

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

Minutes of the Public Accountability Conference held on
Thursday 25th July remotely via Skype conference call at 14:00pm

PRESENT

Police & Crime Commissioner - Mr Peter McCall (Chair)

Also present:

Chief Constable (Michelle Skeer);
Deputy Chief Constable (Mark Webster)
Head of Marketing and Communications (Helen Lacey);
Joint Chief Finance Officer (Roger Marshall);
OPCC Chief Executive (Gill Shearer);
OPCC Deputy Chief Executive (Vivian Stafford);
OPCC Administration Assistant (Rebecca Collins) – minutes

In attendance:

Julie Norman
Pete McSweeney
Bill McEwan

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

In line with the COVID-19 Government guidelines the Public Accountability Conference was held remotely via Skype. The Commissioner welcomed everyone to the meeting and read out general 'housekeeping' etiquette.

001. APOLOGIES FOR ABSENCE

Apologies for absence were received from the Assistant Chief Constable (Andy Slattery); and the Deputy Chief Finance Officer (Michelle Bellis).

002. QUESTIONS FROM MEMBERS OF THE PUBLIC

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

003. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

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

004. DISCLOSURE OF PERSONAL INTERESTS

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

005. MINUTES

The Chair presented the minutes of the Public Accountability Conference held on the 20th May 2020, these had previously been circulated with the agenda. The minutes were agreed as an accurate record and signed by the Chair.

RESOLVED, that, the

- (i) Minutes of the Public Accountability Conference held on the 20th May 2020 be confirmed as a correct record and signed by the Chair;

007. DECISION 012-2020 – EFFECTIVENESS OF THE ARRANGEMENTS FOR AUDIT 2019/20 EFFECTIVENESS OF ARRANGEMENTS FOR AUDIT

The Report was presented by the Assistant Chief Constable which provided details of the effectiveness of the arrangements for audit (Item 07a) and the effectiveness of the Joint Audit Committee (Item 07b). Both reports are provided for the Commissioner as part of a review of the overall contribution these functions make towards the arrangements for governance.

007. (A) A REPORT OF THE JOINT CHIEF FINANCE OFFICER ON THE EFFECTIVENESS OF ARRANGEMENTS FOR AUDIT.

Assurances in respect of the arrangements for audit are part of a robust governance framework. They support the Commissioner in placing reliance on the opinion of the Group Audit Manager (Head of Internal Audit) and support the Joint Audit Committee in placing reliance on the work and reports of the internal auditors. An effective internal audit service is also a characteristic within the seven principles of the CIPFA 2016 Good Governance Framework.

The Chartered Institute of Public Finance and Accountancy (CIPFA) defines the system of Internal Audit as the entirety of the arrangements for audit put in place by the entity, including the activities of any oversight committee. This report sets out an overall judgment, based on

that review. The review comprises the arrangements for internal audit, detailed within this report and the arrangements for the Joint Audit Committee.

Section 2 deals with arrangements for internal audit. IA are reviewed on the basis of compliance with Public Sector Internal Audit Standards PSIAS. The head of internal audit has included within her annual report a statement of conformance with the standards.

As part of the requirements for governance, internal audit have a Quality Assurance and Improvement Programme (QAIP) and this provides reasonable assurance that internal audit is performing its work in accordance with the internal audit charter. The QAIP and Internal Audit Charter were reviewed by members at the March meeting.

The review of internal audit against the PSIAS provides the primary source of assurance. Further assurance of the effectiveness of internal audit was previously taken from the opinion provided by the external auditors.

Section 3 of the report deals with the effectiveness of arrangements for an audit committee. These have been assessed by reviewing the arrangements for the Joint Audit Committee against the assessment criteria and checklist provided by CIPFA in its 2018 updated publication "audit committees, Practical Guidance for Local Authorities and Police". The guidance document provides a detailed regulatory framework against which the work and activity of the committee, in addition to the overall arrangements, can be assessed and consideration given to areas for improvement and development. The key messages arising from the review are that:

- The Committee has continued to build on the firm foundations put in place at the inception of the OPCC, expanding and refining its remit in the light of changing circumstances and emerging trends.
- Members are recruited appropriately and the range of skills has been strengthened through recent appointments.
- The Committee's remit complies with best practice.
- The Committee is supported by key members of the OPCC and Chief Constable's management teams at all Committee meetings to ensure that members are appropriately informed when considering the issues.
- Audit Committee members have carried out their duties diligently, achieving 95% attendance, have made a valued contribution to governance arrangements and have taken action on specific issues.
- Members have continued to increase their formal and informal training and development activities.

