

**MINUTES OF THE PCC ACCOUNTABILITY MEETING
HELD ON TUESDAY 3RD MAY 2022 AT 2:00 P.M.
VIA MICROSOFT TEAMS (VIRTUAL MEETING)**

1. Attendance and Apologies for Absence

In attendance:

Mr G Orpen-Smellie	Police and Crime Commissioner, OPCCN
Mr M Stokes	Chief Executive, OPCCN
Mr P Sanford	Chief Constable, Norfolk Constabulary
Mr S Megicks	Deputy Chief Constable, Norfolk Constabulary
Mr N Davison	Assistant Chief Constable, Norfolk Constabulary
Ms J Penn	Chief Finance Officer, OPCCN
Mr P Jasper	Assistant Chief Officer, Norfolk Constabulary
Mr M Cooke	Superintendent, Norfolk Constabulary
Mr D Burke	Inspector, Norfolk Constabulary
Ms N Atter	Corporate News Manager, Norfolk Constabulary
Mr J Stone	Performance and Scrutiny Manager, OPCCN
Ms H Johns	Communications Manager, OPCCN
Ms S Starling	Communications Officer, OPCCN
Mr J Mann	Business Support Officer, OPCCN

Apologies for absence:

Mr E Bridger	Temporary Assistant Chief Constable, Norfolk Constabulary
Ms S Lister	Director of Performance and Scrutiny, OPCCN
Dr G Thompson	Director of Policy, Commissioning and Communications, OPCCN

Before addressing the agenda items, the PCC advised that it was his intent for the next PCC Accountability Meeting to be held in a physical setting rather than virtually over Microsoft Teams. This meeting was recorded and a video can be found on the Office of the Police and Crime Commissioner's website.

2. Declarations of Personal and/or Prejudicial Interests

There were none received.

3. To Confirm the Minutes of the Meeting Held on the 26th January 2022

The minutes were confirmed with the following updates:

Action #61 – Special Constables and Rural Policing

- The PCC received the briefing and is content. The Constabulary reviewed the data and could advise that there had been an increase in the hours spent by Special Constables supporting rural communities, rather than a decrease. This data can be found in the Appendix at the end of the minutes.

4. PAM Public Questions

The PCC stated that there were eight submissions received by members of the public. Two submitted questions asked for facts and figures and so should be relayed to Norfolk Constabulary's Freedom of Information Department. One question asked to speak to the PCC directly around knife crime and so has been advised to attend a 'Time to Talk' session with the PCC. The remaining five submissions were asked at the meeting:

Q1) How many Norfolk Constabulary officers are allocated as part of the uplift allocation and what is the rationale for Roads Policing Officers in Norfolk and how they are used?

- The Chief Constable (CC) stated that 224 officers will be allocated in Norfolk Constabulary as part of the uplift. All forces are required to allocate a proportion of the uplift in officers to regional crime units. For Norfolk, 26 officers will go to the Eastern Region Specialist Operations Unit. 67 officers will be recruited in year one, 67 in year two and 90 in year three. Norfolk Constabulary have accelerated their recruitment and all required recruitment will be completed by the end of July. The Home Office recognises that the increase in officer numbers will require additional staff to assist. Funding has helped to increase provisions for recruiting staff and purchasing the kit, including in Learning and Development and the development of a new training centre at Hethersett Old Hall School.
- The CC stated that the Constabulary relies on statistics to allocate officers to roads policing. He added that this was a key topic in the road safety conference held

recently. Further to this, road safety is helped through means such as education, road design and the safety camera partnership. The CC is satisfied with roads policing resources as part of a broad range of tactics to deliver road safety. The Constabulary will continue to review data to ensure the right number of officers are deployed in this area.

Q2) 'I leave for work around 5 am every Saturday and Sunday and live in Prince of Wales Road.

Why is there not a police presence at this time?

I have been told this is the time of a shift change.

I have witnessed running battles up and down the street frequently.

