

**SURREY POLICE AND CRIME PANEL**  
**21 April 2022**

**POLICE AND CRIME PLAN 2021-2025 – PROGRESS**

## **1 SUMMARY**

This report sets out the progress made towards achieving the 2021-2025 Police and Crime Plan. This is the first progress report that the Commissioner has provided to the Panel since the publication of her Plan in December last year. We have structured the report into two distinct parts – firstly, a qualitative description of some of the work being undertaken by the Office of the PCC, Surrey Police and partners to deliver against the Plan. Secondly, we have provided the Panel with data on Surrey Police's performance against a set of indicators which are aligned to the priorities within the plan.

## **2 RECOMMENDATIONS**

The Police and Crime Panel is asked to note the progress being made towards the achievement of the Plan.

## **3. INTRODUCTION**

The PCC published a refreshed Police and Crime Plan in December 2021 covering the period 2021 to 2025.

The five priorities set out in the 2021-25 plan are as follows:

- Reducing violence against women and girls in Surrey
- Protecting people from harm in Surrey
- Working with Surrey communities so that they feel safe
- Strengthening relationships between Surrey Police and Surrey residents
- Ensuring safer Surrey roads

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.

## **4. MAIN DETAIL**

Information is provided below on progress against each of the priority areas set out in the report. We also provide a summary of performance indicators that are used to assess the direction of performance towards achieving the plan. The Panel should note that the plan has only been published in the last four months so it is early days in setting out actions and expecting to see results against the plan.

#### 4.1 Reducing violence against women and girls in Surrey

Surrey has a network of expert community-based specialist services, working alongside police and public services, including the Surrey Police Victim and Witness Care Unit. The PCC has recently finalised a **new commissioning strategy, with a focus on building capacity and capability of specialist services for women from diverse backgrounds**. The Office of the Police and Crime Commissioner (OPCC) has commissioned specialist Independent Domestic Violence Advisors for ethnic minority and LGBTQ+ women and men, which are embedded in local communities.

The OPCC is leading a multi-agency domestic abuse workstream with a mission to tackle the harm caused by perpetrators of coercive and controlling behaviour (CCB). The workstream is recommending the adoption of a **Surrey Gold Standard CCB Framework** with consistent principles and critical components for practitioners to use whenever there is an allegation or suspicion of CCB encountered as part of their duties. This aims to effectively address the behaviour of the abuser and ensure the safety and freedom of abused adults/children experiencing CCB.

The Deputy PCC (DPCC) has recently taken on the co-chairmanship of the **Surrey Female Strategy Group** which held its inaugural meeting in December 2021. Surrey is the first area to bring partners together to improve outcomes for female offenders and make society safer by tackling the underlying causes of offending behaviour. This group will be looking at the research work of the Centre for Women's Justice (CWJ), a lawyer-led legal charity working to change the legal system so that it responds better to the needs and experiences of women.

The OPCC, Surrey Police, SCC and specialist services are working together to deliver **interventions for young people demonstrating violent behaviours in their relationships**. SCC has now commissioned a programme with Richmond Fellowship to deliver against Surrey's ambition to prevent violence and abuse.

Surrey's DA Services provide regular monitoring information to OPCC, Surrey Police and SCC as part of contract arrangements. This includes rich information through studies of survivors' real life stories, which contain common issues/barriers within the system. This learning is being collated to be examined by partners in the Domestic Abuse Management Board (where the OPCC is represented) to help jointly problem-solve.

The OPCC has been working with those involved in **Domestic Homicide Reviews (DHRs)** and **Safeguarding Adult Reviews (SARs)** to ensure the learning is embedded, particularly where we commission and design new services. The Commissioning and Policy Lead for Community Safety Co-Chairs the DHR Oversight Group and in recent months has presented the latest update report to the DA Management Board, highlighting some early learning from the DHRs taking place. This early learning includes a focused piece of work on older victims, training around identifying escalating risk, the role of the faith sector and support for our unseen communities. There has also been a concerted effort to ensure there are regular and timely discussions with colleagues from safeguarding and the coroner's office to ensure there is ongoing and constructive discussion around new cases.

The OPCC has commissioned the **Surrey Minority Ethnic Forum (SMEF)** to deliver the 'Trust Project' which has worked with 55 women (and 68 children in these families), helping to build their confidence and sense of empowerment through practical and emotional support. SMEF are also commissioned to raise awareness of issues which are known to marginalise victims such as mental health and hate crime.

Views from women in Surrey on their safety are now being captured using the Surrey Police **Call It Out survey** and the national **Streetsafe tool**. Streetsafe has been promoted

throughout Surrey and the OPCC has recently carried out analysis showing areas where there could be intervention and bids for national Safer Streets investment to help women to feel safer. Progress on any bids for investment will be reported back to the Panel.

Surrey Police has provided the OPCC with a full update on how it is meeting the actions contained within the **National Violence Against Women and Girls (VAWG) strategy**. It was one of the first forces to develop its own VAWG Strategy, informed by survivors, those with lived experience, the wider partnership and specialist services. The final Surrey Police VAWG Strategy and Action Plan is shortly due for publication.

The force is carrying out more actions to spot and tackle domestic abuse, stalking and harassment, in particular learning from a recent case which led to a tragic murder. The DCC has set the clear expectation of recording and assessing the risk in these cases from the very first contact.

Surrey Police monitors the volume of **serial domestic abuse (DA) perpetrators**. This has been defined as the volume of repeat offenders that have two or more victims over the last three years. Currently this volume of perpetrators has reduced by 126 over the last year; a reduction of 12.1%. Since March 2021, Surrey has embedded a Multi-Agency Testing and Coordination (MATAC) meeting each month on every Division. This is a partnership meeting focused on the highest harm perpetrators including serial and repeat. The Prevent plan for VAWG is owned by a Divisional DCI and they are reviewing how the Force problem solves serial perpetrators and has problem profiles in place.

The Deputy Chief Constable has recently set out “supporting victims of crime”, in particular keeping victims informed, as one of the three key performance delivery areas for the force over the next few months.

## 4.2 Protecting people from harm in Surrey

The OPCC has commissioned **more specialist workers for children experiencing domestic abuse and sexual violence**, which help them to understand their experiences and develop coping strategies, as well as supporting them through the criminal justice process when needed. **A specialist service for children and young people being exploited** (or at risk of) has been commissioned by OPCC. It is delivered by Catch 22 and implementation is underway, with referrals received from Western division through the Risk Management Meeting process. It is expected to be fully live across the county from April 22.

Surrey’s system-wide partners were one of fifteen areas nationally to be awarded a grant by the Department of Levelling Up, Housing and Communities (DLUHC) and the Lottery Fund under the Changing Futures Programme. The award was £2.8M over a period of three years. The aim of the programme is to put in place initiatives and to monitor and evaluate **progress towards improved outcomes for individuals with multiple disadvantages**, and to improve services and system for them. The OPCC is one of 27 partners involved in the governance of this programme. Since the grant was awarded in August 2021, progress has included new clinical posts, greater training for staff and the funding of local voluntary and community homeless, mental health and domestic abuse charities, to provide coordinated, specialist Trauma Informed Outreach Support Services across Surrey.

The OPCC is supporting the High Sheriff’s work around **school exclusions**. On 2<sup>nd</sup> March, the Office attend the launch of the research into school exclusions undertaken by Royal Holloway University. The evidence of harm exclusions can cause will be used when we commission service for young people. The OPCC are also supporting the work of the Health

and Wellbeing Board and the Key Localities Project which looks at those areas at the top of the Indices of Multiple Deprivation to offer targeted support from a range of partners.

The OPCC and Surrey Police together regularly review the performance of the **Surrey Police Victim and Witness Care Unit (VWCU)**. In quarter 3 of 2021/22 the VWCU contacted 12,696 victims of crime, with 3786 victims falling into the enhanced category and receiving a phone call. New referrals for generalist support increased again to 202 cases, 23 more than in Qtr. 2 and includes a high number of self-referrals (73). The **fraud caseworkers** received a total of 231 new cases – it should be noted the demand for this service supporting those affected by fraud is higher than the combined caseload for all crime. The unit also supports around 16,000 witnesses (civilian and non-civilian) to attend court every month and continues to maintain a high attendance rate in comparison with national rate.

