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Our reference: PC

11th February 2016

AGENDA

TO: THE MEMBERS OF THE EXECUTIVE BOARD

CUMBRIA POLICE & CRIME COMMISSIONER'S EXECUTIVE BOARD

A public meeting of the Police and Crime Commissioner's Executive Board will take place on **Tuesday 16th February 2016** in **Conference Room 2**, Police Headquarters, Carleton Hall, Penrith, at **10.00am**.

S Edwards
Chief Executive

COMMITTEE MEMBERSHIP

Police & Crime Commissioner	- Mr Richard Rhodes (Chair)
OPCC Chief Executive	- Mr Stuart Edwards
OPCC Chief Finance Officer	- Mrs Ruth Hunter
Chief Constable	- Mr Jerry Graham

AGENDA

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

1. APOLOGIES FOR ABSENCE

2. 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. 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.

4. MINUTES OF MEETING

To receive and approve the minutes of the meetings held on 6th January 2016

5. 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.

6. DATA QUALITY

To receive and note the Constabulary Data Quality report (copy enclosed)

7. QoS UPDATE

To receive an note an update on call answering performance (copy enclosed)

8. HUMAN RESOURCES Q3 UPDATE REPORT – OCTOBER to DECEMBER 2015

To receive and note the Constabulary HR Q3 update report (copy enclosed)

9. DOMESTIC ABUSE

To receive and note the Constabulary report on Domestic Abuse (copy enclosed)

10. ALCOHOL HARM REDUCTION

To receive and note the Constabulary report on Alcohol Harm Reduction (copy enclosed)

Agenda Item No 4

**CUMBRIA POLICE & CRIME COMMISSIONER
EXECUTIVE BOARD**

Minutes of a Meeting of the Executive Board held on
Wednesday 6th January 2016 in Conference Room 3, Police Headquarters,
Carleton Hall, Penrith, at 10.00am

PRESENT

Police & Crime Commissioner - Mr Richard Rhodes (Chair)
OPCC Chief Executive - Mr Stuart Edwards

Also present:

T/ Deputy Chief Constable (Darren Martland)
T/Assistant Chief Constable (Andy Towler)
Constabulary Director of Corporate Improvement (Jane Sauntson)
OPCC Head of Partnerships and Commissioning (Vivian Stafford)
OPCC Head of Communications & Business Services (Gill Shearer)
OPCC Executive Support Officer (Paula Coulter) taking minutes

Also in attendance:

Cllr Neil Hughes

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

388. APOLOGIES FOR ABSENCE

Apologies for absence were received from:-
Chief Constable (Mr Jerry Graham)
T/Chief Constable (Michelle Skeer)
OPCC Chief Finance Officer (Ruth Hunter)
Deputy Chief Finance Officer (Michelle Bellis)

The Police and Crime Commissioner expressed his thanks to the Constabulary for their handling of the recent floods in Cumbria. A Major Incident had been declared and the Constabulary had worked together with (amongst others) Mountain Rescue, RNLI, Bay Search & Rescue and the Military and the Commissioner also expressed his thanks to these agencies.

T/DCC Martland agreed to pass on the Commissioner's thanks to Officers & members of Police Staff.

389. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

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

390. DISCLOSURE OF PERSONAL INTERESTS

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

391. MINUTES OF MEETING

The Chair presented the minutes of the Executive Board Meetings held on 04 November 2015, which had previously been circulated with the agenda.

The minutes were agreed as an accurate record of the meeting, and were signed by the Chair.

The action sheet was discussed and updated accordingly.

Minute number 380 Performance

T/DCC Martland gave a verbal update following crime recording in the control room going live on the 28th September 2015. There had been a review of the 605 incidents that had been received in five weeks, and feedback for the majority of calls had been very positive. The Crime Recording Registrar is running a 5 week training programme to pick up any lessons learned. A full review will be commissioned at the end of March.

The number of crimes recorded have increased from 4 to 5% up to mid 20% which was seen as positive. Issues will be picked up & checked during the daily governance meeting.

RESOLVED, that, the Minutes of the meeting of the Executive Board held on 04 November 2015 be confirmed as a correct record and signed by the Chair.

392. QUESTIONS FROM MEMBERS OF THE PUBLIC

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

393. PERFORMANCE

T/ACC Towler presented the report, and provided a summary of the key issues. The report covered the period for 12 months up to the end of November 2015.

There was an increase in the 'all crime' category of 5%. There were a complex number of reasons for this increase but primarily it is due to changes in Home Office recording of crime.

T/ACC Towler advised that of 752 crimes, 507 were minor or no injury; preventative strategies have seen a reduction in serious violent crime. There was an increase of 190 crimes in reporting period April to November, this is due to Home Office Recording Changes, and serious violent crime has decreased.

There was a discussion/explanation of harassment; T/ACC Towler noted the Constabulary is working closely with partners to deliver preventative messages which reflects the national trend. Nationally all forces have reported an increase in violence against the person, T/DCC Martland will provide the figures to the Police and Crime Commissioner.

Compared with last year performance measures in relation to theft have stayed the same and are within the expected limits (increase of 0.4%).

There was a reduction of 10% in the 'robbery' category which is within the expected limits.

There was a small increase of 4% in the 'criminal damage' category; this is above the MSG average.

There was an increase of 46% in the 'rape' category and an increase in 'other sexual offences' of 24%. There was a discussion regarding this where it was noted that the constabulary are encouraging people to report this, and acknowledge historic reporting. The increase is very welcome. There was a discussion about significant pieces of work undertaken e.g. SARC (The Bridgeway) which adds value to help bring people to justice. There is intention to invite Judiciary to come and look at the SARC. It was noted that there is a higher rate of conviction in Merseyside than Cumbria.

There was a 31% decrease in the number of reported antisocial behaviour incidents. This may be due to improved compliance recording standards.

The number of domestic abuse incidents has fallen by 4% but performance remains within the expected limits. The 'domestic abuse incidents with repeat victim rate' are a key area and the constabulary welcome to see a 9.7% reduction and also a reduction in repeat offender rate of 7.1%. Key indicators give confidence that work undertaken around domestic abuse is successful.

In December 2015 the constabulary launched its 'Do the Right Thing' campaign which focused on challenging the behaviour of domestic abuse offenders and encourages victims to report this serious offence.

There was a discussion about a presentation which was shown in the past for 2014-16 which gave a detailed analysis of outcomes. This showed that Cumbria was very high compared to other forces. This needs to be looked at in further detail with regards to a 10% decrease over the last 12 months.

It was noted that final figures are not available for 'Killed or seriously injured' this report will be brought to the Executive Board meeting in March 2016, once the figures have been validated. The Commissioner said he understood there is still an issue in Penrith with regards to boy racers; but the constabulary are unaware of anything recent – this will be looked into prior to the March meeting.

There was a further discussion regarding the definition of harassment, aspects of behaviour – people need to avoid. It was noted that: there is an Harassment Act; harassment can cause anxiety, upset or distress e.g. abusive image or something posted on social media that causes a person to feel angry or upset.

T/DCC Martland advised that the Harassment Act was brought in to deal with stalking and can deal with any low level inappropriate conduct. Initially this gives warning and can escalate – ex-partners/friends etc. it is obliged that this is recording as it can manifest in serious incidents if necessary. The perpetrator needs to understand that it can land them in trouble and the victim needs to feel supported. Examples of this are: verbal abuse; messages/social media; texting/telephoning; neighbour dispute.

There was a discussion about sexting and antisocial behaviour. Young people often send images and don't realise it is a criminal offence. This is high profile in the media. Antisocial behaviour is not a criminal act; but set criteria is used for recording purposes. The Youth Justice Board has done research regarding antisocial behaviour relating to first time entrants where there was no significant spike.

There is a reduction in: robberies; assaults against police officers; serious assaults and homicide.

Following a discussion the report was noted.

RESOLVED, that the report be noted.

381. VALUE FOR MONEY PROFILES 2015: ANALYSIS

The Constabulary Director of Corporate Improvement presented an overview and summary of the report which provides an analysis of the HMIC 2015 Value for Money profiles for Cumbria Constabulary. Overall it is important to recognise the limitations as this is only a tool. Profiles

focus on the cost per head of population which disadvantages Cumbria. Tourism is not taken into account; and it is difficult to get a consistent data record across the country.

There is caution as to whether the costs give like for like comparison e.g. treat differently in budget processes. It was noted that the constabulary are looking at changing reporting processes for the next data input later in the year.

Cumbria has a small population with 98% of this being rural; this is a huge geographical area therefore it is difficult to compare like for like. With regards to the HMIC report, the Constabulary are looking at best practice to achieve an outstanding rating.

There was a discussion about '*NRE Non staff costs Comparison is on per head of population (PHP) of Net Revenue Expenditure*' (Page 9 of report). Per head of population, the highest is for non-staff costs but the actual spend is lower. There was further discussion with regards to Roads Policing (page 10 of report). It was noted that this comparison is not like for like. Cumbria Roads Policing includes the Armed Response Vehicle, because officers are double hatted and multi-skilled. Other forces have these as separate units and firearms are categorised as Operational Support. Overall this is on a par with other forces.

The constabulary are continuing to look at other areas, it was noted that the increased capacity for firearms may have an impact.

With regards to average times, Cumbria is 70% above the national average (getting from A – B in the county) this needs to be emphasised in the funding formula discussions.

Support functions are high due to ICT and Fleet; this is due to commitment to technology. The actual costs have reduced by 39% since 2010 and in monetary terms this is a low cost.

Following a discussion, the report was noted.

RESOLVED, that the report be noted;

382. QUALITY OF SERVICE UPDATE – DECEMBER 2015

The Constabulary Director of Corporate Improvement provided an update on how the constabulary is progressing against a variety of quality of service measures such as: user satisfaction; call handling; response times and behaviour and attitude of officers and staff.

There was a discussion about calls for service and call handling times and it was noted that there is a problem regarding abandoned calls and getting them out of the system. Due to this technical issue an update was not available, the Police and Crime Commissioner was assured that the project team were working on this issues and the data would be available by the end of January 2016.

There is real concern if people are waiting for a long period of time and then the phone is put down. The Police and Crime Commissioner was advised that the constabulary dealt with an exceptional volume of calls throughout the flooding period and passed the test/capacity.

The report provided an update of the financial position for 2015/16 based on the actual and committed spending for the first six months, to September 2015, plus a forecast for the remainder of the year.

The average response times are all within the expected parameters (stats from 1 months' worth of figures).

There are now 5 grades which is equivalent to grade 4 & 5 together. There has been an increase by over 400 since September which is positive as it means more things get resolved in the room.

Technical changes for phase 2 are due to commence on 1st April 2016. Any issues will be dealt with on a daily basis. It is possible that no impact will be seen for the first 12 months but every stage will be evaluated and reported on. It was noted that Cumbria is 2nd out of 43 forces in terms of satisfaction data.

It is not possible to compare Cumbria's user satisfaction levels for victims of antisocial behaviour with other forces as there is no mandatory requirement to collect this data and not all forces do, preventing comparisons. However Cumbria is committed to providing the best possible level of service to all those who contact the Constabulary, and as a result conduct interviews with a random sample of victims of antisocial behaviour to understand how they feel the service could be improved.

There was a discussion about paragraph 1.3 (4th bullet point): *'We have not received any survey responses from victims of domestic abuse via the IDVA's so we are exploring other mechanisms to distribute these surveys.'* The arrangement was for IDVA's to ask victims to complete surveys, which is being done but they cannot force victims to complete them. Victim Support has spoken to LetGo and this issue will be addressed.

RESOLVED, that the report be noted;

383. HMIC – CUSTODY ACTION PLAN & COVERING REPORT

The report was presented by the T/DCC Martland and was discussed by exception. The paper provides an update on the progress in relation to the HMIC and HM Inspectorate of Prisons unannounced inspection visit to police custody suites which took place between 8th and 12th June 2015. There are 46 recommendations in total, 5 of which are significant and an action plan has been put in place, which has a lot of incomplete actions. Since the inspection Barrow Police has now moved into the new build. Governance processes are to be brought back monthly to the operational programmes board. Lancashire Constabulary will peer review custody.

The first five main recommendations are all actioned.

- 7.1) There was a discussion regarding the new custody system which was introduced in November 2015, there will be a further update by mid-January 2016, the constabulary are looking into developing an automated daily dash board review.
- 7.2) This recommendation was marked as complete
- 7.3) This recommendation was marked 'amber'. The Police and Crime Commissioner was advised that the children's Improvement Board will be presented with a proposal on 19th January 2016, this will specifically focus on those charged /RIC. At present this facility does not exist. There has been significant engagement regarding this since September and the constabulary are hoping for a final decision on PACE.
- 7.4) It was confirmed that the constabulary have the ability to contact appropriate adults after midnight.
- 7.5) With regards to this recommendation; depending on the circumstances if the arrest a police cell may be the only option as a place of safety for section 136 of the Mental Health Act 1983 assessments. There are only four places in the county that these people can be taken to. It was noted that Mental Health is a significant issue for the police as there are limited options and resources outside of 9-5 hours.
- 7.11) It was noted that predominantly the constabulary try to ensure there are a mix of detention officers on duty; or bring someone in if a female officer is required for girls under 18 years.
- 7.16) There will be training and guidance on how to properly apply a spit helmet.
- 7.22) Books are available in custody suites but need to be in a variety of languages

(Note: At 11:55am the meeting was interrupted by the personal safety alarm at the front desk/reception.)

- 7.38) Interpreters are used and are available in various languages

At 12:00 T/CC Skeer joined the meeting.

Following a discussion, the report was noted.

RESOLVED, that the report be noted;

384. HMIC – FIREARMS LICENSING ACTION PLAN AND COVERING REPORT

The report provides the summary overview of Cumbria Constabulary's response to the recent HMIC review on firearms licensing, 'Targeting the Risk'.

It was noted that this was a national inspection where 18 recommendations were made related to police service; none of these were Cumbria specific.

Action Plan: - Recommendations

Recommendation	Comments from meeting
Recommendation 1	This has been implemented and is now addressed.

