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Our reference: PZ

Date 27 May 2022

CUMBRIA POLICE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE

In line with the COVID-19 Government Guidelines the Police and Crime Commissioner's Public Accountability Conference will take place **remotely** on **Wednesday 29th June 2022**, at **13:00**.

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

If you would like to join the meeting as a member of the public or press, please contact Laura Milligan on laura.milligan@cumbria.police.uk you will then be provided with a copy of the dial in details. Following the meeting papers will be uploaded on to the Commissioner's website.

G Shearer
Chief Executive

Attendees:

Police & Crime Commissioner - Mr Peter McCall (Chair)
OPCC Chief Executive - Mrs Gill Shearer
Joint Chief Finance Officer - Mr Roger Marshall
Chief Constable - Mrs Michelle Skeer

AGENDA

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

1. APOLOGIES FOR ABSENCE

2. URGENT BUSINESS AND EXCLUSION OF PRESS AND PUBLIC

To consider (i) any urgent items of business and (ii) whether the press and public should be excluded from the Meeting during consideration of any Agenda item where there is likely disclosure of information exempt under s.100A(4) and Part I Schedule A of the Local Government Act 1972 and the public interest in not disclosing outweighs any public interest in disclosure.

3. QUESTIONS FROM THE PUBLIC

An opportunity (not exceeding 20 minutes) to deal with any questions which have been provided in writing within at least three clear working days before the meeting date to the Chief Executive.

4. DISCLOSURE OF PERSONAL INTERESTS

Attendees are invited to disclose any personal/prejudicial interest, which they may have in any of the items on the Agenda. If the personal interest is a prejudicial interest, then the individual should not participate in a discussion of the matter and must withdraw from the room unless a dispensation has previously been obtained.

5. PERFORMANCE PRESENTATION

To receive an update from the Constabulary in relation to performance for the most recent 12 months rolling total data, as agreed in the Police and Crime Plan Accountability Framework (copy to follow)

6. THEMATIC PRESENTATION – HMICFRS RECOMMENDATIONS PROGRESS

To receive and note a Constabulary presentation in relation to 'HMICFRS Recommendations Progress' (copy to follow)

7. THEMATIC PRESENTATION – QUALITY VICTIM CARE

To receive and note a Constabulary presentation in relation to 'Quality Victim Care' (copy to follow)



Public Accountability Conference - Performance

Chief Superintendent Lisa Hogan – Insight and
Performance

National Crime and Policing Measures

Priority Area	National Metric	Data Source
Reduce murder and other homicide	Homicides	Police Recorded
Reduce serious violence	Hospital admissions of under 25s for assault with a sharp object	NHS
	Offences involving discharge of a firearm	Police Recorded
Disrupt drugs supply and county lines	Drug-related homicides	Police Recorded
	Police referrals into drug treatment	Public Health England
Reduce neighbourhood crime	Burglary, robbery, theft of and from a vehicle, theft from a person	Crime Survey for England and Wales (CSEW)
Improve satisfaction among victims, with a particular focus on victims of domestic abuse	Satisfaction with the police among victims of domestic abuse	Crime Survey for England and Wales (CSEW)
	Victim satisfaction with the police	Crime Survey for England and Wales (CSEW)
Tackle cyber crime	Confidence in the law enforcement response to cyber crime	Cyber Aware Tracker
	Percentage of businesses experiencing a cyber breach or attack	Department for Digital, Culture, Media and Sport survey

- Support police in Governments crime reduction ambition
- Address key priorities
- Measured at a national level
- Create an expectation of “significant improvement”
- Reduce the risk of over prioritisation and perverse incentives
- Digital Crime Policing Pack in development
- Local proxy / indicative measures



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3 Year Crime Comparison

OffenceGroup	Crimes	Same period last year	Difference	% change	3 year average	3 year difference	% change 3 year average
Arson and Criminal Damage	5025	4245	780	18.4%	5180	-155	-3%
Burglary	1457	1426	31	2.2%	1867	-410	-22%
Drug offences	972	1138	-166	-14.6%	1024	-52	-5%
Miscellaneous Crimes Against Society	685	664	21	3.2%	701	-16	-2%
Possession of weapons offences	256	239	17	7.1%	264	-8	-3%
Public order offences	4658	3902	756	19.4%	3808	850	22%
Robbery	151	121	30	24.8%	135	16	12%
Sexual offences	1709	1235	474	38.4%	1446	263	18%
Theft offences	4622	3711	911	24.5%	5270	-648	-12%
Vehicle Offences	758	704	54	7.7%	980	-222	-23%
Violence against the person	16828	13519	3309	24.5%	14592	2236	15%
Total	37121	30904	6217	20.1%	35266	1855	5%



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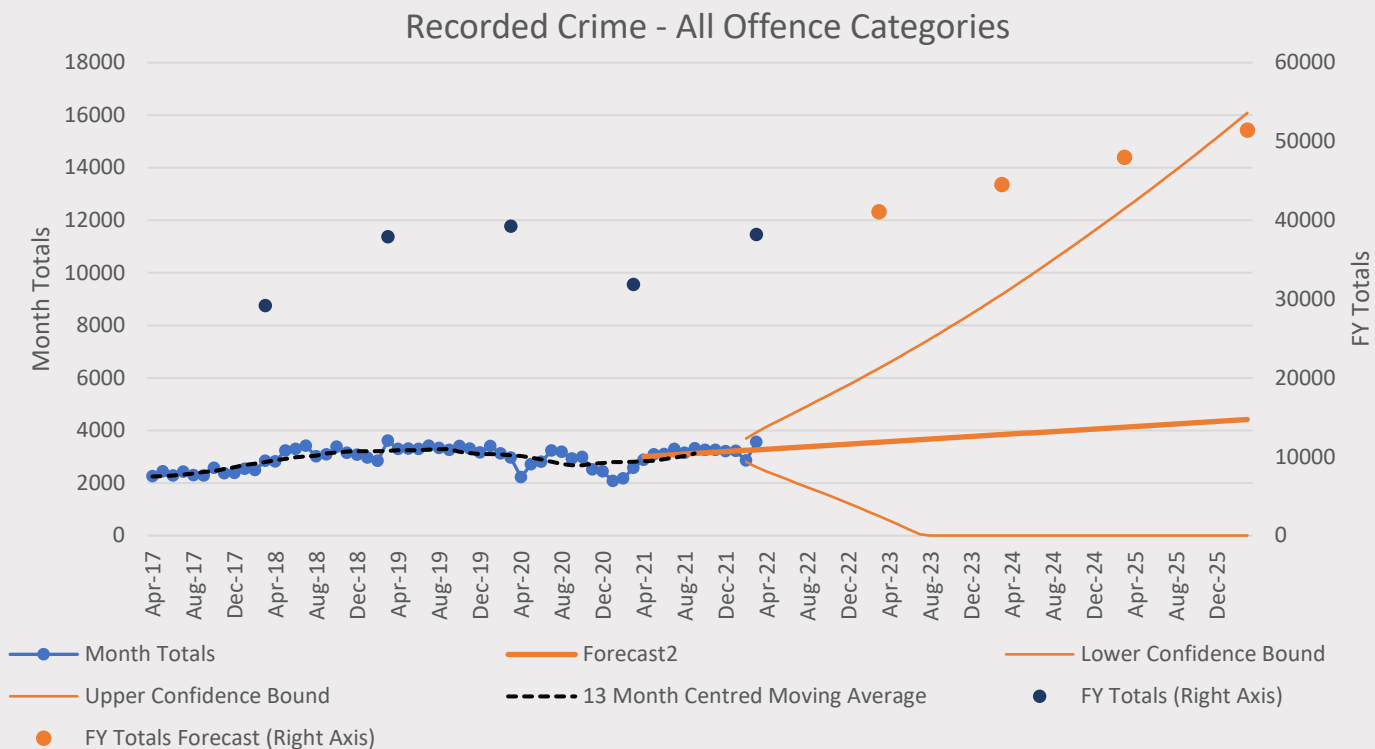
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3 Year Crime Comparison



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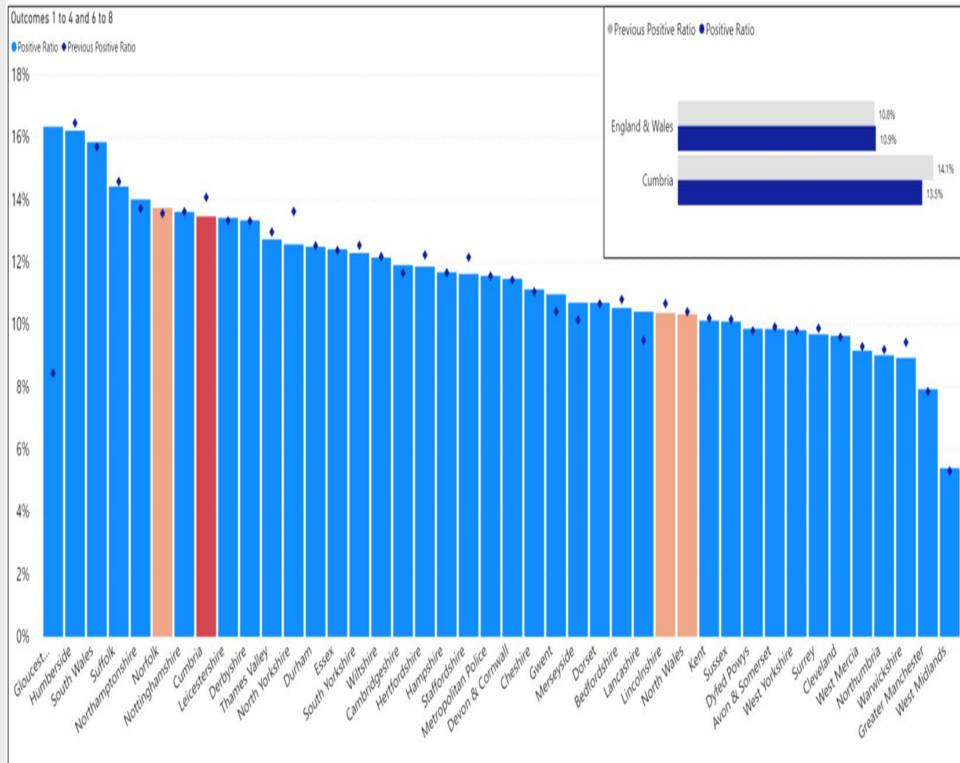
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Outcomes



- Office for National Statistics outcome methodology
- Outcome rate 13.5% - 8th best in the country
- National outcome rate 10.9%
- Pathways outcomes not yet recognised



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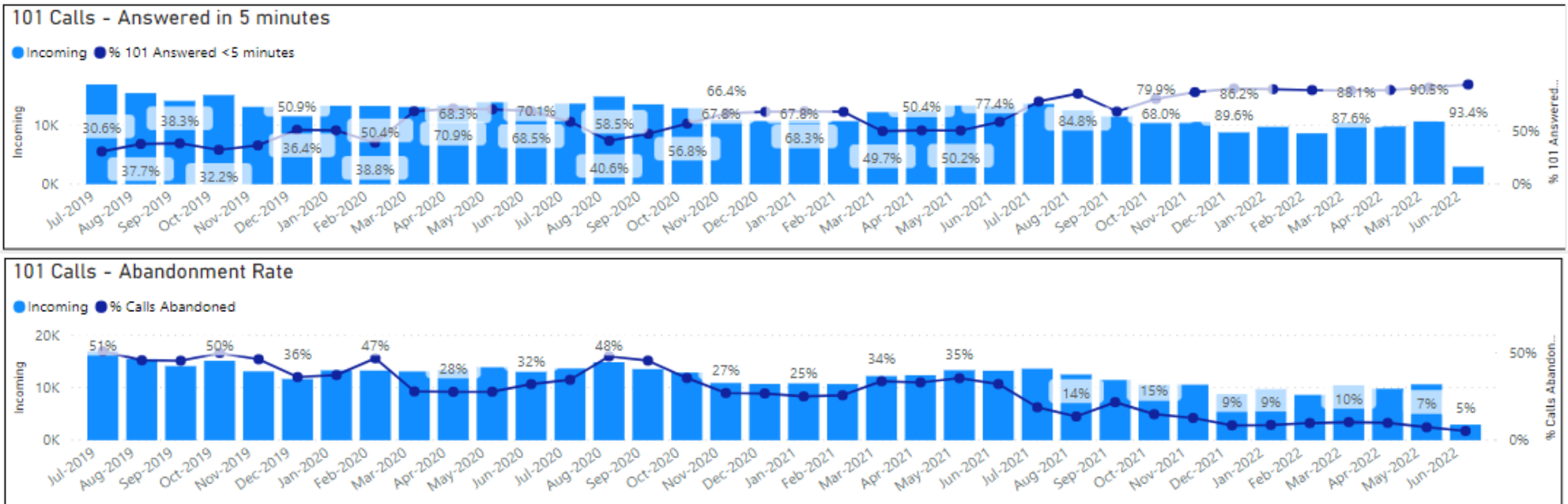
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101 Non-emergency calls



