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Our reference: PZ

Date 09 July 2025

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

The Police and Crime Commissioner's Public Accountability Conference will take place on **Tuesday 22nd July 2025, at 10:00.**

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
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 20th June 2025.

6. PERFORMANCE

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

7. CYBER-CRIME

To receive a report detailing the Constabulary's understanding of cyber-crime, how it supports victims and businesses, and brings offenders to justice.

8. CULTURE

To receive, note the report 'Culture'

9. HMICFRS

To receive a report detailing the Constabulary's latest position with Areas for Improvement from the PEEL 2023–2025 Inspection.



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

Minutes of the Public Accountability Conference held on
Friday 20th June 2025
at 13:00 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);
T/Assistant Chief Constable (Mick Bird);
Director of Strategic Development (Louise Kane);
Constabulary Head of Media & Comms (Helen Lacey);
Staff Officer (Nicola Paxon);
Staff Officer (Rich Barry);
Chief Finance Officer (Steven Tickner);
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 OPFCC Chief Executive (Gill Shearer); and from the OPFCC Blue Light Collaboration Manager (Steph Stables);

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 13th February 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 13th February 2025 be confirmed as a correct record and signed by the Chair;

Outstanding actions were updated as follows:

- 006 – 1 T/DCC Blackwell advised that a lot of work is happening around the call lag. Four sequential upgrades are planned for this year – one has taken place, with a further upgrade to happen over summer and two in Autumn.
- 006 – 2 ACC Stalker advised there are 2 x aspects to victim progress updates. One is compliance around regular victim updates. The second is overarching, DCI Ashton has the responsibility to drive performance.
- 006 – 3 T/CC Martland gave a verbal overview.
DS Coombes has now moved into a new role. T/CC Martland is comfortable DVPN's and DVPO's will be used across the county consistently and to maximum effect. These are discussed monthly at Performance Board meetings. The Commissioner would like to cover this at the next PSD & Legal Board as there is additional demand on the legal team.

ACTION:

- DVPN & DVPO to be included on the agenda for the next PSD & Legal Board as there is additional demand on the legal team. (SS)



006. END OF YEAR PERFORMANCE 2024/25

T/DCC Blackwell gave a summary of the year's performance.

Cumbria Constabulary ended the year as one of the top performing forces in the country, with reductions in ASB & Burglary delivering results for the communities of Cumbria.

As well as recruitment challenges, Cumbria Constabulary also face significant retention challenges with other large employers in the county such as Sellafield and BAE Systems. Plans are in place to attract and retain the workforce.

The report was presented by the Director of Strategic Development.

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. 812 more crimes were detected than the previous year.

Residential burglary of a home has decreased 23.0% which is 138 fewer crimes. During the 2024/25 financial year.

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.

Public order offences have increased by 14.0%.

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.

Sexual Offences have increased by 14.9% and is discussed in more detail within the RASSO report.

The offence of 'Profiting from or concealing knowledge of the proceeds of crime' has 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.



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).

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.

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. 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

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 main items stolen tend to be related to cost of living such as food; baby milk; nappies etc. We are also seeing some organised shoplifting of higher value items.

In the Financial Year 2024/25 there was a 7.8% decrease in the total number of KSIs recorded when compared to Financial Year 2023/24, with 1 fewer fatal collision.

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.



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.

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

The Neighbourhood Policing Guarantee will focus on the following five pillars:

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



The Commissioner was assured by the progress made over the last 12 months and Cumbria remains a high performing Force.

Following a discussion, the report was noted.

RESOLVED, that

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

007. RASSO PERFORMANCE

The presentation was given by ACC Stalker.

The report details the Constabulary's Understanding of RASSO, how it supports victims and brings offenders to justice. Data is split into rape and other sexual offences.

During the 2024/25 financial year, Cumbria Constabulary recorded 1,821 RASSO offences - a 14.9% increase from the previous year (+236 offences). 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.

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 is significant rigour in place around all rape investigations along with external scrutiny from CPS.

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).

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 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.

Outcome based Rape and Other Sexual Offences KPIs are in place, governed at Strategic Management Board, Strategic Performance Board and Local Performance Meetings.

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.

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 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.

There will be a conference arranged for the Autumn to focus on the Victims' Journey. Once a date has been agreed, joint invites will be sent out.

Following a discussion, the report was noted.

RESOLVED, that

- (i) The report be noted; and
- (ii) Once a date has been agreed for the Victims' Journey conference in Autumn, joint invitations will be sent out.



008. HOW ACCESSIBLE IS CUMBRIA CONSTABULARY

The presentation was given by T/ACC Bird, and focussed on how communities interact with Cumbria Constabulary, what demand is generated and how this is dealt with by the Constabulary.

In 2023/24 345,630 contacts were routed towards CCR (Command & Control Room), representing an increase of 31,046 contacts or 8.2%.

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.

The Constabulary also provides 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.

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.

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 has the 12th lowest non-emergency 101 call median average wait time, when compared with other forces.

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.

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.

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 consisted service to victims of crime.

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

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.

The Commissioner asked on how many occasions the web chat function had not been available. This information was not immediately available and T/ACC Bird will update the Commissioner with the figures outside of this meeting.

Following a discussion, the report was noted.

RESOLVED, that

- (i) The report be noted; and
- (ii) T/ACC Bird to advise on how many occasions the web chat function was not available;



The Commissioner was assured that the Constabulary is in a good place and going forward he looks forward to working with the new top team. The Commissioner also wished to pass on his thanks to all of the teams who have worked hard to pull the reports together.

Meeting concluded at 14:20

Signed: _____ **Date:** _____

Police Public Accountability Conference

OPEN ACTION LOG



Date of meeting	Action Number	Minute Number / Topic	Action to be taken	Lead Person/s	Report back to Board	Update	Review Date	Date Action Closed
20/06/2025	005	Minutes	DVPN and DVPO to be included on the agenda for the next PSD & Legal Board as there is additional demand on the legal team	Blue Light Collaboration Manager	Yes	This will be covered at the next PSD/Legal Board in August 2025.	22.07.2025	



Public Accountability Conference

Title: Performance - Financial year to date

Date: July 2025

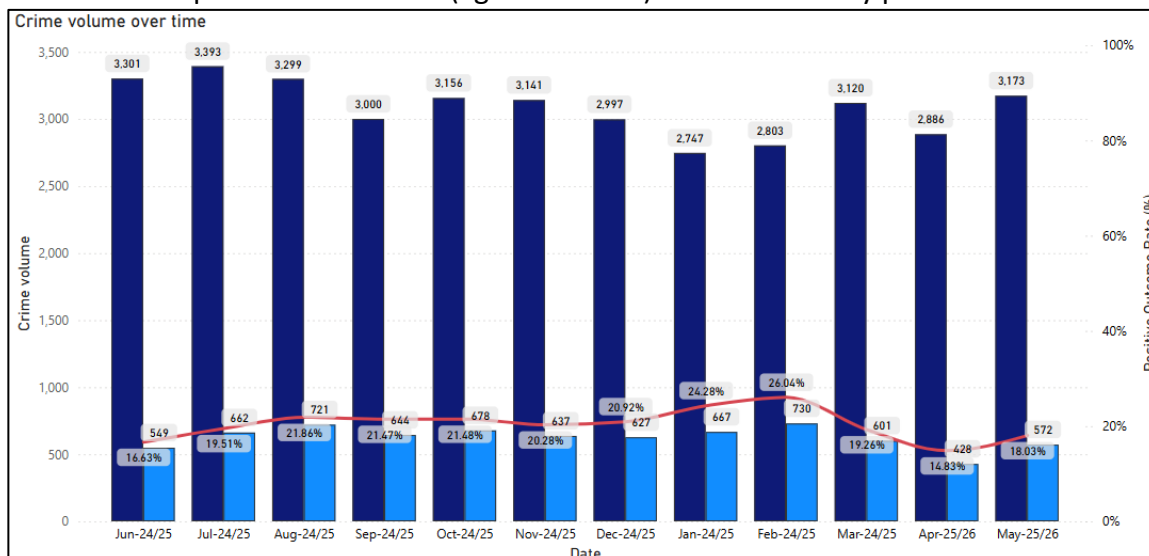
Executive Summary:

This report provides an overview of Cumbria Constabulary's performance for the Financial Year to Date (FYTD), which includes the months of April-May 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 – 31/05/2025): Cumbria Constabulary has recorded 6,059 crimes, which is a 0.4% decrease on the same period last year (SPLY) (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 SPLY (20.2%). This is influenced by a transition to a new Records Management System (RMS), which resulted in some initial administrative delay in outcomes being updated on the system.

Last 12 months (01/06/2024 and 31/05/2025): Cumbria Constabulary recorded 37,016 crimes, which was a 5.4% increase on the previous 12 months (1,909 additional crimes). The Constabulary's positive outcome rate between 01/06/2025 and 31/05/2025 was 20.3% which was a 0.1 percentage point increase compared to the previous year (20.2%).

National Data: 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 Group². It should be noted that national data for March and April 2025 is estimated, due to Cumbria recently transitioning to its new RMS.

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. This FYTD the monthly average crime rate per 1,000 population has reduced to 6.05/1,000 population. 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.

1.2 All Crime – Offence Group Performance Overview

The below table provides a breakdown of the 6,059 recorded crimes this FYTD by offence group.

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

OffenceGroup	Crime Vol.	SPLY Vol.	Vol. Delta	Vol. Delta (%)	Total OCS	Positive OCS	Positive OC Rate
Arson and Criminal Damage	658	651	7	1.08%	581	54	8.21%
Burglary	138	208	-70	-33.65%	123	15	10.87%
Drug offences	283	305	-22	-7.21%	264	204	72.08%
Miscellaneous Crimes Against Society	176	182	-6	-3.30%	134	43	24.43%
Possession of weapons offences	84	94	-10	-10.64%	74	29	34.52%
Public order offences	670	567	103	18.17%	578	127	18.96%
Robbery	24	23	1	4.35%	17	2	8.33%
Sexual offences	290	319	-29	-9.09%	218	33	11.38%
Theft offences	930	927	3	0.32%	768	132	14.19%
Vehicle Offences	127	132	-5	-3.79%	109	8	6.30%
Violence against the person	2,679	2,675	4	0.15%	2,199	353	13.18%
Total	6,059	6,083	-24	-0.39%	5,065	1,000	16.50%

The increase in "public order offences" comes from the offence of "causing intentional harassment, alarm or distress" which has increased by 32.3% to 488 crimes (119 additional) when compared to the SPLY. 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 to ensure crimes are recorded accurately. Initial analysis indicated that this crime was one of the most common crimes being captured by CMSU. The offence of "fear or provocation of violence" has seen a 32.5% decrease to 56 crimes (27 fewer).

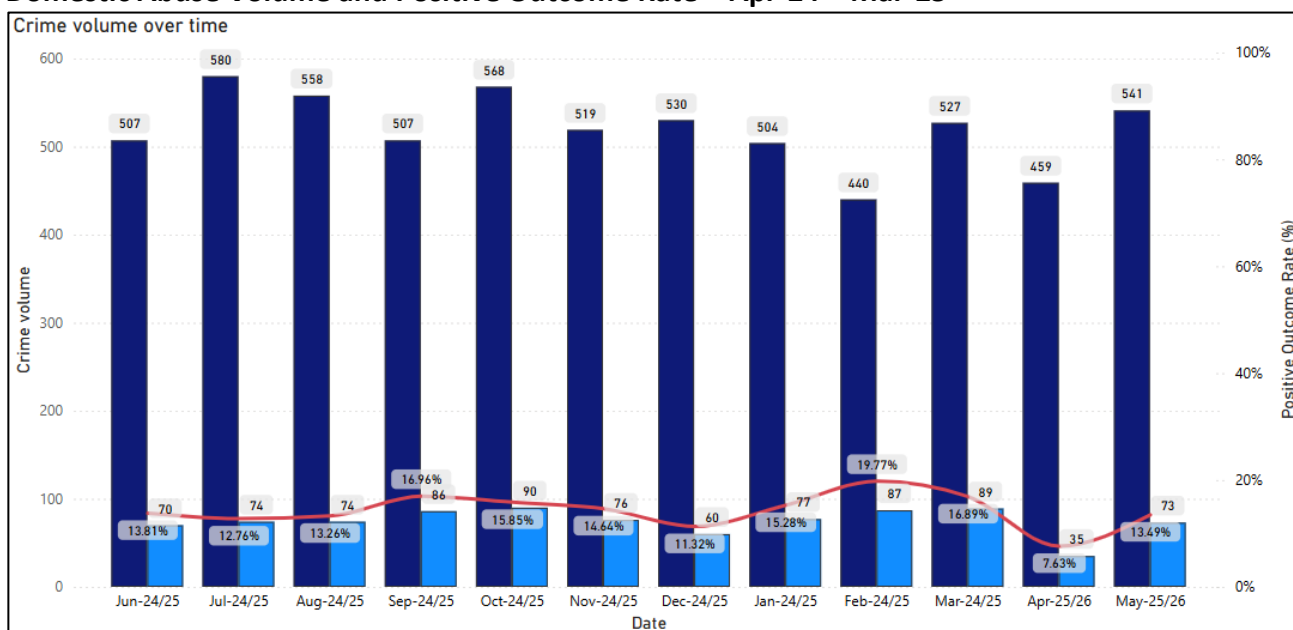
² Cumbria's Most Similar Group consists of: Cumbria, Lincolnshire, Norfolk and North Wales

Overall, burglary has seen a 33.7% decrease this FYTD when compared to the SPLY 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), 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 36.6% to 59 crimes (34 fewer than the SPLY), and the offence "burglary business and community" has decreased 50.4% to 46 crimes (47 fewer than the SPLY).

"Other sexual offences" have decreased 12.7% this FYTD. The offence of "exposure and voyeurism" has decreased 54.6% to 15 (down from 33). This is influenced by Operation Achilles and Operation Lynx, which were separate operations aimed at identifying and detaining 2 prolific offenders of indecent exposure. A Sexual Risk Order has since been obtained against one identified male, and another male has recently been arrested and is currently going through the criminal justice process. Since the 2 males have been identified and dealt with, the volume of exposure offences has seen a significant reduction.

1.3 Domestic Abuse – Performance Overview

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



FYTD (01/04/2025 – 31/05/2025): This FYTD the Constabulary has recorded 1,000 DA crimes, a 3.2% decrease compared to the SPLY which saw 1,033 crimes (33 fewer). The positive outcome rate FYTD is 10.8%, a 5.5 percentage point decrease compared to the SPLY (16.3%). As mentioned above, this is influenced by a transition to a new RMS and an initial administrative delay in outcomes being applied on the system.

Last 12 months (01/06/2024 and 31/05/2025): 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%).

