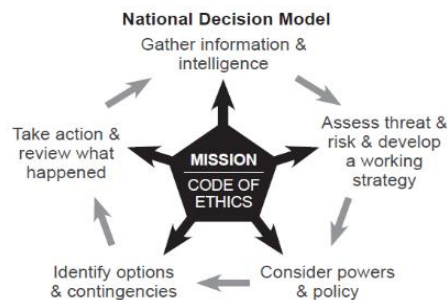




## Surrey Police Performance Report

<b>Required for:</b>	PCC Public Accountability and Performance Meeting – September 2022
<b>Security Classification</b>	<b>Official</b>
<b>Handling information if required:</b>	Not applicable
<b>Suitable for publication:</b>	Yes
<b>Title:</b>	Progress against the Police and Crime Plan
<b>Version:</b>	
<b>Purpose:</b>	To inform the PCC Public Accountability and Performance Meeting
<b>ACPO / Strategic Lead:</b>	DCC Kemp
<b>NDM / OSARA compliance:</b>	Yes
<b>Date created:</b>	22/08/2022
<b>Date to be reviewed:</b>	NA

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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 March 2022**. The Covid-19 pandemic has had a significant impact on crime volumes, and data remain volatile, so national comparisons quoted as of **March 2022** may have changed in the last three months and should be treated merely as indicative of Surrey Police's performance.

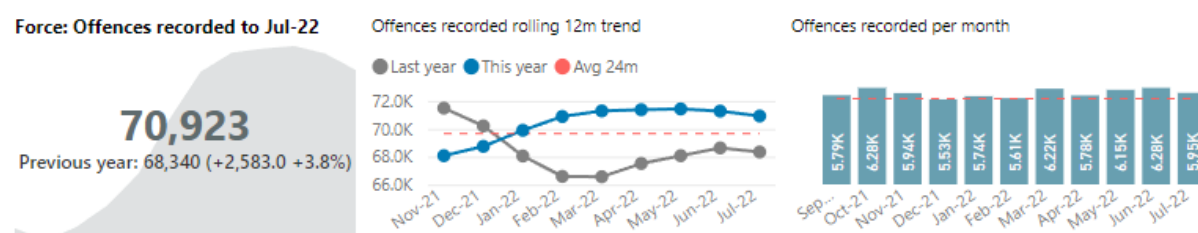
## Executive Summary

The ONS figures showed that in March 2021 **Surrey had the 4<sup>th</sup> lowest crime rate nationally** (57.3 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 <sup>1</sup>

The latest ONS figures for the 12 months ending March 2022 show that total police recorded crime increased by +15.9% in England and Wales. This increase in crime was mainly driven by changes in society after coronavirus lockdown restrictions were put in place. Surrey showed an increase over the 12 months to March 2022, up +6.9%.

Analysis of Surrey Police's own data (which is now four months ahead of the ONS figures) for the 12 months to July 2022 shows that the year-on-year trend in recorded crime has increased compared to last year; up +3.8% to 70,923 crimes recorded.



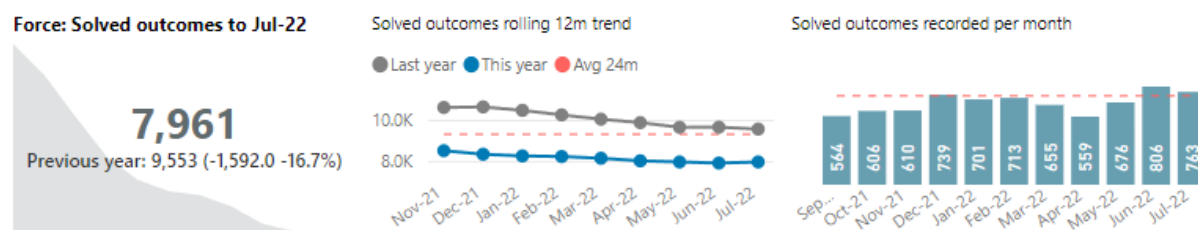
Lockdown restrictions throughout April and May 2020 saw some of the biggest reductions in crime. The second national lockdown during November also saw notable reductions. The introduction of tier level restrictions in December and a further national lockdown in January 2021 resulted in recorded crime being below the monthly average. For the 12 months to July 2022 the biggest reductions have been in drug offences. Notable increases are in sexual offences, violence, theft, vehicle crime and more recently commercial burglary 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 Latest	12m Previous	Change	%age change
Commercial burglary	848	732	116	15.8%
Criminal damage	7,875	8,073	-198	-2.5%
Drug offences	2,195	3,214	-1019	-31.7%
Fraud and forgery	125	170	-45	-26.5%
Other criminal offences	2,406	2,288	118	5.2%
Other sexual offences	548	444	104	23.4%
Residential burglary	2,756	2,737	19	0.7%
Robbery	391	391	0	0.0%
Serious sexual	2,043	1,816	227	12.5%
Theft (other than vehicle) & handling stolen goods	11,403	9,880	1523	15.4%
Vehicle crime	5,632	5,338	294	5.5%
Violence	34,701	33,257	1444	4.3%
<b>Total notifiable offences</b>	<b>70,923</b>	<b>68,340</b>	<b>2583</b>	<b>3.8%</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, 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 July 2022 the volume of solved outcomes for notifiable offences recorded was 7,961 down -16.7% (a reduction of 1,592 solved outcomes) when compared to the 12 months to July 2021, this reduction is now relatively stable based on rolling year data over the last 24 months. The volume of solved outcomes since June 2022 has been above 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. Violent crime solved outcome has seen one of the biggest volume reductions (down -385, -9.0%), with vehicle crime showing one of the largest percentage reduction (down -34, -34.3%). 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.

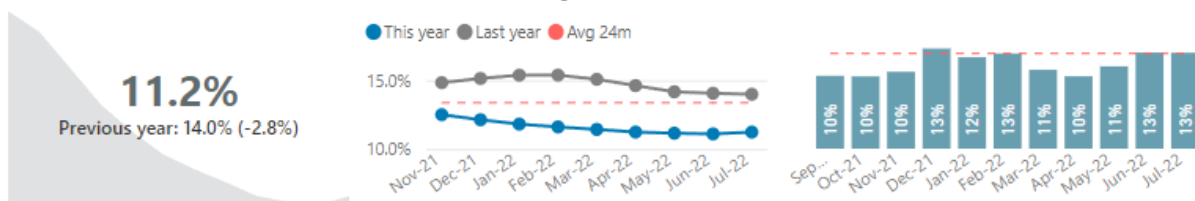
Crime category	12m Latest	12m Previous	Change	%age change
Commercial burglary	51	50	1	2.0%
Criminal damage	603	693	-90	-13.0%
Drug offences	1,672	2,539	-867	-34.1%
Fraud and forgery	13	36	-23	-63.9%
Other criminal offences	616	693	-77	-11.1%
Other sexual offences	111	76	35	46.1%
Residential burglary	141	125	16	12.8%
Robbery	50	53	-3	-5.7%
Serious sexual	116	145	-29	-20.0%
Theft (other than vehicle) & handling stolen goods	611	747	-136	-18.2%
Vehicle crime	65	99	-34	-34.3%
Violence	3,912	4,297	-385	-9.0%
<b>Total notifiable offences</b>	<b>7,961</b>	<b>9,553</b>	<b>-1592</b>	<b>-16.7%</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 July 2022 the solved outcome rate for notifiable offences was 11.2% which is a reduction of 2.8 percentage points compared to the 12 months to July 2021 (14.0%) (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.

