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Our reference: PC

02 October 2017

CUMBRIA POLICE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE

The Police and Crime Commissioner's Public Accountability Conference will take place on **Wednesday 11th October** in Conference Room **3**, Police Headquarters, Carleton Hall, Penrith, at **10:00 am**.

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

V Stafford
Chief Executive

Attendees:

| | |
|-----------------------------|---------------------------|
| Police & Crime Commissioner | - Mr Peter McCall (Chair) |
| OPCC Chief Executive | - Mrs Vivian Stafford |
| Joint Chief Finance Officer | - Mr Roger Marshall |
| Chief Constable | - Mr Jerry Graham |

AGENDA

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

1. APOLOGIES FOR ABSENCE

2. 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.

3. 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.

4. MINUTES OF MEETING

To receive and approve the minutes of the Public Accountability Conference held on the 14th June 2017

5. PERFORMANCE PRESENTATION

To present to the Commissioner the Constabulary's performance for the 12 months to August 2017 as agreed in the Police and Crime Plan Accountability Framework.

6. THEMATIC PRESENTATION – ANTISOCIAL BEHAVIOUR

To receive a presentation giving assurance that the Constabulary is working to reduce incidents of ASB across Cumbria and that the Constabulary has an understanding of current level and types of ASB imparting on Cumbria.

7. THEMATIC PRESENTATION – ALWAYS PUT VICTIMS FIRST

To receive a presentation giving assurance that the Constabulary is working to provide justice for victim's by detecting crime and bringing offenders to justice, ensuring victims remain at the centre.

8. REPORT ON THE 101 SYSTEM

To receive a presentation around Answering Calls for Service including an update on performance, current issues and key causes and the Constabulary's current improvement plan and progress updates.

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

Minutes of the Public Accountability Conference held on
Wednesday 14th June 2017 in Conference Room 3, Police Headquarters,
Carleton Hall, Penrith, at 10.30am

PRESENT

Police & Crime Commissioner - Mr Peter McCall (Chair)

Also present:

Chief Constable (Jerry Graham)

Deputy Chief Constable (Michelle Skeer)

T/Assistant Chief Constable (Sean Robinson)

Detective Chief Superintendent (Andy Slattery)

Constabulary Marketing & Communications Manager (Helen Lacey)

Constabulary Performance Consultant (Steph Stables)

OPCC Chief Executive (Stuart Edwards)

OPCC Head of Communications and Business Services (Gill Shearer)

OPCC Assistant Policy Officer (Jo Woof)

OPCC Executive Support Officer (Paula Coulter) – taking minutes

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

058. APOLOGIES FOR ABSENCE

Apologies for absence were received from the Chief Finance Officer (Mr Roger Marshall);

059. DISCLOSURE OF PERSONAL INTERESTS

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

060. MINUTES

The Chair presented the minutes of the Public Accountability Conference also held on 5th April 2017 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 also held on 5th April 2017 be confirmed as a correct record and signed by the Chair;

061. QUESTIONS FROM MEMBERS OF THE PUBLIC

No questions had been received from members of the public prior to the meeting.

062. END OF YEAR 2016/17 PERFORMANCE PRESENTATION

T/ACC Robinson gave a presentation, the purpose of which was to present to the Commissioner the Constabulary's performance for the 12 months to March 2017 as agreed in the Police and Crime Plan Accountability Framework, and in addition to provide statistical estimates for crime levels at the end for this year (2017-18) where appropriate and information about user satisfaction performance.

During the summer months it was acknowledged that Cumbrian officers had taken part in response to the various terrorist incidents that had occurred throughout the country.

It was noted that there had been a 2.1% fall in crime overall (-551 offences). The category for sexual offences had seen a rise of 173 incidents which was seen as positive, as there remains an aspiration to increase reporting of sexual offences.

Domestic abuse (aspirational target to increase) accounted for 34.9% of Violence Against the Person, up from 2015/2016, where these offences accounted for 32% of all violent crime. Assault with injury saw the biggest numerical decrease in offences reported during 2016/2017 (-126). Assault without injury saw the biggest numerical increase in offences reported during 2016/2017 (+115). The main offence within this category is common assault and battery.

The categories for Theft & Burglary have both decreased, and an on-going media campaign for members of the public to ensure their property is secured reiterates the message. CSP's and communities have worked hard to publicise media campaigns.

Robbery consists of very low numbers in Cumbria, and numbers have dropped away since September as a result of good targeting work.

There has been a slight reduction in Hate Crime – numbers are small and are analysed daily, with each case being looked at in detail to provide re-assurance to communities. Partnership work is on-going.

Public order offences have fallen in the period due to early intervention and a professional, proportionate approach.

Following a discussion, the presentation was noted.

RESOLVED, that,

- (i) the presentation be noted;

063. SEXUAL OFFENCES

Detective Chief Superintendent Slattery gave a presentation in relation to Sexual Offences, the purpose of which was to provide the Commissioner with assurance that the Constabulary can respond effectively to investigations of sexual offences; that officers are able to respond to victims of sexual offences in an appropriate manner including keeping the victim fully informed of the progress of the investigation and to give an overview of sexual offences within Cumbria and the performance data.

Cumbria has seen a 10.3% increase in the number of rapes nationally, which is slightly under the national average figure of 11.5%. Only 5% of cases were of stranger rape. It was noted that there has been an increase in youth on youth offences (under 18's).

The Constabulary, together with the OPCC, continue to support victims by:-

- running various media campaigns
- advice available on website
- increasing Victims Code training to refresh officers
- Referrals to the Bridgeway
- Comms process for ISVA referrals

Following a discussion, the presentation was noted.

RESOLVED, that,

- (i) the presentation be noted;

064. OFFENDING & SERIOUS CRIME

Detective Chief Superintendent Slattery gave a presentation in relation to Offending & Serious Crime, the purpose of which was to provide the Commissioner with the following assurance that the Constabulary is seeking to address the issue of tackling crime and serious offending in the county.

The nature of crime and harm is changing, with comparatively fewer crimes happening on our streets and many more now taking place online or out of sight.

The rise in 'hidden harm' crimes like child abuse, Fraud and modern slavery also require a different approach in terms of policing.

All forces are required to do ARMS risk assessments and put interventions in place. There is currently a 96% completion rate on ARMS risk assessments, as people are constantly coming into the process & going out of the process.

The 4 pillars approach consists of:-

- Supervision
- Monitoring
- Interventions
- Victim Safety

Each Offender Manager has an average of 54 offenders, rising to 75 per Offender Manager when you take into account those in custody – these figures are in line with the national average. The ViSOR administrator sits separately from the force systems.

There has been an increase of Registered Sex Offenders (RSO's) in the county of 35% but this is not out of kilter with national figures. The county has an Approved Premises which is a national resource, and this has an impact on the numbers.

MAPPAs are managed at different levels:-

- Category 1 = sexual offenders
- Category 2 = violent offenders
- Category 3 = dangerous / extremist offenders

Following a discussion, the presentation was noted.

RESOLVED, that,

- (i) the report be noted;

065. ETHICS & INTEGRITY PANEL REPORT

The OPCC Chief Executive presented the Ethics & Integrity Panel annual report. The purpose of the Ethics & Integrity Panel is to promote and influence high standards of professional ethics in all aspects of policing and to challenge; encourage and support the Commissioner and the Chief Constable in their work in monitoring and dealing with issues of ethics and integrity in their organizations.

The Panel considers questions of ethics and integrity within both organizations and provides strategic advice and support in relation to such issues.

Following a discussion, the presentation was noted.

RESOLVED, that,

(i) the report be noted;

The Commissioner thanked everyone for their contribution.

Meeting ended at 11.25am

Signed: _____

Date: _____

Performance Update 12 months to August 2017

Public Accountability Conference
October 2017

ACC Webster



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Purpose

- To present to the Commissioner the Constabulary's performance for the 12 months to August 2017 as agreed in the Police and Crime Plan Accountability Framework.

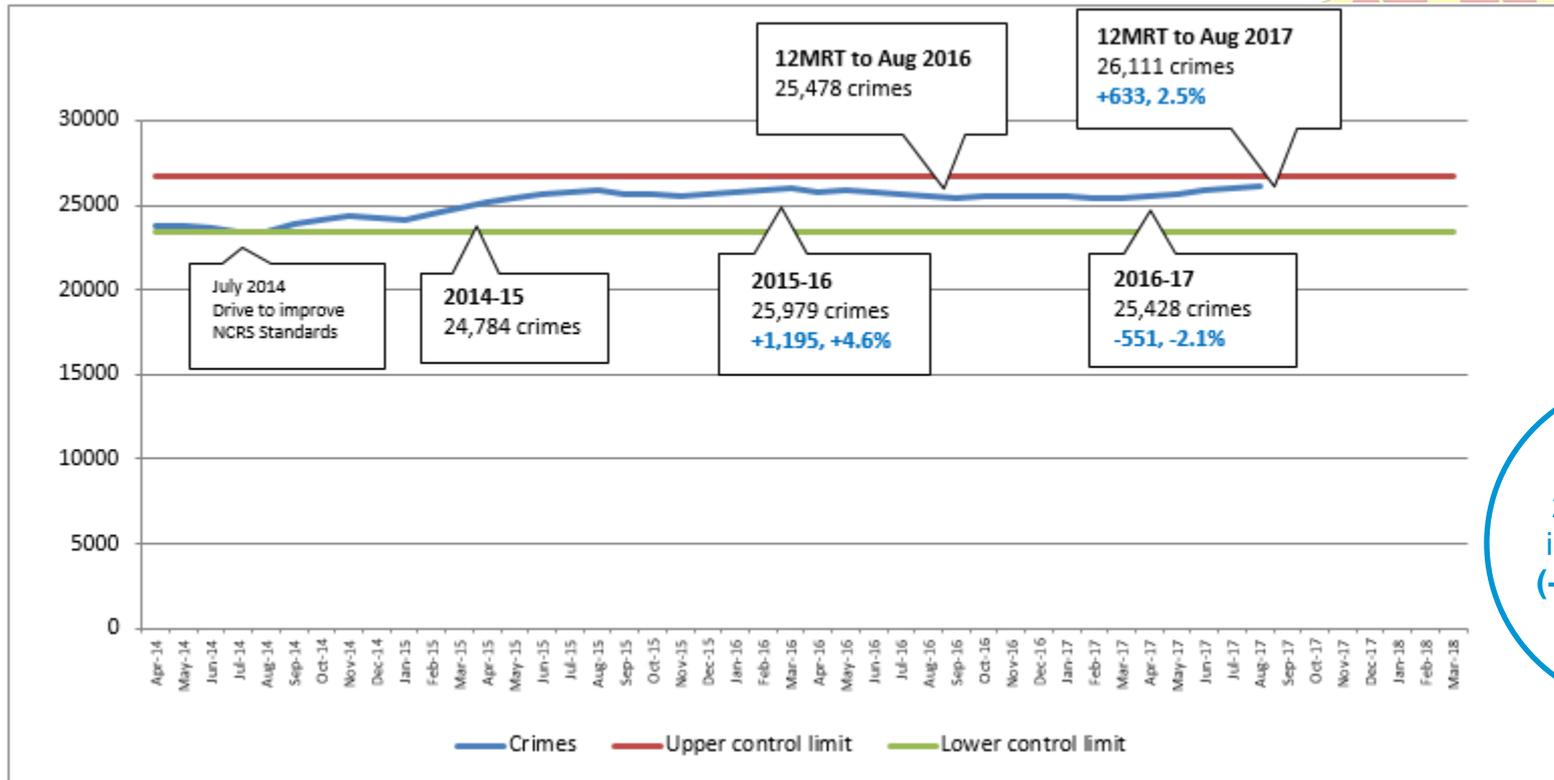
In addition,

- Detail and information about the components of each of these crime classifications.
- Statistical estimates for crime levels at the end of 2017/18 where appropriate.
- Information about user satisfaction performance.



All crime

12 Month Rolling Total (MRT) to August 2017 compared to previous year



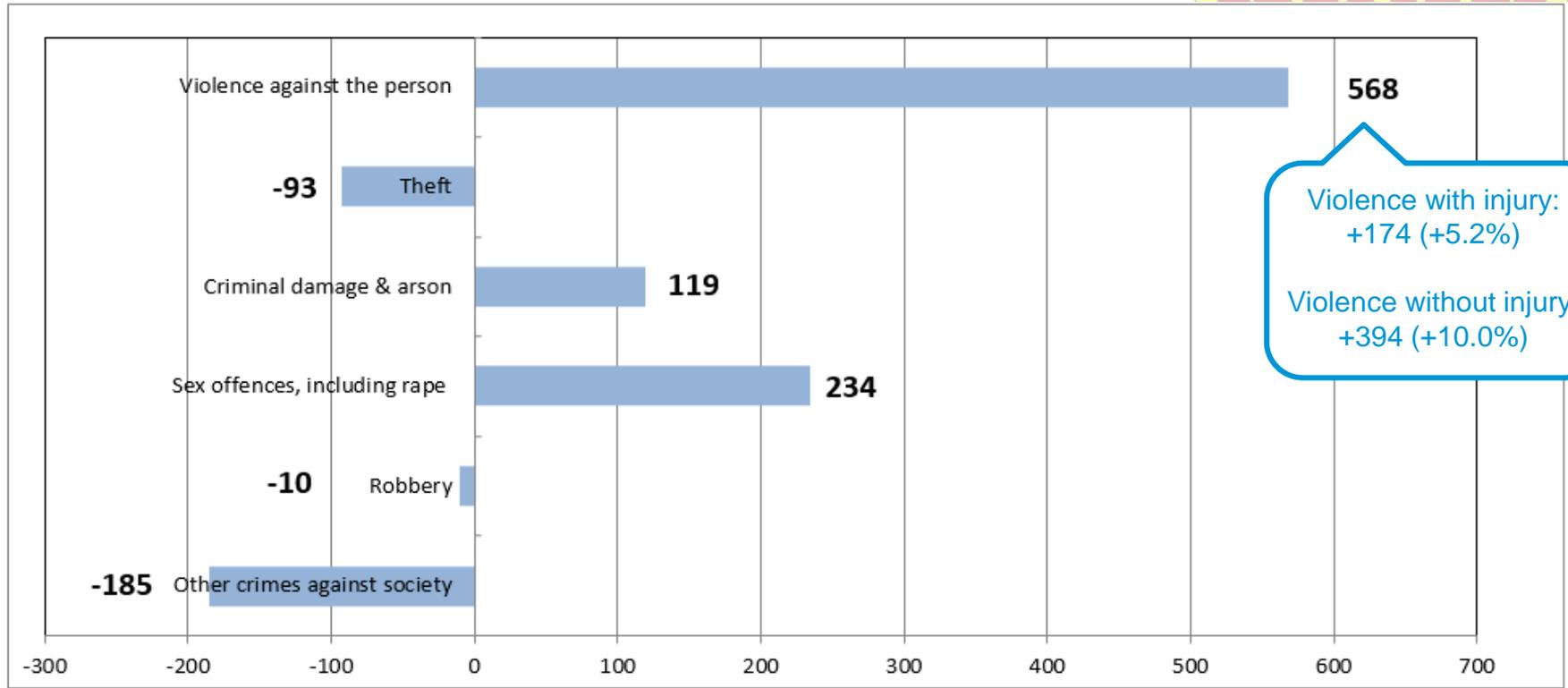
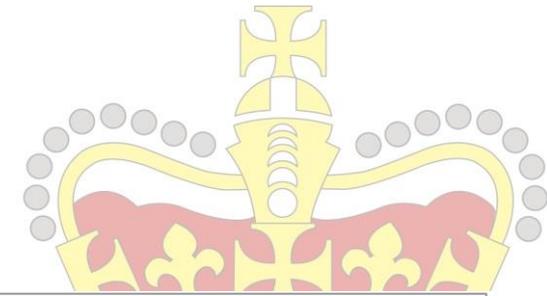
2.5% increase in crime overall (+633 offences)

Most Similar Group (MSG) Comparison
Lower than average for crimes per 1,000 population

Number of forces with increase
41

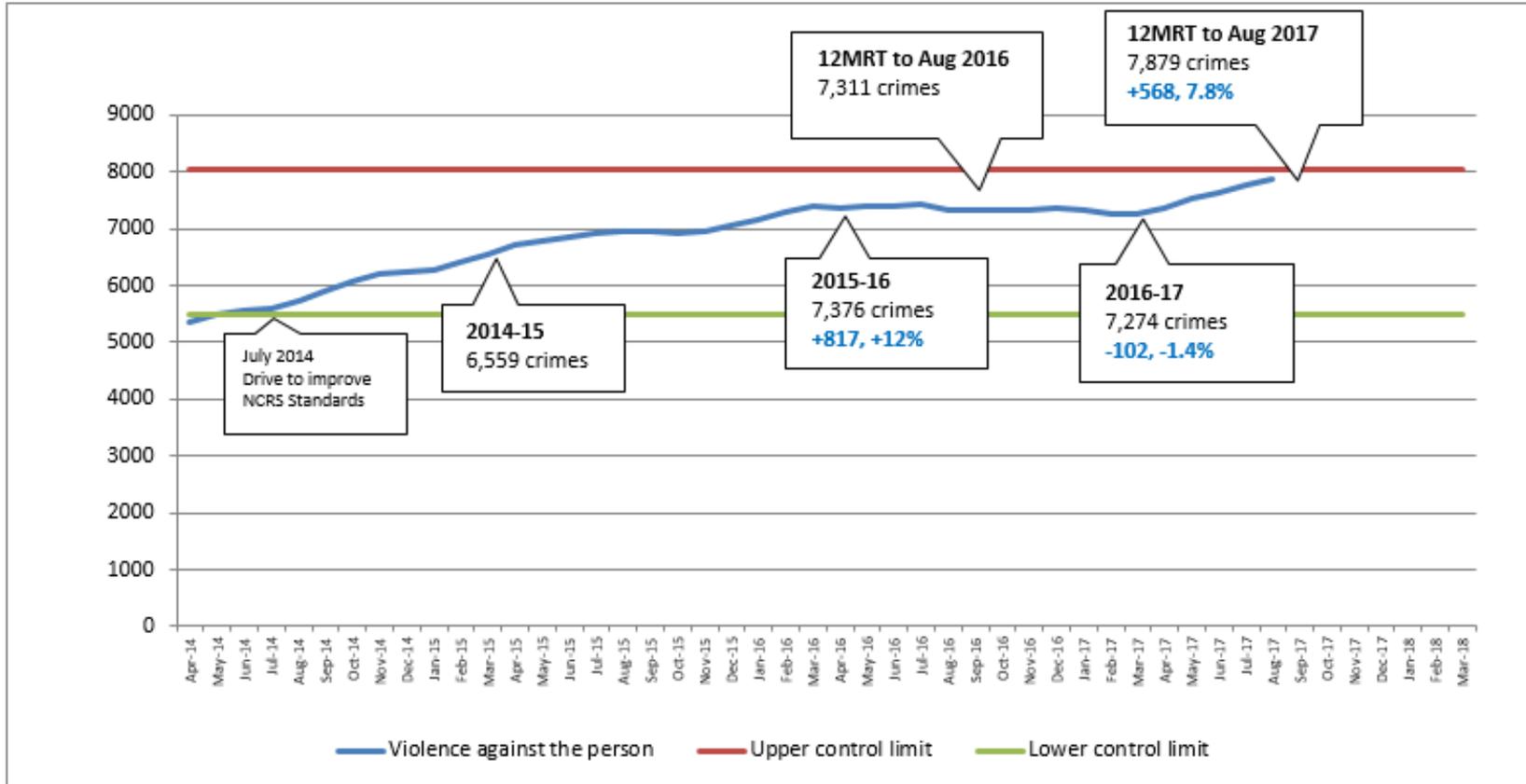
All crime

Analysis of changes over past 12 months to August 2017



Violence against the person (VAP)

