

Notice of Meeting

Surrey Police and Crime Panel

Date & time
Tuesday, 10
September 2013
at 10.30 am

Place
Ashcombe Suite,
County Hall, Kingston
upon Thames, Surrey
KT1 2DN

Contact
Damian Markland or Victoria Lower
Room 122, County Hall
Tel 020 8213 2703 or 020 8213 2733

damian.markland@surreycc.gov.uk or
victoria.lower@surreycc.gov.uk

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9068, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email damian.markland@surreycc.gov.uk or victoria.lower@surreycc.gov.uk.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Damian Markland or Victoria Lower on 020 8213 2703 or 020 8213 2733.

Members

Dorothy Ross-Tomlin (Chairman)	Surrey County Council
Terry Dicks (Vice-Chairman)	Runnymede Borough Council
John O'Reilly	Elmbridge Borough Council
George Crawford	Epsom & Ewell Borough Council
Richard Billington	Guildford Borough Council
Margaret Cooksey	Mole Valley District Council
Victor Broad	Reigate & Banstead Borough Council
Penny Forbes-Forsyth	Spelthorne Borough Council
Charlotte Morley	Surrey Heath Borough Council
Ken Harwood	Tandridge District Council
Pat Frost	Waverley Borough Council
Bryan Cross	Woking Borough Council
Maria Gray	Independent Member
Anne Hoblyn	Independent Member

PART 1 IN PUBLIC

1 APOLOGIES FOR ABSENCE

The Chairman to report apologies for absence.

2 MINUTES OF THE PREVIOUS MEETING

(Pages 1 - 14)

To approve the minutes of the meeting held on 12 June 2013 as a correct record.

3 DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from Members of the Panel in respect of any item to be considered at the meeting.

4 PUBLIC QUESTIONS

To receive any public questions.

Note:

Written questions from the public can be submitted no later than seven days prior to the published date of the annual or any ordinary public meeting, for which the Commissioner will be invited to provide a written response by noon on the day before the meeting, which will be circulated to Panel Members and the questioner.

5 STAGE 2 TRANSFER UPDATE

(Pages 15 - 18)

To consider the Police and Crime Commissioner's proposals for 'Stage 2 Transfer'.

The Police Reform and Social Responsibility Act (the Act) which creates PCCs also sets out a second 'Stage 2' transfer which refers to the subsequent movement of certain staff, property, rights and liabilities from the PCC to the chief constable. The stage 2 transfer is designed to allow elected PCCs the freedom to make their own local arrangements about how their functions and those of the police force will be discharged in future.

6 POLICE AND CRIME PLAN QUARTERLY PROGRESS UPDATE

(Pages 19 - 32)

To consider the Police and Crime Plan quarterly progress update.

The six People's Priorities are:

- *Take a zero tolerance policing approach*
- *More visible street policing*
- *Put victims at the centre of the Criminal Justice System*
- *Give you the opportunity to have a greater say in how your streets are policed*
- *Protect your local policing*
- *Be uncompromising in the standards you expect from your Police*

- 7 DEPUTY POLICE AND CRIME COMMISSIONER'S OBJECTIVES AND PERFORMANCE REVIEW** (Pages 33 - 38)
- To consider the performance of the Deputy Police and Crime Commissioner.
- 8 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE** (Pages 39 - 40)
- To consider the feedback from meetings between the Police and Crime Commissioner and the Chief Constable.
- 9 QUARTERLY FINANCE UPDATE** (Pages 41 - 52)
- To consider the Police and Crime Commissioner's Quarterly Budget update.
- 10 COMPLAINTS AGAINST SURREY POLICE** (Pages 53 - 70)
- To update the Police and Crime Panel (PCP) on the number of complaints received by Surrey Police and the Office of the Police and Crime Commissioner for Surrey.
- 11 COMPLAINTS RECEIVED SINCE THE LAST MEETING** (Pages 71 - 76)
- To note complaints against the Police and Crime Commissioner and the Deputy Police and Crime Commissioner received since the last meeting of the Police and Crime Panel.
- 12 COMPLAINTS PROTOCOL UPDATE** (Pages 77 - 84)
- To agree amendments to the Complaints Protocol to include process to deal with vexatious complaints.
- 13 FORWARD WORK PROGRAMME AND RECOMMENDATIONS TRACKERS** (Pages 85 - 96)
- To review the Recommendations Tracker and the Forward Work Programme.
- 14 DATE OF NEXT MEETING**
- The next meeting of the Police and Crime Panel is 29 October 2013 at 10.30am.
- 15 EXCLUSION OF THE PUBLIC**
- Recommendation:** That under Section 100(A) of the Local Government Act 1972 and in accordance with the Panel's protocol, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information under Paragraph 4 of Part 1 of Schedule 12A of the Act.

PART 2
IN PRIVATE

16 SURREY NEIGHBOURHOOD POLICING

Confidential: Not for publication under Paragraph 4

Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under the authority.

Published: Friday 30 August, 2013

MOBILE TECHNOLOGY – ACCEPTABLE USE

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- Interfere with the PA and Induction Loop systems
- Distract other people
- Interrupt presentations and debates
- Mean that you miss a key part of the discussion

Please switch off your mobile phone/BlackBerry for the duration of the meeting. If you wish to keep your mobile or BlackBerry switched on during the meeting for genuine personal reasons, ensure that you receive permission from the Chairman prior to the start of the meeting and set the device to silent mode.

Thank you for your co-operation

MINUTES of the meeting of the **SURREY POLICE & CRIME PANEL** held at 10.30 am on 12 June 2013 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting.

Members:

Mrs Dorothy Ross-Tomlin (Chairman)
Mrs Pat Frost
Borough Councillor Terry Dicks (Vice-Chairman)
Borough Councillor John O'Reilly
Borough Councillor George Crawford QPM
Borough Councillor Richard Billington
District Councillor Margaret Cooksey
Borough Councillor Victor Broad
Borough Councillor Penny Forbes-Forsyth
Borough Councillor Charlotte Morley
District Councillor Ken Harwood
Borough Councillor Bryan Cross
Independent Member Maria Gray
Independent Member Anne Hoblyn

Apologies:

None.

15/13 ELECTION OF THE CHAIRMAN [Item 1]

Councillor Dorothy Ross-Tomlin was proposed by four Members to be appointed the Chairman for the municipal year 2013/2014. The Panel unanimously voted, by a show of hands, to appoint Councillor Dorothy Ross-Tomlin as Chairman of the Surrey Police and Crime Panel.

The Chairman thanked the Panel for their support and stated she was looking forward to working with them over the next municipal year.

RESOLVED: That

1. Councillor Dorothy Ross-Tomlin be appointed as Chairman of the Surrey Police and Crime Panel for the 2013/2014 municipal year.

16/13 ELECTION OF VICE-CHAIRMAN [Item 2]

There were three nomination for the position of Vice-Chairman, Councillor Terry Dicks who was proposed by Councillor Victor Broad, Councillor Margaret Cooksey who was proposed by Councillor Charlotte Morley, and Councillor Ken Harwood who was proposed by Councillor George Crawford.

The Panel's constitution allowed for three or more Members to request a secret ballot, which Councillor John O'Reilly proposed and three additional Members seconded.

The result of the ballot for the position of Vice-Chairman gave Councillor Terry Dicks seven votes, Councillor Margaret Cooksey two votes, and Councillor Ken Harwood four votes. Councillor Terry Dicks was duly elected Vice-Chairman of the Surrey Police and Crime Panel for the 2013/2014 municipal year.

The Vice-Chairman thanked the Panel for their support.

RESOLVED: That

1. Councillor Terry Dicks be appointed as Vice-Chairman of the Surrey Police and Crime Panel for the 2013/2014 municipal year.

17/13 APOLOGIES FOR ABSENCE [Item 3]

None were received.

18/13 MINUTES OF PREVIOUS MEETING [Item 4]

The Chairman explained there had been a template error and the front page of the minutes of the previous meeting would be corrected to give Members their correct assignment.

RESOLVED: That

1. The minutes of the meeting that took place on 12 March 2013 be agreed as a correct record.

19/13 DECLARATIONS OF INTEREST [Item 5]

None were received.

20/13 PUBLIC QUESTIONS [Item 6]

The Chairman explained one public question had been received by the Panel before the deadline. The question and the Commissioner's response were tabled at the meeting and are attached to these minutes as a record.

The Panel and Commissioner had no further information to add.

21/13 INDEPENDENT MEMBER OF THE POLICE AND CRIME PANEL [Item 7]

The Chairman outlined the recruitment process for a new Independent Member of the Police and Crime Panel following the resignation of a Member. A full report was submitted as part of the agenda pack which outlined the Recruitment Sub-Group's proposal of co-opting Maria Gray as a member of the Surrey Police and Crime Panel.

RESOLVED: That

1. The Panel unanimously agreed to formally co-opt Maria Gray as an Independent Member of the Surrey Police and Crime Panel for the remainder of the Police and Crime Commissioner's term of office.

22/13 POLICE AND CRIME COMMISSIONER'S ANNUAL REPORT [Item 8]

The Chairman of the Surrey Police and Crime Panel explained that the Police Reform and Social Responsibility Act 2011 required the Police and Crime Commissioner to share with the Panel his Annual Report for comment prior to its publication.

The Chairman stated that the purpose of this item was for Members of the Panel to question the Commissioner on the content of the Annual Report, to discuss areas of concern and to suggest amendments to the Report before its publication.

The Commissioner provided the Panel with a short introduction to his Annual Report stating that the report covered the period of the previous Police Authority and his own time as Police and Crime Commissioner. Additionally, he confirmed there were a couple of figures he would like clarification on before its publication, including the numbers of those charged for dealing drugs and the number of burglaries committed in Surrey.

The Chairman thanked the Commissioner for his introduction and invited questions from Panel Members. During the following question and answer session, the following points were clarified:

- The Commissioner remained in favour of the qualitative approach outlined in his Police and Crime Plan. He stated that policing should be about quality and not driving to fulfil targets. However, the figures in the Annual Report gave a benchmark which he would request the Chief Constable to better in future years, including a reduction in offences and an increase in detection rates.

- Members raised concerns that some of the statements in the Annual Report meant that there was no way of judging whether the Commissioner's policies had been successful as they were not quantifiable.
- The Panel queried the Commissioner's wish to see more senior officers working away from the Police head quarters at Mount Browne. He confirmed he would like to see this although it was an operational matter and the Chief Constable would be the one who decided where her officers were positioned. He confirmed, however, that the Chief Constable had begun a review on the location of senior officers.
- Members raised concerns that they had seen fewer police officers on the street and queried whether this was part of cost saving plans. The Commissioner stated that visibility was an important aspect of his plan, and that to-date there had been no change to the establishment of neighbourhood policing and his aim to seize more criminal assets would assist in funding neighbourhood policing and Surrey Police as there would have to be cuts in the future.
- The Commissioner informed the Panel that last year Surrey Police had seized £750,000 of criminal assets, and this year had initiated the process to seize nearly £3 million of confiscated assets. He had begun conversation with the Leaders and Chief Executives of Surrey's Districts and Boroughs to raise awareness of the work being undertaken to seize criminal assets.
- The Panel queried whether the Commissioner felt his office would continue to cost less than the previous Police Authority. He confirmed that in the last tax year his office was able to make £250,000 of savings which had been distributed as grants for community safety projects.
- The Commissioner stated he would continue to work with the press to build partnerships by utilising his public position and his experience of being a media pundit.
- Members stated that they were still interested in contributing towards the development of the mystery shopper aspect of the Commissioner's Police and Crime Plan, which the Commissioner confirmed was currently being considered and the Panel would receive an update report at the next meeting.
- Panel Members raised concerns that a zero tolerance approach may not be effective in some areas of Surrey and queried whether the Commissioner had an alternative approach in these areas. The Commissioner stated that zero tolerance was about taking back Surrey for its residents and that he felt it would be an effective policy across all of Surrey.
- Due to the previous success of zero tolerance in some areas, including New York, Panel Members queried whether in future there would be a decrease in pressure on Surrey Police. The Commissioner

confirmed that a zero tolerance approach had been effective during his time as a Police Officer, and that while he knew approaches to tackling low burglary detection rates he was not in a position to tell the Chief Constable which approach her police officers should take.

- The Panel raised the issue that Assistant Commissioners had not been included in the budget agreed and queried where the funding was coming from. The Commissioner stated the appointments were temporary, and that the £25,000 funding for their positions was coming from the £250,000 saving made by his office.
- The Commissioner stated that he had identified two areas where he wanted to make progress quickly – victims and equality – and had recruited those he felt had the experience and skills to tackle the roles effectively, with Shiraz Mirza engaging with minority groups and Jane Anderson looking into the experience of the victim in the criminal justice system.
- The Commissioner confirmed that there was no data in the Annual Report which would enable residents to compare Surrey Police's performance against other Forces, but that this information was available on Her Majesty's Inspectorate of Constabulary website and a link would be added to the final version of the Annual Report.
- Members of the Panel raised the omission of any policies to engage with young people and felt this was an important area which needed to be considered by the Commissioner in the future. The Commissioner informed the Panel that he had recently set up Twitter and Facebook accounts for his office and for himself to use to engage with young people, and that this was an area which his Deputy focussed on.
- The Deputy Police and Crime Commissioner told the Panel that the office of the Police and Crime Commissioner had recently given out £50,000 of grants of which 80% went to youth groups and that he was working closely with youth groups across Surrey. In addition, he had been looking at rolling out the Junior Citizenship Scheme across Surrey to engage better with young people. Details of the grants would be forwarded to the Police and Crime Panel to view.
- Local Policing Boards were discussed as Panel Members queried whose responsibility the set up of these were and the progress to-date. The Commissioner informed the Panel that these Boards would be important as they would enable resident's concerns to be fed up to him, and these would help inform future policy. The Boards were to be set up by local councils and the respective Borough Inspectors, and the Commissioner was hopeful these would be successful in the near future.

RESOLVED: That

1. A letter be sent to the Police and Crime Commissioner, confirming the Panel's support and making the following recommendations:

- a) That the Annual Report be updated to reflect the Police and Crime Commissioner's wish to ensure that his Office remains more cost-effective to run than the former Police Authority.
- b) That the Annual Report be updated to better explain how Police baseline data will be used to monitor progress against the Police and Crime Plan.
- c) That the Annual Report be updated to inform residents how they can compare Surrey Police's performance with other force areas.
- d) That the Commissioner keep the Panel informed of any grants made available to local community groups.

23/13 APPOINTMENT OF ASSISTANT POLICE & CRIME COMMISSIONERS [Item 9]

The Chairman explained that on 7 May two new Assistant Commissioners had taken up their posts in the office of the Police and Crime Commissioner, and that unlike the appointment of the Deputy Police and Crime Commissioner, the Panel had no formal powers concerning the appointments. The Commissioner in the spirit of the Panel's wider scrutiny role had provided details of the appointments and had invited comment from Panel Members.

The Commissioner provided the Panel with a short introduction of the roles of the Assistant Commissioners, as detailed in the agenda papers. The Chairman thanks the Commissioner for his overview and invited questions from Panel Members. During the following question and answer session, the following points were clarified:

- Members raised the concern that these new roles would reduce the public's accessibility to the Police and Crime Commissioner, which the Commissioner denied as he was regularly attending meetings and felt that he and his Deputy were unable to fully discharge the role of the Police and Crime Commissioner fully by themselves. He felt that the Assistant Commissioners increased the public's visibility of his office and gave residents more opportunities to make their views known.
- Panel Members requested the Commissioner inform them if he planned to hold an event in their area so they could attend and work in partnership with him and his office. The Commissioner apologised that this had not happened and confirmed in future Panel Members would be informed of future meetings and events in their Borough or District.
- Jane Anderson, Assistant Commissioner for Victims, stated that many of her meetings were not held in public, but that she had published her first months experience as a blog on the Police and Crime Commissioner's website. Members were concerned that many residents across Surrey were unable to access the website and felt that this information should be more widely available. The Assistant

Commissioner for Victims agreed to circulate her blog updates to the Panel for their information.

- Shiraz Mirza, Assistant Commissioner for Equalities and Diversity, requested the Panel's assistance in reaching out to the hard to reach communities in Surrey. He had already met the gypsy/traveller community to discuss how best to engage with them and his work would feed into the Polices wider work with minority groups in Surrey. The Commissioner agreed that currently there was not a problem with these minority groups specifically, but felt that it was important to form connections with these communities for the future.
- Panel Members requested that in future they could be informed before the appointments were made so they were able to give more meaningful feedback to the Commissioner. The Police and Crime Commissioner confirmed that he had no intention to create new positions within his office.
- Members of the Police and Crime Panel felt there should be measurable outcomes for these positions. The Commissioner stated that if the experience of the victim improved or the speed of answering 101 calls got quicker then these were measurable areas of success.
- The Panel expressed surprise that the Deputy Police and Crime Commissioner often accompanied the Police and Crime Commissioner and felt that they would achieve more if they went to meetings separately. The Commissioner confirmed they went to meetings separately and only both attended a meeting with the Assistant Commissioners if it was a large public meeting or one with Councillors in attendance. His goal was for the office of the Police and Crime Commissioner to be visible across the county.
- The Commissioner raised that in 2014 he would be required to commission victim support in Surrey and the Assistant Commissioner for Victims would inform this future work.

RESOLVED: That

1. A letter be sent to the Police and Crime Commissioner making the following recommendations:
 - a) That in the future the Commissioner inform the Panel of any proposed appointment prior to the position being filled.
 - b) That the Commissioner considers the key outcomes he would like the Assistant Commissioners to achieve and inform the Panel of these in writing.
 - c) That the Commissioner ensures that local councillors be kept informed of any public meetings being organised in their respective boroughs and districts, and that the Chairman of the Panel is informed of all meetings.

- d) That the Commissioner's Office ensures that, as much as possible, those without internet access are still able to find out about the work of the Commissioner and his staff.
- e) That the Commissioner clarifies what he intends do with the data and information being gathered by his Assistant Commissioner in relation to victim support, and what outcomes he is seeking specifically in this area.

24/13 DEPUTY POLICE & CRIME COMMISSIONER'S OBJECTIVES AND PERFORMANCE REVIEW [Item 10]

The Chairman explained that when the Surrey Police and Crime Panel supported the appointment of Mr Harris as the Deputy Police and Crime Commissioner during its meeting in December 2012, the Panel had requested that the Commissioner provide it with performance updates on the Deputy's work.

The Commissioner provided the Panel with an overview of the Deputy Police and Crime Commissioner's objectives and performance, as detailed in the agenda papers, and made the following key points:

- This report had given the Commissioner the opportunity to review the outcome of the post of the Deputy Police and Crime Commissioner and he proposed to raise the wage of the Deputy by £5,000 to £55,000 per annum.
- The Commissioner was pleased with the work his Deputy had completed on reviewing Project Siren and overseeing the Salfords Custody Suite development in addition to building partnerships across Surrey.

The Chairman thanked the Commissioner for his overview and invited questions from Panel Members. During the following question and answer session, the following points were clarified:

- Some Members were concerned by the proposed 10% pay increase given the current financial situation and felt it was insensitive. The Commissioner conceded that he had wrongly assessed the pay grade of the Deputy Police and Crime Commissioner at the start and that he felt the Deputy had done more than he was employed to do and wanted to rectify the situation.
- The Panel queried what piece of work the Commissioner was most satisfied with. He stated he was pleased with the work the Deputy Commissioner had done on a variety of projects including: distributing the grants to community groups; the work he had done with County Councillor Kay Hammond looking at Community Partnerships; covering evening meetings the Commissioner had been unable to attend; the reviews on Project Siren and the Salford Custody Suite; and the project review on the disposal of police stations.

- The Deputy Police and Crime Commissioner stated he had found the work rewarding as he felt he was making a difference especially as he had been able to save a seven figure sum on a single project. He was, however, frustrated with how disjointed the community groups across Surrey were but hoped to assist in creating a more cohesive group.

RESOLVED: That

1. The report be noted.
2. In the future an additional column be added to the performance monitoring table in the report, detailing specific outcomes and achievements.

25/13 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE [Item 11]

The Chairman invited the Commissioner to give a brief introduction to the report on management meetings with the Chief Constable, as detailed in the agenda papers, and he made the following key points:

- That at the last meeting with the Chief Constable she reported on progress against the six People's Priorities and he was content that her team was starting to take on and implement these key strategies.
- His meetings with the Chief Constable were webcast, and he was the only Commissioner in the Country who did this. He felt webcasting meetings enabled him to properly hold the Chief Constable to account.
- He felt that in his meeting with the chief officers of Surrey Police to be held later in the week he would begin to make progress with the implementation of the People's Priorities, as it was a day for them to consider how they would be applied.

The Chairman thanked the Commissioner for his overview and enquired whether the Commissioner would be comfortable with the Panel inviting the Chief Constable to a meeting to give her feedback on their working relationship. The Commissioner confirmed that this would be acceptable.

RESOLVED: That

1. The Police and Crime Panel invite the Chief Constable to comment on her relationship with the Police and Crime Commissioner.

26/13 FINANCE UPDATE: MEDIUM TERM FINANCIAL PLAN FOR SURREY POLICE [Item 12]

The Chairman invited the Commissioner to give an overview of the Medium Term Financial Plan for Surrey Police.

The Commissioner provided the Panel with an outline of the Medium Term Financial Plan, as detailed in the agenda pack, and made the following key points:

- The report established where Surrey Police thought it would be by 2019, giving both an optimistic and pessimistic outlook. The optimistic financial situation was based on a 5.6% rise of the precept. However there were indications that there would be a limit on the rate of increase of the precept from central government.

The Chairman thanked the Commissioner for his overview and invited questions from Panel Members. During the following question and answer session, the following points were clarified:

- The Commissioner confirmed that cuts would need to be made in future years as Surrey Police would need to find £4.4 million, and the figures given within the report gave only a little consideration to the rate of inflation so he stated the funding gap was likely to be larger. Additionally, there would be a review regarding pension contributions which could increase the funding gap.
- The Panel enquired whether research had been completed into whether Surrey residents would be prepared to pay a precept increase of 5.6%. The Commissioner confirmed that there was no research on this and that to raise the precept by this much would trigger a referendum as it would be above the current upper limit of 2%. He suggested that were he to hold a referendum it would be for more than 4% to cover the £1-2 million cost of a referenda, but this was not an avenue he wished to explore.
- The Commissioner stated that he was currently unsure how the funding gap would be met, but that savings would need to be found within the £170 million staffing budget. He raised the issue of retired police investigators being employed by Surrey Police and there was a necessity to build experience in the Force.
- Members raised concerns over the central government funding formula and the work the Commissioner was undertaking to influence a change which would benefit Surrey. The Commissioner stated that since coming into the office of Police and Crime Commissioner he had written to the Chancellor, Home Secretary and Surrey MPs regarding his misgivings in respect of the current funding formula. Furthermore, he had contacted the Oxford Economics group to create an informed document to assist in lobbying government which is costing £30,000. It was hoped this would help to change the funding formula to the benefit of Surrey.
- The Commissioner stated he felt savings in the Police budget would come from collaborative work with neighbouring forces which was something he continued to look into. He was adamant that he was looking to get best value for public money, and had authorised consultants to look into the police stations which were in the process of being sold.

RESOLVED: That

1. A letter be sent to the Police and Crime Commissioner making the following recommendation:
 - a. That the Commissioner provides the Panel with a written overview of the alleged skills gap that exists in Surrey's Criminal Investigation Department, and details of the action being taken to address the matter.

27/13 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 13]

The Chairman explained that the Panel has a statutory duty to resolve non-criminal complaints about the conduct of the Commissioner and his Deputy, and to remain aware of other complaints which fell outside this scope.

The Panel was informed that one complaint had been made against the Police and Crime Commissioner since the Panels last meeting, details of which were contained within the report. This complaint fell within the scope of the Police and Crime Panel and a Complaints Sub-Group had been formed to resolve the complaint.

RESOLVED: That

1. The complaint was noted.

28/13 RE-ESTABLISHMENT OF THE COMPLAINTS SUB-COMMITTEE [Item 14]

The Panel agreed that, in line with the Panel's Complaints Protocol, the Complaints Sub-Committee was to be re-established to informally resolve noncriminal complaints about the conduct of the Police and Crime Commissioner and the Deputy Police and Crime Commissioner, in addition to conduct matters which were referred back to the Panel from the IPCC.

RESOLVED: That

1. The Complaints Sub-Committee be re-established for the municipal year 2013/2014.
2. The Complaints Sub-Committee to have the following membership:
 - Councillor Victor Broad
 - Councillor Margaret Cooksey
 - Councillor George Crawford
 - Councillor John O'Reilly
 - Independent Member Maria Gray
 - Independent Member Anne Hoblyn

 - Chairman (*ex-officio*)
 - Vice-Chairman (*ex-officio*)

29/13 RE-ESTABLISHMENT OF THE FINANCE SUB-GROUP [Item 15]

The Finance Sub-Group was proposed to be re-established to assist the Panel in consideration of budgetary and financial matters.

The Chairman suggested Independent Member Maria Gray should sit on the Finance Sub-Group, in addition to those stated in the report, due to her experience as a School Business Manager.

RESOLVED: That

1. The Finance Sub-Group be re-established for the municipal year 2013/2014.
2. The Finance Sub-Committee to have the following membership:
 - Councillor Victor Broad
 - Councillor Bryan Cross
 - Councillor Penny Forbes-Forsyth
 - Councillor Charlotte Morley
 - Independent Member Maria Gray

 - Chairman (*ex-officio*)
 - Vice-Chairman (*ex-officio*)

30/13 FORWARD WORK PROGRAMME AND RECOMMENDATION TRACKER [Item 16]

The Panel was notified that this item would enable Members to see upcoming agenda items and those which had been recently considered. The Chairman explained that Panel Members had previously raised a number of topics for possible Task Groups including:

- Community Safety Partnerships - A review of how the changes in funding since the Police and Crime Commissioner had taken office had impacted on their operation.
- PCSOs - To consider the Impact of reductions in PCSO numbers on the nature of neighbourhood policing in Surrey
- A detailed review of the progress against the Police and Crime Plan and priorities.
- A review of the progress on reducing levels of rural crime in Surrey.

The Panel additionally raised their wish to hold meetings with the Police and Crime Commissioner more frequently, to ensure they were scrutinising him appropriately.

RESOLVED: That

1. Officers look at the possibility of scheduling additional meetings of the Police and Crime Panel.

2. Officers work with the Panel to determine which Task Groups to progress initially.

31/13 DATES OF MEETINGS [Item 17]

The following future meeting dates were noted by the Panel:

Tuesday 10 September 2013
Tuesday 29 October 2013
Thursday 6 February 2014 (provisional)
Tuesday 29 April 2014
Tuesday 10 June 2014

Panel Member stated they would like additional meetings, if required, for which proper notice would be given.

32/13 EXCLUSION OF THE PUBLIC [Item 18]

Members of the Panel agreed that members of the public be excluded from the meeting for the following piece of business as it was agreed it would likely to disclose exempt information, as defined in Part 1 of Schedule 12A of the Act.

The Chairman advised the Panel and Commissioner that the next item was to be discussed in Room G30.

RESOLVED: That

1. The Police and Crime Panel exclude members of the public to discuss the following agenda item.

33/13 PROJECT SIREN UPDATE [Item 19]

The Surrey Police and Crime Commissioner gave the Police and Crime Panel an update on Project Siren.

Meeting ended at: 1.40pm

Chairman

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SURREY POLICE AND CRIME PANEL

“STAGE 2 TRANSFER” – SURREY PCC’S PROPOSALS

10TH SEPTEMBER 2013

Purpose

To advise the panel on the PCC’s proposals for ‘Stage 2 Transfer’, which must be submitted to the Home Secretary for consideration by 16th September 2013.

SUMMARY

The Police Reform and Social Responsibility Act 2011 established each Police Crime & Crime Commissioner (PCC) and Chief Constable as separate legal entities or ‘corporations sole’. Previously, there was just one legal entity – the Police Authority – which employed staff, entered into contracts and held other legal liabilities, as Chief Constables were unable to do so. After the PCC elections in November 2012, the Police Authority was abolished and a ‘Stage 1’ transfer saw all existing rights, assets and liabilities transfer automatically, by operation of statute, from the Authority to PCCs. This included the transfer of all police staff to the employment of the PCC.

The Act stipulates that a second ‘Stage 2’ transfer should take place which would see a movement of certain staff, property, rights and liabilities from the PCC to the Chief Constable. The Home Secretary has instructed that this Stage 2 transfer must take place by 1st April 2014 and that all PCCs must submit their plans for Stage 2 by 16th September 2013.

Chief Constables as legal entities will, following Stage 2 transfer, be capable of holding assets and liabilities and employing staff for the first time. It is a matter for the PCC and Chief Constable to make local arrangements to divide staff and assets between the two parties in a way which allows them to best discharge their respective functions.

This paper advises the Panel of the broad principles for Stage 2 transfer arrangements in Surrey.

RECOMMENDATIONS

Members of the Police and Crime Panel are asked to note the report.

EQUALITIES AND DIVERSITY IMPLICATIONS

None arising.

Why Stage 2 Transfer?

The Government's policy intent behind Stage 2 transfers is to ensure that there is a clear division between those charged with the governance of policing (i.e. the PCC) and those responsible for operational delivery (the Chief Constable).

The Stage 2 Transfer Scheme

PCCs must draw up their proposals for Stage 2 in a transfer scheme and must reach agreement with the Chief Constable before the scheme is submitted to the Home Secretary. In broad terms, the transfer scheme will outline how the PCC and Chief Constable see policing and support services being structured in a way that allows both parties to discharge their responsibilities effectively. It will set out arrangements for who will employ which staff, who will own property and other assets, and who holds associated rights and liabilities. The scheme will give details of any transfers needed to implement the new arrangements.

Timing

The transfer scheme must be submitted to the Home Secretary (who can approve, modify or reject it) by 16th September 2013. Implementation of the transfers must be completed by 1st April 2014.

Government Guidance on Stage 2 Transfer

Government has not issued detailed guidance to PCCs or Chief Constables about how staff and assets should be divided as this is a matter for local determination. Government has said that operational staff (e.g. PCSOs, forensic staff, call handlers etc) will pass to the employment of the Chief Constable. Any discussion on those staff remaining with the PCC will focus on non-operational roles (e.g. HR, finance, ICT, communications, corporate planning staff etc).

This is likely to result in a variation in approach across England and Wales. Some PCCs, for example, are considering retaining employment of support staff so that the Chief Constable concentrates solely on the delivery of operational policing. Others believe that the Chief Constable must control support services as these staff are inextricably linked to running an effective Force. Some PCCs are of the view that they are unable to properly discharge their functions with the staffing structure they have inherited from the old police authority and that functions such as corporate planning and finance should be under the employment and management of the PCC.

The Home Office has defined three key principles that should underpin local arrangements for Stage 2. These are:

- Maintaining the operational independence of the Chief Constable
- Upholding the Policing Protocol (which gives PCCs responsibility for the 'totality of policing' within their force area)
- Ensuring clearly defined roles and responsibilities (i.e. 'governance' rests with the PCC whilst operational delivery sits with the Chief Constable).

Locally, Surrey's PCC is also keen to ensure that his Stage 2 arrangements are not costly, minimise upheaval for staff and do not impede future collaborative arrangements between forces, especially with Sussex.

Surrey's proposals for the Stage 2 Scheme of Transfer

Set out below are the PCC's proposals for dividing staff and assets between him and the Chief Constable.

Staffing

In Surrey, around 2,000 police staff work alongside warranted officers carrying out a diverse range of roles: those who work on the frontline, those who support the delivery of operational policing and those working in business support roles. All these staff are currently employed by the PCC but are under the 'direction and control' (i.e. management) of the Chief Constable. Police officers are not affected by the stage 2 transfer as they are Crown Servants, not employees.

The PCC currently employs a small team of staff (around 8.5 full-time equivalents) who help him deliver his statutory responsibilities and run an effective office. This team supports the PCC's governance arrangements, provides independent policy advice, runs a custody visiting scheme, liaises with partners, arranges consultation, deals with quasi-judicial functions, administers grants, commissions community safety services, handles complaints, correspondence and media. Staff in this team work directly for the PCC and are not under the direction and control of the Chief Constable.

Staffing: PCC's proposal

The majority of police staff should transfer to the employment of the Chief Constable, with the PCC retaining the small team which supports his office.

The Chief Constable is responsible for the delivery of policing and the PCC will hold the Chief Constable to account for the *totality* of that delivery. The PCC's focus should remain on his strategic and representative role, whilst the Chief Constable should focus on the delivery of operational policing with responsibility for the back office services that support this delivery.

Related rights and liabilities would transfer with the staff in question.

Given that the PCC is retaining only a small team of staff, the proposed model will rely on the continued cooperative working relationship between the Office of the PCC and the Chief Constable and her staff, particularly on issues such as strategic planning, performance, communications and finance.

Estate, Assets, Procurement and Contracts

At Stage 1 transfer, all assets, land, property and contracts transferred automatically from the Police Authority to the PCC. Day to day management (e.g. facilities management, contractual arrangements etc) is undertaken by the Force. At Stage 2 transfer, Chief Constables can enter into contracts and acquire or dispose of property (except land) but only with the consent of the PCC.

Estate and Assets: PCC's proposal

That the PCC retains ownership of all estate and allocates sufficient budget to the Chief Constable to allow her to continue with day-to-day management.

This avoids the need for a potentially complex and expensive transfer of estate and licenses allows the PCC to maintain strategic control and gives the Chief Constable the ability to ensure the estate and assets meet operational requirements.

Procurement and Contracts

The Chief Constable can now enter into contracts, with the consent of the PCC. At present, all contracts are issued in the name of the PCC and the Chief Constable operates within the parameters of Contract Standing Orders which set out the rules for procurement of goods, works and services. In Surrey, the joint Surrey/Sussex contracts and procurement function is responsible for the legal tendering, negotiation and contract management for all services to the Force and PCC.

Procurement and Contracts: PCC's proposal

That contracts continue to be issued in the name of the PCC, not the Chief Constable, and that Contract Standing Orders are retained to define the parameters within which the PCC and Chief Constable operate.

This will avoid a potentially complex arrangement where the Surrey/Sussex Joint Procurement team are procuring and issuing contracts for multiple parties and operating to different rules for the two force areas.

Next Steps

The principles for Stage 2 as set out in this paper have been discussed and agreed by the PCC and the Chief Constable and will form the basis of the Scheme of Transfer that is submitted to the Home Secretary by 16th September. The Home Secretary is then expected to consider the PCC's proposals and advise the PCC by January 2014 whether she approves or rejects his plans. We then have until April 2014 to implement the transfer of staff from the PCC to the Chief Constable. The PCC and Chief Constable have already engaged with staff and Unison and will ensure that proper consultation takes place with staff prior to transfer.

LEAD OFFICER: Alison Bolton, Chief Executive for the Police & Crime Commissioner

TELEPHONE NUMBER: 01483 630 200

E-MAIL: Bolton11786@surrey.pnn.police.uk

SURREY POLICE AND CRIME PANEL

QUARTERLY POLICE AND CRIME PLAN PROGRESS UPDATE

10th September 2013

SUMMARY

The Police and Crime Panel for Surrey scrutinises the work of the Police and Crime Commissioner (PCC) for Surrey, Kevin Hurley. The PCC published the Police and Crime Plan in March 2013. This report provides the first quarterly update, from April 2013 to June 2013, on how the PCC is progressing against the plan.

The attached document provides a detailed update against the plan. Significant areas of work carried out by the PCC and the Office of PCC in the last quarter have included:

- Issuing of grants to eight local projects totalling £97,000. This has included £31,500 to Eagle Radio to carry out online safety training in schools, £22,200 to the Rape and Sexual Abuse Support Centre in Surrey to employ a part-time Independent Sexual Violence Advisor and £21,200 to Surrey Fire and Rescue for youth engagement schemes.
- Two Crime Summits were held in Reigate and Banstead and Elmbridge boroughs where Surrey public could attend and discuss their crime and safety issues with the PCC and the local police and councils. More are planned for the Autumn.
- Surrey Police has been tasked with establishing Local Policing Boards and one has now been held in every borough and district in Surrey
- A Stage 2 Transfer Scheme has been written to submit to the Home Secretary for approval in September. This will set out which police staff will become the responsibility of the Chief Constable as opposed to those which will remain with the Police & Crime Commissioner. A more detailed report on this subject appears on the Panel's agenda.

As Members will be aware, the PCC has not set targets for Surrey Police as he believes that this has the potential to skew activity in an unhelpful way. Surrey Police do, however, continue to monitor their own performance against a number of indicators to help assess whether they are progressing against relevant parts of the Police & Crime Plan. A copy of the latest Surrey Police performance scorecard is attached. It should be noted that this information is for Members'

information and it is for the PCC, rather than the Panel, to scrutinise Surrey Police on its performance against the policing elements of the Plan.

These two documents have been published on the PCC's website:

www.surrey-pcc.gov.uk

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RECOMMENDATIONS

Members of the Police and Crime Panel note the report.

EQUALITIES AND DIVERSITY IMPLICATIONS

A number of projects, grants given and updates in the plan support diverse communities and victims. These are detailed in the attached report.

