



**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: 8<sup>th</sup> February 2019**

**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**

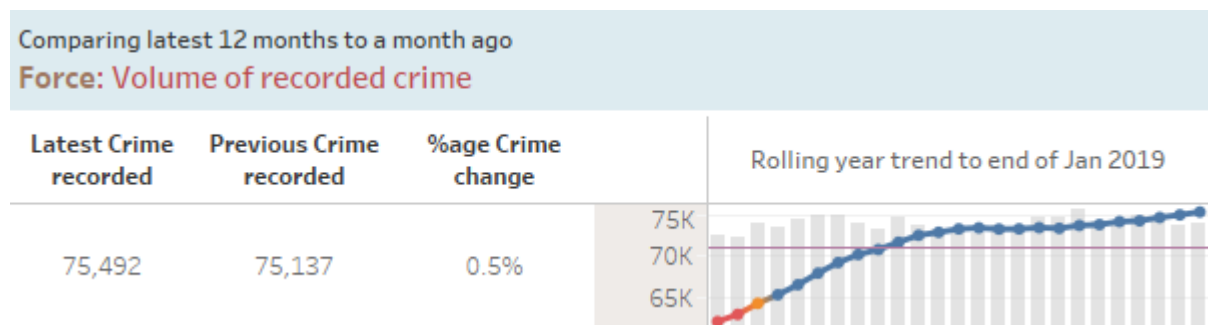
**Force Recorded Crime and Positive Outcomes:**

**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 January 2019 the volume of notifiable offences recorded was 75,492 which is up 0.5% compared to the 12 months to December 2018 (75,137). 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 has 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.

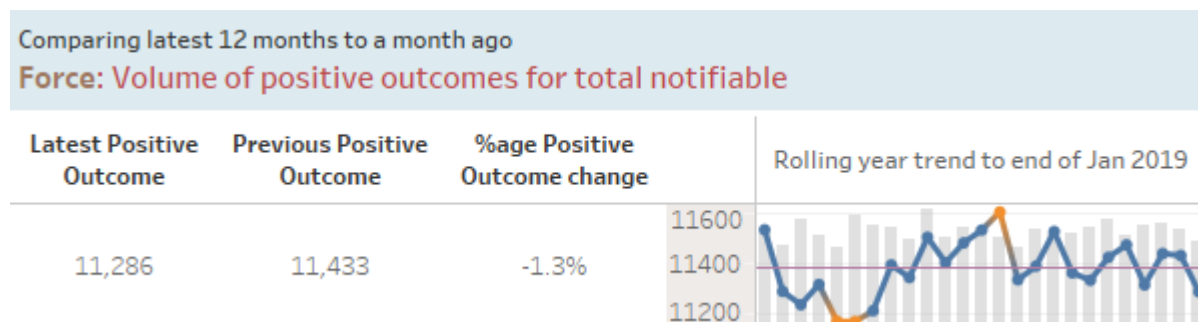
The latest ONS data to the end of September 2018 shows that total crime is up 8% across England and Wales when compared to the 12 months to September 2017. The south east region has recorded an increase of 12%, with Surrey recording an 10% increase. With 62.1 Surrey is recording the eight lowest crimes per 1000 population across England and Wales. Surrey has the lowest rate in the south east region.



### 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).

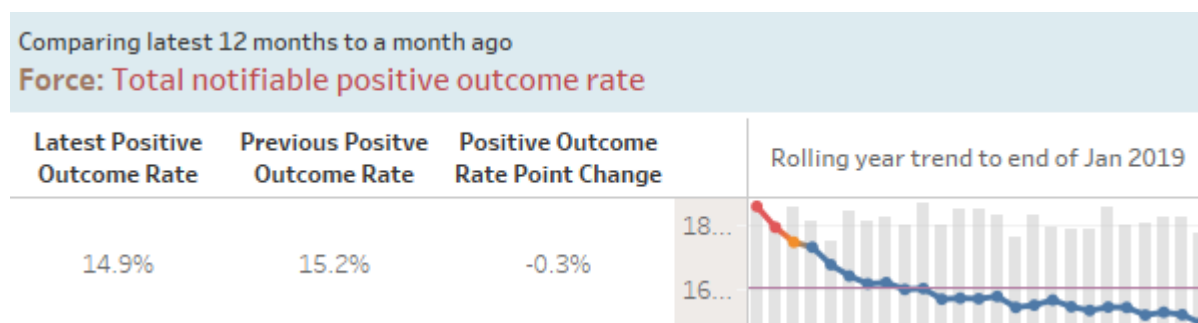
For the 12 months to January 2019 the volumes of positive outcomes for notifiable offences recorded was 11,286 which is down 1.3% compared to the 12 months to December 2018 (11,433).



