



PAPER AP14/15

ACCOUNTABILITY AND PERFORMANCE PANEL

A meeting of the Accountability and Performance Panel was held in the Strategic Co-ordination Centre, Police Headquarters, Martlesham on Wednesday, 19 February 2014 at 1.30 pm.

PRESENT:

Office of the Police & Crime Commissioner

Chris Bland (PCC Chief Finance Officer), Sandra Graffham (Communications Manager), Christopher Jackson (Chief Executive), Tim Passmore (PCC), Ian Rands (Business Manager) and Claire Swallow (Deputy Chief Executive).

Suffolk Constabulary

Phillip Clayton (Constabulary Chief Finance Officer), Marian Graveling (Temporary Head of HR) for item 5, Paul Marshall (Deputy Chief Constable), Douglas Paxton (Chief Constable) and Gareth Wilson (Assistant Chief Constable).

Also in attendance for item 2 – Nicki Cooper (County Council Community Safety Co-ordinator).

PUBLIC AGENDA

1. **MINUTES OF THE PREVIOUS MEETING** [Paper AP14/1]
 - 1.1 The minutes of the meeting held on 5 December 2013 were agreed as an accurate record and signed by the PCC.
 - 1.2 At the request of the PCC, DCC Marshall provided an update on Complaints & Professional Standards and in particular the increase in the number of cases of 'oppressive conduct or harassment'. He reported that while that category had accounted for 21% of all recorded allegations for the period to 30 September 2013, when quarter 3 data was added the figure had reduced to 17%. He added that recording practices could differ as other Forces had higher levels of 'incivility, impoliteness and intolerance' but further analysis was being undertaken as part of the Complaints Reduction Strategy.
 - 1.3 As to complaints generally, all Forces were experiencing an increase and the report to the Panel on the year-end figures would explore the issues in detail. It was noted that there had been a reduction in recorded complaints over the last two months.

2. SAFER SUFFOLK PARTNERSHIP BOARD – COMMISSIONING OF THE CRIME AND DISORDER REDUCTION GRANT [Paper AP14/14]

- 2.1 The report was introduced by Nicki Cooper who explained it was very similar to that which had been prepared for the previous meeting on 5 December but it had not been considered (AP13/67). She gave a brief summary of those projects supported and was confident that they were generally 'on track'. The exception was the projects linked to Integrated Offender Management where only £5,000 of the £21,000 grant had been spent. However she had been assured all the sum would be committed by the end of the financial year.
- 2.2 The PCC expressed concern as to the lack of a county-wide initiative to collect data on domestic abuse. He acknowledged that the project described in the report would help to fill this gap but asked Nicki Cooper to report back to the County Council on his concerns. He also referred to research he was commissioning through the UCS with funding from the Ministry of Justice that would help in terms of unmet need.
- 2.3 The PCC also drew attention to the leaflet developed in support of the Alcohol Awareness Publicity Campaign that was reproduced as an appendix to the report. He was disappointed that it contained mistakes and it was agreed to check whether it had been circulated in that form. It was reported that the Constabulary Community Safety Unit had been involved in its production.
- 2.4 The Deputy Chief Executive raised two issues where it was agreed that Nicki Cooper would check on the position:
- (i) In her work with victim services providers she had learnt of some concern as to the emphasis on a whole family approach as opposed to children and young people receiving individual attention – did this give rise to a gap in provision as far as the County Council was concerned?
 - (ii) In relation to Domestic Abuse and the unmet need project she stressed the importance of the County Council reporting their findings by the end of March 2014 because it linked in turn to a project supported by the PCC.
- 2.5 It was agreed to note the information in the report.

3. DRUG TESTING ON ARREST (DTOA) [Paper AP14/2]

- 3.1 Community Safety funding of £25,000 had been awarded by the PCC to the Constabulary to allow the pilot DTOA to continue at the Martlesham PIC and to include also its extension to the Bury St Edmunds PIC.
- 3.2 The PCC asked firstly the reasons why, if 547 detainees had tested positive for a specified Class 'A' drug, the number required to attend an assessment had dropped to 487? The Chief Constable agreed to look into that and the reasons for the delay in implementing the pilot at Bury St Edmunds and report back to the PCC. The PCC was also interested in outcomes in terms of the number of clients who had completed their recovery. The Chief Constable said that chief officers had been convinced of the value of the project hence the decision to make funding available for the process to continue until March 2015. This would also allow for a proper evaluation to be completed, to include the detail requested by the PCC.

