

**MINUTES OF THE PCC ACCOUNTABILITY MEETING
HELD ON WEDNESDAY 20TH OCTOBER 2021 AT 2:00 P.M.
VIA MICROSOFT TEAMS (VIRTUAL MEETING)**

1. Attendance and Apologies for Absence

In attendance:

Mr G Orpen-Smellie	Police and Crime Commissioner, OPCCN
Mr M Stokes	Chief Executive, OPCCN
Mr P Sanford	Temporary Chief Constable, Norfolk Constabulary
Mr N Davison	Assistant Chief Constable, Norfolk Constabulary
Mr E Bridger	Temporary Assistant Chief Constable, Norfolk Constabulary
Ms J Penn	Chief Finance Officer, OPCCN
Mr P Jasper	Assistant Chief Officer, Norfolk Constabulary
Mr M Cooke	Superintendent, Norfolk Constabulary
Ms N Atter	Corporate News Manager, Norfolk Constabulary
Ms S Lister	Director of Performance and Scrutiny, OPCCN
Dr G Thompson	Director of Policy, Commissioning and Communications, OPCCN
Mr J Stone	Performance and Scrutiny Manager, OPCCN
Ms S Crannage	Communications Officer, OPCCN
Mr J Mann	Performance and Scrutiny Assistant, OPCCN

Apologies for absence:

Mr S Megicks	Temporary Deputy Chief Constable, Norfolk Constabulary
Ms H Johns	Communications Manager, OPCCN

Before addressing the agenda items, the PCC advised that due to Covid-19 the meeting was to be conducted virtually and the recording would be available to be viewed on the Office of the Police and Crime Commissioner's website after the meeting. The PCC opened by explaining that public trust in policing would be a key theme of this meeting.

2. Declarations of Personal and/or Prejudicial Interests

There were none received.

3. To Confirm the Minutes of the Meeting Held on the 29th July 2021

Superintendent Cooke stated that a paragraph amendment to the financial section of the minutes has been submitted to the Performance and Scrutiny Assistant in the OPCCN for action.

The PCC stated that a question has been submitted for page 5 of the minutes which has been considered and actioned. The question was asked with more recent evidence, but the PCC does not propose to ask this again; however, one element was asked by the PCC as to how many police were dedicated to fraud. The ACC stated that the police service was structured in a national way to deal with fraud cases. Norfolk Constabulary does not have a small team dedicated to fraud but the ACC advised that Action Fraud exists to help combat fraud at a national level, acts as an initial inbox for all fraud offences in the UK and works with the City of London Police to review and disseminate fraud cases to local forces or the relevant organisation to deal with. Norfolk Constabulary additionally works with London police who specialise in fraud prevention. If there are Norfolk-based offenders, the case will most likely be sent to Norfolk Constabulary for action. The Eastern Region Special Operations Unit (ERSOU) will take on investigations into serious fraud cases and will aid Norfolk Constabulary in the response to this.

Norfolk and Suffolk Constabularies have a joint Cyber Command to work with local businesses and individuals to help prevent fraud. The ACC explained that the type of crime will determine what area in the Constabulary the case comes into for investigation, so there is not one single team that deals with fraud. The Constabulary has made investment into detective training to support fraud and financial investigations. The ACC stated that the Constabulary will always keep the structure under review and would consider different options depending on government and national direction.

4. Constabulary Covid-19 Update

The Temporary Chief Constable (T/CC) spoke to the agenda item.

The key points discussed were as follows:

The T/CC stated that there has been a significant recent increase in infection rates in Norfolk and nationally. Norfolk is slightly above the national average for the case rate in England at 424 cases per 100,000 people. The Constabulary is managing internal sickness levels with 49 members of the Constabulary isolating. It is believed that a majority had been contracted from kids in schools bringing it home to parents. The T/CC advised that the projection of cases were seen to be increasing with the Health Secretary holding a press conference later this day. The Constabulary will continue to be cautious and will review plans moving forward.

5. PAM Public Questions

The PCC stated that there were 23 questions submitted by members of the public, many of which relate to public trust in policing. He added that others relate to areas such as violence against women and girls, speeding, rural crime and modern slavery.