No police around?'

- The CC stated that all deployments were assessed based on risk. Excluding Special Constables, Norfolk Constabulary deploys around 27 officers for Prince of Wales Road on a Saturday night and an Inspector will determine how long they stay for based on dynamic information received. The CC added that most premises in the night-time economy are shut at 4am and mainly only places serving food are still open beyond this. He added that there had been no reduction in numbers in officers deployed, apart from during the Covid-19 pandemic. The Constabulary continues to work with partners and businesses to aim to reduce any criminal activity in the area.

Q3) '1) With the fact that all the police stations around Norfolk appear to be closed where should members of the public (especially vulnerable women) head to if out and feel threatened or in danger?

2) 30 years ago we had local stations and local police, we are paying more and more and yet it appears we are getting less and less, if we are a victim of crime we get a letter rather than a police officer

3) What are you doing to improve police presence and to reassure the general public regarding safety and security, you cannot rely on security alarms to do the job of the police.'

- The CC advised that there is Police Public Enquiry Offices in Norwich, Wymondham, Kings' Lynn and Great Yarmouth for public access and there are no plans to change opening hours of these buildings. The CC stated that outside the majority of police stations there are yellow phones with a direct line into the Control Room outside of the buildings and in addition to this police officers may well still be inside on duty if someone is looking for a place of safety.
- The CC advised that if anyone is ever in immediate danger, need help from the police immediately or a crime is in progress then please call 999; however, he added that Norfolk was a safe county. Norfolk Constabulary has a role to play in reducing crime through regular patrol and one of the initiatives to help is called 'Street Safe', a website run by police.uk. The website includes a map which members of the public can click on and submit areas where they do not feel safe. The police can then use this data alongside police data to inform patrols of areas and so far this has been effective, which the PCC validated.

Q4) 'I would like to know what if any the plans are for reducing speeding across the roads in Downham Market particularly Lynn Road and also people not stopping or even noticing zebra crossings when it's school time, reducing drug drivers being able to drive whilst under the influence, antisocial behaviour perhaps by increasing police presence at the cricket ground where young people hang around after dark in the park and other hot spots for this.'

- The CC stated that he would relay this information to the local policing team in Downham Market. He added that he would encourage members of the public to report incidents like this through the Norfolk Constabulary website and contact their local Neighbourhood Policing Team. In addition to this he mentioned that Downham Market does not have a SpeedWatch team, and so he would encourage anyone who is concerned with speeding in this area to help assist. The CC advised that the Operation Moonshot team has dedicated officers based in Downham Market and have successfully arrested 57 drug drivers in the last twelve months.

Q5) 'I would like to ask a question about mini motorbikes. I am aware of a huge increase of concerned residents in King's Lynn about the number of mini motorbikes using pedestrian path and cycle ways. What more can be done to prevent this dangerous menace? I am aware of several near misses on Spring Lane, Gaywood.'

- The CC stated that the local policing team was aware of increased usage of mini motorbikes in and around the town. There has been an operation to assist with dealing with this and is supported by the Roads Policing Team and seizing equipment where possible. The CC said that he would advise ringing 101 to report instances or call 999 if in immediate danger.

The PCC asked an additional question relating to an article in the Mail on Sunday outlining police use of an information document on gender and sexual identification. The PCC queried what costs have been incurred to generate this document.

- The CC stated that there had been no cost incurred for the product, stated that questions had been asked from a journalist in the form of a Freedom of Information request (FOI) and the Constabulary sent a response. The Constabulary were contacted again and were not given enough time to formulate a reply before the newspaper ran a story about the document. The CC wanted to explain that the product was downloaded from the internet and included a reference guide on the growing number of terms used to describe gender and sexuality for officers should they wish to view it. The CC suggested that the cost for dealing with this FOI request far exceeded that of the time it took to download the product. The PCC queried if this product was included alongside many others on the police intranet. The CC agreed and stated that the police intranet is full of guidance documents and information which is readily accessible for officers and staff as a reference.

