

Workloads, Support, Morale and How our members would improve things

In 1995 a series of questions were asked of our members in relation to workloads, morale and support. We wanted to compare results from 2013 with those of 1995 and get views on how our members feel. We therefore ran an online survey from 23rd July 2013 - 12th September 2013.

Of our 1348 subscribing members some 352 took the survey (as response rate of 26.11%) thus making it a representative sample.

The results should be read in conjunction with the [2013 Officer Safety Survey](#) and the [2013 Health and Wellbeing Survey](#).

We hope the results of all 3 surveys will form the basis of discussion with the force Health and Well being group announced by the Police and Crime Commissioner on 1st June 2013 and when the group meets will be more than willing to it repeating the surveys if it does not accept the validity of our results.

To what extent do you thing the following account for an UNREASONABLE proportion of your working time?

	Great Extent	Some Extent	A little	Virtually not at all	No view	Not applicable
Paperwork in connection with arrest	1995 54.7%	1995 25.3%	1995 6.0%	1995 4.7%	1995 0.4%	1995 8.9%
	2013 28.1%	2013 37.5%	2013 16.0%	2013 6.3%	2013 0.6%	2013 11.5%
Paperwork in connection with other matters	1995 52.0%	1995 33.0%	1995 10.0%	1995 3.4%	1995 0.1%	1995 1.4%
	2013 59.9%	2013 30.3%	2013 6.9%	2013 2.3%	2013 0.0%	2013 0.6%
Attending	1995	1995	1995	1995	1995	1995

court	29.2%	31.6%	21.0%	11.2%	0.9%	6.0%
	2013 4.7%	2013 12.3%	2013 28.4%	2013 45.6%	2013 2.6%	2013 6.4%
Training courses	1995 1.1%	1995 11.0%	1995 27.6%	1995 54.6%	1995 1.4%	1995 4.3%
	2013 0.9%	2013 9.9%	2013 34.0%	2013 48.3%	2013 4.1%	2013 2.9%
Policing demonstrations and special events	1995 2.9%	1995 15.9%	1995 28.2%	1995 35.4%	1995 3.2%	1995 14.4%
	2013 3.8%	2013 13.9%	2013 25.7%	2013 43.1%	2013 4.9%	2013 8.7%
Policing football matches and sporting events	1995 2.9%	1995 13.2%	1995 17.8%	1995 39.2%	1995 3.1%	1995 23.8%
	2013 4.1%	2013 13.1%	2013 22.1%	2013 44.2%	2013 5.2%	2013 11.3%
Attending meetings	1995 8.4%	1995 17.3%	1995 28.3%	1995 37.3%	1995 1.9%	1995 6.8%
	2013	2013	2013	2013	2013	2013

	10.1%	18.2%	19.9%	38.2%	5.5%	8.1%
Assisting in the investigation of serious crimes	1995 1.9%	1995 7.7%	1995 16.7%	1995 58.1%	1995 3.4%	1995 12.1%
	2013 4.7%	2013 13.7%	2013 30.6%	2013 38.2%	2013 5.8%	2013 7.0%

Do you think North Yorkshire has sufficient human resources in the rank of?

	YES	NO	NO VIEW
Constable	1995 0.9% 2013 4.3%	1995 98.6% 2013 94.0%	1995 0.5% 2013 1.7%
Sergeant	1995 48.3% 2013 42.0%	1995 49.4% 2013 51.7%	1995 2.3% 2013 6.3%
Inspector	1995 80.7% 2013 61.6%	1995 14.6% 2013 30.4%	1995 4.6% 2013 8.0%
Chief Inspector	1995 90.9% 2013 75.9%	1995 3.6% 2013 9.8%	1995 5.5% 2013 14.3%

How satisfied are you with the direction and guidance you receive from your immediate line supervisor(s)?

	1995	2013
Very Satisfied	15.2%	28.1%
Fairly Satisfied	48.9%	50.5%
Not very satisfied	23.1%	14.7%
Not at all satisfied	11.4%	7.6%
No view	1.4%	0.9%

How satisfied are you with the support you receive from your immediate supervisor(s)?

	1995	2013
Very Satisfied	17.8%	28.8%
Fairly Satisfied	50.7%	47.1%
Not very satisfied	21.41%	13.2%
Not at all satisfied	9.3%	9.6%
No view	0.8%	1.2%

How satisfied are you with the direction and guidance you receive from senior management (Superintendent and above)?

	1995	2013
Very Satisfied	3.0%	5.4%
Fairly Satisfied	21.1%	25.5%
Not very satisfied	35.9%	29.1%
Not at all satisfied	35.9%	27.6%
No view	4.0%	12.5%

How satisfied are you with the support you receive from senior management (Superintendent and above)?

	1995	2013
Very Satisfied	3.7%	5.7%
Fairly Satisfied	23.0%	19.8%
Not very satisfied	33.4%	25.5%
Not at all satisfied	34.8%	33.3%

No view	5.2%	15.6%
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How satisfied are you with the current procedures for selecting officers for specialist functions?

	1995	2013
Very Satisfied	4.5%	0.9%
Fairly Satisfied	40.2%	26.7%
Not very satisfied	33.3%	27.9%
Not at all satisfied	16.0%	26.7%
No view	6.0%	17.7%

How satisfied are you with the opportunities to vary your roles and responsibilities within the present rank?

	1995	2013
Very Satisfied	7.5%	3.3%
Fairly Satisfied	45.8%	19.8%
Not very satisfied	30.0%	32.4%
Not at all satisfied	12.6%	33.6%
No view	4.1%	10.8%

How satisfied are you with the level of computer technology which is available to enable you to effectively carry out your duties?

	1995	2013
Very Satisfied	26.3%	5.1%
Fairly Satisfied	61.0%	40.8%
Not very satisfied	9.4%	24.9%
Not at all satisfied	2.6%	27.0%
No view	0.8%	2.1%

How satisfied are you with the training you receive in respect of new legislation?

	1995	2013
Very Satisfied	1.9%	0.3%
Fairly Satisfied	24.7%	14.1%
Not very satisfied	46.8%	36.9%
Not at all satisfied	26.2%	47.4%
No view	0.4%	1.2%

To what extent do you feel that being a police officer is a vocation?

	1995	2013
To a great extent	60.5%	44.7%
To some extent	27.0%	19.8%
A little	7.0%	14.7%
Virtually not at all	4.2%	19.2%
No view	1.2%	1.5%

How would you describe YOUR morale as a police officer?

	1995	2013
Very high	5.5%	3.0%
Fairly high	34.7%	16.2%
Not very high	39.5%	36.0%
Not at all high	20.1%	43.5%
No view	0.2%	1.2%

NEW FREE TEXT QUESTION FOR 2013 – RESPONSES EXACTLY AS THEY WERE RECEIVED

What one change could be introduced for little or no cost that would improve your morale and that of your colleagues?

Involve cops in decisions not faceless people miles away who think there's only one 4 o'clock in a day and ensure those who come up with reports and ideas keep their names on it not have it claimed by someone else

More staff on front line and to be able to "Police" properly, not worrying about how many PI's are gathered (I know these are supposed to have gone but they are still very active and logged on a daily basis on FSU)

Personal responsibility!

