

## **ACCOUNTABILITY AND PERFORMANCE PANEL**

A meeting of the Accountability and Performance Panel was held at Police Headquarters Martlesham, and via Microsoft Teams at 09:30 on Friday 12 September 2025.

### **PRESENT:**

#### **Office of the Police and Crime Commissioner**

Tim Passmore (Police and Crime Commissioner)  
Darren Horsman (Chief Executive Officer)  
Colette Batson (Chief Finance Officer)  
Sandra Graffham (Head of Communications and Assistant CEO)  
Fraser Cooper (Head of Policy and Performance)  
Kate Boswell (Executive Assistant to the PCC and Chief Executive)  
Amanda Houchen (Commissioning Officer – via teams)  
Kate Fitzsimons (Policy Officer – via teams)

#### **Suffolk Constabulary**

Rachel Kearton (Chief Constable)  
Rob Jones (Deputy Chief Constable)  
Kenneth Kilpatrick (Assistant Chief Officer)  
Julie Dean (Assistant Chief Constable)  
Alice Scott (Assistant Chief Constable)

#### **In attendance for the Public Agenda in person**

Franstine Jones (Police & Crime Panel Member)

#### **In attendance for the Public Agenda via Teams**

Stephen Connelly (Police & Crime Panel Member)  
Elizabeth Malvisi (Police & Crime Panel Member)

## **PUBLIC AGENDA**

### **1      Public Question Time**

- 1.1    The Police and Crime Commissioner (PCC) welcomed everyone to the meeting and invited those attending from the Constabulary and Office of the Police and Crime Commissioner to introduce themselves.
- 1.2    The PCC advised that public questions had been received in advance of the meeting, from Franstine Jones, and invited her to ask her questions.
- 1.3    *Questions received from Franstine Jones, which related to the Use of Force report that was presented at the Accountability and Performance Panel on 12 July 2025.*

1. *Report Finding - Black people are 8.4 times more likely to be stopped for offensive weapons, yet the find rate is lower than for White people. How does the PCC justify this disproportionate and less effective practice?*
2. *Report Finding - Black under-18s are 9.2 times more likely to be searched for weapons. What measures will be introduced to ensure young Black people are not unfairly targeted?*
3. *Report Finding - Black and minority ethnic people are more likely to be handcuffed during stop and search. What safeguards are in place to prevent handcuffs being used as a default response?*
4. *Report Finding - Scrutiny panels highlighted officers using inappropriate language (e.g. 'don't play the race card') and supervisors approving poor stop/search records. What actions will the PCC take to enforce accountability?*

5. *Disproportionality is rising after years of decline. What measurable targets will the PCC set to reduce disproportionality, and how will progress be reported publicly?*

*This has been going on for years, but this is not changing, and it is concerning that there is a trend showing an increase. I would like some action taken on understanding why we have that disproportionality.*

- 1.4 The PCC answered the first question, stating that it is essential everyone is treated equally. Disproportionality is an ongoing issue nationally and in Suffolk and the OPCC works closely with communities and in particular with Ipswich and Suffolk Council for Racial Equality (ISCRE) to scrutinise and help improve policing practices. I attend these scrutiny meetings and if I'm unable to attend a meeting as PCC then another member of the OPCC team will be there. We work with ISCRE to dip sample cases to look at how the police have used stop and search and this forms an important part of our role in holding the Constabulary to account. We are hoping to make more progress in this area and want to reassure everyone in public that when things don't go right, lessons are learnt. It would be difficult to justify why this continues to happen but would like to reassure you that we are looking hard at this to improve it. We are not complacent, and any ideas you have to help address this would be greatly received.
- 1.5 The PCC responded to the next four questions advising that this is taken seriously, and there has been progress over the past 12 years but there is more to do. The relationship with ISCRE is crucial, but we know there is more to be done, and work for the Constabulary to do, to ensure all officers are trained and have the right behaviours.
- 1.6 Franstine Jones added that she was speaking on the behalf of the communities she serves, as it looks and feels to black people that they are being over policed and underserved. If you want trust and confidence in policing, then all communities have to feel that there is a police service that is serving all communities.
- 1.7 The Deputy Chief Constable (DCC) commented that he acknowledged this, stating that black communities in Suffolk are over policed, and this is disproportional, and we have more work to do. Young men are more at risk of violence than other members of the community, and our research shows young black men are the most vulnerable. The tactic of Stop and Search is used to try and reduce the risk on our streets and help young men stop being the most vulnerable.

