

# ANNUAL REPORT 2010



**Norfolk Independent  
Advisory Group**

working with



NORFOLK POLICE AUTHORITY



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## FOREWORD BY NORFOLK POLICE AUTHORITY CHAIRMAN STEPHEN BETT

I would like to thank the Independent Advisory Group for giving me the opportunity to contribute to its Annual Report. The IAG plays a vital role in helping both the Police Authority and Constabulary to consider the impact that their policies and services may have on different communities. By pointing out where things could be improved, the IAG's members enable us to raise our game and better meet the needs of the people who live in, work in and visit Norfolk. This in turn increases the trust and confidence that communities have in the policing of their county.

On behalf of the Members of Norfolk Police Authority, I would like to register our appreciation of the dedication and hard work shown by the members of the IAG to ensuring all of Norfolk's communities receive an efficient and effective police service.

## FOREWORD BY CHIEF CONSTABLE PHIL GORMLEY

I am delighted to have this opportunity to say a few words in the Independent Advisory Group's Annual Report.

Effective and comprehensive consultation is key to all areas of the Constabulary's business. The insight that this provides of the county's diverse communities is invaluable in ensuring that we achieve the very highest standards of service delivery, and continue to build upon the trust and confidence of the people of Norfolk, irrespective of background.

We are fortunate to have an engaged and talented IAG, well-versed in communicating with the diverse communities in the county, and sharing our real determination to improve the provision of policing across Norfolk. I would like to use this foreword to thank the IAG members for their contribution to making Norfolk the "Safest County in England". Their commitment and expertise is pivotal in ensuring that high quality policing reaches every single community within the county.



**WANT TO KNOW MORE  
ABOUT THE NORFOLK  
INDEPENDENT ADVISORY  
GROUP?**

**COME TO THE GROUP'S  
ANNUAL GENERAL  
MEETING AT 6PM  
ON 2 DECEMBER 2010  
AT NORFOLK  
CONSTABULARY'S  
WYMONDHAM  
HEADQUARTERS**

## MESSAGE FROM ASSISTANT CHIEF CONSTABLE JULIAN BLAZEBY



As the Constabulary's lead for equality and diversity, I am pleased to be able to contribute to the IAG's Annual Report for 2010. This year has been an interesting and challenging one for the IAG. The Constabulary has benefitted from members' advice and guidance relating to operational incidents and also strategic and policy changes.

I am keen to ensure the communities we serve get the very best service and protection from our staff, and this will be helped by enhancing the Constabulary's understanding of the work of the IAG. Whether through member involvement with a specific critical incident, for example a murder in the community, or whether we are seeking to change our policies, the Group can add value to our work and this message is one that I am committed to promoting within the Constabulary.

I look forward to working alongside the IAG over the next year and making a real difference to the policing services delivered to the communities of Norfolk.

## CHAIR'S REPORT

George Pearce retired as Chair of the Independent Advisory Group in September 2010, after a long-term commitment to the Group. The members of the IAG are joined by Norfolk Police Authority and Norfolk Constabulary in extending their thanks to George for his contribution to the development of the Group over the last five years. Below George provides a Chair's insight into the IAG.



It has now been over five years since I joined the Norfolk Independent Advisory Group. Over those five years, the Group has had some robust, sometimes very robust, debate with Norfolk Constabulary. Sometimes we have disagreed. But this reflects the essence of the IAG - a group of volunteers from the community which gives the police service advice. The Group has developed its role as a critical friend of the police, including the need, on occasion, for confidential advice to be given. The Norfolk IAG has also contributed to the National Independent Advisory Group. I was the National IAG Chair for one year, bringing Norfolk perspectives and experiences to the wider police service across England and Wales.

After five years, it is now appropriate that I step down from the Chair and from the Group itself. I would like to thank all IAG members, past and present, for their support, and I wish the Group well for the future.



### VIRTUAL COMMUNITY

**Want to help shape the way Norfolk is policed from the comfort of your own home?**

**Would you be happy to be contacted by email on a regular basis to share your views on the policing issues affecting your local community?**

**Then join Norfolk Police Authority's Virtual Community.**

**Email:  
virtualcommunity@  
norfolk.pnn.police.uk**

## REPORT FROM RETIRING IAG MEMBER AMJAD MALHIS

In March 2009, I joined the Independent Advisory Group after responding to an advertisement from the Police Authority. I wanted to be involved in improving the quality of policing services and ensure that everyone in Norfolk receives equal, fair and non-discriminatory treatment from the police. The time commitment as an IAG member was not onerous, as the meetings were held once a month in the evening and, in giving up that small amount of my time, I had the chance to make a positive contribution to the improvement of policing in the county.

As an IAG member, I did not represent a group of people or a section of society - I just brought to the Group my own life experiences, opinions and knowledge. During my term of membership, I offered advice to both the Police Authority and Constabulary on the development and implementation of policies, police handling of critical incidents in the county, and the use of dispersal orders to tackle anti-social behaviour.

