

CITIZEN FOCUS COMMITTEE

**MINUTES OF THE MEETING HELD IN THE
NPA MEETING ROOM, BUILDING 8, NORFOLK POLICE AUTHORITY,
WYMONDHAM, NORFOLK
ON WEDNESDAY, 25 MAY 2010 AT 10.00 AM**

Present:-

Mrs Fiona Anthony
Mr Robin Chapman (Substitute)
Ms Jenny McKibben - Chairman
Mr David Reeve
Mr T Tomkinson

In Attendance:-

Mrs Mandy Allen	Community Engagement Officer, Norfolk Police Authority
ACC Simon Bailey	Assistant Chief Constable, Norfolk Constabulary
Ms Anne Campbell	Director of Communications and Public Affairs, Norfolk Constabulary
Mr Jonathan Chapman	Young People's Adviser, from Norwich City College
Mr Peter Haystead	Policy and Partnerships Officer, Norfolk Police Authority
Mr Mark Hill	Assistant Chief Executive, Norfolk Police Authority
Miss Sarah Leggett	Policy and Research Officer, Norfolk Police Authority
Ms Gill Tavender	Quality Assurance Manager, Norfolk Constabulary
Miss Nicola Wotton	Committee Administrator, Norfolk Police Authority

Observer:-

Mrs Carol Jones	Neighbourhood Manager, Norwich City Council
Mrs Joan Reeve	Resident of Catton Grove Residents Association
Mr Jack Sadler	Norfolk Association of Local Councils

Jackie Thornton, Funding and Development Manager for Football in the Community, gave a power point presentation on the Kickz Project. Members noted that the main aim of the scheme was to engage with young people between 12 – 19 year of age in positive activities, in order to prevent anti social behaviour and build good relationships between young people and the Police.

The Committee was apprised of the areas where the scheme was delivered and the methods of engagement. The impact of the scheme was noted, including county targets and funding issues. Members thanked Jackie for her interesting report.

1. **Election of Chair**

Mr R Chapman nominated Ms J McKibben to the position of Chair, seconded by Mr D Reeve. There being no other nominations, it was

RESOLVED:

That Ms J McKibben be appointed as Chair of the Citizen Focus Committee for the ensuing year.

The Chair took the opportunity to thank the Constabulary for their valuable contribution to the Citizen Focus agenda and she also thanked Jonathan Chapman, Jack Sadler, Joan Reeve and Carol Jones for their attendance at the meetings.

Members were apprised that this would be Jonathan Chapman's last meeting as Young People's Advisor for Norwich City College and the Committee took the opportunity to thank Jonathan for his valuable input over the last year. It was noted that he would be replaced by another student, Michael Meggs, at the next meeting.

2. **Appointment of Deputy Chair**

Mr D Reeve nominated Mrs V Jenkins to the position of Deputy Chair, seconded by Mr R Chapman. There being no other nominations, it was

RESOLVED:

That Mrs V Jenkins be appointed as Deputy Chair of the Citizen Focus Committee for the ensuing year.

3. **Apologies for Absence**

Apologies for absence were received from Phil Hardy, Val Jenkins, Paul Wells and from Tony Tomkinson for lateness. It was noted that Robin Chapman was attending as a substitute on this occasion.

All those present then introduced themselves for the benefit of those people who had not attended the meeting before.

4. **Declarations of Interest**

There were none.

5. **To confirm the minutes of the meeting held on 22 March 2010**

The minutes from the 22 March January 2010 were signed by the Chair as a correct record of the meeting.

6. **Matters of Urgent Business**

There were none.

7. **Items for Decision**

There were none.

8. **Citizen Focus Performance**

Members were apprised of Norfolk Constabulary's position in relation to the Citizen Focus agenda at the end of the financial year 2009/10. It was reported that the key satisfaction and confidence measures were monitored using the Assessments of Policing and Community Safety (APACS) Survey, which records responses from victims of five categories of crime: Burglary, Violent Crime, Road Traffic Collision, Vehicle Crime and Racist Incidents. Members were pleased to note the continuous improvement in all areas with the exception of Racist Incident Satisfaction.

