



**PAPER AP20/10**

## **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 10 January 2020.

### **PRESENT:**

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

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

#### **Suffolk Constabulary**

Colin Adwent (Corporate Communications Manager), David Cutler (Temporary Assistant Chief Constable), Steve Jupp (Chief Constable), Rachel Kearton (Deputy Chief Constable), Kenneth Kilpatrick (Assistant Chief Officer), Steve Mattin (Temporary Assistant Chief Constable), Simon Megicks (Temporary Deputy Chief Constable).

#### **Apologies**

Chris Bland (OPCC Chief Finance Officer), Liz Hollingworth (OPCC Head of Commissioning and Governance)

#### **In attendance**

For the public agenda: Councillor John Burns, Terence and Erica Burrows (Members of Public), Wendy Johnson (Member of Public), Franstine Jones (Chair, Stop and Search Reference Group), Patricia O'Brien (Chair, Police and Crime Panel), Councillor Debbie McCallum, Patricia O'Brien (Chair, Police and Crime Panel), Elliot Pizzey (Student), Tom Potter (Journalist, East Anglian Daily Times) and Councillor Keith Welham.

## **PUBLIC AGENDA**

- 1 Open minutes of the meeting held on 22 November 2019 (Paper AP20/01)
- 1.1 The minutes of the meeting held on 22 November 2019 were agreed as an accurate record and signed by the PCC.

1.2 It was confirmed that the actions had been completed – with T/ACC Cutler confirming that a report from the Rape Scrutiny Panel would go to the next meeting of the Local Criminal Justice Board.

## 2 Questions from the Public

2.1 Two members of the public expressed dissatisfaction at their recent experiences with the police and also how their subsequent complaints have been handled. The PCC and Chief Constable assured them that these issues would be resolved and would speak to them privately following the meeting.

## 3 Revenue and Capital Monitoring Report by the Assistant Chief Officer and Chief Finance Officer (Paper AP20/02)

3.1 The Assistant Chief Officer presented this paper. The PCC was pleased to note the current financial position, showing a forecast revenue underspend of £0.950m.

3.2 The Assistant Chief Officer clarified that much of the underspend was in fact additional income which could not have been predicted and therefore costs could not have been put against it when budgeting.

3.3 The PCC approved the recommendations on the front page of the report, namely an increase to the capital programme budget of £1.150m for the purchase of office accommodation for the Eastern Region Special Operations Unit (ERSOU) and an increase of £0.073m for Airwave handset replacement.

## 4 Victim Satisfaction and Confidence Report Report by the Chief Constable (Paper AP20/03)

4.1 The Chief Constable presented this report.

4.2 Both the Chief Constable and PCC agreed that the figures showing a fall in Public Confidence were of serious concern, yet at the same time did not reflect the daily subjective feedback both receive from partners, communities, etc. As the survey is a national survey undertaken by the Office of National Statistics (ONS) there is no way to get behind the data as the ONS do not share this. In addition, the sample surveyed is relatively small and interviewees may not have had any direct contact with the police. The Chief Executive commented that in isolation the national survey was not helpful and only provided an indicator of apparent performance as there is no detail behind the figures.

4.3 The Chief Constable emphasised that he was in no sense marginalising the data from the ONS Survey, it is more of a case that the Force does not understand it. In the light of this, a local survey will be undertaken with a bespoke set of questions in order to identify any issues which may lie behind the data which can then be addressed.

4.4 A Confidence Board has also been established with a defined programme of work using an evidence based approach to address issues of public trust and confidence. The PCC will be kept updated with the work of the Board.