### Force: Solved rate to Jul-22



The table below shows the solved rate for each crime category, with all categories apart from “other sexual offences” and “residential burglary” showing a reduction on the solved outcome rate.

Crime category	12m Latest	12m Previous	%age Point change
Commercial burglary	6.01%	6.83%	-0.8%
Criminal damage	7.66%	8.58%	-0.9%
Drug offences	76.17%	79.00%	-2.8%
Fraud and forgery	10.40%	21.18%	-10.8%
Other criminal offences	25.60%	30.29%	-4.7%
Other sexual offences	20.26%	17.12%	3.1%
Residential burglary	5.12%	4.57%	0.5%
Robbery	12.79%	13.55%	-0.8%
Serious sexual	5.68%	7.98%	-2.3%
Theft (other than vehicle) & handling stolen goods	5.36%	7.56%	-2.2%
Vehicle crime	1.15%	1.85%	-0.7%
Violence	11.27%	12.92%	-1.6%
<b>Total notifiable offences</b>	<b>11.22%</b>	<b>13.98%</b>	<b>-2.8%</b>

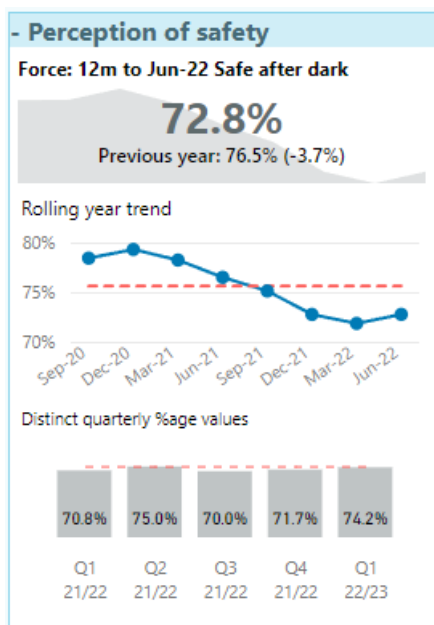
The Force’s performance in solved outcomes (both volume and rate) has broadly tracked the national position. However, the Force continues to aspire to improve and, to that end, has set up a number of structural reviews to undertake a root and branch analysis of how investigations are conducted and

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 and the divisional Neighbourhood Policing Investigation Teams (NPITs) in 2021. The Force is confident that these changes will begin to have an impact on overall solved outcomes performance. Performance is given full scrutiny through the Deputy Chief Constable's Force Service Board (FSB) and 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 June 2022 is 72.8% of female respondents say they feel 'very safe' or 'fairly safe' after dark. The quarter 1 2022/2023 data is up against the previous quarter, however the rolling year trend is still down 3.7 percentage points compared to last year but the trend appears to be improving.

Surrey Police are in the process of finalising a programme to drive a new consistent approach to VAWG in all areas of Surrey. The programme includes a range of work including the following areas:

**Community Mapping:** The Safer Neighbourhood Teams (SNTs) maintain a comprehensive list of key individuals and organisations based within boroughs and districts. This information is used to proactively monitor community tensions, increase public confidence and gain a better understanding of what support is available for survivors of VAWG offences. Reactively, this information can be used to pass key messages from the police to communities following VAWG offences. Key individuals can act as a conduit for information and increase the effectiveness of police engagement.

**Street Safe:** This is a Home Office tool which allows the Force to better understand locations where women and girls feel unsafe and why. This requires appropriate promotion by SNTs, Corporate Communications, and partner agencies to ensure sufficient responses are received. Borough Commanders are responsible for reviewing the data received and initiating proportionate partnership responses. Street Safe data can be overlaid with police VAWG crime data to identify unknown hotspots or to strengthen the case for additional resources or the need for problem solving in persistent hotspot areas.

**Targeted Engagement:** SNTs, supported by Corporate Communications to develop targeted engagement around VAWG offending using a variety of tactics to ensure a maximum reach and encourage engagement with underrepresented groups.

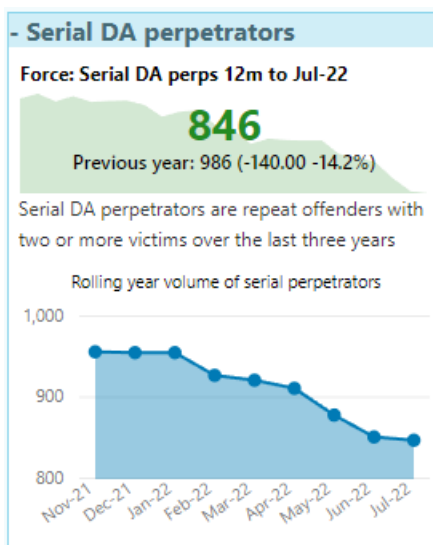
**Surrey Police Live:** The Online team assist with borough, divisional, and Force level engagement sessions on VAWG via social media. This can be completed with partners and gives the opportunity to those watching to engage in a question-and-answer session.

**Localised public surveys:** The Survey team assist with targeted local surveys, where a specific VAWG related issue has been identified. Surveys can provide extremely useful evidence to support hypotheses and develop a more in depth understanding of experiences of VAWG.

**Chronic Issues Meeting:** VAWG will now be a standing agenda item which will ensure a consistent focus on relevant local concerns and tensions.

**Safer Streets fund:** This Home Office funding scheme is open annually to PCCs, Local Authorities and other organisations and the latest rounds of funding have invited bids to address VAWG in public spaces.

## 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. Management of serial domestic abuse perpetrators also forms part of the Prevent element of the Surrey VAWG strategy which is led by a DCI.

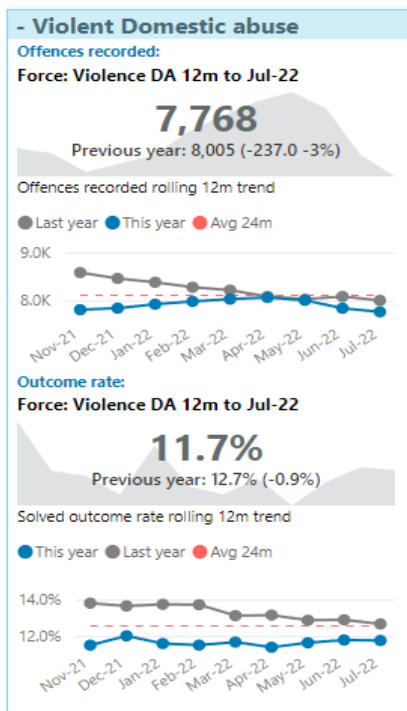
Currently the volume of perpetrators has reduced by 140 over the last year; a reduction of 14.2%.

