

SURREY POLICE AND CRIME PANEL

POLICE AND CRIME PLAN 2016-2020 – PROGRESS

26th April 2018

INTRODUCTION

The PCC 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 original 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 2016-2020 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 has been met to date. A separate report is provided on a proposed refreshed plan for 2018-2020.

1.1 Cutting Crime and Keeping People Safe

The Policing in Your Neighbourhood (PiYN) model has now largely bedded in with appropriate staffing levels mostly achieved and training carried out. There has been a significant increase in the percentage of people believing that the police deal well with anti-social behaviour (ASB) and crimes that matter in their area from 76% to 79%. There are also fewer residents surveyed who felt anti-social behaviour (ASB) issues are a big problem in their area. The PCC has received a further review of PiYN and has agreed that this model is now the right way to deliver local policing for the future. Temporary staff that had been employed to help mentor and train officers in investigation skills will end their contracts during the year as staff become fully trained.

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 20%. However, actual numbers of positive outcomes are broadly similar, with the positive outcome rate being affected by increased numbers of crimes being reported.

Reducing reoffending is a key focus of the OPCC's work and will be better reflected in the 2018-2020 plan refresh. The PCC has ring-fenced a proportion of the Community Safety Fund specifically to commission projects that aim to reduce reoffending or end the cycle of crime. One recent example has been BehindBras. With support from Surrey OPCC and Kent Surrey and Sussex Community Rehabilitation Company (CRC), BehindBras will identify, assess, recruit and train serving and former female prisoners from five London and the South-East of England prisons so that they progress to become qualified and employable for work in the fashion, retail and creative industries. The project will provide Through the Gate support to promote employability, desistance from offending and improve social exclusion amongst women prisoners.

1.2 Supporting Victims

The OPCC is currently carrying out a project to consider its future commissioning arrangements for supporting victims, with the Victim Support current contract finishing in March 2019. A full update will be provided in a separate paper to the panel at its next meeting.

In February, the Police and Crime Commissioner joined charity staff and volunteers on a candlelit solidarity walk through Guildford to mark Sexual Abuse and Sexual Violence Awareness Week. The event was organised by the Rape and Sexual Abuse Support Centre (RASASC), who are based in the town to raise awareness and spread the message #itsnotok.

Over the last few weeks, a groundbreaking Surrey programme funded by the Office of the Police and Crime Commissioner has been recognised by a national charity for its work in tackling violence against women and girls. Revolving Doors Agency, a national criminal justice charity, published a new report called '*Spotlight on Violence Against Women and Girls*' (VAWG) which features the innovative work PCCs are commissioning across the country to address the issue. Amongst the seven case studies highlighted in the report is the Surrey Minority Ethnic Forum (SMEF) which receives a grant from the Surrey OPCC to lead the Active Communities Project in the county. The aim of SMEF is to empower ethnic minority communities and to ensure that their voices are heard on the issues that affect them. It does this by hosting 'People's Assemblies' (forums) which bring together representatives from across black, Asian, and minority ethnic (BAME) communities in Surrey and creating safe spaces for women to access advice and information.

In terms of performance, as previously reported, Surrey Police were graded as good for protecting vulnerable people in 2016. The 2017 inspection is currently underway which will assess recent progress made. From the victim survey, 80% of people are satisfied with the service they have received from Surrey Police, a stable level of high performance.

1.3 Tackling Rural Crime

Performance against the 101 non-emergency number has stabilised at around 1 minute and 40 second average for a call to be answered. This does fluctuate

according to demands on the 999 service. The same call handlers answer both calls and at times of high demand, 999 calls are prioritised. Answering of 999 calls remains one of the best performers in the country. The PCC continues to closely monitor this area of performance.

Communities increasingly feel that police are tackling their local issues, with 87% of those surveyed agreeing that this is the case, an increase on last year of 3%.

1.4 Making our Town Centres Safe

The OPCC is developing several projects aimed at supporting vulnerable people or those at risk of harm in Surrey's communities. Many of these, although not all, will be based in town centres.

Surrey was successful in becoming a Making Every Adult Matter (MEAM) area last November and will now be supported by the MEAM Coalition (made up of the charities Mind, Homeless Link and Clinks) over a period of up to 5 years to improve the services in Surrey offered to people with multiple needs by making them more accessible, joined up and sustainable. A multi-agency steering group that includes people with lived experience, convened for the first time last month and commenced work to achieve the desired service improvements.

The OPCC has recently part-funded the Elmbridge Rentstart project. This project involves actively seeking out local rough sleepers, or responding to reports from the public who have seen rough sleepers. Outreach workers meet with these clients and attempt to build rapport and strong relationships. The initial aim is the safety and health of the clients and the outreach worker will ensure that they have food / clothing and access to any medical treatment they may require.

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.

1.5 Tackling the Threat of Terrorism

The PCC continues to be briefed on Surrey Police plans to protect against terrorism and develop action plans with regard to terrorism. The PCC also receives a quarterly briefing on 'Prevent' activity and has been working with Surrey County Council to ensure that their prevent process meets national guidance and has made sure that partners from SCC, Surrey Police and regional counter terrorism are working together to ensure that robust processes are in place.

