

SURREY POLICE AND CRIME PANEL

PROGRESS AGAINST THE POLICE AND CRIME PLAN

10th October 2016

INTRODUCTION

The PCC has published a Police and Crime Plan for 2016 to 2020 based on the 6 manifesto pledges he made during his campaign to become PCC. Informed by consultation, scrutiny of current force performance and meetings and visits with Surrey Police, public and partners, the PCC's plan also contains actions to show how the 6 priorities within the plan will be met. In addition, there are some high level aims included within the plan.

The 6 objectives set out in the plan are as follows:

- Cutting crime and keeping people safe
- Supporting victims
- Tackling rural crime
- Making our town centres safe
- Tackling the threat of terrorism
- Making every pound count

The plan was provided in draft form to the panel in early July and was published on 10th August. The plan is available on-line on the OPCC's website or in paper copy on request.

This report provides an update on how the plan is being met. It is very early days for the plan and updates will become more detailed over time. Also attached is progress against the key aims set out in the plan. Again, these aims are scheduled to be achieved over the course of the next 4 years and currently the plan is only in its first few months of delivery.

CUTTING CRIME AND KEEPING PEOPLE SAFE

The key actions within this priority are as follows:

- Reviewing the Policing in Your Neighbourhood (PiYN) model
- Capturing and building on local good practice
- Encouraging communities to volunteer
- Surrey roads to be safer
- Encouraging and supporting Joint Enforcement Teams (JETs)
- Police to solve more 'non-street' crimes (e.g. abuse of children, domestic abuse, sexual abuse)
- Commissioning partner activity to reduce re-offending and divert people from crime
- Prevention and detection of hate crime

In terms of the PiYN review, this is now underway. There is a review project team on which the OPCC is represented. Surrey Police is carrying out much of the analysis in terms of demand information and impact on workload. In addition, information on the public's view of visibility levels and public satisfaction is also being taken into account. The review is expected to be completed in November.

Mr Munro has met with stakeholders and road user groups with regard to their views on road safety. A member of the OPCC team is on the Drive Smart board and the PCC will be considering the best way for his office to support this board and other road safety initiatives including a project with the County Council to consider tackling speeding.

Several borough and districts in Surrey have shown an interest in developing a Joint Enforcement Team (JET), or something similar tailored to their area. The OPCC has been speaking to these partners about how each area can be supported and progressed.

The PCC has met with a number of community groups to understand their concerns, with criminal justice partners and with the Independent Advisory Group.

In terms of performance aims, there has been a slight reduction in the percentage of people surveyed who feel that Surrey Police deal with anti-social behaviour and crime that matter to them in their area.

The solving of non-street' crimes or crimes against vulnerable people is showing an improvement. This is measured by the 'positive outcome rate' – where crimes have received an outcome (such as a charge, caution or taken into consideration at court) which is counted as a positive outcome by the Home Office counting rules. The overall positive outcome rate for these crimes is 28.2% for the latest

year to date. This compares with a rate of 26.5% in 2015/16 and shows a gradually improving performance picture.

SUPPORTING VICTIMS

The key actions within this priority are as follows:

- To move from an inspection grade for protecting vulnerable people from inadequate to good (or better)
- To ensure that victims of child abuse get the right support
- To co-ordinate with agencies to ensure support for victims of trafficking/modern slavery
- To work with partners to deliver an efficient criminal justice system
- Oversee partnerships and prevention advice and training for cybercrime
- Monitor victim surveys to ensure they are used to improve victim care

After finding Surrey Police to be 'inadequate' at protecting vulnerable people in 2015, Her Majesty's Inspectorate of Constabulary (HMIC) re-visited Surrey Police in the spring of 2016 and reported their findings in July 2016. The report did not provide a revised grading but found that progress has been made. The OPCC continues to closely monitor actions plans and progress. The next HMIC formal report is expected late 2016.

The PCC commissions jointly with NHS England a Child Independent Sexual Violence Advisor, to support children and young people sexually abused and raped right from point of report, all the way through the criminal justice system if that is what is required.

