

A report by the Chief Executive

FEEDBACK FROM THE PUBLIC

BACKGROUND

This report provides details of comments and feedback received from members of the public since the last meeting of the Authority on 19th January. To represent the public's views in policing, the Authority relies on finding out community concerns and hearing people's views about the police service in Cumbria. The views expressed are naturally those of the individuals involved and do not necessarily represent those of the wider community.

RECOMMENDED: That

1. the Authority notes the concerns and views voiced by members of the public and proactively ensures it takes them into consideration when making decisions;
2. agrees any other specific action it feels should be taken as a result of the concerns raised or feedback given.

DETAIL

Community Liaison Forums

The Authority held a Community Liaison Forum in each district council area in the county in January. These meetings provided an opportunity for the public to find out about the factors being taken into consideration in setting the police budget, as described under Item No 12. The Policing Pledge was also discussed at a number of meetings. Full details of the issues raised by members of the public can be found in the notes of the meetings in Appendix 1-6 and some key points are shown below. Members may wish to seek specific clarification from the Constabulary about action being taken on these:

- An attendee felt there was a lack of information available to the public in areas affected by flooding and there were queries about parking in the area of the temporary river crossing in Workington, including the parking of police vehicles. There was discussion of the role of other agencies and that this is not solely a police responsibility.
- There were concerns about how people with mental health difficulties are treated in police custody, including processes for calling the appropriate adult.
- There was a query about whether taser had been deployed in police custody suites. The process for authorising its use and the training of officers was discussed at the meeting. Members have received a demonstration of this in the past but may wish to find out about its use in custody.
- Some concerns were raised about the length of time a PCSO is in post in a particular area, which is felt to be too short in some cases.

- There was a query about how crime related to tourism is tackled, as the tourist trade was felt to attract criminals. The attendees were advised of a recent initiative to tackle this.
- The Constabulary was praised for its the service and how it had handled the recent floods. This provides the Authority with positive feedback on the service.

Diversity in the Workforce

The Authority recently consulted the Strategic IAG about increasing the diversity of the workforce. Views were sought on the best way for the Authority to promote a workforce which reflects the make-up of the communities it serves and to get feedback on whether there are any barriers to people from underrepresented groups joining the force or progressing within it. The members of the IAG were advised that the Authority's Personnel Committee was proposing that the Authority should focus on monitoring the impact of positive action initiatives by the Constabulary and getting feedback from appropriate groups (such as staff support groups) about progression. Members of the group, which included representatives of groups involved with the different strands of diversity, supported the importance of the workforce being representative of local communities. The issue of setting of numerical targets for the percentage of officers and staff from different groups was discussed and there was no support for this, since it was felt that this encouraged appointing people to the job because of their background rather than suitability. It was felt that the Authority needed to monitor this to encourage the Constabulary to take positive action to have a diverse workforce and there were no objections to the proposed approach. Members of the IAG were keen to find out more about the make-up of the current police workforce and how this has changed over time. It was agreed that this will be considered at a future meeting and Authority members may feel that observing this discussion would provide them with useful feedback.

Views were also sought from the members of the Community Advisors' Group on this issue. There was a general feeling that working to remove any barriers to working for the Constabulary should be a priority, although there was no consensus as to whether the use of targets to achieve this was appropriate. Some members of the group felt that the focus should be placed on local issues and on removing barriers (such as disabled access to the work place or language barriers).

The Authority received feedback from Constabulary service heads and staff support groups through its member on the Constabulary's Confidence Board. The conclusion reached here is that they would be happy to proceed as at present, with the performance aim of increasing representation of underrepresented groups and a target for the proportion of new recruits from a black and minority ethnic background being proportionate to the percentage in the economically active population. Comments have been invited directly from the support associations represented in the Constabulary (Unity, LGBT (Lesbian, Gay, Bisexual and Transgender), Christian Police Association, the Disability Support Group and the Women's Network) and details can provided at the meeting of the feedback received.

Clive Alcock

Chief Executive

5th February 2010

Race, Diversity and Gender Implications: Feedback from the community provides information on the level of fairness in the service provided by the Constabulary and gives an indication of the needs of different communities, where those views are provided.

Human Rights Act Implications: Public feedback can provide an indication of whether human rights are being observed by the Constabulary.

Strategic Risk Implications: If the Authority does not consider the feedback it receives from members of the public formally, it will not be able to represent the interests of the public in policing. If the public does not see their views considered and receive feedback on them, it is unlikely to engage in the future nor have confidence in the Authority or policing in Cumbria.

