

# Police and Crime Plan 2022-2025

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**Suffolk Police and  
Crime Commissioner**

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



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# Foreword by PCC & Chief Constable to follow

\*\*\* This will be included post consultation when the plan is finalised \*\*\*

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## Introduction by Tim Passmore, Suffolk's Police and Crime Commissioner

This Police and Crime Plan, for the period to March 2025, builds upon the work undertaken since 2012. The Police and Crime Plan outlines the objectives the Constabulary must deliver over the next three years.

I am aware of the impact the pandemic has had on the Suffolk economy and appreciate the important role that policing plays in supporting people to feel safe to live, work, travel and invest in Suffolk. Beyond dealing with crime, good policing supports crime prevention and feelings of safety.

In delivering this plan, I will report upon the Government's national policing priorities and its mission to cut crime and restore confidence.

The Government has also undertaken the first part of its PCC review, and intends to share findings on the second phase in due course. The PCC review findings are likely to impact the role and expectations on PCCs. I will vary the plan, if necessary, to accommodate any changes required.

As always, there will need to be a balance between Home Office requirements and the need to provide suitable local determination of what are the optimal objectives for Suffolk.

## My Police and Crime Plan Objectives

My Police and Crime Plan is structured around four key objectives which are fundamental to the delivery of my role as PCC.

### Objective 1: An efficient and effective police force for Suffolk

I want to work with the Constabulary to set out a clear financial strategy, and consider how we challenge government to rethink the funding

formula. I would like funding settlements to properly consider equity between forces and reflect the pressures on forces which police more sparse communities across large, mainly rural, areas. I am aware that the funding level per head of population achieved through our central government grant is one of the lowest in the country and therefore it has been necessary for me to ask local taxpayers to make up some of the deficit needed to ensure effective policing is maintained.

I will work with the Chief Constable to exploit legitimate income generation opportunities to mitigate ongoing financial challenges and focus on sustainability to protect the environment, make better use of scarce natural resources and reduce business costs. Overall, I need to consider how we sustain effective resourcing in the years to come, particularly given the multi-faceted landscape of requirements on policing.

The Chief Constable has operational independence for the day to day running of the police service in Suffolk but the choices about how policing is funded, the medium-term financial plan ambitions and the focus for policing, as set out in my Police and Crime Plan, are choices I make as PCC. These decisions are fundamental to support the police service to perform its role effectively.

I want a clear focus on effective policing which I will monitor through my performance framework and accountability arrangements. I want to ensure that through effective planning and budgeting, I work with the Chief Constable to target resources so the force has the right people and skills to police the communities of Suffolk effectively.

The Chief Constable has published his operational vision for policing, which outlines key outcomes for crime reduction, reducing reoffending, solving crime and safeguarding victims and the wider community.

I will hold the Chief Constable to account for the delivery of those commitments and I believe the areas of focus under Objective 1 will improve public confidence as well as support effective policing.



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

I want to keep victims of crime, young people, and projects which reduce re-offending and support crime prevention, at the heart of my plan, my grant giving activity and my commissioning.

I will continue to commission services which support victims of crime to cope and recover from their experience.

## 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

Engaging with Suffolk communities about policing is a fundamental part of my role. I will look for every opportunity to engage with people across Suffolk, ensuring communities can discuss their views with me, and know how to contact my office.

I will endeavour to support the public to understand my role and the role of the Chief Constable, and in my relationship with the Chief Constable, I will strive to balance the importance of operational independence, with

transparent public accountability for the benefit of the people of Suffolk.

## Objective 4: Work in partnership to improve criminal justice outcomes and enhance community safety

I want to work with partners locally and nationally (in the private, public and voluntary sectors) to achieve more together than we can separately.

I will continue to play my part in key partnerships in Suffolk to ensure that I advocate the needs of victims, support crime and disorder reduction and act as a voice for policing.

## Delivering the Plan

My objectives reflect the key responsibilities on me in delivering my role as a PCC and will be supported by areas of focused activity. The activity set out in this plan is underpinned by my performance framework, which outlines how progress will be reported.

While I am responsible for holding the Chief Constable to account, the Police and Crime Panel is responsible for scrutinising the decisions and work of my office. The Police and Crime Panel is a committee of members from local authorities in Suffolk, and independent appointments, who support and challenge me in my role and provide reassurance that the requirements upon my office are met.

IMAGE

# Objective 1:

## An efficient and effective police force for Suffolk

### Setting the scene

A key role as PCC is to set the strategic objectives for policing and hold the Chief Constable to account for delivery of an efficient and effective police force. Suffolk Constabulary is responsible for a wide range of functions in its role in policing Suffolk.

The role of the PCC is to ensure the Chief Constable is publicly accountable and is supported to resource the delivery of such a vital service and tackle, and prevent, crime and disorder.

