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Our reference: PZ

Date 13 June 2025

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

The Police and Crime Commissioner's Public Accountability Conference will take place on **Friday 20th June 2025, at 13:00.**

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 Paula Zutic on paula.zutic@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
Chief Constable	- Mr Rob Carden

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 13th February 2025.

6. END OF YEAR PERFORMANCE 2024/25

To receive and note the report 'end of year performance for 2024/25'.

7. RASSO PERFORMANCE

To receive & note the report 'RASSO performance'.

8. HOW ACCESSIBLE IS CUMBRIA CONSTABULARY

To receive, note the report 'How Accessible is Cumbria Constabulary'



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

Minutes of the Public Accountability Conference held on
Thursday 13th February 2025
at 10:00am in Conference Room 1, Carleton Hall, Penrith

PRESENT

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

Also present:

OPFCC Chief Executive (Gill Shearer);
Chief Finance Officer (Steven Tickner);
Chief Constable (Rob Carden);
Deputy Chief Constable (Darren Martland);
Constabulary Chief Finance Officer (Michelle Bellis);
Constabulary Communications Officer (Nick Griffiths);
OPFCC Blue Light Collaboration Manager (Steph Stables);
OPFCC Administration Support Officer (Ellen Cannon) – 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 Assistant Chief Constable (Dave Stalker);

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

No questions had been received in advance of the meeting from any members of the public

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 January 2025 which had previously been circulated with the agenda. The minutes were agreed as an accurate record and signed by the Chair.

RESOLVED, that, the

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

006. FINANCIAL SUMMARY 2024/25 – QUARTER 3 TO DECEMBER 2024

The presentation was given by the Constabulary Chief Finance Officer.

The Q3 position at the end of December 2024 for both the Constabulary and OPFCC combined shows an 396k underspend.

The December forecast underspend is comprised of an underspend on Constabulary budgets of £394k and an underspend on OPFCC budgets of £2k.

Following a discussion, the report was noted.

RESOLVED, that

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

007. TREASURY MANAGEMENT ACTIVITIES 2024/25 QUARTER 3 (OCTOBER TO DECEMBER 2024)

The presentation was given by the Constabulary Chief Finance Officer.

The investment balance at 31st December 2024 was £16.117m. A current estimate of £1.144m for investment interest forecast and a base budget of £0.400m.

Following a discussion, the report was noted.

RESOLVED, that

- (i) The report be noted;



008. DECISION 001-2025 – CAPITAL STRATEGY 2024/25

The presentation was given by the Constabulary Chief Finance Officer.

The report is available to view on the Commissioner's website, and the purpose of the report is to provide information on the proposed capital strategy for 2025/26. The capital strategy (item 08a) is an overarching strategy that sits above the two documents which have been produced historically namely the capital programme (item 08b) and the treasury management strategy statement (item 08c). The capital strategy provides a high level overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of services along with an overview of how associated risk is managed and the implications for future financial sustainability. The capital programme is developed in consultation with the Constabulary who are the primary user of the capital assets under the ownership of the Commissioner.

Local Authorities (including Police and Crime Commissioners) determine their own programmes for capital investment in non-current (fixed) assets that are essential to the delivery of quality public services. The Commissioner is required by regulation to have regard to The Prudential Code when carrying out his duties in England and Wales under part 1 of the Local Government Act 2003. The Prudential Code establishes a framework to support local strategic planning, local asset management planning and proper option appraisal. The objectives of the Prudential Code are to ensure: "within a clear framework, that the capital investment plans of local authorities are affordable, prudent and sustainable". In the past, to meet these requirements, all schemes within the 5 year medium term capital programme are only approved on the basis that they are fully funded either through capital grants, capital reserves, capital receipts, revenue contributions or borrowing. The proposed programme meets this test only with the planned increase use of borrowing. The estimates for 5-10 years are however built on a number of assumptions, which, particularly in rapidly changing sectors such as ICT, are difficult to accurately predict. This means that projected costs in the later years of the capital programme become increasingly indicative and should be treated with caution.

The Commissioner was asked to approve the following recommendations:-

- 1.1. Capital Strategy (Item 08a) – The Commissioner is asked to approve the capital strategy including the prudential indicators set out in the report.
- 1.2. Capital Programme (Item 08b) - The Commissioner is asked to:
 - Approve the capital programme for 2025/26 and beyond as part of the overall budget process for 2024/25.
 - Approve the status of capital projects as detailed in appendices 2 to 5.
- 1.3. Treasury Management Strategy (Item 08c) - The Commissioner is asked to:
 - Approve the Borrowing Strategy for 2025/26 as set out on pages 8-9



- Approve the Investment Strategy for 2025/26 as set out on pages 10-13
- Approve the Treasury Management Prudential Indicators as set out on pages 15-16
- Approve the other Prudential Indicators set out on pages 17 to 21
- Approve the Minimum Revenue Provision Policy Statement for 2025/26 as set out on page 22
- Delegate to the OPFCC Chief Finance Officer any non-material amendments arising from scrutiny of the strategy by the Joint Audit Committee.
- Note that the detailed Treasury Management Practices (TMPs) are currently being reviewed and updated as required by the Code of Practice and will be published alongside the TMSS on the Commissioner's website. The updated TMPs will be provided at the Joint Audit Committee in March 2025.

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

RESOLVED, that

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

009. DECISION 002-2025 2025/26 BUDGET AND MEDIUM-TERM FINANCIAL FORECAST

The presentation was given by the Constabulary Chief Finance Officer.

The Commissioner was asked to approve the revenue budget, capital budget, reserves strategy and charging policy for 2025/26 and the level of council tax to support the budget, having taken into account the advice of the OPFCC Chief Finance Officer in his report on the robustness of the proposed budgets. The papers provide provisional financial information for the years 2025/26 to 2029/30 and for 10 years in respect of the capital programme and reserves.

The Commissioner was asked to note the attached Constabulary and OPFCC Chief Financial Officer's report on the robustness of the budget 'the Local Government Act 2003 Requirements' report (item 09a), taking into account his advice in respect of his decisions on the proposed budgets.

Appendix B of the report 'Budget 2025/26 and Financial Forecasts 2025/26 to 2028/29 (item 09b) sets out the budget resolution for decision by the Commissioner in order to formally approve the level of council tax precept. In the context of the budget resolution, it is recommended that:



- a) The revenue budgets outlined in the report and appendices be approved, having regard to the Local Government Act 2003 Requirements report
- b) That the budget requirement for 2025/26 be set on the basis of the amount within the budget resolution at appendix B
- c) The council tax for Band D properties be approved at £324.00 for 2025/26, an increase of £13.95 or 4.5%, being the amount within the budget resolution

The Commissioner was also asked to approve the Reserves Strategy for 2025/26 which is provided as a separate report (item 09c); and to approve the Charging Report for 2025/26 which is provided as a separate report (item 9d)

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

RESOLVED, that

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

Meeting concluded at 10:30

Signed: _____ **Date:** _____



Public Accountability Conference

Title: End of Year Performance 2024/25

Date: 20th June 2025

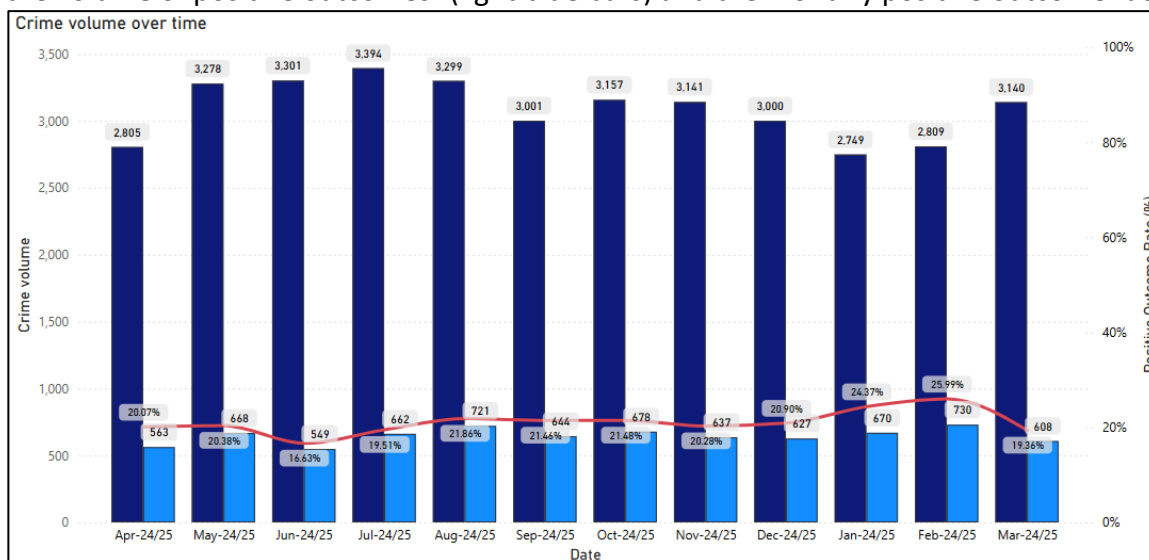
Executive Summary:

This report provides an overview of Cumbria Constabulary's end of year performance position

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).



During the 2024/25 financial year (01/04/2024-31/03/2025) Cumbria Constabulary recorded 37,074 crimes, which was a 4.3% increase on the previous financial year (1,522 additional crimes).

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

The Constabulary's positive outcome rate for the 2024/25 financial year was 20.9% which was a 1.4 percentage point increase compared to the previous year (19.5%). Latest national data (up to the end of February 2025) indicates that Cumbria had 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 crime rate (all crime) per 1,000 population during the 2024/25 financial year was 74.0/1,000 population. This means that for every 1000 individuals residing in Cumbria, 74 crimes were recorded. Latest national data (up to the end of February 2025), indicates that this figure is lower than the national average and the average of our Most Similar Group.

1.2 All Crime – Offence Group Performance Overview

The below table provides a breakdown of the 37,074 recorded crimes by offence group.

Offence Groups with Crime Volume and Positive Outcome Rate – Apr-24 – Mar-25

OffenceGroup	Crime Volume	SPLY Volume	Vol. Delta	Vol. Delta (%)	Positive OCs	Positive OC Rate
Arson and Criminal Damage	3,847	4,336	-489	-11.28%	565	14.69%
Burglary	1,057	1,308	-251	-19.19%	181	17.12%
Drug offences	2,002	1,666	336	20.17%	1,575	78.67%
Miscellaneous Crimes Against Society	1,163	884	279	31.56%	269	23.13%
Possession of weapons offences	538	537	1	0.19%	253	47.03%
Public order offences	3,802	3,334	468	14.04%	767	20.17%
Robbery	134	178	-44	-24.72%	37	27.61%
Sexual offences	1,821	1,585	236	14.89%	200	10.98%
Theft offences	5,241	5,345	-104	-1.95%	1,102	21.03%
Vehicle Offences	837	972	-135	-13.89%	113	13.50%
Violence against the person	16,632	15,407	1225	7.95%	2,695	16.20%
Total	37,074	35,552	1522	4.28%	7,757	20.92%

Cumbria Constabulary saw a 20.2% increase in drug offences; this is influenced by an increase in the volume of proactive stop searches increasing (19.9% increase in the 2024/25 financial year, compared to the previous financial year) as well as targeted drugs operation run across the county targeting suppliers. The positive outcome rate for drug offences during the 2024/25 financial year was 78.7%, latest national data (up to the end of February 2025) indicates that this outcome rate is above the national average, as well as the average of our Most Similar Group.

There has been a 19.2% decrease in the volume of burglaries across the force. This is influenced by an increased focus on Burglary Performance across the Constabulary, with a dedicated Operation (THEMIS), weekly tactical meetings, introduction of outcome based and volume reduction KPI's, and increased media campaigns alerting residents on the importance of securing belongs and their homes. Residential burglary of a home has also decreased 23.0% which is 138 fewer crimes. During the 2024/25 financial year, Cumbria recorded 2.6 burglaries per 1000 population. Latest national data (up to February 2025) indicates that this figure is below the national average, and the average of Cumbria's Most Similar Group.

The outcome rate for Burglary for the 2024/25 financial year was 17.12%, latest national data (up to February 2025) indicates that this is one of the highest rates nationally, with a rate higher than the national average and that of our most similar group.

