

To: Office of Police and Crime Commissioner – Performance Meeting

Date: 29th June 2017

By: Strategic Planning

Title: Progress on the Police and Crime Plan

Purpose of Report/Issue:

The purpose of this paper is to provide an update for the Police and Crime Commissioner regarding Surrey Police performance on the Police and Crime Plan.

Introduction/Background:

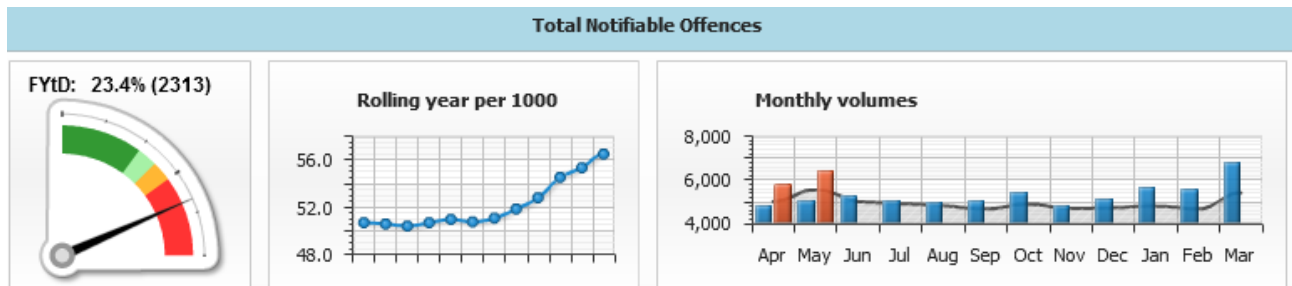
This paper provides an update on the Surrey Police performance for Financial Year 2017/18.

Report Detail:

1. Cut Crime and keep Surrey Safe

Aim	Measures by	2016/17 Performance	Current Performance
For people to feel that police deal with anti-social behaviour and crimes that matter to them in their area	% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area	78.7% (Year 15/16)	75.9% (Year 16/17) Note: Results for Quarter 1 2017 available July.
For police to solve more crimes against vulnerable people	Positive Outcome Rate for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	25.0% (FYtD 2016)	19.8% (FYtD 12 June 2017)

Total Notifiable Offences



May 2017

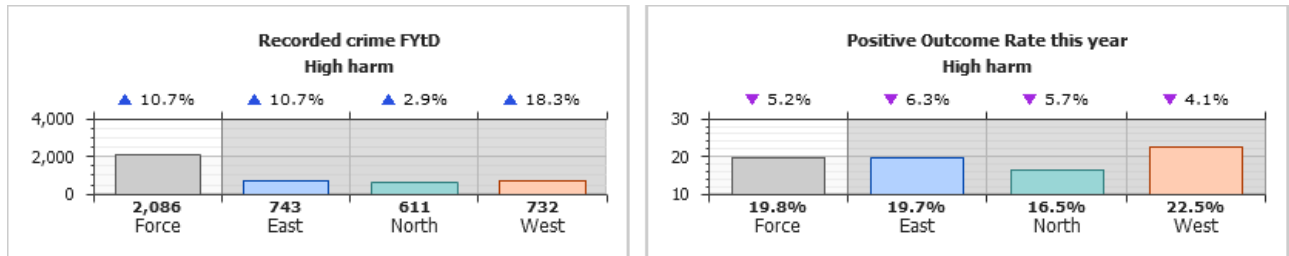
The force has recorded a +23.4% increase in recorded crime this FYtD (May 2017), with 12,190 offences recorded across the Force compared to 9877 in the same period last year (+2313 offences). Notable increases have been recorded for Domestic burglary (+125%, +454 offences)

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and Violence without injury (+28.6%, +776 offences). A decrease has been recorded for Non-domestic burglary (-49%, -230 incidents).

The FYtD (May 2017) positive outcome rate is 13% (1586 positive outcomes) an increase of 4.9% from 8.2% for the same period last year.

High Harm

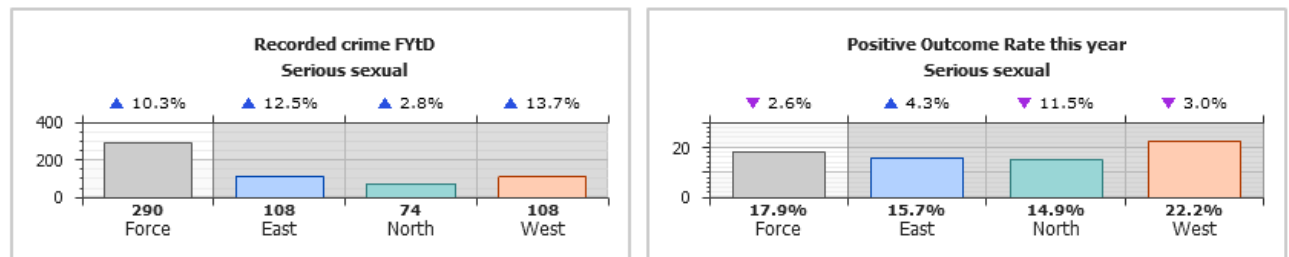


12 June 2017

High harm offences comprise of the following types of crime: Serious Sexual Offences, domestic related offences involving violence, child abuse offences and hate crime offences.

This FYtD (12th June 2017) the force has recorded 2,086 high harm offences, a 10.7% increase from the same period last year. The FYtD positive outcome rate for high harm is 19.8% which is -5.2% decrease compared to the same period last year.

Serious Sexual Assault



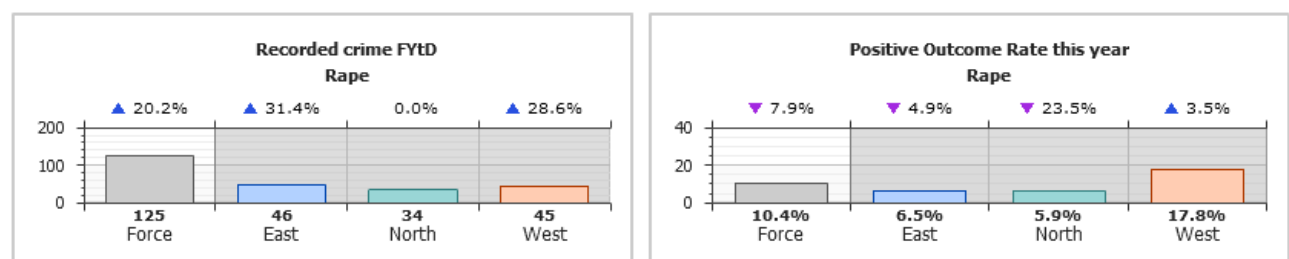
12 June 2017

The Force has recorded 290 serious sexual crimes this FYtD (12 June 2017), a 10.3% increase (27 offences) on the same period last year. The FYtD positive outcome rate for serious sexual has decreased from 20.5% to 17.9% compared to the same period last year.

