

Notice of Meeting

Surrey Police and Crime Panel

Date & time
Tuesday, 10 June
2014
at 10.30 am

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

Contact
Victoria Lower
Room 122, County Hall
Tel 020 8213 2733

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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 Victoria Lower on 020 8213 2733.

Members

Dorothy Ross-Tomlin
Terry Dicks
John O'Reilly
George Crawford
Richard Billington
Margaret Cooksey
Victor Broad
Colin Davis
Charlotte Morley
Ken Harwood
Pat Frost
Vacancy
Anne Hoblyn MBE

Surrey County Council
Runnymede Borough Council
Elmbridge Borough Council
Epsom & Ewell Borough Council
Guildford Borough Council
Mole Valley District Council
Reigate & Banstead Borough Council
Spelthorne Borough Council
Surrey Heath Borough Council
Tandridge District Council
Waverley Borough Council
Woking Borough Council
Independent Member

PART 1

IN PUBLIC

1 ELECTION OF THE CHAIRMAN

Members of Surrey's Police and Crime Panel to elect a Chairman for the 2014/15 council year.

2 ELECTION OF THE VICE-CHAIRMAN

Members of Surrey's Police and Crime Panel to elect a Vice-Chairman for the 2014/15 council year.

3 APOLOGIES FOR ABSENCE

The Chairman to report apologies for absence.

4 MINUTES OF THE PREVIOUS MEETING

(Pages 1 - 10)

To approve the minutes of the meeting held on 29 April 2014 as a correct record.

5 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.

6 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.

7 POLICE AND CRIME COMMISSIONER'S ANNUAL REPORT

(Pages 11 - 40)

To consider the Police and Crime Commissioner's draft Annual Report.

8 DEPUTY POLICE AND CRIME COMMISSIONER AND ASSISTANT POLICE AND CRIME COMMISSIONER'S PERFORMANCE MONITORING

(Pages 41 - 56)

To consider the performance of the Deputy and Assistant Police and Crime Commissioner's, and the Assistant Police and Crime Commissioner's contract renewals.

9 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE

(Pages 57 - 58)

To consider the feedback from meetings between the Police and Crime Commissioner and the Chief Constable.

- 10 COMPLAINTS RECEIVED SINCE THE LAST MEETING** (Pages 59 - 66)
- 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.
- 11 RE-ESTABLISHMENT OF THE COMPLAINTS SUB-COMMITTEE** (Pages 67 - 70)
- To agree the membership and terms of reference for the Complaints Sub-Committee.
- 12 RE-ESTABLISHMENT OF THE FINANCE SUB-GROUP** (Pages 71 - 74)
- To agree the membership and terms of reference for the Finance Sub-Group.
- 13 FORWARD WORK PROGRAMME AND RECOMMENDATIONS TRACKER** (Pages 75 - 84)
- To review the Recommendations Tracker and the Forward Work Programme.
- 14 DATE OF NEXT MEETING**
- The Panel to note the next meeting of the Surrey Police and Crime Panel will take place on 9 September 2014 at 10.30am in the Ashcombe Suite, County Hall.

Published: Friday, 30 May 2014

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MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 29 April 2014 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

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

Members:

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

Apologies:

Borough Councillor Colin Davis

12/14 APOLOGIES FOR ABSENCE [Item 1]

Apologies were received from Borough Councillor Colin Davis.

Apologies were also received from the Deputy Police and Crime Commissioner, Jeff Harris, and the Assistant Police and Crime Commissioner for Victims, Jane Anderson.

13/14 MINUTES OF THE PREVIOUS MEETING [Item 2]

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

Members requested they receive further details on the relative cost of the Office of the Police and Crime Commissioner to the previous Police Authority.

14/14 DECLARATIONS OF INTEREST [Item 3]

None received.

15/14 PUBLIC QUESTIONS [Item 4]

None received.

16/14 POLICE AND CRIME PLAN QUARTERLY UPDATE [Item 5]

The Commissioner outlined some key points of success including; a reduction in crime by 8% within the last year, increase in arrests by 8% across the county, almost £1million of assets seized from criminals, an increase in public satisfaction by up to 3% and the enforcement project in Reigate & Banstead having been launched.

- The Panel discussed the Her Majesties Inspectorate of Constabulary (HMIC) report which had Sussex fairing less well than Surrey, and requested assurances that resources would not be diverted from Surrey to Sussex. The Commissioner conceded this was a concern but that collaboration was only for support functions and would not affect 999 response or neighbourhood policing. The Commissioner, however, did hope to see more cross-border work where it was appropriate.
- The Commissioner stated that he still personally believed that amalgamation was the way forward, however he was aware that it would not happen in the next few years. He also would not support an amalgamation which put Surrey at a disadvantage.
- Members queried what was being done with the assets being seized and were informed that the money was being held by courts as some had to be used for the prosecution, however the Commissioner was part of a lobby group which called for more money from seized assets to be available for frontline staffing.
- A Member raised concerns regarding the victim satisfaction survey as it was felt that a yes/no response did not allow for a full evaluation and it would be better to have a scale of one to ten. The Commissioner

stated that he intended to review this survey and requested the assistance of Panel Members in this piece of work.

- The Panel raised the concern that there was still a high level of hidden crime in Surrey. The Commissioner stated that there had been a rise in reports of domestic violence and sexual assault but felt this was due to victims feeling in a position to report the crimes when previously they felt they could not. This suggested that there was hidden crime but that confidence in Surrey Police was rising. However, to-date there had been no reports of Female Genital Mutilation in Surrey which suggested that more work needed to be done as statistically there would be victims in Surrey.
- The Commissioner informed the Panel that Local Road Accident Officers were covering two or three boroughs and districts which was not ideal but a symptom of austerity. The Police however, continued to work with partners such as Surrey County Council on the Drive Smart campaign, and continued to look at other initiatives.
- The Community Safety fund had decreased, however the Commissioner wished to encourage Community Safety Partnerships to bid for grants. These grants were evaluated on merit, however last year not enough bids were made by councils for the funding. The Chairman informed the Commissioner that the Panel would scrutinise the dispersal of the bids across Surrey at a future meeting.
- Members were concerned that detection rates had declined substantially and violence with injury had increased and queried whether there would be a change in policy to address this. The Commissioner felt that the figures were unsatisfactory, however they were three months old and that recent detection figures had shown an improvement. The Commissioner was satisfied that the work of the Deputy Chief Constable would address the issues as there was great rigor in his work, including that of individual Officers. The Commissioner agreed to provide the Panel with up-to-date detection figures in a supplementary letter.
- The Commissioner agreed to share the Oxford Economics report on the police funding formula with the Panel which had been shared with the Surrey MPs.
- The Panel queried whether the enforcement of the work of Community Speed Watch volunteers could be strengthened. The Commissioner felt that more work could be done to improve the initiative and stated that an audit was ongoing. He hoped to give the volunteers more powers and training. Members suggested that the behaviour of cyclists was also an issue and was sometimes dangerous.
- Members further raised concerns that public concerns of dangerous driving were not considered by the Police unless there was an additional witness present. The Commissioner felt that there could be a case for exploring how Police respond to public reports of dangerous driving.

- Asian Gold burglaries were raised as a concern of Members and they were informed that Surrey Police had an ongoing investigation relating to this specific crime.
- Members of the Panel requested an update on the reviews being undertaken by the Chief Constable. The Commissioner agreed to provide the Panel with a summary and would answer questions Members had relating to the reviews.
- The Commissioner stated the Police and Criminal Prosecution Service had been defining crimes differently, however he had spoken to the Chief Constable and was convinced that Surrey Police were taking the most ethical route to ensure crimes were reported correctly.
- Members queried whether anti-social behaviour interventions had increased. The Commissioner stated it was difficult to judge the number of interventions, however the 8% increase in arrests suggested that some could be due to anti-social behaviour.

RESOLVED: That,

1. The report be noted.
2. The Police and Crime Commissioner provide the Police and Crime Panel with a more detailed overview of detection rates, particularly in relation to progress being made.
3. The Police and Crime Commissioner provide the Police and Crime Panel with a copy of the research conducted by Oxford Economics that looked at the national funding formula and the impact on Surrey.
4. The Police and Crime Panel consider how it can work with the Police and Crime Commissioner to improve the way in which victim satisfaction is assessed.
5. The Police and Crime Panel be provided with an update on the status of the various reviews being conducted by Surrey Police.
6. The Police and Crime Commissioner consider whether the way in which anti-social driving is reported can be improved.

17/14 BUDGET QUARTERLY UPDATE [Item 6]

The Commissioner informed the Panel that the budget for Surrey Police was on track for the financial year end with a potential underspend of around £180,000. The Chairman confirmed with the Commissioner that he was willing to work with Members of the Finance Sub-Group on the formation of the budget for 2015/16, ahead of the precept deadlines. Member of the Finance Sub-Group were invited to ask questions relating to the reports submitted.

- Members felt the summary report did not contain enough explanation to the figures within the annexes. There was also some concern that it appeared the reserves had risen by £1.5million during the financial year despite the norm being to evaluate reserves contributions at the

end of the financial year. The Chief Finance Officer stated that the Commissioner had a policy to put aside 3% to reserves, and during the last year had been able to put more into reserves due to an underspend in budgets.

- The Commissioner informed the Panel that Operation Franklin, the flood response operation, had cost in the region £600,000 which the Police were hoping to reclaim from the government. At the time they were developing their claim with all the figures related to the Operation.
- The figures provided to the Panel were for up to the end of January 2014 and had been updated in March 2014.
- Members queried the £1million savings from the Learning and Development budget due to the Commissioners commitment to development. The Commissioner stated that he would look at this budget saving.
- The Chief Finance Officer explained that the costs associated with the cancellation of Project Siren was capital, however the costs discussed within the report were revenue expenditure as they were for the maintenance costs related to the maintenance the system.
- Members queried why the budget for the Officer of the Police and Crime Commissioner (OPCC) had three budget headings for audit – internal, external and independent. The Chief Finance Officer explained that the external audit fee was a contractual fee which was agreed by the Audit Commission which they were required to pay. In addition, the external auditors had been contracted to audit Project Siren. The internal audit was a joint audit committee with the Chief Constable, while the independent audit fee was for the expenses of members on the independent audit committee. The Panel were informed that one member of the independent committee had previously sat on the Police Authority.
- The Commissioner informed the Panel that it had been a year since he had cancelled Project Siren and that there was a draft report out to consultation. He hoped the final report with lessons learnt within the next two months, and he would circulate the report as soon as he was able.
- Members queried the £1.3 million underspend on specialist crime and were informed that due to the reconfiguration of the Force to a more regional focus some budgets and staff were still being recoded. It was hoped the recoding would be completed with variances being balanced by the year end. The Chief Finance Officer stated that he would look at the specialist crime budget in particular.
- Members were concerned that the Police had £280,000 of accounts payable which were over 90 days overdue. The Chief Finance Officer stated that these were generally from low risk bodies, such as other public sector bodies and that the Police had a relatively low level of

write-off monies. Members felt that the Police should chase public sector bodies for monies due as much as they did the private sector.

- The Panel raised concerns that there was an overall underspend for overtime, despite the overtime put in during the flooding. They were informed that the overtime for the flooding response had been separately recorded for the reimbursement claim for the Project Franklin costs.
- Members questioned the £15,520 expenditure on an internet cafe and were informed this was a staff facility by the staff canteen, but that the Commissioner would look into the spending of this budget.
- The Panel thanked all the agencies involved for their work during the flooding.

RESOLVED: That,

1. The Police and Crime Commissioner re-examine in-year revised savings for Learning and Development.
2. The Police and Crime Commissioner provide more information regarding the variance for Specialist Crime.
3. The Police and Crime Commissioner examine actions that can be taken to reduce late payments from other public sector bodies.

18/14 REPORT ON COMMISSIONING VICTIMS' SERVICES IN SURREY [Item 7]

The Chairman informed the Police and Crime Commissioner that the Panel had made the decision to defer this item until a meeting to which the Assistant Police and Crime Commissioner for Victims would be able to attend. The Commissioner accepted this proposal, but stated that the Assistant Commissioner was not involved in the commissioning project as two officers were leading on this work.

The Panel further expressed their concern that the Assistant Commissioners contracts would automatically be renewed, and requested they were consulted before this took place.

RESOLVED: That,

1. The report on the Commissioning of Victims' Services in Surrey be deferred to a future meeting to which the Assistant Police and Crime Commissioner for Victims is able to attend.

19/14 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE COMMISSIONER AND CHIEF CONSTABLE [Item 8]

The Commissioner informed the Panel that there had been two management meetings with the Chief Constable which were reported on within the agenda pack.

