

ACCOUNTABILITY AND PERFORMANCE PANEL

A meeting of the Accountability and Performance Panel was held at Police Headquarters Martlesham, and via Microsoft Teams at 09:30 on Friday 15 September 2023.

PRESENT:

Office of the Police and Crime Commissioner

Colette Batson (Chief Finance Officer), Kate Boswell (Executive Assistant to the PCC and Chief Executive), Sandra Graffham (Head of Communications and Engagement), Elisabeth Hollingworth (Head of Commissioning and Governance), Christopher Jackson via Teams (Chief Executive), Tim Passmore (Police and Crime Commissioner), Vanessa Scott (Head of Policy and Performance).

Suffolk Constabulary

David Cutler (Detective Chief Superintendent), Katie Elliott (Temporary Detective Chief Superintendent), Marina Ericson (Temporary Assistant Chief Constable), Rob Jones (Deputy Chief Constable), Kenneth Kilpatrick (Assistant Chief Officer).

In attendance for the Public Agenda via Teams

David Ellesmere (Member of the Police and Crime Panel), Diane Hind (Member of the Police and Crime Panel), James Patchett (Substitute Member of the Police and Crime Panel), Adriana Stapleton (Senior Democratic Services Officer, Suffolk County Council), John Ward (Member of the Police and Crime Panel).

Apologies:

Eamonn Bridger (Temporary Assistant Chief Constable), Julie Dean (Temporary Assistant Chief Constable), Rachel Kearton (Chief Constable), James Sheridan (Policy and Commissioning Officer)

PUBLIC AGENDA

1 Public Question Time

- 1.1 The Police and Crime Commissioner (PCC) welcomed everyone to the meeting.
- 1.2 The PCC advised that a question had been received from a member of the Police and Crime Panel in advance of the meeting, and as they were in attendance the PCC invited them to ask the question.

- 1.3 Councillor David Ellesmere, a member of the Police and Crime Panel, asked the following question: Within the Managing Offenders and Reducing Reoffending paper, for the monitoring for ethnicity around conditional cautions, would it be more appropriate and give a better indication to record this as a percentage of the total offenders rather than just a number. The PCC responded that if agreeable this question would be addressed during item 5 of the agenda.

2 Open minutes of the meeting held on 7 July 2023 (Paper AP23/41)

- 2.1 The minutes of the meeting held on 7 July 2023 were agreed as an accurate record and approved by the PCC.
- 2.2 All actions were noted as complete or in hand and were being followed up outside of the meeting.

3 Financial Monitoring (Paper AP23/42)

- 3.1 Assistant Chief Officer (ACO) Kenneth Kilpatrick presented this report, caveating that it is still very early within the financial year for forecasting.
- 3.2 The ACO explained the headlines for the period to the end of July. A revenue underspend of just over £1.7M was forecast. Regarding the government grant of just under £1M, for the recruitment of an additional 22 police officers by the end of March 2024, this was on target to be delivered. The Constabulary were currently benefiting from the higher interest rates on cash investments.
- 3.3 There is however an underlying £1M overspend, which is split 60/40 between non-pay and pay related costs. This can be covered and there will be no impact on operations. There are various contributing factors, including overtime figures being high.
- 3.4 The Capital Position is currently forecast to be on target, and at the next meeting there will be a more in-depth positional view on this.
- 3.5 The Chief Finance Office (CFO) highlighted that the investments as shown on page 6 of the report, appear to be higher than in previous months. Therefore she asked for confirmation of whether this is in part due to the fluctuation that are seen monthly in terms of receipts of grants. The ACO confirmed that yes this is the case, confirming that the pension grant payments do fluctuate each month.
- 3.6 The PCC asked that the potential overspends be looked at via the Weekly Conference meeting.
ACTION – The ACO to provide further details relating to the overspend to the PCC via Weekly Conference.
- 3.7 The Deputy Chief Constable (DCC) Jones in response to a question from the PCC confirmed that the Control Room is on target to meet its recruitment figures by the beginning of October.

