



Progress against the Police and Crime Plan

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What are the Policing Principles?

- Accountability Fairness Honesty
- Integrity Leadership Objectivity
- Openness Respect Selflessness



PART ONE

**To: Office of Police and Crime Commissioner
Performance Meeting**

Date: 29th August 2018

By: Strategic Planning

Title: Progress against the Police and Crime Plan

Purpose of Report/Issue: The purpose of this paper is to provide an update for the Police and Crime Commissioner regarding Surrey Police performance on the Police and Crime Plan.

Report Detail:

1. Tackling Crime and Keeping Surrey Safe

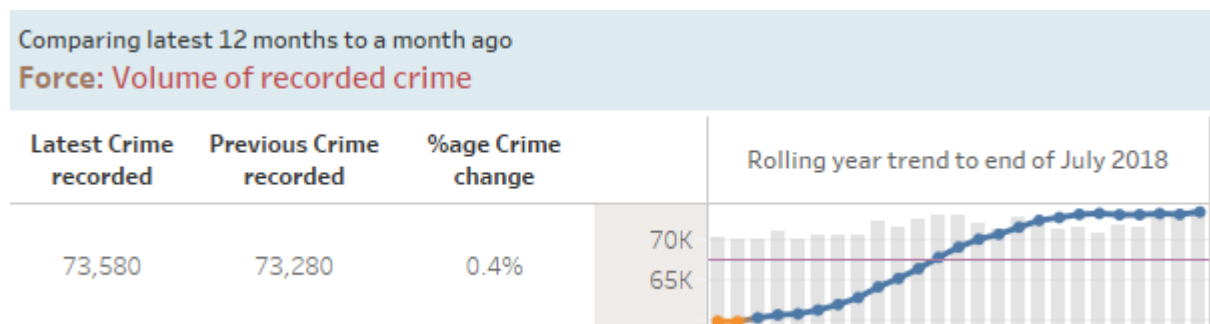
Force Recorded Crime and Positive Outcomes:

Force: Volume of Recorded Crime

The volume of recorded is crime is the total notifiable offences recorded within Surrey as defined by the Home Office Counting Rules (HOCR).

For the 12 months to July 2018 the volume of notifiable offences recorded was 73,580 which is up 0.4% compared to the 12 months to June 2018 (73,280). Over the last few years there has been a national increase in recorded crime with Surrey matching this increase. There have been increases in crime areas that have been significantly under-reported in the past, for example hate crime, domestic abuse and non-recent sexual abuse. Surrey have worked hard to increase the public’s trust and confidence in us and we are now seeing greater willingness to report these types of crime as a result.

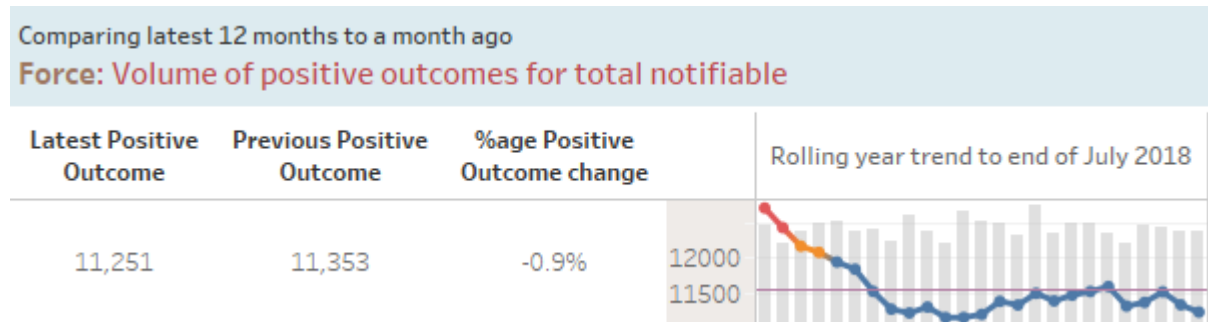
Surrey is still one of the safest counties in the country and despite the recent rise in crime rates are still lower than most other counties. The current trends shows that levels have now begun to stabilise.



