



NORFOLK POLICE AUTHORITY

Ensuring an Efficient and Effective Police Service

Welcome to the first issue of Involving You.

This newsletter aims to report back to Norfolk's communities on how their input has helped shape the policing service delivered in the county.

Being Norfolk Police Authority's Community Engagement Officer means getting out into the community and talking to local people about what they want and need from their policing service.

I make contact with local groups and organisations to find out about their views and experiences of the police, taking the information back to the Authority's Members so they can use that public input to inform their decisions.

There are lots of ways in which communities can get involved and help shape the policing service received by the people of Norfolk. This newsletter provides information on some of them.

If you have any questions, or would like to find out more about how we can involve you, contact us at: Norfolk Police Authority, Jubilee House, Falconers Chase, Wymondham, Norfolk, NR18 0WW

Telephone: 01953 424455

Email: policeauthority@norfolk.pnn.police.uk

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INVOLVING YOU

Norfolk Police Authority
Community Engagement News

March 2011

Preparing to Police Norfolk on a Reduced Budget



Following the Government's public spending announcements in October 2010, there has been a lot of

coverage in the local media about funding cuts for public services.

For Norfolk's policing service, the Government's cuts mean £24.5 million of savings will need to be found in the next four years. For the 17 Members of Norfolk Police Authority responsible for agreeing the police budget for 2011/12, that means some tough decisions.

Ahead of agreeing the budget on 15 February 2011, the Police Authority made contact with different community groups and attended local priority setting meetings to find out which areas of policing mattered most to the public. The Authority also held an open budget consultation event in January 2011 which was advertised in local newspapers and through parish councils and community groups to encourage the public to have a say on budget proposals. Almost 100 members of the public attended the budget consultation, with individuals unable to attend invited to submit questions for the Chief Constable and the Police Authority Chairman ahead of the meeting.

To find out more about the questions asked and responses given, see page 3

Independent Advisory Group holds its Annual General Meeting

The members of the Norfolk Independent Advisory Group held their Annual General Meeting on Thursday 2nd December 2010, which was attended by officers of Norfolk Constabulary, Members of Norfolk Police Authority, representatives of partner agencies and local communities.

The IAG is a group of local people who use their knowledge and experience of different communities to provide advice to the police on improving the service they deliver. The annual meeting provides an opportunity to raise awareness of the contribution the IAG makes to policing in Norfolk, launch the Group's report of activity during the last year, and elect a chairperson to lead the IAG for the 12 months to come.

Attendees were welcomed to the meeting by Assistant Chief Executive to the Police Authority Mark Hill, who emphasised the importance of groups like the IAG in ensuring communities could influence public services, particularly at a time when the public sector is facing the challenge of balancing budget reductions with maintaining the services they deliver. Mr Hill thanked the IAG for its work during 2010 and, on behalf of the Authority, expressed appreciation to the retiring Chair of the Group, George Pearce, for his commitment over the last five years.

The welcome was followed by the election of the Chair and Deputy Chair. Dr Graham Sigley, a Thetford resident with a background in partnership approaches to community involvement and the issues affecting young people, was chosen by the Group as Chairman. Della Anverali from Gorleston, who has a wealth of experience and understanding of older people, Muslim, unseen and isolated communities, accepted the nominations for Deputy Chair.

Assistant Chief Constable of Norfolk Constabulary Julian Blazeby was then invited to speak to attendees about the current key issues for the Force, which included ensuring it had a good understanding of the needs of the county's diverse population and that this knowledge helped shape the tough decisions to come in terms of addressing the budget deficit. He offered reassurance that communication and consultation with communities would continue over the coming months to inform and involve them in the changes ahead.

Before the close of the meeting, attendees were invited to participate in a question and answer session, with discussion topics including access to police services, the impact of the freeze on police recruitment on the make-up of the Force, and opportunities for improving links between the IAG and the wider community, before being given the opportunity to speak informally to the IAG members and police representatives present.

The IAG resumed its monthly schedule of meetings in January 2011. If you are interested in the work of the Group, or would like to apply to become a member, please contact the Police Authority:

Telephone: 01953 424455

Email: policeauthority@norfolk.pnn.police.uk



Local People Question Chief Constable and Chairman on Police Budget

Continued from front page.

