

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP23/03

SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL – 13 JANUARY 2023

SUBJECT: IMPROVING CONFIDENCE AND SATISFACTION

SUMMARY:

1. This report illustrates Constabulary activity and performance in respect of public confidence in policing and the satisfaction of victims.

Chief Officer Commentary (T/Assistant Chief Constable Eamonn Bridger):

The following are the key strengths, issues and concerns arising from this report:

- Satisfaction rates for victims of crime are generally good and continue to improve in most areas of reporting. In particular, the public view of the 'Whole Experience' of service from the Constabulary has made good progress.
- Satisfaction for victims of Domestic Abuse (DA) is at an exceptional level across the board and whilst comparatively small sample size this is very heartening to report on due to the continued prioritisation of victim services in this area of crime.
- The Kestrel Teams continues to provide an effective community engagement service and have delivered significant operational impact during the busiest demand periods this year.
- Livechat has been a significant development initiative that has shown great promise where satisfaction is concerned. The Constabulary is keen to develop this option further and is seeking to provide enhancements to the function as part of the ongoing Command and Control Room (CCR) improvement programme.
- There is still no data available to provide understanding around public confidence in the Constabulary and this will continue to be the case for the foreseeable future due to changes being

implemented at a national level. Satisfaction data cannot be directly compared to other forces due to methodology differences across the country which can prove problematic when trying to interpret local performance in this area.

- Business crime satisfaction and first contact across the different crime types is an area of concern and will be features of the development work in both the CCR Improvement programme and the County Policing Command (CPC) Operating model review.

RECOMMENDATION:

1. The Police and Crime Commissioner (PCC) is asked to consider the progress made by the Constabulary and raise issues with Chief Constable as appropriate to the PCC's role in holding the Chief Constable to account.

1. Introduction

- 1.1. The Police and Crime Plan focuses on victims, and the service they receive. The Plan specifies under objective 3 (engagement with the public) a commitment that the PCC will consider detailed reports at the PCCs Accountability and Performance Panel on victim satisfaction and public confidence.
- 1.2. Victim satisfaction relates to the views and experiences of victims of certain types of crime reported to Suffolk Constabulary. In Suffolk, a third-party research company is used to conduct telephone interviews (in line with the Police and Crime Plan priorities) with victims of:
 - Hate Crime
 - Rural Crime
 - Online Crime
 - Business Crime
- 1.3. Survey results have been available each month and are usually reported as rolling satisfaction rates over the prior 12 months to ensure sufficiently small margins of error.
- 1.4. Like most forces, Suffolk Constabulary has traditionally used the Office of National Statistics Crime Survey of England and Wales (CSEW) to track the confidence of the Suffolk public. As a result of restrictions imposed due to Covid-19 the CSEW surveys were conducted by telephone between May 2020 and October 2021. There was no CSEW confidence data published since the period ending March 2020 due to the impact on the comparability of the reduced sample size with the historical data. A phased reintroduction of the face-to-face CSEW began in October 2021 to enable a return to full topic coverage in time.
- 1.5. Surveys of a similar nature are also undertaken with victims of Domestic Abuse (as part of the Home Office mandated ADR 444) however these are undertaken by the in-house Domestic Abuse Victim Satisfaction Survey Co-ordinator due to the sensitivities of the crime and with victim safeguarding as the primary consideration.
- 1.6. Within the Police and Crime Plan, the Police and Crime Commissioner prioritised the measurement of the following areas:

Confidence Measures:

- % of respondents who agree police are doing a good job
- % of respondents who agree police deal with community priorities
- % of respondents who agree police would treat them fairly
- % of respondents who have confidence in the police overall

Satisfaction Measures (Domestic Abuse, Hate Crime, Online Crime, Rural Crime and Business Crime)

- % of victims satisfied with overall service
- % of victims satisfied with accessibility
- % of victims satisfied with actions taken
- % of victims satisfied with treatment
- % of victims satisfied with how well they were kept informed

1.7. This paper outlines the current position in respect of each of these indicators, as well as detailing several of the key programmes of activity the Constabulary is operating to sustain and improve performance in these areas.

2. Public Confidence and Satisfaction Data

Public Confidence

2.1. As stated above, because of the changes to CSEW surveying during the Covid-19 pandemic, data is only available up to March 2020. This has been reported in previous APP reports so has not been included on this occasion.

Victim Satisfaction

2.2. Since April 2017 forces have been able to choose the victim groups they survey based on what they felt were most appropriate, with the stipulation that all forces would survey victims of Domestic Abuse. Since then, Suffolk Constabulary have surveyed the following victim groups:

- Hate Crime
- Rural Crime
- Online Crime
- Business Crime
- Domestic Abuse (Home Office mandated)

Hate Crime, Online Crime, Rural Crime and Business Crime

2.3. For hate crime, online crime, rural crime, and business crime the Constabulary awarded a contract to the research company SMSR in June 2017, which was renewed in 2020 for another operating term. Data for the twelve-month rolling period to October 2022 is displayed in Table 1 below, alongside comparable data from the previous report which covers the period up to April 2022 (table 2).

