

## SURREY POLICE AND CRIME PANEL

### PROGRESS AGAINST THE POLICE AND CRIME PLAN

6 February 2017

#### INTRODUCTION

The PCC has published a Police and Crime Plan for 2016 to 2020 based on the 6 manifesto pledges he made during his election campaign. 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 performance related 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 2016 and was published on 10<sup>th</sup> 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. Also attached is progress against the key performance 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. The PCC will be reviewing the plan in its entirety during 2017.

## 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

The first PiYN recommendations review meeting which includes a representative from the OPCC was held in January 2017. All 31 recommendations have a named individual with responsibility for progressing the issue and progress has been made on all, particularly those required to be completed by end of March 2017.

Surrey Police has provided a detailed update to the PCC on good practice in tackling local problems, including: tackling anti-social behaviour in Great Bookham with the setting up of a Joint Action Group; using dispersal orders in Guildford on Halloween; issuing of anti-social behaviour injunctions in Godalming; and closure orders on properties in Surrey where vulnerable people were being targeted by criminal gangs.

Following a review of the budget of the OPCC, the PCC has agreed to align funding from his budget towards the force's volunteer cadet programme.

In terms of safer roads, the PCC is interested in considering wider use of average speed cameras (ASC) across the county. A meeting has been arranged for the 15th February 2017 to discuss the current use of ASC and the possibilities for expansion. Surrey Police ran a Christmas 'Go Cold Turkey' campaign, which saw the arrest of 100 drivers of which half have already been charged with drink drive offences and a further 42 on bail pending further enquiries.

Waverley, Guildford and Tandridge areas have expressed an interest in developing a Joint Enforcement Team (JET) or similar. Waverley submitted a bid to the PCC's Community Safety Fund to initiate a JET in January 2017 and Guildford have confirmed their intention to submit a bid in this financial year.

In order to progress the commissioning of partner activity to reduce re-offending and divert people from crime and to undertake new and emerging responsibilities around criminal justice, a new policy officer for criminal justice has been recruited to the OPCC and will commence work in this area from the end of January.

The PCC is supportive of the force recruiting a Hate Crime Co-ordinator. He has also recently attended Surrey Police's Hate Crime Conference. Having taken on a national role as lead PCC on issues of Equality, Diversity and Human Rights, the PCC will be able to bring a national perspective to this issue in future.

In terms of performance, there has been a slight but not significant drop in the percentage of people believing that the police deal well with anti-social behaviour and crimes that matter in their area. The positive outcome rate (previously known as the detection rate) for crimes against vulnerable people is at the same level this year as the previous year at 26.4%.

## **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

HMIC's 'Effectiveness' inspection took place in November 2016 and overall a very positive 'hot debrief' followed the fieldwork. The significant improvement in all areas was recognised and HMIC cited the force's work around 'missing and absent' children as being of a standard that if they were to point forces to an area doing well, Surrey would be it. HMIC suggested crime investigation and supervision remains the priority area on which to focus.

Victim satisfaction and anti-social behaviour remain a concern and are closely monitored in performance meetings. Proactive ASB problem solving and analysis was recognised by HMIC, however keeping people informed is the most challenging aspect for both crime and ASB and is the golden thread running through all communication to improve performance. The PCC is commissioning a support service for repeat/vulnerable ASB victims and this should have a positive impact on satisfaction.

The Force is intending to introduce surveying of rural crime victims. Regular qualitative surveying is performed through focus groups for domestic abuse and victims of rape and sexual abuse and this continues to prove an invaluable source of learning for both the force and OPCC. The OPCC Senior Policy Officer and Force Customer Service Policy Advisor are working closely to use feedback to inform improvement and the commissioning of support services.

Commissioning activity by the PCC is continuing and the focus is on providing longer-term funding for core services, including those for victims of domestic abuse, sexual abuse and child sexual exploitation.

In terms of modern slavery, the PCC has reviewed the governance arrangements in place for tackling serious and organised crime, including modern slavery. He has proposed to move governance of these matters under the auspices of the Community Safety Board, which has met with the agreement of partners. The OPCC is currently helping to organise a regional conference around tackling modern slavery. The PCC continues to send a representative to the National Anti-Trafficking and Modern Slavery Network.

Following intervention from the PCC, a member of Surrey Police is now working with Crown Prosecution Service lawyers to assist with improving file quality in cases of rape and serious sexual assault. It is hoped that this will improve the timeliness of reaching charging decisions in such cases.

Victim satisfaction is showing a drop this year from 81% in 2015/16 to 76.5% for the financial year to date. Surrey Police has a detailed plan in place to address this reduction, in particular focussing on improving the way they update victims on the progress of their case.

