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Our reference: jh/EIP

Date: 29 July 2020

AGENDA

TO: THE MEMBERS OF THE ETHCS AND INTEGRITY PANEL

CUMBRIA POLICE & CRIME COMMISSIONER AND CUMBRIA CONSTABULARY ETHICS AND INTEGRITY PANEL

A Meeting of the Ethics and Integrity Panel will take place on **Thursday 6 August 2020 at 2.00 pm**. Due to Government Guidelines in response to COVID-19 the meeting is being held via telephone conference facility.

Details of how to access the meeting will be emailed to participants separately.

Note: The Panel members will meet at 10.00 am to carry out two dip sampling sessions

G Shearer
Chief Executive

PANEL MEMBERSHIP

Mr Michael Duff
Mrs Lesley Horton
Mr Alan Rankin (Chair)
Mr Alex Rocke

AGENDA

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

1. APOLOGIES FOR ABSENCE

2. DISCLOSURE OF PERSONAL INTERESTS

Members 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 member should not participate in a discussion of the matter and must withdraw from the meeting room unless a dispensation has previously been obtained.

3. URGENT BUSINESS AND EXCLUSION OF THE 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.

PART 2– ITEMS TO BE CONSIDERED IN THE ABSENCE OF THE PRESS AND PUBLIC

4. NOTES OF THE PREVIOUS MEETING

To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 1 May 2020 (copy enclosed).

5. COMMUNICATION CENTRE UPDATE

To receive a summary of the key tasks, timescales and evaluation of the project - *C/Inspector G Wardle*

6. POLICE OFFICER RECRUITMENT

To receive a report on the Constabulary's current position in relation to recruitment - *To be presented by Superintendent Lisa Hogan*.

7. USE OF TASER

The Panel to verbally report upon the outcome of the morning's dip sample session.

ETHICS AND INTEGRITY PANEL

Notes of a meeting of the Ethics and Integrity Panel held on Friday 1 May 2020 via telephone conference facility at 10.00 am

8. STOP & SEARCH

- (a) To receive an annual report on Stop and Searches made by the Constabulary during 2019-20.
- (b) The Panel to verbally report upon the outcome of the mornings' dip sample session.

9. INTEGRITY

- To receive a report on the work carried out within the Constabulary's Professional Standards Department, including:
- (a) Complaints by the Public; and
 - (b) Anti-Fraud & Corruption (including officer and staff misconduct)

10. COVID-19 REGULATIONS

The Panel to be provided with a verbal update following their dip sample sessions of issued Fixed Penalty Notices on the 18 May 2020 and 8 July 2020

PRESENT

Mr Alan Rankin (Chair)
Mr Michael Duff
Mr Alex Rocke

Also present:

Deputy Chief Constable Mark Webster
Superintendent - Lisa Hogan
Detective Chief Inspector – David Stalker
Chief Inspector – Gaynor Wardle
Head of Legal Services – Andrew Dobson
OPCC Deputy Chief Executive - Gill Shearer
OPCC Governance Manager - Joanne Head

The Chair thanked everyone for attending the telephone conference and the Constabulary for all their hard work during the COVID-19 pandemic. He hoped everyone was staying safe and well.

12. APOLOGIES FOR ABSENCE

Apologies for absence were received from Mrs Lesley Horton.

13. DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interest regarding any agenda item.

14. URGENT BUSINESS

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

15. NOTES OF THE PREVIOUS MEETING

The notes of the meeting held on 6 February 2020 previously circulated with the agenda were agreed.

With regard to the Constabulary's Use of Force Board this would be deferred until the August 2020 meeting due to the COVID-19 lockdown restrictions. Information and data would be provided to the Panel to consider prior to the meeting.

Agreed; that, the

- (i) notes from the previous meeting be agreed; and
- (ii) Ethics and Integrity Panel be provided with the analytical data prepared for the Use of Force Board and provide feedback.

16. COMMUNICATION CENTRE

Prior to the meeting the Panel had been provided with a copy of the CCR System Project Strategy which had been compiled in November 2019. Chief Inspector Wardle provided the meeting with an update on what had been achieved against the strategy. Work had been carried out to understand the incoming demand, pathways within the organisation, how this was managed and problem solved. It was identified that a lot of good work was taking place but work to improve contact with the public and understand why they contacted 101 needed to be carried out. CRR needed to not only work with community neighbourhood policing teams to understand operational priorities; but in addition C/Inspector Wardle would be attending parish council meetings to explain to members of the public about the work of the Comms Centre and bring CCR into the public domain.

Throughout the work, staff within the Comms Centre had been central to the work undertaken to enable them to be involved in the process and any subsequent changes.

A Panel member asked what internal education had taken place to stop staff putting calls through to CCR rather than finding the correct person or department. Officer's mobile devices now afforded them the ability to access systems and individuals easily thereby reducing the need for telephone contact. The next steps would be to carry out external communication, however this had been halted due to the COVID-19 pandemic.

The Project Strategy set out identified risks and timescales for the project with data being evaluated to update the project plan and the live CCR business plan. Actions within the plan were predominantly for the Inspectors who had held sessions which identified a number of changes to be implemented. The project timeline and underlying documents were continually updated as work progressed. The Panel asked if they could be provided with a summary of the key tasks, timescales and evaluation which Chief Inspector Wardle agreed she could provide a summary document for the Panel.

It was important that value for money was achieved within the Comms Centre. A lot of the functions carried out were 'switchboard' functions which officers were not there to perform. They had many powers that allowed them to provide advice and resolve issues. Chief Inspector Wardle advised that the Constabulary would be looking at a wide variety of options going forward.

The OPCC Chief Executive asked whether COVID-19 had had an impact on Comms Centre staff and their welfare due to them working closely together. The staff had been split into 3 sites to ensure social distancing. Where possible staff were working from home responding to 101 emails and online interactions. It was noted that since the lockdown there had been 30% reduction in emergency service calls and a 13% reduction in the number of calls for assistance with response to 101 calls being on average 3 seconds.

The nature of the calls had changed as people were making general enquiries regarding the lockdown guidance. The lockdown had seen a reduction in crime but an increase in anxiety and concerns. A number of support groups were no longer able to operate and therefore the Constabulary were preparing for a potential spike in reports and calls for service in relation to domestic abuse following the lockdown restrictions being removed.

DCC Webster advised that the pandemic had provided an opportunity for the Constabulary to work differently such as the increased use of video conferencing. It was recognised that the organisation needed to be agile when looking at plans for the future and adapt them where necessary.

AGREED; that,

- (i) the verbal update be noted; and
- (ii) a summary of the project key tasks, timescales and evaluation be provided to the Panel at their next meeting in August.

(Note: Chief Inspector Wardle left the meeting at this point)

17. CIVIL CLAIMS

The Director of Legal Services presented a report outlining active and closed Public Liability Claims, Employer Liability Claims, Employment Tribunal applications or proceedings and Judicial Review proceedings.

The number of Public Liability (PL) claims had seen 24 new claims with one being deemed significant. It was noted that this should in fact be recorded as an Employment Tribunal claim which meant that in the reporting period there was a total of 2 claims being dealt with. There were 8 significant PL claims of which 3 arose from the same incident.

Two new claims that had been deemed significant with one older claim being closed within the 6 month reporting period. There were now 8 significant claims being dealt with by the Constabulary.

The Panel discussed several ongoing cases, at what stage they were currently at and whether the estimated potential costs had remained the same. Some of the claims related to issues encountered on a national basis and therefore Legal Services were liaising with other forces.

Agreed; that the report be noted.

(Note: Andrew Dobson left the meeting at this point.)

18. STAFF GRIEVANCES

During the reporting period of 1 October to 31 March 2020, there was 1 new grievance claim made, and 7 ongoing grievances at the start of the period and 3 outstanding. Superintendent Hogan advised that 4 cases had been closed due the length of time they had been ongoing and non-engagement from the member of staff.

One new grievance had been received regarding an officer disclosing information following evidence being given at a misconduct hearing. Three grievances had been withdrawn due to no response from the individuals and these were from a mixture of police officers and police staff. One remained unresolved and the Constabulary were engaging with the individual to open avenues of communication. In response to a Panel member's question Superintendent Hogan advised that the withdrawn cases had been ongoing for over 2 years and they could not be progressed any further. At the time of reporting the matters procedures had now changed with HR now taking over dealing grievances along with other staff matters.

