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26 September 2016

CUMBRIA POLICE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE

The Police and Crime Commissioner's Public Accountability Conference will take place on **Wednesday 5th October 2016** in Conference Room 3, Police Headquarters, Carleton Hall, Penrith, at **10.00am**.

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

S Edwards
Chief Executive

Attendees:

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

AGENDA

ALL BUSINESS TO BE CONSIDERED IN THE PRESENCE OF THE PRESS AND PUBLIC

1. APOLOGIES FOR ABSENCE

2. 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.

3. DISCLOSURE OF PERSONAL INTERESTS

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

4. MINUTES OF MEETING

To receive and approve the minutes of the meeting held on the 7 September 2016 (copy to follow)

5. THEMATIC PRESENTATION – DOMESTIC ABUSE

To receive a presentation from the Constabulary regarding Domestic Abuse

6. FINANCE – verbal update

To receive a verbal update on the budget from the Constabulary Chief Finance Officer



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

Minutes of the Public Accountability Conference held on
Wednesday 7th September 2016 in Conference Room 3, Police Headquarters,
Carleton Hall, Penrith, at 10.00am

PRESENT

Police & Crime Commissioner - Mr Peter McCall (Chair)
Chief Constable - Mr Jerry Graham

Also present:

Assistant Chief Constable (Darren Martland)
Superintendent (Justin Bibby)
Constabulary Chief Finance Officer (Roger Marshall)
Chief Officer Support (Ben Swinson)
OPCC Chief Executive (Stuart Edwards)
OPCC Head of Communications and Business Services (Gill Shearer)
OPCC Head of Partnerships and Commissioning (Vivian Stafford)
OPCC Assistant Policy Officer (Jo Woof)
OPCC Executive Support Officer (Paula Coulter) – taking minutes

In attendance:

Judith Cooke

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

006. APOLOGIES FOR ABSENCE

Apologies for absence were received from the Deputy Chief Constable, Michelle Skeer; Mrs Ruth Hunter, OPCC Chief Finance Officer and Mrs Michelle Bellis, Deputy Chief Finance Officer.

It was agreed that agenda item (07) Finance Monitoring Reports would be dealt with as the first item, to enable the Constabulary Chief Finance officer to leave, and attend a Joint Audit & Standards Committee meeting.

007. DISCLOSURE OF PERSONAL INTERESTS

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

008. MINUTES OF MEETING

The Chair presented the minutes of the Public Accountability Conference held on 6th July 2016 which had previously been circulated with the agenda. The minutes were agreed as an accurate record and signed by the Chair.

RESOLVED, that, the

- (i) Minutes of the meetings of the Public Accountability Conference held on 6th July 2016 be confirmed as a correct record and signed by the Chair;

009. QUESTIONS FROM MEMBERS OF THE PUBLIC

The following questions had been submitted by Judith Cooke –

1. Unanswered calls

What is the Commissioner doing to assist the Cumbria force to answer calls more efficiently and effectively?

What changes are planned to ensure the system is improved and is robust?

When will the number of unanswered calls be going down?

The Commissioner confirmed that he was alive to the issue with the 101 system, and that the Chief Constable shared his concerns.

Traditionally the first point of contact with the police for the public was via police stations, but now the main contact is through the call centre via the 101 system. The Commissioner discusses the 101 system with the Chief Constable on a regular, almost weekly basis. This issue has been high on the agenda since the Commissioner took office, and the Commissioner receives a report on the 101 service on a weekly basis.

Emergency 999 calls have an answering rate of over 92% (call answered within 10 seconds), and the 101 response time has been improving in the last few months.

The Chief Constable stated that the Command and Control room is the gateway for members of the public to access the police service and it is essential that demand is able to be met and calls answered in a timely fashion. The way that the Command and Control room is set up was altered towards the end of 2015, and calls are now answered by Police Officers, who deal with as many incidents as possible at the time of the call thereby reducing the need to deploy Police Officers to every incident.

The Chief Constable re-assured Judith Cooke, the Commissioner and the public at large that the Constabulary recognise the issues with the 101 system, and this is monitored on a daily basis in order to provide a good service to the public.

It was noted that the Assistant Chief Constable has the responsibility for governance and oversight of the 101 system, and this is looked at on a daily basis. The technology enables each call to be looked at in detail. Abandoned calls have been a particular issue, and this is being looked at further.

It was also noted that four new members of staff have been recruited for the Command and Control room, and are currently undergoing training, and that staffing should be up to full strength at the end of October / early November 2016.

2. Hate crimes

What are the Commissioner and Chief Constable doing to ensure that hate crime is kept to a minimum in the whole of Cumbria?

Post referendum, there was a spike in the number of hate crimes – to put into context in Cumbria there were 15 cases. The Commissioner re-assured Judith Cooke on behalf of the public that those crimes are taken very seriously.

There were 76 incidents reported for the same period last year compared to 52 incidents for this year, so the trend is heading in the right direction. There has been a media campaign to encourage reporting of hate crimes either directly, through online reporting or through Hate Crime reporting centres. Education is key and includes the Risky Business programme; Youth Commission; Chelsea's Choice; Know Your Criminal Justice events and the Cumbria Together website.

The key message is that Hate Crime is absolutely unacceptable, and the Constabulary will bear down on it. Every morning across the county, daily meetings take place which look at incidents reported in the previous 24 hours. Any Hate Crimes are looked at by either a Superintendent or Chief Inspector.

