

SURREY POLICE AND CRIME PANEL

POLICE AND CRIME PLAN 2018-2020 – PROGRESS

5 April 2019

INTRODUCTION

The PCC published a refreshed Police and Crime Plan in May 2018 for the period 2018 to 2020. This built on the previous plan issued in 2016. The refresh was informed by emerging crime trends, consultation, scrutiny of current force performance and meetings and visits with Surrey Police, public and partners.

The six objectives set out in the 2018-2020 plan are as follows:

- Tackling crime and keeping people safe
- Building confident communities
- Supporting victims
- Preventing harm
- Making every pound count
- A Force fit for the future

The plan is available on the website of the Office of the Police and Crime Commissioner (OPCC) or in paper copy on request. This report provides an update on how the plan has been met to date.

1.1 Tackling Crime and Keeping People Safe

The headline actions to achieve this priority are set out in the plan as follows:

- Combatting the threat of terrorism
- Preventing and solving crimes that cause most harm
- Serious and Organised Crime
- Problem solving
- Maintaining a local policing presence
- Dealing with crime and anti-social behaviour
- Contacting the police
- Roads policing

The PCC received an update on **counter terrorism** plans at his recent performance meeting with the Chief Constable. The terrorism threat remains at 'Severe' in Surrey, as in the rest of the country. The Community Safety Board has received regular updates on progress against a new national toolkit for Prevent. A full in depth review of the Prevent Strategy will be received at the June Board. The PCC receives a quarterly update from the regional Counter Terrorism lead.

Surrey had an incident on 16 March in Stanwell which is thought to be terrorism related. Police responded promptly and efficiently and an arrest was made. The PCC visited the scene and is satisfied that Surrey Police have been proactive in reassuring communities. The PCC attended a Prayer and Peace Vigil on 23rd March at the Shah Jahan Mosque in Woking and has spoken on BBC Surrey to provide further reassurance.

As Chair of the Community Safety Board (CSB), the PCC hosted a **Serious Violence** Seminar on 21st March at HG Wells for senior stakeholders to agree principles for a strategic collaborative approach to problem solving in Surrey. The PCC has asked the Chair of the Serious and Organised Crime Partnership Board to explore an overarching Serious Violence and Organised Crime Strategy with chapters covering the major threats including: drug related harm (County lines), Modern Slavery and People Trafficking, Fraud and Cyber Enabled Crime and Child Exploitation.

There have been some changes to the command structure within **Neighbourhood Policing** to better reflect demands. The Neighbourhood Inspector role has been retitled to Borough Commander and the duty Inspector now has line management of Area Policing Teams to free borough commanders up to look strategically at borough wide issues. Borough guides are being produced to give a complete overview of the locality (both internal and public facing) which will assist those leading on boroughs and districts with any future handovers. The Force aspiration is to continue to move to a more problem solving policing approach with a training package currently rolling out.

In terms of **contact with the police**, Surrey Police has implemented the new Single Online Home hub, providing a more consistent public website for policing in England and Wales. Social media presence continues to grow in Surrey Police and online reports of crime continue to increase. There is a stable and good level of performance for both 999 and 101 call answering – 999 calls being answered within a few seconds and the average time for answering 101 calls at just over a minute. Surrey Police are now seen as one of the leaders in for call handling nationally and have recently been part of developing a good practice guidance for police forces.

1.2 Building Confident Communities

The headline actions to achieve this priority are set out in the plan as follows:

- Engagement with Surrey Police
- Encourage communities to get involved
- Working with all of Surrey's diverse communities
- Children and young people
- Partnership problem solving

As the panel is aware, the PCC and Chief Constable are currently undertaking a full **community engagement programme** with Surrey residents with regard to additional resources to be made available from the police council tax precept rise. An event will be held in every borough and district in Surrey. In addition, video of the presentations will be made available on social media to view for those who couldn't attend the

meeting and there will be an online meeting for those who wish to contribute but can't attend in person.

The council tax survey for 2019 also had high levels of engagement, with 5,800 responses – more than twice the levels of previous years.

