

## Summary of the PCC Accountability Meeting

Date: Tuesday 8 October 2024

Venue: Conference Room, Office of the Police and Crime Commissioner for Norfolk (OPCCN), Wymondham

### 1. In attendance:

- Police and Crime Commissioner (PCC) – Sarah Taylor, OPCCN
- Chief Constable (CC) – Paul Sanford, Norfolk Constabulary
- Chief Executive – Mark Stokes, OPCCN
- Deputy Chief Constable (DCC) – Simon Megicks, Norfolk Constabulary
- Chief Finance Officer – Simon George, OPCCN
- Assistant Chief Constable (ACC) – Nick Davison, Norfolk Constabulary
- Assistant Chief Constable – Julie Dean, Norfolk Constabulary
- Director of Policy, Commissioning and Communications – Dr Gavin Thompson, OPCCN
- Assistant Chief Officer – Peter Jasper, Norfolk Constabulary
- Director of the Local Policing Delivery Unit – Ralph Jackman, Norfolk Constabulary
- Head of Performance and Scrutiny – James Stone, OPCCN
- Chief Inspector – Robert Button, Norfolk Constabulary
- Inspector – Lucy King, Norfolk Constabulary
- Sergeant – Richard Bell, Norfolk Constabulary
- Media and Communications Manager – Sue Starling, OPCCN
- Corporate Communications Manager – Laura Bagshaw, Norfolk Constabulary
- Performance and Scrutiny Manager – Kirt Wilkinson, OPCCN

#### 1.1 Apologies for absence:

- Director of Governance and Deputy Monitoring Office, Performance and Scrutiny Directorate – Sharon Lister, OPCCN

### 2. Declarations of Personal and/or Prejudicial Interests

- There were none declared.

### 3. Confirm Minutes of the Previous Meeting Held on Monday 22 July 2024

- The minutes from the PCC Accountability Meeting held on Monday 22 July 2024 were agreed to be a true and accurate reflection of the meeting.

#### 4. Public Questions

Question	Constabulary Answer
<p>Since the appointment of the new Police and Crime Commissioner (i.e. 2 May, 2024), specifically what steps have been put in place to improve the quality of how the police interact with the public and victims of crime, and how is the effect of these steps being measured?</p>	<p>The CC confirmed that public and victim engagement has always been a priority of his and 2 May 2024 was not the starting point for this priority. The CC mentioned an array of operations Norfolk Constabulary are managing which are providing enhanced service to victims, such as Operation Engage (which has now received permanent funding) which provides the best possible service for victims of Rape and Serious Sexual Offences (RaSSO). Operation Focus was also mentioned by the CC which encompasses hot-spot policing. The CC stipulated that Norfolk Constabulary received a 'Good' grading from His Majesty's Inspectorate of Constabulary and Fire &amp; Rescue Services (HMICFRS) for neighbourhood policing in their recent PEEL report. The CC added that the force is looking at ways to get an improved local public perceptions survey in place in Norfolk.</p>
<p>I am writing to you as a deeply concerned resident of St Stephen's Square, Norwich, to urgently request your support and intervention in addressing an escalating crisis in our community. Over the past month, more than fifty drug deals have been recorded on camera taking place openly on our small street, which consists of just 23 houses. The frequency, visibility, and audacity of these illegal activities have become increasingly alarming, and immediate action is necessary to safeguard our neighbourhood.</p> <p>This growing issue is not only threatening the safety and wellbeing of residents but is also tarnishing the reputation of our local area. The constant presence of criminal activity in broad daylight is fostering a climate of fear and insecurity among families, the elderly, and vulnerable individuals. We are particularly concerned that this situation could lead to violence, especially in light of the drug-related murder near Pottergate on 2nd August.</p> <p>Despite numerous reports to the authorities, supported by clear video and photographic evidence of illegal drug transactions, there appears to have been insufficient action taken to decisively tackle the problem. As a result, I am reaching out to you, our elected representative, to ask for your assistance in ensuring that the police take immediate and meaningful steps to confront this issue.</p> <p>The situation in St Stephen's Square must not be allowed to deteriorate further. As residents, we deserve to live in a safe and peaceful environment, free from the fear of criminal activity taking place right outside our homes. We urgently need a coordinated response that will not only stop the immediate threat but also restore confidence in local law enforcement and public safety efforts.</p> <p>I sincerely hope you will take up this matter on behalf of the residents and provide the leadership needed to bring about real change. Your involvement could make all the difference in safeguarding our community's wellbeing.</p> <p>The residents will be attending a SNAP Community Police Meeting on the 9th of October at 7pm, held at the Community Café on Vauxhall Street. Your presence (or someone senior) at this meeting would be greatly appreciated.</p> <p>Thank you for your attention to this critical issue. I look forward to your response and to working with you to resolve this matter.</p>	<p>The CC stated that he was sorry to hear that this is someone's personal experience, however, he is aware of concerns in the area. The CC stated that the issues are complex and require a coordinated partnership response with significant police involvement. The CC confirmed that the Chief Inspector for this area had attended a round table meeting regarding this priority area and Norfolk Constabulary are working with Norwich City Council to secure and implement Closure Orders and Criminal Behaviour Orders. The CC confirmed that a particularly problematic individual has been issued a Criminal Behaviour Order recently and further Community Protection Notices had been issued for other individuals in the area. The CC stated that there has been installation of additional cameras in that location which came about by virtue of the force and partners engaging with local groups and residents there. The CC stipulated that the force is working with young people, shops and business in the area. Furthermore, there are increased patrols of uniformed and plain-clothes police officers around the area.</p> <p>The CC also mentioned that there would be police representation at the SNAP meeting being held on 9 October 2024 on Vauxhall Street.</p>

Question	Constabulary Answer
<p>In response to a Freedom of Information request in February 2024, Norfolk Constabulary confirmed it was retaining guidance on strip searching detainees that overrides PACE and the Equality Act and prioritises claimed gender identity, pending review, thus allowing male officers to search women &amp; girls.</p> <p>How long will this unlawful guidance, amounting to state sanctioned sexual assault, be retained and can you confirm that the review being conducted will respect the protected characteristic of sex and the vulnerability of female detainees?</p>	<p>The CC confirmed that Norfolk Constabulary adopted the National Police Chiefs' Council (NPCC) guidance on this, however that guidance has recently been withdrawn by the NPCC. The national lead on this is the CC of Northumbria who has commissioned a review of the guidance which includes obtaining appropriate legal advice and consultation. Therefore, given the current circumstances, the CC suggested that it is difficult to comment on this in full. The CC stated that once the review had concluded, Norfolk Constabulary will assess whether they will adopt the revised approach. As it stands, Norfolk Constabulary have reviewed its local policies for searches conducted under PACE Code A which relates to stop searches conducted on streets, and searches that are conducted in a custody suite under PACE Code C. The CC confirmed that the Constabulary's Legal Services Department are engaged within the process, however the force assesses each search on the specific circumstances presented, including the wishes and objections of those involved. The CC concluded by saying that forces nationally want some clarity on this, which should come from the national review.</p> <p>The PCC stipulated that she would speak with the Independent Custody Visitors (ICV) Scheme Manager from the OPCCN in relation to how policies are being implemented for detainees, as she is confident they are being treated respectfully.</p>
<p>In view of the importance of accurate crime data, can you confirm whether Norfolk Constabulary records the immutable biological sex of victims and offenders, in line with the Equality Act, unless modified by a Gender Recognition Certificate as per the recent Haldane judgement, rather than the subjective category of gender identity, which has no definition in law. Suffolk and Norfolk Constabulary still let suspects self-describe their gender (not Sex) and an option for "prefer not to say". Can you reassure myself and the public that the Police will not disregard the law and so keep in line with it and record the Sex of their suspects? This is an ongoing problem which I feel the Police is intent on ignoring.</p>	<p>The CC commented that for the recording of a crime in Norfolk, Athena (the Constabulary's crime recording system) has fields for the recording of sex. The recording options are 'male', 'female', 'unknown' or 'unspecified'. The Constabulary cannot ask for gender recognition certificates as they are protected documents, however when an individual presents themselves into custody the sex field is the same as that of crime recording on Athena. Additionally, a Custody Sergeant will ask a number of questions, which will include self-defined gender, so Norfolk Constabulary collect both sets of data. The CC stated that Norfolk Constabulary offer guidance to officers on this and where there is doubt on gender the detainee should be asked.</p> <p>The PCC stipulated that the OPCCN had received a number of queries on this especially regarding Athena. The PCC confirmed that there had been talks with the CC about the scope of an Athena replacement as the PCC has concerns regarding all protected characteristics on the system. The PCC confirmed that there would be continued discussions on this.</p>

