



PAPER AP20/49

ACCOUNTABILITY AND PERFORMANCE PANEL

A meeting of the Accountability and Performance Panel was held via Microsoft Teams at 09:30 on Friday 4 September 2020.

PRESENT:

Office of the Police and Crime Commissioner

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

Suffolk Constabulary

Rob Jones (Assistant Chief Constable), Rachel Kearton (Deputy Chief Constable), Kenneth Kilpatrick (Assistant Chief Officer) and Simon Megicks (Assistant Chief Constable).

Apologies

Steve Jupp (Chief Constable)

In attendance for the public agenda

Angela Abbott (EA to Deputy Chief Constable), Councillor John Burns (Member of Police and Crime Panel), Tom Potter (Journalist, East Anglian Daily Times) and Councillor Keith Welham (Member of Police and Crime Panel).

PUBLIC AGENDA

- 1 **Open minutes of the meeting held on 3 July 2020** (Paper AP20/42)
 - 1.1 The minutes of the meeting held on 3 July 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 AP20/43)
 - 2.1 The Assistant Chief Officer presented this report, in particular highlighting the underspend in a number of areas. It is planned that these savings will be transferred to reserves at year-

end. With the unknown medium to long term impact of C19 on the economy and future uncertainty regarding police funding, mitigating funding risks is of priority and an in-year review of potential savings has taken place to identify opportunities.

- 2.2 The Chief Finance Officer commended the Force on its prudent financial management in the current environment.
- 2.3 The Chief Finance Officer went onto say that that he would like to review the forecast outturn on Capital with the Assistant Chief Officer as projects recently approved will need to be financed. The Assistant Chief Officer confirmed that the capital programme will be considered as part of the Outcome Based Budgeting (OBB) process and this will feed into the next report to the Accountability and Performance Panel.
- 2.4 The PCC asked what the £0.346m spend on the Enterprise Resource Planning (ERP) project related to. The Assistant Chief Officer will revert outside the meeting the details.
Action: ACO to provide details of the £0.346m spend relating to ERP

3 **Performance Priorities Monitoring Report** Report by the Chief Constable (Paper AP20/44)

- 3.1 The Deputy Chief Constable presented this paper. She was pleased to report very good performance over the last few months, despite the challenges of operating within the C19 environment.
- 3.2 The Deputy Chief Constable noted in particular the successful and highly visible activity and pro-activity across the county, particularly the Scorpion, Sentinel and Kestrel Teams.

Performance Report: Summary

- 3.2 The PCC was pleased with the data contained in the summary.
- 3.3 Public Trust and Confidence Data: The Deputy Chief Constable said that a lot of work is underway with regard to building levels of public trust and confidence and the latest data – not received in time for this report – is showing improvement. The most up to date data will be shared with the PCC after the meeting.
Action: DCC to share the most up to date public trust and confidence figures with the PCC.

Performance Report: Workforce

- 3.4 The PCC asked what “absence related to Covid-19” included – whether this meant officers/staff were absent as they had C19 or whether they were shielding etc. The Deputy Chief Constable said she would find out the detail behind this and share it with the PCC.
Action: DCC to establish detail behind “absence related to Covid-19” and share with PCC
- 3.5 The PCC then asked why current police staff strength stands so below establishment. The Deputy Chief Constable explained that the current vacancies would be considered as part of the OBB process and decisions made whether the Force can carry the vacancies or whether they should be filled. The position should become clearer over coming weeks.

Performance Report: Domestic Abuse (DA)

- 3.6 ACC Jones provided an overview of this report, noting that Suffolk is in the “middle of the pack” nationally in terms of performance and therefore not an outlier. However, it was recognised that there is of course still more work to be done.
- 3.7 The many initiatives underway in this area were highlighted, in particular the Perpetrator Programme due to be implemented in the very near future which aims to deliver behavioural change in perpetrators of DA.
- 3.8 ACC Jones emphasised that all new recruits and others joining the Force are trained in what is expected of them when they attend DA calls and focus will remain on the importance of maintaining standards in this area.
- 3.9 There is much national attention on victims of DA and Serious Sexual Offences (SSOs) with regard to potentially intrusive levels of attention to social media and data contained on mobile devices. ACC Jones said that in Suffolk the Force endeavours to minimise such intrusion so it does not deter victims from coming forward. Ways to obtain evidence in the least intrusive way are being developed.
- 3.10 ACC Jones ended his presentation by commenting that while not as many people have been charged or cautioned for DA crimes as, for example, 5 years ago, the focus has been very much on the victims of DA and ensuring their safety and achieving the outcome they would like. The outcome of this approach is reflected in the positive DA victim satisfaction figures.
- 3.11 The PCC was pleased to note all the work and initiatives underway to address DA. He went on to ask whether there was a difference between urban and rural rates in DA and whether the data could be broken down further to illustrate this. It was agreed this could be considered further outside the meeting.