Force: Volume of Positive Outcomes

Home Office Counting Rules requires all notifiable offences to have an outcome. For Surrey, a ‘positive’ outcome is a notifiable offence with either a charge; caution; penalty notice; drug warning; community resolution or TIC (taken into consideration).

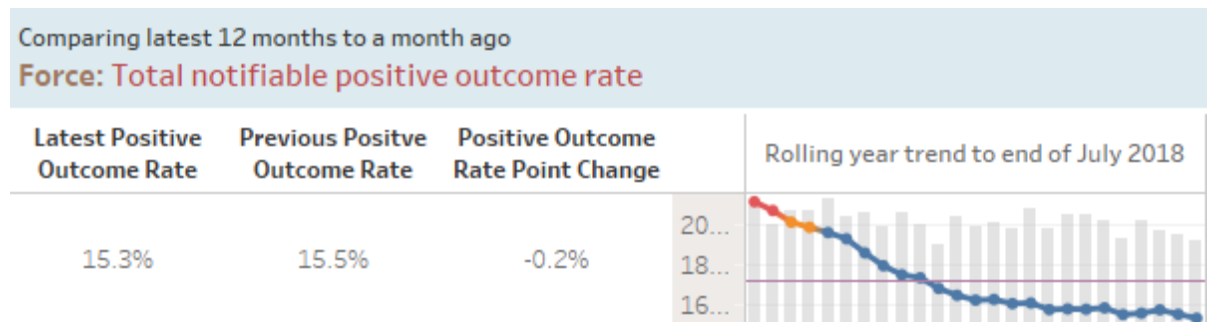
For the 12 months to July 2018 the volumes of positive outcomes for notifiable offences recorded was 11,251 which is down 0.9% compared to the 12 months to June 2018 (11,353). This is a slight reduction but recent volumes are within normal variation.



Force: Positive Outcome Rate

Positive outcome rates are calculated using the volumes of positive outcomes in a given period divided by the volume of crimes in the same period.

For the 12 months to July 2018 the positive outcome rate for notifiable offences was 15.3% which is down 0.2 percentage points compared to the 12 months to June 2018 (15.5%).



Force: High harm positive outcome rate

High harm offences are comprised of the following types of crime: Serious Sexual Offences, domestic related offences involving violence, child abuse offences and hate crime offences.

For the 12 months to July 2018 the positive outcome rate for high harm offences was 19.1% which is down 0.2 percentage points compared to the 12 months to June 2018 (19.3%).

The decline in positive outcome rate for high harm has over the year been attributed to the notable increase in high harm offences. High harm volumes and associated positive outcome rate continues to be monitored as part of the force’s balance scorecard and feature within the performance framework whereby Assistant Chief Constables (ACC) monitor Chief Superintendent performance.

Comparing latest 12 months to a month ago

Force: High harm positive outcome rate

Latest Positive Outcome Rate	Previous Positive Outcome Rate	Positive Outcome Rate Point Change	Rolling year trend to end of July 2018
19.1%	19.3%	-0.2%	

Force: Vehicle crime

Comparing latest rolling 12 months to July 2018 the volume of vehicle crime offences recorded as 6,108 which is up 22.8% compared to the rolling 12 months to July 2017 (74,975).

Vehicle offences offences recorded

Crime Latest 12 months	Crime Previous 12 months	Crime change	%age Crime change	Rolling year trend to end of July 2018
6,108	4,975	1,133	22.8%	

The increase in vehicle crime relates to increases across all the sub types of vehicle crime in particular theft from a motor vehicle which is now a statistically significant high over the last two years.

