

**PCC Accountability Meeting**

**29 July 2021**

**Public Questions (including those not asked in the meeting)**

**NB: Some question areas were grouped together by the PCC in order to ask as many questions as possible in the meeting.**

<b>RECORDING TIME</b>	<b>QUESTION(S)</b>	<b>RESPONSE</b>
13 mins	Why is it not possible to contact local officers directly? Calling to the control room either on 101 or the yellow phone outside the closed to the public police station just distances the force from the public.	The Constabulary is currently limiting the number of people who come into police stations due to Covid infection control limits. Across Norfolk we have three sites which are permanently staffed for public inquiry during opening hours where material can be handed in – Norwich, King’s Lynn and Great Yarmouth. Volunteers are based at other police stations which have opening hours advertised, however, safety reasons exist currently due to Covid. Local officers can also be contacted directly through email and work issued mobile phone numbers which can handed out on an existing matter. Also, 101 can take details and pass a message to an officer to call you back when they are on next on duty. Finally, on the Police website there is an email address for the Neighbourhood Policing Team in your area that you can email and request someone calls you back. Most contacts are made via the 999 and 101 calls route. Crimes are logged and tracked to see if we need to contact members of public on concerns.

19 mins	<p>Two questions on 101 Calls:</p> <p>In July 2018 at an accountability meeting in Great Yarmouth a complaint was made to the then PCC and DCC. Specific examples were given. They undertook to assess the average wait time to be answered, the maximum time and the proportion of callers who hung up, not being prepared to wait for an answer. Please could you publish their assessment, and whether there has been a significant improvement in the service since this complaint?</p> <p>I write to you with concern as to how long 101 calls are taking to be answered by the control team looking after this area. This morning I made a call to the 101 services to report an ongoing harassment matter, initially, the call was answered quickly, an outline of the matter was filtered and was then transferred to the control room. Today after being on hold for 1 hour and 13 minutes I gave up. This sort of delay is unacceptable, we are regularly trying to get our residents to engage and report incidents to the police. If a person is likely to have to wait for a call to be answered for more than 10 minutes then a call-back feature should be adopted on your system, also let people know how long the queue is so they can decide if they want to hang on or receive a call-back. I do understand the individual reasons for the delay on this occasion, but this is a learning opportunity.</p>	<p>The question starts by referencing back to July 2018; there has been a complete change to how we operate in the control room since then, in part through the precept. We have enhanced the switchboard facility and a new system to manage 101 calls. Completely restructured the control room and significant investments, including new members of staff for switchboard from 12 operators to 27 and an uplift in the comms officers dealing with calls for capacity. Now taking double the amount of calls to service compared to five years ago in terms of 999 and 101 calls. Control room are doing well to manage this. In June, 90% of calls into the switchboard were answered within 2 mins and 6 seconds. The July average is 45 seconds, so new staff already having positive impacts. Calls to 101 dealt by Comms Officers was 4 mins and 44 second average in June. There will always be people that will experience a long delay at certain times, as demand fluctuates throughout the day. The 101 call system triages the call and prioritises accordingly. Certain matters will be prioritised or signposted elsewhere as the urgency of the call will determine how quickly it will be answered. The Comms officer will come onto the call to check and most people will understand that this is the case for a reason. One suggestion was a call-back feature and this is covered when the Comms officer speaks to the caller via the triage system.</p>
28 mins	<p>I would like to ask what is being done to make dog owners feel safe from dog thieves? How seriously is the issue really being taken? Dogs are sentient beings and as such should have special protection from our law enforcers.</p>	<p>Over the past year there has been growing public concern about the level of dog theft. Social media stories have circulated; however, the prevalence is far, far lower than being suggested in social media discussions. Other parts of country are more affected, Norfolk has seen 16 offences in the past year which is at a stable level and although this is still 16 offences too much, it's not as prevalent as other areas. We do take this seriously; we have a lead officer on dog thefts and we work with other partners to prevent it.</p>
30 mins	<p>I remain very concerned at the national and local level of fraud and financial crime and the lack of police response. Given the endemic</p>	<p>HMICFRS reported on this back in 2018. Since then, the Head of Crime has been chairing a fraud delivery group to ensure we are</p>

