

PCC ACCOUNTABILITY MEETING

(Purpose: To hold the Chief Constable to account and to enable issues to be discussed and decisions made in public)

Date: Wednesday 19 April 2023

Time: 2:00pm

Venue: Conference Room, Office of the Police and Crime Commissioner, Building 7, Jubilee House, Falconers Chase, Wymondham

A G E N D A

| Item | Time | Agenda Item | Page Number |
|------|---------|---------------------------------------------------------------------------------------------|---------------|
| 1. | 2:00pm | Attendance and Apologies for Absence | |
| 2. | | Declarations of Personal and/or Prejudicial Interests | |
| 3. | | To confirm the minutes and actions of the previous meeting held on Tuesday 31 January 2023 | Page 4 |
| 4. | 2:05 pm | Public Questions | Verbal Update |
| 5. | 2:25 pm | Police, Crime & Community Safety Plan 2022-24: Pillar 1 - 'Sustain Norfolk Constabulary' | Page 13 |
| 6. | 2:40 pm | Police, Crime & Community Safety Plan 2022-24: Pillar 2 - 'Visible and Trusted Policing' | Page 23 |
| 7. | 2:55 pm | Police, Crime & Community Safety Plan 2022-24: Pillar 3 - 'Tackling Crime' | Page 33 |
| | 3:10pm | Refreshment break (if required) | |
| 8. | 3:40pm | Police, Crime & Community Safety Plan 2022-24: Pillar 4 - 'Prevent Offending' | Page 44 |
| 9. | 3:55pm | Police, Crime & Community Safety Plan 2022-24: Pillar 5 - 'Support Victims' | Page 54 |

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| 10. | 4:10pm | Police, Crime & Community Safety Plan 2022-24: Pillar 6 - 'Safer and Stronger Communities' | Page 64 |
| 11. | 4:25pm | Emerging Operational/Organisational Risks | Verbal Update |
| 12. | 4:40pm | A.O.B. | |
| 13. | <u>Date of Next Scrutiny Meetings</u> Police and Crime Panel: Thursday 27 April 2023 from 11:00am – 1:30pm Strategic Governance Board: Tuesday 27 June 2023 from 10:00am – 12:00pm PCC Accountability Meeting: Wednesday 5 July 2023 from 10:00am – 1:00pm | | |

Enquiries to:

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اذا كنت ترغب في الحصول على نسخة من هذا المستند باللغة العربية، يرجى الاتصال بمكتب مفوض الشرطة والجريمة على 01953424455 أو عن طريق البريد الإلكتروني

opccn@norfolk.police.uk

**MINUTES OF THE PCC ACCOUNTABILITY MEETING HELD ON TUESDAY
31 JANUARY 2023 AT 10:00 A.M. IN THE OFFICE OF THE POLICE AND
CRIME COMMISSIONER, BUILDING 7, WYMONDHAM.**

1. Attendance and Apologies for Absence

In attendance:

| | |
|--------------------|------------------------------------------------------------------------------------|
| Mr G Orpen-Smellie | Police and Crime Commissioner, Office of the Police and Crime Commissioner (OPCCN) |
| Mr P Sanford | Chief Constable, Norfolk Constabulary |
| Mr M Stokes | Chief Executive, OPCCN |
| Mr C Balmer | Temporary Assistant Chief Constable, Norfolk Constabulary |
| Ms J Penn | Chief Finance Officer, OPCCN |
| Mr P Jasper | Assistant Chief Officer, Norfolk Constabulary |
| Mr W Drummond | Inspector, Norfolk Constabulary |
| Mr R Jackman | Director of Delivery Unit, Norfolk Constabulary |
| Ms S Lister | Director of Performance and Scrutiny, OPCCN |
| Mr J Stone | Head of Performance and Scrutiny, OPCCN |
| Ms L Bagshaw | Senior News Officer, Norfolk Constabulary |
| Mr J Mann | Business Support Officer, OPCCN |
| Mr D Harris | Project Manager, Norfolk Constabulary |

Apologies for absence:

| | |
|--------------|----------------------------------------------|
| Mr S Megicks | Deputy Chief Constable, Norfolk Constabulary |
|--------------|----------------------------------------------|

| | |
|----------------|-------------------------------------------------------------|
| Dr G Thompson | Director of Policy, Commissioning and Communications, OPCCN |
| Ms J Dean | Temporary Assistant Chief Constable, Norfolk Constabulary |
| Mr K Wilkinson | Performance and Scrutiny Officer, OPCCN |
| Mr D Neave | Performance and Scrutiny Assistant, OPCCN |

1.1 Before addressing the agenda items, the Police and Crime Commissioner (PCC) welcomed the attendees and explained that the meeting will be recorded and uploaded to the OPCCN website after the meeting.

2. Declarations of Personal and/or Prejudicial Interests

2.1 There were none declared.

3. To Confirm the Minutes of the Meeting Held on the 25 October 2022

3.1 The minutes were confirmed with no objections. There were no actions to be completed from the last meeting.

4. Public Questions

4.1 There was one question received from a member of the public. The question asked if the PCC is ensuring sufficient sentencing for criminals breaking the law. He advised that sentencing of offenders is a matter for the courts to decide and is not a question for this forum.

4.2 The PCC advised that he had further questions he wished to ask the Chief Constable (CC) based on correspondence he has received and 'Question and Answer' sessions he hosted.

4.3 The PCC mentioned that when he presented his Annual Report to the Police and Crime Panel, it was raised that rural crimes have a lower solved rate than urban crimes. He asked if the CC could provide comment and stats to provide context to these figures. The CC stated that the classification of crimes is not always precise and added that the urban classification is considered a built-up area of 10,000 people or more based on the 2011 Census data. The CC advised that there was 20,083 rural crimes and 46,700 urban classified crimes in 2022. The solved rate for urban crimes was 17% and for rural crimes it was 12%. The CC stated that different crime types can be located in different areas and added that crimes with higher detection rates are located in urban areas, such as drug offences, public order and shoplifting. An example of a crime type that could occur in either location is Domestic Abuse.

4.4 The PCC asked the CC about the recently published report by His Majesty's

Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) into vetting, misconduct and misogyny in policing and queried if Norfolk Constabulary has published their response to recommendations and what the Chief Constable is doing to maintain public confidence in policing in light of this report. The CC advised that he feared there would be further cases nationally and added that these would be in part due to, but not solely, vetting. The CC mentioned that 43 recommendations came out from the report, but only 29 of these recommendations were for Chief Constables to implement. The Home Secretary asked for an update from Chief Constables and a return has been submitted from Norfolk Constabulary to provide an update. Each recommendation was 'RAG' (red/amber/green) colour coded according to severity of the associated risk. There were no 'red' recommendations, and 'amber' ones are awaiting policy guidance, so the CC stated that he was happy with progress made.

The CC was happy with current vetting processes against current standards and added that he would need to ensure staffing met the demand created from processes. Further standards will be implemented for Norfolk Constabulary to follow which will mean further funding will be required to meet this increase in need for resource. He added that a programme of work will continue.

The CC stated that Norfolk Constabulary is working to restore public confidence in policing, internally he was meeting with Sergeants and Inspectors to clearly set out standards of working. The CC added that people should recognise that these are the minority of officers, and that more misconduct cases means that more are being identified by the Constabulary and being removed. The CC said that the critical thing is that officers continue to do a good job and continue to provide visible, friendly, neighbourhood policing to maintain public confidence.

4.5 The PCC queried how many police officers or staff were currently being investigated in Norfolk for Domestic Abuse or Sexual Violence. The CC stated that he could not provide specific details of ongoing investigations, but he could confirm that ten sexual violence matters were being investigated along with three domestic abuse related incidents. He added that these could be double counted as cases can include both areas and he could provide the PCC with a detailed briefing outside of the meeting. **Action 62: Chief Constable to provide the PCC with a detailed briefing outside of the meeting on officers and staff currently being investigated for Sexual Violence and Domestic Abuse in Norfolk Constabulary.** The PCC asked if any officers involved in these investigations were still in public-facing roles. The CC advised that a range of restrictions can be placed on officers involved in these cases and further confirmed that no officers would be attending Domestic Abuse incidents if being investigated for this. The PCC was reassured that members of the public could be confident in meeting a Police Officer. The CC stated that these are allegations and were not confirmed at this stage, and if any were found to be

true, they would be dealt with robustly.

5. Police, Crime & Community Safety Plan 2022-24: 'Sustain Norfolk Constabulary'

5.1 The Assistant Chief Officer (ACO) provided an overview of the finance paper under pillar one of the Police, Crime and Community Safety Plan. He stated that Norfolk Constabulary were forecast to reach a small underspend of £228k, equivalent of 0.12% of the Constabulary budget; however, further work is ongoing to utilities and costs forecasts so this may change future estimations. He mentioned the recent positive PEEL inspection report findings which outlined the Constabulary's outstanding use of resources. The ACO provided an update on Horizons policing for 2030, which included updates on hotspot policing and rapid video response. The PCC questioned if digital forensics processes were too slow and if there were levels of backlogs that need to be addressed. The CC stated that Norfolk Constabulary was too slow, but he needed to appreciate the scale of the challenge. Nationally there are over 25,000 devices that need to be analysed across the country. This is time consuming; however, devices contain critical information that help with investigations to deliver justice to victims. The Constabulary have invested into kiosk devices that allow officers to quickly download phone data when away from police stations. This reduced a large amount of the pressure on the digital forensics department in Norfolk Constabulary, where 809 devices were being held last year, and 179 are currently being held. The CC was optimistic that the Constabulary would maintain this good performance but was mindful that this was an inflationary pressure requiring more resource.

5.2 The PCC questioned why Broadland Police Station was so vital to policing in Norfolk. The CC explained that this can be answered in two parts: the estates strategy and the investigation benefits. The Temporary Assistant Chief Constable (T/ACC) explained that the model of hubs is about bringing teams back together. As officers are increasingly sitting at desks processing information, they are more able to share this across other teams and with other officers within the hub. The T/ACC gave an example of two different teams working together to arrest a sex offender involved in County Lines. Officers were able to share information which ultimately assisted in an arrest.

5.3 The ACO advised that the hubs were also part of the wider estates plan and were not purchased in isolation. A business case was written for the development of the hub and outlined savings the Constabulary would make from the use of the building. It was stated that the Broadland Hub had been funded by the Constabulary using government grants and the CC added that productivity was good in the station, morale was high, and he aimed to retain officers working in the professional hub.

5.4 The PCC queried what was the outcome of the review into the hotspot policing pilot in Norfolk. The CC stated that good work had been done regarding the pilot alongside good academic research showing this was effective at reducing crime in

hotspot areas. The CC explained that crime rates in these hotspot areas needed to be high for the model to work. As Norfolk has relatively low crime rates, the pilot remained inconclusive. There were five hotspots identified in Great Yarmouth which were identified using methods such as police data and StreetSafe reports. The CC explained that this was a tactic for higher crime counties, but that more officer engagement and visibility in these areas will lead to increased public confidence. Norfolk Constabulary are looking to repeat this pilot in Norwich and Kings Lynn, and this would be a focus for Local Beat Managers.

6. Police, Crime & Community Safety Plan 2022-24: 'Visible and Trusted Policing'

6.1 The T/ACC outlined the paper detailing a continued decline in satisfaction rates with policing locally. He added that it was hard to unpick exactly what was causing a decrease in confidence in policing; however, Norfolk Constabulary were aiming to reverse the trend. Visible engagement activity through hotspot policing is one of the ways Norfolk Constabulary are increasing visible policing in targeted areas. Norfolk Constabulary are also recording any engagement activities via an app, so data recorded. The T/ACC stated that the 'Park, Walk and Talk' scheme was still ongoing and explained that it was a great way to increase the visible presence of officers within communities.

6.2 The T/ACC announced that Norfolk Constabulary had recruited four Local Communication Officers and added that they were embedded within police stations across the county. They are able to link in with officers to update them on issues raised on social media and furthermore they can identify concerns from the StreetSafe app. The T/ACC stated that they had seen positive effects already.

6.3 The PCC queried how Safer Neighbourhood Action Panels (SNAP) meetings contributed towards Constabulary engagement activities. The T/ACC explained that advertising these meetings to members of the public was a key area of the role of Local Communication Officers. The T/ACC added that there had been an increase in overall demand, with an increase of 13% in 999 calls in the last twelve months and a small decrease in 101 call demand, partly due to members of the public using alternative methods for reporting crimes and asking for advice. He added that there was no sign in the call demand diminishing any time soon.

7. Police, Crime & Community Safety Plan 2022-24: 'Tackling Crime'

7.1 The PCC referred to the recent Office of National Statistics (ONS) crime statistics which outlined Norfolk having an increase in recorded crime of 4.8% over the last twelve months. The PCC added that possession of weapon offences increased by 51% in the most recent reporting period. The CC stated that there were three main factors in play that have contributed to the increase in possession of weapon offences. These include data from this reporting period being compared to a year of lockdowns and government restrictions, where members of the public could not walk down the street as freely as they can now. In addition to this, Norfolk

Constabulary implemented Operation Sceptre in May 2022 which allocated resources to locate and recover knives. The CC added that the Constabulary had also been proactive and put a number of resources into reducing youth criminality, and all these reasons are contributing factors as to why police have been finding more knives, which means the number of offences has increased as a result.

7.2 The T/ACC stated that there had been a continued increase in rape and serious sexual offences as more people are coming forward to report these crimes. This can be seen as a positive as police can do more to assist the victims involved and prevent future offences from occurring. In addition to this, Norfolk Constabulary is working to tackle the County Lines threat, human trafficking, and exploitation. The T/ACC explained that as a lot of work had already been done to remove County Lines threats over the past twelve months, there are subsequently less opportunities to remove them now. The CC added that agricultural crime had reduced over the last twelve months partly due to the work of the Community Rural Advisory Group and the work of Operation Randall. The CC advised that there had been a reduction in the number of drug deaths in Norwich and praised the work of Norfolk Constabulary and partner agencies in achieving this. The PCC stated that continued funding in Project ADDER and work would be needed to make progress.

7.3 The PCC asked what the Constabulary is doing to manage the increase in rape and serious sexual offences. The T/ACC explained the work of Operation Soteria and mentioned that although Norfolk is not one of the forces required to respond to the recent rape and serious sexual violence review, Norfolk Constabulary officers were attending training and information sharing was ongoing to embed emerging best practice and learning. Norfolk Constabulary are also using national guidance to improve the police response to rape victims. There is ongoing continued work with victims to ensure perpetrators receive the correct conviction. The T/ACC stated that in addition to officers monitoring the impact the courts have on cases and flagging to senior CPS officials what is and is not working, officers are working with victims to aim to retain their confidence and support. He added that the courts have challenges they need to work through. The T/ACC advised that support was available for victims, but this support was going on longer due to the increased time to receive court dates.

The meeting had a short break and reconvened at 11:20hrs

8. Police, Crime & Community Safety Plan 2022-24: 'Prevent Offending'

8.1 The T/ACC provided an update to the multi-agency work being achieved in challenging child exploitation, rape, and serious sexual offending. He stated that good work was ongoing with partner agencies including the Office of the Police and Crime Commissioner and Children's Services, and the referrals from the Domestic Abuse Partnership Perpetrator Approach. The T/ACC added that it was positive to see the increased use of Out of Court Disposals when appropriate. The Operation Discovery pilot is ongoing in the west of the county and provides more

opportunities to use Out of Court Disposals. The PCC sought reassurance that these are being used appropriately and the CC stated that although there is more scope for police to use these disposals, these would be for crimes such as cannabis use, low-value criminal damage and shoplifting. Out of Court Disposals are used with victim consent and the offender receives a resolution. The T/ACC added that community resolutions were used to gain an efficient resolution to both parties for low level offences and leaves the victim feeling listened to.

