

Supplementary Agenda

Surrey Police and Crime Panel



We're on Twitter:
@SCCdemocracy

Date & time

Thursday, 28
November 2024
at 10.30 am

Place

Woodhatch Place,
Reigate, Surrey

Contact

Jake Chambers, Scrutiny Officer

07816370512

Jake.Chambers@Surreycc.gov.uk



If you would like a copy of this agenda or the attached papers in another format, e.g. large print or braille, or another language please either call Democratic Services on 020 8541 9122, or write to Democratic Services, Surrey County Council at Woodhatch Place, 11 Cockshot Hill, Reigate, Surrey, RH2 8EF, Minicom 020 8541 9698, fax 020 8541 9009, or email Jake.Chambers@Surreycc.gov.uk.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Jake Chambers, Scrutiny Officer on 07816370512.

Please note that the meeting will also be webcast live, which can be accessed via the Surrey Police and Crime Panel page on the Surrey County Council website.

This page can be accessed by following the link below:

<https://mycouncil.surreycc.gov.uk/ieListMeetings.aspx?CId=250&Year=0>

Members

Cllr Shanice Goldman	Epsom & Ewell Borough Council
Cllr Paul Kennedy	Mole Valley District Council
Cllr James Baker	Reigate & Banstead Borough Council
Cllr Barry Cheyne	Elmbridge Borough Council
Cllr Mike Smith	Runnymede Borough Council
Cllr Danielle Newson	Guildford Borough Council
Cllr John Robini (Chairman)	Waverley Borough Council
Cllr Richard Wilson	Surrey Heath Borough Council
Cllr Tony Burrell	Spelthorne Borough Council
Cllr Ayesha Azad	Surrey County Council
Cllr Richard Smith	Tandridge District Council
Cllr Steve Greentree	Woking Borough Council
Vacant	Independent Member
Vacant	Independent Member

PART 1 **IN PUBLIC**

5 PUBLIC QUESTIONS

(Pages 1 - 2)

The deadline for public questions is seven days before the meeting (21 November 2024).

Note:

A written response will be circulated to Panel Members and the questioner.

Terence Herbert
Chief Executive

Published: Wednesday, 27 November 2024

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. To support this, Woodhatch Place has wifi available for visitors – please ask at reception for details.

Anyone is permitted to film, record or take photographs at council meetings. Please liaise with the council officer listed in the agenda prior to the start of the meeting so that those attending the meeting can be made aware of any filming taking place.

Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to the PA or Induction Loop systems, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

Thank you for your co-operation

Note: *This meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed. The images and sound recording may be used for training purposes within the Council.*

Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

If you have any queries regarding this, please contact the representative of Legal and Democratic Services at the meeting.

This page is intentionally left blank

**SURREY POLICE AND CRIME PANEL – 28 NOVEMBER 2024
PROCEDURAL MATTERS – PUBLIC QUESTIONS AND RESPONSES**

1. Question submitted by Dr. Rishi Shah, Camberley

Q: I own Myfroyoland in Camberley on Park Street and experience significant amount of crime and antisocial behaviour. I have never seen it so bad but what is worse is the age of people.

On Sunday 17th, two very young girls walked in and stole food and walked out. They very clearly knew that nobody would touch them or stop them. Before they come to ours they tried to steal from Tresspass and B&M. Both of them have CCTV recordings. When I put in my incident I asked to police to also get the CCTV recordings from these two companies in addition to my CCTV. They police refused to do so stating that they should raise their own incidents and submit the recordings. They don't want to waste their time as they know it does not result in anything.

Today I was informed that my case is now closed.

In summer I was assaulted by an adult male in my shop and it took the police nearly one month to ask for the CCTV.

I am getting tired and fed up.

1. What specifically is Surrey Police doing about the crimes being committed by children specifically in Camberley town centre?
2. What is Surrey police going to do about retailers losing faith in even raising Police incidents?
3. What can Surrey Police do to bring retailers together in Camberley to exchange information better. The radio system does not work for us as we can have a radio on in our Desert Bar as our customers would feel very uncomfortable.

However, the underage kids is a very dangerous situation in Camberley. We cannot touch them, we cannot stop them and they know this. It is not legal or fair to expect me to pay Council Tax and Business Rates and not receive the Police service we deserve.

Police and Crime Commissioner's response:

As Police and Crime Commissioner, it would not be appropriate for me to comment on the specific incident referenced without the full facts, especially not in a public meeting. I would however encourage anyone that has been unhappy with the service they have received from Surrey Police to raise that matter formally through the established complaints process. For more information, please visit:

<https://www.surrey.police.uk/fo/feedback/complaints/complaints/>

I am currently running "Policing Your Community" events in every Borough and District, where residents can come and put questions directly to myself and the Borough Commander. The Surrey Heath event is due to take place on Monday 2 December, and you are most welcome to attend. For more information please visit:

<https://www.eventbrite.co.uk/e/policing-your-community-surrey-heath-tickets-1010588456277>

Naturally, your local Borough Commander will be much better placed to address specific local issues, such as those raised in your question.

More generally, I want to reassure all Surrey residents that tackling shoplifting is a priority for both myself and Surrey Police. While we've no doubt seen a substantial rise in reported shoplifting offences, this also reflects improved reporting practices, enabling us to better understand the scale of the issue and take decisive action.

As part of my current consultation on a new Police and Crime Plan for Surrey, my team has met with business groups and retailers to better understand their concerns and look at how we can support in the coming years.

In the meantime, significant progress has been made in tackling shoplifting across Surrey, with shoplifting charges increasing from under 400 in the year ending October 2023 to over 1,200 in the year ending October 2024 - a threefold rise. Additionally, the arrest rate has more than doubled, climbing from 8.1% to 18.4% over the same period. These figures demonstrate our commitment to holding offenders accountable and improving safety for retailers and their staff.

This sends a clear message: no act of shoplifting, no matter how small, will be overlooked. Shoplifting is not a victimless crime, and we are determined to protect retailers and their staff.

We are also focused on prevention, supporting businesses through tools like the DISC scheme, plainclothes patrols, and expert advice from our Designing Out Crime officers. I encourage retailers and residents to report all incidents and engage with ongoing consultations to help shape our future strategy.