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Our reference: PC

18th January 2017

CUMBRIA POLICE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY CONFERENCE

The Police and Crime Commissioner's Public Accountability Conference will take place on **Wednesday 22nd February** in Conference Room 3, Police Headquarters, Carleton Hall, Penrith, at **11:30am**.

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

PART 1 – ITEMS 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 7th December 2016 (copy enclosed)

5. UNIFORMED PRESENCE

To receive a presentation from the Constabulary

6. RURAL CRIME

To receive a presentation from the Constabulary

7. EQUALITY & DIVERSITY

To receive a presentation from the Constabulary

8. ETHICS & INTEGRITY PANEL

To receive and note the Ethics & Integrity Panel Quarterly report (copy enclosed)



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

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

PRESENT

Police & Crime Commissioner - Mr Peter McCall (Chair)

Also present:

Deputy Chief Constable (Michelle Skeer)
Assistant Chief Constable (Darren Martland)
Superintendent (Justin Bibby)
Inspector (Carl Patrick)
Sergeant (John Chambers)
Constabulary Marketing and Communications Manager (Helen Lacey)
OPCC Chief Executive (Stuart Edwards)
OPCC Head of Communications and Business Services (Gill Shearer)
OPCC Partnerships & Strategy Manager (Mike James)
OPCC Assistant Policy Officer (Jo Woof)
OPCC Executive Support Officer (Paula Coulter) – taking minutes

Also in attendance:

Neil Hughes (Member of the Police and Crime Panel)

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

025. APOLOGIES FOR ABSENCE

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

026. DISCLOSURE OF PERSONAL INTERESTS

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

027. MINUTES

The Chair presented the minutes of the Public Accountability Conference held on 2nd November 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 Public Accountability Conference held on 2nd November 2016 be confirmed as a correct record and signed by the Chair;

028. QUESTIONS FROM MEMBERS OF THE PUBLIC

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

029. PERFORMANCE UPDATE QUARTER 2 – 2016/2017

ACC Martland gave a presentation on Quarter 2 Performance – 2016/2017, the purpose of which was to provide the Commissioner with a detailed overview of Constabulary's performance for the 12 months to September 2016 as agreed in the Police and Crime Plan Accountability Framework. In addition the presentation provided statistical estimates for crime levels at the end for this year (2016 – 17) where appropriate and information about user satisfaction performance.

Slide 3 'All Crime' showed that there had been a 0.7% decrease in All Crime (-171 offences). Although the picture is positive the Constabulary are not complacent. There were 366 new offences that previously were not recorded. Cumbria was bucking the trend as only four forces had shown a decrease.

It was noted that it is difficult to make direct comparisons with figures from previous years due to changes in National Crime Recording Standards, and although these are now beginning to stabilise further changes are due to be implemented in due course.

The category for 'violence against the person' had seen an increase of 5.6% (388 crimes). The Office of National Statistics (ONS) state improvements in crime recording processes and practices by the police are thought to be a key driver nationally for the increase. Domestic abuse (aspirational target to increase) accounted for 33.1% of Violence Against the Person. Assault with injury offences show it is the less serious violent crime of "assault occasioning ABH" which has increased the most.

Assault without injury saw the biggest increase. The main offence within this category is common assault and battery.

There is an aspiration to increase reporting of sex offences and in the 12 months rolling total to September 2016 there had been an increase of 279 crimes, well over half are historic cases. It was noted that there is support available for victims and the Bridgeway is key in providing support.

Hate Crime is looked at every day, and post Brexit there has been a decrease from 363 to 308 offences. A Hate Crime can be reported by an individual or by third party reporting. On-line reporting facilities are also available.

There is also an aspiration to increase reporting of Domestic Abuse incidents. It was noted that 25% of incidents are substance fuelled. In the 12 months rolling total to September 2016:-

- 2% increase in incidents
- 3% increase in the repeat victim rate
- 3% fall in the number of first time reports
- Repeat victim rate is 46%
- 45% incidents become crimes
- An arrest was made in 22% incidents
- 85% conviction rate for cases that reach court

Following a discussion, the presentation was noted.

RESOLVED, that,
(i) the report be noted;

030. THEMATIC PRESENTATION – PUTTING VICTIMS AT THE HEART OF THE CRIMINAL JUSTICE SYSTEM

Superintendent Justin Bibby gave a presentation on 'Putting Victims at the Heart of the Criminal Justice System', the purpose of which was to provide the Commissioner with a detailed look at 'How Cumbria Constabulary is putting victims' at the heart of the Criminal Justice System'. The presentation included:

- Definition of a 'Victim'
- Overview of Code of Practice for Victims of Crime 2015
- The Victims' Journey
- Examination of relevant:
 - Outcome Data
 - Quality of Service Data

The Victims Code is part of a wider Government Strategy and sets a series of minimum standards for agencies to adhere to. The Constabulary has worked in conjunction with the OPCC Victims Advocate to ensure that information is available to everybody in an accessible and easy to read format. A booklet has been produced which contains all of the information, and will give people an indication of the service they can expect.

Victims have the option to provide a Victim Personal Statement to indicate how they feel and have been affected by the process. The Victims right to review is also detailed within the code.

All safeguarding issues are considered within the multi-agency Safeguarding Hub where immediate safeguarding measures or longer term interventions are put in place.

THRIVE methodology is applied at the first point of contact:-

Threat

Harm

Risk

Invstagative

Vulnerability

Engagement

Referrals to the Bridgeway (Sexual Assault Referral Centre) are made for sexual offences. ISVA & IDSVA services are offered to victims.

Domestic Abuse perpetrators are signposted to Turning the Spotlight whilst in custody. The Police and Crime Commissioner has observed two sessions of the Turning the Spotlight programme, which he considered to be very positive.

All Domestic Abuse incidents for the previous 24 hours are discussed at daily management meetings.

Community Resolution and Restorative Justice holds the offender to account to the victim.

Children & Young People:-

- Mandatory CSE&A Training for all officers.
- THRIVE Model at 'first point of contact' (CMR).
- Dedicated Staff in the PPU & Safeguarding Hub.
- Significant increase in 'online crime'

Response times were discussed and it was noted that a further meeting was due to take place after the Public Accountability Conference to discuss the Dashboard for 101 calls in detail.

11:30 Neil Hughes left the meeting



The geography of Cumbria is very challenging, and the ability to be able to locate rural locations was also raised. Superintendent Bibby re-assured the Commissioner that technology is in place within the Command & Control room that allows the location of an emergency call to be located on a map to a grid reference. The location of the attending police vehicle can be identified & it can be guided in easily by the Control Room if the officer does not have detailed local knowledge. The system will also work even if there is no mobile phone signal or a very weak signal (technology similar to that used by Mountain Rescue).

The Police & Crime Commissioner was invited by Superintended Bibby to see the technology in action.

The Commissioner thanked Superintendent Bibby for the presentation, and following a discussion, the presentation was noted.

Meeting ended at 11:50am

Signed: _____

Date: _____

Thematic Report: Uniformed Presence

Public Accountability Conference
February 2017

Chief Superintendent Sean Robinson



 101

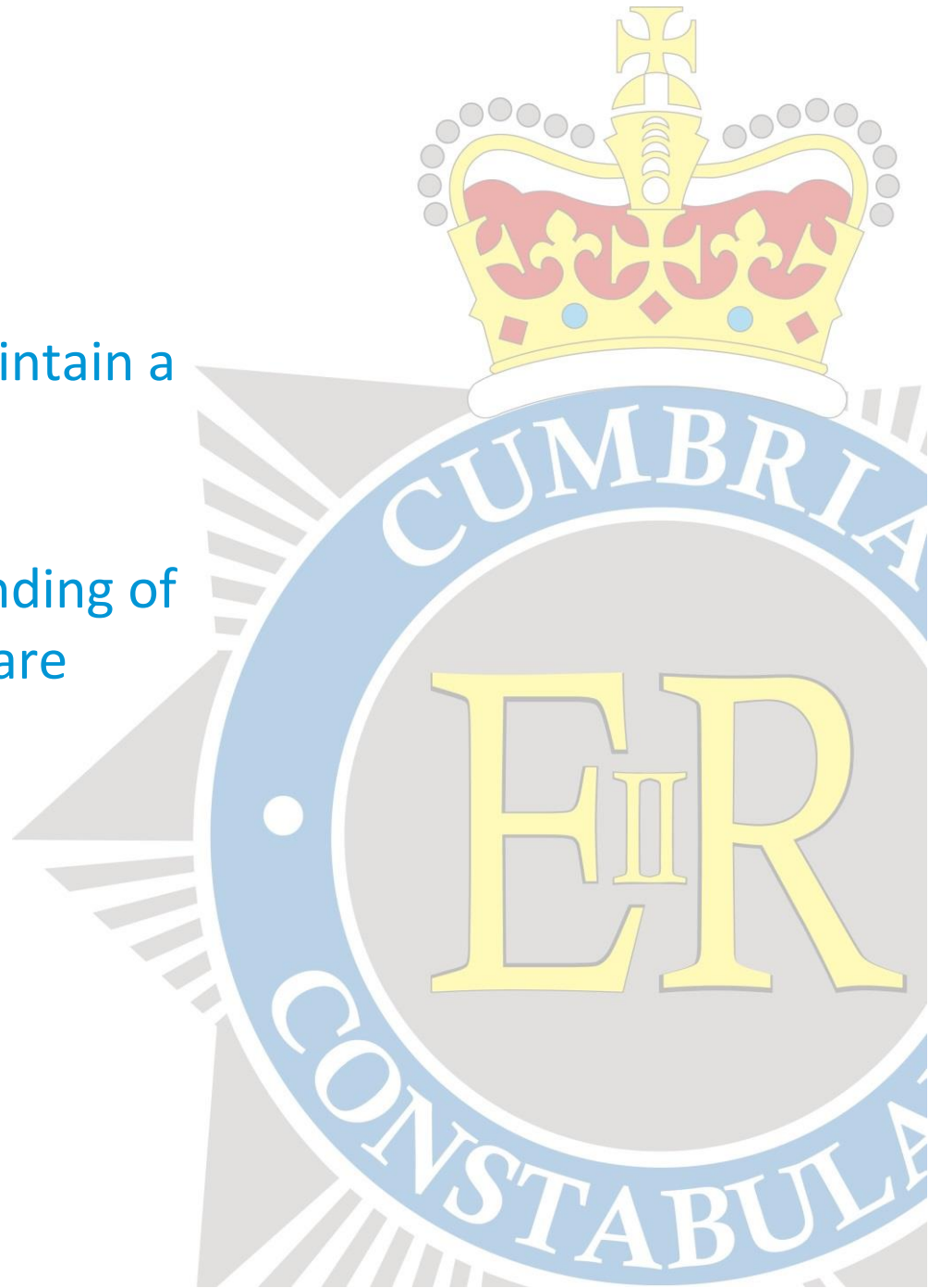
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Purpose of this report

- To provide assurance that the Constabulary is working to maintain a visible policing presence in communities
- To demonstrate our understanding of policing demand and how we are dealing with it



What is visible uniformed presence?

