

Accountability and Performance Panel

Meeting Date: Friday 10 July 2026 | 09:30-11:14

Meeting Location: Police Headquarters, Martlesham

Present:

Office of the Police and Crime Commissioner

Tim Passmore (Police and Crime Commissioner)

Darren Horsman (Chief Executive)

Sandra Graffham (Assistant Chief Executive and Head of Communications)

Fraser Cooper (Head of Policy and Performance – via teams)

Kate Fitzsimons (Policy and Performance Officer)

Kate Boswell (Executive Assistant)

Suffolk Constabulary

Dan Vajzovic (Deputy Chief Constable – via teams)

Kenneth Kilpatrick (Assistant Chief Officer)

Alice Scott (Assistant Chief Constable)

Julie Dean (Assistant Chief Constable – via teams)

Apologies

Rachel Kearton (Chief Constable)

Colette Batson (Chief Finance Officer)

Public Agenda

1 Public Question Time

- 1.1 The Police and Crime Commissioner (PCC) Tim Passmore welcomed attendees and invited introductions from the Constabulary and Office of the Police and Crime Commissioner (OPCC) representatives.

- 1.2 The PCC advised that public questions had been received in advance of the meeting and would be addressed at the relevant part of the meeting as they relate to specific papers.

2 Open minutes of the meeting held on 22 May 2026 (Paper AP26/28)

- 2.1 The minutes of the meeting held on 22 May 2026 were approved as an accurate record by the PCC, noting that all actions are complete.

3 Financial Monitoring Update (Paper AP26/29)

- 3.1 **Performance Update:** The Assistant Chief Officer (ACO) presented the revenue and capital monitoring report as at 31 May 2026. This showed a combined Constabulary and OPCC underspend of approximately £630k, the majority of which relates to the Constabulary. The Constabulary underspend is broadly split between lower operational expenditure than anticipated and higher-than-expected investment income. Key highlights included savings remaining on track, stronger investment income performance, and a modest operational underspend, with the position to be monitored throughout quarter two. The PCC noted the report was encouraging at this early stage of the financial year. He also highlighted that in the OPCC forecast budget there is an increase in funding for commissioning compared to the 2025-26 financial year and that this is being funded from reserves. This increase is to support the delivery of the Police and Crime Plan.
- 3.2 **Criminal Justice & Offender Management:** The PCC expressed concern about the early release programme and sentencing review, and their potential impact on policing. Assistant Chief Constable Dean advised these changes could have significant implications for the Constabulary and wider criminal justice partners, particularly in the resources required to manage offenders in the community. Work is underway with partners to assess the impact, supported by ongoing local and national data monitoring. The PCC also raised reports in the national media that around 9,000 offenders who should be electronically tagged are not currently being monitored. ACC Dean advised there was no Suffolk-specific data available at present but confirmed the issue would be kept under review.
- 3.3 **RAF Barnham:** The PCC asked whether Appendix C (p.11) referred to RAF Barnham and whether the recent Home Office announcement was placing additional demands on the Constabulary. The ACO confirmed it was. ACC Scott advised that since the announcement, protests have taken place every weekend, requiring significant policing resources. This has resulted in cancelled leave for officers and the redeployment of officers from other critical operations. The site's location on an A-road also creates a significant safety concern during protests. Further protests are anticipated. The Deputy Chief Constable (DCC) added that the announcement has created a significant operational burden, which is likely to increase if the plans proceed. The Constabulary is engaging with the Home Office to secure appropriate support. It was suggested that a senior Constabulary

representative and the PCC meet with local residents to hear their concerns. **ACTION:** DCC to arrange a meeting with local residents involving the PCC and a senior Constabulary representative.

