

**Police and Crime Commissioner  
Performance Meeting - June**

**29<sup>th</sup> June 2017**

**Mole Valley District Council Offices**

**Attendees:**

David Munro (Police and Crime Commissioner) PCC

Johanna Burne (Senior Policy Officer – Office of the Police and Crime Commissioner) JB

Nathan Rees (Communications Manager – Office of the Police and Crime Commissioner)

Lucie Goddard (Communications Officer – Office of the Police and Crime Commissioner)

Sarah Gordon (Office of the Police and Crime Commissioner – notes) SG

Nick Ephgrave (CC – Chief Constable, Surrey Police)

Gavin Stephens (DCC – Deputy Chief Constable)

Bev Foad (BF - Financial Services - Surrey Police)

Agenda Item	Subject/Note	Action
1.	<p><b>Introduction from PCC for public webcast</b></p> <p>The PCC introduced the meeting and welcomed those that were watching via the webcast.</p>	
2.	<p><b>Action Update from previous meeting – 4<sup>th</sup> May 2017</b></p> <p>1. Volume Crime Improvement Plan – the PCC confirmed that he had seen a copy of the plan. He requested an update on its progress at a future meeting when it had been embedded for some time.</p> <p><b>ACTION: Present progress of Volume Crime Improvement Plan at December Performance Meeting</b></p> <p>The CC explained that Volume Crime was the term used to cover the most common types of crime such as; acquisitive, motor vehicle, burglary, robbery and lower level violent crime. The responsibility for the investigation of these types of crimes had transferred from desk based detectives to the initial response officer which is a new process under the Policing in Your Neighbourhood (PiYN) model. It had been recognised that there was a training gap that needed to be addressed so the Improvement Plan was in place to rectify that. DCS John Boshier would oversee the plan on behalf of the Chief Constable.</p> <p>2. Vehicle Crime – the PCC had been provided with a document that gave a succinct summary of the current position of vehicle crime. The CC explained that there had been a gradual but noticeable upward trend. Thefts of motor vehicles was the main cause for this increase. Some locations were more affected than others, such as Eastern and especially Epsom – the team was working on further analysis to understand why.</p>	<p><b>CC</b></p>

	<p><b>ACTION: To update the PCC on reasons for vehicle crime increases following completion of analysis work.</b></p> <p>The PCC asked whether there were any lessons that could be learnt from neighbouring forces. The CC was aware that the Metropolitan Police Service had experienced similar increases.</p> <p>3. Hate crime – the PCC explained that he had recently attended a seminar hosted by MOPAC where it was stated that there had been a significant increase in disability hate crime. He had previously asked whether this was also the case in Surrey. The DCC confirmed that it was also the case in Surrey. The number of incidents had increased from 38 to 111 in the last year. He suggested that confidence in reporting may be one of the reasons for the increase as previous research had suggested that less than 44% of incidents were reported. The Force was developing a disability engagement plan which would include the increased promotion of Pegasus. This was an initiative where vulnerable people could register to obtain a URN number which could be quoted each time they needed to contact police and it would speed up the response they received as all background information would flag up automatically. The DCC said that a new Hate Crime Coordinator post had been created and they would be looking into the increase in incidents.</p> <p>The CC said that the Force didn't know the true extent of incidents and he would urge those that had been a victim to report any incidents. The PCC agreed that an increase in reporting may be a good thing and would like to be updated on the engagement plan so that he could raise awareness with partner organisations.</p> <p><b>ACTION: To keep the PCC updated on progress of the engagement plan and analysis into the increase in incidents.</b></p> <p>4. CCTV Strategy – The CC said it was complicated as there were currently a combination of different systems across the county. Superintendent Tom Budd was exploring options which would be presented to the Chief Officer Group and then to the PCC. The PCC asked for an update on body worn video. The DCC explained that body worn video was providing a record of incidents that were of value to investigations and victimless prosecutions. There would be a further roll out of equipment and training in July. The next step would be to enable the network across Surrey and Sussex. Roll out would be completed by the end of the year – 1250 would be deployed across Surrey and 245 across joint teams such as firearms.</p>	<p>CC</p> <p>DCC</p>
<p>3.</p>	<p><b>Performance Against the Police and Crime Plan</b></p> <p>The PCC noted that there had been a slight drop in the positive outcome rate for crimes against vulnerable people. He asked whether this was a concern to the CC.</p> <p>The CC agreed that it was a concern and it was always his hope to improve on last year's figures - he didn't want it to slip further. This area was a focus for the DCC at the Crime and Performance Board. The positive outcome rate for all crime was higher than it was last year and the CC hoped that the Volume Crime Improvement Plan would help. There were difficulties in high harm detection but in comparison to other forces, for incidents of Serious Sexual Assault, Surrey was still the safest county in England and Wales. The PCC agreed that this was good news but he didn't want people to not feel confident in reporting.</p>	

