

**MINUTES OF THE PCC ACCOUNTABILITY MEETING
HELD ON WEDNESDAY 26TH JANUARY 2022 AT 10:00 A.M.
VIA MICROSOFT TEAMS (VIRTUAL MEETING)**

1. Attendance and Apologies for Absence

In attendance:

Mr G Orpen-Smellie	Police and Crime Commissioner, OPCCN
Mr M Stokes	Chief Executive, OPCCN
Mr P Sanford	Chief Constable, Norfolk Constabulary
Mr S Megicks	Temporary Deputy Chief Constable, Norfolk Constabulary
Mr N Davison	Assistant Chief Constable, Norfolk Constabulary
Ms J Penn	Chief Finance Officer, OPCCN
Mr P Jasper	Assistant Chief Officer, Norfolk Constabulary
Mr M Cooke	Superintendent, Norfolk Constabulary
Ms N Atter	Corporate News Manager, Norfolk Constabulary
Ms S Lister	Director of Performance and Scrutiny, OPCCN
Dr G Thompson	Director of Policy, Commissioning and Communications, OPCCN
Mr J Stone	Performance and Scrutiny Manager, OPCCN
Ms H Johns	Communications Manager, OPCCN
Ms S Crannage	Communications Officer, OPCCN
Mr J Mann	Performance and Scrutiny Assistant, OPCCN

Apologies for absence:

Mr E Bridger	Temporary Assistant Chief Constable, Norfolk Constabulary
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Before addressing the agenda items, the PCC advised that this was the third PCC Accountability Meeting since he was elected last May. The PCC hopes that the next meeting will be held in person.

2. Declarations of Personal and/or Prejudicial Interests

There were none received.

3. To Confirm the Minutes of the Meeting Held on the 20th October 2021

The minutes were confirmed with the following updates:

Action – Violence Against Women and Girls data

- The Chief Constable (CC) stated that between the 1st November 2020 and 31st October 2021 there was just under 14,000 cases of Domestic Abuse (DA) in Norfolk with 70% being against females. He stated that 823 resulted in prosecution, with numerous outcomes for the other offences.
- The CC stated that in the same time period there were over 2,300 cases of Serious Sexual Offences, with 83% being against female victims. He added that there had been 58 prosecutions so far but gave context that these cases take a long time to prosecute and so many may have not been finalised yet.
- The PCC asked for clarification as to whether the remaining percentage of victims are male or if the gender is not stated. The CC confirmed that it was both male or the gender was not stated on the records and added that counter-allegations were quite common with DA and Serious Sexual Offences. The CC added that there could be multiple crimes from one incident, which can lower the detection rate.
- The CC stated women and girls are overwhelming disproportionately over-represented in these figures. The PCC added that Violence Against Women and Girls remains a priority.

Action – Park, Walk and Talk Scheme

- The CC stated that an update on the scheme was presented a month ago at the Strategic Governance Board, this can be published, and the action can be closed.
- The link to the information on the Constabulary website can be found here: [Patrols are targeting crime hotspots and areas where the public feel unsafe across Norfolk as the first Neighbourhood Policing Week takes place \(prgloo.com\)](https://www.prgloo.com)

4. Constabulary Covid-19 Update

The Chief Constable (CC) spoke to the agenda item.

The key points discussed were as follows:

The CC stated that they had been in the middle of the Omicron Covid-19 variant peak during December and January and stated that Constabulary sickness rate peaked at 9.6%. Contingency plans were in place for higher sickness rates which meant that there was minimal impact on operational Constabulary business. He added that resources had to be moved around the Constabulary to manage demand including in the Control Room, but he was pleased with the response. The CC stated that he had seen local projections from Public Health for infection rates and was confident the Constabulary could deal with these scenarios. He explained that there has been a Modern Workplace Programme in place which will look at opportunities for flexible working moving forwards and added that the Constabulary have needed to do little enforcement in relation to breaking of government-imposed rules. The PCC stated that he was happy with the update provided and added that due to the relaxing of rules and projections this standing agenda item could be taken out and added back if needed, which the CC was agreeable to.

5. PAM Public Questions

The PCC stated that there were two questions submitted by members of the public, this was lower than previous PAMs due to a variety of questions being submitted in the precept consultation.