4 Improving Confidence and Satisfaction Report (Paper AP26/30)

- 4.1 The PCC advised that this report does contain some figures that are not what we want, and that cause some concern, but that we need to look at one set of data at a time, and that Suffolk has the second lowest recorded crime rate in the country and has seen a long-term reduction in reported crime levels.
- 4.2 **Public Confidence Update:** ACC Scott reported that public confidence stands at 67.6%, trust in the police at 69.4%, and perceptions of being treated respectfully at 81%. While the Constabulary continues to prioritise this area and maintain high levels of operational activity, these results present a mixed picture. The focus moving forward will be on ensuring operational delivery translates into improved public confidence by closing the gap between service delivery and public expectations and experiences.
- 4.3 **Public Confidence Discussion:** PCC queried the decline in Suffolk's public confidence ranking, noting it had fallen from 2nd (CSEW data published April 25) to 23rd (data published March 26) nationally, and asked whether the underlying data was available. ACC Scott confirmed the raw data could be provided and suggested one reason for the drop was that other forces have since adopted similar operating models to Suffolk's. She added that while the Constabulary can measure activity, it is more difficult to assess how this translates into public perceptions and confidence. Work is ongoing with engagement teams to better understand and address this gap.

In response to questions about how public engagement informs service improvement, ACC Scott explained that feedback is gathered through local policing teams, social media channels, problem-solving activity, and oversight from the Neighbourhood Policing Board. Significant focus has been placed on Clear Hold Build (CHB) areas, where positive outcomes are being achieved, alongside efforts to better communicate these successes to the public. The Assistant Chief Executive and Head of Communications commented positively on the Constabulary's communications and visibility within communities. ACC Scott noted that frontline officers regularly receive positive feedback from the public, providing valuable insight into community perceptions, adding that future hotspot policing activity may be more locally determined, rather than directed nationally, allowing the Constabulary to assess any impact on public confidence. The DCC added that Suffolk communities are generally very supportive of the police and recognise the work being undertaken, contributing to Suffolk having one of the lowest crime rates in the country. However, national and online misinformation can negatively influence confidence levels. To address this, the Constabulary is investing in more proactive communications, including an additional communications resource previously approved by the PCC.

The PCC noted that local public sector leaders had funded a survey on public perception and confidence, with the CEO advising that the survey is currently in the field, with initial results expected in the autumn. **ACTION:** ACC Scott to provide the raw data for Table 1.

- 4.4 **Town Centre Teams:** The PCC asked when evidence of the effectiveness of the new town centre teams would be available. ACC Scott advised that an update on progress and outcomes could be included in the next performance report. **ACTION:** ACC Scott to include performance information on the new town centre teams in the next Improving Confidence and Satisfaction report.

5 **Responding to Calls for Assistance Report** (Paper AP26/31)

- 5.1 **Contact and Control Room (CCR) Performance:** ACC Scott reported that emergency call handling continues to perform above national standards. Non-emergency call demand has increased, while the expansion of digital services has improved functionality and accessibility. Overall, strong performance is being maintained despite rising demand.
- 5.2 **CCR Staffing Levels:** The Policy and Performance Officer queried the difference in 999 response rates reported in this paper compared to the Improving Confidence and Satisfaction report. ACC Scott explained that the variance is due to differing reporting periods used within the two reports. The Policy and Performance Officer also asked about Contact and Control Room (CCR) recruitment, including minimum staffing levels and any recruitment challenges. ACC Scott advised that staffing requirements are modelled against demand, with workforce planning taking account of staff progression into other roles within the force and the resources needed for digital training. In response to a question from the PCC, ACC Scott confirmed that recruitment pipelines into the CCR remain strong.
- 5.3 **Recruitment, Diversity and Inclusion:** The Head of Policy and Performance asked whether any further information could be provided on diversity and inclusion recruitment activity (point 6.3). ACC Scott advised that the Neighbourhood Policing model has created more opportunities to engage with people about their lived experiences, helping to build relationships, create recruitment pathways and increase confidence among underrepresented groups to apply to the Constabulary. The PCC suggested exploring how work experience opportunities could be better utilised to support recruitment and engagement. **ACTION:** The Constabulary to explore further opportunities to expand the use of work experience programmes.
- 5.4 **Landmark House (LMH) Move:** PCC asked what benefits the major investment programme at LMH would deliver through co-location. ACC Scott said the move presents an exciting opportunity to relocate key capabilities into LMH, building on the significant investment already made in the Control Room over the past 18

months and supporting future service development. ACO added that the LMH layout is being designed with future operational needs in mind, ensuring the investment supports both current requirements and long-term organisational growth.

