

## SURREY POLICE AND CRIME PANEL

### POLICE AND CRIME PLAN 2018-2020 – PROGRESS

30 June 2020

#### 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. The current plan has been extended to May 2021, see separate report.

#### 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 OPCC has put in a bid for the Home Office's Safer Streets Fund. If successful, this will allow Surrey to be a site for the Home Office funding to research whether physical improvements to a small area (security, lighting, gates etc.) leads to less burglary and other theft. An area in the Spelthorne Borough has been chosen as the bid site.

As previously updated to the panel, extra resources through the Government Uplift programme and local precept increases will be put directly towards front-line activity. Once recruited and trained, police officers will assist in achieving this priority by

increased presence, dealing with crime and improved ability to contact the police. Staff will be quicker to recruit and will also be assisting in front-line duties. In 2020-21 there will be an extra 150 police officers and staff brought in (extra to the establishment, not just recruited).

Reports of crimes of 'High Harm' such as domestic violence, child abuse and sexual abuse, have continued to rise. Positive outcome rates have shown a long-term declining trend over time, as can be seen in the attached performance table. This is a priority for Surrey Police who have a full action plan in place, including work with CPS partners, support for victims and increased detective numbers. But it will take time to address and see improved performance. The positive outcome rate for high harm remains lower than in previous years at 13.3% however, there has been a slight upturn in the first few weeks of 2020/21.

After a few years of decline, local confidence measures have begun to recover. The percentage of people who think that local police deal with crime and anti-social behaviour has risen slightly from 71.6% to 72.2%.

Performance in answering 999 and 101 calls remains strong, at less than 10 seconds on average for 999 calls and between a minute and 90 seconds for 101 calls. This has remained stable throughout the Covid-19 period.

During the lockdown, calls for service have reduced, with 999 calls down 27% and 101 calls down 14%, although with an increase in online contact via *surrey.police.uk*. Online reports of crime have increased 10%, with other online contact forms to the Contact Centre up 66%. The website also introduced a new method to report breaches of Covid-19 restrictions and, by the end of 26<sup>th</sup> April, there have been 3,425 forms sent to the contact centre. Surrey Police has, to date, submitted 332 Fixed Penalty Notices for breaches of Covid-19 measures (280 via MDT and 52 via paper ticket).

Total incidents recorded by Surrey Police are down 7%; mainly due to a reduction of transport related incidents (down 55%) and incidents closed as crime (down 35%). However anti-social behaviour incidents are up 91% with about half of these incidents marked as relating to Covid-19. Incidents closed as "public safety and welfare" are up slightly by 0.6%. This includes incidents closed as "sudden death" which is up 58%. Incidents requiring a priority (grade 1) response are down 23% but grade 2 response incidents are up 19%. Missing person reports are also down 58%.

Recorded crime is down 24% resulting in almost 2,000 fewer crimes recorded during lockdown compared to last year. Most crime categories are showing fewer crimes recorded compared to last year. Robbery, theft and residential burglary all show reductions of over 50%. Vehicle crime and sexual offences are both down more than 40%. Notifiable offences marked as domestic abuse are up 5% (58 offences). The volume of positive outcomes recorded has seen a slight reduction down 8% (95 offences) compared to last year; however with the volume of recorded crime also down this has resulted in the force having a positive outcome rate of 17.2% over lockdown compared to 14.2% last year.

## 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

The PCC ran community engagement events throughout January and February 2020. Although a large number of people contact the OPCC through social media, some people still prefer to meet face to face. Eleven events were held, one in each borough, with an average attendance of 50 people. These events also supplemented by the Council Tax Survey, explaining the proposed level of precept increase and asking people to give their views. Themes from the events include concern over burglary, anti-social behaviour, parking and where extra policing resources will be placed.

To support the bid for the Safer Streets fund, a community meeting was held in March attended by community, police, councillors and partners. This was supplemented by a Facebook survey to the local community.

A number of grants have been provided since the last report to the panel to improve community safety. These have included support for Junior Citizen's projects, funding for a support worker for parents of child victims of county-lines and "fearless" working resources. The fearless project supports young people at risk of crime and the resources provided were playing cards which help enable discussions around subjects such as grooming, county-lines, drugs and knives.

Confidence levels in local police has increased slightly this year to 88.1%.

## 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 Victim and Witness Care Unit for Surrey has been operating now for just over a year. An internal audit is due to take place to monitor performance post-implementation which will cover:

- Success of unit so far
- Full establishment of staff
- Training and inputs from specialist providers
- Recognition of unit in Force and externally
- Number of victims who have used the unit/made contact

- Governance Board meetings

A separate report is provided to the panel on the unit.

A new survey methodology was introduced in April 2019. This uses text messaging to gain real-time feedback from victims. Currently around 61% of victims are satisfied with the overall service they are receiving. This is not comparable with previous surveys which were carried out very differently using telephone surveys several weeks after the crime report. However, the last two months of data have shown an increase in satisfaction levels.

The OPCC continues to commission a wide range of specialist services which is ever expanding. The OPCC is in regular contact with all specialist services to oversee performance with monitoring reports also shared regularly. A list of services available in Surrey can be found on the Victim and Witness Care Unit website <https://victimandwitnesscare.org.uk>.

The PCC has been in discussion with providers with regard to additional funding that may be required during the Covid-19 emergency period and is making funding available from the PCC operational reserve where required. A total of £500,000 has been made available by the OPCC, details of which can be found on the PCC's website. The OPCC has also applied for additional Government funding from the Ministry of Justice to assist service providers. Information on grants awarded under this fund can be found here: <https://funding.surrey-pcc.gov.uk/funding-stats/>.

#### **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

The OPCC funds a number of projects and works with a number of schemes to support those with multiple needs.

The OPCC has funded a Homeless Navigator to assist with finding homes, particularly for those who have been involved with the Criminal Justice System. The homeless navigator has been operating successfully and the York Road Project have sought referrals from sources who are involved in the criminal justice system. The current referrals data show that since June 2019 the navigator has worked with 24 clients in total with a current caseload of 11. Of the total number of clients, 7 have been supported into suitable accommodation and all have been referred to non-accommodation support services.

The OPCC has also been working with the Useful Wood Company (UWC). This project is all about recycling old wood and turning it into useful everyday items. The OPCC have provided funding to this new social enterprise company based in Woking

whose primary purpose is to provide opportunities for people who are marginalised in society. They aim to help people learn new skills and disciplines and ultimately to find gainful employment. The Useful Wood Company will accept referrals from Checkpoint clients (those who have been offered an out-of-court disposal) who could have attendance at UWC added to their Checkpoint contracts.

The West Surrey Joint Referral Unit for people with Mental Health needs is continuing as business as usual being supported by West Surrey Neighbourhood Policing Team (NPT) and specialist officers. An end of year report is being produced jointly by SECamb and West Surrey NPT which will be delivered to the OPCC in the next financial year. The project is currently being piloted in Brighton and plans are in place to extend the pilot to North Surrey. Approval has been received from the divisional commander and an NPT lead has been identified.

The SHIPP (Surrey High Intensity Partnership Programme) team continues to review the quality of its data and a 12 month review will be conducted at the end of the financial year. Further data analysis has identified that between April 2017 and October 2019 the SHIPP team have made savings of £270,000 through supporting 18 high intensive users of services. This is a conservative figure based on a police officer's average hourly rate and does not include the impact on multiple resources such as the contact centre. The outcomes for the individuals being supported by SHIPP are significantly improved and case studies outlining these successes are being produced as part of the annual performance report.

The SHIPP team currently includes a Police Sergeant, 4 part time officers and a care coordinator. The business case for a further 2 care coordinators has been approved by and they are currently undergoing the recruitment process. This will significantly increase the capacity of the team allowing for the adoption of a further 20 cases. Plans are in place to include the adoption of 16-18 year olds identified as high users of services. Early discussions have taken place and this will be progressed during 2020/21.

At the request of the Making Every Adult Matter (MEAM) coalition, Surrey has adopted its own identity by calling its approach Surrey Adults Matter (SAM) and a successful launch event took place on 25<sup>th</sup> February attended by around 90 delegates from a variety of organisations. SAM has employed a Senior Partnerships Manager funded by the OPCC, Health and MHCLG (Ministry of Housing, Communities and Local Government), who will oversee the journey of a maximum of 25 clients experiencing severe multiple disadvantage. Four quadrant operations panels will be set up across the county and will involve a core group of practitioners and senior managers from housing, probation, police, mental health, adult social care, catalyst, I-access and others from the charity and voluntary sector.