“Over the last year or so there has been a significant increase in intimidation and in some cases deliberate attacks of vulnerable road users, mostly cyclists but also pedestrians and horse riders. In most cases the cyclist, rider or pedestrian has been using the road perfectly legally. Using a motor vehicle as a weapon is clearly an offence. Will Norfolk Constabulary please take the issue seriously and act on reports of such incidents in a timely manner?”

- The CC stated that the Constabulary take collisions on roads very seriously and advised that there were a number of initiatives that seek to educate motorists and protect vulnerable road users to make roads safer. He stated that the mentioned ‘significant increase’ in intimidation and collisions is not reflected in police data and suggested that media may have caused a perception of an increase.
- The CC explained that there has been a 19% increase in Killed and Seriously Injured (KSI) collisions involving motorcyclists from 2020 to 2021, but there have been reductions in the data for cyclists and

pedestrians and there have been no recorded KSIs with horse riders in the last five-year period.

- The CC stated that numerous safe rider courses are being held along with 'close pass' events across the county to include horse riders. The CC advised that Operation Snap has been running for several years and will work with partners to look at how funds can be spent to further enhance safety on roads. This includes the updates to the highway code which will see increased priority for vulnerable road users.

A question was received regarding the use of Body Worn Video (BWV) cameras, their use with single crewed officers and the policy for use.

- The CC stated that if a member of the public wanted to raise a complaint they should do so on the Constabulary website, via email to professionalstandards@norfolk.police.uk, phone call to 101 or in person at a police station. He added that the policy and expectation is that whenever there is an opportunity to gather evidence the BWV should be turned on and recording, and all frontline officers are expected to wear one. In addition to this they should always be turned on for Stop Searches and when responding to Domestic Abuse incidents.
- The CC explained that many deployments are single crewed due to the number of resources the Constabulary have and added that many jobs can be done by single crewed deployments.
- The CC advised that every officer should be able to prove that they are an officer and offer different ways crimes the encounter can be dealt with, such as appointments at a police station.
- The PCC asked if there was a trend seen with the number of questions about the use of BWV. The CC stated that he was not aware of any trend and he did not have any concern. The CC explained that visibility is reduced if officers double-crew in cars.

6. 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 PCC stated that the previous PCC's Police and Crime Plan is still

running until the end of March. He then asked how the Constabulary are planning to lower the time taken to attend urban and rural emergencies and how long this would take. The Assistant Chief Constable (ACC) explained that the answer was not straight forward, and the Constabulary were working to ensure they met and exceeded the targets for attending emergencies. He added that Norfolk was the fourth largest county geographically with many rural road networks that were a challenge for the rural response times for the Constabulary. He advised that another factor was the increased number of 999 calls alongside the effects of Covid-19.

The ACC explained that the Constabulary was focusing on improving internal processes to improve the overall service. As such the Control Room staff have undertaken training to assist with the assessment, transferring and dispatch side of the response. He added that the times to attend emergencies are manually recorded by an officer pressing a button when arriving. This can mean that due to the nature of a call or the officer having to quickly jump out of their vehicle the button may not be pressed, therefore leading to higher recorded times to attend. Driver training was a factor in assisting officers to attend quickly and safely. The Constabulary were investing in five additional driving instructors that would assist with providing more response trained officers quicker. The ACC stated that the Constabulary have moved officers to different stations in order to assist with hotspots of deployment to reduce response times which have made a difference. In addition to this, the new technology issued to frontline officers will mean that they are able to input what they need to into police systems without returning to police stations. The PCC queried if the opening of Broadland Gate would help with response times in North Norwich, which the ACC agreed it would in part. The PCC asked if more was being done to improve response times in King's Lynn and West Norfolk. The ACC stated that all answers he had given have relevance to those areas and the Constabulary aim to make improvements to response times in these areas too.

The PCC queried about the precept increase for last year and if this had made a difference in order to reassure the public. The CC stated that the precept increase had resulted in dealing with increased demand, including responding to Domestic Abuse and Serious Sexual Assault offences alongside digital crimes. The CC explained that with the increase of officers through Operation Uplift, the funding helped to bring forward recruitment to increase officer levels to the highest amount in Norfolk Constabulary's history and ultimately go above the government uplift targets. Additional funding has gone into the Constabulary Control Room to improve 999 and 101 services. Previously the 101 call abandonment rate was close to 25% for some days and is now down to around 5%. The Constabulary has also recruited more Digital Investigators who have assisted with downloading evidence from phones, laptops and dashcams to prosecute offenders for rapes, fraud and burglaries.

