

## SURREY POLICE AND CRIME PANEL

### FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE PCC AND CHIEF CONSTABLE

29<sup>th</sup> September 2015

#### SUMMARY

The Police and Crime Commissioner for Surrey, Kevin Hurley, holds bi-monthly management meetings with the Chief Constable, Lynne Owens and appropriate members of her senior team. These meetings are webcast for all to view. Their main purpose is to ensure the PCC is discharging his statutory responsibility to hold the Chief Constable to account for delivery against the six People's Priorities as set out in the Police & Crime Plan and to provide oversight and scrutiny of Force business.

At the Panel's request, the attached paper summarises the issues raised at the Management Meetings held since the Police & Crime Panel last met.

#### RECOMMENDATIONS

Members of the Police and Crime Panel note the report.

#### EQUALITIES AND DIVERSITY IMPLICATIONS

No implications.

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**Bi-Monthly Webcast Management Meeting – 18<sup>th</sup> May 2015**

Agenda items for this meeting were:

- Surrey Police Progress Against the Six People's Priorities
- Update on the Policing in Your Neighbourhood Project
- Body Worn Video (Verbal)

The main points of note from the meeting were as follows:

- The DCC explained that the highest proportion of rape incidents happened in a domestic setting. The second highest were those where the perpetrator was an acquaintance of the victim. Stranger rape was the lowest which formed less than 10% of reported incidents.
- Part of the POCA (Proceeds of Crime Act) money had been spent on a Roads Policing Unit initiative, Operation Drivedown which was aiming to make Surrey roads safer.
- The downward trend in domestic burglary was continuing into its sixth year. The PCC praised the Force for this achievement, a 27% decrease on this time last year was fantastic news.
- Serious and acquisitive crime continued to fall. There had been an increase in the reporting of violence with injury, rape and serious sexual offences. This was being replicated across the country and part of the reason was the increase in confidence of reporting.
- The number of TNOs (total notifiable offences) had increased especially those found by police such as public order and drugs offences.
- The PCC asked for an update on the Special Constabulary. The CC reported that there was a lower number of Special Constables in comparison to last year. The Force's whole volunteer strategy was being looked at and a presentation was due at the Chief Officer Group (COG) meeting on 19th May.
- The CC was keen to improve the non-emergency call answer rate from 64.9%. Demand had increased by 4% but the Force couldn't invest in this area in isolation due to budget constraints and risks in other operational areas. The Hear and Solve pilot had been created to tackle high volume, low level calls by corraling officers and staff with investigative skills in the Contact Centre to provide desk-based resolution and reduce inappropriate deployments. The PIYN work on demand will report in September.
- The Mental Health Practitioner Scheme had recently been extended in the Contact Centre. The pilot had been a success and there would now be a professional in the Contact Centre covering late shifts seven days a week which would mean that the vulnerable would get a better service.
- The DPCC raised the issue of the lack of police presence at local community events. This was a concern that had been raised with the OPCC by organisers of such events. The CC explained that historically officers did attend most community events. However, following the review of the Neighbourhoods function the Force was taking a refreshed approach. If there was a threat then the police would be in

attendance – this would be assessed on an intelligence led basis and whether there had been any incidents at previous events.

- Force attrition rates were being monitored by the Workforce Planning and Performance Board. The PCC said that he would be writing to all Surrey MPs to again highlight the inappropriate pay that Surrey officers received.
- The CC explained that the Force was making plans to hold future disciplinary hearings in public following new legislation announced by the Home Secretary.
- The CC provided an update on the Policing in Your Neighbourhood project. She explained that the demand on the police service had changed and this project was looking at how the Force was going to respond to the change in demand and sustain its finances. The project would simplify the delivery of policing and was proposing a leaner model based on demand and analysis. It would broaden the skills base of the core policing teams to ensure flexibility of deployment and a less fragmented policing service. The project was scheduled to deliver change and benefits through 2015 – 2019 with the project team remaining in place until approximately September 2016.
- The CC explained the benefits of Body Worn Video – evidence gathering, better accountability due to the change in interaction between officer and complainant. There were currently three pilots taking place in Essex, Hampshire and the Metropolitan Police. The CC didn't want to develop anything in Surrey until the pilots had reported back and until there was a national framework. She would want to do community consultation before they were rolled out in Surrey. There were issues with the storage of the data. CC Giles York (Sussex) and ACC Gavin Stephens were working together and would be making a recommendation to both Surrey and Sussex Chief Officer teams on what roll out would look like in both forces. The PCC said that he fully supported body worn video and he urged the CC to roll it out as soon as possible. The CC wanted to wait until the guidance was clear. She didn't want to set officers up to fail. She was also wary of pursuing the project until more research had been done as she didn't want the same mistakes to be made as those made during the failed SIREN project.

