



SURREY POLICE AND CRIME PANEL 24 NOVEMBER 2023

PROGRESS AGAINST THE POLICE AND CRIME PLAN

1 SUMMARY

1.1 This report sets out the progress made towards achieving the 2021-2025 Police and Crime Plan since the last update to the Panel in April 2023.

1.2 The intention is to provide both a quantitative summary of police performance, and to highlight specific strands of work undertaken by the OPCC during the last 6 months.

2.0 INTRODUCTION

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

2.2 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

2.3 The plan is available on the Commissioner's website or in paper copy on request.

2.4 We would recommend that Panel members also revisit the 2022/23 Annual Report which provides a full summary of work over the previous year. This was presented to the Police and Crime Panel on 29 June 2023.

2.5 Panel members are also invited to make use of the Commissioner's new Data Hub, which contains a wide array of data concerning delivery of the Police and Crime Plan, the work of her office and related datasets: <https://data.surrey-pcc.gov.uk>

3.0 PRIORITY 1: REDUCING VIOLENCE AGAINST WOMEN AND GIRLS IN SURREY

3.1 £2m in government funding for new Domestic Abuse Hub in Surrey

3.2 A major £2million project to tackle domestic abuse and stalking in Surrey has been given the green light following a successful bid for government funding by the OPCC.

3.3 This additional funding was secured as part of a national programme to work with those responsible for harmful behaviour, with the aim of helping change the way they think and behave. The funding, spread over the next two years, will be used to create a Domestic

Abuse Hub which will be open to any adult in Surrey and give participants the skills to be able to make positive, long-lasting changes in their lives.

3.4 **Additional information:** <https://www.surrey-pcc.gov.uk/commissioner-secures-2m-in-government-funding-for-new-domestic-abuse-hub-in-surrey/>

3.5 £1m in government funding for projects to improve safety in three Surrey towns

3.6 Projects in Walton, Redhill and Guildford are set to receive a boost to their safety after a successful bid for additional funding by the OPCC to the government's Safer Streets fund.

3.7 The grant is part of the fifth round of Safer Streets funding which has so far seen over £120m shared across England and Wales for projects to tackle crime and anti-social behaviour, and to make areas safer for women and girls.

3.8 **More information:** <https://www.surrey-pcc.gov.uk/commissioner-secures-1m-in-government-funding-for-projects-to-improve-safety-in-three-surrey-towns/>

3.9 Supporting convictions for serious sexual offences

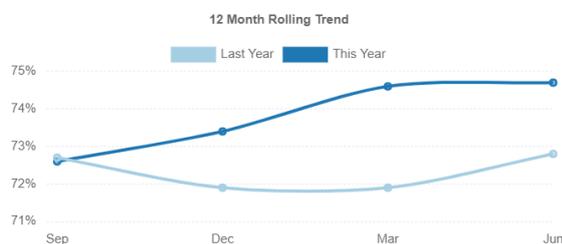
3.10 Every police force in England and Wales has now signed up to Operation Soteria, a joint policing and prosecutions programme. This Home Office-funded initiative aims to develop new operating models for the investigation and prosecution of rape in a bid to increase the number of cases reaching court by more than double.

3.11 The PCC hosted Edward Argar, the Minister for Victims and Sentencing, to discuss the implementation of Soteria in Surrey. During the MP's visit to Guildford, he joined a tour of Surrey's Rape and Sexual Abuse Support Centre (RASASC) to learn more about the work that is currently being done to support survivors locally.

3.12 **More information:** <https://www.surrey-pcc.gov.uk/commissioner-hails-new-national-programme-aimed-at-driving-up-convictions-for-serious-sexual-offences/>

3.13 **Key Metrics:** *The following data is taken from the Commissioner's Public Data Hub:*

Perception of safety after dark for female respondents



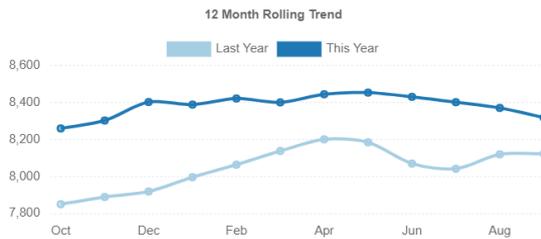
Info: The Joint Neighbourhood Survey asks respondents to consider how safe they feel after dark. The chart shows the percentage of female respondents that say they feel 'very safe' or 'fairly safe' after dark.

