



**PART ONE**

**To: Office of Police and Crime Commissioner – Performance Meeting**

**Date: 20<sup>th</sup> December 2017**

**By: Strategic Planning**

**Title: Progress against 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.

**Report Detail:**

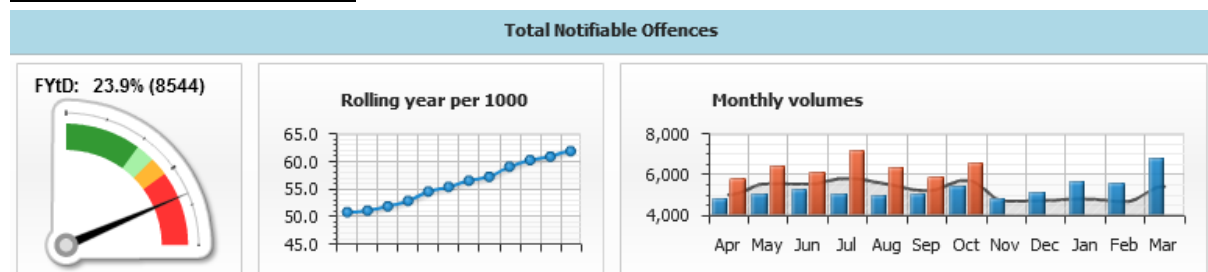
**1. Cut Crime and keep Surrey Safe**

| Aim  | Measures by  | Year End 2016/17 | Previous Apr-Sept 2016/17 | FYtD* Apr-Sept 2017/18 |
|--|--|------------------|---------------------------|------------------------|
| <b>For people to feel that police deal with anti-social behaviour and crimes that matter to them in their area</b> | % of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area | 75.9% (4730)     | 76.7% (2378)              | 79.3% (2342)           |

Source: Joint Neighbourhood Survey  
\*Results for Quarters 1 and 2, 2017/18

| Aim  | Measures by  | 2016/17 Performance           | Current Performance                |
|--|--|-------------------------------|------------------------------------|
| <b>For police to solve more crimes against vulnerable people</b> | Positive Outcome Rate for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime) | 25.1% (1643) (same FYtD 2016) | 19.8% (1569) (FYtD to 27 Nov 2017) |

**Total Notifiable Offences**



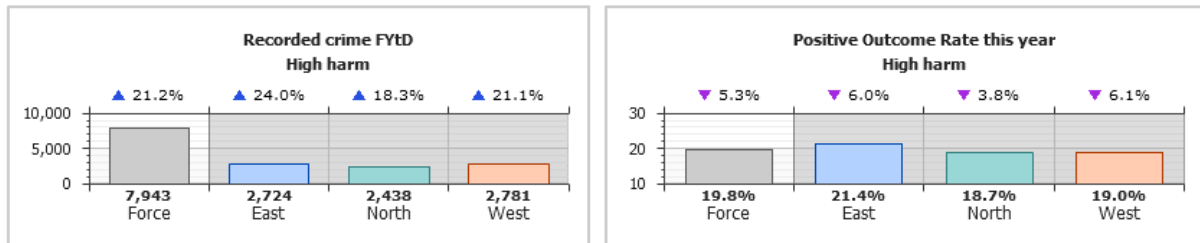
FYtD to Oct 2017

The force recorded a +23.9% increase in recorded crime this FYtD (to Oct 2017), with 44,228 offences recorded compared to 35,684 in the same period last year (+8544 offences). Notable volume increases have been recorded for Violence without injury (+30.7%, +3,069 offences), Violence with injury (+20.6%, +748 offences), Criminal

damage (+19.2%, +1005 offences) and Theft (other than vehicle) & handling stolen goods (+14.8%, +1,183 offences). 'Domestic' burglary has also increased notably this FYtD from the same period last year by +97.4% which equates to another 1396 incidents. However the Home Office have expanded this category to include other incident types. Please see Residential Burglary on page 5.

The number of positive outcomes this FYtD (to Oct 2017) has increased from the same period last year from 6,231 to 6,714 (+483 positive outcomes). However, because the volume of Total Notifiable Offences has increased so notably, the positive outcome rate this FYtD of 15.2% is lower than the rate for the corresponding period last year (17.5%).

### High Harm

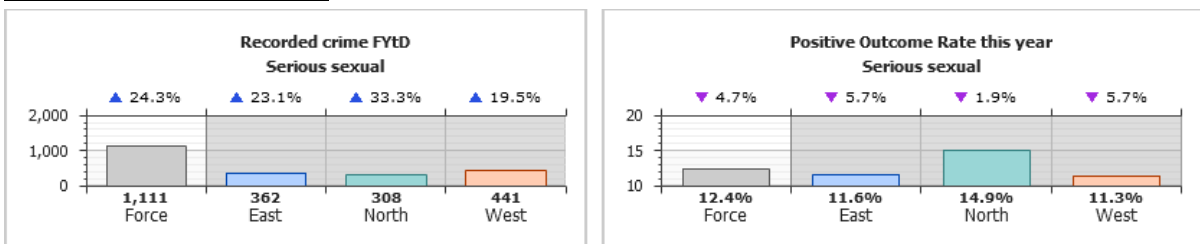


FYtD Apr-27 Nov 2017

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

This FYtD (to 27 Nov 2017) the force has recorded 7,943 high harm offences, a +21.2% point increase from the same period last year (6,552). The FYtD positive outcome rate for high harm is 19.8% (1,569 positive outcomes), a decrease of -5.3% points from the same period last year (25.1%, 1,643 positive outcomes).

### Serious Sexual Assault



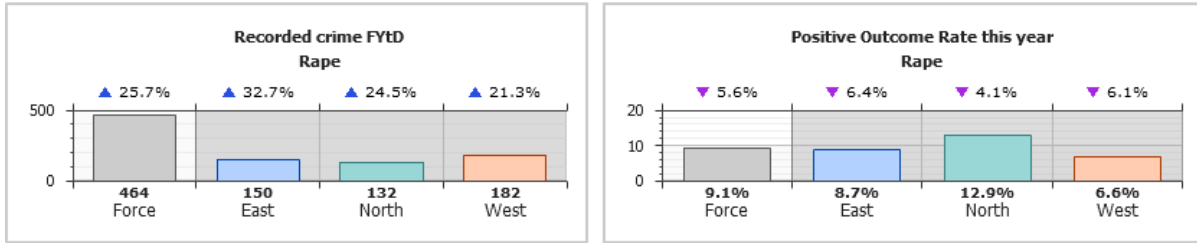
FYtD to 27 Nov 2017

The force has recorded 1,111 serious sexual crimes this FYtD (to 27 Nov 2017), a +24.3% point increase (+217 offences) compared to the same period last year (894 offences). However, the FYtD positive outcome rate for serious sexual offences has decreased from 17.1% (153 positive outcomes from 894 offences) to 12.4% (138 positive outcomes from 1,111 offences).

