



PAPER AP22/12

ACCOUNTABILITY AND PERFORMANCE PANEL

A meeting of the Accountability and Performance Panel was held via Microsoft Teams at 09:30 on Friday 14 January 2022.

PRESENT:

Office of the Police and Crime Commissioner

Sandra Graffham (Head of Communications and Engagement), Kate Fitzsimons (Support Officer), Tim Passmore (PCC) and Vanessa Scott (Head of Policy and Performance).

Kenneth Kilpatrick (Chief Constable's Chief Finance Officer and Temporary PCC Chief Finance Officer)

Suffolk Constabulary

Eamonn Bridger (Temporary Assistant Chief Constable), Rob Jones (Assistant Chief Constable), Steve Jupp (Chief Constable) and Rachel Kearton (Deputy Chief Constable).

In attendance for the Public Agenda

John Burns (Member of Police and Crime Panel), James Finch (Member of Police and Crime Panel), Theresa Harden (Democratic Services, Suffolk County Council), Mark Jepson (Chair of Police and Crime Panel), Debbie Richard (Member of Police and Crime Panel), Adriana Stapleton (Senior Democratic Services Officer), Jason Noble (Suffolk Local Democratic Reporter)

PUBLIC AGENDA

1 Open minutes of the meeting held on 19 November 2021 (Paper AP22/01)

- 1.1 The minutes of the meeting held on 19 November 2021 were agreed as an accurate record and approved by the Police and Crime Commissioner (PCC).
- 1.2 The actions were noted as complete and an update given under the Victim Satisfaction and Confidence Report.

2 Revenue and Capital Monitoring (Paper AP22/02)

- 2.1 The Assistant Chief Officer (ACO) presented this report highlighting key areas.

- 2.2 The forecast 4-year revenue underspend for the force is just over 0.8m which is slightly higher than budgeted. This was largely attributed to the delays in filling vacant roles and the current economic circumstances.
- 2.3 The ACO highlighted the impact of the exponential rise in energy costs which had been anticipated, and measures taken in readiness for the increase in costs. However, current energy consumption is low given that staff continue to work from home.
- 2.4 The forecast capital underspend is just under 1.3m for the force. This underspend was attributed to the ongoing Estates works and projects and will be consumed early in the new financial year when these projects are complete. In addition, the global shortages of some ICT equipment have contributed to the slippage. The ACO reassured that there will be no operational impact as a result of the delays and shortages.
- 2.5 The forecast underspend for the Office of the Police and Crime Commissioner (OPCC) is £20k to the end of the financial year which is not predicted to change.
- 2.6 It was noted that the forecast underspend, which is a very small percentage of the overall budget, may slightly reduce by the end of the financial year.
- 2.7 The PCC was pleased to note the financial position and had no substantive questions.

3 Data Quality Governance and Delivery Progress (Paper AP22/03)

- 3.1 Assistant Chief Constable (ACC) Jones presented this report.
- 3.2 Data Quality was the highest corporate risk for Suffolk and Norfolk last year. Accordingly a decision was made to increase the level of governance by identifying priority areas that needed greatest improvement.
- 3.3 The ACC reported that five important areas of Data Quality were identified for the force on which to improve their position. He added that identified issues were around efficiencies rather than representing any real risk to victims. IT systems are an influencing factor in data quality and measures are being taken to ensure appropriate training for the end user. The Maturity Matrix (as per Appendix A to paper AP22/03) is a valuable tool in ascertaining the progress, current position and desired end position in the five areas for improvement.
- 3.4 The ACC was pleased to report that accuracies around data recording have greatly improved and that the ambition is to move further towards level 4 and 5 of the Maturity Matrix. A result of this work is that the corporate risk is reduced.
- 3.5 The PCC agreed that Data Quality is fundamental for the OPCC in their oversight role and for operational policing. The PCC was pleased with the progress that has been made in this area and that there was recognition of the risk posed by inaccurate data.
- 3.6 The PCC asked how the Data Quality Delivery Group decides on the priority areas. The ACC explained that the Group consists of countywide force representatives and includes dedicated analytical project support. Information provided by the dedicated project support indicated the areas requiring greater accuracy. Of the initial seven areas identified for improvement, the ACC gave direction on five areas that required addressing. Progress is

reported into the Joint Chief Officer Team meeting to ensure there is an organisation-wide consensus on areas requiring improvement and which will make the greatest difference to Data Quality. New areas of work may be taken on when there is assurance that improvements are embedded.