To support the growing numbers of Fraud victims, Surrey Police has also invested in a resource uplift in the Victim and Witness Care Unit to provide a **bespoke emotional and practical support service for victims of fraud**, tailored to each victims' needs. The caseworkers are supported by volunteers who send all victims of Fraud an information pack which aims to equip victims with knowledge and information in order to help protect themselves and prevent re-victimisation and signpost to further support agencies.

Surrey Police has a sustained approach to **raise Hate Crime awareness** both internally and externally with the full support from the Corporate Communications department, with a plan being developed to ensure Hate Crime is always in the public eye of the communities in Surrey. This will build in momentum near to Hate Crime Awareness week in October. This drive has seen an increase in Hate Crime posts on the force's social media platforms and lead to better communications.

#### 4.3 Working with Surrey communities so that they feel safe

The OPCC successfully bid for **Safer Streets funding** in the last two years and is currently looking at a bid for the 2022/23 round of funding. The office has begun early conversations with partners to scope initial ideas. The areas of focus for the next round of funding are:

- neighbourhood crimes like burglary, robbery and vehicle theft
- anti-social behaviour (new area of focus)
- violence against women and girls (e.g. harassment, rape, sexual assault and stalking)

The PCC has recently approved funding to sustain a service to **protect people against 'cuckooing'**. This is when criminals target the home of a person in order to use it as a base for county lines drug trafficking. Specialist support and advocacy can help with prevention, rehabilitation and recovery. Commissioning projects that prevent harm to those who are at more risk of experiencing crime, equipping them to stay safe and have positive futures is a priority of the PCC's new commissioning strategy.

Surrey Police have recently invested more in tackling **rural crime**, in particular current increases in theft of GPS systems from tractors, livestock worrying and poaching. Investment has included setting up a specific operation around the GPS thefts which has led to a key arrest and a reduction in reported crime and training for call handlers around dealing with reports of poaching. In addition, there are now 2 full-time PCs dedicated to rural crime (increasing to 3 in the summer) and a specialist PCSO for each borough. The force has reported that the extra investment has received positive comments from stakeholders.

The Deputy Chief Constable has recently set out **achieving better outcomes for burglary offences** as one of the three key performance delivery areas for the force over the next few months, in recognition of the recent drop in the outcome rate. The Chief Constable reported to the PCC during the January Accountability meeting that there was the potential for burglaries to increase following people being at home less, now Covid restrictions have eased. He also reported that officers continue to work extremely hard to target and arrest offenders and have seen a number of arrests recently following a joint effort with surrounding forces. Practical steps residents can take to reduce their chances of becoming a victim of burglary include having a bin buddy, having a fully functioning burglar alarm and using automated home lighting when their home is empty. More information on this topic can be found on the Surrey Police website.

To improve successful crime outcomes, work is ongoing to target local offenders living within Surrey to maximise opportunities to secure convictions and disrupt offending. Dedicated resources on each division are now allocated to **review all residential burglary reports to maximise investigative opportunities** and secure evidence at the earliest opportunity to assist with securing more convictions. Surrey Police have a Force Burglary lead providing oversight to ensure any identified learning/good practice is disseminated through coordinated burglary meetings across force departments and divisions to ensure local series, trends are identified and targeted appropriately.

Violence with injury offences, whilst increasing overall on last year, have not returned to pre-pandemic levels in Surrey. **Robbery offences are down** from 460 pre pandemic to 423 year to February 21 and 390 in the year to February 22. Partners in Health, Adult Social Care and Education sectors all continue to face challenges with their opportunities to intervene early; and the Force continues to explore opportunities to improve information and intelligence sharing. Public place hotspots include Woking, Guildford, Staines and Redhill and local officers are well informed and continue to problem solve issues in these areas, as well as focusing on prolific individuals coming to notice.