8.2 The PCC stated that he knew Norfolk Constabulary were working closely with various partners including Children's Services, the Norfolk Integrated Domestic Abuse Service (NIDAS) and Project ADDER. He then asked how Norfolk Constabulary could improve partnership working. The CC stated that there were strong working relationships between key partners across the county but mentioned that there was a capacity issue and demand on Norfolk Constabulary, so there will be some areas that partner agencies will be expected to step up to avoid policing resources being used for areas outside of policing. The CC explained that mental health was a major resource pressure that affected how police were able to perform their core role. He added that he still wished for partnership working to happen, however partners needed to alleviate the pressure put on policing resources so he will be shifting the burden. The PCC asked if there were any other areas that had an effect on policing resources other than mental health. The CC advised that mental health was the greatest concern, but there were other areas within concern for safety which caused increased demand on the Control Room that needed to be monitored.

9. Police, Crime & Community Safety Plan 2022-24: 'Support Victims'

9.1 The CC outlined the HMICFRS inspection into Investigations and announced the increase in training that officers are receiving and the Operation Discovery pilot to better support victims. He added the Community Support Units had a new intake of students and he was ensuring officers had the required training to improve the quality of investigations. The PCC asked if there needed to be more resources added to the Victim and Witness Support Team. The CC advised that it was a challenge to fill the vacant posts for the required roles. He explained that with the delays for victims receiving justice due to the ongoing court delays, there was more and more pressure on officers when relaying the situation back to victims. This was ultimately affecting the morale of staff who would sometimes be on the end of victim's frustrations. The CC stated he understood that courts were operating at full capacity and required flexibility to put urgent matters ahead of other cases, but this delays hearings.

9.2 The PCC queried the increase in Domestic Violence Disclosures (Clare's Law) and Child Sex Offender Disclosures and the effect this had on the Constabulary. The T/ACC suggested that this is in part due to a change of processes online and internally to streamline services. The introduction of NIDAS has meant that more of this work is being done in this partnership area. Norfolk Constabulary are able to

identify the medium risk-rated cases that need the most urgent attention. In addition to this, Norfolk Constabulary can divert some of these cases to the Multi Agency Safeguarding Hub, and local Beat Managers can be local points of contact for victims.

10. Police, Crime & Community Safety Plan 2022-24: 'Safer and Stronger Communities'

10.1 The CC outlined the paper and mentioned that there had been a slight decrease in serious collisions up to the date range of September 2022. However, he explained that the start of this year has been very difficult due to multiple fatal collisions in less than two weeks. The CC highlighted how Norfolk Constabulary run various campaigns and initiatives to improve road safety, including the recent drug and drink driving campaign. He stated that mobile phone prosecutions and speeding offences had increased over the past year and added that most fatal collisions are in relation to the Fatal Four area, which remains a target for the Constabulary. The CC added that residential burglaries and vehicle crimes are down slightly, as are hate crimes. In addition to this, the CC outlined the great work police volunteers and Special Constables have done, including 10,000 hours and 44,000 hours of work respectively over the past year.

10.2 The PCC requested for an update on the backlogs seen in firearms licencing and how long these would take to clear. The CC advised the PCC that there would always be a backlog as there is information the Constabulary await on, such as doctors' certificates and information from the applicant. Currently there are 197 certificates in the system, which accounts for 1.2% of the total certificates held in Norfolk. The CC stated that this included 142 renewals and there were currently eight expired licences; one of which the owner had died, and the firearms were securely locked up, and the others had transferred firearms to someone with a current licence. He added that the Constabulary were continually risk assessing the situation against other competing demands, but he understood the importance of keeping on top of this area. The PCC asked if there was a constant pull of resources from a finite pool. The CC agreed and stated that he was looking into more long-term solutions for efficiencies, particularly as the cost of the scheme is not covered by the licenses.

10.3 The PCC asked how the Constabulary responds to and manages the difference between perception and reality in hate crimes, as there had been a reduction of 5% in the last twelve months. The CC stated that this was a difficult area as there can be societal differences. He added that he was reliant on engagement of officers speaking to communities and hard to reach groups of the public. In addition to this the Independent Advisory Group can advise Norfolk Constabulary on current societal issues.

11. Emerging Operational/Organisational Risks

11.1 It was agreed that all the emerging risks had been discussed in the meeting.

12. A.O.B

12.1 There was nothing discussed under AOB.

13. Date of Next Meeting

13.1 The next meeting is scheduled to take place on Wednesday 19 April at 2:00pm in the Office of the Police and Crime Commissioners Conference Room, Building 7, Falconers Chase, Wymondham



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Giles Orpen-Smellie
Police and Crime Commissioner



.....
Paul Sanford
Chief Constable

ORIGINATOR: Deputy Chief Constable Megicks

REASON FOR SUBMISSION: For Information

SUBMITTED TO: PCC's Accountability Meeting –April 2023

**SUBJECT: Constabulary Update on Pillar 1 (Sustain Norfolk Constabulary)
of the Police and Crime plan**

SUMMARY: The report sets out a short summary update of key Constabulary activity contributing to elements 1-7 of Pillar 1 of the Police and Crime Plan.

RECOMMENDATION:

The Police and Crime Commissioner is asked to note the report.

Overview for each section is provided in Appendix A

PILLAR 1 SUSTAIN NORFOLK CONSTABULARY

(1) Maintaining an Effective and Efficient Policing Service

- This report is the summary forecast position on 31st December 2022. The total Group Revenue Budget is forecast to underspend by £0.128m (0.07% of net revenue budget).
- The high-level summary is as follows:

| | Budget 2022/23 £000 | Outturn £000 | Over(-)/Under spend | |
|-----------------------------------------------------------------------|---------------------------|-----------------|------------------------|----------------|
| | | | £000 | % |
| Officer of the Police and Crime Commissioner | 1,237 | 1,177 | 60 | 4.81% |
| | | | | |
| PCC Commissioning | 1,325 | 1,211 | 114 | 8.55% |
| | | | | |
| Chief Constable Operational Spending (including capital financing) | 205,025 | 205,071 | (46) | (0.02%) |
| Transfer from Reserves | (306) | (306) | 0 | 0.00% |
| Chief Constable Operational Spending (net) | 204,719 | 204,765 | (46) | (0.02%) |
| | | | | |
| Contribution to Reserves | 1,095 | 1,095 | 0 | 0.00% |
| Specific Home Office Grants | (14,658) | (14,658) | 0 | 0.00% |
| | | | | |
| Total | 193,718 | 193,590 | 128 | 0.07% |

Table 1: High-level summary of the Group Revenue Budget as of 31st December 2022

- Within that total Group underspend the Constabulary revenue budget is forecast to be under-spent by £0.046m at the year-end. The main variances are provided in the following table:

| | Budget 2022/23 £000 | Full Year Forecast £000 | Over(-) / Under spend £000 |
|------------------------|---------------------------|-------------------------------|----------------------------------|
| Pay Related Costs | 164,228 | 164,084 | 144 |
| Other Employee Costs | 1,865 | 1,767 | 98 |
| Property Related Costs | 18,175 | 18,676 | (501) |
| Transport | 3,808 | 3,868 | (59) |
| Supplies and Services | 15,635 | 15,754 | (119) |
| Third party payments | 3,354 | 3,471 | (117) |
| Capital Financing | 5,715 | 5,715 | 0 |
| Corporate | 465 | 465 | 0 |
| Income | (8,221) | (8,728) | 508 |
| Transfer from Reserves | (195) | (195) | 0 |
| Total | 204,830 | 204,876 | (46) |

Table 2: The Constabulary's revenue budget as of 31st December 2022

- A full and comprehensive report explaining these variances has been submitted to the Police & Crime Commissioner and the Police & Crime Commissioner's Chief Finance Officer.

Capital

- The Capital Budget and forecast expenditure is as follows:

| | Original Budget | Changes to be approved | Revised Budget | Forecast | Variance |
|--------------------------------------------------------------------------------------|------------------------|-------------------------------|-----------------------|-----------------|-----------------|
| | £m | £m | £m | £m | £m |
| Slippage from 2021/22 | 6.317 | 0 | 6.317 | | |
| Table A – schemes approved for immediate start 1 April 2022 | 8.343 | 0 | 8.343 | | |
| Total Capital Programme | 14.660 | 0 | 14.660 | 11.880 | 2.780 |
| Table B – schemes requiring a business case or further report to PCC(s) for approval | 2.793 | 0 | 2.793 | | |
| Total | 17.453 | 0 | 17.453 | | |

Table 3: Capital Budget and Forecast expenditure

- The current capital forecast expenditure at year-end is £11.880m. There is an underspend of £2.780m relating to the re-phasing of the Estates schemes (Bethel Street Police Station and Norfolk Learning Centre) and underspend against Broadland Gate project, anticipated delay in the delivery of vehicles and various ICT projects slipping into next financial year. £2.352m of this underspend will be required as slippage into 2023/24 and therefore cannot be re-purposed for other use.

(2) Continue to Invest in and Support Officer and all Police staff's Health and Wellbeing

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|------------------------------|----------------------------------------------|----------------|--------------------|-------------------|------------------------------------|-----------------------------------|
| Sustain Norfolk Constabulary | Establishment for Police Officers | 1,815 | 1,672 | 1,549 | 8.6% | 17.2% |
| | Police officer strength | 1,833 | 1,755 | 1,593 | 4.4% | 15.1% |
| | Establishment for Staff | 1,372 | 1,316 | 1,185 | 4.3% | 15.8% |
| | Staff strength | 1,296 | 1,277 | 1,151 | 1.5% | 12.6% |
| | % hours lost to sickness for Police Officers | 5.2% | 7.0% | 4.9% | -1.8p.p | 0.3p.p |
| | % hours lost to sickness for Staff | 5.2% | 5.1% | 5.0% | 0.1p.p | 0.2p.p |

Table 4: Establishment, strength and sickness of Police Officers and Staff

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021. The date range for the long-term average was 01/01/2019 – 31/12/2021.

- Police Officer Strength as at the end of December was at 101% of the establishment, an increase from the previous reporting period.
- A total of 30 transferees have been appointed within the financial year.
- Sickness absence in the last 12 months has been lower than the previous 12 months and within 0.3 percentage points of the long-term average.
- A total of 109 students as at the end of December had been recruited under PEQF since the introduction of PEQF.
- A further intake of 24 will join in February via the PCDA entry route.

(3) Equipping all the Workforce with Modern and Innovative Tools and Technology.

- First draft of ICT strategy has started to go through the various governance boards within the Norfolk and Suffolk Constabularies. The plan is to launch it in March 2023 and will focus on the core architecture, strategic principles, deliverables and metrics to ensure it meets the future national and regional digital needs of the forces.
- Norfolk and Suffolk have made significant progress in the rollout of their Intune (Mobile Data Management-MDM) solution that will allow the forces to end some existing old expensive blackberry mobile contracts with a more cost effective and efficient mechanism for managing their mobile devices. The project is on track to deliver and complete this work by April 2023.
- Work progresses on the OPTIK system (an integrated mobile solution for frontline officers), including enhancements to the domestic abuse response, and on an in-house mobile application development, that will help record assaults and use of force for frontline officers without needing to return to the station. Both are planned to go live in Q1 2023.
- Planning for some significant ICT refresh programmes for 23/24 has started as there are several key ICT End of Life (EOL) pieces of work that need to be completed this year.
- Continuing with regional delivery the Five Force Digital Asset Management DAMS solution (System to store, analyse and index digital media from a single repository i.e., CCTV, BWV, Smartphones, digital interviews, dashcams etc) has been impacted by several issues and changes with its delivery, however Norfolk and Suffolk Constabularies still expect to maintain the planned delivery date of Oct 23.

(4) Achieving Best Value from Police and OPCC funding

- Norfolk Constabulary was subject to the PEEL inspection by His Majesty’s Inspector of Constabulary and Fire & Rescue Services (HMICFRS). In October 2022¹ the force received eight gradings.

| Outstanding | Good | Adequate | Requires Improvement | Inadequate |
|-----------------------|---------------------------------|------------------------------|-------------------------|------------|
| Good use of resources | Preventing crime | Responding to the public | Treatment of the public | |
| | Managing offenders | Investigating crime | | |
| | Developing a positive workplace | Protecting vulnerable people | | |

- In addition to the PEEL gradings, the inspectorate set out eleven Areas for Improvement (AFIs). Progress against the AFIs is monitored in a monthly meeting chaired by the Deputy Chief Constable. The HMICFRS PEEL inspection is a process of continuous assessment, with the next inspection commencing in 2023.
- The force will also continue to progress recommendations from national thematic reports allocated to all forces in England and Wales. This quarter’s reports include, ‘An inspection of vetting, misconduct, and misogyny in the police service’ and ‘An inspection into how well the police and other agencies use digital forensics in their investigations’.

(5) Delivering an Effective Estate Management Strategy

Key Estates Projects

- 2022/23: Norwich City Police Station – Refurbishment – Planning permission has now been granted for the project by Norwich City Council. Architects Chaplin Farrant (of Norwich) have completed the tender package, and this will be advertised on national Bluelight Procurement portal during March and April 2023.
- 2023/24: North Norwich / South Broadland – Under Review - The availability of sites is being explored for the location of a future new response police station.
- 2024/25: Great Yarmouth & Gorleston – Under Review - Future operational needs of the area are under review and the impact of the Great Yarmouth third river crossing will be assessed after opening in summer 2023.

Emergency Services Collaboration on Estates

- Further emergency services collaboration is being progressed with plans advancing for the future site sharing at Acle, Loddon and Sprowston Fire Stations. This will enable Beat Manager Constables to have desk space within a secure environment on the area they police.

¹ [Norfolk - HMICFRS \(justiceinspectors.gov.uk\)](https://www.justiceinspectors.gov.uk)

Property Disposal

- Outline planning permission for residential use is being sought on the surplus former Swaffham Police Station site and surplus police land at Yarmouth Road, Stalham.

Carbon Reduction

- Carbon Reduction works are completed this year at Aylsham Police Station with additional solar panels and at Harleston and Long Stratton Police Stations to replace gas and oil fuel heating with new electric air source heat pumps.
- A new Carbon Reduction & Environmental Action Plan 2023-2030 has been drafted and awaits publication on the Police and Crime Commissioners web site.
- A new Biodiversity Action Plan 2023-2030 has been drafted and awaits publication on the Police and Crime Commissioners web site.

(6) Designing Policing Services to 2030 and Beyond

The Horizons team are preparing work around several innovation projects:

- “Operation Discovery” - a pilot aimed at improving the timeliness and quality of crime investigations launched in June 2022 in the King’s Lynn and Breckland Districts. The success of the pilot has led to a county wide rollout which will be in place by April 2023. Investigations are being completed in a timelier manner with a greater rate of positive outcomes with the new approach.
- “Rapid Video Response” – is a pilot to consider the use of video meetings to deal with a crime complaint. The pilot was launched in October 2022 and for the reporting period, 314 appointments have been completed by video. During the pilot, the caller is given the option to talk to a police officer by video appointment at a time and day suitable to the caller. Satisfaction remains high with users of the service scoring it 4.8 out of 5. Nine out of ten people using the service had indicated they would use it again if they had to speak to police for a similar matter.
- The Community Support Unit (CSU) is a team of eight sergeants spread across four geographic locations, and between 40 and 60 (which is variable) Student Police Officers. The sergeants will continue the training and development of the student officers on live jobs during weeks 37 to 52 of their Police Education Qualifications Framework (PEQF) training period. The CSU has been designed to take officers, who have been signed off as suitable for independent patrol, through intensively supervised experiential training within the community. The priorities are honing investigations skills, whilst providing visible community-based policing, so when they leave the unit, they are ready for the rigours of front-line policing. Where other forces under PEQF have had issues with attrition during this time frame in the student development cycle, Norfolk has developed an innovative evidence-based welfare monitoring process, to ensure officers are both supported and feel supported during this crucial period in their development. Although still in its early stages, it is already proving itself in the identification and targeted support of officers going through the programme.