- 12 months - 135,297 non-emergency calls
- 80.6% of calls answered
- 23 second median answer rate
- 76% within 5 minutes.
- **Actual** – 94.3% answer rate
- 90.5% within 5 minutes



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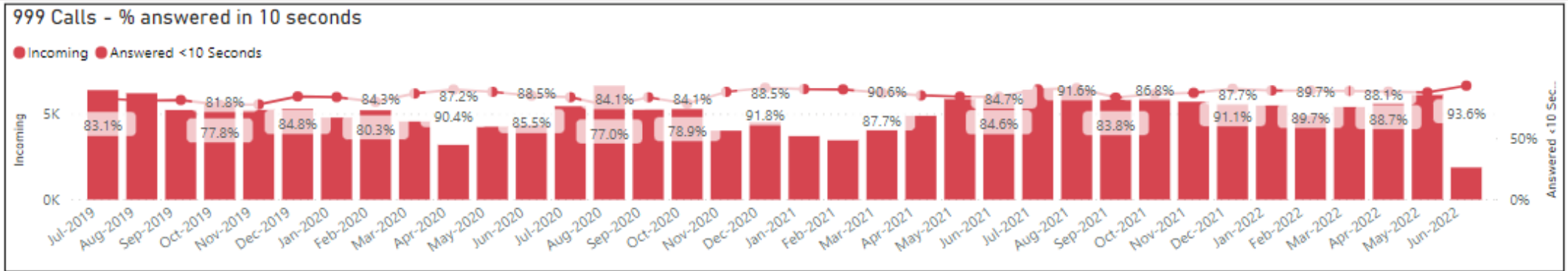
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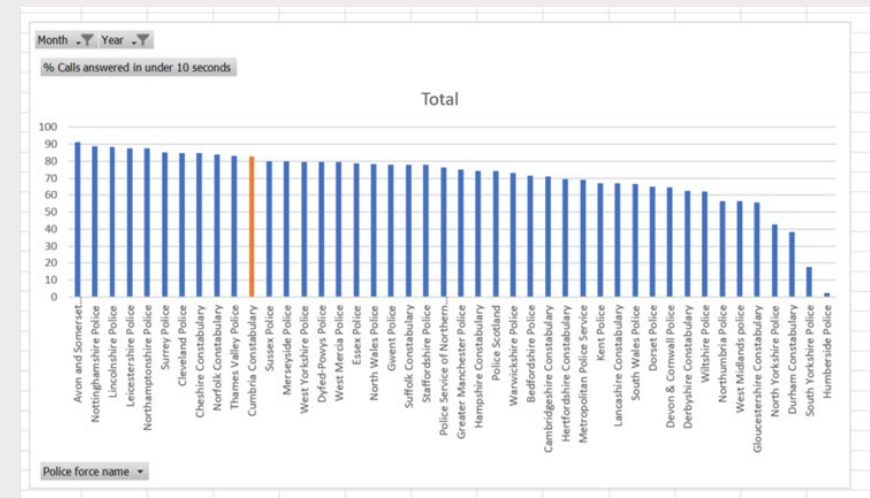
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999 Emergency Calls



- 68,890 emergency calls received over the period
- 87.9% answered within 10 seconds
- Current 999 answer time 89.9%
- 999 League Tables – 82% /11th in country



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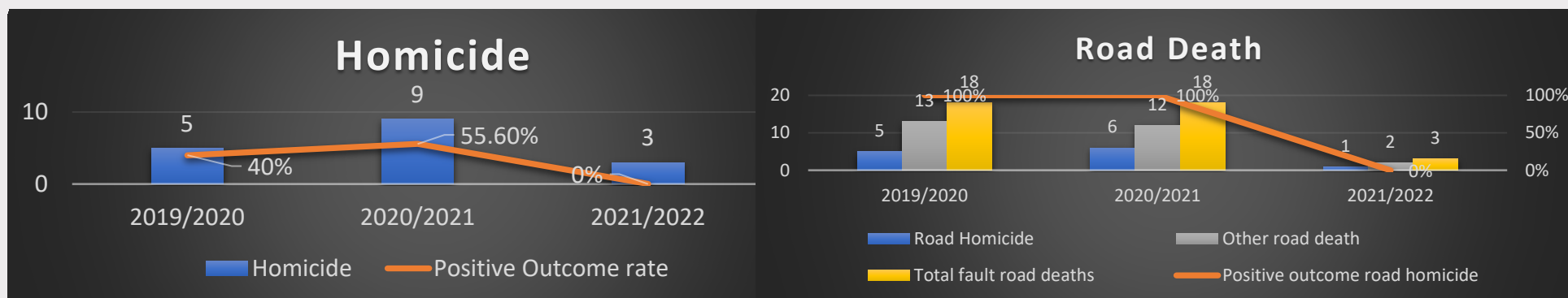


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Homicide and Road Death – 3 Year Overview

Crimes Recorded	Resolved	% Resolved	Not Resolved	%NFA	Open Investigation	% Open Investigation
Overall Homicide and Road Deaths						
57	45	78.9	6	10.5	6	10.5
Homicide Only						
17	7	41.2	4	23.5	6	35.3
Road Death Crime						
40	38	95	2	5	0	0
Road Death (Death by Dangerous Driving)						
13	12	92.3	1	7.7	0	0



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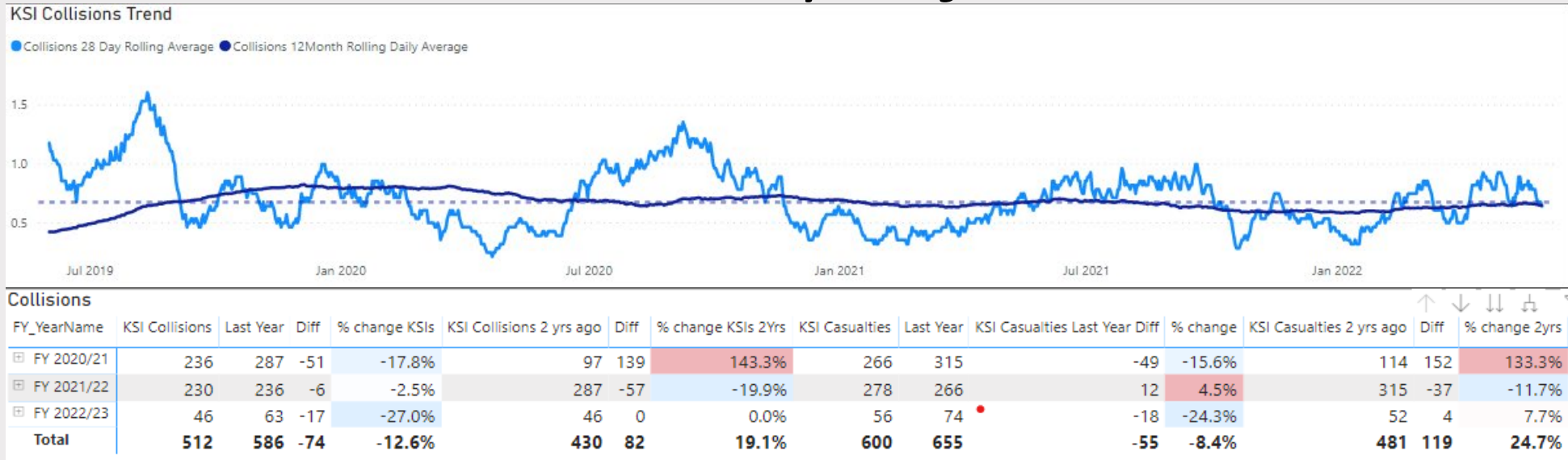
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Killed or Seriously Injured



- 2.5% reduction in KSI collisions (6 less collisions in 21/22)
- 4.5% increase though in KSI casualties (12 more than in 20/21).
- Compared to 19/20, there is a KSI collision reduction of 19.9% (- 57 collisions)
- Compared to 19/20, there is a reduction of 11.7% (-37 casualties)
- Indicatively collisions and casualties are increasing in 2022



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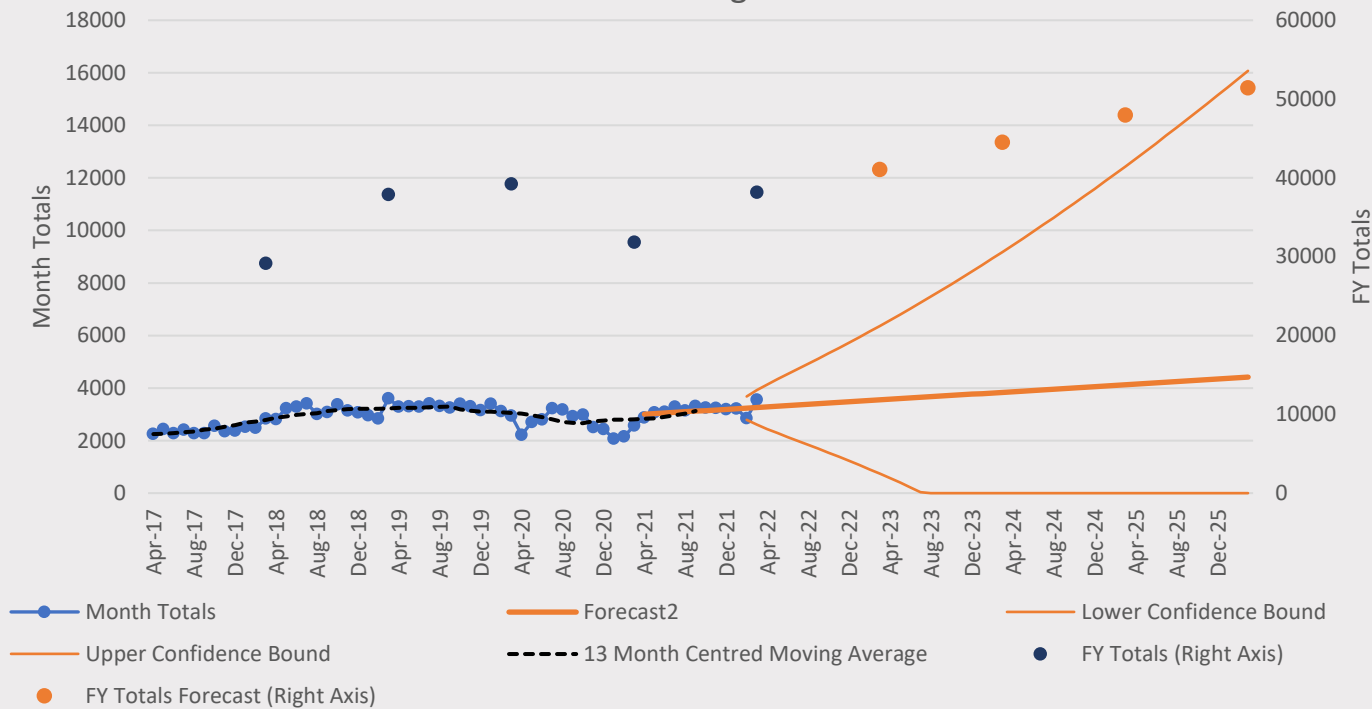


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Neighbourhood Crime

Recorded Crime – Neighbourhood Crime



- 22.3% reduction in Neighbourhood Crime
- 33.7% reduction in burglaries.
- 17% increase in Robbery (low numbers)
- 29% reduction in theft
- 28% reduction in vehicle offences
- 19% reduction in criminal damage



