

SURREY POLICE AND CRIME PANEL

POLICE AND CRIME PLAN 2018-2021 – PROGRESS

24 NOVEMBER 2020

INTRODUCTION

The PCC published a refreshed Police and Crime Plan in May 2018 for the period 2018 to 2020. This built on the previous plan issued in 2016. The refresh was informed by emerging crime trends, consultation, scrutiny of current force performance and meetings and visits with Surrey Police, public and partners.

The six objectives set out in the 2018-2020 plan are as follows:

- Tackling crime and keeping people safe
- Building confident communities
- Supporting victims
- Preventing harm
- Making every pound count
- A Force fit for the future

The plan is available 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. The current plan has been extended to May 2021, with a renewed emphasis from the PCC on three areas in 2020/21:

- More Police Officers and Frontline Staff
- Better Crime Prevention
- More crimes solved

Plans are in place to meet the recruitment of all police officers and front-line staff funded by the Government uplift programme and local precept funding. A large number of projects have been directed towards crime prevention, detailed below in the report. Surrey Police has developed plans to improve solve rates.

1.1 Tackling Crime and Keeping People Safe

The headline actions to achieve this priority are set out in the plan as follows:

- Combatting the threat of terrorism
- Preventing and solving crimes that cause most harm
- Serious and Organised Crime
- Problem solving
- Maintaining a local policing presence
- Dealing with crime and anti-social behaviour
- Contacting the police

- Roads policing

The OPCC has worked closely with partners first to develop an analysis of the current context and a rapid review of the evidence relating to **serious youth violence** and more recently taking this information and developing a strategy. The work has focused on creating a shared vision and the principles by which we will work. The action plan focuses on early intervention and prevention, supporting individuals, families and communities, effective responses to perpetrators and victims and ensuring the partnership is equipped with the knowledge and skills to deliver the programme of work. It is hoped along with tackling serious youth violence we will also be in a better position to bid for national funding from projects like the Youth Endowment Fund or for the Violence Reduction Units.

The OPCC has been scrutinising the Force and working with partners to ensure the various response to Surrey and Sussex Control Strategy moves forward. The **Serious and Organised Crime** Partnership is now well established and has been overseeing the threats in this area during the pandemic. Especially the work around drug related harm, where the OPCC has been supporting the Force lead to develop a delivery plan. The OPCC has also been working closely with Surrey County Council to ensure the delivery of the Engage Project which is the introduction of targeted support in custody to support young people.

One of the key pieces of work the OPCC has been working on with Surrey Police is the communications around Serious and Organised Crime. The See the Bigger Picture branding and communication strategy has been agreed. This provides all partners a vehicle to develop targeted messages around the four Ps (prevent, protect, pursue, prepare) relating to the drug-related harm, Fraud and cybercrime, exploitation and modern slavery.

The OPCC has also been particularly keen to support and work on preventing **fraud and cybercrime**. Fraud continues to rise and this accelerated during lockdown, shifting to online fraud. The OPCC has supported the Victim Navigators in the Witness and Victim Care Unit who have been recruited during the lockdown and are starting to support vulnerable victims. The OPCC is also supporting Surrey Police in the development of the **Volunteer Fraud Prevention Programme** which will aim to give every victim of fraud in Surrey crime prevention advice specific to their crime type. This is an exciting project which we hope to link with community groups and local partnership to build a network of support and information to prevent fraud amongst our communities.

As part of Operation Swordfish the PCC has supported Surrey Police's **Road's Policing** Unit in delivering targeted patrols in areas of Surrey which have been suffering with Anti-Social vehicle use. The PCC committed funding to support specific activity in August in the Mole Valley area to target anti-social motorcycle use. This culminated in a Partnership Action Day over the Bank Holiday weekend.

Parking continues to be an area of concern for many communities and due to ongoing effort by the OPCC, **anti-social parking** now forms part of the Community Harm Partnership Group action plan. The OPCC has also established an Anti-Social Parking

Problem Solving Group which is looking at hot spot areas and how through partnership activity improvements can be made for the local community. The OPCC is also actively lobbying government for changes to how parking is enforced and will be responding to the Department for Transport's consultation on Pavement Parking.