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

Robbery has decreased by 24.7% (44 fewer crimes) which is influenced by an increased focus on this offence across a number of tactical and strategic meetings. During the 2024/25 financial year, Cumbria recorded 0.36 robberies per 1000 population. Latest national data (up to February 2025) indicates that this figure is below the national average and in line with the average of Cumbria's most similar group.

The outcome rate for Robbery for the 2024/25 financial year was 27.61%. Latest national data (up to February 2025) indicates that this is one of the highest rates nationally, with a rate above the national average, and that of our Most Similar Group.

Public order offences have increased by 14.0%. The largest proportional increase is seen in the offence sub group 'Other offences against the state or public order', which has seen a 50.2% increase (an additional 149 offences). This sub category contains the offences of "breach of a criminal behaviour order", "breach of a SHPO/interim SHPO/SOPO/interim SOPO" and "Failure to Comply with Notification Order", all of which have all seen notable increases compared to the previous year and is representative of the Constabulary increasing its use of these orders.

Violence against the person has seen an 8.0% increase, most of this increase came from the subgroup "stalking & harassment" which saw a 11.5% increase (533 additional crimes) and the offence group "violence without injury" which saw a 10.9% increase (665 additional crimes). Stalking has increased nationally and is influenced by increased awareness, the National Stalking Helpline reporting a surge in stalking complaints following a Netflix programme 'Baby Reindeer' which was watched by millions of people. The Stalking Super complaint was also published in 2024, further increasing awareness to both victims and police forces nationally.

The outcome rate for Stalking & Harassment during 2024/25 was 12.82%, latest national data (up to February 2025) indicates that this is one of the highest outcome rates nationally, with a rate above the national average, and that of our most similar group. Stalking has also been introduced as an outcome based KPI for the 2025/26 financial year.

Sexual Offences have increased by 14.9% and is discussed in more detail within the RASSO report. The increase is influenced by a change in counting rules, in which 3 new offences were introduced under the Online Safety Act in January 2024, relating to sending and sharing images of a sexual nature.

Miscellaneous crimes against society have increased by 31.6% (279 additional offences). National data indicates that increases have also been seen nationally, and within our Most Similar Group. The largest increases are seen within the sub-group, 'Threat or Possession with Intent to Commit Criminal Damage' (+110 offences), this is influenced by a change in crime counting rules, which has changed the offence criteria and placed the recording of this under the 'Miscellaneous Crimes Against Society' category (previously recorded under Malicious Communications category). The actual offence of "criminal damage" however, has seen a decrease of 11.1% (465 fewer offences).

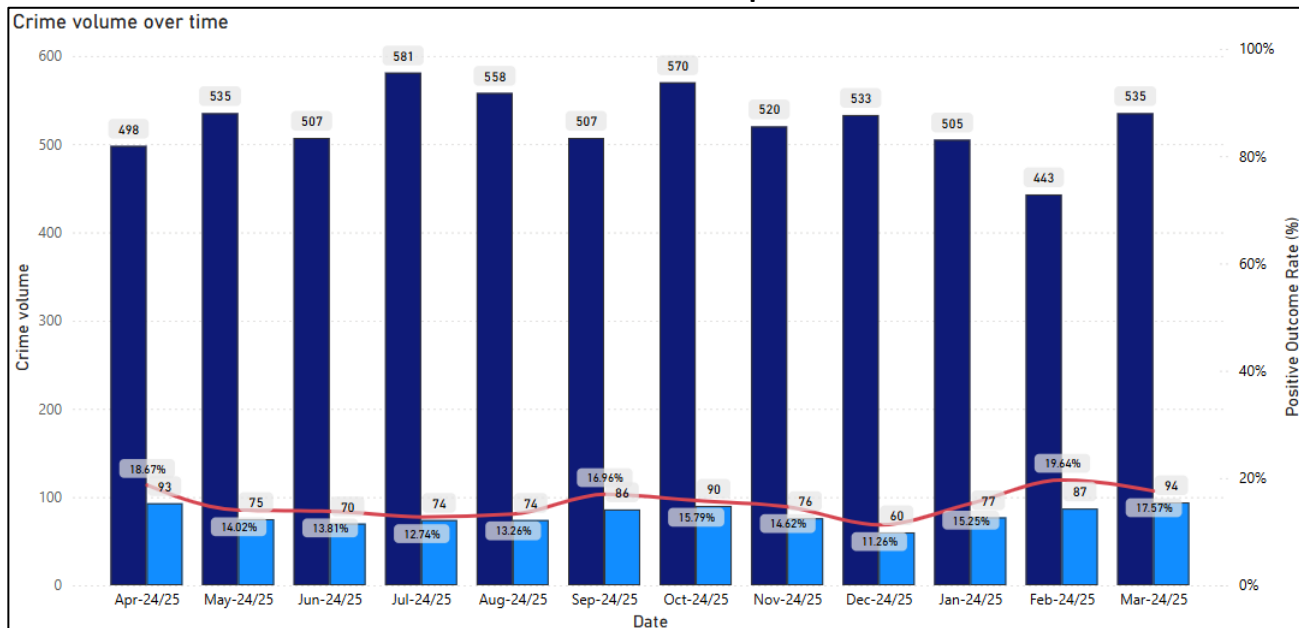
The offence of 'Profiting from or concealing knowledge of the proceeds of crime' has also increased by 80 offences, this is influenced by increased activity by the Roads Crime Unit, focusing on identifying vehicles likely to be involved in the transportation of illicit / criminal cash. Furthermore, the Constabulary have introduced a dedicated Financial Investigator within the Economic Crime Unit,

to target illicit / criminal cash held in bank accounts, identified through Suspicious Activity Reports (SARs).

The outcome rate for Miscellaneous crimes against society is 23.1%. Latest national data (up to the end of February 2025), indicates that this is one of the highest rates nationally, and is above the national average and the average of our Most Similar Group.

1.3 Domestic Abuse – Performance Overview

Domestic Abuse Volume and Positive Outcome Rate – Apr-24 – Mar-25



In the financial year 2024/25 there were 6,292 Domestic Abuse (DA) crimes recorded. This was a 2.9% increase on the previous financial year which saw 6,117 crimes (175 additional). The positive outcome rate for the financial year 2024/25 was 15.2%, a 2.3pp increase compared to the previous year (13.0%).

Our domestic abuse per 1,000 population rate in the 24/25 FY was 12.6/1,000 population), meaning that for every 1000 individuals residing in Cumbria, 12.6 DA crimes were recorded. National data is unavailable for Domestic Abuse.

1.4 National Crime and Policing Measures³ – Performance Overview

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

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.

	FY 2024/25	FY 2023/24	Change
Homicides	4	4	No Change
Drug-related Homicides ⁴	0	1	100% Decrease
Neighbourhood Crime ⁵	1,972	2,306	14% Decrease
Offences involving discharge of a firearm ⁶	47	40	17.5% Increase
Knife Crime ⁷	140	210	33.3% decrease*
Cyber Crime ⁸	2,979	2,208	35% Increase
Overall Victim Satisfaction (Crime)	80.8%	82.9%	2.1pp Decrease
Overall Victim Satisfaction (ASB)	74.1%	77.4%	3.3pp Decrease

The only offence group within “neighbourhood crime” to see an increase was “theft from the person” which saw a 10% increase from 115 crimes to 127 (12 additional). All other offence groups within neighbourhood crime have seen a decrease this FY when compared to the last FY. Overall, there has been a 14% decrease with 334 fewer crimes recorded.

There has been a 35% increase in crimes that have been tagged as cybercrime (771 additional crimes). In 2024 the National Data Quality Improvement Service (NDQIS) introduced a new measure to improve data quality in relation to the use of the Cyber Flag, therefore the increase is partly influenced by improvements in data quality. Additionally, 3 additional offences were introduced under the Online Safety Act in January 2024, relating to sending and sharing images of a sexual nature, these offences will mostly be cyber enabled.

Per 1,000 population rates; cybercrime (5.9/1,000 population); neighbourhood crime (3.9/1,000 population); knife crime (0.3/1,000 population); homicide (0.01/1,000 population); offences involving discharge of a firearm (0.1/1,000 population).

1.5 Anti-Social Behaviour (ASB)

The table overleaf provides a breakdown of ASB incidents recorded by Cumbria Constabulary during the Financial Year 2024/25.

⁴ Drug-related homicides are any homicides involving a drug user or drug dealer, or that is related to drugs in any way.

⁵ Neighbourhood Crime consists of the following offence groups: Burglary, Robbery, Theft of and from a Vehicle, Theft from a person

⁶ As per Annual Data Return (ADR) 131 – Data included up to end of Mar 2025

⁷ As per ADR 160 – Data included up to end of Feb 2025

⁸ Cybercrime refers to criminal activities carried out using computers and the internet, including hacking, data theft, malware attacks, and financial fraud. The Constabulary uses a ‘cyber flag’ to flag relevant crimes that are either cyber enabled (e.g. threats / harassment committed online) and cyber dependent (e.g. Hacking). The use of the Cyber Flag is therefore subject to Data Quality limitations.

IncidentType	Incidents	Same period last year	Difference	% change	3 year average	3 year difference	% change 3 year average
ANTI-SOCIAL BEHAVIOUR - NUISANCE	2965	3672	-707	-19.3%	4313	-1348	-31.3%
ANTI-SOCIAL BEHAVIOUR - PERSONAL	458	678	-220	-32.4%	760	-302	-39.7%
ANTI-SOCIAL BEHAVIOUR - ENVIRONMENTAL	189	247	-58	-23.5%	386	-197	-51.0%
Total	3612	4597	-985	-21.4%	5459	-1847	-33.8%

All types of anti-social behaviour have decreased during the Financial Year 2024/25 compared to the previous year. The largest increase in terms of volume was under “nuisance” which saw just over 700 fewer incidents and a 19.3% decrease. “Personal” saw the largest decrease in terms of percentage with a 32.4% decrease (220 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.

Between 01/07/2024 and 30/04/2025, Operation Enhance has delivered 5433 hours of highly visible patrols within the targeted areas (this figure is per officer and was calculated from the self-reported forms). Furthermore, the patrols have resulted in the below proactive activity from the officers:

- 77 arrests
- 336 stop and searches
- 634 intel submissions
- 6 weapons seized
- 97 traffic offences reported

Alongside the highly visible patrols, problem-oriented policing profiles were created to offer long-term solutions to re-occurring issues. For example, the constabulary facilitated the creation of a pub watch scheme in Maryport and installed anti-climb paint and pigeon spikes on selected buildings in Workington town centre.

Both BCUs have seen similar decreases, Cumberland has seen an overall decrease in ASB incidents of 21.1% (554 fewer incidents), Westmorland & Furness has seen an overall decrease of 21.9% (427 fewer incidents).

The below table provides a breakdown of Youth related ASB incidents recorded by Cumbria Constabulary during the Financial Year 2024/25.