(7) Continued Collaboration with Other Blue Light Services

- Following a business case by the Office of the Police and Crime Commissioner, both Police and Fire in the county have agreed a strategic position that they will voluntarily coordinate where an improvement can be achieved to a service delivered or a saving can be achieved for one or both organisations.
- The Constabulary and Norfolk Fire and Rescue service now share a headquarters premises at Wymondham with the Fire Service stations around the county offering a number of opportunities to co-locate front line or neighbourhood resources.
- A shared control room enables both emergency services to work closer together and discuss and coordinate deployments when both services are dispatched to an incident.
- Both organisations community partnership work is collaborated within one department where both teams can look to link up around key subjects such as prevention work and making the road network safer. The Fire and Police drone teams work closely together to provide a 24/7 response to calls for service.
- The Home Office continues to develop its strategic direction for continued emergency service collaboration with the publication of its white paper on Fire Reform in May 2022 and the Police and Crime Commissioner continues to maintain a watching brief.

END

Appendix A - Overviews for each section of pillar 1

Continue to Invest in and Support Officer and all Police staff's Health and Wellbeing

Overview

- The Constabulary sets out below a summary update on:
 - Establishment
 - Police Education Qualification Framework (PEQF)
 - Wellbeing
 - Absence Management

The table will track the associated relevant key data around these areas.

Equipping all the Workforce with Modern and Innovative Tools and Technology.

Overview

- The Constabulary runs several significant development programmes to ensure its infrastructure and technology matches the requirements for policing. Set out below are short summary updates from the:
 - ICT Strategy
 - Digital Strategy
 - Vehicle Fleet Strategy

Periodically the Constabulary will also set out here any additional key work it feels would be relevant to highlight.

(8) Delivering an Effective Estate Management Strategy

Overview

The Constabulary will provide an update on:

- Key Estates Projects
- Emergency Services Collaboration on Estates
- Property Disposal
- Carbon reduction Plans

The new Estates Plan for 2022-2025 has now been published on the Police and Crime Commissioners web site.

Designing Policing Services to 2030 and Beyond

Overview

- Following on from the successful Norfolk 2020 Programme, the Constabulary Horizons Team was established to build a scalable, adaptable policing model capable of delivering the best service with the available resource and budget.
- The team as part of their work which covers projects over both short and long term, will develop the Constabulary's 2030 strategic approach.

| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | STATE 'YES' OR 'NO' |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Has legal advice been sought on this submission? | N/A |
| Have financial implications been considered? | N/A |
| Have human resource implications been considered? | N/A |
| Have accommodation, ICT, transport, other equipment and resources, and environment and sustainability implications been considered? | N/A |
| Have value-for-money and risk management implications been considered? | N/A |
| Have equality, diversity and human rights implications been considered including equality analysis, as appropriate? | N/A |
| Is the recommendation consistent with the objectives in the Police and Crime Plan? | N/A |
| Has consultation been undertaken with people or agencies likely to be affected by the recommendation? | N/A |

ORIGINATOR: Deputy Chief Constable Megicks

REASON FOR SUBMISSION: For Information

SUBMITTED TO: PCC's Accountability Meeting – April 2023

SUBJECT: Constabulary Update on Pillar 2 (Visible and Trusted Policing) of the Police and Crime plan.

SUMMARY: The report sets out a short summary update of key Constabulary activity contributing to elements 1-4 & 6 of Pillar 2 of the Police and Crime Plan.

RECOMMENDATION:

The Police and Crime Commissioner is asked to note the report.

Overviews for each pillar have been provided in appendix A

PILLAR 2: VISIBLE AND TRUSTED POLICING

(1) Improving public trust and confidence in policing

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|------------------------------|--------------------------------------------------------------------------------|----------------|--------------------|--------------------|------------------------------------|-----------------------------------|
| Visible and trusted policing | Public Perceptions: Police doing an excellent/good job | 85% | 86% | Data not available | -1.0p.p | Not applicable |
| | Public Perceptions: I have confidence in the police in my local area | 78% | 80% | | -2.0p.p | |
| | Public Perceptions: Deal with crime/ASB that matter | 57% | 57% | | 0.0p.p | |
| | Public Perceptions: Understand issues that affect your community | 61% | 64% | | -3.0p.p | |
| | Public Perceptions: Satisfaction with the level of policing in your local area | 54% | 54% | | 0.0p.p | |

Table 5: Public Perceptions survey data

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021.

- There has been a marginal decline in public satisfaction rates based on the public perception survey although 85% of those surveyed felt that Norfolk Constabulary were doing a good or excellent job demonstrating strong confidence in general policing across the County.
- There needs to be a focus on understanding the needs of communities as this has seen a further reduction in public perception during this period. Whilst the data is not definitively linked to the identification of neighbourhood priorities through Safer Neighbourhood Action Panels, it is felt that this is an area that needs to be reviewed to enhance public confidence.
- A review of Safer Neighbourhood Action Panels has been commenced with recommendations set to focus on achieving consistent minimum standards in line with the College of Policing guidelines.

| Area | Indicator | Last 12 months |
|------------------------------|------------------------------------------------------------------------------------|----------------|
| Visible and trusted policing | Professional Standards Department (PSD) complaints | 441 |
| | PSD complaints logged within 2 working days | 81.4% |
| | PSD complainants contacted within 10 working days | 77% |
| | PSD data complaints time to resolve – Schedule 3 only (average in working days) | 80 |
| | PSD data complaints time to resolve – Outside Schedule 3 (average in working days) | 42 |
| | PSD complaints finalised where the service provided was not acceptable | 92 |
| | Reviews upheld | 14 |
| | Chapter 13 letters | 6 |
| | PSD conduct cases | 57 |
| | Misconduct hearings | 2 |
| | Misconduct meetings | 10 |
| | Police Appeals Tribunal | 1 |

Table 6: Professional Standards Dept data; complains, time to document, complainants contacted, time to resolve, complains upheld and Chapter 13 letters

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated.

Police Public complaints are made by members of the public in relation to the conduct of those serving in the Force and recorded under Schedule 3 of the Police Reform Act (PRA) 2002.

Schedule 3: - The complaint must be recorded and handled under Schedule 3 of the legislation if the complainant wishes it to be or if it meets certain criteria as defined within the guidance.

Outside of Schedule 3: - The complaint can be logged and handled outside of Schedule 3 with a view to resolving the matter promptly and to the satisfaction of the complainant without the need for detailed enquiries to address the concerns.

Complaint: - Any expression of dissatisfaction with police expressed by or on behalf of a member of the public.

Complaints Update

- In the reporting period, 441 complaints were received. This is a decrease of 7% compared to the previous year.
- 81.4% were logged within two working days and 77% of complainants were contacted within 10 working days. The database used to record Complaints (Centurion) was upgraded on 19 October 2022 resulting in concerns about functionality due to error messages and updates to cases not saving. Ongoing dialogue with the ICT department and the suppliers was held to resolve the issues however, the database became unusable on 24 November 2022. The matter was escalated both within Force and with the suppliers, and business continuity plans invoked. The Complaints process was switched to manual records for a period of 6 days whilst a fix was created and implemented. The issues have had an impact on timeliness to log and contact complainants. The paper process was slower and then required converting to Centurion when it was working again.
- Cases took, on average, 80 working days to finalise from the date the complaint was recorded to the date the complainant was informed of the result. Cases handled outside of Schedule 3 took 42 working days.
- In 92 of 419 (22%) finalised cases, the service provided was deemed 'not acceptable'. In cases where the service provided has not been acceptable, investigating officers are encouraged to identify learning, both individual and organisational to ensure a reduction in similar cases. Identified learning is reviewed monthly by the SIT to identify trends and seek solutions. This slight rise in 'service unacceptable' cases could be explained by the ongoing training being delivered to Sergeants & Inspectors. PSD are delivering weekly training inputs, in which complaint handlers are encouraged to take responsibility for mistakes, not be defensive and to seek learning and improvement. As this is the drive from the IOPC and current regulations. Previously there has a culture of defensiveness over learning, which we are trying to discourage.
- The complainant has a right to request a review if they remain dissatisfied with the outcome of their complaint. The Independent Office of Police Conduct (IOPC) determined on 19 reviews, identifying five that required further work. The Local Policing Body (the Office of the Police and Crime Commissioner) determined on 44 reviews and nine were upheld as requiring further work.
- Where a local investigation is not completed within 12 months the appropriate authority must provide the Local Policing Board and the IOPC with a summary of the steps taken to progress the investigation (this is referred to as a Chapter 13 response). Within that period the Professional Standards Department oversaw the production of six of these reports, five relating to complaint cases and one conduct case.

Conduct Update

- In the reporting period, 57 conduct cases were recorded, this is an increase of 43% compared to the previous year, when 40 cases were recorded.
- Two police officers were subject of misconduct hearings in the reporting period. As a result, both would have been dismissed had they not resigned.
- The 10 misconduct meetings held in the reporting period resulted in two Final Written Warnings, four Written Warnings, two referrals to the Reflective Practice Review Process, one Learning from reflection and one no further action for the officers and staff concerned.
- One Police Appeals Tribunal was held resulting in the police officer being reinstated.
- Misconduct cases are reviewed to ascertain any learning and the results of hearing and meetings are published monthly to highlight to the wider Constabulary the behaviour of others. This is to provide officers and staff with an opportunity to learn from the mistakes of their colleagues and demonstrate the consequences of such behaviour.

(2) Delivering Effective Neighbourhood Policing

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|------------------------------|-----------------------------------------------------------|----------------|--------------------|-------------------|------------------------------------|-----------------------------------|
| Visible and trusted policing | Establishment for Beat managers | 121 | 117 | 115 | 3.4% | 5.2% |
| | Effective strength for Beat managers | 111 | 117 | 107 | -5.1% | 3.7% |
| | Effective strength for Beat managers (% of establishment) | 91.7% | 100.0% | 93.0% | -8.3p.p | -1.3p.p |
| | Establishment for Sergeants | 147 | 132 | 132 | 11.4% | 11.4% |
| | Effective strength for Sergeants | 147 | 134 | 124 | 9.7% | 18.5% |
| | Effective strength for Sergeants (% of establishment) | 100.0% | 101.5% | 93.9% | -1.5p.p | 7.6p.p |

Table 7: Establishment, strength for Beat Managers and Sergeants

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021. The date range for the long-term average was 01/01/2019 – 31/12/2021.

- The establishment for both Beat Managers and Local Policing Neighbourhood Sergeants has increased compared with the data for the previous 12 months and the long-term average. This is reflective of the Constabulary's continued investment in Neighbourhood Policing.
- Norfolk Constabulary have commenced a new training programme for all Beat Managers and Local Policing Neighbourhood Sergeants. This will be a rolling programme with two training days in a 12-month period. The theme for the first events, which were delivered in October and November 2022, was Engaging Communities.
- The Constabulary took part in the National Police Chiefs Council led Neighbourhood Policing Week of Action between 23rd and 29th January 2023. This was well supported by our Local Policing Teams and our Local Communications Officers. Activity that featured in the resulting social media coverage included school visits, street surgeries, a Closure Order that was successfully obtained for a car park experiencing vehicle related ASB, drugs enforcement operations, crime prevention talks, beat patrols and other community engagement events. We also used this platform as a further

opportunity to promote the national Street Safe public reporting tool as part of our Violence Against Women and Girls Strategy.

- A new Neighbourhood Policing Strategy is being developed with publication planned for summer 2023.
- A new Neighbourhood Policing Improvement Board has set up and is led by the Community Safety Superintendent.

(3) Delivering Accessibility through Active and Focused Engagement in our Communities

| Area | Indicator | Last 12 months | Previous 12 months | % difference to previous 12 months |
|-------------------------------------|-----------------------------------------------------------------|----------------|--------------------|------------------------------------|
| Visible and trusted policing | Total engagements | 18,561 | 18,069 | 2.7% |
| | Park Walk Talk Engagements | 7,800 | 5540 | 40.8% |
| | Targeted Activity Engagements | 2,826 | 2155 | 31.1% |
| | General Engagements | 2,578 | 4581 | -43.7% |
| | Key Individual Network (KIN) Engagements | 1,025 | 1238 | -17.2% |
| | Streetsafe Engagements | 932 | 684 | 36.3% |
| | Community Meeting Engagements | 638 | 775 | -17.7% |
| | Neighbourhood Engagements | 529 | 0 | N/A |
| | Stakeholder Meeting Engagements | 482 | 499 | -3.4% |
| | Public Event Engagements | 470 | 220 | 113.6% |
| | Education Engagements | 455 | 592 | -23.1% |
| | Vulnerable or Hard to Reach Group Engagements | 261 | 0 | N/A |
| | Children and Young People Engagements | 227 | 0 | N/A |
| | Surgery Engagements | 133 | 0 | N/A |
| | Citizens in Policing (CiP) Engagements | 97 | 170 | -42.9% |
| | Reassurance Patrol Engagements | 59 | 890 | -93.4% |
| | Recruitment Event Engagements | 33 | 23 | 43.5% |
| | Independent Advisory Group Engagements | 14 | 0 | N/A |
| | Business Engagements | 1 | 315 | -99.7% |
| | Health Protection Regulations Compliance Monitoring Engagements | 1 | 386 | -99.7% |
| Protest / Demonstration Engagements | 0 | 2 | N/A | |

Table 8: Engagement totals and by category, from Engagement App

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021.

- There has been an increase in recorded engagements across the County over the past 12 months.
- The force's engagement plan launched at the start of this quarter. The plan provides clarity and direction for all officers around why, how and what we do to engage communities.
- A new Engagement and Targeted Activity application was launched to provide more detailed categories and sub-categories for officers to record and evidence activity. Some engagement categories have been removed or discouraged in favour of more descriptive alternatives. For example, 'General Engagement' is no longer used but is included in the above table for numerical comparison.
- Continuing Professional Development events have now been conducted across all districts for Neighbourhood teams including supervisors. The key theme for this quarter was engagement.
- A Neighbourhood Policing dashboard is being developed in response to the incoming Neighbourhood Policing Performance Framework.

- The constabulary continues to work towards increasing visibility on its digital platforms through the work of Local Communication Officers (LCOs).
- With their knowledge and experience of digital communications, the LCOs can judge where best to promote police activity to make sure it is promoted in the right place to reach the right audience. The LCOs have increased video/image content on the channels while also providing more context around certain types of post.
- For the reporting period, a total of 370 posts were publicised by the LCOs for the five districts (data does not include King’s Lynn and Breckland, with this post remaining unfilled during the reporting period). There were 113 in October, 156 in November and 101 in December. The posts were made on several media platforms and highlighted local issues such as road closures, engagement events and local crime concerns.

(4) Delivery of a Responsive and Modern First Contact to Calls for Service

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|------------------------------|------------------------------------------------------|----------------|--------------------|--------------------|------------------------------------|-----------------------------------|
| Visible and trusted policing | Total calls for service | 418,522 | 412,706 | Data not available | 1.4% | Not applicable |
| | 999 calls | 123,201 | 110,106 | 111,593 | 11.9% | 10.4% |
| | % 999 calls answered within 10 seconds | 84.8% | 90.0% | Data not available | -5.2p.p | Not applicable |
| | 101 calls | 295,321 | 302,600 | Data not available | -2.4% | Not applicable |
| | Average time to answer 999 (in seconds) | 6.8 | 5.4 | Data not available | 1.4 seconds | Not applicable |
| | % Emergencies in Target - County | 85.7% | 88.6% | 88.8% | -2.9p.p | -3.1p.p |
| | % Emergencies in target - Urban | 87.7% | 90.6% | 90.7% | -2.9p.p | -3.0p.p |
| | % Emergencies in target - Rural | 83.7% | 86.2% | 86.8% | -2.5p.p | -3.1p.p |
| | Average time to attendance for B1 (HH:MM:SS) | 01:13:36 | Data not available | | Not applicable | |
| | Average time to attendance for B2 (HH:MM:SS) | 24:55:07 | Data not available | | Not applicable | |
| | Average time to attendance for C (HH:MM:SS) | 44:12:19 | 22:18:52 | 20:12:04 | 98.1% | 118.8% |
| | Average time to attendance for Diary apps (HH:MM:SS) | 98:32:30 | 61:51:21 | 64:36:40 | 59.3% | 52.5% |
| | % calls addressed through phone resolution | 31.0% | 30.4% | 31.9% | 0.6p.p | -0.9p.p |

Table 9: Call Handling and Emergency Response

Server issues in 2019 resulted in inaccurate numbers of 101s over several months. As a result, long-term average for total calls for service and 101s has not been provided here.

