

SURREY POLICE AND CRIME PANEL

FEEDBACK ON PERFORMANCE MEETINGS

7th December 2017

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 six-weekly 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 the PCC and Chief Constable when required.

Every third performance meeting 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 on performance meetings to the panel, two Performance Meetings have been held – August and September.

8 August 2017

Agenda items were:

- Performance update including views on national crime data
- Review of response time data
- Safeguarding audit recommendation update
- HMIC areas for improvement
- Serious Organised Crime/ Counter Terrorism Governance
- Finance report
- National Audit Office online fraud report
- HMIC stalking/ harassment report
- Unauthorised encampments

Performance overall was recognised by the PCC as being broadly positive. Overall satisfaction and public opinion measures had improved. This was felt to be as a result of PiYN bedding in and resourcing levels stabilising. Increased confidence in police dealing with local issues was felt to be linked to an active Anti-Social Behaviour team who had also been working hard on publicising results.

The reduced performance around positive outcomes for crimes committed against vulnerable people was discussed. The Chief Constable reported that there was an administrative issue with regard to the crime recording system, Niche, which was being addressed. Once addressed this should improve the positive outcome rate.

The 101 number had shown great improvements since summer 2016 but a slight dip in performance was being seen in the summer months. This was due to a peak in demand.

The recent burglary increase was discussed although this was put in the context of a long term reducing trend. Operation Spearhead had been established by the force to tackle recent rises and was showing results with over 20 individuals charged as part of investigating a crime group operating out of London.

The recently published national crime statistics showed a national increase in police recorded offences, which is broadly mirrored by increases seen in Surrey. Surrey has seen lower than national increases for robbery and vehicle crime.

Response times to emergency calls had reduced slightly over time. However, the Chief Constable stressed the importance of not setting targets to get respond more quickly which could result in officers taking unnecessary risks. Calls were generally taking longer once officers are in attendance as the new model of policing means that officers take responsibility for a call for assistance all the way through rather than just responding then leaving any follow-up to another team. The abandonment rate for calls is very low and customer satisfaction with attendance is high.

A recent audit had been carried out on the police force's **safeguarding** children's responsibilities. There was one area for improvement around training which had been actioned. This update was noted as completed.

The **HMIC areas for improvement** (AFIs) were discussed in detail by the Chief Constable and PCC. The force had an action plan and owner for every AFI.

Tackling **Serious and Organised Crime and Counter Terrorism** is resourced regionally rather than by individual forces, providing greater resilience and economies of scale for the specialist resources required. The Chief Constable updated the PCC on current governance, funding and the local management on individual crime groups.

The **finance report** detailed spend against budget, with an underspend overall reported. This was due to an underspend in police staff due to high turnover and lags in recruitment whereas police officer pay was overspent. The savings plan was reported to be on target for the next year, although longer term savings still needed to be found.

The **National Audit Office fraud report** was discussed as well as local force work with regard to tackling cyber enabled crime (theft where the internet is used to achieve the crime) and cyber dependent crime (a digital system is targeted e.g. your email or online banking is hacked). The Deputy Chief Constable agreed to provide the PCC with more information on public communication messages around cybercrime.

The Chief Constable addressed the recent **HMIC stalking and harassment** report and the actions being taken by Surrey Police. Surrey Police are carrying out further training with local domestic abuse providers assisting. Surrey Police was spoken about favourably in the report.

The PCC had received feedback from the public and stakeholders with regard to the way police deal with **unauthorised encampments** by the Gypsy, Roma and Traveller community. The Chief Constable explained the different roles that police and local councils in dealing with an unauthorised encampment. Surrey has no provision for a transit camp and the PCC will be raising this with partners. The Chief Constable agreed to ensure that there was a consistent policy in place across the force.

27 September 2017

The items discussed at that meeting were:

- Public performance report including crime levels
- Public Protection Improvement Plan
- Engagement Strategy
- Unauthorised Encampments
- Complaints reform
- Reserves strategy

This was a webcast meeting for the public and stakeholders to view either live or recorded via the OPCC's website. The first four items were taken in public with the last two items being more technical items and taken in private.

The Deputy Chief Constable attended this meeting on the Chief Constable's behalf. The PCC asked the Deputy Chief Constable (DCC) to provide a full review of **levels of each crime type** in Surrey, current changes and force work being carried out to tackle any rises in recorded crime. The DCC reported that

there had been an increase in police recorded crime but that there were several complex reasons behind this rise. This included:

- New offences issued under the Home Office, including offences of causing harassment and distress, have equated to over 5,000 additional crimes a year being recorded.
- Changes in recording standards have meant a shift from recording certain incidents as anti-social behaviour to recording these as crime
- Historical offences – increased faith in police to deal with incidents such as abuse have led an increase in reporting of offences from the 60s and 70s which get recorded in current year statistics
- Violence without injury has seen an increase – partly due to an increased confidence to report
- Increases in levels of burglary offences

The full explanation is posted online and can be viewed at: <https://www.youtube.com/watch?v=MIJBPKKzcWw>

Other updates included 101 performance, support for victims and the recent terrorist incident in London.

The national **complaints reform** requirements were discussed. This will see the appeals process for all complaints move from police forces to PCCs during 2018/19.

A paper was taken on levels of **reserves** with levels for the coming year and the reserves strategy agreed by the PCC.

Following failings identified during an inspection in 2014, a **Public Protection Improvement Plan** was put in place. The PCC receives regular updates on progress against that plan. The DCC believes that there is strong governance in place for the overall plan. The DCC updated on partnership activity with the MASH (Multi-agency Safeguarding Hub) now being in place. With regards to missing children, Surrey Police are putting in significant amounts of work with the Council and other agencies. With regards to the vulnerable missing people, some progress has been made through the Health and Wellbeing Board with regards to acute hospital trusts, where individuals were going missing from A&E.

The DCC highlighted the new **engagement strategy** which has been put in place to help communities understand that the Force cannot do everything they are asked and when and how they can expect engagement. The strategy also gives advice to local teams with regards to how to engage e.g. using online forums such as social media. Surrey Police have also successfully launched Volunteer Police Cadets.

The DCC explained that in the 12 months leading to July 2017, Surrey Police received over 400 calls relating to **traveller encampments**. Police have a duty to all sections of society and it is important to understand the different

communities involved and the drivers behind an encampment. Surrey is a welcoming and tolerant county on the whole. However, Surrey Police will deal with criminality associated with encampments with the powers available to them. There are around 10-12,000 Gypsy and Roma Travellers Surrey, and only a very small minority of individuals resort to criminality. A review of coordination and communication with local authorities is being carried out which the PCC looked forward to receiving. The issue of transit site provision was discussed and this is something that the senior officers in Surrey Police supported.

RECOMMENDATION

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

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