### National Position ▲

For the 12 months to September 2017 Surrey's national position for Serious Sexual offences was 3rd with 1.34.offences per thousand population. Surrey's positive outcome rate was 6th<sup>th</sup> highest nationally at 15.9%, an increase of 16 places compared to the previous 12 months to Sept 2016.

**Rape**



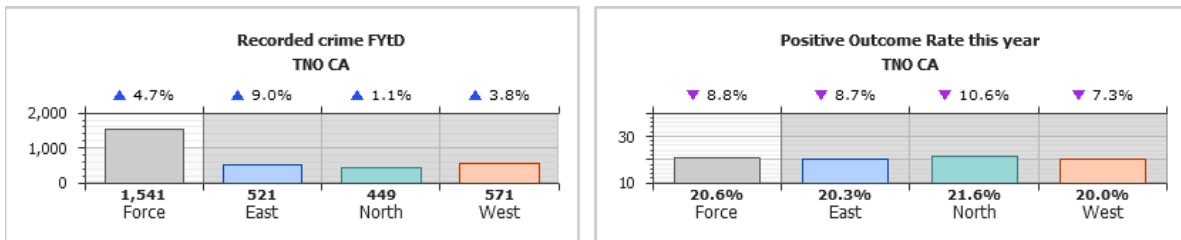
FYtD to 27 Nov 2017

The force has recorded a +25.7% increase in rape offences this FYtD (to 27 Nov 2017) compared to the same period last year (369 to 464 offences). The FYtD positive outcome rate has decreased from 14.7% (54 positive outcomes from 369 offences) to 9.1% (42 positive outcomes from 464 offences).

**National Position ▲**

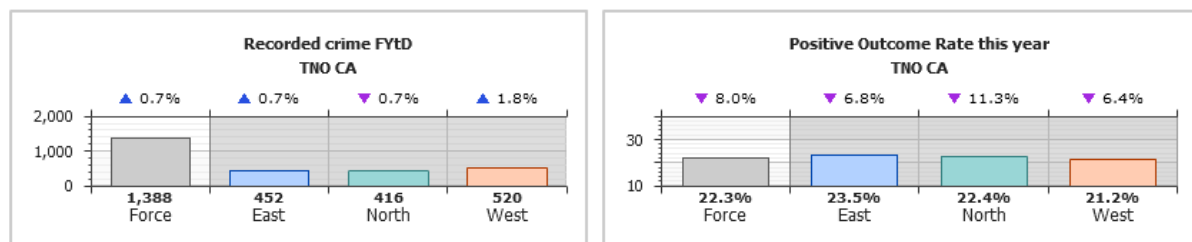
For the 12 months to July 2017, Surrey’s national position for rape crimes increased by three places to 2nd position. The national position for positive outcomes increased by four places to 19<sup>th</sup> position compared to the 12 months to Sept 2016.

**Child Abuse**



FYtD to 11 Dec 2017

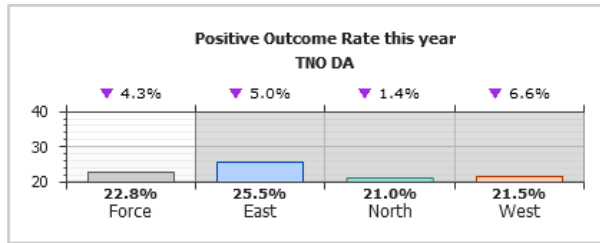
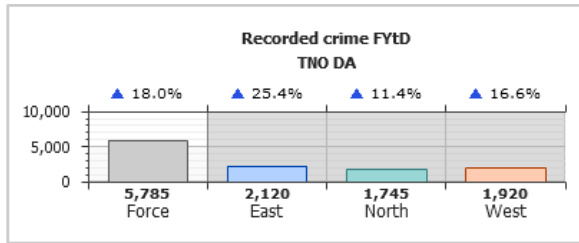
The force has recorded an increase of +4.7% for Child Abuse offences this FYtD (to 11<sup>th</sup> Dec 2017) compared to the same period last year (1,472 up to 1,541 offences). The FYtD positive outcome rate has decreased from 29.3% (432 positive outcomes from 1,472 offences) to 20.6% (317 positive outcomes from 1,541 offences).



FYtD to 27 Nov 2017

The force has recorded an increase of +4.7% for Child Abuse offences this FYtD (to 11<sup>th</sup> Dec 2017) compared to the same period last year (1,379 up to 1,541 offences). The FYtD positive outcome rate has decreased from 30.3% (418 positive outcomes from 1,379 offences) to 20% (309 positive outcomes from 1,541 offences).

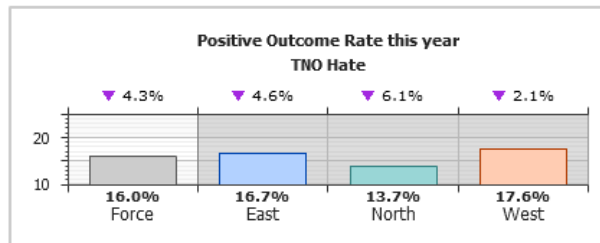
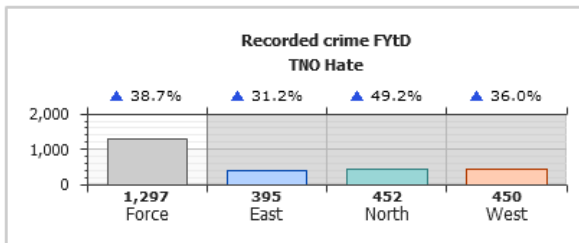
**Domestic Abuse**



FYtD to 27 Nov 2017

This FYtD (to 27 Nov 2017) the force had recorded a +18.0% increase in Domestic Abuse offences (+881 offences) compared to the same period last year (4,904 to 5,785 offences). The FYtD positive rate has decreased from 27.1% (1,329 positive outcomes from 4,904 offences) to 22.8% (1,319 positive outcomes from 5,785 offences).

