



PAPER AP19/01

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 14 December at 09:30.

PRESENT:

Office of the Police and Crime Commissioner

Christopher Jackson (Chief Executive), Anna Parkinson (EA to the PCC and CEO), Tim Passmore (PCC) and Vanessa Scott (Head of Policy and Performance).

Chris Bland (Chief Finance Officer for the PCC and Chief Constable) for items 1 to 3.

Suffolk Constabulary

Rachel Kearton (Assistant Chief Constable), Simon Megicks (Assistant Chief Constable) and Gareth Wilson (Chief Constable).

Apologies

Steve Jupp (Deputy Chief Constable).

In attendance

For items 1 to 9: Colin Adwent (Corporate Communications Manager, Suffolk Constabulary) Claire Austin (Contingency Planning Manager, Suffolk Constabulary), Sandra Graffham (Head of Communications and Engagement, Suffolk OPCC) and Tom Potter (Journalist, East Anglian Daily Times).

PUBLIC AGENDA

- 1 MINUTES OF THE PREVIOUS MEETING (AP18/60)
 - 1.1 The minutes of the meeting held on Friday 19 October 2018 were agreed as an accurate record and signed by the PCC.
 - 1.2 The majority of the actions had been completed outside the meeting. The Chief Constable provided a verbal update with regard to the remaining action as to the expected date of the

Athena fix. The permanent fix has been delayed from Quarter 1 to Quarter 2, potentially into the beginning of Quarter 3 which the Chief Constable said was unacceptable. He encouraged the PCC to participate in the next Athena Strategic Management Board in order to assist in speeding up the process. The Chief Constable confirmed that any temporary or permanent fix would be part of the budgeted costs and no additional expense would be incurred.

2 REVENUE AND CAPITAL MONITORING AS AT 31 OCTOBER 2018 (AP18/61)

- 2.1 The Chief Finance Officer presented this paper and stated that he is comfortable with the current financial position and the forecast position remains stable.
- 2.2 The PCC asked what the cost implications are of the introduction of Virtual Courts. ACC Megicks said that it was £141k across Norfolk and Suffolk, with the costs split in the standard way 57% to Norfolk, 43% to Suffolk. The Constabularies are part of a national pilot scheme benefitting from capital investment of which Norfolk and Suffolk's share amounted to £5m from the Police Transformation Fund. However, this figure was an initial estimate based on the proportion of the overall fund. The PCC asked when the Force would feel the benefits of the scheme. ACC Megicks said it should be summer 2019, at which point an update could be provided to the PCC.
- 2.3 The Head of Policy and Performance asked whether in terms of progress and project governance, updates would be provided to the Accountability and Performance Panel or to the Local Criminal Justice Board. ACC Megicks said that governance is via the Police Transformation Fund but papers could of course be provided to the Accountability and Performance Panel and/or Local Criminal Justice Board if required.
- 2.4 The PCC then asked whether the higher than budgeted witness protection and legal costs were a cause for concern. The Chief Finance Officer said that the previous forecast was for an overspend of £143k in this area and the forecast was in fact now for a reduced overspend of £118k. Costs in this area are hard to predict but the Chief Finance Officer did not feel it was an area for concern.
- 2.5 In terms of funding for the next financial year, the Chief Finance Officer said that it is slightly better than had been anticipated in the current Medium Term Financial Plan (MTFP). The assumption had been the core grant would remain the same but it has in fact increased by £1.3m. In addition the PCC will have the power to increase the precept. The PCC said that he welcomed the opportunity to improve funding for the Constabulary but any precept increase would need to be considered carefully.

3 PERFORMANCE PRIORITIES MONITORING REPORT – 1 OCTOBER 2017 TO 30 SEPTEMBER 2018 (AP18/62)

3.1 ACC Kearton presented this report.

Performance Report: Workforce

3.2 The PCC asked why the officer figures did not reflect the increase of 3 officers. The Chief Constable said that when the new model is fully embedded, the increase of 3 officers would be included.

3.3 The PCC said that he was pleased with the position re sickness. ACC Kearton said that there will be a full report on sickness presented at the next Accountability and Performance Panel, including details of the work the Force is doing in this area. ACC Kearton added that HMICFRS has commended the Force for what it does with regard to officer welfare.

Performance Report: Domestic Abuse

3.4 ACC Kearton said that Suffolk compares favourably with other most similar forces in this area. Victim engagement remains a challenge around Domestic Abuse but this is reflected across the country and Suffolk is not an outlier.

3.5 The PCC noted that the report said “further work could be commissioned in this area” and asked what was proposed. ACC Kearton said that this is now being discussed at the Victim Satisfaction Board, and the delay had been due to changes in staff but the new Superintendent is now in post and can pick this work up.

