

SURREY POLICE AND CRIME PANEL**FEEDBACK ON PERFORMANCE MEETINGS****27th November 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 – September and November 2019.

25 September 2019 – Private Meeting

Agenda items were:

- Performance Scorecard
- Discussion on Future Workforce Plans
- Fleet Operations
- Positive Outcome Rates for High Harm Offences
- Finance Report
- Unauthorised Encampments
- Youth Offending

The Chief Constable (CC) updated on PCC the Force **Performance Scorecard** with little change being seen since the last update. Detective numbers against

target were low due to the increase from the precept uplift. Actions were being taken to close the gap including fast track processes and key worker benefits.

Confidence levels had fallen slightly and this was felt to be influenced by unauthorised encampment activity. 101 call performance was good over the summer period, usually a time of stretch for the force with increased demand and staff annual leave.

Repeat vulnerable missing people were showing a drop in numbers due to hard work carried out in this area with partners and care homes. This has been a success in reducing vulnerability and levels of demand.

The CC gave an update on **workforce planning**. He highlighted a national risk around assessment centre places for potential recruits and training although Surrey Police have already secured additional places for training. Concern around maintaining the Special Constabulary levels was also raised and it was explained the force were able to train 96 Specials over the next year. The force has the enabling factors and equipment to train officers and maintain capacity. The PCC noted the work in progress and stated he was keen to have a plan in place by November with a paper covering risks and options and answering the question "how big should Surrey Police be".

A report was presented on current **Fleet Operations**. The PCC asked whether the force made sure vehicles were being fully utilised and was told that monitoring was in place and vehicle provision is reviewed if usage is found to be low. The PCC asked that the force ensure that fleet is used efficiently and ideally look to reduce the cost of fleet.

The **Strategic Policing Requirement** is nationally set and requires that Chief Constables and PCCs provide force resources, capacity and capability to deal with national threats such as national cybercrime, terrorism, civil disorder and emergencies and child exploitation. The PCC asks for regular updates from the force as to how it is meeting its requirements. There was a HMIC inspection on Counter Terrorism and Firearms this month and the review had gone quite well, with some areas that require work. The Operations Command, which provides resource for much of this area of work, was discussed and the PCC requested a more in-depth briefing.

Positive Outcome Rates for Rape and Sexual Offences were discussed, in particular focusing on outcomes where there was a named suspect but the victim declines supporting prosecution. Lengths of investigations had increased which can impact on support from victims. This has lead the force to introducing 3 and 6 monthly reviews. Surrey Police have been the first to trial a new process for obtaining medical statements, which has seen medical statement time reduced from up to 3 months to within 7 days. This has been positive in helping reduce the length of an investigation and is still costing around the same as previously.

The **Finance Report** showed a slight predicted overspend for the year on the revenue budget of £0.4m at month 3 although this has dropped back to a

balance budget in month 4. It was reported that savings plans were on target. There is a future £10m budget gap but to date Surrey Police has managed to deliver a balanced budget. New management accounting software is being brought in for use from Month 6. The PCC asked for a detailed report on the efficiency programme.

The CC reported that there had been less **unauthorised encampments (UEs)** in Surrey during summer 2019. The risk of increasing numbers of UEs next year was mentioned if there are more traveller events. The force said they are dealing with UEs much more efficiently. It was discussed a report will be published in a month's time to Surrey Chief Execs in relation to UEs and a lot of work has been done in this area but that moving forward Transit Camps would be required.

A paper was presented on the recent inspection on **youth offending** and the areas for Surrey Police to consider. Most of the areas for improvement were for partners, with support from Surrey police. An improvement plan is being worked on and there is a new Youth Offending Service Manager. The force are optimistic that change is in hand in this area. There will be a peer review in 6 months.

Under any other business, the PCC and CC discussed climate change and agreed that a statement would be made on the response to the climate change emergency as well as a force plan being put in place. The policing operation and implications in relation to Brexit was also discussed.

6 November 2019 – Webcast Meeting

Agenda items were:

- Performance Scorecard
- Victim and Witness Care Unit
- Domestic Abuse
- Ending Violence Against Women and Girls
- Supporting Older Victims of Crime
- Modern Slavery
- Treasury Management
- Part two discussions on workforce plans

The Chief Constable (CC) introduced the **performance scorecard**. Recorded crime had levelled off and Surrey had the 7th lowest levels in England and Wales. The challenge still remained around positive outcomes, including for High Harm offences, such as domestic violence. For the more serious high harm offences which were investigated by specialist officers, positive outcome rates were high at around 40%. But for other offences positive outcomes were much lower at around 15%. These tended to be investigated by local officers. The force has had 13 operations this year requiring abstractions for officers and this has impacted on investigative capacity. The force also has a new unit aimed at

reducing repeat perpetrators of domestic violence. Short term investigator resources were being brought in and the PCC offered funding from his operational reserves.

Confidence measures were showing signs of improvement. Call handling remained strong. The force is still experience high levels of demand from people in mental health crisis and 40% of all calls received relate to health issues. In the finance section, the force Finance Director updated that revenue spend was on budget and capital spend forecast to be slightly under budget.

A report was provided on the first six months of the **Victim and Witness Care Unit** since victim support had been moved to an in-house Surrey Police service. In the first 6 months 79 thousand referrals had been received by the unit and one to one support had been provided in 359 cases. The unit is now fully staffed and performance has not dropped from the previous service provision. The Temporary Deputy Chief Constable thanked the volunteers in the unit for all of their hard work. A copy of the report has been provided to the panel.

The CC presented a report providing an update on progress against national recommendations for improving the response to **domestic abuse**. The force has moved a lot since 2016 when it was graded inadequate for supporting victims, now being graded as good by the Inspectorate. Activity continues to meet recommendations made, including use of Body Worn Video, investigative structures and partnership working.

The CC provided an update on plans to improve in **Ending Violence Against Women and Girls**, building on work already done. Improvements being made included training with subject matter experts, effective use of powers (e.g. protection orders) and work to reduce rape and sexual offences.

The PCC had asked for an update on **support for older victims of crime** following a recent national thematic inspection report which made recommendations for all forces. The CC updated that the force report provides an update on progress against the recommendations made including needs assessments, analysis, victim support and safeguarding referrals. He reported good progress in all areas. The PCC asked about dementia and the need to take into account this growing problem. The CC said there was a need to ensure teams were aware and made appropriate referrals. He also highlighted specialist training that had been carried out to support those with hearing difficulties.

The Temporary Deputy Chief Constable spoke to a report on **Modern Slavery**. There had been an increased in referrals to the National Referral Mechanism (NRM) in January to June 2019, with 50 referrals compared to 85 for the whole of 2018. Surrey had a relatively high number of cases compared to others due to the large strategic network which has seen drop off points for illegal entrants. Surrey Police is now working with Justice in Care to provide support to victims through a Victim Navigator. The force were also linked into the Clewer initiative – a church based charity which was looking to provide safe houses for victims.

The PCC's Chief Finance Officer presented the statutory Treasury Management Report which showed investment returns for short term cash surpluses. The report was noted.

A part two item discussed workforce plans and operation uplift. A summary of those discussions are in a separate report to the panel.

RECOMMENDATION

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

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