National Position ▲

For the 12 months to April 2017 Surrey’s national position for Serious Sexual offences is 1st at 1.13 offences per thousand population. For positive outcomes, Surrey is 4th at 19.0%, an increase of 32 places compared to same period last year.

Rape



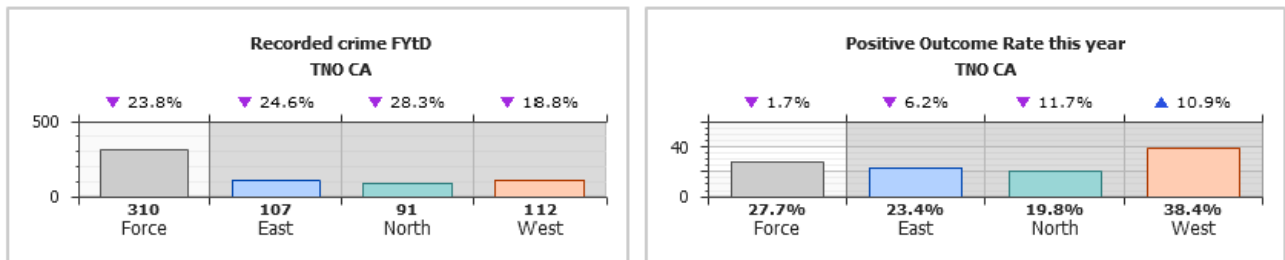
12 June 2017

The Force has recorded a 20.2% increase in rape offences this FYtD (12 June 2017) compared to the same period last year (104 to 125 offences). The FYtD positive outcome rate has decreased from 18.3% to 10.4%, however these percentages relate to low base numbers.

National Position ▲

For the 12 months to April 2017, Surrey’s national position for rape crimes has increased by three places to 1st position. The national position for positive outcomes has increased by 19 places to 15th position.

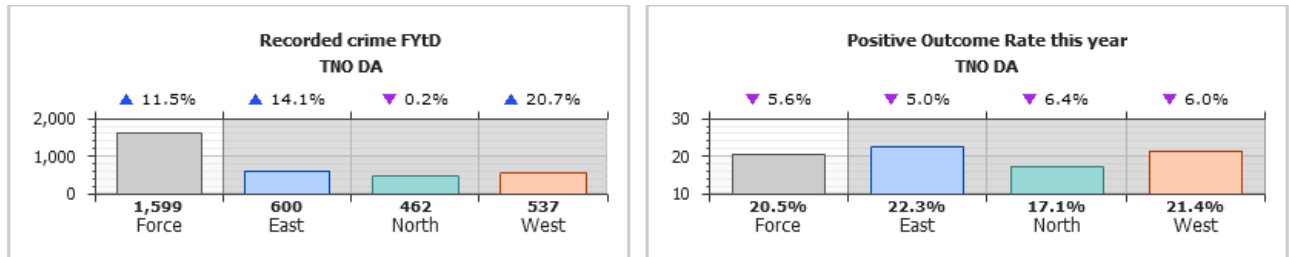
Child Abuse



12 June 2017

The Force has recorded a 23.8% reduction in Child Abuse offences this FYtD (12 June 2017) compared to the same period last year (310 from 407 offences). The positive outcome rate for this FYtD is 27.7%, a decrease of 1.7% compared to the same period last year.

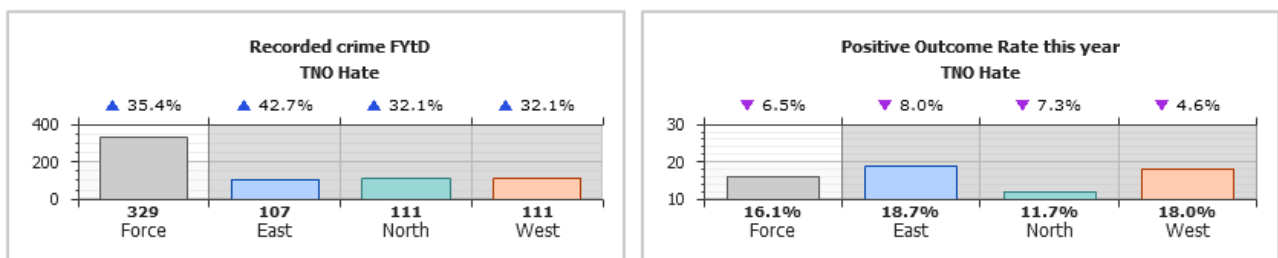
Domestic Abuse



12 June 2017

This FYtD (12 June 2017) the force has recorded a 11.5% increase in Domestic Abuse offences (+165) compared to the same period last year. The positive outcome rate for this FYtD is 20.5%, a decrease of 5.6% points compared to the same period last year.

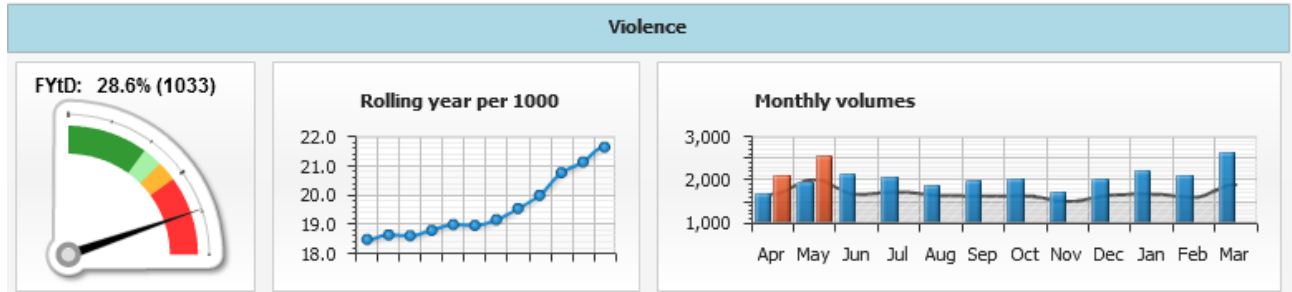
Hate crime



12 June 2017

The force has recorded an 35.4% increase in Hate Crime offences this FYtD (12 June 2017) compared with the same period last year (329 from 243 offences). The positive outcome rate for this FYtD is 16.1%, a decrease of 6.5% points compared to the same period last year.

Violent crime



May 2017

This FYtD (May 2017) the force has recorded a 28.6% increase in violent crime (with and without injury), with 4639 offences recorded compared to 3606 in the same period last year.

Violence without injury offences have increased by +28.6% (776 offences), with notable increases for Public fear, alarm or distress +24.3% (204 offences) and Assault without injury +32.1% (323 offences).

Violence with injury offences have increased by +28.7% (257 offences), with notable increases for Assault with injury, +27.1% (233 offences).