Crime rate: For domestic abuse, the monthly average crime rate per 1,000 population for DA between 01/06/2024 – 31/05/2025 was 1.0/1,000 population, meaning that for every 1000 individuals residing in Cumbria, 1.0 DA crimes were recorded on average each month. This rate has remained stable for the current FYTD.

National data is unavailable for Domestic Abuse.

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-May 25)	SPLY (Apr-May 24)	Change
Homicides	0	0	No Change
Drug-related Homicides ⁵	0	0	No Change
Neighbourhood Crime ⁶	287	345	16.8% Decrease
Cyber Crime ⁷	350	472	25.9% Decrease
Overall Victim Satisfaction (Crime) ⁸	71.4%	84.4%	13pp Decrease

Within "neighbourhood crime", the offence of "burglary" saw the largest decrease with 70 fewer crimes (33.7% decrease), "Theft from the person" has seen an 18.2% decrease to 18 (4 fewer crimes). Overall, this FYTD there has been a 16.8% decrease with 58 fewer crimes recorded. For the FYTD, the monthly average crime rate per 1000 population is 0.29, meaning that for every 1000 individuals residing in Cumbria, 0.29 neighbourhood crimes are recorded on average each month.

There has been a 25.9% decrease in crimes that have been tagged as cybercrime (122 fewer crimes). There has been a 48.3% decrease in cyber-tagged "harassment" crimes (62, down from 120; 58 fewer crimes), and a 34.2% decrease in cyber-tagged "stalking" crimes (76 to 50; 26 fewer crimes). For the

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.

⁷ 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.

⁸ Victim Satisfaction data for crime is currently only available for April 2025. Please note, no ASB surveys were completed in April due to change over to M43 and requirement to re-write SQL queries. Aprils ASB data was sent over in May for surveying and is not yet available at the time of writing.

FYTD, the monthly average crime rate per 1000 population is 0.35, meaning that for every 1000 individuals residing in Cumbria, 0.35 cyber-crimes are recorded on average each month.

1.5 Anti-Social Behaviour (ASB)

The below table provides a breakdown of ASB incidents recorded by Cumbria Constabulary this FYTD (01/04/2025 – 31/05/2025).

IncidentType	Incidents	Same period last year	Difference	% change	3 year average	3 year difference	% change 3 year average
ANTI-SOCIAL BEHAVIOUR - ENVIRONMENTAL	36	55	-19	-34.5%	56	-20	-35.3%
ANTI-SOCIAL BEHAVIOUR - NUISANCE	436	657	-221	-33.6%	663	-227	-34.2%
ANTI-SOCIAL BEHAVIOUR - PERSONAL	41	112	-71	-63.4%	122	-81	-66.4%
Total	513	824	-311	-37.7%	841	-328	-39.0%

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).

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

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

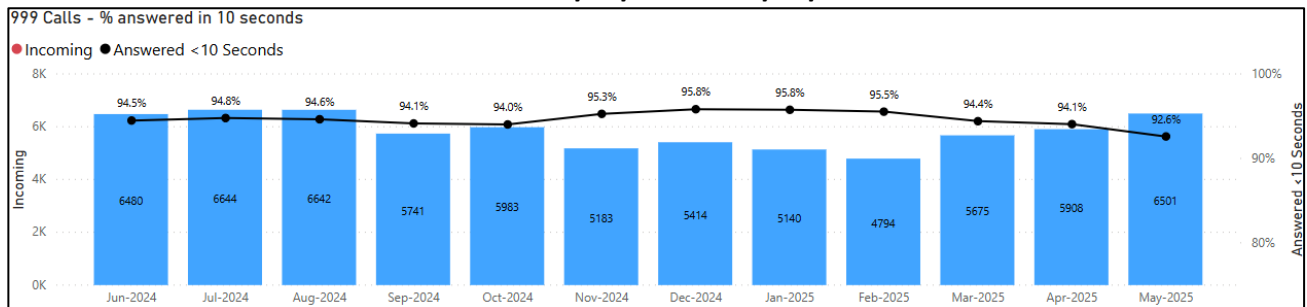
IncidentType	Incidents	Same period last year	Difference	% change	3 year average	3 year difference	% change 3 year average
ANTI-SOCIAL BEHAVIOUR - ENVIRONMENTAL	7	9	-2	-22.2%	8	-1	-12.5%
ANTI-SOCIAL BEHAVIOUR - NUISANCE	164	247	-83	-33.6%	258	-94	-36.4%
ANTI-SOCIAL BEHAVIOUR - PERSONAL	8	13	-5	-38.5%	15	-7	-47.8%
Total	179	269	-90	-33.5%	281	-102	-36.4%

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 83 fewer incidents and a 33.6% decrease. The largest percentage decrease comes from “personal” with 38.5% less incidents. As discussed, this is influenced by increased activity as part of Operation Enhance.

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).

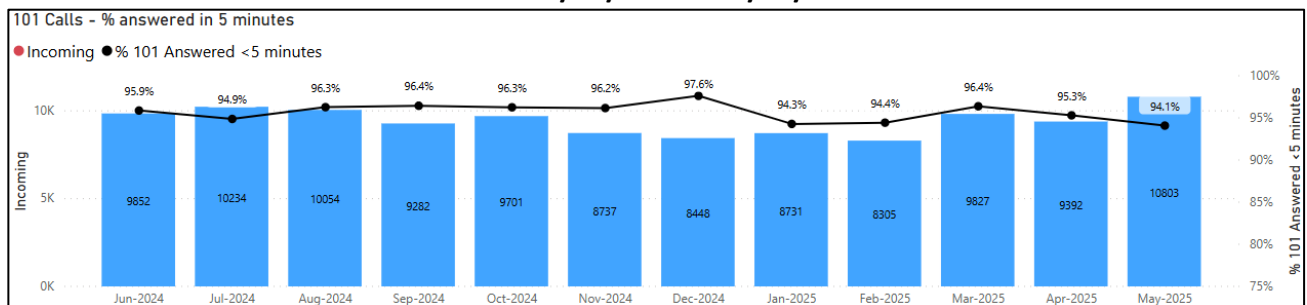
1.6 Call Handling

999 Calls Answered within 10 Seconds – 01/06/2024 – 31/05/2025



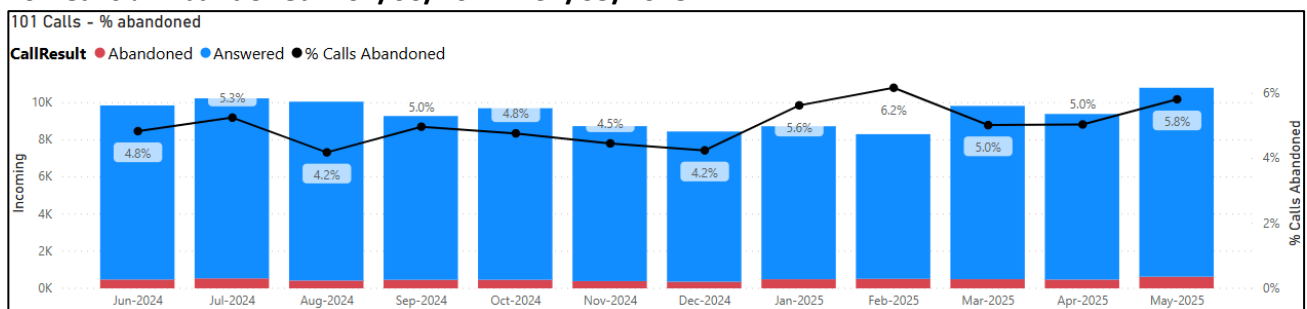
FYTD, 93.4% of 999 calls have been answered within 10 seconds (1.3 percentage points lower than it was SPLY; 94.7%).

101 Calls Answered within 5 Minutes – 01/06/2024 – 31/05/2025



FYTD, 94.7% of 101 calls have been answered within 5 minutes (1.1 percentage points lower than it was SPLY; 95.8%).

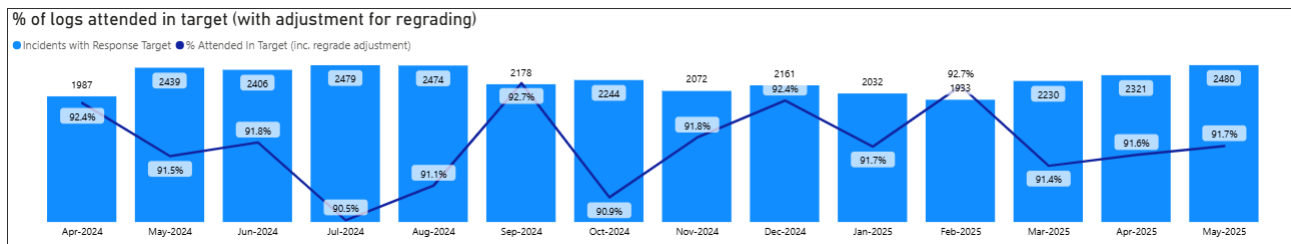
101 Calls % Abandoned – 01/06/2024 – 31/05/2025



FYTD, 5.4% of 101 calls have been abandoned (0.5 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 55 seconds (1 second less than SPLY – 56 seconds).

1.7 Incident Response

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

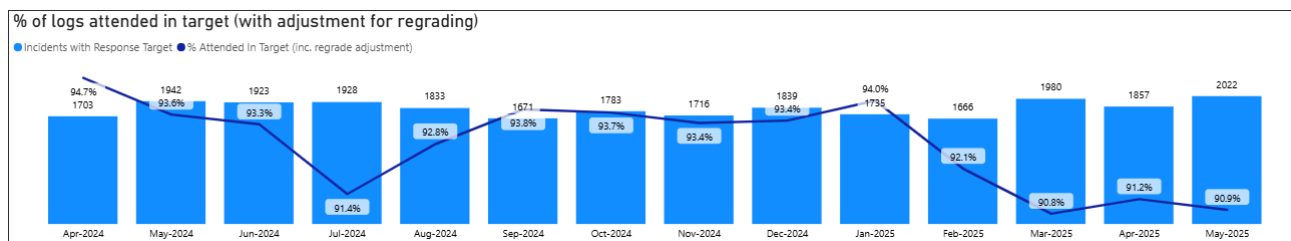


FYTD, Cumbria Constabulary have attended 4,724 G1 Emergency incidents (an increase of 8.7% from SPLY). We have responded to 91.6% of those within target (0.3 percentage points lower than it was SPLY). The median response time in the current FYTD, from answering the call to arrival at scene is 9 minutes and 3 seconds.

For Grade 1 incidents in Urban locations, FYTD Cumbria Constabulary have responded to 96.3% within the target time of 15 minutes.

For Grade 1 incidents in Rural locations, FYTD Cumbria Constabulary have responded to 85.0% within the target time of 20 minutes.

Grade 2 (G2 – Priority) Incident Response & AIT



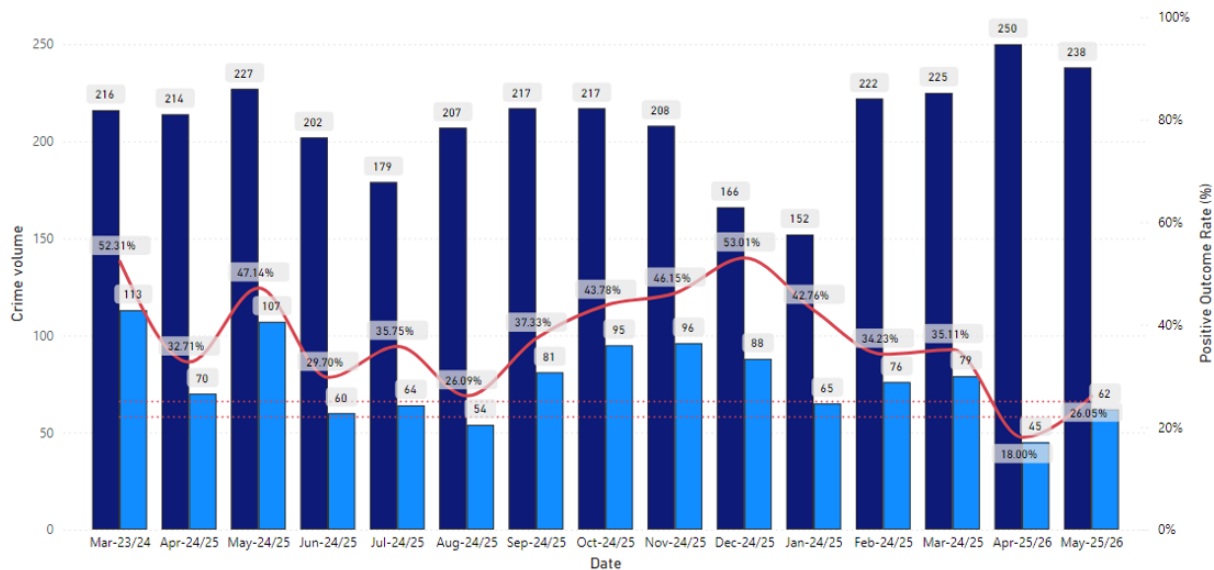
FYTD, 3,829 G2 incidents have been attended (a 7.5% increase from SPLY). We have responded to 91.1% of those within target (3 percentage points lower than it was SPLY). The median response time from answering the call to arrival at scene is 28 minutes and 22 seconds.

For Grade 2 incidents in Urban locations, FYTD Cumbria Constabulary have responded to 91.9% within the target time of 60 minutes.

For Grade 2 incidents in Rural locations, FYTD Cumbria Constabulary have responded to 85.0% within the target time of 60 minutes.