## 5. Pillar 1 – Sustain Norfolk Constabulary

PCC Question	Constabulary Response
<p>What steps are being taken to regain some of the £500k overspend that Norfolk Constabulary is facing?</p>	<p>Assistant Chief Officer (ACO) Jasper commented on how the recent police officer and staff pay rises have made it very difficult for the Constabulary to claw back any of the overspend, particularly as it is only a partially funded pay rise from the Government. However, ACO Jasper confirmed that the force has a finance Gold Group which is looking at all spending that is in the control of the Constabulary to see if savings can be made to offset police officer and staff pay rises. ACO Jasper suggested that the force will want to increase any income such as mutual aid or interest on treasury management, however there is only so much that can be done in these areas. ACO Jasper mentioned that force pay awards over the last three years have put £5m of pressure on Norfolk Constabulary.</p> <p>The CC added that the force is awaiting the Autumn budget and spending review. The CC also suggested that there is a strong case for improving the financial resilience of policing. The CC stated that Norfolk will always be a loser in terms of resource when using the current Police Allocation Formula. The PCC agreed that the funding formula is particularly problematic. The CC added that any replacement would need to include population growth as Norfolk is above the national average on this.</p>
<p>How much of force sickness is long-term sick leave?</p>	<p>The DCC confirmed that around 70% of all force sickness is short-term. He stated that Norfolk Constabulary had invested in wellbeing provisions such as psychiatry. Officers are heavily encouraged to engage with the force wellbeing</p>

PCC Question	Constabulary Response
	provisions, especially those officers and staff being exposed to indecent imagery and traumatic incidents.
What are Norfolk Constabulary's thoughts on the changes and recommendations contained in Norfolk Constabularies recent HMICFRS Police Efficiency, Effectiveness and Legitimacy (PEEL) Report and what does this look like going forward?	The CC commented that in broad terms the report is fair and the Constabulary is performing well, however there are pressure points such as dealing with non-emergency demand in the Control Room as the forces' answering times are not quick enough according to HMICFRS. There are further demand challenges in the Multi Agency Safeguarding Hub which the Norfolk Horizons Team will be reviewing. Resource surrounding the management of registered sex offenders was a pressure which has since been rectified, however it required significant funding. The CC suggested that priorities would be reassessed once the new Police and Crime Plan is published. The DCC reiterated that prioritisation is important and Norfolk Constabulary's 999 call handling is some of the best in the country. The DCC confirmed that the force has a switchboard which redirects 101 calls to 999 for those calls which may be more of an emergency. Some of the factors identified in HMICFRS' report reflect the force being proactive, such as with risk assessments.

## 6. Pillar 2 – Visible and Trusted Policing

Question	Constabulary Answer
Could the Constabulary check the Professional Standards Department (PSD) 'Upheld Complaints' figures as there appears to be a discrepancy in the papers?	The DCC confirmed that whilst there were two differing figures in the papers, one figure related to complaints that had been finalised (377) and the other figure referred to complaints opened (327) between 1 July 2023 and 30 June 2024
In relation to complaints being upheld, how are lessons being identified and learned regarding the prevention of future complaints and how is this being incorporated into the force?	ACC Davison explained that Norfolk Constabulary is working on a Power BI dashboard which identifies trends to help with practice regarding complaints. This is to be used in conjunction with PSD's Prevent Officers, who go into departments and speak to individuals who may benefit from further assistance as to their behavioural approach. These mechanisms then help with discussions as to whether the force needs to change and adapt any of their initial training for student officers.
What remedial action is being taken in relation to 'Upheld complaints'?	ACC Davison stated that the force's approach to dealing with complaints is 'lessons learned' and what the Constabulary can do to improve their service. This is achieved by engaging with the individuals making the complaints to understand what they are and what the desired outcome is. It's important to ensure that there are no misconduct elements to the complaint as that would be dealt with in an entirely different manner. If there are identifiable learnings to be had, a supervisor or senior manager will link in with the officer to provide feedback so that they understand what the issues are and how their approach can be corrected going forward. Training or learning and support can then be offered to those particular officers. The Power BI dashboard and Prevent Officers are then an enhancement and strengthening of this matter of course. ACC Davison highlighted how there are thousands of interactions between police officers and Norfolk residents each year, which are very positive. ACC Davison clarified that of the 22% of incidents where the forces service was deemed unacceptable, no misconduct hearings were required upon assessment of the matters, all were resolved locally either via 'lessons learned', a formal apology or some additional training and support.  The CC added that PSD will look at more than just the data, they will look at service quality elements and how investigations progress.  The PCC noted how there appears to be a level of asymmetry between the national public perception and local experiences and confidence.
Are there any timeframes being worked towards for the implementation of the Power BI dashboard?	The DCC confirmed that there are no set timeframes at this moment.
In relation to engagement activities, to what extent is there double counting in recording?	ACC Davison stated that there is a degree of officer interpretation when recording engagement activity. There are various drop-down options when selecting categories on the forces recording app.