12 MRT to August 2017 compared to previous year



Most Similar Group (MSG) Comparison

Lower than average for crimes per 1,000 population

Number of forces with increase

41

Violence against the person

Crime categories and analysis of increase over past 12 months to August 2017



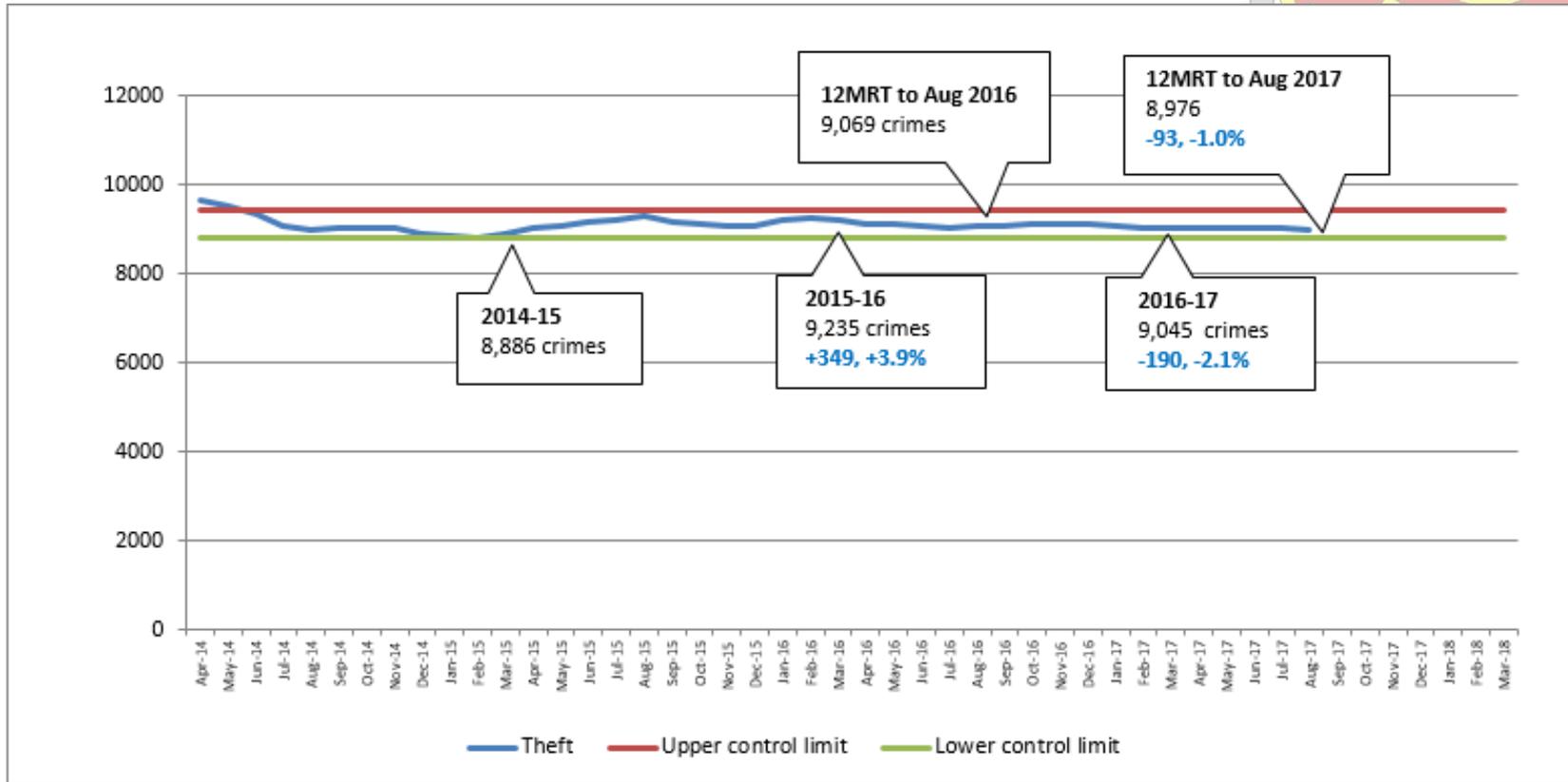
Table showing increase in crimes for VAP

| | | |
|---------------------------------------|-------------|---------------|
| Violence Against The Person | +568 | |
| Homicide | 0 | 0.0% |
| Violence with Injury | +174 | +5.2% |
| Assault - Cause Serious Harm | +30 | +39.5% |
| Assault with Injury | +137 | +4.2% |
| Other violence with injury | +7 | +53.8% |
| Violence without Injury | +394 | +10.0% |
| Assault without Injury | +281 | +10.3% |
| Assault without Injury on a Constable | +19 | +12.2% |
| Harassment | +103 | +12.7% |
| Other violence without injury | -9 | -3.9% |

- Violent crime covers a wide range of offences including minor assaults (such as pushing and shoving), harassment and abuse (where there is no physical assault involved) through to wounding and homicide.
- Office of National Statistics (ONS) state ongoing work by police forces to improve crime recording practices is thought to be an important driver for the increase nationally.
- Domestic abuse accounted for **35% of violence against the person offences**
- **Assault without injury** saw the biggest numerical **increase** in offences (+281).

Theft

12 MRT to August 2017 compared to previous year



Most Similar Group (MSG) Comparison

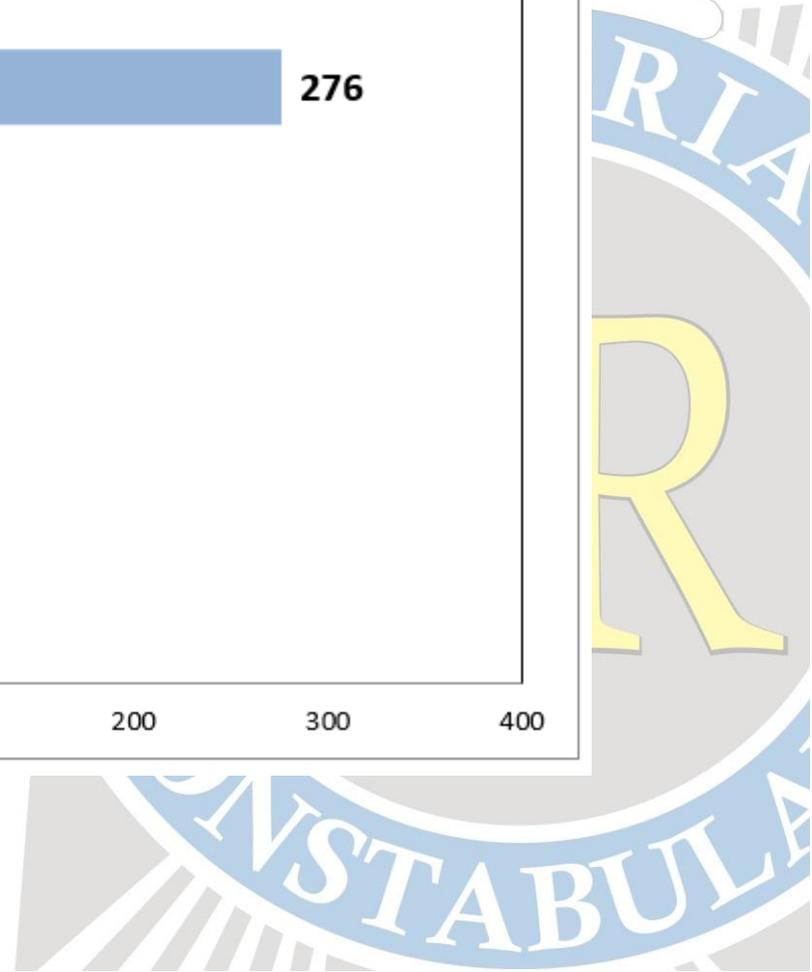
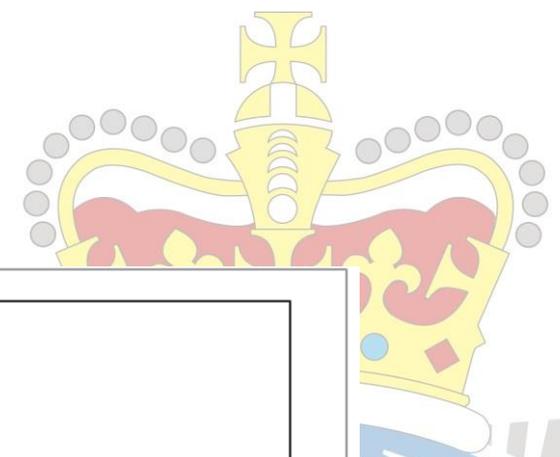
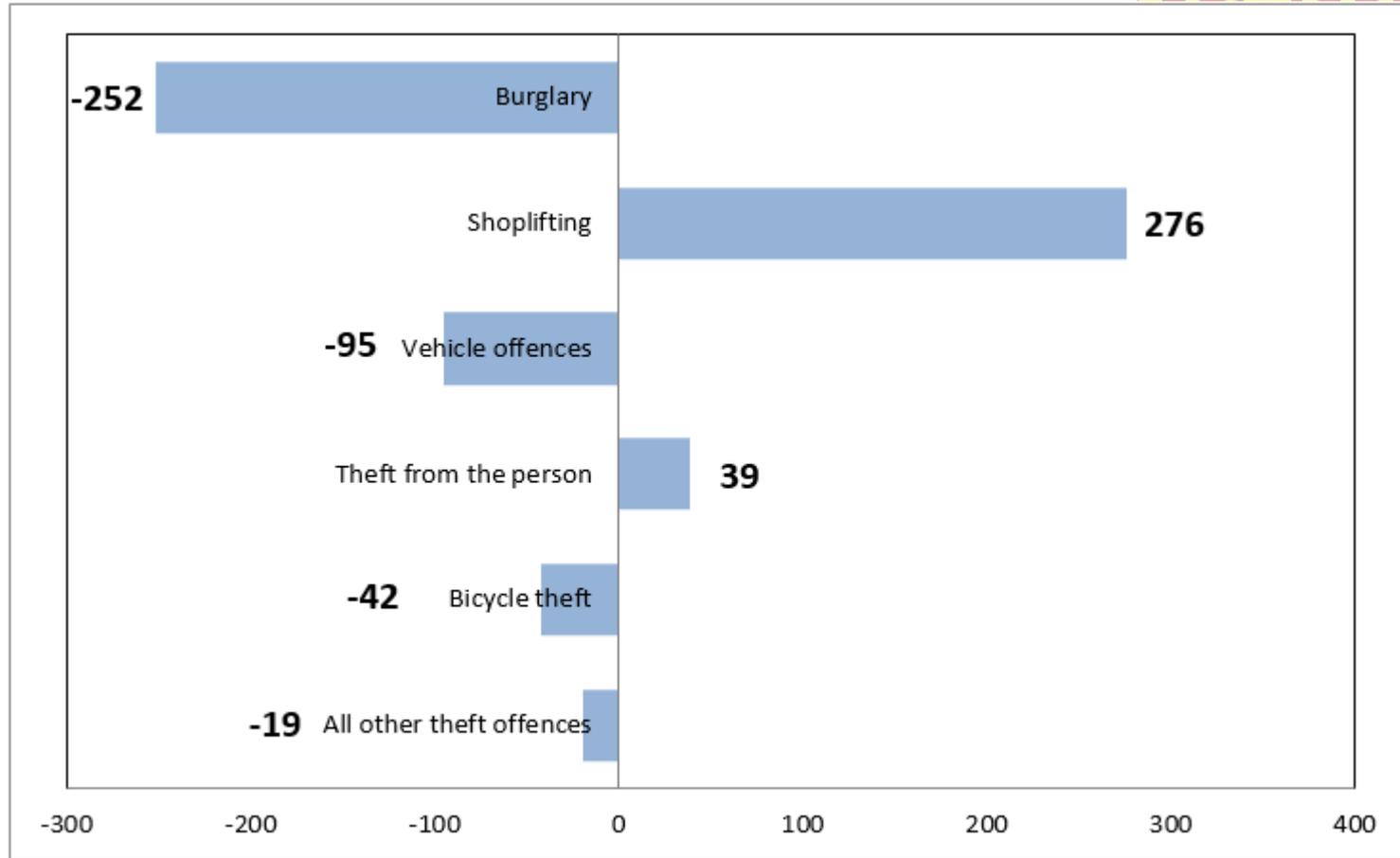
Lower than average for crimes per 1,000 population

Number of forces with increase

41

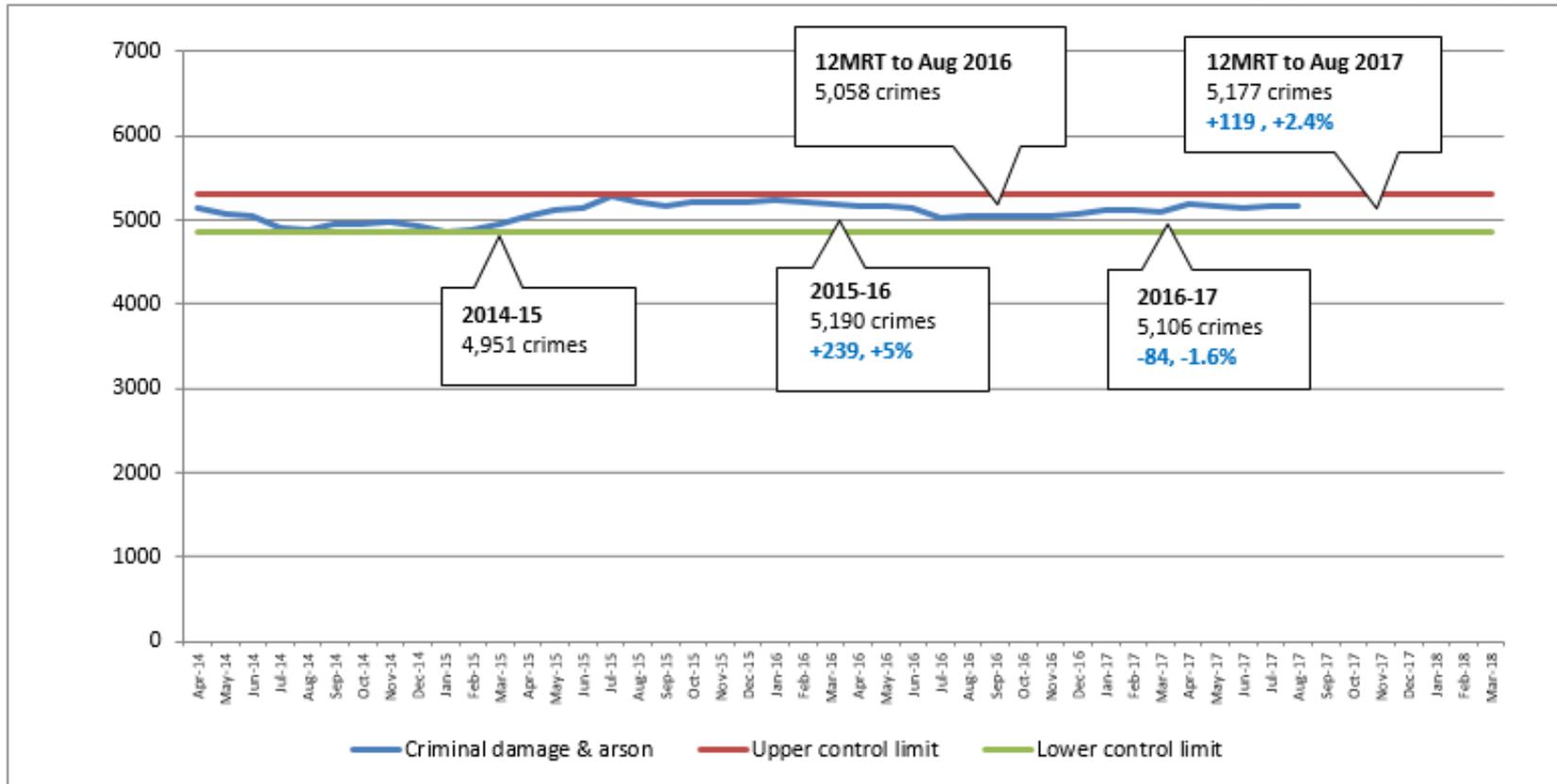
Theft

Analysis of changes over past 12 months to August 2017



Criminal damage and arson

12 MRT to August 2017 compared to previous year



Most Similar Group (MSG) Comparison

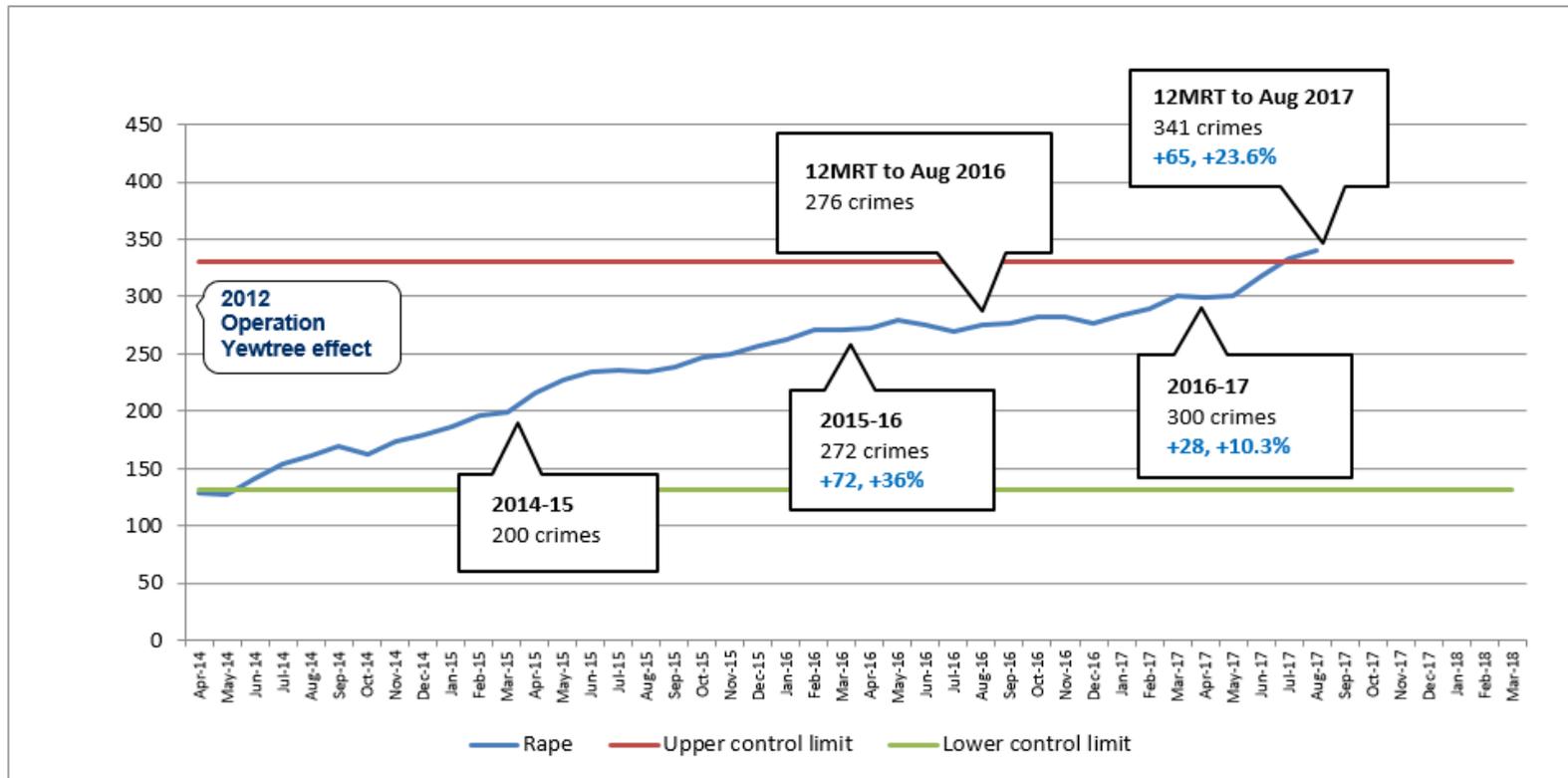
Higher than average for crimes per 1,000 population