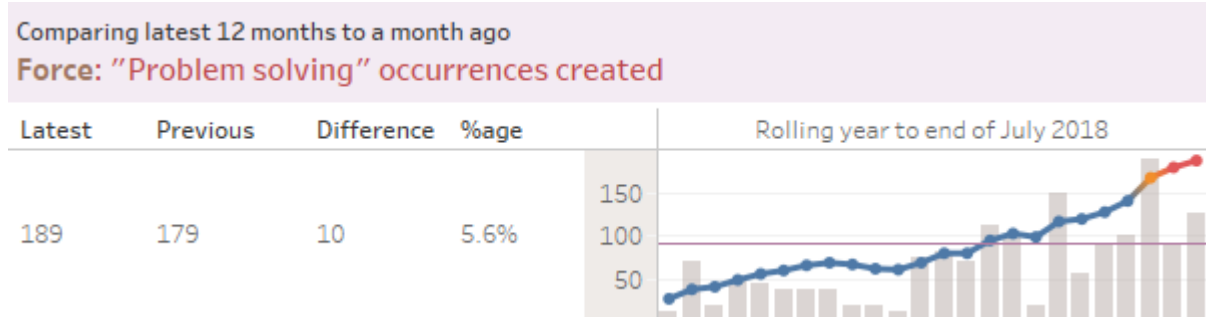
Comparing latest 12 months to a year ago

Vehicle crime breakdown

Category	Crime Latest 12 months	Crime Previous 12 months	Crime change	%age Crime change	Rolling year trend to end of July 2018
Theft from a vehicle	3,783	3,179	604	19.0%	
Theft or unauthorised taking of a vehicle	1,457	1,234	223	18.1%	
Vehicle interference and tampering	868	562	306	54.4%	

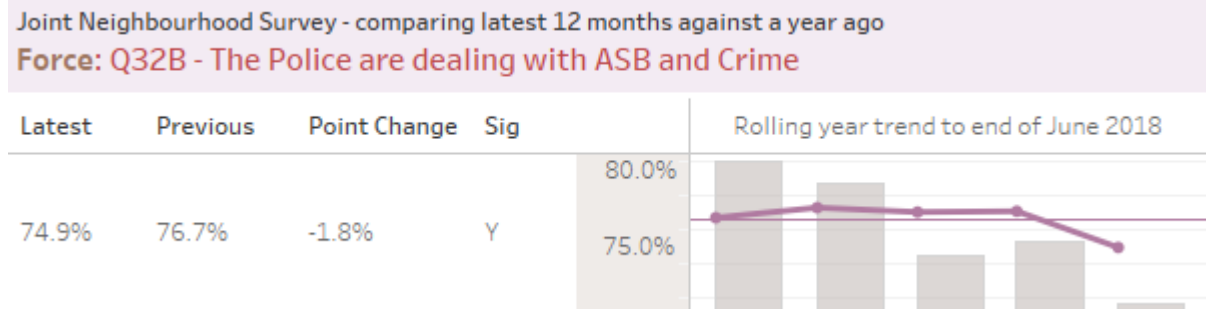
Problem Solving Occurrences

The 12 months to July 2018 show the volume of problem solving occurrences recorded as 189 which is up 5.6% compared to the 12 months to June 2018 (179). Volumes continue to increase as improvements are made to accurately record these occurrences.



Dealing with ASB and Crime

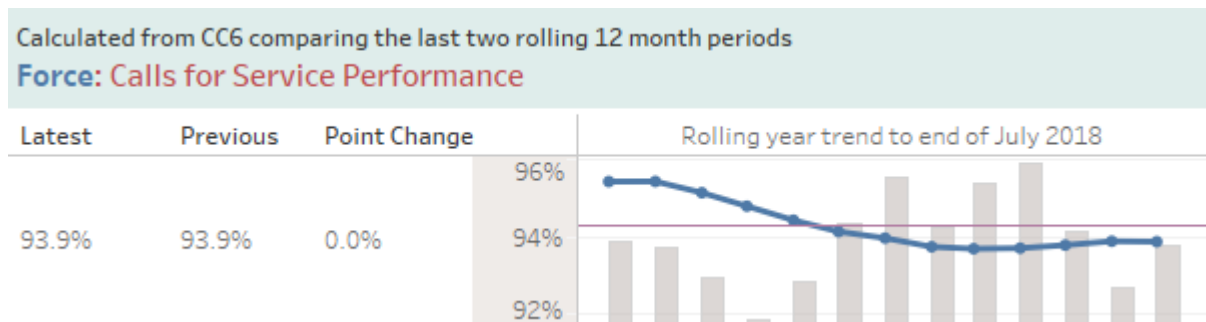
Joint Neighbourhood Survey results for the 12 months to June 2018 shows that 74.9% of respondents agreed that Surrey Police are dealing with anti-social behaviour and crime issues that matter in their area. This is a slight decrease on the previous year (-1.8% points) and the latest quarter (Apr-Jun 2018) results show a decrease of -3.6% points to 71.6%.