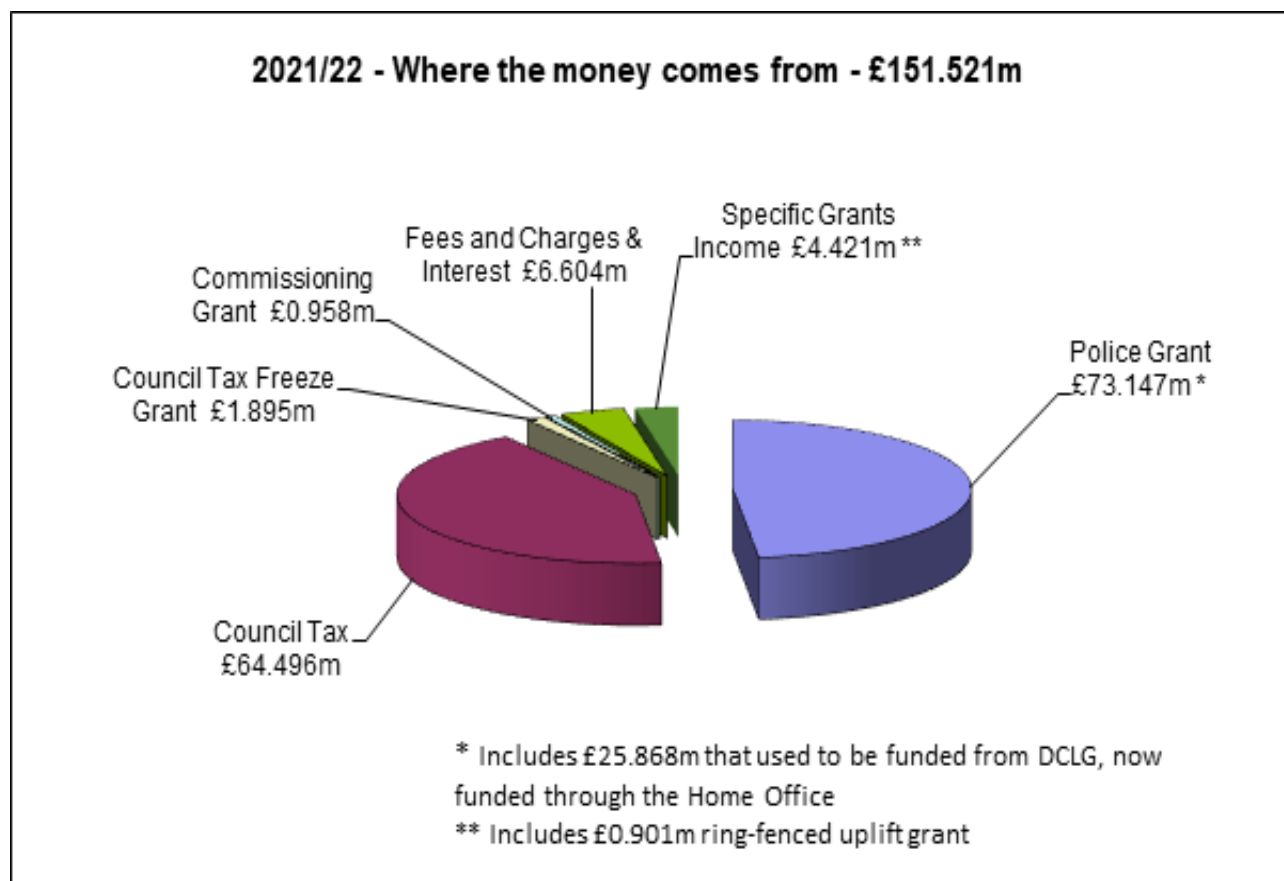
### Staffing and Finance

Suffolk Constabulary polices an estimated

population of 761,264 people with 1243.4 full-time equivalent police officer posts, 897.6 police staff, 118 special constables and 155 police support volunteers. In addition, the force funds 32.8 full-time equivalent police officers based in regional secondments. This workforce data relates to the position at 31 March 2021.

The precept and uplift investments for 2021/22 should equate to 78 additional police officers and 26 additional staff in post by the end of the 2021/22 financial year.

In terms of the budget to support policing, in relation to the latest financial year, it is broken down as follows:



Effective governance in relation to the financial position of the force is crucial. The PCC is required to meet financial regulations, which includes setting a Medium-Term Financial Plan (MTFP), which is considered by the Police and Crime Panel annually.

As part of the development of the MTFP there is consideration of the reserve and precept strategies, how the PCC ensures value for money and what staffing resources the force needs. From a financial governance perspective, it is essential that the PCC and Chief Constable can evidence the robustness of the data and budget setting processes to develop the MTFP.

## Policing Suffolk

The Constabulary covers 1,466 square miles across a county that is largely rural but with several vibrant urban areas. Suffolk Constabulary polices the eighth largest county area in England, and while the population is small compared to some policing areas, the rurality of the area and sparsity of the population, present challenges for policing visibility and emergency response. The Suffolk coastline stretches from Lowestoft to Felixstowe (which is home to one of the largest container ports in Europe); the county also has five established military bases and a nuclear power station.

Housing and commercial developments (including the proposed development of Sizewell C and Freeport East) in the county will bring more people into Suffolk to work and live, which means more people that need to rely on our policing service. The Constabulary will work with partners to ensure that policing need, and the impact on policing resources, are considered in relation to housing and commercial development in the county.

The county's population is estimated to have grown by 4.5% since 2011, with over 50% of the population aged 45 and over. More than 75,000 people in Suffolk live in income-deprivation. Tourism plays a key role in the local economy contributing £2.1 billion in 2019, with 44,498 associated jobs.

