

## SURREY POLICE AND CRIME PANEL

### FEEDBACK ON PERFORMANCE MEETINGS

**19 September 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, one Performance Meeting has been held – July 2018.

##### ***10 July 2018 – Private Meeting***

Agenda items were:

- Performance report
- Finance report
- Medium Term Financial Plan
- Public protection capability and capacity
- Cyber crime unit protect and prevent overview
- Risk management
- Capital programme 2018/18
- Reserves

Under the **performance report**, staffing issues were discussed, including the need to recruit more detectives and the reduced unplanned leaver level for police officers. Referrals to occupational health had increased which was felt to be positive as more staff are accessing help.

In terms of interaction with the public, the Chief Constable reported a reduced level of complaints and a better ability for Surrey Police to resolve issues in the first instance. In addition, stop and search outcome rates had improved. Public confidence had also improved with Surrey currently showing the highest level of confidence in England and Wales, as measured by an independent national survey. The performance in answering the 101 number continues to improve.

In terms of crime and incidents, the Chief Constable reported significant reductions in burglary across the county, including a 40% reduction in the North of the county. High harm offences (sexual offences, child abuse, domestic abuse) were seeing signs of starting to plateau. Vehicle crime is currently rising and Surrey Police are looking at a preventative strategy. Officers are now recording more problem solving activity. Missing people continued to be a draw on police resources.

The **finance report** showed a small forecast overspend. In particular there was non-pay overspend, including in IT. The reliability of the budget forecasts were discussed and it was felt that information was better than it was in the past. However, the PCC and Chief Finance Officer asked for more priority to be given to audit recommendations made for the finance department around the implementation of new software. The savings plan was on track to be met.

The **medium term financial plan** had been updated to include known projects such as estates and IT. Two scenarios were presented, depending on levels of council tax precept. There was a budget deficit in both scenarios. There is a need to create capacity to save more money in 2023/24 to generate more reserves for this year. The estates project and planned new Headquarters site will significantly affect the savings requirement. Interest rate risks and general economic risks are a concern.

Over the last few years Surrey Police has invested significant resources into the **Public Protection Unit**, which deals with high harm offences such as domestic abuse and sexual offences. With increases in recorded high harm offences and a shortage of detectives in the force, the OPCC had asked for an update on the capability and capacity of this unit. The Assistant Chief Constable updated that there was still gap in detective constables which was being filled by police constables with appropriate experience. As well as an increase in offence numbers, the Chief Constable reported that cases were taking longer to investigate, particularly due to issues of disclosure.

An update was provided on the **Cyber Crime Unit (CCU)**. The CCU has now created a digital safeguarding capability which is delivered to high risk victims of domestic abuse, harassment, and stalking cases to protect them from being

targeted online. Surrey Police are getting good feedback from this new capability. The PCC asked whether Surrey Police are winning the war against Cyber Crime. The Chief's view was that it is impossible to say we are, as there are 1.8million unrecorded cybercrime incidents that Police do not hear about. The only way forward in tackling cybercrime is to prevent and prepare. Surrey Police are planning a digital week with prevention and protection roadshows across the county.

A short update was provided on the formal process for overseeing, raising and **managing risk**. Surrey Police are improving their ability to learn from incidents by reviewing what they do currently and what other forces do nationally.

The force finance officer presented the consolidated **capital programme for 2018-19**, along with the schemes that have requested approval to carry forward unspent budget from 2017-18. In addition, the reserves were discussed, with Surrey currently having the third lowest level of reserves for police forces in England and Wales.

Under any other business, unauthorised encampments and the estates strategy were discussed.

## **RECOMMENDATION**

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

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