



PAPER AP19/33

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 5 July at 09:30.

PRESENT:

Office of the Police and Crime Commissioner

Chris Bland (Chief Finance Officer), Liz Hollingworth (Head of Commissioning and Governance), Anna Parkinson (EA to the PCC and CEO) Tim Passmore (PCC) and Vanessa Scott (Head of Policy and Performance).

Suffolk Constabulary

David Cutler (Temporary Assistant Chief Constable), Steve Jupp (Chief Constable), Kenneth Kilpatrick (Assistant Chief Officer) and Simon Megicks (Assistant Chief Constable).

Apologies:

Christopher Jackson (OPCC Chief Executive) and Rachel Kearton (Deputy Chief Constable).

In attendance

For items 1-11: Andrew Eley (Senior Democratic Services Officer, Suffolk County Council), Len Jacklin (Member of Suffolk Police and Crime Panel), Franstine Jones (Chair of Stop and Search Reference Group), Jason Noble (Reporter, East Anglian Daily Times) and Patricia O'Brien (Chair, Suffolk Police and Crime Panel).

PUBLIC AGENDA

- 1 MINUTES OF THE PREVIOUS MEETING (AP19/20)
- 1.1 The minutes of the meeting held on Friday 24 May 2019 were agreed as an accurate record and signed by the PCC.
- 1.2 It was confirmed that the actions had been completed. With regard to the breakdown of the Safecam Reserve, this information had been presented to the Driver Offender Retraining

Governance Board (DORGB) and the PCC requested it also be presented to the Accountability and Performance Panel.

Action: Breakdown of use of the Safecam Reserve to be presented (as per provided to DORGB)

- 1.3 The Head of Policy and Performance asked what progress there had been with regard to compliance with the Victims Code of Practice (VCOP), particularly as mentioned at 6.3 in the minutes. T/ACC Cutler confirmed that messages had gone out across the commands reminding officers that they must ask victims whether or not they would like to be referred to the victim support service (rather than just the default option of being opted in), and now awaits the data to see what progress has been made. T/ACC Cutler will provide an update at the next meeting of the Accountability and Performance Panel, whilst also keeping the PCC updated in the interim.
- Action: T/ACC Cutler to continue to provide updates outside the meeting and also at the next Accountability and Performance Panel as to progress in this area.**

2 REVENUE AND CAPITAL MONITORING AS AT 31 MAY 2019 (AP19/21)

- 2.1 This report was co-authored by the PCC's CFO and the Chief Constable's Assistant Chief Officer. The Assistant Chief Officer presented the paper.
- 2.2 Whilst noting that it is too early in the financial year to draw any conclusions, the Assistant Chief Officer drew attention to the modest underspend on the Revenue Budget and a slight overspend on the Capital Budget. This overspend is due to expenditure on the server room at Halesworth, necessary for the work of the Joint Cyber Crime Unit.

3 VICTIM SATISFACTION AND CONFIDENCE (AP19/22)

- 3.1 T/ACC Cutler presented this report.
- 3.2 T/ACC Cutler noted that Public confidence levels have been in decline since 2016 with no identifiable trigger. Suffolk Constabulary has consistently been rated as "good" by HMICFRS, there have been no reputational issues and Suffolk remains a safe county. Part of the reason for the decline could be the way data is gathered – it is a relatively small sample of people who may or may not have had any contact with the police, so their views may be a very generalised perception of the picture nationally, rather than of Suffolk Constabulary. It is hoped that with consistent positive media messages and public engagement giving the people of Suffolk a better understanding of what the Force is doing, this perception will change. The PCC noted the importance of good communication in this area.
- 3.3 The Chief Constable commented that the data presented should be viewed in the context of fear of crime whereby people may have the perception that they live in a dangerous area but statistics show this is not the case in Suffolk. Reassurance from the Force that

communities are safe and those that commit crime will be arrested is vital for public trust and confidence.

