

Notice of Meeting

Surrey Police and Crime Panel

Date & time: Tuesday, 1 December 2015 at 10.30 am	Place Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN	Contact Victoria White or Joseph Jones Room 122, County Hall Tel 020 8213 2583 or 020 8541 8987 victoria.white@surreycc.gov.uk or joseph.jones@surreycc.gov.uk
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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Victoria White or Joseph Jones on 020 8213 2583 or 020 8541 8987.

Members

Dorothy Ross-Tomlin (Chairman)
Ken Harwood (Vice-Chairman)
John O'Reilly
David Reeve
Graham Ellwood
Margaret Cooksey
Victor Broad
Anthony Mitchell
Charlotte Morley
Peter Waddell
Pat Frost
Beryl Hunwicks
Bryan Cross
Anne Hoblyn MBE

Surrey County Council
Tandridge District Council
Elmbridge Borough Council
Epsom & Ewell Borough Council
Guildford Borough Council
Mole Valley District Council
Reigate & Banstead Borough Council
Spelthorne Borough Council
Surrey Heath Borough Council
Runnymede Borough Council
Waverley Borough Council
Woking Borough Council
Independent Member
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 - 12)

To approve the minutes of the meeting held on 29 September 2015 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 COMPLAINTS

(Pages 13 - 18)

To note complaints against the Police and Crime Commissioner and the Deputy Police and Crime Commissioner received since the last meeting of the Police and Crime Panel.

6 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME

(Pages 19 - 24)

To review the Recommendations Tracker and Forward Work Programme.

7 POLICE AND CRIME PLAN QUARTERLY UPDATE

(Pages 25 - 44)

The Police and Crime Panel for Surrey scrutinises the work of the Police and Crime Commissioner (PCC) for Surrey, Kevin Hurley, overseeing progress against the published Police and Crime Plan.

In March 2015 the PCC reviewed and updated the Police and Crime Plan to put additional focus on:

- Improving funding for Surrey Police
- Joint Enforcement and Joint Working
- Embedding victim services and developing support for children
- Roads Policing
- Counter Terrorism

- 8 CYBER SAFE SURREY PROJECT UPDATE** (Pages 45 - 78)
- To provide the Police and Crime Panel with an update on the work being undertaken as part of the CyberSafe Project.
- 9 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE** (Pages 79 - 82)
- 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.
- 10 BUDGET QUARTERLY UPDATE** (Pages 83 - 92)
- This report is to inform the Police & Crime Panel of the OPCC's financial performance at Month 6 for the 2015/16 financial year. This report compares the expenditure and income incurred and received by the Office of the Police & Crime Commissioner, against the financial budget approved by the PCC in February 2015, as at Month 6 for the financial year 2015/16.
- 11 DEPUTY AND ASSISTANT POLICE AND CRIME COMMISSIONERS' OBJECTIVES AND PERFORMANCE REVIEW** (Pages 93 - 104)
- The Panel has requested details of how the Deputy Police & Crime Commissioner, the Assistant PCC for Victims and the PCC's consultant advisor on Equality and Diversity are performing against the criteria set for them upon appointment.
- The attached documents set out details of the work that Jeff Harris, Shiraz Mirza and Jane Anderson have been undertaking and the outcomes they have achieved. The PCC meets regularly with the Deputy, Assistant PCC and his advisor to review their work to ensure it is delivering against the People's Priorities.
- 12 HMIC INSPECTION REPORTS** (Pages 105 - 108)
- Her Majesty's Inspectorate of Constabulary (HMIC) is the independent inspection body for policing. This report updates the Panel on the recent HMIC inspections.

13 VERBAL UPDATE ON POLICE CADETS

The Commissioner to give a verbal update on the Police Cadet Scheme.

14 VERBAL UPDATE ON ONGOING INVESTIGATIONS

To receive a verbal update on any ongoing investigations.

15 DATE OF NEXT MEETING

The next meeting of the Police and Crime Panel will be held on Thursday 4 February at 10.30am.

Published: Monday, 23 November 2015

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MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.00am on 29 September 2015 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Panel at its meeting on 1 December 2015.

Members:

Mrs Dorothy Ross-Tomlin (Chairman)
District Councillor Ken Harwood (Vice Chairman)
Borough Councillor John O'Reilly
District Councillor Margaret Cooksey
Borough Councillor Anthony Mitchell
Borough Councillor Charlotte Morley
Mrs Pat Frost
Borough Councillor Beryl Hunwicks
Independent Member Bryan Cross
Independent Member Anne Hoblyn
Borough Councillor Victor Broad
Borough Councillor Peter Waddell
Borough Councillor David Reeve

Apologies:

Mr Graham Ellwood

19/14 APOLOGIES FOR ABSENCE [Item 1]

Apologies were received from Mr Graham Ellwood.

20/14 MINUTES OF THE PREVIOUS MEETING [Item 2]

The minutes were agreed by the Panel as a true record of the meeting.

21/14 DECLARATIONS OF INTEREST [Item 3]

None received.

22/14 PUBLIC QUESTIONS [Item 4]

There was one public question at the meeting with a prepared response to the Police & Crime Commissioner, which was noted by the Panel.

Question received from Mr Gabriel Webber, on 21 September 2015

Dear Panel

I would like to table the following written question for the PCC at your Panel meeting on the 29th:

Does the Commissioner feel it is appropriate to have a sitting Councillor, Shiraz Mirza, on his team given that the Local Government and Housing Act 1989 prohibits sitting Councillors from working for PCCs; and what assessment has he made of the legality of his way of circumventing this statutory provision by way of a front company, Surrey Partnership Ltd.?

Please could you acknowledge receipt:

Best wishes
Gabriel

Answer received from Police and Crime Commissioner, on 28 September 2015

Mr Webber has recently submitted a similar question to my office under the provisions of the Freedom of Information Act and I refer members to my response, attached.

