

Briefing for Police and Crime Commissioner

Topic: Confidence

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Purpose of briefing

To brief the PCC on what confidence is within the context of the OPCC-Force, how the OPCVC interact with it and why it is important. Please note, this briefing does not contain confidence pertaining directly to community engagement (incl. media activities) or our wider partners.

Background

Confidence is viewed by the force as the most important overarching driver of being a successful police force. There are a multitude of confidence indicators the force use. However, the main three are; 'police effectiveness' (currently determined to be the most important), 'service behaviour', and 'community engagement'.

The force measure confidence in order to understand the relationship between their actions and policies and the public impact. This subsequently allows them to build a picture of firstly the landscape of the relationship with the public and essentially what initiatives do and no not work.

If confidence is nurtured and managed effectively it also has a positive impact upon the core principles in PEEL, notably legitimacy and effectiveness. This then builds the foundation for an 'outstanding' police force in the eyes of HMICFRS.

The PCC will address changes or decreases in confidence from an accountability perspective, and request rationale from the force on such changes. There are instances where actions of both the force and the PCC can impact external confidence on both sides, this must be managed with care. The OPCC have a standing invitation to the force-owned Strategic Confidence meeting which affords us a seat at the table to impact and understand the direction of the Force.

NB it is worth noting the difference between confidence and satisfaction. While linked, they are not interchangeable terms when discussed in force. Confidence is quite literal in the confidence of the public in the police. Satisfaction is if the public have been satisfied with the service they received.

Current issues

The Crime Survey for England and Wales (CSEW) is a primary information source for the Force when understanding confidence. The CSEW recently moved to a telephone only survey, which combined with the impact of COVID has resulted in a much smaller sample of results. This means the ONS will not be producing a force-by-force breakdown of results which is problematic for Durham Constabulary. Work is ongoing to mitigate this issue and solutions are currently being implemented.

Decisions needed

No decisions required at present.

Police involvement

The OPCVC and PCC should monitor changes in confidence and request the rationale for these changes as appropriate. The force will administer the entire confidence portfolio.

People to meet

OPCVC: James Atkinson

Durham Constabulary: Head of Tasking and Coordination- Gillian Routledge