

SURREY POLICE AND CRIME PANEL**PROGRESS AGAINST THE POLICE AND CRIME PLAN****12th September 2017****INTRODUCTION**

The PCC has published a Police and Crime Plan for 2016 to 2020 based on the six 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 six priorities within the plan will be met. In addition, there are some high level performance-related aims included within the plan.

The six 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 published on 10th August 2016 and is available on-line on the website of the Office of the Police and Crime Commissioner (OPCC) or in paper copy on request.

This report provides an update on how the plan is being met including actions and projects carried out by the OPCC since the last report to the panel. Also attached is progress against the key performance aims set out in the plan.

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 **Policing in Your Neighbourhood (PiYN)** model of working is now fully embedded into business as usual in Surrey Police. The PiYN Board, which includes OPCC representation, continues to meet and work through any actions which arose out of the implementation review. A further review is being scoped with the Terms of Reference being discussed at the last PiYN Governance Board.

The OPCC has worked with Surrey Police on a new **engagement strategy**, recognising that whilst the Force has necessarily had to withdraw from some of its previous engagement activity, it needs to ensure it is sufficiently visible to local communities. The Force will continue to work with local partners at both the strategic and local level to ensure community concerns are raised and growing areas of concerns flagged (for example, the growth in acquisitive crime). Alongside this the OPCC has commissioned a new **ASB (Anti-Social Behaviour) victim service** which is beginning to take referrals.

With regard to road safety, the OPCC has met with the Superintendent for Surrey and Sussex Roads Policing Unit. There is a proposal taking shape to launch a **Surrey Safer Roads Partnership** which will bring together the Drive Smart Board and the Safety Camera Partnership. The PCC continues to support and fund the Safe Drive Stay Alive production.

Reigate & Banstead and Spelthorne **Joint Enforcement Teams (JETs)** are currently going through their three year refresh and re-vetting. It is anticipated they will be reaccredited with police powers in the autumn. Waverley Borough Council's JET is in operation but no official launch has taken place. The Guildford JET was launched on Monday 7th August. Discussions are still taking place with other Local Authorities, in particular Mole Valley District Council, with regard to developing further JETs in the county.

This summer has seen an increase in the number of traveller **incursions** across the county. Whilst it is for district and boroughs to manage unauthorised encampments on council-owned land, the police will be involved where there is criminality or a breach of peace. The PCC has been keen to ensure that the Force's response is consistent and proportionate across the county and that communication with local people and local authorities is effective. The PCC is

hoping to work with local authority leaders to explore a longer-term solution to this issue.

The 2017 Summer Drink and Drug Drive campaign (Op Dragonfly) was run during June using the simple message 'Drink OR Drive' to advise motorists that the best decision is to have no drink or drugs if they plan to get behind the wheel. Roads Policing Officers carried out roadside stop checks and Road Safety Partnerships in Surrey and Sussex supported the operation through educational messages.

Since a new policy officer has been in post in the OPCC early this year, a great deal of activity and commissioning has taken place with regard to **reducing re-offending** and diverting people from crime. This includes:

- Funding of beds and support facilities for ex-offenders to help them move on from offending. This includes three supported beds with the Amber Foundation for three years at a cost of £37.5K per annum and £32k per annum of funding awarded by the PCC to Transform Housing to provide eight additional ex-offender accommodation placements over the next three years.
- Offender counselling service – The PCC awarded Woking Women's Centre £21k to continue to deliver their in house counselling service. This helps provide specialist counselling intervention for women who, in addition to their involvement in the criminal justice system, have also been the victims of crime or abuse.
- Offender Mentoring service – The PCC awarded £38k to deliver a through-the-gate mentoring service for Surrey prisoners due for release. This a cohort who have spent less than 12 months in custody and have therefore not been afforded the opportunity to engage in constructive rehabilitative activities prior to release. Through the gate mentoring provides a holistic approach for offenders prior and post release from prison.
- Support to gain employment - Browns Community Services were awarded £5k to deliver employment courses. Aimed primarily at ex-offenders, the courses will be delivered to small groups within a confidential and safe environment that allows service users to discuss and explore the skills needed to successfully gain employment. All of the courses will be delivered in Runnymede and the borough council has match funded £5k for delivery of these courses in their locality.
- Support to gain volunteering posts - Voluntary Action Reigate & Banstead were awarded £4.6k to create expansion of their supported volunteering project to address the needs of ex-offenders and voluntary organisations to enable more successful volunteer placements to take place. The ultimate goal is to provide ex-offenders with a positive way of contributing towards their local community whilst also benefiting from gaining skills and experience that will help them into employment.

