

Norfolk Police and Crime Panel



Date: **20 November 2019**

Time: **10am**

Venue: **Edwards Room, County Hall, Norwich**

Panel Members are invited to a pre-meeting at 9.15am on 20 November 2019 in the Colman Room at County Hall.

Persons attending the meeting are requested to turn off mobile phones.

Membership

Main Member	Substitute Member	Representing
Mrs Alison Webb	Mr Mark Robinson	Breckland District Council
Mr Stuart Clancy	Mr Peter Bulman	Broadland District Council
Mr Mike Smith-Clare	Ms Jade Martin	Great Yarmouth Borough Council
Mr Colin Manning	Mr Brian Long	King's Lynn and West Norfolk Council
Mr William Richmond	Michael Chenery of Horsburgh	Norfolk County Council
Mr Martin Storey	Mr Phillip Duigan	Norfolk County Council
Mrs Sarah Bütikofer	Dr Edward Maxfield	Norfolk County Council
Mr Tim Adams	Mr John Toye	North Norfolk District Council
Mr Kevin Maguire	Mr Paul Kendrick	Norwich City Council
Mr Michael Edney	Mr James Easter	South Norfolk Council

Air Commodore Kevin Pellatt FCMI RAF	(no substitute member)	Co-opted Independent Member
Mr Peter Hill	(no substitute member)	Co-opted Independent Member

**For further details and general enquiries about this agenda
please contact the Committee Officer:**

Nicola LeDain on 01603 223053
or email committees@norfolk.gov.uk

A g e n d a

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

2. Minutes

To confirm the minutes of the meeting held on 19 September 2019.

(Page **5**)

3. Declarations of Interest

Norfolk County Council and Independent Co-opted Members

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects, to a greater extent than others in your division

- Your wellbeing or financial position, or
- that of your family or close friends
- Anybody -
 - Exercising functions of a public nature.
 - Directed to charitable purposes; or
 - One of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union);

Of which you are in a position of general control or management.

If that is the case then you must declare such an interest but can speak and vote on the matter.

District Council representatives will be bound by their own District Council Code of Conduct.

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

5. Public questions

Thirty minutes for members of the public to put their question to the Panel Chairman where due notice has been given.

Please note that all questions were to have been received by the Committee Team (committees@norfolk.gov.uk or 01603 223814) by 5pm on **Tuesday 12 November 2019.**

- 6. Police and Crime Commissioner for Norfolk's 2020-21 Budget Consultation** (Page **11**)

To consider an overview of the PCC's 2020-21 budget consultation.

- 7. Police and Crime Plan for Norfolk 2016-2020 – performance monitoring** (Page **17**)

To consider an update from the PCC.

- 8. Complaints Policy Sub Panel – Update** (Page **57**)

To consider an update from the Chairman of the Sub Panel.

- 9. Information bulletin – questions arising to the PCC** (Page **62**)

To hold the PCC to account for the full extent of his activities and decisions since taking office.

- 10. Work Programme** (Page **75**)

To review the proposed work programme.

Date Agenda Published: Tuesday 12 November 2019

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Norfolk Police and Crime Panel

Minutes of the Meeting held on 19 September 2019 at 10am in the Edwards Room, County Hall, Norwich

Members Present:

Cllr William Richmond (Chairman)	Norfolk County Council
Cllr Martin Storey	Norfolk County Council
Cllr Tim Adams	North Norfolk District Council
Cllr Michael Edney	South Norfolk Council
Cllr Kevin Maguire	Norwich City Council
Cllr Jade Martin	Great Yarmouth Borough Council
Mr Peter Hill	Co-opted Independent Member
Air Commodore Kevin Pellatt	Co-opted Independent Member

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)
Mr Mark Stokes	Chief Executive, OPCCN
Dr Gavin Thompson	Director of Policy and Commissioning, OPCCN
Mr Dominic Chessum	Director of Communications (Interim)

- 1. To receive apologies and details of any substitute Members attending**
 - 1.1 Apologies had been received from Cllr Colin Manning, Cllr Sarah Butikofer and Cllr Mike Smith-Clare substituted by Cllr Jade Martin.
- 2. Minutes**
 - 2.1 The minutes of the meeting held on 2 July 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 2018-19 Draft Annual Report

6.1 The Panel received the PCC's draft Annual Report 2018-2019, which contained the PCC's view of his achievements during 2018-2019, the challenges that had arisen during 2018-2019, and known future challenges.

6.2 During the discussion, the following points were noted;

6.2.1 The Panel acknowledged the good work that was expressed in the report and congratulated the PCC for the achievements that had been made during the period.

6.2.2 The Panel noted the drop in percentage of emergencies responded to within target time, which was a significant issue in north Norfolk, and asked the PCC what was being done to address this. The Chief Constable explained that it was purely a case of not being able to bring new recruits up-to-speed quickly enough with their driver training following the move from Police Constable Support Officers (PCSO's) to Police Constables (PC's). There were no other factors involved. Officer numbers were approaching 1600, which was far more than the PCC had inherited. The additional resources that the PCC had made available to the Constabulary were having a positive impact, but this had also created additional challenges.

6.2.3 The Panel asked the PCC what he would focus on during his final months in role. The PCC explained that he would focus on three areas in order to keep the county safe: firstly, protecting the protectors (by encouraging the Home Secretary to accelerate the police covenant and change the sentencing guidelines for assaults on emergency workers); secondly, prevention (in particular through his commissioned services); thirdly, ensuring that the county's police force continued to be one of the most efficient and effective in the country.

6.2.4 The Panel asked if there was a particular reason for the reduction of hare coursing in Norfolk, where there had been less than 20 incidents in comparison with neighbouring counties such as Cambridgeshire where there had been more than 100. The Chief Constable explained that the relationship with the farming community had never been so

good. Operation 'Moonshot' had played a big part in the figures being so low. Officers' deterrent action and robust response to incidents (seizing money, dogs and vehicles) were a positive product of the new policing model.

- 6.2.5 The Panel drew the PCC's attention to the performance metrics on page 25 of the agenda, in particular the number of killed and seriously injured (KSI) collisions and asked what more he could do with partners to deliver his pledge and ensure he left a good legacy. The Panel noted that the metric recorded the number of collisions and not the number of people who had been killed or seriously injured. The Chief Constable explained that through partnership working nationally, the number of incidents had declined over the last ten years and had only recently begun to increase again. More drivers on the road, their changing age profile, the number of miles driven, all combined to influence the statistics. Most concerning for him was the increasing number of incidents involving "drug driving", of which Norfolk had the third highest number in the country. While a big investment had been made in partnership working, including the PCC's investment in the Safety Camera Partnership, this was not just a policing issue. There was an increasingly important role for partners to invest in prevention and education activity if the number of incidents were to be reduced. The PCC added that he had been greatly concerned about young people in car accidents, which was why he had initiated his '#Impact' safety campaign. If there continued to be an increase in KSI collisions, it would be important to explore whether the local partnership strategy was fit for purpose for 2020 and beyond.
- 6.2.6 Referring to page 35 of the agenda, the Panel recognised the positive impact that specialist detached youth workers could have and asked what feedback had been received, if any, from the Norwich area pilot and if this might be expanded to other areas such as Great Yarmouth. The PCC commented that the county had had enormous success in attracting Early Intervention Youth Fund money and credited his team for their contribution. The Director of Policy and Commissioning explained that OPCCN was looking to attract funding from other streams, which would enable the pilot to be expanded.
- 6.2.7 Referring to page 31 of the agenda, the Panel noted that crime appeared to be rising across the piece. The PCC was asked how this squared with the preventing offending priority in his Plan. The PCC commented that there were stories in the current day's media, which reported the fact that robbery and violent crime figures were rising nationally and reflected the impact of austerity. The Chief Constable highlighted that while the statistical trend was not good, Norfolk remained one of the safest counties and the number of incidents of acquisitive crime was extremely low. A national conversation continued to take place about the rise in violent crime and he stressed again that this was not just policing matter, but that a focus on more proactive and preventative work was needed. Asked if he would expect to see the trend reversed in three years' time, the Chief Constable said that he could not be sure. In his view, the scale of the problem was not yet understood. It was likely that the number of people reporting domestic violence and hidden crimes such as exploitation would continue to rise, and the resources needed to address not only those matters but other complex criminal activity such as cyber crime would also need to increase.
- 6.2.8 The Panel commended the PCC for continuing to revise his performance reporting, which provided increasingly clear and variable data. The Panel asked the PCC if it

would be possible to provide additional narratives in future reports to illustrate the impact of crime within urban and rural areas of the county. The PCC commented that in his view, any line drawn between urban and rural areas, in respect of crime, was a false one.

- 6.2.9 Referring to page 27 of the agenda, which stated that the Gateway to Employment campaign had resulted in only six job starts from 26 job offers, the Panel questioned whether the approach was working and whether there were identifiable barriers to individuals starting work. The PCC commented that he was proud of the programme. In his view, getting one individual into work made the effort invested worthwhile. The Director of Policy and Commissioning explained that this was a ground-breaking national initiative, delivered in partnership with the Department for Work and Pensions (DWP) without cost to OPCCN. There had been limitations with data recording, as the DWP did not follow individuals through the programme. Significant resource would be needed to identify the types of barriers referred to, which may detract from the overall effectiveness of the programme.
- 6.2.10 Noting that the PCC did not have a presence on Instagram, one of the more popular social media applications used by young people, the Panel asked the PCC if he felt he was making the best use of technology to communicate with the local community. The PCC commented that the approach could be improved and the Chief Executive added that OPCCN was reviewing its use of social media platforms. One Panel member went on to suggest that there could be opportunities for local authorities to collaborate further in preventative activity through technology. North Norfolk had tried to invest in Automatic Number Plate Recognition (ANPR), but had been unable to access the different rate available to the police, which meant that the cost was prohibitive. The Chief Constable agreed to respond separately to the Member on the matter.
- 6.2.11 The Panel commented that the number of days available to the PCC to deliver his Plan were getting fewer. It asked the Commissioner where, out of his seven key priorities, he had made the most and least impact and whether, with hindsight, he would have chosen different ones. The Commissioner replied that Norfolk had an effective and efficient police force, but he wished to ensure the safety and wellbeing of staff and officers. He also recognised the importance of providing greater support for, and strengthening the resilience of, the most vulnerable members of society through commissioned services and partnership work.
- 6.2.12 With regards to the forecast budget gap for 2022/23, the Panel asked the Commissioner how he was planning to address the challenge and what the likely implications were. The Commissioner replied that £2.9m worth of savings had already been identified, but further efficiencies would need to be found to bridge the gap and the challenge was enormous. He would continue to seek additional resource from Government. The Chief Constable added that the current Government had indicated it would provide a one-year funding settlement the following year, and that while the level of grant was unknown, the policy commitments around bolstering the police service meant he was anticipating the settlement would go some way to bridging the remaining gap. While the commitment to provide more police officers was to be welcomed, austerity had meant the force was extremely lean. Additional funding would also need to be found for new recruits' training, the associated infrastructure and kit, as well as staff to ensure they were paid. While the force was deficient in terms of officer numbers compared with 10 years ago, the

direction of travel was improving. An additional 200-250 more officers over the next three years would take Norfolk to an all time high of approximately 1600 officers. He would be lobbying the PCC to raise the precept to its maximum amount again next year. The PCC responded that before asking people to pay more through tax, he would wish to assure himself that planned efficiency savings were being delivered and all opportunities for future efficiencies were being explored. The Constabulary had been judged by HMICFRS to be in the top 4 efficient forces and despite making significant savings was still maintaining a high level of service. The Chief Constable added that one of the challenges for the Constabulary was conveying the message that Norfolk was a safe county, and that if local communities were not seeing police officers that was good news. The days of providing a bobby on the beat in every community was no longer possible.

- 6.2.13 The Panel asked the PCC if there were any other advances in technology that could be brought in to assist the effectiveness of the Constabulary. The PCC explained that every officer now had body worn cameras and tablets were used daily, which was more efficient than processing written paperwork. He also referred to the use of ANPR in tackling county lines and drones, not just in tackling rural crime but their use in partnership with other emergency services.
- 6.2.14 With regards to the collaboration with the Norfolk Fire and Rescue Service, the Chief Constable told the Panel that the integration of the services at the Wymondham control room could not have gone better, which was a result of the existing good working relationships. The PCC added that there was always room to build on this. He highlighted that the combined governance of Police and Fire and Rescue services remained on the Government's agenda and he personally remained of the view that the county would get better, more effective services through shared governance.
- 6.2.15 The Panel NOTED the PCC's draft Annual Report 2018-19 and AGREED the following recommendations:
- 1) Priority 4 – Prevent Offending: For the PCC to consider further exploring the reasons behind the low proportion of job starts achieved through the Gateway to Employment campaign, to identify whether there are particular barriers preventing individuals from taking up job offers locally and further services which might be available to support them.
 - 2) For the PCC to explore the possibility of providing performance data in an additional format, in future reports, to enable comparison of urban and rural locations across the county.

7. Complaints Policy Sub Panel - Update

- 7.1 The Panel received an update from the Complaints Policy Sub Panel.
- 7.2 The Sub Panel's Chairman drew Members' attention to the fact that the Home Office had now advised PCCs that they should expect regulations to come into force at the end of January / early February 2020, at which point they would assume their enhanced role in police complaints.

7.3 The Panel **NOTED** the update.

8. Information Bulletin – questions arising to the PCC

8.1 The Panel received the information bulletin which summarised both the decisions taken by the PCC and the range of his activity since the last Panel meeting.

8.2 The Panel asked how the Police Accountability Forums (PAFs) were going and if they had been well attended. OPCCN confirmed that there had been a good attendance in Fakenham and that young people had been well represented when the PAF met in Great Yarmouth, at the East Coast College.

8.3 In response to a question by the Panel, it was confirmed that the survey into domestic abuse services in the county, being run by the Norfolk Countywide Community Safety Partnership, would be open until 31 July 2019. Once the results were published, they would be made available to the Panel.

8.4 The Panel **NOTED** the information bulletin.

9. Work Programme

9.1 The Panel **AGREED** the proposed work programme.

Meeting ended at 11.45am.