- 3.7 The PCC asked if extra resource was needed to facilitate staff training on technology to ensure data input was right first time. The ACC reassured that there are sufficient resources. He added that the technology is well understood and that the availability of mobile technology has led to efficiencies, such as logging crime at a scene or incident, as opposed to traditional methods. The issues are around the resilience of the technology in constant use by front-line staff and that these systems need regular updating. Overall, the force is in a strong position on this.
- 3.8 The PCC asked what action the force is taking to move up to level 5 on the Maturity Matrix. The ACC said that there is a strong action plan in place and strong actions and minutes behind the respective groups to ensure the force moves towards the higher levels within the Maturity Matrix.
ACTION: ACC Jones to update the PCC as appropriate at regular intervals via the Weekly Conference meetings.

ACTION: A worked example to be included in the next Data Quality report which it was thought would reassure members of the public of the ongoing work in this area.

4 Victim Satisfaction and Confidence Report (Paper AP22/04)

- 4.1 The ACC presented this report.
- 4.2 Confidence is primarily measured through the Crime Survey of England and Wales. Interviews for this survey are face to face and therefore ceased during the pandemic. The survey has resumed and Suffolk's position in terms of confidence will be reported on at the next APP meeting covering this.
- 4.3 During the period that the survey ceased, other ways of measuring confidence was reviewed with the most recent being the feedback on the PCC's Police and Crime Plan Consultation.
- 4.4 Victim Satisfaction has come under stress in the last year because of difficulties around prioritising resource, particularly through the Contact and Control Room (CCR). The area with the decline in satisfaction is in the first contact victims have with police which is attributed to the wait with 101. Work was undertaken to mitigate this with particular success in prioritising Hate Crime and Domestic Abuse. Newly recruited staff are trained and working within 101 which has made an immediate impact in the CCR. The impact of these new staff will be reflected when victim satisfaction is next reported on at an APP meeting.
- 4.5 The ACC reassured that overall victim satisfaction has increased when looking at the longer term figures. The slight decrease in the last 6 months is primarily around the initial contact with police.
- 4.6 The ACC explained that the force has modernised the way in which victims can report crime. Online reporting is popular and victims are supported quickly via this means. Live Chat is used by victims and for anyone seeking advice or guidance. These new ways to report are

effective for victims of Domestic Abuse (DA) due to the sensitive nature of DA related crime. An update on support for victims of DA through Live Chat will be brought to the next APP meeting.

- 4.7 Engagement is now discussed in the Constabulary's internal monthly confidence board meeting where public confidence and satisfaction is reviewed in depth. The Constabulary is in a strong position on engagement with the public and continues to look for further opportunities to improve.
- 4.8 The PCC asked about how actions from the confidence board are prioritised. The ACC gave a recent example of an audit that was undertaken on Police (and Fire) Stations to ensure publicly accessible sites are welcoming and up to date with current information.
ACTION: The PCC requested that worked examples are included in this paper for the next APP meeting.
- 4.9 The PCC spoke of the proposed precept increase which, if approved, would mean investment and improvement in the CCR and asked when confidence figures would start to improve. The ACC said that the return and improvement would be immediate and dramatic by this time next year. The investment would make tangible differences such as reduced 101 waiting times and dropout rates and would allow the Live Chat to be available at all times. The Chief Constable added that this investment would modernise the force's approach and how we ensure the service is fit for the future.
- 4.10 The Chief Constable said that nationally in the last 18 months there has been a change of demand which has impacted on satisfaction. He added that it is difficult to demonstrate the actual impact that this change in demand has had on the force within the presented paper but assured that the force takes action to understand these changes and address any positive or negative impact they may have.
- 4.11 The PCC raised concern over the decline in satisfaction with the initial service received from the attending officer. The ACC explained this is thought to reflect the delay in the initial service from when a victim places the call to police to when an officer attends; the majority of demand wait for a unit to become available which can be some time after the initial call. Calls for immediate help are attended within 15 – 20 minutes and these victims are satisfied with the service they receive. Whilst Suffolk is in a good position in comparison to other force areas the delay with the initial service has increased. It is expected that the influx of extra officers will help improve this situation.