Serial Domestic Abuse Perpetrators



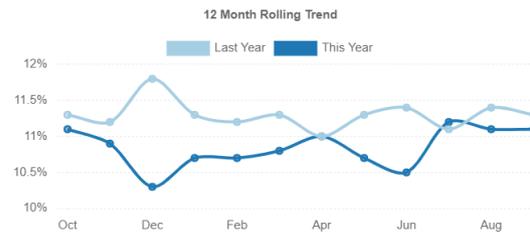
Info: Surrey monitors the volume of serial domestic abuse perpetrators. This has been defined as the volume of repeat offenders that have committed offences against two or more victims over the last three years.

Violent Domestic Abuse Volume



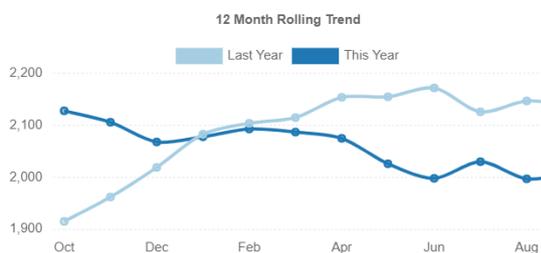
Info: The above data shows total volume of reported crime, regardless of the sex of the alleged perpetrator or complainant.

Violent Domestic Abuse Solved Outcome Rate



Comparison: Data published by the Home Office for the financial year 2021/22 shows a national average solved outcome rate of 8.9% for this crime type.

Serious Sexual Offences Volume



Info: The above data shows total volume of reported crime, regardless of the sex of the alleged perpetrator or complainant.

Serious Sexual Offences Solved Outcome Rate



Comparison: Data published by the Home Office for the financial year 2021/22 shows a national average solved outcome rate of 4.7% for this crime type.

4.0 PROTECTING PEOPLE FROM HARM IN SURREY

4.1 PCC advocates for change on mental health response

4.2 In February 2023 alone, officers spent 515 hours on incidents relating to mental health – the highest number of hours ever recorded in a single month by the Force. In March, two officers spent a full week supporting a vulnerable person, taking the officers away from their other duties.

4.3 The PCC has the national lead for mental health and custody for the Association of Police and Crime Commissioners (APCC). She spoke at the National Police Chiefs' Council's Mental Health and Policing Conference in May to advocate the Right Care, Right Person model and has been working with partners locally to reduce the burden being placed on policing.

4.4 **More information:** <https://www.surrey-pcc.gov.uk/commissioner-backs-calls-for-change-on-mental-health-response-after-warning-thousands-of-police-hours-are-spent-dealing-with-people-in-crisis/>

4.5 New fully-funded 'Fearless' worker

4.6 The OPCC has provided funding for a new youth worker to educate young people about the consequences of their choices on behalf of 'Fearless', the youth arm of Crimestoppers.

4.7 The post-holder visits schools, pupil referral units, colleges, universities and youth clubs to deliver workshops that show young people how crime can affect them, either as a

victim or as a perpetrator, attends community events, and builds partnerships with youth-focused organisations.

4.8 **More information:** <https://www.surrey-pcc.gov.uk/deputy-commissioner-welcomes-new-fully-funded-fearless-worker/>

4.9 New Premier League Kicks programme in Surrey

4.10 A Premier League programme that uses the power of football to draw young people away from crime has expanded into Surrey with the support of a grant from the OPCC.

4.11 The Chelsea Foundation has brought flagship initiative Premier League Kicks to the county for the first time. The scheme, which supports people aged between eight and 18 from disadvantaged backgrounds, already operates at 700 venues across the UK. More than 175,000 young people engaged in the programme between 2019 and 2022. Young attendees are offered sports, coaching, music and educational and personal development sessions.