Across Suffolk there are nine policing localities, Mildenhall (including Newmarket), Bury St Edmunds, Sudbury & Haverhill, Stowmarket,

Ipswich West and Hadleigh, Ipswich Central, Ipswich East, Felixstowe & Woodbridge and Lowestoft & Halesworth and 18 Safer Neighbourhood Teams which provide dedicated community policing teams, focusing on crime reduction and investigation, problem-solving and safeguarding the vulnerable in our communities. The teams work closely with partner agencies in localities to coordinate and focus the policing and wider community safety response. This partnership response is crucial, and often preventative. It is clear that national and local investment across public sector partners and the quality of the services that health, education, local authority, criminal justice and emergency services partners can provide, impacts directly on policing the county and on the weight of emergency and non-emergency demand the force has to manage.

The County Policing Structure is supported by areas of operational business which (although sometimes hidden from public sight) provide the reassurance to those who need to be protected or supported by the police. These include the Contact and Control Room, County Safeguarding and Investigations; Neighbourhood Response Teams; and Protective Services which includes specialist operational areas (such as roads policing, firearms, major investigation, intelligence, cyber-crime and forensic services).

There are key policing functions which are collaborated to ensure specialisms can work across county boundaries and the police service can improve resilience and gain economies of scale. Since 2009, Suffolk Constabulary has worked with Norfolk Constabulary on a joint service capacity which extends across the protective services, criminal justice, professional standards, human resources, strategic and operational analysis, finance and ICT. In addition, Suffolk Constabulary collaborates with other police forces and public sector agencies across a multitude of areas, for example through 7 force collaboration and across the eastern region to deal with specialist operations and organised crime. Collaboration with public sector agencies (particularly the fire and rescue service) has enabled developments in joint estate and shared premises.

ICT is an important enabler to deliver an effective police force and one which the force has harnessed well across county policing and in collaborated departments. The ambition is to utilise and maximise technology to support both the delivery of policing, including to support modern workforce ambitions and police communication with the public. However, the force is impacted by capital programmes at a national level, as well as collaboration with Norfolk Constabulary and the 7 Force programme. In relation to both what can be managed locally, and what Suffolk Constabulary can be part of nationally, a key driver in decision making will be maximising technology within the resources available.

Suffolk Constabulary will adhere to the following service standards in policing Suffolk:

- 90% of emergency 999 calls will be answered within 10 seconds.
- 90% of emergency calls will be attended within target time (20 mins); 15 mins in Ipswich. The force is an emergency service, and 999 calls will always be prioritised .
- When you call for service, the force will risk assess your level of vulnerability; will treat you with respect and fairness.
- Above all, the police service will maintain its duty of care to keep people safe.
- Although not all crimes require a police officer to attend; the force will act upon the information you provide and advise you of the outcome.
- Victims of crime have rights under the Victim Code, some of these are the responsibility of

the police, where this is the case, these will be provided.

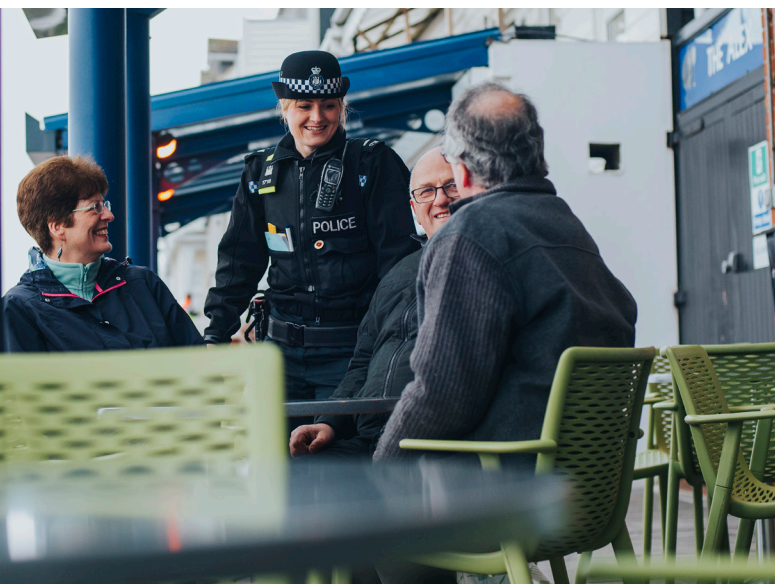
- If you are a victim of crime, you have a right for your needs to be assessed and you have a right for your details to be referred to a victim support service that can offer you emotional and practical support.

## Demand on the Constabulary

The PCC has a key role in understanding the demand the force faces, and in supporting the Constabulary to reduce and manage demand through appropriate resourcing. Suffolk Constabulary's analysis of its demand, through its strategic assessment and Force Management Statement (FMS) details key areas of organisational and crime demand which present the most pressing challenges for 2021 and beyond.

The FMS highlights organisational challenges in the following areas:

- **Information management** particularly meeting legislative requirements.
- Servicing **criminal justice processes** which are putting increasing financial pressure on the force, exacerbated by the backlogs in the justice processes.
- Ensuring an effective approach to **learning and development**. Challenges have arisen from accelerated recruitment activity, increased mandated training requirements and the national plans for more professionalisation of policing. As a result, investment is required to keep the learning and development function effectively resourced and fit for purpose to meet demand. The requirements to further professionalise policing (through the national Police Education and Qualifications Framework - PEQF) will impact in abstractions from front line policing to ensure the level of training and education is delivered. This will need to be managed carefully to limit the impact on the operational front-line.
- **Serious Crime Investigation**. Demand pressures have increased in volume and complexity in recent years. There has been an uplift in investigative resources to meet





demand through the fast track detective scheme. There is now the need to build experience in the new detective cadre alongside the consistent demand of complex crime, which is an ongoing challenge. The fast-track detective scheme, which put Suffolk on the front foot of innovation in this area, will not be consistent with the new national requirements set by the PEQF, so this scheme will not run in the same way in the future. However, the Constabulary will continue to identify those officers who wish to take the detective pathway through the new PEQF scheme to attract necessary capacity.