The Multi Agency Tasking & Co-ordination (MATAC) remains the key approach to reducing serial Domestic Abuse (DA) perpetrators in Surrey. MATAC has now been in place across all three divisions for three months and is awaiting evaluation, this review falls into the DA Improvement Plan.

## 1.3 Satisfaction - Domestic abuse (DA) satisfaction

The latest financial year (2021/2022) satisfaction for victims of DA is 87.0%, 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 DA satisfaction reported 74.3% compared to usual quarterly overall satisfaction of over 90%. The volumes of respondents in Q1 2021/2022 were lower than usual but further analysis does not identify any specific reason for this drop, the reduction was seen across all elements; initial contact, actions taken, and kept informed.

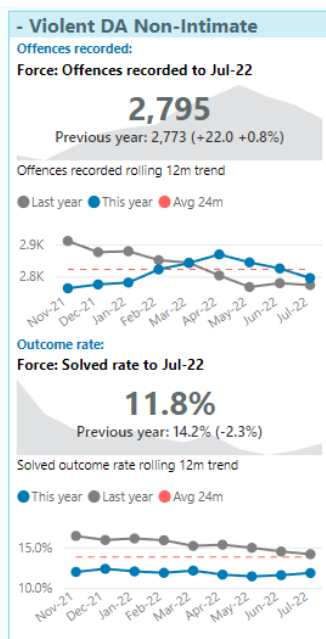
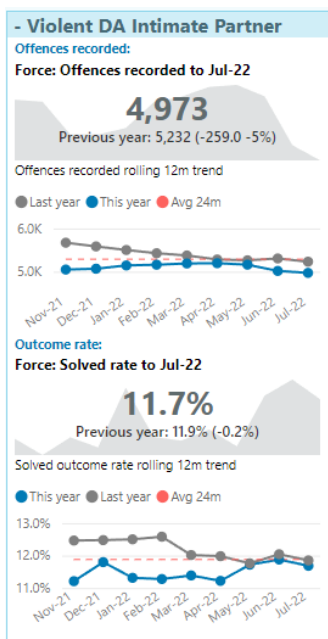
## 1.4 Violent domestic abuse (DA)



The volume of offences marked as DA has reduced over the last year. The latest volume for the 12 months to July 2022 shows that Surrey Police recorded 237 fewer violent DA offences (down 3 percentage points) when compared to the 12 months to July 2021.

The solved outcome rate for violent DA offences has declined by 0.9 percentage points over the 12 months to July 2022 (a reduction of 101 solved outcomes).

Also now included within the force scorecard is a breakdown of violent DA into those offences with known victim and offender having an intimate or previously intimate relationship.



**Intimate Partner:** The latest volume for the 12 months to July 2022 shows that Surrey Police recorded 259 fewer offences where the relationship is intimate (down 5 percentage points) when compared to the 12 months to July 2021. The solved outcome rate for this measure has declined by 0.2 percentage points.

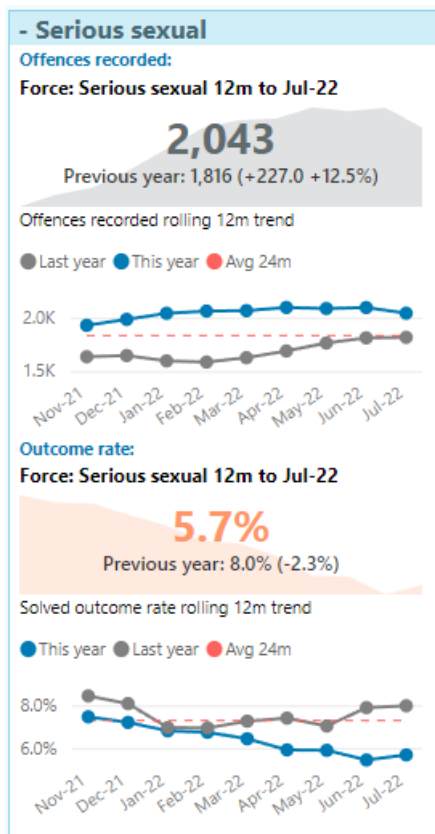
**Non- Intimate Partner:** The latest volume for the 12 months to July 2022 shows that Surrey Police recorded 22 more offences where the relationship is non-intimate (up 0.8 percentage points) when compared to the 12 months to July 2021. The solved outcome rate for this measure has declined by 2.3 percentage points.

The DA Improvement Plan is currently being developed and written by the Divisions (as operational teams) and the central Public Protection team. The draft plans include reducing the time to deploy to DA, ownership of setting the right culture in the teams and also practical investigation improvement plans to increase outcomes against violent DA as well as other forms.

Since the last reporting period Surrey has now charged several domestic assaults using the new non-fatal strangulation legislation.



## 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 July 2022 show that Surrey recorded 12.5% more serious sexual offences (up 227) when compared to the 12 months to July 2021. Offences did decline over the 2020 lockdown periods however during March 2022 to June 2022 monthly volumes were above average, with the latest month of July 2022 being below this average.

Latest ONS data to March 2022 show that all sexual offences (the nearest comparable ONS classification for serious sexual offences) are up 31.6% across England and Wales. The national crime rate for sexual offences for the 12 months to March 2022 was 3.3 per 1000 population. With 2.1 crimes per 1000 population Surrey has the lowest crime rate across England and Wales for serious sexual offences (which includes rape).

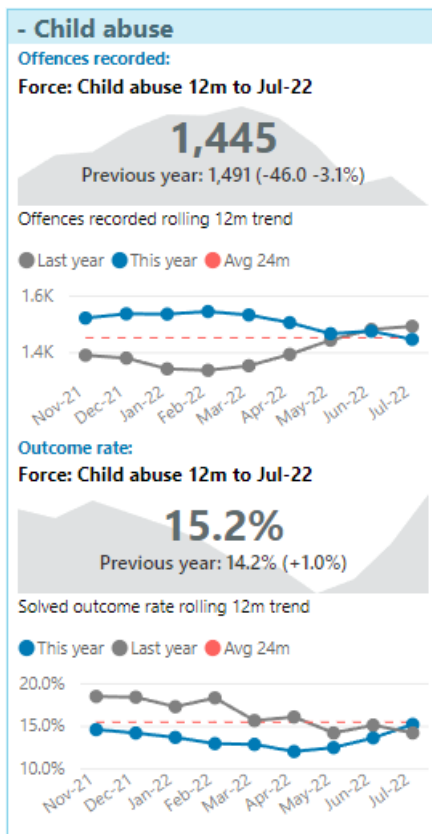
The solved outcome rate for serious sexual offences has declined by 2.3 percentage points over the 12 months to July 2022. Recent months have shown an increase in solved outcomes so the trend should start to increase.

Surrey Police remains committed to improving the victims experience throughout their journey through the criminal justice system, evidenced by a 60% uplift to the Sexual Offence Liaison Officer (SOLO) establishment. The proposed restructure of the forcewide rape investigation model is due to be completed in Autumn/winter 2022.

Operation Soteria 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. The programme is led by the NPCC, funded by the Home Office. Surrey remains a 'Tier 3' Operation Soteria force, and although it is not taking part in the self-assessment process, the Force continues to engage through the National Learning Events and adopt best practice where evidenced.

As the uplift in detective resources continues within the Sexual Offence Investigation Team (SOIT) the focus on improving the timeliness of investigations continues. The additional resources in company with the use of 'Early Advice', in partnership with the CPS (Crown Prosecution Service), is leading to an increase in file submissions for a charging decision.

## 1.6 Child abuse



The volume of offences marked as child abuse has decreased slightly over the last year. The latest volumes for the 12 months to July 2022 show that Surrey recorded 3.1% less child abuse offences (down 46) when compared to the 12 months to July 2021. Offences did decline over the 2020 lockdown periods but from March 2021 to March 2022 monthly volumes were above average. More recently April, May and July 2022 monthly volumes have been lower – June 2022 saw a particular spike of 164 offences recorded compared to 118 average.

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

The solved outcome rate for child abuse offences has increased by 1.0 percentage points over the 12 months to July 2022. There were higher than average volumes of solved in June and July 2022.

The SIGNS form, which is the new SCARF form, provides an opportunity for the voice of each child in the setting to be captured. The SIGNS pilot, in the Guildford area is being extended based on feedback from partners. The pilot has however identified some safeguarding training requirements for frontline officers to assist them in having confidence in understanding the role of other agencies and ensuring the data capture at the stage of interacting with the children is of high quality.

Interviewing children is key to securing best evidence Achieving Best Evidence (ABE) training has now been rolled out, delivered by Dr Kevin Smith, to the Child Abuse Teams (CAT), Child Exploitation and Missing Units (CEMU), the Paedophile On-Line Investigations Team (POLIT), and the Complex Abuse Team (CAU). This has trained staff on the updated ABE Guidelines released in January 2022.

Witness suites have been reviewed for a trauma-informed approach and inclusion for neurodiversity. As a result, several recommendations are being implemented to improve the facilities to enable victims and witnesses to be able to give the best evidence properly which will help secure prosecutions.

To assist the new CATs the Public Protection Support Unit (PPSU) have been seeking feedback from the 3 CATs to identify what support they specifically need (divisionally). The feedback is being collated to support the teams with Continuous Professional Development (CPD), including the role of the Local Authority Designated Officer (LADO), Rape and Serious Sexual offences (RASSO) and Police Single Point of Access (PSPA).

Neuro-diversity training has been developed and is ready for roll out. The training is focused on Autism, following learning from a coroner's inquest. The one-hour video, to be played in CPD, covers Autism, sensory overload, anxiety, meltdowns, shutdowns, working with family, arrest and custody. The aim is to improve officer's response in dealing with children with autism and ensuring that they appropriately adapt their communication style.

The child abuse policy has been updated and is currently out for consultation, the aim is to ensure that officers can apply the policy easily to improve safeguarding and investigative outcomes.

Following learning from the tragic cases of Star Hobson and Arthur Labinjo Hughes, national recommendations have recently been published regarding the move towards multi-agency teams to deal with child abuse. This is now being considered at the Surrey Children's Partnership Executive Board but will, inevitably, impact on future investigations of child abuse.

Training has been delivered to all front-line officers by the Child Sexual Abuse Centre of Excellence on:

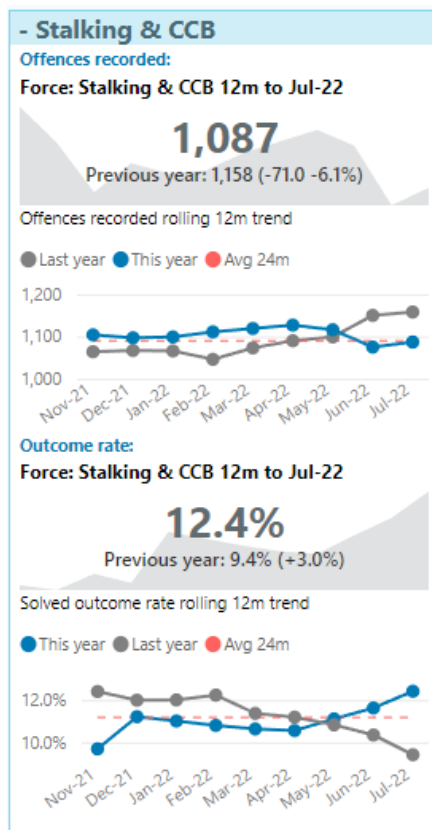
- *The scale and nature of child sexual abuse*
- *how the impact of child sexual abuse presents in children and young people*
- *how children communicate their experiences of sexual abuse and the professional role in helping them do this*
- *how and why sexual abuse happens in families*

The aim of this training was to ensure officers have greater confidence in identifying and responding to concerns of child sexual abuse and improved ability to identify the potential signs, indicators of sexual abuse and sexually abusive behaviour and finally, an opportunity to hear and learn first-hand practical examples and tips in dealing with parents, carers, children, and multi-agency partners including the initial response and responsibilities during joint visits etc.

Surrey Police have delivered training to all Neighbourhood Policing Team (NPT) officers on Reducing Parental Conflict to improve outcomes for children, as the Force has seen an increase in calls for police to respond to these situations. To equip investigators with the skills and knowledge to work more confidently with families who are displaying more complex and confrontational behaviour, the Force ran these specialist training events. Officers who attended this training, will have an increased understanding of how invisible vulnerabilities may be contributing to the conflict and gain knowledge to respond in a Trauma Informed way to prevent the situation escalating. The Force also ran a series of face-to-face workshops for specialist teams and departments.

Surrey Police have teamed up with the National Working Group and Active Surrey to launch 'Safe to Play' which is an innovative campaign, using augmented reality cards on safeguarding in sport. The reality cards show three films, for parents, children, and coaches to equip them with the tools to keep safe whilst enjoying sport and identify potential victims of Child Abuse. An event was held at Surrey Sports Park for coaches and those working in sport and with children. Training was also delivered to the Police Cadets on Safe to Play in August, to make them Champions and for them to distribute the cards to their friends.

## 1.7 Stalking & Coercive and Controlling Behaviour (CCB)



The volume of stalking or CCB recorded has reduced over the last year. The latest volumes for the 12 months to July 2022 show that Surrey recorded 6.1% fewer offences in this category (down -71) when compared to the 12 months to July 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.

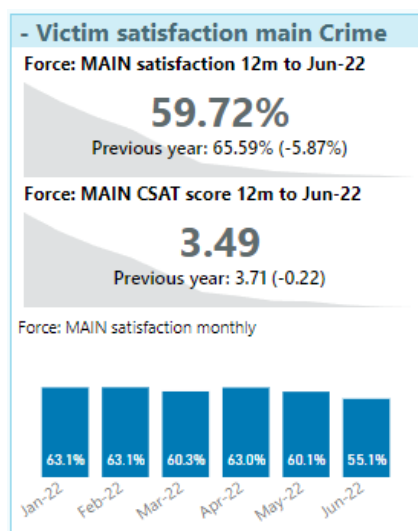
Latest ONS data to March 2022 show that stalking and harassment figures are up 14.7% across England and Wales, with Surrey's ONS data to March 2022 increasing by 7.7%. The national crime rate for stalking and harassment for the 12 months to March 2022 was 12.1 per 1000 population. With 6.6 crimes per 1000 population Surrey has the 3<sup>rd</sup> lowest crime rate across England and Wales for stalking and harassment offences.

The solved outcome rate for Stalking and CCB has increased by 3.0 percentage points over the 12 months to July 2022.

There continues to be good use of the stalking clinics across the Force and this includes the Digital Investigation Support Unit (DISU) covering the cyber element of stalking. Stalking Protection Orders (SPO's) are being used however work continues with training to ensure that teams are utilising them.

Cyber stalking continues to be an issue in that officers and staff are not recognising it. To address this the force stalking advisor is continuing to attend teams and provide face to face training which covers cyber stalking.

## 2. Protecting People

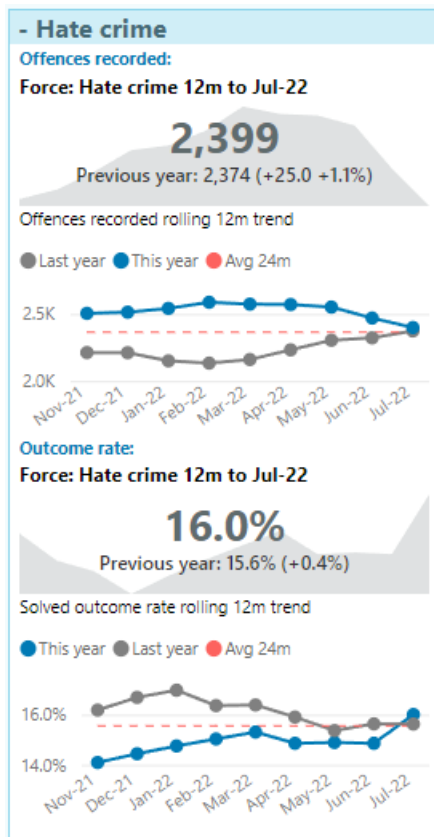


### 2.1 Overall victim satisfaction

From April 2019 a new methodology was introduced to consult with victims of crime and Anti-Social Behaviour (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 5.8 percentage points over the 12 months to June 2022 and the latest month of June 2022 experienced one of the lowest results seen over the last 12 months (55.1%).

## 2.2 Hate crime



The volume of crime marked as hate crime has increased over the last year. The latest volumes for the 12 months to July 2022 show that Surrey recorded 1.1% more offences in this category (up 25) when compared to the 12 months to July 2021.

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

The solved outcome rate for hate crime has increased by 0.4 percentage points over the 12 months to July 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 has 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.

The increase in reported hate crime follows the trend that has been experienced by all forces in the region. Surrey Police has continued the sustained approach to raise hate crime awareness both internally and externally with the full support from the Corporate Communications department. The Force has continued to build momentum of ensuring hate crime is always in the public eye and there is wider use of social media about the topic and internal communications. This will build in momentum near to Hate Crime Awareness week in October.

The Force hate crime lead continues to work with communities through its external scrutiny panel, who are feeding back into their communities about hate crime and building confidence. The way the panel works will be changing for the coming year with the focus of each meeting being solely about a different protected characteristic which will allow for greater understanding and learning. The next meeting is in September and will be LGBTQ+. Surrey Police 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.

Since the last reporting period the Force has introduced a new hate crime strategy that sets out how Surrey will manage hate crime in its totality. The strategy contains performance objects and independent governance to monitor the progress being made and making it accountable to the public via the scrutiny panel.

Over the coming year the focus will continue to be on increasing the Forces solved outcome rates for hate crime offences, as set out in the new strategy. To support this specific hate crime inputs are in development to be given to all officers, with new recruits being given a bespoke hate crime input in training school. This will include the new College of Policing Guidance on non-crime hate

incidents. Since the Force made the CPS hate crime checklist mandatory and brought it into force late last year the number of cases being prosecuted by the CPS has increased, as has convictions which for Surrey offences is currently 92.9% of cases. There has also been an increase in sentence uplifts due to the hate element.

The Crewmate app continues to develop on officer's mobile data terminals (MDT'S) and will be updated to provide officers with specific information to help them lead a hate crime incident and how to manage non-crime hate incidents. These actions intend to give the officers the awareness to improve the outcome rates and will be monitored by the hate crime lead.

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

Work continues in the collaborative, multi-departmental approach to map the Victim's Journey across the Criminal Justice Process. Opportunities to upgrade current training available in the provision of Victim Care have been identified and work is on-going with multiple departments to assess what is needed and the best method of delivery across the force, a report will be submitted to the FSB for consideration in the next few weeks. The report will include findings from a recent survey across the force aimed to better understand the gaps in learning and barriers in Victim Care and VCoP (Victims Code of Practice) compliance to assist in driving improvements.

The new blended and enhanced audits are showing some valuable insights in Victim Care that Divisions are finding helpful in assessing what is working and what is not, putting in place appropriate action plans for improvement. A detailed update on actions was submitted to the FSB in August and sent to senior leaders so that the initial findings can be reviewed to take forward and revise accordingly.

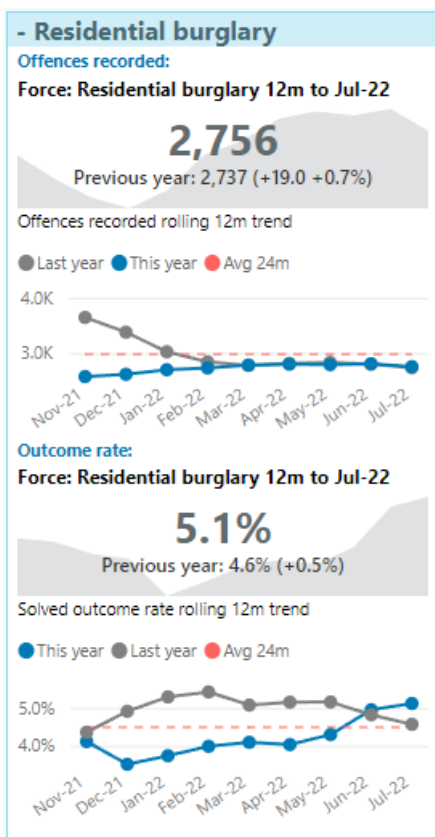
Staffing in the Victim and Witness Care Unit (VWCU) continues to be an issue. Whilst the VWCU had re-established numbers with recent recruitment there has also been leavers and thus the VWCU now need to recruit again. The VWCU continues to move towards a new phase of operational delivery whereby the team returns to an adjusted 'business as usual' in a post-pandemic environment. This includes offering an increased face-to-face service to the most vulnerable victims to further improve the support the VWCU delivers.

In response to the increase in demand on the VWCU seen post-pandemic, the Force had temporarily increased establishment of the VWCU by five posts. Whilst that assisted in managing demand, retention has remained an issue due to the temporary nature of the posts, and demand has not returned to pre-pandemic levels. In the August Force Organisation Board, therefore, the decision was taken to increase the permanent establishment of the VWCU by three FTE posts, with the potential to offer full-time roles to five staff. This is expected to improve retention of staff who would otherwise have looked for other roles in coming months; improving the quality of service to victims, and reducing the costs and disruption of recruiting and training new staff.

During the next quarter the Force are hoping to enhance the support to the most vulnerable victims in Surrey. Surrey Police already have specialist caseworkers in place for the most vulnerable victims of Fraud, and also for non-intimate stalking, the Force are also planning to launch a pilot for enhanced service to Young People. This will be in collaboration with Surrey Police Youth Engagement officers and is currently being assessed, with more details available once a service plan has been agreed. The aim, as with other caseworkers, is a holistic approach to immediate support and longer-term support via engagement with other services, alongside prevention work to prevent re-victimisation.

### 3. Communities

#### 3.1 Residential burglary



The volume of residential burglary recorded has reduced significantly since COVID19 restrictions were introduced in April 2020. Surrey Police has recorded 0.7% more residential burglaries (up 19) in the 12 months to July 2022 compared to the 12 months to July 2021.

Volumes of residential burglary during the months of October to December 2021 were above average, as expected at this time of year. January and March of 2022 experienced the highest volumes over the last 12 months, but volumes have reduced since May 2022.

Latest ONS data to March 2022 show that residential burglary dropped 2.1% across England and Wales. National crime rate for residential burglary for the 12 months to March 2022 was 7.7 per 1000 households. Surrey is ranked 20<sup>th</sup> nationally with 5.9 per 1000 households.

The solved outcome rate for residential burglary has increased by 0.5 percentage points over the 12 months to July 2022. The monthly volumes of solved outcomes have been relatively high since January 2022, with a steadily increasing solved rate since the beginning of the year as the FSB has made residential burglary an area of focus, and divisions have implemented a

forcewide burglary plan. This focus will take time to be reflected in the rolling year data, but the number of solved residential burglaries has increased 72% in the first seven months of 2022 compared to the same period in 2021 (117 compared to 68).

Resources across the Force have been focussed on maintaining the reduction of offences since the pandemic, along with the focus on improving solved outcomes.

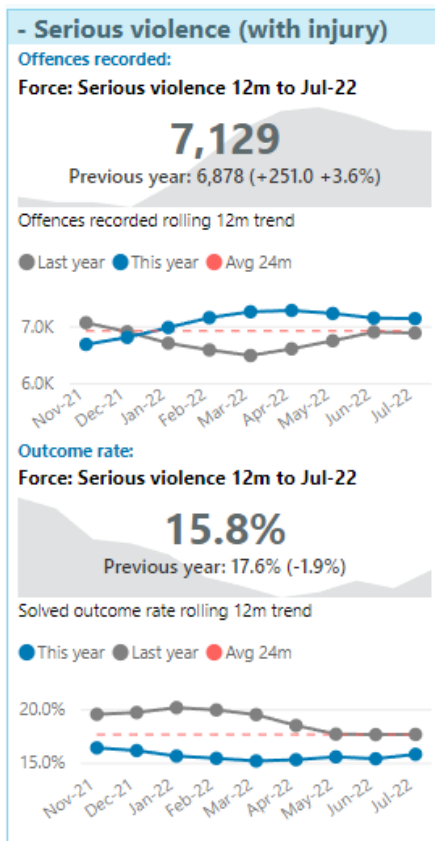
To help share key messages, guidance and to maximise successful investigations the Force has developed a dedicated burglary intranet resource, which is now available to officers and staff.

The Force burglary lead has identified officers with enhanced knowledge of dealing with burglary offences and will use their knowledge and experience to maximise opportunities to solve offences.

Burglary infographics are being prepared to enhance awareness local awareness of hotspot locations and support ongoing problem solving. The infographics are due to be ready by October to help target the seasonal winter spike.



### 3.2 Serious violence (Violence with injury)

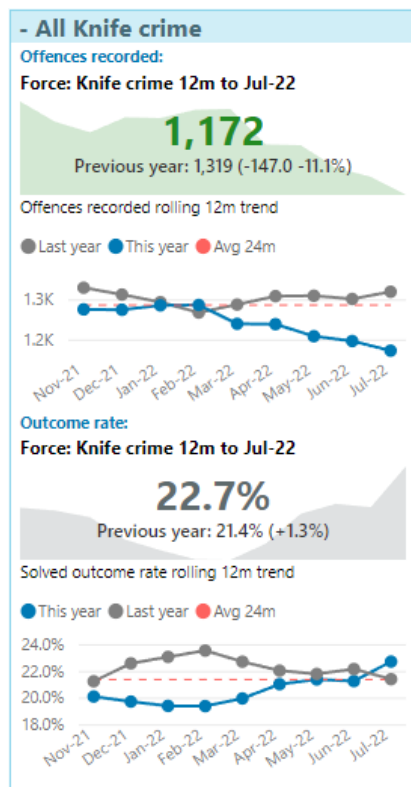


The volume of serious violence (violence with injury) offences recorded has increased. The latest volume for the 12 months to July 2022 shows that Surrey Police has recorded 3.6% more violence with injury offences (up +251) when compared to the 12 months to July 2021.

Latest ONS data to March 2022 show that violence with injury increased 21.6% across England and Wales (Surrey recorded a 11.1% increase). The national crime rate for violence with injury for the 12 months to March 2022 was 9.5 per 1000 population. Surrey has the lowest level of violence with injury nationally with 6.0 per 1000 population.

The solved outcome rate for violence with injury has reduced by 1.9 percentage points over the 12 months to July 2022. The volumes of solved is relatively stable with the latest rolling year volume down just 88 compared to the year before.

### 3.3 All Knife crime



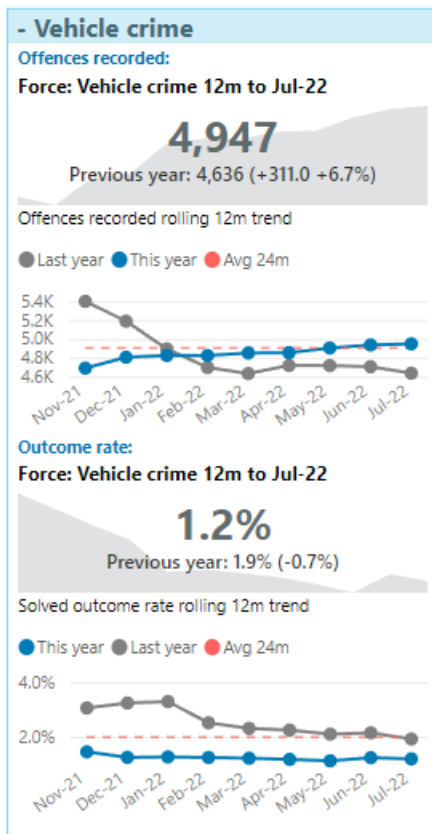
The volume of knife crime has shown a slight decrease over the last 12 months. The latest volume for the 12 months to July 2022 shows that Surrey recorded 11.1% fewer offences flagged as blade or sharp instrument when compared to the 12 months to July 2021 (down 147 offences).