OFFICIAL

	<p>Surrey was also the safest county in relation to rape offences. The Force had improved 19 places for detection rates nationally. The PCC said that historically the journey through the justice system for rape victims had not been good but there had been improvements with shorter timescales through court. The PCC asked whether the majority of rape crimes were committed by perpetrators who were known to the victim. The CC said that this was broadly true and that stranger rapes were in the minority.</p> <p>The PCC asked for an update on the increase in burglary. The CC had submitted an additional report which gave a more detailed explanation. The Home Office changed the definition of burglary in April 2017 – a break in to a shed or garage was now classed as a domestic burglary which had had an effect on the numbers. Operation Spearhead had been established to address the increase. This included preventative activity and investigative capability. Resources from the serious and organised crime unit had been directed to tackle the organised crime element of the burglary increase, attributed to foreign offenders. This operation was being led by ACC Nev Kemp and Chief Superintendent Jerry Westerman. There had been a 9% reduction since the commencement of the operation in May 2017 – 40 arrests had been made with 43 cases outstanding but suspects being pursued. The CC would be reviewing Operation Spearhead at the end of July. The PCC was pleased with this progress and would like to be kept updated on further progress.</p> <p>The PCC was encouraged by the decrease in the number of incidents of child abuse, a 25% reduction for the year to date. The CC was pleased with this reduction but he was cautious to celebrate too soon as we were only three months into the performance year.</p> <p>There had been a significant increase in violent crime for the year to date. The violent crime umbrella was wide ranging – it included crime types that some may not consider violent such as public order offences and violence without injury. The Force was working hard to understand the increases.. The comparison with other forces showed that Surrey was the second safest county which was an increase by 16 places nationally.</p> <p>The PCC noted that the report showed a reduction in ASB but the public view was that there was more ASB taking place. The CC said that the accuracy of crime recording had improved – this had been driven by the HMIC. Officers were attending a number of incidents and recording them as a crime rather than an ASB incident. The Force was diligent in the application of the counting rules.</p> <p>The PCC wanted to express his congratulations to all those who had been involved in the Epsom Derby. The DCC echoed his thanks and extended thanks to the MPS, Sussex. Kent, BTP, Surrey Fire and Rescue and South East Coast Ambulance Service.</p> <p>The PCC noted that the satisfaction level for vulnerable victims had dropped slightly. The CC wanted to get to an outstanding level and to become an area of excellence in public protection and protecting vulnerable people. There was a concern about the decrease which could be partly due to the removal of the dedicated victim contact team. The CC had taken the decision not to reinstate the team as victim care should start with the reporting officer. He wanted to drive the message</p>	
--	--	--

OFFICIAL

	<p>home to officers on the ground that they needed to keep victims informed. An action had been given to ACC Nev Kemp to drive an improvement in this area within the next three months. The PCC questioned whether officers needed to comply more comprehensively with the Victims Code. The CC agreed that they did. Officers were doing it anecdotally but sometimes they were not ticking all the boxes as well.</p> <p>The PCC recognised the significant improvement in the 101 response times – there had been a small blip but this was not as bad as last year. The CC was also pleased to see the improvements – there had been a slight drop but this was predicted due to the high volume of calls during the summer months and less resource. The resource element was being rectified with shift changes. Work was being undertaken with the PCC’s office to develop a sophisticated measure of success in relation to response times. 75% of calls were answered within 1m20s but some were taking seven minutes which was far too long. The PCC was pleased with the 999 response time figures, he had received no complaints in this regard.</p> <p>The PCC was pleased with the partnership working in town centres which included police, local authorities, licensees and security staff. The CC agreed that Operation Nightguard was working well and there was a consistency in approach and good working arrangements with partners.</p> <p>The PCC sought further reassurance from the CC that officers were well prepared for a terrorist attack and that Prevent was working well. The CC said that a well-rehearsed plan was in place to increase armed officers and visible patrols as and when necessary. He was confident in the Force’s ability to respond rapidly. There was limited resource across the region but forces were as prepared as they could be. Reassurance patrols had been carried out at local mosques and other areas of Muslim worship in the wake of the attack in Finsbury Park.</p> <p>A process was in place to increase firearms and ARV (armed response vehicle) capability across Surrey and Sussex. Prevent was a key strand of the Contest Strategy established to identify and prevent extremism. Local authorities had responsibility for Prevent and they hosted a Prevent Board which oversaw the multi-agency approach across the county. Issues had been raised with the local authority regarding police involvement in Prevent but there was a good working relationship. The PCC suggested that Prevent was not working to its full capacity across all partners but they did realise their responsibility and its priority. Prevent was also there to safeguard those being radicalised as well as protecting communities.</p> <p>The PCC was pleased that the establishment of police officers had reached 100%. The CC explained that there had been a retention issue for a while and he wanted to keep newly trained officers as it was expensive to train them. The attrition number had been high but work had been done to mitigate the reasons for officers leaving the Force. Officer strength was higher than ever before in Surrey – all other forces had had to reduce numbers but Surrey had well managed savings and had been able to increase numbers. This was positive news for the</p>	
--	--	--

