



PAPER AP14/62

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 13 August 2014 at 9.30am.

PRESENT:

Office of the Police & Crime Commissioner

Liz Hollingworth (Business Administration and Policy Officer), Tim Passmore (PCC), and Claire Swallow (Deputy Chief Executive).

Suffolk Constabulary

Phillip Clayton (Assistant Chief Officer), Sarah Hamlin (Assistant Chief Constable), David Skevington (Temporary Assistant Chief Constable) and Gareth Wilson (Deputy Chief Constable).

APOLOGIES:

Office of the Police & Crime Commissioner

Chris Bland (Chief Finance Officer), Chris Jackson (Chief Executive) and Sandra Graffham (Communications Manager).

Suffolk Constabulary

Douglas Paxton (Chief Constable).

PUBLIC AGENDA

1. MINUTES OF THE PREVIOUS MEETING (Paper AP14/52)
 - 1.1 The minutes of the meeting held on 18 June 2014 were agreed as an accurate record and signed by the PCC.
 - 1.2 It was confirmed that Public Health Suffolk had provided the Police and Crime Commissioner (PCC) with an update report on the Crime and Disorder Reduction Grant for Young Persons Substance Misuse Prevention.
 - 1.3 ACO Clayton confirmed that a Decision Paper would be provided to PCC on reserves after the external auditors visit was complete.
Action: ACO Clayton to provide Decision Paper on reserves.
 - 1.4 DCC Wilson provided an update on Fitness. The Constabulary are working with the Police Federation to determine which officers will go through testing initially. The

fitness test will become a prerequisite for everyone undertaking Personal Safety Training. Latest results show a failure rate of 4.8% indicating an improving situation.
Action: DCC Wilson to provide a verbal update on fitness testing at the Accountability and Performance Panel on 24 October 2014.

2. PERFORMANCE PRIORITIES – MONITORING REPORT JULY 2013 TO JUNE 2014 (Paper AP14/53)

- 2.1 Overall performance is positive with 11 of the 14 performance objectives above the 3 year average baseline.

999 Call handling

- 2.2 The Constabulary continues to meet the national standard of 90% of 999 calls answered within 10 seconds but is underperforming in relation to the 3 year baseline.
- 2.3 T/ACC Skevington said he is monitoring performance closely. He reported that June 2014 was exceptionally busy across all services, due in part to the good weather but also to a number of large scale events held in Suffolk.
- 2.4 He reported that the level of oversight and management in the Contact and Control Room (CCR) was strong, that satisfaction was high (ease of contact 94% satisfaction) and complaints were low. He confirmed to the PCC that all vacancies had either been filled or were in the process of being filled. Deputy Chief Executive asked whether the fact that the national standard was being met was leading to complacency and was assured it was not.
- 2.5 The Deputy Chief Executive requested that ease of contact satisfaction specifically for the Contact and Control Room (Emergency 999 and 101 calls) should be monitored in future. The Deputy Chief Constable agreed these figures could be supplied in future.
- 2.6 The Police and Crime Commissioner suggested that the benefits of STORM should be better communicated. DCC Wilson said that not only does STORM provide opportunities for greater information and intelligence gathering but that analysis of calls has impact right across the organisation, leading to better operational efficiency. DCC Wilson said that I2 analytical software, currently in implementation, may be able to assess the impact of longer call duration and 'wrap up'.
- 2.7 The Deputy Chief Executive asked whether a breakdown is available within the volume of 999 calls to show what proportion were genuine emergencies and what proportion were non-emergency calls. T/ACC Skevington suggested that it may be possible to look at the outcome of the call to determine this (e.g. whether police or other services attended or whether the call was a non-emergency).
- 2.8 It was agreed that more detail was required in the performance report to give supplementary detail where there are challenges. The Office of the Police and Crime Commissioner will consider the monthly performance summary and discuss this with the Constabulary monthly whilst the overall rating for emergency call handling remains below the 3 year baseline.