The date range for the Last 12 months was 01/10/2021 – 30/09/2022. The date range for Previous 12 months was 01/10/2020 – 30/09/2021. The date range for the long-term average was 01/10/2018 – 30/09/2022.

- 999 call demand continues to rise and on is 11.9% higher than the previous 12 months. This rise continues to put downward pressure on the average time to answer and attendance times.
- An analysis of pre-Covid (2019) data and 2022 data provides an insight to the call categories with the largest increases: Concern for Safety, Domestic Crime, Collapse/Illness/Injury and Missing Persons. These call types can often relate to high-risk incidents and as such call times tend to be longer, with multiple police units often required in the deployment phase. The time taken to finalise the incident can often be lengthy.
- The annual increase in 999 demand is a long-term trend across all Police Forces with demand growing at circa 10% every year for the last 8 years.
- 101 demand is down year on year. This is down to channel shift with increases in on-line reporting, Web Chat and email contact all increasing.
- Recruitment was hindered during the pandemic, but the CCR is on target to reach full establishment in summer 2023.

(6) Active Promotion of National and Local Campaigns across the County

Below are the key campaigns supported across the Constabulary's social media platforms, website and via media releases:

October 2022

- NPCC speed campaign – two-week enforcement campaign targeting speeding drivers on the county's roads.
- Project Edward (Every Day Without A Road Death – 17 October) – national campaign raising awareness of road safety following evidence led approaches.
- National Safe Speeds Day (24-hour campaign).
- Cyber-crime event – police and partners came together on 15 October to host an event at the Forum, offering advice on how to protect yourself from cyber-crime, understanding your digital footprint and insight from the victim of an online auction scam.
- National County Lines Intensification Week (3-10 October) – seven arrests were made, and three supply routes disrupted while multi-agency teams conducted home visits to people known to be vulnerable to cuckooing or have had previous involvement in county lines.
- Stay safe for Halloween – posters and messaging shared about promoting safe trick or treating and respecting people who don't want to take part.
- Operation Tramline – road safety campaign targeting HGVs which resulted in 254 vehicles being stopped and 300 offences being identified (17-21 October).

November 2022

- Brake Road Safety Week (14-20 November) – national week of action supported by Norfolk's Community Speedwatch Groups. This resulted in more than 769 drivers being recorded for speeding during 107 checks, with warning letters sent out.
- E-scooter Christmas campaign – force led campaign highlighting current laws around the use of e-scooters on public roads, published ahead of Black Friday and main Christmas shopping period.
- Op Sceptre – national knife crime week of action between 14-20 November leading to 10 people being arrested.
- White Ribbon campaign (25 November) – the Domestic Abuse and Sexual Violence Group (DASVG) joined the Constabulary in promoting messages.

December 2022

- Christmas drink and drug drive campaign with more than 150 arrests made.
- Night-time economy Violence Against Women & Girls (VAWG) patrols – targeted patrols carried out in urban areas with the aim of creating safer spaces across communities and understanding where people felt unsafe.

END.

Appendix A - Overviews for each section of pillar 2

Improving public trust and confidence in policing

Overview

- The Constabulary sets out below an update on its response to the information gathered through the countywide public perceptions survey as well as an update on the formal complaints process.

Public Perceptions Survey

Overview

- The Norfolk public perception survey is telephone-based and has continued throughout the pandemic, giving consistent quarterly insight into the views of the local community around policing.
- The results are used to inform and direct engagement activity across the county. All forms of engagement are recorded by officers on a purpose-built application on their personal digital device. This enables the Constabulary to understand how and where engagement is taking place and what issues are affecting the Community.

Delivering Effective Neighbourhood Policing

Overview

- Set out below is an update around the work being progressed to ensure delivery of an effective neighbourhood policing model.
- The data table reports on the number of beat manager and sergeant posts and whether they are recruited to. This will over time help emphasise the priority given to ensuring an effective local policing resource remains available to deal with community issues.

Delivering Accessibility through Active and Focused Engagement in our Communities

Overview

- It's believed that effective engagement and consultation is a key to helping to maintain and enhance public confidence and satisfaction in policing.
- Set out below is an explanation of the work ongoing to identify and record engagement opportunities.
- In addition, there is a summary of the proactive work being undertaken by the Local Communication officers.
- The data table above will allow the Constabulary to show over time the significant volume of the engagement work being undertaken.

Delivery of a Responsive and Modern First Contact to Calls for Service

Overview

- The Contact and Control Room (also called the CCR) is a highly complex environment that acts as the single point of contact for all emergency and non-emergency calls/on-line contact from the public.
- Whilst the telephone is still the primary means of choice for callers (approximately 90% of all demand), the CCR also provides a range of digital contact services (email, on-line reporting, and Web Chat) which are growing in popularity and currently account for approximately 10% of all contact.
- The CCR also has responsibility for the command and control of police resource deployments across the county.
- The data table above provides a comprehensive overview of the telephony performance and the management of attendance around incidents.
- The Constabulary's performance in call handling and emergency response has declined slightly, as 999 demands has increased between 2020/21 and 2021/22.
- The summer months of June/July/Aug are the busiest months in the CCR and for the force. The warmer and lighter evening, school holidays, tourism and summer festivals combine with a time when most departments are at their maximum leave thresholds, putting the organisation at maximum stretch whilst operating its business-as-usual model.
- The impact of the pandemic presents a complex picture of 101 call data with the 'locking/unlocking' of society, the introduction of new legislation, guidance and policy, often at short notice, generated significant peaks and troughs in public contact. The significant drop in calls for service over this period is likely to only be temporary; however, work is ongoing with partners to reduce non-police calls for service and to create greater public choice by improving on-line services which is likely to see some channel shift away from telephony contact.

Active Promotion of National and Local Campaigns across the County

Overview

- The Corporate Communications team always look to provide a local perspective around countywide or national campaigns, for example the focus on violence against women and girls (VAWG) and the use of the "Street Safe" application to report concerns.
- It's recognised the impact the national narrative can have on local policing issues and how it can affect public confidence.
- The Corporate Communication Team working with district commanders look to respond proactively when opportunities present.

| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | STATE 'YES' OR 'NO' |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Has legal advice been sought on this submission? | N/A |
| Have financial implications been considered? | N/A |
| Have human resource implications been considered? | N/A |
| Have accommodation, ICT, transport, other equipment and resources, and environment and sustainability implications been considered? | N/A |
| Have value-for-money and risk management implications been considered? | N/A |
| Have equality, diversity and human rights implications been considered including equality analysis, as appropriate? | N/A |
| Is the recommendation consistent with the objectives in the Police and Crime Plan? | N/A |
| Has consultation been undertaken with people or agencies likely to be affected by the recommendation? | N/A |

ORIGINATOR: Deputy Chief Constable Megicks

REASON FOR SUBMISSION: For Information

SUBMITTED TO: PCC's Accountability Meeting – April 2023

SUBJECT: Constabulary Update on Pillar 3 (Tackling Crime) of the Police and Crime plan.

SUMMARY: The report sets out a short summary update of key Constabulary activity contributing to elements 1-4 of Pillar 3 of the Police and Crime Plan.

RECOMMENDATION:

The Police and Crime Commissioner is asked to note the report.

Overviews for each pillar are provided in appendix A

PILLAR 3: TACKLING CRIME

(1) Promote a Co-ordinated County wide Response to Violence Against Women and Girls (VAWG) to tackle High Harm Behaviours/Criminality with a focus on Domestic Abuse, Rape and Serious Sexual Offences

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|-----------------------|-----------------------------------------|----------------|--------------------|-------------------|------------------------------------|-----------------------------------|
| Tackling crime | Domestic abuse crimes | 13,340 | 13,984 | 13,334 | -4.6% | 0.0% |
| | Solved | 1,432 | 1,254 | 1,301 | 14.2% | 10.0% |
| | - % solved | 10.7% | 9.0% | 9.8% | 1.7p.p | 0.9p.p |
| | Charged | 1,173 | 1,050 | 1,083 | 11.7% | 8.3% |
| | - % charged | 8.8% | 7.5% | 8.2% | 1.3p.p | 0.6p.p |
| | % where victim not ready to engage | 60.9% | 57.5% | 60.0% | 3.5p.p | 0.9p.p |
| | % where investigation not possible | 0.6% | 0.9% | 0.7% | -0.2p.p | -0.1p.p |
| | % of all crime | 19.7% | 20.9% | 20.1% | -1.2p.p | -0.4p.p |
| | Arrest rate | 29.3% | 24.8% | 26.4% | 4.5p.p | 2.9p.p |
| | Rape and Serious Sexual offences | 2,679 | 2,434 | 2,364 | 10.1% | 13.3% |
| | Solved | 182 | 173 | 158 | 5.2% | 15.0% |
| | - % solved | 6.8% | 7.1% | 6.7% | -0.3p.p | 0.1p.p |
| | Charged | 149 | 151 | 141 | -1.3% | 5.3% |
| | - % charged | 5.6% | 6.2% | 6.0% | -0.6p.p | -0.5p.p |

Table 10: Domestic Abuse and Rape and Serious sexual offence volumes, outcomes, arrests

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021. The date range for the long-term average was 01/01/2019 – 31/12/2021.

- After an increase in Domestic abuse crimes in the second half of 2020, volumes of Domestic abuse have decreased in the last 12 months compared to the previous 12 months (-4.6%) and remained stable with the long-term average.
- The rate and number of solved domestic abuse crimes has increased since the previous 12 months and long-term average and is now at 10.7%. We ascribe this to the continual improvement programme we have been undergoing under the DADG.
- Volumes of Rape and Serious Sexual offences continue to increase compared to the previous 12 months and long-term average. This trend can be seen nationally - particularly with large volumes of historical crimes reported during the pandemic. Volumes of Rape and Serious Sexual offences in the last 12 months have increased 10.1% (an increase of 245 crimes) since the last previous 12 months and but has remained very stable since the previous reporting period (12 months ending September 2022).
- With the increase in demand, solved rates of Rape and Serious Sexual offences have decreased since the previous 12 months and long-term average. However, the solved rate has increased slightly (from 6.2% to 6.8%) since the previous reporting period. Again, we ascribe this slight increase to our ongoing continuous improvement work.

Ongoing workstreams linked to VAWG Strategy:

- Work continues to embed the national Operation Soteria principles into Rape & Serious Sexual Offence investigations, including engaging with learning events and other UK police forces to understand best practice.
- Launch of the Operation Engage pilot, utilising specially trained and experienced officers to build rapport with victims of serious sexual offences and support them in a trauma informed way.

- Work with the OPCCN to develop a program to capture the voice of victims of serious sexual offences, which will help to improve service design and delivery.
- Work with the CPS to submit more files for early investigative advice to develop jointly agreed key lines of enquiry at the early stage of a serious sexual offence investigation.

(2) Being Effective in Tackling Serious and Organised Crime (including Fraud and Cyber-Crime affecting Norfolk)

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|----------------|--------------------------------------------------------------------------------------------------------------------|----------------|--------------------|--------------------|------------------------------------|-----------------------------------|
| Tackling crime | Serious & organised crime disruptions (Disruptions against Tactical Vulnerabilities/Priority Individuals included) | 269 | 64 | Data not available | 320.3% | Not applicable |
| | Serious & organised crime disruptions (Disruptions recorded against scored OCGs only) | 122 | 63 | | 93.7% | |

Table 11: Serious and Organised crime disruptions (Tactical vulnerabilities/Priority individuals and scored OCGs)

The date range for the Last 12 months was 01/01/2022 – 31/12/2022. The date range for Previous 12 months was 01/01/2021 – 31/12/2021.

| Area | Indicator | January 2023 only |
|----------------|----------------------------------------------------------------------------------------------------------|-------------------|
| Tackling crime | Live Serious and organised crime threats (Tactical Vulnerabilities/Priority Individuals and OCGs) | |
| | DRUGS | 12 |
| | MODERN SLAVERY AND HUMAN TRAFFICKING | 3 |
| | ACQUISITIVE CRIME | 2 |
| | NON-NATIONAL CONTROL STRATEGY | 1 |
| | OTHER | 4 |
| | Live Serious and organised crime threats (Disruptions recorded against scored OCGs only) | |
| | DRUGS | 11 |
| | MODERN SLAVERY AND HUMAN TRAFFICKING | 2 |
| | ACQUISITIVE CRIME | 2 |
| | NON-NATIONAL CONTROL STRATEGY | 1 |
| OTHER | 3 | |

Table 12: Live Serious and Organised crime threats (Tactical vulnerabilities/Priority individuals and scored Organised Crime Groups)

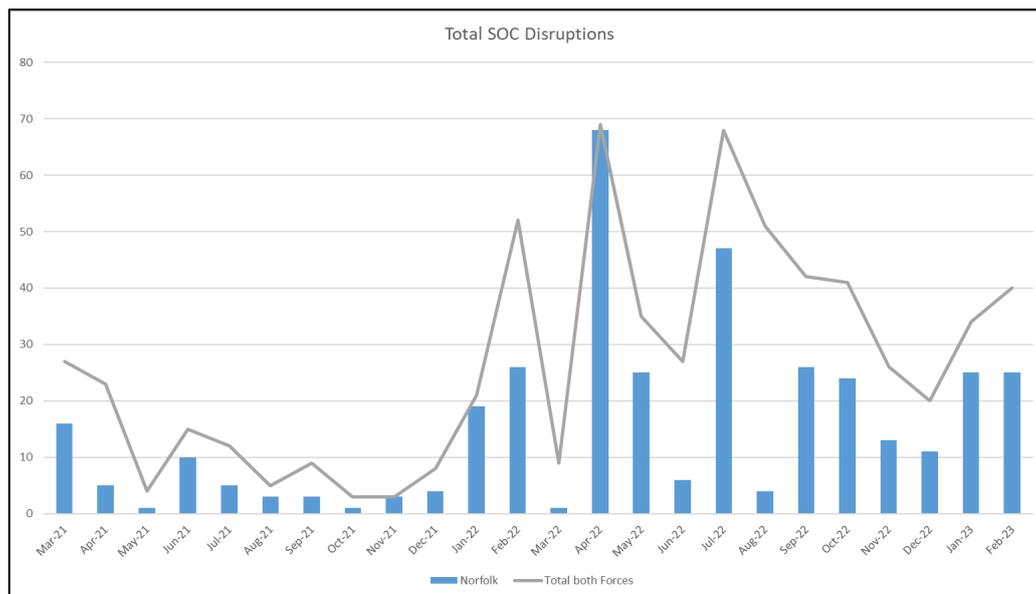


Table 13: Norfolk SOC disruptions - rolling two years for the period 01/03/2021 – 28/02/2023

Serious & Organised Crime update

- A significant investment has been made in reviewing and refreshing the processes to claim disruptions which is a key measure of how the Constabulary makes an impact against Organised Crime Groups (OCGs).
- The predominant crime time remains drugs, however poly-criminality is often identified in most OCG investigations.
- Notable Results include:
 - An OCG dismantled with the principal subject sentenced to eight years imprisonment for Conspiracy to Supply Class A drugs and then further sentenced to four years imprisonment Conspiracy to supply Class B & C, to run concurrently.
 - An OCG utilising the postal system to supply Class A and B drugs nationally was dismantled. The investigation provided evidence for a linked OCG operating in the Lancashire area and supported local enforcement.
 - Wanted Norfolk OCG nominals from live operations tracked down in Europe and America utilising BBC Crimewatch appeal and International Liaison at the NCA.

