

POLICE ACCOUNTABILITY FORUM

(Purpose: To hold the Chief Constable to account and to enable issues to be discussed and decisions made in public)

Tuesday 26th January 2021 at 2:00pm – 4:00pm

To be conducted via Microsoft Teams Video

A G E N D A

1.	Attendance and Apologies for Absence	
2.	Declarations of Personal and/or Prejudicial Interests	
3.	To Confirm the Minutes of the Meeting held on the 25 th November 2020	Page 3
4.	Constabulary Covid-19 Update	Verbal Update
5.	Police and Crime Plan Theme: 'Good Stewardship of Taxpayers' Money'	Page 9
6.	Professional Standards Department Complaints Update	Page 30
7.	Police and Crime Plan Theme: 'Support Victims and Reduce Vulnerability'	Page 67
8.	Police and Crime Plan Theme: 'Deliver a Modern and Innovative Service'	Page 79
9.	Emergency Services Collaboration Group Update	Verbal Update
10.	Emerging Operational/Organisational Risks	Verbal Update
11.	AOB:	
12.	<p><u>Date of Next Estates Governance Board Meeting:</u> Tuesday 11th February 2021 from 10:00am – 12:00pm</p> <p><u>Date of Next Strategic Governance Board Meeting:</u> Wednesday 24th February 2021 from 2:00pm – 4:00pm</p> <p><u>Date of Next Police Accountability Forum Meeting:</u> Tuesday 9th March 2021 from 10:00am – 12:00pm</p>	

Enquiries to:

OPCCN

Building 1, Jubilee House,

Falconers Chase, Wymondham, Norfolk, NR18 0WW

Direct Dial: 01953 424455

Email: opccn@norfolk.pnn.police.uk

如果您希望把这份资料翻译为国语，请致电01953 424455或发电子邮件至：

opccn@norfolk.pnn.police.uk 联系诺福克警察和犯罪事务专员办公室。

Если вы хотите получить данный документ на русском языке, пожалуйста, обратитесь в Управление полиции и комиссии по рассмотрению правонарушений в графстве Норфолк по тел. 01953 424455 или по электронной почте: opccn@norfolk.pnn.police.uk

Se desejar obter uma cópia deste documento em português, por favor contacte o Gabinete do Comissário da Polícia e Crimes através do 01953 424455 ou pelo e-mail: opccn@norfolk.pnn.police.uk

Jei šio dokumento kopiją norėtumėte gauti lietuvių kalba, prašome susisiekti su Policijos ir nusikalstamumo komisarijų tarnyba Norfolk grafystėje (Office of the Police and Crime Commissioner for Norfolk) telefonu 01953 424455 arba elektroninio pašto adresu opccn@norfolk.pnn.police.uk

Jeśli chcieliby Państwo otrzymać kopię niniejszego dokumentu w języku polskim, prosimy skontaktować się z władzami policji hrabstwa Norfolk (Office of the Police and Crime Commissioner for Norfolk) pod numerem 01953 424455 lub pisać na: opccn@norfolk.pnn.police.uk

2. **Declarations of Personal and/or Prejudicial Interests:**

There were none received.

3. **To confirm the Minutes of the meeting held on 29th September 2020** Before the minutes were discussed the PCC stated that there were increased calls coming into the Constabulary, which included an increased number of Domestic Abuse crimes. He added that today was White Ribbon day which aimed to highlight domestic abuse and encourage victims to come forward to report the abuse. The PCC highlighted the National Domestic Abuse Helpline number 0808 2000 247.

The minutes were approved. There were updates for the following actions:

- Action 54 – The Chief Constable stated that the Constabulary was in a position whereby a supplier was being appointed that will survey all those who have interacted with the Operation Solve team. Work has already been completed in regards to the Constabulary public confidence survey but the Constabulary was exploring alternative options for 101 calls. **ACTION 54 – The Chief Constable would decide when affordability of the survey had been considered and would then inform the PCC. This action remains LIVE.**
- Action 55 – The PCC confirmed that he had received the ethnicity data from the Constabulary. The PCC noted that he was satisfied with the considerable increase of applications from diverse communities. Action closed.

4. **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 2020/21 budget monitoring report.

The key points discussed were as follows:

- the ACO stated that the budget monitoring report was set out in the papers. He explained that the Constabulary was due a modest underspend of just over half a million pounds. An in-year review of saving had been completed and a £900k spend will be completed to the capital programme to create savings. With all the economic uncertainty the ACO stated that the Constabulary budget was a good news story. He added that Covid-19 related costs had been handled very well and in relation to the slippage highlighted in the report, this was mainly due to works completed in regards to Broadland Police Station. The PCC queried the underspends reported in the papers, the ACO clarified these differences due to the other changes in spending forecasts

- the PCC questioned what the impact of Covid-19 was on Constabulary budgets. The ACO stated that some spending was required, such as with the acquisition of PPE equipment; however, the Home Office was reimbursing incurred costs and future equipment will be facilitated through the central model. He explained that money had been lost through areas such as the Speed Awareness courses and courts income. He added that the Constabulary are working through what costs can be reimbursed, including a claim for £219k and some costs can be absorbed through the capital programme and existing budgets
- the PCC queried if the uplift in officer numbers from Central Government had an effect on the Constabulary and if this required increased Constabulary funding. The ACO stated that this year of the uplift was covered by the Home Office grant. The Constabulary were looking into increasing officer numbers above the target by the end of the year so recruitment can be stopped during the introduction of the Police Education Qualifications Framework (PEQF). The PCC asked if other requirements will have a detrimental effect on the Constabulary budgets in the future. The ACO advised that all external influences are looked into when planning budgets which will be included in the Medium-Term Financial Plan (MTFP), including the pressures of increased pay and insurance premiums each year. The PCC asked if they had allowed for the pay increase in the MTFP, the ACO said they had this modelled in the Constabulary budget planning
- the PCC asked when the Swaffham build was due to be completed. The ACO stated that there were snagging issues that needed to be addressed, but the building was ready apart from this. Officers and staff were reported to be moving into the premises in the coming weeks
- The PCC queried the progress with the Emergency Services Collaboration. The Chief Constable stated that Covid-19 had delayed collaboration, but there were ongoing dialogues and a community safety business case was being drafted up. Progress with the Fire Service and Hethersett Old Hall School was ongoing

5. Constabulary Covid-19 Update

The Chief Constable and Assistant Chief Constable spoke to the agenda item.

The key points discussed were as follows:

- the Chief Constable outlined the response taken by the Constabulary in dealing with Covid-19, led by ACC Simon Megicks. He mentioned that Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) produced a draft assessment which indicates the good work completed by the Constabulary
- ACC Megicks presented the report and outlined that auditors have given an indication the Constabulary have handled the pandemic well. Plans were in place by the Constabulary, but could not predict the impact Covid-19 would have on Norfolk and the country. The Constabulary prioritised answering and

responding to calls and was in a strong position to do so with regulations and procedures in place. The Constabulary has a strategic and tactical coordination group which links in with partners to respond to Covid-19. There have been outbreaks within own buildings, but with processes in place these have been dealt with quickly

- Fixed Penalty Notices have been issued but the Constabulary is continuing to educate and encourage people to follow rules before enforcing these notices. ACC Megicks stated that the Constabulary commissioned an independent peer review for their response to Covid-19 and this will help to ensure the Constabulary continues to provide the correct response. The audit conducted through TIAA indicated positive outcomes, which included language of 'strong assurance' with no recommendations. The PCC asked the ACC to expand upon the Gold and Silver groups mentioned in the report and explain what these meant. The ACC stated that Gold set the strategy and dealt with resources, finances, partners, public communications and strategic document creation. The Silver group works at a tactical level and deals with dynamic issues such as health and wellbeing, local policing and public order
- the PCC queried if routine testing was completed for officers and staff in the Constabulary. ACC Megicks stated that they had the same opportunities to take tests as the general public. Mass testing is not yet widely available but this is being rolled out across the country and is coming to Norfolk. The Constabulary is supporting public health, but Norfolk is not one of the early tiers for the rollout. The PCC questioned what effect the potential for relaxation of the government-imposed lockdown rules during Christmas would have on policing. The Chief Constable stated that the Constabulary would stick to the position they have already adopted of educating and encouraging to follow the rules before enforcement. The Chief Constable mentioned that officers will be dealing with increased levels of domestic abuse over the Christmas period and reiterated that the public need to follow the government issued guidelines to stay safe

6. Police and Crime Plan Theme: 'Support Rural Communities'

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

The key points discussed were as follows:

- the PCC stated that he understood ongoing communications between the police and rural communities was occurring, but asked how members of the public could have a two-way real-time conversation to share information. The Chief Constable stated that there was 104 Beat Managers across Norfolk dedicated to maintain the link with communities and could be contacted by phone. He added that there was a WhatsApp group, but the main method was through Beat Managers and statistics showed that the relationship between police and rural communities were good. The Constabulary actively encouraged people to report intelligence and the Chief Constable advised that

the phone numbers of the local Beat Managers were advertised where a member of the rural community would be able to access this. He added that the local commanders were responsible for keeping this information up to date and to link in with Parish Councils to do this

7. Police and Crime Plan Theme: 'Improve Road Safety'

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

The key points discussed were as follows:

- ACC Megicks explained that the Constabulary had a focus on the 'fatal 4' and vulnerable road users. He added that there was an upward trajectory of millions of miles travelled on roads in previous years in Norfolk; however, 2020 saw a reduction in miles travelled due to two lockdowns (a 60-70% decrease in the first lockdown, then a 20-25% decrease in the second lockdown). There was a reclassification of Killed and Seriously Injured (KSI) as the definition of 'serious road collisions' changed in 2016 on the CRASH system, this is likely to have resulted in more incidents being recorded as 'serious'
- the Constabulary continued to ticket vehicles that are speeding using the mobile vans and educating road users alongside this. The Constabulary work with the Safety Camera Partnership to focus on a safer systems approach alongside 'days of action' that focus on issues such as using mobile phones at the wheel. ACC Megicks explained that the Constabulary are able to take and look at more dashcam footage. The ability for the Constabulary to issue tickets for mobile phone usage while driving had been significantly curtailed as the Constabulary are awaiting the outcome of new case law legislation. ACC Megicks added that the Constabulary were not meeting the KSI casualty reduction strategy target
- the PCC stated that there was no reference to Community SpeedWatch volunteers in the report. ACC Megicks advised that this was an oversight on his part but highlighted the good work they did for the community and value their support. ACC Megicks explained the volunteers are a part of the wider Constabulary response to ensuring road safety and are involved in reducing speeding in hot-spots and reducing anti-social driving. The PCC stated that Killed and Seriously Injured cases (KSIs) were relevant to small villages and not just main roads and reiterated that the SpeedWatch volunteers were vital in reducing the KSI numbers. The PCC asked if there were systems in place to link in with the SpeedWatch volunteers to keep them engaged. **ACTION 56 – ACC Simon Megicks to check communications are in place with Community SpeedWatch volunteers to ensure they are kept fully engaged and report back to the PCC.** The PCC asked how average speed cameras worked and ACC Megicks explained how these operated

- the PCC stated that the #Impact scheme ran by the OPCCN in partnership with the Constabulary alongside the Fire Service delivered good demonstrations to students and young people who attended. The PCC asked ACC Megicks if he thought this was an important initiative. ACC Megicks agreed and was supportive of the scheme. The Constabulary were looking into the viability of virtual reality for the scheme. **ACTION 57 – ACC Simon Megicks to look into what is being completed in regards to the #Impact scheme and report back to the PCC so he can inform the Police and Crime Panel**

8. Emergency Services Collaboration Group Update

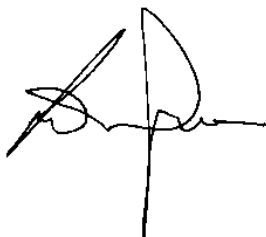
- the Chief Constable stated that there was nothing additional that he wanted to update the PCC on regarding the agenda item

9. Emerging Operational/Organisational Risks

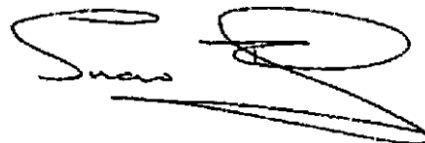
- the PCC mentioned Covid-19, the Chancellors Spending Review, policing settlement and precept. The Chief Constable stated that there was nothing additional that he wanted to update the PCC on regarding the agenda item

10. Date of Next Meeting:

Tuesday 26th January 2021 at 2:00pm via Microsoft Teams video.



.....
Lorne Green
Police and Crime Commissioner



.....
Simon Bailey
Chief Constable



NORFOLK
CONSTABULARY
Our Priority is You

ORIGINATOR: Assistant Chief Officer Peter Jasper

REASON FOR SUBMISSION: For Information

SUBMITTED TO: Police Accountability Forum – 26 January 2021

SUBJECT: Police and Crime Plan: Good Stewardship of Taxpayers' Money

SUMMARY:

This report outlines the Constabulary's progress on the Strategic Policing Objectives for Priority 7: Good Stewardship of Taxpayers' Money, as set in the Office of the Police and Crime Commissioner for Norfolk's (OPCCN) Police and Crime Plan 2016-2020.

1. The report provides a high-level financial overview of the Constabulary Revenue and Capital Budgets for the current year 2020/21.
2. A high-level update on the Estates Programme is included.
3. The Performance Metrics for Good Stewardship of Taxpayers' Money are also included.

RECOMMENDATIONS:

The Police and Crime Commissioner is asked to note the report.

ORIGINATOR: Assistant Chief Officer

REASON FOR SUBMISSION: For Discussion

SUBMITTED TO: Police Accountability Forum

SUBJECT: Budget Monitoring Report 2020/21
(based on period to 30 November 2020)

SUMMARY:

1. This report provides a high-level financial overview of the Constabulary Revenue and Capital Budgets for the current year, 2020/21.
2. The Commissioner approved the total revenue budget and capital programme for 2020/21 in February 2020 and this report forecasts income and expenditure to the end of the year (outturn) based on the position at the end of November 2020.
3. Since the budget was approved, the UK has been hit by the Covid-19 (C19) pandemic, with lockdown conditions being put into place at the end of March 2020. This has impacted on the way the OPCC and Constabulary have had to conduct their business, and has also had an impact on the financial picture of the Group. The government is reimbursing the constabulary for spending on Personal Protective Equipment (PPE) and compensation for loss of income as a result of COVID-19.
4. The pandemic coupled with lockdown conditions is resulting in the UK entering into a period of recession, and this will create economic challenges that the Government will need to respond to. This presents a risk in terms of funding settlements to policing. The in-year review of savings previously reported has resulted in the identification of underspends of £1.493m, £0.890m of which has been transferred to the Revenue Contribution to Capital Outlay (RCCO).
5. The Constabulary is forecasting a revenue underspend of £0.146m.

RECOMMENDATIONS:

It is recommended that the PCC notes the contents of this report.

DETAIL OF THE SUBMISSION

1. OVERVIEW

- 1.1 Based on the position as at 30th November 2020, the Constabulary Revenue Budget is forecast to underspend by £0.146m (0.08% of the total budget).
- 1.2 As a result of the Covid-19 (C19) pandemic, there has been an impact on the financial position. Regular reports are provided to Chief Officers and OPCC, as well as to the Home Office. The government is reimbursing spending on Personal Protective Equipment (PPE) and compensation for loss of income as a result of COVID-19. In addition, additional government funding has been provided to enhance policing of Covid-19 restrictions.
- 1.3 In order to support all constabularies in terms of liquidity, the Home Office will continue to allocate the Uplift grant in monthly instalments for the rest of the year.
- 1.4 The high-level summary at month 8 is as follows:

	Budget 2020/21 £000	Full Year Forecast £000	Over(-)/Under spend	
			£000	%
Chief Constable Operational Spending	190,576	190,430	146	0.08%
Transfer from Reserves	(3,683)	(3,683)	0	0.00%
Chief Constable Operational Spending (net)	186,893	186,747	146	0.08%

2. CONSTABULARY REVENUE BUDGET (including capital financing)

- 2.1 The Constabulary Revenue Budget is forecast to be under-spent by £0.146m at the year-end. The main variances are explained below and provided in the following table:

	Budget 2020/21 £000	Full Year Forecast £000	Over (-) / Under Spend £000
Pay Related Costs	150,655	150,408	247
Other Employee Costs	1,629	1,610	18
Property Related Costs	16,550	16,612	(61)
Transport	3,563	3,192	370
Supplies and Services	14,598	14,804	(206)
Third party payments	3,807	3,808	(0)
Capital Financing	9,644	10,081	(437)
Corporate	2,195	1,796	400
Income	(12,066)	(11,881)	(185)
Total	190,576	190,430	146

NOT PROTECTIVELY MARKED

2.2 **Pay Related Costs**

2.3 The overall forecast underspend of £0.247m includes offsetting variances relating to officer and staff pay. An overspend of £0.500m is forecast within officer pay, relating to the planned uplift of officers in respect of meeting Norfolk's share of the increased national recruitment of 20,000 police officers announced by central government.

2.4 The workforce planning assumptions assume a net increase of 53 officers for this financial year, with strength at 1663 by year end, 38 FTE above the Uplift target. This level of recruitment is required to ensure the Uplift target is met in 2021/22. This is because there will be a three-month training gap in 2021/22 (and therefore no new officer intakes during this period) due to time needed to get ready for the introduction of the new Police Education Qualifications Framework (PEQF).

2.5 An underspend of £0.800m is forecast within staff pay as a result of existing vacancies together with anticipated delays in recruitment as a result of the C19 pandemic.

2.6 An overspend of £0.053m is forecast within police officer overtime, primarily relating to Safeguarding and Investigations, offset by underspends in CPC and Protective Services.

2.7 **Transport Related Costs**

The forecast underspend of £0.370m relates to lower than budgeted expenditure within fuel, motor insurance and travel expenses. This is in addition to the amount that was identified within the in-year review of savings as outlined in previous reports.

2.8 **Supplies and Services Costs**

The forecast over-spend of £0.206m primarily relates to additional expenditure within insurance employer and public liability costs, partially offset by an underspend in Forensic Medical Examiner contractual costs.

This forecast includes the additional costs incurred locally on Personal Protective Equipment (PPE). These costs are captured and reported on a monthly basis to Covid Gold and Silver Commanders and OPCC. These costs are also included within the monthly return to the Home Office. Costs incurred in relation to PPE have been reimbursed and this is recognised within forecast income.

2.9 **Capital Financing**

The forecast over-spend of £0.437m relates to an additional contribution to Revenue Contribution to Capital Outlay (RCCO) (0.776m) offset by lower interest paid than budgeted, as a consequence of delays in borrowing requirements for capital projects (£0.339m).

2.10 **Corporate budgets**

The forecast underspend of £0.400m is as a result of the in-year savings exercise, as outlined in last month's report.

2.11 **Income**

The forecast shortfall of £0.185m includes an assumed loss of income of £0.270m relating to fees and charges and lower investment interest than budgeted. This is offset by additional income of £0.085m as a result of training provided to officers from other forces.

- 2.12 The income loss recovery scheme was published by the Home Office in October, in order to compensate for irrecoverable and unavoidable losses from sales, fees and charges income generated in the delivery of services in the financial year 2020/21. A return has been submitted to the Home Office meeting the principles and parameters set out in the guidance. The largest proportion of the income loss relates to speed awareness courses and court income. The reimbursement relating to the loss of income and the purchase of medical grade PPE is captured within the forecast.

3. **Savings**

- 3.1 The total planned savings requirement for 2020/21 as set in the Medium-Term Financial Plan approved in February 2020 is £1.332m with budgets having been reduced in line with the agreed savings profiles set out in the MTFP. As a result of in-year decisions, a shortfall of £0.054m is forecast against this target. However, departmental in-year savings of £0.454m have been taken to the centre providing a net benefit of £0.400m.
- 3.2 As a result of C19 and the potential impact this may have on the economy and future uncertainty regarding police funding, an in-year review of additional non-pay savings was been undertaken. In respect of the in-year non-pay savings outlined above, elements of these underspending budgets have been taken back into the corporate centre and proposals for value for money re-use of these budgets have been considered. The impact of these have been reported in previous months, but in summary, £0.890m of these funds have been used to contribute to the revenue funding of the 2020/21 capital programme. This is a prudent course of action and will protect reserves that will be required over what is expected to be another period of austerity. In the last report it was outlined that further flexibility to increase the RCCO contribution will be monitored throughout the year, and para 3.9 outlines an additional £0.776m contribution that will further help protect reserves.