Mr Mirza is not and has never been employed by the Office of the PCC. Instead, I entirely appropriately chose to enter into a contract with Mr Mirza's company, Surrey Partnership Ltd, to access the wealth of experience that Mr Mirza can uniquely provide.

In addition to his role as a councillor, Mr Mirza has a long and varied history of community work and has enjoyed working with people from many different walks of life, cultures and religions. It is through Mr Mirza that I am able to engage with communities that would otherwise be 'harder to reach' and to obtain advice from a perspective I might not normally hear.

The issue of the contract with Surrey Partnership Ltd was raised by Members at the Panel meeting held on 6th February 2014 and I fully explained the situation.

Furthermore, Members will be aware that they have kept the role and responsibilities of Mr Mirza under review at every Panel meeting since his appointment. As further

assurance for Members, Mr Mirza's position has, as Mr Webber points out in his FOI request, been reviewed by the PCC and Chief Constable's Audit Committee.

Regards

Kevin

Kevin Hurley – Police and Crime Commissioner.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

23/14 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 5]

Key points raised during the discussions:

- There was discussion on the cadet force and its interest on its progression. The Deputy Police and Crime Commissioner stated that a report will be released in due course and that a Volunteer Coordinator was being appointed.
- The Panel agreed the Recommendations Tracker and Forward Work Programme.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

24/14 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 6]

Key points raised during the discussions:

- There was one complaint discussed on the 23 September 2015 at the Surrey Police & Crime Panel Complaints Sub-Committee. The

Chairman noted that the outcome would be reported at the next Panel meeting.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

PANEL NEXT STEPS:

None.

25/14 JOINT ENFORCEMENT TEAMS [Item 7]

Key points raised during the discussions:

- The Chairman asked Panel members how the other districts are operating regarding the Joint Enforcement Team (JET). In Spelthorne, a member noted that the JET, which is operating in both Reigate and Spelthorne is going well however when complaints are made regarding parking, the Police say that it is the Council's responsibility, not the Police. It was noted by a Panel member that Runnymede is putting in place resources for collaboration Joint Enforcement Team. It was commented that Elmbridge is progressing and is committed to the collaboration scheme however it is not on as ambitious a scale as the Reigate and Spelthorne collaboration.
- An issue of the work patterns of the council's officers was raised and Panel members suggested consulting staff on the work practices with full cooperation of staff and the weekend working issue.
- The Police & Crime Commissioner (PCC) appreciated the feedback and the work carried out and the PCC suggested collective action regarding the issue of weekend work. The PCC also argued that the consequences of the council having legal power is that the Police are powerless regarding the issue of parking on double yellow lines and Blue Badge fraud. The PCC recommended that the Police should have more powers from the council regarding the issues stated. The PCC stated that he will be meeting with Councillor Fury regarding designating powers to Police officers.

RECOMMENDATIONS:

1. The Chairman recommended that Panel members should discuss the experiences they have outside the meeting.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

Borough Councillor Peter Waddell joined the meeting at 10.10 am

26/14 PEEL ASSESSMENT UPDATE [Item 8]

Key points raised during the discussions:

The PCC explained that there were two separate studies on Surrey Police and they are awaiting the outcome of one. A further report will be given to the Panel in early 2016.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

27/14 POLICE ESTATES UPDATE [Item 9]

Key points raised during the discussions:

- There was discussion regarding the Surrey Police capital proceeds and spending, as well Police housing in Surrey and the cost of living for Police officers in Surrey. The PCC noted that they can keep 100 per cent of the proceeds of the sale of the estate and that the houses sold were not sold to local authorities or listed on the open market until they had been offered to police officers or staff at market rate. Further to this, the PCP noted that the Capital Grant has been reduced and that the money generated from selling Police houses was used to fund the Capital Programme.
- The PCC noted that any additional capital cannot be used for revenue although the Force does lease its houses to generate revenue.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

28/14 DEPUTY AND ASSISTANT POLICE AND CRIME COMMISSIONERS' OBJECTIVES AND PERFORMANCE REVIEW [Item 10]

Key points raised during the discussions:

- There was praise for the work that Jane Anderson had done in being a positive advocate with working with victims of rape and domestic violence and the Panel was grateful for her work. There was also praise for Shiraz Mirza and the work he had done around some of the harder to reach communities. The PCC publicly thanked them both for the work they have done. There was a comment by a Panel member that the objectives and aims need to be tighter and more measurable to make sure they can see the outcomes better.
- There was further praise by the Panel for the work that the Youth Worker in Woking has been involved in as well as working in collaboration with Mr Mirza. It was commented that the Youth Worker is staying on with the role. The Chairman praised the Youth Worker and stated that she intends to visit to meet the team and the Youth Worker.
- The Panel Member for Mole Valley praised the work of the Deputy Commissioner on the Elmer Foundation, stating that his advice and support was valued.
- The Panel suggested making the objectives tighter in order to measure business related outcomes.

RECOMMENDATIONS:

None.

ACTIONS/ FURTHER INFORMATION TO BE PROVIDED:

1. There was discussion regarding going forward but to make objectives tighter in measure of business related outcomes and the PCC will reflect the feedback discussed.

PANEL NEXT STEPS:

None.

29/14 POLICE AND CRIME PLAN QUARTERLY UPDATE [Item 11]

Key points raised during the discussions:

- The PCC noted that burglary is down by 40% in the past two years.
- A Panel member raised concern regarding in relative terms of Surrey's position in the national table as a safe place to live, as the low detection rates and resolution rates were close to the bottom of the league table. The PCC responded that this was being tackled and would be discussed later in the meeting.

