG? As resources are moved into NPTs to achieve the growth targets associated with the NPG, how is the Chief Constable ensuring continued operational capability elsewhere?

The risks associated with achieving the guarantee are specifically related to the Cross-Pillar metrics – the recruitment into neighbourhood policing roles within the required timescales, and relatedly the terms of the funding grant.

Plans and timescales are in place to achieve the current and enhanced budgeted establishments, and resilience is being afforded via the establishment of a 'reserve list' of officers who can be posted into NHP in the event of absences or unforeseen abstractions. This though is the area of the guarantee that can be subject of unforeseen fluctuation and as such, is the risk.

The movement of officers to neighbourhood policing roles is via the increase in establishments. The timescales for increasing neighbourhoods are based upon the availability of additional resources to displace response officers – this is not an exodus of response officers which leaves vacancies and challenges around capacity. The developing arrangements regarding CBO roles will also increase area capacity, ensuring operational capability is actually increased as opposed to sustained.

- **Available Support**

Is there any further support or resources that would be welcomed by the Chief Constable to: support engagement with and / or influencing of key local and national partners?; help with the delivery the ASB Action Plan?; reduce the number of incidents of shop theft / retail crime?; assist in patrolling town centres to reduce street crime and ASB?; assist NPTs to engage with their relevant local communities?

The OPFCC can provide support in managing local political (MP and Councillor) expectations where a national directive is not necessarily reflective of Cumbria's challenges.

If the PFCC has any influence in relation to providing clarity on the future funding grants, decision dates, publication dates, and the specific criteria within – this would be beneficial in informing organisational and specifically recruitment planning (which takes time and coordination).

The PFCC's support and contributions to Operation Enhance do assist the Constabulary and local teams in reducing anti-social behaviour, serious violence and related diffused benefits on a frequent basis already.

The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

☐
☐
☐

by the information provided.

Comments: