

SURREY POLICE AND CRIME PANEL

POLICE AND CRIME PLAN 2018-2021 – PROGRESS

22 MARCH 2021

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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 separate paper is provided to the panel on the Surrey Police workforce. 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

In terms of **combatting terrorism**, the PCC continues to receive regular briefings and is currently content with plans in place.

The solve rate for **high harm offences** (domestic abuse, child abuse, sexual offences and hate crime) remains at 13%. Surrey Police have this as a priority for the Force Performance Board and a new investigation model is being brought in. Like many forces, Surrey Police does not have enough detectives in post. Surrey Police is starting a programme of learner detectives next year but this will take time to recruit and train staff to be effective.

As reported in November, the OPCC has been scrutinising the Force and working with partners to ensure the various responses to Surrey and Sussex Control Strategy move forward. The **Serious and Organised Crime Partnership** is now well established. The Partnership priorities continues to be Drug related harm and county lines, economic crime including cyber, organised acquisitive crime and modern slavery and human trafficking. Working with the Exploited and Missing Child Oversight Group, the Partnership has identified that there is a significant gap in support to those targeted by organised criminal groups looking to exploit children. The partnership is focused on joining up the agencies in response to this issue.

The PCC continues to support the Engage project; a youth engagement programme for those young people who enter custody. The young people are offered a range of services from speech and language support to mental health through CAMHS. The Engage workers (along with targeted support) work with the family and young person to explore their needs, for example mentors, apprenticeships or family mediation.

The focus also continues to be on **fraud and cybercrime** and after its pilot year, the PCC has agreed to fund for three years the two Victim Navigators who support the most vulnerable victims. To support the further delivery of Op Signature, which is recognised as best practise, the OPCC is working on securing additional funding to increase the number of Navigators so more community and awareness raising work can be achieved to reduce the number of fraud and cybercrime victims in Surrey.

There is a dedicated **problem solving** team in force, focussed on identifying local persistent problems and then putting solutions in place. The team has dedicated analysts to provide analysis and research solutions that work. In the year to November 2020, 385 problem solving occurrences were recorded in force. The percentage of people who think that local police tackle crime and anti-social behaviour sits at 72.6% - a slight increase compared to last year. The OPCC has been working with and supporting the Problem Solving and Partnership Team in developing proactive plans around **burglary prevention**. The PCC has funded initiatives across Surrey in burglary hot spots including Op Bluebottle in Runnymede and Op Watchtower in Reigate and Banstead. The schemes target specific areas and work with local communities to raise awareness. The PCC has committed £19,400 to deliver the prevention work.

In recent months, Surrey Police has identified a dramatic increase in the prevalence of **catalytic converter theft**. In 2020, there were over 1,100 incidents in the county. Previous years have seen frequency in the low-mid 100s. Surrey's Serious Organised

Crime Unit have partnered with the Problem Solving Team to work together for the first time to reduce the prevalence of this crime. The OPCC has been supporting this work and the commitment to pursue offenders, but also to prevent crime happening in the first place. The PCC has awarded £13,468.80 to deliver Operation Blink. Op Blink will be countywide and will aim to increase awareness of the crime and protecting the most likely vehicles that are targeted through catalytic converter marking kits.

The focus on **anti-social behaviour** (ASB) moves forward at pace The OPCC and Surrey Police have signed the ASB Pledge, committing to putting victims first and at the heart of the Community Trigger process (where victims and communities have the right to request a review of their ASB complaints, bringing agencies together to take a joined up, problem solving approach to find a solution). There has been a significant rise in the number of requests received by Community Safety Partnerships with 30 activations of the Community Trigger since 2019.

Over the course of the financial year the PCC has supported many applications related to ASB. These range from small grants to community groups to improve their facilities, e.g. CCTV and youth centre funding. There has also been support and funding for larger projects focused on improving information sharing, with the PCC approving the license for the platform E-Cins, along with support for Neighbourhood Watch and funding for their continued community safety work.

A developing piece of work for the OPCC is the expansion of **Mediation Surrey's Intergenerational Mediation Service**. This service helps young people and their families resolve disagreements through improved communication with the support of a trained mediator. The PCC is keen to see this develop as evidence suggests strong family unit support helps young people staying away from harm and crime. Along with the core grant awarded to Mediation Surrey, the PCC has provided additional financial support to see the service work alongside the Early Help project in Woking.