The PCC advised that one of the questions have been addressed already and one has been taken out and passed to the Constabulary as a Freedom of Information request. One relating to the police precept had been taken out due to the question being for the PCC to answer and not the Constabulary. The PCC added that he has forwarded this to the Police and Crime Panel who would hold him to account for the police precept. Some questions will be covered under later sections of the meeting and those not asked would be added to the PCC website with Constabulary responses.

Questions on public trust in policing:

- How many serving Norfolk police officers have convictions for sexual offences, sexual harassment or sexual misconduct?

The T/CC stated that no serving police officers in Norfolk Constabulary have convictions for these offences. He added that in the last five years, nine officers have received convictions for a range of offences, including fraud and driving with excess alcohol. None of the officers that received convictions are still employed with the Constabulary as they either resigned before hearings or were dismissed as a result of the hearing. The T/CC explained that the officer would be put on a barred list so they would be unable to join a different police force. He added that his position was that he would aim to remove the officer from the organisation as soon as possible.

- How many serving officers have convictions for Domestic Violence offences involving assaults against women?

The T/CC reiterated that no serving officer has convictions within the Constabulary.

- How many serving officers are currently under investigation for offences relating to sexual or domestic violence offences?

The T/CC stated that there were none.

- How do the police ensure the public are safe if some officers have allegations against them?

The T/CC stated that the Deputy Chief Constable (DCC) will make the decision if the officer is to be suspended from duties for allegations. Some allegations will be disproved or not have enough evidence to be proved. The public interest test will also be in the forefront of the DCCs mind when making any suspension decision.

- Question relating to a report in the media that Wayne Couzens and a Norfolk officer were involved in a WhatsApp group.

The T/CC stated that this was no more than an allegation at this time, the officer has been suspended and the Constabulary will await the outcome of the Independent Office for Police Conduct (IOPC) investigation.

- What training is given to officers on reporting misconduct by fellow officers? Have any officers been investigated for failing to report misconduct of fellow officers?

The T/CC stated that officers receive training on this topic and student officers receive an input on their second day. There is an anonymous line where reporting can be done, which followed an IPCC (Independent Police Complaints Commission) recommendation in 2012. This input is repeated at different levels in the organisation. The Constabulary is currently in the process of rolling out communications on conduct, values and standards. The T/CC stated that in the last five years there has been two investigations into failure for a member of staff to report. One of the cases is the one described earlier in the meeting and one in 2016 which the IPCC determined that there was no case to answer.

- How does the Constabulary reassure that the highest standards of recruitment and vetting are being used? Are officers deployed alone or in pairs? How can women trust that the Constabulary is taking steps to win the trust of women?

The T/CC stated that vetting and checks are done on entry to the Constabulary. There has been significant public commentary on the vetting processes which can overstate the role vetting can have. The T/CC stated that there are currently delays in vetting as the Constabulary do not compromise any processes. The Constabulary has refused 130 police officer applicants over the past two years through flags in the vetting processes, but vetting cannot predict what people will do in the future and so other measures are required. The T/CC stated that it was impossible to check every social media message as it would take too much time, but proportionate checks and searches are done. The Constabulary have an Anti-Corruption Unit and the staffing was increased this year. The unit proactively investigates all forms of staff behaviour. The T/CC stated that there is a strong women's network developed called The Forum which is another method to report.

The T/CC stated that officers are deployed both in pairs and single crewed as they do not have the resources to deploy double crewed officers and this is inefficient every time. The Constabulary will take a risk-based approach when deciding deployment methods. Wayne Couzens was on his own and off-duty when he committed his offence. There is clear guidance that if a member of the public is concerned with an officer when stopped, they can be directed to prove their intent and can prove this in several ways; such as calling another officer, meeting at a police station and they can put their radio on loud speaker to contact the Control Room directly.