101 Call handling

- 2.9 The Police and Crime Commissioner stated that member of the public and business community had recently relayed to him a perceived lack of response from the Constabulary. T/ACC Skevington reported that the automated system due to be in

place by Spring 2015 would assist with 'call backs'. Contact through the website was also being promoted. DCC Wilson agreed that, if this was the case, improved response to the public was necessary. It was noted that CCR staff make outgoing calls on behalf of officers which is helpful.

- 2.10 T/ACC Skevington reported overall satisfaction of 97.1% with 101 Call handling. CCR staff were reported to be responding well to the volume of calls and flexibility arrangements were working well.

Emergency Incidents

- 2.11 T/ACC Skevington reported consistently good performance in responding to emergency incidents across the county.

Violence with Injury

- 2.12 There has been a reduction in the number of Violence with Injury crimes recorded and although the solved rate is not meeting the baseline objective the Constabulary was reported as being in a strong position nationally.
- 2.13 T/ACC Skevington reported that improvements are being driven through the body worn camera pilot along with awareness raising, prevention campaigns and the new forensic strategy/early evidence kits. Cases are reviewed by a Detective Inspector on a regular basis to maximise the solved rate.
- 2.14 Improvement was needed in Lowestoft and Forest Heath (particularly in Newmarket). Data indicates the solved target was not met by 14 offences in Newmarket and 17 in Lowestoft.
- 2.15 It was agreed that future performance reports should explain in more detail the mechanisms being implemented to improve the solved rate as well as prevention methods, for example the Domestic Violence Protection Order. T/ACC Skevington agreed more detail from the monthly Constabulary reports would be presented in the performance reports.

Domestic Burglary

- 2.16 T/ACC Skevington reported that the Constabulary is continuing with a proactive communications strategy to help maintain the downward trend in recorded Burglary in Suffolk. Proactive targeting of prolific offenders is being continued. The Integrated Offender Management (IOM) report for the Accountability and Performance Panel will explore Burglary in particular.

Robbery

- 2.17 Robbery performance measures were less positive than Burglary although overall there have been fewer crimes this year. Street robbery was reported as having decreased and again the Constabulary is targeting prolific offenders.

Serious Sexual Offences

- 2.18 The solved rate for serious sexual offences was reported as being on target but considered vulnerable. Gemini teams are properly resourced and supported by CID expertise and training.
- 2.19 The Constabulary assured the PCC they have an ethical stance on reporting and recording crime data. There are areas to improve on, as indicated in the HMIC Crime Data Integrity report, in particular the systematic recording of third party reporting.

- 2.20 T/ACC Skevington reported that the 'Strategic Profile: Rape' report had been shared with the Office of the Police and Crime Commissioner. DCC Wilson explained that the in-depth analysis in the profile is very helpful and that the Serious Sexual Offences report would be finished shortly and appended to the Rape profile with an action plan.
Action: DCC Wilson to provide publication dates of the forthcoming Strategic Profiles.
- 2.21 The Deputy Chief Executive said the report would be useful in directing PCC grant funding. She asked whether partner organisations had been consulted and whether partner data had been used in developing the report, for example she suggested it would be useful for the PCC's research on Domestic Abuse to be considered. DCC Wilson said the report was a 'living document' and additional data could be added.
- 2.22 T/ACC Skevington confirmed that the Local Safeguarding Board and Multi Agency Safeguarding Hub would be involved in developing the action plan. The Police and Crime Commissioner said that the societal problem of Serious Sexual Offences needed to be addressed by all agencies collectively and there should be educational programmes in schools.
- 2.23 The Deputy Chief Executive asked about the number of historic crimes and suggested that 'current' and 'historic' crimes should be defined and reported separately in the performance report. T/ACC Skevington agreed to look into this.
Action: T/ACC Skevington to ensure the performance report provides a greater level of detail.

Drug Trafficking

- 2.24 T/ACC Skevington confirmed that the change in policy referred to in the performance report commenced in November 2013. Although it was unlikely that the change in policy would cause a significant difference, the reference to the policy change would be highlighted in the report until the end of 2014.

Anti-social Behaviour

- 2.25 The Police and Crime Commissioner said that Ipswich Borough Council had been the only local authority to approach the PCC regarding Community Trigger and suggested there should be a joint PCC/Constabulary communication to encourage consultation. The PCC said he would also raise Community Trigger at public sector meetings.

