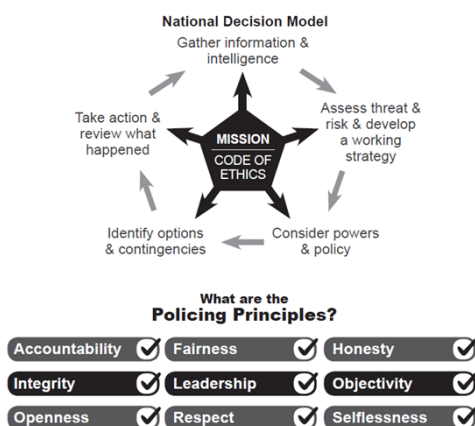




### RURAL CRIME PORTFOLIO

<b>Required for:</b>	PCC Performance Meeting February 2020
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<b>Suitable for publication:</b>	Yes
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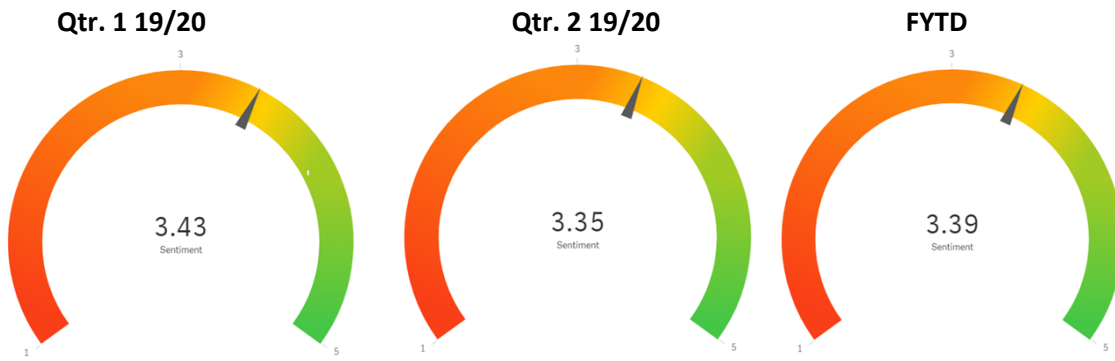
## 1. Background

- 1.1 This paper has been created at the request of the PCC's Office to highlight the current 'as is' status on rural crime matters.
- 1.2 The Force has had in place from 2017 a Rural Crime Delivery Plan. This was refreshed and assessed against the National Rural Crime Strategy which was released in the Summer of 2018 to ensure complete consistency. The National objectives have been clearly included in the Delivery Plan. Progress against the Delivery Plan has been focussed on delivering training and CPD sessions to Contact Centre, PCSOs, and NPT. The Rural Crime and Wildlife Officers have also been ensuring all appropriate investigative opportunities are being realised, assisting specifically in the obtaining and executing of warrants.
- 1.3 C/Insp Hodder has introduced a new Crime Rural Advisory Group. The first formal meeting has taken place on 03.10.2019, with attendees committing to develop a joined up problem solving approach to issues that Surrey's rural communities face. The next meeting is being arranged for Easter, where the 'Rural Calendar' will be a primary focus, as well as introducing a Serious and Organised Crime representative (SOC) to the Group, to discuss the links to this area of criminality and what the rural communities can do to assist.

## 2. Current Position

- 2.1 Following on from the last update an Information Sharing Agreement (ISA) is now in place with the RSPCA, giving an increase in intelligence sharing. In conjunction with the training highlighted above, Surrey Police have deployed 7 out of 11 rural crime PCSOs across the Boroughs, identifiable by their green epaulettes. It is taking some time for some of the Boroughs to make best use of them. However, it is the Force's intention to work on these areas, especially where resourcing is a challenge. All the PCSOs have received dedicated training and are assisting the Rural Crime Officers, who have now been split by area, to provide more effective coverage for the Force.
- 2.2 From April 2019 a new methodology has been introduced for collating victim satisfaction feedback. Rural crime victims are specifically analysed as part of this process. The Customer Satisfaction Score (CSAT Score) is based on the satisfaction questions, where respondents are asked to provide a response between 1 – 5 (Dissatisfied to Satisfied) to the satisfaction question they are asked (rural). The CSAT score is an average of the results received and is a good indicator of Satisfaction overall. Rural Crime overall CSAT score; Qtr.1 19/20: 3.50, Qtr. 2 19/20: 3.73 & FYTD: 3.63.
- 2.3 The results have been converted into percentages below for each satisfaction area. Please note that due to the change of methodology there is a decrease in satisfaction in general, which is expected when people respond via text message. This methodology provides the opportunity for respondents to be more honest which is sometimes difficult when responding to questions over the telephone. It is also self-selecting, which could encourage more people to respond after either a very positive or negative experience. The overall CSAT score is a better indication of the direction of travel for satisfaction as it takes into account all areas. 'Initial contact' had the highest satisfaction result at 73.3% to date for rural crimes. 'Treatment' (51.5%) had the lowest proportion of respondents reported to be satisfied. 'Actions taken' (58.6%) and 'Kept informed' (54.2%) also had low satisfaction results, to date. The overall satisfaction results for **Rural Crime** (63.5%) is **greater than** the **Crime** overall result (60.3%).

