

AGENDA

Community Overview and Scrutiny Panel

Thursday, 16 February 2017 AT 10:00
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

Please note: Members should allocate at least 2 hours for Scrutiny Meetings

**** Briefing Meeting for Members will be at 9:30am in the Flensburg Room****

Apologies for Absence

To receive apologies for absence and notification of substitutions

Declarations of Interest

Members are invited to declare any disclosable pecuniary interests, other registrable interests and any interests, relating to any item on the agenda at this stage.

Public and Press

To agree that the items of business within Part A of the agenda should be dealt with in public and that the items of business within Part B of the agenda should be dealt with in private.

Minutes of Previous Meetings

5 - 12

To approve the minutes of the meetings held on 13 October 2016 and 24 November 2016. [Copy Minutes in Minute Book 43(4)]

To note the minutes of the meeting held on 12 January 2017 (Copy herewith).

PART A

To be considered when the Public and Press are present

A.1 CALL-IN OF DECISIONS

To consider any matter which has been the subject of call-in.

A.2 CRIME AND DISORDER STRATEGIC ASSESSMENT

13 - 132

(Communities, Health and Wellbeing Portfolio)

The Deputy Chief Executive to submit a report outlining issues relating to crime and disorder for consideration as part of the Carlisle and Eden Community Safety Partnership's priority setting for 2017/18. Ms C White, Senior Analyst, Performance and Intelligence Unit, Cumbria County Council has been invited to attend the meeting.

(Copy report CS.03/17 herewith)

A.3 IMPACT AND TWO CASTLES HOUSING ASSOCIATIONS

133 - 138

(Economy, Enterprise and Housing Portfolio).

Ms A Wilmot, Development Manager, Impact Housing Association and Mr D Armstrong, Housing Services Director, Two Castles Housing Association to attend the Panel and present the update report. The Housing Development Officer will attend the meeting to provide support.

(Copy report ED.07/17 herewith).

A.4 RESPONSE TO WELFARE REFORM

139 - 144

(Finance, Governance and Resources Portfolio)

The Homelessness Prevention and Accommodation Services Manager to present a report which provides an overview of the ongoing local partnership work developed in response to the Government's welfare reform agenda, Welfare Reform Act 2012, and the Welfare Reform and Work Bill 2015/16.

Mr P Moran, Centre Manager, Cumbria Law Centre, Ms J Wilkinson, Partner Support Manager, Department for Work and Pensions, and Mr S Byrne, Employer and Partnership Manager, Department for Work and Pensions have been invited to attend the meeting.

(Copy report GD.12/17 herewith)

A.5 3rd QUARTER PERFORMANCE REPORT 2016/17

145 - 160

(Finance, Governance and Resources Portfolio)

The Policy and Communications Manager to submit an update on the Council's Service Standards relevant to the remit of the Panel and to approve the future reporting of Carlisle Plan actions aligned with the Panel's remit.

(Copy report PC.02/17 herewith).

A.6 PERFORMANCE MONITORING OPTIONS

161 - 164

(Finance, Governance and Resources Portfolio)

The Policy and Communications Manager to submit a report outlining options for the future presentation of performance management information to the Panel and to consider undertaking a workshop for Members to consider the proposals.

(Copy report PC.01/17 herewith).

A.7 OVERVIEW REPORT AND WORK PROGRAMME

165 - 174

To consider a report providing an overview of matters related to the work of the Community Overview and Scrutiny Panel, together with the latest version of the Work Programme and details of the Key Decisions items relevant to this Panel as set out in the Notice of Executive Key Decisions.

(Copy Report OS.04/17 herewith)

PART B

To be considered when the Public and Press are excluded from the meeting

-NIL-

Members of the Community Overview and Scrutiny Panel

Conservative – Ellis, Layden, Mrs McKerrell (Vice Chairman),
Bainbridge (sub), Bloxham (sub), Mrs Mallinson (sub)

Labour – Burns (Chairman), Ms Franklin, McNulty, Ms Williams,
Coleman (sub) McDonald (sub), Mrs Riddle (sub)

Independent - Paton, Betton (sub)

**Enquiries, requests for reports, background papers,
etc to Democratic Services Officer:**

Rachel Plant 817039 or rachel.plant@carlisle.gov.uk

Minutes of Previous Meeting

COMMUNITY OVERVIEW AND SCRUTINY PANEL

THURSDAY 12 JANUARY AT 10.00 AM

PRESENT: Councillor Burns (Chairman), Councillors Bloxham (as substitute for Councillor Layden), Ellis, McDonald (as substitute for Councillor McNulty), Mrs McKerrell, Mrs Riddle (as substitute for Councillor Ms Franklin) and Ms Williams.

ALSO

PRESENT: Councillor Glover – Leader
Councillor Mrs Bradley – Economy, Enterprise and Housing Portfolio Holder
Councillor Miss Sherriff – Communities, Health and Wellbeing Portfolio Holder
(Observer for part of the meeting)
Councillor Bomford – Observer
Ms S Paton – Regional Director (North), Riverside
Mr P Taylor – Assistant Director Operations, Riverside

OFFICERS: Deputy Chief Executive
Corporate Director of Economic Development
Housing Development Officer
Overview and Scrutiny Officer

COSP.01/17 APOLOGIES FOR ABSENCE

Apologies were submitted on behalf of Councillor Ms Franklin, Councillor Layden and Councillor McNulty.

COSP.02/17 DECLARATIONS OF INTEREST

There were no declarations of interest affecting the business to be transacted at the meeting.

COSP.03/17 PUBLIC AND PRESS

RESOLVED – That the Agenda be agreed as circulated.

COSP.04/17 MINUTES OF PREVIOUS MEETINGS

The minutes of the meeting held on 24 November 2016 had been circulated and a Member commented that the Panel's concerns with regard to the Housing Assistance Policy 2017 (Minute Reference COSP.78/16) had not been circulated to the Executive to be considered as part of the budget consultation.

The Chairman noted the Member's comments and that detailed consideration of the Policy had taken place at full Council. He undertook to ensure that similar situations did not occur in the future.

RESOLVED – That the minutes of the meetings held on 13 October 2016 and 24 November 2016 be agreed as a correct record of the meeting and signed by the Chairman.

COSP.05/17 CALL- IN OF DECISIONS

There were no items which had been the subject of call-in.

COSP.06/17 UPDATE FROM RIVERSIDE HOUSING ASSOCIATION

The Chairman reported that Ms Paton and Mr Taylor from Riverside would be attending the Panel. Before their arrival he asked the Panel to spend some time scoping how they would like to shape the future relationship between the Council, Members and Riverside and asked the Corporate Director of Economic Development to facilitate the discussions.

The Corporate Director of Economic Development suggested that Members consider the following:

- What did Members want from the relationship?
- Where did Members see the relationship in twelve months' time?
- How could communication between the Council and Riverside be improved?
- What mechanism should be in place to facilitate a better working relationship?

The Corporate Director reminded the Panel that Riverside wished to disband the Board which had previously had Elected Member representation on, however; the Board was part of a legal agreement which could not be ended without the permission of the Council. There needed to be some consideration and negotiations to ensure that the right mechanism was put in place which gave the Council sufficient influence and improved the working relationship between the Council and Riverside.

Members discussed the issues in some detail and made the following suggestions for areas of improvement:

Clear Processes

Members felt that there needed to be more clarity with regard to the complaints process and the options available for tenants should they not be satisfied with Riverside's response. Members should be able to access performance information regarding complaints and the entire process should be clearly communicated to tenants along with information about the Housing Ombudsman.

Panel

It was suggested that a small Panel of Members be established to negotiate with Riverside on community matters. It would be an opportunity for Ward issues to be raised and discussed with clear outcomes. Members wanted better communications, more influence on Policy and more information on changes introduced that affected local tenants.

The Economy, Enterprise and Housing Portfolio Holder reminded Members of the relationship that the City Council had with Riverside when the stock transfer took place adding that access to contact information for key service areas would be very beneficial to Ward Members, especially when complaints had not been dealt with adequately.

Tenant Engagement

Members would find it beneficial to know more about Riverside's engagement with tenants.

Board Replacement

The Panel understood that the Board was no longer the appropriate mechanism for joint working but wanted to ensure that any new agreements were legally binding. They wanted the new arrangements to be more than just consultative and wanted a clear contract which set out the terms of the relationship and what was expected of both parties.

The Leader agreed that the future relationship needed to be governed by clear agreements that made sure Riverside were accountable. The previous Board had initially allowed representatives to be part of the governance of Riverside but changes within Riverside had diluted the arrangements. He wanted to see an agreement that allowed for the two organisations to work together on shared issues and reach strategic decisions together. With regard to the Ombudsman he commented that there was a culture of fear from tenants that they would potentially lose their tenancy should they go through the Ombudsman process and Riverside needed to address this and promote the full complaints process.

The Housing Development Officer informed the Panel that following stock transfer the Council had a five year monitoring role with Riverside and when that ended the Council and Riverside drew up a Partnership Agreement but this had ceased to be operational some years ago. He suggested that the former Agreement could be used revisited as the first step to a new Agreement.

The Chairman welcomed Sarah Paton, the Regional Director (North), Riverside and Paul Taylor, Assistant Director Operations, Riverside, to the meeting.

Ms Paton presented report ED.01/17 Update from Riverside Housing which provided the Panel with updates on: Flood Recovery Work; Voluntary Right to Buy; Proposed Changes to Riverside Tenancy Policy; the impact of rent reductions; Changes at Riverside and Key Performance Indicators.

In considering the Riverside Housing Update Members raised the following comments and questions on each section of the Report:

Update on Flood Recovery Work

- In 2016 Riverside had been undertaking a stock review exercise to identify which properties had flooded in the last decade, had this been completed?

Mr Taylor responded that Riverside had received feedback from tenants but it had been difficult to identify houses at risk because different properties had flooded in 2005 and 2015.

Update on Voluntary Right to Buy

- How did the number of properties that had taken up the Right to Buy option relate to the total stock in Liverpool?

Ms Paton did not have the exact numbers and agreed to add the details to the next report to the Panel. She added that the requirement to replace properties like for like had caused issues and the research from Sheffield Hallam University would help Riverside to understand demand from residents. Ms Paton agreed to share the findings from the Sheffield Hallam study and investigate if Riverside had undertaken any modelling on the potential uptake and impact of the Right to Buy Scheme in Carlisle.

The Housing Development Officer informed the Panel that initial estimates had been included in an earlier report from Riverside's previous Divisional Director were that Riverside would lose 500 properties in Carlisle; however, in light of evidence from the recent Right to Buy pilots it was possible this may have been an overestimate. He added that the stock numbers in Carlisle had reduced significantly within a relatively short period of time following the stock transfer due to a large uptake of Right to Buys from former Council tenants (who still

benefitted from the Preserved Right to Buy) who were concerned they may lose the Right to Buy post-transfer, and the demolition of older stock, mostly at the Raffles estate.

The Economy, Enterprise and Housing Portfolio Holder reminded the Panel that the size of the stock had almost halved since the transfer and nearly all of the stock in rural areas had gone. Mr Taylor reported that Riverside had approximately 7,500 houses ten years ago and the figure was now just over 6,000.

Proposed Changes to Riverside Tenancy Policy

- What would happen if the proposed two year fixed term tenancy failed?

Ms Paton explained that Riverside worked with tenants to encourage them back to work or assist them in finding shared accommodation if possible. Riverside engaged with tenants and worked with them to try to prevent failure. Riverside also informed tenants of changes which could potentially impact them in the future to try and address the impact early. Shared tenancies had not been offered previously but preparation work was being carried out in case there was demand for them.

The Corporate Director reminded the Panel that the Council's Homelessness Team worked closely with Riverside on homeless prevention and provided excellent support and advice for tenants.

- Which demographic had the biggest demand for tenancies in Carlisle?

Ms Paton agreed to provide information on demographics in the next report to the Panel. In response to a query from the panel over a high level of younger tenants/ applicants, the Housing Development Officer advised that even prior to stock transfer a report, also prepared for the Council by Sheffield Hallam University, from 2000 had identified a "hollowing out" of the tenant profile, with a disproportionate level of younger and older tenants compared to families. This was because the vast majority of properties sold through Right to Buy were family homes.

- Were there properties available which were big enough for shared tenancies?

Ms Paton confirmed that there were properties suitable for conversion to shared tenancies if there proved to be demand for them. The Housing Development Officer recommended any proposals to convert family homes to shared accommodation for younger people should be handled sensitively alongside an analysis of continuing demand from families – especially in areas where there had been high levels of sales of family homes through Right to Buy. Ms Paton confirmed Riverside would take this into consideration.

- Would there be any opportunities for Riverside to increase the number of properties in the Garden City proposals?

Ms Paton confirmed that Riverside would be interested in providing homes in the development and the Corporate Director added that the Council would be working with a number of housing associations to provide a variety of housing.

Impact of Rent Reduction

- Were the increases to the service charges linked to the required rent reductions?

Ms Paton responded that the two were linked to some extent. Service charges were based on the actual cost of providing the service and there were guidelines for setting the charges. There had been an increase in the service charges as Riverside had been subsidising some of the charges and, following the rent reduction, they could no longer do this. She added that the increases had to recover the cost of the service to ensure the contracts performed and the tenants had value for money.

If tenants were not clear what their charges were for or had an issue with the charges they could contact Riverside to discuss the issues.

A Member asked if it was possible to provide Members with a map of the areas where service charges were in place and an explanation of the service charge. Ms Paton agreed to undertake to provide the information to all Members of the Panel.

The Panel discussed the issue of service charges in some detail and how they were recovered from properties that had been purchased under Right to Buy Schemes or in private areas. Ms Paton explained that service charges were recovered through covenants in the sale agreements.

Ms Paton clarified that repair and maintenance of properties were included in the rent and not service charges. The service charges were set using Riverside policy but local charges were based on local information.

Update on Changes at Riverside

- What did the move towards 'hub' working mean for Carlisle?

Ms Paton explained that Carlisle, Leicester and Liverpool were hub offices which delivered shared services to all areas by one team either nationally or regionally. The hubs would reduce the duplication of some services and would enable Riverside to make necessary savings whilst maintaining and improving services to customers. The Customer Contact Centre was an example of shared services; the Centre was based in Carlisle but answered telephone calls from all over the Country. She explained how the telephone system worked and added that there would still be local people in front line and repair roles to deal with regional differences.

Ms Paton agreed to make arrangements for Members to visit the Customer Contact Centre in Carlisle.

Ms Paton added that she wanted to make sure that her region received the best deal and that tenants received the service they deserved, she would also ensure that national services catered for regional variations.

Key Performance Indicators (KPIs)

- Did Riverside compare its performance to other housing associations?

Ms Paton confirmed that Riverside used HouseMark as their benchmarking tool and would include comparative information in the next report.

Members commented that the performance indicators showed that Carlisle was ahead of other Riverside areas. Ms Paton confirmed that Carlisle was performing well and the average time taken of 17.4 days to re-let an empty property was very good performance.

- Members asked that contact information for key services be circulated to Members.

Ms Paton agreed to circulate the information when all of the changes had been implemented and the staff structure had been finalised.

Future Relationship with Riverside

The Corporate Director gave a recap of the Panel's discussions with regard to future working and the Housing Development Officer suggested that the Council and Riverside use the previous Partnership Agreement as the starting point for drawing up a new agreement along with an action plan.

Ms Paton agreed that the Partnership Agreement would be a good start adding that it was a good opportunity to review and modernise the relationship.

RESOLVED – 1) That Ms Paton and Mr Taylor be thanked for the open discussion and their willingness to engage with the Council;

2) That a 'workshop' including officers and Members, should be arranged prior to any further meetings with Riverside, to determine the key issues the Council would like to see included in any future governance agreements which might be suggested to replace the 'Board'.

3) That the following information be provided by Riverside in their next update report to the Panel:

- Information relating to the number of properties which had taken up the Right to Buy and comparison details for total stock in Liverpool
- The Sheffield Hallam University research outcome
- Any modelling that had been undertaken for Carlisle on potential Right to Buy take up and the potential impact
- Demographics on tenancies in Carlisle
- HouseMark benchmarking information providing comparison information between Riverside and other Housing Associations

4) That contact information for key services and personnel be circulated to all Members when the staff structure at Riverside had been finalised;

5) That a map of the areas where service charges were in place in Carlisle and an explanation of the service charges to be circulated to all Members of the Panel;

6) That arrangements were made for Members of the Panel to visit the Riverside Customer Contact Centre in Carlisle.

COSP.07/17 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer submitted report OS.02/17 which provided an overview of matters relating to the work of the Community Overview and Scrutiny Panel and included the latest version of the work programme and Key Decisions of the Executive which related to the Panel.

The following references from the Executive 19 December 2016 were included in the report at Appendix 1

- EX.128/16 – Charges Review
- EX.130/16 – Tullie House Business Plan 2017 - 2020
- EX.141/16 – Reference from Overview and Scrutiny

The Panel's Work Programme for the current year had been circulated and Members were asked to consider the framework for the meeting on 16 February 2017. The following items had been included in the Work Programme for the next meeting of the Panel:

- New Leisure Contract Procurement
- Flood Update Report (tentative)
- Housing Strategy (tentative)
- Response to Welfare Reform
- Performance Report Options
- Performance Monitoring
- Impact and Two Castles Housing Association (tentative)
- Carlisle and Eden Safety Partnership Strategic Assessment (tentative)

It was agreed that the following items be placed on the agenda for 16 February 2017:

- Response to Welfare Reform
- Performance Report Options
- Performance Monitoring
- Impact and Two Castles Housing Association
- Carlisle and Eden Safety Partnership Strategic Assessment
-

RESOLVED – 1) That the Overview Report incorporating the Work programme and Key decision items relevant to this Panel (OS.02/17) be noted.

2) That the following items be included on the agenda for next meeting on 16 February 2016:

- Response to Welfare Reform
- Performance Report Options
- Performance Monitoring
- Impact and Two Castles Housing Association
- Carlisle and Eden Safety Partnership Strategic Assessment

(Meeting ended at 11.50am)

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.2

Meeting Date: 16th February 2017
Portfolio: Communities, Health & Wellbeing
Key Decision: No
Within Policy and
Budget Framework NO
Public / Private Public

Title: CRIME & DISORDER STRATEGIC ASSESSMENT
Report of: The Deputy Chief Executive
Report Number: CS.03/17

Purpose / Summary:

Through the Carlisle and Eden Community Safety Partnership, Carlisle City Council develop an annual plan for addressing crime and antisocial behaviour in the district. This plan forms part of the City Council's policy framework and is reviewed annually by the Community Overview and Scrutiny Panel (COSP) as part of their work programme. A refreshed plan for 2017/18 will be drawn up in the coming months and will appear before COSP in the Spring.

The annual plan is based on the Joint Strategic Needs Assessment (JSNA) for Cumbria (Appendix A.) and emerging intelligence and trends identified through Police data. The JSNA provides an overall assessment of the issues that impact on the safety of Cumbria's communities. Research, evidence and intelligence has been gathered from local, regional and national sources and analysis undertaken to understand which communities have the greatest need for support to stay safe in Cumbria. The aim of this report is to provide members with an overview of the issues within the Carlisle area ahead of their review of the Carlisle and Eden Community Safety Partnership's annual plan later in the year..

Recommendations:

Community Overview and Scrutiny Panel are asked to consider the data presented within the Crime and Community Safety in Carlisle document (Appendix B) in preparation for supporting the Carlisle and Eden Community Safety Partnership in setting their priorities for 2017/18.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

- 1.1.1** The Crime and Disorder Act 1998 placed statutory obligations on local authorities and the police to act in co-operation with local agencies, to work together to develop and implement a partnership plan for tackling crime and disorder in their area.

The Carlisle and Eden Community Safety Partnership will use the information provided within the JSNA to develop a partnership plan for 2017/ 18. The plan itself is a high level summary of priorities, supported by a more detailed action plan that is delivered by the agencies.

2. PROPOSALS

- 2.1** Community Overview and Scrutiny Panel are asked to consider the data presented within the Crime and Community Safety in Carlisle document (Appendix A) in preparation for supporting the Carlisle and Eden Community Safety Partnership in setting their priorities for 2017/18.

3. CONSULTATION

- 3.1** N/App

Contact Officer: Gavin Capstick

Ext: 7123

Appendices

attached to report:

A. Joint Strategic Needs Assessment

B. Crime and Community Safety in Carlisle

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

CORPORATE IMPLICATIONS/RISKS:

Corporate Support and Resources–

Economic Development –

Governance and Regulatory Services –

Community Services –

Staying Safe
Joint Strategic Needs Assessment
(JSNA)

August 2016

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1 Introduction

This Joint Strategic Needs Assessment (JSNA) Staying Safe chapter provides an overall assessment of the issues that impact on the safety of Cumbria's communities. The aim of the chapter is to provide an insight into a range of topics including:

- crime and disorder;
- drug and alcohol misuse;
- fire safety;
- road safety;
- adult safeguarding;
- housing and communities.

The chapter is designed to provide commissioners and other relevant authorities with knowledge and an understanding of the safety needs of Cumbria's communities, to help inform future strategic planning.

Research, evidence and intelligence have been gathered from local, regional and national sources. Analysis has been undertaken to understand which communities have the greatest need for support to stay safe in Cumbria. A selection of data sources have been explored, including data sources around recorded and fear of crime available at smaller geographical areas, mainly ward level.

Being a victim of crime or anti-social behaviour, or worrying about becoming a victim can have a hugely negative impact on health and wellbeing, both physical and emotional. Having a safe and secure place in which to live is essential for everyone, and it needs to be somewhere where people not only are safe, but where they feel safe.

2 Key issues and gaps

2.1 Key issues

Cumbria is a relatively safe place in which to live, work and visit. In many areas, crime and community safety issues are better than the national and / or North West regional average and these areas are identified within this JSNA chapter. However, evidence within this chapter suggests there are some areas of concern in relation to 'staying safe'.

There is not always a correlation between the chances of becoming a victim of crime and the fear of crime. Of the 21 wards identified as being least safe, around one in five (19.0%, 4) did not rank in the top 15 wards for any fear of crime categories.

The link between crime and deprivation is well documented and has long been understood. Cumbria has 29 communities (Lower Super Output Areas) that rank within the 10% most deprived in England, with the most deprived community in the county located within Central ward in Barrow-in-Furness. In total, over half (52.4%, 11) of the 21 wards identified as being least safe contain communities that rank within the 10% most deprived in England. In each district the wards which data suggests are least safe are shown below and ranked for levels of deprivation in Cumbria.

Allerdale:

- Moss Bay (IMD rank 5th)
- St Michaels (IMD rank 11th)
- Moorclose (IMD rank 12th)
- Netherhall (IMD rank 21st)
- St. John's (IMD rank 62nd)

Barrow-in-Furness:

- Central (IMD rank 1st)
- Hindpool (IMD rank 2nd)
- Barrow Island (IMD rank 3rd)
- Risedale (IMD rank 9th)

Carlisle:

- Castle (IMD rank 17th)
- Currock (IMD rank 22nd)
- Denton Holme (IMD rank 37th)
- Morton (IMD rank 18th)
- St. Aidans (IMD rank 40th)
- Belle Vue (IMD rank 30th)
- Harraby (IMD rank 43rd)
- Botcherby (IMD rank 14th)
- Upperby (IMD rank 6th)

Copeland:

- Harbour (IMD rank 15th)

Eden:

- Penrith West (IMD rank 103rd)

South Lakeland:

- Kendal Fell (IMD rank 100th)

Maps showing the geographical location of the above wards can be viewed in the [Geographical differences in need](#) section of this document.

Protected characteristics can make people more vulnerable to crime and safety. Evidence within this JSNA chapter shows that age, gender and pregnancy are factors: pregnant women are vulnerable to domestic abuse; young females (particularly those aged 25 to 29 years) are more likely to be victims of violence against the person offences; females are more likely to be victims of sexual offences, particularly those aged from 0 to 17 years. Disability, transgender, race, religion and belief, and sexual orientation are drivers of hate crime incidents. Age and disability are additional factors making people vulnerable.

2.1.1 Crime and community safety: who is at risk?

Evidence within this chapter indicates that the group most likely to become victims of crime as well as offenders are males aged between 18 and 30 years. There are some exceptions, and gender is a factor in becoming a victim in some crime areas. Females aged between 18 and 30 years are more likely to become victims of theft from the person offences and young females are more likely to become victims of sexual offences. In 2015-16, three quarters (75.4%) of victims of sexual offences were female, with those aged from 0 to 17 years the group most at risk.

Violence against the person affects both sexes. Both males and females aged between 18 and 30 years are more likely to become victims of violence against the person offences, whilst those aged 18 to 40 years are the group most at risk of alcohol related violence against the person offences.

People missing from home are more likely to be aged from 12 to 17 years and living in residential care homes or local authority care. Children missing from home are the group who are most at risk of experiencing abuse and sexual exploitation.

In 2014-15, the majority (79.1%) of First Time Entrants to the Youth Justice System were male. A large proportion (29.4%) of First Time Entrants had already had involvement with Cumbria's Children's Services.

Cumbria's communities face risks in their own homes. Fire is a greater risk for people who smoke, for those who live in areas where there are high levels of poverty and deprivation, those who are single parent families, single person households, social renters, those who are disabled or suffer from illness, or those who are unemployed.

Adults (those aged 18 and over) with health or social care needs are more at risk of abuse or neglect.

Out and about on the county's roads, it is young, recently qualified drivers who are most at risk of death or serious injury whilst driving. Young male drivers are the group more likely to incur risks by drink-driving and drug-driving.

2.1.2 Crime and community safety trends

In 2015-16, overall crime levels increased in Cumbria by +5.0% (+1,243) compared to 2014-15, and +8.4% (+2,018) compared to 2013-14. Of Cumbria's districts, the largest percentage increase was seen in South Lakeland +14.9% (+516). The highest number and rate of overall crime was seen in Castle ward in the Carlisle district with a total of 1,820 crimes, a rate of 317.6 per 1,000 population.

Offence rates varied across different crime categories. Burglary (dwelling) offences increased in 2015-16 by +7.9% (+56) compared to 2014-15 and +9.3% (+65) compared to 2013-14. The highest percentage increase occurred in the Copeland district +28.4% (+23) whilst Carlisle had the highest crime rate for burglary (dwelling) at 2.2 per 1,000 population.

Violence against the person offences increased +12.6% (+826) in 2015-16 compared to the 2014-15. Barrow-in-Furness had the highest offence rate for violence against the person

offences (21.3 per 1,000) whilst Carlisle had the highest number of crimes (2,017). Domestic abuse incidents increased by +1.1% (+81) in 2015-16 compared to 2014-15 and by +2.8% (+195) compared to 2013-14. Eden district had the largest increase in recorded domestic abuse incidents (+19.0%; +60); the largest number of recorded domestic abuse incidents occurred in the Carlisle district (1,887).

Reported sexual offences also increased in 2015-16, by +23.5% (+163) compared to 2014-15, and +102.1% (+433) compared to 2013-14. Increases were seen in all districts except Allerdale and Barrow-in-Furness. Carlisle district had the largest percentage increase +58.9% (+76). Although hospital admissions for violent crime (including sexual violence) have decreased in 2012-13/2014-15, the rate in Barrow-in-Furness (69.0 per 100,000) remains significantly worse than England (47.5).

Anti-social behaviour incidents increased in Carlisle and Allerdale in 2015-16 compared to 2014-15 (+20.4% / +192 and +17.9% / +108 respectively). Criminal damage offences (including arson) increased across the county by +5.0% (+245) compared to 2014-15.

Recorded hate crimes (all types) also saw an increase across the county, rising by +12.1% (+41) to a total of 379 in 2015-16 compared to 2014-15, +60.6% (+143) compared to 2013-14. Hate crime increase across all Cumbria's districts, and the majority were racially motivated. Copeland district experienced the highest percentage increase (+100% / +25).

In 2013, almost a third of Cumbria's offenders (29.1%) went on to re-offend, +1.7 percentage points compared to the previous year. This proportion is higher than both the proportion in the North West (28.0%) and England (26.4%). The largest proportion of offenders who went on to re-offend in 2013 occurred in Barrow-in-Furness district (31.8%).

Alcohol has a significant impact on crime and community safety being directly involved in 13.9% (3,626) of all crimes in 2015-16, +2.4% (+84) compared to 2014-15. Alcohol played a part in a large proportion of all violence against the person offences in 2015-16 (29.3%; 2,161).

Eden district saw the largest percentage rise in all alcohol related crimes in 2015-16 (+24.0%; +42) and the second largest percentage increase in alcohol related violence against the person offences (+9.8%; +11).

The largest increase in terms of numbers of all alcohol related crimes occurred in the Carlisle district +153 (+18.2%), and Carlisle also saw the largest percentage increase in alcohol related violence against the person offences in 2015-16, +10.1% (+52). Support is available from Unity Drug and Alcohol Services Cumbria (Unity) for people misusing drugs and alcohol. Reflecting the rise in alcohol related crime, the data show that alcohol misuse referrals to Unity increased in Carlisle in 2015-16 (+5.9%, +16). Carlisle had the largest number of Unity drug and alcohol clients in 2015-16 of all the districts (790 clients). Alcohol misuse is having a detrimental effect on health within the Carlisle district, with an increase in the district's male alcohol specific mortality rate of +23.8% to 14.7 per 100,000 in 2012-14, the second highest percentage increase of all the districts.

Barrow-in-Furness had the second largest number of Unity drug and alcohol clients in 2015-16 (616 clients). Data show that alcohol specific hospital admissions (all persons, all ages) in Barrow-in-Furness (689 per 100,000) are significantly worse than both the North West (558) and England (364), having increased by +13.9% compared to 2012-13 and by +17.8% compared to 2010-11. Across Cumbria, alcohol specific hospital admissions for under 18 year olds in 2012-13/2014-15 (crude rate 58.2 per 100,000 population) are similar to the North West region (53.5 per 100,000) and significantly worse than England (36.6 per 100,000). However, within the Barrow-in-Furness district, alcohol specific hospital admissions for under 18 year olds (90.2 per 100,000) are significantly worse than the North West. This is also the case in the Copeland district, where alcohol specific hospital admissions for under 18 year olds at 104.4 per 100,000 population are significantly worse than the North West, and the highest of all Cumbria's districts.

Alcohol specific hospital admissions (all persons, all ages) in South Lakeland in 2014-15 (333 per 100,000) are now similar to England (364), having previously been significantly better.

Alcohol misuse is having a detrimental impact on health in the Allerdale district. Allerdale's female alcohol specific mortality rate in 2012-14 (16.4 per 100,000) increased by +25.2% compared to the 2011-13 rate of 13.1 and by +72.6% compared to the 2010-12 rate of 9.5 and was significantly worse than England (7.4) in 2012-14. Allerdale district's male alcohol specific mortality rate also increased in 2012-14 by +47.2% to 22.5 per 100,000, the highest percentage increase of all Cumbria's districts.

Copeland was the only district in 2015-16 with a significant increase in drug misuse referrals to Unity (+18.5%; +38).

Vulnerable Adult alerts to Cumbria County Council's *Health and Care Services* increased by +20.3% (+397) to 2,349 in 2015-16 compared to the previous year. The incidence of physical abuse made up 48% of all referrals, significantly higher than the England average of 27%. Psychological abuse (12%) and financial abuse (13%) are slightly below the England averages of 16% and 18% respectively. Neglect has risen by 3.0 percentage points to 25% of all cases, but is below the England average of 29%. The majority of alerts (47%) continue to be in relation to people living in a care home setting, higher than the England average of 36%.

2.2 Gaps and limitations in knowledge

Evidence within this JSNA chapter has highlighted some gaps and limitations in knowledge.

Lack of recording of enhanced data for assault-related injury attendances at hospital Emergency Departments means it is not possible to further understand assault date, time, location or weapon which could be recorded.

Quantifying the extent of sexual offences and domestic violence is difficult as these incidents are known to be under reported. Cumbria Constabulary and other agencies are working towards improving their response to victims, however, figures are largely influenced by the willingness of victims to come forward.

Data for Child Sexual Exploitation, children missing from home, Vulnerable Child reports and Vulnerable Adult reports were available at county level only for 2015-16. Although the available data paint a broad picture at county level it should be noted that interpretation is limited without an understanding of data at lower level geographies.

Victim data under represents the impact on health and wellbeing.

The proportion of non-white service users accessing Unity Drug and Alcohol Services in Cumbria does not mirror the proportion of residents from Black and Minority Ethnic (BME) groups across the county's districts. It is unclear whether drug and alcohol problems are less prevalent amongst BME groups, or whether cultural differences inhibit BME groups seeking help from drug and alcohol service providers.

Offending behaviour is often linked to poor physical and mental health and wellbeing. Mental disorder and its subsequent impact on crime is considered to be significant, with links established to persistent offending. Data regarding the proportion of offenders with mental health problems in Cumbria is not available and the extent of the potential problem is not fully understood.

3 Recommendations for consideration for commissioners

This JSNA Staying Safe chapter identifies a range of factors which can have a significant impact on the health and wellbeing of Cumbria's communities. Although different aspects of crime and community safety have been addressed separately, the groups and communities affected are often similar, and the issues should not be viewed in isolation. It is recommended that commissioners consider all aspects included within this JSNA chapter when developing services to support communities to be safe, and feel safe, in Cumbria.

4 Cumbria's population

4.1 People and communities

Cumbria is England's second largest county, covering an area of 6,767 square km and much more sparsely populated than the national average with an average population density of 74 people per square km compared to 380 for England and Wales. Over half (54%) of Cumbria's residents live in rural areas, compared to 18% across England and Wales.

Cumbria's population differs in comparison with the national (England and Wales) picture in the number of ways. Cumbria has lower proportions of people in the three younger age groups (0-14; 15-29; 30-44), higher proportions in the four older age groups (45-59; 60-74; 75-84; 85+), with decreasing proportions in the two younger age groups (0-14 and 30-44). Overall by 2037, further decreases are projected in residents aged under 65, whilst Cumbria is projected to have greater proportions of those aged over 65 than the national average.

Census 2011 data indicates that proportions of residents from BME groups in (3.5%) are much lower than the average for England and Wales (19.5%).

Just as Cumbria differs from the national picture, demographics vary between Cumbria's districts. Comprehensive information relating to population estimates and projections, socio-economic profiles, equality, migration, housing and households can be accessed via the Cumbria Intelligence Observatory website:

<http://www.cumbriaobservatory.org.uk/Population/peopleandpopulation.asp>

4.2 Poverty and deprivation

Cumbria has 29 communities out of 321 (Lower Super Output Areas) that rank within the 10% most deprived of areas in England; these communities are located within the districts of Allerdale, Barrow-in-Furness, Carlisle and Copeland. The most deprived community falls within Central ward in Barrow-in-Furness. Full briefings on the 2015 Indices of Deprivation for Cumbria and the districts can be viewed via the Cumbria Intelligence Observatory in the following location:

<http://www.cumbriaobservatory.org.uk/antipoverty/povertyincumbria.asp>

There are currently 11,700 children aged 1-15 years living in poverty in Cumbria (14.5% of all children aged under 16 years); 13,200 children aged 0-19 live in poverty (13.8%). Both are below national levels of 18.6% and 18.0% respectively. Levels of child poverty in all districts, with the exception of Barrow-in-Furness, are below national levels. In Barrow-in-Furness, 20.8% of all children aged 0-15 years are living in poverty; 20.0% of all children aged 0-19 years. Three wards with the greatest proportion of children living in poverty are: Central ward in Barrow-in-Furness (44.0%); Sandwith ward in Copeland (42.2%); and Moss Bay ward in Allerdale (33.6%). In total, 30 of Cumbria's 166 wards have child poverty levels greater than the national average. Child poverty briefings can be accessed via the Cumbria Intelligence Observatory in the following location:

<http://www.cumbriaobservatory.org.uk/antipoverty/childpoverty.asp>

One in ten Cumbrian households (10.9%) are estimated to be in fuel poverty, above national levels. Levels of fuel poverty in Barrow-in-Furness fall within the worst 10% nationally, and are also greater than the national average in Allerdale and Eden. A fuel poverty briefing is available via the Cumbria Intelligence Observatory website in the following location:

<http://www.cumbriaobservatory.org.uk/antipoverty/fuelpoverty.asp>

4.3 Household income

According to Paycheck (a modelled index of annual household income which has been developed by the company CACI Ltd and is subscribed to by the Cumbria Intelligence Observatory) median household income in Cumbria at May 2016 was £26,192 which is lower than the national (GB) average of £29,449.

When compared to Great Britain, Cumbria had a greater proportion of households with an annual income of less than £10k; 13.3% compared to 11.6% nationally. Of Cumbria's districts, Barrow-in-Furness had the greatest proportion of households with an annual income of less than £10k (16.4%). In contrast, South Lakeland had the smallest proportion of households in the county with annual incomes of less than £10k (9.3%).

A household income briefing for Cumbria and districts can be accessed via the Cumbria Intelligence Observatory website in the following location:

<http://www.cumbriaobservatory.org.uk/economy/householdincome.asp>

4.4 Unemployment

In May 2016 there were 4,705 people in Cumbria claiming either Job Seekers Allowance or Universal Credit (those not in employment), 15 less than in May 2015. Over the year the claimant count in Cumbria has fallen more slowly than nationally (UK), -0.3% compared to -5.7%.

The claimant rate in May 2016 in Cumbria was 1.6%, 0.2% lower than the national rate of 1.8%. Barrow had the highest number of claimants at 1,150 and the highest rate at 2.8%. Claimant rates are also above the 1.8% national average in Allerdale (1.9%) and Copeland (2.1%).

Cumbrian claimant rates for 18-24 year olds (4.3%) and 25-29 year olds (2.7%) are higher than the national average of 3.6% and 2.4% respectively. Rates for 18-24 year olds are double the national average in Barrow-in-Furness (7.5%) and are also higher than the national rate in Allerdale (5.3%) and Copeland (6.5%) (*Cumbria County Council. (2016d)*).

Labour market briefings are prepared monthly and can be accessed via the Cumbria Intelligence Observatory website in the following location:

<http://www.cumbriaobservatory.org.uk/economy/unemployment.asp>

5 What is the level of need and where are the gaps?

5.1 Introduction

Different aspects of crime and community safety issues are covered in the following sections to provide a sense of the issues that affect the residents of Cumbria. Sections cover: all crime; acquisitive crime; violent crime; issues affecting children and young people; other crime including anti-social behaviour, criminal damage and hate crime; offending and re-offending; drug and alcohol misuse; fire safety; road safety and safeguarding. Unless stated otherwise, crime data has been provided by Cumbria Constabulary via the *Crime and Disorder Dashboard* to 31 March 2016.

It should be noted that crime numbers reported in this chapter are based on when a crime is *recorded*, rather than when a crime is *committed* and therefore some crime categories will include historical offences. The location of offences and incidents is based on the geographical location of the incident itself.

Offence rates have been based on mid-2014 population estimates for 2014 wards in England and Wales as published by the Office for National Statistics.

5.2 All Crime

Introduction

Crime response and management is covered by a range of legislation. Local authorities and police services have a duty, under the Crime and Disorder Act 1998, to work together to develop crime and disorder audits and to implement crime and disorder reduction strategies, in addition to working in partnership with other agencies via Community Safety Partnerships (CSPs) to tackle any problems identified. The Crime and Disorder Act 1998 was revised by the Police and Justice Act 2006, which placed duties on responsible authorities to share evidence based data to support CSPs. CSP membership includes the Fire Service, Probation Service, Health Service, Police, local authorities, and a representative from Housing Associations. CSPs have a duty under the legislation to come together as a formal strategic group to carry out assessments of drug misuse, crime levels and patterns, and to produce community safety plans.

Major changes affected police authorities occurred following implementation of the Policing and Social Responsibility Act 2011. From 2012, police authorities were replaced by elected Police and Crime Commissioners (PCCs) for each police force outside London. PCCs are elected representatives. They have responsibility for: setting police and crime objectives for their area through a police and crime plan; setting the police force budget; holding Chief Constables and the police force to account. PCCs aim to cut crime and deliver an effective and efficient police service within their force area, bringing community safety and criminal justice partners together to ensure that local priorities are joined up (*Association of Police and Crime Commissioners, 2016*). The Policing and Social Responsibility Act sets out the basic duties of a Police and Crime Commissioner. There is also provision for amendments to the Licensing Act 2003, providing the police and local authorities stronger powers to refuse licences or remove licences from premises that are causing problems, and enabling local councils to charge more for late-night licences to cover additional policing costs. Amendments to the Misuse of Drugs Act 1971 are also included in the Act; this gives the

Secretary of State power to temporarily ban new psychoactive substances for up to one year while health issues can be investigated by independent experts.

Further reforms and changes are expected. The draft Policing and Crime Bill reached the second reading stage in the House of Commons in mid-July 2016. The bill aims to strengthen collaboration between the emergency services and to ensure that policing services are more accountable and more effective. Changes to policing powers are included, such as detention of people suffering mental health crises, and the length of time people can be held on police bail before they are charged. The draft bill also covers areas such as alcohol licensing and child sexual exploitation.