In August this year, I was successful in my application to become an Independent Member of the Police Authority. For me, this was natural progression from the IAG, enabling me to continue with my work to ensure Norfolk receives an efficient and effective police service. Becoming a Police Authority Member meant I had to stand down from IAG, but I have maintained my contact with the Group as a direct link between the 17 Members of the Authority and members of the IAG.

### IAG MEMBERSHIP

As well as saying goodbye to George and Amjad, the IAG bid farewell to several other members during the year. Some of the retiring members had reached the end of their membership period; others stepped down due to changes in their personal lives meaning they no longer felt able to be fully involved with the Group. The members of the IAG, the Police Authority and Norfolk Constabulary would like to thank them all for their contribution to the work of the Group.

#### Retiring Members:

- Caroline Henderson
- Balvinder Singh Kular
- Tai Chin Lau
- Shelagh Phillips
- Brian Reed
- Jocelyn Rimmington
- Michelle Valentine

In light of these departures from the IAG, the Police Authority's Community Engagement Officer has been actively engaging new members to strengthen the Group's membership. The refreshed membership now stands at 11, and the Group has welcomed the wealth of experience and community understanding that the new members have brought to the table. The members come from different parts of the county, including Norwich, King's Lynn, Thetford, Fakenham and Gorleston. The IAG would now ideally like to recruit new members who live in South and North Norfolk to ensure the group has a good understanding of how policing affects the whole county.



#### Norfolk Police Disability Advisory Forum

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#### Another way to have your say on the way Norfolk is policed

The Disability Advisory Forum is a group of disabled people from Norfolk who give the police advice on how the service delivered to people with disabilities might be improved.

For more information about the Norfolk Police Disability Advisory Forum, please contact Norfolk Police Authority on 01953 424455 or email [disabilityforum@norfolk.pnn.police.uk](mailto:disabilityforum@norfolk.pnn.police.uk)

## MEET THE MEMBERS

### **Ray Ward**

Ray lives in Costessey, where he is actively involved in his local community. Ray has a military background, a particular understanding of the needs of the elderly, and a sound knowledge of health and safety. Ray also has an interest in the Prevent strand of the Government's counter terrorism strategy, and attended Operation Nicole and other Prevent-related conferences on behalf of the IAG.

### **Della Anverali**

Della lives in Gorleston. She has a wealth of experience and understanding of older people and Muslim, unseen and isolated communities. She is also involved in many voluntary activities. Della attended Operation Nicole and represented the Group at this year's National IAG Conference in Kent.

### **Jane Lebreton**

Jane comes from Fakenham and her background is in Norfolk Youth Service, therapeutic support for children with challenging behaviour, and working with children who have a parent in prison. She currently works with Gypsy and Traveller families.

### **Hameed Malik**

Hameed lives in South Wootton and has experience of parish councils, is a school governor and a member of the West Norfolk Islamic Association. He has a strong knowledge of the voluntary sector and received a Mayor's Civic Award for his voluntary work in 2008.

### **Dr Graham Sigley**

Graham is a Thetford resident whose background is in partnership approaches to community involvement. He has a good understanding of Thetford's diverse community, especially the issues affecting young people, and has a particular interest in crime and education.

### **Debbie Chedgey**

Debbie is a new member and lives in Norwich. She brings to the Group experience of mental health, running a business, and working in the prison service as a volunteer with the drug-dependent. Debbie has first-hand knowledge of the deprived areas of the city and now works for a partnership which supports people working in the sex industry. She has recently been awarded an MBE.

### **Janice Stringer**

Janice, who lives in Fakenham, is a new member of the IAG. She has a wealth of knowledge and experience of young people, having worked in education with less-able and disaffected teenagers. Janice also brings to the Group an awareness of the issues affecting the more rural parts of the county.

### **Pa Musa Jobarteh**

Pa Musa is a new IAG member from Horsford, who has knowledge of migrant workers, refugees, Black, minority ethnic, new and emerging communities. Pa Musa has previous experience of being on an advisory panel, and is well-known within Norfolk's partnership structures and voluntary groups as an active member of the community,

### **Brian Walker**

Brian, from Old Catton, recently joined the IAG, bringing to the Group experience of mental health and probation, and an understanding of Lesbian, Gay, Bisexual and Transgender (LGBT) communities, drug users and the schemes set up to support them. Brian is an active member of the Hate Crime Scrutiny Panel, the Forum for Lesbian and Gay Group (FFLAGG) and St. Martin's Housing Trust, and has a particular interest in equal opportunities.

### **Jenni Benstead**

Jenni lives in Thorpe Hamlet and is a new IAG member. Jenni has in-depth knowledge of the homeless and the partnership working needed to find solutions. She is actively involved in transgender support groups, and has a great deal of experience and understanding of the issues affecting transgendered people.

## REVIEW OF 2010

During the year, the IAG has been involved in the following:

### **IAG National Conference**

This annual event was hosted by Kent Police in November and was attended by Della Anverali, along with members of the Constabulary's Diversity Team. Every year IAG members are invited to attend the conference to share their views, discuss key advisory group developments and exchange good practice examples with their counterparts from other regions.

