

**Police and Crime Commissioner**  
**Public Performance Meeting – December**  
**21<sup>st</sup> December 2020, 2pm-4pm, Via Microsoft Teams**

**PART ONE – Official**

**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  
 Sarah Dare (PA to PCC) SD – 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  
 Peter Gillett (Executive Director, Commercial and Financial Services – Surrey and Sussex Police) PG

<b>Agenda Item</b>	<b>Subject/Note</b>	<b>OFFICIAL</b>	<b>Action</b>
	<p>The PCC gave a welcome address to the meeting attendees and to all who were watching at home.</p> <p>Slight changes were made to the agenda to include guidance from the Chief Constable on the new Covid tiers and regulations as well as Brexit.</p> <p>CC began by explaining that the county, with the exception of Waverley, has been placed under tier 4 restrictions as of Sunday, which carries the ‘stay at home’ message, unless you are leaving the house for a legally exempt reasonable excuse.</p> <p>Travel between Waverley and the rest of the borough has also been restricted, with the below guidance in place:</p> <p>Those in a tier 4 area (all boroughs of Surrey apart from Waverley) are not permitted to travel outside of their tier and those in a tier 2 area (Waverley) are not permitted to travel into a higher tier area (such as the rest of Surrey), unless for exceptional reasons, such as:</p> <ul style="list-style-type: none"> <li>• travel to work where you cannot work from home</li> <li>• travel to education and for caring responsibilities</li> <li>• visit (including staying overnight with) those in your support bubble - or your childcare bubble for childcare</li> <li>• attend hospital, GP and other medical appointments or visits where you have had an accident or are concerned about your health</li> </ul>		

A full list of the guidance and rules of living in a tier 4 area can be found on the government website.

The CC explained that the Police had been in major incident mode due to Covid since March and asked that people please keep safe over the Christmas period.

The PCC added that we all have to get through as best we can; the Police have got the right balance up to now. Action has been taken in the last 24 hours with penalty issues to ensue for those breaching regulations.

Questions have arisen about the Police response to Policing boundaries between Tier 2 and 4. Additional resources are in place with more Police mobile. There will be no roadblocks or checks made on travel however, the Police do have powers to act on people leaving home without a reasonable excuse. A number of people have been issued with summons to appear in court in due course for more flagrant breaches of the rules.

In relation to Brexit and any deal, the CC explained he has no more information on this than anyone else. Police have been planning for either eventualities, deal or no deal Brexit. Likely that the local impact will be possible traffic disruption with implications of travel restriction due to the virus. Surrey Police will provide mutual aid to Kent where needed.

The CC advised residents to expect additional travel on Christmas day. Police are conscious of drink driving and will be out to keep the roads safe.

In relation to Brexit and crime and the investigation of crime, an International Crime Coordination Centre has been set up nationally to help with enquiries overseas. In the event of a no deal Brexit, there are implications for existing legislation and arrest warrants and Police may have to revert to old measures. From an operational Policing point of view, Police would like to see the existing measures maintained but are planning for the worst-case scenario.

CC summarised by given the following two points:

1. Be prepared for travel disruption
2. Plans are in place with European partners

The PCC thanked CC for all the hard work and planning that has gone into this and assured residents that Police services will still be there.

CC added one final note on the pandemic in saying that the Police do understand the disruption to people's plans over Christmas, they too are experiencing it with their own plans. The CC really wants to encourage everyone to follow the new guidance. Emergency service workers are also susceptible to the virus and run the risk of more absences due to sickness or isolation across the board. Police need to keep a strong workforce in to the New Year to deal with the fall out of Brexit.