The PCC continues to support victims of **Anti-Social Behaviour** (ASB) and advocate for a better response from partners and government. The OPCC was part of the Surrey working group that reviewed the Surrey Community Trigger Framework to ensure it meets national recommendations and the PCC was part of the launch in February 2020. As part of this launch the PCC along with the Chief Constable and other partners signed up to the ASB Pledge, committing to putting victims at the heart of the Trigger processes. The OPCC also provides victims who have submitted a trigger but are not happy with the outcome an option to review the way the review was carried out. The Surrey OPCC is one of only 4 OPCCs in the country to offer this.

The OPCC continues to commission the **ASB support service**. The service goes from strength to strength. It is now part of Surrey Mediation and victims can be referred into the organisation and the best course of support then agreed and allocated. During lockdown, Anti-social Behaviour increased and while some can be attributed to people breaking the social distancing rules there is evidence of people struggling with neighbours and in their communities. Surrey Mediation have shifted to online support and have received additional PCC funding to increase their paid coaches in light of the increase in ASB. They have reported a significant increase in referrals in quarter one and these are generally more complicated and the dispute harder to resolve. They are predicting almost a 50% increase on last year's referrals for the ASB Support.

Surrey OPCC has also been supporting Surrey Police in tackling the Anti-Social Behaviour in our public and open spaces. As the lockdown lifted, much of the community tensions was centred on young people and how they were adhering to the social distancing guidance. The PCC funded Surrey Clubs for Young People to work with Surrey Police Neighbourhood Teams to engage with young people to discuss the lockdown rules, respect for the community and how they might access support. Other organisations such as East Surrey YMCA, The Matrix Trust and Eikon have been running online sessions (and where possible face to face engagement) and detached youth work has been funded through the Community Safety Fund.

Times to answer 101 calls have been impacted by the Covid-19 pandemic. The contact centre has had to priorities 999 call answering. The contact centre usually operates from one large open-plan office allowing effective supervision and demand management. However, to ensure social distancing requirements, contact centre staff have been spread across five different sites. There have also been staff shortages with people isolating. This has all impacted on performance with average times increasing from just over 1 minute to around 3 minutes in the last few months. The force is now reviewing its Covid-19 plans and aiming to improve answering times.

On a more positive note, Surrey Police has introduced **other ways of contacting the police** over the last few months. Surrey residents can now contact the force via Facebook or Twitter and receive a response as if they had made a 101 contact. The

Surrey Police website now also has a Chatbox function. This has allowed more people to make contact in ways which fit with their preferred methods of contact.

1.2 Building Confident Communities

The headline actions to achieve this priority are set out in the plan as follows:

- Engagement with Surrey Police
- Encourage communities to get involved
- Working with all of Surrey's diverse communities
- Children and young people
- Partnership problem solving

The PCC is proud to have worked for many years with the **Surrey Minority Ethnic Forum** (SMEF), a community organisation representing 40 grass-root multi-ethnic community groups. SMEF's mission is to work together to find solutions to the social and economic challenges faced by the communities they represent. Each of the groups supports between 30 to 100 people – a total of between 1,200 and 4,000 families.

Since 2016, the PCC has funded and supported the SMEF Active Communities programme. The programme delivers activities that bring people together to understand a range of complex social issues, including domestic abuse, harmful traditional practices, drug and alcohol abuse, child exploitation and the grooming of children through the internet. Work is targeted towards increasing understanding of these issues, as well education around rights and responsibilities, and how to access support.

Whilst Surrey is a green county perceived as white and affluent, this affluence sits alongside areas of high deprivation, including areas where there are larger Black Asian and Minority Ethnic (BAME) communities. SMEF's experience of working with BAME communities has highlighted the barriers that women in particular face in achieving their full potential, as well as the isolation that BAME residents can experience with few opportunities to mingle.

