

**Police and Crime Commissioner  
Management Meeting – September**

**18<sup>th</sup> September 2014**

**3pm**

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

**Attendees:**

Kevin Hurley (PCC – Police and Crime Commissioner)  
 Jeff Harris (DPCC – Deputy Police and Crime Commissioner)  
 Shiraz Mirza (APCC – Assistant Police and Crime Commissioner)  
 Johanna Burne (Chief Executive – Office of the Police and Crime Commissioner)  
 Ian Perkin (Treasurer – Office of the Police and Crime Commissioner)

Lynne Owens (CC – Chief Constable – Surrey Police)  
 Nick Ephgrave (DCC – Deputy Chief Constable – Surrey Police)

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

Agenda Item	Subject/Note	Action									
<p><b>Item 1</b></p>	<p><b>Matters Arising</b></p> <p>Robbery – The DCC gave a breakdown of robbery data:</p> <table border="1" data-bbox="387 1240 1233 1346"> <thead> <tr> <th></th> <th>Commercial</th> <th>Personal</th> </tr> </thead> <tbody> <tr> <td>12 months</td> <td>36</td> <td>215</td> </tr> <tr> <td>FYTD as of August</td> <td>16</td> <td>85</td> </tr> </tbody> </table> <p>The FYTD (for year to date) figures showed that the volume of incidents were approximately the same as last year however the numbers were low compared to other forces. The majority of personal robberies were opportunistic incidents that occurred in the street i.e. mobile phones being taken. Commercial robberies included cash held on premises and also theft of takings i.e. a pizza delivery person being robbed of their takings.</p> <p>The PCC noted the number of offences and agreed that the numbers were relatively low when compared to Surrey having a population of 1.25m. However he recognised that the incident would nonetheless be significant to the victim.</p> <p>Stopwatch – The DCC confirmed that APCC Shiraz Mirza had been invited to the next Stopwatch meeting which was due to take place on 2<sup>nd</sup> October.</p> <p>BME Recruitment – APCC Mirza said that he had recently met with the Head of the Diversity Directorate and that she would be working with HR to address BME recruitment.</p>		Commercial	Personal	12 months	36	215	FYTD as of August	16	85	
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<p><b>Item 2</b></p>	<p><b>Surrey Police Progress Against the Six People’s Priorities</b></p> <p>The CC presented the report. The downward trend in acquisitive crime was continuing. There was concern about an increase in violence with injury which was up by 49.7%. This was partly due to the increase in reporting of domestic abuse incidents. There had been a change in resources and there was now an extra 25 staff working in this area. The increase in serious sexual offences was also high and this was also due to an increase in reporting. The PCC said that although the figures showed an increase it was positive as it showed that victims had more confidence in reporting incidents to the police.</p> <p>The accurate application of the Home Office counting rules with respect to assault (no injury) and Actual Bodily Harm (ABH) was also a factor in the increase in violence with injury figures. The DCC said that he would be able to see a true reflection of violent crime from October 2014 as it would have been one year since the new definitions had been introduced.</p> <p>APCC Mirza asked whether the Force was able to identify Asian gold theft from the burglary figures. The DCC said that information relating to Asian gold theft had been presented to the OPCC earlier this year. Incidents where Asian gold had been taken were scrutinised but it was difficult to know whether a property was targeted for that specific reason or whether it was just coincidence that Asian gold had been taken.</p> <p><b>ACTION: DCC and APCC Mirza to discuss Asian gold burglary outside of the meeting.</b></p> <p>The CC praised the DCC and his team for the work they had been doing in respect of detection rates. There had been year on year increases in all areas except violence with injury and serious sexual offences. The CC also described a number of good work reports which were listed in the written report. The PCC agreed that the increase in detection rates was a fantastic achievement especially the increase in domestic burglary detections.</p> <p>The DPCC asked whether the Force kept home address details of all offenders i.e. to be able to determine how many offenders lived outside of the Surrey area. The DCC said that the Force did record this information and that he would be able to share it confidentially with the OPCC.</p> <p><b>ACTION: DCC to provide offender address information to DPCC</b></p> <p>The DCC spoke about serious sexual offences detections. The number of cases had doubled which was causing an investigative burden on the relevant teams. A significant number of case files were with the CPS waiting for a decision on charging but the CPS currently had a backlog to deal with. The Force therefore couldn’t get a true picture of detection rates until the CPS backlog was resolved. The DCC was expecting a report at his next Crime and Performance Board on how to improve these detection rates. The Force was also dealing with a number of historic cases which</p>	<p><b>DCC/ APCC Mirza</b></p> <p><b>DPCC</b></p>