4. **TRANSFER FROM RESERVES**

- 4.1 The budgeted transfer from reserves of £3.683m includes £3.460m capital programme funding, £0.175m contribution to the seven force collaboration team costs and £0.048m relating to a national portfolio carry forward.

5. CAPITAL PROGRAMME

- 5.1 The current total approved Capital Programme is £24.116m including slippage from 2019/20 of £11.063m and the transfer of £1.732m and £0.810m to Table A in respect of the Norfolk Learning Centre and joint projects.
- 5.2 The current forecast expenditure at year-end is £13.639m. The underspend of £10.655m relates to the slippage of Estates and Digital Asset Management schemes.

	Original Budget	Changes to be approved	Revised Budget	Forecast	Variance
	£m	£m	£m	£m	£m
Slippage from 2019/20	11.063	0	11.063		
Table A – schemes approved for immediate start 1 April 2020	13.231	0	13.231		
Total Capital Programme	24.294	0	24.294	13.639	10.655
Table B – schemes requiring a business case or further report to PCC(s) for approval	1.954	0	1.954		
Table C – Longer term, provisional schemes requiring further reports	0	0	0		
Total	26.248	0	26.248		

**Corporate Monitoring Report at 30th November 2020
NORFOLK CONSTABULARY**

FULL SUMMARY OF INCOME AND EXPENDITURE

	Budget 2020/21	Actual Year to Date	Forecast Outturn	(Over)/Under spend
	£000	£000	£000	£000
Pay and Employment Costs	150,655	98,668	150,408	247
Other Employee Costs	1,629	674	1,610	18
Property Related	16,550	10,358	16,612	(61)
Transport Related	3,563	2,442	3,192	370
Supplies and Services	14,598	9,961	14,804	(206)
Third Party Payments	3,807	1,514	3,808	(0)
Capital Financing	9,644	413	10,081	(437)
Contingencies	2,195	0	1,796	400
TOTAL EXPENDITURE	202,642	124,031	202,311	331
Grant, Trading and Reimb Income	(12,066)	(4,784)	(11,881)	(185)
TOTAL INCOME	(12,066)	(4,784)	(11,881)	(185)
NET INCOME/EXPENDITURE	190,576	119,247	190,430	146

FINANCIAL IMPLICATIONS:

As per the report.

OTHER IMPLICATIONS AND RISKS:

There are no other implications or risks.

ORIGINATOR: Head of Estates.

REASON FOR SUBMISSION: For Information.

SUBMITTED TO: Police Accountability Forum – 26th January 2021.

SUBJECT: Estates Update.

SUMMARY:

This paper updates the Police and Crime Commissioner for Norfolk (PCC) on the latest position with the impact of COVID-19 on estates and facilities services and the status of Norfolk 2020 estates strategy projects.

RECOMMENDATION:

For the Norfolk PCC to note the estates position and strategy update.

KEY ISSUES FOR CONSIDERATION.

1. BACKGROUND:

1.1 This paper summarises the current position relating to the impact of COVID-19 on the Estates & Facilities Department services and an update on estates projects.

1.2 COVID-19 IMPACT:

1.3 The Estates & Facilities Department has worked closely with the ICT Department to provide additional desk space to enable social distancing in the workplace. This has included using classrooms, meeting rooms and vacant office areas, as well as utilising spare accommodation in other police stations.

1.4 The Facilities Unit has assisted with additional cleaning requirements, waste and PPE disposal and changes to catering services.

1.5 A summary of the main service impacts are as outlined below.

1.6 Estates Unit Services:

Reactive 24/7 call out repairs – a normal service has been maintained.

Minor Works and accommodation moves – we have undertaken COVID-19 social distancing moves only.

Statutory Servicing – Normal services have been maintained.

1.7 Facilities & PFI Services:

Cleaning, caretaking, waste and grounds - Our facilities contractor CBRE has undertaken additional cleaning. Custody facilities services have been maintained via our PFI contract with Tascor.

PPE waste disposal – We have provided additional waste bins and service for PPE disposal in Police Stations and other operational premises.

Catering – Our catering service via Interserve at Wymondham OCC is running on a reduced takeaway service basis, but emergency catering is still available.

SALTO – Building Access Controls – Our facilities staff have maintained the service and made room changes to accommodate the changing use of accommodation space under the current COVID-19 circumstances.

2.0 ESTATES STRATEGY – NORFOLK 2020 UPDATE:

2.1 Following the last meeting the Norfolk 2020 related Estates projects are updated as follows:

2.2 NORFOLK 2020 – INVESTIGATION HUB PROJECTS:

2.3 EAST HUB – BROADLAND POLICE STATION:

2.4 The Estates Department has finalised work around land purchase and police station design for a new site at Broadland Gate Business Park, located to the east of Norwich. The new site will provide the eastern investigations hub, as well as providing capacity for other teams in order to enable the reduction of a number of other premises. The site will be known as Broadland Police Station.

2.5 Planning Permission has now been granted by Broadland District Council for the new police station on 11th September 2020.

2.6 The land purchase was completed from Broadland Gate land Limited on 24th November 2020.

2.7 The project is currently out to open market tender. Any future award for the construction contract will be subject to ongoing gateway reviews as agreed with the PCC.

2.8 It is estimated that the new Broadland Police Station could be completed by August 2022.

2.9 ACLE:

2.10 It is planned to relocate services to the new Broadland Police Station (subject to the ongoing Gateway Reviews agreed with the PCC) and share facilities at Acle Fire Station to maintain a local Beat Manager presence and police visibility in Acle.

2.11 Chaplin Farrant architects have completed plans for an outline planning application for residential use, in preparation for the future disposal of the existing Acle Police Station site located on Norwich Road.

2.12 SPROWSTON:

2.13 It is planned to relocate services to the new Broadland Police Station (subject to the ongoing Gateway Reviews as agreed with the PCC).

2.14 As of 1st March 2018, the existing Sprowston Police Station has been designated as an '*asset of community value*' and a restriction has been placed against the registered property ownership title at the Land Registry. This will provide a future opportunity for the community to have the first right to purchase the site, but this will still be at market value.

- 2.15 Chaplin Farrant architects have completed plans for an outline planning application for residential use, in preparation for the future disposal and obtaining the best value in the event of a community sale, of the existing Sprowston Police Station site located on Wroxham Road.
- 2.16 WEST HUB – SWAFFHAM POLICE STATION:
- 2.17 The PCC previously approved the purchase of a new site at the Eco-Tec Business Park, Swaffham. The purchase of the new site behind Waitrose Supermarket was legally completed on 5th April 2019.
- 2.18 Chaplin Farrant architects of Norwich completed the design of the new Swaffham Police Station and west Norfolk investigation hub. Breckland District Council granted planning permission for the new police station on 13th February 2019.
- 2.19 Following public tender Pentaco Construction was appointed to build the new Swaffham Police Station. Pentaco Construction handed over the building on 23rd November 2020. During December 2020 various police units have moved into the building to bring the site into full operational use.
- 2.20 The existing Swaffham Police Station site on Westacre Road is planned to be sold and is now being advertised for sale on the open market via NPS Group.

3.0 EMERGENCY SERVICES COLLABORATION:

3.1 HOLT:

- 3.1.1 The PCC previously approved a move to new premises at Holt Fire Station.
- 3.1.2 Norfolk County Council has approved the proposals and North Norfolk District Council approved the proposed minor works to provide a new police station extension on the fire station building via the grant of planning permission on 14th September 2018. The new accommodation will cater for 4 police office report desks and 12 police lockers and equipment, so remains flexible for the future.
- 3.1.3 Following public tender, building contractor T.Gill & Son (Norwich) Limited were appointed to undertake the works to Holt Fire Station site from 29th April 2019. On 21st June 2019 T. Gill & Son (Norwich) Limited went into administration, closing the site. The remaining works were then retendered. BMA Construction Ltd were appointed on 6th January 2020. Their contract was terminated on 5th June 2020.
- 3.1.4 Fisher Bullen Builders of Fakenham (Part of RG Carter Group) have now been appointed to finalise the building work between 2nd November 2020 to 21st January 2021.
- 3.1.5 Outline planning permission has now been granted by North Norfolk District Council on 30th July 2019 for the demolition of the old police station buildings and the erection of 8 new dwellings. The existing police station site will be placed on the open market for sale once the police works at the neighbouring fire station have been completed.

3.2 REEPHAM:

- 3.2.1 The PCC previously approved a move to new premises at Reepham Fire Station.
- 3.2.2 Norfolk County Council has approved the proposals and Broadland District Council approved the proposed minor works to provide a new police report room extension on the fire station building via the grant of planning permission on 13th July 2018.
- 3.2.3 Following public tender, building contractor T.Gill & Son (Norwich) Limited were appointed to undertake the works to Reepham Fire Station site from 29th April 2019. On 21st June 2019 T. Gill & Son (Norwich) Limited went into administration, closing the site. The remaining works were retendered, together with the Holt Police Station works as outlined above. BMA Construction Ltd had started on site on 6th January 2020 and have finished the works.
- 3.2.4 The Reepham Fire Station police accommodation is now operational and the old Reepham market place police station is being decommissioned in readiness to be handed back to the landlord.

3.3 ATTLEBOROUGH:

- 3.3.1 Recommendations on the future of the Attleborough Police Station site are on hold, pending the work and outcomes of Operation Uplift (provision of extra Police Officers) and the related impact of planned housing development implications in and around Attleborough that are being considered as part of the new Estates Strategy.

4.0 NORFOLK 2020 - SURPLUS SITES:

- 4.1 Following the Norfolk Constabulary 2020 operational review a number of sites were declared surplus to operational needs. The update on each is outlined below.

4.2 CAISTER ON SEA:

- 4.2.1 Great Yarmouth Borough Council has previously granted planning permission on 7th August 2019 for the future residential re-development of the site for five dwellings on the site of the former Caister-On-Sea Police Station located on the High Street.
- 4.2.2 The site has been marketed for sale via our estate's consultancy contract with NPS Group. An offer has been accepted by the PCC and the sale is now in the hands of solicitors for legal completion (*at the date of drafting this report*) on 13th January 2021.

4.3 NORTH LYNN:

- 4.3.1 The site of the former North Lynn Police Station at Mayflower Avenue, King's Lynn is now being advertised for sale on the open market via NPS Group.

4.4 TUCKSWOOD – NORWICH:

- 4.4.1 Chaplin Farrant architects of Norwich previously undertook practical investigations of the former Tuckswood Police Station site and submitted a residential outline planning application to Norwich City Council.
- 4.4.2 Following further feedback from the planners, the application is for a change of use to residential for the former police house and police beat box and the addition of a further detached house.
- 4.4.3 The grant of planning permission for 3 dwellings on the site was granted by Norwich City Council on 26th September 2019.
- 4.4.4 The site is now being advertised for sale on the open market via NPS Group.

4.5 BOWTHORPE – NORWICH:

- 4.5.1 Norwich City Council had previously granted outline planning approval for the development of two dwellings on the site following a decision granted on 3rd April 2019.
- 4.5.2 The site was placed for sale on the open market via our estates consultancy contract with NPS Group. The sale of the site was completed on 31st July 2020 to Teddy Clarke Ltd, obtaining a capital receipt of £225K + VAT.

4.6 STALHAM – DEVELOPMENT LAND:

The former police station development site located on Yarmouth Road, Stalham is now being advertised for sale on the open market via NPS Group.

5.6 TRAINING ACCOMMODATION:

- 5.6.1 We continue to undertake refurbishment work at the former Hethersett Old Hall School to provide new police training classrooms and other accommodation to support both the planned increase in Police Officer numbers under Operation Uplift and the changes to training under the proposed Policing Education Qualifications Framework (PEQF).
- 5.6.2 The first phase of four classrooms has opened. Tutor offices, meeting space and scenario rooms open by December 2020 and eight further classrooms, sports hall and driving school fully open by March 2021.
- 5.6.2 This will also provide the opportunity to better review the potential to share facilities with other Forces, Norfolk Fire & Rescue Service and other one public estate and third sector partners.
- 5.6.4 Future options and recommendations that are '*commercial in confidence*' will be reported to the PCC's Estates Board in the first instance.

6.0 FINANCIAL IMPLICATIONS:

6.1 As stated in the report.

7.0 OTHER IMPLICATIONS AND RISKS:

7.1 As stated in the report.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	No.
Have financial implications been considered?	Yes – Via Estates Strategy.
Have human resource implications been considered?	Yes.
Have accommodation, ICT, transport, other equipment and resources, and environment and sustainability implications been considered?	Yes.
Have value-for-money and risk management implications been considered?	Yes.
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	Yes, but no formal assessment has been made.
Is the recommendation consistent with the objectives in the Police and Crime Plan?	<p>Yes.</p> <p>To protect the availability of frontline resources.</p> <p>Quality of service target.</p> <p>Capital programme.</p> <p>Financial Savings.</p>
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	<p>Yes.</p> <p>Consultation has taken place with partners.</p> <p>EG: Fire & Ambulance.</p>

		COUNTY			
Area	Indicator	Last 12 months	Long term average	Difference	
Good Stewardship of Taxpayers' Money	% Emergencies in target	89.8%	89.7%	+0.1 p.pt	
	% of 999s answered within 10 seconds	90.7%	90.2%	+0.5 p.pt	
	Average time to answer 101* calls (county Only)	04:53	N/A	N/A	
	% of public who agree police are doing a good job (Crime Survey for England and Wales - CSEW)**	63.3%	67.9%	-4.6 p.pt	

*This figure represents the average answer time for 101 calls that have **not** been re-routed through to a self-service option. Those that remain in the 101 queue are then triaged by switchboard into either emergency, priority, routine, or advice calls which continue on to a communications officer (if not dealt with by switchboard at the initial point of call). The rolling twelve-month figure is a new combined measure which replaces previous measures that were used to report on the separate call queues. This indicator will continue to be reviewed for accuracy and to ensure it is methodologically sound. A long-term average for 101 calls will not be available until we have accumulated four years' worth of data (three years to calculate the preceding average, in addition to a further twelve months to calculate the current twelve-month figure).

**Data for the % Emergencies in target and % of 999s answered within 10 seconds metrics are based on the date range December 2019 to November 2020. The Public Confidence data from CSEW is based on the financial year April 2019 to March 2020 (more recent data is yet to be released).

Attending Emergencies

- The aim is for 90% of emergencies to be attended within the Constabulary's target. The target for urban areas is 15 minutes and for rural areas, 20 minutes (timings calculated from the point of the call being received to an officer being in attendance).
- In the last 12 months December 2019 to November 2020, 91.2% of emergencies in urban areas were attended within the target time and 88.4% of rural emergencies were attended within the target time.
- Despite a more recent reduction in 999 calls (since August this year), the proportion of emergency incidents that are attended within the target time is on par with the long-term average, indicating that the Constabulary are effectively managing the increase in demand. The number of CADs recorded as Grade A (emergency response) over the 12 months up to the end of November 2020 has increased by 1.9% against the long-term average (43,473 against 42,675), and is set against an increase of 4.8% in CADs recorded as Grade B (priority response) over the same period. These trends are likely to reflect the impact of Covid-19 on policing caused

NOT PROTECTIVELY MARKED

by a change in social activity both over the period of lockdown and the subsequent easing of lockdown measures.

- Due to the continued recruitment of new officers there remains a temporary reduction in the percentage of officers that are response trained in front line roles. Work is continuing with the Constabulary Driver Training team to address this matter over time.
- Emergency response incidents are overseen by a trained dispatcher with additional management support where the incident requires it. All emergency attendance times are monitored live time and the dispatcher can always consider an alternative unit if a difficulty in resourcing a response in good time is encountered. For example, this could mean utilising a specialist unit such as a roads policing resource.

Answering Emergency calls

- The national target is to answer 90% of 999 calls within 10 seconds.
- For reference 90.7% of 999 calls in the last twelve months were answered within 10 seconds.
- Norfolk Constabulary continues to perform strongly around the ability to answer 999 calls within 10 seconds despite a long-term increase in demand. This increase in demand is not isolated to Norfolk, but reflected nationally across all forces. Figure 1/table2 below shows the number of 999 calls being answered in Norfolk in 2020/21 so far compared to previous years.

Table 2: Number of 999 calls received in Norfolk by financial year 2015/16 – 2020/21

	15/16	16/17	17/18	18/19	19/20	20/21
Apr	6485	6731	7602	8324	8968	7169
May	7213	7470	8480	8701	9536	8601
Jun	7125	7891	9133	9518	10204	9189
Jul	8483	9174	9337	11082	11344	10667
Aug	9118	8478	9088	10385	11194	11842
Sep	7408	7914	8181	9324	9725	9590
Oct	7791	7761	8531	9074	10046	9144
Nov	7730	6438	7700	8610	9603	7617
Dec	7743	7634	8244	9091	10203	
Jan	6844	6653	7642	8247	8987	
Feb	6087	6766	6668	8301	9079	
Mar	6793	7205	8017	9042	8362	

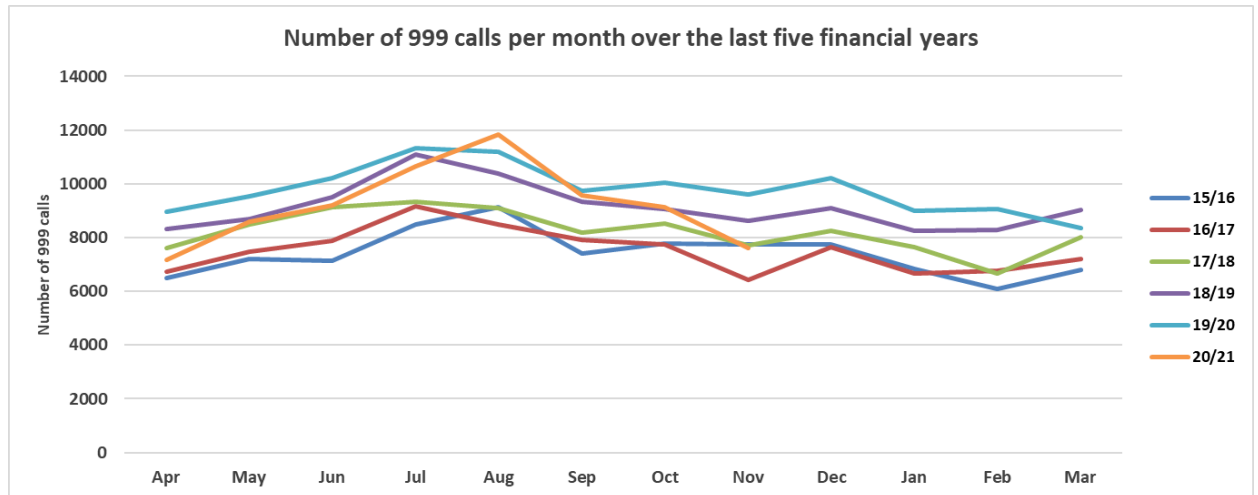


Figure 1: Number of 999 calls received in Norfolk by financial year 2015/16 – 2020/21

Answering 101 calls

- In June 2018 Norfolk Constabulary introduced a new telephony system. An automated attendant helps callers by quickly redirecting their call to specialist units, such as custody or traffic justice. Those remaining are then put through to the control room switchboard team who will speak with the caller and risk assess the reason for the call. Once risk assessed, each call is added to a specific queue.
- Those call queues with the highest risk are prioritised to be answered first and include reports concerning public safety, domestic incidents and mental health. During busy periods, these high priority queues also have an automated system where calls can be upgraded to a new queue after a set time period.
- An agreed set of measures for reporting on 101 call handling is now in use following a period of consultation between key departments in order to ensure consistent and accurate reporting. It will take some time for a long-term average to be available and so we are currently only able to report on a rolling 12-month basis.
- To alleviate waiting time, Norfolk Constabulary has updated its website to facilitate better on-line reporting. This allows members of the public to provide information to the police on a variety of topics and report certain crime types directly without having to phone 101. The switchboard team will also highlight this opportunity to callers where they think it is appropriate and staff report there has been a level of take up for this option. Further developments are planned for the website in due course.
- Work continues around the Constabulary's Digital Public Contact Strategy. An 8-week trial of 'Chatbot' (artificial intelligence answering public questions) and 'Live Chat' (Communications Officer dealing with public enquiries) was completed over the summer of 2020. A review is now underway to assess the impact of this trial.

Percentage of the public that believe police do a good/excellent job

- The indicator for the percentage of the public who agree the police are doing a good job is a question asked as part of the Crime Survey of England & Wales. The survey data is taken quarterly with the most recent figure published being for the year ending March 2020. The Constabulary's score of 63.3% ranks Norfolk joint 7th nationally and third highest out of the most similar forces. Norfolk has been ranked in the top ten forces in the country for this indicator since December 2016. Gathering more recent data has been curtailed by the ongoing Coronavirus pandemic.
- In an effort to develop a more detailed understanding of the views of the local community on policing matters, a community perceptions survey is now in its second year and is beginning to generate rich insight into the perceptions of the public on a number of key policing and personal safety matters. The data is available at county and district level, identifying local trends that indicate either areas to improve or where best practice could be shared.
- The survey explores in detail the public's feelings and perceptions on a range of contributing factors, including:
 - Feelings of safety
 - Police visibility and presence
 - Perceptions of crime and ASB
 - Police engagement with local communities
 - Experiences of victims of crime
 - Dynamic issues that are particularly relevant at any one time (for instance, the introduction of body worn videos).
- The results are produced quarterly and although the dataset is still growing to become statistically robust over a longer period of time, the results are absorbed routinely through command team meetings. In future, they will feature in district level performance and tactical policing narratives and will be particularly relevant to supporting and assessing the delivery of the neighbourhood policing strategy.

Headlines from the last satisfaction quarterly report (2020/21 Q2):

- 88% of respondents think police are doing a good or excellent job.
- 84% of respondents indicated they had confidence in the police in their local area.
- 85% of respondents indicated they were confident they would get a good service if they reported a crime or incident.
- 94% of respondents felt the police would treat them with fairly and with respect.
- 99% of respondents felt safe in the local hours during daylight hours. This drops to 74% after dark.
- 68% of respondents felt police understood the issues affecting their community.



ORIGINATOR: CHIEF CONSTABLE

REASON FOR SUBMISSION: ACCOUNTABILITY

SUBMITTED TO: Police Accountability Forum 26 January 2021

SUBJECT: COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE

SUMMARY: This report relates to Complaints, Misconduct and Professional Standards information for the period 1 April 2020 to 20 September 2020 (Quarter 1 and Quarter 2 of 2020/21).

The report provides the following information

- Complaints about Police Officers and Police Staff
- Organisational Learning
- Complaints Training
- Reviews
- Reflective Practice Review Process
- Discipline Outcomes

RECOMMENDATION: The Accountability and Performance Panel is asked to note the contents of this report.

KEY ISSUES FOR CONSIDERATION

1. OVERVIEW

- This report presents figures on complaints relating to Norfolk Constabulary, received during the period, 1 April to 30 September 2020.
- The legislative framework governing the recording and management of public complaints is the Police Reform Act 2002. Aspects of this legislation have been amended by the Police Reform and Social Responsibility Act 2011 and subsequently the Policing and Crime Act 2017. The latter made significant changes to the police complaints system to achieve a more customer-focussed complaints system. From 1 February 2020 Forces are required to log and report complaints about a much wider range of issues including the service provided by the police as an organisation, handled outside of Schedule 3 of the PRA 2002.
- When considering all complaints logged outside of Schedule 3 then complaints overall have risen by 52%, this is directly as a result of the change in recording standards. Subsequently, the number of allegations has also risen.
- The largest area of complaint has been recorded under the category of Delivery of duties and service. Of the 557 allegations recorded on complaints received in the reporting period, 232 have been recorded under this category.
- New IOPC Statutory Guidance states that complaints should be logged and complainants contacted 'as soon as possible'. Of the 300 complaints received, 86.7% were logged within 2 working days and 89.2% of complainants were contacted within 10 working days.
- Learning identified from complaints, internal investigations and other matters referred to PSD are detailed within this report and common themes relating to individual learning.
- Coronavirus and the lockdown measures have impacted policing significantly since March of this year. This is detailed within this report.

2. FINANCIAL IMPLICATIONS

- 2.1 There are no significant financial issues associated with this report.

3. OTHER IMPLICATIONS AND RISKS

- 3.1 There are no significant risks in relation to this report.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	NO
Have financial implications been considered?	NO
Have human resource implications been considered?	NO
Have accommodation, ICT, transport, other equipment and resources, and environment and sustainability implications been considered?	NO
Have value-for-money and risk management implications been considered?	NO
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	YES
Is the recommendation consistent with the objectives in the Police and Crime Plan?	YES
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	NO



NORFOLK

CONSTABULARY

Our Priority is You

PROFESSIONAL STANDARDS DEPARTMENT

COMPLAINTS REVIEW

1 April to 30 September 2020

<u>CONTENTS</u>	<u>Page Number</u>
Introduction and Executive Summary	2 (35)
Complaint cases	5 (38)
Allegations recorded	8 (41)
Timeliness (logging complaints and making initial contact)	12 (45)
Complaint and allegation outcomes (Schedule 3)	14 (47)
Complaint and allegation outcomes (Outside Schedule 3)	16 (49)
Complainant demographic	17 (50)
Discrimination complaints	19 (52)
Police officers and staff subject of complaint	23 (56)
Organisational learning	25 (58)
Reviews to IOPC and LPB	27 (60)
Internal investigations	28 (61)
Misconduct outcomes	30 (63)
Resignations and public hearings	31 (64)
Glossary	32 (65)

Introduction

This report presents figures on complaints relating to Norfolk Constabulary, received during the period, 1 April to 30 September 2020 (Quarter 1 and Quarter 2 of 2020/21). These complaints are made by members of the public in relation to the conduct of those serving in the Force and recorded under Schedule 3 of the Police Reform Act (PRA) 2002.

The Policing and Crime Act 2017 made significant changes to the police complaints system to achieve a more customer-focussed complaints system. From 1 February 2020 Forces are required to log and report complaints about a much wider range of issues including the service provided by the police as an organisation, handled outside of Schedule 3 of the PRA 2002.

Data for this report is extracted from the Professional Standards Department live case management system

Executive Summary

- February 2020 saw the introduction of a change in recording standards around police complaints. The new standard set a wider definition of what types of issue would be formally recorded and now includes organisational complaints. The expectation was that more incidents of dissatisfaction and complaint would now be formally captured within the process. It should also be noted that this makes it more difficult to draw direct comparisons with previous years compliant recording.
- A total of 300 complaints were received in the reporting period, 1 April to 30 September 2020. Of these complaints, 186 were recorded under Schedule 3 and 114 were logged outside of Schedule 3 of the PRA 2002. This shows an overall increase in the number of complaints of 52% when compared to 1 April to 30 September 2019 which, as already mentioned, can be partially explained by the new recording standard.
- With the increase in complaints, the number of allegations recorded have also risen. In addition, the Independent Office for Police Conduct (IOPC) has also introduced new categories and sub-categories of complaint which came into Force with the new Regulations. For the reporting period, the 300 complaints contained 557 allegations.

Within the new IOPC categories the largest area of complaint has been recorded under “Delivery of duties and service”. Of the 557 allegations recorded on complaints received in the reporting period, 232 have been recorded under this category, which is 41.7% of the total.

The “Delivery of duties and service” category can be further broken down into 4 sub-categories of:

- A1 Police action following contact (163 allegations – 29.3%)
- A2 Decisions (23 allegations – 4.1%)
- A3 Information (39 allegations – 7%)
- A4 General level of service (7 allegations – 1.3%)

OFFICIAL

Most categories of complaint contain sub-categories in order to better understand the concerns raised by the complainant. Of the 557 allegations recorded, the top five sub-categories of complaint across the Force are:

- A1 – Police action following contact (163 allegations – 29.3%)
 - B4 – Use of force (43 allegations – 7.7%)
 - A3 – Information (39 allegations – 7%)
 - H1 – Impolite language/tone (38 allegations – 6.8%)
 - H4 – Lack of fairness and impartiality (34 allegations – 6.1%)
-
- Chapter 6 of the IOPC Statutory Guidance states that complaints should be logged and complainants contacted 'as soon as possible'. Of the 300 complaints received, 86.7% were logged within 2 working days and 89.2% of complainants were contacted within 10 working days.
 - Complaints recorded under Schedule 3 are handled reasonably and proportionately by way of investigation, otherwise than by investigation (responding to concerns raised and seeking to resolve them) or by taking no further action. A total of 134 complaints have been finalised and of those, 6.7% were investigated, 54.5% were otherwise than by investigation and 38.8% were no further action.
 - Complaints handled outside of Schedule 3 will be either resolved or not resolved. Of the 101 complaints finalised, 92 were resolved which is 91% of cases. If the complaint handler is unable to resolve the matter the complainant is able to ask for their complaint to be recorded under Schedule 3. The 8% of cases which were not resolved had no further action taken.
 - All allegations which are linked to a police officer or member of police staff will be finalised with an action as a result. Actions can include offering an apology/acknowledgement that something went wrong, individual and organisational learning and review of policy/procedures. Details are provided in this report of the actions taken where it was determined that the service provided was acceptable, where the service provided was not acceptable under Schedule 3 and also where complaints were resolved outside of Schedule 3.
 - The ethnicity of complainant has been recorded on 75% of cases which is an increase from 60% in the same period in 2019.

Of the complainants who have provided their ethnicity:

- 5.1% are BAME male
 - 1.3% are BAME female
 - 42.5% are white male
 - 25.4% are white female
-
- Of the allegations recorded, 22 have been made alleging discrimination. Over half the allegations, 54.5%, have been made under the protected characteristic of race where the complainants feel the service they received was not acceptable, or they were treated less-favourably, due to their ethnicity or ethnic appearance.

OFFICIAL

- Learning identified from complaints, internal investigations and other matters referred to PSD are detailed within this report and common themes relating to individual learning.

Coronavirus

Coronavirus and the lockdown measures have impacted policing significantly since March of this year.

Areas of policing which may ordinarily generate some complaints have not taken place since March such as sporting and other large-scale events. There has also been a limited night time economy with restrictions placed on hospitality.

The IOPC created a national factor to be applied to complaint allegations to measure the number of complaints made about the use of police powers on the restrictions, police powers on infected persons and coronavirus other (where the use of the powers are not the issue, but the coronavirus has still impacted the incident in some way).

A total of 41 complaint allegations, recorded on 36 complaint cases, have been recorded between 1 April and 30 September 2020 which have been linked to coronavirus.

- 13 are linked to police powers on the restrictions
- 28 allegations have been recorded under the national factor of coronavirus other

Of the complaints recorded, 75% of the have been recorded as Schedule 3 and the remaining 25% have been handled outside of Schedule 3.

Allegations recorded under police powers relate to the action taken by officers when engaging with complainants around the restrictions.

Approximately 50% of the complaints recorded under coronavirus other relate to the wearing of PPE and maintaining social distancing.

Many of the complaints relate to police failure to exercise their powers.

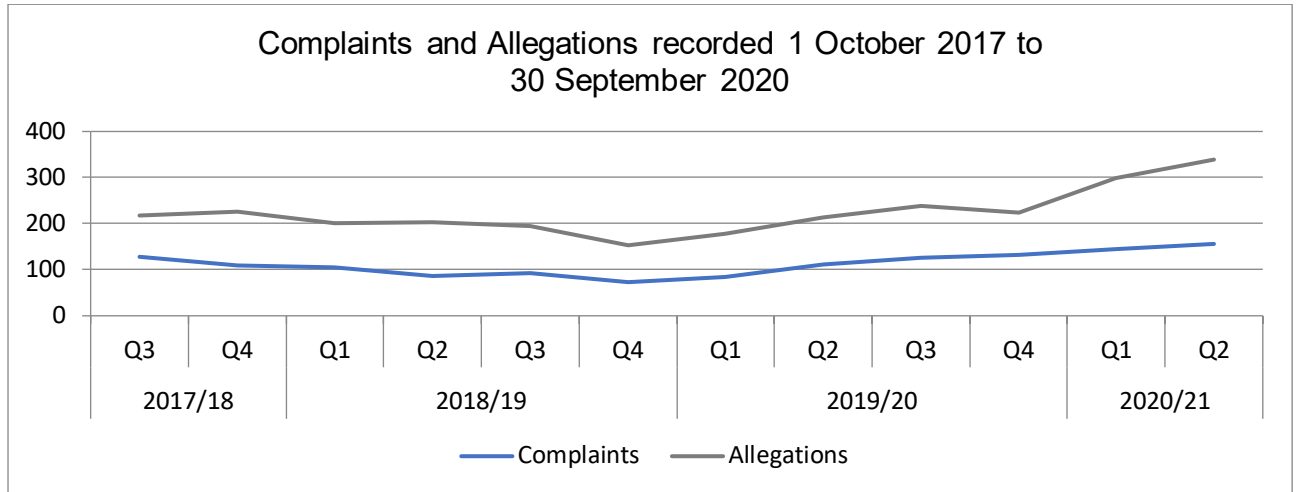
In 4 of the complaints, the complainant makes allegations against off duty officers and a failure to comply with guidelines/restrictions.

The majority of complaints handled outside of Schedule 3 have been successfully resolved.

Of the complaints recorded as Schedule 3 almost 3 quarters have been finalised and in the majority of cases these have been determined that the service provided was acceptable.

Complaint cases

(Chart 1): The below chart shows all complaint cases received and since 1 February 2020 either recorded under Schedule 3 of the PRA 2002 or logged outside of Schedule 3 together with the number of allegations recorded quarterly over the last three years:



(Table 1): The table below shows quarterly the number of complaints and allegations¹ recorded.

<u>Year</u>	<u>Quarter</u>	<u>Schedule 3 complaints recorded</u>	<u>Outside Schedule 3 complaints logged</u>	<u>Allegations Recorded</u>
2017/18	Q3	128	N/A	218
	Q4	110	N/A	225
2018/19	Q1	106	N/A	201
	Q2	87	N/A	203
	Q3	92	N/A	194
	Q4	73	N/A	153
2019/20	Q1	85	N/A	179
	Q2	112	N/A	213
	Q3	125	N/A	239
	Q4	97	35	224
2020/21	Q1	98	46	299
	Q2	88	68	339

The introduction of new Regulations on 1 February 2020 required Forces to log complaints received which were suitable for handling outside of Schedule 3.

Two complaints recorded in the reporting period have been recorded under old Regulations due to the complaint being received in the Force prior to 1 February 2020. These are Schedule 3 complaints.

¹ The number of allegations shown in the table are allegations linked to complaints recorded in the reporting period and also any allegations which are added to complaints recorded prior to the reporting period.

Schedule 3 and outside Schedule 3 complaints

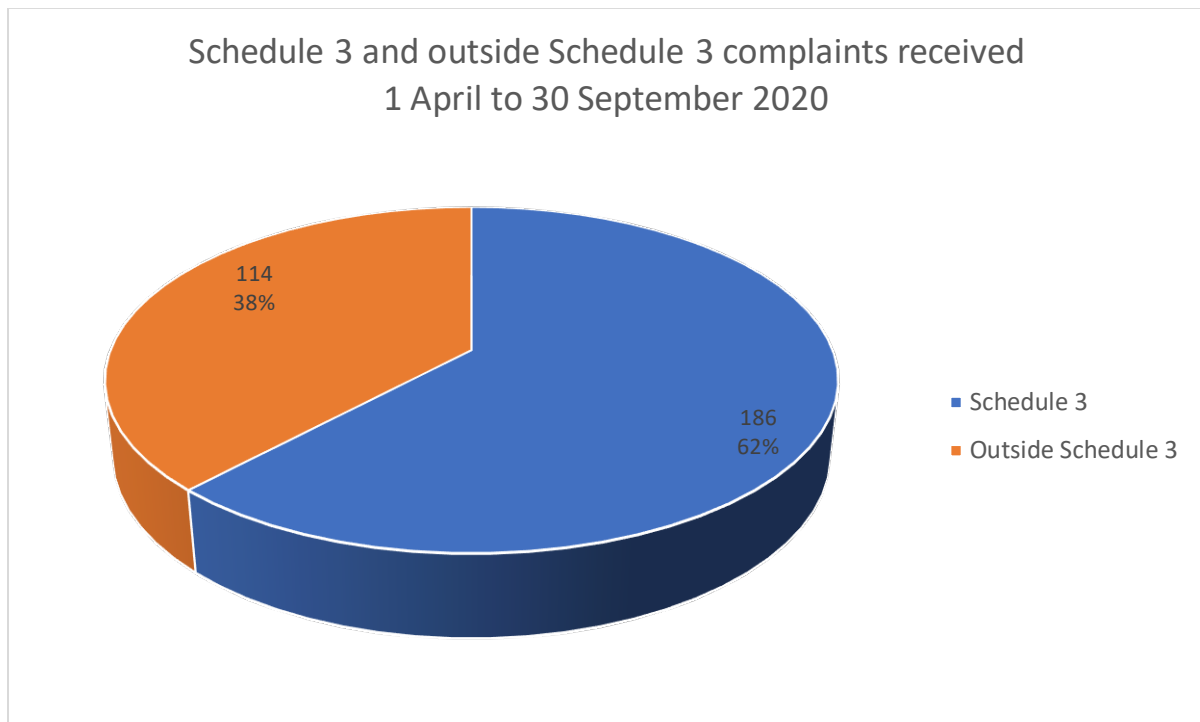
The IOPC Statutory Guidance states:

A complaint must be recorded under Schedule 3 to the *Police Reform Act 2002*, and handled in accordance with the provisions of that Schedule, if at any point the person making the complaint wants it to be recorded. This applies even if previous attempts have been made to handle the complaint outside of the requirements of Schedule 3. Where a complainant's wishes are unclear, reasonable steps should be taken to clarify what they are.

A complaint must also be recorded and handled under Schedule 3 if the chief officer or local policing body (where it is the appropriate authority or it has taken on responsibility for the initial handling of complaints) decides that it is appropriate or if the complaint:

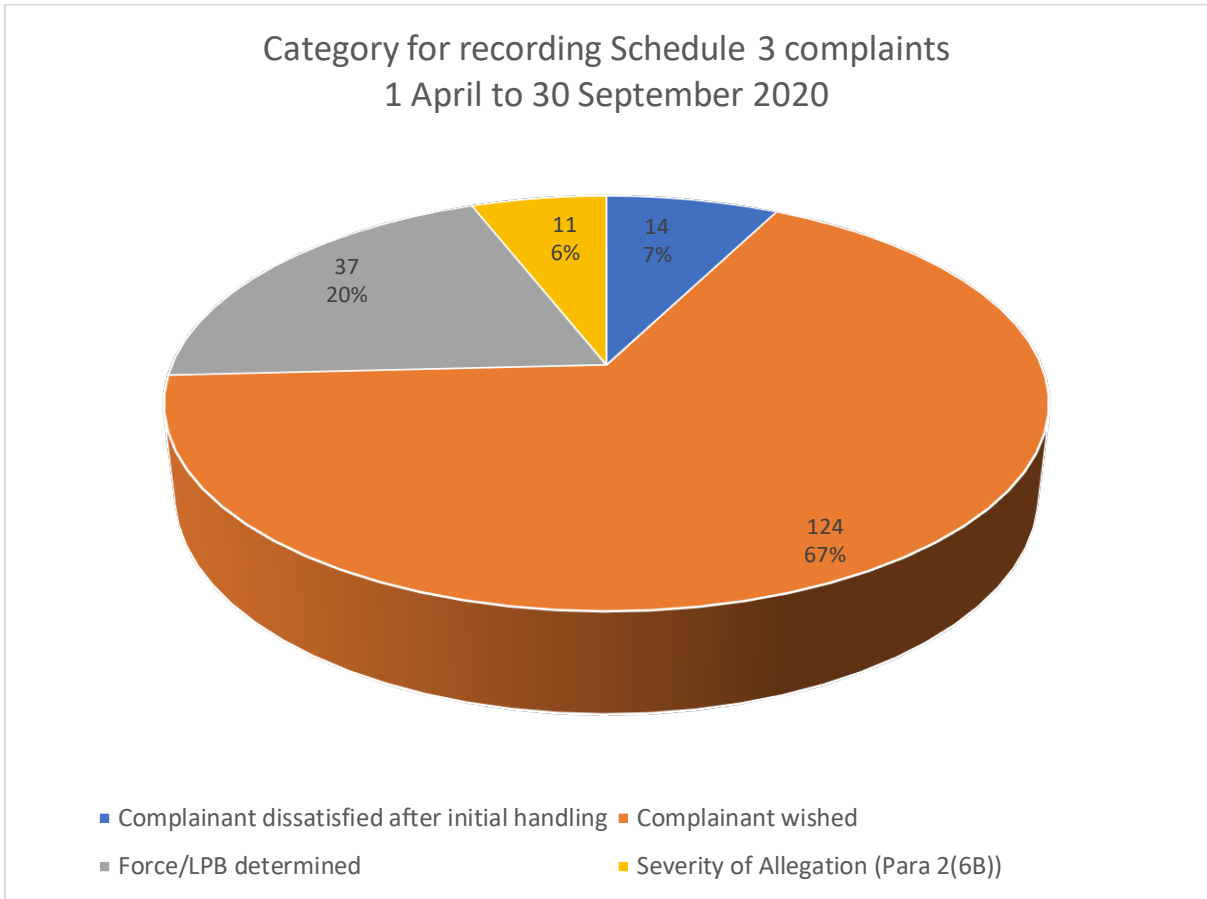
- is an allegation that the conduct or other matter complained of resulted in death or serious injury
- is an allegation that, if proved, might constitute a criminal offence by a person serving with the police or justify the bringing of disciplinary proceedings
- is about conduct or any other matter which, if proved, might have involved the infringement of a person's rights under Articles 2 or 3 of the European Convention on Human Rights or
- meets any of the mandatory referral criteria

(Chart 2): The pie chart below shows the number and percentage of complaints received and either recorded as Schedule 3 of the Police Reform Act 2002 or logged outside of Schedule 3



Schedule 3 complaints are recorded under categories to provide context for the reasons the complaints are recorded as such.