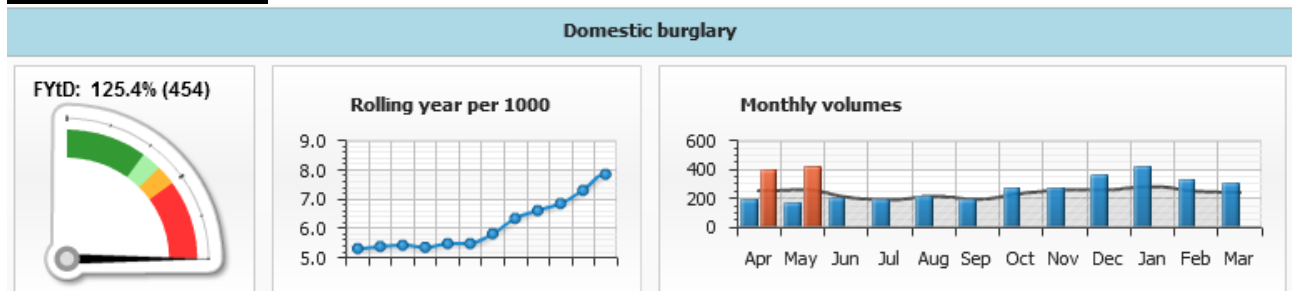
Positive outcomes for Violence without injury and Violence with injury have both increased this financial year to date compared to the same period last year. Violence with injury outcomes have increased by 146 % (103 to 253 positive outcomes). Violence without injury outcomes have increased by +92% (251 to 482 positive outcomes).

National position ▲

For the 12 months to April 2017, Surrey's national position for Violence with injury is 2nd at 5.3 offences per thousand population. Surrey has increased to 18th nationally for Violence without injury at 15.38 offences per thousand population.

For positive outcomes, Surrey has increased to 15th for Violence with injury at 29.7% and 24th for Violence without injury 19.3%.

Domestic Burglary



May 2017

The Force has recorded an increase of 125.4% in recorded Domestic Burglary offences this FYtD (May 2017) compared to the same period last year (+454 offences). The FYtD positive outcome rate for Domestic Burglary is 3.6%, a reduction of 0.6% points from the same period last year.

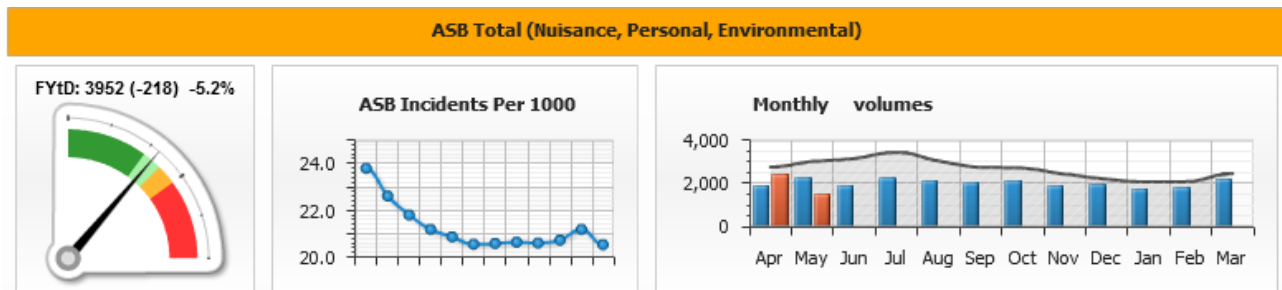
However due to significant increase in the number of offences the amount of positive outcomes has increased from 15 to 29 for the same period last year.

See Annex A for further information on work done to address burglary performance and a change to the National Crime Recording Standards on the 1st April 2017 which meant the category of ‘dwelling burglary’ was removed and a burglary is now considered either ‘residential’ or ‘commercial’.

National position ▼

For the 12 months to April 2017, Surrey’s national position for Domestic Burglary is 24th out of 43 forces at 6.29 offences per thousand population. For positive outcomes, Surrey’s has reduced to 36th position at 7.1%

Anti-Social Behaviour (ASB)



May 2017

Overall the force has recorded a year on year reduction in ASB incidents across the county with 218 fewer incidents recorded this year compared to the same period last year (-5.2%). Notable reductions have been seen for:

- ASB16: Rowdy or inconsiderate behaviour (Personal), -36.6%, - 169 incidents.
- ASB15: Vehicle nuisance / inappropriate use of (Nuisance) -12.4%, -123 incidents

Results from the Joint Neighbourhood Survey shows that 75.9% of respondents 2016/17 Year End agree that Surrey police are dealing with the anti-social behaviour and crime issues that matter in their area, this is a reduction of -2.8% points from the previous 2015/16 year end result.

Examples of good work

- A drug dealer who posed on social media with fake wads of cash to pretend he was rich has been jailed by Surrey Police’s Operation Viking. Op Viking has been disrupting cross border drug dealers since October 2016. Justin Bruney, 22, of Erkenwald Road, Barking and Ricky Williams, 30, of Davidson Road, Croydon pleaded guilty to possession with intent to supply cannabis and cocaine. They were stopped on Tattenham Way, Tadworth on October 18, 2016 by a proactive patrol who after searching their Mercedes found a sock filled with wraps of Class A drugs hidden behind an interior light fitting. A large amount of cash was also found in the car. Both appeared at Guildford Crown Court on May 25 where Bruney was sentenced to 3 years and 2 months and Williams to 3 years and 6 months.
- Andy Field, 24, from Farnham, who groomed someone he thought was an 11-year-old girl, has been sentenced to four years imprisonment at Guildford Crown Court. He made contact with two Facebook profiles that purported to be 11 year old girls and, following a period of online grooming, suggested meeting them at Farnham train station on Sunday 9 April. When he arrived he was met by two members of the public who had set up the profiles.

They called the police and he was arrested. He was sentenced to 3 years each for two counts of attempting to meet a girl under 16 years of age following grooming (to run concurrently) and a further year for possession of a bladed article in a public place (to run consecutively). On his release he will be subject to an indefinite Sexual Harm Prevention Order