	<p>nature of financial fraud, cybercrime and scams which have touched so many people and cost millions in losses to innocent victims, one has to ask what is the police in Norfolk (and nationally) doing to tackle this. Is fraud now the single biggest threat that we face today, how many police officers in Norfolk are dedicated to this crime and what are the plans to protect the community from this serious and growing problem?</p>	<p>coherent and coordinated in our response. An example is Op Radium which relates to courier fraud were callers pretend to be police officers or tax officers asking for money withdrawals from banks and asks to hand those funds over to a courier. We investigate and catch the perpetrators with some good successes, typically based from London and have substantial sentences for offenders where £600k of money was stolen. Constabulary are educating the public and working with partners to raise awareness to stop this crime. National Action Fraud work with us to provide leads where we can investigate crimes, contact victims and give crime prevention advice. Working in partnership with ScamBusters. Dedicated Cyber Team with Suffolk, providing advice and support for residents and businesses and banks are helping prevent fraud. Individually we can all protect ourselves, using pass phrases rather than passwords and other crime prevention advice, as some criminals are based overseas so it's harder to bring these perpetrators to justice.</p>
<p>36 mins</p>	<p>Two questions on E-scooters: I am disabled and I am in fear of serious injury from the idiots riding e-scooters on the pavements. I know the police haven't enough resource to stop bicycles on pavements - the scooters must be stopped ASAP before death or serious injury. Please, will you work with our wonderful police to stop this menace?</p> <p>People in Norfolk are being endangered by e-scooters being ridden on the pavement, again because the police allow them to do so.</p>	<p>We are regularly finding that our officers are stopping e-scooters. This is a new trend and new demand for us to deal with. It is illegal to ride one on a pavement and the rules of the road apply. Constabulary has confiscated many e-scooters recently through work completed by roads and neighbourhood policing teams. We have put out social media guidance to be clear to owners what their responsibilities are and working with shops that sell these to provide leaflets on how to use them. Pilot scheme in Norwich were some exceptions apply but it is a new threat which we are responding to.</p>
<p>39 mins</p>	<p>Four questions on Visible Policing: When will we see more constables on the beat around Swaffham? There's never one in sight on market day and during the week, especially at school afternoon leaving time.</p> <p>Could we have more police 'on the beat' walking the neighbourhoods please? This 'old-fashioned' method used to work. It gives reassurance to residents on safety and could prevent</p>	<p>Norfolk is the only Constabulary to not have PCSOs following a local policing review. PCSOs cost more to employ than a Constable so there is sound business sense to recruit Constables as they have greater powers and flexibility in terms of their deployment. In terms of visibility, the deployment of police officers is largely based on the nature and demands of calls and the threats and risks. A gap exists between expectation and the demands we receive. The Chief Constable wants to do his best to increase visibility. We have started</p>

	<p>crime. In particular, it would also help young people to feel safe when out and about - particularly at night.</p> <p>Can community policing be further developed? This involves a neighbourhood having one or more named constables who patrols on foot at least some of the time, getting to know and being known by the residents of that area.</p> <p>As the Temporary Chief Constable wants Police Officers to 'Walk and Talk' rather than spend time in their cars, could consideration be given to the reinstatement of the PCSO-style role, as a means to promote the concept of Citizen Responsibility in relation to such matters as fly tipping, noise pollution, urban speeding, pavement parking, etc?</p>	<p>local initiatives like 'Park, Walk and Talk' to encourage officers to get out of cars and increase visibility in their local community. Also, aiming to communicate better to let public know where officers are as we are doing more than what we sell to the public. Need to be realistic as demand sometimes does not allow officers to get out and walk around communities. Visibility often must fall second to those demand but will be promoting this as much as possible where we can across the county.</p> <p>The PCC stated the business case made sense with PCSOs, but asked if there is anything more we can do to minimise abstraction of officers from community roles. The Chief Constable stated that abstraction has been a challenge due to the test and trace app, European football championships, sending officers to Cornwall for summits. Everything ebbs and flows during busy months. Looking to minimise abstractions as much as possible, by sharing functions across the force and using smart use of overtime to help this. July has been a busy month for the Constabulary but hoping demand will settle in the next few months.</p>
45 mins	<p>Four questions on Roads Policing:</p> <p>I am writing to request that something is done about the speeding traffic using St. Michaels Road in Long Stratton. What was supposed to be a quiet residential road is more like Snetterton Racetrack especially between the hours of 6.30am until about 9.30am and then again start up when the school run starts until about 7pm. It's not only speeding it is also the fact you are sworn at and given the rude finger salute for sticking to the 20mph limit. Only the other day I left my driveway at 7.20am, road completely clear and within 100 yards a black car was right up on my tail giving it all the rude gestures and swearing.</p> <p>There appears to be a lack of 'visible' policing on Norfolk's roads and more 'unmarked' policing would be most welcome. As a</p>	<p>The Chief Constable stated these questions describes the challenges of policing as unmarked police cars won't achieve visible policing that others want so it is challenging trying to address everyone's needs. The Constabulary recognises the importance of roads policing enforcement and safety for road users. There are finite resources which are targeted around 'the fatal 4' – lack of wearing seatbelts, speeding, impairment through drink and drugs and using mobile phones. Try to be smart with deployment of officers based on data of when and where accidents occur. We have some specific initiatives targeted towards HGV offending and encourage people to send in dashcam footage under Operation Snap. Keen to do prevention initiatives to heighten public awareness, so a range of different approaches exist which is a mix between prevention and enforcement. Aim to deploy as smartly as possible.</p>

