

APPENDIX 1

Official

Police and Crime Commissioner

Public Accountability and Performance Meeting – May 2022

16th May 2022 – 1830 to 2000, held in person at Surrey Police HQ Communications Hub, via MS Teams and streamed live via Facebook

Attendees:

Lisa Townsend (Police and Crime Commissioner - OPCC) PCC
Ellie Vesey-Thompson (Deputy Police and Crime Commissioner - OPCC) DPCC
Kelvin Menon (CFO – OPCC) Alison Bolton (Chief Executive – OPCC) - AB
Damian Markland (Head of Governance and Performance - OPCC) DMk
Lisa Herrington (Head of Policy & Commissioning - OPCC) LH
Dawn Lewis (PA to PCC - OPCC) DL (Minutes)

Gavin Stephens (Chief Constable – Surrey Police) CC
Nev Kemp (Deputy Chief Constable – Surrey Police) DCC
Pete Gillett (Executive Director of Commercial & Financial Services – Surrey & Sussex Police) PG
Dave Mason (Head of Strategic Planning – Surrey Police) - DM

Apologies: Alison Bolton (Chief Executive – OPCC) - AB

| Agenda Item | Subject/Note | OFFICIAL | Action |
|-------------|---|----------|--------|
| 1 | Welcome and Introduction from the PCC All were welcomed to the meeting and the PCC encouraged members of the public to get in touch during the meeting with comments and questions. | | |
| 2 | Minutes and Actions The minutes and actions from the previous meeting were agreed as accurate. | | |
| 3 | Performance Report and progress against Police and Crime Plan PCC asked what initial benefits can be seen since the introduction of the Investigation Improvement Plan. CC recognised the opportunities to get justice for victims is low but confirmed there are early signs of progress from the Investigation Improvement Plan which focuses on Domestic Abuse and Child Abuse. In November, Neighbourhood Investigation Teams were introduced to support local policing teams, and the recruitment of 460 new officers in the last few years and 260 new officers in the next 12 months is starting to show positive results. | | |

