



Surrey Police Performance Report

Required for:	<i>Public Accountability and Performance Board – May 2022</i>
Security Classification	Official
Handling information if required:	Not applicable
Suitable for publication:	Yes
Title:	Progress against the Police and Crime Plan
Version:	
Purpose:	To inform the Public Accountability and Performance Board
ACPO / Strategic Lead:	DCC Kemp
NDM / OSARA compliance:	Yes
Date created:	9 th May 2022
Date to be reviewed:	NA

AUTHOR:	
Name:	Strategic Governance Team
Telephone number:	
Email address:	StrategicPlanning@surrey.pnn.police.uk



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 September 2021**. The Covid-19 pandemic has had a significant impact on crime volumes, and data remain volatile, so national comparisons quoted as of **September 2021** may have changed in the last eight months and should be treated merely as indicative of Surrey Police's performance.

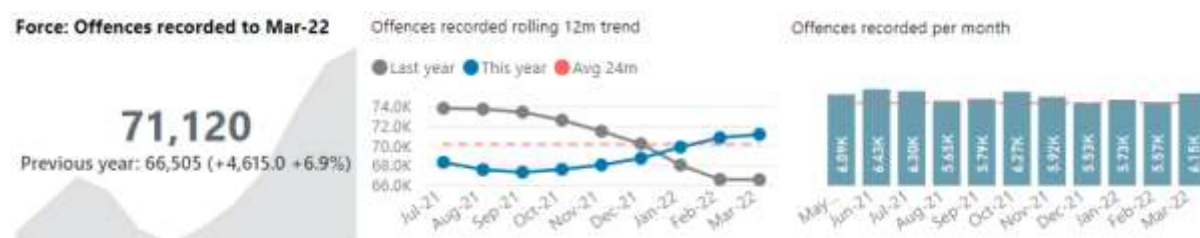
EXECUTIVE SUMMARY

The ONS figures showed that in September 2021 **Surrey had the 4th lowest crime rate nationally** (56.3 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 ¹

The latest ONS figures for the 12 months ending September 2021 show that total police recorded crime decreased by -1% 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 September 2021 was -8%.

Analysis of Surrey Police's own data (which is now six months ahead of the ONS figures) for the 12 months to March 2022 shows that the year on year trend in recorded crime has increased compared to last year; up +6.9% to 71,120 crimes recorded, with the trend now showing an upturn as the low volumes recorded during lockdown in January 2021 fall outside of the latest 12 months data.



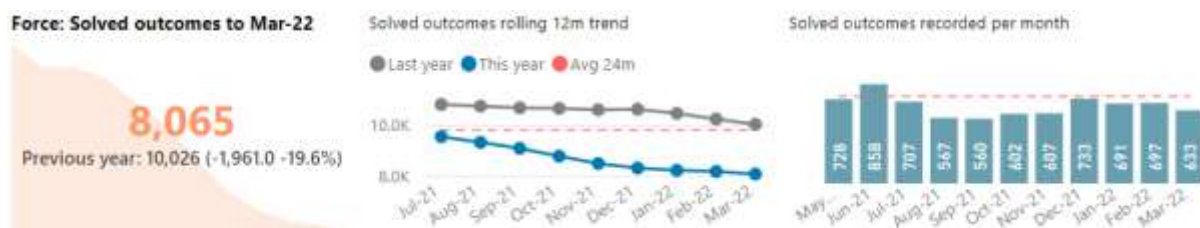
Lockdown restrictions throughout April and May 2020 saw some of the biggest reductions in crime. The second national lockdown during November also saw notable reductions. The introduction of tier level restrictions in December and a further national lockdown in January 2021 resulted in recorded crime being below the monthly average. For the 12 months to March 2022 the biggest reductions have been in drug offences. Notable increases in sexual offences, violence, theft and vehicle crime have been previously reported, but increases now include commercial burglary offences.

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

Crime category	12m Latest	12m Previous	Change	%age change
Commercial burglary	804	767	37	4.8%
Criminal damage	8,061	8,088	-27	-0.3%
Drug offences	2,392	3,549	-1157	-32.6%
Fraud and forgery	129	147	-18	-12.2%
Other criminal offences	2,291	2,356	-65	-2.8%
Other sexual offences	468	441	27	6.1%
Residential burglary	2,775	2,778	-3	-0.1%
Robbery	380	420	-40	-9.5%
Serious sexual	2,051	1,616	435	26.9%
Theft (other than vehicle) & handling stolen goods	10,791	9,347	1444	15.4%
Vehicle crime	5,568	5,321	247	4.6%
Violence	35,410	31,675	3735	11.8%
Total notifiable offences	71,120	66,505	4615	6.9%

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, community resolution, or 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 (a deferred prosecution scheme for lower level offences).



For the 12 months to March 2022 the volume of solved outcomes for notifiable offences recorded was 8,065 down -19.6% (a reduction of 1,961 solved outcomes) when compared to the 12 months to March 2021 this is a relatively significant reduction based on rolling year data over the last 24 months. The volume of solved outcomes since July 2021 has been below the monthly average (based on the last 24 months).

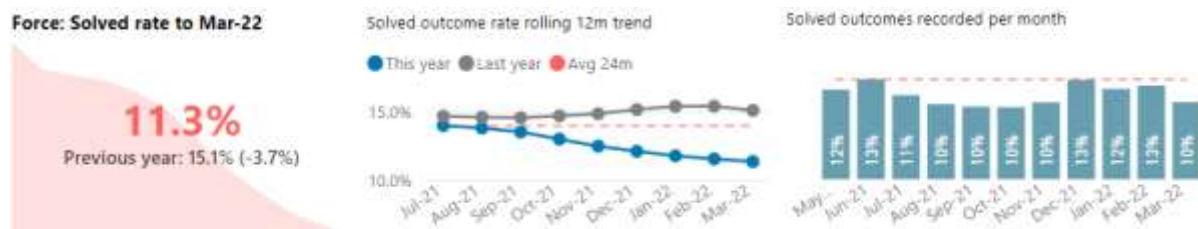
As can be seen from the table below, most crime types have seen a reduction in solved outcomes over the last 12 months when compared to the year before (apart from serious sexual offences which have increased by 11.9%). Violent crime with a solved outcome has seen one of the biggest volume reductions (down -600, -13.4%), with vehicle crime showing the largest percentage reduction (down -57, -46%). Drug offences also show a large volume reduction but solved outcomes for this crime category are usually generated from targeted operational activity such as stop checks, warrants etc.

Crime category	12m Latest	12m Previous	Change	%age change
Commercial burglary	51	67	-16	-23.9%
Criminal damage	590	740	-150	-20.3%
Drug offences	1,853	2,784	-931	-33.4%
Fraud and forgery	21	39	-18	-46.2%
Other criminal offences	620	687	-67	-9.8%
Other sexual offences	79	80	-1	-1.3%
Residential burglary	113	141	-28	-19.9%
Robbery	50	59	-9	-15.3%
Serious sexual	132	118	14	11.9%
Theft (other than vehicle) & handling stolen goods	624	722	-98	-13.6%
Vehicle crime	67	124	-57	-46.0%
Violence	3,865	4,465	-600	-13.4%
Total notifiable offences	8,065	10,026	-1961	-19.6%

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 March 2022 the solved outcome rate for notifiable offences was 11.3% which is a reduction of 3.7 percentage points compared to the 12 months to March 2021 (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 showing a reduction on the solved outcome rate.

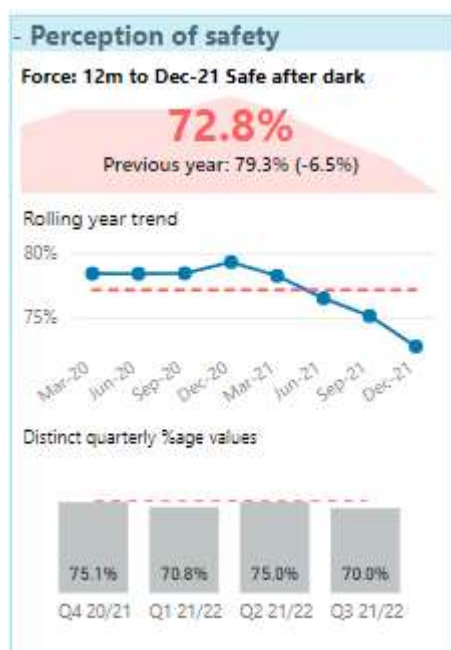
Crime category	12m Latest	12m Previous	%age Point change
Commercial burglary	6.34%	8.74%	-2.4%
Criminal damage	7.32%	9.15%	-1.8%
Drug offences	77.47%	78.44%	-1.0%
Fraud and forgery	16.28%	26.53%	-10.3%
Other criminal offences	27.06%	29.16%	-2.1%
Other sexual offences	16.88%	18.14%	-1.3%
Residential burglary	4.07%	5.08%	-1.0%
Robbery	13.16%	14.05%	-0.9%
Serious sexual	6.44%	7.30%	-0.9%
Theft (other than vehicle) & handling stolen goods	5.78%	7.72%	-1.9%
Vehicle crime	1.20%	2.33%	-1.1%
Violence	10.91%	14.10%	-3.2%
Total notifiable offences	11.34%	15.08%	-3.7%

The Force's performance in solved outcomes (both volume and rate) has broadly tracked the national position. 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. This review is part of an overarching Investigation Improvement Programme which saw the introduction of dedicated Domestic Abuse and Child Abuse teams in Summer 2021 and in November 2021 the introduction of divisional Neighbourhood Policing Investigation Teams (NPITs). The Force is confident that these changes 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, in particular direct entry detectives, become fully competent. These initiatives and subsequent performance are given full scrutiny through the Deputy Chief Constable's Force Service Board. The ACCs Local Policing and Specialist Crime also jointly chair a Gold Group with divisional commanders and department heads across the Force to oversee the Force's investigative capacity and capability in order to ensure that the Force is able to meet its commitment to the public in putting victims first and completing high quality investigations in order to bring more offenders to justice.

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 Perception of safety after dark for female respondents



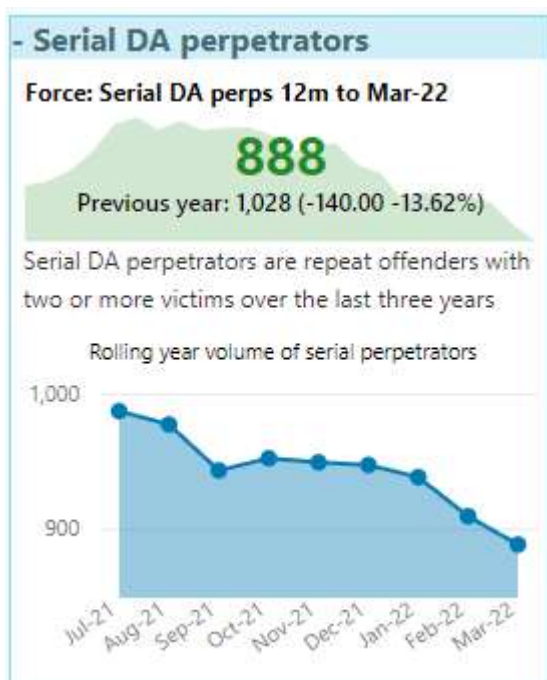
The Joint Neighbourhood Survey asks respondents to consider how safe they feel after dark. The latest results for the 12 months to Dec-2021 is 72.8% of female respondents say they feel 'very safe' or 'fairly safe' after dark. This is a reduction compared to values over the last eight quarters. Q3 2021/2022 shows a reduction compared to previous quarter.

There are several ways that the views of women in Surrey are captured, including the use of Streetsafe which is an online tool where people in our communities can tell the Force about locations in their neighbourhood that make them feel or have made them feel unsafe. The response to feedback from the public forms part of the VAWG Prevent Strategy.

The Force has sent the first update for the VAWG Framework to the NPCC in March as required and continues to deliver the Action Plan on VAWG. The VAWG Action Plan is now being delivered and is in a 12month plan for improvement.

At a borough and district level Borough Commanders are responsible for considering, with partners, preventative and targeted activity to deal with VAWG at a local level in order to not only keep the community safe but also ensure that they feel safe.

1.2 Serial Domestic Abuse (DA) perpetrators



Surrey monitors the volume of serial domestic abuse perpetrators. This has been defined together with East Surrey Domestic Abuse Services (ESDAS) as the volume of repeat offenders that have committed offences against two or more victims over the last three years. Currently this volume of perpetrators has reduced by 140 over the last year; a reduction of 13.6%.

Work underway to address serial domestic abuse perpetrators forms part of the Prevent element of the Surrey VAWG strategy which is led by a DCI. The work includes creating problem profiles which helps to target activity.

1.3 Satisfaction Domestic abuse (DA) satisfaction

The latest financial year (Apr-Dec 2021) satisfaction for victims of domestic abuse is 87.8% down from the 92.2% recorded at the end of 2020/2021. This decline relates to a drop in satisfaction in Q1 2021/2022 (Apr-Jun 2021) where overall Domestic Abuse satisfaction reported 74.3% 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 taken, and kept informed. The latest quarterly data (Q3 21/22) for Domestic Abuse satisfaction shows that the response rate has increased to normal levels (92.3%). Should this trend continue for Q4 then the end of year results should be comparable to the previous year.

1.4 Violent domestic abuse



The volume of offences marked as domestic abuse has reduced over the last year. The latest volume for the 12 months to March 2022 shows that Surrey Police recorded 2.9% fewer violent domestic abuse offences (down 239) when compared to the 12 months to March 2021.

The solved outcome rate for violent domestic abuse offences has declined by 1.5 percentage points over the 12 months to March 2022 (a reduction of 145 solved outcomes).

The reduction in solved outcomes for DA is reflected nationally and across the region. Surrey Police is part of a new DA Regional Improvement group working with CPS. This is seeking to understand the regional fall in outcomes and seek solutions. As part of the VAWG Action Plan a Surrey Police DA Improvement Plan is being built and is expected in 6 weeks.

Coercive and controlling behaviour (CCB) is under reported/recorded and in order to get a true picture of CCB within the county the Force is working on raising awareness with officers. A CCB Task and Finish group has been created and a CCB improvement plan is being developed. Progress in this area will be closely overseen through the Strategic Crime and Incident Recording Group Chaired by the DCC

1.5 Serious sexual offences



The volume of serious sexual offences has increased over the last year. The latest volumes for the 12 months to March 2022 show that Surrey recorded 26.9% more serious sexual offences (up 435) when compared to the 12 months to March 2021. Offences did decline over the 2020 lockdown periods but since March 2021 monthly volumes have been above average.

Latest ONS data to September 2021 show that all sexual offences (the nearest comparable ONS classification for serious sexual offences) are up 12.0% across England and Wales. National crime rate for sexual offences for the 12 months to September 2021 was 2.9 per 1000 population. With 1.9 crimes per 1000 population Surrey has the 2nd lowest crime rate across England and Wales for serious sexual offences (which include rape).

The solved outcome rate for serious sexual offences has declined by 0.9 percentage points over the 12 months to March 2022.

Although the solved outcome rate for serious sexual offences has declined, the solved outcome rate for rape has increased by 0.52%points to 5% over 2021/22. This is good improvement in performance when considered against a 16.5% increase in reported offences.

Surrey Police continues to seek both quantitative and qualitative improvements for Rape and Serious Sexual Offences (RASSO) investigations and victims of sexual abuse. The Force has a RASSO Improvement Strategy in place which includes a closer working relationship with the Crown Prosecution Service and dedicated victim support officers.

Operation Soteria, is a collaborative programme of research and transformational change led by the National Police Chiefs' Council (NPCC) and hosted by the Mayor's Office for Policing and Crime (MOPAC). It was launched as a response to the government End-to-End Rape Review, and the Home Office pledge to increase the number of rape cases making it to court. Although Surrey Police will not be one of the 14 Operation Soteria pilot forces we remain engaged with the national project and seek to learn from the lessons and adopt best practice where evidenced.

1.6 Child abuse



The volume of offences marked as child abuse has increased slightly over the last year. The latest volumes for the 12 months to March 2022 show that Surrey recorded 11.5% more child abuse offences (up 154) when compared to the 12 months to March 2021. 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 2.6 percentage points over the 12 months to March 2022.

The Force now has 3 dedicated Child Abuse Teams, which means all child abuse investigation are overseen by detectives, who have chosen to work in this specialism, are passionate about improving outcomes for children and can become experts in this field.

In addition to the dedicated Child Abuse Teams, the Force has 3 Child Exploitation and Missing Units (CEMUs) which focus on safeguarding children and young people who are being criminally or sexually exploited or are at risk of being so.

To improve our response to children, to intervene early and prevent escalation of abuse, the Force has introduced the acronym VOICES;

V - Views and values of the child at risk – what is their view of what happened?

O - Outcome - what does the child want to happen?

I - Involve and Inform them. Investigate the impact of the incident, and the Force's actions and inform them of the next steps.

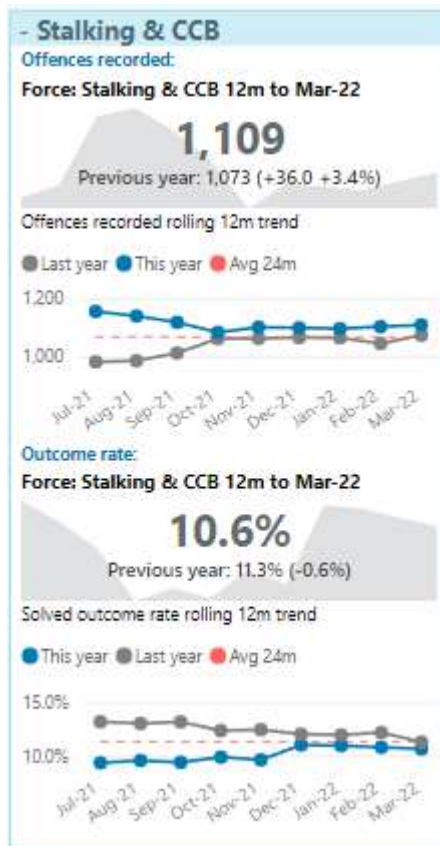
C - Capacity and Choice. Are they able to make, and understand the implications, of their decision?

E - Evidence - from NICHE/professionals/family/carers - record everything and do not look at investigations in isolation

S - Safeguarding and Wellbeing - identify the level of vulnerability, risk and harm and record your immediate safeguarding concerns and actions taken in a SCARF/Niche etc.

VOICES will be embedded in the new Public Protection Notice which went live on a trial phase at Guildford and Brighton on the 4th May 2022. VOICES has also been seen in various communication messages, screen savers, and is embedded in the new Child Abuse quick link on MDTs.

1.7 Stalking & Coercive and Controlling Behaviour (CCB)



The volume of stalking or CCB recorded has increased slightly over the last year. The latest volumes for the 12 months to March 2022 show that Surrey recorded 3.4% more offences in this category (up 36) when compared to the 12 months to March 2021. 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 September 2021 shows that stalking and harassment figures are up 24.6% across England and Wales, with Surrey's ONS data to September 2021 increasing by 14%. National crime rate for stalking and harassment for the 12 months to September 2021 was 11.6 per 1000 population. With 6.5 crimes per 1000 population Surrey has the 4th lowest crime rate across England and Wales for stalking and harassment offences.

The solved outcome rate for Stalking and CCB has decreased by 0.6 percentage points over the 12 months to March 2022.

Stalking Screening Tool usage

Surrey Police agreed to pilot a new risk assessment screening tool with Sussex and Cheshire Police as part of a pilot being run by the NPCC Stalking National Working Group. The Stalking Screening Tool (SST) went live in Surrey on 15th September 2020 and continues to be used, in place of the previously used S-DASH. At the time of the SST being introduced, there was a significant issue with compliance in completing risk assessments on stalking occurrences, especially non-domestic stalking. The Public Protection Strategy Unit (PPSU) has conducted regular audits on areas of concern, including completion of a risk assessment/screening tool and this has significantly improved.

Performance

Arrests for stalking offences are up from 314 in 2020/2021 to 360 2021/2022 and Stalking Protection Orders (SPO's) are up slightly from 26 to 28 year on year. The increase seen in arrests for stalking is positive and is indicative of a greater understanding and recognition of the offence type by officers and staff.

The roll out of the mandatory one-day stalking training event will continue this year and the force advisor has also been delivering a series of CPD sessions across the Force including inputs to FCR and Contact Centre (this also covers cyber enabled offences).

Advocacy workers update

Surrey now has a stalking advocacy service with advocates based in Outreach and the Victim and Witness Care Unit.

Stalking clinic update

The stalking clinics continue to be run once a month with contribution from multiple agencies. The clinics will be re-advertised to all staff so that they understand them and know to refer their cases into them for that multi agency and partnership assistance.

Cyber stalking plans

There is a national Cyber Domestic Abuse, Stalking and Harassment project which will help frontline practitioners aid victims to understand how they can be abused through their own technology and how an abuser may use different technologies to abuse their victims.

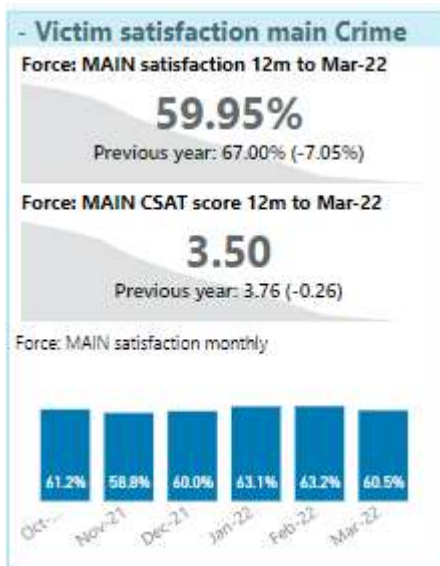
Contact and Deployment Stalking Trial

Additional measures have been put in place in relation to reports containing stalking factors to ensure recognition, victim signposting and action. This includes the following;

- If Front Counters receive a report either in person or via other methods, they will raise an ICAD.
- When the CTC identifies incidents with the FOUR factors present staff will mark the ICAD, and signpost the victim to help
- If the FCR identifies an incident, staff will bring this to the attention of the Force Incident Manager (FIM) and Neighbourhood Policing Team (NPT) supervisor and ensure suitable action is taken
- When reviewing incidents, the Occurrence Management Unit (OMU) will consider whether domestic harassments should be stalking and ensure the flagging is correct

2. Protecting People

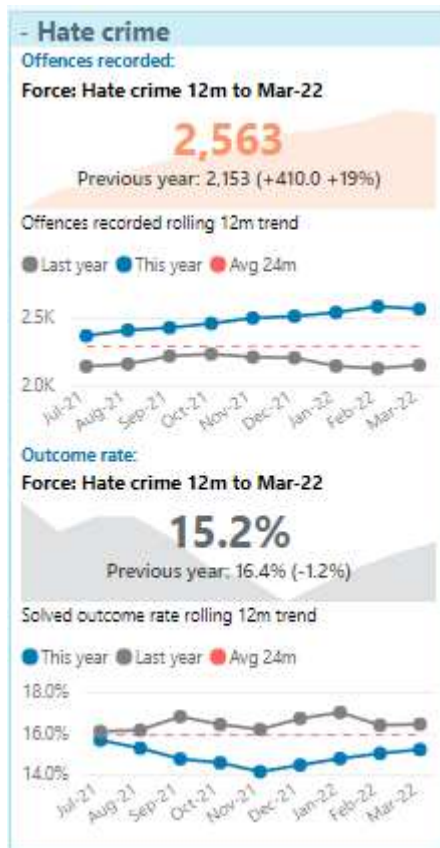
2.1 Overall victim satisfaction



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 7.1 percentage points over the 12 months to March 2022. However, the month of February 2022 experienced one of the highest results since the new methodology began (63.2%). If this level of satisfaction continues, we should start to see an improvement in the current trend for this measure.

2.2 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 March 2022 show that Surrey recorded 19% more offences in this category (up 410) when compared to the 12 months to March 2021.

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

The solved outcome rate for hate crime has decreased by 1.2 percentage points over the 12 months to March 2022.

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.

There has been a sustained approach to raise Hate Crime awareness both internally and externally with the full support from the Corporate Communications department, with a plan being developed to ensure Hate Crime is always in the public eye of the communities in Surrey. This will build in momentum near to Hate Crime Awareness week in October. This drive has seen an increase in Hate Crime posts on the Force's social media platforms and lead to better communications.

The Force has also been working with communities through its external scrutiny panel with feedback, in turn building confidence. The Force has external support from True Vision who are working with the Force to improve how communities can contact the Force by using 3rd party reporting methods. This also enables the Force to work with forces across the country and learn from their experiences.

The focus now is increasing the Force's solved outcome rates for Hate Crime offences. Hate Crime inputs will be given to all officers, and new recruits will receive bespoke Hate Crime input in training school.

The Force has also made the CPS Hate Crime checklist mandatory ensuring that cases are covering the evidential requirements of the CPS to enable better prepared case submissions. This has increased the number of cases where the CPS are able to apply to the court for an increase in sentencing for offenders.

The Crewmate app on officers' mobile data terminals (MDT'S) has been updated to provide officers with specific information to help them lead a Hate Crime investigation and signpost victims to support services. These actions intend to give the officers the awareness to improve the outcome rates, and this will be monitored by the Force Hate Crime lead.

The Force continues to work with its recently established independent Scrutiny Panel who review cases with the Hate Crime lead and provide a community opinion on how the incidents have been managed. Findings from these meetings has helped inform the Hate Crime Policy in the force and the panel will be reviewing a new Hate Crime Strategy.

2.3 Victims of crime

PCC Area of focus – The Force’s approach to working with victims of crime, including the work of the Victim and Witness Care Unit (VWCU)

The Ministry of Justice (MOJ) has yet to finalise a framework for performance measurement of the revised Victims Code of Practice (VCoP) at time of writing, but Surrey Police is committed to making sure that Victims of Crime receive an excellent standard of care. To that end the Victim and Witness Care Unit (VWCU) is completing a Force-wide review of Victim Satisfaction and VCoP compliance to help drive service improvement. The Force recognises that compliance with VCoP does not neatly translate into Victim satisfaction, and it wants to better understand this relationship so that it can improve how victim expectations are managed and how victims are informed of their rights and deliver them resolutely.

To achieve this, the VWCU will spearhead a collaborative approach with many departments and divisions across the Force and will seek to map a Victim’s journey through the Criminal Justice Process and review a more holistic approach to the support and service provided. By working with divisions and performance teams, the VWCU will blend VCoP compliance with satisfaction and ensure this drives performance and service improvements, focusing on the essential milestones in the victim’s journey. To achieve this, over the next 4 months, the VWCU will:

- continue to hold monthly audits divisionally to look at VCoP compliance, alongside new victim Customer Mapping audits from the VWCU that will blend satisfaction with VCoP – so that we can better understand what went well and why so that we can share as best practice, alongside where we can improve and identify points for learning and ongoing training and development.
- be holding Focus groups with victims and then with police officers and staff to ensure that the questions we ask match expectations held, so that we can manage them fairly and transparently.
- work with Learning and Professional Development to review shared training needs across the Force in VCoP compliance and Victim Care, looking at how we can better manage the accessibility of this across the Force and both monitor the individual development and how that links with performance; ensuring we have appropriate recognition and action plans as required to drive improvement in Victim Care across the force.
- work with the communications team to revise written acknowledgements, to better inform victims of their rights under the Victims Code of Practice and help manage expectations with an overview of possible Next Steps within the Criminal Justice Process.
- look to review the data, focus group feedback, responses from training and comms and work with all relevant departments into revising the improvement plan and monitor the performance going forward.

The VWCU has been granted additional funds towards setting up specialist projects for groups vulnerable to serious crime which includes Op Signature. To support the growing numbers of fraud victims, the Force has invested in a resource uplift in the VWCU. There are currently 1.5 x FTE Fraud Caseworkers embedded in the VWCU and we are in the middle of recruiting further support (1 x FTE is funded by the OPCC and 1 x FTE by Surrey Police). The project team provide a bespoke emotional and practical support service, tailored to each victim's needs. The caseworkers are supported by volunteers who send all victims of fraud an information pack which aims to equip victims with knowledge and information in order to help protect themselves and prevent re-victimisation and signpost to further support agencies.

Between April 2021 and March 2022 the fraud project (caseworkers and volunteers) have supported 999 vulnerable victims that were assessed by attending police officers as medium and high risk. As part of the increased funding, the VWCU has recently recruited a community engagement officer to supplement the work of our caseworkers in establishing accessible and appropriate step-down referral services to further the support ongoing to vulnerable victims of fraud.

The VWCU has a caseworker to support victims of non-intimate stalking, providing emotional and practical support alongside ongoing risk-assessment monitoring and liaison with the Officer in the Case. The project is working in partnership with ESDAS who provide support for intimate-partner stalking. This project is very new and currently being established and we will be providing more data in future months.

Burglary is an area for Force-wide improvement and possibly a target group for one of our focus groups as we know this is an area with good rates of victim satisfaction and we may be able to glean useful information on what police do well, why, and how we can use that in our plans for service improvement. Victims can expect support through the victim and witness care unit to further assess their needs, provide information and signposting, make referrals to local PCSO's for potential security advice and reassurance visits, provide practical support with small battery-operated alarms for doors and windows and offer emotional support to discuss the impact of crime with a trained volunteer or caseworker. Where appropriate, onward referrals can be made if there is further vulnerability and specialist support is required.

The Victim Support caseworkers and volunteers have directly supported 873 victims of all crime across April 2021 – March 2022. The total number of victims contacted in this year and informed of support options (including written contact) is 48,730.

During the pandemic the VWCU saw increased demand on the service for victims. This was a combination of both increased crime and complexity of support required – with many victims experiencing greater levels of vulnerability alongside altered and interrupted support networks and avenues available to them. This has had an impact on staff operating procedures and the team have shown remarkable resilience and professionalism throughout in their continued support to victims in Surrey. They have faced high emotions from scared and vulnerable victims and angry witnesses at court where they have faced unprecedented delays and additional complications as a result of the pandemic.

This coming year the VWCU will be moving towards a new phase of operational delivery, aiming to return to an adjusted 'business as usual' in a post-pandemic environment, offering increased face-to-face service to the most vulnerable victims to further improve the excellence of the support the VWCU delivers.

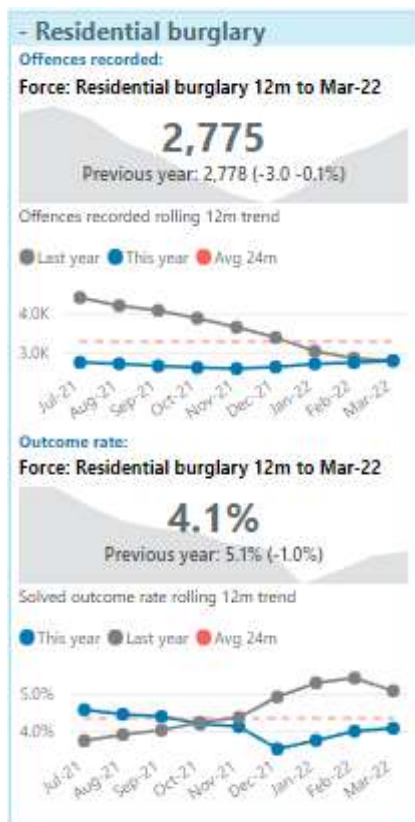
PCC Area of focus – How Force is dealing with issues from the HM Coroner in the Godinho Epsom murder case

The Coroner raised 6 concerns following the inquest into the death of Aliny Godinho. Five of these are being addressed by the Force and the sixth will be addressed by the Chair of the National Police Chiefs Council (NPCC).

The Force response to the s28 Prevention of Future Deaths Report was submitted to HM Coroner on 9th May 2022. Matters raised are in hand with oversight provided through both the Force Vulnerability Board chaired by ACC Specialist Crime Command and the Force Service Board chaired by the DCC.

3. Communities

3.1 Residential burglary



The volume of residential burglary recorded has reduced significantly since COVID19 restrictions were introduced in April 2020. The latest volume for the 12 months to March 2022 shows that Surrey Police has recorded 0.1% fewer residential burglaries (down 3) when compared to the 12 months to March 2021.

Volumes of residential burglary during the months of October to December 2021 were above average, however this is expected at this time of year. Of note, January (284) and March (274) of 2022 experienced the highest volumes over the last 12 months (average monthly 222).

Latest ONS data to September 2021 show that residential burglary dropped 19% across England and Wales. National crime rate for residential burglary for the 12 months to September 2021 was 7.6 per 1000 households. Surrey is ranked 18th nationally with 6.5 per 1000 households.

The solved outcome rate for residential burglary has reduced by 1.0 percentage points over the 12 months to March 2022. The volume of solved outcomes fluctuates throughout the year, however, there have been high volumes of solved outcomes in the first quarter for 2022.

Surrey Police has recently designated resources across each division to focus on Burglary; responsible for reviewing all residential offences, identifying and investigating series, and dealing with any offenders arrested. This ensures a consistent approach by officers with the right skillset to maximise successful outcomes and improve the service to the public and victims. Victims can expect a police response to main Residential Burglary and receive a clear explanation of steps taken to investigate the offence reported prior to finalisation along with communication from their local neighbourhood leads.

Significant offences/series will be highlighted within the locality in which they occur using a variety of media outlets, to allow communities to take preventative measures. Prevention of offences remains

a key element for Surrey Police and a problem-solving approach is maintained by neighbourhood teams where hotspots are identified, working with partners and communities.

Refresher training is being provided to our crime scene investigators in relation to prevention advice that can be offered to victims on attendance to support an improved victim service.

In order to continue to support the improvement in Residential Burglary, performance is reviewed through the Force Service Board overseen by the DCC. A monthly Force Burglary Meeting is in place and divisional two-weekly burglary meetings are held and led by the divisional Crime Managers. The Force burglary lead will be exploring the top performing forces in relation to successful outcomes to ascertain whether there is any learning that can be implemented.

3.2 Serious violence (Violence with injury)



The volume of serious violence (violence with injury) offences recorded has increased. The latest volume for the 12 months to March 2022 shows that Surrey Police has recorded 10.8% more violence with injury offences (up +699) when compared to the 12 months to March 2021.

Latest ONS data to September 2021 show that violence with injury increased 2.7% across England and Wales (Surrey recorded a 5% decrease). The national crime rate for violence with injury for the 12 months to September 2021 was 8.4 per 1000 population. Surrey has the lowest level of violence with injury nationally with 5.5 per 1000 population.

The solved outcome rate for violence with injury has reduced by 4.4 percentage points over the 12 months to February 2022. There were some above average volumes of solved outcomes in June 2021 and more recently in December 2021 but otherwise the volume of solved outcomes since January 2021 has been below the 24-month average. Most of the reduction in solved outcomes within this category relates to ABH offences.

Violence with injury offences, whilst increased on last year, remain below pre-pandemic levels. Robbery offences remain low across the county. Domestic Abuse offences continue to make up approximately a third of violent offending.

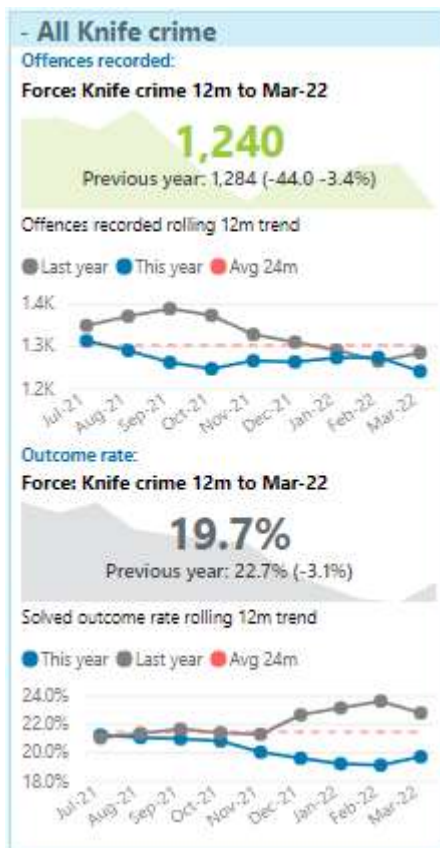
Hotspots associated with night time economies in Guildford, Woking, Redhill and Staines remain a focus for local teams.

Teams are currently preparing 'Op Clarence' plans for the policing of the Queens Platinum Jubilee during the UK bank holiday weekend from Thursday 2nd to Sunday 5th June 2022.

The Force's activity is focussed on preventative work, in line with the National Serious Youth Violence Strategy, in partnership with other 'duty to cooperate' agencies. Repeat offenders and hotspot activity continue to be the focus for divisional teams, prioritised according to their local resources. The Force will be delivering its findings in relation to the U25 cohort to the wider partnership and seeking opportunities with them to identify young people with whom to intervene early to prevent harm.

Work identifying and mapping County Lines offending over our serious violence data in the county is being explored and this commissioning is anticipated to draw a richer picture in relation to the drug related harm links to violence in the county.

3.3 All Knife crime



The volume of knife crime has shown a slight decrease over the last 12 months. The latest volume for the 12 months to March 2022 shows that Surrey recorded 3.4% more offences flagged as blade or sharp instrument when compared to the 12 months to March 2021.

National concern over the rise of knife crime has led to the development of a national system to help improve the recording of knife crime. The National Data Quality Improvement Service (NDQIS) work 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.

The solved outcome rate for knife crime has reduced, down 3.1 percentage points compared to last year.

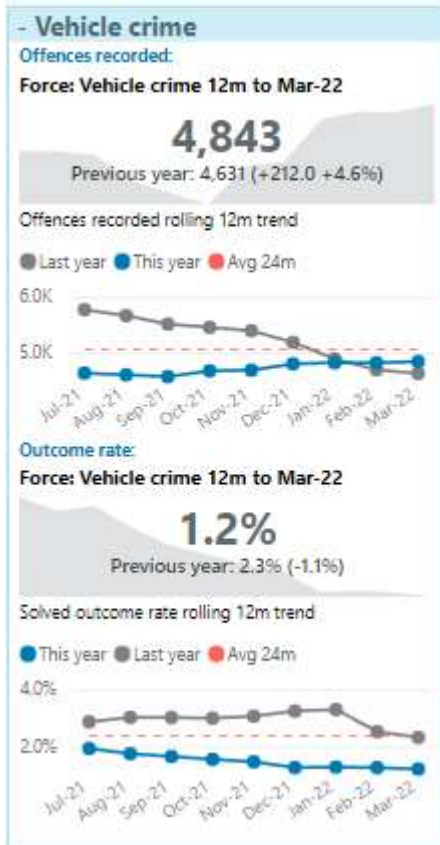
Knife crime remains low and is now at its lowest level since 2019. The prevalence of offenders under the age of 25 remains high. Of the cohort of young offenders there is a high prevalence of adverse childhood experiences (ACE's), school absence/exclusion, drug (cannabis use), and mental health challenges, in particular ASD and Autism.

Each division has a performance team which highlights concerns and areas of focus for their respective areas. Each division has a serious violence and knife crime lead, who reviews the serious violence and knife crime performance product to review key locations and individuals of concern with whom they can focus problem solving activity.

The Force uses the Habitual Knife Carrier (HKC) matrix to highlight those offenders coming to notice; for signposting and preventative safeguarding work, or for highlighting to the wider division for proactive activity. Where necessary, locations or individuals are raised at local Daily Management Meeting or Tactical Tasking and Coordination Group meetings to focus that activity.

Operation Sceptre activity is once again planned during the 16th to 22nd May 2022 which will focus on the new offensive weapons legislation to raise awareness and educate local communities and businesses in relation to that. Traditional activity including knife sweeps, visits to habitual offenders, responsible retailing visits, and high visibility patrols at transport hubs will also take place.

3.4 Vehicle crime



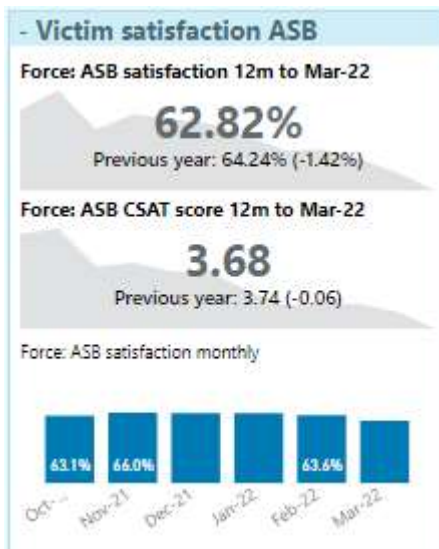
The volume of vehicle crime recorded has reduced since COVID19 restrictions were introduced in April 2020. The latest volume for the 12 months to March 2022 show that Surrey Police has recorded 4.6% more vehicle offences (up 212) when compared to the 12 months to March 2021.

Latest ONS data to September 2021 show that vehicle crime dropped 14% across England and Wales. The national crime rate for vehicle crime for the 12 months to September 2021 was 5.7 per 1000 population. Surrey is ranked 23rd nationally with 4.4 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 1.1 percentage points over the 12 months to March 2022. The average volume of solved vehicle crimes over the last 24 months is 7 per month. The last 12 months volumes have been below this average, as shown below:



3.5 Victim satisfaction for Anti-social behaviour



Latest overall satisfaction for ASB is currently 62.8% for the 12 months to March 2022; down 1.4 percentage points compared to last year.

Latest analysis February 2022:

For February 2022, the only category which saw an increase was initial contact (+4.7% points, 64.5%), though kept informed ($\pm 0.0\%$ points, 69.0%) and actions taken (-0.2% points, 57.8%) had similar results when compared with the previous month. Treatment displayed a large decrease (-11.9% points, 56.6%).

PCC Area of focus – ASB and Young People

Over the last year the Force has started to implement some of the responses that have been identified when taking a problem-solving approach to the role of the Youth Engagement Officers (YEOs). The Force has looked at how it can support Children and Young People (CYP) in Surrey who may be involved in ASB as victim and/or offender and to try and prevent the escalation to more violent behaviour and/or criminal exploitation.

As part of the Surrey ASB Tools and Powers Framework refresh, the Force has now implemented an additional level of consultation for anyone using any of the ASB Powers. All potential applications must now be quality assured by the Joint Decision-Making Panel (JDMP), which is a meeting where all the youth checkpoint decisions are made, to ensure all options have been considered before applying for an order. This has already worked well in identifying other options to be considered for diversion and also ensures there is an agreed partnership response when a case reaches court.

Activity is also now included in the Daily Risk Briefing which ensures that Safer Neighbourhood Teams (SNT) and YEO are involved with the safety plans of CYP coming through custody suites.

YEO Role

CPD & Inductions for new YEOs has been produced and they now have professional Operational Group Meetings (OGM) every 2 months. This has been arranged to raise the knowledge of the team and to help them become more confident in the role and what they should be delivering.

