



PAPER AP20/42

ACCOUNTABILITY AND PERFORMANCE PANEL

A meeting of the Accountability and Performance Panel was held via Skype at 10:30 on Friday 3 July 2020.

PRESENT:

Office of the Police and Crime Commissioner

Chris Bland (Chief Finance Officer), 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

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

In attendance

For the public agenda: Councillor John Burns (Member of Police and Crime Panel), Councillor John Field (Member of Police and Crime Panel), Ben Hudson (Inspector, Suffolk Police Federation), Franstine Jones (Chair, Stop and Search Reference Group), Councillor Patricia O'Brien (Chair, Police and Crime Panel) and Tom Potter (Journalist, East Anglian Daily Times).

PUBLIC AGENDA

Prior to the formal commencement of the agenda, the PCC welcomed everyone to the virtual meeting and explained the agenda structure. As the previous meeting of the Accountability and Performance Panel had primarily focused on the Force response to COVID-19 there were a number of papers outstanding. Therefore all papers were produced for this meeting, but due to time constraints only the key papers were listed for discussion at the meeting, with the others to be noted and discussed outside the meeting if necessary.

The PCC then approved, for the record, the Independent Custody Visiting Scheme Annual Report 2019/20 (Paper AP20/36) and also offered his thanks to the volunteer visitors, Sarah McNulty, the scheme administrator in the OPCC, and also all those police officers and staff in the Police Investigation Centres.

1 **Open minutes of the meeting held on 22 May 2020** (Paper AP20/23)

- 1.1 The minutes of the meeting held on 22 May 2020 were agreed as an accurate record and approved by the PCC.

2 **Revenue and Capital Monitoring** Report by the Assistant Chief Officer and Chief Finance Officer (Paper AP20/24)

- 2.1 The Assistant Chief Officer presented this report. He drew attention to the forecast balanced position with underspend being largely driven by a reduction in officer overtime and also savings in transport (fuel and travel) and supplies and services (stationery, postage and subsistence) due to staff working from home. This is offset by additional costs arising from COVID-19 such as the purchase of Personal Protective Equipment (PPE).

- 2.2 Additional expenditure due to COVID-19 is being closely monitored as it obviously has a significant impact on the financial position. Weekly reports are provided to Chief Officers and the PCC and monthly to the Home Office. The Uplift funding has been coming through early than originally planned (monthly in arrears rather than quarterly) which has helped cash flow.

- 2.3 The Assistant Chief Officer also noted the shortfall in income, largely relating to the National Driver Offender Retraining Scheme (NDORS). The figure for the shortfall in the report is stated at £0.400m but since the paper was written, more information has been received which has led to a revised forecast shortfall of £0.213m.

- 2.4 In terms of forecast, the Assistant Chief Officer advised that it has been assumed that no additional funding will be received from Government to cover COVID-19 related costs. Conversations in this area are ongoing with Government and it is hoped that at least a proportion if not all costs will be reimbursed. However, the Force is taking a cautious approach at this point with increased spending controls, overseen by the Deputy Chief Constables of both Norfolk and Suffolk Forces.

- 2.5 With regard to any Council Tax shortfall, the Assistance Chief Officer said that there would not be a shortfall this financial year. Discussions are underway with dealing with any future shortfall and it is possible that this might be spread over future years. Nothing is confirmed at this stage.

- 2.6 Overall, the PCC said he felt financially the Force was in a favourable position and was pleased to note this.

3 **Performance Priorities Monitoring Report** Report by the Chief Constable (Paper AP20/25)

- 3.1 The PCC opened this agenda item by welcoming ACC Jones to his first APP meeting following his recent appointment as ACC in Suffolk.

- 3.2 ACC Jones presented this report. He provided an overview of the position, highlighting key areas.

- 3.3 Though not mentioned specifically within the paper, ACC Jones was pleased to report that due to the change in demand on the Force as a result of C19, capacity had been created for more proactive activity. This has included successfully pursuing outstanding suspects leading to a fall for those people “wanted” in Suffolk across all crime areas. This proactivity is planned to continue even as normal demand builds back up.

Performance Report: Workforce

- 3.4 This was covered in more detail with a separate paper later on the agenda.

Performance Report: Domestic Abuse

- 3.5 ACC Jones acknowledged that the Force has ongoing challenges with regard to solve rates. Over half of victims do not support police investigation as for various reasons, prosecution may not be the outcome a victim is seeking. The PCC asked what could be done to increase the number of victims who support investigations and said he would welcome as discussion about this with the Force, particularly around whether there were any possible links to his commissioned services.

