

**SURREY POLICE AND CRIME PANEL****FEEDBACK ON PERFORMANCE MEETINGS****18<sup>th</sup> September 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, and other senior officers, 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 Meetings have been held – June and August 2019.

***24 June 2019 – Private Meeting***

Agenda items were:

- Performance Scorecard
- File Quality and Timeliness
- EHDR Strategy and Representation
- Civil Claims and Employment Tribunals
- Stalking and Harassment
- Communications Department
- Value for Money Profiles
- Capital Programme

The Chief Constable (CC) updated on PCC the Force **Performance Scorecard**. He reported positive progress with regard to detective numbers, which has been assisted by a successful recruitment campaign and transferees from other forces. However, on the overall police officer and police staff numbers the unplanned leaver rate had gone up. This was partly affected by officers moving back to their home area as other forces have started to recruit and a successful recruitment campaign by the Metropolitan Police for surveillance and firearms officers. The CC confirmed the force, as well as recruiting new people, need to do as much as they can from a retention point and that they need to keep an eye on the figures.

Positive news was also reported for repeat vulnerable missing people which had started to reduce after 2 years of increasing. The CC confirmed they have been driving up the level of problem solving activity around repeat locations and individuals themselves. There is now a lot more strategic planning with other agencies which has helped to bring this figure down.

Levels of Victim Contact compliance (a measure of a set of standards of contact with victims) had reduced for a number of force departments. The PCC asked why this was and the Chief Constable said that there was a dip sampling process in place and the force was aiming to improve levels of compliance.

Volume of Positive Outcomes remains a concern and the CC spoke with regard to the challenge in Surrey and national in getting cases to the CPS and successfully through courts.

Under the report on **File Quality**, the Deputy Chief Constable (DCC) advised that the force has a dedicated Rape and Serious Sexual Offences (RASSO) Liaison officer in post embedded within the Crown Prosecution Service (CPS) which is now funded permanently. The force has seen some benefits and it is recognised as a national improved initiative. The force is starting to make improvements both in quality and timeliness including good local liaison with CPS.

The DCC stated the force had missed the Black and Minority Ethnic Group representation target of 9% by approximately 4.5%. There is an Equality, Diversity and Human Rights (**EDHR**) strategy in place and force have recruited fully into the positive action team which links to things around engagement with colleges, universities and other outreach opportunities to encourage more representative workforce.

A report outlined the process involved in **Civil Claims in Employment Tribunals**. The PCC had asked to be assured a full and proper process was in place. The PCC was reassured but asked to see numbers and trends.

The CC reported that **Stalking and Harassment** were areas that the force continues to work on and raise awareness. The DCC advised that from his prospective there is nothing in the report that causes the force alarm. PCC noted there were no numbers in the report and asked if it is a volume problem. The

DCC confirmed it is not a huge volume but they have varying degrees of compliance in crime data integrity. It was noted that there is not much in the report for a support service that is not domestic related and this would be something that needs to be investigated further. An action was taken away for the vulnerability board to discuss support services available for victims of stalking and harassment.

A report was providing detailing the work of the Corporate **Communications Department**, including details on future plans around community engagement and greater use of technology. The DCC reported that the comms department is working a lot closer with Sussex colleagues and that Surrey had the lead responsibility for communications during a recent joint operation. Additionally, the department are engaging more at local level on various platforms, including social media, In the Know and printed media.

Every year Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) produce **Value for Money profiles** for police forces. The profiles compare spending across different categories, staffing and crime levels. The PCC asked questions around spend on local policing and high levels of long-term sickness absence. The CC responded that not all forces defined staff involved in local policing in the same way and that he wasn't aware of a big problem with long term sickness. The PCC asked for longer term trends to be included the next time the profiles were considered.

The **Capital Program** was discussed with the PCC commenting that the force appear to be getting this under control but there is still a way to go. The force confirmed that they have invested in a new finance tool called Host Analytics which will help with better financial forecasting and that this is going in the right direction.

