

Police and Crime Commissioner Performance Meeting – June Webcast Meeting

4th June 2018 14:00 – 15:45
Mole Valley Council Chamber

Attendees:

David Munro (Police and Crime Commissioner) PCC
Alison Bolton (Chief Executive – Office of the Police and Crime Commissioner) AB
Ian Perkin (Chief Finance Office – Office of the Police and Crime Commissioner) IP
Sarah Dare (Office of the Police and Crime Commissioner – minutes) SD

Nick Ephgrave (Chief Constable - Surrey Police) CC
Gavin Stephens (Deputy Chief Constable – Surrey Police) DCC
Paul Bundy (Head of Finance - Surrey Police) PB
Neil Roberts (Chief Information Officer) NR

Agenda Item	Subject/Note	Action
	<u>PART ONE IN PUBLIC</u>	
<p>1.</p> <p>2.</p>	<p>The PCC began the meeting by remembering those killed or injured at London Bridge terrorist incident, a year ago. He noted the bravery of police officers/ staff and members of the public involved.</p> <p>The minutes of the meeting on 25th April were accepted as a true and accurate record.</p> <p>Action Update:</p> <ul style="list-style-type: none"> • Item on repeat harm. Event held with Sussex Police covering reducing harm in communities and problem solving. Will now be built into a force day of action in July, then later in the year. Will be greater partner input at these events. PCC looks forward to hearing more in due course. • Update to be given at future meeting on visibility project – Superintendent Andy Rundle and OPCC collaboration • Missing people strategy: on agenda for CSB in September • PCC getting some requests from the public to know what is going on with ANPR – CC explained there are two sets of ANPR cameras. 42 Police owned and operated cameras are all active across the county, the County Council have 60 but not all are active at any one time. With current technology storage capabilities/capacity it is not possible for Surrey Police to monitor all the data coming from all the cameras at any one time. The decision has been made to wait for the implementation of the back office function infrastructure that is currently being developed. This will be a National system for all 	CC

	<p>ANPR systems to record their data regardless of who owns them. Until the time that all cameras can be monitored at the same time, Surrey Police focus on those based on area of priorities or desired location. The benefits of monitoring all cameras at the same time would be better coverage across the county in tracking travelling criminals and ascertaining who is driving without insurance for example. Cameras can provide a valuable line of enquiry for investigations.</p> <p>The PCC talked about his meeting with the Surrey County Council Chief Executive Joanna Killian and their joint ambition to revive Drivesmart, helping it to achieve its full potential.</p> <ul style="list-style-type: none"> • Special Constables report summarised by DCC Stephens. 143 Specials enrolled currently, working towards increasing this figure. The role of a Special Constable is becoming broader with different areas of interest. Operation at Epsom Derby given as example where Specials deployed with drones. Surrey Police now linked in with National lead for Cyber Specials. The PCC agreed with the importance of Special Constables and the outside experience they bring to the force. The PCC also wanted to congratulate all concerned in the policing and security of Epsom Derby on a successful event. • Serious Organised Crime and Anti-Social Behaviour – Report summarised by DCC Stephens which confirms links between the two are in place. Detective Superintendent Karen Mizzi works closely with ASB leads. Looking to be joined by Serious Organised Crime Partnership Coordinator to ensure all areas are linked together. • Community Safety Board partnership issues– PCC feels the board has improved, there is better representation and a more focused area of work. More improvements however can always be made. <p>All other actions have been met.</p>	
<p>3.</p>	<p>Public Performance Report</p> <p>Tackling Crime and Keeping Surrey Safe</p> <p>CC quoted two types of figures referred to within the report. Rolling year figures which look at the period over 12 months and move ahead one month each time, changes to these are often fairly minor. The other being financial year to date figures, quoting the end of April figures to date, so effectively reporting on a month's worth of performance at this time. Important to understand the difference between the two.</p> <p>High Harm offences comprising of crimes like Serious Sexual Offences, Domestic related offences involving violence, child abuse, hate crime offences. Rolling 12 month data shows a levelling off of volumes of these types of crimes, small increase of 0.4% compared to the 12 months to March 2018.</p> <p>Positive outcomes/detections in this area show a slight increase in overall volume of positive outcomes, up 1.5% on previous figures and positive outcome rate of 19.7%, up 0.3% on 12 months to March 2018.</p>	