Talk to us and not let pcc go to press about ideas for taking force forwards we might have some better ideas we can work through

For crying out loud stop micro managing trust us to use our discretion say thanks publicly when we do a good job and guide assist and advise us on individual basis when we get it wrong.

Should be praise in public bollock in private but many managers find it easier to bollock in public and if they deign to say thanks it is lack lustre in private

Get those scrutinising PCC to talk to rank and file, we are micro managed and regularly pilloried for decisions we make 24/7 - 365 yet she wastes money on marketing and takes credit for our work and only fed speak out against it. That doesn't make cops feel valued locally at time when they feel under constant attack from media and central government.

Given problems last two chiefs have caused for this force surely we need new culture that values people for what they actually do not criticising constantly what they have been unable to do because of poor equipment training and lack of resources. Rant over.

Put fed in uniform and unison back to their original jobs

Speak up for us instead of questioning everything we do

Trust us to get on with job and stop questioning everything we do from nice warm offices were only angry person is one getting their decision making questioned

Consultation and requesting for volunteers for W/L working rather than just selecting people. If that fails to work then to select people.

Stop watching and criticising everything we do let us do our job it is us that make things happen 24/7 not PCC or HQ

Support, staffing, praise, & honesty

Restore discretion trust us

Stability. In the short time I have worked for NYP (1 yr). I have had 7 different sergeants or acting sergeants. This is not acceptable and my work is suffering as a consequence.

Stop micro managing at all levels restore discretion trust and support

Stop dmm being a beat people up process

being supported by management, instead of constantly being criticised eg -why have you not submitted tasking returns, when we have been short staffed, busy with incidents or prisoners. Sometimes a 'realisation' of what the frontline is actually like in 2013 would be nice from management!

put cop in hr

speak up for us more

Double crewing at all time meaning quicker resolution of jobs less vehicles needed and safer environment to work

More frontline cops

More time to spend dealing with ongoing crimes/investigations

guaranteed school holiday leave for those with school age kids

Proper attachment to a proper working group with proper supervision attached directly to that group.

Acknowledgement for the good work we do instead of criticism regarding not putting tasks in or not cleaning a van. We are all working under extreme pressures, are short staffed and we feel unappreciated. More often than not we are late off shifts. Review departments and put more officers in the role of Response.

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bring PC's back from squad (radar) set up by senior management that have no real effect on crime level, and staffing, and put them back on the beat / Front line

Nothing specific

More staff, being able to take leave when you wish to do so, so far I have had the last three requests denied. Departments taken on work when it falls under their directorate and not just when a suspect appears.

To do police work and not to be tied up in work that should be done by other agencies. Lessen workload for a smaller number of officers.

more officers and less paperwork, free tea and coffee on training days, no cancelled rest days

Get rid of shift allowance. it is divisive

recognition of hard work and good attendance

Don't know

Hand responsibility for sickness management/action plans to HR as the current system is HR telling supervisors what to do anyway and destroys delicate working relationships between supervisors and staff. It Also removes the ridiculous scenarios where supervisors on sickness action plans are then placing staff on them.

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Unsure, as the majority of change would require funding.

Leave my pension alone and let me retire at the age I was supposed to!

Allow annual pay increases!

Personal consultation by duties department when considering rostering rest days.

A more approachable management. Having transferred from a neighbouring force, I find it strange how much the Chief Inspector up ranks seem to hide away. And when they come out they use phrases, like being approachable etc. but simply come to give bad news and tell people to tow the party line. It gives officers the impression that they will receive little support from above.

Reduce paperwork!!

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Less bureaucracy.

Get rid of 100% crime attendance. Administrate/record less serious crime and concentrate on investigating more serious crime and being pro-active. It's common sense given the shortfall!!!

Nothing as we need more PC's on the Street and they cost lots.

All changes required to turn the current situation around would involve expenditure there is no such thing as "more for less"

give us up to date warrant cards not one from 2 chiefs ago

Praise in public from all levels of force and PCC and measured bollockings were appropriate in private to those who need it don't belittle people in public

The lack of morale comes from the cuts and the knock on effect of workload and reduction in officer safety. There is nothing that I can think of for little or no cost that would improve morale.

More officers placed on front line response policing. Less rest days cancelled. Better allocating of incidents.

Improve duties to ensure officers are not arriving to work and finding they are the only 1 on duty with no planned officers to attend and assist. Decisions to send extra officers are being made after duty time has begun.

Improve IT systems. More involvement by senior officers in local policing issues - get out of the office and join us on patrol - then they can take the flak for no police on the streets !

An acknowledgement from Senior Ranks that with falling numbers of frontline officers the burden and workload placed upon individuals is ever increasing. I, and I'm sure others, feel that this is not recognised by Senior Management. A thank you costs nothing and would improve morale far more than scathing emails with blanket criticisms which appear far more common than messages recognising the effort officers are putting in. It costs nothing to say thank you!

Increase uniform resources especially at Constable rank.

More trust and respect to be placed in the officers on the ground from other departments and management.

more staff

cycle to work scheme and subsidised gym membership

Get fed force and PCC all to speak up for us when we are being attacked in media

Case building team

Say thanks more

An extra day of annual leave for all officers completing a full year without any sick leave regardless of reason.

Reward good results with additional time off.

Stop working 30 mins for the queen every time I am told to stay on at the end of nearly every late shift, we are expected to give a lot for now less pay and no unsociable hr pay if we have a night shift off, this needs to be addressed.

Abolish crime car and deal with jobs when they arise

Having both CMU and Sergeants monitoring and finalising crimes, surely it's just two people doing the same job? Also returning some form of discretion so we don't spend more time justifying ourselves to people upstairs than we do actually policing.

For Supervisors to recognise when good work has been achieved. all too often you are taken aside and criticised for making a mistake but praise is rarely given.

Co-operation / support from SMT and non front line Police

less duplication of paperwork

Get PCC to speak up for us not herself

More active Constables on Shift

Police officers back on streets and out of administrative or 'remitted' roles. Better mobile technology for officers on street to perform their duties more efficiently.

Give us more frontline cops.

The utilization of other front line departments for abstractions from shift, exigency of duties etc. Always falls to Response & SNT, never traffic, FSU or other non-uniformed departments such as CID, PVP, PCT.

Dedicated Team Building Day - A day where we could spend doing something to build team spirit

Thanked not critized!

More officers. Not constantly working alone. Old vehicles need replacing. Pointless training.

When a cancelled rest day working is required, specially weekends, then the RD given back should be like for like. Work a Saturday RD 10hrs shift, then you should be given a 10hrs Saturday RD in return.

more officers working response and reassurance

? still scope to get officers out of desk jobs and onto frontline

given more discretion and be trusted more to deal with crimes rather than being constantly monitored by civilian staff

Filtering of jobs by call handlers and control room staff to prevent non crime / non police issues being attended by officers

Let us do the roles in which we are based and stop using us to police major events that have nothing to do with our areas or the public we should be policing!
stop cancelling rest days

Reduce paperwork.