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**WORKING TOGETHER IN ALLERDALE
MINUTES OF THE MEETING OF WORKINGTON POLICE LIAISON FORUM
HELD IN CHRIST CHURCH**

PRESENT

Mr. A.L. Barry (Police Authority) (Chair)
Mr. D. Thomas (Police Authority Treasurer)
Mr. B. Taylor (Kirkbride Parish Council)
Mr. P. Logan (Holme East Waver Parish Council)
Councillor Mrs. J. MacLeod (Allerdale BC and Workington TC)
Mr. J. Molyneux (Beckfoot Neighbourhood Watch)
R. Pearson (Wigton Town Council)
Mr. V. Richardson
J.C. D. Lamb

Superintendent A. Towler (Cumbria Police)
Mrs. B.A. Lamb (Secretary to the Forum)

WELCOME

Mr. Barry welcomed everyone to the meeting and apologised for the lack of heating. He introduced the members of the top table.

APOLOGIES FOR ABSENCE

Apologies for absence were received from Hazel Peacock, Councillor C Garrard, Councillor D. Fairbairn, Councillor Mrs. M. Snaith, Councillor Mrs. A. Tinnion Councillor R. Mumby– Allerdale Borough Council, Patrick Everingham (Cumbria Police Authority)

MINUTES

The minutes of the meeting held on 8th September 2009 at St. Michaels Workington were agreed and signed as a correct record.

MATTERS ARISING

None

ANNUAL INDEPENDENT CUSTODY VISITOR REPORT

Mrs. Lamb as Secretary to the Independent Custody Visitor Panel gave the following report:

The Whitehaven and Workington Independent Custody Visitor Panel is working well. There are thirteen members with one member resigning during the year.

The Workington station is visited weekly with the Whitehaven station visited monthly for the first half of the year and then fortnightly. However there are occasions when the Whitehaven station is designated and needs to be visited on a weekly basis e.g. Carnival, Maritime Festival, Bank Holidays. Some work has been done to the Whitehaven station to bring the custody suite up to standard.

The visits to the Workington station were interrupted in November and December because of the floods.

The Independent Custody Panel meet quarterly to discuss visits made between the meetings and to discuss any problems which have arisen. When visits were made to both stations the Independent Custody Visitors were made very welcome and the staff were polite and helpful. Any issues brought up during the visits were dealt with effectively and efficiently.

The Panel has worked well during 2009 and I hope the situation will continue during 2010.

**PRESENTATION - DOUG THOMAS, CUMBRIA POLICE AUTHORITY
TREASURER – BUDGET PROPOSALS 2010-11**

Mr. Thomas began by referring to the new display advertising the role of the Police Authority. He also referred to the new website and gave details of it. Mr. Thomas circulated two documents :

- Four parties to provision of police service
 - Government
 - Police Authority
 - Constabulary
 - Council Tax Payers

- Series of graphs showing
 - Sharing the cost of Cumbria Police Authority Services 2000-01 to 2010-11
 - Weekly Band B Council Tax to 2010-11
 - Police Authority Budget and Government Spending Assumptions Grant funding 2000-01 – 2010-11
 - Sharing the cost of Cumbria Police Authority Services 2000-01 to 2010-11

Mr. Thomas explained the documents and the implications for council taxpayers of a 3% increase for policing services. At the end of the presentation Mr. Barry asked the following questions:

1. Does the audience understand the performance achievements of the constabulary in the national context? **YES**

2. Do you get the impression of Value for Money and support for your local police service? **YES**

3. Are the taxpayers prepared to support a tax increase of 3% for policing services in 2010-11 – an additional 4.39 a year (Band B) – approximately 8.5p per week. **YES**

Mr. Thomas then fielded questions from the floor:

- Does the amount payable through rates cover the cost of CCTV cameras and if so could the number of cameras be increased throughout the rural areas. **Answer** - Superintendent Towler said CCTV cameras were very helpful in combating public disorder. He said the Chief Constable was a key player in talks concerning cameras and he also referred to the Crime and Disorder Partnership working. A further question raised whether the CCTV cameras were all linked into the police station and whether there was clear face recognition. Superintendent. Towler said the police had invested in CCTV and where looking at provision in some of the villages but he said most of the decision making was down to finance and money available.
- There is a need for more officers on the streets. **Answer** – Superintendent Towler agreed more officers needed to be mobilised but to do that he said there was an urgent need for a reduction in bureaucracy.
- What is the policing pledge? **Answer** - Mr. Barry read out the ten points of the pledge. Mr. Barry said the Chief Constable was committed to getting more officers into the community but that there were only so many officers to go round. He said there were instances when officers had to be taken to other duties e.g. Appleby Horse Fair, floods in Cockermouth and Workington, large investigations etc. Superintendent Towler referred to the situation in Silloth with regard to PCSO's He also explained the reason why some PCSO's move on quicker than expected but that most PCSO's are in post for a minimum of two years.

