

## Notice of Meeting

# Surrey Police and Crime Panel

**Date & time**  
**Friday, 29**  
**November 2013**  
**at 10.30 am**

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

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

### Members

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

## **PART 1** **IN PUBLIC**

### **1 APOLOGIES FOR ABSENCE**

The Chairman to report apologies for absence.

### **2 MINUTES OF THE PREVIOUS MEETING**

(Pages 1 - 10)

To approve the minutes of the meeting held on (10 September 2013) as a correct record.

### **3 DECLARATIONS OF INTEREST**

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

### **4 PUBLIC QUESTIONS**

To receive any public questions.

**Note:**

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

### **5 NEIGHBOURHOOD POLICING REVIEW**

Verbal Update

The Panel to discuss with the Police and Crime Commissioner the outcome of the Neighbourhood Policing Review.

### **6 POLICE AND CRIME PLAN QUARTERLY UPDATE**

(Pages 11 - 30)

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

### **7 BUDGET QUARTERLY UPDATE**

(Pages 31 - 38)

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

### **8 ALLOCATION OF PCC'S COMMUNITY SAFETY FUND**

(Pages 39 - 44)

The purpose of this paper is to reassure the members of the Police and Crime Panel that there is a robust process in place to assess the applications, allocate the funding and evaluate the projects.

### **9 LOCAL POLICING BOARDS AND CRIME SUMMITS**

(Pages 45 - 50)

To provide an update on the implementation of Crime Summits and Local Policing Boards.

**10 FEEDBACK ON MONTHLY DISCUSSIONS WITH THE CHIEF CONSTABLE** (Pages 51 - 52)

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.

**11 UPDATE ON POLICING ISSUES IN SURREY** Verbal Update

The Panel to be provided with a verbal update on the progress of moving Senior Officers back to localities, Surrey Police use of cautions and other general policing matters raised by the Panel.

**12 COMPLAINTS RECEIVED SINCE THE LAST MEETING**

No complaints have been received since the last meeting of the Police and Crime Panel.

**13 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME** (Pages 53 - 68)

To review the Recommendations Tracker and Forward Work Programme.

The Committee will also consider the scope for a Rural Crime Task Group.

**14 DATE OF NEXT MEETING**

The next meeting of the Police and Crime Panel will be held on 6 February 2014.

Published: Thursday, 21 November 2013

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**MINUTES** of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 10 September 2013 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

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

**Members:**

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

**Apologies:**

Borough Councillor George Crawford QPM

**34/13 APOLOGIES FOR ABSENCE [Item 1]**

Apologies were received from Borough Councillor George Crawford.

**35/13 MINUTES OF THE PREVIOUS MEETING [Item 2]**

The minutes of the meeting that took place on 12 June 2013 were agreed as a true record of the meeting.

**36/13 DECLARATIONS OF INTEREST [Item 3]**

None were received.

**37/13 PUBLIC QUESTIONS [Item 4]**

None were received.

**38/13 STAGE 2 TRANSFER UPDATE [Item 5]**

The Chairman of the Surrey Police and Crime Panel explained that the Police Reform and Social Responsibility Act set out a second "Stage 2" transfer which referred to the subsequent movement of certain staff, property, rights and liabilities from the Police and Crime Commissioner to the Chief Constable. The purpose of the transfer was to allow Commissioners the freedom to design their own local arrangements to allow efficient discharge of both theirs and the Police's functions.

The Commissioner provided the Panel with a short introduction to his Stage 2 proposals, as detailed in the agenda papers, and made the following key points:

- The Commissioner felt that to ensure the six People's Priorities were being delivered by Surrey Police and for him to fully exercise his role of holding the Chief Constable to account then the Chief Constable would need control of ICT, buildings, vehicles and staff.
- The Commissioner's plans were to transfer most of the control and responsibility of the previous Police Authority to the Chief Constable.
- The Commissioner stated that his involvement with the media was significantly greater than the Police Authority, as he needed to recognise and respond to statements being made. He stated that he would require a greater communications budget than the Police Authority held, which would be paid for out of the Surrey Police budget.

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

- The Commissioner felt that Section 38 of the Act, in relation to contracts, gave him enough powers to hold the Chief Constable to account, if required. The Panel were concerned that moving the responsibility to the Chief Constable would lead to the Commissioner

learning of decisions too late to reverse them. The Commissioner stated that as he remained a signatory on contracts he would be aware of decisions being made and that he, and his staff, were in regular contact with the Chief Constable's office and were now much better cited than previously.

- Stage 2 transfer proposals across the country were different, but the Commissioner felt his proposals were appropriate for Surrey. If it was deemed to not be satisfactory in the future, Commissioners would be able to request a different set up from the Home Secretary, however the Commissioner stated that it would incur a legal bill which he was keen to minimise.
- The Panel raised concerns that many of the responsibilities of the Deputy Police and Crime Commissioner would now be under the Chief Constable. The Commissioner stated his Deputy would continue to oversee these areas of work in order to scrutinise the work of Surrey Police and assist him to hold the Chief Constable to account.
- The Police and Crime Commissioner's Chief Executive stated that most Police Staff would not notice a change from 1 April, when they become an employee of the Chief Constable and not the Police and Crime Commissioner. This was due to payslips coming from Surrey Police and not the Police Authority. Whilst TUPE would not be applied in this case, the principles of TUPE would and they were communicating with staff regarding the changes; through letters and the Surrey Police intranet. The Commissioner confirmed he was in regular conversations with Trade Unions regarding the transfer of staff and that he was keen to ensure the structures put in place would be the most effective for Surrey residents.
- The Commissioner would continue to monitor the budget of Surrey Police very carefully and there was little risk it would be overspent by a large amount as the Chief Constable was given a finite budget to control.
- The Police and Crime Commissioner saw his role as to ensure the six Peoples Priorities were being delivered effectively by Surrey Police, not to dictate how this was achieved.

**RESOLVED:** That

1. The report be noted.

### **39/13 POLICE AND CRIME PLAN QUARTERLY PROGRESS UPDATE [Item 6]**

The Chairman explained that the Surrey Police and Crime Panel had agreed to monitor progress against the Commissioner's Police and Crime Plan at every meeting, and that the report in the agenda provided an update for the period April 2013 to June 2013.

The Chairman invited the Commissioner to give a brief introduction to the quarterly progress update of his Police and Crime Plan, and he made the following key points:

- The Commissioner stated he was holding the Chief Constable to account on his six Peoples Priorities.
- The Commissioner did not feel that the current content of reports from the Chief Constable enabled him to hold the Deputy Chief Constable to account and he was in discussion as to how to improve them.
- The Commissioner wanted to see more relationships built and processes developed as they would assist in prosecuting those who deal drugs.
- The Commissioner wanted to see greater clarity on the work which had been done by Surrey Police to seize proceeds of crime.

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

- Members raised concerns that Anti-Social Behaviour was not included in the performance update as it is one of the six Peoples Priorities, and requested further information on how this was being dealt with. Concerns were additionally raised with the rise in crime and decrease in detection and resolution rates, along with the number of people being charged with drug offences decreasing. The Commissioner agreed that detection rates and drug offence charges were of serious concern and stated that there was no room for complacency.
- The Commissioner stated that the Chief Constable was in the process putting senior officers back into local offices and it was hoped that this would assist in improving the figures in the progress report.
- Panel Members expressed concern that there were differences in approach when dealing with traveller incursions, and suggested that a consistent approach across Surrey was necessary. The Commissioner confirmed the Chief Constable was relentless in pursuing Anti-Social Behaviour and bad performing officers. He hoped that moving senior officers back into local teams would assist with achieving consistency of approach. The Commissioner stated that building partnerships between council officers and Borough Inspectors would be very important.
- The Panel queried whether all instances of Anti-Social Behaviour, including cycling on foot paths, would be pursued by officers. The Commissioner raised concern that not all officers understood what a zero tolerance approach entailed, but that he was satisfied that the Chief Constable was communicating with her officers that this was the approach to be taken by Surrey Police. He stated that Police Officers needed support to influence behaviours and make the public believe that no act of Anti-Social Behaviour was too small for the Police to pursue.



- Members raised concerns regarding the state of Local Policing Boards as some were not aware they were set up in their District and Boroughs. The Commissioner agreed that there had been problems setting up a Local Policing Board in Tandridge in particular, but that he had deliberately not been prescriptive regarding the format of these Boards as he felt they should be locally driven. He invited Members of the Panel to join their Local Policing Board to feed into the process, as their local knowledge would assist in the mechanism of feeding up to himself, as the Commissioner, regarding local concerns.
- The Panel felt a strategic review on community funding was required as the application process was overly burdensome. The Commissioner informed the Panel that he had invited the High Sheriff to join the grants scheme to give it a wider strategic reach.
- Panel Members queried whether the Commissioner was in the process of trying to toughen the sentencing of those who committed drug offences. The Commissioner stated that he had met with the courts, along with the other South East Police and Crime Commissioners, and had offered Surrey to become a Super Police and Crime Commissioner which would result in greater cohesion with the criminal justice sector.
- Cycling was raised as a concern of the Panel as it was felt that more needed to be done by the Police to ensure accidents did not continue to rise. The Commissioner agreed that this was an area he was looking into and was in discussion Councillor John Furey, Surrey County Council Cabinet Member for Transport, Highways and Environment.
- Members requested that complaints be added to the progress report, along with compliments received by Surrey Police to help the Panel assess public opinion.
- The Commissioner stated that the morale of Surrey Police was a further concern as a recent staff survey had revealed it was lower than expected, and that this was something he was looking into. The Panel requested that the findings of the survey be shared with the Panel.

**RESOLVED:** That

1. The details of the number of complaints and compliments received by Surrey Police be included in future performance updates.
2. The Police and Crime Commissioner's Office ensure that all Panel Members are made aware, in good time, of Local Policing Boards taking place in their area and that the Independent Members and Chairman are kept informed of all such events.
3. The headlines of the recent Police staff survey be shared with the Panel.

#### 40/13 DEPUTY POLICE AND CRIME COMMISSIONER'S OBJECTIVES AND PERFORMANCE REVIEW [Item 7]

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

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

- The report now included an additional 'outcomes' column which detailed the outcome of the work which the DPCC had completed. This was added at the request of the Panel at their last meeting in June 2013.
- The Commissioner was pleased with the work and dedication of his Deputy, in particular in relation to building and managing partnerships.

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

- The Commissioner clarified that Senior Citizen events were informative sessions to raise awareness of cyber crime, rogue traders and the growing number of criminals phoning elderly citizens claiming to provide important services.
- The grant funding scheme, which the Deputy Police and Crime Commissioner ran, was discussed as being matched against the criteria of whether it would deliver a Peoples Priority. The Deputy chaired the funding panel and details of the grants were provided to the Home Office. The Deputy PCC would follow-up successful applicants to ensure the funding was being spent as specified.
- Panel Members suggested that further youth engagement should be delivered by the Deputy, and queried whether, for example, a Youth Parliament would be considered the Commissioner. The Police and Crime Commissioner agreed to consider setting up something similar to a Youth Parliament to better engage with the Surrey youth and include a heading within future reports on youth engagement.
- The Panel were concerned that much of the Deputy Police and Crime Commissioner's work was undertaken by the Assistant Police and Crime Commissioner's and Members queried the cross-over. The Commissioner stated that the work of the Assistant Police Crime Commissioner's was separate to the Deputy PCC. Jane Anderson's role was to articulate the victims journey and intelligence gathering, while Shiraz Mirza assisted in building better relations between hard to reach community groups and the Police.

**RESOLVED:** That

1. The Police and Crime Commissioner and the Deputy Police and Crime Commissioner consider how to better engage with young people, and that progress be reported back to the Panel.
2. That the objectives and performance of the Assistant Police and Crime Commissioners be reported to the Panel at future meetings.

#### **41/13 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE [Item 8]**

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

1. The management meetings were a work in progress and he was keen to receive more details of progress against the six People's Priorities.
2. The Chief Constable's role in ACPO was diminishing, however she sat on many boards including the UK Sentencing Panel, which he was keen she remain on.
3. He was confident that the Deputy Chief Constable would be effective in his role and was happy for the Panel to meet him.

**RESOLVED:** That

1. The report be noted.

#### **42/13 QUARTERLY FINANCE UPDATE [Item 9]**

The Chairman invited the Commissioner to give an overview of the quarterly finance update.

The Commissioner provided the Panel with an outline of the quarterly finance update, as detailed in the agenda pack, and made the following key points:

- Surrey Police still faced a real challenge financially.
- He and the Sussex Police and Crime Commissioner had given clear guidance to the Surrey and Sussex Chief Constables that they wanted as much collaboration as possible to lower costs.
- He has organised a meeting with the Leader of Surrey County Council, Councillor David Hodge, to discuss government grants for further collaborative work.

