

SURREY POLICE AND CRIME PANEL

FEEDBACK ON PERFORMANCE MEETINGS

5 April 2019

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, three Performance Meetings have been held – November 2018, January 2019 and February 2019.

21 November 2018 – Webcast Meeting

Agenda items were:

- Performance Report
- Roads Policing
- Joint Enforcement Teams
- Workforce and Wellbeing
- Crime Data Integrity
- Financial Outlook
- Treasury Management
- Budget and Finance update

Under the **Performance Report**, the Chief Constable advised that overall levels of total recorded crime seem to be levelling off. Positive outcomes were broadly stable. The PCC asked if body worn video was having a positive effect on outcomes. The Chief Constable confirmed that there are a number of benefits of body worn video including providing extra evidence as well as reassurance to the public around stop and search and the use of force. However, they have not formally started any work to assess the effect that it is having on the crime statistics. The PCC asked for a future report on Body Worn Video.

The positive outcome rate for **rape and sexual offences** was seeing a reduction. This is a result of issues with disclosure and reflects a national trend. An action plan was in place.

The Chief Constable explained that there have been increases in both commercial **robbery** and personal robbery and that they are dealing with commercial robbery on a force-wide basis whilst personal robbery is being dealt with on a division by division basis. The majority of personal robbery offences such as theft of mobile phones or cash are opportunistic and whilst rises appear to be high in percentage terms, they are in fact low in numbers.

The PCC asked about the increase in **vehicle crime**. The Chief Constable said that the South East was seeing a rise about the same as the national increase. The force were looking at hotspot areas and local action plans and patrols were in place although it wasn't always possible to focus on this area of business given other demands. The Deputy Chief Constable advised that part of the issue appears to be valuable items being left on display and the public can assist with preventing this by removing valuable items. Additionally, in relation to the theft of high value vehicles where the offenders are now able to intercept signals that the keys send to vehicles, this is preventable by using insulating bags that block the signal from a remote key.

There had been a dip in the Joint Neighbourhood Survey results for local confidence that police deal with **crime and anti-social behaviour issues** (ASB). The PCC and Chief Constable agreed that it is likely this dip was caused by unauthorised encampments but that Surrey still has the highest level of confidence in the country and hopefully these results will reverse over the winter period and into the New Year. Confidence nationally has declined and Surrey are following that trend.

In terms of **call handling** the Chief Constable also commented that 101 waiting times were consistent and within the expected range. The PCC said that he was now receiving no complaints on 101 waiting times and asked for his thanks to be passed onto the Contact Centre. The Deputy Chief Constable provided details of the Single Online Home and advised that a live test version had recently launched. He explained that this an effective way of making a report online and it had received positive feedback.

A report was presented on **Roads Policing**. The Chief Constable reported that the digital upgrade to road safety cameras was going well. Community Speedwatch was discussed and the Chief Constable said he was very supportive of the scheme. There are 70 active groups in Surrey with over 600 volunteers and over 12,000 letters had been sent out. The scheme is currently administered by one individual and as such they are hoping to put more resources into the administration of the scheme to improve its resilience. The force are looking at how the Single Online Home can be used to receive reports of allegations of bad driving and whether it can receive dash-cam footage. The initiative Stay Drive Stay Alive continues to be well attended and he is pleased that it is going strong in Surrey.

The Chief Constable explained that **Joint Enforcement Teams** (JETs) are local-authority led multiagency enforcement teams who deal with local issues that are low level but aggravating. There are a number of teams across the borough and districts with powers delegated by the Chief Constable although not every borough has a JET team. The Chief Constable and PCC are both very supportive of the principle of JET teams.

PCC remarked that the law is complicated when it comes to on-street parking as to who has powers and what they are. He would like to give this greater priority because careless and obstructive pavement parking is particularly an issue although he is aware there is no easy solution. The PCC advised that he will be talking to the Highways authority and approaching the government in relation to a change in the law around delegation of powers and whilst he does not want to raise expectations, it is felt we can do better.

