

## Notice of Meeting

# Surrey Police and Crime Panel

<b>Date &amp; time</b>	<b>Place</b>	<b>Contact</b>
<b>Tuesday, 29 April 2014</b> <b>at 10.30 am</b>	Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN	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

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**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
Colin Davis	Spelthorne Borough Council
Charlotte Morley	Surrey Heath Borough Council
Ken Harwood	Tandridge District Council
Pat Frost	Waverley Borough Council
Bryan Cross	Woking Borough Council
Anne Hoblyn MBE	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 - 10)

To approve the minutes of the meeting held on (6 February 2014) 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 POLICE AND CRIME PLAN QUARTERLY UPDATE

(Pages 11 - 28)

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 and issued some additional actions in March 2014. This report provides the third quarterly update for 2013/14, from September 2013 to December 2013, on how the PCC is progressing against the plan.

### 6 BUDGET QUARTERLY UPDATE

(Pages 29 - 40)

To consider the budget update of Surrey Police and the Office of the Surrey Police and Crime Commissioner.

***Surrey Police Financial Report***

*Page 29 -36*

***Report on the budget for the OPCC***

*Page 37 - 40*

### 7 REPORT ON COMMISSIONING VICTIMS' SERVICES IN SURREY

(Pages 41 - 44)

To consider the changes to victims' services, the commissioning approach and programme and key milestones ahead.

- 8 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE COMMISSIONER AND CHIEF CONSTABLE** (Pages 45 - 48)
- The Police and Crime Commissioner for Surrey, Kevin Hurley, holds bi-monthly management meetings with the Chief Constable, Lynne Owens and appropriate members of her senior team.
- 9 CHIEF CONSTABLE'S APPRAISAL PROCESS** (Pages 49 - 52)
- To update the panel on the process undertaken by the Police & Crime Commissioner (PCC) to conduct the Chief Constable's appraisal and to advise members of the outcomes of the appraisal discussions.
- 10 DEPUTY AND ASSISTANT POLICE & CRIME COMMISSIONERS' OBJECTIVES AND PERFORMANCE REVIEW** (Pages 53 - 64)
- This report sets out details of the work that Jeff Harris, Shiraz Mirza and Jane Anderson have been undertaking and the outcomes they have achieved.
- 11 WEBCASTING OF POLICE AND CRIME PANEL MEETINGS** (Pages 65 - 68)
- To review the merits of webcasting meetings of the Police and Crime Panel and determine future arrangements.
- 12 COMPLAINTS RECEIVED SINCE THE LAST MEETING** (Pages 69 - 74)
- 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.
- 13 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME** (Pages 75 - 84)
- To review the Recommendations Tracker and Forward Work Programme.
- 14 DATE OF NEXT MEETING**
- The next meeting of the Police and Crime Panel will be held on 10 June 2014.

Published: Tuesday, 15 April 2014

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**MINUTES** of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 6 February 2014 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)  
Borough Councillor Terry Dicks (Vice-Chairman)  
Borough Councillor John O'Reilly  
Borough Councillor George Crawford QPM  
District Councillor Margaret Cooksey  
Borough Councillor Victor Broad  
Borough Councillor Colin Davis  
Borough Councillor Charlotte Morley  
District Councillor Ken Harwood  
Borough Councillor Pat Frost  
Borough Councillor Bryan Cross  
Independent Member Anne Hoblyn MBE

**Apologies:**

Borough Councillor Richard Billington

**1/14 APOLOGIES FOR ABSENCE [Item 1]**

Apologies were received from Richard Billington.

The Panel congratulated Independent Member Anne Hoblyn on the news that she had been awarded an MBE in the New Years Honours List.

The Panel were informed that Independent Member Maria Gray had tendered her resignation from the Panel, which had been accepted. The Panel thanked Maria Gray for her contribution.

**2/14 MINUTES OF THE PREVIOUS MEETING [Item 2]**

The minutes were agreed as an accurate record of the meeting.

**3/14 DECLARATIONS OF INTEREST [Item 3]**

There were no declarations of interest.

**4/14 PUBLIC QUESTIONS [Item 4]**

There were no public questions.

**5/14 CHIEF CONSTABLE UPDATE [Item 5]**

The Chairman welcomed the Chief Constable, Lynne Owens, to the meeting of the Surrey Police and Crime Panel, and invited her to provide the Panel with an update on reviews currently being undertaken by Surrey Police.

- The Chief Constable informed the Panel that she had been in the role of Chief Constable of Surrey Police for two years and remained committed to improving policing within Surrey. Since taking up the post there had been a number of reviews completed due to budget pressures, the need to respond to risk, the changing pattern of crime, and to ensure Surrey Police were able to respond to future challenges. The Chief Constable conceded there had been recent challenges with historic cases which had required resources to be moved to investigate them appropriately.
- The Chief Constable stated she was fully committed to Neighbourhood Policing as she believed it had led to an increase in confidence in policing and a decrease in anti-social behaviour. The intention was to replace 60 Community Support Officers with 60 Police Officers which responded to the public wish for more warranted Officers. The Panel were informed that the Police had done some engagement online with local communities, but that there had not been any specific engagement on the topic of Community Support Officers. The Chief Constable was keen to not put junior constables in neighbourhood roles due to the challenges of these roles and envisaged more experienced Officers would be placed within Neighbourhood Policing.
- Further reviews had looked at custody provision in the county, CID provision, IT and HR within Surrey Police, and the work done with other Police forces such as Sussex Police. In addition, Surrey Police

were taking part in a work stream which looked at the 999 services in Surrey. At present there were currently 13 different call centres across the county at a cost of £45million, and there was a need to work together and to share resources and information.

- The Chief Constable explained there were two elements of Zero Tolerance – a change of attitude and investigating crime properly. She informed the Panel that there had been a round of briefings for all senior officers regarding improvements to behaviour and appearance of Officers.
- Panel Members questioned whether crime levels were dropping, as there was evidence to suggest that a number of crimes went unreported and raised concerns that there was a risk of complacency. The Chief Constable stated that her Officers used both the national crime survey and the police recorded crime figures. There was a Crime Registrar whose role it was to look at both sets of data and integrate the figures. It was important that crime was recorded as resourcing decisions were informed by these figures. Furthermore, she was clear that she expected all officers to work with integrity and had stopped the process of multiple cautions and had changed the way in which community resolutions were utilised as they had affected the crime figures.
- Members were concerned that fraud below £0.5million was not investigated by Police and enquired how white collar crime would be easier to report in future. The Chief Constable conceded that current reporting procedures were difficult, but that Officers were looking into making the process easier for victims.
- The Panel raised concerns regarding the custody strategy within Surrey, as closing Woking custody cells would increase the time it took Officers to transfer people to other custody suites, in particular on Friday and Saturday nights. The Chief Constable informed the Panel that the Woking custody cells had not been closed, but usage was being reviewed as they were often underutilised.
- The Panel enquired how the Chief Constable made the decision on which reviews to commission and were informed that the decision was made in relation to risk assessments and finances. The Police were keen to ensure there was no duplication and had employed a Head of Change to look oversee the process, 55% of which is funded by Sussex Police.
- The Chief Constable expressed her frustration that residents were being directed to make Freedom of Information (FOI) requests by Officers as the number of FOI requests has increased significantly and more resources were being used to respond to these.
- Members queried whether Surrey Police had a mental health strategy and were informed that Constables were frustrated that they were being called out due to other agencies not being available. There was not strategy, but this was an area which the Chief Constable hoped to

see an improvement and had begun discussing her wish list with Clinical Commissioning Groups.

- The Panel raised concerns that Neighbourhood Watches were no longer receiving the same amount of information from the Police which enabled them to inform residents of threats and risks within their area. The Chief Constable informed the Panel that the intelligence function was currently being reviewed to make a more streamlined process. Senior Officers had now been placed within the localities and it was hoped this would assist in information sharing and communication, to create a consistent approach across the county.

*The Panel adjourned from 11.30am to 11.35am.*

#### **6/14 POLICE AND CRIME PLAN UPDATE [Item 6]**

The Chairman explained that the Commissioner had notified the Panel that he wished to update his Police and Crime Plan and, in accordance with the Police Reform and Social Responsibility Act, the Panel had a duty to consider the proposed changes.

- Members expressed concern that the Assistant Commissioner for Victims had not attended a Panel meeting since June 2013 and requested that she attend the next meeting of the Police and Crime Panel.
- The Panel enquired whether the cost of the Office of the Police and Crime Commissioner (OPCC) was still less than the previous Police Authority, as the report provided to the Panel stated that 'the budget was comparable'. The Commissioner confirmed that his aspiration had always been to not increase the budget to more than the Police Authority, though it was important to recognise that the Police Authority was largely a scrutiny body whereas his role was wider in remit with far more engagement work involved. He informed the Panel that he had become the national lead for Victim Support for PCC's which required funding from his office until he received government funding for this role. He confirmed that the OPCC did everything possible to keep costs to a minimum. The PCC's Chief Finance Officer reiterated that it was not possible to make a direct comparison due to the responsibilities being largely different, however he would provide the Panel with details of the costs of the Police Authority and OPCC.
- Members queried how much public resources were going into raising awareness of the chronic underfunding of Surrey Police and who the PCC was working with to address the issue. The Commissioner stated that he felt that cooperation was necessary, and to that end he had written to the Police Minister, the Home Office, the Treasury and all Surrey MPs to make them aware of his concerns. He had since been invited to take part in a review of the funding formula by the Police Minister. Furthermore, he had spoken to the Leader and Deputy Leader of Surrey County Council, and 70% of Surrey MPs, and had submitted a copy of the Commissioners commissioned Oxford Economics report to MPs and the Home Office.



- The Panel enquired when someone would be held account for the failings of the Project Siren IT project. The Panel was informed that the Commissioner was still awaiting the final independent audit report, which he would share with the Panel once he received it. Furthermore he confirmed he would continue to share the outcome of the audit into Project Siren with the Panel once available. The Commissioner notified the Panel that a new IT system had been implemented which worked with Sussex's system.
- Members questioned whether the Commissioner still felt that having no numerical targets in his Police and Crime Plan was effective. The PCC stated that he wanted to see qualitative improvements within Surrey Police and that numerical targets were not the right approach to achieve this.
- Members raised concerns regarding allocation of Community Safety funding as it appeared there was duplication across Surrey. The Deputy Police and Crime Commissioner stated that he was disappointed that many Community Safety Partnerships did not apply for funding last year and hoped that this would change in the next round of funding. However, all the funding had been distributed for this year. He confirmed that there was a large amount of duplication across Surrey, and that he was working with the High Sherriff to cut down the volume of duplication. The feedback he had received so far had been that the application form had been made simpler which he hoped would encourage applications.
- The Panel were informed that the new post of Communications Officer was to do more engagement work, rather than the previous reactive work. It was the intention that the role would enable the Commissioner to communicate better with the public, with improvements to the website, Facebook and Twitter. It was hoped that better communication would enable the Commissioner to influence organisations better.

**Resolved:**

- That the amendments to the Police and Crime Plan be noted.
- That the Commissioner provide the Panel with the total annual cost of running his Office and how this compares, in pure financial terms, to the former Police Authority.
- That the Commissioner to share the outcome of the audit into Project Siren once available.

**7/14 SURREY POLICE & CRIME COMMISSIONER'S PRECEPT SETTING PROPOSAL FOR THE FINANCIAL YEAR 2014/15 [Item 7]**

The Panel were informed that with the announcement of the precept ceiling the Commissioner's precept proposal had been amended to be 1.99% rather than the 2% stated within the report. This amendment meant the precept would be £211.68 for a Band D property for the financial year 2014/15. This would result in a £9,433 loss in funding which would be made up by reserves.

- Members suggested that the manner in which the budget was formed did not lend itself to making savings.. The Panel felt that the Commissioner could have taken a zero-based budgeting approach to inform the amount of precept required, as opposed to a simple incremental increase The Commissioner stated that he anticipated cuts to the Police budget, with increases to National Insurance and pension contributions, and so felt he would need a 2% rise. Furthermore, a £1.2 million top slice had taken place which caused further problems, however the reserves would continue to be maintained. The Commissioner stated that he was keen to use the experience of the Panel to inform decisions for the next financial year.
- The Panel queried whether the financial schedules provided to the Panel were the ones used by the Commissioner to hold the Chief Constable to account. The Commissioner confirmed that he regularly discussed the budgets with the Chief Constable. The Chief Finance Officer informed the Panel that the appendices within the agenda were high level summaries of more detailed reports which the Commissioner discussed with the Chief Constable.
- Members were surprised that the majority of the budget appeared to be for 'business as usual' and that there did not appear to be any movement of funds to support the Commissioner's People's Priorities. The Commissioner stated that the majority of the budget was for 'business as usual' and that he saw the People's Priorities as a change in ethos rather than changes in budgets.
- Members stated that, similar to the previous year, they were still not comfortable with the level of detail being provided, and that this made it difficult to scrutinise the precept proposals. In particular, Members stated that the lack of actuals for 2013/14 made it hard to determine whether proposed budgets for 2014/15 were appropriate.
- Members queried whether there had been a pension under spend in recent years and were informed that every three years the Local Government Pension Scheme was reviewed.
- The Panel queried details around the Collection Fund Surplus, which had been recommended within the report to be used to make up a short-fall in funding if the precept ceiling had been lower. The Chief Finance Officer explained that the Collection Fund was a joint collection pot used by the precepting authorities in Surrey and went up and down during the year, with a final report being collated at the end of each year. He informed the Panel that he would provide them with details of the financial status of this fund.
- Members raised concerns that many residents did not want to see a rise in council taxes, but wanted to see improvements within Surrey Police. Concerns were raised regarding the increase in wages for the Assistant Police and Crime Commissioners with one being paid via a contract rather than a salary. The Commissioner explained that due to their effective work their hours had been increased and therefore the wages within the budget reflected this. The Assistant PCC for

Equalities was a self employed consultant and was paid through a contract.

