



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 6 September 2019 at 09:30.

PRESENT:

Office of the Police and Crime Commissioner

Chris Bland (Chief Finance Officer), Sandra Graffham (Head of Communications and Engagement), Liz Hollingworth (Head of Commissioning and Governance), Christopher Jackson (Chief Executive) Anna Parkinson (EA to the PCC and CEO) and Tim Passmore (PCC)

Suffolk Constabulary

David Cutler (Temporary Assistant Chief Constable), Rachel Kearton (Deputy Chief Constable) and Kenneth Kilpatrick (Assistant Chief Officer)

Apologies:

Steve Jupp (Chief Constable), Simon Megicks (Assistant Chief Constable) and Vanessa Scott (Head of Policy and Performance, OPCC)

In attendance

For items 1-11: Councillor John Burns (Member of Suffolk Police and Crime Panel), Andrew Eley (Senior Democratic Services Officer, Suffolk County Council), Len Jacklin (Member of Suffolk Police and Crime Panel), Councillor Deborah McCallum, Tom Potter (Reporter, East Anglian Daily Times) and Councillor Keith Welham.

PUBLIC AGENDA

1 MINUTES OF THE PREVIOUS MEETING (AP19/33)

- 1.1 The minutes of the meeting held on Friday 5 July 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 matters arising, the PCC asked what progress had been made as to victim referrals. T/ACC Cutler confirmed that he had met with the Head of Policy and Performance to review the position and the message was being re-emphasised to commanders. In terms of progress, the next set of data is awaited from Victim Support and the Head of Commissioning and Governance confirmed she had chased this.

2 REVENUE AND CAPITAL MONITORING AS AT 31 JULY 2019 (AP19/34)

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 The Assistant Chief Officer drew attention to the forecast underspend on the Revenue Budget and underspend on the Capital Budget. The latter is due to slippage in estates projects.

2.3 The PCC noted the financial position and went on to emphasise the importance of maximising opportunities for external funding such as the Community Infrastructure Levy (CIL).

2.4 The PCC then asked what progress there had been with the 7 Force (7F) Procurement collaboration. The Assistant Chief Officer said that the new 7F Head of Procurement had just started in his role and the work being undertaken by Sharpe Pritchard identifying where savings can be made is on schedule. Work is also currently underway to bring forward the "go live" date from April 2020 to January 2020. The PCC said that he hoped to see savings for Suffolk of c.£3m a year and also that the local economy was being supported.

2.5 Turning to the Policing Education Qualifications Framework (PEQF), the PCC asked what provision had been in the accounts. The Assistant Chief Officer said that the provision remains unchanged. At the moment the situation remains uncertain due to the timing of implementation of PEQF being unclear, combined with what impact the officer uplift may have. More detail is needed in both these areas before more precise cost estimates can be made.

2.6 With regard to the officer uplift, the PCC commented that there was a new national recruitment campaign and asked what was being done in Suffolk. The Deputy Chief Constable said that the Force was linked into the national campaign and work was also being undertaken locally, making use of social media as well as more traditional methods such as leaflets. The PCC said that his public meetings were a good opportunity to publicise the recruitment campaign and the Deputy Chief Constable welcomed the support.

3 PERFORMANCE PRIORITIES MONITORING REPORT (AP19/35)

3.1 The Deputy Chief Constable presented this report.

Performance Report: Workforce

3.2 The Deputy Chief Constable said that there were no significant changes that needed to be highlighted.

3.3 PCSO strength remains below establishment but this reflects the recent reduction in PCSO numbers. PCSO recruitment is underway and four are currently in training. The Deputy Chief Constable commented that both the Constabulary and OPCC support the PCSO role as it forms a very important part of the policing family. The PCC asked whether PCSOs were being marketed to interested third parties. The Deputy Chief Constable said that a number of individual conversations with interested partners were taking place, with work being led by the 2025 team who are well skilled in this area.

