



## Surrey Police Performance Report

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## Foreword

Within this paper performance is evaluated over the latest full rolling 12 months (12m) against the same period one year earlier. This enables the Force, at a strategic level, to determine whether the trend in a particular measure is moving in the right direction. For some measures we also include the distinct quarterly or monthly data points to help determine and visualise whether a particular period has impacted the trend.

National comparison data from the Office of National Statistics (ONS) have been included where available, but it is important to note that ONS data is currently only published up to June 2021. The Covid-19 pandemic has had a significant impact on crime volumes, and data remain volatile, so national comparisons quoted as of June 2021 may have changed in the last six months, and should be treated merely as indicative of Surrey Police's performance.

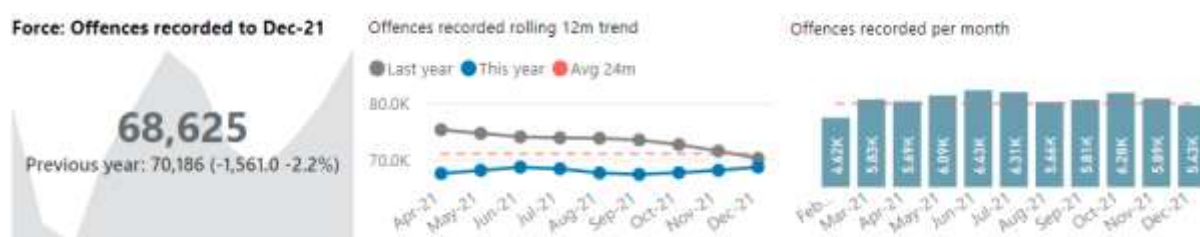
## EXECUTIVE SUMMARY

The ONS figures showed that in June 2021 **Surrey had the 4<sup>th</sup> lowest crime rate nationally** (57.4 per 1000 population) across England and Wales, and Surrey continues to have the **lowest crime rate in the south-east region**. Considering how attractive Surrey is to travelling criminality; with the Metropolitan Police to the north, and excellent road links across the South East, the continuing position as having the lowest crime rate in the region is significant

### Volume of Recorded Crime <sup>1</sup>

The latest Office of National Statistics figures for the 12 months ending June 2021 show that total police recorded crime decreased by -4.8% in England and Wales. This decrease in crime was mainly driven by changes in society after coronavirus lockdown restrictions were put in place. Surrey's reduction over the 12 months to June 2021 was -3.3%.

Analysis of Surrey Police's own data for the 12 months to December 2021 shows that the year on year trend in recorded crime has continued to decline, down -2.2% to 68,625 crimes recorded with the trend starting to show a small upturn with recent months above the average.



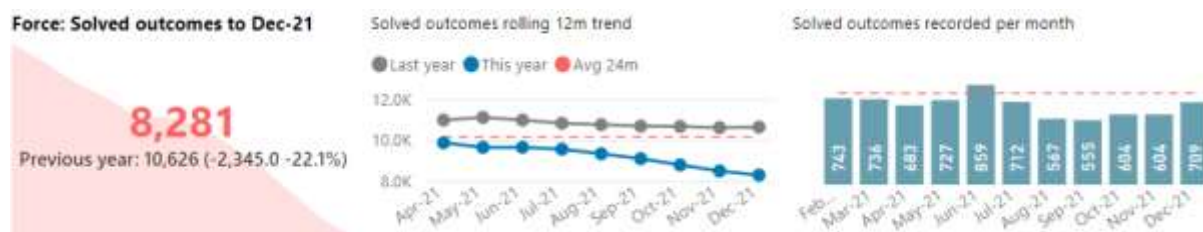
Lockdown restrictions throughout April and May 2020 saw some of the biggest reductions in crime. The second national lockdown during November also saw notable reductions. The introduction of tier level restrictions in December and a further national lockdown in January 2021 resulted in recorded crime being below the monthly average. For the 12 months to December 2021 the biggest reductions have been within the drug, burglary, criminal damage and robbery categories. The only notable increases have been within Serious sexual (up 19.7%) which includes rape and sexual assault offences and 'other sexual offences' is also up 9.5%. Also, violence is up slightly 4.5% although the increase relates predominantly to 'without injury' offences of harassment which includes the improved recording of stalking and controlling or coercive behaviour offences.

<sup>1</sup> Defined as the number of total notifiable offences recorded within Surrey as defined by the Home Office Counting Rules (HOCR)

Crime category	12m to Nov21	12m to Nov20	Change	%age change
Commercial burglary	750	953	-203	-21.3%
Criminal damage	7,920	8,746	-826	-9.4%
Drug offences	2,672	3,506	-834	-23.8%
Fraud and forgery	138	160	-22	-13.8%
Other criminal offences	2,296	2,398	-102	-4.3%
Other sexual offences	474	433	41	9.5%
Residential burglary	2,634	3,378	-744	-22.0%
Robbery	375	425	-50	-11.8%
Serious sexual	1,965	1,641	324	19.7%
Theft (other than vehicle) & handling stolen goods	10,005	10,209	-204	-2.0%
Vehicle crime	5,537	5,928	-391	-6.6%
Violence	33,859	32,409	1450	4.5%
<b>Total notifiable offences</b>	<b>68,625</b>	<b>70,186</b>	<b>-1561</b>	<b>-2.2%</b>

## Force: Volume of Solved Outcomes

Home Office Counting Rules require all notifiable offences to have an outcome. For Surrey Police, a 'Solved outcome is a notifiable offence with either a charge; caution; penalty notice; drug warning; community resolution, TIC (taken into consideration)'. From January 2021, outcome 10 where formal action is not in the public interest was included and then in April 2021, outcome 22 was also added to solved outcomes when they are validated 'Checkpoint' outcomes.



