

**MINUTES OF THE PCC ACCOUNTABILITY MEETING HELD ON TUESDAY
31 JANUARY 2023 AT 10:00 A.M. IN THE OFFICE OF THE POLICE AND
CRIME COMMISSIONER, BUILDING 7, WYMONDHAM.**

1. Attendance and Apologies for Absence

In attendance:

Mr G Orpen-Smellie	Police and Crime Commissioner, Office of the Police and Crime Commissioner (OPCCN)
Mr P Sanford	Chief Constable, Norfolk Constabulary
Mr M Stokes	Chief Executive, OPCCN
Mr C Balmer	Temporary Assistant Chief Constable, Norfolk Constabulary
Ms J Penn	Chief Finance Officer, OPCCN
Mr P Jasper	Assistant Chief Officer, Norfolk Constabulary
Mr W Drummond	Inspector, Norfolk Constabulary
Mr R Jackman	Director of Delivery Unit, Norfolk Constabulary
Ms S Lister	Director of Performance and Scrutiny, OPCCN
Mr J Stone	Head of Performance and Scrutiny, OPCCN
Ms L Bagshaw	Senior News Officer, Norfolk Constabulary
Mr J Mann	Business Support Officer, OPCCN
Mr D Harris	Project Manager, Norfolk Constabulary

Apologies for absence:

Mr S Megicks	Deputy Chief Constable, Norfolk Constabulary
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Dr G Thompson	Director of Policy, Commissioning and Communications, OPCCN
Ms J Dean	Temporary Assistant Chief Constable, Norfolk Constabulary
Mr K Wilkinson	Performance and Scrutiny Officer, OPCCN
Mr D Neave	Performance and Scrutiny Assistant, OPCCN

1.1 Before addressing the agenda items, the Police and Crime Commissioner (PCC) welcomed the attendees and explained that the meeting will be recorded and uploaded to the OPCCN website after the meeting.

2. Declarations of Personal and/or Prejudicial Interests

2.1 There were none declared.

3. To Confirm the Minutes of the Meeting Held on the 25 October 2022

3.1 The minutes were confirmed with no objections. There were no actions to be completed from the last meeting.

4. Public Questions

4.1 There was one question received from a member of the public. The question asked if the PCC is ensuring sufficient sentencing for criminals breaking the law. He advised that sentencing of offenders is a matter for the courts to decide and is not a question for this forum.

4.2 The PCC advised that he had further questions he wished to ask the Chief Constable (CC) based on correspondence he has received and 'Question and Answer' sessions he hosted.

4.3 The PCC mentioned that when he presented his Annual Report to the Police and Crime Panel, it was raised that rural crimes have a lower solved rate than urban crimes. He asked if the CC could provide comment and stats to provide context to these figures. The CC stated that the classification of crimes is not always precise and added that the urban classification is considered a built-up area of 10,000 people or more based on the 2011 Census data. The CC advised that there was 20,083 rural crimes and 46,700 urban classified crimes in 2022. The solved rate for urban crimes was 17% and for rural crimes it was 12%. The CC stated that different crime types can be located in different areas and added that crimes with higher detection rates are located in urban areas, such as drug offences, public order and shoplifting. An example of a crime type that could occur in either location is Domestic Abuse.

4.4 The PCC asked the CC about the recently published report by His Majesty's

Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) into vetting, misconduct and misogyny in policing and queried if Norfolk Constabulary has published their response to recommendations and what the Chief Constable is doing to maintain public confidence in policing in light of this report. The CC advised that he feared there would be further cases nationally and added that these would be in part due to, but not solely, vetting. The CC mentioned that 43 recommendations came out from the report, but only 29 of these recommendations were for Chief Constables to implement. The Home Secretary asked for an update from Chief Constables and a return has been submitted from Norfolk Constabulary to provide an update. Each recommendation was 'RAG' (red/amber/green) colour coded according to severity of the associated risk. There were no 'red' recommendations, and 'amber' ones are awaiting policy guidance, so the CC stated that he was happy with progress made.

The CC was happy with current vetting processes against current standards and added that he would need to ensure staffing met the demand created from processes. Further standards will be implemented for Norfolk Constabulary to follow which will mean further funding will be required to meet this increase in need for resource. He added that a programme of work will continue.

The CC stated that Norfolk Constabulary is working to restore public confidence in policing, internally he was meeting with Sergeants and Inspectors to clearly set out standards of working. The CC added that people should recognise that these are the minority of officers, and that more misconduct cases means that more are being identified by the Constabulary and being removed. The CC said that the critical thing is that officers continue to do a good job and continue to provide visible, friendly, neighbourhood policing to maintain public confidence.