The ACO provided an update on the budget report outlining the

Constabulary forecast underspend was £372k, equating to about 0.2% of the Constabulary's net budget. This has been offset with other spends and the Constabulary was still on track to save £4 million and deliver a balanced budget this year. He added that there was slippage in the capital programme of around £2.3 million due to the reprofiling of the Broadland Police Station, which is due to go live operationally in November 2022. The ACO stated that estates developments were on track with Hethersett Old Hall School experiencing ongoing developments. The PCC asked if the small underspend was due to vacancies and if this spend could be reallocated. The ACO stated that there is a natural turnover in job roles, there were some vacancies in police staff roles and the Constabulary was looking at one-off spends, such as purchasing vehicles, as one way to bring forward spending.

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

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:

The ACC stated that Operation Randall was the Constabulary's response to rural crime and consisted of a dedicated, small team able to deploy across the county. He outlined that the team have built extensive contacts with rural communities to help tackle rural crime and added that the use of police drones has assisted to do this alongside increasing visibility of the police. The ACC stated that there had been a successful Home Office pilot regarding the use of drones beyond the line of sight. The Constabulary secured funding and the ability to work with partners to test the use of these drones up to 30 kilometres; however, the law currently states that the drone operator must be able to always see the drone. If the pilot is successful, the law may change to accommodate the use of beyond line of sight drones.

The ACC mentioned the Community Rural Advisory Group and the work done to bring stakeholders and communities together to discuss rural issues. He added that the National Farmers Union Annual Report cost of rural crimes insurance claims has reduced by 17% over the past year and was very low in the total context of crime. The ACC stated that the Constabulary continue with Operation Galileo to reduce hare coursing in Norfolk and have launched Operation Huff to tackle the theft of high value GPS units and equipment in farming. The Constabulary are working to deliver a good service to victims and to try to prevent the crimes occurring.

The PCC questioned if there had been a significant reduction in the hours worked for Special Constables in rural areas. The ACC stated that Covid-19 had an impact on this but added that there was more data required to fully understand this as it was hard to differentiate between hours spent on rural and urban deployments. **ACTION 61 – For ACC Nick Davison to provide a written submission to the PCC on the number of hours spent by Special Constables**

tackling rural crimes over the past year.

The ACC added that rural policing champions assist the police with rural issues and the Constabulary is also aiming to drive Special Constable recruitment and they currently have 63 applicants in the recruitment pipeline. The CC thanked all the Specials who have helped the Constabulary and encouraged more people to join.

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

The Temporary Deputy Chief Constable (T/DCC) 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 T/DCC presented the report, stated that the Constabulary have a focus on road safety and added that Norfolk Constabulary have maintained roads police officer numbers including Armed Response Officers. The T/DCC explained the focus is on education, enforcement and engineering and advised that the Constabulary works with partners such as the County Council to ensure Norfolk's roads are as safe as they can be. The Constabulary are linking in with the County Council to use their Killed and Seriously Injured (KSI) data to aim to prevent KSIs on roads in these hotspot areas. The Constabulary will also educate members of the public to help to further reduce KSIs on roads.

The T/DCC explained that there has been a reduction in traffic volumes due to Covid-19 lockdowns, an average road speed increase due to less volume of traffic and KSIs have seen a reduction due to fewer vehicles on the roads and the work done by Norfolk Constabulary and partners. The T/DCC highlighted there is still a disproportionality with vulnerable road users. The Constabulary have offered safer rider courses, have Operation Hawk to patrol common motorcycle routes with an aim to prevent KSIs and engage with motorcyclists. The Constabulary also continues its Close Pass scheme with the aim to keep cyclists safe on roads. The Constabulary continues with national campaigns to reduce the number of accidents caused by the Fatal 4 – speeding, using phones, drink and drug driving and not wearing a seatbelt. The T/DCC stated that in addition to the preventative work being done by the Constabulary, officers use a range of speed detection methods including fixed speed cameras, seven mobile vans and community enforcement vans focused on KSI hotspots and rural locations based on concerns raised by the local community.