Question	Constabulary Answer
Please could you bring to life the crime prevention indicators and what these look like?	Crime prevention can range from situational crime awareness to Call Takers giving initial primary crime prevention advice. Furthermore, there is more bespoke appointments and events which are generated through the use of surveys. ACC Davison added that the force has found an online survey software (SmartSurvey) with little extra cost to the Constabulary which the force is looking at to replace the previous local Public Perceptions survey. In addition to this, there is an ongoing project on visibility which ACC Davison chairs which is looking at GPS opportunities, working through technical aspects to get a better idea as to where police officers are at any given time of day in Norfolk, to try and demonstrate just how active frontline officers are.

## 7. Pillar 3 – Tackling Crime

Question	Constabulary Answer
In relation to RaSSO, do Norfolk Constabulary have an idea as to the quantum of repeat victim reporting?	See Action 9 of the "Actions Table" below.  ACC Davison added that some of the repeat victims of RaSSO are children who go missing and become victims as they are exploited by adults.  The CC added that there has been a recent thematic inspection report from HMICFRS on the policing of RaSSO and one of the recommendations within the report was that by 31 January 2025, the College of Policing, the Victims Commissioner and the NPCC should agree a common definition as to what a repeat victim or offender is, so the PCC is to be mindful of this when reviewing the summary report which will be provided by the Constabulary.
What is the current threat level of the synthetic opioids Nitazenes and what partnership action is being taken in relation to this threat?	ACC Davison confirmed that there is a national threat which is significant to drug users and prevalence is spreading across the globe. Nitazenes can be used to adulterate other drug types which makes it even more of a threat. Project Housebuilder, which Norfolk Constabulary are represented at, shares current information and best practice for managing current threats. 300 deaths have been linked to Nitazenes in the UK in the past year. Norfolk has had three recorded drug-related deaths where Nitazenes have been present. ACC Davison confirmed that Norfolk Constabulary are working closely with the Norfolk Drug and Alcohol Partnership. There is a synthetic opioids response panel, which is a multi-agency approach which Norfolk Constabulary are a part of. Information is shared with the East of England Ambulance Services. In August 2023 there were four near-fatal incidents within a week because of Nitazenes which were prevented through the ambulance services using Naloxone (an antidote to synthetic opioids). Within 48 hours of the last incident, Norfolk Constabulary had identified the County Line involved and worked with the Met Police to target the supplier and remove the batch from the streets of Norfolk which saw the offenders brought to justice.
How many officers carry Naloxone?	ACC Davison confirmed around 200 Norfolk police officers now carry Naloxone.
Do you think there should be an appropriate review on the volume of officers carrying Naloxone as it appears to be incredibly effective?	ACC Davison confirmed that a review had been conducted in relation to this and would share this with the PCC (see Action 10).