3.8 The PCC asked whether the agreed pay award of 7% for police and police staff was covered within the budget. The ACO confirmed that the pay award was budgeted for.

4 Supporting Vulnerable Victims (Paper AP23/43)

4.1 The Temporary Chief Superintendent and Head of Joint Justice Services Katie Elliot presented this report.

4.2 In summary the report highlights that there are good governance structure in place around supporting victims, in addition to successful ongoing partnerships between the Suffolk Constabulary, the Crown Prosecution Service and other agencies to support the needs of victims. Regarding Violence Against Women and Girls (VAWG), the Constabulary provides quarterly updates on the plan, and has clear strategies for dealing with repeat victims, ensuring the needs of the victim are understood. The Domestic Abuse data within this report shows an increase in crimes of 4.2% over the past quarter. However the three-year rolling average figures remain lower. The Domestic Violence Disclosure Scheme (DVDS) has seen some changes, with an upward trend of Domestic Violence Disclosure Scheme (DVDS) applications within Suffolk since January 2019. The work on Operation Encompass which involves liaising with schools continues to support young victims of incidents of domestic abuse within the home setting. In June the national operating model, Operation Soteria, was adopted for Rape & Serious Sexual Offences (RASSO), and showed a reduction in crimes reported within in this area, but an increase in the crimes charged. The overall figures for Hate Crime are showing a reduction, and Suffolk has now charged an individual with human trafficking.

4.3 The PCC commented that with the 2 additional Circuit Judges being appointed at Ipswich, there will hopefully be some improvements in the delays and backlog that are occurring within the Crown Court.

4.4 The PCC asked how the quality of the data files submitted to the courts could be improved, considering approximately one third are returned. T/Chief Superintendent Elliott advised that Suffolk's file quality is very good and is recognised as a tops performer in the country. The digitalisation of files is helping to improving this. However once the files are submitted for completion of legal review, evidential questions are asked and this is why they are returned.

4.5 The PCC asked how the Information Management Tool on the Victims Code will help will improve compliance. T/Chief Superintendent Elliott advised that the tool allows data to be accessed by officers at all levels, and will show how they are performing against each of the victim rights. The PCC then asked if this would help to improve the process of communications with victims to keep them updated. T/Chief Superintendent Elliott confirmed it would.

4.6 The PCC asked if T/Chief Superintendent Elliott to clarify what the role of Victim and Witness Care Unit is. T/Chief Superintendent Elliott advised that this the team within Suffolk Constabulary, working with both victims and witnesses, keeping them updated on progress of their cases through the courts. The team has had supplemented with additional staff to help deal with the increase in workload that has been caused by court delays, and the increase of cases being adjourned into next year.