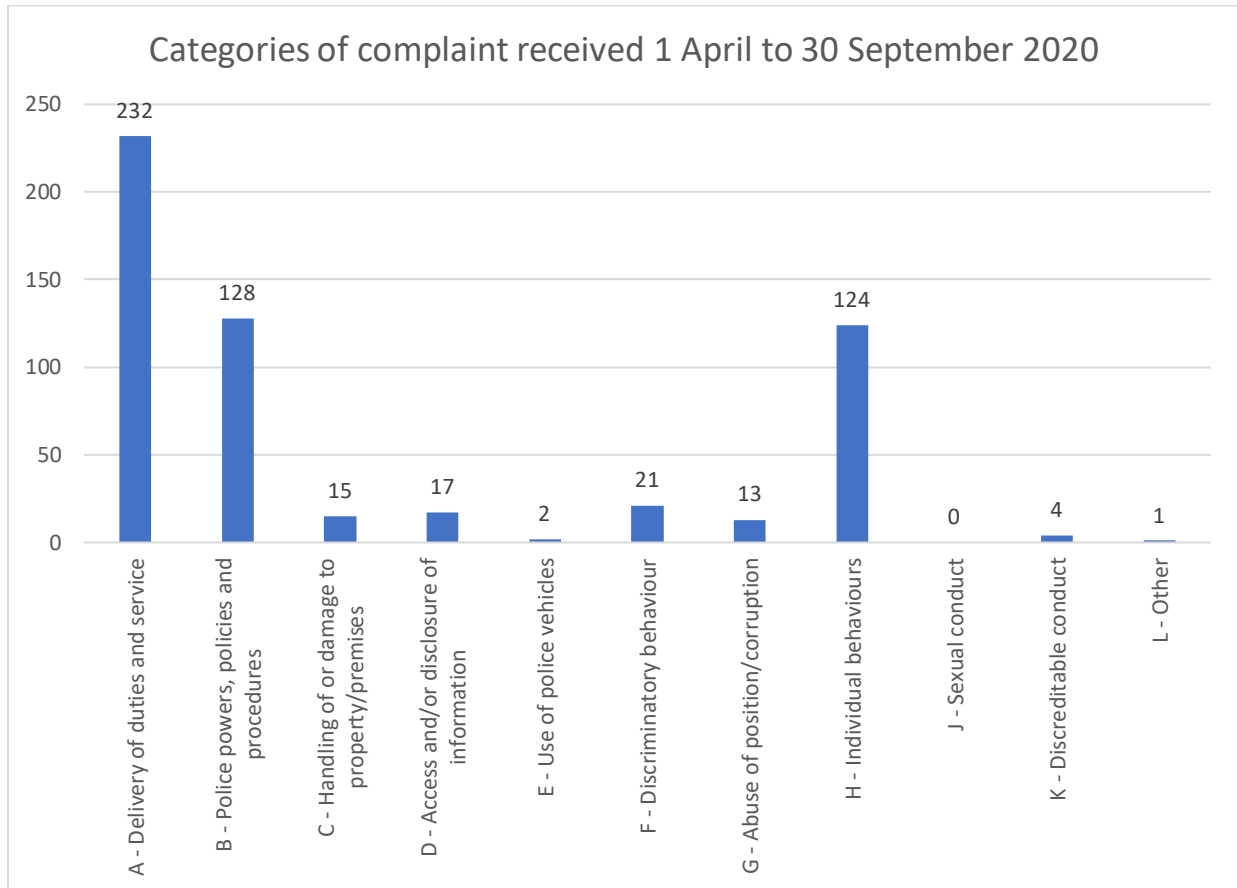
(Chart 3): The pie chart below shows the number and percentage of each of the categories:



Allegations recorded

With the change in Regulations the IOPC devised a new set of 11 categories of complaint.

(Chart 4): The graph below shows the number of allegations recorded under each category on complaint cases received between 1 April and 30 September 2020:



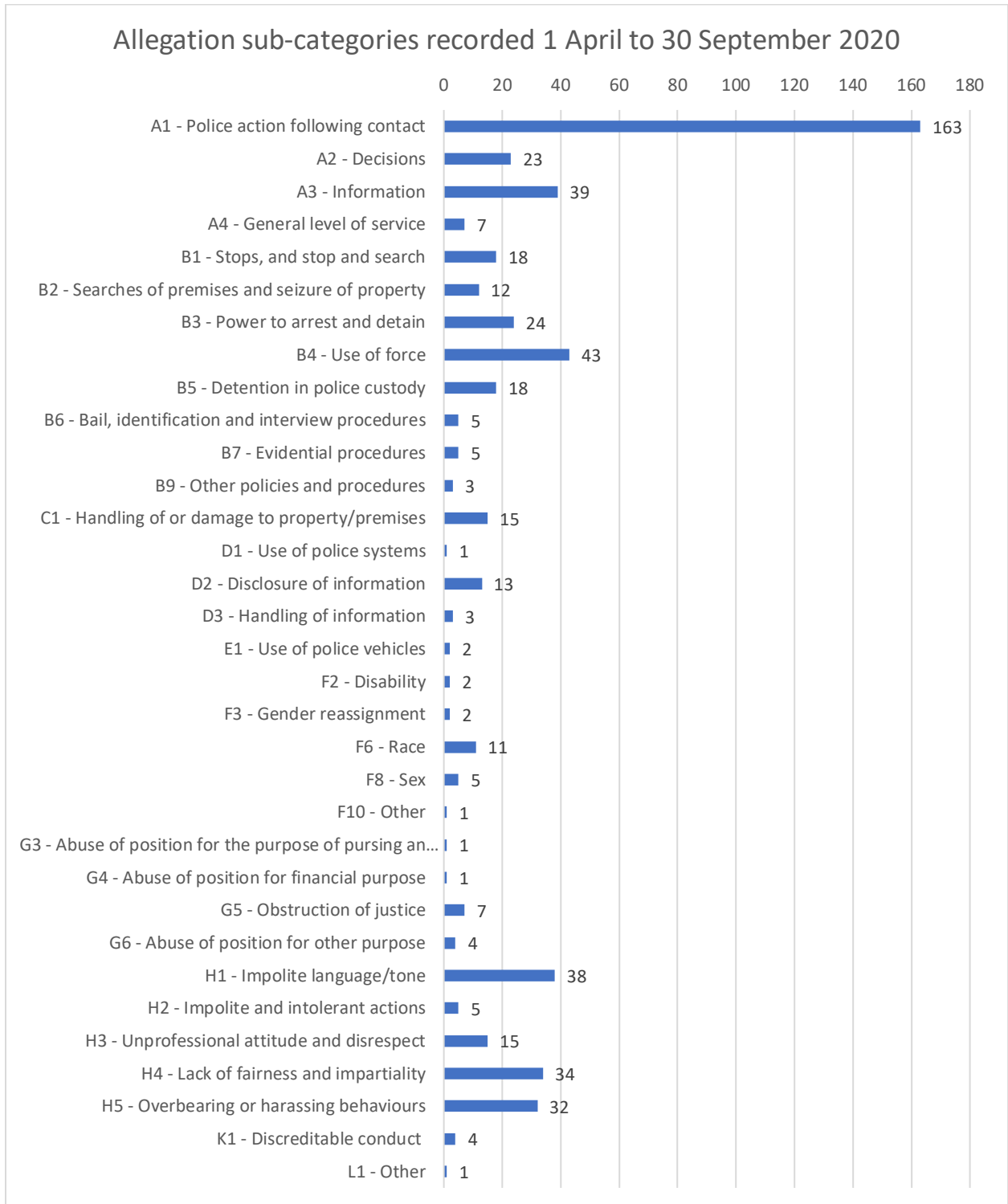
In addition to the above there were 4 allegations recorded on 2 complaint cases recorded under the old Regulations. These allegations were:

- 2 x Other neglect or failure in duty
- 1 x Discriminatory behaviour (Race)
- 1 x Irregularity in evidence/perjury

The largest area of complaint has been recorded under the category of Delivery of duties and service. Of the 557 allegations recorded on complaints received in the reporting period, 232 have been recorded under this category, which is 41.7% of the total.

When the IOPC devised the complaint categories they created new sub-categories with a view to better understanding the nature of the complaints made.

(Chart 5): The graph below shows the sub-categories of the 557 allegations on complaint cases recorded in the reporting period:



Police action following contact is the largest area of complaint. Of the 557 allegations recorded, 163 have been linked to this sub-category which is 29.3% of the total.

Of the 163 allegations recorded, 30% relate to the investigation:

Common themes relating to the investigation are:

- Failure to investigate
- Failure to secure and/or ask for evidence
- Failure to update
- Failure to record crime
- Time taken to investigate

National and local factors

Every allegation recorded has a national and local factor applied to it. The purpose of the factors is to capture the situational context of the dissatisfaction. Multiple factors, both national and local, can be applied to each individual allegation.

(Chart 6): The chart below shows the national factors applied to the 557 allegations recorded in the reporting period:



OFFICIAL

The most frequently used national factor is Arrest which has been applied to 105 allegations and is 18.9% of all allegations recorded.

Where the national factor of Arrest is applied to the allegation:

- 29% are linked to the local factor of Excessive force
- 22% of the allegations are linked to the local factor of Unlawful/unnecessary arrest

Other matters include caution and rights not given, a failure around the investigation (record crime, secure and/or ask for evidence, failure to update) and complaints about property seized.

The second highest national factor is Investigation which is linked to 18.7% of the allegations recorded. These allegations relate to the investigation and the local factors applied are:

- 26% of the allegations relate to a failure to investigate
- 15% relate to a failure to update
- 15% are related to the conclusion/outcome of investigation
- 10% relate to a failure to secure and/or ask for evidence

Other matters include the timeliness of the investigation, complaints in relation to the property seized and failure to record crime.

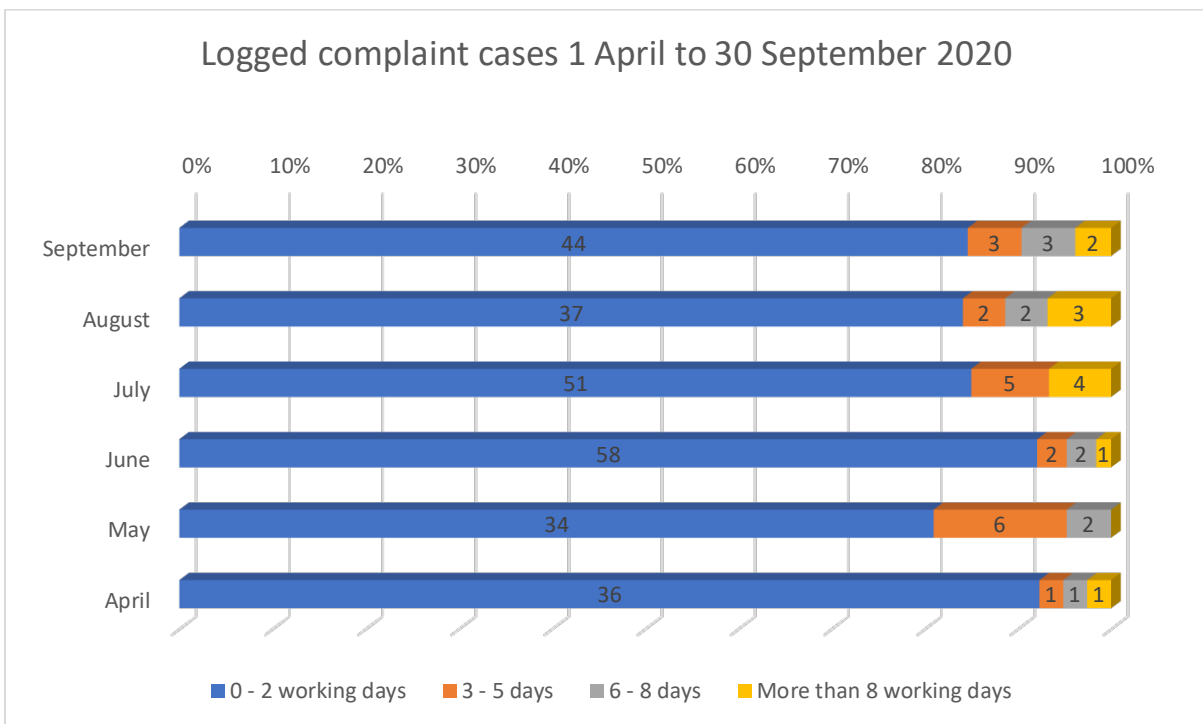
Timeliness – logging complaints and contacting complainants

The length of time taken to log the complaints in Professional Standards and the time taken to make initial contact with the complainant are both measured.

(Table 2): The table below details the percentage of cases against the number of working days:

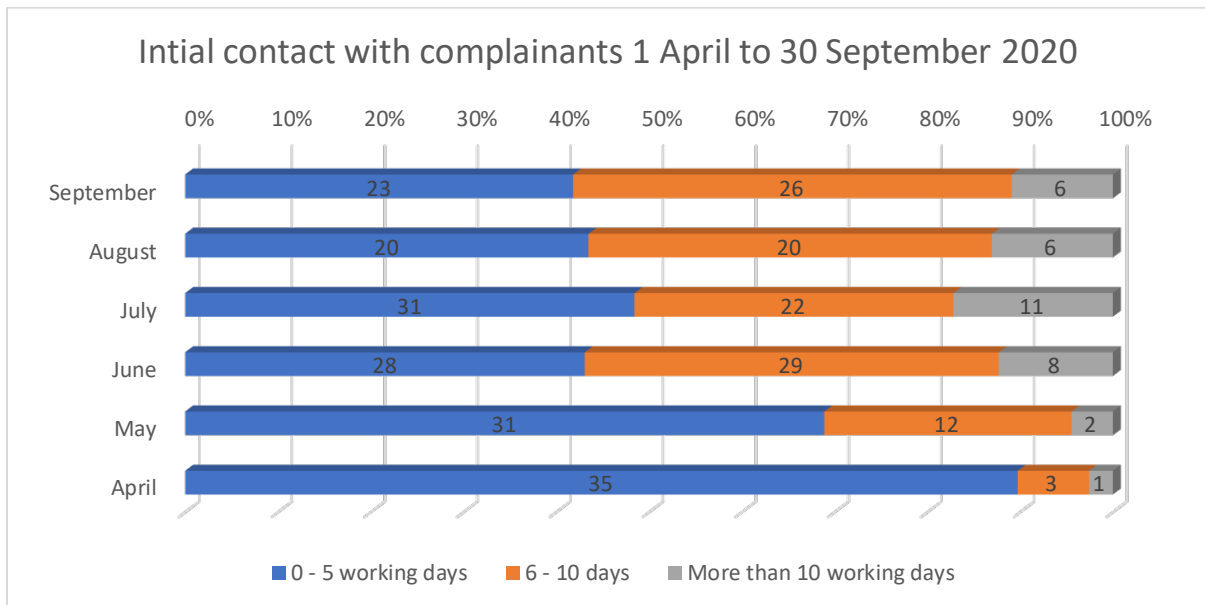
<u>Measure</u>	<u>1 April to 30 September 2020</u>
% of cases logged within 2 working days	86.7%
% of cases logged within 3-5 working days	6.3%
% of cases logged within 6-8 working days	3.3%
% of cases logged in more than 8 working days	3.7%
% of complainants contacted within 5 working days	53.5%
% of complainants contacted within 6-10 working days	35.7%
% of complainants contacted in more than 10 working days	10.8%

(Chart 7): The chart below shows the monthly breakdown of logged complaints



Chapter 6 of the IOPC Statutory Guidance states that complaints should be logged and complainants contacted ‘as soon as possible’. Of the 300 complaints received, 86.7% were logged within 2 working days and 89.2% of complainants were contacted within 10 working days.

(Chart 8): The chart below shows the time taken to make initial contact with the complainant and this is measured from when the complaint is made to the first contact.



Some dissatisfaction, which does not meet the criteria for recording a complaint under Schedule 3 of the PRA 2002, may be resolved quickly to the satisfaction of the complainant. There is no requirement to log these expressions of dissatisfaction as police complaints.

Other expressions of dissatisfaction must be logged, provided they meet the following criteria:

- the person making the complaint must be eligible to make a complaint
- the complainant wants the matter formally recorded.

In these circumstances the case is logged on the PSD case management system awaiting assessment.

As part of the assessment, the case handler may contact the complainant to discuss their concerns and determine how best to manage. If it is possible to resolve the complaint during this interaction the case is recorded as being managed outside Schedule 3. If the case handler is unable to resolve, or it is immediately obvious that the complaint is one that must be recorded and handled under Schedule 3, the complaint can be recorded before contacting the complainant.

Following assessment, a recording letter is generated and if no prior contact has been made with the complainant, this is determined under IOPC guidance to be the first contact.

This explains the number of days which are recorded for the period between logging and making contact with the complainant.

Ideally contact should be made on receipt of the complaint, but this is not always possible. We aim to log and make contact within 1-10 days. Under the old Regulations, the requirement was to record within 10 days and communicate a recording decision within a further 5 days.

Complaint and allegation outcomes (Schedule 3)

Under new Regulations, Schedule 3 complaints will either be investigated, resolved otherwise than by investigation (responding to concerns raised and seeking to resolve them) or determined that no further action will be taken.

