

SURREY POLICE AND CRIME PANEL

FEEDBACK ON PERFORMANCE MEETINGS

5th February 2018

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 other 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 – November and December 2017.

8 November 2017 – Private Meeting

Agenda items were:

- Performance
- Road safety and parking
- Missing vulnerable people
- Collaboration
- Force Management Statements
- Fraud
- Fly tipping

Under the **performance** item, the Chief Constable (CC) highlighted improved performance in residents' views – including more people feeling that police deal with anti-social behaviour (ASB) in their area and increased public confidence.

These could be indicators that the PiYN (Policing in Your Neighbourhood) model is working now that it's bedded in. Recorded burglary was continuing to show an increasing trend and the Chief Constable updated on the purchase of Smartwater (a water-based, inorganic traceable liquid which contains a unique forensic signature so police are able to link a criminal back to the scene of a crime) which should help to increase arrests for burglary and provide a deterrent. Media reports that street lighting could be having an effect on burglary and vehicle crime figures were discussed. The CC said that analysis carried out in force hadn't found a statistically significant correlation. There had been a slight reduction in victims being satisfied with the service they had received and the force was addressing this through improved quality standards.

The CC presented a report on **road safety and parking**. The PCC has been speaking to Surrey County Council on reinvigorating the DriveSmart board, aimed at improving road safety. The CC emphasised that the police shouldn't be involved in parking issues as it was primarily a council responsibility. The police would take a threat, risk and harm approach for instances where police or civil enforcement officers could deal with certain matters. The DCC said that local authorities have parking enforcement teams who can be proactive in dealing with community risks, for example, outside schools. Levels of collisions involving people killed or seriously injured were currently showing an 8% reduction in Surrey this year.

A paper was presented which highlighted an increase the number of **vulnerable missing people** that Surrey Police were dealing with. Many were repeat cases, some with complex and multiple needs and many were connected with children's homes and hospitals. This is an area of increased workload for Surrey Police but the CC said that the force was well set up to deal with missing people.

The plans for future police **collaboration** would be focussed on regional collaboration rather than any additional bilateral collaboration with Sussex. Efforts would be made to improve the processes and procedures attached to existing bi-lateral collaboration teams. It was difficult to predict the savings that could be made regionally so the Force needed to have a better understanding of this in due course. Cross border deployment on the Eastern border with Sussex was discussed. The CC said that he recognised that there were occasional problems, but that it was partly due to fact that Surrey and Sussex were working from different command and control systems. This would be resolved in future. The PCC had recently moved discussions forward in respect of the future of blue light collaboration, particularly between fire authorities, and the CC welcomed this.

Force Management Statements are a new initiative by HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services) to capture and present police force information in one statement that will provide an easier comparison between force areas and reduce the inspection burden on forces who are performing well. There were some areas of concern for police forces which they were feeding into the consultation.

A verbal discussion was had on **fraud**. The CC explained that fraud was a recognised threat within the control strategy and a Pursue, Prevent, Prepare and Protect plan was in place to tackle the issue. There is a well-documented process within the Contact Centre to deal with reports of fraud. An inspection on fraud is expected next year.

The PCC explained that he was continually receiving low level reports of **fly-tipping** being an issue across the county. He was aware that Surrey County Council wanted to situate ANPR (Automatic Numberplate Recognition) cameras across the county to try to tackle fly tipping issues. The DCC said that the Force might be able to offer SCC advice on how to analyse the data from the ANPR cameras but the broader responsibility was for local authorities.

20 December 2017 – Webcast Meeting

The items discussed at that meeting were:

- Public performance report
- Volume Crime Improvement Plan
- Surveillance
- Proceeds of Crime Act
- Race Disparity Audit
- Child Criminal Exploitation
- Mental Health

This was a webcast meeting for the public and stakeholders to view either live or recorded via the OPCC's website.

In terms of **performance**, the CC reported increased levels of confidence in police dealing with ASB incidents. Less positive was a reduction in the % of positive outcomes ('detections') achieved in crimes involving a vulnerable person (including sexual offending, domestic abuse, child abuse and hate crime). However, the number of these crimes reported had increased, a positive indicator that people are more willing to report. With an increased workload, it is harder to increase the % of positive outcomes. Despite the positive outcome rating having reduced compared to last year, Surrey's national position has improved and the Force is doing slightly better compared to other Forces than in previous years.