010. REVENUE BUDGET MONITORING 2016/17 TO JUNE 2016

The Constabulary Chief Finance Officer provided a summary of the report circulated previously, which provided an update of the financial position for 2016/17 based on the actual and committed spending for the first three months, to June 2016, plus a forecast for the remainder of the year.

The current forecast of net expenditure on Constabulary controlled and managed budgets amounts to £108.267m, which represents an overspend of £1,110k (1.04%) against the approved adjusted budget of £107.157m.

The projected overspend is made up of a forecast overspend on expenditure budgets of £901k (0.80%) plus a forecast of under recovery of income of £209k (3.99%).

The Commissioner was asked to note the Constabulary revenue budget position for the first quarter of the 2016/17 financial year to 30 June 2016.

The Commissioner was also asked to note that, in accordance with the funding arrangement between the Commissioner and Chief Constable, there has been dialogue with the Commissioner's Chief Finance Officer (PCC CFO) regarding the budget pressures faced by the Constabulary and the financial impact on the 2016/17 budget. The Constabulary will continue to seek to manage expenditure during 2016/17 within the funding envelope provided by the Commissioner. In the event that this is not possible, a number of options are being developed including the use of the Chief Constable's contingency, virement of capital underspends and draw down of reserves which will be subject to further discussion with the PCC CFO. To provide context, the Constabulary budget is very tightly focussed to avoid an underspend. Prior to setting the budget, 'Star Chamber' meetings take place to scrutinise all areas of the budget and £2m has been removed over the last two financial years – this is in addition to the £20m saved through the Change Programme over the last four years.

There has been some additional expenditure for 2016/17 with emerging demands for operational policing and ICT. The most significant area of the overspend is £950k on the Police Officer budget. A number of transferees had been recruited (with specific skill sets) where new recruits had been budgeted. Overtime and special policing duties also contributed to the overspend.

While the Constabulary continues to manage the budget, areas of underspend are likely to emerge during the year. A contingency of £500k has been set up as well as a potential for capital underspend to offset the shortfall. Earmarked reserves can also be considered to meet the overspend, and discussions are on-going with the OPCC Chief Finance Officer around this.

The Commissioner acknowledged that the forecast is not an end of year situation, and does not want there to be a knee jerk reaction. However, the Commissioner was clear that the budget needs to be balanced by the end of the financial year.

The Commissioner was happy that the budget is not in crisis and that the Constabulary have contingencies in place to manage it.

The Chief Constable re-assured the Commissioner that while a number of budget pressures had arisen during the year, he was concerned but not alarmed by it, and the Chief Constable shared the Commissioner's aspiration to balance the budget by the end of the financial year.

- **ACTION : It was agreed that a brief budget update would be provided to the next Public Accountability Conference in October.**

10:40am The Constabulary Chief Finance Officer left the meeting

011. PERFORMANCE – Q1 QUARTERLY UPDATE

ACC Martland presented the Quarter 1 2016/2017 Performance Update, and gave an overview of any exceptions.

When comparing performance against the 2014/2015 end of year position, the increase in overall crime had fallen from 4.9% to 3.9%.

Whilst there had been a significant increase in the Violence Against the Person category, it is important to note that 535 additional violent offences were recorded, an increase of 7.8%. Additionally there were a significant number (20% of the overall increase) of historic offences recorded.

Burglary had seen an increase of 2%, and had spiked in the summer due to insecure buildings, this had reduced again in September. Two prolific offenders (one in North & one in West) had accounted for a number of burglaries, and they have now been arrested.

Work has been on-going jointly with Durham Constabulary to deal with an organised team that came into Cumbria in October 2015. Integrated Offender Managers (IOM) will provide a wrap-around service when the offenders are released from prison.

There continues to be a drive to encourage reporting of sexual offences, and it was noted that 142 historic cases had been reported during the year. People are coming forward and the support services introduced by the Police and Crime Commissioner have proved extremely helpful.

Stranger rape is unusual, and accounts for 6% of rape cases in Cumbria.

Hate Crime is linked to the seven strands of diversity. Hate crime reporting is actively encouraged, and can be done in person; via telephone; on line through the Constabulary website or through Hate Crime Reporting Centres.

012. ANTI-SOCIAL BEHAVIOUR

Superintendent Bibby gave a presentation on anti-social behaviour. Year on year anti-social behaviour (ASB) has fallen significantly since June 2013. A lot of work and research has gone into understanding the trend and learning the lessons from that.

Changes to national crime recording standards have had an impact, if an officer identifies that a crime has been committed then the incident will be recorded as a crime rather than ASB (Harassment is an example of this).

A lot of work is undertaken by the Constabulary with young offenders in the community. ASB incidents are categorised at bronze, silver or gold level and are discussed in problem solving forums. There is a strong neighbourhood focus when tackling ASB.

The way the Constabulary tackles ASB is seen as positive by HMIC.

SARA is a nationally recognised template for tackling ASB and is used by the Constabulary. Barnardo's assist with the development of parenting plans to support families when dealing with an individual's behaviour.

The Keep Safe project contacted all of the people identified as victims, and the Turning the Spotlight Programme is used where a Hate Crime element has been identified. A number of diversionary initiatives have been set up. Youth ASB on one estate in Carlisle has reduced by 55%.

Longer term initiatives are in place, with siblings being looked at within chaotic families, and to make sure that partner agencies remain involved.

Initially PCSO's have a significant involvement in terms of visibility & intelligence, but Police Officers / Problem Solvers have oversight.