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

The Assistant Chief Officer (ACO) presented the report, which outlined the

Constabulary's progress on the Strategic Objectives for Priority Seven of the Police and Crime Plan, the Estates Programme and the 2021/22 budget monitoring report.

The key points discussed were as follows:

The ACO stated that the Constabulary is forecasting an underspend of £573k, which accounts for 0.2% of the Constabulary budget. This was mainly due to pay related costs through staff vacancies and income recovery from mutual aid. In addition to this, the Constabulary has experienced a slippage of schemes to around £5.3m in the budget due to Brexit and the conflict in Ukraine increasing times of new police cars and the delay for some ICT schemes. The funding is still there to be allocated for this, but it will instead be paid in the next financial year. The PCC questioned the £310k underspend of staff vacancies outlined in the report and asked how many vacancies the Constabulary currently has and if this impacted the service. The ACO stated that Norfolk Constabulary was currently at a 6.8% vacancy factor with the Constabulary actively recruiting for all available posts, which is higher than average and presents some challenges. He added that different approaches to recruitment have been taken to obtain a better pool of candidates for each role.

The PCC queried the Hethersett Old Hall School refurbishment and asked how the site was being used for training of new officers. The ACO stated that there is an ongoing business case which is in line with the investment for year two of the development. There is an on-site office for staff and ten classrooms for officers. Further to this there is a specialist ICT training room, scenario-based rooms, halls for fitness training and a custody training centre. The ACO added that the Constabulary would be setting up a room for drone training and for additional events and conference rooms. The Constabulary were on track to deliver this and the utilisation of the site has been good.

The PCC queried the drop out rate for training of student officers. The ACO stated it was quite low and the CC added that Norfolk Constabulary monitors its attrition rates and can advise that they are below the national average. The Deputy Chief Constable (DCC) stated that people who drop out may not be right for the service, so attrition rates are not necessarily a negative.

The PCC questioned the small decreases in all reported areas of the public perceptions survey, specifically confidence in policing and people not believing police understand the issues affecting their communities. The Assistant Chief Constable (ACC) stated that police communication will affect peoples' perceptions of policing and added that these were small decreases for strong ratings. Public perception will also be affected by local and national news on policing and not just news on Norfolk Constabulary, but he aimed to keep members of the public informed about the good work done by Norfolk Constabulary. The ACC advised that the Constabulary had recently recruited local community engagement officers which will help with communications with the public. In addition to this there is a scheme called 'Street Safe' which the public can use to help inform police as to which areas they do not feel safe. The Safer Neighbourhood Action Panels (SNAPs) will allow the public to be more

involved with policing which will allow the police to set their local priorities. The ACC explained that officers are engaging with members of the public through the 'Park, Walk and Talk' scheme to engage and explain what they are doing locally. The ACC raised the Constabulary Code of Ethics and Stop Search refresher training for officers in order to drive better performance in respect of the survey results.

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

The Assistant Chief Constable presented the report, which outlined the Constabulary's progress on the Strategic Objectives for Priority Five of the Police and Crime Plan.

The key points discussed were as follows:

The ACC stated that domestic abuse accounts for one in four victim-based crimes recorded by Norfolk Constabulary. The Constabulary seeks to improve its support to victims of domestic abuse and want to ensure a holistic approach. The Constabulary and the Office of the Police and Crime Commissioner for Norfolk have jointly funded the Domestic Abuse Perpetrator Partnership Approach (DAPPA) which offers a service to target perpetrators of domestic abuse and uses a risk-based scoring assessment to target behaviour of the person. All positions have been recruited and the information sharing agreement with all partner agencies has been completed. The ACC stated that around 50 perpetrators have been identified and the majority of work has been completed in Norwich. In addition, 62 people are being monitored but they are looking to extend to a full county-wide accessible service. He added that there is currently one individual going through the change programme and learnings have been identified.