Burglary was discussed, with a rise in residential burglaries, particularly the North of the county. However, this is after a long-term reducing trend with last year being particularly low. The CC stated that if you discount a spike in figures from January/February 2017, the figures would be broadly where they would expect them to be. The CC said that travelling burglars operate in Surrey and will look for opportunities to strike when feasible and asked public to ensure all windows and doors are locked and that gates and fencing are secure. The 101 number had improved in performance overall, although falling back a bit in the summer

2017. This was possibly due to annual leave in the contact centre and volume crime increasing in the summer. However the CC acknowledged that Surrey Police have not yet managed to bounce back from this fall. CC commented that the biggest issue facing the contact centre is staff turnover and their ability to retain staff. CC explained that they are in a cycle of constant recruitment and training but are doing better than they were last year.

The CC presentation a report on **volume crime** which are the sorts of offences that would usually be investigated by a uniformed area of policing such as burglary, vehicle crime, domestic abuse, criminal damage etc. He explained that the reason for the Volume Crime Improvement Plan was that Volume Crime investigation levels were not where they ought to be. This resulted in fewer positive outcomes and fewer offenders brought to justice. A plan had been put in place focussing on capacity, capability, leadership, governance and partnership working. Recent feedback from HMIC was that this area was much improved upon, supervision and direction given to staff was improved based on their independent findings.

In terms of **surveillance** the PCC asked questions around CCTV (Closed Circuit Television) and the code of practice in place. The CC recognised the value of CCTV and Surrey Police has lots of staff invested in monitoring it. However, the majority of the CCTV belongs to the local authorities who fund it. Surrey Police are currently reviewing CCTV provision across the county to see if it can be brought under one roof; creating efficiency savings where possible and increasing strategic opportunities in its use. Surrey Police was compliant with the code of practice for surveillance cameras. ANPR cameras were also discussed. The CC gave an overview of the situation in Surrey - 63 ANPR locations, covering approximately 233 lanes of traffic and fixed sites, and 42 mobile systems which can be deployed where necessary. The PCC requested that the CC confirmed that all were connected and working correctly.

A report was provided on the **Proceeds of Crime Act** (POCA) funds which showed that the amount of money recovered is increasing year by year. The PCC asked the CC what the plans were for the money received by Surrey Police. The CC commented that the majority of POCA money received is used to fund the wages of the people in the unit and also provides funds to assist with the overall budget. In the future, if monies received continue to increase, there may be room to consider other uses.

The PCC and CC discussed the recently published report on **Race and Disparity** in the Criminal Justice System. This highlighted national issues of greater representation of the black community both in the criminal justice system and as victims of crime. In Surrey the force rigorously audits stop and search activity and use an independent advisory group as 'critical friends' to dig in to the figures as they are presented. Audits are good but Surrey still has a disproportionality issue, much like every other Police force.

The PCC asked about BME (Black and Minority Ethnic) representation in the Surrey Police workforce, which is not yet representative of the general

community in Surrey. The Deputy Chief Constable (DCC) agreed this is a vital issue and emphasised the importance of building trust and confidence with BME communities. Interaction with young people is key; the Cadet scheme fosters early engagement with communities to show them what Policing is all about. Successes have been in ensuring representation levels of BME representation in the Cadet Scheme is greater than in the service. Surrey Police have appointed 2 Positive Action Roles, they start in January 2018 and will continue the outreach work looking for opportunities in minority communities to recruit to Surrey Police.

The CC explained that **Child Criminal Exploitation (CCE)** is a term that has come into use fairly recently to describe juveniles who are enticed into criminal activity by adults by inducements (money/cigarettes/alcohol) leading to the exploitation of the child. This is presenting some of the biggest demand issues for the force currently, dealing with children, particularly those who are housed otherwise than at home who continually run away and are becoming involved in exploitative organisations. There has been a strong focus in Surrey on this over the past 18 months with enormous effort going in to raising awareness of the signs of exploitation and on educating officers. Surrey Police are targeting perpetrators including deploying high end detectives and covert operations targeting gangs and groups exploiting children. Good partnership work is happening with Health Authorities and Surrey Youth Services to support young people when extracted from the situation they are in.

A report was presented on **Mental Health** and what police are doing in partnership with other services to reduce repeat and avoidable demand from mental health incidents and make sure those in mental health crisis receive the most appropriate support. It also detailed how the Police are preparing for new regulations that come in under the Policing and Crime Act (2017). One particularly successful initiative is the Surrey High Intensity Users Programme (SHIP). Officers on West Surrey seconded into this project are working alongside care coordinators which has resulted in calls for service going down, detentions under the Mental Health Act going down, and episodes of missing persons going down. Surrey are investing more resources into this initiative for officers on East and North Surrey. In addition to this they are appointing a lead for vulnerable and missing adults to work alongside the Mental Health Advisor. Surrey Police are well prepared for the new regulations in the Act and have a good track record in recent years in ensuring custody centres are not used as places of safety. In this financial year they have not been used once and it is in excess of three years that Surrey has had a child in custody.

RECOMMENDATION

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

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7

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