

## SURREY POLICE AND CRIME PANEL

**FEEDBACK ON PERFORMANCE MEETINGS**26<sup>th</sup> April 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 – February 2018 and March 2018.

***1 February 2018 – Private Meeting***

Agenda items were:

- ICT Strategy Update
- Enterprise Resource Planning System Update
- Performance Report
- Force Financial Report – month 8

This meeting was mainly an in-depth focus on the **Information and Communications Technology (ICT) strategy**. A senior ICT manager presented the latest strategy report, giving a comprehensive update on progress towards delivery. This included a completed data centre move project and progress towards delivering a new telephony system. Improved mobile technology was being delivered to police officers and staff. The update also

covered regional ICT plans and the need to co-ordinate with national ICT programmes coming on board in the next few years. The PCC was content with the update received, but asked that further information be presented at the next meeting with regard to costs, risk mitigation and timescales for the delivery of national projects.

**A new Enterprise Resource Planning (ERP)** system is under development between Surrey Police, Sussex Police and Thames Valley Police. A progress update was provided at the meeting. A revised plan to show the updated business and financial case was in development and would come back to the PCC at a future meeting.

The Chief Constable presented his **performance report**. This included improvements in the public's view of Surrey Police's ability to deal with crime and anti-social behaviour and improved overall public confidence. The percentage of crimes against vulnerable people that had been solved had dropped since last year. Victim satisfaction had shown a slight drop in performance over the year, although there were improvements in the most recent months. The recent increase in burglary was discussed, with Surrey having recently experienced some organised crime gangs operating in the county. The increase was similar to trends being seen across the country.

A separate report was provided on the **101 non-emergency number**. Performance had stabilised at around an average answering time of 1 minute and 40 seconds. The contact centre was still struggling with recruiting and retaining staff – particularly as many staff left to join other parts of Surrey Police. On-line reporting was showing an increase in numbers using this service.

The force **financial report** showed a slight underspend forecast for the end of the year, mainly attributable to pay. The PCC also received a report on the capital programme.

The PCC and Chief Constable also discussed, under any other business: feedback from Reigate and Banstead residents; front counter closures; the National Air Support Service; victim support services and forensic service provision.

### ***22 March 2018 – Webcast Meeting***

Agenda items were:

- Public performance report
- Front Counters
- Disabled staff representation and support
- Fraud and Cyber Crime
- Disclosure
- Modern Slavery

- Force Financial Report
- Treasury Management
- Prudential Indicators
- ICT Strategy
- Out of Court Disposals
- General Data Protection Requirement (GDPR)

The **public performance** report provided a full update on progress against the police and crime plan by Surrey Police. The PCC was concerned that the positive outcome rate for solving crimes against vulnerable people was low. The Chief Constable (CC) said that there had been a total volume increase in that crime type compared to last year. The rise in reported crime was replicated across the country. It was concerning but also reassuring that victims were coming forward. The Force encouraged reporting and had an improved response to incidents. The reality was that the number of officers hadn't increased but they were having to deal with an increase in demand. The number of detections was largely the same as the previous year but the number of reports had increased so therefore the positive outcome percentage was reduced. Surrey compared favourably against other forces.

Burglary rates had increased and the PCC asked what the Force's position was to tackle this. The CC said that it had been a difficult year in terms of domestic burglary increases. This was in part due to the change in definition but there had also been a genuine rise. Operation Spearhead related to the large number of offences attributed to travelling criminals. 40/50 arrests had been made of criminals that travel to London from South America to join organised crime gangs to specifically burgle homes across the Home Counties. Surrey was targeted due to its close proximity to London. The CC outlined measures being taken, including distribution of protective marking kits. The PCC was confident that the Force was getting on top of the rise. The PCC said that he would closely monitor the burglary figures as it was one of his top concerns.

Public satisfaction levels had generally increased for overall public confidence, victim satisfaction and satisfaction with dealing with anti-social behaviour (ASB).