Number of forces with increase

37

Sex offences - rape

12 MRT to August 2017 compared to previous year



Historic Cases
158
46.3%

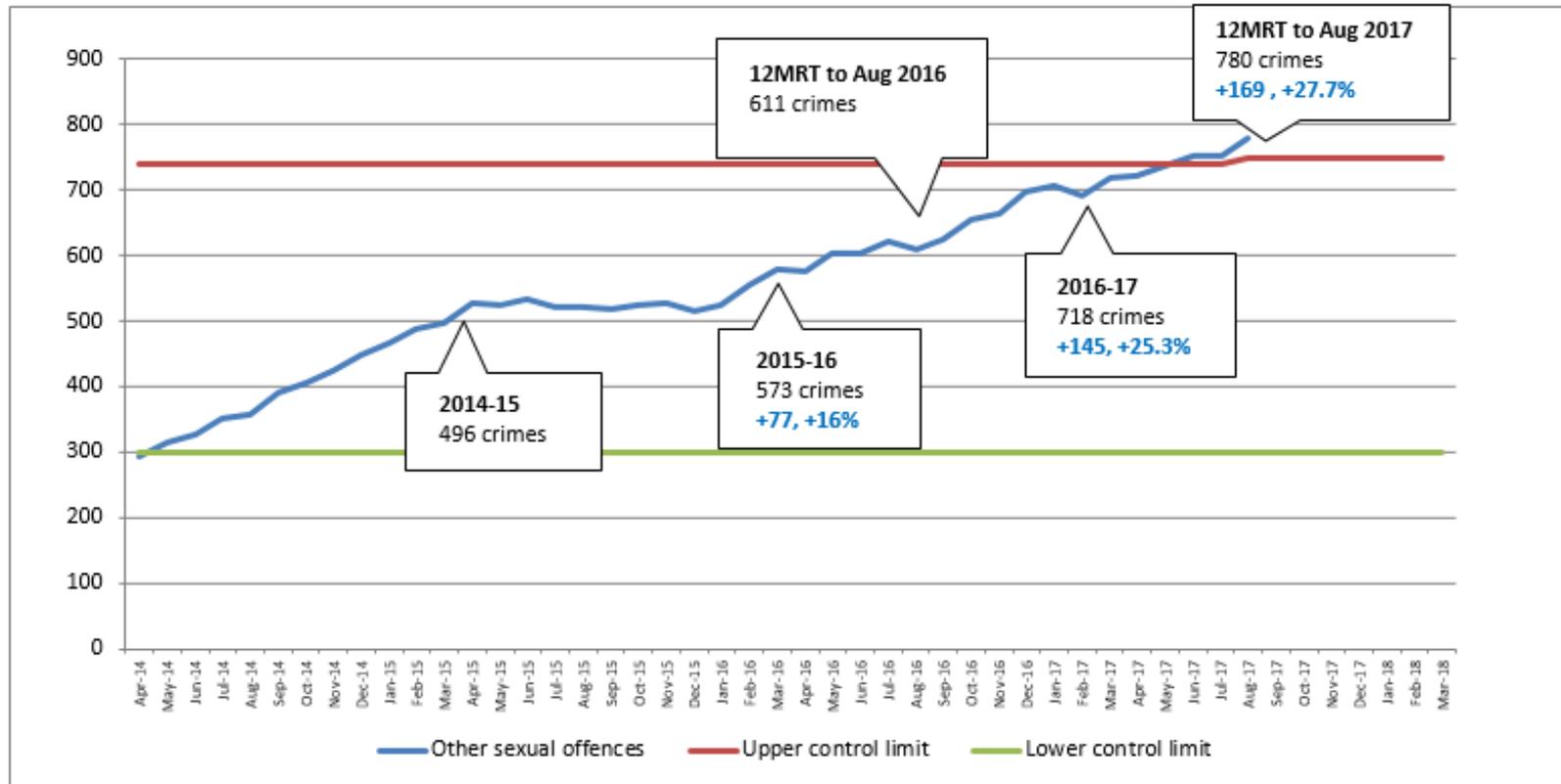
Current Cases
183
53.7%

Most Similar Group (MSG) Comparison
Lower than average for crimes per 1,000 population

Number of forces with increase
41

Sex offences – other sexual offences

12 MRT to August 2017 compared to previous year



Current Cases
577
74.3%

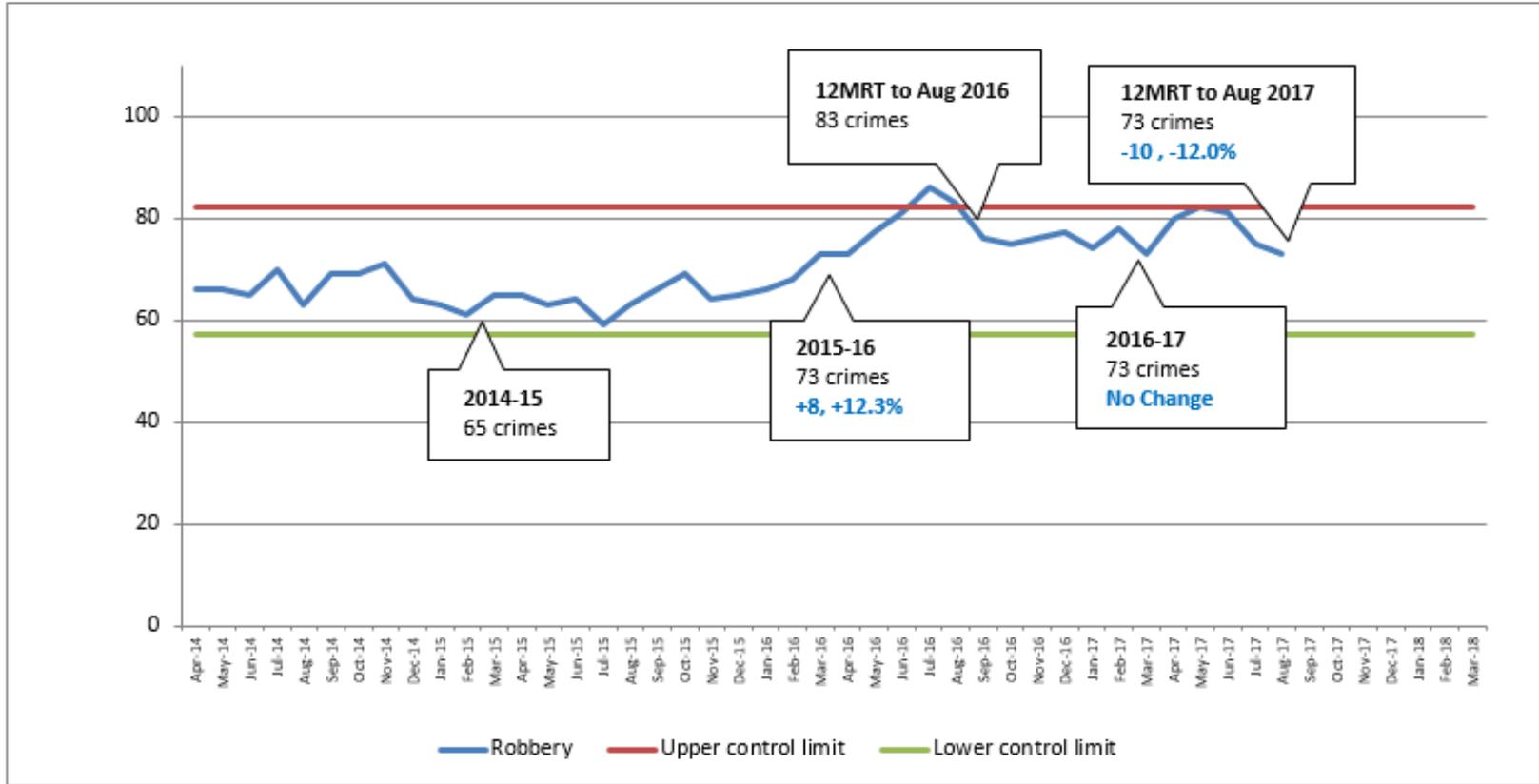
Historic Cases
200
25.7%

Most Similar Group (MSG) Comparison
Lower than average for crimes per 1,000 population

Number of forces with increase
39

Robbery

12 MRT to August 2017 compared to previous year



Most Similar Group (MSG) Comparison

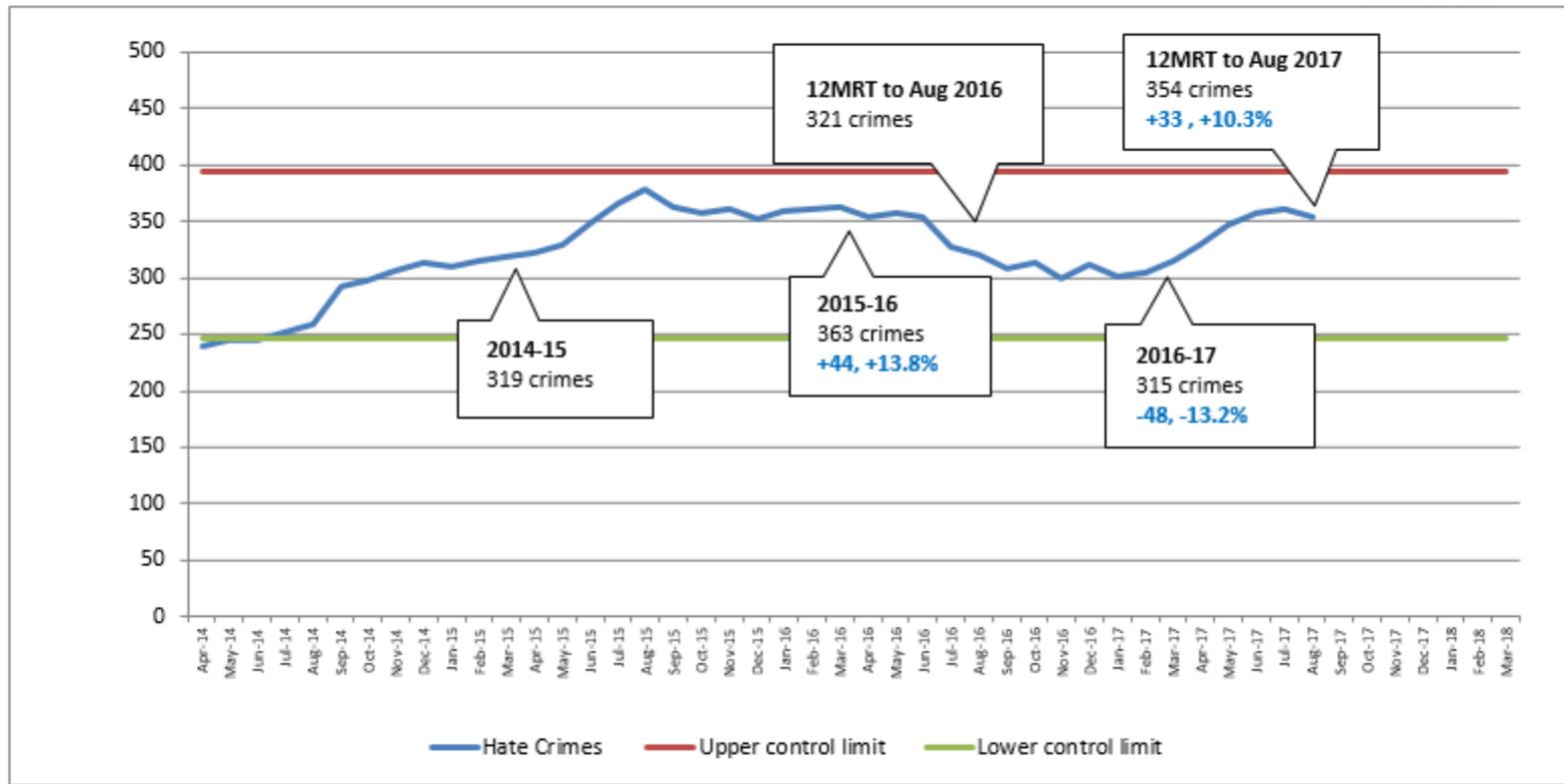
Lower than average for crimes per 1,000 population

Number of forces with increase

40

Hate Crime

12 MRT to August 2017 compared to previous year



Most Similar Group (MSG) Comparison

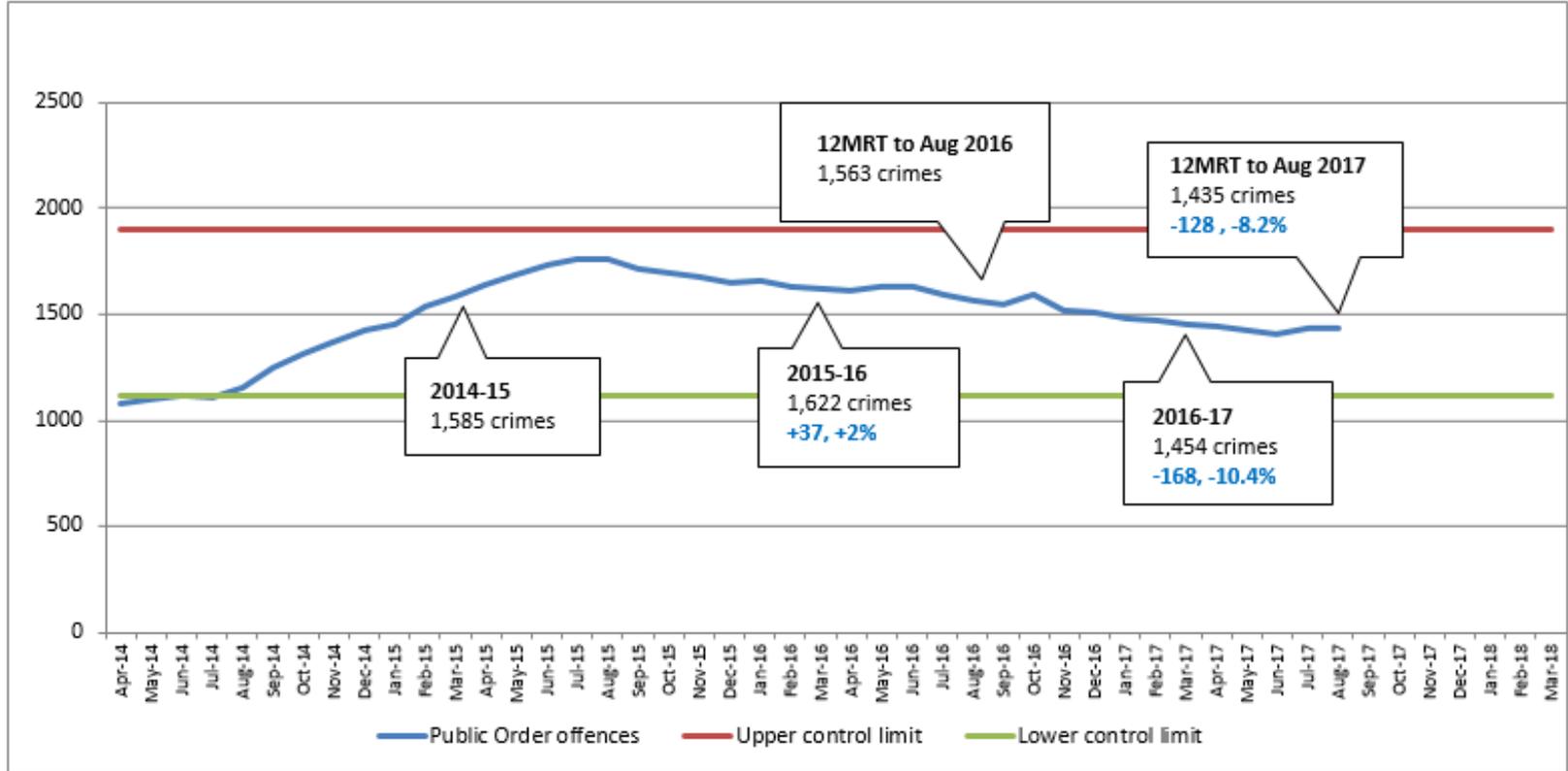
Data not available

Number of forces with increase

Data not available

Public Order

12 MRT to August 2017 compared to previous year

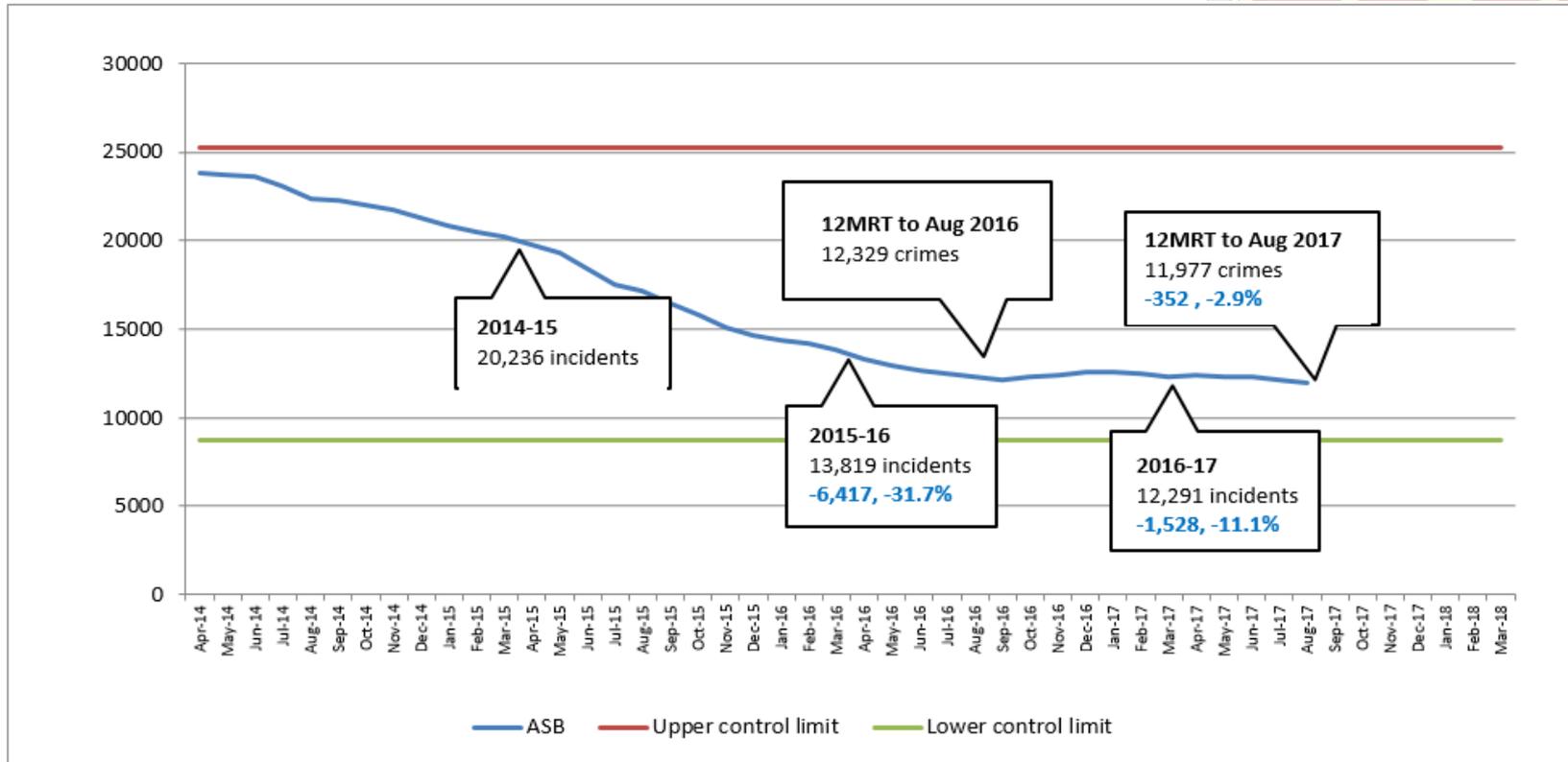


Most Similar Group (MSG) Comparison
 Lower than average for crimes per 1,000 population