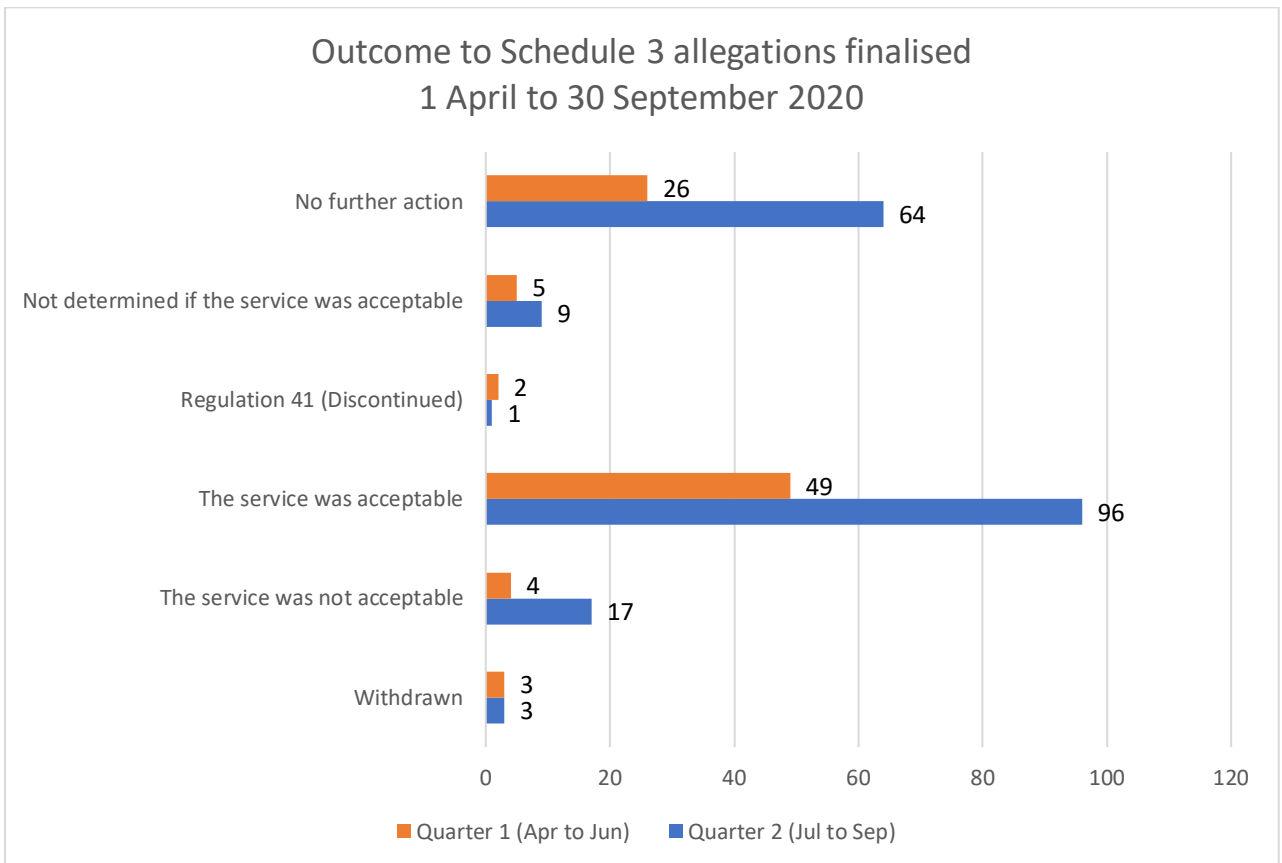
(Table 3): The table below shows the way in which Schedule 3 complaint cases have been handled within the reporting period:

<u>Year</u>	<u>Quarter</u>	<u>Investigation</u>	<u>Otherwise than by investigation</u>	<u>No Further Action</u>
2020/21	Q1	4	22	17
	Q2	5	51	35

Every complaint contains a minimum of one allegation. The chart below details the outcome to the allegations finalised under Schedule 3 complaints for the reporting period:

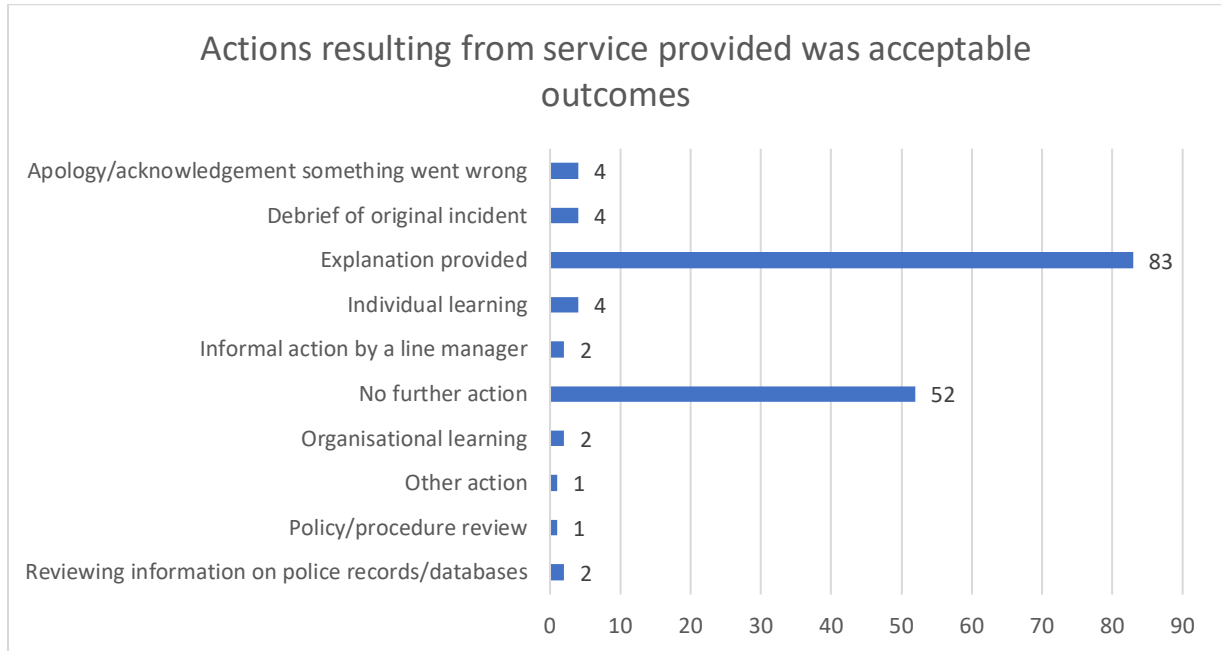
The 134 Schedule 3 complaint cases finalised in the reporting period contained a total of 279 allegations.

(Chart 9): The outcomes to these allegations are detailed in the chart below:



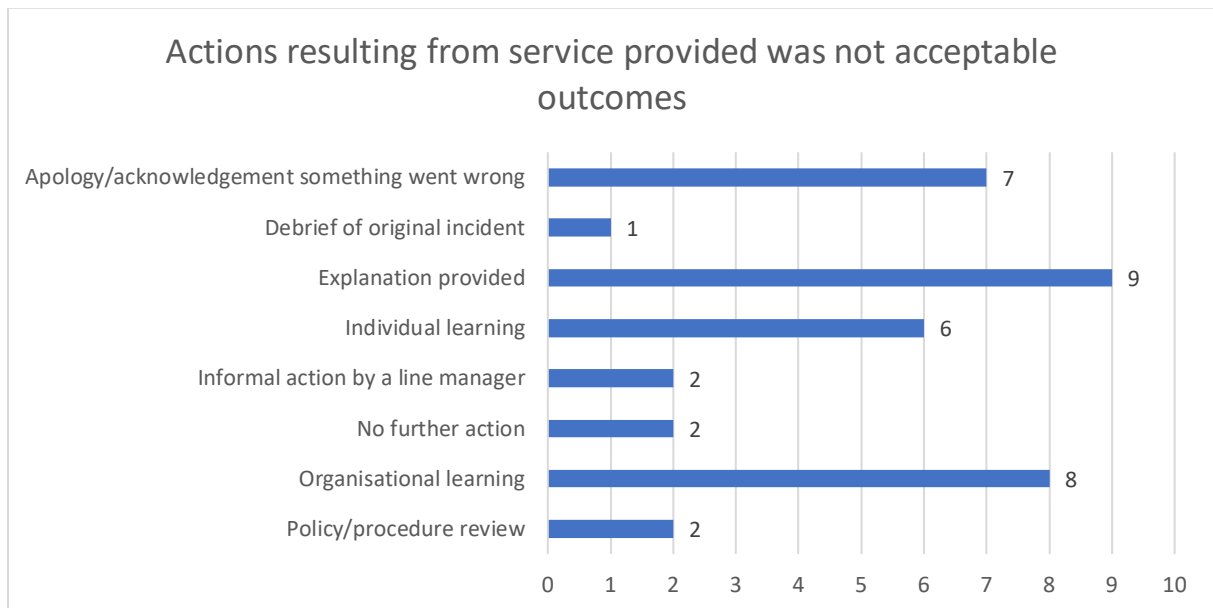
Allegations resulted under the new Regulations now show an action taken to resolve the matter.

(Chart 10): The graph below shows the actions which have resulted from the 145 allegations where it was found that the service provided was acceptable:



In the majority of cases an explanation was provided to the complainant. Even though the service provided was acceptable, some allegations have resulted in an apology, learning or review of policy or information.

(Chart 11): The 21 allegations where it was determined that the service provided was not acceptable have resulted in the following actions:



Cases handled under Schedule 3 took on average 58 working days to finalise from the date the complaint was recorded to the date closed on the case management system which includes the 28-day review period.

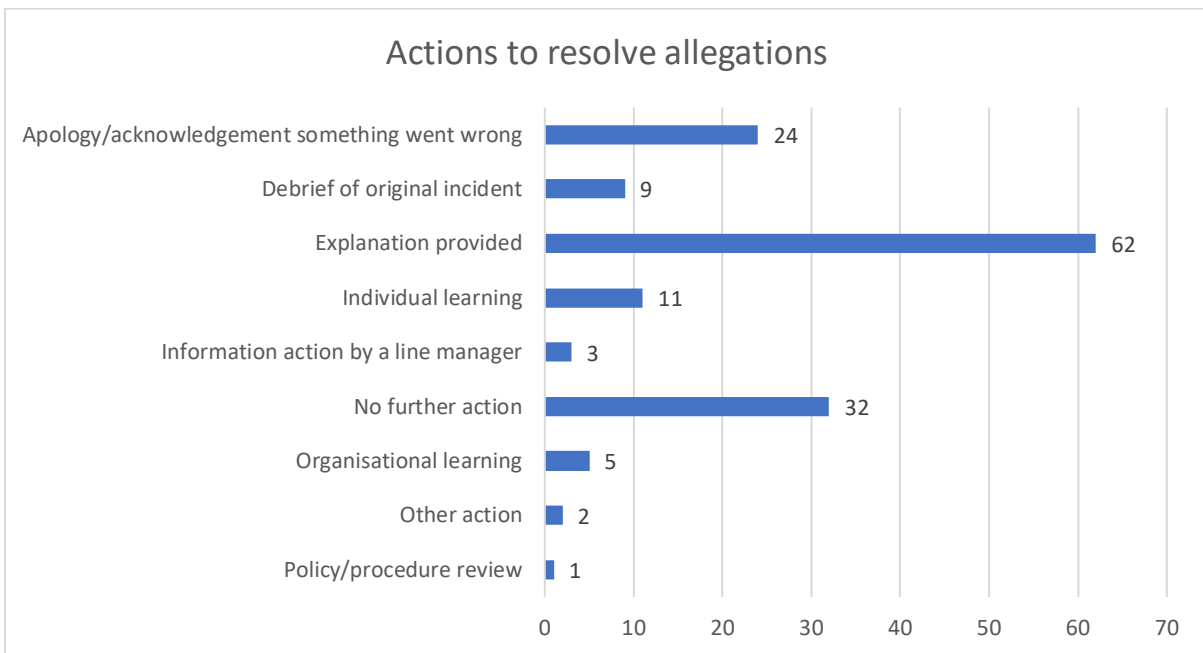
Complaint and allegation outcomes (Outside Schedule 3)

Cases dealt with outside of Schedule 3 of the PRA 2002 are handled with a view to resolving them to the complainant’s satisfaction. It allows complaints to be addressed promptly and, in many cases, complainant’s may only want an explanation or for their concerns to be noted.

(Table 4): A total of 101 complaint cases were handled outside of Schedule 3 in the reporting period and the table below details the outcomes to those cases:

<u>Year</u>	<u>Quarter</u>	<u>Resolved</u>	<u>Not resolved</u>	<u>Not resolved – No further action</u>
2020/21	Q1	40	0	7
	Q2	52	0	2

(Chart 12): The graph below shows the actions resulting from the 128 allegations which were resolved:



An explanation was provided for 48.4% of allegations and an apology/acknowledgement something went wrong was given in 18.8%.

In a quarter of allegations, no further action was taken.

Again, as in complaints which are recorded under Schedule 3, Organisational and individual learning was identified in 12.5% of allegations.

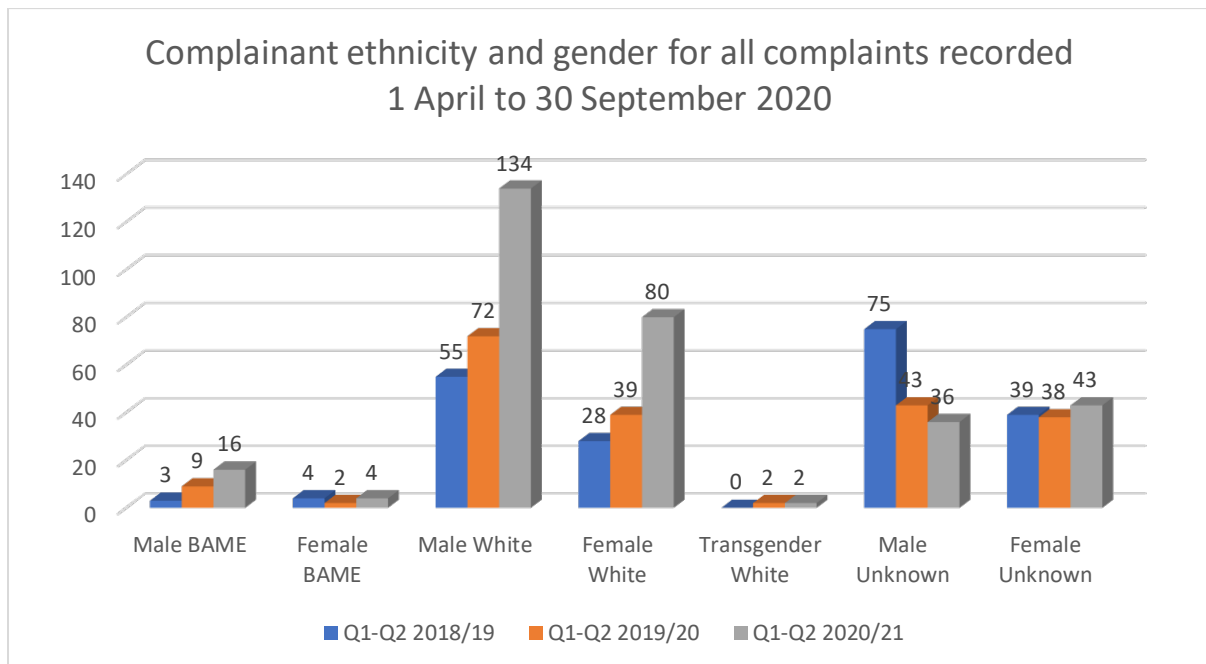
Cases handled outside of Schedule 3 took on average 33 working days to finalise from the date the complaint was recorded to the date closed on the database.

Complainant demographic

In the reporting period, 1 April to 30 September 2020, 300 complaint cases were received. A total of 315 individual complainants are recorded as having made the complaints and where known, details of the complainant’s ethnicity and gender are recorded.

There is no requirement for complainants to provide their ethnicity when making a complaint and of the complaints recorded in the reporting period the complainant’s ethnicity has been recorded on 75% of cases. This is an increase from 60% of complainants providing their ethnicity the previous year and just 44% in the same period in 2018.

(Chart 13): The graph below shows the ethnicity and gender of the those making complaints, in comparison with the same periods in 2019 and 2018:



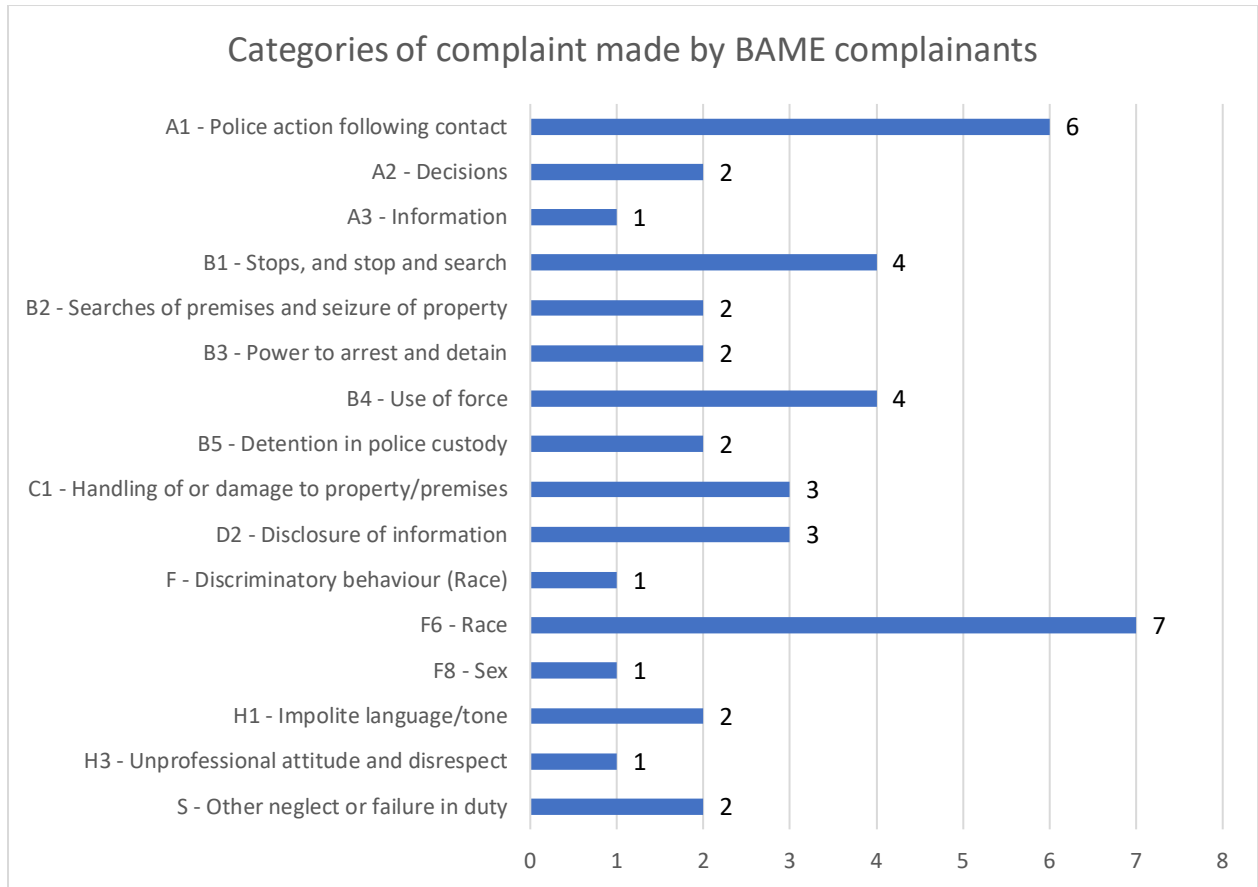
Complaints made by Black, Asian and Minority Ethnic

Of the 315 complainants recorded on cases, 20 have advised PSD they are Black, Asian and Minority Ethnic (BAME). This is 6.3% of all the complainants recorded.

This compares to 11 BAME complainants in the same period in 2019 which was 5.4% of the 205 complainants recorded and in 2018, 7 complainants were BAME which was 3.4% of the 204 complainants.

The percentage of BAME complainants has increased over the 3-year period and the percentage of complainants providing their ethnicity data has also increased.

(Chart 14): The 20 complainants from BAME backgrounds have made 43 separate allegations on 19 complaint cases received in the reporting period and these are broken down into the following sub categories:



Examples of the allegations made by BAME complainants between 1 April and 30 September 2020 are detailed as follows:

- **Police action following contact** – the complainant states officers who stopped them did not adhere to social distancing guidelines, did not use hand sanitiser or wear face masks
- **Police action following contact** – following a call for safety at a property the complainants state there was a lack of communication with them in relation to the damage caused and access to the property
- **Stops, and stop and search** – the complainant was dissatisfied that they have been stopped twice by police and question the reasons for this
- **Use of force** – the complainant was arrested by officers and states the use of force was unnecessary
- **Handling of or damage to property/premises** – the complainant was dissatisfied that property seized was not returned in a timely manner and an item was missing
- **Disclosure of information** – the complainant alleges the officer disclosed details of the charges they were facing to a third party when returning an item of property

OFFICIAL

- **Race** – the complainant was stopped by officers and is unhappy that they were the only one searched due to their ethnic background
- **Race** – the complainants state the way officers dealt with the incident is discrimination as officers knew the tenants were Chinese

All complaints made about discrimination contain at least one further sub-category of complaint as associated allegations such as Use of force or and Unprofessional attitude and disrespect are recorded as separate allegations.