- 3.4 Turning to Victim Satisfaction, the PCC asked what the post of Victim Satisfaction Survey (VSS) Co-ordinator was aiming to achieve. T/ACC Cutler explained that there is a Home Office mandated requirement to carry out satisfaction surveys with victims of Domestic Abuse (DA) and due to the sensitive and complex nature of this area, a specialist role is needed. As well as reporting back to the Home Office, the data generated can be fed back into Constabulary processes and shared with partners. Of those surveyed to date, satisfaction was at a level of 92%. While this is based on a very small sample, it provides a positive starting point.
- 3.5 The Head of Policy and Performance then asked, while the sensitivities around undertaking the DA survey were appreciated, was there a timeline for implementing a similar survey for victims of Serious Sexual Offences (SSOs)? T/ACC Cutler said that he wanted to see the DA surveying fully embedded first and would keep the PCC updated at meetings outside the Accountability and Performance Panel.
- 3.6 The Head of Policy and Performance then went on to comment on the satisfaction statistics for other victims – victims of hate crime, online crime, rural crime and business crime. She said that it would be helpful to have some narrative around the figures in terms of the actual feedback the Force is receiving and what action is being taken to address any issues. It was agreed additional narrative could be included in the next report in 6 months time.
Action: Include narrative around victim satisfaction statistics in next report
- 3.7 Looking at the satisfaction statistics for being “kept informed”, the PCC emphasised the importance of communication. T/ACC Cutler acknowledged this and added that options are being explored in this area. The Force is not wedded to traditional personal visits and can communicate in ways preferred by the victim which could include technology such as Skype.

4 ROAD SAFETY REPORT 2018/19 (AP19/23)

- 4.1 ACC Megicks presented this report.
- 4.2 ACC Megicks drew the Panel’s attention to the decrease in fatalities on Suffolk’s roads, although the number of Killed and Serious Injury (KSI) collisions has increased. He also commented on the increased number of arrests for both drink driving and drug driving, illustrating the level of enforcement activity taking place.
- 4.3 The PCC said that he was concerned about the number of KSIs and that individual responsibility and driver behaviour is key. While the police can enforce, working with partners to educate drivers and change behaviours is also very important. ACC Megicks acknowledged local/national road safety awareness campaigns and also the work done with Roadsafe Partners. As an example he mentioned the “Saferider Scheme” – a scheme funded

by the Driver Offender Retaining Governance Board (DORGB) and run by the Constabulary – which educates motorcyclists, who remain disproportionately represented in the KSI figures.

- 4.4 In terms of speeding, the PCC was pleased to note the total safety camera generated traffic offence reports had increased by 34% - with a 118% increase in Community Enforcement Officer (CEO) issued Traffic Offence Reports (TORs). ACC Megicks said that the CEOs were a key part in this area as the vans can be tasked into local areas, thereby responding to community concern, providing police visibility and enforcement.
- 4.5 The PCC also acknowledged the work of Community Speedwatch Volunteers who do much to support the messages of education and enforcement around speeding.
- 4.6 The PCC asked ACC Megicks whether he had confidence that court sentencing for speeding is at the right level and supports the Constabulary's enforcement. ACC Megicks said that the courts obviously had to sentence offenders following national guidelines, but the number of people being put before courts following arrests by the police provided evidence to the Criminal Justice system that speeding remains a problem.

5 ANNUAL WORKFORCE REPORT 2018/19 (AP19/24)

- 5.1 The Chief Constable presented this report. He said that he was especially pleased to see the sickness position has improved, with falls in absence due to sickness across both police officers and police staff.
- 5.2 In terms of maintaining establishment levels, the Chief Constable said that there is more work to do in this area. While the recruitment lines are always open, special initiatives are also being undertaken such as the Detective Constable Entry Scheme.
- 5.3 The Chief Constable added that attracting senior officers to the Force remains a challenge – however in discussion with other public sector leaders it became clear that other organisations, such as health, are experiencing the same difficulties. Partnership work across the public sector to market Suffolk as a good place to live and work has been discussed and hopefully will be taken forward.
- 5.4 The Chief Constable then emphasised the importance of standards and education and how he is taking the Force in this direction. The way the pattern of crime is changing – and so fast – officers need more skills to deal with the new challenges they constantly face. The Chief Constable said that he was working towards a cultural change, wanting everyone to feel passionate about education and always seeking to improve themselves. He said that this is why he would be looking to put more resources into Learning and Development (L&D) in the future in order to provide the foundations for a highly trained and educated Force.
- 5.5 The Head of Policy and Performance agreed that L&D is vital and is the enabler for everything the Force does.

5.6 The Head of Policy and Performance then went onto ask about the figures detailing Establishment v Strength and asked if county policing was struggling as it was showing a -18.80 deficit. The Chief Constable said that the figure did not include the student officers who also in reality were part of county policing, so the difference is not as significant as it appears. He added that the County Policing commander had not expressed any concerns about being unable to cope with demand – a very different position from 2 years ago where resources had to be flexed around the county to deal with demand at this time of year.