With no increase in this year's Police Council Tax being proposed, public interest in January's budget consultation was instead focussed on how the Government's funding reductions would impact on policing in Norfolk.

Chief Constable Phil Gormley spoke of the financial challenges ahead, and his ambition to broadly sustain, at least in the coming year, the Force's current performance levels and minimise negative impacts on frontline policing delivery. Attendees heard that, with 77% of the gross budget going towards staffing costs, there were few options to save significant amounts of money other than to reduce workforce numbers through a freeze on recruitment. Mr Gormley also explained that a review of the Constabulary's core business areas was underway to identify where cuts might be made, and that this included looking at the structure and operation of Safer Neighbourhood Teams, response capability and protective services. He added that, by looking at where services could be joined up across Norfolk and Suffolk, expenditure could be reduced in the long-term and capacity and performance could be maintained and, potentially, even improved.

The question session that followed featured a number of requests for assurances that services currently delivered would not be affected by funding reductions. Mr Gormley reiterated that the financial restrictions meant that local people would inevitably see changes to their policing service and that, at this stage, he was unable to say exactly where resources would be allocated. He stressed, however, that his priority was to keep people safe and that, by reviewing the Constabulary's core business, the Force was identifying how best to do that within the available budget.

Other questions included:

Could money be saved by employing more PCSOs and less PCs? Are there plans to review the powers of PCSOs?

PCSOs are paid roughly two-thirds the rate of a PC. We need to ensure there is an effective balance of workforce in the community. PCSOs do a very different job to Police Officers and both roles are being looked at under the core business review. However, if PCSOs' powers were extended, it would mean them spending less time on the streets as they would be more involved in making arrests, report writing etc.

Why is it not possible to have direct phone numbers to police stations?

Direct phone numbers are not cost-effective. If all police stations had a direct number, a member of the policing team would have to remain in the station at all times, rather than being out in the community.

When will police stop vehicles parking within zig-zags and what is being done to ensure vehicles without the correct number of lights are not a danger to on-coming vehicles?

Officers will enforce traffic regulations whenever they come across them, but it is not possible to cover all areas all of the time.

With cuts to youth services, do you envisage additional problems?

This will have an impact on the range of work we do with youth partners, and there is likely to be additional demand on police services as a result of cuts elsewhere.

What impact do you expect the Olympics to have on crime and policing in the area?

We will be expected to provide policing for the London Olympics, the cost of which will be reimbursed by a national budget. An expected increase in tourism throughout the country may affect crime levels, but we do not anticipate any undue problems with the careful management of our resources.

Disability Advisory Forum has its say on Customer Care



Norfolk Constabulary has been working on a project around provision of Customer Care, which has involved the Project Team running focus groups with local people to explore their perceptions of the police and what they expect from their policing service. Participants in the 70 focus groups included the members of the Norfolk Police Disability Advisory Forum.

The Disability Advisory Forum is a group of local people who work with Norfolk Constabulary and Norfolk Police Authority to provide greater awareness of the effects of policing policies and functions on disabled people.

Responses given by the group included:

- We need our police to be visible, accessible and reliable;
- They must be consistently helpful and listen to us;
- We want to be kept informed;
- We want to feel and be kept safe.

Positive and negative experiences of contacting the police, either by calling the control room or speaking to local police officers and police community support officers were then explored.

Following the focus group session, Members of the Forum were invited to attend an event called Let's Talk, organised by Norfolk Constabulary and held in Norwich.

Below is report of that event from one of the Disability Forum's members:

"Norfolk Constabulary held an innovative public consultation event in January 2011. Building on the Customer Care project's success in forging communication channels and engaging

with the many different communities in Norfolk, this event attracted in excess of 120 attendees who participated in a rigorous and empowering consultative process. 62 focus groups had been consulted prior to this event.

The methods used to facilitate the consultation were at the cutting edge of technology. The delegates were allocated to tables, where computer terminals were set up. Each delegate also had a keypad for use in answering specific questions and there were 'roving' microphones around the room to allow verbal questions, comments and input from the public.