	<p>Financial year to date picture looking at April 2018 compared to April 2017, there has been an increase in High Harm offending of +8%, however there has also been a slight increase in the positive outcome rate in this area of +.9%. CC feels the overall picture is that of relatively good news in relation to these offences.</p> <p>One of the force's aspirations is to reduce the number of repeat victims of High Harm to reduce the overall volume of this crime being reported as well as to safeguard those who are most vulnerable. Rolling 12 month data shows the force has a slightly increased rate of 0.2% in terms of the number of repeat victims of High Harm offending.</p> <p>PCC asked if this meant there had been an increase in high harm offences.</p> <p>CC responded that it does not mean this necessarily but that there had been increased confidence in victims to come forward to report. The levelling off of these figures could indicate we are now beginning to see the true figures of High Harm across the County. Surrey Police are doing a lot more innovative work around victims' needs. Perpetrator work has historically focused on the sanctions applied to them. Surrey Police are conscious they need to be more innovative in their approach to perpetrators, particularly surrounding Domestic Abuse. CC has increased the numbers of people involved in investigating this type of offence.</p> <p>PCC acknowledged that this is not at all a soft hearted approach but a serious one in the need to address repeat offending.</p> <p>CC mentioned an area of concern within the report being Serious Sexual Assault which includes rape. There has been a reduction in performance in the positive outcome rate for this area. CC has commissioned a report to address why this might be the case. The number of officer cases have gone up due to disclosure and electronic messaging; investigators are spending longer on looking through data. ACC Jeremy Burton is looking into this as a matter of urgency.</p> <p>CC stated that Surrey Police had been the worst in the country for detecting rape/sexual assault three years ago but had made significant progress since then, recently occupying a top ten position. CC is very conscious we do not want to fall back.</p> <p>Action: Serious Sexual Assault to be made a focus for the next Performance Meeting.</p> <p>Hate Crime – The force has recorded an increase of 34 offences of hate crime from the same period last year. The financial year to date positive outcome rate is 19.4%, an increase of +2.2% from the same period last year. More work to be done in this area.</p> <p>Some good news surrounding Total Notifiable Offences rate (TNO) which at the end of April saw a 1.4% reduction overall, slightly lower than the previous year. Number of offences are down with positive outcomes increased.</p>	<p>CC</p>
--	--	-----------

Violence - Rolling year figures in this area are stable with Surrey's National Position still looking positive.

Residential Burglary - The best news perhaps is in this area where Surrey have seen a 25% reduction in this type of offending in April 2018 compared to that of last year. If these figures are maintained Surrey will be back to where it was one and a half years ago. The volume of positive outcomes for residential burglary has increased +33.5%.

PCC noted that this was really good news and asked CC how effective he thought the security campaigns were.

CC feels these are working well and remarked that it is an important message to keep reminding people to lock their windows and doors when they go out, even when they are out in the garden, especially in the summer months. Preventative police work continues.

PCC congratulated the force on this work and encouraged them to keep it going.

Problem Solving – CC explained that the Police database NICHE has shown a rise in officers formally recording a problem solving incident according to figures, which are up 10.2% compared to the 12 months to March 2018.

The PCC asked if CC had any examples of this. CC recalled a report received on Anti-Social Behaviour in a local park, the record on NICHE included that a problem solving measure was used.

Anti-Social Behaviour – Such as dealing with dangerous dogs, noisy parties, neighbour disputes. CC pleased with these figures as he is consistently seeing a reduction in the number of ASB incidents recorded. This could be due to a difference in recording practice and could be as a result of problem solving measures being utilised.

Call Handling and Deployment – 999 performance figures show staff are incredibly good at answering calls quickly with 75% of calls answered within 2 seconds.

CC accepted that the force has historically struggled more in 101 performance but progress has been made with current performance indicating 75% of calls answered within 44 seconds and 95% within five minutes.

The abandonment rate, where callers hang up before the call has been answered, has improved compared to the previous year. Online demand for reporting has increased.

PCC acknowledged that there is definitely an improving picture in this area and that he was less worried about the abandonment rate which he believes looks under control. PCC commented that he was very impressed with his recent visit to the Contact Centre.