6 ANNUAL HEALTH AND SAFETY REPORT 2018/19 (AP19/25)

6.1 The Chief Constable presented this report. He noted its importance as it emphasises the risks that officers face every day. Assaults and injury during arrest remain as the top two incidents categories. The Chief Constable felt that it was not acceptable that society seems to tolerate public servants being assaulted as part of their jobs. Police Officers are human beings and can be victims just like any other member of the public. The PCC agreed and said that sentencing should be more severe for those who assault and injure officers.

6.2 The PCC then asked about the case of Lyme Disease from tick bites during firearms training at a rural location. ACC Megicks explained that to make training exercises beneficial, officers have to go into certain environments so that they are ready to deal with real life situations. Risk assessments had been carried out prior to the exercise and based on this and other documentation, the Health and Safety Executive determined to take no further action in this instance.

7 INDEPENDENT CUSTODY VISITING SCHEME 2018/19 (AP19/26)

7.1 The PCC presented this report in the Chief Executive's absence.

7.2 The PCC expressed his gratitude to the volunteers who participate as Independent Custody Visitors (ICVs) and said he felt the scheme ran very well. He added that recently a regional conference for ICVs was held in Suffolk which was very well attended.

7.3 The PCC asked whether the two recommendations from HMICFRS following their inspection of Custody had now been implemented. ACC Megicks confirmed that they had been implemented and HMICFRS were content following their re-inspection.

8 USE OF STOP AND SEARCH IN SUFFOLK (AP19/27)

8.1 T/ACC Cutler presented this report. From 1971 stops and searches for the twelve month period 1 April 2018 to 31 March 2019, approximately 25% resulted in a find. The majority of stops and searches are directed towards drug usage.

- 8.2 T/ACC Cutler said that stop and search is an important preventative tool, not only when it comes to drugs but also knife crime. He said that he would therefore like to increase the use of stop and search, but not at the expense of a drop in standards or dignity. Officers need to be re-energised and given the confidence to use stop and search as a tactic.
- 8.3 The PCC agreed that stop and search was a very important part of policing. The Head of Policy and Performance also agreed but questioned the “no category” form of outcome, as every stop and search should have a recorded outcome, even if that was no further action. T/ACC Cutler said that the completed forms from the stops and searches and the Body Worn Video (BWV) could be looked at in order to categorise outcomes previously described as “no category” and ensure this was improved in the next report.
Action: Ensure all stops and searches have a recorded outcome and this is reflected in the next report.
- 8.4 The Head of Policy and Performance then also drew attention to 3.11 in the report where it states “There is also inconsistency in the information on the Suffolk Police, www.police.uk and other independent sites....”. T/ACC Cutler said that he would speak to the Stop and Search Reference Group (SSRG) with regard to the apparent inconsistencies.
Action: T/ACC Cutler to speak to the SSRG regarding the inconsistent information provided by different sources.
- 8.5 The Chair of the SSRG then joined the discussion from the floor. She asked why, if knife crime is a priority for the force, are most stops and searches drug related. The Chief Constable replied that he was glad the Chair of the SSRG had raised this. He noted the importance of the SSRG and how vital it is for the Force to listen to the community. He explained that over recent times, Central Government had shied away from using stop and search and it has only been under the current Home Secretary that Forces are again being encouraged to use it as a tool. Echoing T/ACC Cutler’s earlier comments, the Chief Constable said that there needs to be cultural change within the Force so that officers feel confident in using stop and search. As a tool it has been used more extensively with regard to drugs as officers already feel confident in this area – they need to regain confidence to stop and search for weapons. It is a big piece of work for the Force to undertake.
- 8.6 The Chair of the SSRG said that the community supports the use of stop and search but at the moment the perception is that it is just “young black men being stopped for drugs” – the community would like stop and search to go further and act as reassurance that efforts are being made against knife crime. She asked whether the community would therefore see more stop and search in relation to weapons. The Chief Constable confirmed that this should be the case.
- 8.7 The Chief Constable added that the Force welcomed help from groups such as the SSRG and other community leaders. Intelligence led searches mean that stop and search can be used at the right time on the right people, and therefore being a very effective tool.

