

**Police and Crime Commissioner  
Monthly Management Meeting – February**

**4<sup>th</sup> February 2013**

**2pm**

**Council Chamber, Mole Valley District Council Offices, Dorking**

**Attendees:**

Kevin Hurley (PCC – Police and Crime Commissioner)  
 Jeff Harris (DPCC – Deputy Police and Crime Commissioner)  
 Alison Bolton (Chief Executive – Office of the Police and Crime Commissioner)  
 Ian Perkin (Treasurer – Office of the Police and Crime Commissioner)

Lynne Owens (CC – Chief Constable – Surrey Police)  
 Craig Denholm (DCC – Deputy Chief Constable – Surrey Police)

Sarah Thomas (Minute Taker – Office of the Police and Crime Commissioner)

<b>Agenda Item</b>	<b>Subject/Note</b>	<b>Action</b>
	<p>The PCC explained that this was the second formal meeting with the CC and DCC to discuss the Force's progress against the priorities that he had set on behalf of the Surrey public.</p>	
<p><b>Item 1</b></p>	<p><b>Surrey Police Progress Against the Six Priorities</b></p> <p>The PCC noted that he was approximately three quarters of the way through his public consultation to inform his Police and Crime Plan. He would be presenting his proposed Police and Crime Plan to the Police and Crime Panel in March.</p> <p>The CC explained that the Force was continuing to work hard in achieving progress against the priorities. The latest figures (December 2012) showed that there were 8,633 fewer crimes recorded than for the same period the previous year which was a 15.4% reduction. 489 drug related cautions were recorded and detection rates had increased to 22.4%. Confidence figures were at 90.1% which was an increase of 5%. Auto crime had reduced by 40% since the introduction of Operation Marjoram where 48 arrests had been made for auto crime offences. Nine arrests had been made during recent dawn raids where 60 cannabis plants and other property were seized.</p> <p>The CC reported that a new national records system, PENTIP, was in place which gave a nationwide picture of Fixed Penalty Notices (FPNs) which would aid officers when issuing FPNs/making arrests.</p>	

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The PCC said that in future he would like the CC to report on specific issues such as, drug dealing and burglary. He asked what progress had been made in the seizure of assets. The CC reported that 31 confiscation orders worth £0.5m and £194k cash forfeiture orders had been made. The share that the Force received from the seizures could pay for 5 out of 31 staff working in this area of the organisation. However, the Force only gets an 18% share of the assets seized and there was also concern about the length of time it took to receive it. The PCC said that he would take forward negotiations with partners as an 18% share was not enough.

The PCC explained that he wanted to work with CJ partners to improve their ethos and style of working with victims. The CC explained that the Force used an independent company to carry out victim satisfaction surveys to gain unbiased feedback. Overall satisfaction was at 85.2% and anti-social behaviour satisfaction at 79.4%. The demand on 999/101 calls had increased by 13% and the Force was meeting its targets for answering calls. A review of customer contact was in progress – the aim was to improve customer service by stopping people from being passed to several departments before getting assistance they require.

The CC said that a report was being carried out on the use of multiple cautions and she would share this with the PCC when it was finalised.

The CC reported that the Professional Standards Department (PSD) was currently dealing with 162 complaints of which 158 were against individuals and 4 against police policy (Direction and Control). She stressed that on the whole, her staff do an amazing job but that the Force would take action when this wasn't the case. The number of allegations recorded would be higher than the number of complaints as one complaint could raise more than one allegation.

The PCC suggested that some officers could be more emotionally intelligent. Policing was better delivered by officers who were able to moderate their behaviour to what they were confronted with and in this way meet the needs of the person.

The DPCC asked what the policy was on resolving complaints locally. The CC said that it was the responsibility of the Duty Inspector to try to resolve a complaint at its first stage. If this wasn't achieved then it would go through PSD.

The PCC said that undercover operations had recently been highlighted in the media and asked the CC what mechanisms were in place to deal with undercover operations in Surrey. The CC said that this area was highly regulated. The Office of Surveillance Commissioners (made up of Crown Court Judges) carried out regular inspections, and only last week an inspection was carried out in Surrey. The unit worked well and performed in line with national guidelines. The CC was awaiting a copy of the

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	<p>latest inspection report.</p> <p>The PCC alluded to a recent incident where a member of the public had been ‘tasered’ outside Buckingham Palace. He asked what the Force’s Taser availability was. The CC explained that previously the Chief Officer Group has decided to extend the use of Tasers across the Force to be able to better protect the public and officers. 181 non-firearms officers were currently trained in the use to Taser. 51 firearms officers were trained in its use as a secondary tactic. Targeted Patrol Teams (TPT) and Roads Policing Units (RPU) had a minimum of four Tasers on each unit and there were 20 at any given time across the county. In Surrey, Tasers had been drawn 116 times but this action in itself could be enough to mitigate a situation. Of those 116 draws, it had been discharged 31 times.</p>	
<b>Item 2</b>	<p><b>Progress on Police and Crime Plan Target Development</b></p> <p>The PCC explained that this was currently work in progress and would be reported on at the next meeting in March</p>	
<b>Item 3</b>	<p><b>Police and Crime Summits and Local Policing Boards</b></p> <p>These plans were currently under development and would be reported on at a later stage.</p>	
<b>Item 4</b>	<p><b>Estates Update</b></p> <p>The DPCC explained that the PCC has taken the decision to suspend the sale of police stations three weeks ago. The plan was to get the best value for the people of Surrey and each asset would be looked at on an individual basis. Following a review of Leatherhead Police Station and two police houses in Old Woking it had been decided that these sales would still proceed.</p>	
<b>Item 5</b>	<p><b>Update on Force Reviews</b></p> <p>The PCC asked the CC to share some detail on some of the reviews that were currently being undertaken within the Force. The CC said that the Force was currently reviewing the following:</p> <ul style="list-style-type: none"> <li>• Workforce mix and how the Force currently carries out investigations. Looking at the impact of the PCC’s six priorities on investigations/back office staff</li> <li>• Duties – shift patterns/on-call/flexible working</li> <li>• Productivity – confusion in Force of who contributes what</li> <li>• Proactivity – tracking down criminals – uniform and plain clothes officers</li> <li>• Engagement – broad issue – social media/work experience</li> </ul>	

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	<ul style="list-style-type: none"><li>• Contact Management</li><li>• Custody – staffing mix – ensuring cells are open at the right times</li><li>• Intelligence – to be a more fluid process</li><li>• Internal Reviews – processes in PSD/effective resolution/full investigations</li></ul>	
	<p>The PCC asked the CC to pass on this thanks to her officers and staff.</p> <p>The DPCC said that he was aware that the HMIC (Her Majesty's Inspectorate of Constabulary) would soon be visiting the Force. He asked what inspections were being carried out.</p> <p>The CC said that the Force was regularly inspected by the HMIC which produced a lot of work for the Force. There were now less people to administer their visits as a result of the budget reductions. They would be looking at the Savile Inquiry, the use of stop and search (all forces had been inspected in this area and Surrey was one of the last forces to be visited), NAFIS (ballistics) and collaboration.</p> <p style="text-align: center;"><b>The Meeting ended at 14:36</b></p>	