In addition, the PCC funds two specialist workers to support those experiencing or identified at risk from child sexual exploitation (CSE). Again, there is a growing demand for this service and the PCC is scoping with partners how it can be developed and, what is needed for young boys and men in particular.

The Assistant Police and Crime Commissioner is leading a strand of the CSE Action Plan, to ensure the voice of the child and that of parents/carers is able to continuously inform operational responses, joint commissioning as well as strategic decision making.

The OPCC is part of the new national network aimed at tackling trafficking and modern slavery. This network is administered by the West Yorkshire PCC's office and all PCCs are invited, along with Home Office colleagues and the Independent Commissioner for Modern Slavery, Kevin Hyland. Locally, the OPCC is linked in with the Surrey Police lead for Modern Slavery and has reviewed the force action plan. Modern Slavery is to be a topic on the next Serious and Organised Crime Board meeting for Surrey and Sussex.

The OPCC continues to operate CyberSafe Surrey, an online network that has grown to hundreds of members representing organisations right across Surrey. The Network ensures that local practitioners and professionals have easy access to the latest alerts, guidance and advice concerning cybercrime prevention, and are well placed to support residents. The OPCC has also recently published Surrey's first ever Cybercrime Profile, ensuring partner agencies have access to the latest intelligence and data in order to help them to develop an appropriate local response as part of existing community safety activity. The OPCC is also working with the Police to establish two local pilot sites to test new approaches to cybercrime prevention and better engage local residents.

Victim satisfaction is regularly monitored. Currently there is a reduction in overall crime and ASB satisfaction levels when compared with last financial year. The most recent national data (12 months to March 2016) shows that Surrey has retained its position at 33rd for overall satisfaction and the force has put in an action plan to understand the issues and improve:

- An input on Victim Care/Contact to all Area Policing Team Rotas
- Creation of a 'Victim Care' homepage on the Information Hub used by officers and staff
- Useful information uploaded onto Mobile Data Terminals (MDTs) for access whilst out and about
- Work underway to update the external public facing website
- Design for MDTs to have mandatory fields around victim contact
- The drop in ASB satisfaction has now been categorised as a Force risk – this is being reported on and monitored at the Force's Crime Performance Board
- In consultation with the OPCC, work is underway to commission an independent ASB support service
- Focus groups for victims of hate crime

Ensuring victims feel that they are being kept informed is the golden thread for improvement.

TACKLING RURAL CRIME

The main actions within this priority are as follows:

- Work with organisations who want to protect rural areas
- Understand the issues and improve performance for the 101 number
- Review PiYN and look at the impact on response times
- Ensure a single point of contact for those people communicates with problems

The PCC has met with rural communities, local councillors and key members of the National Farmers Union. The OPCC for Surrey is a member of the National Rural Crime Network and the office is represented at their quarterly meetings.

An officer from the OPCC is working with police colleagues to update the rural crime strategy for the force to be launched this autumn.

In terms of the 101 number, there is a detailed improvement plan in place but a number of complex issues around performance. The measure to date has been the percentage of calls answered within 60 seconds, which has shown a drop in performance from 50% to 40%.

The service provided by the force to 101 callers has changed over the last two years. Call handlers are now taking longer to assess risk (particularly following some high profile cases in recent years where this wasn't done in sufficient detail) which requires asking more detailed questions of callers. They are also aiming to solve problems over the phone for people at the time rather than calling back or sending an officer for cases that can be dealt with by telephone. In addition, there is now expertise in the contact centre to provide better help for people with mental health issues. All this means that calls take longer to deal with, but the service received by people when they do get through is thorough. At the same time technology is developing to offer better on-line report and direct officer entry into the incident and crime systems, rather than the current situation where officers also use the 101 number to internally provide information for the systems.

Overall, the service offered by the 101 number is evolving. It is taking longer for calls to be answered but a better service is provided once calls are answered. New technology is expected in December 2016 around on-line reporting and officer direct entry which will reduce workloads. Once these changes are in place the PCC will oversee Surrey Police in working out levels of demand, staffing levels and in development of better performance management. The PCC is in discussions with the Chief Constable as to whether better call handling and call waiting technology can be used to help inform callers as to the length of waiting time or to offer call back facilities.