In terms of keeping **children and young people safe**, the PCC has given his backing to an NSPCC (National Society for the Prevention of Cruelty to Children) service which teaches children how to stay safe from abuse. The PCC voiced his support after he saw the charity deliver its free *Speak out Stay safe* service to Key Stage 1 pupils at a school in Godalming. Four to seven year olds were taught about the different forms of abuse and who they can turn to for help, such as a trusted adult or the NSPCC's Childline service. The PCC urged other schools in the Surrey area that haven't done so already to sign up for a free visit so we can all work towards keeping children across the county safe from abuse.

The OPCC works with a range of **diverse communities**. The PCC continues to work with police, partners, communities and traveller groups to develop policies for when unauthorised encampments occur in Surrey. He has publically welcomed government proposals announced in February to give police forces further powers in dealing with unauthorised encampments. The PCC attended a meeting in March hosted by the Chancellor of the Exchequer for council leaders, Chief Executives and MPs to discuss unauthorised encampments in Surrey. Commitment was made to accelerate work towards establishing a transit site or temporary transit site in Surrey in advance of summer 2019.

Stop Hate UK has been commissioned by Surrey Police to provide a third party reporting/support service for victims of hate crime and the OPCC has funded the Stop Hate UK reporting App to complement this service.

A Cyber Security event for Institute of Directors was delivered successfully on 8 November, with good levels of engagement from those who attended with the South East Regional Organised Crime Unit (SEROCU) officers sharing their specialist knowledge. Information is shared for publication through their website and there is potential for further engagement.

The Office of the PCC continues to work with a wider range of **partners to jointly solve problems** in Surrey. In particular, the office has been working with Surrey County Council on their new Children and Young People strategy. The PCC has also met with the new leader of Surrey County Council to discuss joint working around issues such as fly-tipping.

1.3 Supporting Victims

The headline actions to achieve this priority are set out in the plan as follows:

- Supporting victims of crime and anti-social behaviour
- Providing specialist services
- Ensuring value for money and collaboration

- Supporting victims and witnesses through the Criminal Justice System

The OPCC has commissioned a new, fully integrated Surrey Police **Victim and Witness Unit** which launched on 1st April 2019. It offers seamless support to victims and witnesses from point of report, through the CJ process and beyond as necessary, signposting to specialist support providers as and when needed. A brand new website is ready to launch and OPCC and Surrey Police are now working through the final stages of implementation.

With Assistant Commissioner Jane Anderson leaving the OPCC at the end of March, officers have taken over her victim work where possible. Officers have attended 3 rape victim groups over the last year and reported back to the sexual offences board findings which have been taken on board positively.

A paper was submitted to the Community Safety Board (CSB) in March highlighting the current funding challenge for **Surrey Domestic Abuse (DA) Services**. This follows a proposal from CSB Chairs to main funders and District and Borough councils to seek additional funds, which have only been partially secured. A multi-agency DA Deliberation Event held on 8th February is helping to drive collaborative work to reimagine Surrey's approach to domestic abuse, including the commissioning of the support needed for survivors and their children. The DA Strategy 2018-23 was the foundation of the multi-agency DA Deliberation Event commissioned by SCC and OPCC involvement in this collaborative work will continue.

1.4 Preventing Harm

The headline actions to achieve this priority are set out in the plan as follows:

- Identifying vulnerable people and reducing harm
- Supporting those with mental health needs
- Help for those with multiple needs
- Missing people
- Reducing reoffending

A new Surrey Search & Rescue (Surrey SAR) vehicle which will help provide crucial help in finding **vulnerable missing people** was unveiled in January thanks to funding from the Police and Crime Commissioner's Office. The Incident Command Unit has a range of on-board equipment including computers, a mobile communications mast and a live drone feed for video capabilities from the air.

The OPCC co-chairs the **Domestic Homicide Review (DHR)** Oversight Group alongside a Safeguarding Adults representative. The chairs will present to the Domestic Abuse Management Board (DAMB) in May 2019, making a number of recommendations for effective running and oversight of DHRs in Surrey.

A collaborative police and health service mobile response unit called the Joint Response Unit is now operational, responding to emergency incidents involving people in **Mental Health crisis**. The team consists of one paramedic practitioner and

one police officer. The PCC has been to visit the unit and see how they are assisting people in crisis.

