

Police and Crime Commissioner
Public Performance Meeting – March
30th March 2021, 10am-12pm, Via Microsoft Teams

PART ONE – Official

PART TWO – Official Sensitive

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
 James Smith (Communications and Engagement Officer) JS
 Sarah Dare (PA to PCC) SD – Minutes

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

Agenda Item	Subject/Note OFFICIAL	Action
The PCC gave a welcome address to the meeting attendees and to all who were watching at home.		
PART ONE - OFFICIAL		
1.	Minutes and Actions The minutes and actions from the last meeting in private were agreed as an accurate and true record. Action update: <ul style="list-style-type: none"> • Draft letter to Chancellor – Discharged • Report to PCC on Detective Constable figures – Currently reprofiling as part of investigation review - Discharged • ICT workshops and benchmarking with other forces – Surrey Police have commissioned a review by CIPFA and as part of this study; they have included scrutiny of ICT budgets. Their initial findings have shown that we do spend more than average on our ICT costs. CIPFA are now carrying out further analysis on both resources and projects. The work is ongoing. PG to bring a further update to the next meeting. • Comparison of Surrey audit to other forces – This has been discussed in detail with Southern Internal Audit Partnership 	PG

	<p>(SIAP) and it is very difficult to benchmark against other forces. The reason for this is that the number of days that SIAP currently spend with forces is between 75 and 800 (not including the Met which is 2,500). This is not just down to size of force, it also relates to risks, history, and coverage required. Surrey also has additional days to cover the contribution toward collaborated areas with Sussex. The determination for number of days in the coming year is based on an annual assessment, including the findings of the previous year and the current risks. - Discharged</p> <ul style="list-style-type: none"> • David Mason to provide timetable for next HMIC Inspection – Chart drawn up of year ahead inclusive of precept and planning. - Discharged <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>Update on key priorities</p> <p>The CC provided the report highlights and identified 3 key priorities:</p> <ol style="list-style-type: none"> 1. Recruiting more Police Officers and Frontline Staff 2. A greater focus on prevention 3. Solving more crime <p>Recruiting more Police Officers and Frontline Staff</p> <p>It has been a busy year for the Surrey Police recruitment and training teams. Despite the current pandemic, recruitment of police officers has continued at pace with 242 new officers having joined the Force during 2020/21 across all entry routes including Degree Holder Entry Programme (DHEP), Police Now and Police Now Detectives. In addition, the Force has also recruited a total of 54 PCSOs.</p> <p>In respect of Safer Neighbourhood Teams (SNT) this too has seen significant investment through 2019/20 and 2020/21 precept uplifts. The Force has increased its Neighbourhood Specialist Officer (NSO) posts from 22 to 52 and has doubled the number of Youth Engagement Officers (YEO) across the Force from 11 to 22 posts.</p> <p>The PCC asked the CC how many officers are out there, to which he responded that 200 plus officers are still in training, which is a mixture of classroom, online and training on the job with a coach or tutor constables on rotation. This is why some residents may have seen small groups of officers out on the streets. The force are gradually filling vacancies within teams and have witnessed a noticeable change in resources for the first time in 10 years.</p> <p>The PCC asked the CC to explain in his words, why Police staff are needed. The reason being that any police service need a wealth of</p>	

experience to operate such as specialist staff and criminal justice staff. CC is equally as grateful for specialist frontline police staff as he is police officers and the public funding to afford these posts.

A greater focus on prevention

The new Problem Solving Team is now fully up and running with additional supervision, analysts and specialists taking effect. The team won a National Problem Solving award for its problem solving work tackling youth ASB in Runnymede.

Overall, Crime in Surrey has decreased 14.5% and burglary is down 44%. The figures are somewhat artificial due to the pandemic.

In terms of crime prevention, for their money residents will see more evidence based plans to tackle burglary and additional fraud caseworkers within the Victims Teams. Surrey Police are working closely with UK Finance and in doing so have prevented over 2million pounds worth of losses to Surrey residents.

Solving more crime

There has been a lot of activity in crimes solved with a new Incident Review Team conducting more telephone and computer based interventions, freeing up the time of Neighbourhood Policing Teams. Early feedback in this area has been positive with the team dealing with over 80% of grade 3 incidents, which usually go out to the local teams. Customer satisfaction has also been positive.

Investigation Improvement Plans are ongoing with additional investigation teams coming later in the year. More coaching and support is being offered in this area.

Investigation Structure Review – this project aims to ensure that the Force has the most appropriate workforce model to deal with more serious crime and specifically Child Abuse, Domestic Abuse and Stalking thereby giving the best possible service to victims. At the current time, the Force has three Safeguarding Investigation Units (SIUs) who deal with medium and high-risk domestic abuse, all child abuse and offences involving vulnerable adults.

Following detailed analysis of demand, engagement with the workforce and reviewing investigative structures in other forces, a pilot testing a new concept of dedicated Child Abuse and Domestic Abuse teams, with a separate CID team, commenced on East Surrey on 22nd February 2021. This sees staff assigned to deal with the level of crime most appropriate to their skills, training and experience e.g. detectives dealing with child abuse and a mix of Police Constables, Detective Constables and Investigating Officers dealing with Domestic Abuse. The feedback so far has been positive and when the new model is deemed to be working effectively this will be rolled out force-wide.

	<p>Investment in Performance teams - Each division has introduced a small performance team in order to have access to more in depth individual and team performance data. These teams identify trends, gaps and specific areas of focus allowing comparisons to be drawn where appropriate. This has been taken a step further during 2020 with each division trialling a new post of a Performance Inspector who is responsible for trying to improve volume crime solved rates by scrutinising volume crime investigation by NPT. Although early days, Divisional Commanders state that the post is proving extremely beneficial and consideration is currently being given to funding these posts on a permanent basis.</p> <p>The PCC advised that he had received concerns from the Police and Crime Panel and others that Surrey Police were in the 'middle of the pack' when compared to other forces and asked the CC if he thought this was a fair description.</p> <p>The CC replied that in the past 12 month rolling period, Surrey recorded just 66,000 crimes making it the 5th safest county to live in.</p> <p>The volume of that crime solved was 9,964 (15%). Other forces 'solved crime' rates are usually within 14-19%, although not all forces record in the same way. Not all victims want their cases going to court therefore the Police are sometimes not able to say that a crime is solved as such.</p> <p>The force are seeing green shoots in terms of the number of cases solved in relation to high harm offences.</p> <p>The PCC commented that Surrey Police can and will do better.</p> <p>The PCC raised concerns around the victims and court process, particularly with the courts having a backlog of cases built up due to the pandemic. Surrey is not as bad as other parts of the country.</p> <p>The CC explained that the force has a good relationship with the courts and Crime Prosecution Service (CPS) and assured that everyone is working as hard as they can to clear the backlog. They are starting to see progress with this in the Crown and Magistrates Court.</p> <p>There is a longer wait for justice in this respect, which Surrey Police are supporting victims with and encouraging people to see their cases through to court.</p> <p>The PCC paid tribute to the local services that are helping with this and commented that Police file quality needed to be tip top to ensure there were no further delays incurred in relation to cases getting to court. The CC assured that the force has regular performance meetings with CPS colleagues on rape and sexual offences cases, which makes for much easier conversation with prosecutors. Surrey Police are putting more effort and resourcing into this area-ensuring file sharing where needed.</p> <p>The CC reported there to be very strong 'out of court schemes' in</p>	
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	<p>place in Surrey where certain offences, where suitable and victims agree to this, can be resolved out of court. Police conduct early intervention with perpetrators, which helps to reduce reoffending. The force are seeing high victim's satisfaction results in this area.</p> <p>Studies have shown that if offenders are sentenced to 12months or less, their chance of reoffending is 60%.</p>	
<p>3.</p>	<p>Performance Report</p> <p>The CC gave an overview of the force's performance and highlighted a particular concern stating that although forces saw a big reduction in crime last year due to the pandemic, it is felt that the Police are not receiving as many reports of incidents relating to Domestic Abuse and Child Abuse as they expect. The CC encouraged people to seek help and support where possible.</p> <p>Violence without injury offences have increased for offences such as harassment and breach of orders. The amount of arrests involving drug offences has also increased thanks to the proactive action of the Police and with the pandemic and resulting lockdowns making it much easier to spot these offenders. In relation to drug offences the force are focusing their efforts on looking for the perpetrators causing the most harm to society, not at low-level teenagers or dealers.</p> <p>CC is continuing to see an increasing in problem solving in the force with 438 active problem solving plans going on across the force currently.</p> <p>Response times to 999/101 calls remain stable with the average waiting time just over 2 minutes. Digital 101 is still proving to be a popular means of contacting the force.</p> <p>Survey results show stable performance in the provision of support to victims and witnesses with good scores across the majority of areas. The force continue to focus on keeping people informed with 60% satisfaction in this area.</p> <p>Encouragingly, Surrey Police continue to see reductions in the number of repeat vulnerable missing individuals. The excellent downward trajectory of the last year is as a result of greatly improved partnership working and the embedding of the Surrey High Intensity Partnership Programme (SHIPP). The force are also refreshing its plans surrounding mental health and joint working protocols with the Surrey and Borders Partnership.</p> <p>The PCC remarked that it is right that the Police are called when vulnerable individuals require help but that specialist services are required to support with this at the earliest opportunity. Individuals need swift access to proper assessment and treatment rather than a Police Officer.</p> <p>The High Harm Perpetrator Unit (HHPU) deals with the most dangerous and persistent offenders and works closely with Probation. The team use a scientific basis to analyse the risk of offenders. There</p>	