### Hate crime



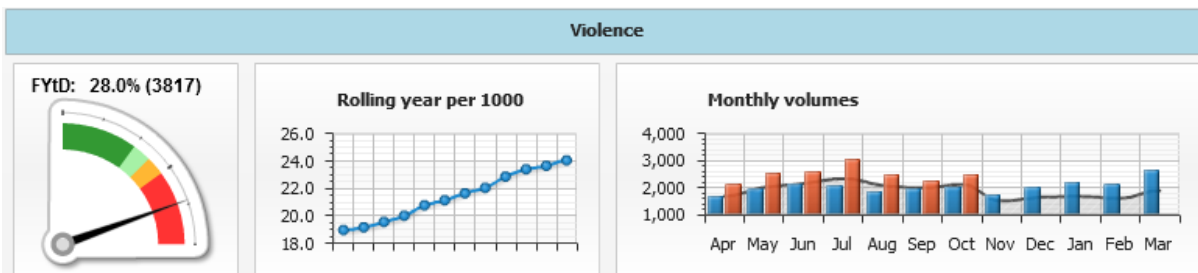
FYtD to 27 Nov 2017

The force has recorded an increase of +38.7% in Hate Crime offences this FYtD (to 27 Nov 2017) compared with the same period last year (935 up to 1,297 offences). The positive outcome rate for this FYtD has decreased from the same period last year, however the actual number of positive outcomes achieved has risen as follows:

Last year FYtD: 20.3% rate (189 positive outcomes from 935 offences)

This FYtD: 16.0% rate (207 positive outcomes from 1,297 offences).

### Violent crime



FYtD to Oct 2017

This FYtD (to Oct 2017) the force has recorded an increase of +28.0% violent crime offences (with and without injury), with 17,450 offences recorded compared to 13,633 in the same period last year (+ 3,817 offences). Violence without injury offences have increased by +30.7% (+3,069 offences), with notable increased for Assault without injury +41.2% (+1519 offences) and Public fear, alarm or distress +17.6% (559 offences). Violence with injury offences have increased by +20.6% (+748 offences), with a notable increase for Assault with injury of +18% (+635 offences).

The volume of positive outcomes for violent crime offences (with and without injury), this FYtD has increased compared with the same period last year from 2,908 to 3,038 (+130 positive outcomes). However due to the notable increases in violent crime offences this FYtD the positive outcome increases are not reflected in the positive outcome rates.

Violence without injury

Last year FYtD: 27.0% rate (1003 positive outcomes from 3,625 offences)

This FYtD: 24.6% rate (1075 positive outcomes from 4,375 offences)

Violence with injury

Last year FYtD: 19% rate (1905 positive outcomes from 10,008 offences)

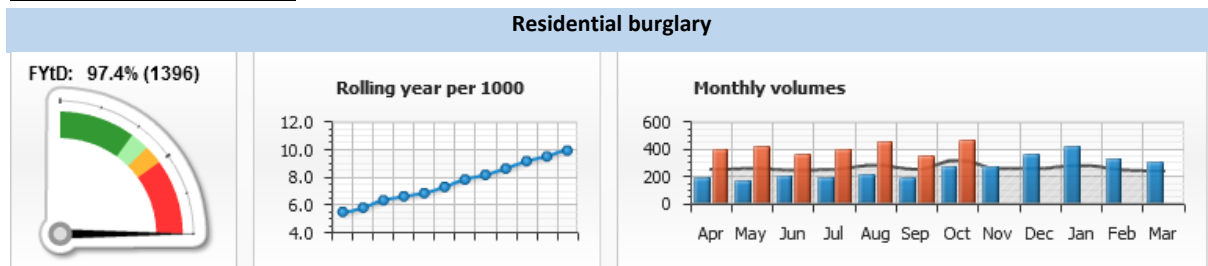
This FYtD: 15% rate (1963 positive outcomes from 13,077 offences)

**National position ▲**

For the 12 months to September 2017, Surrey's national position for Violence with injury was 6<sup>th</sup> at 5.97 offences per thousand population, a reduction of 4 places compared to September 2016. Surrey position for Violence without injury was 21<sup>st</sup> with 17.45 offences per 1000 population, an increase of 2 places compared to September 2016.

Surrey's positions for positive outcomes have improved two places to 14<sup>th</sup> for Violence with injury at 26.4%, and six places to 25<sup>th</sup> for Violence without injury at 16.7%.

**Residential Burglary**



FYtD to Oct 2017

The force recorded a +97.4% increase in 'Domestic' Burglary offences this FYtD (to Oct 2017). However, the Home Office Crime Recording (HOCR) counting rules changed from April 1<sup>st</sup> 2017 and this category, now referred to as 'Residential' Burglary, includes both burglaries to domestic dwellings and offences such as shed breaks and similar. This means that figures for last year and this cannot be directly compared.

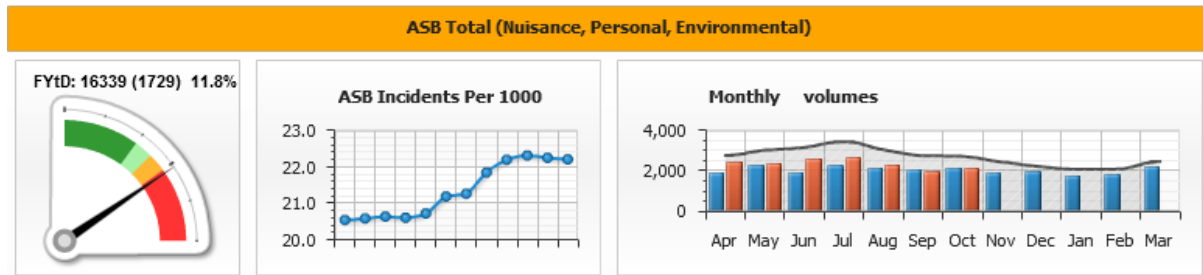
The volume of positive outcomes also increased (99 up to 193, +94.9%), with similar positive outcome rates this FYtD and for the same period last year (6.8% and 6.9% respectively).

Residential burglary statistics will be directly comparable with results from this financial year in the 2018/19 financial year.

**National position for Total Burglary ▼**

For the 12 months to September 2017, the volume of Total burglary offences was 5.63 offences per thousand population. This has decreased our national position 7 places to 13<sup>th</sup> position compared to the 12 months to September 2016. Surrey's positive outcome rate has reduced four places to 32<sup>nd</sup> position at 6.4% when compared with the 12 months to September 2016.

**Anti-Social Behaviour (ASB)**



FYtD to Oct 2017

The force recorded an increase of +11.8% more ASB incidents this FYtD (to Oct 2017) compared to the same period last year (+1729 incidents). Notable increases in volume have been seen for Nuisance (+952 incidents, +9.6%) and Environmental (+715 incidents, +44.8%) ASB. In particular:

- ASB11: Rowdy or inconsiderate behaviour (Nuisance), +425 incidents (+7.8%)
- ASB15: Vehicle nuisance / inappropriate use of (Nuisance) +556 incidents (+ 18.0%)

Joint Neighbourhood Survey results for FYtD (to Sept 2017) show that 79.3% of respondents agreed that Surrey police are dealing with the anti-social behaviour and crime issues that matter in their area. This is an increase on both the same period last year (+2.6% points) and the previous 2016/17 year end (+3.4% points) results.