The Committee was apprised that the training for the volunteers conducting the Hate Crime survey had been successfully delivered and the interviews would be taking place during the first two weeks of May. It was stated that the results of the survey would be reported later in the year.

Members were reminded that the Criminal Damage to Dwelling survey had been underway for 9 months, which included questions around satisfaction, confidence and the attitude and behaviour of officers. It was noted that the survey results would provide a valuable understanding of the service provided to the core anti-social behaviour crime categories.

In respect of the British Crime Survey, it was reported that the percentage of people who thought the Police in their area were doing a good job, placed Norfolk in fifth place in our Most Similar Group, with 54% in agreement. It was noted that the latest survey data was due in July and the results would be included in a future report.

It was reported that the Constabulary was working towards the new Home Office target on public confidence and had been set a target of 60.2% for the public to agree that 'the police and local council were dealing with the anti social behaviour and crime issues that matter in this area', by the end of March 2012. It was noted that currently 53.5% of the public felt the police and local councils were dealing with these issues and Norfolk was situated in 2nd position within our most similar group.

Assistant Chief Constable Bailey took the opportunity to apprise the Committee of the recent changes with regard to portfolios within the Constabulary. Members noted the need to expand the use of surveys in order to gain a greater understanding of public confidence and perceptions of the Constabulary. In response to a query from a Member, it was confirmed that the Customer Care Team had the capacity to increase the number of surveys undertaken, with their current resources. Members were informed that work was continuing to develop the Constabulary's website to enable surveys to be completed online.

The Assistant Chief Executive informed Members that the Home Office regime regarding performance monitoring was under review, with the number of national indicators likely to be reduced in the future. The importance of nationally agreed indicators to allow similar force comparisons was noted.

After discussions, it was agreed that a report would be brought to the next meeting, to consider whether the Authority should commission an additional survey from Ipsos Mori, regarding the gap in satisfaction levels between White and BME groups.

N.B. Mr T Tomkinson arrived during this item.

RESOLVED:

- i) To note the contents of the report;
- ii) That a report would be brought to a future meeting, to consider whether the Authority should commission an additional survey regarding the gap in satisfaction levels between White and BME groups.

9. **Citizen Focus Strategy Update**

Members were reminded that the Citizen Focus Strategy had been approved during 2008, which emphasised the role of Norfolk Constabulary's 'Vision, Pledge and Principles' at the heart of the Constabulary's approach when dealing with Citizen Focus issues.

The Committee was apprised that the Citizen Focus Team had been renamed the Quality Assurance Team as from the 1 May 2010, and they would be responsible for assessing the Force public confidence and satisfaction performance through inspections and audits, research and survey activity.

Members were informed that a number of new surveys were being introduced this year, to continue the mandatory User Satisfaction and Local Confidence Surveys. It was noted that the results of the surveys would be brought to Members' attention when sufficient data had been collected in order to present statistically significant figures. It was reported that the previously named Attitude and Behaviour Survey was now called the Quality of Service Survey and was being delivered through a dedicated resource within the Quality Assurance Team. Members were apprised that the survey would be further developed over the coming months to broaden its questions which would include an assessment of experiences and perceptions of the service received, initial access, problem solving and engagement activity as well as officer attitudes and behaviour trends.

In response to a query from a Member, it was noted that dissatisfaction levels in respect of attitude and behaviour were being closely monitored and links had been established with the Professional Standards Department to deal with serious concerns. Assistant Chief Constable Bailey reported that he had met with the Head of Professional Standards in this respect and work was continuing to develop an electronic interface to accurately record dissatisfaction.

A Member queried what support was in place with regard to people with mental health issues. It was reported that work had been undertaken to identify repeat and vulnerable callers and 52% of those identified had mental health issues. It was noted that the Constabulary was working closely with partner agencies to provide support and assistance, as appropriate.

RESOLVED:

- i) To note the contents of the report;
- ii) That the revised Citizen Focus Strategy would be brought to the next meeting for information and discussion.

