

Police and Crime Commissioner Management Meeting – September

14th January 2015

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)
Shiraz Mirza (APCC – Assistant Police and Crime Commissioner)
Johanna Burne (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)
Nick Ephgrave (DCC – Deputy Chief Constable – Surrey Police)
Paul Bundy (HoF – Head of Finance – Surrey Police)

Guest: Steve Blackburn – Regional Lead Officer – HMIC

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

Agenda Item	Subject/Note	Action
Item 1	<p>Matters Arising</p> <p>The minutes of the previous meeting were accepted as a true and accurate record. The actions from the last meeting were updated as follows:</p> <ul style="list-style-type: none">• Offender address information – this information had been circulated by the DCC outside the meeting.• Detection rate figures – the figures as well as the percentages had been included in the paper.• CPS resources for investigating rape cases – the DCC explained that there were ten specialist rape prosecutors working in the CPS' Rape and Sexual Offences (RASO) Unit. This unit covered Surrey, Sussex and Kent. There was no comparison to five years ago as there were 42 CPS areas then compared to 13 now and there was no RASO unit five years ago. <p>The PCC asked whether all CPS staff were now based in Kent. The CC explained that there had been a reduction in offices across the county. The Crown Court was based in Kent. Most contact was now made via telephone.</p> <ul style="list-style-type: none">• 101 Performance – the DCC had shared a detailed briefing note outside the meeting and would be giving a presentation later in the meeting.• Rise in OPCC Complaints – DPCC and DCC to speak outside the meeting.	

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	<ul style="list-style-type: none"> • PCC to write to HMIC – to do • Front Counters – the DCC confirmed that there were 25 front counters in the Force five years ago and there were now 11, one on each borough. 	
<p>Item 2</p>	<p>Briefing on 101 Performance</p> <p>The CC stated that the performance of the non-emergency 101 number should be at the highest level as it was the first point of contact the public had with the police. The DCC has done a significant amount of work to tackle the performance issues. As other public services are withdrawing services then people would call the police. A lot of issues were not best dealt with by the police and there had been a 5% rise in demand into the Contact Centre on issues that were not police related. There had also been a 43% increase in digital contact which was also dealt with by the Contact Centre. The number of duty of care calls had increased by 34%. Some joint work with partners needed to be done to address these issues.</p> <p>The DCC explained that one of the reasons for a dip in performance was the introduction of the Niche computer system. It was time consuming to complete the screen when inputting data as the process was more complex. However, it had taken longer to recover from the performance dip than first thought. Since September 2014 there had been a steady but consistent improvement in performance. Average waiting times had reduced from 2 minutes 30 seconds to 2 minutes. The aspiration was to reduce this to no more than 60 seconds. The high vacancy rate within the Contact Centre was another reason for the dip in performance. There was a clear correlation that increasing staff would increase the number of calls answered within the desired timeframe.</p> <p>The introduction of Mobile Data Terminals (MDTs) would help with performance as officers would be able to make enquiries via the MDT whereas before they had to go through the Contact Centre. This would reduce the number of internal calls to the Contact Centre. The PCC was impressed with the introduction of the MDTs – he acknowledged that they were more efficient and would save officers having to return to a police station to complete paperwork.</p> <p>The DPCC asked why a number of staff were leaving the Force Control Room. The CC explained that a number were leaving for other roles within the organisation. 600 people left the organisation each year but these were replaced in year. Surrey appeared to have a higher turnover of staff than other forces - Surrey had a costly model, it cost a huge amount to train staff. The PCC explained that he had made representations to the Chief HMIC regarding pay in Surrey but these had been ignored.</p>	
<p>Item 3</p>	<p>Surrey Police Progress Against the Six People’s Priorities</p> <p>The CC explained that there had been reduction in serious acquisitive crime. The early results of the winter burglary campaign had shown that it had been a success. The burglary detection rate had shown an increase on last year. The PCC acknowledged this</p>	