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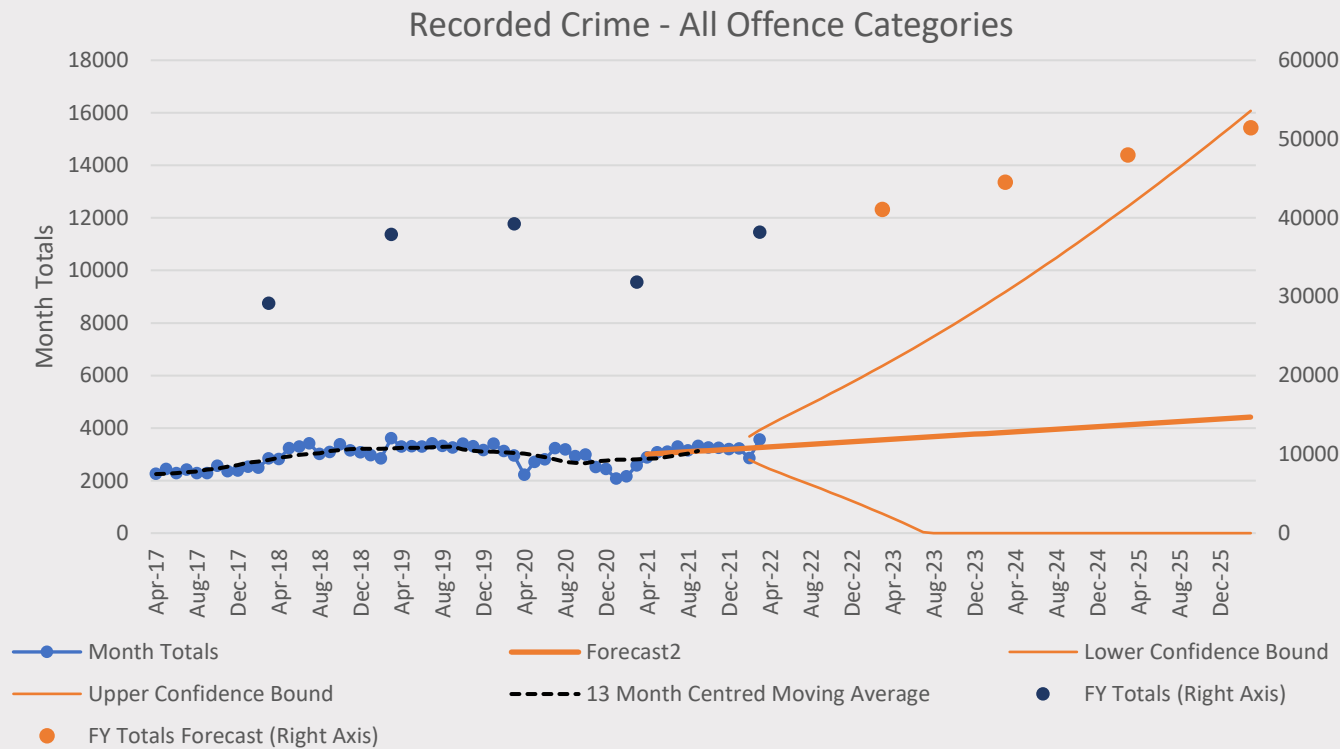
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Serious Violence Offences



- Reduction of 3% serious violent crime (138 less offences)
- Increase of 11/8% Grievous Bodily Harm with intent offences
- Assault on emergency workers continually increasing – 110% increase
- 12.1% positive outcome rate for violence



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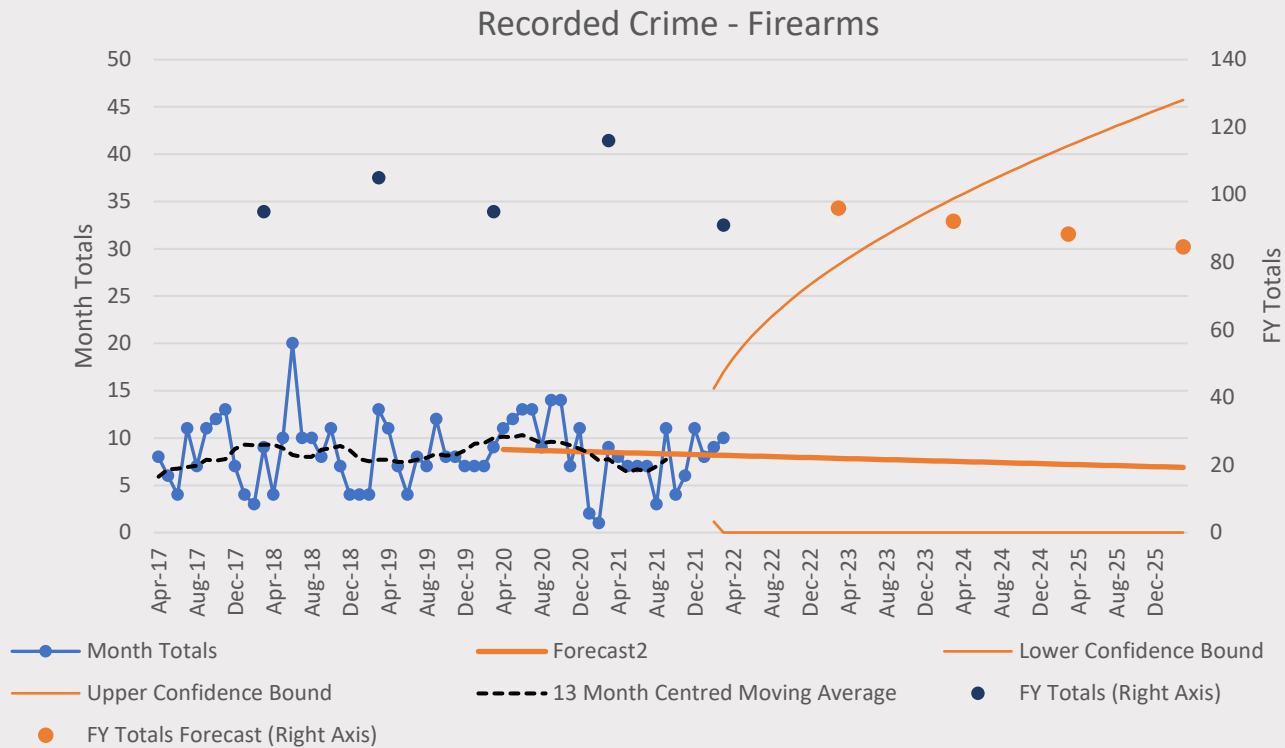
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Firearms offences



- Firearm related offences are LOW.
- 19 offences in 20/21 – reduction of 9%.
- Positive outcome rate of 57.9%.
- 4 offences involving an imitation firearm were recorded in 2021/22
- 3 intent based offences were recorded.



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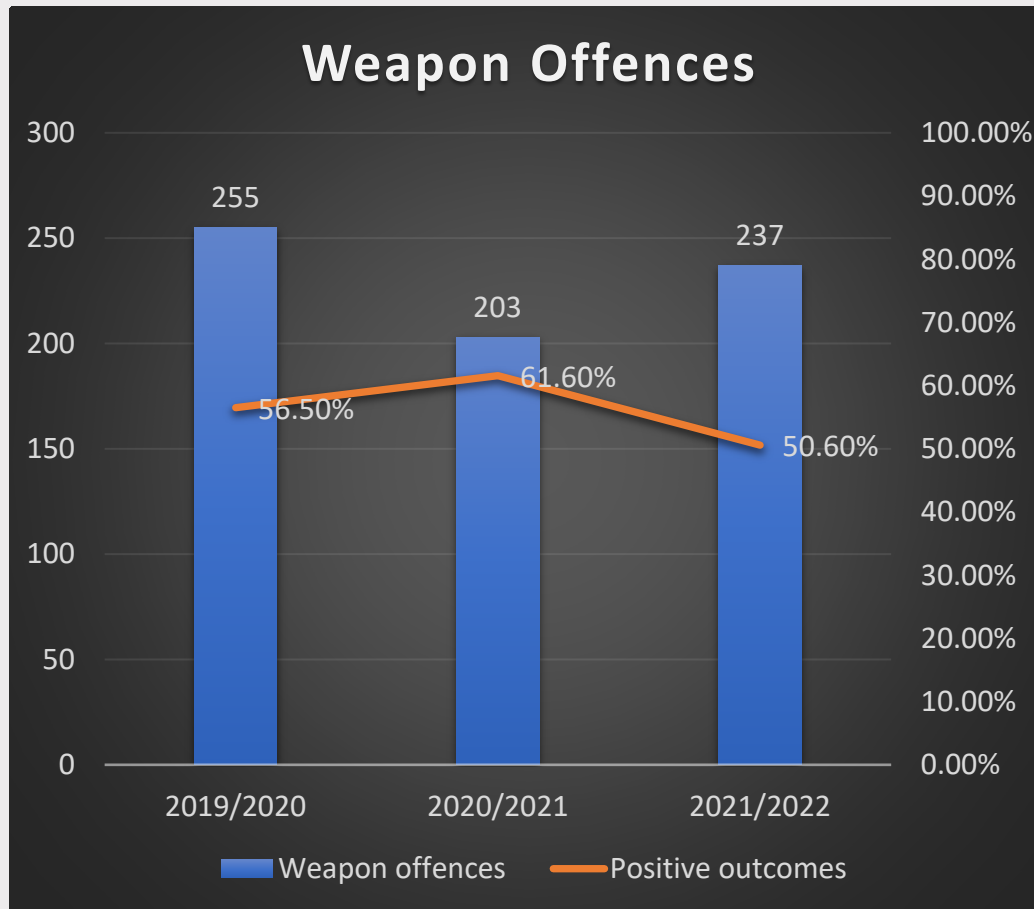
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Weapons offences



- 237 weapon offences recorded in 2021/22.
- Reduction of 7% offences involving a weapon from 2019/20.
- 17 weapon offences occurred on a school premise
- 53.9% outcome rate compared to national 42.1%.



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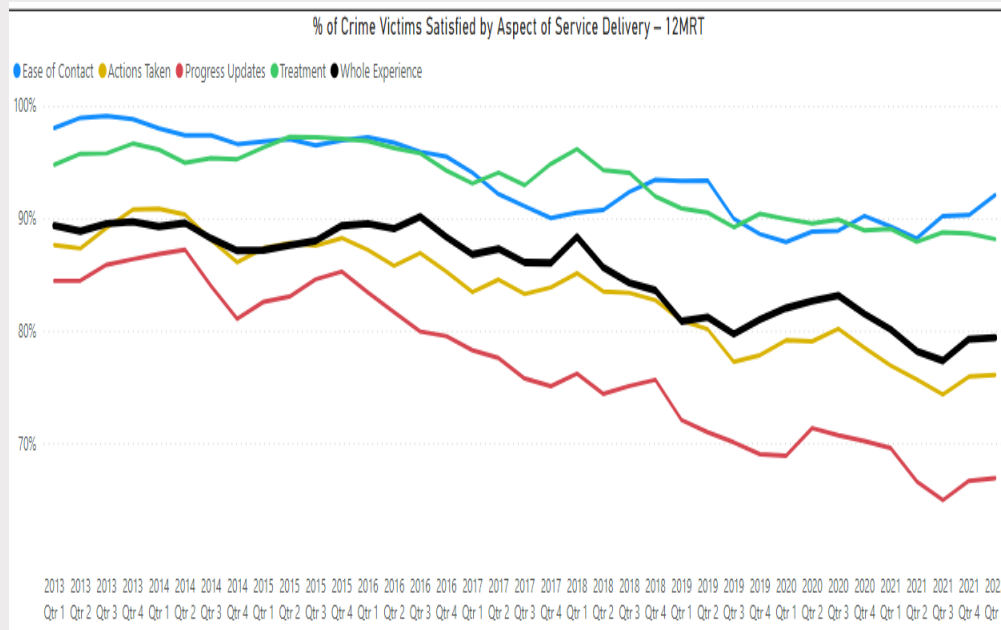
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Victim Satisfaction Crime



- National declining picture – Cumbria remain circa 4% above national average.
- Satisfaction with overall experience has declined from 82.1 to 79.4%.
- Progress updates have increased from 60 to 66.9% but are the lower scoring category for crime and ASB
- Ease of contact has increased from 88% to 92.1%