The extent of latent demand arising from the pandemic and additional demand from resourcing new roles, is difficult to quantify, but is part of the strategic consideration in tracking demand.

Some national agendas are critical to the period of this plan and will directly impact local policing:

Violence against Women and Girls, referred to nationally as an epidemic, has received strengthened attention. There are expectations on how partners (including the police and voluntary sector) support victims of sexual and domestic abuse and how agencies consider public perception of safety, including what more can be done to help women and girls feel safe. Further joined up working is required from partners across the criminal justice system to support victims properly.

The Home Office has provided additional government funding for police officers in Suffolk. This investment is aimed at cutting neighbourhood crime and anti-social behaviour (ASB) linked to drugs, amenity and community, drug supply and county lines and restoring confidence. This is a welcome investment. The success of recruitment will be impacted by the quality of campaigns and the ability of the police to attract applicants from diverse backgrounds, that want to make policing their chosen profession.

This presents opportunities and challenges. The recruitment will provide the opportunity to increase the diversity of the workforce and will increase the proportion of inexperienced officers

on the front-line in the short term. It is vitally important that those new officers are given the support to grow in experience and develop their skills. Financial and operational planning will need to provide additional capacity and capability for learning and development, human resources, finance and ICT so those officers get the support required.

Allied to the uplift in police officers, the government has set out national policing priorities to track the impact of its investment. Chief Constables and PCCs will be expected to monitor progress to support the Government's Beating Crime Plan. The national policing priorities are as follows:

- Reduce murder and other homicides
- Reduce serious violence
- Disrupt drug supply and County Lines
- Reduce neighbourhood crime
- Tackle cyber crime
- Improve satisfaction among victims - with a particular focus on victims of domestic abuse.

Together, these local and national areas will form the basis of the performance measures tracked within the Police and Crime Plan performance framework. The challenge for the Police and Crime Commissioner and the Chief Constable will be to maintain the local focus on the Suffolk Police and Crime Plan, and the demand and challenges for Suffolk Constabulary, whilst navigating these national requirements.

## **Activity to meet Objective 1**

Suffolk Constabulary will monitor its demand, the changing pattern of crime and geographic areas where there are specific crime problems. This will support the police to effectively respond to calls for service, keep people safe and work with partners and the public to prevent crime. The force will use crime analysis, strategic assessment and its force management statement, as well as learning from recommendations from audit and inspection bodies to ensure a focus on the areas which present the greatest challenges.

The Police and Crime Plan sets the strategic objectives for policing and, to complement this, the Chief Constable has set an ambitious plan to drive operational activity. The intended outcomes are to drive down crime and catch more criminals; to prevent victimisation; to solve more crime; to support safer communities; to increase the trust and confidence in Suffolk Constabulary and to be efficient and effective in all the force does. The Constabulary will focus on the following priority areas to deliver on the objective of an efficient and effective police force.

### Priority Area One: Improving the response to the public and the approach to solving and preventing crime whilst providing effective support to victims and effective management of offenders

#### The Constabulary will:

- Maintain, and where necessary enhance, its good emergency response and call-handling performance. Improve its processes for answering non-emergency calls and offer a variety of channels to report crime and contact the police.
- Keep people informed, and updated, when they report a crime.
- Deliver quality investigations, by skilled professionals, to solve more crime and support victims.
- Ensure compliance with the police elements of the Victim Code with a strong focus on how the force supports victims through the investigation. This will include understanding why victims do not wish to support an investigation, assessing victims' needs and referring them to victim support services. This is particularly relevant in response to how the force deals with victims of hate crime, domestic abuse, modern slavery and sexual offences (including stalking and harassment) and how the police identify those victims that are subject to repeat victimisation, are persistently targeted or are particularly vulnerable
- Maintain a continued focus on tackling the crimes which constitute violence against women and girls.

- Ensure the way it works with young people supports effective engagement, safeguards, prevents unnecessary criminalisation and reduces reoffending.
- Reduce criminal exploitation by deterring and disrupting County Lines activity and reporting on its approach to reduce and tackle serious violence in the county (including knife crime and homicide).
- Prevent and tackle ASB, crime and disorder (with focussed activity in geographic hot spots e.g. town centres).
- Act on the changes in relation to offender management, including use of adult conditional cautions and delivering the new Integrated Offender Management Strategy, to reduce re-offending.
- Strengthen the approach to fraud investigation, prevention and victim support.
- Understand, and tackle, the impacts of rural and wildlife crime.
- Keep the roads safe by continuing to use enforcement (specifically around the fatal four: speeding, drugs and alcohol, seatbelts and mobile phone use) to deter illegal behaviour on our roads.