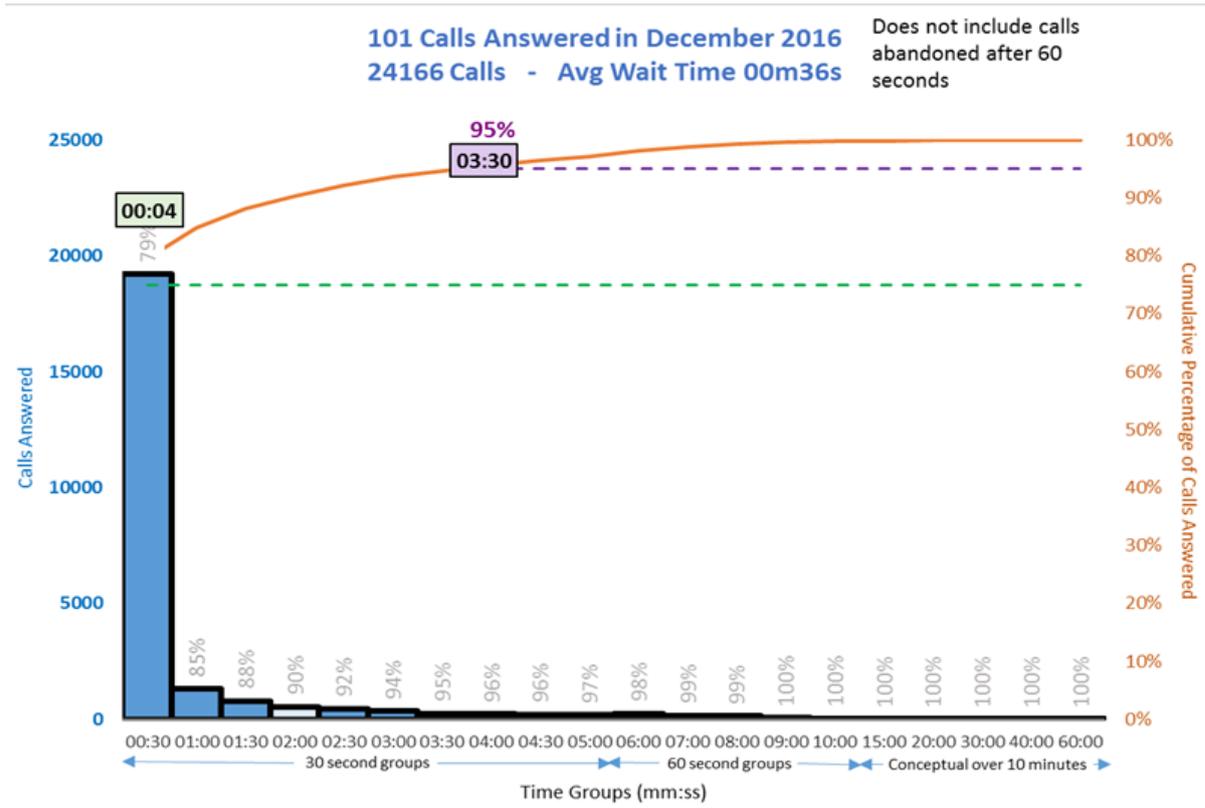
## **TACKLING RURAL CRIME**

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
- Hold Surrey Police to account for providing communities with a named police contact when they have policing problems and for providing the right support to help with local problems

The 101 number continues to show significant improvements in performance. A workshop was held in November between Surrey and Sussex police and the two PCC offices at which it was agreed to trial a new way of monitoring performance, illustrated in the graph below.

Performance has been gradually improving since October 2016. December 2016 has shown the best performance for over a year, with 75% of calls answered within 4 seconds and 85% of calls within a minute. This will of course require continued monitoring and scrutiny and consideration of the resources put in to achieve this improved performance. For now, the level of performance is encouraging. Because the measure shown on the scorecard is from April to December 2016 it shows whole year performance, at 49%, which masks the recent improvements.



75% of 101 calls answered in 4 seconds

95% of 101 calls answered in 3 minutes 30 seconds

The PiYN review has given consideration to response times, particularly for non-emergency incidents and a number of recommendations have been made to bring about improvements. In addition, Surrey Police are considering holding an event to promote their neighbourhood policing activity.

In the year to September 2016, 84% of people surveyed thought that the police tackled local issues, a drop from the 88% baseline. As the PiYN model continues to embed, it should assist in tackling local issues with the dedicated neighbourhood teams in place.

## 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
- Engage with youth organisations to understand issues faced by young 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 continues to visit town centres, particularly to see how the night-time economy impacts on local areas. The OPCC is looking at the potential to introduce more Street Angel and Street Warden projects from the 2017/18 Community Safety Fund.