The PCC asked if the perpetrators need to be willing to attend or can the courts direct people to attend as part of their rehabilitation. The ACC stated that the Constabulary are finding that individuals will not always live in Norwich and therefore do not want to travel to complete the programme. The Constabulary are therefore recruiting two posts that will be able to assist with this issue as the programme will be able to be completed anywhere in the county. The ACC explained that the perpetrator will be more likely to reform if voluntarily attending the course but will keep this under review. The ACC advised that the pilot needed to develop before any further decisions are made.

7. Police and Crime Plan Theme: 'Deliver a Modern and Innovative Service'

The Deputy Chief Constable (DCC) presented the report, which outlined the Constabulary's progress on the Strategic Objectives for Priority Six of the Police and Crime Plan.

The key points discussed were as follows:

The DCC stated that the role of the Control Room in the Constabulary was to handle the high volume of calls Norfolk Constabulary receive, with a focus on 999 calls and then 101. There is a Constabulary switchboard which will deal with most initial calls and filters those calls that require another service, or can be dealt with through another means such as the Constabulary website or deal with them at source so they do not need to be passed to a call handler. The DCC stated that he ensures that there is enough staff in the Control Room to be able to take calls and Norfolk Constabulary has invested in a new system that can use data to map and assess where there is the most demand in calls. In addition to this the Operation Solve team are taking some demand away from the Control Room and the Constabulary will continually look at additional technology to ensure processes are as efficient as possible.

The PCC asked if the majority of calls coming into the Control Room can be dealt with without a deployment of an officer as many calls were not for police to handle. The DCC stated that some calls are appropriate as some are asking for information which can be redirected by the switchboard as appropriate. If someone is at risk then police will deploy officers, most likely with blue lights. Norfolk Constabulary faces issues if other organisations and agencies are not accessible as members of the public will come to the police if they cannot access another service.

8. Emergency Services Collaboration Group Update

The PCC stated that the police have a statutory obligation to collaborate with other emergency service partners. The CC stated that Norfolk Constabulary had a strong collaboration with Suffolk Constabulary and other local, regional and national organisations. The CC announced that in total Norfolk and Suffolk Constabularies had made combined savings of around £44.8m. He added that collaboration was consistent and two teams were established which enabled changes to be made both locally and nationally, with the Home Office directing change for some police forces too. The CC stated that there are many national change programmes which Norfolk Constabulary will partake in and may require an investment from the Constabulary as part of its financial planning. The Police Education Qualifications Framework went live in Norfolk in April with the first new students joining the Constabulary after taking their studies. The CC added that this was progressing very well.

The PCC questioned if the Constabulary had any controls over the national programmes. The CC advised that it is provided by the national structure and any concerns can be raised at the National Police Chiefs' Council. The PCC queried if this would potentially add to cost pressures already seen by the Constabulary through the spending review. The CC stated that it would alongside other cost pressures such as inflation. He added that he was monitoring this closely and managing risks effectively, especially with legacy systems.

9. Emerging Operational/Organisational Risks

The CC advised that the Constabulary was currently entering into a busy period but he was pleased with the response from officers and staff to the recent bank holiday weekends. The Constabulary dealt with significant incidents over this time but dealt with these well.

The PCC questioned if mental health was a current issue for the Constabulary and if the Care Quality Commission (CQC) report into the Norfolk and Suffolk Mental Health Trust added to concerns. The CC stated that he regularly finds that officers are dealing with people in crisis when policing may not be the most appropriate agency to deal with these people. This was increasing the demand on Norfolk Constabulary year-on-year alongside an increase in suicide rates which are above the regional and national levels. He explained that mental health demand took officers away from core policing functions and although the Constabulary was ready to assist the Trust, they do not have the resources to cover demand. The ACC stated that he sits on a group that oversees demand on all areas relating to mental health. He explained that partners come together to aim to improve service and he links back with the dedicated Inspector for dealing with day-to-day mental health issues. The ACC said the Trust has a plan, but it would be inappropriate to comment any further on the CQC report. The PCC stated that he was also ready to support the Trust in any way he could.