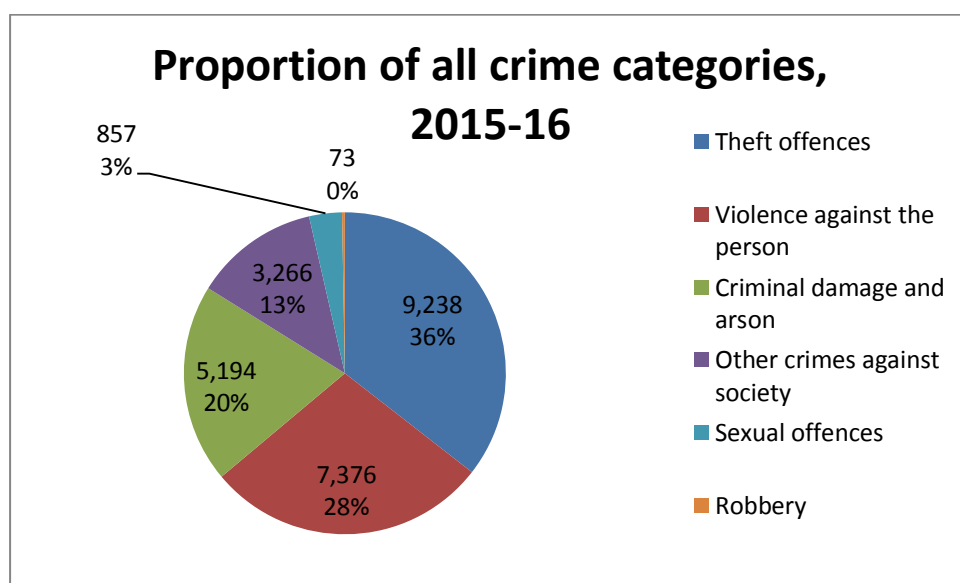
The all crime data provided by Cumbria Constabulary cover a number of main crime categories as shown in Table 1:

Table 1: Main crime categories making up ‘all crime’

Main crime category	Includes
Violence against the person	➤ violence with injury; violence without injury
Sexual offences	➤ rape; other sexual offences
Robbery	➤ robbery of business property; robbery of personal property
Theft offences	➤ theft from the person; bicycle theft; shoplifting; all other theft offences ➤ burglary dwelling; burglary other ➤ theft of a motor vehicle; theft from a motor vehicle
Criminal damage and arson offences	➤ arson ➤ damage to dwellings; damage to other buildings; damage to vehicles; other damage ➤ racially or religiously aggravated damage
Other crimes against society	➤ possession of weapons offences ➤ drugs offences (trafficking and possession) ➤ public order offences ➤ miscellaneous crimes against society

Theft offences accounted for the largest proportion of all crimes in 2015-16 (35.5%; 9,328). Proportions for all the main categories during 2015-16 are illustrated in Figure 1.

Figure 1: Proportions of all main crime categories in 2015-16



Who is at risk, and why?

Local data suggests that males and females aged between 18 and 30 are most at risk of being a victim of crime, whilst males aged 18 to 30 years are most likely to be the perpetrators (*Cumbria Constabulary, 2016a*).

What local data tells us

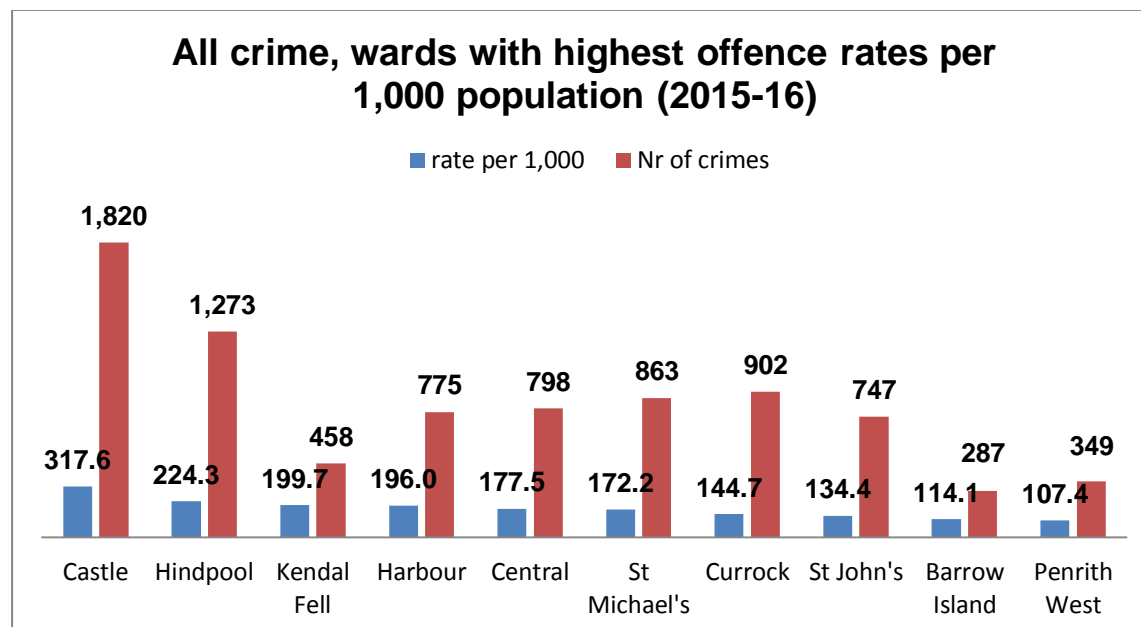
Cumbria is a relatively safe place in which to live work and visit, and the fear of crime is generally lower than in other areas of the country (*Cumbria Constabulary, 2015b*).

However, crime levels have again increased during 2015-16. The snapshot of crime provided by Cumbria Constabulary within the *Crime and Disorder Dashboard* indicates that the total number of offences recorded in Cumbria to the end of March 2016 reached 26,004, an increase of +5.0% (+1,243) compared to 2014-15, and +8.4% (+2,018) compared to 2013-14. This is lower than the national (England and Wales) increase of +7% (*Office for National Statistics, 2015b*). The rate for all crime increased by +2.4 to 52.2 per 1,000 population compared to 2014-15. Variations can be seen across the districts. South Lakeland has seen the largest percentage increase compared to the previous year +14.9% (+516) and the largest rise over a three year period +21.3% (+697). The largest decrease in reported crime levels has occurred in Copeland, a decrease of -2.6% (-93) compared to the previous year. Three districts (Allerdale, Barrow-in-Furness and Carlisle) have crime rates per 1,000 population higher than the county average of 52.2, with the highest crime rate found in Carlisle (68.0). The lowest crime rate was found in Eden (36.1).

Within the county, 43 wards have crime rates per 1,000 population higher than the county rate, and 10 wards have particularly high crime rates for all crime, at over 100.0 per 1,000 population, more than twice the county rate: two of these are in Allerdale (St Michael's and St John's); three in Barrow-in-Furness (Hindpool, Central and Barrow Island); two in Carlisle (Castle and Currock); one in Copeland (Harbour); one in Eden (Penrith West); and one in South Lakeland (Kendal Fell) (*Cumbria Constabulary, 2016a*). Castle Ward in Carlisle had the highest number of all crimes in 2015-16 at 1,820, followed by Hindpool ward in

Barrow-in-Furness with 1,273. Crime rates for ten wards with the highest offence rates are illustrated in Figure 2.

Figure 2: All crime – 10 wards in Cumbria with the highest offence rate per 1,000 population

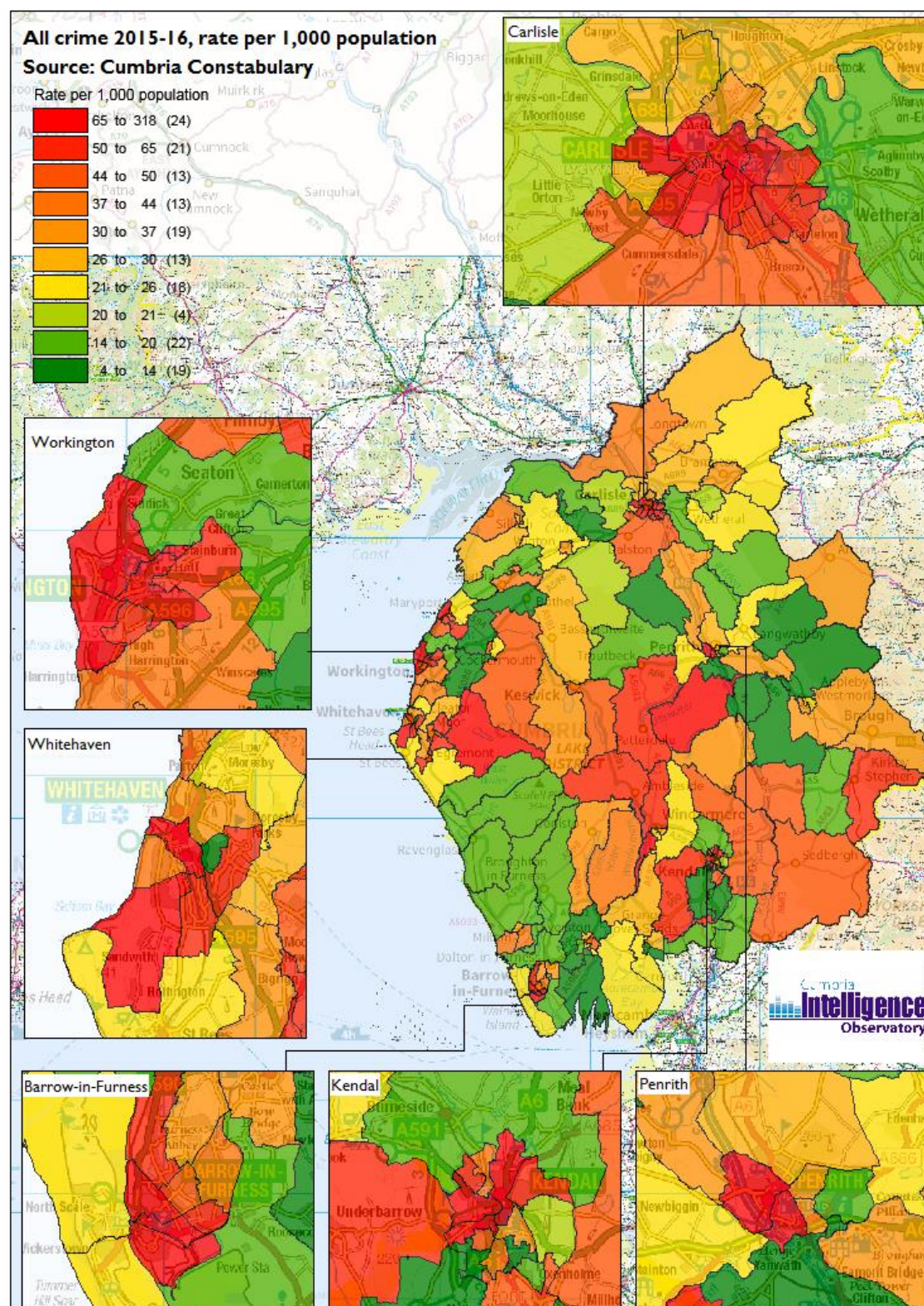


Source: (Cumbria Constabulary, 2016a)

Maps identifying geographical locations of all Cumbria's wards are provided in the [Geographical differences in need](#) section within this document.

Rates for all crime for wards across the county are illustrated in Figure 3.

Figure 3: Map of all crime rates across Cumbria's wards, 2015-16



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Flood related crime

In the aftermath of Storm Desmond in early December 2015, offences were committed that were classed as directly flood related. By 17 January 2016, a total of 63 directly flood related offences had been committed, over three quarters (77.8%, 49) related to acquisitive crime. Over a third (36.5%, 23) were in relation of burglary (other) or attempted burglary (other); a further 17.5% (11) were burglary (dwelling) or attempted burglary (dwelling). One fifth of offences (20.6%, 13) were damage related, including damaged to dwellings, other buildings and vehicles. One offence of deception was also recorded. In addition to recorded crimes, 74 suspicious incidents were recorded, the majority of which (87.8%, 65) occurred within the north of the county (*Cumbria Constabulary, 2016d*).

Overall crime rates (including flood and non-flood related offences) had increased by +8% (+82) across the county, and by +20% (+64) in the north of the county between 5 December 2015 and 10 January 2016 compared to the previous year (*Cumbria Constabulary, 2016d*). Given the known number of reported flood related offences, the majority of this increase is likely to be a direct result of flooding. The incidents are not surprising given the scale of flooding, and that large numbers of flood damaged properties would have been empty and unprotected.

Not all categories of offences and community safety issues have seen an increase compared to the previous 12 months. Decreases were seen in the following categories:

Alcohol related violence against the person offences	
Total number 2,161	Reduction -2.4% (-52)
Hospital admissions for violence (including sexual violence)	
Total number 592	Reduction -12.7% (-86)
Deliberate fires	
Total number 532	Reduction -5.8% (-33)
Drug possession and supply	
Total number 1,070	Reduction -22.4% (-308)
Alcohol specific hospital admissions (under 18 year olds)	
Total number 164	Reduction -15.0% (-29)

Crime rates, counts and trends over the last 12 months for Cumbria and the county's six districts can be viewed in the *crime rate statistical comparison* in the appendices.

5.3 Acquisitive crime

Acquisitive crimes are those in which an offender acquires or takes items from another person, and cover a number of different offence types. The following sections look at theft from a motor vehicle, theft of a motor vehicle, domestic burglary and other types of burglary.

Targeting acquisitive crime is a priority for Cumbria Constabulary (*Cumbria Constabulary, 2015a*).

Who is at risk, and why?

Young people aged 16-24 are more likely to be victims of theft: households owned or rented by people in this age range are more likely to experience burglary and theft or attempted theft of or from a vehicle; young adults aged 16-24 are also more likely to have personal property stolen whilst away from home, either through snatch or stealth theft (*Office for National Statistics, 2013*). Females aged between 18 and 30 years made up the largest proportion of victims of theft from the person offences in Cumbria in 2015-16, 16.8% (21); females aged 60 and over made up the second largest proportion, 16.0% (20). People aged over 60 years, both male and female, are also likely to become victims of household burglaries (*Cumbria Constabulary, 2016a*).

In Cumbria, males of all ages are twice as likely to be victims of vehicle offences. The age group most at risk (for both males and females) is that of people aged between 18 and 30 years (*Cumbria Constabulary, 2016a*). Males aged 41 years and over are more likely to be a victim of burglary other (not in a dwelling) (*Cumbria Constabulary, 2016a*).

In terms of all other theft offences, victims in 2015-16 were fairly even spread between male and females over the age of 18 years, with 2,059 victims in total. Two wards each had more than 100 victims of 'all other theft' offences: Castle ward in Carlisle (134) ; Hindpool ward in Barrow-in-Furness (107) (*Cumbria Constabulary, 2016a*).

5.3.1 Theft from a motor vehicle

The data shows that 818 thefts from motor vehicles were reported across the county during 2015-16, an increase of +11.0% (+81) compared to 2014-15. Numbers had been falling from 1,137 in 2012-13 to a low of 737 in 2014-15. The figure for 2015-16 is the first increase in four years.

Rising trends over the 12 month period between 2014-15 and 2015-16 were seen across Allerdale, Barrow-in-Furness, Carlisle and South Lakeland, with the highest increase seen in Barrow-in-Furness (+49.3%, 33 reported crimes). The highest rates per 1,000 population occurred in Allerdale and Carlisle (both 2.1 per 1,000) higher than the county average of 1.6. The crime rate for Eden, at 1.7 per 1,000 is also higher than the county average, although Eden experienced the second lowest number of thefts from a motor vehicle (88). Theft from motor vehicles fell across Copeland and Eden, with the greatest numerical decrease occurring in Eden (-27.3%, -33). Copeland had the lowest crime rate at 1.0 per 1,000 and the lowest number of crimes related to thefts from motor vehicles (70).

Variations can be seen across Cumbria's communities. In total, 52 wards had crime rates for theft from motor vehicles higher than the county average of 1.6 per 1,000 population, and one quarter (13) of these wards were situated within the Allerdale district. One ward, Crummock ward in Allerdale, had a crime rate more than 10 times higher (17.0 per 1,000) than the county rate. Castle ward in Carlisle had the highest number of crimes at 35 instances in 2015-16. Ten wards across four of the county's districts with the highest crime rates are illustrated in Table 2 (*Cumbria Constabulary, 2016a*).

Table 2: Theft from a motor vehicle, Cumbrian wards with the highest offence rates 2015-16

Theft from a motor vehicle, 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Allerdale	Crummock	26	17.0
Allerdale	Derwent Valley	14	9.1
Eden	Ullswater	11	7.9
Copeland	Ennerdale	7	7.2
Eden	Orton with Tebay	9	6.6
Allerdale	Boltons	12	6.5
Barrow	Central	29	6.4
Carlisle	Castle	35	6.1
Carlisle	St Aidans	34	5.6
Carlisle	Irthing	10	5.0

Source: (Cumbria Constabulary, 2016a)

It is known from information provided by Cumbria Constabulary that theft from motor vehicles is linked to thefts from rural car parks during peak tourist periods (*Cumbria Constabulary, 2015a*). The first six wards listed in Table 2 cover large geographical areas and are relatively sparsely populated. They are also cover areas that are popular with tourists. It would seem likely that thefts in these areas are tourist related.

The majority of victims of vehicle offences in Cumbria during 2015-16 were male (63.5%). For both males and females, those aged between 18 and 30 years were more likely to be victims of vehicle offences (15.4% and 8.8% respectively).

Four wards had more than ten victims of vehicle offences aged 18 to 30 in 2015-16:

- Barrow-in-Furness: Central ward (12)
- Carlisle: Castle (22); Currock (13; St Aidan's (11)

5.3.2 Theft of a motor vehicle

Thefts of motor vehicles have remained relatively stable across the county compared to 2014-15, totalling 284 instances, and show a decrease over a three year period of -6.9% (-21). The picture varies across the districts, with the trend increasing over the 12 month period across Allerdale, Barrow-in-Furness and Copeland, and down across Carlisle and Eden. The highest crime rate per 1,000 population was seen in Carlisle (0.8), higher than the county average (0.6). The lowest crime rates were held jointly by Eden and South Lakeland (0.4). Eden had the lowest number of crimes relating to theft from a motor vehicle (22). Copeland showed the largest percentage increase, +43.5% (+10) compared to 2014-15 and +22.2% (+6) compared to 2013-14. The highest decrease was seen in Eden, -51.1% (-23) compared to 2014-15 and -43.6% (-17) over three years.

Motor vehicle theft crimes vary across Cumbria's wards. In total, 51 wards have crime rates higher than the county average of 0.6 per 1,000 population for theft of a motor vehicle. Almost of quarter (12; 23.5%) of these wards can be found within the Allerdale district. Four wards have crime rates more than three times the county rate: Castle ward and Morton ward

in Carlisle at 2.3 and 2.2 per 1,000 respectively; Kirkoswald ward in Eden (2.1); and Barrow Island ward in Barrow-in-Furness (2.0) (*Cumbria Constabulary, 2016a*). The ten wards with the highest crime rates in Cumbria are summarised in Table 3.

Table 3: Theft of a motor vehicle, Cumbrian wards with the highest offence rates 2015-16

Theft of a motor vehicle, 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Carlisle	Castle	13	2.3
Carlisle	Morton	13	2.2
Eden	Kirkoswald	3	2.1
Barrow-in-Furness	Barrow Island	5	2.0
Copeland	Kells	4	1.6
Carlisle	Denton Holme	10	1.5
Eden	Warcop	2	1.5
Allerdale	Moorclose	7	1.4
Allerdale	St Michael's	7	1.4
South Lakeland	Kendal Underley	3	1.4

Source: (*Cumbria Constabulary, 2016a*)

Of the ten wards in Table 3, all but two (Kirkoswald and Warcop) are wards with lower car or van availability per household than the county average (78.6%). Six wards lie within the lowest 10% in relation to car or van availability per household of all wards in the county: Barrow Island (48.4%); Castle (59.8%); St Michael's (62.6%); Morton (63.4%); Moorclose (64.6%); Denton Holme (65.2%). Kells and Kendal Underley lie within the lowest 25% of wards in relation to car or van availability per household (71.9% and 75.2% respectively) (*Office for National Statistics, 2011a*).

5.3.3 Burglary (dwelling)

During 2015-16, 766 burglary (dwelling) offences were committed. Burglaries of dwellings have increased in 2015-16 by +7.9% (+56) compared to 2014-15 mirroring a three year trend of +9.3% (+65). This upward trend applies to all districts, with the exception of Allerdale and Barrow-in-Furness, where decreases have been seen over a three year period: Allerdale -30.4% (-62); Barrow-in-Furness -17.0% (-26). The highest increase in 2015-16 compared to the previous year was seen in Copeland at +28.4% (+23). Barrow-in-Furness and Carlisle had crime rates per 1,000 population higher than the county average of 1.5, with the highest rate found in Carlisle (2.2). Eden and South Lakeland had crime rates lower than the county average, with the lowest rate in South Lakeland (0.9).

Crime rates vary across Cumbria's wards. Almost one third of wards (50, 30.1%) have experienced crime rates higher than the county average (1.5 per 1,000) in 2015-16. Three wards have crime rates for burglary (dwelling) more than four times the county average: Barrow Island ward in Barrow-in-Furness (6.8 per 1,000), St Aidans ward in Carlisle (6.2) and St Michael's ward in Allerdale (6.2) (*Cumbria Constabulary, 2016a*). Ten wards with the highest crime rates in the county can be viewed in Table 4.

Table 4: Burglary (dwelling), Cumbrian wards with the highest offence rates 2015-16

Burglary (dwelling), 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Barrow	Barrow Island	17	6.8
Carlisle	St Aidans	38	6.2
Allerdale	St Michael's	31	6.2
Carlisle	Castle	31	5.4
Barrow	Central	23	5.1
Allerdale	Netherhall	13	4.2
Barrow	Hindpool	22	3.9
Carlisle	Upperby	20	3.6
Copeland	Cleator Moor South	9	3.3
Copeland	Sandwith	9	3.3

Source: (*Cumbria Constabulary, 2016a*)

During 2015-16, 745 people across Cumbria were reported as victims of burglaries within homes. As all but 0.4% of victims are aged 18 and over, and analysis shows that the number of victims in each ward matches the number of burglary (other) crimes in all but a handful of instances, it would appear that the number of victims is more likely to represent the people reporting the offence rather than the wider number of victims within the home. The number of victims may well not reflect the number of children affected.

5.3.4 Burglary (other)

The number of burglaries (other) rose to 1,458 across the county in 2015-16, an increase of +18.6% (+229) compared to 2014-15. However, as crime numbers for burglary (other) were significantly lower in 2014-15 compared to previous years, the trend over a three year period shows that crimes have in fact fallen by -8.9% (-143) compared to 2013-14. Over the 12 months to March 2016, all districts with the exception of Eden and South Lakeland have experienced an increase in burglary (other) crimes, with the highest increase shown in Barrow-in-Furness +82.7% (+81). A decrease is apparent in Eden during this same period, -13.0% (-20).

The overall crime rate for the county stands at 2.9 per 1,000 population for 2015-16. Crime rates in Allerdale and Barrow-in-Furness are both higher than the county average at 3.8 and 3.2 respectively. South Lakeland has the lowest rate at 2.4.

Crime rates for burglary (other) vary across the county's wards. Two wards in Allerdale have rates more than three times higher than the county rate: St Michael's ward (12.0 per 1,000) and Crummock ward (11.1) (*Cumbria Constabulary, 2016a*). Cumbria's ten wards with the highest crime rates for burglary (other) are shown in Table 5.

Table 5: Burglary (other), Cumbrian wards with the highest offence rates 2015-16

Burglary (other), 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Allerdale	St Michael's	60	12.0
Allerdale	Crummock	17	11.1
Allerdale	Stainburn	14	8.4
South Lakeland	Kendal Fell	18	7.8
South Lakeland	Windermere Bowness South	17	7.6
Copeland	Frizington	20	7.5
Carlisle	Castle	42	7.3
Copeland	Ennerdale	7	7.2
Eden	Kirkby Stephen	18	6.9
Allerdale	Moss Bay	35	6.8

Source: (Cumbria Constabulary, 2016a)

Known victims of burglary (other) totalled 959 in 2015-16 and were predominately male (64.4%, 618) compared to 26.2% (251) female. Gender of a further 90 victims (9.4%) is unknown. Males aged 41 and over made up almost half of all victims (46.9%, 450). Five wards had more than 10 male victims of burglary (other) in the 41+ age range:

- Barrow-in-Furness: Risedale (13); Newbarns (15)
- Carlisle: Denton Holme (12); Dalston (11)
- Copeland: Egremont South (12) (*Cumbria Constabulary, 2016a*)

However, as the number of known victims (959) is less than the total number of burglary (other) offences (1,458) it is likely that the current picture of victims may be incomplete.

5.4 Violent Crime

Violent crime is an offence in which an offender uses or threatens force upon a victim. The following sections look at various aspects of violent crime: violence against the person; hospital admissions for violent crime (including sexual violence); domestic abuse; and sexual offences. Alcohol related violence against the person offences are covered in the [Drug and alcohol misuse](#) section.

5.4.1 Violence against the person

Who is at risk, and why?

The Crime Survey for England and Wales in 2011-12 established that 3 in every 100 adults had been a victim of violent crime of some sort in the preceding 12 months. The likelihood of becoming a victim of violent crime decreased with age, particularly for those aged 75 and over. The age group most at risk of violent crime is considered to be young adult males, aged 16-24 (*Office for National Statistics, 2013*).

Women and girls are at risk of violence. One in six cases (16.3%) of all the Crown Prosecution Service caseload in 2014-15 was related to violence against women and girls, an increase of 3.8 percentage points compared to 2013-14. From victims where age was recorded, two thirds (66%) were aged 25-59 years, 23% were aged 18-24 years. Victims can be vulnerable for a wide range of reasons, including age, drugs, alcohol, learning

difficulties and mental health issues. Of the defendants prosecuted, 93% of those with recorded gender were male, 7% female. The majority of defendants (71%) were aged 25-59 years, although just over one fifth (22%) were aged 18-24 (*Crown Prosecution Service, 2015*).

In Cumbria, local data suggests that victims of violence against the person crimes are more likely to be aged 18 to 30 years, both male and female.

What local data tells us

Cumbria has seen a rise in reported violence against the person offences across the county during 2015-16 to 7,376 in total. Violence against the person offences have also increased nationally (England and Wales) by 27% and are considered to reflect improvements in crime recording processes by the police (*Office for National Statistics, 2015b*). County-wide, reported crimes increased by +12.6% (+826) compared to the previous year, less than the national increase. Alcohol played a part in 29.3% (2,161) of violence against the person offences in 2015-16, a reduction of 4.4 percentage points compared to the previous year.

Violence against the person offences have been rising over a four year period, from 4,448 in 2012-13 to 7,376 in 2015-16. Recorded crimes have risen in all districts with the exception of Allerdale, where reported crimes have remained stable. Three districts (Barrow-in-Furness, Carlisle and Copeland) had crime rates higher than the county average of 14.8 per 1,000 population. Barrow-in-Furness had the highest rate (21.3) whilst Carlisle had the highest number of recorded crimes (2,017). The lowest crime rate was found in Eden (8.1).

The picture of violence against the person crime varied across the county in 2015-16. Three wards had crime rates more than four times the county rate in 2015-16: Castle ward in Carlisle (88.8 per 1,000), Hindpool ward in Barrow-in-Furness (69.8) and Harbour ward in Copeland (59.2). Wards across five districts made up the ten wards with the highest crime rates in the county (*Cumbria Constabulary, 2016a*). These are illustrated in Table 6.

Table 6: Violence against the person, Cumbrian wards with the highest offence rates 2015-16

Violence against the person, 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Carlisle	Castle	509	88.8
Barrow	Hindpool	396	69.8
Copeland	Harbour	234	59.2
Barrow	Central	243	54.0
South Lakeland	Kendal Fell	111	48.4
Barrow	Barrow Island	105	41.7
South Lakeland	Lyth Valley	84	39.2
Allerdale	St Michael's	189	37.7
Carlisle	Currock	214	34.3
Allerdale	St John's	171	30.8

Source: (*Cumbria Constabulary, 2016a*)

Rising violence against the person crime rates may be a result of improved crime recording practices in recent times rather than increased levels of crime. Following an inspection of crime data integrity, carried out by Her Majesty's Inspectorate of Constabulary, a report published in November 2014 found that violence against the person offences had the highest under-recording rates, and that one third (33%) of violence offences that should have been recorded as crimes were not recorded as such. Following the report, steps have been taken by Cumbria Constabulary to improve crime data integrity and compliance with the National Crime Recording Standard (*Cumbria Constabulary, 2015a*).

The Force Strategic Assessment (*Cumbria Constabulary, 2015a*) states that one of the largest increases is in offences classified as harassment. Targeting violent crime remains a priority for Cumbria Constabulary (*Cumbria Constabulary, 2015a*).

In 2015-16, 45.5% of violence against the person victims were female, 44.4% male; gender was unknown in the remaining 10.1% of instances. Females and males aged between 18 and 30 years were the group most at risk of violence against the person (16.5% and 14.1% of victims respectively). Six wards in the county had more than 50 violence against the person victims aged 18 to 30 years in 2015-16:

- Allerdale: St John's ward (81); St Michael's ward (66)
- Barrow-in-Furness: Hindpool ward (166); Central ward (98)
- Carlisle: Castle ward (250); Currock ward (79) (*Cumbria Constabulary, 2016a*)

5.4.2 Hospital admissions for violent crime (including sexual violence)

Introduction

The policy paper *Call to end violence against women and girls* published by the Home Office in 2010 under the 2010 to 2015 Conservative and Liberal Democrat coalition government set out the strategic ambition to address violent crime, including sexual violence. Since 2009/10 hospital admissions for violent crime (including sexual violence) have been falling across the North West and England (*Public Health England, 2015*).

Who is at risk, and why?

Females and males aged between 18 and 30 years were the group most at risk of violence against the person in Cumbria during 2015-16. Females aged from 0-17 years were the group most at risk of sexual offences in 2015-16 in Cumbria.

What local data tells us – hospital admissions

Cumbria's directly age standardised rate of hospital admissions for violence (including sexual violence) was 43.2 per 100,000 population in 2012-13 / 2014-15, significantly better than both the national (England) rate of 47.5 and the North West rate of 74.6, having previously been similar to the England rate. Cumbria's rate has seen a steady improvement since 2010-11/2012-13 when the county's rate was 52.3. North West and England rates have also improved within this time period. In terms of numbers, 592 people were admitted to hospital in Cumbria for reasons of violence and sexual violence during 2012-13/2014-15, a decrease of -12.7% (-86) (*Public Health England, 2015*).

Variations can be seen across Cumbria's districts. Although hospital admission rates have decreased in 2012-13/2014-15 compared to the previous reporting period in Allerdale (40.6 per 100,000), Carlisle (42.6) and Copeland (45.3), their rates are similar to the England

rate rather than significantly better. Copeland has the second highest rate of all Cumbria's districts. Carlisle had the highest number of admissions (137 people) (*Public Health England, 2015*).

The rate in Barrow-in-Furness has seen a small decrease in 2012-13/2014-15 to 69.0 per 100,000 from 71.9 in the previous reporting period. However, the decrease has been smaller than the fall seen nationally and regionally and Barrow-in-Furness remains significantly worse than England (47.5) and similar to the North West. Barrow-in-Furness has the highest rate of all Cumbria's districts (*Public Health England, 2015*).

Although Eden remains significantly better than England and the North West at 21.4 per 100,000 the district's rate has increased from 19.8 per 100,000 in the previous reporting period. However, in terms of numbers the increase is relatively small: 30 people were admitted to hospital in 2012-13/2014-15, an increase of +2. Eden has the lowest rate of all the districts (*Public Health England, 2015*).

South Lakeland similarly has seen a small rate rise in 2012-13/2014-15 to 37.2 per 100,000 from 36.3, although numbers admitted remain the same at 94 people. Whilst South Lakeland remains significantly better than England and the North West, the gap between South Lakeland and the England rate is narrowing (*Public Health England, 2015*).

What local data tells us - hospital Emergency Department attendances

As promoted by the World Health Organisation (WHO), the recording and sharing of Emergency Department (ED) data is a key element of injury prevention and therefore data collected by EDs can contribute to the reduction of violence. Within Cumbria there are three Emergency Departments (EDs): Cumberland Infirmary in Carlisle; West Cumberland Hospital in Whitehaven; and Furness General Hospital in Barrow-in-Furness.

Between April 2014 to March 2015, there were 41,352 ED injury attendances in Cumbria, a figure which includes non-Cumbrian residents. Compared to the previous year this was an increase of +1.0% (+405) from 40,947. Between the same period, there were 1,209 assault related attendances, an increase of +144 (13.5%) from the previous year. Males aged between 15 to 29 accounted for the greatest proportion (42.4%) of assault related injuries over this three year period. Between 2014-15, there were 7,439 children aged 0-14 years presenting with injuries, of those 52 (0.7%) were assault related attendances; 6,879 young people aged 15-24 years presented with injuries, of those 472 (6.9%) were assault related attendances (*Liverpool John Moores University, 2016*).

However, there are limitations with the data. Hospitals within the North Cumbria University Hospitals NHS Trust (Cumberland Infirmary and West Cumberland Hospital) currently do not collect enhanced data for assault-related injury attendances, and therefore it is not possible to differentiate between assault types. For example, sexual violence is not specified, but is marked generally as "assault". Furness General Hospital has started to record enhanced data, although improvements in data quality are required before reporting is available. A breakdown of assault attendances by district is not currently available.

5.4.3 Domestic abuse

Introduction

Targeting domestic abuse is a priority for Cumbria Constabulary (*Cumbria Constabulary, 2015a*).

Who is at risk, and why?

Refuge (*2016*) report that over a third of domestic abuse starts or gets worse when a woman becomes pregnant, putting both the mother and unborn baby at risk. Abuse can increase the risk of miscarriage, infection, premature birth, low birth weight, foetal injury and death.

What does local data tell us?

Recorded instances of domestic abuse have increased slightly in 2015-16 by +1.1% (+81) compared to the previous year and by +2.8% (+195) over a three year period. The largest increase compared to the previous year has occurred in the Eden district at +19.0% (+60), whilst Carlisle district has the largest number of recorded domestic abuse incidents (1,887). Eden district remains the district with the fewest number of domestic abuse crimes, with 375 recorded in 2015-16. An increase was also apparent in Barrow-in-Furness (+4.9%, +70) and Carlisle (+7.3%, +129). Two districts experienced decreases in recorded domestic abuse crimes: Allerdale (-6.4%, -96) and Copeland (-6.9%, -86). There was no significant change in South Lakeland.

Cumbria's crime rate for domestic abuse in 2015-16 is 14.3 per 1,000 population, an increase of +0.1 percentage point compared to 2014-15. Four districts have rates higher than that of the county: Allerdale (14.6), Carlisle (17.5), Copeland (16.7) and the highest rate in Barrow-in-Furness (22.3). The lowest rate is found in Eden, at 7.1 per 1,000.

Proportionally, repeat victims accounted for 38.8% of all domestic abuse incidents in 2015-16, a decrease of -0.3 percentage points compared to 2014-15. At least a third of domestic abuse victims in all districts were repeat victims in 2015-16. Proportions were higher than that of the county as a whole in three districts: Barrow-in-Furness had the greatest proportion of repeat victims (41.2%), followed closely by Copeland (40.2%) and Carlisle (39.6%). Eden district had the lowest proportion of repeat victims (33.1%) although the highest percentage point change (+7.7) of all the districts. South Lakeland also saw the proportion of repeat victims increase by +5.1 percentage points to 34.4%. The largest percentage point decrease occurred in Allerdale district, -3.7 percentage point to 37.8%.

During 2015-16, there were 435 referrals to access Cumbria's Independent Domestic Violence Advisory services through 'Let Go', an increase of +4.1% (+17). Of these, 304 (69.9%) were new referrals, clients who have not previously accessed the service. The majority were female (94.7%, 412). The majority of clients (80.0%, 348) were aged between 21 and 50 years old. The age group with the largest proportion of referrals (32.2%, 140) is that of those aged 21 to 30 years. Referred clients were mainly White British or Irish (94.0%, 409). The proportion of clients with a BME background in 2015-16 was 5.1% (22 referrals), an increase of +2.0 percentage points (+9 referrals) compared to 2014-15 (*Let Go, 2016*). The proportion of BME clients referred to Let Go (5.1%) is higher than the proportion of BME residents in Cumbria identified within the 2011 Census (3.5%). Although the proportion of referred BME clients is higher, the numbers are relatively small. The increase in BME referrals is indicative that there are established referral routes to these

communities that are generally considered harder to reach. Further analysis on proportions of BME referrals is limited given the BME client data available.

In two thirds of referrals in 2015-16 there were children in the household. In total, 572 children were present, an average of 2.1 per household. The majority of children (65.2%, 373) were aged from 0 to 11 years; 22 clients (5.1%) were pregnant (*Let Go, 2016*).

In economic terms, 54.7% (238) of referred clients were not in paid employment, and 43.0% (187) had an annual household income of less than £15,599. One third (36.6%, 159) either had, or foresaw having financial problems, an increase of +5.0 percentage points compared to 2014-15 (*Let Go, 2016*).

Mental health issues were common and suffered by 40.2% (175) of clients, 68% (119) of whom have accessed a specialist service. Around one in eight (11.7%, 51) have either planned or attempted suicide, 11.5% (50) have self-harmed, 5.1% (22) have misused drugs and 9.0% (39) have misused alcohol. Disability affects 15.6% (68) of clients (*Let Go, 2016*).

In the three months prior to intake, physical abuse was experienced by 55.9% (243) of clients; 19.3% (84) experienced sexual abuse; 64.8% (282) experienced harassment and stalking; and 75.6% (329) experienced jealous and controlling behaviours (*Let Go, 2016*).

There are serious socio-economic issues surrounding the perpetrators: 39.5% (172) have misused drugs; 40.2% (175) have misused alcohol; 41.6% (181) had mental health issues; 22.3% (97) had financial problems; and 41.8% (182) had a criminal record related to domestic violence. The majority of perpetrators were male (94.5%, 411); females made up 5.5% (24) of the total in 2015-16 (*Let Go, 2016*).

5.4.4 Sexual offences

Introduction

Quantifying the true prevalence of sexual offences is difficult. There are difficulties in obtaining reliable information on the extent of sexual offences as these incidents are under reported. Police forces and other agencies have worked towards improving their response to the victims of sexual violence, however, figures on sexual offences are largely influenced by the willingness of victims to come forward (*NHS Cumbria CCG, 2013*).

Reported sexual offences have continued an increasing trend within Cumbria as they have nationally. The increase is considered to be due to a combination of improvements in recording by the police and an increase in the willingness of victims to come forward and report to the police (*Office for National Statistics, 2015b*).

Who is at risk, and why?

The number of people accessing support services demonstrates a high demand and need for support. Cumbria's *Bridgeway Sexual Assault Service* became fully operational in December 2015, and has confirmed the need for clinical, therapeutic and support services. By the financial year end 2015-16 over 200 people had been supported by the Independent Sexual Violence Advisor (ISVA) service, with the number accessing forensic examination (which includes immediate sexual health care) higher than expected. Approximately half the cases were under 16 years old. A number of self-referrals have come forward who have

then been supported to report to the police. This indicates a demand and need for non-police routes to services (*Office of the Police and Crime Commissioner, 2016*).

Sexual violence and harassment of young people is not uncommon. A survey commissioned by the Commons' Women and Equalities Committee indicates that around a quarter (27%) of young adults aged 16 to 25 years had felt pressured into "sexting" and sexual activity. Survey results have been captured within the report, *Sexual Harassment and Violence in Schools (Fixers, 2016)*. Within the report, young people report that they had felt under enormous pressure to have sex and behave in a sexualised way from around the age of 12 years, and sometimes younger. Bullying and blackmail, both in the digital and physical world, are potential consequences when sexual images are broadcast to unintended recipients, a situation which can potentially result in young people dropping out of school and having suicidal thoughts. Pressure facing young adults is intense. Some girls report being "bullied for being a virgin", or branded as "frigid" by their peers; others describe a "lad culture" where boys are awarded "lad points" for having sex (*Fixers, 2016*).

Young people aged under 16 years are more likely to be the victim of sexual offences. Victims aged over 16 are more likely to be female (*Office of the Police and Crime Commissioner, 2016*). Evidence suggests that one in five women aged between 16 and 59 have experienced some form of sexual violence since the age of 16 (*Safety Net, 2015*).

What local data tells us

Cumbria Constabulary sexual offences data for 12 months to March 2015 suggest that just under half of all sexual offences (46%) had an adult victim over the age of 16, and that 17% (50) of reported offences were historic. Over a three year period 83% (247) of victims aged 16 and over were female. During the period April 2014 to March 2015 19% (56) of 298 sexual offences with victims aged over 16 were committed by a stranger, 42% (125) of victims knew the offender and 71 (24%) were marked as the relationship between the victim and offender being partner, ex-partner or family (*Office of the Police and Crime Commissioner, 2016*).

In 2015-16, reported sexual offences totalled 857, around 3.3% of all crime in this period. Reported sexual offences increased by +23.5% (+163) compared to 2014-15, and by +102.1% (+433) compared to 2013-14. The increase in Cumbria's sexual offences in 2015-16 compared to the previous year was less than the national increase (England and Wales), at +29% (*Office for National Statistics, 2015b*).

The rise in 2015-16 is mirrored across all districts with the exception of Allerdale and Barrow-in-Furness, where no significant change has been seen. The highest increase during 2015-16 compared to the previous year can be seen in Carlisle, +58.9% (+76); no districts have experienced a decrease over the same time period.

Although no significant change has been seen in Barrow-in-Furness, the district has the highest crime rate (2.1 per 1,000 population). Crime rates for Barrow-in-Furness, Carlisle and South Lakeland are all higher than the county rate (1.7). Eden has the lowest rate (1.3).

Three wards across the county have a higher crime rate for sexual offences than the county rate: Lyth Valley ward in South Lakeland is the highest at 9.8 per 1,000 population, 5.7 times

higher than the county rate; Central ward in Barrow-in-Furness was 6.7 per 1,000 and Sedbergh and Kirkby Lonsdale ward in South Lakeland 6.6 per 1,000. However, it should be noted that for two of these wards (Lyth Valley / Sedbergh and Kirkby Lonsdale) the offence rates are likely to be high as a result of two large scale historical investigations dating back several decades. Cumbria's ten wards with the highest crime rates are listed in Table 7.