SERVING OUR COMMUNITIES

Neighbourhood and response officers, policing events, community problem solvers, PCSOs, traffic units, dog section, armed response

VISIBLE POLICING

Call management and resolution, dispatching to incidents, front desks, vehicle recovery, CRASH, advanced public order officers, intelligence gathering, public protection units & Safeguarding Hub, CID, Digital Media Investigation Unit, serious & organised crime units, economic and specialist investigation units, CSIs and custody

FRONTLINE POLICING

Civil contingencies, intelligence analysis, forensic services, criminal justice, CRB, PNC, Central Ticket Office, support to Coroner, force command

OPERATIONAL SUPPORT

HR, finance, legal, fleet, estates, ICT, professional standards, press and media, performance review, procurement, training, admin support

BUSINESS SUPPORT

656 Officers
7 Staff
93 PCSOs
59% officers

386 Officers
222 Staff
34% officers

29 Officers
128 Staff
3% officers

50 Officers
222 Staff
4% officers

Non-operational roles being done by uniformed officers

- **Training**

23 probationer training, area training, specialist operational training (firearms, roads); training requiring policing skills and knowledge- e.g. CSE, domestic violence

- **TP command**

2 support to performance, policy development and professional leads

- **ICT roles**

1 specialist knowledge of police processes to new crime system project

- **Change**

6 specialist policing knowledge for specific areas (e.g. command and control, problem solving)

- **Business Improvement Unit**

10 officers requiring policing knowledge of process, APP, law, standards (e.g. missing from home, DV, Stop Search, case management)

- **Professional Standards**

8 Investigators (ACU) and complaints



50
officers

Demand

- Understanding demand programme of work in 2016
- More complex and those taking longer to resolve on the rise, specifically missing people and sex offences
- Significant change in incident demand since 2010 – but reductions in the less resource intensive/time consuming incidents: ASB halved, crime up by 5%, public safety up by 5%, traffic by 2%
- Similar story with crimes, since 2010/11 – violence up 52%, sex offences 137%
- Significant rise in major crime investigations and historic cases
- Rise of online, cyber, new rules, vulnerability agenda
- All take longer & use more resources

Mental health 5% of all incidents and, +177% on previous 12 months

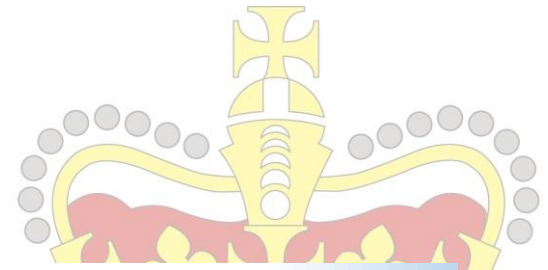
Missing people up by 150% over last 3 years
2,272 in 12 months to end Sept

5 critical incidents and 34 major incidents - over past 4 years, average has been 1.75 critical and 6.5 major

Average incident takes 175 minute to deal with:
27 minutes or 18% longer than in 2014

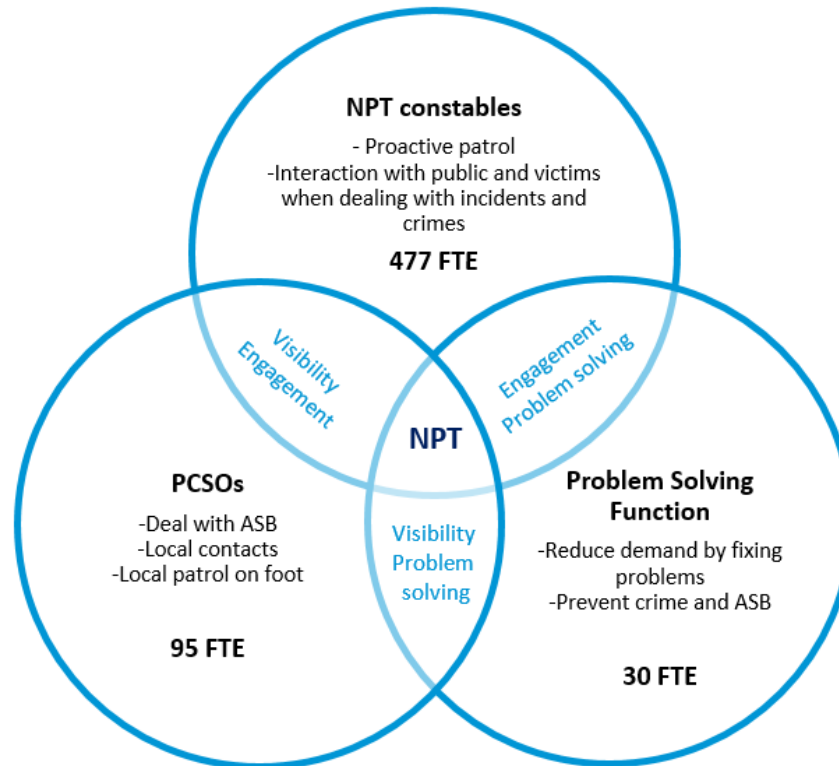
Demand 2

- Future demand predicted using statistical models- shows continued rises
- New crimes types technology based and enabled by technology likely to increase
- Historic cases likely to increase and new areas being identified (e.g. youth football)
- Informed by scanning and PESTELO analysis
- Strategic Assessment and intelligence requirements, identify trends and threats and inform likely policing requirements for the coming 12 months
- Monthly Tactical group identify resource requirements for the coming 1 – 3 months



How it works

Neighbourhood policing

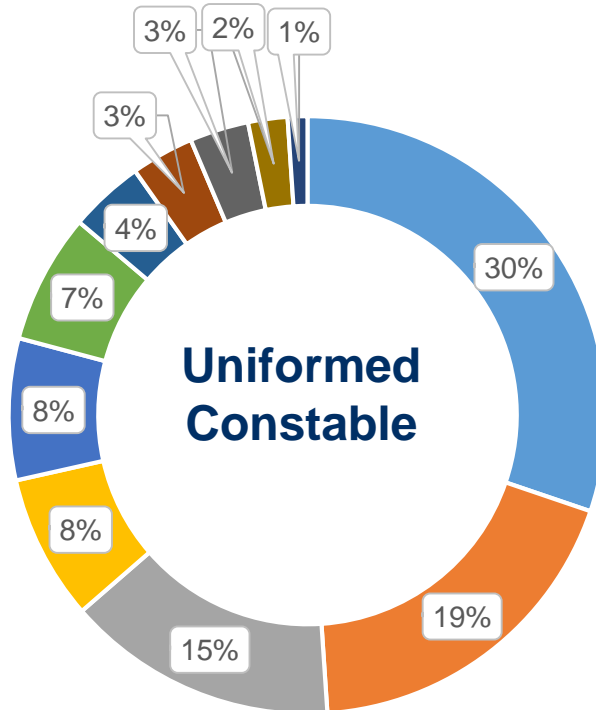


- Providing 24/7 cover in 3 Territorial Policing Areas (N,S & W)
- 5 inspector led shifts per TPA, 31 per shift working from 6 deployment centres (Carlisle, Penrith, Kendal, Barrow, Workington Whitehaven)
- Resources evenly distributed across the 3 TPAs
- Shifts aligned to demand

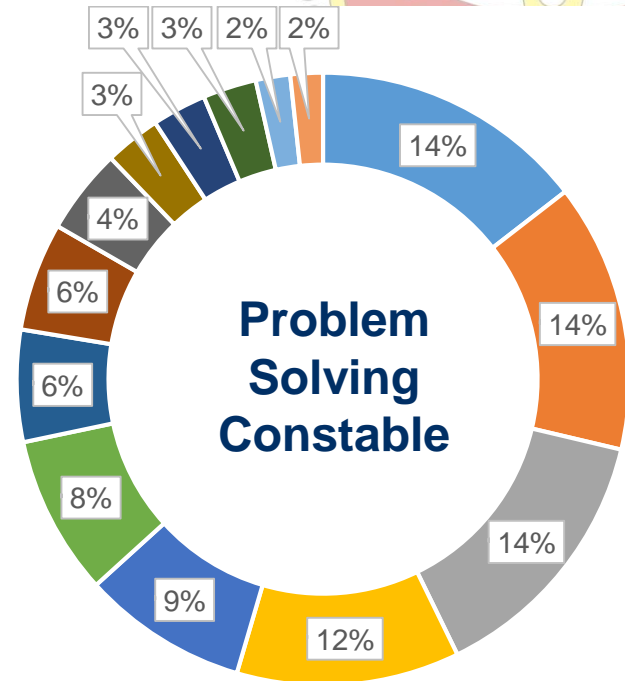
Supported by 2 roads policing units, dog section and armed response vehicles
Services provided **24/7** and cover the whole county

Deployed based on threat, risk and harm assessment from the Command and Control Room as incidents happen and as directed by tasking processes which are based on intelligence

Day in the Life Of (DILO)