5 Use of Stop and Search Report (Paper AP22/05)

- 5.1 The ACC presented this report.
- 5.2 The ACC said that the underlying message here is one of very active and responsible use of stop and search in Suffolk with excellent outcomes and robust community involvement and scrutiny.
- 5.3 Around three quarters of all stop searches are drug related. ISCRE continue to hold the Constabulary to account over the focus on drugs and, as reflected nationally, the impact of stop and search is felt more strongly on young black men. Body Worn Video footage where stop and searches have taken place is also reviewed as part of this process. Often this

power is used to search for weapons, or where the subject is under the influence of drink or drugs. If there is a likelihood that the subject will become violent or a flight risk, then the search may result in use of handcuffs, or force.

- 5.4 Complaints about stop and searches are brought to the Stop Search Reference Group (SSRG) and the reasons for the complaint and the outcome are discussed. The Constabulary's Professional Standards Department (PSD) are involved where appropriate.
- 5.5 The PCC asked for an update on the Project Servator training for officers. The ACC updated that Suffolk Constabulary are currently on the waiting list and training will be underway when possible.
ACTION: The PCC requested an update on progress with Project Servator to be brought to a Weekly Conference meeting.
- 5.6 The PCC raised concern over the percentage of stop searches with no outcome recorded. The ACC said that this is due to the way in which data was initially recorded via OPTIK and that officers needed time to adjust to the new way of recording. Where outcomes are not recorded, this is raised with respective Supervisors and the officer to ensure there is remedial action. Stop searches where the outcome is not recorded are significantly decreasing.
- 5.7 The PCC asked what more could be done to further improve the decrease in stop searches with no further action (NFA). The ACC said that Suffolk have among the best positive outcome rates in the country adding that the NFA rate might always be high because it is a power based on suspicion.
- 5.8 The PCC commended the work that has been undertaken and recognised that stop search is a valuable tool especially where public safety is concerned.

6 Suffolk Collaboration Report (Paper AP22/06)

- 6.1 The Chief Constable presented this report.
- 6.2 The Chief opened by saying that the report was a broad and thorough report, dealing with a range of national, regional and local issues. The report highlights the scale of work in this area with the limited resources available in Suffolk. The report is forward thinking and highlights that the organisation is trying to modernise and protect the public but also some of the complex issues faced locally and nationally in policing. The financial figures faced ahead is regularly discussed as well as how reserves will be used in the future.
- 6.3 The Chief drew attention to the significant savings as a result of collaborations as per paragraph 1.2 of the report. Collaboration is strong and continues to thrive.
- 6.4 Delays continue around the radio replacement system and this project is unlikely to go live for around another 4 years. Costs are currently around £4.5m which is likely to increase given the delays with the project. There is prudent financial planning to ensure funding is available for when this is needed. Due to the level of work this requires, a local lead has been appointed to ensure the force is fit for purpose when the transition is to be made. There are some issues with the current airwave system that the Chief will update the PCC on at a future Weekly Conference meeting.

ACTION: The Chief Constable to update the PCC on issues with the airwave system at a Weekly Conference meeting.

6.5 The PCC asked what work is being done with the NHS and ambulance service, especially in respect of where the services are required to work collaboratively. The Chief Constable said that there is dialogue with the health service and the ambulance service. There is work being done through the CCR to ensure that demand is met effectively and that the services are working together. Updates will be brought back to Weekly Conference meetings.

ACTION: The Chief Constable to update the PCC on collaborative work with the NHS and Ambulance service at a Weekly Conference meeting.