- 4.5 With regard to surveying victims of Domestic Abuse (DA), the PCC asked why this was undertaken inhouse. T/ACC Cutler explained that in terms of safeguarding in this very sensitive area it was felt keeping the survey inhouse was the right thing to do to minimise the risk of compromising victims.
- 4.6 The PCC then asked how the surveying fits with the work of other agencies working in the DA area. T/ACC Cutler said that hopefully after about 6 months of surveying there will be enough information for themes to be identified and then shared with partners.
- 4.7 The Head of Policy and Performance then drew attention to the Victim Satisfaction Survey as those surveyed have actually had experience of the police service, and asked whether the results of this are informing the work of the Confidence Board. The Chief Constable confirmed this was the case and said that changes to the operating model soon to be implemented to address the issues around keeping victims informed had arisen out of the results of this survey.
- 4.8 The final part of the discussion of this report related to 101, with the PCC expressing concern over dissatisfaction with the system. The PCC and Chief Constable agreed that constant and repetitive communication was needed to encourage channel shift eg using the online reporting facility rather than calling 101. The national and local campaigns in this area still have not had significant impact on encouraging a cultural change to using an online service. The Chief Constable commented that colleagues in other organisations such as the health service are having similar experiences as it appears that in areas such as policing and health, users of the service feel more confident having human contact rather than using a website.
- 4.9 The PCC said that he would like to see a specific piece of work to address the issues around 101 which the Chief Constable agreed to.  
**Action: Work to be undertaken to address the public dissatisfaction around 101**
- 5 Use of Stop and Search Report by the Chief Constable (Paper AP20/04)
- 5.1 T/ACC Cutler presented this report with Franstine Jones, the Chair of the Stop and Search Reference Group (SSRG) joining the table for this agenda item.
- 5.2 T/ACC Cutler highlighted that this reporting period shows 2,427 uses of Stop and Search, which is an increase of 461. Drugs continue to be the main item searched for and the rate of finding has improved despite the increased number of searches. The disproportionality of stops on those from Black, Minority Ethnic (BME) backgrounds has increased, though compares favourably with the national average. T/ACC Cutler added that the number of stops and searches on persons resident outside Suffolk also affects the disproportionality figures as it is the demographic profile of Suffolk residents which is used as basis for judging disproportionality.
- 5.3 The Chair of the SSRG said that the Group remains concerned about the disproportionality of searches on subjects from a BME background. The impact of this is that young black men in the community fear they are more likely to be searched than anyone else. In addition, she said that she felt that the "BME" classification was unhelpful and needed to be broken down into specific ethnicities.

- 5.4 T/ACC Cutler responded that Stop and Search is a tactic used to the best of the Force's ability to protect all communities. Stops are always evidence based and informed by intelligence. He emphasised that the Force would continue to work with the SSRG and the Ipswich and Suffolk Council for racial equality (ISCRE) to ensure good communication between partners and awareness of any issues of concern.
- 5.5 The Chair of the SSRG then said that when the group scrutinised the forms used to authorise the use of Stop and Search, they consistently found that the grounds for the stop were not clear yet had been signed off by supervisors. T/ACC Cutler said that he was aware of cases where this has happened and all supervisors have been spoken to in order to stop this happening.
- 5.6 The PCC then asked on how many occasions when the primary reason for a Stop and Search was for drugs, was a secondary item found such as an offensive weapon. T/ACC Cutler said that the system used to record such data cannot currently report on this. It is hoped that planned improvements to the system will enable this to be possible in the future.
- 5.7 The PCC drew attention to the high proportion of stops and searches carried out on persons who are resident outside Suffolk and asked if this was a link to tackling County Lines. T/ACC Cutler confirmed that due to the evidence based, intelligence led approach in this area, the Force is aware of people coming into Suffolk and this data indicates that the right people are being targeted by the Force having officers in the right places at the right times.

*(A break was taken between 10:25 and 10:45. During this time the PCC and Chief Officer Team listened privately to the concerns of the two members of the public who had spoken at the beginning of the meeting).*

## 6 Suffolk Collaboration Report Report by the Chief Constable (Paper AP20/05)

- 6.1 T/DCC Megicks presented this report and commented that it showed the amount of service, economic and efficiency benefits produced by the amount of collaborative activity being undertaken.
- 6.2 The Chief Executive commented that while the report did go some way to show the amount of collaborative work going on, as a public paper it "undersells" the huge amount of work and effort that goes into this area. This report is an opportunity to herald the Force's successes and at the moment the opportunity to do so is not being taken to its fullest extent. He also noted that a significant collaboration, the National Police Air Service (NPAS) was not mentioned.
- 6.3 T/DCC Megicks noted the Chief Executive's comments and said that the Force does not always recognise internally just how much work is done, how well it is done and considers it as "business as usual". He acknowledged that the Force needs to remind itself of its significant achievements in this area and this would be borne in mind when the next Collaboration Report is written.