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| | <p>DCC added the Neighbourhoods Investigation Teams have capacity to deal with detainees which leads to convictions in 1 in 3 crimes for cases handled. New officers benefit from a programme of secondments within other teams allowing them to gain experience and confidence. DCC stated that the force remains ambitious, maintaining its position as the fourth safest county in the country and in the top quartile for bringing offenders to justice.</p> <p>CC confirmed senior officers and external partners continue to scrutinise investigations to ensure high quality performance and to identify areas for improvement.</p> <p>PCC highlighted the national concern over violence against women and girls (VAWG) and asked how Surrey Police are addressing the decline in the perception of safety.</p> <p>CC confirmed Surrey Police is striving to make Surrey a county where residents feel safe and are safe. The outcome of a recent survey shows a decline in the number of residents feeling safe, and CC encouraged the public to use the StreetSafe app to report areas of the County where they feel unsafe. This enables Surrey Police to work with partners such as local councils to improve these areas and informs patrol plans. An example of where this collaboration has been successful is Guildford Town Centre at night, where confidence has improved to the point where Guildford has won a Flag Award 4 years in a row. Basingstoke Canal has also attracted funding from the Commissioner's office leading to improvements and increased investment in this area.</p> <p>PCC asked why the satisfaction of domestic abuse victims is low.</p> <p>CC confirmed this area remains a top priority. There has been an increase in the volume of reports recently and victim confidence is starting to improve. The focus remains on serial perpetrators of domestic violence, the number of which is slowly decreasing. Many incidents of domestic abuse go unreported and CC urged victims and witnesses to come forward.</p> <p>It is recognised that despite Victim and Witness care units working incredibly hard, victims do not always feel adequately updated, especially when court delays occur. Surrey Police welcomes feedback from victims as this allows the opportunity for corrective action.</p> <p>PCC commented that Stalking case referrals are low and asked if offices are fully comfortable with the process.</p> <p>CC admitted referral levels are lower than anticipated and that training is ongoing to raise officer awareness of the parameters. CC explained stalking as repeat and unwanted attention and encouraged victims and witnesses to come forward.</p> <p>PCC stated that Sussex was using their local stalking perpetrator</p> | |
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| | <p>provision as a mandated condition of Stalking Protection Orders and asked if Surrey could do the same.</p> <p>CC confirmed training is continuing and that Surrey Police are considering the Sussex intervention model.</p> <p>DCC added the Intervention programme is voluntary and perpetrators need to fully commit for the order to be effective and lead to changes in behaviour.</p> <p>PCC raised the Police and Crime Plan priority of protecting our communities and asked about the burglary solve rate in the first quarter of 2022.</p> <p>DCC highlighted the change in crime patterns during the pandemic when residential burglary rates fell. The force is now seeing an increase and Surrey Police have responded by increasing proactive capability, targeting local and Organised Crime Group activity. It is understood that half of Surrey's criminality comes from outside the County and DCC invited intelligence from all residents to aid detections. Prison visits are now resuming which allows officers to identify those already detained who may have been involved in additional burglaries to detect these crimes, bringing satisfaction for victims. CC confirmed the increase in digital investigation continues to support detections.</p> <p>PCC asked what proportion of serious and violent crime is attributed to drug and gang related activity versus the night-time economy</p> <p>Although specific data was not to hand, CC confirmed serious violence within the home remains one of the Force's top priorities. On the streets, there has been an increase in serious violent offences with injury since the lifting of the pandemic restrictions. Since a dedicated team was introduced to tackle drug related crime, 160 County lines have been interrupted but perpetrators continue to use violence to coerce and exploit vulnerable and young people. CC commented recreational drug use along with financial gain fuels county line activity.</p> <p>The PCC stated that the theft of catalytic converters is an issue often raised by Surrey residents and asked what the Police were doing to address the issue.</p> <p>DCC confirmed co-ordinated investigation teams under Operation Blink are working to increase response times, using body worn video and ANPR cameras to identify offenders and this has led to 4 arrests in April. Serious Organised Crime and neighbourhood policing teams are working in conjunction with neighbouring forces as offenders often travel into Surrey. CC asked witnesses to this crime in progress to call 999 but to exercise caution if considering intervening.</p> <p>PCC voiced concern over low public confidence in how cybercrime is investigated and asked whether the role of Action Fraud was</p> | |
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| | <p>sometimes confusing to the public.</p> <p>CC confirmed there are two distinct areas – cybercrime and cyber enabled crime which target both individuals and businesses. Investigations can be challenging but the force takes these crimes very seriously. Prevention is important and CC urged the public to remain vigilant and to use online resources for advice available. Cyber crime teams are also available to address groups of small businesses. Action Fraud is experience in identifying trends and patterns at a national and international level and taking appropriate action against large scale fraud.</p> <p>PCC highlighted poor call response times and asked what is being done to improve this.</p> <p>CC confirmed emergency calls are graded with the most urgent identified as a grade 1, of which the ambition of a response time of 15 minutes is achieved in 60% of calls. Officers will always respond as quickly and safely as possible and the force uses telematics to ensure the optimum distribution of resources. Emergency and non-emergency calls are continuing to rise and CC asked residents to feedback their experiences.</p> | |
| 4 | <p>Areas of Focus</p> <p>4a Road Safety</p> <p>PCC confirmed the roll out of the new Surrey Vanguard Road Safety Team will provide reassurance and asked if there has been an improvement in data.</p> <p>CC confirmed the team are tackling the fatal 5 causes of KSI incidents (where death or serious injury occurs) namely distracted driving, speed, drink and drug driving, failing to wear a seatbelt and careless and inconsiderate driving. Over 90,000 tickets are issued each year to prevent and deter dangerous driving behaviours. Speedwatch is an essential tool to reduce speeding and volunteers to support this activity are always welcome. Casualty Reduction officers are also available to listen to local concerns.</p> <p>DPCV voiced areas of concern from the members of the public submitted live during this meeting:-</p> <p>Use of evidence in the form of footage from dashcams and helmet cams submitted by the public to assist in prosecutions - CC confirmed Surrey Police is looking to other forces to find best practice and inform changes to policy, adding that footage is valuable and the force has invested in a digital platform to receive it. DCC confirmed the volume of material is ever expanding and the force is looking to take action on submissions depending on the nature of the offence. Prosecutions have resulted from these submissions.</p> | |

