

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

12th September 2018 10:00 – 12:00
Mole Valley Council Chamber

Attendees:

David Munro (Police and Crime Commissioner) PCC
Alison Bolton (Chief Executive – Office of the Police and Crime Commissioner) AB
Ian Perkin (Chief Finance Office – Office of the Police and Crime Commissioner) IP
Sarah Gordon (Office of the Police and Crime Commissioner – minutes) SG

Nick Ephgrave (Chief Constable - Surrey Police) CC
Gavin Stephens (Deputy Chief Constable – Surrey Police) DCC - **Apologies**
Paul Bundy (Head of Finance - Surrey Police) PB

Agenda Item	Subject/Note	Action
	<u>PART ONE IN PUBLIC</u>	
1.	<p>Introduction from PCC for public webcast</p> <p>The PCC opened the meeting and welcomed those watching the live webcast.</p>	
2.	<p>Actions from previous meeting</p> <p>There were no outstanding actions to discuss.</p>	
3.	<p>Public Performance Report</p> <p>The Chief Constable (CC) said that there had been a steady but consistent increase to crime numbers over the past few years which were in part attributed to new Home Office Counting Rules, increases in reports of domestic abuse and sexual offences and also new offences. The total number of crimes was levelling off with this year's numbers similar to last years. The CC was cautiously optimistic subject to anything unforeseen happening that would cause the numbers to increase</p> <p>The PCC agreed that more reporting was not necessarily a bad thing. He noted that burglary had experienced a downward trend but that robberies were increasing; he questioned the reason for this. The CC said that this was being looked at. Although the percentage was high the actual numbers remained small. This had been tasked out to determine what had driven the numbers up and whether there were any hotspots.</p> <p>ACTION: To provide PCC with an update when the work to look into increase in robbery numbers was complete.</p> <p>The CC said that visible patrols and stop and search were some of the</p>	CC

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	<p>tactics used to tackle robbery and these hadn't changed in over 20 years. If the force were to focus on this issue then resources would have to be taken from elsewhere. The PCC said that the use of stop and search was correct and that it wasn't, in his view, used inappropriately.</p> <p>Crime recording had stabilised and so too had the positive outcome rate. The PCC said that, to the public, the positive outcome rate would seem to be low. He asked whether Surrey was an outlier in this aspect. The CC said that Surrey was well placed nationally for solvability of crime but that the force had to look at the threat of harm. It wasn't in a position financially to be able to investigate all crimes and therefore an assessment had to be made. Since 2012 there had been a 123% increase in crimes involving violence and/or vulnerable victims. The force could only focus its limited resources in areas that would cause most threat, risk and harm to local communities.</p> <p>With regards to burglary the current detection rate was lower than in previous years, but nationally, Surrey was doing better than many other forces. There had also been a decrease in the number of detected RASSO (rape and serious sexual offences) offences. This was partly due to technical reasons such as an increase in reporting and also issues relating to disclosure. This was causing a delay in submissions to the CPS as the disclosure process was now a longer and more detailed process. The CC was confident that detection rates would bounce back. The CC was leading nationally on disclosure and it was a difficult area.</p> <p>Vehicle crime had increased significantly, particularly theft from and damage to. This was not consistent across the county and although numbers were not huge it was a significant increase. Work was being undertaken to look at patterns and any obvious teams of offenders. Nothing specific had been found yet. As it was not a crime of violence resources would have to be monitored. It was a delicate judgment with regards to investigation. The force would target hotspots and offenders. Better guidance would also be offered to residents and owners about making vehicles less vulnerable. The PCC offered to play a part in any awareness campaign.</p> <p>Officers were becoming better problem solvers. The CC and DCC had given presentations to Sergeants across the county on how to become better problem solvers, not just good responders. Problem solving activity on Niche was being measured and there had been a significant and steady rise in problem solving occurrences.</p> <p>There had been a slight decrease in the public agreeing that the force dealt with anti-social behaviour but it wasn't a significant amount. It continued to be a focus for the force. The PCC said that he would keep a watching brief.</p> <p>The PCC said that call handling performance looked fine. The CC agreed that it was better than it had previously been. Non-emergency figures saw a greater degree of variation than emergency calls but figures were favourable in comparison to other public services. Approximately 600,000 calls were received into the 101 number each</p>	
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	<p>year and call handlers deserved credit for their work. When callers did get through to the Contact Centre they received a very professional service.</p> <p>The PCC had received feedback that the recorded message that callers heard when dialling 101 was too long and that they didn't want to be directed to using the online service. The PCC thought however that it was necessary to persuade callers to report certain incidents online if appropriate. The CC said that some people preferred to report incidents online and this was where the service was heading. Online reporting was better for some incidents.</p> <p>Response times remained broadly unchanged. It was a difficult area to get right. Officers needed to attend certain incidents quickly but also safely for their own safety and also that of other road users. Policing style was now different with first responders dealing with an entire incident from start to finish. Therefore officers would spend longer at an incident than they may have done previously.</p> <p>ACTION: Look at emergency response times in more detail at October meeting (already on agenda).</p> <p>Levels of confidence were good and Surrey had the highest figures in the country. The figures predated the summer so the next report would show that quarter. The PCC was pleased with the figures and congratulated officers for their hard work.</p> <p>ACC Kemp had done a good job of driving up victim contact compliance. The focus was now on quality rather than quantity and the force wanted to drive up the quality of victim contact. The PCC said that he hoped that the reorganisation of victim support services would help to increase satisfaction.</p> <p>Incidents of repeat victims and repeat vulnerable people was a high priority for the force. A new initiative on the eastern side of the county was focusing on perpetrators in domestic abuse incidents. It was hoped that this initiative would help to reduce the number of high harm victims.</p> <p>There had been significant issues with dealing with those with mental health issues a few years ago but the force has taken a new approach with regards to use of custody. Now there was almost always medical provision in place instead. Local authorities and healthcare providers had more resource but still not enough. The PCC said that he had been made aware of frustrations around this issue especially at Farnham Road Hospital. The CC said that he was unaware of any issues at the hospital but he would look into it outside of the meeting.</p> <p>ACTION: CC to look into issues at Farnham Road Hospital</p> <p>The PCC said that as a member of the Health and Wellbeing Board he would be able to raise any issues there if required.</p>	<p>CC</p> <p>CC</p>
<p>4.</p>	<p>Force Finance Report</p> <p>Paul Bundy (PB) presented the report. With regards to the revenue and capital programme there was a projected £0.5m overspend which was consistent with Month 2. Month 4 showed a £0.7m overspend. Salaries were the largest expenditure. The forecasting showed an overspend on</p>	