4.5 The PCC queried how many police officers or staff were currently being investigated in Norfolk for Domestic Abuse or Sexual Violence. The CC stated that he could not provide specific details of ongoing investigations, but he could confirm that ten sexual violence matters were being investigated along with three domestic abuse related incidents. He added that these could be double counted as cases can include both areas and he could provide the PCC with a detailed briefing outside of the meeting. **Action 62: Chief Constable to provide the PCC with a detailed briefing outside of the meeting on officers and staff currently being investigated for Sexual Violence and Domestic Abuse in Norfolk Constabulary.** The PCC asked if any officers involved in these investigations were still in public-facing roles. The CC advised that a range of restrictions can be placed on officers involved in these cases and further confirmed that no officers would be attending Domestic Abuse incidents if being investigated for this. The PCC was reassured that members of the public could be confident in meeting a Police Officer. The CC stated that these are allegations and were not confirmed at this stage, and if any were found to be

true, they would be dealt with robustly.

5. Police, Crime & Community Safety Plan 2022-24: 'Sustain Norfolk Constabulary'

5.1 The Assistant Chief Officer (ACO) provided an overview of the finance paper under pillar one of the Police, Crime and Community Safety Plan. He stated that Norfolk Constabulary were forecast to reach a small underspend of £228k, equivalent of 0.12% of the Constabulary budget; however, further work is ongoing to utilities and costs forecasts so this may change future estimations. He mentioned the recent positive PEEL inspection report findings which outlined the Constabulary's outstanding use of resources. The ACO provided an update on Horizons policing for 2030, which included updates on hotspot policing and rapid video response. The PCC questioned if digital forensics processes were too slow and if there were levels of backlogs that need to be addressed. The CC stated that Norfolk Constabulary was too slow, but he needed to appreciate the scale of the challenge. Nationally there are over 25,000 devices that need to be analysed across the country. This is time consuming; however, devices contain critical information that help with investigations to deliver justice to victims. The Constabulary have invested into kiosk devices that allow officers to quickly download phone data when away from police stations. This reduced a large amount of the pressure on the digital forensics department in Norfolk Constabulary, where 809 devices were being held last year, and 179 are currently being held. The CC was optimistic that the Constabulary would maintain this good performance but was mindful that this was an inflationary pressure requiring more resource.

5.2 The PCC questioned why Broadland Police Station was so vital to policing in Norfolk. The CC explained that this can be answered in two parts: the estates strategy and the investigation benefits. The Temporary Assistant Chief Constable (T/ACC) explained that the model of hubs is about bringing teams back together. As officers are increasingly sitting at desks processing information, they are more able to share this across other teams and with other officers within the hub. The T/ACC gave an example of two different teams working together to arrest a sex offender involved in County Lines. Officers were able to share information which ultimately assisted in an arrest.

5.3 The ACO advised that the hubs were also part of the wider estates plan and were not purchased in isolation. A business case was written for the development of the hub and outlined savings the Constabulary would make from the use of the building. It was stated that the Broadland Hub had been funded by the Constabulary using government grants and the CC added that productivity was good in the station, morale was high, and he aimed to retain officers working in the professional hub.

5.4 The PCC queried what was the outcome of the review into the hotspot policing pilot in Norfolk. The CC stated that good work had been done regarding the pilot alongside good academic research showing this was effective at reducing crime in

hotspot areas. The CC explained that crime rates in these hotspot areas needed to be high for the model to work. As Norfolk has relatively low crime rates, the pilot remained inconclusive. There were five hotspots identified in Great Yarmouth which were identified using methods such as police data and StreetSafe reports. The CC explained that this was a tactic for higher crime counties, but that more officer engagement and visibility in these areas will lead to increased public confidence. Norfolk Constabulary are looking to repeat this pilot in Norwich and Kings Lynn, and this would be a focus for Local Beat Managers.

6. Police, Crime & Community Safety Plan 2022-24: 'Visible and Trusted Policing'

6.1 The T/ACC outlined the paper detailing a continued decline in satisfaction rates with policing locally. He added that it was hard to unpick exactly what was causing a decrease in confidence in policing; however, Norfolk Constabulary were aiming to reverse the trend. Visible engagement activity through hotspot policing is one of the ways Norfolk Constabulary are increasing visible policing in targeted areas. Norfolk Constabulary are also recording any engagement activities via an app, so data recorded. The T/ACC stated that the 'Park, Walk and Talk' scheme was still ongoing and explained that it was a great way to increase the visible presence of officers within communities.