For the 12 months to December 2021 the volume of solved outcomes for notifiable offences recorded was 8,281 down -22.1% (a reduction of 2,345 solved outcomes) when compared to the 12 months to December 2020 (10,626) this is a statistically significant reduction based on rolling year data over the last 24 months. The volumes of solved outcomes between January and May 2021 have been below the 24-month average. The volume of solved increased above average in June 2021 but has subsequently returned to below average from July 2021 to the end of December 2021.

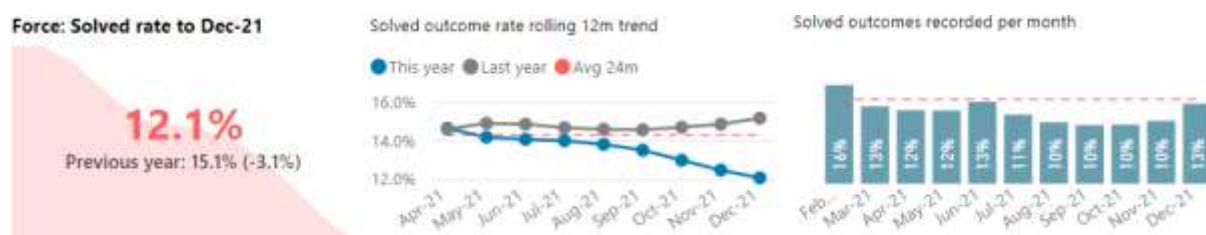
As can be seen from the table below most crime types have seen a reduction in solved outcomes over the last 12 months when compared to the year before (apart from sexual offences). Violent crime with a solved outcome has seen the biggest volume reduction (-840). With vehicle crime showing the largest percentage reduction (down 65.3%).

Crime category	12m to Nov21	12m to Nov20	Change	%age change
Commercial burglary	49	82	-33	-40.2%
Criminal damage	579	792	-213	-26.9%
Drug offences	2,073	2,829	-756	-26.7%
Fraud and forgery	26	44	-18	-40.9%
Other criminal offences	648	656	-8	-1.2%
Other sexual offences	70	109	-39	-35.8%
Residential burglary	92	166	-74	-44.6%
Robbery	39	63	-24	-38.1%
Serious sexual	141	134	7	5.2%
Theft (other than vehicle) & handling stolen goods	632	855	-223	-26.1%
Vehicle crime	66	190	-124	-65.3%
Violence	3,866	4,706	-840	-17.8%
<b>Total notifiable offences</b>	<b>8,281</b>	<b>10,626</b>	<b>-2345</b>	<b>-22.1%</b>

## Force: Solved Outcome Rate

Solved outcome rates are calculated using the volume of solved outcomes over a given period divided by the volume of crimes in the same period.

For the 12 months to December 2021 the solved outcome rate for notifiable offences was 12.1% which is a reduction of 3.1 percentage points compared to the 12 months to December 2020 (15.1%) (NB: percentage values have been rounded up and down to the first decimal place). The charts below show the impact of the low volumes of solved outcomes over recent months as the volumes of crimes increased over the same period.



The table below shows the solved rate for each crime category. With all categories except “other criminal offences” showing a reduction on the solved outcome rate.

Crime category	12m to Nov21	12m to Nov20	%age Point change
Commercial burglary	6.53%	8.60%	-2.1%
Criminal damage	7.31%	9.06%	-1.7%
Drug offences	77.58%	80.69%	-3.1%
Fraud and forgery	18.84%	27.50%	-8.7%
Other criminal offences	28.22%	27.36%	0.9%
Other sexual offences	14.77%	25.17%	-10.4%
Residential burglary	3.49%	4.91%	-1.4%
Robbery	10.40%	14.82%	-4.4%
Serious sexual	7.18%	8.17%	-1.0%
Theft (other than vehicle) & handling stolen goods	6.32%	8.37%	-2.1%
Vehicle crime	1.19%	3.21%	-2.0%
Violence	11.42%	14.52%	-3.1%
<b>Total notifiable offences</b>	<b>12.07%</b>	<b>15.14%</b>	<b>-3.1%</b>

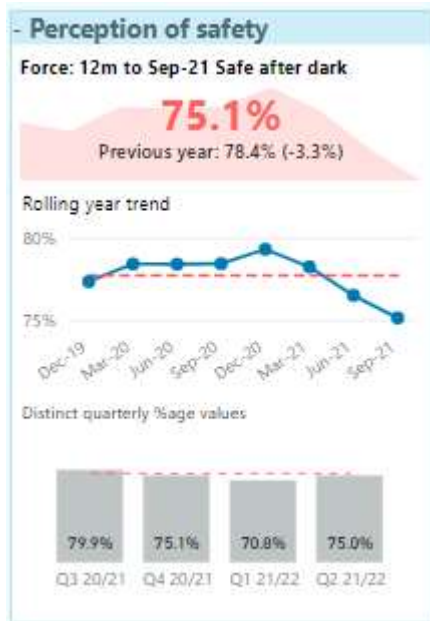
While the volumes of most crime types have decreased over the last 12 months, and the volume of Total Notifiable Offences has reduced by 2.2%, some crime types, notably sexual offences and hate crime, have increased. The Force's performance in solved outcomes (both volume and rate) has broadly tracked the national position, and the Force remains approximately mid-table when comparing solved rates with other forces. However, the Force continues to aspire to improve and, to that end, has set up a number of structural reviews to undertake a root and branch analysis of how investigations are conducted and how specialist teams are organised to focus on key areas such as domestic abuse, child abuse and serious sexual offences. The Force is confident that these interventions will begin to have an impact on overall solved outcomes performance as the teams are embedded, and staff recruited as part of Operation Uplift and Precept become fully competent. These initiatives and subsequent performance are given full scrutiny through the Deputy Chief Constable's Force Service Board.

The following sections set out Force performance against the Police and Crime Commissioner's Plan.

# 1. Violence against Women and Young Girls (VAWG)

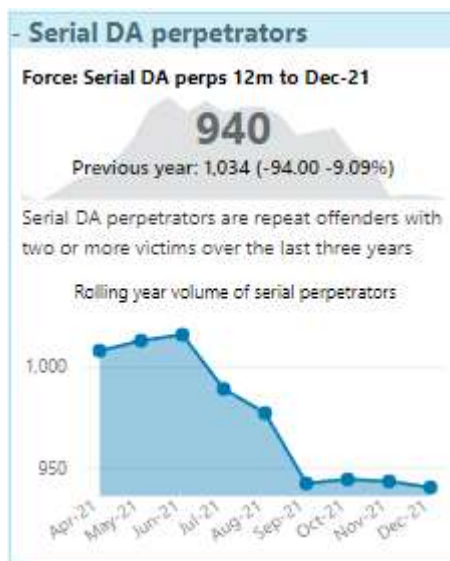
## 1.1 Satisfaction and Confidence

### Force: Perception of safety after dark for female respondents



The Joint Neighbourhood Survey asks respondents to consider how safe they feel after dark. The latest results for the 12 months to Sep-2021 is 75.1% of female respondents say they feel ‘very safe’ or ‘fairly safe’ after dark. This is a reduction compared to values over the last eight quarters. The latest result for female respondents is below the 84% for total respondents. Q1 2021/2022 shows a reduction compared to previous quarters but the latest Q2 2021/2022 shows an improvement.

There are several areas the views of women in Surrey are captured, including the Call It Out survey and use of Streetsafe. The response to this falls into the VAWG Prevent Strategy and response to the creating public spaces “pillar” of the NPCC VAWG framework (covered in detail in the OPCC Performance report for VAWG). Actions include a trust and confidence plan and overt policing plans such as Op Vigilante.



### Serial Domestic Abuse (DA) perpetrators

Surrey monitors the volume of serial domestic abuse perpetrators. This has been defined together with ESDAS as the volume of repeat offenders that have two or more victims over the last three years. Currently this volume of perpetrators has reduced by 94 over the last year; a reduction of 9.1%.

Serial perpetrators reduction of 9.1% mirrors the total violent DA reduction of 8.1% we would expect there to be a correlation between the two measures. The high harm perpetrator unit (HHPU) are working on reducing serial offenders.

A new Multi Agency Tasking & Coordination (MATAC) process has been set up to discuss the management of DA perpetrators. High Harm Protection Unit (HHPU) will adopt serial DA offenders who can be managed through the Integrated Offender Management (IOM) model.

# Integrated Offender Management (IOM) brings a cross-agency response to the crime and reoffending threats faced by local communities. The most persistent and problematic offenders are identified and managed jointly by partner agencies working together.

IOM helps to improve the quality of life in communities by:

- reducing the negative impact of crime and reoffending
- reducing the number of people who become victims of crime
- helping to improve the public's confidence in the criminal justice system

Surrey Police was one of the first police forces in the UK to have a Violence Against Women and Girls (VAWG) Strategy, which was launched in June 2021, and was subsequently inspected by HMICFRS. This included a full review of the way the Force implements, maintains and monitors protective measures. Surrey's work was seen as progressive and good practice. For example, HMICFRS praised Surrey Police's use of Stalking Prevention Orders.

