

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

**26<sup>th</sup> March 2014**

**2 - 4pm**

**Council Chamber, Mole Valley District Council Offices, Dorking**

**Attendees:**

Kevin Hurley (PCC – Police and Crime Commissioner)  
 Alison Bolton (CEX - Chief Executive – Office of the Police and Crime Commissioner)  
 Ian Perkin (Treasurer – Office of the Police and Crime Commissioner)  
 Johanna Burne (Senior Policy Officer –Office of the Police and Crime Commissioner)

Lynne Owens (CC – Chief Constable – Surrey Police)  
 Nick Ephgrave (DCC – Deputy Chief Constable – Surrey Police)  
 Paul Bundy (HoF – Head of Finance – Surrey Police)

Sarah Thomas (Minute Taker – Office of the Police and Crime Commissioner)

<b>Agenda Item</b>	<b>Subject/Note</b>	<b>Action</b>
	The PCC introduced the webcast meeting and explained that it was an opportunity for him to hold the Chief Constable to account as per his statutory duty. Introductions were made.	
	<b>PART ONE – PUBLIC WEBCAST</b>	
<b>Item 1</b>	<b>Matters Arising</b>  The actions from the previous meeting had been completed.	
<b>Item 2</b>	<b>Surrey Police Progress Against the Six People’s Priorities</b>  The PCC began by congratulating Surrey Police on the excellent performance figures. The reduction in burglaries was excellent. The increase in allegations of rape and sexual assault was a positive sign of increased reporting. The police and local authorities could do little to influence but victims were getting more confident in reporting such incidents which was good news. The overall drop in Total Notifiable Offences (TNOs) to 44531 was also excellent news. The performance figures were a reflection on the leadership of the Chief Constable and all her officers and staff.  The CC explained that all the headlines that the PCC had referred	