- The Chairman also raised the concern of the lack of young detectives being trained by the force. The Chairman would like to discuss this fully in the future. The PCC replied that Surrey Police have had the problem of inexperienced detectives and so were recruiting retired detectives. The PCC emphasised that due to restricted budgets, they are having problems with recruiting new, younger detectives.
- A Panel member raised the point of ambition to achieve targets in what Surrey Police want to do. The PCC agreed with the Panel member's statement regarding ambition; however he noted that the force does not want to set specific targets or goals. The PCC added this that if the Police had targets to pursue, this could lead to preserve incentives to pursue particular areas. The PCC explained that the Police should be given autonomy to make decisions and take actions that they think are right.
- A Panel member argued that a zero-tolerance approach should be adopted across the force for more minor crimes; otherwise criminals will have carte-blanche to engage in them.

The Vice-Chairman asked the PCC for his view regarding the Police body cameras and the PCC noted his support for body cameras. He outlined that they are effective in increasing detection rates as well as moderating the intentions and actions of Police Officers. The PCC noted that he is keen to introduce body cameras as soon as possible.

- In response to queries about what has brought about the increase in detection rates, the PCC explained that the new Deputy Chief Constable had brought about a review of how detection has been operating and introduced a new performance regime. This business approach to dealing with crime is proving successful.
- The PCC also noted that due to budget cuts and the number of staff in the force decreasing, the officers have to do more work with less resource which is affecting their ability to participate in their neighbourhoods. There is an issue with the demographic makeup of some areas that have Neighbourhood Watch schemes, as they tend to use less technology, such as social media, to raise awareness. In these areas word of mouth is an important means of communication.
- There was also concern from Panel members regarding Anti-Social Behaviour being ignored by Police Officers as well as poor performances for resolving crime where the suspect is known.
- The Panel expressed concern regarding services on the county border and which services were called out to the county border because of the confusion regarding cross charges between services.
- Further to this, a Panel member also expressed concern that crimes where the victim cannot identify the perpetrator, the Police do well in solving statistically, but crimes committed where the victim can identify their perpetrator do not do as well statistically.

- A Panel member raised the concern of balancing the distinction between hate crime and freedom of speech in which the right to offend complies with freedom of speech and that too much focus on hate crime will lead to Police Officers prioritising hate crime over other types of crime. A Panel member also noted that the Police need to educate young people regarding hate crime and make the public aware of the law in the long-term.
- The issue of fraud was discussed whereby local or small businesses were affected. There was agreement by the Panel that it was important to encourage education to try and prevent fraud, as well as taking other preventative action through IT systems. The PCC noted that the Police are overwhelmed with the demand and it was also noted that this is a national and international issue that is beyond Surrey Police alone.

RECOMMENDATIONS:

1. The OPCC to provide information on the training of detectives at a future meeting.
2. Provide a paper on what businesses can do to combat fraud as well as what work is being done with schools to increase awareness of fraud.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

30/14 BUDGET QUARTERLY UPDATE [Item 12]

Key points raised during the discussions:

- It was stated that was included page 81 that there were goods and services noted from the previous financial year. It was also confirmed that the Capital Income Surplus schemes were approved.
- Regarding the Community Safety Fund, the PCC stated that much more has been spent with the full fund expected to be allocated by the end of the year. The PCC stated that the force will communicate to officers on how to bid for the money. The Treasurer and Chief Finance Officer stated that there is more money being spent than was committed to spend however spending will decrease as the year continues.
- The Joint Investment Board for Surrey and Sussex manage separate allocations for Surrey and for Sussex, but in light of collaboration also consider schemes that involve both Surrey and Sussex.

- The Chairman asked whether money from Surrey was being spent in Sussex, and the Treasurer and the Chief Finance Officer confirmed that this was not the case.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

31/14 BUDGET END OF YEAR UPDATE [Item 13]

Key points raised during the discussions:

- The PCC noted towards Page 9, Point 2, Sub-Section 3 which noted that the PCC budget is under spent. The PCC emphasised that he was continually criticised that the current PCC administration was costly and spent more than the previous authority and that the under spend was an example that this was not the case.
- The Vice Chairman's asked why the money noted in Item Six, Page 93 was sent back to the Ministry of Justice. The PCC stated that given the limited timescales to spend the grant, they were not able to generate sufficient bids from partners and so they sent it back.
- Following this, the PCC noted that the service was top-sliced every year and there was a bid in place for in-year spending of which they are facing limited time-scales to spend the money otherwise if the money was not spent in the timeframe, the money would have to be returned to government.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

**32/14 OFFICE OF THE POLICE AND CRIME COMMISSIONER 2014/15
FINANCIAL STATEMENTS [Item 14]****Key points raised during the discussions:**

- A Panel member raised a question regarding what the Joint Audit Committee was as well as who serves on the Joint Audit Committee and how are they elected. The PCC responded that the Committee is an independent body that consists of five expert appointees and their role is to scrutinise the way in which the accounts are prepared by both the PCC office and for the Chief Constable to provide assurances to the PCC and Chief Constable in respect of their internal control measures.
- There was discussion regarding the audit report as well as a discussion regarding the financial savings for Surrey Police as a result of collaboration and what future areas of collaboration are Surrey Police investing in.
- In response to the question asked over the savings as a result of collaboration, the PCC agreed to bring forward the figures to the next Panel meeting. The PCC also noted that there is collaboration on terrorism, regional and major crime as well as national uniform procurement. The PCC noted that Surrey Police were looking into collaboration with Thames Valley and Hampshire in IT. The PCC also expressed interest for the Policing Minister in Surrey to be part of a pilot scheme for the Police and Fire Service collaboration.
- The Treasurer and Chief Finance Officer noted that the internal auditors rarely gave 'full assurance' and the Audit Committee considers all reports. All high priority recommendations would be dealt with and reported to the Audit Committee.
- A Panel member noted that the pension scheme is unfunded and that there are no assets to back it up. The response from the Treasurer and Chief Finance Officer was that it was paid out of contributions determined by government actuary. Further to this, the Officer noted it was a liability on the government balance sheet, and not for Surrey to worry about.
- The report was accepted by the Panel.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

1. That the OPCC provide the Panel with detail of savings made by Surrey as a result of collaboration.

PANEL NEXT STEPS:

None.

