



PAPER AP21/01

ACCOUNTABILITY AND PERFORMANCE PANEL

A meeting of the Accountability and Performance Panel was held via Microsoft Teams at 09:30 on Friday 20 November 2020.

PRESENT:

Office of the Police and Crime Commissioner

Chris Bland (Chief Finance Officer), Sandra Graffham (Head of Communications and Engagement), Christopher Jackson (Chief Executive), Anna Parkinson (EA to the PCC and CEO), Tim Passmore (PCC) and Vanessa Scott (Head of Policy and Performance).

Suffolk Constabulary

Rob Jones (Assistant Chief Constable), Steve Jupp (Chief Constable), Rachel Kearton (Deputy Chief Constable), Kenneth Kilpatrick (Assistant Chief Officer) and Simon Megicks (Assistant Chief Constable).

In attendance for the public agenda

Councillor John Burns (Member of Police and Crime Panel), Andrew Eley (Senior Democratic Services Officer, Suffolk County Council), Fiona Henderson (Head of Operational Services, SBOS, Suffolk Constabulary), Len Jacklin (Member of Police and Crime Panel), Mark Jepson (Chair of Police and Crime Panel), Franstine Jones (Chair of Stop and Search Reference Group), Councillor Graham Newman (Member of Police and Crime Panel), Stuart Palmer (Member of Police and Crime Panel), Keith Patience (Member of Police and Crime Panel) and Tom Potter (Journalist, East Anglian Daily Times).

PUBLIC AGENDA

- 1 [Open minutes of the meeting held on 4 September 2020](#) (Paper AP20/49)
 - 1.1 The minutes of the meeting held on 4 September 2020 were agreed as an accurate record and approved by the PCC.
 - 1.2 The actions were noted as complete – as follows:

Item	Action	Outcome
2.4	Capital Programme – ERP: ACO to provide details of the £0.346m spend relating to ERP	The ACO shared a copy of the ERP business case which explained the details.
3.3	Public Trust and Confidence data: DCC to share the most up to date public trust and confidence figures with the PCC.	ACC Jones shared the most up to date figures which showed improvement across every category.
3.4	Workforce – absence related to Covid-19: DCC to establish detail behind “absence related to Covid-19” and share with PCC	<p>The “absence related to Covid” covers a number of aspects, for example those self-isolating on instruction from NHS, those who are symptomatic themselves or in a household isolating because members of the household are symptomatic.</p> <p>As a snapshot, as of 02.10.11 there are 13 officers and 9 staff affected by Covid in some way. Some are working from home; others not working and symptomatic are generally frontline officers who cannot perform a role at home. These numbers were lower, we have seen a slight increase but this week it has stabilised again.</p>
3.11	Domestic Abuse: Consider whether DA statistics could be split into urban/rural	This would be difficult for crimes as we would rely on using a “rural flag” and she suggests this isn’t viable at the moment. For incidents, this could be something that is considered as a scoping exercise but would most likely be just for emergency incidents which would be marked up as either rural or urban for response time monitoring.
3.17	Emergency Call Handling 999 – 55: Deputy Chief Constable to establish, if possible, how many calls into the CCR have had “55” added ie silent emergency calls	22 for Quarter 4.
4.3	Children in Care: ACC Jones to establish whether the figures of the number of children in care can be broken down further to see how many may be being housed in Suffolk from outside the county.	SCC have advised that currently 940 Suffolk children are in care and 329 ‘out of Suffolk’ children are in care in Suffolk – SCC are unable to state the type of placement.