10. AOB

An outstanding action from the previous meeting was discussed (see agenda item #3).

11. Date of Next Meeting

Tuesday 2nd August 2022 from 10:30am – 1:00pm.



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Giles Orpen-Smellie
Police and Crime Commissioner



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Paul Sanford
Chief Constable

APPENDIX

UPDATE PAM ACTION #61 - Written Submission to PCC - Special Constables ACC Nick Davison to provide the PCC with a written submission on the number of hours spent by Special Constables tackling rural and urban crimes over the past year and previous year.

Introduction

At the Police Accountability Meeting in January 2022 the Constabulary presented a paper around Priority 2 of the then current Police and Crime Plan which contained the below data table.

Area	Indicator	COUNTY		
		Last 12 months	Long Term Averages (3yrs)	Difference
Support Rural Communities	Number of subscribers to Operation Randall Newsletter	1141	2613*	-56.3%
	Number of hours spent on rural policing by Special Constabulary	307	976	-68.5%
	% of rural emergencies responded to within target time	86.3%	87.7%	-1.4 p.pt

A discussion took place around the 68.5% reduction statistic which represented the apparent decline in special constable hours spent on rural policing.

ACC Davison expressed a concern that he would like to review the recording mechanism for the data as he was not sure it represented the correct picture.

Since then, there has been several meetings between the Community Safety Team and Strategic Business Operational Services (SBOS) to review the matter.

Background

When the original Police and Crime Plan was developed, collection mechanisms were generated to calculate the performance metrics. In this instance for this statistic the data

was recovered from the electronic duty management system used by special constables to record their hours. Part of that entry was the inputter identifying a primary deployment type. The data set used across the then current Police and Crime Plan captured those deployments of special constables working alongside the Community Safety Departments Operational Unit undertaking rural policing. This is what has been reported on since the start of the plan. The relevant special constable would record their commitment under the “rural” heading within the database.

The Issue

Over the period a number of those specials supporting the Community Safety Team have also trained as drone pilots. This has led to those officers then recording their primary deployment type under the drone classification. The deployment objectives though for those officers remained the same and that the simple addition was they were patrolling with a drone capability. The impact of this deviation was not recognised and has therefore affected the statistic reported under Priority 2 of the Police and Crime Plan.

The glitch was identified during the Constabulary preparation for the January PCC Accountability Meeting by the Head of Community Safety who reported their concerns to ACC Davison.

Conclusion

The Community Safety and SBOS meetings have finalised the new collection method for the data so that it will accurately reflect into this year’s annual report on the police and crime plan when it is produced.

In addition, SBOS has recalculated the data for the January 2022 report using the new methodology and for the same period as the old report. The Constabulary can update on the number of hours spent by the special constables on rural policing -

- The last twelve-month statistic has increased from 307 hours to 2,482 hours.
- The three-year average statistic has increased from 976 hours a year to 1,697 hours.
- The Constabulary notes that the percentage increase between the last twelve months and the three-year average is a positive 46.2%.

Additional

The Constabulary would also like to set out a simple extract from the Special Constabulary duty management system that shows what a significant support their volunteering offers to operational policing across the county.

See chart below –

Description	Jan – Dec 2021	Apr – Mar 21/22
Hours	41162	41338
Duties	5843	6114
Incidents Attended	6720	6283
Arrests	213	225
Assisting in Arrests	617	608
Drug Seizures	91	81
Domestic Violence Risk Assessment processes completed	178	170
Covid Advice Given	407	35
Covid FPN	74	0
Missing Person Searches	460	447
Roadside Negative Breath Tests administered	403	434
Roadside Positive Breath tests administered	41	39
Attending and managing sudden death reports	59	60

End.