

To: Surrey Police Authority

Date: 15th December 2011

By: Margaret Hicks, Chairman

Title: Professional Standards Panel Report – 9th November 2011

Purpose of Report/Issue:

To update Members on the key issues arising from the last meeting of the Professional Standards Panel, held on 9th November 2011.

Recommendation(s) -

To note the report.

Consideration was given to the work of the **Professional Standards Department (PSD)** for the second quarter of 2011 (July to September). Members noted that there were no areas of major concern, although figures had increased slightly. However, it was noted that this was because the summer was traditionally the highest recording season due to the warmer weather, where increased interaction with the police in public areas leads to situations where complaints can arise.

It was noted that the **IPCC** is now publishing **quarterly reports** comparing Surrey Police's performance against the national average and most similar forces. Members were pleased to note that Surrey Police's investigation timeliness is one of the best in the country.

Members were informed that the **Procedural Abuse of Police Complaints System (PACS)** had now been introduced in relation to one complainant. Whilst most complainants make appropriate use of the complaints system, a small percentage seeks to abuse the system and create a disproportionate administrative burden on the Force. The Panel noted that in most instances 'querulous complainants' had a history of mental illness and that PSD worked closely with the neighbourhood teams who in turn linked in with mental health teams and GPs as necessary.

It was reported that on 13 July 2011 the Home Secretary requested a report from the IPCC on its experience of **corruption within the police service** in England and Wales. The IPCC has now released its initial findings, with a full report expected by the end of the year.

Members noted that the **Police Reform & Social Responsibility Act** had received Royal Assent on 15 September 2011. It covered five distinct policy areas: police accountability and governance; alcohol licensing; the regulation of protests around Parliament Square; misuse of drugs; and the issue of arrest warrants in respect of private prosecutions for universal jurisdiction offences. One of the key areas of the Act was the replacing of police

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authorities with directly elected **Police and Crime Commissioners**. Consequently, following elections on 15 November 2012, Surrey Police Authority will be disbanded and replaced with a directly elected Police and Crime Commissioner on **22 November 2012**.

Equalities and Human Rights Implications – None arising

Risk – None arising

Background papers – Professional Standards Panel minutes, 09/11/11

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To: Surrey Police Authority

Date: 15th December 2011

By: Nick Skellett, Chairman of the Finance and Performance Panel

Title: Finance and Performance Panel Report, 10 November 2011

Purpose of Report/Issue:

To note key issues arising from the Finance and Performance Panel on 10 November 2011.

Recommendation(s) -

That Members note the report.

Summary of key issues discussed:

The Finance and Performance panel met on 10 November 2011 and discussed a number of items including an update on Project Enterprise, national performance comparison and a data quality report as well as discussing the Medium Term Financial Strategy.

The progress being made on **Project Enterprise** was presented to the panel. The software had been delivered and the first round of testing done. Members asked if short-cuts were being made to meet the go-live date before the Olympics. They were reassured that this was not the case however the training programme had been condensed. There will be four cycles of testing with a pass rate required at each stage and gateways for each cycle. The Authority will be consulted on the go-live date following these cycles.

The panel received its regular update on Surrey police comparisons with **national performance**. There were no major changes in the trends with sanction detection rates still being of concern. The panel asked that the level of undetected crime per 1000 population be considered to put the sanction detection rates into context with the low level of crimes committed.

The panel received an update on **force data quality** audits carried out since May 2011. A number of audits had taken place with no specific concerns raised. The Force had also been one of the three pilot forces to undergo a pilot inspection by the HMIC (Her Majesty's Inspectorate of Constabulary) in February 2011 which built into the second inspection that took place in September 2011. The Force achieved a high standard of compliance and it was recognised that the Force Crime Registrar was one of the top five in the country. The HMIC had recommended that the 72 hour window before recording a crime be used more proactively by the force before recording

certain crimes. Members enquired as to whether this would mean that incidents of recorded crime would decrease. The force felt that recorded crimes may reduce in certain categories and that a marker had been placed to be able to accurately monitor performance trends.

The **Medium Term Financial Strategy** (MTFP) was presented to the panel. The panel discussed some revisions to the MTFP and levels of precept. These issues will be brought back to an Authority workshop in December.

Equalities and Human Rights Implications – none were specifically noted by the panel.

Risk- All reports to the panel identify any areas of risk. The panel identifies any significant risks to be added to the force or authority risk database. No new significant risks were identified by the panel.

Attachments –	None
Background papers -	Notes from the Finance and Performance Panel 10 November 2011.

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Name:	Johanna Burne
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To: Surrey Police Authority

Date: 15th December 2011

By: David Harmer, Chairman of the Controlling Crime Panel

Title: Controlling Crime Panel Report

Purpose of Report/Issue:

To note key issues arising from the Controlling Crime Panel on 17 November 2011.

Recommendation(s) -

That Members note the report.

Summary of key issues discussed:

The Controlling Crime panel met on 17 November and discussed a number of items including a presentation on the new **Joint Command model** and papers on the **serious sexual assault detection rate** and on preparations for the **Olympics**. Updates were also received on Operation Shield and the Proceed of Crime Act. Four further Organised Crime Groups were confirmed as dismantled, including one which specialised in metal thefts and one which specialised in fraud.