In 2 of the 4 complaints recorded under Stops, and stop and search, the complainants also made allegations of discrimination on the grounds of Race.

Discrimination complaints

In the reporting period 1 April to 30 September 2020, a total of 557 allegations were recorded on complaint cases recorded under new Regulations. Of this total, 21 allegations were recorded alleging discrimination which amounts to 3.8% of the total recorded.

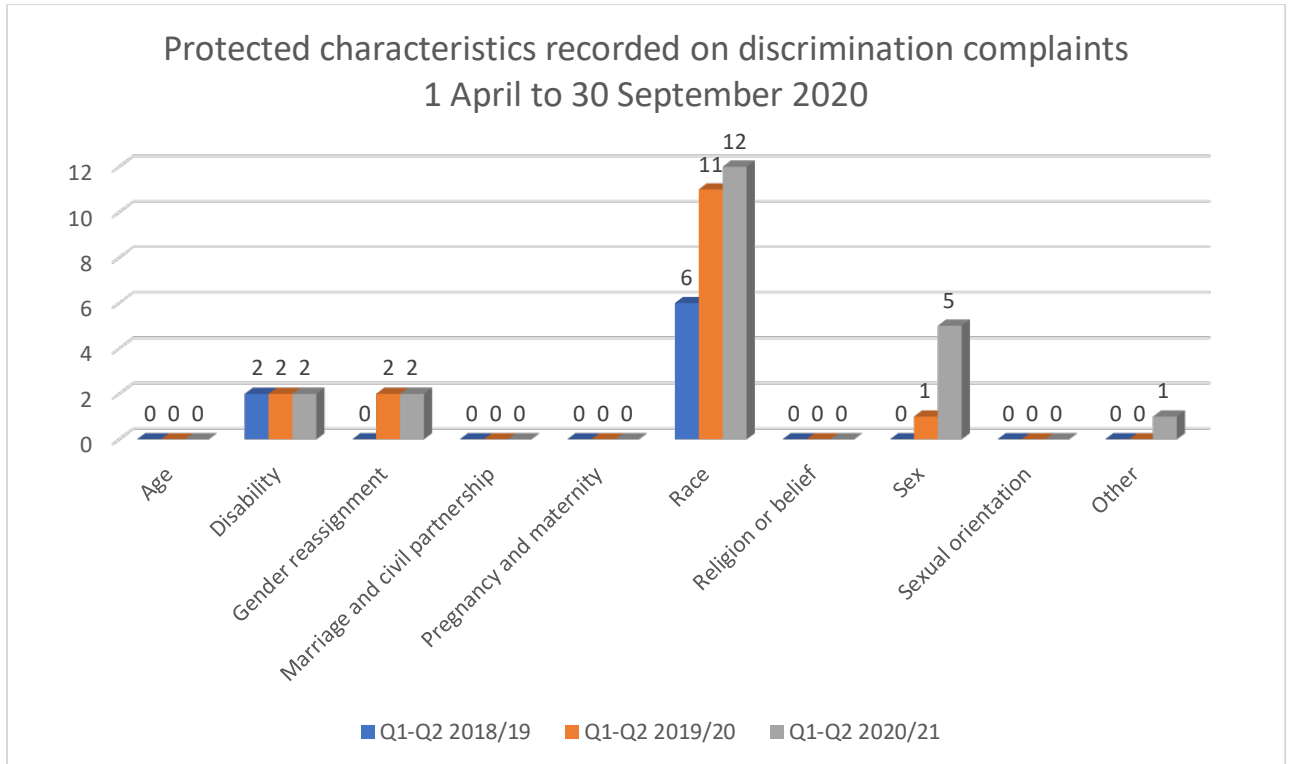
In addition to those allegations one further allegation of Discriminatory behaviour was recorded on a complaint recorded under the old Regulations.

To compare this to the same period in 2019, a total of 16 allegations of discrimination were recorded which is 3.9% of the 407 allegations linked to complaints recorded.

In the same period in 2018, 8 allegations of discrimination were recorded which is 2.1% of the 374 allegations recorded.

This category of complaint covers all discrimination under the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation and other (identifiable groups not protected under the Equality Act 2010).

(Chart 15): The chart below shows the protected characteristics recorded on allegations received in the reporting period, compared to the same period in 2019 and 2018:



The 22 allegations have been recorded on 22 separate complaint cases. The current status of the allegations recorded is as follows:

- 9 live investigations
- 1 currently sub judice
- 4 the service provided was acceptable
- 1 not determined if the service provided was acceptable
- 3 no further action taken
- 1 not resolved – no further action
- 1 requested a review by the IOPC
- 1 withdrawn
- 1 not upheld (old Regulations)

Of the 22 allegations recorded, over half, 54.5%, have been made under the protected characteristics of race. Complainants feel the service they received was not acceptable, or they were treated less-favourably, due to their ethnicity or ethnic appearance.

Half the allegations relate to the pro-active use of police powers, i.e. traffic stops or stop and search.

Two of the allegations specifically relate to the way the investigation was handled with complainants stating that the standard of the investigation was poor, because of their ethnicity or that they have been treated differently.

A total of 22.7% of the 22 allegations have been recorded under the protected characteristic of sex. In all 5 allegations, the complainant is male believe they were treated less favourably as a male.

OFFICIAL

One complainant has made two complaints of discrimination with the second being made against the officer who handled their first complaint. Most of the complaints originate from domestic issues.

Allegations of discrimination recorded 1 April to 30 September 2020

1. A member of the complainant's family was interviewed in relation to an incident and is unhappy they did not have someone with them to help understand the process and the questions and alleges they were discriminated against because of their appearance and past history – **DISABILITY** (Schedule 3 complaint – live)
2. The complainant's hand break cable snapped whilst out in their vehicle. On their way home after purchasing a new one they were stopped by police. The complainant is unhappy that this has happened because they are Lithuanian and not English – **RACE** (Schedule 3 complaint – the service provided was acceptable)
3. The complainant was involved in an incident and the officers were discriminatory in the way they investigated the crime – **RACE** (Recorded under old Regulations – not upheld)
4. Complainant has reported domestic issues concerning his ex-wife and child and is unhappy that the Police treat him differently because he is male and his ex-wife's word is taken over his – **SEX** (Schedule 3 complaint – no further action taken)
5. Complainant was stopped and searched by officers and states this was motivated by their background as the officers indicated that Albanians carry guns – **RACE** (Schedule 3 complaint – the service provided was acceptable)
6. The complainant has raised a previous complaint and is unhappy with contact from the officer because he made sexist assumptions and treated him differently because he is male – **SEX** (Schedule 3 complaint – the service provided was acceptable)
7. Complainant was involved in an incident several years ago and he is unhappy that due to gender prejudices the police have not acted properly and allowed the other party to manipulate them and not look into his complaints against her – **SEX** (Schedule 3 complaint – no further action taken)
8. The complainant was stopped by officers and is unhappy that they were the only one searched due to their ethnic background – **RACE** (Outside Schedule 3 – not resolved no further action)
9. Following an incident where an officer attended the complainant's address, they state they were pushed and nearly made to fall over. The complainant believes this was racially motivated – **RACE** (Scheduled 3 complaint – live)
10. Complainant feels the investigation has been prolonged due to their ethnicity and that had they been a white English person, they would have been treated significantly better – **RACE** (Schedule 3 complaint – the complainant has requested a review of the outcome by the IOPC)
11. The complainant has questioned why the officer chose to stop the driver when the individuals driving the vehicles in front and behind were not stopped, despite them speeding.

OFFICIAL

The complainant states that more must be done to be more support BAME members of the community – **RACE** (Schedule 3 complaint – the service provided was acceptable)

12. The complainant was arrested and believes this was because of their skin colour – **RACE** (Schedule 3 complaint – withdrawn by the complainant)

13. The complainant was spoken to by an officer and is unhappy with the language used when they advised the officer they reside in a caravan – **OTHER** (Schedule 3 complaint – not determined if the service provided was acceptable)

14. Complainant states they were discriminated against (no further details) – **RACE** (Schedule 3 complaint – live)

15. The complainant states that, during their arrest, they were discriminated against by officers – **RACE** (Schedule 3 complaint – live)

16. The complainant received a visit at their home address from officers investigating an incident, believes the notice issued was unreasonable and the officers that attended are Transphobic – **GENDER REASSIGNMENT** (Schedule 3 complaint – live)

17. The complainant was arrested several years ago and is unhappy that he was told by an unnamed retired police officer that the police always believe the woman's side – **SEX** (Schedule 3 complaint – no further action taken)

18. The complainant was arrested for a traffic offence and states they were racially discriminated against in custody – **RACE** (Schedule 3 complaint – currently sub judice)

19. The complainant has reported neighbour issues to police and states they are being discriminated against and treated unfairly because of their mental health – **DISABILITY** (Schedule 3 complaint – live)

20. The complainant was stopped by police for a driving offence and states the officer deliberately addressed them differently after they found out the complainant was transgender – **GENDER REASSIGNMENT** (Schedule 3 complaint – live)

21. The complainants state the way officers dealt with the incident is discrimination as officers knew the tenants were Chinese – **RACE** (Schedule 3 complaint – live)

22. The complainant has reported various crimes and is unhappy with the officer's investigation because they have made them feel discriminated against – **SEX** (Schedule 3 complaint – live)

Police officers and staff subject of complaint

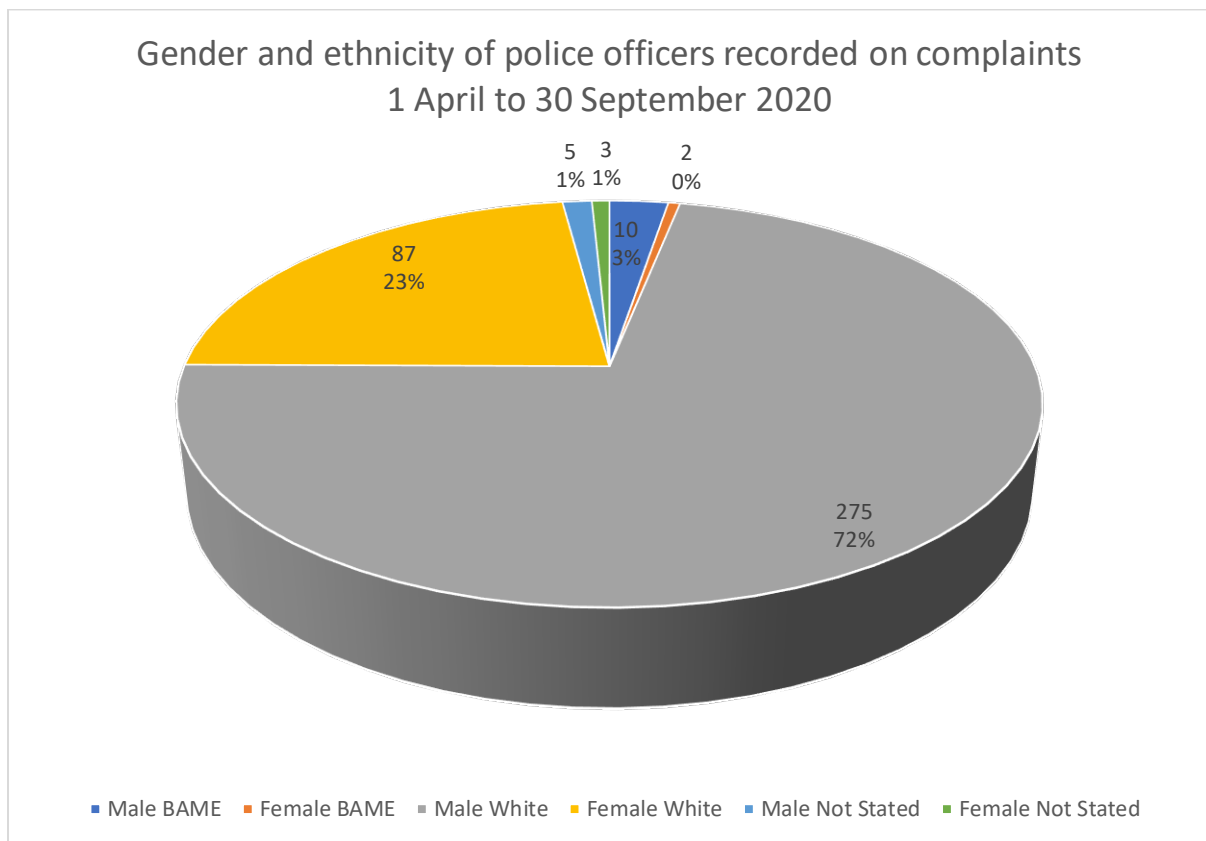
The 300 complaints received in the reporting period have been made against 553 police officers and members of police staff.

Not all officers and staff are identified at the point the complaint is made as the complainant may not know the details of the person they had contact with.

A total of 405 officers and staff have been named on the 300 complaints received in the reporting period however it is likely that this number will increase during the investigation / resolution of the complaint.

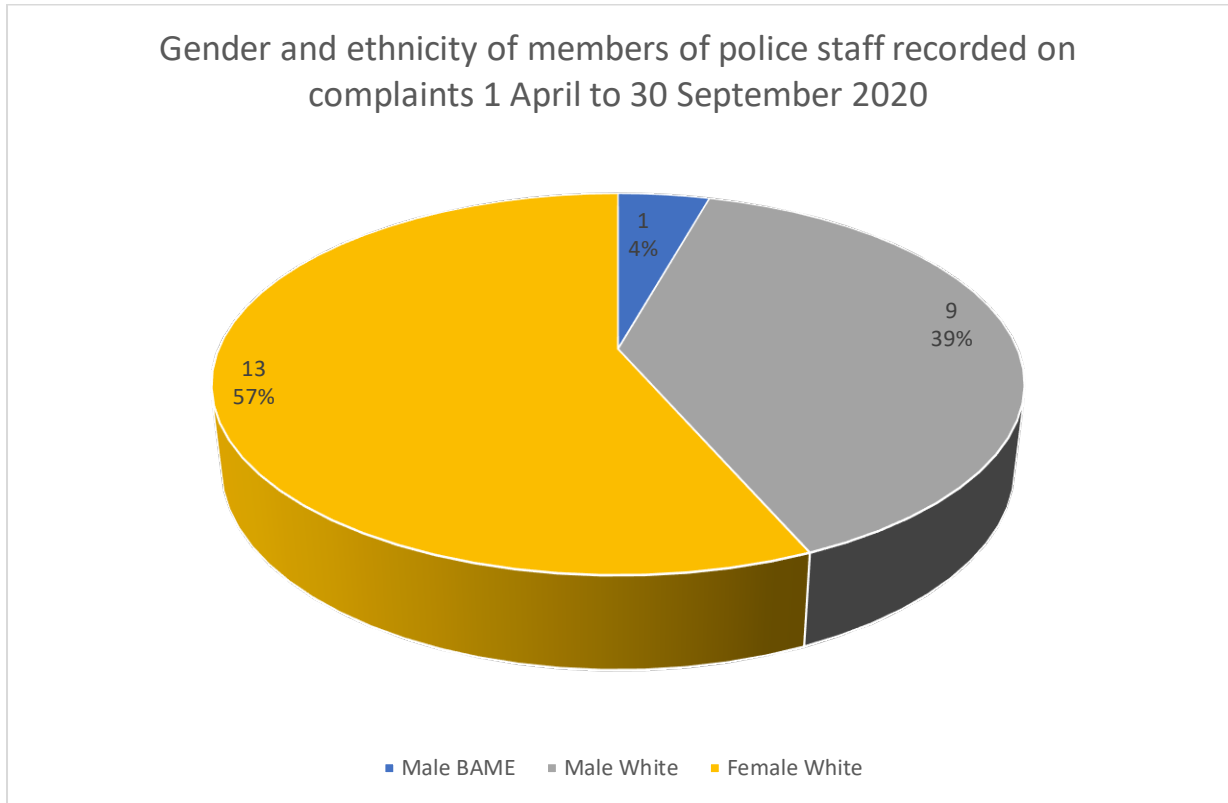
Police officers

(Chart 16): Of the named subjects, 382 are police officers and details of their gender and ethnicity are detailed in the chart below:



Members of police staff

(Chart 17): Of the named subjects, 23 are members of police staff and details of their gender and ethnicity are detailed in the chart below:



Organisational learning

An important part of the complaints process is to identify learning either individually or as an organisation. Learning is also identified through conduct and other matters referred to PSD.

The following examples highlight some of the organisational learning from the reporting period where follow up action has been completed in order to reduce the likelihood of the same problem reoccurring:

- 1) Following investigation into a Death or Serious Injury investigations a learning point was highlighted around local training requirement about Missing Persons. All district officers were required to complete a training package covering the missing person investigation system. On the job training/guidance given to South Norfolk staff by Missing Person Coordination Sergeant.
- 2) A misunderstanding/miscommunication occurred between Norfolk Lowland Search and Rescue (NORLSAR) and the Police Search Advisor (POLSA); whereby the POLSA was of the understanding an area had been searched, but it hadn't. To address communication issues all POLSA's undertook the Joint Emergency Services Interoperability Programme [JESIP] training during continuous professional judgement days. JESIP training was also offered to Norfolk and Suffolk LSAR.
- 3) Complaint regarding an issue with neighbours' contractors completing landscaping work. Crime was not recorded in accordance with National Crime Recording Standards. Learning identified; and Crime Data Integrity presentation provided to relevant staff by supervisors to improve understanding of their requirements under the NCRS.
- 4) Issue with regards to Data Protection breach. Following Clare's Law disclosure, complainant was provided with disclosure relating to another person, who had the same name as the intended subject. Learning identified; the overlapping linked records were amended to ensure data accuracy, awareness reminder circulated in Force Orders and 60 Second Briefing; current template letters adapted to cover where verbal incorrect disclosures have been made to prevent further leakage of an incorrect data verbally provided.
- 5) A conduct investigation which highlighted gaps in Force Policy with regards to continual professional judgement [CPD] for Driver Trainers in the Drive Training Unit [DTU.] The DTU are contributing to the Regional Practitioner's Group and a new Authorised Professional Practice is expected. Locally, the Force Policy Document for 'Drivers of Police Vehicles' is in the consultation phase and a new published document was expected September 2020.
- 6) Issues identified with regards to how a neighbour dispute was handled, which included a number of complaints being disclosed. Local measures were put in place to ensure that any ongoing neighbour or boundary dispute issue is triaged by the Safer Neighbourhood Team Sergeant to allow the most appropriate resource to deal, to ensure a consistent approach across the district.
- 7) During the course of a complaint investigation, the complainant disclosed a number of criminal complaints for which they were the victim of. These were not identified by either of the investigating officers, and not highlighted until the complainant appealed the outcome of their complaint. Officers were provided with advice, and guidance was circulated in the learning times bulletin.

In respect of the individual learning identified the vast majority appear to be stand-alone incidents involving a single staff member or officer; which was adequately dealt with by way of reflection or advice from the individuals line manager. The common theme amongst the individual learning points was around the lack of use of body worn video, managing people's expectations and understanding how their mental health may have to be considered during Police intervention, and updating relevant persons during the course of an investigation – where appropriate, these points have been highlighted within the Learning Times monthly bulletin; owing to the common nature of the issues being highlighted on an individual basis. Other minor elements have been successfully resolved by way of the complaint handler recognising the error, and offering an apology to the complainant.

In addition to the above matters a trend has been identified regarding the wearing of personal protective equipment owing to the COVID pandemic – these were, on the whole dealt with on an individual basis. A further theme was highlighted regarding Police actions and intervention at neighbour/property boundary disputes. Almost 14% of complaints since February 2020 have involved a neighbour dispute in some way. A bespoke message has been added to the November Learning Times bulletin, following discussions with Operational Partnership Team, Safer Neighbourhood Teams, Problem Solving Tactical Advisors and Design Out Crime Officers; to provide front line officer a go-to-guide for advice, and signposting.

