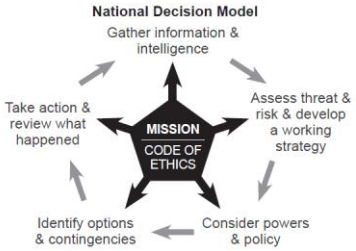
*****Progress against the Police and Crime Plan*****

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To: **Office of Police and Crime Commissioner Performance Meeting**

Date: **7th December 2020**

By: **Strategic Planning**

Title: **Progress against the Police and Crime Plan**

Purpose of Report: The purpose of this paper is to provide an update for the Police and Crime Commissioner for Surrey regarding Surrey Police performance against the PCC's Police and Crime Plan.

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1. Tackling Crime and Keeping Surrey Safe

Force Recorded Crime and Positive Outcomes:

Force: Volume of Recorded Crime

The volume of recorded crime is defined as the number of total notifiable offences recorded within Surrey as defined by the Home Office Counting Rules (HOCR).

The latest ONS figures for the 12 months ending June 2020 show that total police recorded crime decreased by 4.9% in England and Wales. This decrease in crime was mainly driven by changes in society after coronavirus lockdown restrictions were put in place. Surrey reduction over the 12 months to June 2020 was 3.3%.

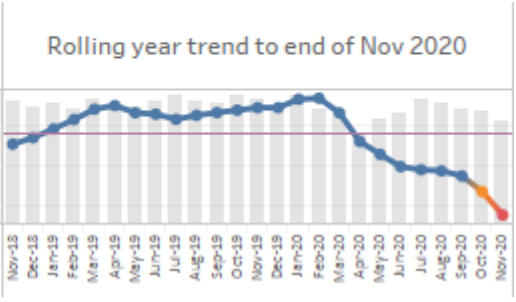
The ONS figures showed that in June 2020 Surrey had the 5th lowest crime rate (61.9 per 1000 population) across England and Wales, and Surrey continues to have the lowest crime rate in the south-east region. Considering how attractive Surrey is to travelling criminality; with the Metropolitan Police to the north, and excellent road links across the South East, the continuing position as having the lowest crime rate in the region is significant.

Latest Surrey Police data for the 12 months to November 2020 show that the year on year trend in recorded crime has continued to decline, down 7.1% to a significant low of 71,517 crimes recorded.

Comparing latest 12 months to to same period a year ago

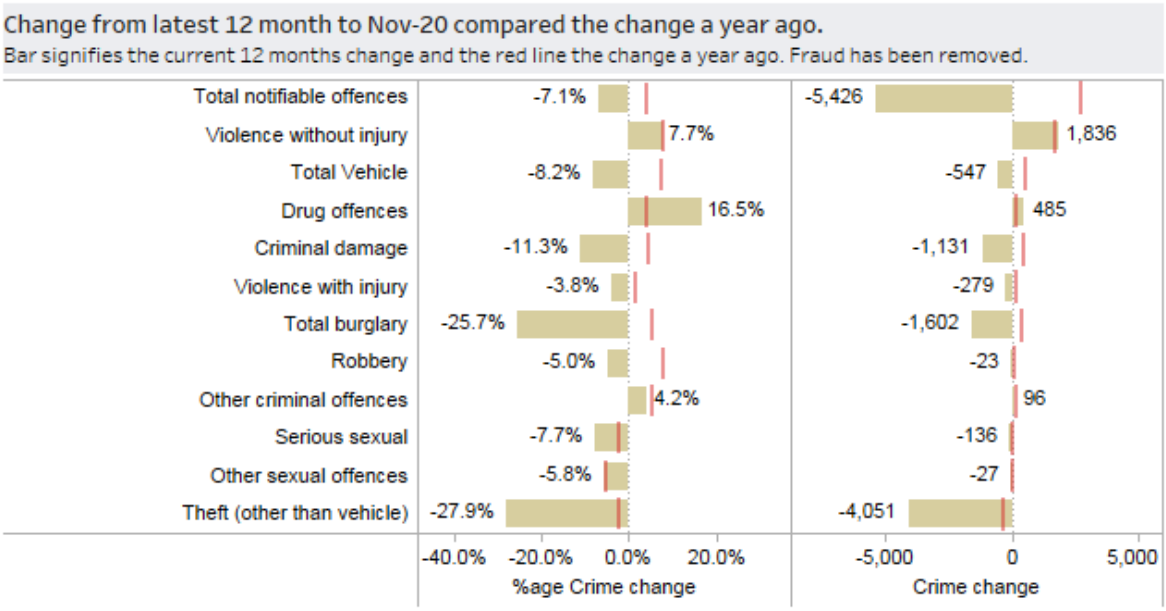
Force: Volume of recorded crime

Latest Crime recorded	Previous Crime recorded	%age Crime change
71,517	76,945	-7.1%



Lockdown restrictions throughout April and May saw some of the biggest reductions in crime. The second national lockdown during November also saw notable reductions. For the 12 months to November 2020 the biggest reductions have been within the theft, burglary and criminal damage crime categories. The only notable increases have been

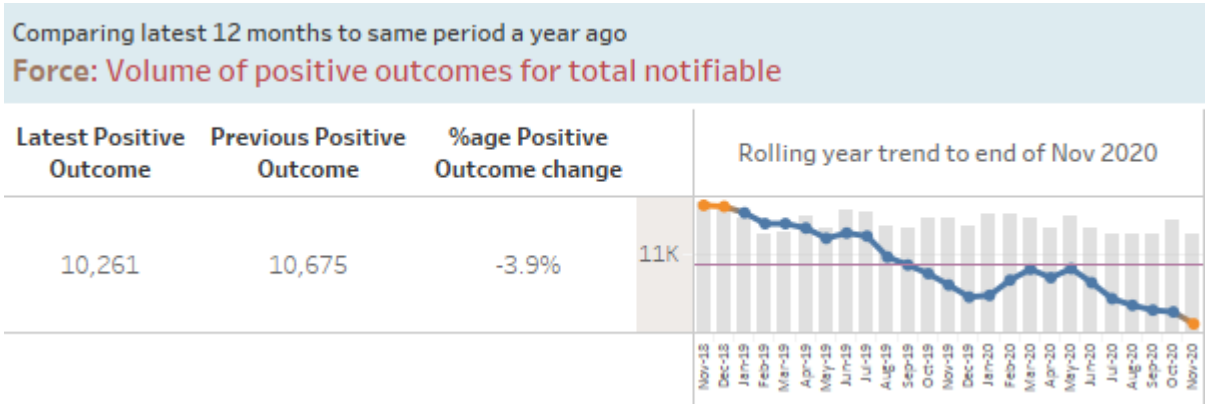
within Violence without injury (mainly relating to harassment where weekly values were above previous year from May to October) and also drug offence (mainly possession).



Force: Volume of Positive Outcomes

Home Office Counting Rules require all notifiable offences to have an outcome. For Surrey Police, a 'positive' outcome is a notifiable offence with either a charge; caution; penalty notice; drug warning; community resolution or TIC (taken into consideration).

For the 12 months to November 2020 the volume of positive outcomes for notifiable offences recorded was 10,261 which is down 3.9% compared to the 12 months to November 2019 (10,675). Performance in this measure over a rolling 12-month period had improved in the months February to May, but the latest 12 months to November 2020 represents a relative low.



Force: Positive Outcome Rate

Positive outcome rates are calculated using the volume of positive outcomes in a given period divided by the volume of crimes in the same period.

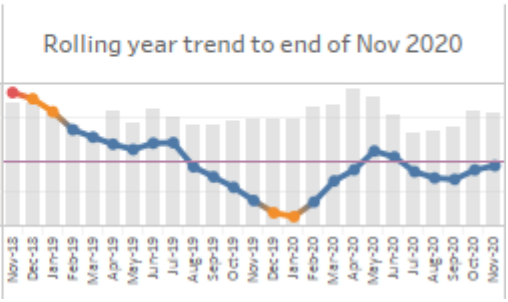
For the 12 months to November 2020 the positive outcome rate for notifiable offences was 14.3% which is an increase of 0.5 percentage points compared to the 12 months to November 2019 (13.9%) (NB: percentage values have been rounded up and down to the first decimal place). Again, the chart below shows a noticeable up-tick in the positive

outcome rate since the beginning of the calendar year; reflective of the focus on this area. The rate now appears to have stabilised around the average.

Comparing latest 12 months to same period a year ago

Force: Total notifiable positive outcome rate

Latest Positive Outcome Rate	Previous Positve Outcome Rate	Positive Outcome Rate Point Change
14.3%	13.9%	0.5%



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Force: High harm positive outcome rate

High harm offences comprise of the following types of crime: Serious Sexual Offences, domestic abuse related offences involving violence, child abuse offences and hate crime offences.

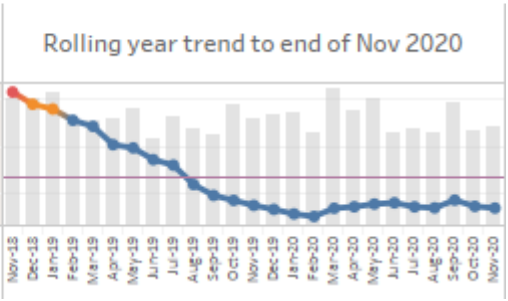
For the rolling 12 months to November 2020 the positive outcome rate for high harm offences was 13.4% which is down slightly -0.1 percentage points compared to the 12 months to November 2019 (13.5%).

The decline in positive outcome rate for domestic abuse (which is an element of high harm offences) has been the focus of several Force Performance Boards since October 2019, and the significant improvement in March and improvement in rolling 12-month data seen since the beginning of the year is indicative of the work in this area. The Force expects to see an increase in domestic abuse reports as Covid-19 restrictions are eased (reflecting trends seen internationally) and has prepared for this internally and with partners.

Comparing latest 12 months to same period a year ago

Force: High harm positive outcome rate

Latest Positive Outcome Rate	Previous Positve Outcome Rate	Positive Outcome Rate Point Change
13.4%	13.5%	-0.1%



Problem Solving Occurrences

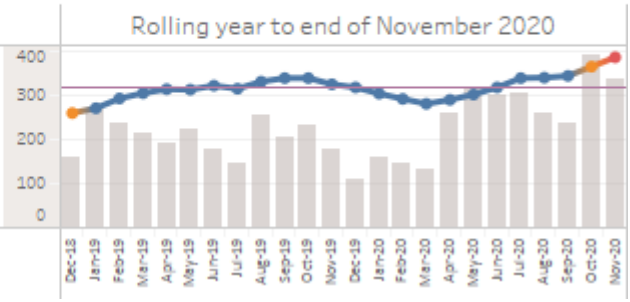
The 12 months to November 2020 show the volume of problem solving occurrences recorded as 385 which is an increase of 18.1% compared to the 12 months to November 2019 (324). Volumes over the last two months have been above the two year average.