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	<p>were particularly complex and would take time to investigate.</p> <p>The Force was continuing to take a zero tolerance approach in relation to drug use, production and supply. Custody suites were now using screening devices to test for cannabis which was particularly focussed on those who were driving under the influence.</p> <p>A recent HMIC inspection report, Valuing the Police 4, praised the Force on meeting its financial challenges. The CC said it was a valuable report as it gave comparable data against other forces. Surrey has been the first force to undergo the new PEEL inspection which was a new annual force inspection. They were currently waiting for feedback.</p> <p>There had recently been some challenges with the non-emergency 101 telephone number. The introduction of a new computer system has meant that it was taking longer to update the system than before. There was a plan in place to improve service including having multi skilled staff who could perform across all areas of the Contact Centre. The DCC reported that the August performance figures were better and he was confident that they would continue to improve.</p> <p>The DPCC asked what impact the new Mobile Data Terminals were having on victims. The DCC said that the terminals were fantastic – they were making things simpler, quicker and more convenient. Officers were able to do a direct input of crime reports which was saving their time and that of the victim thus reducing calls into the Contact Centre. All frontline staff would soon have access to a terminal. The PCC agreed that this was a good use of technology.</p> <p>The Local Policing Boards were continuing in all boroughs and the Force was also supporting the PCC in his current round of Crime Summits.</p> <p>There had been a significant increase in police staff turnover. This was an area of concern as without quality staff the Force couldn't perform at its best. Some reasons for the high turnover was staff being offered higher wages in the private sector and some leaving because working with Sussex meant having to travel further to work. The PCC agreed that the Force was in a difficult position due to the national funding situation.</p> <p>The Force had recorded a 20% reduction in complaints between Quarter 4 2013/14 and Quarter 1 2014/15. There was a concern about the speediness of response to individual complaints. This was being addressed following a peer review of the Professional Standards Department (PSD) recently carried out by Thames Valley Police at the DCC's request. The three main areas of work in PSD were complaints, conduct, anti-corruption. There were limited resources in this department and the CC and DCC would be looking at whether additional resource needed to be built in to the budget.</p>	
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<p><b>Item 3</b></p>	<p><b>Health and Safety</b></p> <p>The DCC leads in this area and is the Chair of the Force’s Health and Safety Board. The Health and Safety team has been suffering from a vacancy rate and as a result the Force was currently looking at ways to collaborate units with Sussex. This would be done at no extra cost.</p> <p>The day to day management of health and safety has been given back to local commanders rather than being done centrally. Each area would have a nominated SPOC (Single Point of Contact) and sufficient training would be given.</p> <p>The figures given in the report had been brought together from manual records – it was therefore difficult to make any comparisons. This was not practical so the Force would be working with Sussex to determine how best to address the issue of getting accurate data. The increase in the total number of incidents from 1700 in 2012/13 to 2018 in 2013/14 may be due to the insistence by the Force to record all reported issues. This was helpful as it gave a clearer picture of any specific issues.</p> <p>There had been very few serious injuries and the Force was taking proactive action to manage out trips and falls by repairing one of the car parks at Headquarters.</p> <p>Some research had been done into the referrals made to the Occupational Health Unit (OHU). It had shown that referrals for stress related illnesses were largely due to personal matters and were not work related.