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

- Members queried the figures in paragraphs 5.2 and 5.7 of the report. The Commissioner's Finance Officer clarified that these were separate

budgets, and that the £484k stated in paragraph 5.7 included expenditure on Project Siren.

- The Panel queried the effect of using the Surrey Police budget to fund an additional Communications Officer post in the Commissioner's Office. The Commissioner stated that his role was greater than the previous Police Authority, as he was involved in more networking and partnership building, and he was committed to fulfil his role as cost effectively as possible. He believed that utilising the media was the best way forward as additionally he needed to market Crime Summits. The Commissioner stated that he felt the communications role of Surrey Police was decreasing, and that currently 29 people were employed in communications in comparison to one within his team. The costs of the new employee was still to be determined, however details would be shared with the Panel once known.
- The Panel stated that an overspend of £66k was relatively small, however projections for staffing overspend were significantly higher. They queried where the budget was coming from to off-set this overspend. The Finance Officer agreed that £66k was a small overspend when considering the requirement to make 5.5% savings, and that this could be covered by reserves.
- Panel Members requested greater clarity in future reports as the summary report was unclear regarding the current financial situation, expenditure and future projections.
- Members queried the amount spent by Surrey Police for Performance Rights Society (PRS) licences which had recently been stated in an article as being £24,427. The Commissioner stated that he was enquiring into this expenditure as he was surprised by the figure as it was disproportionate to the amount spent by the Metropolitan Police.

**RESOLVED:** That

1. The report be noted.
2. The Police and Crime Commissioner's Office provide details of the cost of the new Communications Officer.

#### **43/13 COMPLAINTS AGAINST SURREY POLICE [Item 10]**

The Chairman explained that in June 2013 an article appeared in the local press which stated that there had been over 3,000 complaints against Surrey Police Officers in the last two years. The Panel had subsequently requested a breakdown of the data, which was detailed in the agenda papers.

The Chairman invited the Commissioner to give a brief overview of the breakdown of complaints made against Surrey Police Officers. The Commissioner stated that Surrey Police perform better than most other Police Forces in the country regarding the number of complaints received, however he conceded that more work needed to be done.

The Chairman thanked the Commissioner for his overview and suggested the Panel would like figures of praise for Surrey Police also. The Chairman invited questions from Panel Members and during the following question and answer session the following points were clarified:

- The Panel stated that complaints showed an active force, however 10% of 3,000 complaints equated to nearly one complaint a day against an Officer being upheld or having to be resolved locally. The Panel felt that it was important to drive professional standards.
- Members queried the headings 'other irregularity in procedure' and 'other neglect or failure in duty'. It was explained these were general 'catch all' headings which would include complaints such as Officers failing to keep victims informed and arriving late to work repeatedly. The outcome of these complaints depended on the nature of the complaint but could include a warning, a letter, and a misconduct board.

**RESOLVED:** That

1. The report be noted.

#### **44/13 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 11]**

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

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

**RESOLVED:** That

1. The complaint was noted.

#### **45/13 COMPLAINTS PROTOCOL UPDATE [Item 12]**

The Chairman explained that the Panel had been in operation for almost a year, and many of the protocols agreed at the beginning were being tested. A key role of the Panel was to resolve non-criminal complaints against the Commissioner, and that it was important that the Complaints Protocol remained fit for purpose.

Whilst it was felt by the Complaints Sub-Committee that the Protocol worked, Members felt that some elements could be strengthened, and these proposed changes were set out in the report.

The Officer explained that the Protocol acknowledged there were grey areas in the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, and that the revised Protocol would now leave the decision as to whether to consider a complaint by the Sub-Committee to Members.

**RESOLVED:** That

1. The revised Complaints Protocol, as set out in Appendix 1, be approved.

**46/13 FORWARD WORK PROGRAMME AND RECOMMENDATIONS TRACKERS [Item 13]**

The Panel were notified that this item would enable Members to see upcoming agenda items and those which had been recently considered.

The Panel raised their concern over the increase in rural crime in Surrey and requested a Task Group be set up to look into this issue. The Scrutiny Officer agreed to bring a scoping document for a Task Group to the October meeting of the Police and Crime Panel to be considered.

**RESOLVED:** That

1. The Scrutiny Officer share a scoping document for a Rural Crime in Surrey Task Group at the next meeting of the Police and Crime Panel.

**47/13 DATE OF NEXT MEETING [Item 14]**

It was noted that the next meeting of the Surrey Police and Crime Panel would be held on 29 October 2013.

**48/13 EXCLUSION OF THE PUBLIC [Item 15]**

Members of the Panel agreed that members of the public be excluded from the meeting for the following piece of business as it was agreed it would likely disclose exempt information, as defined under Paragraph 4 of Part 1 of Schedule 12A of the Act.

**49/13 SURREY NEIGHBOURHOOD POLICING [Item 16]**

The Surrey Police and Crime Panel and Police and Crime Commissioner discussed Neighbourhood Policing in Surrey.

Meeting ended at: 1 pm

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**Chairman**

## SURREY POLICE AND CRIME PANEL

### QUARTERLY POLICE AND CRIME PLAN PROGRESS UPDATE

29 November 2013

#### SUMMARY

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

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

- Issuing of grants to sixteen local projects totalling £128,000. This has included: £54,494 for the Youth Support Service Substance Misuse Team to deliver services aimed at preventing the misuse of drugs and alcohol in young people; £30,000 to fund the Manager's post for the Young Witness Service, which supports young people going through courts as either victims or witnesses; and £6,500 to Opening Doors for a training court to improve officers' knowledge of the impact of disability hate crime on victims
- In addition to the two Crime Summits held in Reigate and Banstead and Elmbridge boroughs earlier in the year, an additional Summit was held in Spelthorne with around 80 Spelthorne residents attending. Further Summits will be held in Epsom and Ewell, Guildford and Tandridge before the end of the year.
- The PCC has signed a deal with other South East PCCs and BT which will make 20% savings on telecoms over the next 7 years
- The Assistant PCC for Victims, Jane Anderson, has been working with Surrey Police, court and other partners to look at the victim experience and what can be done to make improvements. She has also met with domestic abuse survivors to assess their needs.
- The PCC, Deputy PCC and Assistant PCCs have attended a large number of engagement events and meetings and have responded to a great deal of correspondence. This has included a meeting with Woking Taxi Drivers, victim focus groups and media appearances.

- The review of Estates Disposals has now concluded. The PCC has made a decision to continue with the disposals but to seek better value through slightly different disposal methods where possible.
- The PCC has continued to campaign for fairer funding for Surrey Police, including responding to an HMIC funding report.
- The Annual Report on the PCCs Independent Custody Visiting scheme has been published, showing 50 volunteer visitors are in place and made over 600 visits to custody over the last year.

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

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

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

## **RECOMMENDATIONS**

Members of the Police and Crime Panel note the report.

## **EQUALITIES AND DIVERSITY IMPLICATIONS**

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

**LEAD OFFICER:** Johanna Burne, Senior Policy Officer, OPCC

**TELEPHONE  
NUMBER:** 01483 630 200

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Action	Agency	Progress September 2013
<b>Take a Zero Tolerance Policing Approach</b>		
Ensure that Surrey Police and partner agencies focus on tackling anti-social behaviour, violence and those who break into homes or steal our property	PCC	The PCC, Kevin Hurley, has been leading on work with Surrey Police and Council partners in Surrey to look at setting up Joint Enforcement team – teams where all staff with law enforcement powers (e.g. police, wardens, environmental health officers, housing officers etc) all work together to tackle local problems
Make sure there is a focus on catching criminals and detecting crime	PCC	PCC has introduced borough/ district Crime Summits and Local Policing Boards which bring partners and public together to tackle problems jointly. PCC has funded a number of projects aimed at reducing ASB, including a £5,000 for a community dispute mediation project in North Surrey and £3,000 for a clean-up operation in a local recreation ground in Walton Leigh.
Make sure that Surrey Police is robustly tackling serious crime and organised criminal gangs operating in the county. We will take away their profits from crime	PCC/ Surrey Police	Examples of operations carried out to tackle organised criminal gangs are given in the attached paper. This also shows the assets that have been seized from criminals. <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf</a> Relevant documents with full details are published on-line. The force continues to disrupt or dismantle organised crime groups, with a number of operations either in operational phase or concluded. The total POCA seizures so far this financial year are £633,338.27.



<p>Ensure that Surrey Police arrests more people who deal drugs on our streets and to our young people and children, in particular in schools and colleges of further education</p>	<p>PCC</p>	<p>Kevin has been asking Surrey Police for updates on work on tackle drugs in schools. The latest update can be viewed at <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf</a>. See page 5. The PCC has also been funding projects to educate school children on the danger of drug and alcohol abuse.</p>
<p>Review the community safety funding and grants available to partners who tackle local issues to make sure value for money is achieved</p>	<p>PCC</p>	<p>The PCC's office has been reviewing grants given to Community Safety Partners by the PCC including evidence of who funds have been spent and outcomes achieved.</p>
<p>Work with Surrey Police and partners to reduce deaths, injuries and damage on the roads that are caused by selfish, reckless and anti-social drivers and riders</p>	<p>PCC/ Surrey Police</p>	<p>The recent priorities report given to the PCC at his monthly management meeting highlights work by Surrey Police on roads policing, including CycleSmart and a recent road education event. <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf</a></p>
<p>How a robust ethos of zero tolerance is being delivered in Surrey, whilst ensuring standards are maintained and policing is carried out in a reasonable way</p>	<p>Surrey Police</p>	<p>The force's zero-tolerance policing approach is included in the reporting process for each management meeting, and numerous examples have been evidenced to the PCC and published. 'Zero tolerance policing' is now the overarching title of the force strategy, and wide communication has been carried out internally to reinforce this message and ethos. However, standards are maintained, as again evidenced through the management meetings, for example with the recent introduction of the new uniform policy.</p>

<p>How Surrey Police is working to reduce crimes of burglary, robbery and violence</p>	<p>Surrey Police</p>	<p>The force has provided details on performance and activity for this through the bi-monthly management meeting process, reports of which are published on-line. Compared to last year, robbery has gone down by 10.4%, burglary has gone up by 0.4% (there is a proactive operation underway – Operational Candlelight – to target this), and violence with injury has gone up by 16% (work is being focused on this, coordinated through the violent crime reduction board).</p>
<p>What Surrey Police is doing to encourage reporting of underreported crimes such as domestic violence, homophobic, racist or other hate crime and sexual offences</p>	<p>Surrey Police</p>	<p>The force has provided details on activity for this through the bi-monthly management meeting process, reports of which are published on-line. As an example, the force has taken part in the Domestic Abuse Awareness Week and is involved in the multi-agency countywide Domestic Abuse Communications Group, which runs campaigns to raise awareness and show where to go for support and how to report to the police.</p>



The improvements being made in solving burglary, robbery, violence and sexual offences	Surrey Police	The force has provided details on performance and activity for this through the bi-monthly management meeting process, reports of which are published on-line. This year, the burglary detection rate is 10.3% (down 8.9% from last year). This is due in no small part to the decision taken by the force earlier in the year to discontinue its previous policy of using 'multiple cautions'. Significant focus is now being applied to drive up the 'primary detection rate' which relies upon robust initial investigation and effective forensic response. The robbery detection rate is 26.8% (down 10.8% from last year), the violence detection rate is 42.5% (down 4.4% from last year), and the serious sexual offences detection rate is 40.1% (down 6.5% from last year). The force is conscious of the drop in detection rates and is carrying out activity to improve this, for example through the use of logic trees at the DCC's new Crime Performance Boards.
The operations carried out and achievements made in targeting those who deal drugs to young people in schools and colleges of further education	Surrey Police	The force recognises that there is an intelligence gap in relation to drugs in schools and colleges. This remains work in progress; however activity is underway through a programme of visits to schools, and research requests to partner agencies, to bridge this intelligence gap.
Joint actions with a wide range of partners to reduce anti-social behaviour and crime in all forms – whether it be working together to reduce town centre violence, business crime, rural and wildlife crime or any other loutish activity	Community Safety Partners	The PCC has funded a number of small projects aimed at reducing anti-social behaviour or providing community projects to provide facilities for young and other people, including £5,000 for a performing arts competition and £5,000 for the youth empowerment service.
The support and mechanisms in place to stop people abusing drugs	Community Safety Partners	The PCC has awarded a grant of £54,595 to part-fund the cost of the Youth Support Service Substance Misuse Team, delivering services aimed at reducing and preventing the misuse of drugs and alcohol by young people.