The Chief Constable of Norfolk Constabulary, Phil Gormley, welcomed attendees and stated that the aim of the ongoing consultation around Customer Care was to enable Norfolk Constabulary to meet community needs in the best way possible within today's challenging economic climate. Attendees would be asked to tell session facilitators what they thought about policing in Norfolk, help to develop Norfolk Constabulary's values, and assist with prioritisation of policing services in times of financial constraint.

The attendees were then asked six questions to which we responded using keypads. The bank of IT experts worked hard and the results of the question and answer session were quickly displayed on the main screen. This question session also provoked much discussion and comment using the roving microphone. Once the session was underway, it appeared that those attending felt empowered to make comments freely – and there were negative and positive comments arising from personal experiences and general issues.

We were advised that, according to national research, the public has six main demands from the police: attentiveness, responsiveness, reliability, manners, fairness, and competence. The facilitators then invited individuals to call out

core values and services they felt were essential for Norfolk Police. As these were called out, they appeared in a chart on the main screen. The information was then transferred to the laptops on the delegate tables for an anonymous interactive session. For every value that had been entered, each individual could comment anything below it and respond to comments posted by others - like an anonymous internet chat room. The attendees who posted comments could not be identified by others and we were asked to respect each other's points of view.

Attendees were then asked to comment under three sections entitled 'Continue', 'Start' and 'Stop' with their thoughts and opinions on what (in these times of budget cuts) Norfolk Constabulary should continue to do, start to do and stop doing. The aim of this was to present the feedback as a whole to the Chief Constable for use in informing future service provision decisions. After much frantic typing activity, the session was brought to a conclusion.

I had a chance to talk to a few other attendees who came from different backgrounds and communities. It appeared that the attendees had much to say, both verbally and via the IT system. I thought the technology used empowered everyone to have their say. The room was buzzing with discussions and one hopes that our responses will be able to assist with difficult policing decisions around priorities and services."

All disabled people living in Norfolk are eligible to apply to become a Member of the Norfolk Police Disability Advisory Forum. The Forum meets four times a year at Norfolk Constabulary's headquarters in Wymondham.

If you would like more information about the Forum, please call 01953 424455 or email disabilityforum@norfolk.pnn.police.uk

Gypsy and Traveller Engagement

Regular meetings are held between the Police Authority, Norfolk Constabulary, Norfolk Traveller Education and the Ormiston Travellers' Initiative to look at ways of improving communication and relations with Gypsies and Travellers.

It has been identified that there is a level of reluctance amongst these communities to report incidents, so third-party reporting is being encouraged. Working with Norfolk Constabulary's Professional Standards Department, a process has also been put in place for Gypsies and Travellers to submit complaints or report dissatisfaction with the police via third-parties such as Traveller Education or the Constabulary's Gypsy/ Traveller Liaison Officer.

Matrix Project Outreach Bus

The Police Authority has actively supported the Matrix Project's outreach work in Great Yarmouth. The Matrix Project is a local organisation based in Norwich which provides support to sex workers. The Matrix Outreach Bus was parked on the market place in Great Yarmouth on Wednesdays during February to offer information, advice and support to anyone caught up in the sex industry.

LGBT History Month

February was Lesbian, Gay, Bisexual and Transgender History Month. As in previous years, Norfolk Constabulary's Diversity Team worked with other local agencies to organise an LGBT talent competition - the finale of which will be held at The Talk in Norwich on 12th March. Norfolk Police Authority is one of the sponsors of the event.

Virtual Community

The Virtual Community is a group of local people with an opinion on policing who share their views with Norfolk Police Authority by email on a regular basis. The public input that the Virtual Community provides helps to inform the decisions made by the Authority's Members on behalf of local people.

The last question responded to by Community members was: **What are your policing priorities and concerns?** Please find below a selection of the comments received:

"Community safety and ASB should be Norfolk Constabulary's top policing priority. Underage drinking of alcohol and use of illegal drugs by young people also concerns me. This leads to so many other problems, and tackling these could have wide-reaching impact."

"I do feel that street crime will increase with all the job losses that are coming with this new budget. There will be more people struggling to make ends meet, and some of them may find robbing other people a good way to make money. I know that things are not going to be easy for anyone, and that there may be cuts in the number of police on the streets - this could be dangerous for everyone."

