

**Police and Crime Commissioner
Management Meeting – March**

15th March 2016

10am

Council Chamber, Mole Valley District Council Offices, Dorking

Attendees:

Kevin Hurley (PCC – 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)
 Harriet Doe (Minutes – Office of the Police and Crime Commissioner)
 Sarah Gordon (Office of the Police and Crime Commissioner)

Nick Ephgrave (T/CC – Temporary Chief Constable – Surrey Police)
 Gavin Stephens (DCC – Deputy Chief Constable – Surrey Police)
 Paul Bundy (Head of Finance – Surrey Police)

Agenda Item	Subject/Note	Action
	<p>The PCC opened the meeting by explaining that the Management Meeting is a bi-monthly meeting in order to scrutinise Surrey Police performance against the people’s priorities.</p>	
<p>Item 1</p>	<p>Matters Arising and Minutes of the last meeting – 12th January 2016</p> <p>The minutes of the last meeting were accepted as a true and accurate record.</p> <p>In relation to action number 3 the T/CC provided an update regarding the burglary reduction figure. There has been a 26% reduction in burglary, equating to 861 less houses burgled since November 2012. The PCC noted that this was a major concern for the public and it was an accolade to the T/CC and the Force that they have managed to bring about such a significant reduction.</p> <p>In relation to action number 4 the T/CC noted that we continue to work very closely with the Met. The Met use a Super Recogniser scheme, and this is being utilised by Surrey in terms of our offenders being circulated to relevant Boroughs super recognisers In terms of the Met publishing details of offenders, the T/CC had been advised that this initiative, known as the ‘Emerald Initiative’ had been decommissioned. The T/CC will find out if this initiative has been decommissioned or not.</p>	<p>T/CC</p>

OFFICIAL

<p>Item 2</p>	<p>Surrey Police Progress Against the Six People’s Priorities</p> <p>The T/CC opened the report by stating that it follows the same format as it has done in recent months.</p> <p>The volume of crimes being recorded has risen, and this is largely down to the increase in the reporting of violent and serious sexual offending. This trend is mirrored nationally. There is a divide between violence with injury and violence without injury. The Home Office Counting Rules puts a low bar on violence with injury – an injury can range from anything from reddening of the skin to a broken bone. Along with violence with injury comes domestic violence (DV) and reporting of DV is up 31%. It is well known that DV has not been well reported previously and this increase is a testament to the growing confidence that victims have in the Force. The T/CC pointed out that it was only the other day that an event took place at Dorking Halls relating to the recent changes in the law around DV, organised by the OPCC, which was very well attended.</p> <p>The PCC wished to highlight that this increase in violence is not because Surrey has gone ‘violence mad’ but is because the figures are counted differently according to the Home Office Counting Rules. The 31% increase in reports of DV is indeed good news, victims are coming forward and the PCC congratulated the T/CC for building public confidence.</p> <p>The T/CC highlighted that there has been a rise in violence without injury, which included a wide range of offences, such as communications offences and harassment type offences. Whilst these offences are criminal the T/CC noted that they are offences which didn’t exist until relatively recently.</p> <p>The PCC continued this point by stating that he heard the Children’s Commissioner on the radio recently speaking about the numbers of children who text sometimes in an abusive way. The PCC highlighted the OPCC’s Cyber Safe project and the fact that he feels parents should speak with their children regarding the dangers around texting abusive messages.</p> <p>The T/CC noted that Child Sexual Exploitation (CSE) remains a priority for the Force. There is a significant amount of training and awareness training taking place regarding CSE. The PCC noted that there is a very detailed report around what training is taking place, and he thanked the Force for their efforts around this matter.</p> <p>There has been an increase in the number of serious sexual offences – Surrey has seen a 52% rise. The T/CC stated he believes this is also due to the fact that victims feel more confident in coming forward. It is also notable that half of the total volume are historic crimes, and the Force therefore relies on individual’s accounts and historic evidence which makes investigations more difficult. This increase has almost definitely been driven by victim confidence levels increasing and the increasing profile of this type of offending..</p> <p>The PCC stated that we need to note that the people of Surrey have</p>	
----------------------	---	--