Through our work with SMEF, we are connecting BAME communities with specialists in these areas - building up their own knowledge and community resources to tackle issues together. SMEF is also a key partner involved in developing the county's response to hate crime, with SMEF Chair, Neelam Devasher, chairing the Surrey Police Hate Crime Scrutiny Panel. The Active Communities programme raises awareness of this type of crime and encourages all communities to report any incidences with confidence.

This community based work has been impacted like many projects by Covid-19, and I am pleased to have extended additional support during this time to enable SMEF to reach the most vulnerable residents.

The PCC continues to heavily support services that **work with and care for young people in Surrey**. With many other funding sources for services that support young people in the county reducing this year, the OPCC has been working carefully on ensuring that the **Community Safety Fund** is providing a range of vital services and opportunities for young people. To date, £166,246.50 has been awarded to providers of

services for children and young people. Key commissioned services includes the Crimestoppers' Fearless Worker who acts as a bridge between young people and the Police, enabling young people to keep safe and inform the authorities of crime without any fear. The project, which focuses on prevention, empowers young people to make informed decisions by building resilience.

The PCC has also supported the establishment of the Guildford Youth Café in Guildford Town Centre. A disused building was turned into a space that can be used in the day by the community and by after-school clubs and then in the evening by youth workers to engage and support young people in their learning and discovery space.

Over the summer the OPCC supported the development of two applications to the **Government's Youth Endowment Fund**. The first for dedicated targeted support for young people at risk of being drawn into criminal exploitation. The second for the development of the Junior Citizen Scheme. While both bids for central government funding were unsuccessful, the projects continue with OPCC support. Especially the **Junior Citizen's project** where a task and finish group is looking to digitalise the content and make the work more sustainable and relevant to the threats facing young people in Surrey.

The OPCC has been closely watching the development of the Force's new **Prevention and Problem Solving** Team. The team will bring together Problem Solving, ASB, Partnership and areas such as the Youth Engagement Officers and Designing Out Crime Officers into one team so as to bring consistency and a better response to tackling issues across Surrey with partners. The PCC is pleased with the progress and his office has worked closely with the team, especially in developing new initiatives around schools and the development of partnership products. During the lockdown, through the team and Op Apollo, hot spot maps were produced around Anti-social Behaviour. These were sent to partners so targeted action could be taken on repeat addresses/areas of ASB. The PCC supported activity including Public Space Protection Orders (PSPOs) and, where necessary, funded CCTV to ensure the work was successful.

1.3 Supporting Victims

The headline actions to achieve this priority are set out in the plan as follows:

- Supporting victims of crime and anti-social behaviour
- Providing specialist services
- Ensuring value for money and collaboration
- Supporting victims and witnesses through the Criminal Justice System

The OPCC has continued to work hard to ensure that all **victims of crime** in Surrey receive appropriate support, to help them cope and recover from their experiences. The office has continued to support and invest in the development of the new Victim and Witness Care Unit, opened in April 2019. All victims of crime in Surrey are now automatically referred into the unit at the point a crime is reported, with subsequent contact based on an individual's need and vulnerability. Individuals can also self-refer, or use the dedicated website (victimandwitnesscare.org.uk) to find local specialist support services.

The impact of COVID-19 has inevitably resulted in court delays, and we have worked closely with Surrey Police to uplift staffing levels within the Unit to ensure the needs of victims and witnesses are met during this difficult time. We have also supported the embedding of specialist support within the Unit, including two dedicated fraud case workers and an Independent Domestic Violence Advisor (IDVA).

The office also commissions local **specialist services** that can provide support for victims of specific, 'high harm' offences - including domestic abuse (DA), rape and serious sexual offences - predominately delivered by independent, third sector providers. All these services are available to victims, irrespective of gender and whether the crime has been formally reported to the police.

In addition to maintaining our existing provision of local services, in April 2020 the OPCC worked with Surrey County Council and Surrey Police to launch a new formally contracted **DA Outreach Service**, bringing together various services that had historically been commissioned separately. We were also able to secure additional funding from the Ministry of Justice to allow the expansion of our Child Independent Sexual Violence Advisor service, delivered by Surrey & Border Partners NHS Trust.