The overall conclusion and assessment from the review is that the Joint Audit Committee is effective in its operation. The review has demonstrated that within the areas of the self-assessment the Committee can evidence substantial support, influence and persuasion in carrying out its functions. These are the elements defined by CIPFA as being evidence of effectiveness. Against the self-assessment checklist the committee achieves a consistent grade of the maximum score of 5 across all areas. The full report of the review of effectiveness is included on the agenda to this meeting.

007. (B) REVIEW OF EFFECTIVENESS OF THE JOINT AUDIT COMMITTEE

As part of the overall arrangement for governance an annual review of the effectiveness of this committee is undertaken.

The Committee continues to strive for improvements across all areas of its activities. The Committee has identified three priority areas within its wider programme where in 2020/21 it will seek to have impact: These priorities are included in an action plan and comprise efforts to:

- Support and monitor the OPCC and Constabulary plans to address the increasingly stringent funding environment.
- Support and challenge any new governance arrangements, for example, from restructuring and capacity reviews, greater collaboration with other organisations or joint working on delivery of service.
- Consider the impact of new developments such as Operation Uplift, COVID19 on internal and external audit work programmes to ensure they remain relevant.

The committee achieves a consistent grade of 5 across all areas of the assessment against the Core Functions and a grade 5 assessment against the Wider Functions of Ethical Values and Treasury Management. Independence and Accountability and Membership and Effectiveness both score a grade 5, being evidenced as fully compliant with best practice requirements.

The committee achieves a consistent grade of 5 in all 10 areas of the assessment against the Core Functions and a grade 5 assessment against the Wider Functions of Ethical Values and Treasury Management. Independence and Accountability score a grade 5 and Membership and Effectiveness also score a grade 5. Following a request from the committee in previous years, the report for 2019/20 includes statements from the Commissioner and Chief Constable on page 6.

The report includes in the appendices A-F a summary of committee activities by meeting and on a terms of reference assurance basis, a schedule of committee attendance, role profiles and the CIPFA good practice check list.

The Commissioner was asked to:

Effectiveness of Arrangements for Audit:

- The Commissioner is asked to consider this report and:
- Determine whether he is satisfied with the effectiveness of Internal Audit for the year to 31 March 2019 and to the date of this meeting, taking into account the views of the Joint Audit Committee, and
- Consider any areas where the Commissioner might wish to see improvements or changes in 2019/20.

Review of Effectiveness of the Joint Audit Committee:

- The Commissioner is asked to consider this report and:
- Determine whether he is satisfied with the effectiveness of the Joint Audit Committee for the year to 31 March 2019 and to the date of this meeting, and
- Consider any areas where the Commissioner might wish to see improvements or changes in 2019/20.

Following a discussion, the presentation was noted and the recommendations as detailed within the report were all approved.

RESOLVED, THAT,

- (i) The presentation be noted; and
- (ii) All Recommendations were approved as set out within the detail of the report;

006. PERFORMANCE PRESENTATION

The Deputy Chief Constable explained the purpose of this report was to provide information to the public that shows performance in the context of the demand the police service deals with; the productivity of the officers and staff; and the outcomes that are delivered.

The Commissioner sought assurance that the Constabulary are focusing resources and time in the right areas and through the right activity. This approach will provide a more qualitative framework that will give a richer understanding of performance which focuses on demand, productivity and outcomes.

The period covered by the report is the rolling 12 months to the end of March 2020. It was noted that Covid-19 will have an impact of performance.

A presentation had been previously circulated and was also displayed on screen to all in attendance. The presentation will be uploaded to the Police & Crime Commissioners website for reference following the meeting.

The Deputy Chief Constable gave an overview of the presentation pausing for questions and comments throughout.

A discussion took place around incidents that had occurred during in 2019 – 2020. Communications received by the Constabulary were highlighted as follows:-

- 394,499 contacts into the Command and Control Room
 - 65,127 Emergency calls
 - 287,192 Non-emergency calls
 - +101 emails and forms

173,554 Emergency and non-emergency calls answered by officers in Command and Control Room.