POLICE RELATED MATTERS AND QUESTIONS FROM THE PUBLIC

Councillor MacLeod raised the issue of fixed penalty notices being issued around the Udale Street area in connection with traffic in and around the new bridge. Superintendent Towler said this was in the interest of public safety and was primarily to do with the Highways Authority. Councillor MacLeod said there was a distinct lack of information given to the public. Superintendent Towler said he would look into the matter. The last question raised the issue of illegal parking of police vehicles at Hall Brow in Workington. The Superintendent said the police should be dealt with in the same way as members of the public. He said he would also look into this situation.

DATE AND TIME OF NEXT MEETING

16th March 2010 at Beacon Hill School , Aspatria.

Mr. Barry thanked everyone for their attendance and Mr. Thomas for his presentation. He wished everyone a safe journey home.

Meeting ended 8.30 pm

NOT PROTECTIVELY MARKED
CUMBRIA POLICE AUTHORITY

CARLISLE AREA COMMUNITY LIAISON FORUM

Notes of the Forum held at Tullie House, Carlisle on Tuesday 12 January 2010

- Beth Furneaux, Chair, **welcomed** 8 people to the meeting.
- **Apologies** were received from Reg Watson OBE, Cllr Luckley, Diane Moses, Jessica Riddle.
- **Minutes** of the meeting held on 19 October 2009 were approved.
- The clerk reported that 10 visits had been made by **Independent Custody Visitors (ICVs)** to detainees in the Custody Suite at Durranshill, Carlisle. No serious complaints made by detainees. The North Cumbria Panel currently has 11 members.
- **Douglas Thomas, Treasurer**, explained the 2010/11 budget which is set by the Police Authority for the Constabulary. In line with the Authority's policy, the budget increase has been confined to a 3% council tax increase which will require savings of £2.8m in 2010-11 increasing to £7.5m over the three year period 2013-14. However, there will be no reduction in the number of front-line police officers employed by Cumbria Constabulary. Savings will be made in a number of different ways, including the possibility (in the short-term) of keeping vacancies open, and all areas of potential savings are currently being explored by the strategic reviews currently being undertaken by the Chief Constable with the aim of achieving a sustainable budget based on current standards and excellence. A 3% increase means that the police portion of Council Tax in Band 'B' will increase from £146 to £150 per annum. The meeting was invited to express its opinion on this increase and it was generally felt that 3% was an acceptable level of increase. Overtime and hire of vehicles was discussed and Ch Supt Spiller explained that in exceptional circumstances overtime is required to deal with major incidents, though it is always closely monitored and has to be accounted for. Similarly the hire of vehicles is occasionally required so that police vehicles can remain operational, and once again any request for car hire is closely scrutinised. Ch Supt Spiller confirmed that the proceeds of crime are divided equally between the Home Office and Cumbria Constabulary.
- **Ch Insp Don Spiller** gave an overview of the current crime statistics for North Cumbria which show that the Carlisle area currently has the lowest number of reported offences ever recorded and consequently Carlisle is a very safe place to live. Ch Insp Spiller spoke about and his officers' commitment to fulfilling the Police Pledge. A member of the public commented that in the last two or three years there had been a noticeably increased police presence in her community.
- Questions about the treatment of detainees with mental health problems were discussed and Insp Diane Bradbury confirmed that to her knowledge taser had been used once on a detainee but this was a very rare occurrence and taser would not normally be deployed in the custody suite. Ch Insp Spiller explained that the use of taser is closely monitored, and is operated by specially trained officers after authorisation by an Inspector.
- The Court Diversion Scheme was explained by two members of the public who are preparing a report regarding the inappropriate treatment of people with mental health problems who may be suspected on committing crime. Comments were made that Custody Suite staff, and on occasions even the Police Doctor, do not always have sufficient knowledge to deal with people with mental disabilities, and the Custody Suite staff do not always alert the registered Appropriate Adult.

The next **Carlisle Forums** will be on:-
Tuesday 20 April 2010
Tuesday 20 July 2010
Tuesday 19 October 2010

The Chair thanked the speakers and the members of the public for attending. The meeting closed at 2100.

**WORKING TOGETHER IN COPELAND
MINUTES OF THE MEETING OF THE WHITEHAVEN POLICE AREA
COMMUNITY LIAISON FORUM HELD IN THE COMMUNITY CENTRE,
DISTINGTON ON WEDNESDAY 6th JANUARY 2010 AT 7.30PM**

PRESENT

Mr. J. Woolley (Police Authority)
Mr. R. Huck (Police Authority)
Mr. D. Thomas (Police Authority Treasurer)
Mr. D. Verity (ICV member)
Councillor P. Tyson (Copeland Borough Council)
Councillor G. Garrity (Copeland Borough Council)

Chief Inspector J. Bibby (Cumbria Police)
Mrs. B.A. Lamb (Secretary to the Forum)

WELCOME

Mr. Woolley welcomed all those present to the meeting and introduced the members of the top table. He remarked on the poor weather which he said had reflected the number present.