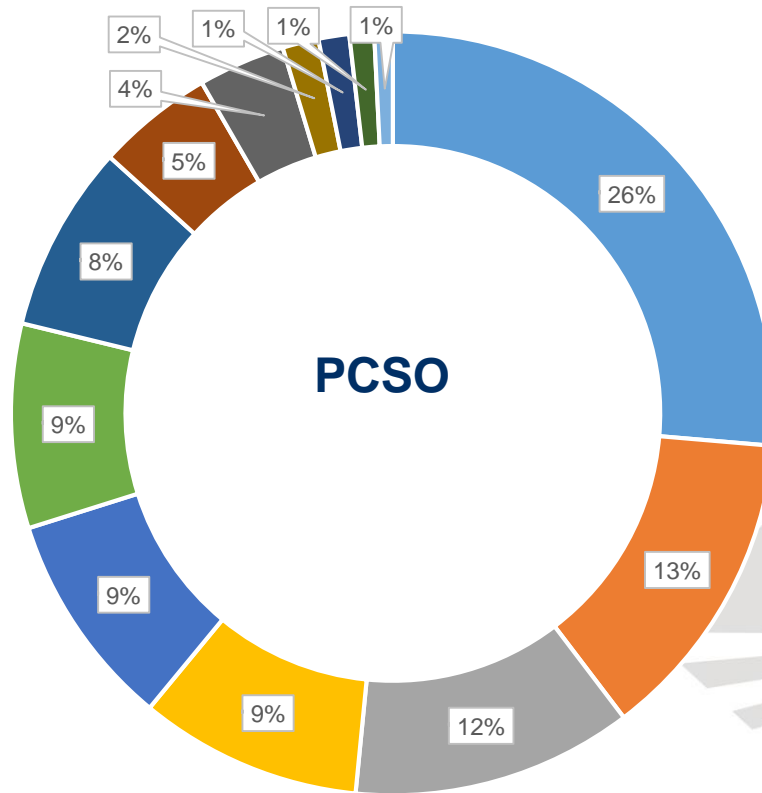


- Average time spent at incidents
- Time spent in custody interviewing
- Time spent on enquiries
- Other admin
- Creating Case files
- Time spent managing Crimes / casemans
- Time spent dropping off DPs in Custody
- Time spent self briefing
- Time spent inputting VA/DA/VC forms
- Time spent in briefing
- Time taken on refreshments
- Time spent proactive / patrol



- Dealing with long/short term community issues
- Licensing related activity
- Attending meetings
- Other admin
- Preparing for meetings
- Vulnerability/PPU work
- Emails
- Crime system problem profiles
- Refs
- ASBRA management
- Working with partner agencies
- Identifying emerging issues
- submitting intelligence
- Dealing with crimes

DILO 2



- Time spent on patrol in meetings
- Time spent in vehicles (travelling)
- Time spent at meetings
- Time spent double crewed
- Time spent on SLEUTH/Prolem profiles
- Time spent on emails
- Time spent in station
- Refs
- Time spent at schools/clubs
- Time spent dealing with ASBRAs/ASB
- Time spent attending incidents
- CCTV enquireis
- MFH enquires

Facts v DILO findings

Low volume of crime/incidents compared to other forces

More work done in CCR – reducing deployment

However, overall incident and crime demand down - more complex up, which takes longer to

154 NPT officers on establishment for shift pattern (31 per shift) abstraction issues cascading impact on visible uniformed from major & historic cases

Police Allocation Model used old time and data

Workloads

Staffing,

Shifts

Refs

Personal vulnerability

Constant deployment

PoliceWorks

Crime/caseload

More complex jobs (PPU, drugs) dealt with in TP

Lack of time for proactive policing

Need more time to do effective neighbourhood policing

Building capacity in uniformed presence 1



- Working with other forces :
 - Mutual aid for specialist uniformed policing (provides additional capacity in times of need)
 - Training with Lancs (provides additional capacity and reduces local abstractions)
 - Collaborations for operational support services (provides additional capabilities and reduces local abstractions) covers CT, underwater search, firearms and public order
- Investing in mobile technology to keep officers and PCSOS out and about as much as possible – benefits assured by Audit - combined with...
- ...problem solving at first point of contact to reduce workload to visible frontline (deployment down by 9% with plans for more) - reduces the amount of time spent travelling to and from the station
- Employing specials – currently 75 in the TPAs and UOS
- Working with partners in local areas (2 VLIs) to deal with common problems and manage our demand better- Copeland Hub and Ormsgill in Barrow
- Establishment of the Digital Media Investigation Unit to ensure capacity and capability to deal with the continuing rise in cyber related crime

Building capacity in uniformed presence 2



Programme of work commissioned as a result of the Demand Project
Mix of structural changes, demand and resource management activities

- Small changes to shifts to realign to revised demand information, including the additional time required for average incident
- Realignment of the NPT structure to ensure that:
 - Response function is ring-fenced and takes into account non deployable officers with time built in for proactive patrol
 - Custody Investigation Teams ring-fenced to reduce the time spent by uniformed officers in custody
 - Proactive teams in each TPA, tasked by senior management to support problem solving and visibility as determined by intelligence, engagement and operational priorities
- Expansion of the VLI working across all county Districts- 6 hubs problem solving with other agencies to reduce calls for service and improve lives of local people

Building capacity in uniformed presence 3



- A thorough review of Missing From Home, especially children, and how working differently could reduce demand, freeing up time from this resource intensive activity
- Commissioned a methodology to identify scale and extent of risks resulting from partners' reduced resources, which increases demand on police - starting with mental health issues
- Developing predictive demand information to inform the workforce plan and recruitment strategies
- Developing an internal communications strategy to streamline communication messages and how people receive them so less time is wasted, email traffic is reduced and the right messages get through
- A programmed plan of demand work throughout 2017/18 to inform choices for following years
- Investment for major investigations to reduce abstractions on frontline
- Investment in technology to free up more time

OPCC Rural Crime Presentation

February 2017

Gary Slater

Superintendent Ops West



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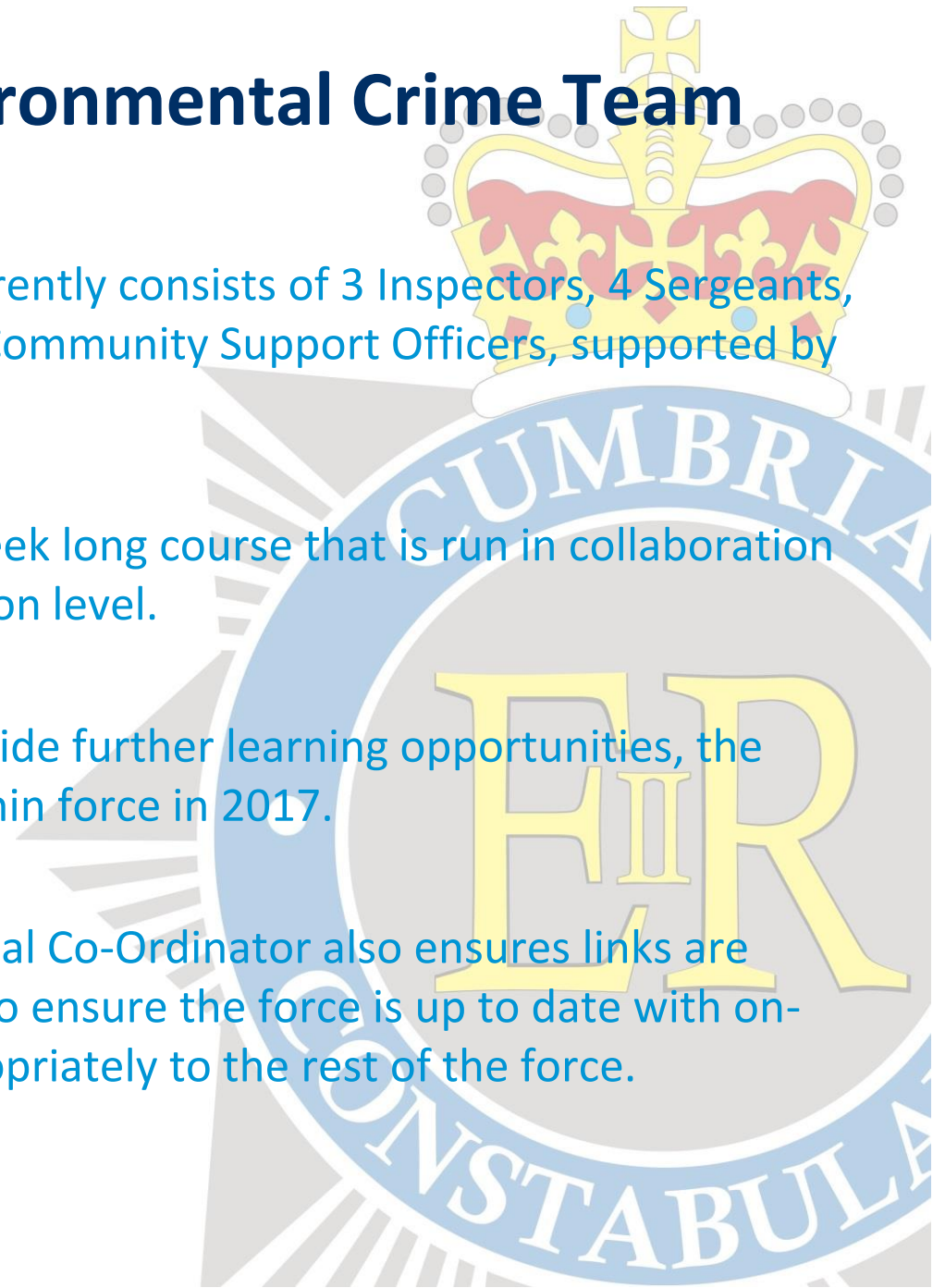
Rural Crime Strategy 2013 - 2016

- Farm and Agricultural Crime
 - Wildlife and Environmental Crime
 - Tourism Crime
 - Rural Community Crime
-
- 98% of Cumbria is classified as Rural
 - All Crime in Cumbria is Rural Crime



Wildlife, Rural and Environmental Crime Team

- The Constabulary Wildlife Team currently consists of 3 Inspectors, 4 Sergeants, 14 Police Constables and 12 Police Community Support Officers, supported by the full time Co-ordinator.
- Training for the role consists of a week long course that is run in collaboration with Lancashire Police to a foundation level.
- In addition to the above and to provide further learning opportunities, the team will attend 4 training days within force in 2017.
- The Wildlife, Rural and Environmental Co-Ordinator also ensures links are maintained with relevant agencies to ensure the force is up to date with on-going issues and disseminates appropriately to the rest of the force.