#### 4.4 Strengthening relationships between Surrey Police and Surrey residents

The OPCC has recently recruited to a new role of **Contact & Correspondence Officer**, which is designed to ensure that complaints are directed to the right organisation or responded to in a more efficient and timely way. They should be in place over the next couple of months.

The PCC has reviewed her arrangements for accountability meetings and **holding the Chief Constable to account**. Plans are in place to hold some of these meetings using Facebook Live and asking residents to submit topics of interest they wish to see the PCC ask the Chief Constable about. These meetings will be held at different times of the day moving forward to encourage more engagement.

The Communications Team at the OPCC has recently **launched a competition for 15 to 25 year olds** to design a new logo for the office and PCC and DPCC. Launching the competition the DPCC said: "We are really excited to see the valuable contribution that young people in Surrey will bring to this project as we develop our new visual identity. Ahead of the publication of the Commissioner's Police and Crime Plan, we heard from residents, including young people, who said they wanted us to engage better and more widely."

Surrey residents are contacting Surrey Police in increasing numbers. The force reported that the **volume of 999 calls in June, July and October are the highest months Surrey has ever had**. This is mirrored in June/July nationally and the Force were requested on several

occasions in those months to assist other forces, in particular the Metropolitan Police. This meant that contact centre had to move call handlers away from answering the 101 channels. The **percentage of 999 calls answered within 10 seconds remains high at 91.4%** in the year to December 2021.

**101 call answering times remain a challenge** for the force. Surrey Police have reported that staffing resilience has been tested as call handlers have been spread through different locations throughout the pandemic, but that they are seeing a return to business as usual. Vacancies for Contact handlers are currently being advertised. Over 2021, the average was 3 minutes 26 seconds which is up 1 minute 21 seconds from the 12 months to December 2020. The volume of 101 calls have reduced by 10% in the last year with large increases seen in digital means of contact, such as Live Chat and social media.

#### 4.5 Ensuring safer Surrey roads

Recent data on killed and seriously injured (KSI) show that the **number of collisions for KSIs is down 0.5%** compared to last year and the number of casualties is down 2.2%. However, some of this reduction is felt likely to be due to pandemic restrictions and a rise may be seen in future years. Surrey Roads Policing unit is due to be strengthened once new neighbourhood officers are embedded in divisions and experienced officers can be released to join the unit.

In conjunction with Surrey Fire and Rescue Service, the OPCC and Surrey Police promote **“Safe Drive Stay Alive”** and would encourage all residents, particularly new drivers to follow this educational campaign.

Surrey’s extensive Safety Camera partnership network assists with and supports driving prosecutions and during the recent PCC’s Accountability meeting, the Chief Constable encouraged all road users to take note of signs on the motorway warning of danger.

The **Surrey Safer Roads Partnership** work towards the objective of reducing KSI using the established approach of education, engineering, and enforcement to make the roads safer and positively influence road user behaviour. Looking ahead to 2022/2023 the partnership will continue to direct resources to areas of high risk. Data will be gained from the partnership and the Speed Management Plan will inform the deployment of resources. The Roads Policing Unit (RPU) will focus on the strategic roads; with a wraparound approach for our communities utilising the Casualty Reduction Officers (CRO), Community Speed Watch volunteers, Local Policing Teams and later this year the new Vanguard Road Safety Team.

Each Division has a **Road Safety Champion** and a single point of contact with RPU to dovetail their KSI reduction plan to the overarching RPU KSI reduction plan (Operation Mainstay). These plans are formed from the National Roads Policing Strategy and the Roads Policing Strategic Threat and Risk Assessment (STRA) which is currently being finalised. Divisions are the owners of issues on their local roads and responding to their communities and they use RPU as experts within their problem-solving plan. RPU can utilise specific skills such as the power of PG9 (the prohibition of vehicles on the road), the use of Tintman (calibrated equipment to check tinted windows), and sound monitoring equipment (to add evidence for illegal exhausts).



## 4.6 Performance Indicators

Performance against the Police & Crime Panel is reviewed in a number of different forums, including oversight by the PCC, Surrey Police and the Panel. The PCC's aim is for all these forums to use the same information in order to keep scrutiny of the plan consistent. Surrey Police have developed a scorecard to provide performance indicators for the Plan, with the indicators summarised in the table over.

