

**Police and Crime Commissioner
Performance Meeting – September Webcast Meeting**

27th September 2017 14:00 – 16:00
Mole Valley Council Chamber

Attendees:

David Munro (Police and Crime Commissioner) DM
Alison Bolton (Chief Executive – Office of the Police and Crime Commissioner) AB
Johanna Burne (Senior Policy Officer – Office of the Police and Crime Commissioner) JB
Ian Perkin (Chief Finance Office – Office of the Police and Crime Commissioner) IP
Harriet McKenzie (Office of the Police and Crime Commissioner – notes) HM

Gavin Stephens (Deputy Chief Constable – Surrey Police) DCC
Paul Bundy (Head of Finance - Surrey Police) PB

Apologies:

Nick Ephgrave (Chief Constable)

Agenda Item	Subject/Note	Action
	<u>PART ONE IN PUBLIC</u>	
1.	<p>Introduction from PCC for public webcast</p> <p>DM introduced the meeting. He explained that he wanted the meeting to focus in particular at the across the board increase in crime experienced in the county.</p>	
3.	<p>Public Performance Report</p> <p><u>Total Notifiable Offences</u> DCC explained that notifiable crime in previous years (up to August 2014) had reached 48,000 whereas now (up to August 2017) the figure has increased to 70,000. Putting this into context however, Surrey Police’s call handlers take roughly 1,000 calls per day and around 10-15% of those calls is about crime.</p> <p>The significant increase in recorded crime can be largely attributed to four factors:</p> <p>1. New offences Under the Home Office Counting Rules new crimes were introduced as of April 2015 - e.g. an offence of sending letters with an attempt to harass. These new offences have equated to over 5,000 additional records. DM asked what, if anything, Surrey Police are doing differently now that there are officially ‘new crimes’? The DCC answered that many would have existed before on Surrey Police systems but wouldn’t</p>	

	<p>have been formally recorded. DM asked whether there is a greater prevalence in crimes such as sending letters in an attempt to harass/distress. The DCC answered that there is and the increase in the use of social media also has an effect. Surrey communities are informing the Force that these types of crimes are a concern for them. Surrey Police do a thorough assessment looking at threat, harm and risk. Some crimes of this nature require a full criminal investigation which is either done through APTs (Area Patrol Teams) or CIDs (Criminal Investigation Departments).</p> <p>Action: DM would like to return to this subject in 6 months' time.</p> <p>2. Changes in recording standards The DCC explained that historically, ASB (Anti-Social Behaviour) would be recorded on crime systems but not actually be classified as a crime. Most ASB is now being moved to crime records. There has been significant increases of ASB – 7.5% of all notifiable crimes were on Surrey Police's systems before but weren't classified as a crime. Surrey Police are ensuring that wherever a record exists where a crime is mentioned this is now recorded properly. It is imperative to look through file details etc. and ensure that any mention of a crime is recorded. There is now a forensic attention to detail. DM asked whether more crime is actually being committed. The DCC answered that the important thing is to strip away the recording practice and look at real trends. The public's confidence in coming forward to report a crime has increased. Many offences would have happened before but weren't recorded as they are now.</p> <p>3. Historical Offences The DCC explained that there has been a shift in the public mood in general – more people have been putting their faith in the police or other support agencies and as such are reporting historical offences. It is not unusual now to be investigating abuse cases from the 60s or 70s. The volume of historic cases is increasing; just over 7% relate to offences that occurred more than 28 days prior to the incident being reported. DM noted that Surrey Police have a duty to take these allegations seriously. The DCC explained that Surrey Police would encourage anybody to come forward. Surrey Police have a duty to look at lines of enquiry and the Force will start from the presumption that they will listen to the victim but will gather evidence that could either prove or disprove an allegation.</p> <p>4. Violence without injury The DCC explained that this is not about Domestic Abuse cases. Common assault/battery have seen a significant increase in recording as well.</p> <p>Taking on board these four factors contributing to the rise in crime, the PCC and DCC examined how to ascertain whether there was actually more crime taking place. The DCC explained that the Crime Survey for England and Wales asks people about their experience of crime. There had always historically been a gap between crime recorded by the police and the levels indicated in the Crime Survey, the latter being higher. Not everyone reports crime to the police. However, the DCC</p>	<p>JB</p>
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noted that there has been a narrowing of the gap in 2017 between the crime survey of England and Wales and recorded crime by Police and this is the smallest that it's been since records began. This may suggest that the police figures now bear a closer resemblance to actual crime levels.

DM asked whether the survey is picking up the victims and vulnerable people. The DCC noted that he couldn't answer that but it is an important point and is something Forces need to be alive to.