The Force has created a central Prevention and Problem Solving Team from 2019/20 precept investment, led by a Chief Inspector, with two problem solving tactical advisors and two analysts who are assisting teams across the Force with detailed analytical support and research of national best practice.

Comparing latest 12 months to same period a year ago

Force: "Problem solving" occurrences created

Latest	Previous	Difference	%age
385	324	61	18.8%



Dealing with ASB and Crime

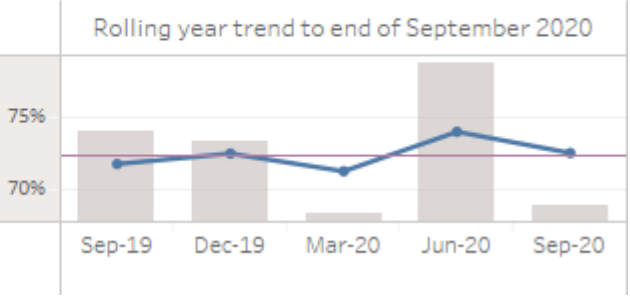
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Joint Neighbourhood Survey results for the 12 months to September 2020 show that 72.6% of respondents agree that Surrey Police are dealing with anti-social behaviour and crime issues that matter in their area. This represents an increase of 0.8%pts compared to last year. The latest quarter however (Jul-Sep 2020) shows a drop of 10.1%pts but this is against a significant high of 78.9% in the previous quarter (Apr-Jun 2020), latest quarter is also a decrease of 5.3%pts Jul-Sep 2019.

Joint Neighbourhood Survey - comparing latest 12 months against a year ago

Force: Q32B - The Police are dealing with ASB and Crime

Latest	Previous	Point Change	Sig
72.6%	71.8%	0.8%	N



Call Handling and Deployment

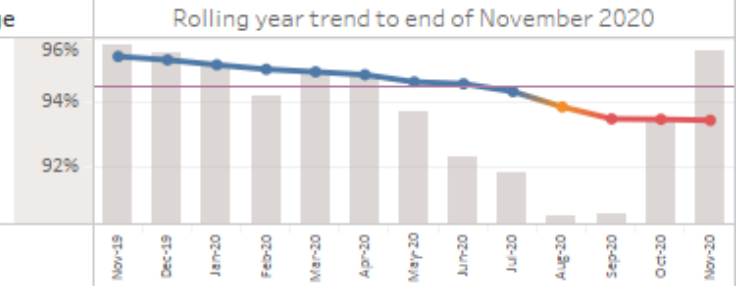
Force: Calls for Service Performance

999 call handling performance remains strong and is always given priority. Data for the latest 12 months to November 2020 shows 93.4% of 999 calls are answered within CTC target of 10 seconds, which is a drop of -2.0%pts compared to the 12 months to November 2019. The Force Performance Board focused on contact centre performance during September 2020. 999 performance in August was impacted by high levels of contacts during the late turn in particular however throughout August 75% of 999 calls were answered within 2 seconds and 95% answered within 18 seconds. Latest performance for the months of October and November sees %age answered within target returning to normal levels.

Calculated from CC6 comparing latest 12 month to same period a year ago

Force: Calls for Service Performance

Latest	Previous	Point Change
93.4%	95.4%	-2.0%



Force: Average time to answer 101 calls

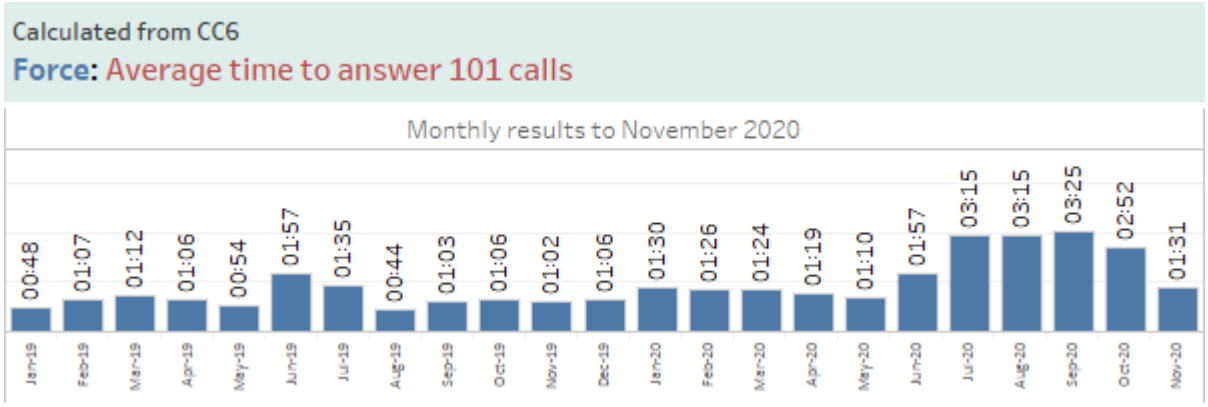
101 call handling performance sees a greater degree of variation than 999 performance mainly due to a number of factors including continued prioritisation of 999 emergency calls over 101 calls, and the greater volume of calls experienced during the summer months or following a significant incident. The Force Performance Board focused on contact centre performance during September 2020.

The average time to answer 101 calls had seen increases over the summer months. However the latest month November 2020 saw the average time to answer 101 calls return to normal levels. The increases over the summer months are believed to be due to a combination of factors:

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- Due to Covid-19 restrictions, the CTC has been working from five rooms rather than its normal one to ensure that staff members have sufficient space between desks, making communication between, and supervision of, staff more challenging.
- Demand for 101 calls is seasonal, with an increase in summer months. This year, the usual seasonal demand increase has coincided with easing of Covid-19 restrictions and a further increase in calls.
- In late June, the Digital 101 initiative was introduced, further increasing demand in the CTC.
- Covid-19 restrictions have affected the recruitment and training of staff.

Demand within the CTC, and the factors affecting performance, are constantly reviewed by the Contact and Deployment SMT, and work is ongoing to address these issues as Covid-19 restrictions ease.



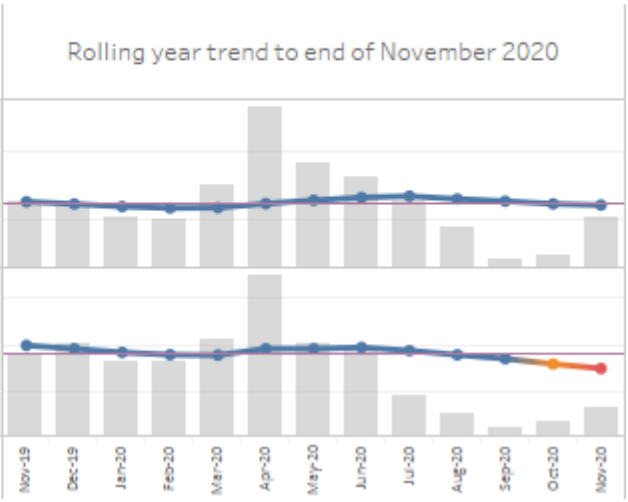
Force: Emergency Response Performance

Grade 1 & 2 response performance is measured as the percentage of incidents attended within 15 minutes and 60 minutes respectively. The latest 12 months to November 2020 shows Grade 1s attended in target has decreased slightly -0.2%pts compared to the 12 months to November 2019. Grade 2 is showing a reduction in the latest 12 months; down -2.4%pts compared to previous year. This is an issue experienced by many forces, as the actions required of officers at incidents become more complex, taking more time per incident.

Incident data - comparing the latest 12 month to same period a year ago

Force: Emergency Response Performance

Response	Latest	Previous	Point Change
Grade 1 (15 mins)	66.0%	66.3%	-0.2%
Grade 2 (60 mins)	47.5%	50.0%	-2.4%



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Counter Terrorism (CT)

Due to Covid 19 the Surrey Prevent team and Counter Terrorism Policing South East have been making the best use of technology to ensure that they can continue to deliver a resilient service.

An impact of the pandemic is the number of Prevent referrals has decreased, in line with the national trend, as statutory agencies have less face to face contact time with their service users. This coupled with an escalation in the UK threat level to SEVERE has created a pressing operational need to raise public awareness to encourage early reporting in respect of radicalisation and community tension. To assist in addressing this CT Policing launched in November a new public facing website actearly.uk which urges anyone with concerns to seek help as soon as possible so that police and partners can help protect the person they care about from being groomed and exploited.

The new website has been developed by Counter Terrorism Policing, working closely with partners and other agencies. It will be supported by a new national police Prevent advice line where families and friends can seek help and support in confidence from specialist Counter Terrorism officers. The website will include signs to spot, case studies, other partner organisations who can offer support and how to share concerns with the police. Surrey Police are actively promoting this vital resource both internally and externally to ensure it has maximum impact.

Work is underway to review local intelligence, incidents of note and emerging community tensions at a Borough level to inform next year's Counter Terrorism Local Profile. This is a significant undertaking and will assist CTPSE in identifying future priorities for action in the County.

The Force Prevent Team, working with the Mobile Data project, has launched a dedicated Prevent App for the Mobile Data Terminal (MDT) to allow front line officers and staff direct access, whilst policing within their communities, to the latest national guidance to assist in identifying the signs of radicalisation. This innovative use of technology will assist in raising awareness and driving Prevent referrals.

Surrey's Channel Panel continues to operate effectively even in the face of social distancing limitations. The membership of the group has been bolstered, based on national guidance and now includes a DI Safeguarding Lead and Inspector Community Lead. This

continued investment in Channel reflects its pivotal position in our partnership centric approach to combating the threat of radicalisation.

2. Building Confident Communities

Force: Crime Survey for England and Wales (CSEW) Confidence

For the 12 months up to March 2020, Surrey Police has moved 3 places to 7th for the Crime Survey for England and Wales measure for public confidence. The latest results show an increase of 1.1 %pts over the last quarter to 78.7%. The national face-to-face Crime Survey for England and Wales (CSEW) was suspended on 17 March 2020 because of the coronavirus (COVID-19) pandemic. A telephone-operated version of the CSEW was used but did not include the questions on public perceptions by police force area.

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Updated quarterley Crime Survey for England and Wales

Force: CSEW Confidence

Rolling year trend to end of March 2020

78.7% (Up: 1.1%)

National ranking: 7 (previous ranking : 10)

Force: Q19 – Confidence in Neighbourhood Police

Surrey County Council and Surrey Police survey over 6000 residents a year as part of the Joint Neighbourhood Survey (JNS).