Community Safety Partnerships identify certain initiatives and are well placed to identify the best use of what is available to have the greatest impact. It is recognised that a joined up approach across partner agencies is more effective than each agency trying to deal with ASB in isolation.

The PCC congratulated the Superintendent Bibby for the success in the Raffles estate, Carlisle, and thanked him for his presentation.

013. ETHICS PANEL REPORT

The OPCC Chief Executive presented the report, which provided an overview of the work carried out by the Ethics & Integrity Panel.

The Ethics & Integrity Panel assist the Commissioner in his task of holding the Chief Constable to account for the policing services that are provided. The Panel has looked at areas of performance, provided advice and acted as a 'critical friend', with the aim of achieving consistency in the process of making decisions. The Panel's role is to identify issues and monitor change where required. The Panel has no decision making powers, although it is able to make recommendations to the Commissioner and the Chief Constable.

The following areas had been looked at by the Ethics & Integrity Panel:-

- INTEGRITY - COMPLAINTS BY THE PUBLIC
- INTEGRITY – ANTI-FRAUD & CORRUPTION
- GRIEVANCES
- STOP AND SEARCH REVIEW
- POLICE DISCRETIONARY FRAMEWORK
- CODE OF ETHICS
- CODE OF CONDUCT
- FUTURE WORK OF THE PANEL

It was noted that the Panel has now been running for over a year. It is a very useful addition and provides an extra layer of re-assurance to both the Commissioner and the Chief Constable.