T/ACC Cutler left the meeting

9 UPDATE ON USE OF TECHNOLOGY REPORT (AP19/28)

- 9.1 ACC Megicks presented this report, outlining how technology is being used to support more effective and efficient policing.
- 9.2 ACC Megicks highlighted the proposed introduction of an application – currently called “Workflow” but this will be changed - which will digitise a number of frontline processes, such as taking fingerprints, and also weave some back office databases into the frontline. This should enable officers to use their time far more efficiently.
- 9.3 In terms of cost savings, ACC Megicks made reference to the increasing use of drones instead of using the National Police Air Service (NPAS) helicopter, which has a significant cost attached to it. The six drones available to the force consist of four outdoor drones and two solely for use indoors ie for building searches.
- 9.4 ACC Megicks also said that technology can help in working with Criminal Justice Partners, with information able to flow digitally through the process and between organisations. . ACC Megicks said that Video Enabled Justice (VEJ) – a pilot scheme in which Norfolk and Suffolk are participating – is proving to be working well. It however must be ensured that costs and savings are shared across partners and it isn’t just one partner bearing the cost.
- 9.5 In terms of transferring information such as indecent images between organisations, the PCC questioned whether this could be done digitally or whether it still demanded a physical transfer. ACC Megicks confirmed that a closed and secure network is used for transfer of such images which is managed very carefully. There is still a cost implication though with regard to the digital data retention and storage. The PCC asked for an update outside the meeting in order to understand these costs in more detail – ACC Megicks said these details were contained with the business case for the server room expansion and this could be shared.

Action: ACC Megicks to share details of costs of digital storage

- 9.6 The PCC then asked what the benefit is of the new post which has been created – The Benefits and Change Manager – referenced in the report. ACC Megicks explained that culturally, sometimes new technology can be adopted because on the face of it, it is a cost saving, without appreciating all the implications. The Benefits and Change Manager will consider benefits of technology in their wider sense, including cashable and non-cashable benefits. Technology is not an end point, it is an enabler. The Benefits and Change Manager can track not only financial savings but time saved in increasing efficiency and productivity.

10 COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE (AP19/29)

- 10.1 The Chief Constable presented this report which showed a fall in numbers of public complaints.

- 10.2 The Chief Constable said that he was also pleased to report that he had recently had a meeting with the Regional Director from the Independent Office for Police Conduct (IOPC) who had commented that Suffolk was in a good position in this area and she had no serious concerns.
- 10.3 However, the Chief Constable said that the Force continued to learn and evolve and all lessons learned from complaints were incorporated into training and leadership days.
- 10.4 The Head of Policy and Performance said that learning from complaints was very positive and as part of the oversight arrangements with the Professional Standards Department (PSD) and the IOPC she heard about the good work that goes on. However, she felt that this report could have more of this narrative to provide further explanation and public reassurance of the force's activities. The Chief Constable said he would be happy to provide this and suggested that the Head of Policy and Performance discuss with the Deputy Chief Constable so that any changes to the report can be agreed with PSD.
- Action: Deputy Chief Constable to discuss with the Head of Policy and Performance the content of the next Complaints and Professional Standards Update Report.**
- 10.5 Turning to the detail of the report, the PCC asked why the average number of working days to finalise allegations had increased and what was taking so long in the process. The Chief Constable said that in the changed model, certain complaints were examined locally by locality inspectors. Due to shift work etc it may take some time for an inspector to speak to all the necessary people in order to finalise cases.

11 ANY OTHER BUSINESS

- 11.1 There was no other business.

The meeting closed at 11:15.

PRIVATE AGENDA

[A detailed account of the discussions and decisions on the following items is contained in the confidential minutes]

12 CLOSED MINUTES OF THE MEETING HELD ON 24 MAY 2019 (AP19/30)

12.1 The confidential minutes of the meeting held on 24 May 2019 were agreed as an accurate record and signed by the PCC.

13 CIVIL CLAIMS AND EMPLOYMENT TRIBUNALS (AP19/31)

13.1 The Chief Constable presented this report.

14 CHIEF OFFICER RISK REPORT AND RISK REGISTER (AP19/32)

14.1 The Chief Constable presented this report.

The meeting closed at 11:38.

Summary of Actions

Item	Action	Owner
1.2	Breakdown of use of the Safecam Reserve to be presented (as per provided to DORGB)	Assistant Chief Officer
1.3	T/ACC Cutler to continue to provide updates outside the meeting and also at the next Accountability and Performance Panel as to progress re victim referrals	T/ACC Cutler
1.4	Include narrative around victim satisfaction statistics in next report	T/ACC Cutler
8.3	Ensure all stops and searches have a recorded outcome and this is reflected in the next report	T/ACC Cutler
8.4	T/ACC Cutler to speak to Stop and Search Reference Group regarding the inconsistent information provided by different sources	T/ACC Cutler
9.5	ACC Megicks to share details of costs of digital storage	ACC Megicks
10.4	Deputy Chief Constable to discuss with the Head of Policy and Performance the content of the next Complaints and Professional Standards Update Report	DCC Kearton