LEAD OFFICER: Johanna Burne, Senior Policy Officer, OPCC

**TELEPHONE
NUMBER:** 01483 630 200

E-MAIL: Burne10675@surrey.pnn.police.uk

Police and Crime Commissioner (PCC) for Surrey – Progress Against Police and Crime Plan Actions – Quarter to end June 2013

Action	Agency	Progress June 2013
Take a Zero Tolerance Policing Approach		
Ensure that Surrey Police and partner agencies focus on tackling anti-social behaviour, violence and those who break into homes or steal our property	PCC	PCC has introduced borough/ district Crime Summits and Local Policing Boards which bring partners and public together to tackle problems jointly. PCC has funded a number of projects aimed at reducing ASB, including a £5,000 for a community dispute mediation project in North Surrey and £3,000 for a clean-up operation in a local recreation ground in Walton Leigh.
Make sure there is a focus on catching criminals and detecting crime	PCC	For very serious crimes (violence, robbery, rape) Surrey Police detection rate is high but for other crimes detections remain a challenge. The PCC regularly scrutinises detections at the management meetings.
Make sure that Surrey Police is robustly tackling serious crime and organised criminal gangs operating in the county. We will take away their profits from crime	PCC	Examples of tackling organised crime gangs are given at management meetings by the Chief Constable. In 2012/13, Surrey Police stopped 17 major organised criminal gangs from operating in Surrey. Surrey Police is improving on the profits taken from criminals, with £161,356 recovered in April/ May 2013.
Ensure that Surrey Police arrests more people who deal drugs on our streets and to our young people and children, in particular in schools and colleges of further education	PCC	Surrey Police made 100 charges/ cautions for the supply or production of Class A and B drugs during April to June 2013. An example of a drugs raid in Guildford using thermal imaging cameras was given at the July management meeting. The PCC will be asking Surrey Police to provide an update to his next management meeting on the specific actions they intend to take to tackle drug dealing in schools and colleges.



Review the community safety funding and grants available to partners who tackle local issues to make sure value for money is achieved	PCC	Review will take place in the Autumn after 2013 grants have been allocated.
Work with Surrey Police and partners to reduce deaths, injuries and damage on the roads that are caused by selfish, reckless and anti-social drivers and riders	PCC	The Crime Summits introduced by the PCC involving partners have included a focus on speeding and anti-social road use. PCC has awarded £9,000 to the Safe Drive Stay Alive educational programme for young people. July management meeting gave details of the Summer Drink Driving campaign: http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/1.-Peoples-Priorities-v0.7.pdf
How a robust ethos of zero tolerance is being delivered in Surrey, whilst ensuring standards are maintained and policing is carried out in a reasonable way	Surrey Police	Surrey Police internal newsletter and website has featured a number of articles on Zero Tolerance and new posters have been produced to promote the 6 priorities.
How Surrey Police is working to reduce crimes of burglary, robbery and violence	Surrey Police	Regular management meeting updates from the Chief Constable focus on scrutiny of progress against these crimes. The webcasts for these meetings can be viewed at: http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/ . This financial year has seen a 1% reduction in burglary, 18% reduction in robbery but a 12% increase in violence.
What Surrey Police is doing to encourage reporting of underreported crimes such as domestic violence, homophobic, racist or other hate crime and sexual offences	Surrey Police	PCC has funded domestic abuse outreach and an updated has been provided at the July management meeting on how Surrey Police is encouraging the reporting of these crimes. Also funding has been provided for sexual assault support services.
The improvements being made in solving burglary, robbery, violence and sexual offences	Surrey Police	Detection rates this year are 11% for burglary, 26% for robbery, 41% for violence, 50% for sexual offences. See performance scorecard for more data.

The operations carried out and achievements made in targeting those who deal drugs to young people in schools and colleges of further education	Surrey Police	The PCC has provided £5,000 for two youth conferences in Surrey to educate young people on personal safety and dangers of drugs and alcohol. The PCC wishes Surrey Police to report on this in more detail in future management meetings.
Joint actions with a wide range of partners to reduce anti-social behaviour and crime in all forms – whether it be working together to reduce town centre violence, business crime, rural and wildlife crime or any other loutish activity	Community Safety Partners	Crime Summits have been discussing and aiming to address areas of Anti-Social Behaviour (ASB). PCC funding given to projects to reduce ASB, such as the mediation project discussed above and youth engagement projects, such as £21,220 awarded to the fire service to help build youth confidence and self-esteem.
The support and mechanisms in place to stop people abusing drugs	Community Safety Partners	£60,000 has been granted to Surrey Police to carry out drug testing in custody and refer drug users into treatment. PCC has met with drug support providers.
Actions to tackle alcohol misuse and alcohol fuelled violence and anti-social behaviour	Community Safety Partners	PCC has funded a project to educate young people on the dangers of alcohol misuse.
Conviction rates at court for people who commit serious crime and drug dealers	Community Safety Partners	PCC met with Chief Criminal Justice Officers. Meeting arranged with Crown Prosecutor to discuss.
More Visible Street Policing		
Continue with my campaign for fairer funding of policing for Surrey tax payers. You pay the highest level of council tax for policing in the country	PCC	Continued work with independent experts Oxford Economics to provide constructive suggestions for a better policing funding formula.
Ensure Surrey Police and Criminal Justice partners take money and possessions away from criminals and direct this money into visible policing	PCC	Updates at management meeting on force work to take assets away from criminals. Seizures of assets have increased greatly this year to over £160,000 in the first two months of this financial year. The July Management Meeting paper provides details on seizures and projects funded using recovered criminal assets: http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/1.-Peoples-Priorities-v0.7.pdf

Lead on collaboration with neighbouring forces to share as many police functions as possible and, in the future, consider amalgamation	PCC	Surrey and Sussex PCCs have held a workshop to develop their vision and plans for collaboration.
Develop protocols between neighbouring police forces so that the nearest unit can respond to calls for help regardless of county borders	PCC	Work underway with Sussex to share resources in the future, such as joint control rooms and responding to calls.
The plans for Surrey Police in terms of back office savings and collaboration with neighbouring forces and local authorities.	Surrey Police	Surrey and Sussex PCCs have confirmed their commitment to collaborate in all possible areas, including support services such as Human Resources and Finance Departments. Surrey PCC and Surrey Chief Constable are part of discussions to develop the Service Transformation Project in Surrey to bring all local authorities in Surrey together to provide support services jointly where possible.
The reviews that Surrey Police is undertaking to make sure that they are as efficient as they can be and what the outcomes of these are in terms of savings	Surrey Police	Officers working for the PCC have attending monthly force Strategic Change Board meetings where progress against reviews is discussed. Updates given at webcast management meetings to the PCC and a workshop is planned between Surrey Police and the PCCs office in August to look at change and savings projects.
The number and powers of PCSOs (Police Community Support Officers) and how they are used to support this plan	Surrey Police	Numbers of PCSOs have reduced slightly over the last year. PCC has stated his desire to facilitate PCSOs moving to Police Constables, if they wish.
How Surrey Police is making best use of the Special Constabulary and other volunteer groups	Surrey Police	Surrey Police are now implementing actions from a review of Special Constables carried out earlier this year. Currently recruiting 36 more special constables. Examples of how these are used to support the plan given at management meetings. Deputy PCC has met with Surrey Police volunteer manager to see how volunteers are being used.
Put Victims at the Centre of the Criminal Justice System		
Work with the Criminal Justice System to ensure victims get proper support, whether they are dealing with Surrey Police, courts, probation, judges or voluntary support organisations	PCC	Assistant PCC for Victims, Jane Anderson, appointed. Work to date includes attending Surrey Police Victim Care Board and working with courts on victim experience.

Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and anti-social behaviour	PCC	DPCC attends Surrey Criminal Justice Board to consider progress. Surrey Police victim satisfaction increased to 88% (see performance report).
Review the community safety funding and grants given to partners who support victims to ensure value for money is achieved	PCC	Review will be carried out in the Autumn after grants have been issued and had time for actions to be put in place by partners.
Ensure that we look after those people most vulnerable in our society	PCC	In July, PCC awarded £22,000 to the Rape and Sexual Abuse Support Centre to fund a part-time Independent Sexual Violence Advisor. Management board paper on protecting vulnerable people.
Work with partners to ensure that those with mental health issues receive appropriate care and protection	PCC	Management board paper on vulnerable people included a section on protecting those with mental health issues. http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/2.Supporting-vulnerable-people-paper0-3.pdf
Monitor Surrey Police performance in answering the phone when you call, whether in an emergency or not, and how they respond to calls for help, getting the call centre and response officers to focus on what the victim needs.	PCC	Performance report shows current call answering times – currently improving and victim satisfaction with initial contact is high.
How satisfied victims of crime are with the services that Surrey Police provides and what Surrey Police is doing to improve how victims are treated	Surrey Police	Victim of crime satisfaction has increased to 88% - see performance report.
How Surrey Police is treating victims of anti-social behaviour and how it is improving treatment and actions taken	Surrey Police	Victim of anti-social behaviour satisfaction increased to 80% - see performance report.
Help ensure that the Criminal Justice system, including courts, witness protection and the judiciary put victims at the heart of everything they do	Criminal Justice Partners	Assistant PCC for victims has been looking at court processes for victims.
Review the funding given to victim support organisations to ensure value for money is achieved and a good quality of support is provided	Criminal Justice Partners	PCC provided a £90,000 grant to domestic outreach support providers. Will work with partners over the next 6 months on victim support funding and quality of support provided.
Help ensure that there is support for vulnerable people, such as the young, the elderly, those with mental health issues and troubled families	Criminal Justice Partners	Management board paper on vulnerable people includes work Surrey Police and partners are doing in this area.
Give you the Opportunity to have a Greater Say in how Your Streets are Policed		

Make sure that Surrey Police provides opportunities for everyone to engage about their issues at a neighbourhood level	PCC	See Surrey Police neighbourhood pages for details of engagement opportunities in your local area.
Hold an annual Police and Crime Summit, together with the Council Leader and Chief Executive, in each Borough and District where people can come and take part in discussions about police and community safety issues	PCC	Two crime summits have taken place (in Reigate & Banstead and Elmbridge). Four more are planned for Spelthorne, Epsom and Ewell, Guildford and Tandridge.
Ask local councillors, community safety officers and Surrey Police to formalise current engagement arrangements to ensure that there is a regular Local Policing Board that the public can attend in each Borough and District in Surrey	PCC	Surrey Police and local councils have set up Local Policing Boards in most boroughs and district with details publicised locally and on the Surrey Police local neighbourhood pages.
Publicise the dates and venues for the Summits and Local Policing Board meetings	PCC	Summit dates are publicised on the PCCs website.
Give people the opportunity to contact or meet with me or my staff about specific issues, including through surgeries, correspondence or through my web-site	PCC	The PCC has already had large and wide ranging correspondence with Surrey public through letters, e-mail and meetings.
Work with the media to ensure I am visible and available to the public and can make their interests heard	PCC	The PCC, Deputy PCC and Assistant PCCs have all been active in media during the last 3 months, including articles in local newspapers and radio interviews.
Ensure everyone has the opportunity to engage by having a wide range of means of contact and engagement	PCC	Being achieved through Crime Summits, setting up of Local Policing Boards, use of e-mail, twitter and written correspondence. A text service has also been set up for the hard of hearing or speech impaired: http://www.surrey-pcc.gov.uk/2013/02/new-text-message-contact-service-for-deaf-hard-of-hearing-speech-impaired-members-of-the-public/
Use social media and other emerging communications channels to engage with young people and those who do not wish to engage via other means	PCC	Active in use of Twitter to promote engagement events and spread messages.
Operate and lobby at a national level on behalf of the Surrey public on issues such as adequate funding for Surrey Police and victim care	PCC	PCC has an active role in the national organisation for PCCs (APCC). Secured a role in the national review of the police funding formula.
Work with the Police & Crime Panel to make best use of its knowledge and expertise on local level issues	PCC	The Office of the PCC is working with the panel on sub-groups set up to local in detail at Surrey issues.

Making sure that everyone in Surrey is able to engage with the police, councils and other partners about the issues that affect them. I will ensure that existing joint engagement arrangements are formalised, with regular Local Policing Boards in each borough and district	Surrey Police/ Community Safety Partners	Surrey Police and local councils have set up Local Policing Boards in most boroughs and district with details publicised locally and on the Surrey Police local neighbourhood pages. http://www.surrey-pcc.gov.uk/get-involved/consultation2013/local-policing-boards/
Ensuring that issues are picked up and action is taken by the appropriate agency and that themes and learning are identified and acted upon together through joint problem solving.	Surrey Police/ Community Safety Partners	Crime Summits and Local Policing Boards being set up to identify local themes.
Protect Your Local Policing		
Review the police station disposals policy in Surrey to ensure best value is achieved from the Surrey Police estate and any sales of property	PCC	PCC has commissioned estate professionals to review remaining small number of properties and provide options to achieve best value – report expected in early September.
Seek a national role to provide a voice for Surrey on boards and organisations that set police pay and conditions, particularly given proposals to reduce starting pay for police officers, who already struggle financially to live in Surrey	PCC	Kevin Hurley has secured a place on the national PNB (Police Negotiating Board) which deals with police pay and conditions.
Ensure that Surrey Police gets adequate support from national bodies, such as the National Crime Agency, National Fraud Investigation (led by the City of London Police) and Counter Terrorism Units, as well as making sure Surrey Police is doing its part in national policing requirements	PCC	A section on the Strategic Policing Requirement has been included in the Police and Crime Plan. http://www.surrey-pcc.gov.uk/police-and-crime-plan/
Seek to reduce the bureaucratic burden on policing by tackling policies which inhibit us unnecessarily	PCC	PCC has got rid of targets in Surrey Police to reduce bureaucracy and promoted a non-bureaucratic approach when speaking to Surrey Police managers.
Ensure that the media has a balanced picture of policing activity in Surrey: we will be transparent	PCC	The Office of the PCC continues to work with Surrey and national media on balanced articles and responded to any inaccurate media. For example see the OPCC website http://www.surrey-pcc.gov.uk/category/news
Take every opportunity to raise issues affecting Surrey such as budget cuts and police pay and conditions with MPs, councillors, partners, Government and national boards to make sure that they are all able to support your aims	PCC	Meetings held with MPs, councillors and Government officials to discuss funding formula. PCC is national PCC representative on the Police National Board (PNB) which deals with police pay and conditions.

Use my position as an elected person with the largest mandate in Surrey to give a balanced view of policing and protect those officers who put themselves in personally frightening or emotionally challenging situations every day and support them in tackling the people who blight the lives of the Surrey public	PCC	Articles in media from PCC and DPCC supporting officer and PCC has continued to be an advocate for officers at the Crime Summits and on twitter.
Work with the Chief Constable during 2013 to set out a staff and asset transfer scheme, as required by the Home Office, that best meets your 6 priorities	PCC	The PCC and CC agreed to the way forward on stage 2 transfer at the July Management Meeting and will submit a scheme to the Home Office in September. http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/07/5.Stage-2-principles-paper-for-MMM2.pdf
Oppose plans for direct entry into the police service at Superintendent rank.	PCC	PCC has opposed direct entry with representations to the government and comments in the media. http://www.surrey-pcc.gov.uk/2013/03/kevin-hurley-police-and-crime-commissioner-for-surrey-speaks-out-on-recruitment-reforms
What Surrey Police is doing with regard to pay and conditions for officers and staff following Government announcements on pay	Surrey Police	Chief Constable, backed by the PCC, has announced high starting salary for police constables than national recommendations. http://www.surrey-pcc.gov.uk/2013/03/kevin-hurley-police-and-crime-commissioner-for-surrey-speaks-out-on-recruitment-reforms/
What the latest staff survey results are saying and how staff are viewing leadership	Surrey Police	Survey results received and reported to the PCC.
Ensuring previous skills and training are utilised when officers transfer from other forces	Surrey Police	Surrey Police update is that this is currently being done. Plans for greater collaboration work with Sussex will assist.

Uncompromising in the Standards You Expect from Your Police		
Go out and about within Surrey Police to see what is happening 'on the ground', to listen to the public and victims and feed my observations back into the Chief Constable	PCC	PCC, DPCC and staff continue to meet staff, public, victims support agencies and partners. Great deal of correspondence also received. Incidents and matters of concern passed to the Chief Constable or Surrey Police professional standards department.
Continue to ensure we have an effective Independent Custody Visiting Scheme, whereby trained people from local communities go into custody to check on the welfare and treatment of those being held in custody	PCC	Annual Report for Custody Visiting written and will be published shortly on the PCC website. Training programme being carried out.
Work with the Independent Advisory Group (IAG) and to hear views from minority groups about what they expect from policing	PCC	Assistant PCC for Equality and Diversity has been appointed and has attended the IAG and begun a programme of meetings with minority groups.
Ensure that Surrey Police has the highest standards through monitoring customer service and complaints	PCC	Report on complaints trends provided to the PCC. An update on complaints was given at the February Management meeting and due at future meetings. Customer service monitored through performance data and attendance at the customer service board.
Consider where I can introduce mystery shoppers to provide a check on standards of Surrey Police care for victims and customers	PCC	'Mystery Shopping' now considered and not felt appropriate. But the Assistant PCC for victims is looking at tracking the victim journey and identifying where improvements could be made and will look to work with the Panel on proposals
Lead by example and give visible leadership for Surrey Police and expect those in leadership roles to do the same	PCC	PCC has been out to meet managers and staff to explain his approach on Zero Tolerance.
Monitor Surrey Police performance in investigating crime to make sure that the best results are achieved	PCC	Performance regularly monitored by the Office of the PCC, see performance scorecard.
How the Chief Constable and her senior staff are ensuring high standards, ethics and integrity - from dress codes and standards of appearance through to the service staff are delivering to the public	Surrey Police	Chief Constable has shown evidence of promoting high standards through her regular blog to staff and has issued a new dress code, supported by the PCC.
How many complaints have been received, what the themes of these are and whether complaints are being well managed within required timescales	Surrey Police	Report on complaints trends provided to the PCC and regularly considered by PCC staff.

