



PAPER AP18/60

## ACCOUNTABILITY AND PERFORMANCE PANEL

A meeting of the Accountability and Performance Panel was held in the Strategic Co-ordination Centre, Police Headquarters, Martlesham on Friday 19<sup>th</sup> October at 9.30am.

### PRESENT:

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

Christopher Jackson (Chief Executive), Anna Parkinson (PA to the PCC and CEO), Tim Passmore (PCC), Vanessa Scott (Policy Officer).

#### **Suffolk Constabulary**

Tonya Antonis (Chief Superintendent), Peter Jasper (Head of Finance), Steve Jupp (Deputy Chief Constable), Rachel Kearton (Assistant Chief Constable), Simon Megicks (Assistant Chief Constable) and Gareth Wilson (Chief Constable).

#### **Apologies**

Chris Bland (Chief Finance Officer for the PCC and Chief Constable)

#### **In attendance**

Megan Lloyd (Public Sector Graduate Scheme)

For items 1 to 8: Paul Banjo (Suffolk County Council), Len Jacklin (Police and Crime Panel Member), Tom Potter (Journalist, East Anglian Daily Times).

## PUBLIC AGENDA

1. MINUTES OF THE PREVIOUS MEETING (AP18/51)
  - 1.1 The minutes of the meeting held on 7 September 2018 were agreed as an accurate record and signed by the PCC.
  - 1.2 The PCC confirmed the actions had been completed, with the exception of two: re the action from 3.1 it had been agreed after the meeting that the report on public trust and confidence would be presented at the December Panel; and the action from 3.28 had not been completed – ACC Megicks therefore provided a verbal update to the meeting with regard to the numbers of drink/drug driving arrests and prosecutions. The PCC was pleased with the figures quoted and requested that the information be emailed through after the meeting.  
**Action: ACC Megicks to provide figures to PCC.**

1.3 The PCC also asked what was being done to publicise the successful number of arrests and prosecutions resulting from the use of drugs wipes and alcohol tests. ACC Megicks said that the Constabulary Communications Team works closely with the traffic team to ensure that their activity is reported in the local media. ACC Megicks added that the Norfolk/Suffolk Roads Policing Team is the third most prolific user of drugs wipes in the country, with only two large metropolitan forces using more.

## 2.1 QUESTIONS FROM THE PUBLIC

2.2 There were no questions from the public.

## 2.1 SUFFOLK LOCAL SAFEGUARDING CHILDREN BOARD – ANNUAL REPORT (Paper AP18/52)

2.2 The PCC was pleased to receive this report, which was presented to him at a meeting outside the Panel by the Chair of the Safeguarding Board in order that the Board's statutory obligation to report to the PCC was fulfilled.

2.3 The PCC said that the report highlighted the need for a continuing multi-agency approach to the key issues of concern such as gangs, county lines, drugs and sexual exploitation.

2.4 The Policy Officer said that at the meeting referred to above, the Chair of the Safeguarding Board reported to the PCC that protocols had been put in place to ensure that the Constabulary Professional Standards Department (PSD) makes referrals to the Local Authority Designated Officer (LADO) following any complaints about Officers in their work with children as reporting has been inconsistent. The protocols have yet to be tested but should help improve the situation.

## 3. VICTIMS' CODE OF PRACTICE (VCOP) COMPLIANCE (Paper AP18/52).

3.1 The PCC was pleased with this report, presented by ACC Kearton.

3.2 The Policy Officer noted the welcome addition of the checklist against the force's requirements as it was very helpful to understand the position of the force and also highlights the challenges faced. The checklist also shows it is difficult to monitor compliance – a challenge faced by all partners in the Criminal Justice System.

3.3 The Policy Officer was also pleased to see that the force will audit its compliance and also provide a short training video for officers. She asked if at the December meeting the force could give a sense of how and when the audits will take place in order to inform the next report due in April and also asked when the video would be ready. ACC Kearton said that the working group for the audit process has been established and learnings will be across both Norfolk and Suffolk. The learnings will then feed into the Victim Satisfaction and Confidence Board. ACC Kearton added the video should be ready by the end of the calendar year but will need to verify this and will revert with a specific date.