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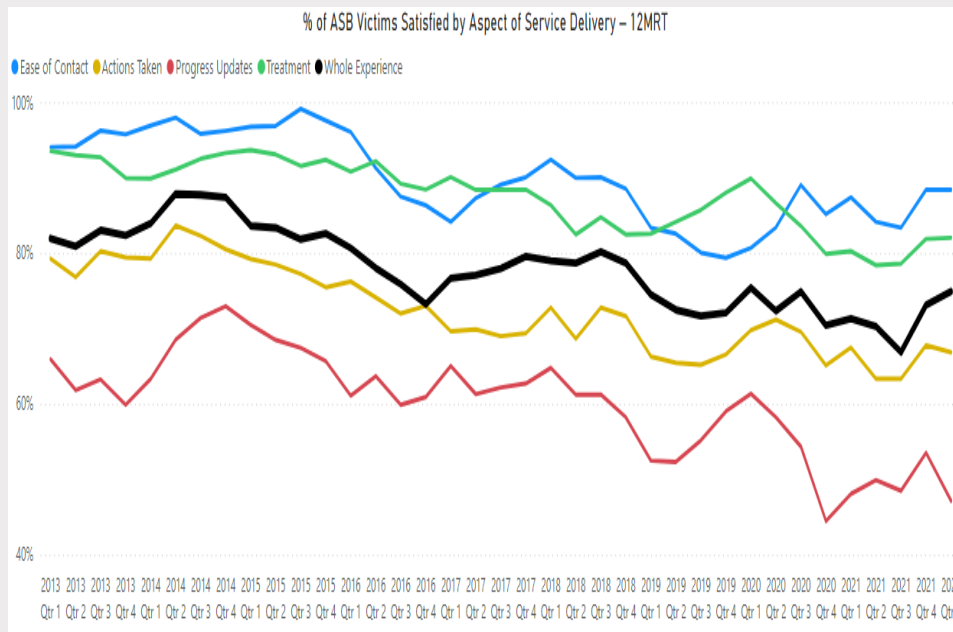
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Victim Satisfaction ASB



- Whole experience of ASB has declined from 75.5% to 75%
- As with crime, progress updates has declined from 61.5% to 47.3%



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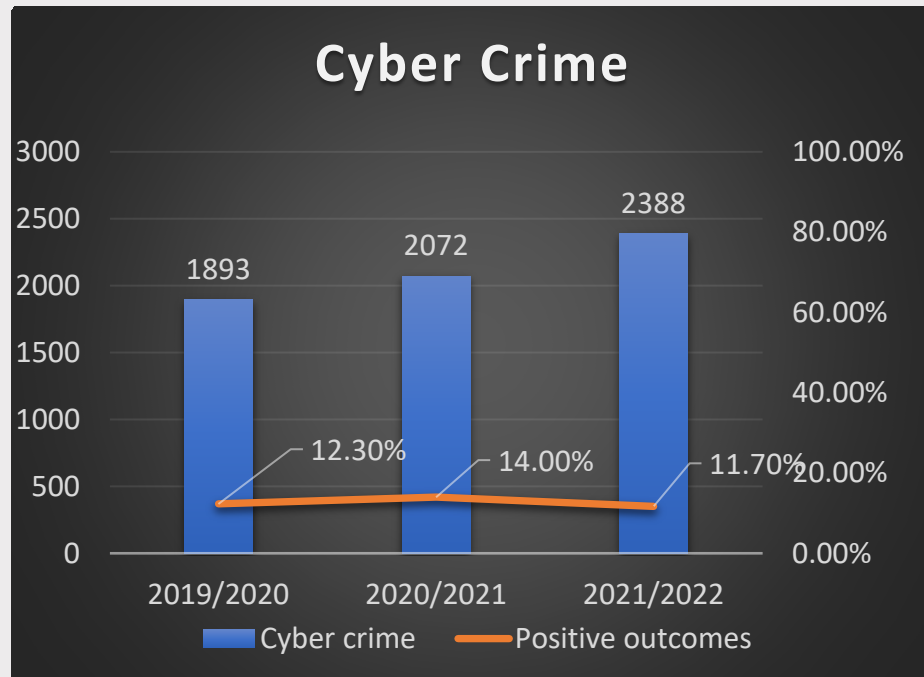
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Cyber Crime



- Cyber 'tagged' substantive offences as opposed to cyber being an offence.
- Cyber crime increased by 26% since 2019/20
- Outcome rate comparative to 2019/20 – 11.7%.



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Crimes with county lines tag

OffenceGroup	12MRT Status	Crimes	Crimes Previous Year	Crime Difference	% Change	3YrAve	Diff	%Change	Positive Outcomes	Positive Outcomes Previous Year	PO Difference	PO % Change	Positive Outcome Rate	PO Rate Previous year	PO Rate Difference
Arson and Criminal Damage	High	2	2	0	0.0%	1	1	200.0%							
Burglary	High	2	1	1	100.0%	0	2	500.0%							
Drug offences	High	49	33	16	48.5%	12	37	320.0%	38	24	14	58.3%	77.6%	72.7%	4.8%
Miscellaneous Crimes Against Society	High	7	6	1	16.7%	2	5	250.0%	4	3	1	33.3%	57.1%	50.0%	7.1%
Possession of weapons	High	4	5	-1	-20.0%	2	2	140.0%	1	4	-3	-75.0%	25.0%	80.0%	-55.0%
Public order offences	Normal	0	0	0	0.0%	0	0	0.0%							
Robbery	High	3	0	3	0.0%	0	3	0.0%							
Sexual offences	High	1	1	0	0.0%	0	1	200.0%							
Theft offences	High	8	5	3	60.0%	2	6	380.0%	1		1	0.0%	12.5%		12.5%
Vehicle Offences	High	1	2	-1	-50.0%	1	0	50.0%							
Violence against the person	High	20	23	-3	-13.0%	8	12	160.9%	2		2	0.0%	10.0%		10.0%
Total	High	97	78	19	24.4%	27	70	263.8%	46	31	15	48.4%	47.4%	39.7%	7.7%

- 97 county line tagged crimes in 21/22.
- Increase of 24.4% from previous year
- Drug offences account for 50% of all county line crime
- Violence accounts for 20% of all related offences
- Positive outcome rate for county line offences of 47.4%



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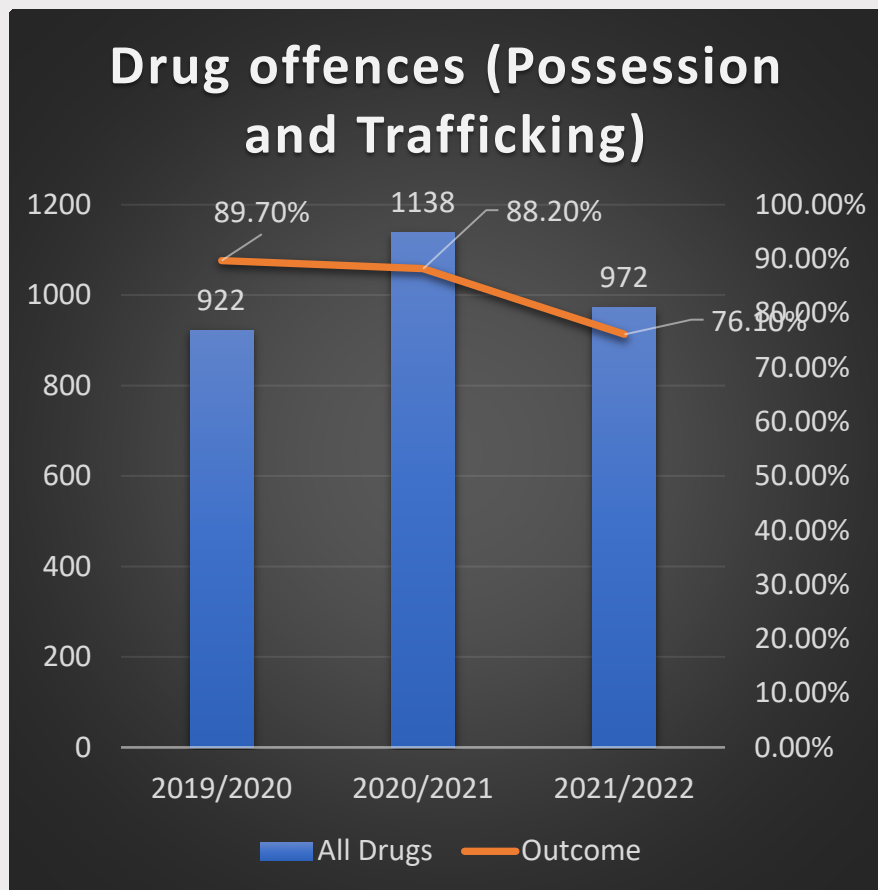
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Drugs trafficking / possession



- Overall drug offence increase from 19/20 by 5%.
- Drug possession increased by 1.8%.
- Drug supply increased by 27.7%.
- Positive outcome rate for all drug related offences is 76.1%.



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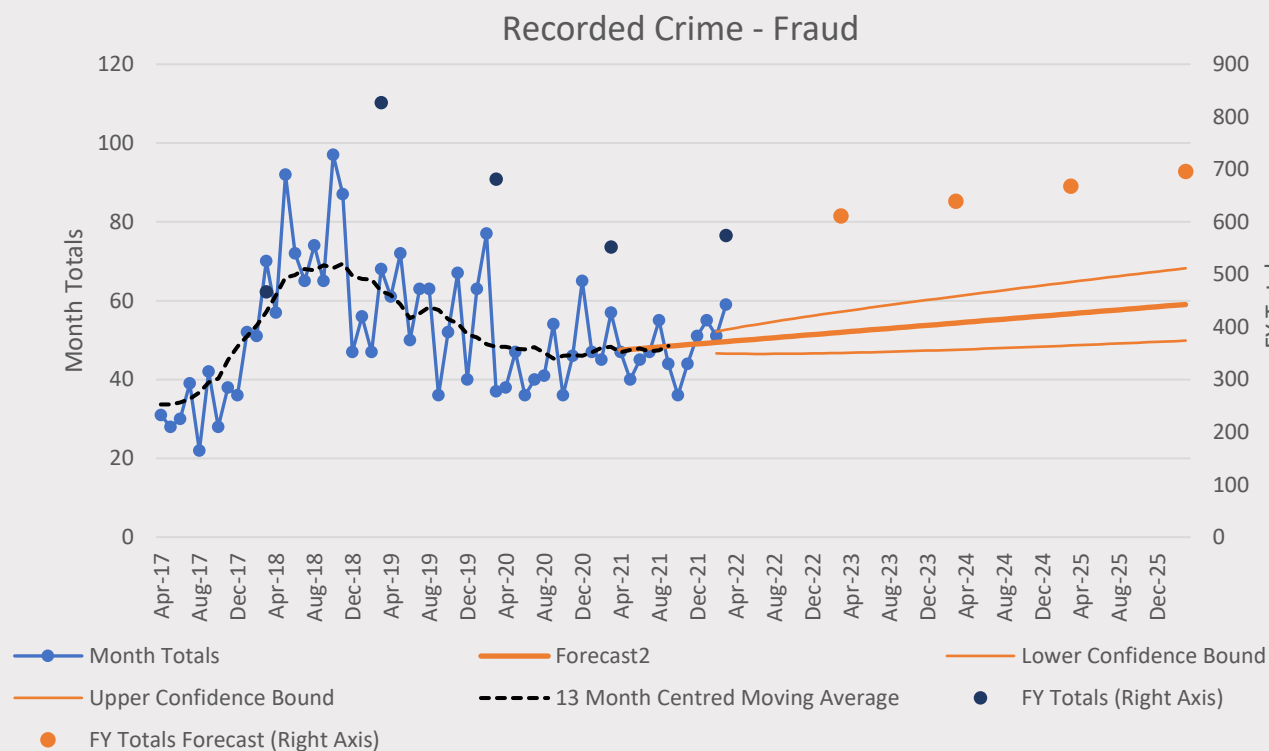


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Fraud / Action Fraud

- Fraud offences have reduced by 107 offences equating to 15%.
- Cyber related Fraud accounts for the majority of Fraud offences (now 61%), but this has reduced from 82% in 2019/20.
- Outcome rates for all Fraud have reduced from 20% to 14%.



