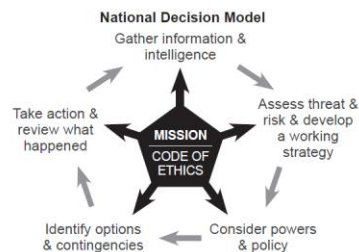




**Progress against the Police and Crime Plan**

<b>Required for:</b>	OPCC Performance Meeting
<b>Security Classification:</b>	<b>Official</b>
<b>Handling information if required:</b>	Not applicable
<b>Suitable for publication:</b>	Yes
<b>Title:</b>	Progress against the Police and Crime Plan – August 2019
<b>Version:</b>	2
<b>Purpose:</b>	OPCC Performance Meeting Paper
<b>ACPO / Strategic Lead:</b>	DCC Burton
<b>National Decision Model compliance:</b>	Yes
<b>Date created:</b>	31st July 2019
<b>Date to be reviewed:</b>	N/A

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**What are the Policing Principles?**

- |                                                    |                                                |                                                  |
|----------------------------------------------------|------------------------------------------------|--------------------------------------------------|
| Accountability <input checked="" type="checkbox"/> | Fairness <input checked="" type="checkbox"/>   | Honesty <input checked="" type="checkbox"/>      |
| Integrity <input checked="" type="checkbox"/>      | Leadership <input checked="" type="checkbox"/> | Objectivity <input checked="" type="checkbox"/>  |
| Openness <input checked="" type="checkbox"/>       | Respect <input checked="" type="checkbox"/>    | Selflessness <input checked="" type="checkbox"/> |



**PART ONE**

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

**Date: 31st July 2019**

**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. Tackling Crime and Keeping Surrey Safe**

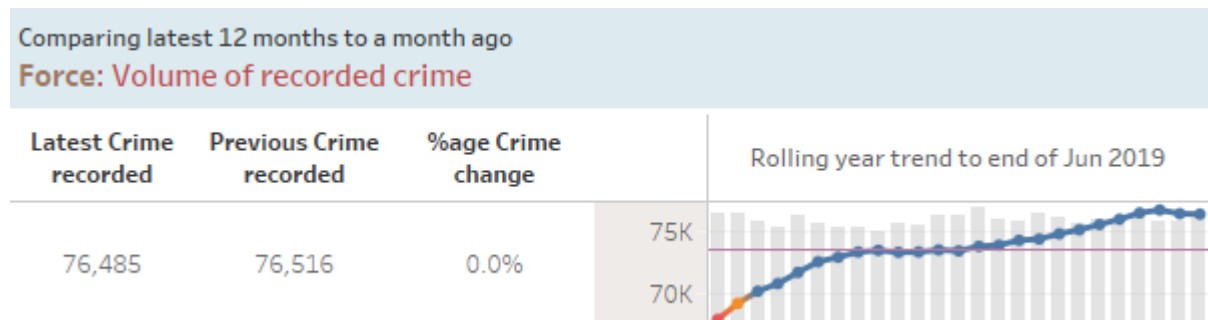
**Force Recorded Crime and Positive Outcomes:**

**Force: Volume of Recorded Crime**

The volume of recorded is crime is the total notifiable offences recorded within Surrey as defined by the Home Office Counting Rules (HOCR).

For the 12 months to June 2019 the volume of notifiable offences recorded was 76,485 which is a slight reduction from the 12 months to May 2019 (76,516). Over the last few years there has been a national increase in recorded crime with Surrey matching this increase. There have been increases in crime areas that have been significantly under-reported in the past, for example hate crime, domestic abuse and non-recent sexual abuse. Surrey has worked hard to increase the public’s trust and confidence in us and we are now seeing greater willingness to report these types of crime as a result.