Number of forces with increase
 38

Antisocial Behaviour

12 MRT to August 2017 compared to previous year



Most Similar Group (MSG) Comparison

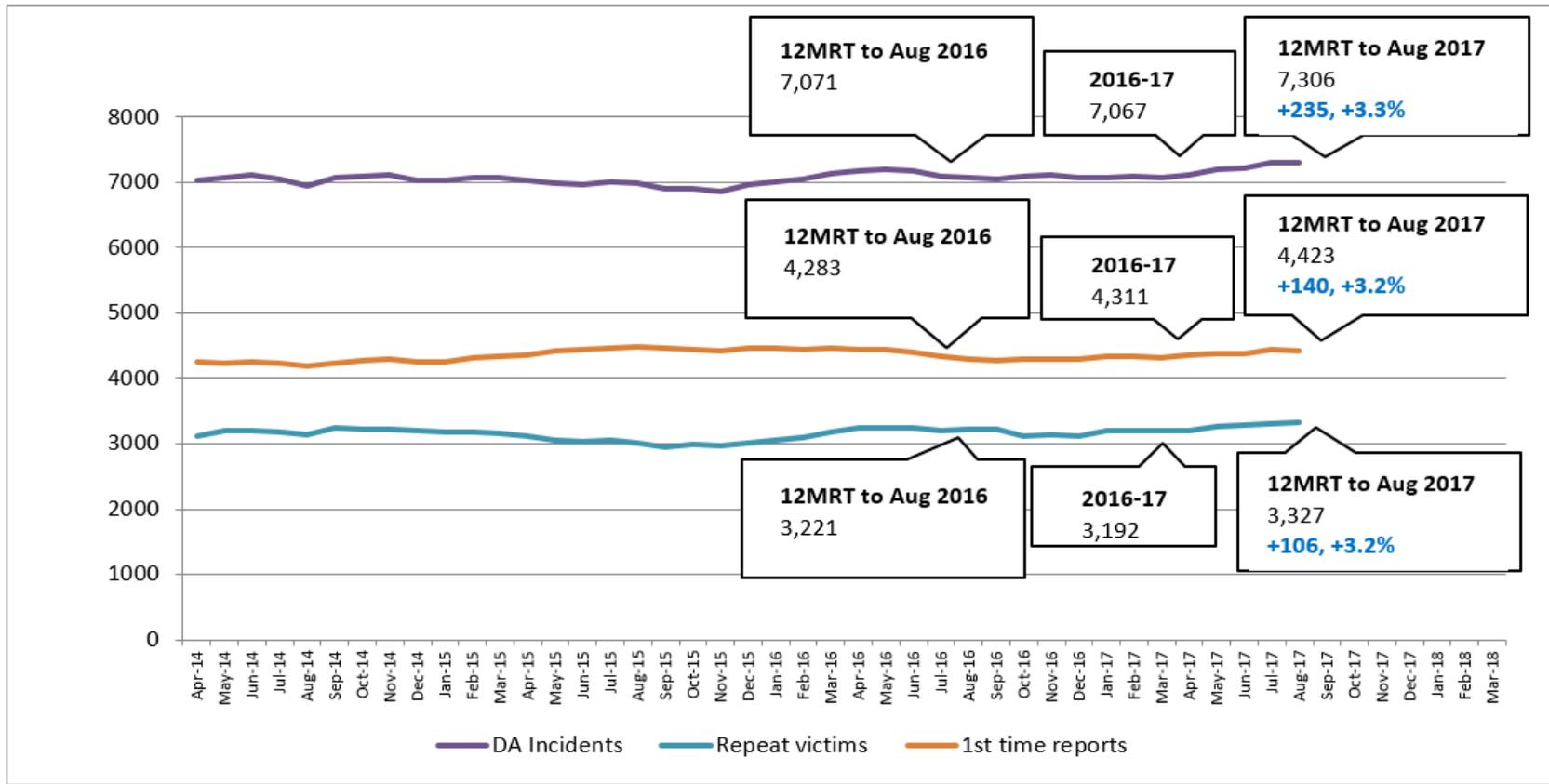
Data not available

Number of forces with increase

Data not available

Domestic abuse

12 MRT to August 2017 compared to previous year



3.3% rise in domestic abuse incidents

3.2% rise in the number of first time repeats

Repeat victim rate is 46%

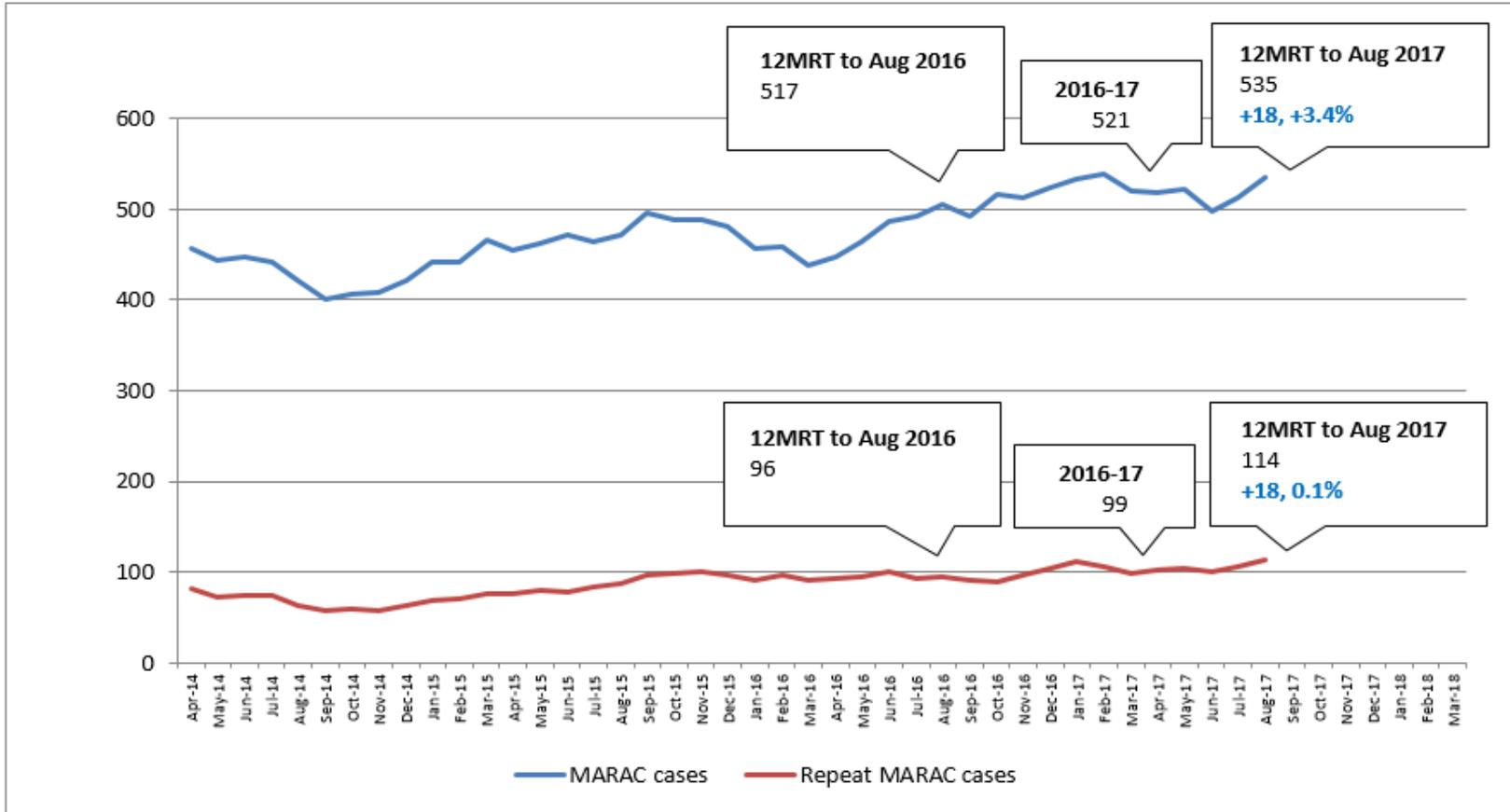
An arrest was made in 22% of incidents

49% of incidents become crimes

85% conviction rate for cases that reach court

Domestic abuse (MARAC)

12 MRT to August 2017 compared to previous year



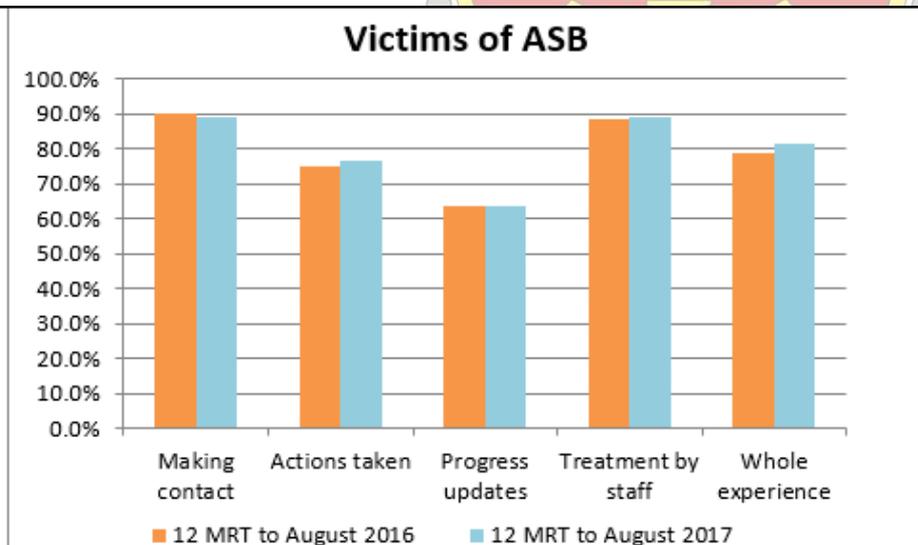
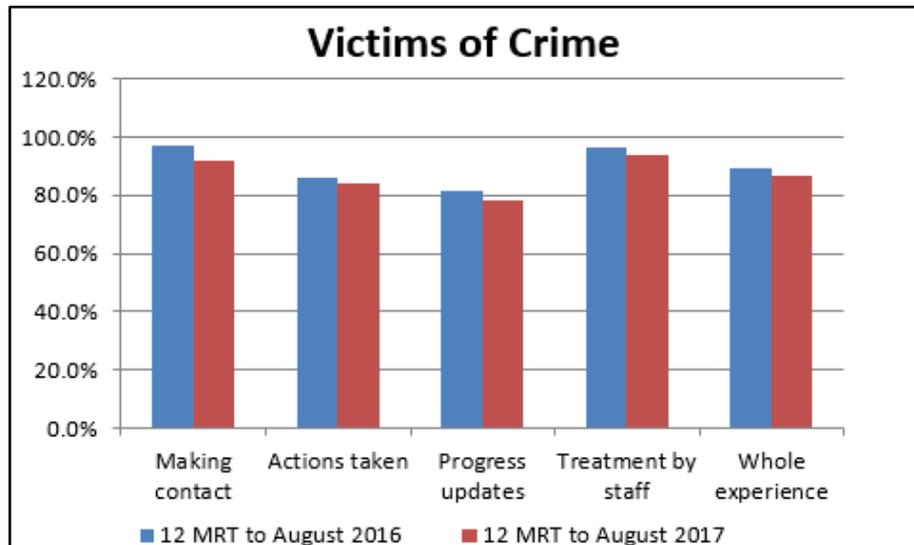
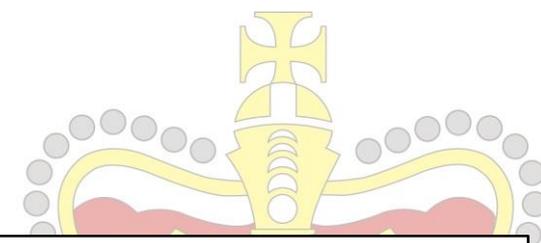
Less than 1 in 4 people report domestic abuse

Victims will likely have been assaulted on a number of occasions before calling the police

The average length of an abusive relationship is 5 years

User satisfaction

12 MRT to August 2017 compared to previous year



Performing better than MSG average for overall satisfaction

No comparison available for ASB



Thematic Report: Antisocial Behaviour

Public Accountability Conference
October 2017

Superintendent Justin Bibby



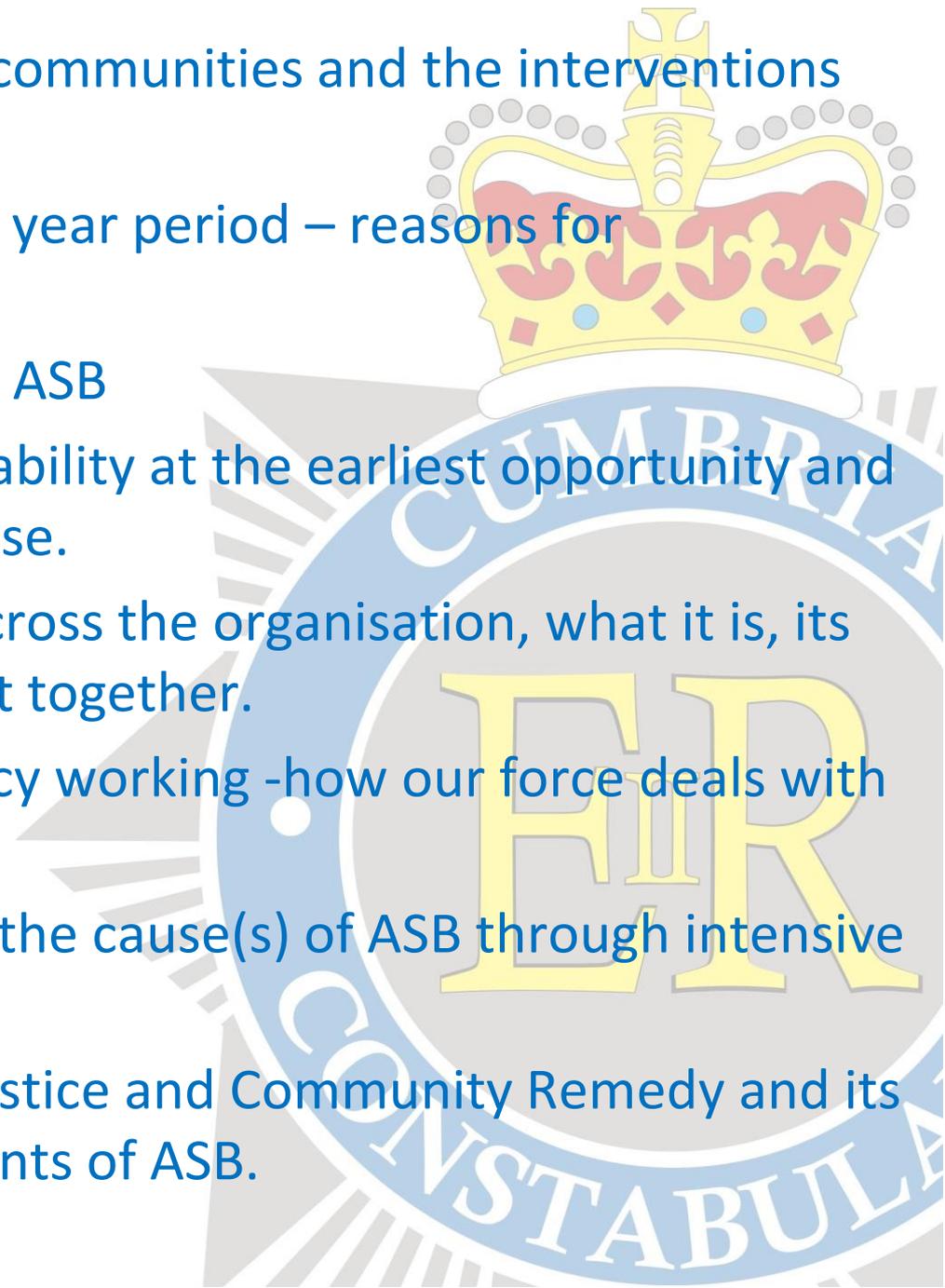
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- Types of ASB impacting on our communities and the interventions offered
- Level/trend of ASB over a three year period – reasons for increase/decrease
- Satisfaction levels for victims of ASB
- How the force identifies vulnerability at the earliest opportunity and provides an appropriate response.
- How the force promotes ASB across the organisation, what it is, its effects and how we can tackle it together.
- The effectiveness of inter-agency working -how our force deals with repeat offenders
- The successful identification of the cause(s) of ASB through intensive front-line work.
- The utilisation of Restorative Justice and Community Remedy and its effectiveness in reducing incidents of ASB.

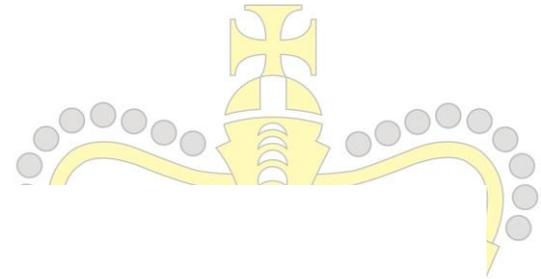


Definition

ASB is defined as “Behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the person”.
(Antisocial Behaviour Act 2003 & Police Reform and Social Responsibility Act 2011).



Types of ASB



Antisocial Behaviour is made up of:

- **Personal ASB**

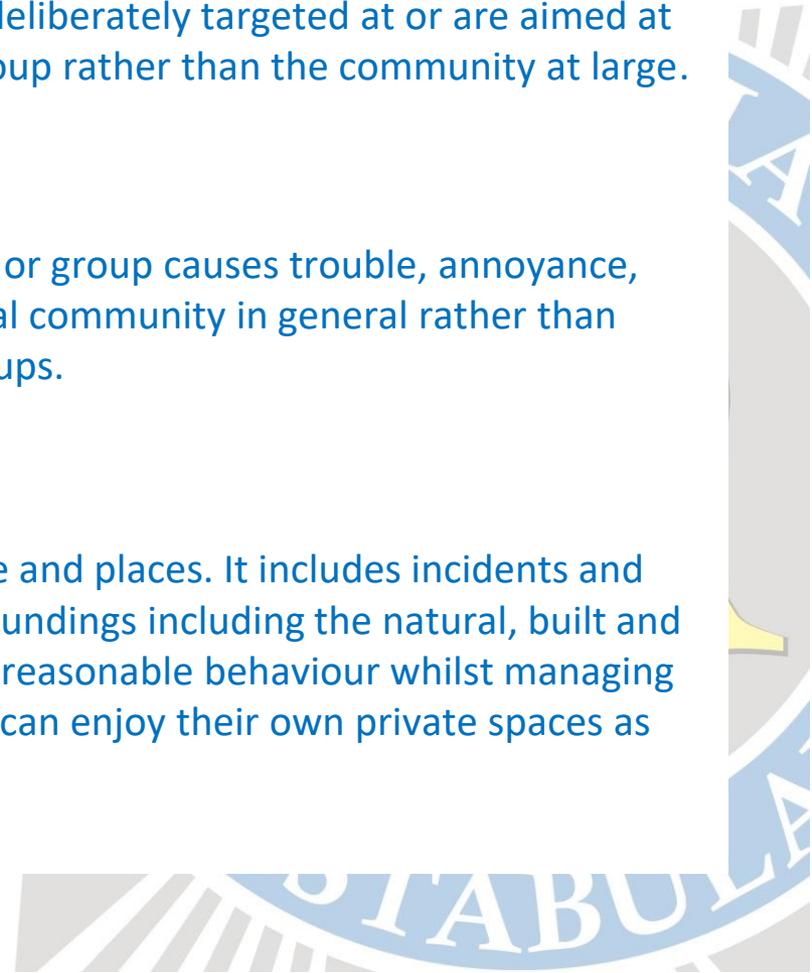
‘Personal’ is designed to identify ASB incidents that are deliberately targeted at or are aimed at having an impact on a particular individual or specific group rather than the community at large.

- **Nuisance ASB**

‘Nuisance’ captures those incidents where an individual or group causes trouble, annoyance, inconvenience, offence or suffering to people in the local community in general rather than being deliberately targeted at specific individuals or groups.

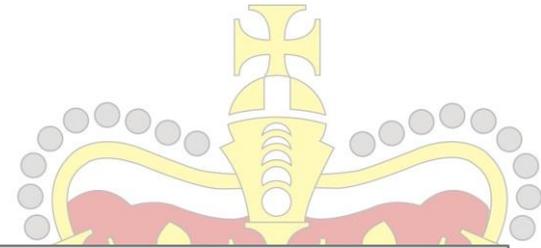
- **Environmental ASB**

‘Environmental’ deals with the interface between people and places. It includes incidents and inconsiderate actions which have an impact on the surroundings including the natural, built and social environments. This category is about encouraging reasonable behaviour whilst managing and protecting the various environments so that people can enjoy their own private spaces as well as shared or public spaces.