<p><i>Within three months, all chief constables should assess how well the governance of firearms licensing in his or her force meets the standards set out in Authorised Professional Practice. Chief constables of forces where the governance standards are not being complied with should put in place immediately the correct arrangements and procedures in order to meet the standards in full.</i></p>	
<p>Recommendation 2 <i>Within six months, all chief constables should establish arrangements for the effective monitoring and audit of their firearms licensing procedures, as required by the Authorised Professional Practice.</i></p>	<p>This is now in place.</p>
<p>Recommendation 4 <i>Within three months, all chief constables should review the demand placed on their firearms licensing department to ensure it has the capacity to meet this demand and provide an efficient and effective service at all times.</i></p>	<p>The formal review has now taken place and has been completed. Staff are being brought in to clear the backlog. There is an issued with laptops (on order) which will streamline and make the service more efficient.</p>
<p>Recommendation 8 <i>Immediately, all chief constables should commission a review of their 'total expired' licensing records and take action to satisfy themselves that all appropriate action is being taken.</i></p>	<p>Action addressed and compliant, it is confirmed that reviews do take place.</p>
<p>Recommendation 9 <i>Within three months, all chief constables should ensure that their arrangements in respect of the use of temporary permits are in accordance with the Home Office guidance; that temporary permits are properly recorded without delay on the National Firearms Licensing</i></p>	<p>It was noted that it is a legal requirement to issue a temporary ticket. There will be a daily review with regards to Firearms and officers will be given laptops and relevant training to have direct access to NFLMS (National Firearms Licensing Management System) immediately. This will be compliant within the next 2 months. The Constabulary are satisfied that these are being recorded properly, and the 15 week backlog will</p>

<p><i>Management System; and that effective systems exist to ensure certificate holders are not permitted, at any time, to remain in unlawful possession of a firearm.</i></p>	<p>reduce.</p> <p>It was noted that there are over 30,000 weapons legally held in Cumbria. Cumbria Constabulary have been given a clean bill of health following the firearms incident in 2010.</p>
<p>Recommendation 12</p> <p><i>Within six months, all chief constables should either satisfy him or herself that they have completed, or complete, a retrospective review of the certificate holders' continued suitability to have access to or possession of firearms in the case of section 1 firearms and shotgun certificates issued before the Home Office guidance was updated in relation to the on-going monitoring of the activity of a certificate holder or associates. This review should extend to all such activity which may give rise to concern for public safety.</i></p>	<p>The Constabulary are satisfied that this is in place in Cumbria.</p>
<p>Recommendation 16</p> <p><i>Within three months, all chief constables should review their current arrangements for public engagement with regard to firearms licensing to ensure that they are practical, proportionate and well known. They need to enable the force to understand the experience of service users and other interested groups. Thereafter, all chief constables should introduce effective systems to consider the results of public engagement to inform the efficiency and effectiveness of their licensing arrangements.</i></p>	<p>A lot of public engagement has been carried out (meetings/game fairs/gun clubs) etc.</p>

Following a discussion, the report was noted.

RESOLVED, that the report be noted;

385. CCTV PROJECT CLOSURE REPORT

The report was presented by T/ACC Towler. The purpose of the paper was to advise the Police and Crime Commissioner of the current position with the CCTV project and request closure.

It was confirmed that 52 out of the 53 cameras have been implemented and are working well. There are technical issues with the final camera which will be resolved in the next few weeks. It was noted that there has been over 700 incidents, and positive feedback had been received from the surveillance commissioner who had inspected the CCTV system.

It was noted that there will be a number of software and functionality improvements over the next few months. It was confirmed that the project had not run over budget. There was a discussion about the closure of CCTV stage 1, which was agreed. The Commissioner also raised the question of the expansion of the Scheme from 53 to up to 80 cameras (Phase 2).

There was a discussion regarding which councils will be approached to discuss phase 2 which will look at the possibility of extending the system as the resource is limited.

Following discussion the report was noted.

RESOLVED, that the report be noted;

Meeting ended at 12.25pm

Signed: _____

Date: _____



Constabulary Report to OPCC

Agenda Item no 06

TITLE OF REPORT: Data Quality

DATE OF MEETING: 16th February 2016

ORIGINATING OFFICER: Claire Griggs

PART 1 or PART 2 PAPER: PART 1 (OPEN)

Executive Summary:

The Constabulary is committed to delivering significant improvements to data quality. The principles to achieve these improvements are based on:

- Ethos of personal responsibility.
- Supported by strategic work streams to deliver:
 - quality of service: right first time approach in all activities
 - digitisation of processes to support quality & efficiency
 - integrity and values
 - processes and systems that provide value for money for the public.
- Delivery through audit and performance regime at strategic, operational and individual levels.

This report provides:

- A summary of the Constabulary's current performance.
- A summary of the current situation in relation to the quality of crime and incident data.
- The work currently underway to improve data quality.
- An update against the recommendations made in Her Majesty's Inspectorate of Constabulary (HMIC) crime data integrity inspection.

Recommendation:

That the Commissioner notes:

- The work currently being carried out by the Constabulary to improve the quality of crime and incident data.

MAIN SECTION

1. Introduction and Background

1.1 Introduction

Continuously improving data quality is one of the priorities in the Police and Crime Plan. HMIC also considers it of the utmost importance that police forces have high-quality data that allows them to establish where, when, and how often crime and antisocial behaviour (ASB) is occurring. In 2014 HMIC completed a crime data integrity inspection of all 43 forces. Cumbria Constabulary was inspected in July 2014 and was found to be 84% compliant overall.

Results of both the thematic, and Cumbria specific inspections were published on 18th November 2014. The recommendations form part of the Constabulary's HMIC Action Plan. Progress against the Action Plan is monitored through the relevant Neighbourhood Policing Team Area / Directorate Senior Management Team meetings and a bi-monthly update is presented to the Operations Board.

In addition, a Crime Management Board was established in February 2015. The board was chaired by the Assistant Chief Constable and met every month to oversee continued activities to improve crime recording compliance. The board has since been integrated as part of the Constabulary's Operations Board as it is responsible for making decisions on matters associated with operational policing, including crime data integrity.

The important role of Police and Crime Commissioners (PCCs) in scrutinising the integrity of crime data has also been documented in a report published in June 2015 by the Committee on Standards in Public Life– 'Tone from the top: Leadership, Ethics and Accountability in Policing'. The report recommends that Police and Crime Commissioners (PCCs) should consider the potential benefits of extending and strengthening their oversight to ensure the integrity of crime recording. In doing so, PCCs need to ensure accountability and reporting lines remain clear and do not impede HMICs ability to inspect police forces recording of crime data.

This report provides an update on the current situation and planned future work to enable the Constabulary to continue to improve crime data integrity.

1.2 Current Performance

1.2.1 Crime and Incident Audits

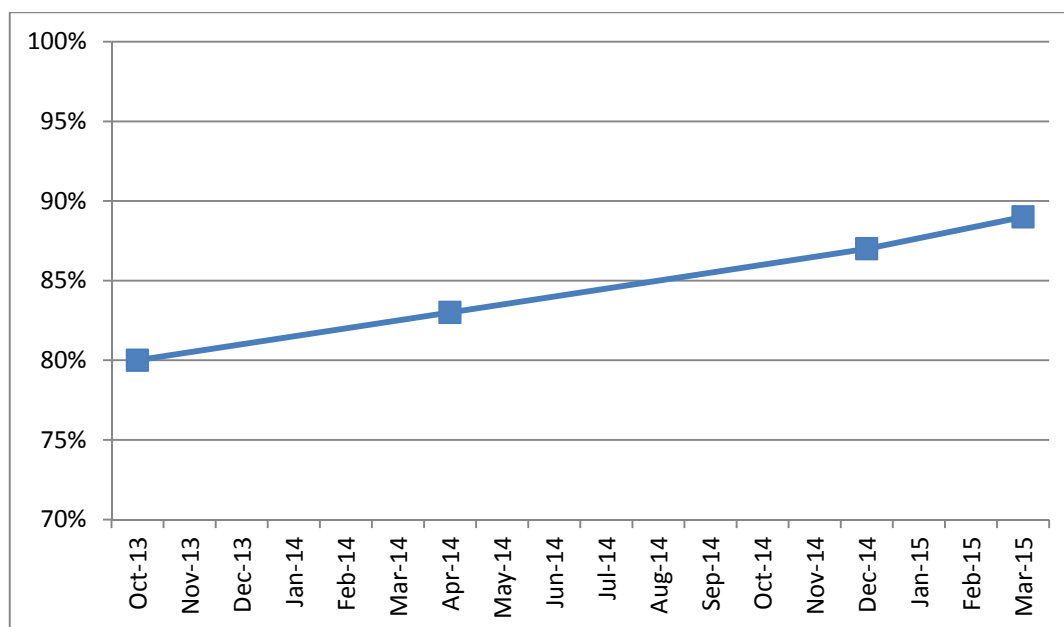
Since April 2014, the Force Crime Registrar has carried out three audits of crime and incident recording - in April and December 2014 and May 2015.

The purpose of these audits was to:

- Determine whether incidents on command and control systems have been correctly closed as a crime or not in compliance with the National Crime Recording Standard (NCRS) and Home Office Counting Rules (HOCR).
- Determine whether all incidents closed as crimes on command and control systems have been transferred to the crime recording system.

The results show a positive direction of travel. In May 2015 the Constabulary continued to make improvements with overall compliance increasing from 87% (in December 2014) to 89%. This is also a 6% increase when compared with results in April 2014 (83%). This is illustrated in the graph below which shows how the Constabulary has improved overall from October 2013 to April 2015.

Graph 1: Cumbria Compliance



During the December 2014 audit, in addition to the usual checks carried out, an assessment of the extent of over recording was completed including an analysis of no crime data, as this practice was causing particular resourcing issues within the Crime Management Unit (CMU). The audit found evidence of over recording in contravention of the HOCR and NCRS. The Constabulary took steps to rectify this situation and five months later in the May 2015 audit there was no evidence of over-recording.

It is important to note the 2012-13 Home Office Data Quality Audit Manual used for the above audits has now been superseded by the 2015-16 version. The next NCRS audit, which commenced on 27th January 2016, is being carried out against the new methodology, meaning compliance ratings will not be comparable with any previous results. The new methodology encompasses a more detailed audit regime that begins with listening to calls for service through to their final outcome – a ‘cradle to grave’ process. The sample will also be larger, making it statistically significant. Results will be available in March 2016.

1.2.2 Operational Initiatives

As reported previously, in addition to the crime and incident audits a new NCRS failure process was implemented on 1st August 2014, aimed at addressing NCRS non-compliance. This has been very effective as it identifies individual officers who are failing to comply with NCRS and enables development plans to be put in place to address this.

Since August 2014 each Neighbourhood Policing Team (NPT) has had a designated police officer responsible for auditing incident logs to further improve data quality and support the work of the Crime Management Unit. Their work is aligned with the Audit Plan, presented to the OPCC on 3rd June 2015, which focuses on thematic audits primarily covering high risk areas. This involves dip sampling crimes recorded by officers during the previous month. As well as thematic audits the team also focus on a specific shift each month across each NPT, allowing each to be reviewed twice yearly.

These processes have contributed to an increase in overall compliance for the Constabulary.

1.3 Current situation

Cumbria Constabulary has a clear management drive and support for integrity and data quality. 100% compliance is the objective.

In addition to the activities previously reported upon which have been implemented across the Constabulary to help address the issue of non-compliance, the following activities have since been carried out, or are still currently underway:

- NCRS training has now been delivered across the Constabulary to all Constables, Sergeants and Inspectors. The training was divided into two areas. Firstly to make officers aware of the common mistakes resulting in failure to comply with NCRS and secondly the recent changes to the Home Office Counting Rules which the Constabulary implemented on 28th September 2015 when the Command and Control Project went live to ensure NCRS compliance.
- One police officer in each of the three NPT areas continues to be assigned to look at both thematic and geographic areas of work on a monthly basis from a quality assurance perspective. This work covers both Territorial Policing and Crime Command remits. Their roles ensure that an accountable audit process is in place. A rolling schedule of work is currently planned to March 2017 and covers a number of categories - Violence - Harassment – ASB – Domestic Abuse – Crime related incidents (CRI) – Sexual offences – Hate Crime – Victims Code – Cannabis Warnings – Crime Outcomes – Dispersal Notices - Property. Although a schedule is in place, if there is a requirement to undertake work owing to a particular issue being highlighted, the plan can be adapted to manage this.
- Any issues arising from the quality assurance audits carried out by these officers are highlighted to the Area Command teams and Chief Superintendents particularly around National Crime Recording Standards and the Victims Code. Some of the recent results have been encouraging with NCRS compliance in terms of violence offences being between 92% and 100% for the three NPT areas. Other areas require further work to reflect similar standards.
- The team has just finished an audit of anti-social behaviour where a 93% compliance rate was recorded. An audit of Domestic Abuse is currently underway, and results will be available by the end of February 2016.

- An additional role, undertaken by a Police Volunteer, involves reviewing all ASB logs and identifying any incidents where it is not clear if the victim has received an update as to the result of the incident. This process adds in further quality assurance and care for victims.
- From 19th September 2015 the Alcohol Marker on the crime recording system became a mandatory field, which should enable the Constabulary to gather more accurate data on the number and types of crimes where alcohol is a factor. During October 2015 12.8% of total crimes recorded by the Constabulary (284 out of 2223) had an alcohol marker. This rose to 16.0% (312 / 1946) in November 2015, and 19.8% (399 / 2014) in December 2015.
- After 32 days of operating the new way of working within the Command and Control Room, a compliance audit was undertaken by CMU from 30 October 2015 to 3 November 2015 (ensuring that different demand profiles and different shifts were captured). 605 calls were listened to as part of this audit with reference to data quality. The Change Team did some further analysis and investigations after which a comprehensive Action Plan has been developed to deliver a range of improvement activities, training, process change and quality assurance framework to address all of the issues found. This programme of work will be completed by the end of March 2016.

Examples of specific actions within the Control Room's Call Management and Resolution Unit

- The first round of training days are currently being used by the Crime Management Unit (CMU) to provide training on incident recording to Call Management and Resolution (CMR) staff including dealing with third party reports.
- Sergeants will imminently be quality assuring calls to determine if incidents have been correctly recorded. This will include live listening of calls and providing immediate feedback to officers where required – this activity will be ongoing.
- Development of a continuous quality assurance / continuous improvement database is being set up so that a dashboard of performance results can be built up to identify specific issues to learn from.

1.4 Update on actions arising from the HMIC Inspection conducted in July 2014

The Crime Data Integrity Inspection carried out by HMIC in July 2014 commenced with a data audit, and was followed by a series of interviews, focus groups and reality testing. The reality testing included both arranged and unannounced visits to police stations, communications centre, public protection units, helpdesk, youth offending team and crime management unit.