Two cases of mediation had been carried out with one ongoing and one unsuccessful. Although there had been some acceptance by both parties of identified learning with this case. There was an alternative if mediation did not work as the individual could then progress the grievance to Stage 1 of the formal process.

The Panel discussed in more depth details of the cases being raised to enable them to understand the nature of the issues raised through the Grievance procedure. As part of their dip sample regime the Panel would sample grievance cases prior to their November meeting.

Agreed; that the

- (i) report be noted; and
- (ii) Panel dip sample finalised grievance cases prior to their November meeting.

To allow Superintendent Hogan to attend another meeting, the Chair agreed to take Agenda Item number 10 next.

19. OFFICER RECRUITMENT

Superintendent Hogan provided an update to the Panel in relation to the Constabulary's continued recruitment programme following the Government's announcement in 2019 of Operation Uplift. Cumbria was to receive further officers, and this was being incorporated into the programme of recruitment. The Constabulary had worked closely with the local university and UCLAN regarding entry routes into the force. Although the Constabulary was on track to recruit the required number of officers it was recognised that all other forces within the UK were also recruiting, therefore it was important to make Cumbria an attractive prospect whilst maintaining standards of entrants.

The College of Policing had launched a new SEARCH platform which undertook judgement testing, video link questioning and then onto interview. Superintendent Hogan had undertaken the process to then allow her knowledge to prepare candidates for the process. Where

candidates were unsuccessful, they could re-apply after 3 months. The Constabulary would remain in contact with them and assist them to prepare and learn from their previous experience.

Superintendent Hogan briefed the Panel on the work which had been carried out to attract candidates from BAME communities. Prior to COVID-19 the Constabulary were to hold a number of positive action events. Engagement had continued with those who had expressed an interest in joining the force to provide them with information and support.

Where candidates were unsuccessful, the Constabulary were contacting them and advising them of alternative opportunities such as joining the Special Constabulary and volunteering roles within the force. This would afford candidates the opportunity to gain an insight into the policing environment and potentially assist them with future applications and assessments.

The Constabulary workforce currently had a BAME representation of 2%. It was noted that BAME countywide equated to approximately 1.4% meaning that the Constabulary were representative to the communities that they served. The Panel asked what percentage of the workforce declared as disabled or as LGBTI and were advised that as was self-declared by individuals the figures may not be fully accurate.

AGREED: that,

- (i) the verbal update be noted;
- (ii) a report of overall recruitment be provided to the Panel at their August meeting.

20. INTEGRITY

DCI Stalker presented a quarterly update on public complaints, officer and staff misconduct and work carried out by the Anti-Corruption Unit. He advised that the department now had a new analyst and included within the report was a mixture of matters dealt with under the old regulations and those dealt with from 1 February 2020 when the new regulations came into effect.

He advised that every month the department carried out a data check to ensure that members of the public were still able to access the complaints process and that the matters were recorded and dealt with correctly. The new regulations meant that issues could be dealt with in the Comms Centre and service recovery work carried out immediately. It was noted that these matters were no longer recorded on the Centurion system as they were not dealt with by the Professional Standards Department, but members of the public received a better service which was the ethos of the new regulations.

Within the report it was noted that there was a spike in the number of complaints and allegations received. This was due to the new regulations and how they were reported and dealt with. Overall there was not an increase in the number of matters received and dealt with by the department.

The new regulations meant that matters could be dealt with more quickly and efficiently for the complainant. Any matter was dealt with in a reasonable and proportionate way which meant that staff were not required to make unnecessary enquiries. It was noted that the number of cases which were dealt with by way of full investigation had decreased which was to be expected with the new procedures. With the Government lockdown due to COVID-19 the number of incidents which the police were dealing with had dropped and therefore interaction with members of the public had decreased with the number of complaints dropping to those of a more minor nature.

AGREED: That, the report be noted.

21. OPCC COMPLAINTS AND QSPI

The OPCC Governance Manager presented two reports the first outlined complaints dealt with by the OPCC and the other regarding areas of dissatisfaction which members of the public had contacted the Commissioner about.

From the 1 April 2019 to 31 March 2020, the OPCC had received no complaints regarding the Police and Crime Commissioner and five complaints in relation to the Chief Constable. All of the complaints had been dealt with by way of an 'on the spot resolution' providing an explanation to the complainant. Of those that had been appealed to the IOPC, none had been upheld. There were currently no outstanding complaints about the Chief Constable, Mrs Michelle Skeer. No complaints had been received regarding any member of OPCC staff.

From 1 February 2020 the OPCC had become the appropriate authority to deal with complaint reviews relating to complaint cases dealt with as 'Recorded-No Investigation'. The Panel were advised that the current figures had been included within the Constabulary's report to afford them the ability to compare numbers. They were advised that going forward this information would be included within the OPCC report. As part of the new regulations any complaint investigations being carried out by PSD which were 12 months or over must be reported upon to the OPCC and for every 6 months thereafter until its conclusion. This information would be included within the Constabulary's Integrity report to the Panel.

In 2019 the OPCC had received a total of 435 notifications of dissatisfaction from members of the public regarding policing matters, up to 31 March 2020 the OPCC had received 101 cases.

The issues raised in the first part of 2020 were very broad ranging with the top five being:

- Police Resources/Police Service (46)
- Transport Issues (26)
- Miscellaneous (22)
- 101 (14)
- COVID-19 (9)

Issues relating to the police service being received by members of the public were wide ranging with the most common being that they were not kept updated in relation to an incident or

ongoing matter. Often the OPCC would arrange for a local officer to meet and speak with the individual to attempt to resolve the issues raised.

Transport issues covered a broad range of concerns including anti-social driving, speeding, general driving issues, damage to vehicles, parking issues, abandoned vehicles and cyclists on pavements. The OPCC would arrange for officers to use the information provided as part of local policing plans and patrol strategies.

Issues regarding 101 had increased during the first three months of 2020 and were mostly attributed to the length of time it took for members of the public to be connected to the 101 service. Each concern was looked at to identify what the waiting times were at the time of the call and they were informed of the alternative methods by which they could contact 101 such as via email.

Several members of the public had contacted the OPCC in relation to the COVID-19 lockdown guidelines. Some were reporting issues, but many were seeking clarification of the guidance in relation to their specific circumstances. As of 29 April 2020, the OPCC had received 43 communications in relation to COVID-19. These were responded to enforcing the Government and Constabulary's messages about the guidance.

As could be seen from the report the OPCC worked with the Constabulary to address the issues and concerns raised to make a difference to their situation. During the COVID-19 lockdown the Police and Crime Commissioner ensured that any enquiries or concerns received by members of the public were dealt with as soon as possible to enable up to date information to be provided.

AGREED; that, the reports be noted.

22. UPDATED CASE SAMPLE PROTOCOL

Following the introduction of the new complaint and misconduct regulations from 1 February 2020, the Governance Manager presented an updated case sample protocol that the Panel would use for their agreed dip sample sessions. As part of the Panel's annual work programme they carried out dip samples for complaints, police officer and police staff misconduct and grievances.

The updated protocol recognised the changes to the procedures and working practices surrounding this area of business. Appended to the protocol were revised and updated checklists that the Panel members would use during the dip samples sessions.

The Governance Manager wished to thank staff within the Professional Standards Department for their assistance in updating the protocol to reflect the changes in legislation. The Panel thanked the Governance Manager for updating the document and were happy with its revised content.

AGREED; that, the Case Sample Protocol be received.

23. COVID-19 REGULATIONS

New policing powers had been introduced as part of the Government's COVID-19 lockdown, to ensure that members of the public adhered to the safety advice and requirements. DCC Webster stated that the Ethics and Integrity Panel played an important part in the Constabulary's legitimacy and with the introduction of the new powers it was important that these were applied consistently and only when absolutely necessary.

A discussion took place on how the Panel could provide an oversight into the application of these powers. It was agreed they would carry out a dip sample of the Fixed Penalty Notices issued by the Constabulary over the past few weeks. In light of the OPCC receiving a number of communications in relation to COVID-19 it was felt that samples of these should also be presented. These would be provided to the panel electronically and a feedback session was arranged for 18 May 2020.