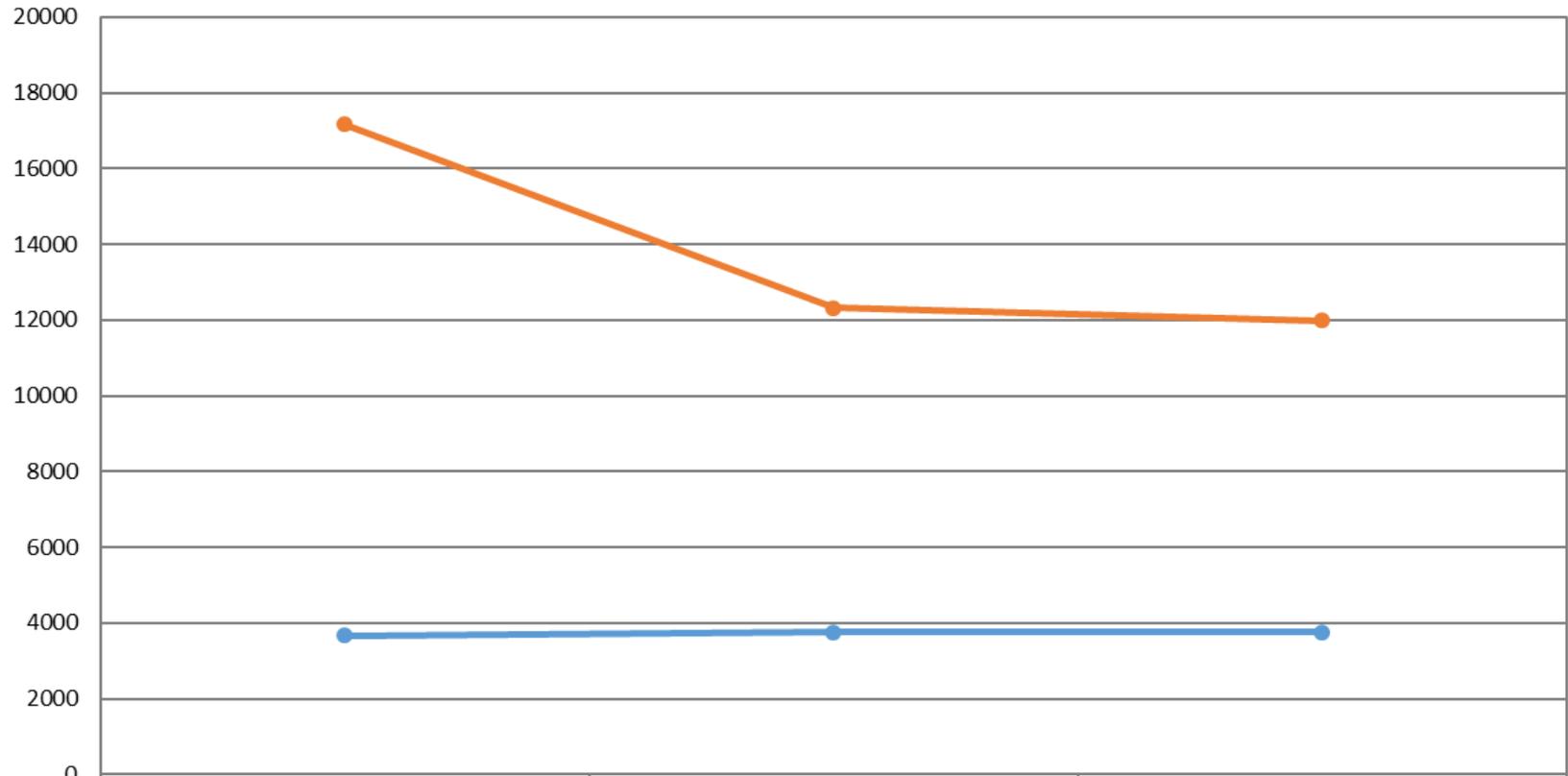


Antisocial behaviour

Recent Trend



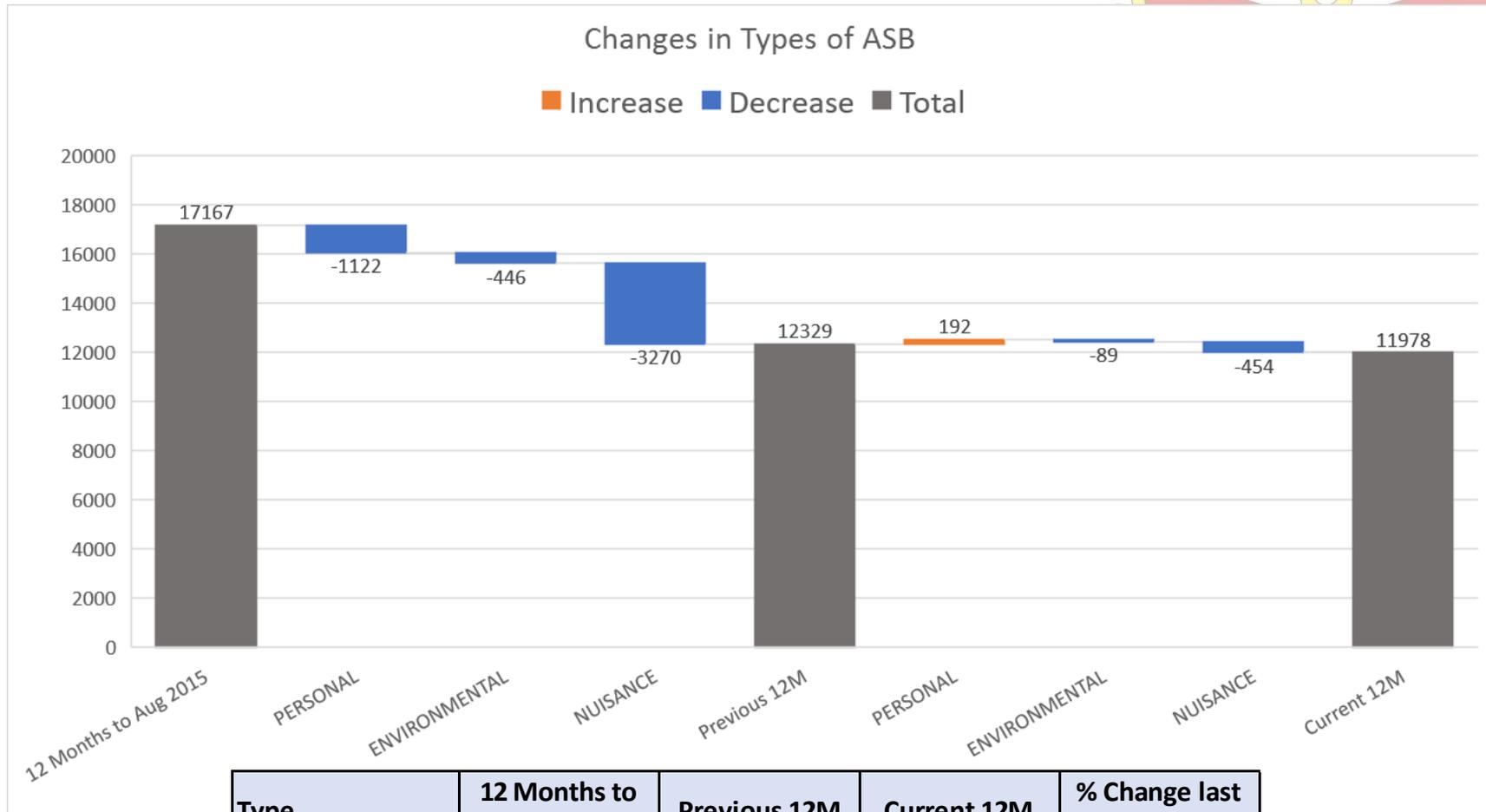
ASB Incident Trend in Cumbria



| | Sep 14 - Aug 15 | Sep 15 - Aug 16 | Sep 16 - Aug 17 |
|-----------|-----------------|-----------------|-----------------|
| Youth ASB | 3676 | 3758 | 3757 |
| ASB | 17167 | 12329 | 11978 |

Antisocial behaviour

Year on Year comparison data by Type



| Type | 12 Months to Aug 2015 | Previous 12M | Current 12M | % Change last 12 Months |
|--------------------|-----------------------|--------------|--------------|-------------------------|
| PERSONAL | 4895 | 3773 | 3965 | 5% |
| ENVIRONMENTAL | 780 | 334 | 245 | -27% |
| NUISANCE | 11492 | 8222 | 7768 | -6% |
| Grand Total | 17167 | 12329 | 11978 | -3% |



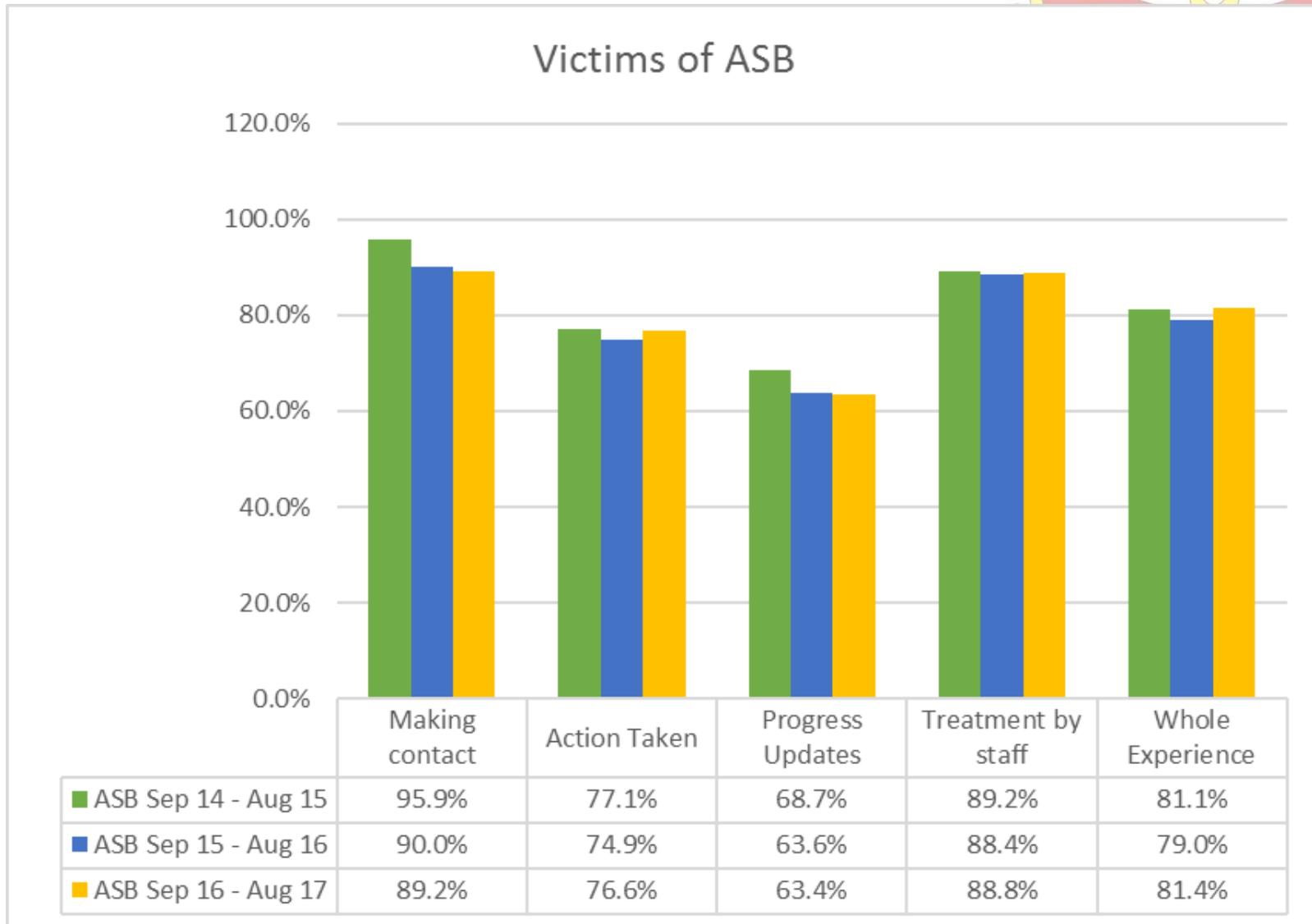
Why incidents of ASB have fallen

- Early intervention
- Multi-agency problem solving
- Targeted police activity and patrolling
- PCSO activity and prevention work
- Improved compliance with NCRS resulting in fewer anti-social behaviour incidents and more crime records being created
- Amendments made to existing Home Office Counting Rules (HOCR) offence codes (for example dangerous dogs) which have accounted for some anti-social behaviour incidents now being crimes
- Introduction of new offence codes by the Home Office which has accounted for some anti-social behaviour incidents now being crimes
- From October 2014, changes made to the way dispersal orders are logged
- Better use of the ASBRA process potentially reducing further calls to 101/999



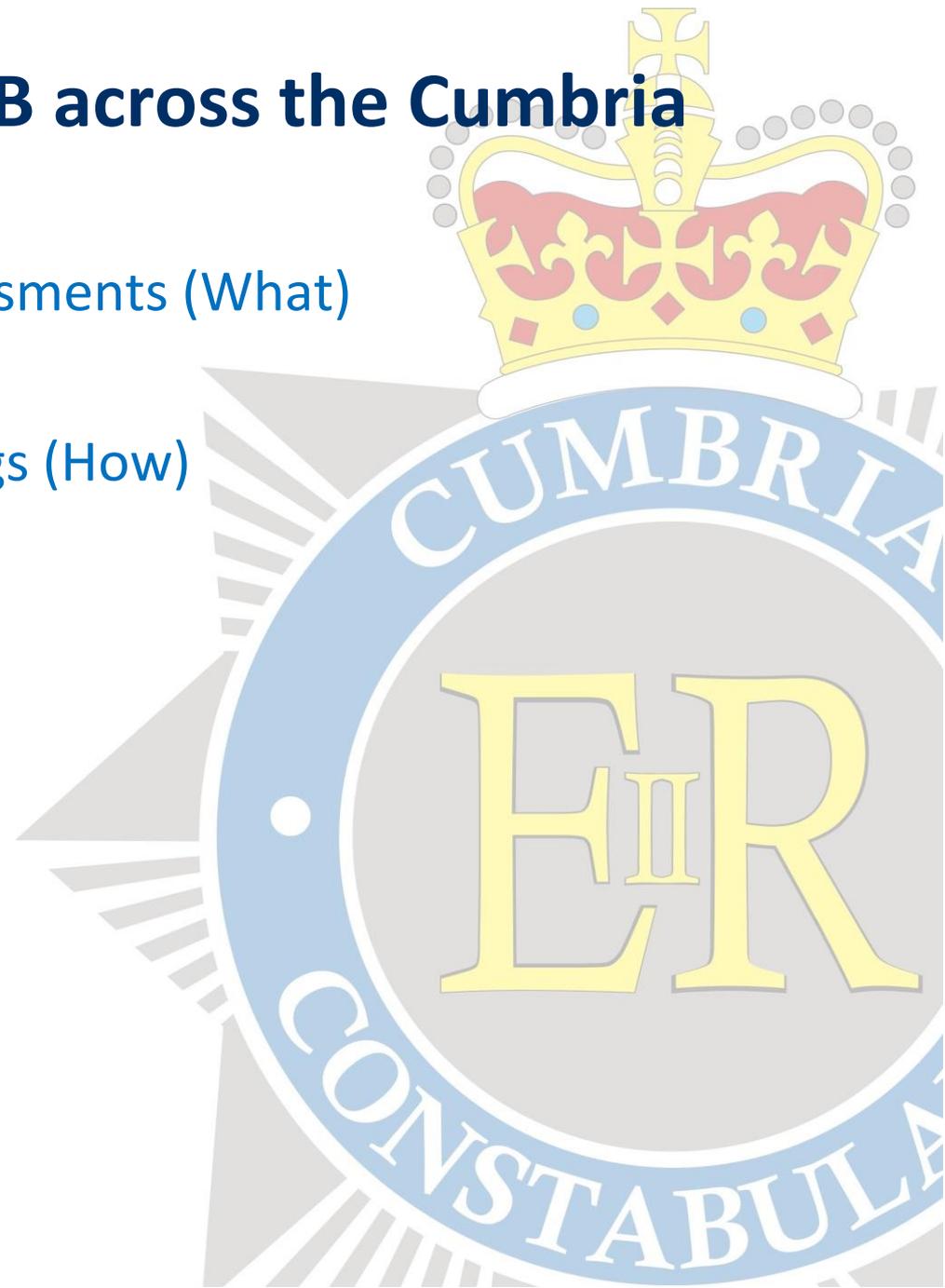
User satisfaction data for victims of ASB

12 Months Rolling Total (MRT) to August 2017 compared to previous year



How we understand ASB across the Cumbria

- Community Intelligence Assessments (What)
- Safer Neighbourhood Meetings (How)



Identifying Vulnerability - THRIVE

- Threat
- Harm
- Risk
- Investigation
- Vulnerability
- Engagement



How the Constabulary deals with incidents of ASB

If a crime has been committed - deal with the crime

If it is linked with or is an ASB incident and you have completed the questions overleaf, follow these actions:-

At scene - BRONZE

- Give caller "Contact Details and Advice" leaflet and provide a number to call and the log number to quote if incident (or similar) happens again
- Provide basic tactical options (eg: crime prevention advice, self-help, neighbourhood watch)
- Advise them to record the dates and times of all incidents
- Agree frequency requirement and method of future contact by NPT
- If a young person is present and involved complete "It's Your Choice" form and submit to Community Safety Team for their action
- Check they are satisfied with the course of action proposed.
- Update log with level of service, total score and main contributory factor.

At Scene - SILVER

Actions as above for bronze AND -

- Provide immediate tactical options and actions to reassure (eg: visit Neighbours, house to house enquiries)
- Consider involving other external agencies (eg: Housing/Council/Social Services/Fire/Health/School)
- Advise them a local officer will telephone them within 24 hours (obtain preferred number)

At Scene - GOLD

Actions as above for bronze and silver AND -

- Consider urgent tactical options and actions to reassure (eg: immediate call-out of external agencies)
- Complete PVP referral
- Advise they will be visited within 24 hours in person by a local officer

Declaration of Consent for Information Sharing

Ensure victim signs PNB consenting to the sharing of information with other agencies

"I consent to Cumbria Police obtaining and sharing information as part of the multi-agency work to help secure my safety and that of my family and/or to contact my family/friends if appropriate".

(If there are child protection concerns, information will be shared regardless of whether they sign)



CUMBRIA
CONSTABULARY
SAFER STRONGER CUMBRIA

ASB Risk Assessment

Anti social behaviour is any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life.

A victim of anti social behaviour is vulnerable if the conduct in question causes an adverse impact on their quality of life; or they believe they are vulnerable; or they have suffered anti social behaviour or something similar before.

Adverse impact includes the risk of harm; deterioration of their health, mental and/or emotional well being; or an inability to carry out normal day to day routine through fear and intimidation.

This scorecard is designed to help you identify the most vulnerable victims, witnesses, and complainants.

It should be used as a guide, and in combination with your own judgement to help ascertain the appropriate support and protection required in any given situation.

Action taken as a result of your assessment should be discussed with the subject to ensure it meets their needs.