- Terry Bicknell, a Contact Centre supervisor from Surrey Police who tackled a knife-wielding robber in a supermarket car park has been awarded a Chief Constable's Commendation by Hampshire Constabulary. Terry was in Lidl supermarket car park in Bordon on July 1 2016 when he saw a woman grappling with a man who was armed with a knife. The woman had been putting her shopping in her car when she was approached from behind by the man who tried to snatch her handbag off her shoulder. When that didn't work, he used a knife to cut the strap. She screamed for help and then chased the robber, struggling with him to get her bag back, despite the fact he had a knife. Upon hearing her screams for help Terry Bicknell and Nathan Jones, another member of the public, sprang into action. Terry launched himself at the knife-wielding robber, grabbing him and taking him to the ground. Nathan immediately pinned the robber's legs to the floor and managed to grab the large kitchen knife. As both men restrained the robber they called 999 and kept him detained until officers arrived. Ashley Austin was charged with robbery and possession of a bladed article. He pleaded guilty and was jailed for four years and six months.
- Two Surrey Police call handlers who helped to deliver a baby girl in April were honored with a special presentation by South East Coast Ambulance Service on Friday 9 June. Kerry Major and Rachel Hibbitt were presented with badges decorated with a stork in honour of the calm and professional way they dealt with the situation, which ensured that the baby was delivered safely and that her mother received the appropriate medical advice. Kerry and Rachel were on duty just before 1pm on 13 April when they received a call from a woman who said her sister was in labour and the baby was nearly out.
- Months of planning and preparation have paid off after a successful Investec Derby Festival. The two days saw Surrey police officers working together with Epsom Down's Racecourse, colleagues from British Transport Police, the Metropolitan Police, Sussex Police, Kent Police, South East Coast Ambulance Service, Surrey Fire and Rescue, St Johns Ambulance and many others. This year, in light of the recent attacks in Manchester, Westminster, Europe and elsewhere around the world we reviewed our policing approach with the racecourse and all of our partners to ensure that everybody attending had a safe and enjoyable two days. Over the course of the two day festival there was a total of 12 arrests. One arrest on Ladies Day for drunk and disorderly and public order offences and 11 arrests on Investec Derby Day for public order offences, drug offences and a breach of a dispersal order
- The 2017 Summer Drink and Drug Drive campaign (Op Dragonfly) started on the 1st June and runs for a month. This year's initiative is using the simple message 'Drink OR Drive' to advise motorists that the best decision is to have **no** drink or drugs if they plan to get behind the wheel. The activity is part of year round work by Surrey and Sussex Police to prevent deaths and serious injury on the road network. The aim of the campaign is to put the brakes on motorists who take to the road whilst under the influence of intoxicating substances. We are working with partners to enforce and educate drink and drug drivers, and those considering it. As part of the 24/7 initiative, Roads Policing Officers will be carrying out a number of roadside stop checks across both counties and Road Safety Partnerships will be supporting the operation through educational messages.

2. Supporting Victims

Aim	Measures by	2016/17 Performance	Current performance
For Surrey Police to be rated 'good' (or better) at protecting vulnerable people	HMIC grade for protecting vulnerable people from PEEL Effectiveness Inspection	Good (Autumn 2016)	Next inspection Autumn 2017
For victims to be satisfied with the level of service they receive from Surrey Police	% of victims of crime surveyed satisfied with police service (weighted data) (aggregate of 3 crime types)	76.7% (Year End 16/17)	No longer available
	% of victims of crime surveyed satisfied with police service (aggregate of 2 crime types)	80.8% (Year end 2016/17)	81.6% (FYtD May 2017)

HMIC Inspections:

Overall results for 2015 and 2016 PEEL inspections are shown below:

Inspection	2015	2016
Efficiency	Requires improvement	Good
Legitimacy	Good	Good
Leadership	Not graded	Not graded
Effectiveness	Requires improvement	Good

The Surrey Police HMIC PEEL inspection judgements for Efficiency and Effectiveness have both improved from 'Requires Improvement' in 2015 to Good in 2016.

Of particular note regarding the Effectiveness inspection is the improvement from 'Inadequate' to 'Good' for how effective the force is at protecting those who are vulnerable from harm, and supporting victims. The investigating crime and reducing re-offending judgement remained a 'Requires improvement', a Volume Crime Improvement Plan has since been established and is overseen by Chief Superintendent Specialist Crime.

Victim Satisfaction

The table below compares year end victim satisfaction results for the last two financial years (2015/16 and 2016/17).

Satisfaction (3 crime groups)

	Year End 2015/16	Year End 2016/17	% point Change
Overall crime victim satisfaction*	81.0%	76.7%	-4.3%

*Aggregate of 3 crime groups (Burglary, Violent and Vehicle), weighted data.

Overall satisfaction, as measured from Burglary, Violent and Vehicle victim survey results show a -4.3% point decrease at the end of the 2016/17 financial year from the previous financial year.

The most recent national data (12 months to March 2017) shows that Surrey dropped to 39th for overall satisfaction. Overall satisfaction for victims of burglary has decreased to 28th from 25th. Vehicle crime has also recovered, to 39th. Violent crime has decreased further from 26th to 38th.

From April 2017/18 the User Satisfaction Survey is no longer a Home Office Requirement, which has allowed the Force to make some changes in which victims are contacted. The main changes are as follows:

- Victims of Vehicle Crime will no longer be contacted from April 2017/18.
- Rural Crime Victims will be interviewed from April 2017/18.

Results will now be presented for Burglary and Violent Crime victims only. Results for Rural Crime and Hate Incidents will be presented when numbers allow (which will most likely be quarterly).

Recalculated Satisfaction results (Burglary / Violent crime only)

	Year End 2015/16	Year End 2016/17	Difference	Fytd 2017/18
Overall	83.2%	80.8%	↑ Not Significant	81.6%
Ease of contact	94.1%	92.8%	↑ Significant	97.3%
Time taken	86.2%	82.2%	↓ Significant	84.2%
Actions	81.2%	76.1%	↓ Significant	80.8%
Kept informed	76.9%	74.3%	↓ Not Significant	75.1%
Treatment	93.2%	93.3%	↑ Not Significant	92.2%

Overall satisfaction, as measured from Burglary and Violent victim survey results show a -2.4% point decrease for the 2016/17 financial year compared to the previous financial year.

For May results overall satisfaction has increased +0.9% points to 82.0% this month. The FYTD result is also +0.8% points above the previous year end result at 81.6%. Increases were seen for four out of five satisfaction indicators this month.

Satisfaction with time taken saw the largest increase (+15.5% points). Treatment was the only indicator to see a decrease this month (-1.0% points). Satisfaction with actions taken increased +4.0% points this month to 82.7%. The FYTD result is +4.7% points above the previous year end result at 80.8%. Satisfaction with kept informed increased +0.6% points this month to 75.4%. The FYTD result is +0.8% points above the previous year end result at 75.1%.

Overall satisfaction increased +7.3% points to 91.9% for victims of burglary this month. Overall satisfaction for victims of violent crime decreased -4.0% points this month to 73.2%, although four out five satisfaction indicators saw increases.

Victims Code Compliance

The Victim Care team undertakes 3 month rolling audits on Victims’ Code compliance for Area Patrol Team (APT), Safeguarding Investigation Unit (SIU) and Criminal Investigation Department (CID).

A total of 279 crimes were audited for January to March incidents, with an overall compliance rate of 47%.

The compliance for each individual requirement was as follows; First Contact (FiCon) Compliance: 86%, Contact Contract Set: 60.2%, Contact Contract Compliant: 88.7%, Prime Events Compliant: 93.8% and Written Acknowledgement Provided: 66.3%. These are a few of the legal requirements the force must comply under the Victims’ Code of Practice.

In order to improve victim care/contact Superintendent Barlow and the Customer Service Policy Advisor are continuing to work to the Victim Care Action plan.