Actions to tackle alcohol misuse and alcohol fuelled violence and anti-social behaviour	Community Safety Partners	The PCC has funded £3,500 for Horley Town Council to update their CCTV system to prevent anti-social behaviour in the town.
Conviction rates at court for people who commit serious crime and drug dealers	Community Safety Partners	The latest update on performance given to the PCC includes detection rate information and details about trials at court. <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf</a>
<b>More Visible Street Policing</b>		
Continue with my campaign for fairer funding of policing for Surrey tax payers. You pay the highest level of council tax for policing in the country	PCC	The Office of the PCC is continuing its work with government, informed by research from Oxford Economics, to campaign for fairer funding for Surrey Police.
Ensure Surrey Police and Criminal Justice partners take money and possessions away from criminals and direct this money into visible policing	PCC	The latest performance report published alongside this update shows that £377,000 of assets were recovered from criminals from April to July 2013.
Lead on collaboration with neighbouring forces to share as many police functions as possible and, in the future, consider amalgamation	PCC	The Surrey and Sussex PCCs have met with their respective Chief Constables to discuss the future of Surrey and Sussex collaborative working. Progress is being made to, in the future, share back-office functions such as HR, Finance and ICT and on continued sharing of specialist policing such as major crime investigation and firearms.
Develop protocols between neighbouring police forces so that the nearest unit can respond to calls for help regardless of county borders	PCC	As part of discussions with Sussex Police and PCC on collaborative working, there is agreement in principle for developing protocols so that nearest units can attend across the Surrey/ Sussex borders, rather than being tied to force boundaries.



<p>The plans for Surrey Police in terms of back office savings and collaboration with neighbouring forces and local authorities.</p>	<p>Surrey Police</p>	<p>As described in documents for the management meetings, and published on-line, the force has received excellent feedback following an HMIC inspection (Valuing the Police 3) in relation to its work to meet the budget gap. Collaboration is already in place, with the Operational Support and Serious Crime Lead Force arrangements having begun on 1<sup>st</sup> October, and collaborative opportunities with Surrey Fire and Rescue Service and South East Coast Ambulance Service are being actively explored.</p>
<p>The reviews that Surrey Police is undertaking to make sure that they are as efficient as they can be and what the outcomes of these are in terms of savings</p>	<p>Surrey Police</p>	<p>The PCC has signed a deal with other South East PCCs and BT which will make 20% savings on telecoms over the next 7 years:  <a href="http://www.surrey-pcc.gov.uk/2013/08/police-forces-unite-to-sign-landmark-deal-with-bt/">http://www.surrey-pcc.gov.uk/2013/08/police-forces-unite-to-sign-landmark-deal-with-bt/</a>          The force has been conducting, and continues to conduct, a number of reviews, which are reported on formally through the management meeting process, including associated savings and potential savings. The reviews and related savings have been a key factor in the force's excellent HMIC inspection as above.</p>
<p>The number and powers of PCSOs (Police Community Support Officers) and how they are used to support this plan</p>	<p>Surrey Police</p>	<p>This was reported on at the September management meeting; the force establishment for PCSOs is 222 full time equivalent (FTE) posts, and there are currently 199 FTE posts which are filled. The force Chief Officer Group reviewed the PCSO powers in September 2011 which resulted in 2 additional discretionary powers being included. The full list of Surrey Police PCSO powers is shown in appendix A of the September 'People's Priorities' document.</p>

How Surrey Police is making best use of the Special Constabulary and other volunteer groups	Surrey Police	This is also included in the reports for the management meetings. Of note, there has been a recent review of the Special Constabulary to ensure Specials can best deliver operational policing and support delivery of the Police and Crime Plan. As a result, Specials are now aligned to the wider areas of front-line policing, including TPT, and their rank structure has been streamlined, with fewer senior ranks, and line management by regular frontline Sergeants.
<b>Put Victims at the Centre of the Criminal Justice System</b>		
Work with the Criminal Justice System to ensure victims get proper support, whether they are dealing with Surrey Police, courts, probation, judges or voluntary support organisations	PCC	The PCC has granted £30,000 of funding for a manager's post for the Young Witness Service, which supports young people going through the court either as victims or witnesses.
Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and anti-social behaviour	PCC	The Assistant Police and Crime Commissioner (APCC) for Victims, Jane Anderson, has been working with Surrey Police, courts and other partners to look at the victim experience and what can be done to improve. She has met with victims of domestic abuse to assess their needs,
Review the community safety funding and grants given to partners who support victims to ensure value for money is achieved	PCC	The OPCC has received updates on the projects it has funded during the last year, including projects to support victims.
Ensure that we look after those people most vulnerable in our society	PCC	The PCC has funded a promotional campaign (£2,700) to raise awareness of crime reporting routes for members of the Lesbian, Gay, Bisexual and Transgender (LGBT) community. In addition, the PCC has provided £6,500 for a training course to improve officers' knowledge of the impact of disability hate crime on victims. The APCC for victims has been working with the Courts Services on better meeting victims' needs at the specialist domestic violence court.



<p>Work with partners to ensure that those with mental health issues receive appropriate care and protection</p>	<p>PCC</p>	<p>The PCC has considered the review carried out by national inspectors to examine the extent to which police custody is used as a place of safety. He has asked Surrey Police to provide a response to the recommendations made and has provided a response to the review:  <a href="http://www.surrey-pcc.gov.uk/2013/08/surrey-pcc-response-to-review-into-police-custody-s136-mental-health-act-1983/">http://www.surrey-pcc.gov.uk/2013/08/surrey-pcc-response-to-review-into-police-custody-s136-mental-health-act-1983/</a></p>
<p>Monitor Surrey Police performance in answering the phone when you call, whether in an emergency or not, and how they respond to calls for help, getting the call centre and response officers to focus on what the victim needs.</p>	<p>PCC</p>	<p>The latest performance report published alongside this update shows how Surrey Police is performing in answering telephone calls and providing responses, including 94% of 999 calls being answered within 10 seconds.</p>
<p>How satisfied victims of crime are with the services that Surrey Police provides and what Surrey Police is doing to improve how victims are treated</p>	<p>Surrey Police</p>	<p>The force strives to provide excellent victim care. Activity and performance is described in the published documents for the management meetings, and of note the force has risen to 14<sup>th</sup> place nationally for overall victim satisfaction with a level of 86.7%, which is an increase of 3.1% since last year.</p>
<p>How Surrey Police is treating victims of anti-social behaviour and how it is improving treatment and actions taken</p>	<p>Surrey Police</p>	<p>As reported through the management meetings, Surrey Police seeks to provide excellent care to ASB victims; performance is strong, being 80.4%, which is an increase of 1% since last year.</p>
<p>Help ensure that the Criminal Justice system, including courts, witness protection and the judiciary put victims at the heart of everything they do</p>	<p>Criminal Justice Partners</p>	<p>The APCC for Victims, Jane Anderson, has been assessing the victim journey through the criminal justice system, including speaking to victims, listening to calls in the Surrey Police contact centre and the Victim Support call centre, going out with response officers and neighbourhood teams, attended groups aimed at providing crime interventions and continued to attend crown and magistrates' courts.  <a href="#">Jane is also a member of the panel which quality assures out of court interventions, representing victims.</a></p>



Review the funding given to victim support organisations to ensure value for money is achieved and a good quality of support is provided	Criminal Justice Partners	The OPCC is currently reviewing funding given to victim support organisations and looking at what the PCC will be doing in future to funding victim support services, as funding is due to be given to PCCs in this area over the next few years.
Help ensure that there is support for vulnerable people, such as the young, the elderly, those with mental health issues and troubled families	Criminal Justice Partners	The APCC for Victims has been considering support given to victims, including vulnerable victims.
<b>Give you the Opportunity to have a Greater Say in how Your Streets are Policed</b>		
Make sure that Surrey Police provides opportunities for everyone to engage about their issues at a neighbourhood level	PCC	The PCC has tasked Surrey Police with holding local policing panels in every borough and district. The latest management report shows other ways that Surrey Police are providing opportunities to engage: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf</a>
Hold an annual Police and Crime Summit, together with the Council Leader and Chief Executive, in each Borough and District where people can come and take part in discussions about police and community safety issues	PCC	Summits have now been held in three areas, Reigate and Banstead, Elmbridge and Spelthorne. Plans are well underway to run summits in Epsom and Ewell, Guildford and Tandridge by the end of 2013.
Ask local councillors, community safety officers and Surrey Police to formalise current engagement arrangements to ensure that there is a regular Local Policing Board that the public can attend in each Borough and District in Surrey	PCC	Surrey Police and partners have held local policing boards in every borough and district in Surrey.
Publicise the dates and venues for the Summits and Local Policing Board meetings	PCC	Summit dates are publicised on the PCCs website, council websites and through local media and mailouts. Local police and partners publicise the Local Policing Boards.
Give people the opportunity to contact or meet with me or my staff about specific issues, including through surgeries, correspondence or through my web-site	PCC	The PCC has held and attended a number of public meetings, including 3 crime summits. Since taking up office, there have been 1242 e-mails, phone calls and letters to the PCC office, 157 in the last quarter. The PCC also meets regularly with Surrey Police unions.

Work with the media to ensure I am visible and available to the public and can make their interests heard	PCC	The PCC his deputy and assistants are all active in the media. The PCC has been in a number of national and local newspaper articles and radio articles in the last quarter including Surrey Advertiser, Eagle Radio and BBC Surrey.
Ensure everyone has the opportunity to engage by having a wide range of means of contact and engagement	PCC	The PCC, Deputy PCC and Assistant PCCs have carried out a wide variety of engagement in the last quarter. Including twitter at events, individual meetings, public events and a meeting with Woking Taxi drivers: <a href="http://www.surrey-pcc.gov.uk/2013/09/kevin-hurley-police-and-crime-commissioner-for-surrey-welcomes-meeting-with-woking-taxi-drivers/">http://www.surrey-pcc.gov.uk/2013/09/kevin-hurley-police-and-crime-commissioner-for-surrey-welcomes-meeting-with-woking-taxi-drivers/</a>
Use social media and other emerging communications channels to engage with young people and those who do not wish to engage via other means	PCC	Kevin Hurley and his office both have active twitter accounts. The Police and Crime Summits are tweeted live and have had a number of people following allowing access for those that don't wish to attend meetings.
Operate and lobby at a national level on behalf of the Surrey public on issues such as adequate funding for Surrey Police and victim care	PCC	The PCC has been active in national and local press on issues such as funding and opposing direct entry into the police service. Kevin is also a national lead on the future of Victim Support services.
Work with the Police & Crime Panel to make best use of its knowledge and expertise on local level issues	PCC	Kevin Hurley has met regularly with the Police and Crime Panel at formal meetings and informal workshops. He has sought their support and expertise, particularly in the last quarter on developing Joint Enforcement Teams in Surrey.

<p>Making sure that everyone in Surrey is able to engage with the police, councils and other partners about the issues that affect them. I will ensure that existing joint engagement arrangements are formalised, with regular Local Policing Boards in each borough and district</p>	<p>Surrey Police/ Community Safety Partners</p>	<p>Progress has been reported through the management meetings and related documents; each borough has set up policing boards, and these continue based on the criteria requested by the PCC, recognising the need for a diversity of approach based on the area. Innovative approaches have been used, e.g. Facebook sessions attracting over 1000 participants. Likewise the force contributes to the PCC's local policing summits. In future, the key issues from each panel will be sent direct to the OPCC for information.</p>
<p>Ensuring that issues are picked up and action is taken by the appropriate agency and that themes and learning are identified and acted upon together through joint problem solving.</p>	<p>Surrey Police/ Community Safety Partners</p>	<p>Issues and action plans have been identified through the local policing summits, as collated through the PCC's office. The local policing boards have raised local issues, of a similar theme to panel meetings (e.g. speeding, parking and ASB), and resolution of these many issues forms part of daily business for the relevant Neighbourhood teams. The teams work regularly with partners, including through Joint Action Groups and Community Incident Action Groups. Examples of partnership-working have been included in reports for the management meetings.</p>
<p><b>Protect Your Local Policing</b></p>		
<p>Review the police station disposals policy in Surrey to ensure best value is achieved from the Surrey Police estate and any sales of property</p>	<p>PCC</p>	<p>This review has now concluded. The PCC has made a decision to continue with the disposals but to gain better value through planning permission where possible. The decision paper for the review can be read at <a href="http://www.surrey-pcc.gov.uk/2013/10/decision-log-estate-disposal-review/">http://www.surrey-pcc.gov.uk/2013/10/decision-log-estate-disposal-review/</a></p>
<p>Seek a national role to provide a voice for Surrey on boards and organisations that set police pay and conditions, particularly given proposals to reduce starting pay for police officers, who already struggle financially to live in Surrey</p>	<p>PCC</p>	<p>Kevin Hurley has secured a place on the national PNB (Police Negotiating Board) which deals with police pay and conditions.</p>



Ensure that Surrey Police gets adequate support from national bodies, such as the National Crime Agency, National Fraud Investigation (led by the City of London Police) and Counter Terrorism Units, as well as making sure Surrey Police is doing its part in national policing requirements	PCC	The PCC and his office have developed links with these national bodies. The PCC has scrutinised the regional crime arrangements through the South East Regional Crime Unit Governance Board. The Chief Constable is asked to provide an update on how Surrey is meeting national requirements every 6 months, with the next report due in November.
Seek to reduce the bureaucratic burden on policing by tackling policies which inhibit us unnecessarily	PCC	PCC has got rid of targets in Surrey Police to reduce bureaucracy and promoted a non-bureaucratic approach when speaking to Surrey Police managers.
Ensure that the media has a balanced picture of policing activity in Surrey: we will be transparent	PCC	The Office of the PCC continues to work with Surrey and national media on balanced articles and responded to any inaccurate media. For example see the OPCC website <a href="http://www.surrey-pcc.gov.uk/category/news">http://www.surrey-pcc.gov.uk/category/news</a>
Take every opportunity to raise issues affecting Surrey such as budget cuts and police pay and conditions with MPs, councillors, partners, Government and national boards to make sure that they are all able to support your aims	PCC	The PCC has continued to raise these issues during meetings with Government, MPs and others. This has included a response to a national report on police funding challenges: <a href="http://www.surrey-pcc.gov.uk/2013/07/surrey-pcc-kevin-hurley-reacts-to-hmic-funding-challenge-report/">http://www.surrey-pcc.gov.uk/2013/07/surrey-pcc-kevin-hurley-reacts-to-hmic-funding-challenge-report/</a>
Use my position as an elected person with the largest mandate in Surrey to give a balanced view of policing and protect those officers who put themselves in personally frightening or emotionally challenging situations every day and support them in tackling the people who blight the lives of the Surrey public	PCC	The PCC seeks to provide this balance in media interviews, including national TV appearances, public meetings and in discussions with Surrey Police staff.
Work with the Chief Constable during 2013 to set out a staff and asset transfer scheme, as required by the Home Office, that best meets your 6 priorities	PCC	The PCC and Chief Constable have submitted a stage 2 transfer scheme to the Home Secretary and are awaiting feedback before implementation in April 2014.
Oppose plans for direct entry into the police service at Superintendent rank.	PCC	The PCC has publically opposed direct entry and continues discussions nationally to influence government views.

What Surrey Police is doing with regard to pay and conditions for officers and staff following Government announcements on pay	Surrey Police	The force continues to work closely with the Police Federation and UNISON in acting in line with new laws, and terms and conditions, and ensuring changes are communicated and implemented sensitively and without bureaucracy. Full details about the various aspects are included in the PCC management meeting documents. One area of note is the decision that new PCs to the force will have a starting salary above the minimum proposed in the Winsor review.
What the latest staff survey results are saying and how staff are viewing leadership	Surrey Police	Staff survey data is published separately. In the midst of budget cuts and much organisational change, the force has seen a drop in scores for the staff survey, and has COG-led plans in response to this. Of note, the recent introduction of divisions on 1 <sup>st</sup> October has already had an impact in putting visible senior leaders back with their teams.
Ensuring previous skills and training are utilised when officers transfer from other forces	Surrey Police	The force recognises national qualifications and ensures bureaucracy is minimised when quality assuring 'local' skills from elsewhere. This has been described through the management meeting structure.
<b>Uncompromising in the Standards You Expect from Your Police</b>		
Go out and about within Surrey Police to see what is happening 'on the ground', to listen to the public and victims and feed my observations back into the Chief Constable	PCC	Kevin, Jeff Harris the Deputy PCC and the two assistant PCCs have been very active in the last quarter meeting public, victims and Surrey Police staff. There are numerous examples including meeting all the Surrey Police unions, visits to custody facilities, work already highlighted above with victims and public meetings.

Continue to ensure we have an effective Independent Custody Visiting Scheme, whereby trained people from local communities go into custody to check on the welfare and treatment of those being held in custody	PCC	The Office of the PCC continues to run an effective custody visiting scheme with 50 volunteer visitors carrying out over 600 visits with detainees in a year. The Annual Report for the scheme has recently been published and can be viewed at: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/08/2013-04-02-ICV-End-of-Year-Report.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/08/2013-04-02-ICV-End-of-Year-Report.pdf</a>
Work with the Independent Advisory Group (IAG) and to hear views from minority groups about what they expect from policing	PCC	Assistant PCC for Equality and Diversity attends the IAG and has begun a programme of meetings with minority groups.
Ensure that Surrey Police has the highest standards through monitoring customer service and complaints	PCC	The Office of the PCC has received 157 items of correspondence during the last quarter (letters, e-mails, phone calls), of which 110 were expressing dissatisfaction or complaint. This is a reduction on the previous quarter. All complaints or dissatisfaction is looked into by the OPCC and an appropriate response provided.
Consider where I can introduce mystery shoppers to provide a check on standards of Surrey Police care for victims and customers	PCC	Complete. Considered and not progressed. Assistant Police and Commissioner for Victims employed instead.
Lead by example and give visible leadership for Surrey Police and expect those in leadership roles to do the same	PCC	The PCC, Deputy PCC and Assistant PCCs meet regularly with senior Surrey Police staff and other police officers and staff to show leadership.
Monitor Surrey Police performance in investigating crime to make sure that the best results are achieved	PCC	Kevin Hurley, PCC, receives regular performance updates at his management meetings here he holds the Chief Constable to account, including on investigating crime. The latest report can be viewed at: <a href="http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf">http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf</a>

How the Chief Constable and her senior staff are ensuring high standards, ethics and integrity - from dress codes and standards of appearance through to the service staff are delivering to the public	Surrey Police	The relevant activity (for example, the new uniform standards) is included as part of the management meeting documents and reported on at the public meetings with the PCC. A professionalism review is in place, of which uniform standards are one part.
How many complaints have been received, what the themes of these are and whether complaints are being well managed within required timescales	Surrey Police	Overall details and numbers of complaints are published in the management meeting documents, which are published on-line. For the most recent quarter, the two highest categories are 'Other Neglect or Failure in Duty' and 'Incivility, Impoliteness and Intolerance'. Both categories have seen an increase with 'Other Neglect' going up by 23% (+26 allegations) and 'Incivility' increasing by 37% (+14 allegations). This is now being considered by the DCC and will form part of the professionalism action plan and be subject to actions under the professionalism agenda.
Examples of letters of satisfaction received and the issues to which they relate	Surrey Police	Examples of such letters are published in the management meeting documents. Numerous themes are included, for example a swift response to violence, thorough investigations, and attendance at community events.
How staff are being managed to ensure high standards and good service delivery, including vacancy rates, sickness rates and staff survey results	Surrey Police	This is a wide area; related performance and activity within the force is included in the management meeting documents. As an example, sickness levels are positive; the percentage of working hours lost due to police officer sickness over a rolling 12 month period has remained low at 2.6%, which is notably better than the national median of 3.8%. The force figure equates to an average of 6.6 days per officer.





<b>Holding the Chief Constable to Account</b>		
Webcast management meetings holding the Chief Constable to account	PCC	To meetings have been held with the PCC holding the Chief Constable to account since the last quarterly update – in July and September. The July meeting can be viewed on the PCCs website. Technical difficulties meant the September meeting cannot be viewed. But a written record is available on the website. <a href="http://www.surrey-pcc.public-i.tv/core/portal/home">http://www.surrey-pcc.public-i.tv/core/portal/home</a>
<b>Finance and Resources</b>		
Surrey Police budget and spend	Surrey Police	Surrey Police and the PCCs accounts have been published on the PCCs website. <a href="http://www.surrey-pcc.gov.uk/2013/07/audit-of-accounts-notice-of-public-rights/">http://www.surrey-pcc.gov.uk/2013/07/audit-of-accounts-notice-of-public-rights/</a> This is a detailed area which is specifically covered through reports to the PCC from the force, in the monthly management meeting process. As shown by the HMIC VTP 3 inspection, the force is in an excellent position to bridge the budget gap.
PCC budget and spend	PCC	Surrey Police and the PCCs accounts have been published on the PCCs website. <a href="http://www.surrey-pcc.gov.uk/2013/07/audit-of-accounts-notice-of-public-rights/">http://www.surrey-pcc.gov.uk/2013/07/audit-of-accounts-notice-of-public-rights/</a>
<b>Crime and Disorder Reduction Funding</b>		
Allocated funding	PCC	Details of projects funded by the PCC during the last quarter can be read on the PCCs website: <a href="http://www.surrey-pcc.gov.uk/2013/09/128000-awarded-to-surrey-community-safety-projects-as-police-commissioner-agrees-new-grants/">http://www.surrey-pcc.gov.uk/2013/09/128000-awarded-to-surrey-community-safety-projects-as-police-commissioner-agrees-new-grants/</a>



## Surrey PCC Public Priorities Scorecard

### Performance at the end of September 2013

<b>Zero tolerance</b>					
<b>Crime Reduction</b>					
Robbery	FYtD September 2013	FYtD September 2012	Change	FYtD %age Change	EOY 2012/2013
Domestic burglary	112	125	-13	-10.4%	248
Vehicle crime (excluding interference)	1590	1553	37	2.4%	3400
Violence with injury	2092	2647	-555	-21.0%	4878
Serious sexual	1650	1423	227	16.0%	2867
Total Offences	242	178	64	36.0%	419
	25722	27357	-1635	-6.0%	52731
<b>Outcome of Detection and Resolution rate</b>					
Robbery	FYtD Sep 2013	FYtD Sep 2012	%point Change	FYtD %age Change	EOY 2012/2013
Domestic burglary	26.8%	37.6%	-10.8%	-28.7%	35.1%
Vehicle crime (excluding interference)	10.3%	19.2%	-8.9%	-46.4%	13.8%
Violence with injury	7.7%	11.5%	-3.8%	-33.1%	10.2%
Serious sexual	42.5%	46.9%	-4.4%	-9.4%	45.4%
Total offences	40.1%	46.6%	-6.5%	-13.9%	42.5%
	28.3%	32.0%	-3.7%	-11.5%	30.5%
<b>Charges / cautions for the Supply or Production of Class A &amp; B Drugs</b>					
Class A and B	FYtD Sep 2013	FYtD Sep 2012	Change	FYtD %age Change	EOY 2012/2013
Class A	154	296	-142	-48.0%	697
Class B	56	137	-81	-59.1%	360
	98	159	-61	-38.4%	337
<b>Confidence</b>					
Police/ councils deal with local ASB and crime issues	Rolling Year Mar 2013	Rolling Year Mar 2012	%point Change	Rolling Year %age Change	EOY 2011/2012
Confidence in Surrey police	69.4%	69.7%	-0.3%	-0.4%	69.7%
	84.0%	84.1%	-0.1%	-0.1%	84.1%
<b>Visible policing</b>					
Assets recovered from criminals	FYtD Jul 2013	FYtD Jul 2012	Change	FYtD %age Change	EOY 2012/2013
% people seeing patrol at least monthly	£377,000	£182,361	£194,638	106.7%	£3.127m
	59.1%	57.1%	2.0%	3.5%	
<b>Victims</b>					
Overall crime victim satisfaction	FYtD Aug 2013	FYtD Aug 2012	%point Change	Rolling Year %age Change	EOY 2012/2013
ASB victim satisfaction	86.9%	83.6%	3.3%	3.9%	85.8%
% 999 calls answered within 10 seconds	80.4%	79.4%	1.0%	1.2%	79.8%
% non-emergency calls answered within 60 seconds	94.4%	93.4%	+1.0%	1.1%	93.4%
% grade 1 incidents attended in 15 mins	78.9%	79.3%	-0.4%	-0.5%	75.6%
% grade 2 incidents attended in 60 mins	83.4%	83.2%	+0.2%	0.2%	82.9%
	84.5%	88.3%	-3.8%	-4.3%	87.8%
<b>Greater say</b>					
No. borough/ districts with Local Policing Boards set up	FYtD Sept 2013	FYtD Sept 2012			EOY 2012/2013
	11	n/a			0
<b>Standards</b>					
<b>Staff Survey</b>					
Police Officer sickness (rolling 12 months)	FYtD Aug 2013	FYtD Aug 2012	%point Change		
Police staff sickness (rolling 12 months)	2.6%	2.4%	0.3%		
	2.7%	2.6%	0.1%		

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## SURREY POLICE AND CRIME PANEL

Surrey Police Financial Report Month 6 – 2013/14

29 November 2013

7

### Summary:

I am pleased to be able to give the panel this mid-year report on the financial position of Surrey Police, which will be the last financial report based on the old Surrey Police centralised structure, which has now been replaced by a return to a management structure based on geographic areas. Future budget reports will be reanalysed on the basis of the new structure, but for this report the figures shown in Appendix A still reflect the old functional arrangements.

The amount of revenue budget that I would have expected to have been spent in total by the end of September amounts to £104.3 million and I am pleased to report that the Force has spent approximately £250 thousand less than this, so overall the Force is containing costs within the budget that I set at the beginning of the financial year.