In total 13 recommendations were made within the thematic report. 2 of these recommendations were to be implemented with immediate effect across all police

forces in England and Wales. The table below presents how the Constabulary has addressed these:

Recommendation	Timescale specified by HMIC	Work done to date	Status
All forces should ensure their auditing procedures in respect of reports of serious sexual offences, including rapes, are sound.	Immediately	See section 1.2 of this report.	Complete
Forces should ensure that, in crime-recording: a) The presumption that the victim should always be believed is institutionalised; b) All reports of crime are recorded as crimes at the earliest possible opportunity; c) Decisions to record crime are not subject to undue operational or performance pressures; and d) Practices such as investigate-to-record (where the recording of a crime is delayed until after an initial investigation of the complaint) are discontinued.	Immediately	See section 1.3 of this report. The Constabulary has also embedded the College of Policing Code of Ethics that sets and defines the exemplary standards of behaviour for everyone who works in policing.	Complete

1.5 Cumbria specific recommendations

As reported previously, HMIC made nine recommendations for improvement specific to Cumbria Constabulary. The table below describes the work carried out to address each recommendation.

Recommendation	Timescale specified by HMIC	Work done to date	Status
The force needs to ensure that the PPU central referral unit or triage is being run in accordance with national best practice, that all crime should be recorded in a timely manner and that there is a comprehensive understanding of the number/type and scope of referrals to the force from third parties.	Immediately	There has been great progress made within the Safeguarding Hub and it is being run in accordance with national best practice. Thorough briefings have been given to staff working within the Safeguarding Hub in relation to recording crime contained within referrals and robust supervision is in place. Experienced staff within the Hub deal with the referrals made from third parties.	Complete
The force should ensure that any crimes identified in the PPU are recorded at the first opportunity by the detective sergeant assessing the referral and, in any case, within 72 hours*, prior to allocation for	Immediately	This has been in place since the inspection. All PPU Detective Sergeants are recording relevant crimes within 24 hours not 72 hours.	Complete

Recommendation	Timescale specified by HMIC	Work done to date	Status
investigation. (Please note that since the report was published this has been changed by the Home Office to 24 hours from 1 st April 2015).			
The force should undertake a review of the PPU folder on Sleuth and the PPU email inbox to identify any crimes that should have been recorded in accordance with HOCR and NCRS and progress any actions that are outstanding.	Within 3 months	All PPU folders were checked following the inspection and any necessary action was taken. This is subject to ongoing review and was audited in May 2015. The results found this process to be 100% compliant.	Complete
The force should have revised the process for no-crime decisions to minimise delays while retaining the consistency afforded by a centralised process and compliance with the NCRS and HOCR.	Within 3 months	A Force Orders was circulated on the 2 nd July 2015 implementing a new process which has been approved by the ACC. An IT solution through the implementation of Red Sigma will assist with this further.	Complete
The force guidance on rape - The standard for the investigation of rape and serious sexual assault – should be amended to contain specific guidance on how to deal with allegations of rape occurring in another force area including the crime transfer process, evidence transfer and victim care.	Within 3 months	The Standard for the Investigation of Rape and Serious Sexual Assault has been updated and published on the Constabulary's intranet which all officers and staff can access. This was also promoted in a Force Orders to make everyone aware.	Complete
The force should have redesigned the current PND form to ensure that the offender has been made aware of the implications of this means of disposal and has acknowledged such on the form. These new forms should then be brought into use immediately.	Within 6 months	The current form does include the implications for the offender. Redesigning and re printing the form is not cost effective because this recommendation is likely to be superseded by a new mobile and digital process in the near future, making the paper form obsolete.	Not accepted
The force should consider subscribing to the national Pentip system in order to be able to ascertain if an offender has received a cannabis warning in another force area	Within 6 months	A paper was sent to the Operations Board on 13th October 2015 with a recommendation that Command and Control staff within Cumbria Constabulary has access to the full range of facilities available on the PENTIP register in order to ensure officers are issuing Cannabis warning forms correctly and in compliance with national ACPO requirements and guidelines. This recommendation was approved.	In progress
The force should have undertaken a thorough review and audit of community	Within 6 months	The Office of the Police and Crime Commissioner Scrutiny Panel monitors	Complete

Recommendation	Timescale specified by HMIC	Work done to date	Status
resolutions to ensure that force processes comply with national guidance and standards. In the case of juveniles, there needs to be clarity that the 'Association of Chief Police Officers (ACPO)' guidelines on the use of Community Resolutions' are being adhered to, and in particular that resolutions are only given when appropriate and that there is a clear, auditable trail of decision making for the youth triage process adopted in Cumbria.		on a quarterly basis a sample of Community Resolution cases and assesses their outcomes, providing feedback to the Constabulary on compliance and good practice.	
<p>The force should have reviewed its audit capacity and ascertained the most cost-effective way, using internal or external auditors, to improve its capacity to undertake both regular and risk based audits using a more extensive methodology.</p> <p>SEE NOTE BELOW</p>	Within 6 months	A Data Quality Assurance Manual for 2015/16 (DQAM) has been developed by Force Crime Registrars working under the auspices of Home Office National Crime Recording Data Quality Working Group in partnership with the National Policing Lead for Crime Statistics and HMIC. This document will enable the Constabulary to build a risk based approach to future crime and incident audits by the Crime Registrar. A draft audit plan has been drawn up by the Quality Assurance Officer in the Territorial Policing Management Support Unit to ensure that incident log compliance continues when the above mentioned arrangement comes to an end. This will mean that any deviation from compliance is identified and addressed. The next audit in commencing in January 2016 will be against the criteria in the DQAM.	Complete

With reference to the last recommendation from HMIC above, the Constabulary is currently developing options about building capacity, capability and support to senior management to embed improvement within their areas of business. The Delivering Excellence Strategy is currently being consulted on and will include capacity to support audit and compliance as well as be forward looking to improve outcomes for the public.

2. Issues for Consideration

2.1 Drivers for Change

- As previously reported, improving data quality is considered of the upmost importance by the Constabulary and by HMIC.

- This activity is also a top priority for the Police and Crime Commissioner in Cumbria, and features strongly within the current Police and Crime Plan, specifically with regards to:
 - The Constabulary continuing to focus on ensuring that its recording of incidents, crimes and their outcomes is accurate, and in line with national standards.
 - That the Constabulary continues to focus on improving the quality of investigations into crimes.

The Code of Ethics explicitly states that complying with the NCRS is an example of meeting national standards.

2.2 Consultation processes conducted or which needs to be conducted

- Key subject experts were consulted during the preparation of this report (see section 9.1).

2.3 Impact assessments and implications on services delivered

- This report details the positive impact that various initiatives to improve data quality have had on compliance with HOCR and NCRS.

2.4 Timescales for decision required

- None required at this stage.

2.5 Internal or external communications required

- None required at this stage.

3. Financial Implications and Comments

None at this stage.

4. Legal Implications and Comments

None at this stage.

5. Risk Implications

None at this stage.

6. HR / Equality Implications and Comments

None at this stage.

7. ICT Implications and Comments

Some of the changes to HOCR and NCRS requirements are reliant on the current SLEUTH crime and intelligence system being upgraded.

8. Procurement Implications and Comments

None at this stage.

9. Supplementary Information

9.1 List persons consulted during the preparation of report:

- Ruth Harmer / Force Incident Registrar / Crime Management Unit.
- Jane Sauntson / Director of Corporate Improvement.
- Temporary Performance Sergeant Alan Taylor / Joint Command Support Unit



Constabulary Report to OPCC

Agenda Item no 07

TITLE OF REPORT:	Quality of Service: Update on Call Answering Performance
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DATE OF MEETING:	16th February 2016
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ORIGINATING OFFICER:	Jane Sauntson/Inspector Salkeld
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PART 1 or PART 2 PAPER:	PART 1 (OPEN)
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Executive Summary:

The January 2016 Quality of Service Update report to the Commissioner was unable to provide information about call answering performance due to technical issues with getting reliable data from the telephony system. Assurances were provided to the Commissioner that key data was being used effectively to manage the new processes within the Command and Control Room (CCR) on a daily basis, ensuring that a timely service was being provided to the public.

The issues were around the technical reporting and extraction of specific data from the system. Significant work to rectify the situation was completed and this report provides the performance data resulting from the solutions implemented.

Recommendation:

That the Commissioner notes:

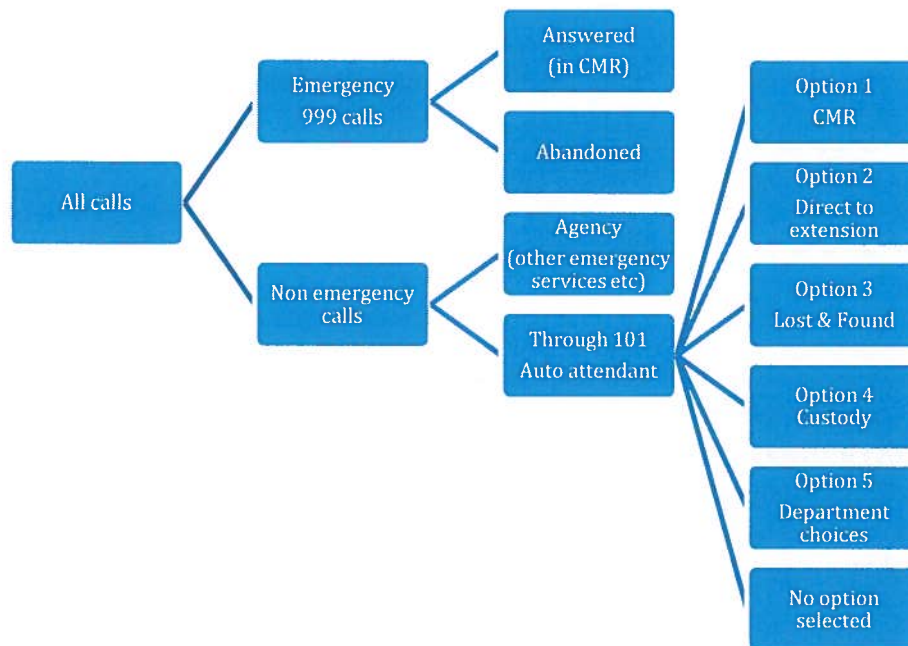
- That call answering performance for emergency calls is within expected limits.
- That comparison for non-emergency calls are not like for like since the introduction of change to CCR and the revised telephony system design to accommodate these changes.
- That performance within Call Management and Resolution within CCR is improving month on month.
- That further detailed analysis of demand and performance is being undertaken as part of the Command and Control Evaluation, which will report at the beginning of April 2016. This will include call backs to members of the public.

MAIN SECTION

1. Introduction and Background

Introduction

1.1 Significant changes were made to the telephony system as part of the new way of working in the Command and Control Room (CCR) and the introduction of the Call Management and Resolution desks (CMR) and a simplified overview of the call flow may provide a useful context for this report:-



If no option is selected then the call is re-routed to Option 1 – CMR.

Impact of changes on performance data:

1.2 At any point in this call flow a call can be abandoned by the caller and these are now all measured. Prior to the changes implemented, abandoned calls were only measured if they were abandoned after 30 seconds.

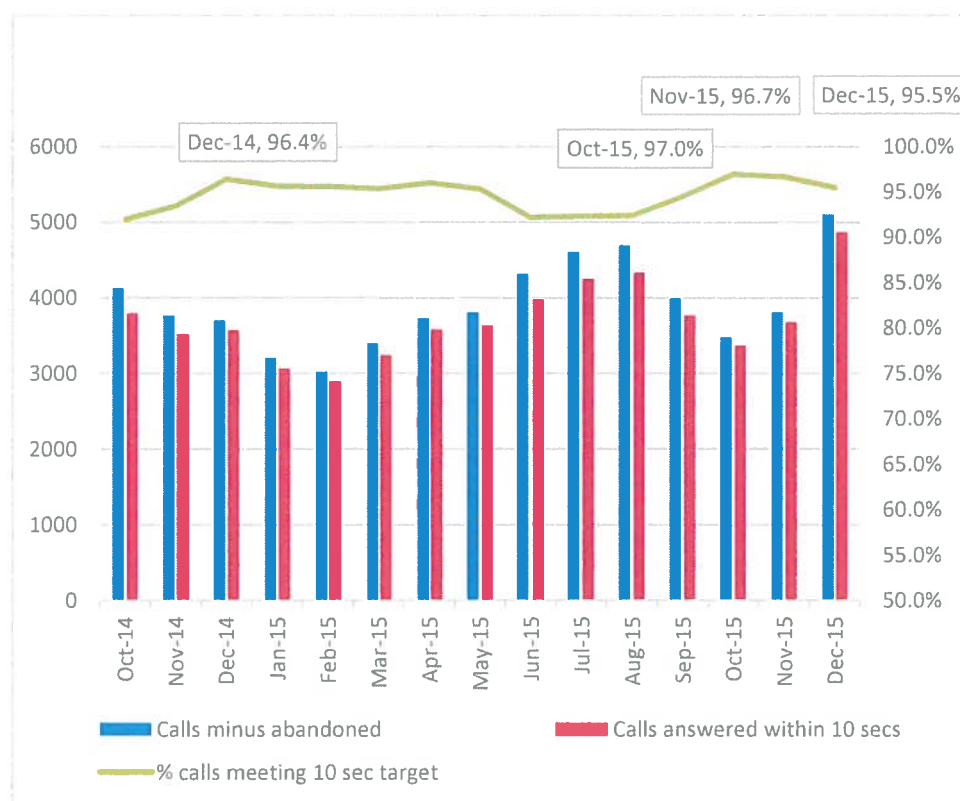
1.3 Many direct dialled extensions were previously available and used (that is 01768 21XXXX) and not counted in the call figures –these now come through 101 via auto attendant and are counted in the overall call figures.

1.4 Previous to the changes in CCR, all 101 calls were able to be counted and reported on with regards to how quickly they were answered. With the new process and options available, only those calls going into CMR can be counted with regard to how quickly they are answered, because all of the other calls transfer into the Lync system which has no data capture.

1.5 This means that the comparisons over time for non- emergency calls are not like for like.

Current Performance: Emergency Calls

The chart below shows the calls answered in 10 seconds or under



1.6 The mean average number of emergency calls over the whole period from October 2014 is 3,833 per month.

The mean average for the summer period May to September was 4,283 calls per month or 12% increase in demand compared to average.