Turning to statistics relating to various crime categories, the DCC explained that in terms of violence without injury, Surrey has seen an increase of 16.6%, and nationally there has been an increase of 15%. Surrey Police have yet to be inspected on crime data accuracy. But the necessary work has been undertaken. From a county point of view Surrey Police is not out of step with national recording.

The DCC commented that criminal damage has also increased. Levels of policing have been affected – Forces need to make choices about what they do and do not respond to. It is important for people to get a dialogue going with their local Neighbourhood Teams if they believe there is a chronic issue locally.

Drug Offences

The DCC noted that in the longer term, drug offences in Surrey have fallen, but in recent times we've seen an increase. This is because they are proactively generated so the increase should be welcomed. This is not Surrey Police Officers taking 'easy pickings' of people using small quantities of drugs privately, this is organised crime. DM commented that there is a debate at the moment regarding laws on drugs – his view is that there are laws and the police should uphold them.

Fraud and Forgery

The DCC explained that fraud and forgery crimes have increased. He would encourage people to report this crime and familiarise themselves with Action Fraud. People should think about protecting themselves online – people need to realise that protecting their personal information online is as important as protecting their physical property. Surrey Police are also running campaigns to make staff more aware of these types of crime. The Force does need the public's support.

Burglary

There has been a 7% national increase and in Surrey an increase of over 22%. This is a concern for Surrey Police. The DCC noted that Operation Spearhead has been set up to try to tackle this increase. This is not, however, a 22% increase in burglary of people's homes. The category 'residential burglary' has been introduced which has been extended to include sheds, garages etc. Nevertheless, Surrey Police is continuing the Op Spearhead campaign and is distributing forensic marking kits. DM highlighted the notable successes with regards to charging burglars recently. The DCC noted that victims of burglary suffer a significant emotional impact, and there are support services available.

	<p><u>Sexual Offences</u> The DCC noted that this category of crime is underreported and any increase is a good thing. Surrey have seen an increase of 18%. Victims know more about additional support on offer now.</p> <p><u>Theft</u> Surrey has seen a 10% increase in this type of crime, however it does not include vehicle crime. Theft includes crimes such as shoplifting. DM asked whether the number has hit a plateau. The DCC answered that it is very difficult to do year on year comparisons. For example, it was thought that we may have been reaching a plateau with regards to Domestic Abuse and Serious Sexual Offences but this doesn't seem to be the case. There is still a gap with regards to the survey and recording of crimes.</p> <p><u>Vehicle Crime</u> Surrey has seen an 11% increase in vehicle crime and nationally there has been a 17.5% increase. Some of the increase may be down to moped theft but only a minority. Criminals are becoming more sophisticated in terms of tackling vehicle security. Epsom and Ewell and Reigate and Banstead have seen a significant increase in theft from vehicles. The transit van is the vehicle most commonly broken in to. The DCC highlighted that it is time to turn our attention to prevention e.g. using steering wheel locks again as a visible deterrent. Forces are also trying to encourage car manufacturers to double their efforts with regards to vehicle security.</p> <p><u>Violence with/without injury</u> The DCC stated that violence against the person has increased by 19%. This included DA.</p> <p>Overall, looking at the increases in crime, DM noted that on the one part, it is good news that people are more ready to report. The Force is not helped by the changing classification. Surrey is still a relatively safe place to live. People should be alert but not alarmed. The DCC echoed this and added that all Surrey Police teams work tirelessly. The levels of productivity and positive outcomes have increased by 500 additional positive outcomes in the last year. DM noted that he has been incredibly impressed by the dedication of Surrey Police Officers and Staff. With regards to comparisons with the national position the DCC stated that residential burglary is a particular and acute issue that Surrey Police is dealing with at the moment, alongside Domestic Abuse and crimes where the victims are vulnerable.</p> <p>DM went through performance in relation to some of his priorities set out in the Police and Crime Plan.</p> <p><u>Cutting Crime and Keeping Surrey Safe:</u> The DCC noted that despite some national commentary, Surrey Police did an independent survey and in the majority of responses, individuals said they had confidence in their Neighbourhood Teams. DM noted that the satisfaction rating regarding crime against the vulnerable had</p>	
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	<p>gone down. The DCC noted that in 2016 there were 2086 positive outcomes, compared to this year's 1002.</p> <p><u>Supporting Victims</u> Surrey Police has recently been rated good for protecting vulnerable people in the latest inspection. The DCC explained that ACC Kemp is running a group looking at victim satisfaction. Keeping victims informed needs some more work. DM added that the OPCC will soon be looking at the future provision of support services for victims.</p> <p><u>Rural Crime/101 number</u> The DCC explained that last year Surrey Police didn't perform well at all with regards to the 101 non-emergency number. Much progress has been seen in this area. 64% of the time calls are answered within 1 minute. 75/80% of the time calls are answered within 2/2 ½ minutes. Surrey Police do look at performance in this area closely. The Force would ask for people's patience if they are waiting for what seems like a long time – it is likely that in this case something else will be going on. The public should only ever call 999 in an emergency.</p> <p>DM noted that the majority of communities felt that Surrey Police deal effectively with rural issues. The DCC extended his thanks to the teams dealing with rural crimes – they have good relationships with communities and it is good to see that overall people think the Force understands these issues. The DCC encouraged members of the Surrey public to get to know their Police Community Support Officers (PCSOs).</p> <p><u>Tackling the threat of terrorism</u> DM noted that he visited the house in Sunbury following the recent terrorist attack in Parsons Green. Surrey Police managed the cordon that was put in place there. DM visited the day centre in Sunbury and met some residents. He noted that he was impressed with their stoicism and praise for the Police. Investigations are ongoing. The threat level increased to 'Critical' for a few days after the attack and DM extended his thanks to Officers on duty during this time. The DCC echoed this and also thanked the communities directly affected.</p>	
<p>4.</p>	<p>Public Protection Improvement Plan</p> <p>The DCC explained that the history of this work dates back to 2014 when failings were uncovered following an inspection. Improvements were necessary and Surrey Police remain vigilant in this area. Specialist teams are in place to ensure the improvement plan is maintained. From a partnerships front Surrey Police now have a joint office known as the MASH (Multi-agency Safeguarding Hub). The DCC believes there is strong governance in place and Surrey Police are not complacent. With regards to missing children Surrey Police are putting in significant amounts of work with the Council and other agencies. With regards to the vulnerable missing, some progress has been made through the Health and Wellbeing Board with regards to acute hospital trusts, where individuals were going missing from A&E for example. The commitment is there but the Force are not yet seeing a reduction in</p>	