**Action: ACC Kearton to confirm how and when the audits will take place and when the training video will be ready and in use.**

3.4 With regard to written acknowledgements being sent to victims of crime, the Policy officer said that a better understanding of the issues around this was needed. She asked if the force felt a letter generated by Athena was the best way forward.

3.5 She also asked how the force advises victims about their details being passed on to victim services because as things stand it is difficult to monitor and suggested this could be picked up in the audit. Victims should be asked whether or not they would like their details passed on and be aware of this right.

- 3.6 ACC Kearton acknowledged there is still much work to be done around VCOP. Athena continues to be a challenge and work on the automatic generation of letters has been delayed due to other work being undertaken on the Athena system.
- 3.7 The PCC expressed concern that Athena was again presenting a problem and asked when the problems would be fixed.
- 3.8 The Chief Constable said that the Strategic Athena Management Board had provided timescales of proposed solutions. A new version of Athena will be released later this year which provides a lot of fixes to problems encountered. The Chief Constable said that he will find out a date for the fix in terms of the specific issue of the automatically generated letters and inform the PCC.

**Action: Chief Constable to establish expected date of Athena fix**

- 3.9 Returning to Appendix A of the report, the PCC then questioned whether the force understood the importance of Impact Statements from businesses which had been victims of crime. ACC Kearton replied that there was ongoing officer training around this but also Impact Statements are optional and businesses cannot be forced to give them. However, there have been recent examples of Impact Statements given by the Co-op following the ram raids detailing the impact of the crimes on staff and public confidence. The PCC asked how many businesses offer Impact Statements – ACC Kearton did not have this information but said she would find out.

**Action: ACC Kearton to find out how many businesses give Impact Statements.**

- 3.10 The Chief Executive also commented on Appendix A and how it is a very helpful living document. He asked whether, especially as it is a public document, that each time the Panel receives a report on victims could the most recent iteration of the checklist be included. ACC Kearton said that this would be done. The Chief Constable added that the next version would include more precise timelines in order to be more informative.

#### 4. CONTACT AND CONTROL ROOM (CCR) AND PUBLIC ACCESS (Paper AP18/54)

- 4.1 ACC Kearton presented this report.
- 4.2 The PCC was pleased to note that the 999 system continues to perform and that the new IP telephony system for 101 calls has bedded down.
- 4.3 Both the PCC and Chief Constable commented that they still received the occasional complaint from members of the public that they have had to wait a long time when dialling 101. However, further investigation of long waits often showed that callers were not calling about a police matter and therefore were not prioritised.
- 4.4 The PCC added that the 101 system originally was not meant to be just a policing function but across the public sector and would like to re-visit this idea.
- 4.5 The PCC then questioned why some vacancies in the CCR had been “held”. ACC Kearton said that she was not aware of any held positions and would find out further details.

**Action: ACC Kearton to find out further details re “held” positions in the CCR.**

#### 5. JOINT CUSTODY SERVICES: SERVICE DELIVERY AND PERFORMANCE UPDATE (Paper AP18/55)

- 5.1 ACC Megicks presented this report and highlighted the results of the unannounced custody inspection in May 2018 which the force was pleased with. While there were a couple of areas of concern, the HMICFRS report was positive and included examples of best practice.
- 5.2 The Chief Executive said that the press release from HMICFRS suggested that the areas of concern were more serious than this paper suggested and asked for

reassurance that these areas were indeed being addressed. ACC Megicks assured the Panel that an action plan has been drawn up and is being pursued to rectify the problems identified and he is comfortable with the position.

- 5.3 The Chief Executive also asked whether the areas of concern were across all of the Police Investigation Centres (PICs) or whether they were isolated. ACC Megicks said that there were different cultures in the PICs and that he has taken the issues raised as systemic and they are being addressed across all the PICs.
- 5.4 The PCC said that he was pleased with the report.
- 5.5 The PCC said that the reduction in throughput was surprising and asked if this could be explained. ACC Megicks said that the force takes a balanced approach and situations do not always result in arrest and can also be resolved through mechanisms such as voluntary attendance or community resolution – however he did emphasise officers always arrest when appropriate. The PCC said including this context would be helpful, particularly as the report is a public document and the reduction in throughput could imply the force is taking a soft approach.
- 5.6 The PCC then asked whether the NHS Liaison and Diversion project referred to in the report is having any positive effect. ACC Megicks said that there is a view that it is making a difference but it was difficult to quantify. The Chief Constable said that he thought there had been a post-implementation review and would acquire a copy.