5.3	<p>Rural Crime Report: Establish why the “Fast SMS” Service was withdrawn</p>	<p>The Fast SMS service was subscribed to by Norfolk Constabulary and Suffolk operated under their licence. Norfolk had a lower uptake than Suffolk, so withdrew the service following their own cost / benefit considerations. Original intentions were to look at commissioning the service for Suffolk, but based on costs Suffolk is currently scoping alternatives based on other forces experiences.</p>
5.4	<p>Rural Crime Report: ACC Jones to check what the policing/staffing position is re NaVCIS and brief the PCC.</p>	<p>The Rural & Wildlife Team find NaVCIS an invaluable source of support for operations and investigations. The scope of what they can provide is incomparable to any other department available locally. In particular they have supported Suffolk with bait vehicles, GPS devices and bespoke kit to support key operational activity. If anything, they are advocates of NaVCIS being supported with more resources to assist forces.</p>

2 **Revenue and Capital Monitoring** Report by the Assistant Chief Officer and Chief Finance Officer (Paper AP20/50)

- 2.1 The Assistant Chief Officer presented this report highlighting key areas. He added that the Force is in the process of budgeting for next year, although the details of the settlement position and precept and council tax are still awaited. More details will follow at the next meeting of the Accountability and Performance Panel.
- 2.2 The PCC's Chief Finance Officer stated that he felt the current financial position was encouraging and the forecast position good. However, there will be significant cost pressures to come in the next financial year.
- 2.3 With regard to the reimbursement by Government of medical grade Personal Protective Equipment (PPE), the Chief Finance Officer said that reimbursement for non-medical grade PPE was now expected and he was awaiting further details.
- 2.4 The PCC noted the encouraging financial position and said that he was reassured that the Force was modelling various scenarios for the forthcoming budget, depending on the level of funding.

3 **Performance Priorities Monitoring Report** Report by the Chief Constable (Paper AP20/44)

- 3.1 The Deputy Chief Constable and ACC Jones presented this paper.

Performance Report: Summary

- 3.2 The Deputy Chief Constable introduced this part of the paper by emphasising that Suffolk remains a relatively safe county. She also noted that victim satisfaction is increasing across the board.
- 3.3 The public confidence figures show improvement and have improved significantly in the last quarter - although these figures are not included in the paper. The way the figures are published there is a lag – so the next set of results are eagerly anticipated as they are expected to build further on what has been achieved so far.
- 3.4 As Chair of the Public Confidence Board, ACC Jones said he felt in recent months the Force has “turned a corner” in addressing issues around public confidence. It is looked at in great detail every month and actions taken which has driven significant improvements in key priority areas.

Performance Report: Workforce

- 3.6 The position was noted.

Performance Report: Domestic Abuse (DA)

- 3.7 The Deputy Chief Constable presented this part of the Performance Report.
- 3.8 The figures show that DA increased during lockdown – a situation that was expected. Also increasing is the number of victims not supporting police investigation. The solved rate has reduced which is a clear correlation with the increasing number of victims who do not support investigations.
- 3.9 The Deputy Chief Constable reminded the panel that the position re DA is reflected nationally. Victims are encouraged to come forward to report crimes and for some resolution is not necessarily through the criminal justice process but rather gaining support and access to victim services.
- 3.10 A DA Perpetrator unit has been established to work with DA offenders, aiming to prevent future offences by breaking the cycle of offending. The Force should be in a position to report back on progress in this area after the unit has been in place for 6 months.
ACTION: DA Perpetrator programme progress to be reported back to panel at appropriate time.

Performance Report: Serious Sexual Offences (SSO)

- 3.11 The situation with regard to SSO is very similar to that of DA, which again is consistent with the national picture.
- 3.12 ACC Jones said that the Force response to SSO is very similar to that of DA ie the Force works with partners to ensure victims receive the support they need. In addition, much work is being undertaken with the Crown Prosecution Service to bring strong cases to court, particularly with regard to the complexities around disclosure and the building of digital evidence.

3.13 The PCC asked for further detail about the pilot project being run in the south of the county seeking to improve Force performance for both rape and SSO. ACC Jones will provide this outside the meeting.

ACTION: PCC to be provided with further detail about the pilot project seeking to improve Force performance for both rape and SSO.

Performance Report: Emergency and Non-Emergency Call Handling

3.14 Almost half of calls received are emergency calls and the figures continue to rise. However, in spite of this, the Force is maintaining strong performance with targets still being met.