Examples of letters of satisfaction received and the issues to which they relate	Surrey Police	Examples of letters of satisfaction given at webcast management meetings.
How staff are being managed to ensure high standards and good service delivery, including vacancy rates, sickness rates and staff survey results	Surrey Police	HR data provided monthly to the Office of the PCC. Briefing note on staff survey and other HR indicators provided to PCC by OPCC staff.
Holding the Chief Constable to Account		
Webcast management meetings holding the Chief Constable to account	PCC	Management meetings have been and will continue to be webcast. Visit the PCC website to view these meetings. http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/ .
Finance and Resources		
Surrey Police budget and spend	Surrey Police	Surrey Police accounts for 2012/13 are published on the PCC's website - http://www.surrey-pcc.gov.uk/our-work/surrey-police-finances/
PCC budget and spend	PCC	PCC accounts for 2012/13 are published on the PCC's website - http://www.surrey-pcc.gov.uk/our-work/surrey-police-finances/
Crime and Disorder Reduction Funding		
Allocated funding	PCC	Since the last report a number of further projects have been funded see http://www.surrey-pcc.gov.uk/2013/07/surrey-pcc-kevin-hurley-awards-grant-funding-to-community-projects/

Surrey Police
Performance at the end of June 2013

Zero tolerance

Crime Reduction	FYTD Jun 2013	FYTD Jun 2012	Change	FYTD %age Change	EOY 2012/2013
Robbery	55	67	-12	-17.9%	248
Domestic burglary	777	788	-11	-1.4%	3400
Vehicle crime (excluding interference)	1105	1427	-322	-22.6%	4878
Violence with injury	713	635	78	12.3%	2867
Serious sexual	91	67	24	35.8%	419
Total offences	13159	13601	-442	-3.2%	52731

Notes

Includes other offences than the list above

Outcome of Detection and Resolution rate

Outcome of Detection and Resolution rate	FYTD Jun 2013	FYTD Jun 2012	%point Change	FYTD %age Change	EOY 2012/2013
Robbery	25.5%	47.8%	-22.3%	-46.7%	35.1%
Domestic burglary	10.8%	10.4%	+0.4%	3.8%	13.8%
Vehicle crime (excluding interference)	8.1%	10.3%	-2.2%	-21.4%	10.2%
Violence with injury	41.0%	48.5%	-7.5%	-15.5%	45.4%
Serious sexual	49.5%	59.7%	-10.2%	-17.1%	42.5%
Total offences	28.4%	29.8%	-1.4%	-4.7%	30.5%

Includes other offences than the list above

Charges / cautions for the Supply or Production of Class A & B Drugs

Charges / cautions for the Supply or Production of Class A & B Drugs	FYTD Jun 2013	FYTD Jun 2012	Change	FYTD %age Change	EOY 2012/2013
Class A and B	100	155	-55	-35.5%	698
Class A	37	63	-26	-41.3%	360
Class B	63	92	-29	-31.5%	338

Confidence

Confidence	Rolling Year Mar 2013	Rolling Year Mar 2012	%point Change	Rolling Year %age Change	EOY 2011/2012
Police/ councils deal with local issues	69.4%	69.7%	-0.3%	-0.4%	69.7%
Confidence in Surrey police	84.0%	84.1%	-0.1%	-0.1%	84.1%

Measured by a national survey

Measured by a national survey

Visible policing

Visible policing	FYTD May 2013	FYTD May 2012	Change	FYTD %age Change	EOY 2012/2013
Assets recovered from criminals	£161,356	£14,857	£146,498	986.0%	£326,472
% of people seeing patrol at least monthly	59.1%	57.1%	2.0%	3.5%	

Total seized by Surrey Police. A percentage comes back to Surrey Police from the Home Office

Measured by a local Surrey survey

Victims

Victims	FYTD Jun 2013	FYTD Jun 2012	%point Change	Rolling Year %age Change	EOY 2012/2013
Overall crime victim satisfaction	88.1%	80.8%	7.2%	8.9%	85.8%
Anti-Social Behaviour victim satisfaction	80.0%	79.5%	0.5%	0.6%	79.8%

Measured by local independent survey

Measured by local independent survey

	FYTD Jun 2013	FYTD Jun 2012	%point Change	FYTD %age Change	EOY 2012/2013
% 999 calls answered within target (10 secs)	95.1%	93.4%	+1.7%	1.8%	93.4%
% non-emergency calls answered within target (60 secs)	86.4%	78.9%	+7.5%	9.5%	75.6%
% grade 1 incidents attended in 15 mins	84.2%	83.4%	+0.8%	1.0%	82.9%
% grade 2 incidents attended in 60 mins	85.5%	88.9%	-3.4%	-3.8%	87.8%

Greater say

Greater say	FYTD Jun 2013	FYTD Jun 2012			EOY 2012/2013
No. borough/ districts with Local Policing Boards set up	11	n/a			0

Requirement is to set up Policing Boards where public can have their say in all Surrey areas. This is now complete.

Standards

Standards	Jun-13	Jun-12	Change		
Police Officer sickness (rolling 12 months)	2.6%				
Police staff sickness (rolling 12 months)	2.7%				

FYTD = Financial Year to Date - From April
 EOY = End of financial year (April to March)
 n/a = not applicable

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SURREY POLICE AND CRIME PANEL

DEPUTY POLICE & CRIME COMMISSIONER'S OBJECTIVES AND PERFORMANCE REVIEW

10th September 2013

SUMMARY

As a condition of the panel's approval of the appointment of Mr Jeff Harris as Deputy PCC, the Commissioner has agreed to provide members with details of the criteria by which the Deputy's performance will be assessed and report on progress against these criteria.

A report setting out details of the work that Mr Harris has been undertaking since the panel approved his appointment was submitted to the June meeting. This report provides an updated version which includes outcomes, as requested by members.

RECOMMENDATIONS

Members of the Police and Crime Panel are asked to note the attached.

EQUALITIES AND DIVERSITY IMPLICATIONS

None arising.

LEAD OFFICER: Alison Bolton, Chief Executive for the Police & Crime Commissioner

TELEPHONE NUMBER: 01483 630 200

E-MAIL: Bolton11786@surrey.pnn.police.uk

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Deputy Police & Crime Commissioner Objectives for 2013/14 and Progress as at August 2013

The PCC will hold regular meetings with the Deputy PCC, as well as an annual review, the outcomes of which will be shared with the Panel. The following strategic objectives have been set for the Deputy PCC for the year 2013/14.

Objective	Key actions	Progress as at August 2013	Outcomes
To support the PCC in delivering an efficient and effective police service for Surrey, obtaining best value for money and holding the Chief Constable to account for delivery of the Police & Crime Plan within the budget set for Surrey Police	<ul style="list-style-type: none"> Keeping key Force change programmes (e.g. estates) under review 	The DPCC has taken a lead for the PCC on a number of key change programmes. This includes a review of the Salfords custody programme, involvement in the Force estates strategy, the Siren ICT project, the collaboration programme with Sussex and other regional forces and internal reviews by Surrey Police such as the review of its Professional Standards function and of its Special Constabulary	<ul style="list-style-type: none"> DPCC has commissioned Jacobs to undertake professional estates review. Report due in September 2013 which will allow a decision on the way forward for remaining properties. Siren project concluded and being reviewed by Grant Thornton. Niche project now underway. DPCC working with Sussex counterpart on PCC input into collaboration plans. Detailed plans expected at next Collaboration Oversight Board meeting in September
	<ul style="list-style-type: none"> Attending regular management meetings with the Chief Constable to assess performance and budgetary information 	The DPCC has attended webcast management meeting and contributed to discussions regarding Force progress against the priorities and budget	Outcomes of discussions can be viewed on the PCC's website. The meetings have allowed open and transparent scrutiny of performance against the People's Priorities: http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/
	<ul style="list-style-type: none"> Ensuring the PCC is aware of the views of the public, partners, businesses and victims of crime 	The DPCC has attended each of the PCC's four public consultation events and will attend the Crime Summits to be held in every borough and district. The DPCC has	<ul style="list-style-type: none"> DPCC is currently working with a number of partners to run a series of 'Senior Citizens' Events, improve



	when discharging his key functions	also held numerous meetings with representative groups as diverse as the British Bankers Association, the Association of Parish Councils and Victims Support	the County wide running of 'Junior Citizens' events and improve the effectiveness, etc, of NeighbourhoodWatch.
	<ul style="list-style-type: none"> Cooperating with the Police & Crime Panel in its overview and scrutiny role 	Attendance at every meeting of the Police & Crime Panel.	
	<ul style="list-style-type: none"> Acting at all times with integrity and the highest ethical standards, abiding by the Code of Conduct for the PCC and DPCC 	The DPCC continues to abide by the Code of Conduct and has ensured that information about his role and expenses has been published as required	
To develop strong working relationships with relevant partners to facilitate the delivery of the Police & Crime Plan and, in particular, ensure the PCC is able to fulfil his remit in respect of community safety and criminal justice activity	<ul style="list-style-type: none"> Represent the PCC or attend in his absence at partnership meetings, e.g. Surrey Leaders, Community & Public Safety Board etc 	The DPCC has represented the PCC at key meetings such as the Community & Public Safety Board and the Criminal Justice Partnership to ensure partners are sighted on the PCC's plans. He is also working with a colleague from the Prison Service and the Local Government Association to undertake a review of the partnership governance structures in Surrey	<ul style="list-style-type: none"> DPCC initiated review of the broader partnership (CPSB) landscape in Surrey which has been undertaken by the Local Government Association and received good support from a range of partners. Report due to be finalised soon and DPCC will then work with others to implement recommendations
	<ul style="list-style-type: none"> Work with the PCC to set up Local Policing Boards/Summits in each borough and district 	Policing summits are progressing well with the first two (Reigate & Banstead and Elmbridge) scheduled for June. Discussions continue with Surrey Police colleagues to establish Local Policing Boards and the DPCC will be attending a meeting of senior leaders from the Neighbourhood Policing Command to discuss this next month. The DPCC is also meeting with every Neighbourhood Inspector	<ul style="list-style-type: none"> Around 200 people attended the first two Crime Summits and were able to have their say on local issues. Surrey Police has established Local Policing Boards for every borough and district. DPCC continues to meet diverse community groups across the County to engage and communicate Policing Plan, etc.
	<ul style="list-style-type: none"> Build links with Local Criminal Justice Board colleagues 	The DPCC will be attending future meetings of the Criminal justice Partnership and has met with colleagues from the CPS, Prisons,	<ul style="list-style-type: none"> DPCC has attended Criminal Justice Board meetings and has taken a particular interest in the debate

		the Court Service and Probation	around Restorative Justice, setting out the impact of proposals for Surrey Police
	<ul style="list-style-type: none"> Ensure that the PCC is fully prepared to commission services, particularly services for victims for 2014 	<p>This is an on-going piece of work. The DPCC is leading on the award of grants and has ensured that a number of grants were made at the end of this financial year using an underspend identified in the budget of the OPCC</p>	<ul style="list-style-type: none"> A full list of the diverse projects supported by grants awarded by the DPCC has been published on the PCC's website. An example being a Social Media Course for 63,000 students across Surrey: http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/04/Grant-Funding-Bids-for-Website.pdf
Work with the PCC to ensure Surrey's voice is represented at a national level	<ul style="list-style-type: none"> Work with PCC staff colleagues to feed into the Government's review of the police funding formula 	An independent academic organisation has been commissioned to review the funding formula on behalf of Surrey (and hopefully other forces in the region) which will feed into the Government's review.	<ul style="list-style-type: none"> The work by Oxford Economics is ongoing.
	<ul style="list-style-type: none"> Seek opportunities to lobby on key issues with partners, e.g. local authority leaders 	The DPCC will continue to seek opportunities with partners and has also forged links with private and voluntary sector organisations where appropriate	DPCC has discussed opportunities to work with National Crime agency/National Cyber Crime Unit, BBA and others to reduce the threat to Surrey from Cyber Crime. Ongoing.
	<ul style="list-style-type: none"> Attend meetings of the Association of Police & Crime Commissioners 	The DPCC has attended a number of APCC meetings, including specific briefings on issues such as mental health	

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SURREY POLICE AND CRIME PANEL

FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE PCC AND CHIEF CONSTABLE

10th September 2013

SUMMARY

The Police and Crime Commissioner for Surrey, Kevin Hurley, is holding bi-monthly management meetings with the Chief Constable, Lynne Owens and appropriate members of her senior team. These meetings are webcast for all to view. Their main purpose is to ensure the PCC is discharging his statutory responsibility to hold the Chief Constable to account for delivery against the six People's Priorities as set out in the Police & Crime Plan and to provide oversight and scrutiny of Force business.

At the Panel's request, the attached paper summarises the issues raised at the Management Meetings held since the Police & Crime Panel last met.

RECOMMENDATIONS

Members of the Police and Crime Panel note the report.

EQUALITIES AND DIVERSITY IMPLICATIONS

No implications.

LEAD OFFICER: Sarah Thomas, Support Office, OPCC

**TELEPHONE
NUMBER:** 01483 630 200

E-MAIL: Thomas9802@surrey.pnn.police.uk

Bi-Monthly Management Meeting 10 July 2013

Agenda items for this meeting were:

- Surrey Police Progress Against the Six People's Priorities
- Safeguarding children and vulnerable people
- Value and respect for all
- Compliance with publishing transparency information
- Stage 2 Principles (OPCC Paper)
- Report back on Force progress against a recent HMIC report into ballistics
- Update on current Force Change Programmes

The main points of note from the meeting were as follows:

- A Local Policing Board had now been arranged in each borough and some had already taken place
- There had been a slight increase in violent crime with injury but the CC had asked her team to address the reasons for this
- Social media was an excellent way for the Force to engage with members of the public. Contact Centre staff were now trained in the use of Twitter and used it to respond immediately to community concerns – Surrey was the first force to take this approach
- Customer satisfaction was continuing to improve - the Force had moved up a further four places nationally taking them to 22nd place out of 43 forces
- The Force is doing a piece of work in relation to dealing with mental health care – both the PCC and CC agreed that the police were often too involved in this area as a 'service of last resort' when it should be the responsibility of other agencies
- There was an obligation under the Elected Local Policing Bodies Specified Information Order to publish details of contracts over £10k (the current requirement was over £50k). To do this would require a significant amount of resource. The PCC agreed with the proposal that a list of contracts was published and that detailed information would be provided on request. This would also avoid members of the public having to use the Freedom of Information Act route as the information would be readily available.
- The Chief Constable agreed the proposals made by the PCC regarding Stage 2 Transfer (details of the proposals, along with all other supporting papers, can be found using the following link <http://www.surrey-pcc.gov.uk/2013/07/agenda-and-papers-published-for-the-july-management-meeting/>)

The webcast of the meeting and agenda are available on the PCC's website www.surrey-pcc.gov.uk

SURREY POLICE AND CRIME PANEL**QUARTERLY FINANCE UPDATE****10th September 2013****SUMMARY**

In March 2013, the Commissioner approved a total gross revenue budget for Surrey Police of £207.7m for 2013-2014 which included a requirement to make significant savings of £5.1m this year. As part of his statutory responsibility to ensure an efficient and effective police force, the Commissioner receives regular updates on Surrey Police's financial position and progress against savings targets at his bi-monthly management meetings.

RECOMMENDATIONS

Members of the Police and Crime Panel are asked to note the attached.

EQUALITIES AND DIVERSITY IMPLICATIONS

None arising.

LEAD OFFICER: Ian Perkin, Treasurer to the PCC
TELEPHONE NUMBER: 01483 630 200
E-MAIL: Perkin11584@surrey.pnn.police.uk

1. Purpose

- 1.1. This report presents the financial position for June 2013, being quarter 1 of 2013/14.

2. Summary

- 2.1. The gross revenue budget for the year is £207.7m a reduction of £1.1m compared to last year. The current forecast is for a slight over spend against the budget, dependent on the funding of costs as a result of the decision to progress the collaboration of the Crime, Intel and Custody system.
- 2.2. The net capital budget is £17.4m including £6.4m carried forward from last year; expenditure for the year to date is £3.0m.

3. Introduction

- 3.1. The report contains the following;
 - 3.1.1. The actual revenue expenditure year to date, with the forecast for the year against the annual budget, including an overtime analysis for officers and staff (appendix A).
 - 3.1.2. The movement on the general balances and specific reserves (appendix A).
 - 3.1.3. The capital expenditure against the annual budget (appendix A & B).
 - 3.1.4. The balance sheet items that are termed as working capital, such as the cash position, accounts receivable and payable performance (appendix A).
 - 3.1.5. Efficiency Plan (appendix C) incorporating the strategic savings graded as red, amber or green.

4. Revenue Budget Summary

- 4.1. The revenue budget for the year is £207.7m a reduction of £1.1m (0.5%) on last years. The budget incorporates a movement of £1.5m into general reserves.
- 4.2. The year to date actual revenue expenditure of £53.1m is £0.347m above the phased budget. The full year forecast is for a close to balanced budget position, with a small overspend of £0.066m.
- 4.3. The Force Summary at appendix A provides the detail of expenditure against the budget for the cost type, pay, premises, supplies & services, transport and income as well as by business unit with narrative on the variances in section 5.
- 4.4. The flexibility levered from the budget allows for financial resources to be targeted by the Force which assist in the achievement of the Police and Crime Commissioner's (PCC) Police and Crime Plan targets.

5. Force Business Unit Variances

- 5.1. Detailed at appendix A is a table that provides the Force and PCC budget by function, this section of the report will provide a narrative on the forecast expenditure against these budget headings.
- 5.2. Response: Year to date the command is over spent by £205k with a forecast overspend of £550k for the year. The command is currently 10.5 officers over establishment and the staff vacancy rate is only 4.5% which results in a payroll overspend. Non staff costs are under budget, assisted by a campaign to draw fuel from cheaper supermarket outlets. Income is also currently under budget but a recent order for dog training from Hong Kong is expected to rectify the position.
- 5.3. Investigation: Investigations Command is £125k above budget year to date with a forecast overspend for the year of £818k. The command currently has 17 Sergeants and 40PCs over establishment resulting in a major overspend which is partly offset by reduced staff costs resulting from the change programmes generating vacancies, as posts that are due to be removed become vacant they are not filled, there is also an under spend on non payroll costs and an above budget position on income.
- 5.4. Neighbourhoods: A modest over-spend generated by excess PC numbers in anticipation of a budget transfer from Human Resources probationer budget, but until confirmed, it results in a forecast overspend partly offset by vacancies in Police Community Support Officers. There is a risk in respect of maintaining the funding for the joint Drive Smart initiative.
- 5.5. Tasking & Co-Ordination: Tasking is within budget and are forecast to remain so, an over-spend on police officer overtime is offset by reduced police officer and staff costs.
- 5.6. Joint Command: The bilateral activities, Sussex and Surrey, are within budget with reduced staff and non-payroll costs in Scientific Support, but Regional Collaborations are currently above budget resulting in a slight over budget position year to date, which is forecast to recover to an under budget position by year end.
- 5.7. DCC Command: ACPO are £484k above budget largely due to the payments as a result the decision to progress the collaboration of the Crime, Intel and Custody system, which is carried forward to the year-end forecast. The Joint Emergency Services Interoperability Project is predominantly seen in agency costs but is funded by Home Office Grant. Professional Standards Department is within budget as a result of a refund of legal costs, the under spend is forecast to continue with a reduction in officer and staff numbers. Force Improvement is budgeting for staff and premises savings which have not so far materialised, it is also carrying officers previously charged to Enterprise and staff supporting change programmes resulting in a £74k overspend year to date which is forecast to increase to £373k. Strategic Planning and Diversity are within budget, a position which is forecast to continue.
- 5.8. ACO Command: Shared Business Services is within budget due to reduced operational costs, a significant underspend is forecast due to reducing staff costs. ICT costs are well above budget due to an increase in supplier costs,

increased demand on telephony and additional consultancy costs, some recovery is forecast but an overspend of £0.5m is forecast for the year. Finance and Services are £63k within budget and forecast to remain so with reductions in staff and premises costs. HR is under budget by £505k due to a reduced spend on officers payroll in relation to probationer numbers and reduced staff and non payroll costs, the forecast is for an underspend, part of which is planned to be given as savings this year.