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



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Police and Crime Commissioner (PCC) for Norfolk's 2020/21 budget consultation

Suggested approach from Jo Martin, Democratic Support and Scrutiny Team Manager

The Panel is asked to consider an overview of the PCC's 2020/21 budget consultation and agree what recommendations (if any) it wishes to make to the PCC.

1. Background

- 1.1 Every year the Police and Crime Commissioner for Norfolk (PCC) is required to set the police budget and determine the amount that local people will pay for policing through their council tax.
- 1.2 The PCC's budget consultation, which will seek the views of Norfolk residents on whether the policing element of their council tax should be increased in 2020/21, is scheduled to run from Monday 16 December 2019 to Friday 17 January 2020. The PCC will present his final budget proposals for 2020/21 to this Panel when it meets on 4 February 2020.

2. Purpose of today's meeting

- 2.1. The purpose of the item on today's agenda is to allow the Panel to consider an outline of the PCC's approach to public consultation and ask about the main issues he will be considering before making a final decision on his budget proposals.
- 2.2 The attached report from the Office of the Police and Crime Commissioner (OPCCN) at **Annex 1** describes the PCC's approach to public consultation.
- 2.3 Panel members will be provided with a link to the consultation as soon as it is has been launched.

3. Suggested approach

- 3.1 After the PCC has presented his report, the Panel may wish to question the him on the following areas:
 - a) His approach to public consultation.
 - b) The format of his consultation, which in previous years has included a document setting out the financial challenges facing the Constabulary in the context of the current medium- to long-term

financial strategy, and the council tax options being considered.

- c) Progress with delivering savings arising from previous Government austerity programmes, collaboration and local efficiency reviews.
- d) The projected budget gap and future initiatives that would enable remaining savings to be made.
- e) Current pressures (increasing costs and increasing demands on the Constabulary).
- f) Progress with the implementation of Norfolk 2020, the new policing model for Norfolk.
- g) How further potential efficiency savings will be balanced against the risks to service delivery.
- h) The opportunities and challenges this decision presents for delivering the Norfolk Police and Crime Plan 2016-20.
- i) Any implications for partnership working and the PCC's commissioning strategy.

3.2 The PCC will be supported by members of his staff together with the Chief Constable.

4. Action

4.1 The Panel is asked to consider an overview of the PCC's 2020/21 budget consultation and agree what recommendations (if any) it wishes to make to the PCC.



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**Office of the Police & Crime Commissioner
Budget Consultation 2020/2021**

Summary

The Police and Crime Commissioner (PCC) has a statutory duty to consult Norfolk people on his proposals over whether to raise the amount they pay for policing through their council tax, or precept.

This report outlines how the Office of the Police and Crime Commissioner (OPCCN) proposes consulting on the Commissioner's proposals and publishing the results.

1.0 Background

1.1 The PCC has a statutory duty to consult Norfolk people on his proposals over whether to raise the amount they pay of policing through their council tax, or precept.

1.2 The PCCs duties are set out in the Police Act 1996, Section 96:

Arrangements for obtaining the views of the community on policing

(1) Arrangements shall be made for each police area for obtaining—

(a) the views of people in that area about matters concerning the policing of the area, and

(b) their co-operation with the police in preventing crime in that area.

(2) Except as provided by subsections (3) to (6), arrangements for each police area shall be made by the police authority after consulting the chief constable as to the arrangements that would be appropriate.

(7) A body or person whose duty it is to make arrangements under this section shall review the arrangements so made from time to time.

(8) If it appears to the Secretary of State that arrangements for a police area are not adequate for the purposes set out in subsection (1), he may require the body or person whose duty it is to make arrangements for that area to submit a report to him concerning the arrangements.

(9) After considering a report submitted under subsection (8), the Secretary of State may require the body or person who submitted it to review the arrangements and submit a further report to him concerning them.

(10) A body or person whose duty it is to make arrangements shall be under the same duties to consult when reviewing arrangements as when making them.

Amended by Police Reform and Social Responsibility Act 2011, Section 14:

(1B) Those arrangements must include, in the case of a police area listed in Schedule 1, arrangements for obtaining, before the first precept for a financial year is issued by the police and crime commissioner under section 40 of the Local Government Finance Act 1992, the views of—

(a) the people in that police area, and
(b) the relevant ratepayers' representatives,
on the proposals of the police and crime commissioner for expenditure (including capital expenditure) in that financial year.

(2) Arrangements under this section are to be made by the local policing body for the police area, after consulting the chief officer of police for that area.

- 1.3 Consultation guidance** - The Consultation Code of Practice 2008 and the minimum consultation timescale of 12 weeks were abolished in 2012. These were replaced with a list of consultation principles adopted in 2016 by Government departments.

Those principles refer to consultations...

- Lasting for a 'proportionate amount of time.
- Taking into account the nature and impact of the proposal.
- Tailoring consultation 'to the needs and preferences of particular groups that may not respond to traditional consultation methods and when consultation spans all or part of a holiday period, considering 'how this may affect consultation and take appropriate mitigating action'.

2.0 Consultation Methodology

- 2.1** There is a duty on the PCC to consult with members of the public, ratepayers and community representatives. This can be done in the format the PCC considers appropriate, whilst addressing the principles outlined above.
- 2.2** The planning of the public consultation for the 2020/21 has been heavily affected by national political events including both Brexit and the recent calling of a General Election. These have resulted in delays in planned government announcements on police funding and the financial planning processes of both the Constabulary and the OPCCN.
- 2.3** In developing and conducting the consultation, the OPCCN will have to be responsive to the dynamics of the national politics and the uncertainty of events and timetables for major policy announcements that have implications for police funding and precepting requirements.
- 2.4** Taking into consideration the dual requirements of conducting fairly and providing adequate time for both the PCC and Police and Crime Panel to consider the

results of the consultation, the public consultation for 2020/2021 is scheduled to run from Monday 16 December 2019 to Friday 17 January 2020, with PCC discretion to extend the consultation. It is acknowledged that the consultation will take place over the Christmas holiday period. To mitigate the effects of this, a pro-active targeted programme will be put in place to maximise the opportunity to participate across for demographic groups.

- 2.5** The Commissioner will report the results of the public consultation back to the Police and Crime Panel at its precept meeting on Tuesday 4th February 2020.
- 2.6** The PCC's consultation will utilise a combination of quantitative and qualitative methods to engage with the following groups...
- council tax payers
 - members of the public
 - statutory, voluntary and private sector partners
 - business community
 - local authorities.

2.7 The OPCCN consultation will utilize the following channels:

- Public question and answer sessions via pop-up events, street surgeries and evening sessions in local community centers. (Dates TBC).
- PCC and Norfolk Constabulary websites.
- Norfolk Constabulary Intranet.
- Police Connect (messaging service via text).
- PCC's regular news round up.
- OPCCN e-mail signatures.
- OPCCN partner contacts.
- Local, community and parish publications and websites.
- Volunteers (including Independent Advisory Group and Independent Custody Visitor network).
- Social media (Twitter, facebook etc).
- 'Mainstream media' (Press Release, interviews etc).
- Norfolk Association of Local Councils.
- Elected representatives.
- Your Voice (county consultation mechanism via email to subscriber list).

2.8 The OPCC's principles for consulting on-line are:

- Consultation should be digitally inclusive and not exclusive.
- Limiting responses to one per url could, potentially, exclude members of same household who use the same computer - a limit could disadvantage people without direct access to a digital device.
- Use of data assurance processes - reading every response to spot any repeats/unusual patterns and noting these in the final consultation report.
- Digitally inclusivity out-weighs the potential risks of fraud.

3.0 Results of the public consultation

- 3.1** The full results of the public consultation will be reported as part of the precept paper at the February Police and Crime Panel meeting.
- 3.2** The consultation results will be published on the OPCCN's web site.

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

Suggested approach from Jo Martin, Democratic Support and Scrutiny Team Manager

The Panel is recommended to:

- 1) Consider the update about progress with delivering the Police and Crime Plan for Norfolk 2016-2020.
- 2) Decide what recommendations (if any) it wishes to make to the PCC.

1. Background

- 1.1 The Police Reform and Social Responsibility Act 2011 (“the Act”) requires the Police and Crime Commissioner (“the PCC”) to issue a Police and Crime Plan (“the Plan”) within the financial year in which the election is held.
- 1.2 The Plan should determine, direct and communicate the PCC’s priorities during their period in office and must set out for the period of issue:
 - a) The PCC’s police and crime objectives for the area, including the strategic direction over the period for which the PCC has been elected and including:
 - Crime and disorder reduction in Norfolk
 - Policing within Norfolk
 - How Norfolk Constabulary will discharge its national functions.
 - b) The policing that the Chief Constable will provide;
 - c) The financial and other resources which the PCC will give the Chief Constable in order that they may do this;
 - d) How the PCC will measure police performance and the means by which the Chief Constable will report to the PCC;
 - e) Information regarding any crime and disorder reduction grants that the PCC may make, and the conditions (if any) of those grants.
- 1.3 Prior to publication of the Plan, the PCC must: consult with the Chief Constable in preparing the Plan; obtain the views of the community and victims of crime on the draft Plan; send the draft Plan to the Police and Crime Panel (“the Panel”); have regard and provide a response to any report or recommendations made by the Panel.
- 1.4 The PCC may vary an existing plan or issue a new one at any time, and the frequency with which this is done should be determined on the basis of local

need. Any variations should be reviewed by the Panel.

2. Purpose of today's meeting

- 2.1. The purpose of the item on today's agenda is to allow the Panel to consider progress being made towards delivering the Plan, since its publication in March 2017.
- 2.2 At the Panel's 19 September 2019 meeting, members received an update on the activity being undertaken to deliver the Plan through the PCC's Annual Report.
- 2.3 Further progress against the following 2 priorities is outlined at **Annex 1** of this report:
 - a) Priority 5: support victims and reduce vulnerability (the Panel last looked at this priority in detail, as part of the PCC's rolling programme of performance reporting, on 5 February 2019).
 - b) Priority 6: deliver a modern and innovative service (the Panel last looked at this priority in detail, as part of the PCC's rolling programme of performance reporting, on 5 February 2019).
- 2.4 In addition to a description of progress against each strategic objective, performance reports from the Office of the Police and Crime Commissioner (OPCCN) now provide the Panel with the latest performance metrics. They also incorporate an update on commissioned services in those areas.

3. Suggested Approach

- 3.1 The PCC will attend the meeting and answer the Panel's questions. He will be supported by members of his staff together with the Chief Constable.
- 3.2 After the PCC has presented his report, the Panel may wish to question him on the following areas:

Priority 5: support victims and reduce vulnerability

- a) How the work being undertaken by the PCC is improving the overall experiences and outcomes for victims of crime, including:
 - Implementation of the new cross-county operating model for victim care services (Norfolk and Suffolk Victim Care Service).
 - The redesign of domestic abuse services, and their integration into existing safeguarding processes.
 - Implementation of the new restorative justice service, from April 2019, to meet expectations set out by the Ministry of Justice.
 - An update on progress with re-commissioning child sexual exploitation services for Looked After Children and how this connects with the new and developing Child Criminal Exploitation Team.
 - Any issues arising from monitoring compliance with the Victims

Code.

- The impact of the Sue Lambert Trust's decision to close its waiting list in February 2018 on the provision of services for victims of sexual violence, and the Trust's development of a new working model.
 - How the PCC is continuing to challenge the Constabulary's performance in respect of the number of cases where victims do not support prosecution.
 - How the PCC is continuing to challenge the Constabulary's performance in respect of the solved rate, particularly in relation to domestic abuse and serious sexual offences crimes.
 - How the PCC is enhancing support for victims of fraud and cyber crime.
- b) How the PCC is leading a partnership approach to identify those at risk of victimisation and reduce their vulnerability, including:
- An update on progress with the development and commissioning of a programme of support for young people, in particular the Child Criminal Exploitation Team pilot and Norfolk Constabulary's contribution to the Norfolk Multi Agency Safeguarding Hub (MASH).
 - Any issues the PCC is keeping under review in respect of the Constabulary's support for children and young people, victims and those vulnerable to cybercrime and fraud, continued joint information-sharing and analysis between the Constabulary and County Council to identify the most vulnerable – especially in the area of domestic abuse.
 - How the PCC is holding the Constabulary to account for its contribution to the Prevent agenda and development of its response to online crime (both enforcement and education).
- c) How the PCC is leading a partnership approach to deliver the most appropriate response to those in mental health crisis, including:
- An update on the impact of further OPCCN investment in the integrated mental health team.
 - Any issues the PCC is keeping under review in respect of the Constabulary's contribution to this objective, including: its contribution to the delivery of the Mental Health Crisis Care Concordat action plan, reducing Section 136 detentions and contribution to a partnership response to suicide intervention.
- d) How the PCC is leading a partnership approach to reduce the impact of drugs and alcohol on communities, families and people at risk, including:
- An update on progress with the creation of a framework for joint working between OPCCN and Public Health.
 - The impact of the Constabulary's contribution to early help hubs.
 - The impact of the Constabulary's work in respect of County Lines activity and the targeting of organised crime groups.
- e) How the PCC is leading a local approach to supporting and encouraging victims and witnesses to disclose traditionally under-reported crimes (including modern slavery, human trafficking, stalking and hate crime),

including:

- The impact of OPCCN-led communication campaigns.
 - Any issues the PCC is keeping under review in respect of the Constabulary's contribution to this objective, including: take-up of training by frontline officers, work being undertaken with communities to raise awareness and the impact of policing teams within the MASH.
- f) How the PCC satisfies himself that the Constabulary is adequately safeguarding vulnerable victims (and if failings are found, how the PCC ensures the Constabulary has put improvements in place).
- g) How the PCC is helping to build capacity in the Voluntary, Community and Social Enterprise (VCSE) sector to provide specialist support for a rising numbers of clients and minimise lengthy waiting times.
- h) How service users are encouraged to provide feedback, and whether satisfaction levels compare favourably to previous years.
- i) How victims' commissioning in Norfolk compares to other parts of the country.
- j) The PCC's response to the thematic report by HMI Constabulary and Fire & Rescue Services (HMICFRS) on the police response to fraud. which says that the police response to cyber-dependent crime is generally good, but it can be inconsistent,

The report, published on 24 October 2019, can be accessed here:

<https://www.justiceinspectors.gov.uk/hmicfrs/publications/keep-the-light-on-police-response-to-cyber-dependent-crime/>

- k) An update on developments relating to PCCs oversight of the criminal justice system and how the PCC is working with criminal justice agencies to ensure that the system is working effectively as possible for victims, witnesses and offenders.

