



PAPER AP14/34

ACCOUNTABILITY AND PERFORMANCE PANEL

A meeting of the Accountability and Performance Panel was held in the Strategic Co-ordination Centre, Police Headquarters, Martlesham on Tuesday, 29 April 2014 at 9.30 am.

PRESENT:

Office of the Police & Crime Commissioner

Chris Bland (PCC Chief Finance Officer), Sandra Graffham (Communications Manager), Liz Hollingworth (Business Administration and Policy Officer), Christopher Jackson (Chief Executive), Sarah McNulty (Business Co-ordinator), Tim Passmore (PCC), and Claire Swallow (Deputy Chief Executive).

Suffolk Constabulary

Phillip Clayton (Assistant Chief Officer), Paul Marshall (Deputy Chief Constable), Douglas Paxton (Chief Constable), David Skevington (Temporary Assistant Chief Constable) and Gareth Wilson (Assistant Chief Constable).

Also in attendance for Item 1

Cllr Mike Barnard (Waveney Community Safety Partnership (CSP)), Richard Best (Suffolk Coastal CSP, Waveney CSP), Andrew Cawthorpe (Prince's Trust), Mike Chaplin (Positive Futures), Cllr Robert Everitt (Western Suffolk CSP), Paul Knight (Positive Futures), Emily Krich (Prince's Trust), Cllr Neil MacDonald (Ipswich CSP), Cllr Mary Neale (Suffolk Coastal CSP), Mark Skillin (Safer Suffolk Partnership Board) and Selina Wagstaff (Suffolk Rape Crisis).

PUBLIC AGENDA

1. CRIME AND DISORDER REDUCTION GRANTS
 - 1.1 Reports were received from recipients of grants authorised by the Police and Crime Commissioner. A summary of the reports, questions and responses follows.
 - 1.2 Ipswich Community Safety Partnership (CSP) [Paper AP14/16]. Cllr Neil MacDonald highlighted the usefulness of the funding, particularly in relation to the impact of Town Pastors on the night time economy and mobile CCTV. These will be funded by Ipswich Borough Council (IBC) in future. In response to a question from the PCC, Cllr MacDonald confirmed the Police will fund the Police Community Support Officer in future.
 - 1.3 The PCC asked about the traffic arrangements with IBC and it was confirmed that there are problems in certain areas. As responsibilities for parking issues overlap between IBC and Suffolk Police, Cllr MacDonald would like to see more joint working, especially near schools.

- 1.4 Ipswich Best Bar None - Ipswich Borough Council [Paper AP14/25]. Cllr Neil MacDonald outlined the re-launched programme that had been jointly funded by the PCC, IBC and Ipswich Central. BarWatch (the Trade Association) is also involved. The programme is one factor contributing to a safer night time economy.
- 1.5 In response to a question from the PCC, Cllr MacDonald said that increasing the number of premises involved in the scheme relied on making Best Bar None easier to implement and said this would be pursued. Regarding sustainability, Cllr MacDonald confirmed joint funding from IBC and was expecting a contribution from the Business Improvement District.
- 1.6 The Deputy Chief Executive confirmed support for Best Bar None but suggested that the night time economy programmes (e.g. Town Pastors, Taxi Marshalls) should be brought together to look at the outcomes holistically, ensuring best value for money. The PCC said that he had agreed to consider the business case for £47,000 to support the scheme for Town Pastors from his 2014/15 Crime and Disorder Reduction Grant. He confirmed that there was no intention to reduce/withdraw support for Taxi Marshalls.
- 1.7 Waveney Community Safety Partnership [Paper AP14/17]. Richard Best reported successful delivery included using the funding to support an intervention officer post. 22 members of four families had already been supported resulting in young people going back to school. Five more families have been engaged with. The Pubwatch event in Waveney on 23 April had 20 licensee attendees and 29 premises are signed up to the Reducing the Strength Campaign. Audit processes are in place.
- 1.8 Suffolk Coastal CSP [Paper AP14/18]. Cllr Mary Neale reported the schools projects addressing crime prevention have had a tremendous response from staff and pupils. Richard Best added they are starting to engage with primary schools. In response to questions from the PCC and Deputy Chief Executive, Richard confirmed that Suffolk Family Focus needs extra support in addition to the council funding. Current funding is 60% from local resource from councils and 40% from government.
- 1.9 The Deputy Chief Executive asked all the Community Safety Partnerships to note that Vanessa Scott from the Office of the Police and Crime Commissioner will be contact regarding the introduction of Community Trigger/Remedy.
Action: OPCC to contact CSPs regarding Community Trigger/Remedy.
- 1.10 Western Suffolk CSP [Paper AP14/19]. Cllr Robert Everitt reported that, because of the late start to the project, the funding had not all been spent but that it would be spent in quarter 4. The PCC asked for confirmation of whether the PCC funding was being used to support activity that other organisations should be supporting under their remit. Cllr Everitt reported that the activity would not have been undertaken if it were not for the PCC funding because the County Council did not have the resources. He also stated that the additional work does have a positive impact. It was confirmed by Mark Skillin (from a Trading Standards point of view) that test purchases are followed up and prosecuted. The resulting media coverage also acted as a deterrent.
- 1.11 Safer Suffolk Partnership Board [Paper AP14/20]. Mark Skillin reported on the areas addressed by the funding including: Sexual Exploitation and Prostitution; Integrated Offender Management (IOM); Domestic Violence; and Alcohol Awareness. The PCC asked if IOM was making a difference, particularly with recent changes to create an enhanced and improved joint IOM structure in both Norfolk and Suffolk.