- Panel Members queried the work on the Blue Light Collaboration project and the aims and objectives of this work. The Commissioner informed the Panel that the Police were looking to improve emergency services response alongside the ambulance and fire services. They were looking to having a joint system which would enable information to be shared quickly and effectively, along with services which could be shared such as having defibrillators on police vehicles.
- The Commissioner stated that there was an intention to have neighbourhood PCSOs working within local schools on projects such as drug dealing in schools. This was not a government target currently but was still an area which needed consideration.
- Members queried what was discussed under the item of 'Treasury Management' and were informed that the Commissioner particularly concentrated on whether the budget balanced, the condition of the reserves, and budget plans. The Chief Finance Officer stated that there were twice annual reports on the reserves and that the reserves were managed by Surrey County Council through a service level agreement. This report included the risks associated with the investments.
- The Commissioner raised concerns regarding the Officer turnover as the attrition rate was the highest in the country due to Surrey being one of the most expensive places to live . However due to pay rates being nationally set they did not reflect the cost of living. The Metropolitan Police offered Officers free travel on South West Trains in addition to £6,000 more in pay, and with the Winsor report it was felt that cuts in wages were causing people to leave the Force.
- Members were concerned that there was a link between the attrition rate and the detection rate in the county, as there was a loss of knowledge within the Force which the Commissioner conceded was a concern.
- The Commissioner informed the Panel that he would raise concerns regarding attrition rates in Surrey with the Policing Minister, Damian Green MP, as there was a need to sort out the issue particularly as Surrey was training Officers which were moving elsewhere.

RESOLVED: That,

1. The report be noted.

20/14 CHIEF CONSTABLE'S APPRAISAL PROCESS [Item 9]

The Commissioner informed the Panel that he felt that the Chief Constables appraisal had gone well as she and her team were working towards delivering the six People's Priorities. Furthermore, the Commissioner stated that the Chief Constable was dealing with various challenges with historic cases, staying in budget and the restructuring of the Force with senior officers in the localities.

RESOLVED: That,

1. The report be noted.

21/14 DEPUTY AND ASSISTANT POLICE & CRIME COMMISSIONERS' OBJECTIVES AND PERFORMANCE REVIEW [Item 10]

The Panel felt that it was not appropriate for neither the Deputy Police and Crime Commissioner (DPCC) or Assistant Police and Crime Commissioner for Victims (APCC) to not be in attendance, particularly when items which related to their work were being considered.

- Members questioned the work of the APCC for Equality and Diversity as they felt that the work was very generic and could relate to all the residents rather than just minority groups, and queried whether there had been a rise in the recruitment of BME. The Commissioner informed the Panel that his role was very different from that of the Police Authority and he would not be able to engage with all residents on his own. Due to the work of the APCC for Equality and Diversity the Commissioner stated there was now better communication between the Police and minority groups, with these groups now feeling as though they can raise their concerns. This work had been well received and the APCC was now working at Crawley Mosque to improve relations with Sussex Police.
- The Commissioner informed the Panel that he was looking to encourage taxi drivers as a mobile Neighbourhood Watch as they were out at all hours of the day and across the county.
- Members raised concerns that while the APCC for Equalities and Diversity was visible within the community, the APCC for Victims was not. The Commissioner felt that the APCC for Victims was visible in the courts and victims services units across the county, which was where her work was focussed.
- The Commissioner informed the Panel that the DPCC was scrutinising the business cases for amalgamation of services with Sussex Police to ensure the process was effective. Additionally, the DPCC's involvement in the review of the disposal of assets would cause an estimated additional £1million of revenue, by thinking more strategically about what buildings need to be kept.
- The Junior Citizens Scheme was being developed with six boroughs and districts involved. However for the other five there was an issue of cost, however the DPCC had been able to agree Epsom Racecourse as a venue and was looking into funding to enable the other boroughs and districts to be involved in the scheme.
- Members suggested that the Outcomes section of the reports should contain examples of the DPCC and APCCs work to better explain what they had done so as to enable the Panel to better evaluate their work.
- The Commissioner stated that he had seen the APCC for Victims in action and found her to be very competent at raising concerns and

questioning the organisations. He further stressed that he would look into having her attend a future Panel meeting.

- The APCC for Equalities and Diversity informed the Panel that he was working to assure Officers that minority groups were on their side and wanted a proactive force.

RESOLVED: That,

1. The report be noted.
2. The Police and Crime Commissioner consider the level of detail provided in the Outcome section of the performance monitoring tables, to help improve the Police and Crime Panel's understanding of the Deputy and Assistant Police and Crime Commissioners' work.

22/14 WEBCASTING OF POLICE AND CRIME PANEL MEETINGS [Item 11]

The Chairman stated that though some Members of the Panel were unsure whether to webcast meetings at the start, they now believed that webcasting the meetings was right way forward. The Panel had received praise for being open and transparent and the viewing figures were very encouraging.

- Members of the Panel stated that the viewing figures showed that residents were interested in the work of the Panel and though there were concerns regarding the costs, it was felt that they were relatively low considering it enabled residents to engage with the process.
- Borough Councillor Margaret Cooksey proposed a vote to continue to webcast the Panel meetings which Borough Councillor Terry Dicks seconded. The Panel voted unanimously to continue webcasting Police and Crime Panel meetings.

RESOLVED: That,

1. Meetings of the Police and Crime Panel continue to be webcast.

23/14 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 12]

The Scrutiny Officer informed the Panel that two complaints had been received since the last meeting. Details of the first complaint could be found in the agenda, while the second complaint was considered by the Complaints Sub-Committee on 24 April 2014 and would be reported on at the next meeting of the Panel.

RESOLVED: That,

1. That the report be noted.

24/14 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 13]

The Panel reviewed the recommendations tracker and forward work programme.

RESOLVED: That,

1. The recommendations tracker and forward work programme be noted.

25/14 DATE OF NEXT MEETING [Item 14]

It was noted that the next meeting of the Police and Crime Panel would be on 10 June 2014 at 10.30 am.

Meeting ended at: 1.00 pm

Chairman

SURREY POLICE AND CRIME PANEL

POLICE AND CRIME COMMISSIONER FOR SURREY – ANNUAL REPORT

10 June 2014

SUMMARY

The Police Reform and Social Responsibility Act (2011) places a duty on Police and Crime Commissioners to produce an Annual Report. The report should cover the exercise of the PCC's functions in the financial year and the progress made in meeting the Police and Crime Plan. The report should be presented to the Police and Crime Panel for comment and recommendations, and then published.

The attached Annual Report covers the period April 2013 to March 2014 and is submitted to the Police and Crime Panel for comment. Also included is the Force's end of year update on progress against the Police and Crime Plan, which will be included in the final Annual Report.

RECOMMENDATIONS

Members of the Police and Crime Panel are asked to comment on the attached annual report prior to its formal publication.

EQUALITIES AND DIVERSITY IMPLICATIONS

The attached Annual Report provides an update on work done to promote equality and diversity.

LEAD OFFICER: Damian Markland, Senior Policy Officer, OPCC

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Crime – DOWN 8%

Arrests – UP 15%

Office of the Police and Crime
Commissioner for Surrey

Annual Report 2013-14

Welcome to my annual report for 2013-14, the first full year of my term in office as Surrey's first elected Police and Crime Commissioner.

From the beginning of my campaign to win the public's endorsement as PCC, I promised to base my work on your priorities. You told me you expected me to:

- take a zero-tolerance approach to crime and antisocial behaviour
- deliver more visible street policing
- put victims put at the heart of the criminal justice system
- provide more opportunities to have your say on policing
- protect your local policing
- be uncompromising in the standards we expect from the police



This document is my report back to you on the progress I have made, working with the Chief Constable, local councils and partner agencies, to deliver against your priorities.

Surrey Police have done a magnificent job this year, frankly against all the odds. Their budget continues to fall. Officers' pay and conditions of employment have been cut. Every week without fail the police service is attacked in the media and by Westminster politicians.

Keep all of that in mind as you read this report. The officers and staff of Surrey Police deserve the credit for all of the achievements made this year. I help and support them where I can using my influence and position as a politician but it is out there on the streets of Surrey where your sense of safety is protected and improved. My thanks go to the Chief Constable and everyone at Surrey Police for everything they have done this year.

Kevin Hurley

Police and Crime Commissioner for Surrey
May 2014

A zero-tolerance policing approach

I spent 30 years policing in this country and indeed as far afield as France, Morocco and Iraq. I have always held to the belief that as the guardians of order, the police should never ignore problems or concede public spaces to criminality. That is the essence of zero-tolerance. Our streets and spaces belong to those who abide by the laws that govern our country, not thugs, criminals and bullies.

This year, Surrey Police have arrested 2,800 more people than in the previous year, an increase of 15%. I am delighted to see this. Making an arrest is not easy – it can often be confrontational and dangerous. We ask the police to do this difficult job on our behalf and it is a testament to the moral and physical courage of our officers that they have taken the zero-tolerance approach to heart and made it their business to confront criminality more often and more robustly in Surrey. Let this be a message to anyone thinking of committing crime in our county that they will not get an easy time here.



Crime has fallen by 8% over the past year. This means 4,000 fewer victims of crime. It means a stronger sense of safety and confidence in our communities. Criminals are thinking twice before offending.



Surrey Police is also beginning to improve its detection of crime. Detections have historically been a weakness for Surrey Police and the past year has seen the statistics fall further as the Force has reviewed its recording processes. That was an important step forward for building our faith in the statistics and, thanks to the leadership of the current Chief Constable and the Deputy Chief Constable, the Force is getting back to basics and, by doing more to get the basics right, is beginning to bring more offenders to justice for their crimes. I hope to

see this momentum maintained over the coming year.

You are less likely to be a victim of crime in Surrey today than you were a year ago. If you commit crime, you are now more likely to be arrested. That is progress we can all welcome.

More visible street policing

Surrey is the only police force in the country to have increased officer numbers over the past year. By collaborating with neighbouring forces, replacing some PCSO posts with Police Constable posts and by using assets seized from criminals, we have been able to buck the national trend and deliver the increase in visible policing in your area. Each of Surrey Police's divisions – North, East and West, now has a dedicated Chief Superintendent, running policing operations on their patch, from their patch, not from the force's central HQ.

The extra Constables are much needed. Demand for Surrey Police services has continued to increase this year, with an 11% rise in the most urgent emergency calls. That equates to nearly 3,000 additional emergency incidents requiring immediate police attendance. The Force has also had to play a central role in the response to the terrible flooding in the county, not only in the immediate emergency and recovery period, but in safeguarding affected properties from criminals in the months following. High visibility patrols and automatic number plate recognition (ANPR) cameras have helped keep crime down – Surrey officers have stopped and searched more than 2000 vehicles, 44% of which contained persons known to police. Only 28 flood related crimes have been reported in the affected areas.



In last year's annual report I wrote of my ambition to extend the Zero-tolerance approach beyond policing and involve our local councils and agencies too. In Reigate & Banstead, we are making this reality, joining forces with the Borough Council to form a uniformed joint enforcement team of police officers and council officers. The central aim of this pioneering project – the first of its kind in Surrey – is to deal with problems and improve the public's sense of safety by making the most of all the legal powers the authorities – police and councils – have. By collaborating, they can find ways to tackle those causing persistent nuisance and concern to residents using every legal power available to them. With high-visibility vehicles and uniforms, this team will further

enhance the presence and visibility of authority in the Borough. We hope to roll this out further in the county in the coming year.

More Constables in Surrey is bad news for criminals and good news for the community. All of the Authorities in Surrey are taking a stronger and more visible stand against crime and antisocial behaviour. We will not tolerate it.

Putting victims at the centre of the Criminal Justice system

Victims should be at the heart of the criminal justice system. We know that very often they are not. I am determined to make things better for victims of crime in Surrey.



Talking to community leaders about burglary in Surrey Heath

As well as making real inroads into reducing the number of people becoming victims of crime in the first place, Surrey Police is making significant efforts to improve its service to those who unfortunately do experience crime. Like many forces, Surrey Police has been under scrutiny over the past year for its handling of historic sexual abuse allegations and also its response to domestic abuse. I have been greatly impressed by the attitude of the Force in confronting these issues with openness and humility. We are working together and making real changes, such as:

- making victim care a part of the Constable to Sergeant promotion process
- inviting the College of Policing to review its contact and deployment processes
- a new 'Victim's Code' has been implemented across the force
- new procedures have been put in place to protect repeat victims of domestic abuse
- I have taken Mencap's PCC pledge, giving my commitment to ending disability hate crime in our county

Thanks to such changes, we have seen satisfaction in Surrey Police's service to victims of crime and victims of antisocial behaviour increase over the past year.

The Police are just one element of the criminal justice system. If we are to really make a difference to the experience of victims, we must look at the entirety of the system. To do this, I appointed an Assistant Commissioner for Victims, Jane Anderson, to provide dedicated, independent scrutiny on the service provided to victims at every stage in their journey, from the first call for help through to the court case and its aftermath. Jane has completed some important work this year, most notably on the treatment of domestic abuse victims. She has worked with the police and other agencies to conduct research and make recommendations that will make a real difference to people in times of great vulnerability and crisis.

There is certainly room for improvement in the level of service we provide to victims of crime, but things are moving in the right direction. We can only tackle these issues in partnership and I am working with all of the agencies involved to make things better together.



