

OFFICIAL

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

12<sup>th</sup> January 2016

2pm

Council Chamber, Mole Valley District Council Offices, Dorking

**Attendees:**

Kevin Hurley (PCC – Police and Crime Commissioner)  
Jeff Harris (DPCC – Deputy Police and Crime Commissioner)  
Alison Bolton (Chief Executive – Office of the Police and Crime Commissioner)  
Ian Perkin (Treasurer – Office of the Police and Crime Commissioner)  
Liz Wickham (Communications Manager – Office of the Police and Crime Commissioner for Surrey)  
Sarah Gordon (Minutes – Office of the Police and Crime Commissioner)

Nick Ephgrave (T/CC – Temporary Chief Constable – Surrey Police)  
Paul Bundy (Head of Finance – Surrey Police)

<b>Agenda Item</b>	<b>Subject/Note</b>	<b>Action</b>
	<p>The PCC opened the meeting by explaining that Chief Constable Lynne Owens had left Surrey Police on 4<sup>th</sup> January to commence employment as the Head of the National Crime Agency. He wished her well in her new role. DCC Nick Ephgrave had commenced in the role of Temporary Chief Constable and would remain in this position until a new Chief Constable was recruited.</p> <p>The PCC had taken the decision to delay recruitment of a new Chief Constable until after the PCC elections in May. He said that it would be wrong for him to fetter the decision of a new PCC to select a new Chief Constable.</p>	
<b>Item 1</b>	<p><b>Matters Arising and Minutes of the last meeting – 18<sup>th</sup> November 2015</b></p> <p>The minutes of the last meeting were accepted as a true and accurate record. There was no Matters Arising to note from the previous meeting.</p>	
<b>Item 2</b>	<p><b>Surrey Police Progress Against the Six People’s Priorities</b></p> <p>The T/CC opened the report by explaining that there had been a 20% increase in total recorded crime FYTD (For Year To Date). The main reasons were increases in reports of violence and domestic abuse. This was mirrored nationally.</p>	

OFFICIAL

	<p>Reports of violence with or without injury had increased by 59%. More robust monitoring of the Home Office counting rules had contributed to this increase as an increasing number of historic reports were now formally recorded. The increase in reports of domestic abuse was welcomed as it showed that victims were more confident in coming forward to report incidents to police. These reports included both current and historic incidents. Each offence that was reported by each victim was recorded as an individual incident.</p> <p>The PCC agreed that it was excellent news that victims were confident in coming forward. The figures showed that Surrey was in the lowest quartile for violent crime nationally which indicated that Surrey was a safe county.</p> <p>The T/CC emphasised that there had been a rise in the number of recorded offences but that the same number of officers were dealing with this increased level in demand. Whilst the percentage level of detections in some areas had decreased, the overall volume of detections had increased.</p> <p>The reporting of domestic abuse had seen a 34% increase. A lot of work was being done in Force to retrain and up-skill officers in the areas of response and investigations to be able to respond to these reports. The Force Champion, Superintendent Clinton Blackburn, was working with the Office of the Police and Crime Commissioner (OPCC) on the subject of domestic abuse. A presentation had been made to the Chief Officer Group on the morning of the 12<sup>th</sup> January by Supt. Blackburn and colleagues from the OPCC and external service providers on how to better deal with domestic abuse.</p> <p>The PCC suggested that the Force would be able to increase its number of positive outcomes with the introduction of body worn video. The T/CC agreed that a higher number of prosecutions could be achieved with body worn video. These devices were due to be introduced into the Force later in 2016.</p> <p>The T/CC said that CSE (Child Sexual Exploitation) was a national issue and was a priority for the Force. A significant plan was in place to tackle perpetrators and protect victims. An awareness day had taken place on 30<sup>th</sup> November 2015 which had been aimed at police and partners and was well attended. WISE (What Is Sexual Exploitation) Workers and a CSE Coordinator were currently being recruited. The Force had commissioned an academic to construct a perpetrator matrix. Meetings were held regularly with the local authority in relation to vulnerable and missing children.</p> <p>The T/CC gave detail of a number of good work reports which were listed in the document. One involved the issuing of a Criminal Behaviour Order (CBO). The DPCC asked how much publicity the police were able to draw to this story. The T/CC said that he would have to check the detail but suggested that there was likely to be a restriction on publicising the offender's name.</p> <p>There had been an increase of 58% in the reporting of serious sexual offences. Almost half of those reported were historical which resulted</p>	<p>T/CC</p>
--	---	-------------

