

## **ACCOUNTABILITY AND PERFORMANCE PANEL**

A meeting of the Accountability and Performance Panel was held via Microsoft Teams at 09:30 on Friday 2 July 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**

Eamonn Bridger (Temporary Assistant Chief Constable), Rob Jones (Assistant Chief Constable), Steve Jupp (Chief Constable) and Kenneth Kilpatrick (Assistant Chief Officer).

#### **In attendance for the public agenda**

Robert Bridgeman (Member of Police and Crime Panel), John Burns (Member of Police and Crime Panel), Georgia-Mae Chung (Ipswich & Suffolk Council for Racial Equality), Andrew Eley (Democratic Services, Suffolk County Council), James Finch (Member of Police and Crime Panel), Mark Jepson (Chair of Police and Crime Panel), Phaniel Mutumburi (Ipswich & Suffolk Council for Racial Equality), and Tom Potter (Journalist, East Anglian Daily Times).

#### **Apologies**

Rachel Kearton (Deputy Chief Constable).

## **PUBLIC AGENDA**

- 1      Open minutes of the meeting held on 21 May 2021** (Paper AP21/30)
  - 1.1      The minutes of the meeting held on 21 May 2021 were agreed as an accurate record and approved by the PCC.
  - 1.2      The actions were noted as complete.

## **2      Revenue and Capital Monitoring (Paper AP21/31)**

- 2.1      The Assistant Chief Officer presented this report.
- 2.2      Revenue underspend is forecast at £0.171 and capital underspend at £0.484m. However it was noted that it is still very early in the financial year so these figures will change in the coming months and settle down towards the second half of the financial year.
- 2.3      The PCC was pleased to note the financial position.
- 2.4      The Chief Finance Officer added that he was also comfortable with the financial position and did not currently see any significant issues or areas of concern.

## **3      Use of Stop and Search in Suffolk (Paper AP21/32)**

- 3.1      ACC Jones presented this report and in doing so covered questions raised by the Chair of the Police and Crime Panel at the start of the meeting.
- 3.2      ACC Jones opened by saying that Stop and Search standards are very high in Suffolk and that he is proud of officers in this respect. Searches are intelligence led and outcome rates are high. Over 8 out of 10 people understand why they were stopped and searched and happy with how they were treated, which is very positive.
- 3.3      With regard to training, ACC Jones confirmed that all officers are trained comprehensively in Stop and Search. This training includes the importance of objective observation (avoiding unconscious bias), communicating respectfully and a considerable amount of role play. He commented too, however, that due to recent significant rises in recruitment, an increasing number of officers conducting Stop and Search have fewer than three years' service. So while they have been trained, newer officers will not necessarily have had extensive "real life" experience alongside.
- 3.4      ACC Jones went on to commend the work of the Stop and Search Reference Group (SSRG). Having been meeting via Teams during the pandemic, it means attendance has increased with officers from all over the county able to dial in and take learnings directly.
- 3.5      Phaniel Mutumburi from the SSRG said that the group enjoys a very positive relationship with the Force and OPCC with discussions at meetings leading to improvements in the use of Stop and Search. He emphasised that the group very much supports the police in its use of Stop and Search and want it to be as effective as possible.
- 3.6      However, Mr Mutumburi said that the same issues seem to arise repeatedly and would like to see more organisational learning and not just feedback to individual officers. One of these issues is the grounds for a Stop and Search being recorded in sufficient detail on the forms completed by officers. ACC Jones said that he understood this frustration, particularly as when Body Worn Video (BWV) was watched the officers clearly explained the grounds for search but then did not reflect this in the forms they completed. In this situation it is a question of leadership. Supervisors should not be signing off forms that have not been completed in enough detail. Work is ongoing with Sergeants to re-iterate with their officers how and what they should be recording.

- 3.7 Other issues Mr Mutumburi raised were that of disproportionality and outcomes, particularly the risk of disproportionality increasing as the use of Stop and Search increases. ACC Jones explained that both disproportionality and outcomes fluctuate. Generally Suffolk performs above the national averages, but it is a complex picture. A close eye is kept on both issues across all teams. For example, a team with lower outcome rates will be looked at in more detail to see whether the Stop and Search powers are being used correctly.
- 3.8 With regard to outcomes, the PCC noted that 10% of searches have no outcome recorded and asked what has happened in the process to create this situation. ACC Jones said that it was likely caused by understanding of the new software – OPTIK – used by officers to record searches still being embedded. Work is being done to ensure it has all the correct fields and that officers are completing them correctly. Supervisors should also be looking out for uncompleted fields. ACC Jones will work to reduce the number of searches with no recorded outcome and report back to the PCC.  
**ACTION: Reduce the number of searches with no recorded outcome and report back to the PCC.**
- 3.9 The PCC went on to ask whether behavioural detection was included in training. ACC Jones explained that behavioural detection is a specialist professional skill and can range from looking at individual behaviours to that of behaviour in crowds. A national team will be coming to Suffolk to provide training to the Kestrel Team. The training was delayed to the pandemic but with the easing of restrictions, the training should be re-scheduled. The PCC will be advised of the start date.  
**ACTION: PCC to be advised of the start date of behaviour detection training for the Kestrel Team.**

#### **4 Victim Satisfaction and Confidence (Paper AP21/33)**

- 4.1 ACC Jones presented this paper, highlighting key areas. He was pleased to report that overall victim satisfaction is improving.
- 4.2 He explained that the victim satisfaction figures provide reliable data which can be used as a base upon which to plan work in this area. The information goes to the Public Confidence, Satisfaction and Engagement Board which is attended by leads across the Force who can then take the information away and use it to inform activity in their respective areas. For example, seeing that rural crime victims have higher levels of dissatisfaction led to targeted increased communication and engagement activity such as sending the highly visible Kestrel Team into rural areas.
- 4.3 The Chief Constable added that all the learning received was also fed back through the strategic team. So as well as informing immediate actions that can be taken, the information is also used for future planning such as considering forming specialist units in a particular area if it requires a high level of attention.