6. Virements and Approvals

- 6.1. Virements (transfer of budget) are intended to enable the Chief Constable to manage budget flexibly within the overall policy framework determined by the PCC and, therefore to provide the opportunity to optimise the use of resources to emerging needs.
- 6.2. The Chief Constable will only be required to refer back to the PCC when virement would change the overall policy framework determined by the PCC or where a revenue virement might create a future year or continuing, commitment. There are no virements requiring approval.

7. Capital Position

- 7.1. The approved capital programme is for a total of £17.4m. Detail of the capital programme is detailed in appendix B.
- 7.2. The significant capital projects are Salfords Custody Suite, Niche RMS, Vehicle replacement programme, ICT Infrastructure renewal.
- 7.3. Expenditure for the year to date is £3.0m with orders committed of a further £3.7m. The forecast variance for the year is an under spend due to phasing of the schemes over more than one year.
- 7.4. Capital expenditure is financed from grants received from the Home Office, capital receipts from the sale of assets, revenue transfer funding and if necessary borrowing, but given the size of recent receipts from station sales none is currently forecast.

8. Reserves

- 8.1. At the start of the year all reserves, general and specific stood at £15.5m. The budget incorporated a movement of £1.5m into the general reserve which is phased over the year. General reserves will be £10.8m based on the current forecast at year end. Subject to approval a draw on reserves is planned to cater for additional costs arising from the decision to progress the collaboration of the Crime, Intel and Custody system. Some minor movements are expected on the specific reserves.

9. Accounts Receivable

- 9.1. Accounts receivable balance at month end was £0.9m includes £0.1m over 90 days old, being 12% of total debtors, 76% are under 30 days old.

- 9.2. Financial regulations sets out the limits for the write off of debt. Any individual debtor above £20k will require the Chief Finance Officer of the CC and the Chief Finance Officer of the PCC to approve the write off of the debt. No write off actions are currently recommended, but a customer has recently gone into liquidation and dependent on the progress by the administrator a write off against the bad debt provision may be required.

10. Accounts Payable

- 10.1. Accounts payable held 202 invoices and credit notes under query at month end of which 37 are for more than 120 days and another 20 are over 60 days. The total net value of outstanding invoices and credit notes being £462k. 49% of invoices have been held for less than 30 days with a further 22% held for less than 60 days.

11. Cash

- 11.1. Revenue receipts in the quarter of £63.6m exceeded expenditure of £61.9m, in addition there were capital receipts of £11.2m which exceeded capital expenditure of £3.0m, the cash balance thus increased by £9.9m in the quarter to £18.5m.
- 11.2. The balance is forecast to decrease by £6.1m over the year to £12.4m as precept is not received in July and December and capital receipts are used to support the capital programme through the year.

12. Efficiency Savings

- 12.1. The report at appendix C sets out the current position with respect to the Force's Efficiency Plan as at month 3 with savings of £3.7m on target in the current year.
- 12.2. The report categorises the savings plan into closed projects, operational performance, partnering, police collaboration and continuous improvement. Financial estimates are also included on future areas that have not been fully worked into an approved business case.

13. Risks

- 13.1. The inability to control financial expenditure and achieve value for money will impact on achieving performance objectives and attract negative attention that affects the Force's reputation.

14. Decision[s] Required

- 14.1. The financial position is for information.

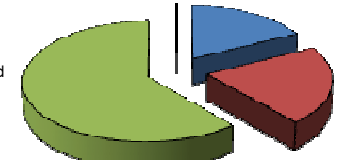
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FINANCIAL OVERVIEW AS AT JUN 2013

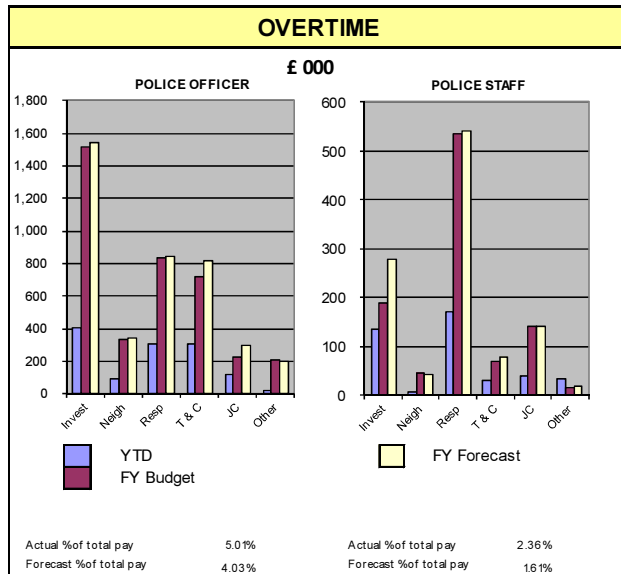
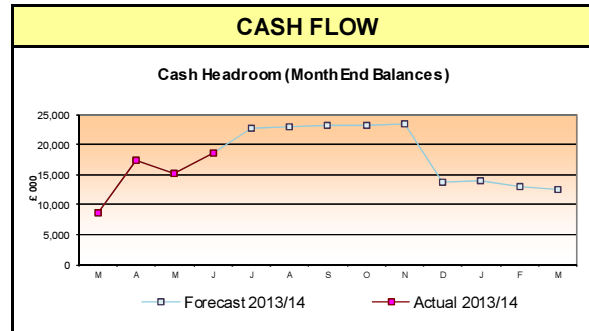
INCOME AND EXPENDITURE						
BUSINESS UNIT VARIANCES						
	YEAR TO DATE			YEAR		
	ACT	BUD	VAR	BUD	F/C	VAR
	£ 000	£ 000	£ 000	£ 000	£ 000	£ 000
Response	11,768	11,563	(205)	46,065	46,615	(550)
Investigation	12,600	12,475	(125)	49,521	50,339	(818)
Neighbourhoods	6,900	6,843	(57)	27,203	27,375	(172)
Tasking	5,367	5,474	106	21,964	21,239	725
Joint Command	3,428	3,406	(23)	13,414	13,356	59
Sub Total	40,063	39,760	(303)	158,167	158,923	(756)
ACPO	1,194	710	(484)	2,845	3,424	(579)
PSD	527	589	63	2,364	2,211	153
Strategic Planning	36	40	4	162	159	3
Diversity	49	54	4	214	186	28
Force Improvement	329	255	(74)	678	1,051	(373)
Sub Total	2,134	1,647	(487)	6,264	7,031	(767)
SBS	521	560	39	2,240	2,094	146
ICT	3,330	2,660	(670)	10,665	11,144	(479)
F & S	3,580	3,643	63	12,538	12,389	149
HR/Fed	2,512	3,001	489	10,980	10,530	449
Sub Total	9,943	9,864	(79)	36,423	36,158	265
Corporate/Suspense	682	1,026	345	4,880	3,718	1,163
PCC	291	468	177	1,940	1,910	30
Sub Total	972	1,494	522	6,821	5,628	1,193
TOTAL	53,113	52,766	(347)	207,674	207,740	(66)

BALANCE SHEET			
BALANCES			
	31/03/13	30/06/13	VAR
	£ 000	£ 000	£ 000
Police Staff Pension Reserve			
Insurance Reserve	2,832	2,524	(308)
Ill Health Reserve	1,648	1,616	(32)
Healthcare Reserve	290	290	0
OPR Reserve	460	460	0
Employee Retention Reserve	900	900	0
General Balances	9,340	9,379	39
TOTAL	15,470	15,169	(301)

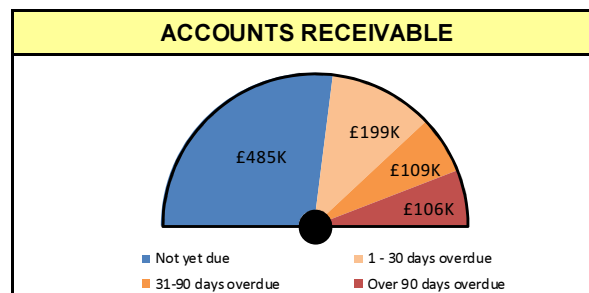
CAPITAL EXPENDITURE	
Approved 12/13 Capital Budget	£ 000 10,720
Projects carried forward	6,647
Total	17,367
Spend to date	3,026
Ordered	3,725
Un committed	10,642
Revenue funded	(26)
Total	17,367
Financing	
Grant	1,416
Other funding	0
Receipts	12,751
Underspend	3,200
Borrowing	0
Total	17,367



MRP £'000	11/12	12/13	13/14	14/15
	357	719	706	693



ACCOUNTS PAYABLE						
		0 - 30 days	31 - 60 days	61 - 120 days	Over 120 days	Total
Amount Due	£ 000	228.3	142.3	70.5	20.7	461.8
% of Total Amount		49.4%	30.8%	15.3%	4.5%	100.0%
No of Invoices		100	45	20	37	202
% of Total Amount		49.5%	22.3%	9.9%	18.3%	100.0%



COST TYPE VARIANCES						
	YEAR TO DATE			YEAR		
	ACT	BUD	VAR	BUD	F/C	VAR
	£ 000	£ 000	£ 000	£ 000	£ 000	£ 000
Police Payroll	24,654	24,681	27	98,842	99,257	(415)
Unsocial Hours	270	316	46	1,263	1,193	69
Police Overtime	1,250	1,075	(174)	3,823	4,048	(224)
Staff Payroll	17,661	17,345	(316)	69,437	68,310	1,127
Staff Overtime	418	250	(168)	1,000	1,102	(102)
Agency	415	78	(338)	310	464	(154)
Other Payroll Costs	882	1,010	128	4,061	3,615	446
Sub Total	45,549	44,754	(795)	178,735	177,990	746
Premises	2,426	2,496	70	7,957	7,728	229
Supplies & Services	6,566	6,153	(413)	25,886	27,453	(1,567)
Transport	1,115	1,245	131	4,930	4,804	126
Financing	106	225	119	899	708	191
Sub Total	10,213	10,120	(93)	39,672	40,694	(1,022)
Income	(1,666)	(1,647)	20	(8,630)	(8,973)	343
Grants	(983)	(461)	522	(2,103)	(1,971)	(132)
Sub Total	(2,649)	(2,107)	542	(10,733)	(10,944)	211
TOTAL	53,113	52,766	(347)	207,674	207,740	(66)

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GLW105

C3 - Capital Report
Month 3 - Jun-13

	Strand	Prior Year Re-Phasing C/f	Current Year Budget 2013/14	Total 13-14 Budget	Rev Cont Sp Grants	Actual Spend YTD (less capitalised) Apr-13-Jun-13	Capitalised in Year	Variance YTD	O/S Orders	Actual Spend YTD plus O/S Orders	Bal of Year Forecast Jul-13-Mar-14	Full Year Forecast	Fc to Bud Variance	% Spend	RAG
ICT Infrastructure Renewal / Business Continuity															
6021	DESKTOP REPLACEMENT PROGRAMME	ICT	0	225,000	225,000	90,119		134,881	154	90,273	82,146	172,265	52,735	63.49	
6022	LAP TOP REPLACEMENT PROGRAMME	ICT	0	0	0	12,496		-12,496	0	12,496	0	12,496	-12,496		
6023	ACCRUALS/FORCE SPEND	ICT	0	0	0	-1,289		1,289	9	-1,280	0	-1,289	1,289		
6024	NETWORKS/CABLING - ICAD UPGRADE	ICT	0	0	0	10,895		-10,895	2,841	13,736	0	10,895	-10,895		
6026	IT PERIPHERALS - PRINTERS	ICT	0	0	0	28,030		-28,030	2,571	30,601	0	28,030	-28,030		
6027	HOMA	ICT	0	700,000	700,000	797,109		-97,109	19,193	816,302	0	797,109	-97,109	113.87	
6028	HTCU/POLIT	ICT	0	0	0	2,603		-2,603	0	2,603	0	2,603	-2,603		
6029	ICCS	ICT	0	0	0	0		0	0	0	0	0	0		
6032	PLANNED SERVER REPLACEMENT	ICT	0	310,000	310,000	0		310,000	0	0	310,000	310,000	0	0.00	
6052	HARDWARE - FIREWALLS	ICT	0	0	0	0		0	0	0	0	0	0		
6055	ICT IMPROVEMENTS	ICT	0	500,000	500,000	0		500,000	0	0	402,891	402,891	97,109	0.00	
Sub-Total			0	1,735,000	1,735,000	0	939,963	0	795,037	24,767	964,730	795,037	1,735,000	-0	54.18
Fleet Annual Replacement Schemes															
6201	VEHICLE REPLACEMENT	F&S	553,143	1,711,815	2,264,958	281,082	36,618	1,947,258	929,034	1,246,734	1,947,258	2,264,958	0	14.03	
Specific Capital Schemes															
6301	UNALLOCATED - BUDGET ONLY		0	2,922,019	2,922,019	0		2,922,019	0	0	2,922,019	2,922,019	0		
6364	MOBILE DATA 2009/10	DCC	315,001	0	315,001	3,034		311,967	3,675	6,709	311,967	315,001	0	0.96	
6371	IT WAN RE-STRUCTURE	DCC	0	0	0	176	2,311	-2,487	7,262	9,749	0	2,487	-2,487		
6377	SALFORD CUSTODY SUITE	DCC	4,559,177	0	4,559,177	1,343,585		3,215,592	2,355,002	3,698,587	3,142,908	4,486,493	72,684	29.47	
6378	DIGITAL AUDIO INTERVIEWING EQUIPMENT	ACC	425,000	0	425,000	0		425,000	23,415	23,415	425,000	425,000	0	0.00	
6390	OPR ESTATE RESTRUCTURE	DCC	43,719	0	43,719	9,375		34,344	600	9,975	34,344	43,719	0	21.44	
6395	MIDAS MOBILE FINGERPRINT ID	DCC	6,600	0	6,600	0		6,600	0	0	6,600	6,600	0	0.00	
6396	SUPPORT SERVICES IT DEVELOPMENTS	ACO	219,181	0	219,181	76,586		142,595	25,429	102,015	142,595	219,181	0	34.94	
6397	E-Business/Integration Technologies	DCC	57,060	0	57,060	18,211		38,849	24,336	42,547	38,849	57,060	0	31.92	
6399	Remote Access	DCC	107,988	0	107,988	0		107,988	6,425	6,425	107,988	107,988	0	0.00	
6404	Firearms Licensing Scanning	T&C	75,149	0	75,149	0		75,149	0	0	75,149	75,149	0	0.00	
6405	Police National Database	DCC	35,130	0	35,130	0		35,130	0	0	35,130	35,130	0	0.00	
6407	Internet Cafe	ACO	0	0	0	26,000		16,260	5,780	15,520	16,260	26,000	-0	37.46	
6408	Niche RMS	DCC	0	4,118,528	4,118,528	305,348		3,813,180	294,292	599,640	3,813,180	4,118,528	0	7.41	
6409	Generator for Business Continuity	ACO	0	232,360	232,360	0		232,360	25,360	25,360	232,360	232,360	0	0.00	
6410	Reigate Custody Refurbishment	ACO	250,000	0	250,000	0		250,000	0	0	250,000	250,000	0	0.00	
Specific Capital Schemes Sub-Total			6,094,005	7,272,907	13,366,912	26,000	1,766,055	2,311	11,624,546	2,771,576	4,539,942	11,554,349	13,322,715	70,197	
Totals			6,647,148	10,719,722	17,366,870	26,000	2,987,100	38,929	14,366,841	3,725,377	6,751,406	14,296,644	17,322,673	70,197	

NOTES

5% per month = Scheme Closed
 6.5% per month = Less than 15% or more than 120% of budget spent
 6.5% per month = Less than 19.5% or more than 110% of budget spent
 6.5% per month = Greater than 19.5% or less than 110% of budget spent

6371 This overspend will be covered by a 2013/14 budget which is currently 'agreed in principle'.

6377 There will be residual payments in 2014/15, this variance is not a saving.

6395 This scheme will complete in 2013/14 with a final payment of £6,600.

6404 This scheme is ongoing from 2012/13 but a saving of £45,000 is likely.

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June 2013
STRATEGIC CHANGE / SAVINGS PLAN
2013/14 TO 2017/18

MONTH 3		2013/14 In-Year Budgeted Saving	2013/14 In-Year Revised Forecast	2013/14 In-Year Variance	2014/15 Forecast Savings	2015/16 Forecast Savings	2016/17 Forecast Savings	2017/18 Forecast Savings
PROJECT	V i r e	Full Year £000s	Full Year £000s	Full Year £000s	Full Year £000s	Full Year £000s	Full Year £000s	Full Year £000s

Closed Projects								
SSD Main Review	-	0	0	0	0	86	0	0
Crime Management Review	-	0	0	0	17	32	0	0
Estate Management	-	61	61	0	43	21	0	0
Corporate Communications	-	70	70	0	15	0	0	0
Senior Police Staff Leadership Review	-	25	25	0	0	0	0	0
Health & Safety Review	-	30	30	0	0	0	0	0
Diversity	-	1	1	0	3	0	0	0
Secretariat Review	-	41	41	0	11	0	0	0
ICT OSR review	-	57	57	0	55	0	0	0
Enterprise Programme - CMU	-	9	9	0	18	21	43	0
Functional Command Savings - Vehicle Recovery	-	(15)	(15)	0	15	0	0	0
Functional Command - CCTV - Walton	-	(2)	(2)	0	(2)	(2)	0	0
Functional Command - Offender Management	-	16	16	0	5	0	0	0
Functional Command - Switchboard	-	25	25	0	0	0	0	0
Service Quality Review Phase 3	-	19	19	0	0	0	0	0
Closed Projects Total		337	337	0	180	158	43	0

Operational Performance								
CID Project 2013	-	0	(328)	0	2,438	39	431	0
Operational Policing Total		0	(328)	0	2,438	39	431	0

Partnering								
Learning and Development Review	-	0	396	0	656	53	0	0
COG Initiative - Custody	-	0	285	0	677	0	0	14
Partnering Total		0	681	0	1,333	53	0	14