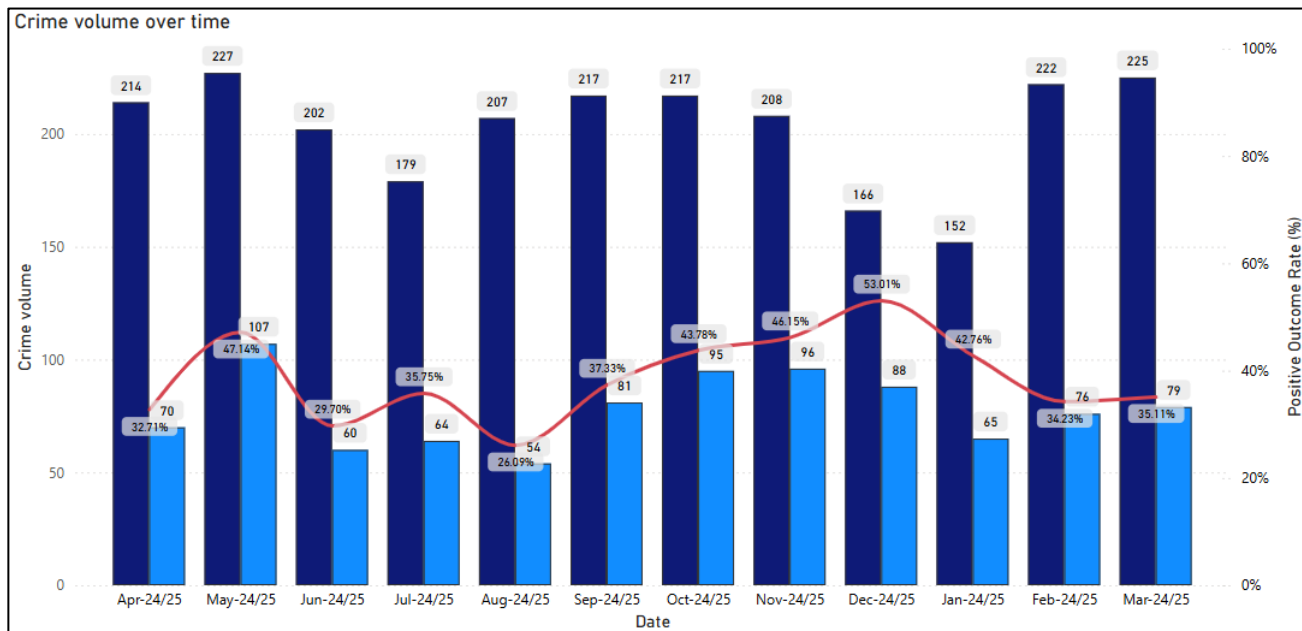
Youth ASB Incidents – Force Wide – Apr-24 – Mar-25

IncidentType	Incidents	Same period last year	Difference	% change	3 year average	3 year difference	% change 3 year average
ANTI-SOCIAL BEHAVIOUR - NUISANCE	1115	1376	-261	-19.0%	1583	-468	-29.6%
ANTI-SOCIAL BEHAVIOUR - PERSONAL	78	115	-37	-32.2%	114	-36	-31.6%
ANTI-SOCIAL BEHAVIOUR - ENVIRONMENTAL	34	39	-5	-12.8%	45	-11	-24.4%
Total	1227	1530	-303	-19.8%	1742	-515	-29.6%

All youth ASB has seen a decrease this financial year when compared to the previous year. Again, as with all ASB incidents, the largest decrease in volume can be seen under “nuisance” with 261 fewer incidents and a 19.0% decrease. The largest percentage decrease comes from “personal” with 32.2% less incidents. As discussed, this is influenced by increased activity as part of Operation Enhance.

Both BCUs have seen decreases, although Cumberland has seen a slightly larger decrease of 22.4% (202 fewer youth ASB incidents), WAF has seen a 15.9% decrease in youth ASB incidents (98 fewer incidents).

1.6 Shoplifting



There has been an 8.3% increase in shoplifting offences in the 2024/25 Financial Year when compared to the 2023/24 Financial Year, this accounts for 186 additional offences recorded. The total number of offences recorded in Financial Year 2024/25 was 2,436 (up from 2,250).

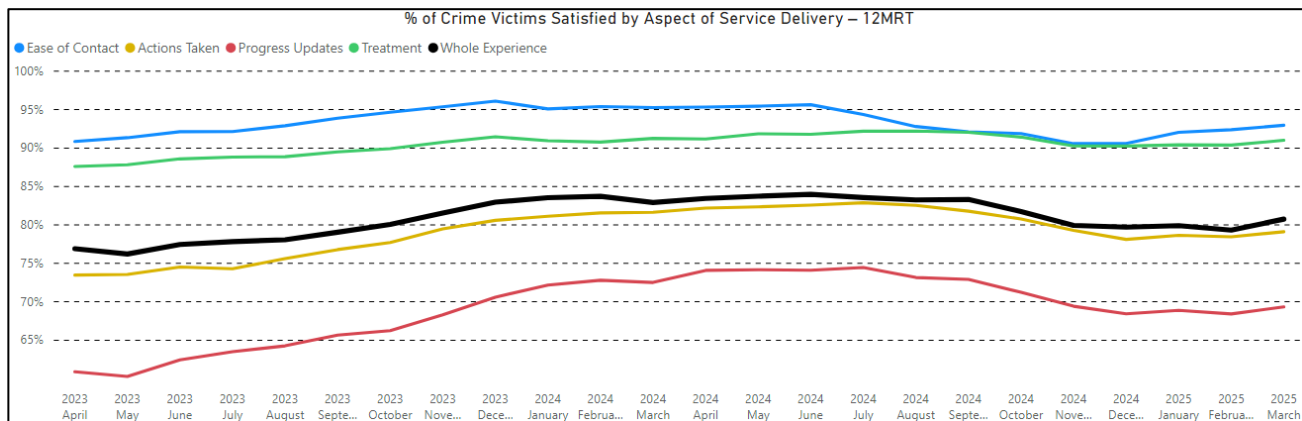
Cumbria's shoplifting crime rate per 1000 population during 2024/25 was 4.92, which was below the national average and the average of our most similar group.

The positive outcome rate for shoplifting in 2024/25 was 38.4%, which was a 1.5pp increase compared to the same period the previous year. Latest national data (up to February 2025), indicates that this is one of the highest outcome rates nationally, and is significantly above the national average, and above the average of our most similar group.

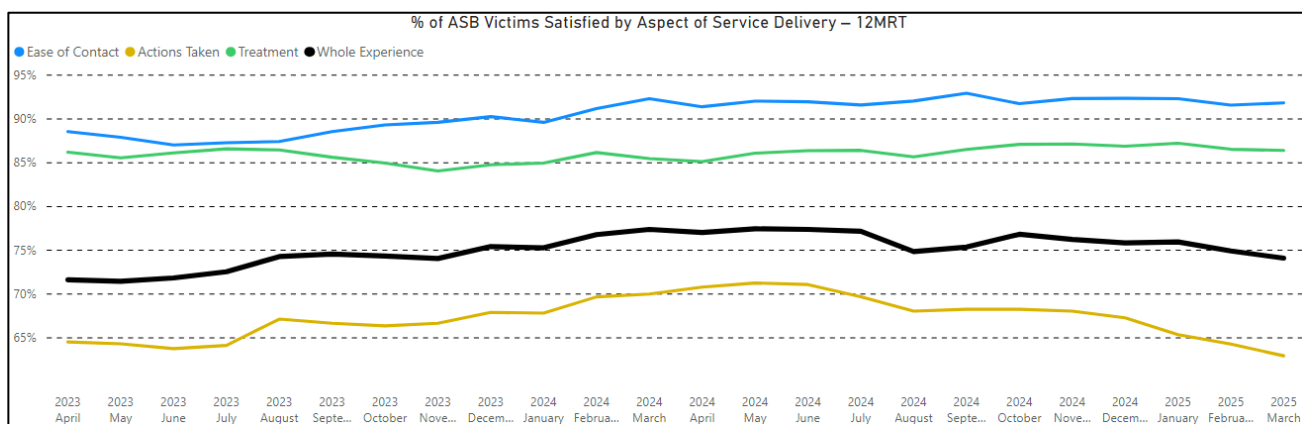
1.7 KSIs

Overall, in the Financial Year 2024/25 we saw a 7.8% decrease in the total number of KSIs recorded when compared to Financial Year 2023/24. There was a 4.5% decrease in the volume of fatal collisions (22 to 21; 1 fewer fatal collision). There was an 8.1% decrease in the volume of collisions resulting in a serious injury (246 to 226; 20 fewer).

1.8 Victim Satisfaction



During the 2024/25 financial year, 637 interviews were conducted with victims of Crime. Overall, 80.8% of respondents were satisfied with the whole experience. Broken down by aspect of service; 93.0% were satisfied with Ease of contact, 79.1% were satisfied with Actions Taken, 69.3% were satisfied with Progress Updates and 91.0% were satisfied with Treatment by Staff.



During the 2024/25 financial year, 309 interviews were conducted with victims of ASB. Overall, 74.1% of respondents were satisfied with the whole experience. Broken down by aspect of service; 91.8% were satisfied with Ease of contact, 63.0% were satisfied with Actions Taken and 86.4% were satisfied with Treatment by Staff.

1.9 Crime Survey England & Wales⁹

The below provides some findings from the latest national data published by the Crime Survey England & Wales, which includes data for the 2024 calendar year (Jan – Dec 2024). The survey provides estimates around public perception of police across each policing area nationally.

Public Perception of Police

The Survey estimated that:

⁹ 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](https://www.ons.gov.uk/crimeandjustice/crimeandjusticeinenglandandwales)

- **67.0%** of residents within Cumbria agree that **police treat them fairly**. This figure was the highest figure nationally of all 43 forces and above the national average of 58.5%
- **72.3%** of residents within Cumbria agreed that **police understand local concerns**. This was the highest figure nationally, and above the national average of 57.5%
- **55.9%** of residents within Cumbria agreed that **police deal with local concerns**. This was the second highest figure nationally, and above the national average of 45.2%
- **75.1%** of residents within Cumbria agreed that the **police in their area can be trusted**. This was above the national average of 70.2%
- **54.4%** of residents within Cumbria agree that **police can be relied on when needed**, this was above the national average of 51.7%
- **84.7%** of residents within Cumbria agree that the **police would treat them with respect**, this was the 4th highest figure nationally, and above the national average of 80.8%
- The estimated **overall confidence** in Local Policing was **72.3%** for Cumbria Constabulary, which was above the national average of 66.3%

Ratings of Police

The Survey estimated that:

- **58%** 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 48.5%
- **57.4%** 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 47.9%

2. Performance Management

2.1 Performance Management activity over the last 12 months

The below provides a summary of some areas of activity and focus over the last 12 months that has supported the force in managing and improving its performance (please note this list is not exhaustive):

- Key Performance Indicators (KPI's) receive continued governance across various performance meetings, including Strategic Management Board (chaired by Chief Constable) and Strategic Performance Board (Chaired by Deputy Chief Constable). These KPIs have now been refreshed for the 2025/26 financial year.
- Evaluations / Deep dives – the Constabulary has commissioned full evaluations into Rape and Domestic Abuse, which evaluated crimes at every stage of the process, right through from initial contact all the way through to outcome. Both reports provided a number of key findings and recommendations aimed at improving outcomes for victims. Further similar evaluations are planned looking at other areas of performance, including areas relating to Child Protection and Missing Individuals.
- Detailed analysis provided across a number of force performance meetings, with focus on performance areas such as officer workload, application of outcomes, stop & search, crime

trends, Crime Data Integrity, Principles of Investigation performance etc – all of which supports the improvement of outcomes for victims.

- The Constabulary has implemented OP THEMIS Rape – more details on this are contained within the RASSO report and consists of monthly tactical and strategic meetings aimed at improving investigation progress and outcomes for victims.
- Similarly, the Constabulary also has separate Op THEMIS meetings focusing on Burglary and Domestic Abuse, both with the aim of scrutinising investigations and improving outcomes for victims of these offences.

2.2 Priorities and areas of focus over next 12 months

Revised KPI's for 2025/26 will focus on improving outcomes for:

- All Crime
- Victim Based Crime
- Domestic Abuse
- Hate Crime
- Rape
- Other Sexual Offences
- Stalking
- Robbery
- Burglary Residential
- Vehicle Crime

Revised KPIs for 2025/26, will focus on continued reductions in:

- ASB
- KSI
- Vehicle Crime
- As well as ensuring volumes of Burglary Residential and Robbery remain low

2.3 Areas of Local / National concern

The Home Office and College of Policing are currently engaging with forces to inform the plan for a Neighbourhood Policing Performance Framework. This framework will provide a “Neighbourhood Policing Guarantee”, focussing upon five pillars namely:

- Policing back on the beat
- Community led
- A new neighbourhood policing career pathway
- A crackdown on antisocial behaviour
- Safer town centres

The guarantee will link to the government investment into the recruitment of 13,000 additional neighbourhood officers, PCSO's, and special constables nationally, and monitor forces performance

in relation to public trust; public perceptions; neighbourhood abstractions; community engagement; perceptions of the police; and organisational responses to instances of ASB.

Whilst not a concern, this will have an impact upon performance reporting requirements; and highlight specific areas of business currently not subject of reporting – when agreed and announced.

Following the knife attack in Southport in July 2024, limited details were released regarding the suspects identity, leading to misinformation being spread on social media and subsequently resulting in riots and an increase in Hate Crime nationally. Thankfully, incidents of this nature are infrequent, but demonstrated the wider impact that such an event can have across other areas of the Country. In a report published in May 2025, His Majesty's Inspectorate of Constabulary and Fire & Rescue Services said the police service "must do more to communicate online" and "fill the information void with the truth". Following a more recent incident during the Liverpool FC parade in May 2025, details regarding the suspect were released within 2 hours, reducing speculation and the circulation of misinformation.

