



3. **To confirm the Minutes of the meeting held on 31<sup>st</sup> January 2019**

The minutes were approved. The following updates were provided to the actions arising from the previous meeting:

- *'For the Chief Constable to send the business case on risks for Beat Managers and accessing training for Taser use.'* The Chief Constable stated that the risk assessment for Taser use had been completed
- *'For Norfolk Constabulary to provide quarterly figures to the OPCCN on officer injuries'*. The PCC questioned if police officers got a refresh on their first aid training and if there were any mental health first aiders in the Constabulary. The Chief Constable advised that the Constabulary was awaiting figures, Occupational Health provides support to officers in the Constabulary, there was training for new student officers and a clinical psychologist provides face-to-face support every six months for officers who have dealt with child abuse cases, which was a level of service not every force provided to its officers. He explained that a number of referrals had been made to mental health support services for officers who needed support and reiterated that Norfolk Constabulary ensured officer welfare was a priority. The Chief reported that officers went through mental health awareness training and the Learning and Development (L&D) department in the Constabulary were working on developing further mental health training for officers. He added there were wellbeing masterclasses given through Occupational Health for officers to attend and an intervention programme for officers that have dealt with traumatic cases or incidents. The Chief stated that he believed the level of support was adequate at this moment in time, but would continue to review to ensure this was the case moving forward
- *'The Temporary Assistant Chief Constable to report back to the PCC after meeting with senior managers in the Pupil Referral Units'*. The Temporary Assistant Chief Constable (T/ACC) advised that he had met with the senior managers and could report that they were happy due to the assignment of one Safer Schools officer in each of the two Pupil Referral Units. He then explained that the Constabulary would look into the replacement of the gap created by the movement of the two officers with recruitment underway for officers to be in place by September. The PCC stated that there had been misperceptions at the Q&A meeting that there had been a loss of officers in schools; however the T/ACC clarified that there were 14 dedicated Safer Schools officers and Beat Managers that would also have a role in working with schools in their areas
- *'For the Constabulary to produce a Business Crime Dashboard and T/ACC Nick Davison to share this with the OPCCN'*. The T/ACC advised that the Business Crime Dashboard had been created alongside the Rural Crime dashboard using Microsoft BI. He stated that he could share the hyperlink to the dashboard with the PCC to show him what had been produced so far

- *'T/ACC Nick Davison to find out how often the email located on the Operation Randall newsletter is used and report back to the PCC'*. The T/ACC reported that 37 emails had been received on the Operation Randall email account since July 2018. PC Armstrong's email details were also provided on the newsletter so people may choose that method, as well as face-to-face questioning at public meetings, and other modes of contact. He mentioned that the Constabulary Communications Team was working with citizens to redesign the newsletter. The PCC queried if the Constabulary was aiming to improve its real time exchange with members of the public. The Chief Constable stated that there had been a limited roll out of WhatsApp, but would need to use this conservatively as there were heavy fines that could be given by the Information Commissioner's Office in relation to data breaches. **ACTION 44: for T/DCC Paul Sanford to provide findings of the WhatsApp review to the OPCC**
- *'For the T/ACC to provide hare coursing figures at a future meeting'*. The T/ACC advised that the information had been collated and could be shared with the OPCCN. He stated that numbers had dropped from the previous year as 377 hare coursing Computer Aided Dispatches (CADs) had been recorded in 2017/18 compared to 287 recorded incidents in 2018/19. The profile of Operation Galileo had been raised through the proactive work of the Constabulary which has in turn reduced levels of hare coursing. The PCC stated that at the recent Q&A meeting there were concerns raised that members of the public did not see police officers as much as they would have liked. He asked if it was appropriate to advise them that they could become Special Constables, to which the T/ACC advised that it was and mentioned that employers would be able to give allocated time for Special Constables to perform their duties
- *'For the Chief Constable to look at provisions for providing churches with alarms that do not have them'*. The PCC stated that attacks on churches were still ongoing and he would speak to the diocese in regards to churches still at risk. The Chief Constable stated that this was problem solving at its very best and mentioned that the red risk churches had mostly been alarmed which had a great impact on reducing heritage crime. The PCC added that this was an investment to save and so the money spent on alarming churches would be saved by reducing police resources and time responding to heritage crime
- *'For the ACC to confirm the extension to the average speed camera location on the A149'*. T/ACC Nick Davison stated that a date had been given as the end of June for installation of the cameras. ACC Simon Megicks had spoken to contractors in regards to the section 50 agreements which allow them to complete street works and if all goes smoothly the end of June would be achievable. The PCC asked if KSI statistics could be provided for the A149 and the Chief Constable agreed the Constabulary could do this. **ACTION 45: For KSI statistics on the A149 to be provided to the OPCCN**