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| | <p>Nuisance parking - CC highlighted that it is a question of priorities when allocating resources and since it was decriminalised in the early 1990s it is a matter for local councils, however officers will intervene if an obstruction is deemed dangerous.</p> <p>PCC asked of the benefits of engagement and education campaigns - CC confirmed they are an important tool alongside driver correction courses. In some instances, officers can educate drivers at the roadside and play back footage of poor driving to modifying driving behaviour. The “Safe Drive Stay Alive” campaign has been invaluable, and whilst mainly targeting young drivers, it is a useful tool for all drivers to help improve awareness and safety. Post pandemic the force has seen an increase in KSI.</p> <p>Speeding and lack speeding monitoring - CC responded that there have been 90,000 tickets issued over the year and that reports to Casualty Reduction Teams are used to direct officers and speed and noise monitoring equipment. The public are invited to feed back concerns through their local councils with whom the force works closely.</p> <p>E-scooters and cyclists on pavements - CC confirmed officers exercise discretion around bicycles on the pavements but all riders of e-scooters are required to have insurance and a driving license. 97 e-scooters have been seized over the last 12 months. There is a broader question over the use of e-scooters in terms of their green footprint when compared to other modes of transport, but the public are encouraged to report any patterns of anti-social usage.</p> <p>4b Young People</p> <p>PCC confirmed Youth Engagement Officers are doing great work and police and local council input in schools is continuing and asked if this work will improve relationships.</p> <p>CC relayed his pride in officers’ good relationship with young people and agreed that positive early contact and work carried out within the education system encourages good citizenship and long-term crime reduction. Early encounters with officers in a safe environment have proved to have a positive impact. The force works with British Transport Police to tackle anti-social behaviour around transport hubs which can sometime be a reaction to young people not feeling safe, and officers use discretion when confronting these situations. Offices strive to work with all parties to problem solve and reach a mutually acceptable, sustainable resolution.</p> <p>Youth engagement teams work with local authorities to tackle anti-social behaviour in parks and DPCC applauded this combined effort. CC encouraged residents to get involved in community safety schemes by becoming a Police Special Constable or police staff volunteer, and commended opportunities within police cadet and in the Surrey Fire and</p> | |
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| | <p>Rescue service.</p> <p>4c Victims of Crime</p> <p>Support for victims of hate crime - CC confirmed hate crimes include various offences such as public order and criminal damage where hate is the motivation, and this is taken into account when sentencing occurs. Officers strive to intervene as soon as possible with these types of reports and work closely with StopHate UK which provides alternative ways of reporting incidents. The force has a hate crime lead and specialist training is provided to officers.</p> <p>PCC confirmed her office has funded £3m during 2021/22 to support all victims of crime. The Victim and Witness Care unit provides ongoing support to victims but court delays have put pressure on that team. PCC asked if enough resource is in place to be effective. CC advised that additional investment and extra resources have led to signs of improvement and thanked the colleagues and volunteers for their extraordinary efforts. CC confirmed volunteers are welcome in these areas.</p> <p>Offenders living within communities - CC confirmed cases are tried in open court and convictions covered by the media and the Forces own media team where there is a threat to public safety. Disclosure schemes are in place to work with individuals potentially at risk.</p> <p>Follow-up for victims of crime – DCC confirmed officers work tirelessly to ensure victims receive timely and regular updates. Feedback from victims is actively encouraged and levels of satisfaction are used to improve performance. The force communications team have won awards for their dissemination of information to the public.</p> <p>Misogyny and sex-based crimes - CC highlighted the national debate around whether misogyny is a hate crime and currently the force follows the national guidelines. CC reassured Surrey residents that all reports are taken seriously but Police are not the “thought police” and this can be a difficult balance. Officers strive to spot early opportunities to prevent offending.</p> <p>PCC highlighted recent reporting on INCEL ideology and is happy that this area is under scrutiny.</p> <p>Shortfall in Criminal Justice Unit back-office staff – CC will report back on this issue Action for CC</p> <p>Police cars parked up and not in use – CC confirmed council offices are often where police stations are situated and, in many cases, police vehicles are parked during shift changeover. Also, it is vital to have vehicles at hand for officers to use for emergency response. Police fleet</p> | CC |
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| | <p>is under close scrutiny to ensure best value.</p> <p>DCC added telematics are used to ensure each vehicle to provides value for money. Recently some PCSO vehicles have been removed and officers are more often on foot patrol.</p> | |
| 5. | <p>Any Other Business</p> <p>PCC and CC agreed there is a busy summer ahead with the Queens Jubilee, Epsom Derby and various football matches. Both wished an enjoyable and safe Summer to all.</p> | |

Next Meeting 22nd June 2022

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