In the last year they have had training on:

- Contextual Safeguarding, Youth Mental Health First Aid, Suicide Prevention, Coercive Control Masterclass,
- Child Neglect and ACEs, Human Trafficking and NRM, Reducing Parental Conflict and Promoting Positive Outcomes for Children, Barnardo's Independent Child Trafficking Guardianship Service (ICTGS), Restorative Practice, Online gambling and gaming.
- There will also be a new 1-week Public Protection course that all YEOs will be required to attend to ensure they have a full understanding of safeguarding in Surrey.

- The YEOs are also working closely with the charity Take the Reins to look at employment opportunities and The Ben Kinsella Trust to better understand knife crime and how to pass on the safeguarding messages, so they are heard by the CYP.

In Schools:

Surrey Police has been working with SCC Educational Department to ascertain what “good engagement” in schools looks like and understand the Health Schools Approach to ascertain how Surrey Police and the YEOs can complement this approach. As part of this response, the Force is currently working with Joanna Feast, a lead in delivering PHSE, to help develop the Surrey Police offer in schools. They have worked closely with SCC on the Healthy Schools Agenda and are currently working with them on the new Junior Citizen programme, so the Police offer will complement these other pieces of work. The Force intends to have this in place to start delivering to schools after the October 2022 half term.

In the Community:

Surrey Police is currently working with the charity Eikon, to produce a Smart Moves Resilience Programme for the YEOs to use when working with CYP in the community. This will give the YEOs a framework to work with the CYP to help them become more resilient and less likely to be at risk of criminal exploitation, being involved in ASB or becoming a victim of crime. It is intended that this will be produced by early Autumn 2022.

Surrey Police has begun a conversation with the charity GAV (Growing Against Violence) to look at how they can support the YEOs with the cohort of CYP who sit between early intervention and Risk Management Meeting. This is an area that is of concern for the YEOs as prevention opportunities are not widely available or are being missed, so bringing GAV on board will help identified opportunities to engage by using their knowledge and expertise. This will begin as a pilot in Spelthorne from May 2022.

Engagement of CYP

Whilst under the Healthy Schools Approach, YEOs are no longer delivering lessons or assemblies, they are being encouraged to be “present” within the school and make themselves available so that the CYP can come to them and ask for information and advice and they are seen as a positive addition to the school rather than just attending when something has gone wrong. The feedback has been positive with the YEOs saying that pupils really engage with this type of contact are more likely to chat about issues.

The YEOs and the local SNTs are also regularly engaging with CYP either in the school or in the community and this can be seen via social media platforms. Week commencing 18th July is the start of National ASB Awareness week and, as part of this week, the Cadets will be “taking over” the Force’s Instagram account. The aim of this takeover is to focus on the positive impact of young people in the community, inverting the stereotype that young people are always getting into trouble or causing ASB. Surrey Police wants the cadets to look at how ASB impacts on young people, either as victims or as perceived suspects, and wants them to interpret this how they wish; to have fun with it, use pictures or videos, dance or talk to camera. This also has the support of the NPCC CYP Instagram Team, who will support the cadets in producing content.

4. Road safety

Killed or Seriously Injured

Killed & Seriously Injured – Surrey Overall KSI Data (to end of March 2022)



PCC Area of focus – Road safety performance, especially post pandemic, work to address speeding, including use of Community Speedwatch, and the Force’s (and partners’) role in parking issues Performance

KSI data need to be considered against long-term trends, given there can be significant variations, and 2022 (calendar year to date) is showing to be higher than the 5-year average (compared with the same point in previous years). Volumes in 2021 and 2020 were affected by reduced traffic and changes to behaviour caused by the pandemic, which may mask longer-term trends.

There has been an increase in Killed and Serious Injury accidents (KSIs) this year (currently 11 deaths and 214 serious injuries), compared to last year at this same stage (13 deaths and 159 serious injuries). The KSIs are predominantly affecting those between 18 and 30 years, while ‘Powered 2 wheelers’ (motorbikes) show an increasing trend at this stage. Cars are showing as the highest vehicle type across the age range but, by proportion, the Force expects ‘powered 2 wheelers’ to be reflected in the figures throughout the summer period when their usage is highest.

Work is ongoing to improve how performance data are captured and reviewed. This includes being able to understand the data not just at a force/ county level but at a team level and local level to best target operational activity, including deployment of the new Vanguard road safety team.

Recruitment

Surrey Roads Policing Unit (RPU) is currently recruiting from within Surrey Police and including transferees from other forces.

The first wave of officers for the new Vanguard Road Safety Team will be in post in early June (1 Sergeant and 5 constables) and work will begin to identify operational deployment opportunities to enable a focus on tackling offending that most contributes towards collisions (the 'Fatal 5' offences). The team will be completed with a further 1 Sgt and 5 PCs and a research support post in October 2022.

Key police activity

The overall approach to reducing casualties on the roads continues to include activity that involves the '4 E's which are: enforcement, education, engineering (roads and vehicles) and evidence. This is a multi-agency approach. In terms of enforcement, particular emphasis is put on the 'Fatal 5' offences which contribute most to collisions and casualties, namely: careless driving, drink and drug driving, not wearing a seatbelt, using a mobile phone and speeding.

A 'Campaign Sergeant' post has been created from existing staffing to coordinate and deliver the year's rolling campaigns. These ongoing campaigns involve intensive operational / enforcement and educational activity, including media and social media focused on different elements as part of the national calendar of campaigns. These range from enforcement of the 'Fatal 5' to 'close pass' (giving cyclists appropriate space). The campaign sergeant ensures the media approach (education) is working alongside the team's operational activity and collects data to better inform and reassure the community and key stakeholders about this targeted activity. This includes evaluation of these campaigns to ensure effectiveness of future campaigns.

The Commercial Vehicle Unit (CVU) is targeting those who the new highway code suggests carry a higher degree of responsibility. This includes deployment of an unmarked police lorry cab vehicle.

Partnership activity

Within the Surrey Road Safety Partnership (Drive Smart) in 2021, 91,293 camera-detected excess speed, red light and red X (motorway lane) offences were processed. In the same year 31,566 people attended a safety awareness (NDORS) course in relation to a Surrey camera detected offence. In the first quarter of 2022 there have been 25,771 camera detected excess speed, red light and red X offences processed. And in that period 10,344 people attended a safety awareness NDORS course in relation to a Surrey camera detected offence.

As the country has come out of lockdown and people have begun to go about their business in more traditional ways, the Force has seen the slight increase in the camera offences. Ongoing work to install further cameras including average speed cameras is in progress.

There is an ongoing recruitment campaign to fill outstanding vacancies across the Partnership and Processing Team, which will assist in the current ticket processing capability but also enable the Force to be ready (including the training) for the new cameras to come into service.

Communications and media

Every campaign is supported by either a local or national communication element. The Surrey RPU twitter account remains one of the most popular across policing with approx. 110k followers.

In summer 2022 the Surrey 'Drive Smart' partnership and Vanguard Road Safety Team will attend several public engagement events to promote a road safety message (education element of the 4 E's). This will see us returning to face-to-face engagement with the public post covid and feedback from

those involved previously suggests that this is one of the most impactful ways of delivering the messages.

Speeding

Tackling speeding is very much core business for the Surrey RPU teams and their enforcement activity is supported by local policing colleagues (including Casualty Reduction Officers (CRO)), and other teams in Surrey & Sussex Operations Command such as firearms. In addition, mobile enforcement officers deploy daily using the dedicated camera vans (recruitment ongoing to bring this team to full establishment).