## 8. Pillar 4 – Prevent Offending

Question	Constabulary Answer
Could you talk through the section 47 (Child Safeguarding) strategy discussions and detail what is meant by the suggestion that there is no overuse of strategy discussions in Norfolk?	The DCC explained that Section 47's are a statutory responsibility between the Constabulary and children's Social Services when there is concern that a child is at risk of significant harm and an enquiry is initiated to decide whether and what action is required. The Constabulary and children's Social Services need to strike a balance as to what the appropriate action is when discussing section 47's.  ACC Davison confirmed that the Constabulary want to review the MASH (Multi-Agency Safeguarding Hub) as there

Question	Constabulary Answer
	needs to be a strengthening in health and education.
In relation to restorative justice, are there many instances where victims change their mind during the process and instead want to pursue a more punitive outcome?	<p>The DCC commented on how the restorative justice process is a journey which is why the force has the Restorative Justice Hub that explains to the victims the benefits of the process and what it actually is. The DCC commented on how ordinarily the distance between any victim and offender is usually very far apart, however restorative justice brings them closer together, so it must be conducted and managed properly.</p> <p>ACC Dean stated that 100% of Conditional Cautions in Norfolk go through to the Restorative Justice Hub, and 15% of those then go through the restorative justice process. ACC Dean suggested that it is limited in resource, but referral numbers are increasing and there is a national light being shined on Norfolk due to their good work.</p>

### 9. Pillar 5 - Support Victims

Question	Constabulary Answer
In relation to Operation Converter please could you comment on the increase in victim satisfaction and what this looks like in practice?	The DCC commented on how Operation Converter provides victims of crime with an opportunity to get justice in situations where they ordinarily would not. Norfolk Constabulary look at patterns of crime and speak with perpetrators who fit that modus operandi. This allows the perpetrator to admit to additional crimes they committed, which may have previously been unsolved. These admissions can then be looked at by the courts; there will not be charges per se, but they will be taken into consideration by the courts when they are sentencing perpetrators to understand the full pattern of behaviour. This provides victims with closure.
Will admissions via Operation Converter account for force detections in terms of Constabulary data, but not charges?	The DCC confirmed that they would be recorded as a detection but not a charge.
In relation to the Neighbourhood Policing Board, what kind of trends and findings are you establishing?	ACC Dean stated that the key outcome from this is the differing working practices across the county in the different districts. One of the key trends was around the use of anti-social behaviour Stage 1 Warning Letters as Kings Lynn and West Norfolk District had issued far more than other districts so the force is now trying to replicate the practice from that district across the others for greater consistency. ACC Dean confirmed that failed Criminal Behaviour Order applications were a further area the force were looking at and Crown Prosecution Service have been made aware of this.

### 10. Pillar 6 – Safer and Stronger Communities

Question	Constabulary Answer
Is anyone looking at the use of the SAMS2 data from a problem-solving point of view?	ACC Dean stated that from a single agency point of view, no this is not being looked at, however from a joint agency point of view this is being looked into. The restructuring of the Norfolk Road Safety Partnership should aid this.
In relation to obstruction of highways, when and how do the Constabulary become involved? Supplementary to this, is the Constabulary aware of any malicious intent behind some of these incidents?	<p>ACC Dean confirmed that she did not have any information immediately available to her relating to incidents with malicious intent. From a Roads and Armed Policing Team perspective obstruction of the highway is less of a priority and the response to this would fall under local policing, however it is worth another discussion with parish council representatives and engagement officers.</p> <p>The CC commented on how this may be something for the Norfolk Community Safety Partnership, as this is a real issue in newly developed housing estates. If there are instances of obstructions that impact on accessibility the force would become involved.</p>

Question	Constabulary Answer
Do you have any observations on the reporting differences across districts in Norfolk for hate crimes? Supplementary to this, can you comment on the slow uptake in the Stop Hate in Norfolk training?	See Action 11 within the "Actions Table" below.

### Emerging Operational/Organisational Risks

- The CC stated that the only thing to raise would be the uncertainty around finances and funding for the next twelve months. It is likely that the Constabulary will have to deliver some significant saving to maintain their level of service.