1.8 Shoplifting

Crime volume over time



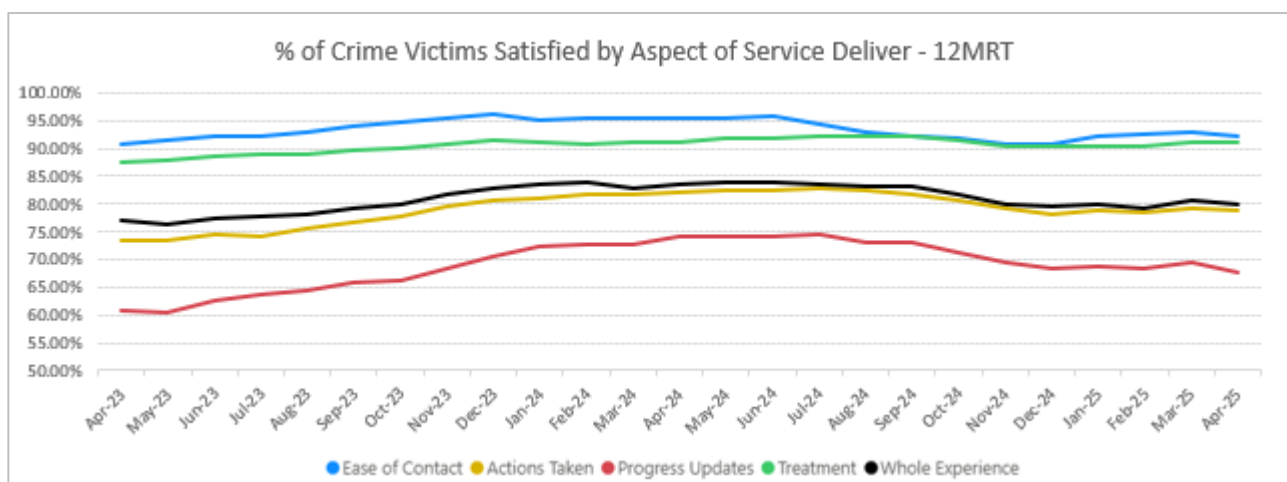
FYTD (01/04/2025 – 31/05/2025): This FYTD there have been 488 shoplifting crimes, a 10.7% increase on the SPLY (47 additional).

Last 12 months (01/06/2024 – 31/05/2025): There has been an 3.8% increase in shoplifting offences when compared to previous 12 months, this accounts for 91 additional offences recorded. The total number of offences recorded between 01/06/2024 – 31/05/2025 was 2,483 (up from 2,392).

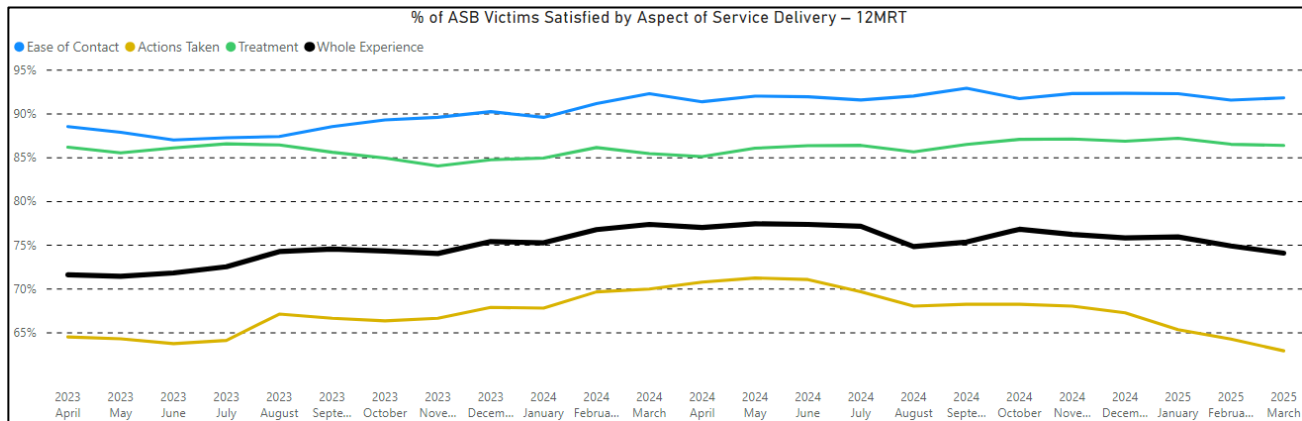
For shoplifting, Cumbria's monthly average crime rate per 1000 population over the last 12 months was 0.41, meaning that for every 1000 individuals residing in Cumbria, 0.41 shoplifting crimes were recorded on average each month. This rate is lower than the national average, and the average of our most similar group.

The positive outcome rate for shoplifting between 01/06/2024 – 31/05/2025 was 34.8%, which was a 2.6 percentage point decrease compared to the same period the previous year.

1.9 Victim Satisfaction



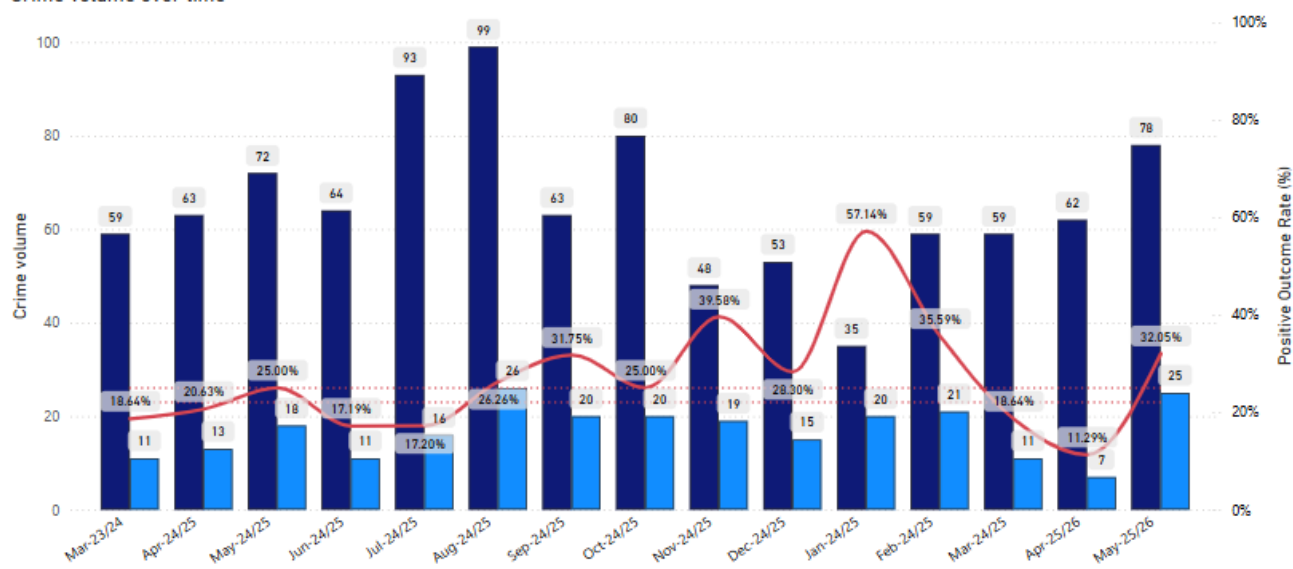
During the most recent 12 month period available (May 2024-April 2025), 595 interviews were conducted with victims of Crime. Overall, 79.9% of respondents were satisfied with the whole experience. Broken down by aspect of service; 92.1% were satisfied with Ease of contact, 78.6% were satisfied with Actions Taken, 67.8% were satisfied with Progress Updates and 91.0% were satisfied with Treatment by Staff.



During the most recent 12 month data available for ASB (April 2024-March 2025), 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.

1.10 Hate Crime

Crime volume over time



FYTD (01/04/2025 – 31/05/2025): This FYTD there have been 140 hate crimes, a 3.7% increase on the SPLY (5 additional).

Last 12 months (01/06/2024 – 31/05/2025): 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.

- 67.6% of Hate Crimes were race related in the last 12 months, which was a 9.6pp increase compared to the SPLY (58.0%)
- 5.6% of Hate Crimes were religion related in the last 12 months, which was a 2.1pp increase compared to SPLY (3.5%)
- 18.7% of Hate Crimes were Homophobic related in the last 12 months, which was a 5.1pp decrease compared to SPLY (23.8%)
- 8.8% of Hate Crimes were Disability related in the last 12 months, which was 5.6pp decrease compared to SPLY (14.4%)
- 3.0% of Hate Crimes were Transphobic related in the last 12 months, which was a 0.8pp decrease compared to SPLY (3.8%)

For Hate Crime, Cumbria's monthly average crime rate per 1000 population over the last 12 months was 0.1, meaning that for every 1000 individuals residing in Cumbria, 0.1 hate crimes were recorded on average each month. National data is not available for Hate Crime.

The positive outcome rate for hate crime between 01/06/2024 – 31/05/2025 was 26.6%, which was a 3.7 percentage point increase compared to the SPLY (22.9%).

1.11 Killed and Seriously Injured (KSIs)

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).

2. Next 3 months – including summer priorities and local/national concerns.

2.1 Operation Enhance

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.

As work was being undertaken to embed Operation Enhance as business-as-usual activity (i.e. non-funded); the Home Office announced an intention to continue to fund hotspot policing, of which the OPFCC submitted another bid for £1 million, and was successful, enabling the continuance of Operation Enhance for the 2025/26 period.

Operation Enhance V2 has some distinct nuances over the previous years expectations. The Home Office have been explicit that they expect at least 9,000 visible hours per £1 million investment from forces. This does not need to be achieved only by dedicated Operation Enhance officers being taken out of business as usual activity, but can also include planned operations within and relevant to the hotspot policing; and non-dedicated officers who are undertaking relevant police activity within a hotspot location, but are not committed to any other calls for service.

As part of the funding, a Tactical Lead role has been created for Operation Enhance which will ensure an appropriate resource commitment to drive and deliver against the expectations of this year's operation. A re-map of priority locations in line with the new methodologies has been undertaken, and whilst as expected, the locations seem to centre around town centres, there are some variations over last year. New locations have been tested against last year's methodology to ensure that compliance can be maintained (due to the detail of the analytical assessments, individual streets can be identified as priorities which generates challenges for officers straying from their locations into other areas) – priority locations have now been submitted to and approved by the Home Office as per their requirements.

In order to capture non-committed officers' contributions to Operation Enhance, Chief Officers have supported the implementation of a Blackberry App which will serve as an asset-tracking system, combined with a geo-fencing of the priority locations, this will automate non-dedicated but proactively patrolling officers and contribute toward the Home Office set KPI of hours committed. A QR code will be developed to record qualitative contributions, and the existing governance of monthly meetings chaired by the force Enhance Lead (T/Chief Supt), supported by weekly extraordinary meetings will continue.

It is the forces intention to transition Op Enhance V2 into business as usual practices for 2026/27 – this will incorporate the identification of priority locations for street-visible crime into business as usual community intelligence products; and self-and proactive brief deployment teams to ensure that any and all business as usual deployments (Response or Community Beat Officers) are informed by Operation Enhance, in addition to tasking and coordination processes and specific 'tasking to effect' of assets.

2.2 Neighbourhood Policing Guarantee and Keeping Town Centres Safe

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.

The guarantee is made up of 5 "pillars" which are currently in the main, in development. These pillars are:

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.
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.
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.
4. Crackdown on anti-social behaviour: Neighbourhood policing teams will have tougher powers, and be supported by other agencies, to tackle persistent anti-social behaviour. 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.
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.

On the 10th April 2025, the Home Secretary, the Rt Hon Yvette Cooper MP, wrote to all police forces; OPFCC's; Deputy Mayors for Policing and Crime; and Local Authority Chief Executives to articulate her expectations in relation to pillar 5 of the guarantee – Safer Streets Summer Initiative. The Home Secretary has sought support from PFCC's and Deputy Mayors to facilitate multi-agency activity between the 30th June until the end of September to drive down retail crime, street crime, and anti-social behaviour in town centres across the country.

In response to this particular pillar and to support the PFCC in the development of a multi-agency Delivery Plan, the force identified planned and proposed activity over the specified period. 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.

The governance for the police activity and contributions to pillar 5 will be incorporated into the existing monthly and weekly Operation Enhance meetings.

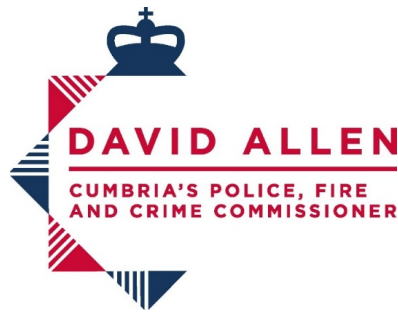
The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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by the information provided.

Comments:



Public Accountability Conference

Title: Cyber Crime

Date: June 2025

Executive Summary:

This report details the Constabulary's understanding of cyber-crime, how it supports victims and businesses, and brings offenders to justice.

1. Cyber Crime in Cumbria – Current Financial Year to Date

1.1 Cyber-dependent crime

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 (e.g. developing and propagating malware for financial gain, hacking to steal, damage, distort or destroy data and / or network or activity). Some examples of these crimes are included below:

- NFIB52A - Hacking - Server
- NFIB3E - Computer Software Service Fraud
- NFIB51A - Denial of Service Attack
- NFIB52E - Hacking - Extortion
- NFIB50A - Computer Viruses\Malware\Spyware
- NFIB52B - Hacking - Personal
- NFIB52C - Hacking - Social Media and E-mail
- NFIB52D - Computer Hacking - PBX/Dial Through
- NFIB51B - Denial of Service Attack Extortion

Financial year to date (FYTD - 01/04/2025-16/06/2025), the Constabulary has recorded 40 crimes of this nature. 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).

- Offences are equally split between Cumberland (20) and Westmorland and Furness (20).

- 5 of the 40 offences are tagged 'Domestic Abuse'. Where the perpetrator is a family member or partner/ex-partner, motivations include financial gain and an attempt to control or spy on the victim.
- 8 of the 40 offences have a named suspect.
- Cyber-dependent crimes tend to be reported by victims soon after the event, with only 1 non-recent crime reported since 1 April 2025.
- Of the 40 cyber-dependent crimes recorded this year, 21 of the 40 crimes are still under investigation.
- The majority of victims are between 20-49 years old (75%). When victim sex is recorded, 52% are male and 48% are female.
- There have been 8 suspects identified for cyber dependent crimes in the FYTD, 75% are male and 25% female.
- Cyber-dependent crimes are frequently committed by highly skilled criminals who are adept at masking their identity and location. These crimes are routinely perpetrated by overseas threat actors.

1.2 Cyber-enabled crime

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. These tags are wholly reliant on the officer selecting the correct option.