Victim Satisfaction

- 2.26 T/ACC Skevington report that the Confidence Board is focussing on: community engagement, police fairness, effectiveness, and perception of crime and disorder.
- 2.27 The Deputy Chief Executive said the PCC would be seeking reassurance that the momentum of the work continues after the Board meets its objectives. T/ACC Skevington said a future consideration would be whether to combine the Victim Satisfaction and Confidence Boards.

Domestic Abuse Repeat Victimisation

- 2.28 T/ACC Skevington reported the Domestic Abuse Repeat Victimisation indicator was not meeting the baseline objective but improving. The Deputy Chief Executive said that the existing measure, based on a changing cohort, would need to be retained alongside the new broader measure of repeat victims

2.29 The Police and Crime Commissioner asked about the involvement and attendance of other agencies in Multi-agency Public Protection Arrangements (MAPPA). DCC Wilson assured the PCC that the Constabulary and D/Supt Cutler continue to work with partners to prevent repeat victimisation.

HR

2.30 DCC Wilson agreed that the establishment data will report PCSOs and Officers separately in future. The Deputy Chief Executive asked for more context on the location of officers to be provided in the report to enable a greater understanding of the impact of being over or under establishment.

2.31 DCC Wilson said he would be working to provide the PCC with greater detail and context on Restricted and Recuperative Duties. It was agreed that Restricted and Recuperative Duties would be added to the monthly discussion on performance.

2.32 The PCC said he would address the reporting of Restricted and Recuperative Duties at the HMIC national performance group as the current reporting is unhelpful.

2.33 The recent Health and Wellbeing days at Police Headquarters were well received by officers and staff. The extension of this to the wider workforce and those on shift will be considered by the Constabulary.

2.34 Human Resources are ensuring the sickness policy is applied, including return to work interviews and support from supervisors to those on sick leave.

2.35 The Police and Crime Commissioner expressed disappointment there had been little progress with workforce diversity and said that this section of the report was not sufficient. DCC Wilson agreed there were challenges and issues to be explored within workforce diversity.

3. FINANCIAL MONITORING AS AT JUNE 2014 (Paper AP14/54)

3.1 ACO Clayton introduced the report and asked the Panel to note that the forecasts were for the next nine months.

3.2 The Panel was asked to note the following points from the paper:

1.3 The current underspend in pay is offset somewhat by overtime overspend.

1.7 A large number of property sales are currently going through although some have been delayed due to planning. This will however raise the value. The PCC will be sent disposal of property decision reports.

1.8 There is concern over the lack of competitive motor insurance for the Constabulary and rising premiums.

2 The capital forecast underspend relates mainly to ATHENA but this includes provision for additional ATHENA functionality. Savings are still anticipated and therefore the outlook is generally positive but will be reviewed when ATHENA is fully implemented.

3.3 The Deputy Chief Executive asked about Enterprise Resource Planning (ERP) finances and the £500k backfill budget. ACO Clayton reported that, rather than recruit, CapGemini were asked to supply the specialist skills needed meaning there was a movement from the revenue budget to the capital budget. There was no increase in the overall budget.

3.4 The Police and Crime Commissioner asked about vacancy management. DCC Wilson said he was continuing the joint approach with Norfolk Constabulary to consider the necessity of filling vacancies and confirmed that he would update the PCC monthly.

3.5 The Police and Crime Commissioner said that different options regarding buildings, repair and maintenance needed to be considered and that the track record of working with other parts of the public sector could be expanded to estates, storage and training facilities.

4. COLLABORATION UPDATE – JOINT FINANCE DEPARTMENT (Paper AP14/55)

4.1 Assistant Chief Officer (ACO) Clayton reported that the Joint Finance Department had been operating for over a year and that cost savings of around £500k had been achieved. It was confirmed there is a single management structure in the department. Additional benefits from the joint department included an increased understanding from having one management accountant for the collaborated departments.