- 1.8 Franstine Jones responded that the use of Stop and Search to protect young vulnerable people is not a good tactic to use with young people. It has such a negative impact on young people and their view of the police, as it is such an invasive power.
- 1.9 DCC Jones disagreed with this point, adding that officers will explain what the powers are and the rights that those being stopped have before they are used, the process is recorded via body worn video. He went on to state that we are often dealing with people that are worried about violent crimes. There is a lot of good practice that uses intelligence to inform the use of this power, and we feel strongly that when it is used responsibly and well that it is an important power. The report shows that our use of Stop and Search has reduced, alongside an increase in positive outcomes (where a search results in something being found.). However, it can be a difficult tactic to use well and consistently, and instances of where the force gets it wrong receive far more negative comments than where they get it right and this undermines the use of these powers.
- 1.10 The community scrutiny that exists within Suffolk is among the best in the country, but we cannot explain the disproportionality ourselves, and I don't think we will be able to state what causes disproportionality and how to stop it. From a police point of view, the less experienced officers are sometimes clumsier in the use of Stop and Search as they often focus on remember the rights rather than interacting with the individual, and at present Suffolk has an inexperienced workforce, which results in more advice and feedback needing to be given. The more representative that Suffolk Constabulary is in terms of ethnicity, the more likely we are to do Stop and Search well.
- 1.11 Franstine Jones responded that although you may not know why disproportionality is happening, for black communities, it looks like racial profiling, and it feels like racial profiling. She asked the PCC to put measures in place to address this.
- 1.12 The PCC proposed he meet with Franstine and his team to further explore this.  
**ACTION – Meeting to be scheduled between the PCC, Franstine Jones and Suffolk OPCC to further explore the questions raised in relation to the Police Powers Report at the 12 July 25 APP.**

## **2 Open minutes of the meeting held on 11 July 2025 (Paper AP25/37)**

- 2.1 The minutes of the meeting held on 11 July 2025 were agreed as an accurate record and approved by the PCC.
- 2.2 The actions were noted as complete or in hand and were being followed up outside of the meeting.

## **3 Financial Monitoring (Paper AP25/38)**

- 3.1 The PCC commented that this report comes early within the financial year, that the pay award for staff has yet to be announced and noted that 80% of our organisational costs relate to people, and if the government doesn't fund the pay award it will have an impact.
- 3.2 The Assistant Chief Officer (ACO) advised the report is 4 months into the financial year, showing an overall underspend £1.75M. We are on target to receive the police uplift

programme grant by being above the 1425 target officer headcount figure at the end of September 2025, and at the March 2026 reporting point. He added that the second half of the financial year he would expect to see a little more movement within the capital budget.

- 3.3 The PCC added that the Hotspot Policing Grant was £1M, and the Neighbourhood Policing Grant (NPG) £1.8M.
- 3.4 The CFO confirmed she had nothing further to ask.