The OPCC has led two successful bids for central government funding for posts to support the **Making Every Adult Matter** (MEAM) approach. The first was a successful bid for Ministry of Housing, Communities and Local Government (MHCLG) funding for a street homeless navigator. The second was a successful bid for Ministry of Justice (MOJ) funding for navigators for female offenders going through Checkpoint – a programme aimed at reducing reoffending. In addition, the OPCC is co-commissioning Transform Housing project for ex-offenders.

1.5 Making Every Pound Count

The headline actions to achieve this priority are set out in the plan as follows:

- Preserving the front-line
- Eliminate waste and inefficiency
- Collaboration
- Funding
- Effective and efficient Criminal Justice System

As part of the precept consultation 2019/20, the PCC announced that he will be asking Surrey Police undertake a full **efficiency review** for all expenditure – large and small. Surrey Police are carrying out this review through a Zero Based Budgeting exercise and setting up an environmental board to look at reducing energy costs and waste.

Surrey Police monthly **financial reports**, the Medium Term plan and savings plans are regularly reviewed by the PCC and his Chief Finance Officer.

A South East Regional Integrated Policing (SERIP) delivery plan is in place which maps out those areas to be given priority for **regional collaboration** in the coming year. A formal collaboration agreement between the four forces has been signed and discussions have been ongoing between PCCs and Police & Crime Panels around ensuring they are sighted on this work.

The OPCC is increasingly working with partners across the **Criminal Justice System**, such as prisons and probation. The PCC remains chair of the Local Criminal Justice Board, overseeing criminal justice performance and efficiency.

1.6 A Force Fit for the Future

The headline actions to achieve this priority are set out in the plan as follows:

- Estates strategy
- Technology
- Being an attractive employer
- Ability to meet future demands

The **Estates Strategy** for Surrey Police is a large, on-going and long-term project. A preferred estates model has been developed and the preferred location for a new

Headquarters has been identified as in the Dorking to Leatherhead corridor. Surrey Police continues to search for a suitable site and the PCC has appointed independent advisors to assist with the scrutiny of the plans.

The PCC has received more detailed information around the costed **ICT strategy** at recent performance meetings. In respect of ERP (the new Enterprise Resource Planning system to be known as 'Equip'), Grant Thornton are providing an assurance function to the PCC.

With regard to the **workforce**, the PCC has received reports which show Surrey Police's progress against their challenging aspirations for a more representative work force. In terms of showing support for police officers and staff, the PCC put a video out via twitter showing him wearing a spit and bite guard and explaining his view of why they were necessary when officers were at risk for being spat at or being bitten. This was received very positively with 100s of 'likes' and around 50,000 views.

A series of events have been held for officers and staff by Surrey Police entitled *Investing in You*, which have focussed on **personal development and wellbeing**. The OPCC continues to attend the Surrey Police health and wellbeing board for oversight and this has been a focus for HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services) scrutiny, with the force able to report positive progress.

A key role of the PCC is to **recruit the Chief Constable**. Following the departure of Chief Constable Ephgrave, the PCC has been running a process to select a Chief Constable to lead Surrey Police into the future. This is a separate item on the panel's agenda.

Through involvement with national bodies such as the Association of Police and Crime Commissioners (APCC), National Police Chiefs' Council (NPCC) and the Association of Police and Crime Chief Executives (APACE), the OPCC ensures Surrey is playing its part in the **national agenda**.

1.7 Other Commitments in the Plan

In addition to the six priorities, a number of over-arching commitments are made within the plan by the PCC: accountability; partnership; finance; equalities and diversity; and the Strategic Policing Requirement.

The PCC continues to hold his regular **scrutiny** meeting with the Chief Constable. Every other meeting is held in public and every other meeting is a private meeting to allow more technical and in-depth scrutiny.

The PCC meets quarterly with the Force's Professional Standards Department (PSD) to ensure it handles **complaints** and allegations correctly. He also monitors the complaints received by his Office and challenges the Chief on points that arise.

In terms of **partnership**, the OPCC attends the Independent Advisory Group (IAG) and also Stopwatch, Gypsy Romany Traveller (GRT) Working Group and Taser

Scrutiny Group meetings that examine how Surrey Police uses its powers when engaging with members of BME communities.