Performance Report: Domestic Abuse

3.4 The Deputy Chief Constable started by saying that, in the context of the statistics, it was very important to note the high levels of victim disengagement. This is the case nationally and is not unique to Suffolk. In addition, the changes in crime recording have led to all mentions of crime being recorded – even if only mentioned in passing while reporting another crime. So regardless of whether the victim actively sought to report a crime let alone wanting to see a case continue through the Criminal Justice system, a crime will have been recorded. It has to be accepted that a high level of victims do not want to continue the process. It is about building the confidence of victims to come forward and report and then establish what the victim would like as an outcome – and a conviction is not necessarily their priority. Some victims may, for example, be more concerned about personal safety. This is where the Force will work with partners such as housing to find a solution suitable for individual circumstances. It is particularly important in the area of DA that partners work together to find solutions for victims rather than assuming the best outcome is a conviction in court.

3.5 T/ACC Cutler added that the Force was proud of its partnership work in this area and the willingness of partners to work together. There are very good voluntary sector DA organisations in Suffolk and the network of locally delivered services is very important. However, there is need to continually review the position and see whether there are any “gaps” and therefore opportunities to commission services in niche areas such as DA in rural parts of the county.

3.6 The Head of Commissioning and Governance noted the partnership work and agreed that it was highly valued. However, she said that progress re the DA Co-ordination Centre as mentioned in the report was not, as she understood it, as hoped as all the necessary partners are not fully engaged at this point.

- 3.7 The Head of Commissioning and Governance went onto ask whether T/ACC Cutler could give further information on Multi-Agency Tasking and Coordination (MATAC), which was mentioned in the report. T/ACC Cutler confirmed that this is the perpetrator equivalent to Multi-Agency Risk Assessment Conference (MARAC), and is another piece of partnership work, not just a police orientated enforcement approach. Work around perpetrators has been missing in the past so it would be interesting to see the difference that it can make. T/ACC Cutler said that research into outcomes for perpetrator programmes is very mixed with no real evidence as to what works and what does not. So it will be interesting to see how MATAC works as it is going live shortly.
- 3.8 The Head of Commissioning and Governance asked that the OPCC be kept informed as to progress in this area, particularly as it could help the PCC in his commissioning role.
Action: T/ACC Cutler to keep PCC updated re MATAC
- 3.9 In terms of the overall report, the Chief Executive observed that given the focus on reaching outcomes appropriate for each victim, important figures to consider are those indicating victim satisfaction, which are still not included in this report. He asked whether they would be included in the next report. T/ACC Cutler said that he hoped this would be the case. There had been delays due to problems with recruiting, but by the time the next report is produced the necessary information should have been obtained.
- 3.10 The Chief Executive went onto ask whether this information would be obtained locally. T/ACC Cutler confirmed this would be the case. The Chief Executive also questioned the meaning of “victim satisfaction with overall service” ie does this mean service by the Force or from the Force and its partners. T/ACC Cutler said that he would need to see how the questions are phrased and will look at this. Victims do not necessarily differentiate between partners. However, it is not only the statistics that will be important but also the narrative and context behind the answers. T/ACC Cutler confirmed that the questions asked of victims are not just “yes/no” but are more interview based which provides the opportunity to capture qualitative data.

Performance Report: Serious Sexual Offences

- 3.11 The PCC expressed his concern that the number of solved cases has declined. The Deputy Chief Constable said that the position was similar to that of DA in terms of increased reporting and recording as per the National Crime Recording Standards requirements along with high levels of victim disengagement. Again, Suffolk is not in a unique position as nationally it is a similar picture.
- 3.12 T/ACC Cutler said that the nature of the offences reported needs to be profiled to see if that provides further clarity as to the narrative behind the statistics. For example, a historical allegation of rape with no further evidence available will be recorded as a rape but investigation is unlikely to be possible.

