

SURREY POLICE AND CRIME PANEL

FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE PCC AND CHIEF CONSTABLE

1st December 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 – 17th September 2015

Agenda items for this meeting were:

- Matters Arising/Minutes of the last meeting – 22nd July 2015
- Surrey Police Progress Against the Six People's Priorities (Standing Item)
- Update on Strategic Policing Requirement

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

- Burglary was following a continued reduction. Violent crime was still increasing but this was largely due to a change in the scrutiny of recording and also the increase of reporting in both current and historic incidents. With regards to CSE (Child Sexual Exploitation) there was more work to be done to understand the problem. Resources in this area had increased and the Force would be reconfiguring the organisation to address the issues further.
- The DCC said that the Force was currently struggling to address the positive outcome rate for violent crime. Whilst the number of offences being positively resolved were increasing this was outweighed by the increase in reporting. Work was in progress to address the issues.
- The detection rate for serious sexual offences had dropped over the past couple of years. An improvement plan had been instigated in Autumn 2014 which had seen a month on month improvement with a 13% increase and a move up the rankings nationally.
- The Force had moved from worst in the country for burglary detection to being in the top ten. The current choices the Force was making about where to focus investigative work, for example CSE, had had a slight impact on the burglary detection rate but the DCC gave reassurance that it was still a significant issue that would maintain Force focus and operational activity. The upcoming campaign, Operation Candlelight, would focus on enforcement.
- The CC stressed that Surrey was not changing the way it deployed to reports of burglary. She needed to move investigative resource but this wouldn't impact on officer attendance. Reports of such incidents would always receive a response. The Force had to make difficult choices about rebalancing resource against a diminishing budget.
- The CC explained that abuse via social media was now recorded as harassment. A number of fraud and deception incidents also occurred through cyber space. The DCC explained that the Force was supporting the DPCC in his Surrey CyberSafe initiative.
- The DPCC asked whether the Force was working with schools and communities to raise awareness of psychoactive substances. The CC said that the Safer Neighbourhood Teams (SNTs) offered reassurance and worked with District and Boroughs in an enforcement capacity. A number of good operations had been carried out in partnership with Surrey Trading Standards.
- The Force was operating with slightly less resource than the same time last year. Part of this was due to the fact that a number of officer annual leave days had to be moved due to the number of operational events that took place in June

- The DCC explained that the Force had struggled previously with answering calls to the non-emergency 101 telephone number within the 60 second target time. One reason for this was the introduction a new computer system, Niche, which required operators to enter more information during a call. Performance had steadily improved to approximately 80% and the DCC was confident that this rate would be maintained.
- The CC explained that victim satisfaction rates had seen some fluctuations. There had been an uplift in ASB satisfaction but a dip in crime satisfaction. The CC wanted to look at the survey that related to these results as the focus on crime types was shifting and the survey may not be focussed in the appropriate areas. The CC proposed the survey should consider victims of domestic abuse over victims of vehicle crime. Representations would be made to the Home Office to this effect.
- ACC Stephens was currently reviewing police attendance at community meetings and how the Force could address attendance in a different way. It was important that officers served the community but their attendance at meetings would need to be based on other priorities and whether there was a significant police issue to be discussed.
- The CC gave an update on the Strategic Policing Requirement (SPR). She explained that the SPR was set by the Home Secretary and reviewed annually and considered the threats and harm to public safety on a national basis. Child sexual abuse was added in March 2015 – this was a challenging area. The Force delivered the SPR against; Capacity and Contribution, Capability, Consistency, Connectivity. All of these were delivered with Sussex and some regionally and some in partnership.

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

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