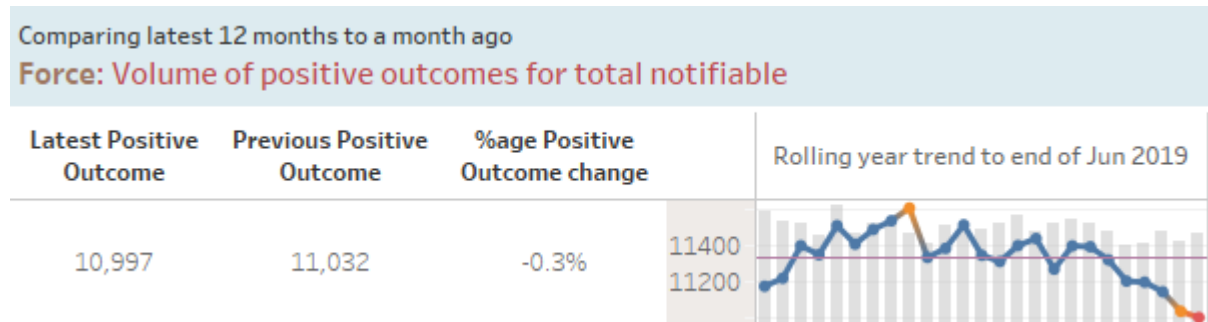
Surrey is recording the seventh lowest crimes per 1000 population across England and Wales. Surrey continues to have the lowest crime rate in the south east region.



**Force: Volume of Positive Outcomes**

Home Office Counting Rules requires all notifiable offences to have an outcome. For Surrey, a ‘positive’ outcome is a notifiable offence with either a charge; caution; penalty notice; drug warning; community resolution or TIC (taken into consideration).

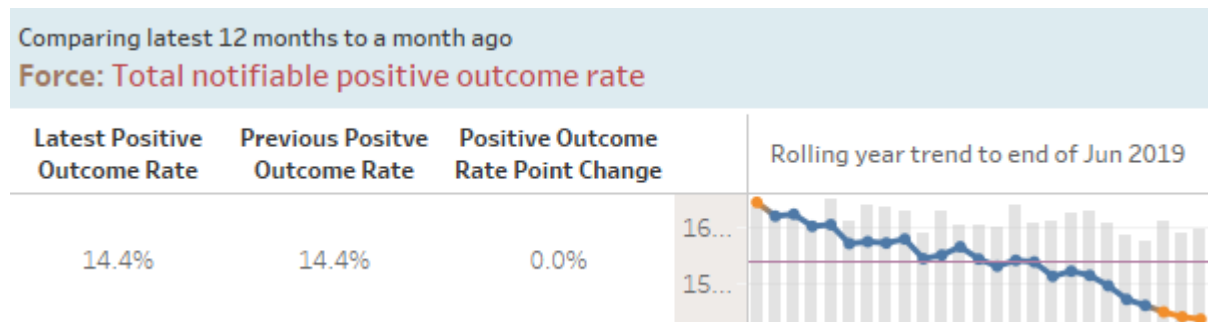
For the 12 months to June 2019 the volumes of positive outcomes for notifiable offences recorded was 10,997 which is down 0.3% compared to the 12 months to May 2019 (11,032).



**Force: Positive Outcome Rate**

Positive outcome rates are calculated using the volumes of positive outcomes in a given period divided by the volume of crimes in the same period.

For the 12 months to June 2019 the positive outcome rate for notifiable offences was 14.4% which is showing no change compared to the 12 months to May 2019 (14.4%).



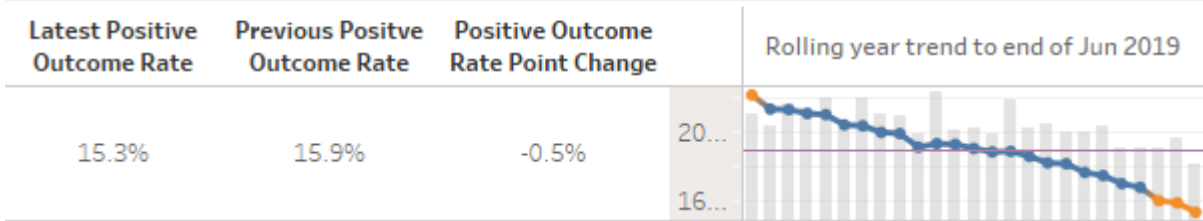
**Force: High harm positive outcome rate**

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.

For the 12 months to June 2019 the positive outcome rate for high harm offences was 15.3% which is down -0.5 percentage points compared to the 12 months to May 2019 (15.9%).

