



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

MINUTES OF THE POLICE ACCOUNTABILITY FORUM MEETING HELD ON WEDNESDAY 13 MAY 2015 AT 10 A.M. IN THE WROXHAM ROOM, JUBILEE HOUSE, FALCONERS CHASE, WYMONDHAM

1. Attendance:

Mr S Bett	Police and Crime Commissioner
Mr S Bailey	Chief Constable

Also in attendance:

Ms J McKibben	Deputy Police and Crime Commissioner
Mr N Dean	Assistant Chief Constable, Norfolk Constabulary
Miss S Hamlin	Assistant Chief Constable, Norfolk Constabulary
Mr M Stokes	Chief Executive, OPCCN
Mr J Hummersone	Chief Finance Officer, OPCCN/Norfolk
Constabulary	
Mr M Barsby	Business Manager, OPCCN
Ms S Lister	Performance and Compliance Officer, OPCCN
Mrs C Buckley	Senior Business Support Officer, OPCCN
Mr A Byrne	Chair, Norfolk Police and Crime Panel

Part 1 – Public Agenda

1. Apologies for absence:

Apologies were received from Mr C Hall, Deputy Chief Constable.

2. Declarations of Personal and/or Prejudicial Interests

There were none received.

3. To confirm the Minutes of the meeting held on 20 March 2015

Ms McKibben advised that she was aware that in relation to the action contained within item 4, page 4, regarding the Local Organised Partnership Board, the PCC had still not received any invitation to or update regarding this Board, neither had they seen the Serious and Organised Crime local profile mentioned at the last meeting. Mr Bailey reassured Ms McKibben that the profile would be with the PCC's office by close of play that day and that the PCC would be invited to attend future meetings of the Board.

The minutes of the 20 March 2015 meeting were approved.

4. Budget Monitoring Report FY 2014/15 – as at end of February 2015

Action

Mr Hummersone presented the budget report, with specific reference to the following:

- a) Based on the position as at 28 February 2015, the total Revenue Budget was forecast to underspend by £0.724m at year end, which meant the planned withdrawal of reserves of £2.403m could be reduced by that amount, to a total of £1.679m.
- b) At month 10, the forecast underspend was £0.646m.
- c) All areas of spend had been scrutinised to realise savings where can and every vacancy was being reviewed to establish whether it was essential to recruit to it with a view to reducing the number of future redundancy costs. Redundancy costs during 2014-2015 had totalled £0.40m.
- d) Operational income was forecast to overachieve by £0.790m in relation to charges to other police bodies for training and mutual aid; additional interest due to further fixed term deposits; additional grants and partnership funding which is offset by expenditure, a Home Office grant reimbursement for policing the NATO summit, under-recovered income from the private servicing of vehicles and income from the Proceeds of Crime Act. Mr Hummersone advised they were looking at how to budget for Proceeds of Crime Act receipts as it was an extremely volatile income stream. **Mr Bett queried whether it was known what the force were hoping to receive, what relevance and how the force get the money. Mr Hummersone did not have those details to hand but would provide the PCC with details outside of the meeting.** JH
- e) Salary and staffing costs – Police officer pay was forecast to overspend by £0.881m with the main reasons relating to changes in the police officer strength projections and the salaries and allowances of officers seconded to ERSOU being funded by contributions. Police staff pay was forecast to underspend by £1.268m. The main reasons related to the underspend caused by the reduction in PCSO strength given PCSOs had been invited to apply for roles as constables as part of the strategy to achieve the savings required in future years by reducing PCSO numbers, underspends on staff salaries within departments and a forecast overspend on staff overtime. Ms McKibben queried whether there was an accounting issue in respect of ERSOU. Mr Hummersone provided clarification with regards to the way that the ERSOU contributions are dealt with. He advised that there were instances where other forces were double counting staff. **Mr Bailey reassured Ms McKibben that he would arrange a check on the Norfolk figures to ensure there was no double counting taking place and provide a paper to the next PAF meeting in relation to ERSOU and how the staffing figures were represented.** SB
- f) Capital Spending – the PCC had approved an initial capital programme of £3.103m for 2014/15 and subsequent approval had been given for the additional sums of £3.205m (from the review of the 2013/14 outturn) and £1.179m to be added into the programme. Mr Hummersone identified that

there were a number of further schemes which now required the PCC's approval as indicated within the report. The forecast spend from Capital was £6.520m (86.5%). Mr Bett raised a query in relation to the overspend highlighted on the ERP Project as he was under the impression this was being delivered on budget. Mr Hummersone advised that was a £0.500m contingency approved and at present the force had not yet had all costs come through, but reassured the PCC that they would be within budget including the contingency.