APOLOGIES FOR ABSENCE

Apologies for absence were received from Mrs. M. Johnson (Police Authority) Gary Davenport, Councillor J. Bowman (Copeland Borough Council) Chris Shaw and members of Seascale Parish Council.

MINUTES

The minutes of the meeting held on 6th October 2009 in St. Cuthberts Church Hall, Seascale were approved and signed as a correct record.

MATTERS ARISING

Chief Inspector Bibby reported that members of the public could elect not to be on a register of electors for purposes other for political use.

ANNUAL INDEPENDENT CUSTODY VISITOR REPORT

Mrs. Lamb gave the following Annual Report

The Whitehaven and Workington Independent Custody Visitor Panel is working well. There are thirteen members with one member resigning during the year.

The Workington station is visited weekly with the Whitehaven station visited monthly for the first half of the year and then fortnightly. However there are occasions when the Whitehaven station is designated and needs to be visited on a weekly basis e.g. Carnival, Maritime Festival, Bank Holidays. Some work has been done to the Whitehaven station to bring the custody suite up to standard.

The visits to the Workington station were interrupted in November and December because of the floods.

The Independent Custody Panel meet quarterly to discuss visits made between the meetings and to discuss any problems which have arisen. When visits were made to both stations the Independent Custody Visitors were made very welcome and the staff were polite and helpful. Any issues brought up during the visits were dealt with effectively and efficiently.

The Panel has worked well during 2009 and I hope the situation will continue during 2010.

Mr. Verity said the temporary custody suite at Workington was found to be excellent when he did a visit as an independent custody visitor. Mr. Huck referred to the Government inspection held last summer which had resulted in a very positive report. He said custody visitors in the Kendal area had visited the custody suite for a two hour period which had given them further insight into the workings of the suite and the role of the officers in it. He said he hoped this could be extended to the Workington custody suite.

PRESENTATION – DOUG THOMAS, POLICE AUTHORITY TREASURER – BUDGET PROPOSALS 2010-11

Mr. Thomas began by explaining about the new website which he said was much more informative and he also referred to the new banner which he brought a greater sense of identity to the meetings.

Mr. Thomas circulated two papers setting out the implications for council tax payers of a 3% increase for policing services;

- Four parties to provision of police service
 - Government
 - Police Authority
 - Constabulary
 - Council Tax Payers
- Series of graphs showing
 - Sharing the cost of Cumbria Police Authority Services 2000-01 to 2010-11
 - Weekly Band B Council Tax to 2010-11
 - Police Authority Budget and Government Spending Assumptions Grant funding 2000-01 – 2010-11
 - Sharing the cost of Cumbria Police Authority Services 2000-01 to 2010-11

Mr. Woolley asked the audience the following questions:

1. Does the audience understand the performance achievements of the constabulary in the national context? **YES**
2. Do you get the impression of Value for Money and support for your local police service? **YES**
3. Are the taxpayers prepared to support a tax increase of 3% for policing services in 2010-11 – an additional 4.39 a year (Band B) – approximately 8.5p per week. **YES**

Mr. Thomas then fielded questions from the floor:

Councillor Tyson asked how the budget proposals linked in with the lack of manpower on the streets. Mr. Thomas said each budget looked into the needs of the force for the next four years which involved retaining the number of officers plus the normal infrastructure. He referred back to the 2003 scenario when there was an option for an additional 300 officers over three years. The first 60 were appointed but then the scheme had to be abandoned for financial reasons. Mr. Thomas said the force was now at its highest number of officers but that this was probably the peak. A further question raised the issue of whether the force had a contingency fund. Mr. Thomas explained about the recent flooding and the cost implications of that. He also explained the part which the Government played in the cost implications. Councillor Tyson referred to the loss of vehicles in the recent floods. Councillor Garrity closed the question time by stressing the importance of the PCSO's and a greater police presence on the streets..

POLICE RELATED MATTERS UPDATE

Inspector Bibby began by saying that in West Cumbria there were 1300 fewer victims that last year and that the public confidence in the police force was rising. He then asked for questions. Councillor Tyson asked why PCSO's were sometimes only there for a short while. Inspector Bibby said some used being a PCSO as entry into the Force and others may have to be deployed elsewhere. However, he said the transgression into the force had slowed down and attempts were being made to consolidate PCSO's in particular areas on a long term basis.

DATE AND TIME OF NEXT MEETING

9th March 2010 at the Seacote Hotel, St. Bees.

Mr. Woolley then thanked Mr. Thomas and Inspector Bibby for their time and wished those present a safe journey home.