### 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 January 2019 the positive outcome rate for notifiable offences was 14.9% which is showing a reduction of 0.3 percentage points compared to the 12 months to December 2018 (15.2%).



### Force: High harm positive outcome rate

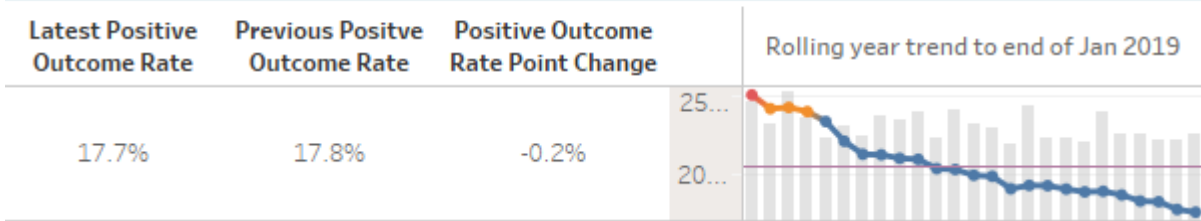
High harm offences are comprised of the following types of crime: Serious Sexual Offences, domestic related offences involving violence, child abuse offences and hate crime offences.

For the 12 months to January 2019 the positive outcome rate for high harm offences was 17.7% which is down -0.7 percentage points compared to the 12 months to December 2018 (17.8%).

The continued decline in positive outcome rate for high harm featured as part of January's Force Performance Board. Serious sexual and child abuse represent the biggest challenges. The volume of serious sexual offences is increasing as is their complexity, partly due to changes to disclosure regime with demand outstripping capacity – charging decisions taking longer and more difficult to acquire. An improvement plan is in place to monitor this. Historical child abuse flagging is also an issue and distorting the true picture when we compare to previous years.

Comparing latest 12 months to a month ago

**Force: High harm positive outcome rate**

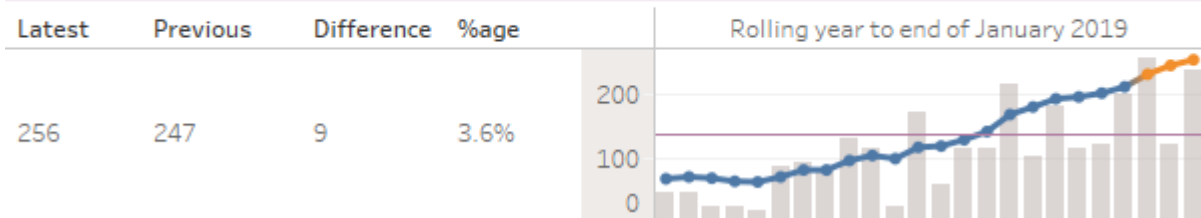


**Problem Solving Occurrences**

The 12 months to January 2019 show the volume of problem solving occurrences recorded as 256 which is up 3.6% compared to the 12 months to December 2018 (247). Volumes continue to increase as improvements are made to accurately record these occurrences.

Comparing latest 12 months to a month ago

**Force: "Problem solving" occurrences created**

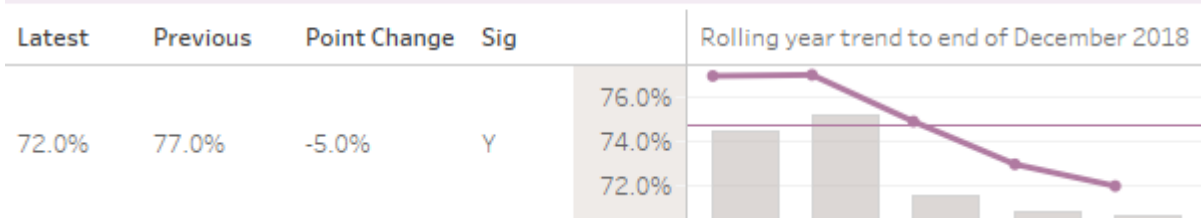


**Dealing with ASB and Crime**

Joint Neighbourhood Survey results for the 12 months to December 2018 shows that 72.0% of respondents agreed that Surrey Police are dealing with anti-social behaviour and crime issues that matter in their area. This is a further decrease on the previous year (-5.0% points) and the latest quarter (Oct-Dec 2018) results show a decrease of -0.2% points to 70.6%. This continued decline has been noticed by the Force Performance Board and an action was agreed at the Board for a paper looking into the potential drivers.