33/14 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE [Item 15]**Key points raised during the discussions:**

- There was discussion regarding the intelligence gaps with reference to the management meeting in July 2015. The PCC noted that it is up to the Police to now look at mechanisms to improve that gap or provide useful intelligence to go after drug dealers.
- The PCC stated that there was underspend on page 182 of the report which links to the fact that the force needs to downsize. The PCC noted that the Police body cameras would cost £1.5 million for the hardware and subsequent software of the cameras and the camera system. The PCC also stated that the £5 million was being spent to improve investigative capabilities.
- A Panel member asked what the expenditure is used for with the PCC answering that certain civilian posts will not be recruited to and that any surplus of money left over will not be used.
- The topic of Police morale was also discussed in terms of how to address the issue of low morale in the Police force. The PCC stated that Police morale is poor, aspects such as low pension, frozen pay, as well as officers being physically and emotionally drained, all contributed to the low morale. The negative image of the Police by the mainstream media and politicians had also contributed to the low morale. Subsequently, this had led to officers leaving or transferring to other forces, according to the PCC.

The PCC noted the officers were also attracted to and approached by private employers. Regarding the issues facing the Police force, the PCC placed emphasis that there are still many committed officers in the Force and that work was in place to change the culture of the force.

- Following this, the Chairman informed the Panel that she has written a letter to Surrey MPs regarding the issue of recruitment and retention at Surrey Police including expenses, pay and the cost of living.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

34/14 DATE OF NEXT MEETING [Item 20]

The next meeting of the Police and Crime Panel will be held on Tuesday 1 December at 10.30 am.

Public meeting ended at: 1.05 pm

35/14 EXCLUSION OF THE PUBLIC [Item 16]**36/14 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE [Item 17]****37/14 VERBAL UPDATE ON ONGOING INVESTIGATIONS [Item 18]****38/14 PUBLICITY OF PART 2 ITEMS [Item 19]**

Meeting ended at: Time Not Specified

Chairman

SURREY POLICE AND CRIME PANEL

COMPLAINTS RECEIVED SINCE THE LAST MEETING

01 December 2015

SUMMARY

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

RECOMMENDATIONS

The Police and Crime Panel is asked to:

- (i) Note the content of the report.

1.0 INTRODUCTION AND BACKGROUND

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

2.0 ANALYSIS AND PROGRESS

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

3.0 COMPLAINTS RECEIVED SINCE THE LAST MEETING

- 3.1 One complaint has been received by the Panel since its last meeting on 29 September 2015. Details are provided in Appendix A. This is due to be considered at a future meeting. Details will be reported to the next Panel meeting. The details of the response to the complaint considered on 23 September are also included in Appendix A.

4.0 EQUALITIES AND DIVERSITY IMPLICATIONS

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

5.0 CONCLUSION AND RECOMMENDATIONS

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

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

6.0 REASONS FOR RECOMMENDATIONS

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

7.0 WHAT HAPPENS NEXT

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

LEAD OFFICER: Victoria White, Scrutiny Officer, Surrey County Council

TELEPHONE NUMBER: 020 8541 9122

E-MAIL: victoria.white@surreycc.gov.uk

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APPENDIX A

COMPLAINTS RECEIVED SINCE 29 SEPTEMBER 2015

Date received	Nature of complaint	Does the complaint, or an element of the complaint, relate to conduct of a relevant office holder?	Does the complaint, or an element of the complaint, relate to an alleged criminal offence?	Details / Action taken
21 August 2015	A complaint was received relating to the Commissioner's conduct.	Yes	No	This complaint will be considered at a meeting of the Complaints Sub-Committee on Wednesday 23 September. The complaint was not upheld, and the PCC and complainant were notified of this by letter, sent on 29 September.
18 November 2015	A complaint was received relating to the Commissioner's conduct.	Yes	No	This complaint will be considered at a meeting of the Complaints Sub-Committee, date TBC.

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POLICE & CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER 01 DECEMBER 2015

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

Date of meeting and reference	Item	Recommendations/Actions	Responsible officer or member	Comments	Suggested date of update/completion	Next progress check:
05 February 2015	Police and Crime Plan update	R5/15 That the OPCC distribute to the Panel a report indicating decisions made by the Drivesmart board in regard to how footage from public operated cameras can be used by the police.	PCC	Update in November: No decisions have been made by Drivesmart on receiving digital imagery. It is still being considered by the Superintendent for Drivesmart and an update will be provided in due course.	Update in February 2016	Ongoing.
9 June 2015	DPCC and APPC Performance Monitoring	R10/15 That the OPCC consider how a report on victim satisfaction from the perspective of partner agencies could be given to the Panel.	PCC	Update in November: No partner data is available. Victim satisfaction data is included at high level on the update on Police and Crime Plan performance. More detail is provided in the reports to the management meeting circulated via email to Panel on 23 November.	December	Completed

29 September 2015	Police and Crime Plan Quarterly Update	R16/15 The OPCC to provide information on the training of detectives at a future meeting.	OPCC	Update in November: Copy of the training plan provided to the November PCC's Management Meeting was circulated to Panel via email on 23 November, which includes detective training.	December	Completed
29 September 2015	Police and Crime Plan Quarterly Update	R17/15 OPCC to provide a paper on what businesses can do to combat fraud as well as what work is being done with schools to increase awareness of fraud.	OPCC	Covered in the cybercrime report to the December meeting.	December	Completed
29 October 2015 <i>(informal)</i>		<i>OPCC to arrange for the Panel to visit the Surrey Police Contact Centre</i>	<i>OPCC/ Panel Support Officer</i>		ASAP	Ongoing