- g) The Safety Camera Partnership forecast a surplus of £0.655m which was mainly due to the higher volumes of people undertaking speed awareness courses. It was highlighted that due to such large surpluses, some financial planning was required to assist the Partnership with timely investment decisions. Miss Hamlin advised that the Safety Camera Partnership Oversight Board had met the previous week and had agreed the spend for the forthcoming financial year and at the next meeting of the Oversight Board they would have developed a 3-5 year plan.

The PCC noted the report and approved the following recommendations:

- a) *The additions to the Capital Programme, giving an amended Programme totalling £7.536m for 2014/15 as follows:*
- *£0.031m (£0.062m joint) to be advanced from the 2015/16 programme for the police pension scheme funded by revenue contribution*
 - *£0.018m for the 4G MIT Radio Frequency Project funded from the College of Policing.*

5. **Strategic Performance Overview**

Mr Bett identified that crime figures released by the Office for National Statistics identified that overall crime in Norfolk had risen by 14% with the biggest increases in sexual offences and violence offences. He asked Mr Bailey to expand on this area.

Mr Bailey sought to put the increase in context in terms of reported crimes. Norfolk continued to be the safest force in the region. He gave an overview of the figures as follows:

- Burglary Dwelling, there were less than 4 per day in the whole county
- Burglary Non-Dwelling, less than 6 per day
- Violence – less than 11 per day
- Robbery – less than 1 per day
- Theft of Motor Vehicle and Theft From Motor Vehicle – less than 1.2 a day
- Priority Crimes – less than 28 per day.

With a population of approximately 860,000 plus visitors to the county, these were not high figures, and Norfolk remained a safe county and that would be the message Mr Bailey would be providing to the Media after the meeting. The force were 96% compliant with NCRS and Mr Bailey advised that with other requirements placed on them, the force would not be able to reach 100% and the HMIC were aware of that. There was little doubt that NCRS had played a key role in around 10% of overall increases in recorded crime stats and this had been as a result of incidents such as malicious telecommunications, children shoving each other in the playground, for example, being classified as crimes and recorded as such. Mr Bailey advised that add into the equation the reassurance that without a doubt, victims of abuse, whether it was adult abuse, child abuse, domestic abuse, had far greater confidence in coming forward and reporting incidents.

Mr Bett thanked Mr Bailey for providing him with these reassurances, and he felt it would be important to clarify to the public what constituted a volume crime and what would be recorded as soon as possible so that they were able to put that into context when figures were published in the future. **Mr Bailey agreed to arrange for his analysts to produce this document and ensure there was the necessary media coverage provided by the end of the following week.** SB
Ms McKibben highlighted that it would be useful to include in future performance monitoring reports a breakdown of volume crime categories in order to be able to see increases. **Mr Bailey advised he would establish what information could be provided to cover this aspect in future performance reports.** SB

Mr Dean presented the report to the meeting, which outlined performance exceptions for the twelve months to 31 March 2015 with specific reference made to the following:

- a) Priority Crime – the Constabulary had recorded 4.7% (420) more of these crimes than in the previous twelve months. The largest increase was recorded in Breckland where priority crime rose by 28.9% with the most significant increase being in recorded violence.
- b) Anti-Social Behaviour (ASB) – the Constabulary had recorded 11.4% of 3224 fewer ASB incidents in the last 12 months.
- c) Killed or seriously injured (KSI) – there had been 361 KSI collisions over the past 12 months which was an increase of 5.6% (19 collisions) compared to twelve months previously. Ms McKibben queried what progress had been made in the development of a motorcycle enforcement unit. ACC Hamlin advised that approval had been given to the creation of this unit and Chief Inspector Spinks would be leading on this and it was hoped to be up and running within four to six weeks time.
- d) There had been a 41.4% reduction in priority offences committed by offenders on the Integrated Offender Management (IOM) 180 Norfolk Scheme. There were 731 priority crimes committed by 180 Norfolk offenders pre-adoption onto the scheme, against 428 post adoption.
- e) Serious Sexual Offence Detections – The detection rate achieved was 29% (307 detections and 1059 crimes) which is 2.5 percentage points lower than the same time the previous year.
- f) Satisfaction – The rolling twelve month satisfaction rate to the end of February was 78.1%.

