

Improving Confidence and Satisfaction Report

FREQUENCY: 6 monthly, January and July

CHIEF OFFICER LEAD: ACC Bridger

PURPOSE:

To enable the PCC to monitor the force's approach to the commitment in the Police and Crime Plan to improve public confidence and victim satisfaction and how the force is responding to themes/learning from complaints and feedback from public engagement.

The Performance Framework specifies a commitment that the PCC will monitor progress at the Accountability and Performance Panel on victim satisfaction and public confidence including issues emerging from complaints and engagement with the public.

MINIMUM REQUIREMENTS: The report will include:

- Data from surveys on victim satisfaction (including DA surveys) and confidence survey data from the CSEW.
- Explanation of key trends/emerging issues from understanding the survey data (particularly for areas which appear to be deteriorating). It should include relevant service improvements in train.
- In relation to the national CSEW data the report should include comparator data with other forces.
- To provide a rounded sense of satisfaction, the report will include the organisational learning, and themes, from complaints. *A detailed complaints and Professional Standards report will continue to be produced at the same time of year, and salient themes will be drawn out at a high level within this report.*
- The report will cover the work of the Confidence Board, specifically reporting key activity and results from that activity to improve confidence.
- Themes for policing arising from engagement activity by the force (on-line or in the community) or by the Chief Constable and PCC, and any resulting activity.
- Any emerging demand, risks and financial consequences (in relation to this area of work);
- Any HMICFRS requirements (in relation to improving confidence and satisfaction and recording complaints specifically).

OTHER CONSIDERATIONS: We invite the force to provide additional professional judgement as to what other issues need to be drawn out, this could include:

- Key learning, areas for improvement, and/or additional investments
- Other national and local emerging issues which the report author wants to raise (this might include any notable changes, new requirements in respect of national policy and legislation.
- Referencing progress on investments via precept funding and transformation plans which relate to Public Confidence e.g. (i.e., Digital Public Contact Team, Rapid Video Response), and any plans for evaluating benefits.
- Updating (at a high level) how the new operating model is supporting public confidence, including how the force is mitigating abstraction of officers from community policing (as identified in the PEEL inspection).

Responding to calls for assistance

FREQUENCY: 6 monthly, January and July

CHIEF OFFICER LEAD: ACC Bridger

PURPOSE: To enable the PCC to monitor the force's approach to the following commitments in the Police and Crime Plan:

- Maintain, and where necessary enhance, its good emergency response and call-handling performance.
- Improve its processes for answering non-emergency calls and develop appropriate channels to report crime and contact the police.

This report will bring together the range of the ways the force responds to calls for assistance and the action it is taking to manage demand. This report will support the PCC to hold the Chief Constable to account for the delivery of an effective CCR, taking into account the need to triage vulnerability and encourage differing methods of contact and that there are appropriate resourcing levels to meet demand. It will factor in progress with improvements from the precept investments.

MINIMUM REQUIREMENTS: The report will include:

- Use of comparative data published by the Home Office in relation to performance for 999s and (101s) against other forces.
- Use of data to track both emergency and non-emergency call demand (recent 12 months v long term average and control charts) and call answering time and response time to attend emergency incidents.
- Emerging themes and geographic issues and promote understanding to support conversations with partner agencies and provide evidence in relation to the effectiveness of the investment in the CCR.
- Reassurance around call handling resourcing in the CCR; and outline the Constabulary's commitment to mitigate vacancies and retain capacity.
- Dialogue with the public around inappropriate demands and 'system time wasting' alongside the methods the force enables to support public contact.
- Emerging demand, risks and financial consequences (in relation to the dealing with emergency response).
- Any progress made in relation to the HMICFRS cause for concern.

OTHER CONSIDERATIONS: We invite the force to provide additional professional judgement as to what other issues need to be drawn out, this could include:

- Key learning, areas for improvement, and/or additional investments
- Any notable changes or new requirements in respect of national policy and legislation
- Any update on the staggered implementation of Right Care, Right Person, to identify any initial learning/impact on demand on the CCR.
- Any public messaging the force wants to promote.

