



How your money is improving policing in Suffolk in 2023/24

UPDATE TO END OF JUNE 2023

In January 2023, the Suffolk Police and Crime Commissioner published plans for the policing element of the precept increase for the financial year 2023/24. The plan can be viewed on the PCC's website, www.suffolk-pcc.gov.uk.

Chief Constable
Rachel Kearton



This publication is the latest in a series of updates the Constabulary has provided (and will continue to provide) regarding how additional money raised through the increase in the policing element of the council tax is being spent.

Suffolk as a county continues to grow and develop rapidly and of course, with this comes policing challenges and His Majesty's Inspectorate of Constabularies and Fire and Rescue recently assessed Suffolk Constabulary as both 'good' and improving in the way that it is meeting these challenges. However, Suffolk is one of the lowest-funded forces in the country and with ongoing and increasing demand for our services and new and emerging operational and organisational requirements the Constabulary requires this and future investment to meet modern day challenges.

This publication sets out how precept money will be used to further improve our services. Firstly, the Constabulary will create a Digital Public Contact and Improvement Desk creating an additional way for the public to contact the Constabulary more easily to resolve their issue using the technology and social media platforms used as part of their everyday life. This will ease the pressure on the 101 system that will continue. Secondly, a new Rapid Video Response function will enable officers to support victims of domestic abuse more effectively and efficiently using video links.

The Constabulary is both determined and committed to continue to develop and improve the essential service we provide, and I look forward to keeping you updated.

Police and Crime Commissioner
Tim Passmore



When I made the decision to increase the policing element of your council tax back in January this year, I promised to tell you exactly what the additional investment would fund and made a commitment to monitor the implementation of the plans so you know your money is delivering what I promised.

Suffolk is one of the lowest-funded forces in the country and faces significant challenges, so I felt I had no choice but to increase the council tax precept. His Majesty's Inspector recently assessed Suffolk Constabulary as both good and improving but said improvement was required in the way the Constabulary engages with the public so this is something we needed to tackle.

To satisfy the Inspectorate we are creating a Digital Contact and Engagement desk to ensure the Constabulary responds to societal changes and provides the opportunity for the public to contact, transact and engage with police in Suffolk using technology now used as part of day-to-day life. The precept investment will also fund a rapid video response function which will allow officers to communicate with victims of domestic abuse more effectively by using a video link. This enables them to rapidly assess and investigate the matter.

Across these two initiatives the precept investment will fund seven additional police officers and 18 staff. Fuller explanations of their roles and responsibilities are detailed in this document which also tracks the progress against plans during the first quarter of this financial year. I hope you find it informative.

Suffolk's Police & Crime Plan 2022-25

The investment plan 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

PRECEPT INVESTMENT 2023/24

The precept investment for this financial year (2023/24) will fund:

- Rapid Video Response (RVR)
- Digital Public Contact and Engagement Team

Updates on these initiatives are detailed below:

Update regarding precept 2023/24 - Rapid Video Response (RVR)

The increase in the policing element of the council tax for 2023/24 has enabled the Constabulary to create 'Rapid Video Response' (RVR) functionality.

This section contains an overview of what Rapid Video Response will provide and how precept funding is being spent.

Rapid Video Response (RVR)

With the rapidly increasing volume of demand reaching police control rooms, and the growing complexity of the calls received, innovative solutions are needed to manage that demand as effectively as possible for both the force and victims of crime. This is particularly the case for vulnerable people making contact during or immediately after domestic abuse incidents who require tailored support and safeguarding. Forces that have already adopted RVR report increased levels of victim satisfaction and engagement with the police.

Rapid Video Response provides:

- Access to a trained officer will be quicker and built around the needs of the caller.
- An improved dynamic assessment of the severity of incidents and enabling safeguarding needs to be addressed.
- An improvement in the way the police can capture early evidence and victim statements.