Terrorism – Surrey Police continues to play an integral part in the

	<p>delivery of the UK Governments counter terrorism strategy (CONTEST) across the County. CC noted the work that now falls under the umbrella of Counter Terrorism Policing South East (CTPSE) and described a refresh in personnel who attend the Prevent meetings.</p> <p>PCC noted that the counter terrorism effort works 24/7 and is regularly tested. He feels this is pretty effective.</p> <p>Public Confidence – Rolling year figure for this is high at 86.9%, slightly higher than the previous year. Surrey Police are improving their detection rates and satisfaction rates.</p> <p>PCC commented that Policing In Your Neighbourhood (PIYN) has taken a long time to embed but that the structure, procedure and plans are all in place. The PCC felt Surrey Police were still struggling with the ability to engage with the public.</p> <p>Supporting Victims – The figures in this area are broadly stable and consistently good. Surrey Police are 77.3% compliant with the Victims' Code and are focussing on the quality of their engagement with victims. Victim satisfaction rates have increased +2.2% this month.</p> <p>PCC pleased that this area is starting to show positive outcomes.</p> <p>Preventing Harm – CC commented that Surrey police appear to be reaching a plateau in this area. CC is seeing a change in attitude toward missing children, officers are focusing more on looking at what is going on behind the scenes of the child's home life/school.</p> <p>Mental Health Needs - CC spoke of a new dedicated portfolio lead in this area who is responsible for overseeing a wide range of internal and partnership policy and strategy with regards to Mental Health.</p> <p>PCC commented that the Police Federation had issued a report nationally last week and mentioned SECAMB issues in the past.</p> <p>CC advised that he had met with them recently and they were searching for the best solutions to the problem.</p> <p>Action: CC to feedback on this at next Performance Meeting</p> <p>Making Every Pound Count – CC commented that the force have managed to preserve officer numbers but there continues to be a capability gap with Detectives, more are needed. There have been a number of transferees which bring in different perspectives.</p> <p>Savings – 2017/18 budget savings target has been slightly under achieved, leaving a budget gap to fill.</p> <p>Force fit for the Future – A lot of work is going into this from the Estates team and it is looking like a new venue may have been identified. Surrey Police's current premises is not particularly cost effective. The move will not affect local policing.</p> <p>Gap in public webcast meeting to move to PART 2 meeting in</p>	<p>CC</p>
--	--	-----------

	<p>private for ICT Update.</p>	
<p>4.</p>	<p>EDHR Strategy</p> <p>CC gave a summary of the report saying that the force had worked hard over the last five years to improve its representative quality. Figures have remained static despite all the hard work put in.</p> <p>The next intake are recruiting now with 10% being Black Minority Ethnic (BME) applicants. They are finding that there is a bigger attrition rate for BME applicants than white. English not being a first language may be proving difficult in the written tests for some.</p> <p>Surrey Police are seeing a lot of interest from BME individuals but cannot seem to convert these to recruits.</p> <p>PCC commented that it is encouraging that applicants were running in the right direction. PCC asked the CC if there was any advice from other forces on how to improve the uptake.</p> <p>CC explained that the MET has 44% BME recruits, Surrey has 9.5% BME. There are definite lessons to be learned, applicants needing a second language to apply to the Met may mean more BME applicants getting through.</p> <p>Bedfordshire Police seem to have achieved it but they have a very different demographic in their area.</p> <p>PCC remarked on the need to obey the Law with positive action and not positive discrimination.</p> <p>DCC stated that he was really proud of the team's work, their support and mentoring programme is award winning. Surrey Police know what organisation we want to be and we are not there yet.</p> <p>The PCC offered to help out in any way he could.</p>	
<p>5.</p>	<p>Custody</p> <p>PCC satisfied that custody arrangements are working well. He referred to the recent critical Surrey County Council Children's Services Ofsted report and the point about children being held in custody overnight.</p> <p>CC advised that Surrey Police monitor the number of young people charged and remanded in custody which is in single figures. The number of under 18s detained for a period during the night is bigger than that as this is dictated by time of arrest and the necessity to conduct immediate enquiries. Police try to deal with young people as quickly as possible. Surrey Police are complying with requirements not to keep young people in custody.</p> <p>PCC commented that the Office of the Police and Crime Commissioner has an Independent Custody Visiting Team which he will ask to monitor the situation with young people in custody over the next 6 months.</p> <p>PCC noted that women in custody are treated with dignity and that</p>	

	<p>Surrey are at the forefront of custody innovations. Surrey is in a very positive position compared to other forces.</p> <p>Action: ICVs to keep an eye out for young people in custody over the next six months, to ensure that the measures the force intends to put in place to remedy the use of custody for children are working.</p>	<p>AB</p>
<p>6.</p>	<p>Bail</p> <p>CC detailed how major changes are being made to Police bail.</p> <p>In April 2017 changes were made to the Act which changed the presumption to release without bail if the investigation comes to a natural halt – Individuals could then be released under investigation (no bail conditions).</p> <p>As a consequence the number of people on Police bail nationally has dropped to single figures. Forces are taking on different interpretations of this new legislation. CC explained that there is a need for national consistency on this.</p> <p>CC believes Surrey has the right approach in that those offenders who pose most risk to vulnerable people will get bail conditions, such as not to enter an address or go within 100 metres of an individual for example.</p> <p>PCC remarked that this seems sensible and asked whether there is national work going on to tell the Home Office they were wrong.</p> <p>CC stressed that getting consistency on the impact on vulnerable people is important. CC is progressing this through his National Criminal Justice role.</p> <p>PCC asked whether CC was happy there is consistency across our three custody suites.</p> <p>CC would like to say yes but will check this out for definite and report back.</p> <p>ACTION: CC to bring feedback to the next performance meeting on the consistency of bail approach given across Surrey custody suites.</p>	<p>CC</p>
	<p><i>PART 2 IN PRIVATE</i></p>	

Part one of the meeting closed