### Priority Area Two: Working in partnership to keep communities safe

#### The Constabulary will:

- Support a countywide approach to road safety by working with operational partners through the Roadsafe Board.
- Ensure it meets its statutory partnership obligations as a responsible authority, safeguarding partner and criminal justice partner.
- Support a partnership problem solving approach to preventing anti-social behaviour and crime.
- Support system solutions to improve the criminal justice system, bring offenders to justice and mitigate the increasing cost and workload pressures on the police.
- Ensure it provides effective evidence of areas where improved partnership working could support the police to manage non-crime,

criminal justice and mental health demand, and find solutions with partners to keep the public safe, consider the needs of young people and ensure victims and witnesses are supported.

- Ensure effective communication on operational changes to the structure and deployment of officers, where those changes impact the visibility of the service, and the way it works with partner agencies and the public on community safety and safeguarding.
- Ensure the capacity and capability required to meet the Strategic Policing Requirement obligations is appropriately considered within resource planning, and monitor compliance. This will include how the force works with regional and national structures.

### Priority Area Three: Effective organisational management of the Constabulary in relation to its people, its assets and its learning to enable an efficient and effective police service

#### The Constabulary will:

- Develop the professionalism and diversity of the workforce by:
  - Ensuring recruitment, training and retention to keep the right skills mix.
  - 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 includes effective processes to support the health, well-being and welfare of the workforce.
- Provide opportunities for young people through its cadet scheme, work experience and apprenticeships.
- Maximise the use of volunteers where that can positively support and improve capacity and capability.
- Comply with the equality duty and report progress with meeting its equality objectives.
- Ensure ethics, integrity and professional

standards in the way it delivers policing (including transparency regarding its use of Stop and Search and coercive powers).

- Improve data quality to ensure reliable and accurate performance and financial data on which to base decisions.
- Learn from audits, inspections and super complaints to improve services to the public.
- Highlight to the PCC strategic areas of risk and operational need in the delivery of policing functions.
- Maximise the use of technology, to support value for money, innovation and environmentally sustainable solutions.

#### The Chief Constable and PCC will:

- Ensure sound financial planning and budget setting through the Medium-Term Financial Plan and considered use of precept and reserves, which balances the need to keep people safe, with understanding the financial impact on local people
- Exploit government funding streams, grants and opportunities to generate income, where Suffolk Constabulary can benefit.
- Participate fully in contributing to the review of the funding formula.
- Continue to consider where strategic collaboration with other agencies, benefits and supports policing in Suffolk, through a published collaboration strategy.
- Explore how police funding can support the local and UK economy in its procurement of goods and services, whilst balancing that with the ambitions of cost savings through collaborated procurement across seven police forces and the newly-formed national Blue Light Commercial Service.
- Ensure the police estate is fit for purpose and supports the maintenance of an efficient and effective 21st century police service.
- Consider its environmental impact and making best use of scarce natural resources.

The Police and Crime Plan Performance Framework will reference how the Chief Constable is held to account for delivery against the areas set out above.

## Objective 2:

# Provide services which support victims of crime and invest in initiatives which reduce crime and disorder

### Setting the scene

The PCC has the statutory power to commission services to support victims and reduce crime and disorder. Since 2013 there has been approximately £12.5m investment to support crime and disorder reduction and victims' services. These powers enable the PCC to provide direct support to victims to cope and recover from the impact of crime, and to reduce crime and disorder through support to the voluntary sector, which can also have direct benefits for policing and the wider community.

The PCC's commissioning intentions for victims' services have been based on key principles:

- ensuring a balance of generic and specialist services (based on need).
- that all victims of crime should have the opportunity to access practical and emotional support to help them cope and recover from the crime.
- all victims should be able to access support whether or not they wish to report to the police.
- where possible, longer term funding to enable sustainability of services (should be considered) to support the voluntary and charitable sector in Suffolk.
- to work in partnership with other public authorities to improve the response for victims of crime.

The PCC is required to commission a victim referral service, which provides practical and emotional support to any victim of crime and into which, victims can self-refer. This service is provided by Norfolk and Suffolk Victim Care (in partnership with the Norfolk Police and Crime Commissioner).

The PCC also provides a range of services which support victims of domestic abuse, sexual violence and child sexual abuse and a Restorative Justice Service. These services support victims

to cope and recover from the impacts of crime. Services commissioned by the PCC abide by the Code of Practice for Victims of Crime which has recently been reviewed. The new code was effective from 1 April 2021.

In relation to funding which supports Crime and Disorder Reduction, the PCC has two approaches.

- Grants which support specific intentions in the Police and Crime Plan are funded directly from the Office of the Police and Crime Commissioner and decision papers published on our website. Although the PCC's Crime and Disorder Funding is largely aimed at the voluntary sector the PCC will, where need is evidenced, consider supporting statutory sector provision or match funding with Community Safety Partnerships .
- To provide support to smaller, local, grass roots projects, the PCC works closely with the Suffolk Community Foundation and Community Safety Partnership (CSP) Chairs to operate a PCC Fund Grants Panel. The involvement of CSP Chairs supports local understanding and geographic balance to the considerations of where the funding should be awarded. Working with the Community Foundation enables applicants to receive advice and guidance and provides wider knowledge as to other funding streams should projects not fall within the PCC Fund criteria. Applications are welcomed from voluntary or charitable sector organisations.

