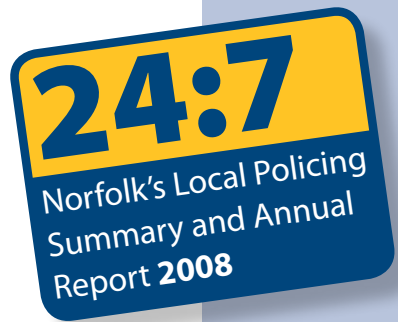


Welcome to the third Annual Local Policing Summary



Central Government requires **Norfolk Police Authority** to produce this summary for you each year. It tells you how the Constabulary has performed during the past year in combating crime and outlines what we will be concentrating on during the year ahead.

As part of the Constabulary's modernisation programme to ensure the people of Norfolk have access to local policing services, we now operate from one County Delivery Unit headed up by Chief Superintendent Tony Cherington, and supported by seven district superintendents.

We are pleased to introduce to you, in this summary, the 32 inspectors who each have responsibility for overseeing one or more of the 52 Safer Neighbourhood Teams (SNTs).

Each SNT is responsible for delivering local policing in the area and for setting policing priorities with their partners and the community, mainly through local priority setting meetings.

Please take the opportunity to go along to your local meeting to contribute towards tackling crime and anti social behaviour in your local neighbourhood.

Find out more

Details of these meetings can be found at

www.safernorfolk.co.uk

0845 456 4567

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Providing a quality policing service to Norfolk 24 hours a day, seven days a week



Norfolk Constabulary's first Norfolk Safer Community Awards – known as the NOSCAs – were held in June to celebrate those police officers, staff members and citizens who have made a contribution to improving the quality of life in their local community.

The Safer Neighbourhood Team (SNT) of the Year Award was presented to Lakenham and Tuckswood SNT for their innovative partnership initiatives with local residents and school children to tackle speeding and anti-social behaviour in the neighbourhood.

Pictured

The Lakenham and Tuckswood Safer Neighbourhood Team receiving their award from Police Authority Member Jenny McKibben, Chief Constable Ian McPherson and Her Majesty's Chief Inspector of Constabulary Sir Ronnie Flanagan.

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Norfolk Constabulary performance in 2007-08

The Police Authority **independently assesses** the Constabulary's performance at the end of every financial year.

	Target	Performance	On/off target
Reduction in recorded crime	1%	10.7%	✓
Increase in sanction detections*	29.5%	32.3%	✓
Reduction in road traffic collisions	433	370	✓
Improvement in 999 call answering times	91%	94%	✓
Increase in customer satisfaction	80%	67.5%	✗

* Sanction detections are detected crimes where the offender has had a sanction applied such as charging, cautioning or issued with a penalty notice

The Authority commends the Constabulary for the significant progress made in 2007/08 in terms of performance. Although the customer satisfaction results were an improvement on 2006/07 performance, they were still disappointing and this will be robustly addressed during 2008/09.

Pictured below

Stephen Bett,
Chairman of
Norfolk Police
Authority.

Strategic Objectives 2008/09

- **Reducing crime and increasing detections**
- **Improving public confidence and satisfaction**
The Authority and Constabulary have agreed a three-year target of achieving 80% satisfaction by the end of 2010/11. Steps to be taken to improve customer satisfaction during 2008/09 will include providing reassurance by visiting all victims of reported crime.
- **Optimising our resources by reducing staff sickness levels and improving police officer recruitment from minority ethnic communities**
- **Building capacity in our protective services**
The Authority and Constabulary agree that it is vital for appropriate resources to be available to tackle serious and organised crime, counter terrorism and emergency planning, public order and roads policing.

Find out more
More information on these objectives can be found in our Policing Plan for 2008/09 (year one of a three-year Strategic Policing Plan for 2008-11)

www.norfolk-pa.gov.uk
0845 456 4567



Norfolk Police Authority- Ensuring an efficient and effective police service

The Police Authority is responsible for maintaining an effective and efficient police service for Norfolk. We listen to the real concerns of local communities about crime and policing, set priorities for the coming year, agree the police budget and report back to the

community in a number of ways, not least this annual report.

How to contact us:
Telephone: 01953 424455 Email: policeauthority@norfolk.pnn.police.uk
Website: www.norfolk-pa.gov.uk



Norfolk Constabulary community news

Dereham Safer Neighbourhood Team's Bebo site goes live

The Dereham Safer Neighbourhood Team have devised an innovative method of keeping in touch with local youths. They have developed a page on the Bebo social networking site which enables the team to keep youngsters up to date with events in Dereham and the surrounding area. The site also includes information about the SNT, photos of all the officers and information on contacting the police.

Heartsease community football matches

The Heartsease and Thorpe Hamlet Safer Neighbourhood Team took on local community opposition in two football matches in May. The two games, one for men and one for women, were played at Heartsease High School in Norwich.