Reduce paperwork. It seems that North Yorkshire Police are introducing more and more unnecessary paperwork. Ie You attend a dwelling burglary, you have to do a statement which is a necessity, then an op haven pack is completed, which details what is on the statement, then a victim contact has to be taken. The whole paperwork then has to be scanned onto niche and forward to PCT and then the job has to be crime and the whole thing has to be typed up. All this is duplicated several times. What a waste of an officers time and I have been told that PCT do not even bother with the OP Haven pack anyway. We now have to complete a Domestic violence pack for every domestic incident, I appreciate they need to be completed for serious domestic incidents, but for an argument!!! Another waste of time. Officers are actually spending more time doing paperwork than ever and it just seems completely unnecessary.

Remove unnecessary paperwork and duplication of tasks for different systems that don't link in

Support from duties, support from the federation. It would be nice to feel like we are a big happy team instead of feeling other departments are out to get us and do what they can to upset us

Can't think of one !!

Get rid of pointless paperwork which is clearly and obviously a waste of time

Get police officers out of offices and onto the street to support the few response and reassurance staff that work 24/7

More scope for attachments/ better working relationship between departments.

stronger supervision with the sick

none

putting warranted officers back on the street and not in office jobs

Stopping police staff from controlling so much and causing unnecessary computer work for us

Less paperwork.

Actual support from other departments, e.g CID, PVP who rely heavily on R&R on a daily basis despite the ever increasing work loads.

Reducing micro management would be nice, unless specific officers' performance warrants such interference.

The ability to allow officers to be "trusted" to manage and investigate their workload without several tiers, whether that be CRU / CMU / Sgt / crime dashboard etc

Nothing

Better screening of incidents, where in most metropolitan forces a lot of calls made into the FCR are dealt with at source, it appears he in NYP we have to attend every call.

Better leadership, clearer direction, less bureaucracy

Maybe give officers positive feedback instead of negative feedback all the time - we never get recognised for any hard work we do - just once for supervision to say in person 'well done' would be nice!

Fairness

Better management of duties

better encouragement and less focus on negatives

Having sufficient manpower available so I can actually investigate the crimes I am dealing with rather than always getting turned out to new jobs. The lack of manpower is becoming an issue. I doubt even a resumption of the 6 on 3 off shifts would alleviate this now we just have no staff

Listen to the views of officers rather than implementing new processes and procedures without consultation with those who will be actively carrying them out.

reinroduce footwear to be provided for all officers, not just those in specialised roles, or for officers who spend most time on foot patrol (beat managers)

More staff.

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an occasional thank you or well done from a supervisor or simple acknowledgment of a job well done on a daily basis

The re-organisation of warranted officers to maintain a strong and healthy front line contingent. This would mean that some officers who are currently working as supervisors may have to take a more active role in policing. it appears as if there are more officers of a rank above constable than there are officers at constable level, this I believe is disproportionate.

Staffing should be based on population and not crime. NYP chooses to disseminate work of all kinds to its staff. Much of which is not really a matter for police yet logs require finalising under the current system of recording everything. Such matters should be dealt with at the time of the call and do not require a police officer to provide simple advice. This would leave officers free to concentrate on crime and other incidents where an officer is required. Despite NYP choosing determine staffing levels purely on crime figures, an NYP officer spends a tiny portion of their time Investigating crime under the current system of call handling. It really isn't difficult. Stop wasting our time on none police matters by training control room staff to provide telephone advice and recognise that crime is only a small proportion of an officers duties. Sudden deaths, RTC's, etc etc.. all require dealing with yet we aren't staffed to deal with them. Whats more current staffing is appalling to the extent of being criminally negligent. I ask myself if I were sat on a jury were NYP were under investigation or during a high court civil matter based on a health and safety matter or a failure to resolve an incident correctly etc. due to insufficient staffing would I find them guilty? Undoubtedly yes!

Recognise rank n file efforts whilst stopping people building cvs on backs of others

No view.

n/a

Stop producing numerous full colour and high gloss posters and leaflets at great expense that sit doing nothing in filing cabinets.

Allowing the SNT to work together as a team on the same shift pattern. This would improve team work allowing us to be more productive.
too closely monitored re figures

don't know anything that would not cost money

Correct pay for the time in the job (increments)

Not moving staff to cover different stations and areas.

Stability within the role and area worked as a PC. More and More "cover elsewhere".

Vote Labour!!

Resigning.

Better forward planning by the force to prevent last minute abstractions such as having to cover response due to insufficient staff being on duty.

less paperwork

remove a lot of the beurocracy and pointless paperwork

team building days

More praise assistance and support from senior management for starters and less focus on minor issues.

Get rid of the crime and other directorates which is basically making a two tier police force with limited scope for officers in uniform to progress and the experience from CID and Spec Ops not being brought back into uniform with internal and (against working directive) promotions. There is a feeling that uniform is looked down upon and thought of as the lowest of the low and these directorates seem very unwilling to help, this attitude can only come from a senior level.

More officers and more opportunities

that they actually care, we are not a collar number, that we are human and they do care about us not promotion and don't destroy the officer and there family to get where they want, oh and speak to us as an individual and not read from a crib card like a robot

Dish Washers

Simplify the annual leave policy

putting social clubs back in police stations

Unfortunately all the current problems have been created by a insidious Tory Govt!

better call handling training for non-Police Officers

More selective about which incidents require police attendance in order to allow officers to focus on policing, rather than non-police incidents.

Less time trying to measure and record what the police are doing and spend the time saved giving a better service to the public. As numbers are dropping senior managers need to cut some of the tasks done by the police and make the public aware so that their expectations are more realistic.

More staff at PC level so we wouldn't have to keep sending our officers across the force to fill in gaps.

***increase in police officer numbers.

**remove the Action Plans for genuine sickness (I do not like going off sick, but had an injury to my ankle in summer 2012. I tried to come back to work with a cast on, showing willing to come into work and do what I was able to do. My consultant said I could come back to work after I pleaded with him to let me, but occ health declined. I was put on a sickness action plan which made me feel like I had done something wrong, even though I tried my best to come back to work. As I returned to work on recoup and had to go back off sick due to surgery, I hit more periods of sickness, which hit more "trigger points", and meant that I needed to be "monitored" on this action plan by my line manager. This played no use whatsoever, as I do not need motivating to come back to work, I WANTED to come back to work. Line managers should have more discretion on only putting officers who need the action plan onto it.

**more emphasis on training / updating officers on legislation / first aid and use of force.

**team contact from senior management.

cut back on the duplication of paperwork

None

Taser training for all response staff.

less time having to input or scan documents onto niche we are too tied to the computer

Disband centralised duties and give back the responsibility to supervision!

There is nothing that can be done for little or less money . Morale is at an all time low as there are not enough resources to provide an adequate service to the public

NONE

requirement for more staff, and not being sent to other stations to work without notice to cover shortfalls

decrease repetitive paperwork, i.e. recording the same information on multiple formats

Recognition from management. Treated like a human being instead of just a number. It would be nice for someone to say "well done" not "well done but..."

scrap the ridiculous fitness test

there are no cheap solutions

There appears to be no officer welfare anymore

Cut down unnecessary paperwork.

Weed out jobs we don't need to go to so as not to waste police time.

Better use of PCSO to take pressure of Response officers.

Senior officers to show greater respect for the lower ranks.

