

between the values of the data. Therefore there were no trend lines included, as it would not add any value when representing the data.

- The PCC asked for an update on a previous action, which was for the Chief Constable to provide the PCC with a copy of the job description for the new Mental Health Nurse that will be in the control room. The Chief Constable advised that a copy of the job description had been sent to the PCC and the new Mental Health nurse was now in post.
- The PCC asked the CC for an update on how Neighbourhood Watch Schemes were funded. The CC advised that they were not police funded and would provide details to the PCC on this before the next PAF. **Action: for PCC to be provided with an update on how Neighbourhood Watch Schemes are funded before the next meeting.**
- Action from the 22nd May meeting to be carried forward to the next 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.**
- Action from the 22nd May meeting to be carried forward to the next meeting. **Action: a report on the evaluation of the Positive Vouchers Scheme to be brought to the next meeting.**
- Action from the 22nd May meeting to be carried forward to the next meeting. **Action: the Constabulary to provide a report providing details of the best attended SNAPs in the county.**
- At the 22nd May meeting the PCC queried how many appeals have been upheld from the 416 complaints received during 2016/17, with the action being: **Action: information regarding the number of appeals upheld to be provided to the PCC outside of the meeting.** The PCC received this information and the action can now be closed.

4. **Broadland District Performance Overview**

T/Supt Chris Harvey presented the report, which outlined the Constabulary's recent performance for the Broadland district. The report was submitted for information.

Key points discussed were:

- The demand calls for service between 1 July 2016 and 30 June 2017 – In the report it stated that the Constabulary took a total of 361,455 calls from the public, which is an average of 990 calls a day. These are split into 255 emergency calls (999) and 735 non-emergency calls (101).

The amount of emergency calls the control room answered (93,240) increased by 3.5% compared to the previous 12 month period. Averages of 115 incidents per day were attended. There are also a surge in calls between the months of May and July; an 18% rise.

The percentages of incidents attended were shown as a pie chart with public safety being the number one reason for attendance. Domestic abuse was the highest public safety demand, with 54 incidents being recorded each day (1% more than the previous year). This is a positive indicator that victims have increasing confidence in reporting these matters.

- Crime – In the report it was stated that the office of National Statistics recorded a 10.99% increase in crime across England and Wales. Norfolk specifically had a 5.57% increase in crime (an extra 7 each day) which equates to 138 crimes a day across the county.

The most significant rise in recorded offences was 'violence against the person' which increased by 17.7% nationally and 9% in Norfolk. This increase reflects a range of factors, including continuing improvements to recording processes and practices, expanded offence coverage and also genuine increases in some crime types. It was also noted that due to there being 5 mental health hospitals in the district of Broadland, these types of crimes could be reported more often.

- Broadland Demand – On average there are 89 calls a day relating to incidents in the Broadland district. Police attend an average of 34 a day, which is a 9% of the overall police demand for Norfolk.
- Police attendance to incidents in Broadland – There was a table provided that outlined the average times police attended Grade A (urban/rural), Grade B, Grade C and Diary responses.

This data was then elaborated on further by being split into specific incidents on a separate table. Domestic incidents were the highest number of recorded incidents in the Broadland area.

- Broadland Crime – There was a table outlining the levels of different crimes relating to the Broadland district. It also stated in the report that there was an increasing trend of recorded crime over the past 12 months.

During the 12 month period there were 1823 violence offenses recorded in the district. This was a 2.4% increase compared to the previous 12 months. Violence against the person amounted to 44.5% of recorded crime. This linked to improvements in recording processes and practices and expanded offence coverage.

- Inspector Brian Sweeney then gave an update to the current priorities for Broadland – The main priorities/issues raised were antisocial behaviour, speeding and parking offences. The specific key areas these offences occurred in were outlined in the report.
- Operation Einstein – The report outlined what Operation Einstein aimed to achieve. It outlined the work being done by the Constabulary and partners (with funding from the PCC) around church roof thefts. The report also outlined the thefts that have occurred specifically in the Broadland area.