The number of calls in December 2015 was 5,102 calls or a 33% increase in demand compared to average, this can be associated with the increased demand seen from the adverse weather events over the period.

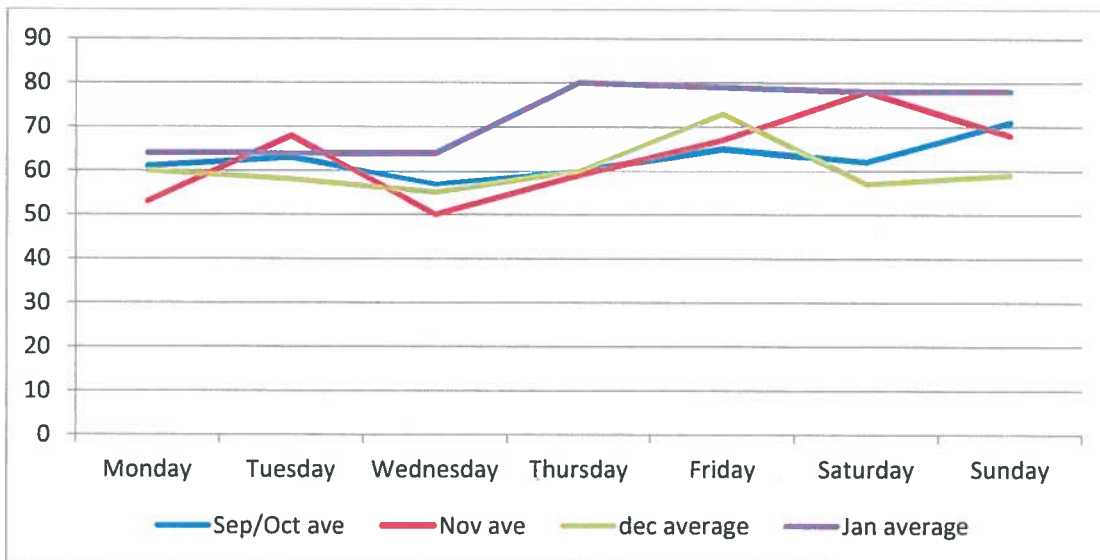
Current performance: Non-emergency calls

1.7 There are a number of key changes to the way in which calls are handled and dealt with means that data for pre and post change cannot be properly compared – as explained in paragraphs 1.3 to 1.5

1.8 The addition of different ways for callers to contact people or departments that have now been added into options 2 – 5, and the way that the data is collected means that all these calls are included in the overall non-emergency calls. In particular, direct dialing to individuals or departments is not available except for a few lines.

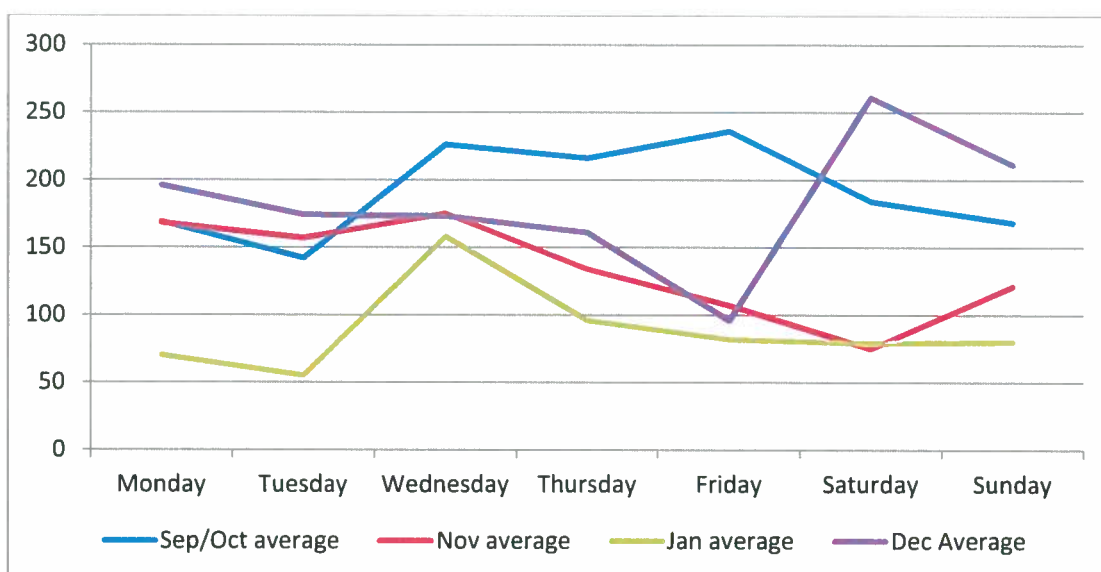
1.9 The role of the CMR is to problem solve to resolve callers' issues as soon as possible and is also fundamentally different to the role of the previous Call Handlers.

1.10 Performance within the CMR with regard to call answering times is generally improving month on month as demonstrated in the chart below, which shows the percentage of calls answered within 30 seconds by day of the week



Abandoned Call Data

1.11 The situation with abandoned call data is improving month on month as the graph below shows (based on average abandoned calls by day of the week: the exception is December because of the floods and increased call volume)

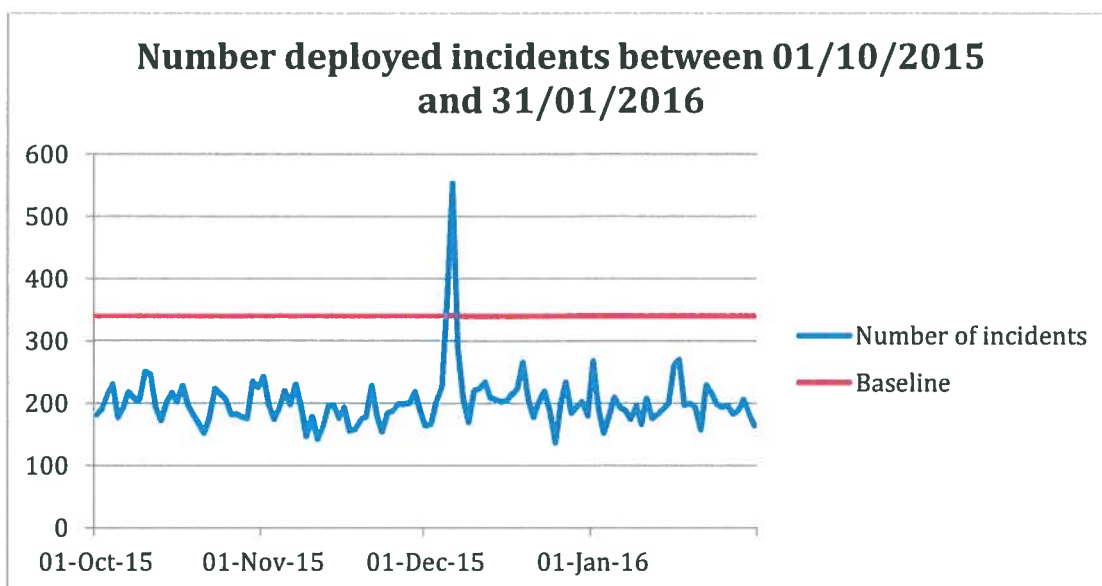


1.11 Previous data only measured those calls which abandoned after 30 seconds – now all abandoned calls are captured, which is a much more transparent process, although a larger number. For example, if a member of the public calls 101, selects option 2 to add a collar number/extension number in for direct contact, then abandons before an answer – this is counted. Likewise option 3, lost and found - where we want people to abandon after getting the information they want).

1.12 The Commissioner should note that further detailed analysis of demand and performance is being undertaken as part of the Command and Control Evaluation, which will report at the beginning of April 2016.

Number of Deployed Incidents

1.13 An overview of the pre-implementation and post-implementation data relating to the number of incidents where an officer was deployed is shown below. The base line figure is the average daily number of incidents where officers were deployed using 20013/2014 data. The graph represents the current daily number of incidents where officers are deployed since the CMR changes were implemented, the only notable spike again, coinciding with the adverse weather experienced. From this data we can see that there is a significant reduction in the number of incidents where officers are deployed, this is due to the CMR reducing the overall demand.



2. Issues for Consideration

2.1 Drivers for Change

Reporting performance to the PCC as part of a performance framework agreed

2.2 Consultation processes conducted or which needs to be conducted

- Key subject experts were consulted during the preparation of this report (see section 9.1).

2.3 Impact assessments and implications on services delivered

- The report outlines the changes in telephony and the performance with regard to call answering times that the public experiences when contacting the Constabulary.
- The evaluation due in April 2016 will provide further detail. Call backs with members of the public will form part of this evaluation
- Complaints concerning the CRR are monitored closely and a quality assurance system and process is being embedded.

2.4 Timescales for decision required

- None required at this stage.

2.5 Internal or external communications required

- None required at this stage.

3. Financial Implications and Comments

None identified

4. Legal Implications and Comments

None identified

5. Risk Implications

None.

6. HR / Equality Implications and Comments

None at this stage.

7. ICT Implications and Comments

None identified

8. Procurement Implications and Comments

None identified

9. Supplementary Information

9.1 List persons consulted during the preparation of report:

- Change Team for Command and Control – Inspector Salkeld
- Information Management Services – Ben Kendal Ward



Constabulary Report to OPCC

Agenda Item no 08

TITLE OF REPORT:	Human Resources Q3 Update Report – October to December 2015
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DATE OF MEETING:	16th February 2016.
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ORIGINATING OFFICER:	Andrew Taylor, Head of Human Resources
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PART 1 or PART 2 PAPER:	PART 1 (OPEN)
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Executive Summary:

HR focus has been on the resourcing and recruitment of police officers, supporting change management and case management including attendance.

Staff Association relations remained very positive.

Recommendation:

- That the report is noted.

MAIN SECTION

1. Introduction and Background

This Human Resources update report covers the quarterly period from October to December 2015, including Health and Safety performance narrative and statistics.

2. Issues for Consideration

Police Officer Establishment

- The Police Officer establishment was 1124.05 against an agreed budgeted establishment of 1145. This is within acceptable tolerances and will be addressed by an intake of 13 transferees at the end of January 2016 and a further intake of 18 Probationary Officers in March 2016.
- 26.64 FTE Police Officers left the Constabulary, during Quarter 3 of 2015/16. Turnover continues at normal levels and represents attrition arising from a variety of routine reasons including retirements and resignations.

- Four intakes of Police Constables, totalling 108 Officers, are planned for 2016/17 together, following the decision to retain Police Officer at current budget/levels in the short to medium term.
- There will be a major recruitment campaign for Police Officers in the coming quarter, to ensure that we are able to maintain a suitable pool of candidates for future intakes across each of the TPAs, but within West Cumbria in particular.
- The HR Team continues to develop workforce planning, working closely with operational colleagues. A high level Force Resourcing Panel has been introduced to ensure that the Constabulary manages resourcing efficiently, effectively and fairly to meet business needs. This approach will contribute significantly to the development of centralised command and control, resourcing and the introduction of new NPT structures.

Police Officer Promotions

- There has been one substantive promotion into the role of Chief Inspector (Command and Control Room) during the quarter.
- Discussions are currently taking place about the timing and delivery of Sergeants and Inspectors Promotion processes.
- The internal selection process for the College of Policing Fast Track to Inspector scheme will conclude over the coming weeks with successful candidates supported for entry onto the National Assessment process.

Police Community Support Officers

- It is acknowledged that the Police and Crime Commissioner wishes to maintain PCSO numbers at 95. Current establishment as at 31 December is 91.39 fte, with two intakes of 10 planned for May 2016 and January 2017 to maintain numbers at the required levels.

Special Constabulary/Volunteers

- There are currently 104 Special Constables and 61 Volunteers recorded.
- An intake of 18 Special Constables in November has increased numbers.
- We have planned two further intakes in May and September 2016 and will use the planned police officer recruitment campaign to publicise and raise the profile of the recruitment of Special Constables to attainment of a targeted establishment of 145.

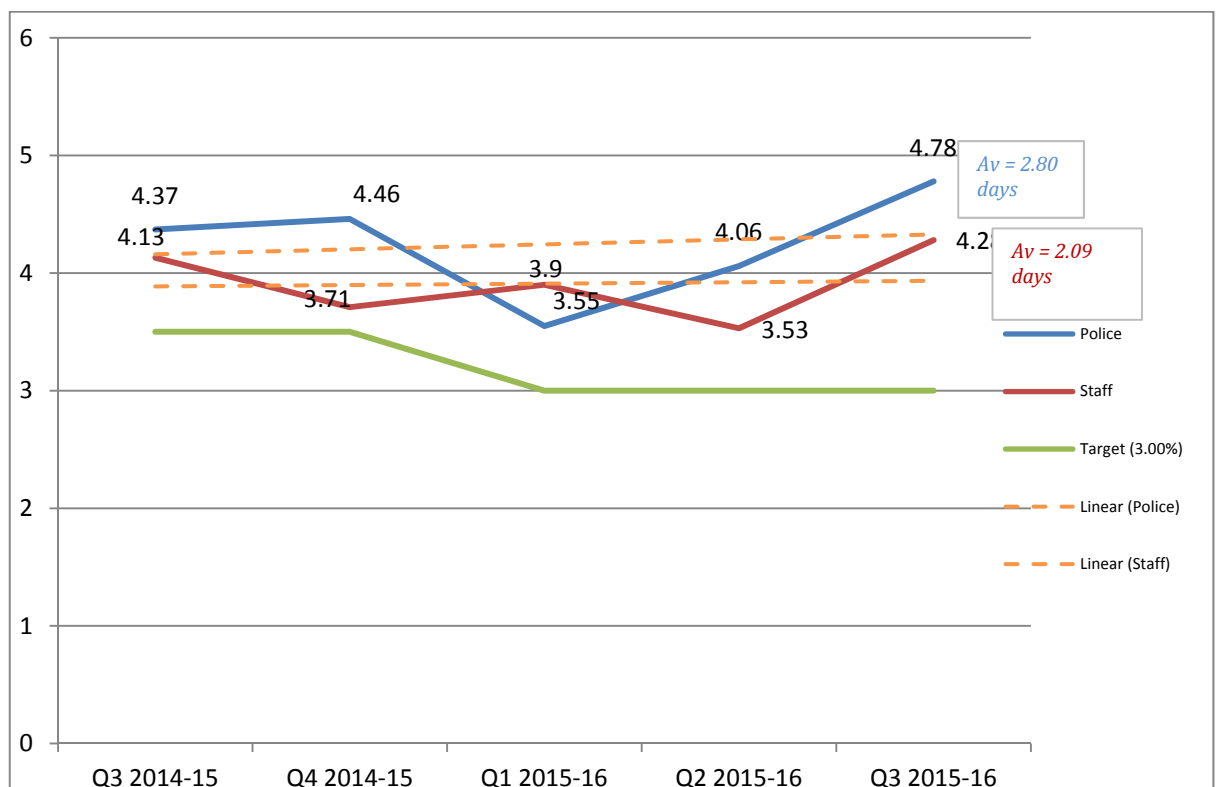
Police Staff

- The substantive Police Staff establishment is 559.1 FTE against an agreed budgeted establishment of 592.49 FTE. The actual Police Staff establishment, including temporary staff members and agency workers is 580.97 FTE.
- The Police Staff establishment has reduced during Quarter 3 in line with forecasts as a result of the implementation of a number of change processes (including CJU, and Community Safety)
- Staff turnover remains steady with increases in the number of leavers taking effect as a result of redundancy and reorganisation.

