



SURREY POLICE AND CRIME PANEL 28 SEPTEMBER 2023

PERFORMANCE AND ACCOUNTABILITY MEETINGS

1 SUMMARY

- 1.1 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.
- 1.2 Every other meeting is a private meeting to allow detailed scrutiny of resources and efficiency plans as well as sensitive performance issues. This is called a Resources and Efficiency Meeting.
- 1.3 The other meeting is webcast for the public and partners to view and is focussed on performance and areas of public interest – called Accountability and Performance Meetings.
- 1.4 The PCC chairs the meetings which are also attended by the Chief Executive and Chief Finance Officer 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.
- 1.5 This report provides an update on the meetings that have been held and what has been discussed to demonstrate that arrangements for good governance and scrutiny are in place.

2 DETAILS

- 2.1 Since the last report on performance meetings to the panel one meeting has taken place:

2.2 3 July 2023 – Resources & Efficiency Meeting

2.3 At this public meeting the PCC and Chief Constable looked at the following topics:

2.4 **Delivery of the Police & Crime Plan:** To consider the Chief Constable's approach to delivering the Police & Crime Plan, and to assess current performance against each policing priority.

2.5 **HMICFRS Inspection Update:** Verbal update on the progress of current HMICFRS Inspections, initial feed-back and any emerging issues.

2.6 **Uplift Maintenance:** Having met its Uplift target, the PCC explored the challenges facing Surrey Police in the year ahead. Discussions also took place around the current and future workforce position, including: Recruitment pipeline, training and attrition.

2.7 **Joint Force Change Update:** PCC received a progress update on the position of change programmes and saving targets.

2.8 **Strategic Policing Requirement Position Statement:** The OPCC need to provide an annual assurance statement in relation to the SPR, and therefore need confirmation from the force as to how the various threats are being managed and appropriate capabilities ensured.

2.9 **SmartStorm – Post-Deployment Review:** SmartStorm went live in February 2023, during what has been a challenging time for the Contact Centre / FCR. The PCC was provided an update covering:

- Performance and stability in production environment
- Fulfilment of intended aims
- Key user experience feedback
- Any learning from deployment process

2.10 **ASB Survey Data Consideration:** The Anti-Social Behaviour (ASB) survey went out to Surrey residents between 10th March and 4th April 2023. A total of 1968 respondents completed this survey and the Consultation & Survey Team have produced a summary of the data.

2.11 **Misconduct Transparency Arrangements:** Discussion around how to best provide public reassurance, around both misconduct issues and other community concerns such as Stop & Search / Use of Force data.

3. FUTURE MEETINGS:

3.1 The next Performance & Accountability with the Chief Constable is due to take place on 25 October 2023. The following items are due to be considered:

- Standard Police & Crime Plan Update

- Anti-social behaviour action plan
- Dog Attacks
- Public Order Act 2023
- Surrey Problem Solving Team
- Medium Term Financial Plan and Budget setting for 2024/25

4. WIDER PUBLIC ENGAGEMENT

- 4.1 Whilst the above meeting-based approach provides a firm foundation for the PCC to scrutinise Force performance, the OPCC has been eager to explore additional forms of public scrutiny and has now formally launched a dedicated Data Hub, where members of the public, stakeholders and interested parties can explore key areas of Force performance.
- 4.2 The Hub can be accessed via <https://data.surrey-pcc.gov.uk> and is updated monthly with the latest force data. Additional data concerning OPCC activity – such as delivery of the ICV scheme, complaint oversight and commissioning – is also included, with both quantitative and qualitative data available.
- 4.3 Following feedback from some Panel members, the Hub has been updated to include some national comparisons, based on ONS data, to put the Surrey data in context.
- 4.4 Since the last meeting, additional mapping tools have also been added, allowing users to visually map instances of crime, ASB and stop and searches based on location and date.

5. RECOMMENDATIONS

The Police and Crime Panel note the update and work being undertaken to improve transparency.

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