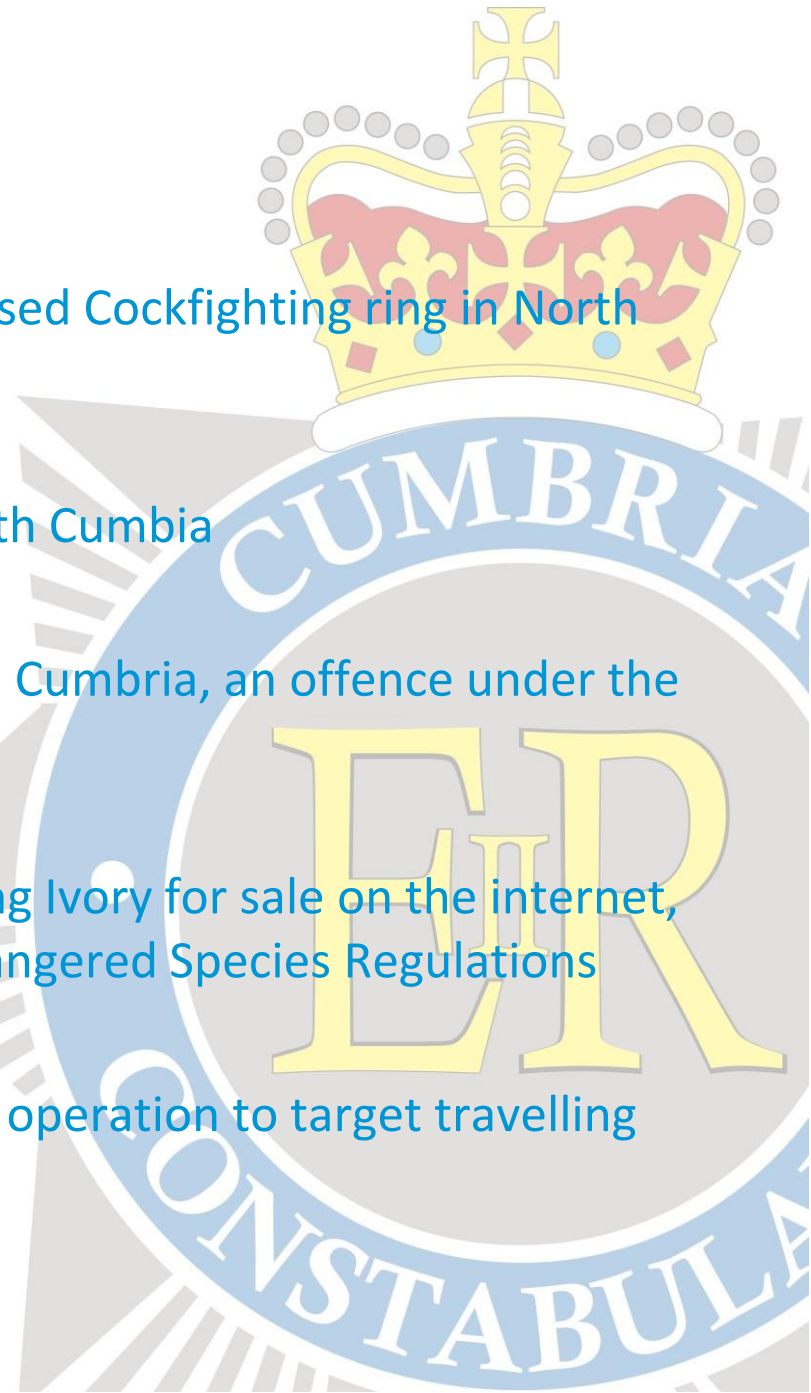
Engagement work with rural communities

- Livestock Theft Initiative and targeting Sheep Worring
- Action days to target illegal off-roading
- Liaison with Deer Management Group to target Deer Poaching
- Liaison with Fox Hound Packs across the county – Drones Initiative
- Cumbria Police joined Operation Leviathan
- Operation Badger, a national campaign to target badger persecution



Interventions

- Op Papilla – Joint investigation into an organised Cockfighting ring in North Cumbria with RSPCA Special Ops Unit.
- 2 arrested for Deer Poaching Offences in South Cumbria
- Conviction for Uprooting Wild Plants in North Cumbria, an offence under the Wildlife and Countryside Act
- Conviction for Prohibited Keeping and Offering Ivory for sale on the internet, an offence under the Control of trade in Endangered Species Regulations
- Operation Checkpoint, on-going cross border operation to target travelling criminals



Interventions / Prevention

- Operation Cobra – Six week global Border Force Operation targeting trade in endangered species.
- Deer Poaching Operations
- Target Hardening for Victims of Crime
- Resources Available – Selecta DNA / Smartwater
- What Works – Dr Alistair Harkness, Federation University, Victoria



Watch Schemes

- Partnership Agreement
- 'Farm Watch' - 2495 registered on CCM within group
- Eden NPT - 61 'volunteers' from that group who assist on 'Checkpoint' / Nights of Action
- Concept developed into PSV 'Countryside Watch' role – 11 applications for Kendal NPT area (Jan '17)
- Gamekeeper Watch group
- County Neighbourhood Watch Association (CNWA) role in CCM development, Resilience Agenda and NESTA funding bid



How we engage with rural communities

- Media opportunities
- Campaigns & Operations
- Weekly police desks
- Social media
- Attending local events
- Training



Cumbria Community Messaging

- “We are indebted to you all for keeping us updated with regard to problems and keeping our awareness of issues that especially relate to the old and vulnerable. We feel as though you are providing a shield around us, and for that added security we are very grateful.”*

Leonard Dargue (Grange Neighbourhood Watch) 24/12/16

- 2015 CCM survey -

Q2 : Has being on the system motivated you to be more active in crime prevention and community safety?

(Within your own environment or local community)

 (810 : 72.5%) Yes

 (308 : 27.5%) No

The way forward

The Way forward :

- Crime Prevention & Engagement Focus
- Neighbourhood Policing Model
- Hub Model / Partners / Community Safety
- Collaborative Opportunities - StreetSafe
 - Tri Service Officers
- T&CG / Governance



Thematic Report: Equality and Diversity

Public Accountability Conference
February 2017

Diversity Manager
Sarah Dimmock



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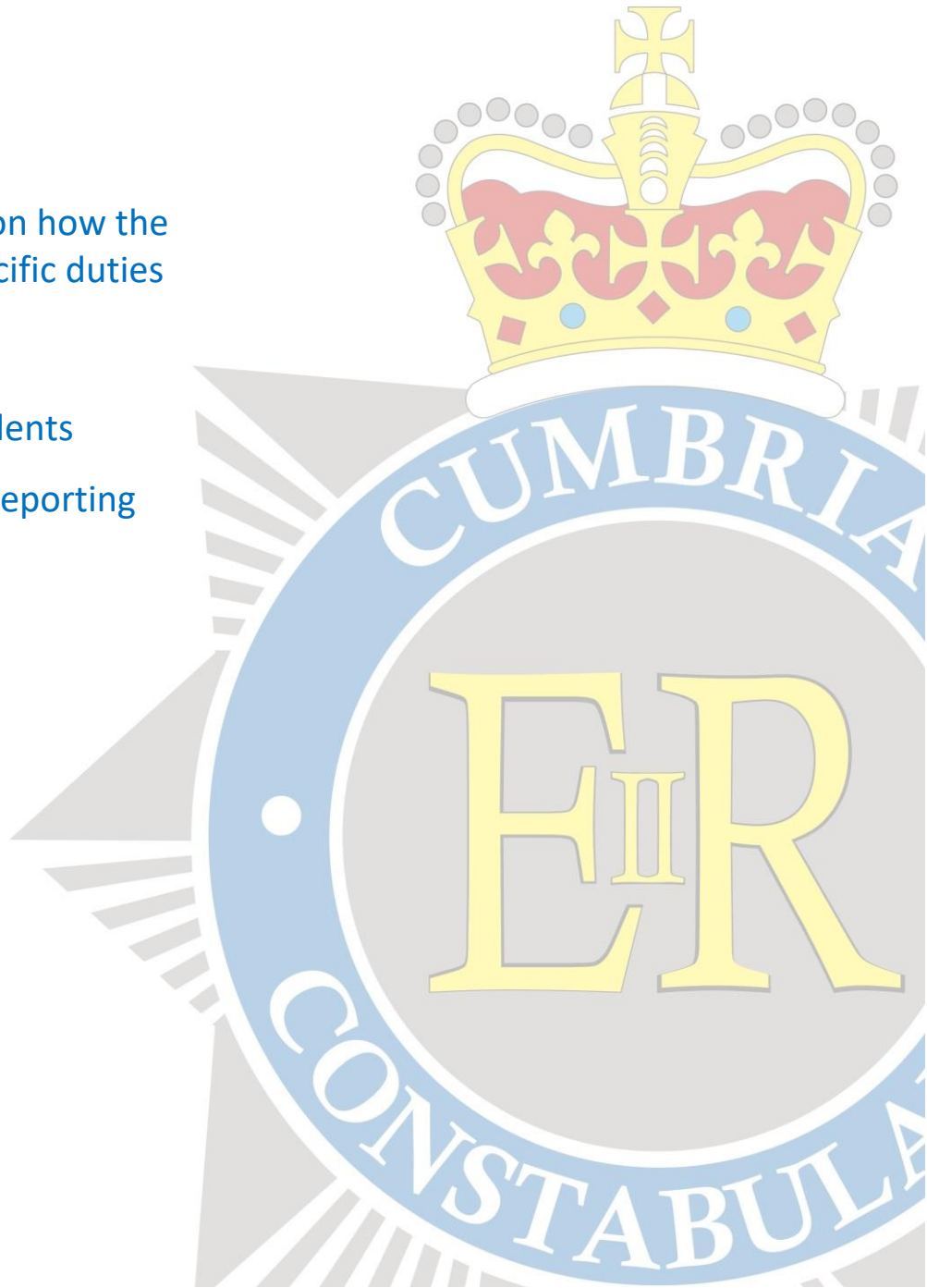
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Purpose