However, although this is a very good result for Surrey Police, there are inevitably some ups and downs that net out to the £250 thousand surplus. The main reasons for this are that total payroll expenditure has been overspent by £622k, non-pay spending has underspent the budget by £248k, and there has been an increase of £625k in grant and departmental income, accounting for why the net budgetary position nets out as a surplus of £250k.

In looking at the pay in more detail I can inform you that basic Police Officer pay is over spent by £130k due to the Force operating with more temporary Sergeants and Inspectors than budgeted for and having had more constables in post than was planned, because the number of officers transferring to the Metropolitan Police was lower than expected. However, police officer pay expenditure is expected to get back to the agreed budget rate of spending by quarter three as a result of the number of leavers from the Force returning to expected levels. On the overtime front the budget is overspent by £312k.

The overspend on Police Officer pay is partly offset by an under spending on the police staff pay budget, an underspend which is expected to increase as the year progresses due to the implementation of plans to reduce the number of certain posts within Neighbourhood Policing, the reductions being part of the Force's long term strategic change programme plans.

Premises expenditure is the other problem area and the Estates function is reviewing all expenditure in this area to ensure that spending is returned to the budgeted level, although it should be noted that underspends on the other non-pay budgets more than compensate for this overspend of £415k.

Looking at the capital position I can report that against a budget of £17,367k, expenditure of £7,050k has been incurred to the end of September including £4,317k on the new Salfords Custody Suite. We have also spent £570k to date on the Niche system that will replace our ageing Criminal Information System, which goes live later this month and a further £1,339k will be spent on this system before the end of the financial year. Overall we will not spend all of our capital budget by the end of the financial year and will be carrying over the underspend that I believe we will achieve at the year end to fund capital schemes next year.

Overall the financial position of Surrey Police in the current financial year looks reasonably sound, with adequate reserves having been put aside, the capital programme under control and the revenue budget under spent at the half year position, with a forecast of a balanced budget at the year end. I hope that the Police & Crime Panel on reviewing my report will feel reassured that the financial plan that I outlined to you in February of this year remains very firmly on track.

**LEAD OFFICER:** Ian Perkin

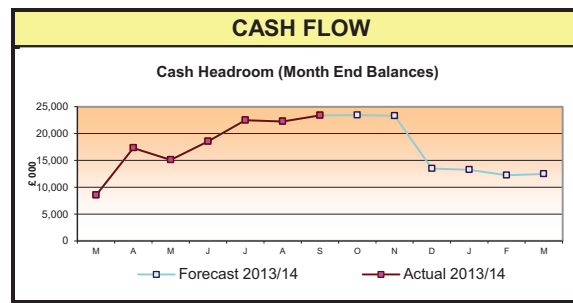
**TELEPHONE** 01483 630 200  
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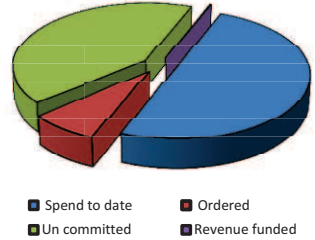
FINANCIAL OVERVIEW AS AT SEP 2013

INCOME AND EXPENDITURE						
BUSINESS UNIT VARIANCES						
	YEAR TO DATE			YEAR		
	ACT	BUD	VAR	BUD	F/C	VAR
	£ 000	£ 000	£ 000	£ 000	£ 000	£ 000
Response	23,301	23,025	(277)	46,015	46,617	(601)
Investigation	26,506	26,581	75	54,166	53,666	500
Neighbourhoods	13,930	14,093	163	28,184	27,797	387
Tasking	9,429	9,527	98	18,353	18,117	236
Joint Command	6,577	6,744	167	13,414	13,151	263
<b>Sub Total</b>	<b>79,742</b>	<b>79,969</b>	<b>226</b>	<b>160,132</b>	<b>159,348</b>	<b>784</b>
ACPO	2,051	1,434	(617)	2,857	3,880	(1,022)
PSD	1,085	1,180	95	2,364	2,265	99
Strategic Planning	72	81	9	162	154	8
Diversity	98	107	10	214	203	11
Force Improvement	600	116	(484)	310	731	(421)
<b>Sub Total</b>	<b>3,905</b>	<b>2,918</b>	<b>(987)</b>	<b>5,909</b>	<b>7,233</b>	<b>(1,324)</b>
SBS	1,015	1,090	74	2,154	2,041	113
ICT	5,369	5,496	127	10,908	11,101	(193)
F & S	6,819	6,791	(28)	12,577	12,476	101
HR/Fed	5,213	5,528	316	10,985	10,424	561
<b>Sub Total</b>	<b>18,416</b>	<b>18,905</b>	<b>489</b>	<b>36,623</b>	<b>36,042</b>	<b>582</b>
Corporate/Suspense	1,381	1,544	163	3,070	3,245	(175)
PCC	603	962	359	1,940	1,799	141
<b>Sub Total</b>	<b>1,983</b>	<b>2,506</b>	<b>522</b>	<b>5,010</b>	<b>5,044</b>	<b>(34)</b>
<b>TOTAL</b>	<b>104,047</b>	<b>104,297</b>	<b>251</b>	<b>207,674</b>	<b>207,666</b>	<b>8</b>

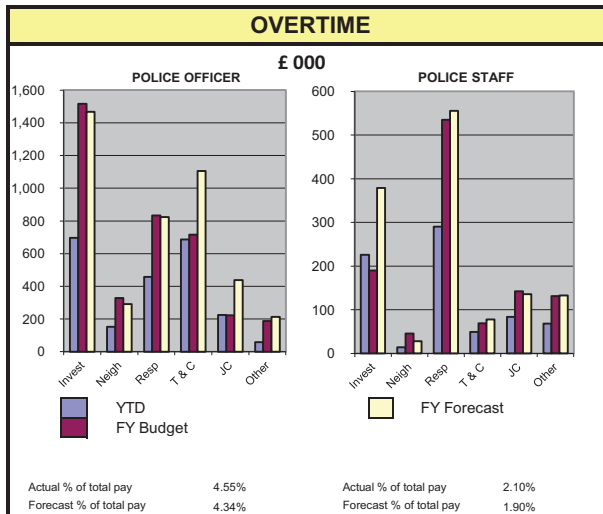
BALANCE SHEET			
BALANCES			
	31/03/13	30/09/13	VAR
	£ 000	£ 000	£ 000
Police Staff Pension Reserve	2,080	2,080	0
Insurance Reserve	2,832	2,387	(445)
Ill Health Reserve	1,648	1,452	(196)
Healthcare Reserve	290	290	0
OPR Reserve	460	460	0
Employee Retention Reserve	900	900	0
General Balances	9,340	10,362	1,022
<b>TOTAL</b>	<b>17,550</b>	<b>17,931</b>	<b>381</b>



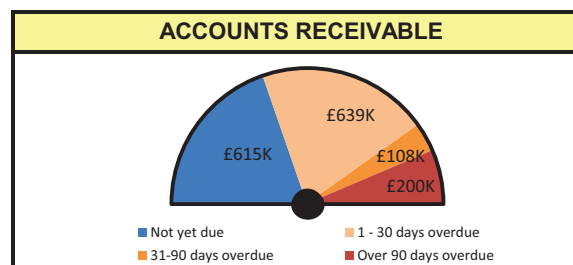
CAPITAL EXPENDITURE	
Approved 12/13 Capital Budget	£ 000 10,720
Projects carried forward	6,647
<b>Total</b>	<b>17,367</b>
Spend to date	8,735
Ordered	1,339
Un committed	7,319
Revenue funded	(26)
<b>Total</b>	<b>17,367</b>
<b>Financing</b>	
Grant	1,416
Other funding	0
Receipts	15,355
Underspend	3,200
Borrowing	(2,603)
<b>Total</b>	<b>17,367</b>



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



ACCOUNTS PAYABLE						
		0 - 30 days	31 - 60 days	61 -120 days	Over 120 days	Total
Amount Due	£ 000	574.5	119.0	46.2	(25.2)	714.6
% of Total Amount		80.4%	16.7%	6.5%	(3.5%)	100.0%
No of Invoices		186	46	51	50	333
% of Total Amount		55.9%	13.8%	15.3%	15.0%	100.0%



COST TYPE VARIANCES						
	YEAR TO DATE			YEAR		
	ACT	BUD	VAR	BUD	F/C	VAR
	£ 000	£ 000	£ 000	£ 000	£ 000	£ 000
Police Payroll	49,416	49,341	(75)	98,754	98,782	(28)
Unsocial Hours	583	631	47	1,260	1,177	83
Police Overtime	2,276	1,964	(312)	3,805	4,337	(532)
Staff Payroll	34,854	35,144	290	70,286	69,071	1,215
Staff Overtime	732	557	(175)	1,114	1,310	(196)
Agency	725	155	(570)	310	943	(633)
Other Payroll Costs	1,960	2,132	172	4,207	3,926	281
<b>Sub Total</b>	<b>90,546</b>	<b>89,924</b>	<b>(622)</b>	<b>179,735</b>	<b>179,546</b>	<b>189</b>
Premises	4,826	4,411	(415)	7,913	8,027	(114)
Supplies & Services	11,775	12,061	286	24,882	25,823	(941)
Transport	2,322	2,462	140	4,890	4,675	214
Financing	213	450	237	899	636	263
<b>Sub Total</b>	<b>19,136</b>	<b>19,383</b>	<b>248</b>	<b>38,584</b>	<b>39,161</b>	<b>(577)</b>
Income	(4,000)	(3,828)	172	(8,543)	(8,657)	114
Grants	(1,635)	(1,181)	453	(2,103)	(2,384)	281
<b>Sub Total</b>	<b>(5,635)</b>	<b>(5,010)</b>	<b>625</b>	<b>(10,645)</b>	<b>(11,041)</b>	<b>396</b>
<b>TOTAL</b>	<b>104,047</b>	<b>104,297</b>	<b>250</b>	<b>207,674</b>	<b>207,666</b>	<b>8</b>

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# SURREY POLICE AND CRIME PANEL

## Report on the Budget for the Office of the Police and Crime Commissioner for the period ending 30 September 2013

29 November 2013

### Summary:

The total 2013 budget for my office amounts to £1.940 million. Up to the end of September the amount spent, as shown in the attached appendix amounted to £603.243 representing 32% of the total approved budget.

As you will see from the appendix, most areas have been prudently managed and this has given rise to the current under spend. Expenditure on the Assistant Police & Crime Commissioner is above the level anticipated when the original budget was set, but members of the panel will remember that I reported to them earlier in the year as to why I had made the decision to expand resources in this area and I believe that the performance of the individuals I appointed has more than justified the additional expenditure incurred, which will of course continue to the end of this year and beyond.

Overall this additional expenditure has been more than compensated for by the prudent management I have applied to the other budgets, although I would expect the pace at which my office spends money to accelerate in the second half of the year, as I am under a statutory duty to consult with the public on my proposals for next year's precept as well as consulting with victims and the wider Surrey community.

It is a concern that not all the Community Safety Grants that have been approved have not yet been taken up, but I shall be asking my officers to look in detail at the reasons for this, as if this budget remains underspent at the year end the money has to be returned to Central Government.

At the half year I would submit that the figures show that I have not been profligate with the Surrey public's money, but have made considered additional financial commitments where I think they have been justified and looking ahead to the end of the year can give assurance to the Panel that the budget for my office will be at the worst slightly underspent.

**LEAD OFFICER:** Ian Perkin

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**NUMBER:**

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	F/Y Budget	Actual Spend to date	% Spend against Budget
<b>Police &amp; Crime Commissioner</b>			
Salary	70,000	35,000	50%
Overtime	0	0	0%
NI - Actual	7,700	3,721	48%
Superann - Civilian Workers	8,500	4,200	49%
Conferences	2,500	0	0%
Mobile Telephones	0	117	0%
Travel & Subsistance	9,000	617	7%
Training Expenditure - Local	1,000	0	0%
	<b>98,700</b>	<b>43,655</b>	<b>44%</b>
<b>Deputy Police &amp; Crime Commissioner</b>			
Salary	50,000	26,250	53%
NI - Actual	5,500	2,512	46%
Superann - Civilian Workers	6,100	3,150	52%
Conferences	2,500	0	0%
Mobile Telephones	0	71	0%
Travel & Subsistance	8,000	580	7%
Training Expenditure - Local	1,000	0	0%
	<b>73,100</b>	<b>32,563</b>	<b>45%</b>
<b>Assistant Police and Crime Commissioners</b>			
Allowance	15,000	8,056	54%
Consultants	0	4,512	0%
Conferences	0	0	0%
Mobile Telephones	0	0	0%
Travel & Subsistance	0	370	0%
Training Expenditure - Local	0	0	0%
	<b>15,000</b>	<b>12,938</b>	<b>86%</b>
<b>Staff</b>			
Salary	440,540	205,244	47%
NI - Actual	40,080	17,861	45%
Superann - Civilian Workers	44,700	23,218	52%
Travel & Subsistance	19,200	2,427	13%
Conferences	7,500	375	5%
Training Expenditure - Local	5,500	0	0%
	<b>557,520</b>	<b>249,125</b>	<b>45%</b>
<b>PCC Roles</b>			
Communications	59,500	3,736	6%
Consultation	55,000	2,574	5%
Community Safety Fund	659,000	133,318	20%
Independent Custody Visitor Centre	10,000	1,298	13%
PCC Grant	50,000	0	0%
Consultants	45,000	11,510	26%
ACPO Recruitment	15,000	0	0%
Hire of Rooms & Halls	6,500	372	6%
Legal Fees	50,000	0	0%
	<b>950,000</b>	<b>152,808</b>	<b>16%</b>
<b>Memberships</b>			
Association of Police & Crime Commissioners	30,000	26,268	88%
Other	3,200	0	0%
	<b>33,200</b>	<b>26,268</b>	<b>79%</b>
<b>Office Running Costs</b>			
Rents	27,000	13,500	50%
Rates	4,600	2,298	50%
Gas	1,030	516	50%
Electricity	1,100	552	50%
Water & Sewerage Services	200	102	51%
Property Maintenance	4,200	2,100	50%
Premises Cleaning & Materials	1,700	852	50%
Corporate Advertising	12,000	0	0%
Adaptations/Improvements & Redecorations	3,000	1,500	50%
Furniture, Equipment & Repair	3,700	1,831	49%
Photocopying	14,000	552	4%
Postages	2,000	403	20%
Printing	3,000	354	12%
Stationery	2,000	1,530	76%
Books, Maps & Reading Material	1,000	13	1%
Police Staff Advertising	12,000	0	0%
Mobile Telephones	3,500	251	7%
Catering	2,000	559	28%
Computer Equipment, Software & Consumables	9,300	1,490	16%
Recovery Of Costs	0	(243)	0%
	<b>107,330</b>	<b>28,160</b>	<b>26%</b>
<b>Audit Costs</b>			
Internal Audit	37,000	8,516	23%
External Audit	60,000	48,901	82%
Independent Audit Committee	8,500	308	4%
	<b>105,500</b>	<b>57,725</b>	<b>55%</b>
<b>Total</b>	<b>1,940,350</b>	<b>603,241</b>	<b>31%</b>

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## SURREY POLICE AND CRIME PANEL

### COMMUNITY SAFETY FUND

29 November 2013

#### **Summary:**

In addition to the Government grant and precept for Surrey Police, in 2013/14 the Police and Crime Commissioner also received a new grant from the Home Office Community Safety fund. This funding was in addition to the Home Office main police grant and was to be used specifically to commission services to improve community safety in the force area; tackle drugs and crime; and reduce re-offending. The money is not ring-fenced and PCC's have the freedom and flexibility to use the money as they see fit to support their wider crime prevention priorities.

The purpose of this paper is to reassure the members of the Police and Crime Panel that there is a robust process in place to assess the applications, allocate the funding and evaluate the projects.

#### **Eligibility Criteria:**

Applications are welcome from any organisation or community group for funds under £5000, although larger bids will be considered in exceptional circumstances. The applicant must demonstrate how their project will help the Police and Crime Commissioner deliver his commitment of the People's Priorities as set out in the Police and Crime plan. Furthermore there are three Home Office criteria that are assessed as part of the application process. These are:

- reduction of crime and disorder (including anti-social and other behaviour adversely affecting the local environment),
- combating the misuse of drugs, alcohol and other substances, and
- reduction of re-offending.

**Decision Making Process:**

On a quarterly basis the Deputy PCC meets with the Neighbourhood Superintendent who is also the force lead for Anti-Social Behaviour to review the applications. An agreement has recently been made with Michael Goodwin QC, a leading Financial Criminal Barrister, who also sits as a Judge in south London. His commitment to join the panel will bring a totally independent view to the decision-making process. We are anticipating being joined by Mrs Helen Bowcock the current High Sheriff in May 2014.

The applications are initially assessed in terms of the criteria above and if these are met, the decision makers also look for evidence of:

- clear timescales,
- a baseline position and intended outcomes (with measures);
- what additional resources (people or money) are available from partners to complement any awarded resources by the PCC;
- whether this is a one off project or not. If the bid looks for pump priming the bid should show how funding will be sustained beyond the initial funding period;
- consistency with the best practice principles of the Surrey Compact (where working with Voluntary, Community and Faith groups);
- clear performance management processes.

If the panel agree that the application meets the Peoples Priorities and the Home Office criteria but that detail on how the project will be delivered is weak, they will request further information from the applicant and on some occasions visit the organisation to look at how the project would be delivered in practice.

**Monitoring Process:**

Once the panel are satisfied that the information they have been supplied with has enabled them to make an informed decision, all applicants are notified of the outcomes.

Successful applicants receive an 'application agreement' which must be signed and returned before any funds are transferred. This agreement lists the outcomes expected, the evaluation and monitoring process and time-frames for reporting back to the Office of the PCC.

The monitoring and evaluation requested, very much depends on the project itself and the amount of funds committed. A complete list of the projects that have been funded so far is included at appendix A. Updates and feedback from the first applications supported are due in January 2014.

**Funding and Auditing**

The funding is applied for and acquired retrospectively from the Home Office on a quarterly basis. The OPCC submits a record of the bids that have been successful in the previous quarter, and requests the funds to cover these costs. The OPCC application to the Home Office is signed by the OPCC Treasurer before being sent to the Home Office to release the funds.

**Additional Considerations**

Where funding applications are declined feedback is offered by the Deputy PCC and Lead Officer.

Further work is in progress to ascertain what other funding streams are available across the County as it is patently clear there is need for some form of centralised register of funds and bids to avoid duplication and wastage.

Additionally there is a sense of frustration that this funding is based on this financial year only, with any funds not spent by April 2014 being retained by the Home Office. The Deputy PCC has already been in discussion with the High Sheriff with a view to beginning joint working on funding applications next year, when regardless of any Home Office decision, the Commissioner will set aside some level of funding, albeit much lower than this years.

**LEAD OFFICER:** Amy McLeod  
**TELEPHONE NUMBER:** 01483 630 200  
**E-MAIL:** Amy.Mcleod@surrey.pnn.police.uk

Appendix A – A list of the applications supported so far during the 2013/14 financial year (more details for each of these projects is published on the OPCC website 'Our Work / Decisions of the PCC').

Eagle Radio	Online and Social Media Law and Ethics programme in schools	£31,500.00
Mediation North Surrey	Mediation training for volunteers	£5,000.00
Rape and Sexual Abuse Support Centre	Part-Time Independent Sexual Violence Advisor (ISVA)	£22,000.00
Surrey Fire and Rescue	Safe Drive Stay Alive	£9,000.00
Surrey Fire and Rescue	Youth Engagement Scheme	£21,220.00
Surrey Police	SHOuT Multi-Agency Youth Conference	£5,000.00
Be Your Best Foundation	Crime Prevention, performing arts competition	£5,000.00
Cyber Champions	E-safety workshops	£2,000.00
Epsom and Ewell CSP	Myth Busters - Drug and Alcohol Abuse Education in Epsom & Ewell Schools	£4,700.00
Guildford Diocesan Board of Finance	Surrey Appropriate Adult Volunteer Scheme (SAAVS)	£3,000.00
Horley Town Council	Wireless Bridge for CCTV at Court Lodge playing fields	£3,500.00
Outline	LGBT Crime Reporting	£2,700.00
SCC Youth Support Services	Youth Substance Misuse	£54,595.00
Spelthorne BC	Spelthorne Police and Crime Summit - ASB Project	£500.00
Surrey Police	Awareness raising of disability hate crime	£6,500.00
Surrey Police	Personal Safety Workshop	£512.00
Surrey Police	Police Support Volunteers Event Team	£857.50
Surrey Police	Prevent Partnership Workshop	£2,000.00
Surrey Police	SHOuT Youth Conference	£4,000.00
Transformation	Belmont House Project	£4,000.00
Young Witness Service	Manager post	£30,000.00

Youth Empowerment Services+	Session work	£5,000.00
Runnymede CSP	Scam awareness leaflets	£1,000.00
Eikon	Crime Prevention Workshops	£1,670
KAG	Being Assertive	£5,000
Lucy Faithfull Foundation	Parents Protect	£15,500
New Haw Library Community Partnership	CCTV	£568.00
Oakleaf	Social Activities Programme	£3,861.00
Spelthorne BC	Junior Citizen equipment	£350.00
Spelthorne Neighbourhood Watch	Street Signs	£262.40
Surrey Drug & Alcohol Care Ltd	Radio Advert	£3,000
Surrey Fire and Rescue	Safe Drive	£10,000
Surrey Police	Contest Conference	£1,500
Surrey Police, Age UK	Drive Smarter, Drive Longer	£626.97
	TOTAL	£265,922.87

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## SURREY POLICE AND CRIME PANEL

### LOCAL POLICING BOARDS AND CRIME SUMMITS

29 November 2013

#### SUMMARY

As part of the PCC's Police and Crime Plan and to meet the People's Priority to 'Give you the opportunity to have a greater say in how your streets are policed', the PCC has set out the following actions:

- Make sure that Surrey Police provides opportunities for everyone to engage about their issues at a neighbourhood level
- Hold an annual Police and Crime Summit, together with the Council Leader and Chief Executive, in each Borough and District where people can come and take part in discussions about police and community safety issues
- Ask local councillors, community safety officers and Surrey Police to formalise current engagement arrangements to ensure that there is a regular Local Policing Board that the public can attend in each Borough and District in Surrey

At the request of the Police and Crime Panel, this report provides more information on how these commitments are being met.

#### CRIME SUMMITS

The PCC's office (OPCC) has engaged with local councils and police partners to ensure that there is a Crime Summit held in every borough and district in Surrey during 2013/14. The current status of these summits is as follows:

- Reigate and Banstead – ran on 8<sup>th</sup> June 2013 by the OPCC at Harlequin Theatre, Redhill. Approximately 60 residents attended.
- Elmbridge - ran on 12<sup>th</sup> June 2013 jointly between the Community Safety Partnership (CSP) and the OPCC at the Civic Centre in Esher. Approximately 105 residents attended.
- Spelthorne - ran on 11<sup>th</sup> September 2013 jointly between the CSP and the OPCC at Spelthorne Borough Council. Approximately 70 attended.
- Epsom and Ewell - ran on 2<sup>nd</sup> November 2013 at Bourne Hall, Ewell. This was a joint event with the borough council, with an event for volunteers in the

area first, followed by the Crime Summit. About 45 people attended the summit.

- Guildford - to be held on 28<sup>th</sup> November 2013 at G Live. Jointly organised between the OPCC and Guildford Borough Council. Registration is now open. The PCC will be able to update the panel on the 29<sup>th</sup> November on the event and attendance.
- Tandridge – being planned for 17<sup>th</sup> December at Tandridge District Council Chambers. To be hosted by the Overview and Scrutiny Committee.
- Runnymede – being planned for 6<sup>th</sup> February
- Mole Valley – being planned jointly between OPCC and Mole Valley District Council for 3<sup>rd</sup> March 2014 at Dorking Halls.
- Waverley – being planned for 11<sup>th</sup> March 2014 by OPCC to be held at Farnham Maltings
- Surrey Heath – being planned for 20<sup>th</sup> March 2014.
- Woking – being planned for end of March 2014.

To date, the Summits have covered a wide-range of topics. The themes coming out of the Summits have been:

- Local anti-social behaviour issues and what Surrey Police and partners are doing to tackle the issues raised
- Anti-social driving/ speeding/ cycling on pavements and speed watch initiatives
- The importance of Neighbourhood Watch and other volunteers in tackling crime and anti-social behaviour
- Burglary prevention

Other issues which have been raised, but not as a theme across the Summits, include:

- The meaning of Zero Tolerance
- Better communication of who neighbourhood officers are
- Better communication of the PCCs plans and actions
- Funding of Surrey Police
- Cyber crime prevention
- Tackling cold calling/ doorstep trading
- PCSO numbers

All Summits have been publicised on the PCC's website, through local media and council websites and promotional material.

## LOCAL POLICING BOARDS

As set out in the plan, the PCC has asked Surrey Police, local councils and Community Safety Partnerships to formalise existing relationships to ensure that there are Local Policing Boards held in each borough and district in Surrey. The PCC has not been directive as to the format, method of engagement used or frequency, but has left it up to those who know their local neighbourhoods best to decide upon and implement the best local approach.