Problem Solving and Inter-Agency Working

- SARA
- Safer Communities through Local Focus
- Ormsgill
- Copeland
- Operation Pitcher
- Carlisle
- Operation Mangrove
- Summer Splash



Restorative Justice and Community Remedy

- Standardised training (3 years)
- REMEDI
- Red Sigma
- Community Remedy Roadshows



Thematic Report: Victims Commissioning

Public Accountability Conference
October 2017

Superintendent Justin Bibby



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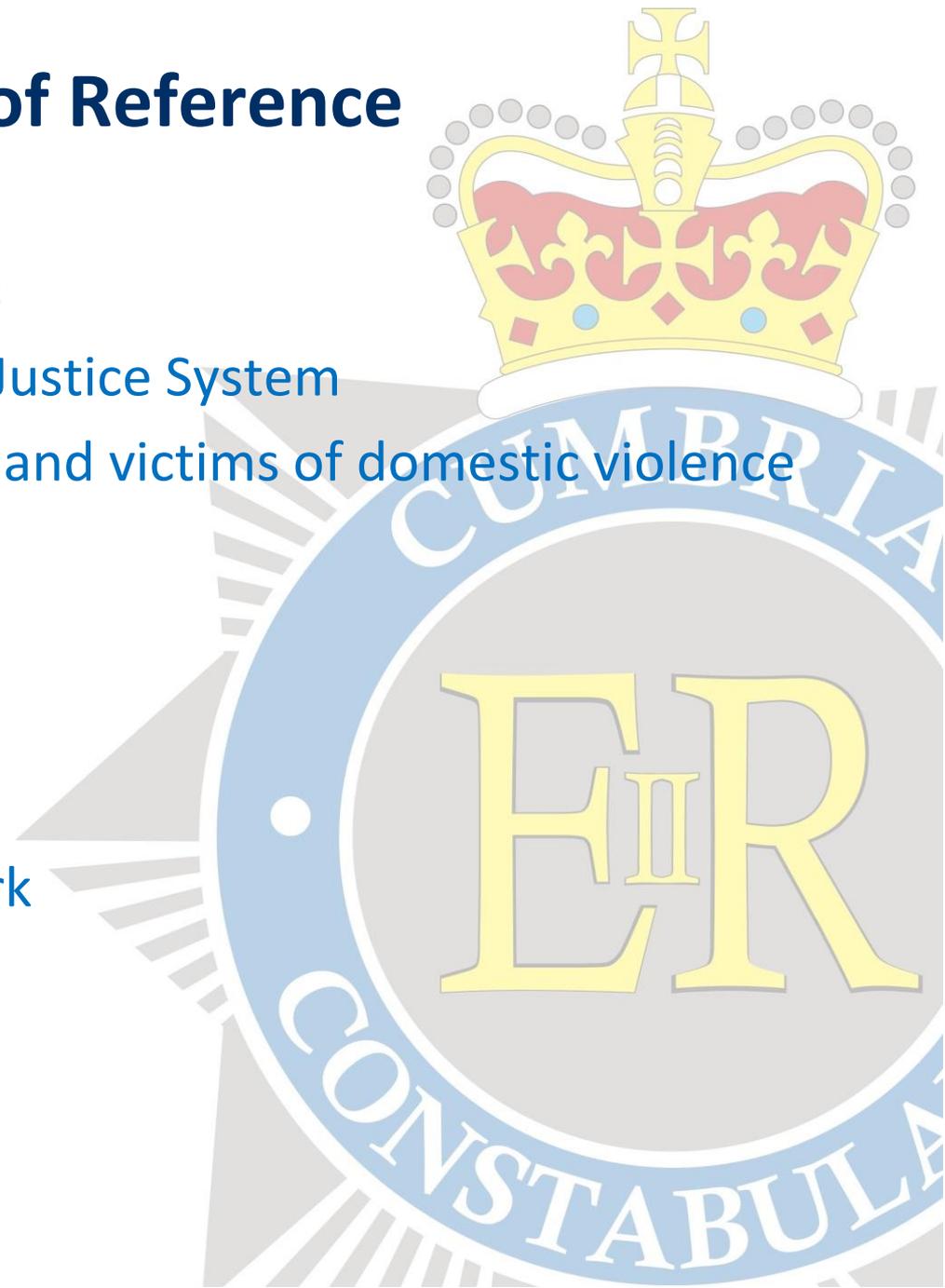
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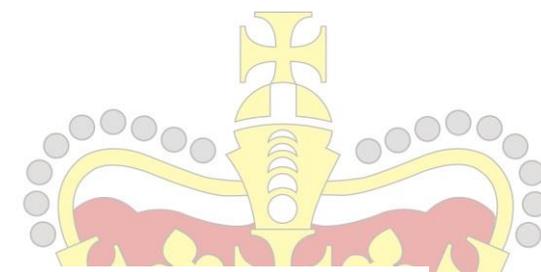


Commissioner's Terms of Reference

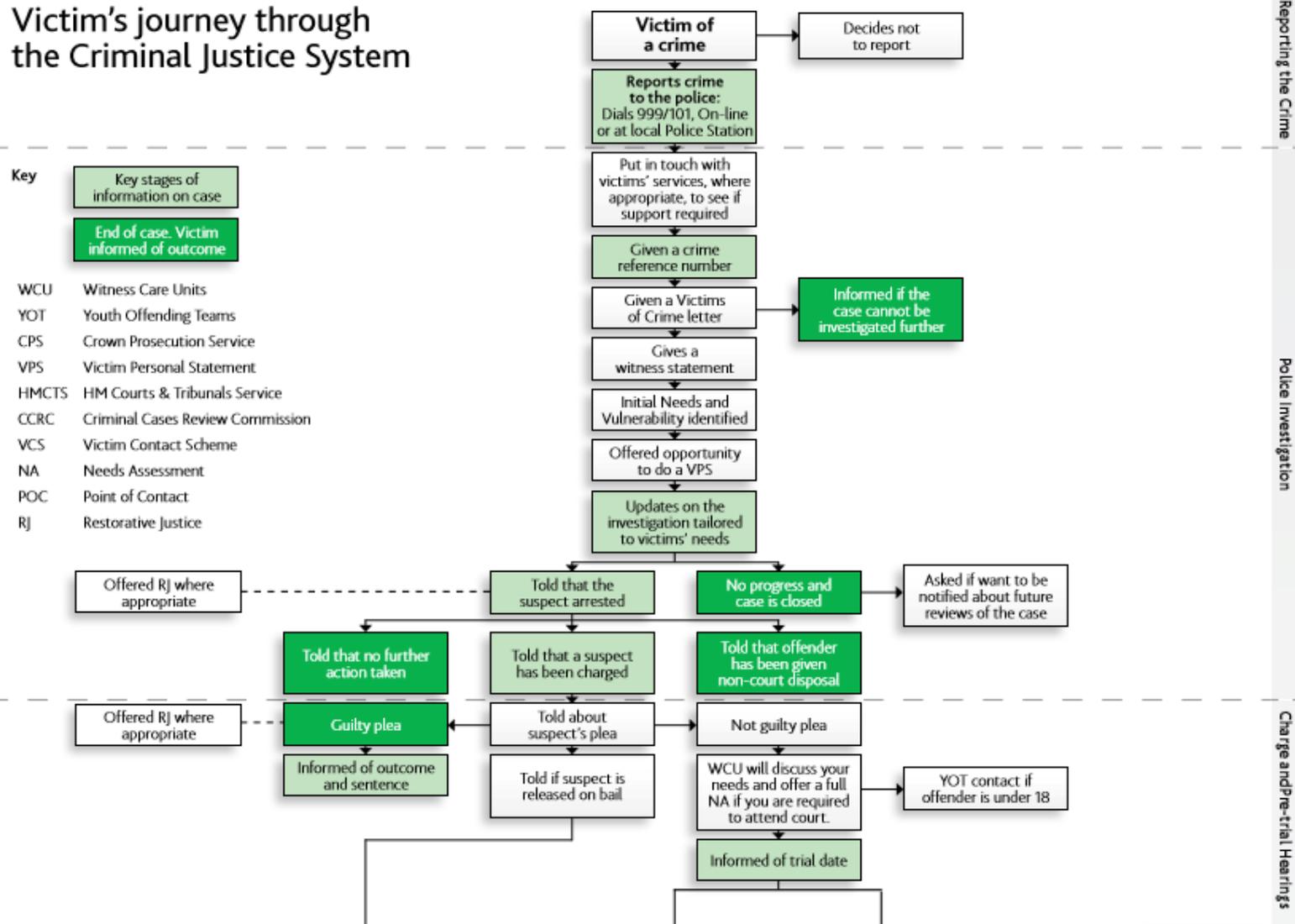
- Assessing victim requirements
- Journey through the Criminal Justice System
- Supporting vulnerable victims and victims of domestic violence
- Supporting young victims
- Signposting
- Training for officers and staff
- Victim satisfaction
- Quality Assessment Framework

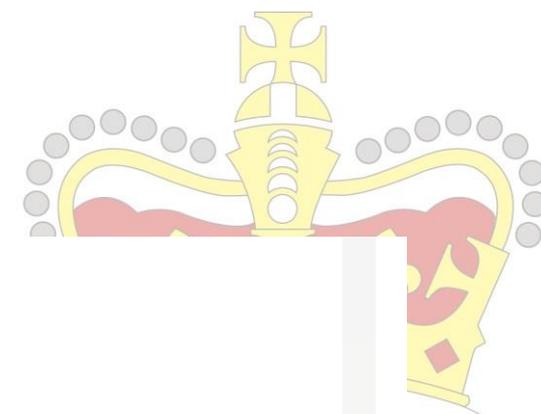


Victim's Journey



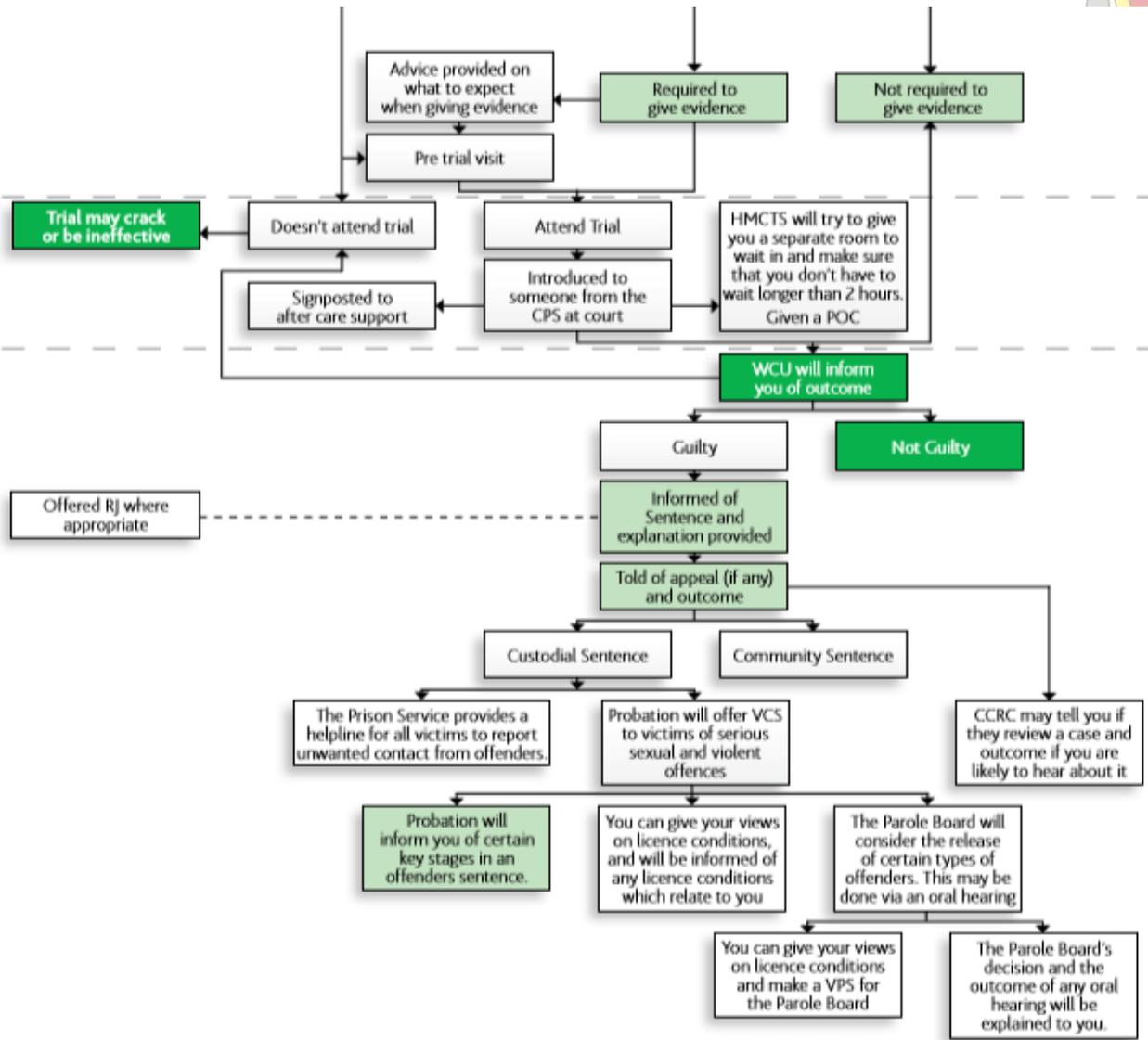
Victim's journey through the Criminal Justice System





Trial

After the Trial



Training our staff to give support

- Internal media and awareness campaign
- Classroom based training
- Condensed briefings (7 minutes)
- One stop shop website
- Victims App
- Cumbria Together

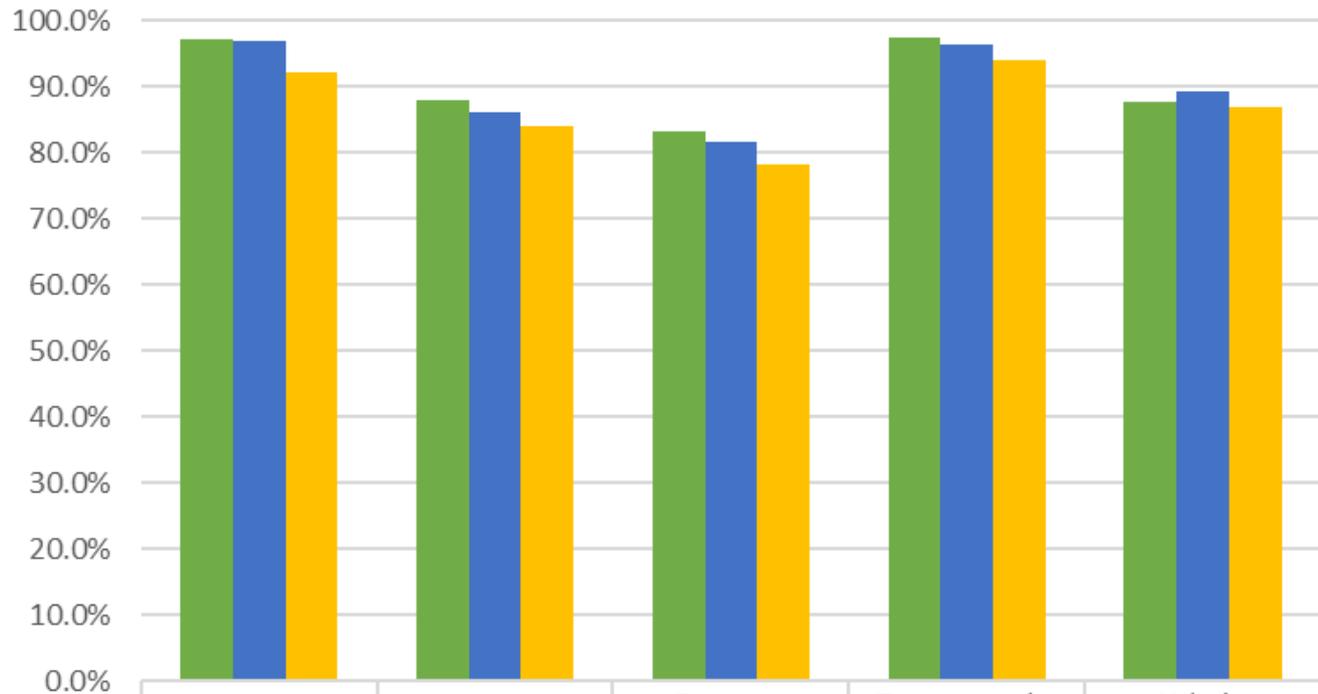


User satisfaction data

12 Months Rolling Total (MRT) to June 2016 compared to previous year



Victims of Crime



| | Making contact | Action Taken | Progress Updates | Treatment by staff | Whole Experience |
|-------------------------|----------------|--------------|------------------|--------------------|------------------|
| ■ Crime Sep 14 - Aug 15 | 97.1% | 88.0% | 83.3% | 97.4% | 87.8% |
| ■ Crime Sep 15 - Aug 16 | 96.9% | 86.0% | 81.5% | 96.4% | 89.2% |
| ■ Crime Sep 16 - Aug 17 | 92.2% | 84.1% | 78.1% | 94.0% | 86.8% |

OVERVIEW OF THE QUALITY ASSESSMENT FRAMEWORK

Safer Cumbria has commissioned Victim Support to:

- Help develop and implement quality assessment framework to ensure criminal justice agencies in Cumbria are complying with the Victim's Code
- Conduct the first pilot audit to monitor compliance with the Victims' Code
- Identify recommendations on how improvements can be made to the quality of the services provided and victims' experiences



