

## SURREY POLICE AND CRIME PANEL

### FEEDBACK ON PERFORMANCE MEETINGS

1<sup>st</sup> December 2016

#### INTRODUCTION

One of the main responsibilities of the Police and Crime Commissioner (PCC) is to hold the Chief Constable to account for delivery of the Police and Crime Plan. David Munro has set up a governance framework to discharge this duty. The main part of this framework is to hold monthly Performance Meetings where the Chief Constable reports on progress against the Police & Crime Plan and other strategic issues. This is supplemented by workshops and one to one discussions between PCC and Chief Constable.

Every third performance meeting, i.e. every three months, is webcast for the public and partners to view. The PCC chairs the meeting which is also attended by the Chief Executive and Treasurer from the Office of the Police and Crime Commissioner (OPCC). Other members of staff from the OPCC attend as required, depending on the agenda. The Chief Constable attends along with the Deputy Chief Constable and other force staff as required.

This report provides an update on the meetings that have been held and what has been discussed in order to demonstrate that arrangements for good governance and scrutiny are in place.

#### PERFORMANCE MEETINGS

Since the last report to the panel, one Performance Meeting has been held in October.

##### **26 October 2016**

The items discussed at that meeting were:

- Performance of the 101 non-emergency number
- Rape and Sexual Assault and steps to improve services to victims throughout the criminal justice system
- Rural crime
- Strategic Policing Requirement
- Finance and budget reports

- Update on senior staffing in Surrey Police
- Employee survey results
- Issues of high risk

The Deputy Chief Constable of Surrey Police updated on 101 performance. The performance in terms of speed of calls answered and unanswered calls is improving and on a number of days in October more than 80% were answered within 60 seconds. This was a good indication of progress, although it will need sustaining over time. Improvement plans include direct officer input of crime data onto the system (rather than via call-handlers) and recruitment into the contact centre. The PCC asked that 101 performance remains high on the agenda.

In terms of delays in the court system for cases of rape and sexual assault, Surrey Police have a new post about to start which would see an officer embedded into the Crown Prosecution Service (CPS) legal team who deal with such offences. This post will aim to triage files as they are passed to CPS to deliver improvements improve police file quality. The PCC noted reductions in cases waiting for charging decisions by the CPS and improvements in positive outcomes (i.e. 'detections' had been achieved).

Surrey Police provided a report on their revised Rural Crime Strategy which had been shared with rural partners. The Deputy Chief Constable had attended the Annual Parish Assembly and had received positive feedback on the new policing model. Actions in tackling rural crime included additional training for PCSOs (Police Community Support Officers) and having a subject matter expert in place.

The Strategic Policing Requirement is a national requirement for all police forces to work together to tackle the nationally identified threats (currently terrorism, serious and organised crime, large scale public disorder, civil emergencies, national cyber security incidents and child sexual abuse). Each force is required to work collaboratively to have the capacity and capability to be part of the national response. The PCC was provided with an update on the Surrey Police capacity and capability which was overall a positive picture. Some improvements were needed in linking neighbourhoods to tackling serious and organised crime. Cybercrime and child sexual abuse continue to grow in terms of the threat and demand. The PCC asked for prevention of terrorism to be on a future performance meeting agenda.

New legislation was introduced in March 2015 with regard to Modern Slavery. Surrey Police is currently carrying out a full assessment of this area of criminality. There have been 32 reports of modern slavery in Surrey but this is likely to be the tip of the iceberg as agencies become more aware of the problem and more intelligence is gathered. The PCC asked for a separate briefing on the topic from the lead in Surrey Police.

On the financial update, Surrey Police are currently on track for a modest underspend. Investment had been put into ICT to assist with difficulties in levels of resource. However, saving plans are not currently being met at the level they should be and the PCC expressed his concern and asked for more information. The Deputy Chief Constable detailed the key savings programmes over the next

year. To provide more oversight of the change programmes, it was agreed that the OPCC would be provide with a briefing after each force change board.

In terms of staffing the PCC received an update on plans for filling the Assistant Chief Constable roles. An update was also give on the employee survey results, including issues around organisational support, development and clarity of vision. Senior leadership days are being held in November which will include addressing the issues raised by the survey.

Under any other business, the PCC asked for an update on Remembrance Sunday and heard that Surrey Police will be attending 34 of the 52 ceremonies in Surrey with operational support at 15. The Deputy Chief Constable said they force would look into any concerns on an individual basis. Updates were also received on CCTV and Body Worn Video.

### **RECOMMENDATION**

That the Police and Crime Panel notes the update on the PCC's Performance Meetings.

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