**Action: Next Collaboration Report to emphasise the amount of work put into collaboration, the significant benefits arising from it and the successes achieved.**

- 6.4 With regard to NPAS, the Chief Constable said that the National Lead for the collaboration will be giving a presentation to Chief Constables at a forthcoming Chiefs' Council Meeting and he would be able to provide an update following this.  
**Action: Chief Constable to update PCC re NPAS following Chiefs' Council**
- 6.5 The PCC then asked what the future plans are referred to section 6 of the report. T/DCC Megicks said the current plan is to establish and cement the ongoing work, such as the 7Force collaborated procurement function. Other projects such as vetting and ICT are under consideration but the Force will not invest money or effort in any project which will not bring about meaningful benefits.
- 7 Complaints and Professional Standards Update Report by the Chief Constable (Paper AP20/06)
- 7.1 DCC Kearton presented this report.
- 7.2 The PCC said that overall he had no concerns in this area but questioned why the "average number of days to finalise allegations by local investigation" showed such different figures for Norfolk and Suffolk, with Suffolk taking much longer. As the Professional Standards Department (PSD) is a joint unit the PCC was concerned that attention is not paid equally to each Force. DCC Kearton reassured the PCC that there is no bias towards Norfolk. The Chief Constable further clarified that the numbers in question related to a final administrative function in the process when Inspectors finalise the report back into PSD, it is not related to the interaction with the member of the public who made the initial complaint. As Norfolk Constabulary has a larger workforce they have more Inspectors to undertake this task and therefore it is often done more quickly than in Suffolk.
- 7.3 Turning to the results of dip sampling of complaint files, the PCC asked why there were delays in providing Investigating Officers (IO) with the investigating papers, causing unnecessary delays in the process and what is being done to address this. DCC Kearton said she would look into this and revert to the PCC.  
**Action: Establish the cause of the delays in providing papers to IO and action taken to address this.**
- 7.4 A member of the public present questioned the fact that when a complaint is received the "police investigate themselves". She said that this did not help build confidence in the police and felt it should be an independent body investigating. The Chief Executive explained that the police – not just in Suffolk but all Forces – have to operate within the government framework and there is no flexibility on this to create a different system. He added that there are safeguards in the new system to commence on 1 February 2020 as a complainant can ask for a review if they are not happy with the outcome and the review would be undertaken by the Independent Office for Police Conduct (IOPC) or the PCC – both bodies being independent of the police.
- 7.5 The Chief Executive then observed that the report stated that the number of appeals is steadily dropping and commented that this is a good trend, hopefully indicating that people are more satisfied with outcomes. DCC Kearton said that this was an interesting point and would look into this further to see if this was indeed the case.  
**Action: Consider why the number of appeals is steadily dropping.**

8 Any Other Business

- 8.1 The PCC advised the observers at the meeting that he and the Chief Constable were still not in a position to give any information about the precept and the budget for the forthcoming financial year due to delays by Government.
- 8.2 The PCC then confirmed that Civil Parking Enforcement (CPE) ie the transfer of parking enforcement from the police to local authorities would be implemented from the beginning of April 2020.

The meeting closed at 11:20.

**PRIVATE AGENDA**

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

9 Closed minutes of the meeting held on 22 November 2019 (Paper AP20/07)

- 9.1 The confidential minutes of the meeting held on 22 November 2019 were agreed as an accurate record and signed by the PCC.

10 Civil Claims and Employee Tribunals Report by the Chief Constable (Paper AP20/08)

- 10.1 The Chief Constable presented this report.

11 Protective Services Command Strategic Policing Requirement Report by the Chief Constable (Paper AP20/09)

- 11.1 T/ACC Mattin presented this report.

The meeting closed at 11:45

## Summary of Actions

<b>Item</b>	<b>Action</b>	<b>Owner</b>
4.9	101: Work to be undertaken to address the public dissatisfaction around 101	Chief Constable
6.3	Suffolk Collaboration Report: Next Collaboration Report to emphasise the amount of work put into collaboration, the significant benefits arising from it and the successes achieved.	T/DCC Megicks
6.4	NPAS: Action: Chief Constable to update PCC re NPAS following Chiefs' Council	Chief Constable
7.3	Complaint Files: Establish the cause of the delays in providing papers to IO and action taken to address this.	DCC Kearton
7.5	Appeals: Consider why the number of appeals is steadily dropping.	DCC Kearton