Action: Discussion to take place whether anything can be done to increase the number of victims who support investigations

- 3.6 ACC Jones added that Body Worn Video (BWV) has become a very useful tool where while a victim may not support an investigation, incidents have been captured on video and therefore cases pursued.
- 3.6 Victims continue to be supported through multi-agency partnership work and during the C19 lockdown repeat, and therefore high risk, victims have been contacted to ensure as much as possible is being done to check they are safe.
- 3.7 With regard to the perpetrators, ACC Jones said that a DA perpetrator programme is soon to be launched in order to effect behavioural change. Although this is no substitute for prosecution it is hoped that the programme will see results.
- 3.8 The DA perpetrator programme has become possible due to additional funding raised through the increase in the precept.

Performance Report: Serious Sexual Offences (SSOs)

- 3.9 It was noted that the position with regard to SSOs is similar to that of DA. ACC Jones added that most SSOs happen within domestic situations and the number of stranger rapes is extremely low in Suffolk.
- 3.10 The solved rate of SSOs has decreased in Suffolk. ACC Jones explained the many complexities of this area such as evidential challenges around consent; complex forensics; vulnerability of victims; and also the number of historical cases which are reported where there is often very little or no evidence available.
- 3.11 The PCC asked how the development plan, Regional Rape and Serious Sexual Offences (RASSO) Board and Tactical Group, mentioned in the report are assisting with the investigation of SSOs. ACC Jones said that RASSO is an extremely useful forum to identify if the Force is doing things the best way, including working with partners, and establishing best

practices which can be shared across the region. The PCC said that he would like the next report to the Panel to include more detail in this area, with mention of the approaches being taken.

Action: Next report to include approaches being taken as a result of RASSO

Performance Reports: Emergency and Non-emergency Call Handling

3.12 The PCC was pleased to note the performance in both these areas.

Performance Report: Traffic Offence Reports (TORs)

3.13 ACC Jones clarified that the Road Casualty Reduction Team (RCRT) still exists but during the pandemic resources have had to be flexed to meet demand – in this case the RCRT supporting the work of Op Sentinel. ACC Jones confirmed that the Force is now looking to return officers to their core roles as demand again shifts.

Performance Report: Residential Burglary Dwelling

3.14 The PCC was pleased to note the performance in this area.

Performance Report: Violence with Injury

3.15 ACC Jones said that there were a number of aspects to be aware of in this category. The most Violence with Injury reports arise from Highpoint Prison, followed by Ipswich Hospital. Domestic violence crimes also fall in this category and form the third most reported group. The fourth highest is the night-time economy, due to the correlation between misuse of alcohol (and other substances) and violence.

3.16 With restrictions on pubs to be eased the following day, the PCC asked whether the Force was prepared to meet any increase in demand from the night-time economy with large numbers of people expected to be out again. ACC Jones confirmed that the Force was fully prepared and resourced to deal effectively with any problems that may arise.

Performance Report: Robbery

3.17 ACC Jones said that robbery in this context is usually about people wanting money to buy drugs. The numbers are relatively low but have shown an increase. Op Shere is in place in “hot spot” areas and the Force will remain focused on this.

Performance Report: Anti Social Behaviour (ASB)

3.18 The PCC was pleased to note performance in this area.

Performance Report: Drug Trafficking

3.19 ACC Jones drew the Panel’s attention to the high solved rate (70.8%). Much partnership work is being undertaken, particularly around County Lines. ACC Jones said that he fully expects to report more positive results re Drug Trafficking at future meetings of the Panel.