- 3.3 At the request of the PCC, the Chief Constable also commented on Constabulary action in relation to Class 'A' drugs. He believed the approach was working with a number of successes, although he acknowledged the difficulties associated with gangs from the London area visiting the county. In that regard there was close liaison with the MET. He stressed the continuing importance of drugs education in schools and the element aimed at parents. He added that alcohol abuse was having a bigger impact on the Constabulary than drugs.
- 3.4 Finally, the Chief Constable reported on some research completed in relation to the use of cautions and he was content that the approach was satisfactory and in particular repeat offenders were being dealt with appropriately.
- 4, PERFORMANCE PRIORITIES : MONITORING REPORT APRIL – DECEMBER 2013 [Paper AP14/3]
- 4.1 DCC Marshall introduced the report highlighting the improving position on call handling, response to emergency incidents and the Serious Sexual Offences solved rate. The one area where it was unlikely that the performance measurement would be met was the solved rate for Violence with Injury; however comparisons with others did not highlight it as a huge issue.
- 4.2 On the issue of call handling, the PCC referred to three recent e-mails he had received that gave rise to concern as to the performance in relation to non-emergency calls. DCC Marshall explained that staffing was linked to predicted demand and there were examples such as the recent bad weather and accidents on the A14 which had resulted in a large increase in the number of calls. He agreed to review the cases drawn to the attention of the PCC and report back.
- 4.3 The PCC made reference to the section on Public Confidence and the disappointing results in respect of *People who think the police do a good/excellent job*. DCC Marshall commented that it was somewhat surprising given performance against the remaining three confidence measures and the percentage had been higher 12 months ago. A Board under the chairmanship of T/ACC Skevington was reviewing the position.
- 4.4 The PCC asked whether chief officers were satisfied as to the number of ISVAs (Independent Sexual Violence Advisors) and IDVAs (Independent Domestic Violence Advisors) in the county, given also the discussion at the previous meeting. ACC Wilson acknowledged the difficulties and outlined discussions with partners to help address the shortfall.
- 4.5 The PCC made reference to the need for a SSO Problem Profile and hoped this would not be delayed, given a joint profile with Norfolk was now being considered. The Chief Constable explained that he could not support separate pieces of work, particularly because of the cost involved and demands on staff. However, the work had been commissioned and had been given priority status.
- 4.6 The PCC made reference to the lack of supporting charts in relation to Domestic Abuse Repeat Victimization. DCC Marshall reassured him that once full year data was available they would be produced. It was also explained that the measures were different from those that used to be made available to the Police Authority.
- 4.7 Finally, the Chief Executive questioned whether performance might suffer in the interim period if the proposal to create a single control room for Norfolk and Suffolk went ahead. DCC Marshall said that this issue was covered within the business case.

5. SICKNESS UPDATE – HUMAN RESOURCES [Paper AP14/4]

5.1 DCC Marshall introduced the report and acknowledged that within the HMIC Value for Money profiles published in November 2013, Suffolk was highlighted as having poor performance in relation to short and medium term absences. However, he stressed that in terms of overall sickness the Constabulary was now appearing in mid table when compared nationally and sickness rates were below the average for both officers and staff. He highlighted the focus on reducing long term sickness which was paying dividends.

5.2 The PCC made reference to the linked issue of fitness levels and the recent media coverage where Suffolk was identified as having a large number of officers that failed the fitness test. DCC Marshall explained that only 27 of the 43 Forces had responded and while in Suffolk 90% of officers had completed the test, in others it was as few as 10%. His view was that the figures that had been published were unhelpful. The Chief Constable added that the level of the Beep Test was set nationally and he was expecting further guidance in the Autumn linked to the Winsor Review. Work continued with those officers who had failed the test and Marian Graveling added mention of the new focus on wellbeing.

6. RACIALLY MOTIVATED HATE CRIME [Paper AP14/5]

6.1 DCC Marshall explained that the report put into context the article that had been in the local press on 21 November 2013 which related to the national publication of data by the Ministry of Justice. The report set out the latest information on reporting hate crime and he emphasised that the service available in Suffolk, in association with the County Council, was held in high regard. The Constabulary was proud that the reporting of hate crime was higher in comparison with similar Forces.

6.2 In response to a query from the PCC, the Chief Constable said that he had no reason to doubt the County Council's on-going commitment to the Hate Crime Service, although he would check on the position, given the pressure the Council was under to make savings. The PCC also asked whether more could be done to encourage reporting, but in that regard the DCC was satisfied with the current processes and it would be a matter of improving on them where possible.

6.3 The PCC also took the opportunity to raise the issue of recruitment of police officers and in particular the steps to try and get a better balance in terms of gender and ethnic mix. It was confirmed that the action plan developed to support such a move was being progressed. One of the main steps was to appoint a Positive Recruitment Officer and the successful candidate was currently undergoing vetting.