Complaints training

Prior to the introduction of the new reforms in February 2020, a number of presentations were delivered to supervisors and senior managers in both counties, to raise awareness. It was anticipated that more bespoke training for those managing complaint cases would be provided following the introduction of the new reforms. COVID-19 and the lock-down has meant that we were unable to go ahead with the training which had been planned.

We have ensured that our Intranet page and communications, including Learning Times has included the most up to date information on the new process and that staff in CMU are available to respond to queries and to offer support and guidance in the management of cases. Since February, some training has been provided, which has included presentations to new supervisors as part of their development, as well as mini masterclasses on complaint handling to individuals and small groups via teams, which has been arranged by local managers.

We are currently working with L&D to produce a bespoke learning package for complaint handling for new supervisors on the Leadership Development Course. This learning module will be mandatory and will also involve a masterclass to be led by the Complaints Manager, including a knowledge check of supervisors understanding of the module content and an opportunity to ask questions. We will also look to develop something similar for Inspectors who will be responsible for managing more complex investigations.

Reviews

Complaints recorded under Schedule 3 of the PRA 2002 from 1 February 2020, allows the complainant to request a review if they remain dissatisfied with the outcome of their complaint.

The request for review is made to either the IOPC or the Local Policing Body and the outcome letter to the complainant will advise them who the relevant review body is.

IOPC reviews

In the reporting period the IOPC received 9 requests to review the outcome of the complaint. Of those 9 reviews, 6 have been concluded and the outcome of the complaint was reasonable and proportionate in all but one of the cases. This is detailed as follows:

- The IOPC determined that not all the complaints had been recorded and responded to and they directed the Force to record the complaints and to investigate. This has been concluded and the complainant was provided with a further right of review.

LPB reviews

A total of 20 reviews were recorded by the Local Policing Body in the reporting period and they have all been concluded. Of those reviews it was determined the outcome of the complaint was reasonable and proportionate in 17 cases. In the remaining 3 cases it was determined that the outcome of the complaint was not reasonable and proportionate. Those cases are detailed as follows:

- The LPB determined the complaint had not answered fully and recommended the complaint was investigated. This was completed and the complainant was provided with a further right of review which was exercised and this review is now under consideration.
- The LPB determined that the complaint had not been fully answered. This case is with a complaint handler to address otherwise than by investigation. The complainant will then be given a further right of review.
- The LPB recommended the outcome of one of the complaints was altered as it could not be determined if the service provided was acceptable. This has been completed and the complainant advised.

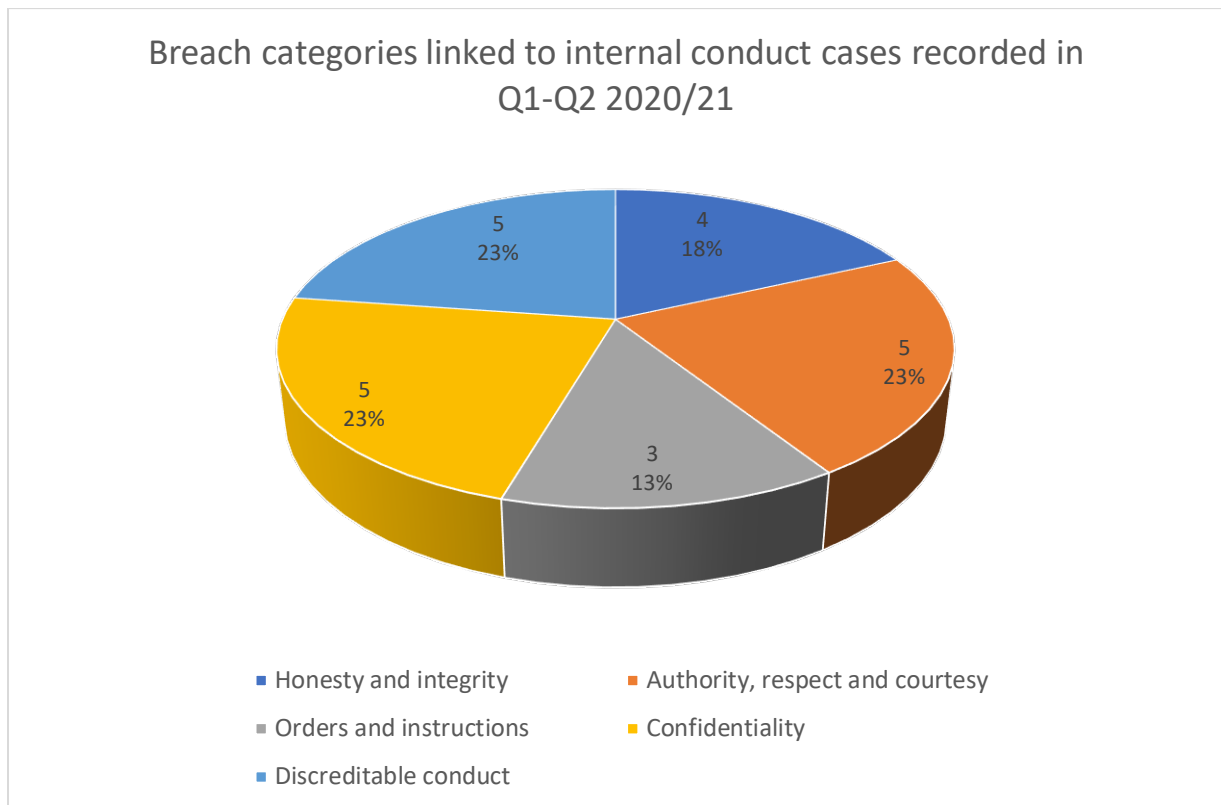
Internal Investigations

A review of the internal investigations recorded between 1 April and 30 September 2020 has been conducted.

During the reporting period, 14 internal conduct cases were recorded, consisting of 22 separate breaches of the Standards of Professional Behaviour. These breaches relate to 9 Police officers and 7 members of Police staff.

Of the 22 breaches, the most frequently recorded was Authority, respect and courtesy, Confidentiality and Discreditable conduct, all at 23%.

(Chart 18): The chart below shows the number of breaches recorded on the conduct cases under each category and as a percentage overall:



Examples of issues recorded under the most commonly recorded breaches of Authority, respect and courtesy, Confidentiality and Discreditable conduct are as follows:

- Allegation the officer’s behaviour towards their supervisor and other colleagues was verbally abusive and aggressive
 - *Reflective Practice Review Process*
- Allegation the officer made insulting and derogatory comments about colleagues to a member of police staff
 - *Live investigation*
- Allegation the officer accessed force systems to review information which may not have been for a policing purpose

OFFICIAL

- *Reflective Practice Review Process*
- Allegation the member of police staff disclosed information relating to a criminal investigation
 - *Final Written Warning issued*
- Allegation the member of police staff knowingly breached the Coronavirus guidelines
 - *Written Warning issued*
- Allegation a police officer was responsible for causing damage to a motor vehicle belonging to a colleague
 - *Live investigation*

Reflective Practice Review Process

The Reflective Practice Review Process (RPRP) encourages officers to reflect and learn from any mistakes or errors and was introduced to increase the emphasis on finding solutions, rather than focusing on a punitive approach. It is not a disciplinary process or a disciplinary outcome.

Of the conduct cases finalised in the reporting period, 5 police officers have been subject of a decision by the appropriate authority as Practice Requiring Improvement and referred to the Reflective Practice Review Process.

MISCONDUCT/DISCIPLINE OUTCOMES

(Table 5): The following table provides details of the misconduct and disciplinary outcomes recorded against police officers, police staff and members of the Special Constabulary as a result of hearings and meetings.

MISCONDUCT HEARINGS 1 APRIL TO 30 SEPTEMBER 2020		
	Nature of Offence	Outcome
1	A police officer attended a special case hearing for Discreditable conduct. Received a police caution for resisting arrest	Dismissed
2	A member of police staff attended a misconduct hearing for Discreditable conduct Knowingly breached coronavirus legislation, was not honest to police officers and failed to act with self-control, respect and courtesy towards a member of the public	Written Warning
3	A member of police staff attended a misconduct hearing for Honesty and integrity Failed to accurately record working time in the correct way	Written Warning
4	A fast track hearing was held for a former police officer for Discreditable conduct Appeared at court for criminal offences	Resigned Would have been dismissed had they not resigned
MISCONDUCT MEETINGS		
1	A police officer attended a misconduct meeting for Discreditable conduct and Confidentiality Used a police vehicle for a non-policing purpose Accessed Force systems for a non-policing purpose	Written Warning

Resignations

The Policing and Crime Act (PCA) 2017 allows officers under investigation to resign or retire however there is an expectation that misconduct proceedings for gross misconduct will be taken to conclusion.

The Police Barred List is a list of all officers, special constables and staff members who have been dismissed from policing after investigations under the Police (Conduct) Regulations 2012 or Police (Performance) Regulations 2012 as well as the equivalents for police staff.

The Police Advisory List is a list of all officers, special constables and staff members who have resigned or retired during an investigation into a matter that could have resulted in their dismissal, or who leave before such an allegation comes to light. They will remain on the Advisory list until the outcome of the investigation is determined. This list also includes designated volunteers who have had their designated status withdrawn due to conduct or performance matters.

Both lists are held and administered by the College of Policing.

One police officer resigned within the reporting period and was subject of a special case hearing where they would have been dismissed had they not resigned.

Public Hearings

Since 1 May 2015, in cases where an officer is given notice of referral to misconduct proceedings under regulation 21 (1) or 43 (1) of the conduct regulations, the case will be heard in public. This is also the case for special case hearings (fast track cases). Exemptions from this are subject to the discretion of the person chairing or conducting the hearing to exclude any person from all or part of the hearing.

The regulations do not apply to misconduct meetings or third stage unsatisfactory performance meetings.

Venues for public hearings will be carefully selected according to the nature of the hearing.

In cases where an officer is given notice of referral to misconduct proceedings under regulation 21 on or after 1 January 2016 the hearing is heard by legally qualified chairs. Any cases prior to this date will continue to be heard by a member of the National Police Chief's Council (NPCC).

Two misconduct hearings were held in public in the reporting period.

Glossary

Appropriate authority - the appropriate authority for a person serving with the police is:

- for a chief officer or an acting chief officer, the local policing body for the area of the police force of which that officer is a member; or
- in any other case, the chief officer with direction and control over the person serving with the police

In relation to complaints not concerning the conduct of a person serving with police, the appropriate authority is the chief officer of the police force with which dissatisfaction is expressed by the complainant.

Complaint – any expression of dissatisfaction with police expressed by or on behalf of a member of the public

Complaint handler – is any person who has been appointment to handle a complaint

IOPC Statutory Guidance – is the guidance from the IOPC to assist local policing bodies and Forces to achieve high standards in the handling of complaints, conduct matters, and death or serious injury (DSI) matters concerning those serving with the police, and to comply with their legal obligations.

Schedule 3 – of the Police Reform Act 2002

Outside Schedule 3 – handling a matter outside of the Police Reform Act 2002

Investigation – an investigation of the matter recorded under Schedule 3.

Otherwise than by investigation – responding to concerns raised and seeking to resolve them under Schedule 3.

Service provided was not acceptable – the service provided (whether due to the actions of an individual, or organisational failings) did not reach the standard a reasonable person could expect.

Not been able to determine if the service provided was acceptable – should only be determined in situations where despite the complaint being handled in a reasonable and proportionate manner, there is too little information available on which to make the determination.

Local Policing Body – is the term for the Police and Crime Commissioners

Practice requiring improvement – underperformance or conduct not amounting to misconduct or gross misconduct, which falls short of the expectations of the public and the police service.

Regulation 41 – the Regulation under the Police (Complaints and Misconduct) Regulations 2020 under which the appropriate authority contacts the complainant following a suspension of the investigation of a complaint to ascertain whether they wish for the investigation to be started or resumed. If the complainant does not want the investigation started or fails to reply the appropriate authority must determine whether it is in the public interest for the complaint to be treated as a recordable conduct matter.

OFFICIAL

Reflective Practice Review Process – the procedures set out in Part 6 of the Police (Conduct) Regulations 2020, for handling practice requiring improvement

Relevant review body (RRB) – the relevant body (the IOPC or the Local Policing Body) to consider a review made under Paragraph 6A or 25, Schedule 3, Police Reform Act 2002.

Withdrawn complaints – a complaint that is withdrawn in accordance with regulations 38 and 39, Police (Complaints and Misconduct) Regulations 2020 following an indication or notification from the complainant.



NORFOLK
CONSTABULARY
Our Priority is You

ORIGINATOR: DCC Sanford

REASON FOR SUBMISSION: For Information

SUBMITTED TO: Police Accountability Forum – 26 January 2021

SUBJECT: Domestic Abuse Delivery Group

SUMMARY:

The report provides an overview of;

- The significant issue domestic abuse represents for policing
- The response to date
- The purpose and remit of the new Domestic Abuse Delivery Group
- The early first objectives for the new group

RECOMMENDATIONS:

The Police and Crime Commissioner is asked to note the report.

1. Introduction

1.1 The current nationally agreed cross organisation definition of domestic abuse is:

‘any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional’

1.2 On the 17th August 2020 the United Kingdom Government published an outline briefing concerning their revised prioritisation and approach to addressing domestic abuse.

1.3 Part of that information release was some key facts on the matter, that in the year ending March 2019, nationally, an estimated 2.4 million adults aged 16-74 years had experienced domestic abuse in the previous year, 1.6 million women and 786,000 men¹.

1.4 In Norfolk, the impact of domestic abuse reflects the national picture. Set against the three-year average figures, in the last 12 months;

- There has been a 35% increase in the number of crimes with a named victim of Domestic Abuse (this means 8297 unique victims in the last 12 months)²
- There has been a 9 percentage-point increase in the proportion of all recorded crime identified as domestic abuse
- There has been a 7 percentage-point increase in the proportion of victims who have previously reported domestic abuse (currently, this means that 36% of all victims are reporting that this is not the first time they have been subject to domestic abuse).
- Over a quarter of all recorded crime in Norfolk is a consequence of domestic abuse. (the actual figure is 27%)

1.5 Despite considerable work to date by police and partners the long-term trend indicates an increasing volume of incidents being reported.

1.6 There is also a firmly-established evidence base to show that domestic abuse has a negative impact not only on the victim but also on any children living in a

¹ <https://www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets/statutory-definition-of-domestic-abuse-factsheet>

² A number of these victims have reported multiple crimes, therefore the number of overall crimes is much higher at c. 13000)

household where the abuse takes place. Research further shows that the impact on a child can last well into adult life.

2. Summary of the action taken to date

2.1 Domestic abuse has been identified through national policy and local crime reporting as an operational police priority for some considerable time.

2.2 The Police and Crime Commissioner acknowledged the importance of the issue when drawing up the current Police and Crime Plan (2016-2020) and ensured the matter was a priority with regular focus and review. In addition, they ensured it was also a key area for partnership working enhanced by commissioned services to support victims. An overview of the Office of the Police and Crime Commissioners engagement with partners is contained within the Police and Crime Commissioners Annual Report³.

2.3 In 2019 the Norfolk Chief Officer Team directed a review of the policing response to domestic abuse. The key finding of the report was that whilst the vast majority of officers understood their individual responsibility further work was needed to ensure staff understood the complete process and how various specialist supports worked together. The concern was that there was a possibility that victims could receive a disjointed service. This led to new guidance being developed that aimed to further improve the links between;

- the officers in the Multi Agency Support Hub (MASH) who work with partners to support victims,
- the Custody Investigation Unit that build the cases,
- the relevant Safer Neighbourhood Team who will support the risk management of the victim as well as oversee any directions given to the suspect after their release from custody.

2.4 The force wide ongoing programme aimed to improve the quality of crime investigation has also had a repeat focus around the area of domestic abuse including highlighting a number of case studies deriving from such crimes. The aim of this work has been to emphasise the importance of supporting victims to access ongoing services as well as ensure effective risk assessments in all cases, not just the ones that will lead to a criminal investigation.

2.5 The newly constituted Force Performance Meeting (FPM) chaired by the Deputy Chief Constable now has oversight of domestic abuse and the continued development of the police response ensuring the subject remains a priority across the organisation.

3. Way Forwards

3.1 The FPM has directed that a Domestic Abuse Delivery Group (DADG) is created. The group, led by the Detective Chief Superintendent for Safeguarding and Investigations will report into the FPM as well as regularly briefing the Chief Officer Team on progress.

³ <https://www.norfolk-pcc.gov.uk/news/pcc-publishes-latest-annual-report/>

3.2 The Purpose of the group is to “*Ensure the most efficient and effective use of police resource in reducing the harm caused by Domestic Abuse in Norfolk*”. Whilst the FPM will maintain strategic oversight the DADG will be empowered to look at the tactical elements of the policing response with the opportunity to examine police activity in detail.

3.3 The DADG has a number of overarching objectives which include;

- Continue to embed the principle that policing domestic abuse is a core policing activity for all operational staff and to ensure staff have the best briefings, training and learning products to ensure a high-quality response.
- Identifying and establishing service standards for the end-to-end service delivery around domestic abuse.
- Conducting regular review of the activities against the service standards to ensure they meet or exceed requirements across all teams to ensure consistency of approach.
- To consider and evaluate innovative or emerging practices and implement those that are believed to have a significant positive impact on service standards.

3.4 The DADG will not look to replicate any of the effective multi-agency groups at which the Force is already represented as a participant, such as the Domestic Abuse and Sexual Violence Group (DASVG) which reports to the County Community Safety Partnership. Instead, the DADG’s focus will be around the police internal response and the policing specific processes.

3.5 The first meeting of the new group took place in November 2020. The DADG has no formal timeframe or phases but will be for the foreseeable future meet monthly and develop a plan of action in line with its objectives.

4. Initial Focus

4.1 One of the first priorities of the work of the DADG will be to gather baseline data to understand in still greater detail the current process for dealing with domestic abuse. This will focus from the first call to the police through to the finalisation of the investigation with the victim and the suspect, and all the stages in between. The group hopes that by building a detailed understanding the most effective support can be offered to officers to improve service delivery.

4.2 In addition, DADG will work with Suffolk Constabulary colleagues to implement the new national College of Policing risk assessment process. This will replace the current methodology and has a stronger academic evidence base within its approach. This new product has been trialled in seven forces and formally evaluated. Officers report that it is easier to use with the evaluation phase finding more accurate assessments of risk took place when compared to existing methods. The College is also currently supporting early adopters of the new process. The aim is to have this new process up and running operationally in Norfolk by April 2021.

4.3 At the same time DADG will work with the management team for the Force Contact and Control Room to review the current operating procedures around domestic abuse calls.

4.4 The group will also look to quickly adopt and embed evidence-based service improvement opportunities and ensure they become part of the policing response. One straightforward example of this type of work, but an important one when considering the ramifications of the police response, was the briefing to staff that there is less traumatic impact on a child if the arrest of a parent takes place out of sight.

5. Review

5.1 The Deputy Chief Constable will review the work and progress of the DADG at the monthly FPM.

5.2 The lead for DADG will periodically present to the Norfolk Chief Officer Team around the work being undertaken and the emerging themes.

5.3 The Deputy Chief Constable and the DADG chair will ensure that the Police and Crime Commissioner and his office are kept updated on developments.

END.

FINANCIAL IMPLICATIONS: NIL at this time.

OTHER IMPLICATIONS AND RISKS: NIL at this time.

