

**Chief Constable**  
Chief Constable Robert Carden  
Police Headquarters  
Carleton Hall Penrith,  
Cumbria  
CA10 2AU



1<sup>st</sup> April 2025

Dear

### **FREEDOM OF INFORMATION REQUEST – FOI 294/25 Officer/Staff Breakdown**

I refer to your request for information received by Cumbria Constabulary on the 10<sup>th</sup> of March 2025. I note you seek access to the following information:

*Under the Freedom of Information Act, I would like to request the following information for the last 3 financial years:*

1. *Provide the number of Police support staff members, split by unit*
2. *Provide the total number of Uniformed Police Officers, split by district or division*
3. *Provide the total workforce attrition rate split into resignations, dismissals and retirements*
4. *Provide the number of workforce absentees between 3-6 months and 6+ months*
5. *What is the overtime spend*
  - *Overtime spent on specific activities e.g. OT resulting from planning an operation; OT bill for all POPS operations in the last 12 months*
6. *How many locations do you have staff working on a shift pattern*
7. *How many rosters and shift patterns for the entire workforce*
8. *Please confirm who currently supplies your software for duty management/rostering?*
9. *Can you also confirm when that contract ends, and the annual licensing cost for the latest accounting period, plus any additional customisation costs over the last 5 years (if applicable)*
10. *Do you use any software for long term workforce planning, outside the software you use for rostering?*

Your request for information has been considered and I can confirm that Cumbria Constabulary does hold the information you request, however I am not obliged to disclose all the information to you.

Section 17 of the Freedom of Information Act requires a public authority, when refusing to provide the information requested, to provide a notice which: -

- States that fact,
- Specifies the exemption in question and
- States, if it would not otherwise be apparent, why the exemption applies.

The information you have requested in questions 8 and 9 is exempt from disclosure by virtue of Section 31(1)(a)(b) – Law Enforcement.



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Please Note: Previously, we would disclose this information, however, there has since been a key change in the stance taken, which is outlined in the exemption below. In this case, we consider that disclosure of the information would be likely to make the police service more open to malicious attacks on our computer systems. The risk of cyber-attacks, with the threat more likely since the war in Ukraine, therefore, posing an increased risk more recently.

Section 31(1)(a) exempts information if its disclosure would or would be likely to prejudice the prevention and detection of crime.

As a qualified and prejudice-based exemption, I am required to evidence the harm and apply the public interest test.

### Evidence of Harm

Every effort should be made to release information under Freedom of Information. However, a FOIA response is considered to be a release to the world, as once the information is published, the public authority has no control over what use is made of that information.

The Police Service is charged with enforcing the law, preventing, and detecting crime and protecting the communities we serve. To achieve these objectives, all forces utilise Information Technology essential to front line services. Disclosure of on-going plans for specific software applications and capabilities, or the lack thereof, would reveal intricacies of those systems, thereby highlighting vulnerabilities and compromising individual force information assurance.

Disclosure would also enable a geographical picture to be drawn up by those individuals who are intent on 'hacking' police systems; some of these individuals may include terrorists or terrorist organisations. In terms of duty of care, this would be detrimental to the public, as disclosure could assist a malicious actor by highlighting vulnerable forces and leaving those forces open to disruption of Information Technology systems; thus, compromising the effective delivery of operational law enforcement which in turn, is met by an increase of criminal offending.

### Public Interest Test

Factors favouring disclosure – Disclosing the specific details of certain ICT infrastructure, such as the types of software used would allow the public to be better informed on the health state and performance of each forces Information Technology platform. In addition, forces are required to demonstrate efficient services to local taxpayers and satisfy audit requirements. This would provide transparency regarding the use of public funds in so much as highlighting that funds are being used correctly and appropriately, to ensure all Data Centres have adequate software, which results in the smooth running of force Technology systems.

Factors favouring non-disclosure - Whilst there is public interest in providing reassurance that police forces are appropriately and effectively dealing with any threats, posed against police force Technology capabilities, there is a strong public interest in safeguarding the welfare and safety of the public. If ICT systems were successfully attacked, it could lead to the loss of confidentiality, integrity, and availability of police information. Any disclosure has the potential to undermine current and future technological integrity, which in turn compromises Law Enforcement, and could jeopardise the daily running of policing activity. The risk of affecting the function of the police service would be much greater. In addition, by revealing ICT software, this is intelligence to those who would wish to exploit vulnerabilities in the service. This may lead to the compromise of force IT systems which ultimately affects law enforcement capabilities and hinders the prevention and detection of crime or terrorism.