#### ***14 August 2019 – Webcast Meeting***

Agenda items were:

- Performance Scorecard
- Child Rape Offences
- POCA and other asset seizures
- Rural Crime Strategy
- Neighbourhood Policing
- Finance Report
- Emergency Services Collaboration

The August meeting was a webcast meeting and aimed to focus on areas of public interest. Before the agenda discussions began, the PCC asked the Chief Constable to comment on the BBC report into county lines and drugs in rural areas, which had included reference to increases in drug arrests in Westhumble. The Chief Constable updated that he had looked into the data and found that the

data in question related to a beauty spot car park near, but not in, Westhumble and that the arrests were the result of a proactive policing operation to target people who drove to the spot to take cannabis.

The Chief Constable introduced the **performance scorecard** by saying that Surrey remained a safe county with low and stable levels of recorded crime. Investigation was still a challenge for Surrey and the positive outcome rate was not where the Chief Constable wanted it to be. Positive outcomes are a top priority for the force and an action plan is in place. Problems in achieving an improvement include a national shortage of detectives, disclosure of personal devices slowing investigations down and ensuring good quality case files.

Call handling and deployment performance remains strong and is showing slight improvements. Calls for demand in relation to missing people has fallen but demand to support people in mental health crisis remains high. However, there is good joint working in place with the ambulance service and police officers are now spending less time in Accident and Emergency.

Performance in investigating **child rape offences** has shown a marked change from a few years ago. Successful outcome rates were around 20% but are now under 4%. Volume is one issue with increased reporting, including reporting of historical offences. Historical cases in particular can be lengthy investigations with evidential difficulties. To improve in this area the force had invested in 60 specialist detective constables, police staff to support victims and forensic specialist. The Chief Constable was confident that the force gave a good level of victim care and encouraged victims to still come forward. With extra resources and tackling the backlog caused due to disclosure issues performance should improve.

The **Proceeds of Crime Act (POCA) 2002** gave the police the ability to seize the assets of criminals. The force then receives back 50% of all cash forfeitures and 18/75% of confiscation orders fulfilled, the rest going to central government and courts. Most of the funds received are used to pay for financial investigators to generate more POCA funding. Any funds left are then subject to a bid process, with recent monies being used to fund projects such as tackling county lines and issuing scam and fraud advice leaflets.

The PCC welcomed a good report on the **rural crime strategy** which he felt reflected well the local feedback he received on improvements to rural policing. The Chief Constable spoke about the new preventative mounted police rural unit which is used for community engagement and had been received positively. He also reported that quad bikes and trail bikes which had previously reduced in use were now back in action. The PCC asked that the force publicised the improvements to rural communities.

The Chief Constable introduced the report on **neighbourhood policing**. He is the national lead for neighbourhood policing and wants Surrey to be at the forefront. The force had been improving its approach to problem solving with increased training and a new Chief Inspector responsible for the area. Community engagement is more active in terms of events and online engagement. The force was engagement with Neighbourhood Watch more and the In the Know system was growing in subscribers.

The latest **finance report** was discussed, including updates on new officer posts, overtime and the capital budget. The force has filled the 25 posts that were due to be lost if the precept rise hadn't happened. The new posts were being recruited to but will take a while to get them all in place so in the meantime PCSO recruitment was helping to bridge the gap and provide front-line resources. The capital budget was not being spent to plan and the PCC asked that the force makes better use of its capital and utilises over-programming as a tool.

The Chief Constable update on progress being made in **collaborating with other local emergency services**. Surrey Police and the ambulance service are now providing a joint response unit. The Chief Constable has also discussed opportunities for more preventative work and collaboration on estates with the Fire Service. The PCC also pointed out that Fire Stations are now taking hate crime reports. The PCC asked whether there was proper strategic oversight. The Chief Constable said he was looking at better local governance.

## RECOMMENDATION

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

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