



Freedom of Information Request Reference N^o: FOI 000019-18

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 2 January 2018 in which you sought access to the following information:

“Please provide a list of all facilities for Suffolk Constabulary staff members to make written feedback or suggestions to senior management. As general examples, this answer could include (but would not be limited to) physical feedback systems like suggestion boxes, and electronic resources such as internal intranet forums (including 'rumour mills'), and dedicated feedback email addresses.”

Response to your Request

The response provided below is correct as of 2 January 2018

Norfolk and Suffolk Constabularies have considered your request for information and our response is below.

Both Norfolk and Suffolk Constabularies provide the following facilities for staff to make written feedback or suggestions:

- **Sounding Boards**

A mechanism to hear and discuss concerns, issues and blockages and to capture ideas and good practice from across the Constabulary. This is for all staff and officers regardless of where they work, to improve policing in the county. Sounding Boards take place on a quarterly basis.

In Suffolk they are Chaired by a manager/supervisor and anyone can attend. Discussions take place to capture ideas/good practice and raise any issues or concerns. Feedback is forwarded to the 2025 team who collate information and then action and respond accordingly.

In Norfolk, the Force Sounding Board is chaired by the Chief Constable and attended by the Force Executive, chairs of the District and Departmental Sounding Boards, the Director of HR, selected officers of Superintendent and Chief Superintendent rank, representatives from the Special Constabulary, UNISON, the Police Federation and the Superintendents' Association.

Feedback from the district and departmental meetings is passed up to the Force Sounding Board through the local chairs.

- **Ask the Chief**

The Chief Constables are extremely keen for everyone to share their suggestions to improve working practices through the assigned email address. Thoughts and input from staff is vital on improving the way we deliver a first class policing service. An email is sent to this email address box and the Chief Constable is made aware, and responds accordingly. Questions will be answered as promptly as possible, and published anonymously on the intranet.

The Constabularies are becoming an evidence led organisation, and staff thoughts are crucial to how we can improve what we do, including identifying deficiencies.

Suffolk Constabulary provides the following facilities for staff to make written feedback or suggestions:

- **Challenge Mats**

A mechanism to hear and discuss concerns, issues and blockages and to capture ideas and good practice from across Suffolk Constabulary. This is for all staff and officers regardless of where they work, to improve policing in the county. Challenge Mats take place on a quarterly basis and are held within all departments/units/sections. Issues and good work recorded on a Challenge Mat is fed back to 2025 team to deal with.

- **WebChats**

The Chief Constable hosts regular webchats where staff can join in on an anonymous online chat, and send questions directly to the Chief who responds immediately.

- **Ideas**

Run by the 2025 team, this is an anonymous email address where staff can write in with any ideas or concerns. The 2025 will respond appropriately.

Norfolk Constabulary provides the following facility for staff to make written feedback or suggestions:

- **Rumour Mill**

One aspect of every Force Sounding Board has been those local queries where officers or members of staff have heard a rumour and need to know whether or not it's true.

Sometimes it's a case of confirming that the word going around is correct; and sometimes I hear something totally out of the blue that I've never heard before and have no idea where the rumour has originated.

That's why The Rumour Mill has been setup on The Beat. It's the quickest way of confirming the genuine rumours that haven't been made official – and debunking the myths that are heard on the grapevine.

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;

<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700