Action: Suffolk Constabulary (T/ACC Skevington) to produce an IOM performance report for the October meeting.

- 1.12 The Safer Suffolk Partnership Board (SSPB) is no longer functioning but the statutory requirement would be met by two conferences a year to discuss emerging issues. The first conference will be in Sept/Oct 2014 on the topic of domestic abuse. The PCC said that a collective approach would be beneficial and that Suffolk Police, the OPCC and others would be interested in contributing/attending the conference.
Action: Mark Skillin to liaise with OPCC and other interested parties about the proposed Sept/Oct conference.
- 1.13 The PCC advised that there would be a change in the way funding for Community Safety Partnerships was administered. The changes should also enable access to other funding. The Suffolk Community Foundation would administer £300,000 (the Safer Suffolk Fund) but the decision-making would remain with the PCC. The PCC would be meeting with the Chairs of the CSPs to discuss the new process. Cllr Mary Neale asked if statutory partnerships would be allowed to apply for funding and it was confirmed that the PCC had a Police and Crime Plan Reserve of £96,000 so that statutory agencies could still apply, either for project funding.
- 1.14 Catch 22, Suffolk Positive Futures [Paper AP14/21]. Paul Knight summarised the highlights of the report which showed progress against the targets set including 1,093 young people engaged by the end of March through 831 sessions (1,262 contact hours). There has been good media coverage, new locations covered, and good feedback from police, schools and others engaged. Positive Futures have also secured an additional £75,000 (against a target of £50,000). Black and Minority Ethnic statistics were included in the report as previously requested.
- 1.15 In response to a question from the Deputy Chief Executive, Paul reported that engagement in West Suffolk was progressing in Forest Heath through Red Lodge but more activity was needed. There is a partnership with Anglian Community Leisure to provide 'Friday Football' to 70-80 young people and there are plans to extend this support to the Ipswich project. Mike Chaplin reported that additional work had been undertaken in Beccles at the request of the Mayor. The Lowestoft project has been extended and a meeting has been set up with the Lowestoft Rising team.
Action: Mike Chaplin to update Claire Swallow on the outcomes of the meeting with Lowestoft Rising.
- 1.16 The PCC congratulated the team on their shortlisting for the High Sheriffs Award and the project overall, particularly the pan-Suffolk approach. The PCC said that he had agreed to consider the business case for funding from his Crime and Disorder Reduction Grant. The Deputy Chief Executive said that evaluation measures could be used to reflect the perspective of the participant. The Princes Trust project provided good examples of how this is done.
- 1.17 Suffolk Rape Crisis [Paper AP14/22]. Selina Wagstaff apologised for the late arrival of the report. Suffolk Rape Crisis (SRC) had been awarded £10,000 from the end of January 2014 to support counselling for women and girls who have experienced rape or violence. Counselling waiting lists had been rising to 6-9 months but the grant had helped reduce this to five months through engaging two experienced counsellors. 27 sessions had been delivered so far and the target of 200 sessions this year would be met, if not exceeded. Within the project only 17% of women had not reported to the police. The project is being evaluated using pre and post session methods.
- 1.18 The PCC noted the importance of supporting victims and increasing reporting figures. He asked about the average number of sessions needed and Selina reported that