Call Handling and Deployment

Force: Calls for Service Performance

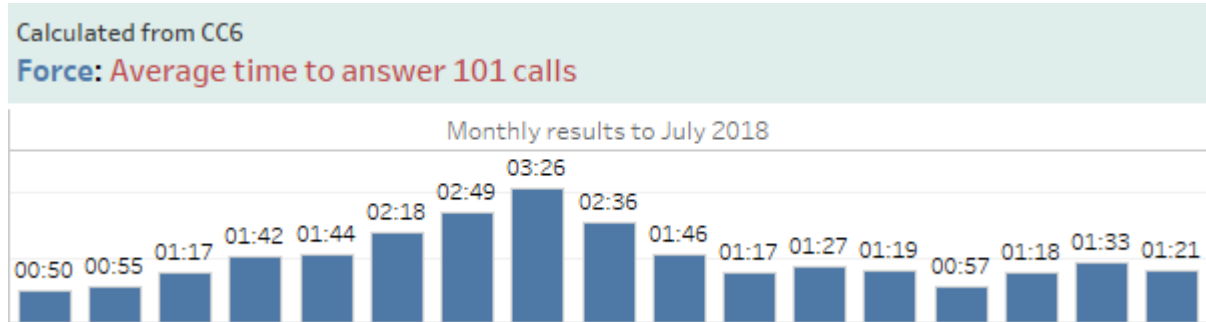
999 call handling performance remains strong and is always given priority. Latest 12 months to July 2018 shows 93.9% which is consistent with the 12 months to June 2018.



Force: Average time to answer 101 calls

101 call handling performance sees a greater degree of variation than 999 performance mainly due to a number of factors including continued prioritisation of 999 emergency calls over 101 calls, and the greater volume of calls we see during the summer months or following a significant incident.

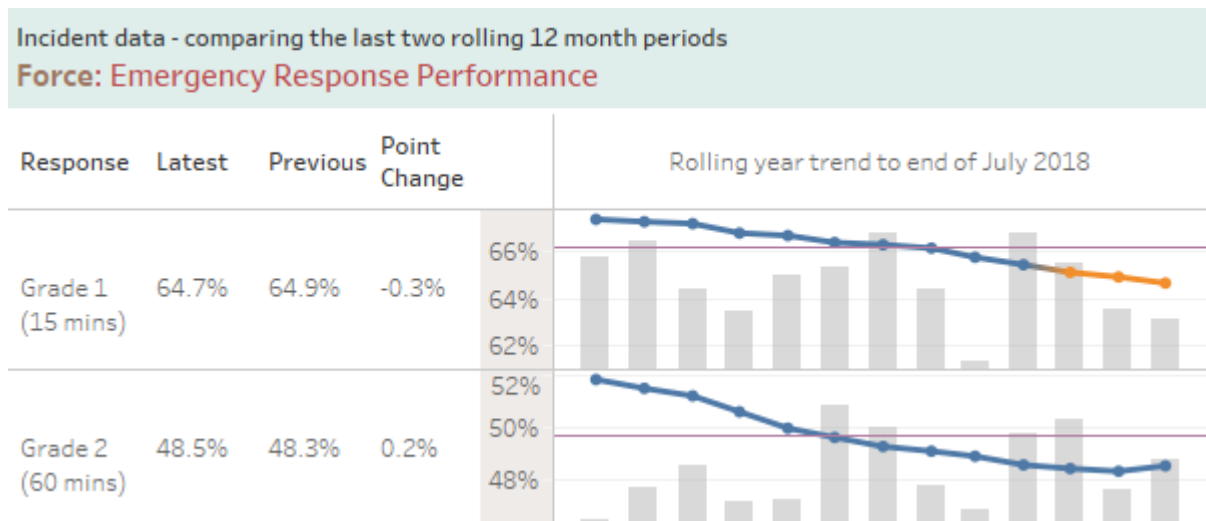
Performance below shows the latest monthly results are within expected range.