**Action: Chief Constable to obtain a copy of the NHS Liaison and Diversion project post implementation review.**

- 5.7 The PCC also asked about the anticipated new medical provisions as the report states that the current tender is due to expire in April 2019. The Chief Constable said that the critical issue is that suppliers do not want to respond to a call to tender for medical service to custody establishments. It is a national problem and one that has been raised with the Home Office before. ACC Megicks added that it is likely that the budget in this area will have to be increased in order to attract potential suppliers.
- 5.8 Discussion of this report ended with a comment from the Chief Constable that in future all the data in the report will be joint Norfolk and Suffolk to reflect that when arrests are made, detainees are not necessarily taken to a PIC in the county in which they are arrested – there is a cross border arrangement.

## 6. REVENUE AND CAPITAL MONITORING (Paper AP18/56)

- 6.1 Before the Head of Finance introduced this paper, the Chief Constable drew attention to the fact that nationally there are significant financial risks on the horizon. The pension scheme is to be re-evaluated and should the projected shortfall of £4.1m – equivalent to 80 officers - fall upon the force to finance in 2020/21 the effect could be catastrophic.
- 6.2 The Chief Constable said the situation is further compounded by the fact that there is a requirement under legislation for new police recruits to undertake degrees from 2020. Currently around 37% of new recruits are graduates but under the new legislation non-graduates will have to undertake a policing degree over three years, which has significant cost implications. So if the pension liability falls to the force, the force will not be able to recruit.
- 6.3 The Head of Finance introduced the report. He commented that the forecast position for year-end remains as an underspend of £100k. This underspend is helping to absorb the pressure of the increased motor insurance costs.
- 6.4 The PCC said he was comfortable with this amount of underspend relative to the overall budget and asked how much insurance costs had increased by. The Head of Finance said the cost was previously c£100k per annum but has now risen to 4 times

that. The increased premium followed an open tender process where only one bidder came forward.

- 6.5 The PCC also expressed his concern around the potential pensions liability and emphasised the need to redouble the message to the Home Office and Treasury to address this.
- 6.6 For the purposes of the record, the Head of Finance explained the potential pension liability: the police officer pension scheme is contribution based and the Treasury has historically funded the gap between contributions and paying out. However, it has been suggested recently that forces fill any gap locally.
- 6.7 Turning to the capital programme, the PCC said that the slippage had already been picked up by the auditors. The PCC then asked the Head of Finance if he was confident that the programme is under control and the right decisions are being made. The Head of Finance said that he was satisfied a robust process was in place and the situation is constantly monitored. Monthly meetings take place to review capital spend and forecasting.
- 6.8 In conclusion, the PCC said that he was happy with the report and the situation as it stands, given the conditions the force is facing. He added that perhaps it would be useful to discuss outside the meeting maximising the use of other funding that could be available.

## 7. ANY OTHER BUSINESS

- 7.1 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.]

### 8. CONFIRMATION OF MINUTES (Paper AP18/57)

- 8.1 The confidential minutes of the meeting held on 7 September 2018 were agreed as an accurate record and signed by the PCC.

### 9. PROTECTIVE SERVICES COMMAND UPDATE (Paper AP18/58)

- 9.1 ACC Megicks presented the report.

### 10. PROTECTIVE SERVICES – CONTEST UPDATE (Paper AP18/59)

- 10.1 The Chief Constable presented the report.

The meeting closed at 11.35 am.

## SUMMARY OF ACTIONS

<b>Item</b>	<b>Action</b>	<b>Owner</b>
1.2	ACC Megicks to provide drink/drug arrest and prosecution figures to PCC	ACC Megicks
3.3	ACC Kearton to confirm how and when the Victims' Code of Practice Compliance audits will take place and also when the training video will be ready and in use.	ACC Kearton
3.8	Chief Constable to establish expected date of Athena fix for the automatically generated letters to victims.	Chief Constable
3.9	ACC Kearton to find out how many businesses give Impact Statements after being victims of crime.	ACC Kearton
4.5	ACC Kearton to find out further details re "held" positions in the CCR.	ACC Kearton
5.6	Chief Constable to obtain a copy of the NHS Liaison and Diversion project post implementation review.	Chief Constable