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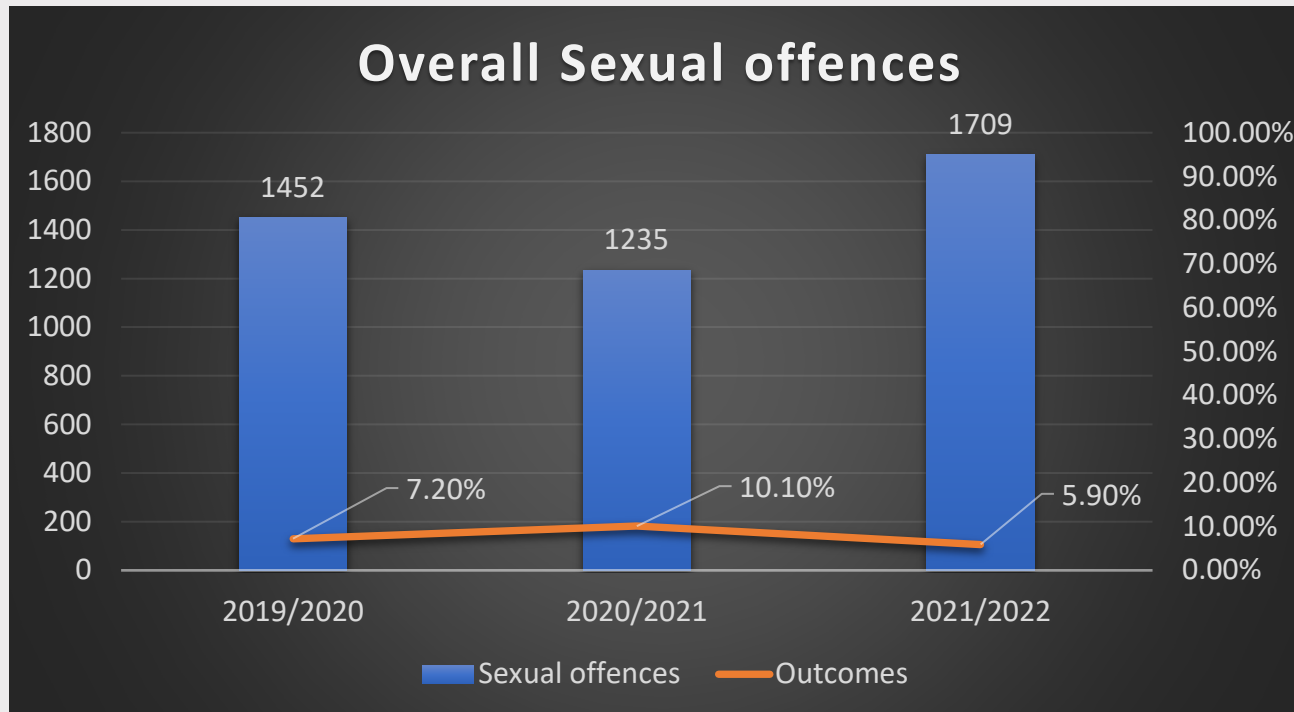
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Sexual Offences - RASSO



- Experiencing an increase in all sexual offence recording – increase of 257 offences (17.7%.)
- Rape offences have increased by 10% whilst “other” sexual offences make up a 20% increase.
- Outcome rates are reducing for all sexual offences – 7.2 to 5.9%.



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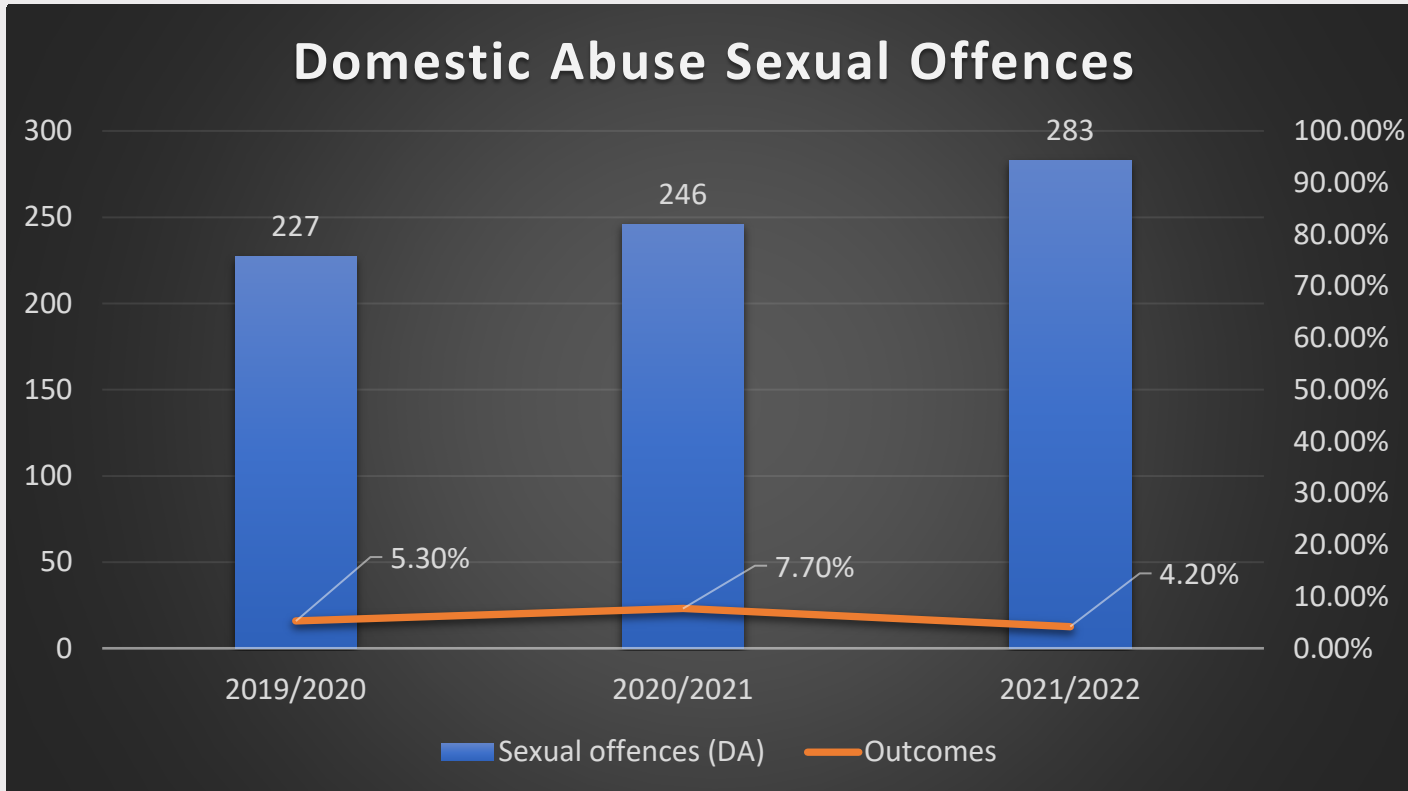
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Sexual Offences – Domestic Abuse



- Domestic related sexual offending has increased by 24% - higher than non-domestic offences.
- Outcome rates have declined in line with all sexual offences, but are less in domestic instances – 4.2% in contrast to 5.9%



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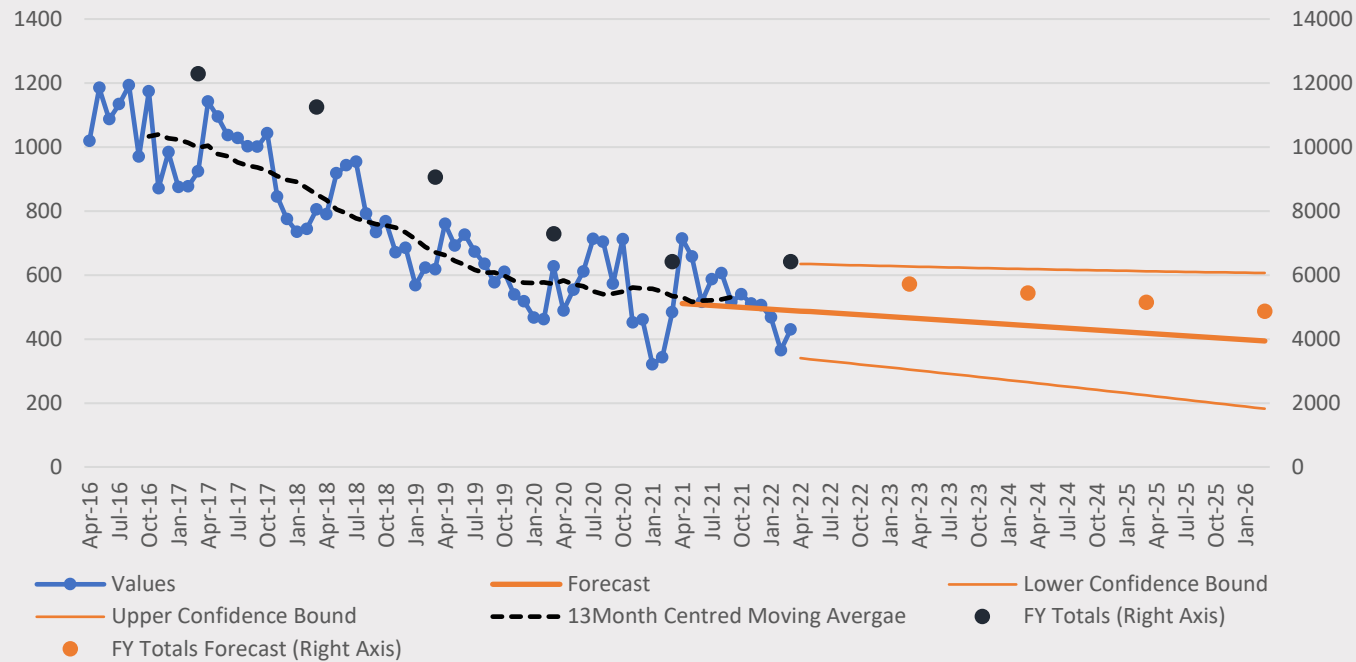


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ASB

Anti-Social Behaviour Incidents



- Continual reduction in ASB incidents – 9.4%
- Offset by an increase in public order and behavioural offences following an ASB improvement plan and CMSU audit.



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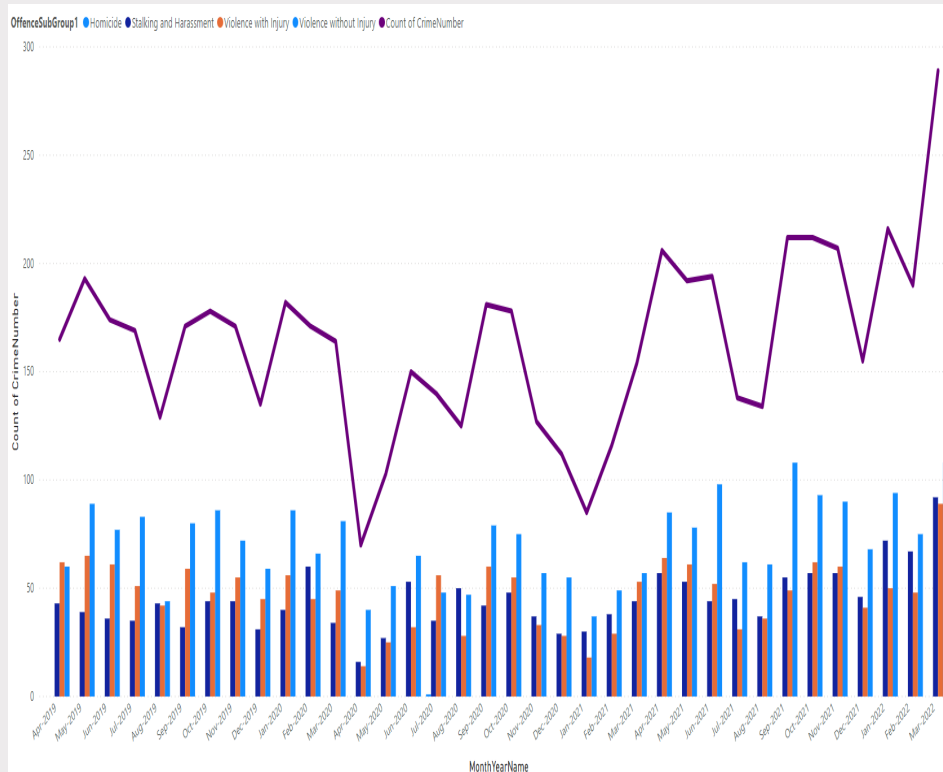
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Youth Violence



- Youth violence is increasing
- 2345 crimes in 2021/22 – an increase of 17% from 19/20.
- Violence without injury makes up the majority of those offences (43%)
- Violence with injury accounts for 27% of all youth violence offences.