The T/CC stated that the Constabulary aimed to win the trust and confidence of women. He added that he knew trust would not be built overnight, and the best response would be to provide the best possible service to victims. In addition to this, the T/CC spoke to over 290 supervisors over the last two weeks to set the high standards and values expected by the Constabulary. The Constabulary has signed up to the national Street Safe scheme launched by the Home Office which will inform the hotspot areas for the police to patrol where people do not feel safe. The Constabulary will also complete all actions provided from the National Police Chiefs' Council (NPCC) violence against girls strategy. Domestic Abuse continues to be prioritised and focus on perpetrators to complement the work to support victims. The T/CC stated that the Constabulary had recruited 40% female officers in the past year and aspire to get to a 50/50 figure. There are currently 775 female staff and 495 male staff, and 1,196 male officers and 557 female officers employed in the Constabulary.

- How many cases of violence against women and girls has there been in Norfolk in the last twelve months and how many have been convicted and prosecuted? How many have not, and why not?

The T/CC stated that he could provide the figures after the meeting.

ACTION 59 – T/CC Paul Sanford to provide the data on how many cases of violence against women and girls has there been in Norfolk in the last twelve months and how many have been convicted and prosecuted.

- There has been systematic misogynistic attitudes and behaviour and victim blaming. Are the Constabulary failing to protect and provide support for victims?

The T/CC stated that the circumstances around Sarah Everards' death were awful and added that policing has significant improvements to make. He stated that he recognises this and is committed to do what he can to improve matters. There is currently a significant problem in the UK with Domestic Abuse and the Constabulary doesn't dedicate more resources to any other crime type. The T/CC added that it was important to understand the causes behind abuse and education and schools were vital to this. The T/CC stated that cases of Domestic Abuse have a high bar set for conviction beyond reasonable doubt due to most cases being one person's word versus another. He added that officers do their utmost to present evidence to the best of their ability.

- Domestic Abuse figures are high currently, what priorities and training are given to this crime? What is being done to increase prosecutions?

The T/CC stated that he is fully supportive of the need to prioritise violence against women and girls. The Constabulary response to rape and Domestic Abuse is governed by command teams and performance is overseen by the T/Deputy Chief Constable at the performance boards. The T/CC stated that the construction of new hubs pulls together investigative resources to enhance capacity to perform digital investigations. The T/CC stated that Domestic Abuse training was standard for trainee student officers and repeat training would be available periodically for frontline staff when required. The T/CC added that Norfolk Constabulary were piloting a Domestic Abuse car that would be in Norwich and officers would be based on late shift duty in parts of the city where Domestic Abuse is most prevalent. The Constabulary relationship with the CPS was good, but the time taken to get cases to court were long due to Covid-19. The Constabulary are building Out of Court Disposals for lesser offences

with the aim to address further offending. Aim to see victims receiving a more victim-focused service and more offenders brought to justice.

- Police Officers are being asked to do a huge amount in their roles. Are we asking too much from them? Do they undertake sufficient training for all areas?

The T/CC stated that this was difficult as there are so many challenges that policing must face. Student officer training has been increased, but the Constabulary needs to be realistic in what information one person can absorb. The College of Policing has a role to play in providing some technology officers can use to learn from best practice to help them develop. The T/CC stated that current abstraction rates were due to the increased training requirements and would be over 50% soon. Additional professionalisation of the organisation had an effect on police visibility and there is a limit to how much training officers can take on. The PCC mentioned the Independent Office for Police Conduct impact statement which included over 400 pieces of learning for officers. This, alongside other learning requirements from other organisations, creates a huge amount of learning that officers are required to learn. The T/CC stated that the worst area hit for abstractions is neighbourhood policing. He added that HMICFRS are conducting an inspection into vetting, standards and violence against women and girls, the Metropolitan Police are conducting an internal review and the Home Secretary has announced a non-statutory enquiry into violence against women and girls. There is also a national strategy around this, and the Constabulary are committed to learn all lessons. The T/CC stated that clarity is needed around a Norfolk-focus message that can be conveyed wider in order to make a difference to policing.

- Would calling 999 be a viable option for witnessing hare coursing and fox hunting?