A **workforce and wellbeing** report was presented. In terms of staff representation the paper set out the ethnicity aspirations for the year and beyond. In most cases these aspirations are not yet being met, but the force is putting a lot of energy and effort into trying to reach out to diverse communities. There has been progress within the positive action team who are doing more outreach work into local communities. The force also has an award winning mentoring scheme for BME employees. Furthermore they have done some action learning sets with under-represented colleagues to encourage them to achieve their full potential. The force also has an Employee Opinion Survey which is accredited by Durham University with the key themes being fairness, pride and learning as well as linking with the public and the '100 little things' programme. The unplanned leaver rate has been reduced and is currently 4% for police and 10% for police staff.

The HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services) had recently published their report on **Crime Data Integrity** for Surrey Police. The Chief Constable explained that this is about the accuracy with which allegations are recorded in line with Home Office counting rules (HOCR). There are 4 scores for the inspection which are inadequate, requires improvement, good and outstanding. Surrey was inspected recently and is currently rated as

good with 93% of crimes recorded accurately. There were also some technical areas highlighted for improvement.

The force's Director of Finance presented the **financial outlook** for Surrey Police. This included budget pressures such as police pensions, the savings plan, government grant assumptions and a current budget overspend. The PCC had written to Surrey MPs about the pension issue. The Director of Finance reported that there were plans in place to bring the over-spend back into balance. The PCC approved the Treasury Management plans. The PCC advised he will be putting forward his recommendations for the police precept and he does not want to raise the tax burden on residents unnecessarily but would like to make sure we have an effective police force.

14 January 2019 – Private Meeting

This private meeting was mainly focussed around a custody theme. A member of staff from ICVA (the national Independent Custody Visitor Association) and the OPCC Custody Visitor Scheme Manager attended to provide specialist assistance with scrutiny. Other agenda items were:

- Finance Report
- Performance Report
- Custody Performance
- Use of Force
- Fair Treatment in Custody
- Children in Custody
- Independent Custody Visitor Scheme

The Director of Finance introduced the finance paper and explained that in previous reports the forecast was for a £2.3m overspend in the revenue budget. The budget has since been reviewed, in particular the ICT spend, and the current forecast is for a £0.5m overspend. The PCC was pleased that his clear direction to bring the over spend down had been followed. Accuracy and confidence in finance data was improving and would improve further with the introduction of the new software. An under spend was reported in the capital budget and a workshop was planned to provide guidance on practises for capital spend.

The force **performance scorecard** was presented. The Chief Constable highlighted that there was a slight increase in unplanned leave. This would be monitored and any trends reported back. The PCC questioned whether it was related to stress, work life balance and the cost of travel. The Chief Constable agreed these areas could be factors. A new environmental measure was now in place as part of the drive for efficiency by reducing energy.

The drop in confidence had continued and the Chief Constable concluded that there might be a link between the drop and the issues the Force faced over the

summer with unauthorised encampments as well as environmental factors such as general untidiness and fly-tipping.

The PCC asked about the “screening out of crimes” and how the Force compares nationally. The Chief Constable confirmed that roughly 20% are not taken forward to investigation in Surrey. Nationally, the figures are not reported on but an action was taken to see how Surrey compares against its most similar forces.

The CC gave an overview of **custody performance** in Surrey highlighting that in line with the national trend there has been a decline in the number of people arrested and held in custody. He explained there are three reasons for this downward trend: the Code G test (i.e. the arrest necessity test applied by officers), the use of voluntary attendance and officers using informal resolutions on the street. The CC explained that this year there had been a rise in the number of times custody was closed. This was predominately down to the refurbishment of Staines Custody which meant using Woking which is smaller.

Independent Custody Visitors (ICVs) were reporting that if they discover issues, the custody officers are stepping in quickly. Overall, custody is well run and efficient. Regular dip check of the booking-in process confirmed this.