Force: Emergency Response Performance

Grade 1 & 2 response performance has reduced over the last 12 months. The latest 12 months to July 2018 shows grade 1 performance down 0.3 percentage points compared to the 12 months to June 2018. Grade 2 has shown an improvement in the latest 12 months up 0.2 percentage points compared to previous month.

The reduction in performance has been a focus of the monthly Force Performance Board (FPB) chaired by the Deputy Chief Constable. A working group has been analysing the issue and identified various causes and has now introduced measures to prevent further reduction, which will be monitored at the FPB.



Terrorism

Surrey Police continues to play an integral part in the delivery of the UK Government's counter terrorism strategy (CONTEST) across the County. In April 2017 Prevent became a South East regional unit alongside all areas of Counter Terrorism policing in the South East region. It now falls under the umbrella of Counter Terrorism Policing South East (CTPSE) which is guided by the Prevent team at the National Counter Terrorism Police Headquarters and the Home Office. A 2018/19 national tactical plan is due for release. This will identify key deliverables for the police following the clearly identified roles of the Police outlined within the Counter Terrorism and Security Act 2015.

Surrey Police Prevent continues to support statutory partner agencies in embedding the Prevent Duty element of the Counter Terrorism and Security Act 2015. This is driven through the County wide, multi-agency Prevent executive board at which Surrey Police remains a key member. This group is responsible for reviewing Prevent activity, embedding legislative requirements, information sharing and ensuring the County meets national expectations in relation to Prevent. This Group also leads on the Prevent recommendations outlined within the County wide Counter terrorism Local Profile (CTLP). The 2017 CTLP document is due for release in June 2018.

All statutory partner agencies hold a Prevent Action plan which ensures local delivery sits in line with requirements outlined in the Prevent duty and the national Prevent service deliverables. These plans are collated, overseen and monitored by Surrey County Council as part of their Prevent duty responsibilities.

The Channel process in Surrey is maintained by Surrey County Council and Surrey Police remain a key agency as detailed by Home Office guidance. Embedding Prevent within mainstream safeguarding and in particular educating front line practitioners across agencies remains a national priority. Training delivery continues across statutory agencies in Surrey including Surrey Police. This is overseen by the county wide Prevent board and coordinated by Prevent leads within each agency.

2. Building Confident Communities

Force: Crime Survey for England and Wales (CSEW) Confidence

For the 12 months up to March 2018, the Crime Survey for England and Wales placed Surrey 1st for public confidence, up 1.7 percentage points to 88.6%. An increase in subscriptions to 'in the know' and Surrey's use of overt communications, keeping the public informed of our activity via social media providing real time feedback, engagement with the local communities, high profile incidents/convictions etc. is likely to have all contributed to this increase confidence in Surrey Police.

