

**SURREY POLICE AND CRIME PANEL****FEEDBACK ON PERFORMANCE MEETINGS****28 November 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, one Performance Meeting has been held – September and October 2018.

***12 September 2018 – Webcast Meeting***

Agenda items were:

- Performance report
- Finance report
- OFSTED response
- Local policing and prevention
- Disclosure
- Unauthorised encampments
- Medium Term Financial Plan – Part 2 update

In terms of **performance** the Chief Constable reported that there had been a steady but consistent increase to crime numbers over the past few years which were attributed to new Home Office Counting Rules, increases in reports of domestic abuse and sexual offences and new offences, but that this was now levelling off. Burglary was showing a

downward trend. The PCC queried the increase in robberies and the Chief Constable explained that small numbers were involved but the force were analysing the data for any hotspots. Vehicle crime was also showing an increasing trend and the force were targeting hotspots and offenders as well as giving better crime prevention guidance to residents.

**Call handling performance** was much improved and the PCC praised call handlers for their work. Response times were slightly reduced. Officers needed to attend certain incidents quickly but also safely for their safety and also that of other road users. Policing style is now different with first responders dealing with an entire incident from start to finish. Therefore officers would spend longer at an incident than they may have previously. The PCC would look at this in more detail at the next performance meeting.

The **finance report** showed a project £0.7m overspend for the year. Police officer salaries were the largest overspend as the force had more officers than was budgeted for. The turnover rate had slowed down and the force has been recruiting transferees from other forces into detective posts. Police staff salaries were showing an underspend. The force was looking at police staff vacancies and whether any could be taken out of the establishment, but reported that some departments such as finance and communications were struggling with their vacancy rate as it was. The £5.3m savings target was on track to be met. A risk was noted around increased insurance premiums.

The **OFSTED report** on Surrey County Council published earlier in the year included two areas which affected police activity - Children detained in overnight custody and the number of referrals to the Multi-Agency Safeguarding Hub (MASH). In general, under 18 year olds are no longer kept in police custody and should be housed with the local authority. Some detainees require secure accommodation but there isn't any in Surrey. There is sometimes no alternative but to use custody. The Chief Constable wanted to reassure the public that custody suites were safe places. Although they were not ideal places for children he was confident that people were detained safely. In terms of the MASH, the Chief Constable said that he didn't completely agree with the comments in the OFSTED reports that police referrals were too high, as the purpose of the MASH was for information sharing. There was now a revised referral process and a new risk and recording process in place. The PCC was supportive of the work being undertaken.

The Chief Constable presented a report on **local policing and prevention**. He said that the PiYN (Policing in Your Neighbourhood) programme had been embedded for two years and the Force was now better at prevention and problem solving. The programme was proven to work. There had been teething issues but the CC was pleased with the improvements made. He outlined changes to some of the roles to ensure a better division of responsibilities between inspectors. Gap analysis work had taken place which showed that there was more work to be done with schools and Neighbourhood Watch. Neighbourhood Watch was an important resource and the police needed to make use of them as they would be able to assist with the problem solving approach. The DCC was the national lead for neighbourhood policing and had helped to develop local guidelines on what good neighbourhood policing should look like. The PCC said that he was pleased to see the renewed emphasis. He agreed that PiYN was the right structure.

A report was provided to the PCC on **disclosure**. This outlined the work being undertaken by Surrey Police to ensure the correct disclosure of evidence for trials. The

PCC thanked the Chief Constable for his work on this issue and noted that steady progress was being made.

**Unauthorised encampments** occurring in Surrey and over the summer and the police response were discussed. The police are now collating data on the number, frequency and length of unauthorised encampments. The Chief Constable reported that while many travellers caused little problems, there were a few who consistently caused anti-social behaviour and crime. A transit site was felt to be key to providing a place in future for travellers coming into Surrey and discussions on a transit site are taking place between councils.

The **Medium Term Financial Plan** was discussed in part two, including initial plans for developing the 2019/2020 budget.

### ***12 October 2018 – Private Meeting***

Agenda items were:

- Performance scorecard
- Response performance
- Finance report
- Domestic abuse
- Strategic Policing Requirement
- ICT Strategy
- Force digitisation plans

The Chief Constable presented the force **performance scorecard** which covers a wide range of force performance indicators. He reported that robbery continues to show a rise, although small numbers are involved. Most robbery cases in Surrey are amongst young people and stealing of mobile phones. The PCC asked about a slight drop in public confidence that the force is dealing with anti-social behaviour. The highest drop has been in Elmbridge and this may be linked to recent unauthorised encampments. Also discussed were plans to increase detective constables in the force and the improved joined up work with the ambulance service on responding to incidents.

The force performance in **responding to incidents** was discussed. There had been a recent issue of long response times for “grade 2” calls. These are calls where a police response is required but not emergency incidents. There was found to be an issue with the allocation of incidents and better training has been provided. Average times to respond to Grade 2 calls had improved for 4 hours to 2 hours 22 minutes. Further improvements were still expected to be made. In terms of emergency calls, average times were around 17 minutes, but many will be shorter than this. Grade 1 (emergency) calls had increased, aligned with an increase in 999 calls. An improved service at the scene is being given to residents with local officers now taking responsibility for an incident through to investigation. Satisfaction levels were high and no negative feedback has been received around response times.

The most recent **finance report** is showing a predicted £1.2m overspend for the year. This is mainly due to police officer numbers being higher than expected, with leaver

numbers a lot less than in previous. There has also been an increase in motor insurance premiums. The force was looking at measures to best address this overspend. There is a current national risk with regard to police pensions and a higher contribution required from employers. Savings were reported to be on target.

The PCC monitors force performance in delivering against its **domestic abuse** action plan every 6 months. Most of the measures within the delivery plan were shown as being met and graded as 'green'. The force was considering whether they wish to look at Domestic Abuse Teams. These teams are considered best practice, but may not fit well with the local policing model of omni-competent dedicated local area teams.

The **Strategic Policing Requirement** is the national requirement for PCCs and police forces to provide resources towards dealing with national policing issues, as required. This covers such areas as terrorism, large scale cyber-attacks, and public disorder. The force reported that it was well placed to respond to national issues, although Brexit posed a risk that there may be increased demands for public order units to be deployed along the South Coast and Northern Ireland.

The revised **ICT strategy** was presented which included a delivery plan and costings. The long-term aim was to reduce the ICT budget but there were challenges in terms of servicing national projects and regional change programmes.

A paper was presented which showed how the **force digitisation plans** met the national requirements set out by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS). The force has submitted their plans as required and are working towards digitisation. The next step was the work on the Single On-Line Home to provide a better digital interaction for the public.

## RECOMMENDATION

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

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