- The Panel suggested that in the future the Finance Sub-Group work closely with the PCC to inform the development of the budget, to ensure they were able to effectively scrutinise and challenge. The Commissioner agreed that the Finance Sub-Group should meet with his office to discuss how the process could work.
- Members enquired how the PCC was attempting to increase income for Surrey Police and were informed that he was working to improve awareness of the funding formula problems. Unlike other police forces, Surrey Police had few opportunities to increase income as there were, for example, no Premiership football stadiums in the County which the Police could charge for policing. Surrey Police currently had an income from policing the Derby and assisting other forces, such as during the fracking protests in Sussex in 2013. The Commissioner was, however, working with Sussex to create training schools which could be used by other forces nationally for a fee.
- It was stated that the collaboration allocation was for use mainly with Sussex Police, and it was hoped that the benefit of this collaboration would be seen in revenue savings. The Commissioner agreed to share details of the expected indicative savings with the Panel.
- The Panel queried the membership amount the PCC paid to the Association of Police and Crime Commissioners as it was understood that Sussex PCC paid £19,000 last year compared to £30,000 paid by Surrey PCC. The Commissioner stated the membership fee was nationally set.
- Members queried why the Assistant PCCs had training budgets when they had been hired for their expertise within their specific areas. The Commissioner stated that this was a fair challenge and confirmed he would look into this detail.

*The Panel adjourned from 1.05pm to 1.10pm.*

- The Panel raised concerns that the details provided within the reports did not give them the opportunity to fully understand the budgets of Surrey Police, especially as they received the papers only a week before the meeting. The Finance Sub-Group stated they would have liked to have had more time and information to properly consider the finances, but understood that Surrey Police was chronically underfunded. The Members requested in future there was a more collaborative process between the OPCC and Finance Sub-Group when developing the budget and precept proposals
- The Panel voted, by a show of hands, on whether to approve the proposed precept for 2014/15. The result was:
  - For – 8
  - Against – 2
  - Abstained – 1

**Resolved:**

- That the Police and Crime Panel agree the proposed precept of £211.68 for a Band D property for the financial year 2014/15.
- That in future years the Commissioner look to involve the Panel in the development of his budget and precept proposals, as opposed to the very late scrutiny required by the Police Reform and Social Responsibility Act.
- The Panel receive details regarding the Collection Fund and its financial statuses.
- The Panel receive details regarding expected savings made from collaboration with Sussex Police.

*The Panel adjourned from 1.15pm to 1.40pm.*

**8/14 CONFIRMATION HEARING FOR THE TEMPORARY CHIEF EXECUTIVE AND MONITORING OFFICER FOR THE OFFICE OF THE POLICE AND CRIME COMMISSIONER [Item 8]**

The Commissioner informed the Panel that his Chief Executive, Alison Bolton, was expecting a baby and so he was required to fill the post of Chief Executive within his office during her maternity leave.

- The Commissioner proposed that Johanna Burne fill the post of Chief Executive during this period due to her extensive experience within the Police and experience of covering the role during times illness and annual leave. Johanna Burne was the Senior Policy Officer within the Office of the Police and Crime Commissioner in Surrey.
- The Panel were surprised by the salary the interim Chief Executive would receive, however were informed by the Commissioner that as she would be filling the role she would receive what was considered an adequate wage especially as she was changing elements of her private life to take on the role.
- Members enquired what would be happening to the role of Senior Policy Officer during this time and were informed that the Commissioner intended to back-fill the post through an open recruitment process.
- The Panel congratulated Alison Bolton on her news.

**Resolved:**

- That Johanna Burne be appointed interim Chief Executive within the Office of the Police and Crime Commissioner.

**9/14 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 9]**

The Chairman informed the Panel that one complaint had been received since the last meeting, details of which could be found in the agenda.

**Resolved:**

- That the report be noted.

**10/14 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 10]**

The Panel reviewed the recommendations tracker and forward work programme. Members requested that the Panels suggestion of a closer working relationship between the Police and Crime Commissioner and the Police and Crime Panel, with regards to the budget, be included within the recommendations tracker. It was requested that work with the Commissioner started in September 2014, at the latest.

Members requested a report on Community Safety Funding, specifically in relation to how the Commissioner would prevent duplication of funding within Surrey.

**Resolved:**

- That the Panel requests a closer working relationship with the Commissioner on the building of the 2015/16 precept proposals.
- That the Panel requests a future report on Community Safety Funding within Surrey, specifically in relation to duplication of funding.

**11/14 DATE OF NEXT MEETING [Item 11]**

It was noted that the next meeting of the Police and Crime Panel would be on 29 April at 10.30 am.

Meeting ended at: 1.50 pm

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**Chairman**

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## SURREY POLICE AND CRIME PANEL

### POLICE AND CRIME PLAN QUARTERLY UPDATE

29<sup>th</sup> April 2014

#### 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 and issued some additional actions in March 2014. This report provides the third quarterly update for 2013/14, from September 2013 to December 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 since the last report to the panel includes:

- Development of the Joint Law Enforcement pilots at Reigate and Banstead and Spelthorne. The PCC has provided project assistance and funding to establish these pilots and looks forward to the pilots going live over the new few months
- Continued encouragement by the PCC and Deputy PCC for Surrey Police to seize assets from criminals wherever possible. Between March 2013 and December 2013 over £880,000 of assets were seized, far greater than in previous years
- Issuing of grants to eight local projects including £8,000 for education based vehicles to provide activities for young people, £10,000 for HMP Send to deliver an intervention programme for girls at risk of entering the criminal justice system and £6290 to raise awareness of issues surrounding rape and sexual assault
- All boroughs and districts have now had a Crime Summit event, meeting the commitment made in the Police and Crime Plan for the last year. The events engaged with over 1000 people across Surrey and were held in partnership between the PCC, local councils and local police
- The independent research commissioned by the OPCC from Oxford Economics on the national policing funding formula has been completed and has been sent to the Home Office to assist in their review of the formula, with support from Surrey MPs

- The PCC has published the new Victims' Code and asked Surrey Police to report on how they are implementing the code.
- The Office of the PCC is continuing with work to commission victims support services
- The plans for Stage 2 transfer of staff (which sees the majority of police staff transfer to the employment of the Chief Constable) were approved by the Home Secretary and the transfer was carried out on 1 April 2014.

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.

The quarterly update and the performance report have been published on the PCC's website:

[www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)

## RECOMMENDATIONS

That 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



Action	Agency	Progress December 2013
<b>Take a Zero Tolerance Policing Approach</b>		
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	The PCC, Kevin Hurley, as continued to lead on the development of Joint Enforcement Teams in Surrey. Two boroughs are developing teams to start in April – Reigate and Banstead and Splethorne and the Office of the Police and Crime Commissioner (OPCC) is assisting in the set-up of these teams.
Make sure there is a focus on catching criminals and detecting crime	PCC	<p>The PCC holds regular management meetings holding the Chief Constable to account. This includes an update on detections: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/02_Update-on-Delivering-the-Peoples-Priorities-final.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/02_Update-on-Delivering-the-Peoples-Priorities-final.pdf</a></p> <p>The PCC has also provided funding to two Surrey Police projects in the last quarter aimed at deterring and detecting burglars and thieves including funding for four new Automatic Number Plate Recognition (ANPR) cameras and funding for support Immobilise – a national recognised property marking service.</p>
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/ Surrey Police	<p>The above management meeting paper shows work being carried out against serious crime and on the level of assets seized from criminals.</p> <p>Examples of operations carried out to tackle organised criminal groups (OCGs) are given to the PCC at his management meeting and published online in the meeting papers. The Force has dismantled 7 OCGs so far this year and further operations are either in the operational stage or concluded.</p> <p>The Force also updates the PCC on details of assets that have been seized from criminals at the same meeting and again the details are published online. The total POCA seizures so far this year are £883,869.95 (FYtD Dec).</p>

<p>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</p>	<p>PCC</p>	<p>The People’s Priorities update, see above link, includes actions being taken on tackling drugs. The PCC has also recently set up Scrutiny Panels, to look at specific aspects of performance in greater depth. Tackling drugs in schools and colleges was the first in-depth scrutiny topic and the PCC heard in more detail about initiatives and research being carried out.</p> <p>A recent drugs operation, Op Beet, has resulted in more than 30 properties being searched with warrants, involving 270 officers. 22 people were arrested, 13 of whom have already pleaded guilty and been sentenced to between 12 and 44 months imprisonment.</p>
<p>Review the community safety funding and grants available to partners who tackle local issues to make sure value for money is achieved</p>	<p>PCC</p>	<p>The OPCC is currently conducting a review of all the grants it has issued during 2013/14.</p>
<p>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</p>	<p>PCC/ Surrey Police</p>	<p>This is reported on through the bi-monthly PCC management meeting process; activity is shown in the ‘People’s Priorities’ reports. Drive SMART is the key partnership initiative to make our roads safer. Surrey Police also took part in the annual drink driving campaign over the festive period.</p> <p>The Deputy PCC has taken part in Safe Drive Stay alive events in the last quarter. Driver and road safety has been a theme of discussion and action in the Crime Summits.</p>

<p>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</p>	<p>Surrey Police</p>	<p>The Force's zero-tolerance policing approach is included in the reporting process for each management meeting, and numerous examples have been evidenced to the PCC and published. The Force has adopted 'Zero Tolerance Policing' as the overarching title of the force strategy, and wide communication has been carried out internally to reinforce this message and ethos – it is mentioned regularly on the Chief Constable's blog. Maintenance of standards is also evidenced at management meetings and in-Force work on the professionalism agenda includes:-</p> <ul style="list-style-type: none"> <li>• The establishment of an external Professional Reference Group whose members can be used to give a view on professionalism and integrity issues;</li> <li>• Updating the Force media engagement policy post the Leveson Enquiry;</li> <li>• Ensuring gifts and hospitality are only accepted where it is appropriate and are then recorded;</li> <li>• A review of the force use of consultants to ensure contracts are being awarded properly and their use is delivering value;</li> <li>• The addition of integrity issues as part of Neighbourhood and Detective training courses;</li> <li>• The introduction of dress standards;</li> <li>• Educational and preventative work by PSD including developing a "lessons learnt" database that will be available to everyone;</li> <li>• The development of a People Strategy – where professionalism will be an integral part;</li> <li>• Work to develop Force transparency, including publishing more on the website; and</li> <li>• Continuing to take any allegation of officer/staff wrong-doing seriously.</li> </ul>
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How Surrey Police is working to reduce crimes of burglary, robbery and violence	Surrey Police	<p>The Force has provided details on performance and activity for this through the bi-monthly management meeting process, papers from which are published online. Compared to last year:-</p> <ul style="list-style-type: none"> <li>• Robbery has reduced by 3.5%</li> <li>• Burglary has reduced by 5.1%, influenced by the work done during our targeted burglary campaign - Operation Candlelight</li> <li>• Violence with injury has increased by 18.7%. The Force ran 'Operation Yuletide' over the festive period to tackle the seasonal increase in town centre violence and work is being driven through the Deputy Chief Constable's Crime Performance Board to tackle the increase. This figures includes domestic abuse, where increased reporting is encouraged.</li> </ul>
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	<p>The Force has provided details on activity for this through the bi-monthly management meeting process, papers from which are published online. As an example the Force took part in the Domestic Abuse Awareness week in October and was inspected by Her Majesty's Inspectorate of Constabulary (HMIC) on performance in relation to Domestic Abuse. The report is expected in March.</p>
The improvements being made in solving burglary, robbery, violence and sexual offences	Surrey Police	<p>The Force has provided details on performance and activity for this through the bi-monthly management meetings, papers from which are published online. Compared to last year:-</p> <ul style="list-style-type: none"> <li>• The burglary detection rate is 10.1% (down 6% points from last year) - this is partly due to the decision to discontinue the policy of 'multiple cautions' for burglary offences;</li> <li>• The robbery detection rate is 26.7% (down from 36.8% last year);</li> <li>• The violence detection rate is 37.8% (down from 44.8% last year);</li> <li>• The serious sexual offences detection rate is 35.4% (down from 41% last year).</li> </ul> <p>The Force is conscious of the drop in detection rates and is driving work to improve this through the Crime Performance Board, including the innovative use of 'logic trees'.</p>
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	<p>The Force provided a thorough update to the PCC on its work to understand the issue of drugs in schools at the December scrutiny meeting. Significant work has been carried out to better-understand the problem, through links with schools and young people, better education, and seeking the assistance of partner agencies.</p>

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	In the last quarter the PCC has agreed to 8 applications for grant funding. Many of these are aimed at reducing anti-social behaviour including: <ul style="list-style-type: none"> <li>• £8,000 for GASP – to purchase an additional vehicle for this project which provides education motor based activities for disengaged young people</li> <li>• £10,000 for HMP Send to deliver an intervention programme where a course is delivered by inmates to young women and girls at risk of entering the criminal justice system</li> </ul>
The support and mechanisms in place to stop people abusing drugs	Community Safety Partners	The Office of the PCC is working with the Surrey Substance misuse group on a new strategy for Surrey for the prevention of alcohol and substance misuse.
Actions to tackle alcohol misuse and alcohol fuelled violence and anti-social behaviour	Community Safety Partners	As above.
Conviction rates at court for people who commit serious crime and drug dealers	Community Safety Partners	The Office of the PCC is working with agencies in the Criminal Justice system to ensure that the victim is put at the heart of the system, including consideration of conviction rates.
<b>More Visible Street Policing</b>		
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	Independent research commissioned by the OPCC from Oxford Economics has now been completed and is being forwarded to the Home Office for their consideration.
Ensure Surrey Police and Criminal Justice partners take money and possessions away from criminals and direct this money into visible policing	PCC	The PCC reviews Surrey Police seizure of assets in his management meeting with the Chief Constable. Over £800,000 of assets have been seized this financial year to date. More detail can be found at: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/02_Update-on-Delivering-the-Peoples-Priorities-final.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/02_Update-on-Delivering-the-Peoples-Priorities-final.pdf</a>
Lead on collaboration with neighbouring forces to share as many police functions as possible and, in the future, consider amalgamation	PCC	The PCC's of Surrey and Sussex continue to work closely with the Chief Constables of those forces to jointly deliver services wherever possible to make savings and protect front-line policing.

Develop protocols between neighbouring police forces so that the nearest unit can respond to calls for help regardless of county borders	PCC	Surrey and Sussex are now delivering nearest unit response for major crime and firearms.
The plans for Surrey Police in terms of back office savings and collaboration with neighbouring forces and local authorities.	Surrey Police	<p>The Specialist Crime and Operations commands are operating successfully across Surrey and Sussex and the future high level operating models have been agreed for both business areas, which will deliver a minimum of 5% savings by the end of 2015/16. The business cases for Cyber Crime, Intelligence and Tasking, Public Protection, Operational Dogs, Gatwick Tactical Firearms Unit (TFU) and Search Management are being finalised.</p> <p>A programme of work has been established to develop and progress Support Services collaboration opportunities with Sussex, covering Human Resources (HR), Finance and Information and Communication Technology (ICT). A separate work stream will also consider opportunities within other corporate service functions.</p> <p>Work is underway to deliver a joint change delivery and business design function across Surrey and Sussex, which will be key to supporting the broader collaborative programme.</p> <p>Surrey and Sussex Police are continuing to explore collaborative opportunities with our Fire and Rescue partners and South East Coast Ambulance Service, with some quick-wins having already been identified as well as some longer term opportunities. This programme has been awarded funding support from the Police Innovation Fund.</p>
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	A number of reviews are currently being undertaken and implemented across the force which are intended to better match our resources to demand and deliver a more cost-effective and efficient service to the Surrey public. These are reported on formally through the management meeting process, including associated savings and potential savings.