SRC offered 25 weeks of one hour sessions (i.e. six months) in contrast to the NHS average of 6-12 weeks. This extended time frame enables longer term damage to be addressed. If further support were needed the number of sessions can be reviewed. Short term counselling is also offered.

- 1.19 The Deputy Chief Executive asked about coverage in the Waveney area following the closure of Waveney Rape Crisis. There may be funding from the Ministry of Justice (MoJ) for two centres and the OPCC has said Waveney should be considered as an area for investment. Waveney Domestic Abuse Forum has just been given a grant but the OPCC was aware there were recruitment difficulties. Selina reported SRC had just appointed a counsellor in Lowestoft to provide one morning a week and a free of charge room had been secured. She reported SRC had received MoJ funding and they will see if any can be allocated to improve services in the Waveney area.
- 1.20 The Deputy Chief Executive also asked SRC to consider how much resource would be needed to reduce waiting times completely. It was acknowledged that the more outreach there is the more demand will increase. In addition access to support from rural areas is an increasing concern.
Action: Selina Wagstaff to send Claire Swallow more information on the resource required to further reduce SRC waiting times.
- 1.21 Prince's Trust [Paper AP14/24]. Andrew Cawthorpe outlined the troubled families project and preventative approach, intensively supporting 16-30 year olds towards positive outcomes. The partnership approach involves Suffolk County Council Troubled Families, Ipswich Borough Council, PCC and Prince's Trust matched funding. Emily Krich, who was recruited as part of the project, summarised the highlights of the project to date including the additional impact on parents as well as young people, and noted that she now attends the ASB meetings for early referrals.
- 1.22 The PCC asked whether the programme would be running Get into Rail as well as the Retail, Hospital and generic courses. Andrew confirmed this would be run in September 2014. The PCC said that he was keen for public sector procurement to provide work experience places.

2. FINANCIAL MONITORING AS AT 28 FEBRUARY [Paper AP14/27]

- 2.1 Assistant Chief Officer (ACO) Philip Clayton introduced the report. The current underspend is £1.2million but the final picture will be known at the end of May.

The panel was asked to note:

- General. Table at 1.1 should read in-year over-spend of £221k for Supplies and Services, bringing the total for that column to £500k.
- Income. The impact of the Proceeds of Crime Act would be difficult to predict. The impact of interest rates was also noted.
- Police pay. The under-spend shown is due to vacancies. This will be tighter in future years as a vacancy allowance has been introduced.
- Other Costs. The maintenance backlog at Landmark House had contributed to the forecast overspend. The joint Transport Services Manager would be producing a monthly report to better understand spend on fuel.
- Capital. Capital will be more tightly managed this year and slippage will be lower.
- Appendix C. The main areas of slippage are ICT (four projects expected to continue, including licensing) and Vehicles (manufacturing delays). Joint Norfolk and Suffolk projects to note include: Police Support Unit training; STORM which is

on hold pending decision on the Contact and Control Room (CCR); Enterprise Resource Planning (ERP) where spend will happen in 2014/15; mobile data where the protected money/government grant will be carried forward and the CCR telephony link. The Suffolk element of slippage on joint schemes is £1.4million.