Table 7: Sexual offences, Cumbrian wards with the highest offence rates 2015-16

Sexual offences, 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
South Lakeland	Lyth Valley	21	9.8
Barrow-in-Furness	Central	30	6.7
South Lakeland	Sedbergh and Kirkby Lonsdale	40	6.6
Carlisle	Castle	35	6.1
Barrow-in-Furness	Hindpool	27	4.8
South Lakeland	Kendal Fell	10	4.4
South Lakeland	Kendal Far Cross	9	4.3
South Lakeland	Kendal Highgate	9	4.0
Eden	Penrith West	13	4.0
Carlisle	Botcherby	24	3.8
Copeland	Harbour	15	3.8

Source: (Cumbria Constabulary, 2016a)

The greatest proportion of victims of sexual offences in 2015-16 were female (75.4%). Male victims accounted for one in five (19.9%) of all victims; gender is not known in the remaining 4.7% of offences. Females aged from 0-17 years accounted for 43.0% of all victims, with females aged between 18 and 30 years making up 17.8%. The largest proportion of male victims of sexual offence crimes were aged from 0-17 years (17.3%, 146).

Five wards had 10 or more female victims of sexual offences aged between 0 and 17 years:

- Barrow-in-Furness: Central (14); Parkside (13); Hindpool (10)
- Carlisle: Botcherby (16); Castle (11) (Cumbria Constabulary, 2016a)

(Cumbria Constabulary, 2015a) Cumbria Constabulary's *Force Strategic Assessment* raises concerns around an increase in taking or making indecent images of children, which has risen nearly four-fold from 13 offences in 2012-13 to 48 offences in 2014-15. In this type of offence, it is becoming increasingly common for children to become offenders by taking and sharing photographs of themselves and others in their peer group via social media and text. The proportion of child offenders under 16 years old in 2014-15 in relation to indecent images of children was 46% (41 out of 90 offenders in 69 offences). It is likely that the availability of internet devices and technology to increasingly younger children is enabling this type of offence to take place. In 2012-13 the youngest offender was aged 13 years; this reduced to 11 years in 2014-15 (Cumbria Constabulary, 2015a). It is unclear whether this increase in offenders aged under 16 years represents an actual increase, or whether it relates to improvements in recording, awareness amongst young people, and a greater willingness to come forward to report crimes.

Evidence of what works

A partnership of public, private, charitable and voluntary agencies has been working to improve prevention and support to victims of sexual offences. It has identified that the needs of victims could be met through a number of measures:

- Continuing to keep a high profile for sexual assault and providing supportive options for people to come forward to obtain help;
- Providing a range of support for the physical and sexual health needs, emotional or therapeutic needs and practical difficulties of victims;
- Joining-up services so that people obtain all the services they need and experience a service that is as seamless as possible;
- Providing awareness raising and challenging beliefs (particularly views on consent) to reduce sexual offending and help people be more resilient (not implying in any way that they are to blame for becoming a victim) alongside preventative work with people showing sexually harmful behaviour;
- Increasing the confidence of professionals and acceptance of responsibility for identifying sexual abuse or risk factors, including child sexual exploitation (*Office of the Police and Crime Commissioner, 2016*).

In December 2015 a countywide service under the umbrella of The Bridgeway became fully operational. The Bridgeway provides ISVA services from age 5 (previously different services were offered in different parts of the county and limited support for under 16s), some therapeutic services, forensic-medical care, a 24/7 helpline and a single point of access to support services for sexual assault / abuse victim across Cumbria. A new specialist centre in Penrith means that victims of sexual offences no longer have to travel to Preston to have a forensic-medical examination. Therapeutic services in the county have also expanded over recent years so that there are specialist services available across the county for adults affected by sexual abuse as well as children (*Office of the Police and Crime Commissioner, 2016*).

The National Society for the Protection of Cruelty to Children (NSPCC) provides a range of support programmes for children who have been victims of child sexual exploitation, sexual abuse, are displaying sexually harmful behaviour and those children where abuse is suspected but has not been disclosed. Safety Net (North, East and West Cumbria) and Birchall Trust (South Cumbria) provide specialist therapeutic services for children and adults who have been victims of sexual abuse, including working as part of the Bridgeway service. Victim Support (as well as providing the ISVA service for The Bridgeway) also supports victims of sexual offences through specially trained volunteers for the offences and levels of risk which are less high, complementing the service provided by the ISVAs. The Brathay Trust is running a relatively new programme with young people identified as being at risk of child sexual exploitation. There is additional support from Freedom Project and Let Go specialist services for people affected by domestic abuse, where sexual abuse is quite often a factor (*Office of the Police and Crime Commissioner, 2016*).

5.5 Children and young people

Issues around child abuse, child sexual exploitation and children missing from home, including who is at risk and evidence of what works are covered in detail in the JSNA *Children and Families* chapter, published in November 2015, and available via the Cumbria

Intelligence Observatory website. The following sections provide an overview and include information that has become available since the original chapter was published.

5.5.1 Child abuse

Cumbria Constabulary (*Cumbria Constabulary, 2015a*) report that more children are victims of sexual offences than adults. During the 12 months to the end of July 2015, 57% of victims were aged under 16 years, with over a quarter of child sexual abuse occurring within the family (*Cumbria Constabulary, 2015a*). The Crime and Disorder Dashboard (*Cumbria Constabulary, 2016b*) indicates that there were 177 recorded instances of child cruelty during 2015-16, an increase of +24.6% (+35) compared to the previous year. Targeting child abuse is a priority for Cumbria Constabulary (*Cumbria Constabulary, 2015a*).

5.5.2 Child Sexual Exploitation

Introduction

Targeting child sexual exploitation (CSE) is national priority and has a high media profile. It is also a priority for Cumbria Constabulary (*Cumbria Constabulary, 2015a*).

Who is at risk, and why?

Children missing from home form the majority of vulnerable missing persons; this group is considered to be often the group most at risk of abuse and CSE whilst missing from home. The most common group for victims of grooming is 13 to 14 year old girls (*Cumbria Constabulary, 2015a*).

What local data tells us

The overall picture of CSE within Cumbria is identified as single victim / single offender type offending; little is associated with groups or gangs (*Cumbria Constabulary, 2015a*).

During 2015-16, reported crimes with a CSE marker totalled 349, an increase of +47.9% (+113) compared to 2014-15 (*Cumbria Constabulary, 2016a*).

It is acknowledged that the 'selfie' and 'sexting' culture is increasing the risks faced by children and young people. Children and young people are more easily exposed to pornography with increased use and availability of the internet. This exposure may affect their judgement of what is acceptable and normal behaviour, increasing risk of making them vulnerable to abuse and exploitation (*Cumbria Constabulary, 2015a*).

Sexual grooming offences have remained fairly low across Cumbria, totalling 13 in 2015-16, an increase of +8.3% (+1) compared to 2014-15.

Evidence of what works

Increases in crimes with a CSE marker are considered by Cumbria Constabulary to be a result of increased awareness of CSE as a result of awareness raising initiatives. One initiative used in Cumbria is the theatrical production, *Chelsea's Choice*, a play designed to educate young people aged 12+ about the serious and emotional issue of CSE, raising awareness of the issues and the devastating impact that sexual exploitation has on a young person's life. The play has been performed to around 14,000 young people in schools over the last two years (*Cumbria Constabulary, 2016c*).

A further initiative is being trialled in the county. The project 'Tackling CSE in Cumbria' works in partnership with the Office of the Police and Crime Commissioner, Cumbria Constabulary, Brathay Trust and Local Safeguarding Children Board and is a programme for young people who are being, or are at risk of being, sexually exploited. The programme will be delivered by Brathay Trust over two years and aims to create an on-going project that reduces sexual exploitation and achieves sustainable change and has a wider impact on service delivery. The Commissioner has agreed to provide £82,500 over two years to support the delivery of the programme (*Office of the Police and Crime Commissioner, 2015*).

5.5.3 Children missing from home

Who is at risk, and why?

Young people aged between 12 and 17 years are the most likely group to be missing from home (*Cumbria Constabulary, 2015a*). Cumbria Constabulary report that the majority of people repeatedly missing from home are vulnerable children, living in either residential care homes or local authority care of some description. It recognised that being missing from home is an indicator that a child or young person may be the victim of physical and /or sexual abuse, and that while missing from home vulnerable young people are placed at increased risk of CSE (*Cumbria Constabulary, 2015a*).

What local data tells us

In 2015-16, there were a total of 2,404 missing from home cases, an increase of +80.6% (+1,073) compared to 2014-15. Children and young people under the age of 18 years made up 93.1% of these cases, an increase of +158.7% (+1,373) compared to the previous year. Missing from home cases over the age of 18 decreased by -64.4% (-300) compared to the previous year, and made up 6.9% (166) of the total.

The rise in missing from home incidents in children and young people aged under 18 years is mainly down to the fact that the 'absent' category has been dropped by Cumbria Constabulary, a decision supported by an All Party Parliamentary Group report which recommended not using this category (*Cumbria Constabulary, 2016c*).

Young people aged between 12 and 17 years are the most likely group to be missing from home. There is a relatively equal gender split between missing 12-17 year olds. Frequent missing from home incidents contribute towards the total; in the 12 months to July 2015, frequent missing from home incidents accounted for 40.6% of all reported incidents (*Cumbria Constabulary, 2015a*).

During 2015-16 there were 9,180 Vulnerable Child referrals, an increase of +16.4% (+1,292) compared to the previous year (*Cumbria Constabulary, 2016a*). Children are considered vulnerable for a range of reasons including neglect, Children Sexual Exploitation, physical and/or sexual abuse (*Cumbria Constabulary, 2015a*). The rise in Vulnerable Child referrals is mainly as a consequence of the submission of reports in domestic abuse incidents alongside domestic abuse reports to ensure the risk to children in the household is adequately assessed. An increase in CSE reporting has also increased the number of vulnerable child reports (*Cumbria Constabulary, 2016c*).

5.5.4 Young people's offending

Introduction

Cumbria's Youth Offending Service (YOS) is a partnership created by the Crime and Disorder Act 1998, and made up from a range of statutory and other key partners such as the Police, Probation Service and Health. The service works to: prevent offending and re-offending by young people aged from 10 to 17 years; deal appropriately with those who do offend, including encouraging them to make amends for their crimes; and support victims of crime (*Cumbria County Council, 2016f*).

Who is at risk, and why?

The majority of young people at risk are male, aged 15 years or older, from a White ethnic background. Vulnerable young people who are known to Children's Services may be more at risk of offending.

What local data tells us

During 2015-16 a total of 320 crimes were committed by young people in Cumbria, a reduction of -60.4% (-489) compared to 2014-15. The overall number of young people involved in the criminal justice system stood at 140, a reduction of -57.8% (-192). First Time Entrants (FTEs) to the youth justice system also reduced from 192 in the period January to December 2014, to 172 during January to December 2015, a reduction of -10.4% (-20) (*Cumbria County Council, 2016f*).

In the 12 months to March 2015 there were 195 FTEs to the youth justice system compared to the previous 12 months, an increase of +33.6% (+49). The increase in the financial year to March 2015 was caused by a spike in FTEs between July 2014 and June 2015 (177 FTEs in this period). However, numbers have since reduced, and overall for the period January to December 2015 FTEs decreased by -10.4% (*Cumbria County Council, 2016e*).

Of the 177 FTEs between July 2014 and June 2015, one fifth were female (20.9%, 37) the majority male (79.1%, 140). Offences of violence are the main reason for which young people enter the criminal justice system, followed by criminal damage and theft offences. Notably offences of violence are prevalent in each of the three operational areas in Cumbria: and North (Carlisle and Eden), South (Barrow-in-Furness, South Lakeland) and West (Allerdale and Copeland). Of the 177 cases during this period that entered the criminal justice system, almost a third of cases (55, 31.1%) did so through offences of violence. In total, 97 of the 177 (54.8%) were made subject to a Referral Order, 65 (36.7%) received a Youth Caution or Youth Conditional Caution and the remaining 15 young people (8.4%) received other court disposals. A large proportion of the young people who entered the criminal justice system as a FTE already had involvement with Cumbria Children's Services. Of the 177 young people, 52 had current involvement representing 29.4% of the cohort. A further 26 had had previous involvement (14.7%) (*Cumbria County Council, 2016e*).

Youth re-offending rates after 12 months in respect of the July 2013 to June 2014 cohort stand at 1.08 re-offences per young person overall, lower than both the England and North West rates (1.18 and 1.37 respectively) and a small reduction of -0.16 compared to 2013-14 (1.24) (*Cumbria County Council, 2016f*). Not all go on to re-offend. Of the 354 young offenders in the July 2013 to June 2014 cohort, two-fifths (41.0%, 145) went on to reoffend resulting in 2.63 re-offences per young person (382 re-offences in total). However,

compared to the same period in 2013-14 there were 16% fewer re-offenders, representing 28 young people, and a -29% reduction in the number of re-offences (-156). Fewer re-offenders and fewer re-offences resulted in fewer victims over this period (*Cumbria County Council, 2016e*).

Custodial sentences have steadily reduced over the years. In 2015-16 Cumbria saw 16 custodial sentences, a reduction of -50.0% (-16) compared to 2014-15 and a reduction of -60.0% (-24) over a five year period (*Cumbria County Council, 2016f*).

Data from the Youth Justice Board indicates that of the young people in England and Wales who received an out of court or court disposal (a substantive outcome) in the year ending 2015, the majority (82%) were male, 77% were aged 15 years or older and 78% came from a White ethnic background (*Ministry of Justice, 2016*).

Evidence of what works

Prevention of young people entering the youth justice system is paramount and as part of the County Council's 11-19 years contracts the Youth Crime Prevention Triage Service was commissioned to deal with young people who are arrested for a low level offence and admit guilt. This service was delivered by Cumbria Nacro Services, however recent developments have seen all 11-19 years contracts brought in-house, this area of work is now under a 'statement of change' (*Cumbria County Council, 2016e*).

During the period January 2014 to June 2015 (inclusive) a total of 433 young people were referred to the Prevention Triage Services: 152 in the north area; 133 in the south; 148 in the west. Of those who received Prevention Triage Services, it is known that around 34 went on to re-offend and enter the criminal justice system (7.9%), suggesting a 92.1% success rate. It is acknowledged that further analysis and scrutiny involving a larger cohort may influence this figure, however based on these findings this would indicate very positive performance (*Cumbria County Council, 2016e*).

5.6 Other crime

The following sections explore other areas of crime that affect people living in Cumbria that have not been captured in other sections. This section covers the following: fraud; cybercrime; serious and organised crime; terrorism; rural crime; business crime; anti-social behaviour; criminal damage (including arson); deliberate fires; and hate crime.

5.6.1 Fraud

Who is at risk, and why?

Fraud is a deceptive crime, often targeting organisations and individuals indiscriminately. Some victims may be unaware that a crime has taken place, or that they are a victim. Others may be so embarrassed that they have been a victim, that they are unwilling to report the offence to the police (*Office for National Statistics, 2015b*).

What local data tells us

The Office for National Statistics (*2015b*) report an increase of +4% in the volume of fraud offences referred to the National Fraud Intelligence Bureau (NFIB) at the City of London Police. In the year to the end of December 2015, referred fraud crimes totalled 617,618 offences. It is considered that these figures do not capture the full picture of fraud, as it is

known that many cases of fraud do not come to the attention of the police. It is estimated that under half of all fraud crimes are reported.

Nationally the largest increase in fraud referred to the NFIB 2015 was in the banking and credit industry fraud (+12%), crimes involving frauds relating to cheques, plastic cards, and online bank accounts. This increase is considered to be the result of an increase in reported identity fraud in account applications. Financial Fraud Action UK reported 1.5 million cases of fraud on UK-issued cards, cheques and remote banking. Over three quarters of reported fraud crimes (around 1.2 million, 78%) related to remote purchase fraud, including telephone, internet and mail order purchases.

Data regarding the extent of reported fraud crimes in Cumbria has not been available for this JSNA chapter, but should be available in the future.

Evidence of what works

A number of bodies work to prevent the occurrence of fraud offences. These include: Action Fraud, the UK's national reporting centre; Cifas, a UK-wide fraud prevention service; and Financial Fraud Action UK, a body that represents the UK payments industry (*Office for National Statistics, 2015b*).

5.6.2 Cybercrime

Advances in technology including the internet, social media, smart phones and tablets have played a large part in reshaping criminal activity. As well as offenders using technology to plan and coordinate traditional crimes, a new range of crimes are emerging that are being committed solely in cyberspace (*Cumbria Constabulary, 2015a*).

A national cybercrime definition, published by the National Policing Lead for Cybercrime in 2014, defines cybercrime into three types:

- Cyber Dependent Crimes - where a digital system is the target as well as the means of attack (eg attacks on computer systems to disrupt IT infrastructure, and stealing data over a network using malware)
- Cyber Enabled Crimes – 'existing' crimes that have been transformed in scale or form by their use of the Internet.
- The use of the Internet to facilitate drug dealing, people smuggling and many other 'traditional' crime types (*Cumbria Constabulary, 2015a*).

What local data tells us

From August 2014 to July 2015, cybercrimes in Cumbria recorded by Action Fraud increased by +20% (+15) compared to the same period in the previous year, and the number of cybercrime victims increased by +37% (+421). The number of NFIB disseminations to Cumbria Constabulary for investigation more than doubled (+111%, +52). It is difficult to determine whether this increase is an actual increase in cybercrime, or whether it is the result of increased awareness, and improved reporting and recording processes (*Cumbria Constabulary, 2015a*).

Since April 2015, Cumbria Constabulary have been carrying out research to establish reported cybercrime types. Data available for April to June 2015 suggests an average of 23 offences each month, over half (57%) related to harassment offences. Almost all the

harassment offences involved social media use, mainly Facebook or Twitter, and most related to harassment between ex-partners (*Cumbria Constabulary, 2015a*).

Bullying on social media is becoming increasingly common, and can take a variety of forms including:

- Sending threatening or abuse text messages, embarrassing images or videos
- 'Trolling', the practice of sending menacing or upsetting message on social networks
- Setting up hate sites or groups about a particular person
- Encouraging people to self-harm
- Voting for or against someone in an abusive poll
- Sending explicit message, also known as sexting
- Pressuring children into sending sexual images or engaging in sexual conversations (*House of Commons Library, 2016b*).

Indications are that cyberbullying is increasing. The NSPCC report that in 2015-16 cyberbullying was mentioned in 4,541 Childline counselling sessions, an increase of +13% compared to 2014-15. Sexting was also mentioned in 1,392 counselling sessions, an increase of +15% compared to the previous year. Much of the bullying is sexist, racist or homophobic in nature. Cyberbullying can have a detrimental effect on the mental and physical wellbeing of victims (*House of Commons Library, 2016b*).

Farmers are the most recent target for cyber criminals. Criminals are aware that farmers receive considerable annual payments under the EU Common Agricultural Policy, and attempt to gain fraudulent access to bank accounts (*Cumbria Constabulary, 2015a*).

Evidence of what works

Cumbria Constabulary has been developing a cybercrime training process over the last 12 months that has improved understanding and will contribute towards better recording and investigation of cybercrime (*Cumbria Constabulary, 2015a*).

5.6.3 Serious and organised crime

What local data tells us

(*Cumbria Constabulary, 2015a*): Organised crime gangs have not historically been a major issue for Cumbria. However, the Force Strategic Assessment (*Cumbria Constabulary, 2015a*) suggests that youth gang culture has recently increased in Workington, with associated offending ranging from anti-social behaviour and criminal damage to serious violence and sexual offences.

5.6.4 Terrorism

Introduction

Section 47A of the *Terrorism Act 2000* allows a police constable in uniform to stop and search any vehicle and its occupants, or any pedestrian if there is reasonable suspicion that an act of terrorism will take place (*House of Commons Library, 2016c*).

Who is at risk, and why?

The majority of people arrested and charged with terrorism offences are male, aged under 30 years and British nationals. Many offenders in prison are vulnerable to those promoting extremist views (*House of Commons Library, 2016c*).

What data tells us

Between 11 September 2001 and 31 December 2015, there have been 53 deaths nationally (England, Scotland and Wales) as a direct result of terrorist acts (excluding that of the perpetrators). Over this time period 3,157 people were arrested for terrorism related offences. The majority of those arrested (92%, 2,893) were male, a proportion that was maintained for those charged and subsequently convicted. Over half (53%) of those arrested were aged under 30 years; 3% (108) were under the age of 18 at the time of arrest. The majority (60%) of those convicted of terrorism related offences were under 30 years old. Over half of those arrested since 2001 (55%) were British nationals. However, the proportion of British nationals being arrested is changing and in 2015/16 three quarters (75%) of those arrested were British nationals *House of Commons Library, 2016c*).

The government has growing concerns in respect of potential radicalisation of individuals within the prison system. At the end of June 2015, there were 182 prisoners in England and Wales convicted of, or on remand for offences linked to terrorism and extremism. A wider group of prisoners hold extremist views but have been convicted for other offences. A much wider group of prisoners are considered vulnerable to those who would promote extremist views. There are concerns regarding peer-to-peer radicalisation, and targeting of prisoners on probation *House of Commons Library, 2016c*).

Evidence of what works

To support the delivery of the 'Prevent Strategy' (part of the Government's counter-terrorism strategy designed to tackle the problem of terrorism at its roots and preventing people from supporting terrorism or becoming terrorists themselves) Cumbria Constabulary will produce Counter Terrorism Local Profiles that will be shared with Partners to allow for informed decision making. A Counter Terrorism Local Profile is a report that outlines the threat and vulnerability from terrorism-related activity within a specific area such as a police Basic Command Unit, Local Policing Unit, local authority area or force (*Cumbria County Council, 2016c*).

5.6.5 Rural crime

Cumbria Constabulary's *Rural Crime Strategy 2014-16* identifies rural crime as "any crime and anti-social behaviour that takes place in a rural location or as identified as rural crime by the victim". Four main types of rural crime have been identified: theft, burglary other than in a dwelling, theft from motor vehicles and criminal damage. Over three years between 2010-2012 rural crime accounted for 19% of all crime in Cumbria affecting rural businesses, wildlife and the environment, tourism and local people alike (*Cumbria Constabulary, 2014*).

Average crime rates are considered to be lower in rural areas compared to urban areas according to the Department for Environment, Food and Rural Affairs (DEFRA). Overall, the rate of rural crime has been decreasing between 2005-06 and 2012-13 for all crime types (*DEFRA, 2013*). Evidence put together by NFU Mutual using claims data also suggests that rural crime rates are falling. The cost of rural theft was down overall by -15.0% in the UK in 2014. However, rural crime is increasing in some areas, in particular around quad bike theft and livestock crime (*NFU Mutual, 2015*).

Although rates may be falling, the impact of rural crime is still significant. A survey carried out by the National Rural Crime Network (2015) across England, Wales and Northern Ireland in 2015 estimates the financial cost to rural communities to be in the region of £800 million. The impact could be even greater as the survey established that a significant level of crime goes unreported.

Criminal gangs often have an impact on Cumbria in relation to acquisitive crime, particularly in the east of the county, in the Eden district. Farmers too have fallen victim to criminals from outside the county who target farm buildings and machinery, again particularly in the Eden district with its links to main arterial routes into the county (A66, A69 and A684) (*Cumbria Constabulary, 2015a*).

5.6.6 Business crime

Recorded incidents of business crime continue to rise in Cumbria with 4,866 incidents during 2015-16, an increase of +7.3% (+333) compared to the previous year, and +9.0% (+401) compared to 2013-14. The largest increase compared to the previous year is in Allerdale district, +22.1% (+196). Smaller increases were seen in South Lakeland +13.2% (+93) and Copeland +5.6% (+25). No significant change was observed in Barrow-in-Furness, Carlisle and Eden. Carlisle continues to have the highest number of recorded business crimes (1,441) and the highest crime rate at 13.3 per 1,000 population. Allerdale and Barrow-in-Furness both had crime rates of 11.2 per 1,000 which is higher than the overall Cumbria rate of 9.8. Eden district had the lowest number of business crimes (322) and the lowest rate (6.1).

Shoplifting accounted for almost half of all recorded business crimes in Cumbria in 2015-16 (47.4%, 2,308), an increase of +7.0% (+150) compared to the previous year. Shoplifting increased across all districts with the exception of Barrow-in-Furness where the offence decreased by -10.5% (-45) compared to the previous year. However, shoplifting continues to comprise 50.7% (383) of all business crime in Barrow-in-Furness. Shoplifting proportions were greatest in the Carlisle district, making up 59.5% (858) of recorded crimes, an increase of +4.4% (+36). Shoplifting proportions were smallest in the Eden district (32.3%, 104) although the district also experienced an increase of +35.1% (+27).

Criminal damage made up almost a quarter of recorded crimes across the county (23.5%, 1,142), an increase of +15.2% (+151). The criminal damage proportion of crime was similar in Allerdale district (22.9%) although the percentage increase (+41.7%, +73) was higher than the county picture and the highest of all the districts. Barrow-in-Furness had the largest proportion of criminal damage crimes of all the districts (27.5%) and the second largest increase in recorded crimes (+24.6%, +41). Copeland experienced the largest decrease, -9.1% (-11).

The third largest proportion of recorded business crimes for Cumbria as a whole was made up from the "all other theft offences" category (14.0%, 679), a reduction of -9.1% (-68) compared to 2014-15. Carlisle district had the lowest proportion of crimes in this category (9.6%), a decrease of -24.5% (-45) compared to the previous year. Eden had the highest proportion (23.6%), a decrease of -9.5% (-8). For Allerdale district, a different crime category made up the district's third largest crime group; burglary in a building other than a

dwelling made up 14.3% of all Allerdale business crimes, an increase of +52.0% (+53) compared to the previous reporting period.

5.6.7 Anti-social behaviour

Reported anti-social behaviour incidents continue to fall across the county. Throughout 2015-16 a total of 13,803 anti-social behaviour offences were reported, a decrease of -31.7% (-6,405) compared to 2014-15 and -42.2% (-10,071) compared to 2013-14. This trend is mirrored across all the districts, with decreases compared to 2014-15 ranging from -27.5% (-770) in South Lakeland to -36.2% (-527) in Eden. The largest number of reported offences occurred in Carlisle, where 3,785 crimes were recorded.

Cumbria's crime rate for anti-social behaviour in 2015-16 is 27.7 per 1,000 population. Two districts have crime rates higher than the county average: Barrow-in-Furness (41.8) and Carlisle (35.0). Eden has the lowest crime rate (17.7) and the smallest number of reported offences (929) during 2015-16. The picture varies across Cumbria's wards. One quarter (25.9%, 43) of all wards have crime rates for anti-social behaviour higher than the rate for the county. Two wards have rates more than five times higher than the county rate: Central ward in Barrow-in-Furness (170.8 per 1,000); Castle ward in Carlisle (141.2). Ten wards in Cumbria with the highest crime rate per 1,000 population are listed in Table 8.

Table 8: Anti-social behaviour, Cumbrian wards with the highest offence rates 2015-16

Anti-social behaviour 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Barrow-in-Furness	Central	768	170.8
Carlisle	Castle	809	141.2
Copeland	Harbour	457	115.6
South Lakeland	Kendal Far Cross	225	106.3
Barrow-in-Furness	Hindpool	522	92.0
Allerdale	St Michael's	443	88.4
Barrow-in-Furness	Barrow Island	205	81.5
South Lakeland	Kendal Mintsfeet	164	76.5
Carlisle	Currock	432	69.3
Eden	Penrith South	183	69.0

Source: (Cumbria Constabulary, 2016a)

Youth anti-social behaviour

The picture for youth anti-social behaviour is slightly different. During 2015-16, youth anti-social behaviour incidents increased very slightly by +1.6% (+61) compared to 2014-15, giving a crime rate of 7.7 per 1,000 population compared to 7.6 in 2014-15. Reported youth anti-social behaviour crimes had been decreasing previously. The largest increase during 2015-16 was seen in Carlisle at +20.4% (+192); Allerdale also saw a large increase of +17.9% (+108). Conversely, Copeland and Eden saw large decreases of -18.8% (-107) and -17.0% (-40) respectively.

Crime rates in 2015-16 for Barrow-in-Furness and Carlisle are higher than the county (7.7) at 11.6 and 10.5 respectively. Eden has the lowest rate of all the districts (3.7).

The picture of youth anti-social behaviour varies across Cumbria's wards. Three in ten wards (30.1%) have crime rates for anti-social behaviour higher than the county rate, and three wards have crime rates four or more times higher than the county rate: Central ward in Barrow-in-Furness (44.7 per 1,000); Kendal Mintsfeet ward (35.5); and Kendal Far Cross ward (31.2). Central ward in Barrow-in-Furness had the highest number of recorded anti-social behaviour crimes (201). Crime rates and numbers for ten wards throughout the county with the highest anti-social behaviour crime rates can be seen in Table 9.

Table 9: Youth anti-social behaviour, Cumbrian wards with the highest offence rates 2015-16

Youth anti-social behaviour 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Barrow-in-Furness	Central	201	44.7
South Lakeland	Kendal Mintsfeet	76	35.5
South Lakeland	Kendal Far Cross	66	31.2
Carlisle	Castle	174	30.4
Allerdale	St Michael's	150	29.9
Barrow-in-Furness	Hindpool	154	27.1
Carlisle	Belle Vue	174	26.2
Eden	Penrith South	65	24.5
South Lakeland	Kendal Highgate	41	18.3
Copeland	Harbour	72	18.2
South Lakeland	Kendal Kirkland	37	18.2

Source: (Cumbria Constabulary, 2016a)

5.6.8 Criminal damage (including arson)

Who is at risk, and why?

Young adults aged between 18 and 30 years were more frequently the victims of criminal damage and arson crimes in Cumbria in 2015-16 (Cumbria Constabulary, 2016a).

What local data tells us

During 2015-16 there were 5,194 criminal damage offences (including arson) recorded in Cumbria, an increase of +5.0% (+245) compared to 2014-15. However there has been no significant change over three years from 2013-14, -0.7% (-37).

All districts saw an increase in offences during 2015-16, with the exception of Copeland where there was a decrease of -19.1% (-166). The highest increase was in Carlisle, +15.6% (+189). South Lakeland has also seen a large increase of +31.5% (+182) over three years compared to 2013-14.

Three districts had crime rates in 2015-16 higher than the county rate of 10.4 per 1,000 population: Barrow-in-Furness (13.0), Eden (13.0) and Allerdale (11.5). Eden had the lowest rate at 6.3.

Across the county, 47 wards had crime rates higher than the county's rate, 11 of these wards were in South Lakeland. Three wards had rates almost four times the county rate: Central and Hindpool wards in Barrow-in-Furness, and Castle ward in Carlisle. Rates and crime numbers for the ten wards with the highest crime rates during 2015-16 are set out in Table 10.

Table 10: Criminal damage (including arson), Cumbrian wards with the highest offence rates, 2015-16

Criminal damage (including arson), 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Barrow-in-Furness	Central	184	40.9
Carlisle	Castle	234	40.8
Barrow-in-Furness	Hindpool	229	40.3
South Lakeland	Kendal Fell	83	36.2
Allerdale	St Michael's	174	34.7
South Lakeland	Kendal Mintsfeet	69	32.2
Allerdale	St John's	167	30.0
Copeland	Harbour	112	28.3
Allerdale	Moss Bay	138	26.9
Carlisle	Currock	155	24.9

Source: (Cumbria Constabulary, 2016a)

During 2015-16, data from Cumbria Constabulary (*Cumbria Constabulary, 2016a*) indicates that of the 3,934 people recorded as victims of criminal damage and arson offences, almost a quarter (23.6%, 928) were aged from 18 to 30 years (both male and female). Eight wards had 25 or more recorded victims in this age group, with the highest found in Hindpool ward in Barrow-in-Furness (46 victims). Five wards were situated within the Carlisle district. All eight wards are listed below:

- Allerdale: Moss Bay (27)
- Barrow: Hindpool (46); Central (37)
- Carlisle: Castle (37); Belle Vue (35); Currock (30); Morton (27); Denton Holme (25)

5.6.9 Hate crime

What local data tells us

Recorded hate crimes (all types) across the county rose by +12.1% (+41) to a total of 379 in 2015-16 compared to 2014-15, and have risen by +60.6% (+143) over a three year period. Recorded hate crimes have increased across all districts compared to 2013-14; the lowest percentage increase has been seen in Barrow at +43.8% (+14) whilst the highest percentage increase has occurred in Copeland, where recorded hate crimes have doubled, +100% (+25).

Variations can be seen across the county in 2015-16 compared to the previous year. Hate crimes have increased in Allerdale, Carlisle, Eden and South Lakeland, with the largest percentage increase apparent in Eden, +76.5% (+13). However, recorded hate crimes have decreased in one district, Barrow-in-Furness, by -30.3% (-20) compared to the previous year. There is no significant change in Copeland.

Crime rates for hate crime vary across the districts, from 0.4 per 1,000 population in South Lakeland to 1.2 in Carlisle. The overall rate for Cumbria is 0.8. Crime rates vary across Cumbria's wards. Three wards have crime rates more than five times higher than the county rate: Castle ward in Carlisle (7.3 per 1,000); Harbour ward in Copeland (4.6) and Hindpool ward in Barrow-in-Furness (3.9). Crime numbers and rates for ten wards with the highest hate crime rates in 2015-16 are captured within Table 11.

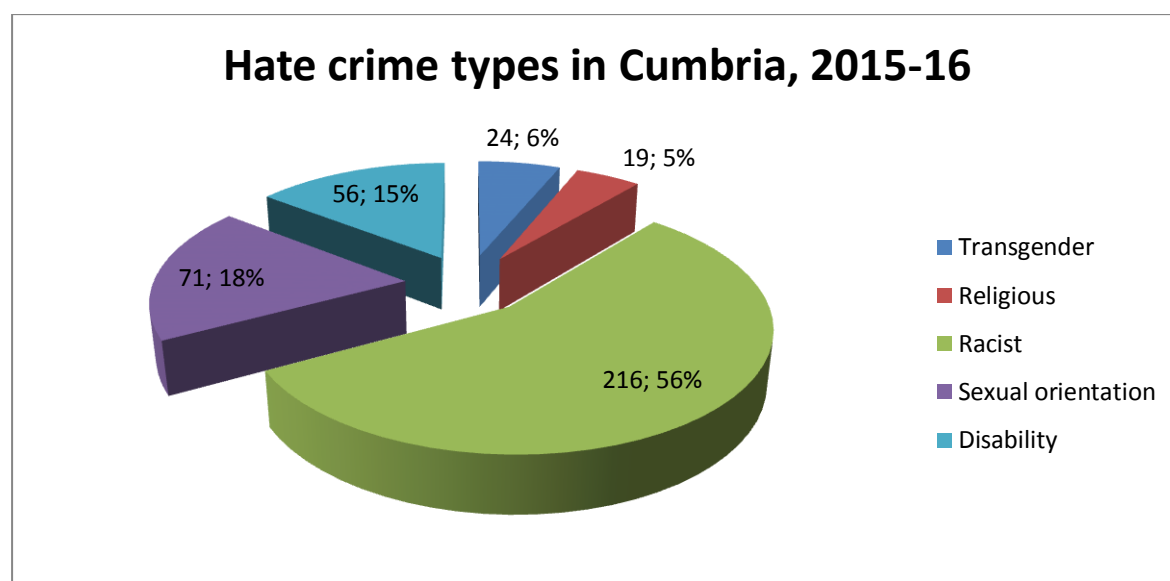
Table 11: Hate crime (all types), Cumbrian wards with the highest offence rates 2015-16

Hate crime (all types), 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Carlisle	Castle	42	7.3
Copeland	Harbour	18	4.6
Barrow-in-Furness	Hindpool	22	3.9
South Lakeland	Kendal Fell	7	3.1
Carlisle	Currock	17	2.7
Allerdale	Christchurch	9	2.6
Eden	Appleby (Appleby)	3	2.4
South Lakeland	Windermere Bowness South	5	2.2
Allerdale	St Michael's	11	2.2
Carlisle	Belle Vue	13	2.0

Source: (Cumbria Constabulary, 2016a)

The majority of hate crimes in 2015-16 were racially motivated. Figure 4 provides a breakdown of hate type crime. It should be noted that a hate crime can have more than one hate type per crime, so that the total number of hate crimes in the county is less than the sum of the individual hate crime types (Cumbria Constabulary, 2016a).

Figure 4: Proportion of hate crime by type, 2015-16



Source: (Cumbria Constabulary, 2016a)

Recorded instances of hate crime have increased in Cumbria in 2015-16 compared to the previous year in relation to transgender motivated hate crimes (+300%, +18), religiously motivated crimes (+35.7%, +5) and racism related crimes (+18.7%, +34). Hate crimes related to sexual orientation have remained static, whilst disability related crimes have seen a slight decrease across the county (-6.7%, -4).

The majority of hate crimes within Cumbria in 2015-16 were racially motivated, with the highest number occurring in Carlisle district (91). Increases were seen in South Lakeland (+68.8%, +11), Carlisle (+24.7%, +18) and Copeland (+16.0%, +4). The largest percentage increase was found in Eden district (+77.8%, +7). Only one district experienced a decrease in racially motivated crimes, Barrow-in-Furness, with a decrease of -21.9% (-7).

Over three in five (62.0%) of hate crimes related to sexual orientation occurred within Allerdale and Carlisle, with 22 crimes recorded in each district. For Allerdale, this represented an increase of +83.3% (+10) compared to the previous year, whilst for Carlisle the increase was smaller at +15.8% (+3). An increase of +5 was recorded in the Eden district, compared to no recorded crimes over the previous year. Decreases were experienced by Barrow-in-Furness of -55.0% (-11), Copeland -33.3% (-4) and South Lakeland -37.5% (-3).

Recorded disability related crimes have decreased slightly in Cumbria in 2015-16 compared to the previous year (-6.7%, -4), and this is mirrored across three districts. Recorded crimes decreased in Allerdale (-9.5%, -2), Carlisle (-29.4%, -5), Eden (-20.0%, -1). Increases were seen however in Barrow-in-Furness (+37.5%, +3) and South Lakeland (+33.3%, +1). There was no change in Copeland.

Transgender related crimes saw the largest increase in Carlisle, from no recorded crimes in 2014-15 to 8 in 2015-16. Allerdale also saw 8 transgender related crimes in 2015-16, compared to one in the previous year. Transgender related crimes decreased in Copeland by -100.0% (-4) with no crimes reported in 2015-16.

Hate crimes for religious reasons decreased in Allerdale (-25.0%, -1) Barrow-in-Furness (-50.0%, -1) and South Lakeland (-50.0%, -1) in 2015-16 compared to the previous year. Carlisle saw an increase of +60.0% (+3), whilst Copeland saw the highest increase +400.0% (+4).

Evidence of what works

It is suspected that hate crime is likely to be under reported and is therefore likely to be higher. It could therefore be seen as encouraging that numbers of reported hate crime incidents are increasing.

Initiatives are being carried out in Cumbria to raise awareness and encourage people to report hate crime. Cumbria Constabulary has 49 Hate Incident Reporting Centres located throughout the county and online hate crime reporting facilities. In addition, the Cumbria Office of the Police and Crime Commissioner *Turning the Spotlight on Hate Crime Programme* aims to tackle the root causes of hate crime. Individuals who have been perpetrators of hate crime or who are at risk of offending can be referred to the programme

which aims to help and support those individuals to have a better understanding of different communities and the impact of hate crime on victims, witnesses and their families.

5.7 Offending and Re-offending

The concept of a "dangerous offender" was introduced by the Criminal Justice Act 2003. Since April 2005, the Act has allowed indefinite imprisonment sentences to be applied in the interest of public protection and extended imprisonment sentences to be applied in relation to dangerous sexual offenders and violent offenders.

An estimated 15% of the incidents dealt with by the police in the UK have a mental health concern. There is difficulty around defining offenders with a mental disorder (whether they are offenders with a mental health disorder, or people whose mental health disorder has led them to commit a crime) and therefore whether they should be dealt with by the police or by mental health services (*Community-safety.info*, 2015). Whilst the 1983 Mental Health Act focused on strengthening the rights of patients to seek independent reviews of their treatment, the Mental Health Act 2007 made some key changes. The main focus is now on public protection and risk management, and the Act has introduced compulsory community treatment orders. Police officers have the power to remove anyone from a public place who is considered to be mentally disordered and requiring immediate care of control. People have to be moved to a place of safety, such as a hospital or care home, although police stations can be used as a last resort. Under Section 136, people can be held for up to 72 hours, and during this time they should be assessed by a doctor and an Approved Mental Health Professional (AMHP).

Who is at risk, and why?

Offending behaviour is often linked to physical and mental health and wellbeing. Mental disorder and its subsequent impact on crime is considered to be significant, with links established to persistent offending (*Community-safety.info*, 2015). A large proportion of families with multiple needs are managed through the criminal justice system, with needs often across the generations. Offenders often experience significant health inequalities. It is understood that re-offending has an impact that is wider than the individual, but affects additionally offenders' children, families and the wider communities of which they are part. It is estimated that Cumbria Constabulary are dealing with an average of 30 to 40 mental health cases each day (*Cumbria Office of the Police and Crime Commissioner*, 2016).

In 2014-15, there were a total of 4,855 people registered with a mental health condition (schizophrenia, bipolar affective disorder and other psychoses) on GP Registers across Cumbria CCG, a registration rate of 0.94%; this is above the England average of 0.88%. Levels of deprivation are a key determinant of mental health disorders. People living in more deprived areas are likely to have higher levels of mental health conditions and higher needs for services.

Offending - what local data tells us

Probation services were divided in 2014 into a public sector National Probation Service and 21 new Community Rehabilitation Companies (CRCs) operated by primarily private providers. The National Probation Service has responsibility for monitoring and managing all high risk of harm offenders and those convicted of sexual offences. Within Cumbria, the Cumbria and Lancashire Community Rehabilitation Company (CLCRC) manages all

offenders not managed by the National Probation Service. The aim of the CLCRC is to protect the public by delivering effective offender management and rehabilitation services to low and medium risk offenders who are serving community sentences or have been released from prison on licence.