The Office of the PCC supported the recent counter terrorism week which was held in March 2018 by providing social media and press comments.

1.6 Making Every Pound Count

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 strategy for police collaboration has been revised, with regional collaboration driving future activity. Collaboration with Sussex Police will continue, but this will be focused on better aligning existing processes. A new, three-force HR and planning system (ERP – Enterprise Resource Programme) is being developed and a regional ICT plan is in place.

Following an options appraisal to explore the future of Fire and Rescue Governance in Surrey, the PCC decided in October 2017 not to pursue a change in governance at this stage, with an expectation of progress being made in Fire collaboration by Surrey County Council with its Sussex neighbours.

The estates strategy is a long term project focused on providing modern, efficient and flexible working environments for officers and staff. As part of the project some of the Force's old unsatisfactory buildings will be sold to invest in fewer modern buildings in locations that are more accessible. As well as investing in the overall estate, the Force will be embracing modern ways of working through the use of the latest technology. It is anticipated that this programme of work, which started in early 2017, will take from between 5 – 10 years to deliver.

The PCC, alongside many of his colleagues, called on MPs and the Policing Minister to support the cap on police precept to be lifted. A case was also submitted to Government by the Association of Police & Crime Commissioners (APCC) and National Police Chiefs Council setting out the case for improving police funding. As Members will be aware, the Government undertook to protect police funding for the year ahead, in those areas where PCCs raised an additional £12 per year (Band D household) through the Council Tax precept.

1.7 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: accountability; partnership; finance; equalities and diversity; and the Strategic Policing Requirement.

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 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.

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

The PCC continues to meet with a wide range of community groups in Surrey. He continues to speak out about the need to look at solutions for cases of unauthorised encampments from Gypsy, Roma and Traveller (GRT) communities. The PCC is also the national lead for Equality and Diversity and was pleased to see a number of police forces recognised again in this year's Stonewall Workplace Equality Index. The 2018 Index, announced by the charity Stonewall last month, looks at Lesbian, Gay, Bisexual

& Transgender (LGBT+) representation across the workplace and how organisations demonstrate inclusivity. A total of 19 police forces entered the Index this year with seven making it into the Top 100. Surrey Police was ranked 163 out of over 430 organisations which was 13 places higher than in 2017 – the first time they had been included in the Index.

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 current 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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Appendix A: Police and Crime Plan Performance Measures

Aim	Measured by	Baseline 2015/16 Performance	2016/17 performance	Latest 2017/18
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%	77.7% (FYTD 17/18 to Dec 17)
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%	19.8% (FYTD 17/18 to 5 March)
For Surrey Police to be rated 'good' (or better) at protecting vulnerable people ³	HMIC grade for protecting vulnerable people	Inadequate	Good	Good
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%	79.9% (FYTD 17/18 to Jan 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%	Average wait 1 min 54 secs (FYTD to Jan 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%	85.4% (FYTD 17-18 to Dec 17)
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 Dec 17)
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)	69.9% (VFM Profile 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 was 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. More recently monitoring has switched to average wait time.

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.

Appendix B: Surrey Police Recorded Crime Statistics

Levels of Recorded Crime (related to police and Crime Plan)	Year 2016/17	Year 2017/18	Change	% change
High harm	10289	12160	1871	18.2%
Violent domestic abuse	6277	7303	1026	16.3%
Hate crime	1403	1779	376	26.8%
Serious Sexual	1365	1673	308	22.6%
Rape	539	726	187	34.7%
Child Abuse	2151	2380	229	10.6%

Positive Outcomes (related to police and Crime Plan)	Year 2016/17	Year 2017/18	Change	2016/17 % Outcome rate*	2017/18 % Outcome rate*
High harm	2519	2374	-145	24.5%	19.5%
Violent domestic abuse	1573	1601	28	25.1%	21.9%
Hate crime	342	317	-25	24.4%	17.8%
Serious Sexual	228	209	19	16.7%	12.5%
Rape	65	54	-11	12.1%	7.4%
Child Abuse	599	426	-173	27.8%	17.9%

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

Levels of Crime (additional panel request)	Year 2016/17	Year 2017/18	Change	% change
Robbery	292	352	60	20.5%
Burglary (total residential and non-residential ⁷)	5973	6472	499	8.4%
Vehicle crime	4224	5049	825	19.5%
Violence with injury	6308	7141	833	13.2%
Total notifiable offences ⁸	63698	72853	9155	14.4%

Positive Outcomes (additional panel request)	Year 2016/17	Year 2017/18	Change	2016/17 % Outcome rate*	2017/18 % Outcome rate*
Robbery	39	49	10	13.4%	13.9%
Burglary (total residential and non-residential)	313	416	101	5.2%	6.4%
Vehicle crime	119	131	12	2.8%	2.6%
Violence with injury	1782	1767	-15	28.2%	24.7%
Total notifiable offences	10950	11266	316	17.2%	15.5%

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

⁸ NB this is not a summary of the crimes detailed above but is the total of all offences required to be notified nationally.