Public Accountability Conference

Answering calls for service

October 2017

Keeping Cumbria Safe



 101

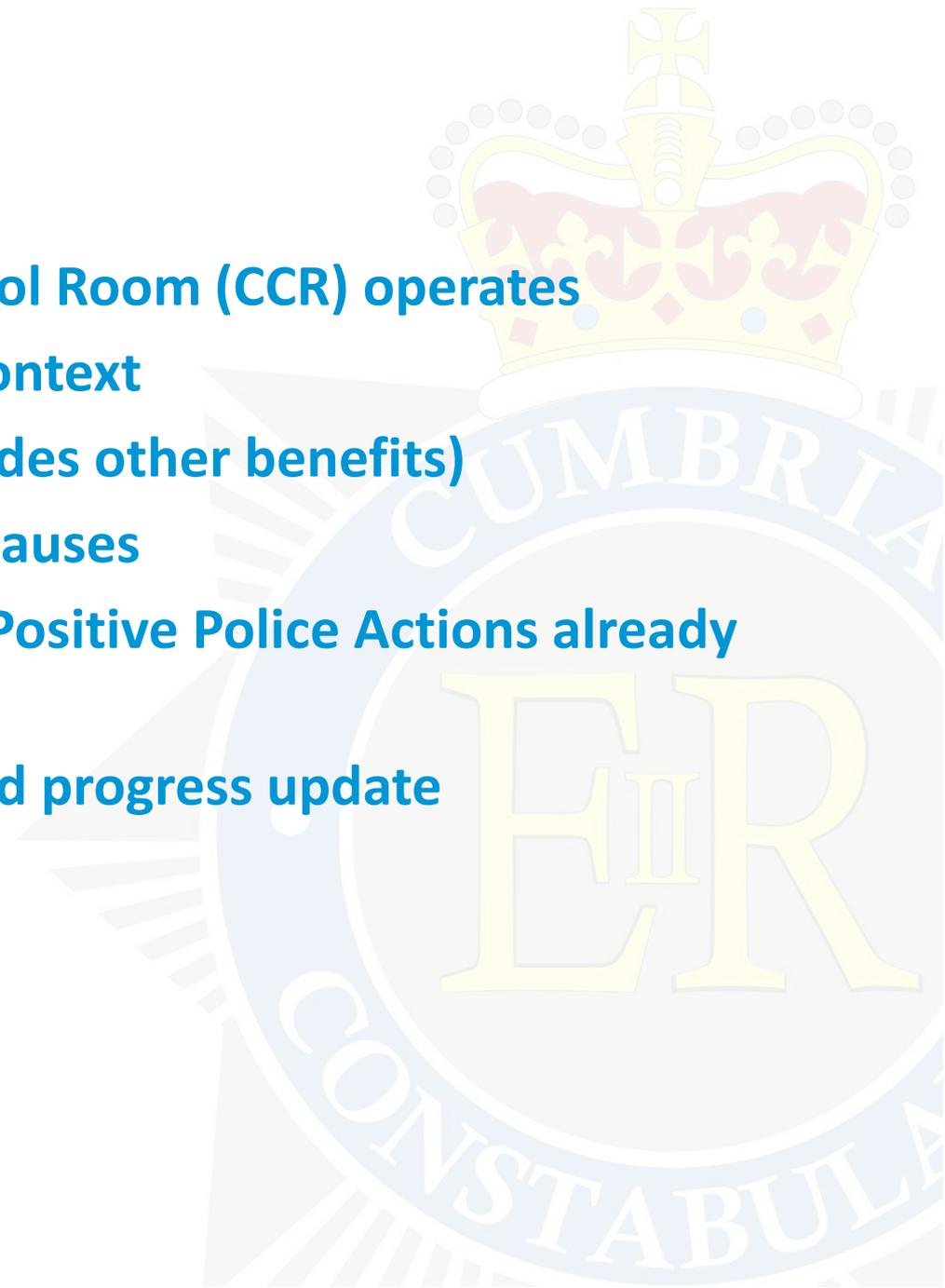
 www.cumbria.police.uk

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

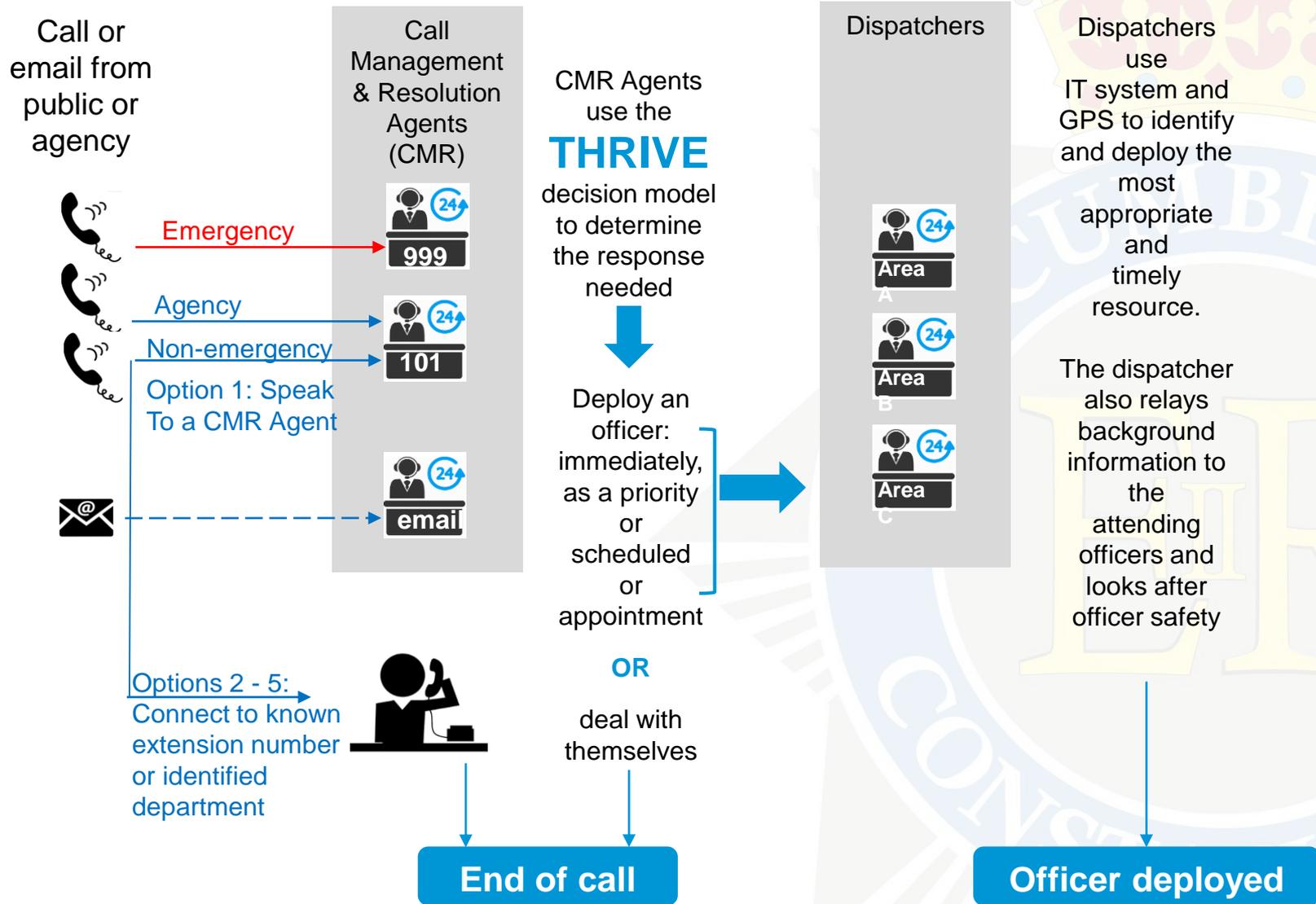


Agenda

- **How the Command and Control Room (CCR) operates**
- **Demand into CCR to set the context**
- **Performance over time (includes other benefits)**
- **The current issue and its key causes**
- **What we are doing about it - Positive Police Actions already taken**
- **Current Improvement Plan and progress update**
- **Futures**



How CCR operates



Demand 1 – All calls

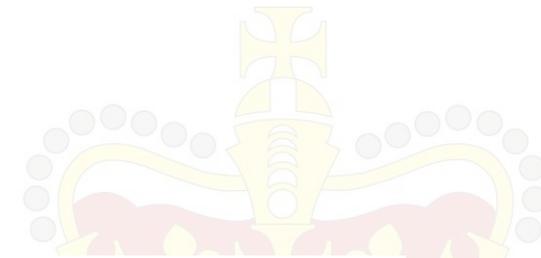
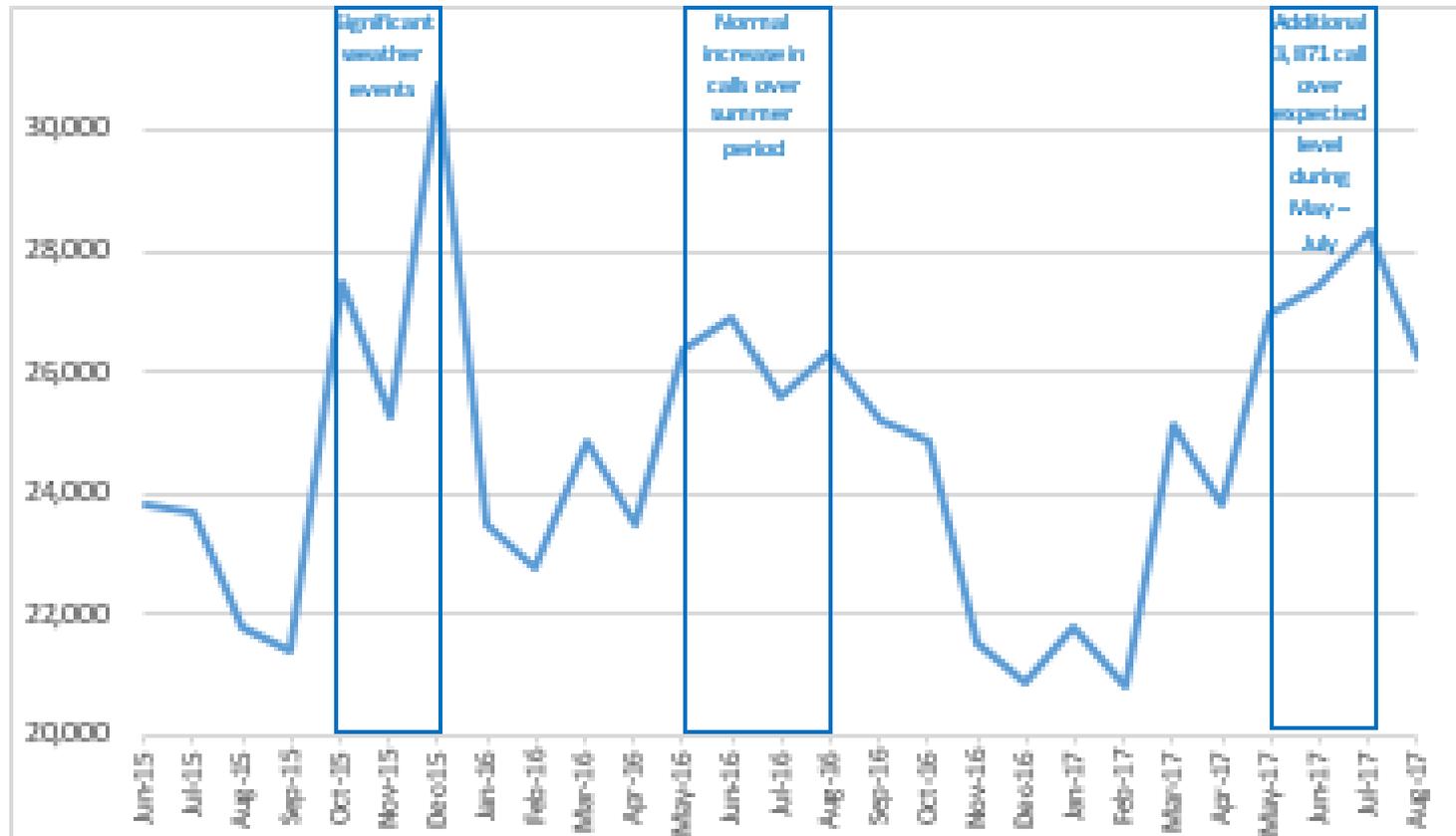


Chart 1: All calls into the Command and Control Room



The chart shows emergency calls, 101 and 0300 calls, agency calls and calls from other sources.

Demand 2 – Emergency calls



Chart 2: All emergency 999 calls into Command and Control Room



Demand 3 – Non-emergency calls

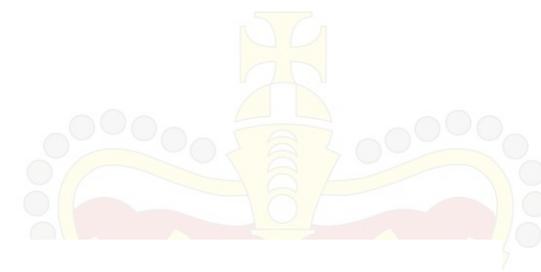
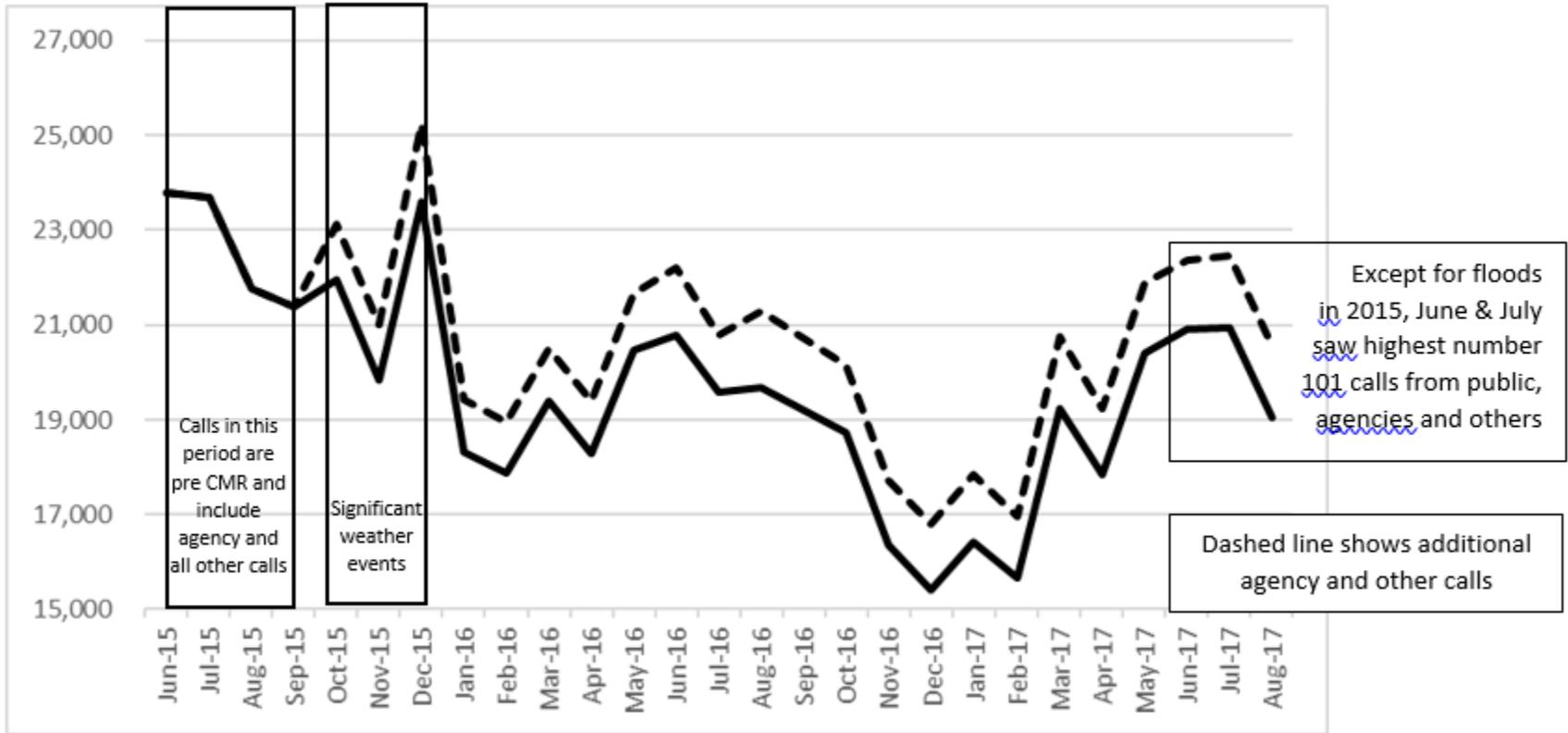
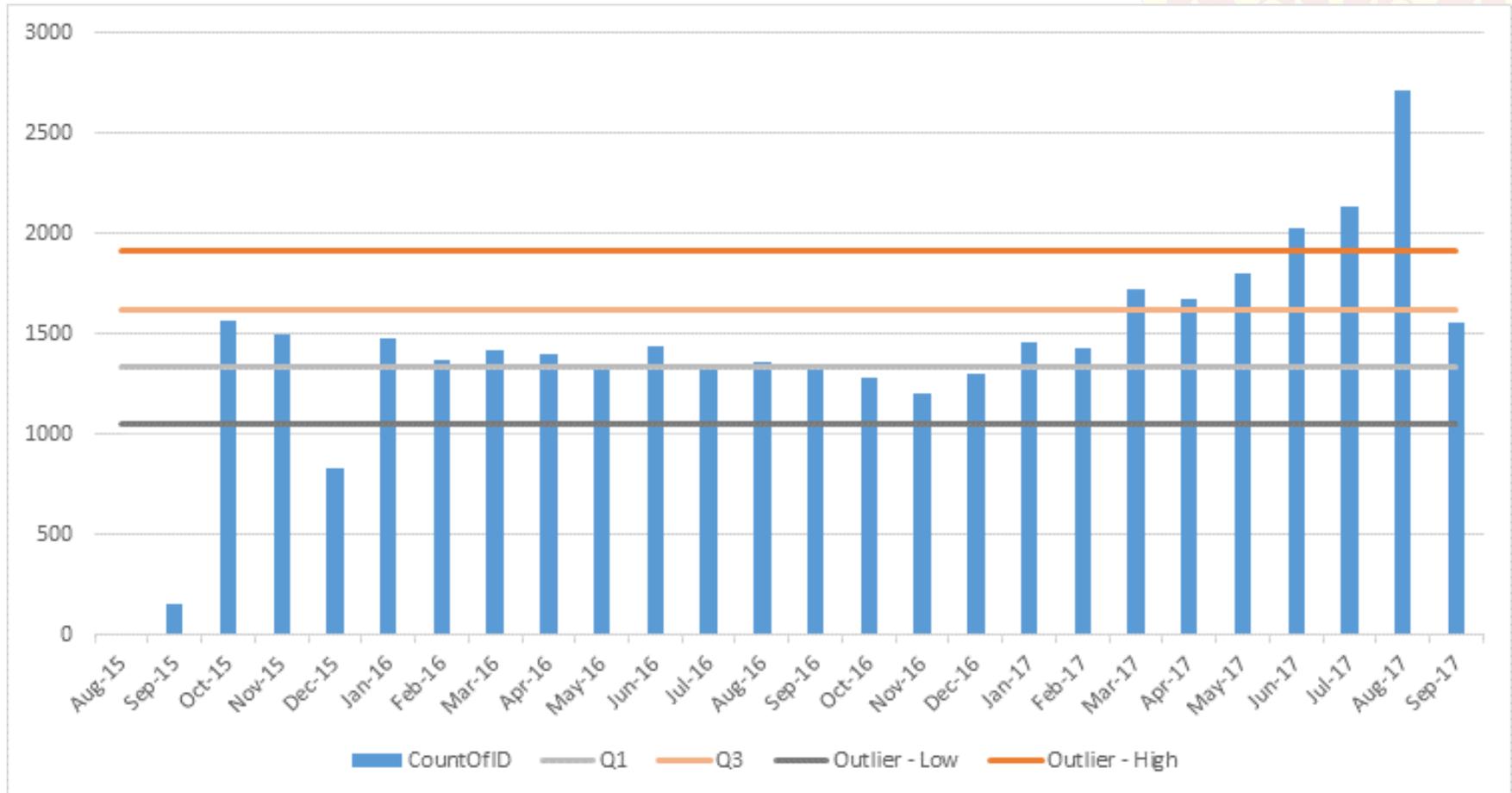


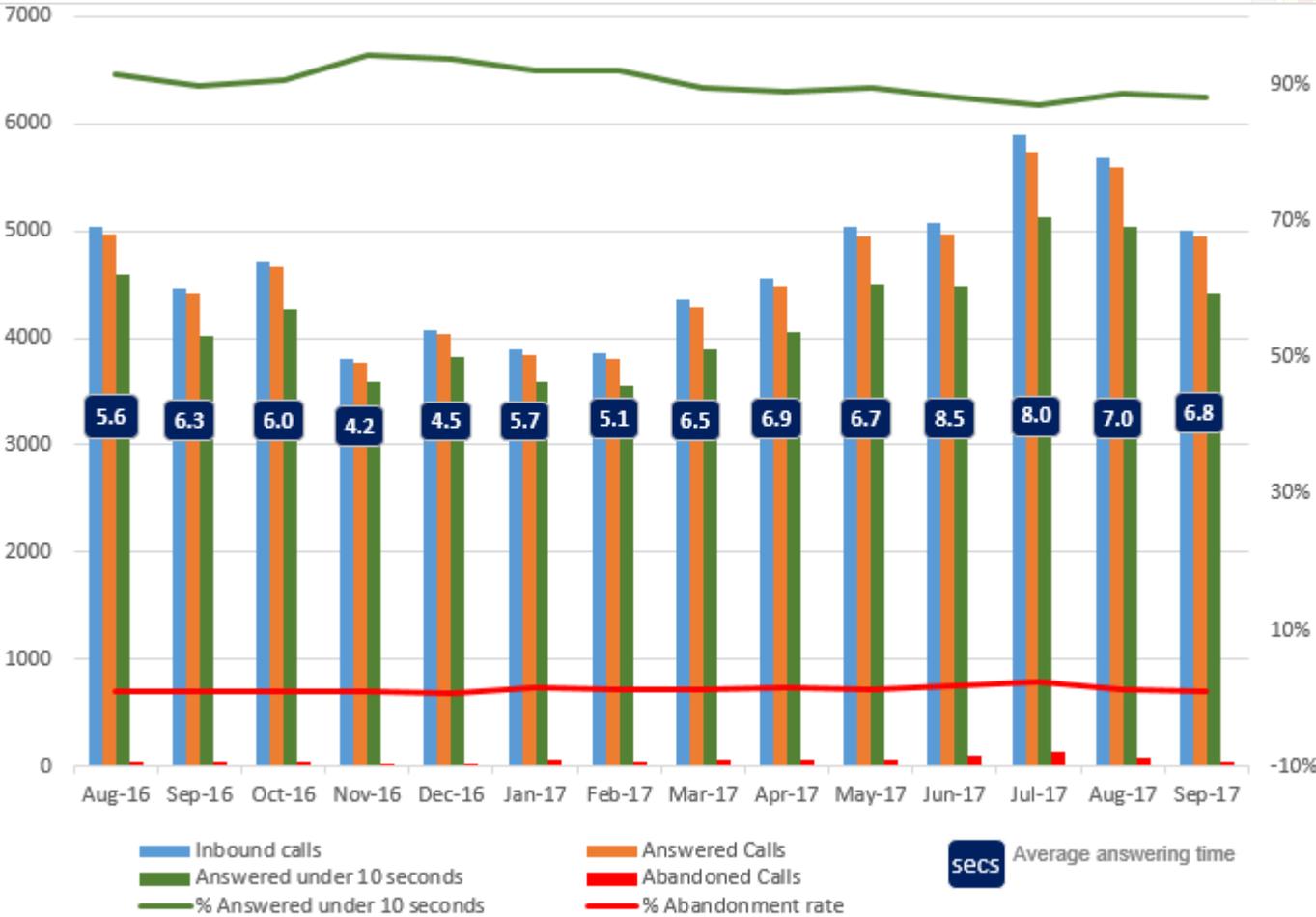
Chart 3: All 101 and 0300 Calls into Command and Control Room