6.2 The T/ACC announced that Norfolk Constabulary had recruited four Local Communication Officers and added that they were embedded within police stations across the county. They are able to link in with officers to update them on issues raised on social media and furthermore they can identify concerns from the StreetSafe app. The T/ACC stated that they had seen positive effects already.

6.3 The PCC queried how Safer Neighbourhood Action Panels (SNAP) meetings contributed towards Constabulary engagement activities. The T/ACC explained that advertising these meetings to members of the public was a key area of the role of Local Communication Officers. The T/ACC added that there had been an increase in overall demand, with an increase of 13% in 999 calls in the last twelve months and a small decrease in 101 call demand, partly due to members of the public using alternative methods for reporting crimes and asking for advice. He added that there was no sign in the call demand diminishing any time soon.

7. Police, Crime & Community Safety Plan 2022-24: 'Tackling Crime'

7.1 The PCC referred to the recent Office of National Statistics (ONS) crime statistics which outlined Norfolk having an increase in recorded crime of 4.8% over the last twelve months. The PCC added that possession of weapon offences increased by 51% in the most recent reporting period. The CC stated that there were three main factors in play that have contributed to the increase in possession of weapon offences. These include data from this reporting period being compared to a year of lockdowns and government restrictions, where members of the public could not walk down the street as freely as they can now. In addition to this, Norfolk

Constabulary implemented Operation Sceptre in May 2022 which allocated resources to locate and recover knives. The CC added that the Constabulary had also been proactive and put a number of resources into reducing youth criminality, and all these reasons are contributing factors as to why police have been finding more knives, which means the number of offences has increased as a result.

7.2 The T/ACC stated that there had been a continued increase in rape and serious sexual offences as more people are coming forward to report these crimes. This can be seen as a positive as police can do more to assist the victims involved and prevent future offences from occurring. In addition to this, Norfolk Constabulary is working to tackle the County Lines threat, human trafficking, and exploitation. The T/ACC explained that as a lot of work had already been done to remove County Lines threats over the past twelve months, there are subsequently less opportunities to remove them now. The CC added that agricultural crime had reduced over the last twelve months partly due to the work of the Community Rural Advisory Group and the work of Operation Randall. The CC advised that there had been a reduction in the number of drug deaths in Norwich and praised the work of Norfolk Constabulary and partner agencies in achieving this. The PCC stated that continued funding in Project ADDER and work would be needed to make progress.

7.3 The PCC asked what the Constabulary is doing to manage the increase in rape and serious sexual offences. The T/ACC explained the work of Operation Soteria and mentioned that although Norfolk is not one of the forces required to respond to the recent rape and serious sexual violence review, Norfolk Constabulary officers were attending training and information sharing was ongoing to embed emerging best practice and learning. Norfolk Constabulary are also using national guidance to improve the police response to rape victims. There is ongoing continued work with victims to ensure perpetrators receive the correct conviction. The T/ACC stated that in addition to officers monitoring the impact the courts have on cases and flagging to senior CPS officials what is and is not working, officers are working with victims to aim to retain their confidence and support. He added that the courts have challenges they need to work through. The T/ACC advised that support was available for victims, but this support was going on longer due to the increased time to receive court dates.

The meeting had a short break and reconvened at 11:20hrs

8. Police, Crime & Community Safety Plan 2022-24: 'Prevent Offending'

8.1 The T/ACC provided an update to the multi-agency work being achieved in challenging child exploitation, rape, and serious sexual offending. He stated that good work was ongoing with partner agencies including the Office of the Police and Crime Commissioner and Children's Services, and the referrals from the Domestic Abuse Partnership Perpetrator Approach. The T/ACC added that it was positive to see the increased use of Out of Court Disposals when appropriate. The Operation Discovery pilot is ongoing in the west of the county and provides more

opportunities to use Out of Court Disposals. The PCC sought reassurance that these are being used appropriately and the CC stated that although there is more scope for police to use these disposals, these would be for crimes such as cannabis use, low-value criminal damage and shoplifting. Out of Court Disposals are used with victim consent and the offender receives a resolution. The T/ACC added that community resolutions were used to gain an efficient resolution to both parties for low level offences and leaves the victim feeling listened to.