#### **4 Supporting Vulnerable Victims (Paper AP25/39)**

- 4.1 Assistant Chief Constable (ACC) Scott highlighted the continued positive use of protective orders, a rise in solved cases, the upcoming transition to the new victim support provider Catch 22, and the reopening of the SARC as work to be noted within this report. The courts backlog, both at Magistrates and Crown Courts, continues to be significant problem resulting in systemic pressure that is impacting front line officers, the Witness Care Team, and Victim Support team.
- 4.2 The Constabulary is awaiting the results of a national pilot that took place between May-July 2024, looking at the victim's code and the compliance framework. The Ministry of Justice (MOJ) is currently considering next steps. Further pilots have been planned for 2026 and 2027 so our work in measuring these performance metrics will continue to develop as national guidance develops.
- 4.3 A new strategy for Violence Against Women and Girls (VAWG) was published in April 2025 and provides direction for the next 3 years, with the existing county wide action plan being refreshed based on this. The solve rates for Domestic Abuse (DA) crimes are showing a slight decrease compared to the previous report, but overall, the actual number of solved cases has increased during the period. Suffolk are making consistent use of Domestic Violence Protection Notice (DVPN), averaging 8 per month, and the Domestic Violence Disclosure Scheme (DVDS) are continuing to increase following significant work in this area by the Constabulary.
- 4.4 The key headline for Rape and Serious Sexual Offences (RASSO) is that the Op Soteria self-assessment plan has been completed and submitted to the national team, which provides statistics to the Home Office. This will result in national benchmarking and help us understand how we compare to other forces. Solve rates have increased over the past 12 months and we are looking to increase this further over the coming year. The 3-day national Op Soteria CPD training has been deployed, with a 90% completion rate.
- 4.5 There has been an increase in the reporting of Hate Crime, which is a continuing trend from 2023/24 into 2025. Overall volume does remain low within Suffolk. Racial abuse is the most reported type of hate crime.
- 4.6 The PCC commented that he was pleased with the improvements being seen with the RASSO data, asking if the investment in digital technology and video response was helping to achieve this. ACC Scott responded that the Domestic Abuse Video Response (DAVR) process is proving to be effective with victims who use the process reporting high levels of confidence and satisfaction. There has been a low-level pilot looking at where video

response could be used in other crime areas within the force, with a view to expand this service further.

- 4.7 The PCC asked what the National Joint Justice Action Plan will cover. ACC Scott advised that a lot of what it will cover is within the joint space, and ACC Dean added it would predominantly be looking at improved timeliness and service to victims, and progress to the courts. The area of focus for the police is to ensure that the content of files submitted are of the quality required, getting it right the first time. The PCC asked if this will be fed back through the joint criminal justice board. ACC Dean advised that feedback can be provided as required.
- 4.8 The PCC reinforced point 3.7 of the report, that court delays are having a huge impact on victims and witnesses, as well as the police.
- 4.9 The PCC asked for clarification regarding the graph at the bottom of page 4. ACC Scott responded that the drop off in the pale purple line is because the data is only available to a certain point, so where this isn't available the line drops to zero, but this would be checked.  
**ACTION – ACC Scott to check the graph on page 4 of the report and provide clarity on the pale purple line that drops to zero.**
- 4.10 The Head of Policy and Performance asked at this stage what is considered a good level of compliance with the Victims Code. ACC Scott advised that there is no consistent approach to what good looks like in this area. Some of this comes down to data quality and recording, as Victim Impact Statements can be taken at any point during an investigation, therefore when a statement is taken can cause an anomaly within the data. In future we would like to see more qualitative assessment in this area.
- 4.11 The PCC stated that it is positive to see at point 7.7 in the report that overall hate crime is reducing, however does the increase in racial and religious crimes need to be closely monitored. ACC Scott advised that this was monitored closely, and Suffolk Constabulary is working with other forces to see if they have similar trends. Some of what is being seen is reflective of international conflicts and reports within the media and on social media. ACC Dean added that whilst Suffolk hasn't been hugely affected, the national picture around asylum seekers will be influencing these figures.
- 4.12 The PCC asked which other agencies are involved in the enforcement of modern slavery and human trafficking. ACC Scott responded that there is an enormous amount of work around joint agency visitation enforcement activity across the county, alongside trading standards, the fire brigade and local authorities. This is a real focus for us, and the community teams are completely embedded within these joint agency arrangements.
- 4.13 The PCC stated for reassurance that the opening of the new SARC facilities would not compromise investigations and that there is no need to be concerned about delays with the accreditation process.

## **5 Managing Offenders and Reducing Reoffending (Paper AP25/40)**

- 5.1 ACC Scott highlighted how this paper aligns with the Police and Crime Plan, with ever-evolving Offender Management practices, the new IOM strategy and reducing offending

overall. She went on to explain that the number of people attending custody has continued to grow including people attending for biometrics.