- *'For the T/ACC to provide the PCC with data from the week of Op Sceptre when collation has been completed'*. T/ACC Nick Davison stated that he was able to email figures to the OPCCN but could provide a verbal update at the meeting. He reported that there had been 263 knife seizures, eleven knife related arrests and 13 test purchases with two fails during Operation Sceptre. The PCC added that in terms of prevention, there was a four minute video addressing the dangers of knife crime that could be accessed by members of the public

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

The Chief Constable presented the report, which outlined the Constabulary's progress on the Strategic Objectives for Priority 7 of the Police and Crime Plan and the 2018/19 budget monitoring report. The report presented by the Chief Constable also included the latest Estates Strategy update at Appendix A and the performance measures for 'Good Stewardship of Taxpayers' Money' at Appendix B.

The key points discussed were as follows:

- the Assistant Chief Officer (ACO) Peter Jasper stated that the report showed the financial position of the Constabulary at the end of February. He stated that there had been an overspend of £40,000 against the total budget of c£160m which showed good stewardship of taxpayers' money. £5.4m had been spent on capital and slippage against the programme was in regard to estates schemes being re-profiled. The ACO stated that figures for the financial outturn report for the end of the year had been finalised (subject to audit) and added that a decision paper would be forthcoming in respect of the use of reserves for the Chief Finance Officer for the OPCCN and the PCC to approve
- the ACO stated that the Constabulary was in a good position financially but that there are still significant cost pressures for 2019/20 and the medium-term. He mentioned that the government's Comprehensive Spending Review would be helpful to have in place to allow for longer-term planning; however, it is likely the spending review will be pushed back at least a year and therefore we will get another one year settlement. The PCC questioned the £300k overspend in the report in relation to doctors/surgeon costs and what this included. The ACO clarified that this included costs to help victims obtain doctors statements and forensic costs which were led by operational demand. Also included in this overspend was interpreters for Police Investigation Centres and claims around insurance liabilities
- the PCC queried where the proceeds of crime go to when money from criminal activity is collected. The ACO stated that it was under a regional model, funds would be seized, banked and if there was a conviction some funds were returned to forces. Funds gained through this method would be

directed towards tackling economic crime; however it was mentioned that 50% of the total funds were given to forces and the other 50% was given to central government. The PCC queried if the burden on the taxpayer was increasing and the Chief answered stating that this was the case nationally

5. **Police and Crime Plan Theme: 'Support Victims and Reduce Vulnerability'**

The Temporary Assistant Chief Constable presented the report, which outlined Norfolk Constabulary's progress against Priority 5 of the Police and Crime Plan.

The key points discussed were as follows:

- the T/ACC stated that domestic abuse remains a prominent crime type, and this would be reflected in the Constabulary's Force Management Statement. He added that Norfolk police attended 21,077 domestic incidents in 2018/19 which was an increase of 4% when compared to the previous year, and 7,510 domestic crimes were recorded, an increase of 39%
- the T/ACC explained that there had been a pilot in Norwich where all domestic incidents were classed as urgent Grade B, which meant that they would be responded to within 60 minutes. The reasoning for this was that more and more appointments were being made in relation to domestic incidents and research had indicated that the longer domestic abuse victims were left before police engagement, the less likely they were to support investigations. An additional 500 crimes were recorded as a result of this pilot and so this was expanded across Norfolk
- the T/ACC reported that 90% of domestic incidents had been attended to on time by the Constabulary and victims were seen within 24 hours. He stated that the roll out of the pilot county-wide put pressure on Grade B attendance as the priority of domestic incidents had meant that other areas received a lower priority response. The T/ACC stressed that Norfolk Constabulary was still providing a quality service, the drops in other areas were not by much and the Norfolk 2020 Team were working with the Control Room to improve the service given to members of the public
- the PCC questioned if time spent on domestic incidents had a negative impact on officer workloads. The T/ACC stated that the Constabulary had to prioritise these incidents; however this would not affect officer workloads other than changing priorities. The PCC queried the process involved with the immediate support of victims of domestic abuse incidents. The T/ACC stated that Body Worn Video would help to support prosecutions and allow the potential for victimless prosecution to happen. The PCC asked that in terms of the victim being distressed and in need of support what would the Constabulary be able to do. The T/ACC clarified that all officers received training in relation to dealing with domestic abuse incidents and would behave with upmost professionalism when dealing with victims. Depending on the circumstances a