The groups will be sent referrals received by the Senior Partnership Manager and will collate information about the client that is held by their agency. Our aim is to get referrals evenly spread across the county. The group will continue to meet regularly to review the progress of referrals as clients move through various stages of support and intervention. It is hoped that once established a lead manager from each quadrant will chair these meetings and report to the steering group directly. They will escalate gaps and blocks in systems to the SAM Steering Group.

The OPCC continues to be involved in Surrey's Checkpoint Scheme. This scheme has helped to improve governance arrangements for Checkpoint following the demise of the Transforming Justice Board. Checkpoint will now report regularly into the Surrey Criminal Justice Partnership. The OPCC are also working with Police colleagues to improve the availability of outcomes data now that it has been confirmed Surrey University won't be delivering this. Contact has been made with colleagues in Durham who have shared their monitoring and evaluation data.

Levels of repeat missing vulnerable people have reduced. This has been a good success for Surrey Police, working in partnership with health providers, children's homes and others. The reduced levels not only means less vulnerability for the people concerned, but also reduces police time taken on searching for missing people.

Surrey Police's latest inspection report shows that they have maintained their Good grading for protecting vulnerable people.

### **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

Recent Government and precept funding decisions will assist in increasing front-line resources. The target for Surrey Police from government funding increase is for an extra 78 officers in 2020/21.

Despite the current pandemic, recruitment of police officers has continued at pace with 164 officers having joined the Force during 2019/2020 with an additional cohort of 41 recruits joining in May 2020. By next month the force will have achieved their headcount target, following the 2019/20 precept investment, which will see the Neighbourhood Policing Team (NPT) at establishment thereby allowing recruitment to commence of the new Neighbourhood Specialist Officer posts (22 from 2019/20 precept increase and 8 from 2020/21 precept) and 11 additional Youth Intervention Officers.

All new officers begin their service on neighbourhood teams after training. Of the 205 recruits joining since 1 April 2019, 92 are now assigned to local neighbourhood rotas an on patrol. It takes around 7 months from first joining force to move to independent patrol. Another 24 officers will be on patrol from July 2020 and 48 from September 2020. Where there is growth in specialist posts, this will usually be a movement from established Neighbourhood Team Officers into those specialist roles.

There are currently around 1,920 police officers in Surrey Police. These will be in a variety of front-line roles, including NPT, specialist investigations (murder, rape etc), domestic abuse, local investigations, custody, roads policing, firearms etc.

Recruitment has continued during the Covid-19 period, with online assessment centres and social distancing procedures in place for new recruits and training. At the end of May 2020, Surrey Police had a total of 114 probationer officers in their initial training phase. The initial training phase is made up of 9 weeks in the training school and then an additional 20 weeks divisional coaching. During the divisional coaching the officers have protected learning time and will also be out on patrol alongside an experienced coach; they don't have a full workload but they do take a variety of jobs in order to learn, develop and gain experience. After this initial training phase they are assigned independent patrol status.

Current leaving rates for police officers are 6.3% a year for unplanned leavers (i.e. those not expected to retire). The force takes this into account when recruiting in order to meet overall increase in officer numbers.

Surrey Police is currently on track to meet its recruitment targets for 2020/21. The planned increase is for an extra 100 officers and 50 police staff, which includes the Government funded increase.

The PCC has called for an urgent review of the police funding formula and has written to the Home Secretary, detailing his concerns and asking for a root and branch review of the formula.

The Police and Crime Commissioner David Munro has written to the Ministry of Justice to highlight concerns over the pressure caused by delays to court hearings held in Surrey. Current delays having a significant impact on vulnerable victims and witnesses, as well as on the partner agencies involved in bringing cases to trial. Examples include victims who may be deemed as high risk of harm involved in long running cases, and defendants continuing to be detained in custody between delayed hearings. As a matter of urgency, the PCC requested that flexibility is granted to the sitting restrictions at crown courts. He has also called for a review of how the justice system is funded, to promote a model fit for the future.

The panel have asked for an update of the health of Surrey Police and OPCC staff. To date there have been very few cases of Covid-19 in Surrey Police and no significant increase in sickness for police officers or staff during April and May 2020. Surrey Police Occupational Health have seen a stable levels of referrals.

Currently OPCC staff are mostly able to work from home, with the PCC's PAs working in the office on rota basis. Staff are well, with one case of staff sickness due to suspected Covid-19 - now recovered.

