

IAG Specified Information Audit Report

Background and purpose of the audit report

Police and Crime Commissioners (PCCs) are required to publish certain information to allow the public to hold them to account. The Police Reform and Social Responsibility Act 2011 requires an elected local policing body (the PCC) to publish any information specified by the Secretary of State. The Elected Local Policing Bodies (Specified Information) Order 2011 ('The Order') and amendment 2021, sets out the information which must be published. The Order ensures that PCCs will make available to the public information on:

- Who they are and what their role is
- What they spend and how they spend it
- How they make decisions
- What their priorities are and how they are performing
- Lists and registers

Since 2014 CoPaCC (Comparing Police and Crime Commissioners), an independent organisation established to monitor policing governance and compare PCC's, carried out annual assessments to judge whether the Office of Police and Crime Commissioners (OPCCs) fulfil their statutory obligations for transparency as required by The Order (also known as the Specified Information Order or SIO) based on the information published on their websites. Each year, the OPCCs who were judged as having reached a satisfactory standard were awarded the CoPaCC Open and Transparent Quality Mark. As of 2021 however, CoPaCC were no longer able to provide this service due to lack of funding.

With CoPaCC no longer carrying out their annual assessments, this left a gap in the independent scrutiny of the Office of Police and Crime Commissioner for Norfolk (OPCCN). To rectify this, the OPCCN created an annual auditing arrangement with members of its Independent Advisory Group (IAG) to ensure the office's ongoing transparency. The Home Office will also carry out assessments of the SIO's nationally. The IAG is a group of residents from different community backgrounds who share their views and advice with the aim of improving the quality of policing services. The diversity within the group and their knowledge of policing whilst remaining independent residents of Norfolk, makes the IAG members ideal candidates for carrying out an independent assessment of the SIO on the behalf of the OPCCN. For more information on the group please see here: [Independent Advisory Group | Norfolk PCC \(norfolk-pcc.gov.uk\)](https://norfolk-pcc.gov.uk)

IAGs Findings for 2025 - Overall summary and recommendations

Overall summary

The OPCCN website is well presented, easy to navigate and contains a large volume of useful information. With respect to the specific SIO information the vast majority was successfully found, and in most cases, it was relatively simple to find. There was an overall improvement on the quality and consistency of the website from previous year's audit. However, a few issues were identified:

1. There is still a level of inconsistency in how policies are presented and named.
2. Some of the information was only found via the SIO page – it would be helpful if the public knew the SIO page linked to information that allowed the public to hold the PCC to account.
3. Still some areas the website refers to the pronouns of the previous PCC.

Recommendations

1. Agree a standard approach to documentation that allows the user to know that the information on the website is current and when it will next be updated. Use the standard on all documentation.
2. Provide more details and transparency on financial decisions and whether they were value for money.
3. General upkeep of website, making sure links, programmes, meetings, wording and documents are up to date.
4. Increase in explanation around SIO and what it means so the public can better understand it and where information can be found.

Findings per section/IAG member

Section One - In relation to the relevant office holders of the elected local policing body

Audit Report Date: September 2025

Audit carried out by: Louise B

Section Content

- Name of relevant Office Holder
- Address for correspondence of each relevant office holder
- Salary of each relevant office holder
- Allowance paid to each office holder
- Register of interests
- Number of complaints brought to crime panel.

Section Findings

- PCC expenses only found on the SIO page.
- Complaints information not very clear.

Section Two - In relation to the staff (and, in relation to gifts and hospitality, also the relevant office holders) of the elected local policing body

Audit Report Date: September 2025

Audit carried out by: Louise B

Section Content

- the number of members of OPCCN staff
- Proportion of Staff
- Organisational Structure
- Job Title, Responsibilities and Salaries.

Section Findings

- Consider adding personnel names rather than just job roles onto the organisational chart.
- Gifts and Hospitality information found for the PCC but not the OPCCN office.

Section Three - In relation to the income and expenditure of the elected local policing body

Audit Report Date: September 2025

Audit carried out by: Juels C

Section Content

- Total budget of the elected local policing body
- The precept issued by the Commissioner
- Each anticipated source of revenue of the elected local policing body
- Proposed expenditure of the elected local policing body
- Annual investment strategy of the elected local policing body
- Each crime and disorder reduction grant made by the elected local policing body
- Each item of expenditure of the elected local policing body exceeding £500.

Section Findings

- Information presented clearly and meets the standard required.
- Found information easily, but on expenditure over £500 there's no information on whether programmes are Value for Money.

Section Four - In relation to the property, rights and liabilities of the elected local policing body

Audit Report Date: September 2025

Audit carried out by: Juels C

Section Content

- The identity of any premises or land owned by, or occupied for the purposes of, the elected local policing body
- A copy of each contract with a value exceeding £500 to which the elected local policing body is or is to be a party
- A copy of each invitation to tender issued by the elected local policing body in relation to a contract which the body expects will have a value exceeding £500.

Section Findings

- Couldn't find information and some was behind a login screen.