The PCC does not oversee individual boards in detail, but requests updates through his bi-monthly management reports from the Chief Constable. The updates from Surrey Police since the Police and Crime Plan was set are as follows:

### **July 2013:**

*The Local Policing Boards are organised by the local Neighbourhood policing teams, and some have already been held; they are attended by the Neighbourhood Inspector, and partner agencies are invited (table below). Numbers of attendees have varied and again, the Force is working with the PCC's office around structure and feedback mechanisms.*

### Schedule of Local Policing Boards

<i>Borough/District</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Waverley	22 May	12:30	Cranleigh Leisure Centre, Cranleigh
Tandridge	3 Jun	19:00	White Hart Barn, Godstone Green, Godstone
Reigate & Banstead	20 Jun	19:00	Earlswood Baptist Church, Earlswood
Runnymede	25 Jun	18:30	Addlestone Community Centre, Addlestone
Spelthorne	27 Jun	19:30	Greeno Centre, Glebeland Gardens, Shepperton
Elmbridge	10 Jul	19:00	Cobham British Legion, Cobham
Mole Valley	15 Jul	20:00	Charlwood Pavilion, Charlwood
Guildford	16 Jul	19:30	Stoughton Social Club, Guildford
Surrey Heath	16 Jul	19:30	St John the Baptist Church, Windlesham
Woking	25 Jul	19:30	Coign Church, Woking
Mole Valley	2 Sep	19:45	St Nicholas Church Hall, Bookham
Epsom & Ewell	5 Sep	19:00	Epsom and Ewell High School

## September 2013

- *The Epsom and Ewell Neighbourhood Inspector has been holding his fortnightly Facebook online panel meetings at 8pm on every other Tuesday. These have resulted in over 1000 people still viewing the meeting and several residents getting involved and raising what is important to them.*
- *Woking Safer Neighbourhoods Team (SNT) has been continuing their push towards unique engagement events. The Horsell team have recently staged a 'burglar dunk tank' to raise awareness of burglary/prevention. This involved dunking members of the community dressed as burglars and helped raise money for a local 'young carers' charity.*
- *Elmbridge SNT held a Partnership Action Day in Weybridge on 14th July, designed to raise awareness in the services that local authorities provide in the borough. It was held in Churchfields Recreation Ground and run alongside a fun day. Representatives from fire, ambulance, Elmbridge Borough Council, Elmbridge Housing Trust and a wide variety of police departments attended with information stands and a number of engagement activities. Approximately 300 people attended during the course of the event, which lasted for 5 hours. A large amount of information was handed out in relation to all services and a number of local issues identified.*

## November 2013

*Having set up local policing boards and tested a variety of methods, the boards are now embedded as 'business as usual'. They will continue in each borough and district, primarily bi-monthly with the local Inspector. Partner agencies will continue to be invited and the boards will use a variety of formats based on what is best for the area, best for reaching the largest number of people, and best to enable a diverse range of people to participate.*

*The Force recognises that local policing boards are one of the key methods for the PCC to understand what issues are important to the public; we have therefore put in place a mechanism through local Superintendents and Inspectors, whereby the issues raised from each event will be fed back to the PCC's office.*

*In the last 3 weeks alone, there have been events in Mole Valley, Reigate and Banstead, Epsom and Ewell, and Elmbridge. As examples of topics discussed, attendees at Mole Valley raised issues around CCTV in Dorking and rural fly-tipping, whilst those in Reigate and Banstead requested an increased presence of uniformed foot-patrolling officers in town centres to enforce matters like cycling on pavements, obstruction of the highway, littering and*

*parking infringements. Issues for Epsom and Ewell included CCTV, parking, anti-social behaviour and seasonal issues such as fireworks.*

Local Policing Boards are all published on the Surrey Police website and promoted by local neighbourhood officers. Attendance varies depending on the area and levels of concern about crime and anti-social behaviour and willingness of residents to attend board meetings.

## **OTHER ENGAGEMENT OPPORTUNITIES**

The management reports to the PCC have highlighted other, often innovative, engagement methods being used locally. These have included:

- An online Facebook panel for Epsom and Ewell attracted 1105 people.
- The Force has a social media board, which has representatives from across the different Surrey Police teams, and a social media learning week is planned to encourage further use of this.
- The Roads Policing Unit is now tweeting, and CID will also be using Twitter soon. Work is ongoing to ensure officers and staff can tweet operationally during their duties
- Teenagers in North Surrey had a chance to air their views and concerns to Surrey Police during a conference at Sandown Park racecourse. About 150 people aged between 14 and 19 attended the 'Surrey Hear our Thoughts' (SHOUT) youth conference in March. Held in partnership with the Youth Support Service, Surrey County Council and Surrey Fire and Rescue, the teenagers took part in an interactive drama production based on real life events covering antisocial behaviour, drugs, internet bullying and grooming and social media. The conference gave young people from a variety of backgrounds the chance to voice their concerns, issues and priorities. In the last three years youth crime has reduced by half and schemes such as these have been shown to make a positive impact towards achieving this.
- Surrey Police is using a new social media site to reunite stolen property with its owners. A dedicated Surrey Police page has been set up on website Pinterest in a bid to reunite property believed to be stolen with its rightful owners. Pinterest offers an effective, efficient and convenient opportunity to view items at times suitable to the user and is in a format that is widely accessible to the community as a whole. A large amount of property, including electrical items, jewellery and watches, was recovered following a search warrant at an address in Croydon last month. The property is believed to have been stolen following burglaries at addresses in Reigate and Banstead, Epsom, Mole Valley, Tandridge and Guildford. Letters have been hand delivered to all the victims of dwelling burglaries in targeted areas since January 2013 inviting them to look on the website and identify any property which may have been stolen from their home.

In addition, the force website has a dedicated page for every neighbourhood in Surrey. Residents search on their postcode then can see upcoming engagement

events, can view details of their local neighbourhood officers and see how to contact them and receive information on local news and actions taken.

## **SUMMARY**

As can be seen from the above, there is a great deal of engagement going on. Some of that is traditional meeting engagement and some is via more innovative social media methods. The PCC has not dictated how engagement takes place and different local methods have emerged according to local need.

Over the next few months, the PCC is expecting to receive more feedback information on the results of engagement.

## **RECOMMENDATIONS**

Members of the Police and Crime Panel note the report.

## **EQUALITIES AND DIVERSITY IMPLICATIONS**

A diverse method of engagement is being used to appeal to as wide as possible range of Surrey residents, including those who wish to attend meeting, often but not always an older age group, those who use social media, often but not always a younger group, events aimed at young people. All Crime Summits held are in venues which are accessible to all and provide hearing loops as required.

**LEAD OFFICER:** Johanna Burne, Senior Policy Officer, OPCC

**TELEPHONE NUMBER:** 01483 630 200

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## SURREY POLICE AND CRIME PANEL

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

29 November 2013

#### 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.

**LEAD OFFICER:** Sarah Thomas, Support Office, OPCC

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[Surrey Police and Crime Panel](#)

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

Agenda items for this meeting were:

- Surrey Police Progress Against the Six People's Priorities
- Financial Monitoring
- Estate Strategy Review
- ICT Strategy
- Health and Safety
- Mental Health
- Scrutiny of Out of Court Disposal

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

- The CC reported that there had been an increase in the level of 'violence with injury' in comparison to last year but the Force was using a number of measures to combat violent crime, details of which can be found in the report <http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/09/01-Peoples-Priorities-v0-6.pdf>
- Domestic burglary had increased slightly – the Force was working on an initiative to address this and the DCC would report back at a future meeting
- The PCC noted the Force's efforts in tackling drugs in schools which was one of the issues that was brought to his attention on a regular basis
- Local Policing Boards had been set up in all eleven boroughs and districts – the Force would be meeting with the PCC on how to take these forward as some had not been as well attended as others
- The Head of Finance explained that there was a current over spend of £66k but that this was not unusual for this time in the financial year – it would balance by the end of the year
- Jacobs consultants had been appointed to carry out the review of the disposal of the remaining police stations and also to look at the development potential of Mount Browne Headquarters and Woking Police Station
- The Force was waiting for a report from Accenture setting out their proposals for the future structure of ICT, HR and Finance
- The DCC was currently doing a piece of work in relation to officers injured on duty as some serious injuries had been sustained in recent months
- The lack of mental health hospital facilities in the county meant that police officers often had to 'look after' mental health patients until a suitable bed could be found – this put a significant strain on resources and was of great concern to both the CC and PCC
- The Force was involved in the establishment of a panel which would scrutinise out of court disposals to ensure they were being carried out effectively

Due to a technical error there is no webcast available for this meeting. However, a copy of the minutes can be accessed via the PCC's website [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)



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

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

<b>Date of meeting and reference</b>	<b>Item</b>	<b>Recommendations/Actions</b>	<b>Responsible officer or member</b>	<b>Comments</b>	<b>Next progress check:</b>
6 February 2013	Police & Crime Commissioner's proposed Precept for 2013/2014	<b>4)</b> Discussion be held with the Finance Task Group to understand the full detail of the Surrey Police Budget, once available, and agree with the Office of the Police and Crime Commissioner the format and content of the budget reports for 2014/15.	Damian Markland / Alison Bolton	Meeting took place on 13 September with the PCC's Office. Process for 2014/15 was agreed, as was the content to be provided in future quarterly financial updates brought to the PCP.	Finished
12 March 2013	Police and Crime Plan	<b>3)</b> That the Commissioner shares with the Panel his proposals for mystery shopping, with the intention that Members help develop his approach.	Damian Markland / Alison Bolton	The Panel will look at this once proposals have been drawn up.	On hold.
	Webcasting of the Police & Crime Panel meetings	<b>1)</b> Panel meetings to continue to be webcast with a review in 12 months.	Damian Markland	Review of webcasting to take place in March 2014.	March 2014

12 June 2013	Feedback On Management Meetings Between The Police And Crime Commissioner And Chief Constable	1) The Police and Crime Panel invite the Chief Constable to comment on her relationship with the Police and Crime Commissioner.	Damian Markland / Alison Bolton	Discussions taking place to determine the most appropriate method. Need to ensure that the Panel is sensitive to the operational / strategic split between the Chief Constable and the PCC.  <b>Chief Constable has agreed to attend a future informal meeting of the Panel. Panel needs to identify a suitable date.</b>	
	Forward Work Programme And Recommendation Tracker	2) Officers work with the Panel to determine which Task Groups to progress initially.	Damian Markland	Officers have worked with members to: <ul style="list-style-type: none"> <li>• Establish a Neighbourhood Policing Task Group</li> <li>• Undertake initial scoping of a Rural Crime Task Group</li> </ul> Officers will continue to work with relevant members to progress.	Finished
10 Sept 2013	Police and Crime Plan Quarterly Progress Update	1) That the number of complaints and compliments received by Surrey Police be included in future Quarterly Progress Updates.	Alison Bolton	PCC's Office have agreed to include in future reports.	Finished

		2) That the PCC's Office ensures that all Panel Members are made aware, in good time, of local Policing Boards and Crime Summits taking place in their respective areas, and that the Independent Members and Chairman are kept informed of all such events.	Alison Bolton / Damian Markland	<b>Agreed, but need to determine best method of distributing information.</b>	
		3) That the 'headlines' of the recent Police Staff Survey referenced in the PCC's most recent Quarterly Progress Update be shared with Panel Members.	Alison Bolton	Headlines shared with Panel Members.	Finished
		4) That, once the information is available, the cost of the PCC's Communications Team be shared with the Panel.	Alison Bolton	Information to be provided ASAP.	ASAP.
	Deputy Police and Crime Commissioner's Objectives and Performance Review	1) That the PCC and DPCC consider whether more emphasis needs to be placed on engagement with Young People, and that the Panel be kept informed of progress.	PCC/DPCC	PCC and DPCC to update the Committee on proposals.	November 2013

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## Surrey Police and Crime Panel Work Programme

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

November 2013				
29 November 2013	Protocol between the Police and Crime Panel and the Police and Crime Commissioner	As agreed at the PCPs meeting in December 2012, to consider whether any amendments need to be made to the protocol.	Damian Markland	
	Allocation of PCC's Community Safety Fund	To provide an overview of how this fund has been allocated in 2013/14. Particular focus on eligibility criteria, how implementation of successful projects is monitored and what has been achieved.	Alison Bolton	
	Chief Constable Appraisal	To consider the outcome of the Chief Constable's appraisal. The Panel is not responsible for monitoring the performance of the Chief Constable directly, but the Panel will want to understand the progress made in implementing the Commissioner's Police and Crime Plan.	Alison Bolton	
	Local Policing Boards and Crime Summit Update.	To update on PCP on implementation of these public engagement events.		
	<b>+Standing items</b>	<i>Standing items are considered at every meeting of the PCP. These are listed later on in the document.</i>		