- Antisocial behaviour success in Aylsham – The report outlined the work of PC Greig Shepherd around reduction of antisocial behaviour. There had been a 50% reduction in antisocial behaviour over the previous 4 months and Greig continues to provide high visibility patrols in the Broadland area.
- Engagement Officer – PC Andy Mason was introduced to the Police Accountability Forum and he outlined the work he does to engage with the Broadland community and his role in working with Aylsham Care Trust (ACT).
- Special Constabulary – The report stated that Broadland currently has 27 Special Constabulary Officers with the majority putting in more than the required hours each month. Special Sergeant Bill Grint has also been nominated for this year's Norfolk Safer Community Awards (NOSCAs) for Special Constabulary Officer of the year.
- The report also outlined the work of Police Support Volunteers, Volunteer Police Cadets, Neighbourhood Watch and Community Speed Watch. A few examples of the work done are the 191 Neighbourhood Watch Co-ordinators in Broadland working to set up new schemes, the Community Speed Watch engaging with 1081 vehicles and the new enquiry office at Reepham opening.
- District Commander's Vision – T/Superintendent Harvey set out the plan for his staff and partners to ensure the issues that matter most to the local communities are addressed and victims and families of victims are supported. He will also be looking at ways to target the misuse of drugs to help target antisocial behaviour and violence across the district.
- The PCC questioned where the data provided to Parish Councils by the Constabulary was located. CC Bailey clarified that the data was located on the police UK website and Parish Councils are contacted by officers to be provided with updates.

The PCC asked if that was what the Constabulary did previously, as police used to attend Parish Council meetings to provide updates. CC Bailey responded to this by stating that the Constabulary does this wherever there is volume and where there is capability; however the Constabulary cannot provide disaggregated data due to data protection issues. Clustering the data provided anonymity as the data provided would then be a generalised overview, rather than including specific incidents. The CC advised that 14 newsletters were produced on a monthly basis for the Broadland District

The PCC stated that there had been questions from Parish Councillors as to why they were no longer receiving the reports from the Constabulary, or not receiving the reports as detailed as they would like. CC Bailey responded to this by stating the budget has been reduced, and even more money needs to be found through savings due to the government announcing the 1% bonus in pay to police officers. So as PCSO numbers have reduced and priorities have shifted, their time is more efficiently used for reducing/fighting crime.

5. Budget Monitoring Report

The Chief Finance Officer gave a high level summary of the report which outlined the financial overview of the Group Revenue and Capital Budgets for the current year, 2017/18, and the forecasts for the income and expenditure to the end of the year based on the position at the end of July 2017.

The key points discussed were:

- The Constabulary are using reserves to deliver the Police and Crime Plan (PCP), and reserves would be at minimum levels by 2021.
- The Constabulary Operational Budget being under severe pressure – The pressure has arisen from operational and organisational demands. The operational demands included Operation Phonetic, which was the missing airman in Suffolk, and Operation Graduate, which was the murder of the elderly dog walker in East Harling.

The largest unforeseen organisational demand was ill health retirement costs; however there were other demands on the budget such as overtime levels. Such a significant variance at this early stage in the year means the Constabulary has put in place a cost reducing plan.

The overspend will have to be met from reserves. To try and reduce the overspend, specific areas will be targeted through the Constabulary's plan such as temporary staff arrangements, travel, accommodation, and others.

The PCC questioned why there was an increase in officers taking ill health retirement, and asked whether it was to do with stress related conditions. CC Bailey responded to this stating that it was more likely physical injuries such as back injuries that are causing ill health retirement to be taken.

The PCC queried what savings/efficiencies had been made to ensure that minimum levels of reserves are maintained. CC Bailey advised that a lot of the back office efficiencies that could be made have been made. He advised that the main savings lie within the control room, as the fire service, mental health nurses and domestic abuse advisors can be fully integrated there.

The PCC queried if there was more efficiency to be made with other Eastern Region Forces. CC Bailey outlined that work with Eastern region Forces is being done, however the savings will show during the medium to long term. The Athena system will present a new opportunity for savings between some Eastern region Forces.