3.20 The PCC offered his congratulations to all those involved in producing such results.

- 4 **Victim Satisfaction and Confidence** Report by the Chief Constable (Paper AP20/26)
- 4.1 T/ACC Cutler presented this report. He emphasised the amount of work being undertaken in this area and was pleased to report that improvement is starting to be seen.
- 4.2 Acknowledging the emerging improvements, the PCC said that he shared the Force's concerns with regard to public trust and confidence and asked what is being done specifically to address this issue. T/ACC Cutler explained that a Public Confidence Board had been established which meets monthly in order to progress activity and workstreams. Work has included engagement surveys (both internal and external); use of Community Engagement Officers; live Facebook engagement sessions; and also reviewing how Force processes impact those who report Crime and amending these where appropriate and possible. Small changes to how the Force operates could make a big difference to how the public feels. The Force has also looked at approaches other Forces have taken, one example being Op Servator, where the ethos was adopted in Suffolk by having regular patrols in market towns ensuring a visible presence. This has had to be curtailed during the pandemic but is something that should continue in the future.
- 4.3 The PCC asked what was meant by there being "no definitive" trigger for declining confidence levels. T/ACC Cutler explained that in the case of Suffolk, there was no high profile investigation or incident of significant failing by the Force causing reputational damage which could have dented confidence. Additionally, when asked about their feelings about the police, people are not necessarily responding specifically about the police in Suffolk and will be influenced by the national picture.
- 4.4 Turning to victim satisfaction ie those who have actually had experience of the service from Suffolk Police, of those surveyed 82.9% expressed satisfaction which was an increase from 80.7%. The PCC asked what was being done to increase victim satisfaction, particularly re victims of rural crime and business crime. T/ACC Cutler he could include details of this in the next report that comes to the Panel.
Action: Next report to include details of what is being done to increase victim satisfaction, particularly re victims of rural crime and business crime.
- 4.5 The Chair of the Stop and Search Reference Group then asked what was being done to increase confidence in the police amongst the black community, in light of recent events. The Chief Constable said that there is a national piece of work being undertaken, led by the National Police Chiefs' Council (NPCC), specifically to address this. As a national priority, it is also a priority piece of work across Suffolk (not just Ipswich) and relates to all black, Asian and minority ethnic (BAME) communities.
- 5 **Victims Code of Practice (VCOP) Compliance** Report by the Chief Constable (Paper AP20/27)
- 5.1 T/ACC Cutler presented this report. The work to mainstream VCOP into the frontline continues. While there is still much to be done, Suffolk is in a strong position nationally. He added that aspects of VCOP compliance will be added to the investigation audits already undertaken on a monthly basis by Inspectors. The Head of Policy and Performance welcomed this step and asked that the results of these audits be included in the next VCOP report to the Panel. In addition, she asked for the compliance checklist to be included as had been done previously. T/ACC Cutler confirmed this would be done.
Action: Include results of investigation audits and compliance checklist in next report

- 6 **Use of Stop and Search in Suffolk** Report by the Chief Constable (Paper AP20/28)
- 6.1 ACC Jones presented this report. He drew attention to the use of Stop and Search increasing by a third during the reporting period reflecting a deliberate, proactive, intelligence-based approach. One in four searches still results in “finds” meaning the success rate has been maintained despite the increase in searches. These are very good results which compare favourably with other Forces.
- 6.2 Despite the increased use of Stop and Search, only 3 people per 1000 of the Suffolk population will experience Stop and Search in a year. This compares to a national average of 6 people per 1000.
- 6.3 ACC Jones emphasised that Stop and Search is an important tool and he welcomes working with communities on raising confidence in its use. The Force works closely with ISCRE Ipswich and Suffolk Council for Racial Equality (ISCRE) in this area.
- 6.4 The Chair of the Stop and Search Reference Group formally joined the discussion to report on the work of the group. She explained it had been difficult to work in the normal way due to the pandemic but an online meeting was planned for later in the month. She added that scrutiny of the police had become of additional interest to the community due to the recent Black Lives Matter (BLM) protests.
- 6.5 The Chair of the Stop and Search Reference Group then went on to ask why it is that black people are four times more likely to be given a Fixed Penalty Notice (FPN) under the C19 regulations. ACC Jones explained that focus has been on where large numbers of public complaints about lack of social distancing have been received ie an intelligence-based approach was taken and this could have led to disproportionate outcomes. He said that he had a meeting with ISCRE later in the day and would welcome a full discussion then.
- 6.6 In addition, ACC Jones acknowledged that BLM protests and activity had also changed the dynamics of the situation. However, he stressed that the Force worked closely with the organisers of the recent BLM protest in Christchurch Park, Ipswich and together facilitated a peaceful event with the guidelines around social distancing adhered to as best as possible. The Force had indeed received messages of gratitude on how they policed this event.
- 6.7 Returning to the contents of the Stop and Search Report, The Chair of the Stop and Search Reference Group asked what the outcomes were of the Strip Searches listed - as though they were broken down by age and ethnicity, there was not an outcome against each category. ACC Jones said that this could be discussed further outside the meeting.
Action: ACC Jones to provide further information if possible to the Chair of the Stop and Search Reference Group regarding the outcomes of Strip Searches.
- 6.8 The PCC thanked the Chair of the Stop and Search Reference Group for her contribution to the meeting and moved on to the next part of the report – Operational Activity. The PCC said he was very pleased to see the activity going on different areas of the county producing very encouraging results. He stated that he is in full support of the use of Stop and Search as a legitimate policing tool.