During the Covid-19 lockdown, plans for Video Enabled justice have been accelerated in Surrey with facilities available in Guildford and Reigate to allow remote video evidence, making court processes more efficient.

## 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 progress being made on the new Headquarters and associated other building changes are updated in a separate paper to the panel.

Surrey and Sussex PCCs have recently been successful for a bid put into the Home Office for additional Taser funding. A total of £462,000 was awarded between the two forces and this will mean around 250 extra devices will be available for Surrey officers who have been trained in their use with the ambition that eventually 80% of the frontline will be able to carry one. The Surrey and Sussex award was one of the largest bids awarded nationally.

In November, the PCC and Chief Constable announced their support for tackling the climate emergency. A plan to move the force towards being Carbon Neutral by 2030 is currently being developed. This will include a sustainable new HQ building, electric fleet where possible and making best use of technology and agile working.

## 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.

## 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, with the addition this time of figures on High Harm crimes, as requested by the panel.

### **RECOMMENDATION:**

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

**LEAD/ CONTACT OFFICER:**  
**TELEPHONE NUMBER:**  
**E-MAIL:**

Johanna Burne  
01483 630200  
[SurreyPCC@surrey.pnn.police.uk](mailto:SurreyPCC@surrey.pnn.police.uk)



## Appendix A: Police and Crime Plan Performance Measures

Measures (2016-2020 plan)	Baseline 2015/16	2016/17	2017/18	2018/19	2019/20
% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area <sup>1</sup>	78.7%	75.9%	77.1%	71.6%	71.3%
Positive Outcome Rate <sup>2</sup> for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	26.5%	24.5%	19.5%	17.5%	13.3%
HMIC grade for protecting vulnerable people	Inadequate	Good	Good	Good	Good
% of victims of crime surveyed <sup>3</sup> satisfied with police service	NA	NA	NA	NA	61.3%
Average time taken to answer 101 call <sup>4</sup>	Not available	Not available	1 min 51 secs	1 min 9 secs	1 min 14 secs
% people who feel confident in neighbourhood police <sup>1</sup>	91.2%	89.0%	89.6%	87.9%	88.1%
% residents who say they feel safe walking alone after dark <sup>1</sup>	87.9%	86.9%	84.9%	85.0%	86.0%
% of force budget spent on front-line policing <sup>5</sup>	71%	69.8% (VFM Profile 2016)	69.9% (VFM Profile 2017)	67.5% (VFM Profile 2018)	65.8% (VFM Profile 2019)
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	PCC currently content with plans in place – although still kept under review

<sup>1</sup> Source: Surrey's Joint Neighbourhood Survey

<sup>2</sup> 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).

<sup>3</sup> New survey methodology using text feedback was introduced in April 2019 so previous results are not comparable and have been removed from the table.

<sup>4</sup> 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

<sup>5</sup> Source- HMIC annual value for money statement. Front-line includes visible (patrol, response etc.) and non-visible (call-handling, public protection investigators etc.)

**Appendix B: Crime Measures Requested by the Panel - End of Year data**

<b>Levels of Crime</b>	2018/19	2019/20	Change	% change
Serious Sexual	1885	1696	-189	-10.0%
Robbery	485	436	-49	-10.1%
Domestic burglary	4577	4855	+278	+6.1%
Vehicle crime	5600	6059	+459	+8.2%
Violence with injury	7317	7253	-64	-0.9%
<i>High Harm (includes domestic violence, sexual offences and child abuse)<sup>6</sup></i>	12638	12846	+208	+1.6%
Total notifiable offences <sup>7</sup>	76487	76578	+91	+0.1%

<b>Positive Outcomes</b>	2018/19	2019/20	Change	2018/19 % Outcome rate*	2019/20 % Outcome rate*
Serious Sexual	100	135	+35	5.3%	8.0%
Robbery	45	58	+13	9.3%	13.3%
Domestic burglary	277	199	-78	6.1%	4.1%
Vehicle crime	117	239	+112	2.1%	3.9%
Violence with injury	1608	1420	-188	22.0%	19.6%
<i>High Harm (includes domestic violence, sexual offences and child abuse)</i>	2117	1710	-407	16.8%	13.3%
Total notifiable offences	11142	10697	-445	14.6%	14.0%

<sup>6</sup> Added at the Panel's request. This will include some offences already counted above e.g. sexual offences, some of the violence offences (where domestic/ child abuse).

<sup>7</sup> 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.