2.4. It is not possible to compare levels of satisfaction with other police forces as each force will be surveying different victim types, in different ways. However, with the ability to make year on year comparisons with local data we can now track progress internally, which is helped by the rise in the number of surveys completed in a twelve-month period.

- 2.5. Comparisons for the period up to October 2022 indicate decreases in satisfaction rates across several measures for both Business Crime and Online Crime. Although the most recent figures show a decrease against the previous twelve months for these crime types; when compared to the 12 months up to April 2022, there is indication that the levels of satisfaction have stabilised, in contrast to some areas that have shown an increase.
- 2.6. Satisfaction with the whole experience for the four survey groups combined has increased compared to the previous 12 months and to April 2022.

Table 1: Victim satisfaction up to April 2022

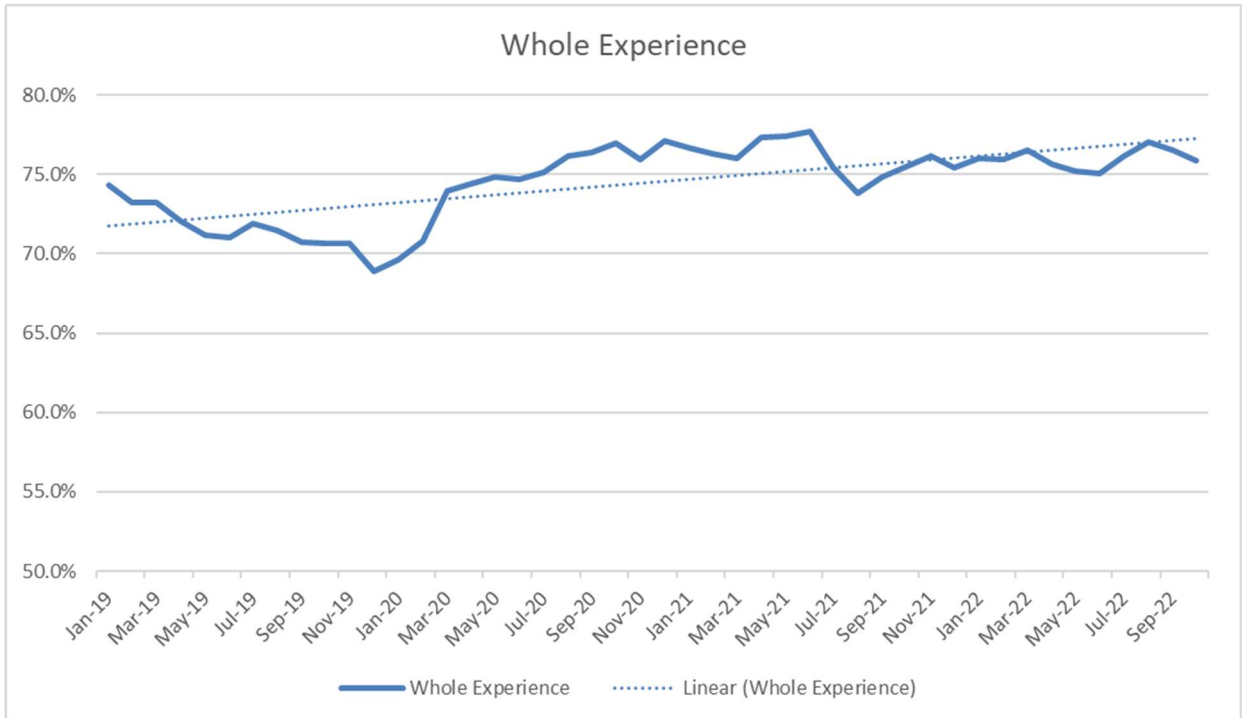
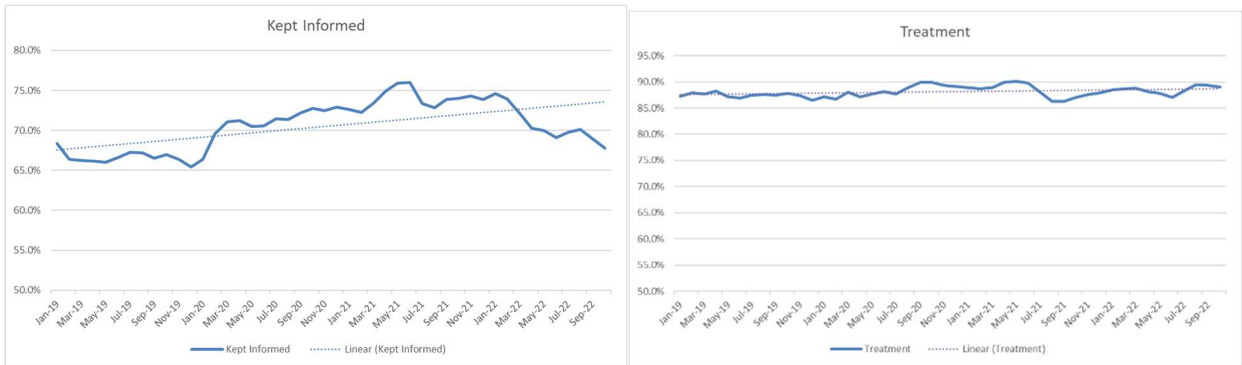
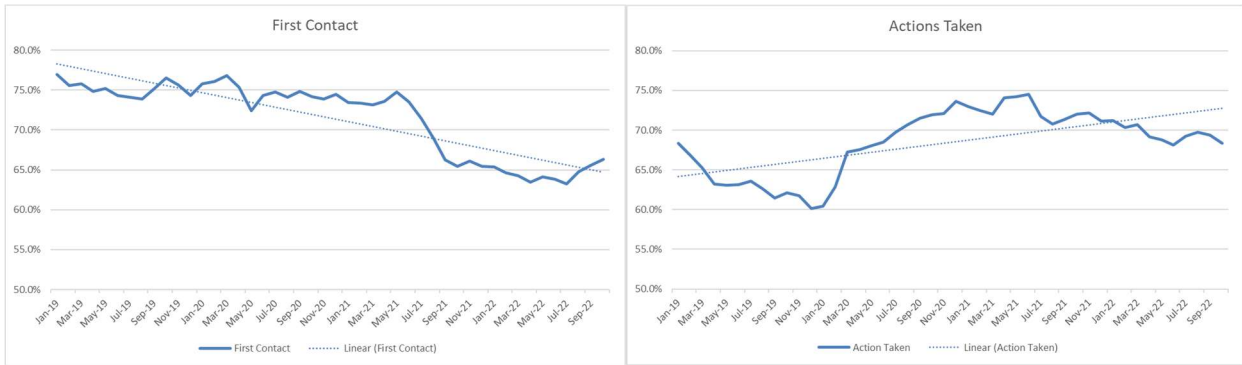