In the financial year 2024/25, the Constabulary recorded 786 hate crimes, increasing 18.7% from the financial year 2023/24 (+124 crimes). 65.3% of the hate crimes recorded were race-related in the financial year, increasing 40.5% from the previous year (+148 offences). Religion related hate crimes also saw an increase of 26 offences this year. Transphobic, homophobic and disability motivated hate crimes saw a decrease of 30.1% from the previous financial year.

Artificial Intelligence – Nationwide there is a push to evaluate how ready Forces are to respond to the rapidly emerging area of AI. Both in terms of the potential benefits to its use in Forces in the areas of research and analysis and improving the efficiencies of workflows. The potential use of AI in policing poses many questions around data governance and privacy, as well as general security concerns. However, the potential upsides of its safe use are considerable, particularly in the areas of enhancing the speed of manual tasks and analysis. Potentially freeing up time and resources for operational staff, allowing them to spend less time on administrative tasks.

There is also an emerging threat from criminals who are leveraging AI to perpetrate crime, some examples include producing sophisticated romance fraud, online phishing, identity fraud and AI-generated "deepfakes". There is a new national working group in place to discuss the challenges around this, and how Forces could effectively tackle any criminal use of AI.

The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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by the information provided.

Comments:



Public Accountability Conference

Title: Rape & Serious Sexual Offences (RASSO)

Date: 20th June 2025

Executive Summary:

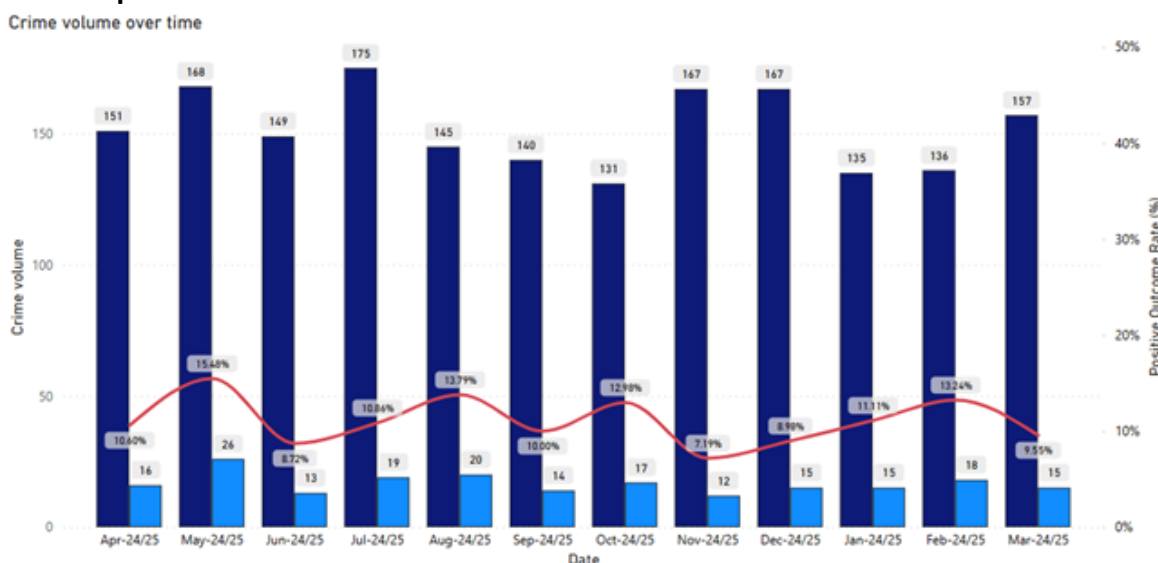
This report details the Constabulary's Understanding of RASSO, how it supports victims and brings offenders to justice

1. Performance Summary

1.1 Rape & Serious Sexual Offences (RASSO)

The below chart provides a visual of monthly crime volumes for all RASSO offences (dark blue bars), along with the volume of positive outcomes¹ (light blue bars) and the monthly positive outcome rate (red line), for the 2024/25 financial year.

RASSO Apr-24 – Mar-25



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

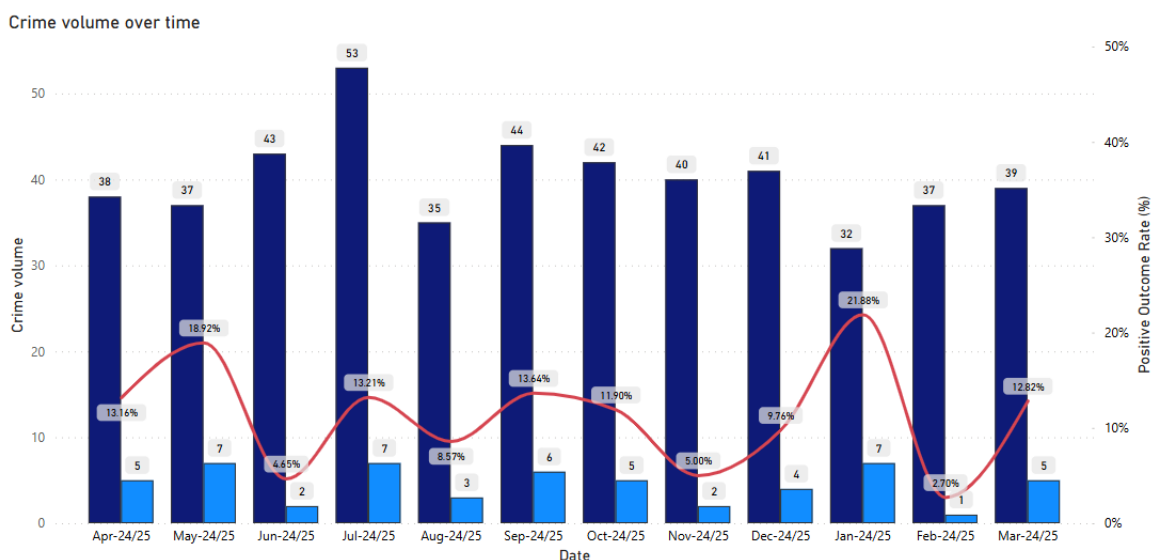
During the 2024/25 financial year, Cumbria Constabulary recorded 1,821 RASSO offences - a 14.9% increase from the previous year (+236 offences). The positive outcome rate for RASSO offences during the 2024/25 financial year was 11.0%, which was 0.7 percentage point decrease compared to the previous year (11.7%). Most recent national data (up to February 2025) indicates that Cumbria's positive outcome rate for RASSO offences is higher than the national average and the average of our Most Similar Group

During 2024/25 there were 3.6 RASSO crimes per 1,000 population in Cumbria. Latest national data (up to February 2025) indicates that this figure is equal to the average of our Most Similar Group² and is slightly higher than the national average.

1.2 Rape

The below chart provides a visual of monthly crime volumes for rape (dark blue bars), along with the volume of positive outcomes (light blue bars) and the monthly positive outcome rate (red line), for the 2024/25 financial year.

Rape Apr-24 – Mar-25



There were 481 rape offences recorded during the 2024/25 financial year, which was a 9.4% reduction in volume of offences (-49 offences) compared to the previous year.

There were 195 Domestic Abuse related Rape offences recorded in the financial year 2024/25, which was a 10.2% increase compared to the previous year (+18 offences).

The positive outcome rate for rape for the 2024/25 financial year was 11.2% (54 positive outcomes assigned), which was a 0.8 percentage point increase compared to the previous year (10.4%). Most recent national data (up to February 2025) indicates that Cumbria's positive outcome rate for rape offences is higher than the national average and the average of our Most Similar Group.

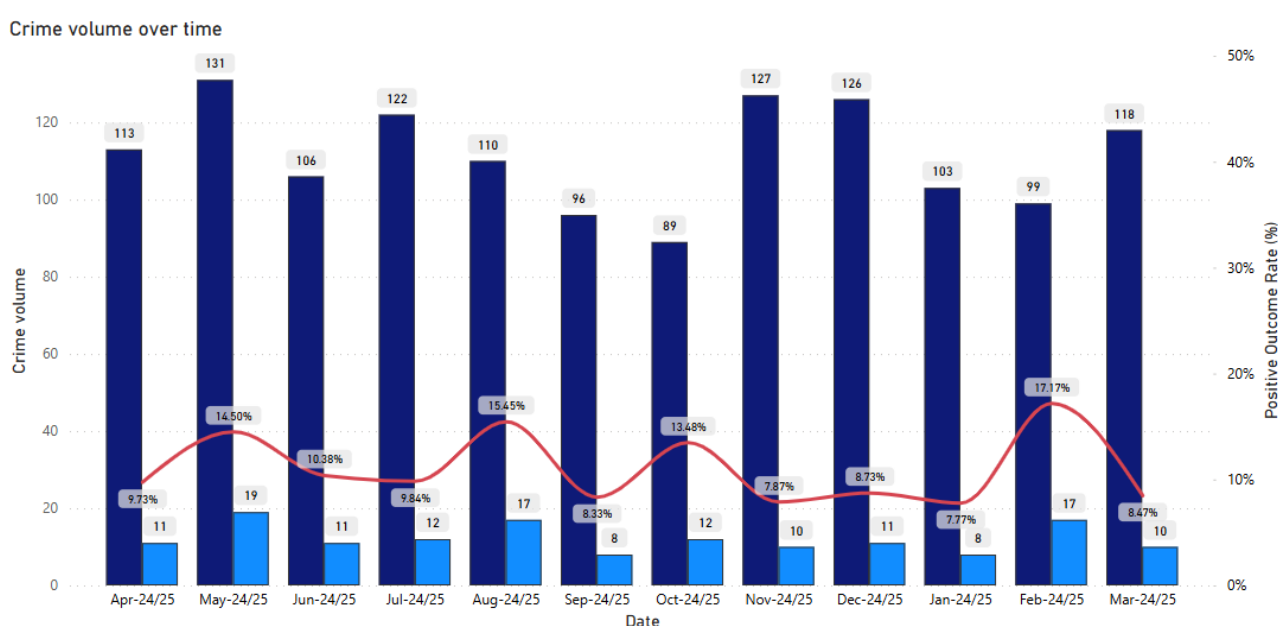
² Most Similar Group consists of the following forces: Cumbria, Lincolnshire, Norfolk & North Wales

During 2024/25 there were 0.96 rape crimes per 1,000 population in Cumbria. Latest national data (up to February 2025) indicates that this figure is lower than the national average and the average of our Most Similar Group.

1.3 Other Sexual Offences³

The below chart provides a visual of monthly crime volumes for Other Sexual Offences (dark blue bars), along with the volume of positive outcomes (light blue bars) and the monthly positive outcome rate (red line), for the 2024/25 financial year.

Other Sexual Offences Apr-24 – Mar-25



Cumbria Constabulary recorded 1,340 Other Sexual Offences in the financial year 2024/25, a 27.1% increase from the previous year (286 offences more than FY 23/24). An increase has been seen nationally and is partly influenced by a change in crime counting rules, when 3 new offences were introduced under the Online Safety Act in January 2024, relating to sending and sharing images of a sexual nature.