### **Prevent: Operation Nicole**

Several members of the Group attended Operation Nicole 2 in May. This was the second event set up to look at how the Prevent strand of the Government's counter terrorism strategy, CONTEST, affects the relationship between the police and local communities. All who attended requested an Operation Nicole 3. One of the IAG members, Ray Ward, went on to attend a Prevent awareness event in October specifically aimed at IAG and Police Authority members.

### **Customer Care Focus Survey**

The Group was one of 70 focus groups interviewed by the Customer Care team. The results of the focus groups will be used to improve the journey for anyone who contacts Norfolk Constabulary.

### **Online Equality Training Package**

All IAG members were offered the opportunity to complete the online equality training package used by Norfolk Constabulary's officers and staff.

### **Strategies and Policies**

Members reviewed and offered their input into strategies and policies relating to:

- equality and diversity;
- community engagement;
- the Policing Pledge;
- access to Public Enquiry Offices and new police buildings;
- domestic violence, and;
- recruitment targets.

The Group was also actively involved in the development of a User Guide for Constabulary officers and staff on working with the IAG.

### **Community Impact Assessments**

Major or critical incidents can lead to tension in our communities. To measure this tension, the Constabulary produces a Community Impact Assessment. This assessment goes a long way towards providing public reassurance, reducing further crime and preventing public disorder. One of the most important contributors to the assessment is an independent person who has an understanding of the community members most affected. This is the role that the IAG plays and, throughout the year, different members have assisted the Constabulary with Community Impact Assessments following murders, serious assaults, Traveller tensions and high profile police operations. Using their own knowledge and experience of communities, the IAG can offer an independent perspective on how a community may be reacting to a critical incident happening either locally or nationally.

### **Stop and Search**

The IAG continues to monitor the use of Stop and Search from a community perspective, by reviewing anonymised records. A Stop and Search is when a police officer stops an individual and searches him/her, his/her clothing and anything he/she is carrying.

For further information on Stop and Search, please visit Norfolk Police Authority's website - [www.norfolk-pa.gov.uk/StopSearch.cfm](http://www.norfolk-pa.gov.uk/StopSearch.cfm).

## THE YEAR AHEAD

Policing is not immune to calls for savings in the public sector, and with a 4% cut in the Home Office policing budget each year until 2014/15, there are some challenging times ahead. As the Police Authority and Constabulary make preparations to bridge the anticipated funding gap, community input such as that provided by the IAG will become ever more valuable in monitoring how steps to reduce costs affect the public.

Police authorities are currently responsible for overseeing the policing service delivered by their local police force. The Coalition Government has set out proposals to replace police authorities from May 2012 with a Police and Crime Commissioner, elected by local people to hold the police to account. Until this transition, work continues as usual for Norfolk Police Authority, who will continue to fully support and value the work of the IAG. The Group is always on the look out for new members, and anyone interested in finding out more about the IAG or applying to join should contact Norfolk Police Authority using the contact details below.

### HOW TO JOIN THE NORFOLK INDEPENDENT ADVISORY GROUP

**Do you have an interest in policing and its effect upon your community? Would you be willing to share your own views and experiences to help shape the policing service received by all of Norfolk's communities? Could you work as part of a team? Can you contribute the time, energy and commitment to attend monthly meetings?**

If the answer to these questions is yes, then contact Norfolk Police Authority to find out more about becoming a member of the Independent Advisory Group.

Telephone: 01953 424457 Email: [IAG@norfolk.pnn.police.uk](mailto:IAG@norfolk.pnn.police.uk)  
Website: [www.norfolk-pa.gov.uk](http://www.norfolk-pa.gov.uk)



NORFOLK POLICE AUTHORITY  
*Ensuring an Efficient and Effective Police Service*

### POLICE BUDGET CONSULTATION EVENT

A public meeting is being held on 20 January 2011 to discuss the police budget for 2011/12 and the impact on your Council Tax.

The meeting will take place at Norfolk Constabulary's Headquarters, Jubilee House, Falconers Chase, Wymondham, Norfolk, NR18 0WW.

Doors will open at 6.30pm for a 7pm start.

This meeting is open to both members of the public and non-domestic rate-payers.

For more information visit [www.norfolk-pa.gov.uk](http://www.norfolk-pa.gov.uk), or call 01953 424455.



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### SIGN UP TO RECEIVE POLICE INFORMATION WHERE YOU LIVE

Because Norfolk Constabulary is committed to keeping you informed about what's happening in your neighbourhood, we have introduced a messaging service called Police Direct.

Sign up today and you will begin receiving localised police messages by email, mobile, landline or fax – the choice is yours. Select the type of information you want to receive, from e-newsletters to crime prevention advice, and we'll do the rest. You can be kept up-to-date with news from your local Safer Neighbourhood Team, the actions they've taken recently and the outcomes, as well as the dates, times and locations of when you can meet your local officers face-to-face.

Register with Police Direct today at [www.norfolk.police.uk](http://www.norfolk.police.uk) or call 0845 456 4567