

CITIZEN FOCUS COMMITTEE

**MINUTES OF THE MEETING HELD IN THE
WROXHAM ROOM, JUBILEE HOUSE, WYMONDHAM, NORFOLK
ON WEDNESDAY, 2 SEPTEMBER 2009 AT 10.00 AM**

Present:-

Mrs Fiona Anthony
Mr A Byrne (Substitute)
Mr R Chapman (Substitute)
Mrs V Jenkins – In the Chair
Mr J Perry-Warnes (Substitute)
Mr T Tomkinson
Mr P Wells

In Attendance:-

Mrs A Campbell	Director of Communications and Public Affairs, Norfolk Constabulary
Mr Jonathan Chapman	Young People's Adviser, from Norwich City College
Mr Abraham Eshetu	Head of Diversity, Norfolk Constabulary
Mr Mark Hill	Assistant Chief Executive, Norfolk Police Authority
Ch/Supt Sarah Hamlin	Contact & Control Room and Partnerships, Norfolk Constabulary
Mrs Gill Tavender	Citizen Focus Co-ordinator, Norfolk Constabulary
Mr Kevin Wilkins	Assistant Chief Constable, Norfolk Constabulary
Miss Nicola Wotton	Committee Administrator, Norfolk Police Authority
Mrs Jo Wright	Policy and Research Officer, Norfolk Police Authority

Observer:-

Mr J Sadler	Norfolk County Association of Town and Parish Councils
Mr C Websdell	Member of the Norfolk Police Disability Advisory Forum

The Chair welcomed everyone to the meeting and began by sending the Committee's condolences to Sue Brady's family. She stated that Sue, Partnerships Officer for Norfolk Police Authority, had made a significant contribution to partnership working for the Police Authority and would be greatly missed by her colleagues. Our thoughts and best wishes are with Sue's family at this sad time.

Chief Superintendent Sarah Hamlin then gave Members a presentation on the current work of the Partnerships Department. Members were updated on the Superintendents meeting process, 5 priority work areas, neighbourhood management initiatives, problem solving and a proposed CDRP County meeting structure. In response to a query from a Member, it was noted that the Chief Executives of the County and District Councils had been involved in the consultation process and that the proposals would lead to an efficient CDRP meeting structure.

1. **Apologies for Absence**

Apologies for absence were received from Peter Burnham, Phil Hardy, Jenny McKibben and David Reeve.

Brian Iles and Stephen Bett left the meeting following the conclusion of the presentation.

2. **Declarations of Interest**

There were none.

3. **To confirm the minutes of the meeting held on 7 July 2009**

The minutes from the 7 July 2009 were signed by the Chair as a correct record of the meeting.

4. **Matters of Urgent Business**

The Chair agreed to receive a supplementary paper to Item 9 – Section 95, Criminal Justice Act 1991, Ethnic Monitoring Data – in respect of some media activity regarding children and stop and search powers. The item would be discussed later in the meeting.

5. **Norfolk Constabulary Local Priority Setting Consultation**

Mark Hill, Assistant Chief Executive, apprised Members regarding the Local Priority Setting Consultation currently being undertaken by Norfolk Constabulary. It was noted that the consultation was in accordance with Home Office guidelines.

As part of the consultation, Members were asked to consider the principal of a single county wide name for Local Priority Setting meetings, whether there should be a standard frequency to Local Priority Setting meetings across the County and the potential relationship between priority setting meetings and Neighbourhood Panels and the composition of the Neighbourhood Panel.

Jonathan Chapman queried whether there was sufficient interaction with young people at the Local Priority Setting meetings, and suggested the possibility of using alternative methods such as FaceBook to interact with young people. Jo Wright, Policy and Research Officer, updated Members that Superintendent Dave Marshall would be attending the next Norfolk Police Disability Advisory Forum meeting on 28 September 2009 to discuss the accessibility of the Local Priority Setting meetings. Members discussed their Local Priority Setting meetings and shared elements of good practice they had observed during the meetings.

RESOLVED:

- i) To note the contents of the report;

- ii) That Members would take part in the Constabulary's consultation on Local Priority Setting meetings and were asked to forward their responses to the Chief Executive's Office, for collation.

6. **Quality of Service Commitment Past and Present**

The Committee was apprised that the National Quality of Service Commitment (QSC) listed for the public the minimum standards and services which they can expect when contact is made with the police. It was noted that the QSC had been implemented in 2006 and was divided into 6 subject areas under which the commitments were listed. It was reported that Norfolk Constabulary had been compliant with the QSC over the last 3 years and during that time there had been significant changes and improvements within the Citizen Focus agenda.

Members noted that over the last year a number of developments had taken place further informing this agenda, and discussions had recently taken place at ACPO level with regard to the validity of the QSC, as the majority of the QSC was now included within the Policing Pledge and Hallmarks. Members were reassured that the Citizen Focus team had been monitoring the situation closely but to date the matter still required further clarification.

