



**PAPER AP21/12**

#### **ACCOUNTABILITY AND PERFORMANCE PANEL**

A meeting of the Accountability and Performance Panel was held via Microsoft Teams at 09:30 on Friday 15 January 2021.

##### **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), Councillor John Field (Member of Police and Crime Panel), Helen Harper (Chief Superintendent, Metropolitan Police), Councillor Brian Harvey (Member of Police and Crime Panel), Len Jacklin (Member of Police and Crime Panel), Mark Jepson (Chair of Police and Crime Panel), Raj Kohli (Chief Superintendent, Metropolitan Police), Tom Potter (Journalist, East Anglian Daily Times), Claire Randall (member of public), and Councillor Keith Welham (Member of Police and Crime Panel).

#### **PUBLIC AGENDA**

- 1 [Open minutes of the meeting held on 20 November 2020 \(Paper AP21/01\)](#)
- 1.1 The minutes of the meeting held on 20 November 2020 were agreed as an accurate record and approved by the PCC.
- 1.2 The actions were noted as complete/in hand.

2 **Revenue and Capital Monitoring** Report by the Assistant Chief Officer and Chief Finance Officer (Paper AP21/02)

- 2.1 The Assistant Chief Officer and Chief Finance Officer presented this report. It was noted that the forecast underspend, which is a very small percentage of the overall budget, will be used to protect reserves and support future funding pressures. During a very difficult time operationally, the Chief Finance Officer commended the Constabulary on their financial management – maintaining a stable position and planning for long term requirements.
- 2.2 Certain cost pressures as a result of the pandemic have been reimbursed by central Government such as medical grade and non-medical grade Personal Protective Equipment (PPE). Formal confirmation that the Government will underwrite any loss of income from council tax is awaited.
- 2.3 Other cost pressures arising from the pandemic are being managed within the existing budget and the costs will not be recovered. These costs include the purchase of laptops to enable more of the workforce to work from home and also the purchase of screens etc to make buildings on the estate C19 secure.
- 2.4 The PCC took this opportunity to thank and congratulate the Estates Department and ICT Department for all they have done and continue to do to create C19 secure environments and enable home working.
- 2.5 The PCC then asked why there had been an increase in costs on Airwave. The Assistant Chief Officer explained the apparent increase was due to accounting methods and the end of year position should show no increase once costs had been re-allocated and the credits with Airwave had been received.

3 **Response to COVID-19 Update** Report by the Chief Constable (Paper AP21/03)

- 3.1 ACC Megicks presented this report, as Gold Commander for Op Response20 – the Force's response to the pandemic. He emphasised that the paper was written as per the position at the end of November 2020 and obviously since then there have been significant changes ie Suffolk moving to Tier 4 and the subsequent national re-lockdown.
- 3.2 The PCC was very pleased to note this report and praised the Force for their response to C19. In particular, the internal auditors report and peer review commissioned by ACC Megicks provided independent reassurance in the Force's response.
- 3.3 The Chief Executive asked, given recent levels of absenteeism in the Contact and Control Room (CCR) in Norfolk, what measures are in place should such a situation arise in Suffolk. ACC Megicks explained that first, in order to avoid absenteeism due to a C19 outbreak, the CCR is a shielded environment. Early on in the pandemic, a full assessment was undertaken and staff spread out and relocated. Individuals now sit in screened spaces and masks have to be worn when away from desks. ACC Megicks emphasised that the CCR is constantly monitored as it is one of the key parts of the Force and service must be maintained. DCC Kearton added that, in a situation of absenteeism in the CCR, various officers/staff around the Force who started their careers in the CCR, have been identified and therefore can be called back to the CCR if necessary having the requisite experience.