### **Fly tipping**

Local Authorities (LA) are the lead agency to deal with fly-tipping in Surrey, and the powers for enforcement in Surrey lie with the Environment Agency, and District and Borough Councils. The level of enforcement resource across the county varies between District and Borough Councils, for example Joint Enforcement Teams (JET) are not set up on all boroughs. The JETs have council officers working together with the police to combat anti-social behaviour and low-level crime such as fly-tipping.

The Local Authorities developed a 'Joint strategy to tackle and reduce fly-tipping in Surrey, 2016' with the paper detailing this strategy indicating that fly-tipping is increasing in Surrey. For example, 6,851 fly-tipping incidents reported by Surrey Local Authorities in 2014/15, up from 6,760 in 2013/14. The paper also identified Tandridge, Guildford and Woking as the boroughs experiencing the highest levels of fly-tipping.

Surrey Police Community Safety Teams engage through Road Education and Enforcement Days (REED). These are coordinated by the Casualty Reduction Officers working with JET teams and other partner agencies and focus on crime hotspot areas and locations that the LA have identified as problematic for fly tipping.

The Community Safety Team, Local policing teams supported by Probationer officers and Roads Policing stop vehicles and look for larger vehicles that appear to have scrap metal or waste. When stopped they ensure the driver has the correct documentation, a Waste Carriers Licence or Waste Transfer Notice. It is the responsibility of the waste carrier to maintain a log of where they have collected and deposited waste and this information must be held for two years. The next day of action will be held in Tandridge, a date is yet to be agreed with all involved partners.

Where fly-tipping creates a clear obstruction and danger to road users, this will be attended and any evidence perused. Such reports would be handled by the Force Control Room and be subject to the normal Threat, Harm and Risk assessment. Surrey Police have recorded 245 incidents over the last 12 months under S33.8 and S33.9 of the Environmental Protection Act 1990.

**Examples of good work**

The hard work and efforts of the Reigate and Banstead team led to Redhill man, Craig Dansie, being given a 13 month sentence at Guildford Crown Court (October 2017). He was found guilty of 12 charges, including criminal damage, common assault and public order offences. He was also given restraining orders against two women in Redhill and pleaded guilty to possession of a bladed article. The Neighbourhood Inspector said this was hugely reassuring for the community, and highlighted that the weight of evidence against him ensured that he was remanded during his various court appearances.

Maybury man Mark Trippit, was sentenced at Guildford Crown Court (13 October) to a total of six years' imprisonment for a firearms offence and possession of explosives. Trippit had taken a homemade 'shotgun' out with him in a vehicle and fire two shots in the direction of two men he had a disagreement with, before fleeing the scene. Officers attended his home address during the search for him and discovered a number of suspicious items, including a container of 10 railway fog detonators containing small quantities of explosives. A quick-time investigation took place and officers were deployed to locate Trippit who was believed to still be armed. He was arrested the following day at Guildford railway station. The investigation lead highlighted that this was a serious incident which could have had worse consequences. Due to the quick actions of our officers, we were able to arrest Trippit and prevent him from causing any more harm. He also said "We would like to thank the members of the public who co-operated with our investigation, which has helped put this dangerous man behind bars and keep our communities safer."

Mohamed Wallace from London was stopped in Ewell in April by Operation Viking officers proactively patrolling the area to tackle cross border drug dealers. Before being taken into custody he was taken to hospital as officers were concerned he was concealing drugs internally. Officers requested a strip search however Wallace refused an x-ray. He was kept under constant observation in custody and went on hunger strike for 20 days. Officers had to apply for an extension to his detention to continue holding him. Wallace was charged with driving offences, breaching an anti-social behaviour order and possession of cannabis for which he was sentenced to eight weeks in prison. The following day prison staff entered his cell and found him attempting to internally secrete drugs. He was found to have 101 packets of crack cocaine and 59 packages of heroin. Wallace pleaded guilty to possession with intent to supply Class A drugs and sentenced to 4 years imprisonment at Guildford Crown Court in November. He was also sentenced for possessing control identity documents with intent.

Danny Keet from Normandy, and Wayne Melton from Tongham, used distraction techniques on elderly people to gain entry and steal goods from properties in remote locations of Farnham and Hampshire. They also entered the home of one woman while she slept but were confronted by her live-in carer ensuring nothing was stolen. One of the incidents occurred in Hampshire when an elderly man on a mobility scooter was approached, he was dragged to the floor and his bag stolen. Keet pled guilty to two counts of attempted burglary and was sentenced to four years imprisonment (September) and Wayne pled guilty to two counts of attempted burglary, one of burglary and one count of robbery and was sentenced to nine years imprisonment (October). Investigator DC Smith said "I hope the sentences send a clear message to any other individuals considering committing the same crimes. We do not tolerate this behaviour in Surrey and we will seek to prosecute you."

**2. Supporting Victims**

| Aim | Measures by | 2016/17 Performance | Current performance |
|-----|-------------|---------------------|---------------------|
|-----|-------------|---------------------|---------------------|

|   |  |                       |  |
|---|--|-----------------------|--|
| <b>For Surrey Police to be rated 'good' (or better) at protecting vulnerable people</b> | HMIC grade for protecting vulnerable people from PEEL Effectiveness Inspection | Good<br>(Autumn 2016) | Inspected<br>November 2017<br>Results to be published 2018 |
|---|--|-----------------------|--|

| <b>Aim</b>   | <b>Measures by</b>  | <b>Year End 2016/17</b> | <b>Previous Apr-Oct 2016/17</b> | <b>FYtD Apr-Oct 2017/18</b> |
|--|---|-------------------------|---------------------------------|-----------------------------|
| <b>For victims to be satisfied with the level of service they receive from Surrey Police</b> | % of victims of crime surveyed satisfied with police service (aggregate of 2 crime types) | 80.8%<br>(1245)         | 80.2%<br>(709)                  | 79.1%<br>(905)              |

### **Victim Satisfaction**

The table below compares the Force's victim satisfaction performance this financial year to date (FYtD October) with the 2016/17 year end.