- 3.13 T/ACC Cutler emphasised that he was absolutely confident in the Force’s approach in this area. For example, there were three rapes reported recently which resulted in three respective arrests; and then none of the three victims wished to engage in the process further. T/ACC Cutler said that the Force puts in tremendous effort in this very complex and sensitive area. He felt that the statistics in this report did not indicate a lack of action by the police – it was more what happened after arrests have taken place. Indeed, the Force processes in the area of SSO have been considered by other Forces as part of a peer review, and the Metropolitan Police Service took away some “best practice” from Suffolk.
- 3.14 T/ACC Cutler added that it would be interesting to consider whether the issues around disclosure have had an impact on disengagement. The Head of Commissioning and Governance agreed and observed that there had been a significant increase in the proportion of cases where the victim does not support the investigation recently and it would be helpful to know whether this was indeed caused by the issues around disclosure, particularly around victims’ mobile phones being looked at.

Performance Report: Emergency Call Handling

- 3.15 The PCC was pleased to receive this report.

Performance Report: Non-Emergency call Handling

- 3.16 The PCC was pleased to receive this report.

Performance Report: Traffic Offence Reports (TORs)

- 3.17 The PCC said that he was concerned to see the number of Killed or Seriously Injured (KSIs) has increased by 13.8% compared with the three year average. The Deputy Chief Constable shared the PCC’s concern but stressed that action around the “Fatal 4” has increased in the last month. She added that the use of roadside drug wipes remains a priority for the Force as there is increasing concern about motorists driving under the influence of drugs.
- 3.18 The PCC asked how the level of enforcement around mobile phone usage compared with last year as the number of TORs issued has decreased significantly. The Deputy Chief Constable confirmed that enforcement still takes place in this area but it would appear there has been a reduction in mobile phone usage offences most likely due to modern cars having blue-tooth/handsfree systems and also a behavioural change by motorists.
- 3.19 The Chief Executive commented that accessing a car’s Bluetooth system, for example to scroll through a directory, could be just as distracting if not more so than using a phone itself and asked whether there is enforcement around this too. The Deputy Chief Constable confirmed that in cases such as this, the offence would be not having full control of the vehicle and officers are trained to look out for this and enforce where an offence is identified.

- 3.20 The PCC then noted that the report stated that there were two vacancies in Roads Policing. He asked for reassurance that the capacity of roads policing has not declined and for the current officer numbers. The Deputy Chief Constable did not have this information to hand but will brief the PCC outside the meeting.

Action: Deputy Chief Constable to confirm current officer numbers in Roads Policing to PCC

- 3.21 The PCC then asked for clarification as to why only 395 people have been charged with drug driving offences when 712 provided a positive result at the roadside. T/ACC Cutler said that this was likely due to the blood test following the roadside test not indicating the same result. It is the same with drink driving ie the roadside breathalyser test and the follow up test after arrest do not necessarily yield matching results.

Performance Report: Residential Burglary Dwelling

- 3.22 The PCC said that this is a very encouraging report. The Deputy Chief Constable agreed and said that the report is very positive, highlighting the amount of activity undertaken in this area, particularly the work of the Operation Converter Team.

Performance Report: Violence with Injury

- 3.23 The PCC questioned why so many victims do not support police investigation in this area. The Deputy Chief Constable said that a number of cases will have a DA background and others will be criminal on criminal and therefore in these instances, victims are unlikely to support investigations.
- 3.24 The PCC then asked what the visibility plans are surrounding the policing of the night time economy (NTE), as mentioned in the report. T/ACC Cutler said that, for example, in Ipswich there is a vibrant night time economy. However, he is considering the Force approach to policing the NTE as it is possible further issues are generated owing to the police presence, as issues gravitate towards officers and offences committed which otherwise might not have been. In addition, door staff who are there to manage patrons may not be as effective as they might be if they know that the police are there to deal with issues that arise.