The continued decline in positive outcome rate for rape and serious sexual offences (RASSO) – [which is an element of high harm offences] featured as part of June Force Performance Board. The volume of serious sexual offences is increasing as is their complexity, partly due to changes to disclosure and demand outstripping capacity – charging decisions taking longer and more difficult to acquire. The next force performance board (1<sup>st</sup> Aug) will continuing to focus on improvements for this crime category.

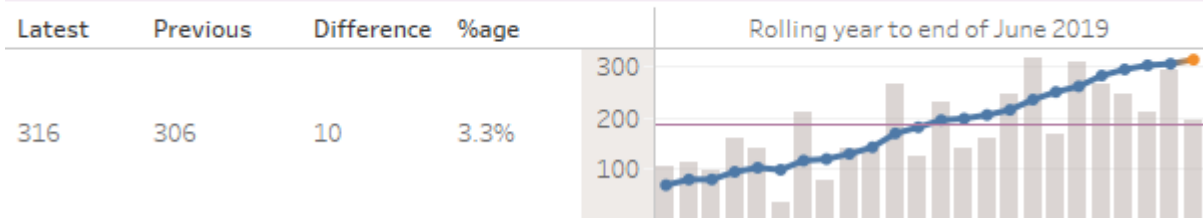
Comparing latest 12 months to a month ago  
**Force: High harm positive outcome rate**



**Problem Solving Occurrences**

The 12 months to June 2019 show the volume of problem solving occurrences recorded as 316 which is up 3.3% compared to the 12 months to May 2019 (306). Volumes continue to increase as improvements are made to accurately record these occurrences.

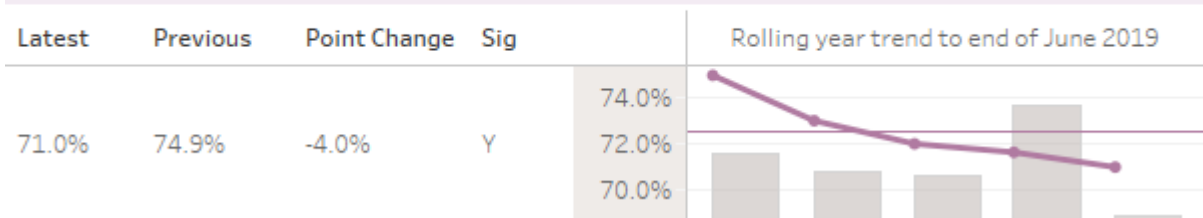
Comparing latest 12 months to a month ago  
**Force: "Problem solving" occurrences created**



**Dealing with ASB and Crime**

Joint Neighbourhood Survey results for the 12 months to June 2019 shows that 71.0% of respondents agreed that Surrey Police are dealing with anti-social behaviour and crime issues that matter in their area. This is a further decrease on the previous year (-4.0% points) and the latest quarter (Jan-Mar 2019) results show a decrease of -4.8% points to 68.8%.

Joint Neighbourhood Survey - comparing latest 12 months against a year ago  
**Force: Q32B - The Police are dealing with ASB and Crime**



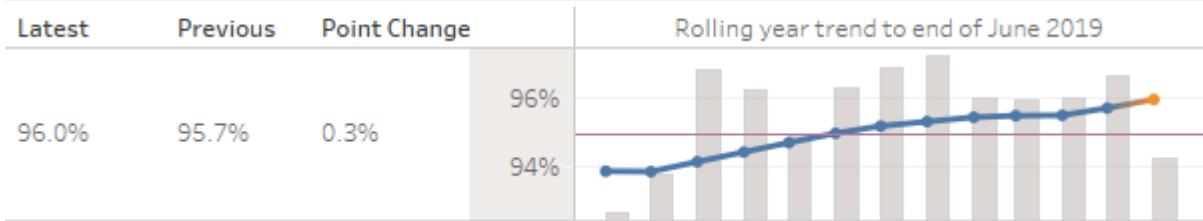
**Call Handling and Deployment**

**Force: Calls for Service Performance**

999 call handling performance remains strong and is always given priority. Latest 12 months to June 2019 shows 96.0% which is a continued improvement compared with the 12 months to May 2019.

