

A new approach to performance & data transparency

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Understanding OPCC and Force Performance

Current Approach

One of the key functions of Police and Crime Commissioners is to monitor Force performance - ensuring that their Police & Crime Plan priorities are progressed and that the police are answerable to the communities they serve.

In Surrey, this statutory responsibility is predominantly discharged through a formal scrutiny programme, similar in nature to the Overview & Scrutiny Committee model operated by local authorities.

The OPCC currently operates two types of meetings to facilitate the above:

- **Performance and Accountability meetings:** Public meetings held with the Chief Constable of Surrey Police every 12 weeks. Broadcast live on social media, residents are provided updates on performance levels and can ask questions of both the Chief Constable and PCC.
- **Resource and Efficiency meetings:** Held in private between the PCC and Surrey Police.

The OPCC also produces an annual report and provide formal responses to HMICFRS inspections.

Understanding OPCC and Force Performance

Key Issues

- Whilst the OPCC has worked hard to open-up its formal scrutiny processes to a wider audience - with regular public meetings and use of social media broadcasting - engagement remains an ongoing challenge.
- Significant performance data is made available by Surrey Police in support of public scrutiny, but the format in which this is published does not always lend itself to public consumption nor provide a sense of progress or trajectory.
- Whilst the OPCC is currently compliant with the Elected Local Policing Bodies Specified Information Order, the published data is somewhat fragmented and not always easy to find on the main PCC website.
- It can be difficult for the public to understand the work of the OPCC and how this intersects with wider police performance. The Annual Report bridges this gap somewhat but is still quite a lengthy document for the average resident to pick up and read.



Understanding OPCC and Force Performance

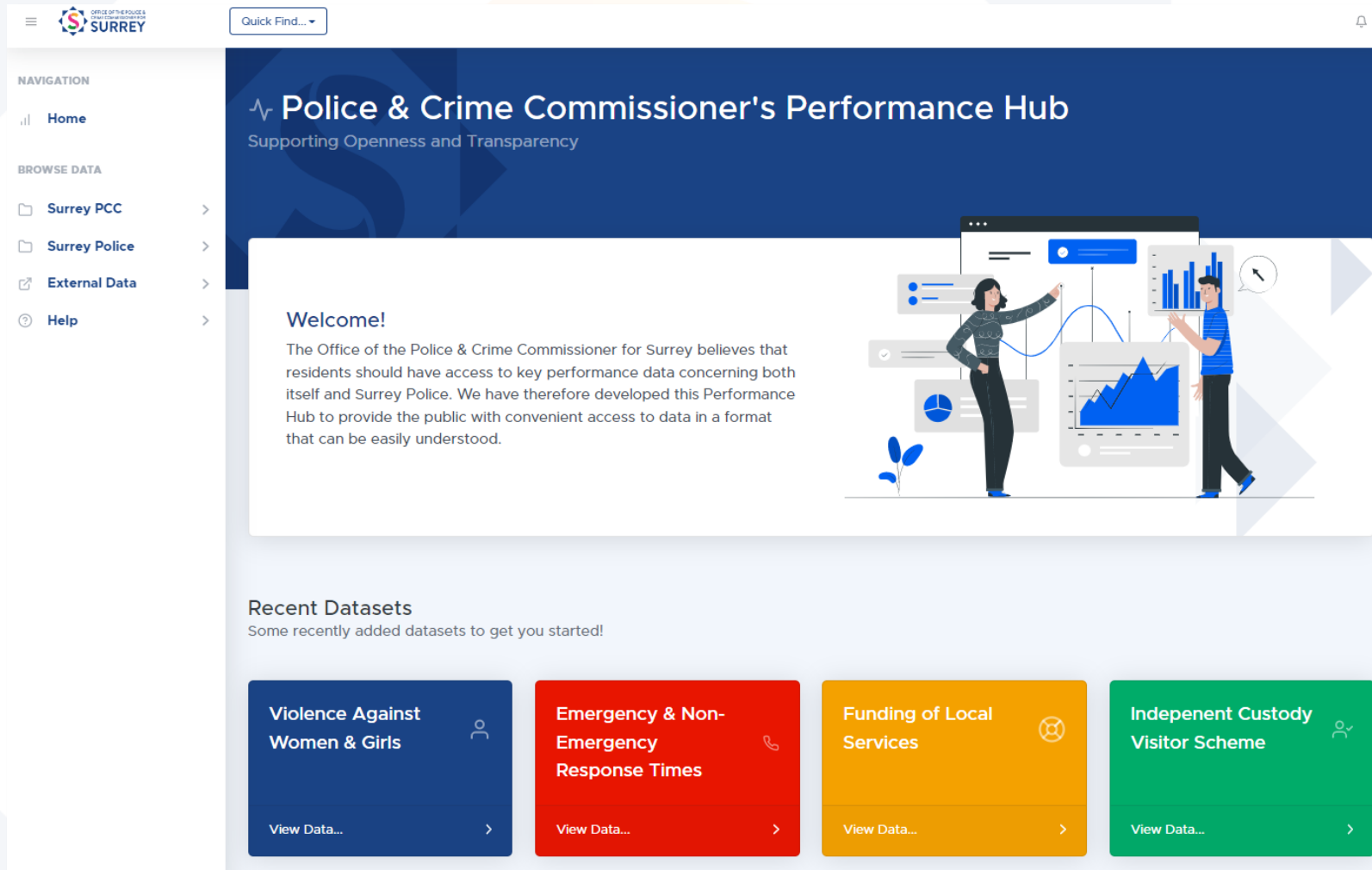
The Proposal

The OPCC wants to ensure that residents have access to key performance data concerning both the office itself and Surrey Police.

This is reflected in the recommendations of the Home Office Police and Crime Commissioner Review, which is placing a greater responsibility on PCCs to improve transparency and build public confidence.

This is equally echoed in new Home Office guidance to PCPs, again with an emphasis on ensuring the public have access to the data required to hold their PCC to account.

To support this, the OPCC is looking to launch a new Performance Hub, to provide the public with easy access to data in a format that can be easily understood..



The screenshot shows the main page of the Performance Hub. At the top left is the Surrey logo and a 'Quick Find...' search bar. A navigation menu on the left includes 'Home', 'Surrey PCC', 'Surrey Police', 'External Data', and 'Help'. The main content area features a large blue header with the title 'Police & Crime Commissioner's Performance Hub' and the subtitle 'Supporting Openness and Transparency'. Below this is a 'Welcome!' section with a paragraph explaining the hub's purpose. To the right of the text is an illustration of two people interacting with data dashboards. At the bottom, there is a 'Recent Datasets' section with four colored cards: 'Violence Against Women & Girls' (dark blue), 'Emergency & Non-Emergency Response Times' (red), 'Funding of Local Services' (orange), and 'Independent Custody Visitor Scheme' (green). Each card has a 'View Data...' link with a right-pointing arrow.

Main Page

- The landing page is intended to provide a brief introduction to the Hub's functionality and easy access to key datasets.
- The left-hand menu allows visitors to navigate the site.
- The site is fully responsive, in that it will scale accordingly depending on the device being used to access it – phone, tablet etc.

OFFICE OF THE POLICE & CRIME COMMISSIONER FOR SURREY

Quick Find...

NAVIGATION

Home

BROWSE DATA

Surrey PCC

Police & Crime Plan

Priority 1

Priority 2

Priority 3

Priority 4

Priority 5

Commissioning

Contact & Complaints

ICV Scheme

Surrey Police

External Data

Help

The Police & Crime Plan

Setting the strategic direction of Surrey Police

Police & Crime Plan 2021-25

One of the key responsibilities of the Police and Crime Commissioner is to set the Police and Crime Plan in line with public priorities. The Police and Crime Plan 2021-25 outlines the areas that Surrey Police will focus on, and the key areas of performance that will be monitored in regular meetings with the Chief Constable.