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## Balance Test

The security of the country is of paramount importance and the Police service will not divulge any information, if to do so would undermine law enforcement and therefore compromise the work of the police service. Whilst there is a public interest in the transparency of policing and force infrastructure, including the Police ICT infrastructure, there is a very strong public interest in safeguarding the integrity of these systems in place.

The points above highlight the merits for and against disclosure of the requested information. Disclosure would undoubtedly provide a greater openness and transparency to the community at large regarding the Information Technology resources available to the police, and whilst there is always a public interest in the transparency of how a police force delivers effective law enforcement, there is a very strong public interest in safeguarding the intricacies and tactical capabilities of the software used when dealing with information.

I am aware of the immense importance for Public Authorities to demonstrate a level of openness and transparency, I am of the opinion that protecting the tactical capability of Cumbria Constabulary must take precedence in this case. With this in mind, it is my decision that the balance of the public interest lies in the non-disclosure of the exempted information.

Please see the below response to the remaining questions:

Question 1 –

Please note that department names and structure of the organisation has changed over the financial years.

As at 31/03/2022

Department	Headcount	FTE
Career Break Dept	8	6.60
Central Services Department	33	24.76
COG	4	3.59
Commercial	12	10.41
Corporate Support	5	5.00
DDaT	123	109.92
Estates and Fleet	37	32.22
Financial Services	15	13.15
Forensics	36	33.76
Insight & Analysis	65	50.39
Investigative Standards	83	72.43
Legal Services	9	7.64
Marketing and Communications	15	14.11
Ops & NP Management	1	1.00
People Department	56	47.98
Performance & Policing Futures	7	5.81
PPU & Safeguarding	29	21.02
Public Contact & Engagement	114	94.06
Seconded Out	9	9.00
Specialist Capabilities	46	35.08



TPA North	34	31.32
TPA South	36	32.20
TPA West	29	24.31
Unison	2	1.50
<b>Grand Total</b>	<b>808</b>	<b>687.25</b>

As at 31/03/2023

Department	Headcount	FTE
Business Change	1	1.00
Career Break Dept	3	2.91
Carlisle & Wigton	30	26.19
Central Services Department	35	26.05
COG	6	5.20
Commercial	12	10.03
Corporate Support	2	2.00
Crime & Intel	1	1.00
Criminal Justice Unit	49	43.70
Cumberland CID & Safeguarding	2	2.00
DDaT	131	120.30
Derwent & Esk	35	28.85
Estates and Fleet	35	30.55
Financial Services	15	13.15
Furness	24	19.84
HR Department	15	12.96
Intelligence	40	32.68
Kendal & Eden	34	30.09
Legal Services	7	7.00
Marketing and Communications	13	12.61
Operations	122	97.37
People Department	48	41.87
Performance & Policing Futures	37	28.12
PSD	19	14.40
Public Protection	24	18.27
Scientific Support	35	32.95
Seconded Out	5	5.00
Specialist Crime	22	17.41
Standards Insight & Performance Command	1	0.81
Unison	2	1.50
Westmorland & Furness CID & Safeguarding	1	0.92
<b>Grand Total</b>	<b>806</b>	<b>686.72</b>

As at 31/03/2024

Department	Headcount	FTE
Business Change	2	2.00
Career Break Dept	3	2.91



Carlisle & Wigton	29	26.09
Central Services Department	33	25.93
COG	5	4.20
Commercial	11	9.22
Corporate Support	1	1.00
Crime & Intel	1	1.00
Cumberland CID & Safeguarding	2	2.00
DDaT	118	111.88
Derwent & Esk	31	25.10
Estates and Fleet	32	28.03
Financial Services	16	14.41
Furness	25	19.54
HR Department	15	12.48
Intelligence	43	35.08
Kendal & Eden	32	27.81
Legal Services	8	8.00
Marketing and Communications	14	13.55
Operations	120	100.90
People Department	33	29.65
Performance & Policing Futures	39	31.58
PSD	16	12.50
Public Protection	30	22.23
Scientific Support	36	33.73
Seconded Out	4	4.00
Specialist Crime	93	79.90
Unison	2	1.50
Westmorland & Furness CID & Safeguarding	1	0.92
<b>Grand Total</b>	<b>795</b>	<b>687.15</b>

## Question 2 –

Please note that the below is a list of all police officers by department, we cannot differentiate who is uniformed or not.