The webcast of the meeting, supporting papers and the minutes of the meeting are available on the PCC's website [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)

### **Bi-Monthly Webcast Management Meeting – 22<sup>nd</sup> July 2015**

Agenda items for this meeting were:

- Surrey Police Progress Against the Six People's Priorities
- Update on Strategic Policing Requirement – Public Disorder
- Update on Assaults on Staff
- Force Financial Report Month 12 – 2014/15
- Capital Report 2014/15 Month 12 and 2015/16 New Schemes Update
- Reserve Strategy
- Treasury Management and Prudential Indicators
- Funding Formula Consultation (Verbal)

The main points of note from the meeting were as follows:

- The detection rate for rape was lower than the DCC would want it to be but it continues to improve following the implementation of a number of measures identified through Crime Performance Board.
- The PCC acknowledged that the low detection rate for domestic and acquaintance rape could be attributed to the victim not wanting to pursue a prosecution. He also expressed his concern at the percentage of stranger rapes occurring. The DCC explained that the percentage level didn't necessarily portray the extent of the issue, for example, the 7.4% of offences committed by a stranger equated to two offences
- Drugs in Schools - the intelligence suggested that this wasn't a significant issue in Surrey but the PCC had his own sources that suggested otherwise. There may be an intelligence gap which would need to be addressed.
- Body worn video – the DCC reported that the Chief Constable had carried out a public consultation on the use of body worn cameras. The public needed to understand and know their value. The feedback had shown a significant degree of support for the concept. It had been a useful exercise to get the public used to the idea. ACC Stephens had been tasked with drawing up a proposal to present to the Chief Officer Group (COG) at the end of the summer. He would be working with Sussex Police who were six months ahead in terms of planning to see if there was an option to join up with them. The issue was not the purchasing of the equipment but the management of the data. The pilots that were currently taking place across the country would hopefully tackle and resolve these issues.
- Reserves – following discussions external to this meeting the PCC had been looking at the Force's long term borrowing liabilities and had taken the view that excess funds held in reserves should be used to pay off more of the pension deficit. Surrey was the only police force to have done this and the PCC thanked the Chief Constable, Head of Finance and his Chief Finance Officer for their work in achieving this.
- There had been an overall rise in the number of TNOs (total crime) so far this FY predominantly driven by the rise in overall violent crime. A significant contributor to this rise was the increase in the recording of domestic assault. This was a national trend as forces were encouraging victims to come forward and report incidents.
- The number of serious sexual offences also followed the same pattern as the rise in violent crime. This was a huge growth area for Surrey with an almost 80% increase on the same time last year. The Force had done a lot of work to increase awareness of CSE (child sexual exploitation) and this had resulted in an increase in reporting and recording. Demand was outstripping resource in this area. There had been a significant shift in the cases that police had to deal with.
- Acquisitive crime was showing a more positive picture. The Force had targeted specific suspects and made a number of significant arrests which had resulted in a significant reduction in domestic burglary. The detection rate in this area was in the top ten nationally.
- The DCC was pleased with the direction of travel for serious sexual offences positive outcome rate. Since March 2015 there had been a steady but consistent upturn. The Crime and Performance Board had issued a robust set of actions and the personnel changes that had taken place were proving successful. There was an ambition to be in the top quartile nationally and the DCC believed that this could be achieved by the end of the financial year.