#### **Overall Satisfaction (crime)**

|                                    | <b>Year End 2016/17</b> | <b>Previous Apr-Oct 2016/17</b> | <b>FYtD Apr-Oct 2017/18</b> | <b>% point change between YE and FYtD 2017/18</b> |
|------------------------------------|-------------------------|---------------------------------|-----------------------------|---|
| <b>*Overall crime satisfaction</b> | 80.8%<br>(1245)         | 80.2%<br>(709)                  | 79.1%<br>(905)              | -1.7%   |
| <b>Burglary</b>                    | 86.7%<br>(649)          | 87.5%<br>(328)                  | 83.1%<br>(438)              | -3.6%   |
| <b>Violent</b>                     | 74.3%<br>(596)          | 74.0%<br>(381)                  | 75.4%<br>(467)              | +1.1%   |

\*Aggregate of Burglary and Violent

Overall satisfaction this FYtD (to Oct 2017) is 79.1% which is -1.7% points lower than the previous year end result (80.8%). This has been influenced by notably lower overall satisfaction recorded in July.

Satisfaction with ease of contact this FYtD (to Oct 2017) remains high at 94.8%, which is higher than the previous year end result of 92.8% (+2.0% points). Whilst satisfaction with ease of contact has been decreasing since May, monthly results continue to be higher than those recorded last year. Satisfaction with actions taken is slightly higher this FYtD than the previous year end at 76.7% (+0.6% points). This result has been influenced by lower satisfaction levels recorded between July and September, however October shows a notable recovery.

At 70.6% satisfaction with being kept informed is -3.7% points lower this FYtD (to Oct 2017) than the previous year end. Results were notably low in July and whilst improving since then, they have not achieved the levels seen in the first quarter of the financial year.



Burglary overall satisfaction this FYtD (to Oct 2017) is 83.1% which is -3.6% points lower than the previous year end result (86.7%). This has been influenced by notably lower overall satisfaction recorded in July however results from August have improved.

Related to the lower kept informed satisfaction seen this FYtD, it is notable that from 1<sup>st</sup> April the Home Office counting rules changed to expand the 'Domestic Burglary' classification to 'Residential Burglary', and this now includes crimes such as 'shed breaks' and similar. Therefore from April (June results) onwards the sample of victims surveyed has been drawn from the wider Residential Burglary group. A manual audit of burglaries in April indicated that over a third of 'residential' burglaries were not 'dwelling' burglaries.

Results for Burglary will continue to be assessed and monitored. Performance monitoring and command oversight occurs at all levels, including a weekly review by ACC Burton and Burglary being considered at the monthly Crime Performance Board.

Violent overall satisfaction this FYtD (to Oct 2017) is 75.4% which is +1.1% points higher than the previous year end (74.3%). Violent crime satisfaction with actions taken and being kept informed are also higher this FYtD than the previous year end (+2.8% points and +1.4% points respectively).

### Victims Code Compliance

Overall compliance with the Victims' Code of Practice has increased from 44.3% (May to July) to 74.5% (Sept to Nov 2017).

There have been significant increases in compliance across all areas audited. September to November compliance for each individual requirement was as follows: First Contact (FiCon) Compliance: 93.9%, Contact Contract Set: 83.5%, Contact Contract Compliant: 92.2%, Prime Events Compliant: 95.7%% and Written Acknowledgement Provided: 89.9%.

### Work in progress to improve victim satisfaction includes:

- Training continues for supervisors around NICHE and Victim Contact delivered by the Customer Service Policy Officer throughout December
- North Surrey continue to dedicate resource from their Performance team to support VCOP auditing to target, monitor and address under performance
- North Surrey also deliver local training on division as and where needed
- East Surrey have dedicated two light duties Officers and resource from their Performance team to replicate the North Surrey model of auditing to target, monitor and address under performance
- West Surrey have dedicated 4 temporary Sergeants to replicate the North Surrey model of auditing to target, monitor and address under performance
- ACC Kemp continues to chair the Volume Crime Improvement Board to maintain governance and accountability for victim satisfaction and VCOP compliance
- Second phase of the Communications campaign has been rolled out which has included new images on screen savers and posters
- Dedicated training has been provided upon request to the CID away day (all of West Surrey CID), all of CID and SIU for East Surrey, and for a number of specific rotas where lack of knowledge and compliance has been identified
- Reviewing dissatisfied comments from the free text obtained as part of the user satisfaction surveys and addressing poor victim care with officers directly

- Clear escalation process has been put in place to address non-compliance, escalating from direct line manager intervention to SMT intervention, and consequences have been introduced i.e. compliance against victim contact is now considered when applications are made for courses, transfer requests or promotion opportunities
- Thank you letters sent from ACC to Kemp to consistently good performers
- Dedicated blog on victim care from ACC Kemp

### **Anti-social Behaviour**

|   | <b>Year End<br/>2016/17</b> | <b>Previous<br/>Apr-Oct<br/>2016/17</b> | <b>FYtD<br/>Apr-Oct<br/>2017/18</b> | <b>% point change<br/>between YE and<br/>FYtD</b> |
|---|-----------------------------|---|-------------------------------------|---|
| Anti-social behaviour (ASB) victim satisfaction | 70.3%<br>(2594)             | 69.7%<br>(1688)                         | 72.8%<br>(1685)                     | +2.5%   |

Overall satisfaction of anti-social behaviour victims this FYtD (to Oct 2017) is 72.8% which is +2.5% points higher than the previous year end, and (statistically significantly) higher than the same period last year (+3.1% points). Furthermore, overall satisfaction is higher for both Grade 1-3 callers at 75.6% (+3.4% points) and Grade 4 callers at 71.1% (+2.0% points) than the previous year end results.

Overall satisfaction is higher across all divisions when compared to the previous year end. In particular, overall satisfaction on East is 74.1% (+3.6% points) and on West is 74.2% (+3.0% points).

Furthermore, all satisfaction indicators are higher or equal to results for the previous year end. Satisfaction with time taken to attend shows the largest increase of +3.8% points to 81.9%, followed by satisfaction with ease of contact +3.1% points to 91.6%.

### **Dealing with Anti-social behaviour**

The following highlights a number of initiatives utilised within Surrey to tackle and reduce anti-social behaviour.

Use of Powers - This year Surrey Police have obtain 21 Criminal Behaviour Orders (CBOs), 22 Property Closures and 30 Reactive Dispersal Orders. These have been used to tackle and disrupt organised crime groups, control serious/harmful anti-social behaviour in communities and protect vulnerable victims.

### **Partnership work**

The Surrey Anti-Social Behaviour (ASB) Strategy Group is a multi-agency group that works to coordinate ASB reduction activities that require a partnership approach and are common across the county of Surrey.

Surrey ASB Practitioner Forum - provides a means to keep in touch with ASB practitioners, provide learning opportunities, share good practice and keep colleagues informed of Surrey-wide activity and developments in national policy and practice. Two forums this year with over 80 professionals attending each event. The content for these forums has included: Supporting Victims, defining and tackling neighbour nuisance, use of mediation, loan sharking, engaging young people, tackling drug related harm by understanding; the surrey drug market and county lines, the signs of cuckooing and the impact of gang involvement.