Meeting ended 8.35 pm



MINUTES OF THE BARROW POLICE COMMUNITY LIAISON FORUM
HELD IN FORUM 28, BARROW, ON
THURSDAY, 14 JANUARY 2010, AT 7.00 PM

PRESENT

Ms Lynda Shaw	-	Chairman (Cumbria Police Authority)
Mr Douglas Thomas	-	Treasurer, Cumbria Police Authority
Area Commander Paul Kennedy	-	South Cumbria BCU
Cllr Mr Mark Wilson	-	SLDC Ulverston East
Cllr Mrs Helen Irvng	-	Cumbria Assn. Local Councils
Mr George Appleton	-	Ulverston Trades Council
Mrs Pat Appleton	-	Croftlands Comunity Safety Group
Cllr Mr Norman Bishop-Rowe	-	Ulverston Town Council/SLDC
Mr Geoff McCreedy	-	Chair, Barrow ICV Panel
Mr Bob Hutton	-	Ainslie Street (Ulv) Neighbourhood Watch Assn.
M/s P Goodings	-	Church Street, Barrow ?
Mr S Dawson	-	Railway Inn
Ms Rebecca Rawlings	-	Barrow Crime & Disorder Reduction Partnership
Ms Megan Paterson	-	Council Local Group
Mr Des English	-	Barrow Borough Council
Mr Kristian Patterson	-	Self
Mr Steve Atkinson	-	?
GW	-	Ulverston Town Council
Mrs Brenda Shepherd	-	Secretary

APOLOGIES FOR ABSENCE

Ms Jill Heath	-	Vice-Chairman (Cumbria Police Authority)
Chief Officer Mr Dave Coverdale	-	Cumbria Fire Service/Barrow CDRP
Mr W J M Gardiner	-	Poplar Grove (Fur) Neighbourhood Watch Assn.
Cllr Mr Jack W Rice	-	Ulverston Town Council

1. **Minutes of last Meeting**

Chairman Mrs Lynda Shaw welcomed all present at the meeting, first explaining that the group would continue to be named Police Community Liaison Forum. The notes of the last meeting on 3.11.09 were then proposed by Cllr Mr Bishop-Rowe as a correct record and accepted.

2. **Matters Arising/Action Points**

- AC Kennedy explained that the policy for reporting back re reports from public was subject to a 1-4 point ('4' being minor) 'grading' re urgency/importance, when the call-handler would usually advise re anticipated resolution/call-back. However, as part of the Policing Pledge, priorities would be raised according to public views following consultations with local communities.

An attendee explained his experience of the above response in action, with which he had been extremely satisfied, and gave high praise to the procedures involved. AC Kennedy would pass on these comments.



- Emergency calls currently go to Carleton Hall or Helpdesk in Barrow, but from March would be centralised at HQ. Further, the Police Authority was developing a new call-handling system to improve effectiveness.
- Mr Bob Hutton was pleased to report that officers had contacted him re Neighbourhood Watch, and that he had been invited to further meetings which he found promising for the future promotion of the scheme.
- The Chairman noted that the first external Cumbria Police Authority meeting on 11.11.09 had been a big success, with numerous contacts made in Walney and Barrow. It was planned to repeat the exercise. A user-friendly bullet-point sheet with indications of the meeting content was suggested for future meetings, which was agreed.
- The suggestion for a Criminal Justice System presentation at the next meeting regarding sentencing guidelines was agreed. Chairman to contact CJS; also, questions to be prepared. Similar presentation noted, exploring test case, on 19.1.10, 7 pm, at St Mary's Catholic School, Springfield Road, Ulverston.

3. Budget 2010/11

Mr Douglas Thomas, Cumbria Police Authority Treasurer, tabled the CPA's Budget Consultation for the forthcoming year, together with graphs showing changes over the last decade in Police Grants and in particular the increasing level of public contribution through Council Tax.

In addition to efficiency savings required by Government, Mr Thomas detailed budget consultations leading to the proposal to limit the increase in the Police element of Council Tax to 3%, and invited questions (as follows) from the meeting prior to seeking approval for CPA's decision on 17.2.10.

Questions and comments were discussed as follows:

- Concern that the 'Foot-and-Mouth' assessment, which was set at a low level due to fewer visitors, may still be in place; but confirmed that visitor numbers were not taken into account, and that sparsity was included, but only at a low level.
- The grant also suffered from assessment formula based on number of bars per hectare, which does not favour Cumbria's numerous unpopulated areas as much as would a 'per head of population' calculation.
- Concern expressed for Chief Constable who may feel pressured similar to fire service which was required to remove one engine per station.
- People receiving housing and other benefits did not 'pay twice'.
- Income from all fines goes to Ministry of Justice (formerly the Home Office).
- Budget savings would not threaten front-line policing, which retained an element of protection, nor numbers of PCSOs which continued to be highly effective and in any case received special funding; although some other work areas may be civilianised.
- It was clarified that the general budget did not use a high proportion on drug-related crime but was appropriated across a wide range of activities.
- Evidence supported some collaboration re procurement for most effective budget purchasing of necessary items, and plans to expand this activity.



