



Reply to: Leah Smith
Telephone: 01953 424455
Date: 6 February 2025

Dear Member of Public,

RE: Freedom of Information Request FOI/OPCCN/248

I am writing in connection with your email dated 10 January 2025, in which you requested the following information:

"Pursuant to the Freedom of Information Act 2000, I am writing to request the following information. I have designed these questions to gain further insight into areas of policy, operations, and strategy within the remit of your office. Please provide the most recent data or responses available for the following:

- 1. Community Feedback Initiatives:**
 - What strategies or methods has your office implemented in the past three years to gather qualitative feedback from communities about their confidence in local policing? Please include a summary of any relevant public-facing campaigns or surveys, even if unofficial, and their outcomes.
- 2. Rural Crime Response Times:**
 - What are the average response times for incidents classified as rural crimes (e.g., farm theft, wildlife offenses) across Norfolk in the past 12 months? If data is unavailable at this granularity, how is this tracked or addressed within current reporting frameworks?
- 3. Recruitment Diversity Efforts:**
 - What specific actions have been taken to increase diversity (ethnic, gender, socioeconomic, etc.) among newly recruited officers in the last three years, and how do you evaluate the success of these efforts?
- 4. Support for Vulnerable Groups:**
 - Can you provide details of programs or initiatives funded or supported by your office specifically aimed at addressing the needs of vulnerable groups (e.g., domestic abuse survivors, youth at risk of exploitation) that have been introduced since 2022?

5. Environmental Impact of Policing Activities:

- **Has there been any formal review or assessment of the environmental impact of policing activities in Norfolk, including fleet emissions, energy use, or waste management? If so, what changes or recommendations have resulted from such reviews?**

I would prefer the requested information to be provided in electronic format via email. If any part of my request is unclear or would incur significant cost or time to provide, I would appreciate your guidance in narrowing the scope.”

I have reviewed our records and can advise the following:

1. Community Feedback Initiatives:

The Office of the Police and Crime Commissioner for Norfolk (OPCCN) supports the Police and Crime Commissioner (PCC) to engage with all members of Norfolk’s communities and have open dialogue regarding their concerns in relation to policing and crime. To obtain such views there are various levels of consultation and engagement that takes place annually.

At the start of each PCC’s term, the PCC must set a Police and Crime Plan, which sets the strategic direction for the Police over the course of their term. Most recently the newly elected Norfolk PCC, Saray Taylor, conducted a public consultation from Monday 2 September 2024 until Friday 1 November 2024, and asked the public to rank ten proposed priorities as follows:

- 1) Focus on Prevention – to reduce the level of crime being committed in Norfolk, by helping and supporting those at risk of offending, and those who have already offended, whether they are adults, children or young people.
- 2) Restore Trust and Confidence in Policing across Norfolk – to ensure the police are serving their communities in a visible, accessible, and transparent way, and supporting victims of crime with respect and dignity.
- 3) Improving Road Safety – to reduce the number of people killed or suffering life-changing injuries on Norfolk’s roads, regardless of how or where we travel or for what purpose.
- 4) Tackling Extremism and Community Tensions – to safeguard and support members of the community to stop them becoming radicalised or promoting violent extremism, and work with communities to protect them from becoming susceptible to violent extremism.
- 5) Making Norfolk Streets Safer – to ensure that all residents of and visitors to Norfolk feel safe on our streets, including tackling serious violence, anti-social behaviour, and hate crime.

- 6) Effective Criminal Justice System – working with the Criminal Justice System to achieve timely justice, and ensure victims are supported appropriately through that system.
- 7) Support for Victims – to provide support for victims to recover from their experiences and to cope in their daily lives. This includes specialist services for victims of domestic abuse and serious sexual offences.
- 8) Tackling Violence Against Women and Girls – to keep people across the county safe: in their homes, workplaces and places of leisure, from harassment, stalking, rape, sexual assault, murder, honour-based abuse, and coercive controlling behaviour.
- 9) Improving Rural Response – to provide a better response to rural crime, including increasing crime prevention and better access to services for victims in rural areas.
- 10) Organised Crime and Criminal Exploitation – to disrupt organised crime groups and work in partnership to reduce the crime and harm from the supply and distribution of drugs, fraud, human trafficking, modern slavery and shoplifting to order.