The Policing in Your Neighbourhood (PiYN) review is currently being carried out and is due to report later in October. As part of PiYN, Surrey Police has committed to providing communities with a single point of contact where there is a crime or anti-social behaviour problem.

MAKING OUR TOWN CENTRES SAFE

The main actions within this priority are:

- Encourage partnerships to improve feelings of safety in town centres
- Consider funding for schemes that improve safety, particularly for vulnerable people
- Ensure that councils take into account policing and safety needs when planning new infrastructure

- Develop partnerships between police, businesses and community safety agencies to tackle crime

The PCC has visited Camberley town centre and met with the police team and the Street Angels and has visited the Guildford police team and discussed town centre issues. He has visits arranged to go out on patrol in other town centres to understand the issues faced and partnership arrangements in place. The OPCC officers have begun discussions with town centre managers.

The PCC has provided funding to support a pilot project called “High Intensity Users”. The project will mirror a service that has been successfully delivered by Hampshire Police for a number of years to support those people who repeatedly come to the attention of police and other public services due to their mental ill health. He is speaking with the Health and Wellbeing Board on how support for these people can be best provided.

TACKLING THE THREAT OF TERRORISM

Included within this priority are the key actions to:

- Review plans to protect against and defeat potential terrorists
- Oversee the development and implementation of action plans, including resource levels
- Provide reassurance to the public that plans are in place

The Commissioner has worked to understand the plans in place for firearms officer, counter-terrorism activity, partnership prevent work and response planning during the 5 months that he has been in office. He has received a number of briefings from the Chief Constable and service leads, has attended and chaired regional meetings that oversee regional counter-terrorism work and has visited the firearms team. He is currently content that robust plans are in place although recognises that will need to be regularly reviewed and updated. A national inspection is expected later in the year which will also inform the PCC in this area of business.

MAKING EVERY POUND COUNT

The key actions contained within this priority are:

- Making savings in the OPCC to free up resources for front-line delivery
- Work with government on a new police funding formula to make sure Surrey has its fair share
- Ensure that any savings delivered from support services can be directed to the front-line
- Work with Surrey Police and other partners to set an estates strategy that best meets Surrey’s needs

The PCC on taking up office made savings on the existing staffing structure within his support office by choosing not to employ a Deputy Police and Crime Commissioner and not to continue with a consultant advisor to the PCC. A member of staff who was on a temporary contract working on the Cyber Crime prevention project has left the OPCC and has not been replaced. The budget to be set for 2017/18 for the OPCC and Surrey Police will reflect these changes. However, it should be noted that there are increasing responsibilities being considered for PCCs around criminal justice, complaints and the fire service. These new responsibilities may involve the need for increased support resources.

The review of the formula that determines how much of the policing grant is given to each police force was suspended in late 2015 due to data concerns. It is expected that the formula will be revisited in the near future and the OPCC has already made contact with the Home Office and the Minister for Policing and Fire to ensure Surrey's voice is heard in future debate.

The PCC has begun the process of considering force savings plans. Finance and savings are regular items on the PCC's Performance Meetings where he holds the Chief Constable to account and will form a large part of the budget development for 2017/2018.

Work has begun on a new Estates Strategy, to cover all aspects of the Surrey Police estate, owned by the PCC, including Headquarters, contact centre and future joint collaborative working with other police forces and other blue-light services. Surrey Police is leading on the strategy, with support from Surrey County Council and a project plan is expected early 2017.

OTHER COMMITMENTS IN THE PLAN

In addition to the 6 priorities, a number of over-arching commitments are made within the plan by the PCC. These are in four areas as shown below.

Accountability:

- Hold the Chief Constable to account on the delivery of priorities
- Ensure that the Chief Constable promotes ethical behaviour
- Foster good relationships within partnerships and provide leadership, governance and funding

The PCC and Chief Constable have signed and published a concordat which describes how they will work together. The PCC has set up governance mechanisms for holding the Chief Constable to account and has held four Performance Meetings.

In addition to forging close links with Surrey Police, the PCC has met with a wide range of partnerships and taken part in a number of partnership governance arrangements, including the Criminal Justice Board, the Emergency Services Collaboration Steering Group and the South East Regional PCC and Chief Constable Governance board.

