



Norfolk Police and Crime Panel

Minutes of the Meeting held on 20 November 2019 at 10am in the Edwards Room, County Hall, Norwich

Members Present:

Cllr William Richmond (Chairman)	Norfolk County Council
Cllr Sarah Butikofer	Norfolk County Council
Cllr Mike Smith-Clare	Great Yarmouth Borough Council
Cllr Colin Manning	Kings Lynn and West Norfolk Borough Council
Cllr Tim Adams	North Norfolk District Council
Cllr Kevin Maguire	Norwich City Council
Mr Peter Hill	Co-opted Independent Member
Air Commodore Kevin Pellatt (Vice-Chairman)	Co-opted Independent Member

Substitute Members Present:

Cllr Philip Duigan for Cllr Martin Storey

Officers/Others Present:

Mr Greg Insull	Assistant Head of Democratic Services, Norfolk County Council (NCC)
Mrs Jo Martin	Democratic Support and Scrutiny Team Manager, NCC
Mr Simon Bailey	Chief Constable
Mr Lorne Green	Police and Crime Commissioner (PCC) for Norfolk
Ms Sharon Lister	Director of Performance and Scrutiny, Office of the Police and Crime Commissioner for Norfolk (OPCCN)
Ms Jill Penn	Chief Finance Officer, OPCCN
Dr Gavin Thompson	Director of Policy and Commissioning, OPCCN
Mr Dominic Chessum	Director of Communications (Interim), OPCCN

1. To receive apologies and details of any substitute Members attending

- 1.1 Apologies had been received from Cllr Stuart Clancy, Cllr Michael Edney, Cllr Martin Storey (Cllr Phillip Duigan substituting) and Cllr Alison Webb.

2. Minutes

- 2.1 The minutes of the meeting held on 19 September 2019 were agreed as an accurate record and signed by the Chairman

3. Members to declare Interests

3.1 No interests were declared.

4. To receive any items of business which the Chairman decides should be considered as a matter of urgency

4.1 There were no items of urgent business.

5. Public Questions

5.1 No public questions had been received.

6. Police and Crime Commissioner for Norfolk's 2020-21 Budget Consultation

6.1.1 The Panel received the report outlining how the Office of the Police and Crime Commissioner (OPCCN) proposed consulting on the Commissioner's proposals and publishing the results

6.1.2 The Police and Crime Commissioner introduced the report:

- Precept possibilities had not been announced for the upcoming year due to the upcoming general election and delayed government budget statement. The Police and Crime Commissioner felt, however, that it was important to inform the public on policing in the County and was therefore going ahead with the consultation; he would let taxpayers know the implications of a precept increase or no increase and explain the demands of maintaining effective policing, prevention and enforcement. The Commissioner planned to carry out a qualitative consultation and engage with communities to hear their views on policing, their experiences, and do his best to reflect their priorities moving forward

6.2 The following points were discussed and noted:

- There was concern about the consultation taking place over Christmas; the Police and Crime Commissioner was required by law to agree the precept proposal by 5 February 2020. To allow 5 weeks of meaningful consultation and time to analyse the results, the consultation would need to start before Christmas. Social media and other digital resources would be used to distribute the consultation widely.
- A recent press report discussing low morale in the Norfolk Police Force was raised as a concern and the Panel queried what would be done to engage Officers and staff in the consultation; the Police and Crime Commissioner replied that the pay and pension terms of police officers were controlled by the Government. There had been a 2.5% increase in the past year, but he would continue to argue for an increase in pay. Outcomes of the Police Federation of England and Wales Pay and Morale Survey had showed a slight increase in staff morale in the last year; the Commissioner felt therefore that morale would continue to improve as officer numbers increased.
- The Chief Constable reported that 26% of staff, mostly Constables, took part in the Police Federation of England and Wales Pay and Morale Survey. All but one of the questions showed a positive improvement compared to the previous year; he had met with Federation colleagues and was establishing an improvement board

to explore what further could be done internally to improve frontline staff morale.

- The Police and Crime Commissioner confirmed there would be public question and answer sessions in cities and towns around Norfolk as part of the consultation.
- The Commissioner was asked about any changes he was making to the consultation process based on learning from previous years; the Commissioner aimed to carry out a consultation based more on a reflection of the views of the public than statistics, and therefore the consultation was starting earlier to allow more time to meet with people and seek their views.
- In response to a query about the format of the consultation, the Police and Crime Commissioner reported that he would be seeking to have more meaningful exchanges with members of the public during the consultation period.
- The Chief Constable clarified that over the past 8 years, around £36m of efficiency savings had been made. Due to the predicted uplift of an additional 200 officers and predictable and un-predictable pressures on the budget, he feared any further efficiency savings would reduce the quality of the service provided and some services may have to stop; neighbourhood policing was not at risk and remained the bedrock of the Constabulary's approach.
- The Police and Crime Commissioner reported that Norfolk Constabulary had been rated as one of the top police forces in the Country for efficiency. Investment in body-worn cameras and other technology had improved efficiency; there were further possibilities for regional cooperation of procurement which were under discussion.
- The Police and Crime Commissioner clarified that the recent recruitment of 100 new Police Officers and construction of the new regional Police Investigation Centre in Swaffham were not under threat.
- The Police and Crime Commissioner was asked what measures were being put in place to ensure health and wellbeing of Police Officers; the Chief Constable reported that the occupational health team was multi-award winning and occupational health infrastructure and intervention offered to Officers and staff had good investment; there was good support for officers dealing with Post Traumatic Stress Disorder (PTSD), debriefing processes and post death support in place. He felt more investment should be put in to this service.