	<p>to could be found in the report which was available on the PCC's website.</p> <p>A joint campaign between Surrey Police and Your Sanctuary had taken place to raise the awareness of domestic abuse and encouraged those experiencing abuse to 'take the first step'. There had been an increase in reporting of 18.7% during the campaign compared to the same period the previous year. The PCC highlighted a recent HMIC report in which they had made a recommendation that all response teams should be double crewed to deal with incidents such as domestic abuse. This was unrealistic due to the cost and he wished the HMIC would raise the issue of budgets cuts instead.</p> <p>The DCC reported that burglary was down and he was working on addressing the issue of detection rates through his Crime and Performance Board. The CC has changed the way in which the Force would detect burglaries – by removing the use of caution for this offence.</p> <p>The PCC said that members of the public had suggested that performance of forensic officers should be monitored. The DCC explained that performance was monitored at the Crime and Performance Board who would look at individual performance and processes. The Head of Scenes of Crime was looking into any disparities. The PCC was pleased that this was being addressed.</p> <p>The PCC explained that he had recently attended public meetings where the issue of Asian gold burglaries had been raised. He explained that a number of Asian families had been the victims of burglary where a significant amount of Asian gold jewellery had been taken. This appeared to be a problem in the Camberley area and towards to the Hampshire border.</p> <p>The DCC said that it was important to understand the scope of the problem. There had been 37 offences since January where properties had been specifically targeted for Asian gold. Sometimes it was difficult to know whether some were specifically targeted for this reason as burglaries happen all over the county to many people. There had been an increase in this type of burglary on the Eastern part of the county and a significant reduction in the Northern part of the county. The Force has developed a bespoke operation, Operation Oland to address the issues. This involved:</p> <p>Enforcement – each incident was allocated to a substantive Detective Constable and they would provide proactive updates to the victim. If there was a series of this particular crime in a specific area then a senior officer would be allocated to the job. The Force would target offenders that they were aware of. They also made proactive visits to gold outlets to make their presence felt as Asian gold was distinctive in its design.</p> <p>Prevention – each division would address issues in their morning tasking meetings. Automatic Number Plate Recognition (ANPR) was used and had been successful on the Eastern part of the county. A prevention advice leaflet had been produced in a number of languages and distributed – Earlswood Mosque had been involved in distribution.</p>	
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<p>Intelligence – Problem profiles had been created for each division and were updated continuously. Victims were asked to take part in a bespoke questionnaire with a range of questions used to build an intelligence picture.</p> <p>The issue was also on the agenda for the Regional Burglary Working Group - both Hampshire and Thames Valley had similar problem areas.</p> <p>The PCC thanked the DCC for his update. It was clear that the Force was addressing the issues and he asked to be kept updated on progress both locally and regionally.</p> <p>The CC continued her report by saying that the detection rate relating to sexual offences remained high and the Force were 5<sup>th</sup> nationally. She gave details of significant pieces of work. The PCC said that this work was outstanding and if not reported at this meeting then the public may not be aware of such work.</p> <p>There had been a considerable number of arrests across the county for a variety of crime types. It was a priority that the custody environment was working effectively and efficiently and that the provision of service was sufficient to address service demand. The report showed details of time taken to process a detained person.</p> <p>The PCC noted the 37% increase in arrests for offences of harassment. It showed that Surrey Police was taking such allegations seriously which was an excellent indicator in putting victims at the heart of the criminal justice system.</p> <p>The CC was delighted to report that the Force had exceeded its aspiration of seizing £1million of criminal assets – it had seized £1.2million. Assistant Chief Constable Stuart Cundy was now looking at how the funds could be used locally.</p> <p>The PCC recognised that this was nearly double of what was achieved last year and he congratulated the Force in achieving this. He reiterated a point he had made at a previous meeting in that he wanted police to get a fair share of these assets. At the moment 50% went to the Treasury and the remaining 50% was split equally between police, CPS and Courts. This was not a good incentive as the police did most of the work. The PCC for West Yorkshire was taking the lead on addressing this issue nationally.</p> <p>Surrey Police was performing well in terms of resource availability and sickness rates. It was important to reflect on pressure that officers and staff were under in terms of having their pay and conditions reviewed, pensions changed and facing redundancy to make savings. Both the CC and DCC monitored morale. The PCC said that no-one in the Force could be accused of ‘swinging the lamp’ and it was a contrary picture to what was being painted by the media.</p> <p>An update was given on the new computer system, Niche. It was the first time where two forces were able to share information in the way that Surrey and Sussex were doing. The system had been</p>	
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delivered on time and in budget. The PCC said that all the statistics were positive and reassuring.

Mental health was still an issue for the Force. The CC referred to a letter that the PCC had written to the Health and Wellbeing Board in his role as Chairman of the Community Safety Board. She was grateful for the support but there was still more to be done. ACC Stephens was working with partners to address the Mental Health Concordat that had recently been published. The PCC agreed with the CC's concerns. He emphasised that one of the main issues was the police having to deal with people with mental health issues in custody when this wasn't a suitable place for them to be. The police weren't trained in this area. He was grateful that the Government had recognised the problems but health partners also needed to step in and do their job. The CC said that Social Services needed to be involved as well – she recognised that all agencies were dealing with diminishing funds.

The CC explained that the next area for performance focus would be the non-emergency telephone number, 101. This had suffered from a dip in service. Resourcing wasn't an issue for the Contact Centre so ACC Stephens would be looking into why some customers didn't receive a good service. The College of Policing had carried out a case review and would be presenting their findings in due course. Early indications showed that there were some issues to address but the full report would be received soon and the PCC would be updated on any issues.

Demand on Surrey Police was increasing and it was important to be there when people needed assistance. There has therefore been a change in shift patterns and more feet on the street when required. Surrey and Sussex were now aligned in shift patterns. It was important to look into the demand in service – findings showed that SECAMB (South East Coast Ambulance Service) made up the second highest call rate for Surrey Police service and it was important to understand the reasons for this.