Calculated from CC6 comparing the last two rolling 12 month periods

**Force: Calls for Service Performance**



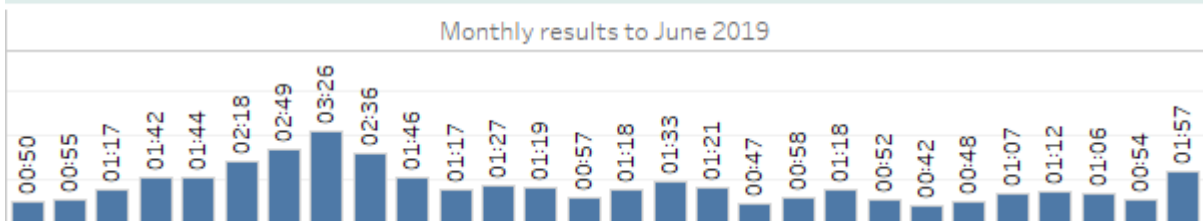
**Force: Average time to answer 101 calls**

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.

Average time to answer 101 calls has increased in June. The Central switchboard was removed from Surrey Police in April 2019, this has seen an increase in demand in 101 as now all calls are directed through this route. 1304 operator hours were lost to sickness in June compared to 921 in May, being an increase of 42%. There was an increase of 1000 x 999 calls in June, and a higher demand on non-voice 101 work. Sickness has stabilised now, and new ways of working have been implemented in July to effectively deal with increasing demand and to improve performance.

Calculated from CC6

**Force: Average time to answer 101 calls**

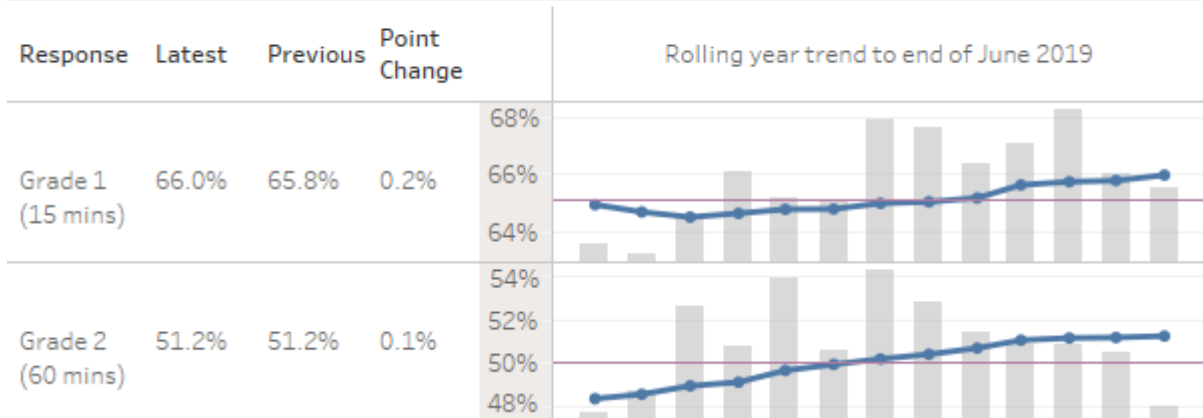


**Force: Emergency Response Performance**

Grade 1 & 2 response performance has reduced over the last 12 months. The latest 12 months to June 2019 shows grade 1 is showing a slight improvement (+0.2% points) compared to the 12 months to May 2019. Grade 2 has shown an improvement in the latest 12 months up 0.1 percentage points compared to previous month.

Incident data - comparing the last two rolling 12 month periods

**Force: Emergency Response Performance**



**Counter Terrorism (CT)**

The Force’s management of Prevent has recently been subject to a national thematic inspection by HMICFRS with the official findings of the report due to be published during the summer of 2019. Initial indication from the inspectorate is that there are concerns about national consistency in how Forces and partners manage their Prevent duty. In order to address this the Force has been working with Counter Terrorism Policing South East (CTPSE) and the four other Forces in the region to develop an agreed action plan. The action plan proposes minimum standards and a framework for delivery including key roles, governance and performance scrutiny. This will be presented to the regional Contest Board for review and hopeful ratification. Surrey has been a key stakeholder in developing the action plan to ensure it meets local expectations.

The Force pilot of a new, single referral process for partner agencies which allows for simultaneous safeguarding and CT assessments of individuals identified of being at risk of radicalisation has been well received by all stakeholders and produced promising results. CTPSE, informed by the Surrey experience, are in discussion with the Home Office to roll out this process nationally.