The overall sentiment scores have remained broadly consistent:



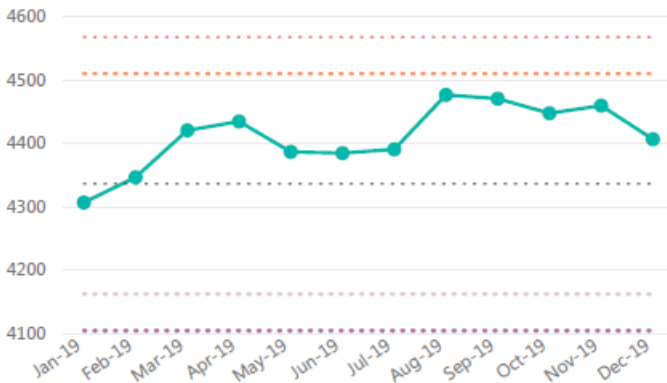
For rural, the most frequently mentioned talking points to date were **helpful, crime type or incident, speed of service, policeperson, kept informed and professional.**

2.4 A quarterly performance report is produced that specifically looks at victims and offender profiles, hotspots and investigative timeliness and outcomes for rural crime. This is based on ‘Niche flags’ being correctly applied, which is still a risk for the portfolio as they are not always correctly applied. The last quarters report October–December 2019 provided the following insights:

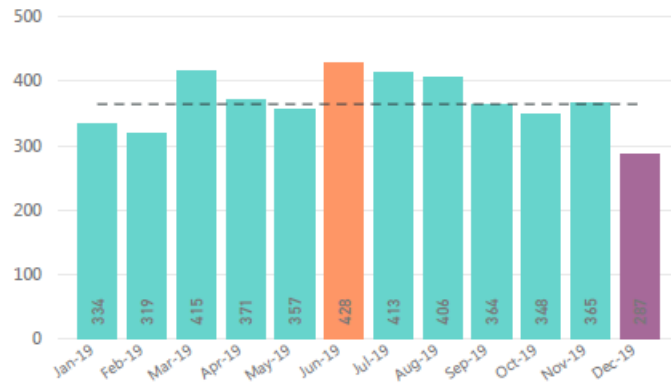
FY	Jan-17 to Dec-17			Jan-18 to Dec-18			Jan-19 to Dec-19		
	Location	Recorded crime	Positive outcomes	Positive outcome rate	Recorded crime	Positive outcomes	Positive outcome rate	Recorded crime	Positive outcomes
East	1481	364	24.6 %	1752	409	23.3 %	1758	377	21.4 %
North	694	113	16.3 %	756	177	23.4 %	840	154	18.3 %
West	1457	234	16.1 %	1729	322	18.6 %	1809	315	17.4 %
Total	3632	711	19.6 %	4237	908	21.4 %	4407	846	19.2 %

The charts below show the rolling 12 month trend for rural crime together with the monthly volumes.