Based on the survey responses, the PCC was able to capture and understand the feedback from communities regarding their confidence in policing. Priority 2 'Restore Trust and Confidence in Policing across Norfolk' was ranked ninth out of the ten priorities that responders felt were most important to them.

Annually the PCC must conduct a public consultation regarding their plans for the police precept, this is done through a public survey with a section for communities to provide any additional comments. This is another method that the PCC deploys to obtain feedback on the public's trust in policing.

Alongside the statutory public consultations, the PCC holds a variety of ongoing public engagements, such as street surgeries, meet and greets and surgery style online appointments for residents of Norfolk. These engagement sessions allow for the PCC to understand the public's concerns regarding policing and crime in Norfolk.

The PCC has regular formal meetings with the Chief Constable of Norfolk Constabulary to hold him to account for the policing service delivered in the county. Under our PCC Sarah Taylor, who was elected in May 2024, these meetings are known as the PCC Accountability Meeting. [The PCC Accountability Meeting papers for Wednesday 29 January 2025](#) includes a section on improving public trust and confidence in policing (pages 27-28), this mainly details Norfolk Constabulary's use and reliance on the Office of National Statistics quarterly Public Perceptions survey and further stipulates that the survey volumes are small for Norfolk with fewer than 500 Norfolk residents surveyed each year. Page 33 of the papers also highlights that the force has a Local Communication Officer which will help deliver exceptional policing and will help in building and maintaining trust and confidence. Within Pillar 3 of the papers, particularly within the appendix of Pillar 3 (page 51) there are details of how Norfolk Constabulary's VAWG approach is based on three pillars, one of those being

'building trust and confidence'. Pillar 5 of the papers (Page 75 and page 80) also includes a section on how the constabulary are attempting to improve victim's experience of the Criminal Justice System and raise confidence to report crimes, this being done through the Victim and Witness Service Care Teams. Finally, pillar 6 papers (pages 95 and 96) detail how the use of cadets is helping build trust and confidence as they have provided hundreds of hours of high visibility foot patrols in Norwich and Great Yarmouth in support of Operation Focus, and anti-social behaviour hotspot initiative. These are not initiatives which the OPCCN implements, however these are initiatives and objectives in which the PCC scrutinises within their performance and governance framework on a quarterly basis.

2. Rural Crime Response Times:

[The PCC Accountability Meeting papers for Wednesday 29 January 2025](#) includes a section on Norfolk Constabulary's response times (pillar 2 pages 35-36) which includes a table detailing the % emergencies in target rural areas (table 10). This can be compared against the previous twelve months and long-term average. Table 10 also contains other 999 and 101 call metrics which the PCC uses to scrutinise the performance of the constabulary.

The OPCCN also monitors the Police.uk monthly publications which details 999 call performance across all forces in England and Wales, and it publishes these findings on the OPCCN website here: [Police Data | Norfolk PCC](#)

The PCC's actions and decisions are monitored and scrutinised by the Norfolk Police and Crime Panel. The Panel regularly reviews progress being made by the PCC, in partnership with other agencies, in delivering the Police and Crime Plan. Papers around the progress of the Police and Crime Plan are discussed at these meetings, which include the % emergencies in target rural areas and other 999 and 101 call metrics. You can find out more about the role of the Police and Crime Panel, and how to access reports on progress against the Police and Crime Plan [here](#).

3. Recruitment Diversity Efforts:

Recruitment plans around newly recruited officers and increasing diversity were discussed during internal Strategic Governance Board (SGB) Meetings. The SGB was a quarterly meeting between the previous PCC and the Chief Constable and attended by chief officers from both organisations (i.e. the OPCCN and Norfolk Constabulary). Recruitment plans were also discussed in Norfolk Constabulary's internal Ethics and Transparency Board Meeting during March 2024 in conjunction with the new fourth entry route for new police officers. The PCC is represented on this working group with officers and staff from Norfolk Constabulary and the Independent Advisory Group to raise ethical issues for consideration. Outcomes of discussions are fed back to the constabulary to inform policy and procedures which can change the way Norfolk Constabulary conducts its business.