Cobholm and Southtown SNT support new youth club

The Cobholm youth club opened on 16 July at TS Warriors on Steam Mill Lane, and is the idea of three local mums, who worked with the Cobholm and Southtown Safer Neighbourhood Team to set it up. The SNT felt that the youth club had been long overdue as the youths had very little to do. The Team fully supports the club, praising the mums' hard work to overcome hurdles to get it up and running, and will be having regular inputs into the club,

including giving safety and crime prevention advice to youths.

A new police station for Aylsham

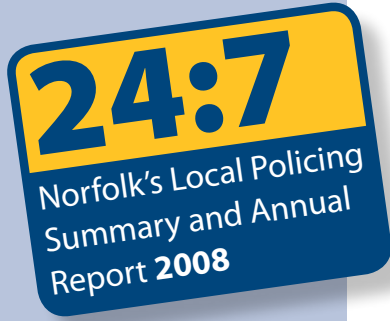
Aylsham's new eco-friendly police station, located on Richard Oakes Road, was officially opened in May. The station was built with many environmental credentials including an unusual sedum moss roof which helps insulate the building in the winter, and a wind turbine, partly funded by a government grant, to generate electricity. The station, an operational deployment base for local officers, was opened for business in February after an eight-month building project at an overall cost of £755,000.

Thetford night goes warned 'Be good or be barred'

Drinkers who misbehave in Thetford's pubs and clubs now face a ban of six months or more under the town's Pubwatch Scheme. Managers at all the town's licensed premises have come together to agree tough action to help curb alcohol-related crime and anti-social behaviour in the town. Under the scheme, which aims to target those involved in violence, criminal damage or anti-social behaviour, anyone who causes a problem in one place will see themselves banned from all other bars in the town.

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Meet your local inspectors

Norfolk Constabulary has 52 Safer Neighbourhood Teams (SNTs) covering the county. Your local SNT comprises police officers, police community support officers (PCSOs), special constables, council wardens, neighbourhood and housing managers, youth workers and other partners. Inspectors head up the SNTs, covering one or more neighbourhoods.

We would like to introduce you to the Inspectors working as part of Norfolk Constabulary's Safer Neighbourhood Teams. **Details of how to contact your local team are on page 16.**

Breckland local delivery unit inspectors

Superintendent Katie Elliott is in overall charge.

Local Inspectors for Breckland are:



Adam Hayes
Attleborough SNT



Adrian Porter
Swaffham SNT
Watton SNT



Peter Walsh
Dereham SNT



Paul Wheatley
Thetford SNT

Norwich City Council local delivery unit inspectors

Superintendent Sarah Francis is in overall charge. Local inspectors for Norwich are:



Mark Haddow
Lakenham and Tuckswood SNT



Lisa-Jane Hooper
Norwich City Centre SNT



Marie James
Mile Cross, Catton and Fiddlewood SNT



Michelle Lillie
University and Eaton SNT



Nigel Richards
West Centre SNT



Russell Watkins
Earlham, Marlpit and Larkman SNT



Russell Wilkinson
Heartsease and Thorpe Hamlet SNT

To email your local inspector, please use the relevant Safer Neighbourhood Team email address on page 16.

This will enable another member of the team to pick up your message should the inspector not be on duty at that time.

South Norfolk local delivery unit inspectors

Superintendent Paul Sanford is in overall charge.

Local inspectors for South Norfolk are:



John Allison
Poringland SNT
Loddon SNT



Stuart Chapman
Long Stratton SNT
Diss SNT
Harleston SNT



Darren Elliott
Bowthorpe and Costessey SNT



Andy Taylor
Wymondham SNT
Hethersett and Mulbarton SNT

Great Yarmouth local delivery unit inspectors

Superintendent Jim Smerdon is in overall charge. Local inspectors for Great Yarmouth are:



Teresa Eagleton
Rural Flegg Villages SNT
Caister & Coastal Villages SNT



Rickie Botwright
North Yarmouth SNT



Nick Cheshire
South Yarmouth SNT



Paul McCarthy
Gorleston SNT



Martyn Hooton
Southern Villages SNT
Cobholm & Southtown SNT



Nick Russell
Bradwell SNT
Magdalen SNT

King's Lynn and West Norfolk local delivery unit inspectors

Superintendent Nick Dean is in overall charge. Local inspectors for King's Lynn & West Norfolk are:



Mick Bates
Watlington SNT
Downham Market SNT



David Buckley
Hunstanton and Burnham SNT
Dersingham and Gayton SNT
The Woottons SNT



Paul Durham
Terrington SNT
South and West Lynn SNT



Dennis Lacey
King's Lynn North SNT



Chris Spinks
Gaywood, Fairstead and Reffley SNT

Broadland local delivery unit inspectors

Superintendent Mike Fawcett is in overall charge. Local inspectors for Broadland are:



Pat Allan
Sprowston and Spixworth SNT
Thorpe St Andrew SNT



Carolyn James
Drayton and Taverham SNT
Hellesdon and Horsford SNT



Brian Pincher
Reepham SNT
Aylsham SNT
Acle SNT

North Norfolk local delivery unit inspectors

Superintendent David Marshall is in overall charge. Local inspectors for North Norfolk are:



Mike Brown
Wells SNT
Holt SNT
Fakenham SNT



Pete Hornby
North Walsham SNT
Stalham SNT



Steve Jones
Sheringham SNT
Cromer SNT

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📍 Appointments at a time to suit you!