Too much emphasis on officers seeking promotion to put pressure on officers and using them as promotional pawns to achieve their goals and tick their box's.

more giving and less taking with more thank yous

To not be used by everyone (depts) as a dumping ground on Response and for other departments to do their own share of work instead of passing the buck stating its not in their remit.
Clear remits for all departments and to stick to them.

Take away some admin and pass to support staff who are there to support. It seems that PC's support the support staff. Also case building unit for Hambleton/Richmond would free up so much frontline time.

Cutting out the bean counting

The promise of a pension nineteen years ago to be kept , that the end goal is kept the same .

Better understanding of the constable rank and the pressures that are placed upon it from supervision.

MORE POLICE OFFICERS WORKING ON THE STREET AND NOT OFFICE BASED "UNITS" THAT CHANGE FROM MONTH TO MONTH.

effective communication

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The simple answer is to recruit more officers and response not deemed the lowest of lowest, when officers appear to get punished for whatever reason, being sent to response appears to be the answer.
stop cancelling rest days

More staff

scrap the paperwork

More police officers

Given more discretion dealing with incidents and not being continually bombarded with emails which do not relate to the officer concerned

More support from other departments such as CID, SNT, CBU. Rather than always asking if we can help them it would be nice if they assisted us when needed. Such as when short staffed (quite often recently)

n/a

More staff. Being able to be thorough and deal with jobs properly is what improves my morale. More staff would allow this to happen

Better communication and work sharing between specialist units and response.

Get rid of intermediate shifts. They cause more problems than they solve. The force should advertise how many officers are actually on duty at any time. That way the public would be able to see how bad things actually are. The force should not be allowed to quote area officer numbers which mask the true number of officers who are really responding to calls from the public in any given location.

treat us like people not children

REMOVE the system of temporary/acting supervisors BULLYING officers simply to provide evidence for their own promotion - making mountains out of mole hill sized issues with officers.

1) To not have constant abstractions to work other areas where I have little or no local knowledge (at less than a weeks notice).

2) To not have rest days taken away, particularly on weekends to staff events.

3) To have more clarity on leave policy. The current system seems unfair and hypocritical.

Stop the intermediate shifts so you are always one shift

Nothing

Stop cancelling my rest days for reasons that could have been avoided by the people that are supposed to plan ahead. Exigency of duty is too often used when it is clearly not the case. We know a very long time in advance when a football match or horse race meet will be on.

More frontline officers, with more support, with massively reduced bureaucracy.

an effective way of ensuring you will be able to take leave when you want which will not depend on front line officer being on duty twenty to thirty miles away.

For all frivolous calls to be screened out by call takers and directed to the appropriate partner agencies to leave us to get on with the serious stuff

More response staff

Recognition from management that there is insufficient staff on the front line to deal with everyday demand. Morale is low as everyone's workload is so intense. We are not given time to investigate, as soon as officers come on duty and switch their radios on they are often dispatched to outstanding jobs and don't have the time to follow up on-going investigations. This would need either additional staffing, maybe officers in other roles should be returned to front line duties. The alternative would be for maybe the case building unit to take on more of an investigative role in addition to their prisoner process role.

open and honest with each other rather than running to higher ranks to sort something that is playground issues

This is impossible to do with little or no cost. But allow the shift to have time to talk to each other and enjoy coming to work.

Time and facilities/ cheap gym memberships to train for fitness test.

More staff out of offices onto the street

I believe the new POTF system should be modified as soon as possible. The current paper system does not function and does not scale. The only way to manage property effectively is via niche.

To feel we are treated fairly and evenly.

Get rid of SNT, have all officers responding to jobs to lessen the workload for those of us that respond. PCSO's could be Ward Managers, there's no requirement for a warranted officer to sit in schools or parish council meetings for hours when jobs are stacking up and we are running round with no meal break.

Support from senior management. Come and patrol on the street at the busy times and see what we are having to do with limited resources. This should be done without knowledge of Insp's etc because normally extra staff are found when a senior officer is known to be attending.

more officers

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Get rid of the CPM procedure whereby officers have to consult with supervisors before and after interview. This is very time consuming and undermines the role of constable. We are paid a lot of money to make decisions.

Less back covering paperwork that would allow us to actually do our jobs. Feel like there is no support at management level for getting rid of ASB/Facebook type jobs which should not be a police matter to begin with, let alone having to do even more paperwork for it in the form of VRAs!!! this type of over-management is grinding us to a halt.

Nothing without cost. More and more is being expected of all staff at all ranks but it cannot continue for much longer. A recent " pat on the back " from the SMT stated that £4M had been saved recently. In Ryedale we regularly have only 1 or 2 staff on duty which as a beat manager impacts on me a great deal. The old saying of is your glass half full or half empty - many people no longer have a glass as a starting point.

Start by resolving the apparent gulf in trust between Frontline and HQ based staff; in particular, HR. It truly feels as if we are on different teams, with totally different agendas and goals.

There is no discernible 'One Team' approach in North Yorkshire Police. Also, I feel very strongly that leadership needs to be visible, and highly so, to demonstrate an affinity and an understanding with all ranks, and their roles; this costs nothing, and is purely good leadership practice.

Essentially, HQ and the rest of the force feel like entirely separate entities. This is not a good thing, especially from a morale point of view.

team building day organised by the sgt or disband HR department

Not having to deal with every single job which should be written off at source by the control room allowing us time to actually investigate crime.

Too little change to be proactive, to many 'arse covering' exercises. No trust from higher ranks

Management should recognise the skills and training of individual officers and put suitably trained officers in vacant specialist posts without HR controlling the process..

Voice recognition software to transcribe interview tapes.

Case building to keep officers on the street not interviewing and filling out forms

Respect from politicians and government would be a start. We are not just a 'public service' and our role and responsibilities are hugely different. We don't have employee rights like other public servants yet carry out horrendous and dangerous tasks on an almost daily basis. If we are to be treated like 'employees' then give us the rights in accordance with this. Morale will decline further if police are subject to compulsory redundancy and the public will be those who ultimately suffer. This would be such a shame and I will have to question my future in the police service.

It's all about staff levels on r & r

Reduce Beauracrat paperwork (VCA's/VRA's). The VCA'S must be the most utter pointless piece of paperwork/form I have ever encountered. An A5 form to be completed and scanned just to say you'll ring them and tell them what's happening. I'm a professional police officer not an unskilled worker that needs to be told what to do.

Intermediate shifts for satellite stations that are manned by one or two officers to be abolished. There is nothing practical or beneficial about having these officers start at these times. by adopting a supportive rather than blame and punishment culture when mistakes are made

Get rid of pointless service car incidents via telephone instead of dispatching an officer to tell them in person and free up officers time.

Get rid of intermediate shifts

A review of the staffing levels on front line. Better use of light & restricted staff in support of front line roles. Non urgent & non confrontational Police calls. Prisoner interview & post arrest enquiries. Etc etc stop PCC taking credit for things which aren't anything to do with her

Bring in tech that's not out dated (MDT for example). Stop all the repeat writing for paperwork (MFH books, Files) when it's already recorded on a computer.

More visibility of supervision and senior officers

sort out staffing , there are over subscribed area's and the thin blue front line is devoid of staff

Resource management issues

Give SNT and specialist officers 4 days off.