4.12 **More information:** <https://www.surrey-pcc.gov.uk/it-has-the-power-to-change-the-lives-of-young-people-deputy-commissioner-launches-new-premier-league-kicks-programme-in-surrey/>

4.13 **Key Metrics:** *The following data is taken from the Commissioner’s Public Data Hub:*



5.0 WORKING WITH SURREY COMMUNITIES SO THAT THEY FEEL SAFE

5.1 Launch of first-ever Surrey Youth Commission conference

5.2 The Surrey Youth Commission, which is fully-funded by the OPCC, will help shape the future of crime prevention in the county, and its members have developed a list of priorities for both the Force and the OPCC. These include substance misuse, violence against women and girls, and cybercrime. Youth commissioners presented their findings at their Big Conversation Conference, which took place in Woking in July.

5.3 The overarching aim of the work is to amplify the voices of young people in Surrey to help shape the future of policing.

5.4 **More information:** <https://www.surrey-pcc.gov.uk/deputy-commissioner-launches-first-ever-surrey-youth-commission-conference-as-members-give-their-priorities-for-policing/>

5.5 Highlighting support for residents affected by anti-social behaviour

5.6 As part of ASB Awareness Week, the PCC encouraged residents to report anti-social behaviour and sought to promote local support services.

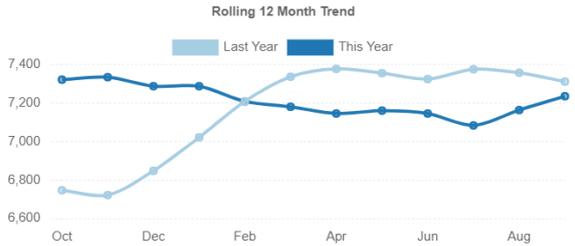
5.7 ASB is tackled in Surrey by the Anti-social Behaviour and Community Harm Reduction Partnership Delivery Group that includes Surrey Police, Surrey County Council, local councils, health, housing and support services.

5.8 In Surrey, direct support is available via a dedicated mediation service funded by the OPCC that provides a listening ear and supports individuals to access further help. Mediation is offered to those in conflict, with mediators facilitating communication between individuals who work through their differences and reach agreements to live peacefully. The service received over 400 referrals from individuals and agencies in the last financial year.

5.9 Key Metrics: The following data is taken from the Commissioner’s Public Data Hub:



Serious violence (Violence with injury) Volume

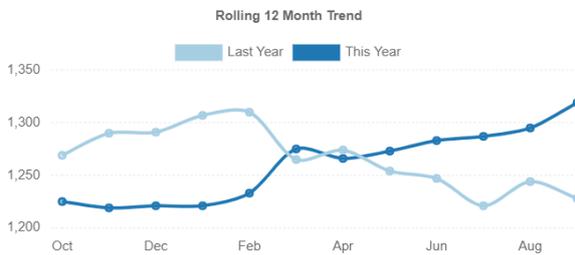


Serious violence (Violence with injury) Solved Outcome Rate



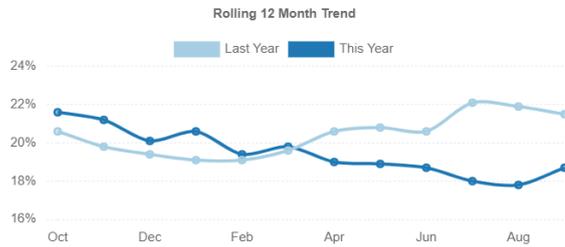
Comparison: Data published by the Home Office for the financial year 2021/22 shows a national average solved outcome rate of 13.1% for this crime type.

Knife Crime Volume

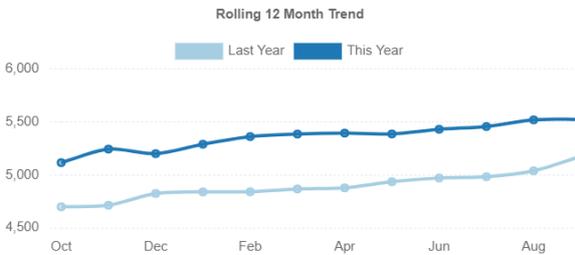


Info: National concern over the rise of knife crime has led to the development of a national system to help ensure the accurate recording of knife crime.

Knife Crime Solved Outcome Rate



Vehicle Crime Volume



Info: There are three main types of vehicle crime: Theft of a vehicle, theft from a vehicle and damage to a vehicle.