To improve victim satisfaction an action from the May Chief Officer Group meeting was for a concerted effort around victim care and compliance for a three month period (May – July) with a view to reviewing the current strategy and action plan. Work that is being undertaken as part of this includes:

- Training around NICHE and Victim Contact has been arranged for Sergeants on East Surrey, to be delivered by the Customer Service Policy Officer in June
- North Surrey have dedicated resource from their Performance team to support VCOP auditing to target, monitor and address under performance
- ACC Kemp has assumed temporary responsibility for spearheading the work under the action plan, and governance and accountability for this has been absorbed in the Volume Crime Improvement Board. Supt Barlow and the Customer Service Policy Officer will be reporting in to this board.
- Revision of the Written Acknowledgement letter
- Supt Barlow reviewing all negative free text comments from the victim satisfaction surveys for West Surrey each month and actioning.

Anti-social Behaviour

	Year End 2015/16	Year End 2016/17	% point Change	Fytd 2017/18
Anti-Social Behaviour (ASB) victim satisfaction	77.1%	70.3%	-6.8%	74.6%

The FYTD (May 2017) overall satisfaction result for all grades is currently +4.3% points above the previous year end result at 74.6%. Furthermore, the FYTD result for overall satisfaction is higher for both Grade 1-3 callers (+9.8% points) at 82.0% and Grade 4 callers (+1.7% points) at 70.8%, compared to the previous year end result.

This FYTD, overall satisfaction is higher across all divisions when comparing to the previous year end results. In particular, overall satisfaction on West is high at 77.6% (+6.4% points). Overall satisfaction on East is also +4.5% points above the previous year end result at 75.0%

All satisfaction indicator FYTD results are currently higher than the previous year end results. Satisfaction with kept informed has seen the largest increase of +3.9% points to 54.5% compared to the previous year end results, and satisfaction with actions taken has also increased to 63.3% (+3.3% points). The FYTD results for satisfaction with ease of contact, time taken and treatment have seen small increases compared to the previous year end results.

Satisfaction with kept informed for Grade 1-3 callers is currently +6.3% points above the previous year end result at 60.3%, and +3.1% points above the previous year end result at 51.5% for Grade 4 callers. This FYTD, an increase has been seen in the number of respondents who felt the police contacted them within a reasonable time (+0.5% points). Additionally, compared to the previous year end, a higher proportion of respondents reported that they had initiated further contact with the police following their incident (+2.0% points) and that it was easy to do so (+7.7% points).

3. Tackling Rural Crime

Aim	Measures by	2016/17 Performance	Current performance
For police to improve the answering of the 101 non-emergency number	% of 101 calls answered within 60 seconds	55.5% (Year 16-17)	53.9% (FYtD 5 Mar 2017)
For communities to feel that police deal effectively with their local issues	% people who feel the police tackle local issues	88.2% (Year 15/16)	84.4% (Year 16/17) Note: Results for quarter 1, 2017 available July.

Call Handling and Deployment

999 Performance

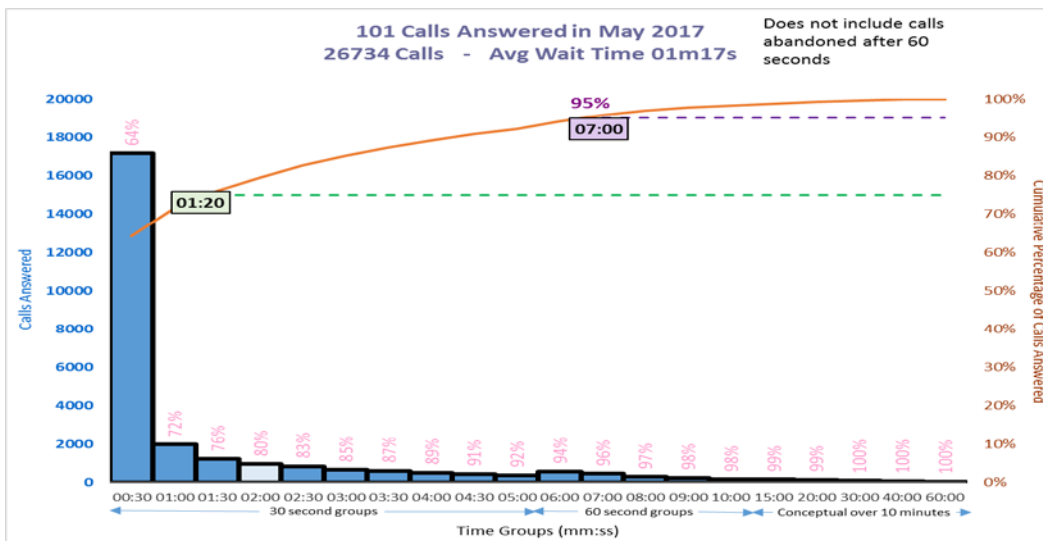
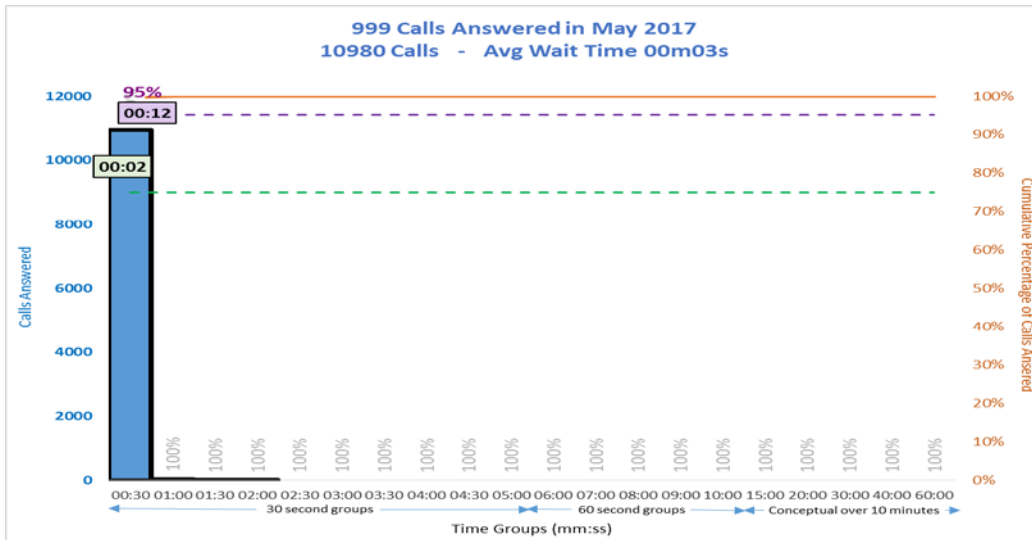
999 call handling performance remains strong and is always given priority. Current FYTD emergency performance shows that 94.3% of calls are answered in 10 seconds, with May 2017 performance at 93.2%.