In terms of **police performance**, there has been a significant increase in the percentage of people believing that the police deal well with anti-social behaviour and crimes that matter in their area from 76% to 80%. The positive outcome rate (previously known as the detection rate) for crimes against vulnerable people has fallen from 26% at the start of the plan period to 19%. The reasons for this are

currently being analysed but include continued increase in workload with more crimes being reported and some technical crime recording issues which Surrey Police are currently working to resolve. However, some areas such as rape and sexual offences have seen an improvement in the positive outcome rate.

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 have now graded Surrey Police as being 'good' at protecting vulnerable people. Although this objective has been achieved, Surrey Police is still striving to improve in protecting vulnerable people and the OPCC still continues to carefully monitor their action plans. Good progress has been made and the Public Protection Improvement Plan recently refreshed with a review of over 70 actions. For rape and sexual offences, Surrey Police has moved from 43rd nationally to 4th best for its positive outcome rate.

To improve victim satisfaction Surrey Police has undertaken a number of activities including:

- Face to face training with officers, as well as communication activity in relation to the importance of keeping victims updated and informed.
- Monitoring of compliance against the victim code
- Transfer of Chief Officer responsibility for victim satisfaction to Assistant Chief Constable Nev Kemp
- Analysis of surveys and comments received

The OPCC is working with the force collaboratively to assess how the end to end experience for victims can be improved.

STARS (Sexual Trauma Assessment Recovery Service) facilitated a session with children and young people affected by **Child Sexual Exploitation**. This was held jointly with Surrey Police to understand their experiences of the services that had supported them and how they can be more effective. A report has been produced and will be shared with relevant partners.

A new service has been commissioned to support high risk **victims of Anti-Social Behaviour**, which is now receiving referrals and launching on 26 October with the aim of helping people to tackle difficult situations, overcome uncertainty about what do next and improve general well-being.

The OPCC jointly funded a four force area regional seminar on tackling **Modern Slavery** in June. Attended by over 100 people, agencies represented included police, local authorities, victim support agencies, criminal justice, academic and

national experts at tackling Modern Slavery. Kevin Hyland, the Modern Slavery Commissioner attended. An action plan will be following and a further conference is planned for next year to look at progress made.

Victim satisfaction is showing a slight improvement from 81% in 2015/16 to 82% for the financial year to date. However, comparisons are difficult because the types of victims surveyed have recently changed, with victims of vehicle crime no longer being surveyed.

The OPCC hosted a workshop on 23rd August for partners to discuss the County's future approach to **Restorative Justice**. Whilst there are many projects in place that offer a restorative element (most notably the Youth Restorative Intervention Initiative), Surrey has not set a clear policy direction for its future aspirations around RJ.

The PCC is keen to raise the **profile of the Office** and as such, was pleased to be invited by The Times to respond to a piece on online hate crime. This resulted in the publication of a letter from Mr Munro in The Times setting out his views.

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 performance in answering **non-emergency 101 calls** improved greatly from October 2016 to May 2017. In the summer of 2016 performance was around 40% for calls answered within 60 seconds and this has increased to 80%. Over the summer, call demand has increased significantly - partly due to an expected seasonal increase as well as some specific issues this year such as assisting London with its response to terrorism, road accidents and traffic problems and concerns with regard to traveller incursions.

In periods of high demand, 999 calls are answered first and performance for 999 remains excellent with 94% of calls being answered within 10 seconds. 101 calls are still being answered quickly with around 65% within 60 seconds and average wait time is 1 minute and 44 seconds.

The OPCC has done some specific communication messages to manage public expectations over the summer as well as asking people to keep themselves safe and prepare well for long road journeys. No complaints have come into the OPCC this year about 101 performance, in contrast to this time a year ago when residents were experiencing long delays in getting their calls answered and many were complaining to the PCC.

The OPCC continues to support Surrey Police in delivering its local **rural crime strategy**. The OPCC has also contributed to the national Rural Crime Strategy which is being developed by North Yorkshire.

In the year to September 2016, 87% of people surveyed thought that the police tackled local issues, an increase on the end of year performance of 84%. It is hoped that this is showing that the PiYN model is embedding and people are seeing the effect of the dedicated neighbourhood teams being 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

Work continues with partners to make our town centres safe. **The SOS Bus** (a facility which supports those who find themselves in need of assistance late at night) in Guildford continues and the OPCC has discussed funding for this scheme. It is hoped this late night support can be mirrored in some of Surrey's other large towns. The PCC has met with all of Surrey's business development partners and continues to work closely with Experience Guildford as they develop their next action plan.