Despite a tight budget, we have also sought to launch new services, including a new **Modern Slavery Navigator** who works in partnership with the Surrey Police to provide specialist support to victims of modern slavery in Surrey. This post alone has allowed for the provision of strategic advice on 280 modern slavery investigations, cared for 83 victims with full support plans, rescued 36 victims alongside the Police and trained 723 police officers and 825 other stakeholders.

Furthermore, the OPCC also worked with the Ministry of Justice to secure over £330,000 of funding to support our local specialist services mitigate against the impact of COVID-19. In response to the crisis, **the PCC also quickly made available £500,000 from his operational reserve** to enable local support services to adapt their delivery and ensure help was available for those in need, with over £430,000 having been allocated.

The Office has continued to work closely with all our local partners to support the development of new support services. In addition to the previously mentioned DA Outreach Service, the OPCC is also currently working with NHS England, regional PCCs and police forces to re-commission our **Sexual Assault and Referral Centre (SARC)**, looking for joint opportunities and efficiency savings.

The Office has also worked hard to make our funding more transparent, with public facing dashboards now available for all our commissioning budgets. We have also streamlined and moved our application processes entirely online, helping to ensure that all local providers have the opportunity to approach us with ideas and solutions.

A full breakdown of expenditure for 2020/21 can be found here: <https://funding.surrey-pcc.gov.uk/funding-stats/>

1.4 Preventing Harm

The headline actions to achieve this priority are set out in the plan as follows:

- Identifying vulnerable people and reducing harm
- Supporting those with mental health needs
- Help for those with multiple needs
- Missing people
- Reducing reoffending

The OPCC continues to work with the **Surrey High Intensity Partnership Programme (SHIPP)**. It has been calculated (through the use of the Surrey Police funding methodology of £44 per officer per hour) that since the first SHIPP plan was introduced in March 2017, SHIPP has made a total saving of £402,851 or £134,095 per year.

Performance data relating to demand reduction on health services is being calculated by Surrey & Borders Partnership (SABP). Once available, this data will include demand relating to ambulance, s136, in-patient admissions and A&E presentations.

Plans are already in place to develop the SHIPP programme further during 2020/21 which includes two key areas:

- Extending referrals into the SHIPP team to include under 18s. This supports the 'breaking the cycle' piece of work headed up by the Head of Surrey Public Protection and is a response to the increasing use of s136 powers in Surrey for children and young people. This increase has been directly linked to the repeat use of s136 detentions in a small cohort of young people who are also presenting regularly to health services.
- Develop work with high users of services in Surrey who are supported by Catalyst High Intensity team (drug and alcohol abuse). This work has been initiated and is currently exploring the work of both Catalyst and SHIPP to identify closer working opportunities.

SABP are continuing with the recruitment of 2 further care coordinators following a period of delay. This will be crucial in expanding the capacity of SHIPP and allow for the progression as outlined above.

National recognition has been received following SHIPP's support of the National High Intensity Network.

Another way the OPCC aims to prevent harm is through support to **Surrey Adults Matters (SAM)**. There are now 29 active SAM clients and 2 further new referrals, pending Quadrant panel approval. There are 9 females and 20 males in this cohort.

Complex Need	Clients affected
Mental Health sect 136	3
Mental Health - other	10
Alcohol	13
Substance misuse	4
Alcohol and substance misuse	5
Domestic Abuse Survivor	4
Violent Offender	3
In prison this quarter	4
Frequent hospital flyer	2
In hospital this quarter	6
Offending – other incl. ASB	3

The above table provides a breakdown of the main issues the clients are dealing with. It should be noted that some clients are experiencing a combination of these issues. Additionally, 4 clients have either ASD/ADHD or a learning disability. 5 clients have been homeless during this quarter, 3 having had their homelessness addressed in some way.

One SAM client voluntarily withdrew themselves from the programme, having stopped drinking and secured accommodation with support from the process. Another client has also stopped drinking and is doing well in supported housing. One client is waiting for a housing association allocation after completing 4 months of engaging with services and causing no further anti-social behaviour. A previously prolific offender has just secured a private rented room and has not offended since leaving prison at the start of the quarter and they are engaging with drug and alcohol services. These positive outcomes have been achieved due to the involved agencies providing an enhanced support service, outside of their normal roles. However, this may not be sustainable in the longer term if numbers requiring this enhancement increases.

