

NORFOLK POLICE AUTHORITY
PERFORMANCE & ENGAGEMENT COMMITTEE

1 SEPTEMBER 2011

AGENDA ITEM: 7

REFERENCE NO: PEC11/13

SERVICE DELIVERY AND PERFORMANCE MONITORING REPORT

**Joint report by the Chief Constable, Norfolk Constabulary and
Chief Executive, Norfolk Police Authority**

**Part One of this report outlines Q1 (YTD) 2011/12 performance against local and
national targets and performance indicators.
Part Two provides Members with an update on Service Delivery**

PART ONE – PERFORMANCE MONITORING

1. Performance Summary

1.1 The following data (Figure 1) relates to the key set of performance targets, which have been set by the Norfolk Police Authority for the performance year 2011/12. Further performance figures can be found within Appendix A.

Figure 1

Force Target	Description	Performance	Target	Variance	Performance	Performance	Variance
		(Year to Date)			(this quarter)	(Last year)	
Priority Crime	A reduction in crime by 1.5 % from the 2010/11 baseline.	2,839	2,842	0.3% better than target	2,839	2,889	1.7% better than last year
Serious Violent Offence Detections	To attain a detection rate of 62% or better for serious violent offences.	42%	62%	20 percentage points worse than target	42%	63%	21 percentage points worse than last year
Serious Sexual Offence Detections	To attain a detection rate of 38% or better for serious sexual offences.	22%	38%	16 percentage points worse than target	22%	42%	20 percentage points worse than last year
Anti-Social Behaviour	A reduction in reported anti-social behaviour by 1.5% of the 2010/11 baseline.	12,407	15,001	17.2% better than target	12,407	15,230	18.5% better than last year
Serious Reoffending Rate	A reduction of repeat offenders with one or more serious offences to 2.6%.	3.5%	2.6%	0.9 percentage points worse than target	3.5%	N/A	N/A
Killed or Serious Injury Collisions	The number of road traffic collisions where people are killed or seriously injured.	71	90	21.1% better than target	71	82	13.4% better than last year
Repeat Domestic Violence reviewed at MARAC	A reduction in the amount of repeat cases reviewed at MARAC (No more than 28%)	27%	28%	1 percentage point better than target	27%	13%	14 percentage points worse than last year
Public Satisfaction	The amount of people who were very/completely satisfied with the whole experience of the service they received. This indicator is reported by the local User Satisfaction Survey.	79.05%	78.00%	1.05 percentage points better than target	79.05%	76.54%	2.5% better than last year

2. Reporting by Update and Exception

2.1 This report outlines any performance exceptions for the Q1 (April – June) 2011/12 against targets and focus areas.

2.2 The data reported within this paper has been considered by Norfolk Police Authority's Chief Executive Office and the opportunity given to challenge any aspect of the Force's performance in advance. This does not preclude further challenge at the citizen focus meeting but advance notice enables the Constabulary to respond and inform the Authority and the public.

3. All Crime & Detection Performance

3.1 Norfolk Constabulary now separates all crime into four categories in order to prioritise resources. A summary of Q1 2011/12 performance in comparison to the prior year for each district is shown below.

	Preventative	Priority	Under Reported	Volume
King's Lynn	21%	7%	9%	9%
Breckland	-3%	-1%	20%	-2%
North Norfolk	-39%	18%	25%	14%
Norwich	-5%	-8%	27%	2%
Broadland	-39%	-14%	19%	12%
South Norfolk	10%	-7%	-17%	15%
Yarmouth	11%	0%	30%	-3%
Force	-3%	-2%	18%	3%

3.2 The two districts highlighted in the above table have experienced an increase in rural crime, namely, Theft from Motor Vehicles (largely involving fuel theft) in King's Lynn and Theft if not Classified Elsewhere (largely involving metal theft) in North Norfolk. The response to this has been two county-wide initiatives to combat rural crime. Operation Randall (targeting all rural crime) and Operation Radar, which specifically targets metal and fuel theft. It is expected that reporting of these crimes will continue to increase in Q2. Additional patrols and stop searches should also increase detections in this type of crime.

The decrease in Preventative crime in North Norfolk and Broadland is partially as a result of an increase in resources targeting rural crime in the area. Operation Charon has been formulated to increase proactive stops by officers for drug possession. It is hoped that this will show a positive increase in preventative crime in these districts.

Reporting on King's Lynn against the new crime bandings shows there to have been increases in all categories apart from Volume. Positively, the greatest percentile increase was seen in preventative policing, evidencing proactive policing operations.

KL – Q1 2010/11 vs. Q1 2011/12 and YTD	Preventative +21%	Priority +7%	Under reported +9%	Volume -9%
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The increase in preventative crime was driven by a 21% increase in offences of possession of cannabis.

The 7% increase in priority crime was equivalent to an additional 36 offences. During the quarter there were an additional 39 Theft from Motor Vehicle and 25 Actual Bodily Harm offences compared to Q1 2010/11 (see Appendix C).

The increase in Theft from Motor Vehicle offences in King's Lynn is due to a large increase in theft of diesel from vehicles on industrial estates and agricultural vehicles in rural locations. The type of fuel stolen is a mixture of both red and white diesel. The other increase relates to theft of number plates, which are being used in bilking offences at petrol stations (again linked to the increase in fuel prices) and theft of catalytic converters. The district is offering proactive crime prevention to people leaving tools, laptops, mobiles and other valuable items in their cars, or where some vehicles are left insecure.