Joint Neighbourhood Survey - comparing latest 12 months against a year ago

**Force: Q32B - The Police are dealing with ASB and Crime**



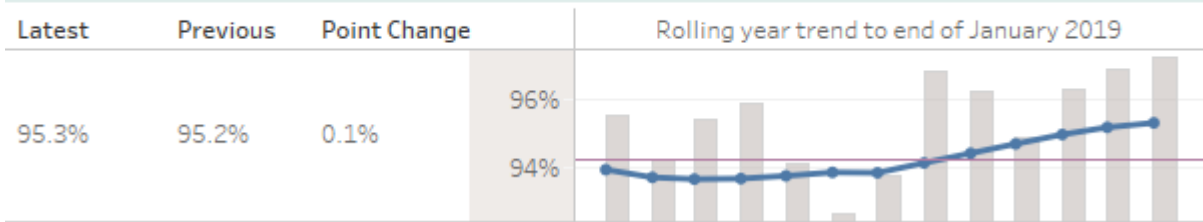
**Call Handling and Deployment**

**Force: Calls for Service Performance**

999 call handling performance remains strong and is always given priority. Latest 12 months to January 2019 shows 95.3% which is a continued improvement compared with the 12 months to December 2018.

Calculated from CC6 comparing the last two rolling 12 month periods

**Force: Calls for Service Performance**



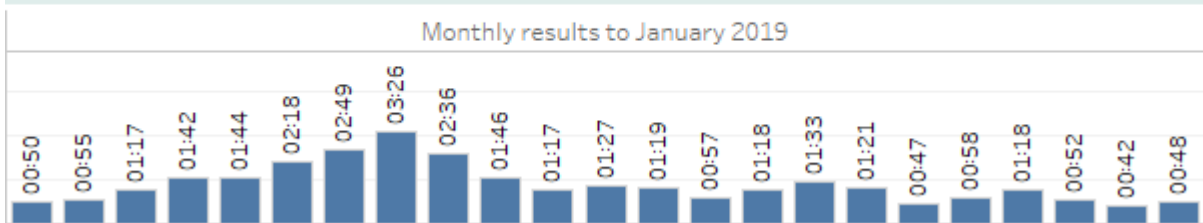
**Force: Average time to answer 101 calls**

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.

Calculated from CC6

**Force: Average time to answer 101 calls**

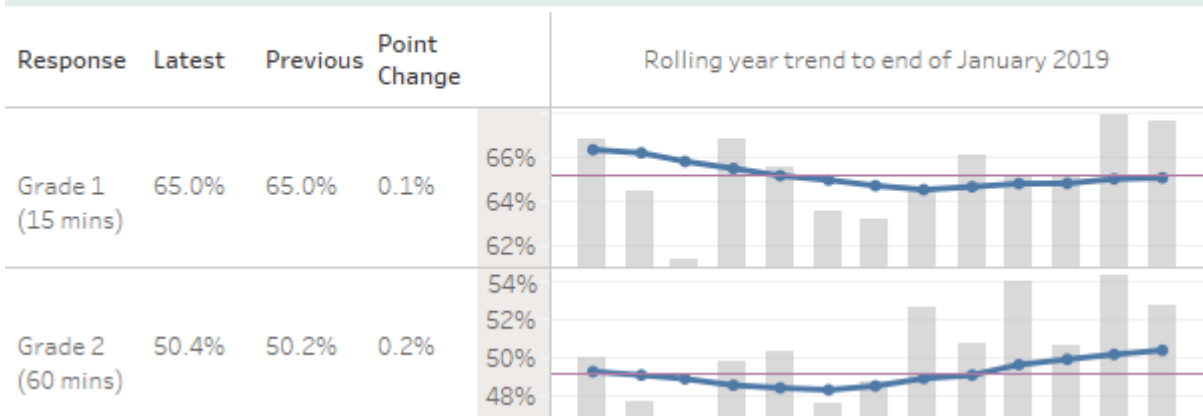


**Force: Emergency Response Performance**

Grade 1 & 2 response performance has reduced over the last 12 months. The latest 12 months to January 2019 shows grade 1 is showing no change compared to the 12 months to December 2018. Grade 2 has shown an improvement in the latest 12 months up 0.2 percentage points compared to previous month.