Following a discussion at a previous Panel meeting around **Joint Enforcement Teams** and the powers available to them, the PCC wrote to the Chief Constable in December asking for clarity around the Force's position relating to support for JETs. The feedback was positive and an agreement has been reached that the support for JETs will sit with the new Partnership and Problem Solving Team who have committed to develop a more joined up approach to working with District and Boroughs who have JETs and indeed those that do not. The aim is to agree a Surrey JET Protocol. This document would cover the roles of each organisation, their powers and how they are tasked, covering traditional JET areas and the other enforcement activity.

To support the continued focus on **environmental crime** the PCC has approved funding to establish a pilot rapid response task force. Consisting of Runnymede Borough Council, Surrey Police (Runnymede) & Environment Agency (EA) the task force aims to disrupt, deter, and investigate large scale organised waste crime taking place in Surrey. Environmental crime is widespread in the region and is reported on a frequent basis. Informal collaborative working between the local Police team, RBC, and EA in responding to such incidents in Runnymede is seen as a model which could be rolled out across Surrey.

The OPCC has been working closely with the **Roads Policing** Team and partners to reinvigorate the **Drive SMART strategy** and working to develop interventions in targeted areas. The renewed strategy will be broader and encompass work on anti-social driving and combating HGVs using inappropriate roads.

The PCC has also awarded funding for the purchase of noise monitoring equipment that will allow Roads Policing Officers (RPU) to gather the best evidence against those that have modified their vehicles to such an extent their noise is excessive. This work along with supporting Op Swordfish supports those communities who have long be dissatisfied that the Force are not equipped to deal with noise issues.

The PCC also continues to support and advocate for the Community Speed Watch groups. These valuable volunteers support of Roads Policing Teams and many have been out during the pandemic. The PCC has awarded funding to update and renew their equipment and the PCC is working with Roads Policing to see how to increase the support to the volunteers.

The **Safer Streets fund** provided £647K investment into one particular area – housing blocks in Stanwell North - for problem solving in Surrey during 2020/21. The project has been difficult to achieve during Covid, but the OPCC, Borough Commander and team and the private sector housing provider have worked well together to use the funding to improve the security of the buildings. The project will conclude at the end of March and the impact on crime levels will then be evaluated.

Safer Streets funding for 2021/22 has now been announced and the OPCC is developing a bid together with Surrey Police problem solving team and local Community Safety Officers. More information will be provided on this once the bid has been developed further.

Local neighbourhood teams have focussed on improving **visible presence in communities**. Police staff resources are assisting with investigations, which helps officers return to visible roles more quickly. Confidence with neighbourhood police remains high at 88%.

Surrey Police **contact centre** has continued to answer 999 calls quickly throughout the year with 93% of calls being answered within 10 seconds. Answering times for the non-emergency 101 number have been more variable. The pandemic has affected staffing levels and supervision in the contact centre, as teams have been based across a number of sites. At times of stretch, 999 calls are prioritised and 101 answering times have increased. This financial year to date, the average answering time for 101 has been 2 mins and 17 seconds. More people are now using digital options to contact Surrey Police - including a website form, LiveChat and social media. Numbers of contact via these methods are currently being collated, but these additional options provide a means of contact to suit the resident.

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

During January and February, the Office of the Police and Crime Commissioner and Surrey Police teamed up to hold a series of public **engagement events** covering all 11 boroughs and districts. The 'Policing Your Community' events were held virtually for the first time and presentations from the PCC, Chief Constable and the local Borough Commander brought live to people's homes. They were followed by a live interactive question and answer session for residents to raise any issues or leave any comments. We had a wide variety of topics covered such as the PCC's precept proposal, how Surrey Police have approached the Covid-19 restrictions through to local issues including anti-social behaviour, burglary speeding, parking and dog theft.

Over 500 residents joined the events live across the county. The events proved so popular that the Q&A sessions were extended so that more of the public's questions could be answered. Written answers to any questions that there wasn't time to cover on the night were subsequently posted on the local Surrey Police beat pages. All events were recorded and made available on the Surrey Police website so that any residents who weren't able to attend can watch retrospectively. Whilst there were learning points, we have received a lot of positive feedback from those who attended and are planning to use a similar format in the future.