FYTD, the Constabulary has recorded 495 online-tagged crimes. The most common 5 crimes within this category are –

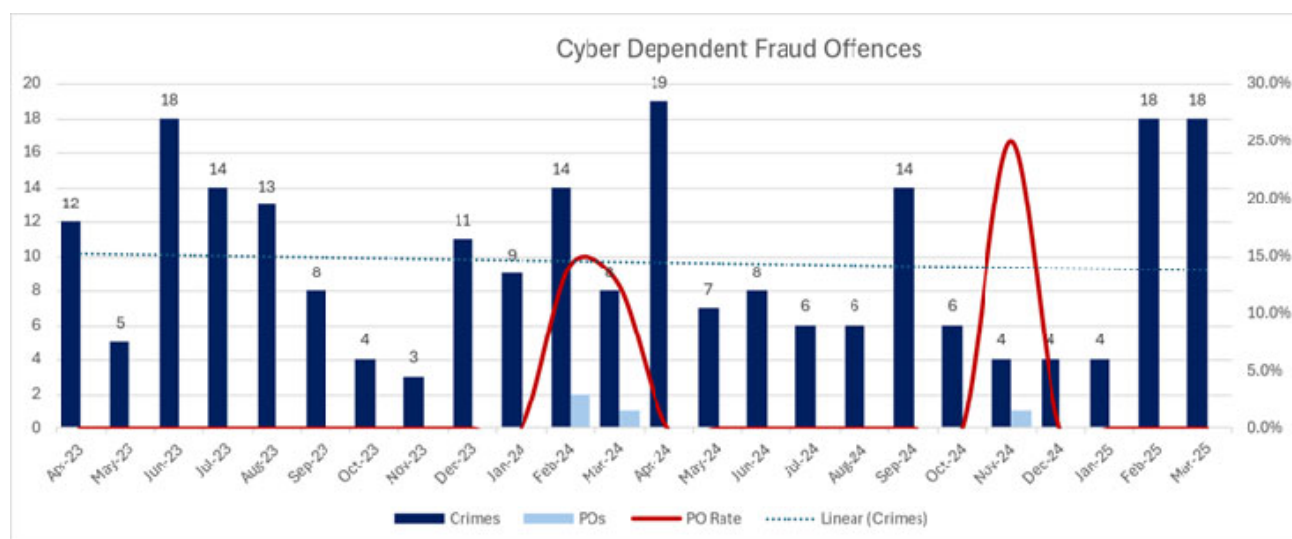
- **086/02** - Take/make/distribute indecent photographs or pseudo-photographs, of children (66 crimes)
- **195/94** - Harassment S2 (62 crimes)
- **005/28** - Send communication threatening death or serious harm - Online Safety Act 2023 Sec 181 (48 crimes)
- **195/12** - Pursue course of conduct in breach of Sec 1 (1) which amounts to stalking Protection from Harassment Act 1997 Sec 2A (1) as inserted by Protection of Freedoms Act 2012 Sec 111 (33 crimes)
- **035/00** – Blackmail (32 crimes)

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

2. Cyber Crime – Long term data and performance

2.1 Cyber-dependent crime

The below graph provides a monthly overview of cyber dependent crimes (dark blue bars), along with monthly positive outcomes for 'online' flagged crimes (light blue bars), and the subsequent positive outcome rate (red line).



During the 2023/24 financial year, there were 119 cyber-dependent recorded fraud crimes, in 2024/25 this had decreased by 4.2% to 114 crimes (5 fewer crimes).

During the 2023/24 financial year, the volume of cyber-dependent fraud crimes per 1,000 population was 0.2/1,000. This was the same rate seen during the 2024/25 financial year. National data is unavailable for this crime type.

The top 5 offences in the 2024/25 financial year were:

- **NFIB52C – hacking – social media and email** with 70 crimes (a 16.7% decrease on the previous year; 14 fewer crimes). This was also the top crime reported in the 2023/24 financial year, and as per above, is also the most common crime reported in the FYTD.
- **NFIB52E – hacking - extortion** with 16 crimes (a 166.7% increase on the previous year; 10 additional crimes). This was the third highest last year, so has moved up one space in 2024/25.
- **NFIB52B – hacking - personal** with 15 crimes (an 11.8% decrease on the previous year; 2 fewer crimes). This was the second highest last year, so has dropped down one space in 2024/25.

- **NFIB50A – computer viruses/malware/spyware** with 8 crimes (a 100.0% increase on the previous year; 4 additional crimes). This was 5th highest in the 2023/24 financial year, so has moved up one in 2024/25.

There were 3 positive outcomes for cyber-dependent crime recorded during the 2023/24 financial year, resulting in a positive outcome rate of 2.5%. In 2024/25, this reduced to 1 positive outcome, with an outcome rate of 0.9%. As discussed, cyber-dependent crimes are frequently committed by highly skilled criminals who are adept at masking their identity and location, which is a significant influencer on the low positive outcome rate.

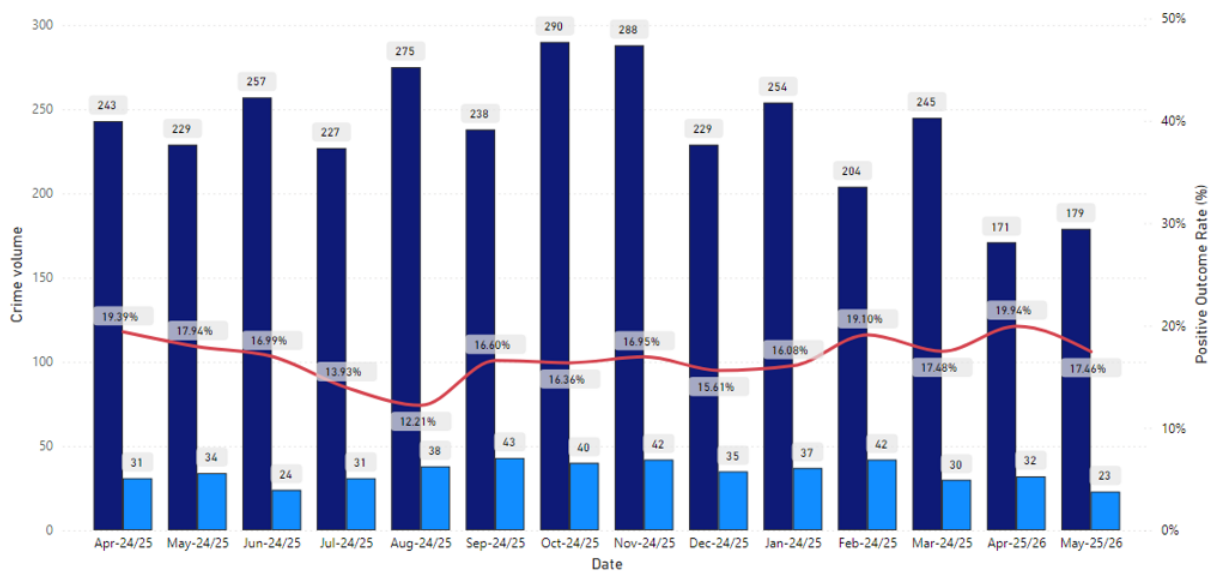
Context on change in performance for cyber dependent crime:

- The changes seen above in the volume of cyber dependent crimes is consistent with threat actors moving between different crime types to exploit certain vulnerabilities (e.g. a wide- scale hacking / phishing campaign involving fake concert tickets for high profile event such as Taylor Swift or Oasis).
- As discussed, cyber-dependent crimes are frequently committed by highly skilled criminals who are adept at masking their identity and location using Virtual Private Networks (VPN's). Cyber criminality commonly operates at scale and one "scam" may utilise hundreds, even thousands of different phone numbers or social media accounts. The size, speed and scale of offending are being facilitated by the rapid advancements in AI capability. Cyber offences are routinely perpetrated by overseas threat actors - this is a significant influencer on the positive outcome rate. Additionally, volumes of cyber-dependent crimes recorded by the Constabulary are generally low (in comparison to other crime types), and as such, the positive outcome rate can fluctuate significantly based on 1 or 2 positive outcomes.
- We know cyber dependent crime is significantly under reported, both by individuals and businesses. Businesses are concerned about negative publicity and are understandably focussed on maintaining core operations, whereas individuals may not know they have been hacked, or potentially see little merit in reporting as they have not suffered financial loss and/or understand the barriers to successful prosecution. The NFIB reporting mechanism is also likely to be a barrier to reporting for some people, who may be more inclined to make a report to their local force.

2.2 Cyber-enabled crime

The below graph provides a monthly overview of 'online' flagged crimes (dark blue bars), along with monthly positive outcomes for 'online' flagged crimes (light blue bars), and the subsequent positive outcome rate (red line).

Crime volume over time



Overall, the positive outcome rate has remained relatively stable, with a slight increasing trend since August 2024. The volume of crimes sees some fluctuation month on month, with monthly values between 171 and 290.

During the 2023/24 financial year, there were 2,213 crimes with the 'online' flag recorded, in 2024/25 this had increased by 34.6% to 2,979 crimes (766 additional crimes).

During the 2023/24 financial year, the volume of cyber-enabled crimes per 1,000 population was 4.4/1,000. In 2024/25, the rate increased to 6.0/1000.

The positive outcome rate for 'online' flagged crimes during 2023/24 was 16.45% (364 positive outcomes), this decreased by 2.11pp in 2024/25 to 14.33%, however, the volume of positive outcomes actually saw an increase (427 positive outcomes; 63 additional).

The top 5 offences with the 'online' flag in the 2024/25 financial year were:

- **195/94 – Harassment** with 674 crimes (a 71.5% increase on the previous year; 281 additional crimes). This was the second highest category in 2023/24.
- **086/02 - Take/ make / distribute indecent photographs or pseudo- photographs, of children** with 358 crimes (a 15.86% increase on the previous year; 49 additional crimes). This was the third highest category in 2023/24.
- **195/12 - Pursue course of conduct in breach of Sec 1 (1) which amounts to stalking**, with 308 crimes (a 104.0% increase on the previous year, 157 additional crimes). This was the fifth highest category in 2023/24.
- **005/28 - Send communication threatening death or serious harm** – with 242 offences (a 952.2% increase on the previous year; 219 additional crimes). This was not in the top 5 offences in 2023/24.

- **035/00 – Blackmail**, with 218 crimes (a 23.8% decrease on the previous year; 68 fewer crimes). This was the fourth highest category in 2023/24.

In 2023/24, the top crime with the 'online' flag was '**008/72 - Send indecent or grossly offensive communication to cause distress or anxiety**', with 419 offences. This has reduced by 73.75% in 2024/25, 309 fewer offences).

Cyber stalking is not included in the above breakdown, as stalking is a wider category made up of 4 separate offences. However, it is worthy of note that cyber stalking has also seen a significant increase. There were 435 stalking offences with an 'online' flag in 2024/25, which was an increase of 118.6% compared to the previous year (+236 additional offences)

Context on change in performance for cyber enabled crime:

- **Crime Counting Rules** - The significant increase in 005/28 (send communication threatening death or serious harm) and subsequent significant decrease in 008/72 (Send indecent or grossly offensive communication to cause distress or anxiety), is influenced by a change in crime counting rules. This follows much of the S1 Malicious Communications Act being replaced with the Online Safety Act.
- **Improvements in Data Quality** - The National Data Quality Improvement Service (NDQIS), is a national system that was developed for the Police Service. The system uses a computer-assisted classification tool designed to improve data quality reported to the Home Office. The tool reviews force records held by the police, including free text fields, to determine whether an offence requires a flag (e.g. Domestic Abuse, Knife crime etc). NDQIS also report back to Police Forces to enable improved Data Quality, the Crime Management Support Unit (CMSU) then review the NDQIS returns and make updates to Police systems as required. In 2024/25, NDQIS developed this software to include cyber-crime, something which had not previously been available. Subsequently, forces were advised to anticipate a potential national increase in recorded cyber-crime, as data quality around identifying such crime improved. Initial analysis on Cumbria data during the experimental pilot indicated that we may expect an increase of approximately 25%, this was communicated across a number of performance meetings in 2024.
- **Cyber Stalking** - With enhanced understanding around the impact of stalking and the prevalence of cyber stalking, the volume of stalking offences with a cyber flag have more than doubled. The increasing prevalence of technology-facilitated abuse is an ongoing threat to the constabulary, and across policing as a whole. Technology-facilitated abuse is particularly common in offences of stalking and harassment. The 2024 Crime Survey for England and Wales estimated that 42% of victims of stalking reported that offending had involved online methods, like using electronic communications to threaten or harass, which informs that the proliferation of cyber stalking will likely continue to increase in demand for policing.

3. Protecting and Supporting Victims

- Cumbria Constabulary have a dedicated Cyber team who investigate all Cyber Dependent Crime within the county and provide specialist support where Cryptocurrency features in investigations. They also undertake a huge amount of community engagement work. This is in the form of Protect inputs, to businesses and community groups, advising members how to better protect themselves online. They also deliver Prevent inputs to schools and colleges highlighting the key online offences impacting children, including making/sending Self-Generated Indecent Images, Financially Motivated Sexual Extortion, as well as advising of the dangers of becoming involved in online computer misuse act offending (e.g. hacking)
- Cumbria Constabulary have a dedicated Online Child Abuse Investigation Team (OCAIT) who focus solely on individuals who commit or attempt to commit sexual offences against children online. They work closely with partner agencies across law enforcement to identify those creating, accessing and sharing indecent images of children. They also undertake proactive operations in conjunction with the North West Regional Organised Crime Unit (NWROCU) to target suspects who communicate with, or arrange to meet, children to commit sexual offences against them.
- The constabulary have a dedicated safeguarding team. Through Operation CERT (Child Exploitation Reduction Tactics), they manage the response to both victims and perpetrators who are identified as being at the highest risk of being a victim of, or committing, CSEA.
- The constabulary have a Prevent specialist embedded within the Cyber Crime Team who dedicates their time to preventing people becoming involved in Cyber offending. This takes place through inputs at educational institutions, either to children directly, or to teachers, staff or parents, to teach them how to spot the signs that someone may be involved in cyber offending.
- The Child Centred Policing Team also deliver regular inputs to school children across the county. Inputs to schools, colleges and other educational groups are targeted to the age of the child but include general online safety advice, making and sharing of self-generated indecent images and financially motivated sexual extortion.
- The constabulary provides online safety inputs to voluntary organisations and community groups with key Cyber Protect advice, as well as advice to small and medium sized businesses around how to prevent the risk of a cyber-attack
- 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 victims vulnerabilities, and joint visits can also take place with Cyber and Fraud protect officers.

