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

**21<sup>st</sup> November 10:00 – 12:00**  
**Mole Valley District Council Offices**

**Attendees:**

David Munro (Police and Crime Commissioner) PCC  
Alison Bolton (Chief Executive – OPCC) AB  
Ian Perkin (Treasurer – OPCC) IP  
Nathan Rees (Comms Manager – OPCC)  
Sarah Gordon (Office of the Police and Crime Commissioner – minutes)  
Niki Rivers (Office of the Police and Crime Commissioner – minutes)

Nick Ephgrave (Chief Constable - Surrey Police) CC  
Gavin Stephens (Deputy Chief Constable – Surrey Police) DCC  
Peter Gillett (Commercial Finance Director – Surrey and Sussex Police) PG

<b>Agenda Item</b>	<b>Subject/Note</b>	<b>Action</b>
	<b><u>PART ONE IN PUBLIC</u></b>	
<b>1.</b>	<b>Introductions from PCC for Webcast</b>  The PCC opened the meeting and welcomed those watching the live webcast.	
<b>2.</b>	<b>Actions from previous meeting</b>  Updates were received on the following actions:  MASH – The CC explained that the future of this was still being discussed with SCC in which they are refining the proposed new terms of reference to try and resolve the issue of increased referrals into the MASH. CC is confident that a solution to better triage referrals into the mash will be found and although arrangements are not yet finalised he is confident that they are not far away.  Confidence – PCC noted that it has been reported that there has been a sharp drop in confidence in Elmbridge which is possibly due to the very high number of unauthorised encampments in the area over the summer.  CC advised that he cannot be absolutely confident that any reduction is entirely due to the encampment issue however he is happy to report the way in which the force now responds is far more coordinated and far more effective than it was previously. A lot has been done to address the issues and we ought to see confidence recover.	

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	<p>The PCC stated that he will want a return to this before the start of the traveller season next year.</p> <p>He also mentioned there are no transit sites in Surrey which would be a game changer in dealing with criminality associated with unauthorised encampments.</p> <p><b>ACTION: PCC would like to look at proposed response plans to possible traveller encampments ahead of Summer 2019 to ensure that confidence levels don't decrease.</b></p> <p>SECAMB – PCC commented that SECAMB are engaging more with the force and that a joint response unit (JRU) is due to be launched in the near future.</p> <p>CC explained the concept of the JRU and advised that Matt Webb (Darsi Fellow) came and presented at the Chief Officer group describing how a joint unit would operate. This was a very positive presentation and the initial trial is being launched on Western division in December. <b>Action: PCC to meet with Matt Webb</b></p> <p>Revised plan for 2019/2020 budget – to be discussed later in the agenda.</p> <p>ICT delivery plan – This will be presented at the scrutiny meeting in January.</p> <p>Op Trump – CC explained this relates to the Force's response to rural crime and that he had met with the National Farmers Union (NFU) and Countryside Landowners Association (CLA) where he got to hear first-hand their concerns about an escalation in some of the activity. In particular, seasonal activity such as poaching and livestock worrying along with fly tipping, which, although not seasonal is affecting the farming community due to dangerous waste and that this is a significant issue for the rural community.</p> <p>CC advised that a bespoke rural crime strategy based on the national strategy will be refreshed to take into consideration some local issues. Furthermore, a future Op Dragnet, which runs every quarter, will focus on rural crime. The CC wants to mainstream Op Trump and ACC Kemp has been tasked with planning to put this in place. <b>ACTION: PCC to see plan in due course.</b></p> <p>Scorecard – CC advised we are now able to monitor the number of commendations that we award month by month.</p>	<p>JB</p> <p>NR</p> <p>JB/NK</p>
<p>3.</p>	<p><b>Public Performance Report</b></p> <p><b>1. Tacking crime and Keeping Surrey Safe</b></p> <p>Recorded Crime and Positive Outcomes – CC advised that overall levels of recorded crime appear to be levelling off with negligible increases. Positive outcomes are broadly stable and whilst these fluctuate up and down a percentage point or two, the force is not seeing a significant shift one way or another. This is due to community</p>	