Analysis indicates that many of these offences are peer on peer (e.g. young individuals sending and sharing images of themselves and others), or domestic related offences (e.g. ex-partners threatening to share images of a sexual nature)

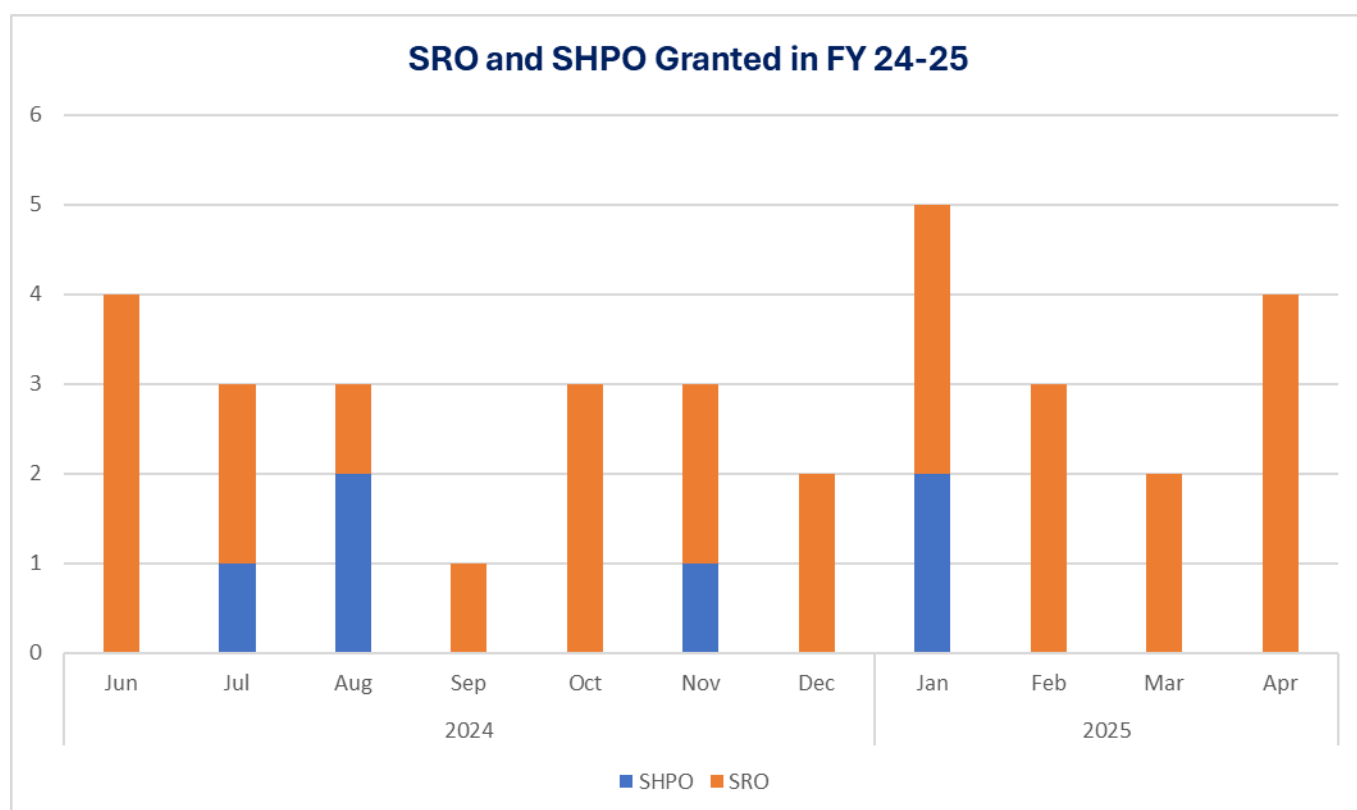
The positive outcome rate for Other Sexual Offences for the 2024/25 financial year was 10.9% (146 positive outcomes assigned), which was a 1.4 percentage point decrease compared to the previous year (12.3%). Most recent national data (up to February 2025) indicates that Cumbria's positive outcome rate for Other Sexual Offences is in line with the national average and slightly higher than the average of our Most Similar Group.

³ Other Sexual Offences consist of a number of offences, including Sexual Grooming, Sexual Assault, Sexual Activity with a child and Exposure and Voyeurism

During 2024/25 there were 2.64 Other Sexual Offences recorded per 1,000 population in Cumbria. Latest national data (up to February 2025) indicates that this figure is slightly higher than the average of our Most Similar Group and the national average.

1.4 Sexual Risk Orders (SRO's) and Sexual Harm Prevention Orders (SHPOs)

During the 2024/25 financial year, the RASSO Team dealt with 117 civil order cases (relating to SRO and SHPO), 7 of these are still ongoing⁴. Of the closed cases, 33 resulted in orders being granted⁵. Those included 27 SRO's (full and interim) and 6 SHPO's (full and interim). 51.5% of the orders were granted in Cumberland and 48.5% were in Westmorland and Furness.



2. Activity to improve RASSO Investigations, support victims and improve overall outcomes for victims

- The Constabulary is implementing the Soteria National Operating Model (NOM) which is tracked monthly at Soteria board.
- We have conducted extensive RSDIP training including in person training delivered by Dr Patrick Tidmarsh aimed at addressing rape myths, victim blaming language and being victim centred and suspect focused in terms of these investigations.

⁴ These are proactive investigations into SRO and SHPO.

⁵ This includes extension on orders that have been previously granted.

- The Constabulary has been a key partner in the implementation of the new CPS early advice scheme which will see CPS more involved with Rape cases from the early stages of investigations.
- The Constabulary conduct regular scrutiny of rape cases at the RASSO JOIM meeting held jointly with CPS to identify learning.
- The force adopts Operation Themis Rape (chaired by a Detective Chief Superintendent at the Strategic Meeting and by the DCI at the Operational meeting in each BCU) where each month rape cases which are live, are scrutinised in detail to identify opportunities to achieve additional detections to bring victims of rape justice as swiftly as possible. Agenda includes
 - Performance updates relating to charges, positive outcomes and convictions
 - A detailed review of a rape crime that resulted in No Further Action (Outcome 15 or 16)
 - Overview of new cases - last 30 days, inclusion of Specialist Reviews and Investigation Plan
 - 6 month / 12 month / 18month oversight of Bail and RUI (Released Under Investigation)
 - Debrief specific cases raised in RASSO JOIM (including review of action plan data and acquittal reports)
 - Issues for feedback to CPS (to Strategic Themis and RASSO JOIM)
 - Workload and wellbeing of investigators
- These measures have seen our PO rate increase and puts our performance as one of the highest for rape outcomes in the country – also acknowledging that we are not where we wish to be and intend on driving up that performance significantly from our current position.
- A rape evaluation has been completed, evaluating rape crimes from initial contact right through to outcome at court, to identify areas for continuous improvement – recommendations from this are being managed through Op Soteria group and Strategic Vulnerability Board
- Outcome based Rape and Other Sexual Offences KPIs are in place, governed at Strategic Management Board, Strategic Performance Board and Local Performance Meetings.
- Continued analysis provided at various performance meetings, including a focus on outcome rates, crime rates, national comparisons, repeat offenders and victims.
- Detective Inspectors carry out a bi-monthly review alternating between Bail and RUI for all areas to ensure cases are being progressed, identifying any blockers.
- Investigation Plans have been introduced which ensure appropriate recording of actions and rational on every investigation
 - Initial Risk Assessment
 - Crime Recording
 - Scenes - Forensic / Search strategy
 - Victim Strategy
 - Suspect Strategy - Offender Centric Investigations
 - Witness Strategy

- Digital Strategy
 - Passive Data Strategy
 - Reasonable lines of Enquiry
 - Disclosure Strategy
 - Intelligence
 - Safeguarding
 - CPS Engagement
 - Long Term Disruption of Suspect
 - Closing Risk Assessment
- The Constabulary has a team of dedicated RASSO engagement officers who work with victims, particularly those who are more vulnerable or may be reluctant to support a prosecution or require extra support. Referrals are made into the RASSO team and once adopted they provide an enhanced service from the time of the report and will support the victim all the way through the judicial process. They will work with ISVAs to ensure the police and support services work together to provide a tailored service.
- Victims of RASSO are entitled to an enhanced service through the Victims' Code of Practice (VCoP). Cumbria Constabulary has an established process through Power BI which identifies cases which require victims to be updated on the status of their case within the required timeframe. If investigators are not on duty, then updates are passed on their behalf to ensure victims are kept informed.
- From 1st July, a restructure in CJU will see additional support to investigators of RASSO offences (as well as the other Themis categories) which takes the disclosure and file building responsibilities away from them and should improve timeliness of investigations and failure demand with CPS.

2.1 Community focus

The Constabulary is adopting a number of approaches across the community.

- Cumbria Constabulary hosted the first Cumbria VAWG strategic event in May giving strategic and senior leaders throughout Cumbria, and those with the power to make changes, an opportunity to come together in one room for a full day event to look at how we can all better tackle VAWG – a key area being rape.
- The Constabulary has been at the forefront of launching the Walk safe app which has now had over 6000 interactions with the public and provides a free and easy way for people in our community to feel safe.
- Op Regulate / Op Vigilant are initiatives which seek to prevent offences occurring in the night-time economy. Dedicated patrols specifically looking to identify predatory behaviour or safeguard those who may be vulnerable due to intoxication or having been separated from their group. The Constabulary also has a newly established Welfare Hub in Bowness on Windermere. An area which is frequently populated with transient population and has a vibrant night-time economy.

- The Public Protection Unit run regular campaigns highlighting what support is on offer for victims of RASSO. There are also a number of campaigns for victims of Domestic Abuse (it is acknowledged that approximately 40% of rape offences are committed in a DA setting). Tackling Domestic Abuse is also a force priority. Targeting and pursuing DA offenders is essential to preventing escalation to sexual violence.

2.2 Tackling Suspects and perpetrators of RASSO to support prevention and reduction

- The Constabularies RASSO team and IOM team are at the forefront in terms of preventative orders and pro-actively seek out sexual risk orders and stalking prevention orders – these are powerful and effective tools which do not require an individual suspect to have a criminal conviction for sexual or stalking related offences but provides an order which is powerful and robust and in place for years to restrict their activities and keep people safe.
- In addition, the Constabulary is a lead performer nationally in DVDS Claires law disclosures which are another powerful tool in informing potential victims that they may be at risk from sexual or violent behaviours by a new partner. This performance is updated weekly to Chief Officers in Pacesetter meetings in addition to SVB.
- RASSO Investigation Plan is used to ensure that considerations for disruption, intelligence gathering, civil orders and partnership interventions are all documented on the investigation, and this is scrutinised during Supervisor reviews throughout the investigation and then again prior to finalisation.
- The RASSO team proactively search incident logs and intelligence daily to identify those who pose a risk, either through a significant incident being reported or an early identification of an escalation in behaviour. They will then apply for a sexual risk order, which once granted the perpetrator will be managed locally by the MOSOVO team

2.3 Supporting Officers involved dealing with and investigating RASSO offences

- The Screening and Surveillance Programme involves online psychological screening of roles at risk of increased levels of anxiety, depression, burnout, secondary trauma, or traumatic stress.
- Staff in CID and PPU based roles who deal with these offences with any regularity are subject to annual psychological screening – this ensures welfare is catered for on an individual level and onwards support is offered when concerns are identified.
- Officers have started the online national RISDP (Rape Investigators Specialist Development Programme) modules and will complete this training with face-to-face inputs at CPD events in June and July 2025.
- We are also committed to sending those who are eligible to the SSAIDP (Specialist Sexual Abuse Investigators Development Programme) which we are licenced to deliver in Cumbria to all PIP2 detectives and supervisors.
- Op Shield has been introduced as a means of regularly monitoring investigator workloads, including the number of rape investigations carried, against tolerance levels, to identify those

who may be over stretched. Those with excessive workloads are supported by line managers and members of the senior leadership team with a range of measures, with the option of being provided with protected time to consolidate outstanding or time critical enquires.

- EMDR: A list of external counsellors is readily available for every employee which includes an Eye Movement Desensitisation and Re-programming (EMDR) Specialist; this provides an additional evidence-based tool for the management of trauma (the National Institute for Health and Clinical Excellence (NICE) approve EMDR for the management of PTSD and Secondary Trauma).

2.4 Key priorities for next 12 months

- Our priorities are to remain a strong performer in terms of RASSO offences and to increase our positive outcomes significantly in line with the KPI's.
- The implementation of the new RASSO CPS advice procedure.
- To see a reduction (real terms, not reduced reporting) in RASSO based offences.
- To have the communities feel safer and more reassured by the approach adopted by the Constabulary.
- To understand and improve the poor conviction rate for Cumbria Cases

2.5 Local and national concerns

There is some ambiguity in terms of government direction for RASSO teams – there have been various public announcements and discussion from government indicating that police forces will be required to have RASSO teams, but as of yet, no detail on what these should look like or what role they will conduct. Cumbria Constabulary currently have an effective RASSO team, but this is around engagement with victims and SRO applications – If there is a change required from government around this it may impact CID resourcing in the force but at this stage no direction has been provided.