- Current working methods did not indicate a renewed move towards merger of forces, although Home Office would be supportive of voluntary mergers
- Concern expressed at the 'victim surcharge' imposed on offenders convicted of unrelated incidents, which it was felt could be subject to legal challenge.
- Long-term budgeting would not be significantly affected through, for instance, recent floods rendering housing inhabitable and therefore loss of council tax income, as industrial humidifiers ensured quicker reoccupation. There was also emergency funding for release to balance the books if necessary;
- Proceeds from crime were beneficial to funding through seizure of criminals' assets with a proportion being returned to the arresting force.
- Giving specific details of what extra funding would purchase had already been tried when seeking approval for increases.

Issues for audience – it was agreed that:

- There was a good understanding and general appreciation of the performance achievements of Cumbria Constabulary in the national context.
- The public's overall impression was one of value for money and support for the local police service.
- Chairman to return to the Police Authority the general view that, although there were concerns re people on fixed and low incomes especially when set against city bonuses etc, the public was reasonably satisfied with policing and would support the proposed increase of 3%.

4. Policing Issues

Area Commander Paul Kennedy gave a brief summary of operations since last meeting. There was a continuing decline in crime: ie, 700 fewer offences in Barrow during the period compared to previous year; in the wider area including Ulverston crime had halved, whilst Dalton's had reduced by 20%; violent crime was also reduced, with successes with anti-social behaviour – all meaning fewer victims.

Burglary remained a main concern, however, and was being targeted as a priority of part of the policing plan.

The largest operation which should not go without mention was November's floods, which had a significant impact on the whole of the Constabulary. One of Cumbria's best major operations saw powerful deployment of resources - though with the tragic loss of colleague PC Bill Barker who died helping to save the lives of others in Workington.

There was disappointment at HM Inspector of Constabularies' poor grading re how the Policing Pledge had been implemented. However, issues raised were simple to correct; and critical feedback from the public was welcomed before HMIC's return visit in February.

Action points/observations arising:

- A member reported surprise at the level of questioning by HMIC inspectors; and referred to the monthly Council meetings attended by police officers who undertake to provide straight answers to questions from the public.



- Arising out of the above, extremely high praise was passed on to Inspector Latham's team for their excellent work during November's floods, after which they were referred to as 'angels'. AC Kennedy gave sincere thanks for this report, which he would forward to relevant officers.
- Attendees were pleased to note that confidence had significantly increased in Dalton area, following public reassurance re the future of its police station.
- Officers said there would be a mix of uniform styles: ie, retaining the white shirt but using the black polo shirt where fit for purpose.
- Operations to reduce drug-related crime had had significant success, rather than driving it underground; and although an ongoing threat, AC Kennedy felt the issue was more in control than at this time last year.
- Police still working to reduce excessive paperwork - and would be assisted by significant funding to progress the more effective mobile working, where officers would input directly into computer on location with no requirement to return to their station.
- Crime was felt to be low (burglaries averaging one per day, for instance) and localised, rather than organised groups – though any elements implying the latter would be looked at in that light.

The **Policing Pledge** was then referred to by AC Kennedy, who expressed disappointment at HMIC's grading, re which it was felt Cumbria Police was not judged as a whole. He welcomed feedback, however, with a view to making any necessary improvements.

Concluding, AC Kennedy hoped the public was aware of the huge draw on resources, but added that the force would continue looking at improving front-line services.

9. **Next Meetings**

Chairman Mrs Shaw explained that the next meeting would be held specifically for young people in the Academy, Barrow, during April; and the next regular Forum meeting would be held in June in Walney Community Centre or school – both on dates to be decided, which would be publicised – and also included on Facebook.

The Chairman declared the meeting closed at 9.15 pm.