Members were updated that Norfolk Constabulary was currently reviewing its strategy for Citizen Focus and using the Hallmarks as the framework for future discussion. It was noted that as a result, the compliance of the QSC elements was being monitored through a range of activities and joint working with the Criminal Justice Service, with regard to the Victims Code of Practice. It was reported that closer working with Force analysts would result in a more focused and proactive approach, identifying areas of service improvement and providing a meaningful product to action.

RESOLVED:

To note the contents of the report.

7. **Hate Crime**

Members were apprised that there had been a 15.5% reduction in the number of Hate Crimes in the first quarter when compared to the same period in the previous year. It was reported that the highest number of Hate Crimes were being reported in the conurbations of Norwich, Kings Lynn, Great Yarmouth and Thetford. Members were pleased to note that for all Hate Crime categories, the overall detection rate was 33.9% compared to 30.1% for the Constabulary's overall detection rate for the same period. It was noted that of all the Hate Incidents and Hate Crimes recorded, 69% related to Race, 16% to Homophobia and Transphobia and 9% to Hate 'Other' and 6% to Faith.

The Committee was informed that the Constabulary only collected user satisfaction data on Racist Incidents and that work was progressing towards a satisfaction survey that would encompass all victims of Hate Crime. It was noted that this additional information would be used to inform and improve the quality of service provision provided to the victims of Hate Crime.

Abraham Eshetu updated Members that in order for the Constabulary to provide an equitable service, it needed to understand the experiences and levels of Hate Crime in Norfolk's communities and the standards of service and investigation being delivered. It was noted that the Constabulary would therefore undertake a complete review of Hate Crime which would include: Determining the levels of Hate Crime experienced by communities in Norfolk, Recorded levels of Hate Crime, Estimated levels of unreported Hate Crime, Levels of repeat victimisation, Patterns of offending and Offender profiles.

It was noted that the Multi Agency Protocol (MAP) had been launched in June 2009, which allowed organisations to sign up to the protocol to become Third Party Hate Crime Reporting Centres. It was noted that by taking a multi agency approach, it was anticipated that this would enhance victims' access to making reports and would ensure that they got a consistently high level of service.

Following a query from a Member, it was noted that there were no clear geographical areas affected by Hate Crime, although there were hotspots of offending in areas with high levels of deprivation.

Paul Wells queried whether Hate Incidents were being reported by the Chinese Community, many of whom were students at the UEA. Abraham Eshetu reassured Members that there was a Police Community Support Officer (PCSO) assigned to the UEA and that the local area Minority Ethnic Liaison Officer (MELO) was fluent in Chinese. It was noted that the Constabulary was actively trying to engage with all of the local communities.

Robin Chapman requested that additional information on the number of Hate Crimes and Hate Incidents be provided in future reports, to allow for meaningful comparisons over time and for trends to be reported and discussed at future meetings.

RESOLVED:

- i) To note the contents of the report;
- ii) That additional information on the number of Hate Crimes and Hate Incidents in future Hate Crime reports be provided, to allow for comparisons over time and trends to be reported and discussed at future meetings.

8. Citizen Focus Performance

Members were pleased to note that there had been a steady increase in the satisfaction levels for all of the key indicators. It was reported that Norfolk currently was in second place in our Most Similar Group (MSG) on the iQuanta tables.

The Committee noted that the Citizen Focus team was currently working on a new Hate Crime satisfaction survey and it was noted that further information would be brought to the November meeting. Gill Tavender reported that work was also underway on a pilot for a further survey with victims of Criminal Damage to

Dwelling, which would include key satisfaction questions, questions around the attitude and behaviour of the officers and key confidence questions which would provide the Force with a valuable understanding of the service provided to one of the core anti social behaviour crime categories.

Members were pleased to note the consistently high results for the Attitude and Behaviour survey and it was reported that the Control Room was leading that area of work. It was stated that the 6 month trial for the survey was being extended and developed to include Grade Cs and Ds.

It was noted that the Constabulary was working towards the new Home Office target on public confidence and the first quarter's data was due at the end of August. Members were apprised that the Home Office had set Norfolk a confidence target of 60.2% by the end of March 2012, with a baseline of 48%. It was reported that the local Perceptions and Confidence Survey from the last quarter, had shown that 68.8% of those surveyed agreed that taking everything into account, the police in your area are doing a Good or Excellent job. It was also reported that 79.6% of those surveyed agreed that the local police are dealing with anti-social behaviour and crimes that matter in this area. Members congratulated the Constabulary on their work and achievements to date.

RESOLVED:

To note the contents of the report.

9. **Section 95 – Criminal Justice Act 1991 – Ethnic Monitoring Data**

Abraham Eshetu, Head of Diversity, apprised Members that the Constabulary used the 2007 Office of National Statistics (ONS) mid-Census data for Norfolk, as it provided a more accurate picture than the 2001 Census data.