Greater appreciation and recognition of good work, good practice and achievements. Conversely greater powers to deal with people that fail to achieve, fail to attend and shame the force and police image! a policy of team nyp that actually means something rather than a platitude given out by senior managers. each department should try and support their colleagues rather than managers protecting their own interests and not allowing others to help out for example uniform sergeants should all be trained in custody so that both the response and custody rolls should be interchangeable. also officers who have office based jobs appear exempt from any changes to duties. why are they not being utilised to help fill any gaps and help support their colleagues. there are too many people only interested in furthering their own cv rather than concentrating on getting the job done.

Continue to release constables from back office roles to bolster the front line - still too many officers abstracted and not enough on the street.

Allow substantive Sgts/Inspectors to be allowed to move into specialist roles before allowing newly promoted sgts/insp to be promoted within their specialist role. Its bad morale for substantive sgts/insp currently

proper briefings and well done's at the briefings

Some consistency and stability

I would look at supporting officers rather than criticising them and losing the politics

Revised sickness policy to weed out the real skivers but not punish those with genuine illness

Remove PCC's

Senior officers saying thanks in public and in media for work we do not letting others claim credit for our success for political reasons

Having a transparent duties system where once leave is requested they action it correctly, increase is officers numbers where I work, as we are below staff

Changes that can be made that I would wish would involve cost. No answer provided,

less human resources staff / pcso's more police constables

To be recognised as a person, not just as a resource or number to fill a gap without utilising skills and training.

less movement of senior staff - as every change of manager results in changing practices within local teams and along with all the corporate changes makes it more about shuffling figures and less about actually getting out and engaging with communities

Recognition for all the hard work.

Reduce the amount of backstabbing from officers starting on the promotion ladder with a view to completing their PDR's.

More direct contact with senior ranks for constables transparency, honesty and openness from the top

opportunities to develop/achieve being offered to all

Adopting common sense to management and reducing bureaucracy

Working core shifts and disposing of intermediate ones .

see more praise from within the organisation for the day to day work which is done by the many

acceptance of family life and an end to cancelled rest days and duty changes especially around a misuse of exigencies of duty

Pat's on the back go a long way, just a well done every now and again

Divert resources to frontline roles.

Minimum staffing increased

quicker response from duties when booking annual leave

A change in the emphasis and view taken of response officers. To ensure that the front line is fully up to compliment before considering specialist roles
less bureaucracy

Stop custody being the last option on the 101 system so I do not have to "field" numerous calls

Reduce the amount of time I spend dealing with emails and bureaucracy

Pay rise

get rid of the bullying which is painted over and make them be scrutinised

Ask us what vehicles and kit are needed for the role and ensure we get it right first time, rather than buying cheap clothing and vehicles not suitable for the role.

COT doing away with some of the performance management culture and let officers get on with the job they want to do and the public want them to do

Senior managers from C/Insp and above could show their faces more regularly to the workforce .

For example, previously and currently In my dept we have Supts in post for 2-3 years who are not facially recognised by the Constables. (2 years ago I put this to the test and showed photos of two supts who were managing our dept and asked who knew who they were. The majority of my staff were unable to put names to them.)

Recognise those officers who year in year out never take a day off sick by giving them 1 additional a / leave day. Those who have poor sickness records go unpunished and increase the burden on those who frequently can be relied upon and under the current climate we need to give something back to those who we rely on

Regular recognition of your efforts

Less paperwork, 253, cra full files etc

Teamwork - (actual teamwork, not just pretending we are a team with words which mean nothing). I think people feel isolated sometimes with their workloads and don't feel they have any help As everybody else is in the same position. We are all trying to achieve the same thing.... a safe county and ultimately country. I have seen teamwork deteriorate massively over the past 10 years. Comarardary is now rare in my opinion. We need it back. At the moment I feel we are all separated, not just by departments, but also within 'teams'.

Release officers from desk roles/attachments to justice roles and get them back in uniform.

Less beurocracy and less change in terms of policies and procedures

Turn back the clock to when being a police officer was avocation and police officers were allowed to their job for fair pay and in sufficient numbers to make a difference. 24 hr cops are being crippled (literally) by a shift system designed by people who have no idea what it is like to work beyond midnight, both in terms of physical health, mental health and family welfare

Support staff being more supportive!

Public support for the role of police officers from ACPO and Home Office

less red tape

More positive press / marketing to combat the battering of tales about police corruption / incompetence. Each story brands the 'police' not the individuals and yet there appears to be NO support Forthcoming from those who should know better within Govt especially. I should point out that I mean NATIONALLY in relation to this as within NYP we're pretty good at it already.

More Officers on duty at any given time. Staffing levels of Officers is now quickly becoming dangerous.

Clear government support for role of constable

Common sense to be used

Support and understanding from the top down

Better communication.

Let PC's make decisions. Just because you are a senior officer does not mean you are right.

Staffing levels - where have all the cops gone? We have plenty of "supervisors" but they have no workload when it comes to actually dealing with any calls.

Get rid of the current Government

A day leave for no sickness, more appreciation for the role of operational officers by the COT.

Get rid of the pcc. Shes a waste of money and unnecessary. Politics should have nothing to do with policing

Reduce the culture of screwing people over. Manages seem to shaft hard working officers and let the lazy get away with things.

cs off the table

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Better shift pattern for all crime dept reflecting similar RD pattern to uniform colleagues.

Slow the pace of change dramatically so that we can find our feet!

Tidy up the internal force site to make things more streamline and easier to find current matters

Give officers and staff full access to internet and social media - for policing purposes only - with a reminder of the discipline code.

q

To accept each member of NYP as a valued member and be less critical of others.

Feel valued

Nothing springs to mind. The changes I would like to see may not be agreed by colleagues.

get rid of the crime car and allocate jobs as they come in and deal with victims quicker

Abandon the current regime of critical incident cover so I can be allowed to do my job - things are beginning to go wrong as they are not getting my attention, leaving the force exposed.

n/a

Line managers that are more in touch with frontline, too many are only interested in portfolio building and forget the hard work of those at the sharp edge..

A little thank you for a job done well will instantly improve moral.

To get support and be listened to regarding home/work balance and receive suitable explanations for decision making rational

Ensure the Special Constabulary work alongside us and are tasked - not just patrol with friends.

When Taskings are poor - events and lack of staff need to be taken into account. Crime has been reduced - staff are doing something right.

Deal with Disc issues when officers underperforming - not target those who are struggling but NOT Lazy. It seems harder to target lazy/disinterested officers.

More response officers to share the workload

?

Less Paperwork

More across the board praise for good work. It is extremely challenging on the front line at the moment with resources at a dangerous level. The majority of senior managers

in our force as well as those in specialist departments do not seem to acknowledge this. Despite this most response officers are holding the force together doing so much more with less support yet we are still heavily criticised frequently for minor errors. Little is said by the management team about response cops dealing with constant shift changes, constant movements to cover other stations shortage of staff and constant lateness off shift as well as significant loss of anticipated pensions. The impact on family life is massive. I appreciate misdemeanours need to be dealt with but surely praise for good work keeps people motivated, keen, productive and happy in their role. A bit of morale boosting would go a long way and at no cost to the force.