The T/CC stated that the Control Room will prioritise calls based on the circumstances. The Constabulary has been successful in dealing with hare coursing. The Constabulary have had successful prosecutions, have seized dogs and vehicles, have worked with neighbouring forces to make improvements and added that Norfolk had lower rates in comparison to other areas. The T/CC stated that the Constabulary had successful prosecutions would continue to put resource into that area. The T/CC stated that in terms of fox hunting the Constabulary occasionally get reports. Some groups use lawful activity and sometimes there is unlawful activity to disrupt hunts. The Constabulary will always try to resolve matters through engagement with the public and understands that this evokes strong feelings from

both sides.

- What can the police do to inspect containers to make sure stolen equipment doesn't leave the country?

The T/CC stated that there is a large volume of containers that leave ports daily and alongside the challenges of Brexit and the need for more HGV drivers, there is a challenge to police this. Nationally there has been a reduction in plant theft over the last twelve months. There is an operation focused on targeting agricultural thefts and police will work to target offenders based on intelligence-led work. The T/CC added that the Operation Moonshot Team continued to stop individuals on a regular basis in regard to thefts.

- What are the Constabulary doing to prevent modern day slavery?

The T/CC stated that Norfolk has a Missing, Adult Sex Work and Trafficking Team (MAST) established with training of officers across the county. The Constabulary has a good relationship with the Salvation Army and Children's Services to tackle this form of criminality. Modern Slavery is an issue in Norfolk the same as anywhere else in the country.

- Will the police equip police dogs with stab vests and goggles?

The T/CC explained that there was not a plan to do so in Norfolk, but they take the safety of police dogs seriously. The T/CC added that the body armour can potentially cause issues and would need to be explored to evaluate the use. The Constabulary were also looking into technological solutions in place of dogs such as drones deployed in place of police dogs for firearm situations.

- How do the Constabulary support ex-military veterans in custody?

The T/CC stated that whenever a detainee gets put into custody, they are asked whether they have served in the forces. If yes, they are asked to consent to being referred to Project Nova. There has been a total of 47 veterans who have been asked the question and 38% agreed. In addition to this there has been work on Out of Court Disposals in order to refer individuals to support them.

- There were two questions on the enforcement of 20 mile per hour limits and how the police enforce these zones. What is the difference

between a 20mph speed zone and speed limit?

The T/ACC stated that the police recognise that the local community has speeding as a high priority for them. The police will use data-led information to deploy resources and will focus on high risk sites. The T/ACC stated that there is an effective Safety Camera Partnership and a growing Community Speed Watch scheme which aim to inform police and aid with deployment. A speed zone and speed limit are different things. The T/ACC explained that engineering of the roads may help resolve issues in certain locations like schools. The Constabulary will complete safety assessments and deploy based on risk assessment outcomes.

- The T/CC stated that a question submitted on Community Speed Watch relating to repeat offenders and an upgrade of equipment could be answered outside of the meeting as there may be an internal policy matter.
- Do cyclists have right of way on pavements and what can the police do to enforce?

The T/CC stated that the Constabulary has the option to take action to deal with dangerous cyclists. Campaigns have been completed around cyclist safety. The T/CC stated that some pedestrian pavements can have cyclists on them which can cause issues and added that the Constabulary will act when it was appropriate to do so.

- Why do police not do something when cars block highways? The public understand that sometimes it might be a County Council issue but when would the Constabulary get involved?

The ACC stated that he led on work to decriminalise parking offences and transferred enforcement from the police to Norfolk County Council. The ACC explained that double and single yellow lines enforcement were not the Constabulary's responsibility to enforce. Police will, however, deal with dangerous obstructions to get vehicles moved, but they rely on members of the public to inform the police about the obstructions. There are routes to contact the police through the Neighbourhood Policing Team email, Safer Neighbourhood Action Panel meetings and the 101 number. The ACC explained that the main issue was in relation to schools and the first contact should be with the school itself then local authority partnership. He added that the police role in enforcing parking was very narrow and specific.