Performance Report: Robbery

- 3.25 The Deputy Chief Constable emphasised that Suffolk has always had very low levels of Robbery offences, so the percentage increase is slightly misleading when compared with actual numbers.
- 3.26 The PCC asked what the Force is doing to reassure the public that the risk of being robbed is therefore in fact low. T/ACC Cutler explained that public messaging needs to be handled carefully – balancing providing reassurance while not raising fear of crime.
- 3.27 Victim disengagement is relatively high, similar to victims of Violence with Injury offences. It is thought that the reason again is that the offences are criminal on criminal and therefore

victims do not support police investigation. However, the Deputy Chief Constable stressed that a victim is still a victim and all are treated as such. It is important to work with every victim so that not only do they receive any support they require, but the Force can also increase its understanding of the mix of victims, the mix of offenders and where robberies are taking place.

Performance Report: Anti-Social Behaviour (ASB)

- 3.28 The Deputy Chief Constable presented this element of the Performance Report and highlighted that levels of ASB are continuing to fall.
- 3.29 Cllr John Burns spoke from the floor thanking the Force for all their work around ASB in Haverhill and how much it is appreciated by residents.

Performance Report: Drug Trafficking

- 3.30 The Deputy Chief Constable presented this part of the Performance Report and highlighted key points such as the work of the newly formed Operational Sentinel Teams.
- 3.31 T/ACC Cutler added that a more proactive mindset is being instilled into frontline officers, particularly around increasing their confidence to use stop and search. He said that he had spoken to the Chair of the external stop and search scrutiny panel to provide reassurance that the use of stop and search is not about targeting particular parts of the community, but the use of an important tool in this area.
- 3.32 T/ACC Cutler said that there is a range of activity around drug trafficking from Safer Neighbourhood Teams to the national level. Suffolk is committed at all levels and as well as local work, always supports national days and weeks of action, such as the National Crime Agency led County Lines week of action – Operation Survey.

4 UPDATE ON THE PROGRESS OF THE CHIEF CONSTABLE'S PLANS FOR THE POLICE ELEMENT OF THE PRECEPT (AP19/36)

- 4.1 The PCC started by saying that the rise in the police element of the precept has enabled the Force to benefit from a better budget and he was delighted with the Chief Constable's plans and progress to date.
- 4.2 The PCC asked when the performance of the Sentinel Teams would be evaluated as this would be helpful in setting the budget for the next financial year. Initial thoughts were that the evaluation would be towards the end of this financial year but noting the PCC's request to have a report before then, the Deputy Chief Constable said that she would discuss this with the Strategic Business and Operational Service team (SBOS) and see what time scale could be agreed and then the PCC advised.

Action: Deputy Chief Constable to advise PCC when evaluation of Sentinel Teams can be undertaken/completed.

5 BODY WORN VIDEO (BWV) 12 MONTH EVALUATION (AP19/37)

5.1 The PCC said that he would like to see the full evaluation of BWV as this summary report did not provide quite enough information on such a major investment programme.

Action: Full evaluation of BWV to be shared with PCC

5.3 The PCC then asked for further explanation of paragraph 1.5b of the report (where it states “It has not been possible to identify specific crimes and incidents where BWV was activated and/or used for evidential purposes”) because as written it suggests that BWV has not been used as evidence. T/ACC Cutler clarified that it was meant that there is no automated data available to show how many times BWV has been used as evidence, at this point in time every case would have to be checked manually to produce a figure which would be a very time-consuming process. The Deputy Chief Constable acknowledged the way it was stated was not clear and said she could absolutely reassure the PCC that BWV has been used as evidence.

5.4 With regard to areas requiring improvement, the PCC questioned why, 18 months into the project, officers were not always remembering to turn their BWV on and off in accordance with force policy. The Deputy Chief Constable explained that not all officers had been using BWV for the full 18 months and it is a case of building muscle memory. In the rush of an incident it may not be the first thing an officer thinks of. The Deputy Chief Constable then likened it to wearing seatbelts – after this became law, people automatically putting a seatbelt on when getting behind the wheel took some time to bed in as a “new” habit.

5.5 The PCC asked the Deputy Chief Constable if she could confirm that all frontline officers now wear BWV. She confirmed this was the case, and that BWV is also available to Special Constables. In addition, BWV is also available to Chief Officers if they go out on patrol with the frontline.