101 Performance

101 call handling performance sees a greater degree of variation than 999 performance mainly due to a number of factors including continued prioritisation of 999 emergency calls over 101 calls, and the greater volume of calls we see during the summer months or following a significant incident. During May 2017 we started to see both the anticipated seasonal increase in 999 calls and 101 calls and a significant incident (the Manchester Terror attack). Current FYTD non-emergency performance shows that 68.8% of calls are answered within 60 seconds, with May 2017's performance at 65.6%. This marks a significant improvement on the position last year for May 2016 where performance was at 36.3% and there were over a 1000 less 101 calls.

Review of 101 target/measurement:

A joint Surrey/Sussex meeting was held with the two Offices of the Police Crime Commissioner on 30th November 2016 to discuss the current non-emergency target and consider better ways of tracking performance. The existing targets in both forces are not nationally mandated (with all forces measuring call handling in a variety of ways). The Surrey target has been in place for over 10 years and arguably no longer reflects the changing nature of police call handling which has shifted from traditional call taking to safeguarding, identification of risk and resolution. A proposal was put forward to track, on a monthly basis, the average time calls are answered in certain percentages e.g. 75%, 95% etc. To put this into some context, in May 2017 75% of Surrey's non-emergency calls were answered in 1min 20seconds with 95% of all non-emergency calls answered in 7 minutes.



4. Making our Town Centres Safe

Aim	Measures by	2015/16 Performance	Current performance
For people to feel safer in Surrey's towns	% residents who say they feel safe walking alone after dark	87.9% (Year 15/16)	86.9% (Year 16/17) Note: Results for quarter 1, 2017 available July.

Public Confidence

The table below presents findings for Surrey Police from the Joint Neighbourhood Survey.

Public confidence in neighbourhood police - Very / Fairly Confident (%)

Qtr 1 15/16	Qtr 2 15/16	Qtr 3 15/16	Qtr 4 15/16	Year End 15/16	Qtr 1 16/17	Qtr 2 16/17	Qtr 3 16/17	Qtr 4 16/17	Year End 16/17
89.9%	91.5%	92.5%	90.8%	91.2%	89.2%	89.3%	88.4%	89.2%	89.0%

Source: Joint Neighbourhood Survey

For the 2016/17 89% of respondents agreed they were very or fairly confident in their neighbourhood police. However, this is -2.2% points lower than the previous 2015/16 year (a statistically significant difference).

Confidence levels have remained high and broadly consistent with the previous year that neighbourhood police would be friendly and approachable, treat you with respect if you have contact with them for any reason, and treat everyone fairly regardless of who they are (97.5%, 96.7% and 92.4% respectively). However fewer respondents this year are confident the police in their neighbourhood would catch criminals (68.2%, -1.7% points lower than 2015/16).

When considering anti-social behaviour issues, statistically more respondents this year than last felt that anti-social driving (+2.9% points), anti-social or inconsiderate parking (+2.0% points), speeding motorists (+1.8% points) and problem or noisy neighbours (+1.2% points) were big issues in their neighbourhood.

When considering crime issues, levels were broadly consistent with the previous year, with approximately a fifth of respondents indicating burglary is a big issue in their neighbourhood (19.1%).

For the 12 months up to September 2016, the Crime Survey for England and Wales places Surrey equal 3rd highest for public confidence (SPI 2.3).

5. Tackling the Threat of Terrorism

Aim	Measures by	2015/16 Performance	Current performance
To ensure a robust plan remains in place and is kept updated and properly funded to prevent and defeat terrorist activities in Surrey	For plans in pace and updated to satisfaction of PCC	Not applicable	PCC currently content with plans in place – although to be kept under review

All policing remains under review to ensure appropriate security after the terror attacks in Manchester and London. There has been enhanced high visibility patrols at key locations across Surrey and Sussex as the force continues to keep all policing under review to ensure the most appropriate security is in place to keep communities safe. The change in threat level to critical was managed with Sussex Police. Firearm officers worked extended shifts with additional patrols to crowded places. Additional firearms resources were deployed to keep the Epsom Derby festival safe.

Policing in the UK continues to operate at a heightened state against the backdrop of a ‘severe’ threat level, which has been in place since 2014, and means that an attack is highly likely. This threat level applies to the whole of the UK and not any specific area.

Surrey Police continues to play an integral part in the delivery of the UK Government’s counter terrorism strategy (CONTEST) across the County. This will continue throughout the upcoming changes to Counter-terrorism policing regionally and nationally.

Surrey Police Prevent continues to support statutory partner agencies in embedding the Prevent Duty element of the Counter Terrorism and Security Act 2015. This is driven through the County wide, multi-agency Prevent strategic board at which Surrey Police remains a key member. This group is responsible for reviewing Prevent activity, embedding legislative requirements, information sharing and ensuring the County meets national expectations in relation to Prevent. Surrey Police maintains a Prevent Action plan which ensures Police delivery sits in line with requirements outlined in the Prevent duty and the national Prevent service deliverables.

Prevent performance continues to be scrutinised at a regional and national level. Surrey Police are required to submit referral data to the South East Counter Terrorism Unit (SECTU) weekly where quarterly analysis takes place. To create a regional response to performance SECTU have employed a Prevent performance manager who will hold responsibility for data collation and management across the South East.

6. Making Every Pound Count

Aim	Measures by	2016/17 Performance	Current performance
To improve the percentage of budget spent on front-line policing	% of force budget spent on front-line policing	69.8% (HMIC 2016)	2017 VFM Profile due Autumn 2017

The force increased its officer strength in 2016/17 from 1905 FTE in March 2016 to 1935.25 FTE in March 2017. Officer strength met this establishment at 1935.86 FTE. Officer establishment for 2017/2018 is 1927.

We experience most officer turnover in the Sergeant and Constable (PC/DC) ranks, approximately 12 per month. We continue to over establish in the Constable rank as we have high numbers abstracted on temporary promotions to fill the Sergeant vacancies and backfill some of the DC vacancies. Our most recent Police Officer campaign received a total of 275 applications, these are now starting to progress through the assessment process and if successful will start to fill our winter cohorts. Latest projections show that we will be under established in the first quarter (projected maximum of 1.2%). New Police Probationer cohorts planned in July and August will take officer strength to our budgeted establishment.

Having identified an upward trend in the officer wastage rate during the last year the planning assumption was increased to 16 FTE per month. The unplanned wastage has started to settle down during the last quarter of the year, resulting in an average of 14 FTE per month for 2016/2017, but it is too early to say whether this is a temporary change. We will continue to monitor this closely and will update the planning assumptions as required.

During 2016/2017 we made a total of 51 internal promotions and recruited 181 probationers over 5 cohorts. Detective constables were a priority for 2016/17 and continue to be for 2017/18. The 2016/17 campaign resulted in a total of 10 transferee applicants and 42 PCs also converted to LDCs and commenced their development to accredited DCs. Our ability to recruit the required amount of DCs through transferees is difficult and very competitive due to a national shortage of these skills. Internal lateral development will continue and an additional campaign will be commissioned, however alternative ways to bridge this gap over the coming years needs to be explored alongside the Direct Entry Detectives.

