

Police and Crime Commissioner
Public Performance Meeting – May Meeting
21st May 2020, 10am-12pm, Via Skype

Attendees:

David Munro (Police and Crime Commissioner) PCC
 Alison Bolton (Chief Executive – OPCC) - AB
 Kelvin Menon (Treasurer – OPCC) KM
 Johanna Burne (Head of Performance and Governance – OPCC) JB
 Nathan Rees (Communications Manager) NR
 James Smith (Communications and Engagement Officer) JS
 Rachel Bolden (PA to PCC) RB – Minutes

Gavin Stephens (Chief Constable – Surrey Police) CC
 Nev Kemp (Deputy Chief Constable – Surrey Police) DCC
 David Mason (Head of Strategic Planning – Surrey Police) - DMs
 Paul Bundy (Finance Service Director) - PB

Agenda Item	Subject/Note	Action
1.	<p>Welcome, Minutes and Actions of the last meeting – 26/03/2020 The PCC welcomed all to the first Skype Public Performance Meeting, and encouraged any members of public with questions to get in touch. The minutes from the last meeting were agreed. Actions around performance and achieving positive outcomes were discharged as was Rural Crime, which is to be picked up at the next Rural Crime Community meeting – this item will remain ongoing outside of this meeting. The Serious Youth Violence Strategy is on the timetable for the Health and Wellbeing Board. The CC updated the Board the force have been keeping in regular contact with MPs with weekly briefings, this action also to be cleared. Other actions were carried forward.</p>	
2.	<p>Performance Scorecard The CC spoke about key performance areas from the scorecard. Figures showed Surrey as having the 6th lowest crime rate in England and Wales and that this was a very good result although there was room for improvement. There was significant decrease in recorded crime in March due to the pandemic, although it was reported some key crime areas had decreased before Covid. The PCC asked if the volume of recorded crime for the last year had stabilised and the CC agreed overall things had stabilised. The PCC stated he was pleased the rise had stopped and congratulated the force and Surrey residents. The volume of positive outcomes for notifiable offences recorded was 10697, down 4.9%. There was a slight upturn in positive results towards the end of the year. The PCC asked if this was due to measures the force put in place, it was reported this area has been given a great deal of attention looking at how the force approach investigations and they are hoping to see real improvement. This is</p>	

<p>2 Cont'd</p>	<p>an ongoing area of focus for the force. There had been a small upturn in the first quarter of the year on high harm positive outcome rates, and the force are hoping this will increase further.</p> <p>Problem solving occurrences have stabilised to around 300 and the force are pleased with the uplift. The Central Prevention and Problem Solving Team is now in place and having effect. The PCC advised he would like to visit the team after the current pandemic.</p> <p>In terms of ASB and Crime, the Joint Neighbourhood Survey results reported 71% of respondents believe the force are dealing with ASB and crime issues that matter in their area. 999 call handling remains strong with 95% of calls on target and 101 calls also showing stable results. The PCC paid tribute to call handlers and appreciates they are working in an already tough environment. He was pleased they are still providing such a good service during these difficult times and that they have shown exemplary work. The PCC asked about plans in place for ASB over the next year and the CC advised the introduction of the Problem Solving Team will provide analytical support, there will be more neighbourhood officers to deal with issues and the force is committed to engaging with communities.</p> <p>The emergency response performance was also discussed, the CC advised that things were stable but that the force is unable to match demand as there is now more focus on recording, quality and following up incidents, actions required by officers are taking longer. The additional resources coming in will help with this. More phone based enquiries will be introduced over the next 2 years.</p> <p>Counter Terrorism (CT) was briefly discussed and the force want to make sure the public know there are regular updates from the lead of CT and although there is concern over an increase in vulnerable people being radicalised, this is well on the forces agenda.</p> <p>The CC was pleased the force were back in the top 10 for confidence in the Crime Survey for England and Wales, but that more work is to be done as he would like to see the force even higher.</p> <p>Confidence in Neighbourhood Policing is high with 88% of people saying they were very or fairly confident in local policing. It was agreed this was a very strong result. The PCC and CC passed on their thanks to communities during the Covid pandemic for the gifts, messages and thanks received as it has given the force a huge boost.</p> <p>A new text message system for consulting with victims of crime has been introduced to provide more accurate and up to date information. The force have received over 8600 responses which is a higher rate than the previous methodology. It was said more work is to be done as the results show improvement is needed with an average score (out of 1-5) being 3.66. Two key areas that need to be addressed are confidence in actions taken and being kept informed. The PCC expressed he was disappointed with this result. It was explained an internal audit is to be done on victim contact. The CC pointed out it had been noticed that business owners had a low level of satisfaction and the CC would welcome feedback from victims of business crime.</p>
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<p>2 Cont'd</p>	<p>It was explained during early stages of lockdown, ASB had risen significantly due to breaches being reported, this was grouped within the ASB category and will be reviewed to provide more accurate results.</p> <p>It was reported the volume of vulnerable missing individuals has decreased and is nearly 300 less, there has been a great amount of work done by the Surrey High Intensity Partnership Programme.</p> <p>In relation to domestic abuse (DA), the paper reports the force have over 1000 repeat offenders, work is being done to try and reduce the number with daily management meetings, early arrests and problem solving plans in place, the force are working with key partners to identify a suitable pre-conviction DA behaviour change programme. The DCC added there has been a push on domestic violence during the pandemic, officers are being used more proactively and bail conditions are being rigorously enforced. The PCC asked the forces ambitions to reduce the number of repeat offenders, the CC stated although ambitious they would like to reduce the number of repeat DA offenders by a third, this would be quite an achievement. It was also mentioned there will be extra funding for DA and victims of sexual assault. The DCC stated they would like to get more cases to court and increase the numbers of victims that will support police action. The PCC asked for information with statistics on the number of victims supporting police action, the DCC will bring results to the next meeting.</p>	
<p>ACTION:</p>	<p>DCC to provide report indicating number of victims supporting police action</p>	<p>DCC</p>
	<p>In terms of Mental Health (MH) there remains an increase in MH related incidents reported to police which has risen 14% in the last 12 months. The use of s136 has seen a significant upturn recently in children and young people, possibly due to Covid, the force are working closely with partner agencies to further understand the increase. It was reported custody was used as a place of safety for the first time in 4 years, there has been a full review of this incident, and it was established the decision was fully justified. It was commented that progress has been made with relationships with the NHS and Mental Health Services and tribute was given to Lisa Hawkins.</p> <p>It was reported the good progress of the Building the Future project despite the pandemic and tenders for 3 major parts of the project have been received with selection processes ongoing.</p>	
<p>3.</p>	<p>Police and Crime Plan</p> <p>The PCC stated in light of the PCC elections being postponed due to the Covid-19 pandemic he has reviewed the Police and Crime Plan and the force have been asked to focus on three further key areas –</p> <p>1.) More Police Officers and Frontline Staff - The DCC was pleased to add there has been a huge effort in this area with funding from the government and the 20,000 uplift. Over the 3 year period the force are aiming to recruit 78 officers in the first year, the precept has meant 22 specialist uniformed officers can be recruited and despite Covid, the force are hoping to meet their recruitment targets. The PCC raised a concern around how many officers the force are losing. The CC advised that this is being monitored. Due to the pandemic</p>	