- g) Violent and Sexual Crime within Key Night Time Economy Areas – during the past twelve months there had been 533 offences, an increase of 26 offences (5.1%) when compared to the twelve months prior.
- h) Domestic Abuse Detection Rate – The detection rate achieved was 43.9% which was 6.9 percentage points lower than the same time the previous year. Domestic abuse was considered an under-reported crime type and there had been an increase in recorded domestic abuse offences of 34% which was 300 more crimes detected in the last year than the twelve months previous. This represented a notably increased workload for frontline staff.

Ms McKibben queried when the Force expected to see demand for reporting Serious sexual Offences/Domestic Abuse offences level out and whether there were sufficient resources in place to deal with the current demand. Mr Bailey advised that he did not anticipate demand levelling out soon as not only were the Force dealing with the reporting of new cases as a result of publicity from cases such as Savile, Harris and Clifford, but historic cases. In relation to resourcing, the units were at capacity and would always be busy, but ACC Dean and the Head of the Vulnerability Department, Detective Superintendent Julie Wvendth, were constantly monitoring the pressures. Mr Bailey gave an overview of the resourcing he had in place to cover the demand.

Ms McKibben queried whether Mr Bailey felt confident that the CPS were putting significant resources in place to work with him in the area of RASSO. Mr Bailey advised he had regular discussions with the Director of Public Prosecutions Office regarding RASSO and they (the CPS) were looking at how they would deal with the explosion in sex crimes being reported.

Mr Bett highlighted that within the report, the constabulary mentioned working with the newly formed Vulnerable Road Users Group on a plan as part of the Norfolk Road Casualty Reduction Partnership. He queried when the Constabulary expected these plans to be made available to the PCC. ACC Hamlin advised that Chief Inspector Chris Spinks, the Head of Roads Policing, and his team were in the process of drawing up these plans. **ACC Hamlin would confirm the timescales for this work with the PCC as soon as she was in a position to do so.**

SH

Mr Bett queried whether progress made by the appointment of the RASSO lawyer in the Rape Investigation Unit be provided in future performance papers. **Mr Bailey advised he was not yet receiving such data, but once this information was made available to him, he would ensure that it was included in future performance reports.**

SB

The PCC noted the contents of the report and praised the Constabulary's progress.

6. Human Resources Update

Mr Bailey presented the report which provided an update on the Constabulary's sickness performance; an overview of establishment, strength and recruitment profile, course attendance rates and e-learning compliance rates; a profile of Fairness at Work (FAW) activity; diversity training and workforce profile update; and Performance Improvement Unit (PIU) update all data as a 31 March 2015.

Mr Bailey provided an update on the latest position with regards to Job Evaluation and the Enterprise Resource Planning (ERP) system:

- Job Evaluation - Mr Bailey advised that the process had taken a number of years to progress but they had now reached the position where staff had been advised of the outcome of the process (which had seen 18% or 400 staff within Norfolk see a reduction in their salary). Mr Bailey provided details of the next stage of the process, which would see the creation of an Appeals Panel who would consider any appeals lodged against the outcome of the evaluation.
- ERP – Mr Bailey advised that ERP had gone live on 13th April and they were currently experiencing a few technical difficulties with some aspects of the system. Mr Bailey gave an overview of these issues, which were putting additional pressures on the staff working in the Resource Management Unit (RMU) on rectifying the difficulties.

Mr Bett thanked Mr Bailey for the update on these two areas and requested that a further update be provided at the next Police Accountability Forum meeting. **Mr Bailey agreed to provide the update at the next meeting, but also undertook to keep the PCC fully briefed on a regular basis outside of the meeting.** SB

Mr Bailey invited questions around the report. Ms McKibben referred to the Establishment v Strength table on page 59 of the report and queried whether the difference demonstrated was as a result of the removal of the ERSOU posts from the establishment. Mr Bailey advised this was the case and provided an overview regarding the strategic decision taken around maintaining officer numbers.

Ms McKibben queried in relation to where the constabulary sat around PCSO strength. Mr Bailey advised that as at June, the PCSO strength was 183 FTE which had dropped from the 194.45 FTE in March 2015 due to natural wastage. Mr Bett queried whether the strength figures would be down to 171 by the end of the year. **Mr Bailey would provide Mr Bett with details of the predictions around PCSO numbers including the ring fenced posts.** SB

The PCC noted the contents of the report and congratulated the Constabulary on the excellent performance and sickness absence.

7. Complaints and Professional Standards Update

ACC Hamlin presented the report which gave detail on public complaints including performance information and lessons learned with specific reference to the following:

- Complaint numbers had decreased by 13% from 518 in 2013/14 to 449 in 2014/15.