Attendance

Summary:

- The average level of Police Officer sickness absence is above target at 4.78% (2.8 days on average) of available contracted hours. The level at the end of the previous quarter was 4.06 % and 4.37% at the same point in 2014.
- The average level of Police Staff sickness absence is 4.28% (2.09 days on average) of available contracted hours. The level of sickness absence at the end the previous quarter was 3.53% and 4.13% at the same point in 2014.
- In summary, there has been a small increase in sickness absence for Police Officers and Staff. This reflects seasonal fluctuations in attendance.
- Greater attention is being focused on addressing issues of attendance management with early intervention and increased support at all stages of the attendance procedure. An action plan is currently in development to support this further and to address issues identified through a recent operational management focus group.
- The current Force target is 3.0%.
- National figures comparing the performance of the best and worst performers vary little between police forces. The difference between exceptional and poor performance can amount to a very small number of cases and a single absence in a small section in a small Force can have a disproportionate impact on the size of the percentage of absence which must be reported.
- Performance compared with the last quarter and over the past twelve months is illustrated below:



Analysis:

- Long Term sickness continues to contribute to the bulk of absence. The average number of cases over the quarter is 42 (inc 11 police staff). There are a significant number of serious illnesses. Most cases do not remain absent for prolonged periods beyond three months and there has been steady turnover of those who become long term sick, with an early return to work, where this is possible.
- Short term sickness (though generally running at very low levels) has an effect on the overall figure and if this can be reduced, performance may be expected to improve.

Recent Focus:

- Analysis/comparison of basic policy and procedural approaches with other higher performing forces.
- ACC Meetings with Head of HR to discuss HR/Management approaches.
- ACC/HR Monthly meetings to
- ACC Commissioned Attendance Management Focus Group (to review practical application of policy procedure and approaches). Potential improvements identified in initial notification, contact during absence, occupational health referrals, RTWIs and IRMs.
- Reviewing case management provisions and identifying cases of concern, with senior level follow up.

Actions:

- Production of information leaflets on requirements in case management from HR and OH. It is anticipated that these will be extensively publicised/briefed at SMTs etc. within the next few weeks.
- Changes to clarify and strengthen Procedures.
- The T/DCC will take steps to provide widespread communication on the commitment of senior management to attendance management, using established policies and procedures, via internal media and management communication channels.

Health and Safety

- The quarterly performance figures are as set out below:

Lost Time Incidents – Quarter 3 comparisons

	Number of lost time accidents	Days lost due to injury
Quarter 3 - 2015	17	292
Quarter 3 - 2014	12	290
Quarter 3 - 2013	12	197

- There has been no significant increase in the number of days lost to injury in quarter 3 compared to the same period last year.

Near Miss Trend Analysis – Quarter 3 comparisons

	Number of near misses submitted
Quarter 3 - 2015	23
Quarter 3 - 2014	5
Quarter 3 - 2013	13

- This corresponds to a 16.6% increase in the number of near-misses submitted compared to the same period last year.

Accident Trend Analysis – Quarter 3 comparisons

	Number of injury accidents reported
Quarter 3 - 2015	90
Quarter 3 - 2014	99
Quarter 3 - 2013	76

Performance Highlights for Quarter 3:

- No significant increase in days lost due to injury at work in quarter 3 this year compared to quarter 3 last year.
- 100% compliance with NPA annual safety inspections.
- North and South Garage safety inspections completed in quarter 3 - No serious issues found. West not done due to floods.
- Quarterly Safety Inspections started. Already providing useful information for analysis and resolution of issues.
- South area appear to have a slightly higher number of injuries in both assaults and resisting arrest categories.
- Flood safety guidance sent out to all Officers in timely manner prior to floods. No serious incidents reported in relation to the floods.
- A Peer Review of Health and Safety was conducted in April 2015. From the action plan generated from this review, 22 out of the 26 actions have now been closed with the last 4 actions currently being progressed.

Capability / Discipline/ Grievances

- There are currently 2 ongoing disciplinary cases, both female and not from a minority group. All cases receive priority attention to bring them to as early a conclusion as possible. Most cases are resolved informally. Grievance numbers are presently very low. The Procedure has been reviewed. A new one will be introduced from January 2016.

HR Policies and Procedures

- The majority of HR Policies and Procedures have been completely overhauled and these have been successfully brought to a conclusion.

- The Limited Duties and Grievance policies were approved by the Business Board during Quarter 3. The implementation of these policies is ongoing.
- Consideration is being given to the future continuous improvement of policies and procedures to support the Constabulary and managers. This includes increasing flexibility and the application of discretion through skills development and coaching.

ICT Support

- Consideration continues to be given to developing much needed ICT improvements either via the Origin or a replacement system. ICT Priorities will need to be adjusted before significant progress can be made.

Human Resources Staffing

- Staffing has stabilised within the HR Team with the establishment of the HR Assistant and the return from maternity leave of an HR Officer. Recruitment has been successful within the Occupational Health Unit with an appointment to the vacant post of Technician being made.
- The Occupational Health Department was significantly affected by the Floods during December. The department has relocated to temporary premises with arrangements in place to recover flood damaged records and to replace contaminated equipment. All staff have worked hard to ensure services to the Constabulary have been maintained with the minimum of disruption, initially lasting less than a week before a limited service was restored.

Staff Associations

- Staff Association relations remained very positive during Quarter 3.

2.2 Consultation processes conducted or which needs to be conducted

- Not applicable

2.3 Impact assessments and implications on services delivered

- Not applicable

2.4 Timescales for decision required

- No timescale - for report only

2.5 Internal or external communications required

- None

3. Financial Implications and Comments

3.1 None

4. Legal Implications and Comments

4.1 None

5. Risk Implications

5.1 Not applicable

6. HR / Equality Implications and Comments

6.1 None

7. ICT Implications and Comments

7.1 None

8. Procurement Implications and Comments

8.1 None

9. Supplementary Information

9.1 List any relevant documents and attach to report

None

9.2 List persons consulted during the preparation of report

- Not applicable

10. Appendices

10.1 Health and Safety Quarterly Performance Report



Constabulary Report to OPCC

Agenda Item no 09

TITLE OF REPORT:	Domestic Abuse
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DATE OF MEETING:	16th February 2016
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ORIGINATING OFFICER:	Detective Superintendent Brown
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PART 1 or PART 2 PAPER:	PART 1 (OPEN)
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Executive Summary:

This report will focus on Cumbria Constabulary's approach to dealing with domestic abuse. It refers extensively to the domestic abuse problem profile completed in 2015. It will also explore what the Constabulary has achieved so far and the ongoing initiatives being utilised to support the domestic abuse action plan. It also looks to future initiatives with the continued aim of tackling all forms of domestic abuse.

Recommendation:

- To remain a policing priority on the PCC Police and Crime Plan
- To remain a priority of Cumbria Constabulary
- To take full advantage of opportunities of changes to integrated offender management arrangements which will potentially include a domestic violence perpetrator cohort which will work towards mitigating the risk posed by offenders.

MAIN SECTION

Introduction and Background

Cumbria Constabulary is committed to tackling domestic abuse, supporting those who are affected by domestic violence, protecting victims and their children and bringing perpetrators to justice. To achieve this we work closely with our partner agencies having a multi-agency approach in order to make a difference and transform the lives of some of the most vulnerable victims in Cumbria.

One of the four key priorities outlined within the Police and Crime Commissioner's (PCC) 2015-2017 Police and Crime Plan is to reduce harm by targeting domestic abuse and sexual violence. One of the key aims underpinning this priority is to support and encourage victims to come forward, assisting them to deal with the challenges they face in escaping the abuse and tackling perpetrators robustly with a committed range of partner agencies.

This report will focus on Cumbria Constabulary's approach to domestic abuse and in particular the findings of the recent 2015 problem profile which was completed with regards to domestic abuse. It will also focus on what the Constabulary has achieved so far, the ongoing initiatives to support the domestic abuse action plan and to look to future initiatives with that continuing aim of tackling all forms of domestic abuse.

National Picture

Each year around 2.1m people suffer some form of domestic abuse- 1.4 million women (8.5% of the population) and 700,000 men (4.5% of the population). However, only 887,000 domestic abuse incidents were reported to the police in England and Wales (ONS 2015 Crime survey England and Wales).

Domestic abuse is a very private crime. Victims of domestic abuse are less likely than victims of other forms of violence to report their experiences to the authorities because of the belief that their abuse is not a matter for police involvement, their experiences are too trivial or their fear of reprisal. As a consequence this leads to significant under-reporting of domestic abuse by victims and it is acknowledged that data on reported incidents and cases prosecuted represents the tip of the iceberg (Home Office 2013).

The ONS crime survey report 2015, states that seven women a month are killed by a partner or former partner and a third of all assaults recorded by the police related to domestic abuse.

In the July 2015 budget, the chancellor, George Osborne, estimated Domestic abuse cost the UK £16billion per year and at a cost of £18,730 per affected family (Safe Lives, 2015).

On average the police receive an emergency call relating to domestic abuse every 30 seconds (source: Everyone's business: Improving the police response to domestic abuse. HMIC 2013).

In August 2014 the Government launched a consultation 'Strengthening the Law on Domestic Abuse'. As a result clauses have been added to the Serious Crime Bill 2014-15 to make coercive control a specific criminal offence. The new offence aims to "address repeated or continuous behaviour in relationships where incidents viewed in isolation might appear unexceptional but have a significant cumulative impact on the victim's everyday life, causing them fear, alarm or distress" (House of Commons, Progress of Serious Crime Bill, 12/02/2015). It aims to address HMIC concerns that the police do not always see non-violent domestic abuse as a serious crime. It is hoped that creating a specific offence will send a clear message to front line agencies that non-violent control in an intimate relationship is criminal.

A new coercive control offence will also have an impact on future domestic abuse crime figures. This legislation came into being on the 29th December 2015, it is anticipated that an increase in crime recording will occur, where historically no crime recording would take place for non-physical violence offences.

Cumbria Picture

The Constabulary and key stakeholders identified the need for a domestic abuse problem profile in order to confirm the current understanding of the issues and develop findings to assist with a targeted approach towards domestic abuse and this was published in 2015.

Domestic related crime continues to rise.

2014/2015 year to date figures representing 10.1% of all crime. (2453 of 24185)

2015/2016 year to date figures representing 11.4% of all crime. (2943 of 25608)

An increase of 1.3%. The most prevalent domestic related offences are assault, harassment and criminal damage.

It is also apparent that different factors influence offending within the three areas.

	No of incidents	(January to December 15) Incidents linked to						
		Ex Partners	Partners	Other persons	Alcohol	Drugs	Involving children	Mental health
North	2210	980	803	635	881	199	916	261
South	2229	904	902	1203	979	148	1024	299
West	2514	1065	913	2085	1076	178	1087	304
Total	6957	2951	2620	3923	2938	525	3027	864

Alcohol is unsurprisingly the biggest contributing factor across all 3 areas, with alcohol being linked to 42% of incidents of Domestic abuse. It is of obvious concern that over 43% of domestic abuse cases involve children.

Domestic abuse offences within Cumbria have risen steadily over the last three years, and continue to do so. This could be attributed to significant improvement in crime recording alongside increased confidence in reporting, and seasonal media campaigns.

Numerous media campaigns have taken place since the last report in July 2015, a brief summary of these are as follows

- TV and radio interviews in August to highlight a seasonal increase in violent offences.
- White Ribbon Day in November, followed by the Festive season TV and radio campaigns, which included TV interviews with a victim of domestic abuse.
- In December 2015 the Constabulary worked with the media and circulated some internal communications highlighting the new legislation with regards to Coercive and Controlling behaviour.
- To coincide with the festive season, a 'beermat' campaign distributed 5000 mats to each of the areas amongst the licencing trade, promoting the corporate marketing and media messages. The message was part of the "Do the right thing" campaign which targeted perpetrators with messages of why not to commit domestic abuse.

It may appear paradoxical when analysing performance and impact of such media campaigns because it is possible to suggest that an increase in reports is positive due to increased confidence in the constabulary and partner agencies in dealing with this type of abuse. However the contrary element is to suggest that any reductions in incident frequency could also be linked to proactively highlighting the consequences and seriousness of domestic abuse impacting on potential perpetrators. Without a longitudinal study on the impacts it is difficult to say with any degree of certainty which element is most prevalent. However these campaigns do provide an opportunity to inform victims of the increased support services on offer.

HMIC Police Effectiveness 2015 Vulnerability report commented, Cumbria Constabulary's charge rate for domestic abuse recorded crimes for the 12 months to 31 March 2015 was 33 percent, compared with 27 percent for England and Wales. This is a decrease since the last HMIC domestic abuse inspection when the constabulary rate was 40 percent for the 12 months to 31 August 2013, compared with 30 percent for England and Wales.

Although the Cumbria charge rate is still above National rates the year on year decrease causes concern and was also identified in the Constabularies "Out of Court Disposal Scrutiny Panel". In order to identify the reasons for the decrease, a panel has been set up to review cases in order to look for why the charge rate has decreased and make recommendations to rectify this. The panel is expected to complete its research by the end of February.

Nationally the number of domestic abuse cases which result in conviction is 73.9%. In Cumbria this is currently 83.4% which is well above this national average.