6.6 The PCC highlighted issues around vetting and the need for efficiencies especially with the number of new recruits and in light of recent national events. DCC Kearton updated that she approached the national lead for vetting for a peer review of the joint vetting team. The report has recently been received and was positive especially in view of the limited resources within the team. Areas where efficiencies can be made will be reviewed. The regional introduction of robotics into vetting is positive and will create further efficiencies. Issues around functionality are being worked on and will be completed this year.

7 Complaints and Professional Standards Update (Paper AP22/07)

7.1 DCC Kearton presented this report highlighting key updates.

7.2 The PCC commended the reflective practice which ensures improvement and behavioural change in the organisation.

7.3 The PCC raised concern around the decline in complaints being logged compared to the previous year. The DCC reassured that action has been taken here explaining that the pandemic impacted this due to the limitations around meeting with people. Other issues contributing to the delay were around resourcing capabilities.

7.4 The DCC updated on the Early Intervention Officers which is a new initiative and will be evaluated over the next few months. This focusses on the expectation of dealing with a lower level, but greater volume of complaints and to make sure that action is taken within 2 days of receipt of a complaint.

7.5 The PCC raised that although complaints from the BAME community are low, there is a clear increase. The DCC agreed adding that complaints are encouraged and that it is important that lessons are learned from complaints made.

7.6 The PCC highlighted the OPCC's role in the dip-sampling of complaints and that overall, he is pleased with the way the complaints process is progressing.

8 Constabulary Response to HMICFRS Fraud Recommendations (Paper AP22/08)

8.1 The Chief Constable presented this report.

8.2 The Chief Constable highlighted that these are national recommendations and not Suffolk specific on investigation and dealing with victims of fraud.

- 8.3 The Chief Constable updated on progress with and the position of the HMICFRS AFI's and recommendations as per the presented report.
- 8.4 Work is being developed with partners across the county around awareness raising and prevention.
- 8.5 The PCC was pleased to note that some Suffolk officers have attended training courses run by Action Fraud to increase their capability.
- 8.6 The PCC asked when the Eastern Region Special Operations Unit (ERSOU) might be involved in some fraud cases. The Chief Constable explained the National Uplift Programme enabled increased capacity into the Regional Organised Crime Unit (ROCU) and also provision for Action Fraud that sits within the City of London Police. The Chief Constable was part of the planning and resources are now based within respective regions rather than the from the City. Recruitment has started for these posts. He added that there will be an evaluation of the level and seriousness of Fraud and will mirror the approach of all areas of organised crime.

9 Any Other Business

- 9.1 There was no other business.

The open part of the meeting closed at 11:05 and members of the public left the meeting.

PRIVATE AGENDA

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

10 Closed minutes of the meeting held on 19 November 2021 (Paper AP22/09)

- 10.1 The confidential minutes of the meeting held on 19 November 2021 were agreed as an accurate record and approved by the PCC.

11 Civil Claims and Employee Tribunals (Paper AP22/10)

- 11.1 The Chief Constable presented this report.

12 Protective Services Command Strategic Policing Requirement (Paper AP22/11)

- 12.1 The T/ACC presented this report.

13 Any Other Business

13.1 There was no other business.

The meeting closed at 11:56

Summary of Actions

Item	Action	Owner
3.8	Data Quality: Updates on progress with Data Quality to be brought to Weekly Conference meetings	ACC Jones
3.8	Data Quality: Worked examples to be included in a future Data Quality report	ACC Jones
4.8	Victim Satisfaction and Confidence: Worked examples of how actions from the confidence board are prioritised to be included in the next APP report	ACC Jones
5.5	Project Servator Training: An update on progress with Project Servator training to be brought to a Weekly Conference meeting	ACC Jones
6.4	Airwave system: The Chief Constable to update the PCC on issues with the airwave system at a Weekly Conference meeting	Chief Constable
6.5	Work with NHS and Ambulance Service: The Chief Constable to update the PCC on collaborative work with the NHS and Ambulance service at a Weekly Conference meeting	Chief Constable