Norfolk Constabulary have delivered recruitment campaigns, events and communications towards members of the local community via its messaging platforms to increase diversity, and monitors this as part of its recruitment of newly recruited officers. The PCC scrutinised Norfolk Constabulary data on recruitment, retention and promotion to hold the organisation to account on how representative it is of Norfolk's individuals and communities. Also, recruitment monitoring forms have recently been updated to improve the quality of data available to Norfolk Constabulary and the OPCCN on applicants for roles within each organisation.

4. Support for Vulnerable Groups:

The Child and Adolescent to Parent Violence and Abuse (CAPVA) Project – is a two-year pilot (April 2023-March-2025). The CAPVA pilot has been funded by the Home Office's Perpetrator fund and is managed by the OPCCN (the Decision Notice can be found [here](#)). The funding has been used to provide specialist support to families affected by CAPVA using a partnership approach between the following agencies:

- The Norfolk Youth Justice Service (NYJS)
- Norfolk County Council's Children's Services (NCS)
- Norfolk Constabulary, Norfolk Integrated Domestic Abuse Services (NIDAS; managed by Leeway)
- Brave Futures
- Office of the Police and Crime Commissioner for Norfolk (OPCCN)

Over 50 practitioners across Children's Services, Norfolk Youth Justice and NIDAS have been trained to deliver Respect's accredited intervention 'The Respect Young Peoples Programme' also known as the RYPP. This intervention is for families where children or young people aged 8-18 years old are abusive or violent towards their parents/guardian (including, biological parents, stepparents, foster parents/adoptive/kinship carers). This abuse may be physical, verbal, financial, sexual, coercive, controlling, emotional, damage to property, threats of violence or to cause damage. Further information can be located [here](#).

The Modern Slavery/Human Trafficking Support grant will provide service provision through **St Giles Trust**. This service provides immediate independent support and initial response to those, aged 18 years old and over (men and women and those with protected characteristics) who have been subject to modern slavery and exploitation in Norfolk that have been identified through police driven intelligence, operations and investigations. The Decision Notice can be found [here](#)

Information on **SPACE, SSFR5, and Bystander Intervention Programme:**

- The SPACE Youth Fund is a joint funding project between OPCCN, Norfolk Community Foundation, Norfolk County Council and Norfolk Youth Advisory Board and has awarded over £170,000 to organisations across the county to help young people access a range of activities.
 - Initial Decision Notice covering OPCCN's contribution to the SPACE Youth Fund ([Decision Notice 29 Space Fund](#))
 - Supplementary Decision Notice covering Norfolk County Council's contribution to the SPACE Youth Fund ([Decision Notice 33 SPACE FUND](#))
 - Press release on the SPACE: [Funding for positive activities and engagement with young people | Norfolk PCC](#)
 - These projects commenced in early 2024 and are funded for two years.
- The OPCCN was originally allocated over £900,000 of Safer Streets funding from the Home Office; this was reduced in 2024 to £756,000. This funding is used to support initiatives to tackle neighbourhood crime, violence against women and girls (VAWG) and anti-social behaviour (ASB).
 - Initial Decision Notice covering funding allocation ([Decision Notice for Safer Streets Fund Round 5](#))
 - Follow up Decision Notice for the Safer Streets Fund Round 5 following reduced funding £180,000 reduction in Home Office funding contribution to Safer Streets Fund ([DN 28 Safer Streets Fund 5](#))
 - Press release covering initial award of Safer Streets Round 5: [Police and Crime Commissioner for Norfolk allocated over £900,000 of Safer Streets funding for vital community projects | Norfolk PCC](#)
 - Of particular relevance from this grant fund is the Targeted Youth Support Service, which is part funded through the Safer Streets Fund, part funded through the Serious Violence Duty, and the remainder of the funding has been sourced by the County Council.
 - The funding also includes grant monies for The Magdalene Group to deliver a Bystander Training Programme for Nighttime Economy Businesses in order to empower staff to respond to and manage violence against women and girls crime and potential crime. Intervention aims to educate on identification, prevention and reactive support.
- The Bystander Intervention Programme is an innovative approach, giving children and young people the skills and confidence to become active bystanders who know how to safely call out sexist language and behaviour in schools, colleges and in their day-to-day lives. It also provides training to school staff and teachers, so they can take a whole school approach to tackling sexual harassment and abuse. Information of the OPCCN's involvement can be found here [Bystander Intervention Programme](#) and the resources are available on the County Council's Website [Sexual violence and sexual harassment - Norfolk Schools and Learning Providers - Norfolk County Council](#). This project no longer receives funding from the OPCCN, however the