Of the violent crime offences in the category of Actual Bodily Harm (ABH) 47 offences were recorded in the month of May with 24 offences being detected. 21 of these offences were committed in a public place. Increases in ABH offences were seen in King's Lynn town centre with the majority of offences linked to alcohol. Single incidents at some locations have generated multiple crimes which accounts for some of the increase. The vast majority of offences being committed in the town centre are committed late in the evening/early hours of the morning.

Preventative work to address the levels of violence in King's Lynn includes a newly inaugurated PubWatch scheme which has all the major venues attending. The Pub Watch is utilising the SIRCS system which allows the photographs of banned persons to be distributed widely. The PubWatch includes RAF Marham and an agreement has been formulated between the base regarding personnel being banned from licensed premises. Should an incident involving RAF personnel occur this will include a ban on licensed premises on base.

In order to address the well known link between drugs and violence, King's Lynn has also utilised the drug testing machine at the front of house in many venues to reinforce the message around drugs being taken inside venues. This has also increased the Preventative crime figures for possession of cannabis, etc. The campaign was highlighted in the media to raise awareness and again levels of violence have continued to fall in the town centre.

3.3 Reporting on North Norfolk against the new crime bandings shows there to have been increases in all categories apart from Preventative. The greatest increase was seen in priority crime (see Appendix D).

North Norfolk – Q1 2010/11 vs. Q1 2011/12 and YTD	Preventative -39%	Priority +18%	Under reported +25%	Volume +14%
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The 18% increase in priority crime was equivalent to an additional 35 offences. During the quarter there were an additional 18 burglaries in a building other than a dwelling (BOTD) offences and twelve Actual Bodily Harm (ABH) offences compared to Q1 2010/11.

Increases in BOTDs are part of a more general increase in rural acquisitive crime in North Norfolk. This also provides an explanation for the 14% increase in volume crime, which is largely attributable to an extra 46 Theft Other offences this quarter (an increase of 24%). The issue revolves around the property type being targeted, particularly metal, tools, farm machinery, etc. which impacts upon both BOTDs (priority crime) and Theft Other (volume crime). M1 Wells, Fakenham and Holt and M3 North Walsham and Stalham particularly suffering the impacts of this type of offending, due to their rural vulnerability, with offending occurring overnight. Travelling criminals are largely responsible for the increase in rural acquisitive crime, with arrests of persons from both other districts and out of county. A similar pattern has been observed in K1 Hunstanton which borders M1.

Operation Blackbird is the North Norfolk response to rural crime, by increasing the number of overnight patrols in M1 and M3. The operation has resulted in several stops and a number of arrests: The operation began on 09/07/2011 and finished on 30/07/2011. This has been augmented by the Op Radar initiative mentioned in paragraph 3.2.

The increase in violent offences has been largely due to an additional twelve Actual Bodily Harm crimes. This represents a 60% increase compared to Q1 2010/11. The issue with this offence type is not in 'street' violence in which there has been no significant increase, but offences occurring in domestic situations that cannot actually be crimed as 'under-reported' (e.g. offences where the offender is under-18).

4. Serious Violent Offence Detections

- 4.1 The serious violent offence detection rate at the end of the first quarter (YTD) of 2011/12 was 42.9%. This is 19% points worse than the target of 62%. Detection volumes have remained static whilst reported offences have increased, this disproportionality is the cause of the reductions in detection rates. The increase in offences has been largely due to nine additional offences of wounding with Intent to commit grievous bodily harm (GBH) and 14 additional offences of inflicting GBH without intent. Norwich and Great Yarmouth have been responsible for the majority of the rises, which are mostly linked to the night time economy. Offences in 2009/10 for Q1 were slightly higher by comparison (79 offences). GBH offences need to be monitored closely in Q2 to see if this is the beginning of a trend.

SERIOUS VIOLENT OFFENCES				
YEAR	QUARTER	CRIMES	DETECTIONS	RATE
2010/11	Q1	55	35	63.60%
	Q2	54	31	57.40%
	Q3	50	32	64.0%
	Q4	57	31	54.40%
2011/12	Q1	77	33	42.90%

There are several Most Similar Force (MSF) indicators which report serious violence. Reviewing Most Serious Violence per 1000 residents places Norfolk third (of eight). Reviewing Most Serious Violence excluding Grievous Bodily Harm places Norfolk first (of eight). This figure suggest you are three time less likely to suffer a serious assault in Norfolk than the worst performing MSF (North Wales).

A Serious Violence Action Plan has been instigated in order to improve detections for serious violence.

5. Serious Sexual Offence Detections

- 5.1 The serious sexual offence detection rate at the end of the first quarter YTD 2011/12 was 22%, 16% points worse than the target of 38%. Performance has decreased 20% points compared to the same period of the previous year. Quarterly information for the previous period is shown below for information.

SERIOUS SEXUAL OFFENCES				
YEAR	QUARTER	CRIMES	DETECTIONS	RATE
2010/11	Q1	106	44	41.50%
	Q2	169	64	37.90%
	Q3	138	40	29.00%
	Q4	127	32	25.20%
2011/12	Q1	187	42	22.50%

The number of reported Serious Sexual Offences (SSO) has risen by more than three quarters, (81 offences), when compared to the previous Q1 2010/11. D/Supt Elliott has set up a small team to look into the fall in SSO detections. The team is looking into improving good practice, crimes with named suspects/POI to investigate if these can be detected and the type of offences which are difficult to detect. They are also looking into benchmarking detection rates to show improvement and reasons for falls in detections based on seasonal variations and increase reporting demand.