The National Counter Terrorism Police Headquarters (CTPHQ) has launched a new Action Counters Terrorism (ACT) campaign aimed at increasing front line officer awareness and confidence in identifying CT risk and ensuring appropriate action is taken. The campaign launched in the South East on the 3<sup>rd</sup> June with a 15 minute video. CTPHQ are recording officer views in order to assess the impact of the video in terms of intelligence submissions and Prevent referrals. It is anticipated that both will increase as a result of the campaign. Surrey has taken the decision to place the package on a mandated NCALT in order to ensure maximum organisational penetration. The latest data, as of the 24<sup>th</sup> June, indicates that 1520 officers and staff have viewed it to date.

## 2. Building Confident Communities

### **Force: Crime Survey for England and Wales (CSEW) Confidence**

For the 12 months up to December 2018, the Crime Survey for England and Wales continues to place Surrey 3<sup>rd</sup> for public confidence (down from 1<sup>st</sup> previous quarter). The latest results available (i.e. December 2018) show a reduction of 1.3 percentage points over the last quarter to 82.4%.

Updated quarterley Crime Survey for England and Wales

**Force: CSEW Confidence**

Rolling year trend to end of December 2018

**82.4%** (Down: -1.3%)

National ranking: 3 (previous ranking : 1)

### **Force: Q19 – Confidence in Neighbourhood Police**

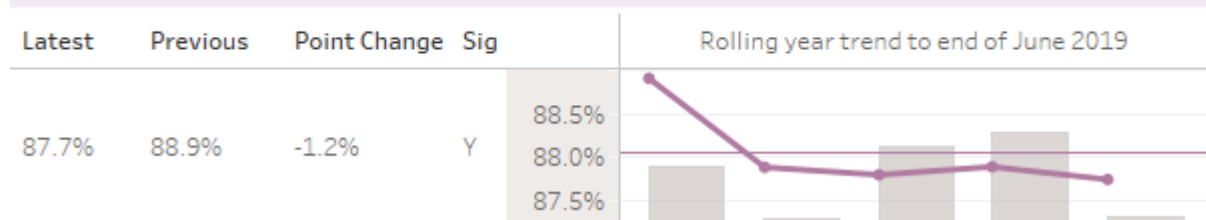
Surrey County Council and Surrey Police survey over 6000 residents a year as part of the Joint Neighbourhood Survey (JNS).

In the 12 months to June 2019 those asked, ‘taking everything into account, how confident are you in your neighbourhood police? 87.7% said they were very or fairly confident. This is -1.2% points lower than the 12 months to June 2018 and broadly mirror the confidence results from the national crime survey for England and Wales highlighted above.

Despite increases in previous quarters, confidence in neighbourhood police for the force has seen a decrease this quarter to 87.3% (-1.0% point).

Joint Neighbourhood Survey - comparing latest 12 months against a year ago

**Force: Q19 - Confidence in neighbourhood police**

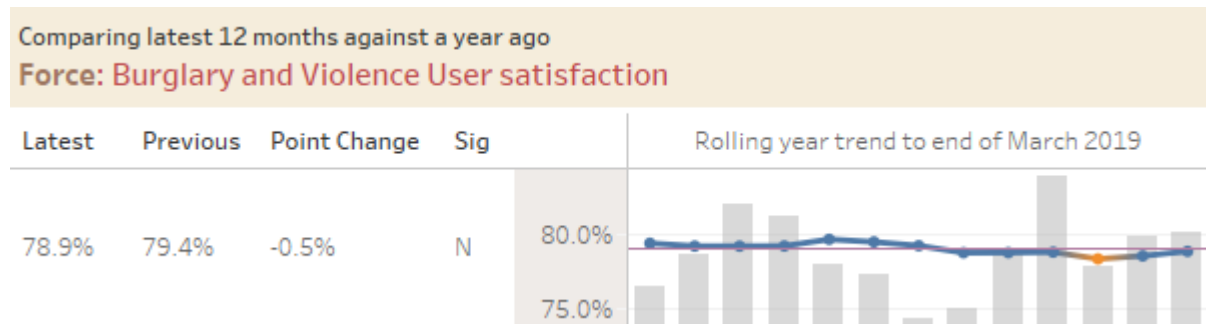


## 3. Supporting Victims

### **Force: Burglary and Violence User Satisfaction**

The 12 months to March 2019 shows the burglary and violent crime satisfaction as 78.9% which is down 0.5 percentage points compared to the 12 months to March 2018 (79.4%).