**6 February 2014 (Provisional)**

<b>6 February 2014</b>	Consideration of Police Precept	To consider the Commissioner's proposals for the Police precept.	Alison Bolton Ian Perkin	
<b>20 February 2014 (Provisional)</b>				
<b>20 February 2014</b>	Consideration of revised Police Precept (if original power of veto used)	To consider the Commissioner's revised Police precept if the Panel decides to veto the original proposal.	Alison Bolton Ian Perkin	
<b>29 April 2014</b>				
<b>29 April 2014</b>	Webcasting	To review the merits of webcasting meetings of the PCP and determine future arrangements.	Damian Markland	
	<b>+Standing items</b>	<i>Standing items are considered at every meeting of the PCP. These are listed later on in the document.</i>		
<b>12 June 2014</b>				
<b>12 June 2014</b>	Annual Report	To review PCC's Annual Report	Alison Bolton	
	Election of Chairman and Vice Chairman	To agree a Chairman and Vice-Chairman for the municipal year.	Damian Markland	

	Dates of meetings	To agree the key meeting dates for the municipal year	Damian Markland	
	Re-establishment of Complaints Sub-Committee and Finance Working Group.	To reconstitute these bodies for the 2013/14 municipal year.	Damian Markland	
	<b>+Standing items</b>	<i>Standing items are considered at every meeting of the PCP. These are listed later on in the document.</i>		

**Currently unscheduled future items**

Consideration of PCC's Mystery Shopping strategy	Damian Markland / Alison Bolton	Currently on hold.
Rural Crime – how the PCC intends to tackle rural crime across Surrey	Damian Markland / Alison Bolton	
Police & Crime Panel Annual Report	Damian Markland / Alison Bolton	

### Standing Items

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

### Task and Working Groups

Group	Membership	Purpose	Reporting dates
<b>Complaints Sub-Committee</b>	<ul style="list-style-type: none"> <li>• Cllr Victor Broad</li> <li>• Cllr Margaret Cooksey</li> <li>• Cllr John O'Reilly</li> <li>• Cllr George Crawford</li> <li>• Ind Maria Gray</li> <li>• Ind Anne Hoblyn</li> </ul> <p>+ Chair &amp; Vice-Chair</p>	To resolve non-criminal complaints against the PCC and/or the DPCC.	Report to each meeting of the PCP, detailing any complaints dealt with since the last meeting.
<b>Finance Sub-Group</b>	<ul style="list-style-type: none"> <li>• Cllr Bryan Cross</li> <li>• Cllr Penny Forbes-Forsyth</li> </ul>	To provide expert advice to the PCP on financial matters that	Reports verbally to the formal precept setting meeting of the



Police & Crime Panel Work Programme

	<ul style="list-style-type: none"> <li>• Cllr Charlotte Morley</li> <li>• Cllr Victor Broad</li> <li>• Ind Maria Gray</li> </ul> <p>+ Chair &amp; Vice-Chair</p>	fall into its remit.	Panel in February.
<p><b>Neighbourhood Policing Task Group</b> (on hold)</p>	<ul style="list-style-type: none"> <li>• Ind Anne Hoblyn</li> <li>• Cllr Pat Frost</li> <li>• Cllr Margaret Cooksey</li> <li>• Cllr Ken Harwood</li> </ul>	To monitor any future changes / decisions in relation to the neighbourhood policing model.	Work of Task Group reached natural end and the Group is not currently active.

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## Select Committee Task and Finish Group Scoping Document

**Review Topic:** Tackling Rural Crime in Surrey

**Select Committee / Body:** Surrey Police and Crime Panel

### 1. Relevant background

1.1 The Surrey Police and Crime Panel has previously expressed an interest in establishing a small Task Group to look at how the Police can better serve Surrey's rural communities, with the intention of informing the Police & Crime Commissioner's future work in this area.

#### Defining rural crime:

1.2 Various definitions of "rural" exist, although in a statistical context two definitions are recognised by Surrey's Rural Strategy 2010-2015, and these are outlined in Appendix 1.

1.3 In general terms, rural areas tend to be sparsely populated and contain smaller settlements such as villages (and sometimes towns), and have traditionally relied on agriculture as their economic basis. Rural communities are often close-knit socially, but may also be physically secluded, which may cause problems of access to transport and other services.

1.4 Whilst some crimes such as fly-tipping are more prevalent in the countryside, others such as theft, burglary, vehicle and violent crime can obviously take place in both urban and rural areas. However, the consequences of such crime can differ significantly in a rural setting due, in part, to the immediate impact on livelihoods and the lack of readily available assistance.

1.5 Such issues are highlighted in Surrey's Rural Strategy 2010-2015, which acknowledges that a lack of local police presence is an issue in some rural areas, with the perception that it can take a long time for police officers to respond to emergency calls. Crimes such as speeding, littering and fly-tipping, as well as specific types of crime such as theft of equipment and materials are also identified as particular challenges.

1.6 In addition, the impact of rural crime on both the individual and wider community can also vary, something highlighted by research undertaken by the County Councils Network in 2007<sup>1</sup>:

*1.6.1 "Becoming a victim of crime in a rural area can have a very different impact from becoming a victim in an urban area. In particular, in an area which is normally low in crime, the victim of a serious and personal crime is likely to face a much greater level of shock and more abrupt change in fear levels - rural victimisation can have a higher community impact through greater local media coverage. It is also possible that there will be less local support for those suffering due to rural crime, as a result of the absence of a 'critical mass' of victims, and a less local police presence, as the force focus their efforts on*

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<sup>1</sup> <http://portal.oxfordshire.gov.uk/content/public/oxfordshirepartnership/News/FinalRITGReport.pdf>

### Combating Rural Crime in Surrey

- 1.7 Despite little reference to rural crime in the Commissioner’s Police and Crime Plan (discussed in section 2.4), the Police in Surrey do facilitate a County Watch Scheme, where officers work with rural communities to help prevent and detect crime. Those that are members of the scheme receive message alerts via SMS and / or email about suspicious activity or incidents in the local areas. Members can themselves report concerns which, once verified, are distributed via the network. Members also receive regular bulletins about local crime, emerging trends, suspicious callers and vehicles, and warning signs advertising the scheme are displayed around the countryside to act as a deterrent. The scheme was spearheaded by PC John Hockley, the Force’s Rural Communities Liaison Officer, and has recently reached over 1,600 members.
- 1.8 At a local level, parish and town councils have been influential in promoting community safety measures, including the introduction of CCTV. In some areas more PCSOs have been deployed and the Police have undertaken specific initiatives in ‘hotspots’ around speeding, youth crime and tack marking. Work is also sometimes undertaken by local CSPs such as in Mole Valley where rural crime has been identified as a strategic priority for 2013/14. In addition, in 2011 Police forces across the south-east, including Surrey, collaborated<sup>2</sup> to produce a film in a bid to spread the message about rural crime prevention as widely as possible.
- 1.9 However, despite some positive steps, previous research conducted by the Surrey Rural Partnership<sup>3</sup> found that many farmers felt that the police were ineffective in dealing with rural crime and that rural communities were generally poorly served.
- 1.9.1 *“[The Police] don’t appear to do much about rural crime and it is left to the farmers’ own “jungle drums” network to galvanise forces and make others aware of what is happening so that they can take appropriate action.” [Page 39 of the Farm Study]*
- 1.10 The need to address the perception of crime in rural areas is also recognised by Surrey’s Rural Strategy 2010-2015.

<sup>2</sup> <http://www.rsnonline.org.uk/services/police-shut-gate-on-rural-crime>

<sup>3</sup> <http://www.surreyruralpartnership.org.uk/assets/files/Farm%20Study%203%202009.pdf>

## 2.0 Why this is a scrutiny item

- 2.1 Surrey Police acknowledge<sup>4</sup> that one unfortunate side-effect of the economic downturn has been an increase in incidents and reports of rural crime, with the Police urging people living, working and playing in Surrey's villages and countryside to be extra vigilant, to keep an eye out for any suspicious activity and report it as soon as possible.
- 2.2 Whilst a recent survey and analysis<sup>5</sup> of countryside claims data by a leading rural insurer, NFU Mutual, has suggested that rural crime is falling following a peak<sup>6</sup> in 2010, there remains concern, both nationally and in Surrey, that the Police could dedicate more time and resource to tackling the issue.
- 2.3 Indeed, in the run-up to the first Police and Crime Commissioner elections in 2012, the County Land & Business Association unveiled a manifesto on rural crime, designed to explain to newly elected Commissioners the specific needs of the countryside and to emphasise the different impacts of rural and urban crime.
- 2.4 However, whilst respondents to Surrey's Commissioner's focus groups in early 2013 "requested a focus on both urban and rural crime"<sup>7</sup>, the final Police & Crime Plan only contains one minor reference to rural crime, as set out below:
- 2.4.1 *"I will work with partners in community safety in Surrey, such as the County, Borough and District Councils, the Health Service and Criminal Justice partners help to ensure that they are contributing to your wish to see a zero tolerance approach. This includes [...] Joint actions with a wide range of partners to reduce anti-social behaviour and crime in all forms – whether it be working together to reduce town centre violence, business crime, **rural and wildlife crime** or any other loutish activity"* (page 6-7)
- 2.5 Combined with concerns from some residents that the Police currently concentrate resources within urban areas, that Police attendance at Parish meetings is patchy and response times to rural incidents slow, this is potentially an area where the Commissioner needs to divert more attention.

## 3.0 What question is the task group aiming to answer?

- 3.1 How can Surrey's rural communities be better served by the Police and how can the Commissioner support this?

## 4.0 Aim

- 4.1 To help the Commissioner better understand the needs of Surrey's rural communities to inform his future priorities and plans.

<sup>4</sup> <http://www.surrey.police.uk/keeping-safe/protecting-your-property-or-business/rural-crime>

<sup>5</sup> <http://www.nfumutual.co.uk/farming/initiatives/rural-crime/>

<sup>6</sup> <http://www.which.co.uk/news/2011/08/rural-crime-on-the-rise-261461/>

<sup>7</sup> <http://www.surrey-pcc.gov.uk/wp-content/uploads/2013/04/01b-Result-summary-of-consultation-for-plan.pdf>

## **5.0 Objectives**

5.1 In order to achieve the aims of the project, the Task Group will need to explore and understand the following:

- The Commissioners current policy position in relation to rural crime
- Existing schemes and initiatives being undertaken by the Police, Borough / Districts / Parish Councils, local CSPs and other partners
- Current views of rural communities towards rural policing
- The policy stance taken by other Police and Crime Commissioners

## **6.0 Scope (within / out of)**

6.1 The Commissioner is responsible for assessing, supporting and challenging the overall performance of Surrey Police but is not permitted to obstruct the operational independence of the police force and the chief constable who leads it. It is therefore not, for example, within the power of the Commissioner to directly instruct the Chief Constable on the geographical deployment of officers in rural areas, nor the duties they are assigned to.

6.2 However, it is the PCCs responsibility to set the overall strategic direction of the Police and, in the case of rural crime, the Commissioner stance is not clear. The Panel may therefore wish to commission a Task Group to assist in the development of this policy area.

6.3 Nevertheless, in carrying out this piece of work, the Panel will need to ensure that it is mindful of the Commissioner's remit and the extent of his powers. It will need to ensure that any recommendations made as a result of the work do not attempt to fetter the operational independence of the Chief Constable and are aimed at the Commissioner.

## **7.0 Outcomes for Surrey / Benefits**

7.1 To improve the service received by rural communities.

## Proposed work plan

It is important to clearly allocate who is responsible for the work, to ensure that Members and officers can plan the resources needed to support the task group.

Timescale	Task	Responsible
TBC		

<p><b>Possible Witnesses</b></p> <ul style="list-style-type: none"> <li>• Police &amp; Crime Commissioner / Deputy Police &amp; Crime Commissioner</li> <li>• Surrey Police, including the Rural Communities Liaison Officer</li> <li>• Rural Community representatives</li> <li>• Local Community Safety Managers / CSP Representatives</li> <li>• Parish Council Representatives</li> <li>• Borough / District Council Representatives</li> </ul>	
<p><b>Useful Documents</b></p> <ul style="list-style-type: none"> <li>• Surrey Rural Partnership Farm Study 3 (2009)</li> <li>• Surrey Rural Strategy 2010-2015</li> <li>• County Council Network - Strong Counties and Vibrant Rural Communities Task Group Report</li> <li>• Surrey Police and Crime Plan</li> </ul>	
<p><b>Potential barriers to success (Risks / Dependencies)</b></p> <p><b>Limited powers of the PCC:</b> As outlined in the Scope section, the PCC is not permitted to obstruct the operational independence of the police force and the chief constable who leads it. It is the PCCs responsibility to set the overall strategic direction of the Police, not to determine the way in which that vision is achieved. The Panel will therefore need to ensure that any eventual recommendations (if it chooses to make them) are realistic and implementable.</p>	
<p><b>Proposed Task Group Members</b></p>	<p>Dorothy Ross-Tomlin Ken Harwood Margaret Cooksey Pat Frost Richard Billington</p>
<p><b>Co-opted Members</b></p>	<p>TBC</p>
<p><b>Spokesman for the Group</b></p>	<p>TBC</p>
<p><b>Scrutiny Officer/s</b></p>	<p>Damian Markland</p>

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