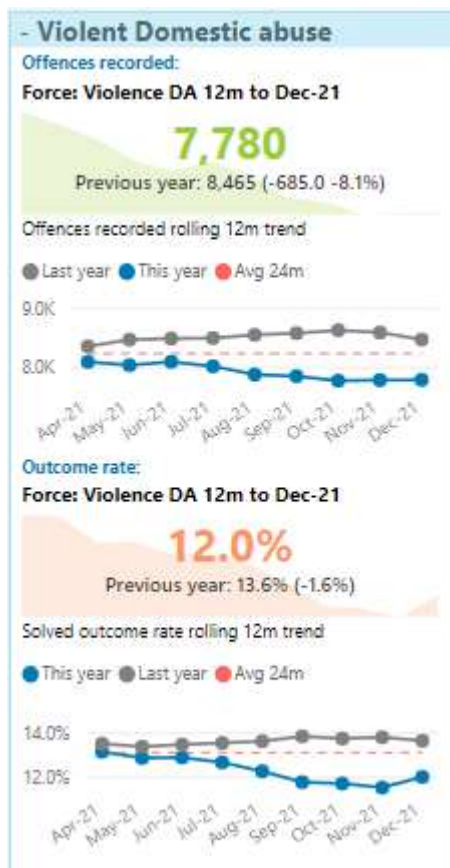
Under the Prevent aspect of the Violence against Women and Girls (VAWG) plan each Division will target the highest harm repeat and serial VAWG and DA perpetrators.

### **Domestic abuse (DA) satisfaction**

The latest financial year satisfaction for domestic abuse is 82.2% down from the 93.1% recorded at the end of 2020/2021. This decline relates to a drop in satisfaction in Q1 2021/2022 (Apr-Jun 2021) where overall DA satisfaction reported was to be 71.4% compared to usual quarterly overall satisfaction of over 90%. The volumes of respondents in this quarter was lower than usual but further analysis does not identify any specific reason for this drop in Q1 21/22 – the reduction was seen across all elements; initial contact; actions take and kept informed. Latest data for DA satisfaction showed the response rate increase again in Q2 21/22 and results have returned to normal levels again (89.1%). This is a measure to watch when Q3 results are released in 2022.

With the introduction of new DA Teams, dedicated DA caseworkers have been embedded, with the intention to engage survivors from report to court. (There is significant demand in these teams which has increased investigation timeframes). A DA Improvement Plan is being built as part of the VAWG Action Plan. OPCC funding has been secured for embedded outreach workers in the DA Teams to improve engagement with women and girls.

## 1.2 Total Notifiable Offences and Solved Outcomes



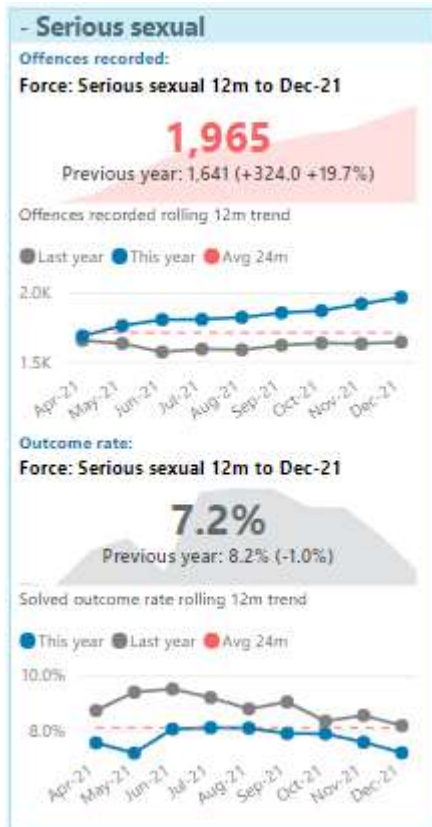
### Violent domestic abuse

The volume of offences marked as domestic abuse has reduced over the last year. The latest volumes for the 12 months to December 2021 show that Surrey recorded 8.1% fewer violent domestic abuse offences (down 685) when compared to the 12 months to December 2020. Monthly volumes dropped below average since August 2021.

The latest ONS data available for comparing Surrey nationally is for the 12 months to **March 2021**. At that time Surrey had the lowest level of domestic abuse per 1000 population.

The solved outcome rate for violent domestic abuse offences has declined by 1.6 percentage points over the 12 months to December 2021. The volumes of solved outcomes have seen a significant reduction; possibly due in part to low volumes. Monthly volumes since October 2020 have been below the 24-month average with June 2021 showing higher than average. More recently, December 2021 has seen higher than average solved outcomes, indicating improving performance.





## Serious sexual offences

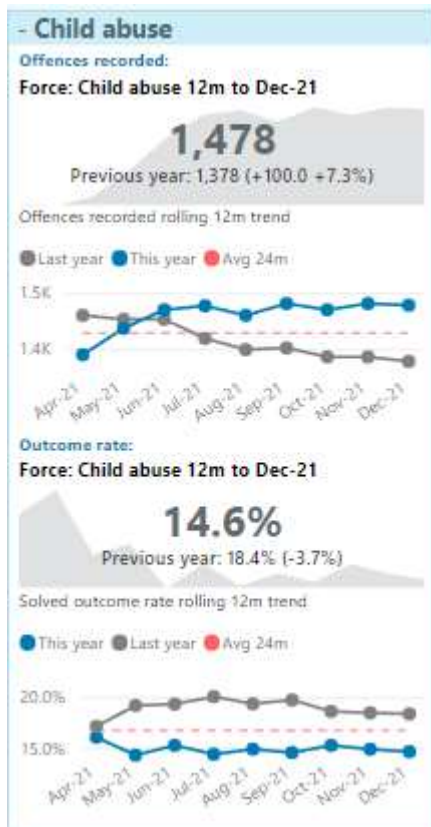
Serious sexual offence (which includes Rape) forms part of Surrey Police's 'high harm' category which monitors the offences committed against the most vulnerable within our society. The volume of serious sexual offences marked has increased over the last year. The latest volumes for the 12 months to December 2021 show that Surrey recorded 19.7% more serious sexual offences (up 324) when compared to the 12 months to December 2020. Offences did decline over the 2020 lockdown periods but since March 2021 monthly volumes have been above average.

Latest ONS data to June 2021 shows that all sexual offences (the nearest comparable ONS classification for serious sexual offences) are up 8.0% across England and Wales. National crime rate for sexual offences for the 12 months to June 2021 was 2.8 per 1000 population. Surrey is ranked 2<sup>nd</sup> nationally with 1.8 per 1000 population.

The solved outcome rate for serious sexual offences has declined by 1.0 percentage points over the 12 months to December 2021.

DA outcomes have dropped significantly nationally. Surrey Police have joined with CPS to build a Regional Improvement Plan which will complement the internal DA Improvement Plan. Forces nationally are exploring what the drop in outcomes links to and no clear answer has been found as yet. The Force is improving its outreach to victims of DA and sexual offences to improve victim's willingness to support investigations and prosecutions by investment in DA case workers and sexual offence liaison officers.

Serious Sexual Offences and Rape reports have increased 20%. Although outcomes have dropped slightly this year, our position nationally has increased, showing we have dealt with the demand and challenges more favourably than others nationally.



## Child abuse

Child abuse forms part of Surrey Police’s ‘high harm’ category which monitors the offences committed against the most vulnerable within our society. The volume of offences marked as child abuse has increased slightly over the last year. The latest volumes for the 12 months to December 2021 show that Surrey recorded 7.2% more child abuse offences (up 99) when compared to the 12 months to December 2020. Offences did decline over the 2020 lockdown periods but since March 2021 monthly volumes have been above average.

There is no national comparison data available for this crime category.

The solved outcome rate for child abuse offences has declined by 3.7 percentage points over the 12 months to December 2021.

There was, as explained above, a drop in reporting during lockdowns, as children were more hidden from professionals and outside persons who may spot abuse. There is evidence of delayed reporting from these times which has increased reporting.

Additionally, there is more proactive work to identify and record hidden crime; such as public campaigns “see the bigger picture” which aimed to increase the awareness of exploitation (both criminal and sexual) and therefore encourage reporting.

Online offending has increased, with a 20% increase of referrals into Paedophile On-Line Investigation Team (POLIT) in 2021 relating to online child abuse. The POLIT demand has shown an increase in online offending beyond Indecent Images of children to more chat and contact offences now that lockdowns have been lifted.

Solved outcome rates are anticipated to improve now that Child Abuse Teams (CAT) teams have been introduced across all divisions. We will be monitoring closely the introduction of these structural changes in terms of impact on performance.



## Stalking & Coercive and Controlling Behaviour (CCB)

The volume of stalking or coercive controlling behaviour recorded has increased over the last year. The latest volumes for the 12 months to December 2021 show that Surrey recorded 2.6% more offences in this category (up 28) when compared to the 12 months to December 2020. Improvements in recording stalking have been in place since April 2020. All cases where a course of conduct is reported between a victim and their former partner must be recorded as stalking unless the police are satisfied that the matter amounts to harassment in law only.

Latest ONS data to June 2021 shows that stalking and harassment figures are up 30.0% across England and Wales, with Surrey's ONS data to June 2021 increasing by 19.6%. National crime rate for stalking and harassment for the 12 months to June 2021 was 11.3 per 1000 population. Surrey is ranked 4<sup>th</sup> nationally with 6.5 per 1000 population.

The solved outcome rate for Stalking and CCB has decreased by 1.0 percentage points over the 12 months to December 2021.

The increase in reported stalking is likely to be linked to the introduction of the Stalking Screening Tool (SST) in September 2020. This is part of an ongoing pilot with Sussex and Cheshire Police, with evaluation by the University of Middlesex. It will be piloted by 8 other forces in 2022, with a view to national rollout thereafter. The SST allows officers to take prompt action to safeguard victims and manage the risk posed by suspects in cases of stalking. It makes it easier for officers to determine if a matter fits the criteria of stalking, as opposed to other offences such as harassment or malicious communications and as such, is likely to account for some of the increase in recorded stalking crimes.