Incident data - comparing the last two rolling 12 month periods

**Force: Emergency Response Performance**



## **Counter Terrorism (CT)**

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.

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 Force's management of its Prevent duty has recently been subject to a national thematic inspection by HMICFRS, and whilst the official findings of the report will not be published until the latter half of 2019, the inspection team acknowledged a good level of awareness amongst frontline officers and staff of the police's role in delivering Prevent. They were particularly impressed with the multi-agency management of high risk individuals through the Channel process, previously considered an area of concern in the Op Air review, commenting that it was an exemplar of the process, and highly effective.

The Force is currently piloting a new, single referral process for partner agencies which allows for simultaneous safeguarding and CT assessments of individuals identified of being at risk of radicalisation. This process, the first of its kind in the country, has increased both the quality and quantity of referrals and based on its successful evaluation is due to replicated across other Forces in the region from the 1<sup>st</sup> March.

Surrey Police and Counter Terrorism Policing Surrey East (CTPSE) are looking to increase our joint understanding of the CT threats and risks within Surrey and to identify emerging issues or vulnerabilities. In order to improve situational awareness in this area the approach to data collection for Surrey's annual Counter Terrorism Local Profile has been revised with each Borough being set a detailed data collection plan, requiring local consultation, to generate a richer picture. Work is underway to better engage statutory and non statutory partners, overseen and driven by the Surrey Prevent executive Group, to gather greater information from partner data sets on the composition of our communities and any extremist threat to assist in delivering our shared Prevent Duty.

## **2. Building Confident Communities**

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

For the 12 months up to September 2018, the Crime Survey for England and Wales continues to place **Surrey 1st for public confidence**. Although the latest results show a reduction of 3.2 percentage points over the last quarter to 83.7%.

Updated quarterly Crime Survey for England and Wales

**Force: CSEW Confidence**

Rolling year trend to end of September 2018

**83.7%** (Down: -3.2%)

National ranking: 1 (previous ranking : 1)

**Force: Q19 – Confidence in Neighbourhood Police**

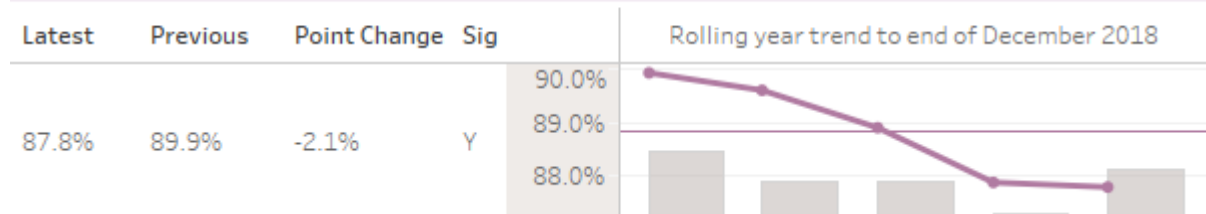
Surrey County Council and Surrey Police survey over 6000 residents a year as part of the Joint Neighbourhood Survey (JNS).

In the 12 months to December 2018 those asked, ‘taking everything into account, how confident are you in your neighbourhood police? 87.9% said they were very or fairly confident. This is -2.1% points lower than the 12 months to December 2017 and broadly mirror the confidence results from the national crime survey for England and Wales highlighted above.

Despite a drop in rolling year results, confidence in neighbourhood police for the force has seen an increase this quarter to 88.1% (+0.8% points). After a period of lower confidence results, the latest result has increased and is broadly consistent with that seen in Quarter 3 17/18 (Q3 17/18: 88.5%, Q3 18/19: 88.1%).

Joint Neighbourhood Survey - comparing latest 12 months against a year ago

**Force: Q19 - Confidence in neighbourhood police**



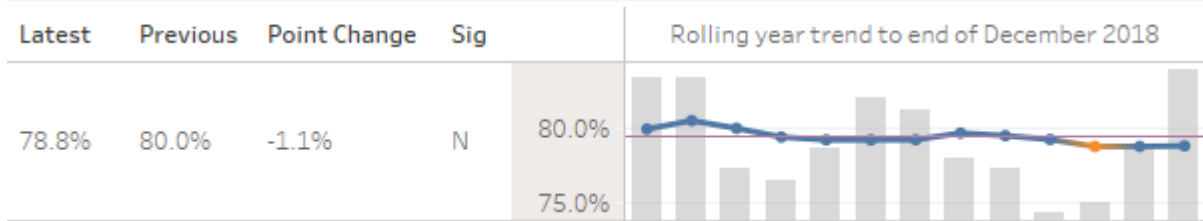
**3. Supporting Victims**

**Force: Burglary and Violence User Satisfaction**

The 12 months to December 2018 shows the burglary and violent crime satisfaction as 78.8% which is down 1.1 percentage points compared to the 12 months to December 2017 (80.0%).

