

**SURREY POLICE AND CRIME PANEL****FEEDBACK ON PERFORMANCE MEETINGS****28 June 2018****INTRODUCTION**

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. David Munro has set up a governance framework to discharge this duty. The main part of this framework is to hold six-weekly Performance Meetings where the Chief Constable 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 when required.

Every other performance meeting is 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.

**PERFORMANCE MEETINGS**

Since the last report on performance meetings to the panel, two Performance Meeting have been held – April 2018 and June 2018.

***25 April 2018 – Private Meeting***

Agenda items were:

- Force performance report
- New performance scorecard
- Cross border response policing
- File quality
- Drug abuse
- Probationer training
- Serious and organised crime
- Employee survey
- Budget report
- Kerlake report (verbal).

The force **performance report** was presented. The Chief Constable reported that crimes reported against vulnerable people (sexual offences, child abuse, domestic abuse) had started to level off. If this continued then the positive outcome rate for solving crimes should also stabilise and the force can aim to improve.

The burglary positive outcome rate for the year was at 6.8%, which compared well with national data. The reported burglary trend had started to decline, which was positive.

Performance for the 101 system continued to improve. The Chief Constable had been impressed with the dedication of staff following a recent visit to the call centre. They are currently preparing for the summer months and the expected increase in 101 calls coupled with staff annual leave that the summer usually brings.

A new **performance scorecard** was presented, to both fit with the new Police and Crime Plan and a change in the force performance process. The scorecard had been developed to show key performance diagnostics on the topics of people, efficiency, effectiveness and legitimacy. A new Force Performance Board will meet monthly and the Office of the Police and Crime Commissioner (OPCC) are represented on the board.

**Cross border policing** and response to incidents across geographical borders were discussed. In general, there was good co-operation between police forces and arrangements in place to assist each other when required. However, the technology to better allow cross deployment was still being developed nationally and locally.

The PCC had asked for the Chief Constable to report on the **quality of files** that the force provided to the Crown Prosecution Service. In the last year, file quality had been improved and less cases were failing due to quality issues. The issue of disclosure had provided even greater focus in this area.

An update was provided on force and partnership work to tackle **drug abuse**. The biggest issue for the force is County Lines, where gangs from inner city areas move into Surrey to target individuals for drug dealing, bringing the threat of knife crime and firearms. In addition, with partners being stretched for funds, there has been some withdrawal of health and social funding to help people reduce drug dependency.

A paper provided an overview of Surrey Police's approach to tackling **Serious and Organised Crime**. This include organised crime groups, modern slavery and human trafficking, County Lines etc. The Chief Constable reported on the links with anti-social behaviour and the need to tackle offending by gangs at all levels.

The **employee survey** showed impressive improvements in the views of Surrey Police staff. Although there is still work to be done, there were improvements in the view of staff on working for the force and the support they received. An action plan is in place to tackle some issues raised around unfairness and progression.

The **budget report** was received together with a verbal update on the end of year figures. The end of year overspend was at £0.5m. There was an overspend in the area of police overtime. Significant savings had been made during the year.

The **Kerslake report** into the Manchester Arena bombings had recently been published. This report generally praised the response from the emergency services. The Chief Constable gave a verbal update to the PCC on how the police service and Surrey Police were responding to any recommendations made.

#### **4 June 2018 – Webcast Meeting**

Agenda items were:

- Public performance report
- Equalities, diversity and human rights strategy
- Custody
- Bail
- Part 2 – Professional Standards Department performance
- Part 2 – ICT costed plan

Under the **public performance report**, the Chief Constable highlighted current performance against high harm offences (domestic violence, child abuse, serious sexual offences, hate crime). Volumes of reported crimes had increased slightly and the positive outcome rate had improved 0.3% to 19.7%. There was an area of concern raised, with the positive outcome rate for sexual offences currently showing a drop in performance. The Chief Constable had commissioned a report into the reasons for this decline. One of the reasons could be the increased workload required to deal with increased electronic evidence and disclosure of information. This is to be a focus of the next PCC's performance meeting.

Good news was reported for **burglary**. Although early in the performance year, the figures to date showed a 25% reduction in residential burglaries. The number of positive outcomes had also increased by 33.5%. The Chief Constable highlighted good work on preventive security campaigns in asking people to lock their doors and windows.

**Call handling** performance continues to improve with 75% of 999 calls being answered within 2 seconds. For the non-emergency 101 number, 75% of calls

are answered within 44 seconds this year to date and 95% within 45 minutes. The abandonment rate has also improved.

The Chief Constable gave a summary of the **Equalities, Diversity and Human Rights** report. The force have worked hard over the last five years to improve its Black and Minority Ethnic (BME) staff representation, however, figures have remained static despite all these efforts. The next intake of recruits comprises 10% BME applicants.

The presence of young people in police **custody**, as referred to in the recent Surrey County Council Children's Services Ofsted report, was discussed. The Chief Constable advised that Surrey Police measure the figure of young people charged and released in custody which is in single figures, virtually zero. The number of under 18s detained during the night is bigger than that. Police try to deal with young people as quickly as possible. Surrey Police are complying with requirements not to keep young people in custody. PCC commented that the OPCC has an Independent Custody Visiting Team which he will ask to monitor the situation with young people in custody over the next 6 months. The PCC noted that women in custody are treated with dignity and that Surrey are at the forefront of custody innovations. Surrey is in a very positive position compared to other forces.

In April 2017, changes were made to the **Bail Act** which changed the presumption to release without bail if the investigation comes to a natural halt with individuals to be released "under investigation" with no bail conditions imposed. As a consequence, the number of people on Police bail nationally has dropped. Where there is a potential risk to a vulnerable victim, individuals can be given bail conditions, for example not to go within 100 metres of a person. The Chief Constable commented that better national consistency was needed on how the Act is being interpreted by police forces.

The performance of the **Professional Standards Department**, which deals with complaints and misconduct, was discussed in Part 2.

The **ICT strategy** was discussed in Part 2, including presentation of the costed plan.

## RECOMMENDATION

That the Police and Crime Panel note the update on the PCC's Performance Meetings.

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