3. Update on RASSO HMICFRS Actions

3.1 Recommendation 5 - *By 31 July 2025, chief constables should make sure their forces use the new definition of repeat rape and other serious sexual offences suspects to identify and manage them.*

The new definition has still not been agreed or provided to Forces.

Cumbria Police attended a workshop on the 19th March, which was aimed at allowing forces to provide feedback on this. Further work is going to be completed by academics.

3.2 Recommendation 7 - *By 31 January 2025, all chief constables should make sure their forces prioritise identifying and disrupting rape and other serious sexual offences (RASSO) suspects. This includes making sure that:*

- *forces track, manage, and respond effectively to breaches of bail and protection orders in RASSO cases; and*

- ***all relevant personnel complete National Operating Model training on using criminal and civil orders to tackle RASSO.***

The Force has introduced monthly Op Themis Rape meetings. There is a strategic meeting chaired by the Head of Crime and Intel and attended by the BCU Detective Superintendents and Det Supt and DCI of HQ PPU along with Detective Supt Forensics.

The Operational meetings are chaired by BCU DCI's and review performance, in relation to charge, convictions and positive outcomes alongside overview of new cases and those that are 6/12/18 month to ensure timeliness and disruption tactics are considered.

Cumbria Constabulary have a dedicated RASSO team who proactively review RASSO incident logs daily to look for proactive opportunities to disrupt RASSO offending. We hold weekly thresholding panels with RASSO Team, Legal services and MOSOVO who manage the successful applications.

The breaches of SRO's and Sexual Harm Prevention Orders are managed by the Force's MOSOVO department, and the numbers are monitored and discussed at monthly PPU Performance meetings which is chaired by the Head of PPU.

Other disruption tactics such as DVPO's and Stalking Protection Orders are utilised by the Force and are discussed and reviewed in monthly Strategic Vulnerability Board which is chaired by the ACC.

We have had officers from the Learning & Development department attend the NOM CPD train the trainer event. The NOM CPD will be delivered to all investigators and there is a plan in place to deliver 5 sessions from the end of June to the end of July which will give us 150 places for staff to attend. This training will be delivered by those who attended the train the trainer event

3.3 Recommendation 9 - By 31 January 2025, chief constables should make sure their forces have good processes in place for applying to retain DNA and fingerprints to improve their use of section 63G of the Police and Criminal Evidence Act 1984.

Section 63G application process was reviewed and refreshed. Process map and user guide completed. The new process has been pushed out via Op Soteria, Need to know and to SIO/D/SIO forums. The use of the PACE power also forms part of the RASSO Op Soteria guidance. It is also an agenda item in the monthly operational RASSO Themis meeting. Forensic Submission Unit now attach the process map and guide to the generic email they send to officers informing them that Biometric data will be destroyed and to consider the use of section 63G PACE, if appropriate.

The process was presented and supported at the Cumbria Police Operational Scrutiny and Oversight board on 21.01.25 and ratified at the Senior Management Board, 05.02.2025.

3.4 Recommendation 11 - By 31 March 2025, all chief constables should make sure that, as part of adopting the National Operating Model, their forces:

- ***develop a rape and other serious sexual offences problem profile;***
- ***include the National Operating Model flight deck within their strategic performance monitoring; and***

- ***adopt any key performance indicators that are agreed and published by the Soteria Joint Unit.***

The following have been introduced into our Strategic Vulnerability Board -

- Monitor charge volumes for victims by protected characteristics.
- Monitor charge volumes across relationship contexts.
- Monitor the proportion of named RASSO suspects who are repeat suspects.
- Percentage of missing data by protected characteristics
- Percentage of missing data on relationship context of recorded RASSO

We are/have:

- Completed a problem profile for RASSO which has been circulated to relevant senior leaders, Op Soteria leads and key stakeholders and presented at Strategic Vulnerability Board. It will also be presented at a dedicated Op Soteria meeting. A number of recommendations have been made within the profile, which are being reviewed with an aim of devising a suitable plan in response to this.
- Completed a Rape evaluation and subsequent report which was presented at Strategic Performance Board and has resulted in actions to be delivered by Soteria Board
- Working with the CPS to create a Rape scrutiny panel which will include independent members and third sector participation.
- Monitor investigators workloads, considering the Cambridge High Harm index, through department monthly performance meetings within BCU's and BCU LAMPP's meetings.
- Have reviewed our schedule of training courses such as SSAIDP, RISDIP, first responder training and NOM CPD to ensure their delivery.
- Monitor compliance of digital strategies in Rape investigations which is reported into Soteria Board.
- Review NFA cases which include victim engagement in DA and VAWG scrutiny panels.
- Monitor compliance with the Victim's code on a daily basis through Daily Management meetings.
- Monitor Victim care failings through monthly BCU CID performance meetings to identify trends or themes.
- Monthly deep dive of NFA cases Rape cases within Operational BCU Rape Themis meetings.
- In the process of monitoring the quality of DI NFA rape reviews.

The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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by the information provided.

Comments:



Public Accountability Conference

Title: How Accessible is Cumbria Constabulary

Date: 20th June 2025

Executive Summary:

This report provides an update of how communities interact with Cumbria Constabulary, what demand is generated and how this is dealt with by the Constabulary.

1. Introduction & Background

The Constabulary's received 376,676 contacts¹ from the public and partner agencies in 2024/25 routed towards the Command-and-Control Room (CCR), which consists of a Contact Management and Resolution team (CMR), and a Dispatch team who deploy officers and staff to incidents. In 2023/24 345,630 contacts were routed towards CCR, representing an increase of 31,046 contacts or 8.2%.

HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) independently assesses the effectiveness and efficiency of police forces through their PEEL Inspection framework. Out of thirty-six forces inspected and published, Cumbria Constabulary is:

- One of only two forces graded as Good for Responding to the Public.
- The only force to be graded as Good for Investigating Crime.
- One of only five forces graded as Good for Protecting Vulnerable People.
- One of twenty five forces graded as Good for Preventing and deterring crime and antisocial behaviour (ASB) and reducing vulnerability.

Since HMICFRS Inspection the Constabulary has sustained its 999 call performance, sustained its 101 call performance, improved its response times for attending incidents and improved crime recording compliance with the National Crime Recording Standards. This is measured through an array of metrics, many of which are published within the public domain, which aids in building public trust through transparency of the Constabulary's performance.

¹ Police contact management refers to how police forces handle interactions with the public, including how they receive, process, and respond to inquiries, complaints, and reports.

2. Contact

There are several different methods the public can use to contact the Constabulary; Emergency Calls – 999, Single Non-Emergency Calls – 101, Digital Contact – with various methods available to the public.

2.1 Emergency Calls – 999

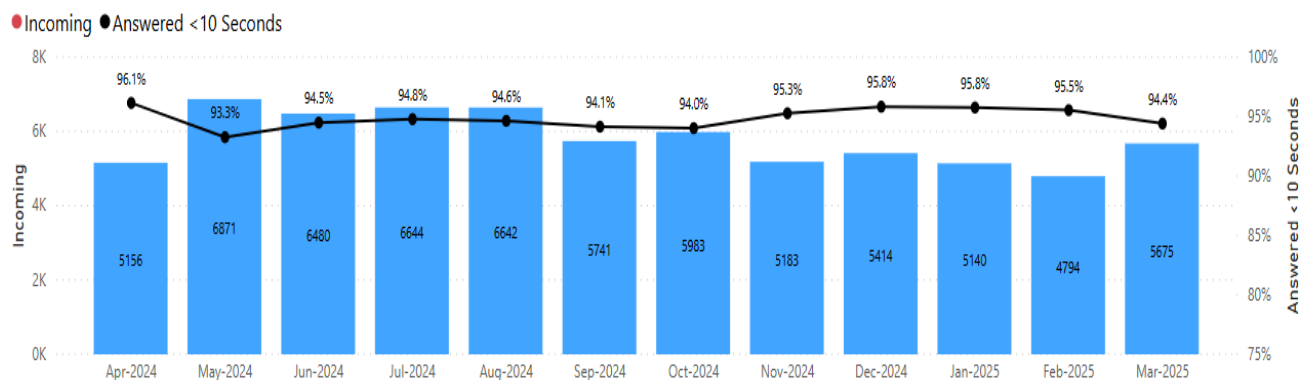
This number is available 24/7 and can be used by the public to contact the Constabulary when they are in an emergency situation, such as:

- There is an immediate danger to life.
- Someone is using violence or is threatening to be violent.
- A crime is happening right now, like a house burglary or a theft.
- The suspect is still at the scene.

The Constabulary also provides this capability for members of the public who have hearing or speech impairments, through the use of the national emergency SMS service – Relay UK or 999 British Sign Language service, which ensure the Constabulary is accessible to all sections of the community.

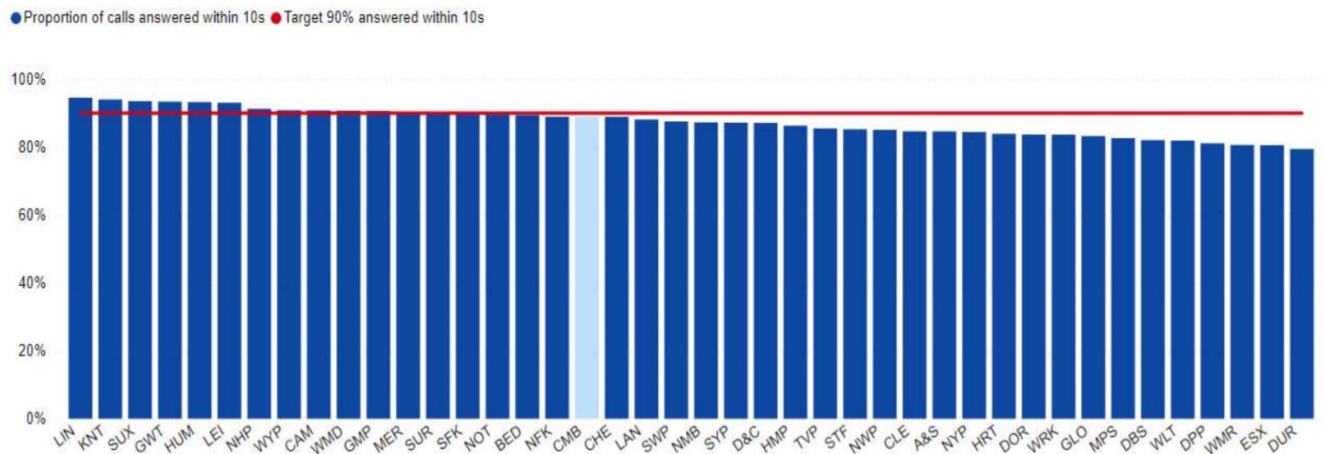
The Constabulary received 69,723 999 calls in 2024/25 with the median (average) answering time of 2 seconds. On average 94.8% of 999 calls were answered within 10 seconds.

999 Calls - % answered in 10 seconds



The Constabulary received 76,097 999 calls in 2023/24 with the median (average) answering time of 2 seconds. On average 94.5% of 999 calls were answered within 10 seconds. This represents an 8.4% reduction on the volume of calls received in 2024/25.

Within the national 999 performance the Constabulary is in 18th position, in the year ending 2024. With the Constabulary improving its call performance by over 2% since the previous HMICFRS inspection.