Recorded crime rolling 12 months



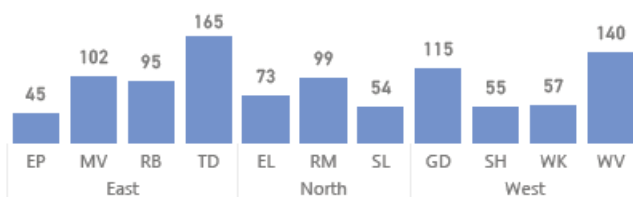
Monthly recorded crime over the last 12 months



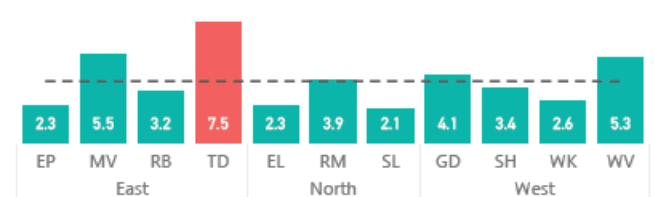
**Latest quarter analysis (Oct - Dec 2019)**

The charts below show the number of rural crime by borough - also shown are the crime rates for each borough per 1000 population. As can be seen Waverley has the highest volume over the last three months but Tandridge has the highest crime rate which is statistically significant when compared to the other boroughs.

Latest 3 month by borough



Latest 3 month by borough per 1000 population



In order to establish how well the rural crime flag is being used, a free-text search has been carried out to identify any potential rural crimes and of these, the number that have a rural flag assigned. This has also been broken down by crime type and any words relating to the Surrey Police definition of rural crime i.e. 'Any crime of an agricultural, equine, wildlife or heritage nature,' followed by any words that would indicate the location to be geographically rural.

Searching the crimes text suggests 866 could be rural crimes over the three months to December 2019 - however of these 195 (22.5%) have rural crime markers on the occurrence.

Category	Keyword Heritage	Keyword Wildlife	Keyword Equine	Keyword Agriculture	Keyword Total	Locality Farm	Locality Rural	Locality Countryside	Locality Total	Total	Total with rural flag	Quality check
Criminal damage	7	24	31		55	75	33	2	93	123	43	35.0 %
Domestic burglary	9	8	21		38	62	47	2	91	118	42	35.6 %
Drug offences		1	2		3	11	2		13	16	3	18.8 %
Non-domestic burglary	1	6	11	2	19	26	14		35	48	24	50.0 %
Other criminal offences	3	1	5		8	20	1		21	27	3	11.1 %
Other sexual offences	1	1	5		6	1	2	1	4	9	1	11.1 %
Robbery			8		8	3	2		4	12		
Serious sexual			14	1	14	15			15	27	2	7.4 %
Theft (other than vehicle) ...	2	9	25	2	34	52	21	3	69	89	20	22.5 %
Vehicle crime (excluding in...	1	3	13	1	16	37	7		41	53	8	15.1 %
Vehicle interference and ta...	1				1	2			2	3	1	33.3 %
Violence with injury	2	4	38		40	62	10		70	102	13	12.7 %
Violence without injury	12	14	87	1	102	153	21	1	165	239	35	14.6 %
<b>Total</b>	<b>39</b>	<b>71</b>	<b>260</b>	<b>7</b>	<b>344</b>	<b>519</b>	<b>160</b>	<b>9</b>	<b>623</b>	<b>866</b>	<b>195</b>	<b>22.5 %</b>

2.5 It should be noted from the above charts that new methodologies are being explored for identifying rural crime more effectively, rather than relying on the rural crime flag. This will be further developed and validated over the next quarter. Reporting of rural crime has seen a positive increase. It is too early to ascertain if this can be attributed to increased engagement, but the team are positive that this may be a contributing factor. Please note that Tandridge being indicated as an outlier, for the crime rate, should be seen positively given the make-up of the Borough and the work that their PCSO has been doing with the community. Positive outcome rates are broadly consistent, which is commendable given the increase in recorded crime.

2.6 A concentrated engagement activity took place over the NPCC sponsored Rural Crime National Week of Action in October 2019. All Borough Commanders were invited to formulate specific activities and events, which resulted in activity across all the Divisions, which included a safe pass (passing horses safely) event with Rural Crime Officer PC Iribar on horseback. PC Rowley attended the South East Rural Crime meeting on 11.12.2019, which is attended by all the South East Forces, including the Metropolitan police and partner agencies, which produced clear areas where all could work together more closely. This followed the National Wildlife Enforcers event on 30.11.2019. C/Insp Hodder is working on further developing the Mounted Section and in particular refining the Force's policy on the seizure of horses.