- 42,180 101 emails and forms into CCR dealt with by officers in CCR
- 66,711 incidents attended dispatched by Comms operators (police staff)
- 38,199 crimes recorded and investigated by police officers
- 9,073 individuals arrested, individuals brought into custody
- 14,566 cases processed by police officers with some administration done by police staff

The Commissioner questioned how the 394,499 funnels down to 14,566, The Deputy Chief Constable explained that not all calls that come through to the 101 system are in the right place, a number of these calls need a service but are unsure what service they need. The best way to solve this is through education from ourselves and other services who offer help. We do this through our website, social media and automated messages before getting through to the 101 line. This will be explained in more depth later on in this presentation.

A slide around Responding to the public and the incoming demand was shown on screen and read through by the DCC explaining the complexity of demand that the Constabulary faces continues to evolve. The number of non-emergency and 999 calls are expected to remain the same over the next four years, with online and digital contacts increasing as modern technology is implemented in the Constabulary and the public use of digital access increases.

Call Management & Resolution (CMR) police officers deal with 70% of all the calls into the Constabulary setting out the following percentages:

- 73% of all calls are non-emergency calls
- 17% of all calls are emergency calls
- 27% of callers chose an extension or a department to speak to
- Emails and online forms account for 10% of all demand
- Emergency call demand has increased by 7.9% compared to previous year
- Non-emergency calls into CMR have decreased by 10% over the past year

The DCC went on to explain emergency calls have increased nationally over the last few years, there is various different demand analysis with no certain issue showing through, this does increase demand on the force significantly.

A slide around responding to the public, calls for service 999 and 101 performance was presented and talked through by DCC Webster.

The data in the graph within the report showed the period for the full year 2019/20 and the figures show the results of data extracted from two different systems.

In mid-June, the Constabulary implemented one new call handling and incident management system to replace the old telephony and many other systems in the Command and Control Room. The new system took time to settle in and, as is the case when new systems are put in, it took some time to resolve initial technical problems and it also takes time for people who use the system to get used to it. All in attendance agreed with the complexity the changing technology within the system.

Reiterating that answering emergency calls is always their priority and the performance figures show that over the past 12 months they are answering 98% of our 999 calls, the current median average answering time for emergency calls is 3 seconds and this is being sustained.

For 101 into the CMR, the average call answering time over the past 12 months is 10 minutes and this has been affected significantly by the introduction of the new system and staff having to change how they operate in the CMR. Explaining they do understand with frustrations around 101 waiting times.

There were around 69,000 abandoned 101 calls into CMR over the past 12 months. Explaining a call can be abandoned at any point in the process and all of this data is now being captured. This change will result in a higher abandoned number of calls being shown compared to how it was previously recorded. The average time people wait before abandoning a 101 call is around 2 minutes. It should be noted that this is not always a negative as callers may choose to end the call (or abandon the call) for a whole host of reasons including domestic reasons, interruptions or their query has been answered by the recorded messages on the system.

The average length of a call after it has been answered is around 5 minutes and this has remained consistent over the past 12 months.

The Constabulary are currently undertaking a range of activities to improve processes and response to the public including a detailed and independent review of the processes, workflow and roles and structures within the Command and Control Room. Initial results have been fed back to the Chief Inspector and the full report will be available shortly for action to be taken, this was slowed down by Covid-19.

DCC Webster talked through the slide showing a graph on the trend for 101 call answering from 18th June 2019.

The chart showed the median average call answering time for each day since the introduction of the new system and the trend line indicates a continual improvement for call answering over the time period.

The daily call answering times fluctuate significantly and are impacted by a number of variables that are demand driven. The trend lines provide an opportunity to understand the direction of travel for call answering. The black line on the chart includes all data and does show the impact of Covid 19, explaining although the direction of travel for reduced times is the same in both cases.

A slide in relation to responding to the public and what happens to the calls answered by CMR stated advice was provided by police officers speaking directly to the members of the public who called the Constabulary for help on over 49,000 occasions in the past year. It was noted that some advice being given by the Constabulary could be being given by other services for example, noise nuisance and council problems. The largest category was where an incident or crime is recorded, others include hanging up or a fault on the system or closure classed as unknown on the system.

The Commissioner asked what we were doing to rectify the number of calls coming through that could be handled by other services. DCC Webster explained they are proactively encouraging other services and agencies to get the information out there on what they can be

contacted for, understanding the key is to getting the information out there on who to ring and for what purpose.