3.15 Non-emergency call numbers are reducing, showing a channel shift with more engagement by the public with online services.

Performance Report: Traffic Offence Reports (TORs)

3.16 The position was noted.

Performance Report: Violence with Injury

3.17 The number of crimes reported has decreased, largely due to the various C19 restrictions – including “complete” lockdown – in place since March 2020.

3.18 While the solved rate has decreased, Suffolk in fact has the 4th highest solved rate compared with other similar Forces.

Performance Report: Violence without Injury

3.19 The Deputy Chief Constable explained that as DA offences count as a significant percentage of these figures, the increases shown in Violence without Injury were expected given the increase in the DA figures presented earlier in the report. Violence without Injury crimes cover a broad range of offences of which DA is one, currently representing 35% of the crimes in this group.

4 **Victims' Code of Practice (VCOP) Compliance Report** Report by the Chief Constable (Paper AP20/52)

4.1 The Chief Constable presented this report. He said that the Force remained focused on this priority area. There is a clear strategy drawn down from the national strategy which has led to good steady improvement.

4.2 The area the Force acknowledges still needs further improvement is the written acknowledgement of crime letter sent to victims. However, since the implementation of training on this letter, compliance has increased significantly and the Chief Constable wanted it placed on the record his thanks to those who arranged the training and have worked so hard to make such significant headway.

4.3 The two “red” risk areas relating to Key Entitlement 5 (“Be informed when an offender is released under the victim contact scheme”) are both being actively worked on. The Chief

Constable emphasised however that these areas are not the sole responsibility of the Force and rely on partnership work with other agencies.

4.4 The Chief Constable welcomed the PCC's offer of help in progressing this partnership work and this will be discussed further outside the meeting.

ACTION: CC and PCC to discuss ways to progress Key Entitlement 5 with other agencies.

4.5 The PCC was pleased to note that Suffolk is in a strong position in terms of VCOP compliance compared with other Forces.

5 **Contact and Control Room (CCR) and Public Access** Report by the Chief Constable (Paper AP20/53)

CCR

5.1 ACC Jones presented this report. Emergency call handling and response is core to the policing service and Suffolk is maintaining strong performance in this area. The more difficult area is the non-emergency calls but other ways of contacting the Constabulary – such as reporting non-emergencies online – continue to be highlighted.

5.2 Further to comments from a member of the Police and Crime Panel with regard to online reporting, the PCC asked whether listed categories on the website could be reviewed in order to make it as simple as possible for the public to report crimes online. ACC Jones agreed this could be looked at and will discuss with the PCC further outside the meeting. He added that DA had deliberately not been included as an online category as it is a high risk crime and requires more immediate attention and response than if it were online.

ACTION: ACC Jones to discuss with PCC crime categories for online reporting

5.3 Investment in the CCR continues such as new staff undergoing training with more to follow in January/February 2021. In addition, new technologies are always being trialled to identify where new technology could make the work of the CCR more efficient and effective.

5.5 It is hoped that mental health practitioners will be able to be put back into the CCR to assist with the number of calls which are mental health related. However, due to C19 restrictions and the necessary social distancing this is not currently possible.

5.6 The PCC asked for more information about the Suffolk County Council Front Door Demand Trial, albeit its currently on hold whilst C19 restrictions are in place. ACC Jones explained that this trial looked to decrease demand on the Force as it so often takes up the responsibilities of other agencies due to the very nature of the Force being a 24/7 service and others are not. The trial remains a priority and it is hoped it can resume in the near future. ACC Jones will keep the PCC updated on progress.

ACTION: ACC Jones to keep the PCC updated re the Suffolk County Council Front Door Demand Trial

Website

5.7 ACC Jones was pleased to report the website platform upgrade was being progressed and it should increase usability and functionality for the public. While it is acknowledged that the

public can prefer a more personal service, technology can make processes far more efficient therefore applications such as “live chat” are on trial.