Currently there are 130 undetected sexual offences which have a named suspect; of those 110 are serious sexual crimes. The increase in reporting of SSO is considered a positive outcome and reflects the hard work by the Sexual Assaults Referral Centre (SARC) in ensuring that more victims of sexual offences come forward and report the crime. The increase in reporting has caused a short term resource problem that is now being addressed as part of the Serious Sexual

Offence Action Plan. More rapes have been detected this year when compared to last year (25 against eleven), however the percentage detection rates have fallen. This is not surprising as the detections in the crimes that have occurred in the first quarter of this year will not be achieved until the coming months. Analysis has shown that rapes reported within seven days of the offence take an average of 69 days to detect and those reported after seven days take an average of 82 days to detect. This would suggest an increase in detection during Q2 2011/12.

Norfolk still sits second out of eight MSF for SSO detections

6. **Anti-Social Behaviour**

- 6.1 12,407 incidents of anti-social behaviour (ASB) were reported in the first quarter of 2011/12. This represents an 18.5% (2,823 incidents) decrease in comparison with the same three month period last year. The scale of reduction in ASB reporting is significant and there are four areas of business that have driven the reductions¹ (see Appendix B)

Changes in ASB Codes

Animal Problems and Hoax Calls are two categories which were previously recorded as ASB but which now sit under the category of Public Safety. They account for approximately 6% of the reduction in ASB seen this year.

Training

The Contact and Control Room (CCR) held two significant training sessions last year. Within this training was an emphasis on correct recording of ASB, in particular in relation to recording hoax calls and rowdy nuisance behaviour. This is believed to have increased the accuracy of ASB recording this year, in comparison to last.

Community Safety Tactical Assessment

The Community Safety Team, together with the Business Performance and Analysis Unit, developed a Community Safety Tactical Assessment in 2010. Prior to this, all ASB issues were dealt with by the individual districts alone. This has resulted in the Community Safety Team being more intelligence led.

Operational Partnership Teams

This year has seen the introduction of the Operational Partnership Teams (OPTs). OPTs in Norwich, King's Lynn, Broadland and North Norfolk, South Norfolk and Great Yarmouth have all been up and running since June 2010.

7. **Serious Re-offending**

- 7.1 This was a new indicator for 2011/12. The rate is based on a rolling twelve month period and considers all offenders who have committed two or more offences, with at least one of these deemed serious, (burglary, robbery, TFMV etc). All taken into consideration (TIC) and historic offences have been excluded. The re-offending rate has increased by nearly 1% point this quarter and now 3.5% of all offenders fit

¹ DCC Quarterly Performance Review dated 13/7/11

this category. This measure does not necessarily help identify problems and may be led by seasonal variations in burglary and vehicle crime. (Analysis² suggests that shoplifters, burglary and vehicle offenders have a reoffending rate of nearly 30%). The measure also makes comparison with national re-offending statistics difficult to analyse, as the methodology is unique.

Since introducing this measure, the Sentencing Council have launched a public consultation to produce new guidelines for Burglary offenders. This consultation is allied to Ministry of Justice research, which indicates prisoners who serve less than twelve month sentences, are more likely to reoffend.

The rate of proven re-offending by young offenders aged 10-17 (NI 19) in the year to date to the end of September 2010 is 30% higher than the baseline rate. Norfolk ranks 32nd out of 42 force areas for which data is available (i.e. worse than average).

Due to changes nationally and an internal audit of the 180 re-offender scheme, the Force has decided to undertake a review of re-offending to ensure any measures set drive increases in performance.

8. **Satisfaction**

8.1 Norfolk continues to monitor customer satisfaction using the Home Office mandatory User Satisfaction Survey guidelines.

From April 2011 the Constabulary resumed completing surveys at District, rather than Force level, equating to approximately 3000 surveys per annum.

The larger sample size will give a more realistic comparative data analysis, although it will take approximately six months before reliable comparative trend patterns are established.

The Police Authority target for 2011/12 for whole experience satisfaction is 78%. The monthly percentages shown against target on the Service Framework reflect results on a year to date basis.

Based on the latest year to date results up to the end of June 2011 Norfolk's whole experience satisfaction is currently at 79.05% and has shown an upward trend in the last three months.

In addition the force also monitors results on a rolling twelve month basis. As mentioned in 1.1 due to the change in survey size it will be at least six months before reliable comparative trend patterns are established.

Looking at the rolling twelve month data, whole experience satisfaction up to and including the end of June is currently at 76.43%.

² 110623 N Render Reoffending profile

The lowest performing area of satisfaction continues to be Follow Up at 64.49% on a YTD basis (although this again is on an upward trend).

9. **iQuanta**

9.1 The most recent iQuanta information relates to the period up until the end of June 2011. A summary is provided in appendix A. Improvements have been seen in several categories, including Domestic Burglary. Serious Acquisitive Crime and Vehicle Crime. Norfolk currently shows a deteriorating trend for Other Wounding, which will need to be monitored.

9.2 iQuanta currently reports Norfolk All Crime performance as *better than peers* and *improving*.

PART TWO – SERVICE DELIVERY

10. **Engagement Strategy**

10.1 The Constabulary is in the process of refreshing its Community Engagement Strategy to complement the Police Authority's published strategy (Community Engagement Strategy 2011/12) recognising the linked but distinct responsibilities of both organisations including the Authority's scrutiny role.