Following a consultation by Surrey Youth Focus, the OPCC has developed an action plan in relation to **youth engagement**. The OPCC and Surrey County Council have agreed a more joined-up approach to commissioning children and young people services which reduce crime and disorder.

OPCC continues to support and comment where appropriate on local planning decisions. The OPCC have also been working closely with the Business Improvement District (BID) areas and supporting them in developing their local action plans.

There has been a slight drop in people surveyed who say that they **feel safe walking after dark** from 87% at the end of 2016/17 to 84% for the year to date. The Force is still working to establish the reason for this as there has been no corresponding increase in crime/violence.

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

All policing remains under review to ensure appropriate security after the terror attacks in Manchester and London. There has been enhanced **high visibility patrols** at key locations across Surrey and Sussex. Firearm officers worked extended shifts with additional patrols to crowded places. Additional firearms resources were deployed to keep the Epsom Derby festival safe.

The PCC continues to be briefed on Surrey Police plans to protect against terrorism and develop action plans with regard to terrorism. He has recently been briefed on the progress being made on recruitment of extra firearms officers.

Surrey Police continues to support statutory partner agencies in embedding the Prevent element of the national **Counter Terrorism Strategy**. This is driven through the County wide, multi-agency Prevent strategic board, chaired by Surrey County Council, at which Surrey Police remains a key member. This group is responsible for reviewing Prevent activity, embedding legislative requirements, information sharing and ensuring the County meets national expectations in relation to Prevent. Surrey Police maintains a Prevent Action plan which ensures Police delivery sits in line with requirements outlined in the Prevent duty and the national Prevent service deliverables.

Prevent performance continues to be scrutinised at a regional and national level. Surrey Police are required to submit referral data to the South East Counter Terrorism Unit (SECTU) on a weekly basis and quarterly analysis takes place. To create a regional response to performance, SECTU have employed a Prevent performance manager who will hold responsibility for data collation and management across the South East.

The PCC received a quarterly briefing on 'Prevent' activity, the last one being in June 2017. Following this meeting, the PCC met with the leader and Chief Executive of Surrey County Council to discuss the importance of Prevent activity.

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

Surrey Police increased its **officer strength** in 2016/17 from 1,905 full time equivalent (FTE) officers in March 2016 to 1,935.25 FTE in March 2017. Officer establishment for 2017/2018 is 1,927.

The PCC continues to oversee and drive **collaborative efforts** with Surrey's bi-lateral partner, Sussex Police. He holds regular 'Policing Together' Boards with senior officers from both forces and the PCC in Sussex. Surrey Police continues

to undertake significant change activity through the 'Policing Together' programme with Sussex, and with other forces in the South-East region, in order to meet the financial challenges, increase resilience and improve service delivery. This includes the Specialist Crime Capabilities Programme, the Digital Enablement Programme and the Joint Information Technology Strategic Plan.

Regional collaboration is now a primary focus for Surrey Police. The South East Regional Integrated Policing Programme (SERIP) is addressing opportunities to align operational policing in the region to maximise efficiency and improve capability across Surrey, Sussex, Thames Valley and Hampshire. SERIP has identified 7 priority areas and progress has been made against each of these.

Between April 2011 and March 2017, Surrey saved £7.3M through collaboration with Sussex, and a further £900k through regional collaboration and the National Police Air Service. A further £4.4M of Surrey savings is anticipated to be delivered through collaborated Policing Together between April 2017 and March 2019, the majority of which will be delivered by Support Services, Specialist Crime and Operations.

The project to consider the **future governance of fire and rescue services** is well underway. Options analysis is expected by the end of September with a decision from the PCC on whether or not to proceed with a business case due shortly after. This is the subject of a separate paper to the panel.

The Police and other **blue-light services** are now under a new duty to collaborate with each other following the publication of the Policing and Crime Act 2017. Good work in this arena has already taken place in Surrey. The PCC is Chairman of the Emergency Services Collaboration Programme and is keen to ensure that progress continues under its auspices in future and that the momentum behind blue-light collaboration is maintained.

The **estates strategy** remains a significant project for both the PCC and Chief Constable. The current review of estates seeks to replace old, inefficient police buildings with modern, fit-for-purpose ones over a reduced number of sites. The programme is known as 'Building the Future' and is set to last between five and ten years. Work is already underway to assess the availability of suitable new sites and to determine the criteria upon which the final decision should be based as well as engaging with other partners to identify any opportunities for joint initiatives

OTHER COMMITMENTS IN THE PLAN

In addition to the six 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 six-weekly basis on the delivery of the priorities within the plan.