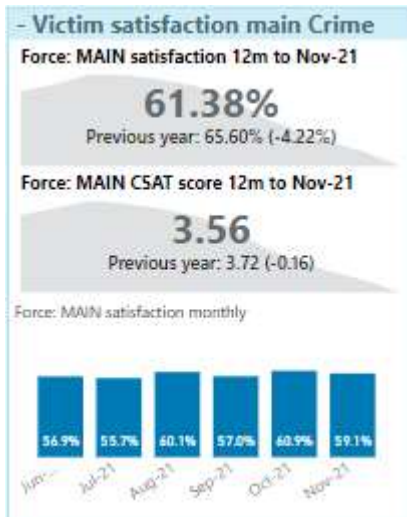
There are a number of other initiatives implemented to help improve positive outcomes, correct identification of stalking offences and victim safeguarding, including mandatory training. The Surrey Stalking Clinic was introduced in April 2021 and runs monthly as a multi-agency meeting between police, partners, and the new Digital Investigation Support Unit (DISU). The aim of the clinic is to improve stalking investigations and positive outcomes through clear investigative strategies, and to improve the safety and confidence of stalking victims and the management of risk posed by stalking perpetrators. Since its introduction 9 months ago, 24 cases have been discussed and support offered to the investigating officers and this will continue with future clinics.

Additional funding from the PCC last year has allowed the Victim and Witness Care Unit and Outreach partners to employ the services of Advocacy workers to better support stalking victims through the criminal justice process. Whilst these workers are new in post this will undoubtedly provide a better victim care service for the Force and help to encourage reporting.

The Quality Service Team and Public Protection Support Unit continue to conduct regular audits for stalking crimes, to ensure completion of the SST, consideration for Stalking Protection Orders and

correct use of stalking flags. As a result we have seen improvements in investigative areas such as the completion of the stalking supervisor template, completion of the CPS pre-charge checklist, significant improvements in the use of arrest powers in stalking cases, and in correct allocation to specialist investigation teams.

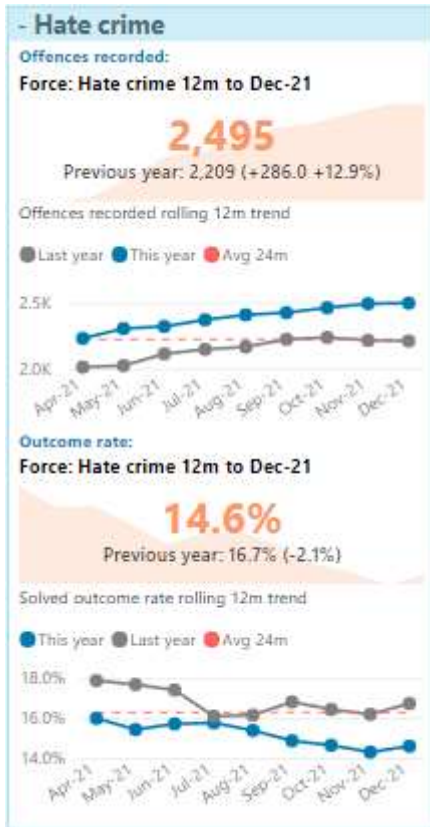
## 2. Protecting People



### Overall victim satisfaction

From April 2019 a new methodology was introduced to consult with victims of crime and ASB. Victims are now contacted via text message which brings benefits such as reaching more victims of different crimes, fewer questions resulting in an increased response, and greater insight through victims' comments. Results are now also received in real time as opposed to the previous lag of 2-3 months between incidents/crimes occurring and results being received.

Overall victims' satisfaction has decreased by 4.2 percentage points over the 12 months to November 2021.



## Hate crime

The volume of crime marked as hate crime has increased significantly over the last year. The latest volumes for the 12 months to December 2021 show that Surrey recorded 12.9% more offences in this category (up 286) when compared to the 12 months to December 2020.

There is no national comparison data available for this crime category.

The solved outcome rate for hate crime has decreased by 2.1 percentage points over the 12 months to December 2021.

An increase in reporting may be because members of the public have an increased understanding of what Hate Crime is, and are also more willing to communicate and contact the police. Surrey Police have pushed out online communications around the best / easiest way to report Hate Crime since May 2021. With so many people being on social media for a large amount of their day, opening up Twitter and Facebook direct messages as a viable option to report may be another factor as to why reports have increased.

Due to the pandemic, there were fewer people in public spaces to commit Hate Crime in 2020, compared to 2021.

### Compliance with Victims Code of Conduct and repeat victimisation of Fraud

There is a yearly audit plan which is signed off by the Force Service Board. Each main department (NPT, CID, DA / CA (formerly SIU)) is audited at least twice a year and then thematic audits such as fraud or victim satisfaction are done on an ad-hoc basis. The Ministry of Justice are currently working with police forces to implement a performance framework to measure compliance with the victim's code. This is likely to be introduced from April 2022.

### 3. Communities



#### Force: Residential burglary

The volume of residential burglary recorded has reduced significantly since COVID19 restrictions were introduced in April 2020. The latest volumes for the 12 months to December 2021 show that Surrey has recorded 22.1% fewer residential burglaries (down 745) when compared to the 12 months to December 2020.

Volumes of residential burglary during the months of October to December 2021 are slightly above average, however this is expected at this time of year.

Latest ONS data to June 2021 shows that residential burglary dropped 20.8% across England and Wales. National crime rate for residential burglary for the 12 months to June 2021 was 7.9 per 1000 households. Surrey is ranked 18<sup>th</sup> nationally with 5.9 per 1000 households.

The solved outcome rate for residential burglary has reduced by 1.4 percentage points over the 12 months to December 2021. Volume of solved fluctuates throughout the year – volumes since June 2021 have been below 24-month average.