6 Use of Police Powers Report (Paper AP26/32)

- 6.1 PCC welcomed Phaniel Mutumburi from ISCRE, and invited Franstine Jones, a member of both the Police and Crime Panel, and the Police Race Action Plan (PRAP) Delivery Board in Suffolk, to ask her questions:

6.1.1 *“Whilst I welcome the improvements in governance, recording and external scrutiny outlined in this report, I remain concerned that, when viewed alongside the July 2025 and January 2026 reports, the same themes continue to emerge. Black people, and particularly Black children and young people, continue to experience the greatest disproportionality in the use of stop and search powers. Drug searches remain the principal driver of that disproportionality, and Black people continue to be more likely to be handcuffed during stop and search encounters.*

Given that these issues have been consistently identified over three consecutive reports, how have you used your role to hold the Chief Constable to account for delivering measurable improvements? What specific assurances have you sought that the interventions are changing operational practice, improving trust and confidence within Black communities, and leading to a sustained reduction in disproportionality, rather than simply generating better data and scrutiny?”

PCC Response: The PCC emphasised the importance of preventing disproportionality and maintaining strong relationships with partners such as ISCRE. He stated that he valued their feedback and the recommendations they provided for improvement. He stressed the need for continual improvements in police training, effective oversight through review groups such as the Police Powers Group and ensuring that lessons learned are embedded by senior leaders. He also highlighted the importance of handling complaints promptly and effectively.

The PCC sought clarity on the actions, timescales and outcomes of the local PRAP, emphasising the need for partnership working and ensuring no communities feel disenfranchised. He encouraged ongoing engagement, feedback and suggestions for improvement, noting that while formal complaints processes exist, additional support can be provided where necessary. He also commented that delays in IOPC investigations can be frustrating.

The PCC further highlighted concerns around drug-related issues, suggesting greater focus on behavioural detection, de-escalation and other operational interventions. He also stressed the importance of expanding prevention and early intervention work with young people.

- 6.2 **Disproportionality Discussion:** Franstine challenged whether current activity was delivering meaningful outcomes, arguing that training alone does not reduce disproportionality and questioning whether scrutiny processes are sufficiently addressing the disproportionate use of drug-related stop and search powers on Black people. She asked whether the intelligence underpinning searches had been examined and stated that she did not feel her concerns had been fully answered.

In response, the PCC stated that the evidence would be reflected in the data and invited the DCC to comment. The DCC acknowledged the concern, noting that the use of force data has remained broadly stable over the past four years and the disproportionality in the stop and search of young Black people remains troubling. He agreed that the points raised were valid and highlighted the PCC's investment in ISCRE and support for the PRAP as mechanisms for scrutiny and improvement.

The DCC explained that the Constabulary continues to examine key themes arising from the PRAP, improve cultural awareness, strengthen oversight of complaints and review Professional Standards Department cases, with the aim of reducing disproportionality and improving outcomes. Regular reports are submitted to the PCC to support accountability.

The PCC added that serious cases are routinely reviewed in private accountability meetings with the Chief Constable and that attendance by ISCRE representatives helps ensure oversight of actions, progress and timescales. He stressed that the ultimate objective is to see tangible improvements and reduced perceptions of over-policing among Black communities.

- 6.3 **Disproportionality Further Discussion:** Franstine expressed concern that the issues being discussed have persisted for many years, noting that members of the Black community continue to report negative experiences with policing. She stated that Black people remain more likely to be stopped and searched, handcuffed, strip searched and detained in custody for longer periods. She also questioned how well the Constabulary retains Black recruits and whether they are treated fairly within the organisation.

The PCC acknowledged these concerns and suggested arranging a separate meeting with Franstine and Phanuel to discuss their experiences and suggestions on how the Chief Constable can be more effectively held to account in this area.

ACTION: PCC to arrange a meeting with Franstine and Phanuel outside of the Accountability and Performance Panel to hear their suggestions for improvement in this area.

- 6.4 **Phanuel Mutumbari (ISCRE)** emphasised that the purpose of community scrutiny is not only to identify concerns and receive police responses, but to ensure recommendations are embedded into everyday policing practice and lead to sustainable improvements. While noting some recent reduction in disproportionality, he questioned what specific operational changes had driven

this improvement and how the Constabulary would ensure progress is maintained over time.