	<p>retired driving examiner the current standard of driving that I witness now on a daily basis by some drivers is nothing short of appalling, for example not complying with speed limits, tail-gating, overtaking and 'cutting in', emerging from junctions causing other road-users to have to reduce speed quite considerably (like-wise turning right across traffic), failure to comply with basic tenets of 'the Highway Code' such as giving way to oncoming traffic when an obstruction on the highway is on 'their' side. I could go on but I hope that you sense my frustration and could find a way of increasing 'visible' and more 'unmarked' patrols.</p> <p>Please can you commit to more visible Traffic officers? This is not for speeding issues. I commute from Gt Yarmouth to Diss daily between 0700-0730 and I see multiple incidents of phone use whilst driving and non-seat belt wearers. My route goes along the quay, past the town hall and out of Yarmouth via A143 Beccles Road (Bradwell) but no police presence. A camera wouldn't help either. Nothing better than a marked police car/bike to ensure drivers behave.</p> <p>Speed through our villages – what is being done regards this growing problem?</p>	<p>The PCC asked how we are promoting Operation Snap, such as a social media campaign? The Constabulary did this activity when it was first launched, there are some challenges on the transfer of data and how useful the information is as use of evidence. An ongoing campaign is required and the police will look at anything that is received.</p>
N/A	<p>When you know where drug dealers have lived for four years, why are they classed as vulnerable and nothing done about them and left to cause problems for other residents?</p>	<p>Since 2016 there has been a sustained effort to prevent county lines drug dealing in Norfolk with a specialist team created to oversee the policing response (known as Operation Gravity). This approach is supported by the Neighbourhood Policing Teams. There have been several notable successes in tackling and addressing offending and the Constabulary has worked closely with Metropolitan Police Colleagues on a number of joint investigations. Every address from where its believed drug dealing is taking place is subject to a problem-solving plan. Any anti-social behaviour related to drug dealing is reviewed by the relevant districts Operational Partnership</p>

		<p>Team. Enforcement will always be one option to consider when addressing these matters.</p> <p>The Constabulary also recognise that within the model of criminality that operates, there are vulnerable people who have been coerced or intimidated into having an involvement. This could for example be an individual who is vulnerable who has had their address taken over by a drug dealer and they do not feel able to come forward or ask for help. Each situation will be assessed on its own merits by experienced investigators.</p> <p>Norfolk has recently been awarded significant Home Office funding to work with partners in the development of a wide ranging multi service response targeting drug use. This holistic programme will include:</p> <ul style="list-style-type: none"><li>• a focus on reducing the number of addicts using the most harmful substances,</li><li>• providing enhanced early robust intervention plans,</li><li>• provision of greater diversionary activity outside of the court processes,</li><li>• delivery of enhanced treatment programmes,</li><li>• all alongside increased enforcement opportunity.</li></ul>
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<p>N/A</p>	<p>Some years ago, Norfolk was given an award by the Howard League for Penal Reform for its approach to Restorative Justice. This is a proven way to both reduce the cost of the administration of justice and reduce recidivism. Will you support more efforts to allocate more resources to this approach?</p>	<p>The Constabulary supports the benefits of the Restorative Justice approach and will continue to develop the work in this area. A considerable number of staff and officers have been trained and additional training is currently being rolled out to Neighbourhood Beat Managers.</p> <p>The Constabulary is also working with partners presently to review the approach to the use of out of court disposals. This work will look at the opportunities around the potential diversionary pathways for offenders. The work will also explore the potential to help reduce court waiting times for those appropriate issues that could be dealt with through an alternate route.</p>
<p>N/A</p>	<p>The current publication of crime statistics is confusing. Our parish council receives a monthly update on crime in the locality. This does not include several key categories of crime, for example "Assault". There are crime and incident statistics published on the Norfolk Constabulary website which appear in a different format to the monthly reports and under differing categories. They can be contradictory. A key crime, or incident, of concern to many people, because we experience them every day, is online fraud and telephone scams. I know Trading Standards deal with scams but they are "crimes" and need to be factored into "the extent to which communities feel safe". Why are their differences in reporting, what are the delays in reporting, and do you believe the reporting of crime and incident statistics needs to be reviewed to give a more accurate picture of crime and threats to the individual?</p>	<p>The Parish Newsletters available through each areas Local Policing Inspectors provides crime data on certain types of recorded offending. These newsletters can be created locally and fit the bespoke reporting period required in order to facilitate community discussion about the policing picture for an area. Certain types of crime, namely violence and sexual offences are excluded to avoid identifying the victim. This is due to the very small number of incidents and their reported locations.</p> <p>Norfolk Constabulary will record and resource any report of fraud when contacted where there is an opportunity to catch a potential offender. All other fraud reporting takes place through the national body Action Fraud. Should Action Fraud identify a crime where there are investigative opportunities, they will pass the matter to Norfolk. With these crimes it isn't always known where the incident originated so generating local information is not likely to be of significant value. That said, the Constabulary working with partners does look to take action to support victims to reduce the risk of them being targeted again.</p>

