

**Police and Crime Commissioner
Performance Meeting - November**

29th March 2017

Mole Valley Borough Council and Webcast

Attendees:

David Munro (Police and Crime Commissioner) DM

Alison Bolton (Chief Executive – Office of the Police and Crime Commissioner) AB

Ian Perkin (Treasurer – Office of the Police and Crime Commissioner) IP

Johanna Burne (Senior Policy Officer – Office of the Police and Crime Commissioner)

Nathan Rees (Communications Manager – Office of the Police and Crime Commissioner)

Lucie Goddard (Communications Officer – Office of the Police and Crime Commissioner)

Harriet Doe (Minutes – Office of the Police and Crime Commissioner)

Nick Ephgrave (CC – Chief Constable, Surrey Police) NE

Gavin Stephens (DCC – Deputy Chief Constable, Surrey Police) GS

Paul Bundy (Head of Finance - Surrey Police) PB

	<p style="text-align: center;"><u>PART TWO</u> <u>In Private</u></p>	
	<p style="text-align: center;"><u>PART ONE</u> <u>In Public</u></p>	
<p>1.</p>	<p>Crime Trends</p> <p>DM noted that with regard to total notifiable offences there has been an increase in recorded crime in the last 3 years. He asked NE why this was. NE stated that numbers have increased from 50,000 to 60,000 in the last 3 years. There is a number of complex issues behind this increase:</p> <ol style="list-style-type: none">1. Crime recording standards – HMIC have focused on Forces' abilities to accurately represent crime reporting to them. Forces are more rigorous around crime recording and there is less room for discretion.2. Creation of new offences in legislation – for example offences being committed online or via text. These kind of offences	

	<p>could not have happened 15 or so years ago.</p> <ol style="list-style-type: none"> 3. An increase in recorded crime and a decrease in Anti-Social Behaviour (ASB) – now ASB is recorded as a crime under the Public Order Act where there is evidence to allow this. 4. Willingness of victims to come forward – in 5 years there has been a 72% increase in domestic abuse, a 68% increase in child abuse and a 162% increase in child sexual exploitation. There has been a significant rise in reporting of crime against the vulnerable. These crimes are also particularly difficult to investigate. <p>NE explained that he was not surprised to see an increase. Surrey Police appear to have reached a plateau of increase. This is to be expected in terms of 'high harm' crimes. There is a levelling off period which will then provide a baseline for years to come.</p> <p>DM noted that victims in this category often suffer a double blow – firstly they are the victim of a crime and then they have a long process going through the Criminal Justice System.</p> <p>NE explained that it is difficult to compare performance against last year, and so it is easier to compare Surrey against other Forces. When we look at Surrey Police and the other 42 Forces we see an improving picture. With regards to league tables, Surrey Police sits well in terms of volume crime. Surrey Police has struggled in the past with positive outcomes (detections) but there has been a significant improvement in this area. Also, with regards to rape and serious sexual offences, Surrey is the safest county in the country. The aspiration is for Surrey Police to be at the top.</p> <p>DM asked why the percentage of solved crime is low. NE explained that crime solved doesn't necessarily mean Surrey Police have established who's responsible – there's charging an individual, a summons, a caution, taking into consideration/ community resolution – these things all count as a detection. Sometimes these outcomes cannot be achieved if the victim doesn't want to proceed or the Crown Prosecution Service (CPS) say there is a lack of evidence. Surrey Police is currently undertaking a significant piece of work around the work behind detection. There is now a volume crime improvement plan. NE acknowledged that the Force must be better at supporting victims through the criminal justice process and that some administrative processes could be improved so that opportunities to achieve a detection aren't squandered.</p> <p>DM noted that he had been receiving complaints about burglary and the increase in this type of crime, especially in rural areas. NE noted that Surrey Police has actually seen a reduction in non-dwelling burglary, i.e. theft from farm out-houses; this type of crime has reduced by 13% this year. Domestic burglary has risen – Surrey Police have seen roughly 500-600 additional offences. It is often the case that you can have an effect on numbers once prolific offenders are caught, but this takes resource, energy and effort. NE explained that Surrey Police's resource had been focused on improving public</p>	
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	<p>protection performance in recent times. A balance needed to be struck.</p> <p>Surrey Police is looking at prevention methods like SmartWater, which is water that has particles in it that contain an identifiable number. If an individual is burgled, items can be traced back to them, and a burglar can be screened for SmartWater in custody. Its main function is that of a deterrent. A Force can pick an area where they think it would be useful to use SmartWater and then put up signage – a burglar then won't know which homes have been treated with SmartWater and are more likely to move on. The Met Police use the substance in every borough. Surrey Police have deployed it across the Northern borough as it borders with the Met. DM commented that SmartWater should be pursued more and noted that his Office could help.</p> <p>DM commented that vehicle crime is also increasing. NE explained that the volume has gone up and the detection rate is low. NE explained that he currently doesn't have any analysis regarding this but he could explore this further. Surrey Police are within the standard deviation from the average. NE will have some analysis around this for the next meeting. NE explained that Surrey Police has changed its response to how it responds to vehicle crime in order to prioritise its limited response. Where previously an officer may have been sent, this is now not always the case.</p> <p>DM asked for NE to explain the rise in hate crime. NE commented that hate crime has risen steadily for 2 years which is a sign that there is better trust in the police. There is an increased willingness to come forward. The lead for hate crime lies locally – it sits with the borough and district Inspectors to build confidence within communities. NE pointed out that the majority of hate crime in Surrey is not extreme violence, but more name calling and racist graffiti, etc. GS added that he chairs the Equality Diversity and Human Rights board and there is an action plan for hate crime which he would be pleased to present at a future meeting.</p> <p>DM concluded by stating that there were some worrying things in the data, but reassuringly, there are no surprises. NE added that the challenge is to hit all of the objectives. Surrey Police will endeavour to improve across a range of measures. The difficulty is funding and increasing crime. Where other Chief Constables were choosing to focus efforts on one area and doing it well, Surrey did not want to take this path.</p>	<p>NE</p> <p>GS</p>
<p>2.</p>	<p>Performance Against the Police and Crime Plan</p> <p><u>Victim Satisfaction</u></p> <p>DM noted that a disturbing statistic is one that indicates there has been a drop in victim satisfaction. NE agreed that this was a concern. There has been a drop in satisfaction in relation to vehicle crime more than most other crime types. This isn't a surprise to NE – more</p>	