		COUNTY			
Area	Indicator	Last 12 months	Long Term Averages	Difference	
Supporting victims and reduce vulnerability	% Cases where victims are not yet ready to support prosecution (Domestic Abuse)	62.9%	59.2%	3.7 p.p	
	% Cases where victims are not yet ready to support prosecution (Serious Sexual Offences)	54.5%	47.5%	7.1 p.p	
	% Cases where victims are not yet ready to support prosecution (Child Sexual Abuse)	37.2%	35.8%	1.4 p.p	
	Solved rate (Domestic Abuse)	9.3%	15.0%	-5.7 p.p	
	Solved rate (Rape)	4.4%	4.5%	-0.1 p.p	
	Solved rate (other Serious Sexual Offences)	9.1%	9.4%	-0.3 p.p	
	Solved rate (Child Sexual Abuse)	8.6%	9.9%	-1.3p.p	
	Solved rate (Hate Crime)	12.6%	17.0%	-4.4 p.p	
	% of all guilty pleas at First Hearing at Magistrates Court	***			

		KING'S LYNN & WEST NORFOLK			
Area	Indicator	Last 12 months	Long Term Averages	Difference	
Supporting victims and reduce vulnerability	% Cases where victims are not yet ready to support prosecution (Domestic Abuse)	63.0%	60.9%	2.1 p.p	
	% Cases where victims are not yet ready to support prosecution (Serious Sexual Offences)	47.4%	45.2%	2.2p.p	
	% Cases where victims are not yet ready to support prosecution (Child Sexual Abuse)	36.1%	32.9%	3.2 p.p	
	Solved rate (Domestic Abuse)	10.4%	15.4%	-5.0 p.p	
	Solved rate (Rape)	2.7%	6.6%	-3.9 p.p	
	Solved rate (other Serious Sexual Offences)	10.1%	13.2%	-3.1 p.p	
	Solved rate (Child Sexual Abuse)	8.2%	11.7%	-3.5 p.p	
	Solved rate (Hate Crime)	14.9%	18.3%	-3.4 p.p	

NOT PROTECTIVELY MARKED

		BRECKLAND		
Area	Indicator	Last 12 months	Long Term Averages	Difference
Supporting victims and reduce vulnerability	% Cases where victims are not yet ready to support prosecution (Domestic Abuse)	63.9%	56.1%	7.8 p.p
	% Cases where victims are not yet ready to support prosecution (Serious Sexual Offences)	65.6%	47.1%	18.4 p.p
	% Cases where victims are not yet ready to support prosecution (Child Sexual Abuse)	53.1%	38.0%	15.1 p.p
	Solved rate (Domestic Abuse)	8.6%	16.5%	-7.9 p.p
	Solved rate (Rape)	2.3%	4.1%	-1.8 p.p
	Solved rate (other Serious Sexual Offences)	12.3%	9.2%	3.1 p.p
	Solved rate (Child Sexual Abuse)	8.0%	10.6%	-2.6 p.p
	Solved rate (Hate Crime)	12.2%	12.5%	-0.3 p.p

		NORTH NORFOLK		
Area	Indicator	Last 12 months	Long Term Averages	Difference
Supporting victims and reduce vulnerability	% Cases where victims are not yet ready to support prosecution (Domestic Abuse)	56.7%	57.2%	-0.5 p.p
	% Cases where victims are not yet ready to support prosecution (Serious Sexual Offences)	48.8%	45.5%	3.3 p.p
	% Cases where victims are not yet ready to support prosecution (Child Sexual Abuse)	34.3%	40.6%	-6.3 p.p
	Solved rate (Domestic Abuse)	7.4%	14.4%	-7.0 p.p
	Solved rate (Rape)	7.4%	5.0%	2.4 p.p
	Solved rate (other Serious Sexual Offences)	6.6%	9.7%	-3.1 p.p
	Solved rate (Child Sexual Abuse)	12.7%	11.8%	0.9 p.p
	Solved rate (Hate Crime)	12.7%	21.2%	-8.5 p.p

NOT PROTECTIVELY MARKED

		SOUTH NORFOLK		
Area	Indicator	Last 12 months	Long Term Averages	Difference
Supporting victims and reduce vulnerability	% Cases where victims are not yet ready to support prosecution (Domestic Abuse)	59.8%	54.8%	5.0 p.p
	% Cases where victims are not yet ready to support prosecution (Serious Sexual Offences)	54.1%	49.2%	4.9 p.p
	% Cases where victims are not yet ready to support prosecution (Child Sexual Abuse)	32.9%	36.0%	3.1 p.p
	Solved rate (Domestic Abuse)	8.9%	14.3%	-5.4 p.p
	Solved rate (Rape)	2.3%	3.9%	-1.6 p.p
	Solved rate (other Serious Sexual Offences)	11.5%	6.5%	5.0 p.p
	Solved rate (Child Sexual Abuse)	6.8%	6.2%	0.6 p.p
	Solved rate (Hate Crime)	18.6%	18.6%	No change

		BROADLAND		
Area	Indicator	Last 12 months	Long Term Averages	Difference
Supporting victims and reduce vulnerability	% Cases where victims are not yet ready to support prosecution (Domestic Abuse)	66.3%	59.9%	6.4 p.p
	% Cases where victims are not yet ready to support prosecution (Serious Sexual Offences)	50.9%	42.1%	8.8 p.p
	% Cases where victims are not yet ready to support prosecution (Child Sexual Abuse)	27.4%	29.8%	2.4 p.p
	Solved rate (Domestic Abuse)	8.0%	12.9%	-4.9 p.p
	Solved rate (Rape)	2.2%	4.9%	-2.7 p.p
	Solved rate (other Serious Sexual Offences)	5.5%	6.4%	-0.9 p.p
	Solved rate (Child Sexual Abuse)	7.8%	8.5%	-0.7 p.p
	Solved rate (Hate Crime)	13.0%	20.7%	-7.7 p.p

NOT PROTECTIVELY MARKED

		NORWICH		
Area	Indicator	Last 12 months	Long Term Averages	Difference
Supporting victims and reduce vulnerability	% Cases where victims are not yet ready to support prosecution (Domestic Abuse)	61.4%	59.3%	2.1 p.p
	% Cases where victims are not yet ready to support prosecution (Serious Sexual Offences)	56.1%	50.8%	5.3 p.p
	% Cases where victims are not yet ready to support prosecution (Child Sexual Abuse)	36.3%	36.7%	-0.4 p.p
	Solved rate (Domestic Abuse)	11.3%	14.4%	-3.1 p.p
	Solved rate (Rape)	5.8%	3.9%	1.9 p.p
	Solved rate (other Serious Sexual Offences)	8.8%	9.6%	-0.8 p.p
	Solved rate (Child Sexual Abuse)	8.8%	10.7%	-1.9 p.p
	Solved rate (Hate Crime)	12.1%	15.2%	-3.1 p.p

		GREAT YARMOUTH		
Area	Indicator	Last 12 months	Long Term Averages	Difference
Supporting victims and reduce vulnerability	% Cases where victims are not yet ready to support prosecution (Domestic Abuse)	67.9%	63.4%	4.5 p.p
	% Cases where victims are not yet ready to support prosecution (Serious Sexual Offences)	57.1%	48.6%	8.5 p.p
	% Cases where victims are not yet ready to support prosecution (Child Sexual Abuse)	38.9%	35.9%	3.0 p.p
	Solved rate (Domestic Abuse)	8.5%	16.2%	-7.7 p.p
	Solved rate (Rape)	4.9%	3.5%	1.4 p.p
	Solved rate (other Serious Sexual Offences)	6.2%	8.2%	-2.0 p.p
	Solved rate (Child Sexual Abuse)	6.9%	7.8%	-0.9 p.p
	Solved rate (Hate Crime)	8.7%	19.5%	-10.8 p.p

NOT PROTECTIVELY MARKED

The percentage of victims not yet ready to support an investigation has increased significantly over the last few years, for a range of potential reasons some of which are set out below. This has an impact on solved rates in that while the constabulary will always seek an evidence-led prosecution where there is an option to do so and it is in the public interest, this can be very challenging if the victim does not feel able to provide key information to officers.

Deterioration in solved rates for some crime types will also have some correlation with the increases in recorded crime in a number of areas (there has been a 32.5% increase in recorded domestic abuse crimes and 11.5% increase in recorded rape offences, based on the last 12 months when compared with the LTA).

As an important caveat, some of the increase in recorded rape offences in the early part of 2020 relates to an updating of records from previous years. These investigations appear for statistical purposes to have been recorded in 2020 but were in fact concluded before then. The reason for ensuring that the historic crime is recorded on the current force crime database means that it is accessible and sharable which maximises its investigation potential.

The reasons for the rise in victims not feeling ready to support prosecution are complex and vary between crime types. Recent analysis however provides some context;

- For some it is the impact and trauma of having to “re-live” the event.
- Another factor is the perceived potential impact on their current relationship around the disclosure of the information.
- In approximately 20% of cases victims were wanting to contact police for the purpose of making them aware of the offence as opposed to wanting to pursue an investigation.

With regards to solved rate specifically, the same analysis indicates that a time lapse between a rape offence occurring and being reported does not have a noticeable impact on the final outcome, whereas for other serious sexual offences there does appear to be some correlation between offences reported with a slight delay and a final positive outcome.

It is important to note the impact that social restrictions have likely had on recorded crime levels for vulnerability-based crimes. Trends were closely monitored at the height of those restrictions and have continued to be monitored through normal governance processes since then. At the start of the first lockdown, recorded rape and serious sexual offences dropped to the lowest reporting levels since February 2019 and stayed below the 12-month average until August.

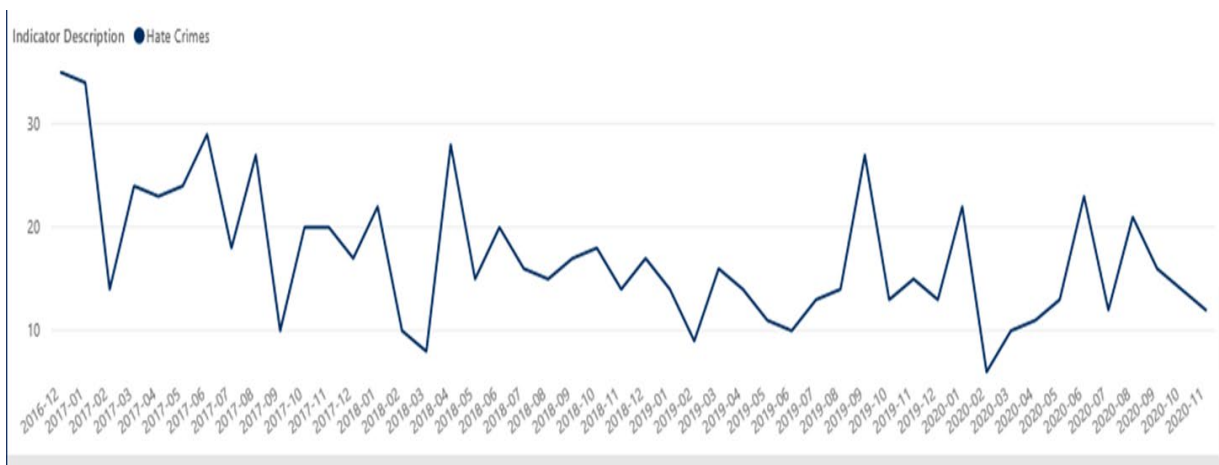
Since the end of lockdown numbers have increased significantly and are now on par with recording levels prior to the first lockdown. Reasons for the reduction in these recorded crimes are varied, but it is widely recognised that actual or perceived difficulties accessing support networks (either formal or informal) may have impacted a victim’s decision to report an offence.

It should be noted that the ability to report domestic abuse over the lock down period will likely have been impacted where the victim was living with the offender. That said, crime reporting over the same period merely showed a levelling off between February and May,

before the rate increased again over the summer period. This is in the context of a persistent increase in Domestic Abuse in the preceding years.

As well as impacting the level of crimes recorded, the impact of social restrictions on conducting investigations is also a factor to consider. For instance, conducting face to face interviews or taking victim personal statements with social restrictions in mind is likely to have been a different experience for officers, victims and suspects, and could reasonably affect that effectiveness of those processes. Another relevant factor has been the impact of the pandemic on other elements of the Criminal Justice System notably the courts and the Crown Prosecution Service. Backlogs in both have meant that cases that would otherwise have been charged by now, are instead still awaiting a decision which has a negative effect on reported solved rates. It is likely that this situation will continue for some significant time to come.

Hate crime has also been heavily impacted by social changes this year, most notably since the Black Lives Matter movement grew after the death of George Floyd in America. There were an additional 220 hate crimes recorded over the last 12 months compared to the long-term average and whilst the number of hate crimes with a positive outcome remained stable, this means that the solved rate reduced over the same period. The chart below shows the number of solved hate crimes over time⁴.



⁴ Solved rate is calculated by dividing the number of positive outcomes in a distinct period by the number of crimes recorded over the same period. This means that the solved rate is unaffected by crimes still awaiting outcomes and provides a representation of our ability to solve crimes against a backdrop of growing demand.



NORFOLK
CONSTABULARY
Our Priority is You

ORIGINATOR: ACC Simon Megicks

REASON FOR SUBMISSION: For Information

SUBMITTED TO: Police Accountability Forum – January 2021

SUBJECT: Update on the OPTIK project

PRIORITY: 6 – Delivering a modern and innovative service

SUMMARY:

The report outlines an update on the OPTIK project, delivering frontline officers vital Police system access and functionality on mobile devices

RECOMMENDATIONS:

The Police and Crime Commissioner is asked to note the report.

DETAIL OF THE SUBMISSION

1. BACKGROUND

- 1.1 There is an expectation on policing from the Home Office and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) that Constabularies will make best use of technology to support their local policing requirement. The Norfolk Police and Crime Commissioner (PCC) has also marked this as an area of focus within the current Police and Crime Plan.
- 1.2 In Norfolk the PCC has already supported the greater use of technology in policing through the funding for the use of drones and electronic tablets for front line officers. The tablets issued allowed an officer to access some force systems (e.g. the Force's Command and Control system that logs calls for service from the public) without having to return to the police station.
- 1.3 Locally the joint Norfolk and Suffolk Information Computer Technology (ICT) department have developed a digital strategy. In summary its intention is to ensure;
 - A transformed digital policing service will make it easier and more consistent for the public to make digital contact
 - Improve Police use of technology to legitimately access required information from anywhere and capture evidence and intelligence whilst ensuring we can transfer all material in a digital format through to the criminal justice system safely and securely.
 - Make our workforce more effective and efficient.
- 1.4 In 2019 as part of this local strategic work, a joint Norfolk and Suffolk project was established, led by Assistant Chief Constable Simon Megicks, to look for greater efficiency and effectiveness within the digital space for front line officers that would help them with their regular tasks and increase their productivity.
- 1.5 A business case was developed for what was termed an "integrated workflow solution"; an application that could bring many Police processes together and reduce duplication. The intention was to implement this new mobile software interface, that would act as a conduit and link into the established separate force systems and databases, with the officer only having to input the information once. In addition, there was a requirement that any solution would have the capacity for further work processes to be added in the future.
- 1.6 The business case set out a number of key objectives for a robust, effective mobile solution which included;
 - Reducing the number of times an officer would have to return to a police station to complete a task.
 - Increase the available operational data an officer could access themselves while at the scene of an incident.

- Ensuring that the interface for the officer was intuitive and easy to use in the operational environment.
- Reduce the workload of the Police Control Room by empowering officers to obtain the information themselves.
- Support officers to make better decisions for the public based on better access to information.
- Populate key police system updates through one submission of information by the officer from the tablet.

1.7 The business case was signed off by chief officers and a budget of £600,000 was set aside from the Police innovation/investment budget for procurement of the product.

1.8 A project team was established to implement the work which included 3 members of staff.

1.9 An early project team action was the formulation of a working group of frontline officers and key strategic departments from both Norfolk and Suffolk Constabularies to form the 'Digital Champion Network'. The purpose of the network was to ensure that practitioners and force system owners developed new ways of working together that could then be incorporated within the mobile technology environment, informing the development with the needs of the local Constabularies.

2. SELECTION OF A SOLUTION

2.1 Norfolk and Suffolk invested evaluation time around a number of products involving its Digital Champions Network.

2.2 After deliberation, the OPTIK mobile application provided by HCL Technologies Ltd, in use already within Kent and Essex police, was selected and procured.

2.3 There has been an inherent advantage to the project of working with other local forces within the region. It offered opportunities to share learning as well as costs around the development of the product.

2.4 At the point of purchase, the basic application offered mobile device friendly access to key Police systems including;

- Police National Computer (primary investigative resources, including DVLA connectivity),
- Command & Control Incident report,
- Missing Persons Database
- Home Office Biometrics - mobile fingerprint identification,
- Stop/Search database
- Key forms including witness statements

NOT PROTECTIVELY MARKED

3. GETTING THE PRODUCT TO THE FRONT LINE

3.1 The OPTIK launch was divided into three phases;

3.2 Phase 1, which commenced in 16th July 2020, was a pilot of the new product to 60 officers across Norfolk and Suffolk in order to test the software and device interface in the local operational environment. Part of that testing was to allow the project team to evaluate the opportunities presented, with daily returns from testers being collated and analysed. The initial phase was also an opportunity to consider any requirements for the wider roll out of the technology particularly around any training for staff.

3.3 Phase 2 of the project, commencing on 30th November 2020, increased the number of officers using the product to 400; 200 of those being Norfolk officers.

Those 200 officers now can;

- Conduct a person or vehicle stop and access core system records including the police national computer and the DVLA database without dependency on radios or radio communications.
- See the exact record on their device, they don't have to work with a summary that is provided over the radio anymore.
- Conduct live from a scene, identity checks. All marked patrol vehicles in Norfolk now carry a mobile fingerprint scanner. The OPTIK solution lets officers use this scanner to carry out identification procedures there and then, with a result and any database information being collated and displayed on their device.
- Add a crime report when they attend a scene with it immediately updating the force crime database. In addition, they can take a witness or victim statement and they can check the crime database for any previous or similar incidents locally.
- They can attend a report of a missing person and again, directly enter the details on the force database through their device as well as update that same entry on any taskings they are carrying out in relation to the enquiry.

3.4 Phase 3 commences and concludes in January 2021. This will see the OPTIK system being made available to all front-line patrol officers and sergeants across Norfolk on their mobile devices.

4. THE FUTURE

4.1 The development team that has overseen the launch has specific funding planned through the 2021/22 financial year. Its purpose will be to plan for and implement additional products including;

- Electronic Pocket Notebooks – allowing officers to make time and date stamped entries but also record images and sound from any event they attend, enhancing evidence capturing processes.

NOT PROTECTIVELY MARKED

- Collision recording – Providing officers with a direct entry method at the scene of a collision to log their investigation into the Home Office collision recording system (CRASH).
- Tasking and Briefing – allowing officers to check up to date intelligence, log activity against police patrol taskings at the time directly onto the relevant system.
- Electronic Domestic Incident Reports – When attending a domestic incident, the officer will be able to record their investigation and risk assessment directly onto the force system. Specialist domestic abuse officers will have immediate access to that information. In turn whilst conducting the investigation the officer will have instant access to any historic information around the circumstances. This progress will support the work of the Domestic Abuse Working Group, see the relevant attached paper for this meeting.

4.2 OPTIK is already incorporated into ‘business as usual’ with the ICT workstreams, cementing its place in the future of frontline policing, but offers a platform to evolve and include future requirements.

Budgetary information

Capital Investment –

£600,000 of money was allocated at the instigation of the project in 2019, to implement Phases 1-3, delivering the base application and ensuring that it could connect to the existing systems and devices, and included the purchase of mobile fingerprint scanners. This was allocated from existing Police budgets between Norfolk and Suffolk for the purpose of investment and innovation.

In 2020, £200,000 was allocated to enable the delivery of the additional modules, including (but not limited to) collision recording, domestic incident digitisation, electronic pocket note book, tasking and briefing development and additional enhancements of the current modules to improve and maximise efficiencies.

Revenue Commitment –

£230,000 for ongoing licence costs and support has been incorporated in the ICT operating budgets, to meet the annual costs of maintaining the software provision. The application has entered ‘business as usual’ status within budgets.

The cost of the project team has been absorbed in the existing staffing budgets.

Benefits Analysis:

Statistical evidence has already identified the following trends for officers with OPTIK:

- 5% more time is spent out of stations, with future products offering the potential to increase this further.
- Reduced return journeys to stations
- Up to 200 hours (across 18 weeks) have been saved in efficiency, through reduced driving and reduced duplication of admin functions across the 60 officers deployed with OPTIK in Phase 1 (July-December)

Ongoing analysis is being conducted, as further functions are added to the application, to identify additional benefits. The impact of reduced duplication and efficient working upon officer stress levels is also being considered, as part of the programme of development.