Meeting ended at 12:15 pm

Signed: _____ Date: _____
Panel Chair

Ethics and Integrity Panel



Title: Police Officer Recruitment

Date: 4 August 2020

Agenda Item No: 06

Originating Officer: Kate Ruddick, HR Manager

CC:

Executive Summary:

This report provides an update on Operation Uplift in relation to Police Officer Recruitment within Cumbria Constabulary.

Recommendation:

That, the Panel note the report.

1. Intakes

The Constabulary have the following intakes planned for the financial year 2020-2021:

- 26 May 2020 - Course B20 Degree Holder Entry Programme – x 20 students
- 27 July 2020 - Course D20 Police Constable Degree Apprenticeship - x 18 students
- 26 October 2020 - Course B20 Degree Holder Entry Programme – x 18 students
- 07 December 2020 - Course D20 Police Constable Degree Apprenticeship - x 18 students
- 15 March 2021 - Course B20 Degree Holder Entry Programme – x 18 students

At the time of writing this report, the Constabulary have sufficient candidates in the pipeline to facilitate these intakes. This is subject to a number of external factors such as:

- Availability of online assessment places
- Candidates passing medical and vetting checks

In relation to the current number of applicants in the pipeline the Constabulary have the following:

- Degree Holder Entry Programme – 145 Applicants
- Police Constable Degree Apprenticeship – 163 Applicants

2. Recruitment / Attraction

Advertisement of both recruitment programmes has continued throughout the year. The Constabulary have seen an unprecedented number of applications throughout the “lockdown” period. At the time of writing 344 applications have been received since 23rd March 2020. It should be noted however that there has been a higher failure rate at the first interview stage of the process.

The Constabulary are also planning a new recruitment campaign in September 2020 for a new Degree Holder Entry Programme specifically tailored towards Detectives. It is envisaged this intake will be in April 2021. It is anticipated based on similar programmes in other Forces that this will also attract high volumes of candidates.

3. Amendments to process – COVID 19

Due to COVID 19, there have been some significant changes to the police officer recruitment process namely:

- Transfer to an electronic application form which can be emailed by candidates
- Telephone interviews – soon to be video interviews
- Online Assessment to temporarily replace SEARCH National Assessment Centre
- Medical process streamlined, now a telephone consultation and no standard requirement for GP Records (unless determined by Occupational Health)
- Biometric testing transferred to a Custody Suite
- Fitness tests conducted after candidates start (declarations must be completed prior to candidates starting)

The above amendments are to remain until at least the end of September 2020 in line with College of Policing guidance. It is evident that some of these amendments have allowed for a more efficient process for the Constabulary and the candidate.

4. Positive Action Initiatives

A Positive Action Team has now been fully established, which is chaired by a Uniform Sergeant and the Constabulary’s Diversity Manager. As part of this process any applications are sent straight from HR to the team. They are assigned a mentor immediately and guided through each stage of the process via direct individual contact from their mentor. Bi-weekly meetings are being held to discuss the progress of existing candidates and explore any further initiatives to assist in the recruitment of additional candidates.

Additional initiatives have also been introduced including targeting relevant communities with tailored recruitment materials and online events (due to be scheduled). There has been an increase in the number of BAME applications received over the past six months.



Ethics and Integrity Panel

Annual Stop and Search Report – 1 April 2019 – 31 March 2020

Date: 03 August 2020

Agenda Item No: 08

Originating Officer: Inspector Gemma Hannah

Executive summary

The total number of stop and searches has increased across the constabulary when compared to 2018/2019 data from the same period.

From 1st April 2019 until 31st March 2020 (2019/2020) the Constabulary completed 2,119 stop searches of people and vehicles.

This is compared to 1,740 searches in 2018/2019.

The majority of these searches, 897, were completed in the West TPA.

In September 2018 the Constabulary introduced Proactive Teams in each of the three TPA’s. These teams give us the capability to link into the Force Tasking and Coordination process and enable officers to proactively tackle county lines and rural crime. This includes the tactic of stop and search. A proportion of the recorded searches were relating to specific Operations such as Operation Lantern (rural crime) and Lectern (county lines).

A disproportionate number of the searches undertaken have been carried out by officers from the proactive Teams.

Arrest rate is still considered a marker of success.

The number of searches resulting in arrest across the constabulary has increased to 343 compared to 328 in 2018/2019.

Total number of positive outcomes (including summons, cannabis warnings, FPN etc.) has also increased and is now 523 compared to 490 in 2018/2019.

The total number of Positive Outcomes that Match Reason for Search has also decreased marginally by only 5 searches which is negligible.

This data showing the positive outcomes which match the reason for search, demonstrates an application of more targeted and specific use of stop and search powers which is linked to priorities raised at tasking and coordination meetings such as rural crime and county lines drug trafficking.

Whilst the total number of searches has increased and the number of positive outcomes has increased the percentage of positive outcomes as a proportion of searches undertaken has decreased slightly.

One of the reasons for this is likely to be a result of tackling rural thefts and whilst the use of stop and search as a tactic to prevent and detect crime is valid, it can be difficult to identify offences such as going equipped for theft. Given that rural thefts often involve the theft of quad bikes and all-terrain vehicles the use of stop and search whilst valid is ultimately likely to result in a reduced number of positive outcomes.

These decreases will be monitored moving forward.

There are significant differences in the data across the three TPA's.

The West completed the most stop and searches with a total number of 897 in the 12 month period.

This is in comparison to 662 in South TPA, and 560 in the North.

The West saw a significant number of searches in the months of October 2019, 117, and March 2020, 102.

This coincides with Operation Earnest, an operation regarding county lines in the Moorclose area in October.

22 of these searches in October resulted in a positive outcome.

The arrest rates and positive outcome rates vary across the county also.

	West	South	North
Number of arrests	121	117	105
Arrest Rate	13.49%	17.67%	18.75
Positive outcome rate	21.07%	25.68%	29.9%

When looking at the “find rate” or positive outcome that matches the reason for the search there is a slight difference across the county.

- West – 16 % of all searches 2019/2020 had a positive outcome which matched the reason for the search.
- South – 19% of all searches 2019/2020 had a positive outcome which matched the reason for the search.
- North – 22% of all searches 2019/2020 had a positive outcome which matched the reason for the search.

The main reason for searching continues to be misuse of drugs, in particular possession followed by supply of drugs and then offensive weapons.

National Picture

DCC Adrian Hanstock remains the National lead for stop and search.

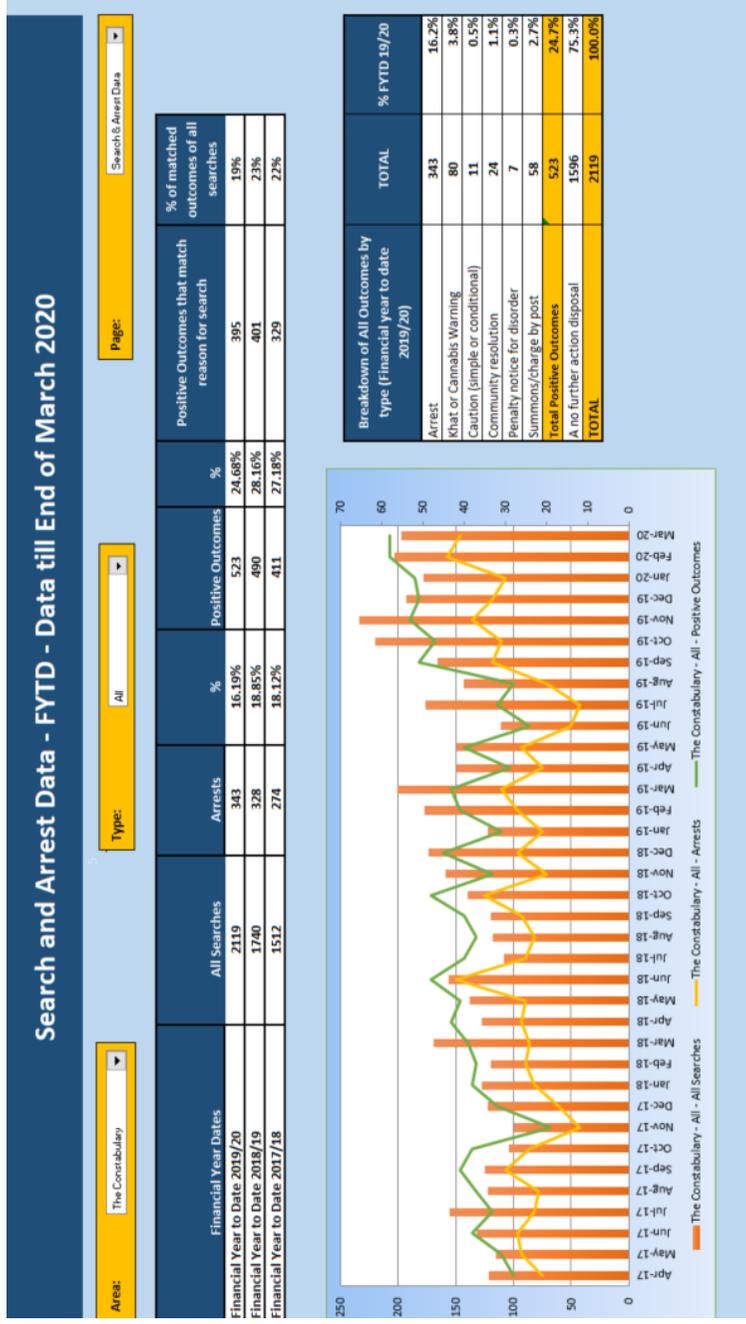
There has been very little information forthcoming regarding stop and search from a National point of view.