- 2.2 The PCC asked about the charge for the helicopter and the arrangements for 2014/15. The background to the current arrangements was discussed. The ACO said an application to the Home Office to reduce the hours had been made. If successful, this would reduce costs in future. Suffolk had only used half the hours allocated for 2013/14 although some hours had been offset to Norfolk. ACC Wilson confirmed that the cost on fuel is small compared to the charge for hours. Supt. Dodman and C/Insp. Dawson are representing Suffolk in these discussions nationally. A review of the overall airframe is being undertaken by Anthony Stansfeld (PCC for Thames Valley). The Chief Constable said he would welcome intervention in the form of a timely letter from the PCC. The PCCs Chief Finance Officer assured the panel that Suffolk's concerns about the scheme were noted to the Home Office at the time. Suffolk had reluctantly signed up on the condition there would be an urgent review of the hours. He suggested the Home Office should be reminded of these reservations. The PCC agreed a joint approach should be undertaken.
Action: PCC to support Constabulary approach to the Home Office for a reduction in helicopter hours.
- 2.3 The PCC asked about the status of ERP funding. The CFO said an end of year report was needed. The precursor fund was spent, some spend from 2013/14 had been ring-fenced for 2014/15 and the bid for ERP this year needed to be re-submitted. The minor underspend on Automatic Number Plate Recognition (ANPR) had been reported to the Home Office although it is currently unclear if this will be carried forward.
- 2.4 In response to a question by the PCC on Suffolk Safecam finances, the ACO reported a decision-making board is in place, but the overall responsibility remains with the Constabulary. ACC Wilson outlined the proposed governance model for Roadsafe which would comprise of the Chief Constable, PCC and Constabulary which would ensure there is a more auditable, transparent system.

ACO Phillip Clayton left the meeting.

3. MINUTES OF THE PREVIOUS MEETING [Paper AP14/15]

- 3.1 The minutes of the meeting held on 19 February 2014 were agreed as an accurate record and signed by the PCC.
- 3.2 The Chief Constable said his office would provide written updates on a number of items to the PCC's office.
Action: Points in AP14/15 minutes for clarification to be passed to OPCC
- 3.3 In particular ACC Wilson noted that the NCALT presentation (on the Code of Practice for Victims of Crime) had been delayed and is now due on 9 May 2014. Despite this delay, effective training was continuing.

4. PERFORMANCE PRIORITIES – Monitoring report April 2013 – March 2014 [Paper AP14/26]

- 4.1 The Chief Constable reported very positive results for the year against the Police and Crime Plan. He noted that improvements had been made against a backdrop of £3million of savings and in particular drew attention to the indicators showing Burglary was down 25%, improvements in resolving crime and victim satisfaction, and rising public confidence.

999 Call handling

- 4.2 T/ACC Skevington reported that the national target on 999 call handling is being met, but performance is below the three year baseline. It was agreed there should be a discussion on the appropriateness of the three year baseline for this measure.
Action: Three year 999 call handling baseline to be discussed with OPCC.
- 4.3 The Deputy Chief Executive asked whether the deterioration in call handling times was due to the introduction on STORM. T/ACC Skevington said that calls are taking longer to complete because there is more intelligence gathering. Therefore, although it is expected that average call times will reduce as STORM embeds, in the long term they will still be longer than pre-STORM.
Action: 101 call handling to be revisited at the October meeting – Constabulary to provide report.
- 4.4 The PCC asked about morale in the CCR. T/ACC Skevington confirmed morale was an issue but steps had been taken to remedy this, in particular through timely communications. Morale was not linked to sickness and is not affecting performance or professionalism.
- 4.5 The Chief Executive asked about the reference to a recruitment freeze. T/ACC Skevington reported that people have been recruited recently and this was referred to in the internal (restricted) briefing note received by the OPCC on 28 April 2014.
- 4.6 The Deputy Chief Executive asked why a review of shift patterns was being undertaken given the discussion on a single site CCR. The Chief Constable reported that it had been agreed with Unison to postpone any changes to terms and conditions pending the decision on a single site CCR.