10.2 Effective community engagement is fundamental to the delivery of local policing by our Safer Neighbourhood Teams and suitable guidance and toolkits to assist staff have previously been provided in draft form.

10.3 It is intended that the Constabulary's refreshed Community Engagement Strategy together with the finalised guidance and toolkits are completed to coincide with the changes to the Norfolk Policing Model due to be implemented in January 2012.

10.4 The following documents are already in draft form and will now be circulated by way of consultation:

a. Norfolk Constabulary Community Engagement Strategy (revised August 2011)

b. Community Engagement Strategy Background and Guidance

c. Delivery Plan

10.5 This is a first draft of a police delivery plan and has been framed around the four key principles of Neighbourhood Policing, i.e. Access, Influence, Interventions and Answers. This identifies some of the key issues around the recent review of SNAP meetings.

11. **Keeping People Informed – Service Review**

- 11.2 The Constabulary has recently undertaken a review into levels of contact with people as research shows that if people are kept informed adequately, not only their satisfaction but their confidence in the police will also increase. As the police service founder Robert Peel stated, “with an increase in confidence, collaborative working will start to follow”.
- 11.3 The Constabulary currently conducts a survey that is mandated by the Home Office under the Analysis of Policing and Community Safety (APACS) which includes a number of statutory performance indicators: Ease of Contact, Actions Taken, Follow Up, Treatment, and Whole Experience. The survey includes crime types: burglary, vehicle and violent crime, RTC and racist incidents. This aligns with the Norfolk Police Authority priority of increasing satisfaction for the whole experience and the resulting target for Norfolk Constabulary.
- 11.4 Although the Constabulary is second in their ‘Most Similar Forces’ group at Follow Up or what is referred to as ‘Keeping People Informed’, this has remained the lowest performing category since this survey started over five years ago. Currently Keeping People Informed is at 64% compared to Treatment at 87%. Within the crime groups measured for whole experience, violent crime is the weakest area.
- 11.5 The review highlighted four recommendations which will now be implemented:
- **Reconfiguration of the Telephone System:**
The Force phone directory and telephone systems require updating alongside correct hunt groups with suitable voicemail options for specific departments. This will reduce the calls to the switchboard, and ‘bounce backs’ where a customer re-contacts with the same issue. This will have shared ownership between ICT and CCR with a completion date of three months following sign off, work ongoing.
 - **Implementation of the Switchboard Project:**
This will filter the non-emergency calls into four options. A full business case has been written for this work along with consultation with ACC Wilkins and Supt Fawcett. This work will start within 18 months of the 101 phone system being implemented in October 2011 and will be led by CCR.
 - **CIS Changes:**
A new page / tab to be placed on CIS for victim updates / victim contact contract. This will mandate officers to identify how often and by what means the victim would like an update. If the contract is not kept up to date, an update will be sent to a supervisor via the system. Ownership lies with Chief Supt Cherington, work ongoing.
 - **Implement a Customer Care Team:**
The existing CCR Quality Assurance Team will be enhanced from within existing resources. The Customer Care Team will be configured in August and fully operational by September 2011. The team’s key functions will be:

- Assessing the level of information on CAD/CIS – is there evidence of the victim being kept informed?
- Quality assurance of victim update(s).
- Service Recovery where appropriate.
- Conduct caller/victim satisfaction assessments.
- If the victim update is unsatisfactory the officers supervisor to be informed.
- Results will be fed into Daily Management Meeting and Tactical Co-ordination Group reporting processes.

12. **Improving Confidence by Engagement (ICE) Training**

12.1 Improving Confidence by Engagement (ICE) was developed by the NPIA Neighbourhood Policing and Citizen Focus team in partnership with the ACPO National Community Tension Team. It is designed to help teams develop their knowledge of local neighbourhoods, methods of engagement and their skills in making contact with the range of communities in their area so they can provide a service that better meets local needs and builds trust and confidence.

12.2 A one day training package has been developed and it is anticipated that the training programme will be completed by March 2012. As a result of this training officers will have an increased knowledge of local communities, engagement techniques and diversity. This knowledge can be used to inform community engagement, gain information and intelligence which in turn informs evidence led policing and community priorities.

13. **Sharepoint/SNAP Review**

13.1 Since the implementation of SNTs in April 2008, Safer Neighbourhood Action Panel meetings have been in existence in each of the 52 SNTs. There are a set of minimum standards outlining the format, attendance, frequency and recording of these meetings. In March 2011 The Home Secretary Teresa May, stated she will “mandate Police Forces to hold local beat meetings on a regular basis”, thus reaffirming police commitment to Section 17 of the Crime and Disorder Act 1998.

13.2 SNAP meetings in Norfolk differ in levels of attendance by partnership agencies and members of the public. The quality of engagement that leads to any subsequent actions that emerge are also variable; therefore DCC Bailey ordered a review be conducted.

13.3 The review highlighted four recommendations:

- **Develop New Minimum Standards for SNAPs:**

Two working groups have been conducted chaired by Chief Supt Cherington. These have included key stakeholders from Norfolk Constabulary and Norfolk

County Council. A new set of minimum standards has been agreed and implemented.

- **Partner Buy-In:**

The review outcomes are being shared with partners and stakeholders through multi-agency engagement events coordinated by the County Council and Community Safety Department.

- **Review SNT SharePoint:**

A working group has been established to redesign and simplify SharePoint. Options with associated development costs is being developed, this work is ongoing.

- **Marketing:**

A simplified system of recording and communication process around SNAPs has been established. Meeting the needs of the newly emerged collaborated Communications Team.