He also raised concerns about the consistency of Professional Standards Department (PSD) investigations, particularly where IOPC reviews have overturned PSD findings, and questioned how confidence in future investigations could be strengthened. In addition, he highlighted ongoing issues with the availability of body-worn video footage for scrutiny, the high proportion of stop and search records lacking self-defined ethnicity data, and the importance of addressing these gaps to support fair and effective oversight.

Finally, Phaniel stressed the critical role of first-line supervision, noting concerns that some stop and search records with insufficient grounds had been approved by supervisors. He asked how supervisors are being held accountable for improving standards and ensuring lessons from scrutiny are translated into operational practice.

6.5 Response to ISCRE Discussion: The DCC acknowledged that Phaniel's observations were fair and aligned with the Constabulary's strategic aim to provide a fair and equitable service while reducing disproportionality. He stated that the challenge lies in translating strategic intentions into consistent frontline delivery, identifying this as a leadership issue. The Constabulary recognises the need to further develop and support middle managers and will bring forward a plan, likely in the autumn, outlining how this will be addressed. The PCC agreed that leadership is key and stressed that issues such as incomplete records and the absence of body-worn video footage must be tackled. He emphasised the need to ensure that agreed standards are delivered operationally and that recommendations are actively progressed through joint working. The PCC concluded that tangible action and measurable improvements in the data should be evident by the next report. **ACTION:** PCC meeting to be arranged as per action at 6.3 to include discussion of these community concerns and recommendations.

6.6 Future Report Suggestion: Angelina Quamina, PRAP Chair, suggested that future reports should explicitly capture the outcomes of discussions by including recommendations, timescales and progress updates. The PCC supported this proposal and agreed to explore how this could be incorporated into future reporting. **ACTION:** Head of Policy and Performance to work with the Constabulary to consider how recommendations, timescales and outcomes can be included within future reports.

7 Keeping our Roads Safe Report (Paper AP26/33)

7.1 Road Safety Update: ACC Dean highlighted that, despite the large volume of data within the report, Suffolk continues to achieve strong road safety outcomes. She emphasised that responsibility for road safety extends beyond a single team, involving multiple policing functions and strong strategic partnerships. There is also an increasing focus on the links between road safety and organised

criminality, alongside continued participation in the days of action. A key highlight is the success of Community Speed Watch, supported by 731 volunteers, whose preventative work makes a significant contribution to improving road safety across the county. PCC noted that the report highlights increasing traffic volumes and miles travelled on Suffolk's roads, and the resulting impact on the county's road network, particularly in rural areas.

7.2 The PCC invited the questions from Suffolk Police and Crime Panel members to be asked:

7.2.1 *"According to the APP roads policing report, the number of Traffic Offence reports across Suffolk in 25/26 was 7750. The AIL team at Sizewell managed 3383 approximately 43% of the total. What learning has the Constabulary taken from the team to ensure greater enforcement across the county?"*

Road Safety Resources: ACC Dean explained that the AIL (Abnormal Indivisible Load) Sizewell team is primarily dedicated to escorting abnormal loads but uses available capacity to undertake targeted road safety activity. The Roads and Armed Policing team performs a dual role, with a significant proportion of its time committed to firearms response rather than roads policing alone. She added that both teams operate under the same Chief Inspector and governance structure, providing strong opportunities for oversight, consistency and the sharing of learning and best practice.

7.2.2 *"One of the safest ways to manage out RTCs is to engineer the roads to be safer. Can I ask what the Constabulary's view is of reducing the speed limits in areas of high risk and built-up residential areas, as there are increases in request being submitted to the council for the introduction of 20mph limits."*

Speed Limits and Road Network Changes: ACC Dean advised that any proposals to change speed limits or the wider road network must be supported by robust evidence, including demonstrated non-compliance with existing limits and, where applicable, links to collision data. The Constabulary would support changes where a strong evidence base exists. The PCC noted that responsibility for setting speed limits rests with the County Council, which may or may not take account of police views, and therefore such matters ultimately need to be directed to the Council. The DCC added that any reduction in speed limits should form part of a broader partnership approach, incorporating education and engineering measures alongside enforcement, to avoid creating an overreliance on police enforcement activity. **ACTION:** PCC to raise this matter at the next Road Safe Board meeting for further partnership discussion.

