



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

UPDATE TO END OF SEPTEMBER 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](http://www.suffolk-pcc.gov.uk).

Chief Constable  
Rachel Kearton



This publication is the latest in a series of updates regarding how money raised through the increase in the policing element of the council tax is being spent.

As Chief Constable, I recognise the importance of demonstrating that public money is being spent wisely on areas of policing that matter to communities across Suffolk. From a Constabulary perspective, Suffolk continues to be one of the lowest funded forces but one of the fastest growing counties in England and Wales, meaning that this funding stream is essential in enabling me to continue to ensure the Constabulary continues to deliver an efficient and effective service to meets the needs of a growing population. This publication sets out how precept money has been invested into the Constabulary's Contact and Control room (CCR) which deals with emergency and non-emergency calls.

This additional funding will be invested into the 'CCR Transformation and Modernisation programme' and provide further staff and additional technology. Some time ago, the Constabulary recognised that the CCR required additional investment to keep pace and continue to provide the best service possible. This investment will make a difference and I look forward to keeping you updated.

Police and Crime Commissioner  
Tim Passmore



In January this year, I made the decision to increase the policing element of your council tax precept. Suffolk is one of the lowest-funded forces in the country and faces significant challenges, so I felt I had no choice but to propose this increase.

At the time I explained exactly what the additional investment would fund and made a commitment to monitor the implementation of the plans so know your money is delivering what I promised.

The investment will fund 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. It will also fund a rapid video response function which will allow victims of domestic abuse to report more effectively by using a video link.

Across these two initiatives the precept investment will fund four additional police officers and 21 staff. Fuller explanations of their roles and responsibilities is detailed in this document which also tracks the progress against plans during the second 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](http://www.suffolk-pcc.gov.uk/the-commissioner/police-crime-plan) along with the performance framework which shows the reporting

## 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

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

- Rapid Video Response (RVR) for domestic abuse
- 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:

- Quick and direct access to trained officers and staff 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 = £535,580

- 1 Sergeant, 3 police constables
- 6 police staff investigators (Band D), 1 administrator (Band C)

Between April and September 2023, the Constabulary conducted a pilot to identify the best model for the permanent team within the budget allocated. Details of the pilot team were set out in the previous publication. The table below sets out details of the resources that will be permanently recruited to deliver RVR. The cost is slightly under budget and any difference will be allocated to the Digital Public Contact and Engagement team (see next page) so the total amount of precept investment for 2023/24 and beyond is used effectively on the two projects this investment was provided for.

#### Enabling technology = £35,000

Precept investment 2023/24	FTE	Cost £m	Update
Police Constables to manage and support victims via video link	3	0.171	Recruitment for all these posts is underway and updates will be provided in future publications.  (Anti-social working hours costs included in these figures for police staff positions.)
Sergeant to supervise and manage the RVR	1	0.068	
Police staff investigators - Band D	6	0.267	
Administration officer - Band C	1	0.030	
<b>TOTAL</b>	<b>4 officers &amp; 7 staff</b>	<b>0.536</b>	

## 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 lives. 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 = £621,040

- 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	0.090	Recruitment underway to enable the team to go live in Q4, updates will be provided in future publications.
Operators to deal with public contact and transactions - Band E	12	0.531	
<b>TOTAL</b>	14 staff	0.621	

## Update regarding last year's investment

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 net increase of 27 operators by October 2023.

#### Update October 2023:

**13 additional CCR Operators joined Suffolk Constabulary on 2 October 2023 which means that the Constabulary has completed the task of reaching a net increase of 27 operators as funded by precept 2022/23.**



**SUFFOLK  
CONSTABULARY**