The number and powers of PCSOs (Police Community Support Officers) and how they are used to support this plan	Surrey Police	This was specifically reported on at the September management meeting; the force establishment for PCSOs is 222 full time equivalent (FTE) posts, and there are currently 191.6 FTE posts which are filled. The Force Chief Officer Group reviewed the PCSO powers in September 2011 which resulted in 2 additional discretionary powers being included. The full list of Surrey Police PCSO powers is shown in appendix A of the September 'People's Priorities' document.
How Surrey Police is making best use of the Special Constabulary and other volunteer groups	Surrey Police	The Force has provided details on performance and activity for this through the bi-monthly management meetings, papers from which are published online There are currently 207 officers in the Special Constabulary, 171 of whom are operational at present. 68% of Special Constables in Surrey have their independent patrol status and can thus carry out patrols unaccompanied by another officer. This is the highest percentage regionally.
<b>Put Victims at the Centre of the Criminal Justice System</b>		
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	The PCC has published a link to the new Victims' Code on his website: <a href="http://www.surrey-pcc.gov.uk/2013/12/code-of-practice-on-victims-of-crime/">http://www.surrey-pcc.gov.uk/2013/12/code-of-practice-on-victims-of-crime/</a>
Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and anti-social behaviour	PCC	The PCC recently requested a paper from Surrey Police on how they were implementing the new Victims' Code. This paper can be viewed at: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/04_New-Victim-Code-final.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/04_New-Victim-Code-final.pdf</a>
Review the community safety funding and grants given to partners who support victims to ensure value for money is achieved	PCC	The OPCC is currently reviewing grants given to support victims as part of a wider project on victims' commissioning. In the last quarter the PCC has given a grant of £6290 to the Surrey Rape and Sexual Abuse Support Centre (RASASC) to raise awareness and educate on the issues of sexual abuse.

Ensure that we look after those people most vulnerable in our society	PCC	At the January Management meeting where the PCC scrutinises Surrey Police performance the PCC requested and received a paper from Surrey Police on what they are doing to protect vulnerable people. This paper can be viewed at: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/Protecting-vulnerable-people-final1.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/Protecting-vulnerable-people-final1.pdf</a>
Work with partners to ensure that those with mental health issues receive appropriate care and protection	PCC	The above paper also included the protection of people with mental health issues.
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	This is monitored regularly in the management meetings the PCC holds with the Chief Constable. These meetings are webcast or the performance report can be read at: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/02_Update-on-Delivering-the-Peoples-Priorities-final.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/02_Update-on-Delivering-the-Peoples-Priorities-final.pdf</a> See page 6 for call handling performance.
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	The Force strives to provide excellent victim care. Activity and performance is described in the published documents for the management meetings. Locally FYtD victim satisfaction is 86.5%, an increase of 1.4% points over the same point last year. The new Victims' Code was implemented in December and the Force reported to the PCC specifically on this in January.
How Surrey Police is treating victims of anti-social behaviour and how it is improving treatment and actions taken	Surrey Police	As reported through the management meetings, Surrey Police seeks to provide excellent care to ASB victims; performance is strong, being 80.7%, which is an increase of 1.3% points since last year. The Surrey Community Safety Partnership Board, of which Surrey Police is a member, has recently agreed a new ASB strategy for Surrey to increase joined up problem solving with our colleagues, and Surrey Police also chairs the new County ASB Steering Group to ensure the strategy is put into practice.
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	The PCC has meet with CJS partners to discuss performance and improvements that can be made.



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	The OPCC is currently reviewing funding provided to victim support organisations as part of the wider project on commissioning of victims' services.
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	The PCC has provided funding to support vulnerable people including domestic violence support funding, funding for the support of victims of sexual offences. He has also been active in commenting the treatment of people with mental health issues.
<b>Give You the Opportunity to have a Greater Say in how Your Streets are Policed</b>		
Make sure that Surrey Police provides opportunities for everyone to engage about their issues at a neighbourhood level	PCC	The OPCC has asked Surrey Police to make sure that all local areas have engagement opportunities. Local policing boards have been put in place by Surrey Police alongside facebook boards and local surgeries.
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	Since the last report, the PCC has held a further three crime summits – in Epsom and Ewell, Guildford and Tandridge. These events were all well attended and the OPCC will have run events in all 11 borough/ districts by the end of March 2014.
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	Local Policing Boards are now in place across Surrey – see the link below.
Publicise the dates and venues for the Summits and Local Policing Board meetings	PCC	The Summits are all publicised on the PCCs website, twitter account and through PCC and partner contact databases. The Local Policing Boards are publicised locally and on the Surrey Police website: <a href="http://www.surrey.police.uk">www.surrey.police.uk</a>
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 recently carried out a public consultation exercise on his budget proposals publicised on his website, through local media and through local businesses.
Work with the media to ensure I am visible and available to the public and can make their interests heard	PCC	The PCC continues to be active in local and national media.

Ensure everyone has the opportunity to engage by having a wide range of means of contact and engagement	PCC	In addition to the Policing Boards and Summits, the PCC, his Deputy and Assistants attend a large number of community meetings. The Office of the PCC also responds to e-mails and letters from residents and consults via the PCCs website.
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	The Office of the PCC remains active on twitter and plans to develop a facebook page early in 2014/15.
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	The PCC has been active nationally in raising issues of police funding, police officer morale and is on the national working group for victim's commissioning.
Work with the Police & Crime Panel to make best use of its knowledge and expertise on local level issues	PCC	The PCC attends all Police and Crime Panel meetings, including during the last quarter a workshop with the panel to discuss topics such as collaboration and strategic change in greater detail.
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	Progress has been reported through the management meetings and related documents; each borough and district has set up Local Policing Boards which are now advertised on the Surrey Police website. innovative approaches have been used, e.g. Facebook sessions attracting over 1000 participants. Likewise the force contributes to the PCC's Local Policing Summits. The key issues from each board are sent direct to the OPCC for information.
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	Issues and action plans have been identified through the Local Policing Summits, as collated through the PCC's office. The Local Policing Boards have raised local issues, of a similar theme to panel meetings (e.g. speeding, parking and ASB), and resolution of these many issues forms part of daily business for the relevant Neighbourhood teams. The teams work regularly with partners, including through Joint Action Groups and Community Incident Action Groups. Examples of partnership-working have been included in reports for the management meetings.
<b>Protect Your Local Policing</b>		
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	This review has now concluded and the results can be read at the following link: <a href="http://www.surrey-pcc.gov.uk/2013/10/surrey-police-and-crime-commissioner-concludes-estates-review/">http://www.surrey-pcc.gov.uk/2013/10/surrey-police-and-crime-commissioner-concludes-estates-review/</a>

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 continues to be an active and vocal member 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	The PCC and staff have attended national seminars and training on national bodies. The PCC is part of the regional crime oversight board. Management meeting papers are received which update on Surrey Police's input into national policing requirements.
Seek to reduce the bureaucratic burden on policing by tackling policies which inhibit us unnecessarily	PCC	The PCC aims to reduce bureaucracy wherever possible and aims not to put additional burdens on Surrey Police including getting rid of targets.
Ensure that the media has a balanced picture of policing activity in Surrey: we will be transparent	PCC	The PCC and his office are active in getting articles in local and national media including newspaper, radio and twitter to get a balanced picture of policing.
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	The PCC continues to speak to MPS and government about funding for Surrey Police and about 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	The PCC is active about speaking up for police officers in media and social media.
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 plans for stage 2 transfer in Surrey have been agreed by the Home Secretary and the full scheme will be drafted to go to the Home Office in March.

Oppose plans for direct entry into the police service at Superintendent rank.	PCC	The PCC has nationally opposed direct entry and taken every opportunity to raise this as an issue with government and press.
What Surrey Police is doing with regard to pay and conditions for officers and staff following Government announcements on pay	Surrey Police	The Force continues to work closely with the Police Federation and UNISON, acting in line with new laws, and terms and conditions, and ensuring changes are communicated and implemented sensitively and without bureaucracy. Full details about the various aspects are included in the PCC management meeting documents. One area of note is that Surrey Police has now concluded its pay negotiations with UNISON and a 2% pay increase across all graded pay points will be introduced in April 2014.
What the latest staff survey results are saying and how staff are viewing leadership	Surrey Police	Staff survey data is published separately. In the midst of budget cuts and much organisational change, the force has seen a drop in scores for the staff survey, and has COG-led plans in response to this. Of note, the recent introduction of divisions on 1 <sup>st</sup> October has already had an impact in putting visible senior leaders back with their teams.
Ensuring previous skills and training are utilised when officers transfer from other forces	Surrey Police	The Force continues to recognise national qualifications and ensures bureaucracy is minimised when quality assuring 'local' skills from elsewhere. This has been described through the management meeting structure.
<b>I will be Uncompromising in the Standards you Expect from Your Police</b>		
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	The Assistant PCC for Victims, Jane Anderson, continues her work to meet victims and feed back to Surrey Police. That has included recent qualitative research with victims of domestic violence.
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	The Independent Custody Visiting Scheme continues to run well, with a recent recruitment exercise for new volunteers and training days for volunteers.
Work with the Independent Advisory Group (IAG) and to hear views from minority groups about what they expect from policing	PCC	The PCC, his Assistant PCC for equalities and support offices continue to meet regularly with the IAG and other groups to understand the views from diverse communities in Surrey.
Ensure that Surrey Police has the highest standards through monitoring customer service and complaints	PCC	The PCC's office regularly monitors complaints trends and in the last quarter have carried out dip-sampling of complaints files.

Consider where I can introduce mystery shoppers to provide a check on standards of Surrey Police care for victims and customers	PCC	Complete – considered and not felt to be practical.
Lead by example and give visible leadership for Surrey Police and expect those in leadership roles to do the same	PCC	The PCC, Deputy PCC and Assistant PCCs continue to meet with Surrey Police leaders and show leadership to staff.
Monitor Surrey Police performance in investigating crime to make sure that the best results are achieved	PCC	The PCC monitors Surrey Police performance in investigating crime in the management meetings, the attached report provides more details: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/02_Update-on-Delivering-the-Peoples-Priorities-final.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2014/01/02_Update-on-Delivering-the-Peoples-Priorities-final.pdf</a>
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	The relevant activity (for example, the new uniform standards) is included as part of the management meeting documents and reported on at the public meetings with the PCC. Professionalism is a key strand of the refreshed People Strategy Board, to be chaired by the DCC.
How many complaints have been received, what the themes of these are and whether complaints are being well managed within required timescales	Surrey Police	Overall details and numbers of complaints are published in the management meeting documents, which are published on-line. For the most recent quarter, the two highest categories are ‘Other Neglect or Failure in Duty’ and ‘Incivility, Impoliteness and Intolerance’. The former has seen a decrease of 16% (-23 allegations), whilst the latter has seen an increase of 14% (+7 allegations). This is now being considered by the DCC and will form part of the professionalism action plan and be subject to actions under the professionalism agenda.
Examples of letters of satisfaction received and the issues to which they relate	Surrey Police	Examples of such letters are published in the management meeting documents. Numerous themes are included, for example dealing with dangerous dogs, dealing with sudden deaths, providing mutual aid to other Police forces, assistance at road traffic collisions, resolving neighbourhood disputes and the support given to victims of burglary.

How staff are being managed to ensure high standards and good service delivery, including vacancy rates, sickness rates and staff survey results	Surrey Police	This is a wide area; related performance and activity within the Force is included in the management meeting documents. As an example, sickness levels are positive; the percentage of working hours lost due to police officer sickness over a rolling 12 month period has remained low at 2.6%. The Force figure equates to an average of 6.7 days per officer.
<b>Holding the Chief Constable to Account</b>		
Webcast management meetings holding the Chief Constable to account	PCC	Management meetings are webcast whenever technology allows and can be viewed on the PCCs website.
<b>Finance and Resources</b>		
Surrey Police budget and spend	Surrey Police	The PCC's Treasurer regular monitors spend against the Surrey Police budget. The budget proposals for 2014/15 will be submitted to the Police and Crime Panel in February for consideration. Latest financial information can be viewed at. <a href="http://www.surrey-pcc.gov.uk/our-work/surrey-police-finances/">http://www.surrey-pcc.gov.uk/our-work/surrey-police-finances/</a>
PCC budget and spend	PCC	This is a detailed area which is specifically covered through reports to the PCC from the Force, in the bi-monthly management meeting process. As discussed at the January Management Meeting the Force is in a position to meet the budget gap for FY 2014/15 through the proposed increase in precept.
<b>Crime and Disorder Reduction Funding</b>		
Allocated funding	PCC	Grant funding is all published on the PCC's website: <a href="http://www.surrey-pcc.gov.uk/2013/12/decision-log-0412013-community-safety-fund-october-to-december-2013-applications/">http://www.surrey-pcc.gov.uk/2013/12/decision-log-0412013-community-safety-fund-october-to-december-2013-applications/</a>

# Surrey PCC Public Priorities Scorecard

Performance at the end of January 2014

Zero tolerance	
Crime Reduction	
Robbery	
Domestic burglary	
Vehicle crime (excluding interference)	
Violence with injury	
Serious sexual	
Total Offences	

FYtD January 2014	FYtD January 2013	Change	FYtD %age Change	EOY 2012/2013
191	202	-11	-5.4%	248
2666	2847	-181	-6.4%	3400
3401	4106	-705	-17.2%	4878
2869	2393	476	19.9%	2867
440	331	109	32.9%	419
41014	44418	-3404	-7.7%	52731

Outcome of Detection and Resolution rate	
Robbery	
Domestic burglary	
Vehicle crime (excluding interference)	
Violence with injury	
Serious sexual	
Total offences	