Action: Consider whether DA statistics could be split into urban/rural

Performance Report: Serious Sexual Offences (SSOs)

- 3.12 It was noted that the position with regard to SSOs is similar to that of DA. Similarly to DA, it is another crime which the Force has encouraged victims to come forward to report. In addition, officers have enhanced recording skills in this area. ACC Jones emphasised that when the long term increase in SSOs is considered that it should not be interpreted as suggesting that Suffolk has an underlying problem. No research supports that conclusion – the indication is that it is an area which historically has been hugely under-reported. The Force’s work to develop awareness and confidence in victims has encouraged people to come forward.
- 3.13 ACC Jones drew particular attention to key aspects with regard to SSOs. First, he described the benefits of a regional approach to SSOs, where the Crown Prosecution Service (CPS) and Superintendents have come together to consider what happens when SSO cases are reported. Discussions have included the scrutiny of file quality and how large volumes of digital data and evidence around disclosure are managed. The result is consistency between Forces, agreeing aspects such as the evidential standards to be achieved and standardised protocols.

- 3.14 Secondly, ACC Jones described how the Force had planned carefully for the consequences of the lifting of lockdown, particularly with regard to the night time economy re-opening and therefore more people going out and potentially at risk of being the victim of an SSO. Planning included a preventative media campaign urging individuals to stay safe.
- 3.15 Thirdly, in terms of the Solved Rate, ACC Jones highlighted that most SSOs occur within a relationship or are reported after a relationship has ended. In these cases it can be extremely difficult to reach the evidential standard to prosecute – and it becomes more difficult the further back into the past an assault occurred.

Performance Report: Emergency Call Handling

- 3.16 The PCC was very pleased with Emergency Call Handling performance which continues to remain strong even in the face of increasing demand.
- 3.17 The PCC asked how many calls had included the use of “55” ie when a caller dials 999 but is not in a position to speak when the BT operator answers the caller can (from a mobile device) then add “55” to indicate they need police assistance. The Deputy Chief Constable said that she would see if this information was available and revert to the PCC outside the meeting.
- Action: Deputy Chief Constable to establish, if possible, how many calls into the CCR have had “55” added ie silent emergency calls**

Performance Report: Non-Emergency Call Handling

- 3.18 The Deputy Chief Constable reported that 101 demand continues to reduce as the public are using other methods to contact the police such as online reporting. Work to encourage “channel shift” continues such as the recently launched webchat.

Performance Report: Traffic Offence Reports (TORs)

- 3.19 The PCC was pleased to note the contents of this report.

Performance Report: Residential Burglary Dwelling

- 3.20 The Deputy Chief Constable said that this report illustrated how Suffolk was one of the safest places in the country with regard to Residential Burglaries. The PCC welcomed this report and noted in particular not only were crime levels falling but the solve rate was increasing.

Performance Report: Violence with Injury

- 3.21 The Deputy Chief Constable drew attention to the fall in the number of offences which to a certain extent could be attributed to the C19 lockdown - fewer people were out on the streets, particularly at night due to the closure of the night time economy (alcohol playing a part in many of these offences).

Performance Report: Robbery

- 3.22 As with Violence with Injury crimes, Robbery offences have fallen during the lockdown period for similar reasons. Notwithstanding this, performance around Robbery offences is an area of strength for the Force. Recent business robbery sentences have shown a good level of Court support for the impact of such offences which is hoped will act as a deterrent.

Performance Report: Anti Social Behaviour (ASB)

- 3.23 ACC Jones explained that ASB is a broad brush description for a number of different offences. The lockdown period saw monthly increases in ASB likely to have arisen from such factors as the noise of people living close together (and being at home all day) and unlawful gatherings. It seems that lockdown created different tensions which were exacerbated by public health fears, leading to increasing reports of offences classified as ASB.
- 3.24 In terms of dealing with ASB, ACC Jones said that the Safer Neighbourhood Teams (SNTs) were becoming increasingly confident in the use of Community Protection Orders and referring those with problematic behaviour to agencies who can help. Partnership work with local authorities has also helped leading to action such as redesigning environments and increasing CCTV to deter acts of ASB.