Lisa Herrington in the OPCC is the Chair of the **Surrey Police Women's Network**, which celebrates its first anniversary this March. The Network has created a mechanism for women in policing to inspire and support one another, as well as helping to inform and shape change where it's needed to increase female officer and staff recruitment, retention and progression.

The PCC leads national for the Association of Police and Crime Commissioners (APCC) on **Equality, Diversity and Human Rights** (EDHR) issues. The OPCC is well represented on most networks set up by the Association of Police and Crime Commissioner Chief Executive group.

1.8 Performance Measures

There are no specific measures set out in the plan. Performance against the plan is monitored in detail at the PCC's performance meetings and webcasts for every other meeting. The Force Performance Board also measures progress every month. For continuity, attached is the scorecard used for the last two years to measure the plan. At the request of the panel, police recorded crime data has also been included.

RECOMMENDATION:

That the Police and Crime Panel notes the progress made against the Police and Crime Plan 2018-2020.

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Appendix A: Police and Crime Plan Performance Measures

Measures (2016-2020 plan)	Baseline 2015/16	2016/17	2017/18	Latest 2018/19
% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area ¹	78.7%	75.9%	77.1%	72.0% (to Dec 2018)
Positive Outcome Rate ² for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	26.5%	24.5%	19.5%	17.7% (to Jan 2019)
HMIC grade for protecting vulnerable people	Inadequate	Good	Good	Expected August 2019
% of victims of crime surveyed ³ satisfied with police service	81.0%	80.8%	79.4%	78.8% (to Dec 2018)
Average time taken to answer 101 call ⁴	Not available	Not available	1 min 51 secs	1 min 07 secs (to Jan 2019)
% people who feel confident in neighbourhood police ¹	91.2%	89.0%	89.6%	87.8% (to Dec 2018)
% residents who say they feel safe walking alone after dark ¹	87.9%	86.9%	84.9%	85.3% (to Dec 2018)
% of force budget spent on front-line policing ⁵	71%	69.8% (VFM Profile 2016)	69.9% (VFM Profile 2017)	67.5% (VFM Profile 2018)
For counter terrorism plans in place and updated to satisfaction of PCC	Not applicable	PCC content with plans in place	PCC content with plans in place	PCC currently content with plans in place – although still kept under review

¹ Source: Surrey's Joint Neighbourhood Survey

² A positive outcome is where a crime has resulted in a: charge/ summons, caution/ reprimand a penalty notice, warning, a community resolution of been taken into consideration at court. The rate is the number of positive outcomes in a period as a percentage of crimes recorded in that period (not necessarily relating to the same crimes).

³ This is a defined group of victims (victims of non-domestic violent crime and burglary) as not all crime types are suitable for surveying. Until April 2017 victims of vehicle crime were also included.

⁴ Time to answer = time taken for a contact centre operator to speak to the caller. Changed from previous 60 second target to give a better overall measure of performance

⁵ Source- HMIC annual value for money statement. Front-line includes visible (patrol, response etc.) and non-visible (call-handling, public protection investigators etc.). Consideration is being given to whether there is a better indicator for this measure.

Appendix B: Crime Measures Requested by the Panel

Levels of Crime	Apr-Feb 2017/8	Apr-Feb 2018/19	Change	% change
Serious Sexual	1520	1744	224	14.7%
Robbery	328	448	120	36.6%
Domestic burglary	4608	1411	-464	-10.1%
Vehicle crime	4586	5100	514	11.2%
Violence with injury	6563	6728	165	2.5%
Total notifiable offences ⁶	66863	69964	3101	4.6%

Positive Outcomes	Apr-Feb 2017/8	Apr-Feb 2018/19	Change	2017/18 % Outcome rate*	2018/19 % Outcome rate*
Serious Sexual	199	91	-108	13.1%	5.2% ⁷
Robbery	42	44	2	12.8%	9.8%
Domestic burglary	275	262	-13	6.0%	6.3%
Vehicle crime	122	109	-13	2.7%	2.1%
Violence with injury	1649	1504	-145	25.1%	22.4%
Total notifiable offences	10490	10386	104	15.7%	14.8%

⁶ NB this is not a summary of the crimes detailed above but is the total of all offences required to be notified to the Home Office.

⁷ There is still a delay in cases due to increased disclosure requirements.

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