6 **Progress with HMICFRS Inspections and Recommendations Update** Report by the Chief Constable (Paper AP20/54)

- 6.1 The Deputy Chief Constable presented this report. Whilst largely self-explanatory, key points were highlighted.
- 6.2 Six police collaborations were assessed, including the 7Force Strategic Alliance which Suffolk is part of. There were no specific recommendations for Suffolk in the report – just one recommendation which was for all Forces. This related to using the methodology created by the NPCC, College of Policing and Home Office to track the benefits of the collaboration. However, this methodology has not yet been finalised and published therefore the recommendation is on hold and will be implemented when the methodology is available.
- 6.3 A Roads Policing Inspection took place although Suffolk was not one of the seven forces inspected. The inspection resulted in seven areas of recommendation applying across all Forces.
- 6.4 Suffolk is one of the pilot forces for the 20/21 PEEL inspection regime. Engagement with HMICFRS commenced in October 2020 and this will be ongoing until the end of March 2021.
- 6.5 The PCC welcomed this update on progress with HMICFRS inspections and recommendations. He asked for a further update with regard to recommendations 12689 and 9956. The Deputy Chief Constable will obtain these updates.
ACTION: Deputy Chief Constable to update PCC on progress with recommendations 12689 and 9956.

7 **Joint Custody Services: Service Delivery and Performance Update** Report by the Chief Constable (Paper AP20/55)

- 7.1 ACC Megicks presented this report.
- 7.2 He explained that the Police Investigation Centres (PICs) were areas of particular focus around COVID-19 planning in order to protect the vital functions of the facilities. HMICFRS undertook a broad thematic inspection of the measures in place and the informal feedback received so far is that they were impressed with Suffolk’s approach.
- 7.3 As expected, the number of people in custody fell during the first lockdown but are now back to “normal” levels.
- 7.4 The Chief Executive asked whether any learnings had emerged following the recent fatal shooting of a custody sergeant in the Metropolitan Police. ACC Megicks said that formal learnings are expected when the IOPC completes its formal investigation. Any learnings will of course be considered when available. He added that he was very comfortable with the processes that Suffolk currently has in place.

8 **Suffolk Safeguarding Partnership – Annual Report** Report by the Independent Chair of the Suffolk Safeguarding Partnership (Paper AP20/56)

8.1 The PCC was pleased to receive this report, which was presented to him at a meeting outside the Panel by the Independent Chair of the Safeguarding Partnership in order that the Board's statutory obligation to report to the PCC was fulfilled.

9 **Any Other Business**

The open part of the meeting closed at 11:30 and members of the public left the meeting.

PRIVATE AGENDA

[A detailed account of the discussions and decisions on the following items is contained in the confidential minutes]

10 **Closed minutes of the meeting held on 4 September 2020** (Paper AP20/57)

10.1 The confidential minutes of the meeting held on 4 September 2020 were agreed as an accurate record and approved by the PCC.

11 **Protective Services Command Update** Report by the Chief Constable (Paper AP20/58)

11.1 ACC Megicks presented this report.

12 **Chief Officer Risk Report and Constabulary Risk Register** Report by the Chief Constable (Paper AP20/59)

The meeting closed at 12:00

Summary of Actions

Item	Action	Owner
3.10	DA Perpetrator programme: Progress to be reported back to panel at appropriate time.	DCC Kearton
3.13	Serious Sexual Offences: PCC to be provided with further detail about the pilot project running in the south of the county seeking to improve performance in this area.	ACC Jones
4.4	VCOP: CC and PCC to discuss ways to progress Key Entitlement 5 with other agencies.	Chief Constable
5.2	Crime Reporting Online: ACC Jones to discuss with PCC crime categories for online reporting.	ACC Jones
5.6	Suffolk County Council Front Door Demand Trial: ACC Jones to keep the PCC updated re this.	ACC Jones
6.5	HMICFRS Recommendations: Deputy Chief Constable to update PCC on progress with recommendations 12689 and 9956.	DCC Kearton