Comparing latest 12 months against a year ago

**Force: Burglary and Violence User satisfaction**



Overall satisfaction has increased +5.1% points this month to 84.0%, though the FYTD result remains below the YE 17/18 result at 78.8% (-0.6% points). Despite this, decreases were seen on 3 out of the 5 satisfaction indicators this month.

Most notably, satisfaction with time taken to arrive decreased by -9.6% points this month to 75.0%. Satisfaction with kept informed also saw a large decrease this month to 68.3% (-7.3% points). However, satisfaction with actions taken increased +9.4% points this month to 84.6%.

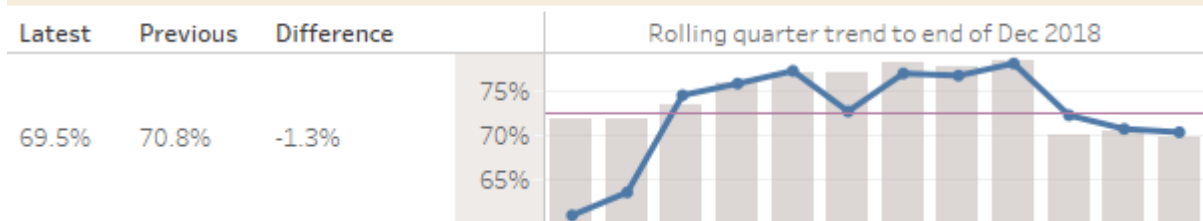
Overall satisfaction for victims of burglary has increased +4.7% points this month to 90.2%. The FYTD result is now above the YE 17/18 result at 85.5% (+0.9% points). Overall satisfaction for victims of Violent Crime increased to 78.1% this month (+5.4% points), though the FYTD result remains below the YE 17/18 result at 72.7% (-1.9% points).

**Force: Rolling quarterly results for Victim Contact Compliance**

Latest results for victim contract compliance are shown below. The 12 months to December 2018 shows the compliance rate of 69.5% down 1.3 percentage points compared to the 12 months to October 2018 (70.8%). NB: *It should be noted however that now four months-worth of the data (Jun/Jul/Sep/Nov 2018) are not available and therefore this comparison may no longer be a fair one.*

Victim contact comparing the last two rolling 3 month (Jun/Jul/Sep/Nov 18 unavailable)

**Force: Rolling quarterly results for Victim Contact Compliance**



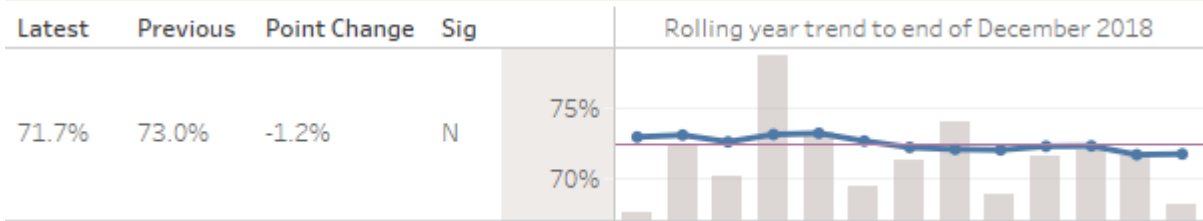
**Force: Total ASB User satisfaction**

The 12 months to December 2018 shows the Total ASB User satisfaction as 71.7% which shows a reduction of 1.2 percentage points from the 12 months to November 2018 (73.0%).



Comparing latest 12 months against a year ago

**Force: Total ASB User satisfaction**



This month overall satisfaction for all grades decreased -3.5% points to 68.1%. The FYTD result is currently -2.0% points below the previous year end result at 71.1%. Overall satisfaction for Grade 1-3 callers decreased -5.7% points to 74.1% and decreased -2.5% points to 65.4% for Grade 4 callers.