Surrey Police and Crime Panel Work Programme

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

Date	Item	Purpose	Contact Officer	Additional Comments
1 December 2015	Cyber Crime update Police Cadet scheme +Standing items	<p>It was agreed at the April 2015 meeting that there would be a follow up on the work of the Cyber Crime Prevention team.</p> <p>This follows a recommendation made at the June 2015 meeting. The new volunteer strategy includes proposals to test a cadet scheme.</p> <p><i>Standing items are considered at every meeting of the PCP. These are listed later on in the document.</i></p>	Scrutiny Officer / Johanna Burne	
4 February 2016	The Police and Crime Commissioner's Proposed Precept for 2016/17	The Police and Crime Panel is required to consider and formally respond to the Police and Crime Commissioner's proposed precept for 2016/17.	Scrutiny Officer / Johanna Burne	

Police & Crime Panel Draft Work Programme

Date	Item	Purpose	Contact Officer	Additional Comments
18 February 2016	TBC - The Police and Crime Commissioner's Proposed Precept for 2016/17	The Police and Crime Panel is required to consider and formally respond to the Police and Crime Commissioner's proposed precept for 2016/17. If it has not been agreed on 4 February 2016, this meeting will be held to consider the revised precept proposal.	Scrutiny Officer / Johanna Burne	

Currently unscheduled future items

TBC	Discussion on Child Sexual Exploitation	This was suggested by the Social Care Services Board.	To be scheduled.
TBC – after February 2016	PEEL assessment for Surrey	Final public report by the HMIC on the PEEL assessment for Surrey.	

Standing Items				
Standing item	Complaints	To monitor complaints received against the PCC and / or the DPCC	Scrutiny Officer	
Standing item	DPCC & APCC Performance Monitoring	The PCC has agreed to provide the Panel with the outcome of the DPCC's appraisals as well as progress made by his two APCCs.	Johanna Burne	
Standing item	Police and Crime Plan Quarterly Update	To consider progress made against the agreed Police and Crime Plan.	Johanna Burne	
Standing item	Budget Quarterly Update	As agreed at the precept setting meeting on 6 February 2013, to allow the Panel to have oversight of the latest financial position.	Johanna Burne / Ian Perkin	
Standing item	Feedback on monthly discussions with the Chief Constable	To consider issues raised during monthly discussions between the PCC and the Chief Constable.	Johanna Burne	
Standing item	Actions and recommendations tracker	To monitor responses, actions and outcomes against recommendations or requests for further actions.	Scrutiny Officer	
Standing item	Draft forward work programme	To provide a summary of work due to be undertaken by the Surrey Police and Crime Panel and work that has recently been completed.	Scrutiny Officer	
Standing item	Verbal update on ongoing investigations	Verbal strategic update on ongoing investigations.	Johanna Burne	

Task and Working Groups

Group	Membership	Purpose	Reporting dates
Complaints Sub-Committee	<ul style="list-style-type: none"> • Ind Anne Hoblyn • Cllr Victor Broad • Cllr Margaret Cooksey • Cllr Dorothy Ross-Tomlin • Cllr Ken Harwood • Cllr John O'Reilly 	To resolve non-criminal complaints against the PCC and/or the DPCC.	Report to each meeting of the PCP, detailing any complaints dealt with since the last meeting.
Finance Sub-Group	<ul style="list-style-type: none"> • Cllr Victor Broad • Cllr Charlotte Morley • Ind Bryan Cross • Chairman (ex-officio) • Vice-Chairman (ex-officio) 	To provide expert advice to the PCP on financial matters that fall within its remit.	Reports verbally to the formal precept setting meeting of the Panel in February.
Neighbourhood Policing Task Group (not active)	<ul style="list-style-type: none"> • Ind Anne Hoblyn • Cllr Pat Frost • Cllr Margaret Cooksey • Cllr Ken Harwood 	To monitor any future changes / decisions in relation to the neighbourhood policing model.	Work of Task Group reached natural end and the Group is not currently active.
Rural Crime Task Group (not active)	<ul style="list-style-type: none"> • Cllr Dorothy Ross-Tomlin • Cllr Pat Frost • Cllr Margaret Cooksey • Cllr Ken Harwood • Cllr Richard Billington 	To consider how the Police and Crime Commissioner can better serve rural communities.	The Task Group met with PCC and DPCC in September 2014 and felt that this session was sufficient in covering the area, so the Group is not currently active.

SURREY POLICE AND CRIME PANEL

QUARTERLY POLICE AND CRIME PLAN PROGRESS UPDATE

1st December 2015

SUMMARY

The Police and Crime Panel for Surrey scrutinises the work of the Police and Crime Commissioner (PCC) for Surrey, Kevin Hurley, overseeing progress against the published Police and Crime Plan.

In March 2015 the PCC reviewed and updated the Police and Crime Plan to put additional focus on:

- Improving funding for Surrey Police
- Joint Enforcement and Joint Working
- Embedding victim services and developing support for children
- Roads Policing
- Counter Terrorism

The six People's Priorities for Surrey remain unchanged.

The attached document provides a detailed update against the plan. In addition, significant areas of work carried out by the Office of the PCC since the last report to the panel include:

- The evaluation report of Joint Enforcement Teams has been completed. Overall the report was positive and an event is being planned for December to share best practice and learning
- 29 grants have been awarded to organisations who are working to improve community safety in Surrey
- The PCC and his office have had active engagement and representation at government level on the new proposed police funding formula
- Over £1m has been awarded to organisations supporting victims of crime
- The PCC has held a specific scrutiny into Surrey Police performance in the area of Public Protection (protecting adults and children from violence and abuse). This has led to the development of an improvement plan and a further scrutiny is planned for December.