4.2 Enterprise Resource Planning (ERP) will be in place from April 2015 and successful implementation is a major challenge for the Joint Finance Department as well as HR and Procurement. The PCC asked whether the right resource is in place and was assured that resource planning has been implemented, there is proper governance and that the project board meets regularly. ACO Clayton said the budget for ERP was adequate and there is adequate contingency so, although the project is challenging, he felt that plans were in place to deal with any problems that may arise.

4.3 ACO Clayton outlined that currently there are separate Auditors and Audit committees for Norfolk and Suffolk but that the Auditors work closely together. The Constabularies are considering whether to tender for a single Auditor which could be more cost effective.

4.4 The business liaison team is now involved with the implementation of the Community Infrastructure Levy (CIL) in Suffolk. Although the process tends to be resource intensive it is in the Constabulary's interest to be involved at the start of process.

5. PROTECTING VULNERABLE PEOPLE - CHILDREN AND YOUNG PEOPLE UPDATE (Paper AP14/56)

5.1 The briefing paper provided an update from the Protecting Vulnerable People Directorate in relation to children and young people. T/ACC Skevington said he was hopeful that 'at risk' identification work would help with further prevention.

5.2 The definition of 'absent' was clarified as meaning the child is not at the place they are expected or required to be. The responsibility for absent children therefore remains with the school/care home leaving the police to concentrate on 'missing' children where whereabouts cannot be established.

5.3 The PCC asked about the development of the Multi-agency Safeguarding Hub (MASH). As he has responsibility for safeguarding the PCC was keen to ensure the relevant agencies are working well together. T/ACC Skevington said he would arrange a meeting with the PCC and Deputy Chief Executive to discuss both the MASH and Multi-agency Risk Assessment Conference (MARAC).

Actions: T/ACC Skevington to arrange a meeting on safeguarding and send the Anderson report to the Deputy Chief Executive.

6. DIVERSITY ANNUAL REPORT (Paper AP14/57)

6.1 DCC Wilson reported that the commitment to diversity by the Constabulary was shown in the report which draws together the range of activity.

6.2 The Police and Crime Commissioner said that more progress with workforce diversity was needed. Whilst he accepted that less recruitment meant increasing diversity in the short term was difficult he suggested more community engagement and proactive activities such as Volunteer Police Cadets would help in the longer term.

6.3 The Constabulary Diversity Strategy is currently being considered by DCC Wilson who acknowledged activity undertaken could be better co-ordinated and communicated. The Deputy Chief Executive said that the strategy should focus on the outcomes of the activities. DCC Wilson confirmed he would consult with the PCC on the strategy.

7. INDEPENDENT ADVISORY GROUP ANNUAL REPORT (Paper AP14/58)

7.1 The Suffolk Independent Advisory Group (IAG) Annual Report will be made available on the Police and Crime Commissioner's website. IAG members were thanked for their work.

8. ANY OTHER BUSINESS

8.1 There was no other business.

PRIVATE AGENDA

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

9. CONFIRMATION OF MINUTES (Paper AP14/59)

9.1 The confidential minutes of the meeting held on 18 June were agreed as an accurate record and signed by the PCC.

10. PROTECTIVE SERVICES COMMAND UPDATE (Paper AP14/60)

10.1 The report provided an update from each Directorate within the Protective Services Command. The contents of the report were noted.

11. PROTECTIVE SERVICES CONTEST UPDATE (Paper AP14/61)

11.1 The report provided an update from Protective Services regarding the Home Office Counter Terrorism Strategy (CONTEST). The contents of the report were noted.

The meeting closed at 12.30pm.

SUMMARY OF ACTIONS

Minutes	Action	Owner
1.3	Provide Decision Paper on reserves.	ACO Clayton
1.4	Provide verbal update on fitness testing at Panel meeting of 24 October 2014.	DCC Wilson
2.20	Provide publication dates of the forthcoming Strategic Profiles.	DCC Wilson
2.23	Performance report to provide a greater level of detail.	T/ACC Skevington
5.3	Meeting on safeguarding to be arranged. Anderson report to be sent to the Deputy Chief Executive.	T/ACC Skevington