Following a discussion, the report was noted

Meeting ended at 12.05pm

Signed: _____

Date: _____

Thematic Report: Domestic Abuse

Public Accountability Conference
October 2016

Detective Chief Superintendent
Andy Slattery



 101

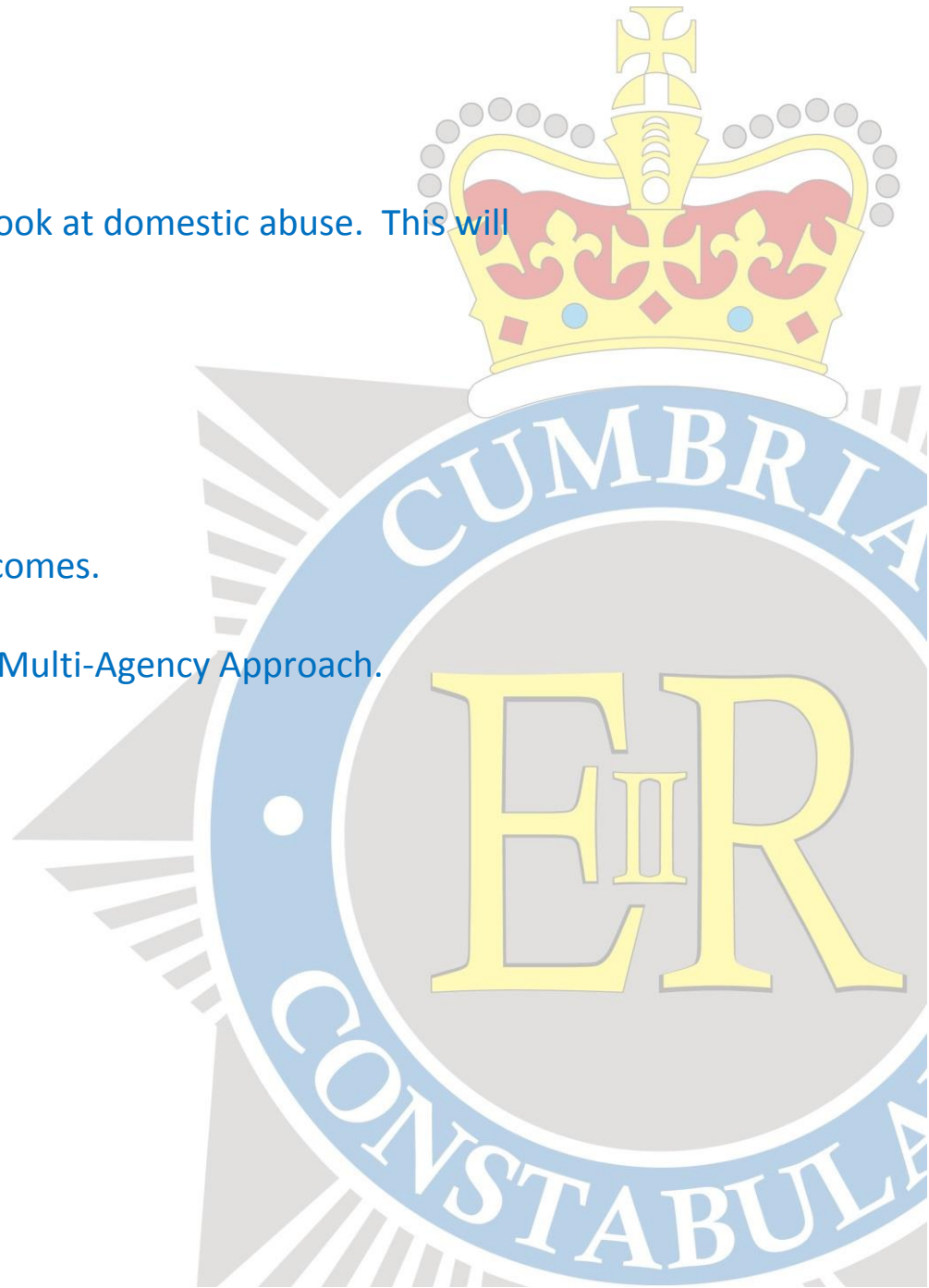
 www.cumbria.police.uk

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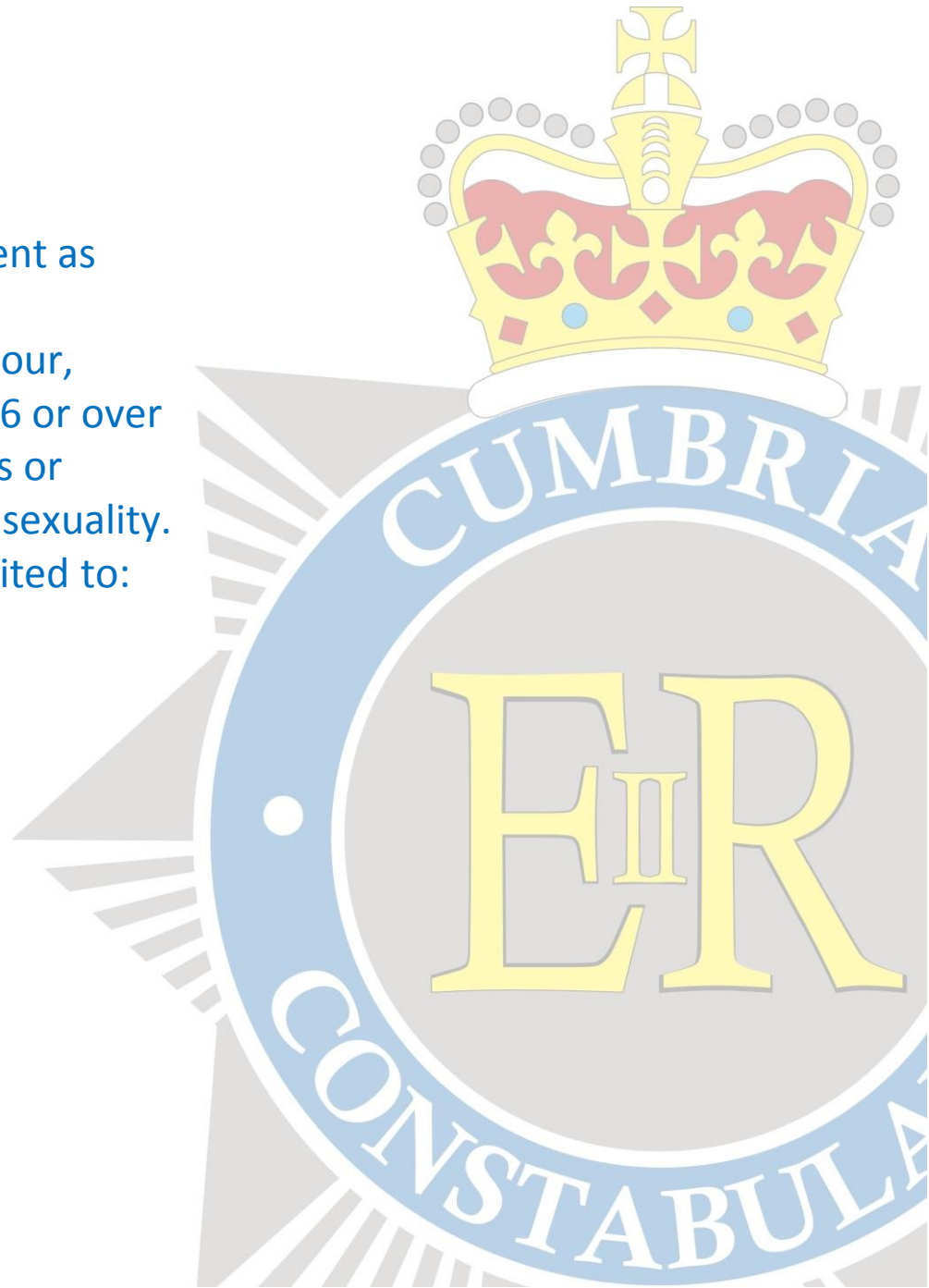
Purpose

- To provide the Commissioner with a detailed look at domestic abuse. This will include:
 - Domestic Abuse – A Definition
 - The current 'picture' – An Overview
 - Investigating Domestic Abuse and the Outcomes.
 - Supporting Victims of Domestic Abuse – A Multi-Agency Approach.
 - Dealing with Suspects.
 - Conclusions ..