5.6 The Chief Executive said that he was pleased to see the 10% reduction in complaints recorded since the introduction of BWV. He asked whether there was any further narrative around this figure, for example is the reduction due to improvement in the behaviour of officers or fewer spurious complaints. T/ACC Cutler said both of these reasons could be true. However, there has been no change in officers “use of force” since BWV was introduced which suggests that officers are already using the right level of force.

6 CHILDREN AND YOUNG PEOPLE UPDATE (AP19/38)

6.1 T/ACC Cutler presented this report.

- 6.2 The PCC commented that he was concerned about the huge demand placed on the Force in the case of missing children and asked what processes were in place to address this. T/ACC Cutler replied that on a monthly basis, the Force meets with partners to consider the high demand high risk cases and tasking meetings allocate responsibilities to different agencies which are then followed up. This process is seeing results. However, situations are often very complex with missing children generally likely to be in care and therefore there are associated vulnerabilities that go with this.
- 6.3 In response to a question from the PCC, T/ACC Cutler confirmed that the partners work well together. However, the legal framework within which they have to operate can be challenging – for example, children in care homes cannot lawfully be “locked in” and therefore if they choose to leave all carers can do is report them as missing. Work is ongoing in this area though to establish MoUs within which to operate and if there are repeat cases of the same child constantly reported as missing, the case will be escalated and the Area Commander will become involved.
- 6.4 Turning to gangs and violence, the PCC asked whether the Force was involved in the work to further understand awareness raising currently being mapped out. T/ACC Cutler confirmed that the Force is heavily linked in with this work at both strategic and operational levels. He said that he was happy with progress in this area.
- 6.5 The PCC then asked about the protocol that has been drawn up between the Force and the Suffolk Youth Offending Service, mentioned at paragraph 2.24 of the report. T/ACC Cutler explained that this was a national protocol which each area has to embed locally. It looks at diversion and intervention routes available as an alternative to prosecuting children. The PCC said that this could have implications for the commissioning work of the OPCC. T/ACC Cutler agreed and said that the Strategic Board should be able to identify any gaps in provision of restorative approaches, diversionary and intervention schemes. He said that he would be happy to discuss this further with the Head of Commissioning and Governance.
Action: T/ACC Cutler to discuss commissioning opportunities with the Head of Commissioning and Governance

7 RURAL POLICING ANNUAL REPORT (AP19/39)

- 7.1 The PCC said that he felt the Criminal Justice System does not fully understand the implication and effect of criminal behaviour in rural communities and if they did, stronger sentences might be handed down. T/ACC Cutler said that he has been engaging with local judges in the context of Gangs and Violence and perhaps there would be an opportunity to discuss rural crime too.
- 7.2 Moving on to the content of the report, the PCC asked how the Rural and Marine (RAM) Unit had come to be created. T/ACC Cutler said that the Force has a small number of Specials dedicated to support the Rural Crime Team, however he was unaware that this team was called the RAM Unit and would find out and advise the PCC.

Action: PCC to be given further detail about the RAM Unit

7.3 The PCC then asked if he could be updated further on the work of the Rural Communities Advisory Group and the Deputy Chief Constable confirmed that this could be arranged.

Action: PCC to be updated on the work of the Rural Communities Advisory Group

7.4 T/ACC Cutler added that the group is very useful and a good community engagement tool. However, this group is meant to be independent but the Force is currently having to chair the group, in the absence of the independent chair who was unable to attend any of the meetings, to ensure that the work of the group continues. The PCC offered to explore whether any of his contacts in this area would like to become involved.

Action: PCC to consider potential members of the Rural Communities Advisory Group

8 SUFFOLK COLLABORATION UPDATE (AP19/40)

8.1 The Deputy Chief Constable presented this report.

8.2 The PCC asked whether there was an update with regard to the National Police Air Service (NPAS), which is not included in the report. The Deputy Chief Constable said that NPAS falls under ACC Megicks' remit and she would ask him to update the PCC.