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 increased, up 1.3 percentage points compared to last year.



### 3.4 Vehicle crime



The latest volume of vehicle crime recorded for the 12 months to July 2022 shows that Surrey Police has recorded 6.7% more vehicle offences (up 311) when compared to the 12 months to July 2021.

Latest ONS data to March 2022 show that vehicle crime increased 7.2% across England and Wales. The national crime rate for vehicle crime for the 12 months to March 2022 was 6.0 per 1000 population. Surrey is ranked 21<sup>st</sup> nationally with 4.6 per 1000 population (NB: ONS crimes per population for vehicle crime are skewed by a small number of forces with extremely high rates).

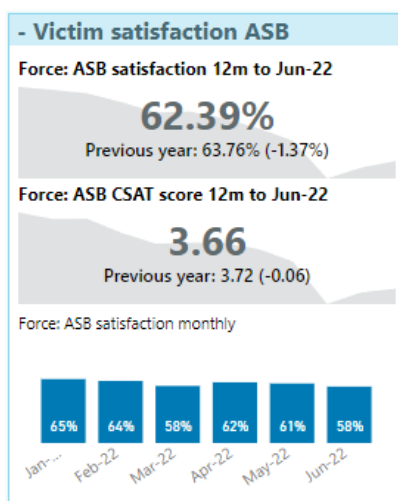
The solved outcome rate for vehicle crime has reduced by 0.7 percentage points over the 12 months to July 2022. The average volume of solved vehicle crimes over the last 24 months is 6 per month. In general, over the last 12 months, monthly volumes have been below this average except for the month of June 2022.

Vehicle crime has been examined at FSB, and specifically catalytic converter thefts, which have links to organised criminality. Op Blink, which has previously seen reductions in such thefts, has been reinstated with a divisional Superintendent taking responsibility for focussing on this area.

Superintendent taking responsibility for focussing on this area.

A two-day proactive operation aimed at disruption, which also had a TV crew attached, was held during the summer. The Force continues liaison with the region to look for opportunities to develop operations to combat this crime type.

### 3.5 Victim satisfaction for Anti-social behaviour (ASB)



Latest overall satisfaction for ASB is currently 62.39% for the 12 months to June 2022; down 1.37 percentage points compared to last year.

#### Latest analysis Quarter 1 2022/23:

For Quarter 1, satisfaction with initial contact (62.1%) was higher than ASB satisfaction (54.7%). ASB satisfaction decreased -4.7% points this quarter, whilst satisfaction with initial contact only slightly decreased -1.7% points. Overall, 60.3% of ASB victims were satisfied this quarter.

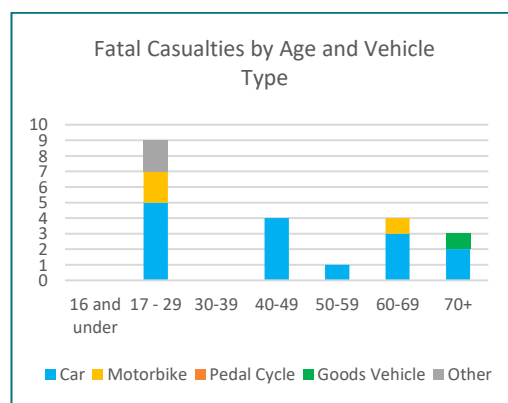
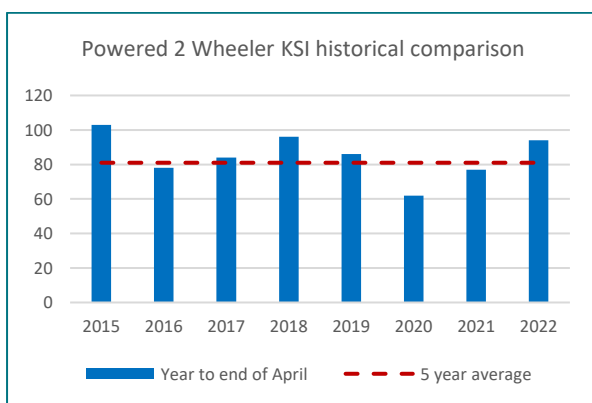
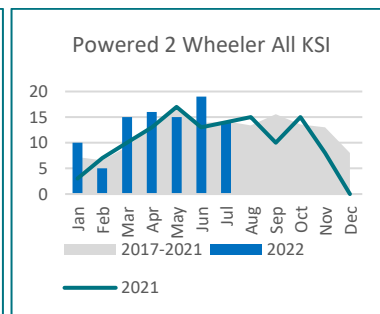
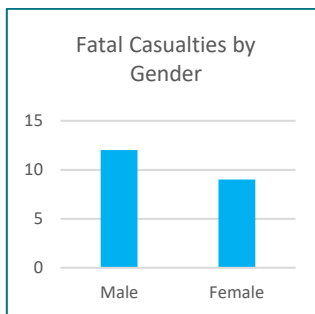
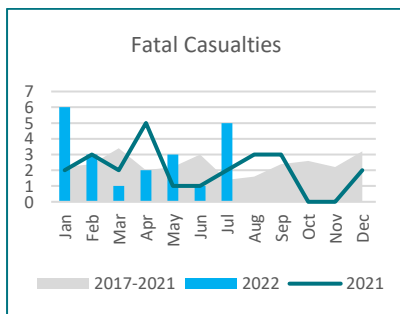
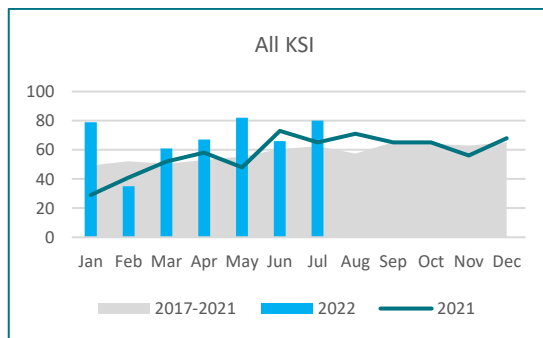
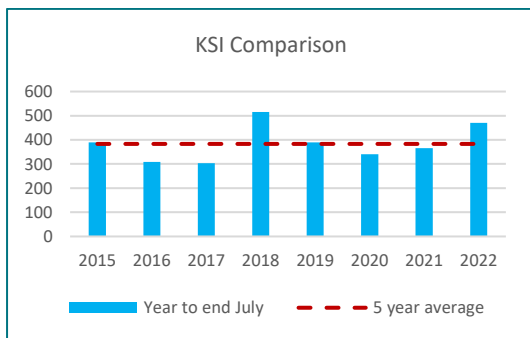
To help better understand how Surrey Police are dealing with victims of ASB who make contact with the Force a new data set of survey questions are being used. The questions will be asked to all of the victims in the survey to ensure the Force get a full picture of their ASB reporting, not just one

part of the process which was happening in the previous question set. The Force are also now asking if the ASB is continuing so the Force can look at further victim support etc if the respondent is happy to be contacted, which will be managed by the ASB Team.