Updated quarterly Crime Survey for England and Wales

Force: CSEW Confidence

Rolling year trend to end of March 2018

88.6% (Up: 1.7%)

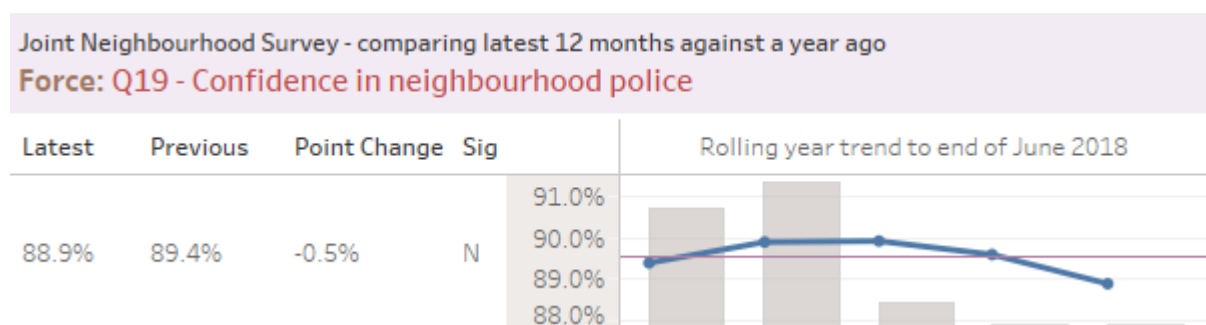
National ranking: 1 (previous ranking : 3)

Force: Q19 – Confidence in Neighbourhood Police

Surrey County Council and Surrey Police survey over 6000 residents a year as part of the Joint Neighbourhood Survey (JNS).

In the 12 months to June 2018 those asked, ‘taking everything into account, how confident are you in your neighbourhood police? 88.9% said they were very or fairly confident. This is -0.5% points lower than the previous year end result but broadly mirror the confidence results from the national crime survey for England and Wales highlighted above.

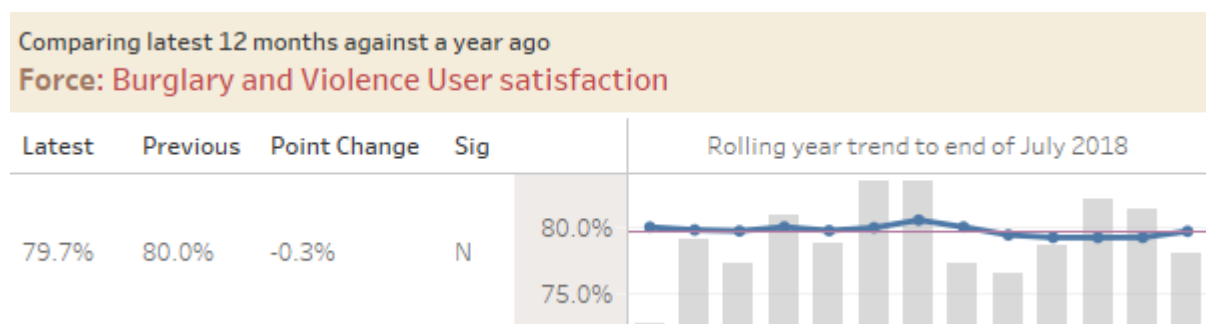
The slight drop in confidence in the latest quarter potentially relates to a decrease in agreement that the police are dealing with the crime and ASB issues that matter in the respondent’s neighbourhood. A decrease of -3.6% points this quarter (Apr-Jun 2018) to a low of 71.6%.



3. Supporting Victims

Force: Burglary and Violence User Satisfaction

The 12 months to July 2018 shows the burglary and violent crime satisfaction as 79.7% which is down 0.3 percentage points compared to the 12 months to July 2017 (80.0%).



Overall satisfaction has decreased -3.3% points to 78.0% in July 2018 (May incidents), with the Financial Year to Date (FYTD) result just +0.6% points above the Year End (YE) 17/18 result at 80.0%. Decreases were seen on all satisfaction indicators this month.

Satisfaction with actions taken has decreased -3.8% points to 71.2% in July (May incidents), with the FYTD result remaining below the YE 17/18 result at 75.3% (-2.1% points).

Satisfaction with kept informed has also decreased, to 68.2% (-3.2% points), with the FYTD result -2.5% points below the YE 17/18 result at 68.0%.