OFFICIAL

	<p>not gone 'sex mad', and that it is good that people have got this confidence in the Surrey Police. We must also remember that the instances where an unknown attacker commits a serious sexual offence are tiny.</p> <p>The T/CC stated that acquisitive crimes have fallen, with burglary having fallen 8% from last year, and 26% over the previous 4 years. The PCC believed that this was a fantastic achievement.</p> <p>The T/CC moved on to speak about positive outcomes – including both detections and other outcomes such as community resolutions. In terms of violence with injury, total positive outcomes had risen by over 400. Overall, violence without injury has seen an increase of 864 positive outcomes. This number of positive outcomes has been achieved with the current numbers of individuals in investigative teams, each officer, therefore, is more productive than ever. The PCC mentioned that this means that there have been roughly 1300 more positive outcomes. The T/CC noted that Surrey Police have increased by 20 places nationally, when compared to other forces with regards to violence with injury positive outcomes, and has risen 9 places in regards to violence without injury.</p> <p>The PCC highlighted that positive outcomes was previously an area of weakness and the fact that the Force is solving more crimes shows that it is turning a corner. The T/CC went on to highlight a couple of examples where positive outcomes have recently been achieved. The PCC noted that investigating crimes can take weeks to achieve just one positive outcome, and that very often the CPS are blamed but in reality prisons are often full. It is important that the public realise that we must build more prisons. The PCC stated that the Probation Service and Social Services are struggling due to budget cuts. The local Public Health facility is due to take a 30% budget cut in its budget for commissioning substance abuse services, and the PCC wished that there were wider thoughts given for funding.</p> <p>In terms of serious sexual offences the T/CC noted that there had been an increase in recording, but that the overall positive outcome rate has remained stable. We have managed to maintain positive outcome rates for serious sexual offences. Over the last 12 months we have moved up by 4 places nationally, and we have moved up 12 places in terms of rape positive outcomes. This is a significant improvement. The P/CC commented that this is a roughly 30% improvement which means that serious sexual offences are being dealt with far more positively.</p> <p>The T/CC stated that with regards to domestic burglary, detection is not as high as last year, nevertheless excellent work is still being carried out in targeting burglars. The PCC noted that there has still been a reduction and that perhaps because the criminals are in prison, there is less to solve. The PCC asked what the future plans are in terms of burglary reduction. The T/CC stated that there is a fair amount of cross-border criminality close to the Met, and that Supt Jerry Westerman is progressing a traceable liquids initiative. This will act firstly as a deterrent, and secondly will help with tracing and linking offenders to crimes. The PCC explained that this traceable liquid can</p>	
--	---	--

OFFICIAL

	<p>be known as 'SmartWater', and leaves an invisible mark on people's property. There has been a 100% conviction rate; as if criminals get the traceable liquid on themselves we can find them. The PCC would like to invite Neighbourhood Watches to spread the word about the use of these traceable liquids.</p> <p>The T/CC gave some recent examples relating to zero-tolerance policing, including examples of various fraud offences. The PCC asked whether the victims in these offences had been mainly elderly individuals, and the T/CC stated that this is something he would need to find out. The DCC noted that individuals should remain aware that vulnerable relatives are a target for fraud.</p> <p>The T/CC went on to explain the second section of the report. Sickness rates are relatively low across both officers and staff, despite an increase in demand. The PCC stated that it was an accolade to the Force that there was only a 2.7% sickness rating amongst officers, when the nature of their job is one where somebody could go long term sick for being assaulted by an individual and alter the figures given.</p> <p>The T/CC went on to explain that a significant amount of money taken from criminals under the Proceeds of Crime Act was being used to fund the POCA teams, and that the surplus had recently been used to purchase three new police vehicles. The T/CC mentioned an offence committed by an ex-police officer, and explained how after a protracted investigation the individual had now been convicted. The PCC noted that this was a very rare case, with an excellent outcome. The DCC also commented on how rare of a case it was, and noted that an individual working on the case had actually delayed their retirement in order to see the case through to a close. The PCC asked the DCC to provide him with the name of this individual so that he could write to them personally to thank them for their dedication.</p> <p>The T/CC went on to state that there is currently good partnership working in many diverse areas. For example, Op Dragonfly, which relates to a drink and drug driving campaign joint with Sussex which has been successful.</p> <p>The T/CC stated that there had been excellent work recently from the Woking SNT in relation to stolen goods. A particular shop had had their license revoked as they were selling stolen alcohol and serving alcohol to underage individuals, which is good news as this kind of premises can cause anti-social behaviour. The PCC asked if we can name the particular shop as he felt that parents should know which premises are selling alcohol to their children.</p> <p>The T/CC went on to explain part three of the report. The answering of 999 calls within 10 seconds is above 90%. However, the answering of 101 calls within 60 seconds is at 50% and so there is still work to be done. Senior individuals within the Contact department are aware of the issues. The PIYN project helps to bring to light the issue around reducing unnecessary demand, and it is hoped that the introduction of the Occurrence Management Unit and adverts about when and when not to call the Police will help. The PCC noted that this is a matter of</p>	<p>T/CC</p> <p>DCC</p>
--	--	------------------------