CLCRC operate teams covering Barrow-in-Furness, Carlisle and Workington / Kendal. A further team manages low risk offenders from a central hub. Information provided by CLCRC at mid-June 2016 indicates there are 1,458 offenders currently residing in Cumbria. The majority of these (83.7%) are male, 16.3% female. Just over half of all offenders (53.8%, 784) have been assessed as low risk or re-offending or causing harm, with 45.5% (664) assessed as medium risk. One offender was assessed high risk. In total, 73 offenders are on the active child protection register, an increase of +10.6% (+7) compared to mid-August 2015, and 219 offenders are on the domestic violence perpetrator register, an increase of +36.9% (+59) (*CLCRC, 2016*).

Robbery and violence account for 32.0% of offences committed by offenders managed by CLCRC, theft (non-motor) makes up 11.0%, drug possession and / or supply account for 10.7%, whilst public order offences make up 10.5% (*CLCRC, 2016*).

As of June 2016, the National Probation Service in Cumbria was managing 765 offenders. The majority of the caseload were male (95%, 728), the remainder female (5%, 37). Over half (57%, 433) were assessed as being of medium risk, 40% (306) were high risk, and 1% (11) were assessed as very high risk. Over half are in custody (53%, 405) and the remainder serving sentences in the community (47%, 360). The majority of the caseload is made up of violent offenders (41%, 335), and this will include domestic violence offences. Almost one fifth (19%, 153) have been convicted of sexual offences against children and 11% (91) of sexual offences against adults (*National Probation Service, 2016*).

Risks posed by the most serious sexual and violent offenders are managed under Multi-Agency Public Protection Arrangements (MAPPA), which brings the police, probation and prison services together as a MAPPA Responsible Authority, working with other local agencies. At the end of March 2015, there were 608 MAPPA-eligible offenders in Cumbria, an increase of +10.1% (+56) compared to March 2014. Registered sex offenders accounted for 72.0% (438) of the total, an increase of +14.4% (+55) compared to the previous year. Violent offenders made up 27.8% totalling 169 offenders, numbers similar to the previous year (*MAPPA, 2015*). At mid-June 2016, the National Probation Service were managing 681 MAPPA-eligible offenders in Cumbria, 89% of the total caseload (*National Probation Service, 2016*).

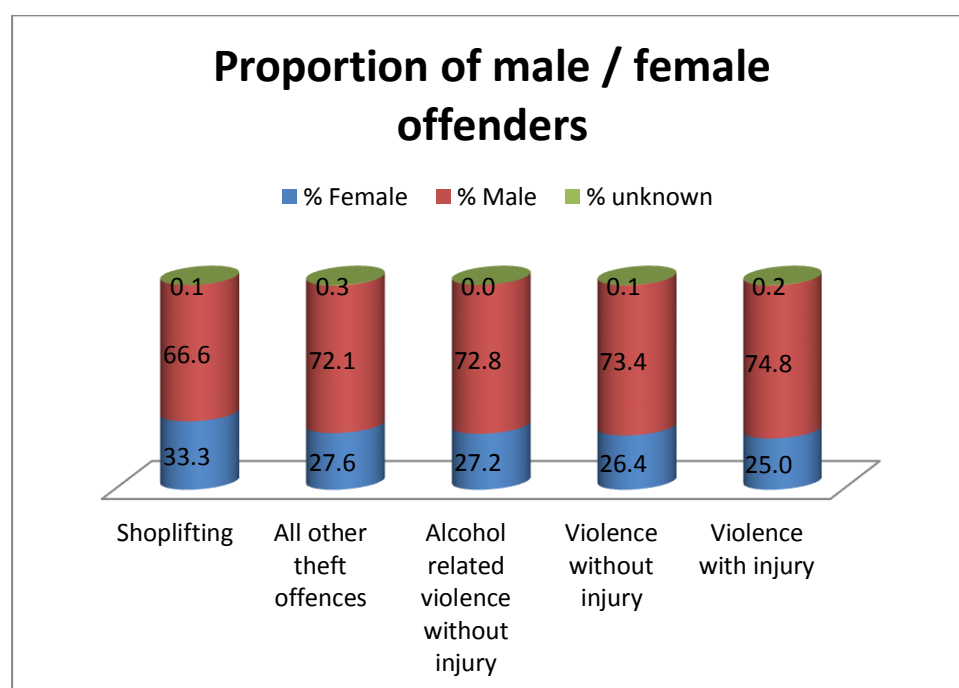
Across a range of 8,377 crimes committed in 2015-16 the majority (78.0%) were committed by males, with almost a third (32.1%) committed by males aged between 18 and 30 years. Castle ward in Carlisle had the highest number of crimes committed by males aged 18 to 30 years, with 306 offences during 2015-16. Seven wards with the highest numbers of crimes committed by males aged 18 to 30 years are situated in four districts:

- Allerdale: St John's (114); St Michael's (85)
- Barrow-in-Furness: Hindpool (176); Central (104)
- Carlisle: Castle (306); Currock (101)
- Copeland: Harbour (119) (*Cumbria Constabulary, 2016a*).

The majority of offenders of alcohol related violent crimes (with and without injury) in 2015-16 were male (77.6%), with 40.4% of offences committed by males aged 18 to 30 years. Two wards had 80 alcohol related violent crimes committed by male offenders in this age range: Hindpool ward in Barrow-in-Furness (96 offences) and Castle ward in Carlisle (80 offences) (*Cumbria Constabulary, 2016a*).

Although the overall proportion of female offending across a range of crimes is in the region of 22.0%, some crime categories have higher proportions of female offenders, notably shoplifting (33.3%) (*Cumbria Constabulary, 2016a*). Five crime categories with the highest proportion of female offenders are illustrated in Figure 5.

Figure 5: Crime categories with higher levels of female offenders



Source: (*Cumbria Constabulary, 2016a*)

Re-offending – what local data tells us

Ministry of Justice proven re-offending statistics for 2013 indicate that 29.1% of offenders in Cumbria went on to re-offend. This represents an increase of +1.7 percentage points compared to the previous year, and is a higher proportion than that of the North West (28.0%) and England (26.4%). Differences were seen across Cumbria's districts. Three districts had proportions higher than the Cumbria average: Allerdale (31.3%); Barrow-in-Furness (31.8%); Carlisle (31.1%). Proportions in Eden (20.3%) and South Lakeland (23.4%) were lower than England and the North West (*Public Health England, 2013*).

All districts saw increases in the proportion of re-offenders with the exception of Copeland, where the proportion decreased by -0.5 percentage points to 27.8%. Barrow-in-Furness had the largest proportion of offenders who went on to re-offend of all the districts, and Allerdale

had the largest increase in percentage points (+4.2). Eden district had the lowest proportion of all Cumbria's districts (*Public Health England, 2013*).

In 2013 re-offences increased across the county by +12.7% to 0.89 re-offences per offender (from 0.79 in 2012) and were higher than England (0.82) although comparable to the North West region (0.88). Three districts had rates higher than the Cumbria average: Allerdale (1.01), Barrow-in-Furness (1.01), Carlisle (0.99). Allerdale had the highest percentage increase (+34.7%), with a rate higher than England and the North West, having previously been lower than the North West. The rate in Barrow-in-Furness and Carlisle remained higher than both the England and North West rate. The rate in Allerdale is now higher than the North West rate. Rates in Eden (0.49) and South Lakeland (0.60) remained largely unchanged.

5.8 Drug and alcohol misuse

Issues around drug and alcohol misuse, who is at risk, and evidence of what works are covered in detail within the JSNA *Healthy Living and Lifestyles Chapter* published in October 2015 and available via the Cumbria Intelligence Observatory website. The following sections provide an overview and include information that has become available since the original chapter was published.

5.8.1 Substance misuse

During 2015-16 there were 2,923 service users in contact with Unity Drug and Alcohol Services Cumbria (Unity), the county's provider of statutory services to adults (aged 18+) with alcohol and drug problems. This represents a decrease of -6.3% in drug and alcohol referrals (-195 service users) compared to 2014-15 and a decrease of -9.8% (-317 users) compared to 2013-14. Eden district saw the largest percentage decrease in drug and alcohol referrals, -17.1% (-40 users) whilst Barrow-in-Furness saw the largest reduction in terms of numbers (-123, -16.6%) (*Unity, 2016*). The largest number of Unity drug and alcohol clients are in Carlisle (790) and Barrow-in-Furness (616).

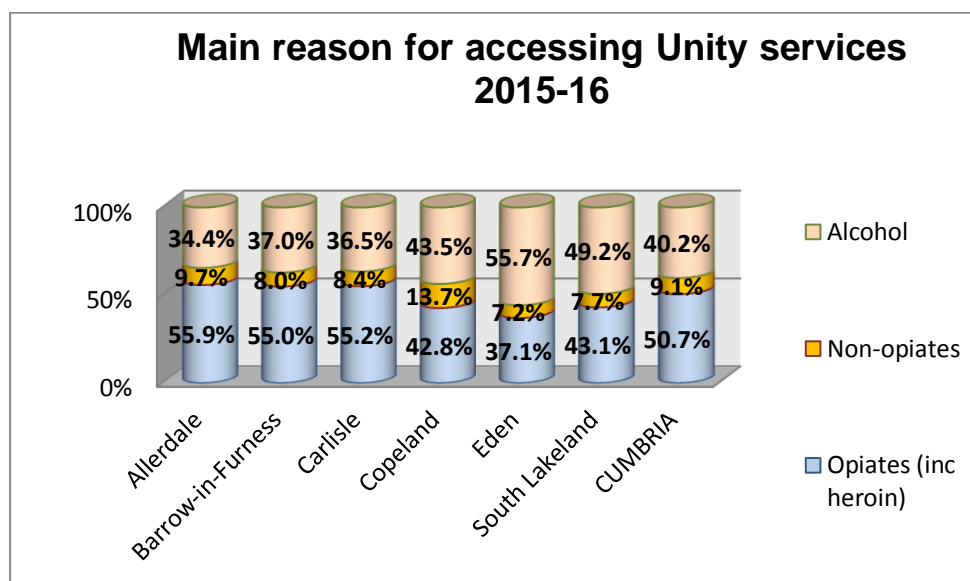
Drug misuse clients reduced overall by -2.8% (-50) within Cumbria in 2015-16. Variations occurred across the districts. Eden had the largest percentage reduction (-21.1%, -23 users) whilst Barrow-in-Furness had the largest reduction in terms of numbers (-48, -11.0%). Carlisle saw a small decrease in drug referrals (-2.3%, -12 users). Copeland was the only district with a significant increase in drug misuse referrals, +18.5% (+38). There was no significant change in Allerdale and South Lakeland (*Unity, 2016*).

Alcohol misuse referrals reduced by -11.0% (-145) across the county in 2015-16, with reductions in all districts with the exception of Carlisle (+5.9%, +16). The largest reduction in alcohol referrals was seen in Barrow-in-Furness (-24.8%, -75 service users) (*Unity, 2016*).

The main use of the service is for drugs related issues (59.8%; 1,749); 40.2% (1,174) use the service for alcohol related problems. Opiate drugs account for half (50.7%; 1,482) of all service users, with heroin the most commonly used drug (44.5% / 1,300 of all service users in the county) (*Unity, 2016*).

Variations in relation to the main use of Unity's services across Cumbria's districts are illustrated in Figure 6.

Figure 6: Main reason for accessing Unity services in Cumbria 2015-16



Source: (Unity, 2016)

Allerdale, Barrow-in-Furness and Carlisle had higher proportions of service users with drug related problems than the county average (59.8%) at 65.6% (338 service users), 63.0% (388) and 63.5% (502) respectively. The lowest proportion accessing services in relation to drug problems were found in Eden district (44.3%; 86 service users). Eden was the only district with a higher proportion of service users with alcohol related problems than drug problems; 55.7% (108) of service users in Eden accessed the service in relation to alcohol issues, the highest of all the districts. The split between drug and alcohol problems in South Lakeland was relatively evenly split: 50.8% (192) service users with drug related issues, and 49.2% (186) with alcohol related problems (Unity, 2016).

Heroin was the most commonly used drug among Unity service users across all districts, comprising 44.5% of all clients (1,300). Carlisle district had the highest proportion, with 51.3% (405) of all service users using heroin as their main drug. Allerdale and Barrow-in-Furness also had high proportions of service users with heroin as their main drug (49.9% / 257 and 48.7% / 300 respectively) (Unity, 2016).

Two thirds (66.1%; 1,931) of Unity service users in Cumbria during 2015-16 were male, 33.9% (992) female, a picture that is similar across the county's districts. The majority (66.0%; 1,930) of all users were aged between 30 to 49 years old with almost one fifth (19.1%; 557) aged between 35 to 39 years old. Barrow-in-Furness had the largest proportion of service users aged 30-49 (68.8%, 424), and also the highest proportion aged 35-39 (21.1%, 130). Allerdale also had a larger proportion of service users aged 35-39 than the county average (21.0%, 108) (Unity, 2016).

In terms of ethnicity, 99.0% of service users in 2015-16 were white. Eden had the largest proportion of non-white clients (2.1%, 17), whilst Carlisle had the largest number (23, 1.0%) (Unity, 2016). The proportion of non-white service users does not mirror the proportion of residents from BME groups across the county's districts.

Across the county, one fifth of service users (583, 19.9%) had children living with them in 2015-16. Three districts had larger proportions of service users with children than the county average: Barrow-in-Furness, Copeland and South Lakeland. South Lakeland had the largest proportion (24.6%, 93 service users); Barrow-in-Furness had the second highest proportion and the highest number (24.4%, 150 service users); Copeland had 22.3%, 96 service users with children. Carlisle had the second highest number of service users with children, 127 (16.1%) (*Unity, 2016*).

5.8.2 Drug possession and supply

Introduction

Although illegal drug use has fallen over the last decade in England and Wales, the social costs of drug supply remain significant. Communities are affected through related violence, anti-social behaviour and acquisitive crime, as organised criminals protect their interests and users fund drug use. Targeting drug supply, particularly Class A drugs, is a priority for Cumbria Constabulary (*Cumbria Constabulary, 2015a*).

Who is at risk, and why?

Local data tells us that those trafficking in drugs are more likely to be male, aged between 18 to 40 years.

What local data tells us

Recorded drug crimes (trafficking and possession) have continued to decrease in the county in 2015-16. During the year, 1,070 crimes were recorded, a decrease of -22.4% (-308) compared to 2014-15 and -30.0% (-459) compared to 2013-14. Decreases were seen in all districts, with the exception of South Lakeland where there was no significant change. The largest percentage decrease was seen in Allerdale, -39.6% (-120). Large decreases were also seen in Carlisle, -25.5% (-103) and Eden, -23.7% (-37). The crime rate for Cumbria has decreased to 2.1 per 1,000 population compared to 2.8 in 2014-15. Three districts have rates higher than Cumbria: Barrow-in-Furness (2.6); Carlisle (2.8); and Eden (2.3).

Recorded drug possession and supply offences varied across the county's wards in 2015-16. Almost one quarter (24.7%) of the county's wards had drug possession and supply crime rates higher than the county rate. Four wards had rates more than five times the county rate: Askham ward in Eden (25.3 per 1,000); Castle ward in Carlisle (17.3); Central ward in Barrow-in-Furness (12.5) and Kendal Fell ward in South Lakeland (11.3) (*Cumbria Constabulary, 2016a*).

Recorded drug offences are heavily dependent on police activity and may therefore be much higher than currently stated (*Cumbria Constabulary, 2015a*). The high number of offences in Askham ward are most likely to be a result of the annual music festival, 'Kendal Calling', held annually in the ward and the associated policing opportunities to detect offences at the event.

Offence numbers and rates for ten wards in the county with the highest crime rates are set out in Table 12.

Table 12: Drug trafficking and possession, Cumbrian wards with the highest offence rates 2015-16

Drug trafficking and possession 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Eden	Askham	36	25.3
Carlisle	Castle	99	17.3
Barrow	Central	56	12.5
South Lakeland	Kendal Fell	26	11.3
Barrow	Barrow Island	23	9.1
Copeland	Harbour	35	8.9
South Lakeland	Windermere Bowness South	17	7.6
Eden	Penrith West	24	7.4
Allerdale	St John's	41	7.4
Barrow	Hindpool	33	5.8

Source: (Cumbria Constabulary, 2016a)

Those trafficking drugs are more likely to be male, aged between 18 and 30 years. In 2015-16 a total of 91 (44.2%) offenders fell into this category. Males aged 31 to 40 made up a further 27.2% (56). Botcherby ward in Carlisle had the highest incidence of male offenders in the 18 to 40 age range (14). Five wards with the highest number of those trafficking drugs are:

- Allerdale: Broughton St Bridget's (9)
- Barrow: Hindpool (8); Central (8)
- Carlisle: Botcherby (14); Currock (10) (Cumbria Constabulary, 2016a).

5.8.3 Alcohol related crime

During 2015-16 alcohol was involved in 13.9% (3,626) of all crimes. All alcohol related crimes across the county increased by +2.4% (+84) compared to 2014-15. Eden saw the largest percentage rise, +24.0% (+42), whilst Carlisle district saw the largest increase in terms of number of alcohol related crimes +153 (+18.2%). Allerdale and Barrow-in-Furness saw a decrease of -6.4% (-38) and -9.6% (-82) respectively. Overall, the crime rate for Cumbria increased by +0.2 to 7.3 per 1,000 population. Three districts had rates higher than this: Barrow-in-Furness (11.4 per 1,000); Carlisle (9.2); and Copeland (8.2). Eden had the lowest crime rate at 4.1 per 1,000.

Variations in alcohol related crime occurred across Cumbria's wards. In total, 37 wards, 22.3% of all wards in the county, had crime rates for alcohol related crime higher than that of the county (7.3). Three wards had rates more than seven times higher than the county rate: Castle ward in Carlisle (64.2 per 1,000); Harbour ward in Copeland (55.6); and Hindpool ward in Barrow-in-Furness (51.4). Harbour ward and Castle ward both experienced increases in alcohol related crime rates (+9.6 per 1,000 (+38) and +8.9 per 1,000 (+51) respectively).

Number of crimes and rates for ten wards in the county with the highest rates are set out in Table 13. Penrith West ward in the Eden district has replaced Netherhall in Allerdale in tenth

place, having seen an increase in crime rate from 15.1 per 1,000 in 2014-15 to 20.6 per 1,000 (+18 offences).

Table 13: All crime (alcohol related), Cumbrian wards with the highest offence rates 2015-16

All crime (alcohol related), 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Carlisle	Castle	368	64.2
Copeland	Harbour	220	55.6
Barrow	Hindpool	292	51.4
South Lakeland	Kendal Fell	107	46.6
Barrow	Central	150	33.4
Barrow	Barrow Island	58	23.1
South Lakeland	Windermere Bowness South	49	22.0
Allerdale	St John's	116	20.9
Currock	Currock	129	20.7
Eden	Penrith West	67	20.6

Source: (Cumbria Constabulary, 2016a)

Victims of all crime

Cumbria Constabulary data for 18,627 victims of a range of crimes in 2015-16 indicate that males and females aged between 18 and 30 were the group most at risk of being a victim of crime (26.8%, 4,996 people). Ten wards had more than 100 victims of crime, both male and female, aged between 18 and 30 years. Five are in the Carlisle district; Castle ward had the highest number of victims in this age group (433). All ten wards and numbers of victims aged 18 to 30 years are listed below:

- Allerdale: St John's (132); St Michael's (122)
- Barrow-in-Furness: Hindpool (292); Central (188)
- Carlisle: Castle (433); Currock (176); Belle Vue (133); St Aidan's (108); Denton Holme (105)
- Harbour (163) (Cumbria Constabulary, 2016a)

5.8.4 Alcohol related violent crime

Introduction

Although alcohol related crime and disorder has a widespread impact across all parts of policing in Cumbria, the majority is violence related. Tackling alcohol related violent crime remains a priority for Cumbria Constabulary (Cumbria Constabulary, 2015a).

Who is at risk, and why?

Victims of alcohol related violent crime in Cumbria are more likely to be aged between 18 and 40 years, both male and female (Cumbria Constabulary, 2016a).

What local data tells us

During 2015-16 there were 2,161 alcohol related violence against the person offences. This represents almost one third (29.3%) of all the violence against the person offences, a reduction of -4.4 percentage points compared to 2014-15. Overall, alcohol related offences

have fallen slightly across the county by -2.3% (-52) during 2015-16, the first reduction to be seen since 2012-13. However, variations between the districts can be observed: reported crimes have increased in Carlisle by +10.1% (+52) and in Eden by +9.8% (+11); there is no significant change within Copeland.

The overall crime rate for the county stands at 4.3 per 1,000 population. Barrow-in-Furness, Carlisle and Copeland have crime rates higher than the county average at 6.9, 5.3 and 5.3 respectively. Eden has the lowest rate (2.3) and the smallest number of reported offences (123).

Violence against the person as a result of alcohol misuse varied across Cumbria's wards. Four wards had rates more than five times the county rate: Castle ward in Carlisle (36.8 per 1,000); Harbour ward in Copeland (34.6); Hindpool ward in Barrow-in-Furness (32.1); and Kendal Fell ward in South Lakeland (24.0). The ten wards with the highest crime rates for alcohol related violence against the person offences in Cumbria are illustrated in Table 14.

Table 14: Alcohol related violence against the person offences, Cumbrian wards with the highest offence rates, 2015-16

Alcohol related violence against the person offences, 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Carlisle	Castle	211	36.8
Copeland	Harbour	137	34.6
Barrow-in-Furness	Hindpool	182	32.1
South Lakeland	Kendal Fell	55	24.0
Barrow-in-Furness	Central	81	18.0
Barrow-in-Furness	Barrow Island	35	13.9
Allerdale	St John's	75	13.5
Allerdale	Netherhall	37	11.8
South Lakeland	Ulverston Town	22	11.6
South Lakeland	Windermere Bowness South	25	11.2

Source: (Cumbria Constabulary, 2016a)

Proportions of alcohol related violent crime victims in Cumbria during 2015-16 were fairly evenly split between males (46.0%) and females (44.2%). For both male and female, people aged 18 to 40 were the groups most at risk. Males aged 18-340 made up 30.7% of all victims, and females aged 18-40 constituted 30.0%. Six wards in Cumbria had 50 or more victims of alcohol related violent crime in 2015-16 aged between 18-40 years. These were situated in the following districts:

- Allerdale: St John's ward (60)
- Barrow-in-Furness: Hindpool (139); Central (60)
- Carlisle: Castle (170); Currock (50)
- Copeland: Harbour (100) (Cumbria Constabulary, 2016a).

5.8.5 Alcohol related sexual offences

In 2015-16 over one in six 14.8% (127) of all recorded sexual offences were alcohol related, representing a county rate of 0.3 per 1,000 population compared to 1.7 per 1,000 for all sexual offences, and 14.8 per 1,000 for all violence against the person offences. The highest number of alcohol related sexual offences occurred in the Carlisle district, with 36 crimes recorded, although the highest rate per 1,000 population occurred in the Barrow-in-Furness district at 0.4 per 1,000 population. The Eden district recorded the lowest number of crimes (9) and the lowest crime rate (0.2 per 1,000). Variations were seen however between the county's wards. Three wards had crime rates more than five times higher than the county rate: Hindpool ward in Barrow-in-Furness (1.8 per 1,000); Castle ward in Carlisle (1.4) and Kendal Fell ward in South Lakeland (1.3). Crime numbers and rates for the ten wards with the highest offence rates can be viewed in Table 15:

Table 15: Alcohol related sexual offences, Cumbrian wards with the highest offence rates 2015-16

Alcohol related sexual offences, 2015-16			
District	Ward	Number of crimes	Offence rate per 1,000 population
Barrow-in-Furness	Hindpool	10	1.8
Carlisle	Castle	8	1.4
South Lakeland	Kendal Fell	3	1.3
South Lakeland	Kendal Kirkland	2	1.0
Allerdale	Netherhall	3	1.0
Carlisle	Great Corby and Geltsdale	2	0.9
South Lakeland	Windermere Applethwaite and Troutbeck	2	0.9
Eden	Penrith West	3	0.9
Carlisle	Denton Holme	6	0.9
South Lakeland	Ulverston East	2	0.9

(Cumbria Constabulary, 2016a)

5.8.6 Alcohol specific mortality

Alcohol consumption is a contributing factor to mortality from a wide range of conditions. The Office for National Statistics defines alcohol-related deaths as only those where the causes are considered to be the direct result of alcohol consumption. The definition does not include instances where alcohol has some level of causal relationship, for example conditions such as cancer of the oesophagus or liver, and also excludes other external causes of death such as road traffic accidents and other accidents. Excessive drinking is estimated to result in approximately 3.3 million (5.9%) of all deaths globally each year (*Office for National Statistics, 2016a*).

In a move to reduce alcohol consumption, the Home Office *Alcohol Strategy 2012* introduced a minimum unit price for alcohol. Guidelines for alcohol consumption published by the government in January 2016 recommend that men and women should drink no more than 14 units of alcohol each week, spread over several days, and are intended to help people live longer, healthier and more fulfilling lives (*Office for National Statistics, 2016a*).

Who is at risk, and why?

In 2014, death rates among males were twice that of females (19.4 deaths per 100,000 for males compared to 9.6 deaths per 100,000 for females). Office for National Statistics data shows that deaths as a direct result of alcohol misuse increase steadily with age. Rates for males in 2014 were highest between ages 60 to 64 years (47.6 deaths per 100,000 men). For women, rates were highest for 55 to 59 year olds (22.1 per 100,000 women) and lowest amount 25 to 29 year olds (1.1 per 100,000). Deaths with alcohol as a cause for both sexes were significantly higher in the north of England than the south in 2014 (*Office for National Statistics, 2016a*).

What local data tells us

Local Alcohol Profiles for England (*Public Health England, 2016*) indicate that 128 males and 63 females lost their lives during 2012-14 from alcohol specific causes. For the county as a whole, alcohol specific mortality rates for males at 17.0 per 100,000 population (directly standardised rate), and females at 7.9 per 100,000 are not significantly different to the national (England) rate (16.1 males and 7.4 females) and are significantly better than the north west rate (22.6 males and 11.4 females).

There are some exceptions to this. Male alcohol specific mortality rates in 2012-14 in Allerdale (22.5 per 100,000), Barrow-in-Furness (20.7) and Copeland (19.6) are not significantly different to the North West rate. Compared to England, the female alcohol specific mortality rate in Allerdale (16.4) remains significantly worse whilst the South Lakeland rate (2.9) is significantly better. Female rates for all districts, with the exception of South Lakeland, are not significantly different to the North West for females; Copeland (5.3) had been significantly better than the North West over the last two reporting periods in 2010-12 and 2011-13.

Male alcohol specific mortality rates have been falling slightly in England and the North West. However, the male rate in Cumbria increased to 17.0 per 100,000 in 2012-14, an increase of +10.4% compared to the 2011-13 rate of 15.4 per 100,000. Male rates have been increasing in some districts, with the largest increases seen in Allerdale (+47.2% to 22.5 per 100,000) and Carlisle (+23.8% to 14.7 per 100,000). The largest male rate decrease has been in Barrow-in-Furness, reduced by -16.4% to 20.7 per 100,000. Eden has the lowest male rate at 8.3.

Female alcohol specific mortality rates have remained relatively static in England, whilst falling slightly across the North West. Cumbria's overall female rate has seen no significant change compared to 2011-13. However, the rate for Allerdale, the highest female rate of all the districts at 16.4 per 100,000 has increased by +25.2% compared to the 2011-13 rate of 13.1 and by +72.6% compared to 2010-12 when the rate was 9.5. The female rate in Barrow-in-Furness has also seen an increase of +26.3% to 9.9 in 2012-14 from 7.8 in 2011-13. Conversely rates fell in Eden and South Lakeland by -27.7% to 4.9 per 100,000 and -29.6% to 2.9 respectively.

5.8.7 Hospital admissions – alcohol specific (all)

Alcohol consumption is a contributing factor to hospital admissions and deaths from a wide range of conditions. The misuse of alcohol is estimated to cost the National Health Service

in the region of £3.5 billion each year, and wider society as a whole around £21 billion annually. Reducing alcohol-related harm is one of seven priorities for Public Health England (*Public Health England, 2016*).

What local data tells us

The directly standardised rate for all alcohol specific hospital admissions in Cumbria during 2014-15 was 418 per 100,000 population, a rate significantly worse than England (364) although significantly better than North West region (558). The rate in Cumbria is relatively static compared to 2013-14 (*Public Health England, 2016*).

The rate in Allerdale was down slightly in 2014-15, standing at 372 per 100,000 population, a decrease of -4.0%, and is similar to the rate for England. The rate for Eden (215 per 100,000) is the lowest of all the districts, and remains significantly better than England; it has also decreased slightly (-5.6%) compared to 2013-14. The rate in South Lakeland (333 per 100,000) is now similar to England, having previously been significantly better. South Lakeland had been significantly better than England since 2009-10, but its rate has increased by +18.9% since 2012-13, closing the gap between the district and national rate (*Public Health England, 2016*).

Barrow-in-Furness is again significantly worse than both the North West and England, and the rate for the district has risen steadily from 605 per 100,000 in 2012-13 to 689 in 2014-15, the highest of all the districts, and an increase of +13.9% over three years and +17.8% over five years. Copeland however has seen some improvement, and is now considered to be better than the North West, having had a rate similar to the North West since 2012-13. Copeland's rate in 2014-15 (477 per 100,000) has decreased by -7.9% compared to the previous year. Carlisle (431 per 100,000) has also seen a rate decrease of -6.0% compared to the previous year (*Public Health England, 2016*).

During 2014-15 a total of 2,090 people were admitted to hospital in Cumbria for alcohol specific reasons. Admissions from Carlisle and Barrow-in-Furness both made up 22.2% of the total (465 people from each district). The smallest proportion came from the Eden district, 5.7% (120 people) (*Public Health England, 2016*).

5.8.8 Hospital admissions – alcohol specific (under 18 year olds)

Excessive alcohol consumption in people under the age of 18 years is a cause of hospital admissions that is avoidable (*Public Health England, 2016*).

During the period 2012-13 to 2014-15 young people under the age of 18 years were admitted to hospital for alcohol specific reasons in 164 instances, a reduction of -29 instances compared to 2011-12 to 2013-14. Cumbria's crude rate for alcohol specific hospital admissions in 2012-13 to 2014-15 was 58.2 per 100,000 population. Although the rate has been falling steadily since 2006-07 to 2008-09, the same has been happening in the North West region and nationally (England). Cumbria's rate remains similar to the North West region (53.5 per 100,000) and significantly worse than England (36.6 per 100,000). However national admissions are decreasing at a slower rate than in Cumbria, and the gap between the county and England is narrowing. Variations can be seen across the districts: Barrow-in-Furness (90.2) and Copeland (104.4) are significant worse than the North West, whilst Eden (24.5) is significantly better (*Public Health England, 2016*).

The rate in Allerdale (39.9) for 2012-13 to 2014-15 although statistically similar to the North West, has actually fallen faster than the regional rate. This improvement means that Allerdale is now similar to England (36.6), having previously been significantly worse. Carlisle (36.6) and Eden (24.5) are also similar to the England rate (*Public Health England, 2016*).

Copeland district had the highest rate had the highest rate of all the districts in 2012-13 to 2014-15 at 104.4 per 100,000 almost double that of the North West (53.5) and showing no significant change compared to 2011-12 to 2013-14. In terms of admission incidents, this equates to 42 incidents in Copeland during 2012-13 to 2014-15. Barrow has the second highest rate (90.2), a small reduction of -3.6% compared to the previous reporting period, with 37 admissions in 2012-13 to 2014-15. Eden has the lowest rate (24.5), with 7 admissions during 2012-13 to 2014-15 (*Public Health England, 2016*).

5.9 Fire safety and other emergency incidents

The Department for Communities and Local Government produced the Fire and Rescue National Framework for England in July 2012 to provide overall strategic direction to fire and rescue authorities. In January 2016 responsibility for the fire service moved from Department of Communities and Local Government to the Home Office (*DCLG, 2012*).

The Policing and Crime Bill was introduced to the House of Commons on 10 February 2016 and supports greater collaboration of emergency services. The new framework includes steps towards greater integration such as enabling PCCs to take on the functions and duties of their local Fire and Rescue Authority, and establishing a new inspection framework (*Home Office, 2016*).

As part of the move towards greater integration, the Department for Communities and Local Government has provided £4.6 million to Cumbria County Council to take the lead to construct a co-located emergency response centre – the Furness Peninsula Blue light Hub in Ulverston. This will provide a combined base for Cumbria Fire and Rescue Service (CFRS), North West Ambulance Service and facilities for Cumbria police. Construction of the new Hub is beginning in spring 2016 with the aim of opening at the end of the year (*Cumbria County Council, 2015d*).

Who is at risk, and why?

The Cumbria Fire and Rescue Service Integrated Risk Management Plan 2016-2020 (*Cumbria County Council, 2015a*) indicates the following groups are at greater risk of having a fire:

- People who smoke
- People living in areas of poverty and deprivation
- Single parent families
- Single person households
- Those living in socially rented accommodation
- People with a disability or suffering from illness
- People who are unemployed and have never worked

Further social factors identified include family stress and critical life events such as hospitalisation, chronic disease or a change of residence increases risk.

In order to support service management decisions, risk is currently assessed at Lower Super Output Area (LSOA) level. The Risk Model combines analysis of the number of fires and associated casualties, alongside levels of deprivation to take account of the socio-demographic factors listed above. This allows LSOAs to be categorised as high, medium or low risk (*Cumbria County Council, 2015a*).

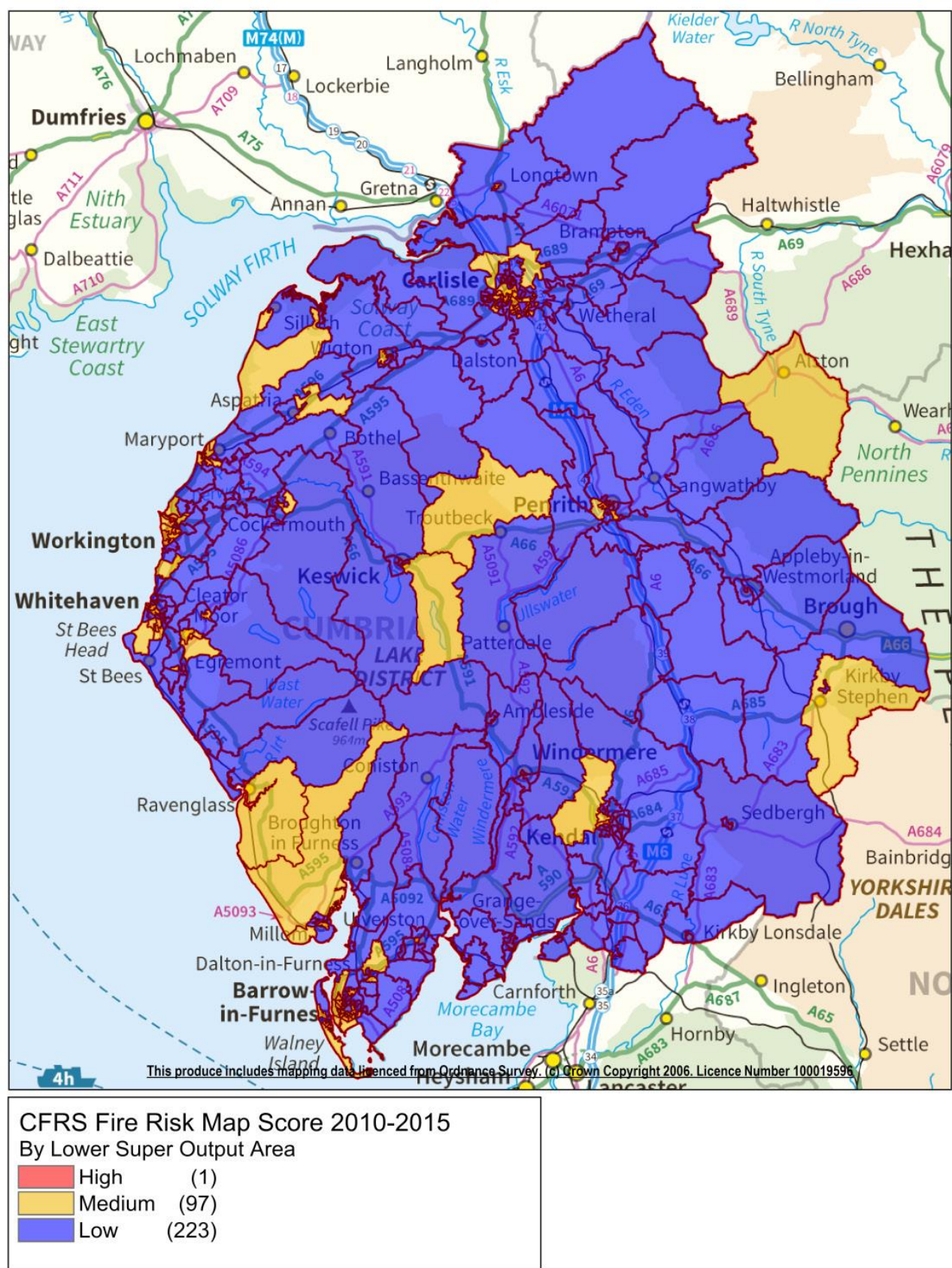
Table 16: Cumbria primary fires - risk level profile 2010-11 and 2015-16

Risk level	LSOAs at risk of primary fire			
	2010/11 Risk		2015-16	
	Number	%	Number	%
High	15	5%	1	0%
Medium	139	43%	97	30%
Low	167	52%	223	69%

Source: (Cumbria County Council, 2015a)

As of 2015-16 there is only one LSOA in the whole county classified as “high” fire risk out of a total of 321 (part of St Michael’s Ward, Workington). This has reduced from 15 LSOAs in 2010/11 and a starting point of 20 LSOAs in 2005/06.

Figure 7: Profile of LSOA fire risk levels 2015-16



Source: (Cumbria County Council, 2015a)

5.9.1 All incidents

Cumbria Fire and Rescue Service attend a wide range of emergencies which fall into four overarching categories:

- Fires – this relates to all fires;
- False Alarms – A false alarm is when the fire and rescue service attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed;
- Road Traffic Collision Special Service Calls - Road traffic collision (RTC) incidents which require the attendance of an appliance or officer (*covered under [Road Safety: Killed and Seriously Injured \(KSI\) statistics](#)*);
- Non-Road Traffic Collision Special Service Calls - Non-fire incidents and non-road traffic collisions that require the attendance of an appliance or officer, such as floods or animal rescue.

The majority of incidents attended by CFRS are false alarms (43%), followed by fires (31%). Just under one fifth of incidents are non-road traffic collisions (19%) and just under a tenth of incidents are road traffic collisions (7%) (*Cumbria County Council, 2016a*).

Table 17: Profile of incidents attended by Cumbria Fire and Rescue Service

Type of incident attended	2010/11		2015-16	
	Number	%	Number	%
All false alarms	2,319	43%	1,950	43%
All fires	2,141	40%	1,408	31%
Non-RTC Special Service calls	605	11%	860	19%
RTC Special Service calls	283	5%	300	7%
TOTAL	5,348	100%	4,518	100%

Source: (*Cumbria County Council, 2016a*)

Overall the total number of emergencies attended by Cumbria Fire and Rescue Service has decreased from 5,348 in 2010/11 to 4,518 in 2015-16 – a decrease of 15%. In same period, the national rate has decreased by 23% (*Cumbria County Council, 2016a*).

The relatively higher level of emergencies in 2015-16 in Cumbria is as a direct result of the December 2015 floods, rising from 4,110 incidents in 2014/15 to 4,518 in 2015-16 - an increase of 408 incidents or +9% (*Cumbria County Council, 2016a*).

The rate of Cumbrian fires in 2015-16 is similar to the national rate (28.3 per 10,000 people in Cumbria compared to 28.5 nationally). Cumbria had over twice the rate of chimney fires (2.4 per 10,000 of the population) compared to national rate (1.0) (*Cumbria County Council, 2016a*).

The total number of fires in the county has dropped by just over a third (-34%) from 2,141 in 2010/11 to 1,408 in 2015-16. This is a decrease in rate of 43.2 fires per 10,000 people to 28.3 fires per 10,000 people (*Cumbria County Council, 2016a*).

The number of casualties (injuries and deaths) in fires (accidental dwelling fires) has also decreased by a quarter (-25%) from a total of 36 in 2010-11 to 9 individuals in 2015-16 (*Cumbria County Council, 2016a*).

The rate of false alarms in Cumbria (39.2 per 10,000 population) is similar to the national rate of 39.7. In line with the national trend, this rate has dropped in the last five years (from 46.8 in 2010/11). However the last two years have both shown higher rates (of around 250 more false alarms in each year) when compared to Cumbria's lowest rate of 1,674 in 2013/14 (*Cumbria County Council, 2016a*). CFRS has introduced a more robust call challenge procedure and will not always respond to activations of fire alarms. Going forward, this should see a further reduction in the number of unnecessary emergency responses to some automatic fire alarm activations.

As a result of the December 2015 floods Cumbria Fire and Rescue Service experienced more than double the number of call-outs when compared to the previous year - rising from 415 incidents in 2014/15 to 860 in 2015-16,. This increase in incidents can be narrowed down to December, when the fire and rescue service attended over 15 times the amount of calls compared to the previous year (26 calls in December 2014 compared to 393 in December 2015) (*Cumbria County Council, 2016a*).

Barrow-in-Furness has the highest rate of incidents (98.7 per 10,000) in 2015-16 compared to Copeland with the lowest rate of incidents (81.2 per 10,000).