FYtD January 2014	FYtD January 2013	%point Change	FYtD %age Change	EOY 2012/2013
23.0%	37.6%	-14.6%	-38.8%	35.1%
9.3%	15.0%	-5.6%	-37.6%	13.8%
6.7%	11.3%	-4.6%	-40.8%	10.2%
34.1%	45.9%	-11.8%	-25.6%	45.4%
29.8%	41.7%	-11.9%	-28.6%	42.5%
17.0%	22.3%	-5.2%	-23.5%	30.5%

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

FYtD January 2014	FYtD January 2013	Change	FYtD %age Change	EOY 2012/2013
438	566	-128	-22.6%	697
238	283	-45	-15.9%	360
200	283	-83	-29.3%	337

Confidence	
Police/ councils deal with local ASB and crime issues	
Confidence in Surrey police	

Rolling Year Sep 2013	Rolling Year Sep 2012	%point Change	Rolling Year %age Change	EOY 2011/2012
71.3%	69.7%	+1.6%	2.3%	69.7%
85.8%	84.1%	+1.7%	2.0%	84.1%

Visible policing	
Assets recovered from criminals	
% people seeing patrol at least monthly	

FYtD Dec 2013	FYtD Dec 2012	Change	FYtD %age Change	EOY 2012/2013
£883,870	£671,284	£212,586	31.7%	£3.127m
59.1%	57.1%	2.0%	3.5%	

Victims	
Overall crime victim satisfaction	
ASB victim satisfaction	
% 999 calls answered within 10 seconds	
% non-emergency calls answered within 60 seconds	
% grade 1 incidents attended in 15 mins	
% grade 2 incidents attended in 60 mins	

FYtD January 2014	FYtD January 2013	%point Change	Rolling Year %age Change	EOY 2012/2013
86.1%	83.6%	2.5%	3.0%	85.8%
80.5%	79.5%	1.0%	1.3%	79.8%
93.2%	93.3%	-0.1%	-0.1%	93.4%
71.4%	76.1%	-4.7%	-6.2%	75.6%
82.3%	82.8%	-0.5%	-0.6%	82.9%
83.9%	87.9%	-4.0%	-4.6%	87.8%

Greater say	
No. borough/ districts with Local Policing Boards set up	

FYtD January 2014	FYtD January 2013			EOY 2012/2013
11	n/a			0

Standards	
Staff Survey	
Police Officer sickness (rolling 12 months)	
Police staff sickness (rolling 12 months)	

Dec-13				
2.6%				
2.6%				

FYtD = Financial Year to Date (April to date shown)  
EOY = End of year

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**SURREY POLICE AND CRIME PANEL****Surrey Police Financial Report****29<sup>th</sup> April 2014**

6

**Summary:**

I am pleased to be able to report, that despite Surrey Police Force having to absorb inflationary increases and having a gross revenue budget that is £1.1 million lower than that set in the previous year, based on the third quarter figures the current financial forecast is for a slight underspend to be achieved at the year end.

To answer some of the concerns that the Panel have expressed previously regarding the financial information that I have supplied, I thought it would be useful for me to highlight those figures that I think the Panel will be most interested in examining.

The actual revenue expenditure to date of £155.846 million, is shown in Appendix A, split down by business unit and compared with the approved budget of £156.181 million, giving rise to an underspend of £335,000.

Appendix A also shows the current projection of expenditure to the year-end of £207.491 million, compared with an annual budget of £207.674 million which gives rise to a projected year-end forecast underspend of £183,000.

Our reserves position remains healthy, as demonstrated by the table in Appendix A, which shows both our specific reserves and our general reserve. Members of the Panel will note, that despite the financial pressures that the Force is dealing with, the balance on our General Reserve of £10.832 million shows an increase of £1.493 million over the course of this financial year. It should be noted that it is against the General Reserve that we will be charging the net cost of the additional expenditure incurred in financing Operation Franklin, which covers the additional police support that was given to flood areas affected by the winter storms, should the Government not meet in full the claim for reimbursement that we will be submitting to the Home Office. At the present time it is estimated that in excess of £600,000 has been spent on this operation.

Our summary capital expenditure and capital financing position is shown in Appendix A, with a more detailed breakdown over individual capital schemes being shown in Appendix B. The total capital budget for this year is £17.367 million and the current full year forecast expenditure is £17.383 million although some slippage in the programme is likely to be incurred before the year end.

In terms of the expected ups and downs that will be incurred across a total budget as large as that of Surrey Police the main individual variations against individual budget areas are:

North Division which is forecast to be underspent against its budget by £381,000 by the year end due primarily to an underspend on staff salaries and overtime.

East Division, which has a year-end forecast overspend of £706,000, because the number of officers within Investigations is higher than the budget allows.

West Division which has been experiencing reduced officer overtime and vacant PCSO posts giving rise to a year-end forecast of an underspend of £220,000.

ACPO budget, which is managed by the Deputy Chief Constable and is forecast to be overspent by £939,000 at the year-end, due primarily to the costs incurred in terminating the Siren case and custody IT system and replacing it with the Niche system which has now gone live.

In considering these variances, I would draw the attention of the Panel to the fact that the restructure of the Force, from a functional to a geographic model is only just being completed, so that individual business unit budgets may alter before the year end, which will smooth out some of the over and under spends that have been highlighted in this report.

The Panel have previously asked for details of the Force's Efficiency Plan, which is designed to offset the continuing loss of Government funding and Appendix C sets out the latest position regarding the Efficiency Plan.

Overall the 2013/14 financial position of Surrey Police looks sound, with adequate reserves having been put aside, the capital programme under control and the revenue budget heading for a small overspend, notwithstanding the financial pressures and reduced income that Surrey Police has had to contend with during a continuing period of financial austerity. I hope therefore that the Police & Crime Panel on reviewing my report will feel reassured that the financial plan that I outlined to you in February of last year remains very firmly on track and that the resources I gave to the Chief Constable at the beginning of the financial year remain well managed.

Kevin Hurley Surrey Police & Crime Commissioner

**LEAD OFFICER:** Ian Perkin

**TELEPHONE** 01483 638724  
**NUMBER:**

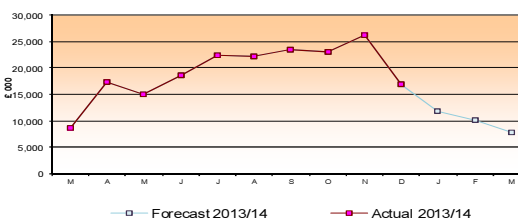
**E-MAIL:** Perkin11584@surrey.pnn.police.uk

**FINANCIAL OVERVIEW AS AT DEC 2013**

INCOME AND EXPENDITURE						
BUSINESS UNIT VARIANCES						
	YEAR TO DATE			YEAR		
	ACT	BUD	VAR	BUD	F/C	VAR
	£ 000	£ 000	£ 000	£ 000	£ 000	£ 000
North Division	16,940	17,212	272	23,042	22,661	381
East Division	17,202	17,015	(187)	22,155	22,861	(706)
West Division	22,903	23,000	98	30,229	30,011	218
Operations	12,847	11,942	(905)	15,975	16,195	(220)
Specialist Crime	36,330	37,694	1,364	50,027	48,679	1,348
<b>Sub Total</b>	<b>106,222</b>	<b>106,864</b>	<b>642</b>	<b>141,428</b>	<b>140,406</b>	<b>1,022</b>
A/CPD	2,908	2,146	(762)	2,857	3,797	(939)
PSD	1,678	1,773	95	2,364	2,286	78
Strategic Planning	110	122	12	162	148	15
Diversity	134	161	27	214	199	15
Service Quality	1,475	1,606	130	2,123	1,966	157
Force Improvement	1,071	403	(668)	616	703	(87)
<b>Sub Total</b>	<b>7,377</b>	<b>6,210</b>	<b>(1,167)</b>	<b>8,338</b>	<b>9,098</b>	<b>(761)</b>
Contact & Deployment	10,971	10,622	(348)	14,144	14,620	(476)
Central Neighbourhoods	1,509	551	(958)	1,851	2,066	(216)
<b>Sub Total</b>	<b>12,479</b>	<b>11,173</b>	<b>(1,307)</b>	<b>15,995</b>	<b>16,686</b>	<b>(692)</b>
SBS	1,540	1,615	75	2,140	2,038	102
ICT	7,874	8,251	377	11,178	11,001	176
F & S	9,969	9,888	(81)	12,486	12,447	39
HR/Fed	7,760	8,252	492	11,002	10,538	464
<b>Sub Total</b>	<b>27,143</b>	<b>28,005</b>	<b>862</b>	<b>36,806</b>	<b>36,024</b>	<b>781</b>
Corporate/Suspense	1,930	2,479	548	3,168	3,481	(313)
PCC	694	1,450	755	1,940	1,796	144
<b>Sub Total</b>	<b>2,625</b>	<b>3,928</b>	<b>1,304</b>	<b>5,108</b>	<b>5,277</b>	<b>(169)</b>
<b>TOTAL</b>	<b>155,846</b>	<b>156,181</b>	<b>335</b>	<b>207,674</b>	<b>207,491</b>	<b>183</b>

BALANCE SHEET			
BALANCES			
	31/03/13	31/12/13	VAR
	£ 000	£ 000	£ 000
Police Staff Pension Reserve	2,080	2,080	0
Insurance Reserve	2,832	2,392	(440)
Ill Health Reserve	1,648	1,669	21
Healthcare Reserve	290	290	0
OPR Reserve	460	398	(62)
Employee Retention Reserve	900	900	0
General Balances	9,340	10,832	1,493
<b>TOTAL</b>	<b>17,550</b>	<b>18,561</b>	<b>1,012</b>

CASH FLOW			
Cash Headroom (Month End Balances)			
			

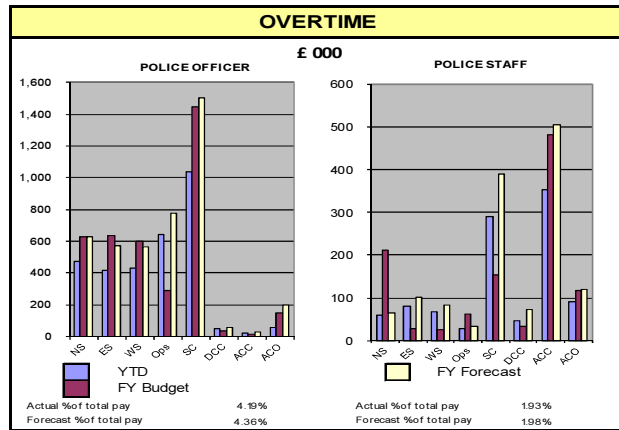
CAPITAL EXPENDITURE	
Approved 13/14 Capital Budget	£ 000
Projects carried forward	10,720
<b>Total</b>	<b>6,647</b>
<b>Total</b>	<b>17,367</b>
Spend to date	9,970
Ordered	2,225
Un committed	5,266
Revenue funded	(94)
<b>Total</b>	<b>17,367</b>

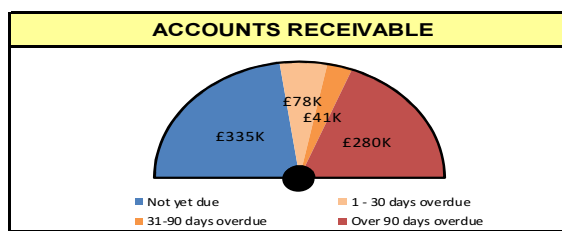
Financing	
Grant	1,416
Other funding	0
Receipts	22,007
Underspend	3,200
Borrowing	(9,255)
<b>Total</b>	<b>17,367</b>

MRP	
11/12	357
12/13	719
13/14	706
14/15	693



ACCOUNTS PAYABLE					
	0 - 30 days	31 - 60 days	61 - 120 days	Over 120 days	Total
Amount Due	£ 000 243.3	109.3	13.9	11.4	377.9
% of Total Amount	64.4%	28.9%	3.7%	3.0%	100.0%
No of Invoices	110	61	41	214	426
% of Total Amount	25.8%	14.3%	9.6%	50.2%	100.0%



COST TYPE VARIANCES						
	YEAR TO DATE			YEAR		
	ACT	BUD	VAR	BUD	F/C	VAR
	£ 000	£ 000	£ 000	£ 000	£ 000	£ 000
Police Payroll	73,774	74,060	286	98,762	98,242	520
Unsocial Hours	853	945	92	1,260	1,167	92
Police Overtime	3,127	2,768	(360)	3,805	4,332	(527)
Staff Payroll	52,443	52,795	352	70,503	69,357	1,145
Staff Overtime	1,014	836	(178)	1,114	1,370	(256)
Agency	925	249	(675)	349	1,270	(921)
Other Payroll Costs	3,445	3,126	(319)	4,154	4,537	(384)
<b>Sub Total</b>	<b>135,581</b>	<b>134,778</b>	<b>(802)</b>	<b>179,946</b>	<b>180,276</b>	<b>(331)</b>
Premises	6,770	6,452	(318)	7,893	7,945	(51)
Supplies & Services	18,245	18,245	(1)	24,876	25,831	(955)
Transport	3,796	3,679	(117)	4,900	5,224	(324)
Financing	466	617	151	755	670	85
<b>Sub Total</b>	<b>29,277</b>	<b>28,993</b>	<b>(284)</b>	<b>38,424</b>	<b>39,669</b>	<b>(1,245)</b>
Income	(6,490)	(5,948)	542	(8,593)	(9,255)	662
Grants	(2,521)	(1,642)	879	(2,103)	(3,199)	1,097
<b>Sub Total</b>	<b>(9,012)</b>	<b>(7,590)</b>	<b>1,421</b>	<b>(10,695)</b>	<b>(12,454)</b>	<b>1,758</b>
<b>TOTAL</b>	<b>155,846</b>	<b>156,181</b>	<b>335</b>	<b>207,674</b>	<b>207,491</b>	<b>183</b>

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APPENDIX C SCB Five Year Savings Plan