More opportunities to have your say on policing

Over the course of the last year, I have held a Crime Summit in every Borough and District in the county. These Summits have, for the first time, brought the leaders of all the local public services together with local residents to talk about issues and find ways forward to deal with them. The packed halls and lively debates have underlined the value you put on this dialogue with your police and other services and I intend to continue these Summits in the year ahead.

With my Deputy and Assistants, I have maintained a busy programme of local engagements over the course of the year, meeting with thousands of Surrey people from all walks of life to hear what you're thinking about policing, crime and community safety where you live. My office has handled thousands of calls and items of correspondence from the public. We have a dedicated officer carrying out casework to resolve local complaints and issues with the level of police service you receive.



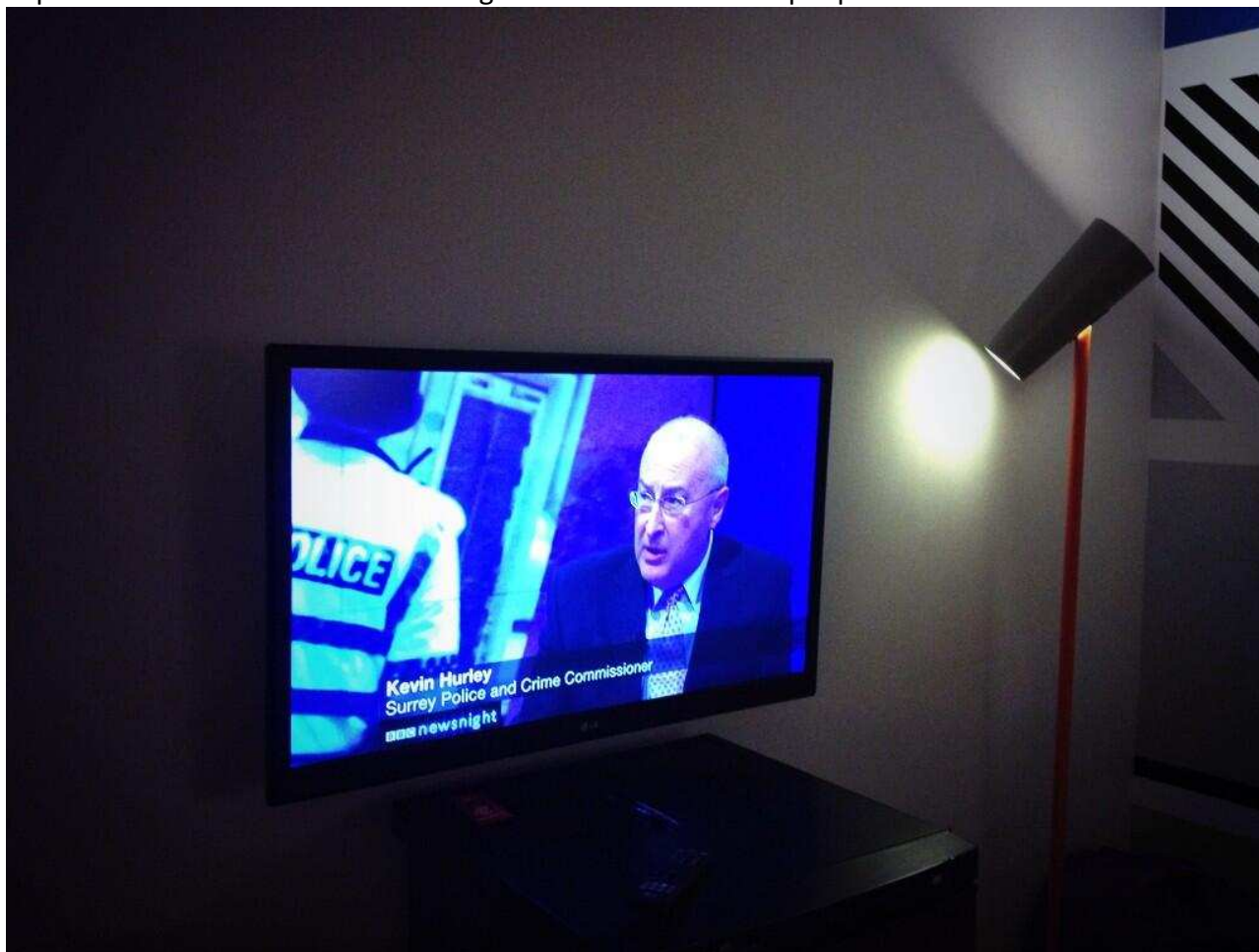
We asked young people what they wanted from the police at a series of events – YouthSHOUT – across Surrey

As a team we have also worked hard to raise awareness of my role and let people know that they can come to me as their elected representative with any concerns or comments they have. Visibility is essential for elected leaders. I have built relationships with the local and national press to bring the issues that concern you to wider prominence – underfunding of police, treatment of victims, inadequate sentencing, whistleblowing and so on. I work with our local councils, Members of Parliament and political leaders in Westminster.

Thousands of people have taken the new opportunities to talk about crime and community safety. We will keep listening and keep doing what we can to make things better for you.

Protecting your local police

Around 50 Surrey Police officers will be injured on duty this month. Around 50 officers are injured *every month* doing so. They are punched and kicked. They are spat on and abused. They are bitten by dogs, they have cars driven at them. All to protect us. We owe it to them to protect them from the seemingly endless stream of one-sided criticism we hear. The dangers of the job have always been there and always will. However, our officers and staff feel under pressure like never before. Morale in the police service is at its lowest ebb for generations. I work constantly with the media to put across the other side of that argument and defend our people from unwarranted criticism.



Speaking up in the national media

Changes in legislation made by the Government have meant Police pay and conditions have been significantly reduced. Constables in some parts of the country will now start on as little as £19k per year. That is for a job with early, late and night shifts across every day of the week. With the Chief Constable, I have raised starting salaries in Surrey as high as is legally possible – to £22k, but this is not enough in my view. A new constable will take home around £1300 per month. That does not go far in the most expensive county in Britain. I continue to press the Government to reconsider this decision.

I have also ruled out an extremely high risk scheme being trialled across the country to allow people to join the police service at Superintendent rank with little or no relevant experience. Police Superintendents manage hundreds of officers and take responsibility for major public safety incidents. It is unimaginable that this job could be carried out properly without many years of

police experience and, with the Chief Constable, I have agreed that this will never take place in Surrey during my time in office.

7

The whole force is feeling the financial pinch and we are working hard to protect service levels. Collaboration with our neighbouring forces, particularly Sussex Police, is enabling us to make significant savings by sharing specialist resources and reducing the number of senior police officers needed to manage both force areas. This year, with my counterpart Katy Bourne, Police and Crime Commissioner for Sussex, we agreed a vision for collaboration between our two forces which will see us work much more closely in the years ahead.



Together with leaders from other South East forces, signing a contract for IT networking technology. Collaborating with other forces helps us modernise and save millions of pounds.

Surrey Police has for many years been underfunded by the Government, receiving the second lowest amount of money of any force, despite being next door to London, with all of its criminal threats, and despite being home to the busiest stretches of motorway in the country. I have worked with the internationally respected firm Oxford Economics to produce independent analysis which demonstrates this to be the case, and put forward suggestions for change. I have given this to the Home Secretary and Policing Minister who have welcomed its findings and we are being closely supported by local MPs, led by Dominic Raab MP, in making sure our case is heard. We are offering solutions, not making empty complaints.

The tough time facing our police officers and staff does not look like ending any time soon. Their commitment and dedication should never be taken for granted. We must continue to support them in any way we can.

Uncompromising in the standards you expect from the police

With your support comes an expectation that you will receive the highest standards of service and conduct from your police. On nearly every occasion, that is what you will receive. However the police are not perfect and sometimes officers and staff fall below the standards we expect.

I believe that you should be able to see me performing my role of making sure Surrey Police are delivering the things you want to the standard you expect and I was the first Commissioner to make my formal meetings with the Chief Constable open to public view via webcast.



One of my management meetings with the Chief Constable, webcast for the public to see.

Like the Chief Constable, I take the view that we must be uncompromising in our stance on conduct. We believe passionately in police officers and staff being well presented, courteous and professional in their demeanour. They must behave with integrity and moral courage.

Unfortunately, we have seen a handful of incidents this year where officers or staff have fallen below an acceptable standard and where action has to be taken, including two officers convicted of criminal offences. This is absolutely unacceptable and I have been vocal in my condemnation of their actions, which have failed the public, failed their colleagues and brought shame on themselves. Moreover, I have sought to claw back some of their pensions in recognition of their misconduct.

At the organisational level, I have brought to an end the unfortunate saga of the SIREN IT system –

a major project launched in 2006 to replace the Force's criminal intelligence computer system that, when I took office, was running years late and millions of pounds over budget. I am pleased to say that, in the months following my decision to terminate SIREN, an alternative system - Niche - has been identified, purchased and successfully put in place. However, we must have accountability for the millions of pounds of public money wasted on SIREN and I have called in independent Auditors to look at the whole project. I expect them to report back in the coming months and I will be sharing their findings publicly.

Confidence and satisfaction in the service offered by Surrey Police remains very high. We aim to keep it that way, recognising the great work being done and being open and accountable when things go wrong.

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SURREY POLICE - PAPER FOR PCC MANAGEMENT MEETING

Update on Delivering the Six People's Priorities

1) Take a Zero Tolerance Policing Approach

Crime Reduction

The below table gives headline crime figures in Surrey for the 2013/14 financial year. As can be seen, overall crime levels are down, and there has been a notable reduction in the level of serious acquisitive crime. Violence with injury and serious sexual offences show a rise in recorded offences.

Crime Reduction	FY 13/14	FY 12/13	Change	%age Change
Serious acquisitive	7462	8526	-1064	-12.5 %
Robbery	251	248	+3	+1.2 %
Domestic burglary	3151	3400	-249	-7.3 %
Violence with injury	3494	2867	+627	+21.9 %
Serious sexual	543	419	+124	+29.6 %
Rape	248	169	+79	+46.7 %
TNO	48,486	52,731	-4,245	-8.1 %

a. Domestic Burglary

The Force has continued its focus on domestic burglary throughout the financial year; this has shown results, with the level of burglary reducing by 7.3%, or 249 crimes, compared with the previous financial year. Our burglary campaign, Operation Candlelight, which took place in the run up to Christmas and into the new year, played a key part in this. However, the Force recognises that domestic burglary is of concern to Surrey residents and we aspire to reduce the level even further over the coming year with performance remaining subject to regular scrutiny at the Deputy Chief Constable's Crime Performance Board (CPB).

Measures to reduce burglary include the setting up of a Burglary Dwelling Working Group chaired by a Superintendent. The group is working on developing good practice and aligning ways of working with Sussex Police. Current focus includes the development of a repeat burglary strategy, looking at 'super cocooning' and combating Asian Gold burglaries in Stanwell and Surrey Heath. We are pleased to report that at 4th May, the number of burglaries had fallen by 14.9% compared to the same period last year. This is an improvement of 7.6 percentage points from the end of March.

b. Violent Crime

The level of reported violence with injury over the financial year was 21.9% higher than for the previous year. This is partly due to an increase in reporting of domestic-related violence, which accounts for nearly 40% of all violent crime in the Force area, and which also implies an increased level of trust in Surrey Police. Again this has been an area of scrutiny by the CPB, which has singled out domestic violence and town centre violence as the biggest areas to tackle.

Domestic Abuse

In March, Her Majesty's Inspectorate of Constabulary (HMIC) published a report on performance in relation to domestic abuse. In light of this, the Police and Crime Commissioner commissioned a dedicated paper on this topic; this is also being discussed at the May management meeting.

Going forward, measures to reduce the level of domestic abuse suffered by Surrey residents include:

The introduction of 'Clare's Law'

The Domestic Violence Disclosure Scheme (DVDS), more commonly referred to as 'Clare's Law', is now being rolled out nationally. Under the scheme, anyone with a specific concern can request information about their partner. In its first month, six requests were made to Surrey Police and one disclosure was given.

A new repeat victim procedure

In April, the Force introduced a new procedure to safeguard repeat victims of domestic abuse, which details the correct care and support that all repeat victims should receive from Surrey Police and partner organisations.

The introduction of Domestic Violence Protection Notices/Orders (DVPNs/DVPOs)

Following the increase in recorded domestic abuse during the football World Cup in 2010, new measures will be introduced in June under the Crime and Security Act 2010 to coincide with the start of the 2014 World Cup. A DVPN bans a perpetrator from returning to the victim's residence, and from having contact with the victim for up to 48 hours. This allows time for the Force to apply for a DVPO through the Magistrates Court. DVPOs ban a perpetrator from seeing or having contact with the victim for up to 28 days (in many cases this will ban them from their own house), thereby preventing the situation where a suspected domestic abuse offender, who is neither charged nor otherwise on bail at the time of release from police custody, is free to return to the scene of abuse sometimes within hours of arrest. Research shows that this is a time of increased risk to a victim.

Town Centre Violence and World Cup

Town Centre violence was discussed at the April CPB which reviewed Operation Nightguard, our town centre violence operation, as well as plans to manage the predicted increase in violence during the football World Cup in June.