Action: ACC Megicks to provide PCC with NPAS update

8.3 The PCC then asked what position the Force was taking with regard to tasers, given the current discussions taking place nationally about whether all frontline officers should be issued with them. The Deputy Chief Constable said that it is a complex and sensitive subject and while it is being discussed, the Force is also awaiting the outcome of the national piece of work being undertaken in this area, as per the national advice. In the meantime, a local work strategic risk assessment is underway. However, it is also a subjective issue when it comes to considering officer welfare. Discussions will continue and the PCC will be kept updated.

8.4 With regard to the national Home Office programme "Emergency Services Mobile Communications Programme" (ESMCP), the Chief Executive asked whether the delays exposed any risk as the Force will have to continue to use the more dated technology of Airwave. The Deputy Chief Constable confirmed that Suffolk, as other Forces are, is looking to continue with Airwave as there is no other realistic option. Airwave delivers a functionality which the Force has worked with for some time. She said that she did not see any risk to functionality but the risk is working with old equipment so investment will need to continue in this area.

9 JOINT CUSTODY SERVICES: SERVICE DELIVERY AND PERFORMANCE UPDATE (AP19/41)

9.1 The PCC welcomed this report and said there was little of concern in this area.

9.2 However, the PCC said he was concerned about the issues with the mental health trust providing timely mental health assessments for detainees. T/ACC Cutler said that he had recently met the Chief Operating Officer of the Norfolk and Suffolk NHS Foundation Trust (NSFT). There is a new team in place due to the Trust being under special measures. T/ACC Cutler said he felt the new team listened and want to work with the Force to address the issues. He felt a sense of engagement and support. The PCC welcomed this update.

10 SICKNESS AND LIMITED DUTIES UPDATE (AP19/42)

10.1 The Deputy Chief Constable reported that the Force was progressing well in this area, and indeed the Wellbeing Team has won national awards for the work they have done.

10.2 The Deputy Chief Constable then highlighted that in Suffolk, officers are not recorded as being fully fit for duty unless they can do everything that might be asked of them. So an officer on recuperative duties could be fulfilling the demands of their role but could not be posted anywhere in the force due to a restriction such as being unable to wear body armour. There are no national "rules" on how to record Limited Duties so in Suffolk, recording is undertaken in such a way that each individual officer's requirements can be understood. It is an advantage of a small Force being able to take this approach. It means it can be ensured that the right people are in the right roles and fully effective.

11 ANY OTHER BUSINESS

11.1 There was no other business.

The meeting closed at 11:58

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 5 JULY 2019 (AP19/43)

12.1 The confidential minutes of the meeting held on 5 July 2019 were agreed as an accurate record and signed by the PCC.

13 PROTECTIVE SERVICES COMMAND UPDATE (AP19/44)

13.1 The Chief Constable presented this report.

14 PROTECTIVE SERVICES – CONTEST UPDATE (AP19/45)

14.1 The Chief Constable presented this report.

The meeting closed at 12:10.

Summary of Actions

Item	Action	Owner
3.8	T/ACC Cutler to keep PCC updated re MATAAC	T/ACC Cutler
3.20	Deputy Chief Constable to confirm current officer numbers in Roads Policing to PCC	DCC
4.2	Deputy Chief Constable to advise PCC when evaluation of Sentinel Teams can be undertaken/completed.	DCC
5.1	Full evaluation of Body Worn Video to be shared with PCC	DCC
6.5	T/ACC Cutler to discuss commissioning opportunities with the Head of Commissioning and Governance	T/ACC Cutler
7.2	PCC to be given further detail about the RAM Unit	T/ACC Cutler
7.3	PCC to be updated on the work of the Rural Communities Advisory Group	DCC
7.4	PCC to consider potential members of the Rural Communities Advisory Group	PCC
8.2	PCC to be updated re NPAS	ACC Megicks