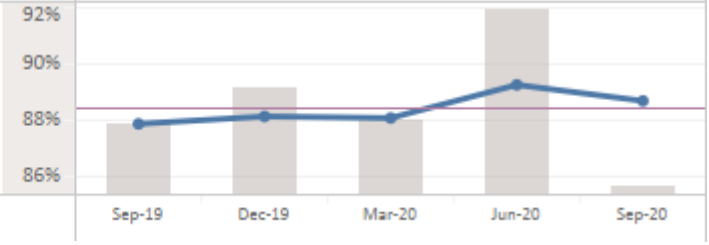
In the 12 months to September 2020, of those asked, "taking everything into account, how confident are you in your neighbourhood police?" 88.1% said they were very or fairly confident. While a reduction of -1.2% points this quarter, this represents a small improvement from the 12 months to March 2019 and broadly mirrors the confidence results from the national crime survey for England and Wales highlighted above.

Joint Neighbourhood Survey - comparing latest 12 months against a year ago

Force: Q19 - Confidence in neighbourhood police

Latest	Previous	Point Change	Sig
88.7%	87.9%	0.8%	N

Rolling year trend to end of September 2020



3. Supporting Victims

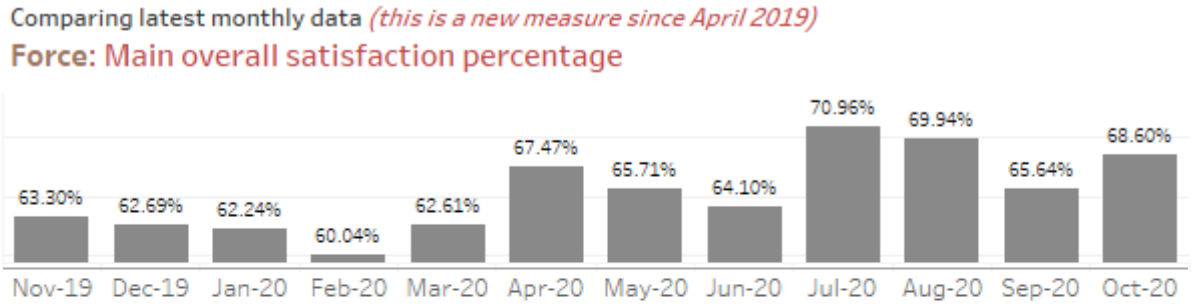
From April 2019 a new methodology was introduced to consult with victims of crime and ASB. Victims are now contacted via text message which brings benefits such as reaching more victims of different crimes, fewer questions resulting in an increased response, and greater insight through victims' comments. Results are now also received in real time as opposed to the previous lag of 2-3 months between incidents/crimes occurring and results being received.

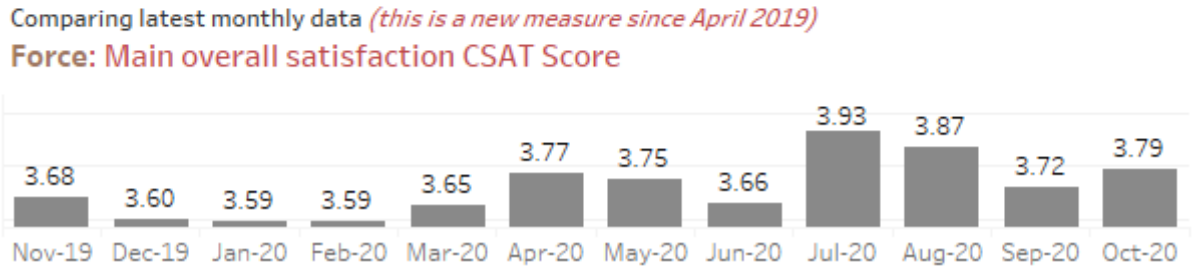
When presenting the results, although percentages will be shown, a customer satisfaction score (CSAT Score) is also provided. This is based on the satisfaction questions, where respondents are asked to provide a response between 1 - 5 (Dissatisfied to Satisfied) to the satisfaction question they are asked (Initial Contact, Kept Informed, Actions Taken or Treatment).

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Overall satisfaction in October has seen an increase (3% points), and remains high at 68.6%. The CSAT score for October 2020 is 3.79.

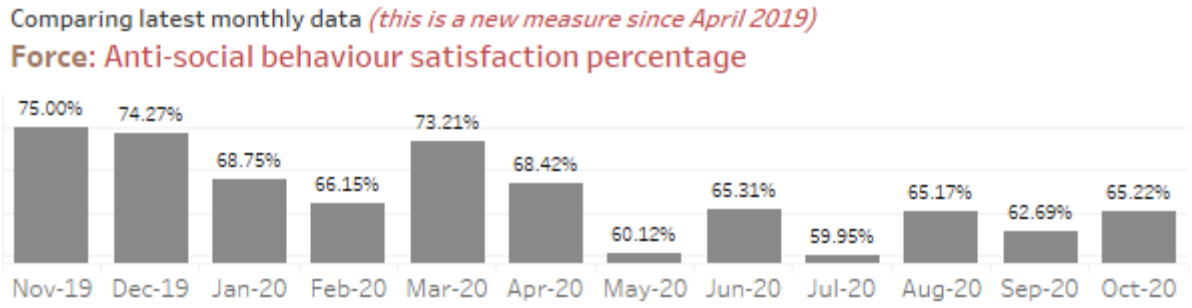
For October, **kept Informed** was the only workflow to display a decrease (-5.3% points, 57.4%). **Initial Contact** (+5.7% points, 76.8%) continues to have the highest satisfaction result, with **treatment** (+5.9% points, 72.2%) and **actions Taken** (+3.8% points, 66.3%) also presenting relatively high results.