- To provide the Commissioner with an update on how the Constabulary are meeting the general and specific duties under the Equality Act. This will include:
 - Information and a breakdown of Hate Incidents
/Crimes including Initiatives to encourage reporting
 - Community Engagement
 - Vulnerability issues and initiatives
 - Organisational Change (Grievances)
 - People and Culture



Definitions

A hate incident is defined as:

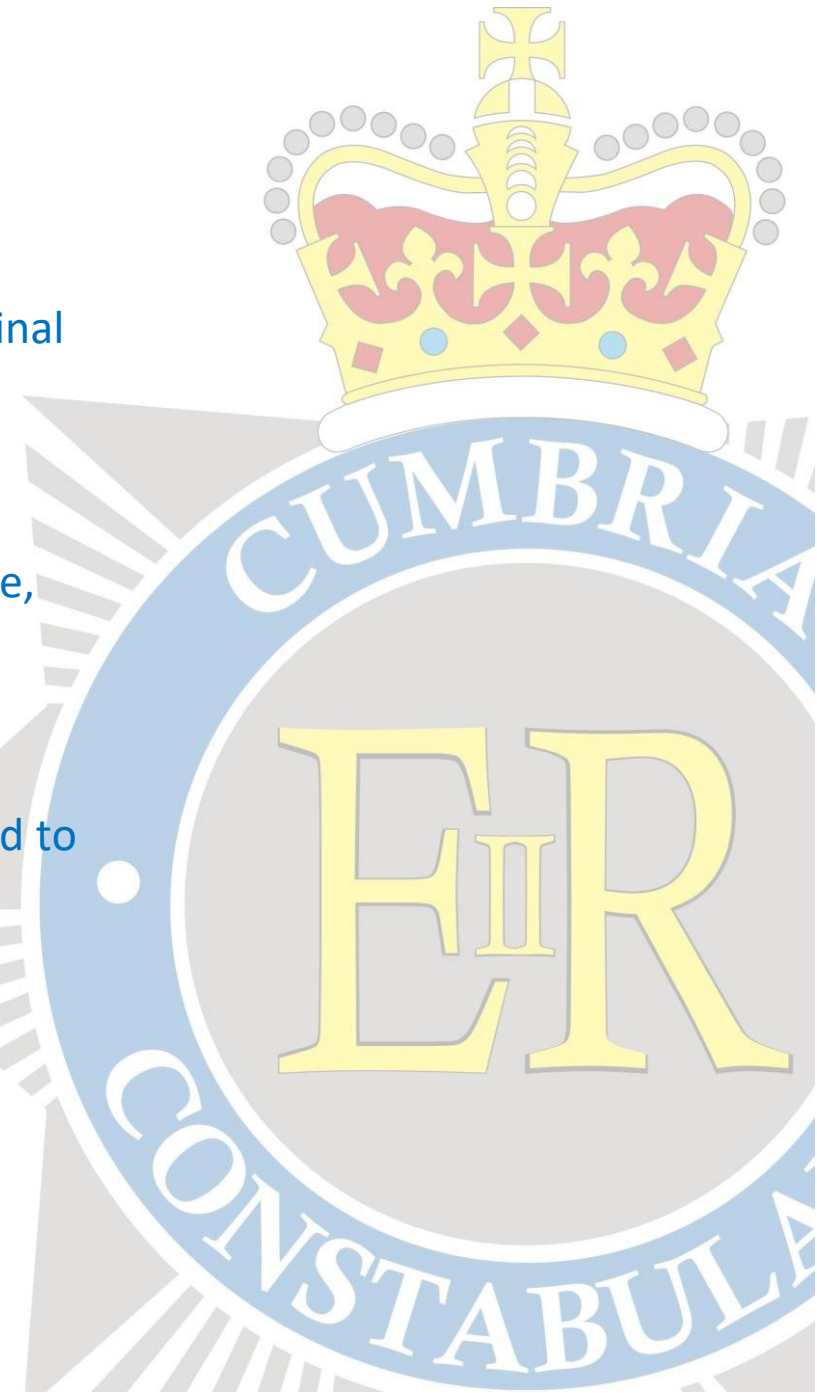
“Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being **motivated by prejudice or hate.**”

A hate crime is defined as:

“Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being **motivated by prejudice or hate.**”

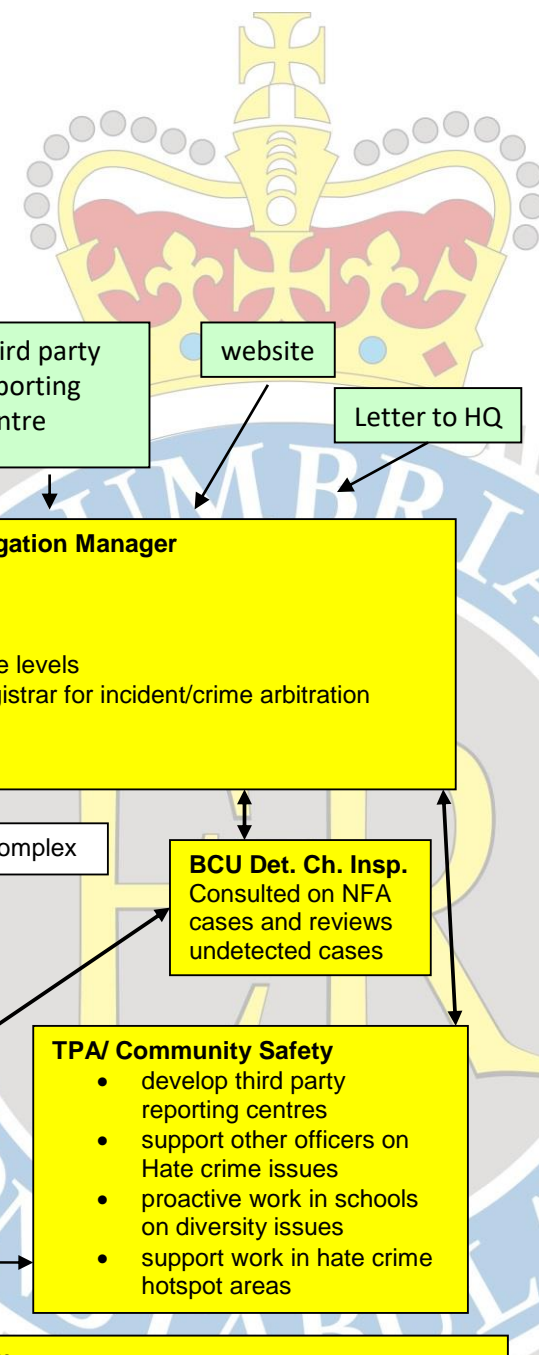
Hatred motivations are:

Incidents and crimes that have either been or perceived to have been motivated by hatred due to a person's protected characteristics as defined in the Equality Act 2010.