13.4 Two reports; one on Sharepoint and the other on SNAPs were submitted to the Command Team meeting on 20th June 2011. The recommendations contained within the reports will now be progressed by the working groups chaired by C/Supt Cherington.

14. **Community Mapping**

14.1 Neighbourhood Profiles are currently in existence and recorded on the SNT SharePoint system. However it is recognised that work is required to ensure these profiles are accurate, up to date and recognise our most vulnerable communities. They also need to identify gaps in knowledge so that the activity of the local policing teams can be directed toward these.

14.2 A proposal is being prepared by the Diversity Team to enhance our understanding of vulnerable communities within SNTs and this will initially be run as a pilot in Norwich. This will comprise collating and analysing information about communities (Community Mapping) and will be followed by a series of multi agency workshops at OPT level which will include members of the community. The aim is to have an initial profile of Neighbourhoods at the end of the first session, with actions to fill the gaps. Further workshops may be needed to build on the product and keep it up to date.

15. **Gay Liaison Officer (GLO) Review**

15.1 As a result of the GLO review, DCC Bailey has instigated the first of a quarterly meeting that he will chair for the GLO's. The Diversity Team, who will now act as coordinators for the GLOs, are seeking commitment from the 11 existing GLOs and will be developing a service level agreement as to their role and the support they will receive to carry it out.

16. **IMPACT IMPLICATIONS**

16.1 In producing this report I have considered all of the impact implications. Where there are material impacts, I have identified these. Where I have stated 'none', I certify that there are no material impacts.

- a) **Finance:** None
- b) **Staff:** None.
- c) **Training:** None.
- d) **Accommodation:** None.
- e) **ICT:** None.
- f) **Vehicles:** None.
- g) **Equipment:** None.
- h) **Other Resources:** None.
- i) **Efficiency Gains:** None.
- j) **Link with Norfolk Police Authority / Norfolk Constabulary priorities:** As reported within this document, performance information/data is compared against Policing Plan Targets. Links with the Constabulary's Vision and Mission.
- k) **Risk Management:** None.
- l) **Diversity / Human Rights Act:** None.
- m) **Environment and Sustainability:** None.

17. **RECOMMENDATIONS REQUIRED**

17.1 It is recommended that Members note the contents of this report.

Officer Presenting Report at the Meeting:

Part 1. Peter Best
Head of Business Performance and Analysis

Part 2. Simon Bailey
Deputy Chief Constable

Contact Officers:

Pete Best
Business Performance and Analysis
Unit
Norfolk Constabulary
01953 424065
bestp@norfolk.pnn.police.uk

Nigel Render
Business Performance and Analysis
Unit
Norfolk Constabulary
01953 423618
rendern@norfolk.pnn.police.uk

Peter Haystead
Partnerships Officer
Norfolk Police Authority
01953 425599
haysteadp@norfolk.pnn.police.uk

Executive Officer:

Simon Bailey
Deputy Chief Constable

Are there Background Documents? Yes

- Annual Policing Plan
- Norfolk Police Authority Strategic Plan, 2011/12
- Appendix A: iQuanta Norfolk overview
- Appendix B: Reported ASB volumes, targets and performance.
- Appendix C: Reported crime volumes, targets and performance.
- Appendix D: New Crime Banding
- Appendix E: MIT Operations

Does the report contain Exempt Information? No

Appendix A

Force Overview Report - Norfolk and BCUs Crimes Data To The End Of June 10/11

Overview Report - Norfolk and BCUs Crime Data to the End of Jun 11								
	All Crime	Most serious violence exc GBH without intent	Serious Acquisitive Crime	Domestic Burglary	Robbery	Vehicle Crime (excluding Vehicle Interference)	Other Wounding	Racially or Religiously Aggravated Offences
Force - Norfolk								
BCU - Norfolk County								

Norfolk's most similar forces

North Wales
Cumbria
Lincolnshire
Dyfed Powys
Suffolk
Derbyshire
North Yorkshire

Norfolk's most similar BCUs

North Wales - North Wales Central
Lincolnshire - West Lincolnshire
Dyfed Powys - Ceredigion
Suffolk - Suffolk County
Sussex - East Sussex
Dyfed Powys - Pembrokeshire
Staffordshire - Chase
Devon & Cornwall - Cornwall & the Isles of Scilly
Northumbria - Northumberland
Cumbria - Carlisle & Penrith
Humberside - East Riding of Yorkshire
West Mercia - Shropshire
Dyfed Powys - Carmarthenshire
West Mercia - Hereford

Key to Performance Comparisons

Across Time - Shape

Clearly Improving Improving
 No apparent change
 Clearly Deteriorating Deteriorating

Against Peers - Ladder

Better than
 In line with peers
 Worse than

Based on Significant Change **Based on last 3 months**

Click on the ladder to view corresponding charts

NPA Challenge

Constabulary Reply

* Norfolk compares the Norfolk Constabulary against its Most Similar Forces.
 * Norfolk County compares the Norfolk Constabulary against its Most Similar BCUs.