In 2019 Section 60 powers were relaxed as a pilot and forces were able to decide if they wished to change the level of authorisation from ACC. The constabulary made the decision to change the level to Superintendent and allow Inspectors to authorise for urgent cases.

The Constabulary have been asked to provide our Section 60 data to the Home Office in light of the pilot which relaxes the powers and who can authorise them.

The Constabulary reported a nil return having not utilised Section 60 in the 2019/2020 period.

Constabulary search and arrest rate 2019/2020



Constabulary Year to Date

Volume of All Searches: From 1st April 2019 until 31st March 2020 there have been 2119 searches of people and vehicles which have taken place. This is compared to 1740 which were conducted in the same period in 2018/2019.

The majority of the searches have been person searches with 176 vehicle only searches taking place.

As stated above the number of arrests, which can be seen as a marker of success, have increased to 343 compared to 328 the previous year.

The proportion of those searches which resulted in arrest has decreased slightly to 16.1% compared to 18.8% the previous year and 18.1% in 2017/2018. This is something that moving forward we need to monitor as the number of searches completed increase.

The number of searches with a positive outcome has also increased to 523 compared to 490 the previous year.

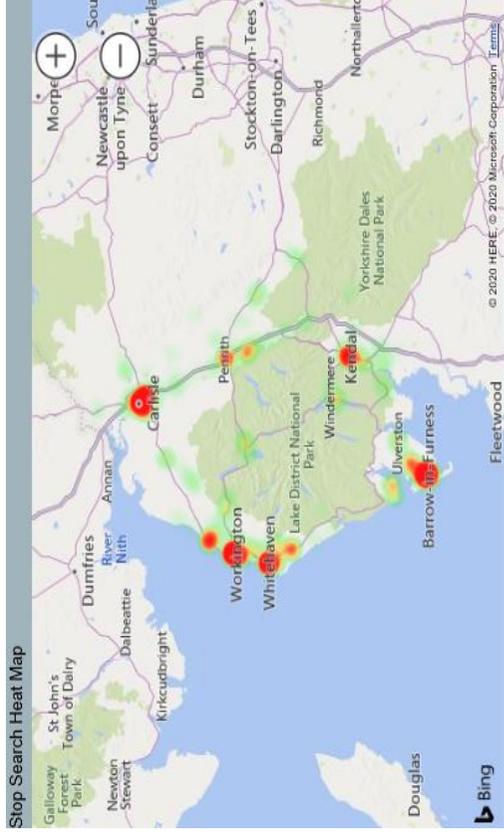
The percentage of searches resulting in a positive outcome has dropped slightly by just under 3.5% which in essence was 5 searches.

The months in which the most searches were completed were October and November 2019.

Power BI tool

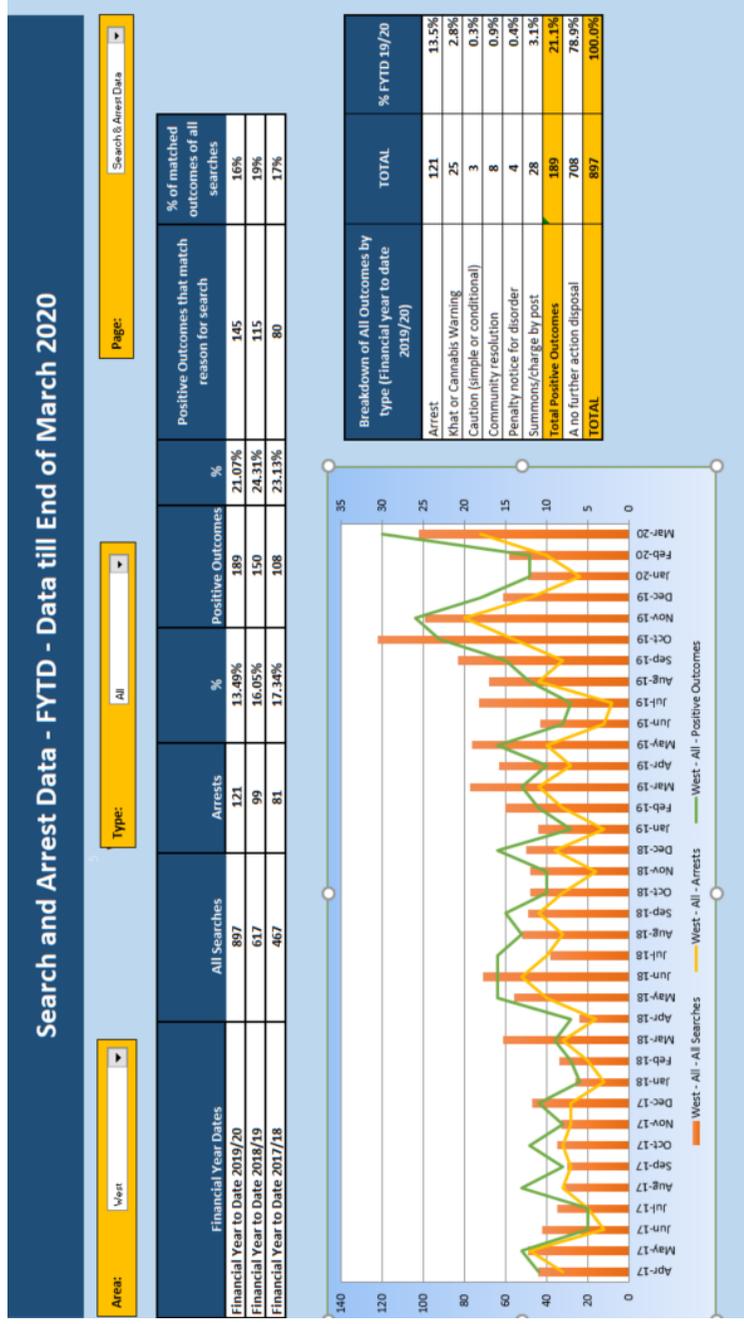
The most common reason for searching was under the Misuse of Drugs Act. 1482 stop and searches were conducted using this power across the Constabulary with a positive outcome rate of 24.3%.

The new Power BI stop and search tool shows a heat map in which it is clear that the majority of stop and searches in relation to drugs are conducted in the largest towns and city within the Constabulary.



There were 210 searches conducted searching for weapons and the positive outcome rate for those searches was 21.4%.