8.2 The PCC stated that he knew Norfolk Constabulary were working closely with various partners including Children's Services, the Norfolk Integrated Domestic Abuse Service (NIDAS) and Project ADDER. He then asked how Norfolk Constabulary could improve partnership working. The CC stated that there were strong working relationships between key partners across the county but mentioned that there was a capacity issue and demand on Norfolk Constabulary, so there will be some areas that partner agencies will be expected to step up to avoid policing resources being used for areas outside of policing. The CC explained that mental health was a major resource pressure that affected how police were able to perform their core role. He added that he still wished for partnership working to happen, however partners needed to alleviate the pressure put on policing resources so he will be shifting the burden. The PCC asked if there were any other areas that had an effect on policing resources other than mental health. The CC advised that mental health was the greatest concern, but there were other areas within concern for safety which caused increased demand on the Control Room that needed to be monitored.

9. Police, Crime & Community Safety Plan 2022-24: 'Support Victims'

9.1 The CC outlined the HMICFRS inspection into Investigations and announced the increase in training that officers are receiving and the Operation Discovery pilot to better support victims. He added the Community Support Units had a new intake of students and he was ensuring officers had the required training to improve the quality of investigations. The PCC asked if there needed to be more resources added to the Victim and Witness Support Team. The CC advised that it was a challenge to fill the vacant posts for the required roles. He explained that with the delays for victims receiving justice due to the ongoing court delays, there was more and more pressure on officers when relaying the situation back to victims. This was ultimately affecting the morale of staff who would sometimes be on the end of victim's frustrations. The CC stated he understood that courts were operating at full capacity and required flexibility to put urgent matters ahead of other cases, but this delays hearings.

9.2 The PCC queried the increase in Domestic Violence Disclosures (Clare's Law) and Child Sex Offender Disclosures and the effect this had on the Constabulary. The T/ACC suggested that this is in part due to a change of processes online and internally to streamline services. The introduction of NIDAS has meant that more of this work is being done in this partnership area. Norfolk Constabulary are able to

identify the medium risk-rated cases that need the most urgent attention. In addition to this, Norfolk Constabulary can divert some of these cases to the Multi Agency Safeguarding Hub, and local Beat Managers can be local points of contact for victims.

10. Police, Crime & Community Safety Plan 2022-24: 'Safer and Stronger Communities'

10.1 The CC outlined the paper and mentioned that there had been a slight decrease in serious collisions up to the date range of September 2022. However, he explained that the start of this year has been very difficult due to multiple fatal collisions in less than two weeks. The CC highlighted how Norfolk Constabulary run various campaigns and initiatives to improve road safety, including the recent drug and drink driving campaign. He stated that mobile phone prosecutions and speeding offences had increased over the past year and added that most fatal collisions are in relation to the Fatal Four area, which remains a target for the Constabulary. The CC added that residential burglaries and vehicle crimes are down slightly, as are hate crimes. In addition to this, the CC outlined the great work police volunteers and Special Constables have done, including 10,000 hours and 44,000 hours of work respectively over the past year.

10.2 The PCC requested for an update on the backlogs seen in firearms licencing and how long these would take to clear. The CC advised the PCC that there would always be a backlog as there is information the Constabulary await on, such as doctors' certificates and information from the applicant. Currently there are 197 certificates in the system, which accounts for 1.2% of the total certificates held in Norfolk. The CC stated that this included 142 renewals and there were currently eight expired licences; one of which the owner had died, and the firearms were securely locked up, and the others had transferred firearms to someone with a current licence. He added that the Constabulary were continually risk assessing the situation against other competing demands, but he understood the importance of keeping on top of this area. The PCC asked if there was a constant pull of resources from a finite pool. The CC agreed and stated that he was looking into more long-term solutions for efficiencies, particularly as the cost of the scheme is not covered by the licenses.

10.3 The PCC asked how the Constabulary responds to and manages the difference between perception and reality in hate crimes, as there had been a reduction of 5% in the last twelve months. The CC stated that this was a difficult area as there can be societal differences. He added that he was reliant on engagement of officers speaking to communities and hard to reach groups of the public. In addition to this the Independent Advisory Group can advise Norfolk Constabulary on current societal issues.

11. Emerging Operational/Organisational Risks

11.1 It was agreed that all the emerging risks had been discussed in the meeting.

12. A.O.B

12.1 There was nothing discussed under AOB.

13. Date of Next Meeting

13.1 The next meeting is scheduled to take place on Wednesday 19 April at 2:00pm in the Office of the Police and Crime Commissioners Conference Room, Building 7, Falconers Chase, Wymondham



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Giles Orpen-Smellie
Police and Crime Commissioner



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Paul Sanford
Chief Constable