Operation Nightguard has been in place for several years and is being updated. It covers the core towns in the county with larger night-time economies, e.g. Guildford and Woking on Friday and Saturday nights; it involves a number of dedicated officers, including those from proactive teams, Neighbourhood teams, and the Special Constabulary. The suitability of other teams to

assist is also being considered, and different days will be risk assessed on each division as red, amber or green in terms of the risk of violent crime based on other information and intelligence available. A town centre violence 'toolkit' is being disseminated, containing a number of tactical options for local implementation.

A joint Surrey-Sussex policing operation is being planned in relation to the football World Cup; this aims to prevent violent crime, specifically alcohol-related crime and domestic abuse, and to take positive action to detect it when it does occur. Teams will be fully-staffed, with proportionate restrictions on leave, and a local intelligence collection plan, external communication, and training and briefings to cover mindset and legislation are all being prepared.

c. Serious Sexual Offences

Surrey Police recorded an increase of 29.6% in the level of sexual offences in the 2013/14 financial year compared with the previous year. This has resulted from a combination of a more robust and effective crime reporting regime, ensuring that the Force takes a victim-centred approach, and the on-going work with partner agencies including the Sexual Assault Referral Centre (SARC), the Rape and Sexual Abuse Counselling service (RASASC) and Outreach to encourage victims to come forward and report offences.

Detection Rates

The below table shows the end-of-year detection figures in Surrey for the 2013/14 financial year and the year-to-date figures for the current financial year.

Detection Rates	End FY 13/14	FYtD 14/15
Serious acquisitive	9.6 %	17.9 %
Robbery	23.9 %	26.1 %
Domestic burglary	11.5 %	17.5 %
Violence with injury	37.5 %	41.7 %
Serious sexual	30.0 %	33.9 %
Rape	19.8 %	17.6 %
TNO	26.9 %	35.2 %

a. Domestic Burglary

Our burglary detection rate continues to improve; whilst we are only just over a month into the new financial year, the detection rate as of 4th May is 17.5%, which compares favourably with the base of 6.2% in April 2013, representing an improvement of over 11%. This is due to a maintained focus on both primary detection rates, for example through the use of the National Mobile Property Register and improved forensic activity, and secondary detection rates, such as the work of the Taken Into Consideration (TIC) team. Burglary detection remains an area of focus for the Force and an area of scrutiny for the CPB. Efforts to improve the detection rates further are continuing.

Examples of recent burglary detections

- On 27th March, £40,000 of Asian gold and other valuables were stolen from a property in Staines-upon-Thames. Recovered imagery was used to identify a vehicle connected with the offence and from this four suspects were identified and then arrested on 30th March. Two of the suspects have now been charged with burglary dwelling. One of these suspects was referred to the TIC team and has subsequently admitted a further 14 domestic burglaries, three of which were in Surrey and the rest in surrounding police areas. The other suspect will be interviewed by the TIC team imminently.
- A window cleaner has been arrested and charged with 26 counts of domestic burglary, with further offences still under investigation, following a long running investigation in North Surrey. The offender targeted elderly or otherwise vulnerable people, entering their houses to steal property on the pretext of cleaning their windows.

b. Violent Crime

The detection rate for violent crime with injury at the end of the financial year was lower than for the previous financial year; this should be seen in the context of a 21.9% increase in recorded crimes. The actual number of crimes detected, at 1310, was slightly up on the previous year (1301). Specific work in relation to domestic abuse is discussed in the separate document.

c. Serious Sexual Offences

The detection rate still remains high when compared with other forces and as of February 2014 we were 6th nationally. Of note is the fact that over the last two years, Surrey Police has seen a 45% increase in the number of 'delayed report' rapes (those where there is more than 28 days between the crime and reporting, and often it is decades). Additionally, analysis of rapes in quarter three of last year showed that over 60% were domestic-related and 63% were delayed reports (both domestic and non-domestic-related). The Force's performance in the calendar year 2013 shows a higher detection rate for delayed reports at 38% than for all reports at 33%. Performance for detecting rapes of children remains strong at 73%.

Nevertheless, the Force has seen a slight drop in the numbers of serious sexual assault crimes (including rapes) detected from 178 in 2012/13 to 163 in 2013/14. The Force recognises that it must strive to increase the number of people held to account through the criminal justice process who commit such serious and traumatic crimes. Increased capacity and capability of the Force in tackling this specialist area is being rectified as part of a review within the Specialist Crime Command; this is the addressing the structure, skills and staffing levels.

Recent Convictions:

Richard Clubb

Richard Clubb from Pyrford has been sentenced to seven years imprisonment with a further five years on licence having been found guilty of the sexual abuse of two young girls. Both girls were under the age of 13 when the offences took place. He was also given a Sexual Offences Prevention Order to follow his release.

Tony Chandler

Tony Chandler from Ash has been sentenced to 22 years imprisonment having been convicted of 18 counts of sexual abuse, including three of rape. The offences took place over a seven-year

period between 2004 and 2011. He will be a registered sex offender for life and is subject to a Sexual Offences Prevention Order upon release from prison.

Andreas Ververopoulos

Andreas Ververopoulos, a Greek national, has been sentenced to nine years imprisonment after he pleaded guilty to the rape of a teenage girl in Ash 7 years ago. Ververopoulos was staying with relatives at the time but returned to Greece before his identity could be established. Ververopoulos became the prime suspect following the circulation of an E-fit and the reconstruction of the incident on BBC TV's Crimewatch programme; he was extradited to the UK last year.

Four Men Jailed in Bahrain over Images of UK Children

Four men have been jailed for a total of 20 years in Bahrain after duping British boys into sending them indecent images of themselves. Surrey Police POLIT carried out a 14-month investigation following concerns raised by a local mother. During the course of the investigation, over 160 online child victims were identified across 34 UK Police Forces, with many living in Surrey. The victims were all coerced into performing sexual acts on camera and then blackmailed to obtain further images and/or money by the offenders, who posed as young children using footage obtained from other victims. Surrey Police worked with the Children Exploitation and Online Protection Centre (CEOP) to secure the convictions, and further investigation by CEOP has identified 3000 further potential victims worldwide.

Drugs

Drug Use by Young People

Information and intelligence is showing that issues of drugs in schools specifically are being mitigated, which is assessed to be positively influenced by the work carried out by police, schools and partners in educating about the dangers and providing a hostile environment for drugs-based criminality to occur. However, drug use by young people generally remains a concern.

There is a service level agreement between the Force and every state secondary school in Surrey; good relations have been built, and the Force is confident that schools would share concerns around drug use. There has been one exclusion in a state school for peer-to-peer drug dealing. The biggest risks to young people are assessed as being on-line abuse, alcohol misuse, and legal highs. The Children and Young Persons Partnership Board is pulling together work on this, linking in with the Troubled Families Programme.

Examples of recent good work include:

- Delivering assemblies on the dangers of sending explicit messages to pupils in a secondary school, and giving lessons to junior school pupils as part of the Junior Citizen programme in Woking.
- Giving a talk at a school in Mole Valley on online safety and promoting the use of www.thinkuknow.co.uk, which offers support to parents, teachers and children on how to stay safe online.
- Working with a secondary school in Epsom, which had raised concerns about the amount of bullying which seemed to be occurring there. Year 7 pupils were educated about what cyber bullying is, what happens to those that are suspected of cyber bullying and the effects it can have on victims.
- Officers in Waverley using their regular attendance at youth clubs to raise awareness and promote debate on online safety.
- Officers in Surrey Heath going into local schools to speak to year 6 pupils about cyber bullying and online safety following concerns raised by parents and staff.

In addition to the above, the Force continues to target those who produce and supply controlled drugs, as shown by the following:

Wider drugs-focused good work:

- A youth was arrested and charged with production of cannabis after more than 160 plants were found at an address in Sunbury. Officers discovered the cannabis factory when they searched a property in Staines Road West on 5th April. As a result, a youth has been charged with the production of cannabis and abstracting electricity, and remanded in custody.
- Roads Policing Officers stopped a car that had been seen driving erratically by a member of the public on 31st March. On searching the car they discovered and seized 22kg of cannabis. The driver was charged with possession of cannabis with intent to supply and has subsequently been convicted of this and sentenced to three years and four months imprisonment.
- A 20-year-old man was arrested on suspicion of being involved in the cultivation of cannabis after a cannabis factory was discovered at a house in Ashford. A member of the public called police to report a strong smell of the drug, along with suspicious behaviour at the property in Ashford. Officers raided the house and found about 300 cannabis plants and paraphernalia.
- 14 people have been charged with various drugs-related offences, including the supply of heroin and crack cocaine, following raids on 14 addresses across Surrey, Hampshire and London as part of Operation Cennin on 30th April. During the operation, a quantity of drugs and cash were discovered and seized along with two vehicles believed to be used in the commission of the offences.

Tackling Organised Criminal Groups

A total of 18 Organised Criminal Groups (OCGs) were disrupted during the course of the 2013/14 financial year. Highlights include:

- Operation Beet – an operation targeting the supply of class A drugs, to reduce the levels of serious acquisitive crime (theft and burglary), which culminated in raids on properties in Redhill, Horley and London.
- Operation Isosceles – relating to armed robbers who stole over £350,000 worth of jewellery from a jewellery shop in Guildford.
- Operation Lagena – relating to a large-scale cannabis factory in a warehouse in Shepperton.

Operation Truvium 2

The Force took part in a week of action aimed at catching travelling criminals who use the road network to avoid detection and move around the UK. The Roads Policing Unit carried out more than 100 stop-checks on vehicles at a number of locations, and automatic number plate recognition (ANPR) technology was used to gather intelligence as part of the campaign. As a result, two vehicles were seized, six arrests were made and a total of 15 penalties were issued.

Custody

The Force recognises that a zero-tolerance policing approach requires the suitable provision of custody spaces and efficient custody procedures. The following table shows that the number of arrests continues to increase across all areas in the county.

Custody Suite	FY 13/14	FY 12/13	Change	%age Change
Eastern (Reigate & Salfords)	5992	5017	+975	+19.4%
Western (Guildford & Woking)	9624	8778	+846	+9.6%
Guildford	7070	5017		
Woking (closed 04/11/13)	2554	3761		
Northern (Staines)	6032	5051	+981	+19.4%
Total	21648	18846	+2802	+14.9%

The total number of arrests in the recent financial year increased by 14.9% when compared with the previous year. The below table shows some specific crimes for which the numbers of arrests have increased.

Offence	FY 13/14	FY 12/13	Change
Domestic Burglary	674	582	+92
Robbery	272	198	+74
Theft	285	232	+53
Theft of Pedal Cycles	151	121	+30
Criminal Damage	877	756	+121
Regina Offences	1098	863	+235
Assault with Injury	1867	1587	+280
Assault without Injury	1652	1140	+512
Harassment	324	232	+92
Sexual Offences	560	413	+147
Domestic-Abuse Related Offences	2200	1952	+248

2) More Visible Street Policing

Seizure of Assets

POCA performance summary for FY 2013/14

The below table shows the successes in relation to POCA seizures for the financial year:

POCA scorecard	FY 2013/14	EOY 2013/14 Aspiration
Assets recovered (total value of cash forfeitures + value of confiscation orders)	£1,221,386	£1,000,000
Volume of confiscation orders	55	50
Value of confiscation orders	£970,192.33	n/a
Number of restraint orders	8	n/a
Number of cash seizures	66	70
Volume of cash forfeitures	26	n/a
Value of cash forfeitures	£251,193.67	n/a

Of the above confiscation orders, 13 are for £100 or less, however for the remaining 42 the average is £23,094.34. Compensation totalling £498,039.79 was paid to victims from 13 confiscations, and there were 26 cash forfeiture orders with an average of £9661.30. A separate paper has been produced to discuss the seizure of assets from criminals.

Resource Availability and Sickness

	FY 13/14	FY 12/13	%age point change	%age change
Resource availability	91.7%	92.5%	-0.8%	-0.9%

Surrey Police ended the financial year having achieved resource availability of 91.7%, which is above the 90% threshold, but 0.8% below the level recorded last year (92.5%). The reduction in availability was due to a higher police staff vacancy rate.

Police Officer sickness (rolling 12 months)	2.6%
Police staff sickness (rolling 12 months)	2.6%

Sickness for both police officers and staff has remained low, putting the Force well within the first quartile (25th percentile) nationally; this is the equivalent to an average annual loss of 6.6 days per person for officers and 6.3 days for staff. Surrey Police has the lowest sickness rate when compared against our most similar forces (Cambridgeshire, Dorset and Thames Valley).

Surrey Police Special Constabulary

There were 182 Special Constables at the end of the financial year, 75% of whom have now achieved their Independent Patrol status. Over the financial year, Special Constables have worked more than 49,000 hours during 6530 duties and made 385 arrests. During the period there were three intakes of new Specials and recruitment is once again open, with the next intake due to start their initial training later in the year.

Good work:

An example of the Special Constabulary’s dedication is shown by a Special Constable who spotted a prolific burglar whilst off duty and managed to retrieve their jumper and some property that they had stolen. A search for the offender ensued, resulting in their arrest and charge; the victim has commented that they will now be able to sleep at night.