101 Call handling

- 4.7 T/ACC Skevington reported that daily non-urgent call volume has increased by 10% to 20%. This equates to an excess of 100 extra calls on some days in comparison to the 2012/13 performance year. Work continues to improve call management through the introduction of an automated answering system and identification of any lost calls.
Action: T/ACC Skevington to provide update as in 4.3 above.

Emergency Incidents

- 4.8 The PCC asked what was being done to address attendance times for emergency incidents in Mid-Suffolk. T/ACC Skevington said he and C/Supt Jon Brighton had developed a visibility plan to show demand and enable more effective resourcing.
Action: T/ACC Skevington to provide performance report as an update in June.

Violence with Injury.

- 4.9 T/ACC Skevington reported a reduction in incidents involving violence in the night time economy but an increase in a domestic setting.

Domestic Burglary

- 4.10 T/ACC Skevington reported proactive use of resources and training placed Suffolk in a strong position nationally (7th). This will continue to be monitored as nationally burglary is increasing.
- 4.11 The Deputy Chief Executive acknowledged the progress made over the past year.

Robbery

- 4.12 T/ACC Skevington reported a decreasing rate for robbery in contrast to the national trend. Suffolk Police were focussing on persistent offenders.
- 4.13 The Deputy Chief Executive asked whether the figures included mobile phone robbery and questioned whether there was under-reporting. T/ACC Skevington said that because technology now enables mobile phones to be quickly 'locked down' this category wasn't particularly increasing. The Constabulary continues to closely monitor incidents of robbery with violence occurring in the early evening.

Serious Sexual Offences (SSO)

- 4.14 T/ACC Skevington acknowledged this is a challenging area for Suffolk Police but there has been significant improvement. D/Supt. Cutler (Head of Protecting Vulnerable People) is implementing the College of Policing review recommendations. Joint work continues across victim care, forensics and investigation. The Constabulary expressed concern that SSO as part of sexual exploitation was increasing.
- 4.15 The PCC asked if the Criminal Justice system was supporting the Police, given recent concerns over sentencing in this area. T/ACC Skevington reported that a high proportion (70%) are going to court and the monthly Crown Prosecution Service meeting contributes positively to the joint approach.
- 4.16 The PCC requested any communications work should be joined up with the PCC programmes.
- 4.17 The Chief Executive asked when the 'Rape Problem Profile' would be complete. ACC Wilson said this is a priority and will report by the end of May.
Action: The Rape problem profile to be made available to PCC without delay once approved by Chief Officers.

Drug Trafficking

- 4.18 T/ACC Skevington reported the proactive approach, emphasis on Class A and Ipswich focus. There was a notable increase in London based criminals going to Newmarket and Haverhill.
- 4.19 The PCC asked about the re-classification of data referred to in the report. The Chief Constable said that the new classification means a record is made only when the crime is established (ie. the substance is confirmed as illegal) and is now consistent with other forces.

Anti-social Behaviour

- 4.20 Anti-social Behaviour data showed a downward trend.

Victim Satisfaction

- 4.21 Victim satisfaction data showed improvement.

Domestic Abuse Repeat Victimisation

- 4.22 T/ACC Skevington reported that the repeat victim rate of 65% should be treated with caution as the full year data was not available. He explained that since June 2013, the repeat victim statistics only include those who are a repeat victim of domestic violence. Prior to June 2013 the data related to a wider range of crime. A full year of data will available in two to three months.

Quality of Service

- 4.23 T/ACC Skevington reported a generally good position across the four indicators. A board had been set up to research the main factors influencing the indicators. These are: community engagement; fairness; proper equipment and resources; and perceptions linked to crime and disorder.
- 4.24 The PCC asked whether the reasons behind the data had been explored and was advised there is some national and academic work in this area. In addition Suffolk Police are working with the Independent Advisory Group.

T/ACC Skevington left the meeting.