The HMIC also commented, *“The constabulary responds well to the needs of people who are vulnerable because of domestic abuse. Cumbria Constabulary’s approach relies strongly on an early response and good assessment of risk. This is supported by the constabulary’s expectation that positive action will be taken to reduce the prospect of harm against any vulnerable victim, followed by the appropriate provision of support. We found that the constabulary expects to arrest identified offenders as soon as possible. The constabulary has well-established mature partner arrangements around domestic abuse which involve local county-wide agencies and the voluntary sector appropriately in the response to keeping vulnerable people safe over the longer term.”*

Work completed by Cumbria Constabulary in respect of Domestic Abuse

Over the last 12 months Cumbria Constabulary has undertaken work to make improvements in the way we approach and tackle domestic abuse. This work is in response to recommendations from the HMIC inspection and our domestic abuse action plan. The following highlights some of this work.

Raising awareness and training Police Officers regarding Domestic Abuse

Specific e-learning packages were provided to all Police officers, PCSO’s and members of the Special constabulary for 2014-15. There were identified on the ICALT system as follows:

1. Public Protection: Initial Response: This module covered general awareness issues for public protection, offering an overview of the 13 core areas of Public Protection. Additional information includes signs and indicators, risk identification and assessment, intervention, partner agencies, prevention, and police powers.
2. Public Protection: Family Disturbance: This module covers the definitions and some common indicators for the core areas (forced marriage, honour based violence and female genital mutilation) and explores how to identify and manage cases and reports of honour based violence and forced marriage.
3. Public Protection: Abusive Relationship: Through scenario-based learning, this module includes the definitions and some common indications for these core areas (domestic abuse, stalking and harassment and child abuse). It will also look at how to identify and manage cases and reports of domestic abuse, stalking and harassment, and child abuse.

These packages are within the e-learning reference library for all officers to refer back to and are delivered to new joiners.

Force Domestic Abuse Policy updated

The Constabulary's policy in relation to domestic abuse has been updated. It now includes the definitions of Coercive and Controlling behaviour, honour based abuse, forced marriage and female genital mutilation.

Below is an extract from the revised policy.

3.1 *Cumbria Constabulary has adopted the national ACPO definition of Domestic Violence (Abuse) which is:*

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:

- *psychological*
- *physical*
- *sexual*
- *financial*
- *emotional*

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

3.2 *Cumbria Constabulary will 'work' within the following definition for Honour Based Abuse;*

'A crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community' (ACPO Working Definition 2008).

3.3 *Forced Marriage;*

'A marriage without the valid consent of one or both parties and where duress is a factor'.

(Duress has been recognised by the Court of Appeal, which stated that the test for duress was...' whether the mind of the applicant (sic victim) has been overborne, however that was caused'

3.4 *Female Genital Mutilation;*

'Female genital mutilation (FGM), also known as female genital cutting and female circumcision, is the ritual removal of some or all of the external female genitalia. Typically carried out by a traditional circumciser with a blade or razor, with or without anaesthesia.'

Specialist officers in the Public Protection Units throughout the Constabulary are to receive training in respect of FGM through NHS England workshops in March of this year.

Incidents involving these subject matters are currently identified through the Safeguarding Hub and immediately referred to the Detective Inspector for Public Protection, where the incident occurred. In addition, the constabulary are currently reviewing other national policies in these three areas of policing to identify best practice and ensure Cumbria has a policy fit for purpose, to meet our communities' needs. This will be completed by April 2016.

Cumbria Constabulary's Domestic Abuse Procedures are to continue to be reviewed in conjunction with NPCC Authorised Professional Practice (APP) to ensure national Guidance is complied with, alongside current practice to meet our community's needs.

CPS Pre Charge advice – Domestic Abuse guidance

This guidance was circulated to all officers in October 2014 and included in the force orders. The guidance explains how practitioners dealing with domestic abuse cases can access a specialist lawyer for pre charge advice for serious and complex cases. The guidance has been recirculated in November 2015 and is held within the procedures library.

Update on the perpetrator programme for Cumbria – Turning the Spotlight

In May 2014 'Turning the Spotlight' was introduced as a pilot scheme for South Cumbria, funded by the OPCC. This is a new and exciting new package of tailored support for families experiencing low level domestic abuse. This holistic approach engages the whole family with the aim of reducing incidents of domestic abuse.

The program also has a perpetrator element to it and helps participants to manage their emotions, to develop an ability to see things in perspective and to learn stress reduction techniques; it introduces key life skills in restorative practices and restorative parenting. It empowers participants with the skills, knowledge and understanding of emotional awareness and resilience, in addition to developing conflict resolution skills, self-awareness, responsibility taking, emotional literacy, empathy, attitudes and skills to desist from patterns of poor behaviour.

Research shows that the emotional resilience component has been successfully used within an intervention for domestic violence perpetrators; it showed significant improvements in emotional resilience and reduced re-offending. *Restorative Thinking (Relationships without Conflict)* potentially reaches a cohort of perpetrators, and those at risk of becoming a perpetrator of intimate partner violence, previously outside the scope of support. The program aims to show a reduction in repeat incidents of domestic abuse.

This initiative is now Force wide, and five programs have taken place.

Caseworkers are now in place, as of the 11th January 2016, visiting custody suites.

Posters and referral forms are also in place within the custody suites and the initiative has received its first Police referral, it is expected that now caseworkers are in place the take up for the programs will increase. It is recognised that the referral mechanism used to get perpetrators on to the program needs to be refined and the constabulary are looking towards innovation taking place nationally that may assist in mandating attendance through conditional cautioning to those that need intervention the most

Emergency Injunctions for domestic violence victims

The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation. It allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). They have solicitors who work for them and there is one who is covering Cumbrian cases.

The service has provided business cards with service details and contact numbers to raise awareness to officers. This service will continue to be promoted to officers to ensure we make best use of the service.

Two injunctions have already been obtained through this service which will have mitigated the risks of violence and assisted in safeguarding families.

Honour based violence guidance circulated

Guidance has been circulated to all officers in respect of the management of reported honour based violence (HBV) either in Cumbria or where the victim relocates to Cumbria from another force area. This guidance has been circulated in response to feedback from the HMIC in relation to our HBV capability within the Constabulary.

As stated earlier, a procedure has been put in place regarding immediate referral to the PPU Detective Inspector. We are peer reviewing the force policies and procedures against Lancashire Constabulary's in order to identify best practice. This will be complete by April 2016.

Domestic homicide review (DHR) – learning the lessons

Case studies from domestic homicide reviews are scrutinised and discussed at the Domestic Violence Operational Group (DVOG). Recently a South Cumbria case study was discussed and learning taken away by all agencies around the table. Lessons and improvements identified for the Constabulary are added to the domestic abuse action plan.

A draft Domestic Homicide Review guidance document has been written and will be proposed for sign off in February. This document is a multi-agency guide commissioned by the Safer Cumbria Delivery Board. The funding for this has been approved and a number of Domestic Homicide independent reviewers will be recruited in order to ensure each review is impartial and draws on the experience of people with specialist backgrounds in this area.

Domestic Violence Protection Notices and Orders DVPN / DVPO

The Constabulary has a well-established system in place to identify those cases where a DVPN/DVPO should be considered. Initially as with any new piece of legislation and procedures there were some issues identified, particularly with having applications for orders granted at court. Importantly where cases were rejected by the court these were reviewed and learning taken from outcomes from the review. Since this time the Constabulary has improved its procedures which has resulted in an improvement in the amount of orders and notices being granted at court.

There is a further on going piece of work to increase the use of DVPN/DVPOs which will include a workshop in February involving court staff, senior officers, legal services and practitioners. This will drive a review of the current process and awareness raising.

A case study demonstrating the effective use of DVPNs is detailed at the end of the document.

Domestic Violence Disclosure Scheme (DVDS) 'Right to know' 'Right to ask'

In November 2013, the Home Secretary announced that the domestic violence disclosure scheme (commonly known as Claire's law) would be rolled out across England and Wales from March 2014. Under the scheme an individual can ask the police to check whether a new or existing partner has a violent past ("right to ask"). If police checks show that a person may be at risk of domestic violence from their partner, the police will consider disclosing the information ("right to know").

Currently "right to know" disclosures are managed through the Safeguarding Hub – domestic abuse incidents are reviewed and where a potential need for disclosure is identified it is submitted to a multi-agency decision making panel for a decision. The decision making panel was established in September 2015 and has formalised the decision making process in line with national guidance as well as raising awareness of the scheme to partner agencies. In 2015, forty five disclosures were made

10 under the 'Right to Ask' and 35 under the 'Right to know.'

This measure means that the police can intervene when they are made aware of repeat perpetrators who move from one victim to another. This is a great tool which can inform potential victims of the risks they may face and can prevent offences taking place.

TecSOS alarms

Cumbria currently has 90 of these alarms the majority of which are currently issued to victims of domestic abuse. This provides some security, protection and reassurance to victims as they go about their daily lives. A review of the process is underway to ensure that where alarms are no longer required they are safely retrieved so as to make them available to newly identified victims who require them. This will be completed in February 2016.

This is particularly important with the Constabulary acquiring a further 90 alarms in February 2016, to support victims, including alarms with a tracking facility.

TecSoS is assisting with training for the new equipment and the Constabulary is researching best practise guidance from across the North West region as well as other information sources such as POLKA, APP and National forums, on the management of the alarms to address the above issue, in order to formulate a new policy on the management of the alarms.

What are the current issues facing the Constabulary and how do we propose to tackle them?

Data recording of domestic abuse incidents.

The 2015 domestic abuse problem profile suggested that the statistical data relied upon for a full analysis of the domestic abuse issues within Cumbria does not provide us with the full picture. This is due to the method of offence markers not being correctly recorded. This hinders adequate analysis of relationships, actions carried out, contributory factors and type of abuse inflicted in domestic abuse situations, which all hamper the understanding of the overall picture. A greater understanding would enable appropriate prevention and enforcement tactics being employed and targeted appropriately.

This forms part of the Domestic Abuse action plan for the force and will be addressed by raising awareness with staff and delivering training. This training starts in February 2016.

The Domestic Abuse Task & Finish Group, chaired by police is conducting a piece of work to formulate a process so that all relevant agencies can merge their data so that a better, more accurate and representative intelligence picture can be developed thus addressing the analytic issue highlighted above. The barrier to successful completion of this is that many systems are not interoperable so a longer term approach is required for an automated IT solution but short term solutions are being identified to ensure this information is shared manually.

An action from the domestic abuse action plan is to improve the consistency of completion of the DASH risk assessments. The intention for resolving this is to provide face to face training to officers as part of the area training days. A vulnerability training package including this topic is being developed for delivery during the 2016 training program.

Reporting from hard to reach groups.

87% of all victims of a domestic violence crime within Cumbria in 2014 were British, consistent with usual trends and mirrors the ethnic makeup of the county, with 96.5% of people living in Cumbria being white British ethnicity (Census 2011). Although it is recognised that black, minority ethnic and lesbian, gay, bisexual and transgender (LGBT) communities in Cumbria are relatively small, it is possible that the number of reports of domestic abuse are less than national statistics. The small number of incidents currently

reported to agencies from minority groups should not be taken as a sign that there is not an issue, nor that services do not need to be tailored to their needs. Recent research by the OPCC, Care, consideration and a voice for the victims, suggests that when they do report, their needs are not felt to be met.

Many of the key concerns raised in the report are actively being worked on to improve the service provided and understanding of victim's needs. Examples of this are:

1. Greater emphasis on the use of intermediaries
2. Awareness raising given to staff to improve the updates and information given to victims
3. Improved working with IDVAs and partner agencies

The same can be said for those who are elderly, have mental health issues or learning disabilities. Some of these victims can be overlooked and can fall within adult safeguarding frameworks instead of being identified or recognised as domestic abuse.

To that end the police are working with the Adult Safeguarding Board to reach out to these groups and raise awareness and improve reporting pathways. This will be further achieved by using our community contacts and PCSO's. In February 2015 training was given to GPs in West Cumbria regarding domestic abuse, IDVA's and MARAC which means that training has now been given to hundreds of GPs across all areas of Cumbria. The final area to deliver the training is to the GPs of South Lakes and that is scheduled for February. This piece of work was vital and should mean that we see more GPs identifying and referring domestic abuse to the appropriate support services.

As part of the Domestic Violence Operations Group a partnership communications plan was agreed and a guidance handbook has been created in order to raise awareness and ensure frontline staff are aware of the policies, protocols and have knowledge of support services that are available for people involved in Domestic Abuse. All of these policies and guidance are available on the handheld devices for officers.

It is believed that this will assist in us engaging with these hard to reach groups and increase reporting of incidents. It may also increase MARAC referrals involving these groups of people.

Nationally it is recognised that child to parent domestic violence is massively under reported and may often be linked to the child's drug or alcohol abuse. This may be an issue within Cumbria however not an easy one to tackle alone. Parents are reluctant to contact the police in the fear of criminalising their children. The main focus of Cumbria Constabulary is to protect people and keeping them safe. Partnership working regarding dealing with the young person's behaviour or family issues would assist in these cases. This is something which will be looked at within the Domestic Violence Operations Group.

MARAC referrals.

In previous years Cumbria had seen a reduction in the number of high risk domestic abuse cases referred into MARAC.

This picture has now changed as can be seen below.

2014

West – 125 Cases, 156 Children (14 Repeat Cases)

North – 169 Cases, 151 Children (32 Repeat Cases)

South – 114 Cases, 121 children (15 Repeat Cases)

2015

West – 172 Cases, 228 Children (30 Repeat Cases)

North – 170 Cases, 197 Children (47 Repeat Cases)

South – 162 Cases, 176 Children (23 Repeat Cases)

This is an increase of 96 cases (19%) in to the MARAC process which is encouraging. The reason for the increase is the considerable amount of training and awareness raising over the past 12 months. Each TPA has had 2 training days on MARAC and a further 6 training events have been delivered by the MARAC co-ordinators to partner agencies. In addition, there has been Domestic Violence Champions training that includes MARAC.

The repeat cases have increased and this is due to the continued engagement and safeguarding with victims. When victims have reported abuse once, they have then felt confident to report any subsequent abuse. According to SafeLives IDVA dataset research published in 2015, nationally 85% of victims sought help 5 times on average in the 12 months before an effective intervention was put in place to stop the abuse. It is important we make victims feel confident to report repeat abuse but it is vital that in Cumbria a positive intervention is put in place at the earliest opportunity.