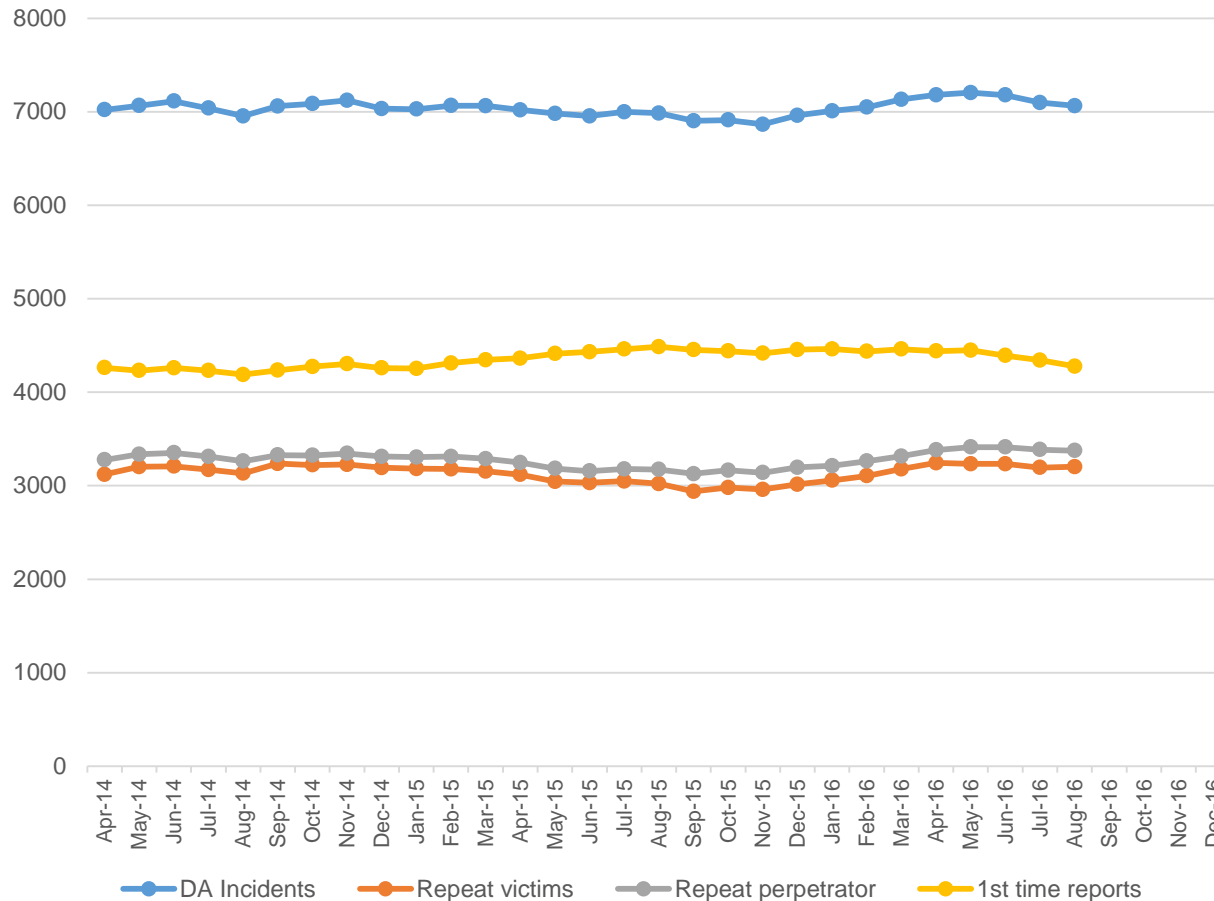
Definition

- **Domestic Abuse** is **defined** by Government as “any incident or pattern of incidents of controlling, coercive, 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. The abuse can encompass, but is not limited to:
 - psychological
 - physical
 - sexual
 - financial
 - emotional