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graph TD
    A[third party reporting centre] --> D[Investigation Manager]
    B[website] --> D
    C[Letter to HQ] --> D
    D --> E[e levels  
Registrar for incident/crime arbitration]
    D --> F[BCU Det. Ch. Insp.  
Consulted on NFA cases and reviews undetected cases]
    F --> G[TPA/ Community Safety]
    G --> H[develop third party reporting centres  
support other officers on Hate crime issues  
proactive work in schools on diversity issues  
support work in hate crime hotspot areas]
    G --> I[complex]
    I --> F
  
```



The difference between hate crimes and hate incidents



- It is important to understand that all hate crimes will be hate incidents, however, not all hate incidents will progress to become hate crimes. Some hate incidents that are reported may not constitute a criminal offence and, therefore, they will not be recorded as a hate crime. They will still be recorded as a hate incident; within Cumbria Constabulary our crime recording system will be utilised to do this, submitting a 'hate incident – non crime'. By using this facility, it enables the Force to monitor and task any interventions that may still be appropriate for a hate incident, as well as monitor any emerging trends or repeat locations.



Hate Crime

Incidents and crimes recorded in Sleuth with a hate marker		2016	2015	Difference	% Change
All Hate	Incidents	459	465	-6	-1%
	Resulting in a crime record	313	352	-39	-11%
With a repeat victim	Incidents	33	44	-11	-25%
	Resulting in a crime record	22	35	-13	-37%

- We have a Hate Incident Reporting Volunteer who maintains contact with the Hate Incident Reporting Centres and identifies gaps/training needs for the Centres. All reports via on-line or through the centres are reviewed by the Hate Crime Incident Managers and also quality assured by the Chief Inspector and the Diverse Communities Engagement Officer. We are also adding to PCSO duties visits to all centres on an a regular basis.

Breakdown of Hate Crime Numbers

Incidents and crimes recorded in Sleuth with a hate marker - more than one marker can be present on each record		2016	2015	Difference	% Change
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Racist	Incidents	280	252	28	11%
	Resulting in a crime record	196	196	0	0%

Religious	Incidents	19	27	-8	-30%
	Resulting in a crime record	10	20	-10	-50%

Sexual Orientation	Incidents	89	94	-5	-5%
	Resulting in a crime record	57	75	-18	-24%

Transgender	Incidents	22	27	-5	-19%
	Resulting in a crime record	14	21	-7	-33%

Disability	Incidents	72	96	-24	-25%
	Resulting in a crime record	51	65	-14	-22%

Turning the Spotlight

- Turning the Spotlight is a PCC project where various agencies are requested to refer prospective perpetrators onto a programme by an external provider. The programme is optional, not mandatory, and no sanction can be applied, therefore this is not something that the Police would record formally. However, during CaseMan reviews by the Community Safety Inspector, Hate Crime Incident Managers and the Diverse Community Engagement Officer regularly refer but take up is optional.



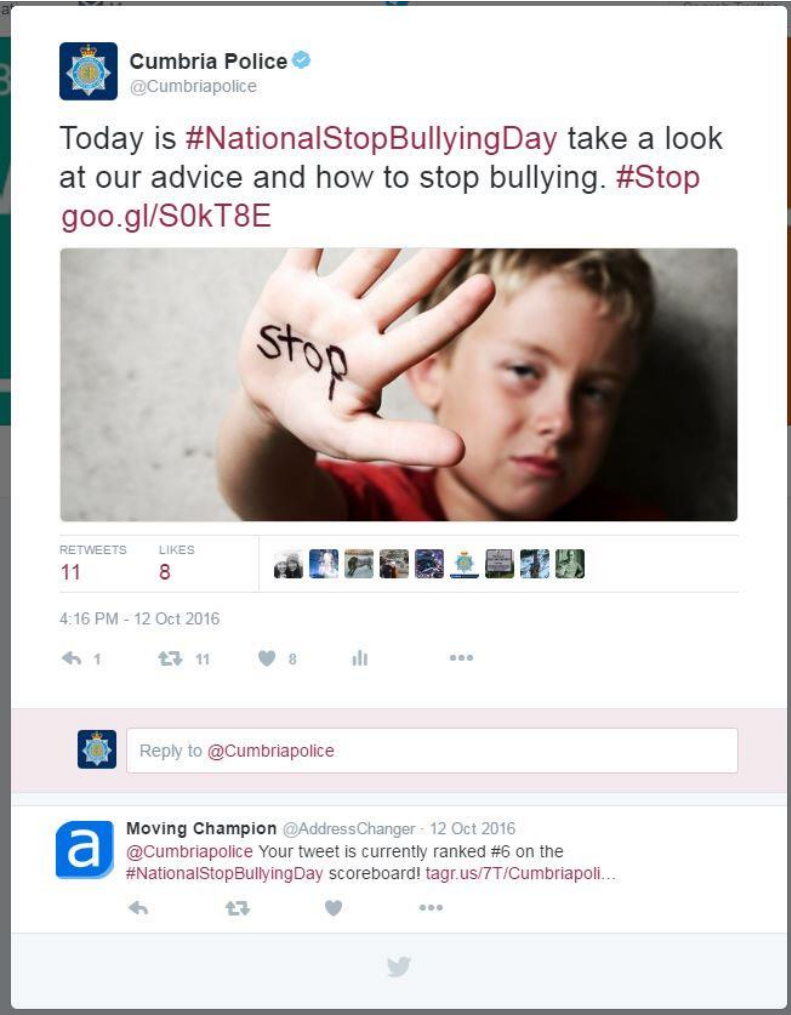
Initiatives to Encourage Reporting of Hate Crime/Incidents



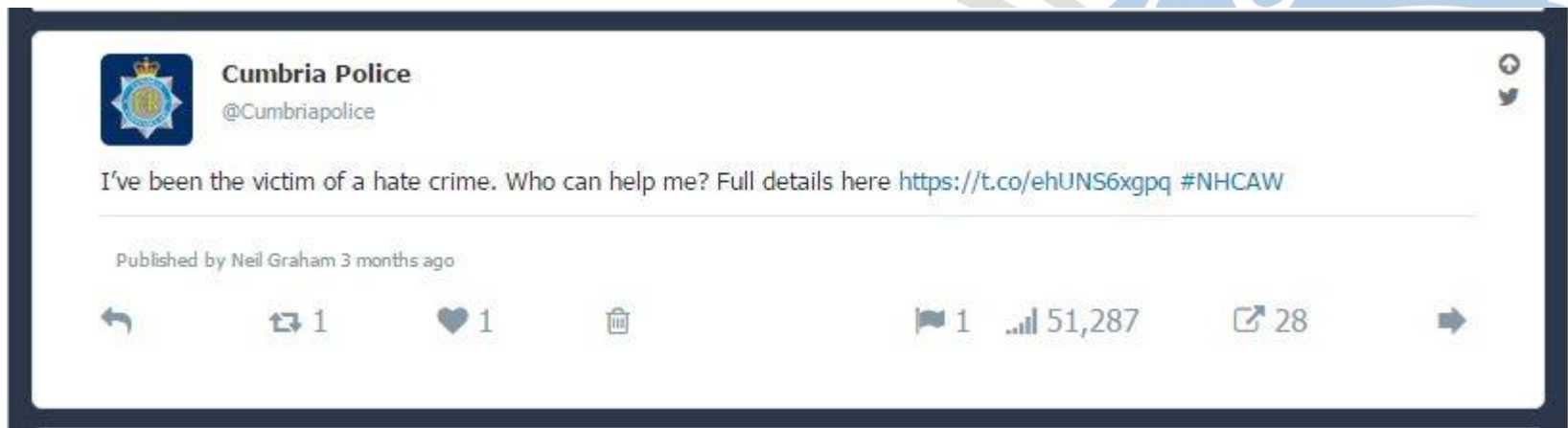
- Use of Social Media to send key messages
- Media Campaigns
- On-line reporting of Hate Incidents
- Hate Incident Reporting Centres
- Community Group Training
- Engagement work by the Diverse Communities Engagement Officer (PCC funded)
- Working with Outreach Cumbria (LGB&T community Support) to research reporting issue from this Community and also into Domestic Violence
- 2017 ongoing work to introduce a texting reporting line



Social Media and Media Campaigns



Social Media and Marketing Campaigns



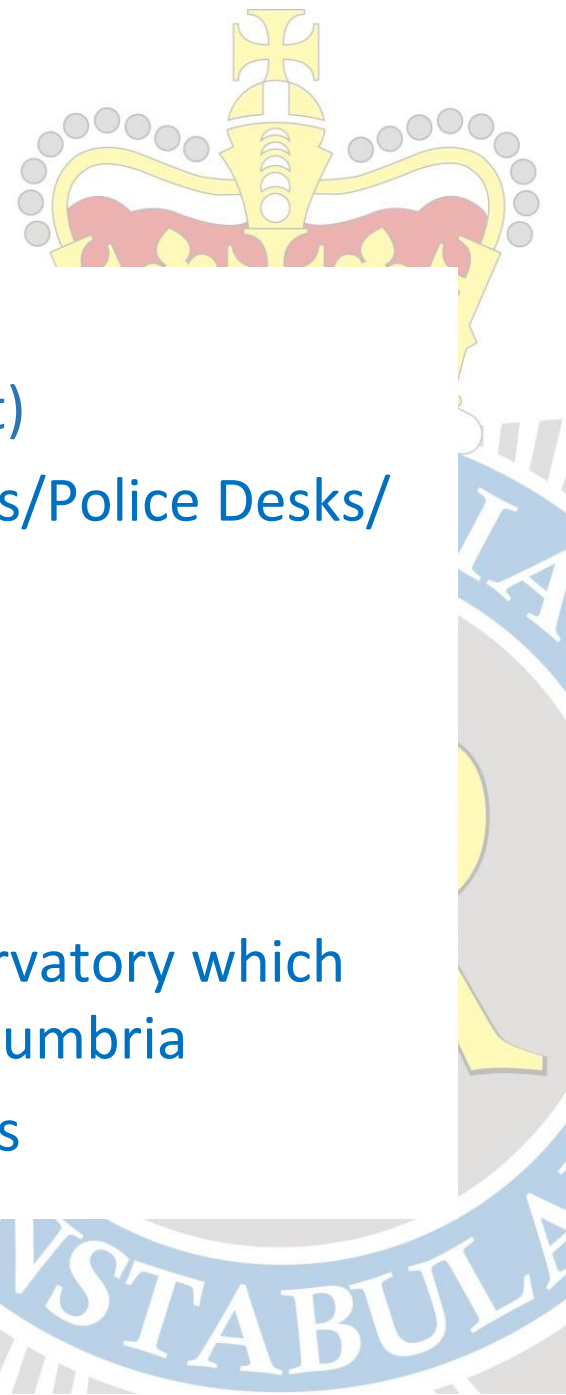
Community Engagement

How do we engage?

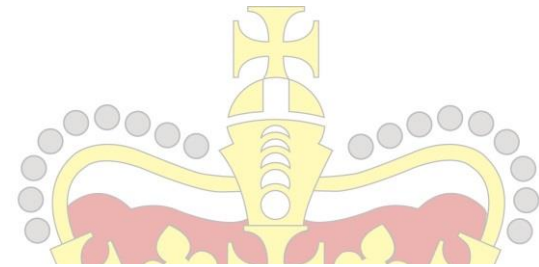
- Engagement Volunteer (Strategic Development)
- Local engagement through Local Policing Teams/Police Desks/
- Local Community Consultation Groups
- Independent Advisory Group

Where do we get Community Information from?

- Information is sourced from the Cumbria Observatory which provides a breakdown of communities within Cumbria
- Local engagement through Local Policing Teams



Community Engagement



Identifying gaps and education

- Lessons delivered in Schools re keeping safe/hate crime awareness etc.
- We listen to concerns and provide appropriate responses
- Student Officers complete their Community engagement weeks by being on placement with local voluntary organisations who support diverse communities. This fosters good relations and has been held up as good practice by HMIC

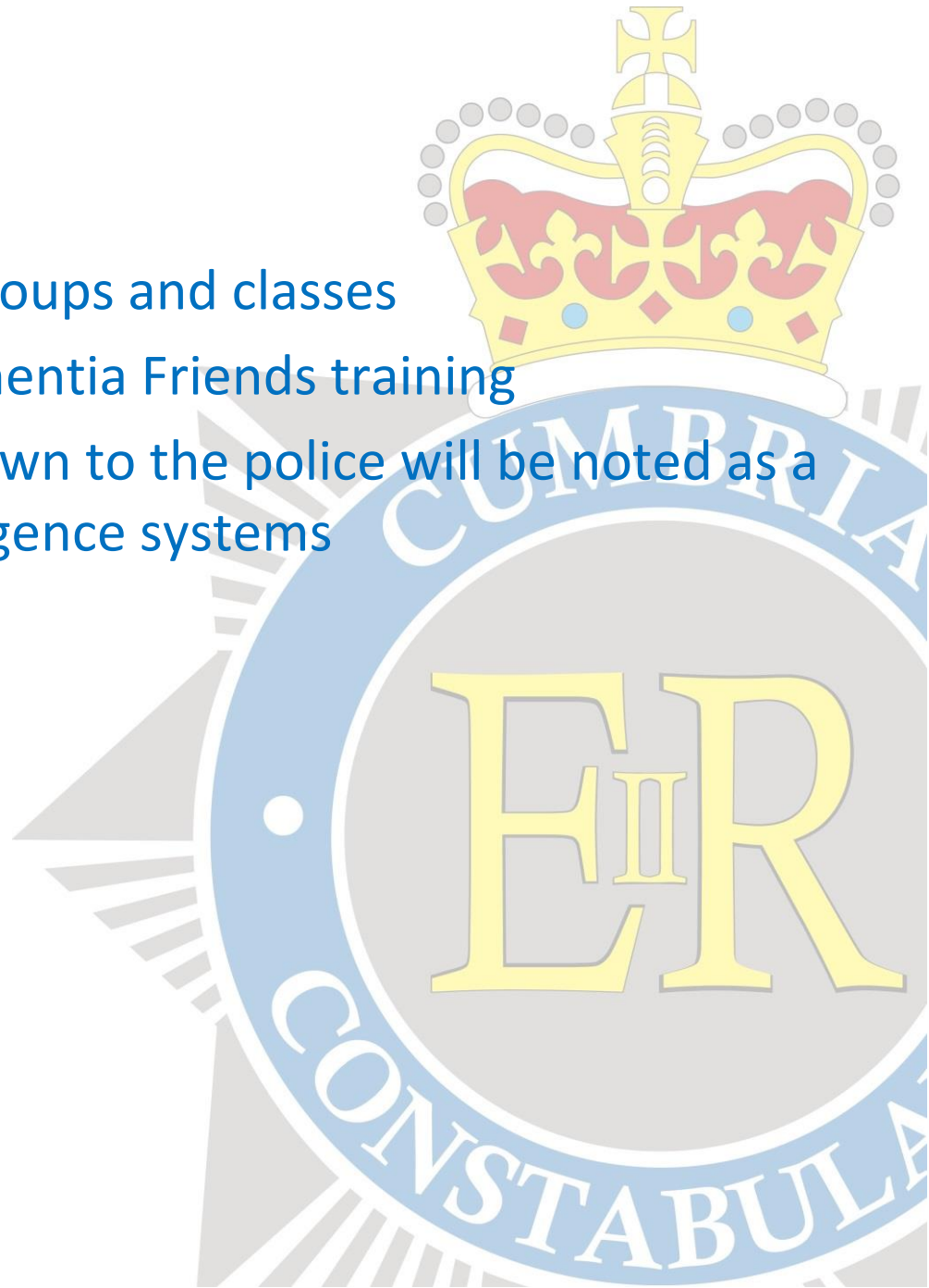


Vulnerability

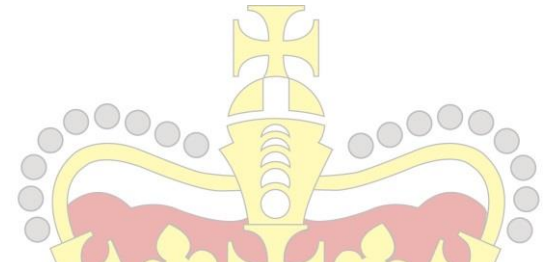
- We have champions within force who lead on Forced Marriage/Honor Based Violence/Female Genital Mutilation (FGM) and domestic violence
- New policies and procedures have been agreed taking into account good practice and any APP agreed procedures
- We have sourced and delivered bespoke training from Karma Navara to specific Officers
- We have developed and run media campaigns and used social media to highlight issues
- We are working with the Triple A Project (All About Autism) to develop a DVD to be used in training
- Triple A Project are also taking over the administration of the Autism Alert Cards, now bespoke to Cumbria

Vulnerability Continued

- Lessons delivered to autism groups and classes
- Certain Officers have had Dementia Friends training
- Dementia sufferers, when known to the police will be noted as a vulnerable adult on our intelligence systems



Organisational Change



- In total there have been 3 grievances lodged this financial year. We do not compare this information with other forces.
- When policies are developed an Equality Analysis is completed, and in most cases it is completed in conjunction with the Diversity Manager.

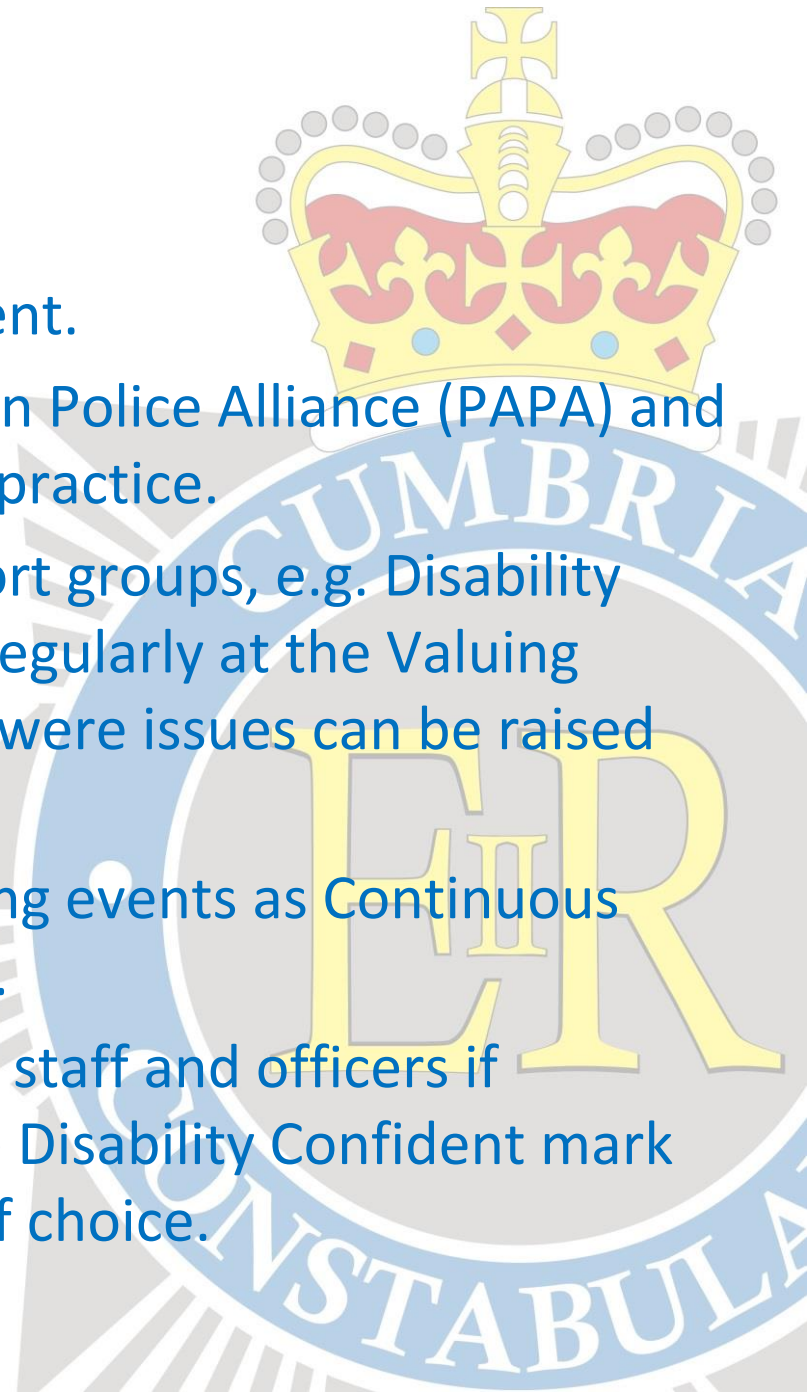


Grievance Statistics for the Previous 3 Years

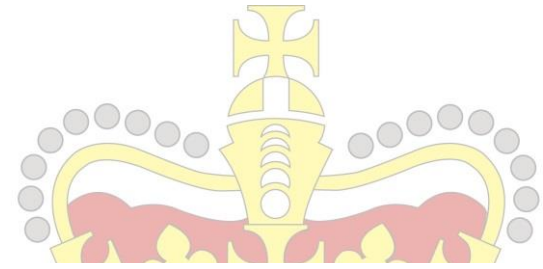
	2013/2014	2014/2015	2015/2016
Total number of Grievances	10	3	4
Of which:			
Resolved Stage 1	5	2	2
Resolved Stage 2	2	0	
Resolved Stage 3	0	0	
Withdrawn	0	0	
Awaiting Resolution	0	0	1
Not Resolved to Satisfaction	1	1	1
On Hold (completed but not signed off/other issues)	2		
TOTAL	10	3	4
Breakdown of Aggrieved by Gender and Race			
Total Males	5	1	3
Total Females	5	2	1
TOTAL	10	3	4
Minority Ethnic staff (male and female)	0	0	0
Police Staff Grievances			
Male	1	0	0
Female	3	1	1
Police Officers			
Male	4	1	2
Female	2	1	1
TOTAL	10	3	
Area			
West	3	0	1
North	0	2	1
South	3	0	
UOS/CID	2	0	
HQ	2	1	2
TOTAL	10	3	4
Subject of Grievance			
Other Individuals	4	1	
Force Policy	6	2	4
TOTALS	10	3	
Grievances involving alleged discrimination			
Race	0	0	0
Sex	0	0	0
