

**MINUTES** of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 21 April 2015 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

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

**Members:**

Mrs Dorothy Ross-Tomlin (Chairman)  
Borough Councillor George Crawford QPM  
Borough Councillor Richard Billington  
District Councillor Margaret Cooksey  
Borough Councillor Terry Dicks  
Borough Councillor Charlotte Morley  
Mrs Pat Frost  
Borough Councillor Beryl Hunwicks  
Independent Member Bryan Cross

**Apologies:**

District Councillor Ken Harwood  
Borough Councillor Victor Broad  
Independent Member Anne Hoblyn MBE

## **25/15 APOLOGIES FOR ABSENCE [Item 1]**

Apologies were received from Borough Councillor Victor Broad, Independent Member Anne Hoblyn and District Councillor Ken Harwood.

## **26/15 MINUTES OF THE PREVIOUS MEETING [Item 2]**

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

## **27/15 DECLARATIONS OF INTEREST [Item 3]**

An interest was declared by Independent Member of Bryan Cross who is Secretary of Woking Football Club which is the venue for Woking Junior Citizens programme.

## **28/15 PUBLIC QUESTIONS [Item 4]**

None received.

## **29/15 PREVENTING CYBER CRIME IN SURREY [Item 5]**

### **Key points raised during the discussions:**

- The Deputy Police and Crime Commissioner (DPCC) introduced the report stressing the need to take a robust approach to tackling the growing problem of cyber crime. Statistics were quoted which highlight the scale and prevalence of cyber crime in Surrey and the effect that it can have on residents and businesses in the county. The Panel was advised that the decision has been taken by the Police and Crime Commissioner (PCC) to create a dedicated Cyber Crime Prevention team and that the creation of this unit builds on work already undertaken by Surrey Police to educate young people on the dangers of cyber crime including in Special Educational Needs (SEN) schools to tackle the growing issue of online bullying. The DPCC also emphasised the importance of educating children in online safety not just for their own protection but also as because they will often pass on what they have learned to their parents.
- Members inquired about the funding for the Cyber Crime unit and queried why the new team is being funded by money originally allocated to the Surrey Drug and Alcohol Action Team (DAAT). The DPPC indicated that £430,000 from the DAAT became available to Surrey Police following the dismantling of the Primary Care Trusts (PCTs). A substantial portion of this funding has been given to the Health and Wellbeing Board but that it was felt that the remaining funds would be well-used in setting up a Cyber Crime Prevention team.
- The Panel suggested that the volume of cyber crime taking place necessitates a coordinated national response and that it would be difficult for the OPCC to operate an effective cyber crime unit. Panel

members further highlighted that, with resources already stretched, establishing a dedicated cyber crime unit would put further strain on these limited resources. The DPCC advised that much of the unit's work will be educating residents and businesses on how to avoid falling victim to online criminals. It is anticipated that working in conjunction with Surrey Police's existing cyber crime unit as well as with private and public sector partners, a small amount of investment from the OPCC could dramatically reduce the number of people who become victims of cyber crimes due to the fact that 80% of cyber crimes can be prevented simply by individuals taking more care when they are online. The DPCC also stressed that the police have a duty to investigate all crimes and that by creating a dedicated cyber crime unit Surrey Police will be able to carry out investigations, work to recoup money for victims who have been defrauded and generally support victims of cyber crime.