Update on Flooding

Following the update given at the last management meeting in relation to the response to the serious flooding, Surrey Police continues to protect residents and properties in the north of the county whilst the area continues to recover. A major intelligence-led operation has been in place since the adverse weather hit the region two months ago and the Force continues to carry out extra high visibility patrols in vulnerable locations. Officers are also continuing to use ANPR to monitor vehicles to detect any vehicles that may be suspicious or known to have previously been used in crime. Over 2000 vehicles have been stopped and searched as part of the crime prevention patrols, and of those stopped 44% of people are known to police. As of the beginning of April only 28 flood-related crimes have been reported in flood-affected areas.

Examples of Good Partnership Policing

- The Joint Enforcement Team launched in Reigate and Banstead borough on 9th April. The project is still in its early stages, but there are already signs of better joint working and interoperability; for example, plans are being made for a joint licensing health check operation, which will see multi-agency teams conducting thorough checks and enforcement on licensed premises, food outlets and taxis. This has never been done before.
- Elmbridge Council and Surrey Police have joined forces to tackle anti-social noise late at night. Council officers join police on patrol between 8.30pm on Saturdays and 3am on Sundays to investigate noise nuisance reports, as well as taxi and alcohol issues. The out-of-hours service is backed up by penalty notices for offenders, with fines for residents and businesses of £100 and £500 respectively.

3) Putting Victims at the Centre of the Criminal Justice System

Call Handling and Response Times

The below table shows that emergency call handling performance remains strong with the financial year figures of 92.8% of emergency calls being answered within 10 seconds. Performance for non-emergency calls is notably lower, whereas attendance times for both grade 1 and grade 2 incidents remain good.

	FY 13/14	FY 12/13	%point Change
% 999 calls answered within 10 secs	92.8%	93.4%	-0.6%
% non-emergency calls answered within 60 secs	65.7%	66.7%	-1.0%
% grade 1 incidents attended in 15 mins	81.9%	82.9%	-1.0%
% grade 2 incidents attended in 60 mins	83.4%	87.8%	-4.4%

Since the introduction of Niche our non-emergency call handling times have continued to fluctuate as a result of longer call durations and increased data inputting. This remains an area of focus on a daily basis and we expect that our performance will stabilise as operators become more familiar with the new system. The call-answering performance does not show a significant drop compared to the previous year, however the Contact Centre is reviewing its activity to reduce its overall workload and prioritise resources on answering calls quickly.

The following table shows the number of reported incidents that we have been attending during the 2013/14 financial year compared with the last:

	FY 13/14	FY 12/13	Change	FY %age Change
Number of grade 1 incidents attended	33,209	29,905	+3,304	+11.0%
Number of grade 2 incidents attended	59,421	60,688	-1,267	-2.1%
Number of grade 3 incidents attended	42,589	44,988	-2,399	-5.3%
Total attended	135,219	135,581	-362	-0.3%

The total number of incidents attended has remained fairly consistent, however the largest change has been the 11% increase in grade 1 (emergency) incidents.

Victim Care

The below table shows that the Force has improved its performance compared with the previous financial year.

	FY 13/14	FY 12/13	%point Change	FY %age Change
Overall crime victim satisfaction	86.0%	85.8%	0.2%	0.2%
	FY 13/14	FY 12/13	%point Change	FY %age Change
ASB victim satisfaction	80.3%	79.8%	0.5%	0.6%

The year end overall crime satisfaction (burglary, vehicle crime and violent crime weighted data) is 86.0%, a 0.2% point increase on last year. Satisfaction has improved this year for both vehicle crime and violent crime. By indicator question, 'kept informed' (a key driver to overall satisfaction) has seen a statistically significant increase in satisfaction (+2.1% points compared with last year). The rolling year satisfaction gap has notably reduced from 4.7% points to just 1.5% points; this is due to a notable increase of 3.4% points in satisfaction for BME victims over the past 12 months. Racist incidents will be further reviewed, with scoping for the Diversity Crimes Unit to take on more investigations for repeat offences.

Year end satisfaction for anti-social behaviour (ASB) is 80.3%, which is 0.5% points higher than the year end for 2012/13. Overall satisfaction for rowdy/inconsiderate behaviour has increased by 1.2% points over the past year. The number of respondents who reported their incident has been fully resolved has increased for all ASB incident types compared with last year.

The Victim Care Board has closed the 2013/14 action plan, key highlights from which include:

- Victim care now forming part of the Constable to Sergeant process
- Implementation of the Victim Care Intervention Team

- Quarterly 'Lessons Learnt' bulletins for complaints from our Professional Standards Department
- Implementation of the revised Victims' Code including monthly compliance audits, with Public Protection teams, Prisoner Handling teams and CID all having been briefed on this since February.

A new plan has been created for the 2014/15 performance year, which will be heavily focused on personal responsibility and doing the right thing for our victims to improve victim care and satisfaction performance.

The Deputy Chief Constable now chairs the Surrey Strategic Criminal Justice Partnership Board, which has approved the 2014/15 vision, at the heart of which is the victim. The Board will be working on five themes, which are centred on supporting victims and witnesses. A set of action plans is being developed by strand leads to drive this work forward.

4) Give you the opportunity to have a greater say in how your streets are policed

Local Policing Boards (LPBs)

Recent LPBs have been held in Elmbridge, Guildford, Mole Valley, Surrey Heath and Spelthorne. Issues raised included speeding, parking, anti-social behaviour, local staffing, Asian gold burglaries, the policing of flooded areas, rogue traders, fly-tipping, schools liaison and youth crime. Updates on current activities were provided, and the tackling of specific issues raised is carried out as part of core business by the local policing teams.

Examples of Public Engagement

- Woking Safer Neighbourhood Team hosted an Easter treasure hunt event at the Peacocks shopping centre in Woking. Whilst children searched for eight different photos hidden around the shopping centre, the team gave crime prevention advice to their parents.
- Surrey Police attended the opening of two skate parks in Epsom. There were demonstrations and taster sessions run by pro BMX riders, scooter riders and skateboarders as well as competitions. Officers were present to talk to members of the public and offer bicycle marking.
- Officers in Epsom have been working with the youths at the 'Longmead Kick' which is run by the Council. Chelsea Football Club became involved with the scheme in early April, and local officers saw this as an opportunity to try to engage with young people in an area where there is a lot of mistrust in the Police. It is hoped that this will lead to one-to-one sessions with key individuals to find ways to improve relations with the local youths.

5) Protect Your Local Policing

Surrey Police and Joint Command Staff Survey

The staff survey is conducted three times a year to continually monitor staff wellbeing and to help increase the 'health' of the organisation by listening to and acting upon staff views. Wave 17 of the staff survey ran from 14th April until 6th May. It is too soon to give any indication as to

the results, however work is being carried out with Sussex Police to see how the survey activity can be aligned and build on the strengths of each.

Officer turnover rates

The force 'wastage' rates show the percentage of leavers in comparison with the average headcount over a rolling 12-month period. The 'unplanned wastage' rates refer to the rate of 'voluntary' leavers from Surrey Police; examples include 'transfer to another force' and 'resigned for alternative employment'. 'Planned wastage' is the rate of involuntary leavers such as those who leave due to retirement or where an individual is made redundant. The total wastage includes both planned and unplanned leaving reasons.

After a period of decreasing unplanned wastage, the police officer rate increased at the end of the financial year to 2.9%, which is equivalent to 57 leavers in 12 months. As anticipated, this was due to an increase in the number of police officers transferring out of the force and is being monitored through the Workforce Planning and Performance Board. Total wastage for police officers increased from 5.6% to 5.7%, which is equivalent to 112 police officers leaving in 12 months; this puts Surrey in the fourth quartile nationally. The increase is directly attributable to high unplanned wastage.

High-level themes from exit interviews show that the main reason for which people leave Surrey Police is because they have found another job; this excludes the situation where a police staff member becomes a police officer (which if included would make the theme even more significant). We are unable to interrogate the data further to say what sector those who leave move into or whether pay is a factor in their decision to leave. The next reason for leaving includes domestic factors or work-life balance, followed by training and career development reasons and then the role and workload.

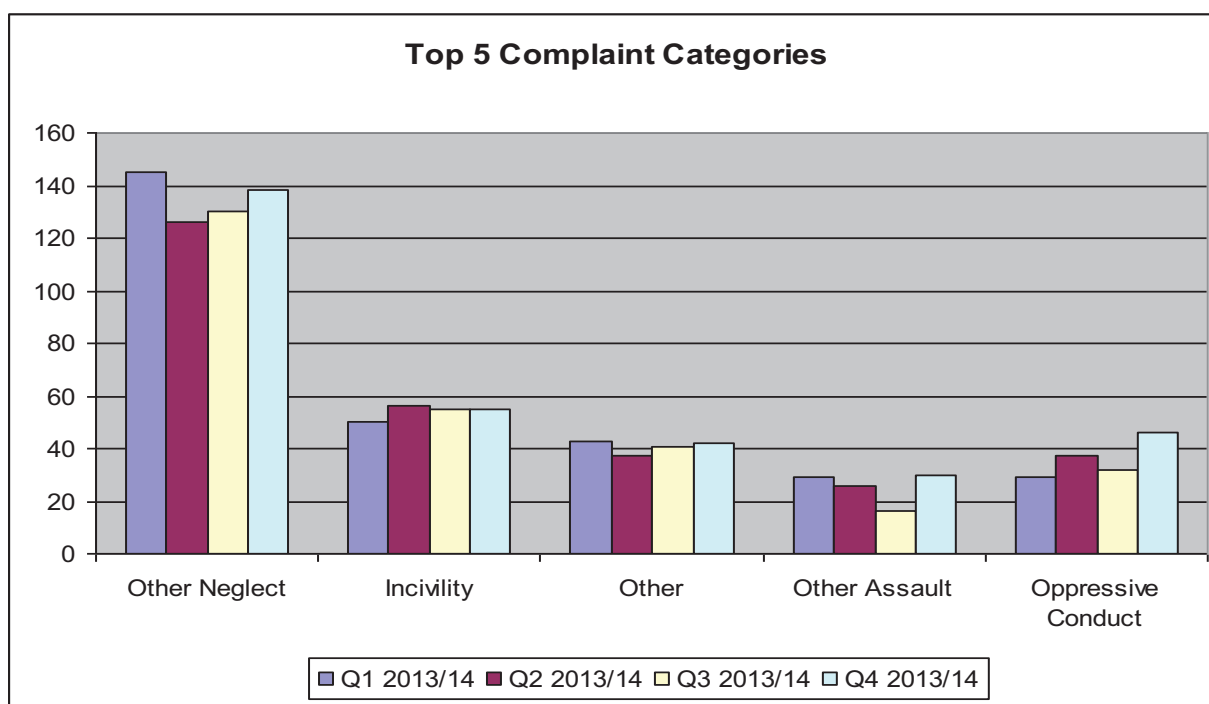
Injuries

During March, 53 officers and staff were injured whilst on duty. Of these, 49 injuries were due to aggressive people. Injuries included bruising, cuts, sprains, twists, and bumps. Seven injuries resulted in treatment being provided by a nurse or doctor, with two more resulting in hospital treatment.

6) I will be uncompromising in the standards you expect from your police

Complaints and Discipline

The below graph shows the numbers of allegations concerning the top five complaint categories over the four quarters of the last financial year.



Key:

Other neglect of duty; this consists of allegations around a lack of conscientiousness and diligence concerning the performance of duties, for example not recording or investigating matters, not keeping interested parties informed, or failing to comply with orders, instructions or force policy.

Incivility; this includes allegations of rudeness, arrogance, aggressiveness, lack of respect, patronising behaviour and a poor attitude.

Other; this is used for the most part until more about the complaint can be established or if the other available categories do not fit.

Other assault; this consists of any kind of assault causing minor injury such as cuts and bruises.

Oppressive Conduct; this includes unjustifiable use of routine traffic stops or a persistent police presence.

A complaint may contain a number of allegations. The number of allegations has remained steady over the last two quarters of the financial year, with 375 in Q3 13/14 and 373 in Q4 13/14. In Q3 we recorded 169 complaints which was a 6% reduction in complaints from the Q2 figures, however the level rose again in Q4 to 181 complaints; it is thought that this is due to a backlog of complaints awaiting recording (and subsequent allocation) rather than a real change in the number of complaints being made. The highest category remains 'other neglect'.