10. Communications and Public Affairs Update

The Director of Communications and Public Affairs apprised Members that following the successful launch of the Constabulary's website, an additional two sites for young people had been launched, which were designed to engage with two different age ranges. It was noted that WiseKids was aimed at 7 – 11 year olds, while Beatwise was aimed at those between 12 – 18 years of age. Members were informed that both sites enabled young people to easily access a range of services and information, including safety advice, news and new youth initiatives.

Members were apprised that social media was an increasingly important channel of communication for the Constabulary and that Facebook was one of the top referral sites to the Constabulary website. In response to a query from a Member, it was noted that the Constabulary was looking at ways for suggestions received on the SNT websites to link in with the priority setting process. It was reported that Officers from SNTs were able to access Facebook during work hours and a protocol had been developed to provide officers with advice regarding the style and content of the information being produced.

In respect of Social Marketing, Members were pleased to note that the team had generated a six-figure turnover, which had resulted in £73,000 being generated by sales of products and sponsorship. In response to a query from a Member, it was noted that the income generated was just short of the department target of £80,000. Members were apprised of the recent shoplifting and flood training DVDs, which had been well received and Members noted the DVDs which were currently under development.

The Committee was informed that the Norfolk Safer Communities Awards (NOSCAs) would be taking place on the 17 June 2010 at Dunston Hall, where the winners from all 12 categories would be presented with their awards. It was noted that due to sponsorship, the Awards ceremony would be at zero-cost to the Constabulary.

Members were pleased to note that the team responsible for the MAST News, together with ACC Wilkins, would be travelling to London on the 18 June 2010 to collect a Certificate of Excellence award from the British Association of Communicators in Business (CiB). It was noted that the MAST News Team would then go forward to be considered for overall winner in its category.

RESOLVED:

To note the contents of the report.

11. **Communications and Public Affairs Home Watch Update**

Members were reminded that a review of the Home Watch scheme was undertaken during the summer of 2009 by the Business Support Unit. It was reported that the review had found inconsistent levels of service across the county, duplication of effort, conflicting messages, a high cost of support and technical difficulties arising from an out of date messaging system (Ringmaster 2000). It was noted that the responsibility for Home Watch had transferred from Partnerships to the Communications and Public Affairs Department.

The Committee noted that an Implementation Group had been formed, which covered the establishment of new working practices, the procurement of a replacement for Ringmaster 2000 and the marketing of the product to citizens. It was reported that a comprehensive protocol document had been produced that covered all aspects of the new way of working from the structure to roles and responsibilities, data protection issues, signage and a revised Service Level Agreement with Norfolk Home Watch Association.

Members were pleased to note that Single Points of Contact (SPOCs) had been identified within each of the 52 SNTs, who also had the additional responsibility to include the new Home Watch scheme in their public engagement plans. It was reported that HTK Horizon was the preferred choice of multi-platform software to replace Ringmaster 2000. It was noted that the system was also used by Suffolk Constabulary and offered email, text, voice messages and fax messages, together with a geographic tool which allowed communicators to target messages to particular areas.

It was reported that new Home Watch packs for co-ordinators and members had been designed and produced using updated imagery to reflect Norfolk's diverse communities. Members were apprised that Home Watch co-ordinators and members were being invited to re-register their contact details for Police Direct, the Constabulary's name for HTK Horizon.

Members queried the publicity around the re-launch of the Home Watch Scheme and it was noted that information was available from the Constabulary website, individual SNTs and by regular Police Authority updates in the Norfolk Association of Local Councils newsletter. Assistant Chief Constable Bailey reported that a meeting was due to take place with representatives from the Communications and Public Affairs Department to discuss publicity, in the near future.

RESOLVED:

To note the contents of the report.

12. **Norfolk Policing Pledge Update**

Members were reminded that the Policing Pledge set out ten promises which would assure members of the community that the Police would deliver a high standard of service. It was noted that full compliance with the Pledge would increase the satisfaction and confidence of victims of crime in the community.

The Committee was apprised that following the HMI Inspection, an Action Plan had been developed by the Constabulary to address the Areas for Improvement identified within the HMI report. It was noted that the Action Plan was being progressed by Ch/Supt Hamlin, whilst governance and monitoring were being provided by the Quality Improvement Board, Chaired by Assistant Chief Constable Wilkins.

