

## SURREY POLICE AND CRIME PANEL

### FEEDBACK ON PERFORMANCE MEETINGS

15 September 2020

#### 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, one Performance Meetings has been held – 2 July 2020.

##### ***2 July 2020 – Private Meeting***

Agenda items were:

- Performance Report
- Environmental Strategy
- Finance Report
- Value for Money Profiles
- Domestic Abuse
- Employee Opinion Survey
- Rural Crime

The Chief Constable went through the full force **Performance Scorecard** to cover current trends. Points to note were that:

- The unplanned leaver rate is down, thought to be due to less staff moving jobs in the current Covid-19 pandemic
- The national confidence measure showed Surrey back up into the top ten, having dipped down to 13th in England and Wales
- Numbers of recorded repeat domestic abuse offences had increased. Over time the force will want to see this measure go down, but currently the increase reflects better identification and recording
- Repeat missing individuals continues to show a downward trend, likely to be Covid-19 related. However, cases that have occurred during lockdown have been very difficult to tackle for local teams
- Anti-Social Behaviour (ASB) satisfaction had gone down. The expectation is that this will go down further in the next set of statistics as some public felt that police were not tackling COVID regulation breakers as well as they might.
- Although acquisitive crime such as burglary has reduced in recent months, the Chief Constable explained that there has been a sharp increase in recent weeks of high harm offences - serious violence, serious domestic-related sexual offences and domestic abuse. There has been a corresponding increase in positive outcomes. Cases of people with mental health needs and in crisis were involved in a number of high harm cases.
- Initial data was showing that more victims were withdrawing support for criminal justice processes during the pandemic. The PCC asked whether victims were put off reporting some incidents by having to surrender their mobile phones to police. An action was taken for the force to look into this.

In November 2019, the PCC and Chief Constable pledged to work towards being a Carbon Neutral organisation. An item was taken to update on the Force's **Environmental Strategy** to achieve this aim. Action planning was in place but the strategy needed some external expertise to move forward. The strategy will come back to the Performance Meeting in November.

The **Finance Report** was projecting an overspend in relate to Covid-19 costs incurred to date. Weekly Chief Finance Officer meetings were being held to review expenditure and levels of Government funding. Recruitment to meet the planned increases to officer numbers, both as a result of the rise in precept and the Government's Police Uplift Programme funding, was continuing to schedule. Other cost pressures to be managed included the national police pay award. The PCC asked for a report back on Proceeds of Crime Act receipts and expenditure.

Each year the HMICFRS (Her Majesties Inspectorate of Constabulary and Fire and Rescue Services) publishes **Value for Money Profiles** on an online platform. These profiles look at costs, staffing and crime comparing forces in England and Wales. There are some difficulties with ensuring all forces report

data in the same way, however the profiles do provide an indication of costs and other comparisons. The PCC has asked for reports on any areas of significant variances for Surrey Police and the force has been working through all of the profiles. Areas of interest considered in this meeting were 'dealing with the public', where Surrey appears to spend more than other forces, low spending on criminal justice arrangements, low spending in tackling cybercrime and comparatively high levels of staff leaving the organisation. Further detail and explanation was given for each of these areas.

A regular paper updating on progress in tackling **Domestic Abuse** (DA) was presented and discussed. It was reported that the new Body Worn Video system roll out was going well - this being an important tool in taking cases forward to court. Editing and submission is now much smoother and cases have been taken forward without statements from the victim. The Deputy Chief Constable is leading some work on how policing handles DA reports from within the service and local support services are involved in this work. An update was given on work to identify and manage DA perpetrators.

The last **Employee Opinion Survey** took place a few months ago and generally showed positive trends. Three key issues were highlighted which Surrey Police is addressing. These were:

- Clarity of what Surrey police are trying to achieve - work is near completion with regard to the force vision and business plan
- Removing of 'hindrance stressors' - for example faulty IT, overly-bureaucratic business processes
- Getting sleep and rest - the force is putting in help packages for this

An update was given on the **rural crime** strategy. The action group work had slowed down during Covid-19 lockdown but was getting up and running again. More joint work was reported with the RSPCA. Customer satisfaction for victims of rural crime had improved and were at similar levels to the overall level of satisfaction.

An update was provided on **Covid-19** under Any Other Business in terms of funding and crime trends. The PCC thanked all officers and staff for their hard work over the last few months.

## RECOMMENDATION

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

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