- 5.2 An area of challenge remains mental health assessment within custody, and availability of mental health beds across the Norfolk and Suffolk Foundation Trust. The current medical provision within custody also remains a challenge, but scrutiny is in place, and we believe the level of provision is starting to improve.
- 5.3 Out of Court Resolutions, which in April 2025 was rebranded Op Divert, is showing an increase in use of 6%. The Constabulary has changed the provider for diversionary courses to Rise Mutual, which has resulted in savings for both Suffolk and Norfolk Constabularies.
- 5.4 The current Bail data remains stable with an average of 80% of people bailed and 20% released under investigation (RUI). This is in line with the requirements of the new legislation.
- 5.5 The Domestic Abuse Perpetrator Unit (DAPU) is now in its 5<sup>th</sup> year and continues to deliver a consistent success rate of around 80%, meaning 80% of those that have completed the programme do not come to the attention of the police again either in relation to a crime or no-crime situation.
- 5.6 The PCC asked what areas within Offender Management needs to be improved, such as housing, or support provided from other agencies. ACC Scott responded that there is a huge network of agencies working across this area and feels there is a great level of engagement in place, but it is worth noting that this is a national problem. ACC Dean added that with the early prison releases, agencies have prepared collectively to manage this, to ensure people have appropriate provisions that can be accessed, as having no housing, no job and no money, can lead to repeat offending. The PCC commented that if this isn't sorted it will impact on the force. The Chief Constable added that the increase in the use of Out of Court Resolutions can help people to transform their lives and helps to minimise the amount of people at the high end of this process that do need the support.
- 5.7 The PCC commented that he has been advised that attendance from other organisations at the Independent Out of Court Scrutiny Panel is poor. ACC Dean advised she is aware of this issue and will talk to the PCC further about this.  
**ACTION – ACC Dean to speak to the PCC around the issue of poor attendance across organisations at the Independent Out of Court Scrutiny Panel.**
- 5.8 The PCC asked with the 80% success rate for DAPU, where people fall out of this process, are they able to re-enter? ACC Scott responded that there is finite resource in place, but yes there is the opportunity to revisit participation in the programme within a certain time frame. This is also being looked at across other forces and agencies, to share and implement best practice.
- 5.9 The PCC asked if there is income being generated from the Victim Impact Awareness courses.  
**ACTION – ACC Dean to talk to the PCC about the income generated and how it is being reinvested during a separate meeting.**

5.10 The PCC asked if the work with the University of Suffolk has been agreed as set out at point 4.10 of the report. ACC Dean advised this is still at procurement stage and has yet to be agreed and finalised.

5.11 The CEO added that this proposed research is a good opportunity to understand the economic benefit to the wider system of this work. Can this be considered as the final scope is worked up? ACC Dean responded that this would be considered.

5.12 The Head of Policy and Performance asked for an update on the voluntary partner review relating to Op Columbia. ACC Scott advised that Op Columbia is independent, and the requested information from the constabulary has been provided, but no timeline has been received for when the report will be received.

5.13 The PCC asked what the structural and operation changes referenced at 5.1 of the report are hoping to achieve. ACC Scott advised the changes were only made in August, so at present it is too early to tell what impact they have had. She added that an update on these changes will be included in the next version of this report.

**ACTION – ACC Scott to include an update in the next report on the structural and operation changes that took place on 1 August 2025 within the Bail Management Team (BMT).**

## **6 Responding to Fraud (Paper AP25/41)**

6.1 ACC Scott commented that there continues to be an upward trend in both national and local reporting within this crime area. A number of new strategies have been introduced, and performance remains challenging as this is a complex crime area. There are strong multiagency partnership and collaboration arrangements locally including trading standards and financial institutions. All fraud investigations are routed through the Fraud Assessment Unit (FAU). A Protect and Prevent Officer was introduced last year and mirrors a post within Suffolk Trading Standards. We are actively targeting Organised Crime Groups (OCGs), and we have a Cyber Specialist Team, who can provide victim support to both individuals and businesses. There has also been guidance on fraud issued to the Contact and Control Room staff, to support victims when they first contact Suffolk Constabulary.