- Panel members asked whether publishing data on the number of cyber crimes in Surrey as part of the main crime statistics would provide a more accurate picture of the scale of crime in the county. The DPCC advised the Panel that the decision has been taken to report cyber crime data separately from traditional crime statistics as it would skew crime statistics and result in a disproportional amount of police time and resource being dedicated to investigating cyber crimes.
- The Panel queried whether the Cyber Crime Prevention team will be formally attached to the OPCC or to Surrey Police as much of the activity that the unit will undertake sounds like police work. The DPCC advised the Panel that the unit was attached to the OPCC in order to develop a sustainable partnership effort by working with businesses, the private sector and other partners to educate residents on how to stay safe online.
- Concern was expressed by some Panel members that the issue of cyber crime is being exaggerated. In particular, it was highlighted that cyber crime covers a whole range of offences including spam emails which are annoying but shouldn't take up police time. The DPCC was asked whether more clarity should be provided on what crimes will be tackled to ensure that more serious offences are given priority and to put specific indicators in place to measure the success of the team. The DPCC highlighted the array of cyber crimes taking place in the County which range from fraud to online grooming and the importance of tackling these. It was further advised that success of the unit can be assessed by measures through initiatives such as the online safety in schools programme and the 10,500 students who are now aware of the dangers of surfing the net.

#### **RECOMMENDATIONS:**

1. The Panel noted the report.

#### **ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:**

1. The Panel requested a follow up report on the work of the Cyber Crime Prevention team at a future meeting of the Panel.

## **PANEL NEXT STEPS:**

None

## **30/15 POLICE AND CRIME PLAN QUARTERLY UPDATE [Item 6]**

### **Key points raised during the discussions:**

- The PCC highlighted some key points from the Police and Crime Plan Quarterly report to the Panel. In particular, the PCC emphasised a joint initiative being piloted in Reigate and Banstead between the police and the Joint Enforcement Team (JET) to tackle organised crime in the Borough. Members were also informed that progress is being made to roll out the JET programme in Elmbridge.
- Information was requested by Members on the delivery of support services to victims of Child Sexual Exploitation (CSE) with particular reference to the length of time that victims have to wait before they receive counselling. The PCC indicated that victims of CSE should receive support from Police Officers or counsellors within a day of reporting the offence. It was also highlighted that Surrey now recognised as the best County in the country for delivering specialised support for victims of sexual offences.
- The theatre production 'Chelsea's Choice' was also highlighted to the PCC as a powerful means of raising awareness of issues surrounding CSE and the Panel asked whether steps are being taken to allow more people in Surrey to see this play. The PCC advised that plans are in place to show the production more widely and in particular the OPCC are working to develop a consistent approach to showing 'Chelsea's Choice' to children next year.
- Members drew attention to problems with the community speed watch programme which doesn't enable volunteers to take action against anti-social driving. The DPCC confirmed that this problem is recognised but that, at present, the facilities are not in place to allow volunteers to act against offenders. The Panel was advised, however, that steps are being taken to improve road safety in Surrey including the allocation of an additional £35,000 for Safe Drive, Stay Alive to ensure that it is seen by more people in the county.
- The PCC was asked to provide clarity on measures being taken by the police to combat the proliferation of illegal drugs in schools. The Panel was given a brief overview of Surrey Police's strategy for tackling this issue with specific mention of plans being developed that would enable officers to grant immunity against prosecution for pupils caught dealing drugs in exchange for information about those supplying the drugs further up the chain. Panel members were also informed that discussions are taking place with other forces in the South East around creating a facility which allows pupils to anonymously name friends or peers that they suspect of selling drugs. The PCC did, however, stress that the loss of Community Safety Officers as a result

of budgetary restrictions has placed limitations on the capacity of the police to get into schools and work with and educate children about drugs.

- Concern was expressed by members of the Panel regarding the organisation of the PCC's Crime Summits with particular reference to the Summit in Woking. It was communicated to the PCC that it was felt there was a perceived lack of information to Borough Council Officers about the set up and arrangements for the Crime Summits. The Chief Executive (CE) confirmed that these concerns will be relayed to the person responsible for arranging the Crime Summits.
- Attention was drawn to the Force Level Scorecard on page 37 of the agenda. Concern was expressed with the staff feedback included on the Scorecard and the PCC was asked to comment on steps being taken to improve perceptions of Surrey Police among officers and police staff in the county. The PCC indicated that he shared the Panel's concern with these statistics especially given the significance of goodwill in many of the duties that the police undertake. Discussions have taken place with the Chief Constable about these figures and actions which can be taken to improve staff morale. Low pay and poor representations of the police in the media have contributed to police morale dropping throughout the UK with the former being particularly acute in Surrey where wages have stagnated despite continued increases in the cost of living.
- Parish Council meetings were highlighted by Panel members as a great forum for to police to engage with residents and it was suggested by the Panel that, across the county, there should be more consistent attendance by police at these meetings.