Priority 6: deliver a modern and innovative service

- a) How the PCC is supporting the police by giving them the tools they need to fight and reduce crime, including his contribution to projects featuring in the current Change Programme (e.g. those projects which are supported by OPCCN early intervention funds or bids which will enable technical solutions to reduce crime and support victims).
- b) How the PCC is supporting improved information-sharing across partner agencies.
- c) Any issues the PCC is keeping under review, arising from the implementation of Norfolk 2020 - the new policing model for Norfolk – and the current Change Programme.

4. Action

4.1 The Panel is recommended to:

- 1) Consider the update about progress with delivering the Police and Crime Plan for Norfolk 2016-2020.
- 2) Decide what recommendations (if any) it wishes to make to the PCC.



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Office of the Police and Crime Commissioner

Norfolk Police and Crime Plan 2016-2020

Performance Monitoring Report

Summary:

This report provides the Panel with an overview of the progress made against delivering two of the strategic priorities within the Norfolk Police and Crime Plan for 2016-2020.

- **Background**

- 1.1 The police and crime plan has been produced following a wide ranging public consultation during 2016. The plan covers a four year period until May 2020 but will be kept under review.

- **Norfolk Police and Crime priorities**

- 2.1 The plan sets out the Police and Crime Commissioner's seven strategic priorities as:

- *Increase visible policing*

- Increase the number of volunteers in policing
- Increase opportunities for the public to engage with the police and the PCC
- Bring the community, including importantly young people, and the police together to develop more positive relationships
- Give people an opportunity to influence policing priorities where they live
- Increase public confidence and reduce fear of being a victim of crime

- *Support rural communities*

- Prioritise rural crime with a greater commitment to new ideas and joined-up approaches
- Increase confidence of rural communities
- Increase levels of crime reporting in rural communities

- *Improve road safety*

- Tackle dangerous driving through education and enforcement
- Reduce speeding in rural villages and communities
- Reduce killed and serious injury collisions caused by the Fatal 4 (speeding, using a mobile phone while driving, not wearing a seatbelt, driving while under the influence of drink or drugs)

- *Prevent offending*
 - Tackle all forms of violence and abuse
 - Reduce the number of domestic abuse incidents
 - Continue to work in partnership to tackle anti-social behaviour
 - Reduce overall levels of reoffending by addressing the underlying causes through continued collaboration and innovative responses
 - Reduce the number of first-time entrants into the criminal justice system, the number of young adults entering custody and reoffending rates of young people by prioritising support for vulnerable young people
 - *Support victims and reduce vulnerability*
 - Work to improve the overall experiences and outcomes for victims and witnesses
 - Work in partnership to make those at risk less vulnerable to victimisation
 - Work in partnership to deliver the most appropriate response to those in mental health crisis
 - Work in partnership to reduce the impact of drugs and alcohol on communities, families and people at risk
 - Support and encourage victims and witnesses to come forward to disclose traditionally under-reported crimes including modern slavery, human trafficking, stalking and hate crime
 - *Deliver a modern and innovative service*
 - Support the police by giving them the tools they need to fight and reduce crime
 - Improve information technology network connectivity and invest in new technologies
 - Improve information sharing across partner agencies
 - *Good stewardship of taxpayers' money*
 - Deliver an efficient policing service, achieving value for money for all Norfolk residents
 - Join up emergency services and identify opportunities for further collaboration
 - Develop robust accountability frameworks and governance arrangements
- 2.2 Each strategic priority has a number of strategic objectives set against it along with a list of actions for both the Office of the Police and Crime Commissioner (OPCCN) and Norfolk Constabulary.
- 2.3 The OPCCN has developed a business delivery plan to manage and deliver their strategic actions within the police and crime plan.

- 2.4 Norfolk Constabulary has developed an operational policing plan in order to manage and deliver their strategic actions set within the police and crime plan.

- **Monitoring progress against plan priorities**

- 3.1 Following the publication of this plan and the operational and business delivery plans, progress reports are prepared for internal and external accountability meetings.
- 3.2 Norfolk Constabulary provides the PCC with updates on the progress they are making with the police and crime plan through the Police Accountability Forums (PAFs) and public papers are available on the OPCCN website.
- 3.3 Due to the number of police and crime plan priorities, reports are provided on two themes at a time on a rolling basis so that a full year's coverage of all the priorities can be achieved.
- 3.4 This report outlines the progress that has been made in relation to two of the police and crime plan priorities since its publication in March 2017 and also includes details of commissioned services in these areas:
- a) Support rural communities
 - b) Improve road safety
- 3.5 The plan also contains a full set of performance measures and, this information will be reported on an annual basis to the Police and Crime panel through the publication of the PCCs annual report.
- 3.6 Further performance papers will be scheduled throughout the duration of the Police and Crime plan.

4. Support Victims and Reduce Vulnerability – Commissioned Services

- 4.1 This section of the report demonstrates the work carried out by the Policy and Commissioning team for this priority area and includes specialist and non-specialist support that is funded through the Ministry of Justice Victims' Fund. This fund was originally managed by the Ministry of Justice and devolved to OPCC's back in 2015. The Victims Fund is granted on a formulaic basis and although currently stands at just over £1M per annum is not sufficient to cover need of specialist services and is supported financially through the main commissioning budget.
- 4.2 Referral and Needs Assessment Service for Victims of Crime - this service is managed under a joint contract awarded to Victim Support (VS) by both Norfolk and Suffolk OPCC's. The initial contract ended 31st March 2018 which was via the SSTV framework agreement (Sussex, Surrey and Thames Valley) but with an option to extend. Norfolk and Suffolk OPCC's took the

decision to extend the contract for a further two years and used this as an opportunity to pilot a new service model.

- 4.3 When designing the principles for the new model, Norfolk and Suffolk OPCCs and VS considered the client journey, data analysis and workflow from the current service to draw out good practice and to consider areas for development and change.
- 4.4 The concept model was developed to streamline the service covering both counties, that:
- met the needs of victims
 - was easy to access
 - had a wide range of access points across both counties
 - integrates with other local service providers (statutory and non-statutory)
 - avoids duplication of provision
 - assisted victims and witnesses through the Criminal Justice System
 - is free
 - works to the Victims Code and the Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012.
- 4.5 Historically the majority of victims had been in scope of the service and automatically referred to the original 'VARC' - Victims Assessment and Referral Centre which was a collaborated approach with Bedfordshire, Herts, and Cambridgeshire. With the new model it was proposed that changes be made, whereby the Police would gain consent from victims where a crime or incident had been reported. Only those who consented would be referred to the new service for this pilot. By way of a caveat, victims were advised that should they feel they needed support any time after the event and who had not opted in, could themselves make a direct referral into service. The service would also support victims who did not report to the police and could be a third party or self-referral.
- 4.6 The pilot would also see the introduction of Case Managers, Case Workers and use of volunteers.
- Case Managers work as one team across Norfolk and Suffolk and are assigned more complex cases and act as a SPOC to assist the victim as they journey through the Criminal Justice System and be the consistent advocate for them. Case Managers support victims with enhanced needs such as mental health, domestic abuse, fraud, older people or those who are victims of hate crime.
 - Case workers also work as one team across Norfolk and Suffolk but are assigned those cases that are not deemed as enhanced' and work with volunteers who support with practical and emotional support, signposting and making referrals to external agencies for specialist support where agreed with the victim.

4.7 Number of Valid Referrals through the Norfolk and Suffolk Victim Care Service 2018-19


Measure	Sexual Violence	Domestic Abuse	Child Sexual Abuse/Child Sexual Exploitation	Restorative Justice	Other	Total Unique Cases
Total number of valid referrals to support services	345	896	99	31	13,183	14,502

4.8 Total Number of Cases supported during this period

Measure	Sexual Violence	Domestic Abuse	Child Sexual Abuse/Child Sexual Exploitation	Restorative Justice	Other	Total Unique Cases
Arson and criminal damage		20		2	29	51
Burglary		3		3	68	74
Drug Offences						
Misc. crimes against society		4		1	19	24
Other		10		1	10	21
Possession of weapon						
Public Order Offences		20		11	76	107
Robbery		1			12	13
Sexual Offences	71	23	26	1	0	87
Theft		14		1	23	38
Unknown		17		2	17	36
Violence against a person		122		9	170	300
TOTAL	71	234	16	31	424	751

4.9 Demographics – cases with support provided during this period

Measure	Sexual Violence	Domestic Abuse	Child Sexual Abuse/Child Sexual Exploitation	Restorative Justice	Other	Total Unique Cases
Female	61	166	15	15	225	459
Male	4	43	1	13	169	230
Not Stated	6	25		3	30	62
Trans/Non-Binary						
Total	71	234	16	31	424	751

Disability	Number of Cases	Ethnic Origin	Number of Cases
Has a disability	81	Asian/British (including Chinese, Indian, Pakistani, Bangladeshi, and any other Asian background)	6
Not Stated	670	Black/African/Caribbean/Black British	9
Total	751	Mixed/Multiple Ethnic Groups (White and Black Caribbean, White and Black African, White and Asian, Any other mixed /multiple ethnic Background)	7
		Not stated	403
		Other Ethnic Group (including Arab and any other ethnic group)	1
		White British (English, Welsh, Scottish, Northern Irish)	303
		White Other (Irish, Gypsy or Irish Traveller and any other White background)	22
		Total	751

- 4.10 Specialist Services for Victims of Sexual Violence - the Sue Lambert Trust is commissioned by the OPCCN to provide specialist support services to males, females for both adults and children aged 11 years and above who are victims of rape, sexual abuse, historic cases of sexual abuse and child sexual abuse. There is roughly 80/20 split between Women/Men although the Trust has also supported those who have transgendered or going through the transgender journey and have complex needs.
- 4.11 The majority of clients receiving specialist support (approx. 70%) are historic cases of adult victims of child sexual abuse (CSA). The Trust has reported that adult clients of CSA have complex needs which include adverse effects on their mental health/wellbeing with many having developed self-coping mechanisms which may include substance misuse or alcohol addiction. It is these clients who require longer term counselling typically beyond that of 9 months.
- 4.12 For some clients' short-term counselling of up to 12 weeks is suitable but these clients also take advantage of self-help groups during this time and

telephone support. After 12 weeks if the client feels that this short-term counselling has not provided the support they need, the client is able to register for long term counselling.

- 4.13 During this reporting period, the trust made the difficult decision to close its waiting list to clients as numbers had exceeded 450 clients, this did not include those who were already in service. During this period of closure, the Trust worked hard to reduce their waiting list to 104 and during August 2018 re-opened the service.
- 4.14 It should be noted that valid referrals were greatly reduced due to five months closure and that once the Trust re-opened to clients it would only accept Police, SARC (Sexual Assault Referral Service) or self-referrals.
- 4.15 It is important to also understand that those waiting for long term counselling which could in effect take up to 18 months were not left completely without support. These clients received continued support by way of 1-2-1 grounding sessions, telephone support, or the offer of group work, however should a client's risk level increase (by clinical assessment/review) then they are accelerated up the list for long term counselling.
- 4.16 The Trust works in partnership with the Harbour Centre SARC who provide crisis and immediate support to victims of serious sexual assault/rape.
- 4.17 Number of Valid Referrals for Specialist Support Services of Sexual Violence 2018-19

Measure	Sexual Violence	Domestic Abuse	Child Sexual Abuse/Child Sexual Exploitation	Restorative Justice	Other	Total Unique Cases
Total number of valid referrals to support services	179	1	19			199

- 4.18 Total number of cases support during this period (includes new and those clients in service)

Measure	Sexual Violence	Domestic Abuse	Child Sexual Abuse/Child Sexual Exploitation	Restorative Justice	Other	Total Unique Cases
Arson and criminal damage						
Burglary						
Drug Offences						
Misc. crimes against society						
Other						

Possession of weapon						
Public Order Offences						
Robbery						
Sexual Offences	154		540			
Theft						
Unknown	178	8				
Violence against a person		61				
TOTAL	332	69	640			941

4.20 Demographics – cases with support provided during this period

Measure	Sexual Violence	Domestic Abuse	Child Sexual Abuse/Child Sexual Exploitation	Restorative Justice	Other	Total Unique Cases
Female	284	6	421			711
Male	47	63	118			228
Not Stated						
Trans/Non-Binary	1		1			2
Total	332	69	540			941

Disability	Number of Cases
Has a disability	109
Not Stated/Does Not have a disability	832
Total	941



Ethnic Origin	Number of Cases
Asian/British (including Chinese, Indian, Pakistani, Bangladeshi, and any other Asian background)	2
Black/African/Caribbean/Black British	0
Mixed/Multiple Ethnic Groups (White and Black Caribbean, White and Black African, White and Asian, Any other mixed /multiple ethnic Background)	4
Not stated	736
Other Ethnic Group (including Arab and any other ethnic group)	1
White British (English, Welsh, Scottish, Northern Irish, Gypsy or Irish Traveller any other White Background)	198
Total	941

- 4.21 Specialist Services for Victims of Domestic Violence - there are several services that support victims of domestic abuse throughout Norfolk, however only one is funded through the MoJ's Victims' fund:
- 4.22 Leeway Domestic Abuse and Violence Services – provide Independent Domestic Violence Advisors (IDVA's) who support those who have been assessed through a Domestic Abuse Stalking and Harassment assessment (DASH) as High-Risk Domestic Abuse Clients. The main purpose of an IDVA is to address the safety of victims at high risk from intimate partners, ex-partners, or family members to secure their safety and the safety of their children. Serving as a victim's primary point of contact, IDVA's normally work with their clients from the point of crisis to assess the level of risk, discuss the range of suitable options and develop safety plans.
- 4.23 They are proactive in implementing the plans, which address immediate safety, including practical steps to protect themselves and their children as well as longer term solutions. These plans will include actions from the Multi Agency Risk Assessment Conference (MARAC) as well as sanctions and remedies available through the criminal and civil courts, housing options and services available through other organisations. IDVA's support and work over the short to medium term to put them on the path to long term safety. They receive specialist accredited training and hold a nationally recognised qualification.
- 4.24 This service is located within the Multi Agency Safeguarding Hub (MASH) at Norfolk's County Hall and who work alongside agencies from the statutory and non-statutory sectors. There are information sharing agreements in place and the IDVA's are now an integral part of the hub. This service is in year four of its five-year agreement.
- 4.25 During this financial year there has been an increase in referrals for women in Norwich in view of a Domestic Homicide Review for a Norwich resident. We have kept a close eye on referrals and meet every quarter for a formal service delivery review which is supported by a Grant Monitoring Report. It is not unusual to speak every two weeks. During this period the OPCCN has introduced a further 2 x FTE IDVA's and 1 P/T Administrator to support the increased demand.
- 4.26 The service supports both men (there is a dedicated men's IDVA) and women and children (if appropriate and not being support through a multi-agency approach i.e. children's services, children's safeguarding board). Due to the demographics of Norfolk and that it attracts migrant workers from Eastern European communities, the service has 3 x Polish/Latvian IDVA's who also speak some Russian and one who is assigned to court to support these communities when going through the criminal justice system.