#### **5 Complaints and Professional Standards (Paper AP21/34)**

- 5.1 The Chief Constable presented this report, highlighting key areas.

- 5.2 He emphasised that he wants the Force to be a learning organisation. While those who fail to meet the standards expected are of course dealt with appropriately, the focus is very much on learning. This learning is at three levels – individual, workforce and organisational.
- 5.3 The Chief Executive stated that the PCC's office now has added responsibilities in the complaints process and undertakes reviews. As seen in the report, only one case has been upheld to date. Therefore the conclusion in the OPCC is that a good degree of confidence can be drawn as to how the Professional Standards Department (PSD) handles complaints.
- 5.4 While accepting this, the PCC noted that 30% of complainants were contacted more than 10 days after making their initial complaint and asked what was being done to address this relatively high number. The Chief Constable explained that there had been some vacancies within PSD which caused the delays. Staff have now been moved around and therefore he expects the figures to have improved in time for the next report.

## **6 Annual Workforce Report (Paper AP21/35)**

- 6.1 The Chief Constable presented this paper. He was delighted to report that officer and staff levels were increasing to numbers not seen for many years owing to investment from income generated by the precept and the national uplift programme.
- 6.2 While PCSO strength and staff strength remain below establishment levels, the Chief Constable said that this did not cause him concern as he considered that it was not affecting service delivery. In addition, with regard to the police staff strength levels, part of the reason they appear low compared with establishment level is due to members of staff in the joint space (with Norfolk) and staff on contracts rather than being FTE. The apparent disparity "on paper" is not the reality.
- 6.3 The Chief Constable then acknowledged that Black, Asian and Minority Ethnic (BAME) representation in the Force remained at a relatively low level. Increasing this representation is not about "hitting targets" but ensuring that the Force reflects the community it serves.
- 6.4 Much work has been undertaken - for example with ISCRE and colleges across Suffolk – but this has not yet had the impact that had been hoped for. This is partly due to community engagement being affected by COVID restrictions. There is now a Positive Action Recruitment Adviser in the Force who is working hard to drive improvements.
- 6.5 The Chief Constable added that he had recently met with BAME officers to listen to their experiences and ideas for recruitment and found it a very useful meeting.

## **7 Health and Safety Annual Report (Paper AP21/36)**

- 7.1 The PCC noted this comprehensive report and did not have any questions.

## **8 Road Safety Annual Report (Paper AP21/37)**

- 8.1 The PCC was very pleased with this report, presented by T/ACC Eamonn Bridger.

- 8.2 It was noted that the pandemic has had a significant impact on the figures contained within this report as during periods of lockdown there was obviously far less traffic on the roads than there would usually be. Therefore the report needs to be understood in this context.
- 8.3 The PCC asked whether motorists were complying with the variable speed limit now in place over the Orwell Bridge. T/ACC Bridger said that the variable speed limit has not had to be implemented many times to date but compliance could be looked at in the future when more data is available.

## **9 Data Quality Report (Paper AP21/38)**

- 9.1 ACC Jones presented this report. He stated that data quality improvements are being made in all areas to the extent that, as Chair of the Data Quality Strategy Board, he felt that data quality has reduced as a corporate risk. This is subject to Chief Officer Team agreement.
- 9.2 While the PCC was pleased to note these improvements he suggested that, due to the technical nature of the report, further discussion should take place outside the meeting to reach a fuller understanding of the work being undertaken in this area.
- ACTION: Data quality to be discussed further outside the meeting.**

## **10 Independent Custody Visiting Scheme Annual Report (Paper AP21/ 39)**

- 10.1 The report was noted by the Panel. The PCC commended the excellent work of the volunteers who participate in the scheme and offered his thanks to all those involved.
- 10.2 The Chief Executive agreed with the PCC's comments and also commended Sarah McNulty in the OPCC, co-ordinator of the scheme and author of the Annual Report, who has been working incredibly hard to keep the scheme going during the pandemic. The scheme has had to continually flex and change depending on the restrictions in place and the co-ordinator, along with the staff in the Police Investigation Centres (PICs) have worked diligently to ensure the scheme has continued whilst being COVID compliant. The Chief Executive also offered his thanks to the volunteers themselves, without whom the scheme could not exist, who have remained enthusiastic and committed throughout despite the difficulties.

## **11 Any Other Business**

- 11.1 There was no other business.

*The open part of the meeting closed at 11:38 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]

### **12      Closed minutes of the meeting held on 21 May 2021** (Paper AP21/40)

- 12.1      The confidential minutes of the meeting held on 21 May 2021 were agreed as an accurate record and approved by the PCC.

### **13      Risk Register / Chief Officer Risk Report** (Paper AP21/41)

- 13.1      The Chief Constable presented this report.

### **14      Civil Claims and Employment Tribunals** (Paper AP21/42)

- 14.1      The Chief Constable presented this report.

*The meeting closed at 11:44*

## Summary of Actions

Item	Action	Owner
3.8	<b>Stop and Search:</b> Reduce the number of searches with no recorded outcome and report back to the PCC.	ACC Jones
3.9	<b>Stop and Search:</b> PCC to be advised of the start date of behaviour detection training for the Kestrel Team.	ACC Jones
9.2	<b>Data Quality:</b> Work in this area to be discussed further outside the meeting.	PCC / ACC Jones