Domestic Abuse - An Overview

Domestic Abuse Incident Trends

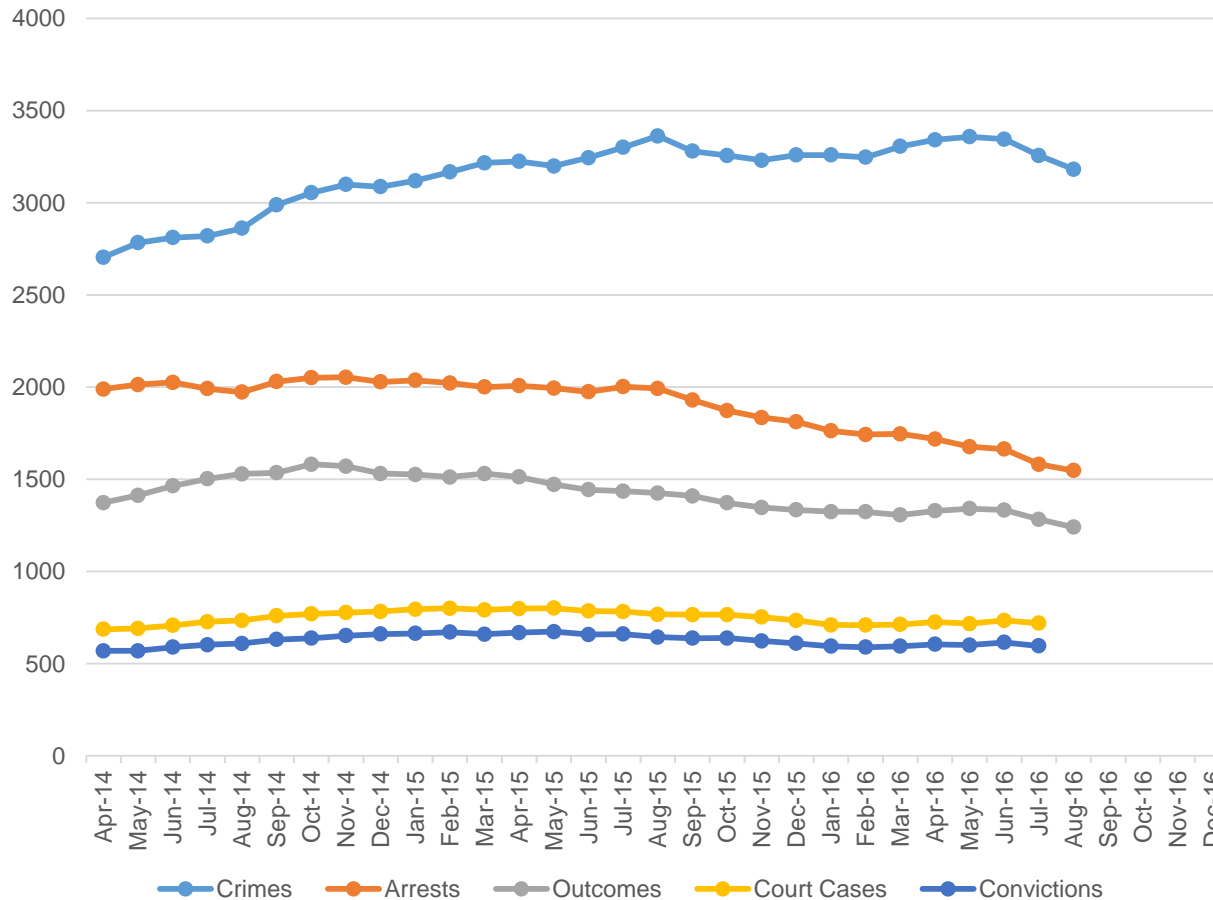


In the 12 months to August 2016:

- 1% increase in total domestic abuse incidents
- 2% increase in the repeat victim rate
- 6% increase in incidents involving a repeat perpetrator
- 3% reduction in the number first time victim reports

Domestic Abuse - Crimes

Crime and Outcome Trends

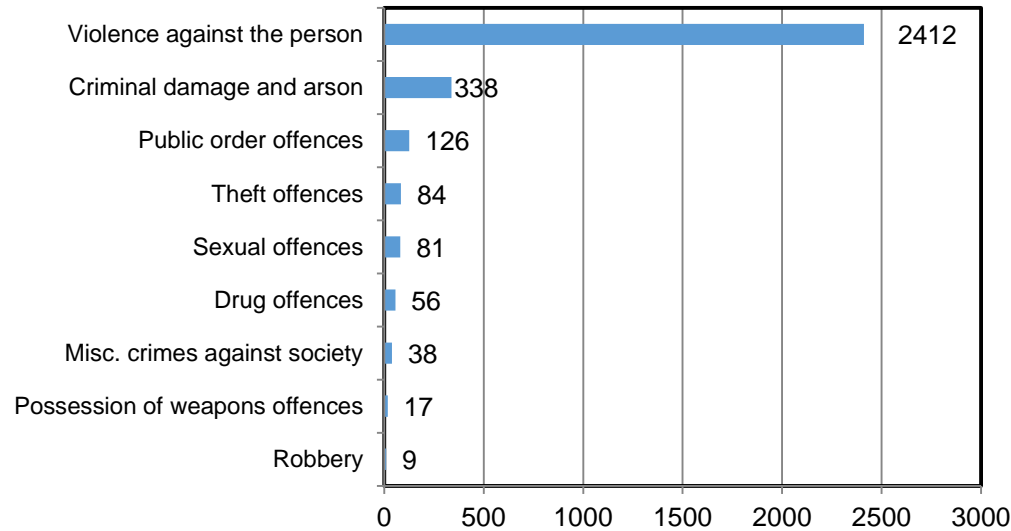


In the 12 months to August 2016:

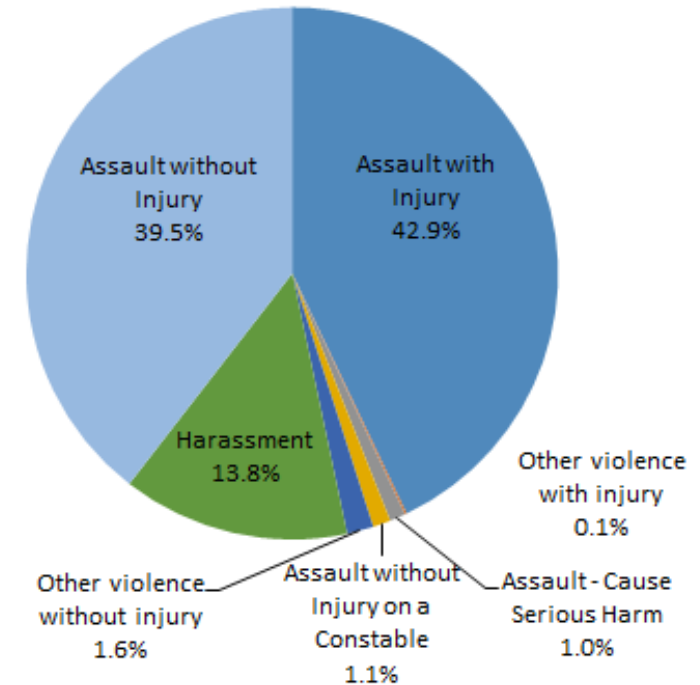
- 45% of domestic abuse incidents become crimes
- An arrest is made in 22% incidents
- 39% positive outcome
- 83% conviction rate for cases that reach court

Domestic Abuse – Crime

Type of Domestic Abuse Offences 12 months to 31st August 2016



Type of Violent Offence



Investigating Domestic Abuse

- Policy & Procedure
- Training & Awareness
- Risk Assessment (D-A-S-H)
- Safeguarding
- Securing Evidence
- Specialist Investigation
- The challenges – A Case Study



Domestic Abuse - Outcomes

Current Outcome Status for Domestic Abuse Offences reported in the 12 months to 31st August 2016