Suffolk		% satisfied		
		12 months ending		
		Apr-22	Apr-21	Diff. PP
Business Crime	First contact	65.1%	80.9%	-15.7%
	Action taken	68.1%	79.5%	-11.4%
	Kept informed	71.6%	80.3%	-8.8%
	Treatment	87.9%	90.6%	-2.6%
	Whole experience	70.7%	82.7%	-12.0%
Number of respondents		116	127	
Hate Crime	First contact	60.5%	63.3%	-2.7%
	Action taken	65.1%	67.2%	-2.1%
	Kept informed	70.4%	71.2%	-0.8%
	Treatment	87.5%	84.0%	3.5%
	Whole experience	75.7%	68.8%	6.9%
Number of respondents		152	125	
Online Crime	First contact	65.5%	73.5%	-8.0%
	Action taken	68.5%	76.6%	-8.1%
	Kept informed	68.9%	77.1%	-8.2%
	Treatment	86.0%	92.2%	-6.2%
	Whole experience	76.1%	78.6%	-2.5%
Number of respondents		222	192	
Rural Crime	First contact	59.6%	76.6%	-16.9%
	Action taken	83.1%	71.5%	11.5%
	Kept informed	72.3%	70.0%	2.3%
	Treatment	96.9%	91.5%	5.4%
	Whole experience	83.1%	78.5%	4.6%
Number of respondents		65	130	
Total	First contact	63.4%	73.6%	-10.1%
	Action taken	69.2%	74.0%	-4.9%
	Kept informed	70.3%	74.9%	-4.6%
	Treatment	88.1%	89.9%	-1.8%
	Whole experience	75.7%	77.4%	-1.7%
Number of respondents		555	574	