Police Collaboration								
Major Crime	-	386		0		0	0	0
Tactical Firearms	-	132		0		0	0	0
Forensics Investigation	-	487	588	0		0	0	0
Fleet Management Review	-	44	44	0	47	44	0	0
Collaboration - Insurance	-	16	16	0	14	0	0	0
Collaboration - Procurement	-	16	16	0	5	5	0	0
National Collaboration Air Support	-	200	200	0	0	0	0	0
Police Collaboration Total		1,281	864	0	66	49	0	0

Digital Justice								
Digital Justice Total		0	0	0	0	0	0	0

Continuous Improvement								
Estates Reconfiguration: Red	-	20	20	0	80	262	18	0
Estates Reconfiguration: Amber	-	386	386	0	285	48	0	0
Estates Reconfiguration: Green	-	319	319	0	3	(17)	(42)	0
Functional Command - Force Control Room	-	191	191	0	89	0	0	0
ACO 10 percent non staff saves	-	342	342	0	277	0	0	0
ACC 10 percent non staff saves	-	317	317	0	211	0	0	0
DCC 10 percent non staff saves	-	46	46	0	20	0	0	0
Support Services - The ONE Programme	-	115	136	21	2	0	0	0
Non staff costs - Overtime	-	297	297	0	0	0	0	0
Specials Review	-	0	11	11	(11)	0	0	0
HR Savings Plan					340	132	15	0
Finance Savings Plan					157	139	0	0
ICT Savings Plan					671	0	0	0
SBSC Structural & Skills Review	-	0	36	36	13	3	1	0
Non staff costs - Officer Allowances	-	30	30	0	0	0	0	0
Continuous Improvement Total		2,063	2,131	68	2,137	567	(8)	0

Total Savings		3,681	3,685	68	6,154	866	466	14
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Financial Confidence RAG

Green = on plan & saving will be achieved
 Amber = Some movement to deadline or saving possible
 Red = Saving figure or timing likely to be subject to change

Total Savings Plan

Surplus / Deficit brought forward

Total Savings Plan including previous year's variance

2,036	174	141	1	0
1,233	982	195	1	0
417	4,998	530	464	14
3,685	6,154	866	466	14
	0	0	0	0
	6,154	866	466	14

Financial Estimates of Outline Savings Proposals								
Workforce Mix - Neighbourhoods						460	1,040	
Prudent phasing adjustment					(1,200)	1,200		
Financial Estimates of Outline Savings Total		0	0	0	(1,200)	1,660	1,040	0

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SURREY POLICE AND CRIME PANEL

SUMMARY OF COMPLAINTS AGAINST SURREY POLICE

10th September 2013

SUMMARY

This is a report setting out complaints information received by Surrey Police's Professional Standards Department (PSD) in 2011 and 2012, and sets out the number of recorded contacts received by the Police and Crime Commissioner's Officer since November 2012.

To update the Police and Crime Panel (PCP) on the number of complaints received by Surrey Police and the Office of the Police and Crime Commissioner for Surrey.

RECOMMENDATIONS

Members of the Police and Crime Panel note the report.

EQUALITIES AND DIVERSITY IMPLICATIONS

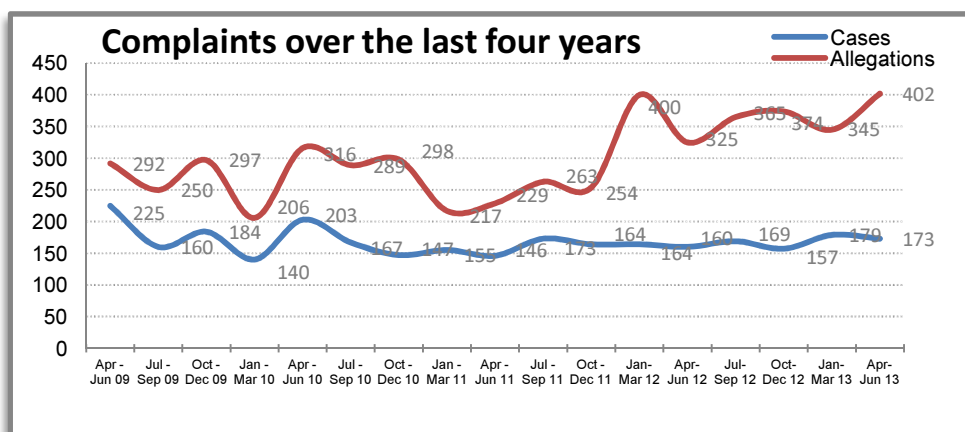
No implications.

LEAD OFFICER: Sam Meyer, Policy Support Officer, OPCC

TELEPHONE NUMBER: 01483 630 200

E-MAIL: Meyer14593@surrey.pnn.police.uk

Surrey Police: It is important to recognise that the volume of complaint allegations received by Surrey Police is, to some extent, driven by the complainant and so to use this factor as a measurement of performance can be misleading. For example, a sharp increase could be misinterpreted as showing a broad deterioration in behaviour whereas it could simply indicate that the complainant had a list of concerns relating to one event. It is also important to note that the Professional Standards Department (PSD) changed the way it recorded allegations in January 2012, which explains the rise in recorded allegations from this date.



A breakdown of the number of complaints received by PSD in 2011 and 2012 is attached as **Annex A**. This shows that in 2011 there was a grand total of 1,283 complaints recorded, which rose to 1,864 in 2012, equalling 3,147. However, it is worth noting that of these complaints only 183 were upheld by the Force, and that only 547 were locally resolved, meaning 77% of complaints are not upheld, withdrawn or discontinued for various reasons.

Conclusion: Surrey Police continues to perform well against most similar forces and nationally.

Office of the Police and Crime Commissioner for Surrey

General: Since 22 November 2012 the Office has recorded 1,166 types of contact. Over a hundred were comments on the Police and Crime Plan and the precept. These were mostly from two pressure groups, one regarding cycling and road safety, the other regarding wildlife crime. Almost half of contacts recorded (405) were businesses offering their services, while 54 were invitations to meetings and 58 were asking questions of the Office, such as its address. Of the remainder, 9 offered congratulations or compliments on services delivered, 9 were FOI requests and 18 were in relation to the engagement events held.

In April 2013 the Office changed the way it recorded the general correspondence it received, recording less general enquiries. Therefore, the actual number and time spent dealing with day-to-day contact will be higher than recorded. Lastly, at the same time the Office stopped recording FOIs on the Contact Log and simply recorded them on its separate FOI Log. In all the Office has received 29 Freedom of Information requests in the last nine months. Responses have been provided to 18.5 of them and 9.5 have been referred on to the Force's Information Action Team, with 1 'information not held'.

The remaining 450 contacts were either complaints about the way Surrey Police had handled their case (300) or dissatisfaction with the approach/policy/strategy adopted by Surrey Police (150). The first month (22 November to 31 December 2012) saw 65 complaint/dissatisfaction contacts recorded. This dropped to 49 in January 2013 and again to 38 in February 2013. The number of incidents rose to 59 in March 2013, but has fallen month on month since this time. There were 36 recorded incidents in July 2013 and, at the time of writing, only 16 recorded incidents for August 2013.

Complaints: In all, the PCCs Office has received complaints from 129 individuals, 7 of whom have made repeated contact throughout the last nine months and who account for approximately a quarter of all complaints received. All of these complainants have long running complaints with Surrey Police and have involved the Independent Police Complaints Commission (IPCC). They tend to follow a similar pattern:

- The complainant has contact with the police;
- They are not happy with the officers approach/outcome;
- They complain to the Force's Professional Standards Department (PSD);
- PSD then investigate their complaint, tend to find that the Officer did all that could be done so do not uphold the complaint;
- The complainant then appeals this decision to the IPCC, who investigate the case, agree with PSD, and dismiss the complaint;
- The IPCC judgement is final (there is no appeal other than by judicial review), which frustrates the complainant; and
- The complainant then contacts the PCC's Office expecting the PCC to be able to use his authority to resolve the complaint in their favour.

Sadly, the PCC is not able to do this, but his Office is able to use the information provided by the complainants to build a picture on the nature and type of complaints received by Surrey Police. Several of the complaints circulate around the complainant (often the victim) not being kept informed of developments in the investigation of their case, or around officers being rude and unhelpful in the first instance. The PCC is then able to use this information, with the examples gathered where appropriate, to hold the Chief Constable to account.

Dissatisfaction: The vast majority of dissatisfaction contact received relate to low level incidents, such as neighbourly disputes about hedges and parking.

However, on occasion the PCC is contacted about more critical occurrences, such as gypsy/traveller incursions and the subsequent course of action/inaction taken by Surrey Police.

Although these matters are predominantly operational and therefore outside the remit of the PCC, the information provides him with a picture of how Surrey Police is operating. In some areas, such as gypsy/traveller incursions in Nutfield Marsh or Asian Gold Burglaries in Stanwell, the PCC's Office has been able to help the Force identify a perceived problem and take appropriate steps to try and address it.

Conclusions: The number of complaints and dissatisfactions received by this Office has fallen every month, apart from March 2013. There is no discernible pattern/link to explain why the number of complaints received in March rose (they are not about the precept for instance). Although it is likely that the PCC's profile was higher at this time due to the publication of the precept and his Police and Crime Plan.

That the number of complaints/dissatisfactions recorded by this Office has fallen every month since March is a positive sign that Surrey Police are improving the customer service it provides to the public and colleagues.

2011

Allegation Type	Result	Total
Breach Code A PACE	De Recorded	1
	Dispensation - by IPCC	2
	Local Resolution - by Division	4
	Local Resolution - by PSD	1
	Not Upheld - by PSD	3
Breach Code A PACE Total		11
Breach Code B PACE	De Recorded	1
	Local Resolution - by Division	4
	Local Resolution - by PSD	15
	Not Upheld - by PSD	22
	Withdrawn	2
Breach Code B PACE Total		44
Breach Code C PACE	Dispensation - by Force	2
	Local Resolution - by PSD	1
	Not Upheld - by PSD	15
	Sub Judice	1
	Upheld - by PSD	1
	Withdrawn	2
Breach Code C PACE Total		22
Corrupt practice	Dispensation - by Force	2
	Local Resolution - by PSD	2
	Not Upheld - by PSD	2
Corrupt practice Total		6
Discriminatory Behaviour	De Recorded	1
	Dispensation - by Force	2
	Local Resolution - by PSD	4
	Not Upheld - by PSD	17
	Upheld - by PSD	1
Discriminatory Behaviour Total		25
Improper disclosure of information	De Recorded	2
	Dispensation - by Force	1
	Local Resolution - by Division	1
	Local Resolution - by PSD	2
	Not Upheld - by PSD	16
	Sub Judice	1
	Upheld - by PSD	4
	Withdrawn - Not proceeded with	1
Improper disclosure of information Total		28
Incivility, impoliteness and intolerance	De Recorded	10
	Dispensation - by Force	11
	Dispensation - by IPCC	3
	Local Resolution - by Division	33
	Local Resolution - by PSD	50
	Not Upheld - by PSD	86
	Sub Judice	1
	Upheld - by PSD	14
	Withdrawn	5
	Withdrawn - Not proceeded with	2
Incivility, impoliteness and intolerance Total		215
Irregularity in evidence/perjury	Dispensation - by Force	1
	Local Resolution - by PSD	3
	Not Upheld - by PSD	11
	Upheld - by PSD	2
Irregularity in evidence/perjury Total		17

Lack of fairness and impartiality	Dispensation - by Force	2
	Local Resolution - by Division	5
	Local Resolution - by PSD	10
	Not Upheld - by PSD	25
	Sub Judice	1
	Withdrawn	2
Lack of fairness and impartiality Total		45
Mishandling of property	Dispensation - by Force	1
	Local Resolution - by PSD	2
	Not Upheld - by PSD	29
	Upheld - by PSD	1
	Withdrawn	3
	Withdrawn - Not proceeded with	2
Mishandling of property Total		38
Multiple or unspecified breaches of PACE	Not Upheld - by PSD	3
	Upheld - by PSD	1
Multiple or unspecified breaches of PACE Total		4
Oppressive conduct or harassment	De Recorded	4
	Dispensation - by Force	3
	Dispensation - by IPCC	1
	Local Resolution - by PSD	14
	Not Upheld - by PSD	42
	Upheld - by PSD	6
Withdrawn	1	
Oppressive conduct or harassment Total		71
Other	De Recorded	3
	Discontinued	1
	Dispensation - by IPCC	3
	Local Resolution - by Division	3
	Local Resolution - by PSD	2
	Not Upheld - by PSD	63
Upheld - by PSD	9	
Other Total		84
Other assault	De Recorded	1
	Discontinued	7
	Dispensation - by Force	17
	Dispensation - by IPCC	4
	Local Resolution - by Division	8
	Local Resolution - by PSD	13
	Not Upheld - by Division	2
	Not Upheld - by PSD	76
	Upheld - by PSD	2
Withdrawn	3	
Other assault Total		133
Other irregularity in procedure	Dispensation - by Force	1
	Dispensation - by IPCC	1
	Local Resolution - by Division	1
	Local Resolution - by PSD	6
	Not Upheld - by PSD	40
	Upheld - by PSD	3
Other irregularity in procedure Total		52
Other neglect or failure in duty	De Recorded	5
	Discontinued	2
	Dispensation - by Force	11
	Dispensation - by IPCC	16
	Local Resolution - by Division	8

	Local Resolution - by PSD	71
	Not Upheld - by PSD	274
	Sub Judice	1
	Upheld - by PSD	34
	Withdrawn	4
	Withdrawn - Not proceeded with	3
Other neglect or failure in duty Total		429
Other sexual conduct	Not Upheld - by PSD	1
Other sexual conduct Total		1
Sexual assault	Dispensation - by IPCC	1
Sexual assault Total		1
Traffic irregularity	Local Resolution - by Division	3
	Not Upheld - by PSD	5
	Withdrawn	1
Traffic irregularity Total		9
Unlawful/unnecessary arrest or detention	De Recorded	1
	Discontinued	1
	Dispensation - by Force	9
	Dispensation - by IPCC	2
	Local Resolution - by Division	2
	Local Resolution - by PSD	1
	Not Upheld - by PSD	26
	Upheld - by PSD	5
	Withdrawn	1
Unlawful/unnecessary arrest or detention Total		48
Grand Total		1283

2012

Allegation Type	Result	Total
Breach Code A PACE	De Recorded	1
	Local Resolution - by Division	2
	Not Upheld - by PSD	3
	Sub Judge	2
Breach Code A PACE Total		8
Breach Code B PACE	De Recorded	5
	Discontinued	9
	Dispensation - by Force	3
	Dispensation - by IPCC	1
	Live	2
	Local Resolution - by Division	6
	Local Resolution - by PSD	12
	Not Upheld - by PSD	25
	Sub Judge	21
	Upheld - by PSD	10
Withdrawn	1	
Breach Code B PACE Total		95
Breach Code C PACE	Discontinued	6
	Dispensation - by Force	4
	Dispensation - by IPCC	2
	Local Resolution - by Division	1
	Local Resolution - by PSD	1
	Not Upheld - by PSD	7
Sub Judge	1	
Breach Code C PACE Total		22
Corrupt practice	Discontinued	2
	Not Upheld - by PSD	14
	Sub Judge	3
	Withdrawn	2
Corrupt practice Total		21
Discriminatory Behaviour	De Recorded	1
	Discontinued	2
	Dispensation - by Force	2
	Dispensation - by IPCC	5
	Local Resolution - by Division	1
	Local Resolution - by PSD	8
	Not Upheld - by PSD	39
	Sub Judge	5
Withdrawn - Not proceeded with	4	
Discriminatory Behaviour Total		67
Improper disclosure of information	De Recorded	1
	Disapplication - by Force	1
	Dispensation - by IPCC	2
	Local Resolution - by Division	2
	Local Resolution - by PSD	6
	Not Upheld - by Division	1
	Not Upheld - by PSD	35
	Sub Judge	3
Upheld - by PSD	2	
Withdrawn	2	
Improper disclosure of information Total		55
Incivility, impoliteness and intolerance	De Recorded	5
	Discontinued	6
	Dispensation - by Force	6

10

	Live	6
	Local Resolution - by Division	27
	Local Resolution - by PSD	52
	Not Upheld - by Division	1
	Not Upheld - by PSD	102
	Sub Judge	25
	Upheld - by Division	1
	Upheld - by PSD	8
	Withdrawn	7
	Withdrawn - by Force	2
	Withdrawn - Not proceeded with	1
Incivility,impoliteness and intolerance Total		249
Irregularity in evidence/perjury	Dispensation - by IPCC	1
	Not Upheld - by PSD	21
	Upheld - by PSD	1
Irregularity in evidence/perjury Total		23
Lack of fairness and impartiality	Disapplication - by Force	1
	Discontinued	1
	Dispensation - by Force	2
	Dispensation - by IPCC	1
	Local Resolution - by Division	7
	Local Resolution - by PSD	7
	Not Upheld - by PSD	26
	Sub Judge	4
	Upheld - by PSD	5
	Withdrawn	1
Lack of fairness and impartiality Total		55
Mishandling of property	De Recorded	3
	Discontinued	1
	Dispensation - by Force	2
	Live	1
	Local Resolution - by Division	2
	Local Resolution - by PSD	4
	Not Upheld - by PSD	40
	Sub Judge	6
	Upheld - by Division	1
	Upheld - by PSD	3
	Withdrawn	1
	Mishandling of property Total	
Oppressive conduct or harassment	Discontinued	6
	Dispensation - by Force	6
	Dispensation - by IPCC	4
	Live	8
	Local Resolution - by Division	12
	Local Resolution - by PSD	17
	Not Upheld - by PSD	80
	Sub Judge	17
	Upheld - by PSD	1
	Withdrawn	1
	Withdrawn - Not proceeded with	2
Oppressive conduct or harassment Total		154
Other	De Recorded	6
	Discontinued	9
	Dispensation - by Force	10
	Dispensation - by IPCC	1
	Local Resolution - by Division	3