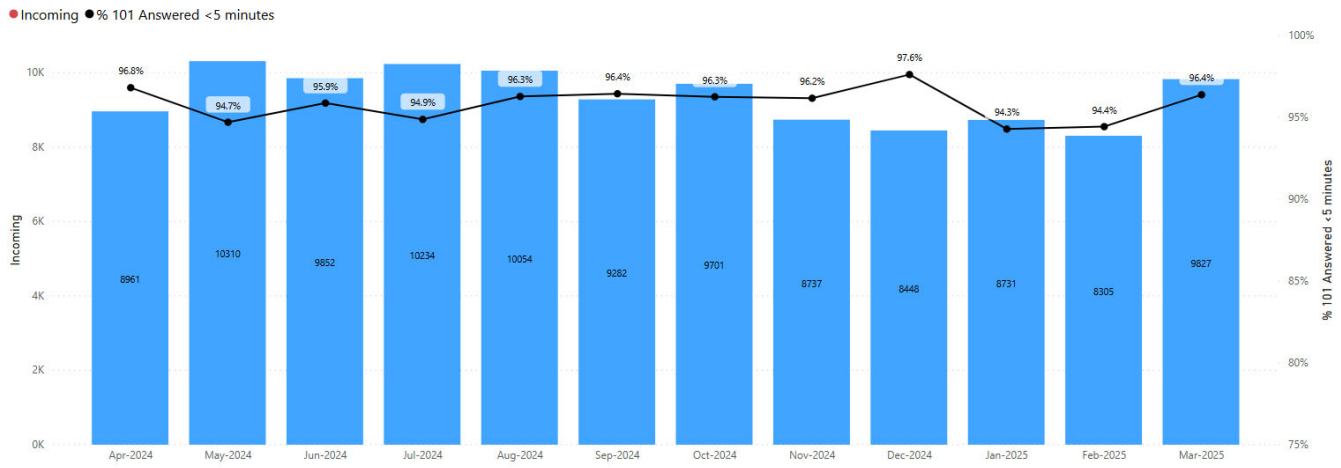
2.2 Single Non-Emergency Calls – 101

This number is available 24/7 and can be used by the public to contact the Constabulary for non-urgent matters like reporting a crime that is not in progress, or for general enquiries. Constabulary's Command and Control Room used to transfer 125,562 calls to other departments around the Constabulary, and by our own admission, essentially performing an inefficient switchboard function. This would frustrate the public who would have to explain to the person taking the initial call who they wished to speak to and why. To maximise efficiency and effectiveness the Constabulary implemented an Interactive Voice Response (IVR), which is known as the Auto Attender. This technology allows member of the public to interact with a computer-based phone system using keypad input, essentially, it's the automated phone system. This provides the public and partners with the opportunity to make a decision to speak to someone without going through CMR.

Of the 224,411 non-emergency 101 calls received by the Constabulary in 2024/25, 121,802 (50%) of callers chose to utilise the Auto Attender, whilst 121,833 (50%) of caller chose the option to speak to a member of the Constabulary's CMR. In 2024/25 CMR transferred 6,310 calls to other departments, which suggest that 95% of members of the public are making effective use of the Auto Attender.

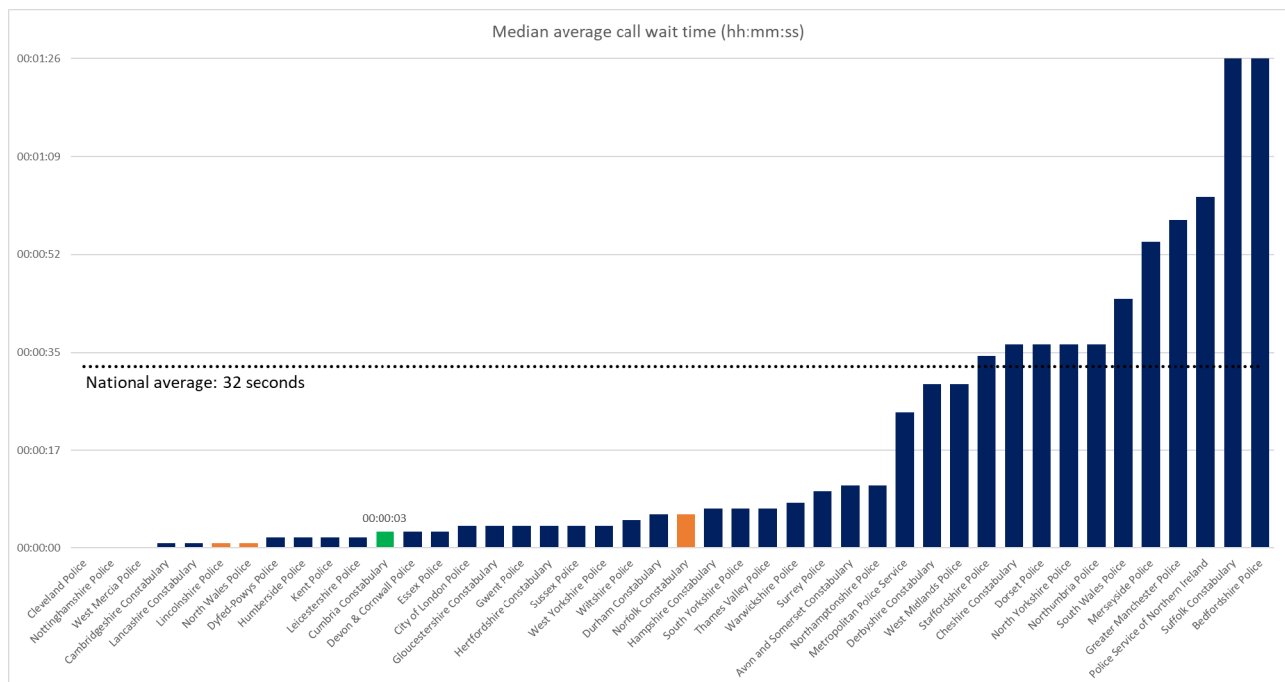
A recent benchmark exercise identified that the Constabulary was ranked second in term of the percentage of calls sent elsewhere via the Auto Attender. This suggests the Auto Attender is very effective at moving non incident related non-emergency 101 call demand to its final destination. This enables CMR to focus on 999 emergency calls, incident related non-emergency 101 call demand or occasions when members of the public are contacting the Constabulary for advice.

The Constabulary has established a service level agreement of answering 90% of non-emergency 101 calls within five minutes, as can be seen below on average 95.8% of non-emergency 101 calls achieve this service level agreement, with the median (average) answering time of 3 seconds.



The Constabulary received 111,969 101 calls in 2023/24 with the median (average) answering time of 3 seconds. On average 96.3% of 101 calls were answered within five minutes. This represents an 8.8% increase on the volume of calls received in 2024/25, an additional 9,864 calls.

The Constabulary has the 12th lowest non-emergency 101 call median average wait time, when compared with other forces, with the latest national data shown below.



The Constabulary provides the public with a 'call back' function for 101 non-emergency calls. Rather than wait the relatively short period of time for a member of the CMR to answer a non-emergency 101 call the public can elect to have an automated call back, which enables them to maintain their place in the non-emergency 101 call queue, and when they reach the top of the queue the Command and Control system SAAB SAFE calls the member of the public back.

Forces with a switchboard should have a non-emergency 101 call abandonment rate of 5% or less, forces such as the Constabulary which do not have a switchboard should have a non-emergency 101 call abandonment rate of 10% or less. In 2024/25 the Constabulary maintained a non-

emergency 101 call abandonment rate of 5%. Forces do not publish non-emergency 101 abandonment rates, however a benchmarking exercise of those forces which have been inspected by HMICFRS identifies that the Constabulary has the lowest abandonment rate of any force which does not have a switchboard, and the third lowest abandonment rate of any of the thirty-six forces inspected. In 2023/24 the Constabulary had a non-emergency 101 call abandonment rate of 5% demonstrating the Constabulary has maintained this performance for two years.

2.3 Other Calls

The Constabulary also received 11,445 calls from partner agencies in 2024/25, via either a high or low priority phone line or from registered alarm companies. The Constabulary's SAAB SAFE telephony system priorities these above non-emergency 101 calls, however as they are not emergency calls they are prioritised after 999 calls. In 2023/24 the Constabulary received 10,489 calls from partner agencies or from registered alarm companies. Representing an increase of 956 calls or 9.1% in 2024/25. Partner agencies may also contact the Constabulary on the non-emergency 101 phone system, this means that the true nature of partner agencies generated demand cannot accurately be measured.

2.4 Digital Contact

The Constabulary has a number of methods of 'Digital Contact' which are available to members of the public and partners to utilise to make contact with the Constabulary. These include Single Online Home, which is the national website for policing in England, Wales and Northern Ireland. This provides a 'one stop shop' for reporting different things to the police, with 25 different options, from; reporting incidents / crimes, seeking advice, making complaints, providing positive feedback, applying for services provided by the Constabulary.

The Constabulary also has access to ORLO a digital media platform which is used to engage with the public. The Constabulary also utilises a 'webchat' function. These are monitored by CMR who deal with reports from the public.

During 2024/25 the Constabulary received 57,109 individual pieces of digital contact from members of the public and partner agencies, compared with 45,560 in 2023/24, representing an increase of 11,549 digital contacts or 25.3%. This represents the continued evolution of public contact with the Constabulary continuing the implementation of new forms of contact via the Single Online Home platform.

3. Demand Management and Incident Response

There were 376,676 contacts from the public and partner agencies in 2024/25, and these can be dealt with in several ways; 121,802 were transferred to other departments within the Constabulary - via the Auto Attender and 6,310 were transferred via the Constabulary CMR. Of the remaining contacts:

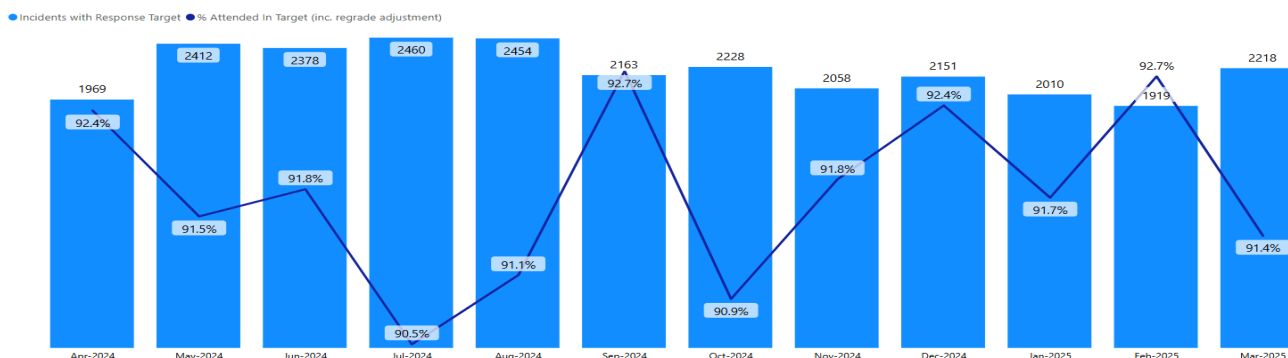
- 65,464 contacts resulted in advice being provided to the caller by CMR. This representing an increase of 1,506 pieces of advice or 10.2% in comparison with 2023/24.
- 15,647 contacts resulted in an email being sent by CMR. This representing an increase of 2,632 emails or 20.2% in comparison with 2023/24.
- 20,462 contacts resulted in updating an incident by CMR. This representing an increase of 2,301 updates or 12.6% in comparison with 2023/24.

- 79,479 resulted in an incident log being created by CMR, which were then dealt either by the CMR or sent to Dispatch for an officers or police staff member to attend. This representing an increase of 7,896 incidents or 11% in comparison with 2023/24.

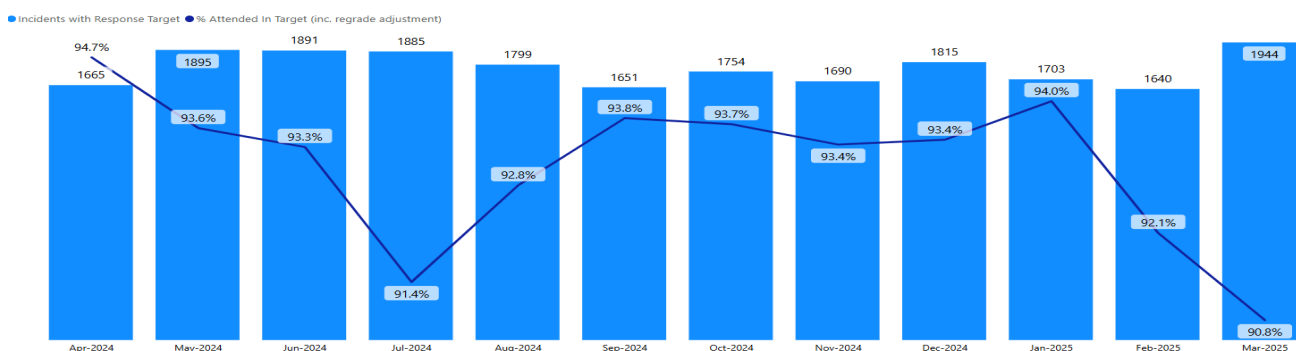
3.1 Incident Grading and Response.