The below table shows recent misconduct meetings and gross misconduct hearings:

Hearing or Meeting	Allegation	Outcome
Meeting	Officer accessed crime information systems without a policing purpose.	Not Proven
Meeting	Officer accessed crime information systems without a policing purpose on several occasions.	Management Advice
Meeting	Officer accessed crime information systems without a policing purpose on a number of occasions.	Written Warning
Hearing	Member of staff accessed crime information systems without a policing purpose on at least 100 occasions in relation to a wide network of people with whom they were associated.	Dismissed– appeal dismissed
Hearing	Officer used undue force whilst arresting a suspect and was then rude, aggressive and antagonistic towards that suspect. The officer subsequently made a witness statement which made the untrue allegation that the suspect had physically resisted arrest. The officer also made false statements in the crime report and failed to mention their own violent conduct.	Dismissed – no appeal received to date
Meeting	Officer accessed crime information systems without a policing purpose on several occasions.	Management Advice
Meeting	Member of staff accessed crime information systems without a policing purpose on a number of occasions.	Written Warning
Meeting	Officer accessed crime information systems without a policing purpose on several occasions. Officer also failed to disclose a business interest.	Management Advice in relation to both allegations.
Meeting	Officer accessed crime information systems without a policing purpose on several occasions. Officer also failed to disclose the previous conviction of a family member in their vetting form.	Management Advice
Meeting	Officer accessed crime information systems without a policing purpose.	Management Advice

Investigations by the Independent Police Complaints Commission (IPCC)

Police forces must refer the most serious cases, such as when a person dies following contact with the police, to the IPCC. The IPCC may decide to investigate such cases independently, manage or supervise the police force's investigation, or return it for local investigation. Local investigations are carried out entirely within-force. Supervised investigations are carried out by the police under their own direction and control but the IPCC sets out the investigation's terms of reference. Managed investigations are carried out by police forces under the direction and control of the IPCC. Independent investigations are carried out entirely by IPCC investigators and are overseen by IPCC commissioners.

There are currently 17 Surrey officers and staff members on restrictions; 12 of these restrictions relate to three IPCC investigations. Suspensions are recorded separately to restrictions; in total, there are six suspended officers and staff members; two of these suspensions relate to IPCC investigations.

There are currently 48 officers and staff members subject to IPCC referrals; of these 28 are subject to a local investigation, 11 are subject to supervised investigations and 9 are subject to an independent investigation. Some of the restrictions or suspensions have been ongoing for

some time; for example, a PC has been restricted since 19/07/13 following a serious collision, which is subject to an IPCC referral.

Inspections by Her Majesty's Inspectorate of Constabulary (HMIC)

HMIC have published their 2014/15 inspection programme. More detail is awaited in terms of which inspections may merge and the methodology for most of them; also, a number will be joint inspections where HMIC are not the sole inspecting agency. At this time, up to 30 inspections are listed; Surrey Police has four which are confirmed as taking place before the end of July, namely Valuing the Police 4, Crime Data Integrity, Police Integrity and Leadership, and the Management of Information. Inspections require significant activity, including data returns, document returns, preparation and coordination to ensure that the work of the Force is accurately and fully represented; much time is spent by a small team in pulling this activity together, which is additional to the actual time that HMIC spend speaking with officers and staff members whilst they are in-force. The cost of the time spent on two recent large inspections, namely Domestic Abuse and Making Best Use of Police Time, has been calculated to be over £11,500 and £10,000 respectively.

The Surrey and Sussex Dog Trial Success

The operational dog team took all three top places at the recent South East Regional Dog Trials, and will be going forward to represent the region at the National Police Dog Trials in Sheffield. Surrey's PC Rob Male and Police Dog Apollo took first place, with a score of 809. They also won the obedience and criminal work trophies. Just one point behind him was PC Paul House and Police Dog Jax from Sussex, with a score of 808. Paul also won the searching award. In third place was PC Paul Barnham and Police Dog Ethel from Surrey with a score of 784.

Family Fun Day to take place in September

This year's Force Family Fun Day and Anna of Avondale dog trials are planned for 21st September from 10am to 4pm. The event, which is open to members of the public, will take place on the playing fields at Mount Browne. The Anna of Avondale dog trials provide the focal point for the day, giving our dog handlers the opportunity to demonstrate their skills and success in working with their dogs to achieve a high level of performance in all aspects of their police work. In line with previous years, other attractions will include the opportunity to see and learn about various operational teams, current and historic police vehicles and the police helicopter, and take part in various children's activities.

Letters of Thanks

Between 22nd February and 25th April 2014, the Chief Constable's office received 17 letters and e-mails of appreciation. Thanks were received from victims of historic child abuse, racist abuse, burglary and fraud, where suspects had been identified promptly and were now before the courts. Families of an elderly lady and a young adult female expressed their gratitude for the care and consideration shown by officers who were called to assist concerns for their safety. Three letters related to the response of officers and staff to flood and storm-related incidents, including thanks from the Prime Minister for the policing operation in North Surrey. A further three concerned assistance provided to members of the public following collisions or breakdowns.

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SURREY POLICE AND CRIME PANEL

DEPUTY AND ASSISTANT POLICE & CRIME COMMISSIONERS' OBJECTIVES AND PERFORMANCE REVIEW 10th June 2014

8

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.

The report also provides information on the PCCs decisions with regard to the continuation of contracts for the Assistant PCCs.

REVIEW OF CONTRACTS FOR ASSISTANT PCCS

Jane Anderson was appointed by the PCC to the role of Assistant PCC (Victims) on 1st May 2013 for a fixed period of 12 months. Jane Anderson is an employee of the PCC. The PCC committed to review this appointment and provide information to the Police and Crime Panel on that review before a new contract of employment commenced. Due to the timing of the panel meetings, the PCC extended Jane Anderson's contract by two months until the end of June 2014.

The PCC has now reviewed the employment of the Assistant PCC (Victims) and has decided to issue a contract of employment for a further year (1 July 2014 to 30 June 2015). The main reasons for this decision are:

- Jane Anderson has been fulfilling her job description and objectives set by the PCC
- Jane has built up very effective networks and contacts with partner agencies and is on the board of a number of criminal justice partners championing the views of victims. She is well respected by police (as evidenced by the acceptance by Surrey Police of recommendations made), victim support agencies, courts and other partners and it is important that these links continue in order for the PCC to achieve his priority with regard to 'putting victims first'
- Over the next year, the PCC will become the commissioner for victim support services in Surrey. It is important that the Assistant PCC continues to seek the views of a range of victims and victim support agencies during this transition and these views are represented in the plans for future support services.

The Assistant PCC (Victims) is employed at a rate of £16,690 per annum (full time equivalent rate of £41727 which includes a 2% staff increase in April 2014). The A/PCC (Victims) works 2 days a week, 14.4 hours.

The PCC appointed Shiraz Mirza as the Assistant PCC (Equality and Diversity) on fixed term one year basis in May 2013 to assist the PCC in reaching out to Surrey's diverse communities and in achieving the Police and Crime Plan. Shiraz Mirza is contracted as a self-employed consultant, through his company Surrey Partnership Ltd.

The PCC decided in April 2014 to set up a consultancy agreement with Shiraz Mirza for 1 May 2014 to 30 April 2015. The main reasons for this are:

- There is continued high demand from a range of diverse communities in Surrey to speak to the PCC, Deputy PCC or Assistant PCC and / or to attend public and partnership meetings. The PCC and Deputy PCC cannot get to all of these meetings and ask Shiraz to attend wherever possible to hear the views of these communities
- The Assistant PCC (Equalities and Diversity) has made many contacts in Surrey's communities and raised issues with the PCC that previously may have gone unheard, for example concerns around Female Genital Mutilation (FGM), concerns with regards to forced marriage, contacts with Woking Taxi drivers association etc.
- The Assistant PCC (Equalities and Diversity) has been successful at ensuring a wider ranging audience attends the Police and Crime Summits
- Shiraz attends a range of police and partner meetings, including the Independent Advisory Group, and has become a key point of contact for the police and others.

The Assistant PCC (Equality and Diversity) charges a consultancy fee of £2564 per calendar month and works approximately 16 days per month.

RECOMMENDATIONS

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

EQUALITIES AND DIVERSITY IMPLICATIONS

None arising.

LEAD OFFICER: Johanna Burne, Chief Executive for the Police & Crime Commissioner

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Deputy Police & Crime Commissioner Objectives for 2013/14 and Progress as at May 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 May 2014	Outcomes
To support the PCC in delivering an efficient and effective police service for Surrey, obtaining best value for money and holding the Chief Constable to account for delivery of the Police & Crime Plan within the budget set for Surrey Police	<ul style="list-style-type: none"> Keeping key Force change programmes (e.g. estates) under review 	The DPCC has taken a lead for the PCC on a number of key change programmes. This includes a review of the Salfords custody programme, involvement in the Force estates strategy, the Siren ICT project, the collaboration programme with Sussex and other regional forces and internal reviews	<p>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.</p> <p>The programme of estates disposals has recommenced, following the Deputy PCC's review. By taking a slightly revised approach, additional revenue should be achieved.</p> <p>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</p> <p>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.</p>

Objective	Key actions	Progress as at May 2014	Outcomes
	<ul style="list-style-type: none"> Attending regular management meetings with the Chief Constable to assess performance and budgetary information 	<p>The DPCC has attended webcast management meetings and contributed to discussions regarding Force progress against the priorities and budget</p>	<p>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:</p> <p>http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/</p>
	<ul style="list-style-type: none"> Ensuring the PCC is aware of the views of the public, partners, businesses and victims of crime when discharging his key functions 	<p>By the time of the Panel meeting, Police & 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>	<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. Progress in some areas has been slower than others, and in one case it has not yet been possible to meet with the Leader.</p>
	<ul style="list-style-type: none"> Cooperating with the Police & Crime Panel in its overview and scrutiny role 	<p>Attendance at every meeting of the Police & Crime Panel.</p>	<p>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</p>
	<ul style="list-style-type: none"> Acting at all times with integrity and the highest ethical standards, abiding by the Code of Conduct for the PCC and DPCC 	<p>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.</p>	

Objective	Key actions	Progress as at May 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"> Represent the PCC or attend in his absence at partnership meetings, e.g. Surrey Leaders, Community & Public Safety Board etc 	The DPCC has represented the PCC at key meetings such as the Community & Public Safety Board and the Criminal Justice Partnership to ensure partners are sighted on the PCC's plans.	<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> <p>The Deputy PCC recently contributed to a partner meeting concerning the introduction of the ASB, Crime and Policing Act and is due to attend an upcoming stakeholder event of Emergency Services Collaboration, ensuring that the views of the PCC are represented.</p>
	<ul style="list-style-type: none"> Work with the PCC to set up Local Policing Boards/Summits in each borough and district 	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 & 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"> Build links with Local Criminal Justice Board colleagues 	The DPCC will be attending future meetings of the Criminal Justice Partnership and has met with colleagues from the CPS, Prisons, the Court Service and Probation	At the most recent meeting of the Criminal Justice Partnership, the board confirmed its delivery plan for the coming year, which is very closely

			<p>aligned to the PCC’s Police & 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>
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Objective	Key actions	Progress as at May 2014	Outcomes
	<ul style="list-style-type: none"> Ensure that the PCC is fully prepared to commission services, particularly services for victims for 2014. 	<p>This is an on-going piece of work.</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. http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/04/Grant-Funding-Bids-for-Website.pdf</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"> Work with PCC staff colleagues to feed into the Government's review of the police funding formula. 	An independent academic organisation has been commissioned to review the funding formula on behalf of Surrey (and hopefully other forces in the region) which will feed into the Government's review.	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, although it has been indicated that this will not take place until the next parliament.
	<ul style="list-style-type: none"> Seek opportunities to lobby on key issues with partners, e.g. local authority leaders. 	The DPCC will continue to seek opportunities with partners and has also forged links with private and voluntary sector organisations where appropriate	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"> Attend meetings of the Association of Police & Crime Commissioners. 	The DPCC has attended a number of APCC meetings, including specific briefings on issues such as mental health	This work continues.



Assistant Police & Crime Commissioner (Equality and Diversity) Shiraz Mirza - Objectives for 2014/15 and Progress as at May 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 May 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"> 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 Meetings with staff groups Taking a political lead on the enforcement project with partners 	<ul style="list-style-type: none"> At the last IAG meeting a presentation was received on the work being done by Surrey Police and partners on safeguarding vulnerable adults and children. The group were asked to advise the Force on how to engage with hard to reach communities, and to flag any issues they thought were being overlooked. The ACC has met with Unison and Fed since the last PCP meeting. At these meetings the disciplinary process, staff survey results and the latest performance figures by the Force. The enforcement project goes fully live in mid-June. 	<ul style="list-style-type: none"> The importance of training for officers and front-line staff was stressed. The first contact is crucial and it is vital that staff are sympathetic and understanding of different cultures and traditions when dealing with sensitive matters, otherwise intelligence is lost. Concern that police cuts are affecting police morale. Reassurance was given that the PCCs Office is supportive and working to minimise the impact of the cuts on officers and lobby government for a more balanced redistribution of the council tax precept. The project has already begun and is going well. Full updates will be provided once formally launched.