Team Around the Person (TAP) meetings continue to be held for all clients. Some clients have joined by telephone and some have spoken to the senior partnership manager outside of the meeting with their keyworker. One client chose to communicate their wishes by email.

These meetings are showcasing multi-agency action planning at its best. It is pivotal to understanding a client's journey and looking at the issues and obstacles that are preventing them moving forward. Professionals involved in this process have worked above and beyond to reach solutions for several clients. However, a lack of suitable accommodation is the overriding obstacle for most of the cohort. Additionally, a lack of generic outreach support to help clients meet their basic needs is also in short supply. To date, the SAM Senior Partnerships Manager has been funded by the OPCC but having seen the huge value of the post, Surrey County Council have recently confirmed it will become permanent.

Police and partners have been working to support victims of **cuckooing**. The objectives of the intervention work are, through specialist assertive outreach, to:

- Provide immediate support system to victims of cuckooing including visiting clients in custody, providing pay-as-you-go phones, practical help and support
- Provide harm reduction and facilitate access to substance misuse treatment, wider health services, support and recovery for victims
- Support the victim to comply with the criminal justice process
- Support the police with partial or full Closure Orders
- Engage with other drug users using the premises via texting to offer access to prescribing services and other support services

Benefits of the cuckooing intervention to date include:

- A total of **154 clients** supported with a range of different needs, helping to reduce crime, harm and antisocial behaviour, and reduce the risk of re-victimisation of those cuckooed.
- **Improved safeguarding of individuals and reduced community impact.**
- A total of **63 tenancies saved** to date, and a significant number of others helped to maintain theirs.
- Improved access to services, with a total of **216 referrals and re-engagements** with a range of services including housing and tenancy support, debt advice, GP, mental health, substance misuse & prescribing services, social services, wellbeing, advocacy, benefits, and domestic abuse.
- An innovative preventative approach based on a list of '**indicators of risk of cuckooing**' that has been developed as a result of the project to help predict, identify and prevent exploitation at the earliest opportunity.
- **A cost-benefit of the intervention to the wider system of £2.29 per £1 spent**, and a net saving (after the cost of the intervention is deducted) of £3,382 per month, giving a conservative net saving to date of just over £67,600.

To date this **service has been wholly funded (approx. £52K per annum) by Surrey Police/OPCC**. With current funding arrangements due to expire in April 2021 the OPCC, through the Surrey Adults Matter Partnership, is engaging with commissioners in partner agencies to seek sustainable long term funding for this service.

A new **Substance Misuse Service** has been developed with Surrey County Council and the Criminal Justice System (CJS). The system and individual pressures as a result of COVID 19 within the Criminal Justice System has resulted in an increased risk to those residents who have found it difficult to confront their offending and drug and alcohol misuse behaviour. They are a small cohort in the overall population who tend to have difficulty in engagement with treatment, possess health risks including blood borne virus infection and are susceptible to harm or death from overdose and repeat offending resulting in custodial sentences.

The drivers for this project include increased population as a result of early prison release schemes and court delays due to Covid-19 and increased risks of drug misuse deaths as drug markets re-open after lockdown.

The cost of this service is £112,871 for 12 months but funding will be sourced as follows:

- OPCC Coronavirus Fund – £52,871
- OPCC Reducing Reoffending Fund – £25,000
- OPCC Community Safety Fund – £15,000
- Surrey Police (S27 funds) – £10,000
- National probation service - £10,000

The service will be delivered by two Substance Misuse/Nurse Specialists delivering a greater intensity of care planned, structured interventions and targeting those (60 service users) who would have previously been unsuccessful in sustained engagement. The package will be a collaborative approach between specialist teams in i-access, Surrey Police and the National Probation Service (NPS).