2.7 And finally, Surrey Police have been included in the Op Order regarding the White Tailed Eagle (WTE) which were released on the Isle of Wight in Summer 2019. The Eagles can range for up to 200km in a day, which is Surrey Police have now been included in the Op Order, with advice on what to do should a deceased bird be found, or reports of the transmitter failing. Along with other Raptors there is a possibility that the WTE may come under some persecution. This Op Order has been put in place for the prompt investigation and recovery of the birds. Out of the six released on the Isle of Wight, one has died of natural causes. One is missing, three are still on the Island and a fourth is on a private estate in Oxfordshire. This is an incredibly important project for the reintroduction of the WTE, after they were wiped out in the UK due to human intervention.

### 3. Conclusion(s)

3.1 For rural crime generally, alongside business as usual and internal messaging, developing the PCSO network will be the focus of rural crime activities over the coming quarter. The Force will be concentrating on victim profiling, Borough profiles for rural communities, flagging and strengthening engagement arrangements, whilst considering what options the Force has in respect of rural crime resourcing in future years.

### 4. Decision[s] Required

None, this paper is for information only.



## Surrey Police

### Rural Crime Delivery Plan 2018-2020

#### Strategic Aim

- To prevent, reduce & solve crimes of a rural nature
- To increase trust, confidence & satisfaction within rural communities
- To ensure accurate recording of all rural offences
- To increase the knowledge of Surrey Police's officers and staff in relation to rural and wildlife crime

#### National Strategy

- Safer rural communities
- Enhanced public engagement
- Increased public confidence in the police
- Empowered communities
- Strong partnership working
- Raised profile of rural affairs
- Embedded rural focus into policing culture

## Education & Enforcement

Raise the profile of rural crime within Surrey Police so that staff at all levels understand the differences between rural /urban crime and the Force response.

Raise awareness of the Force's Rural Crime Definition and rural/wildlife/heritage specific offences and publicise the new flags on NICHE.

Ensure that officers are aware of the full range of rural crime resources and that they are used as necessary and appropriate.

Run a Force awareness campaign to highlight the extent of rural crime and options available to officers and the public.

Provide training to OMU/CHC/FCR in regards to the various offences and the agencies that deal with them or support us with them.

Provide training to borough based PCSOs to allow them to assist with rural related investigations and issues on borough.

## Prevention

Develop the centralised Rural Crime Co-ordinator role based in the OMU who will review all crimes and ICADs; provide countywide training and expert advice to those that are investigating rural offences; provide strategic guidance for ongoing rural issues.

Develop consistent Force wide approach and branding of rural crime prevention initiatives.

To enhance officers working knowledge of rural crime.

Support and re-invigorate the Country Watch partnership crime prevention initiative.

Ensure that information on active rural crime prevention initiatives is available for the rural communities on the Force website.

Seek to establish and maintain Volunteers on each borough with the Force area, who have been trained in rural crime matters.

## Intelligence

An annual rural crime profile update to be produced.

Share relevant intelligence with key partner agencies involved in law enforcement e.g. Trading Standards and the Food Standards Agency.

Identify and where appropriate consider and implement covert policing tactics to tackle rural crime.

Maximise the use of Force incident recording systems that identify rural crime incidents; use of the specific NICHE qualifiers (rural, heritage etc.)

Link with the National Wildlife Crime Unit to be strengthened.

Re-invigorate CountryWatch allowing it to be an effective communication tool between the police and the rural communities.

Recognise the impact of rural crime on local communities.

Develop a range of rural community engagement methods to understand the needs of the rural communities.

Introduce the CountryWatchers programme – a mobile neighbourhood watch that will facilitate the reporting of crimes/issues to the police or other relevant agencies, utilising text facility.

Enhance rural community partnerships with the rural communities and those organisations that represent them (or sections of them); National Farmers Union, Countryside Landowners Association, Trading Standards, Food Standards Agency at a local, Divisional and Force wide levels.

Introduce and maintain a network of Volunteers who will assist with preventative measures such as saddle marking and attend rural events in order to be a conduit of information from the rural community to the police and vice versa.

To refresh and maintain the Surrey Police website with up to date information on rural crime matters.

Measures for delivery plan	Data
The positive outcome rate for rural crimes	Force crime data
The number of repeat victims of rural crimes	Force crime data
Confidence of policing levels in rural areas	Survey data
Recognising rural crime	Data quality indicators

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