



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

MINUTES OF THE POLICE ACCOUNTABILITY FORUM MEETING HELD ON MONDAY 22ND MAY 2017 AT 5 P.M. IN THE LECTURE THEATRE, THOMAS PAINE STUDY CENTRE, UNIVERSITY OF EAST ANGLIA, NORWICH

1. Attendance:

Mr L Green Police and Crime Commissioner, OPCCN

Also in attendance:

Mr S Bailey	Chief Constable, Norfolk Constabulary
Mr N Dean	Deputy Chief Constable, Norfolk Constabulary
Mr P Sanford	Temporary Assistant Chief Constable, Norfolk Constabulary
Mr D Marshall	Superintendent, Norfolk Constabulary
Mr M Stokes	Chief Executive, OPCCN
Mr J Hummersone	Chief Finance Officer, OPCCN/Norfolk Constabulary
Ms S Lister	Director – Performance & Scrutiny, OPCCN
Mr J Mann	Performance & Scrutiny Officer, OPCCN
Mrs C Buckley	Business Manager, OPCCN
Mr M Barsby	Director – Communications & Engagement, OPCCN
Mr G Thompson	Director – Policy and Commissioning, OPCCN

Apologies for Absence:

Ms L Pepper Temporary Assistant Chief Constable, Norfolk Constabulary

2. Declarations of Personal and/or Prejudicial Interests:

There were none received.

3. To confirm the Minutes of the meeting held on 28th March 2017

The minutes were approved. The following updates were provided to the minutes and actions arising from 28th March 2017 meeting:

- The PCC observed that it had been requested at the previous meeting that trend lines would be incorporated into future reports, showing a meaningful comparison of data, i.e. data for all headliner crimes (violence,

motor vehicle crime etc) for the previous period(s). He highlighted that these had not been incorporated into the agenda paper at item 7. The Chief Constable drew attention to the Anti-Social Behaviour section of the report, which provided additional performance data but confirmed that future reports would include these comparisons. **Action: Future performance reports to include trend line data.**

- The PCC queried when the fifth Mental Health Nurse would be in place in the Control Room. The Chief Constable advised interviews were currently taking place and it was hoped the successful applicant would be in post by end-June 2017. The PCC requested sight of the job description for this role. **Action: The Chief Constable to provide the PCC with a copy of the job description.**
- The PCC queried when Body Worn Cameras and Drones would be rolled out. DCC Dean provided an update on mobile technology. He advised that in respect of Body Worn Cameras, there were 3 phases of implementation – Phase 1 would be complete early August 2017, Phase 2 would be complete by 28th December 2017 and Phase 3 would be complete by 23rd February 2018. Tendering for mobile devices would close on 31st May 2017 with a view to deploying mobile tablets by the end of the calendar year. Considerable progress had been made in respect of drones, with two drones purchased and the necessary operating permits obtained. Negotiations were taking place with partners regarding the deployment and sustainability of the drones.
- The PCC queried any progress in respect of the use of mobile fingerprint scanners. The Chief Constable advised two devices were on trial, which would conclude in February 2018. Once the trial had been concluded, analysis would be undertaken to establish the way forward.
- The PCC questioned the relationship between the Constabulary and local councils in respect of CCTV footage. The Chief Constable recognised that more and more CCTV imagery was being recorded, through such devices as go-pro, dash cams etc. The organisation was prepared to accept CCTV from private systems as evidence of crime and it was recognised that the organisation would need to think differently around the viewing and storage of the information. In respect of the relationship between the Constabulary and local councils, CCTV systems differed between Districts but there were good working arrangements in place across the county. The PCC queried whether a victim would have the right to view footage from the CCTV recordings. The Chief Constable advised this would vary on a case by case basis and would be required to adhere to Data Protection legislation.

4. **Police and Crime Plan Theme: 'Increase Visible Policing'**

DCC Dean presented the report, which outlined the Constabulary's progress on the Strategic Policing Objectives for Priority 1 of the Police and Crime Plan.

The key points discussed were:

- Strategic Objective 1 – ‘Increase the number of volunteers in policing’ – work in this area included the increase of Community Speed Watch schemes from 660 to 758, with two more teams of volunteers being trained. This increased the Community Speed Watch volunteers by a further 18 people. Neighbourhood Watch scheme numbers had reached 243 registered schemes, with 255 co-ordinators.

The PCC queried the geographical spread of the Speed Watch schemes and what progress had been made in respect of upgrading the cameras being used by the teams. DCC Dean clarified that the schemes were wide spread across the county, and was kept under constant review by Superintendent Buckley. In respect of the camera refresh, a number of new cameras had been procured following support provided by the PCC. DCC Dean expressed his thanks for the support provided by the PCC to the Speed Watch initiative.

The PCC queried any progress made regarding the neighbourhood alert system. DCC Dean advised the system was still being trialled across the county.

The PCC queried what funding provisions were made for the Neighbourhood Watch Scheme to have a presence at the Royal Norfolk Show to promote the Schemes. The Chief Constable was unaware of the current funding arrangements and agreed he would seek further details and report back to the PCC. **Action: The Chief Constable to i) establish funding arrangements for the Neighbourhood Watch Schemes and ii) ascertain if any funding provision for attendance at the Norfolk Show.**

- Strategic Objective 2 – ‘Increase opportunities for the public to engage with the PCC and police’ – work in this area included the appointment of seven Community Engagement Officers (CEO); one for each policing district in the county. Each CEO worked to a comprehensive plan to engage with local communities including Parish Councils and under-represented groups. A Local Policing Communications and Engagement Strategy had been implemented, setting out ways the Local Policing Command would engage effectively with the residents of Norfolk. The Independent Advisory Group had been reinvigorated and the Constabulary were working in close partnership with the PCC’s Office to develop the Group.

The PCC questioned whether the Chief Constable favoured Safer Neighbourhood Action Panels (SNAPs) or holding surgeries as methods of community engagement and whether there needed to be more interaction with District Councils regarding SNAPs. The Chief Constable clarified it was the responsibility of each District Commander to ensure there was engagement with their communities and each member of public had an opportunity to feed in their thoughts. This engagement could be via a

variety of mediums – SNAPs, surgeries, social media – and methods varied from District to District. The Chief Constable advised that the relationship between the District Commander and the local District Council Chief Executive and Leader was essential in allowing them to identify what methods of engagement would work best for their district. The PCC requested a report to be provided outlining what each District would be doing in respect of community engagement, i.e. SNAPs, surgeries etc. The Chief Constable undertook to provide that report at a future meeting.
Action: The Chief Constable to arrange for a report to be provided to a future meeting, outlining what each District would be doing in respect of community engagement i.e via SNAPs, surgeries etc.

- Strategic Objective 3 – ‘Bring the community, including for example young people, and the police together to develop more positive relationships’ – work in this area included the integration of both the Safer Schools Partnership and the Norfolk Volunteer Police Cadet Scheme into the Community Safety and Citizens in Policing Command. The Constabulary were also reviewing how it could best support the work of the Youth Parliament.

The PCC highlighted that Suffolk had Emergency Services Cadets. The PCC questioned whether the Chief Constable could see a similar scheme being introduced in Norfolk. The Chief Constable advised that Norfolk had a Police Cadet Force to be proud of. He would wish to maintain the integrity of that Force, which was making a difference to the young people involved. He advised an amalgamated Cadet Force with the Fire Service would not be appropriate.

The PCC identified that a Youth Commission, made up of 33 young people, had been created by the PCC’s Office and he questioned how the Constabulary would be involved with the Commission. The Chief Constable identified there were a number of areas where both the Youth Commission and Youth Parliament could be involved in, such as development of policy, the recruitment process of senior officers, and these opportunities will be explored as the Youth Commission developed.

The PCC questioned whether the Constabulary had a direct relationship with The Prince’s Trust. The Chief Constable advised the Constabulary had been heavily involved with The Prince’s Trust in the past but due to heavy demands on the Constabulary over the summer months, it was not feasible to allocate any resource to the Prince’s Trust for a couple of months.

- Strategic Objective 4 – ‘Give people an opportunity to influence policing priorities where they live’ – work in this area included a review of Community Engagement processes concurrent with the introduction of the Engagement Officers. A pilot on neighbourhood priority setting in Norwich had seen encouraging results.

- Strategic Objective 5 – ‘Increase public confidence and reduce fear of crime’ – work in this area included the establishment of a Norfolk 2020 Implementation Board which oversaw the 30+ work streams relating to the Norfolk 2020 review. A Strategic Profile for Professional Standards, outlining a number of key high level aspects such as the highest categories of complaints, trends etc was under review.

5. Police and Crime Plan Theme: ‘Prevent Offending’

DCC Dean presented the report, which outlined the Constabulary’s progress on the Strategic Policing Objectives for Priority 4 of the Police and Crime Plan.

The key points discussed were:

- Strategic Objective 12 – ‘Tackle all forms of violence and abuse’ – work in this area included the Prison Liaison Officers (based in the Eastern Region Special Operations Unit (ERSOU)) working with the integrated Offender Management Team. They actively managed Life Time Offender Management through the Organised Crime Groups Meeting process. The Constabulary had regular meetings with the National Police Chiefs Council Staff Officer to ensure it had an awareness of national work streams and local pilots regarding the National Child Abuse and Protection portfolio.
- Strategic Objective 13 – ‘Reduce the number of domestic abuse incidents’ – work in this area included the establishment of a survivor panel between the Constabulary and Victim Support Service which met on a quarterly basis. This Panel allowed victims of domestic abuse to provide feedback on their experiences of police response and service delivery. The Constabulary chaired the Domestic Abuse Perpetrator Scheme and two pilots of Caring Dads had been implemented in Great Yarmouth.

The report indicated that there were no funded perpetrator programmes in the county and the PCC queried whether this was correct. DCC Dean advised that the Caring Dads programme had been supported by the PCC and the Constabulary but the funding had ended. That programme was not a perpetrator scheme but a supporting fathering programme. The Constabulary was working with Ormiston Families as a referral pathway for perpetrators, which was being funded by Ormiston. Some funding had been set aside for local perpetrator programmes and Superintendent Julie Wwendth was working with the PCC’s Office to help use the funding for veterans.

- Strategic Objective 14 – ‘Continue to work in partnership to tackle anti-social behaviour’ – work in this area included the district based Operations Partnership Teams (OPTs) working closely with partners to reduce incidents of anti-social behaviour. A Positive Vouchers Scheme had been piloted in Breckland with good results and the Scheme was being revitalised and incorporated into daily business.

The PCC questioned what the revitalisation of the Positive Vouchers Scheme involved and whether there were plans in place to roll the scheme out countywide. DCC Dean advised that the scheme had initially been launched by Inspector Becky Cant within the Breckland District and a sum of £3,650 had been allocated to it. Having a sole point of contact within the district to administer the Scheme was problematic. Therefore, the decision had been taken to expand the administration across the Breckland District so the issuing of vouchers was shared and managed through daily business. The Constabulary would undertake a full evaluation of the scheme before it planned to roll it out countywide. The PCC requested an update report on this area to the next meeting. **Action: a report on the evaluation of the Positive Vouchers Scheme to be brought to the next meeting.**

- Strategic Objective 15 – ‘Reduce overall levels of reoffending by addressing the underlying causes through continued collaboration and new innovative responses’ – work in this area included the development of the Norfolk and Suffolk Integrated Offender Management Scheme from an acquisitive crime based scheme to one focussed on threat, risk and harm. A new approach to managing registered sex offenders had been piloted with some positive feedback from those involved. Plans were being progressed for wider roll out to other Local Police Commands.
- Strategic Objective 16 – ‘Reduce the number of first-time entrants into the criminal justice system, the number of young adults entering custody and reoffending rates of young people by prioritising support for vulnerable young people’ – work in this area included the Norfolk Youth Offending Team, in conjunction with the Constabulary, introducing a tiered triage scheme ‘*Challenge for Change C4C*’. This programme screened all young people who were on the verge of receiving a first youth caution and referred them to the Norfolk YOT for early help. The Safer Schools Partnership team had applied for Home Office funding to deliver a play to all the High Schools in Norfolk in relation to drugs, violence and Child Sexual Exploitation. The Liaison and Diversion team was moving to a further extended service to continue and maximise its work within custody.

The PCC sought clarification around the work of the Safer Schools programme. The Chief Constable identified that the initial purpose of the programme was to tackle crime and anti-social behaviour in schools, but the additional areas of vulnerability and exploitation were now being tackled. Norfolk was one of the few forces in the country who maintained a presence in the school environment and that would remain in place. Work was being undertaken to consider the viability of extending this programme into primary schools. The PCC queried whether the PCC’s office would have a role in the programmes. The Chief Constable would welcome any support the PCC’s Office could provide to enhance and complement the existing programme.

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

The Chief Constable and Chief Finance Officer presented the report, which outlined the Constabulary's progress on the Strategic Policing Objectives for Priority 7 of the Police and Crime Plan.

The key points discussed were:

- Strategic Objective 25 – 'Deliver an efficient policing service, achieving value for money for all Norfolk residents' – The Chief Constable advised that Norfolk was one of only two forces awarded outstanding in the Her Majesty's Inspectorate of Constabulary (HMIC) Police Effectiveness, Efficiency and Legitimacy (PEEL) programme. He advised the HMIC were visiting at the end of May to review the areas for improvement from the last 12 months. The Chief Constable identified he had launched Norfolk 2020 in Autumn 2015, which was developing a future model for policing and looking at how the Constabulary could deliver continuous improvement and greater efficiency.
- The report provided the PCC with a high level financial overview of spend against revenue and capital budgets for the year ended 31 March 2017 and the PCC noted the spending position for 2016/17 including the movements in the reserves. The PCC's Commissioning Programme had underspent by £400,000, but this would level out over the medium term. There had been a £1.4m overspend in operational policing, and £1m of this related to the higher than anticipated number of ill health retirements during the year.
- The PCC identified that the budget was forecasting a deficit of £3m by 2020/21 and he questioned how the Constabulary would bridge that gap. The Chief Constable advised that the three year Medium Term Financial Plan (MTFP) outlined how savings would be made year on year to bridge the gap. It was currently unclear whether there would be any changes to the Police Funding Formula or the completion of a Spending Review following the elections on 8th June 2017, which could impact on the projections.

7. **Norwich District Performance Overview**

Superintendent Marshall provided an update on performance in Norwich. He referenced the notes included in the paper.

The key points discussed were:

- Safer Neighbourhood Team priorities had been agreed at the local Safer Neighbourhood Action Panel (SNAP) meetings for the four areas of the District, namely Norwich West, Norwich North, Norwich East and Norwich South.

- At the beginning of 2017, the District trialled a different approach to community engagement and involvement, as it had been identified that traditional priority setting meetings had been poorly attended and therefore only a small sample of the community were choosing the policing priorities. Instead of the meetings, each Local Policing Command was developing a network of community stakeholders who would be contacted ahead of the priority setting process commenced to obtain their views. Such stakeholders included local councillors, local MPs, key community stakeholders (for example the UEA Students Union), active places of worship etc. Social media was used to obtain a community vote. During the period February 2017 to July 2017, a total of 25,660 people were reached, with 1059 votes received. It was acknowledged that there were sections of the community who may not have access to computers so this process would be complementary to other services.

The PCC praised the Constabulary on the excellent results with the priority setting process and requested that details of the best attended SNAPs in the county were provided to him via way of a report. **Action: The Constabulary to provide a report providing details of the best attended SNAPs in the county.**

- Norwich had seen a reduction in overall Anti-Social Behaviour (ASB) from 14,438 incidents in 2009/10 to 5,848 incidents in 2015/16, a reduction of 60%. This had been mainly due to the close working relationship developed between the Constabulary and local partners including the City Council and the Anti-Social Behaviour and Tenancy Enforcement (ABATE) team.
- To date, the Norwich Operation Partnership Team (OPT) had issued 18 Criminal Behaviour Orders (CBOs), which replace the previously issued Anti-Social Behaviour Orders (ASBOs). eight were issued for begging, two for sex workers and eight for street drinking/alcohol related. There were seven CBO applications pending, three for Begging and four for general/alcohol related ASB.


8. Emerging Operational / Organisational Risks

- The PCC highlighted that in a recent article within the East Anglian Daily Times, there had been 52 Norfolk forensic cases affected by potential manipulation of evidence at Randox Testing Services. The PCC sought an update on the current position. DCC Dean advised Norfolk and Suffolk did not contract direct to Randox, but their contract providers sub-contracted to Randox. Norfolk had 72 cases subject to scrutiny but only 13 cases involved a conviction being recorded. Three cases related to significant investigations but toxicology from Randox was not a significant part of the case. The threat level was low in relation to this abnormality. The PCC queried what quality assurance processes had been put in place. DCC Dean advised that the Joint Head of Forensic Services, Alan Gilbert, was involved in a National Gold Oversight Group and had good quality assurance management systems in place.

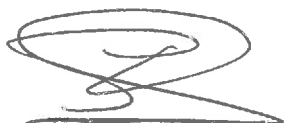
- The PCC queried how many public complaints were received in a year by the Constabulary. DCC Dean advised that during 2016/17 a total of 416 public complaints had been received. The PCC queried how many of those complainants appealed and how many appeals upheld. DCC Dean advised he did not have that information available but the information would be provided to the PCC outside of the meeting. **Action: Information regarding the number of appeals and appeals upheld to be provided to the PCC outside of the meeting.**
- The PCC highlighted that in the past twelve months, there had been 38 cases of lead theft from church roofs. He questioned how many of these cases had resulted in arrests. DCC Dean advised that the Constabulary had had a number of successes over the last few months whereby a local based criminal group had been found responsible for a number of the cases. The PCC questioned what efforts was the Constabulary making to tracking down those responsible. The Chief Constable identified there was a dedicated Police Constable responsible for oversight of the operational activity around theft of lead.

9. **Date of Next Meeting:**

Thursday 31st August 2017 – Venue TBC



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Lorne Green
Police and Crime Commissioner



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Simon Bailey
Chief Constable