"I consider that the top policing priority should be to continue to increase detections, with particular focus on serious violent or sexual offences. My main concern is to reduce overall crime in general."

"I feel that more co-operation is needed between bordering constabularies. I also feel that more partnership co-operation is required."

"I act as an advocate for disabled people and the subject of low level abuse from neighbours or young people often crops up. This can cover objects thrown, muttered insults, graffiti (disability hate crime). This behaviour casts a long-term shadow on people's lives and should be dealt with immediately to prevent its continuing effect."



VIRTUAL COMMUNITY
Norfolk Police Authority

"Police stations keep closing, so we get a yellow phone outside. Fine, but when you ask for assistance the operator does not know what station you are at. Now, in this day and age, this is ridiculous. Say you are distressed and pick up the phone for assistance and pass out/panic and can't tell the operator where you are. Nonsense."

"Reducing persons killed on the road. Some years ago the number of cars with one headlight out was very low. These last five years or so have seen a steady increase. It does show that there is very little policing on our roads, coupled with the lack of concern from the modern motorist. Also the use of mobile phones whilst driving is still on the increase."

"I think Norfolk Constabulary should put some additional effort into increasing public confidence and satisfaction with the service it provides. Many people see something wrong but do not want to inform the police. The reasons given are fear of retaliation and doubt that anything will be done. The police need to be seen to be more approachable."

These comments received from the Virtual Community are greatly appreciated and have been made available to Norfolk Police Authority's Members to inform their consideration of policing priorities for 2011/12. The Local Policing Plan for 2011/12, which will detail the priorities for Norfolk Constabulary's attention during the year, will be published at the beginning of April 2011 and be available on the Authority's website: www.norfolk-pa.gov.uk

Building Positive Relationships

During 2010, Norfolk Police Authority and five other police authorities in England and Wales commissioned UK research company Ipsos MORI to carry out an independent qualitative study to explore how police forces could better understand and meet the needs of communities whose views are identified as seldom being heard.

In Norfolk, Ipsos MORI ran small focus groups and interviews with local people from the following communities:

- People with mental ill health;
- Young Black men;
- Sex workers

The key themes arising from Ipsos MORI's contact with these communities included the impact of negative experiences of the police (feelings of not being listened to or taken seriously, police officer attitudes, or perceiving to have been treated unfairly) on individuals' willingness to contact the police to report incidents or submit complaints in the future.

A report of outcomes from the Confidence in Policing study was received by the Police Authority's Members who requested that Norfolk Constabulary consider what actions it could put in place to address the key research themes.

As a result of the study participants sharing their thoughts, feelings and experiences with the Ipsos MORI researchers, Norfolk Constabulary has undertaken a number of pieces of work designed to build positive relationships with those communities.

People with Mental Ill Health

Norfolk Constabulary has launched an online training package for all police officers and staff around mental health awareness. The Force has also established links with support agencies for people with mental ill health to look at how local expertise and experience could contribute to expanding police knowledge and understanding of mental health.

Young Black Men

The Norfolk Youth Cohesion Forum has been developed as a direct result of the study, with Forum activity including the Constabulary co-funding a Black Youth mentoring project and the organisation of a football match between the police and young Black men during Black History Month.

Sex Workers

Monthly meetings are now held between the Constabulary and sex worker support organisation Matrix Project to look at addressing sex worker issues and human trafficking. Bespoke training has also been developed for police officers, which has included the opportunity to go out with Matrix on their outreach work.

The Members of Norfolk Police Authority regularly scrutinise Norfolk Constabulary's response to its responsibility to promote equality, eliminate unlawful discrimination and promote good relations. Reports on activity being undertaken by the Constabulary are submitted to the Police Authority's Performance and Engagement Committee and can be viewed on our website: www.norfolk-pa.gov.uk



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In the next issue of Involving You:

Find out how the Norfolk Independent Advisory Group is working with Norfolk Constabulary to problem-solve local crime and disorder issues.

AND

Read about plans to hold Police Question Time sessions in Norfolk schools.

Norfolk Police Authority

An independent body of local people who oversee the work of Norfolk Constabulary

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