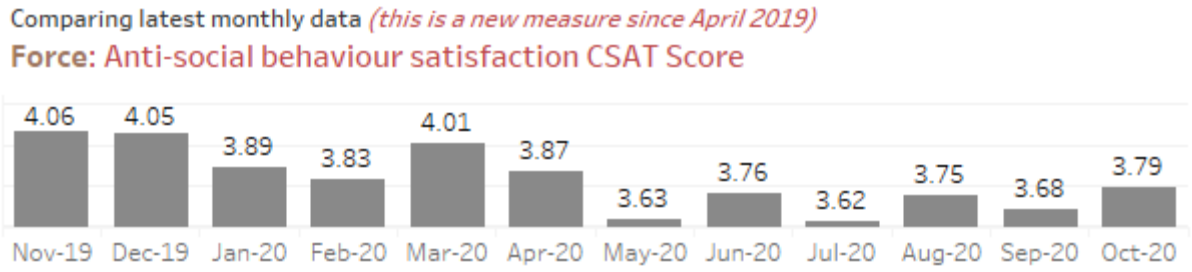




Force: Total ASB User satisfaction

ASB Overall satisfaction in October 2020 is 65.2%. The ASB CSAT score for October 2020 is 3.79.

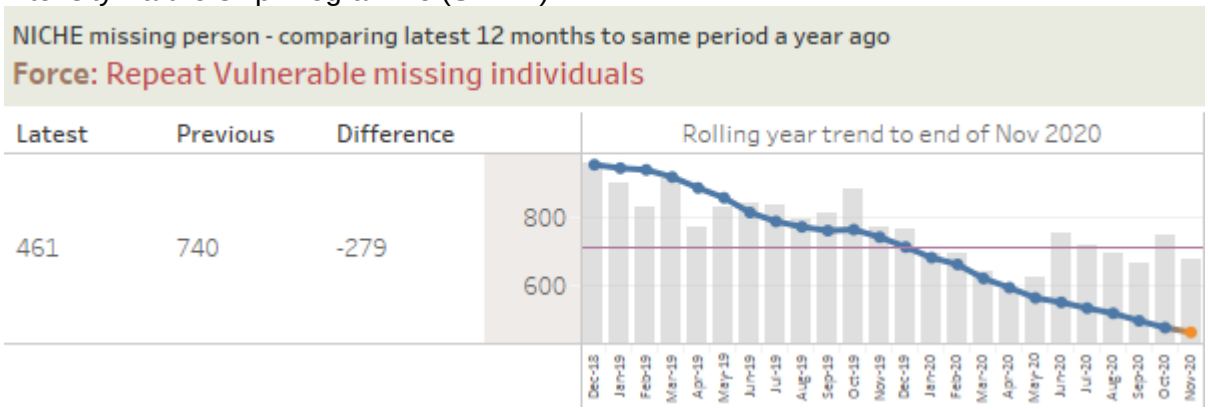




4. Preventing Harm

Force: Repeat Vulnerable Missing Individuals

The volume of vulnerable missing individuals over the last 12 months to November 2020 is 461, a decrease of 279 on the volume recorded in the 12 months to November 2019. As seen in the chart below, this continues the excellent downward trajectory of the last year; a result of greatly improved partnership working and the embedding of the Surrey High Intensity Partnership Programme (SHIPP).



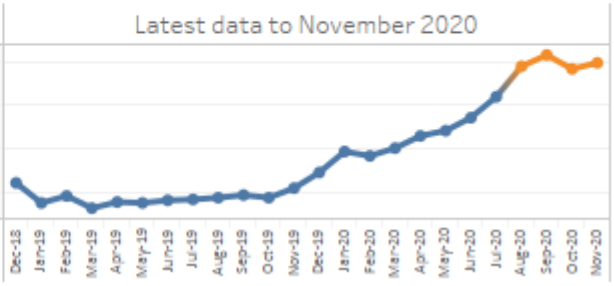
Force: Repeat Domestic Abuse (DA) offenders over the last three years

The 12 months to November 2020 shows the force has 1,049 repeat serial DA offenders which is up 15.9% compared to the 12 months to November 2019 (905).

NICHE offender - comparing latest 12 months to same period a year ago

Force: Repeat DA offenders over last three years with two or more victims

Latest	Previous	Difference	%age
1,049	905	144	15.9%



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The correct identification and recording of repeat DA perpetrators / victims has been a focus for the force. The increase in repeat DA perpetrators can be associated to improved reporting, better understanding and identification by officers and improved data integrity and linking of crimes. Activity across the force to address DA offending includes the following.

Enhanced focus on DA investigations (ensuring raised quality to increase Criminal Justice outcomes); focus on outstanding DA suspects through daily management meetings (early arrest); focus on those serial perpetrators identified due to offending levels; use of the Multi Agency Referral Assessment Conference (MARAC) process to address repeats coming to notice to agencies; problem solving plans to address repeat offending and/or chronic problems where appropriate; new domestic abuse specialists employed in the quadrants within the new family safeguarding model in Police Single Point of Access (P-SPA) helping to identify and support those repeat callers/perpetrators with children; new Chula Vista style warning notices now served on all DA perpetrators issued with a Domestic Violence Protection Notice (unannounced visits introduced); focus on bail checks of DA perpetrators; use of the 'Respect' helpline/ website to help DA perpetrators address their behaviour/repeat offending; use of the Domestic Violence Disclosure Scheme (DVDS) to manage disclosures; serving of Stalking Protection Notices/Orders (SPO's) to deal with those that present significant risk.