Dec-13		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	5 Year Forecast
PROJECT	Vire	Full Year £000s	Full Year £000s	Full Year £000s	Full Year £000s	Full Year £000s	Full Year £000s	Full Year £000s	Full Year £000s
<b>Closed Projects</b>									
SSD Main Review	Y	0	82	82	4	0	0	0	86
Crime Management Review	-	0	0	0	17	32	0	0	49
Estate Management	-	61	61	0	43	21	0	0	125
Corporate Communications 2011	-	70	70	0	15	0	0	0	85
Senior Police Staff Leadership Review	Y	25	25	0	0	0	0	0	25
Health and Safety Review	Y	30	30	0	0	0	0	0	30
Diversity Review	-	1	0	-1	0	0	0	0	0
Secretariat Review	-	41	41	0	11	0	0	0	52
ICT OSR review	-	57	57	0	55	0	0	0	112
Enterprise Programme - CMU	-	9	9	0	18	21	43	0	91
Functional Command Savings - Vehicle Reco	-	-15	-15	0	15	0	0	0	0
Functional Command Savings - Offender Management	Y	16	16	0	5	0	0	0	21
Functional Command Savings - Switchboard	Y	25	25	0	0	0	0	0	25
Service Quality Review Phase 3	Y	19	-29	-48	0	0	0	0	-29
SBSC Structural & Skills Review	-	0	32	32	21	1	3	0	57
Functional Command - Force Control Room	Y	191	240	49	43	0	0	0	283
Joint Procurement	-	16	47	31	21	1	0	0	69
Specials Review	-	0	-12	-12	11	0	0	0	-1
Secretariat 2013	-	0	1	1	1	0	0	0	2
<b>Closed Projects Total</b>		<b>546</b>	<b>680</b>	<b>134</b>	<b>280</b>	<b>76</b>	<b>46</b>	<b>0</b>	<b>1,082</b>

<b>Operational Performance</b>									
Divisional Implementation 2013	-	0	-225	-225	0	0	0	0	-225
Proactive Review	-	0	0	0	2,444	0	45	0	2,489
Proactive Reinvestment	-	0	0	0	-2,410	0	0	0	-2,410
COG Initiative - Neighbourhood Review	-	0	0	0	1,261	1,742	0	0	3,003
Neighbourhood Reinvestment	-	0	0	0	-897	-897	0	0	-1,794
COG Initiative - Custody	-	0	352	352	610	0	0	14	976
COG Initiative - CID Project 2013	-	0	-328	-328	2,438	39	431	0	2,580
<b>Operational Policing Total</b>		<b>0</b>	<b>-201</b>	<b>-201</b>	<b>3,446</b>	<b>884</b>	<b>476</b>	<b>14</b>	<b>4,619</b>

<b>Police Collaboration</b>									
Bilateral Collaboration Programme	-	0	0	0	45	0	0	0	45
Major Crime	-	386	0	-386	0	0	0	0	0
Tactical Firearms	-	132	0	-132	0	0	0	0	0
Forensics Investigation	Y	487	588	101	0	0	0	0	588
Joint Transport Service	-	44	-40	-84	149	45	6	0	160
Joint Insurance	-	16	16	0	14	0	0	0	30
Joint Procurement Contract Saves	-	0	19	19	485	0	0	0	504
National Collaboration Air Support	Y	200	200	0	0	0	0	0	200
Contact - Surrey	-	0	-72	-72	48	497	13	72	558
<b>Police Collaboration Total</b>		<b>1,265</b>	<b>711</b>	<b>-554</b>	<b>741</b>	<b>542</b>	<b>19</b>	<b>72</b>	<b>2,085</b>

<b>Continuous Improvement</b>									
<b>Estates Reconfiguration: Services Facilities &amp; Co-location</b>	-	0	0	0	0	0	0	0	0
Estates Reconfiguration: <b>Red</b>	-	20	0	-20	31	206	18	0	255
Estates Reconfiguration: <b>Amber</b>	-	386	130	-256	349	184	-18	18	663
Estates Reconfiguration: <b>Green</b>	-	319	545	226	15	-17	-42	-18	483
Salfords	-	0	0	0	0	0	0	0	0
ACO 10 percent non staff saves	Y	342	342	0	177	0	0	0	519
ACC 10 percent non staff saves	Y	317	317	0	211	0	0	0	528
DCC 10 percent non staff saves	Y	46	46	0	20	0	0	0	66
Support Services Continuous Improvement Programme	Y	115	136	21	2	0	0	0	138
Non staff costs - Overtime	Y	297	297	0	0	0	0	0	297
Learning and Development Review	-	0	298	298	677	0	36	0	1,011
HR Savings Plan (incl Occupational Health Savings)	-	0	251	251	83	178	15	0	527
Finance Savings Plan	-	0	0	0	157	139	0	0	296
ICT Savings Plan	-	0	0	0	671	0	0	0	671
Corporate Comms Saving Plan	-	0	0	0	81	0	0	0	81
Non staff costs - Officer Allowances	-	30	30	0	0	0	0	0	30
<b>Continuous Improvement Total</b>		<b>1,872</b>	<b>2,392</b>	<b>520</b>	<b>2,474</b>	<b>690</b>	<b>9</b>	<b>0</b>	<b>5,565</b>
<b>Total Savings</b>		<b>3,683</b>	<b>3,582</b>	<b>-101</b>	<b>6,941</b>	<b>2,192</b>	<b>550</b>	<b>86</b>	<b>13,351</b>

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## SURREY POLICE AND CRIME PANEL

### Report on the Budget for the Office of the Police and Crime Commissioner 29<sup>th</sup> April 2014

6

#### Summary:

The total 2013/14 budget for my office amounts to £1,940,350. Up to the end of December the amount spent, as shown in Appendix A, amounted to £1,114,720.

Since my last finance report to the Panel I have received a grant from the Ministry of Justice in respect of setting up arrangements for providing Victim Support Services across the County, which will commence in October 2014. I shall only spend a small amount of that funding (£28,289) before the 31<sup>st</sup> March 2014, as the bulk of the money will need to be spent in the 2014/15 financial year, when my office will be putting the new Victim Support Services commissioning arrangements in place. The Ministry of Justice has agreed that the unspent portion of the grant in this year can be carried over at the end of the financial year to fund this expenditure and I have reflected this arrangement in the Year-end financial forecast shown in Appendix E.

As you will see from Appendix A, most areas of activity under my direct control have been prudently managed and my Chief Finance Officer is projecting that at the end of the financial year I shall have achieved an under spending of about £90,000 against my approved budget. I shall be reviewing the assumptions on which this forecast is based and if I think there are any areas of activity where it would be sensible and prudent to incur further expenditure before the year end, this year-end forecast maybe reduced. However, it is clear even with any additional spending the total budget for my office will not be underspent at the year end.

I have pointed out to members of the Panel that expenditure on the Assistant Police & Crime Commissioner is above the level that was anticipated when the original budget was set, but members of the panel will recall that I previously reported to them why I had made the decision to expand resources in this area and I believe that the performance of the individual I appointed has more than justified the additional expenditure incurred, which will of course continue to the end of this year and has been included in my office budget for 2014/15 which I presented to you at your February meeting. In any event the additional expenditure incurred has been more than compensated for by the prudent management I have applied to the other budgets under my control.

I am pleased to be able to report to Panel members that both the Community Safety Grant budget and my own PCC Grant Budget are now fully committed and all the budget will be spent by the year-end. Indeed in light of the level of underspend I have been able to achieve in other areas, I have been able to provide a small level of additional community funding and my own grant budget I forecast will be overspent by £11,000 at the year-end.

I would submit to the Panel that the figures in this report demonstrate that I have not been profligate with the Surrey public's money, but have made considered additional

financial commitments where I think they have been justified and good budgetary management has provided the funding and looking ahead to the end of the year can give assurance to the Panel that the budget for my office will be underspent.

**LEAD OFFICER:** Ian Perkin

**TELEPHONE  
NUMBER:** 01483 638724

**E-MAIL:** [ian.perkin@surrey.pnn.police.uk](mailto:ian.perkin@surrey.pnn.police.uk)

Month YTD	Dec-13			
	F/Y Budget	Actual Spend to date	% Spend against Budget	Full Year Forecast
<b>Police &amp; Crime Commissioner</b>				
Salary	70,000	52500	75%	70028
Civilian Overtime	0	0		0
NI - Actual	7,700	5583	73%	7440
Superann - Civilian Workers	8,500	6300	74%	8400
Conferences	2,500	504	20%	1004
Mobile Telephones	0	117		117
Travel & Subsistance	9,000	3198	36%	3827
Training Expenditure - Local	1,000	0	0%	0
	<b>98,700</b>	<b>68202</b>	<b>69%</b>	<b>90816</b>
<b>Deputy Police &amp; Crime Commissioner</b>				
Salary	50,000	40000	80%	53750
NI - Actual	5,500	3860	70%	5204
Superann - Civilian Workers	6,100	4800	79%	6450
Conferences	2,500	0	0%	0
Mobile Telephones	0	71		71
Travel & Subsistance	8,000	1200	15%	1783
Training Expenditure - Local	1,000	0	0%	0
	<b>73,100</b>	<b>49931</b>	<b>68%</b>	<b>67258</b>
<b>Assistant Police and Crime Commissioners</b>				
Allowance	15,000	13127	88%	17922
NI - Actual		675		900
Superann - Civilian Workers		1350		1800
Conferences		0		0
Mobile Telephones		0		230
Travel & Subsistance		476		790
Training Expenditure - Local		0		0
	<b>15,000</b>	<b>15627</b>	<b>104%</b>	<b>21642</b>
<b>Staff</b>				
Salary	440,540	327057	74%	491380
NI - Actual	40,080	28753	72%	43296
Superann - Civilian Workers	44,700	36006	81%	55044
Travel & Subsistance	19,200	4345	23%	7713
Conferences	7,500	1131	15%	1422
Training Expenditure	5,500	555	10%	1145
	<b>557,520</b>	<b>397848</b>	<b>71%</b>	<b>600001</b>
<b>PCC Roles</b>				
Communications	59,500	5702	10%	16377
Consultation	55,000	21579	39%	37050
Community Safety Fund	659,000	340703	52%	659000
PCC Grant	50,000		0%	61000
Independent Custody Visitors	10,000	2867	29%	7582
Consultants	45,000	41463	92%	49138
Victim Support	0	0		28289
ACPO Recruitment	15,000	0	0%	0
Hire of Rooms & Halls	6,500	1113	17%	2466
Legal Fees	50,000	2206	4%	3084
	<b>950,000</b>	<b>415633</b>	<b>44%</b>	<b>863986</b>
<b>Memberships</b>				
Association of Police & Crime Commissioners	30,000	30000	100%	30000
Other	3,200	3200	100%	3200
	<b>33,200</b>	<b>33200</b>	<b>100%</b>	<b>33200</b>
<b>Office Running Costs</b>				
Rents	27,000	20250	75%	27000
Rates	4,600	3447	75%	4596
Gas	1,030	774	75%	1032
Electricity	1,100	828	75%	1104
Water & Sewerage Services	200	153	77%	204
Property maintenance	4,200	3150	75%	7720
Premises Cleaning & Materials	1,700	1278	75%	1704
Advertising	12,000	0	0%	0
Adaptations/Improvements & Redecorations	3,000	2250	75%	4065
Furniture, Equipment & Repair	3,700	2697	73%	5697
Photocopying	14,000	52	0%	4252
Postages	2,000	607	30%	931
Printing	3,000	557	19%	1800
Stationery	2,000	1572	79%	1704
Books, Maps & Reading Material	1,000	128	13%	207
Staff Advertising	12,000	0	0%	3000
Mobile Telephones	3,500	251	7%	251
Catering	2,000	716	36%	902
Computer Equipment, Software & Consumables	9,300	1563	17%	6000
Independent Member Attendance Allow.	0	3031		3031
	<b>107,330</b>	<b>40273</b>	<b>38%</b>	<b>72169</b>
<b>Audit Costs</b>				
Internal Audit	37,000	10590	29%	37000
External Audit	60,000	82274	137%	82274
Independent Audit Committee	8,500	1141	13%	8000
	<b>105,500</b>	<b>94006</b>	<b>89%</b>	<b>127274</b>
<b>Grants</b>				
Home Office - Victim Support Grant		-420469		-420469
Home Office - Victim Support Grant carried forwards to 14/15				392180
<b>Total</b>	<b>1,940,350</b>	<b>1114720</b>	<b>57%</b>	<b>1848056</b>

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**SURREY POLICE AND CRIME PANEL****REPORT ON COMMISSIONING VICTIMS' SERVICES IN SURREY****29<sup>th</sup> April 2014****SUMMARY**

All Police and Crime Commissioners (PCCs) will take responsibility for commissioning support services for victims, some services from October 2014 and some from April 2015. The services will help victims to cope and recover from their experience of crime. PCCs' remits will include commissioning specialist services, such as domestic abuse services, from October 2014. PCCs will also take over management of the services currently provided by Victim Support in April 2015. Some services, such as the Homicide Service and Witness Service will continue to be commissioned by the Ministry of Justice. This paper outlines the changes to victims' services, the commissioning approach and programme, the preparation that is taking place in Surrey and key milestones ahead.

**RECOMMENDATIONS**

Members of the Police and Crime Panel note the report.

**EQUALITIES AND DIVERSITY IMPLICATIONS**

The OPCC understands that different communities may have different needs from victims' services or may access the services in different ways. The research that is informing the development of the support services is engaging with harder-to-reach groups in order to understand the needs of all members of Surrey's communities and meet these in future services.

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## Background

The Ministry of Justice, in consultation with PCCs, is reforming the way that victims' support services are developed. If you are a victim of a designated crime at present, your contact details will be passed to Victim Support. Victim Support will contact you, assess your needs and provide some support services if required. If you are a victim of certain other crimes, notably domestic abuse or sexual violence, you may receive a specialist service from smaller, local agencies. These services are all currently commissioned by the Ministry of Justice, alongside local funding streams.

Police and Crime Commissioners will receive funding and responsibility for commissioning specialist services from October 2014. They will receive funding and responsibility for commissioning services provided by Victim Support from April 2015. Victim Support will no longer provide nationwide support and will need to bid for local contracts.

The Ministry of Justice will retain responsibility for commissioning and managing some key services. These notably include the Homicide and Witness Support Services, which they will be putting out to tender over the coming months.

The Surrey OPCC will receive approximately £1.2m to commission victims' services in its first full year 2015/16. Funding has been received by the Ministry of Justice in 2014/15 to build capacity and to developing commissioning.

## Commissioning approach and programme

The Police and Crime Plan for Surrey includes the People's Priority to "put victims at the centre of the Criminal Justice System". Kevin Hurley is committed to promoting the rights of victims and has taken a national lead on this area, chairing the PCCs' National Working Group for Victims. Victims' commissioning in Surrey will:

- Centre on the needs of the victims. Services will be accessible and will be tailored towards the needs of the individual. Surrey's communities will have confidence in the support services.
- Respond to the specific needs of Surrey's residents.
- Develop services which work hand-in-hand with Surrey Police, partners and the Criminal Justice System in order to improve victims' experiences.
- Respect and build on good practice already in place.
- Provide strong management of victims' services, ensuring that all funding is allocated fairly and transparently against need, that services are outcome focussed, provide good value for money and continuously improve.
- Invest in future victims' services by medium to long-term planning and building evidence of good practice.

Surrey will collaborate with Thames Valley and Sussex when commissioning the services currently provided by Victim Support. This will ensure that residents receive value for money through driving economies of scale. Surrey will collaborate with Sussex on some specialist services where it is sensible to do so

e.g. services for young people or in response to hate crime. Surrey will commission some very local services, such as domestic abuse or sexual violence services, locally. This mixed strategy helps to ensure that residents receive the best value for money whilst also respecting and building on the way that services have developed locally.

The OPCC is working in partnership with other public sector agencies where relevant. For example, the OPCC is a member of the Surrey Domestic Abuse Commissioning Group.

### **Preparation in Surrey**

The OPCC is conducting research and preparation work to ensure that the correct services are commissioned for Surrey. This has included:

- Jointly commissioning a needs assessment with our regional colleagues (Hampshire, Kent, Sussex and Thames Valley). The University of Portsmouth are conducting the needs assessment which will map current needs and services and highlight gaps, overstretch or duplication of services. The needs assessment will include a literature review of key evidence and data analysis to predict victim need. Furthermore, it will include research with harder-to-reach groups to ensure that services meet the needs of all victims.
- Running mapping workshops with partner agencies to illustrate the victims' journey for different crime types and identify areas where victims' services could be improved or complement existing services.
- Conducting a large-scale piece of research with survivors of domestic abuse, including focus groups and interviews. The research explored their experiences of the Criminal Justice System and support services.
- Conducting focus groups with young survivors of domestic abuse.
- Commissioning focus groups with victims throughout Hampshire, Kent, Surrey and Sussex to explore their experiences of crime and their experience and views of victims' services.
- Conducting a large-scale survey of victims asking them to identify support services which may be of use to them.
- Reviewing relevant legislation and statutory guidance such as the Victims' Code.
- Working with current providers to understand their services and the needs of victims in Surrey.
- Research into outcome measures that articulate the needs of victims and provide a performance framework for future contracts is underway.
- A large-scale piece of research examining the experiences of survivors of sexual violence in Surrey is underway.
- Qualitative research with young victims of crime is underway.
- Qualitative research exploring the views and experiences of ethnic minority residents is underway.

**Key milestones ahead**

The OPCCs for Surrey, Sussex and Thames Valley are developing a specification for the services that will replace Victim Support. It is likely that this specification will go to full, open tender and that the process will begin in early June 2014. The tender process should be completed by the end of 2014, allowing three months for any necessary handover of contract or preparation for service delivery.

The OPCC will review all research into specialist services in May and June. The research will be used to develop a Commissioning Strategy and a commissioning process will be put into place in preparation to distribute funds from October 2014.

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## SURREY POLICE AND CRIME PANEL

### FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE PCC AND CHIEF CONSTABLE

29<sup>th</sup> April 2014

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#### SUMMARY

The Police and Crime Commissioner for Surrey, Kevin Hurley, holds 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.

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[Surrey Police and Crime Panel](#)

## Bi-Monthly Management Meeting 18<sup>th</sup> November 2013

Agenda items for this meeting were:

- Surrey Police Progress Against the Six People's Priorities
- Partnership Working
- Meeting the Strategic Policing Requirement
- Treasury Management
- Provision of Custody Facilities

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

- There had been an overall reduction in crime in most areas – burglary had reduced significantly following a recent Force initiative, Operation Candlelight.
- There had been an increase in the number of reports of serious sexual offences however this was seen as a positive sign as it suggested that victims were more confident about reporting incidents.
- The detection rate was still an area that the Force needed to improve upon - the Crime and Performance Board was addressing the issues.
- The Deputy Chief Constable (DCC) had asked colleagues from the Children and Young People Partnership Board to provide him with information about drugs in schools as there appeared to be a gap in what the PCC was being told and what was being reported to the Force.
- The Special Constabulary had recently been reviewed – there were now 191 fully operational constables available for deployment with three intakes planned for the coming year.
- The Chief Constable (CC) raised concerns about the way victims and witnesses were treated through the criminal justice system. The PCC echoed these concerns and would be addressing them with colleagues in the Crown Prosecution Service (CPS) and Courts Service.
- Unplanned officer turnover rates had increased which could be due to the number of officers transferring to the Metropolitan Police Service as they offered additional financial rewards that Surrey could not.
- The IPCC (Independent Police and Crime Commissioner) was investigating the recent death in police custody – it was hoped that their report would be concluded as soon as possible.
- The Force was working with the PCC's office to progress the next steps of the Enforcement Project.
- Police/Fire and Ambulance Chiefs had recently met to discuss emergency services collaboration – their vision now had to be signed off by politicians before any future plans could be made.
- The CC had been due to give an update on the recent closures of custody suites – she hadn't been provided with sufficient information and would be discussing the matter with colleagues in due course. She would then be able to update the PCC.

The webcast of the meeting and agenda are available on the PCC's website [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)

## Bi-Monthly Management Meeting 14<sup>th</sup> January 2014

Agenda items for this meeting were:

- Surrey Police Progress Against the Six People's Priorities
- Safeguarding Children and Vulnerable People
- Victims' Code

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

- Reports of robbery and domestic burglary were seeing a reduction compared to the same period last year.
- The arrest rate for serious sexual offences had increased – the Force was being more robust in this area
- Recent media reports had shown that some forces were manipulating crime figures – the CC made it clear that Surrey did not do this. Surrey used community resolutions as per guidance and offenders no longer received multiple cautions.
- The DCC had recently set up the 'Strategic Crime, Incident and Risk Recording Group' to scrutinise crime recording and detection practices.
- The Enforcement Project pilot was due to launch in April 2014.
- The Force was on track and likely to exceed its previous years target in relation to the seizure of assets.
- Niche, the Crime Information System (CIS) replacement system, had successfully gone live on 20<sup>th</sup> November 2013 – Surrey and Sussex would roll out the next stage of the system, Case and Custody, jointly.
- The PCC formally recognised that a number of police officers and police staff were deployed with other rescue services during the floods and missed Christmas with their families and thanked them for their efforts.
- A big challenge for the Force was the issue of mental health – custody was not the correct place for those with mental health issues and there was a need for a place of safety 24/7.
- The Force was implementing the new Victims' Code of Practice which had come into effect in December 2013 – all officers and staff would be made of aware of their obligations under the new code.

The webcast of the meeting and agenda are available on the PCC's website [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)

## Bi-Monthly Management Meeting 26<sup>th</sup> March 2014

Agenda items for this meeting were:

- Surrey Police Progress Against the Six People's Priorities
- Financial Monitoring
- Health and Safety

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

- Surrey Police had recently undertaken a joint campaign with Your Sanctuary to raise the awareness of domestic abuse. During the campaign reporting increased by 18.7%.
- Burglary has reduced and the Deputy Chief Constable is tackling the issue of detection rates through his Crime and Performance Board.
- The performance of forensic officers was monitored at the Crime and Performance Board and disparities around processes and individual performance was being addressed by the head of the department.
- The Deputy Chief Constable gave details about the issues relating to Asian Gold burglaries and explained the processes in place to deal with such incidents.
- The Force had seized £1.2m of criminal assets which exceeded its target of £1m.
- The Force still had a problem of dealing with people in custody with mental health issues – custody was not an ideal place for them. The CC was grateful for the PCC's support via the Community Safety Board but more needed to be done by other agencies.
- The CC reported on the earlier flooding across the county. 110 officers had been deployed daily during the crisis to keep communities safe.
- The PCC highlighted the high officer turnover rate. Contributing factors were the high house prices in the Surrey area and the close proximity to London where the Metropolitan Police were able to pay their officers more.
- The Force had recently set up a Professional Reference Group made up of professional volunteers who would come together to help the Force make some of its decision making e.g. misconduct cases and change programmes.
- Two significant projects had been delivered in the past financial year, Niche (new computer system) and Salfords Custody Suite but the Force had still managed to find savings of £3.6m.
- Changes were proposed for the Health and Safety Team. Due to recent retirements and resignations the Force was now looking to collaborate in this area with Sussex Police. Plans were still being progressed.

The webcast of the meeting and agenda are available on the PCC's website [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)

## SURREY POLICE AND CRIME PANEL

### Chief Constable's Appraisal Process

29<sup>th</sup> April 2014

#### **Purpose of the report**

To update the panel on the process undertaken by the Police & Crime Commissioner (PCC) to conduct the Chief Constable's appraisal and to advise members of the outcomes of the appraisal discussions.

#### **Background**

The PCC has responsibility for the appraisal process in relation to the Chief Constable. Within Surrey Police, the appraisal is known as a Performance Development Review (PDR). There is no national guidance on how PCCs should conduct a PDR – it is a matter for the individual PCC.

PCC Hurley has recognised that it is important that the Chief Constable has been set a clear set of objectives and that progress against achieving those objectives is discussed regularly. PDRs are just one tool by which an individual can make an assessment of their own performance and a manager can assess the accuracy and quality of this assessment. In addition to formal appraisals, the PCC has regular, informal meetings with the Chief Constable which afford additional opportunities to discuss performance.

#### **Performance Development Review for 2013-14**

The performance year runs from April to April. The PCC and Chief Constable held a mid-year review in early December 2013 which also coincided with the one-year anniversary of the PCC's appointment. At this meeting, the PCC confirmed the Chief Constable's objectives as follows:

- To progress operational elements of the Police & Crime Plan, namely:
  - Take a zero tolerance policing approach (*focus on those who blight our lives, e.g. violent bullies, louts; focus on drug dealing*)

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*to young people in educational establishments; working with partners to address anti-social behaviour (ASB); making sure the police always do something about crimes and ASB)*

- *More visible street policing (reducing the back office; using ill-gotten gains for more visible street policing; seizure of assets; use of PCSOs and Specials; collaboration and working with other forces)*
- *Put victims at the centre of the Criminal Justice System (quality service for victims; working with the CJS to make improvements for victims)*
- *Giving people a greater say in how streets are policed (engagement opportunities through Local Policing Boards)*
- *Protect Local Policing (maintaining the morale and ethos of officers; Securing national support for Surrey and working nationally to highlight issues affecting Surrey)*
- *Uncompromising standards (delivering a professional, quality service; High standards of ethics, integrity and appearance)*
- Progress collaboration with Sussex with a view to delivering a balanced budget

### **Performance during 2013-14**

The PCC has acknowledged that, during her first year in post, the Chief Constable was faced with a series of challenges, many of which were a legacy of the previous management team. These included the termination of the Siren ICT project and the Business Partnering programme with West Midlands police; a number of high profile yet historic sexual abuse cases and a leadership infrastructure deemed less than optimal.

With this backdrop to his first year in office, the PCC recognises that the Chief Constable has embraced the paradigm shift in policing governance. He commended the Chief Constable's 'can do' ethos and the changes she has brought about in the Force's structure and leadership that will support the joint goal of delivering the People's Priorities. He has highlighted a number of particular achievements including the restructuring of the Force's operational delivery model; the Chief's visible and passionate approach to leading the

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Force; progress in collaboration with Sussex; and an informed yet brave decision to restructure neighbourhood policing.

**Objectives for 2014/15**

The PCC will conduct an end of year review to assess performance and set objectives for 2014/15, in early May.

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## SURREY POLICE AND CRIME PANEL

### DEPUTY AND ASSISTANT POLICE & CRIME COMMISSIONERS' OBJECTIVES AND PERFORMANCE REVIEW

29<sup>th</sup> April 2014

#### SUMMARY

The Panel has requested details of how the Deputy Police & Crime Commissioner and the two Assistant PCCs are performing against the criteria set for them upon appointment.

This report sets out details of the work that Jeff Harris, Shiraz Mirza and Jane Anderson have been undertaking and the outcomes they have achieved. The PCC meets regularly with the Deputy and Assistant PCCs to review their work to ensure it is delivering against the People's Priorities.

#### RECOMMENDATIONS

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

#### EQUALITIES AND DIVERSITY IMPLICATIONS

None arising.

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### Deputy Police & Crime Commissioner Objectives for 2013/14 and Progress as at April 2014

The PCC holds regular meetings with the Deputy PCC. The following strategic objectives have been set for the Deputy PCC for the year 2013/14.

Objective	Key actions	Progress as at April 2014	Outcomes
<p>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 &amp; Crime Plan within the budget set for Surrey Police</p>	<ul style="list-style-type: none"> <li>Keeping key Force change programmes (e.g. estates) under review</li> </ul>	<p>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</p>	<ul style="list-style-type: none"> <li>The Deputy PCC chairs alternate meetings of the Surrey/Sussex collaboration meetings. Since the panel's last meeting, business cases are now being progressed in the areas of search management, operational dogs, tactical firearms, public protection and cyber-crime.</li> <li>The programme of estates disposals has recommenced, following the Deputy PCC's review. By taking a slightly revised approach, additional revenue should be achieved.</li> <li>The PCC is leading a piece of work on behalf of the PCC to establish whether better use can be made of other property assets – e.g. police houses/section houses – particularly where this might support those who wish to join the Force but are prohibited from doing so due to high costs of living in Surrey</li> <li>Auditors have recently circulated a draft report into the Siren project, to which the Deputy PCC has contributed comments. This will be shared with the panel in due course.</li> </ul>

Objective	Key actions	Progress as at April 2014	Outcomes
	<ul style="list-style-type: none"> <li>Attending regular management meetings with the Chief Constable to assess performance and budgetary information</li> </ul>	The DPCC has attended webcast management meetings 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: <a href="http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/">http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/</a>
	<ul style="list-style-type: none"> <li>Ensuring the PCC is aware of the views of the public, partners, businesses and victims of crime when discharging his key functions</li> </ul>	<p>By the time of the Panel meeting, Police &amp; Crime Summits will have been held in every borough and district. The Deputy PCC has played a key part at each summit.</p> <p>He has also met with a raft of partner organisations including voluntary, community and charitable groups and private sector organisations with an interest in community safety issues.</p>	One example is progress made on the Junior Citizens Scheme. Whilst 6 boroughs are participating in Junior Citizens, 5 currently are not. The Deputy PCC is meeting individually with leaders from each of these boroughs to explore whether the PCC can help progress a scheme in these areas.
	<ul style="list-style-type: none"> <li>Cooperating with the Police &amp; Crime Panel in its overview and scrutiny role</li> </ul>	Attendance at every meeting of the Police & Crime Panel.	The Deputy PCC has continued to attend Panel meetings and updated members on his areas of work, such as engagement with partners and community safety funding
	<ul style="list-style-type: none"> <li>Acting at all times with integrity and the highest ethical standards, abiding by the Code of Conduct for the PCC and DPCC</li> </ul>	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	