- Allegations had increased by 3% from 868 in 2013/14 to 891 in 2014/15, with “other neglect or failure in duty” recording the largest percentage of all allegations.
- Direction and Control complaints had decreased by 81% from those recorded in 2013/14. In 2014/15, 8 cases were recorded compared to 43 in the previous year. The Independent Police Complaints Commission (IPCC) had published a bulletin in May 2014 which provided the force with a clearer definitive around the statutory guidance regarding recording Direction and Control complaints, hence the reduction.
- The Complaints Department had implemented a Complaints Reduction Strategy and had set up a Complaints Reduction Strategy Working Group. Key areas of work had been conducted around areas including:
 - Statistical Analysis
 - Officer/staff complaint history
 - Lessons learned
 - Review of complaints handling
 - Partnership working
 - Education/training
- An ongoing programme of training on complaints reduction, complaints handling and integrity had also been rolled out across the force at all levels.

Mr Bett highlighted that the graph on page 86 demonstrated that in 8 out of the 13 allegation categories, there had been year on year increases for the past three years. He queried whether he could be provided with some context around these increases. **ACC Hamlin advised she was unable to provide this detail at the meeting but she would ensure that the relevant information was provided to the PCC and Ms Lister, the Performance and Compliance Officer, in due course.**

SH

Ms McKibben highlighted that complaints raised by young people had increased over the past twelve months and queried whether this trend was reflected nationally. ACC Hamlin advised the Constabulary had become more accessible to young people through the work they were doing with Safer Schools. Ms McKibben queried whether this was reflected nationally. **ACC Hamlin would obtain the information and provide to Ms McKibben in due course.**

SH

The PCC noted the contents of the report.

8. **Annual Health and Safety Report 2014/15**

Mr Bailey presented the report which provided an update on policy development, the Governance committee, training implementation, accident and incident reporting and the audit and management system review.

The PCC noted the contents of the report.

9. **Emerging Operational / Organisational Risks**

Mr Bailey advised that alongside the previously reported issues around Job Evaluation and ERP, they were soon to be rolling out training for officers on the use of Athena, which would add to the pressure staff were already experiencing. Mr Bailey would keep the PCC updated on these areas through their regular meetings.

Part 2 – Private Agenda

10. **Misconduct and Professional Standards Update**

ACC Hamlin presented the report which provided an update on diversity issues, misconduct hearings, internal investigations, and unsatisfactory performance cases for the period 1 April 2014 to 31 March 2015.

The PCC noted the contents of the report.

11. **Joint ICT Update**

ACC Hamlin presented the report which provided a 6 monthly update in relation to the work being delivered by the Joint ICT Department in support of local and collaborative units and the progress of key projects in the ICT Programme for the current financial year.

The PCC noted the contents of the report.

12. **Estates Strategy Update**

Mr Dean presented the report which provided an update in respect of progress in implementing the Joint Estates Strategy and other works by the Estates and Facilities Department.

The PCC gave approval to:

- a) **Holt police station, Bowthorpe police station, North Lynn police station and 332 Wootton Road, King's Lynn** – *The PCC approved for consultation to be progressed with the respective local planning authorities to seek future residential re-development of the sites and to report back with proposed plans for further approval.*
- b) **Downham Market police station** – *The PCC approved that further work to be advanced to agree design and legal terms for the shared use of the site and building with Norfolk Fire & Rescue Service and the East of England Ambulance Service.*
- c) **Planned Maintenance** – *The PCC approved the proposed works for the financial year 2015/16.*
- d) **Coltishall** – *The PCC approved the temporary use of garages and related site for police tactical driver/traffic training.*

- e) **Norwich City Football Club Car Parking** – The PCC approved the acquisition of an agreement to use land for match day car parking.
- f) **Gayton Mast** – The PCC approved new lease letting terms to Airwave Limited.
- g) **Architectural Services Contract** – The PCC approved the re-tendering of the estates architectural contract on the open market, jointly with Suffolk Constabulary.

13. **Procurement and Supplies Update**

Mr Hummersone presented the report, which provided an update on the activities of the Joint Procurement and Supplies Department.

The PCC noted the contents of the report.

14. **Date of Next Meeting**

The next meeting will be held on Tuesday 14 July 2015 at 10 a.m. in the Filby Room, Jubilee House, Falconers Chase, Wymondham.

Signed:



Mr Simon Bailey
Chief Constable

Signed:



Mr Stephen Bett
Police and Crime Commissioner