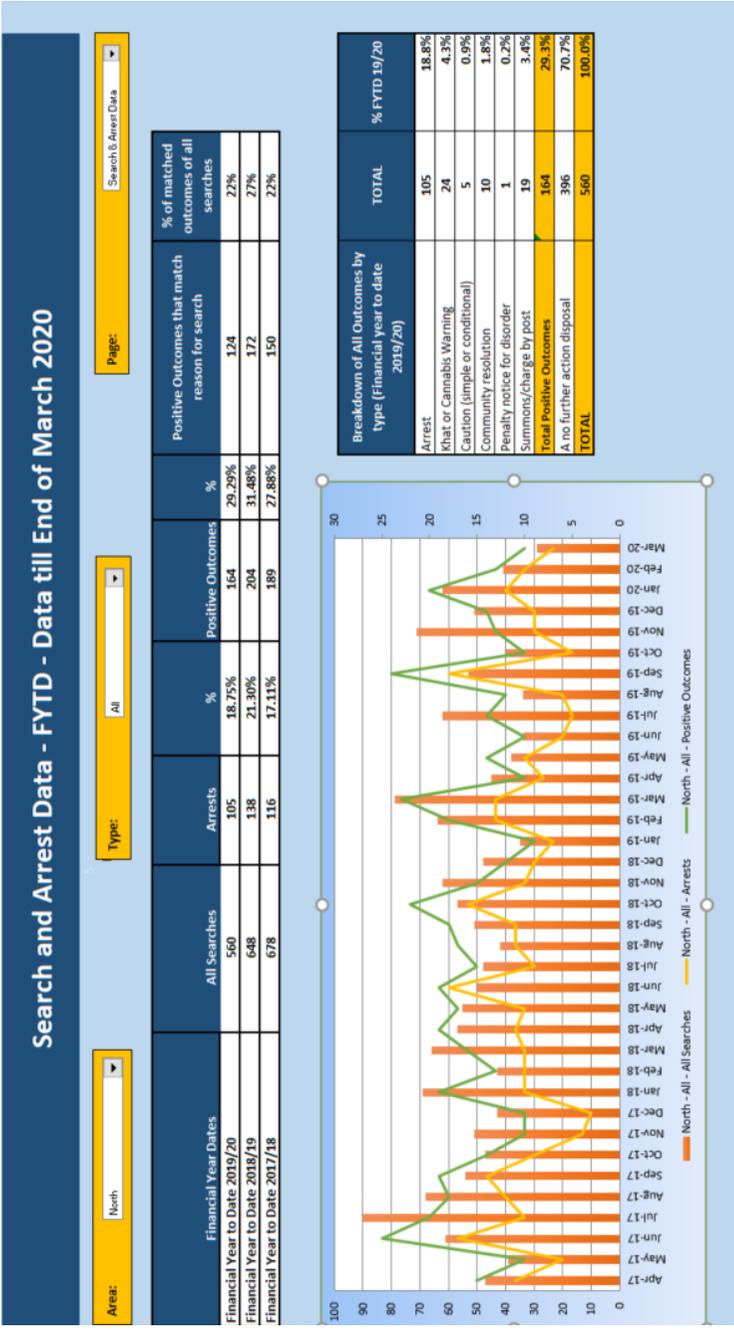
Search and arrest data West 2019/2020



Search and arrest data South 2019/2020



Search and arrest data North 2019/2020



Stop & Search External Scrutiny

An external scrutiny panel came together to review stop and search records at Durranhill police station on 6th February 2020.

The panel consisted of 6 members from the community that had volunteered to meet and receive a brief training session and review some stop and search records and body worn video footage.

The 22 cases were picked at random by the panel members.

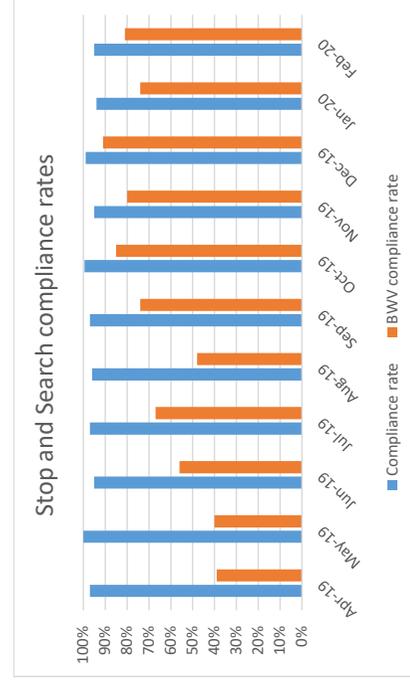
The feedback was generally positive and the minutes of the meeting can be located on the stop search page on the intranet and have also been uploaded to the external website along with a terms of reference.

Panel members felt that in some cases more information was required on the record to justify the reasons for the search. They also wished to see more members of the BAME community represented on the panel. This is something that we recognise as an been an issue and are looking at ways to expand the panel moving forward.

The North Cumbria Police cadets also completed a scrutiny session reviewing stop and search records. None of the cadets had any experience of being stopped and searched by the police but engaged well in the session.

The next scrutiny panel is due to take place at the beginning of June but will be postponed under the current circumstances until later in the year.

Compliance and Body worn video



During 2019/2020 the Business Improvement Unit have quality assured every stop and search record checking for compliance regarding legitimacy of the search and grounds for searching. Since April 2019 the compliance rate been consistently high, dipping no lower than 94% in January 2020.

The compliance rate for using body worn video when conducting a stop search has been less consistent. After a reminder to officers in August 2019 the use of BWV increased from 48% to 85% the following month. Since then we have seen highs of 91% in December 2019 however recent data shows a reduction to 74% in January 2020 and needs continued monitoring. Due to the COVID 19 crisis this is currently on hold however I would recommend it is continued once the BIU are back open for business.

Constabulary Age and Ethnicity data

Officer Defined	Current Month		Financial Year to Date			
	Searches	Population Per 1000	Searches	Population Per 1000		
Klan	2	4066	0.49	19	4066	4.67
Black	1	579	1.73	14	579	24.18
Mixed	0	2504	0.00	0	2504	0.00
Other	0	452	0.00	8	452	17.70
White	175	492257	0.36	1902	492257	3.86
Not Stated	0			0		
Vehicle	19			176		
All	197	499858	0.39	2119	499858	4.24

Significance Testing - Year to Date			
Searches	Population	Per 1000	Index
White	1902	492257	3.86
All Minority	41	7601	5.39
Klan	19	4066	4.67
Black	14	579	24.18
Mixed & Other	8	2956	2.71

Significance Testing - Year to Date			
Searches	Population	Per 1000	Index
White	1902	492257	3.86
All Minority	41	7601	5.39
Klan	19	4066	4.67
Black	14	579	24.18
Mixed & Other	8	2956	2.71

Self Defined	Mar-19	Mar-20	Change	FYTD 18/19	FYTD 19/20	Change	FYTD Positive Outcomes	% Positive Outcomes
A1	0	1	-1	6	5	1	2	40%
A2	2	0	2	5	4	1	3	75%
A3	0	0	0	1	2	-1	2	100%
A3	0	0	0	1	2	-1	2	100%
A3	0	0	0	1	2	-1	2	100%
A3	0	0	0	1	2	-1	2	100%
B1	1	1	0	6	5	1	2	40%
B1	1	1	0	7	4	3	0	0%
B2	0	0	0	4	0	4	0	0%
B9	0	1	-1	3	6	-3	2	33%
M1	0	0	0	2	3	-1	2	67%
M2	0	0	0	0	0	0	0	0%
M3	0	0	0	1	2	-1	1	50%
M9	1	0	1	5	0	5	0	0%
O1	1	0	1	1	1	0	0	0%
O9	0	0	0	2	0	2	0	0%
W1	165	164	1	1492	1790	-298	409	23%
W2	0	3	-3	5	15	-10	4	27%
W9	4	3	1	23	31	-8	6	19%
N5	10	5	5	61	75	-14	23	31%
Vehicle	16	19	-3	116	176	-60	67	38%
All	201	197	4	1740	2119	-379	523	25%
total BaME	6	3	3	43	32	11	14	44%
% BaME	3.35%	1.71%	75.00%	2.72%	1.67%	-3.33%	3.17%	189%

Age Breakdown	Mar-19	Mar-20	Change	FYTD 18/19	FYTD 19/20	Change	Positive Outcomes	% Positive Outcomes
Under 18	16	39	-23	198	305	-107	57	19%
18-30	74	57	17	706	676	30	189	28%
31-40	39	31	8	338	409	-71	90	22%
41-50	25	31	-6	178	264	-86	64	24%
51-60	10	7	3	60	60	0	11	18%
61+	1	0	1	11	12	-1	1	8%
Unknown	20	13	7	133	217	-84	44	20%
All	185	178	7	1624	1943	-319	456	23%

Ethnicity

The data shows no significant trends in relation to ethnicity. It shows a slight reduction of searches of people from a BAME background with 43 in 2018/19 and 32 in 2019/2020.

