

**Police and Crime Commissioner
Public Performance Meeting – February Meeting
10th February 2020, 10am-12pm
Mole Valley District Council Chamber, Dorking**

Attendees:

David Munro (Police and Crime Commissioner) PCC
 Lisa Herrington (Chief Executive – OPCC) LH
 Ian Perkin (Treasurer – OPCC) IP
 Johanna Burne (Head of Performance and Governance – OPCC) JB
 James Smith (Communication and Engagement Officer – OPCC) JS
 Sarah Dare (Personal Assistant/Minute Taker – OPCC) SD

Gavin Stephens (Chief Constable – Surrey Police) CC
 Nev Kemp (T/Deputy Chief Constable – Surrey Police) NK
 Paul Bundy (Head of Finance Services – Surrey and Sussex Police) PB
 David Mason (Head of Strategic Planning – Surrey Police) DM

Apologies:

Peter Gillett (Head of Finance Services – Surrey and Sussex Police) PG

Agenda Item	Subject/Note	Action
	PART ONE	
	Introduction The PCC introduced the meeting and attendees for those watching the webcast.	
1.	Minutes and Actions of the last meeting – 16th December 2019 The minutes were accepted as a true and accurate record. Action updates were as follows: <ul style="list-style-type: none"> • Mental Health – on the agenda for today – Done • MASH – Content referrals are at the right level – Done • RASAC – LH has completed the action – Done • Budget – Precept has been agreed by Police and Crime Panel – Done • Police Educational Qualification Framework – In process, Police recruiting actively at present – Done • Climate Emergency – More to do on this. Force recognise their responsibilities, one as a large employer consulting with partners and two in line with the impact on public disorder in helping colleagues to deal with this. 	

	<p>The PCC mentioned three items he wanted to cover at this meeting:</p> <ul style="list-style-type: none"> • Crime Solving Rate • Burglaries • ASB 	
<p>3.</p>	<p>Performance Scorecard</p> <p>The CC introduced the report and highlighted performance areas of note.</p> <p>Volume Crime – This figure has increased slightly in Surrey in the 12 months to December 2019, up by 2.1%. This is consistent with levels of crime nationally. Effectively this means that Surrey solved 1000 fewer crimes last year which is a concern. Surrey still has the 7th lowest level of recorded crime in England and Wales.</p> <p>The CC explained that Surrey Police are clearing up 13.5% of all crime and want to see more solved in High Harm and Burglary offences.</p> <p>High Harm – Significant changes are being made in this area to increase positive outcomes including the early involvement of prosecutors.</p> <p>Operation Spearhead are working proactively in tackling Burglaries across the County and will be keeping their activities up over the coming weeks and months.</p> <p>The Force are currently looking at ways of structuring their teams which may lead to organisational changes. The Chief is in talks with the DCC about reinstating the Volume Crime Improvement Plan. Some investigative opportunities have been missed and the CC wants to improve on this.</p> <p>The Police and Crime Panel have now agreed to the precept increase meaning that 150 extra Police officers and staff can be recruited. The PCC asked the CC how this would make a difference to Surrey Police.</p> <p>The CC advised that safeguarding units are under a great deal of pressure dealing with high harm offences. They will be adding 3 Detective Sergeants, 14 Detectives and additional staff to these units to support victims.</p> <p>Filling vacancies on main Neighbourhood Policing Teams will make a huge difference, as for example there are currently 59 posts on East Surrey that are not fully deployable. The PCC added that the public will see more police once they are out of training.</p> <p>The CC proposed to bring a paper back to a future meeting informing of the Police activity that goes into achieving positive outcomes to give the public more insight.</p>	

	<p>ACTION: CC to commission paper on police activity surrounding positive outcomes to bring back to a future meeting.</p> <p>The PCC commented on the positive news that the Government were going to be reversing the reforms previously made to police bail. The CC agreed that some of their concerns with the reforms came to realisation and he welcomes that bails are being looked into again. The rules around this became too complicated to apply consistently and were not easy to understand for officers.</p> <p>NK provided a further update on burglary attributing the positive and proactive activity under Operation Spearhead resulting in a decrease in these types of offences. Burglary numbers have dropped back down to the levels that police would normally expect. Having said this the police will continue Operation Spearhead as there are still some Serious Organised Crime gangs operating in Surrey and as such they have allocated 3 Sergeants and 24 constables to a local proactive team tackling crime, including burglary. The team has made an impact in reducing the numbers of outstanding offenders who were showing as wanted for previous offences.</p> <p>The CC explained that he has invested in preventative work and problem solving. They are doubling the number of Neighbourhood and Youth Intervention Officers. There are in excess of 300 problem solving cases on their books currently. The police are providing leadership sessions for staff and officers and training input as to how to problem solve. In excess of 200 calls are taken every day which involve cases that the police have already had some dealings with.</p> <p>The CC and PCC have signed a new ASB (anti-social behaviour) pledge with partners and are aware that persistent ASB does affect people's lives. The Survey measure with regard to the public view on dealing with crime and ASB showed a significant increase in the last quarter to 72%. Surrey Police have reduced numbers of ASB incidents by 1,700. Borough Commanders are integral to this work and are keen to get involved with their community. The PCC paid tribute to them and their teams. The CC commented that there is likely to be some changes to their roles in the coming weeks and months to give colleagues a break and others the opportunity for career development.</p> <p>The PCC mentioned Community Trigger explaining that under certain circumstances an individual can apply for support via the council and request help in relation to ASB offences. This process does not seem to be well known and therefore the PCC wishes to publicise this. The CC commented that he would see it as a failure on the Force if the public felt they needed to use this process but noted it was a great resource if needed.</p> <p>Call Handling - The CC reported that call handling performance remains good. He noted a slight increase in the time taken to answer 101 calls at 1 minute 6 seconds. The response to emergency call outs has been good. On half the occasions units responded within an hour. Teams are reviewing these cases to identify any areas for</p>	<p>CC</p>
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	<p>improvement. Increased resources will help improve this area. The PCC commented that there had certainly been an improvement on 3 years ago. NK said how impressed he was with the call handlers particularly against a backdrop of savings cuts and sickness cover. The team is now much more efficient and has been asked to do a peer review with Northern Ireland around its Contact Centre and Deployment systems.</p> <p>Counter Terrorism – There has been a lot of regional collaboration and a lot of work gone into this area. Unfortunately this cannot be detailed in the meeting as it is of a classified nature.</p> <p>Public confidence in Policing – Surrey has dropped in the national rankings from the position of 7th to 13th (77%). This is taken from figures to the end of June 2019. The latest quarterly figures show that the local confidence measure is back up to 89.2% and looking much healthier. The CC will be paying close attention to this. The PCC wondered if this was to do with the news and the public hearing of knife crime in London. The CC advised that confidence in the Police as an institution versus the local area is certainly a factor. Surrey does see some violence creeping over in the North of the border.</p> <p>Victims – The Force is beginning to get a feel of the service thanks to the satisfaction survey which is sent to the victims by text. Feedback is much quicker and this is fed back to Officer level. The measures are settling down and gradually customer service scores are showing an improvement at 64% satisfaction overall in November, although this varies according to the offence type. There is over 75% satisfaction in the Police handling of ASB cases overall.</p> <p>The PCC expressed that the Victim and Witness Care Unit is bedded in now and there will be a report on it in due course.</p> <p>Preventing Harm - Repeat missing vulnerable people cases are down by 237 which is a considerable number but has reduced. It takes a lot of police resource to support this work. The approach to domestic abuse and repeat offenders is being explored. There are nearly 1,000 domestic abuse offenders across the county that police know of. The Domestic Abuse Bill is going through Parliament currently. Surrey needs an effective perpetrator programme which the CC and his team are working on.</p> <p>The PCC added that the Health and Wellbeing Board has a long paper on domestic abuse telling personnel testimonies. He made known his feelings that the report was leaning too far towards how to help perpetrators. The PCC felt that the punitive element was missing. Some perpetrators need to face the consequences. He has asked for the report to be reshaped to add policing, justice and consequences.</p> <p>Estates Strategy – A Programme Director has now been appointed for the plan. The move of Surrey Police HQ will not affect local Policing teams/provision. The move is on track to happen in April 2024. There are lots of technological investments happening and MET Police colleagues have offered to help with peer review activity.</p>	
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	<p>Scorecard – The PCC asked the CC about police officer retention rate. The CC noted that there was a gap in the Performance Scorecard where the Employee Opinion Survey results should be. The survey shows steady improvements. The concerns are that staff are really stretched and that their quality of sleep is affected in both Surrey and Sussex. The Head of People’s Services is looking into this.</p> <p>In terms of the frontline, 20.6 million pounds worth of savings has been taken out through austerity. Teams are noticing all the things that get in the way - hindrance stressors. The CC is looking at ways to tackle this.</p> <p>ACTION: CC to commission report detailing Employee Opinion Survey progress to be shared at a future meeting.</p> <p>The PCC commented that the police officer leaver rate was concerning.</p> <p>Surrey has been consistently recruiting throughout the period of austerity. Officers have been moving to other parts of the country for affordable housing and to the Metropolitan Police for career progression. Surrey Police are looking into options for affordable housing as they acknowledge that Surrey is an expensive place to live. The hope is that with the Building the Future Programme move and investments in staff and training this will hopefully convince people to stick with Surrey Police. There is a very good wellbeing service for individuals who wish to use it.</p>	<p>CC</p>
<p>3.</p>	<p>Finance</p> <p>Paul Bundy updated on the current force financial report as at the end of Nov 2019. The revenue budget was on target and the capital forecast is showing a small underspend. The total operational delivery budget for Surrey is £233.0m for 2019/20 against this the forecast outturn position is £232.5m resulting in an underspend totalling £0.5m. Police and police staff pay is under but with an overspend in Police overtime.</p> <p>By March 2020 police officer and police staff numbers will be showing an increase.</p> <p>The PCC wanted to be clear that every penny of the precept will be spent on recruiting more officers. Police officer overtime has been cut. There have been huge demands from operations taking place across the country requiring Surrey’s assistance. The CC is monitoring this regularly.</p> <p>The overspend on the new premises was a result of purchasing the property earlier than was budgeted for. The savings plan has been achieved for this year.</p> <p>The PCC concluded by adding that expenditure was exceeding projected income but that this is in the balance now.</p>	

<p>4.</p>	<p>Capital Programme</p> <p>PB explained that the Force has to invest in assets to keep up to standard; IT, servers, infrastructure, digital technologies, vehicles, premises. The forecast is a variation on the police budget which requires close monitoring.</p> <p>The capital element will be reduced by the Government. Surrey will receive £600,000 this year and £200,000 next year.</p> <p>The PCC added that spending is much better across the Force.</p> <p>The PCC took this opportunity to wish his Chief Financial Officer Ian Perkin a happy retirement after decades of excellent service. The CC also gave his thanks to IP.</p>	
<p>5.</p>	<p>Workforce Planning</p> <p>NK explained that with the precept increase for 2019/20 this enabled the growth of 48-64 additional police officer posts. The 64 posts will be filled by May 2020 once all relevant training has been passed. At the time of the March intake of recruits the Force will be at full capacity.</p> <p>There have been 42 transferees to Surrey, some from the Metropolitan Police. A further 18 are in the process of joining. 133 recruits were taken on last year. Agency staff are currently being utilised in Neighbourhood Police Teams and Divisions whilst they recruit to these vacancies.</p> <p>Surrey has 78 officers allocated from the increased Government grant. Surrey Police are on target to achieve this by May 2021. This is part of a 3 year programme. Surrey Police are hopeful that the year 2 allocation will be in the region of 100 Officers.</p> <p>The PCC remarked that with the police officer uplift this year, the precept approval and operational uplift in the second year this works out to be in the region of 190 additional officers or thereabouts which is a 10% increase. He added that if the Government gave Surrey its fair share this number would be over 200.</p> <p>NK confirmed that the officer increase would be 170 plus additional police staff which would make a significant difference to Surrey Police. He and the CC have thought very carefully about where and how best to use these staff. Recruitment has been problematic. However the fast track to Detective programme is working well in attracting a whole new cohort of applicant. They have received 260 applications for 18 positions, 60% of which are from female applicants and 14% from Black, Minority and Ethnic applicants.</p>	
<p>6.</p>	<p>Rural Crime</p> <p>NK explained that the Force are putting a great deal of effort into rural crime. Satisfaction levels are lower in this area as it often takes longer to investigate these crimes. Engagement is an issue. Surrey Police</p>	

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	<p>have two dedicated full time Rural Officers to support in this effort. They wear green epilates to differentiate them from other officers.</p> <p>These officers are proving to be a real success in Tandridge where the area has seen a high increase in rural crime. Surrey Police have also noticed an increase in satisfaction levels however there are still some challenges. The CC and DCC met with the NFU (National Farmer's Union) and other agencies recently which was an extremely positive meeting.</p> <p>The PCC remarked that he was in Mole Valley three weeks ago for the Rural Engagement meeting. He met a group of game keepers who told of a spate of poaching and game destruction and wanted to address this with the Force before the season begins again next year. The community is feeling isolated from the police and are so by the nature of where they live. They are appreciative of the police but want to see more of them.</p> <p>NK explained that individuals are less likely to be a victim of crime living in rural areas, particularly the types of crime the police are working on. He confirmed that Country Watch was well established as this was reintroduced a year ago.</p> <p>The CC thanked the public who attended the recent Police/PCC Community Events. He assured that he had listened to their views and will be following up on them with the office of the Police and Crime Commissioner. The PCC echoed these sentiments.</p> <p>ACTION: Update on Country Watch to be brought to the next meeting.</p>	<p>NK</p>
	<p>END OF PART ONE – PART TWO IN PRIVATE</p>	