The Constabulary's Incident Management and Response Procedure plays a significant role in determining the response to contact demand. This is informed by the Constabulary's assessment tool – THRIVESC (threat, harm, risk, investigative opportunity, vulnerability, engagement, safeguarding and crime recording), various Constabulary policies and procedures and the utilisation of the National Decision Model. These are used by CMR to decide how contacts are dealt with, and if an incident is created what the grading of the response will be. There are six incident grading categories, as follows:

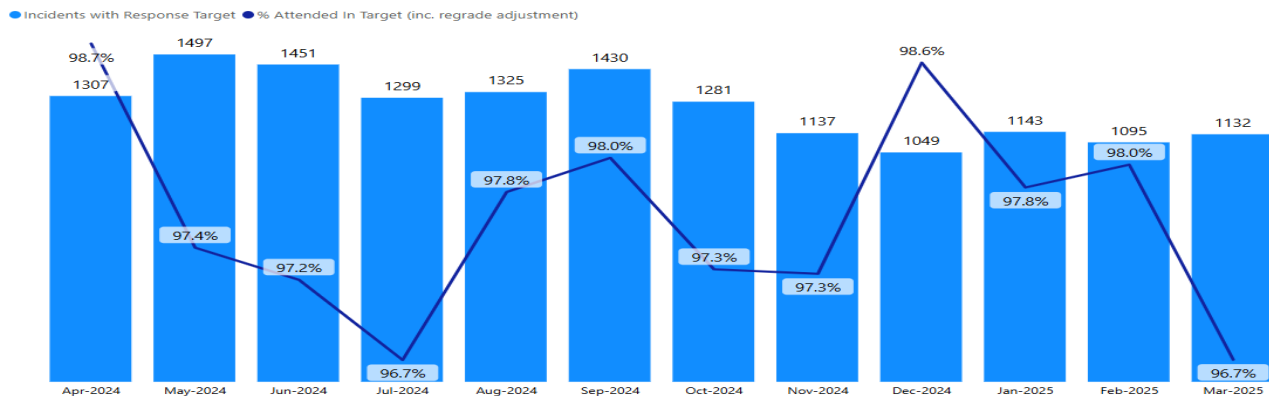
- Grade 1 Emergency:** attendance within 15 minutes to urban localities and 20 minutes to rural localities measures from the point of the call being received. The Constabulary has a service level agreement that it will achieve this response time 90% of the time. In 2024/25 the Constabulary dealt with 26,728 Grade 1 Emergency incidents, of which 91.7% were attended in time. In 2023/24 the Constabulary dealt with 26,773 Grade 1 Emergency incidents, of which 89.3% were attended in time. The Constabulary's response to Grade 1 Emergency incidents has continued to improve and is one of the highest performing forces within England and Wales.



- Grade 2 Priority:** attendance within 1 hour, measured at the point of call. The Constabulary has a service level agreement that it will achieve this response time 90% of the time. In 2024/25 the Constabulary dealt with 21,814 Grade 2 Priority incidents, of which 93.0% were attended in time. In 2023/24 the Constabulary dealt with 20,146 Grade 2 Priority incidents, of which 92.9% were attended in time.



- **Grade 3 Standard:** non urgent incidents where a police attendance is required. Some forces do not set a target for this, however the Constabulary service level agreement is to achieve this within 48 hours. In 2024/25 the Constabulary dealt with 15,777 Grade 3 Standard incidents, of which 96.0% were attended in time. In 2023/24 the Constabulary dealt with 15,729 Grade 3 Standard incidents, of which 98.6% were attended in time.



- **Grade 4 Resolution:** Incident logs resolved within the CCR without the need to deploy an officer or staff member to the scene. In 2024/25 there were 11,843 of these incidents, compared with 10,466 incidents in 2023/24, representing an increase in CMR incident workload of 13.1%.
- **Grade 5 Information:** For information only whereby, no crime is recorded, and no response is required. In 2024/25 there were 11,215 of these incidents, compared with 11,020 incidents in 2023/24.
- **Grade 6 Appointment:** non urgent incident where police attendance can be scheduled within an agreed appointment time with the public (within 48 hours or extended up to 7 days on the agreement of the caller). In 2024/25 there were 6,343 of these incidents, compared with 6,691 incidents in 2023/24.

3.2 Incident Types

The National Standard of Incident Recording (NSIR) was introduced to replace the wide variety of incident recording (and non-recording) that differed from force to force so that common understanding and recording practices would result in effective data provision and use. There five main categories; administrative, anti-social behaviour, crime, public safety and transport. These are then subdivided into sixty different sub- categories of NSIR 'codes', which cover everything from anti-social behaviour personal, to road traffic accidents – damage only, to assaults, harassment/criminal, etc. These incidents can be reported from members of the public or from partner agencies and are grouped together into these classifications.

The incident type is the nature of the incident, where as the incident grading (above) identifies the level of response the Constabulary will provide. Demand relating to the five main categories of incident are:

- **Administrative** – 3,806 of those attended, 96.5% are in target in 2024/25, compared with 3,724, 97.2% attended in target in 2023/24.

- ASB – 3,613 of those attended, 97.1% are in target in 2024/25, compared with 4,597, 96.2% attended in target in 2023/24.
- Crime – 31,120 of those attended, 92.7% are in target in 2024/25, compared with 29,915, 92.9% attended in target in 2023/24.
- Public Safety and Welfare – 39,851 of those attended, 93.7% are in target in 2024/25, compared with 39,004, 92.3% attended in target in 2023/24.
- Transport – 15,814 of those attended, 92.9% are in target in 2024/25, compared with 15,499, 90.5% attended in target in 2023/24.

3.4 Crime Recording

Contact Management and Resolution team record crime at the point of first contact for incidents which are either eligible for a desk-based investigation within Contact Management and Resolution team Grade 4 – (Resolution) or Grade 3 – (Standard incidents - non urgent incidents where a police attendance is required within 48 hours). National Crime Recording Standards are a set of rules and guidance used by police forces in England and Wales to ensure consistent and accurate recording of crime, which required crime to be recorded within 24 hours of it being reported. It is based on applying legal definitions of crime to a victim's reports. Its aim is to be victim-focused and maintain consistent data of recorded crime allegations across all forces.

To ensure compliance with the with National Crime Recording Standards in 2024/25, CMR recorded 9,939 crimes, or 27% of the crime recorded by the Constabulary. In 2023/24 CMR recorded 8,181 crimes, which equated to 22% of the Constabulary's total recorded crimes. This is a sign of an improvement in crimes being identified and recorded at the point of first contact, in accordance with the National Crime Recording Standards. This consequently increases the level of support victims receive around the Victims Code of Practice.

In the most recent Victim Code of practice audit in March 2025 it was identified that 100% of crimes were recorded by CMR in a timely manner and 100% of Victim Needs Assessments were completed. This ensures that the Constabulary can provide a consistent service to victims of crime.

4. User Satisfaction.

In the most recent user satisfaction survey for crime in the 12 months to March 2025, participants of the survey provided the following feedback on the performance of CMR:

- Ease of Contact – 96.4% of respondents were satisfied, with 100% satisfied in March 2025.
- Actions Taken – 85.2% of respondents were satisfied, with 100% satisfied in March 2025.
- Treatment by staff – 96.4% of respondents were satisfied, with 100% satisfied in March 2025.

5. Quality Assurance

All incident logs are reviewed by the CMR Sergeants or Force Incident Manager, within the Command-and-Control Room. Additionally, 2,160 in-depth Quality Assurance (QA) process reviews have been completed by Sergeants, Supervisors and Inspectors over the previous 12 months:

- Calls, incidents and other linked activity (as above) is reviewed using 26 questions which replicate HMICFRS QA processes.
- SLT monitoring on a QA dashboard. A monthly QA report is prepared by Business Improvement Unit reporting to ACC Blackwell.

HMICFRS reviewed our QA process last year finding that it was sufficiently robust. ‘Supervisors also carry out quality assurance checks by listening to calls and reviewing the incident records created. We saw how this provided staff with clear guidance and improved both the service to the caller and the directions given to the police officers attending the incident’.

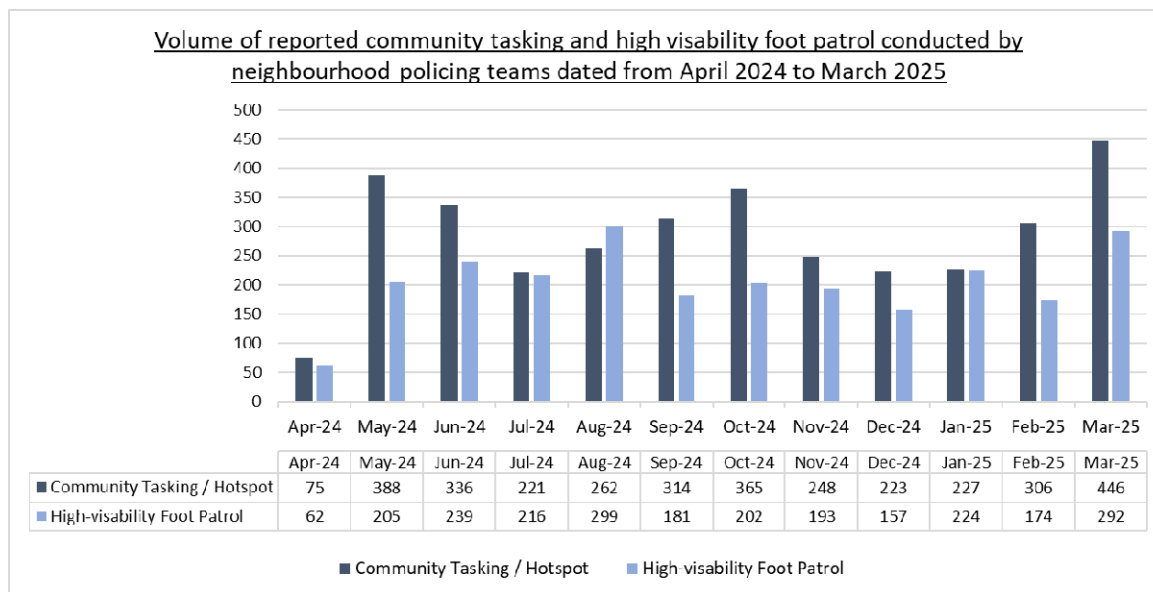
6. Protecting the public through engagement activity

6.1 ASB

As mentioned above the volume of ASB has reduced, 3613 attended in 2024/25, of which 97.1% are in target compared with 4,597, 96.2% attended in target in 2023/24. This is as a result of Operation Enhance and a number of initiatives such as ‘Clear, Hold, Build (a national initiative that brings partners together in order to tackle issues stemming from Serious and Organised Crime in the community which in Cumbria was implemented in the Hindpool area of Barrow).

6.2 Community tasking and high visibility patrol

Neighbourhood policing teams continue to log activity within crime hotspot locations and measure preventative activities that has historically been challenging to quantify. This is proactive demand but is imperative to capture to understand the impact NPT’s have on prevention and community engagement. In 2024/25 there were 3,411 community tasking / hotspot activities, and 2,444 high visibility foot patrols. These foot patrols are separate to those undertaken as part of Operation Enhance.



6.3 Stop and search

Stop and Search is a key proactive disruption tactic. In 2024/25 the Constabulary conducted 10,100 stop searches, resulting in 1,843 positive outcomes, in 2023/24 there were 8,422 stop searches, resulting in 1,605 positive outcomes.



There were two significant 'spikes' in the use of stop and search by the Constabulary in 2024/25. In August 2024 as a result of Operation Mustang (the Constabulary's response to the national disorder) when the Constabulary increased use of s.60 / S.60aa Criminal Justice Public Order Act 1998 stop and search powers. In December 2024 as part of Operation Festive (the Constabulary's operation to keep people across Cumbria safe throughout Christmas and New Year). During both periods the number of stop and searches resulting in a positive find as a percentage did not reduce, illustrating the fact that officers were utilising their powers proportionately.

7. Conclusion

The Constabulary has continued to consistently strengthen its performance, in a sustainable way with regards to 999 emergency calls, non-emergency 101 calls, recording of crime, attending grade 1 emergency, grade 2 priority, and grade 3 standard incidents, reducing ASB, increasing the proportionate use of stop and search, and community engagement activity.

The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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☐
☐

by the information provided.

Comments: