



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: 8th May 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

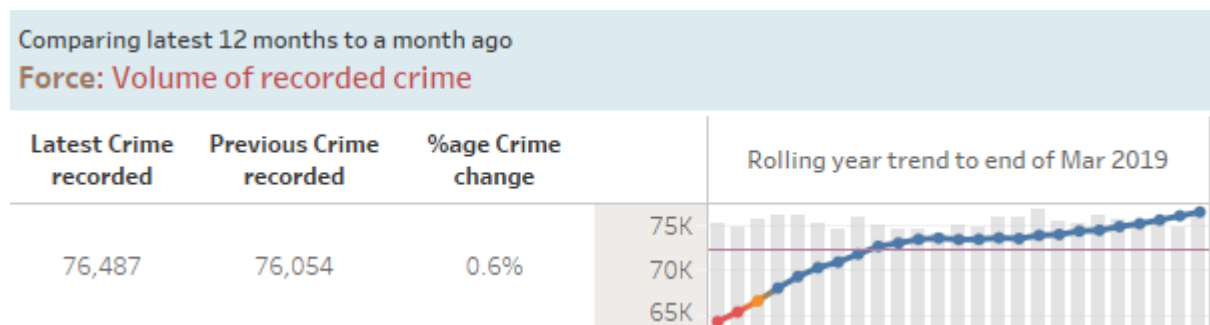
Force Recorded Crime and Positive Outcomes:

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 March 2019 the volume of notifiable offences recorded was 76,487 which is up 0.6% compared to the 12 months to February 2019 (76,054). 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.

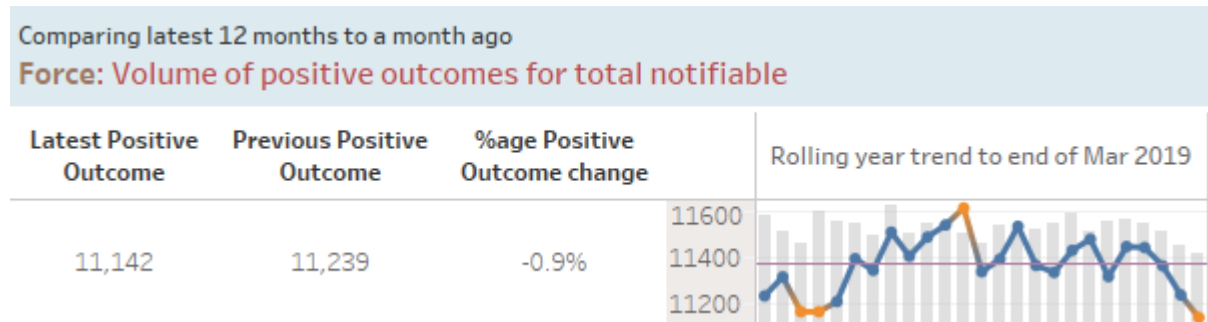
The latest ONS data to the end of December 2018 shows that total crime is up 7% across England and Wales when compared to the 12 months to December 2017. The south east region has recorded an increase of 7%, with Surrey recording a 3% increase. With 63.1 Surrey is recording the seventh lowest crimes 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).

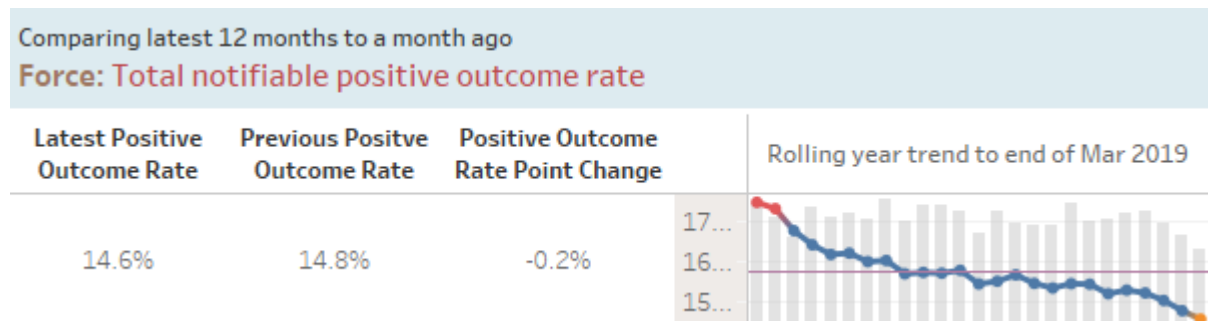
For the 12 months to March 2019 the volumes of positive outcomes for notifiable offences recorded was 11,142 which is down 0.9% compared to the 12 months to February 2019 (11,239).