Satisfaction with treatment decreased -7.3% points this month to a low 85.6%, with the FYTD result -1.5% points below the year end 17/18 result at 89.6%.

Overall satisfaction for victims of burglary has decreased to 88.7% this month (-4.8% points), though the FYTD result remains above the year end 17/18 result at 87.5% (+2.9% points). Overall satisfaction for victims of violent crime has decreased -1.1% points to 68.6% this month, with the FYTD result below the YE 17/18 result at 72.9% (-1.7% points).

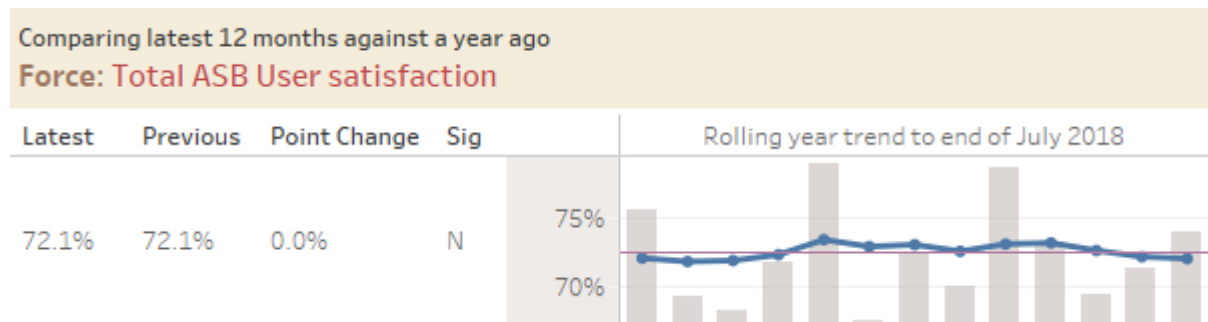
Force: Rolling quarterly results for Victim Contact Compliance

Latest results for victim contract compliance are shown below. The 12 months to May 2018 shows the compliance rate of 78.0% up 1.4 percentage points compared to the 12 months to April 2018 (76.7%).



Force: Total ASB User satisfaction

The 12 months to July 2018 shows the Total ASB User satisfaction as 72.1% which shows no change from the 12 months to June 2018 (72.1%).



For July 2018 (May incidents) overall satisfaction for ASB increased +2.6% points to 73.9%. However, the FYTD result is currently -1.2% points below the previous year end result at 71.9%.

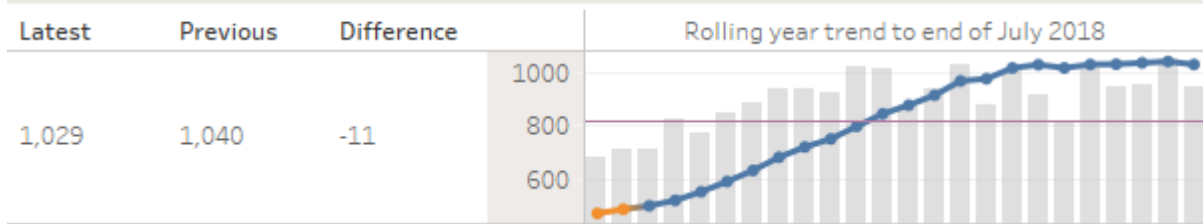
4. Preventing Harm

Force: Repeat Vulnerable Missing Individuals

The volume of vulnerable missing individuals over the last 12 months to July 2018 is 1029, a slight reduction on the volume recorded in the 12 months to June 2018.