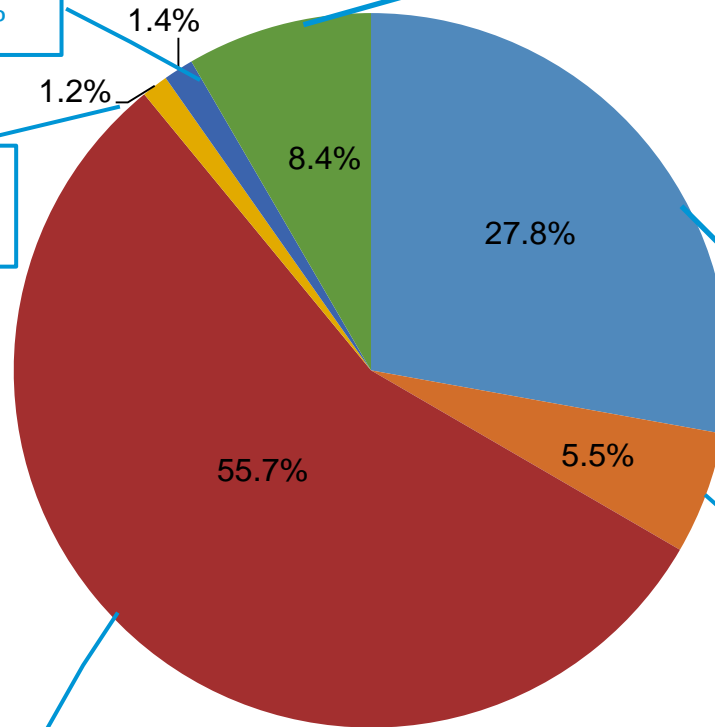
Other:

Prosecution prevented 0.2%
Time limit expired 0.3%
Other 0.8%

Police Disposal:

Community resolution 2.1%
Adult caution 5.4%
Cannabis warning 0.3%
Youth caution 0.2%
PND 0.3%
Not in public interest 0.1%

Investigation complete –
no suspect identified 1.2%



Court Disposal:

- Charged summonsed 27.8%

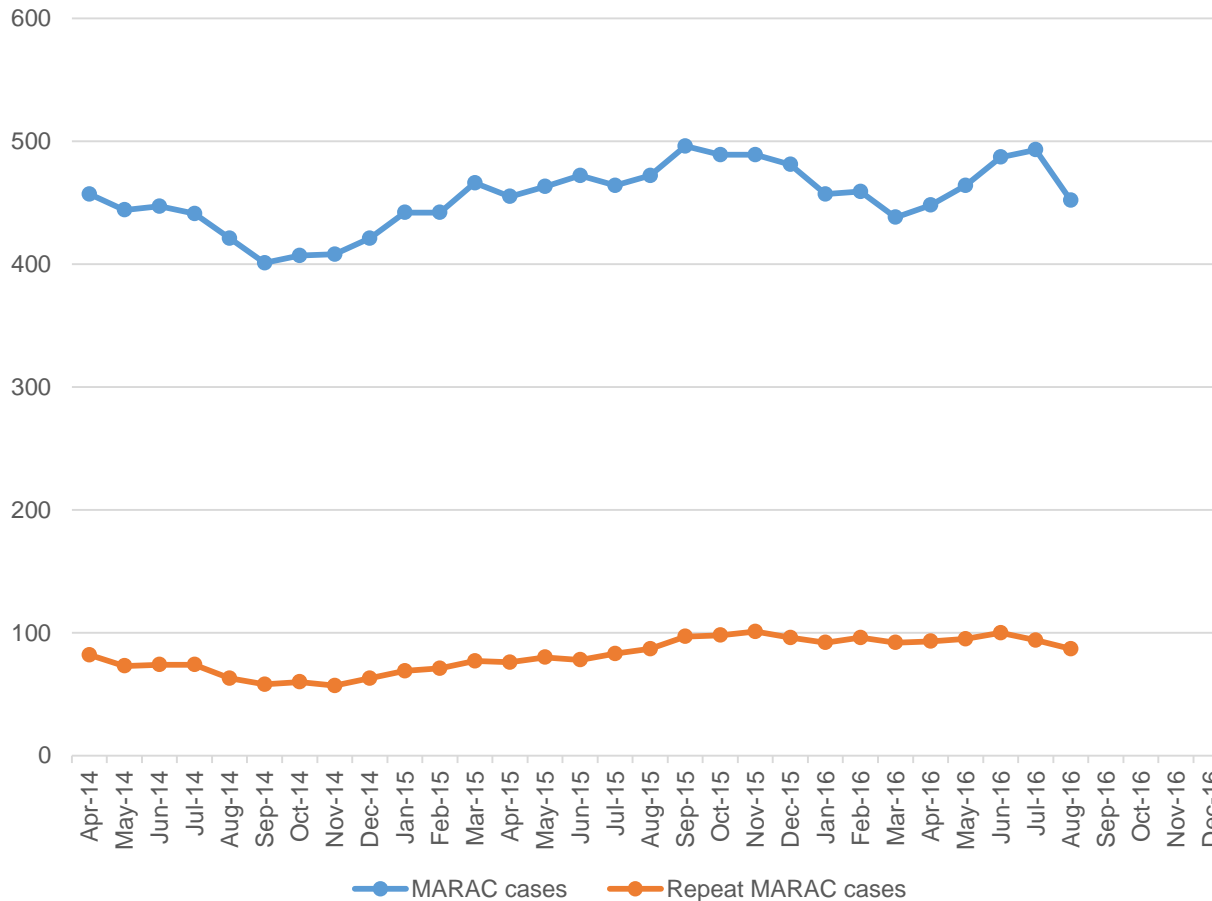
Crime under active
investigation 5.5%

Evidential difficulties:

Named suspect identified – 17.8%
Victim based – named suspect identified – 37.1%
Victim based – named suspect not identified – 0.8%

Supporting Victims – A Multi-Agency Approach

MARAC Trends



In the 12 months to August 2016:

- MARAC is a multiagency approach for victims at high risk of serious harm
- 4% fall in total MARAC cases
- Number of repeat MARAC cases has remained stable
- Repeat cases dealt with by MARAC was 19%
- Less than 1 in 4 people report Domestic Abuse
- Victims will have been assaulted on a number of occasions before calling the police
- **The average length of an abusive relationship is five years**

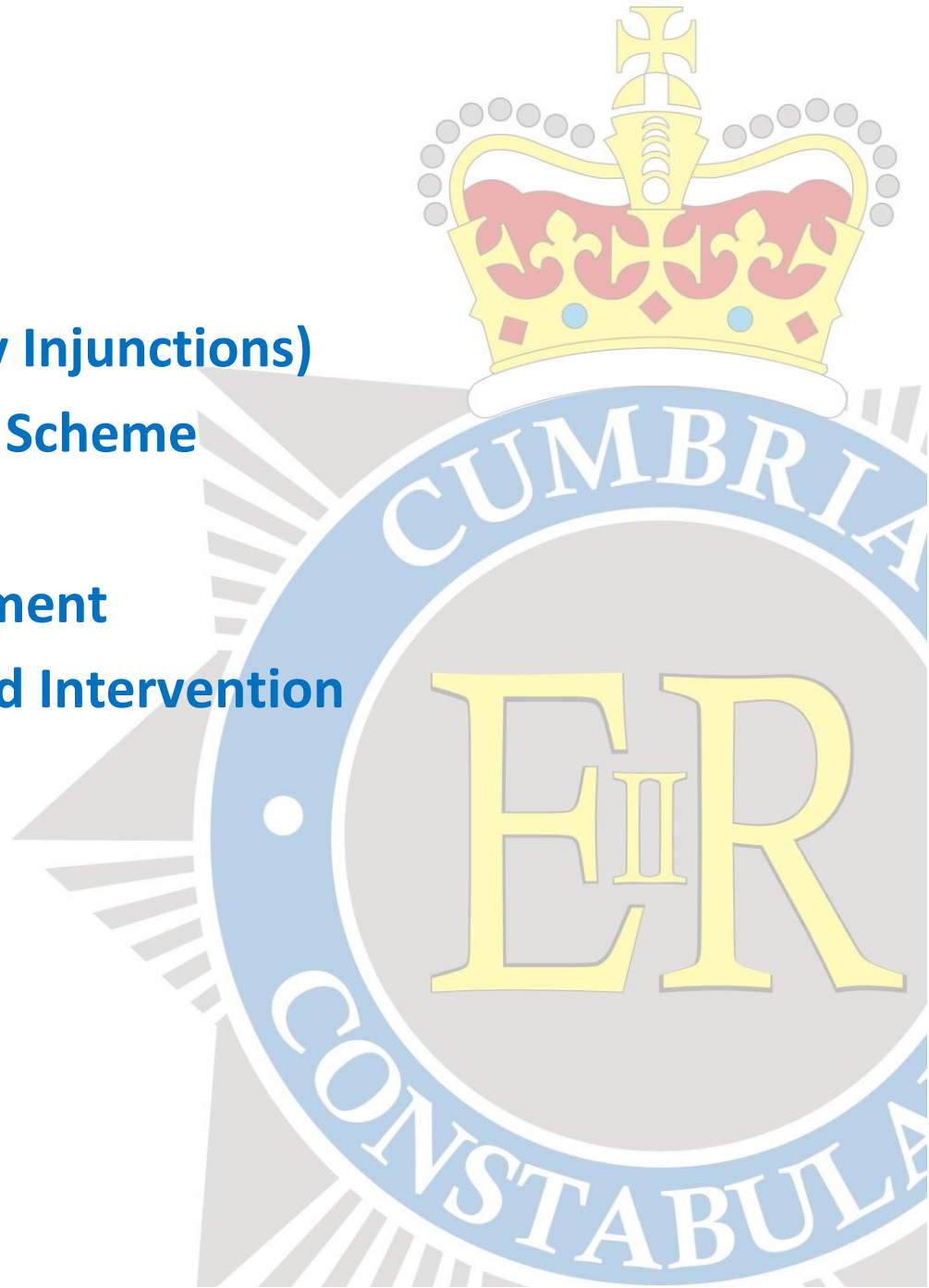
Supporting Victims – A Multi-Agency Approach

- Quality Counts Initiative
- Independent Domestic Violence Advocates
- The Bridgeway Project & Achieving Best Evidence (ABE)
- Victim Personal Statements
- Technology to Secure Evidence
- Domestic Violence Operational Group
- The challenges



Dealing with Suspects

- Positive Action
- Legislation (DVPO, Emergency Injunctions)
- Domestic Violence Disclosure Scheme
- Turning the Spotlight
- Integrated Offender Management
- Focused Families and Targeted Intervention



Conclusion ...

- A priority for Cumbria Constabulary
- Continued Training & Awareness
- Supporting Victims
- Dealing with Suspects
- Media & Communications