Resourcing requirements = £586,670

- 2 Sergeants, 5 police constables
- Project Manager (Band G), 1 analyst (Band E), 2 dispatchers (Band D)

Enabling technology = £35,000

Suffolk Constabulary's Delivery Plan 2023 - 2028

2023 - 2028
CHIEF CONSTABLE'S DELIVERY PLAN

OUR VISION
MAKE SUFFOLK A SAFER PLACE TO LIVE, WORK, TRAVEL AND INVEST

OUR MISSION
KEEPING SUFFOLK SAFE

PEOPLE
Attract and develop well
Healthy, fit and supported
Innovate and improve

FAIRNESS
Promote inclusion and diversity
Communicate and engage well
Build trust and confidence

SUFFOLK VALUES
We are...
COURAGEOUS
PROFESSIONAL
COMMUNITY
COMPASSIONATE

SAFETY
Keep people safe
Protect people from serious harm
Prevent crime in partnership

JUSTICE
Victims first
High quality investigations
Effective offender management

LEADING WITH CARE
CONNECTIVITY
ACCOUNTABILITY
RISK COMPETENCY
ENERGY

DELIVERING THE POLICE AND CRIME PLAN

Precept investment 2023/24	FTE	Cost £m	Update
Police Constables to manage and support victims via video link	5	0.289	Officers and staff were seconded into the RVR with effect from April 1 2023. A recruitment process will start in September to fill these roles on a permanent basis.
Sergeants to supervise and manage the RVR	2	0.131	
Project Manager - Band G	1	0.055	
Dispatchers to handle calls and manage - Band D	2	0.070	
Analyst - Band E	1	0.041	
TOTAL	7 officers & 4 staff	0.586	

Update regarding precept 2023/24 - Digital Public Contact and Engagement Team

Digital Public Contact and Engagement Team

A 24/7 Digital Public Contact and Engagement Team will provide:

Performance and productivity benefits

- Improved contact experience/options for service users and wider community to contact Suffolk Constabulary via the digital and social media channels they feel most comfortable with and use as part of their everyday life. Technological advancements provide additional ways of contact, and the Constabulary, like many other organisations, needs to maximise these opportunities to continue to be effective and efficient and provide greater choice to the public to achieve the level of service they expect.
- Better two-way engagement across all demographic groups.
- Reduced demand on call handlers.

Resourcing requirements = £588,120

- 2 x Band F (supervisors) and 12 x Band E (operators)

Enabling technology = £36,144

- to upgrade and replace existing technology

Precept investment 2023/24	FTE	Cost £m	Update
Supervisors overseeing operational activity - Band F	2	0.094	Recruitment to commence in August to enable the team to go live in Q4.
Operators for staffing of public contact and engagement to deal with public contact and transactions - Band E	12	0.494	Recruitment to commence in August to enable the team to go live in Q4.
TOTAL	14 staff	0.588	

Update regarding last year's investment

The Contact and Control Room Transformation and Modernisation Programme

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

The CCR at Martlesham Police Headquarters deals with 999 and 101 calls, as well as 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 for the public, partners, and the Constabulary.

The additional investment in the 2022/23 financial year enabled the Constabulary to recruit 27 additional staff, representing a significant increase in the control room staffing levels. Staffing levels in the CCR fluctuate as staff leave but the Constabulary is committed to reaching and maintaining a nett increase of 27 operators by October 2023.

Precept investment 2022/23	FTE	Cost £m	Update
Growth of 4 FTE x Control Room Sergeants to improve supervision and enhance performance delivery.	4	0.254	Officers in post 31/12/22 - complete
Growth of 14.72 FTE x Control Room Operators to improve service delivery and Growth of 10 FTE x Control Room Operators to manage the introduction of Digital Public Contact.	24.72	1.062	17 operators joined in April 2023 and further 18 due to join in July, Work continues to fill the October 2023 intake to cover leavers in this time and reach a nett increase of 27 operators
Growth of 1.09 in the Control Room Systems Support team to support the new growth of resources and technology.	1.09	0.044	23/01/23 - people in post - complete
Create a new Digital Support Supervisor post	1.00	0.040	26/09/22 - person in post - complete
TOTAL	26.81 staff & 4 officers	£1.4m	



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CONSTABULARY**