NB: This measure stopped at the end of March 2019 as Surrey Police have moved to a new process for measuring victim satisfaction and results will not be comparable. **Therefore the results below are the last for this measure.**



This month overall satisfaction remained broadly consistent at 80.2% (+0.4% points). Only two out of five satisfaction indicators saw increases this month. Overall satisfaction for victims of burglary remained consistent at 82.3% this month whilst overall satisfaction for victims of violent crime increased +1.4% points to 78.3%. When comparing YE 17/18 results to YE 18/19 results, overall satisfaction remained broadly consistent at 78.9% (-0.5% points). However, when looking at the satisfaction indicators, all five saw decreases this YE. Overall satisfaction for victims of burglary remained broadly consistent with the YE 17/18 result at 84.4% (-0.2% points) whilst overall satisfaction for victims of violent crime decreased -0.8% points to 73.8%.

The Home Office mandated User Satisfaction Collection ended in March 2017. Like most forces, Surrey Police continued with the Home Office methodology for a further two years. More recently, Surrey Police have scoped a new way of collecting feedback from victims and callers of Crime and ASB, with a new 'text message' methodology being implemented from April 2019. This brings the following benefits:

- Reach more victims of different crimes (previously only burglary, violent crime, hate crime and rural crime).
- Fewer exclusions, therefore including more victims and callers of crime and ASB.
- Fewer questions (5 or 6 maximum) will result in an increased response rate.
- Greater focus on 'insight' through victims comments, rather than closed questions.
- Responses received in 'real time' as opposed to the previous lag of 2-3 months between incidents/crimes occurring and results being received

When presenting the results, there will be a move away from percentages to a customer satisfaction score (CSAT Score). This is based on the satisfaction questions, where respondents are asked to provide a response between 1 - 5 (Dissatisfied to Satisfied) to the satisfaction question they are asked (Initial Contact, Kept Informed, Actions Taken or Treatment).

The results to date are as follows;

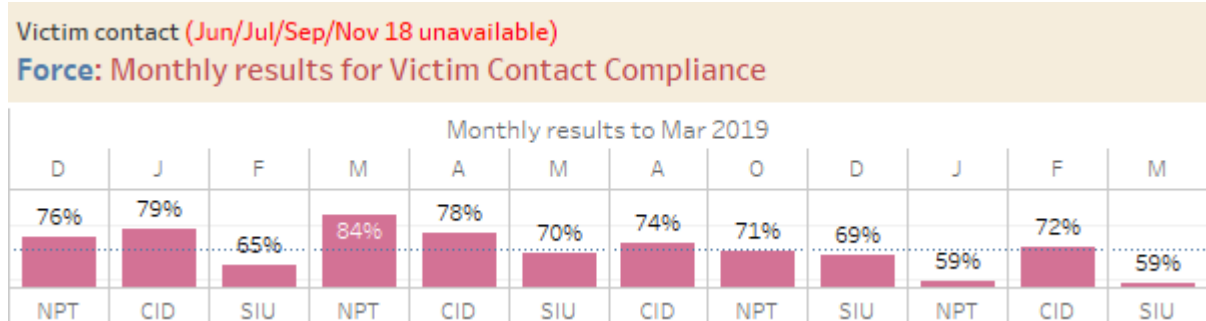
Main overall CSAT score (taking into account all results):  
**APRIL: 3.47, MAY: 3.50, JUNE: 3.58**

ASB overall CSAT score (taking into account all results):  
**APRIL: 3.93, MAY: 3.89, JUNE: 3.90**