[View Full Plan](#)

The Priorities

Priority 1

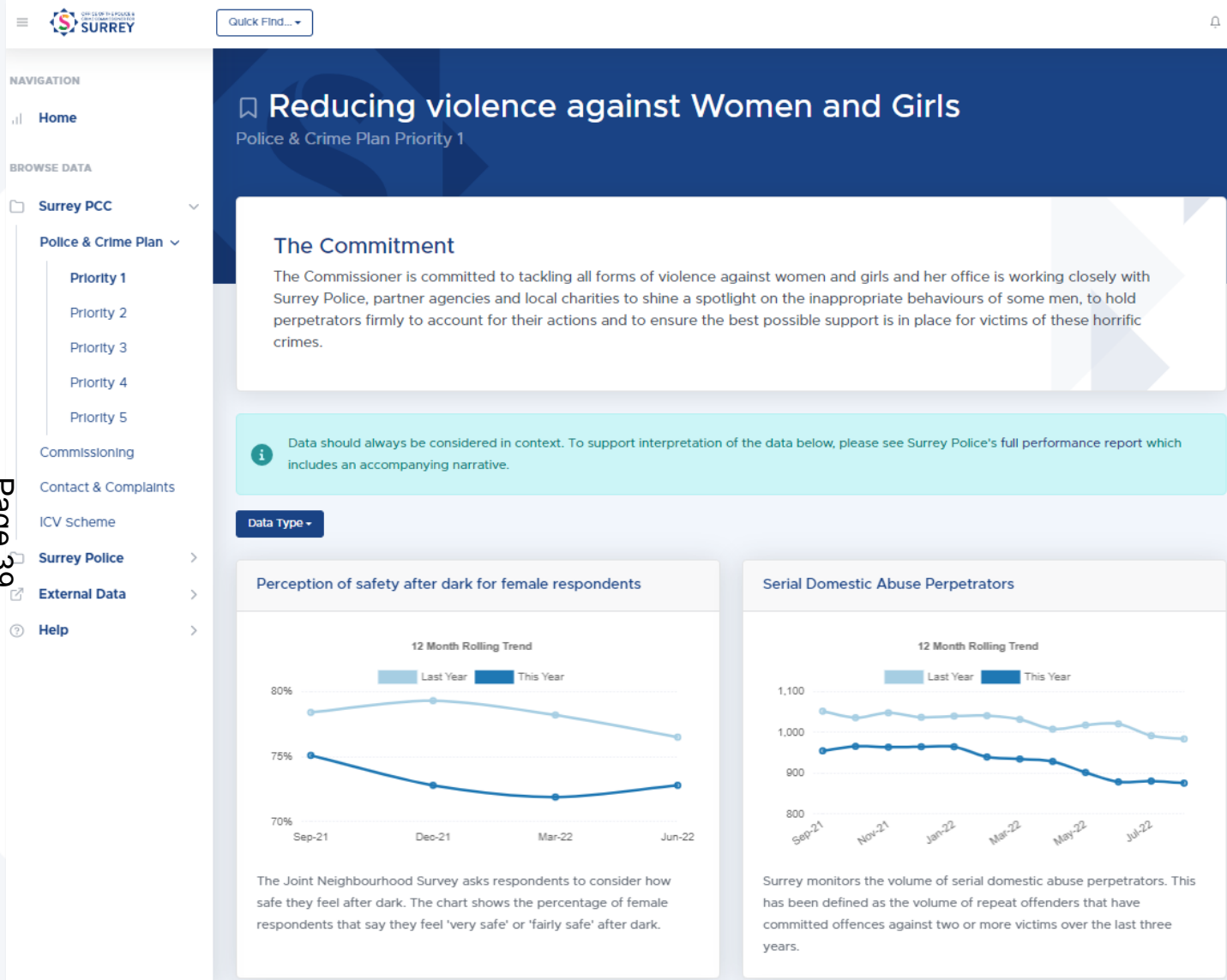
Reducing violence against Women and Girls

The Commissioner is committed to tackling all forms of violence against women and girls and her office is working closely with Surrey Police, partner agencies and local charities to shine a spotlight on the inappropriate behaviours of some men, to hold perpetrators firmly to account for their actions and to ensure the best possible support is in place for victims of these horrific crimes.