As at 31/03/2022

Department	Headcount	FTE
Career Break Dept	8	5.18
Citizens in Policing	3	3.00
COG	9	8.90
Crime Command & Safeguarding	1	1.00
DDaT	4	3.33
Forensics	8	8.00
Insight & Analysis	44	43.21
Insight & Performance	2	2.00
Investigative Standards	164	160.51
Ops & NP Management	1	1.00



People Department	107	106.75
Performance & Policing Futures	25	24.15
Police Federation	3	3.00
PPU & Safeguarding	71	67.29
Public Contact & Engagement	99	95.97
Seconded Out	10	9.80
Specialist Capabilities	187	185.48
Target Operating Project	2	2.00
TPA North	193	192.66
TPA South	198	196.06
TPA West	187	184.78
<b>Grand Total</b>	<b>1326</b>	<b>1304.07</b>

As at 31/03/2023

Department	Headcount	FTE
Business Change	4	4.00
Career Break Dept	4	3.09
Carlisle & Wigton	156	155.48
COG	6	6.00
Crime & Intel	1	1.00
Criminal Justice Unit	29	28.43
Cumberland BCU	17	17.00
Cumberland CID & Safeguarding	94	92.47
DDaT	5	4.83
Derwent & Esk	170	168.36
Furness	124	123.38
Intelligence	47	46.45
Kendal & Eden	134	133.22
Operations	214	210.78
Ops Command Management	1	1.00
People Department	127	126.75
Performance & Policing Futures	17	16.15
Police Federation	3	3.00
PSD	13	12.35
Public Protection	76	72.66
Scientific Support	7	7.00
Seconded Out	13	12.80
Specialist Crime	61	60.20
Standards Insight & Performance Command	1	1.00
Westmorland & Furness BCU	13	13.00
Westmorland & Furness CID & Safeguarding	60	59.13
<b>Grand Total</b>	<b>1397</b>	<b>1379.52</b>

As at 31/03/2024



Department	Headcount	FTE
Bail & RUI	3	3.00
Business Change	4	4.00
Career Break Dept	9	8.49
Carlisle & Wigton	141	140.73
COG	8	8.00
Crime & Intel	1	1.00
Cumberland BCU	17	17.00
Cumberland CID & Safeguarding	103	101.53
DDaT	5	5.00
Derwent & Esk	170	168.22
Furness	121	120.55
Intelligence	49	48.45
Kendal & Eden	147	146.24
Mental Health	10	9.49
Operations	234	231.25
Ops Command Management	1	1.00
People Department	74	73.15
Performance & Policing Futures	23	21.63
Police Federation	4	4.00
PSD	13	12.35
Public Protection	83	80.63
Scientific Support	9	9.00
Seconded Out	18	18.00
Specialist Crime	74	72.15
Westmorland & Furness BCU	20	20.00
Westmorland & Furness CID & Safeguarding	68	66.08
Grand Total	1409	1390.94

### Question 3 –

Attrition Rate (Police Officers, Staff & PCSOs)	2021/22	2022/23	2023/24
Resignation	4.31%	6.11%	5.38%
Retirement	4.13%	3.19%	1.98%
Dismissal	0.03%	0.10%	0.38%

### Question 4 –

To clarify, we have classified 'absentees' as those on sick leave.

2021/22

3-6 Months	60
Over 6 Months	19



2022/23

3-6 Months	69
Over 6 Months	32

2023/24

3-6 Months	79
Over 6 Months	33

Question 5 –

Cumbria Constabulary do not hold overtime data by activity in our finance system. The overall spend is not currently available for the most recent financial year.

Question 6 –

10

Question 7 –

The following are in place:

1. VSA 6 on/4 off
2. Flexible working - core hours 0700-2200 Monday to Friday
3. Standard office hours Monday to Friday (0800 or 0800 to 1600 or 17000
4. 4 on / 4 off – 12 hours
5. In all the above there are individual Flexible Working Agreements which alter from standard patterns.

Question 10 –

No

Whilst every care has been taken in the retrieval of the information provided, please do not hesitate to contact us for clarification, if you do have any issues or queries relating to this data.

### Complaint Rights

If you believe your request has not been properly handled, or you are otherwise dissatisfied with the outcome of your request, you have the right to request an internal review.



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In the first instance, please email [freedomofinformation@cumbria.police.uk](mailto:freedomofinformation@cumbria.police.uk) quoting the FOI reference number and explain why you are dissatisfied. Your complaint will be considered and a response will be provided to you after your complaint has been investigated.

If you remain dissatisfied following conclusion of the internal review, you have the right, under section 50 of the Freedom of Information Act, to complain directly to the Information Commissioner.

The address for the Information Commissioner can be found below:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Complaints to the Information Commissioner can also be made online:

[Make a complaint | ICO](#)

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary.