From December 2008, members of the public who wish to report non urgent incidents will be able to make an appointment to see a police officer at a time and place convenient to them via a dedicated customer service facility.

📞 www.safernorfolk.co.uk

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How to contact the police

Emergency

Emergency 999 should only be dialled when a crime is happening now or someone is in immediate danger.

Non-emergency

Telephone The non-emergency telephone number is the main contact number of Norfolk Constabulary – **0845 456 4567**.

Text 07786 200 777

Fax 0845 345 4567

Minicom 0845 345 3458

Email enquiries@norfolk.pnn.police.uk

Contacting your local Safer Neighbourhood Team

To contact your **Safer Neighbourhood Team**, call the non-emergency number **0845 456 4567** and ask for your team, or alternatively send an email.

Breckland SNTs

sntattleborough@norfolk.pnn.police.uk
sntdereham@norfolk.pnn.police.uk
sntswaffham@norfolk.pnn.police.uk
sntthetford@norfolk.pnn.police.uk
sntwatton@norfolk.pnn.police.uk

Broadland SNTs

sntacle@norfolk.pnn.police.uk
sntaylsham@norfolk.pnn.police.uk
snttaverhamdrayton@norfolk.pnn.police.uk
snthellesdonhorsford@norfolk.pnn.police.uk
sntreephams@norfolk.pnn.police.uk
sntsprowstonpaxworth@norfolk.pnn.police.uk
sntthorpeandrew@norfolk.pnn.police.uk

Great Yarmouth SNTs

sntbradwell@norfolk.pnn.police.uk
sntcaistercoastalvillages@norfolk.pnn.police.uk
sntcobholmsouthtown@norfolk.pnn.police.uk
sntgorleston@norfolk.pnn.police.uk
sntmagdalen@norfolk.pnn.police.uk
sntnorthyarmouth@norfolk.pnn.police.uk
sntnorthyarmouth@norfolk.pnn.police.uk
sntsouthyarmouth@norfolk.pnn.police.uk
sntsouthernvillages@norfolk.pnn.police.uk

King's Lynn & West Norfolk SNTs

sntdersinghamgayton@norfolk.pnn.police.uk
sntdownhammarket@norfolk.pnn.police.uk
sntgaywoodfairsteadreffley@norfolk.pnn.police.uk
snthunstantonburnham@norfolk.pnn.police.uk
sntnorthlynkingslynncentre@norfolk.pnn.police.uk
sntsouthwestlynn@norfolk.pnn.police.uk

sntterrington@norfolk.pnn.police.uk
sntthewoottons@norfolk.pnn.police.uk
sntwatlington@norfolk.pnn.police.uk

North Norfolk SNTs

sntwells@norfolk.pnn.police.uk
sntfakenham@norfolk.pnn.police.uk
sntsheringham@norfolk.pnn.police.uk
sntcromer@norfolk.pnn.police.uk
sntnorthwalsingham@norfolk.pnn.police.uk
sntstalham@norfolk.pnn.police.uk

Norwich SNTs

sntearlhammarlpitlarkman@norfolk.pnn.police.uk
sntmilecrosscattonfiddlewood@norfolk.pnn.police.uk
sntheartseasethorpehamlet@norfolk.pnn.police.uk
sntwestcentre@norfolk.pnn.police.uk
sntcitycentre@norfolk.pnn.police.uk
sntuniversityeaton@norfolk.pnn.police.uk
sntlakenhamtuckswood@norfolk.pnn.police.uk

South Norfolk SNTs

sntbowthorpeandcostessey@norfolk.pnn.police.uk
sntwymondham@norfolk.pnn.police.uk
snthethersettmulbarton@norfolk.pnn.police.uk
sntporingland@norfolk.pnn.police.uk
sntloddon@norfolk.pnn.police.uk
sntlongstratton@norfolk.pnn.police.uk
sntdiss@norfolk.pnn.police.uk
sntharleston@norfolk.pnn.police.uk

Norfolk Constabulary www.norfolk.police.uk
Norfolk Police Authority www.norfolk-pa.gov.uk
Safer Norfolk www.safernorfolk.co.uk