ASB Week (w/c 17<sup>th</sup> July) - third year Surrey Partners worked together on a week long campaign to highlight ASB. Key communications objectives were:

- Increase public confidence that the appropriate agencies will work together to deal robustly with ASB
- Support operational activity to identify and assist repeat and vulnerable victims of ASB
- Increase public awareness of which agency deals with each type of ASB, what is and is not enforceable ASB, the options available for dealing with ASB
- Increase officer awareness of the need to keep ASB victims informed.

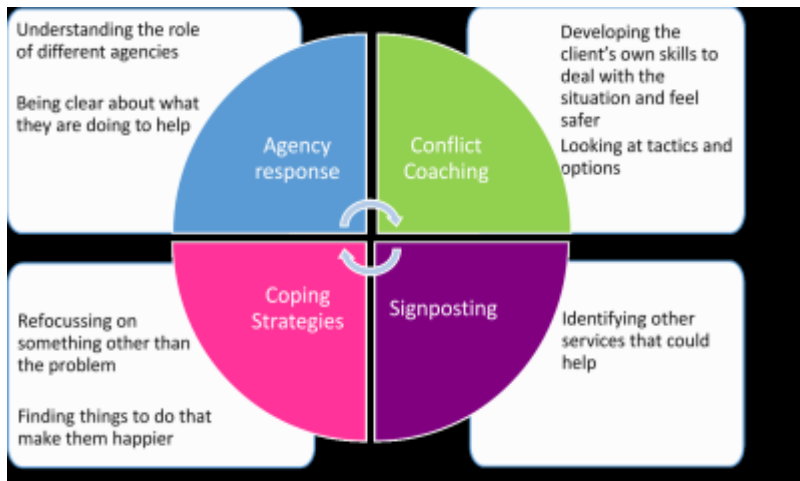
Borough Activity - Neighbourhood policing teams joined forces with colleagues from all the borough councils and Surrey County Council, housing providers and Surrey Mediation Services. Proactive patrols on all boroughs in the areas where ASB has been previously reported or where there is known youth disorder. The Housing Trusts went on joint patrol around key estates using the ASB week to engage with residents and hand out leaflets. Some boroughs set up stalls around the town with ASB Officers and council colleagues to speak to members of the public about any issues they may have.

24hr ASB Tweetathon - To give the public an insight into the ASB issues we deal with on a daily basis, the Contact Centre tweeted incidents throughout the day (19 July).

ASB Quiz - On the Surrey Police website and other social media channels to test knowledge on which agencies deal with different types of ASB.

Social Media - Hashtag for the week #ASBAware. Each day tweets and posts relating to different themes were sent out from the Force Twitter and Facebook accounts

ASB Victim Service - The OPCC has now commissioned a service to support anti-social behaviour victims, often the most vulnerable in society. Alliance Support Coaching (ASC) provide this service, to help victims of ASB using the model below. The service started taking referrals in September and has already received 40 referrals.



ASB Awards – 26th October 2017. Over 120 victims, their friends/family and practitioners attended this event which recognised the bravery of residents and communities who had stood up to anti-social behaviour in their community. These residents were involved in providing statements to secure ASB Orders and Closures against the offenders and the Surrey ASB Strategy Group wanted to acknowledge and thank them for being brave enough to support this action. The event also commended partner agencies that have worked well as a team in tackling ASB and putting victims at the heart of their response. It was hoped

that by bringing this group of people together, they can see they are not alone and find strength in that, whilst they rebuilt their lives.

### 3. Tackling Rural Crime

| Aim  | Measures by                               | 2016/17 Performance                               | Current performance                                     |
|--|---|---|---|
| <b>For police to improve the answering of the 101 non-emergency number</b> | % of 101 calls answered within 60 seconds | 55.5%<br>(Year 16-17)<br>181,223 of 326,529 calls | 57.4%<br>(FYtD to Oct 2017)<br>122,338 of 213,133 calls |

| Aim   | Measures by  | Year End 2016/17 | Previous Apr-Sept 2016/17 | FYtD Apr-Sept 2017/18 |
|---|--|------------------|---------------------------|-----------------------|
| <b>For communities to feel that police deal effectively with their local issues</b> | % people who feel the police tackle local issues Q9B | 84.4%<br>(5752)  | 84.3%<br>(2869)           | 86.9%<br>(2976)*      |

Source: Joint Neighbourhood Survey  
\*Results for Quarters 1 and 2, 2017/18

#### Call Handling and Deployment

##### 999 Performance

999 call handling performance remains strong and is always given priority. Current FYTD (to Oct 2017) 999 performance shows that 93.2% of calls are answered in 10 seconds, with October 2017 performance at 91.7%.

##### 101 Performance

#### **101 calls answered within 60 seconds (%)**

| Month          | April % | May % | Jun % | July % | Aug % | Sep % | Oct % | Nov % | Dec % | Jan % | Feb % | Mar % | YE / FYTD |
|----------------|---------|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-----------|
| <b>2016/17</b> | 39.7    | 36.3  | 37.1  | 26.9   | 37.2  | 47.8  | 56.8  | 76.8  | 81.7  | 78.2  | 80.9  | 76.0  | 55.5%     |
| <b>2017/18</b> | 74.2    | 65.6  | 59.5  | 57.7   | 52.6  | 49.2  | 43.5  |       |       |       |       |       | 57.4%     |

Overall this FYtD (to Oct 2017) 57.4% of 101 calls have been answered within 60 seconds (122,338 of 213,133 calls). This compares with just 55.5% answered within 60 seconds at the year end 2016/17. 101 call handling performance does see 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.

A comparison of the overall abandonment rate for 101 calls is shown in the table below for the year end 2016/17 compared with FYtD to Oct 2017/18. It should be noted we would expect a % of 101 calls to abandon as callers are signposted to alternative, and more convenient communication channels such as online reporting via automated messaging first played when they call 101.