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	<p>resolution and problem solving as well as through charge/prosecution.</p> <p>PCC commented that he is hopeful that problem solving will increase positive outcomes.</p> <p>PCC asked if we have seen positive effects in the stats as a result of body worn video. CC confirmed that there are a number of benefits of body worn video including providing extra evidence as well as reassurance to the public around stop and search and the use of force. However, they have not formally started any work to assess the effect that it is having on stats.</p> <p><b>ACTION: Assessment of Body Worn Video</b></p> <p>High harm positive outcomes – CC advised that the high harm positive outcome rate has stabilised at around 18.5% although a sub-category of this is rape and serious sexual offending and as a result of issues with disclosure there has been a significant drop in the positive outcome rate for those type of offences which is a national trend.</p> <p>Robbery – CC explained that there have been increases in both commercial robbery and personal robbery and that they are dealing with commercial robbery on a force-wide basis whilst personal robbery is being dealt with on a division by division basis. The majority of personal robbery offences such as theft of mobile phones or cash are opportunistic and whilst rises appear to be high in percentage terms, they are in fact low in numbers.</p> <p>CC commented on a worrying trend where they are seeing incidences of robbery relating to drug supply in town centres and although these tend to be more violent, they are minority offences and there are a number of ops running across the county in relation to this.</p> <p>Vehicle Crime – PCC noted that vehicle crime appears to be increasing in Surrey compared to other parts of the country. CC confirmed that the South East region is showing a higher than average increase, however, we understand where the hotspots are occurring and as such are trying to prevent it. Furthermore, the matter has been discussed at the Daily Management meeting and designated patrols are being carried out by NPT along with intelligence building in order to try and tackle the issue. CC commented that it is difficult, however, to be able to focus on individuals due to resourcing issues and other pressures and demands on the force.</p> <p>DCC advised that part of the issue appears to be valuable items being left on display and the public can assist with preventing this by removing valuable items. Additionally, in relation to the theft of high value vehicles where the offenders are now able to intercept signals that the keys send to vehicles, this is preventable by using insulating bags that block the signal from a remote key.</p> <p>DCC also confirmed that each divisional neighbourhood team has a Designing Out Crime Officer who can give crime prevention advice to members of the public.</p> <p>Problem solving – PCC commented that this increase is good news. CC</p>	<p><b>JB</b></p>
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advised that they are unable to measure success but it does measure the volume of problem solving occurrences recorded and they are starting to see evidence that problem solving is having an effect. In particular when dealing with missing children the number of repeat missing children has stabilised.

ASB – PCC noted that the Joint Neighbourhood Survey (JNS) results show that there has been a drop and that there had also been a rise in letters received by the PCC due to unauthorised encampments. The number of letters has since dropped and hopefully this was a temporary dip in confidence levels and it will rise again.

CC agreed that it is likely this dip was caused by unauthorised encampments but that Surrey still has the highest level of confidence in the country and hopefully these results will reverse over the winter period and into the New Year. Confidence nationally has declined and Surrey are following that trend.

Call Handling and Deployment – PCC noted that he had received no recent complaints in relation to 101 and CC confirmed this.

CC also commented that 101 waiting times were consistent and within the expected range.

PCC asked for his thanks to be passed onto the Contact Centre.

DCC provided details of the Single Online Home and advised that a live test version had recently launched. DCC explained that this an effective way of making a report online and it had received positive feedback.

### **2. Building Confident Communities**

Crime Survey for England and Wales Confidence in Neighbourhood Police – CC stated that the force is still 1<sup>st</sup> for public confidence despite there being a minor reduction in overall confidence levels. Surrey still remains significantly higher than other forces and that the boroughs are consistent in public confidence levels.

### **3. Supporting Victims**

Burglary and Violence User Satisfaction – PCC remarked that overall satisfaction for victims of burglary had decreased and asked if there were any thoughts on why this had decreased. CC commented that they could not pinpoint why this has happened and nothing the force are doing has changed.

DCC has confirmed in the latest results for burglary there had been a strong increase of 9.7%

Total ASB User Satisfaction – PCC pleased to see that this has gone up slightly. CC confirmed that reductions had been significant which is positive.

### **4. Preventing Harm**

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	<p>Repeat vulnerable missing individuals - PCC commented it was very good to see the number of missing people has reduced. CC confirmed that a lot of work was done in terms of problem solving when dealing with children and there appears to have been significant reductions at specific locations.</p> <p>No comments were made in relation to pages 14 and 15.</p>	
<p><b>4.</b></p>	<p><b>Public Confidence</b></p> <p>PCC and CC had no comments to add other than what had already been discussed.</p>	
<p><b>5.</b></p>	<p><b>Roads Policing</b></p> <p>Safety Cameras, Digital upgrade – CC stated that this was still progressing well.</p> <p>Community Speedwatch – CC commented that he was very supportive of the scheme. The results of the scheme were discussed with more than 12,000 letters sent and over 186 roads picked due to speeding issues associated with them. There are 70 active local groups with over 600 volunteers involved in the scheme. CC advised he was pleased with the success of the scheme and grateful to the volunteers. The scheme is currently administered by one individual and as such they are hoping to put more resources into the administration of the scheme to improve its resilience.</p> <p>NDORS Education Courses – CC advised these are an alternative to prosecutions for speeding and are very popular with over 41,000 courses attended in the last financial year.</p> <p>Galileo – CC explained what the initiative entails and that it will be used to reinvigorate the safer roads partnership strategy. PCC commented that he had received a presentation on it. PCC also mentioned that he was keen to re-launch DriveSmart in 2019.</p> <p>Operation Crackdown – CC discussed the concept of this and how the single online home (SOH) will be used to report allegations of bad driving. They are also looking at how they process bad driving reports and how this can be triaged in order to prioritise higher risk cases. Furthermore, they are trying to establish whether or not members of the public will be able to upload dash-cam footage to support allegations of bad driving.</p> <p>Stay Drive Stay Alive – CC advised that this continues to be well attended and he is pleased that it is going strong in Surrey.</p> <p>Change Strategy – CC confirmed this continues to progress.</p>	
<p><b>6.</b></p>	<p><b>Joint Enforcement Teams</b></p>	

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	<p>CC gave an overview of JET and commented that it was an excellent initiative. CC explained that it is a local-authority led multiagency enforcement team who deal with local issues that are low level but aggravating. There are a number of teams across the borough and districts with powers delegated by the CC although not every borough has a JET team. There is however, an issue re the delegation of parking powers and limitations of what can be achieved. CC commented he is enormously supportive of the JET concept.</p> <p>PCC confirmed that JET is working well, having been set up by the previous PCC and would continue.</p> <p>DCC advised that Mole Valley have given commitment to getting a scheme launched and that an excellent evaluation has been done of the Waverley scheme.</p> <p>PCC commented on accreditation and has asked if we can make sure the next round is slick as can be. CC advised that part of the problem was perhaps the requirement for there to be detailed reports in order to be able to sign off accreditation.</p> <p>PCC remarked that the law is complicated when it comes to on-street parking as to who has powers and what they are. He would like to give this greater priority because careless and obstructive pavement parking is particularly an issue although he is aware it is not an easy solution. PCC advised that he will be talking to the Highways authority and approaching the government in relation to a change in the law and whilst he does not want to raise expectations, it is felt we can do better.</p>	
<p>7.</p>	<p><b>Workforce and Wellbeing Report</b></p> <p>CC explained that this is an important part of what we do and it is critical in maintaining workforce levels and the force has done a lot to try and provide support to both officers and staff.</p> <p>Representation - CC advised that we have a number of ethnicity aspirations for this year and beyond which are set out in the paper and in most cases we are not achieving these. However, they have put a lot of energy and effort into trying to reach out to diverse communities.</p> <p>DCC confirmed there has been progress within the positive action team who are doing more outreach work into local communities. In support of this the force have an award winning mentoring scheme for BME employees. Furthermore they have done some action learning sets with under-represented colleagues to encourage them to achieve their full potential.</p> <p>PCC commented that he is the national PCC lead and that this is an important subject and as such he is pleased in the way in which this is being tackled.</p> <p>Capability – See report.</p> <p>Leadership Development – CC discussed the report and how first and second line leaders are the key individuals in any organisation and they</p>	