Performance Report: Drug Trafficking

- 3.25 The PCC was very pleased to see the strong performance in this area. The Deputy Chief Constable said that a lot of proactive work was being undertaken by the Force both locally and with colleagues in other Forces which was producing very positive results.

4 Children and Young People Update Report by the Chief Constable (Paper AP20/45)

- 4.1 ACC Jones said that he was very proud to present this report as it illustrated the broad range of excellent work going on across the Force in this very important area. He then went on to highlight key elements of the work being done which the PCC acknowledged and appreciated.
- 4.2 The PCC asked ACC Jones how he felt the safeguarding of Children and Young People worked in Suffolk, given that ACC Jones is new to the Force and may have a different perspective. ACC Jones said that he felt the approach to Safeguarding was outstanding in Suffolk and he had been impressed by the level of shared awareness and commitment of all agencies involved.
- 4.3 The PCC then asked about the large number of children in care, and how many of these were being housed from outside the county as a result of illegal immigration for example. ACC Jones will establish whether the figures can be broken down in this way and revert.
Action: ACC Jones to establish whether the figures of the number of children in care can be broken down further to see how many may be being housed in Suffolk from outside the county.

- 5 **Rural Crime Report** Report by the Chief Constable (Paper AP20/46)
- 5.1 ACC Jones presented this report. He started by saying that although the Rural Crime Team appears to be relatively small, it in fact “punches above its weight”, producing good results for the Force. Indeed, Sergeant Brian Calver won the “Wildlife Enforcer of the Year” Award.
- 5.2 While the usual engagement opportunities such as the Suffolk Show have not recently been available due to C19, Sgt Calver has done much to maintain as much public engagement as possible via BBC Radio Suffolk and the local press.
- 5.3 The PCC then asked questions about the content of the report. First, he asked why the “Fast SMS” service had been withdrawn – a service that allows immediate communication with key community stakeholders and intelligence/information sharing. ACC Jones will establish the background to this and advise the PCC.
Action: ACC Jones to establish why the “Fast SMS” Service was withdrawn
- 5.4 The PCC went on to request clarification on the National Vehicle Crime Intelligence Police Service (NaVCIS) post which had been established. ACC Jones will check what the policing/staffing position is and brief the PCC.
Action: ACC Jones to check what the policing/staffing position is re NaVCIS
- 5.5 Discussion of this report closed by ACC Jones observing that there is no absolute definition of “rural crime” and can encompass a very broad range of offences. The fact that the crimes occur in rural areas can present evidential challenges when it comes to prosecution as there is often less of a digital footprint, fewer witnesses, limited CCTV etc. Work is underway in this area to address these challenges and improve evidence available.

6 **Any Other Business**

- 6.1 There was no other business

The open part of the meeting closed at 12:07 and members of the public left the meeting.

PRIVATE AGENDA

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

- 7 **Closed minutes of the meeting held on 3 July 2020** (Paper AP20/47)
- 7.1 The confidential minutes of the meeting held on 3 July 2020 were agreed as an accurate record and approved by the PCC.
- 8 **Protective Services CONTEST Update** Report by the Chief Constable (Paper AP20/48)
- 8.1 ACC Megicks presented this report.

The meeting closed at 12:13

Summary of Actions

Item	Action	Owner
2.4	Capital Programme – ERP: ACO to provide details of the £0.346m spend relating to ERP	ACO
3.3	Public Trust and Confidence data: DCC to share the most up to date public trust and confidence figures with the PCC.	DCC Kearton
3.4	Workforce – absence related to Covid-19: DCC to establish detail behind “absence related to Covid-19” and share with PCC	DCC Kearton
3.11	Domestic Abuse: Consider whether DA statistics could be split into urban/rural	ACC Jones
3.17	Emergency Call Handling 999 – 55: Deputy Chief Constable to establish, if possible, how many calls into the CCR have had “55” added ie silent emergency calls	DCC Kearton
4.3	Children in Care: ACC Jones to establish whether the figures of the number of children in care can be broken down further to see how many may be being housed in Suffolk from outside the county.	ACC Jones
5.3	Rural Crime Report: Establish why the “Fast SMS” Service was withdrawn	ACC Jones
5.4	Rural Crime Report : ACC Jones to check what the policing/staffing position is re NaVCIS and brief the PCC.	ACC Jones