### Commissioning commitments for 2021/22

The total commissioning budget for 2021/22 is £1.95m which includes £887k received from the Ministry of Justice for the purposes of commissioning victims' services including



child sexual abuse, and an uplift of £143k for domestic abuse and sexual violence in response to increased demand.

All PCC commissioned services and crime and disorder reduction grants are published on the PCC website. This information is also available each year through the PCC's Annual Report.

The Norfolk and Suffolk Victim Care service (provided by Victim Support) meets the requirement to provide a Victim Assessment and Referral Service for any victim of crime. The service is co-commissioned with Norfolk PCC and funding of £315k per annum has been committed until March 2023 with an option to extend the contract for a further two years.

The countywide Independent Domestic Violence Advisor (IDVA) Service supports safety planning for high risk victims of domestic abuse. This service is delivered by Leeway Domestic Abuse Services. The contract runs until 30

September 2023; the funding commitment is approximately £520k per annum.

The PCC provides £37,500 per annum to deliver a Restorative Justice Service until 31 March 2023.

The PCC successfully applied for £616k from the National IDVA and Independent Sexual Violence Advisor (ISVA) fund for six additional IDVA posts, one additional ISVA and to continue funding two existing ISVAs until 31 March 2023.

The PCC's victim service commissioning ensures that services are available across the county. Outreach and online support enables delivery to go beyond the physical geographic location to provide improved access to support.

Other Domestic Abuse and Sexual Violence services funded in 2021/22 are as follows:

<b>Organisation and service</b>	<b>Grant</b>
Anglia Care Trust - Money Advice Service	£33,367
Bury St Edmunds Women's Aid Centre – Outreach Centre	£72,500
Compassion – Co-ordinator and Lead Programme Facilitator	£21,100
Home-Start Mid and West Suffolk – supporting families through domestic abuse	£10,000
Leeway Domestic Violence and Abuse Services – Suffolk Project Safety Net	£51,000
Lighthouse Women's Aid – Women's Centre (based in Ipswich)	£72,500
One Voice 4 Travellers - Support for Gypsy, Romany and Travellers in Suffolk experiencing domestic abuse	£3,900
PHOEBE - Domestic Violence Support for BAME and migrant women	£40,000
Waveney Domestic Violence and Abuse Forum	£30,100
Fresh Start new beginnings – support for children and young people who have reported being sexually abused and their families	£60,000
Restitute- support for survivors of sexual violence who have caring responsibilities	£20,000
Suffolk Rape Crisis	£75,000
Survivors in Transition - for adult survivors of child sexual abuse and for male victims of sexual violence	£75,000

## Activity to meet Objective 2

The PCC will:

- Ensure quality service provision to support all victims of domestic abuse and sexual violence including ensuring there are routes into support for those who do not wish to report to the police.
- Publish the PCC's commissioning strategy to meet the needs of victims of crime. As part of that work we will seek to consult with agencies that support victims of crime, consider where longer term funding might support sustainability and challenge government funding levels where it does not sufficiently meet local need.
- Listen to the views of victims of crime to enhance his commissioning approach and raise issues with community safety and criminal justice partners as appropriate.
- Provide clarity regarding local services commissioned by the PCC and national services for victims of crime.
- Support effective domestic abuse perpetrator provision to prevent abuse and reduce reoffending.
- Use crime and disorder reduction funding to focus more support to divert young people from crime and seek to work with the Constabulary and partners to reduce reoffending.
- Explore opportunities to co-commission with the new National Probation Service, where it adds value to reducing reoffending in Suffolk.
- Support problem-solving by local communities, by investing in solutions which reduce reoffending, prevent crime and disorder, or improve community safety.
- Consider with the Constabulary, areas where investment might reduce non-crime demand on the police.

- Consider with Community Safety Partnership Chairs where funding could make a difference to crime and disorder reduction, including match funding opportunities with Community Safety Partners where the initiatives meet shared priorities agreed by the Safer Stronger Communities Board (such as modern slavery, criminal exploitation, domestic abuse and sexual violence, hate crime and serious violence, and take account of the review of the Suffolk Violence Against Women and Girls Strategy).

In our commissioning strategy we will consider our approach in the following areas:

- Reducing reoffending and preventing crime.
- Supporting fraud prevention, and ensure the right support is available for victims of fraud.
- Acting on any requirements for the PCC in relation to reducing serious violence, set through the Serious Violence Duty.
- The impact of substance misuse in crime and disorder.
- Provision for victims of road traffic collisions and how we can support efforts to tackle the fatal four.
- Supporting young people – this could include initiatives which divert young people from criminality, enhance their skills or provide crime prevention advice and support so they do not become victims.
- Consider initiatives which reduce the demand on the police in particular policing the night-time economy, ASB and reducing crime and disorder in our towns.
- Consider the areas prioritised in partnership with the Safer Stronger Communities Board.

## Objective 3:

# Engage with communities to understand their views about policing and crime and inform and update them about the work of the PCC and the Constabulary

### Setting the scene

The PCC is elected to represent the public and be a voice of the people and is required to consult with the public and victims of crime, to ascertain their views on policing. A range of formal and informal engagement takes place. Public meetings and encouraging public discussion about policing is vital to the role, which is to listen to the public views and provide information about the work of the police and the Office of the Police and Crime Commissioner.