There has been no identified reason for this slight decrease.

Children

It shows that in 2019/20 FYTD we have searched 107 more children (under 18) than the previous year with a total of 305 children being searched. This is a significant increase.

The highest number of young people were searched in the West TPA, with a total of 134 compared to the 92 in the South and 79 in the North. In October and November alone there were 87 children stop and searched with the 45 of those searches taking place in West TPA. This is much higher than other months. This falls in line with their county lines Operation Earnest and youth violent crime within Workington that was taking place at that time.

We are now in the process of rolling out Child Centred Policing Teams in each of the TPA's. They now will have responsibility for monitoring the stop and search of children. When a child is stop and searched the officer must consider the circumstances in which they have been located. They must consider any vulnerabilities and the safety of the child. If the child is deemed at risk in any way then they should be returned home where possible.

Due to the intrusive and crime related nature of a stop and search the incident will automatically trigger a response of a telephone call/home visit that will be completed by the Child Centred Policing Teams, with the young person and their family within 72 hours to identify any underlying vulnerabilities or intervention opportunities.

Repeat searches

Over the 12-month period 2019/2020, 226 x individuals have been Stop & Searched more than once. However the real figure may be slightly less because some individuals appear more than once due to name spelling and date of birth errors. The most times a person was searched during this period is 5. This is a white male nominal from West TPA who is linked to drugs, alcohol and anti-social behaviour. There are no significant trends.

Searches by officer

The most searches conducted by an individual officer in 2019/2020 (01/4/19-31/03/20) was 75.

The top 4 officers completing the highest number of stop and searches during this period were all West Proactive Team officers. This links with Operation Earnest which they have been engaged in. We would expect to see a disproportionate number of searches conducted by proactive team officers where stop and search is used as a valid tactic in the prevention and detection of crime.

Professional Standards Department



Public Complaints



- Deliver a complaints system that is effective and accessible
- Support complainants through the Complaints System
- Inspire greater public confidence in the police complaints system

Conduct



- Investigate conduct matters thoroughly and expeditiously in line with current legislation and guidance
- Provide a transparent service to both the Officers subject to investigations and the wider Constabulary and partners, such as the IOPC/OPCC
- Identify and share Learning and Best Practice

ACU Intel



- Data Disclosure
- APS/APIER
- Vulnerability (Associations, Business Interests/ Secondary Employment)
- Substance Misuse

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Public Complaints Purpose and Background



- Complaints from members of the public with regard the actions and conduct of Police Officers and Staff are currently recorded centrally through the Professional Standards Department (PSD).
- The range of the data for this quarterly report is from 1 April to 30 June 2020.
- Data extracted utilises information from Cumbria Constabulary ICT systems which includes Centurion, the PSD case management system.
- In reviewing information, in addition to Constabulary systems, regard is given to partner agencies including the Independent Office for Police Conduct (IOPC).
- A Public Complaint is any expression of dissatisfaction with a police force that is expressed by or on behalf of a member of the public. Each complaint may consist of one or more specific allegation. Complaint allegations are broken down into a number of categories to assist with recording and analysis. Following the introduction of the new regulations (01/02/2020) all complaints are logged, and unless dealt with "There and Then" within Area are handled by staff within PSD. This can be via immediate Service Recovery (Listen – Say Sorry – Fix It), Reasonable and Proportionate (R&P) enquiries or an Investigation.
- The IOPC uses this data to understand how forces handle public complaints and to assess trends.

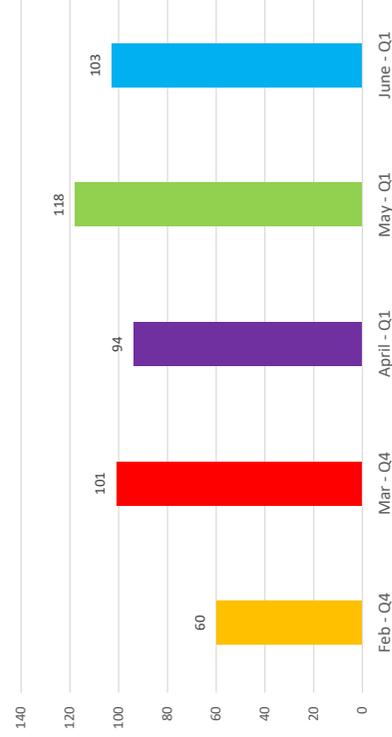
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Public Complaints: Complaint Cases and Allegations – Current Quarter



Complaint Allegations - 2020 Regulations
Feb-Jun 2020



The graph shows the total complaint **allegations** per month made under the 2020 Regulations for the current quarter Q1 and part of the previous quarter Q4.

The average number of allegations per month are outlined below:

Q4	Feb - Mar Average = 80.5
Q1	Apr - Jun Average = 105
Q1 & Q4	Combined Average = 95

April shows a decrease compared to March. May shows an increase on April followed by a decrease in June.

The first few weeks of lockdown saw a decrease in complaints hence the reduction in allegations in April.

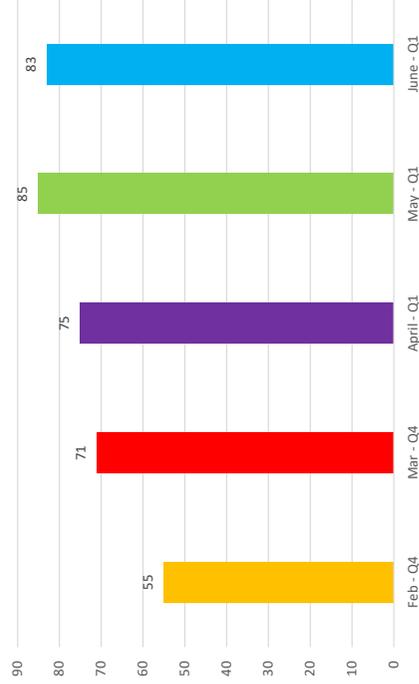
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Public Complaints: Complaint Cases and Allegations – Current Quarter



Complaint Cases - 2020 Regulations
Feb-Jun 2020



The average number of cases per month are outlined below:

Q4	Feb - Mar Average = 63
Q1	Apr - Jun Average = 81
Q1 & Q4	Combined Average = 74

Note that the number of cases in April did not show the decrease as seen with the number of allegations in April.

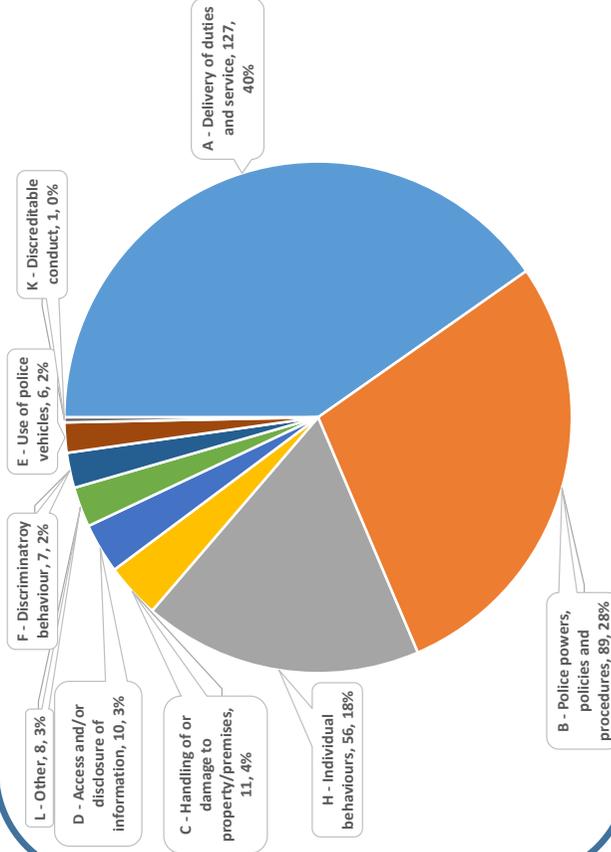
During May and March there were on average 1.4 allegations per case compared to 1.25 allegations per case in April and June.