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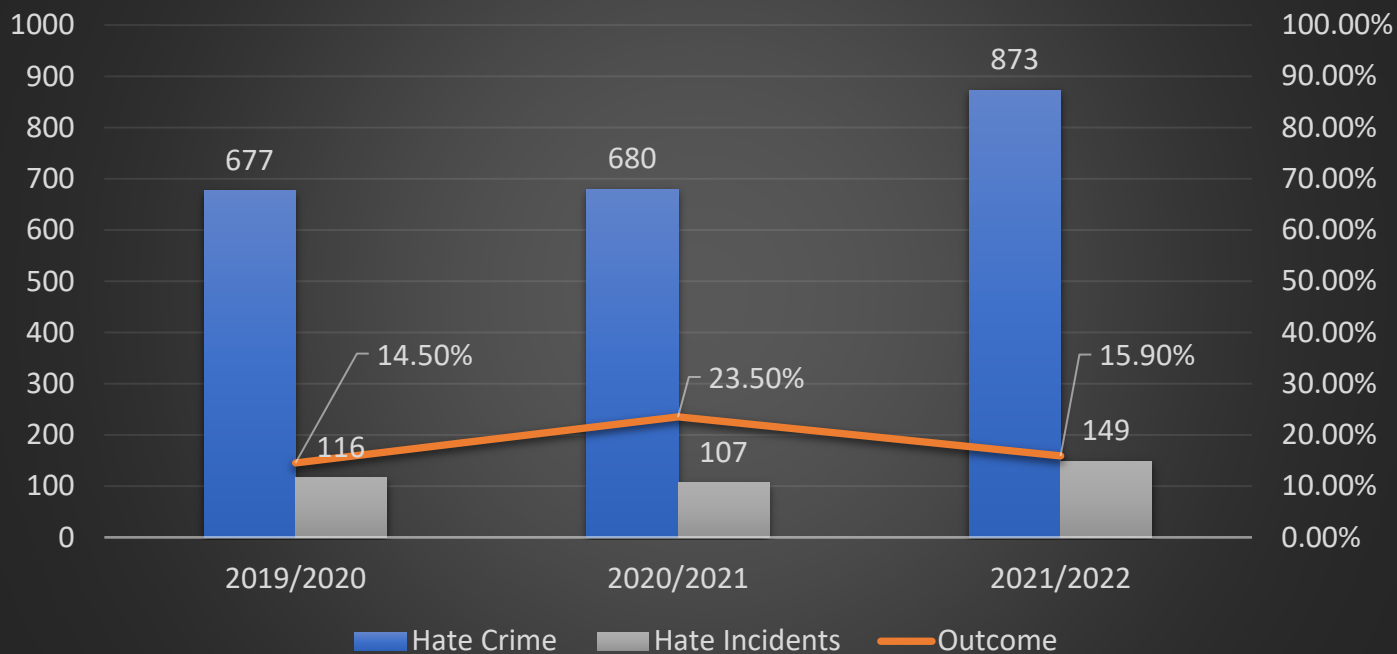


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Hate Crimes

Hate Crime and Incidents



- Hate incidents and crimes are increasing – 28% increase for each.
- Outcomes increased since the baseline of 19/20 to 15.9%
- Race related crime accounts for 71% of all hate crimes.



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Performance and Accountability


June 2022



HMICFRS

Chief Supt Lisa Hogan



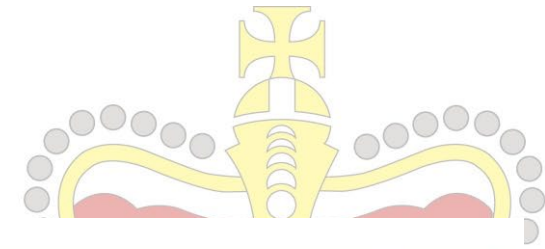
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HMICFRS Cumbria PEEL 2021

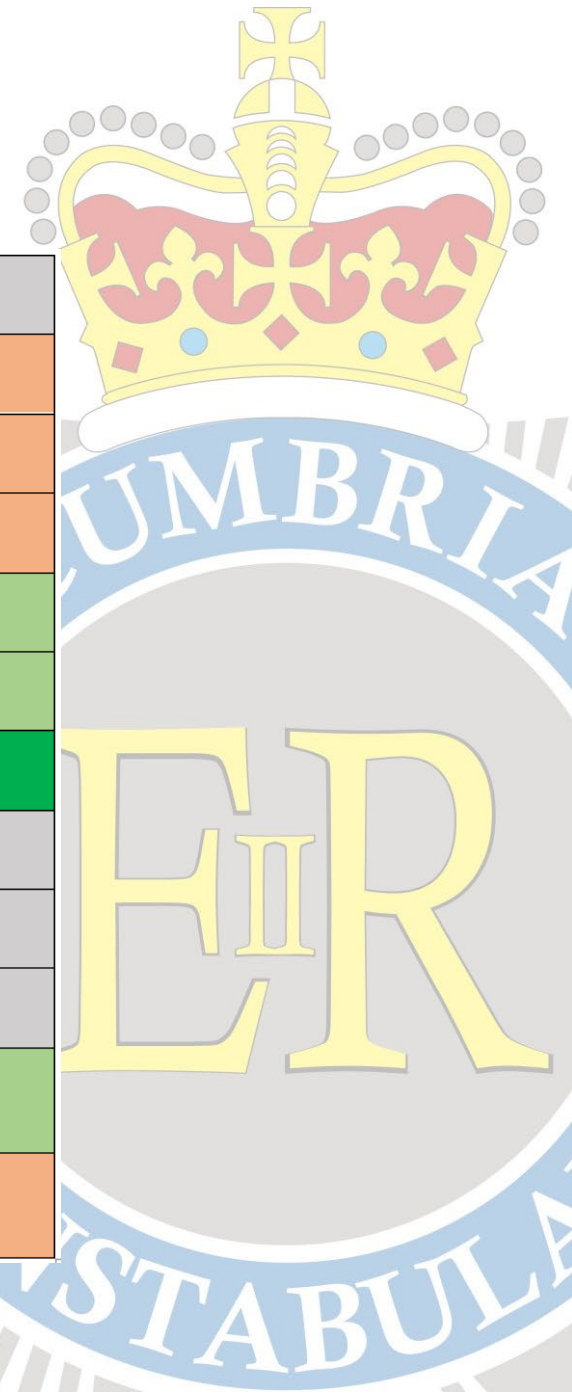


- Change in methodology
- “intelligence-led continuous assessment”
- 3 Assessments: Service User; Operational; Organisational - 12 Core Questions – 156 Characteristics of good
- Introduction of “Adequate”.

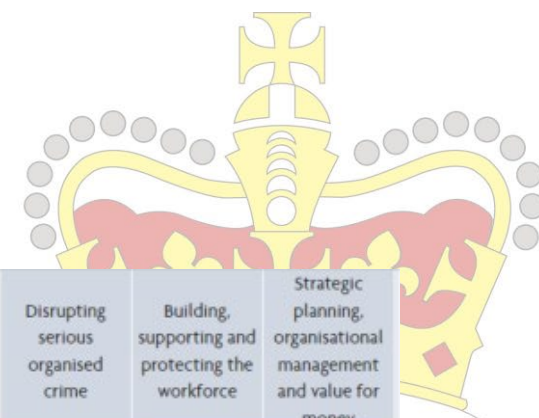


PEEL 2021 Grades

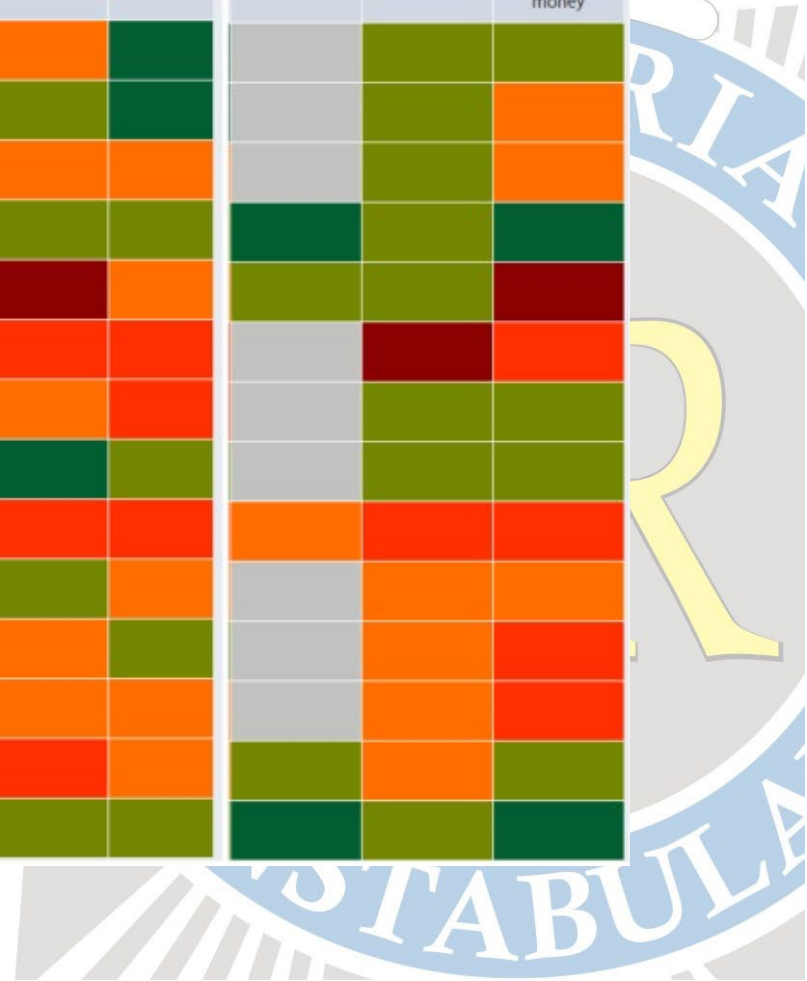
1. How good is the force's service for victims of crime	Ungraded
2. How good is the force at engaging with people it serves and treating them fairly, appropriately and respectfully	Adequate
3. How good is the force at preventing and deterring crime, anti-social behaviour and vulnerability	Adequate
4. How good is the force at responding to the public	Adequate
5. How good is the force at investigating crime	Good
6. How good is the force at protecting vulnerable people	Good
7. How good is the force at managing offenders and suspects	Outstanding
8. How good is the force at disrupting serious and organised crime	Ungraded
9. How good is the force at meeting the requirements of the Strategic Policing Requirement (SPR)	Ungraded
10. How good is the force at protecting communities against armed threats	Ungraded
11. How good is the force at building, developing and looking after its workforce and encouraging an ethical, lawful and inclusive workplace	Good
12. How good is the force at managing its organisation efficiently, making sure it achieves value for money, now and in the future.	Adequate