OFFICIAL

	<p>in complex investigations. The T/CC emphasised that he didn't want to deter victims from coming forward and gave reassurance that the Force was determined in pursuing offenders of these cases.</p> <p>Incidents of burglary were continuing to decline. There had been a slight rise in November 2015 but the pattern showed that this increase was taking place on the border with the Metropolitan policing area. Discussions were being held with Metropolitan Police colleagues to determine whether there was displacement across the border into Surrey. Superintendent Jerry Westerman had been tasked to develop a preventative initiative based on the deployment of traceable liquid technology in pilot areas in the north of the county and there was a possibility that the Force may have to seek approval from the PCC to allocate some funding to this work. The PCC said that he was supportive of this piece of work into traceable liquids, such as Smartwater, - he wanted to protect households from burglary.</p> <p>The PCC asked whether there were any issues of illegal migrants carrying out any offences in Surrey – he asked to be provided with some statistics. The T/CC suggested that it may be a factor in some areas but he didn't have the details to hand. He would find out outside of the meeting.</p> <p>The PCC also asked if he could be provided with the burglary reduction figure.</p> <p>For violence with injury, the total number of positive outcomes had risen by 262 (1380 this year compared to 1118 last year), but the significant rise in recorded violent crime had outstripped this increase, resulting in a 33.5% positive outcome rate this year compared to 33.9% in the same period last year. For violence without injury, the same picture emerges, an increase of 612 positive outcomes (2459 this year compared to 1847 last year) but overshadowed by the larger increase in recorded crime. Violent crime positive outcomes continue to be an area of focus for the Force and there are several strategies in place in order to improve the current position. As a result of work the Force had increased its national position for positive outcome rate by eight places to 34<sup>th</sup>.</p> <p>The serious sexual offences positive outcome rate was now at 14.1% despite its 57% increase in reports. This was the same level as it was two years ago and the Force had moved up five places nationally. The positive outcome rate for rape was at 13.5% which put the Force up 10 places nationally. This was a good improvement in an area that was difficult to investigate.</p> <p>The burglary detection rate had decreased. The actual rate was 10.6%; the one listed in the report was incorrect. Burglary was still an area of challenge and concern for the Force. It was a focus for the Force over the next three months. The Force had fallen from being in the top ten nationally to the bottom quartile which the T/CC was not content with.</p> <p>The PCC asked whether the Force still linked in with the Metropolitan Police in relation to wanted persons. The T/CC said that the Force had</p>	<p>T/CC</p> <p>T/CC</p>
--	---	-------------------------



OFFICIAL

the introduction of the new computer system, Niche, which meant that calls were taking longer than 60 seconds to be answered. Last year had seen a month on month increase in performance in this area but the last two reported months (September and October) had shown a decrease. One of the main contributing factors was the high attrition rate in the Contact Centre which was ongoing. There was currently a recruitment drive taking place and four training courses coming up for the following year which would include a total of 80 new staff members. This, it was hoped, would deal with the drop in performance. The T/CC said he would continue to update the PCC on a monthly basis on progress.

The DPCC asked what the current average waiting time was for calls. The T/CC said that the average waiting time for December 2015 had been four minutes, however, the figures weren't straightforward as the call abandonment rate was also being monitored. He emphasised that he didn't want to let the public down and gave reassurance that this issue was being addressed albeit he was disappointed with previous progress.

The T/CC said that the Force had worked hard to increase court attrition rates. The non-PCD rate for November 2015 was at 13.1% which was an improvement of eight places nationally. The Force now sat at 22<sup>nd</sup> place. Work with criminal justice colleagues and the Courts Service had contributed to the improvement. Case file preparation and submission timelines had improved.

Victim care satisfaction rates were at 80.8% which was 4% lower than the same time last year. Overall satisfaction for November 2015 was at 80.4% which was an increase on the previous month. This month also saw an increase in three out of the five indicators. Being Kept Informed rates had increased to 72% which was the highest level recorded since April 2015. ASB victim satisfaction had also seen an increase to 78.3% which was an increase of 0.6% on last year.