6.2 The PCC asked how we are working with other agencies within this crime area. ACC Scott responded that there is significant partnership activity in this space, and within Suffolk the local neighbourhood teams are providing more opportunities to engage and move forward with partners, allowing for strategic coordination as well as tactical engagement.

6.3 The PCC, referring to point 11.4, asked if there are any plans to increase the number of dedicated fraud staff. ACC Scott replied not currently, there is the option to flex and increase team numbers if required.

6.4 The PCC asked if point 11.5 of the report could be expanded upon. ACC Scott advised that it is a global challenge looking at fraud OCGs. Many aren't local or even national but operate internationally, but once intelligence is received that is relevant to Suffolk, we can then manage the OCGs locally. The Chief Constable added that most fraud doesn't have geographical boundaries, and we can complete that initial assessment, but it will likely expand to be outside of the county area, therefore it is entirely appropriate we pay into and

provide resourcing into the ERSOU and the work of the National Crime Agency who work internationally.

6.5 The PCC asked if the figures on table 1 at point 2.3 of the report are meant to add up. ACC Scott commented that she would check this.

**ACTION – ACC Scott to check if the figures in table 1 at point 2.3 of the report; should they tally or not.**

6.6 The Head of Policy and Performance asked how positive outcomes are defined, as per table 1 at point 2.3. ACC Scott responded that a positive outcomes measure is being able to interview someone for an offence, rather than an arrest or charge.

6.7 The PCC asked if the changes with Action Fraud to the new national system, will be an improvement. ACC Scott replied that the changes so far are showing a positive level of engagement and energy with new materials being produced, and investment in pathways within this space which will help us both locally and nationally, but it will take some time before we see tangible outputs. The Chief Constable added that this area will continue to change as the digital world continues to evolve, so the fact that something different is being put into place and receiving the attention of these agencies involved is a positive. This is a constant evolving picture.

6.8 The CEO asked how prepared you are for the next His Majesty's Inspectorate of Constabularies, Fire and Rescue (HMICFRS) inspection, including the first fraud assessment for Suffolk. The Chief Constable commented the Suffolk Constabulary is a certain size and can achieve a certain amount based on the resourcing we have for fraud. The DCC added that there is a gold group looking at the thematic areas covered in the HMICFRS Inspection and feel that we are well prepared for the inspection and have integrated the national changes ahead of this.

**7 Any Other Business**

7.1 No further business.

*The open part of the meeting closed at 10:58*

**PRIVATE AGENDA**

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

**8 Closed minutes of the meeting held on 11 July 2025 (Paper AP25/42)**

8.1 The confidential minutes of the meeting held on 11 July 2025 were agreed as an accurate record and approved by the Police and Crime Commissioner.

**9 Specialist Crimes and Capabilities Command Update (Paper AP25/43)**

9.1 Suffolk Constabulary provided an update on this report and invited questions.

*The meeting closed at 11:08*

## Summary of Actions

| Item / Paper                                     | Action   | Owner     |
|--|--|-----------|
| 1.12 Public Questions                            | Meeting to be scheduled between the PCC, Franstine Jones and Suffolk OPCC to further explore the questions raised in relation to the Police Powers Report at the 12 July 25 APP. | PCC       |
| 4.9 Supporting Vulnerable Victims                | ACC Scott to check the graph on page 4 of the report, and provide clarity on the pale purple line that drops to zero.  | ACC Scott |
| 5.6 Managing Offenders and Reducing Reoffending  | ACC Dean to speak to the PCC around the issue of poor attendance across organisations at the Independent Out of Court Scrutiny Panel.  | ACC Dean  |
| 5.9 Managing Offenders and Reducing Reoffending  | ACC Dean to talk to the PCC about the income generated from the Victim Impart Awareness course and how it is being reinvested during a separate meeting.                         | ACC Dean  |
| 5.13 Managing Offenders and Reducing Reoffending | ACC Scott to include an update in the next report on the structural and operation changes that took place on 1 August 2025 within the Bail Management Team (BMT).                | ACC Scott |
| 6.5 Responding to Fraud                          | ACC Scott to check the figures in table 1 at point 2.3 of the report; should they tally or not.  | ACC Scott |