- Four crime summits have been held in Surrey with all boroughs and districts to have such an event before March 2016. Great success has been achieved with live social media engagement during the events.
- The PCC has agreed to a package of retention measures for Surrey police officers and has continued to raise the Surrey specific pay issues at ministerial level.

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

RECOMMENDATIONS

That members of the Police and Crime Panel note the report.

LEAD OFFICER: Johanna Burne, Senior Policy Officer, OPCC

TELEPHONE: 01483 630 200

E-MAIL: Johanna.burne@surrey.pnn.police.uk

Force Level Scorecard

Performance at the end of September 2015

Zero tolerance				
Crime Reduction				
Serious acquisitive				
Robbery	3116	3081	35	1.1%
Domestic burglary	143	122	21	17.2%
Vehicle crime (excluding interference)	1093	1283	-190	-14.8%
Violence with injury	1880	1676	204	12.2%
Serious sexual	3148	2475	673	27.2%
Rape	722	425	297	69.9%
TNO	274	186	88	47.3%
	29938	25247	4691	18.6%
Outcome of Detection and Resolution rate				
Serious acquisitive	FYtD Sep 2015	FYtD Sep 2014	%point Change	FYtD %age Change
Robbery	5.7%	16.6%	-10.9%	-65.6%
Domestic burglary	21.7%	24.6%	-2.9%	-11.8%
Vehicle crime (excluding interference)	7.1%	27.8%	-20.7%	-74.4%
Violence with injury	3.6%	7.5%	-3.9%	-52.3%
Serious sexual	33.1%	34.6%	-1.5%	-4.3%
Rape	12.7%	15.5%	-2.8%	-18.0%
TNO	13.9%	10.8%	+3.1%	28.8%
	20.9%	26.3%	-5.4%	-20.5%
Charges / cautions for the Supply or Production of Class A & B Drugs	FYtD Sep 2015	FYtD Sep 2014	Change	FYtD %age Change
Class A and B	77	107	-30	-28.0%
Class A	45	63	-18	-28.6%
Class B	32	44	-12	-27.3%
Confidence (CSEW)	Rolling Year Mar 2015	Rolling Year Mar 2014	%point Change	Rolling Year %age Change
Police/ councils deal with local ASB and crime issues	68.3%	0.0%	+68.3%	#DIV/0!
Confidence in Surrey police	81.5%	0.0%	+81.5%	#DIV/0!
Visible policing				
Assets recovered from criminals	FYtD May 2015	FYtD May 2014	Change	FYtD %age Change
	£307,460	£298,669	£8,791	2.9%
Resource availability	FYtD Sep 2014	FYtD Sep 2013	Change	FYtD %age Change
	92.0%	92.1%	0.0%	0.0%
Victims				
Overall crime victim satisfaction	FYtD Aug 2015	FYtD Aug 2014	%point Change	Rolling Year %age Change
	80.8%	83.6%	-2.8%	-3.4%
ASB victim satisfaction	FYtD Sep 2015	FYtD Sep 2014	%point Change	Rolling Year %age Change
	79.7%	77.6%	2.1%	2.7%
Protected policing				
Staff Survey	Wave 18	Wave 17	Change	FYtD %age Change
Senior managers communicate consistent messages	35.3%	34.0%	1.3%	3.8%
I speak highly of Surrey Police	52.5%	52.7%	-0.2%	-0.4%
Standards				
Staff Survey	Wave 18	Wave 17	Change	FYtD %age Change
Unacceptable behaviour is dealt with effectively	62.2%	60.1%	2.1%	3.5%
No Crime Rate				
	EOY 2014/2015	National Position 12 months to Aug 15		
	6284	8	▲ +3	
	228	6	▲ +3	
	2592	15	▲ +7	
	3464	8	▼ -1	
	5027	4	▼ -3	
	931	4	▼ -3	
	428	2	▲ +5	
	50339	4	▼ -2	
EOY 2014/2015				
National Position 12 months to Aug 15				
	11.9%	31	▼ -2	
	25.0%	30	▼ -1	
	18.6%	22	▲ +7	
	6.0%	42	▼ -10	
	32.4%	38	▲ +3	
	16.0%	35	▲ +6	
	11.0%	33	▲ +10	
	25.1%	34	▲ +5	

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Action	Agency	Progress
Take a Zero Tolerance Policing Approach		
Ensure that Surrey Police and partner agencies focus on tackling anti-social behaviour, violence and those who break into homes or steal our property	PCC	The Office of the PCC continues to support Joint Enforcement Teams (JET) operating in the boroughs of Reigate and Banstead and Spelthorne. Following a very favourable evaluation report in Reigate and Banstead, the scheme is to be funded for a further five years. Spelthorne are due to adopt the project in December 2015 with Elmbridge launching a version also in December. Enquires have been made by Runnymede BC and Epsom and Ewell BC. On the 17 th December there is a Showcase and Workshop event to inform partners of the project so far and discuss how it can be developed across Surrey.
Make sure there is a focus on catching criminals and detecting crime	PCC	The PCC holds regular webcast management meetings and internal scrutiny meetings with Surrey Police at which detection rates are discussed and scrutinised. The last report published covering detection rates can be found here. http://www.surrey-pcc.gov.uk/wp-content/uploads/2015/09/02_Peoples-Priorities-final.pdf Detection rates for sexual offences and violent offences have been of concern and the PCC has carried out a specific scrutiny in these areas.
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	The Office of the PCC (OPCC) has set up the Serious and Organised Crime Partnership Steering Group which oversees police and partner activity to work together to tackle crime gangs using all of their collective legal powers. In addition, the PCC has asked for a paper to come to the next management meeting detailing money received from POCA (the Proceeds of Crime Act whereby police can seize money and assets from criminals and then receive a percentage back to policing) and what this money has been spent on.
Ensure that Surrey Police arrests more people who deal drugs on our streets and to our young people and children, in particular in schools and colleges of further education	PCC	The report providing an update on priorities (link above) includes actions taken to combat drug dealing. The September report included an update on partnership work to support drug users, a case of a chain of dealers of Class A drugs who had been arrested and sentenced on the discovery of drugs with a potential street value of £6m and a 45 month prison sentence for an Aldershot resident charged with multiple drug related offences. Surrey Police continues to work closely with schools and tackle any issues of concerns raised with regard to drugs. There was also a report on the closure of a 'Cannabis Café' in Guildford.