		<p>If someone wants to look at crime figures in more detail for the county of Norfolk, they can visit any of the below websites:</p> <ul style="list-style-type: none"> <li>• Police.uk</li> <li>• Office of National Statistics – report on crime groupings quarterly at the county level</li> <li>• Her Majesty’s Inspectorate of Constabulary and Fire &amp; Rescue Services (HMICFRS)</li> <li>• The Annual Report for the Norfolk Police and Crime Commissioner available of the Norfolk Police and Crime Commissioners website.</li> </ul>
N/A	<p>What determines the number of police cars needed to attend an incident, are there guidelines for this? It seems odd that sometimes many police in cars attend an incident at the same time when perhaps not so many police in cars are in fact needed. Too many police in cars attending an incident where less police in cars are needed detracts them from being on the spot elsewhere. Who monitors the attendances and the reasons why the attendances are necessary or not necessary? What place/areas/aspects are priorities for police to be in attendance and who determines this?</p>	<p>The Constabulary’s Contact and Control Room (CCR) oversee all directed resource attendance at incidents. All calls for service are risk assessed, which will include considering what is being reported as well as what information is available on police systems. The goal is always to ensure a suitable level of attendance in order to keep the community safe. The CCR team will always want to ensure that the deployed resource numbers are necessary and proportionate to the circumstances. As the incident progresses and with a reduction of risk, the CCR will release units for other tasks and patrols.</p>
N/A	<p>What is being done to stop the anti-social behaviour being carried out in Hethersett by a particular group of youths including wanton destruction of facilities on memorial Playing Field? We need officer’s presence to be evident.</p>	<p>The Local Policing team are aware of the issue being raised. A plan has been developed that is being overseen by the local Inspector, David Burke. It will run across the summer months. The area has seen regular patrols by officers, engaging with young people and their parents/carers. Police would welcome any additional information from the community in relation to this matter and this can be submitted through the Norfolk Constabulary website: <a href="https://www.norfolk.police.uk/your-area/hethersett-and-mulbarton">https://www.norfolk.police.uk/your-area/hethersett-and-mulbarton</a></p>
N/A	<p>Is Norfolk Police going to invest in improving its dashcam reporting facility? At the end of 2019 a range of construction and use offences (illegal number plates, no seatbelts, no MOT and so on)</p>	<p>Norfolk Constabulary has invested in and updated its on-line reporting platform, moving to a system called Egress in 2020. This has allowed a more streamlined process for the public to submit</p>



were removed from the scheme. Unlike other forces such as the Met, Norfolk Police does not inform complainants of the final outcome of any matters that they report. Also forces such as the Met Police and Kent Police provide complainants with an online witness statement form that can be completed electronically, while Norfolk Police resorts to the somewhat antediluvian method of requiring a paper statement to be printed-off, signed and then scanned back in. It does not appear there has been much investment at all in the scheme since it was first set up, even though the cost per offence detected is already extremely low.

their video footage for assessment. The Constabulary will update the reporting person of the outcome of the submission, and this is in line with national guidance. Quarterly the general statistics around the number of submissions are published on the "Operation SNAP" page of the Constabulary's website:

<https://www.norfolk.police.uk/contact-us/6-report-it/10-dashboard-camera>

There are no plans currently to change the statement taking process for these matters.