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	<p>need to be properly trained and motivated. Work is currently in progress in relation to the leadership program.</p> <p>Understanding Concerns of the Workforce – CC commented on the Employee Opinion Survey which is accredited by Durham University with the key themes being fairness, pride and learning as well as linking with the public and 100 little things.</p> <p>Wellbeing – CC remarked that this is hugely important which is being recognised nationally and there are a range of initiatives to improve wellbeing which are set out in the report.</p> <p>CC confirmed that a new head of Occupational Health Unit has been appointed and has since started.</p> <p>PCC commented that the retention rate has significantly improved. CC advised that the unplanned leaver rate has been reduced and is currently 4% for police and 10% for police staff.</p> <p><b>Action: PCC has asked for one of the future accountability meetings to have a report on workforce planning and development</b></p>	<p>JB</p>
<p>8.</p>	<p><b>Crime Data Integrity</b></p> <p>CC explained that this is about the accuracy with which allegations are recorded in line with home office counting rules (HOCR) and it is a very technical area of work which is currently inspected by HMICFRS. There are 4 scores which are inadequate, requires improvement, good and outstanding. Surrey was inspected recently and is currently rated as good with 93% of crimes recorded accurately.</p> <p>CC advised that there are issues with the ability to accurately record some offences. Whilst the force accepts the findings, when looked at in more detail, these were technical failings following a change in rules regarding joint enterprise crimes. This was being addressed.</p> <p>CC remarked that Surrey is very diligent in its recording of allegations and the HMICFRS made some very positive comments about how we record violent crimes accurately.</p>	
<p>9.</p>	<p><b>Financial Outlook</b></p> <p>PG advised that settlement is expected in early December and they anticipate it will be broadly a flat cash settlement plus the ability locally for PCC to raise precept by £12 for band B.</p> <p>The single largest financial pressure is the police officer pension scheme which is impacting all forces and they will need to take a prudent view on this. The assumption for 19/20 is for an additional spend of up to £3.5m to deliver a balanced budget. Work is underway to identify areas of savings and the pension issue will be the focus for next year going forward.</p> <p>PCC commented that the pension issue is an unpleasant surprise which comes at a cost and as a result forceful representations have been made to the Treasury.</p> <p>PCC stated he has written to Surrey MP's about this issue and although</p>	

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	<p>not certain what will happen is optimistic about the outcome.  PG advised that looking beyond 19/20 to the medium term financial plan, based on a realistic assumption of the position leading to 22/23 with government grant reducing by a prudent 1% per year along with precept returning to traditional levels this would leave us with a further savings target in future years of £17m over the medium term planning period.</p> <p>PCC observed that the current 2018/19 Revenue Budget is forecast overall to be a variance of £1.3M, but that his expectation is that this overspend needs to be eliminated by the year-end.</p> <p>PG confirmed that a lot of work is underway to ensure that the overspend is eliminated and gave assurance that a balanced financial position is achievable by the year end.</p> <p>PCC advised he will be putting forward his recommendations for the police precept and he does not want to raise the tax burden on residents unnecessarily but would like to make sure we have an effective police force.</p>	
<p><b>10.</b></p>	<p><b>Treasury Management</b></p> <p>PCC was happy with the report.</p>	
	<p><b>Part Two – In Private</b></p>	