Review the community safety funding and grants available to partners who tackle local issues to make sure value for money is achieved	PCC	<p>In 2014/15 the Community Safety Fund totaled £623,370. Over the course of the financial year the PCC received 80 applications. 52 were approved and the total funding allocated was £470,445.10. In addition £51,966.04 was awarded to Reigate and Banstead Borough Council and Spelthorne Borough Council for the delivery of the Joint Enforcement Team pilots. This funding was used to provide vehicles, uniforms, training and body worn cameras. Furthermore, the PCC agreed to allocate £100,000 to domestic abuse outreach services for supporting victims of domestic violence.</p> <p>In 2015/16 the PCC will maintain the CSF and will allocated £690,920 to support PCC-led partnership projects, such as joint enforcement, cyber-enabled crime prevention, and support for victims of Anti-Social Behaviour. To date 29 applications agreed and the projected awarded funding.</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	PCC / Surrey Police	<p>In the last three months DriveSmart has continued to support the County Council/Police Partnership specifically relating to Cyclists and accident prevention. This month sees the Annual 'SafeDriveStayAlive' event at Dorking Halls, where all the emergency services work together to reduce the number of young people killed or injured on Surrey's roads, using a very hard-hitting messages. This event receives substantial sponsorship from the OPCC, without which it would reach the record number of young people that need to attend.</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	Surrey Police	<p>Surrey Police'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 in the bi-monthly management meeting papers.</p> <p>Surrey Police has a rigorous Performance Governance regime in support of the Police and Crime Plan, Surrey Police's strategic priorities and overall service delivery. This consists of The Legitimacy Board, Crime Performance Board, Efficiency Performance Board and Strategic Crime, Incident & Risk Group (SCIRG). All of which report into the monthly Strategic Risk & Learning Group (SRALG) where the OPCC are regular attendees. SRALG is the overarching accountable mechanism for reviewing and addressing risks, opportunities and vulnerabilities.</p>

How Surrey Police is working to reduce crimes of burglary, robbery and violence	Surrey Police	<p>The trend so far for the financial year to date for burglary is one of decline with only 1093 offences recorded across Surrey Police, compared to 1283 in the same period last year (a reduction of 14.8%). This area is a priority for Surrey Police and activity has been driven through the Crime Performance Board as well as locally on division.</p> <p>This financial year to date, robbery remains extremely low across the county with only 143 being recorded this year compared to 122 for the same period last year.</p> <p>The rolling year trend is one of increased volumes of violent crime (with and without injury) across all three divisions. 9997 offences have been recorded across Surrey Police compared to 6404 in the same period last year. The addition of two new criminal offences ('Disclose private sexual photographs and films with intent to cause distress' and 'Sending letters etc. with intent to cause distress or anxiety') has increased violent crime records and Surrey Police is reviewing its response to these reports, many of which are 'one-offs' using social media and similar, and the appropriate way to deal with them.</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	Surrey Police	<p>Domestic abuse-related offences have increased by 37.8% (892 crimes) compared with the same period last year. Surrey Police is working hard to increase public confidence, which encourages victims of domestic abuse to report the incident and receive help. Surrey Police ran a Domestic Abuse Awareness Week with the theme being Love Shouldn't Hurt. Surrey Police worked in partnership with Surrey Against Domestic Abuse to raise awareness of warning signs and signpost victims to where they can get advice and help.</p> <p>Surrey Police is encouraged that total hate crime has increased 57.4% when comparing the 12 months to September 2014 to the 12 months to September 2015, which is an increase of 310 crimes. This is thought to be as a result of an increase in confidence of victims to report these type of offences. National Hate Crime Awareness Week that was held in October was supported by Surrey Police to encourage victims of hate crime to report offences. The week aims to raise awareness of what hate crime is and through work with partners, increase the confidence of victims that their reports are taken seriously and, where appropriate, prosecute the individuals that commit such crimes.</p> <p>Following improvements in recording of sexual offences and a number of campaigns to increase reporting, Surrey Police has experienced a significant uplift in the volume of offences. There have been 722 crimes reported this year compared to 425 crimes for the same period last year (an increase of 69.9%). The increase in sexual offences is thought to be due to growing confidence amongst victims that police will treat their complaints seriously as well as a more victim-focused and ethical crime recording processes that means more sexual offences are being recorded appropriately, and are recorded sooner.</p>