HR

- 4.25 DCC Marshall reported that in terms of Police Officers, the Constabulary were currently over establishment as recruitment had been focussed on an establishment of 1220 officers but due to adjustments in the Mid Term Financial Plan this has subsequently reduced to 1208 for 2014/15. The additional funding provided by the Commissioner had enabled the establishment to be maintained at a higher level than would have been possible.
- 4.26 Although it does vary by department, the vast majority of those on Restricted and Recuperative Duties are in full time and fulfilling roles. Assurance was given that Restricted and Recuperative Duty officers were continually being reviewed.
- 4.27 The PCC asked if the proportion on Restricted and Recuperative Duties (9.2%) was comparable to previous years and whether this was considered as high. DCC Marshall said it had been static the past few years. The Winsor proposals will bring in definitions in summer/autumn and the impact of this is being worked on with the Police Federation.
- 4.28 The PCC said his view was that personal fitness is important in preventing injury and speeding up recovery times and asked what was being done to address this. DCC Marshall said that the 7% who fail the fitness test are being worked with. The PCC said this should continue to be monitored.
- 4.29 The Deputy Chief Executive raised that Lowestoft Rising would like to have a PCSO for victims but because PCSOs are over strength across Suffolk as a whole this is not possible. DCC Marshall said that they would not be increasing PCSO numbers, but they could consider moving some resources in the short term to address a particular need. He said he would discuss this with T/ACC Skevington. It was acknowledged that there could be a risk to other areas if PCSOs were moved and this would need to be discussed with the County Policing Command.
- Action: Constabulary to look at the Lowestoft Rising request for a PCSO.**

Performance overall

4.30 The Chief Constable suggested that there should be joint communications from the Constabulary and PCC to publicise progress being made to partners. The PCC agreed.

Action: Comms teams to progress messaging to partners.

5. COLLABORATION UPDATE – Joint Performance and Analysis Department. [Paper AP14/28]

5.1 ACC Wilson outlined that a key change in the Joint Performance and Analysis Department is the removal of a line of management. The department will be fully operational in May 2014 and will be flexible to respond to peak demand. The PCC asked about the impact of removing management, and the current supervisory capability. ACC Wilson responded that staff had put forward ideas and that supervision was at an appropriate level.

5.2 Prior to the meeting the OPCC had requested further information on Appendix A to show the breakdown of staff. This was presented at the meeting as follows:

	<u>Norfolk FTE</u>	<u>Suffolk FTE</u>
Tactical Analysis Team	8	6.5
Research and Information Team	8	6.5
Strategic Analysis Team	3	2
Improvement and Evaluation Team	Equal across Norfolk and Suffolk.	

5.3 The PCC asked for more detail on the savings shown in section 1.7 of the report. ACC Wilson confirmed the report showed the savings for Suffolk and said he would get a more detailed breakdown to the PCC.

Action: Provide breakdown of savings for Suffolk.

5.4 The PCC noted the need to show impact and the Chief Executive asked about the other benefits of the joint department as well as the savings made. ACC Wilson said that because the department delivers very tangible products this could also be shown within six to nine months. The Chief Executive suggested these positive statements should be highlighted when reporting collaborative activity.

Action: Provide benefits realisation of Joint Performance and Analysis Department later in 2014.

6. HMIC INSPECTION ACTIVITY [Paper AP14/29]

6.1 DCC Marshall reported that Suffolk Police had received a very positive report on Domestic Abuse. DCC Marshall has prepared a draft letter to assist the PCC in providing a formal response to HMIC in relation to their report. The Chief Executive asked that the content of the Action Plan and progress against it be reported to the Accountability and Performance Panel on 24 October 2014. This was agreed.

Actions: Provide draft letter to the Chief Executive to assist in preparing a formal response to the Inspection Report on behalf of the PCC to HMIC. Chief Constable to report to the Accountability and Performance Panel on 24 October regarding the content of the Action Plan and progress upon delivery.

6.2 The Making Best Use of Police Time (MBUPT) report is being considered on 29 April and DCC Marshall will provide an update on points made and actions taken. MBUPT covers all areas and looks at using limited resources to best effect. The Chief Constable said that one positive area of action had been using local Mental Health Nurses, as 25% of police time nationally is spent on victims or offenders with mental health problems. Suffolk Police will be looking to spread this initiative further.