Objective	Key actions	Progress as at May 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"> • Enable and facilitate meetings between Surrey Police and BME groups. • Ensure the PCC reaches and engages with BME groups. • Champions good practice. • Challenges the force on its recording and detection of hate crime. 	<ul style="list-style-type: none"> • Shiraz has worked with Surrey Police to organise a Prevent community event on 5th June. • Shiraz met with the Race & Equalities Council and provided information on how crime was recorded in Surrey. • Attended the National Forced Marriage Council in Derby which focused on raising awareness and improving training for staff. 	<ul style="list-style-type: none"> • This is being planned to deliver messaging around the Syria conflict to key members of the community and is being delivered to support government messaging. • Improved understanding within the community on how the Force record hate crimes. • Introduction to Sarb Athwal (see below).
Help ensure the PCC's business and policies reflect his statutory duty for equality and diversity	<ul style="list-style-type: none"> • Liaise with neighbouring forces and develop an Equality & Diversity Strategy for the OPCC. • Challenges the force on its advertisement and recruitment of BME groups. 	<ul style="list-style-type: none"> • Work is underway by policy officers from both PCC Offices to explore options of pulling together a joint policy or policies that are uniform. • Shiraz has challenged the Diversity Directorate, HR and the Deputy Chief Constable on these issues. 	<ul style="list-style-type: none"> • As Surrey and Sussex police collaborate further, it is important that they share best working practices. • Surrey Police have been asked to present a report at the next Management Meeting.
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"> • 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. 	<ul style="list-style-type: none"> • Following attendance at National Forced Marriage Council, met with Sarb Athwal, victim and campaigner, about providing training to staff on victim support and preventative support. • Met with Lord Noon to discuss issues within his community. 	<ul style="list-style-type: none"> • Improved training for staff and officers leading to better service provision (on going). • Improved community relations (on going).
Monitor Surrey Police's performance in respect of equality and diversity issues	<ul style="list-style-type: none"> • Receives quarterly Stop & 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. 	<ul style="list-style-type: none"> • At a previous StopWatch meeting an apparently high disproportionality rate for stop and searches in Mole Valley was identified. Discussion was also had about HMIC recommendations on transparency 	<ul style="list-style-type: none"> • Information on Stop and Search, including rights and how to complain, is now available on the Surrey Police and PCC websites. Moreover, the IAG members provide independent public

	<ul style="list-style-type: none"> Has liaised with the force on the provisions available in its custody suites, old and new. 	<p>and public accountability for the Forces stop and search performance.</p> <ul style="list-style-type: none"> Attended the International Day Against Homophobia and Transphobia with Surrey Police LAGLO officers. Provided an update on the role of the PCC and discussed what help and support the Office could provide. 	<p>scrutiny on these issues. Work is underway to prepare a public document detailing the number of stop and searches conducted.</p> <ul style="list-style-type: none"> Working closely with Surrey Police on this and the PCC will be attending Gay Pride in Brighton in August (on going).
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Assistant Police & Crime Commissioner (Victims) Jane Anderson - Objectives for 2014/15 and Progress as at June 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 May 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"> Following victims' journeys through the criminal justice system and feeding this information back to the PCC and other key stakeholders Attendance at the Surrey Police Victims Board 	<ul style="list-style-type: none"> A/PCC has spent time with the Contact Centre, with response teams, with neighbourhood officers and with CID talking and listening to victims Report written and circulated to CJ partners following consultation with victims of domestic abuse Report written and circulated to CJ partners following consultation with young victims of domestic abuse Consultation currently underway with victims of sexual assault Programme of visits to domestic abuse refuges currently underway Extended visits to court, to CIAG and to Housing Association to track the handling of 2 ASB cases 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 	<ul style="list-style-type: none"> Reports used to inform the PCC's strategy for commissioning services for victims Specific cases raised with senior police officers Presentation on domestic abuse findings to Surrey Police leadership conference improved awareness and handling Information regularly fed into the Victims Care Board held by Surrey Police to inform their dealings with victims of crime. Both Safer Neighbourhood teams and Housing Association aware of PCC's emphasis on putting victims first

Objective	Key actions	Progress as at May 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"> Contributed to the review of the Local Criminal Justice Board arrangements in Surrey and Sussex Ongoing comments and feedback to chairs and strand leaders for the structures currently being established to replace the local Criminal Justice Group 	<ul style="list-style-type: none"> A/PCC ensures the OPCC is sighted on the new Criminal Justice partnership structures and helps identify relevant issues for the D/PCC who attends A/PCC continues to build relationships with CJS partners so there is a forum for raising victim issues
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	<ul style="list-style-type: none"> 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	Help shape an appropriate Restorative Justice strategy for Surrey	<ul style="list-style-type: none"> 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' She also sits on the restorative Justice steering group 	<ul style="list-style-type: none"> A/PCC's attendance at steering group ensures that we have proper oversight of this area of work Attendance at scrutiny panel ensures victims' perspective represented
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"> 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 Surrey is leading for the region on commissioning of victims services. Jane scrutinises and comments on the relevant proposals underpinning the tendering process 	<ul style="list-style-type: none"> Surrey strategy for commissioning will be soundly based and reflect the reality of victims' experiences A/PCC scrutiny of proposals supports the work of officers

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SURREY POLICE AND CRIME PANEL

FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE PCC AND CHIEF CONSTABLE

10 June 2014

9

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 - 12th May 2014

Agenda items for this meeting were:

- Surrey Police Progress Against the Six People's Priorities
- Out of Court Disposals Scrutiny Panel
- Seizure of Criminal Assets
- HMIC Inspection into how Surrey Police tackles Domestic Abuse

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

- The PCC congratulated the force on an excellent performance year: Overall crime levels are down; a reduction in the level of serious acquisitive crime; violence with injury and sexual offences show a rise in recorded offences.
- Concern was raised over the upcoming HMIC inspection – they would be inspecting performance for the year September 2012 – September 2013 which was prior to some of the changes the Force has made around community resolution and cautioning – it wouldn't show a true reflection of how the Force was performing now. The PCC said that he would write to the HMIC to highlight his concerns.
- The PCC raised his concerns about the Special Constabulary and its attrition rate being far greater than its recruitment rate. The CC explained that a review had recently taken place and that two of her senior officers were currently leading a piece of work on the best way forward for the Special Constabulary.
- The Out of Court Scrutiny Disposal Panel had been established and met four times a year to discuss both youth and adult disposals.
- The Force has adopted an action plan to deal with each of the recommendations in report following the HMIC inspection into how Surrey Police deals with domestic abuse.
- The Force was currently working on options of maximising visible operational activity using seized assets.
- The PCC suggested placing 'paid for by money seized from criminals' stickers on police vehicles that have been paid for by seized assets so that the public could see where the money has been spent.
- The PCC said that he would like to give accreditation to Community Speedwatch volunteers so that they could raise fixed penalty notices on the first offence.

It was not possible to webcast this meeting due to Mole Valley DC's council chamber being occupied for election purposes. The agenda and papers are available on the PCC's website www.surrey-pcc.gov.uk and minutes will be published in due course.

SURREY POLICE AND CRIME PANEL

COMPLAINTS RECEIVED SINCE THE LAST MEETING

10 June 2014

10

SUMMARY

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

RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Note the content of the report.

1.0 INTRODUCTION AND BACKGROUND

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

2.0 ANALYSIS AND PROGRESS

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

3.0 COMPLAINTS RECEIVED SINCE THE LAST MEETING

- 3.1 **5** complaints have been received by the Panel since its last meeting on 29 April 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.

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

5.0 CONCLUSION AND RECOMMENDATIONS

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

6.0 REASONS FOR RECOMMENDATIONS

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

7.0 WHAT HAPPENS NEXT

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

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APPENDIX A

COMPLAINTS RECEIVED SINCE 29 APRIL 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
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	No <i>(Legal guidance was sought and it is not believed that the alleged breach constitutes a criminal offence. The matter has therefore not been referred to the IPCC)</i>	<p>The Panel's Complaints Sub-Committee considered the matter and, in accordance with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, decided that the Commissioner had not acted inappropriately.</p> <p>Guidance was sought regarding whether the complaint related to a breach of the Data Protection Act (DPA) and it was stated that the Commissioner was required to publish information relating to an individual if it was in the public interest.</p> <p>After serious consideration the Sub-Committee was of the opinion that it was in the public interest to publish personal information relating to a former Police Officer and so the Commissioner had not contravened the DPA.</p>
12 May 2014	A complaint was received stating that the Commissioner had made inaccurate and upsetting comments relating to a former Police Officer in a news article.	Yes	No	A meeting of the Panel's Complaints Sub-Committee has been arranged and Members will be considering the matter on 12 June. Both the complainant and Commissioner have been invited to provide additional comments in order to inform the Complaint Sub-Committee's discussions.

				The outcome of the complaint will be reported to the next meeting of the Panel.
12 May 2014	A complaint was received stating that the Commissioner had made inaccurate and upsetting comments relating to a former Police Officer in a news article.	Yes	No	<p>A meeting of the Panel's Complaints Sub-Committee has been arranged and Members will be considering the matter on 12 June. 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>
13 May 2014	A complaint was received stating that the Commissioner had made inaccurate and upsetting comments relating to a former Police Officer in a news article.	Yes	No	<p>A meeting of the Panel's Complaints Sub-Committee has been arranged and Members will be considering the matter on 12 June. 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>
13 May 2014	A complaint was received stating that the Commissioner had made inaccurate and upsetting comments relating to a former Police Officer in a news article.	Yes	No	<p>A meeting of the Panel's Complaints Sub-Committee has been arranged and Members will be considering the matter on 12 June. 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>
19 May 2014	A complaint was received stating that the Commissioner had made inaccurate and upsetting comments relating to a former Police Officer in a news article.	Yes	No	<p>A meeting of the Panel's Complaints Sub-Committee has been arranged and Members will be considering the matter on 12 June. Both the complainant and Commissioner have been invited to provide additional comments in order to inform the Complaint Sub-</p>

				<p>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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SURREY POLICE AND CRIME PANEL

Re-establishment of the Complaints Sub-Committee

10 June 2014

SUMMARY

This report sets out the terms of reference and membership for the Complaints Sub-Committee.

The Panel is asked to reconstitute the Complaints Sub-Committee for 2014/15.

RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Agree the terms of reference for the Complaints Sub-Committee attached at appendix 1,
- (ii) Appoint the following members to the Complaints Sub-Committee for the remainder of the 2014/15 Council year:
 - Cllr Victor Broad
 - Cllr Margaret Cooksey
 - Cllr John O'Reilly
 - Cllr George Crawford
 - Independent Member Anne Hoblyn
 - Chairman (*ex-officio*)
 - Vice-Chairman (*ex-officio*)

1 INTRODUCTION

- 1.1 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 make Surrey's Police and Crime Panel (hereby referred to as "PCP") responsible for overseeing complaints made about the conduct of the Police and Crime Commissioner (PCC) and the Deputy Police and Crime Commissioner (DPCC).
- 1.2 This report sets out the proposed terms of reference and membership for a Complaints Sub-Committee, set up in line with the agreed complaints protocol.
- 1.3 The Complaints Sub-Committee operated during 2012/13 and 2013/2014 and the Panel is therefore requested to reconstitute the Sub-Committee for the 2014/15 municipal year.

2 CONTEXT

- 2.1 One of the functions of the Surrey Police and Crime Panel is to oversee complaints made about the conduct of the PCC and the DPCC. As part of this, the Panel also has a responsibility to informally resolve noncriminal complaints about the conduct of the PCC and DPCC, as well as criminal complaints or conduct matters that are referred back to it by the Independent Police Complaints Commission (IPCC).
- 2.2 Under the regulations, the Panel can delegate the initial receipt of complaints to the Chief Executive of the PCC's Office. The Surrey Police and Crime Panel has agreed to do this (as covered under the agreed Complaints Protocol)
- 2.3 Similarly, the Panel can delegate the informal resolution of complaints falling within its remit to:
 - A sub-committee of the Panel
 - A single member of the Panel
 - Another person appointed by the Panel (e.g. A Monitoring Officer or PCC Chief Exec)
- 2.4 Following informal consultation with the Panel, it was agreed that to ensure flexibility to respond to complaints quickly and avoid unnecessary delay, whilst still ensuring accountability is retained by the Panel, this role would be delegated to a sub-committee of the panel. Terms of reference for the sub-group are included at appendix 1. No changes have been made to this document since it was originally agreed.

3 MEMBERSHIP

- 3.1 To deal with any complaint effectively, it was felt that at least three members must be available and that where possible, this should include at least one of the two independent members of the Panel.
- 3.2 To ensure that at least three members would be available at relatively short notice, it is proposed that the Complaints Sub-committee includes six members of the panel, of which two should be independent members.

4 CONCLUSION AND RECOMMENDATIONS

- 4.1 The Panel is asked to agree the terms of reference (attached at appendix 1) and membership as set out on the first page of this report.

5 REASONS FOR RECOMMENDATIONS

- 5.1 The Surrey Police and Crime Panel has a duty 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). The recommendations contained in this report will help to ensure that this responsibility is fulfilled.

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SURREY POLICE AND CRIME PANEL COMPLAINTS SUB-COMMITTEE

TERMS OF REFERENCE

Purpose

To informally resolve non-criminal complaints about the Surrey Police and Crime Commissioner (PCC) or Deputy PCC, as well as criminal complaints or conduct matters that are referred back to it by the Independent Police Complaints Commission (IPCC) on behalf of the Surrey Police and Crime Panel.