**Force: Rolling quarterly results for Victim Contact Compliance**

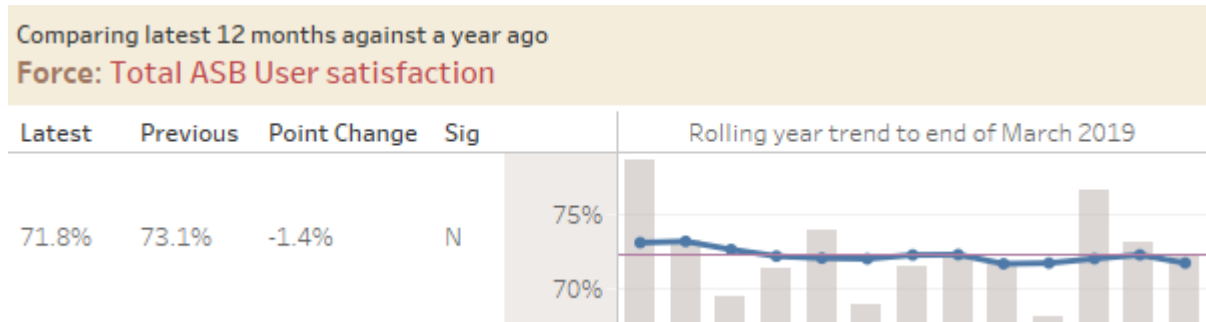
The methodology for victim contact compliance has changed significantly since the measure was first put in place. The chart below shows the compliance results for each department reviewed over the last 18 months. Currently CID is being reviewed over a two month period with results of this department due in August.



**Force: Total ASB User satisfaction**

The 12 months to March 2019 shows the Total ASB User satisfaction as 71.8% which shows a reduction of 1.4 percentage points from the 12 months to March 2018 (73.1%).

NB: This measure stopped at the end of March 2019 as Surrey Police has moved to a new process for measuring victim satisfaction and results will not be comparable. New measures will be developed through 2019/2020. **Therefore the results below are the last for this measure.**

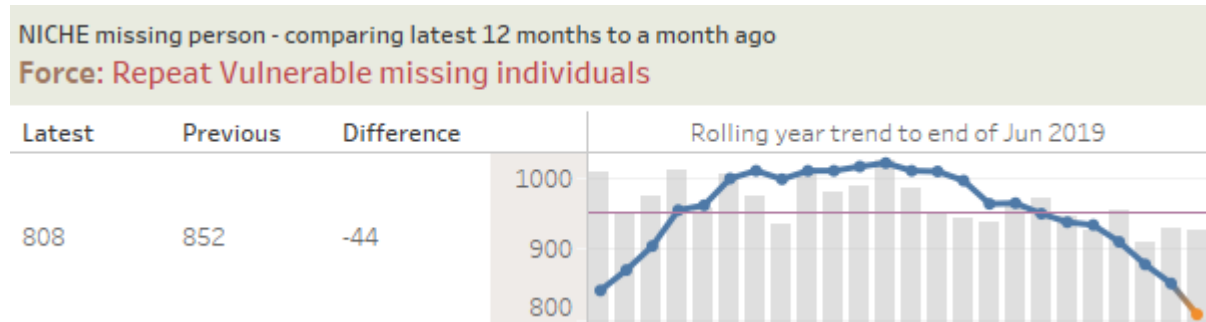


The YE 18/19 result for overall satisfaction is -1.4% points below the YE 17/18 result at 71.8%. When looking at YE 17/18 results, satisfaction with actions taken and kept informed were the only indicators to see increases. The YE 18/19 result for overall satisfaction for Grade 1-3 callers is -1.6% points below the YE 17/18 result at 75.7%. For Grade 4 callers, overall satisfaction this YE is at 69.7%, -1.0% points below the YE 17/18 result.

## 4. Preventing Harm

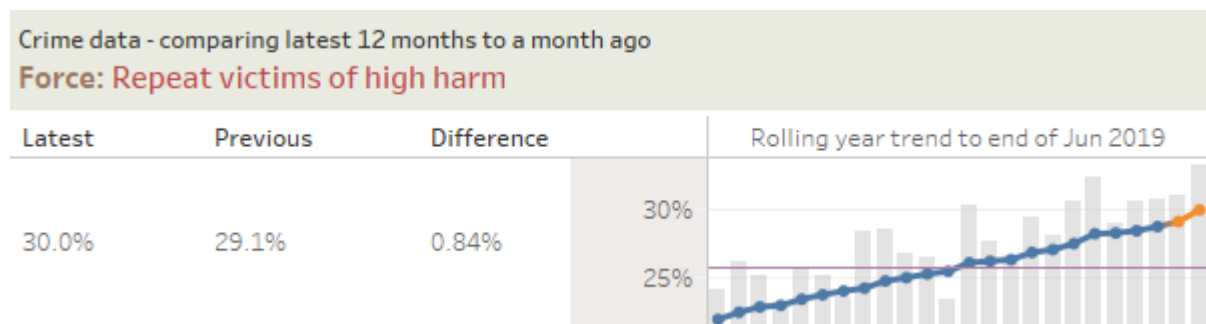
### **Force: Repeat Vulnerable Missing Individuals**