4.27 Leeway are also a main provider of domestic abuse services for standard, medium and children and young people. Although these are not all funded by the OPCCN under the MoJ Victims Fund, clients (subject to availability) can step up/down through these additional services adding extra resilience.

4.28 Training of the IDVA's is ongoing and most recently the majority (10) have completed the Safelives IDVA training that is recognised as standard. The IDVA service has developed a wide range of partnerships/relationships with the Police as well as the county's Domestic Abuse and Sexual Violence Board, Local Safeguarding Children's Board, SDVC – Specialist Domestic Violence Court.

4.29 Number of Valid Referrals for Specialist Support Services of Domestic Abuse (High Risk) 2018-19


Measure	Sexual Violence	Domestic Abuse	Child Sexual Abuse/Child Sexual Exploitation	Restorative Justice	Other	Total Unique Cases
Total number of valid referrals to support services		2687				2687

4.30 Total Number of Cases supported during this period (includes new and those clients in service)

Measure	Sexual Violence	Domestic Abuse	Child Sexual Abuse/Child Sexual Exploitation	Restorative Justice	Other	Total Unique Cases
Arson and criminal damage						
Burglary						
Drug Offences						
Misc. crimes against society						
Other						
Possession of weapon						
Public Order Offences						
Robbery						
Sexual Offences		175				175
Theft						
Unknown						
Violence against a person		2512				2512
TOTAL		2687				2687

4.31 Demographics – cases with support provided during this period

Measure	Sexual Violence	Domestic Abuse	Child Sexual Abuse/Child Sexual Exploitation	Restorative Justice	Other	Total Unique Cases
Female		2442				2442
Male		245				245
Not Stated						
Trans/Non-Binary						
Total		2687				2687

Disability	Number of Cases	Ethnic Origin	Number of Cases
Has a disability	102	Asian/British (including Chinese, Indian, Pakistani, Bangladeshi, and any other Asian background)	30
Not Stated/Does Not have a disability	2585	Black/African/Caribbean/Black British	30
Total	2687	Mixed/Multiple Ethnic Groups (White and Black Caribbean, White and Black African, White and Asian, Any other mixed /multiple ethnic Background)	22
		Not stated	45
		Other Ethnic Group (including Arab and any other ethnic group)	4
		White British (English, Welsh, Scottish, Northern Irish, Gypsy or Irish Traveller any other White Background)	2556
		Total	2687

4.32 The following paragraphs provide an overview of the other services provided under the Ministry of Justice (MoJ) Victims Fund.

4.33 **Scam Service** – towards the end of this financial period a Scam Service was introduced and is delivered by Victim Support within the Norfolk and Suffolk Victims Care Service. As this service was introduced five weeks before year end and was still in a mobilisation phase it was too early to give any

qualitative information. However below is information on the background and aims of this standalone project.

- 4.34 Being the victim of a fraud can have a large scale and lasting impact on a person both financially and emotionally. Some of those who are victims of fraud or economic crime are particularly vulnerable (adults - men and women) to becoming re-victimised for a variety of reasons and are often repeatedly targeted with more fraudulent content.
- 4.35 Between April 2017 and September 2017, nearly 2,700 fraud crimes were reported to Action Fraud by people from Norfolk, with a loss of £5.5 million. In addition, 140 cyber dependant frauds were reported over the same period in Norfolk with a total loss of £58,000. 34% of Norfolk's victims were aged between 60 and 79, a much higher rate than the national picture. Victims of fraud are more likely to request support as a result of crime, when compared to the average for crime victims. This suggests there is significant demand for a scam prevention service in Norfolk.
- 4.36 The aims of the project are to:
- Prevent vulnerable victims from being re-victimised by providing support to victims to cope and recover from the victimisation and help them avoid being victimised again
 - Facilitate raising awareness of scams in Norfolk so that less of the population become a victim of scams
 - To avoid duplication in provision to victims of crime
 - Strengthening the partnership response to scams across the public, private and third sector
- 4.37 The reporting period for this service will be carried out during 2019/20.
- 4.38 **Building the capability and capacity of the VCSE sector to deliver victims' services** - the OPCCN are aware of groups that need support in building capability and capacity, this can be through a variety of ways, such as funding searches or the development of small/seed organisation who support victims of crime.
- 4.39 During this financial period the OPCCN carried out a variety of funding searches to support partner agencies with attracting funding to the county. The OPCCN through its core commissioning role actively seeks funding for itself, partners (statutory and non-statutory) and third sector organisations who support the objectives of the PCC's Police and Crime Plan. These are particularly useful to third sector organisations who do not have the resource or skills to specifically seek funding for their organisation but who deliver specialist support in the county. These reports are sent out periodically by the Policy and Commissioning team and this free service adds value to the work

of the OPCCN. An example of this report can be seen in Appendix 1 of this report.

- 4.40 The OPCCN has also developed a County Domestic Abuse Forum. This forum is very well attended, free and gives the opportunity for agencies of any size or sector to come together to discuss issues and give the sector a voice to help inform the OPCCN as a commissioner of victim's services. Topics discussed range from items such as, DA Innovation in Norfolk, Challenges and Gaps, Perpetrator group updates, new services/projects, funding issues and opportunities. This forum feeds in to the County's Domestic Abuse and Sexual Violence Board (DASVB).
- 4.41 At this forum the OPCCN became aware that the Daisy Programme (Breckland), a young organisation who delivered specialist support to victims of domestic abuse needed support to develop their organisation to make it more sustainable for the future. A business case was put forward as to how this could be achieved and through the MoJ Victims Fund we were able to support them financially for their future development and sustainability.

5. Support Victims and Reduce Vulnerability – Constabulary progress

- 5.1 This section of the performance paper provides an overview on the progress being made by the Constabulary on fraud investigation which includes the work of the 'Specialist Capability Team'.
- 5.2 It is recognised that fraud and economic crime represent a significant threat nationally as well as to the communities of Norfolk. Fraud is now the number one crime affecting the UK and its rise is partly down to the increasing dependence of business and individuals on technology.
- 5.3 As members of the public increasingly share their details with legitimate websites and databases, with the increase use of emails to communicate with businesses and services comes the increased risk of compromise.
- 5.4 The web-based criminal can base themselves anywhere in the world which increases the complexity of the investigation and adds an additional challenge for law enforcement agencies.
- 5.5 In the last reporting year (April 2018 to March 2019) Norfolk has seen a rise in reported fraud of 17.8% (6, 626 offences reported) and a rise in losses of 39.2% (£15 million lost to fraud) overall; this mirrors a rise in offences nationally.
- 5.6 When a fraud is report to Norfolk Police the investigation will be retained in three sets of circumstances: -
- i. If the crime is actually in progress or it's thought the suspects will be returning

- ii. If, on assessment, it's believed that reasonable local enquiries can identify a suspect
 - iii. If it involves a vulnerable or intimidated victim (it should be noted that age alone is not an indication of vulnerability).
- 5.7 In all other cases, the caller is referred to "Action Fraud" to have their incident recorded.
- 5.8 Action Fraud was established in 2008 by the Home Office as a national centre for reporting fraud and cyber-crime. It was established to ensure a county-wide picture of this type of criminality was captured. Its other important role was to oversee the collation of investigations focused on a particular set of suspects in order to prevent individual police forces working in isolation on effectively the same investigation.
- 5.9 Where Action Fraud identify a potential investigation with suspects the package is sent on to the National Fraud Intelligence Bureau in London who will assess the investigations viable lines of enquiry and then allocate the matter to a single police force. This helps reduce duplication of work and provides a single contact point for the development of the enquiry.
- 5.10 Those investigations that cannot be further investigated are stored on Action Frauds database in case further information comes to light.
- 5.11 Norfolk Constabulary is now finalising new guidance for all staff on the recording and investigation of fraud offences. The aim is to ensure that all those connected with an investigation (from first contact in the control room through to the investigator assigned the case) work to common standards. The new guidance highlights the importance of considering the impact on the victim.
- 5.12 The Norfolk and Suffolk Cybercrime Unit was established in July 2015. The unit consists of a detective sergeant, four detective constables, four digital media investigators, a fraud investigator, intelligence analyst and cyber security advisor.
- 5.13 Their objective is to contribute alongside regional, national and international partners and businesses, towards the provision of a safer and more secure cyber environment.
- 5.14 The work focuses around four main objectives:
 - i. Pursue those individuals who engage in cyber and serious crime and seek a criminal justice outcome
 - ii. Prevent those individuals from becoming and remaining in cyber and serious crime
 - iii. Protect the public from becoming victims of cyber and serious crime
 - iv. Prepare for the consequences of cyber and serious crime.

- 5.15 The team deal with the more complex fraud investigations including mortgage, pension, election and accountancy matters.
- 5.16 They work closely with the Regional Economic Crime Unit and the Regional Asset Recovery Team. These units are a collaboration between all the police forces in the Eastern region and look to target serious and organised criminality both around the investigation of offences as well as the subsequent seizure of criminal assets following a successful conviction.
- 5.17 The team has linked in with the “Norfolk Scams Prevention Service” to provide specialist training and support. This is a service funded by the Norfolk Police and Crime Commissioner to provide free and confidential advice and support covering the whole of Norfolk. This service is provided through Norfolk and Suffolk Victim Care. Three special constables work within this team assisting with visits. A focus for the work is targeting the most vulnerable victims of scams as they are known to be the most at risk of re-victimisation. To date the service has made 661 contacts.
- 5.18 The team also provide a link into the Norfolk Against Scams Partnership (NSAP), a multiagency approach (consisting of public services, charities and community groups) to supporting residents and businesses in order to protect them from scams, doorstep crime and fraud.
- 5.19 In addition to the work of the Cyber Crime Team, a recent successful national bid to Police Transformation fund has seen Norfolk obtaining funding to establish a “Specialist Capability Team” to operate between January 2019 and March 2020. This new team adds additional resources to the local response to fraud investigation and includes a detective sergeant, three cyber investigators, an intelligence development officer and a cyber security officer.
- 5.20 Norfolk and Suffolk Constabularies continue to work with other forces and the Home Office to explore extending the funding for this new function beyond March 2020.
- 5.21 The team’s objective is to work with the various financial institutions to enhance and improve the available prevention and protection advice across the public and private sectors in Norfolk and Suffolk.
- 5.22 The team also provide an enhanced response to all Action Fraud referrals for Norfolk that are cyber related. In addition, they will review all other referrals to see whether the team’s specific skill sets can enhance the police response. Their holistic process includes:
 - i. **Victim contact and assessment** – the team consider the vulnerability of the victim and offer support as necessary. In order to supply ongoing support, there are links into other partners including Mental Health, Victim Support and Drug and Alcohol workers. The intention is to seek to reduce the potential future vulnerability of the person. The team also provide advice and training to these other agencies in order to support their work in this area

- ii. **Specialist support to investigations** – this investment has increased the capability and specialist knowledge available to investigators. This has offered greater capacity to look into new and emerging areas such as cryptocurrency criminality
- iii. **Bespoke advice to reduce the probability of being a victim again in the future** – the team will look at the particular circumstances of the incident that is report to offer specific advice and guidance to a victim to reduce the likelihood of them being a victim again in similar circumstances. A large amount of this work is around advice on staying safe on-line
- iv. **Customer survey** – part of the work is to capture feedback from victims and witnesses around their experience of contact with the police around their fraud/cyber-crime report. The findings will be evaluated in due course to look for improvement opportunities within force processes.

- 5.23 One example of the new team's enhanced capability to support a wide-ranging investigation relates to an enquiry regarding a compromised email account and the team executed a number of warrants out of the county which lead to five arrests for a scam which included in excess of 200 victims.
- 5.24 To date the Specialist Capability Team have investigated 200 offences since their introduction in January 2019.
- 5.25 In addition, their cyber security advisor has engaged and delivered advice or presentations to over 200 small business and charities across Norfolk. Work is underway to contact every non-profit charity across Norfolk to reduce the potential risk of fraud and cybercrime. A recent engagement helped one charity develop improved guidance for their service users' needs.
- 5.26 In 2019 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) conducted a national thematic inspection of the police response to fraud. Their report made a number of general recommendations for policing which Norfolk Constabulary are considering and developing. This local response is overseen by the Office of the Police and Crime Commissioner.

6 Performance Measures

6.1 The following tables outlines the performance metrics for 2016-2020 both at county level and at district level:

COUNTY				
Area	Indicator	Last 12 months	Long Term Averages	Difference (p.p. refers to the percentage point difference between the last 12-month figure and the long-term average, as opposed to the percentage change between the two)
Supporting victims and reduce vulnerability	% Cases where victims <u>do not</u> support prosecution (Domestic Abuse)	55.9%	50.1%	5.8p. p
	% Cases where victims <u>do not</u> support prosecution (Serious Sexual Offences)	47.1%	40.1%	7.1p. p
	% Cases where victims <u>do not</u> support prosecution (Child Sexual Abuse)	38.3%	*	*
	Solved rate (Domestic Abuse)	13.5%	21.7%	-8.2p. p
	Solved rate (Rape)	3.7%	6.8%	-3.1p. p
	Solved rate (other Serious Sexual Offences)	7.9%	12.7%	-4.8p. p
	Solved rate (Child Sexual Abuse)	8.4%	*	*
	Solved rate (Hate Crime)	15.2%	*	*
	% of all guilty pleas at First Hearing at Magistrates Court	**		
	% of all guilty pleas at First Hearing at Crown Court	**		

*No long-term average available until four years' worth of data is accessible. ** Data regarding the court hearings has been denied by CPS for a public audience.