- 4.7 The PCC asked that the data included at paragraph 3.10 of the report showing the number of cases reviewed and supported by the Special Measures Advisor (SMA) for Norfolk and Suffolk, be sub-divided to show the numbers for Suffolk separately.
ACTION - T/Chief Superintendent Elliott to update this data for the next report.
- 4.8 The Head of Policy and Performance asked if the data and figures that are received from the Power of BI are helping to target training and improve the figures. T/Chief Superintendent Elliott responded that this is the case.
- 4.9 T/Chief Superintendent Elliott advised that the VAWG strategy was for repeat victims, and comprised working with the voluntary sector to identify trends that inhibit victims from coming forward to report crimes to the police. T/ACC Ericsson added that VAWG is a priority for Suffolk Constabulary. Work continues with partners, particularly Safer Stronger Communities Board to deliver on the VAWG strategy, and to reduce the numbers of repeat victims. Another area of work being looked at is repeat victim offender locations and being able to implement measures to address this.
ACTION – T/ACC Ericsson to provide some further data to the PCC on the work on repeat victim offender locations.
- 4.10 In response to a question from the PCC T/Chief Superintendent Elliott advised that Optik is an integrated mobile solution, which is accessible to officers when they are operational in the community. The PCC asked if victims are concerned by an officer using a phone or a tablet whilst with them. T/Chief Superintendent Elliott confirmed that the use of a phone or tablet and its purpose is explained.
- 4.11 The PCC asked what the support bag for sex workers contains as referred to at paragraph 4.2.
ACTION – T/ACC Ericsson to confirm what is included within this bag and confirm back to the PCC.
- 4.12 The PCC asked how the use of hot spot technology is working within the area of domestic abuse to reduce crime figures. T/ACC Ericsson confirmed that the VVOL (Vulnerability Victim Location Data) data provides data on victim offender and location, which can then highlight where there are more offences and more victims. This then allows the local policing teams to better devise appropriate strategies and work with partners within these areas.
- 4.13 The CFO queried if all victims within the supporting vulnerable victims table received a risk assessment. T/ACC Ericsson confirmed that not all did. Some crimes that are reported via a third-party referral such as the MASH. Further some assessments have multiple crimes recorded against one risk assessment.
- 4.14 The Head of Policy and Performance asked what was causing the reduction in high risk assessments figures. T/ACC Ericsson responded that this was still being evaluated and may in part be due to the changes within the risk assessment processes. All high-risk assessments have a detective oversight or investigation with supervisory support.
- 4.15 The PCC enquired after the effectiveness of ancillary orders, and the impact of breach. T/ACC Ericsson advised breach of an order will result in arrest and referred to the magistrates. These orders allow the police to protect victims without necessarily having their direct involvement.

- 4.16 The PCC asked after the initial thoughts and conclusions upon Rapid Video Response (RVR). T/ACC Ericsson Marina responded that initial returns have been positive. The force has been engaging with victims who have used RVR to gain their feedback and to evaluate whether the system is being used in the best possible way. The PCC requested that once the evaluation phase is complete, he would like to see the results.
ACTION – T/ACC Ericsson to feedback the results of the RVR evaluations to the PCC once completed.
- 4.17 The PCC inquired into the effectiveness of Operation Encompass. T/ACC Ericsson advised that this operation delivered a direct link through partners into education, and helped ensure that educational settings were fully aware of instances of domestic abuse within the home.
- 4.18 The PCC inquired of Op Soteria. T/ACC Ericsson advised that it was not fully set up yet, and will provide the PCC with further information and timescales relating to this.
ACTION – T/ACC Ericsson to update in due course.
- 4.19 The PCC questioned the cause of the increase of approximately one third on SARC attendance. T/Chief Superintendent Elliott advised that the increase in child abuse cases of 9.9% is the likely cause as the figures are similar to the increase seen within the SARC.

5 Managing Offenders and Reducing Reoffending (Paper AP23/44)

- 5.1 The Temporary Chief Superintendent and Head of Joint Justice Services Katie Elliot presented this report.
- 5.2 When detainees are held in custody for investigations they are required to be held in a way that is safe, fair and decent. Drug testing on arrest is a positive initiative, and can allow for the use of diversionary support. Custody levels have now returned to the pre-covid levels in terms of throughput. However, issues over the use of custody to detain those in mental health crisis is still an area of challenge due to the non-availability of a suitable mental health bed within the county. The Independent Custody Scrutiny Panel is recognised nationally for best practice, with the feedback that is received from the Panel incorporated into learnings accordingly. The use of in-cell technology, diversionary messaging, and remote interpreters continues to be used, along with having designated cells for children and young people.
- 5.3 To address the question raised by Councillor Ellesmere, T/Chief Superintendent Elliott advised that the ethnicity of those who have been administered a conditional caution will be shown in the next report as a percentage alongside the number.
ACTION – T/Chief Superintendent Elliott to update the data in the next report to show the ethnicity as a percentage figure for those administered a conditional caution.
- 5.4 The PCC inquired regarding the delivery of the medical contract within the PIC. T/Chief Superintendent Elliott responded that financial penalties were being applied and the force was pursuing a contractual issue.
ACTION – PCC to raise this issue for further discussion via Weekly Conference.
- 5.5 The PCC asked if the Public Health Harm to Hope initiative was being utilised for those reoffending due to drug misuse. T/Chief Superintendent Elliott confirmed that when there is

a positive drugs test on arrest diversionary pathways linked to Harm to Hope can be implemented.