Estates Strategy

The strategic case for a programme of change to radically restructure the core estate and introduce modern, agile working practices has been developed and was approved by the Chief Officer team at the end of March. PCC confirmed his support in April. The programme is to be called 'Building the Future' and a key proposal is the sale of Woking Police Station and the Mount Browne HQ with re-investment in a new Surrey HQ. Discussions are also being held with Sussex Police regarding the opportunity to invest in a joint hub in the Crawley area to support collaborated teams and enable greater service delivery savings. A team will now be established to further develop the plans and take forward the programme. Work is already underway to assess the availability of suitable new sites and to determine the criteria upon which the final decision should be based as well as engaging with other partners to identify any opportunities for joint initiatives. An agile working pilot involving a number of teams currently based at Mount Browne will be rolled out towards the end of the year. This will be supported by appropriate technology and modernised working environments and will include an element of remote or home working. The pilot will be fully evaluated and findings used to inform wider roll-out to three divisional stations.

Collaboration

Surrey Police continues to undertake significant change activity through the 'Policing Together' programme with Sussex, and with other forces in the South-East region, in order to meet the financial challenges, increase resilience and improve service delivery. Some of the key areas of work and/or recent progress are described below:

The Strategic Outline Business case for the Specialist Crime Capabilities Programme (SCCP) was presented to Change Board in May 2017, and agreement was given to proceed to detailed design. The new operating model will deliver savings and provide opportunities for wider collaboration within the region in the future.

The Digital Enablement Programme continues to coordinate work on four key priorities: Mobile Data, Niche, Public Facing Digital Services (Community Messaging, Online Crime Reporting and Track My Crime) and Body Worn Video (BWV). The standalone interim Body Worn Video solution has now been implemented in the Tactical Firearms Unit (TFU) and wider roll out will continue through to July, with further work ongoing to implement a networked 'roaming' solution for both forces as soon as possible.

The Surrey and Sussex Joint Information Technology Strategic Plan was presented to the joint PCCs' Governance Board in May 2017 and has been developed to consolidate the delivery of IT services across both forces and establish a future-focussed IT organisation. The strategy aims to steer the direction of national police IT capabilities and adopt those first, regional opportunities second and deliver a local solution as a last resort.

The South Eastern Regional Integrated Policing programme (SERIP) has identified 7 priority areas and progress has been made against each of these, for example:

- The breadth of change activity underway across the four forces is being considered to understand what could best be progressed within SERIP
- Work has been undertaken to assess likely future demand for the solution beyond the existing 3 forces, and work is underway to produce an outline business benefits case/prospectus
- The new Hampshire and Thames Valley Police Contact Management system is being demonstrated to staff in Surrey and Sussex
- Workshops have been undertaken with the 4 forces to consider the current use of Niche RMS and assess business change necessary to converge and standardise and achieve operational and financial benefits.

Following discussion at Change Board in April 2017 regarding Information and Crime Management, it has been agreed to progress with option 2 which will deliver parallel restructuring in each Force, allowing the teams to work in partnership, achieve compliance, equitable savings and deliver a consistent service to each Force. This restructuring will prepare the forces for regional collaboration in the medium term.

Between April 2011 and March 2017, Surrey saved £7.3M* through collaboration with Sussex, and a further £900k* through regional collaboration and the National Air Service. A further £4.4M* of Surrey savings is anticipated to be delivered through collaborated Policing Together between April 2017 and March 2019, the majority of which will be delivered by Support Services, Specialist Crime and Operations. *Please note that the savings figures represent in-year budget reductions, which once delivered, recur year-on-year. The timescales for the delivered savings and the forecast savings have been updated in-line with the new financial year.

The table below shows the planned savings by portfolio and by year. Please note that the

these are the anticipated savings as reported to Change Board in May 2017 and include the early savings estimates known as purple savings. Change Board has requested that these purple savings will be reviewed and the forecast savings will be recalculated once completed to ensure that future business planning reflects necessary activity to achieve MTFP requirements.

Collaborated Saves by Portfolio £M	2017/18	2018/19	2019/20	2020/21
Support Services (People Services, Finance and ICT)	0.4	0.3	0.0	0.0
Corporate Services Review	0.1	0.0	0.0	0.0
Specialist Crime	0.7	1.3	0.0	0.0
Operations	0.8	0.8	0.0	0.0
Contact & Deployment	0.0	0.0	0.0	0.0
Total Saves Through Collaboration	2.0	2.4	0.0	0.0
Surrey In Force Saves	6.2	3.7	0.0	0.0
Total Saves*	8.2	6.1	0.0	0.0
Savings Target	5.5	5.4	1.4	2.4
Cumulative Surplus (Shortfall)	0.5	1.2	(0.2)	(2.6)

Recommendation(s)/Future Activity:

The Police and Crime Commissioner is asked to note the current performance.

Risks: Performance risks are addressed through the Crime Performance Board chaired by the Detective Chief Constable

Attachments/ Background Papers: N/A

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Annex A – Burglary Performance

Background

After a period of sustained reduction, the financial year 2016/17 saw a substantial increase in recorded 'Dwelling Burglary' in Surrey, largely during the last 6 months. There was an increase of +31.4% with 3120 offences recorded in 2016/17 compared to 2375 in 2015/16. This is an additional 745 victims of burglary.

On the 1st April 2017, a change to the National Crime Recording Standards meant the category of 'dwelling burglary' was removed and a burglary is now considered either 'residential' or 'commercial'. The former now includes crimes such as garden sheds which were previously not considered dwelling burglaries. NICHE only records these two new crime types (as per national rules) and therefore does not allow us to differentiate those where somebody's house (dwelling) was actually targeted. Comparing performance in current year to last year is now only possible by looking at the total number of burglaries i.e. including all 'shed breaks' and commercial burglaries.

A manual audit of burglaries in April shows that in that month 36% of the new 'residential' burglaries would in fact not previously have been 'dwelling' burglaries i.e. they were 'shed breaks' or similar.

Analysis

Whilst year on year increases have been seen across Surrey, there are clear offending hotspots in the north of the county i.e. areas bordering London. North Surrey shows the largest increase in Total Burglary FYtD (43%). The causes of this increase are likely to be a combination of factors including:

1. PiYN impact on investigative capability and proactive capacity
2. A force shift away from focus on burglary to areas identified as higher risk
3. Displacement from London – figures show burglary has decreased in London by 1.4% and increased in SE Region by 13.6% average
4. A specific offending group/ OCG committing large numbers of offences

Objective

Operation SPEARHEAD was launched on the 15th May and will run for 3 months initially (subject of review), and aims to ensure there is force-wide activity to reverse the observed increase in burglary.