The PCC questioned whether Norfolk Constabulary has enough resources to do its job effectively. CC Bailey responded by saying resources have to be prioritised. However as numbers had to be reduced, there are other ways the Constabulary can engage with the community, such as Community Speed Watch, Home Watch and the police cadets. CC Bailey stated he is doing his best to meet the PCC pledge to increase specials with 150 more uniformed officers. He also mentioned more efficient working through Body Worn Video

cameras and drones which have the potential to reduce the strain on resources. He also mentioned that the face of crime is changing with officers having to increasingly work on domestic abuse, child abuse and cybercrime cases, so he will need to look at the workforce mix moving forward.

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

CC Simon Bailey 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.' – CC Bailey advised that Norfolk was a top performing force, being in the top four performing forces nationally according to Her Majesty's Inspectorate of Constabulary's (HMIC) Police Effectiveness, Efficiency and Legitimacy (PEEL) programme. He advised that Norfolk was one of two forces receiving an outstanding grade for efficiency. He added that the Norfolk 2020 review is due to be launched in October 2017, and a meeting structure has been put in place to manage Areas for Improvement included in the HMIC reports.
- Strategic Objective 26 – 'Join up emergency services and identify opportunities for further collaboration'. – The Chief Constable advised that Norfolk Constabulary has one of the most advanced partnerships in the country with Suffolk Constabulary. The Constabulary is also involved in the 7 Force Strategic Collaboration Agreement, is partnered with the Fire Service and works with Norfolk County Council around Early Help. The Chief Constable also mentioned the sharing of estates with the Fire Service to become more efficient and cost effective.
- Strategic Objective 27: - 'Develop robust accountability frameworks and governance arrangements'. – The report provided the PCC with an overview of what work the Constabulary was doing around the objective. The organisation has worked hard with the OPCCN to recruit a more diverse and skilled Independent Advisory Group (IAG). The Constabulary has also appointed members of IAG to be a part of key meeting structures and to play a role in operational matters such as Stop Search. The report also outlines ways in which it scrutinises force performance such as Strategic Governance Board meetings and Police Accountability Forums

The Estates Update was attached as appendix A.

7. **Police and Crime Plan Theme: 'Support Rural Communities'**

The Deputy Chief Constable presented the report, which outlined the Constabulary's progress for Priority 2 of the Police and Crime Plan.

The key points discussed were:

- Strategic Objective 6 – ‘Prioritise rural crime with a great commitment to new ideas and joined-up approaches’. DCC Dean stated that the Rural Policing Strategy was launched in November 2016. The Community Safety and Citizens in Policing Command support the OPCCN in its membership of the National Crime Network. A tactical delivery plan has also been written and agreed with cross border forces, notably Lincolnshire, Cambridgeshire and Suffolk, for the purposes of joint action days to further the rural policing strategy. DCC Dean outlined that the Citizen in Policing Command’s dedicated Inspector and Sergeant had been responsible for implementing specific operations targeting rural crime.
- Strategic Objective 7 – ‘Increase confidence of rural communities’. DDC Dean highlighted that 24 members of the Special Constabulary have now been allocated to the Constabulary’s Rural Crime Force, specifically to police rural communities. The Constabulary communicates with rural communities using a number of forums, including social media and the Operation Randall newsletter which is disseminated through Police Connect, and is currently distributed to over 2,000 people on a weekly basis. The Constabulary’s Community Rural Advisory Group (CRAG) has also been created to support the OPCCN and hold regular meetings with key stakeholders and the rural community.
- Strategic Objective 8 – ‘Increase levels of crime reporting in rural communities’. The report outlined that a rural crime taskforce has been created within the Operational Randall structure, and has run social media campaigns. The Constabulary works in partnership with businesses to carry out initiatives which raise awareness of rural crime issues. The Constabulary also participates in national campaigns targeting rural crime, such as Operation Rogue Trader – the Constabulary’s response to cold callers and distraction burglaries, and Operation Alliance, a roads policing operation involving proactively stopping vehicles.