Fraud Investigation update

- Norfolk Constabulary will be assessing the benefit of a Fraud Assessment Unit to provide investigative support for serious and complex offences and to triage and advise on volume offences. Norfolk will continue to embed the Fraud Investigation Model (FIM) and strive to improve outcomes for victims.
- The Constabulary's response to High Harm fraud is victim focussed, with all who consent receiving support from the National Economic Crime Victim Care Unit (NECVCU). Victims identified as vulnerable receive further support through Operation Bodyguard at present, however this will be changing to the NECVCU Level 2 enhanced support later this year.
- A national campaign regarding "courier" fraud is supported within Norfolk under Operation Radium. This involves treating incidents as a priority with a dedicated planned response, agreed banking protocol and regional working to identify offenders

(3) Delivering an Effective Response to the County Lines threat Affecting Norfolk's Communities and the Vulnerable

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|----------------|---------------------------------------------------------------------------------------------------------------|----------------|--------------------|--------------------|------------------------------------|-----------------------------------|
| Tackling crime | County Lines closed following targeted investigation and enforcement charge/conviction of the line controller | 17 | 18 | Data not available | -5.6% | Not applicable |
| | Possession with intent to supply - arrests | 272 | 322 | 341 | -15.5% | -20.2% |
| | Concerned in supply of controlled drugs - arrests | 298 | 307 | 385 | -2.9% | -22.6% |

Table 14: Closed County lines and Possession with intent to supply and concerned in supply of controlled drugs arrests

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021. The date range for the long-term average was 01/01/2019 – 31/12/2021.

- The data provided in the table needs to be read in the context of a 63% decrease in the number of active county lines in Norfolk since November 2019 and, in contrast, a 17% increase in county lines activity nationally over the last year.
- In Norfolk there are fewer active lines operating, however by analysing communications data we have been able to identify previously undetected lines

and advance our enforcement work even further, thus maintaining robust charge and conviction rates. To date, 74 lines have been terminated, 82 people convicted of running lines in Norfolk, resulting in sentences totalling over 315 years in custody and cash seizures of over £145,000.

- The reduction in lines closed reflects the positive picture in Norfolk which is reflected in lower figures for drugs supply arrests. The constabulary continues to proactively identify and target lines in the county and take every opportunity to disrupt and dismantle the organised crime networks behind them.
- Between October and December 2022, eight more county lines have been closed, with charges being laid in all cases and guilty pleas already entered in three of those due to the strength of the evidence.
- Norfolk Constabulary continues to work closely with partners to reduce drug use and deaths, prevent the exploitation of children and vulnerable adults, and minimise the opportunity for the drugs market to drive other crime types such as human trafficking, burglary, robbery and serious violence. This work reduces the impact of county lines on communities in Norfolk.

(4) Work in Partnership to tackle Agricultural Crimes (such as hare coursing, farm machinery theft and livestock worrying)

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|----------------|------------------------------|----------------|--------------------|-------------------|------------------------------------|-----------------------------------|
| Tackling crime | Hare coursing incidents | 165 | 200 | 301 | -17.5% | -45.2% |
| | Farm machinery thefts | 26 | 27 | 31 | -3.7% | -16.1% |
| | Livestock worrying incidents | 10 | 13 | 9 | -23.1% | 11.1% |

Table 15: Hare coursing, Livestock worrying incidents and Farm machinery thefts

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021. The date range for the long-term average was 01/01/2019 – 31/12/2021.

- Hare coursing incidents reported to police have continued to decline over the past 12 months. This is indicative of the continued good work of the Operation Randall Team and is frequently praised by landowners.
- Whilst the farm machinery thefts have only reduced slightly in the previous 12 months this continues to reflect reductions against the long-term average.
- Incidents of livestock worrying remain low although this is likely to be an under reported crime. Norfolk Constabulary continues to highlight this crime type to raise awareness and encourage responsible dog ownership.
- The Constabulary have designed and implemented Operation Swordtail which is a response and investigation plan in relation to reports of unlawful hunting with dogs and associated saboteur activity.
- The Constabulary has recruited a new Special Inspector to support the Community Safety Operational Unit (CSOU). This has proved to be particularly successful with an agreed focus on rural matters already resulting in wider rural awareness within the Special Constabulary. The support to the team has complemented the CSOU patrols which concentrate on areas of rural vulnerability and crime prevention opportunities especially around heritage sites.

- During the last quarter, the Constabulary executed a joint warrant with the RSPCA as part of a national operation with regards to animal welfare resulting in the seizure of eight dogs.

END.

Appendix A - Overviews for each section of pillar 3

Promote a Co-ordinated County wide Response to Violence Against Women and Girls (VAWG) to tackle High Harm Behaviours/Criminality with a focus on Domestic Abuse, Rape and Serious Sexual Offences

Overview

- The Constabulary has developed its own strategy and actions to improve the local policing response to violence against women and girls (VAWG). This is based on the National Police Chiefs Council (NPCC) work. A summary of progress is provided below.
- The measures will assist the Constabulary to track key crime types within this work area to maintain an oversight as to how activity is affecting the reporting and investigation work being undertaken.
- The Constabulary VAWG plan is overseen by the Assistant Chief Constable for Local Policing. Progress and performance are scrutinised regularly at the Force Performance Meeting.
- The Constabulary approach is based on three pillars:
 - Building Trust and Confidence
 - Relentless Pursuit of Perpetrators
 - Safer Spaces.
- The intention is that through building the confidence of women and girls around the police response, through pursuing those who would do them harm, and by providing safe spaces to live and work the Constabulary will bring about reductions in violence and increased feelings of safety

Building Trust and Confidence

- It is recognised that the police do not, in all cases have the confidence of women and girls that matters will be dealt with sensitively, or that protective action will follow when offences are reported.
- The Constabulary plan to improve in this area is based on a continued commitment to develop the most effective possible safeguarding service in partnership with other agencies.
- The Norfolk Integrated Domestic Abuse Service (NIDAS) is an example of this partnership approach, which now sees a seamless handover from initial police contact to 3rd-sector providers who continue to support the victim. The Constabulary has also committed to researching and identifying better ways for women and girls to provide feedback on the quality of the service they do receive.

Relentless Pursuit of Perpetrators

- The Constabulary is committed to increasing the number of offenders brought to justice for VAWG offences. There has already been considerable effort to improve the training officers receive to improve the evidence-gathering opportunities.

- Acting on feedback from victims, work is ongoing to ensure it is the suspect and not the victim that feels at the centre of the enquiry. Police will now look to utilise modern digital techniques as well as ensuring as much corroborative evidence is captured to reduce the reliance on asking the victim to provide all that explanation within their account. This it is hoped then means the victim does not feel responsible in court for having to provide all the information around a case.

Safer Spaces

- Even though Norfolk is overall a safe county, not all public spaces feel safe for women and girls. As well as working with partners to address environmental issues the Constabulary is also continuing to put uniformed officers into those areas identified by the public that cause a concern. This approach will also extend to other areas which are known to feel less safe at times, such as the night-time economy.

Being Effective in Tackling Serious and Organised Crime (including Fraud and Cyber-Crime affecting Norfolk)

Overview

- Norfolk Constabulary, supported by the joint Norfolk and Suffolk Protective Services Command maintains an oversight on the work to identify, disrupt and dismantle serious and organised crime threats within the county.
- Serious and Organised Crime Groups (OCG) are identified through intelligence and an associated risk assessment process. An OCG is defined as individuals, normally working with others, with the intent and capability to commit serious crime on a continuing basis, which includes elements of planning, control, co-ordination, and group decision making.
- Once a group is identified a local response is planned using the 4P model approach:
 - Pursue – Pursue offenders through prosecution and disruption
 - Prevent – Prevent people from engaging in serious and organised crime.
 - Prepare – Prepare for when serious and organised crime occurs and mitigate its impact
 - Protect – Protect individuals, organisations, and systems from the effects of serious and organised crime
- Within Norfolk a considerable amount of disruption work takes place. This update should be read alongside the update on “County Lines” in the below section.

Delivering an Effective Response to the County Lines threat Affecting Norfolk’s Communities and the Vulnerable

Overview

- “County Lines” is a term used to describe gangs and organised criminal networks involved in the supply of crack cocaine and heroin across the UK. A dedicated

mobile phone number known as a “deal line” is used to advertise and coordinate the sale of drugs. Young people and vulnerable adults are routinely exploited by being used to conceal, deliver, and deal drugs. Vulnerable local people are often bullied into allowing their homes to be used for storing, preparing, and selling drugs and to provide accommodation for drug runners. Intimidation and violence are common, and affected areas report increased levels of violence and weapon-related crime.

- Since 2019 a dedicated County Lines Team has been working in partnership with exporting forces including the Metropolitan Police Service under Operation Orochi to target those in control of the lines and bring offenders to justice.
- Police continue to support to work under Project ADDER. This is a public health focussed and multiagency response which seeks to address individuals’ addiction through diversion, disruption, and enforcement hoping that it can ultimately lead to their recovery. The intention is that by using traditional police tactics to suppress the supply of narcotics while simultaneously reducing demand, criminal markets can be undermined, and communities protected from the impact of drug trafficking.

Work in Partnership to tackle Agricultural Crimes (such as hare coursing, farm machinery theft and livestock worrying)

Overview

- The Constabulary will provide a high-level overview of police and partnership pro-active activity tackling agricultural crime.
- Hare Coursing continues to be a priority. As part of Operation Galileo, Norfolk Police support the 7 Force Eastern Region approach. Aided by better sharing of information and intelligence, the Constabulary seeks to issue Joint force Community Protection Warnings (CPW) and Community Protection Notices (CPN) and will eventually consider Criminal Behaviour Orders (CBO) when applicable, aimed at tackling the more persistent offenders.

A quick summary of these tactics:

- Community Protection Warning (CPW) – a formal warning by officers to a perpetrator stating that a *Community Protection Notice* will be issued if the behaviour continues.
- A Community Protection Notice (CPN) - can be issued against a persistent anti-social behaviour perpetrator and the failure to comply can lead to sanctions. Failing to comply with a CPN is a criminal offence. On conviction, a magistrates' court (or youth court if the perpetrator is aged 16 or 17) has a range of options including, a fine, ordering the perpetrator to carry out remedial work, make a forfeiture order requiring any specified item be handed over to the police, local authority or designated person or order the seizure of specified items.

- Criminal Behaviour Order (CBO) – is available on conviction for any criminal offence aimed at tackling the most persistent offenders and can be used to address anti-social behaviour.
- The Police Crime Sentencing and Courts Act 2022 offers tougher sentencing and increased powers in relation to the offence of Hare Coursing. Anyone caught hare coursing will now face an unlimited fine and up to six months in prison. Several other measures have also been introduced including powers for the court to allow reimbursement of kennelling costs and disqualification of convicted offenders from owning or keeping a dog.

Farm Machinery Thefts

- The Constabulary continues to be actively involved in the management of rural crime, recognising the significant impact crimes such as GPS theft has on the rural farming community. Locally, Operation Huff is the police response to preventing and detecting GPS theft. The Operation Randall team sit on regional and national working groups for rural crime and equipment theft working alongside partner agencies such as NAVCIS (the National Vehicle Crime Intelligence Service – they coordinate a response around vehicle finance crime) and “ACE Opal” (A New Specialist Police Unit to target Construction Plant & Agricultural Machinery theft) to identify best practice to support the policing response.

| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | STATE 'YES' OR 'NO' |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Has legal advice been sought on this submission? | N/A |
| Have financial implications been considered? | N/A |
| Have human resource implications been considered? | N/A |
| Have accommodation, ICT, transport, other equipment and resources, and environment and sustainability implications been considered? | N/A |
| Have value-for-money and risk management implications been considered? | N/A |
| Have equality, diversity and human rights implications been considered including equality analysis, as appropriate? | N/A |
| Is the recommendation consistent with the objectives in the Police and Crime Plan? | N/A |
| Has consultation been undertaken with people or agencies likely to be affected by the recommendation? | N/A |

ORIGINATOR: Deputy Chief Constable Megicks

REASON FOR SUBMISSION: For Information

SUBMITTED TO: PCC's Accountability Meeting – April 2023

SUBJECT: Constabulary Update on Pillar 4 (Prevent Offending) of the Police and Crime plan

SUMMARY: The report sets out a short summary update of key Constabulary activity contributing to elements 1-5 of Pillar 4 of the Police and Crime Plan.

RECOMMENDATION:

The Police and Crime Commissioner is asked to note the report.

The overviews for each pillar are provided in appendix A

PILLAR 4: PREVENT OFFENDING

(1) Develop and Deliver Effective Diversionary Schemes for Offenders (high harm and volume)

| Area | Indicator | Snapshot of Q4 (made in February 2023) |
|-------------------|----------------------------------------------------------------------------|----------------------------------------|
| Prevent offending | Persons on IOM Scheme | 156 |
| | Age Under 18 | 0% |
| | Age 18-24 | 18% |
| | Age 25-34 | 38% |
| | Age 35-49 | 35% |
| | Age 50+ | 9% |
| | Gender male | 90% |
| | Gender female | 10% |
| | Ethnicity – White | 84% |
| | Ethnicity – Black | 16% |
| | Persons on Scheme managed in the Community | 51% |
| | % Of people on IOM scheme that have committed offences in reporting period | 31% |
| | Persons in Breach on IOM scheme | 32 |

Table 16: Persons on Integrated Offender Management scheme and demographics

- During the reporting period, out of a current cohort of 156, 33 were charged with one or more offences. This means that 79% of the cohort have not been charged for an offence in this period.
- The 33 charged with one or more offences had committed 147 offences between them.

(2) Work in Partnership to Safeguard Vulnerable Adults and Children

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|-------------------|----------------------------------------------------|----------------|--------------------|--------------------|------------------------------------|-----------------------------------|
| Prevent offending | Section 47 Strategy discussions (Child protection) | 1,555 | 1,510 | Data not available | 3.0% | Not applicable |
| | Section 42 Planning discussions (Adult protection) | 2,547 | 2,453 | | 3.8% | |
| | Open Child exploitation cases - High Risk | 74 | 69 | | 7.2% | |
| | Open Child exploitation cases - Medium Risk | 325 | 319 | | 1.9% | |
| | Child Exploitation screenings | 747 | 800 | | -6.6% | |

Table 17: Section 47 and Section 42 discussions, Child exploitation cases by risk and Child Exploitation screenings

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021.

- The number of section 47 child protection strategy discussions and section 42 adult protection planning discussions have both increased slightly compared to the previous twelve months, but not by an amount that should be viewed as statistically significant.
- The multi-agency child exploitation screening is now a mature process in Norfolk and the past year has seen a slight decrease in the total number of

children screened. The number of both high and medium risk open cases has increased slightly, reflecting the long-term nature of much of this work.

Countywide Community Safety Partnership (CCSP)

In the last quarter Norfolk Constabulary worked with its partners:

- On the development of the Norfolk Drug and Alcohol Partnership.
- To deliver a Serious Violence Duty and Norfolk Drug and Alcohol Partnership Workshop Event.
- To deliver a Norfolk Against Scams Day at The Forum.

Norfolk Safeguarding Children Partnership (NSCP)

In the last quarter Norfolk Constabulary:

- Took part in a series of Thematic Panels designed to consider learning from the Section 11 of the Children Act self-assessments submitted in the previous quarter.
- Helped to deliver a joint NSCP/NSAB training event covering the exploitation of children & vulnerable adults.
- Delivered several webinars to over 1700 primary school pupils during Hate Crime Awareness Week.

Norfolk Safeguarding Adults Board (NSAB)

In the last quarter Norfolk Constabulary worked with its partners to:

- Promote the online Introduction to Exploitation training package during National Safeguarding Adults Week.
- Review and update the Multi-Agency Safeguarding Adults Policy & Procedures documents.
- Produce a guide for frontline workers on working with interpreters.

(3) Work in Partnership to Ensure Offenders are Managed Effectively in the Community

| Area | Indicator | Since inception (Sept'21) |
|-------------------|----------------------------------------------------------------|---------------------------|
| Prevent offending | Perpetrators on DAPPA | 14 |
| | Perpetrators referred to Change | 184 |
| | Referrals made into DAPPA | 13 |
| | Meetings held | 255 |
| | Domestic Violence Disclosures (Clare's Law), prompted by DAPPA | 28 |

Table 18: Perpetrators on Domestic Abuse Perpetrator Partnership Approach (DAPPA), referred to Change, referrals into DAPPA, Meetings held and DVDs prompted by DAPPA

- The numbers of new referrals to Domestic Abuse Perpetrator Partnership Approach (DAPPA) have remained consistent on a month-to-month basis. The

number of open cases and multi-agency meetings have also remained consistent.