The DPCC asked the T/CC to provide an update on the Victim Support data transfer issues that had occurred over the Christmas period. The T/CC explained that this data was stored on the Niche computer system and the relevant data was extracted and sent to Victim Support using specific software. Unfortunately due to ICT staffing shortages there was only one person in Surrey who could deal with this software and the issues occurred when that person was on annual leave. Their counterpart in Sussex assisted in finding a solution. The issues were eventually resolved but later than required. It was important that there was some resilience in this area and the T/CC gave his assurance that this problem wouldn't occur again. The ultimate ambition would be to have a single data warehouse with Sussex and this plan was currently in progress.

The PCC said that he had received a number of concerns from Councillors and Neighbourhood Watch members about the lack of police visibility at local meetings. He said that the Force was aware of the issues and were dealing with them.

Police officer numbers had broadly remained static for the past

OFFICIAL

	<p>two/three years. This was quite unusual in comparison to other forces which had seen a reduction in officer numbers. Surrey had looked for savings elsewhere in the organisation. The rate of officers leaving the Force for unplanned reasons had increased to the equivalent of 83 officers over a 12 month rolling period. A third of those were leaving due to transfer to other forces of which the Metropolitan Police was a big pull.</p> <p>The PCC stressed that the high cost of living in Surrey was a contributing factor for officers and staff leaving to pursue work elsewhere. He had made a submission to the Police Pay Review Body to highlight these issues.</p> <p>The T/CC said there were significant challenges but they were planned for. There was a high turnover of police staff of which 57.5% were leaving to commence jobs with a higher salary. These unplanned occurrences were challenging from a workforce planning point of view.</p> <p>Complaints and discipline information was listed in the report. The Force was using fast track procedures to dismiss officers who had committed misconduct offences that warranted dismissal from the Force. There were currently six officers and nine police staff members on restricted duties due to them being part of ongoing investigations.</p> <p>The report also gave detail of letters of the letters of thanks received by the T/Chief Constable.</p>	
<p><b>Item 3</b></p>	<p><b>Volunteer Strategy Update</b></p> <p>The T/CC explained that the Volunteer Strategy had been discussed at previous Management Meetings and this report gave progress of the development of the Strategy. A full time Lead for Volunteers and Specials had been recruited and it was her job to make the Strategy a reality. The Strategy was split into two work streams; 1 – Centrally Managed Volunteering Team and 2 – Harnessing Existing Volunteering Efforts. Details of each work stream could be found in the accompanying written report.</p> <p>One of the recommendations that had come out of the review was to work with the Special Constabulary to redefine the existing model. There had been a reduction in the number of active Special Constables and the Lead had been asked to address this issue as a priority. It had been agreed that the Force would reintroduce the role of the Special Sergeant. Specials training had been reduced from 22 weeks to 10 weeks and a new intake was due to start soon.</p> <p>Work was also ongoing with regards to Events Team Volunteers who were a group of 12 police staff volunteers who support community events. The PCC gave praise to these volunteers. He had attended a Young Citizen of the Year awards ceremony in Elmbridge for the past two years which was arranged and run by police staff volunteers.</p> <p>The Independent Custody Visitors (ICV) Scheme, run by the OPCC, was considered to be a well-run scheme. The new Lead was in touch</p>	

OFFICIAL

	<p>with the ICV Scheme Manager to gain some best practice knowledge from them.</p> <p>There was an appetite to roll out Police Cadets in Surrey. The Lead would be working with Sussex in making progress in this area as they currently had Police Cadets working for them.</p> <p>The PCC paid tribute to the work of the Surrey Police Band. He had seen them perform on a number of occasions and he was delighted that the Force would be providing them with uniform. This was a piece of work that was being undertaken by T/DCC Gavin Stephens.</p> <p>The T/CC said that he would have a further update on the progress of the strategy in February and this would be brought to the March Management Meeting.</p>	<b>T/CC</b>
<p><b>Item 4</b></p>	<p><b>Update on Public Protection</b></p> <p>The T/CC explained that the Force had been subject to criticism by the HMIC in the area of public protection. The Force had put a lot of work into devising an improvement plan to get better in this area. The aspiration of the Force was to become a market leader in this area through the work of the improvement plan.</p> <p>The PCC has seen the plan and was happy with it. A £4.9million investment had been made in the area of public protection which equated to a 90 officer uplift. The uplift had been split between centrally based teams; SOIT (Sexual Offences Investigation Team), CAU (Complex Abuse Unit) and MASH (Multi-agency Safeguarding Hub) which would increase in total by 52 officers. The Safeguarding Investigation Units (SIUs) would increase by an additional 21 officer and 25 police staff. Caseload reviews had taken place, a retention and reward package had been introduced, the OPCC had granted funding for WISE (What Is Sexual Exploitation) workers. A Public Protection Standards Team was in place to audit investigations and work as mentors for staff members.</p> <p>A new Learning and Development Plan had been implemented for Public Protection which would include a significant increase in specialist training for investigators. Temporary Detective Chief Superintendent Paul Furnell had assumed Force wide responsibility for Public Protection since 4<sup>th</sup> January 2016. There had been an increase in the number of supervisors and leaders in divisional and specialist teams.</p> <p>The OPCC sat on the Force’s Public Protection Strategy Board. This Board provided oversight of all public protection strategy.</p> <p>A lot of work was happening in partnership with local authority colleagues including a review of children and young people partnership governance which had been led by Surrey County Council.</p> <p>The latest performance figures (as tabled on the report) showed that</p>	