The PCC takes 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 and attends the Surrey Health & Wellbeing Board.

Finance:

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

The contract with **Victim Support** to provide non-specialist support to victims of crime ends in April 2019 and the OPCC is working on a project to determine how this service will be provided after that date.

Following the review of the community safety fund, a number of core services are now receiving two year funding, with grant agreements in place and 2nd year funding dependent on outcome measures being met in first year delivery.

The Force's savings programmes are scrutinised regularly at the PCCs performance meetings.

Equality and diversity

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

The PCC has been active in his national portfolio role as lead PCC for the Association of Police and Crime Commissioners (APCC) for Equalities, Diversity and Human Rights. He has written national articles on stop and search and on LGBT issues including the 50th anniversary of the partial decriminalisation of homosexuality in England and Wales. He took part in this year's Brighton Pride, alongside the Deputy Chief Constable and PCC for Sussex.

The PCC continues to meet with a wide range of community groups in Surrey.

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. 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.

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Police and Crime Plan Performance Measures

Aim	Measured by	Baseline 2015/16 Performance	2016/17 performance	Latest 2017/18 performance at August 2017
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%	75.9%	80.0% (FYTD 17/18)
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%	25.0%	19.0% (FYTD 17/18)
For Surrey Police to be rated 'good' (or better) at protecting vulnerable people ³	HMIC grade for protecting vulnerable people	Inadequate	Good	Available March 2018
For victims to be satisfied with the level of service they receive from Surrey Police	% of victims of crime surveyed ⁴ satisfied with police service	81.0%	80.8%	81.6% (FYTD 17/18)
For police to improve the answering of the 101 non-emergency number	% of 101 calls answered within 60 seconds ⁵	50.0%	55.5%	68.0% (FYTD 17-18)
For communities to feel that police deal effectively with their issues	% people in who feel that police tackle local issues ¹	88.2%	84.4%	87.2% (FYTD 17-18)
For people to feel safer in Surrey's towns	% residents who say they feel safe walking alone after dark ¹	87.9%	86.9%	84.3% (FYTD 17-18)
To improve the percentage of budget spent on front-line policing	% of force budget spent on front-line policing ⁶	71%	69.8% (VFM Profile 2016)	Available Oct 2017
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 content with plans in place	PCC currently content with plans in place – although to be kept under review

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 HMIC grades are inadequate, needs improvement, good and outstanding

⁴ This is a defined group of victims (victims of non-domestic violent crime, burglary, hate crime) as not all crime types are suitable for surveying. Until April 2017 victims of vehicle crime were also included.

⁵ 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.

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.

Surrey Police Recorded Crime Statistics

April to July 2017

Levels of Crime (related to police and Crime Plan)	FYtD July 16	FYtD July 17	Change	% change
High harm	3366	3968	+602	17.9%
Violent domestic abuse	1985	2398	+413	20.8%
Hate crime	495	615	+120	24.2%
Serious Sexual	439	556	+117	26.7%
Rape	181	233	+52	28.7%
Child Abuse	736	638	-98	-13.3%

Positive Outcomes (related to police and Crime Plan)	FYtD July 16	FYtD July 17	Change	2016 % Outcome rate*	2017 % Outcome rate*
High harm	902	750	-152	26.8%	18.9%
Violent domestic abuse	539	485	-54	27.2%	20.2%
Hate crime	106	92	-14	21.4%	15.0%
Serious Sexual	84	81	-3	19.1%	14.6%
Rape	33	24	-9	18.2%	10.3%
Child Abuse	257	160	-97	34.9%	25.1%

*Outcome Rate: % of positive outcomes against crime level for the same year.

Levels of Crime (additional panel request)	FYtD July 16	FYtD July 17	Change	% change
Robbery	83	104	21	25.3%
Burglary (total residential and non-residential ⁷)	1659	2052	393	23.7%
Vehicle crime	1403	1594	189	13.5%
Violence with injury	2067	2550	483	23.4%
Total notifiable offences	20204	25265	5061	25.0%

Positive Outcomes (additional panel request)	FYtD July 16	FYtD July 17	Change	2016 % Outcome rate*	2017 % Outcome rate*
Robbery	8	16	8	9.6%	14.4%
Burglary (total residential and non-residential)	83	151	68	5.0%	7.4%
Vehicle crime	50	47	-3	3.6%	2.9%
Violence with injury	500	583	83	24.2%	22.9%
Total notifiable offences	3301	3683	382	16.3%	14.6%

⁷ Until March 2017 burglary was split between dwelling and non-dwelling.