7. COLLABORATION UPDATE – PROFESSIONAL STANDARDS DEPARTMENT (PSD) [Paper AP14/6]

7.1 The DCC acknowledged that the report was rather brief and he provided further background on the development of the Complaints Reduction Strategy being led by Superintendent Neil Lockett. He also highlighted the move to resurrect the Integrity Working Group and the move to top slice Force budgets to support additional staffing at the IPCC

- 7.2 The Chief Executive asked for a view on how, overall, the collaboration was working from a Suffolk viewpoint. DCC Marshall confirmed that staffing issues associated with the move to Norfolk had been resolved and he was confident as to the service being provided. There was an issue with the structure of the department associated with handling appeals that needed to be addressed.
8. CODE OF PRACTICE FOR THE VICTIMS OF CRIME [Paper AP14/7]
- 8.1 ACC Wilson welcomed the publication of the new Code in December 2013 which was 'victim focussed' as opposed to 'process driven' and confirmed the intention to fully implement it. All the criminal justice agencies had contributed to a gap analysis and as far as the Constabulary was concerned, he highlighted the importance of training. In that regard the NCALT training package due for publication in February had been delayed until the end of March but the intention to ensure compliance remained. In the meantime a PowerPoint presentation was available to staff on the Intranet and all victims and witnesses were being 'signposted' to the Constabulary website for a range of supporting information.
- 8.2 The PCC was disappointed to learn of the delay in the training package and said that he had heard of concerns of staff in relation to the value of NCALT packages. ACC Wilson said that it was a mandatory process and in the meantime the presentation would be made available to the PCC for information.
- 8.3 The Deputy Chief Executive expressed some disappointment that the covering report did not include detail as to the PCC's role, the categories of victims and did not fully explore the impact on Constabulary staff including handling of business impact statements. She also made reference to the impact on the collaborated Victim Care Centres. ACC Wilson offered to provide further information covering those points and review whether any changes might be required to the current communications strategy.
9. REVIEW OF MILEAGE PAYMENTS TO OFFICERS AND STAFF [Paper AP14/8]
- 9.1 The PCC said that he had given notice of his concern as to the current casual user allowance rate for police officers and staff to the Chief Constable prior to the meeting. The rate for a vehicle of 1200cc & over was 65.0p and he was strongly of the view that the HMRC rate of 45p per mile should be adopted given public perception and the need to make savings. He added that the OPCC staffing team had agreed to move to the lower rate.
- 9.2 The Chief Constable stressed the point made in the report that the rates were set nationally through Police Regulations and the Police Staff Council and that any change would need to be the subject of extensive negotiations with the Staff Associations. A review of all the rates had begun and payment of 45p for all mileage would be discussed. He expected the results of the review to be available at the end of March and they would be discussed with the PCC. He was of the view that a separate issue involving the payment of mileage for out-county visits was one that could be more easily addressed.
- 9.3 It was noted that out of 31 Forces surveyed, three had successfully negotiated a standard rate locally of 45p per mile.

10. FINANCIAL MONITORING AS AT 31 DECEMBER 2013 [Paper AP14/9]
- 10.1 The Constabulary Chief Finance Officer was pleased to report that there was a forecast under-spend of £870k as at month 9 in respect of the Revenue Budget. The split between permanent and in-year variances was noted. On the issue of staff pay he explained that for 2014/15 a 3% vacancy level was being built in and it was very unlikely that the current surplus would be repeated. He added that a review of the split of costs with Norfolk in relation to collaborated units was underway and it could impact on the outturn figure; this was expected to be positive from Suffolk's viewpoint.
- 10.2 Mention was also made of the stable situation in relation to funding from the Suffolk Safecam scheme. The PCC said that this was the subject of on-going discussion at the Suffolk Roadsafe Board, with support for Community Speedwatch a possibility.
- 10.3 The PCC's Chief Finance Officer made reference to the budgeted savings in 2013/14 of £3.6m and asked whether there was a risk that such savings could impact on levels of performance. It was acknowledged that huge savings had been made over a number of years that had resulted in the majority of services being re-shaped but this had to be seen against a background of sound business cases. This was the case with Protective Services and ACC Wilson commented that he met regularly with department heads to review performance and identify any risks. He was confident that the joint units were providing a good quality of service.
- 10.4 The detail presented in respect of the Capital Programme and Capital Receipts was also highlighted. The Capital Programme was forecast to underspend by £3.4m, of which £1.76m would be required as slippage. Re-profiling of the expenditure included spend on the ERP system (Enterprise Resource Planning).

PRIVATE AGENDA

[A detailed account of the discussions and decisions on the following items is contained in the Confidential Minutes.]

11. CONFIRMATION OF MINUTES
- 11.1 The confidential minutes of the meeting held on 5 December 2013 were agreed as an accurate record and signed by the PCC.
12. PROTECTIVE SERVICES COMMAND UPDATE
- 12.1 The report provided an update from each of the seven Directorates within the Protective Services Command identifying key performance information and significant operational or organisational issues.
- 12.2 The contents of the report were noted.
13. PROTECTIVE SERVICES CONTEST UPDATE
- 13.1 This report provided an update from Protective Services in relation to the Home Office Counter Terrorism Strategy (CONTEST)
- 13.2 The information in the report was noted.

14. CHIEF OFFICERS' RISK REPORT

14.1 This report provided an update on the Chief Officers' Strategic Risk Register, including the intended actions to mitigate those risks.

14.2 The information in the report was noted.

The meeting closed at 3.25 pm