	<p>is a problem-solving element to this usually involving perpetrators with a background in substance misuse, housing need and/or mental health issue with boundaries and restrictions needing to be reinforced. It is intensive and time consuming work but essential.</p> <p>In relation to the force performance scorecard, the CC is pleased that Surrey is maintaining public confidence levels at 87.9%. The CC commented that he is grateful for communities showing support for the Police in what has been a difficult year. Now that the rules are beginning to relax around lockdown restrictions; Policing duties continue and will see more Police patrolling hot spots ensuring that gatherings are no bigger than the rule of 6. The CC asked Surrey residents to continue to follow the guidelines. Police teams will be using enforcement where needed. Protest activity has not been seen in Surrey but the force have provided support to colleagues in Sussex. Infection rates appear more positive with hospitals not so overwhelmed however this is still a precarious time. The CC is very optimistic about a much better summer.</p> <p>The PCC commented that the force had done well enforcing the rules where necessary.</p> <p>Extra resources will be put in place over the Easter weekend and Police will be on hand to ensure people are not gathering in large groups. The PCC made a plea to all residents asking them not to relax their guard.</p> <p>Surrey Police are making substantial improvements however; there is still a national shortage in individuals with Detective skills. The PCC has given as much money to this as he is allowed.</p> <p>ACTION: CC to bring back figures on the profile of HHPU cohorts and their reoffending rates.</p>	CC
4.	<p>Carbon Management Strategy</p> <p>The CC outlined the progress made in this area which has been a joint effort between Surrey Police and the Office of the Police and Crime Commissioner. The ambition is to be a net zero carbon organisation by 2030.</p> <p>Specialist consultants have been providing projections for the future and have developed a route map to set out how this could be achieved. The force are currently taking stock of the report and are working with the senior leadership team to change the force's culture. The Force Organisation Board are monitoring performance in this area.</p> <p>The PCC added that getting buy in from others was as important as that from the senior leadership team.</p> <p>The force has been reducing its buildings and moving to electrical cars. Supply chains and supply lines have been the most challenging with tough choices needing to be made in this respect.</p>	

	<p>The PCC's personal ambition is to see Surrey Police well on its way to the net zero target.</p>	
<p>5.</p>	<p>Tackling Domestic Abuse update</p> <p>The CC outlined the paper, which provides an update on the progress against the Domestic Abuse (DA) portfolio plan since the last update submitted to the Office of the Police and Crime Commissioner (OPCC) in July 2020. This is a fifth update on progress against the Domestic Abuse Portfolio Plan as recommended by HMICFRS and requested by the OPCC for a general update on a six monthly basis.</p> <p>The inspectorate on Domestic Abuse made a number of recommendations, all of which have been completed.</p> <p>Body Worn Video is now implemented and refreshed with a new system receiving a lot of positive feedback.</p> <p>DA Training programmes are really well embedded. An outreach provider involved in the training recently gave good feedback regarding the officers who attended on scene.</p> <p>Positive action is being taken in this area, the arrest rate is high and early action taken at the point of arrest and interview in custody is having a positive effect. Interventions taken to change the perpetrators behaviour is an important part of the process.</p> <p>The PCC commented on convictions for rape in part being low and asked the Chief if he had any plans to respond.</p> <p>The CC informed the PCC of the early advice programme, led by a regional CPS lawyer who gets involved in the earlier stage of investigation to get agreement early on. This is having an impact on lower attrition levels and more prosecutions that are successful however, the force need more convictions.</p> <p>The PCC referred to the recently publicised Sarah Everard case and asked what Police can do to make women feel safer in the county.</p> <p>The CC informed the PCC of the online debate on Violence Against Women and Girls. Cumbria Police sent out an open survey to seek experience and feedback, which the CC asked Surrey to replicate. The CC encourages everyone to keep reporting concerns to the Police and is awaiting guidance on reporting misogyny. He has asked the Problem Solving Team to look at various locations and areas of concern across the county to see what more can be done. The CC advised that both men and women can play a part in making women feel safer. We all need to understand what men can change to make people feel safer by being better men. If you are a bystander at work and you see or spot inappropriate behaviour then it is about having the confidence to intervene and to challenge this.</p> <p>The CC's message to all women is that Surrey is a safe county however if you feel the slightest unease, the Police are on hand to help you. The Digital 101 service is discreet and very easy to use.</p>	