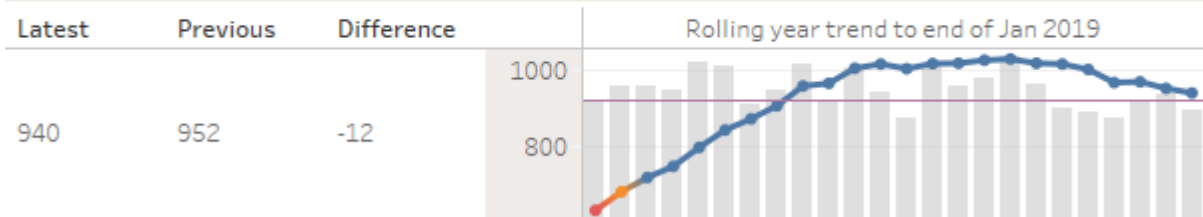
**4. Preventing Harm**

**Force: Repeat Vulnerable Missing Individuals**

The volume of vulnerable missing individuals over the last 12 months to January 2019 is 940, a slight decrease of 12 on the volume recorded in the 12 months to December 2018.

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

**Force: Repeat Vulnerable missing individuals**



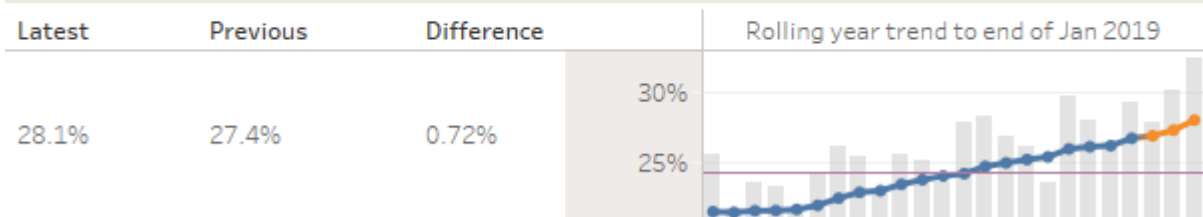
**Force: Repeat Victims of High Harm**

The 12 months to January 2019 shows the force has a repeat rate of 28.1% for high harm offences which is up 0.72 percentage points compared to the 12 months to December 2018 (27.4%).

NB: Force Performance Board has been looking at new measures that will focus on the repeat perpetrators of domestic abuse.

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 Partnership 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 who 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.

As a county the number of those detained under Section 136 of the Mental Health Act continues to decline. Closer multi-agency working aimed at providing a more effective response has significantly contributed to this positive outcome and Surrey Police are dedicated to developing this work further through partnership working initiatives. The Surrey High Intensity Partnership Programme (SHIPP) has been running for a 12 month period. The SHIPP team, which includes police officers and mental health nurses, focuses on providing support plans for those individuals whose needs and behaviour place a high demand on services. The success of SHIPP has been recognised locally and nationally and has seen significant improvements in many of the individuals receiving support through this process. Surrey Police also launched a Joint Response Unit in December 2018. This is a joint Police and Ambulance service initiative which aims to provide a more effective emergency response to those with multiple disadvantages. This is being piloted for a 6 month period in West Surrey with the aim of introducing this across the county.

Surrey Police is supporting Surrey And Borders Partnership NHS Foundation Trust with implementation of its mental health single point of access (SPA). This is to ensure that the police contact centre and the SPA call centre have embedded working practices to deliver the most effective response to those requiring mental health services. Alongside this there continues to be a mental health practitioner within the Multi Agency Safeguarding Hub providing support across agencies.

Specific performance data is monitored in force through the public protection performance process. This includes regular monitoring of the use of Sections 135 and 136 of the Mental Health Act, use of police vehicles to convey patients, use of diversion services by police and the number of calls and incidents Police receive in relation to mental health issues. This data is also recorded on behalf of the Home Office and Her Majesty's Inspectorate of Constabulary.

## **5. Making Every Pound Count**

Please see attached paper - Force Financial Report Month 8 - 2018/19. Month 10 will be available at towards the end of February 2019.

## **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 has been approved. Sites identified for disposal include the Mount Browne HQ, Woking police station and Reigate police station. A number of potential future estate model options have been under review. In March last 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. We are continuing to work with our professional advisors to identify and secure a suitable site within the preferred area.

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. Formal evaluation of the first pilot indicates some very positive outcomes as well as some valuable learning points that can be addressed in future schemes. A second pilot involving a number of operational teams based at Reigate police station is underway, with the teams now working in an agile way, and refurbishment works to their offices nearing completion. Learning points from these pilots will inform future plans as estate changes progress and agile working is rolled out more widely across the force.

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

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

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**Attachments/ Background Papers:** Force Financial Report Month 8 - 2018/19

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**Contact details**

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