**RECOMMENDATIONS:**

1. The Panel noted the report.

**ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:**

None

**PANEL NEXT STEPS:**

None

**31/15 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE [Item 7]**

**Key points raised during the discussions:**

- The PCC gave a brief introduction to the report highlighting some of the key issues which have been discussed with the Chief Constable. Specifically, the PCC emphasised to the Panel that there has been a sharp reduction in the number of burglaries in the county as well as drawing attention to the introduction of a new ethical crime recording policy which has been widely praised by Her Majesty's Inspectorate of

Constabularies (HMIC). Members were also informed that discussions have also focussed ways of reducing the turnover of police officers and staff.

- Concern was expressed by the Panel with the continued poor performance of the 101 service and the PCC was asked to clarify what measures are being taken to improve its performance. It was advised that a number of steps have been taken to improve the 101 service including the introduction of a new computer system. Members were further informed that police officers have been issued with tablets allowing them to access information and call in support while on the beat without the need to go through operators. This also frees up the time of people in the control room. The DPCC indicated that there have been a few glitches with this system which has caused some problems and so discussions are ongoing with the contract holding company to eliminate them. Panel members requested that a detailed report be brought to the Panel regarding the 101 service and what efforts are being made to improve the performance of this service.
- The DPCC also agreed to provide a report to the Panel on the Police cadet force to find out how this is working in Surrey.

#### **RECOMMENDATIONS:**

1. The Panel noted the report.

#### **ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:**

1. The OPCC to report to the Panel on efforts being made to improve the 101 service.
2. The OPCC to provide a report to the Panel on the progress of the Police Cadet force in Surrey.

#### **PANEL NEXT STEPS:**

None

### **32/15 PEEL ASSESSMENT UPDATE [Item 8]**

#### **Key points raised during the discussions:**

- The Panel drew attention to HMIC's PEEL Assessment which found that improvements are needed in how Surrey Police investigates crimes as well as in the support it provides for victims. The PCC was asked whether work done by the APCC on commissioning victims' services will be recognised in the feedback from the HMIC's April assessment. The PCC advised Members that he anticipates receiving much improved feedback from HMIC regarding the delivery of victims' services. It was highlighted that many of the problems highlighted by the PEEL Assessment stemmed from vacancies in the public

protection team but that this had been resolved by compulsory postings to this team.

**RECOMMENDATIONS:**

1. The Panel noted the report.

**ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:**

None

**PANEL NEXT STEPS:**

None

**33/15 DEPUTY AND ASSISTANT POLICE AND CRIME COMMISSIONERS' OBJECTIVES AND PERFORMANCE REVIEW [Item 9]**

**Key points raised during the discussions:**

- The DPCC was asked inform the Panel of the latest developments related to introducing the Junior Citizens programme in Mole Valley. Panel members were advised that regrettably little progress has been made in extending the initiative out to the remaining 5 Districts and Boroughs despite the limited costs associated with implementing the initiative. The DPCC highlighted that he looks forward to hearing from officers in Mole Valley about bringing the programme to this District. Members of the Panel reiterated the importance of the Junior Citizens programme in educating children on important safety issues, a sentiment which was echoed by the PCC.

**RECOMMENDATIONS:**

1. The Panel noted the report.

**ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:**

None

**PANEL NEXT STEPS:**

None

**34/15 BUDGET QUARTERLY UPDATE [Item 10]**

**Key points raised during the discussions:**

- The Panel asked why there had been such a significant overspend in the external audit costs against the allocated budget. The Treasurer and Chief Finance Officer of the OPCC (TCFO), advised that this overspend is a result of an additional £42,500 that the OPCC have

paid to external auditors to analyse spending on the SIREN programme.