Objective	Key actions	Progress as at April 2014	Outcomes
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"> <li>Represent the PCC or attend in his absence at partnership meetings, e.g. Surrey Leaders, Community &amp; Public Safety Board etc</li> </ul>	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.	<p>The Deputy PCC is a recognised member of the newly constituted Surrey Community Safety Board. He has also contributed views on and attends the newly configured Criminal Justice Partnership which brings together strategic leaders from across the criminal justice (CJ) sector.</p> <p>The Deputy PCC's Cyber Safety Group continues to meet with a view to improving the preventative element of cyber crime.</p>
	<ul style="list-style-type: none"> <li>Work with the PCC to set up Local Policing Boards/Summits in each borough and district</li> </ul>	Summits have been held in every district and borough and the Deputy PCC has pushed for better publication of Force activity around Local Policing Boards.	<p>Feedback from the summits has helped shape the Police &amp; Crime Plan.</p> <p>The Force has made improvements to the way it advertises local policing boards as a result of comments by the Deputy PCC.</p>
	<ul style="list-style-type: none"> <li>Build links with Local Criminal Justice Board colleagues</li> </ul>	The DPCC will be attending future meetings of the Criminal Justice Partnership and has met with colleagues from the CPS, Prisons, the Court Service and Probation	<p>At the most recent meeting of the Criminal Justice Partnership, the board confirmed its delivery plan for the coming year, which is very closely aligned to the PCC's Police &amp; Crime Plan. This followed comments from the D/ PCC encouraging better alignment.</p> <p>The Deputy PCC recently facilitated a meeting with CJ partners to discuss difficulties in areas such as court waiting times. This resulted in a commitment to make improvements.</p>

Objective	Key actions	Progress as at April 2014	Outcomes
	<ul style="list-style-type: none"> <li>Ensure that the PCC is fully prepared to commission services, particularly services for victims for 2014</li> </ul>	<p>This is an on-going piece of work.</p> <p>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>	<p>A full list of the diverse projects supported by grants awarded by the DPCC has been published on the PCC's website. The Deputy PCC has agreed a strategy for the 2014/15 fund, which was recently shared with the Panel as part of the budgetary papers.</p> <p><a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/04/Grant-Funding-Bids-for-Website.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/04/Grant-Funding-Bids-for-Website.pdf</a></p> <p>Following the award of a recent grant from MOJ in respect of victims commissioning and restorative justice, the D/PCC is leading on a piece of work, with probation and local authorities, to use some funding to fund the clean-up of war memorials by people doing community pay back.</p>
Work with the PCC to ensure Surrey's voice is represented at a national level	<ul style="list-style-type: none"> <li>Work with PCC staff colleagues to feed into the Government's review of the police funding formula</li> </ul>	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.	The work by Oxford Economics has now concluded and has been sent to the Home Office. We await confirmation of the start of the HO review of the funding formula.
	<ul style="list-style-type: none"> <li>Seek opportunities to lobby on key issues with partners, e.g. local authority leaders</li> </ul>	The DPCC will continue to seek opportunities with partners and has also forged links with private and voluntary sector organisations where appropriate	The Deputy PCC continues to seek to reduce duplication of funding and effort in the voluntary and community sector
	<ul style="list-style-type: none"> <li>Attend meetings of the Association of Police &amp; Crime Commissioners</li> </ul>	The DPCC has attended a number of APCC meetings, including specific briefings on issues such as mental health	This work continues.

## Assistant Police & Crime Commissioner (Equality and Diversity) Shiraz Mirza - Objectives for 2013/14 and Progress as at April 2014

### Background

The Assistant PCC (Equality & Diversity) was appointed to help the PCC reach out to communities who have historically been ‘harder to reach’ and to help the PCC build a network of stakeholders from minority groups. It is important that the PCC is able to undertake his role as a bridge between the police and the public of Surrey and the Assistant PCC is instrumental in achieving this aim. Some of the Assistant PCC’s objectives are hard to quantify. While it may be difficult to measure tangible outcomes, the value of the Assistant PCC’s role lies in breaking down barriers with minority groups and providing a voice for those who would not normally engage with the police or wider criminal justice system.

Objective	Key actions	Progress as at April 2014	Outcomes
Support the Police and Crime Commissioner (PCC) in delivering the priorities set out in the Police & Crime Plan for Surrey, with a particular focus on issues affecting minority groups	<ul style="list-style-type: none"> <li>Attendance at Independent Advisory Group meetings (IAG). The IAG promotes community confidence, acting as a ‘critical friend’ to the Force in relation to major or critical incidents and in relation to the development of policing policy and strategy</li> <li>Meetings with staff groups</li> <li>Taking a political lead on the enforcement project with partners</li> </ul>	<ul style="list-style-type: none"> <li>Shiraz, with support from officers, attends meetings to ensure the PCC hears the views of the IAG.</li> <li>Shiraz has a rolling six-month programme of meetings with all staff groups and has met with all staff groups at least once (8 groups) – e.g. the Surrey Asian Muslim Police group, Surrey Women Officers Group, Spectrum (Lesbian, Gay, Bisexual and Transgender group)</li> <li>Shiraz has visited the London Borough of Newham and met with the lead officers from Surrey Police and Reigate &amp; Banstead Council to ensure momentum behind the project and has led on setting initial deadlines</li> </ul>	<ul style="list-style-type: none"> <li>Given IAG assurance that the PCC wishes it to continue. The IAG is a Surrey Police “tool” but Shiraz has given a commitment that members of the IAG can contact the PCC/APCC at any time if have concerns. Provided feedback in terms of the PCC’s role regarding Stop &amp; Search and IPCC/complaints procedures.</li> <li>Issues around morale following Winsor identified and reassurances given regarding retention and recruitment to staff groups.</li> <li>The Newham project is due to go live in April 2014</li> </ul>

Objective	Key actions	Progress as at April 2014	Outcomes
Champion the interests of minority and hard to reach groups in Surrey, ensuring that they receive an excellent service from Surrey Police and other criminal justice partners	<ul style="list-style-type: none"> <li>• Enable and facilitate meetings between Surrey Police and BME groups.</li> <li>• Ensure the PCC reaches and engages with BME groups.</li> <li>• Champions good practice.</li> <li>• Challenges the force on its recording and detection of hate crime.</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings arranged and held between the Force and: victims of Asian Gold burglaries; taxi drivers; the Woking Shah Jahan mosque; gypsy and traveller communities; interfaith groups; and ability and carer networks</li> <li>• Has backed and given support to various projects and initiatives, such as PDQs (Woking taxi driver membership group), Gypsy Skills, Chelsea's Choice and DriveSMART</li> <li>• Involved in a number of events, such as Opening Doors and Free Living, which are about educating police and partners about the challenges faced by people with disabilities or who are vulnerable</li> </ul>	<ul style="list-style-type: none"> <li>• New agreements in place regarding how quickly burglaries are flagged, recorded and investigated.</li> <li>• Better systems in place for crime prevention, such as using immobilise.com.</li> <li>• Better communication between Force and minority groups. 'SPOCs' now identified.</li> <li>• Pushing partners to get more involved and fulfil their responsibilities, e.g. take up of Chelsea's Choice in schools.</li> <li>• Events have been well attended by police, partners and the potentially vulnerable. Plans to roll out similar events across Surrey.</li> </ul>
Help ensure the PCC's business and policies reflect his statutory duty for equality and diversity	<ul style="list-style-type: none"> <li>• Liaise with neighbouring forces and develop an Equality &amp; Diversity Strategy for the OPCC.</li> <li>• Challenges the force on its advertisement and recruitment of BME groups.</li> </ul>	<ul style="list-style-type: none"> <li>• Strategy written and available on the PCC website.</li> <li>• Has provided insight and guidance on how job adverts could be made more accessible to BME communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that the OPCC can be a voice of all Surrey residents.</li> <li>• Ensures that Surrey's police force represents the community it protects.</li> </ul>
Represent the PCC at meetings and events and encourage minority groups to play an active role in consultation and engagement activity	<ul style="list-style-type: none"> <li>• Meets with numerous minority groups, including gypsy and traveller groups, and has heard their views, concerns and complaints, and given reassurance to work with the Force to address them.</li> </ul>	<ul style="list-style-type: none"> <li>• Single points of contact now established with the Force.</li> <li>• Acceptance on behalf of the minority groups to work in partnership with the force.</li> </ul>	<ul style="list-style-type: none"> <li>• The PCC and Surrey Police are now better connected with some of the "hard to reach" communities they serve, though a lot remains to be done.</li> </ul>



<p>Monitor Surrey Police’s performance in respect of equality and diversity issues</p>	<ul style="list-style-type: none"> <li>• Receives quarterly Stop &amp; Search figures and has an open invitation to feed in to the Surrey Police’s StopWatch group (which monitors stop and search activity) as required.</li> <li>• Has liaised with the force on the provisions available in its custody suites, old and new.</li> </ul>	<ul style="list-style-type: none"> <li>• To date Surrey Police is performing well in terms of Stop &amp; Search and no real concerns are identified at this stage.</li> <li>• Due to do a site visit with the Diversity Directorate to highlight potential issues within the custody environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Going out on patrol with officers has been invaluable in giving Shiraz experience of front line policing and the challenges officers face.</li> </ul>
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## Assistant Police & Crime Commissioner (Victims) Jane Anderson - Objectives for 2013/14 and Progress as at April 2014

### Background – New Responsibilities for PCCs in relation to Victims

Care of victims and ensuring that they are at the centre of the Criminal Justice System is a key priority for the Police & Crime Commissioner. The Panel should note that, with effect from October 2014, all PCCs will be responsible for commissioning certain services for victims of crime. This is currently centrally funded and organised by the Ministry of Justice and most services are provided by Victims Support. In future, funding will come to PCCs and it will be their responsibility to ensure that victims of crime are provided with the services they need in their local areas.

This is an extremely significant responsibility and will entail careful research and planning. There are risks that, with the potential for 43 PCCs to adopt different arrangements, victims' services could become fragmented. Much of the Assistant PCC's work in recent months has been helping the Office of the PCC prepare to take on its new responsibilities and to ensure that the victims' needs are at the heart of any new services that will be provided.

Objective	Key actions	Progress as at April 2014	Outcomes
Support the Police and Crime Commissioner in delivering his promise to <i>'put victims at the centre of the criminal justice system'</i> and to ensure that <i>'victims will be given a quality service from reporting a crime to giving evidence'</i>	<ul style="list-style-type: none"> <li>Following victims' journeys through the criminal justice system and feeding this information back to the PCC and other key stakeholders</li> <li>Attendance at the Surrey Police Victims Board</li> </ul>	<ul style="list-style-type: none"> <li>Jane has visited all of Surrey's courts as an observer, including to the domestic violence courts</li> <li>Specific issues and problems raised with relevant partners – e.g. delays to trials, failure to disclose documents on time, problems with transport for witnesses, layout of courts</li> <li>Met with all Surrey's DA outreach providers to learn more about their services</li> <li>Discussed Surrey Police's approach to historic sex abuse cases with senior leadership in the Force</li> </ul>	<p>The information gathered from court visits and speaking to witnesses and victims has been fed back to the relative parts of the criminal justice system and will ultimately help inform the PCC's strategy for commissioning services for victims</p> <p>Information is also fed into the Victims Care Board held by Surrey Police to inform their dealings with victims of crime.</p>

Objective	Key actions	Progress as at April 2014	Outcomes
Operate as a member of the Criminal Justice Group in order to ensure that the needs of victims and witnesses are represented in key decision making	Attend meetings of the Local Criminal Justice Group	<ul style="list-style-type: none"> <li>Attendance at all meetings of the Local Criminal Justice Board in Surrey, where representatives from probation, the courts, the CPS and police are represented</li> <li>Contribution to the on-going review of the Local Criminal Justice Board arrangements in Surrey and Sussex</li> </ul>	<p>Attendance has been an opportunity to raise issues such as timeliness of court papers, treatment of victims and witnesses etc. Senior officers attend these meetings so can hear first-hand this information.</p> <p>Jane has advocated the PCC membership and ultimately chairmanship of the Local Criminal Justice Board in order to improve his links with the criminal justice sector. This review is underway.</p>
Champion victims' interests with the judiciary	Forging links with the courts and judiciary in Surrey	Attendance at Surrey Local Criminal Justice Group where these groups are represented	Feedback from court visits have been fed back to the LCJG for action
Ensure that victims are able to benefit from Restorative Justice and contribute to the RJ strategy for Surrey	This is an emerging strategy for Surrey	Jane sits on the 'out of court disposals panel' which provides scrutiny of those cases which are dealt with by means such as 'community resolution'	It is too early yet to demonstrate any outcomes but the A/PCC's attendance ensures that we have proper oversight of this area of work.
Advise the PCC on future commissioning of victim services and advise on funding provisions required for supporting victims	Offer advice and experience from the victims perspective to inform the PCC's strategy	<ul style="list-style-type: none"> <li>The Office of the PCC has arranged workshops with victims of domestic abuse, attended by the Assistant PCC and DA outreach providers, as well as victims</li> <li>Surrey is leading for the region on commissioning of victims services</li> </ul>	<p>Information from the DA workshops will be fed into the PCC's strategy for commissioning</p> <p>More detailed, qualitative and quantitative research is planned for the coming months. We are working closely with Sussex on this issue.</p>

## SURREY POLICE AND CRIME PANEL

### WEBCASTING OF POLICE AND CRIME PANEL MEETINGS

29 April 2014

#### SUMMARY

At its meeting on 12 March 2013 the Police and Crime Panel agreed to continue webcasting its meetings with the Police and Crime Commissioner to help open up the scrutiny process to a wider audience.

It was agreed that the situation would be reviewed after one year of operation to determine whether webcasting should continue.

#### RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Note the content of the report.
- (ii) Determine whether it wishes to continue webcasting its public meetings.

## 1.0 INTRODUCTION AND BACKGROUND

- 1.1 The Police Reform & Social Responsibility Act 2011 requires that arrangements be made for the work and activity of the Surrey Police and Crime Panel to be promoted.
- 1.2 At its meeting on 13 December 2012 the Panel agreed a range of processes to open up its scrutiny of the Police and Crime Commissioner to a wider audience, including the use of webcasting.
- 1.3 The Police and Crime Panel revisited the use of webcasting at its meeting on 12 March 2013 and agreed to continue with the practice for a further year to determine whether it provided good value for money.
- 1.4 The Panel has to date webcast seven meetings – from its first formal meeting with the Commissioner on 13 December 2012, to its last meeting on 6 February 2014.