#### **101 abandonment rate (%)**

| Month | April | May | Jun | July | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YE / |
|-------|-------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|
|-------|-------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|

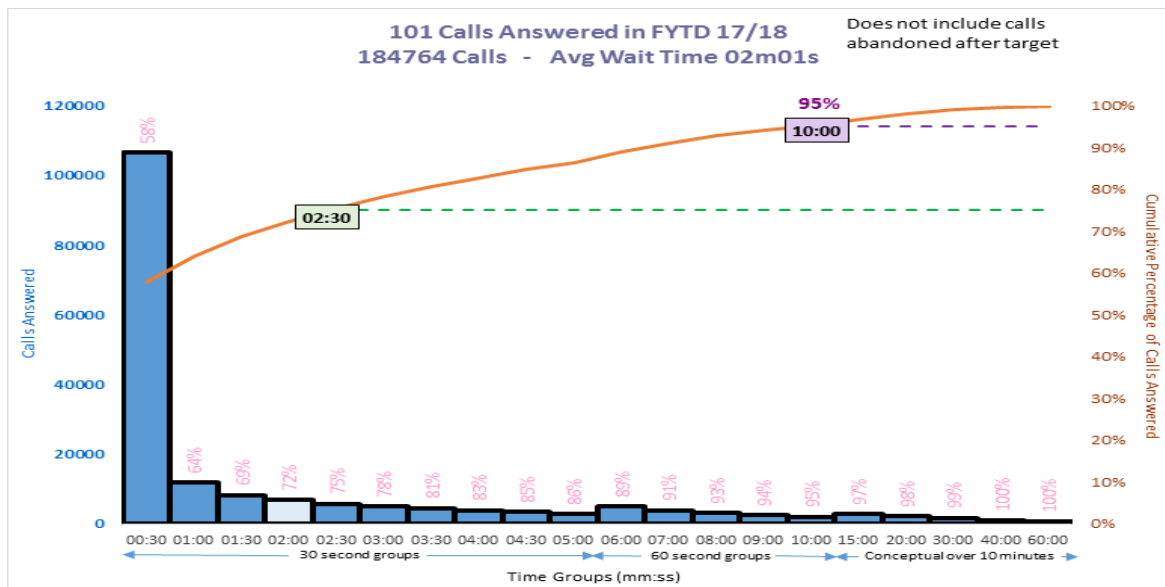
|         | %    | %    | %    | %    | %    | %    | %    | %    | %   | %   | %   | %   | FYTD |
|---------|------|------|------|------|------|------|------|------|-----|-----|-----|-----|------|
| 2016/17 | 25.1 | 27.4 | 29.5 | 40.7 | 34.5 | 23.9 | 20.3 | 10.1 | 5.7 | 6.3 | 6.3 | 6.7 | 20.6 |
| 2017/18 | 7.9  | 11.7 | 14.7 | 16.0 | 19.1 | 22.3 | 22.4 |      |     |     |     |     | 16.8 |

Comparing the FYtD (to October 2017) with the previous year end, there has been an improvement in overall call handling, and a reduction in the overall abandonment rate. Recently however there have been some challenges in maintaining this performance, mainly due to the high turnover of staff within the contact centre and increased staff vacancy rates. The total abandonment rate for calls in October 2017 was 22.4% with 5,843 out of 26,087 calls abandoned. This compares with 20.3% in October 2016 when 5,956 out of 29343 calls were abandoned. The Head of Contact and Deployment is currently working on a plan to improve staff recruitment and retention.

**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.

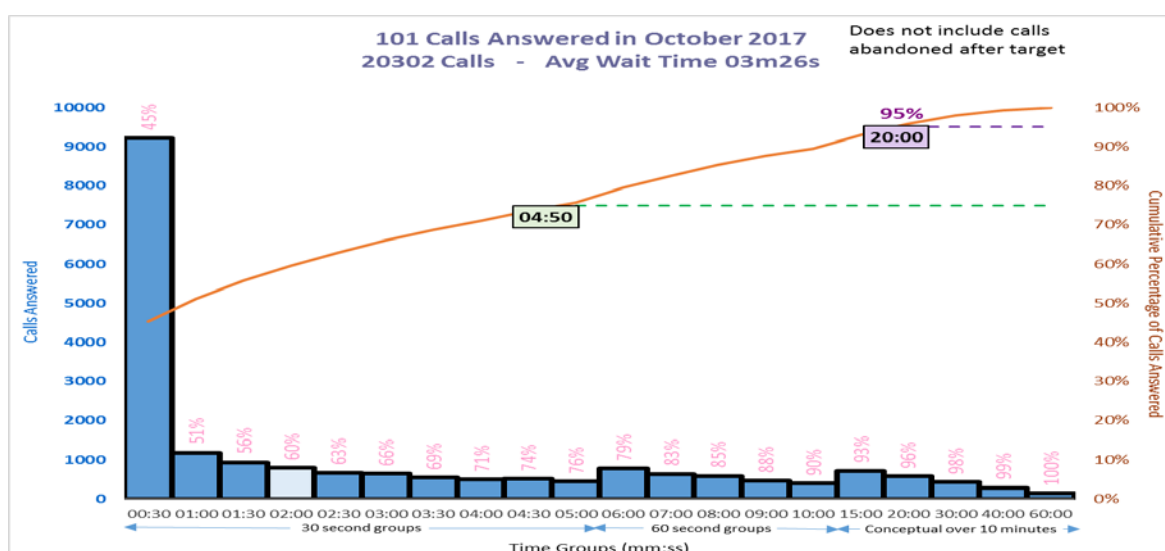
**Performance reporting for 101 calls for 2017/18 FYtD (to Oct 2017) in the new format is shown below:**



75% of 101 calls answered within 2 minutes 30 seconds, and 95% of calls answered within 10 minutes,

The average waiting time for a 101 calls 2017/18 FYtD 2 minutes and 1 second.

**Performance reporting for 101 calls in October 2017 in the new format is shown below:**



75% of 101 calls answered within 4 minutes 50 seconds, and 95% of calls answered within 20mins. This compares with 75% of 101 calls answered within 3 minutes 50 seconds, and 95% of calls answered within 15 minutes for September 2017.

The average waiting time for a 101 calls in October 2017 was 3 minutes and 26 seconds, compared with 2 minutes 49 seconds for September 2017.

Call handling performance continues to be prioritised within contact and deployment, and the staff are working exceptionally hard to provide the best possible service to the public of Surrey.

#### 4. Making our Town Centres Safe

| Aim   | Measures by   | Year End 2016/17 | Previous Apr-Sept 2016/17 | FYtD Apr-Sept 2017/18* |
|---|---|------------------|---------------------------|------------------------|
| <b>For people to feel safer in Surrey's towns</b> | % residents who say they feel safe walking alone after dark | 86.9% (6552)     | 87.0% (3283)              | 84.1% (3268)           |

Source: Joint Neighbourhood Survey  
 \*Results for Quarters 1 and 2, 2017/18

#### Public Confidence

|   | Year End 2016/17 | Previous Apr-Sept 2016/17 | FYtD Apr-Sept 2016/17* | % point change between YE and FYtD |
|---|------------------|---------------------------|------------------------|------------------------------------|
| Public confidence in neighbourhood police (% Very / Fairly confident) | 89.0% (6514)     | 89.3% (3258)              | 91.0% (3250)           | +2.0%                              |

Source: Joint Neighbourhood Survey, \*Results for Quarters 1 and 2, 2017/18

Public confidence has increased for the third consecutive quarter to 91.3% (+0.6% points). This is the highest result seen since quarter 3, 2015/16. The FYtD (to Sept 2017) result of 91.0% is now +2.0% points higher than the previous year end result at 89.0%. This is a statistically significant increase.

