

SURREY POLICE AND CRIME PANEL**HMICFRS INSPECTION REPORTS****24 NOVEMBER 2020****SUMMARY**

Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) is the independent inspection body for policing.

HMICFRS carries out the following types of inspections:

- An annual inspection of all police forces with individual published reports. This is known as PEEL – Police Effectiveness, Efficiency and Legitimacy. Each of the three elements are graded. There are four possible grades: inadequate, requires improvement, good, outstanding.
- National thematic inspections – where a specific policing issue is inspected using a sample of between 6 and all 43 forces, depending on the issue. These issues are chosen either by HMICFRS or by the Home Secretary.
- Joint inspections with other agencies, e.g. inspections on custody facilities with HM Inspectorate of Prisons.
- Commissioned inspections – A Police and Crime Commissioner (PCC) or the Home Secretary can commission HMICFRS to carry out a force-level inspection on a particular topic.

As well as reporting on the inspections, HMICFRS also publishes data and information. This includes annual Value for Money profiles.

HMICFRS reports do not link directly with performance data, although they may take performance information into account during their inspections. They are aimed at providing a qualitative assessment of policing activity.

The PCC's role in inspections is to receive the reports and publish comments on the recommendations made by HMICFRS. The PCC should then use the findings to scrutinise the police force performance, particularly in areas which contribute to the achievement of the Police and Crime Plan.

The Police and Crime Panel's role is to ensure that the PCC is taking into account inspection reports and the recommendations therein when holding the Chief Constable to account.

HMICFRS REPORTS FOR SURREY

Since the last report to the Panel in April 2019, the following reports relating to Surrey Police have been published:

- The annual PEEL (Police Effectiveness, Efficiency and Legitimacy) inspections reported in September 2019

The PEEL inspections grade against the 3 areas overall and sub-categories within each area. The grades received in the 2019 PEEL inspection, as well as the previous year, are shown below:

	2019	2017
Effectiveness overall	Good	Good
- Preventing crime	Outstanding	Good
- Investigating crime	Good	Good
- Protecting vulnerable people	Good	Good
- Tackling serious and organised crime	Good	Good
Efficiency overall	Requires Improvement	Good
- Meeting current demand and using resources	Requires Improvement	Good/ Requires Improvement ¹
- Planning for the future	Requires Improvement	Good
Legitimacy Overall	Good	Good
- Fair treatment of the public	Good	Good
- Ethnic and lawful workforce behaviour	Good	Good
- Fair treatment of the workforce	Good	Requires Improvement

In summarising the 'efficiency' rating of requires improvement, HMICFRS noted that the Force has less understanding of the demand for its services than in 2017. The Force knows it needs to analyse data more effectively to understand demand but tends to rely on professional judgement instead. HMICFRS noted that in 2017, the Force hired more staff and that at the time of inspection, workloads appeared manageable. However, staff sometimes felt that they didn't have sufficient resources to manage work properly. The report also noted that the Force could be deemed inefficient because it avoid the risk of doing anything wrong.

HMICFRS can make recommendations within their reports, including where a good assessment has been made. These recommendations require a specific response to HMICFRS from the PCC, having first sought comment from the Chief Constable. In the reports covered above, no recommendations were made by HMICFRS. The inspectorate can also identify Areas for Improvement. These are

¹ Meeting current demand and using resources were separate questions in 2017

up to forces to consider whether and how they will implement and don't require a specific response from the PCC. In the 2019 PEEL inspection, HMICFRS did highlight some Areas for Improvement as follows:

- The force should review its processes for assessing risk in the control room. This is to make sure risk is not being reassessed inappropriately, incidents are not downgraded too early and opportunities to safeguard vulnerable victims are not missed.
- The force should improve how it monitors the allocation of crime to ensure that DASH (Domestic Abuse, Stalking, Harassment) risk assessment processes are used appropriately, and investigations are allocated to the most appropriately trained officers.
- The force should do further work to gain a better overview of current demand for its services, including hidden demand. This is so it can make best use of its resources to meet the needs of the public.
- The force should ensure the way it prioritises and allocates demand takes full account of the risks of inadvertently suppressing demand.
- The force should ensure its aversion to risk is not constraining ideas and creating unnecessary bureaucracy and internal demand.
- The force should develop clearer longer-term plans which are shared with the workforce and consider projected future demand, resourcing requirements and changing public expectations. The force should use these plans to define distinct priorities.
- The force should develop financial plans to cover all future budgeting scenarios and show how it intends to mitigate any reduction in service provision because of a financial shortfall.
- The force should undertake appropriate activities to understand fully its workforce's capacity and capability to identify any gaps in meeting future requirements, put plans in place to address these, and carry these out.
- The force should ensure that information and intelligence on its staff is used more effectively, sharing appropriately to highlight corruption risks earlier.
- The force should improve its workforce's knowledge and understanding of the abuse of position for a sexual purpose, and integrity policies involving business interests and notifiable associations.
- The force should ensure it has full information technology (IT) monitoring to effectively protect the information contained within its systems.
- The force should complete a review of its occupational health unit (OHU), to streamline processes and ensure a consistent and timely service is provided for staff.
- The force should improve how it records and monitors its 'Focus' discussions to ensure they are consistently applied across the force, and effectively capture issues such as wellbeing and counter-corruption.
- The force should ensure that it has a talent programme that is open to everyone and consistently applied.

The Chief Constable and PCC responded to the inspection and actions have been put in place to address each of the areas highlighted above.

The 2020 Peel Inspections have been delayed due to Covid-19.

NATIONAL INSPECTION REPORTS

In addition to Surrey specific inspections, HMICFRS carries out national inspections which cover policing. These may include recommendations which PCCs are required to respond to, having first sought comment from the Chief Constable. National inspections since the last report to the panel in April 2019 are:

- Crime Against Older People
- Selection and Development of Chief Officers
- Abuse of Position for a Sexual Purpose
- Cyber-dependent Crime
- County Lines Drug Offending - Protecting Vulnerable who are both Victim and Offender
- Evidence Led Domestic Abuse Prosecutions
- Child Sexual Abuse in the Family Environment
- Child Protection
- Integrated Offender Management
- Counter-Terrorism Policing
- Contact Management
- Roads Policing
- Police to Police Collaboration

All HMICFRS reports can be viewed on the HMIC website:

<https://www.justiceinspectrates.gov.uk/hmicfrs>

FORCE MANAGEMENT STATEMENTS

From October 2017, HMICFRS have required Chief Constables to prepare and give to HMICFRS a self-assessment, called the Force Management Statement (FMS). HMICFRS consulted on the design of the FMSs and published a template and guidance in March 2018. It is up to Chief Constables to publish the statements as they see fit. Surrey Police has carried out two FMSs, the latest of which can be viewed at:

<https://www.surrey.police.uk/police-forces/surrey-police/areas/au/about-us/priorities-and-direction/>

PCC RESPONSE

The PCC responded to each of the above reports. The responses are on the HMICFRS website as well as the PCC's website and can be viewed here:

<http://www.surrey-pcc.gov.uk/information/HMICFRS/>

ACTION TAKEN BY THE PCC

The OPCC ensures that all HMICFRS reports and recommendations made are monitored. All of these actions have been accepted by Surrey Police and are part of an internal action plan, monitored at regular meetings by the Force at which the OPCC has a representative and by the Joint Audit Committee. The OPCC has full access to the force action plan.

COMPARISON WITH OTHER FORCES

The HMICFRS reports are not aimed at comparing forces with one another. However, a table of PEEL reports and the grades for each force is published by HMICFRS and can be viewed here:

<https://www.justiceinspectors.gov.uk/hmicfrs/peel-assessments/peel-2018/>

RECOMMENDATIONS

That members of the Police and Crime Panel note the report and HMICFRS findings.

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