6. Police and Crime Plan Theme: 'Good Stewardship of Taxpayers' Money'

The Assistant Chief Officer (ACO) presented the report, which outlined the Constabulary's progress on the Strategic Objectives for Priority Seven of the Police and Crime Plan, the Estates Programme and the 2020/21 budget monitoring report.

The key points discussed were as follows:

The ACO stated that the budget report is based on information up to the end of the year period. The group is forecasting an underspend of £185k which is 0.1% of the total revenue budget and this was due to underspends from transport and some overachievement of income. This is offsetting a planned overspend on pay through recruitment of officers and the Police Education Qualifications Framework arrangements. The ACO stated that the Constabulary were planning to make £4m worth of savings this year and are on track to achieve this. £2m of the budget will slip into next financial year due to the building of Broadland Police Station.

The ACO stated that work on the Broadland Police Station is well underway and is expected to be completed and operational by November 2022. The Constabulary continue to collaborate with the Fire Service regarding estates and there is information in the report in relation to surplus buildings over the Medium-Term Financial Plan.

The PCC stated that the Constabulary were not meeting their targets for attending rural emergencies and asked if the 12.9% was beyond reach due to transit times. The ACC stated that the target is for 90% of emergencies to be attended within 20 minutes. He added that the Constabulary had capacity issues, but the increase in driver training would help to alleviate this. The ACC mentioned that the Constabulary were exploring whether the organisation can auto transfer grade A calls in the Control Room which would ultimately improve the response from the Constabulary. The ACC stated that the time recordings from officers who attend incidents are inputted manually which can lead to errors as officers are focused on the incident they are attending. A GPS system would work better and this, in addition to other improvements made by the Constabulary, should lead to improvements in meeting the targets.

The PCC stated that 68% of respondents in the public perceptions quarterly survey stated that police understood the issues affecting the community. The ACC stated that 4,500 people were surveyed which was more than the Crime Survey for England and Wales. The Constabulary have addressed issues through the 'Park, Walk and Talk' scheme, encouraging officers to make sure they have good engagement with members of the public and be more visible. Engagement Officers work with key individual networks within communities alongside conducting Safer Neighbourhood Action Panels to better understand local priorities. The Home Office 'Street Safe' website can be used dynamically to understand hot-spots and inform policing deployments. The ACC added that

achieving 68% of the survey is encouraging and mentioned that surveys are limiting to some degree but reassured that the Constabulary were addressing local issues.

7. Police and Crime Plan Theme: 'Increase Visible Policing'

The Assistant Chief Constable presented the report, which outlined the Constabulary's progress on the Strategic Objectives for Priority One of the Police and Crime Plan.

The key points discussed were as follows:

The ACC stated that the Constabulary always works hard to ensure local visibility and engagement and it is important to deliver this on behalf of the community. The Constabulary have a neighbourhood policing model and will continue to review engagement moving forwards. He added that Covid-19 had affected engagement from the Constabulary. The PCC asked if the direction of travel was for Engagement Officers to be staff and not police officers and if this defeated the purpose. The ACC stated that each district has an Engagement Officer who have a number of roles. The Constabulary has a commitment to recruit police staff Digital Officers to complement the work of the police officer Engagement Officers by professionalising the use of digital platforms in order to communicate with the public effectively. The ACC stated that the Constabulary are aiming to recruit in early 2022.

The PCC asked a public submitted question:

- Can the Constabulary increase the presence of officers on the beat and make this a 24/7 presence and work in pairs?

The ACC stated that there are over 100 Beat Managers dedicated to local communities in Norfolk. They develop relationships with individuals and businesses and deal with community issues. They conduct their work on foot, in vehicles and on bicycle patrol. He stated that there had to be a balance between the need to deploy and engagement with the public. The 'Park, Walk and Talk' scheme is being used to increase contact with the public. The PCC asked for the results of the scheme.
ACTION 60 – ACC Nick Davison to provide the PCC with the results of engagement through the 'Park, Walk and Talk' scheme.

The PCC asked another public submitted question:

- There are difficulties with contacting 101, what is the Constabulary doing to improve the service?

The ACC stated that there were many ways to contact the Constabulary and the public could contact the Control Room through 101, 999 and via email. The issues with 101 have been recognised and are being

addressed. The Constabulary have put in place a call triage system in the Control Room based on priority around threat, risk and harm. If a member of the public is waiting, they will be prompted with different ways they can contact the Constabulary as some calls can be answered quicker through email. The ACC stated that they are in a stronger position than 13 months ago and 80% of calls are now answered within 30 seconds and the number of abandoned calls is down from 12% to 3-4% over the same period.

The PCC asked another public submitted question:

- The police used to have a presence in schools but do not anymore, what are the Constabulary doing to re-establish a presence in every school?

The ACC stated that the Constabulary has police embedded in high schools across the county. There are 14 officers working across the schools to deliver programmes of work. He added that this was not a core police function, but the Constabulary did it anyway.

8. Police and Crime Plan Theme: 'Prevent Offending'

The Temporary Assistant Chief Constable (T/ACC) presented the report, which outlined the Constabulary's progress on the Strategic Objectives for Priority Four of the Police and Crime Plan.

The key points discussed were as follows:

The T/ACC provided an overview on Out of Court Disposals for low level offences and stated that the Constabulary had a modernisation plan moving forward. The Constabulary would focus on community resolutions and simple cautions in order to ensure reductions for repeat offending. The T/ACC stated that there was a Police, Crime, Sentencing and Courts Bill which mandated a two-tier approach and the National Police Chiefs' Council strategy which aimed for Constabularies to do this before 2025. He added that Covid-19 had delayed this, but work was still ongoing. Phase one went live in September this year in Great Yarmouth and will be subject to an evaluation at six months. Awareness training is delivered to practitioners to achieve standardisation for referrals and the Offender Diversion Team will advise practitioners. The T/ACC added that Red Snapper was providing a greater insight into victims' views and breaches of cautions and phase two would allow for the rollout to the rest of the county by April 2023.

The PCC asked what the Constabulary was doing to address the 62.3% increase in online crimes across Norfolk in the last twelve months. The T/ACC stated that this was a growing area of crime, it was not always suitable for

traditional criminal justice routes and with the backlogs of court cases there would be an opportunity to use Out of Court Disposals to assist. The ACC stated that work is being completed through partnership approaches such as the Community Safety Partnership. Public awareness and prevention are key areas addressed by the Constabulary and work was ongoing from the Cyber Fraud Teams aiming to reduce vulnerability.

The PCC queried what was causing the increases in recorded hate crime, especially in North Norfolk. The ACC stated that this was a complicated issue as hate crime is underreported, and so an increase indicates that public confidence in reporting has increased. He added that it was disappointing to see that people suffer from hate crimes. The ACC advised that there is a correlation between global events and increased rates in Norfolk. 'Stop Hate in Norfolk' is one way in which people can report hate crime and the ACC stated that the Constabulary would investigate and prosecute if necessary. The Constabulary works with partner agencies and encourages people to come forward and report hate crimes with information for the Constabulary to investigate. The T/CC added that there was a particular issue with the transsexual community in Sea Palling which was a driver for statistics of hate crimes in North Norfolk.

9. Emergency Services Collaboration Group Update

The T/ACC stated that there has been a paper circulated explaining the extent of collaboration between Norfolk Constabulary and Suffolk Constabulary. The PCC stated that he had no questions and was happy to note the paper.

10. Emerging Operational / Organisational Risks

The T/CC explained that this had been covered in the meeting but stated that violence against women and girls was a key issue at this time alongside rape and Domestic Abuse. There are challenges with the number of growing priorities for the Constabulary with a limit to resources. He added that some concern was had with street violence committed by a small group of individuals and the Constabulary were addressing the offending through planned operations. The T/CC advised that the challenges with night-time economy has returned as establishments re-open. The PCC stated that he was in constant dialogue with the T/CC about issues as they occur.

11. AOB

There was nothing discussed under AOB.

12. Date of Next Meeting

Wednesday 26th January 2022. The PCC will consider the meeting format nearer the time.



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Giles Orpen-Smellie
Police and Crime Commissioner



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Paul Sanford
Temporary Chief Constable