Table 2: Victim satisfaction up to October 2022

Suffolk		% satisfied		
		12 months ending		
		Oct-22	Oct-21	Diff. PP
Business Crime	First contact	69.2%	68.2%	1.0%
	Action taken	63.6%	79.6%	-16.1%
	Kept informed	61.7%	84.1%	-22.4%
	Treatment	86.0%	89.4%	-3.4%
	Whole experience	66.4%	81.4%	-15.1%
Number of respondents		107	113	
Hate Crime	First contact	65.7%	57.7%	8.0%
	Action taken	66.2%	64.0%	2.1%
	Kept informed	69.1%	69.8%	-0.7%
	Treatment	88.2%	84.2%	4.1%
	Whole experience	77.9%	70.5%	7.4%
Number of respondents		136	139	
Online Crime	First contact	65.7%	68.6%	-2.9%
	Action taken	69.3%	72.3%	-3.0%
	Kept informed	68.8%	72.8%	-4.0%
	Treatment	89.4%	85.9%	3.5%
	Whole experience	77.8%	75.6%	2.2%
Number of respondents		189	213	
Rural Crime	First contact	65.4%	65.2%	0.2%
	Action taken	78.7%	74.1%	4.6%
	Kept informed	72.1%	70.4%	1.8%
	Treatment	95.1%	91.4%	3.7%
	Whole experience	82.0%	75.3%	6.7%
Number of respondents		61	81	
Total	First contact	66.3%	65.5%	0.9%
	Action taken	68.4%	72.0%	-3.6%
	Kept informed	67.7%	74.0%	-6.2%
	Treatment	89.0%	87.0%	2.1%
	Whole experience	75.9%	75.5%	0.4%
Number of respondents		493	546	

- 2.7. Satisfaction with first contact has increased for three of the four crime areas when compared to the previous 12 months. This compares to a fall in satisfaction in this area in April 2022 which ranged from 2.7pp for hate crime to 16.9pp for rural crime. Overall satisfaction with first contact is at 0.9pp higher than in the previous 12M and 2.9pp higher than reported in April 2022.
- 2.8. In contrast to reductions in satisfaction seen for other crime types, an increase in satisfaction was seen across all measures for victims of rural crime. Satisfaction with the whole experience for victims of rural crime increased by 6.7pp to 82% in comparison to the previous twelve months.
- 2.9. The general trends over time show fluctuation across the five satisfaction measures (see charts 1-5 below).

Figures 1-5: Satisfaction levels from 2019 to date for the four crime types combined.



Domestic Abuse Surveys (ADR 444) and Sexual Offences

- 2.10. Suffolk Constabulary has a requirement to comply with ADR444 (Service Improvement Survey – Domestic Abuse). In Suffolk, a Victim Satisfaction Survey (VSS) Co-ordinator delivers the Home Office mandated requirement to carry out satisfaction surveys with victims of Domestic Abuse. Data from the Domestic Abuse surveys is recorded and stored on an in-house database which allows analysts from the Strategic, Business and Operational Services (SBOS) department to access the results and review for a variety of purposes including to inform the Domestic Abuse delivery board.
- 2.11. The Constabulary has data for a full two-year period so year on year comparisons is included below. The proportion satisfied reflects those that gave a satisfied response (fairly satisfied, very satisfied or completely satisfied) in the 12-month period to 31 October 2022 and compares this to the preceding 12-month period. In general terms satisfaction in these areas is improving.

The key findings are:

- 100% satisfied with the first contact they had with police (+11pp)
- 97% satisfied with the initial service received from the attending officer (+14pp)
- 91% satisfied with the way they were kept informed (+3pp)
- 94% satisfied with the treatment they received (+4pp)
- 97% satisfied with their overall experience (+7pp)

Assessment of the Data

- 2.12. *First Contact* - Current levels of satisfaction with first contact are lower than at any time since January 2019. However, satisfaction in this area has been increasing in recent months. A key area of focus for the Constabulary continues to be the effectiveness of how we manage initial contact with victims of crime and those calling for our service. There continues to be a considerable investment into the CCR environment, which the data would tend to suggest is starting to have a positive impact and contributing to the satisfaction improvements in this area.
- 2.13. *Action Taken* - The level of satisfaction with the action taken reached its highest point in June 2021, and for the last 12 months has been consistently much higher than previous years. However, despite a rise in Autumn 2021 levels have been falling since December 2021. There is likely to be a direct correlation between the perception of how successful the Constabulary is being at “taking action”; and its ability to achieve successful outcomes within the Criminal Justice System. Whilst the Constabulary continue to promote a need to strive for positive investigative outcomes amongst our staff and have invested significantly in upskilling the investigative standards of our officers in recent months; we continue to face challenges with delays in achieving outcomes for victims at court due to significant demand on the entire CJ system.

- 2.14. *Keep Informed* - The level of satisfaction with how victims were kept informed reached its highest point in June 2021, and for the last 12 months has been consistently higher than previous years. However, levels of satisfaction have been falling in this area since the start of 2022. The Constabulary now track Victim Code of Practice (VCOP) compliance performance at a team level this features in as part of monthly Crime Audits. This closer monitoring is allowing the identification of areas for improvement in training, and the development of Athena/Optik based improvements which will drive consistency in updates, particularly for victims of crime.
- 2.15. *Treatment* - Satisfaction with treatment by police has increased in recent months and it remains at a high level compared to all other satisfaction measures. Overall satisfaction with the whole experience dropped after June 2021, however, has remained at a level above that of previous years.