<p>1.</p>	<p><b>Minutes and Actions</b></p> <p>The minutes and actions from the last meeting in private were agreed as an accurate and true record.</p> <p><b>Action update:</b></p> <ul style="list-style-type: none"> <li>• Victims response to surrendering phone as evidence – Discharged</li> <li>• Disproportionality update – Discharged</li> <li>• Workforce Planning – Proposals for growth to talk through in this meeting - Discharged</li> <li>• Draft letter to Chancellor – Waiting on settlement prior to writing</li> <li>• Mental Health Report – Discharged</li> </ul> <p>CC and DCC have written to the Surrey and Borders Chief Executive about the pressures that the force are facing in dealing with mental health.</p>	
<p>2.</p>	<p><b>Performance Report</b></p> <p>CC provided the report highlights and explained that the public were seeing two versions of the performance scorecard as the force are currently in-between using two data systems at present.</p> <p>Surrey still has the lowest crime levels in the South East and is the 5<sup>th</sup> safest place to live in England and Wales. Crime has been decreasing in most categories over the pandemic with the exception of 1,800 more harassment crimes. There are significantly fewer victims of crime than there were at this time last year.</p> <p>Violence without injury is the most common category of harassment type offence that Police are recording. Public order related, non-violent domestic abuse continues to be a concern for Police.</p> <p>Solving more crimes/positive outcomes (meaning those offenders who are charged, receive a sentence/penalty notice is down by 3.9%. Police achieved just over 10,200 positive outcomes compared to this time last year, a reduction of 400. The overall positive outcome rate is at 14.3%, the CC aspires for the force to do much better in this area. Progress in positive outcomes for high harm offences have stabilised, down 0.1% on last year's figures. The force is trying to increase its skills and capabilities all the time and are doing so in its recruitment.</p> <p>The CC's vision for Surrey is for it to be a more preventative force. The CC set up the Problem Solving Team, which is led by a Chief Inspector to improve the quality of problem solving investigations across the county. There are currently 385 problem-solving plans across the force. Surrey Police have been shortlisted for the Tilly awards for their Problem Solving approach.</p>	

	<p>Emergency response times – 999 calls are largely stable with the majority of calls answered falling within the 10-second target. There has been a drop off in performance for 101 calls largely due to splitting the contact centre teams up during the first wave of the pandemic to keep people safe. The introduction of digital 101 means people can now communicate with Surrey Police via social media.</p> <p>In November, the figures levelled off with response times to 101 calls taking 1 minute 30 seconds, which the CC feels, is satisfactory performance.</p> <p>There has been recent press attention in relation to Surrey Police’s response times to calls however it is noted that a number of callers abandon the call after hearing about the online reporting mechanism. The force have received over 100,000 contacts from residents online. The Policing Minister Kit Malthouse recently gave positive feedback in saying that he was pleased with Surrey Police’s social media presence.</p> <p>Call outs in the case of emergencies are graded from 1- 3 with grade 1 being the highest-level emergency with a response vehicle being on scene within the hour. Surrey Police have very recently introduced a new team, the Incident Review Team, to handle grade 3 emergencies online and with telephone enquiries which takes the pressure off local Neighbourhood Policing Teams. Work is ongoing to improve grade 2 call outs to be met within the hour.</p> <p>Public confidence in Police – Surrey typically perform highly in his area. National figures are not yet known as the process for gathering this data via the joint neighbourhood survey has been paused. Confidence in Police was recorded as 91.9% at the beginning of the pandemic and has dropped down to 88.7%, still seen as satisfactory performance in this area. CC paid tribute to the amount of work the force does at all levels.</p> <p>The CC advised of a recent course completion for Police Community Support Officers who are due out on the street this Sunday.</p> <p>Victims and Witnesses Satisfaction – Surveys are completed with victims via text which is quick and easy feedback. Satisfaction in victims and witnesses are up 3%. CC aware that the force need to improve on keeping people informed and plans are in place to address this.</p> <p>Missing people – There are 279 fewer repeat missing vulnerable people in Surrey than there were a year ago.</p> <p>Repeat Domestic Abuse perpetrators have plateaued at 1,000 repeat perpetrators that the Police know of, across the county. Surrey Police are building better relationships with partners and serving notices on people they visit, following this up with home visits to serious offenders. The force are more successful in identifying and analysing perpetrators now.</p>	
--	---	--

	<p>Mental Health – The force are seeing longer wait times for people accessing mental health services. More needs to be done with friends and family to support this and take the pressure off the Police and Health systems.</p>	
3.	<p><b>Finance Report</b></p> <p>PB reported that the force are doing well in managing finances all things considered. The Government have assisted with grants for all PPE and with surge funding for overtime. They have also given assistance with loss of income incurred. The force has achieved its savings plan, held back expenditure where possible and are predicting to have a small underspend on the revenue budget at the end of the financial year. It was noted that 80% of the Police budget is spent on employees therefore the finance team watch this area of spend closely.</p> <p>In relation to variations, the PCC asked about loss of income due to the virus. PB reported that there had been some loss in training and certificates fees but the force were getting some of this (75%) back from the Government as stated.</p> <p>With the Capital Programme spend moving forward, some of the funding was due to come from the sale of assets however this may prove to be more challenging to achieve in the current economic environment.</p> <p>Risks in relation to the finances due to covid 19, Police overtime, capital receipts, and forensic costs were set out in the report. It was noted that these raised medium concern and was something to be addressed in a future meeting. Finally, PB noted that the virements in Appendix D required approval by the PCC. This was done in the meeting.</p>	
4.	<p><b>File Quality</b></p> <p>DCC led in summarising the report by saying that there had been a particular focus within Surrey Police on file quality in recent months. Surrey have one of the most comprehensive disclosure training programmes of any force. Confidence in file quality is a key element. If the quality is not right then this equates to a lot of wasted time and the risk of losing the case at court or via the Crown Prosecution System (CPS). Surrey are doing well at securing guilty pleas at first appearances at Crown Court and are just above the National average ranked at 19, which is in the top half of the country. A guilty plea at a first hearing saves a lot of time and money. The DCC admitted the force need to be better in raising their National standard for file quality, ensuring that efficient checks and balances are in place before files go to the CPS.</p> <p>Temporary Assistant Chief Constable Barlow is chairing an internal oversight board in January 2021 and there is a guidance hub on the forces' internal intranet in supporting officers to produce quality case</p>	

	<p>files.</p> <p>There is now a two-way interface between the force and CPS whereby cases can be electronically sent and the CPS email back. Officers and staff can now communicate with lawyers and staff immediately.</p> <p>The PCC remarked that file quality had taken a long time to improve and advised that the force need to keep a real focus on this.</p> <p>DCC replied that the last 18months had seen a real improvement in disclosure. The force now have an agreement through a medical company that they will do the work to obtain medical statements when required through GPs. The company put together a statement from the Drs Note, which reduces the waiting time for these from 3 months to 5 days.</p> <p>The PCC expressed great concern that the pandemic had seen a delay in justice being provided through the court system. There is much work to be done to reduce the backlog in cases.</p> <p>DCC noted that there had been a slight improvement in Magistrates Courts catching up with the backlog. The delays are still increasing in Crown Court, which places an additional strain on the Victims and Witness Care Unit in keeping people informed. The force are doing everything they can to tackle this.</p>	
<p><b>5.</b></p>	<p><b>Retail Crime</b></p> <p>The force launched a new commitment in September with a paper outlining the draft strategy for rural crime. Chief Inspector Offord is leading in this area.</p> <p>5% of all crime across the county has a business crime attached. The force look for solvability factors, threat, harm, risk and vulnerability.</p> <p>The PCC expressed that the report makes for good reading. The CC confirmed that engagement with the Surrey Chambers of Commerce is ongoing and that the force would reach out if Chief Inspector Offord had not already done so.</p> <p>The message to all retail owners is to report, report, report to Police. Shoplifting is a crime no matter how small it may seem. The force offer free crime prevention advice via their Designing Out Crime Officers who are specially trained to do so.</p>	
<p><b>6.</b></p>	<p><b>Outcomes – Community Resolutions</b></p> <p>The DCC explained that Surrey have a high number of community resolutions compared to other forces by design. The force adopted Checkpoint, which manages out of court disposals. This saves money and helps keep Surrey safer and is a proven deterrent to suspects reoffending.</p> <p>Victims are more satisfied with community resolutions than when the offender goes to court. The force are averaging 300-400 a month. Many of the offences dealt under this are for class B drug possession,</p>	

	<p>common assault and public order offences.</p> <p>The force are regularly auditing the Community Resolutions to ensure that correct process are being followed and that there is a rational behind the decision-making. These are not an easy way out for offenders. A recent Probation study found that 61% of offenders who are held in custody for 12 months go onto reoffend within the year. If a person had previous convictions for a similar type of offence then it is unlikely they would be considered for Community Resolution.</p>	
	<p><b>AOB</b></p> <p>The Inspection of Manchester Police was highlighted by the PCC; this raised concerns that Police in the Manchester area did not record 1 in 5 crimes. The PCC asked for reassurance that Surrey were recording crimes satisfactorily. The CC advised that in 2018 Surrey were inspected for their crime data integrity and did well receiving a good standard overall and an outstanding grading for its leadership. Areas for development included, recording of sex crimes relating to domestic abuse, recording of rape crimes and crimes disclosed during modern slavery investigations. An oversight meeting was chaired by the DCC to manage this, which included listening to calls between victims and the police to check against the offences recorded.</p>	
	<p><b>Part One Meeting end: 15:20</b></p>	