4. Pursuing Offenders and preventing further crime

- All NFIB referrals for cyber dependent offences are reviewed for pursue opportunities and any viable lines of enquiry are progressed accordingly.
- The constabulary have a Cyber Specialist within the Digital Forensics Unit (DFU) who can undertake in depth reviews of devices to ensure relevant evidence is secured and presented in a suitable manner.
- The Cyber Team work closely with the North West Regional Organised Crime Unit (NWROCU) and National Cyber Crime Unit who often run proactive operations to target those who commit Cyber Dependent Crime.
- The Constabulary utilise all available tactics to target and disrupt cyber criminals. This will include exploring technical opportunities afforded under the Investigatory Powers Act (2016), financial investigations to strip criminals of assets secured through their offending and sharing intelligence with partners to help identify other methods of disruption.
- The constabulary work very closely with NWROCU under Nationally Led, Regionally Managed, Locally Delivered model. For example, each of the ROCU's take the lead on a different strain of ransomware
- As mentioned above, the constabulary have a Prevent specialist embedded within the Cyber Crime Team who dedicates their time to preventing people becoming involved in Cyber offending. Where such an individual is identified, the officer will submit a Prevent referral and, once deconfliction has taken place at the NWROCU, the individual will be considered for formal adoption onto the cyber choices programme. This will then be managed by the prevent officer and will include educational interventions as well as identifying productive uses for their cyber skills.
- Cross sector engagement with industry partners to promote available schemes and apprenticeships which will ultimately provide employment opportunities for young persons and divert them from engaging in online criminality.
- Where the threshold is not met for prosecution, the team have a number of preventative tactics available, such as reprimands and conditional cautions. The team also pursue account takedowns and the issuance of cease and desist notices to divert individuals who have engaged in low level criminality to avoid the risk of alienating them.
- The constabulary seek to obtain ancillary orders (e.g. Criminal Behaviour Orders, Serious Crime Prevention Orders etc.) as part of criminal investigations which provide control measures and mitigate future risk to communities, for example, conditions preventing the use of VPN's, requirement to surrender devices for examination.
- Op Meteor: is a regionally organised crime operation focused on disrupting criminal networks. Launched in December 2021, the operation is led by the NWROCU and involves multiple police

forces, including Cumbria Constabulary. The operation's goal is to dismantle criminal groups involved in various illicit activities like drug trafficking and cybercrime.

5. Resources and capability

The Cyber Team operate under a nationally led, regionally managed, locally delivered model. They work under the 4P's to Prevent and Pursue Cyber Crime, and ensure individuals are Protected and businesses are Prepared for the threat of a cyber-attack.

- The constabulary's Cyber Crime Team is funded partly through the national Cyber Crime Unit and partly by the force, ensuring that we have sufficient capacity and capability to respond to the threat posed by cyber criminality.
- Cyber-crimes are one of the more difficult offence types to investigate, given the high level of skill the criminals possess, meaning steps are routinely taken to mask identity and location. Also, cyber dependent crimes tend to be perpetrated by overseas threat actors, further hindering prosecution.
- The Cyber Crime team undertake regular training and Continuous Professional Development (CPD) to ensure they have the skills and knowledge to investigate complex cyber offences. They also receive excellent specialist support from the Regional Organised Crime Unit (ROCU) network and National Cyber Crime Unit.
- The Cyber Crime Team provide training inputs on all training courses from new recruits to PIP2¹ supervisors to ensure officers and supervisors are aware of how to identify cyber dependent crime and what support is available.
- The constabulary focus on building the highest levels of resilience, both internally and externally, ensuring those dealing with the impact of cyber criminality are best prepared to respond. This is done by:
 - Taking an intelligence led approach in respect of staff training. The constabulary use threat assessments to inform the early identification of threats and skills gaps to ensure staff competency within force.
 - Ensuring that all officers and staff have a suitable baseline understanding of the cyber threat and landscape, achieved through a multi-faceted training and awareness program.
 - Holding regular CPD events to maintain and raise the cyber situational awareness of our colleagues in conjunction with the College of Policing Authorised Professional Practice.
 - Engaging with and sharing best practice amongst those working in Cyber Crime Teams and associated departments in the Northwest Region.

¹ PIP2 refers to the second level within the Professionalising Investigations Programme

- Continuing to enhance our response to cyber-crime by seeking opportunities to engage with industry and academia, continuing to draw upon the external experience and knowledge of Cyber Special Constables, Cyber apprentices, and Cyber volunteers.

6. Local and National concerns

From the Quarterly Strategic Assessment for Cyber from Q1 2025, the cybercrime threat to the UK remains high. Though offender intent remains consistent and high, the capability has changed compared to Q1 2024, through the services and tools used, whilst new opportunities available to cybercriminals continue to emerge. Ransomware almost certainly remains the most impactful methodology employed by cybercriminals in Q1 2025.

The increase in both cyber enabled and cyber dependent crime is to be expected due to the following factors:

- An ever- increasing prevalence and reliance upon digital technology within our day to day lives
- Unfavourable economic conditions have changed our behaviour and spending; many are now prepared to take increased risks to either save, recover, or raise funds. These conditions present opportunities for those who would seek to exploit this hardship, struggle, and vulnerability
- The commodification of cybercrimes continues to be an increasing risk, through areas such as marketplaces, 'as-a-service' and hackers for hire.
- Violence Against Women and Girls (VAWG) and technology facilitated gender-based violence continue to be a significant concern, with increases in social media hacking by ex-partners and romance fraud scams.
- Cryptocurrency Fraud remains a threat due to increasing ease of access and availability of Cryptocurrency as a method of payment and commodity. Males aged 31-43 wanting to make profits quickly, are the target group for fraudsters who deploy various methods to entice their victims with Cryptocurrency opportunities online.
- Action Fraud reporting has already seen an increase in the use of AI generated 'deepfake' technology in Cyber and Fraud. It is almost certain that the widespread use of AI for Fraud and Cyber purposes will continue to increase as a threat over the coming year.

The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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by the information provided.

Comments:



Public Accountability Conference

Title: Culture

Date: June 2025

Executive Summary:

This report provides 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

1. Code of Ethics

In January 2024, the College of Policing launched a revised Code of Ethics, along with guidance for ethical and professional behaviour in policing. Ahead of the revised code being launched, a delivery road map was produced, outlining pre-launch, post-launch and embedding phases:

1.1. Pre-launch

An internal and external communication strategy were devised, and internal stakeholders consulted, e.g., staff associations, commanders.

1.2. Post-launch

Following the code being launched, there has been an internal media campaign, as well as media and marketing preparing for any external requests. The internal campaign included a chief's VLOG, force news articles, marketing material and signage for police stations and staff briefings.

We now have a dedicated Ethical Policing intranet and Viva Engage page with a toolkit. This is aimed at encouraging the workforce to discuss ethical dilemmas and the code to support each other to prevent breaches of the code and/or the Standards of Professional Behaviour.

The constabulary has rolled out force wide, a College of Policing mandatory training programme, consisting of seven e-learning and classroom training modules.

Ethical Policing is now an agenda item on the Confidence and Equality Board, and at the Valuing Individuals Group (VIG), whose members act as an internal ethics committee to support colleagues in answering ethical dilemmas and promote ethical decision making.

1.3. Embedding

The revised code is incorporated into all policy and procedure templates, recruitment and interview packs/processes and training products (where appropriate).

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.

2. Police Race Action Plan (PRAP)

Cumbria's localised PRAP was launched in November 2023. The document remains dynamic.

2.1. Internal oversight and advisory:

- Cumbria's PRAP was developed in collaboration with the chair of the Cumbria Constabulary's Multicultural Police Association (CCMPA) and overseen by the Secretary. The Plan has been presented to Valuing Individuals Group (VIG) and CCMPA at meetings in 2024 and 2025.

2.2. External oversight and advisory:

- Cumbria's PRAP was presented to Cumbria's Race Equality Network (CREN) in 2024 and positively received by the Chair and attendees including Westmorland & Furness Councillors (Cumbria's Race Equality Network has since been disbanded).
- The PRAP was also presented at Independent Advisory Groups (IAG's) and the Strategic Independent Advisory Group (SIAG) during 2024.
- Further oversight is scheduled for the Community Advisory Group (CAG) in September 2025 with the request for a PRAP CAG subgroup being put forward and advertised to enhance external advisory and oversight.
- In June 2025, Cumbria Constabulary welcomed T/Deputy Assistant Commissioner Dr. Alison Heydari (Director, Police Race Action Plan, NPCC) and Chief Superintendent Sarah Johnson (PRAP Delivery Lead) to receive an update on the Constabulary's work to deliver on its Antiracist Commitment, as set out in the NPCC's Police Race Action Plan.

Hosted by the Chief Constable, the visit featured contributions from the Constabulary's PRAP Lead and workstream leads. They were supported by the core coordination team and departments actively piloting changes and embedding improved ways of working, training, and evidencing delivery. Key updates included:

- Professional Standards Department (PSD): Strengthened scrutiny and oversight mechanisms.
- Human Resources and Learning & Development: Efforts to improve retention, support, and positive action around development.
- Marketing and Communications: A dedicated Police Race Action Plan Page on the Constabulary's website and a dedicated inrant activity page currently in development.
- The Force's governance, leadership, and implementation approach was also discussed. Particular recognition was given to the Constabulary's Localised Plan, which was acknowledged for its enhanced performance metrics.
- While Cumbria Constabulary has set ambitious targets for 2025/26 in terms of engagement and delivery, the visit affirmed that its strategic and committed approach has laid foundations for meaningful and impact progress — particularly in improving the services and outcomes for Black people.

2.3. Governance and Performance

- The PRAP Governance Board sits monthly, Chaired by the Chief Superintendent of Corporate Support. The Board has representatives from all key coordination departments and CCMPA.
- The PRAP Governance Board reports to The Confidence and Equality Board chaired by the Chief Constable.
- Strategic Performance Board and other governance (Workforce/Custody/Use of Force/CJU etc) regularly report on disproportionality.
- All performance metrics and workstream actions will be agreed and included on Cumbria Constabulary Improvement Plan (CciP) by July 2025.
- National direction is for a Maturity Matrix led by black communities and staff, by March 2026. However, the national framework is not finalised and is in a consultation stage. Planning is underway and ongoing to deliver on this if the requirement remains unchanged.

2.4. Workstreams

Cumbria Constabulary's PRAP mirrors the national approach with four main workstreams, each with a senior lead.

- **Workstream 1– Culture and Workforce;** By being a police service that is representative of Black and ethnic minority individuals and communities, and supports its officers and staff of a Black or minority ethnic heritage. (*Lead – Superintendent, Corporate Support*)
- **Workstream 2 – Powers and Procedures;** By being a police service that is fair, respectful and equitable in its actions towards Black and ethnic minority individuals and communities. (*Lead – Chief Superintendent, Corporate Support*)
- **Workstream 3 – Trust and Reconciliation;** By being a police service that routinely involves Black and ethnic minority individuals and communities in its governance. (*Lead – T/Chief Superintendent, Cumberland BCU*)
- **Workstream 4 – Safety and Victimisation;** By being a police service that protects Black and ethnic minority individuals and communities from crime and seeks justice for them (*Lead – Detective Superintendent, Public Protection*)

2.5. Workstream 1 – Culture and Workforce

This workstream aims to ensure that Black people and communities are properly represented within policing with an internal culture that promotes inclusivity and fairly supports their development and progression.

- The most recent census indicates that approximately 2.37% of the Cumbrian population are of a Black or Brown minority ethnic background. When white minority ethnicities are included, this figure comes to 4.68%. Cumbria Constabulary measure its workforce representation using both of these figures, of which a breakdown is provided below:

	Cumbrian Population	Cumbria Constabulary (June 2025)	Cumbria Constabulary (June 2024)
Black or Brown Minority Ethnicities	2.37%	1.20%	1.13%
All minority ethnicities (Black or Brown, plus white minority ethnicities)	4.68%	4.02%	3.72%

Additionally, the current recruitment pipeline will increase this representation further (3 individuals of a black and minority ethnicity are in the recruitment pipeline at the time of writing).

- The HMICFRS PEEL inspection resulted in an ‘outstanding’ grade for supporting and building the workforce, with a number of CCMPA and VIG colleagues interviewed as part of the inspection.

- Since the implementation of Uplift the constabulary have utilised Positive Action to increase the recruitment and retention of Black and Brown talent.
- Attraction, Recruitment, Retention and Progression has Positive Action integrated into it, coordinated through the Positive Action Tactical Plan
- The coordination lead regularly engages with the CCMPA, providing PRAP updates.
- A CCMPA representative attends PRAP governance and coordination meetings.
- Professional Standards Department (PSD) have implemented internal and external scrutiny functions to provide oversight of complaints by and against people from ethnically minoritised communities.
- PSD are attending VIG and utilising the Subject Matter Experts (SMEs) for transparency, scrutiny and tactical advisory functions where required; SME's include representations from CCMPA.
- Positive Action has been embedded into CCPMA meetings, which includes opportunities for mentoring and learning, as well as support for promotional boards being communicated directly to CCMPA meeting attendees.
- Positive Action Ambassadors (PAAs) – following an online campaign we have recruited 43 PAAs in total, with 3 sessions of training delivered. They will continue to support the workforce and Buddy programme according to their protected characteristics and expertise of PAA's.
- ICT have also developed a Buddy form that will allow people access to help quickly, and volunteers can easily sign up.
- Stay Interviews are offered to officers and staff of black and minority ethnicities, to identify reasonable adjustments or capture organisational learning. Positive Action activity resulted in the retention of all black and minority ethnicity employees in 2023 – 2024 who were considering leaving.
- 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.
- Contemplation rooms have been configured and utilities connected in all main stations, facilities are being provided by the Police Federation, Unison and Staff Associations. Carlisle is completed, all others will be completed by end 2025.
- 'Our Black Workforce' (OBW) survey closed on 28.04.2025. Cumbria surpassed the required national returns expectation. We have agreed with the CCMPA 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.

- Halo Code is scheduled for progression at the next uniform coordination group for progression to confidence and equality board.
- Plans to publish Ethnicity Pay gap for March 2026

Pipeline activity

- Increase PRAP internal communications providing force wide progress updates: Deadline September 2025.

2.6. Workstream 2: Powers and Procedures

This workstream aims to ensure Black people and communities are respected and treated in a fair and equitable way.

- Stop Search - Disproportionality data for stop search indicates that black individuals are 3.7 times more likely to be stop searched in Cumbria, which is in line with the national average. Additionally, Asian individuals are 3.6 times more likely to be stop searched in Cumbria, which is significantly higher than the national average (1.3). The Constabulary have a detailed understanding of the reasons for this.

A large caveat to this data is that the disproportionality analysis is based solely on the resident population of Cumbria and doesn't take into account the approximately 42 million visitors to the County each year¹, of which, 16% of visitor groups include someone in the party from an ethnic minority community². Additionally, the majority of stops of individuals from an ethnic minority background take place on the key arterial routes of the M6 and A66 leading to stops on non-Cumbrian residents.

Data from the latest national Stop and Search Annual Data Return (ADR 150) also indicated that Cumbria also has one of the lowest proportion of stops where the individuals ethnicity is recorded as 'not defined' – which demonstrates that Cumbria Constabulary capture ethnicity data in their stops more than average.

- The recording of all vehicle stops that take place under S163 of the Road Traffic Act commenced in September 2024 with data and disproportionality monitored in the Use of Force/Stop Search Board.

