



Norfolk Police and Crime Commissioner (PCC) response to inspections of Norfolk Constabulary published by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)

Section 55 of the Police Act 1996 (as amended by section 37 of the Policing and Crime Act 2017) requires local policing bodies to respond to recommendations in inspectors reports within 56 days

Inspection Title:	PEEL: Police Effectiveness 2017
Date Published:	22 nd March 2018
Type of Inspection:	National Inspection

KEY FINDINGS:

Norfolk Constabulary is good at keeping people safe and reducing crime. The force has performed consistently well in our effectiveness inspections and maintains high-quality services for its communities. This overall judgment is based partly on evidence gathered in 2016, but it was reviewed following the most recent inspection.

The force is good at supporting victims and protecting people who are vulnerable through their age, disability, or because they have been subjected to repeated offences, or are at high risk of abuse. It consistently identifies whether a person is vulnerable when they first contact the police and it provides a good initial response.

There are clear processes in place for assessing risk to victims, and the force arrests as high proportion of domestic abuse suspects, which helps to protect their victims from harm.

Norfolk Constabulary fully understands its role in supporting people with mental health conditions, and is seeking to further improve the service it provides in this area. The force has good working relationships with partner organisations (such as local authorities, or health and education services), which enable it to provide an impressively high standard of support to vulnerable people and to address their needs appropriately.

Investigations involving vulnerable victims are generally conducted well and the force achieves outcomes in domestic abuse investigations which are comparable to those of other forces.

Norfolk Constabulary has the necessary arrangements in place to fulfil its national policing responsibilities, and to respond initially to an attack which requires an armed response.

PCC RESPONSE TO REPORT AND ANY RECOMMENDATIONS:

Police and Crime Commissioner Lorne Green has welcomed an inspection report which rated Norfolk Constabulary as 'good' in areas including supporting victims and protecting vulnerable people.

The inspection report, published by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), looks at police effectiveness and, in particular, how Norfolk Police protects vulnerable people and ensures it has the specialist capabilities to respond to national threats such as terrorism.

Commenting on the report, PCC Lorne Green, said: "As HMICFRS itself identifies, Norfolk Police performs consistently well in effectiveness inspections and this report, once again, makes for reassuring reading, both for me as PCC and for the wider Norfolk public.



There are always areas that can be improved, but this is a good report which, as ever, is testament not only to the leadership of senior officers but also the dedication and commitment of all our officers and staff.

“Supporting victims and protecting the vulnerable is one of the priorities I have set in Norfolk’s Police and Crime Plan, so I am pleased to see the Constabulary’s efforts in these areas recognised by the inspectors. In particular, it is good to see the work of the mental health team in the police and control room praised. That team – which I have been proud to help grow and develop – is a great example of innovative working which is helping police to identify and assess risk, and respond to the needs of the vulnerable in our county.

The people of Norfolk deserve to not only be safe but also to feel safe. This latest inspection report offers reassurance to Norfolk residents that its police force has the necessary arrangements in place to respond to national threats, including what it describes as a comprehensive training programme for officers. With terrorism again high on the media agenda this week, as agencies across the country come together to urge the public to report suspicious behaviour, that external validation and the public confidence that I hope it inspires, is to be welcomed.”

The report identified two areas for improvement in relation to the supervision of investigations involving vulnerable people and reviewing the use of Clare’s Law and Domestic Violence Protection Orders (DVPOs) and Domestic Violence Protection Notices (DVPNs). The PCC will continue to monitor progress in these areas by receiving progress reports from the Chief Constable at the Strategic Governance Board and Police Accountability Forum meetings.

CHIEF CONSTABLE RESPONSE TO REPORT AND ANY RECOMMENDATIONS:

"Identifying and protecting the most vulnerable people in our society, be they children or adults at risk of serious harm, is our priority. We are adapting our policing model in order to deal with the changing face of crime, which sees officers dealing with increasing demand in an ever more complex society.

More than 80% of all crimes we attend involve people who have become vulnerable due to situation or circumstance. In order to meet this challenge it’s important we deal effectively with vulnerable people when we first come into contact with them.

It is pleasing our efforts to consistently identify those most at risk have been recognised in this latest report by HMICFRS and we will continue to work with our partners to build our understanding to provide the most appropriate response.”

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