NICHE missing person - comparing latest 12 months to a month ago

Force: Repeat Vulnerable missing individuals

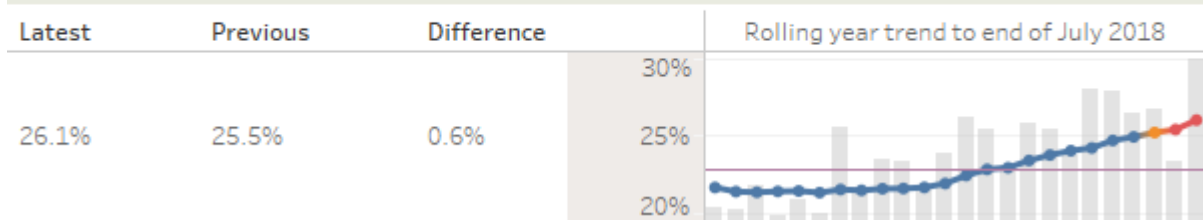


Force: Repeat Victims of High Harm

The 12 months to July 2018 shows the force has a repeat rate of 26.1% for high harm offences which is up 0.6% points compared to the 12 months to June 2018 (25.5%).

Crime data - comparing latest 12 months to a month ago

Force: Repeat victims of high harm



Mental Health Needs

Surrey Police works alongside key partner agencies such as Surrey and Borders NHS foundation trust, Surrey County Council and the county’s Acute hospitals in both a strategic and operational capacity with the aim of delivering a coordinated approach to supporting those with mental health problems.

Surrey Police has a dedicated Mental Health Portfolio lead which is responsible for overseeing a wide range of internal and partnership strategy with regards to Mental Health. This role represents Surrey Police on the county wide Mental Health Crisis Care Concordat which, in line with Home Office guidance, aims to deliver a high quality, multi-agency response when people with mental health problems require support.

Multi-agency strategy and working practices are developing across Surrey to support those with mental health problems in the most appropriate way. This includes ongoing review of mental health policy and procedure such as the multi-agency, county wide policy relating to section 136 of the Mental Health Act 1983 (due for completion in September 2018). Surrey Police and partner agencies continue to support projects such as the embedded mental health practitioners within the Surrey Multi-Agency Safeguarding Hub (MASH) and the Surrey Police contact centre to build closer working relationships across front line practitioners and deliver a high standard of service to vulnerable people in the community.

Performance of services is monitored and assessed across agencies and is overseen by the Home Office. The Surrey Police Mental Health portfolio lead is responsible for collating and assessing performance to ensure Surrey Police is achieving the standards outlined by the College Of Policing.

5. Making Every Pound Count

Please see attached paper - Force Financial Report Month 3 - 2018/19.

6. A Force Fit for the Future

Estates Strategy

A strategic business case to replace a number of out-dated and costly buildings with modern, fit for purpose estate was approved last year. Sites identified for disposal include the Mount Browne HQ, Woking police station and Reigate police station and a number of potential future estate model options have been under review. In March of this year the Police and Crime Commissioner and the Chief Officer Group approved a recommendation for replacement of these sites with a new combined HQ and East Division hub in the Leatherhead/Dorking area.

Work continues to assess the suitability and feasibility of a number of potential site options. Depending on location the site may also provide a central hub for Roads Policing and Armed Response teams, freeing further sites for disposal. A central HQ location will ensure specialist teams are able to respond effectively to county-wide demand and that the force is well placed to maximise opportunities emerging as a result of increased collaboration with partner forces across the South East.

Consolidating a number of sites into a single new one is cost-effective and will maximise savings in estate running costs. Rationalisation of the estate will be underpinned by widespread rollout of modern, agile working practices supported by appropriate technology. The first agile working pilot went live in June with a number of support departments at Mount Browne now working from modernised working environments and benefitting from more choice over where and when they work. Initial indications are that the impact has been positive in terms of staff morale and performance as well as space use efficiency. Preparations for a second pilot involving a number of operational teams based at Reigate police station are well underway, with the pilot due to go live in December 2018. Learnings from both pilots will be invaluable in informing future plans as estate changes progress and agile working is rolled out more widely.

Recommendation(s)/Future Activity: The Police and Crime Commissioner is asked to note the contents.

Risks: Performance risks are addressed through the Force Performance Board chaired by the Deputy Chief Constable.

Attachments/ Background Papers: Force Financial Report Month 3 – 2018/19

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