NO to CS

Let us get on with the job instead of mollycoddling everyone

I don't think there is anything that could improve morale at the moment. With the pay freeze, uncertainty about pensions and other Windsor related matters, most officers I work with have all on just turning up.

Senior officer being realistic about what we can now achieve in this time of cutbacks and reduced numbers.

The frontline is almost non-existent.

The one change I would suggest is to deploy warranted officers back to the frontline. Frontline includes response, RPG Dogs, CID who actually do 'police work'. We have too many officers sitting in offices on projects, (very) specialist departments and so on. Return these officers back to the streets and bolster frontline numbers.

Sufficient officers on the ground and within my own ranking group to enable the delivery of service. There is too much reliance on good will and working in my own time and Rds to get work completed. This is compounded with the new CIC rota.

Bosses stand up for us in public and show they value us

Say sorry when wrong, thanks when doing well and don't take credit for others work

Less interference from supervisors.

Senior bosses not constantly changing their minds about policy just for the sake of it, choose it and stick to it. If it's not broke, don't fix it

Outsource hr to professionals

Just admit that cuts will mean reduced / slower service to public .

Appreciation by Government of the role.

parking permits for staff at Scarborough PS

Get rid of NCALT

To be thought of as more than just a number which frankly is the case.

De-centralise duty department and return to area duty teams.

Air conditioning in my office.

Managers that listen and support the officers on the ground

Less paperwork

Be treat as a person, not a number

greater hierarchy visibility

Improved shifts - have smaller number of shifts with greater staffing levels and not a large numbers of shifts with low numbers, which affect morale.

Looking at work loads of Chief Inspectors to allow more direct management

Stability

Better shift pattern

Returning the policing function of NYP to the core function rather than subservience to the needs of the 'support' functions

shift inspectors could improve morale and leadership/direction to staff

More pc's out of office / 9-5 jobs and back on the street

reduce paperwork that is meaningless in which nobody reads but done for the 'sake of it'

Better communications of what is happening and why

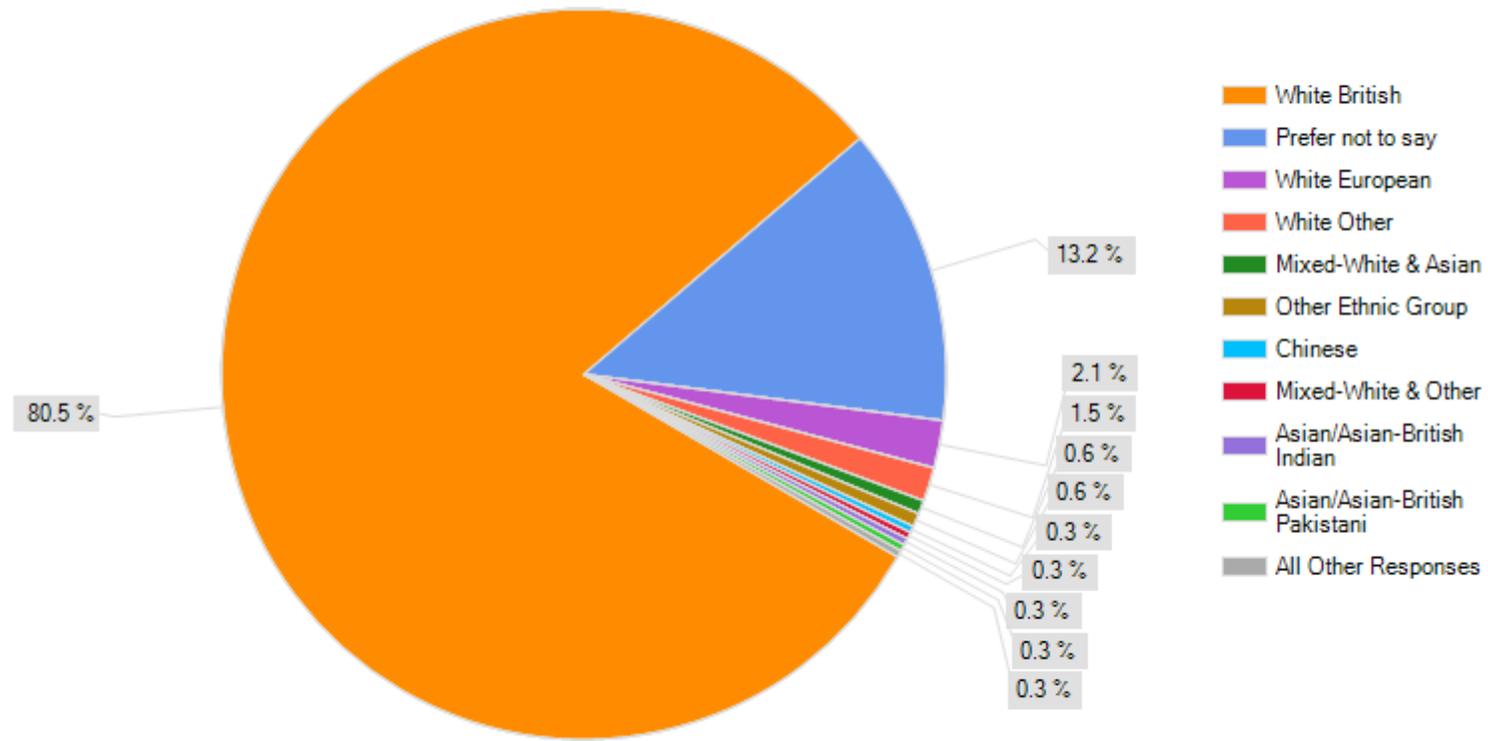
Interview teams to stop hrs of wasted time in custody waiting for briefs, cps advice, cpm advice etc.

Say thanks to the people that don't go off sick.