funding the OPCCN provided enabled Norfolk County Council to deliver this essential programme.

Targeted Youth Support Service Youth Outreach – Decision notice [here](#). Detached and project youth outreach work supporting young people who have been identified as at risk of exploitation or serious youth violence, as well as children and young people who have been identified through a contextual safeguarding approach by community based preventive youth work.

Targeted Youth Support Service Summer Programme (summer 2023 and summer 2024) – Decision notices [here](#) and [here](#). Provision of a range of positive activities during the academic holidays which aim to influence a reduction in risk factors and promote a range of protective factors for children and young people who have been identified as at risk of exploitation or serious youth violence, as well as children and young people who have been identified through a contextual safeguarding approach by community based preventive youth work.

Transitions pilot project – Decision notice [here](#). Project provides dedicated pilot Transitional 1-2-1 Advocate (“Life Connector”) Support for children and young people (CYP) identified as high risk and high harm from serious violence, including those at risk of Child Criminal Exploitation and Child Sexual Exploitation (CCE/CSE), aged 17.5 to 25 years old, transitioning to adulthood. This service aims to reduce serious violence by promoting protective factors and reducing risk factors that are known to be associated with or drivers of serious violence.

Right to succeed (alternative education and youth outreach) – Decision notice awaiting publication on OPCCN website. The two projects are designed to prevent and reduce serious violence by promoting protective factors and reducing risk factors that are known to be associated with or drivers of serious violence. The projects aim to do this through (1) providing support with education, employment and training through alternative education provision for children who are experiencing challenges engaging with education and (2) providing a youth outreach programme which increases feelings of safety, sense of community and volunteering opportunities.

5. Environmental Impact of Policing Activities:

This has been discussed in previous Estates Governance Board meetings specifically in relation to Norfolk Constabulary’s [Carbon Reduction and Environmental Action Plan](#) and Norfolk Constabulary’s [Biodiversity Action Plan](#). The Constabulary also provided an update to the PCC in how they are delivering an effective Estate Management Strategy via their published [Estates Plan](#).

As part of the PCC's new scrutiny framework, the PCC is undertaking monthly site visits to policing estates across Norfolk. These replace the previous quarterly Estates Governance Board meetings, and the PCC will be accompanied by Norfolk Constabulary representatives who will provide the PCC with updates on the policing site being visited.

Further information on a wide range of activities conducted by the OPCCN and Norfolk Constabulary – including those related to community feedback initiatives, rural crime response times, recruitment diversity efforts, support for vulnerable groups, and the environmental impact of policing activities – can also be found in the PCCs Annual Reports. These are presented by the PCC to the Police and Crime Panel and then published on the OPCCN website here: [Performance | Norfolk PCC](#)

Yours sincerely

James Stone

Head of Performance and Scrutiny
Office of the Police and Crime Commissioner for Norfolk

Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write within 40 days of the date of the response to:

Mark Stokes
Chief Executive
Office of the Police and Crime Commissioner for Norfolk
Building 7
Falconers Chase
Wymondham
Norfolk
NR18 0WW

Telephone: 01953 424455

Email: opccn@norfolk.police.uk

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request, or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Office recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe, we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at www.ico.org.uk