3.6 The PCC said he was pleased to see how the Multi Agency Risk Assessment Conferences (MARAC) were working but felt that this positive progress could be championed more in the report in order to provide reassurance to the public that victims are cared for. ACC Kearton agreed that the positive progress should be highlighted more to help with the public message and demonstrate how much work the Force is doing in this area.

3.7 The PCC asked what could be done to improve the solved rate. ACC Kearton said that this was a challenging area as the outcome of any case needs to be what is best for the victim, and conviction in the courts is not always what is best.

Performance Report: Serious Sexual Offences

3.8 ACC Kearton said that there had been little change since the last report but wanted to bring to the PCC’s attention that Suffolk has the highest level of convictions for rape cases in the region.

3.9 The PCC asked when the multi-agency media campaign tackling the issue of “consent” would be released and expressed concern that there had been delay. ACC Kearton said that she

had had concerns about some of the material and had wanted to be sure that the messages were absolutely right in order to maximise the campaign's impact and effectiveness. ACC Kearton added that the timing of the launch is critical and it is currently being considered as to when it will be most effective, but it is genuinely imminent.

Performance Report: Robbery

- 3.10 This paper was added to the Performance Report further to discussions at the PCC and CC weekly meetings. ACC Kearton said that victim engagement is a problem with regard to robbery as 57% of robbery victims are also involved in crime themselves - usually the drugs trade - and therefore do not want to co-operate with police investigations. Proactive work with partners is underway in this area, predominantly in the southern area of the county.

Performance Report: Emergency Call Handling

- 3.11 The PCC was pleased to note that the average time to answer has reduced from 8.3 seconds in June 2018 to 5.8 seconds in September 2018, even in the context of an overall increase in calls.
- 3.12 The Head of Policy and Performance asked why the 999 performance data pre and post implementation of the new telephony system (May 2018) is not currently comparable. The Chief Constable said that the analysts wanted to be certain that "like with like" is being compared and they are not yet convinced that it would be due to the technical differences between the old and new telephony systems. ACC Megicks said that the Force is working with the software providers to progress the situation so that there can be reassurance around the integrity of the data.
- 3.13 The PCC then asked what work was being done to engage with the public about the different ways of contacting the police. ACC Kearton said communication was ongoing encouraging people, for example, to report online or contact their local engagement officer. She also said that the Safer Neighbourhood Team (SNT) Newsletters are also a useful tool for communication with the public and the format of these is currently under review - proposals for a new format will be shared with the PCC when they are ready.

Action: Proposals for new format of SNT Newsletter to be shared with PCC.

Performance Report: Traffic Offence Reports (TORs)

- 3.14 ACC Megicks presented this section of the Performance Report.
- 3.15 The PCC questioned why only mobile phone use TORs were focused on in the report. ACC Megicks said he would be happy to provide more information about the other three (ie speeding, drink/drugs and seat belts) of the "fatal four" and suggested further discussion outside the meeting to establish what the PCC would like to see in future reports.

Action: Establish what the PCC would like to see in future TORs Performance Reports.

3.16 In terms of the fall in number of TORs issued for mobile phone use, ACC Megicks said that Suffolk is in line with the national position. He said this could be down to increasing numbers of cars having Bluetooth capability and also that as a result of public messaging, people are now possibly less likely to risk using their mobile phone while driving.

3.17 The PCC said that he was pleased to see that roads policing continued to receive considerable coverage in the local media and was very supportive of this.

4 VICTIM SATISFACTION AND CONFIDENCE (AP18/63)

4.1 ACC Kearton presented this paper. She confirmed that the new Supporting Victims and Confidence Board had been in place since June 2018 and it meets monthly. There is a specific piece of work being undertaken to identify across the organisation the levels of confidence in different areas. The Chief Constable commented that he was very pleased with the Board and excellent work was being done.

4.2 With regard to the results of the Victim Satisfaction surveys, ACC Kearton said unfortunately national comparisons cannot be made as each force chooses its own victim groups to survey. The groups chosen by Suffolk were specified in the PCC's Police and Crime Plan.

4.3 The PCC asked for more information about the surveying of victims of Domestic Abuse (DA) Offences. ACC Kearton explained that surveying the victims of DA had to be very carefully handled as frequently victims still live with their abusers and therefore it is likely that their phones and post are monitored. The Victim Survey Co-ordinators roles (one in Suffolk and one in Norfolk) have now been recruited to and surveying has started. After 12 months of data has been collected ACC Kearton will be in a position to report back to the PCC.