Vehicle Crime Solved Outcome Rate



Comparison: Data published by the Home Office for the financial year 2021/22 shows a national average solved outcome rate of 2.2% for this crime type.

6.0 STRENGTHENING RELATIONSHIPS BETWEEN SURREY POLICE AND SURREY RESIDENTS

6.1 Recruitment of Independent Members

6.2 The OPCC successfully recruited a number of new Independent Members to sit on Police Gross Misconduct Panels.

6.3 Panels are convened when police officers or staff are accused of breaching the Standards of Professional Behaviour and can lead to dismissal from their force.

Independent Members usually sit on three or four panels a year. They commit to a four-year term, with the possibility of a further extension. The role requires police vetting.

6.4 **More information:** <https://www.surrey-pcc.gov.uk/commissioner-opens-recruitment-for-independent-members/>

6.5 **'Policing your Community' roadshow**

6.6 The 'Policing Your Community' events are taking place from 24 October 2023 to 29 January 2024 and offer residents the opportunity to put their questions about local policing to the PCC, Chief Constable Tim De Meyer and the Inspector responsible for the local policing where they live.

6.7 The events throughout this winter will also take place ahead of the Commissioner's planned consultation on the amount that residents will contribute towards policing from next year's council tax, giving residents a chance to learn more about how their money is used both visibly – and behind the scenes – to boost crime fighting across Surrey.

6.8 Events are running on the following dates:

- Tuesday 24 October – Guildford
- Thursday 26 October – Mole Valley
- Monday 30 October – Surrey Heath
- Wednesday 01 November – Spelthorne
- Monday 06 November – Epsom & Ewell
- Wednesday 08 November – Reigate & Banstead
- Monday 13 November – Elmbridge
- Monday 20 November – Tandridge
- Wednesday 22 November – Woking
- Wednesday 29 November – Runnymede
- Monday 04 December – Waverley

6.9 **More information:** <https://www.surrey-pcc.gov.uk/have-your-say-as-policing-your-community-roadshow-returns/>

6.10 **Commissioner's team 'Hike the Hill' to raise money for key service supporting young homeless people**

6.11 A team from the OPCC took part in charity hike to the highest point in Surrey to raise money for a key service supporting homeless young people.

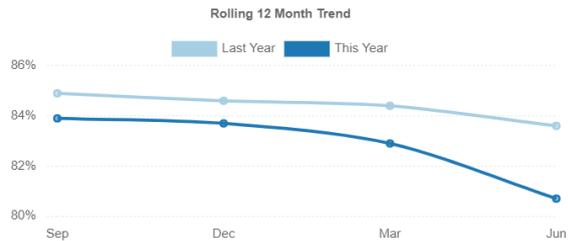
6.12 Staff, including the Deputy Commissioner, joined organisers and young people from the Amber Foundation in completing the 10km route at Leith Hill near Dorking.

6.13 They support young people aged from 17 to 30 by providing a shared home with a community of around 30 others. Staff there deliver a programme of training and activities based around accommodation, employment and health and wellbeing. The OPCC provides funding for three beds at their centre near Ockley through its dedicated Reducing Reoffending Fund and the aim of the hike was to raise money to help towards paying for another bed space.

6.14 **More information:** <https://www.surrey-pcc.gov.uk/commissioners-team-hike-the-hill-to-raise-money-for-key-service-supporting-young-homeless-people/>

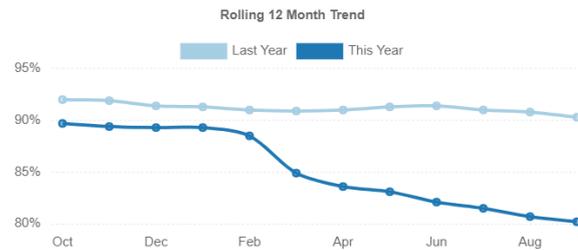
6.15 **Key Metrics:** *The following data is taken from the Commissioner's Public Data Hub:*

Public Confidence (Joint Neighbourhood Survey)



Info: The Joint Neighbourhood Survey (JNS) is a joint Surrey Police and Surrey County Council survey that provides quarterly results around public confidence, local problematic issues, crime prevention and contacting the police. It is also used to evaluate campaigns and to provide more in depth feedback on specific issues.