Tactical Plan

There is a force-wide response. Strands of activity include:

a. Intelligence

Intelligence products informing activity, supported by a comprehensive intelligence package.

b. Prevention activity

A further significant programme of forensic marking kit deployments is planned (to counter London displacement) and currently going through procurement.

c. Reactive Investigation

Whilst longer term improvement of investigation capability will be addressed through the Volume Crime Investigation Improvement Plan, there is now increased local oversight of burglary to recognise and act upon opportunities.

d. Proactive Investigation

Local and force proactive investigations focus on burglary. Although it is recognised that prioritisation should continue to be based on risk – professional judgement will play a part in directing resources and activity.

e. Overt policing operations

Divisional and Operation Command resources are being directed to target burglary suspects and hotspots. This will also further increase intelligence as part of the collection plan. This includes:

- Directed patrol
- Dedicated overt proactive operations, including warrants
- Pursuit and arrest of outstanding burglary suspects
- Utilisation of tactical assets e.g. ANPR, CCTV

f. Communications

Messages to staff have emphasised the harm caused to victims of (dwelling) burglaries. To date there has not been any feedback that this is contradictory to our wider messages on threat/risk/harm.

g. Performance monitoring and command oversight

A new weekly Burglary Performance Tracking product has been created. Burglary continues to feature on Divisional Management Meetings (DMM) and now also features on the FMM. A weekly review takes place by ACC Burton and update provided to Chief Officers. Burglary will be considered at monthly Crime Performance Board.

Current Performance

As of 11 June, 'residential burglary' shows a 105% increase (FYtD change when compared to previous year). However, as described above this figure is misleading since year on year comparison is not possible. Total burglary can be compared and shows a 21% increase (FYtD change). The impact of Op Spearhead is indicated with the 'last 4 weeks' data – showing a 9% improvement compared to FYTD 14th May 2017 for Residential Burglary and 3.1% for Total Burglary.

Chart 1. below shows weekly volumes for Total Burglary at Force level. The Force saw below average levels of offences throughout 2016 however the Force recorded notable increases between January and April 2017. These values could be considered statistically significant. Since this period however volumes of offences has fallen to be more in line with the average weekly levels:

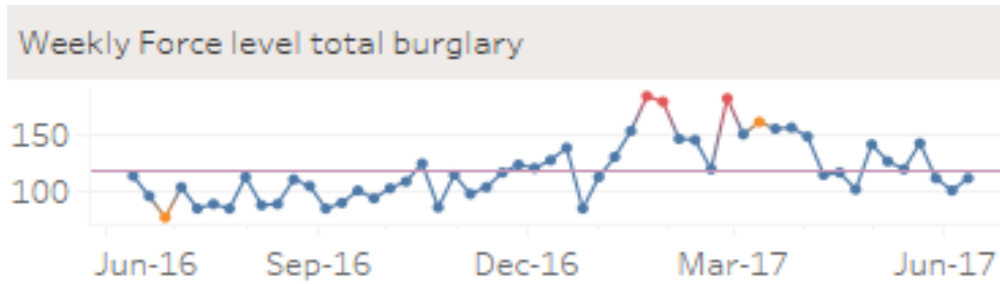
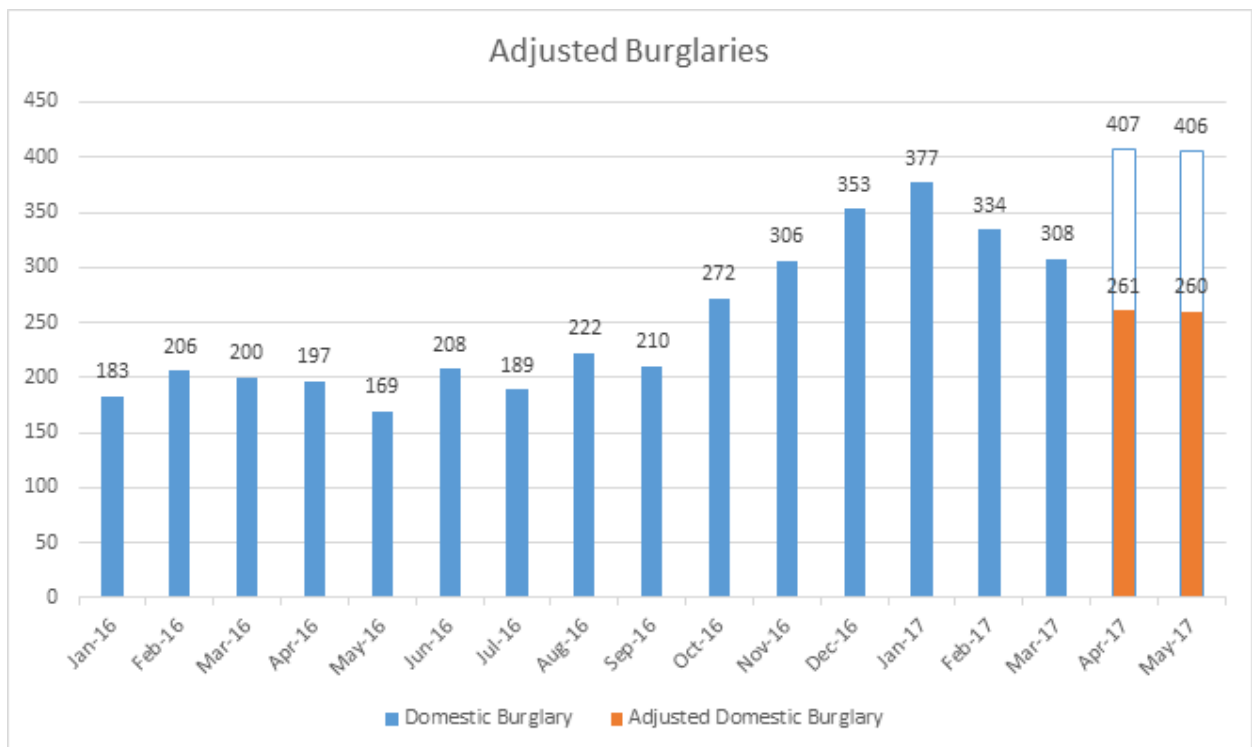


Chart 2. below shows Domestic Burglary (dwelling) only. Post April change in recording standards is adjusted to reflect what it would be without that change (this is achieved through a manual audit for April and an estimate May based on the 36% figure):



The Force is currently recording an arrest rate of 6.7% with 40 arrests for burglary being recorded since the 15th May. There are currently 43 outstanding suspects for Total Burglary across the Force. The bulk of these are within East Surrey (20 suspects).

There are currently 5 active burglary intelligence/ proactive packages across the Force (3 NS, 1 ES, and 1 Prisons).

The Positive Outcome Rate for Total Burglary has increased year on year by 2.7% to 7.2% (with more awaiting validation). West Surrey show greatest improvement. Of note, Force reduction performance has improved over the previous 4 weeks by 3.1% in relation to Total Burglary and 9% in relation to Residential Burglary.

Following an ongoing series of residential burglaries, which were committed across Surrey, Sussex, Thames Valley, Hampshire, Kent, Metropolitan, Essex and Dorset a successful operation was conducted. There have currently been 12 arrests within Surrey and all have subsequently been charged and remanded in custody.