The Chief Constable talked through the **Use of Force** paper and the data. He highlighted that the most common report was the use of physical restraint. Physical restraint is predominantly used to protect the detainee themselves. There is a Use of Force Board to dip check the incidents to ensure legitimacy. The use of spit hoods was also discussed and the Chief Constable confirmed that they are only used in extreme circumstances and for officer safety. The PCC asked for a further breakdown of use of force data in custody.

In terms of **fair treatment** in custody the Chief Constable explained there are strict codes of practice which facilitate a culture of health and wellbeing in custody. He said there had been huge improvements particularly around mental health. However, there are still practical gaps and a lack of beds available for those who need mental health treatment in one area.

There has been a downtrend in the number of **children and young people in custody** with a 9% drop. There is a national protocol on secure accommodation, however there have been occasions when there have been no beds or it is not practical for the child to be moved (i.e. it being early in the morning and the child is in court first thing). This area continued to be monitored.

The ICV scheme manager gave an overview of the **Independent Custody Visitor (ICV) Scheme report**. She informed the group there are currently 43 volunteers. The challenge continues to be ensuring that the volunteers reflect the community and work in this area is ongoing. ICVs have checked on 710 in the past year detainees, either by speaking to them or if they are unable to see

the ICVs (i.e. they are asleep), through their custody record. A large project for this year has been centred around female dignity and the provision of adequate menstrual products and Surrey has lead the work and developed new packs for custody. The next steps for the Surrey ICV scheme was to look at anti-rip clothing, to continue to develop a scheme reflective of the community and to pursue the national ICV quality framework.

27 February – Webcast Meeting

Agenda items were:

- 2019/2020 Budget Plans
- Public Performance Report
- Unauthorised Encampments
- Rural Crime Strategy
- Finance Report
- Brexit Implications – Part two

The Temporary Chief Constable presented the initial **budget plans for 2019/2020**. This included the revenue plan, including precept uplift and the capital plan. The T/Chief Constable confirmed that the 100 extra posts would all be front-line, but were likely to be a mixture of warranted police officers, PCSOs and operational staff. Investment was needed in the areas of high harm, where there have been large increases in reporting in the last 6 years, preventative activity, problem solving and tackling serious and organised crime. Plans would be discussed with communities at the upcoming community engagement events.

The T/Chief Constable confirmed that the force had started to carry out a **detailed efficiency review**, as required by the PCC. The PCC asked for the detailed 5 to 10 year workforce plan to come back to a future meeting.

Under the **performance report** the T/Chief Constable reported a continued and gradual increase in reported crime. Numbers of positive outcomes remained broadly stable, with the positive outcome rate tailing off. The positive outcome rate for high harm crime was also reducing. Actions were being put in place to address this, including more detectives and embedded working within the Criminal Justice System.

Satisfaction from residents surveyed with regard to police dealing with crime and anti-social behaviour showed a drop. Measures were being put in place to try and address this. The PCC commented that he had noticed more optimism recently from officers and communities.

Body Worn Video (BWV) was discussed and the T/Chief Constable reported that BWV was having a positive effect on guilty pleas at court as it gave victims

confidence to report and was beneficial in reducing unfounded complaints. Call handling was continuing to show good and steady performance.

A report was presented on the policing of **Unauthorised Encampments (UEs)**. Elmbridge had been the most affected borough in Surrey. Surrey overall had more encampments than Sussex, where a transit site was in place. The T/Chief Constable explained that not all UEs cause trouble – many get on well with local communities. But police aim to deal firmly with those that do cause trouble. Many are not illegal and don't require police intervention. A plan has been developed for any UEs in 2019. A better national intelligence effort is needed around UEs.

The T/Chief Constable reported that extra resources had been put into **rural crime**. CountryWatch was being refreshed, although there had been delays. The In the Know system has a section for signing up for updates on rural crime.

In terms of **finances**, the Director of Finance for Surrey Police confirmed that the previously reported overspend was now under control and gave assurances that there would be a balanced budget by the end of the financial year. More work was required in the area of capital spend to bring projects in on time.

A part two item on **Brexit plans** was discussed, with the force outlining what contingency planning was being carried out.

RECOMMENDATION

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

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