- 6.3 The Constabulary is awaiting the findings of the Valuing the Police inspection.
- 6.4 T/ACC Skevington is leading on the Crime Data Integrity inspection in May 2014. DCC Marshall advised that current audits are very positive.

7. COMMUNITY SPEEDWATCH [Paper AP14/30]

- 7.1 ACC Wilson said the Constabulary was fully signed up to Community Speedwatch (CSW). The three areas of focus are: reducing bureaucracy; increasing CSW co-ordinators; and improving links between Roads policing, CSW and Safer Neighbourhood Teams (SNT).
- 7.2 There is a concerted effort to encourage volunteers, particularly as vetting is often viewed as a deterrent.
- 7.3 Funding is also an issue as previously discussed. The PCC asked how much CSW was to set up as he was aware through public consultation that speeding was a priority issue for communities in Suffolk. ACC Wilson was unsure of the cost of equipment but agreed to provide more detail. He suggested better value for money could be achieved if provision was made for schemes to share equipment. ACC Wilson said community involvement also gave the mandate for Police enforcement if there was a proven issue in a local area.
Action: Provide indicative costs of camera.

8. ANY OTHER BUSINESS

- 8.1 There was no other business.

PRIVATE AGENDA

[A detailed account of the discussions and decisions on the following items is contained in the Confidential Minutes.]

9. CONFIRMATION OF MINUTES

- 9.1 The confidential minutes of the meeting held on 19 February 2014 were agreed as an accurate record and signed by the PCC.

10. PROTECTIVE SERVICES COMMAND UPDATE

- 10.1 The report provided an update from each Directorate within the Protective Services Command identifying key performance information and significant operational or organisational issues.

11. PROTECTIVE SERVICES – National Policing Requirement

- 11.1 This report provided an update from Protective Services in relation to the National Policing Requirement.

The meeting closed at 1.05 pm

SUMMARY OF ACTIONS

Minutes	Action	Owner
1.9	OPCC to contact CSPs regarding Community Trigger/Remedy.	Vanessa Scott
1.11	Suffolk Constabulary to produce an IOM performance report for the October meeting.	T/ACC Skevington
1.12	Mark Skillin to liaise with OPCC and other interested parties about the proposed Sept/Oct conference.	Mark Skillin
1.15	Mike Chaplin to update Claire Swallow on the outcomes of the meeting with Lowestoft Rising.	Mike Chaplin
1.20	Selina Wagstaff to send Claire Swallow more information on the resource required to further reduce SRC waiting times.	Selina Wagstaff
2.2	PCC to support Constabulary approach to the Home Office for a reduction in helicopter hours.	OPCC
3.2	Points in AP14/15 minutes for clarification to be passed to OPCC.	Chief Constable
4.2	Three year 999 call handling baseline to be discussed with OPCC.	T/ACC Skevington
4.3	101 call handling to be revisited at the October meeting – Constabulary to provide report.	T/ACC Skevington
4.7	T/ACC Skevington to update on automation as 4.3 above.	T/ACC Skevington
4.8	T/ACC Skevington to provide performance report (emergency incidents) in June.	T/ACC Skevington
4.17	The Rape problem profile to be made available to PCC without delay once approved by Chief Officers.	ACC Wilson
4.29	Constabulary to look at the Lowestoft Rising request for a PCSO.	DCC Marshall/ T/ACC Skevington/ C/Supt Brighton
4.30	Comms teams to progress messaging to partners.	OPCC & Constabulary Comms
5.3	Provide breakdown of Joint Performance and Analysis Department savings for Suffolk.	ACC Wilson
5.4	Provide benefits realisation of Joint Performance and Analysis Department later in 2014.	ACC Wilson
6.1	Provide draft letter to the Chief Executive to assist in preparing a formal response to the Inspection Report on behalf of the PCC to HMIC. Chief Constable to report to the Accountability and Performance Panel on 24 October regarding the content of the Action Plan and progress upon delivery.	DCC Marshall Chief Constable
7.3	Provide indicative costs of camera.	ACC Wilson