Section Five - In relation to the decisions of the elected local policing body

Audit Report Date: September 2025

Audit carried out by: Simon G

Section Content

- The date, time and place of each public meeting to be held by the elected local policing body
- The agenda for each public meeting held by the elected local policing body, and any report or other document that is the subject matter of an item on the agenda
- The minutes of each public meeting held by the elected local policing body, and of each meeting which is not a public meeting but at which matters of significant public interest arising from the exercise of the body's functions are discussed
- A record of each decision of significant public interest arising from the exercise of the elected local policing body's functions, whether made by the body at or as a result of a meeting or otherwise.

Section Findings

- No agendas and minutes found for the Strategic Deep Dive Workshops.
- Some links are out of date.

Section Six - In relation to the policies of the elected local policing body

Audit Report Date: September 2025

Audit carried out by: Simon G

Section Content

- The policy of the elected local policing body in relation to the conduct of relevant office holders, including procedures for the handling of qualifying complaints and conduct matters
- The policy of the elected local policing body in relation to the making of decisions of significant public interest
- The policy of the elected local policing body in relation to records management
- The policy of the elected local policing body in relation to the handling of qualifying disclosures.

Section Findings

- More consistency required in how policies are presented.
- Wording of section 6(d) doesn't make it clear that it's regarding whistleblowing.

Section Seven - In relation to the prevention of crime and disorder

Audit Report Date: September 2025

Audit carried out by: Simon G

Section Content

- A copy of any report required by the elected local policing body from the responsible authorities for a local government area
- Key national priorities for policing
- His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) Inspections and Reports
- Reporting in relation to complaints

Section Findings

- Most of the information was easy to find and it was all clear. Some of the documentation could only be found via the SIO direct link which I don't think is good enough - the general public won't understand that unless it is made clearer.
- The data appeared to be up-to-date.

Section Eight - In relation to the independent custody visitor arrangements

Audit Report Date: September 2025

Audit carried out by: Simon G

Section Content:

- Information as to the operation of the arrangements

Section findings:

- Data readily available and easily accessed under custody visiting, available on the “Get Involved” section of the website.

OPCCN response to the Overall Summary and Recommendations on page 2

1. This has been raised with the OPCCN staff. A policy template has been produced and as policy documents are reviewed and updated, this template will be expected to be used to create the required consistency. Regular compliance emails will be sent to OPCCN staff with a reminder to use the office naming convention when saving all documents.
2. Improvements have been made on the OPCCN website where the SIO page is now highlighted more, such as a large link added to the website's landing page. However, members of the OPCCN will discuss with its Communications Team how to make it more evident what the SIO page is and what information is held there to see what further improvements can be made.
3. Members of the OPCCN are currently working through the OPCCN website to check information, links and documents to ensure items are updated or removed as required. This includes references to the previous PCC, where a gender-neutral term may be more appropriate. Regular compliance emails will be sent to OPCCN staff with a reminder to review their respective areas of business and ensure that documents, links, and webpage information is up to date, as well as removing any information or documents that are no longer relevant in accordance with our website Retention Schedule.
4. Members of the OPCCN will look at solutions that will help make the SIO and what its function is more transparent, particularly around financial decisions and their value for money.

OPCCN Response to other comments and feedback from IAG

Sections One and Two

Section One

Expenses can also be found on the [‘Your PCC’](#) webpage, on the sidebar where documents are linked. These can be searched for in the document library as well.

The complaints webpage has been updated to make information clearer and easier to understand where information will be held.

Section Two

There is no statutory requirement to disclose the names of OPCCN staff members. While statutory officers and senior employees have consented to the publication of their names, the OPCCN has elected to display role titles rather than personal names in the organisational chart.

The Gifts and Hospitality register has been updated for OPCCN staff and as well as being accessible via the SIO page, this has also been added to the '[Office Team](#)' webpage for additional transparency.

Sections Three and Four

Section Three

Information regarding expenditure over £500 is provided by Norfolk Constabulary. Members of the OPCCN will have discussions with the Constabulary's Finance team to see if Value For Money information is available for this information.

Section Four

Information is readily available on the OPCCN website. However, the additional comments have been noted and fed back to the Senior Management Team. Additionally, where there is a login screen, this is for invites to tender, rather than for general access by individuals. Members of the OPCCN will review the wording on the website to ensure it is clear.

Sections Five and Six

Section Five

The Strategic Deep Dive Workshops don't have agendas and minutes available due to the sensitive nature and confidential matters that are discussed. The Performance and Scrutiny Manager will update the website to ensure clarity on this.

Any incorrect hyperlinks have been updated.

Section Six

The OPCCN now has a standard template for policies. As policies come up for review, staff should use the template to standardise the approach in how policies are presented.

Wording added to section 6(d) to make it more apparent that it is in relation to whistleblowing.

Sections Seven and Eight

Section Seven

Members of the OPCCN will discuss with its Communications Team to see if anything further can be done to further explain the SIO page on other pages of the website. Unfortunately, it is not possible to have separate pages for all the information that we are required to publish due to volume, so the SIO page is used to house some of this information as well as directing the public to relevant webpages.

Section Eight

No issues found – no further comment required.

Audit Conclusion

The OPCCN extends its appreciation to the Independent Advisory Group (IAG) for conducting a thorough and impartial audit of our website, and for providing extensive feedback and recommendations for improvement. We have already implemented several recommendations from this year's review and are actively addressing the remaining points. The OPCCN remains committed to ensuring transparency and accountability in its services to the people of Norfolk.