Finance:

- Scrutinise future financial and savings plans
- Review the victims fund and aim for longer term contracts
- Review the Community Safety Fund and the criteria for awarding grants
- Direct funding received from the seizure of criminal assets towards front-line activity

Financial plans, including revenue, capital and savings have been presented to the Performance meetings held by the PCC. The Victims' fund and Community Safety Fund have both been reviewed. New criteria has been set, including encouragement for longer term projects and sustainable funding. A new funding hub has been developed and promoted which can be viewed on the OPCC website.

Equality and diversity

- Work with the Independent Advisory Group
- Good links and meet with a wide range of community groups
- Oversee the Surrey police Equality, Diversity and Human Rights Strategy

The PCC has met with the Independent Advisory Group to outline his Police and Crime Priorities and develop good relationships. The PCC has met with a number of community groups, including Victim Support, Jalsa UK, a Surrey refuge, Faith Matters, Tell Mama UK, Federation of Small Businesses, Together UK, Police LGBT groups, Surrey Minority Ethnic Forum (SMEF) and local councils.

Strategic policing requirement

- Work with the Chief Constable to ensure that Surrey balances its requirement to meet national threats with protecting Surrey locally

The Strategic Policing Requirement is set out to ensure that all police forces work together to tackle national threats, such as terrorism, child sexual exploitation, cybercrime, large-scale emergencies, public disorder and organised crime. The PCC has begun scrutinising this area by looking at the response to terrorism.

Performance Measures

Aim	Measured by	2015/16 Performance	Latest 2016/17 performance
For people to feel that police deal with anti-social behaviour and crimes that matter to them in their area	% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area ¹	78.7%	78.8% (12 months to Mar 2016)
For police to solve more crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	Positive Outcome Rate ² for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	26.5%	28.2% (12 months to Aug 2016)
For police to improve the answering of the 101 non-emergency number	% of 101 calls answered within 60 seconds ³	50.0%	40% (12 months to Aug 2016)
For communities to feel that police deal effectively with their issues	% people in who feel that police tackle local issues ¹	88.2%	87.5% (12 months to Jun 2016)
For people to feel safer in Surrey's towns	% residents who say they feel safe walking alone after dark ¹	87.9%	88.4% (12 months to Jun 2016)
For Surrey Police to be rated 'good' (or better) at protecting vulnerable people ⁴	HMIC grade for protecting vulnerable people	Inadequate	Not yet re-graded but revisit report received with positive direction indicated
For victims to be satisfied with the level of service they receive from Surrey Police	% of victims of crime surveyed ⁵ satisfied with police service	81.0%	80.2% 12 months to Jul 2016)
To improve the percentage of budget spent on front-line policing	% of force budget spent on front-line policing ⁶	71%	2016/17 data due later in the year

¹ Source: Surrey's Joint Neighbourhood Survey

² A positive outcome is where a crime has resulted in a: charge/ summons, caution/ reprimand a penalty notice, warning, a community resolution of been taken into consideration at court. The rate is the number of positive outcomes in a period as a percentage of crimes recorded in that period (not necessarily relating to the same crimes).

³ This is currently a proxy measure as due to changing processing used to respond to, risk assess and deal with 101 calls effectively as well as planned changes to telephony, this is no longer a good indicator of performance. A more appropriate measure of improvement is being sought.

⁴ HMIC grades are inadequate, needs improvement, good and outstanding

⁵ This is a defined group of victims (victims of non-domestic violent crime, burglary, vehicle crime, hate crime) as not all crime types are suitable for surveying

⁶ Source- HMIC annual value for money statement. Front-line includes visible (patrol, response etc.) and non-visible (call-handling, public protection investigators etc.). Consideration is being given to whether there is a better indicator for this measure.

To ensure a robust plan remains in place and is kept updated and properly funded to prevent and defeat terrorist activities in Surrey	Plans in place and updated to satisfaction of PCC	Not applicable	PCC content with plans presented and will keep under review
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RECOMMENDATION

That the Police and Crime Panel notes the early progress made against the Police and Crime Plan 2016-2020.

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