

PCP UPDATES AND BRIEFINGS ON TRACKER ITEMS REQUESTED AT MEETING OF 28 JUNE 2018

Tracker Ref.	Details (To be read in conjunction with the Tracker)
R8/18	<p>Link to the online papers for the joint audit committee be sent to the Panel.</p>
<p>http://www.surrey-pcc.gov.uk/2018/04/joint-audit-committee-25th-april-2018-agenda/</p>	
R9/18	<p>That further information on the additional audit costs taken on by Surrey be forwarded to the Panel.</p>
<p>The estimated cost of the Finance Resilience Review carried out by our Internal Auditors RSM is £28,750.</p>	
R10/18	<p>That the Commissioner would provide information on the following unanswered queries:</p>
<p>a) What percentage choose not be contacted again by the VARC (paragraph 2.3 of the report)?</p> <p>The data the OPCC receives from Victim Support allows us to see the number of referrals, the number of successful and unsuccessful contacts, the number of individuals that receive a generalist service and the number of individuals that move onto more intensive support. Whilst we can see the attrition rates across these interventions, we do not have a specific breakdown of service users that decline further contact following the first telephone call.</p>	
<p>b) What does enhanced and non-enhanced mean (paragraph 2.6 of the report)?</p> <p>Under the current contract Victim Support prioritise those who have suffered the most serious forms of crime, have been persistently targeted or who are considered vulnerable. These individuals are considered “enhanced”. Others will form the non-enhanced.</p>	
<p>c) What are grades 1, 3 and 4 callers?</p> <p>Deployment of Resources Procedure Governing Policy National Contact Management Principles and Guidance</p> <p>1. Introduction</p> <p>1.1 Call takers in the Contact Centre will make the decision to deploy to an incident based upon a rigorous assessment of threat, harm and risk to the individuals concerned and the wider community, using the NDM. This will be done in accordance with National Call Grading Criteria, contained within the National Contact Grades (detailed in the National Contact Management Principles and Guidance).</p>	

2. Procedure Statement

2.1 Grading decisions will be made at first point of contact by the call taker with the customer's expectations around deployment being managed as per the Contact Centre Scripting Guidelines. Grades will not be changed by the Force Control Room (FCR) unless OPS1/2 has authorised it **and** if downgraded, the customer has been updated. All reasons for grade changes must be clearly articulated within the ICAD event comments.

2.2 It is expected that all operational resources will book on to ICAD via Airwave promptly at the start of their shift and will update their status regularly using the keys on their Airwave handset. At the end of their shift they will book off accordingly.

3. Grade 1 (Emergency)

FCR will find the nearest available unit to attend which may include the Targeted Patrol Team (TPT), Safer Neighbourhood Team (SNT) and Specialist Operations units (Armed Response, Dog Units, Roads Policing Team etc.). No resource type will be discounted unless there are specific risks associated with the incident which would prevent a resource from being assigned e.g. PCSO etc.

4. Grade 2 (Priority)

FCR will find the nearest available unit to attend with concentration being given to TPT and Specialist Operations Resources. Where an available SNT resource would be a more effective resource to deal with an issue, then this should be considered.

5. Grade 3 Unscheduled Event

Incidents will be placed on the Demand Reduction/Resolution (DRT) tab for review by the DRT staff. All incidents will be reviewed and assessed. Where there is Police action needed the DRT will create the necessary Niche occurrence. Where possible remote enquires will be carried out to reduce the resource demand on APT. Incidents that require face to face contact will have the Niche occurrence allocated to the relevant Borough workload for APT action.

6. Grade 4 Non-Deployment

Incidents passed to the FCR as a grade 4 will generally involve a request for an attention drawn to made via Airwave. On receipt of a grade 4 the FCR will assess the incident and should there be resources available and it is appropriate to do so, efforts will be made to deploy a unit/s. Where this occurs the incident grade must be changed to reflect this attendance.

<https://www.surrey.police.uk/policies-and-procedures/deployment-of-resources-procedure/>

R11/18

Commissioner to report back on what 'priority crime' is as referred to in paragraph 3.1.7 of the submitted report.

Priority crimes include:-

1. Crimes identified within the Strategic Assessment as a Force priority
2. Crimes identified within the Tactical Assessment as a local priority
3. Crimes that indicates a potential risk to an individual
4. Crimes that have a serious impact on Community Confidence
5. Crimes that represent a serious risk to the reputation of the force
6. Repeat or vulnerable victims of Crime or Anti-Social Behaviour
7. Organised Crime