The new regulations are still being embedded and reviewed regularly.

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Public Complaints: Complaint Cases and Allegations - Types



The chart shows the complaint allegations recorded by group type for this quarter. The new 2020 Regulations consist of 46 types of allegations making up 11 allegation groups [Appendix 1](#)

A - Delivery of duties and service remain the most common type of complaint under 2020 regulations. This category has however seen a *decrease on Q4 falling from 57% to 40% this quarter.*

B – Police powers, policies and procedures remain second most common type of complaint. This category has seen an *increase from 20% in Q4 to 28% in Q1.*

H - Individual behaviours remain third most common type of complaint. This category has seen an *increase from 9% in Q4 to 18% in Q1.*

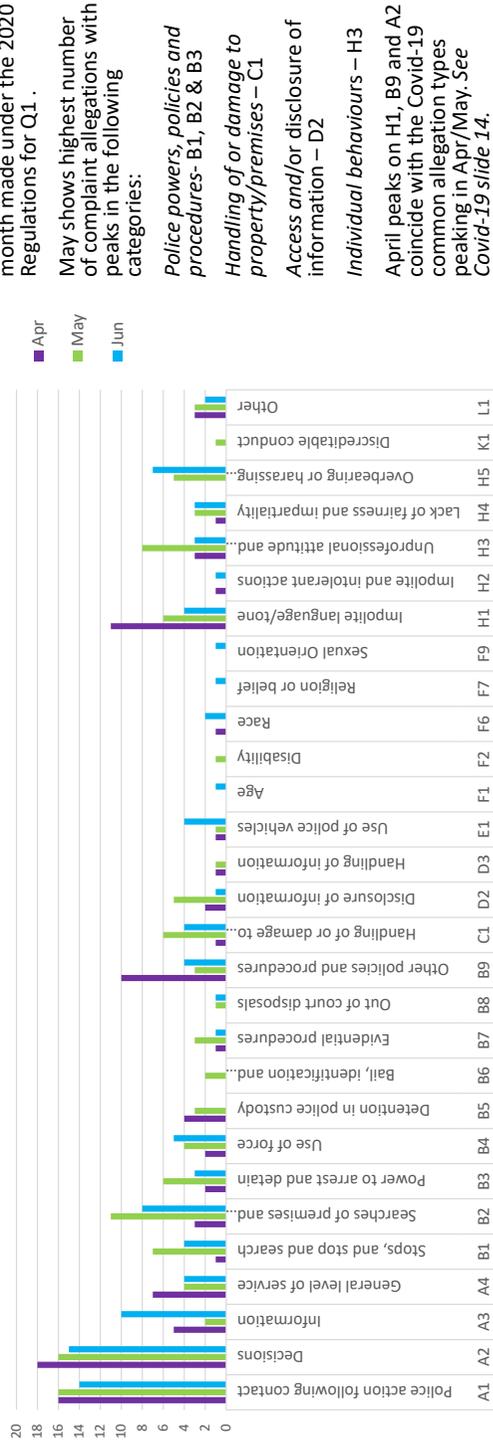
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Public Complaints: Complaint Cases and Allegations – Types

Complaint Allegations – Type/Month Q1



The graph shows the total complaint **allegations** per month made under the 2020 Regulations for Q1 .

May shows highest number of complaint allegations with peaks in the following categories:

Police powers, policies and procedures- B1, B2 & B3

Handling of or damage to property/premises – C1

Access and/or disclosure of information – D2

Individual behaviours – H3

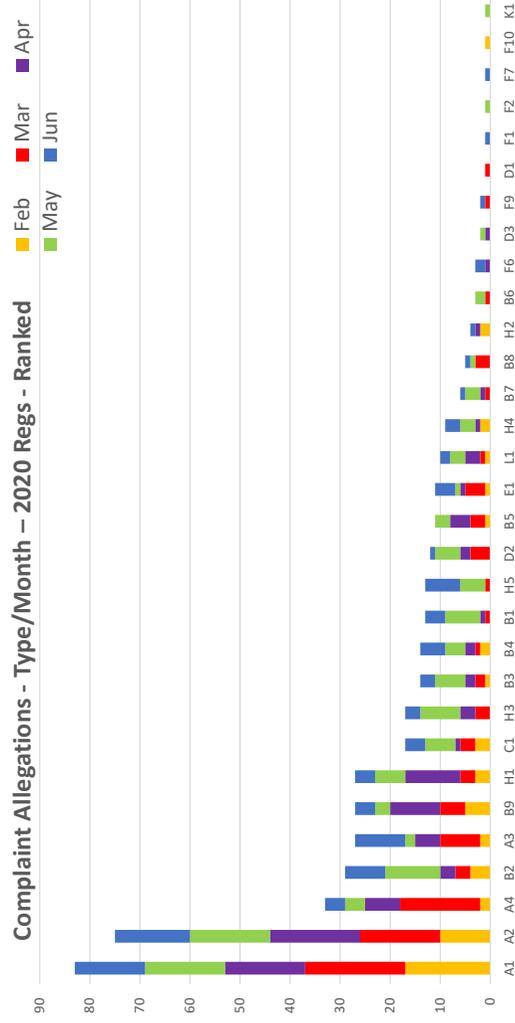
April peaks on H1, B9 and A2 coincide with the Covid-19 common allegation types peaking in Apr/May. See *Covid-19 slide 14*.

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Public Complaints: Complaint Cases and Allegations – Types

Complaint Allegations - Type/Month – 2020 Regs - Ranked

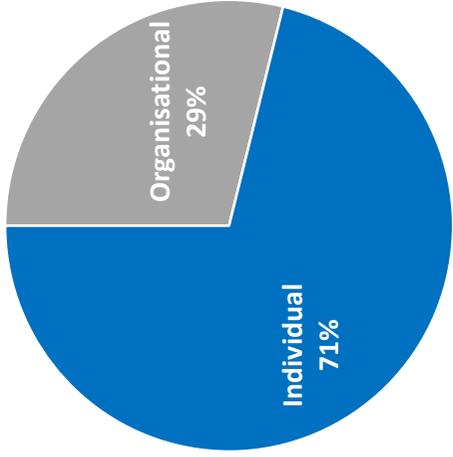


The graph shows complaint **allegations** per month made under the 2020 Regulations for the current quarter Q1 and part of the previous quarter Q4. These are ranked in order of most common complaint type.

Appendix 1 – 2020 Regulations

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Public Complaints: Complaint Cases and Allegations – Types



Complaint allegations fall under two categories. These can be split into Organisational allegations logged/recorded against the organisation (force) and individual allegations which are attributed and logged/recorded with a named individual officer/staff member.

The new regulations have a greater emphasis on recording under Organisational where appropriate.

For complaints per Area see [Appendices 2-4](#).

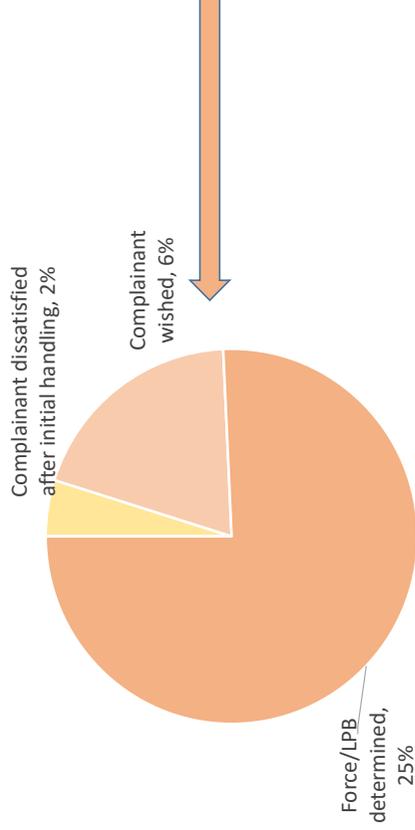
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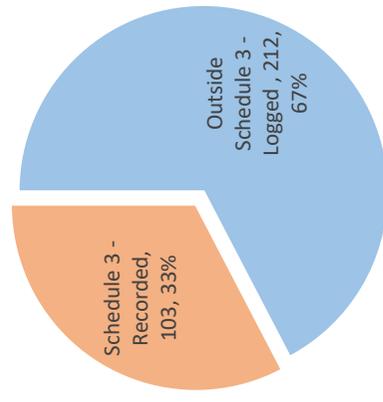
Public Complaints: Complaint Cases and Allegations – Types



Reasons for Schedule 3 Recording % of all Q1 Complaint Allegations



Complaint Allegations Logged vs Recorded



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Public Complaints: Complaint Cases and Allegations - Results



The below chart shows the complaint allegation results per month for this quarter, live cases also included for information.