- The DCC reported that a total of 46 people had been charged so far during the current drug driving campaign. The PCC had recently learned that the policing minister was keen to introduce a roadside drug testing kit. The DCC said that local intelligence was really important when dealing with drugs offences. A recent case where local residents had seen a positive response by police had resulted in more people coming forward with further intelligence.
- The Force was trying to maintain all aspects of policing but the demand on resources was increasing and finding a solution was not easy. The PCC agreed that it was unfortunate that the Force would be facing a staff reduction of 500 in the coming years due to budget constraints.
- The DCC reported that recruitment was a current issue for the Force. The vacancy rate was higher than planned at 4%. ACO Jane Harwood had been tasked to increase the Force to full capacity of 1905 officers by Christmas.
- Shiraz Mirza reported that he was working with the Force to try to increase the number of black and minority ethnic (BME) officers in the Force. He had encouraged the Force to have a recruitment stand at the Jalsa Salana event taking place in August.
- Since January 2015 there had been a month on month improvement of performance of the 101 non-emergency telephone number. It was just under the 80% aspiration. Further improvements would be seen as new staff were currently being embedded in the department.
- The PCC reported that the Reigate and Banstead Borough Council who had piloted the Joint Enforcement Team (JET) for the past year had received a good evaluation and as a result they had decided to retain JET as part of their core business with secured funding for the next five years. Spelthorne had also introduced a JET team and Woking, Guildford, Elmbridge and Runnymede had expressed an interest to take on some aspects of the project.
- The complaints recording processes had improved significantly. There had been a turnaround in performance and there was no longer a backlog of work in the Professional Standards Department. The DCC stated that there would not be a backlog again. There was now a front of house team in place who would phone complainants back as soon as possible. This had eliminated the backlog and had shown an increase in the conclusion of complaints at first contact. Hopefully this would reduce the complaints that the PCC received about PSD.
- The DCC gave an update on the capability and capacity of the Force in relation to dealing with public disorder. Surrey was required to have four Police Support Units (PSUs) to provide mutual aid in times of public disorder. Surrey exceeded this requirement by having six units available to be deployed. Collaborative work with Sussex further added to this capacity. Both forces trained together and were used to working side by side.
- The DCC explained that the matter of assaults was dealt with at his regular Force Health and Safety meeting. The paper showed a snapshot of information but he would be happy to provide more detail if required. The report showed that the three most reported assault types were bruising, pain and aches and cuts and grazes. Although it wasn't acceptable for any member of staff to be assaulted these were at the lower end of seriousness.
- The Head of Finance presented the end of year report for 2014/15. There had been a £1.5m underspend in the £204.1m budget. The Force had kept a deliberate

vacancy rate and the recruitment target for police officers was below what it should be. A proportion of this underspend had been invested into policing activity, for example, tactical IT equipment for obtaining footwear evidence. Some had been spent on other operational activity and for paying off some of the pension deficit. The PCC quoted the National Audit Office (NAO) report which had said that Surrey Police had done well in management of its budget.

- The paper provided an update on the Reserves Strategy which the PCC was asked to approve. The money allocated to specific reserves was £9.5m including £1.3m set aside for supporting the Deepcut inquest.
- The PCC expressed concern over the possibility of a large underspend developing during the current financial year (2015/16). His view was that if this did happen he should follow the example set by the Chancellor of the Exchequer and reduce debt by reducing the outstanding deficit on the staff pension fund and create a revenue saving. The DCC pointed out that the Force had plans to increase expenditure during the current financial year and quantifying the end of year underspend would be difficult.
- The Policing Minister was currently consulting on the police funding formula. The Treasurer would discuss in depth with the HoF before sending a response. The review of the formula may not be advantageous to Surrey as it would be to a large extent based on population and would therefore ignore the cost to Surrey of dealing with offences committed in the County by criminals resident in other police force areas, whose per capita funding would go to the Force within whose boundaries they were resident.

The webcast of the meeting, supporting papers and the minutes of the meeting are available on the PCC's website [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)

### **Scrutiny Meeting**

Following concerns raised during inspections and internal Surrey Police Reviews, the PCC commissioned a specific private scrutiny on Public Protection. This was held in early September and a separate report providing more detail will be given in part 2 of the panel meeting.