Appendix B

Anti-Social Behaviour Incidents (National Standard for Incident Recording) Target to reduce by 1.5%

First Quarter Apr-Jun 2011-12			
	Target	Actual	Variance
Force	15,001	12,407	18.5% better than target
Kings Lynn & W. Norfolk	2,692	2,116	27.2% better than target
Breckland	2,163	1,852	4.7% better than target
N Norfolk	1,321	1,017	16.7% better than target
Norwich City	3,373	2,929	15.1% better than target
Broadland	1,222	1,063	14.9% better than target
S Norfolk	1,566	1,298	20.6% better than target
Gt Yarmouth	2,664	2,132	24.9% better than target

2011-12 Year To Date			
	Target	Actual	Variance
Force	15,001	12,407	18.5% better than target
Kings Lynn & W. Norfolk	2,692	2,116	27.2% better than target
Breckland	2,163	1,852	4.7% better than target
N Norfolk	1,321	1,017	16.7% better than target
Norwich City	3,373	2,929	15.1% better than target
Broadland	1,222	1,063	14.9% better than target
S Norfolk	1,566	1,298	20.6% better than target
Gt Yarmouth	2,664	2,132	24.9% better than target

2010-11/2011-12 ASB change		
	No of Incidents	Year to date
Force	15230 - 12407	18.5% better than 2010/11
Kings Lynn & W. Norfolk	2733 - 2116	22.5% better than 2010/11
Breckland	2196 - 1852	15.6% better than 2010/11
N Norfolk	1341 - 1017	24.1% better than 2010/11
Norwich City	3424 - 2929	14.5% better than 2010/11
Broadland	1241 - 1063	14.3% better than 2010/11
S Norfolk	1590 - 1298	18.4% better than 2010/11
Gt Yarmouth	2705 - 2132	21.2% better than 2010/11

NPA Challenge

Constabulary reply

Appendix C

Priority Crime Recorded Target to reduce by 1.5%

First Quarter Apr-Jun 2011-12			
	Target	Actual	Variance
Force	2842	2839	0.1% better than target
Kings Lynn & W. Norfolk	491	534	8.8% worse than target
Breckland	409	413	1% worse than target
N Norfolk	188	228	21.3% worse than target
Norwich City	715	665	7% better than target
Broadland	258	228	11.6% better than target
S Norfolk	374	355	5.1% better than target
Gt Yarmouth	407	416	2.2% worse than target

2011-12 Year To Date			
	Target	Actual	Variance
Force	2842	2839	0.1% better than target
Kings Lynn & W. Norfolk	491	534	8.8% worse than target
Breckland	409	413	1% worse than target
N Norfolk	188	228	21.3% worse than target
Norwich City	715	665	7% better than target
Broadland	258	228	11.6% better than target
S Norfolk	374	355	5.1% better than target
Gt Yarmouth	407	416	2.2% worse than target

2010-11/2011-12 Recorded Crime change		
	Quarter	Year to date
Force	1.7% better than first quarter 2010/11	1.7% better
Kings Lynn & W. Norfolk	7% worse than first quarter 2010/11	7% worse
Breckland	0.9% better than first quarter 2010/11	0.9% better
N Norfolk	19.3% worse than first quarter 2010/11	19.3% worse
Norwich City	8.4% better than first quarter 2010/11	8.4% better
Broadland	12.9% better than first quarter 2010/11	12.9% better
S Norfolk	6.5% better than first quarter 2010/11	6.5% better
Gt Yarmouth	0.4% worse than first quarter 2010/11	0.4% worse

NPA Challenge

Constabulary reply

Appendix D

New Crime Banding Lookup

CrimSec3 Banding	Banding	Crime Groups
92A. Trafficking in controlled drugs	Drug Offences	Preventative
92C. Other drug offences	Drug Offences	Preventative
92D. Possession of controlled drugs (excluding cannabis)	Drug Offences	Preventative
92E. Possession of controlled drugs (cannabis)	Drug Offences	Preventative
10B. Possession of firearm offences	Preventative Crime Other	Preventative
33. Going equipped for stealing, etc	Preventative Crime Other	Preventative
69. Offender Management Act	Preventative Crime Other	Preventative
802. Dangerous driving	Preventative Crime Other	Preventative
82. Customs and Revenue offences	Preventative Crime Other	Preventative
85. Health and Safety offences	Preventative Crime Other	Preventative
91. Public health offences	Preventative Crime Other	Preventative
104. Assault without injury on constable	Preventative Violence	Preventative
10C. Possession of other weapons	Preventative Violence	Preventative
10D. Possession of article with blade or point	Preventative Violence	Preventative
6. Endangering railway passenger	Preventative Violence	Preventative
66. Other offences against the State or public order	Preventative Violence	Preventative
81. Firearms Acts offences	Preventative Violence	Preventative
9A. Public fear, alarm or distress	Preventative Violence	Preventative
28. Burglary in a dwelling	Burglary Dwelling	Priority
28A. Burglary in a Dwelling	Burglary Dwelling	Priority
28B. Attempted Burglary in a Dwelling	Burglary Dwelling	Priority
28C. Distraction Burglary in a Dwelling	Burglary Dwelling	Priority
28D. Attempt Distraction Burglary in a Dwelling	Burglary Dwelling	Priority
29. Aggravated burglary in a dwelling	Burglary Dwelling	Priority
30. Burglary in a building other than a dwelling	Burglary Non-Dwelling	Priority
30A. Burglary in a Building other than a Dwelling	Burglary Non-Dwelling	Priority
30B. Attempt Burglary in a Building other than a Dwelling	Burglary Non-Dwelling	Priority
31. Aggravated burglary in a building other than a dwelling	Burglary Non-Dwelling	Priority
35. Blackmail	Priority Crime Other	Priority