The volume of vulnerable missing individuals over the last 12 months to June 2019 is 808, a decrease of 44 on the volume recorded in the 12 months to May 2019. Latest rolling year volume is relatively significant.



### **Force: Repeat Victims of High Harm**

The 12 months to June 2019 shows the force has a repeat rate of 30.0% for high harm offences which is up 0.84 percentage points compared to the 12 months to May 2019 (29.1%).



### **Force: Repeat DA offenders over the last three years with two or more victims**

The 12 months to June 2019 shows the force has a 943 serial perpetrators which is up slightly 1.2% compared to the 12 months to May 2019 (932).



**Mental Health Needs**

The number of incidents reported to Surrey Police relating to Mental Health concerns continues to increase. This has identified a 9% increase on the previous 12 months.



The use of Section 136 of the Mental Health Act has however decreased by 30% when compared to 2017/18. The Surrey High Intensity Partnership Programme, which as of April 2019 has been made a permanent unit within Public Protection, and the improved working relationships between Police and the Surrey AMHP service have both had a contribution towards this reduction.

The average time demand on Police of a S136 detention has been recorded as 2 hours 40 minutes.

The force pilot of its Joint Response Unit (Police and SECamb jointly crewed unit) has come to its 6 month conclusion. Following evaluation and presentation of the pilot to the Chief Officer Groups in Surrey and Sussex Police it has been agreed that the unit will continue to be piloted in West Surrey and will be launched in North Surrey. The West Surrey JRU has demonstrated quicker response times and a notable reduction in waiting times, where Surrey Police colleagues have requested SECamb assistance at emergency incidents. Furthermore, where the JRU transports patients to hospital, the crew typically conducts a handover within 20 minutes, with a total hospital time of 40 minutes on average. This is a considerable improvement on the time police officers can often find themselves waiting at hospital, improving the service-users experience; typically, with an average hospital turnaround time of 3.5hrs.

It was agreed that through improved joint decision-making and inter-professional cooperation, this model jointly addresses demand affecting policing and healthcare within Surrey, delivering a better service to those who require support in crisis.

**5. Making Every Pound Count**

Please see attached paper - Force Financial Report Month 2 – 2019/20

## 6. A Force Fit for the Future

### Estates Strategy

Following purchase of a site in Leatherhead in March 2019 a programme team is being established and plans developed to take forward the design and delivery of a new Surrey Police headquarters and operational base.

The new site will become an operational hub housing specialist teams as well as Chief Officers and the senior leadership team, support, corporate functions and training facilities. It will replace the existing Mount Browne HQ and Woking Police Station, in addition to replacing Reigate Police Station as the main Eastern Divisional base. Further sites at Burpham and Godstone where the Roads Policing Team and Tactical Firearms Unit are based will also be moved to the new location.

Guildford and Staines police stations will be retained, accommodating Western and Northern Divisional teams. Neighbourhood Policing Teams will continue to operate from all eleven boroughs including Woking and Reigate.

The Force is currently considering delivery options for the construction project with the assistance of its specialist advisors ahead of procuring the resources and services that will be required to effectively manage the design and construction of the new facility. It is anticipated that the new building will be ready for occupation in 4 to 5 years' time.

The construction project forms part of the Building the Future Programme which is an integrated People, Place and Technology strategy that will transition Surrey Police to new ways of working and new working environments that will enable staff to achieve their potential and give the best possible service to the public.

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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 Force Performance Board chaired by the Deputy Chief Constable.

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**Attachments/ Background Papers:** Force Financial Report Month 2 2019/20

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### Contact details

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