3.4 The Chief Executive then asked whether there had been any progress on the vaccine becoming available to police officers as police officers are not currently classified as a priority group. ACC Megicks said that while of course Forces would not want to push for the vaccine to the detriment of other groups, he did feel it was important not only to protect officers when they are out in communities but also to prevent officers inadvertently becoming spreaders of the virus. The Chief Constable added that he was due to attend a meeting with regional Public Health leads to consider how those in the emergency services may be able to become a higher priority to receive the vaccine.

4 **Data Quality Governance and Delivery Progress Report** Report by the Chief Constable (Paper AP21/04)

4.1 ACC Jones presented this report. He explained that this was the first time the Force had looked at data quality (DQ) as a particular workstream, to prioritise ensuring data is managed properly and that there are no unknown risks. As Chair of the DQ strategy Board he is confident the Force has the right approach, resourced appropriately with achievable ambitions. Having set baselines to measure against within five identified areas as per 1.3 in the report, ACC Jones said that he would be able to report back on a quarterly basis.

**ACTION: ACC Jones to report back on progress of the DQ Strategy and Delivery Boards on a quarterly basis.**

4.2 Following an overnight national news report of the accidental deletion of 150,000 records from the Police National Computer (PNC), the PCC asked whether this would have any impact on Suffolk. ACC Jones said it was not clear yet what impact there would be, if any, but understands the risk is low but will keep the PCC updated.

**ACTION: ACC Jones to keep the PCC updated as to whether the accidental deletion of PNC records impacts Suffolk to any extent.**

4.3 Also in the national news recently has been the failings of Greater Manchester Police (GMP) revealed by the results of the HMICFRS Victim Service Assessment. The PCC asked for reassurance that Suffolk was not and would not find itself in a similar position. ACC Jones assured the PCC that he was confident that the outcome of the same HMICFRS inspection if it took place in Suffolk would not result in the finding of such failings. ACC Jones emphasised that the force looks very closely at crime data integrity and takes the care and support of victims very seriously.

5 **Victim Satisfaction and Confidence Report** Report by the Chief Constable (Paper AP21/05)

5.1 ACC Jones presented this report. He started by emphasising the difference between victim satisfaction ie those who have had direct experience of the force and public satisfaction ie those who may or may not have had any contact. Either way, the force continues to make significant investment in this important area of focus and performance continues to improve.

5.2 ACC Jones said that a particular area of challenge in terms of confidence and satisfaction was “first contact” – dissatisfaction often coming from the time taken to answer 101 calls. Therefore the CCR is a key area of investment in order to further improve Suffolk’s performance.

5.3 Like most Forces, Suffolk uses the Office of National Statistics (ONS) Crime Survey of England and Wales (CSEW) to track the confidence of the public. In previous years the Force has struggled to understand the data as it did not come with any explanation of what was behind it. With a view to gaining further understanding, a survey was going to be commissioned in 2020 but this was put on hold due to the pandemic. The Chief Executive asked whether it was still planned to undertake such a survey. ACC Jones said that he felt, as a “fresh pair of eyes” on the situation having joined Suffolk Constabulary relatively recently, that a survey would likely have only provided information that could have been deduced anyway ie the areas for improvement are around engagement, proactivity, visibility etc.

5.4 ACC Jones said that engagement in particular had undergone a big step change since the last meeting of the panel and focus on this will continue going forwards. The Chief Constable emphasised that engaging with communities to instil trust and confidence formed the spine of Force activity.

5.5 The PCC was pleased to note the improvements in satisfaction, trust and confidence levels. He said he would be interested to know more detail about the work of the Public Confidence, Satisfaction and Engagement Board which ACC Jones will provide.  
**ACTION: ACC Jones to share Terms of Reference of Public Confidence, Satisfaction and Engagement Board with PCC.**

6 **Use of Stop and Search** Report by the Chief Constable (Paper AP21/06)

6.1 ACC Jones presented this report. He opened by saying that the way accountability for Stop and Search is shared in Suffolk is outstanding and is something he would share with colleagues at a national level as an example of good practice. In addition, he said that not only does Suffolk largely perform very well as practitioners of Stop and Search but also in openness and understanding.

