



Promoting improvements
in policing to make
everyone safer

HMI Zoë Billingham's assessment of Norfolk Constabulary – Transcript

I would like to commend Norfolk Constabulary on the consistently good service it is providing to the public.

I congratulate the force on its sustained excellent performance in preventing crime and tackling anti-social behaviour. Norfolk Constabulary has maintained its local neighbourhood teams, despite cuts to its budget, to help prevent crime and engage with the public.

The force is good at protecting some of the most vulnerable people in the community including children, people with mental health problems and the elderly. Control room staff are well trained and are thorough in assessing the risk to victims who call 999, so that they are best placed to ensure that they provide the right response tailored to that victims needs.

The force is serious about bringing perpetrators of domestic abuse to justice, and to protect victims from further harm. Neighbourhood teams have responsibility for keeping vulnerable people safe, particularly those who have been victims of crime. However, there were sometimes delays in responding to domestic abuse incidents, and the investigations of cases involving children categorised to be absent need to be more consistent.

Norfolk Constabulary has an impressive high-tech crime unit with Suffolk Constabulary, investing in new technology and training to ensure that evidence can be secured from electronic devices to support prosecutions. It also investigates crime to a high standard.

Norfolk Constabulary is good at protecting the public from the most prolific, serious and dangerous offenders.

It also works well with Suffolk Constabulary to protect the public from serious and organised crime.

I commend Norfolk Constabulary for having developed an excellent knowledge of demand for its services. I am pleased that the force actively seeks out so-called hidden demand and it is encouraging people to come forward to report crimes that are traditionally unreported like domestic abuse.

Norfolk Constabulary has effective processes to identify and intervene early in cases of potential corruption, and it treats abuse of authority for sexual gain by its staff as serious corruption.