



PAPER AP13/22

ACCOUNTABILITY AND PERFORMANCE PANEL

A meeting of the Accountability and Performance Panel was held in the Strategic Co-ordination Centre, Police Headquarters, Martlesham on Tuesday, 30 April 2013 at 9.30 am.

PRESENT:

Office of the Police & Crime Commissioner

Chris Bland (PCC Chief Finance Officer), Christopher Jackson (Chief Executive), Ian Rands (Business Manager) and Claire Swallow (Deputy Chief Executive).

Suffolk Constabulary

Phillip Clayton (Constabulary Chief Finance Officer), Charlie Hall (Assistant Chief Constable), Tim Newcomb (Assistant Chief Constable), Douglas Paxton (Chief Constable) and Rachel Wilkinson (Head of HR) for item 2.

Also present for item 3 : Belinda Clabburn, County Partnerships Manager, Youth Offending Service.

PUBLIC AGENDA

1. MINUTES OF THE PREVIOUS MEETING

- 1.1 The minutes of the meeting held on 28 February 2013 were agreed as an accurate record and signed by the PCC.

[The PCC agreed to alter the order of the agenda so as to accommodate those attending for a single item.]

2. HUMAN RESOURCES UPDATE (Paper AP13/)

Sickness

- 2.1 In response to a question as to whether the Chief Constable was content with the progress or whether further improvements would be pursued, Rachel Wilkinson referred to the findings of the external 'critical friend' detailed in the report and her view that all the necessary building blocks were in place. The recommendations in paragraph 1.17 would be followed-up and she was pleased to report that the latest figures for April were showing a further improvement.
- 2.2 She was also able to confirm that there was no evidence to suggest that sickness in collaborated units was an issue. Monitoring continued across the workforce as a whole and the highest rate occurred in the County Policing Command that was not surprising.
- 2.3 The Chief Constable was generally satisfied with performance in this area stating that there was no systemic problem with attendance and he emphasised the good working

arrangements with the Police Federation and Unison on this issue. Looking forward he felt that issues linked to personal finance could feature more heavily and highlighted the part that Occupational Health could play when looking at stress related matters. The PCC was aware of services provided at the University Campus on a two-weekly basis such as cranial massages and Rachel Wilkinson agreed to look at this.

- 2.4 Following-up an issue raised at the previous meeting, reference was made to paragraph 1.18 and the cost of £911k should a more robust stance be taken with 12 problematic cases and agreeing retirement on ill health grounds. It was acknowledged that the PCC would need to be consulted if the use of reserves was seen to be justified. Each case would be reviewed on its merits and recommendations formulated. It was a significant sum but the point was made that liabilities would be reduced over time.

Action

Constabulary to report back to the PCC on a preferred way forward in relation to the 12 cases referred to at paragraph 2.4 above.

3. DELIVERY OF TRIAGE PILOT BY SUFFOLK YOUTH OFFENDING SERVICE [Paper AC13/16]

- 3.1 Belinda Clabburn introduced the report and highlighted the outcomes including the data in Appendices A and B. The YOS was satisfied that the early intervention was more effective than issuing a reprimand or final warning and their intention was to roll-out the scheme at the PICs at Bury St Edmunds and Gorleston in June/July. Work had also begun with University Campus Suffolk to help with evaluation given the larger numbers and the need to track the young offenders for 12 months after the triage intervention.
- 3.2 In response to a question, she confirmed that in her view the pilot had been value for money and said that YOS would be reassessing how the service was structured to help on-going delivery. The Chief Constable added that he had been impressed with a similar project in Stoke-on-Trent, while ACC Newcomb described how it supported evidence-based policing.
- 3.3 The PCC mentioned that Cambridge University had a research unit that might be worth approaching for funds and the Deputy Chief Executive spoke of the need for the YOS to develop a business case for on-going funding from the PCC in a situation where it would not be ring-fenced from April 2014. Belinda Clabburn confirmed the intention to apply for funding.

Action

That the report be received on the basis that it demonstrated that the project had delivered against the agreed outcomes and therefore had met the grant conditions.

4. PERFORMANCE PRIORITIES – MONITORING REPORT

- 4.1 Paper AP13/9 provided an update on the performance priorities set within the Policing Plan for the period April 2012 to March 2013. Discussion centred on the following:

Domestic Burglary

- 4.2 While the total of domestic burglaries recorded was down on the previous year, the PCC highlighted the disappointing solved rate, which was at its lowest point for five years. ACC Newcomb said the solved rate for April showed a marked improvement (28%) and there were a number of operations underway where good results were

expected. As to the medium and longer term he spoke of the increase in investigative capacity mentioned at the previous meeting; this would include an additional manager in the west of the county. Sharing an intelligence platform with Norfolk was also highlighted as something that was working well.

- 4.3 The Chief Constable reiterated the view that there had been a lack of capacity and it was vital to build a firm base. He saw tackling re-offenders as a major building block. The PCC said that early discussions were taking place on the need to develop a long term plan with the aim of re-introducing strands of the 'Suffolk First' initiative.

Serious Sexual Offences

- 4.4 Whilst acknowledging some good work was in hand, the solved rate for the final quarter was the poorest in over five years and the PCC wanted to know when there might be a shift the other way. In response, ACC Newcomb said that performance in April was much improved and an area-based approach similar to that in Norfolk was paying dividends. The bulk of offences were not serious and the Constabulary was seeking to introduce better management of such cases while the increase in investigative capacity was also important in this arena.
- 4.5 The information on recording was noted including the different approach in Wiltshire. The PCC said that he had raised the standardisation of recording at a national level.
- 4.6 The Chief Constable referred to the increase in confidence to report incidents and how he was impressed with the role of the SARC (Sexual Assault Referral Centre). It was important to focus on cases of risk or harm to others and completing a problem profile was suggested as a means of getting a greater understanding of this category of crimes.