The community events were timed to run alongside the **PCC's annual precept consultation** which this year received just under 4,500 responses from the public. This included around 2,500 comments and the PCC has read every single one. It was a significant increase on last year's consultation which received just over 3,100 responses. The survey was circulated as widely as possible via the PCC's and Surrey Police social media channels, Next Door, the local media and the Surrey Police community messaging service 'In the Know'. The comments are categorised into a number of themes and a report is produced which is shared with Surrey Police to assist in their policing plans and engagement.

The OPCC has been instrumental in developing closer links between **criminal justice and health and social care**. Following the merger of the Community Safety Board and Health and Wellbeing Board in March 2020, the OPCC have been working with colleagues to realise the benefits of closer working. This is articulated in a Community Safety Agreement. It is one of the first agreements of its kind bringing community safety and health together on a shared platform and giving greater recognition of the relationship between health, social care and crime in addressing the wider determinants of health.

The OPCC has been working with the **Breck Foundation** and Surrey Police's Citizen Policing Team to establish Breck Ambassadors across Surrey. This project which is set to start after Easter makes the Surrey Police Cadets ambassadors for the Breck Foundation. It is a voluntary peer to peer scheme for the Cadets whereby the young people will be trained to talk in schools about **staying safe online** and the key signs of

grooming. The project was in part happening in the Metropolitan Police area but scheme in Surrey will be more formalised and will work alongside the Cadet team to ensure the young people have the right training and the right support to deliver the safety messages to their peers.

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 Victim and Witness Care Unit, opened in April 2019. The Panel has received an update on the status and development of this unit, submitted as a separate report.

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. The level of need amongst clients, both adult and child, isolated due to the pandemic has increased significantly and this is impacting on the capacity of services to cope with demand.

A second round of **Ministry of Justice emergency funding for DA and SV services** was awarded to Surrey OPCC, totalling £87,000 and the OPCC worked with services to ensure this was used to cope with the increased demand, including psychotherapy support for children and young people affected by domestic abuse, additional counselling for sexual assault and rape survivors and training and support for staff.

The PCC has also continued to offer his Coronavirus Support Fund and used his £55,000 of his office underspend to commission support services, including support for those affected by 'cuckooing' (exploitation), care packages of essential items for those fleeing to refuge and additional counselling for rape and sexual violence survivors.

The PCC has an **uplift to his commissioning budget** for 2021/22 of £644,000 as part of his precept proposals for 2021/22 and work is well underway to collaboratively design services with this funding, for those affected by stalking, domestic abuse and exploitation. The MOJ has also uplifted the Victims Fund for 2021/22 by £226,352 for domestic abuse and sexual violence services and the OPCC is currently working through its needs analysis in order to submit plans to the MOJ for its spend. In addition, all PCCs have been invited to submit an Expression of Interest for additional funding for Independent Advisors/Advocates for domestic abuse and sexual violence and the OPCC is working closely with its commissioned services and partners to progress this

process and secure funding. The outcome of this will be known by the end of March 2021.

The OPCC continues to work with NHS England, regional PCCs and police forces to re-commission our **Sexual Assault and Referral Centre (SARC)**. This is a complex project due to a limited provider market, new national forensic accreditation standards which must be met by October 2023 and premises considerations. The NHS are leading the procurement and there is good partnership working across Surrey, Sussex and Kent.

Collaborative work with partners continues to develop our county's response to high harm crimes such as domestic abuse. OPCC Head of Policy & Commissioning is Co-Chair of Coercive Control work stream, part of the Domestic Abuse Re-design Project, commissioned by Health & Wellbeing Board. This work is **bringing leading domestic abuse expert Professor Evan Stark to Surrey**, virtually from his home in the US, to deliver a training lecture for frontline professionals and a master class for system leaders on 2nd and 4th March respectively.

The OPCC participates in a Gold Group chaired by Her Majesty's Courts & Tribunal Service to **review the position in Magistrates and Crown Courts in Surrey and Sussex**, significantly impacted by the pandemic. A range of safety measures have been put in place and the throughput and conclusion of outstanding cases must be balanced with public safety in court buildings. The PCC is reassured progress is now being made due to the concerted efforts of all partners and as detailed in the separate report, the Surrey Police Victim and Witness Care unit has increased its resourcing to meet the needs of victims and witnesses affected by this slow-down of justice.

The OPCC has a fully transparent process for its commissioning and a full breakdown of expenditure for 2020/21 can be found here: <https://funding.surrey-pcc.gov.uk/funding-stats/>

In addition, to provide a snapshot of commissioning outcomes to the Panel, a high level summary is provided covering the financial year of 2019/20 at Appendix C.