The unprecedented shift to enforced and encouraged working from home due to Covid is thought to be behind the volume in residential burglaries. The Force was already seeing reductions pre-covid due to proactive work being undertaken.



**Serious violence (Violence with injury)**

The volume of serious violence (violence with injury) recorded has reduced slightly. The latest volumes for the 12 months to December 2021 show that Surrey has recorded 2.8% fewer violence with injury offences (down 192) when compared to the 12 months to December 2020.

Latest ONS data to June 2021 shows that violence with injury dropped 3.7% across England and Wales. National crime rate for violence with injury for the 12 months to June 2021 was 8.3 per 1000 population. Surrey has the lowest level of violence with injury ranked 2<sup>nd</sup> nationally with 5.7 per 1000 population.

The solved outcome rate for violence with injury has reduced by 3.4 percentage points over the 12 months to December 2021. There were some above average volumes of solved outcomes in June 2021 and more recently in December 2021 but otherwise the volumes of solved since January 2021 have been below the 24-month average. Most of the reduction in solved outcome within this category relate to ABH offences.



**All Knife crime**

The volume of knife crime has shown a reduction over the last 12 months. The latest volumes for the 12 months to December 2021 show that Surrey recorded 3.4% fewer offences flagged as blade or sharp instrument when compared to the 12 months to December 2020.

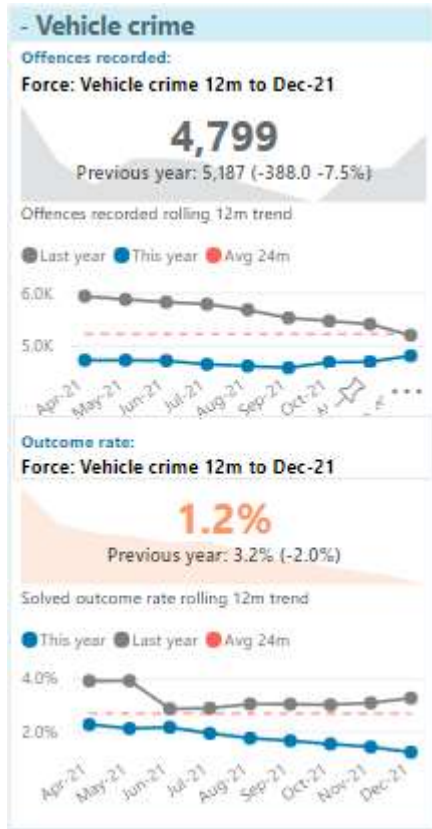
National concern over the rise of knife crime has led to the development of national system to help improve the recording of knife crime. NDQIS has been implemented within Surrey Police, using an algorithm to check the offence’s free text in order to determine the likelihood that the offence should be flagged a knife crime or not. There is also manual intervention for those the algorithm is unsure of.

The solved outcome rate for knife crime has reduced, down 3.2 percentage points compared to last year.

Solved outcome rates for serious crime including knife crime are following the trend for all crime (reduced over the pandemic period). Also the pandemic has adversely impacted on the wider partnership perspective e.g. on opportunities for early identification and intervention, due to less face-to-face contact for schools, social workers, and youth services, affecting safeguarding, diversion

and disruption. Peaks are after school hours and weekends, offending being linked to night time crime. The public hotspots for serious violence are Woking, Guildford and Redhill.

The teams are using the data visualisation tool - Power BI - to work on problem solving around key areas and individuals. Access to partnership data remains on the wish list to provide a richer picture for improved problem solving.



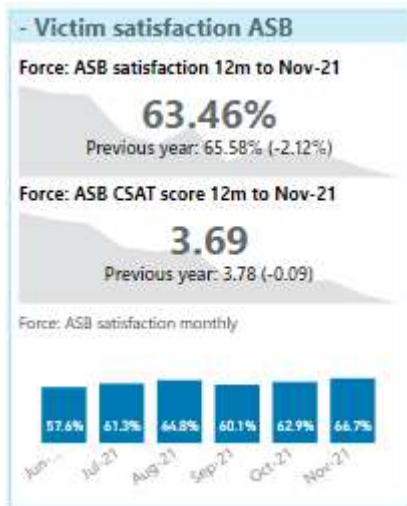
## Vehicle crime

The volume of vehicle crime recorded has reduced since COVID19 restrictions were introduced in April 2020. The latest volumes for the 12 months to December 2021 show that Surrey has recorded 7.5% fewer vehicle offences (down 388) when compared to the 12 months to December 2020.

Latest ONS data to June 2021 shows that vehicle crime dropped 18.8% across England and Wales. National crime rate for vehicle crime for the 12 months to June 2021 was 5.8 per 1000 population. Surrey is ranked 24<sup>th</sup> nationally with 4.2 per 1000 population (NB: ONS crimes per population for vehicle crime are skewed by a small number of forces with extremely high rates).

The solved outcome rate for vehicle crime has reduced by 2.0 percentage points over the 12 months to December 2021. The average volume of solved vehicle crimes over the last 24 months is 9 per month. The last 12 months volumes have been below this average.





## Victim satisfaction for Anti-social behaviour

Latest overall satisfaction for ASB is currently 63.8% for the 12 months to November 2021 this is down 2.1 percentage points compare to last year.