With regard to All Stops, it was noted that there had been a 10% increase in the number undertaken between Quarter 4 and Quarter 1. It was noted that there were more stops per thousand Black population, than for White population.

The Committee was updated that the Census data showed an improvement in disproportionality from 2007/08 to 2008/09. It was noted that the national average on disproportionality for All Stops in the Black category was 7, whereas Norfolk was slightly below the national average, as there were 5.5 All Stops per thousand BME residents than White residents in Norwich.

It was reported that in the period under review, there were 5 complaints recorded relating to All Stops, 4 of the complaints were received from a member of the public with at White ethnic background and 1 was recorded as not stated. It was noted that 2 complaints were locally resolved and 3 were still being investigated.

Anne Campbell, Director of Communications and Public Affairs, updated those present that the Constabulary was in the process of conducting focus groups within the BME community throughout Norfolk. It was noted that this would enable the Constabulary to identify any barriers which would make it difficult for BME

community members to make a complaint. It was stated that the Constabulary had also developed an airwave solution for All Stops to be recorded, and this was on target to be launched by the end of December. Val Jenkins requested information on how many people were prosecuted as a result of All Stops.

Mark Hill queried the impact of All Stops undertaken by other policing organisations. Abraham Eshetu reported that there had been significant operations undertaken by British Transport Police (BTP) involving Stop and Search, however when such a Stop was undertaken the Constabulary were always kept informed. Abraham Eshetu stated that All Stops were subject to quality assurance and were scrutinised and dip sampled.

Mark Hill updated the Committee that a Stop and Search inspection refresh was being undertaken involving the Authority, Constabulary and the Norwich and Norfolk Race Equality Council.

Tony Tomkinson queried the reasons for the significant variations in the numbers of All Stops taking place in the 7 districts, each quarter and it was noted that information on this matter would be circulated to Members in due course. Fiona Anthony requested further clarity regarding some of the figures included in the report and this would also be provided in due course. Val Jenkins then queried drug related stops and it was reported that they were targeted appropriately by Protective Services in the course of their work.

Mark Hill introduced the supplementary information to Members at this point. It was reported that there had been significant media coverage regarding the number of children being subjected to Stop and Search, following a Freedom of Information (FOI) request. It was noted that Stop and Searches of children did not occur often, however it was possible for adults to hide items on children or their possessions. It was reported that there was no age restriction regarding Stop and Search and that such powers were always used appropriately and with discretion. Tony Tomkinson queried the funding for FOI requests and Anne Campbell reported that it was a statutory duty to respond to such requests and that the Constabulary did not charge a fee for the information. The Committee noted that the number of FOI requests received was increasing over time and as a result, the Constabulary published as much information as possible, to reduce the time spent on collating FOI requests

RESOLVED:

- i) To note the contents of the report;
- ii) Members requested information on how many people were prosecuted as a result of all Stops;
- iii) Members requested additional information on the reasons for the significant variations in the numbers of All Stops taking place in the 7 districts, each quarter;
- iv) Members requested further clarity regarding some of the figures included within the report, in particular, pages 47, 54 and 60 of the meeting papers.

10. **Community Tensions Report**

Abraham Eshetu reported that incidents of disorder between sections of our communities could have the potential of escalating to serious public disorder and critical incidents. It was noted that community tension was a state of community dynamics which may lead to disorder or threaten the peace and stability of communities. Members were apprised that a community tension indicator was defined as: 'Any incident that would tend to show that the normal relationship between individuals or groups has seriously deteriorated and was likely to escalate to wider groups other than those involved.'

Members were reassured that the Constabulary was monitoring community tension by liaising with the National Community Tension Team, Safer Neighbourhood Teams, Liaison Officers and specialist departments, Partners and crime analysis. It was noted that the Constabulary also had a seat on the Community Cohesion Strategic Group, which helped to define the overall strategic direction for community cohesion and equality in Norfolk.

It was reported that the National Community Tension Team circulated information on tension to all Constabularies on a weekly basis, to support local assessments of community tension.

Members were pleased to note the Constabulary's proactive approach towards monitoring community tension and commended the processes implemented to support this area of work.

RESOLVED:

To note the contents of the report.

11. **Any Other Items of Business**

There were none.

12. **Date of next meeting**

Monday, 16th November 2009 at 10.00 am at the Nightingale Centre, 1 The Street, Framingham Earl, Norwich, Norfolk, NR14 7QY.

The meeting ended at 11.55 a.m.

CHAIR

[Members received a confidential Home Watch briefing from Ian Fuller, Business Performance Manager, after the meeting. Members considered the need for the Committee to review Community Impact Assessments, but decided this was a role better suited to the Independent Advisory Group.]