	<p>great result.</p> <p>The DPCC asked whether the Force had been ‘cuffing’ the results as had been reported in recent media stories. The CC said that the Force was focussed on burglary and would absolutely not fiddle the figures. The figures were worthless if they were not accurate.</p> <p>APCC Mirza suggested that the Force should be sending out a press release about these good results. The CC said that a press release had been done but hadn’t received the level of attention that she would have liked.</p> <p>The extra resource to deal with domestic violence and serious sexual offences had been addressed and all vacancies had been filled. This area would be monitored to ensure that the balance of resource was appropriate. There had been a steep increase in the number of reports of serious sexual offences at the start of the year which was starting to even out now but it was still an area of concern. The DCC said that the Force was also looking at the increase in on street violence. Part of the increase was due to better recording practices but part of it was due to an actual increase in violence. The pattern was the same across the country but the Force was not complacent and some analytical work was being done.</p> <p>The DPCC asked whether most rape allegations involved offenders that were known to the victim rather than stranger rape. The DCC explained that most suspects were identified by the victim and the number of stranger rapes was very low. The issue however was taking the suspect through to prosecution.</p> <p>The PCC was interested to see that the number of violent incidents had increased at the same time that the number of patrol officers across the country had decreased by 16000.</p> <p>The PCC asked where the officers now working on domestic violence and serious sexual offences investigations had been posted from. The DCC explained that expressions of interest had been sought and each command had also been asked to put forward some officers. Some officers had been offered some bespoke training support as they didn’t have prior experience of working in this area. The plan for the future was to work to an omni-competent model and it was suggested that £500k of the PCC’s reserves could be used for training purposes.</p> <p>The PCC said that the Government needed to spend money on protecting people in this country. Their current priorities were not right. They needed to stop sending aid abroad and focus on issues in this country.</p> <p>The level of Proceeds of Crime Act (POCA) performance had exceeded the proposed target – it was already at £1.1million.</p> <p>The Community Student Pilot Scheme had proved successful and may be rolled across the rest of the county. The Force was currently looking at the overarching volunteer programme and a report would be presented to the PCC in due course.</p> <p>The DPCC asked whether the upcoming strike by police staff would have an effect on the Force. The CC explained that Surrey Police wasn’t a member of the Police Staff Council and the proposed strike wouldn’t directly impact the Force. Sussex was a member of the</p>	
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	<p>Police Staff Council but again there would be no impact to service in Surrey if their staff decided to take part in the strike action.</p> <p>The DPCC asked where the Force spent its 18% share of POCA seizures. The CC explained that part of the money paid for the financial investigators and the rest was earmarked for operations such as tackling on street violence and a response to the rise in traffic collisions.</p> <p>With regards to victim care, 86.3% of victims were satisfied with police response. The Force was keeping an eye on the ASB satisfaction rate – the Force continued to be at mid-table nationally. An increase in violent crime satisfaction had seen the Force move from 21st to 15th nationally.</p> <p>The DCC explained that he was focussed on improving the timeliness and quality of case files that were sent to the CPS. The court attrition rate had been quite high, peaking at 22% in September and the DCC had tasked some work via the Crime and Performance Board to address the issues. There had been a decrease to 14% in December which was concurrent with the average for England and Wales. Work was continuing to drive this down further. The PCC was pleased with the work that the Force had done in this area – he congratulated the CC and DCC for increasing the Force’s performance from worst in England and Wales to mid-table. The CC explained that it was credit to the DCC and Superintendent Alison Barlow.</p> <p>The Local Policing Boards (LPBs) were proving to be a success especially those that were held over social media. These interactions received a higher level of attendance and also attracted a more diverse demographic. The Force was learning of issues that they would otherwise not be told at a face to face meeting. The PCC said that the Force was at the forefront of the use of social media. It was an excellent way of interacting with the public.</p> <p>Unplanned staff wastage was on the rise which was a matter of concern to the CC. Police staff were making the choice to leave as they could see the impact that the impending funding cuts would make. The Force was also seeing mid service police officers leaving for alternative employment.</p> <p>The report also contained information about recent misconduct hearings, a number of good work reports and details of letters of thanks received by the CC.</p>	
<p>Item 4</p>	<p>Fatal RTCs</p> <p>The DCC presented the report which contained information from a number of sources including the Department for Transport (DfT), Surrey County Council (SCC) and Surrey Police’s Collision Investigation Unit data. The information for 2014 needed to be verified. There had been a sharp increase in fatal RTCs in 2014 –</p>	

	<p>there had been a similar increase across the country. The data from the DfT suggested that the increase could be linked to the warm weather that the country enjoyed in 2014 because of the increase in vulnerable road users such as cyclists. Surrey's figures had shown that they had been no difference between 2013 and 2014 on the volume or type of traffic on Surrey roads. It was difficult to draw a conclusion from the data that had been collected and the Force was struggling to understand the reason for the increase in fatalities. There was no geographical hotspot that could explain an increase either. The DCC had commissioned some analysis work which would be presented at a future Crime and Performance Board. This work was being undertaken by the Operations Command, led by Sussex Police, and they would be able to bring their findings to the PCC's attention at the end of February.</p> <p>The DCC speculated that the decrease in response times by SECAMB (South East Coast Ambulance Service) may have had an impact on the increase in fatalities but this wasn't proven.</p> <p>The PCC suggested that it would be useful to publish the findings on the OPCC/Surrey Police website.</p>	
<p>Item 5</p>	<p>Update on National Crisis Care Concordat and Mental Health Service Delivery in Surrey</p> <p>Mental health was a growing and significant issue for the Force. The CC said that the biggest frustration she had had since becoming Chief Constable three years ago was the struggle to get partners to understand the size and scale of the issue. The National Crisis Care Concordat had been the most effective lever so far to address the issues but the challenge was that the health and social care structures were complicated. ACC Cundy and Chief Superintendent Matt Twist had made significant progress with partners and a substantive action plan was in place. There were some issues that needed to be resolved nationally such as who should be the first responders. The Force had had to deal with a 34% increase in duty of care calls with more than one S136 orders being issued each day. Detention officers had to make a health judgement of those brought into custody.</p> <p>A regular board meeting was held with the CC, ACC Cundy and the CCG (Clinical Commissioning Group). A mental health professional was working in the Contact Centre two days per week. A conveyance agreement was in place with SECAMB. There was an 8 minutes response time for urgent cases and 30 minutes for non-urgent. An additional assessment unit had opened in custody in 2014 and the introduction of mental health workers in custody would provide a single point of access for vulnerable people. The internal escalation process was now being used so that cases could be referred to higher rank officers and to the Force Mental Health Advisor. A Vulnerability Assessment Framework had been established which was based on that used by the Metropolitan Police Service.</p> <p>The DPCC praised the Force for their work in this area. They were at the forefront of using the Concordat in the county. The PCC also commended the CC for being so visible about this issue.</p>	

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	PART TWO – IN PRIVATE – NOT FOR PUBLICATION	
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