- 5.6 The PCC asked how were matters progressing with the Foundation Trust for the provision of mental health beds rather than individuals being detained in custody. T/Chief Superintendent Elliott responded that this remains a challenge, with Suffolk Constabulary continuing to press Norfolk Suffolk Foundation Trust (NSFT) for provision of these services. The PCC offered to support with further discussions between Suffolk Constabulary and NSFT to ensure progress is made and was interested to see the impact of Right Care Right Person once implemented.
- 5.7 The PCC asked if the Twilight Service was available across all PICS. T/Chief Superintendent Elliott will clarify and respond back to the PCC.
ACTION - T/Chief Superintendent Elliott to confirm if the Twilight Service is available across all PICS.
- 5.8 The Head of Policy and Performance asked if the innovations as mentioned at paragraph 3.14 of the report will be available in all PICS. T/Chief Superintendent Elliott advised that she would clarify and respond.
ACTION – T/Chief Superintendent Elliott to confirm to the OPCC what innovative measures are being installed in the Suffolk PICS.
- 5.9 The Head of Commissioning and Governance questioned if there were barriers to people taking up the courses offered by Red Snapper, such as online access, and when the decisions are made for use of out of court disposals could this result in some people being disadvantaged. T/Chief Superintendent Elliott advised that centralised decision making through a national framework helps achieves consistency. Data is monitored and fed into the National Police Chief’s Council (NPCC), which then monitors any national trends, and which in turn influences work locally.
- 5.10 The PCC asked how people are identified to take part in the DAPU programme. T/Chief Superintendent Elliott advised that decisions are based on consent and the suitability of offender. The offending behaviour needs to be accepted and individuals need to be ready to make changes to their lives. The PCC asked about withdrawals from the programme and why this occurs as well as whether the programme was evaluated to ascertain its effectiveness.
ACTION – T/Chief Superintendent Elliott to follow up on this & confirm back to the PCC.
- 5.11 The PCC advised he had recently visited the Public Protection Unit (PPU) and it appears we have a disproportionately high number of released offenders who locate in Suffolk. The PCC wanted to understand the cost implications. T/Chief Superintendent Elliott confirmed these are managed on a case-by-case basis with the Probation Service.

6 Responding to Fraud (Paper AP23/45)

- 6.1 T/ACC Ericson presented this report.
- 6.2 Fraud is recognised as a growing area of predatory crime effecting the most vulnerable in society. The majority of fraud crimes are dealt with initially by Action Fraud. In Suffolk referrals are low. The Constabulary work closely with local and national organisations to prioritise harm reduction. There are specially trained fraud personnel within the Crime

Coordination Centre department, and additional fraud experts who sit within the criminal investigative departments. In terms of fraud prevention Barclays Digital Eagles provide online modules for self-learning in which the participation of partners and communities is encouraged, which is helping to protect against fraud.

- 6.3 Whilst the data shows a decrease in the fraud crime solve rate, there has been a large increase in the volume of referrals nationally.
- 6.4 The PCC asked if the small number of people working on fraud within Suffolk is sufficient. T/ACC Ericson replied that referrals within the county are lower than other areas, and there are specialist officers within Suffolk working on this, plus the force utilises the digital support teams who provide online investigative techniques.
- 6.5 The PCC asked how the performance of Suffolk compares with other forces. T/ACC Ericson advised that the Constabulary's performance is favourable when compared with other forces, she will provide further figures to support this.
ACTION – T/ACC Ericson to provide additional figures as to the performance of Suffolk Constabulary compared to other force areas in relation to fraud crimes.
- 6.6 The PCC asked for further information on preventative measures, as mentioned at paragraph 3.9 of the report to be provided.
ACTION – T/ACC Ericson to provide this information to the PCC.
- 6.7 The PCC asked what the new strategic plan / focus was, and how it will help. T/ACC Ericson advised that the Strategic Plan is due to be updated in 2024 and which will then align to the National Fraud Strategy.
- 6.8 The PCC asked how the support from the National Economic Crime Unit will continue to progress. T/ACC Ericson advised that as per the report at paragraph 5.3.3, victims are identified, and support is provided to them. As the strategy continues to develop in Suffolk, it is expected that more risk assessments will be seen and the needs of individual victims addressed.
- 6.9 The PCC requested some examples of the types of fraud crime being seen in Suffolk.
ACTION – Detective Chief Superintendent David Cutler to follow up with the PCC to provide some examples of fraud.