Confidence levels this FYtD (to Sept 2017) are higher or consistent with the previous year end results. In particular confidence that the police would be **friendly and approachable** (97.4%), **treat you with respect** (97.3%), **use appropriate force** when making arrests (96.7%) and **treat everyone fairly** (93.8%). Confidence that the police would **respond**

**quickly to 999 calls** has increased to 87.6% this FYtD from the previous year end (+2.9% points). This is a statistically significant increase. Confidence that the police will **catch criminals** has increased to 69.9% this FYtD from the previous year end (+1.7% points).

Under half of respondents (46.5%) this FYtD (to Sept 2017) agreed that the police in their neighbourhood are seen in the places and at the times they are needed, however this does represent a statistically significant increase from the previous year end (40.4%, +6.1% points) and the same period last year (41.6%, +4.9% points).

**National Position:** For the 12 months up to June 2017, the Crime Survey for England and Wales places Surrey 4<sup>th</sup> highest for public confidence (SPI 2.3). The percentage difference between 4<sup>th</sup> and 2<sup>nd</sup> place is 0.9% points.

## **5. Tackling the Threat of Terrorism**

| <b>Aim</b>   | <b>Measures by</b>                                   | <b>2016/17 Performance</b> | <b>Current performance</b>   |
|--|--|----------------------------|--|
| <b>To ensure a robust plan remains in place and is kept updated and properly funded to prevent and defeat terrorist activities in Surrey</b> | 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 |

Surrey Police continues to play an integral part in the delivery of the UK Government's counter terrorism strategy (CONTEST) across the County. In April 2017 Prevent became a regional unit alongside all areas of Counter Terrorism policing in the South East region. It now falls under the umbrella of Counter Terrorism Policing South East (CTPSE) which was previously the South East Counter Terrorism Unit (SECTU). CTPSE Prevent is in turn guided by the Prevent team at the National Counter Terrorism Police Headquarters and a national tactical plan was released in 2017. This identified key deliverables for the police following the clearly identified roles of the Police outlined within the Counter Terrorism and Security Act 2015.

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 executive 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. The plan has been updated during this period and supports the overarching Prevent plan overseen by Surrey County Council.

In accordance with national requirements the Counter Terrorism Local Profile (CTLP) was produced in April 2017 and continues to guide Prevent delivery in the county. This document assesses risk, threat and vulnerability in relation to extremism and terrorism within Surrey and is reviewed by the Surrey Prevent executive board.

Embedding Prevent within mainstream safeguarding and public protection units remains an ongoing theme. A national revised Police training product has recently been produced to ensure front line Prevent training can be delivered consistently across police colleagues and the Home Office continue to lead on Prevent training materials across local authorities.

Working relationships and greater awareness within teams such as the MASH, divisional SIU's and specialist public protection units continue to develop. This has seen the introduction of a revised multi-agency Channel process led by Surrey County Council. This has a wider membership and offers a more conclusive safeguarding process.

Counter Terrorism Security Advisor (CTSA) is a national role and delivers elements of the PROTECT strand within the National Counter Terrorism Strategy (CONTEST). They are trained, coordinated and tasked by the National Counter Terrorism Security Office (NaCTSO) who work in partnership with the Security Service to reduce the impact of terrorism in the United Kingdom by:

- Protecting the UK's most vulnerable and valuable sites and assets
- Enhancing the UK's resilience to terrorist attack
- Delivering protective security advice across the crowded places sector

The two CTSA's that are responsible for, and based within the Surrey Police area, are part of the regional Counter Terrorism Policing (CTPSE), comprising of five police forces (Thames Valley, Hampshire, Surrey, Sussex and Kent) in providing a co-ordinated approach to the threat from terrorism.

The Surrey CTSA's have longstanding links with the local business community, partner agencies and trade organisations and regularly deliver counter terrorism awareness sessions to senior management (Project ARGUS) and customer facing staff (Project Griffin) to encourage preparedness and resilience in the event of a terrorist attack.

## 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%<br>(HMIC 2016) | 69.9%<br>(HMIC 2017) |

### **Better regional collaboration**

Surrey Police works closely with Sussex Police (already established joint services include Operations Command, Specialist Crime, Vetting, Finance, People Services and ICT). Notable successes include financial savings; more efficient and effective service delivery in areas including resource sharing; procurement and fleet. Challenges include:

- Overall policy alignment – Chief Constables have expressed a strong commitment to focussing on the alignment of policies and procedures across Surrey and Sussex.
- Different IT platforms – priority to get Sussex and Surrey onto the same core platforms as this is a key component of the two-force and regional / national IT strategies. This work is being supported by the South East Regional Integrated Policing (SERIP) programme. IT alignment and integration is a key focus.

Work is underway, supported by the SERIP programme, to consider further collaborative opportunities, and build upon the existing collaborative relationships with Sussex Police, other forces in the South East Region and partnership organisations. Two regional services already established, SE Regional Organised Crime Unit (SEROCU) and Counter Terrorism Policing SE (CT PSE). Further collaboration and joint working will be undertaken in line with the NPCC Policing 2025 visions.

### **Estates Strategy**

A strategic business case for a radical restructure and rationalisation of the force estate has been approved and resources have now been recruited to take forward the Building the Future programme. The programme will involve disposal of a number of key sites (including



Woking PS and the HQ at Mount Browne) with re-investment in modern, fit for purpose buildings. A number of future estate model options are under consideration and detailed analysis of the impact of each from an HR perspective is currently underway to inform a recommendation regarding the preferred way forward. The availability of suitable sites continues to be explored with a number of potential options emerging for further analysis against a range of agreed criteria relating to the location and nature of the site and the prospect of achieving planning permission for development. Rationalisation of the estate will be underpinned by widespread rollout of modern, agile working practices supported by appropriate technology. Plans to pilot agile working across a range of operational and support functions are well progressed with works to prepare the chosen pilot areas due to start in the New Year.

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**Recommendation(s)/Future Activity:** The Police and Crime Commissioner is asked to note the contents.

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**Risks:** Performance risks are addressed through the Crime Performance Board chaired by the Deputy Chief Constable.

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**Attachments/ Background Papers:** N/A

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