OFFICIAL

	<p>there had been an increase in successful investigations in all areas of public protection compared to the same time last year.</p> <p>The PCC said that the performance table was very reassuring and showed that significant improvements were being made. He emphasised that these changes hadn't been put in place as a result of the HMIC reports but that Surrey Police had already been progressing work to try to improve in this area.</p>	
<p><b>Item 5</b></p>	<p><b>Firearms Licensing</b></p> <p>The PCC noted the content of the report. He referred to Recommendation 13 in the report and asked why Surrey didn't have an automatic system for checking whether a nominal coming to notice had been involved in a firearms related incident or was in possession of a firearms certificate. The T/CC said that the Force was still working with an old system. Call handlers had to give updates to officers as they were travelling to a job and as this was a manual system, there could be no guarantee that this information was relayed in each job, albeit that is the expectation.. An automated system would help and a number of other forces had these systems in place. The Force was actively considering an automatic system as part of the new Command and Control system which was being considered along with Sussex and Thames Valley.</p> <p>The PCC asked what progress was being made on Recommendation 16 – '...chief constables should ensure that their current arrangements for public engagement with regard to firearms licensing are practical, proportionate and well known...' The T/CC said that ACC Barry was currently in the middle of a review and this would be addressed as part of that review.</p>	
<p><b>Item 6</b></p>	<p><b>Crime Data Integrity</b></p> <p>The PCC had noted that compliance rates were improving and there were good systems in place. The report was noted.</p>	
<p><b>Item 7</b></p>	<p><b>Neighbourhood Watch</b></p> <p>The PCC had requested an update in current engagement. The DPCC expressed his disappointment at the report. It did not contain adequate information with regards to communications and engagement. The Force was beginning to lose the support of Neighbourhood Watch. There was only one Sergeant in the Force who was the liaison point for Neighbourhood Watch across the whole county and she did this in addition to her day job. The Active Citizen database that Surrey Police used to keep in contact with Neighbourhood Watch kept failing and there was an expectation that the Force could do better in its engagement.</p> <p>He said that he would speak to senior Force colleagues outside the</p>	



OFFICIAL

	meeting and he would like a verbal update on progress at the March Management Meeting.	<b>T/CC</b>
<b>Item 8</b>	<p><b>Treasury Management</b></p> <p>This report had been produced as it was a statutory requirement to present the information contained therein to the PCC on a bi-annual basis.</p> <p>The Force did not have any external debt and wasn't involved in any long term borrowing.</p> <p>A Service Level Agreement was in place with Surrey County Council to carry out the Force's treasury management function. Appendix 1-5 set out detail of the prudential indicators.</p> <p>The PCC said that the interest earned on unspent money, e.g. the reserves, was at 0.5% but the Force also had to pay an annual contribution on the pension deficit. He suggested that it may be prudent to pay more off the deficit to free up revenue for the future rather than gaining only 0.5% interest on the reserves. This would be a long term gain for the Force.</p> <p>He expressed his appreciation to the Government on halting further funding cuts to the Force – the Force had £5.3m in grant funding which hadn't been expected.</p> <p>The PCC was pleased at the work the Force was doing in relation to domestic burglary and that more victims were coming forward to report incidents on domestic abuse. The £4.9m investment in Public Protection would improve the service provided to victims. Surrey was doing extremely well and he offered his thanks for all officers and staff.</p> <p>He would like to see more partnership working with local authority colleagues with regards to flytipping and other anti-social behaviour.</p>	
	<b>PART TWO – IN PRIVATE – NOT FOR PUBLICATION</b>	