Disability	0	0	0
Age	0	0	0
Sexual Orientation	0	0	0
Religion and Belief	0	0	0
Transgender	0	0	0
TOTAL	0	0	0

People and Culture

- We utilise Positive Action in recruitment.
- We are members of the Positive Action Police Alliance (PAPA) and work with other forces to share good practice.
- We support and recognise Staff support groups, e.g. Disability Support Group. The groups all meet regularly at the Valuing Individuals Group chaired by the DCC where issues can be raised and outcomes considered.
- We have organised regional networking events as Continuous Professional Development days (CPD).
- Reasonable adjustment is provided to staff and officers if required. We have been awarded the Disability Confident mark from Jobcentre Plus as an employer of choice.



People and Culture



- Monitoring of staff makeup is done by HR and they report to the PCC's office on a regular basis and vetting is monitored by the Vetting Officer
- Diversity is included in all training provision
- Senior Leadership Courses facilitated by the College of Policing has bespoke days/modules and the Diversity, has been a 'Diversity Friend' at these events





Office of the Police & Crime Commissioner Report

Title: Ethics & Integrity Panel Quarterly Report

Date: 22nd February 2017

Agenda Item No: 08

Originating Officer: Mr Alan Rankin, Ethics & Integrity Panel Chair

Executive Summary:

The Police & Crime Commissioner and the Chief Constable both wish to ensure high standards of integrity and ethical working within their respective organizations. In order to achieve that objective and provide openness and accountability to the public they established an Ethics & Integrity Panel. This quarterly report provides an overview of its work incorporating meetings on 8 August and 17 November 2016.

Recommendation:

That the Police and Crime Commissioner take note of the Panel's report.

1. Introduction & Background

- 1.1 The purpose of the Ethics & Integrity Panel is to promote and influence high standards of professional ethics in all aspects of policing and to challenge; encourage and support the Commissioner and the Chief Constable in their work in monitoring and dealing with issues of ethics and integrity in their organizations.

The Panel considers questions of ethics and integrity within both organizations and provides strategic advice and support in relation to such issues.

- 1.2 To 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.

- 1.3 The Panel meets on a quarterly basis and an annual work programme has been devised and agreed to enable it to fulfil its terms of reference. The annual work programme fixes the tasks to be undertaken by the Panel at each of its scheduled meetings and has been set to ensure whenever possible that meetings are balanced in terms of the volume of work. Annual reviews have been included in the programme.
- 1.4 The Panel Chair welcomed its newest member, Mr Alex Rocke, who joined for the November meeting.

2. Issues Considered by the Panel

The Panel held its quarterly meeting on 17 November 2016. The meeting was also attended by Deputy Chief Constable Skeer and the OPCC Chief Executive. The Panel considered the following areas of work:

CIVIL CLAIMS

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

The Director guided members through the claims which were still being processed providing details of the individual claims and advising of any issues arising. There were no identified trends or recurring issues.

On a national and local level the Constabulary, along with other forces, were in the process of dealing with employment tribunals in relation to police pensions. Currently there were 108 claims with more being added following the Constabulary implementation the national pension regulations. The claims were being co-ordinated nationally by Hertfordshire Constabulary.

A number of claims had been initiated regarding non-payment of overtime for a number officers involved in covert intelligence handling. These claims were based upon the decided case of Allard v Chief Constable of Devon and Cornwall Constabulary. In accordance with Police Regulations officers who were called to duty between shifts were entitled to 4 hours overtime. Officers within other forces were now making similar claims.

The Constabulary had taken measures to stop this practice going forward and were in the process of looking into the cases. A member asked what learning had been established so far and how had practices changed. The Director advised that as this matter was still at an early stage he proposed to provide further details of this matter to the Panel when Civil Claims were next considered.

POLICE STAFF MISCONDUCT

The Constabulary HR Officer presented a report which detailed the number of police staff discipline and misconduct cases which had been dealt with during the period August 2015 and 31 October 2016. Over this 14 month period nineteen members of staff had been subject to disciplinary proceedings. Eight had received words of advice; seven were no further action; one had resigned prior to the outcome of an investigation and two were not identified.

The Panel had had the opportunity on Thursday 3 November 2016 to dip sample police staff misconduct files. The purpose of the dip sample session was not to consider the merits of the case but to consider the transparency, fairness and timeliness of the process.

The Panel was pleased to note that previous recommendations and advice given to the constabulary about providing and documenting greater levels of detail in cases where 'words of advice' or 'management action' had been issued seemed to be filtering through to the reports dip sampled. This was beneficial to all concerned as it then afforded the ability to refer back to them should it be necessary in the future. There were no adverse trends or any recurring issues identified.

The panel noted that most of the issues were of a relatively minor nature and were dealt with swiftly and effectively. A good example of how learning had been identified and shared throughout the Constabulary had been evident within one of the cases.

INTEGRITY - COMPLAINTS BY THE PUBLIC

DCC Skeer presented a report which detailed public complaints that the Constabulary had received during the reporting period along with comparison figures for the previous 12 months rolling period. It was noted that there had been an increase of 25 cases (8.7%) compared with the previous 12 month period. The largest increases were within South Territorial Policing Area (TPA) for Oppressive Behaviour (12) and Direction and Control (10); West TPA for Oppressive Behaviour (11). There had been an 88.9% increase in the number of Direction and Control complaints particularly with regard to the 101 service. This reflected the change to organisational decisions and how officers and staff were deployed.