6.3 The Panel **CONSIDERED** and **NOTED** the overview of the Police and Crime Commissioner's 2020/21 budget consultation.

7. **Police and Crime Plan for Norfolk 2016-2020 – performance monitoring**

7.1.1 The Panel received the report providing an overview of the progress made against delivering two of the strategic priorities within the Norfolk Police and Crime Plan for 2016-2020 (Priority 5: support victims and reduce vulnerability and Priority 6: deliver a modern and innovative service).

7.1.2 The Police and Crime Commissioner introduced the report;

- It was important to reach out to all vulnerable people and victims in the County and, as such, work was being done to see what more could be done to provide them with support. The biggest category of calls to 111 or 999 was about incidents of domestic violence, but around 50% of victims did not wish to press charges; body worn cameras could help bring prosecution in some of these cases.
- The Police and Crime Commissioner wanted to ensure people in all parts of

Norfolk received the same level of support from voluntary groups and services.

- Supporting vulnerable people to stop them from becoming victims improved outcomes for them and reduced the impact on the police, therefore the Police and Crime Commissioner wanted to see more investment in prevention moving forward.

7.2 The following points were discussed and noted;

- The impact of closing the Sue Lambert Trust waiting list in 2018 was queried; the Police and Crime Commissioner reported that more resource was being given to the Trust in 2020-21 to provide more case workers and work was being done to ensure their services were available across the County.
- The PCC was asked how he challenged the Constabulary on its performance, with the Panel highlighting that nearly all metrics were indicating a worsening performance. In particular, the metrics on page 38-45 of the agenda relating to victims not supporting prosecution was queried, as in each district area they were worsening except for South Norfolk. The Panel asked what was being done there to buck the trend. The Police and Crime Commissioner reported that he met with the Chief Constable fortnightly to discuss and challenge figures, and a 6-weekly public Police Accountability Forum was held; he noted, however, that these figures were dependent on people being willing to move to prosecution.
- The Chief Constable reported that prosecution of domestic abuse incidents in South Norfolk was improving because it had the most comprehensive Early Help Hub in the County; the level of investment in domestic abuse support here had supported improvement. Broadland District Council's Early Help Hub was moving towards a similar model and he encouraged Councillors to challenge their Councils to similarly invest in a similar model in the Early Help Hubs in their area.
- The Police and Crime Commissioner was encouraged to press the Chief Constable to ensure the metrics on page 38-45 of the agenda, as discussed above, improved; the Police and Crime Commissioner was visiting the Scrutiny Committees of District Councils to encourage partnership working across a wide range of agencies in early help hubs.
- It was raised as a concern that the percentage of solved rape cases in North Norfolk was very low which may discourage people from reporting; the Chief Constable confirmed that this was a local and national concern. Meetings were being held with the Home Office and Ministry of Justice, and a National Criminal Justice Board Review was being carried out to look at the approach to sexual assault and rape to address these concerns. Although an uplift was being seen in the report of sexual assault, rape and child abuse, most of the rapes reported were within past relationships and it could be difficult to secure a conviction.
- It was also noted that the data could be misleading as the relative number of rapes in one area could be very low compared to in another area, however, only percentage increase or decrease was shown. It was suggested that showing the actual number of cases would be helpful, alongside percentages.
- It was suggested that the PCC's annual report was circulated to libraries and mobile libraries.
- The Panel also stated concern about the high caseloads that officers were managing, noting the impact that this was having on effectiveness in other areas of public service (such as social work). It asked the PCC if it could expect to see a commitment to address that through his next budget proposal. The PCC stated that he remained committed to increasing the level of resource available to the

Constabulary and to expanding victim support services across the county to improve waiting times. The Chief Constable confirmed that he was looking to increase capacity in his investigation teams.