Force Comparisons

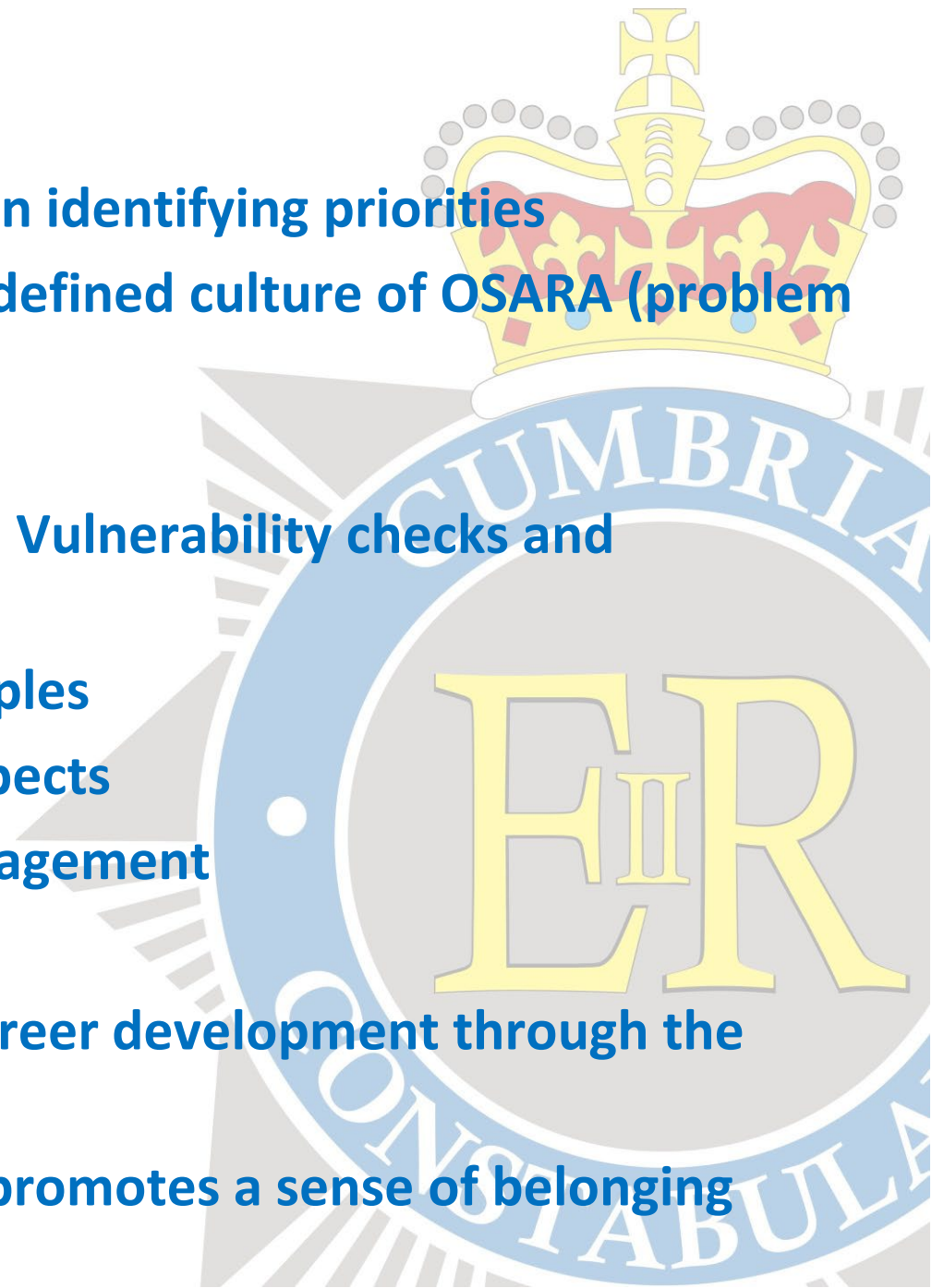


Cymraeg	Providing a service to the victims of crime	Recording data about crime	Engaging with and treating the public with fairness and respect	Preventing crime and anti-social behaviour	Responding to the public	Investigating crime	Protecting vulnerable people	Managing offenders as suspects	Disrupting serious organised crime	Building, supporting and protecting the workforce	Strategic planning, organisational management and value for money
Bedfordshi.	Dark Grey	Light Grey	Green	Green	Red	Red	Orange	Dark Green	Light Grey	Green	Green
Cumbria	Dark Grey	Light Grey	Orange	Green	Orange	Green	Green	Dark Green	Light Grey	Green	Orange
Dorset	Dark Grey	Light Grey	Orange	Green	Red	Red	Orange	Orange	Light Grey	Green	Orange
Durham	Orange	Light Grey	Green	Green	Light Grey	Green	Green	Green	Dark Green	Green	Dark Green
Gloucester.	Dark Red	Dark Red	Green	Green	Dark Red	Dark Red	Dark Red	Orange	Green	Green	Dark Red
Gtr Manc.	Dark Grey	Orange	Red	Red	Dark Red	Dark Red	Red	Red	Light Grey	Dark Red	Red
Kent	Dark Grey	Dark Green	Light Grey	Green	Red	Red	Orange	Red	Light Grey	Green	Green
Leicesters.	Dark Grey	Dark Green	Light Grey	Dark Green	Orange	Orange	Dark Green	Green	Light Grey	Green	Green
Northampto.	Orange	Light Grey	Red	Light Grey	Red	Light Grey	Red	Red	Orange	Orange	Red
Nottingham.	Dark Grey	Red	Orange	Light Grey	Orange	Green	Green	Orange	Light Grey	Orange	Orange
Thames Val.	Dark Grey	Green	Green	Light Grey	Red	Orange	Orange	Green	Light Grey	Orange	Red
West Merci.	Dark Grey	Light Grey	Orange	Green	Red	Red	Orange	Orange	Light Grey	Orange	Red
West Midla.	Red	Green	Green	Light Grey	Orange	Red	Red	Orange	Green	Orange	Green
West Yorks.	Orange	Light Grey	Dark Green	Dark Green	Green	Orange	Green	Green	Dark Green	Green	Dark Green



Areas of Good practice

- Public and Partners engaged in identifying priorities
- Neighbourhood teams had a defined culture of OSARA (problem solving)
- Child Centred Policing Teams
- Protecting vulnerable people, Vulnerability checks and identification
- Investigative Plans and Principles
- Managing Offenders and Suspects
- Registered Sex Offender management
- Digitally Innovative
- Excellent opportunities for career development through the apprenticeship programme
- Ethical inclusive culture that promotes a sense of belonging



Areas for Improvement (AFI)

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

- **Enhanced internal scrutiny required – Use of Force and Stop and Search Board receives Chief Supt ownership**
- **Ethnicity Recording and Analysis – Quality counts auditing**

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

- **Use of force recording compliance challenges**
- **Cops APP developed to enable 'rationale' on the initial submission**

Areas for Improvement (AFI)

The force must review its neighbourhood policing resourcing and deployment model to ensure that it can respond to current and future demand

- **Organisational Restructure ongoing**
- **Performance Framework and OSARA application reviewed and developing**
- **Established and defined roles within Neighbourhood Policing progressing**

The force must review its neighbourhood policing abstraction policy and ensure that abstractions are effectively monitored

- **NHP adversely affected by abstractions to meet calls for service demand**
- **Balance between problem solving and incident response a challenge**

Areas for Improvement

The force should improve how it responds to non-emergency public calls for service and reduce the abandonment rate and wait times

- **National Contact Management Strategy target - <10% abandonments**
- **Performance had improved but not sustained (9.1% abandonment)**
- **Review of department and non-emergency target to 90% within 5 minutes**

The force should make sure that call handlers give appropriate advice on crime prevention and the preservation of evidence

- **National theme identified**
- **Training being provided and quality assurance being undertaken 'live time'**
- **Victim Service self-assessment planned for summer in line with HMICFRS methodology**

Areas for Improvement

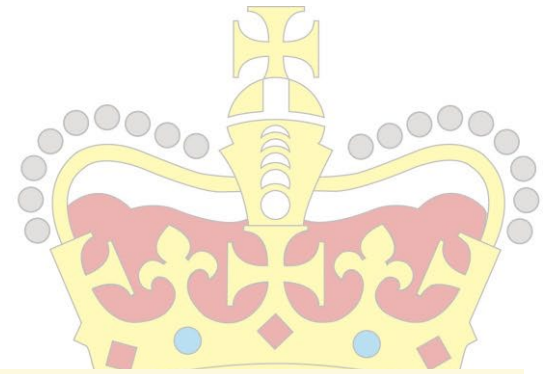
The force needs to put in place appropriate governance and monitoring processes for the use and application of outcomes Leaders need to make sure the use of outcomes is appropriate and complies with force and national policy

- **Observations re suitability and non-suitability of issued cautions**
- **Out Of Court Scrutiny Panel did work well, but lacked evidence of continual improvement and learning.**
- **Thematic Auditing of outcomes ongoing and scheduled.**

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

- **Force has introduced Performance Development Review procedure**
- **Retention of wellbeing BUT with a significant focus on performance and accountability**

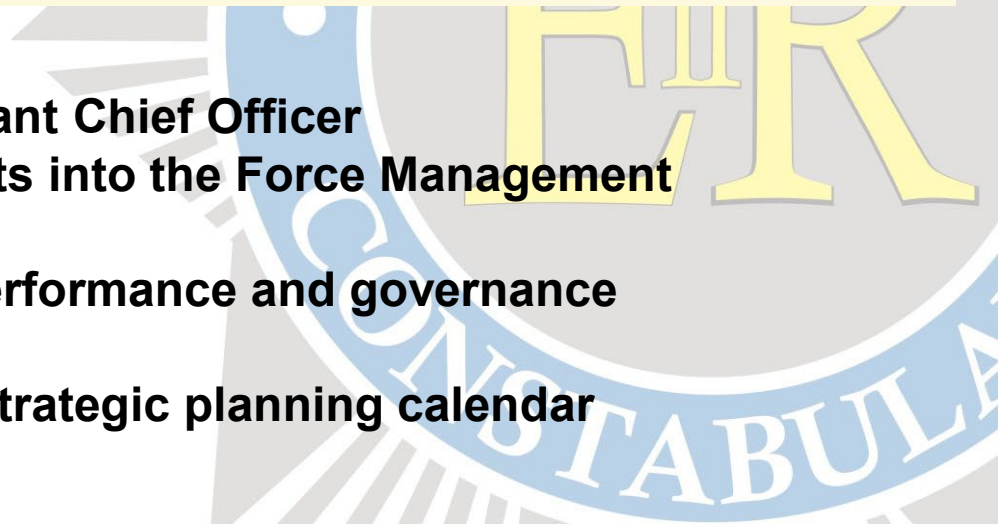
Area for Improvement



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 and capability 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.

- **Force has recruited an Assistant Chief Officer**
- **Introduced Morile assessments into the Force Management Statement**
- **Is reviewing organisational performance and governance arrangements**
- **Will produce a multi-faceted strategic planning calendar**



Existing Areas for Improvement

1./ The force should ensure that its counter-corruption unit:

- **has enough capability and capacity to counter corruption proactively and effectively;**
- and
- **continues to build effective relationships with individuals and organisations that support and work with vulnerable people**

- Complete from Cumbria – being reality checked via Vetting thematic inspection

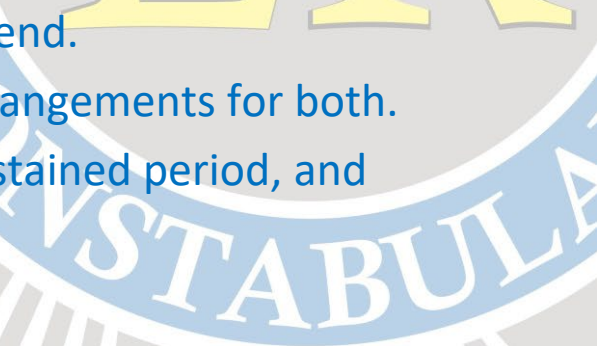
2./ The force should ensure effective external scrutiny of its use of stop and search powers.

3./ The force should ensure effective external scrutiny of its use of force.

- Covid challenges resulting in geographic groups coming to an end.

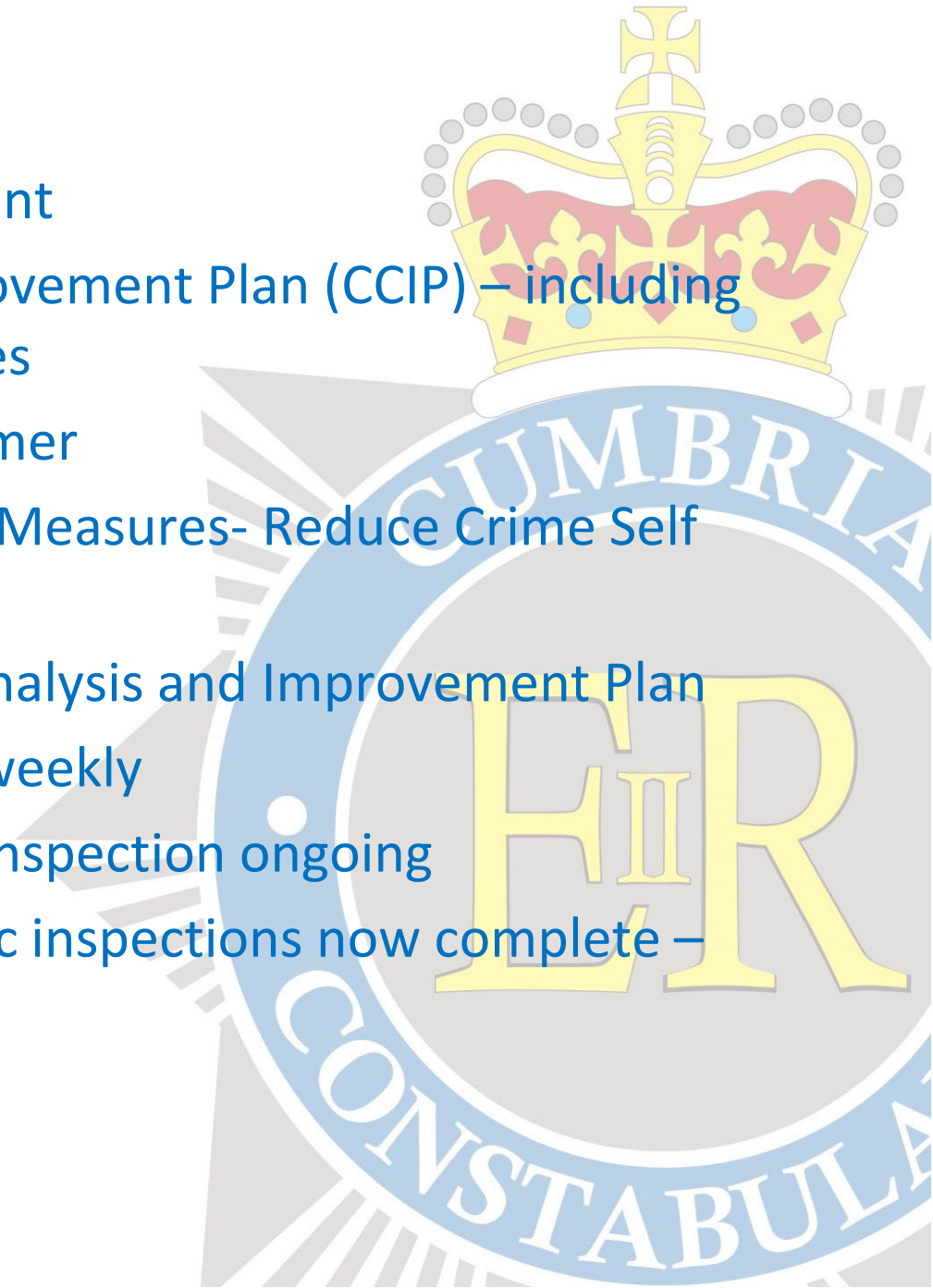
- Ethics and Integrity Panel will be the new external scrutiny arrangements for both.