Police and Partnership activity is supported by the community in the form of Community Speedwatch with over 70 groups actively supported by over 600 volunteers and is a prominent item on many parish council meetings. Surrey also benefits from extensive static camera coverage.

The policing teams will not only go out proactively looking for those speeding but will also use the online submissions and intelligence to actively target those they know to do so routinely. The Vanguard Road safety team will enhance this proactive work significantly.

Timescales

As seen above, recruitment is a common theme at present. The Vanguard road safety team will launch in June and be complete in October. The current recruitment to RPU itself will see approximately 13 new officers selected and join over the next 3 to 9 months.

A new average-speed camera scheme has been procured by the Road Safety Partnership for one of the worst collision sites in Surrey, (Pirbright Bends – which includes Gole Road/Mytchett Place Road/Gapemouth Road/Grange Road), and it is anticipated that this will be installed and operational by the summer. Additionally, the last six ‘wet film’ red light cameras are being upgraded to digital, and will be operational imminently. A further procurement programme will run through the year resulting in several new fixed and average speed cameras across Surrey.

The Force anticipates in the next month to have the local Automatic Number Plate Recognition (ANPR) systems migrated to the national ANPR system (NAS) improving efficiency, storing less data locally and enhancing data from across the country in real time. This also allows better access for officers to certain tactical tools, to which currently only some trained officers have access (e.g. vehicle convoy analysis). ANPR is used very effectively to target drivers who commit criminal offences but also represent a threat to road safety e.g. disqualified drivers.

Parking

Generally parking remains a local authority rather than a police issue but supported by local policing teams where appropriate.

The Road Traffic Act 1991 created decriminalised parking enforcement, which allowed councils to apply for the power to enforce some of the restrictions themselves and, to encourage them to do so, allowed them to keep the money raised. To deal with the problem of the process being unduly punitive in some circumstances, the councils who applied for decriminalised parking enforcement will issue the Penalty Charge Notice (PCN). PCN’s do not go through the criminal process, but under civil law, where penalties can be appealed against, first to the council, then to an independent adjudicator. The PCN’s are issued by Parking Attendants, who may be employed directly by councils, or by private companies working on behalf of councils.

The Traffic Management Act 2004 replaced Decriminalised Parking Enforcement with Civil Parking Enforcement, and Parking Attendants with Civil Enforcement Officers (CEOs). The tickets themselves remained PCNs, but now applied at two different amounts for different contraventions – parking

somewhere where parking is not allowed, such as yellow lines, can result in a PCN for a higher amount than not following the rules somewhere parking is allowed, such as overstaying a time limit. Although passed in 2004, it did not (for these purposes) come into effect until 2008.

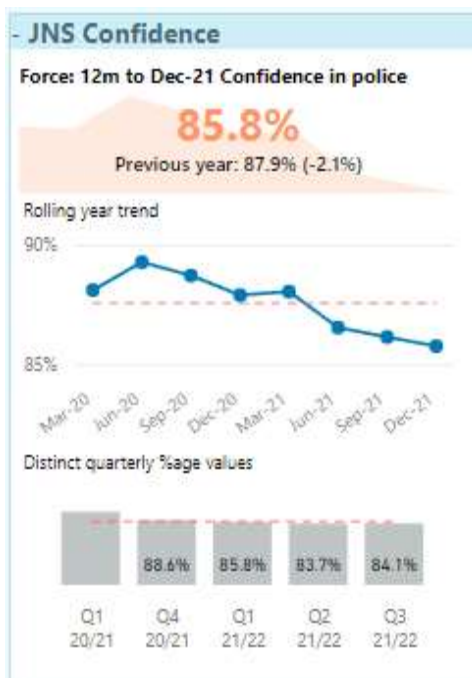
Borough Council's, on behalf of Surrey County Council, are enforcing all on-street parking restrictions across their boroughs. Police may be able to help with vehicles that are parked causing an obstruction or a danger but are not contravening a marked restriction. However, these demands are subject to an assessment of threat harm and risk against the deployable resources

5. Relationships

5.1 CSEW Confidence

The national confidence measure from the crime survey for England and Wales relies on face to face interviews. Due to Covid-19, these interviews stopped so the latest data available is still the 12 months to March 2020 where Surrey was ranked 7th nationally with 78.7% confidence.

5.2 Confidence from Joint Neighbourhood survey



Latest 12 months to December 2021 show confidence is down 2.1 percentage points compared to the same period last year.

Latest quarter analysis:

For the overall Force, public confidence slightly increased this quarter to 84.1% (+0.4% points). However, this result along with the FYTD 21/22 result (84.6%), were both lower than the Year End 20/21 result (88.0%).

Confidence increased across three of the seven aspects this quarter with the largest increases in confidence that the police would catch criminals (+8.4% points to 55.3%).

Out of the ten problematic crime issues, cybercrime had the greatest proportion of respondents consider it an issue (-5.2% points to 34.5%) this quarter.

Out of the ASB issues, the proportion of respondents who considered antisocial or inconsiderate parking an issue saw the largest increase (+2.5% to 37.1%) this quarter, whilst the greatest proportion of respondents considered speeding motorists an issue this quarter (+0.3% points to 51.4%). 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.

5.3 Contact 999



999 calls answered within 10 seconds have reduced to 90.9% in the twelve months to March 2022.

The volume of 999 calls in June, July and October 2021 were some of 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 moved call handlers away from answering the 101 channels. Monthly volumes recorded in the first quarter of 2022 have been higher than previous years.

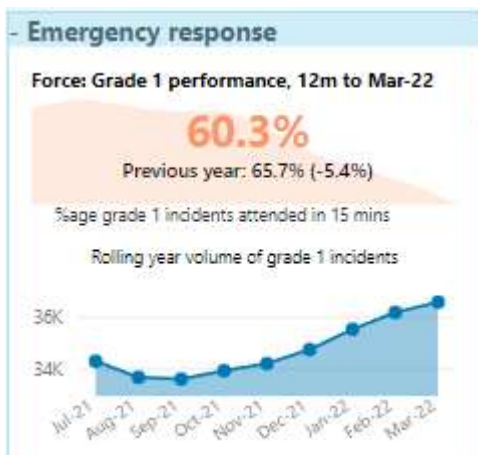
5.4 101 average time to answer



The average time to answer 101 calls is up to 5 minutes and 13 seconds in March 2022: this is higher than the 3 minutes 10 seconds recorded in March 2021. The current rolling year values (not shown) is 3 minutes 58 seconds.

The volume of 101 calls has been declining year on year (down 4.4% in the 12 months to March 2022 compared to the 12 months to March 2021). Other digital 101 channels have, however, shown large increases.

5.5 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 incidents increased) and, at 60.3% attended in 15 minutes, this 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 13 minutes 6 seconds in the 12 months to March 2022.

After a statistically low January and February in 2021, the Force 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.

Contact Centre staff are now operating out of one room after having been displaced to several separate sites during the pandemic to allow for social distancing. It is hoped that staff coming back together in one location will improve efficiency and supervision.

Combined telephony volume remains relatively stable but Digital 101 volume continues to increase and, whilst this is positive in respect of the ability for the public to contact the Force through different channels, this has impacted on traditional non-emergency call handling performance. The Head of Contact is currently working on a problem-solving plan to improve 101 performance and will present findings to the Force Service Board in the future.