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	<p>police officer salary as the force had more officers than were budgeted for. The turnover rate had slowed down and there were also transferees coming in from other forces. Police staff salary showed an underspend. It had remained static through the year and the force was retaining more vacancies. It was good mitigation against officer salaries. Police officer overtime was substantially lower than it had previously been. This would be sustained going forward. Officer injury awards would show an overspend.</p> <p>The PCC said he would like there to be no overspend by the end of the year although he understood the pressures on the officer budget. He questioned whether the police staff vacancies were having an impact on operational functions. The CC said that police staff were essential to support officers in various functions. The force was currently managing to operate at a 7% vacancy rate and he had tasked his Chief Officer Group to look at the impact of carrying vacancies more permanently. The impact of vacancies had hit some areas harder than others. Communications department was struggling with vacancies and the audit function was below where it should be. This was being looked at as part of the financial planning for next year.</p> <p>The two year capital programme was a flexible programme with some schemes being brought forward and some being deferred. The 2018/19 budget had been reduced by £2.5m to £15.9m and the total two year programme remained at £18.4m.</p> <p>The force was on target to save £5.3m. There was a risk around motor insurance; this was still in the procurement phase but there was a possibility that premiums would increase.</p> <p>Financial regulations required the PCC to approve budget transfers greater than £0.5m. The PCC gave his approval for those transfers as set out in the paper.</p> <p>The CC stated that there wasn't a lot of slippage that could be afforded in the budget. He was aware that it wouldn't take much for the force to be put into difficulties.</p> <p>The PCC said that he had been contributing to national work around police funding. He had highlighted that Surrey wasn't treated fairly with regards to the funding formula.</p>	
<p>5.</p>	<p>Surrey County Council OFSTED Response of Children's Services</p> <p>The CC explained that the OFSTED report was in contrast to the improvements that had been made in Surrey Police. The force had been rated 'good' in this area. He was willing to provide support to local authorities to help them improve. The police activity that was highlighted in the report was:</p> <ul style="list-style-type: none"> - Children detained in overnight custody - Number of referrals to the MASH <p>Custody – if an arrest was made of an under 18 for a criminal offence and they were charged, a decision then had to be made under PACE of whether that person should be remanded in custody to attend court in</p>	

