



NORFOLK POLICE AUTHORITY
Ensuring an Efficient and Effective Police Service

Local Policing Summary from Norfolk Police Authority

What does **Norfolk Police Authority** do?

The Police Authority is responsible for maintaining an effective and efficient police service for Norfolk. We oversee the work of Norfolk Constabulary which delivers policing in the county. We listen to the issues and concerns of local communities about crime and policing to help us plan and set our priorities for the forthcoming year. The Authority appoints the Chief Constable and senior officers, sets the police budget and writes the plan for policing in Norfolk. Every year we report back to you, the public, with how well the Constabulary has performed.

Norfolk Police Authority is an independent body of 17 members – 9 County Councillors and 8 independent members. Chaired by Stephen Bett, you can find members' details and further information at www.norfolk-pa.gov.uk

Our **Citizen Focus Committee** ensures your needs and expectations are reflected in the Constabulary's decision making, delivery and policy. Chaired by Jenny McKibben, the committee meets every two months. We invite you to attend and to contribute to these meetings – dates and times are on our website, or contact the Chief Executive's Office.

Have you heard of the **Independent Advisory Group**? This is a group of volunteers from Norfolk's communities, who independently advise both Norfolk Constabulary and Norfolk Police Authority. It has a key role in helping us increase your trust and confidence in the police, particularly among minority communities (such as ethnic minorities, lesbian, gay, bisexual and transgender people, those with physical, sensory and learning difficulties, Gypsy Travellers and people from different faith communities). The group helps the Authority and Constabulary better understand the effect of our policies

and services on various communities.
Email: IAG@norfolk.pnn.police.uk

There is a **Disability Forum** that works to ensure disabled people have a say in the work of Norfolk Constabulary and Norfolk Police Authority. The forum is a group of people with disabilities who share their opinions and personal experiences with both the Constabulary and the Authority.

Email: disabilityforum@norfolk.pnn.police.uk

Did you know there are volunteers who visit police stations unannounced and in pairs to check the welfare of detained persons and the conditions in which they are held? They are called **Independent Custody Visitors** and they play a valuable role in maintaining public confidence in this important area of policing.

Email the scheme administrator at policeauthority@norfolk.pnn.police.uk



Pictured
Disability Forum

Contact Norfolk Police Authority

Norfolk Police Authority
Chief Executive's Office, Jubilee House
Falconers Chase, Wymondham
Norfolk NR18 0WW

☎ **01953 424455**

📠 **Fax 01953 424462**

✉ policeauthority@norfolk.pnn.police.uk

🌐 www.norfolk-pa.gov.uk

Police Performance in 2008/09

	Target	Performance	On/off Target
Increase in satisfaction (views of recent customers)	72.0%	70.1%	X
Increase in public confidence (views of general public)	55.0%	54.9%	X
Reduction in recorded crime	53000	49175	✓
Increase in sanction detections*			
all crime	34.0%	36.9%	✓
serious sexual offences	35.0%	37.2%	✓
Reduction in road traffic collisions causing death or serious injury	370	336	✓

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

- The Authority commends the Constabulary for the significant progress made in 2008/09 in terms of its operational performance
- Rates of satisfaction and public confidence in the service provided by Norfolk Constabulary continue to improve but fell short of the targets set
- Whilst 70.1% of customers surveyed in 2008/09 were either completely or very satisfied with the service they received from the police, this figure increased to 84.6% when including customers who were fairly satisfied with the service
- The Constabulary did not meet its 2008/09 targets for reducing the sickness absence of its workforce or for recruiting from ethnic minority communities. However, it remains a priority for the Constabulary to increase productivity and ensure that its workforce reflects the diversity of the communities it serves.

Our Objectives for 2009/10

- Improve confidence
- Increase satisfaction, achieving the outcomes that matter most to our customers
- Reduce crime, anti-social behaviour and the fear of crime
- Work in partnership with the community to identify and resolve problems
- Develop a professional, skilled and flexible team
- Deliver high quality services
- Be proactive and intelligence-led
- Improve performance yet drive down costs

For more information about police performance in 2008/09, and targets for 2009/10, please see our three year policing plan which is available on our website, or contact the Chief Executive's Office.



Pictured
A Norfolk Police Authority meeting





Neighbourhood Policing Teams... Problem-solving



Young people in **Hoveton** are no longer bored after school thanks to new goal posts and nets organised by their local policing team. PCSO Mary Turner made an application to the Football

Foundation for funding after receiving complaints about youths in Hoveton playing football near residential properties and on busy roads. The new facilities were opened by former Norwich City footballer Lee Croft.

Pictured above Lee Croft with PCSO Mary Turner and members of the Lions football team.

Residents in **North Yarmouth** have seen the quality of life in their neighbourhood improve following a big clean-up by the police and our partners. The local policing team, residents and allotment holders held the Clean Up Day at Tar Works Road, picking up litter, fly-tipped waste and dog foul.

Pictured below Local residents join in the big clean-up in North Yarmouth.



Pictured right Police unveil the new engine security covers.



In **North Norfolk**, the Harbour Master, along with the policing team at Wells, designed outboard engine covers to reduce the number of engines being stolen in Wells, Brancaster, Morston and Blakeney. The new covers fit over the engines, are secured with a pull tight rope and further secured with an adjusting strap and buckle which can be padlocked.



