

Terms of Reference (June 2018)

Supporting Victims and Public Confidence Board

Statement of Purpose

To provide strategic coordination and direction to the Suffolk police aim of increasing the confidence and satisfaction of the public in policing services.

Scope

“Research suggests that procedural justice – fair and respectful treatment of citizens – is associated with trust in the police and viewing the police as legitimate. Legitimacy, in turn, is associated with greater willingness to cooperate with the police and assist in preventing and responding to crime, and greater compliance with the law. There is also evidence to suggest that general attitudes to the police – trust and confidence – may impact on people’s satisfaction with specific encounters. Consequently, the importance of public confidence in the police should not be underestimated.”

Confidence and satisfaction are independent assessments of police performance although each have the ability to impact upon the other. ‘Confidence’ is a public perception and may not be founded upon any interaction, positive or negative experiences. ‘Satisfaction’ is based upon police interaction with victims of crime. Both measures are achieved through survey and the question sets are highly relevant.

Aims for the boards

1. To identify and understand strategic concerns regarding confidence and satisfaction.
2. To identify, coordinate and drive thematic areas for improvement in the policing strategy and tactical response
3. To provide the strategic oversight of matters of prioritisation, resourcing and training/expertise.

Objectives for the board

1. Through analysis and professional judgement, identify thematic areas for improvement / performance threats. Prioritise, guide and monitor progress against thematic AFIs.
2. Identify and prioritise and respond to specific service failings.
3. Ensure that development activity aimed at building confidence and satisfaction is coordinated.
4. Ensure the police leadership and contribution to partnership working is effective.
5. Identify the need and prioritise the commission of evidence based practise.
6. Identify, disseminate and embed national and local best practice regarding the response to confidence and satisfaction.

7. Adopt and track progress against HMICFRS recommendations and specific AFIs. Coordinate and monitor progression against local and national action plans.
8. To assess and improve compliance against the Victims Code.
9. Track and monitor the management and impact of critical incidents including the effectiveness of community impact assessments
10. Ensure opportunities for effective engagement and communication (in broadest sense) are maximised.

Reporting and Accountability

The Supporting Victims and Public Confidence Board is chaired by the Assistant Chief Constable (ACC) for Local Policing and is supported by sub-groups as necessary at strategic and tactical (delivery) level. The ACC will determine the specific aims and objectives of the sub-groups.

The Supporting Victims and Public Confidence Board reports to Force Performance Board chaired by the Deputy Chief Constable.

Membership

- Assistant Chief Constable (ACC) Local Policing - Chair
- Head of Safeguarding and Investigations Command
- Head of County Policing Command
- All County Policing Command Superintendents
- All Safeguarding & Investigation Superintendents
- Head of Protective Services (or nominee)
- Head of Joint Justice Services (or nominee)
- Head of Joint Performance and Analysis Department (or nominee)
- Head of Learning and Development (or nominee)
- Head of Communications and Media
- Representative of 2025 (Corporate Improvement and Innovation) Team
- Representative of Contact and Control Room
- Representative of Incident and Crime Management Hub
- Representative of Professional Standards Department
- Representative of the Office of the Police & Crime Commissioner