Surrey is in the process of implementing a new Community Messaging system called "In the know, Surrey and Sussex" ([www.intheknow.community](http://www.intheknow.community)) implemented to enable citizens / businesses within Surrey and Sussex to subscribe to updates about their communities of interest. The ambition is to open this service up to other public sector services within the county, providing citizens with a single source of updates from Surrey Police and its partners. Surrey's towns have numerous schemes operating including shop watch, pub watch, street angels and community wardens and the force will be mapping out where such schemes operate.

Surrey Youth Focus and the OPCC have to date been involved in three 'SHOUT 2' youth conferences where those young people attending completed a survey in relation to their experiences of Surrey Police. An event has been held for youth workers to obtain feedback on their perspective of relationships between young people and the police and a workshop with young people was held during the young persons' takeover day organised by Surrey County Council.

The PCC is keen to undertake more engagement activity with young people, particularly through schools and will be setting a project in train in cooperation with Surrey Police.

Relationships between the police and health are being strengthened. The PCC has agreed to join the Health and Wellbeing Board and a member of OPCC staff is a governor for Surrey & Borders NHS Partnership Trust.

87% of people surveyed in the last year say that they feel safe walking along after dark, showing no significant difference to the baseline measure.

## **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 PCC continues to scrutinise this area of work and has had national, regional and local input. In December, the PCC visited the South East Counter Terrorism Unit and met with specialist firearms officers.

Surrey & Sussex Police participate in local and regional exercises to ensure their readiness to respond to an emergency or attack, as well as looking to extract

learning opportunities from the National Exercise programme. The PCC will be attending an exercise in early 2017.

As well as the PCC scrutinising the Chief Constable at performance meetings on tackling the threat of terrorism, the OPCC has taken part in social media campaigns around 'Run, Hide, Tell' in the event of a terrorist act and promoted the anti-terrorism hot-line.

The PCC received his regular briefing quarterly briefing on 'Prevent' activity in December.

## **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 budget for the OPCC (inherited from the previous PCC) has been reviewed to better align it with both new and differing priorities and responsibilities for the PCC. This has enabled the PCC to deliver ongoing cost savings which are discussed in more detail in a separate paper.

Collaborative work is key to making savings in Surrey Police. The two PCCs from Surrey and Sussex jointly scrutinise the collaborative work between the two police services through the Policing Together Board. This is held bi-monthly. Certain specialist policing services are collaborated as are support services such as finance and ICT. The PCC held discussions with the Chief Constable in January 2017 with a view to more clearly articulating the future direction of collaboration for Surrey Police, particularly given an increasing focus on regional work and a new duty to work more closely with other blue-light services.

The PCC meets with other PCCs and Chief Constables in the South East region at quarterly regional governance meetings. The region is working together on counter-terrorism, serious and organised crime and on developing better joint ICT systems. The PCC is considering recently published specialist capability proposals and how this can help develop regional collaboration.

The PCC has discussed whether more should be done to formalise collaborative arrangements with the Metropolitan Police Service. At present, he has concluded that current, operational arrangements work well and he has arranged to visit the Mayor's Office for Policing and Crime (MOPAC).

The PCC has formally announced that, following legislation expected in late January/ early February 2017, he will look at the options for Fire and Rescue

governance in Surrey. A project plan is in place and a stakeholder steering group is being set up.

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.

The PCC supports the People Plan for Surrey Police and has recently had a specific briefing session to look at issues around recruitment, retention, training, development and promotion of police officers and staff in what is an evolving and complex national context.

## **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 continues to scrutinise the Chief Constable on a monthly basis on the delivery of the priorities within the plan. Specific pieces of work and attendance at Surrey Police internal boards have been carried out by officers at the OPCC on topics of high concern within the plan including a workshop on 101 performance, and the progress in implementing Policing in Your Neighbourhood.

The PCC has enhanced his monthly performance meeting with monthly informal briefings on topics that are emerging or are wider than just performance. To date topics covered have included Human Resource management, budget development and the ICT strategy.

The PCC continues to take an active part in partnership boards, including the Local Criminal Justice Partnership (for which he has recently taken on Chairmanship) as well as the Policing Together Board with Sussex Police/OPCC and the Emergency Services Collaboration Board. The PCC is the chair of the county-wide strategic Community Safety 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

On 13<sup>th</sup> January 2017, the Ministry of Justice (MOJ) informed the OPCC the intended victims grant allocation for 2017/18 remains at the same level as the previous year. This enables plans for 2017/18 commissioning to be confirmed.

The OPCC is providing increased scrutiny of the Surrey Police change programme with monthly briefings to OPCC officers from the head of change. The January performance meeting included a specific item on savings plans and progress being made.

An update on the Proceed of Crime Act funds was received at the PCC's Performance Meeting in December.

### **Equality and diversity**

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

The PCC is now the lead for Equality and Diversity issues for the Association of Police & Crime Commissioners and has made comment nationally on issues including the recent Louise Casey report on opportunity and integration.