Pictured above Sgt Jon Beales with the new motorcycle barriers.

The footpaths around the **Earlham, Larkman and Marlpit** area of Norwich are a safer place for children to walk to school thanks to an initiative by the local policing team and funding by the local council. After listening to the concerns of residents, new barriers have been built on a busy footpath to prevent people riding their motorcycles and mopeds. There has been a significant reduction in offences since the barriers were fitted.

your issues and concerns



Pictured above

Sgt Angy Hood with Speedwatch members.

Following complaints of speeding motorists, residents in **Sprowston, Spixworth and Old Catton**, with the help of their Safer Neighbourhood Team, have set up a Community Speedwatch Scheme. Members of the public have been trained to use speed radars and letters are sent to the registered keepers of offending vehicles to remind them to keep their speed down.

Civilian 'street marshalls' have been launched in **King's Lynn** town centre to help keep people safe on a night out. The Lynn North neighbourhood policing team has been working with licensees to ensure more high-visibility patrols and to promote safer journeys for pub and club-goers between venues, food outlets and taxi ranks.

Pictured below

Street marshal Brett Carlton, CCTV operator Karl Weeks, Sgt Trevor Smith, Nick Carter, Jon Smith, directors Security with Confidence, street marshal Michael Howling.



With the help of the local policing team, residents in **South Norfolk** are benefitting from the launch of Nightsafe which sees police, licensees and partner agencies working together to address anti-social behaviour in pubs. Landlords can ban individuals from their venue and all other Nightsafe premises within the South Norfolk scheme. It is a crime reduction tool that enables fast and easy identification of excluded persons, suspects and offenders.

Pictured right

Police launch Nightsafe with licensees.

The quality of life for residents in **Thetford** has improved thanks to the recent Civic Pride event, led by the town's local policing team. An amazing 620 kilos of litter (greater than the weight of a horse!) was picked up off the ground in the town's housing estates and school playing fields, by the police, school children, the military, local dignitaries and community rangers.

Pictured right

Pupils from Admiral's Junior School join the police and partners for the Civic Pride litter pick.

Neighbourhood Policing Teams – Supporting Safer Neighbourhoods





It's official!

Norfolk is currently the safest county in England

Norfolk is the **safest county in England** according to new figures which show there are 58 crimes per thousand residents.

The 2008/09 statistics from the Office of National Statistics place Norfolk at the top of the board.

Commenting on the figures, Chief Constable Ian McPherson, said:

"People living in Norfolk should be proud to live in a county with the lowest crime rate in England. As part of our commitment to the public through the Norfolk Policing Pledge we will continue to reduce crime, anti-social behaviour and the fear of crime.

"We are bedding in our new policing model and I am confident we will further transform policing services through following a process of continuous improvement. The goal is the full confidence of the people of Norfolk.

"Fewer crimes are being committed and our detection rates are rising and as a result of our force modernisation programme earlier this year more officers are now on the streets."



Pictured above
Chief Constable
Ian McPherson

FACT!
Police officer numbers have increased to 1660 in Norfolk – the most we've ever had

FACT!
You can see the latest crime information for where you live on interactive crime maps – find out more on www.norfolk.police.uk

Keep an ear and eye out for anything suspicious

Noticed anything out of place where you live, work or play? As part of a UK-wide campaign, the police, together with our council partners, are working closely to prevent people becoming terrorists. We want you to come forward in confidence if you suspect anything out of the ordinary where you live – call **0845 456 4567** or tell your local policing team. Unusual signs and practices include people taking photos in unusual situations, looking at CCTV cameras and unusual theft or deliveries of chemicals.



Have your say...

Members of the public can have their say about any issues and concerns where they live to **improve the quality of life** in their neighbourhoods.

You can tell your local team about your issues and concerns in a number of ways:

- **Log onto the website**
www.norfolk.police.uk
- **Call** 0845 456 4567
- **Text us on** 07786 200777
- **Minicom** 0845 345 3458
- **Tell your local team member**
- **Email**
enquiries@norfolk.pnn.police.uk
- **Attend a Safer Neighbourhood Team meeting**

Chief Superintendent Tony Cherington, (pictured right), who heads up Neighbourhood Policing in Norfolk, said:

“Everyone in the county lives within one of our 52 Safer Neighbourhoods, looked after by a dedicated policing team of officers, community support officers and Special Constables. Our neighbourhood policing teams work out of the 35 police stations across the county and they want to help the public identify the local priorities for policing.

“The Safer Neighbourhood Teams host regular meetings, street briefings and surgeries to understand what the issues are and work with the public to find solutions to the problems that may affect their quality of life.”



Pictured
Chief Superintendent
Tony Cherington

Contact us... so we can contact you!

We want to keep you up to date with what's happening in your neighbourhood. We can let you know what **your team's** current priorities are.

We can contact you by email, phone and text. You can find all of your neighbourhood's information including the date, time and location of your team's next meeting at **www.norfolk.police.uk** or by calling **0845 456 4567**.

We publish information on posters – look out for them in supermarkets, on parish noticeboards and in community halls. You can also read about your neighbourhood policing team in your parish magazine.

FACT!

We are visiting all victims of crime, no matter what the crime may be. We will make an appointment at a time and location that suits you