KINGS LYNN & WEST NORFOLK				
Area	Indicator	Last 12 months	Long Term Averages	Difference <small>(p.p. refers to the percentage point difference between the last 12-month figure and the long-term average, as opposed to the percentage change between the two)</small>
Supporting victims and reduce vulnerability	% Cases where victims <u>do not</u> support prosecution (Domestic Abuse)	61.0%	48.7%	12.3p. p
	% Cases where victims <u>do not</u> support prosecution (Serious Sexual Offences)	46.9%	41.4%	5.5p. p
	% Cases where victims <u>do not</u> support prosecution (Child Sexual Abuse)	36.6%	*	*
	Solved rate (Domestic Abuse)	13.9%	23.0%	-9.1p. p
	Solved rate (Rape)	8.5%	8.0%	0.5p. p
	Solved rate (other Serious Sexual Offences)	14.2%	15.2%	-1.0p. p
	Solved rate (Child Sexual Abuse)	10.9%	*	*
	Solved rate (Hate Crime)	17.2%	*	*
	% of all guilty pleas at First Hearing at Magistrates Court	**		
	% of all guilty pleas at First Hearing at Crown Court	**		

BRECKLAND				
Area	Indicator	Last 12 months	Long Term Averages	Difference <small>(p.p. refers to the percentage point difference between the last 12-month figure and the long-term average, as opposed to the percentage change between the two)</small>
Supporting victims and reduce vulnerability	% Cases where victims <u>do not</u> support prosecution (Domestic Abuse)	53.0%	42.7%	10.3p. p
	% Cases where victims <u>do not</u> support prosecution (Serious Sexual Offences)	43.8%	38.5%	5.3p. p
	% Cases where victims <u>do not</u> support prosecution (Child Sexual Abuse)	38.0%	*	*
	Solved rate (Domestic Abuse)	15.0%	25.1%	-10.1p. p
	Solved rate (Rape)	1.6%	9.4%	-7.8p. p
	Solved rate (other Serious Sexual Offences)	6.0%	13.4%	-7.4p. p
	Solved rate (Child Sexual Abuse)	7.7%	*	*
	Solved rate (Hate Crime)	7.8%	*	*
	% of all guilty pleas at First Hearing at Magistrates Court	**		
	% of all guilty pleas at First Hearing at Crown Court	**		

NORTH NORFOLK				
Area	Indicator	Last 12 months	Long Term Averages	Difference <small>(p.p. refers to the percentage point difference between the last 12-month figure and the long-term average, as opposed to the percentage change between the two)</small>
Supporting victims and reduce vulnerability	% Cases where victims <u>do not</u> support prosecution (Domestic Abuse)	52.4%	50.2%	2.2p. p
	% Cases where victims <u>do not</u> support prosecution (Serious Sexual Offences)	44.2%	38.4%	5.8p. p
	% Cases where victims <u>do not</u> support prosecution (Child Sexual Abuse)	60.5%	*	*
	Solved rate (Domestic Abuse)	12.1%	21.3%	-9.2p. p
	Solved rate (Rape)	1.7%	8.5%	-6.8p. p
	Solved rate (other Serious Sexual Offences)	8.3%	12.3%	-4.0p. p
	Solved rate (Child Sexual Abuse)	11.7%	*	*
	Solved rate (Hate Crime)	18.2%	*	*
	% of all guilty pleas at First Hearing at Magistrates Court	**		
	% of all guilty pleas at First Hearing at Crown Court	**		

SOUTH NORFOLK				
Area	Indicator	Last 12 months	Long Term Averages	Difference <small>(p.p. refers to the percentage point difference between the last 12-month figure and the long-term average, as opposed to the percentage change between the two)</small>
Supporting victims and reduce vulnerability	% Cases where victims <u>do not</u> support prosecution (Domestic Abuse)	47.9%	50.1%	-2.2p. p
	% Cases where victims <u>do not</u> support prosecution (Serious Sexual Offences)	50.4%	40.3%	10.1p. p
	% Cases where victims <u>do not</u> support prosecution (Child Sexual Abuse)	39.9%	*	*
	Solved rate (Domestic Abuse)	15.1%	18.8%	-3.7p. p
	Solved rate (Rape)	4.3%	6.8%	-2.5p. p
	Solved rate (other Serious Sexual Offences)	3.1%	10.4%	-7.3p. p
	Solved rate (Child Sexual Abuse)	3.4%	*	*
	Solved rate (Hate Crime)	20.9%	*	*
	% of all guilty pleas at First Hearing at Magistrates Court	**		
	% of all guilty pleas at First Hearing at Crown Court	**		

BROADLAND				
Area	Indicator	Last 12 months	Long Term Averages	Difference (p.p. refers to the percentage point difference between the last 12-month figure and the long-term average, as opposed to the percentage change between the two)
Supporting victims and reduce vulnerability	% Cases where victims <u>do not</u> support prosecution (Domestic Abuse)	57.0%	53.5%	3.5p. p
	% Cases where victims <u>do not</u> support prosecution (Serious Sexual Offences)	41.4%	36.1%	5.3p. p
	% Cases where victims <u>do not</u> support prosecution (Child Sexual Abuse)	30.3%	*	*
	Solved rate (Domestic Abuse)	11.8%	19.4%	-7.6p. p
	Solved rate (Rape)	4.0%	6.3%	-2.3p. p
	Solved rate (other Serious Sexual Offences)	3.6%	9.2%	-5.6p. p
	Solved rate (Child Sexual Abuse)	5.5%	*	*
	Solved rate (Hate Crime)	27.7%	*	*
	% of all guilty pleas at First Hearing at Magistrates Court	**		
	% of all guilty pleas at First Hearing at Crown Court	**		

NORWICH CITY COUNCIL				
Area	Indicator	Last 12 months	Long Term Averages	Difference (p.p. refers to the percentage point difference between the last 12-month figure and the long-term average, as opposed to the percentage change between the two)
Supporting victims and reduce vulnerability	% Cases where victims <u>do not</u> support prosecution (Domestic Abuse)	57.2%	51.4%	5.8p. p
	% Cases where victims <u>do not</u> support prosecution (Serious Sexual Offences)	47.6%	43.1%	4.5p. p
	% Cases where victims <u>do not</u> support prosecution (Child Sexual Abuse)	32.3%	*	*
	Solved rate (Domestic Abuse)	12.1%	20.0%	-7.9p. p
	Solved rate (Rape)	2.5%	6.3%	-3.8p. p
	Solved rate (other Serious Sexual Offences)	8.6%	12.3%	-3.7p. p
	Solved rate (Child Sexual Abuse)	10.1%	*	*
	Solved rate (Hate Crime)	11.3%	*	*
	% of all guilty pleas at First Hearing at Magistrates Court	**		
	% of all guilty pleas at First Hearing at Crown Court	**		

GREAT YARMOUTH				
Area	Indicator	Last 12 months	Long Term Averages	Difference <small>(p.p. refers to the percentage point difference between the last 12-month figure and the long-term average, as opposed to the percentage change between the two)</small>
Supporting victims and reduce vulnerability	% Cases where victims <u>do not</u> support prosecution (Domestic Abuse)	58.1%	53.1%	5.0p. p
	% Cases where victims <u>do not</u> support prosecution (Serious Sexual Offences)	55.1%	38.9%	16.2p. p
	% Cases where victims <u>do not</u> support prosecution (Child Sexual Abuse)	38.8%	*	*
	Solved rate (Domestic Abuse)	15.4%	23.6%	-8.2p. p
	Solved rate (Rape)	1.6%	5.6%	-4.0p. p
	Solved rate (other Serious Sexual Offences)	6.1%	12.1%	-6.0p. p
	Solved rate (Child Sexual Abuse)	5.4%	*	*
	Solved rate (Hate Crime)	20.4%	*	*
	% of all guilty pleas at First Hearing at Magistrates Court	**		
	% of all guilty pleas at First Hearing at Crown Court	**		

- 6.2 Child Sexual Abuse and Hate crime are calculated through a process using the new crime system that was implemented in Oct 2015. As the long-term average for solved rates requires four years' worth of comparable data, this will not be available to comment on until we have data up to the end of October 2019.
- 6.3 The percentage of victim's not supporting prosecution has increased significantly in the last few years and will have some correlation with the increase of crime recording in these crime categories. The reasons for the rise in victims not supporting prosecution are complex and varied. With regards to serious sexual offences, a proportion of these offences will be non-recent (the incident took place over 12 months before being reported) and a number of victims will have contacted police to make them aware, but do not wish to pursue any further. This is especially relevant especially in the context of recent high-profile trials in the media or coverage of the Independent Inquiry into Child Sex Abuse. Locally, Norfolk Constabulary continue to work with partners to raise the awareness of vulnerability-based crimes and it is predicted that crime reporting will continue to increase. There are currently domestic abuse campaigns taking place in the county and there have been documentaries highlighting the work the police do to support and protect victims of domestic abuse and stalking.
- 6.4 For all crime types, there is a possibility that the suspect is a family member or in a relationship with the victim and they do not want to criminalise them. It should be noted that victims are provided with support during and beyond the investigation as police officers and staff will refer victims to various agencies and charities. For example, the Sexual Assault Referral Centre (SARC), known as the Harbour Centre, offers free support and practical help to men, women, young people and children of all ages living in Norfolk who have suffered serious sexual offences either recently or in the past. They offer practical and emotional support such as Crisis Workers, facilitating Forensic Medical Examinations, support and advice concerning Health & Well-being, and access to Independent Sexual Violence Advisors. Independent Domestic Violence Advisors are also accessible via the Multi-Agency Safeguarding Hub (MASH), as are a number of charitable organisations to support and give advice to victims.
- 6.5 Even though some victims do not wish to support a police prosecution, all domestic abuse crimes and non-crime incidents are subject to a risk assessment. Safeguarding actions are undertaken on a multi-agency basis for all high & medium risk cases in the MASH with support being provided by Independent Domestic Violence Advisors for all high-risk cases. All standard risk cases are referred to Victim Support so that advice and guidance can be offered.

- 6.6 Solved rates are directly impacted by a number of factors; including whether the victim supports a prosecution, the availability and nature of supporting evidence, and the Crown Prosecution Service determination as to whether there is sufficient evidence to support charges and a realistic prospect of conviction. Crimes and subsequent investigations have become more complex with technology becoming more important with regards to evidence capture and investigations. Norfolk Constabulary have invested heavily into new technology, including body worn video, mobile tablets and digital forensics to assist the evidence capture and support the victim through the criminal justice process. The documentary referred to above demonstrated the value of body worn video to capture evidence. This allows officers to review the footage and look for clues with regards to abuse which may have been missed at the initial contact.
- 6.7 Investigation Standards is an area that the Constabulary continues to monitor and aims to improve on through the innovative investigation hubs in the new policing model. Whilst direct comparison data for other forces is not available (there is at least a three-month time lag), we do know that Suffolk's solved rates for rape offences is not statistically different to Norfolk's. Nevertheless, the Chief Constable has identified the improvement of standards of investigative work, particularly in officer's younger in service, as a priority action for the coming year. Although such officers would rarely if ever be solely responsible for the investigation of such serious crimes as have been discussed here it is expected that improving their ability will improve the quality of the initial response to all offences.

7 Deliver a Modern and Innovative Service

- 7.1 This performance paper outlines the technological advancements made by the Constabulary on the electronic monitoring of offenders using global positioning satellite technology and the adoption of polygraph technology.
- 7.2 The use of Radio Frequency technology to enforce curfew on offenders has been in place in England for over a quarter of a century. The technology involves a monitoring box installed in the offender's home and the individual wearing an 'ankle tag'. During the set curfew period, the ankle tag is required to be within an appropriate range of the monitoring box, otherwise the box would recognise the absence of the tag as a breach of the curfew.
- 7.3 The advent of mobile telephone technology and Global Positioning Satellite (GPS) technology that is portable and wearable has made the need for a monitoring box redundant. Furthermore, the technology presents opportunities whereby the offender can be monitored wherever they go and is not limited to the range of the monitoring box during curfew hours. This allows the technology to be used to not only monitor curfew requirements but also the movements of offenders, including their compliance with

geographical restrictions. Tags can be deployed by courts and parole boards in appropriate circumstances. The scheme is funded by the Ministry of Justice and the fitting, removal and monitoring of tags is managed by a privately funded monitoring company.

- 7.4 The use of GPS tagging is a national programme and police forces across the country have been asked by the Ministry of Justice to agree to the use of this tagging as an alternative to court remand in suitable 'low-risk' cases. This is currently subject to discussion within the Constabulary.
- 7.5 Before any implementation, processes need to be put in place throughout the force to manage those who breach their tagging conditions.
- 7.6 Whilst this is considered as an option suitable for 'low-risk' cases, there is some concern regarding the incorrect identification or inappropriate deployment of tags. Following a breach for court bail the monitoring company undertake to inform the police within 60 minutes. Breaches for all other orders will be notified to the responsible agency (e.g. probation service) on the same day (for breaches prior to 3pm) or before 10am on the day after (for breaches after 3pm). A risk has been identified regarding inappropriate deployment of tags (for higher risk offenders) and the potential implications for protecting vulnerable victims. This has been highlighted at a national level by the National Police Chief Constable's Council (NPCC) lead for Electronic Monitoring.
- 7.7 The project represents some considerable opportunities for policing. It will allow the location of tagged suspects to be identified if they are suspected of committing a further crime (by application to the monitoring company). Positive results can be used in evidence for further offending and negative results will allow an individual to quickly be discounted from an enquiry, saving police investigative time. Some research evidence demonstrates that tagging can have an effect in moderating potential offenders' behaviour, thereby reducing further offences.
- 7.8 When the court alternative to remand process is agreed and rolled out in the county, investigating officers will be able to apply to the courts for GPS based conditions. These may include curfews and restrictions on movements, such as banning offenders from particular areas. Such bans could include an area around a victim's or potential victim's address, or areas could be more generic such as children's playgrounds or schools where a suspected sex offender is being managed in the community. This provides greater control over the behaviour of relevant individuals.
- 7.9 A polygraph is a device used as part of an interview procedure and measures a number of responses from an individual which can include blood pressure, breathing rate and sweat production.