¹ [Start | Visitor Economy and Tourism Industry Overview](#)

² [New visitor research highlights latest travel habits | Cumbria Tourism](#)

- Stop and Search training has been revised to include specific training around adultification of black children. HMICFRS identified good practice in Cumbria relating to the referral of any stop-searches of children to the Child Centred Policing Team.
- The Constabulary has increased the volume of scrutiny on Stop and Search and Use of Force. The Constabulary has internal governance with a dedicated board chaired by a Chief Superintendent who conducts monthly reviews of all stop searches of minority groups and uses of force against minority groups and children to ensure appropriate use of powers and recording.
- The Constabulary also now provides increased numbers of stop searches and use of force to the Community Scrutiny Panel for external review with the Chief Superintendent answering directly to the panel. A revised stop and search receipting process has now rolled out so any member of the public subject to a search can opt to provide feedback around procedural justice with a simple survey. It also allows them to request independent scrutiny if they feel they have been treated unfairly.
- The Workstream 2 Portfolio Lead has worked as part of the NPCC response to the disproportionality in Taser report produced by Keele University. Taser disproportionality is monitored each month within the Use of Force/Stop Search Board and annually within the use of force disproportionality report. The Constabulary has seen no race disproportionality whatsoever in use of Taser.
- The constabulary adopted the national Body Worn Video (BWV) pre-record guidance as due process in early 2023.
- The Constabulary are one of only two forces to pilot AXON live streaming BWV capability, allowing for live-time scrutiny, oversight and feedback by management.
- BWV reviewed by Subject Matter Experts (SME), Inspectors, a learning panel and the external Community Scrutiny Panel, with any learning for the force or individual officers fed-back via an auditable feedback register which also feeds back into the governance board and changes to training inputs.
- L&D have completed an initial procedural justice e-learning video for officers. This will form the basis of a series of videos linked to community confidence around use of powers delivered using college learn to track completion.

2.7. Workstream 3: Trust and Reconciliation

This workstream aims to ensure black people and communities are routinely involved in the governance of policing.

- Neighbourhood Policing Team (NPT) leads have completed work to identify additional engagement opportunities across Cumbria, to further enhance engagement with Black

residents and visitors, this includes a system to improve stakeholder mapping to better understand the communities in each command area.

- CAG, Cumbria Race Equality Network (CREN) and CCMPA members have scrutinised Cumbria's PRAP and activity with positive feedback.
- Community Beat Officers (CBOs) and Police Community Support Officers (PCSOs) regularly attend identified Community events/sessions, to provide visibility to a range of sections of the community.
- NPT are supporting PRAP and wider EDI functions, with the exploration of improving stakeholder engagement systems for countywide coordination, including current exploration of VisaV, which is a neighbourhood alert platform allowing a community instant messaging service to keep the community informed.
- NPT Crime prevention, Harm reduction & Licensing Sergeant has been increasing stakeholder engagement and enhancing relationships with minoritised communities and individuals.
- WAF NPT are working collaboratively with local authorities to reduce harm and improve support for minority communities and individuals including attending a WAF EDI community Partnership meeting. Cumberland are scoping opportunities to adopt WAF initiatives working processes.

Pipeline activity:

- Launch a dedicated PRAP community advisory function through CAG: Deadline December 2025.

2.8. Workstream 4: Safety and Victimisation

This workstream aims to ensure Black people are safe and are properly supported as victims of crime and as vulnerable groups.

- Disproportionality data trends are provided at a Constabulary level quarterly to the Community Scrutiny Panel alongside dip-sampling of specific incidents.
- Satisfaction surveys are being conducted with a sample of victims who have been through the Hate Crime reporting and investigation process.
- The newly formed Community Cohesion Group is providing the opportunity to identify and engage with vulnerable sections of the community.
- Procedural justice is being implemented for stop and search, to receive direct public feedback to improve services and improve transparency and oversight.

- NPTs meet with refugees coming to the area through the Resettlement teams and provide a verbal input and handout (multiple language versions) to welcome them to the community including details on how to report crime and to increase confidence in crime reporting.
- Intersectionality between PRAP and other tactical plans, including VAWG and Vulnerability, identified and coordinated through relevant boards and collaboration.
- A Hate Crime Improvement Strategy coordinated by the portfolio lead (Superintendent) including the reinstatement of third-party reporting centres in 2025 to support under reporting.
- Racially aggravated hate crime declared as critical has a trigger process to involve relevant community stakeholders as tactical advisory within the Gold management process.

Pipeline activity:

- Look at opportunities for specialist support for race related hate crime victims.
- Look at provisions for education to prevent racism through Remedi, including 1-1 work with youth perpetrators. Remedi provided anti racist inputs to circa 500 young people during 2024.

3. Policing Vision 2030

The Policing Vision 2030³, is policing's vision of where it wants to be by 2030, to deliver a police service that is effective, inclusive and trusted by the communities.

3.1. Pillar 4, Objective 1

Focus on attracting the best people from all communities to ensure policing is representative and inclusive at all ranks

- **Engagement events**

The Constabulary undertakes numerous engagement activities to ensure we are linking in with all areas of the community. This engagement looks at recruitment and general community engagement. The engagements undertaken over the last quarter include:

- **Recruitment Evenings** - 2 sets of recruitment evenings held across the force, this included presentations from serving Police Officers from Neighbourhoods, Response and CID. The events gave people the chance to talk to serving officers and gain information about the roles available, how to apply etc. Both sets of events resulted in attendance of over 180 people. The events will continue moving forwards.
- **School Visits** - The Constabulary visits local schools to undertake talks in relation to drugs, road safety, seasonal issues (fireworks etc). Since the start of April, the Uplift Inspector (HR) has attended 10 schools and colleges across the force as well as spending time at numerous

³ [policing-vision-2030.pdf](#)

engagement events. This in total has resulted in well over 4000 engagements. Inputs range from recruitment stands to decision making exercises.

- **Familiarisation Sessions** – The Constabulary run quarterly familiarisation sessions for people who are currently in the recruitment pipeline. This gives people an overview of the force and provides advice and guidance around the recruitment processes to ensure people are supported in getting through the process. The first session in April 2025 was highly successful with 50 people attending online.
- **Transferee Familiarisation** – The first familiarisation session for transferees ran in June 2025 with the intention of providing information to those who are interested in transferring. The session was well attended with nearly 20 potential transferees.
- **Special Constabulary** – A Special Constabulary intake is scheduled for October 2025 which will likely have at least 10 students. The officers will all be assigned directly to Neighbourhood Policing Teams to ensure development. There is a planned intake in April 2026 with potential additional intakes moving forwards.
- **Positive Action** – As discussed earlier within this report
- **Silver Armed Forces Covenant award** - The Constabulary have been awarded the Silver Armed Forces Covenant award, which reflects the commitment to recruit individuals previously engaged in Armed Forces, supporting them and their families.
- **Disability confident leader status** – the award states “Given the visibility and strength of internal leadership on disability inclusion, and the sharing of best practice in relation to the Positive Action Scheme, we feel that Disability Confident Leadership status is warranted”.
- Talent development programmes for senior leaders
- **Female representation across the force** - The Constabulary have one of the highest female representations. Currently this is 50% for the whole constabulary. Officers equate to 42% and staff 67%.
- **Regular engagement, consultation and development of processes with groups such as VIG** - Resulting in amendments to recruitment processes, for example providing questions in advance of interview.
- **Neurodiversity** - Working with the neurodiversity lead in relation to matters such as above and consultation around national and local processes.
- **Ongoing support** - Practices for staff and officers once recruited (however flagged during the recruitment process) include ‘Bank of Reasonable Adjustments’ and the ‘Neurodiversity Management Checklist’.

3.2. Pillar 4, Objective 2

Establish a strong ethical and professional culture that enables and welcomes inclusion, and challenges inappropriate and non-inclusive behaviour when it occurs.

- The constabulary launched the revised Code of Ethics in 2024 and continues to embed the code and its three principles of public service, courage and respect and empathy into everyday policing. Ethical Policing is now an agenda item on the Confidence and Equality Board, and at the Valuing Individuals Group (VIG) meeting, whose members act as an internal ethics committee to support colleagues in answering ethical dilemmas and promote ethical decision making. The VIG are also used as critical friends for the Appropriate Authority to understand the impact of misconduct investigations on colleagues who have protected characteristics.
- We have a dedicated Ethical Policing intranet and Viva Engage page with a toolkit. This is aimed at encouraging the workforce to discuss ethical dilemmas and the code to support each other to prevent breaches of the code and/or the Standards of Professional Behaviour.
- The constabulary is tracking our progress to implement the recommendations from The Angiolini Inquiry via our force improvement plan. Cumbria Constabulary committed publicly to being anti-discriminatory in 2024.
- The constabulary has a sexual harassment policy and procedure, which includes additional responsibilities for employers under the Worker Protection (Amendment of Equality Act 2010) Act 2023. There have been workforce surveys to understand sexual harassment and inappropriate behaviours in the workplace, as well as focus groups and 1-1 sessions, which informed gender unconscious bias training.
- The Anti-Corruption Unit (ACU) have a dedicated 'prevent' officer, whose role is prevention and diversion through engagement with the workforce and partners to promote the Standards of Professional Behaviour and Code of Ethics. This includes working with key internal and external stakeholders to understand barriers to reporting, increase reporting and support supervisors and line managers to deal with inappropriate and unacceptable behaviour early. Challenging inappropriate and non-inclusive behaviour is also incorporated into leadership development programmes and interview/promotion processes.
- An example of this work is facilitating an email address provided by victim support that is specifically for police and police staff to access should they be victim-survivor of domestic abuse (DA). This allows victim support to select an advocate who is not known to the police colleague. They sign post the individual to the appropriate agency.
- Our prevent officer facilitates an annual multi-agency conference with local partners on recognising police perpetrated abuse, reporting mechanisms and working together to change culture.
- The constabulary has delivered Code of Ethics, Sexual Harassment and Upstander training to all officers and staff. To improve the victim-survivor experience and breakdown barriers to reporting, Professional Standards introduced formal training for welfare support officers and

staff, and support is now routinely offered for victim-survivors and witnesses in misconduct cases, as well as accused officers and staff.

- Professional Standards publish a quarterly newsletter, The Standard, which informs the workforce on topics centred around the Standards of Professional Behaviour and Code of Ethics, e.g., learning from misconduct outcomes, sharing good practice, changes to regulations etc. We are currently working on a new bulletin 'LEARN' to publish learning from misconduct meetings and hearings internally as soon as they happen. Officer misconduct hearing outcomes are published on our public website in accordance with the Police (Conduct) Regulations 2020.
- Professional Standards have a draft memorandum of understanding to work with the force diversity, equality and inclusion (DEI) team to identify areas for improvement and best practice to improve service delivery to persons with a protected characteristic. This ensures we understand the lived experience of those members of the public are properly considered and individual misconduct or learning, and organisational learning is fed back to the workforce.
- Professional Standards record discrimination and VAWG as factors in public complaints and conduct matters and refer such matters to the IOPC in accordance with their statutory guidance. The IOPC did sample our investigation of police perpetrated VAWG and discrimination cases in 2023 and 2024, and they found the standard of investigation to be good, with no evidence of victim blaming and no concerns about the reasonableness and proportionality of investigations or the decisions and outcomes reached.

3.3. Pillar 4, Objective 4

Encourage more active participation from colleagues across policing to improve their workplace and be receptive to the employee voice.

- Senior Leaders are highly visible via the Chief Constable's Visibility Rota and meet regularly with, shifts and staff association leads to discuss inclusion and equality relating to various protected characteristics.
- There are regular Chief Officer Road Shows open to the whole Constabulary where regardless of rank, officers and staff are able to attend, hear what is going on and provide direct feedback. (These are also recorded to facilitate all staff and volunteers to see them). The Chief Officers have all Staff Associations allocated to them by choice, which they attend the meetings of regularly to directly support. Viva engage provides the opportunity for all staff to ask questions of senior officers and receive direct feedback.
- Viva Engage is a well-used platform for officers to pose questions and provide constructive feedback to managers and senior leaders where responses are published.
- The National Police Wellbeing Survey has been published in June 2025 with a Constabulary response rate of 42% of our workforce. We will receive the results shortly and are planning a wellbeing conference to address the feedback and take action.
- Staff associations meet regularly and communicate through internal systems to keep their members informed and supporting the flow of communication and supporting inclusion.

- All Staff Association Chairs and Coordinators and supporting services such as PSD, EDI and Unison/Police Fed attend the VIG quarterly, which is also attended by a Chief Officer.
- The VIG has a seat at Confidence and Equality Board and Workforce Board. The purpose of the group is to allow members to raise issues that require Force wide progression.
- The inclusion Hub (internal intranet site) is set up to support officers and staff with awareness and information to support a diverse workforce in their working and home lives.
- The Constabulary has conducted smaller workforce surveys and focus groups on specific areas (e.g. supervisor development) to ensure that new programmes have considered the views of the workforce.
- ICT projects (such as Mark43) involve operational officers in the build phase and testing, as well as abstracting operational experts into the project team, to ensure that new IT solutions meet the key needs of the workforce.
- The Constabulary has a dedicated Uniform and Equipment working group chaired by a Superintendent but attended by operational representatives to discuss considerations for change.

3.4. Pillar 4, Objective 4

Develop effective leadership at all levels.

- The annual training plan for Leadership runs from March 2025, with mapping to guidance from the College of Policing and the National Police Chief's Council. Development for leaders across all ranks and grades is delivered through a combination of classroom-based training events, ongoing CPD and standalone workshops.
- The Sergeant's Development Programme has been mapped to the First Line Leaders Programme from the College of Policing to ensure it meets all of the recommended learning outcomes. Leadership is not confined by rank or role and the development of leadership skills in an ongoing process.
- L&D have a dedicated Leadership and Development officer who runs a variety of internal courses including:
 - A two-week development programme designed specifically for new and acting Sergeants with a focus on operational leadership and leading people, running three times each year
 - A one-week development programme for new and acting Inspectors exploring operational leadership and people leadership, running twice each year
 - A bespoke police staff leaders programme consisting of four modules running over three/four months with ongoing reflective and development tasks

- A Tutor Constable Leadership Programme which consists of a two-day programme face to face delivery with the aim of completing the assessor qualification within four months. L&D have delivered and plan to deliver CPD to Tutors, these are in identified subjects to meet training needs and skills gaps, for example, intoxilyzer, drug testing and interviewing up skilling.
- The Leadership & Development Officer coordinates the mentoring programme which is available for all and supported by a team of volunteer mentors across all departments, roles, and ranks.
- L&D run regular CPD events. At least one session per month runs over Teams or at in-person events. Most sessions are available to everyone, but some are particularly relevant to a specific group (e.g., operational officers, managers, police staff). Running alongside the regular programme are bespoke CPD programmes for SIOs/DSIOs, Neighbourhood Teams and the Special Constabulary.
- The Constabulary are currently developing some Digital Leadership Modules to provide leaders with online inputs relevant to specific areas of their role.
- The College of Policing has recently introduced a requirement for all leadership and management programmes to be licensed with them to meet their national standard.
- The College of Policing are currently piloting a revised NPPF programme. At this time the impact of this and potential changes to current delivery and assessment are not known.