<p>3 Cont'd</p>	<p>transferee processes have been paused and there are officers in the pipeline wanting to come back to Surrey. The extra investment will mean more support in teams and better numbers which will help keep officers. The DCC stated Surrey are 29th in the country for police officers leaving, and part of this is officers transferring to other forces due to the cost of living in Surrey and people starting in the private sector. It was reported some officers have left but signed up as Special Constables, the PCC thanked the forces specials and volunteers for their support during Covid.</p> <p>2. Better Crime Prevention - It was confirmed the Prevention and Problem Solving Team has been set up and have been reviewing burglaries from the last 3 years and results should be available later this month. Op Signature is in place for victims of fraud to help give advice and put preventative measures in place and a Volunteer Fraud Prevention Programme is being introduced.</p> <p>3. More Crimes Solved - It was reported some areas have improved, including serious sexual assault and robbery but more work is to be done. In terms of burglary, Operation Spearhead had been in place pre Covid-19 and was having an impact in reducing burglary. The force are working on solve rates with a comprehensive investigative improvement plan and are introducing a resolution centre with a dedicated team working on slower time incidents over the phone. A Volume Crime Investigation Improvement Plan will focus on reviewing how volume crime is investigated, investigation framework, interviewing skills, court files and capabilities of supervisors. An Investigation Structure Review will be of the specialist investigation teams looking at high harm offences. A recommendation is that teams are split with Domestic Abuse and Child Abuse teams introduced.</p> <p>It was mentioned each division has a team of local analysts set up to see how the teams are performing to provide localised support. The PCC thanked T/ACC Barlow for this report.</p> <p>The PCC asked the CC for a summary on COVID-19. The CC outlined the force have 2 key responsibilities, supporting the national efforts in delaying cases and engaging with communities. The force have adopted the national policy re fixed penalty notices and encouraged people to stay home 430 notices were given which was felt a small proportion given the number of people dealt with. Secondly, the force are dealing with partner agencies including Surrey County Council and Surrey Fire and Rescue, to work on the local resilience forum, making visits to vulnerable groups to make sure they have food and supplies and helping with PPE. There has been a range of activity done to help support the community and a huge community effort.</p> <p>The PCC thanked for the efforts from both the force, and feels the policing operation has been a success and thanked to all police, volunteers, and all for their efforts.</p>	
<p>4.</p>	<p>Finance report</p> <p>PB presented the report and summarised the force had an overall under spend within the revenue budget and there has been a small under spend on the police staff budget. The precept of an additional 104 posts hadn't been achieved but this should be met by May 2020. The efficiency plan to save £2.8m has been delivered.</p> <p>It was reported the capital budget was underspent due to projects</p>	

<p>4 Cont'd</p>	<p>being slower than anticipated and it was recommended that the PCC approve the annual capital slippage (totalling £7.6m) enabling the programmes to be completed.</p> <p>It was recommended the revenue under spend provided an opportunity to increase specific reserves which required PCC approval: 1. costs being incurred by Covid-19, to create a £1m specific Covid reserve. 2. Increasing the OPCC reserve by £0.5m to assist victim support organisations during the pandemic. 3. Increasing the CC reserve which has not been replenished for a number of years by £0.5m.</p> <p>The PCC stated that finances were currently in a healthy position and queried the operational underspend which seemed high, it was explained this will be reviewed. The PCC also questioned staff funding being underspent and asked if performance was being affected. It was said some teams are over stretched, and some teams have a high turnover of staff but the force are keeping an eye on this and it is hoped this will level out.</p> <p>The PCC congratulated the force on the savings of £2.8m and reassured all it will be reinvested and not lost</p>	
	<p>The PCC thanked all for watching the Performance Meeting with the Chief Constable and moved onto the private part of the meeting</p>	