5 PROGRESS AGAINST HMICFRS INSPECTION RECOMMENDATIONS (AP18/64)

5.1 ACC Kearton presented this report.

5.2 The Chief Executive said that he felt the HMICFRS document was poor and misleading. "Recommendation" is a technical term and in the last three PEEL (Police Effectiveness, Efficiency and Legitimacy) reports Suffolk had no formal recommendations, just "areas for further improvement". However, to the casual observer in this HMICFRS document it would appear that Suffolk has lots of formal recommendations, whereas they are in fact national recommendations and not Suffolk orientated. In future, the Chief Executive said he would like to see the comments pertaining to Suffolk only and also these be distinguished as to whether they are recommendations or areas for further improvement. The national list could also be included but any reports to the Accountability and Performance Panel need to be more Suffolk specific. The Chief Constable said he would feed the Chief Executive's comments back to HMICFRS and in future the report to the Panel would be Suffolk Specific.

Action: Chief Constable to feed back to HMICFRS

5.3 The PCC agreed with the Chief Executive's comments as the document is public and he would not want to see public trust and confidence undermined by a misleading document.

6 USE OF STOP SEARCH IN SUFFOLK – 1 OCTOBER 2017 TO 30 SEPTEMBER 2018 (AP18/65)

6.1 ACC Kearton presented this report. The PCC was very pleased to receive it and also that the Force has received praise from HMICFRS in this area.

6.2 The PCC asked why there was such a significant increase in stops and searches during June and July. ACC Kearton explained that this was due to critical operational requirements during that period.

6.3 The PCC then asked whether the Force was content that 59% of stops and searches resulted in no further action. ACC Kearton said that she was very comfortable with this position and the figure is better than the national average. The Chief Constable added that he was also happy with this figure.

6.4 The Head of Policy and Performance asked how the lay observation scheme of Stop and Search was working, following its introduction. ACC Kearton confirmed the scheme was working well, with lay observers able to watch Body-worn Video footage of Stops and Searches at a time convenient to them and then provide feedback on what they had seen. The next time a paper on Stop and Search is presented to the Accountability and Performance Panel there should be enough data to report on from this scheme.

7 SUFFOLK COLLABORATION REPORT (AP18/66)

7.1 The Chief Constable presented this report and drew to the PCC's attention the favourable comments from HMICFRS on Suffolk's collaborative work with Norfolk and also with Suffolk Fire and Rescue Service.

7.2 The Chief Executive said that he was very pleased to see the comments from HMICFRS with regard to collaboration and considered they should be brought to the attention of the Police and Crime Panel when their programme allowed for scrutiny of collaborative activities.

7.3 The Chief Executive went on to ask whether it was in hand to review the 7 Force Collaboration Agreement which is currently due to run out on 30 March 2019. The Chief Constable said that he had had conversations with regard to this but would check the position and revert to the Chief Executive.

Action: Chief Constable to establish position re 7 Force Collaboration Agreement.

7.4 The PCC asked whether the Policing Education Qualifications Framework (PEQF) work was progressing as it should. The Chief Constable confirmed that all 7 Forces are progressing as

planned, but the invitation to tender has been pushed back to February to give time for the PCCs to consider the proposals at the 7 Force Summit on 29 January 2019.

8 COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE (AP18/67)

8.1 ACC Kearton presented this report.

8.2 The PCC said that he was pleased to see the number of complaints has decreased.

8.3 ACC Kearton said that the Independent Office for Police Conduct had no concerns about Suffolk Constabulary in this area.

8.4 The Head of Policy and Performance said that this was a very useful report. However, she asked for some clarity around some of the figures contained within the report as some of the tables appeared to contain different figures for the same information. ACC Kearton said that she would look at this outside the meeting and come back with clarification.

9 ANY OTHER BUSINESS

9.1 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]

10 CLOSED MINUTES OF THE MEETING HELD ON 19 OCTOBER 2018 (AP18/68)

10.1 The confidential minutes of the meeting held on 19 October 2018 were agreed as an accurate record and signed by the PCC.

11 CIVIL CLAIMS AND EMPLOYEE TRIBUNALS APRIL 2018 TO SEPTEMBER 2018 (AP18/69)

11.1 The Chief Constable presented this report.

12 PROTECTIVE SERVICES COMMAND STRATEGIC POLICING REQUIREMENT (AP18/70)

12.1 ACC Megicks presented this report.

The meeting closed at 11:47.

Summary of Actions

Item	Action	Owner
3.13	Proposals for new format of SNT Newsletter to be shared with PCC	ACC Kearton
3.15	Establish what the PCC would like to see in future TORs Performance Reports.	ACC Megicks
5.2	Chief Constable to feed back to HMICFRS re their recommendations report.	CC Wilson
7.3	Chief Constable to establish position re 7 Force Collaboration Agreement.	CC Wilson