3.5. Pillar 4, Objective 5

Safeguard the workforce with a strong focus on both their physical and mental health and wellbeing.

Cumbria is adopting the National Police Wellbeing Strategy, which builds on our current offer in a structured way to ensure we meet all the requirements of Objective 5.

Join Well

- Adoption of the revised medical standards to ensure a fair recruitment process that takes account of the need for reasonable adjustments. Final decisions for onboarding where adjustments are needed takes place at the recruitment panel.

Train Well

Trauma Resilience

- All new recruits have input on understanding trauma, its effects and developing coping strategies during their initial time at the Learning & Development Centre (LDC) and at the mid-way point of their training.

- Officers and staff can Access the Force Wiser Mind Programme, which is a two-hour workshop offering practical tips and techniques to process trauma and build personal resilience. These are run every two weeks and there is no limit on the number of times an individual can attend to practice the techniques.
- Students have anonymous access to a peer led SOS Service where they can speak confidentially about any concerns and be signposted to support.
- Student officers struggling with weight and fitness issues can have 1:1 support to address this via Occupational Health (OH) and the Force Fitness Team.

Neurodiversity Support

- The constabulary has an active neurodiversity peer support group who can support all new joiners to identify their needs from onboarding and throughout their career.
- Those reporting neurodiversity concerns and the need for adjustments are not required to have a diagnosis before full support is implemented.
- The Force has created a 'Bank of Adjustments' document that offers a selection of adjustments that can be trialled.

Work Well

The Force has a comprehensive OH Service, which offers the following Services:

- Access to OH Specialist professionals, who support managers and staff in effective attendance management and support. This includes Attendance Surgeries and Case Conference to help expedite progress.
- Access to Physiotherapy
- Access to both general and trauma specific therapy
- Psychological Surveillance Programme for all high-risk roles: OH continues to actively participate in the psychological surveillance programme. Findings are reported to Chief Officers and Operational Leads; this allows any reduction in fitness levels to be discussed at the earliest opportunity to identify appropriate interventions.
- Stress Awareness is covered in all training activity to Supervisors and Specialist Teams as well as any bespoke courses on request.
- Trauma Awareness Training is provided to all specialist teams as well as recruits as previously mentioned

- Demobilising and Diffusion training has been delivered to Firearms Support Unit (FSU), Roads Policing Unit (RPU) and Tactical Support Group (TSG) Supervisors and is due to be rolled out to all supervisors from September.
- Functional restoration programme designed by Force Physiotherapist to facilitate early support to officers/staff returning to work following injury.
- Weight Management support.
- Alcohol Support Programme
- Wiser Mind programme as previously highlighted.

Live Well

Health awareness events are structured around the key areas of Diet and Nutrition, Weight Management, fitness, Alcohol Awareness, cardiovascular risk management and advice.

The Force has an active Support Network, which brings together all our peer support groups. The group meets bi-monthly with attendance from one of the Chief Officers to progress any issues identified.

4. Upholding standards of professional behaviour and tackling potential corruption

Changes to vetting brought about in the aftermath of high-profile cases and subsequent review findings, have increased demands on force vetting units nationally. In response, the constabulary has doubled Force Vetting Unit (FVU) establishment to meet demand and ensure that our vetting arrangements are robust. The team's internal processes and procedures all follow the 2024 authorised professional practice (APP) guidance, Code of Practice and Police (Vetting) Regulations 2025. The constabulary vetting policy has been updated to reflect this and to include an internal service level agreement for processing vetting applications. The constabulary's process for recording and managing vetting applications was digitalised in 2022.

An annual integrity and vetting review form for completion by line managers is now included on all personal development reviews (PDRs). This places an expectation on supervisors and line managers to 'sponsor' the individual's continued vetting.

The constabulary's ACU produces a Strategic Threat and Risk Assessment (STRA), which outlines our most prevalent corruption risks and emerging threats. This informs our control strategy and intelligence collection plan. The ACU facilitate an internal anonymous reporting line for officers and staff to report wrongdoing. The constabulary also prescribe to the national Crimestoppers integrity line for members of the public to also report anonymously.

The ACU conduct lawful business monitoring to proactively identify corruption. They also record and monitor secondary business interests, notifiable associations and gifts, hospitality and gratuities. A request is made to the workforce via email on a 6-monthly basis for individuals to update change of circumstances.

The ACU use performance analytics to identify officers or staff who are at highest risk of corruption or are the subject of repeat public complaints. The Head of PSD chairs a monthly People Intelligence Meeting, attended by internal stakeholders to discuss these individuals and implement risk mitigation strategies. The ACU publish and raise awareness of several policies and procedures: Anti-Fraud, Bribery and Corruption Policy, Confidential Reporting Policy and Procedures, Ethical Standards Policy and Procedures, Gifts, Hospitality and Gratuities Procedure, Business Interests Policy, Substance Misuse Procedure and Sexual Harassment Policy and Procedure, to support colleagues to adhere to the Standards of Professional Behaviour.

Within the confidential reporting procedure, it explains what a whistleblower is and the protection this gives employees. When people report potential misconduct to the ACU, a whistle blower risk assessment is conducted to ensure that safeguards are put in place for that individual if they qualify. The ACU conduct regular random drug and alcohol testing, as well as 'with cause' testing of individuals when necessary and proportionate.

The PSD publish a quarterly newsletter, The Standard, which informs the workforce on topics centred around the Standards of Professional Behaviour and Code of Ethics, e.g., learning from misconduct outcomes, sharing good practice, changes to regulations etc. We are currently working on a new bulletin 'LEARN' to publish learning from misconduct meetings and hearings internally as soon as they happen. We do publish officer misconduct hearing outcomes on our public website in accordance with the Police (Conduct) Regulations 2020.

Between 2022-2025, Cumbria Police held 20 misconduct hearings and 29 misconduct meetings. In 2024, we revamped the Reflective Practice Review Process (RPRP), to make it more user-friendly for supervisors and line managers. We record and share organisational learning outcomes from public complaints or conduct with teams, thematic leads and/or via our intranet page.

Since September 2021, Cumbria Police Professional Standards investigate all criminal and conduct investigations concerning officers or staff as suspects. This includes Police Perpetrated Domestic Abuse (PPDA) and Police Perpetrated Sexual Offences (PPSO). Prior to this, criminal cases were investigated by area CIDs. The PSD/ACU 'Operations' team are a cadre of detectives who are all ICIDP accredited and have specialist skills, such as ABE training, tier 3 interviewing, SCAIDP and Family Liaison. Soon, all will also be trained in the TVSO – Theories of Violent and Sexual Offending. The Head of PSD is PIP3 accredited, and the DI and DS overseeing PSD/ACU Operations are PIP2. All PSD investigators, sergeants and inspectors attend DA Matters training on an annual basis, facilitated by Safe Lives.

All officers and staff investigating misconduct attend the College of Policing PSD training, and specialised training on the Police (Conduct and Complaints and Misconduct) Regulations 2020

The ACU have a dedicated 'prevent' officer, whose role is prevention and diversion through engagement with the workforce and partners to promote the Standards of Professional Behaviour

and Code of Ethics. This work includes working with key stakeholders, e.g., Learning and Development to deliver inputs to students, conducting early intervention meetings with officers who are the subject of repeat public complaints jointly with Police Federation, meeting regularly with command leadership teams, delivering targeted inputs to teams with high incidences of misconduct / public complaints, and meeting with partners to spot the signs of Abuse of Position for Sexual Purpose.

The prevent officer facilitates an annual multi-agency conference with local partners on recognising police perpetrated abuse, reporting mechanisms and working together to change culture.

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.

5. Continually improving culture

- A training package developed for community beat officers includes guidance on identifying seldom heard communities and groups and learning to identify approaches that they can adopt to communicate with these communities and to better understand their needs and concerns.
- The Constabulary has revised the Independent Advisory Groups into a single Community Advisory Group with a new terms of reference. The group has already been consulted on possible use of facial recognition in operations and procedural justice in stop and search for their feedback.
- The Chief Constable chairs a Confidence and Equality Board and has tasked a Trust and Confidence Strategy to be completed for the next meeting as well as a revised terms of reference for this group to ensure it meets the needs around community confidence.
- The Strategic Performance Board tracks the Crime Survey of England and Wales feedback where the Constabulary can demonstrate our position as one of the strongest performing forces in the Country in terms of public confidence.
- Custody Neurodiversity Pilot – In November 2024, the Constabulary launched an ADHD screening pilot, the aim of which is to help individuals identify traits of ADHD and signpost them to seek help. The identification of ADHD may also assist Police around better communication with the individual, whilst in Police custody, and any further interaction with the criminal justice system
- Organisational Learning Board – The constabulary is currently exploring the implementation of an Organisational Learning Board, which will bring together areas of learning from across the organisation and provide a forum for overall governance. This will include, for example, learning from complaints and misconduct matters, Employment Tribunals, stay conversations and exit interviews, Grievances, Operational Debriefs, Domestic Homicide Reviews and Operational Debriefs. It will also incorporate national learning, for example reports such as the

Angiolini Inquiry and the Baroness Casey Review. The focus will be on both what the organisation is doing well and how positive practice be shared, as well as areas for improvement.

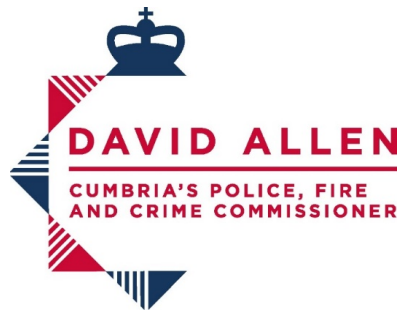
The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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by the information provided.

Comments:



Public Accountability Conference

Title: PEEL 2023-25: An inspection of Cumbria Constabulary

Date: July 2025

Executive Summary:

This report details the Constabulary's latest position with Areas for Improvement from the PEEL 2023-2025 Inspection

1. Context of the PEEL inspection

The HMICFRS PEEL report for Cumbria was published 23rd July 2024. HMICFRS conduct a 'continuous inspection' process.

Cumbria received the following gradings:

Outstanding	Good	Adequate	Requires improvement	Inadequate
Developing a positive workplace	Preventing crime	Recording data about crime		
	Investigating crime	Police powers and public treatment		
	Responding to the public			
	Protecting vulnerable people			
	Managing offenders			
	Leadership and force management			

Of note, Cumbria was the only force so far to receive an 'Outstanding' for Supporting and Protecting the Workforce.

In comparison to other forces:

Force	Outstanding	Good	Adequate	Requires Improvement/ Inadequate
Humberside	6	2	1	0
Cheshire	2	7	0	0
Cumbria	1	6	2	0
Cleveland	0	4	2	2

2. Areas of Improvement (AFI's) - action take to address and progress

2.1 AFI: Recommendation (5659):

Recommendation: The constabulary needs to improve how it records equality data. The constabulary's data for victims of crime shows that age and gender are well recorded, ethnicity is less well recorded, and other protected characteristics aren't well recorded. The constabulary should be collecting this information to understand the extent to which each protected group is affected by crime, how this differs from those without the protected characteristics, and whether a different response is needed for these victims.

Status: Position statement has been submitted to HMICFRS for review.

Response:

Implementation of Mark 43

Mark 43 records management system (RMS) was launched on the 17th of March 2025, which has replaced the constabulary's current system, Red Sigma. Mark 43 is aligned with the agreed NPCC Operational Recording Data Standards for Protected Characteristics, with the accompanying fields and values matching the guidance and the Home Office classification codes, to achieve national standards.

Protected Characteristics Data Improvement Group

On the 28/02/2025 a Protected Characteristics Data Improvement Group was implemented in force, chaired by the Head of Crime Intelligence and Safeguarding, which will work towards improving the recording and subsequent analysis of data regarding protected characteristics.

Performance management

The Principal Analyst has an oversight of all performance and crime trends across the constabulary. Analysis is completed monthly to identify any trends including for specific victim groups which is reported on at the Strategic Performance Board (SPB) and local BCU command meetings.

Victim satisfaction

Victim satisfaction data is analysed monthly and presented at the Local Accountability Meeting BCU Performance meetings, in addition to residing on a Power BI dashboard to enable assessment of victim feedback by the IMS team. The data contains self-reported information from victims for

age group, gender, ethnicity, sexual orientation and disability. This enables the constabulary to monitor if any protected group is reporting lower satisfaction regarding the service they receive from the constabulary.

Child Sexual Exploitation and Abuse

Learning has also been derived from the Report of the Independent Inquiry into Child Sexual Abuse (2022) which highlighted the need for improvements around data collected concerning child sexual abuse and child sexual exploitation. There remains scrutiny through the Strategic Vulnerability Governance Group, chaired at ACC level, to further improve the identification and relevant characteristics of CSE victims and offenders. A further review is planned following the initial implementation phase of Mark 43.

2.2 AFI: Recommendation HMICFRS AFI 5660.

Recommendation: The constabulary needs to improve how it records crime when antisocial behaviour is reported.

The constabulary is failing to record all crimes when antisocial behaviour is reported by victims. We examined 50 incidents. Of these, 15 crimes should have been recorded, but 6 were actually recorded. Victims of antisocial behaviour are often subjected to abuse and torment for substantial periods of time, and crime is often committed by their neighbours. Failing to record crimes and provide an effective service to tackle antisocial behaviour can mean victims live in fear in their own homes while being subjected to long-term abuse and torment by people living next door or elsewhere in the local community.

Status: Position statement submitted to HMICFRS for review.

Response:

Operating model reform

A key change has been the structuring of the forces Crime Management operating model. This enables CMSU staff to conduct live log reviews and to return logs to officers imminently if any NCRS issues are identified. The presence of CMSU within the CCR also affords the opportunity for CCR staff to receive 'live time' guidance and advice when required after an initial phased approach, this change is now fully embedded.

Force procedure

Force procedures have been reviewed and amended, meaning that Force Incident Manager (FIM – Inspectors) now finalise the closure of logs with an ASB closure code, rather than a CCR Sergeant. The objective being that where a log may contain NCRS issues, it is returned to the OIC for further mark up, or the submission of a crime report. The Force Crime and Incident Registrar has delivered face-to-face inputs with all CCR supervision (Sgts, Inspectors and supervisors) to provide further training and clarification regarding crime recording within ASB logs.

Performance management

ASB Performance is monitored by CMSU who conduct a monthly audit of logs closed as 'ASB Personal', with updated reported on monthly at the Strategic Performance Board.