7 Any Other Business

- 7.1 No other business.

The open part of the meeting closed at 11.41 members of the public left the meeting.

PRIVATE AGENDA

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

8 **Closed minutes of the meeting held on 7 July 2023** (Paper AP23/46)

8.1 The confidential minutes of the meeting held on 7 July 2023 were agreed as an accurate record and approved by the Police and Crime Commissioner.

9 **Protective Services Command Update** (Paper AP23/47)

9.1 Detective Chief Superintendent David Cutler presented this report.

The meeting closed at 1150.

Summary of Actions

Item / Paper	Action	Owner
3.6 Finance Monitoring	The ACO to provide further details relating to the overspend to the PCC via Weekly Conference.	ACO
4.7 Supporting Vulnerable Victims	Data to be split out to show only Suffolk cases reviewed and supported by the Special Measures Advisor (SMA). T/Chief Superintendent Elliott to update this data for the next report.	T/Chief Superintendent Elliott
4.9 Supporting Vulnerable Victims	T/ACC Ericsson to provide some further data to the PCC on the work on repeat victim offender locations as referred to under the VAWG strategy.	T/ACC Ericsson
4.11 Supporting Vulnerable Victims	T/ACC Ericsson to confirm what is included within the bag given to sex workers and confirm back to the PCC.	T/ACC Ericsson
4.16 Supporting Vulnerable Victims	T/ACC Ericsson to feedback the results of the RVR evaluations to the PCC once completed.	T/ACC Ericsson
4.18 Supporting Vulnerable Victims	T/ACC Ericsson to provide an update and time scale to the PCC on the implementation of Op Soteria.	T/ACC Ericsson
5.3 Managing Offenders and Reducing Reoffending	T/Chief Superintendent Elliott to update the data in the next report to show the ethnicity as a percentage figure for those administered a conditional caution.	T/Chief Superintendent Elliott
5.4 Managing Offenders and Reducing Reoffending	PCC to discuss the CRG medical contract issues within the PIC via Weekly Conference.	PCC
5.7 Managing Offenders and Reducing Reoffending	T/Chief Superintendent Elliott to confirm if the Twilight Service is available across all PICS.	T/Chief Superintendent Elliott

5.8 Managing Offenders and Reducing Reoffending	T/Chief Superintendent Elliott to confirm to the OPCC what innovative measures are being installed in the Suffolk PICs.	T/Chief Superintendent Elliott
5.10 Managing Offenders and Reducing Reoffending	Within the DAPU programme, why reason is given for those withdrawing from the programme. And how can the success of the programme be measured 12months down the line. T/Chief Superintendent Elliott to follow up on this & confirm back to the PCC.	T/Chief Superintendent Elliott
6.5 Responding to Fraud	T/ACC Ericson to provide additional figures as to the performance of Suffolk Constabulary compared to other force areas in relation to fraud crimes.	T/ACC Ericson
6.6 Responding to Fraud	T/ACC Ericson to provide for further information on preventative measures, as mentioned at point 3.9 to the PCC.	T/ACC Ericson
6.9 Responding to Fraud	Detective Chief Superintendent Cutler to follow up with the PCC to provide some examples of fraud.	Detective Chief Superintendent Cutler