OFFICIAL

	<p>concern and he knows that efforts are in place, but we need to do better. He stated that he was gratified that individuals are working on the issue.</p> <p>The T/CC went on to describe the meaning of attrition rate (non-conviction or a case being adjourned or thrown out due to a lack of evidence). Surrey achieved 3rd best in the country during January in terms of attrition for cases that police charge. The PCC highlighted that this is important as it shows savings in police time, and also that victim satisfaction is probably rising.</p> <p>The T/CC went on to mention victim care. He noted that this can be a volatile area. Overall, satisfaction is at 81%. In January overall satisfaction was at 85%. The figures do fluctuate. There has been an increase in ease of contact. Anti-Social Behaviour figures are lower than last year, but again ease of contact has improved. The PCC remarked that this was not perfect but we had done well.</p> <p>The T/CC stated that a question had been added to the independent support services survey, and this showed that public confidence has risen to 91.3%. The PCC mentioned that lots of officers have started conducting Facebook panels for younger people, which is ground-breaking.</p> <p>The T/CC went on to note that on average, 93 officers leave (unplanned) over a 12 month period, which puts pressure on the recruitment team. The PCC mentioned that this was potentially due to the high living costs in Surrey, and our inability to pay them any more money. The Met pay their officers considerably more in allowances a year. The PCC stated that he is personally involved with the salary review board and will look for Surrey Police officers to earn £6000 more per annum. He is also looking to negotiate subsidised train travel. It is important to note that the Surrey budget is managed well and that few Forces can say that. The T/CC went on to explain that 228 staff had left (unplanned) over the last 12 months, and this causes a particular problem amongst Contact staff. The PCC again highlighted that this is probably due to pay, reduced rates and the uncertainty of policing cuts.</p> <p>In terms of statistics on police officer conduct, the T/CC explained that complaints to PSD are the same as last year, at 122 in number. The number of allegations has very slightly increased, but this is not statistically significant. The PCC noted that there has been no real change in recorded complaints. The number of 'nasty' people being caught has risen and there has been no change in the number of complaints against officers. The T/CC stated that there has been 1 officer and 2 members of staff suspended. There have also been a number of individuals placed on restricted duties, pending investigations. The PCC noted that to only have 3 individuals in that situation is a tiny number amongst the nearly 4000 individuals that work for the Surrey Police. The PCC went on to note that in the 3 1/2 years of working as the PCC for Surrey, only 2 individuals have had their pensions seized, and that is an accolade to the standard of people's integrity. The T/CC highlighted that there had also been numerous thank you letters received.</p>	
--	--	--

OFFICIAL

	<p>The PCC re-visited the main areas of concern: answering of the 101 number and the need to keep public contact maintained and the concerns over the number of Specials. The fact that 861 less houses have been burgled, 1300 more violent crimes have been reported, and victims of DV are more confident in coming forward is good, and the PCC wished for the T/CC to take his thanks back to the Force.</p>	
Item 3	<p>HMIC Police Effectiveness, Efficiency and Legitimacy (PEEL) Assessment</p> <p>The T/CC noted that the report covered the areas that had been well reported in recent weeks and was therefore brief. He wished to reassure everyone that the HMIC report has been taken seriously, and that the Force is determined to build on the areas highlighted.</p>	
Item 4	<p>Progress Update: Surrey Police's Citizens in Policing Strategy 2016-2019</p> <p>The DCC stated that the Force has appointed a new lead in volunteers – Helen Hartley. The new strategy has been drafted, and the DCC will circulate this. Based on national agreements, the main priorities of the strategy plan revolve around Specials numbers and a pilot programme for Police Cadets. The PCC noted that it is an excellent idea to bring in the Police Cadets scheme. We need to come up with a way of seizing individual's goodwill. The PCC reiterated his comments around the importance of increasing numbers of Special Constables.</p>	DCC
Item 5	<p>Policing in Your Neighbourhood – progress update</p> <p>The T/CC mentioned that the DCC deserves the credit here. The T/CC stated that he is excited about PiYN and believes that it will help to address the HMIC issues, and will help to prevent and detect crime. Go-Live is imminent and a huge amount of work has been carried out. The DCC echoed the T/CC's view of being excited, and noted that a Sergeant at Mole Valley had the same view from an operational perspective. The DCC stated that they are conscious that there will be teething problems, and they will ask for feedback.</p> <p>The PCC also stated it was an exciting time. He stated that 999 responses will be under local control, and so there will be more local knowledge and we can get back to more localised policing.</p>	
Item 6	Human Resources Update	

OFFICIAL

	<p>The T/CC noted that the new collaborated HR function with Sussex makes recruitment easier. Surrey had been able to access potential recruits from the Sussex pool which has helped us maintain officer numbers. Promotion and selection process has been opened to Sussex too, which means there is a wider pool of people. People Services goes live in April which also means we will be able to pool resources across the two Forces. ERP was not mentioned in the report but the system will underpin all admin processes. The PCC noted that the key thing is we are now procuring computer systems together, which saves money.</p>	
Item 7	<p>Finance Report</p> <p>PB noted that there has been a small underspend of the capital budget, and that this underspend has created some capacity. This can be aligned to change programmes, and could be re-directed to key operational areas, for example, burglary campaigns, tasers and lots of other local policing equipment.</p> <p>The PCC mentioned that money has also been spent on Body Worn Videos, which is far better in terms of investigating DV and is better when complaints are made against officers. We are also buying more tasers to protect the public, are increasing firearms capability and also our digital forensic capability.</p> <p>The T/CC stated that we do try to identify when we will spend capital money and we do need to be accurate. The T/CC has asked PB to review the capital strategy.</p> <p>The PCC stated that overall performance is excellent. Burglary has never been lower, there is more to be done with 101 contact, and we have paid some long term debt. There is no room for complacency, but the PCC wants the T/CC to take back his thanks to the Force.</p>	
	<p>PART TWO – IN PRIVATE – NOT FOR PUBLICATION</p>	