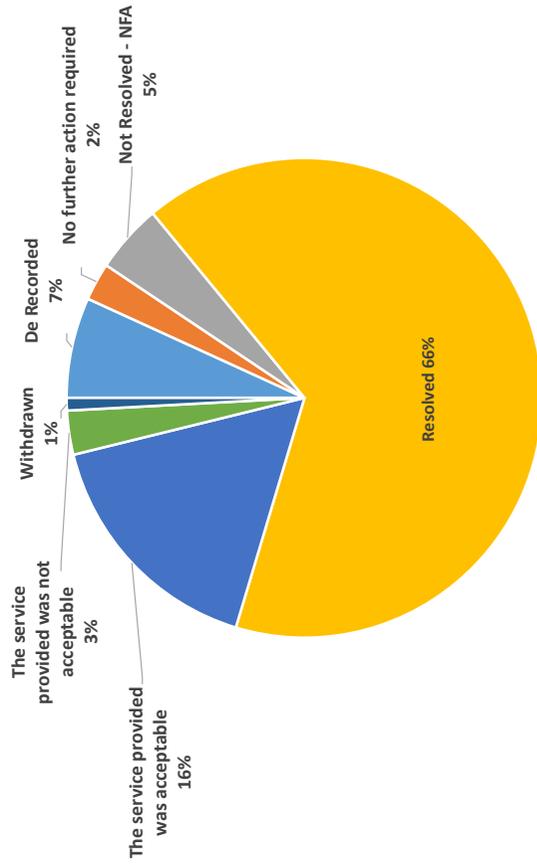
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Public Complaints: Complaint Cases and Allegations - Results



The below chart shows the outcomes of the complaint allegations which have been finalised this quarter.



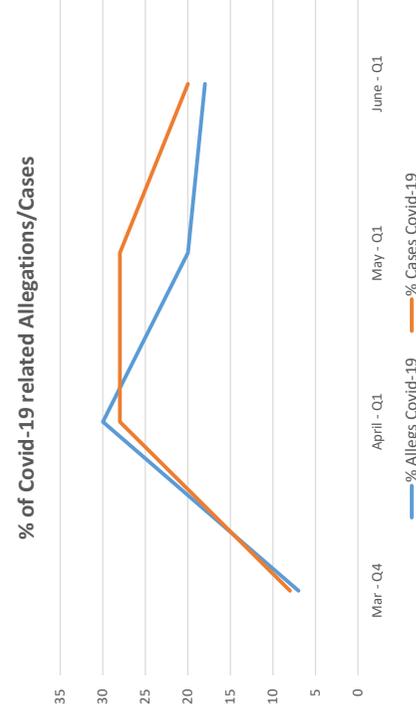
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Public Complaints: Complaint Cases and Allegations – Local/National Issues



The graph shows the complaint allegations and cases which have, at least in part, been made due to factors relating to Covid-19. These complaints have been made force wide and have varied, including individuals attending holiday/second homes being asked to leave the area as per national guidance to complaints regarding officers not wearing PPE.



The % of Covid-19 related allegations peaked in April with nearly a third of all complaint allegations sighting Covid-19, with over a quarter of cases relating to at least one Covid-19 allegation in April and May. The % of allegations and cases linked to Covid-19 at the end of the quarter are showing a downwards trend, albeit they are still making up a fifth of the complaint allegations.

The types of complaints in Q1 relating to Covid-19 correlate with the ranking of the Q1 allegation types, in order, and with the most quoted reason for the allegation per category:

- A A2 Decisions
- B B9 Other policies and procedures
- H H1 Impolite language/tone
- H3 Unprofessional attitude/respect

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Public Complaints: Logs, Crimes and Custody Overview



- There were **243** cases logged in the current quarter and **315** allegations logged under 2020 Regulations. The below table outlines the numbers of logs, crimes and custody attendances this quarter. The number of logs has increased in Q1 compared to Q4, however, the crimes recorded and custody attendances (particularly voluntary attendance) have decreased in Q1 compared to Q4.

	Incident logs	Crimes	Custody (ex VA)	Voluntary Attendance (VA)	Total Custody
April	7115	2163	569	41	610
May	8216	2653	776	77	853
June	7414	2782	748	123	871
Total	22745	7598	2093	241	2334

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Public Complaints: Performance



Case completion performance for cases completed in Q1

Case Completion Time	Number of Cases	Average number days to complete
<=30 days	212	2
<=60 days	11	41
<=90 days	4	74
<=120 days	4	103
>120 days	6	260

90% cases are completed in less than 30 days, with average time being only 2 days

Note no IOPC figures comparing force performance expected until Autumn 2020

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Complaints :



Priority Issues

- Complaint allegations and cases have seen an overall uplift in this quarter (Q1 2020-2021) compared to last quarter (Q4 2019-2020). However, Q1 is the first quarter solely under 2020 Regulations, the previous quarter was split between the 2012 and 2020 Regulations; an uplift was expected. The number of cases has increased month on month (Feb-May) from the implementation of the 2020 Regulation followed by a slight decrease in the 5th month (Jun).

- The most common type of complaint allegations fall under **A1 Police action following contact** and **A2 Decisions** (A -Delivery of duties & service); this is similar to previous Q4.



- The area with the most complaints remains as North (North comprises of North TPA as well as HQ). The most complaints relate to North-TPA followed by South, West and then North-HQ. Most common types of complaints for all areas are **A2 Decisions** followed by/or equal to **A1 Police action following contact**, North, South and West have the same combined numbers for both with HQ slightly less. North does however show two other higher peaks of complaints not mirrored to the same extent in the other areas, **B2 Searches of premises and seizure of property** and **H1 Impolite language/ tone** [Appendices 2-4](#)

- Lessons Learnt** (18) - Organisational (5) and Individual (13) – show a range of allegation types/groups under both 2012 and 2020 Regulations. Common lessons concern the *Investigation Process -Other neglect or failure on duty (Unprofessional Conduct – 2012 Regulations)*. 5 lessons (3 Organisational and 2 Individual) concerned the same single complaint from 2018. Noted that the majority of lessons relate to young in service officers. [Appendix 9](#)

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Complaints :



Discovery/Emerging Issues

-  Nearly a third of complaints are being logged/recorded as Organisational which follows the emphasis of the new 2020 Regulations. *Systems are being adapted to allow complaints to be logged as Organisational by Area in the next quarter to allow for further analysis of this data.*
- SLT's are being consulted on how best to circulate learning in relation to Public Complaints as the majority are now dealt with by staff within Professional Standards meaning that Area may no longer be aware of possible trends with their staff.
- Complaints are being dealt with swiftly with 90% completed on average within 2 days. Complaints under the 2020 Regulations are mostly dealt with outside of Schedule 3 (67%). From the 33% recorded under Schedule 3, 25% were recorded due to force determination; only 2% recorded due to complainant being dissatisfied with the original handling of their case outside of Schedule 3. The majority of complaint allegations were resulted as Resolved (66%) this quarter.
- The % of Covid-19 related complaint allegations peaked in April with nearly a third of all complaint allegations sighting Covid-19. In April and May over a quarter of cases related to at least one Covid-19 allegation. The % of allegations and cases linked to Covid-19 at the end of the quarter are showing a downwards trend, albeit they are still making up a fifth of the complaints.

Learning and Development

-  The new Police Complaints and Conduct Regulations came in on 01/02/20. The new processes continue to be embedded and reviewed on a monthly basis with learning disseminated across the Constabulary.
- Training for Staff Investigators to PIP level 1 is continuing, with one Investigator progressing her portfolio and another due to attend the relevant courses when Covid-19 guidance allows.

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