



How your money is improving policing in Suffolk in 2022/23

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In January 2022, the Suffolk Police and Crime Commissioner published the Chief Constable's plans for the policing element of the precept increase for 2022/23. This report can be viewed on the [PCC website](#). This document provides an update as to how this money is improving policing in Suffolk in 2022/23.

A/Chief Constable Rachel Kearton



As Acting Chief Constable I will continue to ensure that additional money from the increase in policing element of your council tax will be spent well.

This publication sets out how the Constabulary will use your money to improve the service provided by the Contact and Control Room. Suffolk Constabulary's Contact and Control Room staff deal with Police 999 emergency calls and more as well as managing operational resources and dealing with major and critical incidents. I am sure you will note that posts are being filled and recruitment is underway to deliver an improved service to our communities who are at the heart of all that we do. As a Constabulary we deal with emergency calls and high-risk incidents well and I continue to be immensely proud of the high- pressure work done by officers and staff in this team to keep you safe.

The Constabulary does however need to make contacting the Police easier and more efficient and effective and I acknowledge the level of dissatisfaction regarding the 101 non-emergency service. Calls for service are increasing in number and complexity, and it is vital everyone is properly assessed to ensure threats and risks to the public are properly addressed and that callers are provided with a professional service. This publication gives an overview of the early phases of our transformation and modernisation program within the contact and control service which are currently being delivered and are on track to improve service delivery through additional staff to improve performance.

The Constabulary is committed to deliver an improved service and I look forward to keeping you apprised of the continued progress of this transformation and modernisation program of work.

Police and Crime Commissioner Tim Passmore



Earlier this year I made the difficult decision to increase the policing element of your council tax for this financial year.

Following extensive consultation with the previous Chief Constable, we agreed to direct the precept investment to a major improvement of the Contact and Control Room (CCR).

Demands on policing are growing exponentially and it is essential that the CCR is properly resourced and equipped to deliver a high-quality service and ensure Suffolk continues to be a safe place in which to live, work, travel and invest. In all my public engagement the one thing that comes through loud and clear is the dissatisfaction with the non-emergency 101 service. I know it is absolutely crucial we address these concerns.

In addition to the 27 staff and four officers funded through this year's extra council tax money, the national Operation Uplift programme will give us 72 more police officers in 2022/23. By the end of this financial year we will have increased the establishment by over 220 additional officers since 2020/21, increasing the number of officers in the county to over 1400 – the most we have had since I became PCC in 2012. Operation Uplift will have funded 179 officers and 47 have been funded through the council tax precept. This is very good news for Suffolk because it will clearly help improve policing visibility countywide.

When I made the decision to increase the precept I pledged to provide a quarterly update on the Constabulary's progress against the CCR improvement plan. This is the second of these quarterly monitoring reports. I hope you find it informative.

Police & Crime Plan 2022-25 Objectives

The proposals set out in this document support the delivery of the PCC's Police & Crime Plan 2022-25. The Police and Crime Plan is structured around four key objectives which are fundamental to the role of the PCC. The plan gives the Constabulary the clarity it needs to take the PCC's vision forward and gives the public a clear picture of the PCC's objectives to make the county a safer place in which to live, work, travel and invest.

Objective 1: An efficient and effective police force for Suffolk

Objective 2: Provide services which support victims of crime and invest in initiatives which reduce crime and disorder

Objective 3: Engage with communities to understand their views about policing and crime and keep them informed and updated about the work of the PCC and the Constabulary

Objective 4: Work in partnership to improve criminal justice outcomes and enhance community safety
The Police & Crime Plan 2022-25 can be found on the PCC's website, www.suffolk-pcc.gov.uk/the-commissioner/police-crime-plan along with the performance framework which shows the reporting arrangements and activity to support progress.

The Contact and Control Room Transformation and Modernisation Programme

The Police & Crime Commissioner's precept investment of £1.4m precept within the financial year 2022/23 has been allocated to the Contact and Control Room (CCR) Transformation and Modernisation Programme.

The CCR at Martlesham Police Headquarters deals with 999 and 101 calls, managing necessary calls for service from partners and front-line resources. It is much more than a 'call centre' and is responsible for the command, control and deployment of resources and managing operational matters whilst protecting vulnerable people at time of crisis through to high-risk major and critical policing events.

Demands on policing are growing exponentially and it is essential that the CCR is properly resourced and equipped to deliver a high-quality service and ensure Suffolk continues to be a safe place in which to live, work, travel and invest. The importance of the CCR cannot be overstated as it performs a crucial service to the public, partners, and the Constabulary.

Suffolk Constabulary continues to face the challenge of bringing about improvements at a time of increased and more complex demand within the resources available. The organisation has undergone significant change over recent years. The focus remains on continuing to adapt, transform and improve our public service. To achieve this Suffolk Constabulary has commenced a CCR transformation and modernisation programme. £1.4m is necessary to invest in:

- making it easier and quicker for the public to contact Suffolk police
- improving 101 call answering and digital opportunities for multi-channel contact
- increased public confidence and satisfaction
- additional capacity to effectively manage threat, harm, and risk

Suffolk Constabulary Strategic Plan 2020 - 2023

Priority Outcomes 2020/23



Operational

Proactive policing to catch criminals.	Quality crime investigations to improve service to victims.	Problem solving with our communities and partners.	Building confidence and increasing satisfaction in Suffolk Constabulary.
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Investing in our people and ensuring we are fit for the future.	Creating Capacity to catch and convict criminals and keep the public safe.	Leadership based on our values; everyone is a leader.	We will be courageous, innovative and ambitious exploiting technology.
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Organisational

Precept investment 2022/23	Income £m	Costs £m	Budget £m	Budget £m
4.2% increase	£2.5m			
2% required for existing commitments		£1.1m		
Budget available			£1.4m	
Total amount for operational plans for Precept 22/23				£1.4m

It is important to recognise the following:

- savings of **£2.0m** are programmed for 2022/23 in accordance with the medium-term financial plan
- Suffolk is one of the lowest funded forces per person in England and Wales
- the increase of 4.2% is below the current inflation rate.

Precept investment 2022/23	FTE	Cost £m	Update
Growth of 4 FTE x Control Room Sergeants to improve supervisions and enhance performance delivery.	4	0.254	Sergeants have been selected and required courses booked. Start dates identified and all 4 due to be in post by December 2022.
Growth of 14.72 FTE x Control Room Operators to improve service delivery.	14.72	0.615	There are currently 13 people on the January 2023 intake, with a further new recruitment campaign planned to commence in October 2022 for a further intake in Spring 2023.
Growth of 2.09 in the Control Room Systems Support team to support the new growth of resources and technology.	2.09	0.084	Supervisor and part time positions have been filled, the remaining 1 FTE position is currently being advertised.
Growth of 10 FTE x Control Room Operators to manage the introduction of Digital Public Contact.	10	0.447	New recruitment campaign is planned to commence in October 2022 for a further intake in Spring 2023.
TOTAL	26.81 staff & 4.00 officers	£1.4m	

Technology

The precept investment will be supported by additional technology funded by the Constabulary.