## 2.0 ANALYSIS AND PROGRESS

- 2.1 The Panel has been making use of the County Council's existing webcasting facilities to record and stream meetings over the internet. The system keeps a record of the number of views each webcast receives, and the data for the last two meetings is detailed below.
- 2.2 In the tables below, "Total Views" indicates the total number of views a recording has received to date<sup>1</sup>. "Live Views" indicates the number of individuals that steamed the meeting live and "Archive Views" indicates the number of times a video has been accessed post-meeting.

### 2.3 13 December 2012

Total Views	Live Views	Archive Views
172	45	127

### 2.5 6 February 2012

Total Views	Live Views	Archive Views
44	15	29

### 2.6 12 March 2013

Total Views	Live Views	Archive Views
206	4	202

<sup>1</sup> The data provided is correct as of 1 April 2014.

## 2.7 12 June 2013

Total Views	Live Views	Archive Views
390	7	383

## 2.8 10 September 2013

Total Views	Live Views	Archive Views
893	1	839

## 2.9 29 November 2013

Total Views	Live Views	Archive Views
679	8	671

## 2.10 6 February 2014

Total Views	Live Views	Archive Views
592	74	518

2.11 The Police and Crime Panel is currently the “most watched” Committee Webcast by Surrey County Council, with the last three meetings being particularly well viewed. Of particular significance is the number of Live Views for the meeting on 6 February 2014, with 74 users watching the Panel’s consideration of the Commissioners proposed precept live via the internet.

## 3.0 FINANCIAL IMPLICATIONS

3.1 At present the County Council pays an annual fee of £11,700 to its webcast provider which entitles it to 90 hours of webcasting. This equates to £130 per hour.

3.2 In addition to the hardware, software and technical support costs included within the contract, a Surrey County Council officer is required to operate the webcasting equipment. The cost of this is approximately £12.00 per hour.

3.3 Based on an average meeting length of 3 hours, the approximate cost of webcasting a meeting is therefore £426.

## 4.0 EQUALITIES AND DIVERSITY IMPLICATIONS

4.1 As the host authority, Surrey County Council is committed to ensuring that residents have access to relevant information concerning the work of the Police and Crime Commissioner. Should the Panel decide not to continue webcasting its meetings, residents will still be able to access the latest

information, news, reports and minutes via the dedicated website:  
[www.surreycc.gov.uk/policeandcrimepanel](http://www.surreycc.gov.uk/policeandcrimepanel)

## **5.0 CONCLUSION AND RECOMMENDATIONS**

5.1 The Panel is asked to determine whether it wishes to continue webcasting its public meetings.

## **6.0 REASONS FOR RECOMMENDATIONS**

6.1 The Surrey Police and Crime Panel has a duty to ensure that residents have access to the information they need to hold Surrey's Police and Crime Commissioner to account. At the same time the Panel has to ensure that resources are used appropriately.

## **7.0 WHAT HAPPENS NEXT**

7.1 Depending on the decision of the Panel, the use of webcasting will either continue or cease.

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## **SURREY POLICE AND CRIME PANEL**

### **COMPLAINTS RECEIVED SINCE THE LAST MEETING**

**29 April 2014**

#### **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 Panel<sup>1</sup>, 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 6 February 2014, 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.

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<sup>1</sup> 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

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COMPLAINTS RECEIVED SINCE 6 FEBRUARY 2014

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
17 March 2014	A complaint was received stating that the Commissioner had acted in a rude and dismissive manner after the complainant raised concerns about the way a Police Officer had responded to an e-mail.	Yes	No	<p>The Panel's Complaints Sub-Committee considered the matter and, in accordance with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, agreed not to take the matter any further on the grounds it considered the complaint to be vexatious.</p> <p>The complaint contained numerous personal insults and therefore the Complaints Sub-Committee supported the Commissioner's position that there was no benefit to be gained from continuing the dialogue in relation to the matter.</p>
25 March 2014	A complaint was received stating that the Commissioner had contravened the Data Protection Act by making public personal information relating to a former Police Officer.	Yes	<p>No</p> <p><i>(Legal guidance was sought and at present it is not believed that the alleged breach constitutes a criminal offence. The matter has therefore not been referred to the IPCC)</i></p>	<p>A meeting of the Panel's Complaints Sub-Committee has been arranged and Members will be considering the matter on 24 April. Both the complainant and Commissioner have been invited to provide additional comments in order to inform the Complaint Sub-Committee's discussions.</p> <p>The outcome of the complaint will be reported to the next meeting of the Panel.</p>

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**POLICE & CRIME PANEL  
ACTIONS AND RECOMMENDATIONS TRACKER  
3 APRIL 2014**

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.

Date of meeting and reference	Item	Recommendations/Actions	Responsible officer or member	Comments	Next progress check:
12 March 2013	Surrey Draft Police & Crime Plan	R7/13 That the Commissioner shares with the Panel his proposals for mystery shopping, with the intention that Members help develop his approach.	Scrutiny Officer / Chief Executive of OPCC	The Panel will look at this once proposals have been drawn up.	On hold.
	Webcasting of the Police & Crime Panel meetings	R8/13 Panel meetings to continue to be webcast with a review in 12 months.	Scrutiny Officer	Review of webcasting to take place in April 2014.	Finished
12 June 2013	Feedback On Management Meetings Between The Police And Crime Commissioner And Chief Constable	<b>R13/13</b> The Police and Crime Panel invite the Chief Constable to comment on her relationship with the Police and Crime Commissioner.	Scrutiny Officer / Chief Executive of OPCC	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.  <b>Chief Constable has agreed to attend a future informal meeting of the Panel. Panel needs to identify a suitable date.</b>	On hold.

10 September 2013	Police and Crime Plan Quarterly Progress Update	<b>R19/13</b> That, once the information is available, the cost of the PCC's Communications Team be shared with the Panel.	Chief Executive of OPCC		ASAP.
	Deputy Police and Crime Commissioner's Objectives and Performance Review	<b>R20/13</b> That the PCC and DPCC consider whether more emphasis needs to be placed on engagement with Young People, and that the Panel be kept informed of progress.	PCC / DPCC	Follow-up at future meeting of the PCP.	Ongoing
29 November 2013	Neighbourhood Policing Review	<b>R22/13</b> That where there is any ambiguity as to whether a potential decision is strategic or operational in nature, the Police & Crime Commissioner ensure that the Police & Crime Panel is made aware of the matter before any decision is made.	PCC	The Commissioner has stated that he is unable to comply with this recommendation on the grounds that he often has to make quick decisions that cannot wait until the next meeting of the Panel. However, the Commissioner highlighted his commitment to publishing key and strategic decisions on his website.	<b>Disputed</b>  <b>Damian to request Framework of Decision-Making and Accountability from the OPCC, to inform PCP's understanding of this area of governance.</b>
		<b>R23/13</b> That the above be enshrined in the formal protocol between the PCC and the Police and Crime Panel, to be agreed formally at the next meeting of the Panel.	PCC	The Commissioner has stated that in light of the above comments, he would be unable to support this addition to the protocol.	<b>Disputed</b>



	Recommendations Tracker And Forward Work Programme	<b>R26/13</b> That the Tackling Rural Crime in Surrey task group is set up as outlined in the scoping document.	Scrutiny Officer	The initial meeting of the Task Group has taken place and witnesses have been identified. There have been some scheduling difficulties but the matter is being progressed.	Task Group in process.
6 February 2014	Police and Crime Plan Update	<b>R1/14</b> That the amendments to the Police and Crime Plan be noted.	Scrutiny Officer	Formal letter sent to the PCC, confirming update approved. Response received.	Finished
		<b>R2/14</b> That the Commissioner provide the Panel with the total annual cost of running his Office and how this compares, in pure financial terms, to the former Police Authority.	Scrutiny Officer / Chief Executive of OPCC	Requested details provided and circulated via the Panel's weekly bulletin.	Finished
		<b>R3/14</b> That the Commissioner to share the outcome of the audit into Project Siren once available.	Scrutiny Officer / Chief Executive of OPCC	Commissioner has reasserted his commitment in writing to share details of the audit with the Panel, once available.	Finished.
	<i>Suggested by PCC in response to the Panel.</i>	<b>R3A/14</b> That the PCC provide the Panel with an overview of how he intends to use the new Victim Services Commissioning funding.	Scrutiny Officer / Chief Executive of OPCC	Update requested from the OPCC for inclusion in the April 2014 agenda.	Finished

	Precept setting proposal for 2014/15	<b>R4/14</b> That the Police and Crime Panel agree the proposed precept of £211.68 for a Band D property for the financial year 2014/15. (Represents a 1.99% increase).	Scrutiny Officer	Formal notification of the agreement sent to the OPCC. Response received.	Finished.
		<b>R5/14</b> That in future years the Commissioner look to involve the Panel in the development of his budget and precept proposals, as opposed to the very late scrutiny required by the Police Reform and Social Responsibility Act.	Scrutiny Officer / Chief Executive of OPCC	Meeting between the Finance Sub-Group and the OPCC to be arranged to discuss how this arrangement will work in practice, without blurring the lines of responsibility established in the Police Reform and Social Responsibility Act.	In progress.
		<b>R6/14</b> The Panel receive details regarding expected savings made from collaboration with Sussex Police.	Chief Executive of OPCC		In progress.
	Confirmation Hearing For The Temporary Chief Executive And Monitoring Officer For The Office Of The Police And Crime Commissioner	<b>R7/14</b> That Ms Johanna Burne be appointed interim Chief Executive within the Office of the Police and Crime Commissioner.	Chief Executive of OPCC	Official notification of recommendation sent to the OPCC.	Finished

	Recommendation Tracker and Forward Work Programme	<b>R8/14</b> That the Panel requests a future report on Community Safety Funding within Surrey, specifically in relation to the prevention of duplication of funding.	Scrutiny Officer	Request that the OPCC includes this information as part of the regular finance update at the next meeting of the Panel.	Finished
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## Surrey Police and Crime Panel 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 or at the Panel's informal meetings.

Date	Item	Purpose	Contact Officer	Additional Comments
<b>29 April 2014</b>				
<b>29 April 2014</b>	Webcasting	To review the merits of webcasting meetings of the PCP and determine future arrangements.	Scrutiny Officer	
	Victims' Services Grant Funding	Police and Crime Commissioners will take on responsibility for commissioning the majority of victims' services during 2014 and 2015. To support this the PCC will have access to a new grant and has agreed to provide an update to the panel as to how he intends to use this additional funding in Surrey.	Chief Executive of OPCC	
	Chief Constable Appraisal	To consider the outcome of the Chief Constable's appraisal. The Panel is not responsible for monitoring the performance of the Chief Constable directly, but the Panel will want to understand the progress made in implementing the Commissioner's Police and Crime Plan.	Chief Executive of OPCC	
	<b>+Standing items</b>	<i>Standing items are considered at every meeting of the PCP. These are listed later on in the document.</i>		
<b>12 June 2014</b>				
<b>12 June 2014</b>	Annual Report	To review PCC's Annual Report	Chief Executive of OPCC	

## Police &amp; Crime Panel Draft Work Programme

Date	Item	Purpose	Contact Officer	Additional Comments
	Election of Chairman and Vice Chairman	To agree a Chairman and Vice-Chairman for the municipal year.	Scrutiny Officer	
	Dates of meetings	To agree the key meeting dates for the municipal year	Scrutiny Officer	
	Re-establishment of Complaints Sub-Committee and Finance Working Group.	To reconstitute these bodies for the 2013/14 municipal year.	Scrutiny Officer	
	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.	Scrutiny Officer	
	<b>+Standing items</b>	<i>Standing items are considered at every meeting of the PCP. These are listed later on in the document.</i>		

**Currently unscheduled future items**

Consideration of PCC's Mystery Shopping strategy	Scrutiny Officer / Chief Executive of OPCC	Currently on hold.
Rural Crime – how the PCC intends to tackle rural crime across Surrey	Scrutiny Officer / Chief Executive of OPCC	Being addressed via Task Group.
Police & Crime Panel Annual Report	Scrutiny Officer / Chief Executive of OPCC	June 2014?

**Standing Items**

Standing item	Complaints	To monitor complaints received against the PCC and / or the DPCC	Scrutiny Officer	
Standing item	DPCC & APCC Performance Monitoring	The PCC has agreed to provide the Panel with the outcome of the DPCC's appraisals as well as progress made by his two APCCs.	Chief Executive of OPCC	
Standing item	Police and Crime Plan Quarterly Update	To consider progress made against the agreed Police and Crime Plan.	Chief Executive of OPCC	
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.	Chief Executive of OPCC / Chief Finance Officer	
Standing item	Feedback on monthly discussions with the Chief Constable	To consider issues raised during monthly discussions between the PCC and the Chief Constable.	Chief Executive of OPCC	

**Task and Working Groups**

<b>Group</b>	<b>Membership</b>	<b>Purpose</b>	<b>Reporting dates</b>
<b>Complaints Sub-Committee</b>	<ul style="list-style-type: none"> <li>• Cllr Victor Broad</li> <li>• Cllr Margaret Cooksey</li> <li>• Cllr John O'Reilly</li> <li>• Cllr George Crawford</li> <li>• Ind Anne Hoblyn</li> </ul> + 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.
<b>Finance Sub-Group</b>	<ul style="list-style-type: none"> <li>• Cllr Bryan Cross</li> <li>• Cllr Charlotte Morley</li> <li>• Cllr Victor Broad</li> </ul> + 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.
<b>Neighbourhood Policing Task Group</b> <i>(on hold)</i>	<ul style="list-style-type: none"> <li>• Ind Anne Hoblyn</li> <li>• Cllr Pat Frost</li> <li>• Cllr Margaret Cooksey</li> <li>• Cllr Ken Harwood</li> </ul>	To monitor any future changes / decisions in relation to the neighbourhood policing model.	Work of Task Group reached natural end and the Group is not currently active.
<b>Rural Crime Task Group</b>	<ul style="list-style-type: none"> <li>• Cllr Dorothy Ross-Tomlin</li> <li>• Cllr Pat Frost</li> <li>• Cllr Margaret Cooksey</li> <li>• Cllr Ken Harwood</li> <li>• Richard Billington</li> </ul>	To consider how the Police and Crime Commissioner can better serve rural communities.	Meetings with identified witnesses to be arranged.