R12/18	That the Panel be sent details of the following:
<p>a) The new scorecard – OFFICIAL SENSITIVE</p> <p>NOT TO BE CIRCULATED FURTHER THAN MEMBERS OF THE PANEL PLEASE.</p> <p>Scorecard is attached to email</p>	
<p>b) Update of number of people still wanted for burglary following the HMIPC report</p> <p>I believe this relates to the recommendation made in the HMICFRS Effectiveness Inspection of Surrey Police published in March 2018. The HMICFRS area for improvement (AFI) given was: “The force should ensure that people who are circulated as being wanted on the police national computer, people who fail to appear on police bail, named and outstanding suspects, and suspects identified through forensic evidence, are swiftly found and arrested.” Within the report the HMICFRS also said that Surrey Police didn’t have good systems for tracking wanted suspects or monitoring data. Surrey Police has acted on this recommendation and has put in better recording and tracking systems for outstanding suspects. All suspects are regularly reviewed and are part of local tasking meetings. In relation to the data requested, there are currently 26 outstanding suspects across the force in the categories of Burglary Dwelling, Aggravated Burglary and Commercial Business. They all have wanted files and are part of live investigations. There are a further 15 ‘Wanted Persons’ on the Police National Computer all being regularly reviewed by the performance teams and actioned as appropriate. The force will be inspected again this Autumn and HMIC will provide a view on whether the force has made progress on the AFI.</p>	

R13/18	That details of Operation Signature be provided to Panel Members.
<p>Operation Signature is the force campaign to identify and support vulnerable victims of fraud within Sussex.</p> <p>The Operation Signature work focuses on the protection of the vulnerable members of our communities in Sussex, preventing them from becoming victims of such fraud and subject to further financial loss.</p> <p>We have a process for recognising victims of all fraud as victims of crime and providing preventative measures to support and protect them from further targeting. This can include helping them to change their phone number to an ex-directory number, contacting family to suggest Power of Attorney, mail re-direction, offering them advice on call blocking devices and referring them to other support services.</p> <p>We also aim to raise awareness of the issue within our communities through our Neighbourhood Policing Teams and the media, encouraging people to take preventative steps.</p> <p>Further information on this and Fraud can be found on the link below:</p> <p>https://sussex.police.uk/advice/protect-yourself-and-others/fraud/operation-signature/</p>	

R15/18	To request a short briefing note containing the following items listed in the Forward Plan
<p>a) <u>Use of drones</u> - Drones (Unmanned Aerial Vehicles)</p> <p>An Unmanned Aerial Vehicle (UAV) is an aircraft without a human pilot on board. The term UAV covers a wide range of systems from the small children's toy to large military systems. UAVs are most often referred to as drones and this is how the police service refer to them.</p> <p>Our drones are small battery-powered rotor systems. Commonly known as quadcopters, they are powered by four electric motors. They take off and land vertically like helicopters. We have five Aeryon SkyRangers which weigh 2.6 kg including the battery and camera. They can operate in all weather conditions and in winds of up to 65 kilometres per hour. All our drones were purchased using external funding grants. They cost £64,000 each including the cameras. We currently have 40 operators in Surrey and Sussex.</p> <p>The systems have the option of carrying the following cameras:</p> <ul style="list-style-type: none"> • Dual daylight/thermal camera (4 x digital zoom) • Daylight HD camera (4 x digital zoom) • Daylight HD camera (30 x Optical Zoom) <p>We are using drones to:</p> <ul style="list-style-type: none"> • Assist with searches for missing people • Assist with investigations into road traffic collisions, major crime incidents and Industrial Accident investigations. • Assist with event planning and management • Provide situational awareness to officers and Commanders in a variety of policing situations. <p>Sussex and Surrey Police drones are only deployed for specific operational tasks and are not used for general patrol/surveillance. They are not patrolling the skies on a daily basis.</p> <p>Using drones will help us:</p> <ul style="list-style-type: none"> • Use our resources more effectively by having the right resources in the right place at the right time to resolve incidents quickly. • Enhance the safety of the public and police by deploying a drone into situations which would otherwise involve risks to individuals. • Provide good quality evidence to assist apprehension and prosecution of offenders. • Enhance joint working with other Emergency Services. <p>The Emergency Services need to work within the existing legislation and regulation in respect of drone use. We operate in accordance with our permission granted by the Civil Aviation Authority (CAA). All our operators have passed a CAA accredited training course and are qualified remote pilots. We are fully insured.</p> <p>We have liaised closely with the Information and Surveillance Commissioners offices and worked with them in developing specific Privacy Impact Assessments for police use of drones and a self-assessment document to test compliance against the CCTV codes of practice.</p> <p>The Surveillance Commissioner has visited Sussex and viewed a drone being operated, declaring confidence in how police are using drones.</p>	

We have used the same processes for storing images taken by drones as we do for our Body Worn Video cameras.

<https://www.surrey.police.uk/about-us/our-equipment-to-aid-policing-in-surrey/>

b) Coercion – What are coercive crimes?

This is nationally defined offence

<https://www.cps.gov.uk/legal-guidance/controlling-or-coercive-behaviour-intimate-or-family-relationship>

c) Neighbourhood Watch

<http://www.surreynhw.org.uk/>

If Panel Members have a need of specific information relevant to the work of the Panel, after viewing the website, please do let the Democratic Services Support Officer know.

d) CCTV Review update – details of where and how this will be provided especially as part of the Estates Strategy.

Please find attached a high level summary of a paper that is due to go to the next Community Safety Board on 12 September 2018 – **OFFICIAL SENSITIVE**. There shouldn't be any major impact on the estates strategy as cameras are council owned and the strategy will reflect this going forward.

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