Table 18: CFRS - number and rate of all incidents by district 2015-16

District	All incidents (number)	All incidents (rate)
Barrow-in-Furness	553	98.7
Allerdale	923	96.7
Eden	490	91.8
South Lakeland	1038	90.2
Carlisle	933	86.6
Copeland	576	81.2
Grand Total	4518	90.7

Source: (*Cumbria County Council, 2015b*)

Castle ward in Carlisle has the highest number (193 incidents) and the highest rate (337 per 10,000) of total incidents. This is followed by Kendal Mintsfeet ward with a total number of 72 incidents and a rate of 336.

Table 19: CFRS - ten wards with highest rate of total incidents 2015-16

District	Ward	Total Incidents (Number)	Total Incidents (Rate)
Carlisle	Castle	193	337
South Lakeland	Kendal Mintsfeet	72	336
Allerdale	St. Michael's	125	249
South Lakeland	Kendal Fell	57	248
South Lakeland	Ambleside and Grasmere	91	235
Barrow-in-Furness	Dalton North	43	232
Copeland	Harbour	89	225
Eden	Ullswater	31	222
Copeland	Hensingham	88	217
Allerdale	Flimby	38	217

Source: (Cumbria County Council, 2015c)

5.9.2 Fires

The rate of Cumbrian fires in 2015-16 (28.3 per 10,000) is similar to the national rate (28.5), though Cumbria had over twice the rate of chimney fires (2.4 per 10,000 of the population) compared to a national rate of 1.0.

The total number of fires in the county has dropped by just over a third (34%) from 2,141 in 2010/11 to 1,408 in 2015-16. This is a decrease in rate of 43.2 fires per 10,000 in 2010/11 to 28.3 fires per 10,000 people in 2015-16.

Allerdale has the highest rate of all fires (35.8 per 10,000) compared to the lowest rate of 20.2 in South Lakeland.

Table 20: Number and rate of fires by district 2015-16

District	Total fires (number)	Total fires (rate)
Allerdale	345	35.8
Barrow-in-Furness	222	32.8
Carlisle	323	29.9
Copeland	182	26.1
Eden	127	24.1
South Lakeland	209	20.2
TOTAL	1408	28.3

Source: (Cumbria County Council, 2015b)

Allerdale has two wards (Flimby and St. Michael's) with the highest rate of fires (126 and 122 compared to a Cumbrian average rate of 28.3).

Table 21: Ten wards with highest rate of fires 2015-16

District	Ward	Total Fires (Number)	Total Fires (Rate)
Allerdale	Flimby	22	126
Allerdale	St. Michael's	61	122
Barrow-in-Furness	Dalton North	16	86
Carlisle	Castle	44	77
Allerdale	Moss Bay	36	70
Barrow-in-Furness	Barrow Island	17	68
Copeland	Ennerdale	6	62
Carlisle	Denton Holme	39	60
Carlisle	Longtown and Rockcliffe	24	58
Barrow-in-Furness	Hindpool	33	58

Source: (Cumbria County Council, 2015c)

The number of casualties (injuries and deaths) in fires (accidental dwelling fires) has also decreased by a quarter (25%) from a total of 36 in 2010/11 to 9 individuals in 2015-16 (Cumbria County Council, 2016a).

5.9.3 Deliberate fires

What local data tells us

Deliberate fires accounted for 37.9% of all Cumbria's fires in 2015-16. Across the county, deliberate fires decreased by -5.8% (-33) in 2015-16 compared to 2014-15, and this is mirrored across Barrow-in-Furness, Copeland, Eden and South Lakeland. Deliberate fires in Allerdale have increased by +19.7% (+26) over the same time period. The largest percentage decrease occurred in Copeland, -29.3% (-34). There is no significant change within Carlisle. Per 1,000 population, the rate across Cumbria for deliberate fires is 1.1 for 2015-16. Three districts have rates higher than Cumbria: Allerdale (1.6); Carlisle (1.4); and Copeland (1.2). The lowest rate can be found in Eden (0.2) (*Cumbria County Council, 2016b*).

Six communities across the county had a dozen or more deliberate fires during 2015-16. Four are situated within Allerdale: two within St Michael's ward (35 deliberate fires); one in Flimby ward (16); and one in Moss Bay ward (13). The remain two are situated within Carlisle: one in Botcherby (13 deliberate fires); one in Belle Vue (12) (*Cumbria County Council, 2016b*).

5.9.4 False alarms

The rate of false alarms in Cumbria (39.2 per 10,000 of the population) is similar to the national rate of 39.7. In line with the national trend, this rate has dropped in the last five years (from 46.8 in Cumbria in 2010/11). However the last two years have both shown higher rates (of around 250 more false alarms in each year) when compared to Cumbria's lowest rate of 1,674 in 2013/14 (*Cumbria County Council, 2016a*).

South Lakeland has the highest number of false alarms (471) and Barrow-in-Furness has the highest rate of false alarms (45.8 per 10,000 population). Allerdale has the lowest rate of false alarms (34.3).

Table 22: CFRS - number and rate of false alarms by district 2015-16

District	Total false alarms (number)	Total false alarms (rate)
Barrow-in-Furness	263	45.8
South Lakeland	471	41.4
Copeland	276	38.8
Eden	201	38.0
Carlisle	408	38.0
Allerdale	329	34.3
Grand Total	1952	39.2

Source: (*Cumbria County Council, 2015b*)

Castle ward in Carlisle has the highest rate of false alarms in 2015-16 (194 per 10,000 population, however South Lakeland had four wards within the top ten wards (Kendal Mintsfeet, Kendal Fell, Kendal Highgate, and Windermere Applethwaite and Troutbeck).

Table 23: CFRS - ten wards with highest rate of false alarms 2015-16

District	Ward	Total False Alarms (Number)	Total False Alarms (Rate)
Carlisle	Castle	111	194
South Lakeland	Kendal Mintsfeet	39	182
South Lakeland	Kendal Fell	41	179
Copeland	Hensingham	63	156
Copeland	Harbour	56	142
South Lakeland	Kendal Highgate	26	116
Barrow-in-Furness	Hindpool	63	111
Barrow-in-Furness	Barrow Island	27	107
South Lakeland	Windermere Applethwaite and Troutbeck	22	104
Eden	Ullswater	14	100

Source: (Cumbria County Council, 2015c)

5.9.5 Non-Road Traffic Collision Special Service Calls

As a result of the December 2015 floods Cumbria Fire and Rescue Service experienced more than double the number of call-outs when compared to the previous year - rising from 415 incidents in 2014/15 to 860 in 2015-16,. This increase in incidents can be narrowed down to December, when the fire and rescue service attended over 15 times the amount of calls compared to the previous year (26 calls in December 2014 compared to 393 in December 2015) (Cumbria County Council, 2016a).

The highest rate of non-road traffic collision special service calls occurred in Allerdale (205 calls, a rate of 21.4) in 2015-16. The lowest levels were in Copeland; a total of 77 calls and a rate of 11.0 per 10,000 population.

Table 24: Number and rate of Non-Road Traffic Collision Special Service Calls by district 2015-16

District	Total non RTC SSC (number)	Total non RTC SSC (rate)
Allerdale	205	21.4
South Lakeland	233	21.2
Eden	98	18.6
Barrow-in-Furness	96	16.0
Carlisle	153	14.1
Copeland	77	11.0
Grand Total	863	17.3

Source: (Cumbria County Council, 2015b)

Kendal Mintsfeet had the highest rate of non-RTC SSCs (103 per 10,000 population) followed by Ambleside and Grasmere which had the second highest rate (85) and the highest number of calls (33).

Table 25: Ten wards with highest rate of Non-Road Traffic Collision Special Service Calls 2015-16

District	Ward	Total Non RTC SSC (Number)	Total Non RTC SSC (Rate)
South Lakeland	Kendal Mintsfeet	22	103
South Lakeland	Ambleside and Grasmere	33	85
South Lakeland	Staveley-in-Westmorland	15	71
Allerdale	Flimby	12	69
South Lakeland	Windermere Applethwaite and Troutbeck	14	66
Carlisle	Castle	35	61
Copeland	Gosforth	8	59
Eden	Ullswater	8	57
Allerdale	Netherhall	17	54
Allerdale	Keswick	28	54

Source: (Cumbria County Council, 2015c)

Evidence of what works

Whilst deprivation levels in the county have not changed significantly, the decrease in the number of fires across the county is attributed to more effective targeting over the last decade of people or locations predicted to be more likely to suffer a house fire and providing those people with a Home Accident Reduction visit (Cumbria County Council, 2016a).

A total of 10,892 Home Accident Reduction Interventions (HARIs) were completed in 2015-16 targeting high risk individuals and LSOAs. The number of interventions ranged from 337 in Eden district rising to 4,087 in Barrow (Cumbria County Council, 2016a). These interventions are conducted by fire-fighters in stations that provide full-time provision and by community safety teams in areas where fire stations are staffed by on-call firefighters.

HARIs are aimed at preventing fires, and include inspections of electrical equipment and providing a range of safety equipment. Inspections carried out and equipment provided during 2015-16 include:

- 940 equipment inspections
- 57 bedding packs
- 34 carbon dioxide alarms
- 173 deaf alarms
- 3,660 standard alarms
- 54 anti-arson mailbags
- 7 electrical extension leads

In the future Cumbria Fire and Rescue Service will work more collaboratively with public health partners to incorporate targeted preventative services within the HARIs to support wider needs of vulnerable individuals.

5.10 Road Safety: Killed and Seriously Injured (KSI) statistics

Introduction

Throughout Great Britain, reported road deaths increased by +4% in 2014 compared to 2013. Serious injuries increased by +5% in 2014, and overall casualties increased for the first time since 1997. Pedestrians accounted for three quarters of the increase in fatalities between 2013-14. The DfT report indicates that traffic levels were on average 2.4% higher across the country compared to 2013, which would have led to an increased exposure for road users. However, when adjusted for weather conditions, the rise is not considered significant. Failing to look properly remains the most common factor contributing to accidents in 2014 (*DfT, 2015*).

Who is at risk, and why?

Self-reported drink and drug driving in 2014-15 indicates that 6.2% of drivers nationally had driven whilst over the legal alcohol limit at least once in the last 12 months, and 0.9% of drivers admitted to driving under the influence of illegal drugs, proportions that are not significantly different from those reported in 2013-14. Both drink and drug driving are more prevalent amongst males and younger drivers. Final estimates for 2013 show that between 220 and 260 people were killed in accidents in Great Britain where at least one driver was over the drink drive limit, around 14% of all deaths (*DfT, 2015*).

Accidents on rural roads are more likely to be fatal than those on urban roads, as rural roads have a much higher average speed than urban roads, and are often more winding and narrow in nature (*DfT, 2015*).

Young novice drivers who have just passed their test are most at risk of death or serious injury whilst driving on the roads than any other road user group (*Cumbria Road Safety Partnership, 2016*).

What local data tells us

Numbers of people reported as being killed or seriously injured (all KSIs) on Cumbria's roads in 2015 have remained similar to 2014 levels, increasing by +1 to a total of 232. Over the same time period, there were 29 fatalities making up 12.5% of all KSIs, an increase of +16.0% (+4). Child KSIs remained relatively low (13) during 2015, no change compared to 2014, accounting for 5.6% of all KSIs. KSI trends vary across the districts in 2015 compared to the previous year. The largest increase was seen in South Lakeland, up by +21.8% (+12). Barrow-in-Furness had the largest decrease in all KSIs, down -39.1% (-9). The Cumbria Road Safety Partnership remains committed to reducing KSIs in Cumbria (*Cumbria Road Safety Partnership, 2016*).

Although all KSIs have remained similar to 2014 levels, the total number of casualties (including slight injuries) reduced by -11.2% (-217) to 1,715 compared to 2014. This downward trend was mirrored by all districts with the exception of Eden, which saw an increase in all KSIs of +5.9% (+15) (*Cumbria Road Safety Partnership, 2016*).

In 2015, the county's KSI rate was 0.5 per 1,000 population, no change from 2014. Three districts have rates equal to, or above the county rate: Allerdale (0.5), South Lakeland (0.6) and the highest in Eden (0.9). The lowest rate was found in Barrow-in-Furness (0.2). The

highest number of KSIs (67) occurred in South Lakeland (*Cumbria Road Safety Partnership, 2016*). Variations between the districts may reflect the number of households with access to a car or van. Census 2011 data shows that car or van availability is highest in Eden at 86.1%, and also high in South Lakeland (84.7%). It is lowest in Barrow-in-Furness at 70.1% (*Office for National Statistics, 2011a*). Rurality may also be a factor. Within Eden 71% of residents live in rural areas, compared to 54% across Cumbria generally. DfT data shows that just over half (51.3%, 716) of all accidents in Cumbria in 2014 occurred on minor roads, 44.8% (626) took place on 'A' class roads, and the remainder (3.9%, 55) happened on the M6. The proportion of accidents on minor roads and 'A' class roads is similar to the North West region (51.5% and 42.1% respectively) (*DfT, 2015*).

5.10.1 Road Traffic Collision Special Service Calls

Cumbria Fire and Rescue service attended 300 road traffic collisions in 2015-16. This is a rate of 6.0 RTCs per 10,000 which is slightly higher than the national rate of 5.3. It is also an increase of 6% since 2010-11 when 283 incidents were attended. This is in contrast to an increased number of Road Awareness Training Sessions over the same period (44 sessions were delivered in 2010-11 compared to 71 sessions in 2015-16) (*Cumbria County Council, 2016a*).

The longitudinal picture shows that there are higher levels of RTCs in the summer months when there are around 19 million visitors to the county, and again in the winter months when the weather worsens. Therefore it is expected that the numbers of RTCs will be significantly influenced by external factors, such as number of visitors and severity of winter weather conditions (*Cumbria County Council, 2016a*).

The highest rate of road traffic collision special service calls occurred in Eden (61 calls, a rate of 11.0) in 2015-16. The lowest levels were in Barrow-in-Furness; a total of 12 calls and a rate of 4.1 per 10,000 of the population.

Table 26: Number and rate of Road Traffic Collision Special Service Calls by District 2015-16

District	Total RTC SSC (number)	Total RTC SSC (rate)
Eden	61	11.0
South Lakeland	88	7.4
Copeland	38	5.3
Allerdale	48	5.3
Carlisle	50	4.6
Barrow-in-Furness	12	4.1
Grand Total	297	6.0

(Source: Ref 053)

Many of the wards that include the M6 in the south of Cumbria had the highest rate of non-RTC SSCs (including Orton with Tebay and Whinfell which both had a total number of RTC SSCs of 13).

Table 27: Ten wards with highest rate of Road Traffic Collision Special Service Calls 2015-16

District	Ward	Total RTC SSC (Number)	Total RTC SSC (Rate)
Eden	Orton with Tebay	13	96
South Lakeland	Whinfell	13	64
South Lakeland	Burton and Holme	19	50
Eden	Long Marton	5	42
South Lakeland	Lyth Valley	8	37
Eden	Shap	5	36
South Lakeland	Coniston and Crake Valley	5	33
Allerdale	Warnell	6	31
Eden	Brough	4	30
Eden	Warcop	4	30

Source: (Cumbria County Council, 2015c)

Evidence of what works

Cumbria's Road Safety Partnership carry out a range of activities to promote road safety. For primary school aged children, 'Bikeability' cycle training is delivered to as many Cumbrian primary schools as possible. In 2015-16 a total of 4,288 children received cycle training. For young people, Road Awareness Training (RAT) is provided by the Cumbria Fire and Rescue Service as an educational package, available in the final year of secondary school to raise awareness of the possible consequences of irresponsible road use. In total, 56 RAT sessions were delivered to secondary schools in 2015-16 (*Cumbria Road Safety Partnership, 2016*).

Young drivers can take advantage of the Pass Plus+ scheme which provides subsidised extra driving tuition to young drivers after they have passed their driving tests. The scheme provides six practical modules on subjects that are not currently included when learning to drive, such as motorway driving. In 2015-16, a total of 154 new drivers received subsidy vouchers to undertake Pass Plus training with a driving instructor (*Cumbria Road Safety Partnership, 2016*).

The Cumbria Road Safety Partnership subsidised Enhanced Rider training for 155 motorcyclists and Institute of Advanced Motorist Skill for Life training for a further 20. In addition, Cumbria Constabulary provided their Bike Safe programme, which follows a national syllabus, to 54 motorcyclists (*Cumbria Road Safety Partnership, 2016*).

Training is also available for older drivers. The Cumbria Road Safety Partnership delivered its 'Drive Safer Longer' scheme to 52 drivers aged 65+ in 2015-16, an opportunity for older drivers to refresh their driving skills and knowledge through information drives accompanied by a local driving instructor (*Cumbria Road Safety Partnership, 2016*).

5.11 Adult Safeguarding

Introduction

Adult safeguarding is the protection of adults, aged 18 and over, who appear to have health and social care needs, from abuse or neglect. The Safeguarding Vulnerable Groups Act 2006 provides the legislative framework for the vetting and barring scheme, aimed to ensure that unsuitable people are not able to work with children or vulnerable adults. Local authorities have safeguarding duties under the Care Act 2014 which sets out a clear legal framework for how local authorities and others should protect adults at risk of abuse or neglect. Child safeguarding is covered under the JSNA *Children and Families* chapter.

Who is at risk, and why?

Adults aged 18 and over with health or social care needs. An adult at risk may be a person who:

- Is elderly and frail due to ill health, physical disability or cognitive impairment;
- Has a learning disability;
- Has a physical disability and / or sensory impairment;
- Has mental health needs, including dementia or a personality disorder;
- Has a long term illness / condition;
- Misuses substances or alcohol;
- Is a carer and is subject to abuse;
- Is unable to demonstrate the capacity to make a decision and is in need of care and support *Cumbria Safeguarding Adults Board, 2015*).

What local data tells us

Vulnerable Adult alerts to Cumbria County Council's *Health and Care Services* totalled 2,349 in 2014-15, an increase of +20.3% (+397) compared to the previous year. The conversion rate from alert to safeguarding referral remains around 30.0% in line with the national (England) average, resulting in 705 referrals in Cumbria in 2014-15. The incidence of physical abuse made up 48% of all referrals, significantly higher than the England average of 27%. Psychological abuse (12%) and financial abuse (13%) are slightly below the England averages of 16% and 18% respectively. Neglect has risen by 3.0 percentage points to 25% of all cases, but is below the England average of 29%. The majority of alerts (47%) continue to be in relation to people living in a care home setting, higher than the England average of 36% (*Cumbria Safeguarding Adults Board, 2015*).

Of the Vulnerable Adult referrals made by Cumbria Constabulary to other agencies during 2014-15 the majority related to mental health issues (62.2% 4,904). Other reasons included physical abuse, (5.4%, 427), financial abuse (2.1%, 165), neglect (1.4%, 108) and sexual abuse (2.5%, 201) (*Cumbria Safeguarding Adults Board, 2015*).

Cumbria Constabulary made 7,131 Vulnerable Adult referrals during 2015-16. This represents a decrease of -2.3% (-171) compared to the previous year (*Cumbria Constabulary, 2016a*). It is considered that education around Vulnerable Adults and the criteria for submission of a Vulnerable Adult has resulted in a reduction as the number of inappropriate submissions drop (*Cumbria Constabulary, 2016c*).

Evidence of what works

A number of agencies work together through the Cumbria Safeguarding Hub to support vulnerable adults. Membership includes: Cumbria County Council, Cumbria Partnership NHS Foundation Trust, North Cumbria University Hospitals Trust, Morecambe Bay University Hospitals NHS Trust, Cumbria Clinical Commissioning Group, Cumbria Constabulary, National Probation Services, HMP Haverigg. The Cumbria Clinical Commissioning Group has a safeguarding adults GP in post to work with main safeguarding contacts in the six localities to ensure that the work of safeguarding adults has a high profile in GP practices and that GPs are provided with adequate training and support to recognise problems and raise concerns *Cumbria Safeguarding Adults Board, 2015*).

6 Housing and communities

The Office for National Statistics report that 89.2% of households in 2013-14 reported being either very or fairly satisfied with their accommodation, a decrease of -1.4 percentage points compared to the previous year (90.6%). The majority of owner occupiers (93.8%) were very or fairly satisfied with their accommodation, a situation in stark contrast to those who rent their properties, where 80.6% of social renters and 81.8% of private renters were either very or fairly unsatisfied with their accommodation (*Office for National Statistics, 2016b*).

Census 2011 data for Cumbria indicates there are five communities within the county where at least two thirds of housing is rented:

- Allerdale: LSOAs within the wards of Moss Bay (70.1%) and Ewanrigg (66.6%)
- Barrow-in-Furness: LSOAs within the wards of Barrow Island (73.1%) and Ormsgill (67.0%)
- Copeland: LSOA within Sandwith ward (70.5%) (*Office for National Statistics, 2011b*)

Feeling positive about the area in which we live helps to create strong, inclusive communities, places where people feel they belong, and where they feel safe. The ONS report that in 2011-12 almost two thirds of people (63.3%) either agreed or agreed strongly that they felt a sense of belonging to their neighbourhood, a decrease of -2.7 percentage points compared to the previous year (66.6%). A sense of belonging to a neighbourhood appears to increase with age. Around half of young people aged 16 to 24 years either agreed, or agreed strongly, that they belonged to their neighbourhood. This is in contrast to those aged 75 years and over, 81.1% of whom felt a that they belonged to their neighbourhood (*Office for National Statistics, 2016b*).

In 2014-15 the majority (85.8%) of men aged 16 and over felt in England and Wales either fairly safe, or very safe, when walking alone after dark in their local area, no overall change compared to the previous year (85.1%). For women the proportion is lower at 61.7%. However, this is an improvement compared to 2013-14 when 58.0% of women reported feeling safe (*Office for National Statistics, 2016b*).

It is recognised that provision of safe and adequate housing has a part to play in the health and wellbeing of communities. Good quality, accessible housing in safe neighbourhoods with good connections, access to facilities and green spaces helps people maintain networks and independence, and supports healthy lifestyles. The provision of community resources can provide a venue and focal point for social activities. Neighbourhoods that are planned and designed to prevent and reduce opportunities for crime, with safe pavements and lighting, with connections to facilities and transport links, can contribute to people's perception of safety (*Chartered Institute of Housing & Housing Learning and Improvement Network, 2015*).

Work is being undertaken in Cumbria to license landlords under the *Cumbria Landlord Accreditation Scheme*, a scheme designed to benefit both tenants and landlords. The scheme is administered by the National Landlords Association on behalf of Cumbrian districts. Under the scheme landlords make a commitment to keeping high standards and following good practice in the way their properties are managed. In return, landlords receive a number of benefits including assistance with fire precaution and energy efficiency

measures, landlord training events, ability to use the scheme logo to assure tenants that they are dealing with responsible landlords who understand their responsibilities and obligations (*Eden District Council, 2014*).

Further work in relation to housing will be covered in the *Environment and Sustainability* JSNA chapter planned for 2017. Homelessness is covered in the JSNA *Health Inequalities* chapter published in July 2015, and available via the Cumbria Intelligence Observatory website.

7 Geographical differences in need

7.1 Cumbria and districts crime rate statistical comparison

Indicator	Allerdale Count (rate)	Barrow Count (rate)	Carlisle Count (rate)	Copeland Count (rate)	Eden Count (rate)	South Lakeland Count (rate)	CUMBRIA Count (rate)
Total crime (rate per 1,000 population, 2015-16)	↑ 4,975 (51.6)	→ 4,367 (64.6)	↑ 7,342 (68.0)	↓ 3,453 (49.4)	→ 1,899 (36.1)	↑ 3,968 (38.4)	↑ 26,004 (52.2)
Total alcohol related crime (rate per 1,000 population, 2015-16)	↓ 556 (5.8)	↓ 770 (11.4)	↑ 994 (9.2)	→ 574 (8.2)	↑ 217 (4.1)	→ 515 (5.0)	↑ 3,626 (7.3)
Acquisitive crime							
Theft from a motor vehicle (rate per 1,000 population, 2015-16)	↑ 205 (2.1)	↑ 100 (1.5)	↑ 230 (2.1)	↓ 70 (1.0)	↓ 88 (1.7)	↑ 125 (1.2)	↑ 818 (1.6)
Theft of a motor vehicle (rate per 1,000 population, 2015-16)	↑ 60 (0.6)	↑ 41 (0.6)	↓ 90 (0.8)	↑ 33 (0.5)	↓ 22 (0.4)	→ 38 (0.4)	→ 284 (0.6)
Burglary (dwelling) (rate per 1,000 population, 2015-16)	↓ 142 (1.5)	↓ 127 (1.9)	↑ 238 (2.2)	↑ 104 (1.5)	↑ 57 (1.1)	→ 98 (0.9)	↑ 766 (1.5)
Burglary (other) (rate per 1,000 population, 2015-16)	↑ 369 (3.8)	↑ 179 (2.6)	↑ 323 (3.2)	↑ 189 (2.7)	↓ 134 (2.5)	→ 244 (2.4)	↑ 1,458 (2.9)
Violent crime							
Violence against the person (rate per 1,000 population 2015-16)	→ 1,223 (12.7)	↑ 1,444 (21.3)	↑ 2,017 (18.7)	↑ 1,102 (15.8)	↑ 428 (8.1)	↑ 1,162 (11.3)	↑ 7,376 (14.8)
Alcohol related violence against the person offences (rate per 1,000 population 2015-16)	↓ 345 (3.6)	↓ 467 (6.9)	↑ 569 (5.3)	→ 369 (5.3)	↑ 123 (2.3)	↓ 288 (2.8)	↓ 2,161 (4.3)
Hospital admissions, violence (inc. sexual violence) (rate per 100,000 population 2012-13 / 2014-15)	↓ 106 (40.6)	↓ 135 (69.0)	↓ 137 (42.6)	↓ 90 (45.3)	↑ 30 (21.4)	→ 94 (37.2)	↓ 592 (43.2)
Domestic abuse (rate per 1,000 population 2015-16)	↓ 1,405 (14.6)	↑ 1,508 (22.3)	↑ 1,887 (17.5)	↓ 1,165 (16.7)	↑ 375 (7.1)	→ 787 (7.6)	↑ 7,127 (14.3)
Sexual offences (rate per 1,000 population 2015-16)	→ 141 (1.5)	→ 145 (2.1)	↑ 205 (1.9)	↑ 98 (1.4)	↑ 71 (1.3)	↑ 197 (1.9)	↑ 857 (1.7)

Indicator	Allerdale Count (rate)	Barrow Count (rate)	Carlisle Count (rate)	Copeland Count (rate)	Eden Count (rate)	South Lakeland Count (rate)	CUMBRIA Count (rate)
Other crime							
Business crime (rate per 1,000 population, 2015-16)	↑ 1,082 (11.2)	→ 756 (11.2)	→ 1,441 (13.3)	↑ 470 (6.7)	→ 322 (6.1)	↑ 795 (7.7)	↑ 4,866 (9.8)
Anti-social behaviour (rate per 1,000 population, 2015-16)	↓ 2,362 (24.5)	↓ 2,829 (41.8)	↓ 3,785 (35.0)	↓ 1,873 (26.8)	↓ 929 (17.7)	↓ 2,025 (19.6)	↓ 13,803 (27.7)
Anti-social behaviour involving young people (rate per 1,000 population, 2015-16)	↑ 713 (7.4)	↓ 786 (11.6)	↑ 1,132 (10.5)	↓ 461 (6.6)	↓ 195 (3.7)	→ 568 (5.5)	↑ 3,855 (7.7)
Criminal damage (including arson) (rate per 1,000 population, 2015-16)	↑ 1,111 (11.5)	↑ 882 (13.0)	↑ 1,403 (13.0)	↓ 705 (10.1)	↑ 334 (6.3)	↑ 759 (7.3)	↑ 5,194 (10.4)
Deliberate fires (rate per 1,000 population, 2015-16)	↑ 158 (1.6)	↓ 76 (1.1)	→ 148 (1.4)	↓ 82 (1.2)	↓ 13 (0.2)	↓ 55 (0.5)	↓ 532 (1.1)
Hate crime (rate per 1,000 population, 2015-16)	↑ 79 (0.8)	↓ 46 (0.7)	↑ 135 (1.2)	→ 50 (0.7)	↑ 30 (0.6)	↑ 39 (0.4)	↑ 377 (0.8)
Re-offending levels (average number of re-offences per offender, 2013)	↑ 966 (1.01)	↑ 1,018 (1.01)	↑ 1,449 (0.99)	↑ 603 (0.81)	→ 150 (0.49)	→ 417 (0.60)	↑ 4,603 (0.89)
Drug and alcohol misuse							
Drug possession and supply (rate per 1,000 population, 2015-16)	↓ 183 (1.9)	↓ 176 (2.6)	↓ 301 (2.8)	↓ 140 (2.0)	↓ 119 (2.3)	→ 151 (1.5)	↓ 1,070 (2.1)
Alcohol specific mortality: males (all ages) (DSR per 100,000 population 2012-14)	↑ 22.5	↓ 20.7	↑ 14.7	↓ 19.6	↓ 8.3	↑ 14.1	↑ 17.0
Alcohol specific mortality: females (all ages) (DSR per 100,000 population 2012-14)	↑ 16.4	↑ 9.9	↓ 7.7	→ 5.3	↓ 4.9	↓ 2.9	→ 7.9
Alcohol specific hospital admissions: all persons, all ages (DSR per 100,000 population 2014-15)	↓ 372	↑ 689	↓ 431	↓ 477	↓ 215	→ 333	→ 418
Alcohol specific hospital admissions: under 18 year olds (crude rate per 100,000 in 2012/13-2014/15)	↓ 39.9	↓ 90.2	36.6*	→ 104.4	24.5*	↓ 61.1	↓ 58.2
Road Safety: Killed and Seriously Injured (KSI) statistics (rate per 1,000 population, 2015)	→ 48 (0.5)	↓ 14 (0.2)	→ 30 (0.3)	→ 25 (0.4)	→ 48 (0.9)	↑ 67 (0.6)	→ 232 (0.5)

(DSR: Directly Standardised Rate)

* trend over 12 months not available, as data for previous reporting period (2011/12-2013/14) was suppressed by Public Health England

Key: trend over 12 months	↑ = increase	↓ = decrease	→ = no significant change
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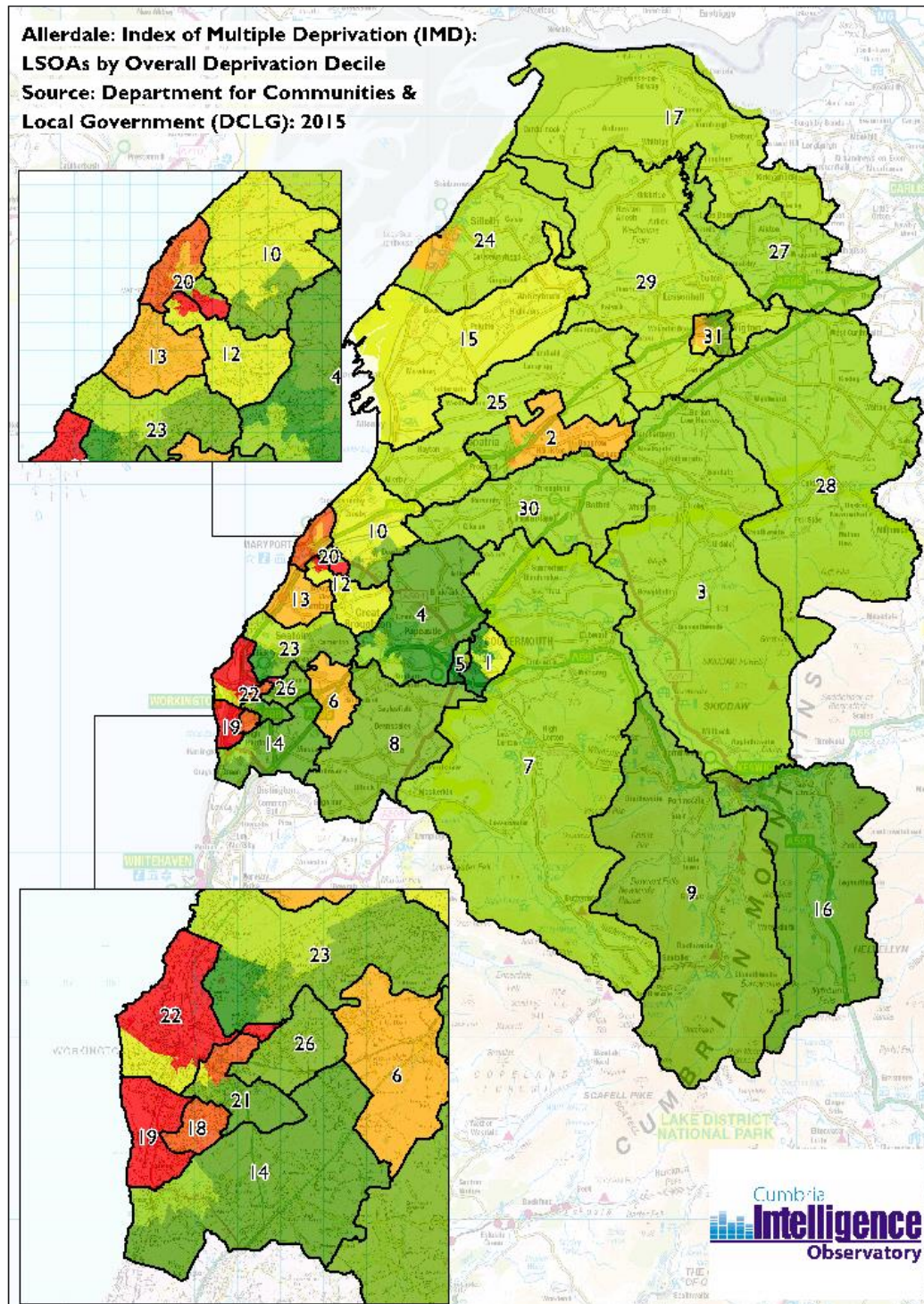
7.2 Allerdale district

Geographical differences in need:

- Two wards with rates for all crime ranking within the highest eight wards: St John's (134.4) and St Michael's (172.2), both much higher than the county rate (52.2)
- Theft from a motor vehicle offences increasing (+16.5%, +29)
- One quarter of all wards with crime rates for theft from a motor vehicle higher than the county average (1.6) situated within Allerdale (13 wards)
- Highest crime rate for theft from a motor vehicle in Crummock ward (17.0 per 1,000), more than 10 times higher than the county rate
- Second highest theft from a motor vehicle rate in Derwent Valley ward (9.1 per 1,000)
- Theft of a motor vehicle offences increasing (+36.4%, +16)
- Almost a quarter (12; 23.5%) of the wards with crime rates for theft of a motor vehicle higher than the county average (0.6 per 1,000) situated in Allerdale
- St Michael's ward has a crime rate for burglary (dwelling) (6.2 per 1,000), the third highest of all the wards, and more than four times the county rate (1.5)
- Crime rate for burglary (other) is higher at 3.8 per 1,000 population than the county average (2.9)
- St Michael's ward had the highest crime rate (12.0 per 1,000) and number of crimes (60) for burglary (other) of all Cumbria's wards
- Largest increase in business crime (+22.1%, +196).
- Second largest increase in youth anti-social behaviour of all the districts (+17.9%; +108)
- Largest increase in the proportion of re-offenders in 2013 who went on to re-offend of all the districts (+4.2 percentage points)
- Joint highest number of re-offences per offender in 2013 (1.01 per offender) with Barrow-in-Furness
- Female alcohol specific mortality rate (16.4 per 100,000 population) is significantly worse than the England rate (7.4). Highest of all the districts; increase of +25.2% in the rate compared to 2011-13 and +72.6% compared to 2010-12
- Largest percentage increase in male alcohol specific mortality rate of all the districts (+47.2%)
- Highest rate of all fires in 2015-16 of all the districts (35.8 per 10,000); Flimby and St Michael's wards had the highest and second highest rate respectively of all Cumbria's wards (126 and 122 per 10,000)
- Deliberate fires increased by +19.7% (+26) in 2015-16; highest rate (1.6 per 1,000 population) of all the districts
- Four communities had a dozen or more deliberate fires during 2015-16: two within St Michael's ward (35 deliberate fires); one in Flimby ward (16); and one in Moss Bay ward (13).

7.2.1 Allerdale ward map

The location of wards within the Allerdale district and the levels of deprivation at LSOA level are illustrated in the map below. The map legend and ward names for each identification number can be viewed in Figure 8 and Table 28.



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Figure 8: Legend for Allerdale Indices of Multiple Deprivation map

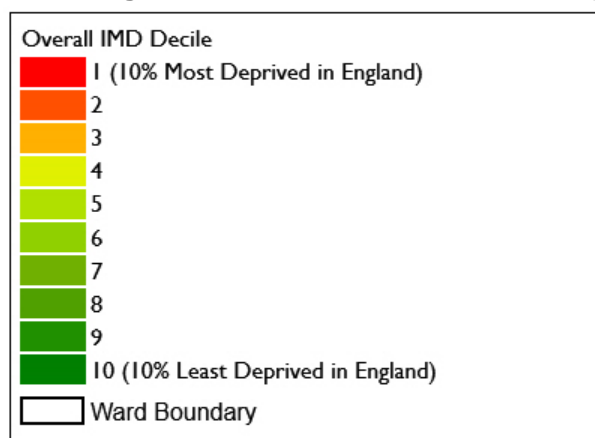


Table 28: Allerdale – ward name and map identification number

Ward Name	Map ID	Ward Name	Map ID
All Saints	1	Marsh	17
Aspatria	2	Moorclose	18
Boltons	3	Moss Bay	19
Broughton St Bridget's	4	Netherhall	20
Christchurch	5	St John's	21
Clifton	6	St Michael's	22
Crummock	7	Seaton	23
Dalton	8	Silloth	24
Derwent Valley	9	Solway	25
Ellen	10	Stainburn	26
Ellenborough	11	Wampool	27
Ewanrigg	12	Warnell	28
Flimby	13	Waver	29
Harrington	14	Wharrels	30
Holme	15	Wigton	31
Keswick	16		

7.3 Barrow-in-Furness district

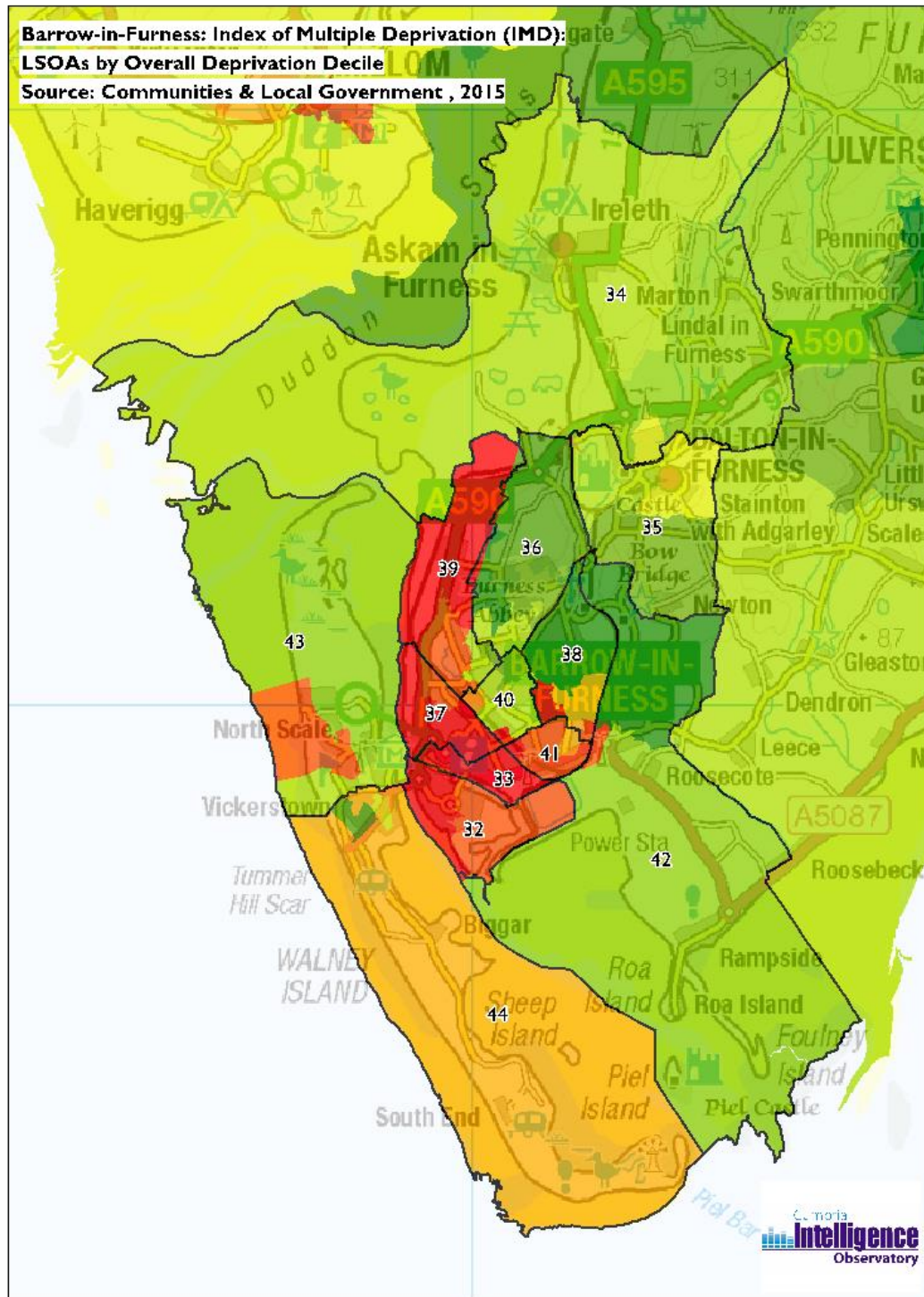
Geographical differences in need:

- Rate for all crime (64.6 per 1,000) higher than the county average (52.2); second highest of all the districts
- Three wards with rates for all crime ranking within the highest nine wards: Hindpool (224.3); Central (177.5); Barrow Island (114.1)
- Hindpool ward had the second highest number of all crimes of all wards (1,273)
- Highest increase in theft from a motor vehicle offences of all the districts (+49.3%, +33)
- Crime rate in Central ward for theft from a motor vehicle (6.4 per 1,000) ranks in the top seven wards, almost four times the county rate (1.6)
- Theft of a motor vehicle offences increasing (+24.2%, +8)
- Theft of a motor vehicle crime rate more than three times the county rate (0.6 per 1,000) in Barrow Island ward (2.0 per 1,000)
- Barrow Island ward has the highest crime rate for burglary (dwelling) (6.8 per 1,000) of all the wards, a rate that is more than four times the county rate (1.5)
- Barrow had the highest increase in burglary (other) crimes of all the districts in 2015-16 (+82.7%, +81)
- Crime rate for burglary (other) is higher at 3.2 per 1,000 population than the county average (2.9)
- Highest crime rate for violence against the person offences (21.3 per 1,000)
- Highest rate of hospital admissions for violent crime (including sexual violence) of all the districts (69.0 per 100,000); significantly worse than England rate (47.5)
- Greatest proportion of repeat victims of domestic abuse (41.2%) of all the districts
- Barrow-in-Furness - highest crime rate for sexual offences of all the districts (2.1 per 1,000 population)
- Highest crime rate for anti-social behaviour (41.8 per 1,000); Central ward had the highest anti-social behaviour crime rate of all Cumbria's wards (170.8 per 1,000)
- Offence rate for youth anti-social behaviour (11.6 per 1,000) highest of all the districts
- Central ward had the highest offence rate for youth anti-social behaviour (44.7 per 1,000) of all Cumbria's wards
- Highest crime rate for criminal damage (including arson) offences of all the districts (13.0 per 1,000); Central and Hindpool wards had the highest and third highest crime rates of all Cumbria's wards (40.9 and 40.3 per 1,000 respectively)
- Hindpool ward had the third highest crime rate for hate crime of all Cumbria's wards (3.9 per 1,000)
- Largest proportion of re-offenders in 2013 who went on to re-offend of all the districts (31.8%)
- Joint highest number of re-offences per offender in 2013 (1.01 per offender) with Allerdale
- Second largest number of service users in contact with Unity Drug and Alcohol Services Cumbria (616)
- Three wards within the top ten wards in the county for drug possession and supply offences: Central ward (12.5 per 1,000 population); Barrow Island (9.1); Hindpool (5.8). Central ward third highest of all Cumbria's wards.
- Hindpool ward had the third highest offence rate for alcohol related crime of all Cumbria's wards (51.4 per 1,000)

- Highest crime rate for alcohol related violent crime (6.9 per 1,000 population)
- Hindpool ward had the third highest crime rate for alcohol related violence against the person offences of all Cumbria's wards (32.1 per 1,000)
- Highest rate of alcohol related sexual offences (0.4 per 1,000 population); Hindpool ward had the highest offence rate of all Cumbria's wards (1.8 per 1,000)
- Second highest increase in female alcohol specific mortality rate (+26.3% compared to 2011-13)
- Alcohol specific hospital admissions for all ages (689 per 100,000) significantly worse than both the North West (558 per 100,000) and England (364 per 100,000); highest rate percentage increase of all the districts compared to 2012-13 (+13.9%)
- Alcohol specific hospital admissions (under 18 year olds) significantly worse than the North West (90.2 compared to 53.5), and the second highest of all the districts
- Dalton North ward had the third highest rate for all fires of all Cumbria's wards (86 per 10,000 population)

7.3.1 Barrow ward map

The location of wards within the Barrow-in-Furness district and the levels of deprivation at LSOA level are illustrated in the map below. The map legend and ward names for each identification number can be viewed in Figure 9 and Table 29.