	Local Resolution - by PSD	4
	Not Upheld - by PSD	132
	Sub Justice	1
	Upheld - by PSD	15
	Withdrawn	4
Other Total		185
Other assault	Discontinued	24
	Discontinued - by Force	2
	Dispensation - by Force	18
	Dispensation - by IPCC	5
	Live	1
	Local Resolution - by Division	2
	Local Resolution - by PSD	14
	Not Upheld - by PSD	77
	Sub Justice	21
	Upheld - by PSD	1
	Withdrawn	4
Other assault Total		169
Other irregularity in procedure	Dispensation - by Force	1
	Dispensation - by IPCC	1
	Local Resolution - by PSD	5
	Not Upheld - by PSD	14
	Upheld - by PSD	1
Other irregularity in procedure Total		22
Other neglect or failure in duty	De Recorded	8
	Disapplication - by Force	1
	Discontinued	15
	Dispensation - by Force	17
	Dispensation - by IPCC	13
	Live	4
	Local Resolution - by Division	21
	Local Resolution - by PSD	46
	Not Upheld - by Division	2
	Not Upheld - by PSD	353
	Sub Justice	23
	Upheld - by PSD	49
	Withdrawn	12
	Withdrawn - by Force	3
Withdrawn - Not proceeded with	4	
Other neglect or failure in duty Total		571
Serious Non-sexual assault	De Recorded	1
	Dispensation - by Force	1
	Not Upheld - by PSD	2
	Sub Justice	2
Serious Non-sexual assault Total		6
Sexual assault	Sub Justice	2
	Withdrawn	1
Sexual assault Total		3
Traffic irregularity	Discontinued - by Force	1
	Local Resolution - by Division	4
	Not Upheld - by PSD	12
	Upheld - by Division	1
	Upheld - by PSD	1
	Withdrawn	1
Traffic irregularity Total		20
Unlawful/unnecessary arrest or detention	Dispensation - by Force	1

	Dispensation - by IPCC	5
	Live	5
	Local Resolution - by Division	4
	Local Resolution - by PSD	8
	Not Upheld - by Division	1
	Not Upheld - by PSD	43
	Sub Judice	7
	Withdrawn	1
Unlawful/unnecessary arrest or detention Total		75
Grand Total		1864

2011 & 2012

Allegation Type	Result	Total
Breach Code A PACE	De Recorded	2
	Dispensation - by IPCC	2
	Local Resolution - by Division	6
	Local Resolution - by PSD	1
	Not Upheld - by PSD	6
	Sub Judice	2
Breach Code A PACE Total		19
Breach Code B PACE	De Recorded	6
	Discontinued	9
	Dispensation - by Force	3
	Dispensation - by IPCC	1
	Live	2
	Local Resolution - by Division	10
	Local Resolution - by PSD	27
	Not Upheld - by PSD	47
	Sub Judice	21
	Upheld - by PSD	10
	Withdrawn	3
Breach Code B PACE Total		139
Breach Code C PACE	Discontinued	6
	Dispensation - by Force	6
	Dispensation - by IPCC	2
	Local Resolution - by Division	1
	Local Resolution - by PSD	2
	Not Upheld - by PSD	22
	Sub Judice	2
	Upheld - by PSD	1
	Withdrawn	2
Breach Code C PACE Total		44
Corrupt practice	Discontinued	2
	Dispensation - by Force	2
	Local Resolution - by PSD	2
	Not Upheld - by PSD	16
	Sub Judice	3
	Withdrawn	2
Corrupt practice Total		27
Discriminatory Behaviour	De Recorded	2
	Discontinued	2
	Dispensation - by Force	4
	Dispensation - by IPCC	5
	Local Resolution - by Division	1
	Local Resolution - by PSD	12
	Not Upheld - by PSD	56
	Sub Judice	5
	Upheld - by PSD	1
	Withdrawn - Not proceeded with	4
Discriminatory Behaviour Total		92
Improper disclosure of information	De Recorded	3
	Disapplication - by Force	1
	Dispensation - by Force	1
	Dispensation - by IPCC	2
	Local Resolution - by Division	3
	Local Resolution - by PSD	8
	Not Upheld - by Division	1

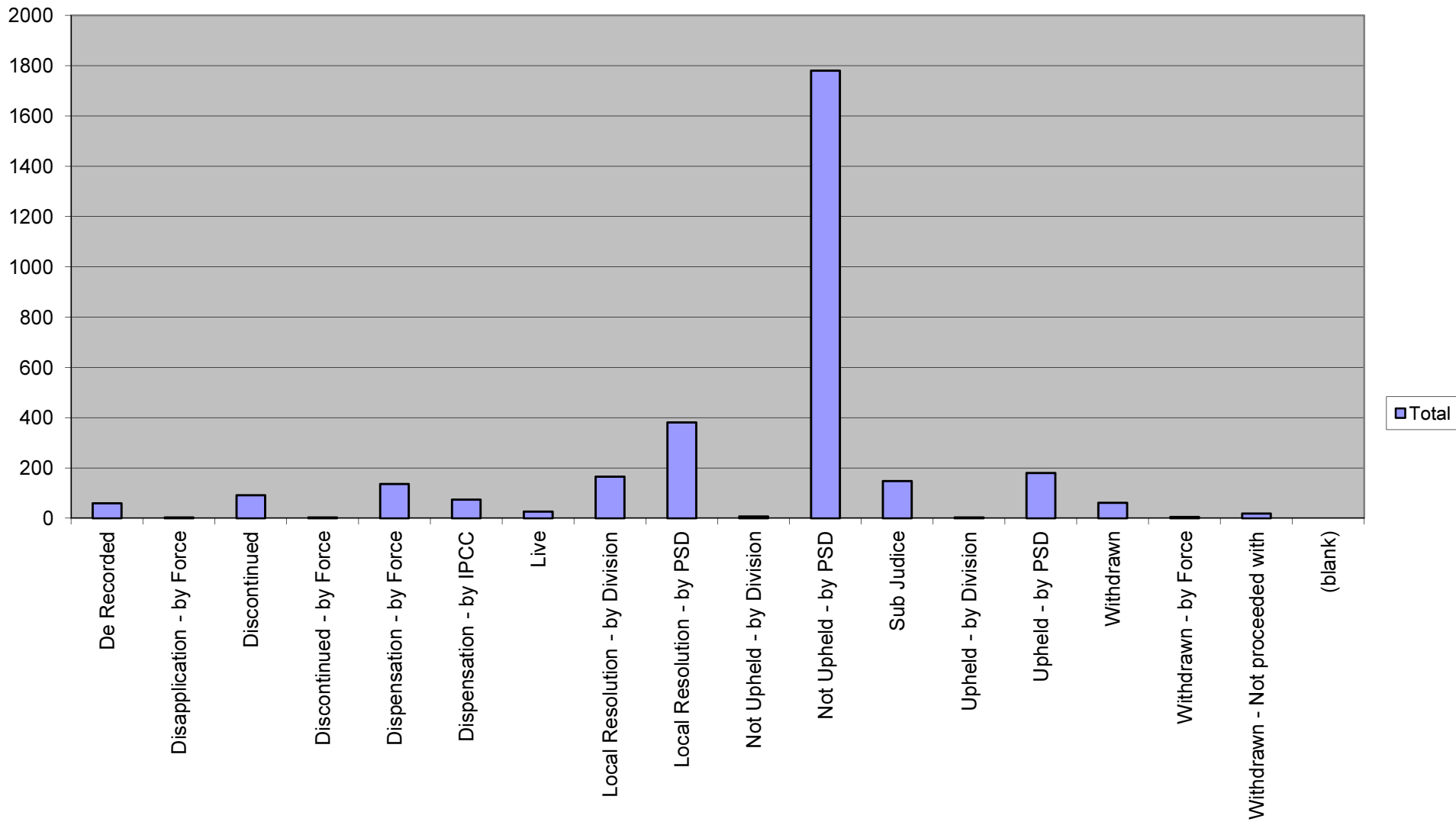
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	Not Upheld - by PSD	51
	Sub Judice	4
	Upheld - by PSD	6
	Withdrawn	2
	Withdrawn - Not proceeded with	1
Improper disclosure of information Total		83
Incivility, impoliteness and intolerance	De Recorded	15
	Discontinued	6
	Dispensation - by Force	17
	Dispensation - by IPCC	3
	Live	6
	Local Resolution - by Division	60
	Local Resolution - by PSD	102
	Not Upheld - by Division	1
	Not Upheld - by PSD	188
	Sub Judice	26
	Upheld - by Division	1
	Upheld - by PSD	22
	Withdrawn	12
Withdrawn - by Force	2	
Withdrawn - Not proceeded with	3	
Incivility, impoliteness and intolerance Total		464
Irregularity in evidence/perjury	Dispensation - by Force	1
	Dispensation - by IPCC	1
	Local Resolution - by PSD	3
	Not Upheld - by PSD	32
	Upheld - by PSD	3
Irregularity in evidence/perjury Total		40
Lack of fairness and impartiality	Disapplication - by Force	1
	Discontinued	1
	Dispensation - by Force	4
	Dispensation - by IPCC	1
	Local Resolution - by Division	12
	Local Resolution - by PSD	17
	Not Upheld - by PSD	51
	Sub Judice	5
	Upheld - by PSD	5
Withdrawn	3	
Lack of fairness and impartiality Total		100
Mishandling of property	De Recorded	3
	Discontinued	1
	Dispensation - by Force	3
	Live	1
	Local Resolution - by Division	2
	Local Resolution - by PSD	6
	Not Upheld - by PSD	69
	Sub Judice	6
	Upheld - by Division	1
	Upheld - by PSD	4
	Withdrawn	4
	Withdrawn - Not proceeded with	2
Mishandling of property Total		102
Multiple or unspecified breaches of PACE	Not Upheld - by PSD	3
	Upheld - by PSD	1
Multiple or unspecified breaches of PACE Total		4
Oppressive conduct or harassment	De Recorded	4

	Discontinued	6
	Dispensation - by Force	9
	Dispensation - by IPCC	5
	Live	8
	Local Resolution - by Division	12
	Local Resolution - by PSD	31
	Not Upheld - by PSD	122
	Sub Judice	17
	Upheld - by PSD	7
	Withdrawn	2
	Withdrawn - Not proceeded with	2
Oppressive conduct or harassment Total		225
Other	De Recorded	9
	Discontinued	10
	Dispensation - by Force	10
	Dispensation - by IPCC	4
	Local Resolution - by Division	6
	Local Resolution - by PSD	6
	Not Upheld - by PSD	195
	Sub Judice	1
	Upheld - by PSD	24
	Withdrawn	4
Other Total		269
Other assault	De Recorded	1
	Discontinued	31
	Discontinued - by Force	2
	Dispensation - by Force	35
	Dispensation - by IPCC	9
	Live	1
	Local Resolution - by Division	10
	Local Resolution - by PSD	27
	Not Upheld - by Division	2
	Not Upheld - by PSD	153
	Sub Judice	21
	Upheld - by PSD	3
		Withdrawn
Other assault Total		302
Other irregularity in procedure	Dispensation - by Force	2
	Dispensation - by IPCC	2
	Local Resolution - by Division	1
	Local Resolution - by PSD	11
	Not Upheld - by PSD	54
	Upheld - by PSD	4
Other irregularity in procedure Total		74
Other neglect or failure in duty	De Recorded	13
	Disapplication - by Force	1
	Discontinued	17
	Dispensation - by Force	28
	Dispensation - by IPCC	29
	Live	4
	Local Resolution - by Division	29
	Local Resolution - by PSD	117
	Not Upheld - by Division	2
	Not Upheld - by PSD	627
	Sub Judice	24
	Upheld - by PSD	83

	Withdrawn	16
	Withdrawn - by Force	3
	Withdrawn - Not proceeded with	7
Other neglect or failure in duty Total		1000
Other sexual conduct	Not Upheld - by PSD	1
Other sexual conduct Total		1
Serious Non-sexual assault	De Recorded	1
	Dispensation - by Force	1
	Not Upheld - by PSD	2
	Sub Judice	2
Serious Non-sexual assault Total		6
Sexual assault	Dispensation - by IPCC	1
	Sub Judice	2
	Withdrawn	1
Sexual assault Total		4
Traffic irregularity	Discontinued - by Force	1
	Local Resolution - by Division	7
	Not Upheld - by PSD	17
	Upheld - by Division	1
	Upheld - by PSD	1
	Withdrawn	2
Traffic irregularity Total		29
Unlawful/unnecessary arrest or detention	De Recorded	1
	Discontinued	1
	Dispensation - by Force	10
	Dispensation - by IPCC	7
	Live	5
	Local Resolution - by Division	6
	Local Resolution - by PSD	9
	Not Upheld - by Division	1
	Not Upheld - by PSD	69
	Sub Judice	7
	Upheld - by PSD	5
Withdrawn	2	
Unlawful/unnecessary arrest or detention Total		123
Grand Total		3147

Allegation Results by Type



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SURREY POLICE AND CRIME PANEL

COMPLAINTS RECEIVED SINCE THE LAST MEETING

10 September 2013

SUMMARY

This report sets out all complaints against the Police and Crime Commissioner and his Deputy that have been received since the last meeting of the Police and Crime Panel.

RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Note the content of the report.

1.0 INTRODUCTION AND BACKGROUND

- 1.1 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 make Surrey's Police and Crime Panel responsible for overseeing complaints made about the conduct of the Police and Crime Commissioner and the Deputy Police and Crime Commissioner (DPCC).
- 1.2 Where a complaint is received by the Panel¹, a report is produced for the next available meeting, setting out the nature of the complaint(s) received and details of any action taken.

2.0 ANALYSIS AND PROGRESS

- 2.1 The Panel has a responsibility to informally resolve noncriminal complaints about the conduct of the PCC and DPCC, as well as criminal complaints or conduct matters that are referred back to it by the Independent Police Complaints Commission (IPCC).
- 2.2 For the above, the Panel agreed at its meeting on 13 December 2012 to delegate informal resolution of complaints to a Complaints Sub-Committee.
- 2.3 However, in accordance with the Regulations, complaints received by the Panel that do not relate to the conduct of the PCC or DPCC (such as operational concerns and policy disputes) are referred to the most appropriate body for resolution instead of the Complaints Sub-Committee.
- 2.4 Appendix A sets out details of **all** complaints received by the Panel since its last meeting and the action taken.

3.0 COMPLAINTS RECEIVED SINCE THE LAST MEETING

- 3.1 **2** complaints have been received by the Panel since its last meeting on 10 June 2013, details of which are provided in Appendix A.

4.0 EQUALITIES AND DIVERSITY IMPLICATIONS

- 4.1 It is vital that any complaints process is open to all residents and that each and every complainant is treated with respect and courtesy. The Complaints Protocol agreed by the Panel on 13 December 2012 is designed to be an equitable process and will be monitored by the Panel's Support Officer to ensure that it is fit for purpose.

¹ At its meeting on 13 December 2012 the Panel agreed to delegate initial receipt / filtering of complaints to the Chief Executive of the PCC's Office.

5.0 CONCLUSION AND RECOMMENDATIONS

5.1 The Panel is asked to note the information in Appendix A.

6.0 REASONS FOR RECOMMENDATIONS

6.1 To allow the Panel to have oversight of complaints made against the Commissioner and his Deputy.

7.0 WHAT HAPPENS NEXT

7.1 Any future complaints will be reported to the next available meeting of the Panel.

LEAD OFFICER: Damian Markland, Scrutiny Officer, Surrey County Council

TELEPHONE NUMBER: 0208 132703

E-MAIL: damian.markland@surreycc.gov.uk

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APPENDIX A

COMPLAINTS RECEIVED SINCE 10 JUNE 2013

Date received	Nature of complaint	Does the complaint, or an element of the complaint, relate to conduct of a relevant office holder?	Does the complaint, or an element of the complaint, relate to an alleged criminal offence?	Details / Action taken
18 July 2013	A complaint was received stating that the PCC had contravened section 17(1) of the Data Protection Act, in that his office had failed to notify the ICO that it was an organisation that processed personal information. The complainant stated that the Office of the PCC Office was required to notify the ICO from the date the PCC had taken office but had in fact not registered as a data controller until 22 March 2013.	Yes	Yes	<p>According to section 21 of the Data Protection Act, failing to notify the ICO that an organisation processes personal data is an "offence". The Guide to Data Protection produced by the ICO states that:</p> <p>"If you are processing personal data you usually have to notify the Information Commissioner about this. Failure to notify is a criminal offence."</p> <p>In accordance with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, the PCP is not able to consider complaints where there is any suggestion of criminality and therefore the Office of the PCC referred the matter to the IPCC.</p>
28 June 2013	<p>A complaint was submitted concerning a Local Policing Board meeting held in the Borough of Spelthorne on 27 June 2013.</p> <p>The complainant was of the view that the meeting was not formal enough and did not allow residents the opportunity to properly question the</p>	Yes	No	<p>Having considered the matter, the Sub-Committee did not feel that the Commissioner had acted inappropriately or deceived residents by inviting them to attend a Spelthorne Local Policing Board on 27 June 2013.</p> <p>It was clear to the Sub-Committee that the style and format of Local Policing Boards were determined locally by local Chief Inspectors and the respective</p>

	<p>Police representatives in attendance. It was also stated that the Local Police Inspector did not refer to the meeting as a Local Policing Board.</p> <p>The complainant stated that the Commissioner had deceived residents about the nature of Police and Crime Boards.</p>			<p>Borough / District Councils, and that the Commissioner had intentionally not been overly prescriptive as to how individual Boards should be run.</p> <p>Whilst the Sub-Committee regretted that the complainant had not liked the format of the meeting, it did not feel that there was any need to take further action and concluded that the Commissioner's conduct had been appropriate.</p> <p>The complainant was reminded that the Commissioner was holding a Local Crime Summit in Spelthorne on 11 September, and suggested that they may wish to attend to discuss any concerns directly with the Commissioner.</p>
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SURREY POLICE AND CRIME PANEL

Revised Complaints Protocol

10 September 2013

SUMMARY

The Police and Crime Panel has a responsibility to informally resolve non-criminal complaints about the conduct of the Police and Crime Commissioner and Deputy Police and Crime Commissioner, as well as criminal complaints or conduct matters that are referred back to it by the Independent Police Complaints Commission.

This report encloses the revised Protocol for dealing with such complaints. All amendments have been highlighted.

RECOMMENDATIONS

The Police and Crime Panel is asked to agree the revised Complaints Protocol in Appendix 1.

1.0 INTRODUCTION AND BACKGROUND

- 1.1 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 make Surrey's Police and Crime Panel responsible for overseeing complaints made about the conduct of the Police and Crime Commissioner and the Deputy Police and Crime Commissioner (DPCC).
- 1.2 The Protocol attached at Annex 1 sets out the manner in which complaints will be dealt with, including details of timeframes once a complaint has been submitted.

2.0 REVISIONS

- 2.1 Having been agreed by the Panel at its meeting in December 2012, the Protocol has been used on a number of occasions to assess and deal with complaints against the Commissioner.
- 2.2 Based on these initial cases, members of the Complaints Sub-Committee have suggested two minor amendments to the Protocol. These are as follows:
 - That the Complaints Sub-Committee has sight of all complaints prior to the establishment of a hearing.
 - A process for dealing with vexatious complaints be included in the Protocol.
- 2.3 The first amendment is to acknowledge that, due to the drafting of the Regulations, determining whether a complaint is "in scope" is not always a straight forward matter and that such judgements should be made by the Complaints Sub-Committee as a whole.
- 2.4 The second amendment is to better outline the options open to the Panel when dealing with vexatious complaints. These are already outlined in the Regulations, but it was felt they should be set out clearly in the Panel's own Protocol.
- 2.5 All amendments are highlighted in Annex 1.