### Latest quarter analysis to Sept 21:

Overall satisfaction (-1.0% points, 62.3%) decreased again this quarter, as did initial contact (-1.8% points, 62.7%) and treatment (-5.3% points, 62.1%). The remaining workflows all increased: actions taken (+0.1% points, 68.4%), kept informed (+15.4% points, 51.5%) and ASB (+5.7% points, 64.7%). Kept informed continues to be the poorest performer and the workflow where an increase in results is most needed.

Surrey Police are addressing the results of the ASB victim satisfaction survey results, with a problem solving group looking at the 'kept informed' question, which continually attracts a low score to see if we can influence a change.

ASB linked to noise and neighbour issues which has a low score, so the initial contact on this is being reviewed, to assess what the call handlers can be provided with, around better advice and signposting.

A predictive model is now available which enables the Force to see when satisfaction falls. Training is being developed that can be delivered prior to any predicted slump, to see if satisfaction rates can be influenced.

## 4. Road safety

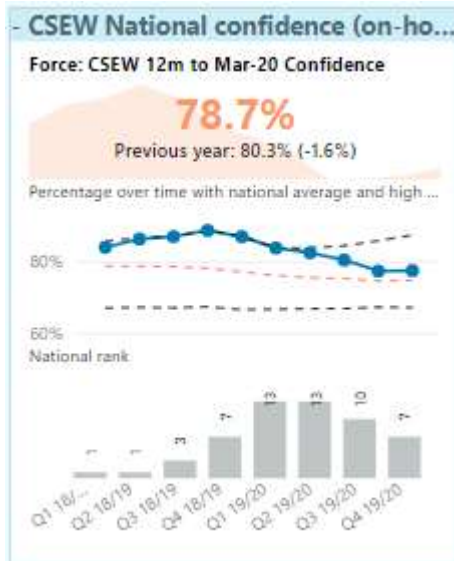


### Killed or Seriously Injured

Data on killed and seriously injured has been provided by Sussex Safer Roads Partnership to the end of November 2021. The results show that the number of collisions for KSIs is down just 0.5% compared to last year and the number of casualties is down 2.2%.

The months up to May 2021 have been below the two-year average but the volumes recorded since May have been above average. This was predicted due to the end of COVID19 restrictions and increased travel both for work and holidays. Volumes for collisions and casualties are expected to show increases compared to last year.

## 5. Relationships



### CSEW Confidence

The national confidence measure from the crime survey for England and Wales relies on face to face interviews, due to COVID these interviews stopped so the latest data available is the 12 months to March 2020. Surrey are currently ranked 7th nationally with 78.7% confidence. **The face-to-face interviews are expected to start again from October 2021.**



### Confidence from Joint Neighbourhood survey

Latest 12 months to September 2021 show confidence is down 2.6 percentage points compared to the same period last year.

#### Latest quarter analysis:

For the overall force, public confidence decreased this quarter to 83.7% (-2.1% points). This result, along with the FYTD 21/22 result (84.9%), were both lower than the Year End 20/21 result (88.0%).

Confidence decreased across five of the seven aspects of policing this quarter, with the largest decrease in confidence that the police would respond quickly to 999 calls (-8.5% points to 73.7%).

The drop in confidence levels is an area of concern for us and we will be working closely through our engagement strategy to ensure no further downward trends. The overall causal factors for a dip in confidence levels could be traced to the overall national confidence levels in policing following several high level cases - notwithstanding this is a key area of work for us and a pillar in our Commitments Strategy.



**Contact 999**

999 calls answered within 10 seconds have reduced to 91.4% in the twelve months to December 2021.

The volume of 999 calls in June, July and October are the highest months Surrey has ever had. This is mirrored in June/July nationally and the Force were requested on several occasions in those months to assist other forces, in particular the Metropolitan Police. This meant the contact centre had to move call handlers away from answering the 101 channels.



**101 average time to answer**

The average time to answer 101 calls is up to 4 minutes and 57 seconds in December 2021: this is higher than the 1 minute 53 seconds recorded in December 2020. The current rolling year values (not shown) is 3 minutes 26 seconds which is up 1 minute 21 seconds from the 12 months to December 2020.

The volume of 101 calls has been declining year on year (down 9.7% in the 12 months to December 2021 compared to the 12 months to December 2020. Other digital 101 channels have

shown large increases.



**Time taken to respond to Grade 1 (emergency)**

Grade 1 response in 15 minutes has shown a decline over recent months (as the volume of Grade 1 increases) and at 61.6% attended in 15 minutes is now the lowest it has been for over two years. The median response time is also starting to increase moving from 11 minutes 54 seconds a year ago to 12 minutes 42 seconds in the 12 months to December 2021.

After a statistically low January and February in 2021, we saw a steady increase in monthly volumes for grade 1 incidents from March and by the end of July, grade 1 volumes had

returned to the usual levels each month. This has continued to November.

The number of Grade 1 despatches have increased, while NPT are currently below establishment and are inexperienced. Many new officers do not have response courses booked yet, due to the backlog on training due to the pandemic. The average response is less than the 15 minute target.