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Figure 9: Legend for Barrow-in-Furness Indices of Multiple Deprivation map

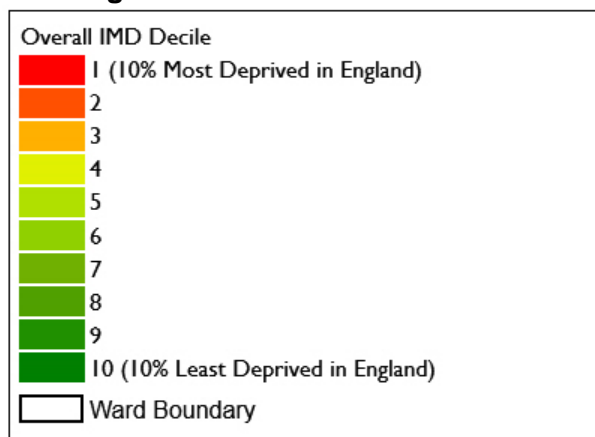


Table 29: Barrow-in-Furness – ward name and map identification number

Ward Name	Map ID
Barrow Island	32
Central	33
Dalton North	34
Dalton South	35
Hawcoat	36
Hindpool	37
Newbarns	38
Ormsgill	39
Parkside	40
Risedale	41
Roosecote	42
Walney North	43
Walney South	44

7.4 Carlisle district

Geographical differences in need:

- Highest crime rate for all crime of all the districts (68.0 per 1,000 population)
- Castle ward has the highest crime rate and number of crimes of all wards (317.6; 1,820)
- Two wards with rates for all crime ranking in the top seven wards: Castle (317.6 per 1,000) and Currock (144.7)
- Theft from a motor vehicle offences increasing (+17.3%; +34)
- Castle ward had the highest number of thefts from a motor vehicle crimes (35)
- Highest crime rate per 1,000 population for theft of a motor vehicle (0.8) of all the districts, higher than the county average (0.6)
- Theft of a motor vehicle crime rate more than three times the county rate (0.6 per 1,000) in Castle ward (2.3) and Morton ward (2.2), and are the highest rates of all the county's wards. Denton Holme (1.5) also ranks in the top six wards.
- Burglary (dwelling) offences are increasing (+25.3%, +48); Carlisle has the highest crime rate of all the districts (2.2 per 1,000)
- St Aidan's ward has the second highest crime rate for burglary (dwelling) (6.2 per 1,000) of all the wards, a rate that is more than four times the county average (1.5)
- Highest number of violence against the person crimes (2,017)
- Castle ward had the highest violence against the person crime rate (88.8 per 1,000) of all Cumbria's wards
- Highest number of hospital admissions for violent crime (including sexual violence) of all the districts (137)
- Largest number of reported domestic abuse crimes of all the districts (1,887)
- Carlisle - highest increase in sexual offences of all the districts +58.9% (+76)
- Highest number of recorded business crimes (1,441) and the highest crime rate (13.3 per 1,000 population)
- Largest number of reported anti-social behaviour offences in 2015-16 (3,785); higher crime rate (35.0 per 1,000) than the county average (27.7);
- Castle ward had the second highest anti-social behaviour crime rate of all Cumbria's wards (141.2 per 1,000)
- Largest increase in youth anti-social behaviour of all the districts during 2015-16 (+20.4%; +192); crime rate (10.5 per 1,000) second highest of all the districts
- Highest increase in criminal damage (including arson) offences of all the districts (+15.6%; +189); Castle ward had the second highest crime rate of all Cumbria's wards (40.8 per 1,000)
- Highest hate crime rate of all Cumbria's districts in 2015-16 (1.2 per 1,000); Castle ward had the highest hate crime rate of all Cumbria's wards (7.3 per 1,000)
- Largest number of service users in contact with Unity Drug and Alcohol Services Cumbria (790); increase in alcohol misuse referrals to Unity (+5.9%, +16); highest proportion of service users using heroin as their main drug 51.3% (405).
- Castle ward had the second highest offence rate for drug possession and supply in 2015-16 (17.3 per 1,000 population)
- Largest increase in terms of number of alcohol related crimes +153 (+18.2%); Castle ward had the highest offence rate of all Cumbria's wards (64.2 per 1,000 population)
- Highest increase in alcohol related violent crime (+10.1%; +52)

- Castle ward had the highest crime rate for alcohol related violence against the person offences of all Cumbria's wards (36.8 per 1,000)
- Highest number of alcohol related sexual offences in 2015-16 (36 crimes recorded); Castle ward had the second highest offence rate of all Cumbria's wards (1.4 per 1,000)
- Second largest increase in male alcohol specific mortality rates (+23.8% to 14.7 per 100,000).
- Two communities had a dozen or more deliberate fires during 2015-16: one in Botcherby (13 deliberate fires); one in Belle Vue (12)

7.4.1 Carlisle ward map

The location of wards within the Carlisle district and the levels of deprivation at LSOA level are illustrated in map below. The map legend and ward names for each identification number can be viewed in Figure 10 and Table 30.

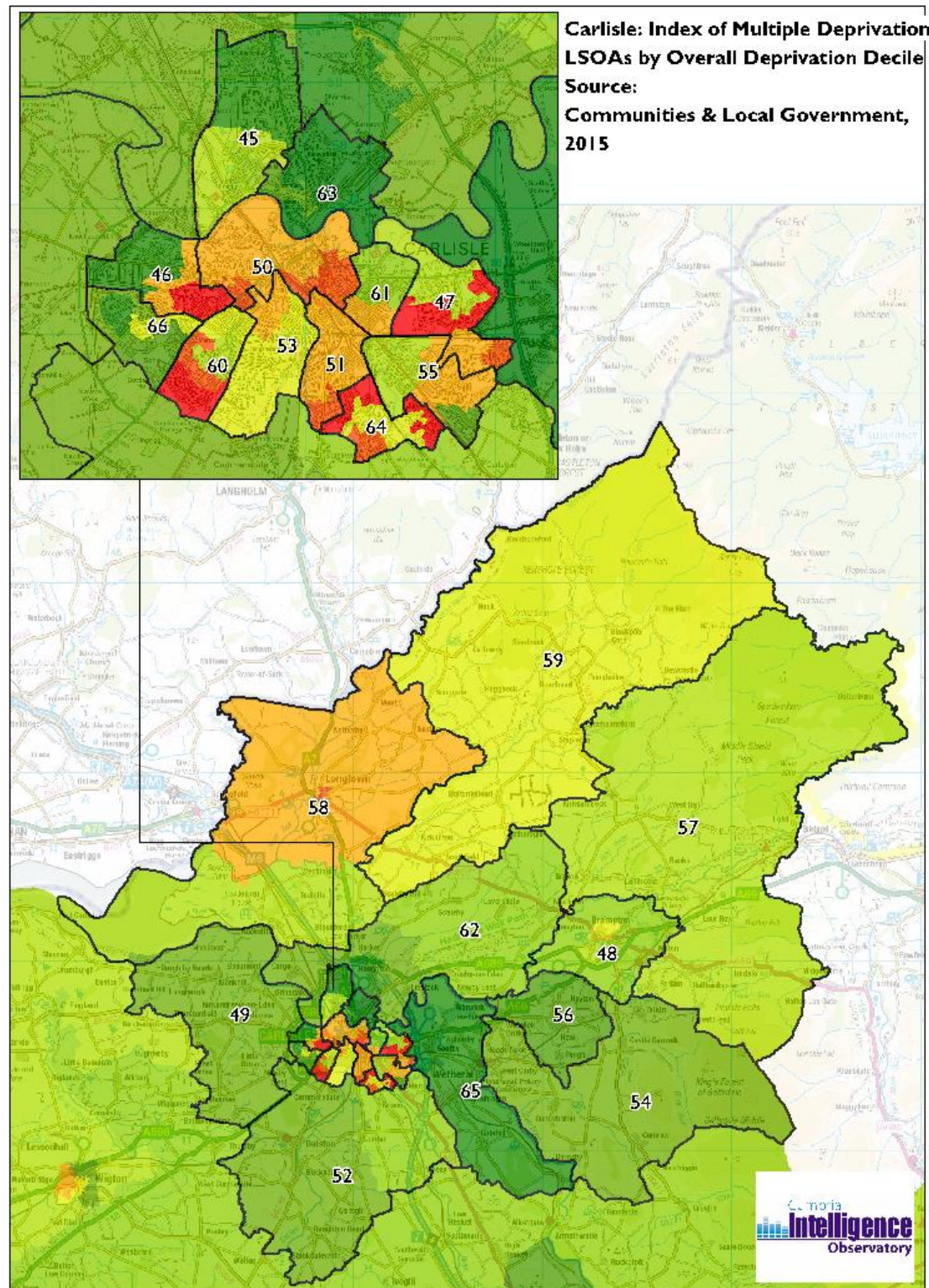


Figure 10: Legend for Carlisle Indices of Multiple Deprivation map

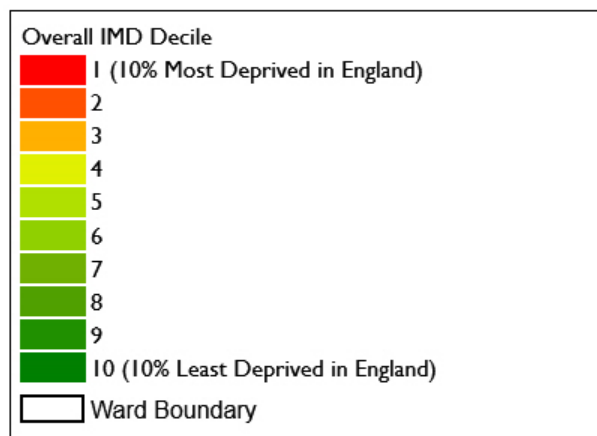


Table 30: Carlisle – ward name and map identification number

Ward Name	Map ID	Ward Name	Map ID
Belah	45	Hayton	56
Belle Vue	46	Irthing	57
Botcherby	47	Longtown and Rockcliffe	58
Brampton	48	Lyne	59
Burgh	49	Morton	60
Castle	50	St Aidans	61
Currock	51	Stanwix Rural	62
Dalston	52	Stanwix Urban	63
Denton Holme	53	Upperby	64
Great Corby and Geltsdale	54	Wetheral	65
Harraby	55	Yewdale	66

Fire and Rescue (*Cumbria County Council, 2015b*)

Carlisle has the second lowest rate of overall fire and rescue incidents in Cumbria (86.6 per 10,000) compared to other districts and has a lower rate than the Cumbrian average (90.7 incidents).

This is a result of Carlisle having the second lowest rate of false alarms (38.0 per 10,000) compared to other districts, and its higher rate than the Cumbrian average (39.2 per 10,000). Carlisle also has the second lowest rate of road traffic collision special service calls (4.6 per 10,000) compared to other districts and has a lower rate than the Cumbrian average (6.0 per 10,000). It also has the second lowest rate of non-road traffic collisions (14.1 per 10,000) compared other districts and is lower than the Cumbrian average (17.3 per 10,000).

Carlisle has the third highest rate of fires (29.9 per 10,000), which is just lower than the Cumbrian average rate of 28.3 (*Cumbria County Council, 2015b*).

7.5 Copeland district

Geographical differences in need:

- All crime rate in Harbour ward (196.0 per 1,000) almost four times the county rate (52.2)
- Crime rate for theft from a motor vehicle in Ennerdale ward (7.2 per 1,000) more than four times the county rate (1.6); fourth highest of all the wards
- Theft of a motor vehicle offences increasing; largest percentage increase, (+43.5%; +10) of all the districts. Crime rate for Kells ward (1.6 per 1,000) ranks in the top five of all the wards, and is almost three times higher than the county rate (0.6).
- Burglary (dwelling) offences are increasing (+28.4%; +23); Copeland has the highest increase of all the districts
- Second highest rate of hospital admissions for violent crime (including sexual violence) of all the districts (45.3 per 100,000)
- Second largest proportion of repeat victims of domestic abuse (40.2%) of all the districts
- Harbour ward had the third highest anti-social behaviour crime rate of all Cumbria's wards (115.6 per 1,000)
- Harbour ward had the second highest crime rate for hate crime of all Cumbria's wards (4.6 per 1,000)
- Only district with a significant increase in drug misuse referrals to Unity Drug and Alcohol Services Cumbria (+18.5%; +38)
- Harbour ward had the second highest offence rate for alcohol related crime of all Cumbria's wards (55.6 per 1,000)
- Harbour ward had the second highest crime rate for alcohol related violence against the person offences of all Cumbria's wards (34.6 per 1,000)
- Alcohol specific hospital admissions (under 18 year olds) significantly worse than the North West (104.4 compared to 53.5), and the highest of all the districts

7.5.1 Copeland ward map

The location of wards within the Copeland district and the levels of deprivation at LSOA level are illustrated in the map below. The map legend and ward names for each identification number can be viewed in Figure 11 and Table 31.

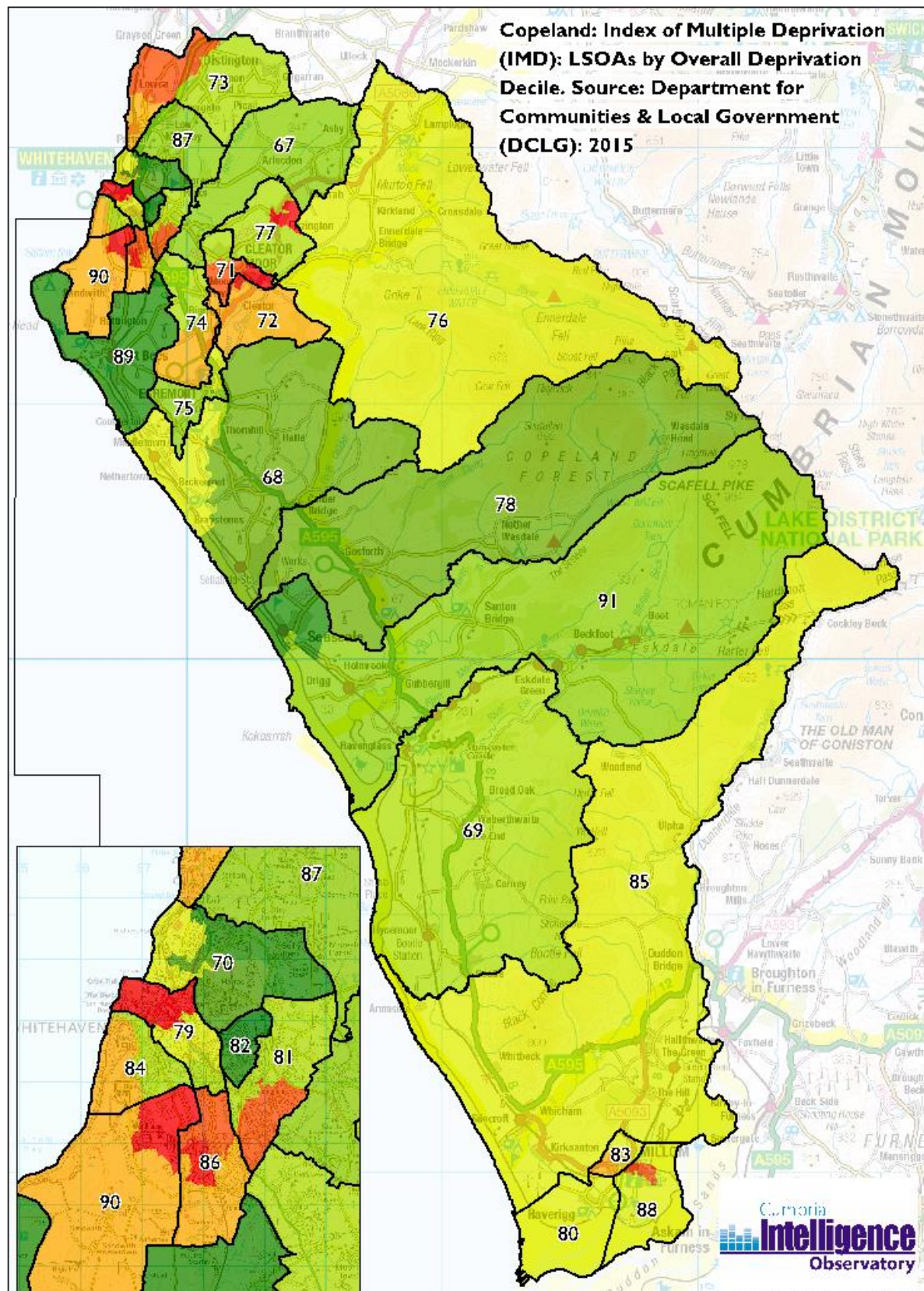


Figure 11: Legend for Copeland Indices of Multiple Deprivation map

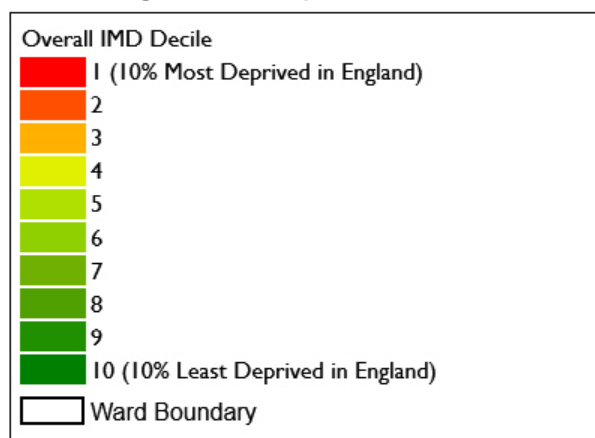


Table 31: Copeland - ward name and map identification number

Ward Name	Map ID	Ward Name	Map ID
Arlecdon	67	Haverigg	80
Beckermest	68	Hensingham	81
Bootle	69	Hillcrest	82
Bransty	70	Holborn Hill	83
Cleator Moor North	71	Kells	84
Cleator Moor South	72	Millom Without	85
Distington	73	Mirehouse	86
Egremont North	74	Moresby	87
Egremont South	75	Newtown	88
Ennerdale	76	St Bees	89
Frizington	77	Sandwith	90
Gosforth	78	Seascale	91
Harbour	79		

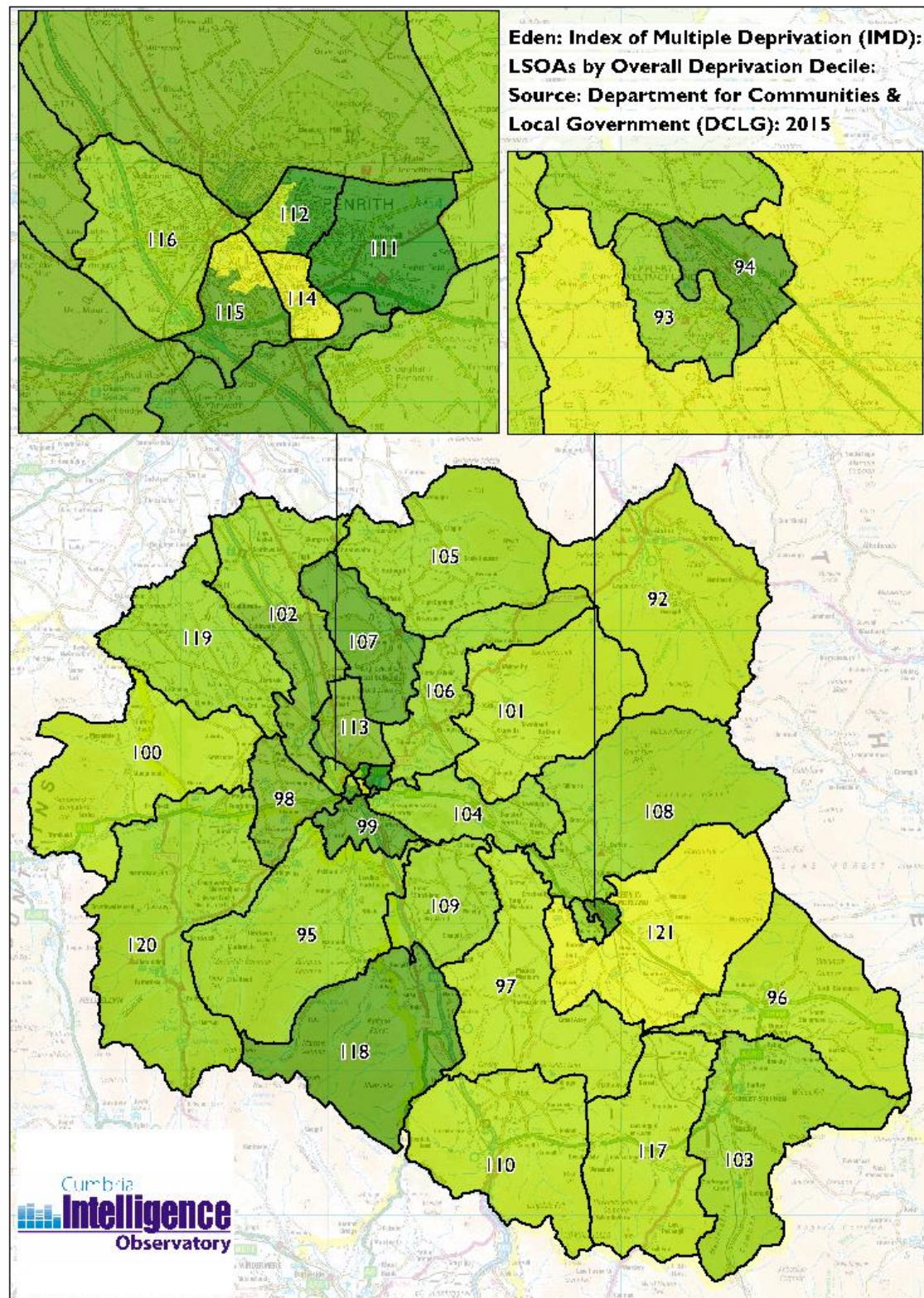
7.6 Eden district

Geographical differences in need:

- All crime rate in Penrith West ward (107.4 per 1,000) more than twice the county rate (52.2)
- Crime rate for theft from a motor vehicle in Ullswater ward (7.9 per 1,000) almost five times the county rate (1.6), and third highest of all the wards
- Theft of a motor vehicle crime rate in Kirkoswald ward (2.1 per 1,000) is the third highest in the county, and more than three and a half times higher than the county rate (0.6)
- Burglary (dwelling) offences are increasing (+18.8%, +9)
- Largest increase in reported domestic abuse crimes of all the districts (+19.0%, +60)
- Highest percentage increase in hate crimes in 2015-16 (+76.5%; +13)
- Askham ward had the highest offence rate for drug possession and supply (25.3 per 1,000), most likely as a result of “Kendal Calling”
- Largest percentage rise in alcohol related crime of all the districts (24.0%; +42)
- Highest rate of people killed or seriously injured on Cumbria’s roads (0.9 per 1,000 population)

7.6.1 Eden ward map

The location of wards within the Eden district and the levels of deprivation at LSOA level are illustrated in the map below. The map legend and ward names for each identification number can be viewed in Figure 12 and Table 32.



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Figure 12: Legend for Eden Indices of Multiple Deprivation map

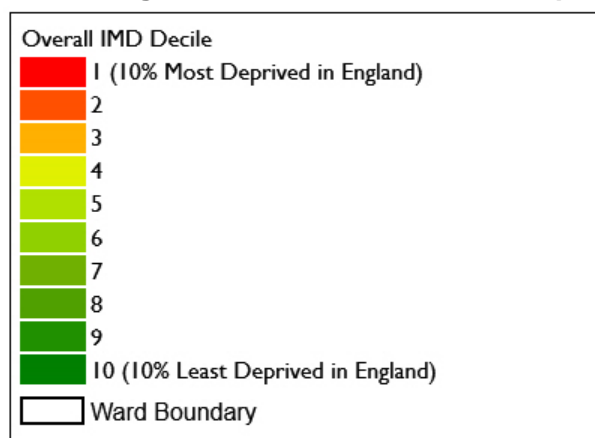


Table 32: Eden – ward name and map identification number

Ward Name	Map ID	Ward Name	Map ID
Alston Moor	92	Lazonby	107
Appleby (Appleby)	93	Long Marton	108
Appleby (Bongate)	94	Morland	109
Askham	95	Orton with Tebay	110
Brough	96	Penrith Carleton	111
Crosby Ravensworth	97	Penrith East	112
Dacre	98	Penrith North	113
Eamont	99	Penrith Pategill	114
Greystoke	100	Penrith South	115
Hartside	101	Penrith West	116
Hesket	102	Ravenstonedale	117
Kirkby Stephen	103	Shap	118
Kirkby Thore	104	Skelton	119
Kirkoswald	105	Ullswater	120
Langwathby	106	Warcop	121

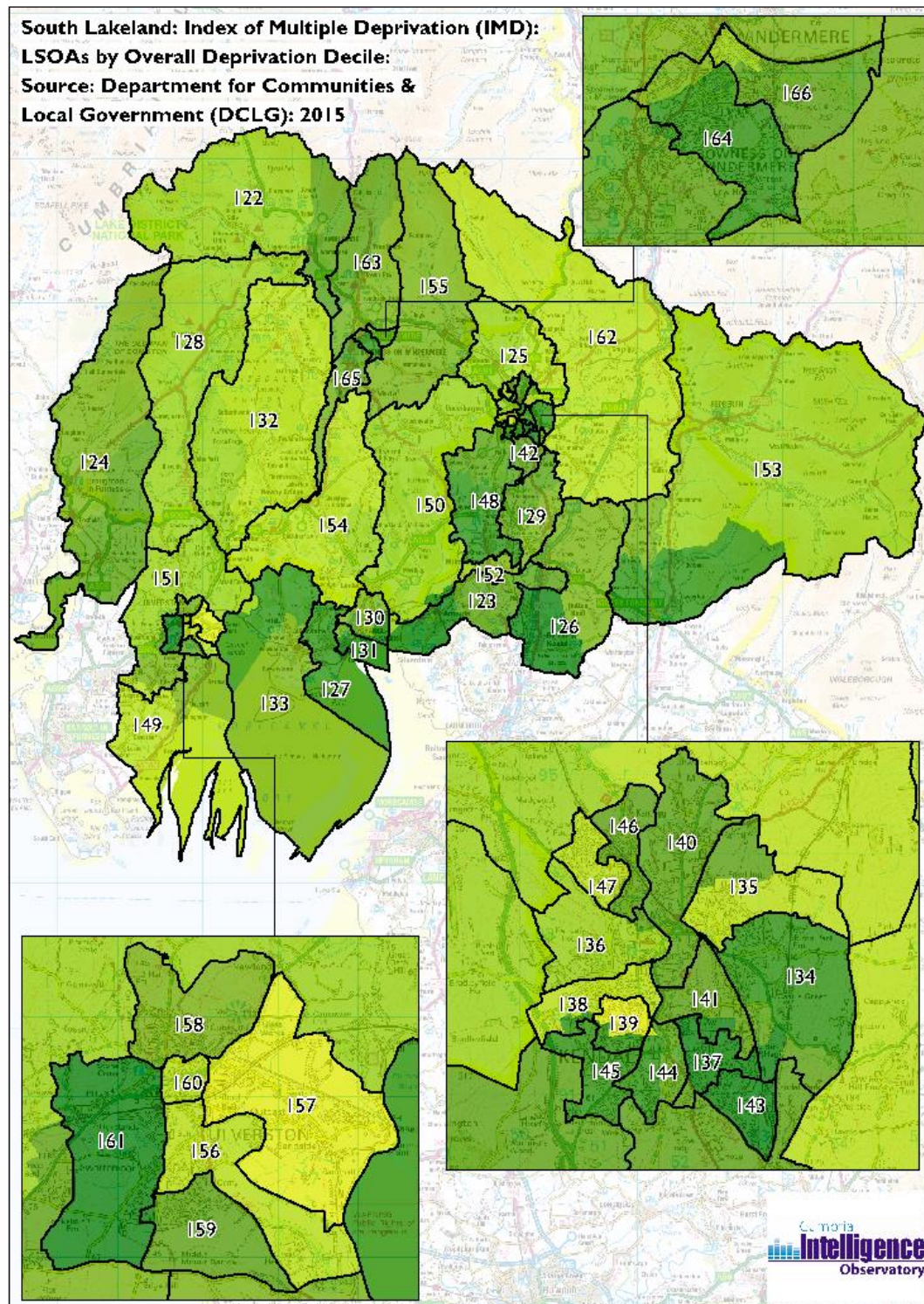
7.7 South Lakeland district

Geographical differences in need:

- Largest percentage increase in all crime of all the districts (+14.9%; +516) and the largest rise over a three year period (+21.3%; +697)
- All crime rate in Kendal Fell ward (199.7 per 1,000) ranking in the highest three wards in the county, and almost four times the county rate (52.2)
- Theft from a motor vehicle offences increasing (+40.4%, +36) the second highest increase of all the districts
- Burglary (dwelling) offences are increasing (+7.7%; +7)
- Kendal Mintsfeet and Kendal Far Cross wards had the second and third highest offence rates for youth anti-social behaviour of all Cumbria's wards (35.5 and 31.2 per 1,000 population respectively)
- Four wards within the top ten highest crime rates for alcohol related sexual offences: Kendal Fell (1.3 per 1,000); Kendal Kirkland (1.0); Windermere Applethwaite and Troutbeck (0.9); Ulverston East (0.9)
- Largest increase in people reported as being killed or seriously injured on Cumbria's roads in 2015 (+21.8%; +12); highest number in 2015 of all the districts (67)

7.7.1 South Lakeland ward map

The location of wards within the South Lakeland district and the levels of deprivation at LSOA level are illustrated in the map below. The map legend and ward names for each identification number can be viewed in Figure 13 and Table 33.



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Figure 13: Legend for South Lakeland Indices of Multiple Deprivation map

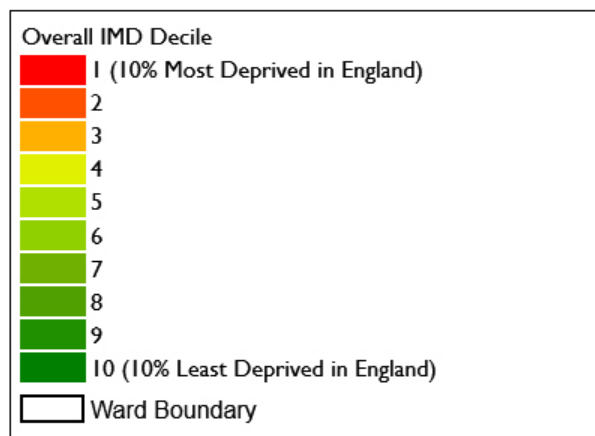


Table 33: South Lakeland - ward name and map identification number

Ward Name	Map ID	Ward Name	Map ID
Ambleside and Grasmere	122	Kendal Stonecross	145
Arnside and Beetham	123	Kendal Strickland	146
Broughton	124	Kendal Underley	147
Burneside	125	Levens	148
Burton and Holme	126	Low Furness	149
Cartmel and Grange West	127	Lyth Valley	150
Coniston and Crake Valley	128	Mid Furness	151
Crooklands	129	Milnthorpe	152
Grange North	130	Sedbergh and Kirkby Lonsdale	153
Grange South	131	Staveley-in-Cartmel	154
Hawkshead	132	Staveley-in-Westmorland	155
Holker	133	Ulverston Central	156
Kendal Castle	134	Ulverston East	157
Kendal Far Cross	135	Ulverston North	158
Kendal Fell	136	Ulverston South	159
Kendal Heron Hill	137	Ulverston Town	160
Kendal Highgate	138	Ulverston West	161
Kendal Kirkland	139	Whinfell	162
Kendal Mintsfeet	140	Windermere Applethwaite and Troutbeck	163
Kendal Nether	141	Windermere Bowness North	164
Kendal Oxenholme and Natland	142	Windermere Bowness South	165
Kendal Parks	143	Windermere Town	166
Kendal Romney	144		

7.8 North and South Clinical Commissioning Group Areas

During 2017, Cumbria's Clinical Commissioning Group (CCG) will be implementing boundary changes to create and establish Integrated Care Communities (ICCs). This will split Cumbria's CCG into two main areas: north and south.

Cumbria's north CCG area will include the districts of Allerdale, Carlisle, Eden and Copeland with the exception of four wards in the Copeland district (Haverigg; Holborn Hill; Millom Without; Newtown). The south CCG area will include the districts of South Lakeland and Barrow-in-Furness with the addition of the four wards in the Copeland district as mentioned previously. Individual ICC boundary areas can be viewed in Figure 14.

To reflect CCG changes, Table 34 outlines differences in need in respect of staying safe between north and south CCG areas where data is available for these geographies.

Table 34: CCG north and south, geographical differences in need

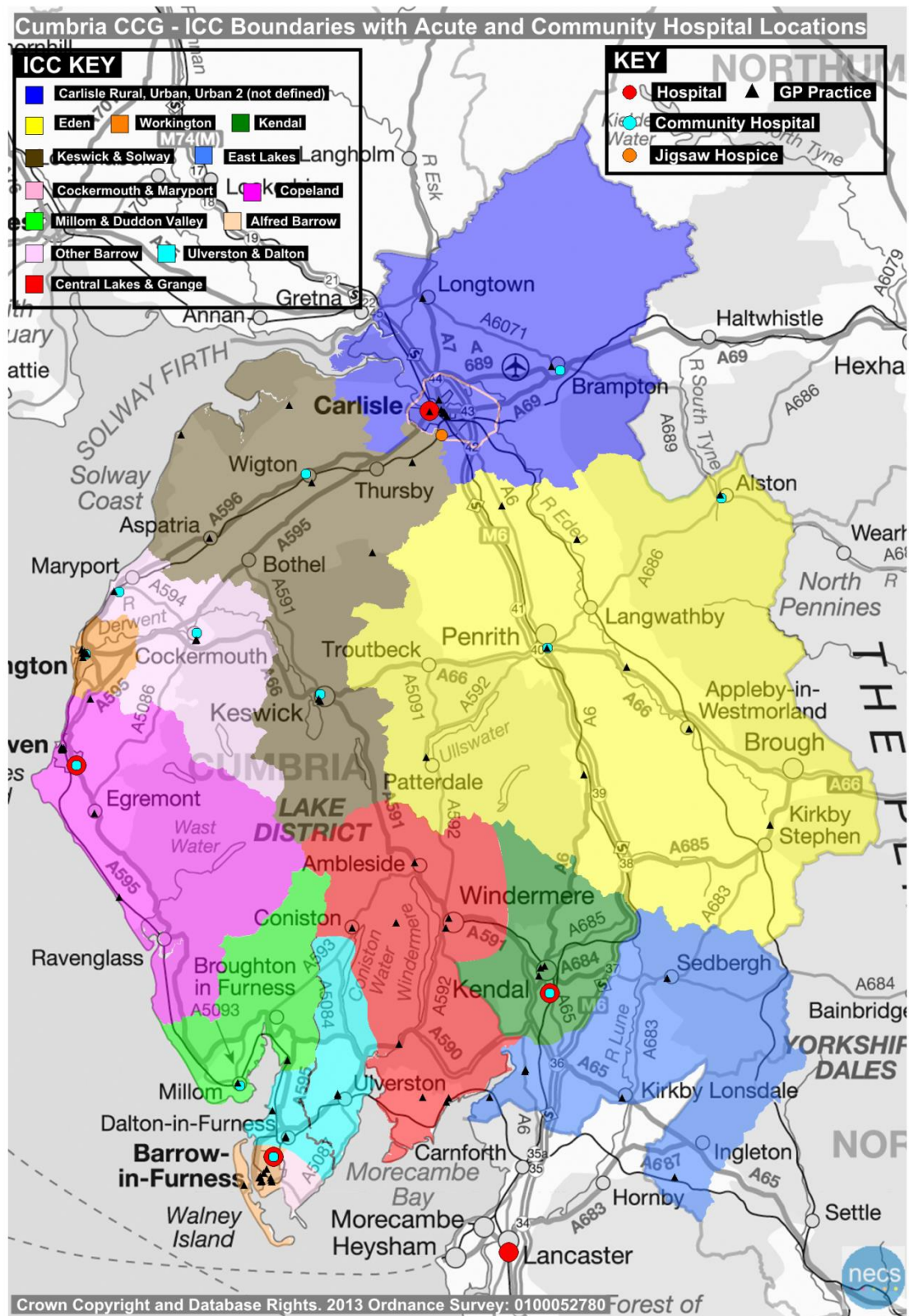
Offence category (Cumbria offence rate per 1,000 in 2015-16)	CCG Area	CCG area offence rate per 1,000
All crime (Cumbria rate 52.2 per 1,000)	North	54.4
	South	47.9
Burglary (dwelling) (Cumbria rate 1.5 per 1,000)	North	1.7
	South	1.3
Burglary (other) (Cumbria rate 2.9 per 1,000)	North	3.2
	South	2.4
Drug possession and supply (Cumbria rate 2.1 per 1,000)	North	2.3
	South	1.9
Theft from a motor vehicle (Cumbria rate 1.6 per 1,000)	North	1.8
	South	1.3
Theft of a motor vehicle (Cumbria rate 0.6 per 1,000)	North	0.6
	South	0.5
Criminal damage (including arson) (Cumbria rate 10.4 per 1,000)	North	10.9
	South	9.5
Sexual offences (Cumbria rate 1.7 per 1,000)	North	1.6
	South	1.9
Violence against the person (Cumbria rate 14.8 per 1,000)	North	14.6
	South	15.1
Hate crime (Cumbria rate 0.8 per 1,000)	North	0.9
	South	0.5
Alcohol related violence against the person (Cumbria rate 4.3 per 1,000)	North	4.3
	South	4.3
Alcohol related sexual offences (Cumbria rate 0.3 per 1,000)	North	0.2
	South	0.3
Alcohol related all crime (Cumbria rate 7.3 per 1,000)	North	7.3
	South	7.4
Anti-social behaviour (Cumbria rate 27.7 per 1,000)	North	27.8
	South	27.5
Youth anti-social behaviour (Cumbria rate 7.7 per 1,000)	North	7.8
	South	7.6

Key:

	Higher than county rate for offence category in 2015-16
	Equal to county rate for offence category in 2015-16
	Lower than county rate for offence category in 2015-16

7.8.1 Cumbria CCG boundary map

Figure 14: Cumbria Integrated Care Community boundary areas



(Source: NHS North of England Commissioning Support Unit, 2016)

8 Current Services and Assets

The following services are currently provided in Cumbria to support safety of communities and individuals.