</p> <p>The PCC asked what sentences were being handed to offenders who had bitten police officers following arrest/detention. The DCC said that he could look at this outside the meeting.</p> <p><b>ACTION: DCC to provide data around sentences given to offenders who had bitten police officers following arrest/detention.</b></p> <p>The DPCC asked the DCC to explain briefing what a spit hood was and under what circumstances would it be used. The DCC explained that it was an item that could be deployed in custody suites to individuals who were displaying unpredictable behaviour and spitting blood/saliva. It had been designed in line with medical advice and was used to protect those who came into contact with these individuals. Its use was very rare. The PCC said it was a good piece of equipment and it was important that all staff were protected.</p> <p>The CC said that there was huge concern around officers/staff being bitten. Following an incident the victim had to have a number of blood tests and had to take anti-viral drugs for a period of time which were highly damaging and made the patient very ill. There was also the psychological impact to consider. There was a debate to be had about whether these incidents should be classed as a more significant offence. The PCC shared the CC’s concern.</p>	<p>DCC</p>
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<p><b>Item 4</b></p>	<p><b>Forced Marriage and Honour Based Violence</b></p> <p>The report had been compiled following a request raised by the PCC at the previous Management Meeting in July 2014. The report gave a list of training activity where Sarb Athwal, a subject matter expert on HBV (Honour Based Violence), had delivered awareness training to officers and staff.</p> <p>The PCC was pleased that this training was going ahead as Ms Athwal could give direct insight into this area.</p> <p>The PCC noted the incidents of child sexual exploitation in Rotherham that had been widely publicised in the media recently and asked that the CC provide a briefing at the next meeting on what the Force was doing to tackle this issue in Surrey. The CC reported that ACC Cundy was currently doing a review of police and partner working into child sexual exploitation and she would be able to provide a copy of the report when it was completed.</p> <p><b>ACTION: To present ACC Cundy's CSE review report to future management meeting</b></p>	<p><b>CC</b></p>
<p><b>Item 5</b></p>	<p><b>Staff Survey</b></p> <p>The report provided an update on the results from the last staff survey. The CC said that the term 'health score' meant how happy people were at work. There has been a small but significant downward trend with clear differences between officers and staff. The most benefit from the surveys was obtained through the free text comments – managers were encouraged to read them and action any issues. The plan for the future was to combine the survey with Sussex and work was being done to see how this would work.</p> <p>The PCC said that it was reassuring that the CC was monitoring the staff survey so closely.</p> <p>The DPCC asked what forums there were for officers and staff to be able to raise issues/make comments. The CC explained that she frequently wrote an internal blog which was well received by staff and enabled them to make comments/give feedback. Staff were also able to create their own forum threads and there was also a shared forum with Sussex Police. Staff were encouraged to come to senior management direct with any issues and there was also an internal confidential whistleblowing line that staff could use if they wanted to report anything anonymously.</p>	
<p><b>Item 6</b></p>	<p><b>2013/14 Outturn Treasury Management and Prudential Indicators</b></p> <p>The Treasurer presented the annual report which gave an outline of the Treasury Management Policy Statement and Strategy for 2014 – 2017. It gave an explanation of the annual activity and</p>	

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	<p>performance of the treasury management function. As part of his statutory duty the PCC was asked to review the annual performance.</p> <p>The DPCC asked whether the Force would be able to recover the money that had been lost through the failed Icelandic Banks. The Treasurer was confident that most of it would be recovered but it would take some time.</p>	
<b>Item 7</b>	<p><b>AOB</b></p> <p><b>ACTION: The PCC asked if he could receive a briefing at the next meeting on the Force's disaster recovery plan in respect of ICT.</b></p> <p>The PCC was very pleased with the Force's performance - a 12% reduction in overall crime was excellent. It was also gratifying that the finances were on course and this was a credit to the management team.</p>	<b>CC</b>