36. Kidnapping	Priority Crime Other	Priority
65. Violent disorder	Priority Crime Other	Priority
56A. Arson endangering life	Priority Criminal Damage	Priority
56B. Arson not endangering life	Priority Criminal Damage	Priority
1. Murder	Priority Violence	Priority
10A. Possession of firearm with intent	Priority Violence	Priority
12. Abandoning Child under age of two years	Priority Violence	Priority
13. Child Abduction	Priority Violence	Priority
15. Concealment of birth	Priority Violence	Priority
2 Attempted Murder	Priority Violence	Priority
3A. Conspiracy to murder	Priority Violence	Priority
3B. Threats to kill	Priority Violence	Priority
4.1 Manslaughter	Priority Violence	Priority
4.4. Causing Death by Dangerous Driving	Priority Violence	Priority
4.6. Causing Death by careless driving under influence of drink or drugs	Priority Violence	Priority
4.8. Causing death by careless or inconsiderate driving	Priority Violence	Priority
4.9 Causing Death by Driving: unlicensed drivers etc.	Priority Violence	Priority
5A. Wounding or carrying out an act endangering life	Priority Violence	Priority
5B. Use of substance or object to endanger life	Priority Violence	Priority
5C. Possession of items to endanger life	Priority Violence	Priority
8F. Inflicting GBH without intent	Priority Violence	Priority
8G. Actual bodily harm and other injury	Priority Violence	Priority
8L. Harassment	Priority Violence	Priority
34A. Robbery of business property	Robbery	Priority
34B. Robbery of personal property	Robbery	Priority
45. Theft from a vehicle	Theft from Motor Vehicle	Priority
37.2. Aggravated vehicle taking	Theft of Motor Vehicle	Priority
48. Theft or unauthorised taking of a motor vehicle	Theft of Motor Vehicle	Priority
38. Proceeds of Crime	Fraud and Forgery	Under Reported
51. Fraud by company director	Fraud and Forgery	Under Reported
52. False accounting	Fraud and Forgery	Under Reported
53 J. Possession of articles for use in fraud	Fraud and Forgery	Under Reported
53A. Cheque and credit fraud	Fraud and Forgery	Under Reported
53C. Fraud by False representation, cheque, plastic card and online bank account	Fraud and Forgery	Under Reported
53D. Fraud by false representation: other frauds	Fraud and Forgery	Under Reported
53E. Fraud by failing to disclose information	Fraud and Forgery	Under Reported
53F. Fraud by abuse of position	Fraud and Forgery	Under Reported
53G. Obtaining services dishonestly	Fraud and Forgery	Under Reported

53H. Making or supplying articles for use in fraud	Fraud and Forgery	Under Reported
55. Bankruptcy and insolvency	Fraud and Forgery	Under Reported
60. Forgery or use false drug prescription	Fraud and Forgery	Under Reported
61. Other forgery	Fraud and Forgery	Under Reported
814. Vehicle/driver document fraud	Fraud and Forgery	Under Reported
105B. Racially aggravated assault without injury	Hate Crime	Under Reported
58E. Racially aggravated damage to a dwelling	Hate Crime	Under Reported
58F. Racially aggravated damage to building other	Hate Crime	Under Reported
58G. Racially aggravated damage to a vehicle	Hate Crime	Under Reported
58H. Racially aggravated damage other	Hate Crime	Under Reported
8H. Racially or religiously aggravated inflicting GBH without intent	Hate Crime	Under Reported
8J. Racially or religiously aggravated ABH or other injury	Hate Crime	Under Reported
8M. Racially or Religiously aggravated harassment	Hate Crime	Under Reported
9B. Racially or religiously aggravated Public fear, alarm or distress	Hate Crime	Under Reported
17A. Sexual assault on a male aged 13 and over	Sexual Offences	Under Reported
17B. Sexual assault on a male child under 13	Sexual Offences	Under Reported
19B. Rape of a Male	Sexual Offences	Under Reported
19C. Rape of a female aged 16 and over	Sexual Offences	Under Reported
19D. Rape of a female child under 16	Sexual Offences	Under Reported
19E. Rape of a female child under 13	Sexual Offences	Under Reported
19F. Rape of a male aged 16 and over	Sexual Offences	Under Reported
19G. Rape of a male child under 16	Sexual Offences	Under Reported
19H. Rape of a male child under 13	Sexual Offences	Under Reported
20A. Sexual assault on a female aged 13 and over	Sexual Offences	Under Reported
20B. Sexual assault on a female child under 13	Sexual Offences	Under Reported
21. Sexual Activity involving a child under 13	Sexual Offences	Under Reported
22A. Causing sexual activity without consent	Sexual Offences	Under Reported
22B. Sexual activity involving child under 16	Sexual Offences	Under Reported
23. Incest or Familial sexual offences	Sexual Offences	Under Reported
24. Exploitation of prostitution	Sexual Offences	Under Reported
27. Soliciting or importuning by man	Sexual Offences	Under Reported
70. Sexual activity etc with a person with a mental disorder	Sexual Offences	Under Reported
71. Abuse of children through prostitution and pornography	Sexual Offences	Under Reported
72. Trafficking for sexual exploitation	Sexual Offences	Under Reported
73. Abuse of position of trust	Sexual Offences	Under Reported
88A. Sexual grooming	Sexual Offences	Under Reported
88C. Other miscellaneous sexual offences	Sexual Offences	Under Reported
88D. Unnatural Sexual Offences	Sexual Offences	Under Reported