3. Public Confidence, Satisfaction and Engagement Board

- 3.1. The Constabulary's Public Confidence, Satisfaction and Engagement Board is led by the Assistant Chief Constable for Local Policing. This Board commissions specific research on public confidence and satisfaction and meets bi-monthly to explore the main themes in greater depth each month and to set priorities and direction.
- 3.2. The Board has enabled the Constabulary to scrutinise key data to understand how the communities of Suffolk perceive their interactions with the force. It has provided a forum to respond effectively locally to national public confidence challenges like Violence Against Women and Girls (VAWG) and Black Lives Matters (BLM). It is currently scoping work, with support from Ipswich and Suffolk Council for Racial Equality (ISCRE) and others, into reducing the "confidence gap" between different communities in policing as part of Suffolk's Race Action Plan. Progress in relation to this will be reported to future boards.
- 3.3. The following provides a summary and context of the key activities that are being overseen by the Public Confidence, Satisfaction and Engagement Board.

CCR Improvements (*First Contact*)

- 3.4. As stated earlier in this report, the Constabulary recognise the impact effective management of our calls for service has upon Public Confidence and Satisfaction. The Constabulary continue to focus heavily on a program of improvement in this business area.
- 3.5. Whilst the 101 Demand on Suffolk CCR has been decreasing since 2019, the rate of reduction has started to slow down over the last 12-month period. Some of this reduction can be attributed to 'channel shift' with other online options being made available in terms of improved advice, signposting, and information available through the Constabulary's internet page; alongside the ability to report incidents and crime online. There have also been regular media campaigns both locally ('Click before you Call') and nationally ('making the right call').

- 3.6. The biggest impact on the 101 call waiting times has been the increase in 999 calls in the last 12 months. This has resulted call takers simply not being able to answer the volume of 999 calls and service the 101 call queues in the Contact and Control Room (CCR). In addition, the time taken to resolve a call correctly (obtain the correct information, complete the appropriate checks, and correctly 'THRIVE' the call) will impact on a call takers ability to deal with calls. There has been a significant increase in 999 demands in the 12 months between October 2021 to September 2022 compared to the previous two years. The CCR has dealt with 22,786 more 999 calls compared with the previous period (2020/21) a 21.4% increase.
- 3.7. In October 2022 the CCR launched a new recruitment video across its social media platforms. This saw a direct increase in number of applications to join the CCR but has also been a good method of highlighting the work undertaken by the CCR.

Live Chat (First Contact, Action Taken)

- 3.8. In March 2021 the CCR launched a Live Chat trial for Suffolk Police. Live Chat is a form of customer messaging software that allows customers to speak directly with a company's representatives — in this case it allows the public to message the police. It works as a pop-up chat window within the Constabulary's website. It can translate more than 120 languages automatically and allows call takers to manage multiple chats concurrently, without a drop in service level, increasing efficiency. The service was made available between the hours of 0800 – 1700hrs Monday to Friday for questions, reports of non-urgent crime, ASB and more.
- 3.9. The trial ran from March to November 2021 and handled nearly 5250 unique users, over 6000 total conversations with an average of only 20 seconds to be answered by CCR staff. Each user was offered a questionnaire and from those that provided a response, over 91% of users rated the service as Good or Very Good and nearly 94% of users stated they would recommend the service to a friend or use it again.
- 3.10. Live Chat also promoted 'channel shift' with the movement of users from calling 101 to using the service. Over 55% of users stated they would have tried 101 'if it wasn't for Live Chat'. The service also had victims of serious domestic abuse and historic sexual offences come forward to disclose abuse, something the victims said they wouldn't have done if it wasn't for Live Chat.
- 3.11. Due to 999 call-demand the pilot was suspended however, it was switched back on 17th October 2022. Between 17th September and 31st October 2022 Live Chat had 236 unique users with a 32 second average wait to be answered. 60% of users said they would have tried 101 instead of Live Chat had it not been available. It was relaunched via the media in November 2022.
- 3.12. The new service is innovative, drawing from the best practice from across the UK, and was tested through a Randomized Controlled Trial. In partnership with our technology company FUTR, features like a "safe" exit button and clearing search history (so it is not visible to perpetrators) were developed and implemented. In terms of satisfaction, the evaluation

showed from an analysis of the exit survey that victims who chose this service rather than an officer attending in person felt safe and supported.

- 3.13. The overwhelming majority said they would use it again, as well as recommending it to someone else. This showed us that provided they are designed with care, victims with complex needs and vulnerability can find a “virtual” response as helpful and reassuring as a personal visit, and that many will choose this if given a choice. It did not replace all the risk assessment the Constabulary does, or the need to get help to victims who are in immediate danger, but it did provide another way for domestic abuse survivors to engage with the police and to be signposted to domestic abuse charities and services in Suffolk, as well as managing the demand more efficiently and effectively. The trial was featured in Policing Insight magazine and the learning will inform our future digital services, including the design of a “digital desk” from investment in the Contact and Control Room.