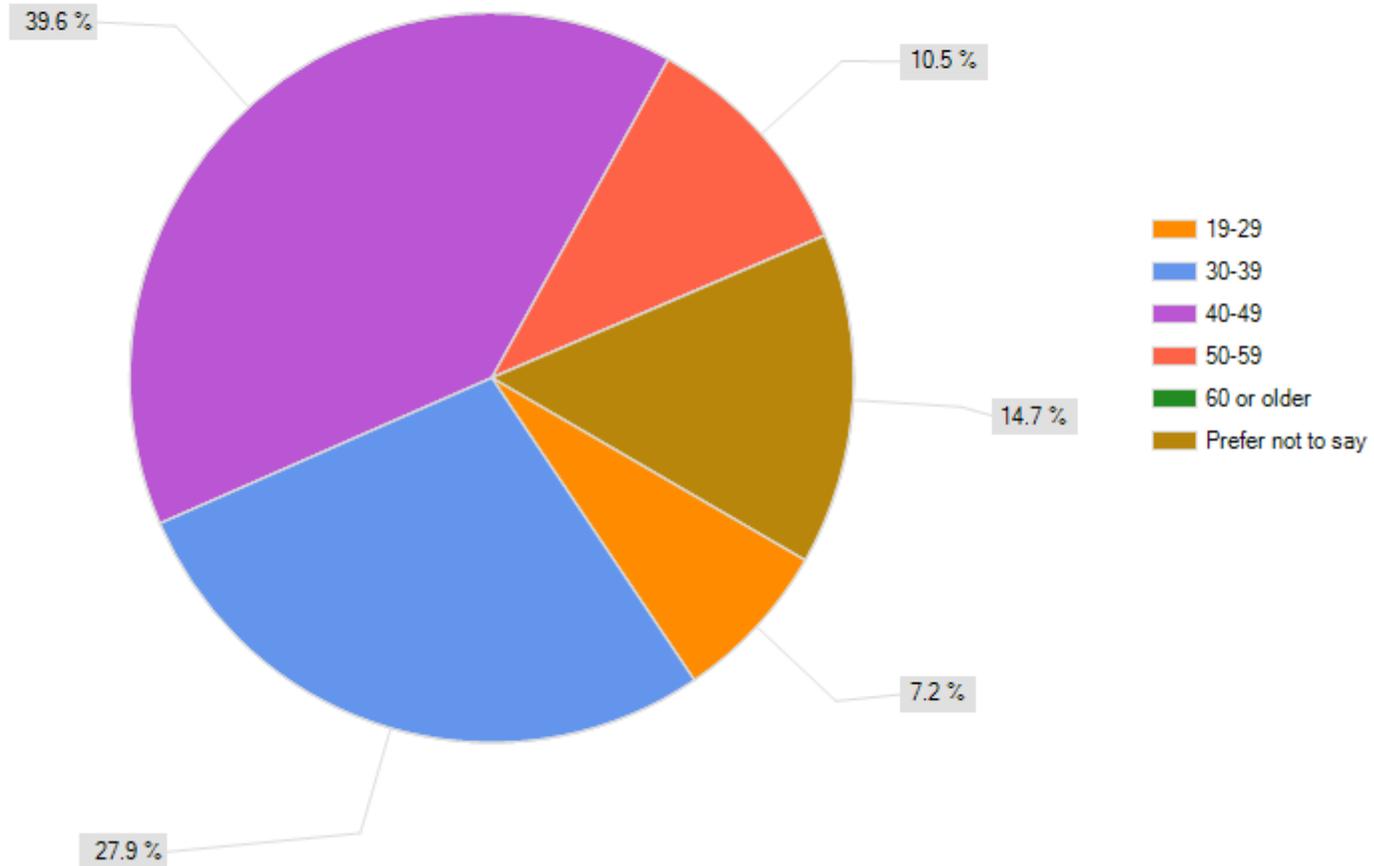
Do away with Message of the Day and have face to face briefing

RESPONDENT ANALYSIS

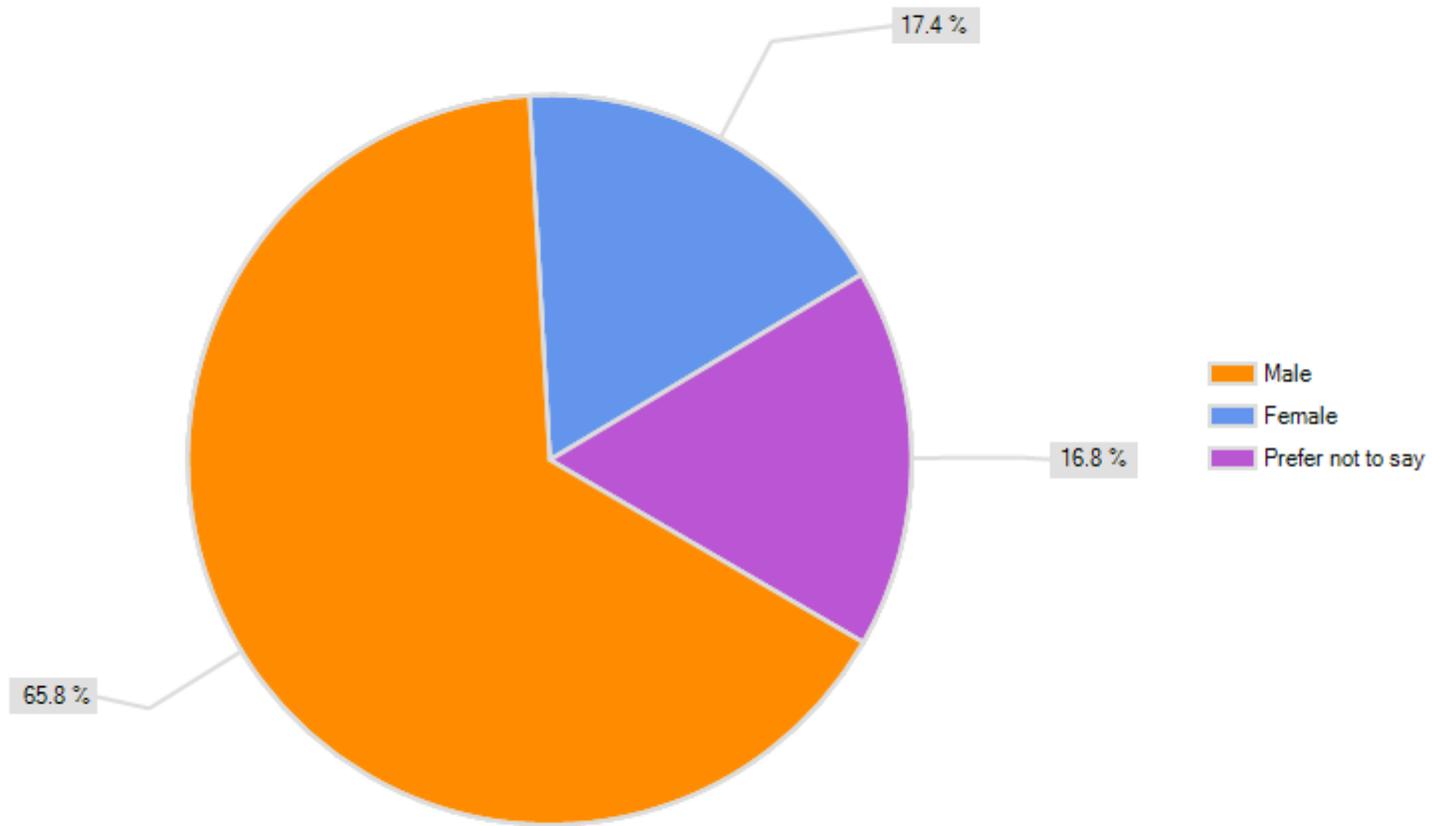
What is your ethnic group?