8. **Police and Crime Plan Theme: ‘Improve Road Safety’**

T/ACC Sanford presented the report, which outlined the Constabulary’s progress on the Strategic Policing Objectives for Priority 3 of the Police and Crime Plan.

The key points discussed were:

- Strategic Objective 9 - ‘Tackle dangerous driving through education and enforcement’. T/ACC Sanford outlined that Norfolk Constabulary regularly works with partners to improve road safety such as Operation Alliance at Thetford in June 2017. The large scale operation involved officers from Essex, Bedfordshire, Hertfordshire and Cambridgeshire, as well as the Driver & Vehicle Standards Agency, and other agencies. Recent work had also seen the launch of the ‘Dashcam’ project providing a forum for members of the public to highlight driver behaviour to the police, for positive action to be achieved. The project has received national interest and recognition of good

practice. T/ACC Sanford also outlined the week-long mobile phone campaigns in November 2016 and January 2017, and the work being done around Operation Close Pass, relating to the safety of cyclists on the county's roads, and the month-long drink and drug campaign resulting in 82 positive alcohol readings and 35 failed drug tests.

- Strategic Objective 10 – 'Reduce speeding in rural communities'. T/ACC Sanford outlined that the Community Speed Watch (CSW) scheme now sits within Citizens in Policing Command, with local delivery being co-ordinated by district based Community Engagement Officers. The Engagement Officers provide a link to various stakeholders, including the Safety Camera Team, Special Constabulary, Roads Policing and partner agencies, to ensure a collaborative approach.
- Strategic Objective 11 – 'Reduce levels of killed and serious injury collisions'. T/ACC Sanford stated that there are 5 dedicated Roads Policing Special Constabulary officers who work on the unit on a regular basis. The officers also participate in engagement events to assist in road safety education, such as the Porsche initiative and #Impact. The Special Constable also delivers their training to the new Community Speed Watch and Safer Neighbourhood Teams. T/ACC Sanford also highlighted that Norfolk Constabulary is an active member of the Road Casualty Reduction Partnership and outlined the work of the 'Fatal 4' Young Driver Education programme. The programme delivered 199 classes to a total of 132 schools in 2016/17.

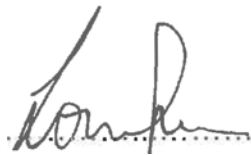
9. **Emerging Operational / Organisational Risks**

- The Chief Constable raised the issue of the strain of the budget which was both an operational and organisational issue. He outlined that the Constabulary was struggling to bridge the gap, with increased pressure from the announcement of the bonus 1% pay award for police officers nationally.
- The Chief Constable highlighted the issue of the Domestic Abuse agenda. As numbers keep growing there is more and more pressure for officers working in this area, for example the rape team may have as many as 20 cases each at a time to deal with.
- The Chief Constable also raised the challenge faced by the Cromer carnival weekend and how the community was affected. The PCC asked when the recommendations from the review commissioned, because of the incidents in Cromer, will be available. The Chief Constable stated that they will be available within the first few weeks of October.
- The PCC questioned if any lessons had been learnt already, before the recommendations are released to the public. The Chief Constable advised that information is already there to be included in the lessons learnt part of the review. The PCC also questioned whether there was any progress reports on criminality relating to Cromer, to which the Chief Constable advised that CCTV data is being analysed and processed, and will then lead to arrests where there is sufficient evidence.

- The PCC asked if the Chief Constable had any observations on the challenges posed by some travellers. The Chief Constable stated that every community has a small minority that have a criminal element to them and give the rest of the community a bad name. He also stated that it was a challenge to address the perceptions about the travelling community as it was a minority that caused the disturbance. He reiterated that there was not one law for one person and one for another and that when the review has been completed he will publicise the findings and recommendations.
- The Chief Constable also raised that there has not been disorder like the disorder in Cromer for years and so we all need to take it into context. The Chief Constable advised that lessons would be learnt and they will learn from their mistakes.

10. **Date of Next Meeting:**

Tuesday 14th November 2017 – South Norfolk, Venue TBC



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Lorne Green
Police and Crime Commissioner



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Simon Bailey
Chief Constable