There are also currently a number of **new reducing reoffending fund projects** that have recently been supported by the OPCC. These include:

- **Guildford Action** - project costs £4,760. Most of Guildford Action's service users are experiencing homelessness, temporary housing and a lifetime of custodial sentences and substance misuse which in turn decreases secure housing opportunities. Guildford Action will be assertive in picking up people upon release to ensure a benefit application is made, get ID for registration with a GP, housing register etc. and try to secure a benefit advance to reduce risk of offending early on. Guildford Action will target initially all those who have just been released from prison but the project will also be open to those who have been convicted or received a custodial sentence within the past 12 months.
- **The Outside Link** - Project Costs £5,000 - The learners consists of young people aged 18-25 years who have been to prison and are looking at furthering their career within the music industry or to gain music knowledge which can be used in their future music roles. The course lasts six weeks, one day a week for three hours. Due to the current pandemic learning is commencing online via Zoom. Learners are set weekly tasks to complete and email their assignments over to be assessed and to be provided with weekly feedback.
- **The Restorative Justice (RJ) Training Company** - Project Costs £4,500. The RJ training company will provide a Restorative Justice Intervention service for cases referred to the Restorative Justice Hub that fall outside of current provision delivered within Checkpoint (adults) and the Restorative Youth Intervention. The director, Mike Ledwidge, has been delivering RJ interventions and training for over 20 years.

1.5 Making Every Pound Count

The headline actions to achieve this priority are set out in the plan as follows:

- Preserving the front-line
- Eliminate waste and inefficiency
- Collaboration
- Funding
- Effective and efficient Criminal Justice System

A briefing note has been provided to the panel on **workforce plans**. Despite Covid-19 restrictions, Surrey Police is currently on track to meet the increase in **front-line** police officers and police staff due to Government Uplift funding and precept increases. By the end of March next year the force plans to have met the establishment of 2021 police officers, 104 more than in March 2020.

Delays to the **criminal justice system** have been a key concern for the PCC during the pandemic and the panel was updated on this matter at its last meeting. The PCC continues to chair regular meetings of the Local Criminal Justice Board where this issue is kept under review. A multi-agency gold group has now been called which will provide a more 'laser focus' on addressing the **delays and backlog** in the courts. In Surrey, all work in the Magistrates Court that was halted in lockdown has been re-listed and more trial slots are opening up. In the Crown Courts, building works and a portacabin at Guildford will enable the courts to be back to normal capacity in January 2021. However, the backlog and consequent impact on victims and witnesses (and the services that support them) cannot be underestimated.

The PCC has written this month to Her Majesty's Courts and Tribunal Service and the Ministry of Justice to ask for clarity on the **future use of video technology for police witnesses** called to summary trials. 'Live Links' has the potential to save considerable amounts of officer time by allowing police officers to remotely attend court and is currently widely used in Surrey. However, there is a need for more certainty on the technology used to support this facility to ensure it is properly operated and coordinated for all participants.

1.6 A Force Fit for the Future

The headline actions to achieve this priority are set out in the plan as follows:

- Estates strategy
- Technology
- Being an attractive employer
- Ability to meet future demands

The Panel has received regular reports on the **Building the Future Programme (BTF)**, the main strand of which is the development of a new, modern, fit-for-purpose Headquarters facility in Leatherhead.

Under the BTF programme, the PCC has also been considering a **revised housing strategy for Surrey Police**. The strategy will look at how best to use the Force's current

property portfolio to both achieve best value through any disposals, but also to consider how property could be used to improve officer recruitment and retention. This could include the development of more affordable housing for rent, conversion of existing dwellings to more suitable premises, or concentrating housing provision in those areas of the county where there is most demand.

Surrey Police continues to make best use of **technology**, using Mobile Data Terminals and completing a roll-out of Body Worn Video technology.

Recruitment events are taking place, including specific online events aimed at attracting a more diverse group of recruits.

Workforce planning is underway for 2021/22. This will take into account current and future demand and propose investment meet those **demands**.

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. Partnership activity is detailed throughout this report. Finance, Equality and Diversity and the Strategic Policing Requirement have all been scrutiny topics in recent PCC Performance Meetings held with the Chief Constable.