There has been a range of engagement with the public in recent years from surveys about the precept, public meetings, to public concerns and compliments expressed through complaints and correspondence. These interactions provide important information about how people feel about policing and enable the PCC to act on concerns. Several topics have consistently arisen, which have influenced the focus throughout this plan:

- The 101 service (particularly the length of time to answer).
- Speeding (this includes people annoyed to have been caught speeding, with the view that the police should be doing more important things; and those who feel that there is not enough speeding enforcement in their local area).
- Visibility, particularly the perception that the police seem less visible within local communities.
- Lack of updates for victims of crime, where victims feel they are 'not being kept informed' about their case.
- A perception that there is lack of investigation or action taken by the police in relation to some community concerns.
- Expressing concerns, and/or providing information, about ASB, drug dealing and substance misuse.

In addition, throughout 2020 we have been notified of public concerns about coronavirus restriction breaches.

These concerns show how public perceptions differ. The PCC recognises how important it is for people to receive information about policing, and understand the level of service they can expect. It has also been important for the force to deal with the pandemic restrictions with compassion, and consider engagement with the community prior to enforcement. Information from the public, enables the PCC to raise public concerns with the Chief Constable in order to agree what action can be taken to improve the service provided.

There does, however, need to be a careful balance between use of resources to respond to the concerns the public see (such as ASB, speeding and neighbourhood crime) and crime areas (for example, domestic abuse, sexual offences, modern slavery, and serious and organised crime) which are less visible, but complex to investigate and pose safeguarding considerations for individual victims. Getting this balance right, impacts on public confidence in the police and the extent to which vulnerable victims feel supported.

The police service has recently adopted new statutory guidance in relation to handling complaints and dissatisfaction. Where, a member of the public receives a service below what they should expect, the police service attempts to listen, say sorry and fix it. As part of the new complaints regulations the PCC has taken on the role of the appropriate authority in some reviews. The role is explained on the PCC website.

The PCC is required to publish information for the public about the arrangements for holding the Chief Constable to account, as well as all information on decisions and investments made

by the PCC. The Suffolk OPCC has consistently achieved the CoPaCC transparency award which provides confidence that the information which should be published, is made available.

## Activity to meet Objective 3

The PCC will:

- Review and publish the plans for engagement with the public, this will include learning from the pandemic to ensure a range of meetings where the public can choose to attend on-line or in person around the county. As part of this work, the plans will include:
  - Engagement with young people and minority groups
  - Events around the county to support you to meet the PCC and the Chief Constable
  - Holding 'Ask the Chief and PCC' events 'on line' to ensure you can make contact and feed in views and ideas
  - Providing regular updates to local authorities and MPs
  - Feedback on the outcomes of engagement activity.
- Introduce a public question process into his Accountability and Performance Panel arrangements, to enable members of the public to submit questions in advance of the meeting that they would like to ask the PCC.
- Monitor victim satisfaction and public confidence, and work with the force to ensure effective communication with the public which enhances confidence in the police.
- Ensure it is clear how to correspond with the PCC's office, to make your views known. If your concern is about operational policing or reflects a complaint about the police, with your permission, the Office of the Police and Crime Commissioner will direct your query to the Constabulary.
- Include details on the PCC website how to contact your local Safer Neighbourhood Team.
- Continue to meet the statutory requirements around publication of information.
- Act upon any recommendations for the PCC arising from inspections and super-complaints.
- Continue to support, with the Constabulary, the public scrutiny of the police use of Stop and Search through the Stop and Search Reference Group.
- Clarify the process regarding applications for crime and disorder reduction funding.
- Continue to publish details about all grant awards and commissioned services on the PCC website and communicate those awards to the police, partner agencies and national bodies.
- Produce an annual report, which sets out his commissioning and activity each year.
- Operate a Custody Visiting Scheme to ensure independent checks upon the welfare and rights of those in custody.
- Monitor and publish information about how Suffolk Constabulary deals with complaints including the level and nature of complaints to ensure the force is acting appropriately and in a timely fashion. Dip-sample police complaints to ensure due process has been applied and undertake independent reviews of cases.
- Publish an Annual Governance Statement, clearly setting out governance and internal control arrangements.
- Take opportunities to work with the media, and to publicise information, about policing and the role and work of the PCC to support public confidence.
- Exploit the opportunities social media provides to communicate and engage with the public and respond to feedback.



## Objective 4:

# Work in partnership to improve criminal justice outcomes and enhance community safety

### Setting the scene

Significant work is done in partnership with the statutory public sector, private sector and voluntary and charitable sector in Suffolk.

The PCC is required to work co-operatively with Criminal Justice partners and Community Safety partners. The PCC does this via the Local Criminal Justice Board and the countywide Safer Stronger Communities Board and through the PCC Fund Panel (working directly with CSP Chairs).

The Local Criminal Justice Board enables partners who have a key role in delivering the criminal justice system to come together to influence national and local policy and improve the process for victims, witnesses and offenders and the access to justice. The criminal justice system has been put under

severe pressure in recent years and this pressure has been compounded by the pandemic; this continues to have far-reaching impacts on victims, witnesses and offenders. The PCC will continue to work with criminal justice partners to improve confidence in the criminal justice system. There are several work streams of the Local Criminal Justice Board where the PCC and his office, can support activity to develop system solutions. The forthcoming PCC review might propose further requirements related to criminal justice. Allied to this, the PCC will use national routes of communication with the Association of Police and Crime Commissioners (APCC) and government departments, to ensure that key messages about the impact upon victims, and policing, are being heard across government.