Use of Police Powers

FREQUENCY: 6 monthly, January and July

CHIEF OFFICER LEAD: ACC Bridger

PURPOSE: To enable the PCC to monitor the force's approach to ensure professional standards and transparency regarding its use of police powers.

MINIMUM REQUIREMENTS: The report will include:

- The force's approach to Stop and Search, Taser, and Use of Force
- Data, operational delivery, and performance in respect of Suffolk Constabulary's use of police powers and any disproportionality arising
- An update on the external scrutiny by the Police Powers Scrutiny Group (ISCRE will provide an update which can be appended to the Police report). The report should explain the benefit to the police of the move from Stop and Search Reference Group to the Police Powers Scrutiny Group.
- Emerging themes/demands, risks and/or financial consequences
- Any HMICFRS requirements, in relation to this area of work.

OTHER CONSIDERATIONS: We invite the force to provide additional professional judgement as to what other issues need to be drawn out, this could include:

- Key learning, areas for improvement, and/or additional investments
- Any notable changes or new requirements in respect of national policy and legislation
- An update on the Taser Capability Review and its impact on both the force's activity and scrutiny of Taser.
- Reference to the College of Policing's new Public and Police Safety Training model, due to come March 2025 and how this may impact force resources in use of police powers.
- An update on HMICFRS' assessment showing Suffolk as the 3rd highest nationally in Use of Force resulting in injury – including any explanation for the assessment and any action taken to reduce injury.

Workforce

FREQUENCY: 6 monthly, January and July

CHIEF OFFICER LEAD: DCC Jones

PURPOSE: To enable the PCC to monitor the force's approach to the following commitments in the Police and Crime Plan:

- Develop the professionalism and diversity of the workforce by:
 - Focussing on attraction, recruitment, retention and workforce development
 - Making the workforce more representative of the communities it serves
 - Delivering the requirements of the Policing Education Qualifications Framework
- Ensure the approach to people management supports the health, well-being and welfare of the workforce
- Provide opportunities for young people through apprenticeships, internships and graduate opportunities
- Make best use of volunteers to support and improve capacity and capability
- Ensure ethics, integrity and professional standards in the way it delivers policing

MINIMUM REQUIREMENTS: The report will include:

- The force's approach to attracting, recruiting, and retaining its workforce, as well as supporting officer and staff development and well-being. This will include:
 - Workforce numbers and breakdown
 - Workforce diversity data to show under-represented groups (and the work being undertaken to improve the position and promote an inclusive workforce culture)
 - How the force understands changes to its staff and officer base (via transferees, leavers, joiners) and manages challenges for capability and capacity
 - Workforce mix - exposing where there are capacity issues (and any remedial action)
 - Key issues for Learning and Development (including use and impact of PEQF, as well as future plans for enhancing – such as any course development)
 - National and local policy drivers
 - The approach to managing/supporting restricted, recuperative duties, sickness management and well-being
 - How the Constabulary is providing employment opportunities for young people
 - Use of volunteers – strategic approach to why and where volunteers are being used
- The force's activity in place to support the integration of the College of Policing's new Code of Ethics issued in January 2024.
- Emerging themes/demands, risks and/or financial consequences
- Any HMICFRS requirements, in relation to this area of work

OTHER CONSIDERATIONS: We invite the force to provide additional professional judgement as to what other issues need to be drawn out, this could include:

- Key learning, areas for improvement, and/or additional investments
- Any notable changes or new requirements in respect of national policy and legislation
- Any challenges and mitigation in relation to detective capacity, effective management of uplift, and under-represented groups
- How effectively the force is managing staff, including appropriate PDRs



Making Suffolk a safer place to live, work, travel and invest

- Updates on the force's retention strategy and the difference this is making to drive improvements
- Results from the People Opinion Survey(s) and how this affects the force's retention strategy
- Updates on any pressures realised/anticipated due to any increase in conduct cases