999 Call Performance



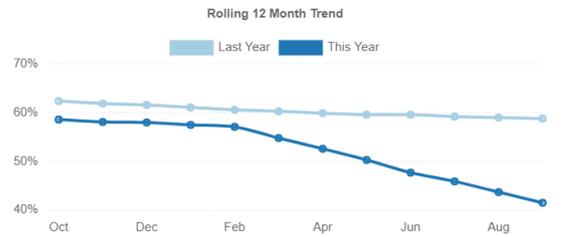
Comparison: Forces in England, Wales and Northern Ireland aim to answer 90% of 999 calls within ten seconds.

101 (Non-Emergency) Call Answering Performance



Info: Individuals on hold are invited to make contact with Surrey Police online, if appropriate to do so.

Grade 1 Response Compliance



Comparison: A 'Grade 1' call is the highest priority call, which requires a police response within 15 minutes from the time of receiving the call to a unit arriving to the incident.

7.0 ENSURING SAFER SURREY ROADS

7.1 Driver safety roadshow

7.2 The PCC joined a roadshow dedicated to reducing crash casualties, warning that collisions in the county are rising following lockdowns. The event marked Project EDWARD (Every Day Without a Road Death) - the UK's biggest platform showcasing best practice in road safety.

7.3 **More information:** <https://www.surrey-pcc.gov.uk/commissioner-visits-driver-safety-roadshow-amid-warnings-that-collisions-are-rising-following-lockdowns/>

7.4 Commissioner takes on major national role for transport safety

7.5 For 2023/24, the PCC took on the role of Association of Police and Crime Commissioner's lead for roads policing and transport, previously held by Sussex Commissioner Katy Bourne. As part of the role, the PCC will work to improve the safety of transport around the country.

7.6 **More information:** <https://www.surrey-pcc.gov.uk/commissioner-takes-on-major-national-role-for-transport-safety/>

7.7 New funding for Safe Drive Stay Alive:

7.8 In November the Commissioner announced a new wave of funding for a long-standing initiative aimed at keeping the county’s youngest drivers safe. The OPCC has committed to spending more than £100,000 on Safe Drive Stay Alive until 2025. The scheme highlights the dangers of drink and drug-driving, speeding, and looking at a mobile phone while at the wheel.

7.9 Young audiences hear from frontline personnel serving with Surrey Police, Surrey Fire and Rescue Service and the South Central Ambulance Service, as well as those who have lost loved ones and drivers who have been involved in fatal road traffic collisions.

7.10 Key Metrics: *The following data is taken from the Commissioner’s Public Data Hub:*



8. PERFORMANCE MEETINGS

8.1 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. Lisa Townsend has set up a governance framework to discharge this duty. The main part of this framework is to hold six-weekly meetings where the Chief Constable formally 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.

8.2 Every other meeting is a private meeting to allow detailed scrutiny of resources and efficiency plans as well as sensitive performance issues. This is called a Resources and Efficiency Meeting. Other meetings are webcast for the public and partners to view and are focussed on performance and areas of public interest – called Accountability and Performance Meetings.

8.3 The PCC chairs these meetings which are also attended by the Chief Executive and Chief Finance Officer from the 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.

8.4 Since the last report on performance meetings to the panel, one Performance and Accountability meeting has taken place, in October. At this meeting the following issues were considered:

- **Dog Attacks:** To explore the issue in a Surrey context, specifically the powers available to the police in terms of responding to dogs that are dangerously out of control, and current and historical incident volumes.
- **Public Order Act 2023:** To consider the implications of the new Act on policing in Surrey.
- **Anti-Social behaviour action plan:** To consider the police response to ASB including any preparatory work being undertaken in Surrey in response to the Government's ASB Action Plan.
- **Surrey Problem Solving Team:** To consider the work and recent successes of Surrey Police's Problem-Solving Team

8.5 Panel members can watch a recording of the meeting online by visiting:
<https://www.surrey-pcc.gov.uk/commissioner-to-put-questions-to-the-chief-constable-in-latest-public-performance-meeting/>

9. RECOMMENDATIONS

The Police and Crime Panel note the update.

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