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 March 2019 the positive outcome rate for notifiable offences was 14.6% which is showing a reduction of 0.2 percentage points compared to the 12 months to February 2019 (14.8%).



Force: High harm positive outcome rate

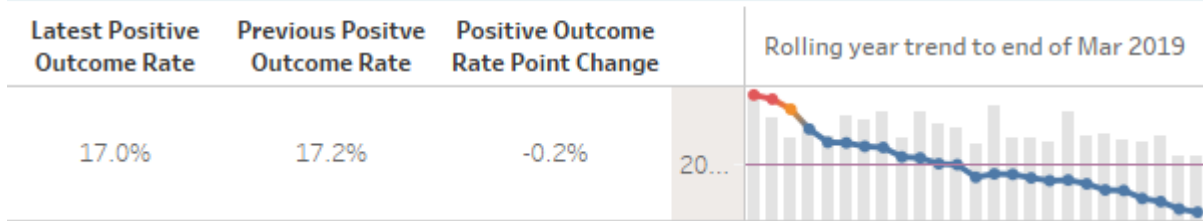
High harm offences are comprised of the following types of crime: Serious Sexual Offences, domestic related offences involving violence, child abuse offences and hate crime offences.

For the 12 months to March 2019 the positive outcome rate for high harm offences was 17.0% which is down -0.2 percentage points compared to the 12 months to February 2019 (17.6%).

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

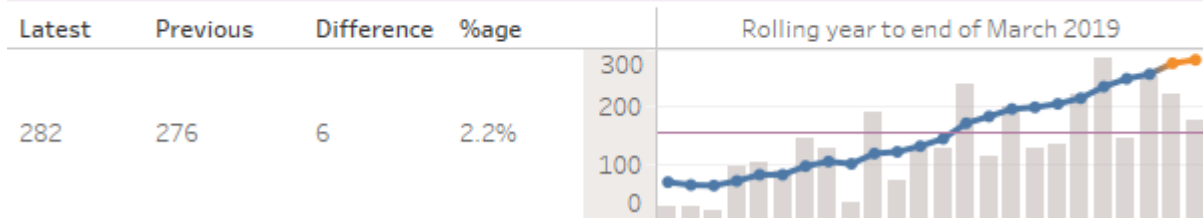


Problem Solving Occurrences

The 12 months to March 2019 show the volume of problem solving occurrences recorded as 282 which is up 2.2% compared to the 12 months to February 2019 (276). 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

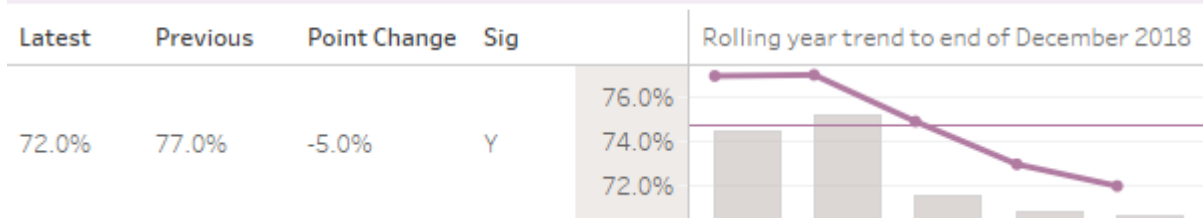


Dealing with ASB and Crime

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 to produce a paper looking into the potential drivers has been requested.

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

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



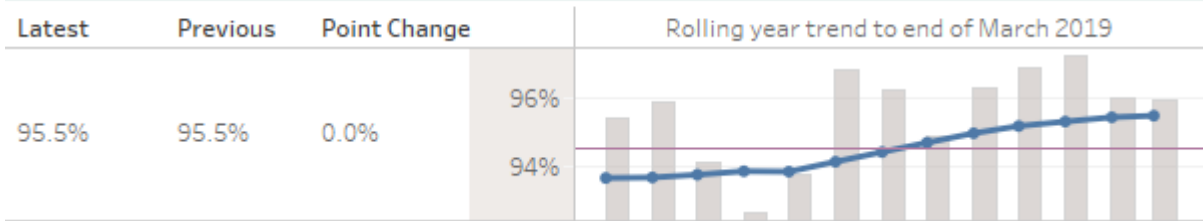
Call Handling and Deployment

Force: Calls for Service Performance

999 call handling performance remains strong and is always given priority. Latest 12 months to March 2019 shows 95.5% which remains consistent with the 12 months to February 2019.

Calculated from CC6 comparing the last two rolling 12 month periods

Force: Calls for Service Performance



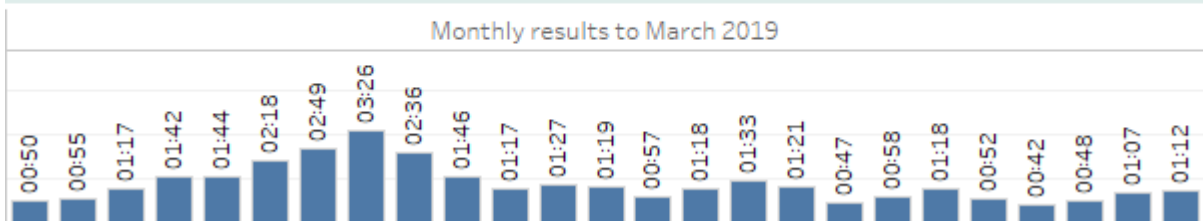
Force: Average time to answer 101 calls

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

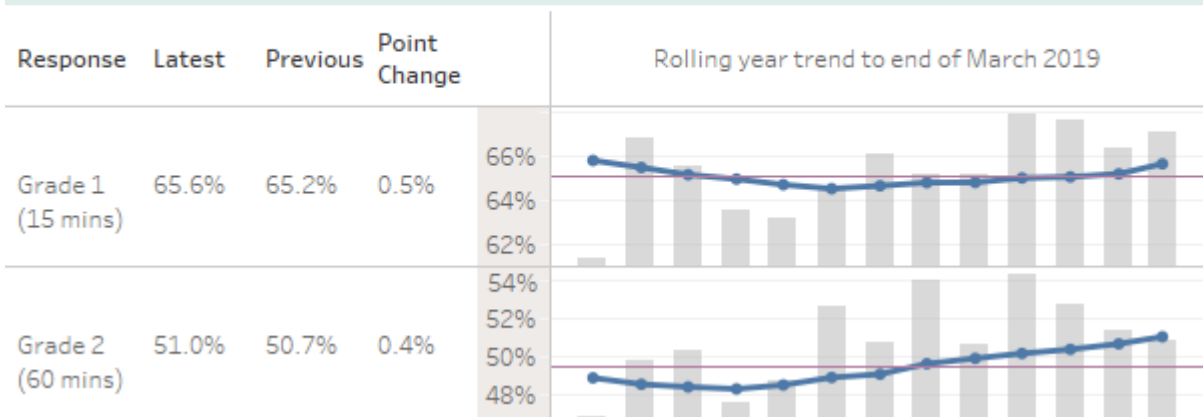


Force: Emergency Response Performance

Grade 1 & 2 response performance has reduced over the last 12 months. The latest 12 months to March 2019 shows grade 1 is showing an improvement compared to the 12 months to February 2019 (up 0.5 percentage points). Grade 2 has also shown an improvement in the latest 12 months up 0.4 percentage points compared to previous month.

Incident data - comparing the last two rolling 12 month periods

Force: Emergency Response Performance



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.

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 CTLP has been published and circulated to all officers and staff to ensure they are aware of the intelligence requirement. We have also improve the data capture process for the CTLP to ensure it is more reflective of local issues at a Borough and District level

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 December 2018, the Crime Survey for England and Wales continues to place Surrey 3rd for public confidence (down from 1st previous quarter). The latest results show a reduction of 1.3 percentage points over the last quarter to 82.4%.

Updated quarterly Crime Survey for England and Wales

Force: CSEW Confidence

Rolling year trend to end of December 2018

82.4% (Down: -1.3%)

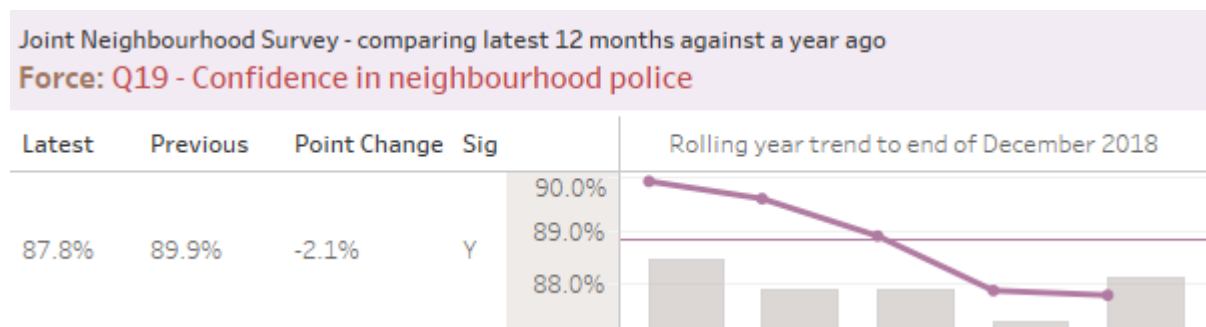
National ranking: 3 (previous ranking : 1)

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%).

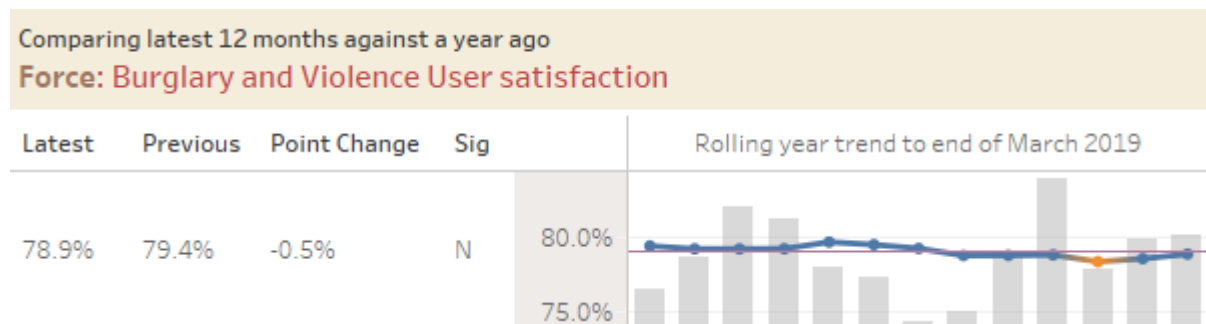


3. Supporting Victims

Force: Burglary and Violence User Satisfaction

The 12 months to March 2019 shows the burglary and violent crime satisfaction as 78.9% which is down 0.5 percentage points compared to the 12 months to March 2018 (79.4%).

NB: This measure will stop at the end of March 2019 as Surrey Police will be moving to a new process for measuring victim satisfaction and therefore results will not be comparable. New measures will be developed through 2019/2020. **Therefore the results below are the last for this measure.**



This month overall satisfaction remained broadly consistent at 80.2% (+0.4% points). Only two out of five satisfaction indicators saw increases this month. Overall satisfaction for victims of burglary remained consistent at 82.3% this month whilst overall satisfaction for

victims of violent crime increased +1.4% points to 78.3%. When comparing YE 17/18 results to YE 18/19 results, overall satisfaction remained broadly consistent at 78.9% (-0.5% points). However, when looking at the satisfaction indicators, all five saw decreases this YE. Overall satisfaction for victims of burglary remained broadly consistent with the YE 17/18 result at 84.4% (-0.2% points) whilst overall satisfaction for victims of violent crime decreased -0.8% points to 73.8%.

Force: Rolling quarterly results for Victim Contact Compliance

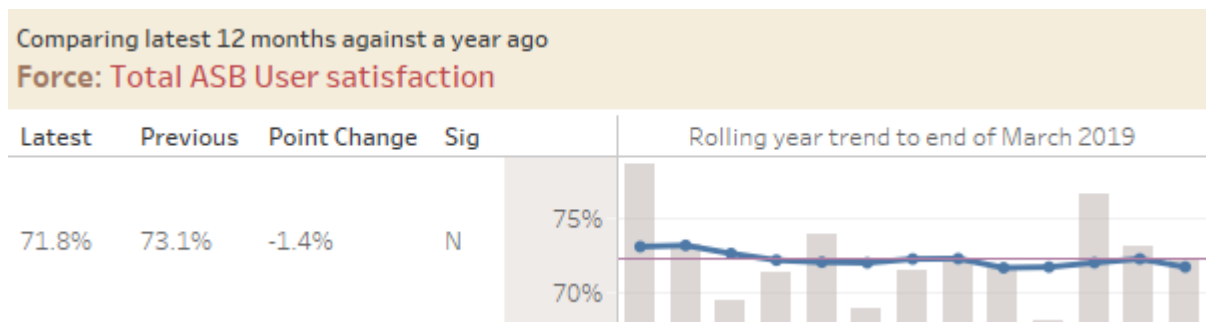
Latest results for victim contract compliance are shown below. The 12 months to January 2019 shows the compliance rate of 63.0% down 6.5 percentage points compared to the 12 months to December 2018 (69.5%). NB: *It should be noted however that now four months-worth of the data (Jun/Jul/Sep/Nov 2018) are not available and therefore this comparison may no longer be a fair one.*



Force: Total ASB User satisfaction

The 12 months to march 2019 shows the Total ASB User satisfaction as 71.8% which shows a reduction of 1.4 percentage points from the 12 months to March 2018 (73.1%).

NB: This measure will stop at the end of March 2019 as Surrey Police will be moving to a new process for measuring victim satisfaction and therefore results will not be comparable. New measures will be developed through 2019/2020. **Therefore the results below are the last for this measure.**

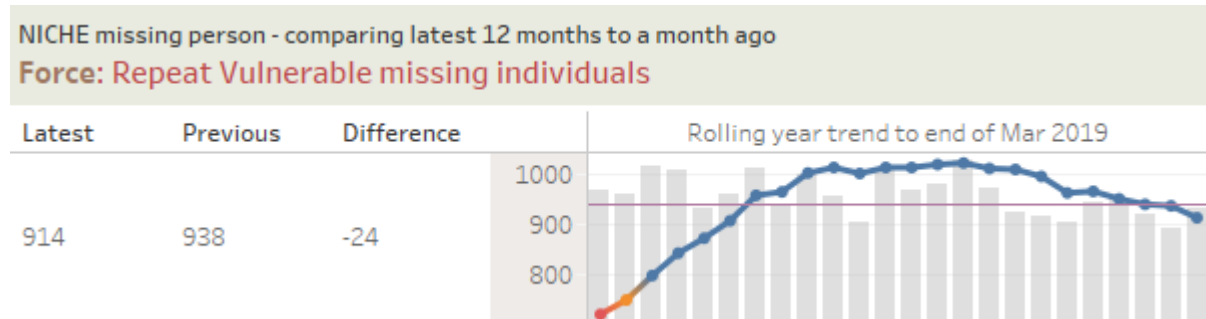


The YE 18/19 result for overall satisfaction is -1.4% points below the YE 17/18 result at 71.8%. When looking at YE 17/18 results, satisfaction with actions taken and kept informed were the only indicators to see increases. The YE 18/19 result for overall satisfaction for Grade 1-3 callers is -1.6% points below the YE 17/18 result at 75.7%. For Grade 4 callers, overall satisfaction this YE is at 69.7%, -1.0% points below the YE 17/18 result.

4. Preventing Harm

Force: Repeat Vulnerable Missing Individuals

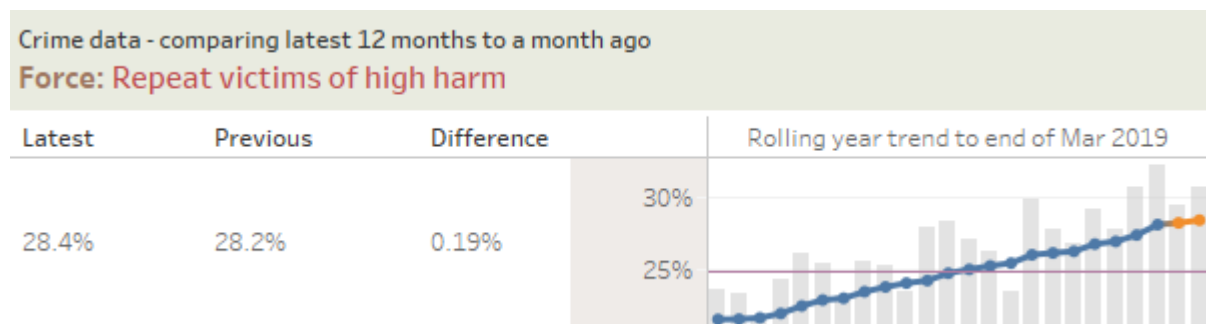
The volume of vulnerable missing individuals over the last 12 months to March 2019 is 914, a slight decrease of 24 on the volume recorded in the 12 months to February 2019.



Force: Repeat Victims of High Harm

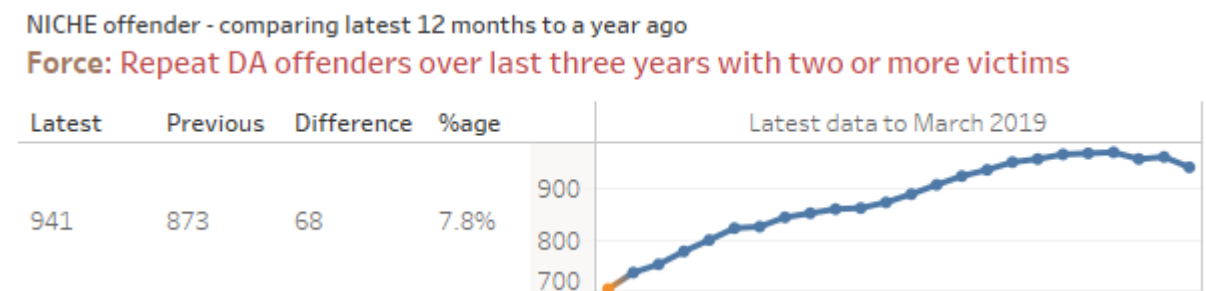
The 12 months to March 2019 shows the force has a repeat rate of 28.4% for high harm offences which is up 0.19 percentage points compared to the 12 months to February 2019 (28.2%).