Victims of (all) crime:

- Victims Information Service website and Freephone Helpline (0808 168 9293) set up by Victim Support and the Ministry of Justice in April 2015 *House of Commons Library, 2016a*)
- Turning the Spotlight
- Cumbria Victims Charitable Trust (generates additional income to supplement Ministry of Justice funding)

Support for victims of sexual violence and / or domestic abuse (*Office of the Police and Crime Commissioner, 2016*)

- Bridgeway Sexual Assault Service (Cumbria: complete package of support for men, women and children who live or have been raped or sexually assaulted within Cumbria, including contactable 24 hours a day throughout the year).
- Safety Net (North, East and West Cumbria) provide specialist therapeutic services for children and adults who have been victims of sexual abuse, including working as part of the Bridgeway service.
- Birchall Trust (South Cumbria) provide specialist therapeutic services for children and adults who have been victims of sexual abuse, including working as part of the Bridgeway service.
- NSPCC (provides a range of support for children who have been victims of child sexual exploitation, sexual abuse, are displaying sexually harmful behaviour and those children where abuse is suspected but has not been disclosed)
- Victim Support (provides the ISVA service for The Bridgeway Sexual Assault Service and also supports victims of sexual offences through specially trained volunteers for the offences and levels of risk which are less high, complementing the service provided by the ISVAs)
- Freedom Project (specialist services for people affected by domestic abuse, where sexual abuse is quite often a factor)
- Let Go (specialist services for people affected by domestic abuse, where sexual abuse is quite often a factor)

Child Sexual Exploitation:

- Cumbria Constabulary
- Brathay Trust (runs a relatively new programme with young people identified as being at risk of Child Sexual Exploitation)
- Local Safeguarding Children Board

Young People's offending:

- Cumbria County Council Youth Offending Team
- Youth Crime Prevention Triage Service

Fraud:

- Action Fraud
- Cifas
- Financial Fraud Action UK

Cyberbullying:

- Stop Abuse Online (national government funded website, launched 17 June 2016)

Terrorism:

- Counter Terrorism Local Profiles

Hate crime:

- Turning the Spotlight Programme (Cumbria)
- Cumbria Constabulary - online hate crime reporting, 49 Hate Incident Reporting Centres located throughout the county

Offending / re-offending:

- Cumbria and Lancashire Community Rehabilitation Company
- National Probation Service

Drug / alcohol misuse:

- Unity Drug and Alcohol Services Cumbria
- The Well (Barrow-in-Furness)

Fire safety – Cumbria Fire and Rescue Service (fire prevention):

- Cumbria Fire and Rescue Service Home Accident Reduction Interventions (home visits)

Fire safety – Cumbria Fire and Rescue Service (response) (*Cumbria County Council, 2015b*):

- Allerdale: seven fire stations; nine fire engines; one boat; one wildlife Landrover. Workington station is crewed by a combination of regular and on-call fire-fighters and the other six are crewed solely by on-call fire-fighters.
- Barrow-in-Furness: two fire stations; three fire engines; one aerial ladder platform; national Incident Response Unit. Barrow station is crewed by regular fire-fighters (with a separate cohort of on-call firefighters that crew a resilience fire engine during periods of high demand); Walney station is crewed by on-call fire-fighters.
- Carlisle: Four fire stations; four fire engines; one boat. Two stations (Carlisle East and West) are crewed by regular fire-fighters and Longtown and Brampton are crewed by on-call fire-fighters.
- Copeland: Six fire stations; seven fire engines; one wildlife Landrover. Whitehaven station is crewed by a combination of regular and on-call fire-fighters and the other five are crewed by on-call fire-fighters.
- Eden: Seven fire stations; eight fire engines; one boat; one wildlife Landrover; national Enhanced Logistical Support vehicle; Water Bowser; Environmental Protection Unit. The station in Penrith serves as the Cumbria Fire and Rescue Service headquarters and is crewed by a combination of regular and on-call fire-fighters and six are crewed solely by on-call fire-fighters.

- South Lakeland: 12 fire stations; 14 fire engines; one wildlife Landrover; national High Volume Pump based at Kendal Fire Station. Two stations (Kendal and Ulverston) are crewed by a combination of regular and on-call fire-fighters and 10 stations are crewed solely by on-call fire-fighters.

Neighbourhood Support:

- Cumbria Neighbourhood Watch Association
- Farm Watch Cumbria

Road safety:

- Cumbria Road Safety Partnership

Vulnerable adults:

- Cumbria Safeguarding Hub

9 Community views

The Office for National Statistics (2015a) carried out a national survey regarding perceptions of anti-social behaviour. Responses show that 11.0% of adults perceive there to be a high level of anti-social behaviour. The main concerns were around rubbish or litter lying around (28.8% of respondents considered this to be a very or fairly big problem), people using or dealing drugs (24.3%), people being drunk or rowdy in public places (18.3%), teenagers hanging around on the streets (17.3%) and vandalism, graffiti and other deliberate damage to property (16.0%).

At a local level, Cumbria Constabulary conducted an annual public consultation survey during August 2015, sending the survey to members of Cumbria Constabulary's Citizens Panel, 2,000 random households across the county and minority groups via the Diversity Manager. The survey was also available online. In total 1,207 usable surveys were returned by the closing date, which means we can be 95% confident that the views expressed represent those of the population as a whole. Over half the respondents (53.7%, 646) identified speeding vehicles as their main concern (*Cumbria Constabulary, 2016e*). The main five concerns across the county are illustrated in Table 35.

Table 35: Main concerns of Cumbrian residents

Local Concern – CUMBRIA	Number selecting this concern	% of respondents who selected this concern (selected 5)
Speeding vehicles	646	53.7%
Dwelling burglary	523	43.4%
Dangerous driving	459	38.1%
Drug dealing	457	38.0%
Antisocial behaviour on the streets	412	34.2%

Source: (*Cumbria Constabulary, 2016e*)

Speeding vehicles is the top concern across all Cumbria's districts, except for Carlisle where it holds second priority place. Some variations were seen across other categories. Allerdale, Carlisle and Copeland had the same five main concerns, however for Allerdale

respondents antisocial behaviour had a higher priority (44.1%, 64) than it did across the county. Dwelling burglary is the top concern in Carlisle (58.3%, 77). In Copeland, a higher proportion than the county average cited drug dealing (43.4%, 45) and antisocial behaviour (40.4%, 42) as a concern; a lower proportion are concerned about dwelling burglary (30.8%, 32) (*Cumbria Constabulary, 2016e*).

Whilst speeding vehicles, dwelling burglary and drug dealing are concerns in Barrow-in-Furness, 41.7% (35) respondents selected 'protecting vulnerable people (both children and adults)' and 38.1% (32) 'criminal damage (vandalism)' as two of their top five concerns. Both Eden and South Lakeland included 'rural crime (eg agricultural theft such as machinery, metal, oil, diesel, livestock)' as concerns 51.8% (43) and 40.4% (65). Respondents in South Lakeland also included 'criminal damage (vandalism)' (32.3%, 52). It should be noted that the number of returns allocated to Barrow-in-Furness and Eden districts were fairly low, making up just 7.0% and 6.9% of the returns respectively. However, a large proportion of returns (498, 41.3%) could not be allocated to a particular district, although it is known that all but 31 of these are resident within Cumbria (*Cumbria Constabulary, 2016e*).

ACORN data provided by CACI Ltd provide an indication of the fear of crime amongst Cumbria's residents. Across the county 8.2% of residents are considered to be worried about becoming a victim of crime, with concern highest in Barrow-in-Furness district (9.3%) and lowest in Eden (6.6%). Fear of becoming a victim is considered to be highest in Moss Bay and Moorclose wards in Allerdale (13.3% and 12.5% respectively) (*CACI Ltd, 2016*). Wards with the highest proportion of residents worried about becoming victims of crime are shown in Table 36.

Table 36: Fear of becoming a victim of crime

District	Ward	Fear of being a victim of crime (number with behaviour)	Fear of being a victim of crime (% with behaviour)
Allerdale	Moss Bay	669	13.3%
Allerdale	Moorclose	618	12.5%
Carlisle	Upperby	671	12.3%
Copeland	Mirehouse	524	12.2%
Carlisle	Botcherby	753	12.1%
Barrow-in-Furness	Hindpool	668	11.8%
Copeland	Sandwith	308	11.7%
South Lakeland	Kendal Kirkland	230	11.6%
Barrow-in-Furness	Central	499	11.6%
Barrow-in-Furness	Risedale	673	11.2%

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Fear of crime is considered to be higher in Barrow-in-Furness than in other districts across a range of potential crimes including: being attacked because of skin colour, ethnic origin or religion (4.0%); being raped (9.2%); being physically attacked by strangers (9.0%); theft from a vehicle (7.2%); theft of a vehicle (7.9%); being mugged or robbed (8.6%); dwelling burglary (11.9%) (*CACI Ltd, 2016*).

Worry about burglary (dwelling) would appear to be the highest crime category of concern for one in ten residents (10.3%). Wards estimated to have the highest proportion of residents with this behaviour are shown in Table 37.

Table 37: Fear of becoming a victim of burglary (dwelling)

District	Ward	Fear of being a victim of crime (number with behaviour)	Fear of being a victim of crime (% with behaviour)
Allerdale	Moss Bay	810	16.1%
Allerdale	Moorclose	797	16.1%
Copeland	Mirehouse	672	15.6%
Carlisle	Upperby	839	15.3%
Carlisle	Botcherby	927	14.9%
Barrow-in-Furness	Central	639	14.8%
Copeland	Sandwith	389	14.8%
South Lakeland	Kendal Kirkland	287	14.5%
Barrow-in-Furness	Risedale	869	14.5%
Barrow-in-Furness	Hindpool	818	14.4%

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Analysis of reported instances of burglary (dwelling) crimes shows that there is not always a correlation between the chances of becoming a victim of burglary, and the *fear* of becoming a victim. Of the wards with the highest reported incidents of burglary (dwelling) during 2015-16, only three (Central, Hindpool and Upperby) had high levels of worry regarding becoming victims of burglary. Of the wards with the highest crime rates for burglary (other), only four had high levels of worry: the three wards as mentioned previously, with the addition of Sandwith ward.

10 Equality Impact Assessment

A range of protected characteristics are recognised under the Equality Act 2010:

- Age
- Disability
- Gender reassignment (identity)
- Marriage and civil partnerships
- Pregnancy and maternity
- Race
- Religion and belief
- Sex (gender)
- Sexual orientation (*Government Equalities Office, 2015*).

It is recognised from evidence within this JSNA chapter that people with protected characteristics as outlined above are more likely than others to be victims of certain offences.

- Pregnant women are vulnerable to domestic abuse.
- Age and gender is a factor in violence, domestic violence and sexual offences:
 - Females (women and girls) are more likely to be victims of violence against the person offences, particularly those aged 25 to 59 years;
 - Females (women and girls) are more likely to be victims of sexual offences, particularly those aged from 0 to 17 years.
- Disability, transgender, race, religion and belief, and sexual orientation are factors in hate crime incidents.

Safety for people with protected characteristics are also at greater risk than others in some circumstances.

- People with a disability are at greater risk of having a fire in their home.
- Elderly and / or disabled adults are more likely to be the subject of Vulnerable Adult referrals.

11 Key Contacts

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12 Related Documents

JSNA Healthy Living and Lifestyles Chapter http://www.cumbriaobservatory.org.uk/health/JSNA/2015/healthylivinglifestyles.asp
JSNA Children and Families Chapter http://www.cumbriaobservatory.org.uk/health/JSNA/2015/childrenandfamilies.asp
JSNA Health Inequalities chapter http://www.cumbriaobservatory.org.uk/health/JSNA/2015/inequalities.asp

13 Links to data sources

English indices of deprivation https://www.gov.uk/government/collections/english-indices-of-deprivation
Population estimates, mid-2014 http://webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/rel/sape/small-area-population-estimates/mid-2014-and-mid-2013/stb-sape-2013-2014.html

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15 Acronyms

ACORN	A Classification of Residential Neighbourhoods
BME	Black and Minority Ethnic
CFRS	Cumbria Fire and Rescue Service
CLCRC	Cumbria and Lancashire Community Rehabilitation Company
CRCs	Community Rehabilitation Companies
CSE	Child Sexual Exploitation
CSPs	Community Safety Partnership
DEFRA	Department for Environment, Food and Rural Affairs
ED(s)	Emergency Department(s)
EU	European Union
FTEs	First Time Entrants
HARIs	Home Accident Reduction Interventions
IMD	Indices of Multiple Deprivation
ISVA	Independent Sexual Violence Advisor
JSNA	Joint Strategic Needs Assessment
KSI	Killed and Seriously Injured
LSOA	Lower Super Output Area
MAPPA	Multi-Agency Public Protection Arrangements
NFIB	National Fraud Intelligence Bureau
NSPCC	National Society for the Protection of Cruelty to Children
PCCs	Police and Crime Commissioners
RTC	Road Traffic Collision
SSCs	Special Service Calls
YOS	Youth Offending Service

**Report for the
Carlisle City Council Overview and Scrutiny Panel
16 February 2017**

**Crime and Community Safety in Carlisle
Extracts from the 2016
Joint Strategic Needs Assessment (JSNA)
Staying Safe chapter**

Full report available at:

<http://www.cumbriaobservatory.org.uk/health/JSNA/2015/staysafe.asp>

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1 Crime and community safety: who is at risk in Cumbria?

Evidence within the JSNA Staying Safe chapter indicates that the group most likely to become victims of crime as well as offenders are males aged between 18 and 30 years. There are some exceptions, and gender is a factor in becoming a victim in some crime areas. Females aged between 18 and 30 years are more likely to become victims of theft from the person offences and young females are more likely to become victims of sexual offences. In 2015-16, three quarters (75.4%) of victims of sexual offences were female, with those aged from 0 to 17 years the group most at risk.

Violence against the person affects both sexes. Both males and females aged between 18 and 30 years are more likely to become victims of violence against the person offences, whilst those aged 18 to 40 years are the group most at risk of alcohol related violence against the person offences.

People missing from home are more likely to be aged from 12 to 17 years and living in residential care homes or local authority care. Children missing from home are the group who are most at risk of experiencing abuse and sexual exploitation.

In 2014-15, the majority (79.1%) of First Time Entrants to the Youth Justice System were male. A large proportion (29.4%) of First Time Entrants had already had involvement with Cumbria's Children's Services.

Cumbria's communities face risks in their own homes. Fire is a greater risk for people who smoke, for those who live in areas where there are high levels of poverty and deprivation, those who are single parent families, single person households, social renters, those who are disabled or suffer from illness, or those who are unemployed.

Adults (those aged 18 and over) with health or social care needs are more at risk of abuse or neglect.

Out and about on the county's roads, it is young, recently qualified drivers who are most at risk of death or serious injury whilst driving. Young male drivers are the group more likely to incur risks by drink-driving and drug-driving.

2 Carlisle district, geographical differences in need

- Highest crime rate for all crime of all the districts (68.0 per 1,000 population)
- Castle ward has the highest crime rate and number of crimes of all wards (317.6; 1,820)
- Two wards with rates for all crime ranking in the top seven wards: Castle (317.6 per 1,000) and Currock (144.7)
- Theft from a motor vehicle offences increasing (+17.3%; +34)
- Castle ward had the highest number of thefts from a motor vehicle crimes (35)
- Highest crime rate per 1,000 population for theft of a motor vehicle (0.8) of all the districts, higher than the county average (0.6)
- Theft of a motor vehicle crime rate more than three times the county rate (0.6 per 1,000) in Castle ward (2.3) and Morton ward (2.2), and are the highest rates of all the county's wards. Denton Holme (1.5) also ranks in the top six wards.
- Burglary (dwelling) offences are increasing (+25.3%, +48); Carlisle has the highest crime rate of all the districts (2.2 per 1,000)
- St Aidan's ward has the second highest crime rate for burglary (dwelling) (6.2 per 1,000) of all the wards, a rate that is more than four times the county average (1.5)
- Highest number of violence against the person crimes (2,017)
- Castle ward had the highest violence against the person crime rate (88.8 per 1,000) of all Cumbria's wards
- Highest number of hospital admissions for violent crime (including sexual violence) of all the districts (137)
- Largest number of reported domestic abuse crimes of all the districts (1,887)
- Carlisle - highest increase in sexual offences of all the districts +58.9% (+76)
- Highest number of recorded business crimes (1,441) and the highest crime rate (13.3 per 1,000 population)
- Largest number of reported anti-social behaviour offences in 2015-16 (3,785); higher crime rate (35.0 per 1,000) than the county average (27.7);
- Castle ward had the second highest anti-social behaviour crime rate of all Cumbria's wards (141.2 per 1,000)
- Largest increase in youth anti-social behaviour of all the districts during 2015-16 (+20.4%; +192); crime rate (10.5 per 1,000) second highest of all the districts
- Highest increase in criminal damage (including arson) offences of all the districts (+15.6%; +189); Castle ward had the second highest crime rate of all Cumbria's wards (40.8 per 1,000)
- Highest hate crime rate of all Cumbria's districts in 2015-16 (1.2 per 1,000); Castle ward had the highest hate crime rate of all Cumbria's wards (7.3 per 1,000)
- Largest number of service users in contact with Unity Drug and Alcohol Services Cumbria (790); increase in alcohol misuse referrals to Unity (+5.9%, +16); highest proportion of service users using heroin as their main drug 51.3% (405)
- Castle ward had the second highest offence rate for drug possession and supply in 2015-16 (17.3 per 1,000 population)
- Largest increase in terms of number of alcohol related crimes +153 (+18.2%); Castle ward had the highest offence rate of all Cumbria's wards (64.2 per 1,000 population)
- Highest increase in alcohol related violent crime (+10.1%; +52)

- Castle ward had the highest crime rate for alcohol related violence against the person offences of all Cumbria's wards (36.8 per 1,000)
- Highest number of alcohol related sexual offences in 2015-16 (36 crimes recorded); Castle ward had the second highest offence rate of all Cumbria's wards (1.4 per 1,000)
- Second largest increase in male alcohol specific mortality rates (+23.8% to 14.7 per 100,000).
- Two communities had a dozen or more deliberate fires during 2015-16: one in Botcherby (13 deliberate fires); one in Belle Vue (12)

Fire and Rescue

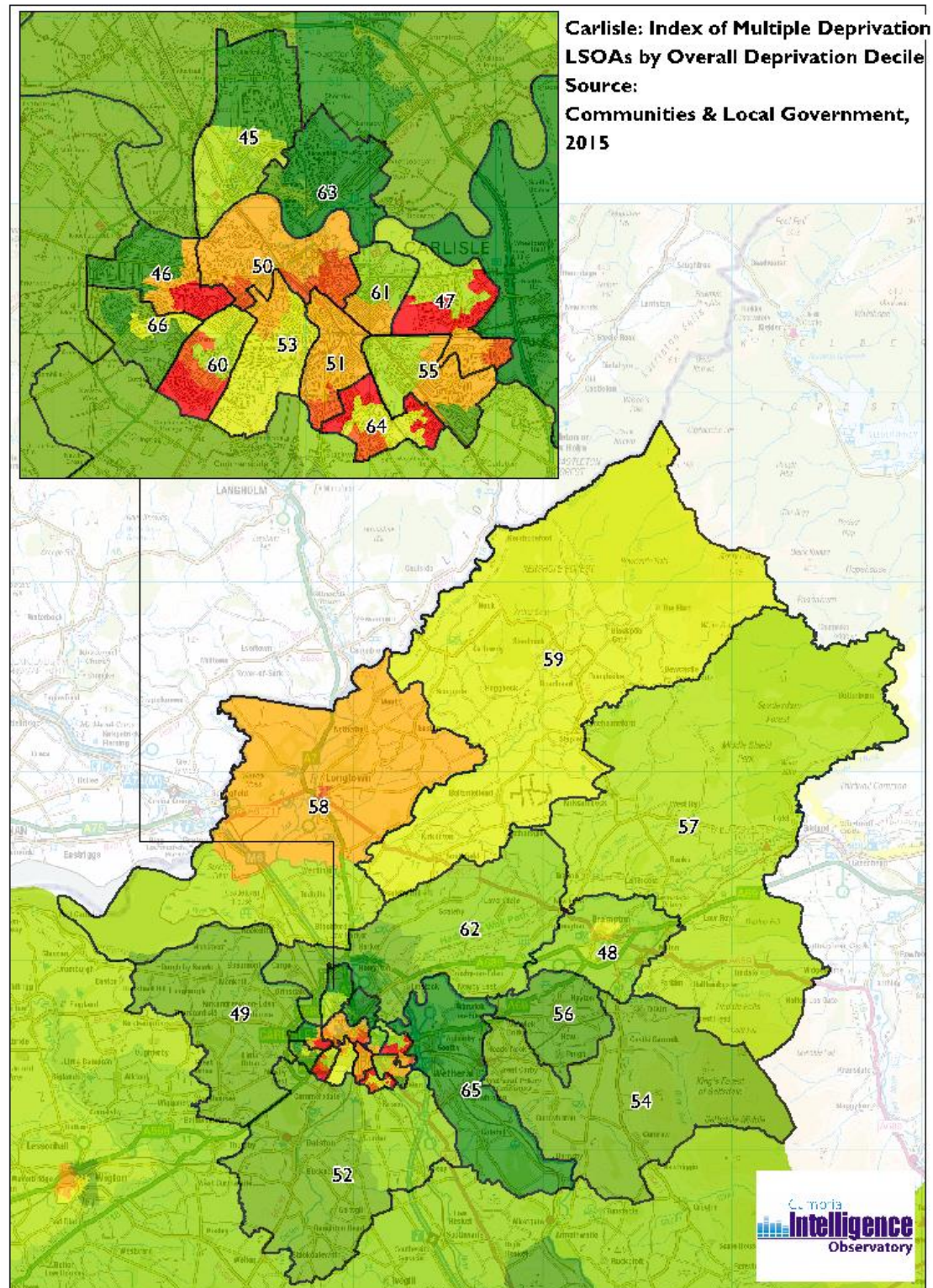
Carlisle has the second lowest rate of overall fire and rescue incidents in Cumbria (86.6 per 10,000) compared to other districts and has a lower rate than the Cumbrian average (90.7 incidents).

This is a result of Carlisle having the second lowest rate of false alarms (38.0 per 10,000) compared to other districts, and a lower rate than the Cumbrian average (39.2 per 10,000). Carlisle also has the second lowest rate of road traffic collision special service calls (4.6 per 10,000) compared to other districts and has a lower rate than the Cumbrian average (6.0 per 10,000). It also has the second lowest rate of non-road traffic collisions (14.1 per 10,000) compared other districts and is lower than the Cumbrian average (17.3 per 10,000).

Carlisle has the third highest rate of fires (29.9 per 10,000), which is slightly higher than the Cumbrian average rate of 28.3.

2.1 Carlisle ward map

The location of wards within the Carlisle district and the levels of deprivation at LSOA level are illustrated in the map below. The map legend and ward names for each identification number can be viewed in Figure 1 and Table 1.



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Figure 1: Legend for Carlisle Indices of Multiple Deprivation map

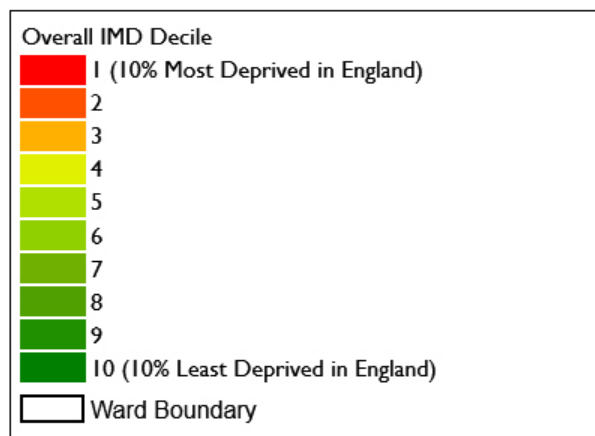


Table 1: Carlisle – ward name and map identification number

Ward Name	Map ID	Ward Name	Map ID
Belah	45	Hayton	56
Belle Vue	46	Irthing	57
Botcherby	47	Longtown and Rockcliffe	58
Brampton	48	Lyne	59
Burgh	49	Morton	60
Castle	50	St Aidans	61
Currock	51	Stanwix Rural	62
Dalston	52	Stanwix Urban	63
Denton Holme	53	Upperby	64
Great Corby and Geltsdale	54	Wetheral	65
Harraby	55	Yewdale	66

3 Cumbria and districts crime rate statistical comparison

Indicator	Allerdale Count (rate)	Barrow Count (rate)	Carlisle Count (rate)	Copeland Count (rate)	Eden Count (rate)	South Lakeland Count (rate)	CUMBRIA Count (rate)
Total crime (rate per 1,000 population, 2015-16)	↑ 4,975 (51.6)	→ 4,367 (64.6)	↑ 7,342 (68.0)	↓ 3,453 (49.4)	→ 1,899 (36.1)	↑ 3,968 (38.4)	↑ 26,004 (52.2)
Total alcohol related crime (rate per 1,000 population, 2015-16)	↓ 556 (5.8)	↓ 770 (11.4)	↑ 994 (9.2)	→ 574 (8.2)	↑ 217 (4.1)	→ 515 (5.0)	↑ 3,626 (7.3)
Acquisitive crime							
Theft from a motor vehicle (rate per 1,000 population, 2015-16)	↑ 205 (2.1)	↑ 100 (1.5)	↑ 230 (2.1)	↓ 70 (1.0)	↓ 88 (1.7)	↑ 125 (1.2)	↑ 818 (1.6)
Theft of a motor vehicle (rate per 1,000 population, 2015-16)	↑ 60 (0.6)	↑ 41 (0.6)	↓ 90 (0.8)	↑ 33 (0.5)	↓ 22 (0.4)	→ 38 (0.4)	→ 284 (0.6)
Burglary (dwelling) (rate per 1,000 population, 2015-16)	↓ 142 (1.5)	↓ 127 (1.9)	↑ 238 (2.2)	↑ 104 (1.5)	↑ 57 (1.1)	→ 98 (0.9)	↑ 766 (1.5)
Burglary (other) (rate per 1,000 population, 2015-16)	↑ 369 (3.8)	↑ 179 (2.6)	↑ 323 (3.2)	↑ 189 (2.7)	↓ 134 (2.5)	→ 244 (2.4)	↑ 1,458 (2.9)
Violent crime							
Violence against the person (rate per 1,000 population 2015-16)	→ 1,223 (12.7)	↑ 1,444 (21.3)	↑ 2,017 (18.7)	↑ 1,102 (15.8)	↑ 428 (8.1)	↑ 1,162 (11.3)	↑ 7,376 (14.8)
Alcohol related violence against the person offences (rate per 1,000 population 2015-16)	↓ 345 (3.6)	↓ 467 (6.9)	↑ 569 (5.3)	→ 369 (5.3)	↑ 123 (2.3)	↓ 288 (2.8)	↓ 2,161 (4.3)
Hospital admissions, violence (inc. sexual violence) (rate per 100,000 population 2012-13 / 2014-15)	↓ 106 (40.6)	↓ 135 (69.0)	↓ 137 (42.6)	↓ 90 (45.3)	↑ 30 (21.4)	→ 94 (37.2)	↓ 592 (43.2)
Domestic abuse (rate per 1,000 population 2015-16)	↓ 1,405 (14.6)	↑ 1,508 (22.3)	↑ 1,887 (17.5)	↓ 1,165 (16.7)	↑ 375 (7.1)	→ 787 (7.6)	↑ 7,127 (14.3)
Sexual offences (rate per 1,000 population 2015-16)	→ 141 (1.5)	→ 145 (2.1)	↑ 205 (1.9)	↑ 98 (1.4)	↑ 71 (1.3)	↑ 197 (1.9)	↑ 857 (1.7)

Indicator	Allerdale Count (rate)	Barrow Count (rate)	Carlisle Count (rate)	Copeland Count (rate)	Eden Count (rate)	South Lakeland Count (rate)	CUMBRIA Count (rate)
Other crime							
Business crime (rate per 1,000 population, 2015-16)	↑ 1,082 (11.2)	→ 756 (11.2)	→ 1,441 (13.3)	↑ 470 (6.7)	→ 322 (6.1)	↑ 795 (7.7)	↑ 4,866 (9.8)
Anti-social behaviour (rate per 1,000 population, 2015-16)	↓ 2,362 (24.5)	↓ 2,829 (41.8)	↓ 3,785 (35.0)	↓ 1,873 (26.8)	↓ 929 (17.7)	↓ 2,025 (19.6)	↓ 13,803 (27.7)
Anti-social behaviour involving young people (rate per 1,000 population, 2015-16)	↑ 713 (7.4)	↓ 786 (11.6)	↑ 1,132 (10.5)	↓ 461 (6.6)	↓ 195 (3.7)	→ 568 (5.5)	↑ 3,855 (7.7)
Criminal damage (including arson) (rate per 1,000 population, 2015-16)	↑ 1,111 (11.5)	↑ 882 (13.0)	↑ 1,403 (13.0)	↓ 705 (10.1)	↑ 334 (6.3)	↑ 759 (7.3)	↑ 5,194 (10.4)
Deliberate fires (rate per 1,000 population, 2015-16)	↑ 158 (1.6)	↓ 76 (1.1)	→ 148 (1.4)	↓ 82 (1.2)	↓ 13 (0.2)	↓ 55 (0.5)	↓ 532 (1.1)
Hate crime (rate per 1,000 population, 2015-16)	↑ 79 (0.8)	↓ 46 (0.7)	↑ 135 (1.2)	→ 50 (0.7)	↑ 30 (0.6)	↑ 39 (0.4)	↑ 377 (0.8)
Re-offending levels (average number of re-offences per offender, 2013)	↑ 966 (1.01)	↑ 1,018 (1.01)	↑ 1,449 (0.99)	↑ 603 (0.81)	→ 150 (0.49)	→ 417 (0.60)	↑ 4,603 (0.89)
Drug and alcohol misuse							
Drug possession and supply (rate per 1,000 population, 2015-16)	↓ 183 (1.9)	↓ 176 (2.6)	↓ 301 (2.8)	↓ 140 (2.0)	↓ 119 (2.3)	→ 151 (1.5)	↓ 1,070 (2.1)
Alcohol specific mortality: males (all ages) (DSR per 100,000 population 2012-14)	↑ 22.5	↓ 20.7	↑ 14.7	↓ 19.6	↓ 8.3	↑ 14.1	↑ 17.0
Alcohol specific mortality: females (all ages) (DSR per 100,000 population 2012-14)	↑ 16.4	↑ 9.9	↓ 7.7	→ 5.3	↓ 4.9	↓ 2.9	→ 7.9
Alcohol specific hospital admissions: all persons, all ages (DSR per 100,000 population 2014-15)	↓ 372	↑ 689	↓ 431	↓ 477	↓ 215	→ 333	→ 418
Alcohol specific hospital admissions: under 18 year olds (crude rate per 100,000 in 2012/13-2014/15)	↓ 39.9	↓ 90.2	36.6*	→ 104.4	24.5*	↓ 61.1	↓ 58.2
Road Safety: Killed and Seriously Injured (KSI) statistics (rate per 1,000 population, 2015)	→ 48 (0.5)	↓ 14 (0.2)	→ 30 (0.3)	→ 25 (0.4)	→ 48 (0.9)	↑ 67 (0.6)	→ 232 (0.5)

(DSR: Directly Standardised Rate)

* trend over 12 months not available, as data for previous reporting period (2011/12-2013/14) was suppressed by Public Health England

Key: trend over 12 months	↑ = increase	↓ = decrease	→ = no significant change
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Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.3

Meeting Date: 16 February 2017
 Portfolio: Economy, Enterprise and Housing
 Key Decision: N/A
 Within Policy and Budget Framework: N/A
 Public / Private: Public

Title: IMPACT AND TWO CASTLES HOUSING ASSOCIATIONS

Report of: Anne-Marie Willmott, Development Manager, Impact Housing Association
 Dave Armstrong, Housing Services Director, Two Castles Housing Association

Report Number: ED.07/17

Purpose / Summary:

Attached is the update report from Impact and Two Castles Housing Associations.

UPDATE REPORT FROM IMPACT & TWO CASTLES HOUSING ASSOCIATIONS

1. Update on flood recovery work

Impact

In all, 24 properties owned by Impact were flooded as a result of Storm Desmond in December 2015, including some communal properties. Most were brought back into use within a few months – the exceptions are detailed below.

- Property on Warwick Rd – use still to be determined.
- Wallace Gardens – Richmond Fellowship took on the scheme in November.
- The Old Brewery – planning application for 37 unit redevelopment is going to Development Control Committee on 10th February. (The Old Brewery has benefitted from £180k of Flood Resilience Grants to mitigate against any future flooding events).

Two Castles

Following the floods in December 2015 Two Castles Housing Association (TCHA) had 46 properties affected, in Riverside Way and Threave Court which required the temporary re-housing of 31 families.

Repair works started in December 2015 and the final displaced residents moved back into their properties in July 2016.

The insurance bill for the incident was £1.5M and there has been a significant increase in our premium for 2017 = 63%.

We have carried out flood resilience works, utilising the £221K Governments Flood Resistance and Resilience grant to 45 of 46 of our properties affected in Carlisle by the flooding. One leaseholder decided to manage the process themselves.

In addition we have embarked upon a review of all our properties to assess the risk from future flooding and will consider carrying out flood resilience/prevention works to the properties.

2. Potential Impact of Right to Buy extension on properties in Carlisle

Impact

Approximately 7 or 8 people have made enquiries to Impact concerning the extension of Right to Buy to Housing Association stock, but Housing Associations are all waiting to see what happens in respect of the new Right to Buy pilot.

Two Castles

TCHA have not implemented a voluntary Right to Buy (RTB) provision for its properties and we continue to monitor the results of the pilot exercises undertaken in 2016 and note with interest the Governments recent announcement that they are to undertake further pilot exercises prior to any legislative provision for the extension of RTB to Registered Providers.

3. Impact of Rent Reduction on operations and services for tenants

Impact

Rent reductions haven't yet affected frontline services and at the moment the largest impact on tenants relates to Welfare Reform. Going forward however, the impact of the reductions is likely to be felt as follows:-

- A less intensive/comprehensive housing service with less ability to house the most challenging tenants. This would be in both general needs and supported housing.
- Might not be able to offer the holistic service to the level we currently deliver.
- Potentially less investment in properties as cuts squeeze maintenance budgets.
- Potentially different lettings methods

Two Castles

Our Value for Money Strategy has enabled us to continue with our planned major repairs programmes to our rented stock and a comprehensive review of our Housing Services Department is designed to ensure we continue to provide a high quality of service to our residents.

4. Use of Fixed Term Tenancies

Impact

Impact don't currently use fixed term tenancies. The *Housing and Planning Act 2016* requires mandatory fixed-term tenancies, usually between 2 and 10 years, for most Local Authority tenancies, but remains discretionary for Housing Associations.

Two Castles

We continue with our existing Tenure policy which **does not** include fixed term tenancies other than in specific situations e.g. Starter Tenancies: we will keep this policy under review and monitor the government's review of its plans for introduction of such for Local Authority properties.

5. Key Performance Indicators and Benchmarking with other Housing Associations

Impact

Key Performance Indicators (KPIs)

Impact reports to our Board on a range of KPIs for both our general needs and supported accommodation; including the number of empty properties; current and former tenant arrears; new lettings satisfaction; and percentage of properties where Fire Risk Assessments completed, and with current gas safety records.

Other monitoring indicators include:

- Staffing – sickness absence, turnover
- Financial indicators – budget, outturn, interest, gearing, surplus and cash flow
- Value for money – efficiency savings

Benchmarking

In 2017, Impact's approach to benchmarking will encompass comparisons in four key areas:-

- i) Local housing providers (South Lakes, Two Castles, Eden), and peer equals (North Star and Progress)
- ii) Other members of our chosen benchmarking agency (Housemark Core (annually) and Priority Performance Benchmarking (quarterly))
- iii) Housing Regulator's published comparisons table (Homes & Communities Agency Global Analysis)
- iv) Our own internal comparisons against our standards.

We are happy to discuss any specific information that may be of interest to the Council at Overview and Scrutiny Panel.

Two Castles

We report a series of Key Performance Indicators (KPIs) to the Board for all of the Association's stock. This is grouped as follows:

Customer - Service Delivery:

Percentages of overall satisfaction with services provided, Number of informal complaints received, reason for complaint and whether resolved, Number of formal Complaints received, reason for complaint and whether resolved, Overall responsive repairs achieved within timescale.

Employer – People

Percentages of working hours lost due to sickness, Staff turnover.

Property

Achievement of major repairs against 5 year plan, Gas Safety Certificates outstanding, Gas Safety certificates done within timescale, Development units completed against target, Number of properties failing Decent homes standard.

Financial Viability

Current rent arrears, Former Tenant arrears, Amount of income lost from empty properties, Re-let period, Interest Cover, Gearing, Liquidity, Efficiency savings achieved versus target, operating margin.

Benchmarking

We use a variety of benchmarking exercises as part of the KPI reports to the Board.

This includes benchmarking against:

- Local housing providers (South Lakes, Impact, Eden) and peer equals (North Star, Isos)
- Suitable RP's from data provided by our chosen benchmarking agency Housemark
- HCA's published comparisons – Global Analysis
- Our internal standards and targets.

We would be pleased to elaborate on this at Overview and Scrutiny Panel and pick-up on any issues the Council wishes to discuss further.

6. Supported Housing funding (Local Housing Allowance cap)

Impact

- 2018: no automatic entitlement to Housing Benefit for under 22 year olds in full Universal Credit (UC) areas. This will be introduced in April 17, but we believe that it won't affect Carlisle until it becomes a full UC area in 2018. There is still very little information on this and we don't yet have all the details. Our understanding is that young people who require Housing Benefit will have to participate in a 6 month training programme to allow them to prepare for work. This will affect Supporting People funded supported housing schemes in Carlisle, as most of the residents are under 22 years old. There is reference to 'vulnerable' young people such as care leavers and young parents being exempt from this, however there is no clear definition of 'vulnerable'.
- 2019: Local Housing Allowance (LHA) cap will be applied to current and new tenants. This will affect both young people and older people. Young people under the age of 35 will have their payments capped at the shared room rate, whilst older people will have it capped at the single room rate (slightly higher). Neither of these limits is sufficient to meet the rent levels in most supported housing schemes. The consequences of this approach pose a huge risk to the provision of existing and future supported housing across the country, which includes Extra Care housing for older people. There are proposals to create a ring-fenced funding 'pot' to allocate to local authorities (clarification awaited on whether this would be Districts or County Council) for them to provide gap funding for supported housing schemes. However there are no details yet (the deadline for responses to the Government's consultation on the new proposals was 13th February) and this option may not provide the reassurance that providers need to plan / develop new supported accommodation in the future, including Extra Care.

Two Castles

We are participating in the consultation exercise being undertaken by the DCLG regarding the proposed LHA cap to be imposed upon Supported housing stock from April 2019. It is also our intention to carry out a comprehensive review of our supported housing service to ensure we can respond positively to whatever system is ultimately introduced.

7. New Development Opportunities and Aspirations

Impact

Recently completed and pipeline schemes:

- Bramble Court, Brampton opened November 2016 – 38 apartment Extra Care scheme for residents aged 55 and over, all for affordable rent. The residents will have access to the café and other community facilities managed by Brampton and Beyond Community Trust, in the adjoining Irthing Community Centre.

- Old Brewery Residences, Caldewgate – conversion of former student accommodation to provide 37 affordable rented apartments and townhouses is a big scheme for 2017.
- Impact have had a few supported properties handed back, following changes in Supported People funding contracts, and we are currently assessing alternative uses and also considering redevelopment and use of the land.
- Impact continue to have an investment programme of remodelling some of these supported properties and 'difficult to let' properties, including: Ullswater Road – conversion of 4 supported flats into 2 family houses, and upgrade of 3 flats at Spencer Street.

Two Castles

We are currently completing a number of section 106 (planning gain) schemes within the Carlisle area and a significant number in the pipeline over the coming years. We are keen to try and develop more new developments on our own sites. There is limited land available but we continue to have Carlisle as one of our key areas.

Two Castles were recently awarded funding to deliver 10 Rent to Buy homes and 10 Shared Ownership homes in Carlisle, following a successful bid through the HCA's Shared Ownership and Affordable Homes Programme (SOAHP). This was an 'indicative' bid – so the site(s) are still to be identified.

8. Opportunities for closer working with Carlisle City Council

Impact

We are keen to work with the City Council to explore opportunities for Housing Associations to contribute towards providing new affordable homes at the St Cuthberts Garden Village.

Two Castles

We would be interested to learn more about the planned Garden Village development and what role the Council sees for Registered Providers.

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 16th February 2017
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: RESPONSE TO WELFARE REFORM
Report of: Homelessness, Prevention and Accommodation Services Manager
Report Number: GD.12/17

Purpose / Summary:

The purpose of this report is to provide members of the Community Overview and Scrutiny Panel with an overview of the ongoing local partnership work developed in response to the Governments welfare reform agenda, Welfare Reform Act 2012, and the Welfare Reform and Work Bill 2015/16.

Recommendations:

It is recommended that members of the Community Overview and Scrutiny Panel receive this report, review the contents, and note the progress of the partnership.