- 7.10 Current National Police Chiefs Council policy supports the use of the polygraph tactic as a contributor to the risk assessment process when evaluating the potential risk an individual might present. This tactic is considered of significant benefit in assisting in the development of advanced risk assessment processes and is already used elsewhere in the criminal justice system.
- 7.11 Over the last four years six UK forces have adopted the tactic. In the Summer of 2018 Norfolk Constabulary scoped the potential to be an earlier adopter of the technology within the management programme for registered sex offenders. At the time of writing a further four forces are also looking to introduce polygraph as part of their own risk assessment programmes.
- 7.12 It is important to stress that the polygraph tactic is just one of a number of options available within the sex offender risk management process. At this time the test is voluntary. All registered sex offenders are invited to participate into the polygraph test except those managed by the Probation Service. Probation have their own management processes which can include mandated polygraph testing as part of an individual's licensing requirements.
- 7.13 There are benefits for an individual engaging with the programme. Should the test indicate a truthful testimony it can lead to a reduction in the risk level which in turn can lead to a more proportionate management plan.
- 7.14 If an individual doesn't engage they will still be subject to the existing rigorous risk review process. The refusal itself may generate a higher risk outcome which would lead to a more intrusive risk management plan.
- 7.15 The Norfolk Constabulary polygraph test is an involved process divided into three phases. Phase one is a pre-test. This takes around an hour to complete and is designed to place the individual at ease and minimise the potential for distractions. The second phase is the test itself. The individual will be briefed on the questions they will be asked beforehand as surprise questions generate their own responses which can affect the validity of the result. The final phase is a discussion with the individual arounds the results where any significant findings can be explored in greater detail.
- 7.16 The University of Kent is currently conducting a study around the use and effectiveness of the polygraph. It is anticipated they will publish their findings on the 13th November. The Constabulary will then consider whether this may identify further opportunities to utilise the device and its results.
- 7.17 An initial budget of £48,000 was identified to fund equipment and training. Norfolk Constabulary has initially trained three members of staff who work within the Public Protection Unit to form the Polygraph Team. They attended an 11-week course in Shipley in January 2019. All three passed the course and are now members of the American Polygraph Association,

meaning they have in effect an industry standard qualification and receive continued professional development each year.

- 7.18 Norfolk has purchased three portable polygraph kits which comprise of a stand-alone lap-top and webcam linked up to a bespoke sampling kit which is then attached to the individual for the purposes of administering the test. Each kit cost in the region of £5000.
- 7.19 The polygraph test was formally introduced into Norfolk safeguarding procedures from April 2019.
- 7.20 Since their introduction the Polygraph Team have made a significant contribution to the risk assessment processes. To date 116 individuals have consented to and undergone the polygraph test. Data is shared across participating forces indicating that Norfolk is one of the most active users of the tactic in the country.
- 7.21 In 74% of polygraph tests police will collect information that assists in the update of a risk assessment. This has led to further safeguarding considerations or further engagement with the individual around their behaviour and habits.
- 7.22 So far of the potential 181 referrals for testing 65 individuals have refused to take part.
- 7.23 In nine cases the team's work and analysis has led to direct positive interventions that have safeguarded children. These responses have included such actions as the disclosure of an individual's previous convictions to better inform those they are associating with.

APPENDIX 1

EXAMPLE OF A PAST FUNDING REPORT FOR THOSE ORGANISATIONS WHO SUPPORT VICTIMS OF CRIME – VIOLENCE AGAINST WOMEN AND GIRLS



OFFICE OF THE POLICE & CRIME
COMMISSIONER FOR NORFOLK

Tampon Tax Fund

Prepared by **Elizabeth Avery**

of **Office of the Police & Crime Commissioner for Norfolk**

All Funds

[Tampon Tax Fund 2019/20](#)



Fund ID:	S42833
Status:	Open for Applications
Last updated:	29/11/2018

Large grants are available for charitable, benevolent and philanthropic organisations from across the UK that are working with disadvantaged women and girls in the UK.

Fund Information

Funding body:	Department for Digital, Culture, Media and Sport (DCMS)
Maximum value:	Discretionary
Application deadline:	20/01/2019

Background

In the Autumn Statement 2015 the Chancellor announced the Tampon Tax Fund, which will allocate funds generated by VAT on sanitary products to projects that improve the lives of disadvantaged women and girls across the UK.

Objectives of Fund

The funding is for projects which address one of the following categories:

- Violence against women and girls.
- Female homelessness and rough sleeping.
- Women in music.
- General programme (for which the Government has identified a number of sub-themes).

Value Notes

There is £15 million for the current fund which covers 2019-20.

The minimum grant is £1 million. There is no maximum level of grant.

The grant must represent more than 50% of the applicant's collective annual income.

Grants may be for one-or-two-year projects, with a maximum of two years up until 31 March 2021.

Match Funding Restrictions

The funders welcome applications that aim to use tampon tax funding to leverage additional resources, and therefore include an element of match funding.

Who Can Apply

Individual, and formal consortia of, charitable, benevolent and philanthropic organisations based and working in the UK can apply.

This includes:

- Registered charities.
- Charitable Incorporated Organisations.
- Community Interest Companies (registered at Companies House or CIC regulator).
- Co-operatives that can provide their governing documents.
- Independent Provident Societies that can provide their governing documents.
- None of the above but the organisation has a formal constitution (set of rules) or governing document which shows its objectives and management structure.

Individual organisations do not need to have a national remit but must demonstrate how proposed activities will be delivered across a number of regions or, where possible, more than one of England, Scotland, Wales and Northern Ireland.

The funders are particularly interested in receiving applications from organisations whose projects include making onward grants to other charitable organisations (as a way of utilising existing expertise in the sector, increasing geographical reach, and improving impact).

Location

UK

Terms and Conditions

Standard terms and conditions apply and these will be made available during the application process.

Restrictions

The following are not eligible for funding:

- Academic research
- Appeals
- Arts - unless projects can demonstrate significant benefit in terms of social inclusion
- Campaigning and awareness raising
- Capital projects -or items of capital expenditure which exceed the lead organisation's capital de minimis.
- Continuation of projects already in receipt of Tampon Tax Funds.
- Core costs -- other than for those directly related to the project
- Debts or loans
- Fees for professional fundraisers
- Individuals
- Organisations that are mainly fundraising bodies
- Party political organisations
- Projects outside the funding priorities
- Promotion of religious beliefs

- Rapid response to emergency situations
- Retrospective funding
- Schools, colleges and hospitals
- Services run by statutory or public authorities (see note)
- Vehicles
- Advocacy and lobbying.

Eligible Expenditure

The funding is for projects that focus on one of the following categories:

Violence against Women and Girls - Applications will be considered from organisations that support women and girls affected by or at risk of violence or abuse. This includes domestic violence and abuse, sexual violence, so-called 'honour-based' violence, stalking and prostitution and sex work, and applications are encouraged from consortia that cover multiple crime types. Projects should include early intervention and prevention of VAWG crimes, as well as victims' services. Proposals must provide **additional activity** not currently within mainstream provision. This can be through:

- Providing new services not currently commissioned locally or nationally.
- New approaches to existing services already provided.
- Improving understanding and response to violence and abuse of women and girls, such as through research or capability-building projects.
- Responding to new challenges, such as those posed through new technology.

Bids also must demonstrate how they align with and support the delivery of the Government's VAWG Strategy, in particular one of the following:

- Preventing Violence and Abuse - supporting professionals to identify the earliest signs of abuse, and prevent abusive behaviour from becoming entrenched, as well as through encouraging victims to come forward and seek help.
- Provision of Services - keeping victims safe and providing the right support at the right time, including through effective responses to perpetrators.
- Partnership Working - to ensure that services are flexible and responsive to the victim's experience, through close working between specialist support organisations and making the links to wider vulnerability, including child sexual abuse and exploitation, substance misuse, or gang exploitation.

Homelessness and rough sleeping - Applications will be considered from organisations that support women who are homeless or rough sleeping or at risk of homelessness and rough sleeping. This includes women who are 'hidden homeless', hard to reach or in insecure accommodation. Applications may use multidisciplinary approaches or have a focus on early intervention and prevention. Projects should work to improve understanding of, and build the evidence base of good practice for women who are homeless or rough sleeping, or at risk of doing so; demonstrate how they will align with and support the delivery of local homelessness priorities; and address how they will support women away from rough sleeping or prevent them from doing so in the first place. Proposals should provide additional activity not currently within mainstream provision. This can be through:

- Providing new services not currently commissioned locally or nationally.

- New approaches to existing services already provided.
- Expanding access to existing services to new groups of clients.

Music - Applications will be considered for projects that will improve the lives of vulnerable, disadvantaged or under-represented women and girls through the use of music. All proposals that evidence a clear need for, and offer activities based around, music to address issues affecting vulnerable, underprivileged or under-represented women and girls in the UK will be considered. The following project areas will be prioritised:

- Using music to promote better mental health and wellbeing for individuals.
- Providing access to instruments and equipment and space for vulnerable, disadvantaged or under-represented women and girls for free or for minimal cost.
- Offering community-based provision of musical groups/choirs.
- Promoting better mental health for female artists/musicians in the workplace.
- Offering new innovations and technological solutions, which enable disabled women and girls the opportunity to participate in making music.
- Providing alternative pathways to careers in the music industry for under-represented women and girls.
- Using music as therapy.

General programme - Applications will be considered from organisations working to improve the lives of disadvantaged or under-represented women and girls. As an indication, the work may be in the following areas (this is not an exhaustive list) and proposals that address other issues will be considered:

- Alcohol and drug abuse.
- BAME services.
- Education and employment.
- Engaging excluded and vulnerable women through sport.
- Female offenders.
- Gender equality.
- LGBTQI specific services.
- Multiple complex needs.
- Older women.
- Period poverty.
- Women with disabilities.
- Women with learning disabilities.

How To Apply

The deadline for the 2019/20 round is 20 January 2019 (midnight).

The guidance notes and the application form can be found on the GOV.UK website.

The completed application form should be submitted by email to ttf@culture.gov.uk.

Payment Procedure

Payment is made in arrears and can only be paid in advance by exception.

Useful links

[GOV.UK - Tampon Tax Fund 2019/20](https://www.gov.uk/government/publications/tampon-tax-fund-application-form-2019-2020-funding-round)

<https://www.gov.uk/government/publications/tampon-tax-fund-application-form-2019-2020-funding-round>

Addresses and contacts

For further information on how to obtain this grant locally, please contact the following:

Enquiries

Department for Digital, Culture, Media and Sport (DCMS)

100 Parliament Street

London

SW1A 2BQ

Tel: 020 7211 6000

E-Mail: ttf@culture.gov.uk

[Calls and deadlines](#)

Information on future calls is indicative only and may be subject to change.

2019 Deadline

Application start date:	29/11/2018
Application end date:	20/01/2019

Complaints Policy Sub Panel

Report from the Chairman of the Sub Panel, Air Commodore Kevin Pellatt

The Panel is asked to consider an update from the Complaints Policy Sub Panel and agree the refreshed Terms of Reference, attached at Appendix 1 of this report.

1. Background

- 1.1 In July 2014 the Government announced a review of the entire police complaints system, including the role, powers and funding of the Independent Police Complaints Commission (IPCC) and the local role played by Police and Crime Commissioners (PCCs). The proposed reforms form part of the Policing and Crime Act 2017.
- 1.2 It was agreed that a Sub Panel should be established to keep under review the development of a local model for managing police complaints, changes to the handling of PCC conduct complaints, and the likely local impact on both the PCC's and the Police and Crime Panel's (PCP's) resources.
- 1.3 The Panel endorsed the Terms of Reference for this Sub Panel at its meeting in July 2019 and appointed the following members: Cllr Sarah Bütikofer, Cllr Michael Edney, Mr Peter Hill, Air Commodore Kevin Pellatt (re-elected Chairman for 2019-20), and Cllr Mike Smith-Clare.

2. Information reviewed by the Sub Panel

- 2.1 The Sub Panel met on 7 November 2019, to consider a progress update on the implementation of police integrity reforms. A summary of the information reviewed is set out below, for the Panel to consider.

Policing and Crime Act 2017 – police complaints and disciplinary systems

- 2.2 We have previously reported that implementation of the complaints and discipline reforms (Phase 3) is primarily reliant on the production of revised regulations and statutory guidance. Once the reforms are implemented, PCCs will become the review body for policing complaints. PCCs may also seek to take on other aspects of the policing complaints function. Both Norfolk and Suffolk PCCs have indicated their intention to adopt the mandatory oversight model.
- 2.3 The Sub Panel noted that the Office of the Police and Crime Commissioner for Norfolk (OPCCN) continues to work to advice from the Home Office, that they should expect Regulations to come into force at the end of January/early February 2020, at which point PCCs will assume their enhanced role. OPCCN is therefore working to a 'go live' date of 1 February 2020, with all new reviews

being handled by the OPCCN from that date. Norfolk Constabulary's Professional Standards Department (PSD) will continue to handle existing appeals that were being investigated at the point of the new legislation coming online (historic cases will still be referred to as appeals to avoid confusion).

- 2.4 OPCCN continues to liaise closely with colleagues in Suffolk OPCC and is in the process of agreeing draft policies and procedures for the handling of reviews. This will include a service level agreement with the Joint Professional Standards Department
- 2.5 Draft Regulations and guidance have been shared at practitioner level and national training for local policing bodies has been delivered. Work is also well underway on the development of mandatory performance reporting metrics to the Independent Office for Police Conduct (IOPC) on the number of reviews and outcomes handled by Local Policing Bodies. This information will be used to inform briefing papers to the Norfolk Police and Crime Panel and dovetail into a new performance framework for the next Police and Crime Plan post May 2020.
- 2.6 As part of OPCCN's ongoing work to enhance the levels of transparency, a review is being undertaken of its website content on complaints management and the new process for handling reviews. When complete, the Sub Panel will ensure that Norfolk PCP's webpage is updated to clearly signpost members of the public to this information.