HMIC made the following comments in respect of the constabulary. *“The Constabulary works well with partners to keep vulnerable victims of domestic abuse safe. As part of our inspection, HMIC reviewed partnership-working through the multi-agency risk assessment conference (MARAC) held each month in north Cumbria. The constabulary has good systems to identify and assess the level of risk presented to high-risk domestic abuse victims. There was good representation from a number of key partner agencies at the meeting, which was chaired by a police manager from the PPU. Each case was properly considered and an appropriate response was identified to keep the most vulnerable domestic abuse victims safe.”*

SafeLives (formerly CAADA) previously recommended that we should have higher numbers in comparison with similar like Forces, this emerging picture reflects their recommendation, showing a positive movement from the previous report in July 2015.

MARAC in Cumbria does work and has proved successful when it focuses on the high risk cases referred in to it. The Cumbria MARAC process has received national praise from Diana Barran, chief executive of SafeLives, for the work it is doing and with particular reference to one case resulting in personal feedback from the victim and her children. SafeLives have requested permission from this victim to use her story and experience on a national level in order to highlight this work.

Honour Based Violence and Forced Marriage

The Constabulary was recently asked to complete a self-assessment for the HMIC with regards to honour based violence (HBV) and forced marriage (FM). The completion of this assessment has identified some gaps with the forces policy and procedures.

The Constabulary identified the need to utilise third party reporting centres and the forces internet site for victims to report incidents, we are also liaising with other Forces to complete procedural guidance for all staff so we deal with reported incidents and transferred cases appropriately. We are working with Lancashire Constabulary to identify best practise and the implement the findings. The works forms part of the force domestic abuse action plan.

PVP Forum

In December 2015 the Constabulary commenced a monthly PVP Forum. This forum specifically focusses on risk and in particular looks to reduce or where possible eliminate the risk to victims. A large part of this meeting is dedicated to domestic abuse to ensure everything that can be done to protect victims is in place. It also provides senior managers an oversight into the victims and perpetrators causing most concern from a county wide perspective. This forum ensures the plans, resources and actions are in place to mitigate the risk.

Future initiatives to support the work of the Constabulary

The below is a snapshot of initiatives which are either planned or being considered to improve and support the work of the Constabulary tackling domestic abuse and protecting victims and their children.

Operation Encompass

This is an initiative highlighted at a regional MARAC seminar in May 2015 and piloted in South Cumbria. Operation Encompass is a simple process of contacting schools to let them know of domestic abuse incidents where their pupils have been present. This is a simple process that can provide valuable support to children affected by domestic abuse. The results of the pilot are being analysed in conjunction with research work that is being undertaken with a number of our regional colleagues to understand how this process can be efficiently introduced across the county and managed. The importance of this has been emphasised by the following recommendation by HMIC: *"The constabulary should improve*

its safeguarding of vulnerable people, specifically children and victims of domestic abuse, by ensuring the safeguarding hub has sufficient appropriately-skilled police staff to manage referrals and any required safeguarding activity.”

Police staffing within the Safeguarding hub has been increased and the processes have been refined to ensure more efficient and effective working practises. The increased capacity within the safeguarding hub and focus on crime recording will ensure that National Crime Recording Standards will be strictly adhered to.

DA Perpetrator cohort within Integrated Offender Management (IOM)

A paper has been approved that recommends more integrated working through IOM arrangements to tackle domestic abuse. One of the recommendations is that in addition to the existing acquisitive crime cohort there should be a shift to focus on constabulary priorities of threat risk and harm. By creating a domestic abuse perpetrator cohort will address this by proactively targeting perpetrators to offer intervention in offending through pathway support or to face swift consequences through enforcement for failing to comply. This work will link in to the focused families work and will contribute to making the IOM arrangement in Cumbria a more rounded inclusive process. Children’s services have already offered local children’s centres as a potential location to achieve co-location or virtual co-location for the purpose of meeting and information sharing. There are already targeted functions that address the safety of domestic abuse victims but there is a lack of focus at present in tackling the route cause, namely the perpetrators. By targeting DA perpetrators it will serve to reduce crime but more importantly reduce the number of victims of violent crime and domestic abuse in particular. This will focus on mitigating the chances of the perpetrator committing offences through effective use of, DVPN, DVPO, ASBO, CRASBO, CBO’s, swift arrest and targeted intervention to direct in to pathway support for example in to the Turning the Spotlight programme.

Further training.

As part of the Constabulary’s action plan on Domestic abuse, there is ongoing work to improve its response to vulnerable victims by ensuring that all staff understand how to identify, assess, respond to and safeguard vulnerable victims. In particular, the understanding of a range of vulnerability issues, such as:

- the national decision-making model with control room staff;
- the immediate and longer term measures that can be provided to victims of domestic abuse to keep them safe;

In order to address this, training will be given to all Command and Control staff regarding the initial response to a Domestic Incident, starting in February 2016 and being completed by the end of March 2016..

The training will be delivered by PPU supervisors who have the greatest knowledge and experience.

MARAC improvements

From the regional MARAC seminar held in May 2015 a number of ideas and processes were identified which may be useful to improve the effectiveness of the Cumbria MARAC process. These ideas include:-

1. Risk management and planning to focus around four main areas – DIVERT/MANAGE/DISRUPT/PROSECUTE
2. Formal and regular MARAC audit process to measure performance / effectiveness. (Currently in Cumbria there is no process in place to do this)
3. Safety plans for young people experiencing abuse in their relationships

Research and consultation work will be undertaken with a number of our regional colleagues to develop these areas for future improvement to our service victims and their children.

Home Office 'This is abuse' campaign

This campaign was launched to increase awareness among 13 to 18 year old boys and girls and encourages teens to rethink their views of violence, abuse, controlling behaviour and sexual abuse and what consent means within their relationships. This is a poster campaign. The posters have been obtained and distributed amongst the Community departments in all three areas, complimented by a wide range of media releases.

Victim Feedback Survey

This survey has been planned to ensure we assess feedback from victims and use this information to improve service. A questionnaire is completed via our Independent Domestic Violence Advisor (IDVAS). The questionnaire will focus on regularly obtaining the victims perspective on the service they received with an aim of acting on feedback and incorporating it into policy, procedure, learning and development for the future improvement of our service and enhancing public confidence in reporting. This is a continuous piece of work which is regularly examined to best practise and areas for improvement are identified.

Bridgeway and Achieving Best Evidence (ABE)

The Bridgeway opened in December 2015 which provides examination services to victims of sexual abuse some of which may be domestic abuse victims. It is a result of collaborative working between the police and partner agencies. It also provides pathways to important support services in order to provide a full care package to victims. The Bridgeway also provides state of the art digital ABE facilities which have set the benchmark for suites in the county. Funding has been approved to convert all the force ABE suites to digital by the end of 2016.

Having the Bridgeway within Cumbria is an important step to providing victims with the best experience possible given the traumatic experience they have gone through. The service enables self-referrals and multi-agency referrals. The service will increase confidence for victims to have trust that they will be dealt with in an empathetic and caring manner which will give them the confidence and reassurance to report crimes.

Focus Families (Troubled families)

This scheme is aimed at focusing personalised support to our most troubled families with someone they can trust step by step, month by month as opposed to offering a range of different services which often fall through the cracks of their lifestyle. These families often live chaotic lives and experience domestic abuse at some point. 78% of families felt safer in their homes following this intervention. Focus families is still developing in Cumbria and work is still required to see how this scheme can be further developed to support the Constabulary's work to tackle domestic abuse. In particular, the force is planning to integrate the Focus Families work with integrated offender management for effective interventions. This is part of the recently approved proposal for IOM.

The funding for the Focus Families officer has now been extended for a further 12 months. The Constabulary continues to work to ensure we get the most out of the program for victims and that the service continues to evolve.

Conclusion

Cumbria Constabulary's objective remains clear and consistent. In dealing effectively with these current issues we will continue to increase the public's confidence to report all incidents of domestic abuse which will encompass honour based violence, the criminal offence of forced marriage, coercive and controlling behaviour and female genital mutilation whilst supporting victims and their children, targeting repeat offenders and bringing them to justice. It is recognised there are some areas for improvement but detailed plans are in place to ensure delivery in 2016.

Case Studies.

All of the below case studies refer to incidents dealt within Cumbria during the last six months.

Case study 1.

Officers attended a report of a domestic related incident where it was alleged the offender accused his girlfriend of cheating on him. He held a knife to the victim's throat and threatened her. He also punched and banged her head against a wall causing hearing loss and pain and potential bruising and swelling to her head and hands.

Officers promptly arrested the offender at the scene and enquiries were commenced. The victim gave an account but, despite support, was too afraid to provide a statement. Other

enquiries were exhausted, no charge could be brought but a DVPN was sought and authorised.

The following day it was reported the offender was in breach of his DVPN by approaching the victim, again prompt action was taken, he was arrested and the court sentenced him to 40 days imprisonment.

Case study 2.

Following years of physical, sexual and emotional abuse at the hands of her husband, a woman with mental health issues disclosed the abuse to her Community Practice Nurse.

This was in turn reported to the Police and joint work was undertaken where the victim was compassionately informed about her options. She did not feel strong enough to progress with a prosecution, but with the support of Police and Community Mental Health Team she was signposted to appropriate support services, was able to end the relationship and is receiving ongoing counselling and support from third sector partners.

She is no longer abused and making good progress.

Case Study 3.

A female called the Police reporting her ex-partner had forced her into his car driven her out into the country and assaulted her by hitting her repeatedly whilst driving. There had previously been a number of calls to service from this couple.

During the incident the male punched her about the head and in the stomach. The male made menacing threats throughout the incident. The female suffered bruising to her arms and face, and a broken nose.

The male was located by Police the following morning and arrested. The females account was recorded under the ABE guidelines and she was treated as an Intimidated Witness. Following CPS advice the offender was charged with a variety of violence related offences and remanded into custody. Police used information held on his phone to support the victims account. The male subsequently sent the victim abusive and intimidating letters from prison, the letters were examined for fingerprints and the offenders' fingerprints were located on one of the letters. He was arrested by police, interviewed for Witness Intimidation and reported for these offences.

The female was supported by police during the investigation and up until and including the court case; she was referred into the IDVA (Independent Domestic Violence Advice) service. Who attended Court with her to support her giving her evidence. Her case was heard at one of the MARAC's (Multi Agency Risk Assessment Conference). She was given security advice on her address and was given safety advice for herself, and the Police supported her getting a new address which was given a safety check by Community Safety before she moved in. She was also supported by The Witness Support Service at court, being afforded a pre-court visit.

At Court the offender admitted charges of assault, damaging property and intimidation. He was jailed for over 2 years and given a restraining order for life preventing him from approaching his former partner. The female was happy with the result especially the restraining order as she felt it would allow her space to get on rebuilding her life.

Case study 4.

Police received a call from an anonymous male stating that a female was seriously assaulted in a nearby property. Police attended and located a female with significant injuries. The female was taken to A&E for treatment of her injuries and her partner was arrested. The suspect was interviewed and denied the offences, stating that the victim has caused the injuries to herself. A statement was obtained from the victim in which she described a horrific attack spanning over 12 hours in total, in which the suspect had punched her repeatedly, stamped on her head, held her in a headlock until she was about to lose consciousness and threatened to kill her whilst holding a pair of scissors to her throat. She was beaten so badly she was unrecognisable to her own family. The victim's young children were present for a large part of the assault and at one point tried to intervene to protect their mother. Following CPS advice the suspect was charged with several offences and was remanded in custody. At Crown Court additional indictments of attempt GBH were added. A trial was set earlier this year but on the first day of the trial, the suspect pleaded guilty to the assault and making threats. He received a sentence of over 3 years, having already served several months on remand. The defendant was also served with a lifetime restraining order. The victim was delighted with the outcome; Police have supported her in obtain a new home as she was too afraid to return to her property where the incident took place. The victim is also awaiting confirmation of a holiday funded through Child Victims of Crime which was arranged by police. The defendant in this case had already been jailed for assaulting the same victim only months before. Police worked closely with Children's Services and Let Go, sharing information to safeguard the victim and her children.

Issues for Consideration

Drivers for Change

Consultation processes conducted or which needs to be conducted

Impact assessments and implications on services delivered

Timescales for decision required

Internal or external communications required

Financial Implications and Comments N/A

Legal Implications and Comments N/A

Risk Implications N/A

HR / Equality Implications and Comments N/A

ICT Implications and Comments N/A

Procurement Implications and Comments N/A

Supplementary Information N/A

List persons consulted during the preparation of report

Ian Harwood Detective Inspector

Neil Cooper T/Detective Chief Inspector

Brian Murray A/Detective Inspector

Constabulary Report to OPCC



Agenda Item no 10

TITLE OF REPORT:	Alcohol Harm Reduction
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DATE OF MEETING:	16th February 2016
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ORIGINATING OFFICER:	Jon Sherlock – Community Safety Inspector
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PART 1 or PART 2 PAPER:	PART 1 (OPEN)
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Executive Summary:

- This paper outlines the work currently done by the Constabulary to tackle Alcohol Harm, the challenges we face and our internal performance data

MAIN SECTION

1. Introduction and Background

1.1 Alcohol Harm – National Picture

The impact of alcohol on our local communities remains a key challenge for both the Constabulary and our partners.

The trend seen in previous years continues, both nationally and locally, in that we are seeing a rise in crime linked to alcohol. Improved recording is a factor, however crime, particularly violence linked to alcohol, is still an area that requires continued focus. The local picture is under 1.6

Both nationally and locally, efforts are continuing to obtain better and more consistent data to provide us with the true picture of how alcohol affects our demand and the community we serve.

1.2 Local Partnership

The Cumbria Alcohol Strategy Group retains a key objective of obtaining effective alcohol data and we are working in active partnerships, both at the local level and also on a wider county level within Cumbria. The specific role of the partnership is to lead activity with a focus on education, prevention and effective enforcement in all areas relating to alcohol harm. This paper will outline the work relating to those key areas and highlight the progress which has been made by the partnership and its goal of reducing alcohol harm.

1.3 Constabulary Work

The Constabulary has an internal Alcohol Steering Group chaired by Superintendent Pannone which meets on a quarterly basis. The key success of this group to date remains the Alcohol Diversion Scheme, detail of which can be found under 1.4

There has been a restructure within Local Policing Teams, with Problem Solving Sergeants & Police Constables taking the responsibility for licensing and alcohol issues in their Neighbourhood Policing Teams.