<p>6.</p>	<p>Unauthorised encampments</p> <p>In 2020, the number of unauthorised encampments decreased to 105 (this figure was down 17 on the previous year). 16 groups were responsible for 87 of the encampments. Police powers were used on 13 occasions.</p> <p>Looking ahead in 2021, there are fewer injunctions in place and no changes to the legislation yet. There is no transit site in Surrey yet however the force are working with partners on this, with Surrey County Council taking the lead. There is a stronger mechanism for regional intelligence sharing.</p> <p>We will start to see a different approach in 2022.</p> <p>The PCC commented that Surrey Police have raised their game in this area. Minorities of the community cause the issues; many cooperate with Police and move on peacefully. Securing a transit site in Surrey shows real progress. It is not realistic for this to be in place by the end of the summer nor legislation making trespass a criminal offence, however the PCC is behind this law.</p>	
<p>7.</p>	<p>Finance Report</p> <p>Paul Bundy (PB) reported that the financial year 20/21 had been a year of restraint and caution, as it was not known how much support there would be from the Home Office for Covid 19 costs. Fortunately, the force kept its financial management on track and in the end, received additional finance from the Home Office to cover some of these costs. This has resulted in a predicted underspend of £0.9m for the year as at the 31st January 2021. It is recommended that this should be put in to reserves to support the ongoing costs of the Building The Future and Equip projects in the coming year.</p> <p>The Capital for the 20/21 is £13.9m of which there is a predicted underspend of £0.9m. This does assume that a number of projects will be deferred in to 21/22.</p> <p>In terms of savings for 2020/21, all these had been achieved with the exception of £0.5m for ICT, which has not been identified and so has been removed. CIPFA are currently reviewing ICT spend and savings will be pushed for in the coming year. The Equip ERP project is ongoing and future costs for this are awaited.</p> <p>The small underspend does not negate savings due to the Council Tax. PB stated that he was happy that Surrey Police finances are in a healthy state however, some areas such as overtime, need to be managed closely. Future savings delivery will also be very challenging. Despite a small potential underspend being added to reserves Surrey had amongst the lowest level of reserves in the country and even then the underspend would soon be spent as it had been earmarked for specific projects.</p>	

<p>8.</p>	<p>AOB</p> <p>Dog theft –</p> <p>CC advised that it had been pet theft awareness week recently and that Surrey had not seen a big uplift in reports of dog theft as some other parts of the country had. Surrey reported 26 in the last year, not too dissimilar to figures the previous year. The CC encouraged people to report any concerns to the Police for proactive action. More advice is available on the Surrey Police Media feeds and social channels.</p> <p>The website Doglost.co.uk holds a wealth of information.</p> <p>The CC highlighted that a concern post the pandemic is the wellbeing of pets once people return to normal work patterns. If anyone requires help with this, they are advised to seek support and not just abandon the animal.</p> <p>Staff welfare –</p> <p>The force is seeing numbers of colleagues returning to work and self-isolation is reducing in line with the general population. Colleagues are tired and officers are cancelling leave as the restrictions ease due to a number of high profile events over the summer.</p> <p>The force have ‘Wellbeing Wednesdays’ supporting colleagues to look after their welfare. There is a good team spirit within the force and increased support available through the occupational health unit.</p> <p>The Police have access to covid testing at local community test centres but there has been no prioritisation for Police to vaccinations. The CC believes that frontline officers and staff should have been given priority for vaccinations to which the PCC agrees. Strong representations were made on this but were not successful.</p> <p>Surrey Police have experienced deaths within their ranks as a result of the virus. The CC wanted to say well done to everyone who has done the force proud.</p> <p>Drivesmart –</p> <p>This had been losing steam in recent times. The PCC’s office and Surrey Police have had a successful first meeting to scope out what partners want and how it will be paid for. The time is right to look at the provision of average speed cameras/schemes.</p> <p>The PCC and CC noted that speeding and anti-social driving was a recurrent theme in nearly all the ‘Policing in Your Community Events’ that ran earlier this year. They have agreed a broader plan to broaden out the strategy to look at the best locations for average speed camera schemes to take place.</p> <p>The force are waiting on an outcome from the Government in relation to greater legislation around parking.</p>	
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	The PCC closed Part One of the meeting thanking members of the public who may watch or listen into it at a later date.	
	Part one of the meeting ended at 11:39am	