The PCC attends the Independent Advisory Group. The PCC has met with a number of groups, including those from the faith community, members of the night-time economy, youth groups, universities, gypsy traveller groups, LGBT networks, and MPs. Additionally he has attended and supported Surrey Police's Hate Crime Conference, Safe Drive Stay Alive, and Show Racism the Red Card events.

### **Strategic policing requirement**

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

Balancing the national strategic policing requirements with local policing needs is critical and the PCC takes an active role locally and nationally in ensuring the right balance for Surrey. The PCC receives a regular update on the Strategic Policing Requirement.

### **Performance Measures**

Attached is the scorecard currently used to measure Surrey Police performance against the Police and Crime Plan, subject review to later in the year. Commentary on the measures is provided throughout this report. At the request of the panel, police recorded crime data has also been included.

**RECOMMENDATION**

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

**LEAD/ CONTACT OFFICER:** Johanna Burne

**TELEPHONE NUMBER:** 01483 630200

**E-MAIL:** [Johanna.burne@surrey.pnn.police.uk](mailto:Johanna.burne@surrey.pnn.police.uk)

## Police and Crime Plan 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 <sup>1</sup>	78.7%	76.7% (FYtD Sept 2016)
For police to solve more crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	Positive Outcome Rate <sup>2</sup> for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	26.5%	High harm positive outcome 26.4% (FYtD 6 Jan 2017)
For Surrey Police to be rated 'good' (or better) at protecting vulnerable people <sup>3</sup>	HMIC grade for protecting vulnerable people	Inadequate	Awaiting report, expected end February 2017
For victims to be satisfied with the level of service they receive from Surrey Police	% of victims of crime surveyed <sup>4</sup> satisfied with police service	81.0%	76.5% (FYtD Sept 2016)
For police to improve the answering of the 101 non-emergency number	% of 101 calls answered within 60 seconds <sup>5</sup>	50.0%	48.7% (FYtD Dec 2016)
For communities to feel that police deal effectively with their issues	% people in who feel that police tackle local issues <sup>1</sup>	88.2%	84.3% (FYtD Sept 2016)
For people to feel safer in Surrey's towns	% residents who say they feel safe walking alone after dark <sup>1</sup>	87.9%	87.0% (FYtD Sept 2016)
To improve the percentage of budget spent on front-line policing	% of force budget spent on front-line policing <sup>6</sup>	71%	69.8% (VFM Profile 2016)

<sup>1</sup> Source: Surrey's Joint Neighbourhood Survey

<sup>2</sup> 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).

<sup>3</sup> HMIC grades are inadequate, needs improvement, good and outstanding

<sup>4</sup> 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

<sup>5</sup> 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.

<sup>6</sup> 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	For plans in place and updated to satisfaction of PCC	Not applicable	PCC currently content with plans in place – although to be kept under review
---	---	----------------	--

### Surrey Police Recorded Crime Statistics

April to December 2016

Levels of Crime	FYtD Dec 16	FYtD Dec 15	Change	FYtD %age Change	EOY 2015/16	National Position 12 months to ....		
<b>Serious acquisitive</b>	5344	4864	480	9.87	<b>6501</b>	9	▶	+0
Robbery	215	203	12	5.91	263	5	▼	+2
Domestic burglary	2066	1800	266	14.78	2375	15	▼	-1
Vehicle crime (excluding interference)	3063	2861	202	7.06	3863	10	▶	+0
<b>Violence with injury</b>	4608	4729	-121	-2.56	<b>6095</b>	2	▲	+3
<b>Serious sexual</b>	961	1036	-75	-7.24	<b>1384</b>	1	▲	+6
<b>Total notifiable offences*</b>	45771	45090	681	1.51	<b>58932</b>	6	▲	+1

Positive Outcomes	FYtD Dec 16	FYtD Dec 15	% Point change	EOY 2015/16	National Position 12 months to ....		
<b>Serious acquisitive</b>	4.47	6.91	-2.44	<b>7.6%</b>	30	▲	+2
Robbery	10.7	21.67	-10.98	24.3%	25	▼	-7
Domestic burglary	6	9.33	-3.33	10.9%	21	▲	+3
Vehicle crime (excluding interference)	3	4.33	-1.33	4.4%	37	▼	-3
<b>Violence with injury</b>	28.93	34.13	-5.2	<b>33.9%</b>	10	▲	+6
<b>Serious sexual</b>	18.42	15.25	3.17	<b>14.2%</b>	22	▲	+14
<b>Total notifiable offences*</b>	17.91	21.64	-3.73	<b>21.6%</b>	31	▼	-1

\*Total offences are not a total of the categories shown as includes other categories of crime



This page is intentionally left blank