Assistant Chief Constable (ACC) Olivia Pinkney gave a presentation regarding the **Joint Command model**. She discussed the performance framework and the four areas that it covered: Priorities, Implementation, Day to Day Business and Management Information and its role under each collaborative area; Firearms, Major Crime Team and Scientific Support. This framework would allow the Forces and Authorities to ensure that the collaboration arrangement was performing effectively and Authority staff had been involved in its development. Members questioned transfer of assets when the Police and Crime Commissioners (PCC) were introduced in November 2012 and deployment of firearms teams.

The Panel received a report on current performance in relation to **rape and serious sexual assault**. Improvements were being made with an improvement in sanction detection performance. The Force was in a comparable position to last year's performance. Two new sergeants had been embedded into the sexual offences team following a critical review. It was emphasised that the most important thing in the reporting of rape was to ensure that the victim felt safe and supported. The right support for a victim may not necessarily result in detection. The Force was cognisant of the requirements of criminal justice partners but also the support of victims.

ACC Jerry Kirkby gave the Panel a summary of test exercises that had recently taken place to which the Force had been involved in to prepare for the **Olympics**. He invited Members to act as observers at the next exercise which was due to take place in December. Members raised concerns over the length of road closures in the Runnymede area before, during and after the Olympic period events and the severity of driving enforcements planned for the most minor infringements. Road closures are an issue for the Olympic planners but the force will look into the driving enforcements issue.

The panel also received a report on Operation Shield. Operation Shield aims to reduce offending from people living outside Surrey. It was highlighted that the use of ANPR (Automatic Number Plate Recognition) had proved to be an invaluable asset to the investigation of cross border criminality and this would remain a focus for the future. JK emphasised that the three main uses of ANPR was interception, investigation and intelligence.

The panel was also informed about a new initiative called 'Cash for Communities' that was recently launched by the Force. It was an initiative set up to help fund programmes to prevent crime within the county. The funds come from monies confiscated from criminals under the Proceed of Crime Act. The first £20k was awarded to five organisations in October.

Equalities and Human Rights Implications – The Controlling Crime Panel scrutinises a number of force areas which impact on equalities and human rights and oversees force actions to improve services for vulnerable people. In November this included a report on the sanction detection rates for sexual offences.

Risk- All reports to the panel identify any areas of risk. The panel identifies any significant risks to be added to the force or authority risk database. No new significant risks were identified by the panel.

Attachments – None
Background papers - Notes from the Controlling Crime Panel 17 November 2011.

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To: Surrey Police Authority

Date: 15th December 2011

By: Fiona White, Chairman of the Citizen Focus Panel

Title: Citizen Focus Panel Report

Purpose of Report/Issue:

To note key issues arising from the Citizen Focus Panel on 23rd December 2011.

Recommendation(s) -

That Members note the report.

Summary of key issues discussed:

The Citizen Focus panel met on 14th September 2011 and discussed a number of items including reports on Confidence and Satisfaction, Licensing, children and young people and a tour of the Runnymede CCTV suite.

Members were please to hear that Surrey Police had achieved all the targets in the Local Policing Plan associated with citizens, victims and customers. **Satisfaction** with overall service (weighted data) was 84.5% above the LPP target of 79%. ASB Satisfaction with overall service was 78.2% compared to 76.7% for the previous YE 2010/11, and was above the LPP target of 76%. Public **Confidence** performance remained at 88.7% compared to 88.2% for the previous YE 2010/11, and was above the LPP target of 80%. Members were please to see the BAME satisfaction gap had closed but agreed to continue to monitor this. Members also recognised the decrease in ASB satisfaction and in particular satisfaction of victims of ASB nuisance neighbours.

Members received a verbal update from Superintendent Matt Bristow on Operation Nightguard; the Force strategy of dealing with **night time economy**. He said that the aim was not to shut down town centres but to support them into being safe places to visit and to reduce alcohol related crimes/incidents. Matt also informed the Panel that within the Police Reform and Social Responsibility Act there was detail on late night levies and early hour restriction orders. Members raised concern around the deregulation of licensing proposed but were overall pleased with the progress made by Surrey Police and partners in tackling a difficult area of business.

Chief Superintendent Gavin Stephens updated members on the work taking place under the remit of the **Every Child Matters** steering group. Members were pleased that so much was being achieved especially with regards to

joining up services and information sharing with partners. Members were informed that Junior Citizen Events, owing to financial and resource pressures, might be cut in some areas and members would be kept informed as more information became available. Gavin Stephens also provided an update on the Integrated Offender Management Unit and Restorative Justice, both of which have been very successful and again had brought partners together.

Following the meeting members were taken on a tour of the **CCTV suite** in the Runnymede Centre. Members were given details on the facilities available, staffing, future changes and the partnership work taking place. Members were pleased of the opportunity to see the suite and impressed by its work and partnership approach. They thanked the team for their presentation and hard work.

The panel also received reports on SPA's Prevent Strategy, partnership changes, ASB case reviews and a verbal update from the Runnymede Inspector, Roger Nield.

Equalities and Human Rights Implications – All reports considered any equality and diversity risks and the panel consider the satisfaction gap under the confidence and satisfaction paper.

Risk- All reports to the panel identify any areas of risk. On this occasion the panel did not identify any significant risks to be added to the force or authority risk database but would continue to monitor performance in a number of areas.

Attachments –	None
Background papers -	Minutes from the Citizen Focus Panel 23 rd November 2011

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