

## SURREY POLICE AND CRIME PANEL

### 24 NOVEMBER 2021

# PERFORMANCE MEETINGS

## 1 SUMMARY

One of the main responsibilities of the Police and Crime Commissioner (PCC) is to hold the Chief Constable to account for delivery of the Police and Crime Plan. Lisa Townsend has set up a governance framework to discharge this duty. The main part of this framework is to hold six-weekly meetings where the Chief Constable formally reports on progress against the Police & Crime Plan and other strategic issues. This is supplemented by workshops and one-to-one discussions between the PCC and Chief Constable, and other senior officers, when required.

Every other performance meeting is normally webcast for the public and partners to view. The PCC chairs the meeting which is also attended by the Chief Executive and Treasurer from the Office of the Police and Crime Commissioner (OPCC). Other members of staff from the OPCC attend as required, depending on the agenda. The Chief Constable attends along with the Deputy Chief Constable and other force staff as required.

This report provides an update on the meetings that have been held and what has been discussed in order to demonstrate that arrangements for good governance and scrutiny are in place.

## 2 RECOMMENDATIONS

The Police and Crime Panel note the update on the Performance Meetings.

## 3 DETAIL

Since the last report on performance meetings to the panel, one performance meeting has been held on 21<sup>st</sup> September 2021.

### ***21 September – Public Webcast Meeting***

Agenda items were:

- Performance Report
- Finance Report

- Strategic Policing Requirement
- Rural Crime
- Mental Health
- Rape Review Report
- In private – Equip Update
- In private – Resilience Planning

The Chief Constable (CC) updated on current Surrey Police **performance**. He stated that Surrey remains one of the safest counties. Crime is down by 7.4% overall to the end of July. There have been fewer burglaries, but there has been an increase in reported serious sexual offences and violence offences. There has been a high level of demand on Police since the lifting of the pandemic restrictions, but Surrey continues to have low levels of crime reports compared to other forces.

The average solve rate per month is 675-910, where “solve” includes charge/ caution/ penalty notices. Surrey aims to achieve 910 solves per month, which equates to an additional 4 solved crimes per day, which is an achievable ambition.

The PCC asked why there had been an increase in reports of stalking and coercive control related incidents, and it was suggested that this is due in part to increased training for officers to help identify these types of crime. The DCC commented that there is a high compliance rate and the force’s inspection body, HMICFRS, have been complimentary of Surrey Police’s recording of these incidents, the speed and effectiveness of investigations and the use of orders to prevent future harm.

The CC reported there are still delays in answering 101 as we recover from the pandemic. Wait times are over 4 minutes which is not ideal, but this is gradually improving with increasing resources and digital 101. The 101 line is open 24/7 and is for non-emergency calls and the call centre continues to experience peaks at certain times. The ambition is to return to pre-pandemic response times to 101 calls by making good use of digital 101, for which Surrey is one of the leading forces. Surrey Police is also recruiting call handlers. Calls to 999 are still answered within 3 seconds on average.

Satisfaction figures in Surrey Police remain stable among residents who have had contact with police, with 66% of those victims questioned being satisfied. Confidence in police where residents are randomly selected, irrespective of whether they have had contact with police, has dropped to the level of that during the pandemic. Satisfaction in police response to Anti-Social Behaviour is at 63%, as resources have been stretched due to other types of crimes trending through the pandemic. The CC would like the force to improve how we keep victims informed throughout the process.

Under the **Finance Report** the CC raised concerns over a medium-term forecast with a financial gap of £15m-£30m and expressed a need to look for savings. There is a government target cap on recruiting officers and, given that most of the force budget is spent on staffing, most of the savings will need to be made in police staff. The CC/PCC agreed to return to this in a future meeting as the budget is developed for next year.

The **Strategic Policing Requirement** is the national requirement for PCCs and CCs to collectively hold the capacity and capability to come together to deal with key national threats to security. An update was provided on the current force capacity and capability, which was assessed as suitable, and was noted by the PCC.

Under the update on **Rural Crime** the CC recognised that communities wanted more investment and believes that an uplift in officers and support will lead to real benefits in this area. The rural crime team will have 3 dedicated officers by December 2021 and Police Community Support Officers, PCSOs, are also receiving specialist training so they may take specific actions. There has been good activity in this area which has led to prosecutions and activity around organised crime. The Rural Crime Advisory Group has had some positive results in dealing with off-road crime and theft of quad bikes. Victim satisfaction is reported a few percentage points higher than in general crime. The PCC commented that there has been an improvement in communications.

A report was provided on **Mental Health** demands. The force continues to develop its understanding of mental health related demand and is constantly evaluating data to identify key themes and concerns. The PCC is the national lead for PCCs on Mental Health and would like to discuss this in more detail in future meetings.

The national **Rape Review Report** was discussed. This is an area of national concern, with current systems failing and prosecutions at an all-time low. The CC stated that 57% of victims withdraw their support of a police prosecution before it gets to court. National projects such as Blue Stone, devised with partners in Avon and Somerset, are showing promise and may be rolled out to other areas. This may lead to focus on the behaviour of the offender, not the victim. Police need to carry out targeted disruption of repeat offenders and improve victim engagement and support. It is important to keep the welfare of the victim in mind, particularly when mobile devices are seized as this can lead to further isolation of the victim. Police should return devices to victims within 48 hours, but the aim is 24 hours where possible. It is important to agree with victims when the device will be seized to minimise anxiety.

In private, updates were given on the future of ERP and senior officer resilience.

Following a recent review of her oversight and governance arrangements, the PCC has decided to continue with every other meeting being public and every other being private. However, she will look to refocus the agendas of meetings so that the public meetings concentrate on holding the Chief Constable to account for performance and on those issues of greatest public concern. The private meetings will focus more on internal Surrey Police resources and efficiency.

Planned future meetings are:

- 16 November 2021 – Private Resources and Efficiency Meeting
- 20 December 2021 – Private Resources and Efficiency Meeting
- 31 January 2022 – Public Accountability and Performance Meeting
- 28 March 2022 - Private Resources and Efficiency Meeting
- 16 May 2022 - Public Accountability and Performance Meeting
- 7 July 2022 - Private Resources and Efficiency Meeting
- 19 September 2022 - Public Accountability and Performance Meeting
- 8 November 2022 - Private Resources and Efficiency Meeting
- 20 December 2022 - Public Accountability and Performance Meeting

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