The High Harm Perpetrator Unit (HHPU) manages high-harm offenders, which includes known DA offenders who sit within the Integrated Offender Management (IOM) / High Harm Perpetrator (HHP) cohorts; some of these are IOM offenders adopted for serious crimes but also have DA offending history. A close working relationship has been built with outreach partners to share information and, where appropriate, the seven pathways, which include referrals to other agencies, is used to address DA re-offending. The Probation Service (KSSCRC) are also working with DA perpetrators convicted and sentenced to a post-conviction DA behaviour change programme by the courts. Face to face visits are still being carried out on those high risk DA perpetrators being managed by the National Probation Service (NPS).

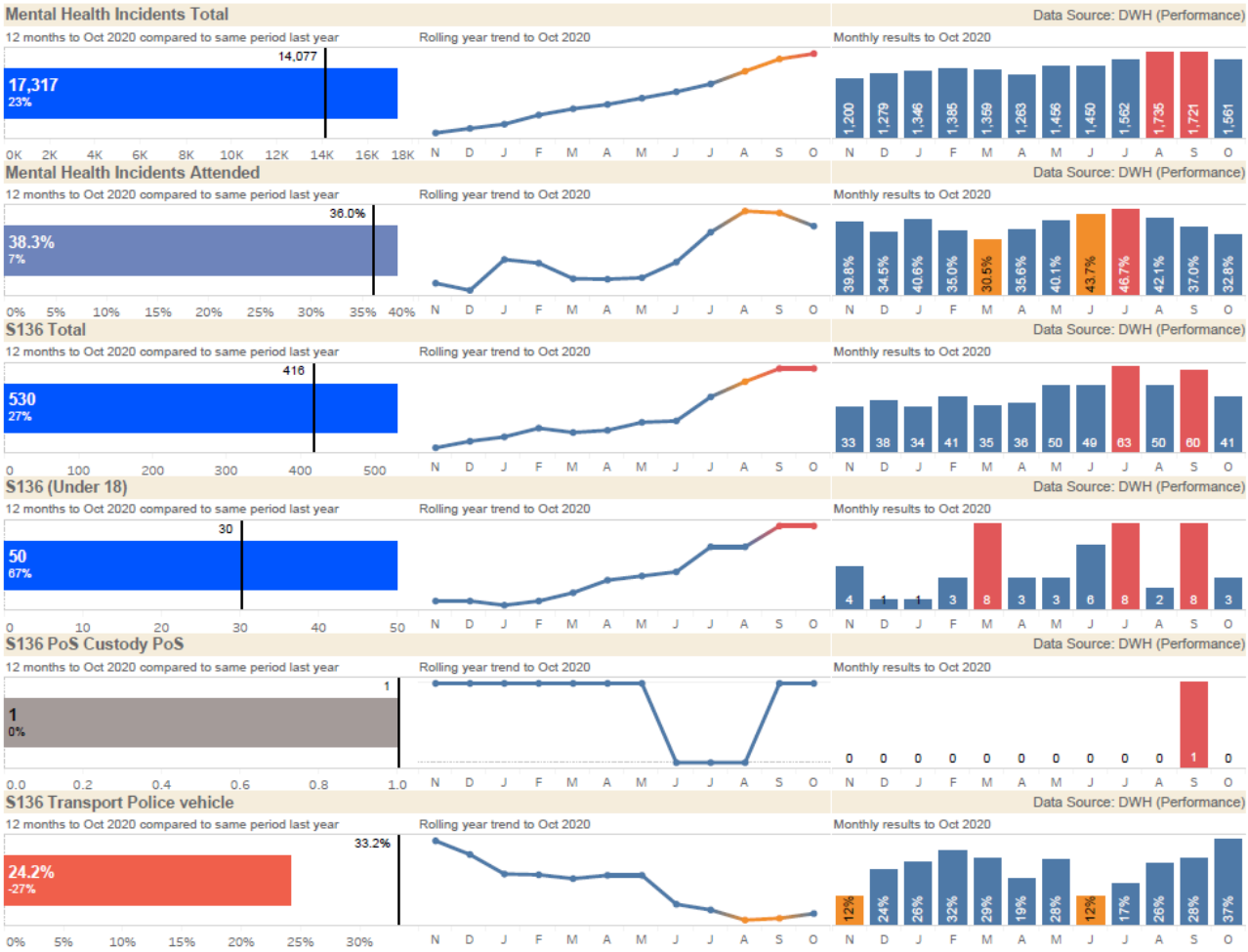
The Force is also working with key partners (Surrey County Council, OPCC, SDAP Outreach Services) to review, research and identify a suitably evaluated pre-conviction DA behaviour change programme to address DA offending behaviour. This work is being delivered through a specific workstream and under the governance of the new countywide DA Executive Group. In the short-term, Surrey Police has also managed to secure a number of free spaces on the KSSCRC "Building Better Relationships" (BBR) programme and HHPU will soon be using this service for those DA perpetrators deemed suitable to qualify pre-conviction.

To improve the way the Force identifies the most dangerous and serial DA perpetrators, it is working on identifying an algorithm that will help narrow down the cohort of DA perpetrators so that those of highest risk based on frequency, gravity and recency of offending are identified. This algorithm is being developed in line with the College of Policing's eight

principles of identification, assessment and management of serial or potentially dangerous DA and stalking perpetrators. It is being developed with academic support and is in early stages of development.

Mental Health

The below data has been taken from the force public protection performance report and includes data between April and October 2020.