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 **Surrey High Intensity Partnership Programme (SHIPP)** programme continues to successfully support clients identified as high and/or intensive users of services in Surrey. This has led to police savings of over £600,000 since its initial pilot in 2017.

A research project has been proposed working alongside the University of Surrey to understand the impact of SHIPP on its clients and the services that support them. If

funding is secured, the project will begin late 2021/early 2022. Further research is being conducted by SABP and the NHS to understand the impact of SHIPP on services such as A&E departments, ambulance services and mental health provision.

A further care coordinator has joined the SHIPP team in February 2021, meaning the service now has 3 police officers and two care coordinators. SABP hope to recruit a further care coordinator in 2021 to significantly increase the capacity of the team. Funding has been received via NHS England to support a SHIPP under 18's pilot aimed at supporting clients between the age of 16 and 18. This has been proposed following an identified increase in young people presenting regularly to services during the Covid-19 pandemic. This project is awaiting staffing resource prior to its launch.

SHIPP has been shortlisted for a Health Service Journal award and will present their story to a panel of judges in March 2021.

Since the commencement of the **Surrey Adults Matter** programme in December 2019, a total of 46 referrals have been made and 40 have been accepted. As mentioned in the previous update, there has been some migration and transience due to changes in circumstances for the clients. When a client ceases to require active intervention through SAM, the client is kept open for 3 months in case further change occurs. After this time their case will no longer be monitored. At the time of writing there are 29 active cases and 3 cases being monitored due to a change in circumstances. Referrals continue to be received by a range of professionals on a regular basis.

SAM has seen a more intense focus in many issues due to the pandemic but especially the impact that a **lack of suitable accommodation and homelessness** has had on the cohort of adults with severe and multiple disadvantage. SAM has several clients requiring supported housing who are refused offers of accommodation due to alcohol misuse or substance misuse and supported housing providers deeming the clients too high risk. Their other needs, which might include a learning disability, mental health diagnosis or Autism / physical disability are overlooked because of their addictions.

One area highlighted for change is to look at provision for those leaving prison who prove very difficult to house, where basic life skills can be taught coupled with a platform for agency assessments to take place and a view to move on accommodation with wrap around support. Many are leaving prison with no accommodation to go to. Places in approved premises are full and usually only available to those released on licence. SAM clients leaving prison often possess no life skills and are unable to manage independent living, becoming trapped in a cycle of offending and institutionalisation. The OPCC has created a sub-group of the Surrey Homelessness Multi Agency Group (MAG) to consider and improve the situation around prison releases.

Equally, there are clients who refuse to engage with services as their problems are so entrenched and their chaotic presentation leads to them not being ready or willing to make a change. The wider implications of this behaviour have far reaching consequences not only financially but in the self-esteem of the professionals trying to work with them who become exhausted at the lack of options to affect change.

The recently started **Bridge the Gap service**, being piloted by Surrey Public Health through SAM, is aimed at building trust and rapport with those currently not engaging, to over time bring them back into mainstream services as appropriate. Referrals have been made to partners that have signed up to deliver this service and is now starting to operate. It is however important to be aware of the difficulties in delivering face to face services in the pandemic and lock down periods and this may impact upon evaluation outcomes.

There is no significant update on the Cuckooing Service since the November report except that the OPCC has received £22,700 from Surrey County Council to fund the service this year. Following last year's very encouraging report about the outcomes being achieved by the service, the PCC has committed to provide funding up to April 2024 to ensure sustainability and provide reassurance to the Cuckooing team.

Of relevance to all of the above mentioned services and to the support of people in Surrey with multiple disadvantage is the fact that Surrey have submitted an expression of interest (EOI) to become part of the Government's **Changing Futures Programme**: <https://www.gov.uk/government/publications/changing-futures-changing-systems-for-adults-experiencing-multiple-disadvantage>. A member of the OPCC was part of a small team who put together the expression of interest for Surrey and if successful a funding injection will be made available of between £1.5M and £4M over two years to support and expand the work being delivered through SAM.

In terms of **reducing reoffending**, panel members may have seen the recent announcement following a report by the Prison Reform Trust that revealed Surrey as having the lowest rate for imprisoning women in the country. The combined efforts of organisations within our criminal justice system will have helped to achieve this but undoubtedly the Surrey Police Checkpoint Plus scheme, supported by the PCC through funding for the Navigators working out of the Women's Support Centre in Woking, will have played a significant part. The reoffending rate for the Checkpoint and Checkpoint Plus schemes is currently at only 6% which is an amazing outcome. Surrey County Council have recently supported Checkpoint Plus with an award of £12,800 to expand service delivery and include more male offenders.