Police super-complaints

- 2.7 In respect of the 3 police super-complaints that have been submitted to Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services, the Sub Panel noted that investigations are either scheduled or being undertaken. At the time of writing this report no outcomes have been published. The 3 super - complaints are as follows:
 - 1. December 2018 - from Liberty and Southall Black Sisters, which concerns police data sharing for immigration purposes.
 - 2. March 2019 - from The Centre for Women's Justice, with concerns that the police are systematically failing to protect victims of domestic and sexual violence.
 - 3. March 2019 - from Hestia (a charity which delivers services for adults and young people in crisis, across London and the surrounding regions), with concerns that some police officers are not reporting cases of modern slavery to the Home Office and that a failure to sensitively handle cases of modern slavery is discouraging victims across England and Wales from supporting criminal investigations against their exploiters.

Independent Members and Legally Qualified Chairs

- 2.8 PCCs are required to maintain a list of independent persons to sit on police misconduct hearings and nominate persons to serve as Legally Qualified Chairs (LQCs) of police misconduct panels. This is managed through an eastern region arrangement between PCCs and is serving Norfolk well. The Sub Panel noted that recent recruitment for these positions has been successfully completed and

a list of 37 members secured - 13 Independent Members and 24 Legally Qualified Chairs (LQCs). Training will be delivered in March 2020 and will also include a session on the new police integrity reforms.

PCC conduct complaints

- 2.9 As previously reported, the Home Office has indicated it intends to progress the implementation of new Regulations this year, which will give PCPs greater investigatory powers in relation to PCC conduct complaints. No further progress has been made since our last report. The Sub Panel will keep this under review and recommend any necessary amendments to our local procedure in due course.
- 2.10 The Sub Panel discussed the management of PCC conduct complaint records, and the effects of our delegating the initial handling of these complaints to OPCCN. OPCCN has undertaken to seek further advice on this matter from the Independent Office for Police Conduct, as part of ongoing discussion in relation to police integrity reforms.

3. Sub Panel Terms of Reference

- 3.1 This Sub Panel was originally established as a task and finish group, to monitor the development of police integrity reforms and their implications. During the time it has taken to progress this legislation, the value of maintaining a small group of members with expertise in complaints matters (both relating to the implementation of reforms and PCC conduct complaints) has become increasingly clear. We recommend that the Panel agrees the refreshed Terms of Reference, attached at **Appendix 1** of this report.

4. Action

- 4.1 The Panel is asked to consider an update from the Complaints Policy Sub Panel and agree the refreshed Terms of Reference, attached at Appendix 1 of this report.



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Complaints Policy Sub Panel

Terms of Reference

1. Role and Purpose of the Complaints Policy Sub Panel

The Complaints Policy Sub Panel is a permanent working group of the Norfolk Police and Crime PCP (PCP), with membership agreed annually at the PCP's Annual Meeting.

The Sub Panel's purpose is to: ensure that the PCP has a pool of nominated Members with a specialist knowledge on complaints matters who can advise the Panel accordingly; maintain oversight of the PCP's procedure for handling Police and Crime Commissioner (PCC) conduct complaints; monitor OPCCN's implementation of the Police Integrity Reforms set out in the Policing and Crime Act 2017.

2. Scope of the Complaints Policy Sub Panel

Objectives:

- To ensure that the PCP has a pool of nominated members who are able, with the appropriate support, to handle PCC conduct complaints.
- To ensure that the PCC conduct complaint procedure continues to meet the requirements of legislation, statutory guidance and reflects good practice.
- To monitor the implementation of Police Integrity Reforms by OPCCN, set out in Policing and Crime Act 2017, and:
 - ensure the PCC is delivering their new police complaints review body function;
 - consider a regular update on police super-complaints;
 - consider a regular update on police misconduct hearings. By reviewing whether any patterns are evident in either the origin or outcome of these hearings, the Panel could support the PCC through identifying training needs for either the Constabulary or misconduct panels themselves.

3. Method

The working group will meet approximately four times per year, with additional meetings scheduled as required should new legislation or guidance be published.

As a working group of the Panel, meetings will not usually be held in public, and access to information rules for the public will not apply to these meetings.

4. Membership

Membership for the year is determined during the Annual General Meeting, where Members can volunteer for nomination to the working group, with the final membership agreed by the full PCP. The working group shall be made up of five members. All members of the PCP are eligible for membership and the working group should, where possible, seek to be a cross party group. The working group may also invite representatives of the OPCC or other expert advisers to attend meetings to provide advice, but these members will not be full members of the working group.

5. Outcomes

The Chairman will provide regular reports, including any recommendations, to the formal meetings of the Panel.

Background

The PCP is responsible for handling conduct complaints made against the Police and Crime Commissioner for Norfolk, and for informally resolving non criminal complaints, as well as complaints or conduct matters that are referred back to the Panel by the Independent Office for Police Complaints.

Further information about the process can be found online:

<https://www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/partnerships/crime-and-disorder-partnerships/police-and-crime-panel>

Information bulletin – questions arising to the PCC

Suggested approach from Jo Martin, Democratic Support and Scrutiny Team Manager

This information bulletin summarises for the Panel both the decisions taken by the Police and Crime Commissioner for Norfolk (PCC) and the range of his activity since the last Panel meeting.

1. Background

- 1.1 The Police Reform and Social Responsibility Act 2011 describes the Police and Crime Panel's role as including to "review or scrutinise decisions made, or other action taken, by the PCC". This is an opportunity for the Panel to publicly hold the Police and Crime Commissioner for Norfolk (PCC) to account for the full extent of his activities and decisions since the last Panel meeting.

2. Summary of the PCC's decisions and activity since the last Panel meeting

- 2.1 A summary of both the decisions taken by the PCC and the range of his activity since the last Panel meeting are set out below.

a) Decisions taken

All decisions made by the PCC are recorded and published on his website. Decisions made by the PCC, up until 12 November 2019, are listed at **Annex 1** of this report.

b) Items of news

Items of news, covering the PCC's activity and including the key statements he has made, are recorded and published on his website. A summary of those items published up until 12 November 2019, are listed at **Annex 2** of this report.

c) Police Accountability Forum meetings

Agendas for these meetings are published on the PCC's website. Items discussed at the most recent Police Accountability Forum meeting are set out at **Annex 3** of this report.

d) Norfolk and Suffolk Collaboration Panel meetings

Suffolk Constabulary is Norfolk's preferred partner for collaboration. The two forces have been collaborating for over five years, and that partnership is credited for having yielded significant savings for both Constabularies. An extensive programme of collaborative work has already delivered several joint

units and departments in areas such as major investigations, protective services, custody, transport and IT.

The PCC meets with Suffolk's Police and Crime Commissioner, Tim Passmore, and the Chief Constables of both counties to monitor collaborative work between the two forces. These meetings are planned to be held in public every other month, with the venue alternating between Norfolk and Suffolk, and agendas are published on the PCC's website. Items discussed at the most recent Collaboration Panel meeting are set out at **Annex 4** of this report.

- e) Other out-of-county activity between 19 September 2019 and 20 November 2019:

Date	Activity
22 October 2019	7 Force Summit Meeting, Essex.

- f) Audit Committee

The Audit Committee is independent of the PCC and Norfolk Constabulary. The Committee considers the internal and external audit reports of both the PCC and the Chief Constable and provides advice on good governance principles and appropriate risk management arrangements. Items discussed at the most recent meetings are set out at **Annex 5** of this report.

- g) PCC response to inspections of Norfolk Constabulary published by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)

The PCC has published a response to the HMICFRS joint inspection report of how the police and the Crown Prosecution Service respond to crimes against older people. This is attached at **Annex 6** of this report.

3. Suggested approach

- 3.1 The PCC has been invited to attend the meeting to respond to your questions and will be supported by members of staff.

4.0 Action

- 4.1 The Panel is recommended to put questions to the PCC, covering the areas at paragraph 2.1 of this report, to publicly hold him to account for the full extent of his activities and decisions since the last Panel meeting.



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PCC's Decisions

Commissioned Services – Support Victims and Reduce Vulnerability

Pandora Project Grant Extension

Decision 2019-52

The PCC has agreed to extend the allocation of funding to the Pandora Project to deliver domestic abuse services across West Norfolk, for a short-term period of four months. Services to provide support to victims of domestic abuse for the county will be going out to tender and are scheduled to start 1 August 2020. To avoid a gap in provision or putting current service users at risk, this grant will be extended to align with the full tendering exercise.

Norfolk Constabulary Restorative Justice Initiative

Decision 2019-57

The PCC adopted the business case for the Norfolk Constabulary Restorative Justice Initiative. OPCCN is obligated to provide victims of crime with access to a Restorative Justice (RJ) Service. This responsibility comes under the Code of practice for Victims and states that PCCs must provide information on RJ and how to access it. Norfolk Constabulary currently has a contract with Victim Support which provides a limited RJ offering across the county. In addition to this, funding is currently in place for an RJ Advisor within the force. The investment in this service utilising staff will provide a greatly enhanced RJ offering within the county. Additionally it will provide the foundations for a genuine culture shift within the constabulary utilising influencers at a local level to demonstrate the value and impact of RJ approaches.

Norfolk and Suffolk Victim Care Service – Appointment of Provider

Confidential Decision 2019-59

The PCC authorised the Chief Executive to enter into a contract for the provision of the Norfolk and Suffolk Victim Care service.

Child Exploitation – third sector development funding

Decision 2019-60

The PCC agreed to fund Momentum for a period of one year to engage with and provide training and support to voluntary and community sector organisations working with children at risk of criminal exploitation. Norfolk's crime profile has been influenced by the influx of County Lines linked offending and wider changes in the way crime is committed. Violence and the threat of violence are used by County Lines gangs in the criminal exploitation of vulnerable people, as identified in Norfolk Constabulary's crime profile assessment. County Lines has been linked to the criminal exploitation of children and therefore the influx of county lines necessitates measures to prevent the criminal exploitation of young people locally. The OPCCN received funding from the Home Office to respond to serious violence locally and part of this bid is to support the development of the voluntary and community sector to increase skills and capacity amongst existing providers to work with those young people vulnerable to county lines exploitation. This support will be provided by Momentum, which is part of Voluntary Norfolk, and already works with voluntary and community sector organisations supporting children and young people across the county.

Detached youth work project funding

Decision 2019-61

The PCC agreed to fund a one-year pilot to test the efficacy of detached youth work in identifying and reducing the risk of child exploitation. The OPCCN received funding from the Home Office to respond to serious violence locally and part of this bid was to deploy detached youth workers in the greater Norwich area to engage with young people at risk, build relationships, undertake positive activities and strengthen their resilience to exploitation. The detached youth work team will be managed and operated by Norfolk County Council Children's Services for a period of twelve months as an integral part of the Multi Agency Child Exploitation approach being developed in the county. The service will be subject to a full evaluation by the Home Office and OPCCN.

Commissioned Services – Prevent Offending

Extension of service provision of the WONDER+ Programme

Decision 2019-58

The PCC supported the revised term of contract delivery for the WONDER + programme. The WONDER+ scheme is a Whole System Approach (WSA) to rehabilitating female offenders and supporting women at risk of offending, funded by the Ministry of Justice, Norfolk Police and Crime Commissioner, Norfolk County Council Public Health and the Norfolk and Suffolk Community Rehabilitation Company (NSCRC). The WONDER+ scheme commenced on the 1 March 2018 and will cease operation on the 31 January 2021. Following a review of the service and budget, there is a financial underspend which will allow for the service to be delivered until 31 March 2021.

Estates

Bowthorpe Police Station – Site sale

Confidential Decision 2019-53

The PCC approved the sale of the former Bowthorpe Police Station.

Holt & Reepham Fire Station Works – New Building Tender

Confidential Decision 2019-54

The PCC approved the tender submission.

Hurricane Way – Lease Renewal

Confidential Decision 2019-55

The PCC approved the new lease.

Badger House – New Lease

Confidential Decision 2019-56

The PCC approved the new lease of Badger House.

Further detail about each decision can be viewed on OPCCN's website at the following address:

<http://www.norfolk-pcc.gov.uk/transparency/decisions>

Alternatively, Panel Members can request this information in hard copy by contacting the Committee Officer.

Summary of the PCC's activity

Students' films aim to help young people see the chains of domestic abuse

Four powerful short films highlighting different forms of domestic abuse are to be shown to young people across Norfolk thanks to work by students at City College Norwich, back by the OPCCN.

2 October 2019

PCC cautiously welcomes Government announcement of 20,000 new police officers

Norfolk's Police and Crime Commissioner (PCC) Lorne Green has cautiously welcomed the announcement from the Government on the recruitment of 20,000 new police officers.

10 October 2019

Norfolk's PCC has pledged to do all he can to continue to tackle domestic abuse in the county

PCC Lorne Green highlighted his commitment to tackling domestic abuse as he delivered a speech at the Domestic Abuse Conference organised by Leeway in Norwich.

11 October 2019

PCC speaks at candlelight vigil in support of Hate Crime Awareness Week

Police and Crime Commissioner Lorne Green joined partners and members of the public at a special candlelight vigil to remember those who have been affected by hate crime in the county.

16 October 2019

PCC responds to latest recorded crime statistics

Norfolk's PCC Lorne Green has released a statement in response to the publication of the latest recorded crime data by the Office for National Statistics (ONS) for England and Wales.

17 October 2019

Project which helps rehabilitate prisoners while re-homing dogs proves a success

An initiative which helps to rehome dogs while improving the well-being and mental health of prisoners has been hailed a success in the county thanks to funding from Norfolk's PCC.

22 October 2019

PCC-funded scheme praised for giving offenders a second chance at life

"It was the difference between life and death" is how one former prisoner has described a PCC-funded scheme which helps those leaving prison to turn their lives around.

23 October 2019

PCC praises choir which supports those affected by domestic abuse

Norfolk's Police and Crime Commissioner met with members of a very special choir to hear how a charity which supports people affected by domestic abuse, has helped turn their lives around.