Tracking

Executive:	
Overview and Scrutiny:	16th February 2017
Council:	

1. BACKGROUND

- 1.1** Established in 2012, Carlisle Welfare Reform Board is a multi-agency partnership group which meets on a quarterly basis to provide strategic direction and an effective coordinated partnership response to welfare reform across Carlisle and district.
- 1.2** To achieve this, the group explores and monitors local impacts (and anticipates potential impacts) of the implementation of welfare changes; shares information updates; explores best practice; challenges, supports and assists each other to ensure the best outcomes for clients.
- 1.3** The group continues to have a focus on the following:
- Ensuring good communication between partners on the implemented welfare changes and forthcoming revisions to benefits, support and local service delivery
 - Sharing timely information, data and intelligence on the impact of changes in the local population
 - Sharing and coordinating the development of our local response to welfare changes
- 1.4** The composition and governance of the group has remained intentionally fluid; this deliberate approach is considered appropriate given the breadth and depth of the reforms planned. Core members of the group to date are representative of:
- Carlisle City Council (Portfolio Holder, Deputy CE, Housing, Welfare, Policy, Customer Contact and Benefits)
 - Housing Associations (Riverside, Impact and Two Castles)
 - Department for Work and Pensions
 - Cumbria Law Centre
 - Food Bank / Churches Together
 - Citizens Advice Bureau
 - Clinical Commissioning group

The group is currently chaired by the Economy, Enterprise and Housing Portfolio Holder.

2. GROUP OBJECTIVES AND AGENDA

2.1 The group consistently monitors local data from all key partners and Cumbria Observatory, alongside key national trends and local case studies. This sharing of non-personalised information has proved very effective at identifying pressure points in the assessment and payments systems across the partnership which has led to a more joined up and consistent understanding of the processes.

2.2 The group is committed to ensuring there is an appropriate and effective local service response through:

- Sharing individual organisations good practice strategic and operational approaches to support people affected by welfare reforms
- Working together to improve local service delivery to meet needs; support fair employment; professional practice and data sharing; sharing learning; training and shaping the future delivery of services
- Researching best practice nationally and adopt good practice locally
- Improving data sharing through the provision of local stats / data

2.4 In addition to the information exchange and data review, current standard agenda items for update and discussion include:

- Case studies outlining customer journeys for review
- Any welfare reform timetable updates and emerging issues
- Discretionary Housing Payments
- Benefit Cap
- Under Occupancy
- Universal Credit

2.5 Further to this work, since 2012 the group has delivered joint training, workshops, and public events; and is currently working on producing a shared information leaflet containing useful contacts to be given out with donations from the food bank, and a variety of community bases.

2.6 The group will continue to respond to changes as a new national welfare reform programme systems become fully operational over the coming years.

3. MEMBER FEEDBACK

3.1 Department for Work and Pensions

DWP works in partnership with many organisations in the Carlisle area that support our customers to access DWP services and benefits. These partnerships play a vital role ensuring that people who are in vulnerable circumstances get the help they need when they need it. We welcome the opportunity to contribute to the Carlisle Welfare Reform Group at our regular meetings, ensuring that we give partners the most up to date information concerning Welfare Reforms and local Job Centre activities. This sharing of information enables our partners to be aware of changes and milestones in the Welfare Reform journey so they are fully prepared when supporting their clients with welfare, benefit and employment queries. DWP is keen to learn about partner and customer experiences resulting from welfare changes and to examine ways in which we can work together locally to better support those who may be struggling. For example where organisations have limited resources and are unable to help clients complete benefit applications, we have opened up the DWP Visiting services and will take referrals and provide assistance by visiting clients in their own homes. The group enables DWP to explain the digitalisation of services, look at the provision of IT and support services in the Carlisle area to ensure as far as possible demand will be met. Welfare Reforms will continue for the foreseeable future we see great value in working in partnership through the Carlisle Welfare Reform Group to ensure those living and working in the Carlisle area get the right level of support to help them navigate and manage the changes to come.

3.2 Carlisle Food bank

There are many advantages of having the Carlisle Food bank represented on the Welfare Reform Board. The provision of statistical information from the recent use of the Food bank offers a barometer in terms of the challenges facing people in our City. We are able to give indication of the number of parcels handed out in every month and how many referrals we are receiving. We too have some information about the reasons that are offered in respect of the need for a parcel which allows the Board to hear about the number of individuals facing difficult times due to benefit changes. The Food bank is increasingly working with partner organisations in the town and the Welfare Reform Board allows for the exchange of ideas and the

consideration of areas of possible cooperation. It is hoped that supportive agencies in the City will increasingly be able to offer advice clinics in the Food bank premises.

3.3 Welfare Advice Service

The Welfare Reform Board meetings have proved an invaluable arena in which to discuss the detail, potential implications and concerns regarding welfare benefit changes. It also provides a forum to share knowledge, raise issues and concerns, the latter has provided an important mechanism that allows regional issues regarding welfare reform to be incorporated into the national experience rather than remaining the individual level; with the intention that issues can be addressed and resolved at an early opportunity.

3.4 Cumbria Law Centre

Of all boards on which the Law Centre is represented, I can genuinely say that few have ever proven to be of such practical value as the welfare reform board. The group has been a forum in which agencies from all parts of the community can come to engage with the challenges presented by the reform programme. We have charted and sought to understand the impacts of each aspect of the reform programme in terms of its human and economic impact locally. Since each agency brings a different perspective, we have been able to think in quite complex ways about the likely implications of, say, the benefit cap. A number of agencies represented have a mandate to challenge policy and practice in order that the more vulnerable of our service users are not unfairly affected, either through intended or unintended consequences. There has been a considerable willingness on the part of housing providers, Department for Work and Pensions and Carlisle City Council to listen to and take on board these concerns and, from time to time, these criticisms of practice or policy. The welfare reform board promotes a collegiate and positive collaboration between advice agencies, support organisations, those providing legal support, such as ourselves, and the public bodies. It is apparent that agencies are very focussed on mitigating the worst effects of reform on local (and especially vulnerable) people. Information from Department for Work and Pensions and the City Council often helps us to understand some of the systemic problems that occur, such as complications with the rollout of Universal Credit. We are able to understand which issues are national and which are local, which we can affect as a

group and which are likely to be beyond our collective powers. This allows us to formulate joint and individual approaches to find, engage and support those people who are likely to struggle. The welfare reform board has become such an important source of information for our Centre that it is hard to imagine things in its absence. Sometimes, the outcomes of our collaboration are subtle, such as an informal partnership or improved referrals. But, these small things mount up to result in a far more effective safety net for local people. The welfare reform board has always been very well chaired and well organised and benefits frequently from input directly from senior officers. It is my opinion that, in fact, the most severe social difficulties in relation to welfare reform are yet to come. Having the group in place as an ongoing resource allows us to predict some of these difficulties and pre-empt some of them, rather than simply reacting.

4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 4.1** The work of this Welfare Reform Board contributes to a range of our priorities but particularly relates to the focus on improving resident's quality of life.

Contact Officer: **Tammie Rhodes**
 Reg Bascombe

Ext: **7217**
 7102

Appendices
attached to report:

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS/RISKS:

Corporate Support and Resources–

Economic Development –

Governance and Regulatory Services –

Community Services –

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.5

Meeting Date: 16 February 2017
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: 3rd QUARTER PERFORMANCE REPORT 2016/17
Report of: Policy and Communications Manager
Report Number: PC 02-17

Purpose / Summary:

This report contains the 3rd quarter performance against the current service standards and a summary of the Carlisle Plan actions 2015-18.

Details of the service standard are in the table in Section 1. The table illustrates the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally. Only the service standard relevant to the Panel is included in this report.

The updates against the actions in the Carlisle Plan follow on from the service standard information in Section 2. These actions are now aligned to the new 'Plan on a Page' which is appended to the back of the report.

Recommendations:

1. Consider the performance of the City Council presented in the report with a view to seeking continuous improvement in how the Council delivers its priorities.
2. Agree the split and allocation of Carlisle Plan actions to align with the Panel remits.

Tracking

Executive:	13/3/17
Overview and Scrutiny:	Community Overview & Scrutiny 16/2/17 Resources Overview & Scrutiny 23/2/17 Environment and Economy Overview & Scrutiny 2/3/17
Council:	N/A

1. BACKGROUND

Service standards were introduced at the beginning of 2012/13. They provide a standard in service that our customers can expect from the City Council and a standard by which we can be held to account. The measures of the standard of services are based on timeliness, accuracy and quality of the service we provide in areas that have a high impact on our customers.

Regarding the information on the Carlisle Plan, the intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that takes place within the Overview and Scrutiny agendas and Portfolio Holder reports. All actions are included in this reported. It is intended that only actions that sit under the remit of the Panel will be included in future reports. The table appended to the report shows which actions these will be.

2. PROPOSALS

See Performance Monitoring Options report.

3. CONSULTATION

The report was reviewed by the Senior Management Team on 31 January 2017 and will be considered at the other Overview and Scrutiny Panels on the following dates:

Resources Overview & Scrutiny 23/2/17

Environment and Economy Overview & Scrutiny 2/3/17

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

1. The Panel are asked to comment on the 3rd Quarter Performance Report prior to it being submitted to Executive.
2. The Panel are also asked to consider how the Carlisle Plan actions have been split and aligned to the relevant O&S Panel.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report.

Contact Officers: Steven O'Keeffe Ext: 7258

Appendices attached to report: **Carlisle Plan – Plan on a Page, Table of Plan on a Page actions and associated O&S Panel.**

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- **None**

CORPORATE IMPLICATIONS/RISKS:

Corporate Support and Resources – Responsible for monitoring customer satisfaction, financial management and for managing high level projects.

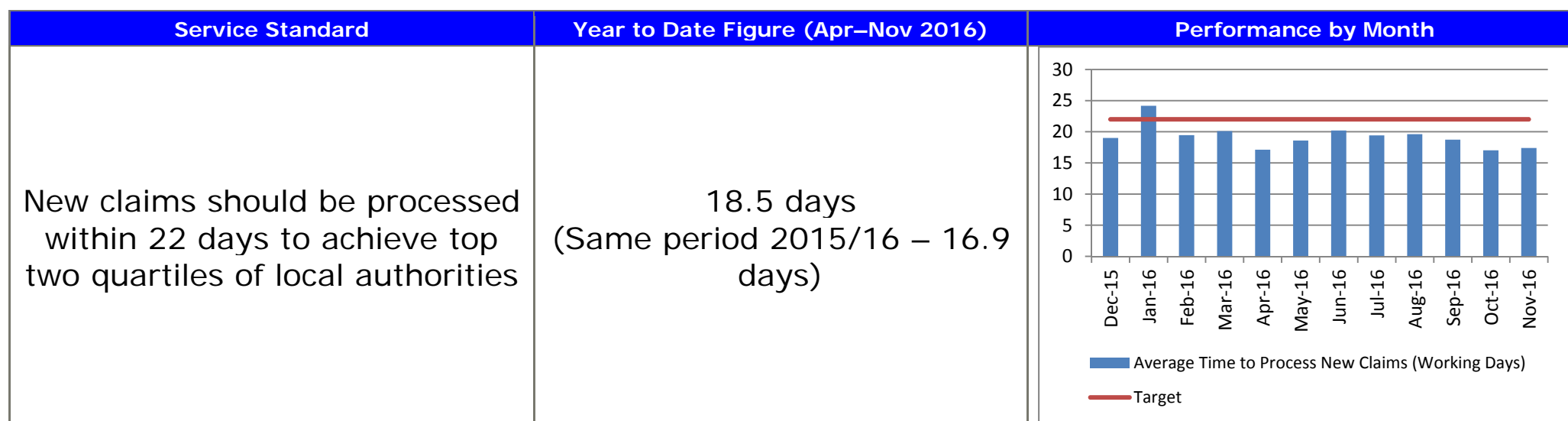
Community Services – Responsible for monitoring and reporting on service standards, progress in delivering the Carlisle Plan and for working with teams to develop team service standards for operational use.

Economic Development – Responsible for managing high level projects and team level service standards on a day-to-day basis.

Governance and Regulatory Services – Responsible for corporate governance and managing team level service standards on a day-to-day basis.

SECTION 1: 2016/17 SERVICE STANDARDS

Service Standard: Average number of days to process new benefits claims



Contextual Information:

Between April and November 2016, 2268 new benefit claims were processed.

Section 2: Carlisle Plan 2015-18 Summary

PRIORITY – Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle

BUSINESS PROPERTY & INFRASTRUCTURE

The major improvement works to Durrhill industrial estate are complete, apart from minor snagging. The new roads are open and we are in the process of agreeing terms for the disposal of the final development plot on the former Border TV site.

Good progress continues to be made with regards to furthering the objectives of Kingmoor Park Enterprise Zone (EZ), the key purpose of which is to attract new business to the area with a range of business rate discounts and 100% enhanced capital allowance. The EZ Delivery Board are currently finalising an Implementation Plan for the site which is required to be submitted to government by 31st March 2017.

Following a detailed procurement process Chancerygate have been appointed as the City Council's asset managers for Kingstown and Parkhouse industrial estates. Chancerygate is recognised as one of the UK's most successful property companies and has more than 20 years' experience of industrial property asset management and development. They are currently preparing a business plan for the estates which is due for completion in the spring.

STRATEGY & PLANNING

An announcement has been made by the government regarding the funding allocation following the Local Growth Fund 3 bid submitted by the LEP in July 2016. £1m has been allocated to support the redevelopment of the Citadel and improve the train station in Carlisle.

The Carlisle District Local Plan 2015-2030 was adopted by Council on 8th November 2016 following three years of preparatory work including extensive public consultation. It is an essential building block for future development and is the plan against which all planning applications will be determined.

The Local Plan is a key catalyst for growth; however work does not stop with its completion. Further activity to support growth and the economy will continue with:

- Carlisle South Master Plan
- Community Infrastructure Levy
- Supplementary Planning Documents

Following the submission of an expression of interest to include Carlisle South, a broad location identified through the Local Plan which could accommodate up to 10,000 new homes, within the government's Locally Led Garden Village programme in July, the government announced on 2nd January 2017 that Carlisle South (under the name of St. Cuthbert's) had been included in the programme. The programme is attracting significant and widespread national interest. Next steps include putting in place appropriate governance arrangements, exploring delivery options and acting to masterplan the location.

SKILLS DEVELOPMENT

The City Council continues to work closely with public and private sector partners through the Carlisle Economic Partnership (CEP). The two key themes identified in their action plan are skills and infrastructure.

The focus for the CEP over the next 12 months will be to further develop an Economic Action Plan and a Skills Strategy for Carlisle which fits with the Cumbria Strategy and supports key economic opportunities for growth such as the Enterprise Zone and Carlisle Airport.

Engagement with Cumbria Local Enterprise Partnership (Cumbria LEP) and Centre of Nuclear Excellence (CoNE) continues to be vital in supporting the CEP key priorities for Carlisle of Infrastructure, Skills and Housing to help deliver growth.

PRIORITY - Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents.

SERVICE & FACILITIES DEVELOPMENT

The new leisure contract is out to tender and we are awaiting initial responses from the market in February.

Tenders are also out for the reinstatement of the facilities at Stony Holme Golf Course and Sheepmount with the work expected to be completed in summer 2017.

Since its reopening in late September 2016 the Old Fire Station has held 100 events (to end January 2017) and ticket sales have exceeded expectations.

The Tullie House Trust Business Plan 2017-2020 was agreed by Executive in December 2016 following completion of the required democratic process.

All preliminary work to install Wi-Fi in community centres is complete and testing is currently being undertaken.

HEALTHY CITY PROGRAMME

A health grant programme managed by County local area teams has been developed and launched.

We have also worked with partners to deliver healthy eating sessions within Schools across the district and are looking for further funding to ensure the continuation of the programme – 22 local schools have engaged. This is a key area of focus due to the increase in childhood obesity.

The Food City Steering Group continues to plan and work towards hosting a large food event in March and is working with key sector food partners to draw down sponsorship to support the event.

Work is advancing on the priority project on “Workplace health, worklessness and employability.” There are two elements to the project: supporting people in work and getting people into work.

PRIORITY - Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle

RETHINKING WASTE

Work continues on the review of the collection rounds to meet current service demands with flexibility to respond to growth. The routes have been developed using specialist software and drivers and loaders consulted on proposals.

A communication plan and key messages are being reviewed including design and wording for the new calendars, newsletter and Frequently Asked Questions regarding the new recycling service. A key element of this is also around the promotion of recycling in low participation areas e.g. areas where gull sacks are in operation. Officers will be on hand to monitor and offer advice to residents.

Procurement processes have begun for in cab technology / route guidance systems that will integrate with the Council's customer relationship management system and new 'end markets' provider to receive our recycling locally and provide best financial return for the council (currently out for tender).

Processes have also started to return the 'green box' contract back to the Council from 1st March 2017 including TUPE of staff and new vehicles with improved technology to reduce risks.

CITY CENTRE PUBLIC REALM

Work continues to progress in relation to the system of information hubs and finger posts proposed for the City Centre. Cumbria County Council consent has been secured, subject to completing a number of actions including a formal consultation exercise. Technical design work is complete, copy has been finalised and we are working with the signage manufacturer to agree an installation programme to commence upon completion of the above actions and the consideration of any comments received from consultees.

The tenders for Castle Way crossing have been returned and are being assessed. Work is due to commence in the spring, with completion expected by the end of the summer. The County Council have agreed to install speed indication devices on Castle Way for a temporary period to advise motorists that the speed limit is 30mph; this should help address concerns about existing traffic speeds.

QUALITY OF OUR LOCAL ENVIRONMENT

The additional resources used to carry out street cleaning regarding leaf fall has now ceased, provision of the clean-up Carlisle funding has enabled a proactive approach to dealing with this in an efficient and effective way, ensuring standards are achieved. The investment in the mechanical sweepers and additional resources has helped to achieve these efforts, and has enabled works to be prioritised.

PARKS AND OPEN SPACES

The S106 Story Homes funded cycle way development at Crindledyke is out to tender and responses are due by end of February.

Following the recent clean-up of Manor Place allotments in Currock there is now full occupation. Other sites are also becoming community managed such as Mayfield allotments.

Through the Play Area Strategy, the equipment in the following play areas has been repaired or replaced: Clark's Field, Etterby Terrace, Denton Street, Eden Park Crescent and Bitts Park. Bitts Park reopened in October 2016 with new equipment installed following the extensive damage resulting from the December 2015 flooding.

Following an assessment conducted by the Institute of Cemetery and Crematorium Management in autumn 2016, the Council were awarded 'Gold Standard' for the cemeteries.

PRIORITY - Address current and future housing needs to protect and improve residents' quality of life.

AFFORDABLE HOUSING OPPORTUNITIES

The Government's announcement regarding the successful funding bid for St Cuthbert's Garden Village offers significant opportunities for future affordable housing delivery, and the Council has already been contacted by a number of local Housing Associations who would be keen to be involved.

The 'Demonstration Project', on the Council owned site at Beverley Rise, Harraby: Riverside submitted a tender on 'The Chest' on 23 December for development contractors to develop this scheme. The Beverley Rise site would deliver approximately 40 units for affordable rent, in partnership with Riverside and Carlisle College. Students from the College would benefit from practical onsite development training.

Old Brewery Residences, Caldewgate: Impact have now submitted their planning application to bring redundant ex-student accommodation back into use to deliver a mix of approximately 35 apartments and townhouses for affordable rent. The design would incorporate flood resilience measures.

Two Castles Housing Association have been awarded £660k grant funding, following A successful bid to the Homes and Communities Agency's 'Shared Ownership & Affordable Homes Programme' to deliver 20 affordable homes in Carlisle: 10 for shared ownership and 10 for rent to buy. This is an 'indicative' bid; meaning the development site (or sites) have still to be identified.

EXTRA CARE HOUSING – BRAMBLE COURT, BRAMPTON

Bramble Court, Brampton: a launch event, attended by the Leader of the Council, was held on 16th December for Impact's new 'Extra Care' housing scheme, providing independent accommodation for older residents with care and support needs. All of the properties are for social rent, and 24/ 7 onsite care will be provided by Imagine Independence.

The City Council has worked closely with the scheme provider, Impact Housing Association, Adult Social Care, and Brampton and Beyond Community Trust to

support the delivery of the scheme, as extra care housing is a crucial priority, due to the changing demographics around the ageing population. Brampton and Beyond are upgrading the facilities at their adjoining Irthing Community Centre, including a revamped café and a link corridor between the two schemes to enable residents of Bramble Court to access these community facilities.

PRIORITY – Promote Carlisle regionally, nationally and internationally as a place with much to offer - full of opportunities and potential

TOURISM

The Council successfully delivered the final events of the 2016 events programme: The Fireshow and Fireshow Funday and Christmas Light Switch On. All events were delivered to budget and achieved excellent attendance. The LEP funded events were also delivered to budget and in accordance with the funding agreements.

BUSINESS GROWTH

This is best demonstrated by the many projects and initiatives worked on across the district as part of the Carlisle Partnership and Carlisle Ambassadors.

The Ambassadors have influence and directly ‘give a voice’ to Carlisle locally, within Cumbria and further afield.’ Meetings continue to be held quarterly and are regularly attended by over 220 business people. To date 140 organisations have become members; keen to collaborate on projects and support each other to help grow and improve the Carlisle offer. The 2017 programme of Carlisle Ambassadors’ meetings are due to be circulated.

As well as some of the cross-over work carried out with the Carlisle Partnership and the Ambassadors, the City Council continues to work closely with partners through the Carlisle Economic Partnership (CEP), the action plan from which sets out actions to address the barriers to growth and support the continued economic prosperity of the district.

Appendix A

Community Overview & Scrutiny

ID	Project Name	Portfolio Holder	Priority
12	Leisure services contract	Culture, Heritage & Leisure	Develop sports arts and cultural facilities
13	Old Fire Station	Culture, Heritage & Leisure	Develop sports arts and cultural facilities
14	Tullie House Trust	Culture, Heritage & Leisure	Develop sports arts and cultural facilities
15	Community Centres	Communities, Health & wellbeing	Develop sports arts and cultural facilities
16	Healthy City Action Plan	Communities, Health & wellbeing	Develop sports arts and cultural facilities
17	Food City Partnership, Local Healthy Eating Options, Carlisle Food Charter	Communities, Health & wellbeing	Develop sports arts and cultural facilities
18	Healthy Workforce programme	Communities, Health & wellbeing	Develop sports arts and cultural facilities
30	Housing Strategy	Economy, Enterprise & Housing/Communities, Health & Wellbeing	Current and future housing needs
31	Housing Delivery Action Plan	Economy, Enterprise & Housing	Current and future housing needs
32	Homelessness Strategy	Economy, Enterprise & Housing	Current and future housing needs
33	Private rented sector	Economy, Enterprise & Housing	Current and future housing needs
34	Empty Homes	Economy, Enterprise & Housing	Current and future housing needs
35	Disabled Facilities Grant	Communities, Health & wellbeing	Current and future housing needs
36	Affordable homes	Economy, Enterprise & Housing	Current and future housing needs

Economy & Environment

ID	Project Name	Portfolio Holder	Priority
1	Durranhill Industrial Estate Improvements	Economy, Enterprise & Housing	Support business growth and skills
2	Caldew and English Street development opportunities	Economy, Enterprise & Housing	Support business growth and skills
3	Carlisle Enterprise Zone (Kingmoor Park)	Economy, Enterprise & Housing	Support business growth and skills
4	Carlisle Airport	Economy, Enterprise & Housing	Support business growth and skills
5	LEP Strategic Economic Plan	Economy, Enterprise & Housing	Support business growth and skills
6	Borderlands Initiative	Economy, Enterprise & Housing	Support business growth and skills
7	Infrastructure Delivery Plan	Economy, Enterprise & Housing	Support business growth and skills
8	Carlisle South Masterplan	Economy, Enterprise & Housing	Support business growth and skills
9	Future flood plans	Economy, Enterprise & Housing/Leader's	Support business growth and skills
10	City Region Skills Plan	Economy, Enterprise & Housing	Support business growth and skills
11	Growth Hub	Economy, Enterprise & Housing	Support business growth and skills
19	Modernise waste and recycling vehicle fleet	Environment & Transport	Local environment and green spaces
20	Recyclable materials income	Environment & Transport	Local environment and green spaces
21	Waste collection round review	Environment & Transport	Local environment and green spaces
22	Quality, clean local environments	Environment & Transport	Local environment and green spaces
23	Public realm improvements	Economy, Enterprise & Housing	Local environment and green spaces
25	Air quality	Environment & Transport	Local environment and green spaces
26	Green Infrastructure Strategy	Environment & Transport	Local environment and green spaces
27	Allotments	Environment & Transport	Local environment and green spaces
28	Play Area Strategy	Communities, Health & wellbeing	Local environment and green spaces

29	Bereavement Services	Environment & Transport	Local environment and green spaces
30	Housing Strategy	Economy, Enterprise & Housing/Communities, Health & Wellbeing	Current and future housing needs
31	Housing Delivery Action Plan	Economy, Enterprise & Housing	Current and future housing needs
37	Delivery of sites	Economy, Enterprise & Housing	Current and future housing needs
38	Discover Carlisle website	Culture, Heritage & Leisure	Promote Carlisle
39	Events programme	Leader's	Promote Carlisle
40	Heritage Cities Visit Britain Project	Culture, Heritage & Leisure	Promote Carlisle
41	Raise the profile of Carlisle through business engagement	Leader's/Economy, Enterprise & Housing	Promote Carlisle
42	Promote the Carlisle story	Leader's/Economy, Enterprise & Housing	Promote Carlisle
43	Better Business For All	Economy, Enterprise & Housing/Environment & Transport	Promote Carlisle

Resources

ID	Project Name	Portfolio Holder	Priority
2	Caldew and English Street development opportunities	Economy, Enterprise & Housing	Support business growth and skills
12	Leisure services contract	Culture, Heritage & Leisure	Develop sports arts and cultural facilities

Carlisle Plan 2015-18: Plan on a Page November 2016 - March 2018 v1.0



Vision

To improve the health, wellbeing and economic prosperity of the people of Carlisle. We will work in partnership to further establish our position as the regional centre and focus for investment, ensuring that residents can share in the benefits through increased opportunities and greater choice of jobs, range of housing, and a quality environment.

Principles

Clarity Confidence Commitment

Priorities

Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle

Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents

Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle

Address current and future housing needs to protect and improve residents' quality of life

Promote Carlisle regionally, nationally and internationally as a place with much to offer - full of opportunities and potential

Key Actions/ Projects

BUSINESS PROPERTY & INFRASTRUCTURE

- Complete the Durrhill Industrial Estate infrastructure improvements (November 2016)
- Promote development opportunities for City Council property assets at Caldew Riverside and English Street, with Cumbria County Council (ongoing)
- Support the delivery of a Carlisle Enterprise Zone at Kingmoor Park (ongoing)
- Support the development of Carlisle Airport as a regional gateway (ongoing)

STRATEGY & PLANNING

- Identify and deliver further projects aligned with the Cumbria Local Enterprise Partnership's Strategic Economic Plan (ongoing)
- Progress the Borderlands Initiative (ongoing)
- Maintain an up to date Infrastructure Delivery Plan and develop proposals to address identified issues (ongoing)
- Develop a Carlisle South Masterplan covering housing, urban design, employment land, transport and infrastructure (ongoing)
- Work with the Environment Agency and partners on future flood plans (ongoing)

SKILLS DEVELOPMENT

- Continue to support the delivery of the city region Skills Plan aligned to business growth, sustainability requirements and the LEP Skills Strategy (ongoing)

WORKING WITH BUSINESS

- Proactively develop business support through supporting the Growth Hub (ongoing)

SERVICE & FACILITIES DEVELOPMENT

- Develop and deliver the proposed new leisure contract to improve facilities at The Sands Centre in line with the City Sports Facilities Development Plan and enhance the leisure services across the city (November 2017)
- Deliver a renewed Old Fire Station 2017/18 Business Plan and Development Strategy (March 2018)
- Monitor and support the Tullie House Trust 2017/18 Business Plan and associated development plans (September 2017)
- Work with Community Centres to develop enhanced business plans, broadband and Wi-Fi services at appropriate sites (March 2018)

HEALTHY CITY PROGRAMME

- Continue to work with key partners to deliver the World Health Organisation Phase VI Healthy City Action Plan (March 2018)
- Continue to support and develop the Food City Partnership: Local Healthy Eating Options; Carlisle Food Charter; food sector supply chain development; food skills; education and tourism (March 2018)
- Work with partners to develop and deliver a Healthy Workforce programme (from January 2017)

RETHINKING WASTE

- Modernise the fleet of waste and recycling vehicles to improve services to residents and reduce the environmental impact of our collection service (May 2017)
- Optimise income achieved from the sale of recyclable materials collected (October 2017)
- Complete a comprehensive waste collection round review for all streams of waste, taking into account new housing developments (March 2017)
- Provide quality, clean local environments for people to enjoy with the involvement of local communities, supported by robust enforcement action against those who drop litter, fly-tip or allow their dogs to foul (ongoing)

CITY CENTRE PUBLIC REALM

- Complete the delivery of a programme of public realm improvements throughout the city: fingerpost signage; interpretation boards and gateway signage (2017)
- Complete the capital improvements to the public realm along Castle Way (March 2017)

QUALITY OF OUR LOCAL ENVIRONMENT

- Annually review the air quality in Carlisle and work with partners to deliver an Air Quality Action Plan to reduce outdoor air pollution to a safe level (March 2018)

PARKS AND OPEN SPACES

- Continue to implement the Green Infrastructure Strategy to make our green spaces safe and exciting for our residents and visitors, enhancing Carlisle's reputation as a green, welcoming city for people and business that encourages inward investment, raise property values and increase productivity (ongoing)
- Encourage uptake and better management of allotments to provide space for growing fresh and healthy food (ongoing)
- Deliver the Play Area Strategy to encourage outdoor play through the provision and access to high quality play facilities for our children (ongoing)
- Maintain the 'Gold' standard achieved by our Bereavement Services for quality in crematorium and cemetery management (August 2017)

HOUSING STRATEGY

- Prepare and publish an updated Housing Strategy (June 2017)
- Develop and implement a Housing Delivery Action Plan (June 2017)

HOMELESSNESS STRATEGY

- Work together with partners to monitor progress against Carlisle's Interagency Homelessness Strategy 2015-20 (March 2020)

HOUSING QUALITY/ACCESS

- Improve standards in the private rented sector (including student accommodation) through inspections, advice and, where necessary, enforcement (March 2018)
- Continue to develop and promote the Council's Empty Homes Service by delivering advice and information to empty homes owners (March 2018)
- Deliver the City Council's annual mandatory Disabled Facilities Grant Programme in respect of applications received and revise the Regulatory Reform Order Strategy to improve expenditure compatible with the discretionary grant (March 2018)
- Develop local solutions to ensure opportunities to maximise the delivery of affordable homes which respond to locally evidenced needs (ongoing)
- Work with landowners, developers, and partner agencies (e.g. HCA) to accelerate the delivery of sites (ongoing)

TOURISM

- Redevelop the Discover Carlisle website (November 2017)
- Continue to support the delivery of a high quality events programme (2016/17/18) across Carlisle to raise the profile of the city, attract more visitors, celebrate diversity and increase pride in the city (ongoing)
- Deliver the Heritage Cities Visit Britain Project to provide an augmented reality Roman themed experience in Bitts Park (July 2017)

BUSINESS GROWTH

- Work with Carlisle Ambassadors to raise the profile of Carlisle through business engagement. (ongoing)
- Encourage Carlisle Ambassadors to engage partners in promoting the Carlisle story/offer (ongoing)
- Deliver the Cumbrian "Better Business for All Programme" in 2017 through the Cumbria Public Protection Group (March 2018)

Report to Community Overview & Scrutiny Panel

Agenda
Item:
A.6

Meeting Date: 16 February 2017
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: Performance Monitoring Options
Report of: Policy and Communications Manager
Report Number: PC 01/17

Purpose / Summary:

The purpose of this report is to explore the options for the future presentation of performance information to the Panel.

Recommendations:

1. The Panel consider a workshop, open to all Scrutiny Members, to look at the detail in the proposals presented in this report

Tracking

Executive:	N/A
Overview and Scrutiny:	Community Overview & Scrutiny 9/2/17
Council:	N/A

1. BACKGROUND

At the last Community Overview & Scrutiny Panel members discussed, in some detail, the usefulness of the performance report in its current format. They considered how the report had previously been presented, what information the Panel wanted in future reports and how it should tie in with the Carlisle Plan. It was suggested that Performance Management be moved into the remit of one Panel who then identified any exceptions which the other Panels should scrutinise or have the Audit Committee perform that role. Members discussed the option and felt that each panel should be responsible for the performance monitoring within their own remits.

It was resolved that officers be asked to prepare options for the future presentation of performance information to Overview and Scrutiny and present these to the next meeting of the Panel.

Best Practice

Best practice in Overview and Scrutiny (Centre for Public Scrutiny) advocates the following:

- Prioritisation in what comes to Scrutiny (quality rather than quantity)
- Greater involvement in the Council's biggest challenges and priorities
- Greater scrutiny of critical issues
- Be more outcome focussed

Performance Management

The approach to Performance Management is under review by SMT and the new Business Management & Development Sub-Group. This group will look at the following key areas:

- Reports for members
- Reports for the public
- Reports for management

The initial meeting on Performance Management is arranged for 21 February and the main group will meet monthly. Feedback from this meeting and the Scrutiny Chair's meeting on 9 February will form part of the agenda for the meeting on 21 February.

Carlisle Plan Key Actions and Projects

The finalisation of the Carlisle Plan actions (Plan on a Page) has completed the corporate planning cycle, which in turn enables a refresh of our performance

reporting. A suggested mapping of the 43 key actions and projects to the current Panels, based on remits, is presented in the Quarter 3 Performance Report (PC02/17).

Smarter Service Delivery 2 Board (SSD2) and PowerBI tool

Alongside the cycle of corporate planning, work has been progressing on a new approach to management information. The success of the SSD2 programme now means that customer data is automatically linked through to the Microsoft PowerBI (Business Intelligence) tool. In addition, the data for the fiveservice standards has been migrated across to PowerBI. This now enables an exception approach to performance reporting based on agreed thresholds and triggers. Although in its infancy, this approach will grow with the shift of services into the Salesforce Customer Relationship Management System; additional data connectors and data migration. This will build a bigger, more complete picture of demand and fulfilment across all the Council's services. It will also remove the current two tier system of service standards and management information by introducing a consistent set of measures to assess a wider range of customer calls for service.

2. PROPOSALS

The Panel consider a workshop, open to all Scrutiny Members, to look at the detail in the proposals presented below.

It is proposed that a simpler, clearer approach to performance information is taken based on the following principles:

1. A clear programme of work is presented to the Panels for consideration so that they can select some items for the Panels' work programmes, to include:
 - a. Carlisle Plan actions
 - b. A schedule of policies and strategies to be introduced or reviewed
 - c. Budgetary Framework
2. Overview & Scrutiny focuses on strategy and policy. Any operational issues are dealt with outside of the meeting by contacting service managers or directors directly.
3. Overview & Scrutiny consider service standards only by exception.

This approach will reduce the quantity of reports being scrutinised and shift the overview to the performance of policies and strategies. There will still be an overview role to fulfil in service standard indicators but only through exception. An exception report will include the interventions made to bring the performance back into line with the accepted standard.

It is also proposed that:

To improve the performance content of reports presented at O&S, report authors will be sent a series of performance questions and key lines of enquiry as soon as the item is added to the work programme. The performance questions will be drafted by Policy and Performance Officers and then reviewed by the Scrutiny Officer and O&S Chair. These questions will be sent to the Portfolio Holder, Senior Manager and lead officer. This approach will ensure that each report contains a clear section on how the item under scrutiny is performing, the context for this performance and the role the Council has played in generating these outputs and outcomes.

3. CONSULTATION

A report on a draft performance framework was reviewed by the Senior Management Team on 31 January 2017 and presented at Management Briefing on 2 February 2017.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

In conclusion, the current approach to performance has been in place for over 5 years, since the introduction of the selected Service Standards and the Carlisle Plan. The proposals will focus the performance conversation on policy and strategy. It will broaden the set of standards and filter the reporting based on agreed exceptions.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

The new approach to Overview & Scrutiny is designed to enable a greater role for members in the policy development through performance monitoring.

Contact Officer: Steven O’Keeffe

Ext: 7258

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

Community Overview and Scrutiny Panel

Agenda
Item:
A.7

Meeting Date: 16 February 2017
Portfolio: Cross Cutting
Key Decision: No
Within Policy and Budget Framework
Public / Private Public

Title: OVERVIEW REPORT AND WORK PROGRAMME
Report of: Overview and Scrutiny Officer
Report Number: OS 04/17

Summary:

This report provides an overview of matters related to the Community O&S Panel's work. It also includes the latest version of the work programme.

Recommendations:

Members are asked to:

- Note and/or amend the Panel's work programme

Contact Officer: Dave Taylor

Ext: 0781 785 8167

Appendices attached to report:

1. Community O&S Panel Work Programme 2016/17

1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 13 January 2017. This was circulated to all Members. There were no items falling within the remit of this Panel:

2. References from the Executive

There are no references from the Executive 18 January 2017.

3. Work Programme

The Panel's current work programme is attached at **Appendix 1**.

Members are asked to note the workshop which has been arranged to discuss the relationship between Riverside Housing Association and Carlisle City Council for 2.30pm Thursday 2nd March.

The Task and Finish Group on 'Youth' is awaiting finalisation of Member involvement before officers can proceed and begin to assist with the review. If Members can commit to being on the Task and Finish group then the initial work of developing terms of reference for the piece of work can begin.

Members are also requested to consider and, where necessary, amend the Panel's work programme and in particular consider the framework for the next meeting.

The following items are currently scheduled for the next meeting on 6 April 2017:

- New Leisure Contract Procurement
- Flood Update Report
- Arts Centre
- Housing Strategy (tentative)
- Customer Services
- Scrutiny Annual Report

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

Appendix 1 – Community Overview and Scrutiny Panel Work Programme

Issue Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
CURRENT MEETING – 16 February 2017															
CSP Strategic Assessment Gavin Capstick				✓			Presentation of the new Strategic Assessment that informs that Partnership Plan.							✓	
Impact and Two Castles Housing Associations Jeremy Hewitson				✓			Monitoring progress and development of joint working							✓	
Response to Welfare Reform Tammie Rhodes				✓			Overview of partnership working in response to the Welfare Reform agenda. To invite Board members from other organisations at next update (in 2016/17)							✓	
Performance report options Steven O’Keeffe	✓						To consider changes to improve performance reporting to O&S Panels							✓	

Appendix 1 – Community Overview and Scrutiny Panel Work Programme

Issue Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive Policy	Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Performance Monitoring Reports Gary Oliver	✓						Reporting of performance relevant to remit of Panel	✓		✓		✓		✓	
TASK AND FINISH GROUPS / WORKSHOPS															
Relationship with Housing Associations							Panel to hold workshop to help define relationship								Workshop 2.30pm Thurs 2 nd March
Youth							Panel to commission a T&F group.								
Mental Health							Suggested topic. Panel to decide the purpose of scrutiny of the issues and where focus should lie in order to gain maximum value.								
FUTURE ITEMS															

Appendix 1 – Community Overview and Scrutiny Panel Work Programme

Issue Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Community Partnerships							Actions and performance of partnerships								
Domestic Violence							Issues and provision for victims of DV								
Success Regime Emma Dixon							To consider the Future of Healthcare policies following public consultation								?
Citizens Advice Bureau and Law Centre															
New Leisure contract procurement Gavin Capstick							Update of procurement process. New timescale.			✓					?
Flood Update Report Darren Crossley					✓		Update on flood recovery programme	✓		✓		✓			✓
Arts Centre Gavin Capstick	✓						Performance of the Arts Centre								✓
Housing Strategy Jeremy Hewitson			✓				To consider the new Housing Strategy								?

Appendix 1 – Community Overview and Scrutiny Panel Work Programme

Issue Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive Policy	Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Customer Services Jill Gillespie	✓						Performance of the new website / coping with the flood / future of CRM and customer services (smarter services)								✓
Scrutiny Annual Report O&S Officer			✓		✓		Draft report for comment before Chairs Group								✓
COMPLETED ITEMS															
Riverside Annual Report Jeremy Hewitson				✓			Monitoring progress and developments of joint working.						✓		
Homeless Hostel Service Structure (Supporting People) Tammie Rhodes							How the Council is addressing the changes to the Supporting People Contract.	✓							

Appendix 1 – Community Overview and Scrutiny Panel Work Programme

Issue Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive Policy	Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Annual Equality Report 2015/16 and Equality Action Plan 2016/17 Rebecca Tibbs		✓					Monitoring of Equality activity and consideration of Equality Action Plan for 2016/17		✓						
Housing and Planning Bill Jeremy Hewitson							Presentation on the impact of the Bill on delivery of Carlisle’s housing needs.		✓						
Interagency Homelessness Strategy for Carlisle 2015-20 Tammie Rhodes				✓			Progress made in year one of the Interagency Homelessness Strategy for Carlisle 2015-20 in relation to the priority actions.		✓						
Community Centre and Federation Update Gavin Capstick				✓			Future of CCs. Item in partnership with the Carlisle & District Federation of Community Organisations				✓				

Appendix 1 – Community Overview and Scrutiny Panel Work Programme

Issue Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget	9 Jun 16		21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17	
Youth Provision in Carlisle and District Cllr Niall McNulty							Discussion on current provision for youth in Carlisle and District and where the Council might like to go in terms of Young People Services.				✓				
Riverside Jane Meek				✓			Engage with Riverside regarding future of Divisional Board. New Divisional Director Sarah Paton to attend this meeting.					✓			
Budget setting 2017/18-2021/22 Alison Taylor		✓	✓				Consideration of service implications					✓			
Greenwich Leisure Ltd Gavin Capstick				✓			Annual Performance Report					✓			
Tullie House Business Plan Gavin Capstick				✓			Annual scrutiny of Tullie House Business Plan					✓			

Appendix 1 – Community Overview and Scrutiny Panel Work Programme

Issue Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive Policy	Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Proposed new O&S Panel remits (PART OF OVERVIEW REPORT) Steven O’Keeffe							Consideration of proposed new O&S panel remits					✓			
INFORMATION ONLY ITEMS															
Details								Date Circulated							