CUMBRIA POLICE AUTHORITY
THE EDEN AREA COMMUNITY LIAISON FORUM

Notes of the Forum held at the George Hotel, Penrith on 13 January 2010

- **Joke Maes**, Chair, welcomed 10 people to the meeting.
- **Apologies:** Robin Bell, Peter Thornton
- **Minutes** of the meeting held on 20 October 2009 were approved.
- The clerk reported that 10 visits had been made by **Independent Custody Visitors (ICVs)** to detainees in the Custody Suite at Durranshill, Carlisle. No serious complaints made by detainees. The North Cumbria Panel currently has 11 members. It was confirmed that Language Line is available to ICVs in cases where there are difficulties communicating with foreign detainees.
- **Douglas Thomas, Treasurer**, explained the 2010/11 budget which is set by the Police Authority for the Constabulary. In line with the Authority's policy, the budget increase has been confined to a 3% council tax increase which will require savings of £2.8m in 2010-11 increasing to £7.5m over the three year period 2013-14. However, there will be no reduction in the number of front-line police officers employed by Cumbria Constabulary. Savings will be made in a number of different ways, including (in the short-term) the possibility of keeping vacancies open, and all areas of potential savings are being explored by the strategic reviews currently being undertaken by the Chief Constable, with the aim of achieving a sustainable budget based on current standards and excellence. A 3% increase means that the police portion of Council Tax in Band 'B' will increase from £146 to £150 per annum. The Chair invited members to express their opinion on a 3% increase and it was generally felt that this was an acceptable level of increase as it was generally felt that the police were providing good value for money.
- In response to a question, Mr Thomas confirmed that there is no rural proofing and Cumbria receives only a small sum in government grant for sparsity relief and less than Greater Manchester.
- Mr Thomas confirmed that there is no legal restriction on balances carried forward to the next financial year but it is rather a common sense issue which has to be carefully balanced.
- In response to a question about the possibility of reducing staffing levels, Mr Thomas confirmed that the Chief Constable is committed to maintaining the present number of front line officers. In response to a question about recruitment, Ch Supt Spiller said recruitment would take place to replace retiring officers. Special Constables are still being recruited, and volunteers currently being sought to fill various posts which will free up back room staff and police officers.
- A question was asked about the possibility of making savings through procurement of services and Mr Thomas confirmed that all (major) services go out to tender, and the Constabulary are collaborating with other forces to purchase uniforms, forensics, etc, and that procurement is an area which is targeted for further savings.
- **Ch Supt Don Spiller** reported the crime statistics for the Eden area for the last three months and spoke about his officers' commitment to fulfilling the Policing Pledge and to hear what the public's priorities are for policing in their communities. Part of the Pledge is to get involved with communities to tackle issues such as speeding, car parking, antisocial behaviour, etc.
- The total number of offences has fallen and the public's confidence in the police has risen. Eden is one of the safest places in the country to live. However, burglaries in buildings other than domestic houses have increased, and Insp Quinn suggested that this is due to a number of reasons including the economic recession. It is top priority in Penrith, and known offenders are targeted.

NOT PROTECTIVELY MARKED

The next meetings of the **Eden Forum** are:- Wednesday 21 April 2010
Wednesday 21 July 2010
Wednesday 20 October 2010

The Chair thanked all speakers and members of the public for attending the Forum. The meeting closed at 2100.

**MINUTES OF SOUTH LAKE LAND POLICE COMMUNITY LIAISON FORUM
HELD IN THE COUNTY OFFICES, KENDAL, ON
MONDAY, 11 JANUARY 2010, AT 7.30 PM**

PRESENT

Cllr Mr Jim Bland	-	Chairman
Mr Douglas Thomas	-	Treasurer, Cumbria Police
Authority		
Mr Andy Hampshire	-	Vice-Chair, CPA
Area Commander Paul Kennedy	-	South Cumbria BCU
Cllr Mr R K Bingham	-	Cumbria County Council
Mr David Hardy	-	Underbarrow Parish Council
Ms Fiona Crombie	-	Underbarrow Parish Council
Mrs Sue Harrison	-	Self
Mr Gerry Wilkinson	-	CALC
Mr Gavin Wilshaw	-	Self
Cllr Mr Colin Westworth	-	Burneside Parish Council
Mr Peter Smith	-	Burton-in Kendal Parish
Council		
Cllr Mr Jack Dodd	-	Kirkby Lonsdale Town Council
Mr Malcolm Nightingale	-	Self
Mr Colin Phillips	-	Self
Mr Colin Reynolds	-	Neighbourhood Watch
Association		
Mr Malcolm Nightingale	-	Self
Ms Patricia Harvey	-	Kendal Civic Society
Mr David Bryce	-	Self
Mr Gavin Wilshaw	-	Self
Mrs B E Shepherd	-	Secretary

APOLOGIES

Miss Beryl Greenwood	-	Chairman, Independent
Custody Visitors		
Cllr Miss Anita Benson	-	Cumbria Assn. of Local Councils,
South Lakes		
Cllr Mr Alan D Day	-	Kirkby Lonsdale Town Council
Mr Brian W Walker	-	Self
Ms Beverley Townley	-	South Lakes Housing
Ms Kay Shepherd	-	Self
Ms Mandy Lane	-	Colton Parish Council
Ms Sue Eacott	-	NSPCC Domestic Abuse
Team, Barrow		

1. **Apologies for Absence** as above.

2. **Minutes of the last Meeting**

It was agreed that the Minutes of the 74th meeting held on 5th November 2009 be adopted as a correct record.