3.0 EQUALITIES AND DIVERSITY IMPLICATIONS

- 3.1 It is vital that any complaints process is open to all residents and that each and every complainant is treated with respect and courtesy. The Complaints Protocol has been designed to be an equitable process and will be monitored by the Panel's Support Officer to ensure that it is fit for purpose.
- 3.2 In addition to the formal Protocol, a shorter, plain English version of the document has been put together, and this will be made available on the Panel's website.

4.0 CONCLUSION AND RECOMMENDATIONS

4.1 The Panel is asked to agree the revised Protocol, as contained in Annex 1.

5.0 REASONS FOR RECOMMENDATIONS

5.1 Agreeing the Protocol will ensure that the Panel can fulfil its duty to informally resolve non-criminal complaints about the conduct of the PCC and DPCC.

6.0 WHAT HAPPENS NEXT

6.1 Once agreed, the Protocol will form the basis of the complaints process.

LEAD OFFICER: Damian Markland, Scrutiny Officer, Surrey County Council

TELEPHONE NUMBER: 020 8541 9993

E-MAIL: damian.markland@surreycc.gov.uk

CONTACT OFFICERS: Damian Markland

TELEPHONE NUMBER: 020 8541 9993

E-MAIL: damian.markland@surreycc.gov.uk

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Surrey Police and Crime Panel

Complaints Protocol

1 Background

- 1.1 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 make Surrey's Police and Crime Panel (hereby referred to as "PCP") responsible for overseeing complaints made about the conduct of the Police and Crime Commissioner (PCC) and the Deputy Police and Crime Commissioner (DPCC).
- 1.2 The PCP also has a responsibility to informally resolve noncriminal complaints about the conduct of the PCC and DPCC, as well as criminal complaints or conduct matters that are referred back to it by the Independent Police Complaints Commission (IPCC). Issues raised about local crime or neighbourhood concerns rather than about the conduct of the PCC or DPCC will be dealt with by the police force through normal channels of feedback rather than under the Regulations.
- 1.3 This document sets out how the PCP will manage the complaints process.

2 Initial Complaint Handling

- 2.1 In accordance with Regulation 7, the PCP has agreed to delegate initial receipt of complaints to the Chief Executive of the PCC's Office (hereby referred to as "Chief Executive").
- 2.2 Where a complaint is sent directly to the PCP, the PCP's Support Officer will refer the matter to the Chief Executive for initial consideration **within two working days**.
- 2.3 Upon receipt of a complaint, the Chief Executive will record the complaint, except in cases where he/she is satisfied that the subject-matter of the complaint is being/has been dealt with by means of criminal proceedings against the PCC/DPCC, or the complaint has subsequently been withdrawn in accordance with the Regulations.
 - 2.3.1 Where the Chief Executive decides not to take action to notify the appropriate panel or record all or any part of the complaint, he/she will notify the complainant of this decision and the grounds on which it was made.
- 2.4 Once recorded, the Chief Executive will determine whether the PCP is the appropriate police and crime panel / body to deal with the complaint. If it is not, the Chief Executive will notify the appropriate panel / body. If it is, he/she will refer the matter in the manner outlined in Section 3.
 - 2.4.1 The Chief Executive will refer non-criminal Complaints that are 'out-of-scope' of the PCP on to the most appropriate body.
- 2.5 Where the Chief Executive becomes aware of a Conduct Matter, except where the matter has been recorded as a Complaint or is being/has been dealt with by means of criminal proceedings, he/she will determine whether the PCP is the appropriate police and crime panel to deal with it. If it is not, the Chief Executive will notify the appropriate panel. If it is, he/she will record the Conduct Matter.

- 2.6 In the event that it becomes clear to the Chief Executive that a complaint or conduct matter involves any degree of criminality, he/she will refer (in such manner as the IPCC specifies) a Serious Complaint or Conduct Matter to the IPCC. This referral will occur **no later than the end of the day after the day when it first became clear that the matter constitutes a Serious Complaint or Conduct Matter.**
- 2.6.1 Where the IPCC notifies the Chief Executive that it requires a Complaint or Conduct matter to be referred to it, the Chief Executive will comply as soon as possible and in any event no later than the end of the day after the day such notification was made.
- 2.6.2 The Chief Executive of the PCC will notify the complainant (where applicable), and the person to whose conduct the matter relates (unless a decision has been taken that it might prejudice a possible future investigation) of the referral.
- 2.6.3 Where the IPCC refers a criminal or conduct complaint back to the PCP, the Chief Executive will refer the matter in the manner outlined in Section 3.
- 2.7 Having decided that a complaint does not need to be referred to the IPCC (because it is not a serious complaint), or having referred a complaint to the IPCC and had it referred back, the Chief Executive may decide that the complaint should not be subjected to resolution under Part 4 of the Regulations or that no action should be taken in relation to it at all. The Chief Executive may only do this if the complaint falls into any one of the following specified categories:
- 2.7.1 A complaint by a member of the relevant office holder's staff, arising from the staff member's work;
- 2.7.2 A complaint that is more than 12 months old, where there is no good reason for the delay or the delay would be likely to cause injustice;
- 2.7.3 A complaint about conduct that is already the subject of another complaint;
- 2.7.4 An anonymous complaint;
- 2.7.5 A complaint which is vexatious, oppressive or otherwise an abuse of process for dealing with complaints.
- 2.8 If the Chief Executive of the PCC considers that either there is an actual, or there could be a perceived, conflict of interest in respect of them taking any of the decisions detailed in Section 2, he/she shall refer the matter to the PCP's complaints sub-committee for it to take the decision. Such referral will be made no later than **2 working days** after identifying the actual or perceived conflict of interest.

3 Referral of Complaint to the PCP

- 3.1 When the decision has been made to record a complaint that does not need to be referred to the IPCC, or a Serious Complaint or Conduct Matter that has been referred back by the IPCC, and is within the scope of the PCP, the Chief Executive will:

- 3.1.1 Send a record of the complaint to the complainant and to the person complained about. In the latter case, the Chief Executive may decide not to supply a copy of the complaint, or may provide the complaint in a form which protects the identity of the complainant or any other person. The Chief Executive will also provide the complainant and the person complained about the contact details of the Panel's Support Officer;
 - 3.1.2 Refer the record, and copies of all the associated paperwork, to the Panel's Support Officer. This will be **no later than two working days** after the complaint has been recorded.
- 3.2 On receipt of the complaint, the Panel's Support Officer will:
- 3.2.2 Share details of the complaint with the membership of the Complaints Sub-Committee.
 - 3.2.1 With the agreement of members, convene a meeting of the Complaints Sub-Committee, **normally to be held within four weeks** of the referral of the complaint;
 - 3.2.2 Write to the complainant, setting out timescales and details about the informal resolution procedure, and giving the complainant **two weeks** to make further comments in support of his/her complaint. Where the Panel's Support Officer believes that the circumstances of the case are such that the Complaints Sub-Committee may decide to treat the complaint as having been resolved, he/she will ask the complainant to provide his/her representations in this regard for the Complaints Sub-Committee to take into account; and
 - 3.2.3 Write to the person complained about, setting out timescales and providing details about the informal resolution procedure; and giving him/her **two weeks** to make comments in response to the complaint.

4 Considering the Complaint

- 4.1 The Panel's Support Officer will compile a brief report for the Complaints Sub-Committee, setting out the relevant details of the complaint, recording any failure by the person complained about to comment on the complaint and making suggestions for the next steps.
- 4.2 Upon meeting, the Complaints Sub-Committee will first consider whether the complaint has been satisfactorily dealt with and, subject to any representations by the complainant, may decide to treat the complaint as having been resolved. In such a case, the Complaints Sub-Committee's reasons will be recorded and notified to the parties.
- 4.3 If the Complaints Sub-Committee believes that the matter has not yet been satisfactorily dealt with, it will determine the most suitable course of action to assist informal resolution. This may include, but not be limited to:
 - 4.3.1 Asking the Panel's Support Officer to write an explanatory letter to the complainant;

- 4.3.2 Requesting that an officer of the PCC's Office write an explanatory letter to the complainant;
 - 4.3.3 Suggesting a change to the Office of the PCC policy;
 - 4.3.4 Requesting that an apology be tendered by the person complained about (no apology may be tendered on behalf of the person complained against unless that person has admitted the alleged conduct and agreed to the apology).
- 4.4 In accordance with Regulations, the Complaints Sub-Committee will not conduct an investigation. The Complaints Sub-Committee may exercise its delegated powers to require the person complained against to provide information or documents or attend before it to answer questions or give evidence, as this will not be regarded as an investigation. However, any other step intended to gather information about the complaint, other than inviting the comments of the complainant and the person complained against, will not be permitted.
- 4.5 If, at any stage, the IPCC informs the PCP that it requires the complaint is to be referred to it, or if the Complaints Sub-Committee decides that the matter has a criminal element and therefore needs to be referred to the IPCC, the informal resolution process will be discontinued.
- 4.6 The Panel's Support Officer will make a record of any informal resolution and will, **usually within 5 working days**, provide copies to the complainant and the person complained about.
- 4.7 The Panel's Support Officer will provide a report to **each quarterly meeting** of the PCP, summarising any complaints that have been considered since the last meeting, including the outcome.

5 Vexatious Complaints

- 5.1 As detailed in paragraph 2.7.5, the Panel does not have to consider complaints which are considered to be vexatious. Whilst this initial filtering of complaints has been delegated to the Chief Executive of the Office of the PCC, in cases where the Chief Executive believes a complaint to be vexatious he/she will share his/her views with the membership of the Complaints Sub-Committee who will ultimately determine whether the complaint be progressed.

6 Complaints about the PCP

- 6.1 The PCP will come under the jurisdiction of the Local Government Ombudsman in regard to how it handles complaints against the PCC.

Police & Crime Panel Draft Work Programme

The purpose of this document is to provide a summary of work due to be undertaken by the Surrey Police and Crime Panel, and work that has recently been completed. It is provided for information purposes at each meeting of the Panel, and updated between meetings by officers to reflect any future areas of work. Members can suggest items for consideration to the Chairman.

Date	Item	Purpose	Contact Officer	Additional Comments
June 2013 (Annual Meeting)				
12 June 2013	Annual Report	To review PCC's Annual Report	Alison Bolton	
	Election of Chairman and Vice Chairman	To agree a Chairman and Vice-Chairman for the municipal year.	Damian Markland	
	Dates of meetings	To agree the key meeting dates for the municipal year	Damian Markland	
	Re-establishment of Complaints Sub-Committee and Finance Working Group.	To reconstitute these bodies for the 2013/14 municipal year.	Damian Markland	
	Siren ICT report	To receive an update on Project Siren.	Alison Bolton	PART 2
	Appointment of Assistant Commissioners	To review the appointment of two Assistant Commissioners.	Alison Bolton	

Item 13

Police & Crime Panel Draft Work Programme

Date	Item	Purpose	Contact Officer	Additional Comments
September 2013				
10 Sept 2013	Stage 2 Transfer	The Police Reform and Social Responsibility Act (the Act) which creates PCCs also sets out a second 'Stage 2' transfer which refers to the subsequent movement of certain staff, property, rights and liabilities from the PCC to the chief constable. The stage 2 transfer is designed to allow elected PCCs the freedom to make their own local arrangements about how their functions and those of the police force will be discharged in future.	Alison Bolton	
	Complaints Protocol	Amended Complaints Protocol to include a procedure for dealing with vexatious complaints.	Damian Markland	
	Complaints Against Surrey Police	To update the PCP on complaints against Surrey Police (This was requested following an item in the local press concerning the number of complaints)	Alison Bolton	
	+ <i>Standing items</i>		Damian Markland	

Police & Crime Panel Draft Work Programme

Date	Item	Purpose	Contact Officer	Additional Comments
October 2013				
29 October 2013	Protocol between the Police and Crime Panel and the Police and Crime Commissioner	As agreed at the PCPs meeting in December 2012, to consider whether any amendments need to be made to the protocol.	Damian Markland	
	+ <i>Standing items</i>			
November 2013				
29 November 2013	+ <i>Standing items</i>			
6 February 2014 (Provisional) + 20 February 2014 (if veto used)				
6 February 2014	Consideration of Police Precept	To consider the Commissioner's proposals for the Police precept.	Alison Bolton Ian Perkin	<i>20 February 2014 also set aside (if veto used)</i>

Police & Crime Panel Draft Work Programme

Date	Item	Purpose	Contact Officer	Additional Comments
29 April 2014				
29 April 2014	Webcasting	To review the merits of webcasting meetings of the PCP and determine future arrangements.	Damian Markland	
	<i>+Standing items</i>			
12 June 2014				
12 June 2014	Annual Report	To review PCC's Annual Report	Alison Bolton	
	Election of Chairman and Vice Chairman	To agree a Chairman and Vice-Chairman for the municipal year.	Damian Markland	
	Dates of meetings	To agree the key meeting dates for the municipal year	Damian Markland	
	Re-establishment of Complaints Sub-Committee and Finance Working Group.	To reconstitute these bodies for the 2013/14 municipal year.	Damian Markland	
	<i>+Standing items</i>			

Currently unscheduled future items

Consideration of PCC's Mystery Shopping strategy	Damian Markland / Alison Bolton	
Rural Crime – how the PCC intends to tackle rural crime across Surrey	Damian Markland / Alison Bolton	

Police & Crime Panel Draft Work Programme

Standing Items				
Standing item	Complaints	To monitor complaints received against the PCC and / or the DPCC	Damian Markland	
Standing item	DPCC Performance Monitoring	The PCC has agreed to provide the Panel with the outcome of the DPCC's appraisals.	Alison Bolton	
Standing item	Police and Crime Plan Quarterly Update	To consider progress made against the agreed Police and Crime Plan.	Alison Bolton	
Standing item	Budget Quarterly Update	As agreed at the precept setting meeting on 6 February 2013, to allow the Panel to have oversight of the latest financial position.	Alison Bolton / Ian Perkin	
Standing item	Feedback on monthly discussions with the Chief Constable	To consider issues raised during monthly discussions between the PCC and the Chief Constable.	Alison Bolton	

Task and Working Groups

Group	Membership	Purpose	Reporting dates
Complaints Sub-Committee	<ul style="list-style-type: none"> • Cllr Victor Broad • Cllr Margaret Cooksey • Cllr John O'Reilly • Cllr George Crawford • Ind Maria Gray • Ind Anne Hoblyn + Chair & Vice-Chair	To resolve non-criminal complaints against the PCC and/or the DPCC.	Report to each meeting of the PCP, detailing any complaints dealt with since the last meeting.
Finance Sub-Group	<ul style="list-style-type: none"> • Cllr Bryan Cross • Cllr Penny Forbes-Forsyth • Cllr Charlotte Morley • Cllr Victor Broad • Ind Maria Gray + Chair & Vice-Chair	To provide expert advice to the PCP on financial matters that fall into its remit.	Reports verbally to the formal precept setting meeting of the Panel in February.
Neighbourhood Policing Task Group	<ul style="list-style-type: none"> • Ind Anne Hoblyn • Cllr Pat Frost • Cllr Margaret Cooksey • Cllr Ken Harwood 	To monitor any future changes / decisions in relation to the neighbourhood policing model.	Update due to be provided at September 2013 Panel meeting.

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**POLICE & CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER**

The recommendations tracker allows Police & Crime Panel Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each Committee. Once an action has been completed and reported to the Panel, it will be removed from the tracker.

Date of meeting and reference	Item	Recommendations/Actions	Responsible officer or member	Comments	Next progress check:
13 December 2012	Protocol between the PCP & the PCC	1) The PCP/PCC Protocol to be reviewed after one year of operation.	Damian Markland	Ensure that item is included as item on future agenda after one year.	Mid-2013/14
6 February 2013	Police & Crime Commissioner's proposed Precept for 2013/2014	4) Discussion be held with the Finance Task Group to understand the full detail of the Surrey Police Budget, once available, and agree with the Office of the Police and Crime Commissioner the format and content of the budget reports for 2014/15.	Damian Markland / Alison Bolton	Meeting to be held once the Finance Sub-Group is reconstituted for 2013/14. Meeting scheduled to take place on 13 September 2013.	September 2013
12 March 2013	Surrey Draft Police & Crime Plan	3) That the Commissioner shares with the Panel his proposals for mystery shopping, with the intention that Members help develop his approach.	Damian Markland / Alison Bolton	The Panel will look at this once proposals have been drawn up.	When available.

	Webcasting of the Police & Crime Panel meetings	1) Panel meetings to continue to be webcast with a review in 12 months.	Damian Markland	Review of webcasting to take place in March 2014.	March 2014
12 June 2013	Annual Report	1) A letter be sent to the Police and Crime Commissioner outlining the Panel's recommendations concerning the content. (For full details please see minutes)	Damian Markland	Letter sent to the PCC and a response received and shared with Panel. Letter and response published on PCP website.	Finished
	Appointment of Assistant Police & Crime Commissioners	1) A letter be sent to the Police and Crime Commissioner outlining a number of recommendations concerning the appointment. (For full details please see minutes)	Damian Markland	Letter sent to the PCC and a response received and shared with Panel.	Finished
	Deputy Police & Crime Commissioner's Objectives And Performance Review	1) In the future an additional column be added to the performance monitoring table in the report, detailing specific outcomes and achievements.	Alison Bolton	Recommendation communicated to the PCC's Office.	Finished

	Feedback On Management Meetings Between The Police And Crime Commissioner And Chief Constable	1) The Police and Crime Panel invite the Chief Constable to comment on her relationship with the Police and Crime Commissioner.	Damian Markland / Alison Bolton	Discussions taking place to determine the most appropriate method. Need to ensure that the Panel is sensitive to the operational / strategic split between the Chief Constable and the PCC. Chief Constable has agreed to attend a future informal meeting of the Panel. Panel needs to identify a suitable date.	
	Forward Work Programme And Recommendation Tracker	1) Officers look at the possibility of scheduling additional meetings of the Police and Crime Panel.	Damian Markland	An additional meeting has been scheduled for November. Informal meetings prior to formal meetings have now been introduced.	Finished
		2) Officers work with the Panel to determine which Task Groups to progress initially.	Damian Markland	Officers have worked with members to: <ul style="list-style-type: none"> • Establish a Neighbourhood Policing Task Group • Undertake initial scoping of a Rural Crime Task Group Officers will continue to work with relevant members to progress.	Finished