1.8 Performance Measures

There are no specific measures set out in the plan. Performance against the plan is monitored in detail at the PCC's performance meetings and webcasts for every other meeting. The Force Performance Board also measures progress every month. For continuity, attached is the scorecard used for the last two years to assess progress against the plan (Appendix A). At the request of the panel, police recorded crime data has also been included, with the addition this time of figures on High Harm crimes, as requested by the panel (Appendix B).

RECOMMENDATION:

That the Police and Crime Panel notes the progress made against the Police and Crime Plan 2018-2021.

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Appendix A: Police and Crime Plan Performance Measures

Measures (2016-2020 plan)	Baseline 2015/16	2017/18	2018/19	2019/20	2020/21 to date
% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area ¹	78.7%	77.1%	71.6%	71.3%	74% (to June 2020)
Positive Outcome Rate ² for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	26.5%	19.5%	17.5%	13.3%	13.2%
HMIC grade for protecting vulnerable people	Inadequate	Good	Good	Good	Not yet available
% of victims of crime surveyed ³ satisfied with police service	NA	NA	NA	61.3%	67.7% (to July 2020)
Average time taken to answer 101 call ⁴	Not available	1 min 51 secs	1 min 9 secs	1 min 14 secs	2 mins 11 secs (to Aug 2020)
% people who feel confident in neighbourhood police ¹	91.2%	89.6%	87.9%	88.1%	89.3% (to June 2020)
% residents who say they feel safe walking alone after dark ¹	87.9%	84.9%	85.0%	86.0%	86.0% (to June 2020)
% of force budget spent on front-line policing ⁵	71%	69.9% (VFM Profile 2017)	67.5% (VFM Profile 2018)	65.8% (VFM Profile 2019)	Not yet available
Number of police officers on front-line ⁶	1677	1754	1741	1643	1661
For counter terrorism plans in place and updated to satisfaction of PCC	Not applicable	PCC content with plans in place	PCC currently content with plans	PCC currently content with plans in place – although still kept under review	PCC currently content with plans in place – although still 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 New survey methodology using text feedback was introduced in April 2019 so previous results are not comparable and have been removed from the table.

⁴ Time to answer = time taken for a contact centre operator to speak to the caller. Changed from previous 60 second target to give a better overall measure of performance

⁵ Source- HMIC annual value for money statement. Front-line includes visible (patrol, response etc.) and non-visible (call-handling, public protection investigators etc.)

⁶ Data taken from Home Office Police Workforce statistics and Home Office definition of front-line. Numbers are Full-Time Equivalents. Front-line includes visible front-line and non-visible front-line posts.

Appendix B: Crime Measures Requested by the Panel - Latest Data

Levels of Crime	2019/20 April to Sept 2019	2020/21 April to Sept 2020	Change	% change
Serious Sexual	894	804	-90	-10.1
Robbery	225	231	6	2.7
Domestic burglary	2139	1363	-776	-36.3
Vehicle crime	2807	2256	-551	-19.6
Violence with injury	3704	3503	-201	-5.4
<i>High Harm (includes domestic violence, sexual offences and child abuse)⁷</i>	6964	6665	-299	-4.3
Total notifiable offences ⁸	38295	35318	-2977	-7.8

Positive Outcomes	2019/20 April to Sept 2019	2020/21 April to Sept 2020	Change	2019/20 % Outcome rate*	2020/21 % Outcome rate*
Serious Sexual	45	56	11	5.0%	7.0%
Robbery	31	30	-1	13.8%	13.0%
Domestic burglary	119	82	-37	5.6%	6.0%
Vehicle crime	133	58	-75	4.7%	2.6%
Violence with injury	678	624	-54	18.3%	17.8%
<i>High Harm (includes domestic violence, sexual offences and child abuse)</i>	917	855	-62	12.9%	13.2%
Total notifiable offences	5205	4816	-389	13.6%	13.6%

⁷ Added at the Panel's request. This will include some offences already counted above e.g. sexual offences, some of the violence offences (where domestic/ child abuse).

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