The PCC stated that he was encouraged by the activities and added that there was a difference between perception and reality as there was an EDP article of KSIs in specific areas of the county. He stated that for some people living near the hotspots they may perceive speeding to be a major issue. The

T/DCC stated that the Constabulary's attention is on reducing KSIs and added that the local community officers can do their own speed checks. The PCC stated that reassuring the public was something that needed to be considered too as policing activities can be ongoing.

9. Professional Standards Department Complaints Update

The T/DCC presented the report which outlines the Constabulary complaints figures and the Constabulary's plans to reduce numbers moving forward.

The key points discussed were as follows:

The T/DCC explained that the paper was data rich which should reassure us on the scrutiny and oversight of complaints. The PCC stated that the 'police action following contact' accounted for 25.7% of all complaints and asked what the Constabulary were doing to reduce this. The T/DCC stated that the Constabulary were looking to see if they are recording this accurately against IOPC guidance and added that the figures were not dissimilar from the national average; however, the Constabulary still had a duty to ensure victims were at the forefront of the Constabulary's response. The T/DCC stated that there was a focus on ensuring the communications with the complainant was of a high standard in a tidy manner with an option to service recover at the earliest opportunity.

The PCC queried the difference between the percentage of complainants contacted in more than ten working days between the 1st April to the 30th September 2021 and the same time period in 2020. The T/DCC stated that he has made further enquiries and resourcing into this and added that there was a staffing issue with demand and the impact of Covid-19. The T/DCC advised that early contact is a far better way to deal with a complaint and make an early intervention resolution, with this being an opportunity to invest, manage and engage with complainants.

The PCC questioned if the reflective practices mentioned by the Constabulary in the report have been of benefit and how often is it being used. The T/DCC stated that he wanted to give a good service to members of the public and there was a change in the process of complaints handling to assist this. He added that several complaints were resolved between officers and members of the public where there may be issues raised, but there is still an opportunity for sanctions. The reflective practices process has been used ten times between April and September this year and led to training, meetings or informal processes that helped officers to learn and improve.

10. Emergency Services Collaboration Group Update

The PCC stated that the Constabulary had a statutory obligation to work in collaboration with other blue light services. The CC stated that recently there had

been a good example of collaborative responses to homicides where the Joint Major Investigation Team with Suffolk Constabulary pulled together resources to provide a response. He added that Norfolk Constabulary collaborates nationally, regionally and with local partners and had saved £41.3m with Suffolk Constabulary since 2009. Norfolk Constabulary is involved in a Home Office led emergency services mobile communications programme which aims to replace radios for officers and had a cost planned into budgets for this.

The CC advised that the Constabulary was going live in April with the Policing Education Qualifications Framework (PEQF) partnered with Anglia Ruskin to ensure officers have the vocational skills necessary to deal with modern-day policing. He added that vetting work was ongoing on a regional basis and this would have the benefit of speeding up vetting processes. In addition to this the Constabulary is working on more efficient ways to store digital data and this will be aimed to be delivered in September 2023.

11. Emerging Operational/Organisational Risks

The CC outlined the Constabulary's position stating that most of the key issues have been covered in the meeting. He added that mental health was a key issue that affected day-to-day policing and was something that needed to be addressed by the broader health system. The CC stated that individuals experiencing a crisis should be cared for by specialist mental health beds and not by police in custody. He explained that police need to use resources to respond to this which means that officers cannot be deployed to other calls and added that demand is increasing which is having a greater effect. The PCC asked what the percentage of mental health related calls coming into the Constabulary was. The CC advised that the Control Room have previously completed a 'deep dive' into 24 hours of calls to look into the background of people calling into the Constabulary, but to quantify a figure was difficult as not all call logs are tagged as mental health related; however, he could provide other data relating to powers and warrants in future meetings. The ACC stated that he was fully engaged with mental health partners and officers sit on tactical and strategic groups, and the T/DCC added that this was not an issue just seen in Norfolk as it is a national issue.

12. AOB

There was nothing discussed under AOB.

13. Date of Next Meeting

Tuesday 26th April 2022 from 10:30am. Update: this has now been rescheduled to Tuesday 3rd May from 14:00pm.



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Giles Orpen-Smellie
Police and Crime Commissioner



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Paul Sanford
Chief Constable