- Referrals to Change have dramatically increased because of a new process whereby all high-risk cases secondary risk assessed by DAST are automatically referred to Change for further triage around suitability
- The DAPPA team continue to monitor stalking cases and to provide guidance to investigating officers on cases where a stalking protection order should be considered. Stalking Prevention Orders have increased by 100% since DAPPA have been actively supporting (7 to 14).
- Public Protection Unit (PPU) oversees the risks and management plans around registered sex offenders. Reoffending rates remain low; 1% of registered sex offenders have been recalled to prison for breaching the terms of their release, and less than 1% have been dealt with for re-offending.

(4) Reduce the revolving door of crime by putting in place the support needed to reduce re-offending

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|-------------------|---------------------------------------------|----------------|--------------------|--------------------|------------------------------------|-----------------------------------|
| Prevent offending | Out of court disposals (All crime) | 4.4% | 4.1% | 4.5% | 0.3p.p | -0.1p.p |
| | Referrals to Diversion schemes (Outcome 22) | 0.6% | 0.6% | Data not available | 0.0p.p | Not applicable |

Table 19: Out of court disposals (Outcomes 2, 2, 2A, 3, 3A, 6, 7 & 8 until 31/12/2021, outcomes 2, 2, 2A, 3, 3A & 8 from 01/12/2022) and Referrals to Diversion scheme

| Area | Out of Court Disposal Type | Oct-22 | Nov-22 | Dec-22 |
|-------------------|------------------------------------|--------|--------|--------|
| Prevent offending | Conditional Caution Completed | 96 | 72 | 102 |
| | CARA/Red Snapper | 64 | 47 | 32 |
| | ADDER | 30 | 39 | 29 |
| | Red Snapper Referrals Premium Hub | 19 | 41 | 22 |
| | Red Snapper Referrals Standard Hub | 70 | 57 | 52 |
| | Breaches | 5 | 14 | 7 |

Table 20: Breakdown of out of court disposals by type

- The Evidence Review Officer pilot was introduced in December 22 to ensure consistency of the conditions being offered, to centralise the decision-making process, and to improve file and investigation standards.
- Conditional Cautions and Red Snapper referrals have shown steady increase during the pilot and referrals have been made for Red Snapper courses for community resolutions to address low level offending such as ASB.
- There are plans to increase the availability of Red Snapper premium courses which are based on the psychology behind the offending using strength-based questioning and Cognitive Behaviour Therapy (CBT). This provides a more in-depth report regarding suspect engagement. Work is ongoing to bridge gaps in provision.
- There 24 new restorative justice champions in Norfolk to facilitate restorative practice on the frontline to support the work of the Restorative Justice hub. Referrals have increased to the team and will continue to do so as once conditional caution and community resolution cases are concluded, they are offered a referral to restorative justice.

(5) Strengthen Early Intervention and Preventative Approaches to Crime in the county and Reduce First Time Entrants into Criminal Justice

| Area | Indicator | Last 12 months |
|--------------------------|-----------------------------------------------------------|-----------------------|
| Prevent offending | Juveniles referred to Out of court disposal panel | 316 |
| | Juvenile outcomes from Out of court disposal panel | |
| | Returned to Police | 3 |
| | Children's services | 16 |
| | Other services | 10 |
| | Community Resolution | 38 |
| | Challenge 4 Change | 176 |
| | Youth Caution | 24 |
| | Youth Conditional Caution | 14 |
| Other outcomes | 36 | |

Table 21: Juveniles referred to Out of court disposal panel and outcomes

The date range for the Last 12 months was 01/01/2022 – 31/12/2022.

- The number of young people, aged between 10-17 years, entering the criminal justice system has continued to fall when reviewing data supplied by the Norfolk Youth Justice Board. The latest Norfolk figure of 122 per 100,000 is lower than the Eastern Region (131) and lower than the average for all England and Wales (142).
- Between 1st January 2022 and 31st December 2022, 316 young people were referred to the Norfolk Youth Justice Service (NYJS),
 - 176 received a Challenge 4 Change (C4C) outcome and
 - 38 received a Community Resolution.
- An established Out of Court Disposal Panel has been developed and has been a key factor in securing the reduction in First Time Entrants (FTE) to the Criminal Justice System.
- The panel has been developed to include representatives from NYJS, police, and other agencies to meet on a weekly basis to assess suitable cases and consider whether a diversion option is likely to be more effective and carried by NYJS or an appropriate agency, or whether a community resolution, Youth Caution / Conditional caution or court appearance are necessary and appropriate.
- Key activity in the last quarter, NYJS and police are working with partners to ensure young people from ethnic minorities are not discriminated against and criminalised disproportionately. This includes the establishment of Racial Disparity in Youth Justice System working group to examine the reasons for any disproportionality and target areas for improvement across the wider system.

END.

Appendix A - Overviews for each section of pillar 4

Develop and Deliver Effective Diversionary Schemes for Offenders (high harm and volume)

Overview

- The Constabulary in this section will provide a summary of how the Integrated Offender Management (IOM) Scheme works.
- The data in the tables provides an insight into the demographics of those on the scheme and the number police are tracking who still are at risk from being involved in criminality.

The IOM Scheme

- The Joint Norfolk and Suffolk Integrated Offender Management Team works with the county's Probation Service Delivery Units and other agencies to reduce the risk of a scheme member returning to criminality.
- The IOM scheme currently focuses on three groups of individuals:
 - Those under statutory supervision for Robbery, Burglary and Vehicle Crime offences
 - A flexible cohort which extends this to other similar crime types.
 - A group which supports females and their different criminogenic needs.
- Cohort members will normally be over eighteen unless transitioning from Youth Justice Services at seventeen and a half. Studies have shown that statistically, most offenders will reduce offending with age. The high number of service users on the current scheme over 34 years old shows that a small minority struggle to change their criminal lifestyles.
- Individuals on the scheme will have been identified as having a high risk of reoffending. By assisting them with access to housing, benefits/employment opportunities and the drug and alcohol treatment agencies, as well as working to find positive social activities for them to participate in, the scheme aims to divert them away from criminal activity.
- There is also a responsibility on police and partners to prevent offending by taking proactive steps to stop someone in their tracks if they are engaging in behaviour that is indicative of an immediate return to criminal activity.
- IOM offenders will have increased frequency of supervision by agencies involved in their rehabilitation.
- The enhanced partner information sharing alongside police crime and intelligence systems means that officers are often instrumental in identifying where risk of reoffending has increased, where safeguarding for victims is required or where license conditions are being breached. In these

circumstances the team will work together with the Probation Service to ensure that enforcement decisions are considered swiftly and appropriately.

Work in Partnership to Safeguard Vulnerable Adults and Children

Overview

- Whilst safeguarding and the identification of risk is part of the policing response at all stages, from control room to attending officer, Norfolk Constabulary has a specialist command, Safeguarding and Investigations (S&I) that leads the day-to-day oversight around the management of these matters.
- The data in the tables highlights the number of risk management discussions specialists within S&I are involved in.
- The Section 47 and 42 discussions take place when police or another agency identify a child or vulnerable adult that may be at risk of abuse or neglect. The data on the number of child exploitation screenings, open cases, and associated risk gradings, set out in the chart, indicates the substantial number of serious cases police and partners are overseeing.
- Over time tracking this data will help monitor the scale of the issue alongside considering the impact of any interventions. While at this stage the data is influenced by the impact of Covid 19 and the return to normality, we are starting to see a consistent picture emerging.
- Set out below is an update on three key pieces of work in this area:
 - **Countywide Community Safety Partnership (CCSP)** Work against its strategic priorities - The CCSP is a statutory body bringing together organisations across Norfolk to tackle crime and disorder. It is hosted and supported by the Office of the Police and Crime Commissioner (OPCC) and is chaired by the OPCC Chief Executive. The CCSP has developed a “Safer Norfolk Plan” setting out how it will work over the next three years.
 - **Norfolk Safeguarding Children Partnership** - This group brings together the local authorities, police and health alongside other local agencies and the voluntary sector to ensure children are protected and their welfare promoted.
 - **Norfolk Safeguarding Adults Board** – The group of key partners focus on supporting identified vulnerable adults.

Work in Partnership to Ensure Offenders are Managed Effectively in the Community

Within this section the Constabulary would highlight the work of the Public Protection Unit (PPU) and the Domestic Abuse Perpetrator Partnership Approach (DAPPA) pilot.

- Public Protection Unit (PPU) – Oversees the risks and management plans around registered sex offenders. The team’s objective is to prevent re-offending and safeguard the public. In a response to the national increase in the numbers of offenders having to be managed (due to an increase in successful prosecutions) the PPU develops plans around specific areas of concern such as on-line offending. Reoffending rates remain low, 2% of registered sex offenders have been recalled to prison for breaching the terms of their release, and less than 2% have been dealt with for re-offending.
- Domestic Abuse Perpetrator Partnership Approach (DAPPA) - DAPPA aims to create effective multi-agency risk management plans around domestic violence offenders. The scheme was operational from September 2021 and has a dedicated budget to implement bespoke individual behavioural change programmes to reduce the risk of a person reoffending.

Reduce the revolving door of crime by putting in place the support needed to reduce re-offending

Overview

- The Norfolk Constabulary Managing Offenders Subgroup scrutinises the management of those responsible for offending across the county, ensuring crimes are detected, appropriate outcomes for victims are secured and offenders are diverted to prevent future offending.
- Current workstreams ensure opportunities are maximised to promote positive outcomes. These include the provision of Restorative Justice, where the Restorative Justice Team works with both Victims and Offenders, and Out of Court Disposals (O OCD) where a two-tier system is being introduced in a phased manner across the Constabulary.
- Out of Court Disposals
- Out of Court Disposals are a range of methods that can be used to deal with low level crime committed predominantly by first time offenders without having to refer the matter to court.
- The government is introducing legislation to reduce the number of Out of Court Disposals to just two options (conditional caution and community resolution). In advance of this legislative change, the Constabulary has implemented a phased roll out of these options across the county. To recap:
 - **A community resolution** - is used for low level matters where the offender accepts responsibility and where it is likely the victim has agreed that they do not want a more formal outcome. It is believed that by making offenders take responsibility to confront their behaviour and its impact, there is a reduction in the likelihood of reoffending. Resolutions can include such outcomes as the offender being advised on their conduct, the offender writing an apology letter or taking part in

some form of reparation. It is anticipated that this type of outcome will be considered around cases of minor criminal damage, anti-social behaviour, small value theft and minor assaults without injury.

- **A conditional caution** - is a statutory outcome to the result of a crime investigation and will include stipulations on the offender. These requirements could focus on rehabilitative treatment for the offender or set out directions around how they can make good on their behaviour or actions. Rehabilitation could include such things as attendance at a treatment course, the reparative element could ensure an apology to the victim.

Strengthen Early Intervention and Preventative Approaches to Crime in the county and Reduce First Time Entrants into Criminal Justice

- The Constabulary will provide a high-level overview of the work undertaken in collaboration with the Norfolk Youth Justice Service (NYJS).
- The data presented sets out the opportunities to use non-court outcomes for children between November 2021 and Aug 2022.
- The update includes an update as to how Norfolk is performing when compared to the regional and national positions.
- In addition, an update on the new Out of Court Disposal Panel is included. This panel reviews cases involving young people aged from 10-17 years to determine the most appropriate outcome.

| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | STATE 'YES' OR 'NO' |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Has legal advice been sought on this submission? | N/A |
| Have financial implications been considered? | N/A |
| Have human resource implications been considered? | N/A |
| Have accommodation, ICT, transport, other equipment and resources, and environment and sustainability implications been considered? | N/A |
| Have value-for-money and risk management implications been considered? | N/A |
| Have equality, diversity and human rights implications been considered including equality analysis, as appropriate? | N/A |
| Is the recommendation consistent with the objectives in the Police and Crime Plan? | N/A |
| Has consultation been undertaken with people or agencies likely to be affected by the recommendation? | N/A |

ORIGINATOR: Deputy Chief Constable Megicks

REASON FOR SUBMISSION: For Information

SUBMITTED TO: PCC's Accountability Meeting – April 2023

**SUBJECT: Constabulary Update on Pillar 5 (Supporting Victims) of the
Police and Crime plan.**

SUMMARY: The report sets out a short summary update of key Constabulary activity contributing to elements 1,2,5 & 6 of Pillar 5 of the Police and Crime Plan.

RECOMMENDATION:

The Police and Crime Commissioner is asked to note the report.

Overviews for each section are provided in appendix A

PILLAR 5: SUPPORTING VICTIMS

(1) Improving the provision of entitlements set out in the Victims' Code of Practice

| Area | Indicator | Last 12 months |
|--------------------|----------------------------------------------------------------------------------|----------------|
| Supporting victims | Receipt of written acknowledgement | 38.5% |
| | Recording of needs assessment | 46.3% |
| | Referrals to Victim support service | 38.5% |
| | Provision of information about the investigation and prosecution | 31.3% |
| | Offer of a Victim Personal Statement | 5.2% |
| | Making of a Victim Personal Statement | 0.4% |
| | Provision of information about the trial, trial process & your role as a witness | 94.0% |
| | Provision of information about the outcome of the case and any appeals | 95.2% |
| | To make a complaint about your rights not being met (VCOP only) | 16 |

Table 22: Victims Code of Practice data, taken from monthly audits

- An internal VCOP dashboard is now live and can be used across the organisation to review each VCOP right in turn and the relevant compliance levels down to individual level. The Constabulary has two dedicated officers to review the data for priority areas including written acknowledgement, victim personal statement (VPS), initial victims needs assessment (IVNA) and key updates to the victim. The reviews are in line with priorities from the victim subgroup and in agreement with the OPCC. Low compliance is highlighted by way of email to the officer/staff member and their supervisor.
- Focus areas for the Victims Sub-Group in conjunction with the OPCC includes a communications strategy that has been developed prioritising the areas where performance improvement is most needed. Specific data on these rights are repeatedly scrutinised by the Sub-Group to ensure the constabulary are providing the best service possible to victims.
- Internal communication messaging is being explored whereby the victims' voice (obtained by case studies and real-life victims' journeys) is used for new and existing officers and staff.
- Work is underway to explore what the options are for improving support to VCOP compliance in Custody & Custody Investigation Units (CIU) teams.
- The Constabulary is exploring opportunities to record short videos with regards to providing good evidence in court and what to expect when giving evidence. This is being done in discussion with Ipswich & Norwich Courts alongside some of the sessions provided by judges to the Learning & Development department for training purposes.

(2) Deliver High Quality Investigations to Support the Right Outcomes for Victims

- In the third quarter of 2022, the Operation Investigate team continued to support the Constabulary's district development days. Training delivered by the team focused on ensuring investigations were victim focused and evidence led to improve outcomes and victim satisfaction. Training in this quarter has also focused on widening knowledge and use of civil orders when seeking positive outcomes to obtain justice for victims.
- The Operation Investigate team have supported the creation and development of the community support units; ensuring the training and delivery of the highest investigation standards within these teams, which will incorporate the new recruits joining the constabulary on the Police Constable Degree Apprenticeship.
- The team have been involved in delivering training on the new bail legislation as well as the community resolution and conditional caution guidance.
- County wide peer reviews and investigative audits are regularly carried out to support continuous investigation improvement at supervisory level.
- During the last quarter, an Op Converter team has been created. The initiative involves the team engaging with offenders and working with them to identify further offences which they have committed and admitted, and which can be 'taken into consideration' at sentencing. The aim of this process is to give victims of crime reassurance that an offender has been dealt with for their crime and that the Police have taken every opportunity to achieve a positive outcome for the crime. The process also benefits the individual responsible allowing for greater rehabilitation opportunities and a fresh start following release from prison.