Demand 4 - Emails

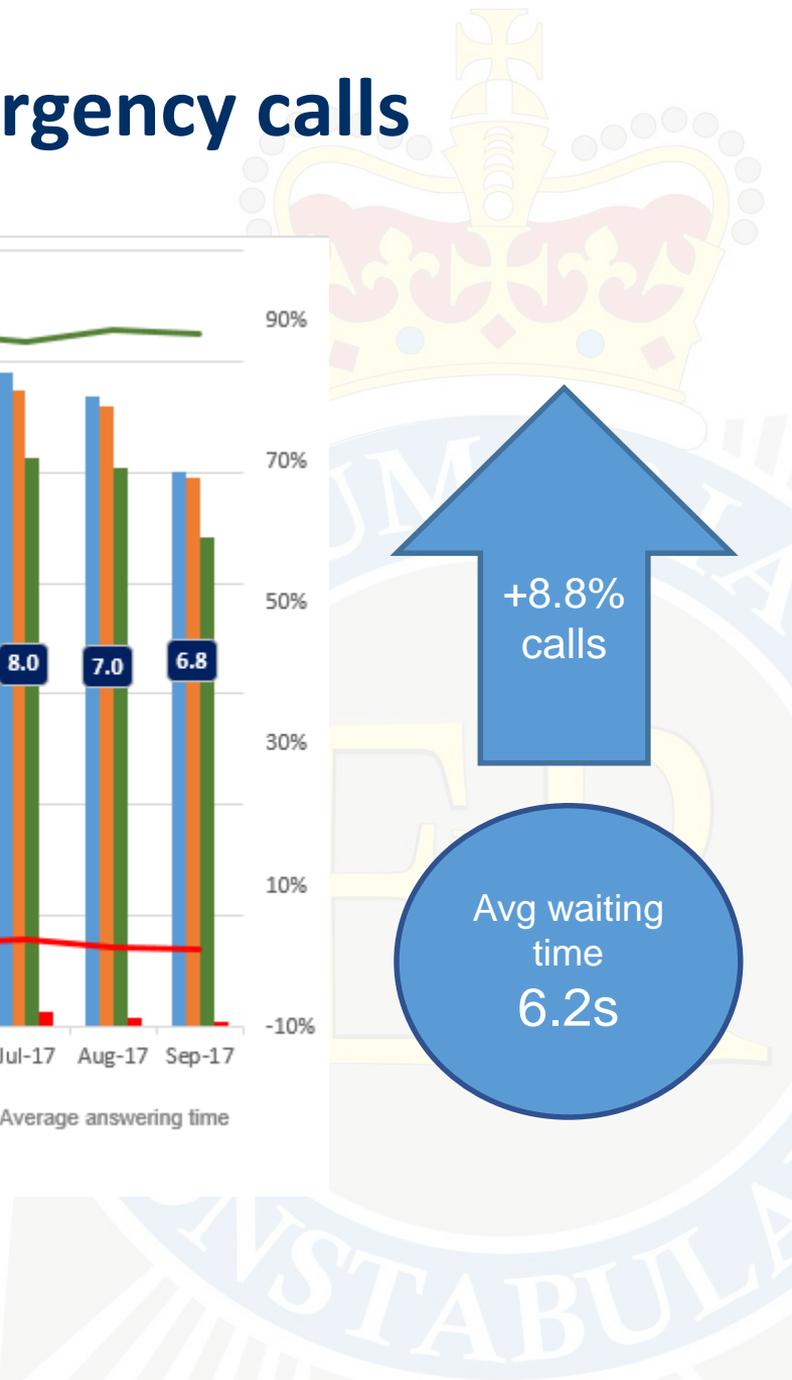


Performance over time – emergency calls



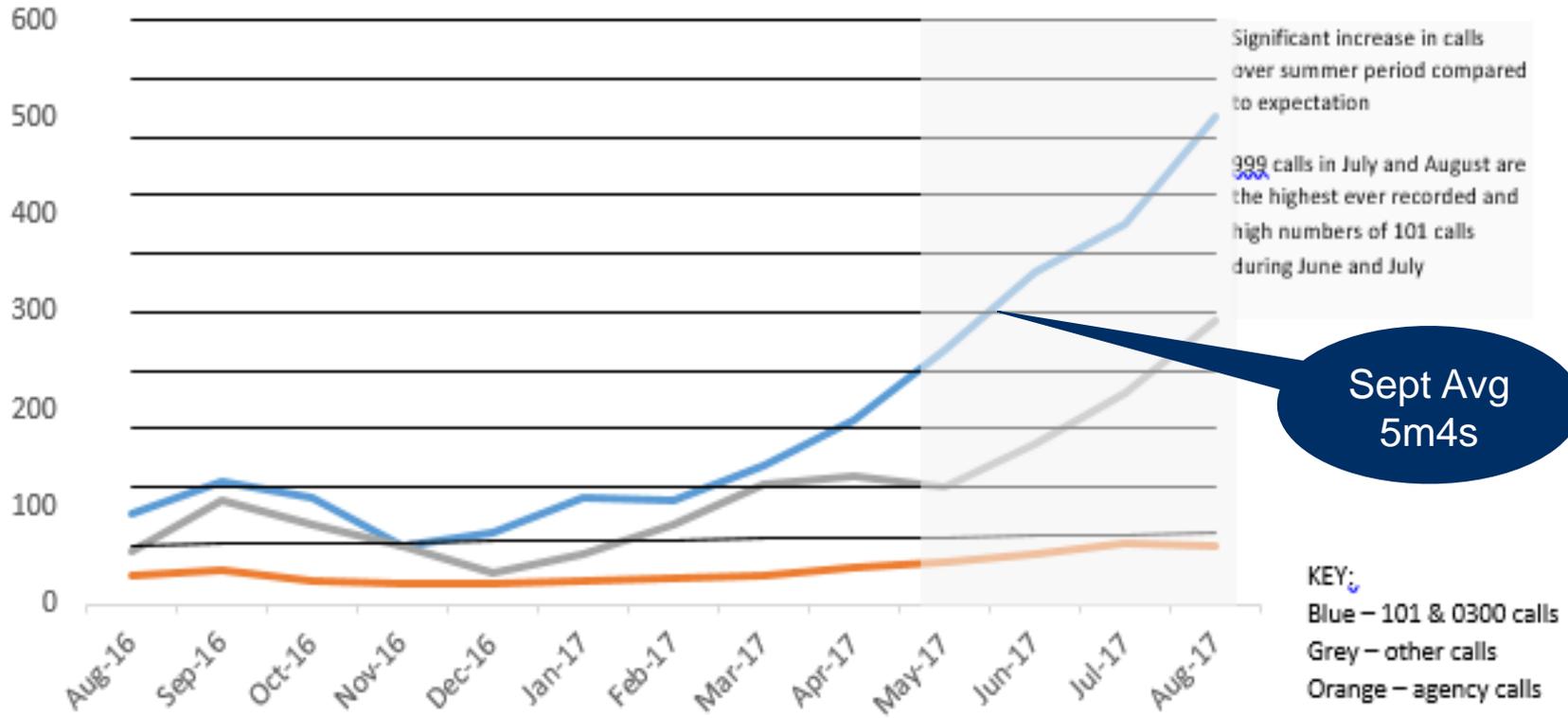
+8.8% calls

Avg waiting time
6.2s

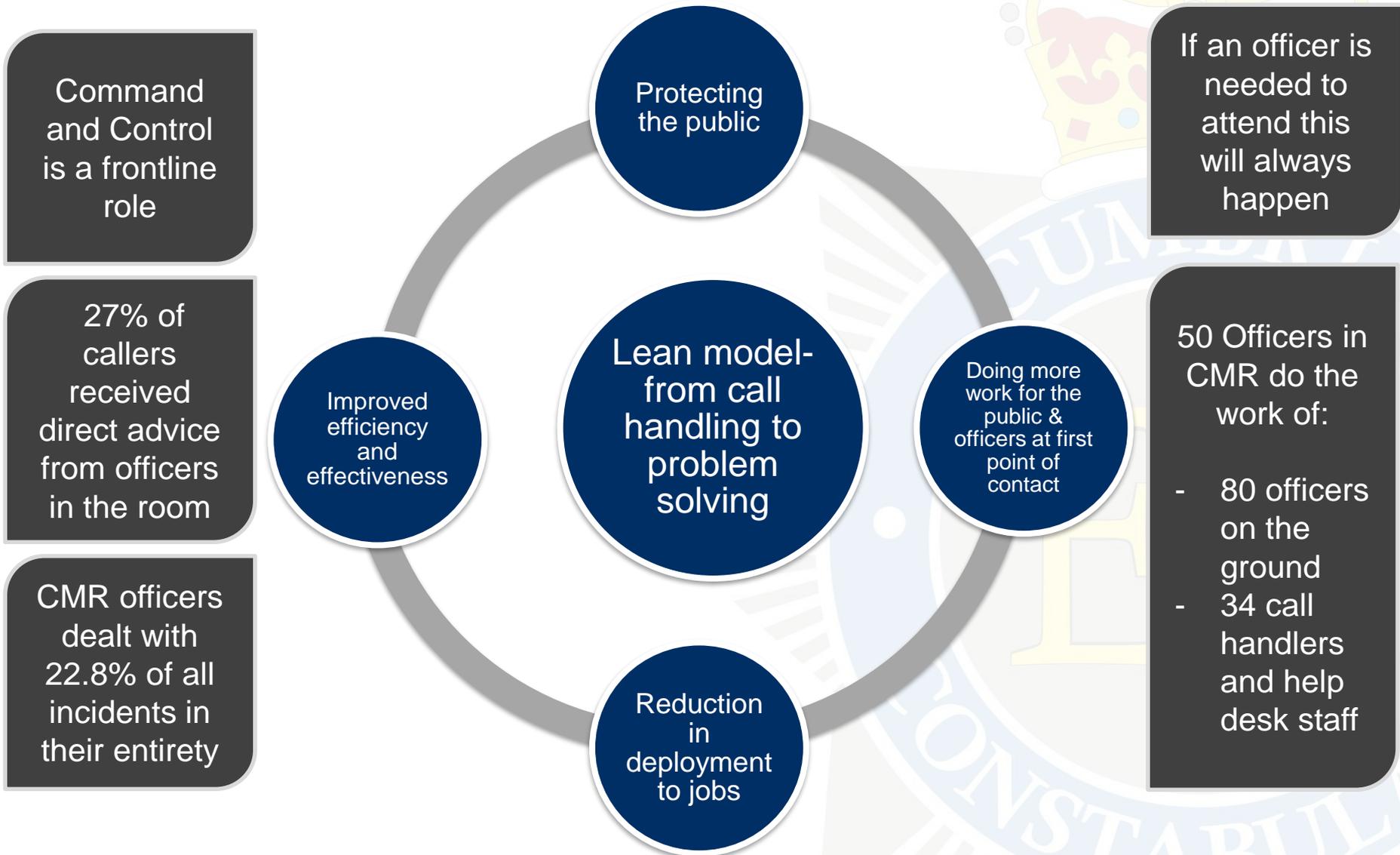


Performance over time – non-emergency to August 2017

Chart 4: Average call waiting times for all 101s (seconds)



Benefits of our approach



Current issue

Efficiency & effectiveness

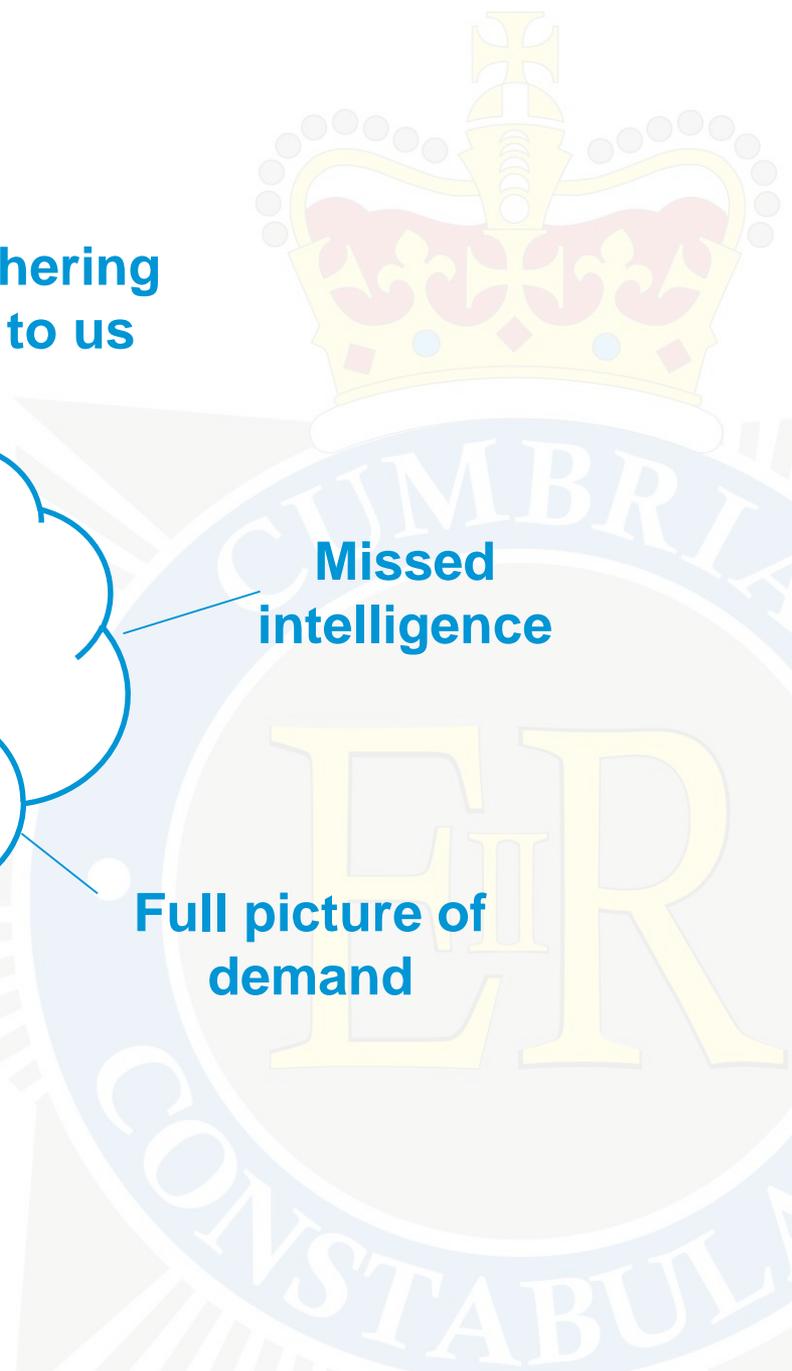
Not bothering to talk to us



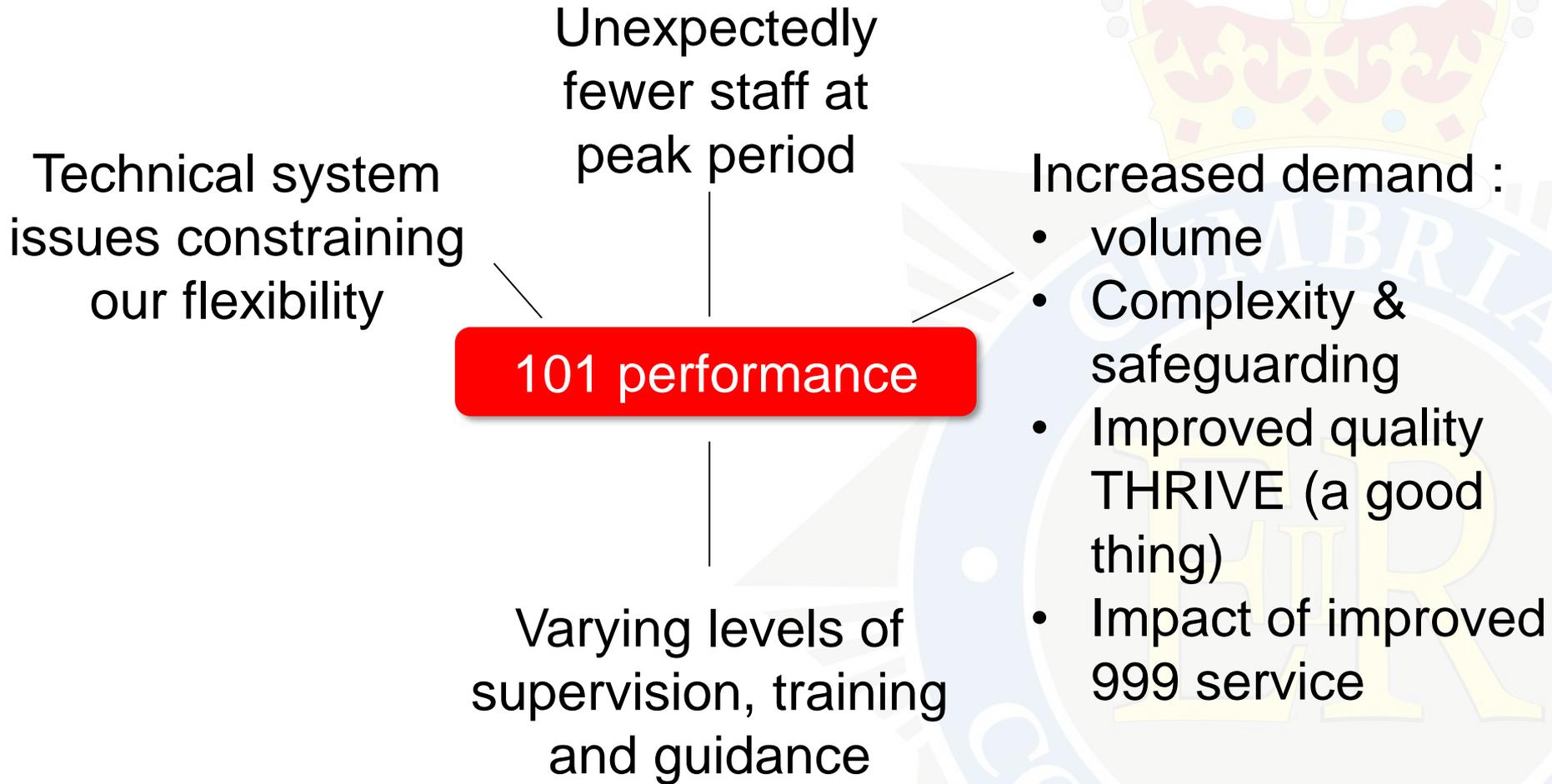
Missed intelligence

Full picture of demand

Reputation



Key causes



Immediate actions taken

✓ Strategic leadership to drive the action plan

✓ Zero abstraction policy in CMR

✓ Key practical actions implemented

✓ Performance support to CMR

✓ Marketing & Communication Strategy

Further progress on Improvement Plan

1. Proactive management of CFS & resources

Protocols
Screens - visibility
1-2-1s setting expectations
Shifts (staff idea)
Reservists
Recruitment
System training
Data
Media desk (staff idea)
Whiteboard
Demand management activities (different channels)

2. Improving THRIVE to protect public

Changes to guidance linked to training and based on feedback from performance management and quality assurance processes

3. Robust performance management

Refine 15WR for CCR
Structured reward & recognition supported by marketing & comms in room
Internal performance conference
Accountability mechanisms for inspectors
More live time listening from supervisors
Better metrics to inform

4. Effective deployment of resources

Appointment system being implemented
Internal marketing & comms to promote understanding and clarity of roles

Futures

- Business case for new contact management and deployment system to support easier and more efficient working for officers and staff
- Ongoing delivery of marketing and comms strategy to support education and demand reduction
- Development of alternative ways for public to contact the police and receive information digitally
- Development of data to provide better information to improve management and outcomes for public
- **Changing our approach will be ground-breaking**