In regards to responding to the public a slide was produced by DCC Webster explaining the inner ring on both of the charts represent 2017, middle ring 2018 and the outer ring shows 2019 and that the figures and percentages on both charts are for the whole financial year.

Overall incidents have remained in the mid to high 90k range over this period, peaking at 99,993 in 2018. Going on to saying the data also shows that whilst the volume of incidents have reduced by over two thousand since 2017, the number of certain types and categories of incidents that have increased are those which take much longer to deal with giving an example that the number of crime incidents has increased by 7% which reflects both real increases and significantly improved crime recording, crime incidents take the longest time to resolve taking on average, twice as long as public safety. ASB and traffic incidents have reduced by 4% and 2 % respectively and these incidents take the least time to resolve on average only around 2 hours. Public safety incidents, which includes concern for welfare such as missing persons have broadly stayed around 36% of all incidents. Covid 19 related incidents have driven some late increases in ASB, public safety and welfare incidents. There were 287 in March. These were made up of 203 Covid-19 related and 84 Covid-19 risk.

Over the past 3 years incidents relating to domestic abuse, have broadly remained at 7% of all incidents, and is the same for vulnerability and alcohol related incidents showing mental health incidents are at around 5% of their demand.

The number of incidents categorised as emergencies has increased by 4% over the three years, priority incidents remain at around 30% of demand and the shift has been to try and move towards more appointments which suit the caller and this is demonstrated in the increase of appointments to 8% of all calls from 4% in 2017/18.

Overall explaining that they are dealing with more emergency and priority incidents than previously, and the crime related and public safety incidents take up around 90% of time compared to 74% of time in 2016 and, 69% of time in 2014.

Managing demand in to Constabulary has become increasingly complex and takes more time to deal with.

DCC Webster stated it should be noted that 38% of all incidents are dealt with at first point of contact in the CCR without deployment and that the Control Room officers also record 40% of all crimes.

A discussion took place around the response to public priorities which were drug dealing, antisocial behaviour and antisocial driving behaviour. DCC Webster gave an examples of the work the Constabulary have been carrying out on each of the priorities:

- Antisocial driving behaviour

An operation set up to deal with dangerous driving and drivers behaving antisocially leading to problems in their communities. The CROs have been coordinating and targeting individuals who key offenders are causing issues at specific locations. Across the county so far, identified 34 individuals who are engaged with as part of the operation, with 23 of them to date having received a letter, or been stopped, warned or prosecuted. These

include 7 drug dealers, many drug drivers, one DA prolific offender and driving without a licence, or driving without insurance.

- Drug Dealing

Ongoing drugs operations and successful prosecutions with an individual who had drugs with a potential street value of more than £100,000 stashed at his home has been jailed for six years and a father and son County lines operation ending in jail time.

- Antisocial behaviour

District Judge Chalk authorised a second premises closure following a successful application by Cumbria Police at Carlisle Magistrates. The closure was in relation to an address in Workington that had caused significant detriment to the local community for a number of months following disorder, offensive and criminal behaviour on the premises and serious nuisance to the public. The premises is closed to all for three months. Any persons entering will be subject to arrest and possible conviction with a sentence of up to 6 months imprisonment under Section 80 of the Anti-Social Behaviour Crime & Policing Act 2014. This being the second such order in the last week to combat disruptive tenants who cause misery to the local community and they are pleased that the courts have seen fit to order the closure.

The Commissioner put forward a question around what feedback the public or reporter get. DCC Webster explained they recognise the importance of feedback even if it does not turn out the way they expected. Feedback and information is key to install confidence in the public that we are doing something. Explaining they try and publicise as much good work that is going on as they can.

A slide was presented illustrating the current demand within crime and investigations showing the three main reasons for increases in police recorded crime are:

- Continuing improvements to recording processes and practices (most impact- violence without injury categories, public order & other sexual offences)
- More victims reporting crime (all sex offences, domestic abuse, hate crime)
- Genuine increases in crime (more proactive work on e.g. drugs)

Stating last year all crime increased by 4% compared to the previous year to 38,199 recorded crimes, there were increases for recorded crime in the following categories:

- Arson and criminal damage up by 2%
- Burglary 8% increase. Breakdown: Residential +14%, Business and Community -3%
- Violence against the person 12% increase. Breakdown: With Injury -2%, Without Injury +8%, Stalking and Harassment +39%
- Public order offences 28% increase

These all follow a national trend but the impact of Covid 19 on recorded crime has been significant even though the impact is only applicable for one month in March 2020.