(5) Improving Victim's Experience of the Criminal Justice System and Raise Confidence to Report Crimes

- The current workload of the Victim & Witness Care Team (VAWS) continues to increase. Ongoing issues for the team include:
 - Trials being delayed or rescheduled at short notice. This creates extra work for the team having to rearrange attendance leading to dissatisfaction and disengagement from victims and witnesses. These challenges are not specific to Norfolk and are mirrored nationally
 - Recruitment is an ongoing issue. Several posts in the team are temporary and members of the team regularly move onto higher paid and permanent positions in the criminal justice system.
 - Lack of communication from agencies on decisions with cases can directly affect the Victim. Often the VAWS Team do not receive the updates from Court/CPS on outcomes to enable them to achieve Victim Code targets and to ensure Victims are aware of the outcome before it is reported in the Media.

- A special measures advisor has been recruited into the VAWS team to scrutinise and identify opportunities for special measures applications for victims.

(6) Safeguarding Vulnerable Victims of Crime and ASB

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|-------------------------------|------------------------------------------------------|----------------|--------------------|-------------------|------------------------------------|-----------------------------------|
| Supporting victims | High Risk ASB - County | 7 | 16 | 9 | -56.3% | -22.2% |
| | Domestic abuse crimes - Risk assessment: High | 325 | 366 | 326 | -11.2% | -0.3% |
| | Domestic abuse crimes - Risk assessment: Medium | 6,539 | 6,393 | 6,034 | 2.3% | 8.4% |
| | Domestic abuse crimes - Risk assessment: Standard | 2,492 | 3,024 | 2,989 | -17.6% | -16.6% |
| | Domestic abuse incidents - Risk assessment: High | 86 | 79 | 83 | 8.9% | 3.6% |
| | Domestic abuse incidents - Risk assessment: Medium | 2,060 | 2,015 | 1993 | 2.2% | 3.4% |
| | Domestic abuse incidents - Risk assessment: Standard | 3,830 | 4,173 | 4404 | -8.2% | -13.0% |
| | Domestic Violence disclosures (Clare's Law) | 911 | 692 | 619 | 31.6% | 47.2% |
| | Child sex offender disclosures | 120 | 105 | 92 | 14.3% | 30.4% |
| SARC - ISVA supported clients | 821 | 859 | 782 | -4.4% | 5.0% | |

Table 23: High Risk ASB Non-crimes by district, Domestic abuse crime and incidents by initial risk assessment, DVDs, CSODs and SARC – ISVA supported clients

Table 23 displays the number of Domestic abuse crimes and incidents by most recent risk assessment.

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021. The date range for the long-term average was 01/01/2019 – 31/12/2021.

- ASB high-risk cases remains as an agenda item on monthly OPT supervisor meetings. All front-line officers have now received an additional training input from the problem-solving team around the requirement for initial safeguarding to be completed if they are completing a high risk ASB investigation rather than leaving for the OPT to carry out this work later. This reduces risk at the earliest opportunity.
- Volume of Domestic Violence disclosures (DVDs) are increasing, both compared to the previous 12 months and the long-term average. This trend is also seen in Child sex offender disclosures (CSODs). Volumes of both DVDs and CSODs in the last 12 months (12 months ending December 2022) have increased slightly compared to the last reporting period (12 months ending September 2022). This is likely to be a continuing result of the schemes being made available for application online, as well as increasing awareness of both schemes.
- The number of high and standard risk domestic abuse crimes fell against the previous twelve months and long-term averages whilst medium risk domestic abuse crimes rose. It is difficult to say exactly why this is, but quarterly fluctuations are to be expected and review has shown that cases are being accurately risk assessed at point of contact.
- The number of victims being supported by the Independent Sexual Violence Advisor (ISVA) service was slightly lower than the previous twelve months but still up against the long-term average. This position continues to reflect the increasing number of rape and serious sexual offences being reported to the police as well as the ongoing court backlogs, meaning that victims require support for longer periods.

- There has been a reduction in high-risk anti-social behaviour cases (correlating with the general reduction of recorded anti-social behaviour during this period). The numbers are not considered statistically significant.
- The grading system for medium risk cases, reported upon previously, continues to be an incredibly helpful tool to prioritise safeguarding work within the medium risk domestic abuse cases. This has contributed to a significant reduction in the number of cases awaiting safeguarding support during the final quarter of 2022.
- The Norfolk Constabulary Legal Services team are delivering training to Operational Partnership and Beat Managers around the application and use of civil orders having already completed a similar input for frontline teams.

END.

Appendix A Overviews for each section of the report

Improving the provision of entitlements set out in the Victims' Code of Practice

- The Code of Practice for Victims of Crime (often referred to as VCOP or the Victims Code) is a statutory code that sets out the expectation of the minimum service level a victim should receive from the criminal justice system. In April 2021 a revised edition of the code was launched. The main changes included:
 - Rationalising the code to focus on 12 key areas or rights, for the victim.
 - Allowing the victim to decide the frequency around when they would like updates.
 - Ensuring a rationalisation of contact points so victims know who to speak with about their case.
 - Empowering officers and staff to have more discretion as to when it would be appropriate to record a Victim's Personal Statement (VPS).
 - A greater emphasis on explaining to the victim why a decision was made.
- Its introduction should drive up the standard of victim care offered by the police and other agencies involved in the Criminal Justice process.
- The data presented is the result of the current manual dip sampling audit process. The results are used to identify and address local learning with the eventual aim being to drive up standards across the board. There are a variety of audits undertaken across the organisation and results can vary so each data capture is a snapshot of the crimes reviewed in that period. However, performance oversight in time will improve in line with the work outlined below.

Deliver High Quality Investigations to Support the Right Outcomes for Victims

Overview

- The Constabulary has a long running investigations improvement plan called "Operation Investigate".
- The work was first originated in 2018/19 when the Constabulary recognised that with changes in the demography and training of front-line police officers aligned to changes in crime demand had left a knowledge and experience gap that needed to be addressed. Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) confirmed this issue in their 2018 PEEL inspection of crime data integrity.
- Since its start the work has evolved into a longer-term drive to improve the service to the victim as well as enhance the investigation opportunity at all stages of the process.

- Within this update the Constabulary will provide an update on the significant developments from the last quarter.

Improving Victim's Experience of the Criminal Justice System and Raise Confidence to Report Crimes

Overview

- The Joint Justice Command (JJS) oversees the management of victims and witnesses waiting to attend court.
- The JJS's Victim and Witness Care Team (VWCT) facilitate the support to ensure those involved in criminal cases receive dedicated and personalised contact as required.
- Each criminal case that goes to court is allocated to a Witness Care Officer (WCO), who will provide those involved with updates.
- If a person is required to give evidence at court, a WCO will provide practical assistance, such as help with transport.
- The team works closely with agencies such as the Crown Prosecution Service, Witness Service, and the Courts, and can refer victims and witnesses to other support options, for example those partners supporting young witnesses or domestic abuse victims.
- The data in the table provides a snapshot of the current workloads being managed by WCO's. Cases are allocated depending on whether, at the first listing in the Magistrates Courts, it is anticipated that the defendant will plead guilty, or not guilty or whether, because of the seriousness of the offence, the case will be heard in the Crown Court.

Safeguarding Vulnerable Victims of Crime and ASB

Overview

- In this section the Constabulary provides an update around its operational safeguarding procedures and practices that protect vulnerable victims.
- There brief is divided into two sections:
 - An overview from the Safeguarding and Investigations Directorate on their work around protecting victims of serious sexual assault and domestic abuse.
 - An update on how the County Policing Command (uniformed response and Neighbourhood Officers) respond to calls around anti-social behaviour and how they are managed.
- The data tables presented give an overview of demand and trend indicators across the various measures. Over time they will allow the Constabulary to monitor the allocation of resources and deploy additional support to areas of emerging or persistent risk.

- The Safeguarding and Investigations Directorate have oversight of the work around protecting victims of serious sexual assault and domestic abuse working closely with uniform colleagues.
- Specialist Officers are based within the Multi-Agency Safeguarding Hub (MASH) where Police and other partners including, Children and Adult Social Care, oversee the risk management plans around victims and offenders.
- The number of domestic abuse cases graded as high or medium risk is on the rise.
- The increase in disclosures under the Domestic Violence Disclosure Scheme follows an online application option having been made available and is an important tactical option in reducing future risk.
- Safeguarding work is always completed for high-risk cases on the day the matter is reported to police.
- A final risk grading is a subjective decision based on the experience of the assessor. The range of potential risk within the medium grading, and the volume of such cases, means that it has in the past been difficult to prioritise victims in most need of support within this cohort. In response the Constabulary has developed an automated system to identify cases with the highest number of risk factors that would indicate potential future escalation. This system is now used daily to ensure that resources are allocated to the most pressing cases.
- The Constabulary has worked very closely with the Office of the Police and Crime Commissioner (OPCC) and other partners to ensure the successful launch of the Norfolk Integrated Domestic Abuse Service (NIDAS). NIDAS is an innovation for 2022 bringing together victim support services across the county under one umbrella. There are two benefits to this approach:
 - After the initial assessment, it ensures that the most appropriate service is provided to the victim.
 - By avoiding the risk of duplication, that the team offer the service to its full potential, ensuring the maximum number of referrals can be supported.
- The Constabulary has created a Civil Orders Working Group to collate knowledge regarding the wide range of orders available to look to guide staff around best practice when advising victims.
- The Sexual Assault Referral Centre (SARC) continues its important work of delivering a service to victims of serious sexual assault from the initial point of contact through potentially to attending court. The service is built around the work of the Independent Sexual Violence Advocates (ISVA). Targeted work has taken place to improve the contact with harder to reach groups working with partners such as the Terrence Higgins Trust and the Norfolk LGBTQ+ Project. The team have also provided training to charities working within the Black Asian Minority Ethnic (BAME) communities.
- The increase in active caseloads within the ISVA service is a consequence of increasing numbers of offences reported to both police and the SARC,

exacerbated by court backlogs meaning that clients who require support all the way through to trial remain 'open' for a longer period than before.

- The County Policing Command (Safer Neighbourhood Patrol and Local Policing Neighbourhood Officers) respond to calls around anti-social behaviour and oversee how these types of incidents are managed.
- The Constabulary has a documented process map for addressing anti-social behaviour (ASB) to ensure staff have best practice guidance available to them when advising a member of the public.
- All calls to the Police Control Room regarding ASB are recorded and assessed. Those where there is a significant risk will be prioritised for an attendance.
- All reported ASB cases have a secondary risk assessment carried out by the District Operational Partnership Team (OPT) supervisors and the current policy is that any case that remains high risk following this secondary risk assessment requires immediate safeguarding and mitigation of the risk, which is then documented within the investigation enquiry log. It is then allocated within the OPT and managed with assistance from partner agencies and the Local Policing Neighbourhood Team.

| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | STATE 'YES' OR 'NO' |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Has legal advice been sought on this submission? | N/A |
| Have financial implications been considered? | N/A |
| Have human resource implications been considered? | N/A |
| Have accommodation, ICT, transport, other equipment and resources, and environment and sustainability implications been considered? | N/A |
| Have value-for-money and risk management implications been considered? | N/A |
| Have equality, diversity and human rights implications been considered including equality analysis, as appropriate? | N/A |
| Is the recommendation consistent with the objectives in the Police and Crime Plan? | N/A |
| Has consultation been undertaken with people or agencies likely to be affected by the recommendation? | N/A |

ORIGINATOR: Deputy Chief Constable Megicks

REASON FOR SUBMISSION: For Information

SUBMITTED TO: PCC's Accountability Meeting –April 2023

SUBJECT: Constabulary Update on Pillar 6 (Safer Stronger Communities) of the Police and Crime plan.

SUMMARY: The report sets out a short summary update of key Constabulary activity contributing to elements 1-5 of Pillar 6 of the Police and Crime Plan.

RECOMMENDATION:

The Police and Crime Commissioner is asked to note the report.

Overviews for each section are provided in appendix A

PILLAR 6: SAFER AND STRONGER COMMUNITIES

(1) Supporting Road Users to be Safer on our Roads

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|--------------------------------|------------------------------------------------|----------------|--------------------|-------------------|------------------------------------|-----------------------------------|
| Safer and stronger communities | Killed/Seriously Injured collisions | 395 | 357 | 385 | 10.6% | 2.6% |
| | Vulnerable Killed/Seriously Injured collisions | 198 | 180 | 194 | 10.0% | 2.1% |

Table 24: Killed/Seriously Injured and Vulnerable Killed/Seriously Injured

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021. The date range for the long-term average was 01/01/2019 – 31/12/2021.

- There has been a slight increase in Killed or Seriously Injured collisions (KSIs) when compared to the long-term average and an increase compared to the previous 12 months. The previous 12 months has also seen a slight increase in Vulnerable KSIs compared to the previous 12 months, and long-term average.
- During this quarter, Norfolk Constabulary has taken part in three NPCC led road safety campaigns, with the National Speed Operation taking place over two weeks in October from the 17th to the 30th, followed by the 'No Insurance' operation between the 21st and 27th of November. The speed campaign saw a total of 4,361 offences detected. The drink and drug drive campaign took place for the month of December with 875 vehicles stopped with 156 arrests – 59 for drug driving, 76 for drink driving, 12 failures to provide and 9 for being unfit through drink or drugs.
- Officers from the Roads and Armed Policing Team along with the Road Casualty Reduction Team have been engaged in multi-agency days of action. The teams were on the A11 in Thetford on the 13th of October and the A47 at Honingham on the 11th of November. During these two action days a total of 78 vehicles were stopped or brought into the check site. 49 Traffic offence reports were issued for several offences with three arrests made, two associated to drug driving, and one for producing a fraudulent driving licence. Five vehicles were seized.
- Norfolk Constabulary, in conjunction with key road safety partners is continuing to deliver road safety education to young people with 'blind spot' events, advising vulnerable road user groups of the dangers presented by larger vehicles. The Young Driver Education Coordinator continues to assist with this delivery in addition to Fatal4 education to young people aged 15-19 years delivering 52 sessions to 2,727 students along with 11 e-scooter presentations to 1,882 students.

Update on Fatal 4 enforcement

| 2022 | Driver using Mobile | Seatbelt | Officer detected speeding | Camera detected speeding | All other Traffic Offence Reports (Officer detected) |
|----------|---------------------|----------|---------------------------|--------------------------|------------------------------------------------------|
| October | 124 | 125 | 349 | 6123 | 683 |
| November | 82 | 51 | 130 | 4551 | 531 |
| December | 49 | 30 | 136 | 3865 | 482 |
| Total | 255 | 206 | 615 | 14539 | 1696 |

Table 25: Fatal 4 - Traffic Offence Reports (TORs)

- The table above sets out the number of traffic offence reports issued by uniformed officers during the fourth quarter of the calendar year. This shows a continuation of high levels of enforcement associated to fatal 4 offences, albeit a slight reduction against the previous quarter as the longer, winter nights arrived. Despite a decrease in fatal 4 TORs issued; this quarter saw an increase of over 160 TORs issued for other offences.
- Progressing into 2023 the Safety Camera Partnership will be incorporating Community Speed Watch data into an interactive computerised system along with other data sources, to better guide and direct enforcement activities around excess speed issues across the county.