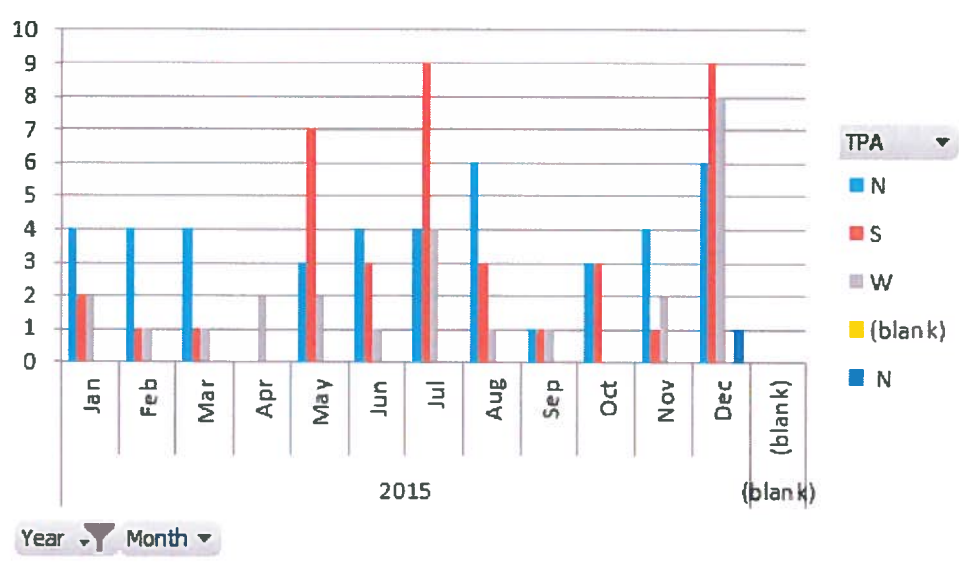
For the first time in a number of years, the Constabulary has recognised the impact of Alcohol Harm and specifically threaded this into the roles and responsibilities of the problem solving staff, it provides ownership and ultimately ensures this key work is done.

Each NPT continues to focus on the harms caused by alcohol, particularly on the night time economy. All have local strategies and plans to deal with their nighttime economies and are effectively utilising S34 dispersal authorities.

The Constabulary authorised 109 dispersal authorities in 2015 which were a mix of Night Time Economy and ASB issues. These authorities allow officers to disperse those individuals who are acting anti-socially / affecting the quality of life of those living in the immediate vicinity.

The dispersal is a step below an arrest and allows NPTs to nip issues in the bud and intervene before we have to resort to an arrest.

The table below highlights the use across the year, with peaks in the summer months and the Christmas period. This dispersal tool is an effective one used by the Constabulary and our use is consistent to the national picture.



109 authorities at first glance may seem excessive, but if you compare this to the previous S27 Dispersal Power, that gave the power to disperse at any time, without an Inspector's authority, we now have specific justification through an Inspector and the authorities are time limited, which allow us to focus on a real time problem and utilise powers available to us.

1.4 Education

Alcohol Diversion Scheme

On the 1st April 2015 Cumbria Constabulary launched the Alcohol Diversion Scheme; the aim is to reduce the harm caused by alcohol misuse.

The diversion scheme is currently in its tenth month and courses are being delivered by TTC (Telford Training Company) around the county. The feedback from the courses is very good with 100% of those attending stating it improved their understanding and knowledge.

The Alcohol Diversion Scheme is currently being used when someone receives a Fixed Penalty Notice for the following offences:

- Drunk and Disorderly (Section 91 Criminal Justice Act 1967)
- Section 5 Public Order Act where drinking was involved (Section 5 Public Order Act 1986)

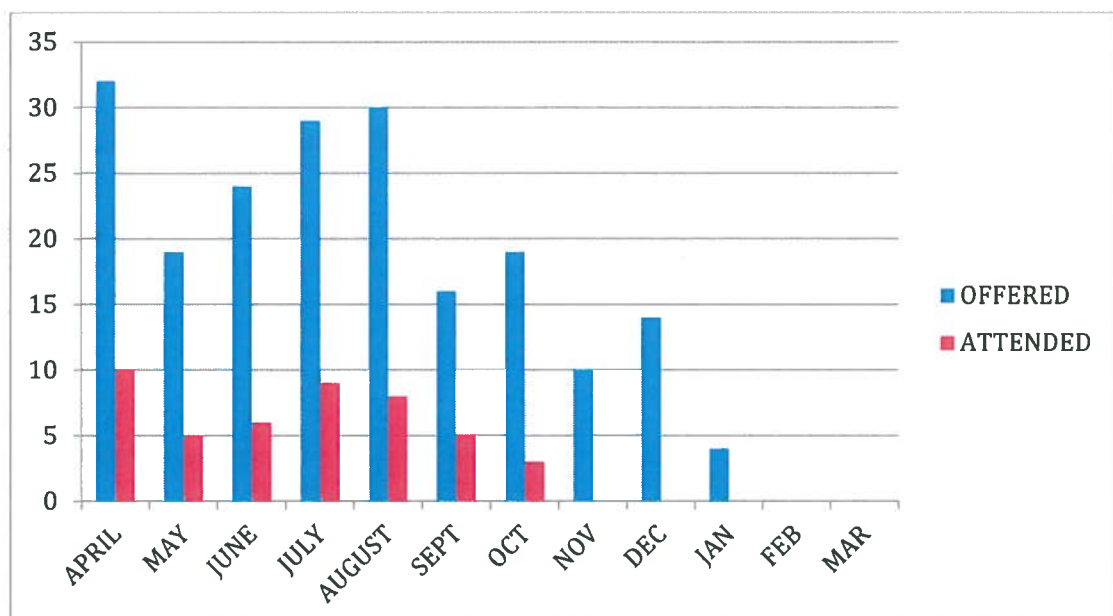
Instead of paying the £90 Fixed Penalty Notice the offender will have the opportunity instead to attend and complete a two hour educational course (costing £45).

No further action will be taken in relation to the Fixed Penalty Notice.

The course is provided by the TTC Group, and takes place in an interactive and relaxed environment. It will give participants an understanding of:

- The longer term effects of drinking
- The potential risks to you and others in alcohol fueled situations
- Alcohol units
- How to identify risky situations

The below graph shows the take up rate of the scheme.



Behavioural Change

In order to fully understand the impact of the course being offered and for performance monitoring purposes, the participants complete a feedback analysis.

This allows the Constabulary and TTC to health check the course against the needs of course participants. It also gives us an ability to check the improved knowledge and understanding the course has given them.

Currently two other forces, North Wales & Cheshire, are using Cumbria to benchmark the scheme and are looking to work with us to develop it longer term. They would like to adopt the course structure and monitoring, utilising the same processes.

They are keen to utilise TTC as the provider and like Cumbria, would like to look to make further enhancements. Making these enhancements will mean working with the courts and CPS to include the Alcohol Diversion Scheme as a formal disposal to enable us to include more offences to its current remit.

This will make it broader and not confine it just too fixed penalty notices, but potentially include conditional cautioning. Education has much more of an impact than a monetary punishment, so it's broader inclusion will have a positive impact on alcohol related offending.

Work continues to increase the take up rate as well as the number offered. This work falls in the main to the Constabulary custody suites, with ongoing education and awareness inputs for Custody Sergeants, to assist with bringing this scheme to the forefront of their mind when deciding on an appropriate disposal from custody.

It's Your Choice / Custody Referrals - Assertive Alcohol Outreach Workers

Youths under the age of 18 who offend under the influence of alcohol and are brought into custody, or act anti-socially and are found in possession of alcohol continue to be referred to Assertive Alcohol Outreach Workers.

These three workers employed by the County Council, work closely with Area Community Safety Teams and provide educational inputs to youths and their parents through home visits.

As with the alcohol diversion scheme, the input provided by the AAOWs is educational as oppose to punitive, the workers within the scheme have had just over 300 referrals in the past 12 months.

Of these 300 referrals, 92% engage with the process and of that 92%, less than 10% are re-referred due to alcohol issues.

The above data and all current alcohol research, proves education to be the most effective approach, and this is underlined by the Councils commitment to retain these staff under challenging budget cuts similar to our own.

Educational Inputs

The Constabulary focus in this area is predominantly Internet Safety and CSE when our staff are engaging / attending educational establishments.

The use of alcohol however is inextricably linked to exploitation, so although our inputs are not focused specifically on alcohol, it is threaded into CSE Educational inputs, so the message is still delivered by our staff at a youth level.

1.5 Force Alcohol & Licensing Co-ordinator

Executive Board Feb 2016 – Alcohol Harm Reduction – Inspector Sherlock

The focus of this role remains on premises that pose the greatest risk / harm within the County. Through analytical work and locally identified problem premises, Force Alcohol & Licensing Co-ordinator PC John Brooks works alongside Problem Solving Teams and local partners to target the premises that give us the greatest demand and pose a risk.

In the past 12 months 50 licensed premises have been visited by local policing teams taking this partnership approach. Specific and encouraging results have been realised at those premises.

Top Ten Licensed Premises for Recorded Crime - Cumbria		
Period	Recorded Crime	% +/-
March 2015 to May 2015	74	NA
June 2015 to August 2015	62	-16%
September 2015 to November 2015	47	-24%

Through working with the licensed premises, reviewing their licensing conditions, test purchasing and educating establishments, we are seeing a number of positive results, highlighted both above and below.

It is a fine balance for the police of working with licensees but ultimately being the enforcement arm for licensing activities, this can on some occasions bring us into conflict, however regular meetings and communication are maintained, which often result in difficult openings, turning into excellent working relationships and safer licensed premises, which ultimately is our aim.

The below is an example of where this partnership works:

News & Star Wednesday, January 6, 2016 LOCAL NEWS

DRUG ALLEGATIONS AND COMMITTEE FLOUTED RULES

Club set to shut after it is stripped of licence

A WORKING men's institute whose chairman was allegedly once "banned" from the premises for violence has been stripped of its club status and its alcohol licence.

Upperby Men's Institute in Carlisle is now facing immediate closure.

The licensing committee of Carlisle City Council withdrew the institute's club premises licence yesterday after hearing how the committee in charge repeatedly flouted the rules governing its operation, managing it as though it was a pub.

Councillors also heard that police suspected there had been illegal drug use at the Lamb Street club and that on some occasions it stayed open as late as 1am.

The institute last year made a loss of £12,000 but had agreed a loan from a major brewing company which tied it into buying its beer and spirits from that firm.

The committee's documents included a letter accusing chairman Paul Ruddick of running the institute "to suit himself". Another letter said: "Mr Ruddick is a very volatile man. This man has been barred from our club many times for violence and has been in jail many times also for the same offence."

Licensing officials launched an investigation after getting a spate of complaint letters about the club.

They found its front door was insecure and there was evidence non-members were allowed free access.

Some members were so concerned they visited officials at Carlisle Civic Centre but said they were afraid to challenge the committee.

The rules govern club officials being paid, yet the institute was paying Mr Ruddick £30 to £100 a week.

Police constable John Reynolds said police received intelligence about suspected drugs misuse at the club in January, February, April, July and October last year.

During a search, a drugs dog gave a "positive" indication of drugs in the club office, though none were found.

PC Brooks said "We established from the outset that nobody in any role understood the club rules and the conditions in the club premises certificate."

Among the comments made in letters from members and neighbours were:

- "They are running the club without the stewards as the chairman has suspended her weeks ago basically because he doesn't like her, and wants her out just because she stands up to him."
- "There are hardly any staff and the chairman has now got the committee working behind the bar."
- "Myself and many members are disgusted at the chairman spending all of the club's money on his so-called pool room."

Solicitor Margaret Payne said the club - open since the 1960s - was valuable to the community.

"There has been no significant concern about serious disorder, crime, or public nuisance," she said.

She criticised Mr Ruddick and another official had insufficient grasp of the rules but said they had educated themselves.

The club committee agreed his payments for extra work should end.

The licensing committee withdrew the club's licence, saying it had not demonstrated it was being run in good faith for members' benefit, and it was allowing free access to non-members.

Departing: Paul Ruddick, right, chairman of the institute, leaves the licensing panel meeting



The re-introduction of a county wide CCTV System has seen huge benefits towards reducing the impact of alcohol harm. Camera systems are in place in all the areas where the night time economy poses the greatest risk of alcohol harm.

Early communication between the operatives and officers on the ground ensures early intervention and rapid diffusing of situations, dealing with the crime before it happens.

Also since the introduction of the system in July 2015, approx. 140 people have been arrested following CCTV monitoring, with a good proportion being under the influence of alcohol. CCTV helps ensure a safe and secure environment, particularly around the night time economy, the above points are testament to this.

1.6 Performance

Over the past 12 months the Constabulary has seen an encouraging fall in the proportion of crimes affected by alcohol (15% to 13% -2%) however the actual number recorded has increased significantly (2767 to 3371 +18%).

It must be noted also that over half (53%) of violent incidents recorded last year resulted in no injury to the victim. This does not undermine the seriousness of these offences, as each will have had a victim, it simply adds some clarity to the type of violent offences dealt with by officers and those that ultimately would require medical attention placing demand on our partners

In October 2015 the Constabulary introduced a mandatory alcohol marker within officer crime reports.

The below table reflects the period that the mandatory alcohol marker has been in place, compared to the same period 12 months earlier:

Date Period	Alcohol Related Crime	All Crime	Percentage
19/10/14 to 15/01/15	853	5812	14.6%
19/10/15 to 15/01/16	1007	5789	17.4% (2.8% rise)

Now a mandatory marker has been introduced, this data will require further monitoring, as its use is only now being imbedded.

The ultimate aim is to reduce crime and reduce the percentage of crime influenced by alcohol, but this can only be done once we have a true reflection in our statistics, which hopefully in time this mandatory marker will assist to provide.

The reduction in ASB Incidents remains a positive area for the Constabulary. In total they have fallen from **16,370** to **14,648** (-11%). The influence of alcohol on ASB remains consistent (+1%).

The NPCC National Conference for Children & Young People (Jan 2016) highlighted that good police work was not the only reason for reduced numbers in ASB, but that the type of ASB and the habits of children and young people are now changing.

A lot of ASB is traditionally associated with shop fronts and street corners and the Constabulary has been successful in tackling this, however a lot of ASB now takes place in the digital arena, which can often go unreported.

Issues for Consideration – N/A

Financial Implications and Comments – No impact

Legal Implications and Comments – No impact

Risk Implications – No impact

HR / Equality Implications and Comments – No impact

ICT Implications and Comments – No impact

Procurement Implications and Comments – No impact

Supplementary Information – N/A

Appendices – N/A

Inspector Sherlock – Community Safety