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



Force: Repeat DA offenders over the last three years with two or more victims

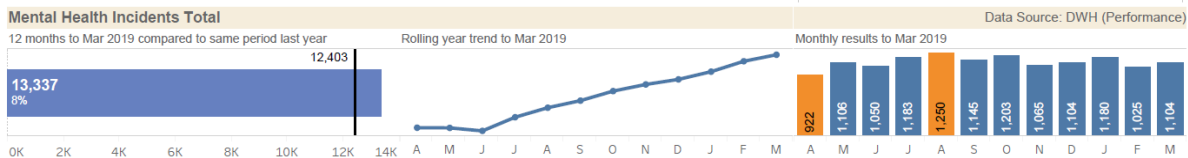
The 12 months to March 2019 shows the force has a 941 serial perpetrators which is up 7.8% compared to the 12 months to March 2018 (873).



Mental Health Needs

Surrey Police is committed to working 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 to deliver a coordinated approach to supporting those with mental health problems.

Surrey Police continues to see an increase in demand relating to mental health incidents with the number of calls to police (flagged as mental health related) increasing during 2018/19. This is outlined below –



Despite this increase the number of those detained under Section 136 of the Mental Health Act in Surrey continues to decline. It is believed that closer multi-agency working aimed at providing a more effective response has significantly contributed to this. Surrey Police are committed to developing this work further through innovative partnership working. The Surrey High Intensity Partnership Programme (SHIPP) focuses on support for those identified as placing high demands on services as a result of their mental health and behavioural problems. This has successfully completed its one year pilot and has been given approval by Surrey Police and SABP to continue as a permanent unit within public protection. 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 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 and vulnerabilities. This has completed its initial first 3 months and it has been identified that 40% of the incidents the unit is responding to relate to mental health crisis. It has also been identified through detailed analysis that the JRU is providing better outcomes to those it responds to including reducing wait times at A&E, improving ambulance response times and accessing more appropriate health based support services.

Surrey Police continues to support Surrey and Borders Partnership NHS Foundation Trust with the implementation of its mental health single point of access (SPA). This was launched county wide in April 2019 and work is ongoing to ensure that Surrey police are linked into this service in order to provide a multi-agency response to those requiring mental health support services. Alongside this there continues to be a mental health practitioner within the Multi Agency Safeguarding Hub providing support across agencies.

5. Making Every Pound Count

Please see attached paper - Force Financial Report Month 12 - 2018/19.

6. A Force Fit for the Future

Estates Strategy – Judy Gavan

In March this year, after a long and complex search, the Force secured the purchase of the former Electrical Research Association (ERA) and Cobham Industries site on Cleeve Road in Leatherhead. This site will be used to create a new, and more central, Surrey Police headquarters and operational base.

The new site will become an operational hub housing specialist teams as well as chief officers and the senior leadership team, support, corporate functions and training facilities. It will replace the existing Mount Browne HQ and Woking Police Station, in addition to replacing Reigate Police Station as the main Eastern Divisional base. Further sites at Burpham and Godstone where the Roads Policing Team and Tactical Firearms Unit are based will also be moved to the new location.

The sale of these five sites will fund a significant proportion of the cost of buying and developing the new Leatherhead base. The Force hopes the new building will be fully operational in around four to five years' time. The Cleeve Road site, which covers around 10 acres, has cost £20.5m to purchase.

Guildford and Staines police stations will be retained, accommodating Western and Northern Divisional teams. Neighbourhood Policing Teams will continue to operate from all eleven boroughs including Woking and Reigate.

The move is part of an extensive estates project to deliver long-term savings by disposing of some of the current outdated and costly buildings. In their place, an efficient estate will be created that will allow the Force to work in new ways and meet the challenges of modern policing; providing value for money, delivering an even better service to the public and providing our officers and staff with a much better working environment.

In the meantime, the Force continues to introduce modern ways of working to teams across the existing estate. It is creating working environments and providing appropriate technology to support agile working practices which alongside the development of a culture of trust and empowerment will give people greater choice over where and when they work in order to deliver the best possible service.

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 12 – 2018/19

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