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	<p>the morning. If remanded, there was an issue of where they should be kept. It was the responsibility of the local authority to house under 18s overnight but in the past the local authority hasn't had the ability to do that. In that case there was a decision to be made about whether they were kept in custody or whether they were released in which case there could be a risk that they then abscond overnight and not attend court the next day. Some detainees required secure accommodation but there wasn't any in Surrey. There was sometimes no alternative but to use custody. There had been improvements in these issues since the report was published.</p> <p>The force was also looking at the issue of children held in custody pre-charge. Sometimes enquiries would continue overnight before any charges were brought. Changes had also been made to police bail which had muddied the waters. Officers were struggling to justify bailing in some cases so detainees would be kept in custody to avoid the risk of absconding.</p> <p>The CC wanted to reassure the public that custody suites were generally safe places. Although they were not ideal places for children he was confident that people were detained safely. The PCC agreed that although not ideal, custody was a safe place for a child.</p> <p>MASH referrals – the MASH was an information sharing hub for health, police and local authorities. The number of referrals had been higher than expected and the team was under pressure. The highest number of referrals came from the police. The CC said that he didn't completely agree with the criticism in the report as the purpose of the MASH was for information sharing. There was now a revised referral process and a new risk and recording process in place. Progress had been made against that finding.</p> <p>The PCC was supportive of the work being undertaken.</p>	
<p>6.</p>	<p>Local Policing and Prevention</p> <p>The CC presented the report. He said that the PiYN (Policing in Your Neighbourhood) programme had been embedded for two years and the Force was now better at prevention and problem solving. The programme was proven to work. There had been teething issues but the CC was pleased with the improvements made.</p> <p>He explained that there were weaknesses in the system which he and his chief officers had been working to resolve. There was a mismatch between the current roles of APT Inspector and Neighbourhood Inspector. The CC was currently looking at a better arrangement to make responsibilities fairer. The role of the Neighbourhood Inspector would be enhanced and they would become known as a Neighbourhood Commander. Their line manager responsibilities would be more aligned to their expertise and they would be able to dedicate more time to problem solving. This would ensure a better division of labour.</p> <p>Gap analysis work had taken place which showed that there was more work to be done with schools and Neighbourhood Watch.</p>	

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	<p>Neighbourhood Watch was an important resource and the police needed to make use of them as they would be able to assist with the problem solving approach.</p> <p>The DCC was the national lead for neighbourhood policing and had helped to develop local guidelines on what good neighbourhood policing should look like. There was an action plan in place to address each of the seven areas that were outlined in the guidelines: engaging communities; solving problems; targeting activity; promoting the right culture; building analytical capability; developing officers, staff and volunteers; developing and sharing learning.</p> <p>The PCC said that he was pleased to see the renewed emphasis. He agreed that PiYN was the right structure. The journey had been harder and had taken a little longer to embed than initially expected but he got the feeling that everyone was keener to engage and had the right tools to do that.</p> <p>One issue that had been raised to the PCC was the lack of adequate parking at shared locations across the county both for police vehicles and personal vehicles. The CC was unaware of this issue but said that he would made enquiries and report back to the PCC outside the meeting.</p> <p>The PCC agreed that more could be done with Neighbourhood Watch – it worked well in some areas but not so well in others.</p>	<p>CC</p>
<p>7.</p>	<p>Disclosure</p> <p>The paper was noted.</p> <p>The PCC thanked the CC for his work on this issue from a national perspective. The CC emphasised that steady progress was being made.</p>	
<p>8.</p>	<p>Unauthorised encampments</p> <p>The PCC explained that this issue had been top of his agenda for the past few months. The CC acknowledged the huge concern, upset and angst that these issues had caused for residents and businesses in Surrey. He didn't underestimate the feeling across the county which was why he recently wrote in to the Surrey Advertiser to offer a solution in the form of transit camps</p> <p>.</p> <p>The Force had been monitoring the scale of the problem and where the unauthorised encampments had occurred the most. Protocols had been reviewed and there was a well-rehearsed protocol in place working with Local Authorities.</p> <p>There were two issues that needed addressing:</p> <ol style="list-style-type: none"> 1. Civil trespass of the encampment itself. This needed to be dealt with by the landowner/local authority with the support of the police 2. ASB and Criminality and concern over police inaction – records show that between 1st April 2018 and 14th August 2018 there were 131 unauthorised encampments across the county with 60 alone in the northern part of the county with Elmbridge being most affected. The police could use a S61 power to move the encampments along 	

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	<p>and this had been used on 22 occasions. Considerations needed to be in place before S61 could be used. The process was started on more than 22 occasions but only followed through 22 times as some encampments moved on before the notice was served.</p> <p>Each encampment was not always a new group, some groups were responsible for a large number of incursions as they would move on and set up camp a bit further down the road. The average number of days for each encampment was five and a half, the shortest being one day and the longest 20 days. Events across the county that may have contributed to an increased number of encampments were the Epsom Derby, traveller funerals and illness and pregnancy factors which would keep travellers in one place for longer. The CC felt that that existing legislation had been used well.</p> <p>When comparing Surrey to other counties, Sussex had introduced transit camps in 2015 and the number of unauthorised encampments had fallen dramatically as a result. The CC's view was that Surrey now needed to consider transit camps and he made a plea with local politicians that they needed to get involved and offer their support.</p> <p>The PCC agreed with the CC's views about transit camps. Something urgently needed to happen to reduce community tensions. He sympathised with the complaints made about anti-social behaviour and criminality but wanted to highlight that not all travellers were causing issues. Some were 'as good as gold'. He thanked the settled community for putting up with the issues and said that this was at the top of his agenda and things needed to improve. He suggested that the protocols around vehicle checking needed to be looked at and suggested that something could be done about sharing intelligence.</p>	
	<p><u>PART TWO IN PRIVATE</u></p> <p>The meeting ended at 12pm</p>	