A number of complaints had been received where the complainant had disagreed with the decision not to send a police officer when they have called the Constabulary. These complaints followed the implementation of a professional discretion framework in which call handler based at Carleton Hall may decide (within specified parameters) not to dispatch an Officer in response to a call from a member of the public. The implementation of the framework is still in its early stages. However, it was noted that the number of these complaints was relatively small.

As part of their dip sample session on 17 November 2016 the Panel had, among their usual different types of files had sampled assault and appeal cases in particular, following observations made by the raised by the Independent Police Complaints Commission. The number of complaints relating to assaults had increased during the last quarter by 24%, whereas the national average was 8%.

The Panel reviewed a number of assault complaints and were satisfied that each case was dealt with appropriately. The majority of complaints were about the use of handcuffs during the arrest process.

A report outlining the numbers of assault complaints received; what they related to and how they were dealt with was provided to the Panel. It was noted that the majority of complaints were made as a result of the individual being arrested as part of their detention process. An individual now had the ability to make a complaint whilst they were being detained in custody, rather than having to wait until they were released. This was contributing to the increase in the number of complaints being received. Notably only 2 complaints were upheld, with 2 being dealt with by local resolution. The remainder were either not upheld or a successful application to dis-apply was made to the IPCC.

The Panel also considered complaint files in which an appeal had been considered within the Constabulary. In two of these cases, some concerns were raised about the process employed in dealing with the appeal. These issues were relayed to DCC Skeer.

INTEGRITY – ANTI-FRAUD & CORRUPTION

DCC Skeer presented the quarterly report on work undertaken by the Constabulary's Anti-Corruption Unit. She guided members through the report, commenting on each of the cases listed that had been finalised and those still ongoing providing an update on their current status.

On 3 November 2016 the Panel had undertaken a dip sample of police officer misconduct files. They noted that a number of special constables were also undergoing misconduct proceedings. The Deputy Chief Constable confirmed that as they had the same warranted powers as regular police officers they were subject to the same misconduct procedures.

A discussion took place on the recruitment and training processes for special constables. It was noted that the Constabulary were reviewing the way they recruited special constables right through to training and continued support. In response to a question regarding their deployment the Deputy Chief Constable advised that this was an operational decision depending upon the local requirements. Ongoing support and training were an area the Constabulary would be reviewing to ensure that this was provided to try and prevent misconduct.

The Panel offered their assistance and it was agreed that they would look at the review.

The Chair referred to the inclusion of Officers' photographs and personal information on some complaints files, which Panel members felt added nothing but could lead to unconscious bias. The Deputy Chief Constable advised that it was probably simply custom and practice but that she would look into it.

THEMATIC REVIEW - KENDAL CALLING

Following the Panel's last meeting the members had met with Assistant Chief Constable Martland on 3 November 2016. At this meeting they looked at a thematic area of work carried out by the Police namely the use of drug testing at the Kendal Calling event during the summer.

During the meeting ACC Martland outlined the considerations and decisions the Constabulary had taken regarding the drug testing process and what steps they had taken. Especially with regard to upholding the law whilst ensuring those attending the event remained safe. The panel were briefed on the ethical dilemmas the force had faced and their rationale behind the decisions made. The members proposed that the Constabulary collect further data regarding the process to inform their future work. At the end of the session the Panel felt assured that the Constabulary had acted within appropriate ethical parameters, taking into account a variety of views and expert advice.

OPCC COMPLAINTS AND QSPI

The OPCC Chief Executive presented a report which outlined the types and number of complaints and quality of service issues which had been received by the OPCC during the year and comparison figures from previous years. A breakdown of the types of complaints and which areas they related to were contained within Appendix 1 of the report.

During the current year two complaints had been received regarding the previous Police and Crime Commissioner. These had been dealt with by the Police and Crime Panel, in accordance with legislation, and had not been upheld.

It was noted that the number of quality of service issues received by the Commissioner had steadily increased over the last year. The nature of the top six issues raised within the first nine months of 2016 were – 101, Anti-Social Behaviour, Car Parking, Driving Issues, Police Response / Service.

The OPCC, through raising the issues with the Chief Constable's staff office, facilitated individuals to receive a written response answering their questions or queries. Where appropriate the OPCC can ask that direct contact from the Constabulary be made with the individual enabling the matter to be progressed or resolved quickly. Resolutions have been achieved through a variety of mediums:

- Officers in the local policing team have contacted the individual to seek a resolution, provide an update or obtain further information.
- The Chief Constable's office provides a full explanation of the issue or procedure and this is subsequently provided to the individual to finalise the matter.

FUTURE WORK OF THE PANEL

A number of further thematic areas of work were discussed for the Panel to consider in future sessions.

It was agreed that the Panel would initially consider Special Constabulary Recruitment and the Use of Taser with others being presented when required. These would be added to the Panel's Annual Work Programme for 2017.

3. Supplementary information

Reports presented to the Ethics and Integrity Panel Meeting on 17 November 2016 can be viewed on the OPCC website via the following link:

<http://www.cumbria-pcc.gov.uk/governance-transparency/ethics-integrity-panel.aspx>