



January 2015

Dear

Freedom of Information Request Reference N^o: FOI 000523/15

I write in connection with your request for information received by the Norfolk Constabulary on the 9th December 2015 in which you sought access to the following information:

Under the Freedom of Information Act 2000, I am seeking information with regards to domestic abuse calls received by your local police force. Specifically, I request the following information:

FORCE HISTORY

- 1 For every year between 2010 to 2015, how many dedicated domestic abuse officers has your constabulary had?
- 2 For every year between 2010 and 2015 inclusive, how many arrests were under domestic violence law?
For example this should include low risk and high risk cases.
- 3 For every year between 2010 and 2015 inclusive, how many repeat calls outs were there under domestic violence law?

I would like this information for the calendar years 2010 through 2015 as stated in the questions.

NUMBER OF OFFICERS WHO HAVE RECEIVED TRAINING

- 1 What is the percentage of officers have received face-to-face training in domestic abuse?
Note: this is the number of officers currently working within your constabulary and does not include e-learning.
- 2 What is the percentage of officers who have received coercive control specific training at your constabulary?
Please give an overall number as well as a percentage for both questions.

ACTION PLAN

- 1 In reference to Recommendation 2 of HMIC's 2014 report 'Everyone's Business', does your constabulary have an action plan that specifies in detail what steps it has taken to improve its approach to domestic abuse?
For example: please give details of the action plan, including how and when these steps have been carried out e.g Training days, reviews
- 2 In reference to Recommendation 3 of HMIC's 2014 report 'Everyone's Business', what measures have chief constables implemented to ensure domestic abuse work

is prioritised and valued in order to give staff the appropriate level of professional and conspicuous support and encouragement.

For example: Policing awards, letters of appreciation from the public

Response to your Request

When responding to a request for information under the terms of the Freedom of Information Act, a public authority is not obliged to provide information if the authority estimates that the cost of the retrieval of the information requested would be in excess of £450 (equivalent to 18 hours work).

The costs criteria relates to a request in its entirety, which means that if we cannot retrieve all of the information requested within the costs limit, we are not obliged to retrieve *any* of the information requested.

The Norfolk Constabulary estimates that to retrieve all the information you have requested would exceed cost in excess of £450.

In order to establish what relevant information is held we have contacted both our Joint Performance and Analysis Department and the Safeguarding and Investigations Command.

For question 2 of your request, under Force History, the Joint Performance and Analysis Department (JPAD) has provided the following figures for the number of arrests that have a domestic indicator:-

Year	Number of Arrests with Domestic Indicator
2010	1,841
2011	1,856
2012	1,885
2013	2,427
2014	2,994
2015 (to 19 th Oct)	2,355
Total	13,358

With regard to question 3, JPAD has researched the number of calls made to the Contact and Control Room that have an opening code which relates to Domestic Incident. The figures from 1st January 2010 to 30th November 2015 are provided in the table below.

Year	Number of reports with Domestic Incident Opening Code
2010	10,973
2011	13,485
2012	13,747
2013	14,262
2014	16,502
2015 (to 30 th Nov)	15,671
Total	84,640

The system does not have a repeat caller tag, therefore the only way that we would be able to retrieve this information, would be to review every call record to see if the call relates to the same victim.

Based on just a couple of minutes per record, this would significantly exceed the appropriate limit for dealing with Freedom of Information requests, in terms of costs, and therefore Section 12(1) of the Freedom of Information Act applies.

Section 12(1) of the Freedom of Information Act states that a public authority is not obliged to:

“...comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit”.

The Freedom of Information (Appropriate Limit and Fees) Regulations 2004, defines the ‘appropriate limit’ for the Norfolk Constabulary as £450, and specifies that this sum equates to 18 hours work at a standard rate of £25 per hour.

In accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for your request.

Advice & assistance

Although excess cost removes the Constabulary’s obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relevant to your request, which was retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

Force History

Q1 Norfolk Constabulary has 9 police staff Case Investigators, 18 Detective Constables, 10 Detective Constables and 2 Detective Inspectors who work within the Multi-Agency Safeguarding Hub (MASH), alongside colleagues from partner agencies. The figures provided are full time equivalents.

The MASH carries out secondary risk assessments and safeguarding actions in domestic abuse cases. The MASH also deals with all child protection referrals, vulnerable adult referrals, missing persons, Child Sexual Exploitation, Honour Based Abuse, Forced Marriage and Female Genital Mutilation. The officers and staff within the MASH will specialise in certain areas of vulnerability but will also work on the other areas as demand dictates.

The Safeguarding staff, within the MASH, do not investigate domestic related crime. Depending on the type of criminality this may be investigated by CID, uniformed Local Policing Teams, the Custody Investigation Unit, the Adult or Child Abuse Investigation Units or the Rape Investigation Unit. Domestic abuse stretches across many different areas of crime and will be investigated by the most appropriate team or department.

Therefore, for the reasons stated above, we do not hold figures for the number of officers dedicated solely to domestic abuse although the area of expertise with regard to safeguarding is within the MASH, whilst the areas of expertise regarding investigation, sits with the relevant investigative units.

Number of officers who have received training

All frontline officers and staff have to undertake Domestic Abuse training which also incorporates Coercion and Controlling behaviour. A power point briefing in relation to coercion and controlling behaviour awareness is being delivered to all officers and frontline staff prior to face to face training being rolled out.

The Human Resources Department have confirmed that 1,506 officers, staff and members of the Special Constabulary have undertaken classroom based DASH (Domestic Abuse, Stalking & Harassment) training since 2009.

Action Plan

- Q1 Norfolk Constabulary has action plans covering all aspects of vulnerability in relation to the Safeguarding and Investigations Command. There are currently 2 live ongoing actions in relation to the HMIC 2014 report and, in relation to the Action Plan created by the National Lead for Domestic Abuse from June 2014, there are 19 actions currently ongoing, with 105 being completed which will be reviewed annually.
- Q2 The Constabulary's priorities', on Domestic Abuse, as well as vulnerability, in the wider context, is clear from the Norfolk Police and Crime Commissioner's Crime Plan. This cites Domestic Abuse as a priority, through to the cultural change the Constabulary has made with regards to Threat/Risk and Harm. We have provided below a link to the Plan on the OPCCN website.

<http://www.norfolk-pcc.gov.uk/priorities-performance/police-crime-plan/>