Working alongside the OPCC, the Force are hoping to organise face-to-face focus sessions with victims of ASB to understand their frustrations and to look at how the Force may change the offer in the future.

## 4. Road safety

### Killed or Seriously Injured



The total Killed & Seriously Injured (KSIs) in Surrey are up approximately 22% on the previous 5-year average. Fatal numbers are up 27% over average following a relatively high number in July. Most fatalities occurred in car collisions with the younger adult age group being the most impacted. Powered 2-wheeler KSIs are up by approximately 16%. These usually peak in the summer months, and it is unusual to have so many early in the year.

The first wave of officers for the new Vanguard Road Safety Team (VRST) started working as of June (1 Sergeant and 5 constables) and have undertaken 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 Police Sergeant (PS) and 5 Police Constables (PC) and a research support post in October 2022.

The VRST albeit not yet up to full strength have already started to have a significant impact on interventions with individuals identified as KSI targets, removing a significant number of individuals from the roads of Surrey. As of the 15<sup>th</sup> July 2022 41% of KSI target individuals stopped have been arrested at the roadside and the team are currently averaging between 6-7 targets per set of shifts. This is expected to increase as the team becomes fully staffed.

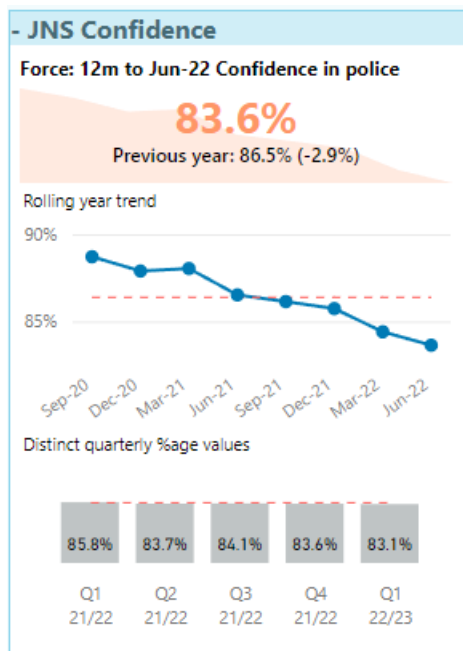
In terms of enforcement, particular emphasis is put on the 'Fatal 5' offences which contribute most to collisions and casualties, namely: careless driving, drunk and drug driving, not wearing a seatbelt, using a mobile phone and speeding. The summer drug/drunk driving campaign takes place in August. The NPCC's national operation is set to run for a week (22>28th August), however it will be run across Surrey for a month in force to maximise the education and enforcement opportunity.

## 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.

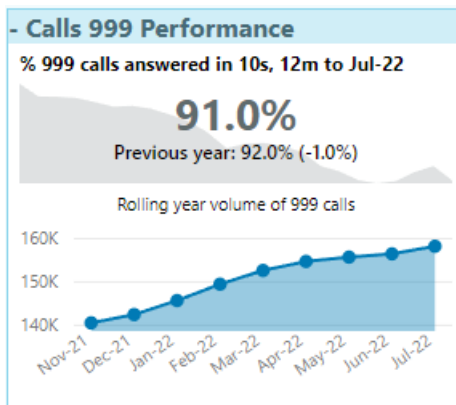
### 5.2 Confidence from Joint Neighbourhood survey



Latest 12 months to June 2022 show confidence is down 2.9% percentage points compared to the same period last year.

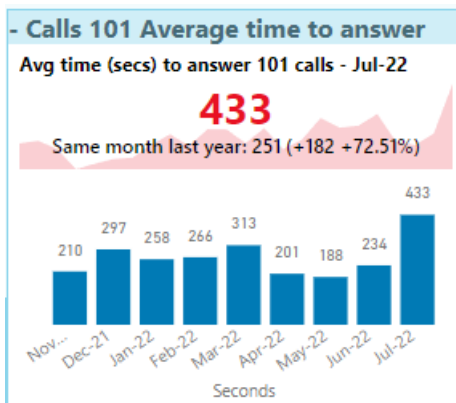
The decreases seen in confidence are not only being seen in Surrey, but also by a number of other forces within England and Wales. A national user group has been established to discuss the confidence surveys conducted in forces, and to look at results further.

### 5.3 Contact 999



999 calls answered within 10 seconds have reduced by 1 percentage point to 91.0% in the 12 months to July 2022.

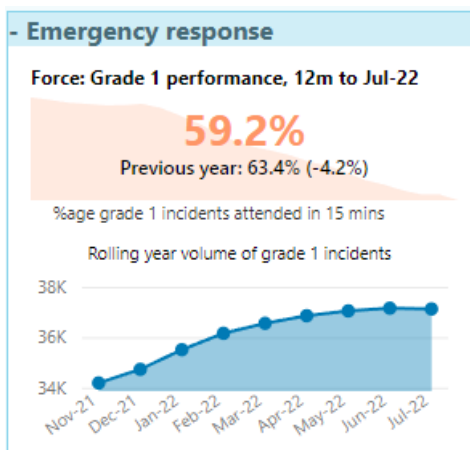
### 5.4 101 average time to answer



The average time to answer 101 calls in July 2022 was 7 minutes and 13 seconds, this is higher than the 4 minutes 11 seconds recorded in July 2021. The current rolling year values (not shown) is 4 minutes 6 seconds.

The volume of 101 calls has been declining year on year (down 6.7% in the 12 months to July 2022 compared to the 12 months to July 2021.) Other digital 101 channels have, however, shown increases. Total 101 and digital however has decreased 4.26% in the latest 12 months.

### 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 59.2% 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 12 minutes a year ago to 13 minutes in the 12 months to July 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 2021. Volumes of Grade 1 incidents have increased by 8% in the 12 months to July 2022 compared to the same period last year.

As with other public sector agencies and police forces both locally and nationally, Surrey Police are experiencing significant challenges with the recruitment of staff, following resignations attributed in large parts to people returning to other careers that paused during lock-down. The Contact Centre (CTC) is currently carrying 32 vacancies and has a further 42 staff members either in training or being coached, from an establishment of 155. Work is ongoing to identify new and more efficient

ways to attract new staff and retain the existing workforce. A gold group, chaired by ACC Local Policing, has been established to address the current staffing issues.

Response times are also challenging with divisional NPT resources stretched, impacting on the ability to deploy to fast time incidents in a timely manner. More officers from Op Uplift are due to reach divisions in October, and these officers will have a smaller abstraction in 'normal duty time', which will increase the number of available units and deployment times should show improvement.