The Impact of COVID - 19 on 2019/2020 recorded crime was explained so far as things will change come the 4th,

However, due to Covid 19 in March crime started to reduce outside of these bounds and this trend has continued. The main crimes that are affected are those that you would have expected because of lockdown and people not being out and about:

- Criminal damage
- Sex offences
- Theft especially shoplifting
- Vehicle offences
- Violence against the person

Noting that the Impact of COVID - 19 on 2019/2020 recorded crime was explained so far as things will change come the 4th.

DCC Webster presented the National comparison data to December 2019 recorded crime volumes showing:

- 3rd lowest level of all recorded crime in England and Wales
- 6th lowest level for violence against the person and 5th lowest for violence without injury
- 7th lowest for sex offences
- 9th lowest for public order
- 3rd lowest for theft and also for shoplifting
- 3rd lowest for drugs offences

The Commissioner congratulated on all the hard work he knows the constabulary are putting in to achieve these percentages.

DCC Webster then moved onto a slide containing the figures for Crime. Open investigations as of 10 June 2020 showed that there were 3,596 investigations ongoing which are being managed by officers across the Constabulary, 44% of these were violence against the person, 13% were sex offences and 10% are public order offences. Outstanding theft offences have reduced compared to the report in December reducing by 4%. Explaining the changes to public order and theft offences reflect the impact of Covid 19 on crimes

DCC Webster explained the current crime and investigation outcomes. The two largest types of outcome are where the victim does not support action or withdraws from the process (30%) and, where the investigation is complete but no suspect has been identified (28%).

Overall last year 17% of crimes are resolved with a positive outcome and some category of sanction which compares favourably nationally and the rate has been improving since November as initiatives take effect. England and Wales have 13% Positive Outcome data to December 2019.

Crime Command continues to take the lead in improving investigative quality across the Constabulary, with accreditation as a key part of this, maintaining mandatory portfolios via CPD is crucial to ensure compliance, knowledge, skills and wellbeing. This is part of the Investigative Quality Plan, which the Constabulary will continue to progress. Major crime demand is low and whilst it is expected to increase, changes to the Force Major Incident Team and CASTs will address this.

The Constabulary will, therefore:

- Continue to improve investigative skills using thematic leads to develop and deliver a plan for Continuous Professional Development across Crime Command.
- Continue to progress its implementation of ISO Accreditation in all its forensics departments
- Re-prioritise resources to undertake future demand in DFU and DMIU work, to meet the demand
- Continue delivery of the Investigative Quality Plan, including effectively monitoring the use of Released Under Investigation

DCC Webster presented a graph with the current crime outcomes national comparison, showing that they are better than the rest of the forces in England and Wales.

A discussion took place around the demand on protecting vulnerable people explaining resources are being reallocated to CASTs to ensure that the most skilled people are dealing with the complex cases and in addition, the Constabulary is implementing a range of ways to ensure that forecasted demand can be met.

Annual Domestic Abuse Development days are up and running with CPS as outlined however the last one due on the 6th May 2020 was rearranged due to COVID 19.

The new risk assessment model known as the Spousal Assault Risk Assessment (SARA) and also the Stalking Assessment Model (SAM) will predominantly be used in the adaptation of serious and violence DA perpetrators to MOSOVO. The national project is coming to an end and the Constabulary will seek to adopt this approach to other interventions to reduce demand. The pilot has been completed and it is awaiting national evaluation, which has been delayed (Should have been completed in April 2020). Once the evaluation is completed we will receive the findings via a national report and take action accordingly

Looking to establish a partnership with the University of Central Lancashire to understand the demand created by 'repeat repeats', those instances where DA is reported on more than two occasions in the same 12 month period. This research seeks to establish what interventions work, those which could be used around low and medium risk that are not covered by more intensive interventions already in place. This work will help the Constabulary to both meet and reduce demand in the future. The project will last until the end of 2019. This will be subject to analysis and evaluation over the next 12-18 months. The research has been completed and the findings have been shared across the partnership in regards to implementing improvements to the repeat DA picture.

Stating the importance of continued robust measurements of performance on child safeguarding and child abuse through The Cumbria Safeguarding Children's Partnership (CSCP) (formerly LSCB) the formal governance process has continued via the CSCP Quality Assurance Groups (QAGS) which feeds to the strategic oversight group of Safeguarding Hub namely the CSCP Safeguarding Hub Programme Board.