6.2 Suffolk saw an increase in the use of Stop and Search during 2020 partly due to having capacity during lockdown to be more proactive as demand on the Force decreased. However, now demand is increasing again, the use of Stop and Search has decreased slightly. That said, the Sentinel, Scorpion and Kestrel teams continue to produce excellent results.

6.3 The work of the Stop and Search Reference Group (SSRG) continues to be effective. Due to the pandemic, meetings have been taking place online and as a result attendance has increased. In addition, frontline police officers have been encouraged to join the meetings where possible too in order to hear first hand what the public comments are.

6.4 All incidents of Stop and Search are captured on Body Worn Video (BWV). While due to the current C19 restrictions, the SSRG has been unable to view any BWV recently, previous viewings of BWV have shown that while grounds for the Stop and Search were explained very well verbally at the time, the same detailed explanation was not always written up by officers in the paperwork afterwards. This is likely due to demands on officers’ time. It is a leadership issue which Sergeants are addressing.

6.5 To enhance the use of Stop and Search, the Force is investing in Project Servator and the Kestrel Team has been chosen to train in this and trial it in Ipswich in the summer. Project

Servator is a policing tactic which aims to disrupt a range of criminal activity while also providing a reassuring public presence. Officers will be trained to observe particular behaviours which could indicate criminal activity and will also engage with local communities who may have intelligence to share. The approach of Project Servator is based on unpredictable and highly visible deployment of officers around a Force area.

7 **Suffolk Collaboration Report** Report by the Chief Constable (Paper AP21/07)

- 7.1 The Chief Constable presented this report highlighting a few key areas.
- 7.2 The PCC was pleased to note the sheer breadth and depth of Suffolk's collaborative activity at local, regional and national level and the amount of effort that goes into it.

8 **Complaints and Professional Standards Update** Report by Chief Constable (Paper AP21/08)

- 8.1 DCC Kearton presented this report and said that there were no areas of great concern. She said that she was satisfied that any complaints received were handled appropriately and any learnings from the complaints were taken on by the Force.
- 8.2 The Chief Executive added that since the PCC had taken on the review responsibility that it was clear that a very low percentage of complainants asked for their complaints to be reviewed. This suggests that the majority of complainants are content with how their complaint was handled and the outcome.
- 8.3 The Chief Executive then asked whether any internal conduct cases which had occurred under the new regulations had resulted in misconduct hearings as the new position is that it is the PCC's responsibility to appoint the panel for the hearing. To date, the PCC has not been asked to appoint a panel. DCC Kearton confirmed that no cases as yet under the new regulations have resulted in misconduct hearings as the cases that reach that level take some time to work though. She confirmed that the new system was well understood by the Professional Standards Department and the PCC would be asked to appoint a panel if and when a case reached a misconduct hearing stage.

9 **Any Other Business**

- 9.1 There was no other business.

*The open part of the meeting closed at 12:02 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 20 November 2020** (Paper AP21/09)

10.1 The confidential minutes of the meeting held on 20 November 2020 were agreed as an accurate record and approved by the PCC.

11 **Civil Claims and Employee Tribunals** Report by the Chief Constable (Paper AP21/10)

11.1 The Chief Constable presented this report.

12 **Protective Services Command Strategic Policing Requirement** Report by the Chief Constable (Paper AP21/11)

12.1 ACC Megicks presented this report.

*The meeting closed at 12:21*

### Summary of Actions

Item	Action	Owner
4.1	<b>Data Quality:</b> Progress of the DQ Strategy and Delivery Boards to be reported to the PCC on a quarterly basis.	ACC Jones
4.2	<b>Police National Computer records:</b> PCC to be kept updated as to whether the accidental deletion of PNC records impacts Suffolk to any extent.	ACC Jones
5.5	<b>Public Trust and Confidence:</b> PCC to receive Terms of Reference of Public Confidence, Satisfaction and Engagement Board.	ACC Jones