Membership of the Group

Four appointed members of the Surrey Police and Crime Panel

Two independent members of the Surrey Police and Crime Panel

The Chairman and Vice-Chairman of the Panel will be ex-officio members of the sub-committee.

Three members of the Sub-Committee (including one independent member) to meet to consider any complaint referred.

Roles/Functions

- To consider non-criminal complaints relating to the PCC or Deputy PCC referred to the Panel by the Chief Executive of the PCC's Office as well as criminal complaints or conduct matters that are referred back to the Panel by the IPCC.
- To handle any complaints referred to the sub-committee in line with the agreed complaints protocol and agree the most suitable course of action to assist with the informal resolution of the complaint.
- To provide a quarterly update to the full Panel on all complaints dealt with by the Complaints Sub-committee.

SURREY POLICE AND CRIME PANEL

Re-establishment of the Finance Sub-Group

10 June 2014

SUMMARY

This report sets out the terms of reference and suggested membership for the Finance Sub-Group.

The Panel is asked to reconstitute the Finance Sub-Group for 2014/15.

RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Agree the terms of reference for the Finance Sub-Group attached at annex 1,
- (ii) Appoint the following members to the Finance Sub-group for the 2014/15 municipal year:
 - Cllr Charlotte Morley
 - Cllr Victor Broad
 - Chairman (*ex-officio*)
 - Vice-Chairman (*ex-officio*)

1 INTRODUCTION

- 1.1 The Police Reform & Social Responsibility Act 2011 gives the Police and Crime Panel the responsibility to review the Police and Crime Commissioner precept.
- 1.2 This report sets out the proposed terms of reference and membership for a Finance Sub-group to support the Panel in fulfilling its functions in relation to the budget and precept.
- 1.3 The Finance Sub-Group operated during 2012/13 and 2013/14 and played a crucial role in scrutinising the Commissioner's proposed budgets and precepts. The Panel is therefore requested to reconstitute the Sub-Group for the 2014/15 municipal year.
- 1.4 The report does not propose any changes to the terms of reference of the Sub-Group, although the Panel may make any changes it considers appropriate.

2 CONTEXT

- 2.1 One of the functions of the Surrey Police and Crime Panel is to review the Police and Crime Commissioner's annual precept and, having considered the proposed precept, together with any supporting documentation:
 - a) agree the precept without qualification or comment;
 - b) support the precept and make comments or recommendations concerning the application of the revenues generated;
 - c) veto the proposed precept.
- 2.2 This is one of only two areas where the Panel has a power of veto (with a two-thirds majority) and therefore is a significant responsibility for the Panel.
- 2.3 There is a strict timetable laid down within the regulations dictating the respective roles of the Commissioner and the Panel.
- 2.4 Whilst the timescales for next year's precept setting process have not yet been confirmed, it is likely that the Panel will likely only have limited time to consider the Commissioner's precept proposals.
- 2.5 In order to ensure that this does not impact on the Panel's ability to scrutinise the budget in the necessary level of detail, it is recommended that a sub-group of members again be constituted to lead on the financial aspects of the Panel's role. Terms of reference for the sub-group are included at appendix 1 and are unchanged from when they were first agreed in 2012/13.

3 MEMBERSHIP

- 3.1 Given the terms of reference and to draw on the expertise of the Panel, it is recommended that members of this sub-group have the relevant financial skills and/or experience.
- 3.2 The Chairman and Vice-Chairman will be ex-officio members of any sub-group or sub-committee, providing additional support and capacity as necessary.

4 CONCLUSION AND RECOMMENDATIONS

- 4.1 The Panel is asked to agree the terms of reference (attached at appendix 1 and unchanged from when they were first agreed in 2012/13) and membership as at set out on the first page of this report.

5 REASONS FOR RECOMMENDATIONS

- 5.1 The Surrey Police and Crime Panel has a duty to ensure they hold the Police and crime Commissioner to account and review the Precept. The recommendations contained in this report will help to ensure that this responsibility is fulfilled.

6 WHAT HAPPENS NEXT

- 6.1 As per the recommendation made at the Panel's meeting on 6 February 2014, once agreed the Sub-Group will meet with the Office of the PCC to better understand the full detail of the Surrey Police Budget and agree the format and content of the budget reports for 2014/15.

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SURREY POLICE AND CRIME PANEL FINANCE SUB-GROUP

TERMS OF REFERENCE

Purpose

To monitor and review the Surrey Police and Crime Commissioner's budget proposals (including the proposed precept) and make recommendations to the Panel as appropriate.

Membership of the Group

3-6 members of the Surrey Police and Crime Panel.

Chairman and Vice-Chairman of the Panel will be ex-officio members of the sub-group.

Roles/Functions

- To develop a good understanding of the Surrey Police budget.
- To question/challenge the Commissioner about the financial information provided in support of the precept and identify any further information which might be required, so that any issues can be addressed at an early stage.
- To carry out detailed scrutiny of specific budget issues as necessary.
- To provide a steer to the Commissioner and/or the Surrey Police and Crime Panel on action to be taken to address any budget issues identified.
- To lead the discussion when budget issues are discussed by the full Panel, ensuring that other members of the Panel have a good understanding and can make informed decisions.

POLICE & CRIME PANEL ACTIONS AND RECOMMENDATIONS TRACKER

The recommendations tracker allows Police & Crime Panel Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each Committee.

Date of meeting and reference	Item	Recommendations/Actions	Responsible officer or member	Comments	Next progress check:
12 June 2013	Feedback On Management Meetings Between The Police And Crime Commissioner And Chief Constable	R13/13 The Police and Crime Panel invite the Chief Constable to comment on her relationship with the Police and Crime Commissioner.	PCP/PCC	Discussions taking place to determine the most appropriate method. Need to ensure that the Panel is sensitive to the operational / strategic split between the Chief Constable and the PCC. Chief Constable has agreed to attend a future informal meeting of the Panel. Panel needs to identify a suitable date.	
10 Sep 2013	Police and Crime Plan Quarterly Progress Update	R19/13 That, once the information is available, the cost of the PCC's Communications Team be shared with the Panel.	PCP		ASAP.

	Deputy Police and Crime Commissioner's Objectives and Performance Review	R20/13 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.		Follow-up at future meeting of the PCP.	Ongoing
Nov 2013	Neighbourhood Policing Review	R22/13 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.	Disputed Damian to request Framework of Decision-Making and Accountability from the OPCC, to inform PCP's understanding of this area of governance.
		R23/13 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.	Disputed

	Recommendations Tracker And Forward Work Programme	R26/13 That the Tackling Rural Crime in Surrey task group is set up as outlined in the scoping document.	PCP	The Task Group has been established and officers are in the process of organising an initial meeting to agree the work programme. There have been some scheduling difficulties but the matter is being progressed.	Task Group in process.
6 February 2014	Police and Crime Plan Update <i>Suggested by PCC in response to the Panel.</i>	R3A/14 That the PCC provide the Panel with an overview of how he intends to use the new Victim Services Commissioning funding.	PCP/PCC	Update requested from the OPCC for inclusion in the April 2014 agenda. Item has been deferred until a meeting which the APCC for Victims can attend.	Ongoing.
	Precept setting proposal for 2014/15	R5/14 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.	PCP/PCC	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.
		R6/14 The Panel receive details regarding expected savings made from collaboration with Sussex Police.	PCC	A workshop is being organised for the Deputy Chief Constable to provide details of the Collaboration project.	In progress.

	Recommendation Tracker and Forward Work Programme	R8/14 That the Panel requests a future report on Community Safety Funding within Surrey, specifically in relation to the prevention of duplication of funding.	PCP	Request that the OPCC includes this information as part of the regular finance update at the next meeting of the Panel.	Ongoing.
29 April 2014	Police and Crime Plan Quarterly Update	R9/14 The Police and Crime Commissioner provide the Police and Crime Panel with a more detailed overview of detection rates, particularly in relation to progress being made.	PCC	An overview of updated detection rates has been circulated to the Panel and discussed.	Complete
		R10/14 The Police and Crime Commissioner provide the Police and Crime Panel with a copy of the research conducted by Oxford Economics that looked at the national funding formula and the impact on Surrey.	PCC	A copy of the Oxford Economic paper has been circulated to Members of the Police and Crime Panel via its Weekly Bulletin.	Complete.
		R11/14 The Police and Crime Panel consider how it can work with the Police and Crime Commissioner to improve the way in which victim satisfaction is assessed.	PCC/PCP	The Panel has been provided with an update on victim satisfaction assessment.	Ongoing.

		R12/14 The Police and Crime Panel be provided with an update on the status of the various reviews being conducted by Surrey Police.	PCC	The Panel is awaiting an update on the current reviews.	Ongoing.
		R13/14 The Police and Crime Commissioner consider whether the way in which anti-social driving is reported can be improved.	PCC	The Panel has received a brief update on anti-social driving.	Ongoing.
	Budget Quarterly Update	R14/14 The Police and Crime Commissioner re-examine in-year revised savings for Learning and Development.	PCC	The Panel has received a brief update on the in-year savings for Learning and Development, and has requested a briefing on training opportunities within Surrey Police.	Ongoing.
		R15/14 The Police and Crime Commissioner provide more information regarding the variance for Specialist Crime.	PCC	The Panel has received a brief update on the variance for Specialist Crime and would like further detail regarding this variance.	Ongoing.
		R16/14 The Police and Crime Commissioner examine actions that can be taken to reduce late payments from other public sector bodies.	PCC	The Panel has received an update on late payments by other public sector bodies, and has requested further information.	Ongoing.

	Deputy and Assistant Police and Crime Commissioners' Objectives and Performance Review	R17/14 The Police and Crime Commissioner consider the level of detail provided in the Outcome section of the performance monitoring tables, to help improve the Police and Crime Panel's understanding of the Deputy and Assistant Police and Crime Commissioners' work.	PCC	A detailed outcomes section has been added to the reports on the performance of the DPCC and APCCs.	Ongoing.
	Webcasting of Police and Crime Panel Meetings	R18/14 Meetings of the Police and Crime Panel continue to be webcast.	PCP		Finished.

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
10 June 2014				
10 June 2014	Annual Report	To review PCC's Annual Report	Johanna Burne	
	Election of Chairman and Vice Chairman	To agree a Chairman and Vice-Chairman 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	
	APCC Updated Contracts / Renewal	The APCCs were appointed on fix term contracts that will need to be renewed / updated by the PCC. The PCP doesn't technically have a statutory duty to consider APCC appointments or modifications, but in the spirit of the legislation and the natural budget implications, it will be considering this in June.	Johanna Burne	
	+Standing items	<i>Standing items are considered at every meeting of the PCP. These are listed later on in the document.</i>		

Police & Crime Panel Draft Work Programme

Date	Item	Purpose	Contact Officer	Additional Comments
9 September 2014				
9 September 2014	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	
	+Standing items	<i>Standing items are considered at every meeting of the PCP. These are listed later on in the document.</i>		

Currently unscheduled future items				
Rural Crime – how the PCC intends to tackle rural crime across Surrey			Scrutiny Officer / Johanna Burne	Being addressed via Task Group.
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.			Johanna Burne	Postponed until APCC for Victims is able to attend a meeting.

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.	Johanna Burne	
Standing item	Police and Crime Plan Quarterly Update	To consider progress made against the agreed Police and Crime Plan.	Johanna Burne	
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.	Johanna Burne / Ian Perkin	
Standing item	Feedback on monthly discussions with the Chief Constable	To consider issues raised during monthly discussions between the PCC and the Chief Constable.	Johanna Burne	

Task and Working Groups

Group	Membership	Purpose	Reporting dates
Complaints Sub-Committee	<ul style="list-style-type: none"> • Cllr Victor Broad • Cllr Margaret Cooksey • Cllr John O'Reilly • Cllr George Crawford • Ind Anne Hoblyn + Chair & Vice-Chair	To resolve non-criminal complaints against the PCC and/or the DPCC.	Report to each meeting of the PCP, detailing any complaints dealt with since the last meeting.
Finance Sub-Group	<ul style="list-style-type: none"> • Cllr Charlotte Morley • Cllr Victor Broad + Chair & Vice-Chair	To provide expert advice to the PCP on financial matters that fall into its remit.	Reports verbally to the formal precept setting meeting of the Panel in February.
Neighbourhood Policing Task Group	<ul style="list-style-type: none"> • Ind Anne Hoblyn 	To monitor any future changes /	Work of Task Group reached

Police & Crime Panel Draft Work Programme

(on hold)	<ul style="list-style-type: none"> • Cllr Pat Frost • Cllr Margaret Cooksey • Cllr Ken Harwood 	decisions in relation to the neighbourhood policing model.	natural end and the Group is not currently active.
Rural Crime Task Group	<ul style="list-style-type: none"> • Cllr Dorothy Ross-Tomlin • Cllr Pat Frost • Cllr Margaret Cooksey • Cllr Ken Harwood • Cllr Richard Billington 	To consider how the Police and Crime Commissioner can better serve rural communities.	Initial meeting arranged to determine work programme and timescales.