OFFICIAL

	<p>Surrey public. There had been a lot of temporary appointments across the Force last year but this had been addressed. A stable and predictable promotion process had been created which would take place once a year at the same time each year which meant that officers would be able to plan their career paths.</p> <p>The PCC was pleased with this approach and also recognised the valuable contribution made by police staff.</p> <p>Estate – the current estate was neither efficient nor effective to run. The Force was looking at possible options for the future with the suggestion of an investment in a modern purpose built headquarters. It would save money which could be spent on operational policing. Options would be presented to the PCC in due course.</p> <p>The PCC was looking forward to receiving the proposals and stated that a full consultation both internally and externally would be required.</p> <p>The PCC asked for a separate paper specifically on collaboration at a future performance meeting.</p> <p><b>ACTION: To produce a collaboration update paper for the September performance meeting.</b></p>	<p>CC</p>
<p>4.</p>	<p><b>Finance Report</b></p> <p>Bev Foad (BF) presented the finance report. She explained that the report focussed on the Force’s financial position at Month 2. The report gave details of the revenue and capital position for the Force with a revenue budget of £210.9m against a forecast spend for the year of £208.7m. It was still very early in the year but spend was on target.</p> <p>The report showed potential savings of £2.4m. The PCC noted that the savings seemed to be on track. He was wary that he didn’t want the Force to focus on savings at the expense of operational capability.</p> <p>The CC said that the largest savings could be seen through specialist crime and operations. This collaborative approach with Sussex had been extended to be considered on a regional level. The Specialist Capabilities Programme was looking at the possibilities of more flexible and agile working. It was early days but PCCs were involved. The South East region was trying to advance in this area and become a pilot area on behalf of the country. The public may not see a difference as specialist operations were dealing with ‘hidden’ crimes.</p> <p>The PCC noted that the capital budget had been a cause for concern last year but he was happy that it was being controlled better so far this year.</p>	
<p>5.</p>	<p><b>Community Engagement</b></p> <p>The Force was in the process of modernising and updating its community engagement plans. Chief Superintendent Helen Collins was leading on this piece of working and the DCC invited the public to contribute to the strategy by feeding in their views to C/Supt. Collins. Ideas and feedback would be collated into the final plan.</p> <p><b>ACTION: Final community engagement plan to be presented at</b></p>	<p>DCC</p>

	<p><b>future performance meeting.</b> The PCC expressed his approval of the cadet scheme. He had been very impressed with the keenness of the cadets and the quality of the instructors.</p>	
<p><b>6.</b></p>	<p><b>Firearms Licensing</b></p> <p>The CC explained that the issues with firearms licensing had been exposed during the Lowe case (the murders of Christine and Lucy Lee) with the main issue being that the murders had been committed with a firearm that had been returned to the offender. The case was referred to the IPCC and they had made 53 recommendations. An action plan had been created and the Force was working through the recommendations under ACC Barry's lead. Monthly performance meetings were held and staff and role profiles had been reviewed. Progress had been reported back to the IPCC and HMIC in March 2017 and the IPCC were satisfied with progress.</p> <p>The PCC was satisfied that progress had been significant and he reiterated his apology to the family and friends of the Lee family on this tragic incident.</p> <p>The PCC made tribute to all officers and staff for their enthusiasm and professionalism. The Force was in very good shape which was a good foundation for better things to come.</p>	
	<p><b>PART TWO – Informal Verbal Briefing</b></p> <p><b>The meeting ended at 16:00</b></p>	