It was reported that the delivery of the operational policing element of the Pledge was the responsibility of Ch/Supt Hamlin, whilst the audit and inspection of the Pledge was the responsibility of the Quality Assurance Team, led by Ch/Supt Scully. Members were informed that a performance management framework was being developed to enable each of the Pledges to be carefully monitored and reported at the Quality Improvement Board.

RESOLVED:

To note the contents of the report.

13. **Protective Services Update**

Members received a comprehensive briefing on the departments within the Protective Services Command from D/Ch/Supt Blazeby. Members were apprised that the end of year detection rate for serious sexual offences was 26% against a year end target of 37%, however it was noted that the Constabulary was one of the highest performing forces for rape and serious sexual offences in the region and its Most Similar Group.

The Committee was pleased to note that the Sexual Assault Referral Centre (SARC) would be formally launched in September 2010, and the SARC Manager and Assistant had recently been appointed. Members discussed the new facility and noted that it would provide an enhanced service, including access to medical assistance and counselling.

Members were informed that there had been a 25% increase in the reporting of Domestic Abuse, which coincided with a county-wide, multi agency scheme to reduce Domestic Abuse. It was reported that new guidance for Honour Based Violence (HBV) investigations had been published by the Foreign Commonwealth Office Forced Marriage Unit and a training DVD had been launched by ACPO.

The Committee noted that the total number of Killed and Seriously Injured collisions for the year, as at 1 April 2010 stood at 335 against a target of 365, which equated to 8% below target. It was reported that the Constabulary had been rated excellent for reducing KSI collisions within the recent HMI Report Card. It was noted that customer satisfaction relating to how officers deal with collisions had also significantly increased over the same period.

Members were apprised that between April 2009 and March 2010, there were 176 spontaneous firearms deployments and 206 TASER only deployments, which had resulted in a total of 202 arrests and 49 occasions where TASER was actually

deployed. It was reported that since 1 March 2010, Armed Response Vehicle (ARV) crews had been overtly armed with a holstered handgun whenever they were on ARV duties, which brought the Constabulary in line with the rest of the Eastern Region. There followed some discussion in this respect, and it was noted that no negative comments had been received from the public and the ARV crews found the new system to be more practical.

After discussing the 2008/09 targets for the Economic and Computer Crime Unit, the Committee requested that additional information on the difference between Restraint Orders, Forfeiture Orders and Confiscation Order be circulated outside of the meeting, for clarity.

Members noted that the Protective Services Board was working well and that there would be a streamlining of the reports being presented to Committees. The Assistant Chief Executive reported that the content of the future Protective Services Updates would be reviewed, following APA guidance and a further discussion would take place in this respect at a future meeting of the Committee.

RESOLVED:

- i) To note the contents of the report;
- ii) That information on Restraint Orders, Forfeiture Orders and Confiscation Orders be circulated for information, outside of the meeting;
- iii) That a discussion on the format and content of the Protective Services Update would take place at a future meeting.

14. **Any Other Items of Business**

Mrs Reeve updated the Committee on some areas of concern within her local area and it was stated that these would be looked into, as appropriate.

Mrs Jones reported that her department within Norwich City Council had undergone a restructure and that there were now 4 Neighbourhood Managers within Norwich, who each managed a team including wardens, street cleaners and community engagement officers. It was anticipated that the teams were likely to expand in the future.

Mr Sadler raised concerns about the lack of a visible presence of Police Officers and Police Community Support Officers patrolling the streets. It was noted that he also had concerns regarding the lack of attendance at meetings of the Parish Councils and Safer Neighbourhood Action Panel (SNAP) meetings and the lack of consistency in the way the meetings operated. Assistant Chief Constable Bailey reported that there were more Officers on the beat than ever before and a corporate approach had been taken to SNAP meetings, with training being provided to support the process.

The Chair took the opportunity to thank Jonathan Chapman for his support and input to the meetings of the Committee during the last year and wished him well for the future.

15. **Date of next meeting**

Thursday, 1st July at 10.00 am (venue to be confirmed).

(The meeting ended at 12.15 pm.)

CHAIR