88E. Exposure and voyeurism	Sexual Offences	Under Reported
11. Cruelty to or neglect of children	Under Reported Violence	Under Reported
8K. Poisoning or Female genital mutilation	Under Reported Violence	Under Reported
126. Vehicle interference and tampering	Theft Other	Volume
39. Theft from the person	Theft Other	Volume
40. Theft in a dwelling other than from an automatic machine/meter	Theft Other	Volume
41. Theft by an employee	Theft Other	Volume
42. Theft or unlawful taking of mail	Theft Other	Volume
43. Abstracting electricity	Theft Other	Volume
44. Theft or unauthorised taking of a pedal cycle	Theft Other	Volume
46. Theft from a shop	Theft Other	Volume
47. Theft from automatic machine or meter	Theft Other	Volume
49. Other theft or unauthorised takings	Theft Other	Volume
53B. Other fraud	Theft Other	Volume
54. Handling stolen goods	Theft Other	Volume
26. Bigamy	Volume Crime Other	Volume
61A. Possession of false documents	Volume Crime Other	Volume
67. Perjury	Volume Crime Other	Volume
76. Aiding suicide	Volume Crime Other	Volume
79. Perverting the course of justice	Volume Crime Other	Volume
80. Absconding from lawful custody	Volume Crime Other	Volume
84. Trade descriptions etc	Volume Crime Other	Volume
86. Obscene publications	Volume Crime Other	Volume
87. Protection from eviction	Volume Crime Other	Volume
89. Adulteration of food	Volume Crime Other	Volume
95. Disclosure, Obstruction, False or Misleading Statements	Volume Crime Other	Volume
99. Other notifiable offences	Volume Crime Other	Volume
58A. Criminal damage to a dwelling	Volume Criminal Damage	Volume
58B. Criminal damage to a building other than a dwelling	Volume Criminal Damage	Volume
58C. Criminal damage to a vehicle	Volume Criminal Damage	Volume
58D. Other criminal damage	Volume Criminal Damage	Volume
59. Threat or possession with intent to commit criminal damage	Volume Criminal Damage	Volume
105A. Assault without injury	Volume Violence	Volume

Appendix E Major Crime and Incident Team (MIT)

The Norfolk and Suffolk Major Investigation Team (MIT) are currently working on the following Norfolk investigations, which have occurred in or prior to the last, quarter:

Op Gull – Investigation into the murder of a male in Rose Lane Norwich in February 2011. Two arrests made to date, with further enquiries on-going.

Op Bamber – Review of a 2003 murder where a male killed his mother and badly injured his father in Norwich. Having initially been unfit to plead the suspect has been detained for a number of years as a consequence of his mental health. Recent decisions that he is now fit to plead have led to CPS consideration of the case and a decision to prosecute.

Op Madera – Investigation into the work place death of four people in Great Yarmouth, being run in conjunction with the Health and Safety Executive.

Op Morley – Investigation into the workplace death of an agricultural worker. Investigation is being run in conjunction with the Health and Safety Executive and a file has been passed to CPS for a decision on prosecution.

Op Mobberley – Investigation into the disappearance of a man in 2007. It is now thought that he may have been the victim of homicide and the enquiries continue.

Op Muswell – Investigation into the murder of a male at a Norwich address. Five persons have been arrested and are on bail whilst further enquiries are carried out. This investigation also led to the arrest of six further people for conspiracy to rob and firearms offences who all pleaded guilty at Crown Court. The murder enquiry is still being progressed.

Op Cabin – Investigation into the so called 'Climategate' affair where data was taken from servers in the Climate Research Unit at the University of East Anglia.

Op Mortlake – Investigation into the death of a 30 year old woman from carbon monoxide poisoning as a consequence of putting a barbecue inside a tent. This is not a common occurrence and there was some national media coverage as a consequence.

Op Manila – Investigation into the murder of a 21 year old male who was stabbed by a 17 year old female during a neighbour dispute in Gt. Yarmouth. The suspect has been charged with murder.

Op Moorgate – Investigation into the attempted murder of a woman and her two children (6 years and 3 years) on 12 April 2011. The offender, a former partner of the woman, has pleaded guilty at court and awaits sentence.

Op Meadow – Investigation into the murder of a male at King's Lynn in March 2011. Male arrested, charged and awaiting trial, which is likely to be in September 2011.

Op Marshwood – Investigation into the murder of a female at Mundesley in February 2011. Husband arrested, charged and awaiting trial commencing 15th September 2011.

Op Malak – Investigation into the murder of a woman in Norwich in January 2011. Male charged and tried at Norwich Crown Court commencing 21st July 2011 but jury discharged and awaiting date for a re-trial.

Op Maguire – Investigation into the death of a man in the Intensive Care Unit at the Norfolk & Norwich University Hospital. The death is no longer being treated as a potential homicide and a file is being prepared for the Coroner.

Op Merriott – Investigation into the suspicious death of a female at Gorleston has established that it was not homicide and a file has been prepared for the Coroner. The Inquest is due to be held on 9th August 2011.

Op Malvern – Investigation into a kidnapping within the Lithuanian community. Four men have been charged, two of whom were extradited from Holland and one from Lithuania.

Op Mells – Investigation into the disappearance of a woman from Rockland St Mary who has not been seen since April 2010. This was investigated as a no body murder with the subsequent conviction of the victim's husband for murder. Enquiries continue to locate the body.

In addition to the operations outlined above a small number of 'cold case' investigations are the subject of some investigative work:

Op Monsoon – Investigation into the rape of an elderly woman in West Harling woods in 1994. Limited enquires continue.

Op Mantle – Investigation into the murder of Natalie Pearman in 1992. Limited enquiries continue.