3. **Matters Arising**

- Following the Criminal Justice System presentation, on behalf of Mr Neil Carlton Mr Hampshire explained figures showing that, regarding arrestable offences, Cumbria Force performed very well in relation to other areas; and that he hoped the meeting was reassured to learn that it adhered to the guidelines.

4. **Budget 2010/11**

Mr Douglas Thomas, Cumbria Police Authority Treasurer, tabled and spoke to a very detailed report covering the current financial position in terms of the forthcoming budget, which included measures to protect front-line services and to improve efficiency to local policing units. In addition to efficiency savings required by Government, Mr Thomas detailed budget consultations leading to the proposal to limit the increase in the Police element of Council Tax to 3%, tabling graphs showing changes over the last decade in Police Grants and in particular the increasing level of public contribution. He invited questions from the meeting prior to seeking approval for CPA's decision on 17.2.10.

Views and responses noted as follows:

- Efficiency savings did not signify lack of growth, as the way forward was for better performance with greater emphasis on productivity and reinvestment into services which would not therefore result in reductions.
- Given the increasing extent of taxpayers' contributions, it was felt appropriate to write to the Home Office requesting change of formula which currently did not take either visitor numbers into account or the full effects of sparsity. However, such representations had previously been made, the most recent in December 2009; and it was noted that the formula was not in Cumbria's favour.
- Concerns whether efficiencies were looked at in terms of low crime figures further penalising future grants, and that some areas require more resources than others. Clarified that funding was allocated in accordance with social and physical attributes for areas rather than statistics alone.
- Process and timing for grant-allocation caused difficulties for strategic planning through the uncertainty.

- Although recruitment did present difficulties for above reasons, any suggestion of a slight reduction in police officer numbers was not part of long-term planning and would not therefore affect front-line policing, which would be protected – efficiency savings coming instead from administration and support functions.
- Big push from Home Office for major savings in policing industry, but a large proportion could come from bureaucracy. Although efficient investment in technology will be an added burden initially, it will save time through mobile data entering during a job, rather than returning to police station
- Greater economies from use of diesel rather than petrol vehicles was recognised some years ago, and the majority of Cumbria's fleet now operated with diesel fuel.

Issues for audience – it was agreed that:

- There was strong support for the police from the public, who generally believe they do a good job, plus understanding and appreciation of the performance achievements of Cumbria Constabulary in the national context.
- The overall impression was one of value for money and support for the local police service.
- Although unhappy with continuing increases, especially for people on fixed or low incomes, the meeting would support a 3% increase in police element of Council Tax in order to protect current policing levels.

5. Policing Issues

Area Commander Paul Kennedy provided an update on local policing issues together with crime figures. Briefly, there had been almost 500 fewer crimes in south Cumbria, with an average of one house burglary per day during this year, when much of the country was seeing a marginal increase. Some high profile policing operations were addressing the different types of crime.

In terms of overall policing, AC Kennedy gave due recognition to police officers, military services, mountain rescue teams and local authorities, who had all shown extreme professionalism and tenacity during recent severe weather conditions in Cumbria including floods and snow; special tribute was paid to PC Barker, who lost his life on duty in Workington – all of which was fully endorsed by members.

Other challenges centred on the Policing Pledge, which gives 10-point list advising what people can expect from their police. Following HM Inspectorate visit found some opportunities for improvement – which was accepted by police who would focus on rectifying the relatively simple points raised in order to become more professional and responsive to customer needs before their next visit later this year.

Action points/observations arising:

- The high-profile tourist area does bring in some criminal visitors, but an operation to address this had been mounted during the last few months.
- Queried whether such criticism took rurality into account?
- Also, whether also the Home Office took into account the importance of preventing crime as well as solving it?
- Agreed information should be visible outside stations out of normal hours with details of alternative points of contact plus local officers' names etc.

In conclusion, encouragement was given to view Cumbria Police Authority's new website, which was more informative and included local officer details etc; also to take any opportunity to make contact, either by email, letter or telephone. Further, Kendal Station development work was due to start in February, which would help towards increasing professionalism and efficiency.

The amount of work involved in Neighbourhood Policing Teams was noted. Also, that Ambleside Police Station had reopened following a successful appeal for cover by public volunteers - which was said to be a step in the right direction; and if the Ambleside pilot continued to be successful, this may be rolled out in other areas.

6. **Independent Custody Visiting Scheme**

No report.

7. **Any Other Business**

- 7.1 Members expressed a preference that agendas for meetings should continue to be provided.

8. **Next Meeting**

Thursday, 22 April 2010, 7.30 pm – Kirkby Lonsdale (Queen Elizabeth School).

Additional topics to pursue:

- Drugs issues.
- Probation Service.
- Re-consider previous speakers/topics.

The Chairman thanked all attendees, and declared the meeting