Community Engagement Activity (Keep Informed, Action Taken)

- 3.14. The main thrust of community engagement continues to be driven by the Community Engagement Officers (CEO’s). CEO’s currently support their local priorities and are briefed daily on any emerging concerns or crime patterns. The CEO’s actively post upcoming events, local activity and results on social media and respond to calls for service (CFS) via this forum.
- 3.15. The Kestrel Teams are continuing to deploy to areas of most need and has significantly improved our capacity and capability for engagement. The teams were a key feature in our response to the increase in summer demand in our communities and were able to deliver Operation Servator tactics to good effect. These tactics, developed by the City of London Police to protect critical infrastructure and crowded places from the threat of a terrorist attack, have been adapted and implemented across Suffolk. They are based on active engagement within local communities, especially those that may have a high footfall, such as businesses in town centres, or railway stations. The locations, the timing and the duration of the tactic are based on evidence of what works, maximising the impact in an area before moving on, so that we are as visible as possible. The officers then use scientific behavioural detection to identify suspicious behaviour and will actively engage those who may come to attention to assess any risk and confirm or dispel suspicion. This may lead to a stop and search; but often concludes with information about Operation Servator being shared with the individual and reassurance that the police are patrolling and intervening to keep people safe.
- 3.16. Through use of the new Engagement App, the Constabulary is now able to map engagement activity and with whom, track effectiveness and direct engagement from local taskings and priorities.

Social Media (Keep Informed, Action Taken)

- 3.17. The most recent data is continuing to demonstrate an upward trend of new social media followers (particularly to localised accounts) and we are seeing a significant increase in the positive responses received to our highlighted activity. Police use of social media is having increased relevance and we have seen success in several Policing Areas driven by a more

authentic, relevant, and open style of communication. The direct consequences of increased effectiveness of engagement in this virtual forum is resulting in significant increased levels of intelligence and information being received from audiences about issues and incidents happening within the community.

Support for National Campaigns (Action Taken, Keep Informed, Treatment)

- 3.18. CEO's and Neighbourhood Policing Teams (NPT's) support local and National Campaigns such as the Op Sceptre Campaign, White Ribbon, Licensing/World Cup, and the upcoming Christmas Prevention Campaigns raising awareness, giving crime prevention advice, encouraging recruitment, and sharing the good work being conducted in communities

Domestic Abuse (Action Taken, Keep Informed, Treatment)

- 3.19. The Constabulary continues to use media and engagement opportunities to signpost victims to support services and encourage reporting, several short videos clips have been produced and used to explain the role of the SARC, IDVAS and other areas of work.
- 3.20. The Constabulary took part in the White Ribbon Campaign in November calling on its communities to stand together against male violence, abuse, and harassment towards women.
- 3.21. White Ribbon Day is the United Nations international day for the elimination of violence against women and is followed by 16 days of action to promote and encourage a culture of equality and respect. During the 16 days of action the Constabulary worked closely with local councils, charities, retailers, bars, pubs, and clubs, as well as local football clubs to raise awareness of the campaign.
- 3.22. The White Ribbon Youth Advocate scheme was also rolled out to schools and other educational settings across the county to communicate with young people, particularly boys, that certain behaviours, language, and attitudes are unacceptable. The aim is to encourage people to be a positive influence among their friends and communities, challenge and take action against abuse to women and girls in all its forms, whether it be intimidation, manipulation, or hands-on violence.

Neighbourhood profiles (Action Taken, Keep Informed)

- 3.23. Each Policing Locality now has a dedicated Neighbourhood Profile established. Drawing from data collected as part of the Output Area Classification 2011, Community Engagement Area Classification (CEAC) and Index of Multiple Deprivation 2019); and strengthening of our Key Individual Networks, we are now better placed to understand and foresee how our communities are most likely to engage with us and which areas of criminality are causing the most concern to them.
- 3.24. This data is now being reviewed as the final interpretations are published from the 2021 Census data. A newer version of the current Neighbourhood Profile will be published in late 2023.

- 3.25. Neighbourhood Profiles are now being used by Local Policing teams to identify areas that benefit from a “hyper local focus” engagement approach. This methodology includes analytical identification of communities most at risk from harm or crime, and a focused period of engagement within those communities to highlight key areas of concern. Proactive police activity then follows, with direct feedback to those communities to build confidence and trust.

Police Race Action Plan (Action Taken, Treatment)

- 3.26. All CEOs are actively involved in the Police Race Action Plan data capture by holding local workshops targeting diverse and hard to reach communities. The outcomes will be fed back to the Constabulary for onward tasking/action and form a key part of understanding the way in which the Constabulary should change to provide a better service for underrepresented groups. The Public Confidence and Satisfaction Board will contribute heavily to Workstream 3 of the PRAP ensuring black people and communities are routinely involved in the governance of policing.