- During the Covid-19 pandemic Surrey Police has seen significant increase in the number of mental health incidents reported via the force contact centre. This has continued on an upward trajectory since April 2019 however has seen a significant spike since May 2020 during the peak of the pandemic. This is also reflected in the number of calls reported to the Surrey and Borders Partnership NHS Foundation Trust who have seen record numbers of calls to their 24/7 mental health crisis line. Police deployment rates have started to reduce during this period suggesting a significant number of calls do not require a policing response. This increase in demand is reflected in other areas of the South East region including Sussex, Thames Valley and Metropolitan policing areas.
- Alongside the increasing mental health demand within the contact centre Surrey Police has also seen an increase in the use of s136 of the Mental Health Act within the county. During the rolling 12 month period this is a 27% increase with a 67% increase in the use of s136 to detain under 18's. All agencies are in agreement that Covid-19 is a contributing factor to this increase. Surrey Police are committed to supporting those

suffering mental health crisis in the most appropriate way and are working closely with the mental health trust, Surrey Clinical Commissioning Group and Surrey County Council to explore alternative, multi-agency options when police officers are faced with a person in crisis. A number of existing initiatives are in place to reduce this area of demand and others, such as the adoption of under 18's within the Surrey High Intensity Partnership Programme, are currently being proposed.

- It has been identified through engagement with partner agencies and other neighbouring police forces that there is an increase in officers attending to people suffering higher risk, more complex mental health crisis. It has also been identified that there is an increase in attending to people in mental health crisis who are not known to services.
- Custody has not been used as a place of safety since July 2015 however the above data identifies one case in September where custody was recorded as a place of safety. This has been reviewed and was recorded in error. A request has been submitted to remove this from the performance data.
- The use of police vehicles to convey a patient to a place of safety continues to decrease with a 27% reduction when compared with the rolling 12 month period. This reflects the ongoing engagement with SECAmb from a strategic and operational perspective to manage mental health demand.

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5*. Making Every Pound Count*

Financial Monitoring at 31st October 2020

1. Summary

1.1. The total budget for Surrey is £250.0m 2020/21, against this the forecast outturn position is £249.7m resulting in an underspend totalling £0.3m.

Surrey	2020/21 PCC Budget £m	2019/20 Operational Delivery Budget £m	Total 2020/21 Budget £m	2020/21 Total Forecast £m	Variance £m
Month 7	2.1	247.9	250.0	249.7	(0.3)

1.2. The operational response to the COVID 19 pandemic has resulted in additional unplanned costs which consist of the salary costs of police officers and staff, employee overtime, premises, lost income and supplies & services, the most significant cost for the Personal Protective Equipment (PPE). The notification from the Home Office is that Forces can recover the costs of medical grade PPE and the first four months of lost income, which together is currently £3.2m. The Home Office have announced that Surrey will receive £388k from the £30m Covid Surge Fund allocated to police forces. The Home Office has also announced that a further claim for non medical PPE can be made, along with the next four months of lost income.

1.3. The force has mitigated the additional costs with savings across the force, these include savings in training and staff travel where costs have been lower year to date.

1.4. There are variances within the budget, pay is forecasting an overspend overall with non-pay underspending to offset against this.

1.5. Police officer numbers are increasing as the recruitment plan delivers and police staff budget is forecast to underspend.
1.6. For Police Officers the financial plan assumed an inflationary increase of 2% which was actually 2.5%, this additional cost pressure is included in the forecast.
1.7. The non-pay costs including income are underspent in total with costs attributable to Op Apollo being offset by the assumed income.
1.8. The precept & uplift investment was for an additional 156.5 posts, the current forecast is that Surrey Police will recruit to these posts by March 2021.
1.9. The efficiency plan to save £1.4m has been removed from the budget, however there is a risk that savings within ICT will not be achieved.
1.10. The Force has agreed to continue funding Investigative Assistant posts within Local Policing which is estimated to cost £0.5m, this cost pressure is included in the forecast.
1.11. The capital plan is forecast to underspend by £1.2m. For the 2020/21 financial year a new capital & investment gateway to proceed process has been introduced for existing planned schemes. This step will firm up on the proposals put forward during the budget build and also allow the funding position to be checked prior to giving the go ahead.

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Please see attached paper - Force Financial Report Month 7 2020/21.

6. A Force Fit for the Future

Estates Strategy

As the Building the Future Programme has gained pace it became clear that there were a number of interdependent strands of work that needed to be moved forward to ensure that the totality of the Estate supports the Building the Future Programme. The draft Estates Strategy was initially presented to Building the Future Steering Group on 10th August 2020 and was presented at Building the Future Project Board on 19th August 2020.

The BTF programme has already completed RIBA Stage 0 and Stage 1 of 8 Stages with Stage 2 due to be completed February 2021 and its approval targeted for March 2021. The programme and risks are being effectively managed and are being reported to the BTF Project Board in line with the approved Governance Structure.

The draft Estates Strategy which was presented to the BTF Project Board in August 2020, is being developed and consulted across the Surrey Police senior stakeholder groups. It is expected that the strategy will be completed in February 2021, in line with the BTF Stage 2 submission.

We are also completing a Housing Strategy to ensure Surrey Police have adequate levels of residential housing for rent across the County. This will part alleviate housing issues for new recruits and those who are in need of secure and fit for purpose housing accommodation.

Recommendation(s)/Future Activity: The Police and Crime Commissioner is asked to note the contents.

Risks: Performance risks are addressed through the Force Performance Board chaired by the Deputy Chief Constable.

Attachments/ Background Papers: Force Financial Report Month 7 2020/21

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