The PCC recognises that police performance information is not always easy to interpret in terms of desired direction or cause of changes. The PCC therefore also asks Surrey Police to provide a narrative against the indicators for her accountability meetings with the Chief Constable.

The performance indicators to be used to monitor the plan are summarised in the table over. It should be noted that:

- To provide comparison, data to February 2022 compared to previous year has been given in most cases. As the end of financial year data becomes available that will be used as the baseline for future reports
- Crime numbers have been affected by the pandemic, with in many cases much lower than average recorded crime during 2020/21 in particular
- Crime numbers reflect police recorded crime and not necessarily actual crime trends and for some crime areas, such as domestic abuse, the PCC, Surrey Police and partners are active in encouraging reporting
- Where data differs from the February end of year time period it is stated in brackets
- There are still some indicators being developed, particularly in the Protecting People from Harm priority
- The Police and Crime Plan has only been set for four months and some indicators will take time to show changes following actions being put in place.

Performance Indicator	Year to February 2021*	Year to February 2022*	Change
<b>Reducing VAWG</b>			
% of people feeling safe after dark	79.3% (to Dec 20)	72.8% (to Dec 21)	Down 6.5%
Recorded violent domestic abuse offences	8275	7877	Down 398, 4.8%
Outcome rates for violent DA	13.7%	11.4%	Down 2.3% points
Serial DA perpetrators	1039	913	Down 126, 12.1%
DA victim satisfaction	92.2% (2020/21)	87.8% (Apr to Dec 21)	Down 4.4% points
Recorded serious sexual offences	1581	2047	Up 466, 29.5%
Outcome rate serious sexual offences	7.0%	6.8%	Down 0.2% points
Recorded child abuse offences	1336	1502	Up 166, 5.4%
Outcome rate child abuse offences	18.3%	13.0%	Down 5.3% points
Recorded stalking/ coercive control offences	1042	1078	Up 36, 3.5%
Outcome rate stalking/ coercive control offences	12.3%	10.9%	Down 1.4% points
<b>Protecting People from Harm</b>			
Overall victim of crime satisfaction	66.4%	60.4%	Down 6% points
Recorded hate crime	2130	2571	Up 444, 20.7%
Outcome for recorded hate crime	16.4%	15.6%	Down 1.3% points
<b>Working with Surrey Communities</b>			
Recorded burglaries	2841	2741	Down 100, 3.5%
Outcome rate burglaries	5.4%	4.0%	Down 1.4% points
Recorded serious violence with injury	6574	7033	Up 459, 7%
Outcome rate serious violence with injury	19.9%	15.5%	Down 4.4% points
Recorded knife crime	1263	1272	Up 9, 0.7%
Outcome rate knife crime	23.6%	19.9%	Down 4.5% points
Recorded vehicle crime	4694	4816	Up 120, 2.6%
Outcome rate vehicle crime	2.5%	1.2%	Down 1.3% points
Satisfaction for victims of anti-social behaviour	64.9%	63.4%	Down 1.5%
<b>Strengthening Relationships</b>			
% confident in Surrey Police	87.9% (to Dec 2020)	85.8% (to Dec 2021)	Down 2.1%
% 999 calls answered within 10 secs	93.2%	91.0%	Down 2.2%
Average time to answer 101 calls	137 secs (Feb 21)	266 secs (Feb 22)	Up 94.2%
% Grade 1 emergency incidents responded to within 15 minutes	66.0%	60.6%	Down 5.4%
<b>Road Safety</b>			
Killed or Seriously Injured (KSI) collisions	586 (to Nov 20)	589 (to Nov 21)	Up 3, 0.5%
KSI casualties	626 (to Nov 20)	640 (to Nov 21)	Up 14, 2.2%

\*unless stated otherwise



**5. CONCLUSION**

It is early days in the implementation of the plan, although the OPCC, Surrey Police and partners have been making progress. Performance indicators give an indication of direction at this early stage.

**6. CONTACT DETAILS**

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