Beat Manager Pilot (Action Taken, Keep Informed, Treatment)

- 3.27. The Constabulary is currently piloting a Beat Manager approach in three wards. This emphasis on hyper-local engagement is key to understanding the needs of the community, encouraging intelligence and being able to respond more effectively to community concerns. The results of this pilot will be fed back into the ongoing Local Policing Review.

4. Public Complaints

- 4.1. Public complaints are made by members of the public in relation to the conduct of those serving in the Force and are recorded under Schedule 3 of the Police Reform Act (PRA) 2002.
- 4.2. The Policing and Crime Act 2017 made significant changes to the police complaints system to achieve a more customer-focussed complaints system. From 1 February 2020 Forces were required to log and report complaints about a much wider range of issues including the service provided by the police as an organisation, handled outside of Schedule 3 of the PRA 2002.
- 4.3. The data included here is extracted from the Professional Standards department live case management system, Centurion. There are several terms mentioned in this section, which for ease of reference are explained below:
- Schedule 3: The complaint must be recorded and handled under Schedule 3 of the legislation if the complainant wishes it to be or if it meets certain criteria as defined within the guidance.
 - Outside of Schedule 3: The complaint can be logged and handled outside of Schedule 3 with a view to resolving the matter promptly and to the satisfaction of the complainant without the need for detailed enquiries to address the concerns.

- Complaint: Any expression of dissatisfaction with police expressed by or on behalf of a member of the public. Nationally complaints are grouped under specific categories and sub-categories as directed by the Independent Office for Police Conduct (IOPC).
- Allegation: Complaints are made up of allegations. Alleged behaviour from officers/staff which has resulted in dissatisfaction and a complaint can contain any number of allegations.

Public Complaints in Focus

- 4.4 During the period 1st April 30th September 2022, a total of 182 complaints were received. Of these complaints, 145 were recorded under Schedule 3 and 37 were logged outside of Schedule 3 of the PRA 2002.
- 4.5 To compare this with the same period in 2021/22, 199 complaints were received and of these, 154 were recorded under Schedule 3 and 45 were logged outside of Schedule 3. This is a decrease in complaints received of 9% compared to the same 6-month period the previous year.
- 4.6 The largest area of complaint has been recorded under the category of Delivery of Duties and Service. Of the 574 allegations recorded under new Regulations in the reporting period, 215 have been recorded under this category, which is 37.5% of the total.
- 4.7 The types of complaint recorded under Delivery of duties and service relate to the service received, the action of officers following contact received, operational and organisational decisions, information provided and the general level of service.
- 4.8 Sub-categories of complaint were introduced to better understand the concerns raised by the complainant. Of the complaint allegations recorded, the top 5 sub-categories of complaint across the Force are:
- A1 Police action following contact (101 allegations – 17.6%)
 - B4 Use of force (50 allegations – 8.7%)
 - A4 General level of service (47 allegations – 8.2%)
 - H5 Overbearing or harassing behaviours (40 allegations – 7%)
 - A3 Information (37 allegations – 6.4%)
- 4.9 Chapter 6 of the IOPC Statutory Guidance states that complaints should be logged, and the complainant contacted ‘as soon as possible’. Of the 182 complaints received in the reporting period, 79.1% were logged within 2 working days and 87.3% of complainants were contacted within 10 working days.
- 4.10 Complaints recorded under Schedule 3 are handled reasonably and proportionately by way of investigation, otherwise than by investigation (responding to concerns raised and seeking to resolve them) or by taking no further action. A total of 133 complaints have been finalised in the reporting period and of those, 8.3% were investigated, 56.4% were handled otherwise than by investigation and 24.8% were resulted as no further action as they were assessed that

the complaint had already been addressed or that there was insufficient information to progress. The remaining 10.5% of complaints were withdrawn (complainant decided not to proceed with the complaint).

