

Executive Summary -

The 2009/10 local policing plan contains nine headline measures that were agreed as part of the three year policing strategy to reflect the key priorities in support of Surrey Public First.

Outlined in the table below is a summary of the headline measures and performance against the end of year targets:

Local Policing Plan measure	Target achieved?
Ensure at least 80% of the public have confidence in the police working in their neighbourhood	Y
Ensure at least 83.9% of the public are satisfied with overall service	N
To maintain, or improve, an 80% preparedness for civil contingency threats assessed as high or very high risk	Y
Disrupt or dismantle a further 10 organised criminal enterprises	Y
Charge/caution at least 135 people for Class A Drugs supply	Y
To sustain low levels of serious violent and acquisitive crime per 1000 population	Y
To achieve at least a 100% conversion rate of forensic hits/identifications into detections for serious acquisitive crime	Y
To achieve a 3.5% cashable efficiency savings in 2009/10 to support the three year target of 10.3%	Y
Stabilise unplanned police officer and police staff turnover at 8.5%	Y

The Force has clearly performed exceptionally by achieving eight out of the nine challenging local policing plan targets. The highlights of this year are:

- High levels of public confidence, with an end of year result of 85.3%. This represents an outstanding year on year improvement and notably exceeds the end of year target of 80%. It is striking to note that the level of public confidence for all eleven boroughs has improved compared to their 2008/09 performance.
- A continuing increase in public safety by preventing, disrupting and dismantling criminality. During the year the Force charged or cautioned 167 persons for the Supply of Class A Drugs markedly higher than the end of year target set of 135 by running a number of high profile test purchase operations. In addition ten organised criminal Groups (OCGs) were disrupted or dismantled. All cases were subsequently reviewed and signed off by the Control of Crime panel. Specific mention should be made to the outstanding crime reduction recorded by the Force in 2009-2010. In July 2009 the Force were recording an 11.2% year on year increase in recorded crime. As a result a number of control measures were implemented, specifically an enhancement to the performance management arrangements which saw the development of a weekly 'Performance Meeting' to review performance and set clear priorities for the Tasking & Co-ordinating processes. By effective identification of crime trends, the targeting of specific offenders and joint crime reduction initiatives,

significant reductions were realised during the middle and latter part of the financial year. Consequently by the end of the year the Force achieved a year on year reduction of 3.8% on the already notably low levels of crimes recorded in 2008-2009.

- The continued effective delivery of efficiency savings, with a further 3.5% cashable savings realised equating to £6.6m.
- The remarkably low unplanned wastage turnover rate for officers and staff of 4.97% against an end of year target of less than 8.5% and compared to an unplanned turnover rate of 6.81% in 2008-2009. This performance is particularly exceptionally considering the introduction of the Organisational Police Review (OPR) in the Autumn.

The one headline target the Force is not going to achieve is customer satisfaction. A more detailed commentary is supplied below summarise this year's performance, the key findings from in-force analysis, and the proposed control measures.

Due to the delays in collecting customer satisfaction results the latest available data is up to the end of February 2010. Although the latest data reflects an improvement in performance of 0.5 percentage points compared to the last performance update (August data) the Force remain 2.4 percentage points off the end of year target of 83.9%.

The beginning of the financial year was largely affected by the severe weather conditions in February (April's data) which caused an increase in call volumes and difficulty in staffing levels available to cope with the demand. This also caused a knock-on effect throughout the month, impacting on the Force's ability to keep people informed in a timely manner (a key driver for overall satisfaction). The Force has now put in place appropriate business continuity arrangements providing suitable resilience during adverse weather conditions. These arrangements have been successful as they were tested during the recent bad weather affecting Surrey in December 2009 and January 2010.

Research indicates that the levels of satisfaction vary between different victim groups and there has been a statistically significant reduction for victims of violent crime. As a result the Force has created a 'violent crime working group'. This is chaired by D/Supt Alan Sharp along with key representatives around the Force. So far the group has identified that keeping victims informed remains the key issue and has reinforced the need for CID team co-ordinators to provide quality updates on the progress of the investigation, and for those victims where their investigation is filed as 'No Further Action' to be offered neighbourhood team reassurance visits.

The Performance Monitoring & Analysis team are reviewing the national performance to better understand differences in surveying methods between forces, particularly exclusions,

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and what arrangements are in place to appropriately survey a parent or guardian when the victim is under 16 years old (and would not have personally received updates from Surrey Police).

The Customer Service & Contact Management Board has commissioned several actions in addition to those within the Contact Management and Citizen Focus Strategy to address current Customer Satisfaction performance such as the 'scheduled appointment system' for scenes of crime officers (SOCOs) to improve the service to burglary dwelling victims. In addition the Force is also conducting a 'real time satisfaction pilot' on Western division to provide more timely information on customer satisfaction and more opportunities for service recovery. Phase one started on the 1st December and reviewed allocated burglary and violent crimes making contact with the victim 10-14 days after they reported the crime. This enables more timely feedback and to identify issues earlier so that suitable actions can be taken to address dissatisfaction. The pilot has since been extended to included vehicle crime. The pilot has received positive feedback and there is a proposal to take this forward within the new OPR model

It should be noted that although the Force is not on course to achieve the end of year target of 83.9% it has made a significant recovery since the start of the financial year. Since April's result of 78.1% performance has continued to improve to the current level of 81.5%, which is higher than the end of 2007/08 performance of 80.3%. Also it is interesting to note that 67.2% of respondents indicated that they are 'completely' or 'very' satisfied which is actually an improvement on previous year's result of 67% for 2008/09 and 59.4% for 2007/08.