- Required to evidence a sufficient volume of reviews over a sustained period, and evidence of a “feedback loop”.



Looking Forward

- Force Management Statement
- Cumbria Constabulary Improvement Plan (CCIP) – including automation of action updates
- PEEL Self Assessment - Summer
- National Crime and Policing Measures- Reduce Crime Self Assessment
- Policy and Document Gap Analysis and Improvement Plan
- CCIP and Portal Review – 2 weekly
- Race and Policing thematic inspection ongoing
- Vetting and MAPPA thematic inspections now complete – awaiting publication
- PEEL 2022...



Performance and Accountability


June 2022



Questions?



Chief Supt Lisa Hogan

 101

 www.cumbria.police.uk

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






The Victims' Code

Supt Patrick



 101

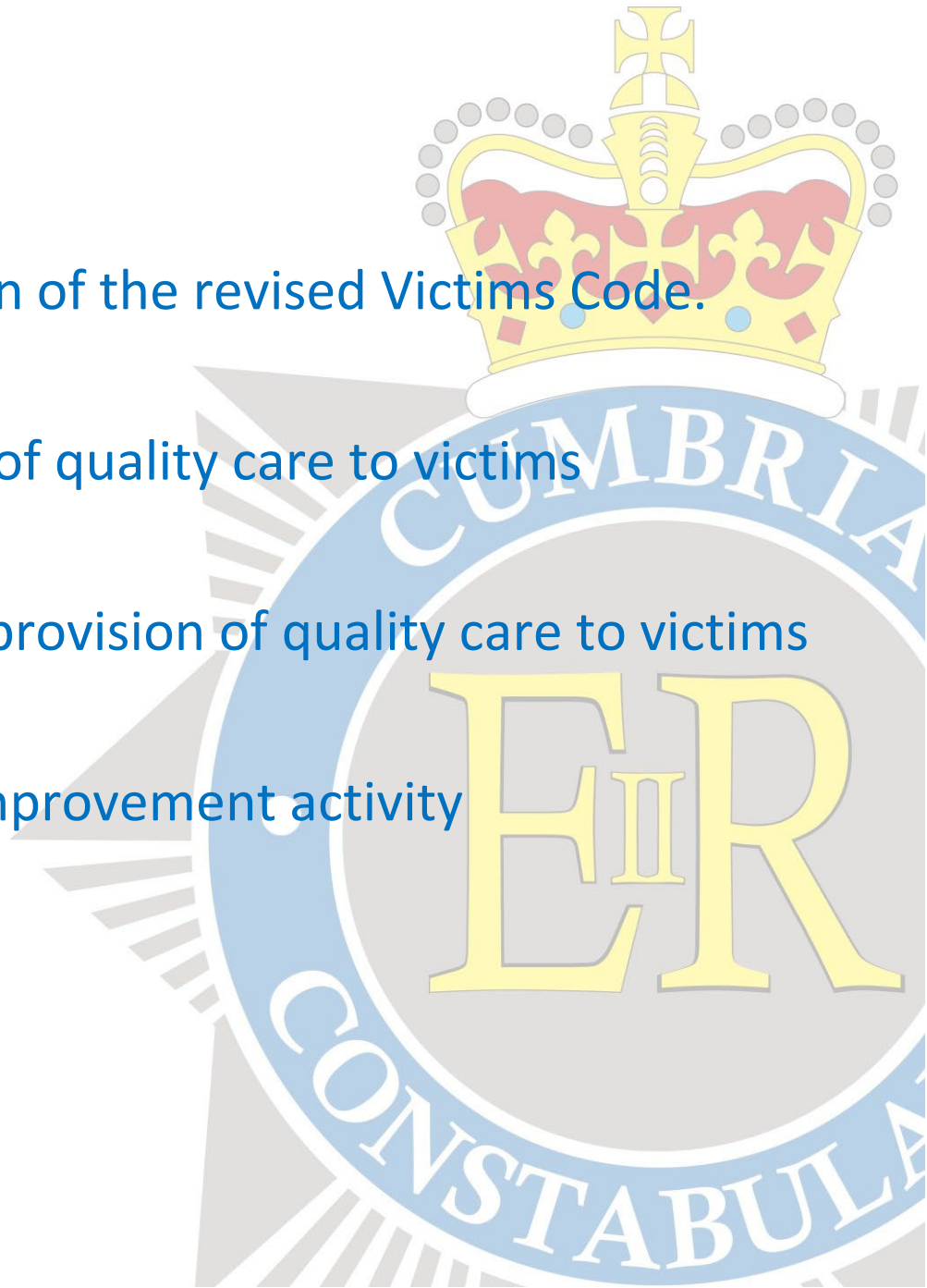
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Introduction

- Constabulary's implementation of the revised Victims Code.
- First Contact – CMR provision of quality care to victims
- Response and Investigation – provision of quality care to victims
- Areas for Improvement and Improvement activity



Constabulary's Implementation of Revised Victims Code

Our Plan on a Page

Our Mission: To deliver an outstanding police service to *Keep Cumbria Safe*

Our Values: **Serve** with Pride, **Act** with Professionalism and Integrity, **Focus** on what's important, **Ethical** and Inclusive

Our Purpose 'The Big 3': Tackling Criminality, Helping those in need, Connecting with Communities

Our Approach: Early intervention and prevention, Quality Investigations, Innovatively use intelligence and technology, Working together, Quality Victim Care, Visible local policing at the heart of what we do, Respond to our communities, Maximise engagement

Achieved through CUMBRIA VISION 25 workstreams

- LOCAL POLICING:** Visible, engaging and problem solving approach to reassure
- WORK FORCE:** Wellbeing focused, resilient and inclusive
- SPECIALIST CAPABILITIES:** Prepared, skilled professional and equipped to protect
- BUSINESS SUPPORT:** Supportive and efficient services delivering for policing and our communities
- DIGITAL POLICING:** Transforming policing with technology

Ministry of Justice

Code of Practice for Victims of Crime in England and Wales

November 2020

Chief's Briefing

MainPoints:


Victim's Code of Practice




Quality Counts



SIGMA



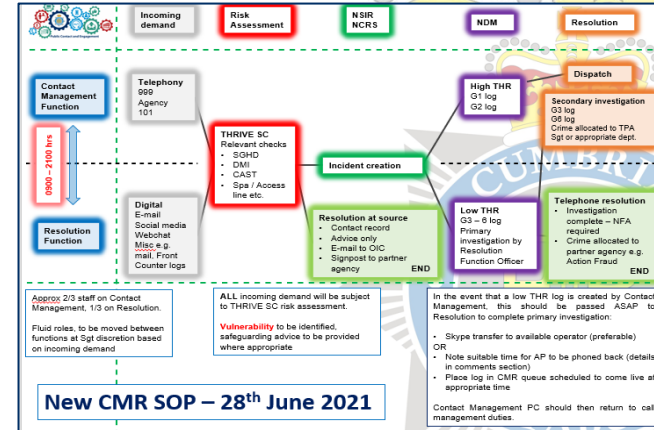
Quality Victim Care

First Contact - CMR



Pre New CMR Operating Model

- 35% 101 calls abandonment in May 2021
- 50.4% 101 calls answered in 5 minutes in May 2021
- 84.7% 999 calls answered in 10 seconds in May 2021



Post New CMR Operating Model

- 7% 101 calls abandonment in May 2022
- 90.5% 101 calls answered in 5 minutes
- 88.7% 999 calls answered in 10 seconds in May 2022

Improved Accessibility for Victims.

First Contact - CMR

Public Contact and Engagement Department performance objectives

Our Mission: To deliver an outstanding police service to *Keep Cumbria Safe*

Our Values: **Serve** with Pride, **Act** with Professionalism and Integrity, **Focus** on what's important, **Ethical** and Inclusive

Our Priorities:

- To achieve an Emergency - 999 calls answered timescale of 90% of all calls answered within 10 seconds.
- To reduce non-emergency - 101 calls abandonment rates to less than 10%.
- To achieve a non-emergency - 101 call answering timescale of 90% of all calls answered within 5 minutes.
- Identify, Address and Prioritise vulnerability at the earliest opportunity - Consistent application of THRIVESC assessments on incident logs.
- Accurate Crime Recording - Consistent application of NCRS.
- Compliance with the Victims Code of Practice.



SAAB

Right 1: To be able to understand and to be understood.

Right 2: To have the details of the crime recorded without unjustified delay.

Right 3: To be provided with information when reporting the crime.

Right 4: To be referred to services that support victims and have services and support tailored to your needs

thebigword

WordSynk

- 99% of CMR Crimes recorded in 24 hours (40% of total recorded crime).
- 96% Victims provided with a Putting Victims First Leaflet
- **Victims Needs Assessment 75%**
- 90% Victims have victim support services disused with them

PF1R

CONSTABULARIA

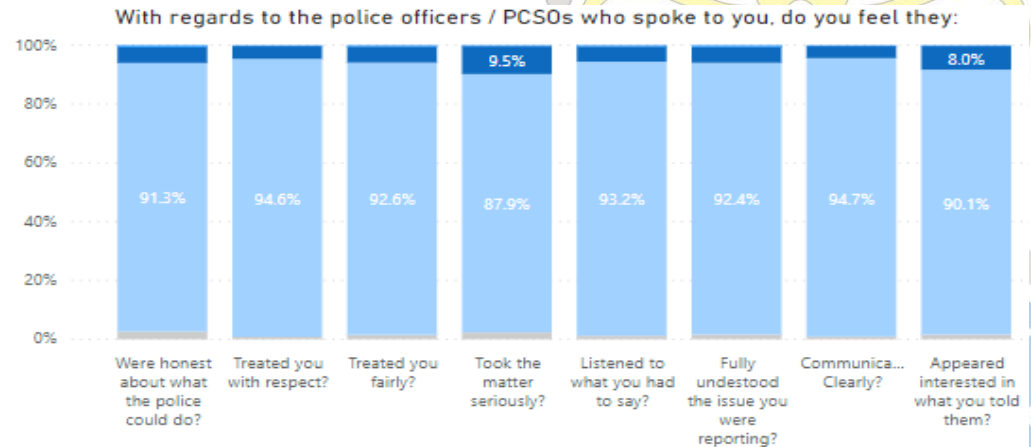
Response and Investigations.

Right 1: To be able to understand and to be understood.

Right 2: To have the details of the crime recorded without unjustified delay.

Right 3: To be provided with information when reporting the crime.

Right 4: To be referred to services that support victims and have services and support tailored to your needs



- 91% Crimes recorded in 24 hours (60% of crime)
- 96% Victims provided with a Putting Victims First Leaflet
- Victims Needs Assessment results in 76% of Victims being Enhanced Victims.
- 90% Victims have victim support services disused with them.

Response and Investigations.

Right 5: To be provided with information about compensation

Right 6: To be provided with information about the investigation and prosecution.



Right 7: To make a Victim Personal Statement.

- 91% receive written information within 24 hours.
- 86% Victims provided with information about the Victims Right to Review.
- 64% of victims are satisfied with the progress updates.
- 97% of victims have been informed the case has been finalised and decision making explained.
- 73% of victims have the Victim Personal Statement explained to them.

Improvements.



The Safer Cumbria Quality Assessment Framework



Chief's Briefing
MainPoints:
 Victim's Code
 of Practice