	<p>numbers.</p> <p>DM mentioned Body Worn Video (BWV). The DCC explained that this was a small camera that Officers wear. Neighbourhood Teams all have them. Surrey Police is approaching Phase 2 of this work where a technical solution is being looked at due to the fact that Officers cannot download footage from anywhere (e.g. if an Officer starts a shift in Staines and ends up in Reigate they won't be able to download their footage in Reigate). DM noted that BWV results in more guilty pleas. The DCC added that BWV will also mean a reduction in time dealing with complaints against Officers – it gives better service for all.</p>	
<p>5.</p>	<p>Engagement Strategy</p> <p>The DCC highlighted that the engagement strategy is still available for anyone to comment on. The reason for refreshing the strategy was that Surrey Police do need communities to understand that the Force cannot do everything they are asked. Active support is needed from communities. The strategy also gives advice to local teams with regards to how to engage e.g. using online forums such as social media. Surrey Police have also successfully launched Volunteer Police Cadets. DM added that it is a public document which does need a bit more work. Juggling priorities is a constant battle for the Force.</p> <p>The new policing model is bedding in well, but will be monitored. DM highlighted that there is a web of in-the-main supportive community leaders e.g. MPs and local councillors. He would urge the Force to keep in contact with them. The DCC added that he would urge people to look into 'In the Know' which enables individuals to keep in touch with what's going on in their area.</p>	
<p>6.</p>	<p>Land Incursions</p> <p>The DCC explained that in the 12 months leading to July 2017, Surrey Police received over 400 calls relating to traveller encampments. Police have a duty to all sections of society and it is important to understand the difference between Romany, Irish travellers, Roma Travellers etc. It is also important to understand the drivers behind an encampment. Surrey is a welcoming and tolerant county on the whole. However, Surrey Police will deal with criminality associated with encampments.</p> <p>The Police do have some powers to deal with encampments and Surrey Police could do better with coordination and communications with local authorities who in the whole have responsibility for moving groups on. ACC Kemp is working on this. DM noted that he was looking forward to seeing the review regarding this. DM has also received congratulations for the work of specific Officers.</p> <p>One of the key drivers to reducing this issue is the provision of transit sites – this allows the Police to use extra powers to get individuals to move to transit sites. The issue is it is difficult to have transit sites approved by members of the settled community. The DCC added that the Chief Constable and ACC Kemp would support transit sites. There</p>	

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	<p>are around 10-12,000 Gypsy and Roma Traveller communities within Surrey, and only a very small minority of individuals resort to criminality.</p> <p>The DCC highlighted that he had attended an EDHR (Equalities, Diversity and Human Rights) Board where they had received a presentation regarding this issue. Members of the Gypsy and Roma Traveller community also work for Surrey Police. DM stressed how important it was for Surrey Police to continue to communicate effectively with this community.</p>	
	<p><u>PART TWO IN PRIVATE</u></p>	