7 **Complaints and Professional Standards Update** Report by the Chief Constable (Paper AP20/29)

- 7.1 The Chief Constable presented this report. He drew attention to the fact that the new Regulations regarding the complaints procedure came into effect during this reporting period. As a result, there has been an apparent rise in the numbers of both complaints and allegations. However, this was expected as the new Regulations imposed new recording standards.
- 7.2 The Chief Constable said that that the Force has been working hard to decrease the amount of time taken between recording a complaint and concluding the case, and this work will continue. The Force has received positive feedback from The Independent Office for Police Conduct (IOPC) for the work undertaken in this area.
- 7.3 The principle of “Listen, say sorry, fix it” is now well embedded in the Force which aims to remedy the dissatisfaction and identify learning opportunities.
- 7.4 The PCC asked what the procedure was for officers who were subject to complaints of “discriminatory behaviour”. The Chief Constable explained that there were a whole range of measures depending on the circumstances, ranging from re-training/education to a formal misconduct process. The Chief emphasised that all complaints and allegations, whether relating to discriminatory behaviour or anything else, are taken very seriously.
- 7.5 The Chief Executive asked whether C19 had impeded Misconduct Hearings. The Chief Constable confirmed that it had not and that hearings had been held “virtually” and indeed he had recently Chaired one himself.

8 **Annual Workforce Report** Report by the Chief Constable (Paper AP20/30)

- 8.1 The Chief Constable presented this report, highlighting key points. Overall, he said that he felt the Force was in a very strong position, having overbuilt establishment as planned and enjoying much improved sickness levels – the best he had seen since joining the Force in 2015. He added that he was very proud of and impressed by the sickness level improving as it demonstrated just how much the Force had risen and continued to rise to the challenges it faces as a result of C19.
- 8.2 An area of concern for the Chief Constable is the number of Detectives, currently standing at 20 below establishment level. He said, that as previously mentioned, many officers choose to stay on the uniform side of the Force due to the financial benefits of doing so. However, work continues in an effort to attract more officers to become Detectives.
- 8.3 Another area the Chief Constable drew attention to was officers acting up or in temporary roles for too long as it is not good for the stability of the organisation or fair on the individuals concerned. The number of such roles currently in place is under consideration.
- 8.4 The PCC went on to ask about reasons for sickness absence and what measures are in place to address them. The Chief Constable confirmed that “Psychological Disorders” remained the key issue and much work is being done to address this with a comprehensive programme of support available. In addition, open conversation is encouraged within the Force, forging a culture where “it’s ok” to speak up.

- 8.5 The PCC then asked why there was apparently such a significant difference between Suffolk's police staff establishment and strength figures. The Assistant Chief Officer explained that the main difference is due to the joint space (ie shared Norfolk and Suffolk departments) as the figures quoted are purely showing a Suffolk variance. Further detail will be provided outside the meeting.

Action: Assistant Chief Officer to provide more detailed explanation re the difference between police establishment and strength figures.

9 **Any Other Business**

The meeting closed at 12:43.

Members of the public left the meeting.

Agenda items 10 – 15 noted and any questions to be raised outside the meeting

PRIVATE AGENDA

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

16 **Closed minutes of the meeting held on 22 May 2020** (Paper AP20/37)

- 16.1 The confidential minutes of the meeting held 22 May 2020 were agreed as an accurate record and approved by the PCC.

17 **Protective Services Command Update** Report by the Chief Constable (Paper AP20/38)

- 17.1 The Chief Constable presented this report.

18 **Strategic Policing Requirement** Report by the Chief Constable (Paper AP20/39)

- 18.1 The Chief Constable presented this report.

Agenda items 19 and 20 noted and any questions to be raised outside the meeting

The meeting closed at 13:00.

Summary of Actions

Item	Action	Owner
3.5	DA: Discussion to take place whether anything can be done to increase the number of victims who support investigations	PCC/ACC Jones
3.6	SSOs: Next report to include approaches being taken as a result of RASSO	ACC Jones
4.4	Victim Satisfaction and Confidence: Next report to include details of what is being done to increase victim satisfaction, particularly re victims of rural crime and business crime.	T/ACC Cutler
5.1	VCOP Compliance: Include results of investigation audits and compliance checklist in next report	T/ACC Cutler
6.7	Strip Search: ACC Jones to provide further information if possible to the Chair of the Stop and Search Reference Group regarding the outcomes of Strip Searches.	ACC Jones
8.5	Workforce: Assistant Chief Officer to provide more detailed explanation re the difference between police establishment and strength figures.	Assistant Chief Officer