The utilisation of video conferencing technologies has increased productivity by reducing the amount of time spend undertaking journeys to safeguarding and other meeting purposes. These working practices have been essential during the Covid-19 period.

The Constabulary commissioned a Sexual Offences Problem Profile to identify any reasons for the increase and the changing nature of offences and deliver the action plan is being formulated which seeks to make recommendations to reduce victim withdrawal in cases of rape. This will report into the Vulnerability meeting as a means of governance. The "recent adult rape problem profile" which looked at rapes committed in the last 12 months was completed. Prior to that we did the work on the pathway a rape investigation takes and examining attrition rates and what stage of an investigation the rape case falls out and why. A subsequent action was recorded via the CCIP and governed through the Vulnerability meeting.

The Constabulary will continue to undertake early intervention in accordance with its Missing from Home procedure and the continue work with care homes to reduce demand by progressing its memorandum of understanding. This is complete. All residential care provisions in Cumbria are signed up to this. This MOU will be replaced with the national initiative called the Philomena Protocol which essentially is the same function.

The Constabulary has created three establishment posts of to deal with repeat missing children and CSE, one per Territorial Policing Area (TPA), who will undertake problem solving activity to reduce the frequency of repeat missing people and reduce harm through problem solving the interventions. Theses METCO officers are now being formally adopted under the Child Centred Policing Teams.

The Constabulary introduced a new missing persons system as part of an ICT collaboration with Durham Constabulary.

There will be investment in three dedicated mental health officers based in LFH across the Constabulary to support the frontline and reduce demand. The role has been created for each area in the LFH. These roles are now being formally adopted under the Child Centred Policing Teams.

It was explained that there was a pilot funded by the Academic Health Science Network to prioritise those service users who cause the most demand for different agencies. This project is called the Multi Agency Enhanced Risk Management Project (MAERM). The proposal is to enhance our current multi agency response and safety planning, for an identified group of people in frequent contact with emergency services, (police, ambulance, MH crisis and A&E) following self-harm or suicide attempts, with particular focus on repeat 136s. The MAERM project is known colloquially as the Freedom to fly project. It started in June 2019 and is being reviewed this month.

Funding has been obtained to continue the project for a further 12 months. Results have been mixed in relation to an intended reduction of demand on blue light services and mental health services. Valuable lessons have been learnt about managing the cohort of people in the pilot. Safety planning and actions plans to blue light services never materialised which was a significant intended outcome of the pilot. It is hoped this will be delivered in year 2.

There has been further training delivered to frontline constables, sergeants and inspectors when the new stalking legislation is enacted. All recorded via L&D and Sgt training.

The constabulary have now created a cadre of detectives with specialist stalking and Harassment knowledge, this will fulfil the National Stalking & Harassment Protocol. The Constabulary will seek to utilise a specialist course delivered by Cheshire's Integrated Anti-Stalking Unit and CPS.

The Constabulary have implemented a CPS/Police mechanism to monitor stalking and harassment cases and provide feedback concerning good practice and areas for improvement, which includes lessons learned from CPS Local Scrutiny and Involvement Panels. There are quarterly Stalking & Harassment scrutiny panels held with CPS and Lancashire Police. There have been four of these so far and they link in with the national Stalking & Harassment Protocol.

In the last slide presented by DCC Webster the diagram showed how many people are arrested and brought into custody and the main results at the end of the custody process.

Once an investigation is complete and a decision is made to charge/summons, a case file needs to be prepared for court. There are two types of court – Magistrates and Crown and the type of case determines which court the case will be heard in.

The latest data for 2019 (Q2) identifies that the Constabulary performs above the national average rate for convictions at both courts and the latest comparable data published is for 2018 which identifies that Cumbria is fourth out of 42 forces for its successful conviction rate at 84%. Cumbria is 3rd in the country for guilty pleas at first hearing for Magistrates Court and 4th for Crown Court (data Q3 to Dec 2019 latest available at time of writing).

The focus is to make sure that the Constabulary keeps people safe by effectively investigating and prosecuting and we continuously seek ways to improve how this is achieved.

A Victims Service Assessment workgroup is up and running to improve outcomes of investigations and the quality of service for victims

The Commissioner closed the meeting by thanking all for attending and thanked the Constabulary once again for their dedicated work.

Meeting Concluded at: 15:10

Signed: _____

Date: _____