[See Progress & Data](#)

Progress Against Police & Crime Plan

- The design ethos of the Performance Hub allows users can “drill down” depending on how much information they require.
- For example, clicking on “Police and Crime Plan” in the navigation sidebar will provide a little information about the Plan itself, along with details of the five priorities.
- A user can then find the priority that interests them and click “See Progress”...



Reducing violence against Women and Girls
Police & Crime Plan Priority 1

The Commitment
The Commissioner is committed to tackling all forms of violence against women and girls and her office is working closely with Surrey Police, partner agencies and local charities to shine a spotlight on the inappropriate behaviours of some men, to hold perpetrators firmly to account for their actions and to ensure the best possible support is in place for victims of these horrific crimes.

Data should always be considered in context. To support interpretation of the data below, please see Surrey Police's full performance report which includes an accompanying narrative.

Perception of safety after dark for female respondents

12 Month Rolling Trend

Month	Last Year (%)	This Year (%)
Sep-21	~78.5	75.0
Dec-21	~79.5	~73.5
Mar-22	~78.5	~72.5
Jun-22	~76.5	~73.5

The Joint Neighbourhood Survey asks respondents to consider how safe they feel after dark. The chart shows the percentage of female respondents that say they feel 'very safe' or 'fairly safe' after dark.

Serial Domestic Abuse Perpetrators

12 Month Rolling Trend

Month	Last Year	This Year
Sep-21	~1050	~950
Nov-21	~1030	~960
Jan-22	~1040	~960
Mar-22	~1030	~930
May-22	~1010	~900
Jul-22	~990	~880

Surrey monitors the volume of serial domestic abuse perpetrators. This has been defined as the volume of repeat offenders that have committed offences against two or more victims over the last three years.

Progress Against Police & Crime Plan

- The user is then shown performance data related to the chosen priority.
- For each priority the platform displays a relevant 'basket' of Surrey Police performance measures.
- This is complemented by a qualitative summary of OPCC activity and details of specific actions being undertaken.
- It is intended that Force data will be updated quarterly.

Independent Custody Visitors

Ensuring detained people's welfare

Surrey's Independent Custody Visitors Scheme

Independent Custody Visiting was introduced in England as a result of the recommendations from the Scarman Report into the 1981 Brixton riots. The scheme is designed to ensure a greater understanding of, and confidence in the processes and rules governing a detained person's welfare. It also offers an extra level of mutual protection to both detained persons and police custody staff by providing independent scrutiny of the treatment of detained persons and the conditions in which they are held.

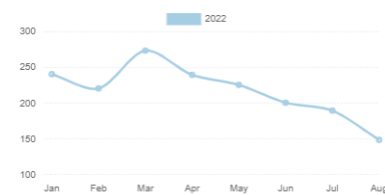
Volunteer Demographics



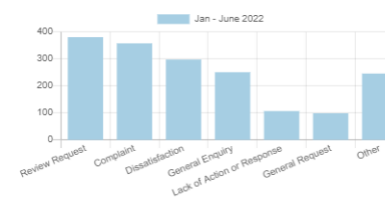
Total Hours Volunteered



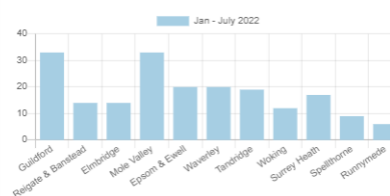
Total Contact



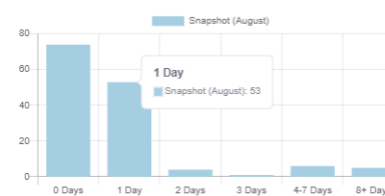
Contact Reason



Contact by Borough & District



Time to Close Cases



Beyond the Police & Crime Plan

- The Performance Hub can also be used to display wider information concerning both the OPCC itself and its work, such as commissioning activity, staffing data and ICV visits.
- The Hub is also used to share wider Police data including HMICFRS inspection outcomes and staffing demographics.

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Accessing the Performance Hub

Once launched, the performance hub will be accessible via the Surrey PCC website.

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