Action

Information on the approach to profiling be included within the next performance report.

Victim Satisfaction

- 4.7 The PCC acknowledged how much progress had been made in respect of Suffolk's performance in relation to the 'whole experience'. At 85.8% it was 3.8% more than the previous 12 months but he asked how this would be maintained. ACC Newcomb confirmed that the focus remained, was supported by a business plan and was being highlighted by the Chief Constable as vital in his early discussions with staff.
- 4.8 The information in relation to the work of the Customer Service Desk was noted. This had been requested at the previous meeting.
- 4.9 As to the Police-only Public Confidence Measure, the Chief Constable said that being placed 10th nationally was an excellent result given Suffolk's relative position in terms of resources and its rural nature. He said this linked back to the previous discussion about longer term planning and having an emphasis on "dealing with what matters to communities".

Response to Emergency Incidents

- 4.10 The PCC drew attention to paragraph 67 and the likelihood that performance in urban areas could suffer when moving to the new urban/rural split response times. ACC Newcomb explained that this linked to a change in recording to 'start the clock' on receipt of the call as opposed to when a team was allocated. This was seen as being more ethical. The Chief Constable added that he would not jeopardise officer safety

and it was the action taken when arriving that was more important than getting there slightly quicker.

5. FINANCIAL MONITORING AS AT 28 FEBRUARY 2013 (Paper AP13/11)

- 5.1 The indications were that the level of under-spend at £2.62m would be around £0.5m higher than that reported to the previous meeting. The fact that the majority was non-recurring was again highlighted. A sum of about £2.475m was expected to transfer to reserves but this could change slightly depending upon the final position on carry-forwards.
- 5.2 The PCC noted and welcomed the report. Moving forward, the Chief Constable said that he wished to encourage bids from staff where they felt their department could make service improvements or had 'invest to save' ideas. Chris Bland said there was a specific reserve linked to such opportunities that could be utilised.

6. SUFFOLK ESTATES STRATEGY – LATEST UPDATE [Paper AP13/12]

- 6.1 In response to a question, Phillip Clayton outlined the latest position concerning a Central Ipswich SNT Base. Planning permission had been applied for in respect of premises in Museum Street which was a listed building. Tenders for the work were already prepared. Once an end date was known further discussions would follow with Ipswich Borough Council on the future of the current police station site.
- 6.2 The information in the remainder of the report was noted. In doing so the PCC reiterated his desire to promote further schemes with public sector partners.

7. SAFETY CAMERA ENFORCEMENT TEAM [Paper AP13/13]

- 7.1 From his perspective, the PCC was anxious to get the approach to enforcement right. Concerns had been raised with him via correspondence and at public meetings, mainly about a perceived proactive approach to fund raising. The Chief Constable agreed that the activity must be legitimate and he announced that the deployment locations for the mobile cameras were being reviewed and when complete these locations would be published to ensure transparency.
- 7.2 Linked to this, ACC Hall highlighted the fact that the financial self-funding model for the Safety Camera Team was under strain and the information on budget projections was noted.

Action

The results of the review be reported to a future meeting.

8. POLICE RELATIONSHIPS (INTEGRITY INSPECTION) – UPDATE ON PROGRESS WITH HMIC RECOMMENDATIONS [Paper AP13/15]

- 8.1 The Chief Constable referred to the positive nature of the report from HMIC and the continuing steps to ensure transparency. He had begun meetings with newspaper editors with a view to developing an open and constructive dialogue. From his point of view, the PCC was disappointed that the reputation of the police across the country had been tarnished by the actions of a few.

Action

The progress made to date be noted and given the overall satisfactory position further updates be included within reports from the Professional Standards Department on complaints.

9. COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE [Paper AP13/17]
 - 9.1 The Chief Constable acknowledged that on IPCC appeals the percentage of upheld cases was relatively high. At 46% for 2011/12, there were only five other Forces higher. Some of these linked to historic cases and he was confident the position would improve.
 - 9.2 He agreed with the PCC's view that complaints could provide a valuable source of feedback and collecting information from both complaints and dissatisfaction was ongoing and was shared at meetings with Norfolk. He was also able to confirm that there were no worrying trends in terms of certain departments attracting more complaints than others.
 - 9.3 He also accepted the fact that the report lacked comparisons on a national and MSF basis.

PRIVATE AGENDA

[Further detail on the following items is contained in Closed Minutes]

10. MINUTES OF THE PREVIOUS MEETING
 - 10.1 The closed minutes of the meeting held on 28 February 2013 were agreed as an accurate record and signed by the PCC.
11. COMPLAINTS, MISCONDUCT AND PROFESSIONAL STANDARDS UPDATE
 - 11.1 There were no particular concerns linked to consideration of the report which was noted.
12. PROTECTIVE SERVICES UPDATE
 - 12.1 Matters highlighted and discussed included the assessment of compliance with the National Policing Requirement, the Home Office funding available to support the Regional Organised Crime Unit, the development of a Multi-Agency Safeguarding Hub, the workload of Public Protection Officers and issues linked to Roads Policing.
 - 12.2 The information in the report was noted.
13. COLLABORATION UPDATE – BUSINESS SUPPORT
 - 13.1 The content of the report was noted.
14. CHIEF OFFICERS' RISK REPORT
 - 14.1 The content of the report was noted.

The meeting closed at 11.27 am