The CC was pleased that the issue of the backlog of CPS advice files had been addressed.

The PCC was pleased that the CPS was addressing the issue of Female Genital Mutilation (FGM). FGM was not acceptable – women shouldn't be subjected to such treatment. The CC agreed that this was a horrific crime and the Force was taking a proactive stance in dealing with it.

The CC addressed the issues of the recent flooding in the county. She emphasised that this was an issue that affected the county between December to February. A significant number of homes were affected. This was the first operation in Surrey that had been led by Sussex Police in partnership with the Local Resilience Forum (LRF). 110 officers had been deployed on the ground each day to ensure that communities were kept safe. Only one burglary had been reported. The PCC recognised the joint working between Surrey, Sussex and the Metropolitan Police Service and partners – it was a real team effort with excellent leadership by the CC.

	<p>The PCC was pleased with the growing pace of community engagement and the Local Policing Boards (LPBs) in particular. He also thanked the CC for her and her officers' support at his Crime Summits.</p> <p>The recent staff survey had shown a decline in staff satisfaction rates relating to issues such as a lack of development opportunity. They were issues that the Force could respond to. Chief Superintendent Steve Barry was looking into the low satisfaction rates of officers working in Roads Policing and Armed Response. Despite the responses all officers and staff were focussed on providing a good service to the public.</p> <p>The PCC said that the officer turnover rate was worth noting. The equivalent of 108 officers leaving in 12 months was significant. The PCC asked whether this was greater than officers just leaving on retirement. The CC explained that this was unplanned wastage, officers that were not expected to leave. The position hadn't got worse but hadn't improved either. The PCC was concerned that the Force was spending money to recruit and train officers only for them to leave for another force. The key factor was rates of pay – Surrey's close proximity to London and high house prices didn't help. The CC said that the Head of HR was monitoring this area. The PCC expressed his disappointment that the Winsor report didn't address such issues especially as it was a significant piece of work.</p> <p>The DCC had recently chaired the first meeting of the newly formed Professional Reference Group which was made up of voluntary members who would come together to help the Force in some of its decision making, for example, misconduct cases, change programmes. The Force was aware that it needed to draw on other skills to make some decisions.</p> <p>The DCC was leading a piece of work into a new performance management tool which would look into productivity and performance of the workforce.</p> <p>The PCC offered his thanks to the CC and the Force for all their work.</p>	
<p><b>Item 3</b></p>	<p><b>Financial Monitoring</b></p> <p>Paul Bundy (PB) presented the report which gave an update on the financial position at Month 9. The Force's revenue was £1.1million lower than last year. There was currently an under spend but the impact of the flooding hadn't been factored in yet. The PCC was grateful to the Prime Minister for committing to reimburse forces for their flooding costs.</p> <p>With regards to the capital programme two significant projects had been delivered in the 2013/14 year – Niche and Salfords Custody Suite. Savings were on target for £3.6million. Appendix A showed all the data and the report had been published on the PCC's website. The PCC said the fact that the Force was within budget</p>	

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	and managed to deliver savings was a real compliment to the Force's financial team.	
<b>Item 4</b>	<p><b>Health and Safety</b></p> <p>The DCC explained that Health and Safety now sat in the area of Service Quality which he managed. Due to recent resignations and retirements the Health and Safety Team was much smaller and this had given the Force the opportunity to look at collaboration with Sussex. This work was progressing at present. The new Health and Safety model had been approved by both DCCs and they were confident this was the right way forward. The risks of Surrey losing staff had been mitigated by Sussex colleagues being able to step in.</p> <p>The report also gave details of the recent Health and Safety Board meeting.</p> <p>The DCC explained that Surrey were more thorough at recording injuries compared to other forces. Surrey recorded more than Greater Manchester which was seven times the size. It was better to be well informed about any issues.</p>	
	<b>PART TWO - IN PRIVATE – NOT TO BE PUBLISHED</b>	