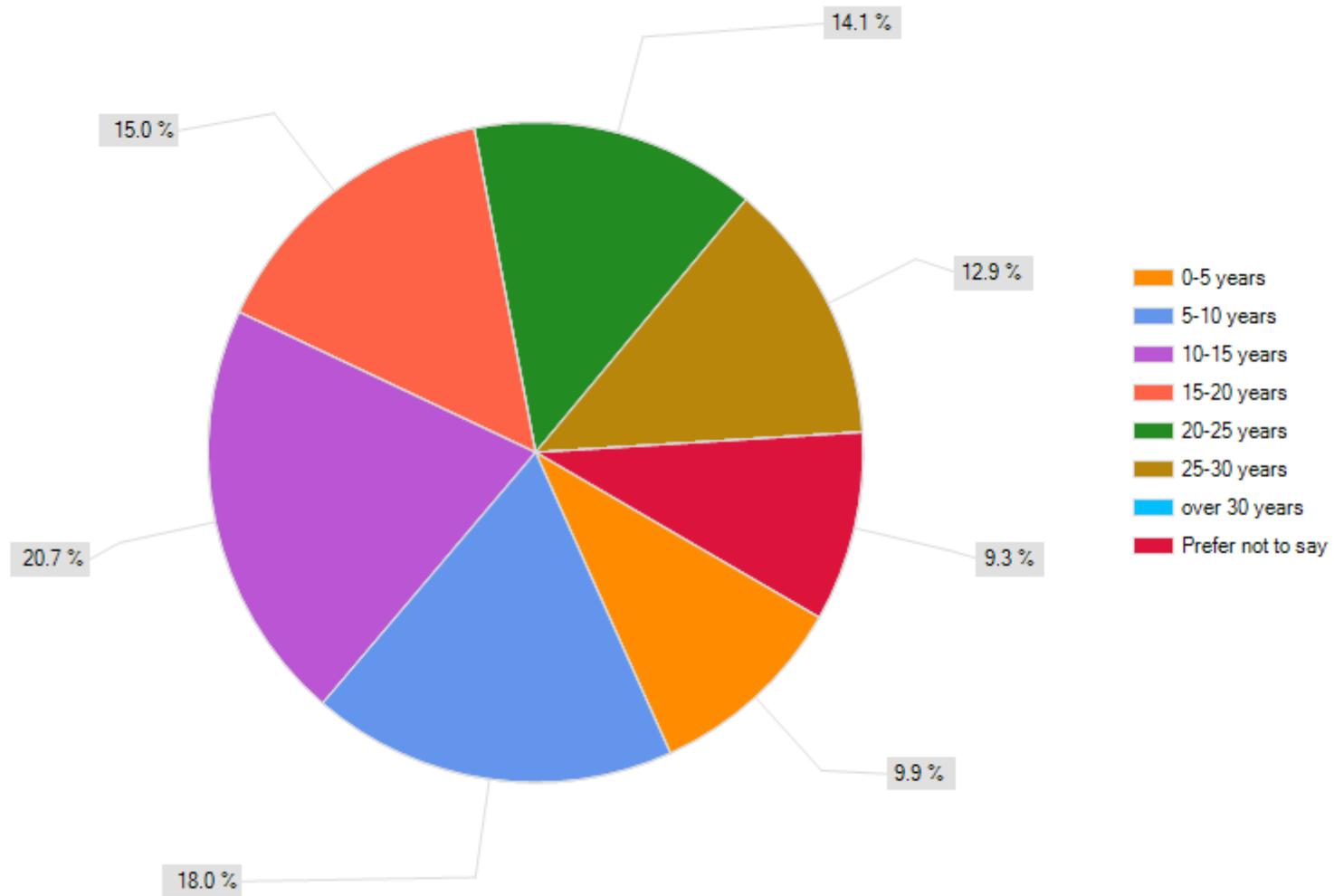
Which category below includes your age?



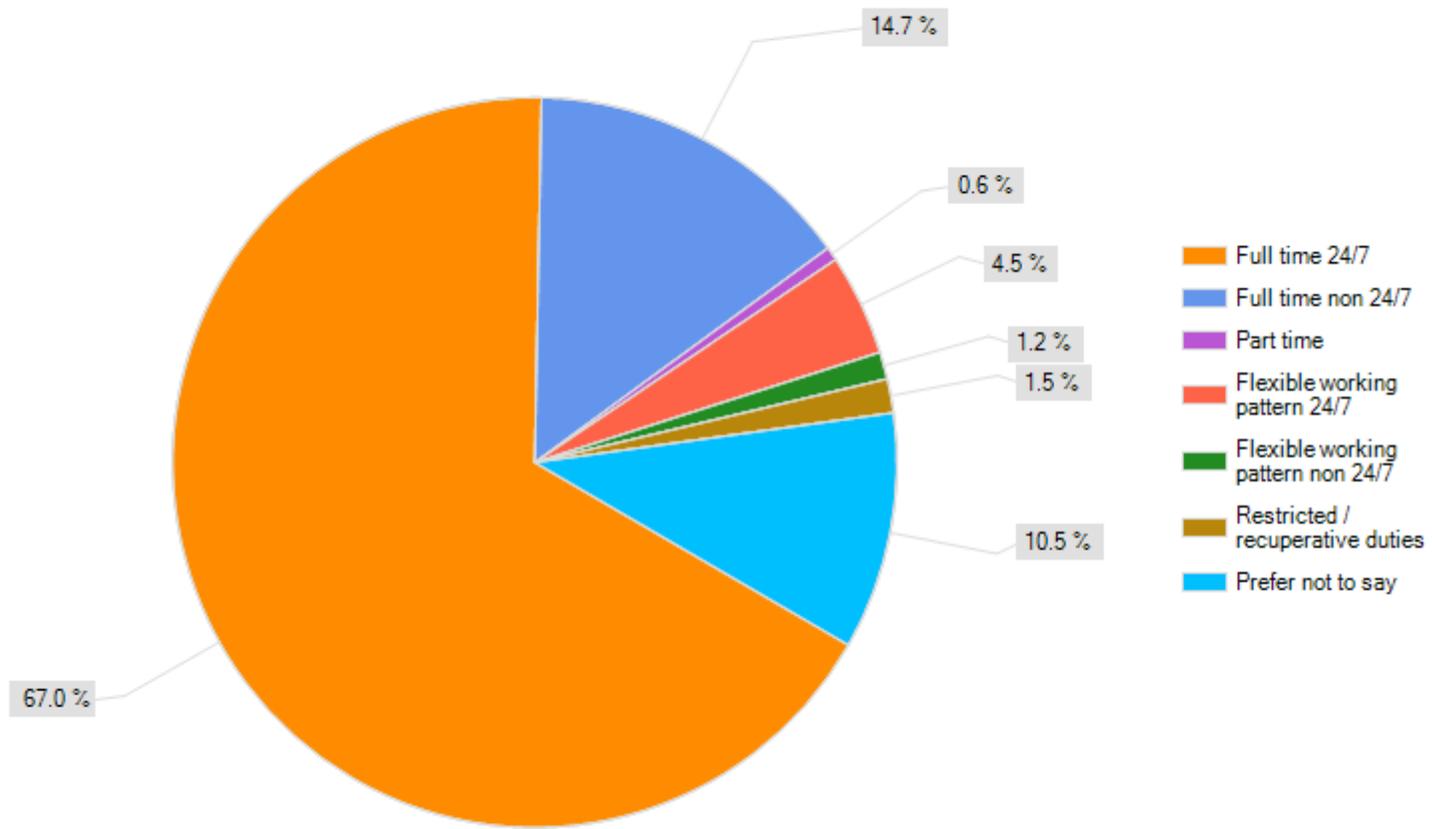
Are you male or female?



What is your length of service?



What type of shift pattern do you currently work?



What is your substantive rank? (not your acting or temporary rank)