	<p>officers are now working from 'cradle to grave' under the new policing model, and there is more demand in the Contact Centre. The Contact Centre now have a Threat Risk and Harm model, and the casualty of this is 'low level theft offences', with vehicle crime sometimes fitting into this category. The investigative value in sending out an officer to look at the empty space where a vehicle used to be is minimal, albeit a visit from an officer provides reassurance to the victim.</p> <p>NE felt that this situation has driven the reduction in statistics here. DM stated that there is dissatisfaction in this area and people do want reassurance. With the significant changes in local policing, Surrey Police need to ensure balls are not being dropped. The new policing model is sound and allows officers to concentrate on the important things, as well as placing an emphasis on training. NE noted that he speaks with APT (Area Patrol Team) regularly. Some officers have not had to investigate crimes before and they are having to learn or re-learn skills. Complaints regarding workload have reduced. Giving officers the responsibility from cradle to grave ought to lead to improved satisfaction rates.</p> <p>DM noted that this was reassuring but stated that he would like to return to this area.</p> <p><u>Roads/Traffic/Speeding</u> DM noted that this topic is something that really concerns residents, and he would like to be reassured that Surrey Police is alive to the latest technology. NE explained that safe driving is important in Surrey and use of technology is a good way to improve the issue of speeding, for example through the use of average speed cameras and hand-held speed cameras. There is also an initiative called 'Drive Smart'.</p> <p><u>101 Number</u> DM gave his congratulations to Surrey Police for making a substantial improvement to the 101 number performance. NE commented that 101 was an issue last year, and gave his praise to Supt Tom Budd and Supt Alison Barlow. For the last 3 months performance has been at or above target. 95% of all calls are answered within 3 minutes and 40 seconds, and the abandonment rate of calls is now just over 3% which is particularly encouraging.</p> <p><u>Terrorism</u> NE gave his condolences to all effected by the Westminster attack. NE explained that the country has been at severe alert for a number of years and the likelihood of an attack was understood and prepared for. Surrey Police have well-prepped contingency plans should an attack occur in the county or in neighbouring counties. Practices are carried out regularly with Sussex Police where response rates and deployment of special units are tested.</p>	<p>JB</p>
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<p>3.</p>	<p>Financial Report</p> <p>DM noted that he had made a difficult decision with regards to the rate of the police precept. A rise of 2% was decided to be the right level, but this will be kept under review for future years. Surrey Police's budget is reasonably healthy but savings need to be made. There is 8 million pounds worth of savings within the financial plan and most is marked green.</p> <p>NE explained that 80% of the budget goes to support the workforce, and so Surrey Police try to find savings from the remaining 20%. Over the last 4 years Surrey Police have saved 24 million through collaboration and efficiency, etc. Some savings are rated amber and are flexible, and some savings are purple which are estimates made by business leads. Purple savings haven't been signed off at the Change Board, which is chaired by GS. All business cases that go through the Change Board are put under rigorous scrutiny. Surrey Police are looking at a broader piece of work with Thames Valley Police – the Enterprise Resource Planning project (ERP) – which will deliver savings over time.</p> <p>What is key is that Surrey Police have maintained their increased number of officers while still making savings. DM noted that the retention of experienced officers was still a worry. NE explained that Surrey Police's average unplanned officer leavers a month was 12 – this figure has risen to 16. There are a number of factors causing this, including recruitment drives by other Forces and officers transferring over to work for their local Force if they do not live in Surrey due to the high living costs. Surrey Police are now offering an innovative package for officers and there are many benefits of staying in Surrey.</p> <p>GS informed DM that he had recently presented a retirement certificate to a gentleman who had 42 years of service with Surrey Police. DM offered his congratulations to the individual.</p>	
<p>4.</p>	<p>HMIC Police Effectiveness, Efficiency and Legitimacy (PEEL) Inspection Results</p> <p>NE explained that HMIC inspect roughly 3 times a year, and in recent times Surrey Police have been found to have shortcomings – they have been rated as inadequate or requires improvement. Surrey Police are now rated as good. The task is now to aspire to become outstanding.</p> <p>DM noted that the report was very balanced and offered his congratulations to Surrey Police.</p>	
<p>5.</p>	<p>Taser</p> <p>NE explained that a taser is a trade name for a device that some</p>	

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	<p>Surrey Police officers carry. The device fires a barb into a suspect, a charge then passes into the suspect through the barb, rendering them unable to fight, resist arrest or harm themselves or others around them. Use of force is monitored very well in this county, and a taser is safer to use than a baton. Currently Surrey Police are going through a period of investment and training in relation to tasers. They are both effective and efficient and the aspiration is to increase their use. A 5 year plan is in place to uplift the number of officers carrying tasers across the county. DM noted that of course the protocols, procedures, regulation and control of tasers is very important.</p> <p>DM ended the webcast section of the meeting by explaining that he was confident Surrey Police have advanced a long way and will continue to rise to challenges.</p>	
	<p><u>PART TWO</u> <u>In Private</u></p>	