While the PCC is not a Crime and Disorder Reduction responsible authority, and therefore

IMAGE

is not directly involved in Community Safety Partnerships (CSPs), those partnerships play a key role to reduce crime and disorder in their local areas. Suffolk Constabulary is a responsible authority and CSP partner. The PCC is required to have regard to CSP priorities and CSP partners are required to have due regard to the Police and Crime Plan in setting their priorities. Additionally, there are requirements upon the PCC and CSP authorities to cooperate with each other. The Chairs of the CSPs, and the responsible authorities, are represented on the countywide Safer and Stronger Communities Board and the PCC is a member of that board. The PCC works closely with CSP Chairs in deciding on his crime and disorder reduction funding through his PCC Fund. The PCC will continue to play his part in these important countywide relationships.

The PCC is not a named Safeguarding partner on the Suffolk Safeguarding Partnership but the importance of this partnership which brings the three key partners of the Police, Suffolk County Council and Health together to safeguard children and adults, cannot be underestimated. The PCC has a governance role over the police involvement in this partnership.

Suffolk Public Sector Leaders (SPSL) enable the leadership of public authorities in Suffolk to come together to act upon issues which impact Suffolk as a whole. Many of the issues discussed are not specifically about policing, victims of crime or crime and disorder reduction, but the partnership does provide a place to discuss and agree wider issues which benefit the people of Suffolk. The PCC is a member of Public Sector Leaders and will continue to play an active role. For some multi-agency issues such as in Child Criminal Exploitation and tackling county lines, the wider strategic ownership by SPSL has been instrumental in supporting and resourcing the delivery plan, governed through the Safer Stronger Communities Board. The multi-agency approach in this area has enabled 'trauma-informed' solutions which embrace youth justice and public health learning.

The Health and Wellbeing Board is another statutory board where partner agencies across Suffolk come together to consider the impact

of the health and social care agendas on the well-being of communities. A key strand of its work is to understand health inequalities in Suffolk and enable people across Suffolk to experience better physical and mental health outcomes. The PCC and Chief Constable will work together to contribute to the work of the Board, particularly where it impacts policing and safety of communities in Suffolk.

It is important the PCC works with partners, to understand the gaps in the system and to ensure any funding from the PCC adds value to the system and complements wider partnership approaches and responsibilities. The Safer Stronger Communities Board is responsible for multi-agency approaches in a number of areas which are particularly relevant and challenging for community safety partners (including the police) and also for the PCC. The Board's priorities include domestic abuse, sexual violence, criminal exploitation, serious violence, modern slavery, hate crime, the Prevent agenda and ASB.

While this section sets out the key statutory partnerships in place to support community safety and Criminal Justice, there are a wealth of operational partnerships which help deliver on the strategic approach. The Office of the PCC has partnership arrangements with the voluntary, private and public sector to deliver key areas of work which support the activity below.

## Activity to meet Objective 4

The PCC will:

- Ensure that investments in crime and disorder reduction and victim services are effectively communicated to partner agencies on Community Safety Partnerships.
- Ensure the PCC, or an attendee from his office, engages with those partnerships where the PCC has a role and can make a difference.
- Work with partners which support him to improve systems and understand gaps, in order to advocate for victims, reduce

Footnote

reoffending, and prevent crime.

- Reflect the Community Safety Partnership and Safer Stronger Communities Board priorities in commissioning, and update those partners on his commissioning strategy.
- Through the Safer Stronger Communities Board and Suffolk Public Sector Leaders, exploit opportunities for government funding which support crime reduction and community safety.
- Tackle issues of concern for policing and victims of crime in partnership.
- Co-operate with statutory, voluntary and private sector partners to support initiatives which benefit young people.
- Understand the Serious Violence Duty and associated multi-agency responsibilities and act upon any responsibilities for the PCC.
- Lobby national bodies, including through the Association of Police and Crime Commissioners to support improvements for policing, criminal justice, community safety and victims.
- Work with the Suffolk Reducing Reoffending Group (including the new structures in the National Probation Service and Integrated Offender Management), to understand gaps in provision, particularly for young people up to the age of 25.
- Consider whether the PCC's crime and disorder reduction funding could support or match fund provision to reduce reoffending.
- Take account of the lessons from the pandemic, and the implications for improvements to the criminal justice system.
- Deliver the requirements in the new Victims' Code.
- Understand the impacts of the changes on the force and partners in terms of managing offenders.
- Consider with public sector leaders, including health commissioners and the Chief Constable, how the countywide approach to issues which impact public safety can be improved.
- Monitor the Constabulary's role where it is a statutory partner on key partnerships as part of his governance role.
- Work with partner agencies to support and invest in awareness raising, including where there are mechanisms nationally for victims of crime, so the public and practitioners are supported to understand what is available, and how to act on concerns.
- Support responsive countywide systems for victims of crime.

There are areas where we will seek to work with Suffolk Constabulary and other statutory partners to better understand the landscape, evidence problems and to see if there is more the PCC can do within his commissioning powers to support activity and match-funding (including where appropriate with the private sector).



contact us:  
[www.suffolk-pcc.gov.uk](http://www.suffolk-pcc.gov.uk)