The Twinning Project is a new project receiving £5,000 from the OPCC which enables prison inmates to gain football coaching and refereeing qualifications. The Twinning Project was formed in October 2018 by David Dein MBE with an objective of primarily reducing reoffending rates. Since that time, the Twinning Project has been supporting HMPPS (Her Majesty's Prison and Probation Service) in their aim to increase and sustain engagement in sport and thereby provide offenders with employability upon release. This course enables the offenders to graduate with a FA Level 1 coaching qualification. Ultimately, this will almost certainly lead to a reduction in reoffending and save lives.

The **Skill Mill** is another project receiving £7,500 new funding from the OPCC. It is a multi-award-winning social enterprise providing employment opportunities for young people aged between sixteen and eighteen. It employs only ex-offenders, actively reducing reoffending whilst increasing engagement, participation, employability and educational levels of the young people to increase their life chances.

The Skill Mill provides employment opportunities in water and land based management, helping to reduce flood risk and improve the local environment in Surrey. In turn, this brings social and environmental benefits to communities by involving local people directly in the delivery of services. Each cohort receives six months paid employment, invaluable practical real work experience, a nationally recognised qualification, and further opportunities for progression with local companies at the end of their time with The Skill Mill.

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.

Throughout the year the PCC has kept a close eye on the **finances** to ensure that the Force stayed within budget, delivered the savings it had promised and fulfilled its precept obligations re new officers. At the moment the Force is forecast to be 0.3% under budget overall despite having to absorb costs in relation to overtime etc. for Covid. Budgeted savings have been achieved and recruitment is on track to meet targets. In terms of his own office, the PCC is forecast to come in under budget and his staff have been instrumental in getting additional resources from Government, such as Safer Streets funding. The PCC has been supportive of the work done by CIPFA to identify longer term financial savings. He has, when he has had the opportunity, also brought up the issue of the inequity of Surrey Police funding with Government. However other than promising a review at some point in the future no other commitment has been forthcoming.

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 Building the Future **estates strategy**, including the new HQ, continues to be developed with staff and public engagement events currently taking place. A verbal update will be provided to the panel.

A new **IT project** is being developed to look at duties and HR planning which will assist managers in Surrey and Sussex police in managing their staff. A piece of work continues in force to use management information and Power BI technology to plot demand and assist in planning to meet demand.

The strategy to achieve **Net Zero Carbon** emissions by 2030 is nearing completion, with local consultants assisting on what should be included in the strategy and the changes that need to take place over the next decade to achieve that target. It is recognised that, as well as helping to tackle climate change and meeting future legislation changes, being an environmentally aware organisation is something that can assist in attracting future employees.

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. 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.

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%	72.6% (to Sept 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%	13.0%
HMIC grade for protecting vulnerable people	Inadequate	Good	Good	Good	Not being assessed in 2020/21
% 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 17 secs (to Dec 2020)
% people who feel confident in neighbourhood police ¹	91.2%	89.6%	87.9%	88.1%	87.8% (to Sept 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	1754	1741	1643	1661	Available June 2021
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	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 Apr 2019 to Jan 2020	2020/21 Apr 2020 to Jan 2021	Change	% change
Serious Sexual	1439	1320	-119	-8.3%
Robbery	370	365	-5	-1.4%
Domestic burglary	4192	2358	-1834	-43.8%
Vehicle crime	4982	3805	-1177	-23.6%
Violence with injury	6169	5520	-649	-10.5%
Total notifiable offences ⁷	64816	56401	-8775	-13.5%

Positive Outcomes	2019/20 Apr 2019 to Jan 2020	2020/21 Apr 2020 to Jan 2021	Change	2019/20 % Outcome rate*	2020/21 % Outcome rate*
Serious Sexual	119	94	-25	8.3%	7.1%
Robbery	51	52	+1	13.8%	14.2%
Domestic burglary	154	126	-38	3.9%	5.3%
Vehicle crime	174	93	-81	3.5%	2.4%
Violence with injury	1178	1031	-147	19.1%	18.7%
Total notifiable offences	8858	8252	-606	13.7%	14.7%

⁷ 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.

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