- The Director of Policy and Commissioning, OPCCN, confirmed that all victims of crime were entitled to a referral into the victim care service; the new service model was being designed to minimise inefficiency in the referral system with an improved contact methodology; with the Police highlighting the service to victims at the point of contact, rather than requiring a follow up phone call, those who wanted to receive the service could be targeted. People could also self-refer at a later date and leaflets were distributed to victims to advertise the service.
- There would be an increase in funding to the Sue Lambert Trust as well as other services providing similar support across the County and this would help improve access to sexual violence victim support.
- Examples of the PCC's leadership in partnership working were requested; the Police and Crime Commissioner was Chair of the Gateway to Employment Board, a multi-agency departmental body who looked at reducing reoffending and Chair of the Rehabilitation Board, a multiagency departmental board to address the wider needs of ex-offenders such as housing and therapy. The Director of Policy and Commissioning, OPCCN, was Chair of the Domestic Abuse and Sexual Violence Board, the Chief Executive of the OPCCN chaired the Community Safety Partnership Board and a colleague within the OPCC chaired the Perpetrators of Domestic Abuse Board.
- It was suggested that, in future reports, hate crime data could be split in to physical (face-to-face) and online hate crime incidents. This would help to target the most effective ways to properly support local people and encourage them to report these crimes; the Chief Constable agreed that this could be provided in future.
- The Panel asked about the targeting of vulnerable children in care by County Lines drug gangs; the Chief Constable confirmed that, nationally, children in care were at risk from county lines, child sexual exploitation and trafficking. The challenge of the movement of children using rail infrastructure was being addressed. The Constabulary did its best not to criminalise children and young people who had been drawn into County Lines and as a result had committed offences and to treat them as victims.
- The Director of Policy and Commissioning, OPCCN gave information on the Early Intervention Youth Fund which had been received for development of the child exploitation team in the Multi Agency Safeguarding Hub (MAS)H and to improve referral pathways including support via other agencies.
- The Panel queried whether the integrated Mental Health team was successfully reducing frontline demand; the Chief Constable reported they had helped reduce the demand of frontline staff in dealing with people in mental health crisis and signposting them to appropriate support.
- Use of polygraph technology was queried; the Chief Constable confirmed that use of polygraphs was being rolled out in 7 forces, including Norfolk, and was currently used to risk assess registered sex offenders. It was being shown to have a positive effect on investigating crime however was not admissible as evidence in court. Further opportunities to use this technology were being explored.
- The Chief Constable reported on the World Class Policing Award recently won by Norfolk Constabulary's Operation Moonshot Team.

- 7.3 The Panel:
- 1) **NOTED** the update about progress with delivering the Police and Crime Plan for Norfolk 2016-2020.
 - 2) **REQUESTED** the following information in future reports:
 - actual numbers of crimes alongside percentages,
 - separation of hate crime incident data, to identify physical and digital incidents,
 - further narrative to support the data,
 - more information on the impact of innovative technology such as ANPR (Automatic Number Plate Recognition), drones, tagging and body worn cameras.

8. Complaints Policy Sub Panel – Update

- 8.1 The Panel received the report providing an update from the Complaints Policy Sub Panel which included a refreshed Terms of Reference at Appendix 1.
- 8.2 The Vice-Chairman took the opportunity to report that having attended the national Police and Crime Conference the previous day, he had noted the positive relationship that the Norfolk Police and Crime Panel had with the Police and Crime Commissioner and the Chief Constable compared to other Police and Crime Panels around the country and extended his thanks to everyone involved for enabling the continued effective governance.
- 8.3 He went on to explain that the Sub Panel was clearly advantaged by its early understanding of complaints reforms, owing to OPCCN's participation in the Home office Working Group. He highlighted that the refreshed Terms of Reference were mostly unchanged, but that this would establish the group as a permanent working group of the panel rather than a task and finish group.
- 8.4 The Panel **CONSIDERED** the update from the Complaints Policy Sub Panel and **AGREED** the refreshed Terms of Reference, attached at Appendix 1 of the report.

9. Information bulletin – questions arising to the Police and Crime Commissioner

- 9.1 The Panel received the information bulletin summarising the decisions taken by the Police and Crime Commissioner for Norfolk (PCC) and the range of his activity since the last Panel meeting.
- 9.2 The Police and Crime Commissioner reported that increased collaboration on ICT procurement and introduction of the PEQF qualification for police officers had been discussed at the Regional 7 Force summit in October. No discussion had taken place around Athena (the police intelligence and case management system used by nine forces).
- 9.3 The Panel **NOTED** the bulletin.

10. Work Programme

- 10.1 The Panel considered the forward work programme for the period January 2020 to November 2020.
- 10.2 The Panel **AGREED** the forward work programme and **NOTED** the information and upcoming events.

Meeting ended at 11.31

**Mr William Richmond, Chairman,
Norfolk Police and Crime Panel**



If you need this document in large print, audio, Braille, alternative format or in a different language, please contact Customer Services on 0344 800 8020, or Text Relay on 18001 800 8020 (textphone) and we will do our best to help.