(2) Working with Partners and Communities to Prevent Crime and Harm

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|--------------------------------|----------------------------------|----------------|--------------------|-------------------|------------------------------------|-----------------------------------|
| Safer and stronger communities | ASB Environmental | 610 | 617 | 921 | -1.1% | -33.8% |
| | ASB Nuisance | 7,522 | 7,533 | 8,750 | -0.1% | -14.0% |
| | ASB Personal | 1,911 | 2,115 | 2,866 | -9.6% | -33.3% |
| | Burglary Residential | 1,323 | 1,346 | 1,579 | -1.7% | -16.2% |
| | Solved | 125 | 107 | 139 | 16.8% | -10.1% |
| | - % solved | 9.4% | 7.9% | 8.8% | 1.5p.p | 0.6p.p |
| | Vehicle crime | 1,800 | 1,606 | 1,870 | 12.1% | -3.7% |
| | Solved | 124 | 155 | 180 | -20.0% | -31.8% |
| | - % solved | 6.9% | 9.7% | 9.7% | -2.8p.p | -2.8p.p |
| | Theft of Vehicle crime | 633 | 564 | 630 | 12.2% | 0.5% |
| | Solved | 66 | 81 | 89 | -18.5% | -25.8% |
| | - % solved | 10.4% | 14.4% | 14.1% | -4.0p.p | -3.7p.p |
| | Theft from Vehicle crime | 967 | 808 | 1,020 | 19.7% | -5.2% |
| | Solved | 35 | 60 | 68 | -41.7% | -48.5% |
| | - % solved | 3.6% | 7.4% | 6.7% | -3.8p.p | -3.1p.p |
| | Arson and Criminal Damage | 7,143 | 7,052 | 7,272 | 1.3% | -1.8% |
| | Solved | 795 | 739 | 853 | 7.6% | -6.8% |
| | - % solved | 11.1% | 10.5% | 11.7% | 0.6p.p | -0.6p.p |
| | Robbery | 353 | 309 | 357 | 14.2% | -1.1% |
| | Solved | 60 | 40 | 52 | 50.0% | 15.4% |
| | - % solved | 17.0% | 12.9% | 14.6% | 4.1p.p | 2.4p.p |
| | Hate crimes | 1,324 | 1,409 | 1,334 | -6.0% | -0.7% |
| | Solved | 198 | 156 | 169 | 26.9% | 17.2% |
| - % solved | 15.0% | 11.1% | 12.7% | 3.9p.p | 2.3p.p | |

Table 26: Neighbourhood crime (ASB by category, Burglary Residential, Vehicle crime, Arson and criminal Damage, Robbery and Hate crime)

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021. The date range for the long-term average was 01/01/2019 – 31/12/2021.

- There was an increase in ASB CADs in the very early stages of social lockdown (April and May 2020), and since then there has been a downward trend in ASB incidents for all categories. Volumes of all ASB types have decreased in the last 12 months compared to previous 12 months and long-term average, though these decreases are getting smaller compared to the previous reporting period (12 months ending September 2022).
- Operational Partnership Teams, (Police teams working alongside local authority partners) are actively engaged in tackling ASB and specifically focus on repeat victims, locations and offenders. During this period there has been training provided to these teams on the effective use of civil orders which can be used as a preventative tool and may have contributed towards reductions in reported anti-social behaviour.
- Volumes of all Neighbourhood crime reduced prior to the Covid-19 pandemic, and this was most prominent in Residential Burglary. This trend was also apparent nationally. Volumes of Burglary Residential have remained stable since the last reporting period (12 months ending September 2022) and the last

12 months is still showing decreases compared to the previous 12 months (a decrease of -1.7%) and the long-term average (-16.2%).

- There was also a downward trend in vehicle crime prior to the Covid-19 pandemic and this decrease became more pronounced through 2020. Volumes have been increasing in the last 12 months (12.1% compared to previous 12 months) but is still lower than pre-Covid-19 levels. Volumes in the last 12 months continue to show a decrease compared to the long-term average (-3.7%).
- Arson, Criminal Damage and Robbery offences began to increase in 2021 and into 2022 as social restrictions were relaxed following suppressed numbers during Covid lockdowns. Volumes of Arson and Criminal Damage in the last 12 months show an increase compared to the previous 12 months (an increase of 1.3%) and are only -1.8% below the long-term average. Robbery in the last 12 months is showing increases compared to the previous 12 months (an increase of 14.2%) but still shows a slight decrease against the long-term average (a decrease of -1.1%). What is pleasing to note is that the increase in volume of solved offences is proportionately greater than the increase in prevalence. Robbery offences are now being solved at a higher rate than the long-term average.
- Volumes of Hate crime increased following the commencement of social restrictions linked to Covid-19 and while volumes have fluctuated, since then they have started to return to pre-Covid-19 levels. Police officers and staff continue to encourage reporting from victims of 'hidden' crimes, and those from parts of the community who may not typically report crime.
- There has been a significant increase in the percentage of 'solved' Hate Crimes over the last 12 months and compared to the long-term average. This has coincided with a review into how Hate Incidents and Hate Crimes are recorded and investigated with a focus on investigative principles and identification of vulnerabilities. Hate Crime can be correlated to a rise or fall in community tensions but can also be considered an under reported crime so any increases or reductions must be viewed in context.

(3) Early identification and Diversion to the Appropriate Agencies for those suffering with Mental Health issues

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|--------------------------------|----------------------------------------------------|----------------|--------------------|--------------------|------------------------------------|-----------------------------------|
| Safer and stronger communities | Mental Health Act Assessments conducted in custody | 192 | 143 | 125 | 34.3% | Not applicable |
| | Athena investigations tagged for MH team to review | 10,608 | 8,042 | Data not available | Not applicable | Not applicable |
| | Persons detained under sec 136 | 463 | 625 | 564 | -25.9% | -17.9% |
| | Section 135 warrants executed | 62 | 77 | 69 | -19.5% | -10.1% |

Table 27: Mental health act (MHA) assessments in custody, Athena investigations tagged for Mental Health Team to review, Persons detained under section 136 and section 135 warrants issues

The date range for the Last 12 months was 01/01/2022 – 31/12/2022 unless otherwise stated. The date range for Previous 12 months was 01/01/2021 – 31/12/2021. The date range for the long-term average was 01/01/2019 – 31/12/2021.

- MHA Assessments in custody have continued to increase over the past 12 months. The Constabulary continue to work closely with our partner agencies via Urgent and Emergency Care Steering Group to ensure that beds are located, and individuals moved from custody to hospital as quickly as possible.
- S136 detentions and executed s135 warrants within the community continue to decrease. The reductions could be due to the Wellbeing Hubs across the county and Mental Health Joint Response Car becoming established. The car

is now operational seven days a week between 1400 – 0200 and is bolstered by an additional car at weekends. Wellbeing hubs are now operational 7 days a week with sites in Thetford, Aylsham, Norwich, Kings Lynn & Gorleston. Both services are receiving police referrals.

- Athena investigations reviewed by the Police Mental Health Team have increased over the last 12 months. All of these investigations are reviewed by a member of the team and emails sent to care teams or GP's where appropriate for early intervention where there are mental health concerns. The team also continue to deliver training fortnightly to frontline police officers with the focus being on crisis alternatives and the consultation with regards to the medical professional requirement of s136 MHA – which has seen a significant improvement and uptake.

(4) Promote Crime Prevention Initiatives

Continued, new or planned Crime Prevention Initiatives supported by Norfolk Constabulary during this quarter:

- In response to an increase in catalytic converter thefts, a prevention and awareness raising campaign has been implemented. Activity has included press releases, social media posts and specific crime prevention and target hardening measures at identified vulnerable locations. This work continues under Operation Postern.
- The Operation Bodyguard Police Support volunteers continue to support fraud victims across the county, including through the ongoing offer of fraud awareness talks to community groups.
- As part of the constabulary's Violence Against Women and Girls strategy, targeted patrols continue to take place in areas with the highest numbers of recorded offences, and the areas that the public have told us through the Street Safe online reporting tool that they feel most unsafe. In December, the Community Policing Team began delivering specific Safer Spaces operations in Norwich, Great Yarmouth, and Kings Lynn, engaging with the public and giving out wallet cards to raise awareness of the Government Enough Campaign and the Street Safe public reporting tool. These operations will continue throughout 2023.
- In October and November, the Community Safety Children and Young People Team supported Norfolk Fire and Rescue Service to deliver the Crucial Crew safety multi-agency education programme to 738 Year 6 pupils in schools across North Norfolk, and 351 Year 6 pupils in schools within the Great Yarmouth area. The team also hosted in October, two Hate Crime Awareness webinars for Year 6 pupils, reaching 1760 students. They also presented at the Norfolk Youth Advisory Board Anti-bullying conference in November.

(5) Increasing Volunteering opportunities within the Community to help Policing

| Area | Indicator | Last 12 months | Previous 12 months | Long-term average | % difference to previous 12 months | % difference to long-term average |
|--------------------------------|------------------------------------------|----------------|--------------------|--------------------|------------------------------------|-----------------------------------|
| Safer and stronger communities | Special Constabulary establishments | 177 | 177 | 184 | 0.0% | -3.8% |
| | Special Constabulary hours | 43,666 | 41,068 | 49,890 | 6.3% | -12.5% |
| | Special Constabulary duties | 6428 | 5833 | 7025 | 10.2% | -8.5% |
| | Special Constabulary events | 607 | 386 | 603 | 57.3% | 0.7% |
| | Police support volunteers establishments | 116 | 120 | 125 | -3.3% | -7.2% |
| | Police support volunteers hours | 10,650 | 8838 | 10,287 | 20.5% | 3.5% |
| | Police support volunteers duties | 2553 | 2153 | 2583 | 18.6% | -1.2% |
| | Police support volunteers events* | | | Data not available | | Not applicable |

Table 28: Establishments, hours, duties and events for Special Constabulary and establishments, hours and duties for Police support volunteers

*Police support volunteer events are not recorded.

The date range for the Last 12 months was 01/10/2021 – 30/09/2022 unless otherwise noted. The date range for Previous 12 months was 01/10/2020 – 30/09/2021. The date range for the long-term average was 01/10/2018 – 30/09/2022.

| Area | Indicator | April 2022 – December 2022 |
|--------------------------------|----------------------------------------|----------------------------|
| Safer and stronger communities | Cadet establishments (monthly average) | 114 |
| | Cadet hours | 465 |
| | Cadet duties | 176 |
| | Cadet events | 50 |

Table 29: Establishments, hours, duties and events for Cadets

| Area | Indicator | December 2022 | December 2021 |
|--------------------------------|--------------------------------------------------|----------------|--------------------|
| Safer and stronger communities | Community Speed watch - Schemes (current number) | 101 | 99 |
| | Community Speed watch - Members (current number) | 910 | 1002 |
| Area | Indicator | Last 12 months | Previous 12 months |
| Safer and stronger communities | Community Speed watch - Letters issued | 17,142 | 15,225 |

Table 30: Community Speed watch: Schemes, members and letters issued

Cadets

- The Constabulary's flexible and continuous recruitment process has led to an increase in the number of Cadets, even after multiple leavers in this quarter.
- There has been a steady increase in events and duties, however some units did more than others due to leader capacity being different in each Unit.
- All units attended Remembrance Day Parades in their District, laying wreaths, and marching alongside other uniformed services. Cadets went on street patrols at Halloween, provided assistance at local events such as RUN Norwich 10k, and attended a Norwich City FC match after being given a talk and tour on crowd safety. Cadets also helped raise money for the East Anglian Air Ambulance.
- Norfolk Police Cadets have networked with Youth Advisory Boards to ensure the Cadets across the county participate in having their voices heard on local decision making.
- Cadets have had workshops from the Drones department, the Dog Handling team and tours of the Police Investigation Centres (PICs).
- Future activities will involve outdoor education/team building days, cultural visits, social action and volunteering in the community at specific events.

Special Constables

- The establishment of the Special Constabulary has remained constant, and is only slightly below the long-term average, with 177 attested officers.
- In this reporting period, these officers have performed 43,666 hours for the constabulary, an increase from 41,068 hours in the previous reporting period.
- When compared with data for the previous 12-month period, there has been a significant increase in the number of duties that members of the Special Constabulary have performed, and the number of events that they have supported in this reporting period.
- Recent notable events supported by the Special Constabulary include Winter Court at Sandringham over the Christmas period.
- Recruitment of new Special Constables is a continual programme due to expected turnover. The Constabulary have recently refreshed its recruitment approach with the publication of new posters. This has seen early positive results, with good levels of interest from members of the public registering their interest for our future recruitment information events. Recruitment information events are planned for January and March.

Police Support Volunteers (PSV)

- Our Police Support Volunteers provide invaluable support to the Constabulary, delivering a broad range of activities including monitoring town centre CCTV systems, providing administrative support for Norfolk Neighbourhood Watch, looking after our Force Heritage collection, key functions which support the work of our Broads Beat Team, role playing in police officer training exercises, and transporting equipment and supplies across the county.
- Whilst the number of registered Police Support Volunteers has fallen slightly since the last reporting period, the number of hours and duties that our volunteers have completed for the Constabulary has increased significantly.

Community Speed Watch

- The numbers of Community Speed Watch (CSW) volunteers continue to increase since the last reporting period, with 910 members now registered compared with 874 in the previous reporting period. The number of schemes across the county has also increased, from 97 to 101. As a result of the work of these teams there have been 17,146 warning letters sent out to motorists. The work of the CSW schemes continues to guide and assist the safety camera partnership to proactively target speeding issues of public concern.
- During November 2022 there was a high level of engagement from the CSW teams for the NPCC Road Safety Week. With 54 Teams volunteering resulting in 681 warning letters being generated for the week and teams committing to 114.5 hours of volunteering.

END.

Appendix A Overviews for each section of pillar 6

Supporting Road Users to be Safer on our Roads

Overview

- The Constabulary will provide a summary of the police work undertaken to aim to reduce the number of Killed or Seriously Injured (KSI) on the county's road network.
- Data is monitored on KSI and on Vulnerable Road users as a sub-group (vulnerable road users are defined as pedestrians, cyclists, and motorbike/moped riders). Vulnerable road users form a significant percentage of the overall KSI figure.

Norfolk Road Safety Partnership

- The Norfolk Road Safety Partnership (NRSP) is a strategic alliance of key partners within the county that work together to support casualty reduction and promote safe use of the roads.
- Recently the NSRP has approved funding bids for the 2022/23 financial year supporting:
 - The Young Driver Education Co-ordinator (YDEC) post – This role focuses on delivering road safety awareness training in schools targeting 15–19-year-olds.
 - Road Casualty Reduction Team (RCRT) – A team of police motorcyclists prioritising work that targets education and enforcement with a focus on the safety of vulnerable road users.
 - Proposals to scope the delivery of a Commercial vehicle Unit (CVU) – A team of police officers prioritising work around education and enforcement concerning commercial vehicles (safe driving; safe carriage; safe condition; denying criminal use of such vehicles). Final quarter of this FY.

Early identification and Diversion to the Appropriate Agencies for those suffering with Mental Health issues

- The Constabulary has established both a strategic and operational oversight of the police response around mental health across the county.
- Strategically the Assistant Chief Constable for Local Policing sits as a member of the county level multi-agency steering group (Urgent and Emergency Care Transformation Programme Steering Group) with a work plan focused on improving the response and capability of mental health provision for the benefit of service users.

- Within the Community Safety Directorate, the Constabulary has a small Police Mental Health Team that oversee the day-to-day police response around mental health across the county. They work closely with officers and other agencies with the intention of looking to improve the service delivered to those in crisis.
- In addition, a team of qualified mental health nurses are based permanently within the Police Control Room providing live-time advice and guidance to officers who are dealing with persons experiencing mental health crisis as well as assisting in engagement with partner agencies.
- The data is used to track and review the policing element of the mental health agenda.

Increasing Volunteering opportunities within the Community to help Policing

Overview

- Volunteers provide valuable support to the Constabulary across a range of roles including those that carry warranted powers of a Special Constable (SC).
- Within this section the Constabulary will provide a short summary of key developments for:
 - The Special Constabulary – volunteer officers with warranted police powers
 - The Police Cadets – volunteer 13–16-year old's that help deliver policing initiatives
 - Police Service Volunteers – Those that work alongside officers and staff to assist a police department or team
 - Speedwatch – A volunteer team that help make the road network safer through educating the public about speed.

| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | STATE 'YES' OR 'NO' |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Has legal advice been sought on this submission? | N/A |
| Have financial implications been considered? | N/A |
| Have human resource implications been considered? | N/A |
| Have accommodation, ICT, transport, other equipment and resources, and environment and sustainability implications been considered? | N/A |
| Have value-for-money and risk management implications been considered? | N/A |
| Have equality, diversity and human rights implications been considered including equality analysis, as appropriate? | N/A |
| Is the recommendation consistent with the objectives in the Police and Crime Plan? | N/A |
| Has consultation been undertaken with people or agencies likely to be affected by the recommendation? | N/A |