Cumbria Office of Police and Crime Commissioner

**Cumbria Police and Crime Commissioner (PCC) response to inspections of Cumbria Constabulary published by Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS)**

*Section 33 of the Police Act 1996 (as amended by section 37 of the Policing and Crime Act 2017) requires local policing bodies to respond to recommendations in inspectors reports within 56 days.*

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| **Inspection Title:** | **PEEL 2021/22 – An inspection of Cumbria Constabulary** |
| **Date Published: 28/04/2022** | Response required by 23/06/2022 |
| **Type of Inspection:**  | National Inspection  |
| **Key Findings**  |
| PEEL is HMICFRS’s assessment of police forces in England and Wales. PEEL stands for Police Effectiveness, Efficiency and Legitimacy. This report sets out the findings for Cumbria Constabulary. |
| **Recommendations:**  |
| 1. AFI #22324 – The force must make sure that ethnicity is accurately recorded following stop and search activity, and that the data is analysed to help the force understand stop and search disproportionality.
2. AFI #22325 – The force must improve the workforce’s recording of use of force so that communities in Cumbria can have the trust and confidence that it is fair and proportionate.
3. AFI #22326 – The force must review its neighbourhood policing resourcing and deployment model to ensure that it can respond to current and future demand.
4. AFI #22327 – The force must review its neighbourhood policing abstraction policy and ensure that abstractions are effectively monitored.
5. AFI #22328 – The force should improve how it responds to non-emergency public calls for service and reduce the abandonment rate and wait times.
6. AFI #22329 – The force should make sure that call handlers give appropriate advice on crime prevention and the preservation of evidence.
7. AFI #22330 – The force needs to put in place appropriate governance and monitoring processes for the use and application of outcomes Leaders need to make sure the use of outcomes is appropriate and complies with force national policy.
8. AFI #22331 – The force should make sure that one-to-one conversations between managers and staff have sufficient focus on performance as well as being supportive and considerate to wellbeing.
9. AFI #22332 – The force should:
* Develop an up-to-date strategic assessment that will enable it to provide policing services that meet current and future demand.
* Make sure it has enough analytical capacity to review this strategic assessment regularly; and
* Make sure that financial plans, workforce, IT, estates and other corporate plans are all aligned to its assessment.
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| **PCC & Chief Constable Response to Report and Recommendation:** |
|  Cumbria’s Police and Crime Commissioner has welcomed the Police Efficiency, Effectiveness and Legitimacy (PEEL) Report following an inspection by Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS).Cumbria’s Police and Crime Commissioner Peter McCall said: “I welcome this report from HMICFRS. Peel inspections are an invaluable aid to me in holding the force to account by giving an independent technical expert assurance of force performance.” “I’m really pleased to see that we have received an “Outstanding” in managing sex offenders and high-level violent offenders, this is extremely important, keeping the public safe from potential harm. The force is graded as “Good” in investigating crime, developing a positive workspace, and protecting vulnerable people: these are the most important aspects of policing and protecting our communities.“This report is a reflection of the consistent hard work that the Constabulary achieves on a day-to-day basis to keep us all safe. I want to thank all Officers and civilian staff for their dedication and hard work that continues to keep Cumbria one of the safest counties in England and Wales.“Cumbria Police are at the forefront of developing technologies in policing and the report highlights some key innovative practices used by Cumbria, especially around the management of offenders including The Pathways Programme, funded by my office, and working with select perpetrators to identify the causes of their behaviour and reduce reoffending.“Further improvements to be made on the recommendations from the PEEL report will be considered and I will hold the Chief Constable to account on the recommendations identified. “Chief Constable Michelle Skeer said: “We welcome HMICFRS recent findings recognising the Constabulary as “Outstanding” in the management of sex offenders and high-level violent offenders and as “Good” in the areas of investigating crime and our work to keep vulnerable member of the communities safe.“The findings recognised that Cumbria Constabulary remains one of the top performing forces in the country for areas including domestic abuse arrests, charge-summons rates and ‘action taken’ outcome rates.“The force’s work to prevent and reduce crime, including partnership working and the innovative work officers are facilitating in communities, were also positively recognised.“Improvements to response times for answering non-emergency calls were identified as needing improvement. A call back system and a live-webchat facility have both since been launched, with positive results already being achieved. These facilities are in addition to reporting online via our website or calling 101.”The Commissioner’s recent Public Accountability Conference on 29th June had a focus on the outcome of the PEEL inspection and areas for improvement. The Commissioner sought assurance on action being taken in relation to the areas for improvement.AFI #22324 – The force must make sure that ethnicity is accurately recorded following stop and search activity, and that the data is analysed to help the force understand stop and search disproportionality.At the recent Public Accountability Conference, the Commissioner was advised the recording of ethnicity has improved significantly and was given assurance that there are internal checking and monitoring mechanisms in place to audit compliance. AFI #22325 – The force must improve the workforce’s recording of use of force so that communities in Cumbria can have the trust and confidence that it is fair and proportionate.In the recent Public Accountability Conference, the Police and Crime Commissioner was advised that “Use of Force” has been reviewed by the Constabulary and a recent audit found improvements in recording. It was reported that various mechanisms are being used to improve the recording of use of force, such as body worn video cameras.AFI #22326 – The force must review its neighbourhood policing resourcing and deployment model to ensure that it can respond to current and future demand.At the recent Public Accountability Conference, the Constabulary reported that improvements are being made around Neighbourhood Policing resources and deployment, including a planned performance framework. AFI #22327 – The force must review its neighbourhood policing abstraction policy and ensure that abstractions are effectively monitored.The Constabulary gave assurance that challenges around police officer abstractions are being managed and that an abstraction policy will be developed once some work is completed n relation to neighbourhood policing and its performance framework. AFI #22328 – The force should improve how it responds to non-emergency public calls for service and reduce the abandonment rate and wait times.The Constabulary reported on various ways in which it is working to improve the response to non-emergency calls. This includes the introduction of a call back system and live chat. AFI #22329 – The force should make sure that call handlers give appropriate advice on crime prevention and the preservation of evidence.The Police and Crime Commissioner was given assurance at the Public Accountability Conference that training, backed up by quality assurance processes will help to ensure this happens.AFI #22330 – The force needs to put in place appropriate governance and monitoring processes for the use and application of outcomes. Leaders need to make sure the use of outcomes is appropriate and complies with force national policy.The Police and Crime Commissioner was advised at the Public Accountability Conference relevant improvement actions and plans to improve crime recording and outcome allocation were being revised.AFI #22331 – The force should make sure that one-to-one conversations between managers and staff have sufficient focus on performance as well as being supportive and considerate to wellbeing.The Constabulary reported that it had introduced a Performance Development Review process for managers and staff with a clear focus upon performance management and accountability as well as continued focus on wellbeing and development.AFI #22332 – The force should:* Develop an up-to-date strategic assessment that will enable it to provide policing services that meet current and future demand.
* Make sure it has enough analytical capacity to review this strategic assessment regularly; and
* Make sure that financial plans, workforce, IT, estates and other corporate plans are all aligned to its assessment.

The Police and Crime Commissioner has been advised that the Constabulary is working through these number of recommendations, and that this is a focus for the force’s Executive Team. |