- More information was requested on by the Surrey Police element of the PCC's budget has such as significant underspend for 2014/15'. The TCFO indicated that a total underspend of £800,000 is anticipated for 2014/15 the majority of which stems from staff vacancies being held by Surrey Police.
- The TCFO was asked to elaborate on the ill health reserve which is at almost £2 million in it. It was highlighted that police officers who retire due to ill health are not covered by the pension scheme and so Surrey Police are liable for meeting the costs of these officers' pension funds. Panel members were also advised that an employment retention reserve has also been created to improve remuneration for police officers and staff to avoid them being lost to other forces.
- The Panel asked whether any applications have been made to the Home Office for special grant funding to cover investigations into historical crimes such as Deepcut or the murder of Milly Dowler. The PCC highlighted that investigations into historical crimes are not covered by the special grant funding. Members of the Panel were further informed that there are strict rules governing eligibility for special grant funding. Specifically, an application can only be made for costs already incurred and a force has to have paid out 1% of their entire budget before they can be eligible for the grant.
- Discussions also took place regarding the letter that the Panel sent to the Home Office and copied to all Surrey MPs which detailed the underfunding of Surrey Police and requested that the police funding formula be reviewed to ensure that Surrey Police receives fairer funding. It was highlighted that two of Surrey's MPs had replied to the letter, both of whom indicated that they will follow this issue up with the Home Office. Panel members also drew attention to certain elements of the letter which indicated that a review of the Police Allocation Formula by the Home Office is already underway. The letter indicates that the first phase of the review, an internal analytical review, is near completion.

**RECOMMENDATIONS:**

1. The Panel noted the report.

**ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:**

None

**PANEL NEXT STEPS:**

None

### **35/15 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 11]**

#### **Key points raised during the discussions:**

None

#### **RECOMMENDATIONS:**

1. The Panel noted the report.

#### **ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:**

None

#### **PANEL NEXT STEPS:**

None

### **36/15 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 12]**

#### **RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 12]**

#### **Key points raised during the discussions:**

- Members requested the addition of an item to the forward work programme on the operational changes which will occur as a result of the 2015/16 budget.
- A verbal update on Surrey Police's estate was requested by the Panel.
- The PCC was informed that items have been agreed for the Police and Crime Panel in June which includes a report on the OPCC complaints process, an overview of the Crime Summits, as well as a fuller report on the outcome of the 2015 PEEL Assessment.

#### **RECOMMENDATIONS:**

1. The Panel noted the documents.

#### **ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:**

None

#### **PANEL NEXT STEPS:**

That the following be added to the Forward Work Plan:

- The operational changes which will occur as a result of the 2015/16 budget.
- A verbal update on Surrey Police's estate.

**37/15 VERBAL UPDATE ON ON ONGOING INVESTIGATIONS INCLUDING DEEPCUT [Item 13]**

**Key points raised during the discussions:**

- The PCC mentioned the investigation into the murder of two Surrey residents in France and advised that there has been an overhaul of the team in France leading the investigation and that Surrey Police are continuing to work closely with their colleagues in France. The PCC also highlighted that he has met with the victims' brother who is no longer considered a suspect.
- Panel members asked whether there was any possibility of widening the scope of the investigation into Deepcut to explore all of the deaths which took place at the barracks. The PCC highlighted that this is a matter for the Coroner although they are currently exploring whether or not they will be able to investigate all deaths simultaneously.

**RECOMMENDATIONS:**

None

**ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:**

None

**PANEL NEXT STEPS:**

None

**38/15 DATE OF NEXT MEETING [Item 14]**

It was noted that the next meeting of the Police and Crime Panel will take place on 9 June 2015.

Meeting ended at: 12:25

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**Chairman**