7.2.3 *"...it appears that we are getting more accidents on B roads and minor roads. Could this be because so many drivers now use the back roads - because of Satnav?, they are trying to avoid the more policed main roads etc? Having more accidents on the minor roads is not good for safety of other road users - walkers and cyclists - and we need to be doing more to encourage more people to use*

sustainable means of travel. If the Constabulary can help make these minor roads safer - that is a good thing - and if this can be achieved by reducing speed limits."

Road Safety & Enforcement: ACC Dean advised that enforcement activity is evidence-led, with targeted operations focused on identified hotspot locations. In relation to concerns about satnav use, she noted there is no evidence to confirm it as a contributing factor to road safety issues. However, significant housing growth across Suffolk is leading to increased traffic volumes and greater demand on the county's road network.

7.3 **Road Safety Discussion:** The PCC highlighted a 30% increase in camera-enforced speeding detections over the past year, describing this as significant. He noted the ongoing work of the Road Safe Board and DORG (Driver Offender Retraining Governance) Board, including support for the ANPR (Automatic Number Plate Recognition) network and continued funding for Speed Indicator Devices (SIDs), both of which have been well received. He suggested more could be done to promote road safety initiatives such as advanced driver qualifications and black box insurance schemes. He also provided an update on discussions regarding the A14, including consideration of a reduced speed limit on an extended section of the road either side of the Orwell Bridge, following the precedent set on the A38 in Plymouth.

7.4 **Commercial Vehicle Unit and Drug Driving:** The PCC highlighted the success of the Commercial Vehicle Unit and asked that its achievements continue to be recognised and promoted. He also queried the national increase in drug-driving offences and whether a similar trend is being seen in Suffolk. ACC Dean advised that Suffolk's experience is consistent with the national picture and remains an area of focus for enforcement teams. When asked whether sufficient resources are available to test for drug driving, ACC Dean confirmed that appropriate testing resources are in place.

7.5 **Road Safety Queries:** The Policy and Performance Officer queried the discrepancy between the figures reported at points 4.2 and 5.2. **ACTION:** ACC Dean to review and confirm the correct position. She then asked about the increase in pedal cycle KSIs (Killed or Seriously Injured) at point 9.6 over the past 12 months and what action is being taken to address it. ACC Dean advised that, as referenced by the PCC, surplus funding could potentially be considered by the Strategic Partnership Board to expand initiatives such as Close Pass operations and BikeSafe opportunities, adding that, statistically, the increase from 44 to 46 KSIs would not be considered significant.

8 **Any Other Business**

8.1 The PCC thanked Sandra Graffham (OPCC) and the Deputy Chief Constable for their contributions and service, noting that this would be their final Accountability and Performance Panel (APP) meeting.

Summary of Actions

Item / Paper	Action	Owner
3.3 Financial Monitoring	DCC to arrange a meeting with local Residents re RAF Barnham, with the PCC and a senior Constabulary representative.	DCC
4.3 Improving Confidence & Satisfaction	ACC Scott to provide the raw data for Table 1.	ACC Scott
4.4 Improving Confidence & Satisfaction	ACC Scott to include performance information on the new town centre teams in the next report.	ACC Scott
5.3 Responding to Calls for Assistance	The Constabulary to explore further opportunities to expand the use of work experience programmes.	Constabulary
6.3 Use of Police Powers	PCC to arrange a meeting with Franstine and Phaniel outside of the Accountability and Performance Panel to hear their suggestions for improvement in this area.	OPCC
6.5 Use of Police Powers	PCC meeting to be arranged as per action at 6.3 to include discussion of these community concerns and recommendations.	OPCC
6.6 Use of Police Power	Head of Policy and Performance to work with the Constabulary to consider how recommendations, timescales and outcomes can be included within future reports.	Head of Policy and Performance
7.2.2 Keeping our Roads Safe	PCC to raise this matter of more proposed 20mph limits in Suffolk at the next Road Safe Board meeting for further partnership discussion.	PCC
7.5 Keeping our Roads Safe	ACC Dean to review the discrepancy in figures between point 4.2 and 5.2 and confirm the current position to the OPCC.	ACC Dean