



Surrey Criminal Justice Partnership Meeting Minutes

09:30 – 10:20hrs, Wednesday 5th June 2019

Surrey Police HQ, Schofield Room, Guildford GU3 1HG

1. Welcome, Apologies and Declarations – David Munro

David Munro	Surrey Police and Crime Commissioner (Chairman)	DM
Frank Ferguson	Chief Crown Prosecutor – South East (Vice Chairman)	FF
Lisa Herrington	Office of the Surrey Police and Crime Commissioner	LH
Damian Markland	Office of the Surrey Police and Crime Commissioner	DMk
Jenny Offord	CPS	JO
Dave Manning	HM Courts & Tribunals Service	Dma
Nev Kemp	Surrey Police	NK
Clive Davies	Surrey Police	CD
Tony Grant	Surrey Police	TG
Rachel Roberts	Surrey Police	RR
Rob Harris	Surrey Police	RH
Manjinder Purewal	KSS CRC	MP
Sarah Coccia	HM Prison and Probation Service	SC
Robin Brennan	HM Prison and Probation Service	RB
Maralyn Smith	Victim Support	MS
Gail Rogers	Surrey County Council	GR
Bruce Tippen	SSCJP Business Manager	BT
Lindsey Parris	SSCJP	LP

Observing:

Mark Streater	Office of the Sussex Police and Crime Commissioner	MSt
Bridget Biddell	High Sheriff (Surrey)	BB
Daisy Gibson	Office of the Surrey Police and Crime Commissioner	DG

Apologies received from:

Wendy Tattersall	Public Health England	WT
Sam Goolding	Surrey Police	SG
Sally Varah	Deputy Lord Lieutenant – Surrey	SV
Rob McCauley	Legal Aid Agency	RM

Absent:

Claire Mullarkey	HMCTS	CM
Ian Whiteside	HMP Bronzefield	IW
Vicky Robinson	HMP Bronzefield	VR
Susanne Jarman	Citizens Advice – Witness Service	SJ

DM welcomed members to the SCJP meeting and extended a warm welcome to Bridget Biddell – Surrey High Sheriff who was observing the meeting.

Declarations of Interest:

None received

2. Minutes and Rolling Action Log from previous meeting 18th March 2019

The minutes of the previous SCJP meeting were agreed as an accurate record following an amendment requested by FF to Item 3 page 2.

“The graph is now showing a more accurate figure reflecting the increased focus by CPS teams on improving data returns”.

The minutes have been amended to reflect the change.

The Action Log (separate document) was discussed and updated.

Action 105: TG to investigate if incorrect decision points are being used by the national data systems - *TG established that the Traffic Prosecutions Unit were using a 21 day period for anticipated guilty plea cases. This has now been re-set to 14 days in keeping with TSJ. Timeliness being taken forward as a key priority for the Core Performance Group.* **Discharged**

Action 106: BT to liaise with the Core Performance Group Chairman – Adele Kelly regarding the findings within the Crest report - *Timeliness remains an issue for the Magistrates Court work but it has improved considerably in the Crown Court since 2017.*

Ineffective Trial rates have reduced at Crown Court and are now just above national average. Timeliness remains a key priority for the Core Performance Group. **Discharged**

3. Victim and Witness Care Unit

DMk reported prior to April 2019 generalist support to victims of crime in Surrey was provided by Victim Support. This contract was due to come to a natural end and rather than going back to the market the OPCC and Surrey Police agreed to develop a new internal model.

The Victim and Witness Care Unit (VWCU) was introduced following extensive stakeholder consultation and research of other national models. Built to provide continuity of service previously provided by the excellent Victim Support Service. Improved access to systems will enable improved analytical function. The VWCU will provide better linkage to Victim Champions across the force.

RR reported the new VWCU launched on 1 April 2019 and is based out of Guildford Police Station. It is an end-to-end service for victims of crime from initial contact through to court process and beyond reducing confusion. The model reduces service fragmentation bringing together victim care, witness care and key staff responsible for customer service/victim satisfaction. Direct access to police systems means the new team is better placed to help reduce victim stress and anxiety through the provision of timely and accurate information concerning their case. There are opportunities to co-locate some specialist providers within the new unit either on an ad-hoc or more permanent basis. The unit can also support victims who wish to remain anonymous and caseworkers can provide on-to-one visits.

The unit will have significant status within the organisation and help raise the profile of victim care amongst wider staff and officers. All victims of crime in Surrey will be automatically referred to the unit at the point a crime is reported with subsequent contact based on an individual's need and vulnerability. Individuals can also self-refer themselves or use our website to find local specialist support services. The team will provide support to witnesses of crime linking with other criminal justice agencies, departments and charitable organisations in order to obtain information and ensure individuals are kept informed. There has been some very positive feedback from victims and staff. Collaborative working between OICs and the VWCU will provide a tailored wraparound support service and a wealth of knowledge and experience has been brought across from Victim Support (TUPE Staff). There are a few challenges around resourcing with lots of new starters, new processes and procedures which are still bedding and IT processes are being refined. Work with DA providers to rationalise how best to support DA victims remains on going. There will be further training where gaps are identified and vacancies to be filled. The unit will provide an audit role for the Victim Code of Practice (VCOP) and an Oversight Board meets weekly.

An informal Post Implementation Review will take place after 6 months followed by a formal review in 12 months. Work with stakeholders to explore the development of a volunteer Court Observer Scheme will be considered going forward.

The unit opening hours will be 8:00 a.m. to 7 p.m. Monday to Friday and the comprehensive website can be found at <https://victimandwitnesscare.org.uk/>

JO asked if the starting point for a referral was the day of the crime.

RR confirmed it was but the referral to the unit would most likely be received the next working day.

JO asked for more information regarding the Court Observer Scheme.

LH reported the Court Observer Scheme was introduced in Northumbria by Dame Vera Baird where volunteers were trained by CPS and HMCTS colleagues to enable them to observe court proceedings and produce written reports on their findings and observations.

LH added the Court Observer Scheme is being considered and discussed at the Surrey Victim and Witness Group.

GR asked if there was an age limit for referrals.

RR reported the unit will be able to support children from 4 years old (with consent from family, social workers or guardians). Teenagers will also receive a partnered approach.

FF asked how the success of the project will be measured.

DMk reported previous Victim Support KPI's will be used in the first instance along with measures identified in the Victim Code of Practice. Further KPI's will be developed as the unit becomes established.

Action: DMk to provide details of current KPI's for circulation to members.

DM noted there had been a slight decrease in victim satisfaction over recently months.

RR reported there will be a change in victim satisfaction measures which is being progressed by OSPCC Victim and Policy and Commissioning Lead.

NK added Surrey Police now use the services of a private company who target a large range of individuals via phone and text messaging to gather feedback on their experience of the CJ process. Following the introduction of this service Surrey Police have obtained more data in one month than they previously had in a six month period. Ongoing monitoring of victim satisfaction will continue.

FF asked if the unit would measure witness attendance.

RR confirmed it will continue to do so.

DM reported he would like to see further integration in other areas of policing.

DM thanked DMk and RR for their update and asked RR to pass on his thanks to everyone in team for the good progress made so far.

4. Performance

BT reported the RASSO conviction rate had climbed considerably since the previous quarter to 90% reflecting the quality review process. A further update will be given in the joint session. Disparity exists in relation to Surrey Magistrates "offence to completion" rate where there was a notable step-change after December 2016. Timeliness deteriorated and peaked in December 2017 following which there were encouraging signs of recovery but there has been further decline during 2018-19. This matter is being investigated as a priority by the Core Performance Group (CPG). Data indicates that delays are as a result of a combination of issues. Lengthy investigation periods resulting in postal requisitions as compared to the speedier arrest, bail and charging process (Surrey has a higher than average rate of postal charging); Anomalies in the time period between PCR and initial court appearance. Action has been taken to reduce time periods between PCR and GAP (Guilty Anticipated Plea) courts and to investigate any systems errors in reporting. TSJ data indicates delay also in the period between first hearing at court and subsequent trials.

The Core Performance Group (CPG) is developing an action plan to tackle these issues.

CD suggested the increase in "offence to completion" rate had deteriorated since the closure of Redhill Magistrates Court, there are more hearings per case in Surrey and more "Agents" are used in Surrey due to a lack of CPS Prosecutors.

FF agreed more "Agents" are used in Surrey and this needs review and more work is required with case management and listing.

CD reported a lot of work has been carried out to improve file quality including training and guidance and this area of work is proactively monitored at PTPM meetings. A new performance tool identifies officers who may benefit from additional "one to one" training to help them improve their file quality.

CD added Surrey are the strongest force regionally in terms of file quality.

FF reported in terms of file quality Kent, Surrey and Sussex Police were all doing things slightly differently. Sussex Police have set up a file quality Gold Group and asked if Surrey Police would be following suit.

CD reported he was confident Surrey Police processes are working well but would welcome feedback and lesson learnt from others.

CD confirmed he was happy to predict a continued improvement with file quality going forward.

BT referred to the High Level Action Plan and noted action 1.1 Transforming Summary Justice was showing status Red. Recent figures show that Surrey has dropped to 35th out of 42 police forces.

TSJ is included in the CPG action plan as a priority.

BT referred to action 2.2 Video Links (outside courthouse) and reported discussions with Surrey Fire and Rescue had not been successful. Following discussions at the recent Surrey Victim and Witness Group and action has been taken away by HMCTS to establish if there is any spare accommodation in Guildford Magistrates Court where an additional video link could be installed whilst a more suitable remote video link site is found.

DM confirmed he was happy to speak to Surrey County Council colleagues and he would welcome a discussion with BT outside the meeting to try and progress this matter further.

Action: BT to liaise with both to consider other options.

BT asked members that in order to keep updated on sub-group progress would they welcome receipt of the sub-group minutes.

DM requested just one set of minutes would be sufficient to start with and suggested receipt of the Core Performance Group minutes would be most beneficial. **Noted**

DM also requested the Core Performance Group Chairman – Adele Kelly is invited to attend the next SSCJP to give members an update on progress.

Action: LP to invite AK to the next SSCJP meeting to be held on 11th September 2019 at Sackville House, Lewes

MP reported a joint Surrey and Sussex Lammy Group will be established once names of attendees have been confirmed as this piece of work needs to commence.

Action: BT to confirm partner representation with MP and mobilise the meetings.

5. AOB

GR reported her service is due for an HMIC Inspection - the report is expected to be published on 19th August 2019

Close – David Munro

DM thanked members for their time and input to the meeting.

Next Meeting:

Wednesday 11th September 2019 – OSPCC Sackville House, Lewes BN7 2FZ