- 4.11 A total of 460 allegations were finalised under Schedule 3 and of these it was determined the service provided was acceptable in 59%. In 14% of allegations, it was determined that the service was not acceptable, and in 7% of the allegations the complaint handler was unable to determine if the service was acceptable. No further action was required for 12% of allegations finalised and the remaining 8% were withdrawn or discontinued under Regulation 41.
- 4.12 Cases handled under Schedule 3 took on average 82 working days to finalise from the date the complaint was recorded to the date the complainant was informed of the result. This does not include any time the case was suspended due to being sub judice.
- 4.13 The outcome for complaints handled outside of Schedule 3 will be either resolved or not resolved. Of the 39 complaints finalised in the reporting period, 33 were resolved which is 84.6% of cases. The 6 cases not resolved is 15.4% of complaints finalised. If the complainant is dissatisfied with the outcome of their complaint, they can ask for their complaint to be recorded under Schedule 3. Cases handled outside of Schedule 3 took on average 43 working days to finalise from the date the complaint was recorded to the date the complainant was informed of the result.
- 4.14 All allegations are finalised to show the action taken as a result. Actions can include providing the complainant with an explanation, offering an apology/acknowledging that something went wrong, individual, and organisational learning and review of policy/procedures.
- 4.15 A member of the public is considered a complainant if they are directly or adversely affected by the conduct, witnessed the conduct or are acting on behalf of someone who meets the criteria of a complainant. As such, more than one complainant can be recorded on a complaint case. A total of 189 complainants have made the 182 complaints received in the reporting period. The ethnicity of complainant has been recorded where it has been provided and in the reporting period 78% of cases contain the complainants' ethnic details. This is an increase from the same period in 2021/22 where 73% of complainants provided their ethnicity.
- 4.16 Of the 189 complainants recorded on the 182 complaint cases, 9% are BAME, 68.8% are White and 22.2% are unknown ethnicity.
- 4.17 Of the total 574 allegations recorded in the reporting period, 27 have been made alleging discrimination. Of these, 17 have been made under the protected characteristic of race which is 63%. The complainants feel the service they received was not acceptable, or they were treated less favourably, due to their ethnicity or ethnic appearance.

- 4.18 A total of 304 Suffolk Police officers, Special Constables and members of police staff are identified on the complaints recorded. Of the 284 Police officers and Special Constables, 0.7% are BAME, 96.8% are White and 1.5% are unknown/not stated.

Organisational Learning

- 4.19 Identifying and implementing organisational and individual learning is essential for any organisation. The complaint process encourages complaint handlers and review bodies to identify learning. The service improvement team within the Professional Standards department (PSD) share the learning and seek to implement processes to prevent similar occurrences in the future.
- 4.20 The following examples highlight some of the identified learning from the reporting period where follow up action has been completed to reduce the likelihood of the same problem reoccurring:
- 4.21 As a result of two publications, officers and staff were reminded of the need to protect intelligence sources when considering social media posts or media releases. A recent incident has resulted in an intelligence source being potentially exposed. PSD highlighted the risks posed to the source and wider community of such breaches. Officers were reminded of the need to improve public confidence and therefore a process was put in place whereby officers were asked to speak to their local intelligence team prior to submitting social media posts in relation to warrants and intelligence led operations.
- 4.22 Officers and staff abusing their position for sexual purposes continues to be a national issue. There have been cases within Suffolk in the reporting period and as a result a special edition of learning times was written highlighting the expected behaviours of all employees. Additionally, sergeants are receiving a training input which includes 'spotting the signs' of Abuse of Position for Sexual Purpose (AOPSP), putting a greater onus on supervisors to know their staff and report any concerns regarding Abuse of Position for Sexual Purpose (AOPSP) to the Professional Standards department.
- 4.23 The Professional Standards department have identified a series of incidents jointly attended by Suffolk Police and the East of England Ambulance Service, where the service to the public has been deemed unacceptable. There are conflicting demands on both services. However, it is felt there is a need to explore the practicality of a standard operating procedure or agreement between the services. This finding has been echoed by the IOPC because of their investigation into a death referred to them by Suffolk constabulary. Currently no other Constabulary has an agreement in place with the EEAST, however a benchmarking request has been submitted to establish best practice across the country. Suffolk CCR are invested in this research and will be part of any changes in process.
- 4.24 PSD have recorded complaints of poor service relating to investigations. These include investigating officers failing to update victims of crime, frequency of updates, timeliness of investigations and failure to identify or comply with special measures for vulnerable or intimidated victims/ witnesses. This has been addressed with individual officers by their line

managers. In addition, further guidance has been produced and disseminated to all officers which highlights their responsibility under the Victim's Code of Practice (VCoP). Individual officers are also being instructed to complete online VCoP training, the intention is to increase compliance.

- 4.25 A reminder was circulated to officers because of a wrongful arrest of a member of the public due to mistaken identity. Officers were acting on information from another force but did not obtain a photo of the suspect. This resulted in a male being arrested in error. The individual officers learned by reflection and an article was written in the learning times to highlight the need to conduct research prior to arresting on behalf of another force.
- 4.26 PSD are in the process of training all sergeants in complaint handling. Part of this training relates to the use of reflective practice and identifying organisational and individual lessons. Supervisors are encouraged to record all lessons learnt on the complaint paperwork provided. This is then added to the complaint handling software (Centurion) and reviewed within PSD to identify trends. PSD supported by the IOPC aim to create a culture reflection and learning where service to the public falls below what is expected.

5. Financial Implications

- 5.1 There are no financial implications relating to this report.

6. Other implications and risks

- 6.1 There are no other implications and risks associated with this report.