Sexual Assault Referral Centre (SARC) referral, or a referral to the Multi Agency Safeguarding Hub (MASH), could be made to help provide support to victims. The PCC requested for solved rates for rape offences to be provided to him at a future meeting. **ACTION 46: For T/ACC Nick Davison to provide solved rates for rape offences to the PCC**

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

The Assistant Chief Constable presented the report, which outlined the Constabulary's progress against Priority 6 of the Police and Crime Plan.

The key areas discussed were as follows:

- the Chief Constable stated that the national programme which would expand the use of Global Positioning Satellite (GPS) Tagging Technology on offenders in order to monitor their movements for a number of applications, was to go live next week. He added that he was not expecting significant numbers of offenders to be fitted with GPS tracking, the Ministry of Justice (MoJ) was leading on this and so the effect on the Constabulary was not expected to be substantial

## 7. **Emergency Services Collaboration Update**

- the PCC asked how progress was developing around emergency services collaboration. The Chief Constable reported that progress was steady but occurring with work taking place between the County Council and the Constabulary. He reported that the Chief Executive of the OPCCN was in constant dialogue with the emergency services and County Council and that progress was being driven through conversations between the services
- the PCC asked if the Chief had any concerns with the ongoing progress. The Chief assured that collaboration was moving in the right direction and the right actions were being taken to provide the best service for members of the public. The PCC queried if a safe service was being provided and the Chief stated that this was the case and would continue to review progress made by the emergency services. The PCC questioned what the pace of collaboration was with the Constabulary and the Fire Service. The Chief explained that he would continue to meet with the Chief Fire Officer and would deliver benefits in regards to collaboration between the two services

## 8. **Emerging Operational / Organisational Risks**

The Chief Constable outlined the emerging operational / organisational risks to the Constabulary, and gave updates on current processes.

- the Chief Constable stated that there had been a recent inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in regards to how forces were performing nationally and reported that Norfolk was one of the two forces to receive an outstanding grade in terms of efficiency
- the Chief announced that proactive work had been undertaken, there had been reductions in different crime types, including a reduction in hare coursing numbers, and that a meeting was to occur with rural farmers later in the week to discuss hare coursing and other rural crime matters. The Chief Constable also mentioned an increase in recorded proactive crimes. The Chief outlined the threat of County Lines offending and added that the issue could not be solved purely by arresting offenders in relation to County Lines and requires a whole system approach
- the Chief Constable stated that Norfolk Constabulary had a young workforce; however morale was good and Norfolk Constabulary had the 5<sup>th</sup> highest detection rate in the country. The Chief stated that there were ways the Constabulary could improve and develop the way they conduct investigations, but mentioned that the Constabulary was improving in areas such as answering 101 calls. He reported that there had been an increase of staff in the control room and stated that benefits were occurring as a result of the embedded policing model
- the PCC questioned if 40 additional officers had been recruited from the precept funding. The Chief Constable assured that plans were in place and officer numbers continue to grow. The PCC queried if the drone business case had been accepted by the Constabulary. The Chief agreed that it had and added that drone defence systems were implemented at Norwich airport

#### 9. **AOB – HMICFRS Inspection of Police Response to Fraud**

- the Chief Constable outlined there were 16 recommendations in the report. He stated that the recommendations targeted at Chief Constables were being addressed by the Constabulary. He stated that prevent tactics were in place, the Constabulary was complying with the victims' code and planned responses had been arranged in accordance with the mentioned recommendations
- the PCC stated that business fraud was an important element of the Constabulary business crime strategy and would need to be looked at in order to ensure the satisfaction of the business community. He added that it would be beneficial for the Constabulary to present information regarding their business crime strategy at the Business Crime Summit. **ACTION 47 – T/ACC Nick Davison to provide an update on business fraud to the Business Crime Summit**

10. **Date of Next Meeting:**

Tuesday 23<sup>rd</sup> July 2019 – 10:30am – 12:30pm in the Filby room, Building 1, Norfolk Constabulary, Jubilee House, Falconers Chase, Wymondham, Norfolk, NR18 0WW.



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Lorne Green  
Police and Crime Commissioner



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Simon Bailey  
Chief Constable