The Deputy CC (DCC) gave a verbal update on **front counters**. He explained that the Force was always looking for ways to make efficiency savings and examining how services were delivered to the public and how the public made contact with the police. Surrey received 25,000 101 calls and 10,000 - 15,000 online reports each month. This showed that the public were accessing police services in different ways than before. This, together with an ongoing requirement to deliver financial savings, had led to the decision to close a number of front counters across the county. Front counters would remain at Reigate, Epsom, Staines, Elmbridge, Guildford and Woking. The DCC recognised the impact on certain members of the public and said that since the closure announcement had been made, information packs had been available on all front counters to provide details and reassurance on how to contact the police.

It had been brought to the PCC's attention that officers and staff who became **disabled** in service were not always receiving the necessary support. Less than 2% of the workforce were recorded as having a disability and this was not just confined to those suffering a visible physical disability. The CC outlined the support that has been put in place, including a Managing Disability in the Workplace Toolkit and an 'adjustment passport' which was a document that could be produced for someone with a disability that they owned but that they could share with others rather than having to continually explain their disability. A wellbeing hub was available on the Intranet and workplace mediators had been in place since January 2018 and were available to offer support to colleagues and to help smooth negotiation and support between line managers and individuals. A number of training courses were available and the Force was engaged with all staff associations. Disability in the workplace was taken very seriously and the CC wanted Surrey Police to be an attractive and welcoming place to work.

The DCC reported that during April - October 2017 there had been a £14.5million loss in Surrey to **fraud**. This was mainly credit card fraud, online banking and telecoms fraud. Three out of ten victims said that this had had a significant impact to them. Surrey ranked 4th nationally on the risk of being a victim of fraud. The Force had a robust plan in place to deal with this matter. A Cyber Crime Unit had been set up across Surrey and Sussex to tackle new investigative challenges. It was believed that the area of cybercrime was widely under reported as the reporting figures were not accurate. The Force regularly exercised preventative measures and recently took part in a national exercise to test capability. Diversionary activities were also in place to deter young people from online crime and to put their computer skills to better use.

The CC said that recent sexual offence cases had highlighted the issues around **disclosure**. If there wasn't proper disclosure then it was difficult to be able to have confidence in the justice system. Previous reports had found that police and Crown Prosecution Service (CPS) weren't as good as they should be with regards to disclosure so there was an urgency to tackle the issues. The CC was the national lead for disclosure so the improvement plans were being tested in Surrey. A National Disclosure Improvement Plan was now in place which was mirrored in Surrey and followed five themes; capacity, capability, leadership, governance and partnership.

The CC said that **modern slavery** was one of the twelve current national strategic threats. It had a broad definition and the categories were listed in the paper. The scale in the UK was still being established. In Surrey, trafficking incidents had been reported in Surrey namely at Clackett Lane and Cobham services. The Force was carrying out targeted intervention at both sites in partnership with the Border Force. The Force had been visiting businesses that may have links to modern slavery. In February 2018 a slavery trafficking risk order was established and there were currently 30 trained specialists across the Force. It was difficult to understand the scale of the issue. The PCC's Office was working closely with the Force and the PCC had been pleased to see the first conviction in the county for modern slavery last week.

The **Force financial report** was presented by the Head of Finance. There was a £0.9m overspend on the £213m budget. The spend for ICT and overtime budgets were discussed. The £5.5m savings was close to target and the Force was deliberately holding some staff y posts vacant due to the change programmes that were taking place. This was causing some extra strain in the workplace but these issues were being addressed. The PCC was pleased that the finances were largely under control and congratulated the Force for achieving significant savings.

The Treasurer presented the annual **statutory reports** on Treasury Management, Prudential Indicators and the Annual Minimum Revenue Provision for review. These were agreed.

Part two items discussed progress on the ICT strategy, the Out of Court Disposals project and the progress in meeting the General Data Protection Regulation (GDPR).

#### **RECOMMENDATION**

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

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