Audit results demonstrate that from September 2024 onwards there has been a sustained improvement in the identification of crimes within reported ASB.

Improving Guidance

Cumbria has also worked to improve its guidance to frontline officers and staff, including:

- The creation of two briefing documents for CCR
- CMSU providing shift briefings incorporating crime and ASB
- The FCIR providing an input to the NPPF session
- Incorporating POA offences and harassment within force wide NCRS e-learning,
- The dissemination of two ASB and crime recording animations
- Messaging on the televisions to CMR regarding accurately recording the caller's demeanour on the log.

Neighbourhood Policing Pledge

On the 16th January 2025, the Neighbourhood Policing Pledge was launched, with one of the 10 priorities being to tackle Crime and Anti-social behaviour. This aligns with the constabulary's neighborhood policing model and with the national pillar of neighbourhood policing, ensuring the force delivers the government's Neighbourhood Policing Guarantee. This has set a precedence and communication across the organisation for ASB as a priority.

Operation Enhance

This will enable hot spot policing activity funded by uniformed presence to clamp down on anti-social behaviour, targeting hotspots with high anti-social behaviour (ASB) and serious violence. This coincides with a media and comms campaign advising members of the public on how and when to report ASB. The most recent data reports that the number of ASB incidents reported within hotspot areas reduced between July 2024 and February 2025 by -35.93% (equating to a reduction of -309 incidents). Further performance information demonstrating the impact of Operation Enhance was presented at the last Public Accountability Conference on the 20th of June 2025.

Recommendations from the 'Policing Response to ASB: PEEL spotlight report have also been incorporated to improve the forces activity in responding to ASB.

2.3 AFI: Recommendation (5661).

Recommendation: The Constabulary needs to strengthen the external scrutiny of its use of force and stop and search powers

The OPFCC and the Constabulary have a joint ethics and integrity panel which provides external scrutiny of both stop and search and use of force. Members of the panel are independent from the police and drawn from the communities within Cumbria. Selected members of the panel review body-worn video of three stop and search encounters and three instances of police use of force every three months. They then report their findings to

the full ethics and integrity panel meeting. The constabulary uses this report to provide feedback to the officers involved and their supervisors, and to inform police officer training.

While the scrutiny of these incidents is very detailed, the numbers reviewed are too low to provide an overview of such activity across the whole of the constabulary.

During our inspection, we identified good examples of officers receiving advice after the panel had scrutinised cases. But the constabulary needs to increase the level of scrutiny provided and to demonstrate the identification of learning and good practice

The ethics and integrity panel doesn't scrutinise performance data. This data is important when considering any disproportionality in the constabulary's use of these powers. In addition, the constabulary doesn't publish such data on its website, which would make sure there is transparency in how these powers are used.

The constabulary could improve the benefits of this external scrutiny by making sure more cases and data are subject to review, so it could gather meaningful feedback.

Status: Position statement has been submitted to HMICFRS for review.

Response:

The Ethics and Integrity Panel has been reviewed by the Constabulary/OPFCC and re-named to the 'Community Scrutiny Panel' to better reflect the role. The review of both Use of Force (Uof) and Stop Search (SS) numbers have been more than doubled to 10 Uof and 10 SS per meeting reflecting a far higher ratio of overall UOF/stop searches. The methodology for selection of samples has also now been amended to allow the panel to select from a list of incidents available for review. Half of the reviewed incidents are selected in this way. There is also a set criterion for incidents that may be regarded as higher risk that informs this selection (Ethnicity, Juvenile, Taser and higher risk uses of force). (Methodology attached). Any use of a S60 authority is included within this remit. On viewing footage of any incident (via a dip-sampling process) the panel document feedback as a group of key points. The Business Improvement Unit receive the forms and enter details onto the Constabulary feedback register and summarise higher-level issues within the monthly Stop-Search/Use of Force Board. This can then be used to inform changes to training or officer communications.

The Terms of Reference for the Community Scrutiny Panel have been re-written (based on National Draft Terms of Reference for Community Scrutiny Panels -Home Office 2023) to reflect the revised national guidelines and a gap analysis has been completed. The OPFCC has added in options for youth panel involvement or persons with lived experience/community action groups. The Panel meetings are attended by a Chief Officer and other Senior Managers and the panel can raise actions for the Constabulary on the basis of their feedback.

The minutes of the meetings and disproportionality performance data is published on the OPFCC Website. An annual report is published in August of stop search and use of force.

The Community Scrutiny Panel is also presented with quarterly disproportionality figures/performance data in a presentation in advance of each meeting and has the

opportunity to then ask question of the Portfolio leads during the panel meetings in relation to disproportionality trends.

The OPFCC and Constabulary has improved the benefits of this external scrutiny by making sure more cases and data are subject to review and now gathers increased meaningful feedback.

AFI: Recommendation (5662):

Recommendation: The constabulary doesn't consistently achieve appropriate outcomes for victims.

Cumbria Constabulary isn't always achieving acceptable outcomes for victims of crime. It has low numbers of crimes that are solved following investigations.

It needs to understand the issue and work to achieve better outcomes for victims.

In the year ending 30 September 2023, Cumbria Constabulary recorded 30,110 victim-based crimes. It assigned 13.1 percent of these offences an offenders brought to justice' outcome, compared to 13.3 percent in the year ending 30 September 2022. This was higher than expected compared to the average for forces in England and Wales. But the constabulary should improve this rate to better support victims of crime

Status: Position statement sent to HMICFRS for review.

Response:

Performance management framework

Cumbria constabulary implemented a performance management framework to measure, monitor and manage all elements of the force's response to criminality. This includes Key Performance Indicators (KPI's) that were introduced October 2023, which are renewed on an annual basis and are aligned to national and local policing priorities. The KPI's consider Cumbria's Most Similar Force Group performance, national targets, relativity and forecasting to ensure the force set achievable targets.

The Constabulary utilises multiple forecasting methodologies, testing the accuracy of each one using historical data to determine which forecast works best for each demand type. Performance against the KPIs are governed across a number of strategic performance meetings. Each KPI has a lower and upper range, with the upper range designed to be a 'stretched' target. Outcomes for victims are core measures within the framework and are monitored on a monthly basis with assessments provided at strategic performance meetings on whether the force is achieving its lower and upper KPI targets. KPI's for the new financial year have been reviewed and include:

- Residential Burglary of a Home
- Domestic Abuse
- Stalking
- Hate Crime
- Rape
- Other Sexual Offences

- Robbery
- All crime
- Victim Based Crime
- Vehicle Crime

Performance management is governed through multiple strategic meetings:

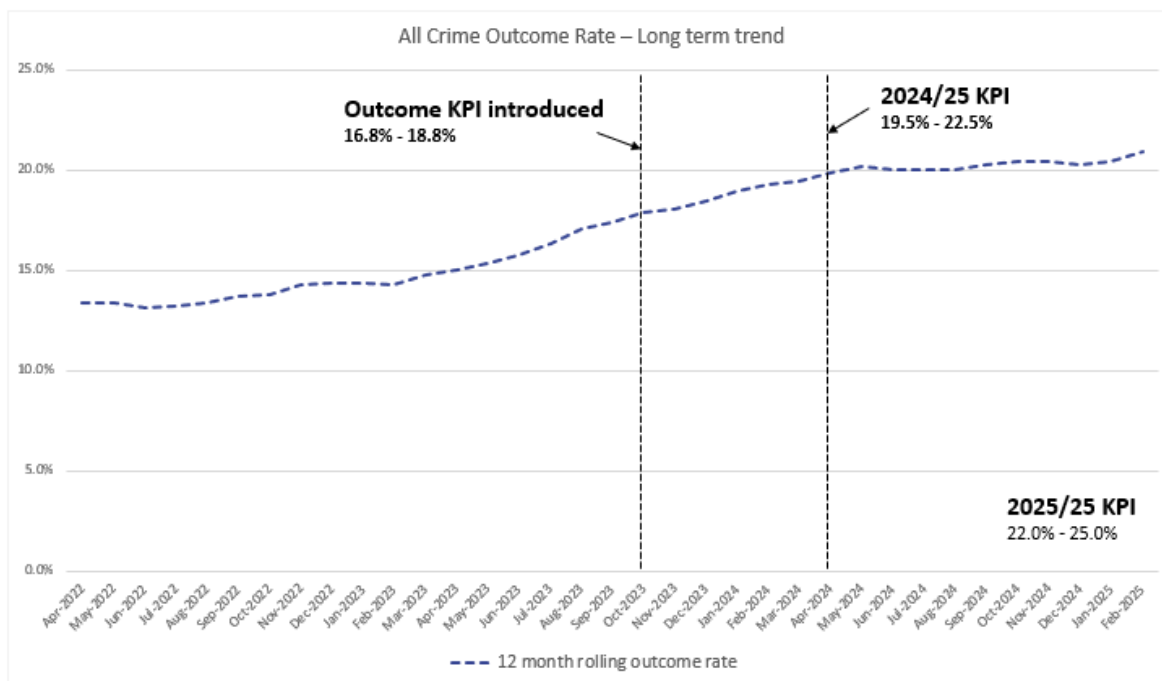
- Local Inspector Performance meeting
- Local Accountability Meeting Performance Presentations (LAMPPS) Meetings – Chaired by ACC or Area C/Supt.
- Strategic Performance Board (SPB).
- Strategic Management Board
- Strategic Vulnerability Board

Improving performance

Since the introduction of the KPI's in 2023, the force has continued to observe an increasing rate of outcome performance. The latest national data (Jan 2025), indicates that Cumbria has the fourth highest outcome rate for Victim Based Crime (16.37%) for the 2024/25 Financial Year to Date (01/04/2024-31/01/2025), at 16.37%, this is substantially above the national average of 10.55%, and above the average for Cumbria's most similar group at 14.46%.

Furthermore, Cumbria also has the fourth highest outcome rate for All Crime, at 20.56%, this is substantially above the national average of 13.19% and above the average of our most similar group, at 16.93%.

Long term, we have achieved an increasing trend for our All-Crime outcome rate, as demonstrated in the below graph.



The same can also be seen for Victim Based Crime in the graph below which shows the outcome rate for victim-based crime prior to and post the introduction of KPI's.



Victim Satisfaction

Victim satisfaction data is analysed monthly and presented on at the Local Accountability Meeting BCU Performance meetings, in addition to residing on a Power BI dashboard to enable assessment of victim feedback, particularly regarding satisfaction of 'Police action taken'. This can indicate if a victim has felt the constabulary could have done more to achieve a better outcome i.e. if a victim reports that an officer did not follow up on opportunities to obtain CCTV footage following a crime.

The Business Improvement Unit monitors all feedback from surveyed victims and where a victim has reported dissatisfaction, a service recovery is implemented whereby the OIC is contacted and informed of the feedback and the log to contact the victim and understand where any improvements could be made.

Crime Survey for England and Wales

Whilst CSEW data has not been included as a KPI, it will be monitored within the Neighbourhood Policing Performance Framework. Overall, public confidence in Cumbria Constabulary is higher than the national average. Cumbria have the 8th highest percentage of people who have reported that they had confidence in their local police.

Operation Themis

Operation Themis is the overarching operation driving performance for the specific areas of Domestic Abuse (DA), Dwelling Burglary (BIAD), and Rape and Serious Sexual Offences (RASSO). All Dwelling Burglary investigations are now allocated to CID, with a recurring weekly Op Themis meeting to monitor and drive performance in BIAD investigations. Both Cumberland and Westmorland and Furness (WAF) BCU's have produced 'DA Action Plans' to drive performance and increase outcomes for DA investigations. Progress and outcomes are monitored through the monthly Op Themis DA meeting.

A RASSO Operational and Strategic Themis meeting has also been implemented and now takes place monthly to monitor performance within RASSO investigations to understand the qualitative drivers behind outcomes.

If performance is identified as reducing in these areas, BCU's are held to account through the Themis meetings, with actions tracked and fed into strategic Themis and the strategic vulnerability meetings.

Investigative Quality Board

The Investigative Quality Board (IQB) carries out 'Thematic Reviews' to ensure the constabulary is delivering quality investigations to achieve the best outcomes. Initially, the board focused on the application of the Principles of Investigation (POI), however, now the principles are fully embedded, this has evolved into monitoring the quality behind the principles. POI compliance is monitored by an audit process conducted by the Business Improvement Unit and is reported on through the Strategic Performance Board and Local Accountability performance meetings. The BIU dip-sample 300 crimes at the 35-day point, to ensure officers are receiving the necessary investigative direction and support early on. Specific focus is on the principles of the OPEN, PLANS and HANDOVERS stage where the initial approach to the investigation is imperative to collating evidence and the handover stage, whereby if insufficient information is provided during the handover, this can cause key investigatory steps to be missed.

Mark 43

Mark43 is the Constabulary's new record management system which has replaced Red Sigma on the 17th March 2025. The Investigations model within Mark 43 is constructed specifically to enable investigation reviews to be automated. The system will automatically set the next review after 30/60/90 days, which will assist with continuing POI compliance and will include FILE and CLOSED stages. Mark 43 will also include forms at the point of finalisation. Each outcome type has its own requirement (for both positive and NFA outcomes). Bespoke forms for each outcome should be presented to the inputter to ensure that the specific requirements have been met. For example, in the cases of outcome 16 reason, the rationale as to why a victim is not supportive of an investigation, will prompt whether OOCs have been discussed. If the requirements are not met, then it will prompt the officer to do further work or apply a more relevant outcome.

3. Continuous Improvement

All recommendations and areas for improvement produced from HMICFRS documents are exported onto the forces internal Constabulary Continuous Improvement Plan and are assigned an action owner and professional lead. On completion of the action a position statement is drafted and submitted to the Deputy Chief Constable/Chief Constable for ratification and sign off. All activity is reality tested by a central team where necessary (the BIU) and progress against all actions is overseen by the FLO.

Feedback from HMICFRS has informed the constabulary that it is in a good position regarding its response to all recommendations and the actions are completed at pace. Monthly HMICFRS meetings, which are chaired by the DCC and attended by senior leads discusses progress against all levels of actions, alongside themes emerging from national reports.

4. Preparation for future PEEL inspections

- The findings from the Force Management Statement are currently being fed into strategic plans around future workforce requirements, training needs and risk management.
- Self-assessment against each PEEL question have been completed by senior leads and meetings for the DCC to review the evidence of the self-assessments was completed on the 30th June and 1st of July. Findings and actions will then form self-improvement plans. A schedule of reality testing will also be devised to test activity taking place from the self-assessments.
- A Chief Officer Away is scheduled for July to be subsequent progress against the actions.

The Police, Fire & Crime Commissioner is:

- Assured
- Partly assured
- Not assured

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by the information provided.

Comments: