



# OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

**MINUTES OF THE POLICE ACCOUNTABILITY FORUM MEETING  
HELD ON TUESDAY 28 MARCH 2017 AT 5 P.M.  
IN THE COUNCIL CHAMBER, NORTH NORFOLK DISTRICT COUNCIL OFFICES,  
HOLT ROAD, CROMER, NR27 9EN**

**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 M Fawcett	Temporary Assistant Chief Constable, Norfolk Constabulary
Mr S Gunn	Superintendent, Norfolk Constabulary
Mr A Porter	Chief Inspector, Norfolk Constabulary
Mr P Davison	Community Engagement Officer, Norfolk Constabulary
Mr M Cooke	Superintendent, Norfolk Constabulary
Ms V Mistry	Corporate Communications, 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

**Apologies for Absence:**

Ms L Pepper	Temporary Assistant Chief Constable, Norfolk Constabulary
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**2. Declarations of Personal and/or Prejudicial Interests:**

There were none received.

### 3. **To confirm the Minutes of the meeting held on 30<sup>th</sup> January 2017**

The minutes were approved and the following updates were provided to actions arising from 30<sup>th</sup> January 2017 meeting:

- It was evident that the introduction of Community Engagement Officers was providing great benefits to the Constabulary. Their focus was to develop volunteers/cadets/the special constabulary, improve the response to neighbourhood watch schemes, develop community Speedwatch and engagement within the wider community.
- DCC Dean had reviewed access to the Operation Randall newsletter and there were no difficulties identified. In Norfolk there were 4,000 subscribers to the Police Connect system (used to generate the newsletter), with 2,000 of those specific to rural crime.
- The Chief Constable demonstrated the Constabulary was balancing technology and skills against demand, by giving details of the phased roll out of Body Worn Video, mobile working pilots, development of Automatic Number Plate Recognition (ANPR) and exploring the use of drones.

### 4. **North Norfolk District Performance Overview**

Superintendent Stuart Gunn provided an update on performance in North Norfolk for the past 12 months including current events. He referenced the notes included in the paper.

The key points discussed were:

- The response times for North Norfolk – 94% of Grade A calls had a deployment within the target time of 20 minutes and 95% of Grade B calls within the 60 minute target.
- The crime figures for the District. During the period 1<sup>st</sup> February 2016 to 31<sup>st</sup> January 2017, North Norfolk District had experienced the lowest level of acquisitive crime – for example, Burglary Dwelling was at 79, but 103 the previous period and Burglary non-Dwelling was at 132, but 178 the previous period.
- The work undertaken by the Community Engagement Officer, which included building relationships with local media, increasing Special Constabulary numbers, the recruitment of Police Cadets, developing Community Speedwatch schemes and improving the social media presence for North Norfolk.
- The level of marine crime experienced in North Norfolk and the work being undertaken to combat it.

- The crime figures within the North Norfolk District in comparison to the wider County figures. **Action: It was requested that future papers include trend lines to show what areas had seen an increase and what areas had seen a reduction.** It was queried what the greatest areas of reported crime were. It was identified that the types of crimes being reported had changed in the past 5+ years – with traditional crimes (for example burglary, theft of motor vehicle and theft from motor vehicle) being replaced by reports around vulnerability, domestic abuse and cyber crime.
- The PCC queried whether Operation Gravity had had any effect within the North Norfolk District in relation to drug offences. It was highlighted that whilst drug offences in North Norfolk had reduced (87 in last 12 months, 147 the previous 12 month period), this was likely due to the results being achieved within the Norwich area as opposed to a direct link to Operation Gravity within North Norfolk.
- The PCC queried how District Community Engagement Officers were keeping Parish Councils updated. The Chief Constable provided the PCC with reassurance that the Community Engagement Officers were providing monthly updates, based on clusters of wards, to every Parish Clerk within the county, so that the information could be presented at Parish meetings.
- The Police Connect system (an automated news update system) and the comparison with the Neighbourhood Alert system. The Chief Constable advised that the contract for the Police Connect system was due for renewal and the Force were in the process of trialling the Neighbourhood Alert system looking at the benefits of the system in comparison with Police Connect, with a view to making a decision on the way forward.

## 5. **Police and Crime Plan Theme: ‘Support Victims and Reduce Vulnerability’**

DCC Nick Dean presented the report, which outlined the Constabulary’s progress on the Strategic Policing Objectives for Priority 5 of the Police and Crime Plan.

The key points discussed were:

- Strategic Objective 17 – “Work to improve the overall experience and outcomes for victims and witnesses” - work in this area included the preparation of a draft Victim’s strategy and tactical delivery plan (both of which were awaiting approval from the PCC and Chief Constable). A Victims Hub was in development to support victims. Commitment had been given to supporting restorative approaches/community resolution with the provision of officers within High Schools using these techniques, training provided to officers on looked after children and Early Help and multi-agency partnership teams.

- Strategic Objective 18 – “Work in partnership to make those at risk less vulnerable to victimisation” - work in this area included the provision of the Safer Schools programme, working with the County Council to help identify the most vulnerable through data sharing and analysis of domestic abuse data. Support was being provided by Leeway and the Daisy Programme working with the victims of domestic abuse. The Missing People team within the Norfolk Multi-Agency Safeguarding Hub worked proactively to identify frequently missing people. Operation Encompass worked with the schools which were attended by a child who had been involved in or was present at a domestic, thereby ensuring that the school were being informed of the domestic occurring via their Safeguarding Lead so that additional support could be provided to the child.
- Strategic Objective 19 – “Work in partnership to deliver the most appropriate response to those in mental health crisis” - work in this area included introduction of a fifth Mental Health Nurse into the integrated mental health team in the Constabulary Control Room, the development of a suicide prevention strategy and suicide prevention conference.
- Strategic Objective 20 – “Work in partnership to reduce the impact of drugs and alcohol on communities, families and people at risk” - work in this area included the development of Early Help Hubs across all districts. North Norfolk and Broadland were working together under the leadership of T/Assistant Chief Constable Mike Fawcett. The Constabulary was fully supportive of Early Help Hubs to ensure that the vulnerable did not reach crisis point and ensure relevant support was available for those in need. The PCC queried the location of the Hub within the North Norfolk district and what police presence was provided. It was clarified that the Hub was based within the North Norfolk District Council premises and had police officers assigned to the Hub on a full time basis. It was queried what process was followed when a vulnerable person with mental health issues was arrested by the Police. A detailed explanation was provided about the process followed from arrest to providing the relevant support and the difficulties that may be experienced should the necessary support not be available.
- Strategic Objective 21 – “Support and encourage victims to come forward to disclose traditionally under-reported crimes including modern slavery, stalking and hate crime” - work in this area included the formal launch of a training package on vulnerability, strong links with organisations such as Freedom, around the areas of honour based abuse, forced marriage and female genital mutilation, Ormiston around child sexual exploitation and the Magdalene Group providing support for those who go missing, at risk of child sexual exploitation and those engaged in adult sex work.
- In respect of the rolling programme of Her Majesty’s Inspectorate of Constabulary (HMIC) inspections on crime data integrity, the PCC queried what the current crime recording rate was for the Constabulary in terms of crime data integrity. The Chief Constable advised that the HMIC had now completed one full cycle of data integrity tests. The Constabulary had

been given an original assessment of 87% compliance but following the most recent assessment, this increased to 95-96% compliance.

**6. Police and Crime Plan Theme: 'Deliver a Modern and Innovative Service'**

T/ACC Fawcett presented the paper.

The key points discussed were:

- Strategic Objective 22 – “Support the police by giving them the tools they need to fight and reduce crime” - work in this area included an increase in the Automatic Number Plate Recognition (ANPR) capability to increase visible policing, supporting the Evidence Based Policing and Early Intervention Fund bids for technical solutions to assist in reducing crimes and supporting victims and researching Drone technology with a view to piloting its use across the organisation. The PCC queried what the implications would be for the National Police Air Service (NPAS) contract with the introduction of Drones. The Chief Constable advised that the NPAS contract cost the Constabulary in excess of £300,000 per year and within the next five years, NPAS would also provide a drone service. The PCC queried what impact the movement of the NPAS from Wattisham to Boreham would have on the service provided to the Constabulary. The Chief Constable clarified that NPAS was a part of a wider group of assets at the Constabulary’s disposal, as they also had access to the Coastguard, Royal National Lifeboat Institution (RNLI), Norfolk Urban Search and Rescue and other third sector responders. The PCC queried what guidelines and standards the Constabulary had in place relating to privacy in the use of ANPR and Drones. The Chief Constable advised that privacy assessments were already in place regarding the use of ANPR and would also be put into place once Drones and Body Worn Video had been rolled out.
- Strategic Objective 23 – “Improve information technology network connectivity and invest in new technologies” - work in this area included trialling mobile technology solutions with a view to increasing officer capability to deal with issues out on the beat and the roll out of body worn video. The PCC queried whether mobile fingerprint scanners were being considered as 21<sup>st</sup> century policing tools. T/ACC Fawcett advised that two devices were on trial within the Safer Neighbourhood Team. Following the trial, analysis would be undertaken to establish the benefits to the Constabulary.
- Strategic Objective 24 – “improve information-sharing across partner agencies” - work in this area includes the improvement of information sharing between the Constabulary and Children’s Services via the Norfolk Public Protection Forum, the use of CCTV which was being reviewed by the Norfolk 2020 team to how this could be refined and the Athena Development Programme.

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

The Chief Constable presented the report.

The key points discussed were:

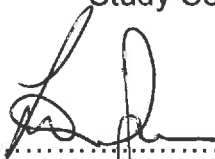
- The Constabulary had received an outstanding assessment from Her Majesty's Inspectorate of Constabulary (HMIC) on efficiency.
- Efficiencies were being achieved via advanced collaboration with Suffolk Constabulary, through the seven Force collaboration programme, which was recognised as the most advanced regional collaboration in the country, and working with other partners such as the Fire and Rescue Service.
- The PCC identified that despite a raise in council tax, there would still be a £3m shortfall. He queried how the Constabulary would close the gap. The Chief Constable advised this would be achieved by collaboration with Suffolk and the seven Force collaboration programme.

**8. Emerging Operational / Organisational Risks**

The Chief Constable advised that the biggest operational risk to the Constabulary at that time was Operation Gravity and the movement of drugs into the county.


**9. Date of Next Meeting:**

22nd May 2017 – 5 p.m. to 9 p.m. in the Lecture Theatre, Thomas Paine Study Centre, UEA, Norwich.



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Lorne Green  
Police and Crime Commissioner



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Simon Bailey  
Chief Constable