30 October 2019

New contract sets out future of Norfolk and Suffolk Victim Care service

The PCCs for Norfolk and Suffolk have awarded Victim Support a new three-year contract to help victims of crime cope and recover from what they have experienced.
5 November 2019

Project supporting female offenders shortlisted for national award

The WONDER project, which helps female offenders address the root causes of offending behaviour, has been shortlisted for a Community Award by the Howard League of Penal Reform.
5 November 2019

Latest PCC annual report published

Norfolk's PCC, Lorne Green, has published his latest annual report which provides an overview of progress made against the county's Police and Crime Plan from 1 April 2018 to 31 March 2019.
6 November 2019

Policing under the spotlight at PCC accountability meeting next week

Policing in the county will once again come under the spotlight as Norfolk's PCC holds his regular Police Accountability Forum with the Chief Constable.
8 November 2019

Further details about each of the news items can be viewed on OPCCN's website at the following address:

<http://www.norfolk-pcc.gov.uk/latest-news>

List of items discussed at the most recent Police Accountability Forum meetings

Date: 24 September 2019	
Subject	Summary
Public agenda	
Police and Crime Plan Theme: Good Stewardship of Taxpayers' Money	<p>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.</p> <ol style="list-style-type: none"> 1. The report provides a high-level financial overview of the Constabulary Revenue and Capital Budgets for the current year, 2019/20. 2. A high level update on the Estates Programme is included. 3. The Performance Metrics for Good Stewardship of Taxpayers' Money are also included <p>Recommendation: The PCC is asked to note the report.</p>
Police and Crime Plan Theme: Support Rural Communities	<p>This report outlines the Constabulary's progress on elements of the Strategic Policing Objectives for Priority 2: Support Rural Communities, as set in the Office of the Police and Crime Commissioner for Norfolk's (OPCCN) Police and Crime Plan 2016-2020. This report focuses particularly on the Raise the Alarm Scheme for Norfolk Churches. The Performance Metrics for Support Rural Communities are also included.</p> <p>Recommendation: The PCC is asked to note the report</p>
Police and Crime Plan Theme: Improve Road Safety	<p>This report outlines the Constabulary's progress on elements of the Strategic Policing Objectives for Priority 3: Improve Road Safety, as set in the Office of the Police and Crime Commissioner for Norfolk's (OPCCN) Police and Crime Plan 2016-2020. This report focuses particularly on Operations Moonshot and Showdown.</p> <p>Recommendation: The PCC is asked to note the report</p>
Emergency Services Collaboration Group Update	Oral update
Emerging Operational/Organisational Risks	Oral update

Date: 12 November 2019	
Subject	Summary
Public agenda	
Police and Crime Plan Theme: Good Stewardship of Taxpayers' Money	<p>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.</p> <ol style="list-style-type: none"> 1. The report provides a high level financial overview of the Constabulary Revenue and Capital Budgets for the current year 2019/20. 2. A high level update on the Estates Programme is included. 3. The Performance Metrics for Good Stewardship of Taxpayers' Money are also included. <p>Recommendation: The PCC is asked to note the report.</p>
Police and Crime Plan Theme: 'Support Victims and Reduce Vulnerability	<p>The report outlines an update on fraud and fraud investigation including the work of the "Specialist Capability Team".</p> <p>Recommendation: The PCC is asked to note the report.</p>
Police and Crime Plan Theme: 'Deliver a Modern and Innovative Service'	<p>The report outlines the Constabulary's adoption of polygraph technology and its integration into the risk assessment management process.</p> <p>Recommendation: The PCC is asked to note the report.</p>
Emergency Services Collaboration Group Update	Verbal update.
Emerging Operational/Organisational Risks	Verbal update.

Public question and answer sessions: The next session is due to take place at 6pm on Tuesday 19 November 2019 at The Carnegie in Thetford.

The next PAF meeting is due to take place on 28 January 2020 – Filby Room, Building 1, Norfolk Constabulary, Jubilee House, Falconers Chase, Wymondham, Norfolk, NR18 0WW.

The public reports can be viewed on the OPCCN's website at the following address, under "Transparency/Document Store":

<http://www.norfolk-pcc.gov.uk/police-accountability-forum/>

Alternatively, Panel Members can request hard copies by contacting the Committee Officer.

List of items discussed at the most recent Norfolk and Suffolk Collaboration Panel meeting

The Collaboration Panel last met on 8 February 2017, and items discussed were reported to the PCP at its 4 April 2017 meeting.

The next meeting is yet to be scheduled.

The public reports can be viewed on the OPCCN's website at the following address, under "Transparency/Document Store":

<http://www.norfolk-pcc.gov.uk/transparency/accountability/collaboration-panel/>

Alternatively, Panel Members can request hard copies by contacting the Committee Officer.

List of items discussed at the most recent Audit Committee meetings

Date: 22 October 2019	
Subject	Summary
Public agenda	
Annual Audit letter for the year ended 31 March 2019	<p>To consider the annual audit letter.</p> <p>Recommendation: To note the report.</p>
Internal Audit	<p>To consider the following reports from the Head of Internal Audit (TIAA):</p> <ul style="list-style-type: none"> • 2019/20 Plan Update – Audit Progress Report • 2019/20 Follow Up Review <p>Recommendation: The Committee is invited to recommend the Statements of Accounts and the Annual Governance Statement for signature by the PCC and Chief Constable.</p>
Draft Annual Audit Committee Report	To consider the draft report.
Audit Committee Self Assessment and Action Plan	To consider the self-assessment and action plan.
Forward Work Plan	To consider the forward work plan.
Private agenda	
Strategic Risk Register Update	Report from Chief Executive and Chief Constable – OPCCN and Norfolk Constabulary, not published.
Response to Local Audit Review Consultation	Draft response, not published.
Update on Transport Investigation	Verbal update.

The Audit Committee is due to meet next at 2pm on 14 January 2020.

The public reports can be viewed on the Commissioner's website at the following address, under "Transparency/Document Store":

<http://www.norfolk-pcc.gov.uk/spend/audit-committee/>

Alternatively, Panel Members can request hard copies by contacting the Committee Officer.



Norfolk Police and Crime Commissioner (PCC) response to inspections of Norfolk Constabulary published by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)

Section 55 of the Police Act 1996 (as amended by section 37 of the Policing and Crime Act 2017) requires local policing bodies to respond to recommendations in inspectors reports within 56 days

Inspection Title:	The Poor Relation: The police and CPS response to crimes against older people
Date Published:	17 th July 2019
Type of Inspection:	National Inspection

KEY FINDINGS:

In 2018/19, Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) and Her Majesty's Crown Prosecution Inspectorate (HMCPsi) conducted a joint inspection of how the police and Crown Prosecution Service (CPS) respond to crimes against older people. The UK has an ageing population and although older people are not by definition vulnerable, studies show that as a group they are more likely to be affected by the physical and mental challenges of attending court to give evidence and are more likely to fear being the victims of crime compared to people in other age groups. HMICFRS and HMCPsi inspected six forces (Norfolk wasn't part of this inspection) and Britain Thinks conducted qualitative research by speaking to older victims of crime living across England and Wales.

In July 2019, HMICFRS and HMCPsi published a joint report which, for the first time, looks at the nature and extent of problems affecting older people within the criminal justice system, concentrating on crimes of abuse and exploitation (including financial). Their report, ["The poor relation: The police and CPS response to crimes against older people"](#), found that older people who have been victims of crime are often let down by the police and wider criminal justice system which does not always understand their needs and experiences. The report found that the police have only a "superficial understanding" of the nature and extent of crimes against older people, which often results in a poorer service to older victims. The two inspectorates also found that the police and CPS lacked any joint cohesive and focused strategy to deal with older victims of crime. The report praises the work of police officers in their initial dealings with older victims of crime, including attending promptly to reports of crime from older victims, but found that afterwards officers struggled to deal some of the complex needs of older people.

This means that:

- Older people were not always properly safeguarded
- Referral to victim support services for older people is too inconsistent
- Older people were not always offered the support of intermediaries, or helped to give their best evidence, for example by video-recording their evidence or using hearing loops.

As a result of the inspection, a series of recommendations aimed at improving responses to older victims of crime and vulnerable adults were made, some of which refer specifically to the police.



Cause of concerns

- The police don't consistently assess the needs of victims as set out in the relevant codes of practice and so the needs of victims aren't always met.
- Chief constables don't understand well enough the current demand for adult safeguarding arrangements, and haven't considered the likely future demand and the implications for forces.
- Some victims may not be receiving support services, and some support services don't work as well as they could. This is because the police don't always refer victims when they should, support services don't have ready access to police information, and witness care arrangements are sometimes provided separately.
- Some adults who need safeguarding are being put at risk because the police aren't always referring cases to partner organisations, and there are no effective measures to ensure that referrals have been made.

Recommendations

- Within six months, chief constables should make sure that victim needs assessments are always completed.
- Within three months, chief constables should conduct analysis of the current and future demand for adult safeguarding, including the gap in knowledge that may exist from those cases where referrals aren't made because of errors or omissions. This analysis should be incorporated into force management statements (FMSs).
- Within six months, chief constables should work with police and crime commissioners and their mayoral equivalents, and other relevant organisations, to review whether victim support services can be provided in a better way.
- Within three months, chief constables should ensure that adult safeguarding referrals are always made when appropriate, with effective processes in place to make sure this happens. The NPCC lead for adults at risk should advise chief constables as to how this is best achieved.

There was also one area for improvement:

Area for improvement

- Within six months, chief constables should find good ways to assess the current demands on the police made by older people. These assessments should include a prediction of future changes in demand, account for the work of other organisations, and be incorporated into FMSs.



CHIEF CONSTABLE RESPONSE TO REPORT AND ANY RECOMMENDATIONS:

While Norfolk was not one of the forces inspected, we fully accept the recommendations made in this report which aims to ensure the needs of older victims are met consistently.

Victims are the priority in any investigation and work is already underway to better understand and improve our service to older victims. The Supporting Victims Sub Group, led by Detective Chief Superintendent Julie Wvendth, is working towards making sure victims needs are being properly assessed and that the right support is subsequently provided. The findings of this work will be used to inform decisions around future plans to progress our victim focused service.

PCC RESPONSE TO REPORT AND ANY RECOMMENDATIONS:

I note the contents of this report with both interest and concern. My office has the legal responsibility for supporting the victims of crime and as the Police and Crime Commissioner for Norfolk, which has a greater than average percentage of elderly residents, the report makes for particularly salient reading.

I was pleased that the 2018/19 Peel Assessment found that Norfolk Constabulary protects the vulnerable well. I also note that while the HMICFRS inspectors visited six forces, Norfolk Constabulary was not one of these. However, we are far from complacent in Norfolk and my office has commissioned a range of services to support victims of crime whatever their age.

I will monitor the forces adoption of the recommendations made though the existing accountability framework my office has in place.

For Office Use Only:

- ✓ Response forwarded to the Home Office
- ✓ Response forwarded to HMICFRS
- ✓ Response published on the OPCCN website
- ✓ Response forwarded to Chief Constable
- ✓ Response forwarded to Police and Crime Panel

Forward Work Programme

Date	Item	Attendees
10am, 30 January 2020, County Hall	Panel Member briefing – review of PCC’s precept proposal	
10am, 4 February 2020, County Hall	Review the PCC’s proposed precept for 2020-21 (the Panel must review and report by 8 February 2020) Police and Crime Plan performance monitoring (including commissioned services) PCC Complaints Monitoring Report Complaints Policy Sub Panel - update Information bulletin – questions arising to the PCC Forward Work Programme	Commissioner, supported by members of the Commissioner’s staff and Chief Constable
10am, 19 February 2020, County Hall	Reserve date – to review a revised precept for 2019-20, if vetoed (the Panel must review and report by 22 February 2020)	Commissioner, supported by members of the Commissioner’s staff and Chief Constable
10am, 24 March 2020, County Hall	Police and Crime Plan performance monitoring (including commissioned services) Independent Custody Visitor Scheme Annual Report Complaints Policy Sub Panel - update Information bulletin – questions arising to the PCC Forward Work Programme	Commissioner, supported by members of the Commissioner’s staff and Chief Constable

May 2020	PCC elections	
10am, 30 June 2020, County Hall	Election of Chairman and Vice-Chairman Balanced Appointment Objective Panel Arrangements and Rules of Procedure – Review Police and Crime Plan performance monitoring (including commissioned services) PCC Complaints Monitoring Report Information bulletin – questions arising to the PCC Norfolk Police and Crime Panel funding Forward Work Programme	Commissioner, supported by members of the Commissioner's staff and Chief Constable
10am, 30 September 2020, County Hall	PCC's 2019-20 Annual Report Complaints Policy Sub-Panel – Update Information bulletin – questions arising to the PCC Forward Work Programme	Commissioner, supported by members of the Commissioner's staff and Chief Constable
10am, 24 November 2020, County Hall	PCC's 2021-22 Budget Consultation Police and Crime Plan performance monitoring (including commissioned services) Complaints Policy Sub Panel - update Information bulletin – questions arising to the PCC Forward Work Programme	Commissioner, supported by members of the Commissioner's staff and Chief Constable

The identified items are provisional only. The following meetings will be scheduled only if/when required:

- confirmation hearings

PCP - Complaints Policy Sub Panel

Membership 2019-20: Cllr Sarah Bütikofer, Mr Peter Hill, Cllr Michael Edney, Cllr Mike Smith-Clare, Air Commodore Kevin Pellatt (Chairman)

Date of last meeting: 7 November 2019

Next meeting: 19 February 2019

PCP training and network events

- Eastern Region PCP Network: 20 September 2019 (Air Commodore Kevin Pellatt attended) and March 2020 (date and venue to be confirmed).
- Annual PCP conference: 19 November 2019 (Scarman House, Warwick Conference Centre), to be attended by Cllr Michael Edney and Air Commodore Kevin Pellatt.

For information

Norfolk County Community Safety Partnership Scrutiny Sub Panel – this Sub Panel meets at least annually; the last meeting took place on Monday 28 October 2019 at County Hall.

Police Accountability Forum meetings are due to take place on the following dates (details will be made available via OPCCN's website).

- 28 January 2020
- 17 March 2020

PCC public question and answer sessions – The next session is due to take place at 6pm on Tuesday 19 November 2019 at The Carnegie in Thetford.

Norfolk and Suffolk Collaboration Panel meetings are due to be held in public every other month, with the venue alternating between Norfolk and Suffolk (agendas will be made available via OPCCN's website). The next meeting is yet to be scheduled.