### Actions

Description of Action	Action Update / Decision
<b>Action 1 (22 July 2024):</b> The CC is to look into the timeline for the acoustic noise camera trial.	<b>8 October 2024</b> - The first camera was installed in November 2022 as part of a Department of Transport seven-week trial. Great Yarmouth was one of three sites chosen in the UK. An acoustic recognition camera is currently installed, which was obtained through the Home Office Safer Streets funding, and which also funded the license for the remainder of the 2024/25 financial year. Funding opportunities to extend the license when the Home Office funding ends are being scoped in conjunction with Great Yarmouth Borough Council. <b>Action closed.</b>
<b>Action 2 (22 July 2024):</b> The OPCCN is to share contact details with the CC on the member of the public who submitted a question regarding the recruitment of Special Constables so being that the question submitter consents to this.	<b>8 October 2024</b> - Consent received from question submitter and contact details shared with Norfolk Constabulary. <b>Action closed.</b>
<b>Action 3 (22 July 2024):</b> ACC Davison is to look into the timeline for reoffending in relation to the new Deferred Prosecution pathway.	<b>8 October 2024</b> - This action relates to the new Deferred Prosecution pathway which was implemented by Norfolk Youth Justice Services (NYJS) at the end of February 2024. By the end of July 2024, the pathway had been used for 43 young people. The intervention takes on average three months to complete, and for all types of diversionary outcomes NYJS tracks re-offending for individual children for twelve months from the date that they received their diversion. Some of the young people who have been given this disposal type are therefore still completing the intervention, and it is too early to obtain re-offending data for the remainder of the cohort. This will be a good case for analysis in due course. <b>Action closed.</b>
<b>Action 4 (22 July 2024):</b> The CC is to establish specific costs which could demonstrate the financial impact the court backlog is having on the Constabulary and to share such with the PCC.	<b>8 October 2024</b> - A recent Outcome Based Budgeting submission has profiled the requirement to extend the eleven temporary Victim and Witness Service (VAWS) Team posts that are required to maintain service delivery to victims and witnesses as a result of the significant and sustained court backlogs. The submission accounts for a need to budget for £349,340 to extend the uplift of posts across both forces for another twelve months (for the 2025/26 financial year). The uplift cost for Norfolk is £197,202. ACC Dean is to provide the PCC with some examples of significant court delays to aid the PCC with drafting a letter to the Ministry of Justice. <b>Action ongoing.</b>
<b>Action 5 (22 July 2024):</b> ACC Dean is to explore the CRASH system data with specific reference to environmental factors.	<b>8 October 2024</b> - The CRASH system allows a wide range of collision factors to be recorded including information about road surface conditions, light conditions, weather, and carriageway hazards. In addition, CRASH allows 'contributory factors' to be recorded. There are nine categories of contributory factors including 'Road Environment Contributed' (e.g. slippery road due to weather, animal or object in carriageway, deposit on road such as mud) and 'Vision Affected by' (e.g. vegetation, street furniture, rain, sleet, snow or fog, dazzling sun). These mirror the STATS19 contributory factors as CRASH records the same statistics. Following a Department for Transport-led change to how contributory factors are recorded on CRASH, the Constabulary is temporarily unable to report on these (this is being addressed by ICT). Whilst the force cannot currently report contributory factors it is still possible to extract some environmental factor data from

Description of Action	Action Update / Decision
	CRASH, and the 'Supporting Road Users to be Safer on our Roads' section of the Pillar 6 PAM paper for the October meeting includes some of this data in relation to KSI collisions for the reporting period. <b>Action closed.</b>
<b>Action 6:</b> The PCC is to speak with the OPCCN ICV Scheme Manger regarding how policies are being implemented for detainees in relation to searches.	<b>New Action (8 October 2024).</b>
<b>Action 7:</b> The DCC is to send the PCC a review of the asymmetry of complaints.	<b>New Action (8 October 2024).</b>
<b>Action 8:</b> The PCC is to meet with the Director of the Local Policing Delivery Unit to discuss the Power BI dashboard for case management.	<b>New Action (8 October 2024).</b>
<b>Action 9:</b> ACC Davison is to produce a summary report for the PCC on the quantum of repeat victimisation for Domestic Abuse and Rape and Serious Sexual Offences. The report is to include the percentage of those cases which meet the definition of 'non-recent'.	<b>New Action (8 October 2024).</b>
<b>Action 10:</b> ACC Davison to provide information to the PCC on Naloxone availability for police officers to carry on duty.	<b>New Action (8 October 2024).</b>
<b>Action 11:</b> The PCC and the Director of the Local Policing Delivery Unit are to meet to discuss district Hate Crime and Incidents datapoints and training uptake.	<b>New Action (8 October 2024).</b>

**Date of next meeting:**

Tuesday 21 January 2025

**Signatures**



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Sarah Taylor  
Police and Crime Commissioner



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Paul Sanford  
Chief Constable