The improvements being made in solving burglary, robbery, violence and sexual offences	Surrey Police	<p>When compared to the positive outcome rate of last year, burglary performance this year has decreased. A 7.1% positive outcome rate (78 positive outcomes) has been recorded across Surrey Police compared to 27.8% (357 positive outcomes) in the same period last year. This remains a force priority and work is being done to improve these figures across the county. Burglary was discussed at August's Crime Performance Board, including planning for the upcoming Operation Candlelight campaign in Q3 that will focus on improving positive outcomes.</p> <p>The positive outcome rate for robbery has slightly decreased this year compared to the same period last year. The positive outcome rate this year is 21.7% (31 positive outcomes) compared to 24.6% (30 positive outcomes). This shows that although the number of positive outcome has increased, the positive outcome rate has decreased and this position is as a result of the increase in crime reporting.</p> <p>For violence with injury, the total number of positive outcomes has risen by 180 (1037 this year compared to 857 last year), but the significant rise in recorded violent crime has outstripped this increase, resulting in a 32.9% positive outcome rate this year compared to 34.6% in the same period last year. For violence without injury, the same picture emerges – an increase of 350 positive outcomes (1754 this year compared to 1404 last year) but overshadowed by the larger increase in recorded crime. Violent crime positive outcomes continue to be an area of focus for Surrey Police and there are several strategies in place in order to improve the current position.</p> <p>Positive outcome rate for serious sexual offences remains an area of focus and concern for Surrey Police. A 12.5% positive outcome rate (90 positive outcomes) has been recorded across Surrey Police for this financial year to date. There has been a steady improvement in performance and whilst the number of positive outcomes has increased year on year, this shows that the reduction in positive outcome rate is as a result of increasing crime levels. Surrey has notably improved in this area, which is reflected in the national position with an increase of 4 places to 35th position for the 12 months to August 2015 compared to the 12 months to March 2015. Serious sexual offences was an area raised and discussed at September's Crime Performance Board.</p>
The operations carried out and achievements made in targeting those who deal drugs to young people in schools and colleges of further education	Surrey Police	<p>Surrey Police continues to take a proactive and zero tolerance approach in relation to drug use, production and supply, particularly where it involves young people. Surrey Police works with schools to deal with any reports of drug taking by school pupils and also continues to encourage staff, students and their parents to share any information in respect of drug use with someone. Surrey Police has commissioned an intelligence product for drugs in schools to help understand the issue and where there may be a perceived gap in the intelligence.</p> <p>This area is included in the reporting process for each management meeting, and numerous examples have been evidenced to the PCC and published in the bi-monthly management meeting papers.</p>

Joint actions with a wide range of partners to reduce anti-social behaviour and crime in all forms – whether it be working together to reduce town centre violence, business crime, rural and wildlife crime or any other loutish activity	Community Safety Partners	Community Safety Partnerships have played a significant role in reducing ASB and Crime. They have worked together at the ASB Strategy Group to implement the new ASB legislation. This legislation makes it easier for partners to tackle ASB. More locally the CIAGs and JAGs regularly deal with tackling ASB and crime and supporting victims through joint activity. The CIAG is currently being reviewed to ensure the partnership is dealing with the right issues
The support and mechanisms in place to stop people abusing drugs	Community Safety Partners	The Office of the PCC is working with the Surrey Substance Misuse Strategy Group. The new Strategy for alcohol and substance misuse has been consulted on and is being developed. Next steps are for the partnership, including the OPCC, to develop and deliver the action plan associated with the strategy.
Actions to tackle alcohol misuse and alcohol fuelled violence and anti-social behaviour	Community Safety Partners	Local partners are working together to tackle violence and ASB fuelled by alcohol and substance misuse. These local concerns are picked up through the CIAG and JAG processes and appropriate actions assigned. The Substance Misuse Partnership is due to launch the new strategy which will give a new direction to Community Safety Partners
Conviction rates at court for people who commit serious crime and drug dealers	Community Safety Partners	The Office of the PCC is working with agencies in the Criminal Justice system to ensure that the victim is put at the heart of the system, including consideration of conviction rates.
More Visible Street Policing		
Continue with my campaign for fairer funding of policing for Surrey tax payers. You pay the highest level of council tax for policing in the country	PCC	The national police funding formula is currently under review. The OPCC has made detailed comments in response to the consultation and worked with other OPCCs to have some of the formula changed. A second round of consultation is currently underway. We hope this revision will provide a fairer result for residents of Surrey.
Ensure Surrey Police and Criminal Justice partners take money and possessions away from criminals and direct this money into visible policing	PCC	In the period April 2015 to May 2015, Surrey Police seized £376,000 of cash and assets from criminals in Surrey. Some of that (about 18%) they get back to fund policing activity. The Deputy PCC is meeting with Surrey Police to understand how that money is used to help improve visible policing.
Lead on collaboration with neighbouring forces to share as many police functions as possible and, in the future, consider amalgamation	PCC	The PCC's of Surrey and Sussex continue to work closely with the Chief Constables of those forces to jointly deliver services wherever possible to make savings and protect front-line policing. There is South East regional delivery of counter terrorism and tackling serious organised crime and South East forces are collaborating on IT. Three forces including Surrey are currently jointly procuring a new Enterprise Resource Planning (ERP) system.
Develop protocols between neighbouring police forces so that the nearest unit can respond to calls for help regardless of county borders	PCC	As well as developing cross-county relationships to align policies and procedures, Surrey Police is working with other emergency services in a Blue Light Collaboration. This project looks to identify where blue light partners can work more closely together to improve the contact and deployment functions of each service, delivering a better service to the public, whilst delivering better value for money.

The plans for Surrey Police in terms of back office savings and collaboration with neighbouring forces and local authorities.	Surrey Police	<p>The Specialist Crime and Operations commands continue to operate successfully across Surrey and Sussex, and have delivered increased operational resilience as well as savings, with both commands currently undertaking reviews of their operating models to identify further opportunities to work more effectively and/or deliver savings. Work continues in Specialist Crime to identify further opportunities for joint working within the region.</p> <p>Business cases have been developed to implement new structures across Surrey and Sussex for People Services (HR, Shared Business services and Learning and Development) and Finance, which should be presented to the PCC's for agreement in November/early December. The business cases build upon the work already undertaken which has put in place joint Senior Management Team structures in these functions.</p> <p>The Emergency Services Collaboration Programme considers collaborative/joint working opportunities with both Sussex Police and our other emergency service partners, and has identified a number of 'quick wins' that have allowed us to share information and work together more effectively. Longer term opportunities for fleet procurement and contact management/deployment are also being considered.</p>
The reviews that Surrey Police is undertaking to make sure that they are as efficient as they can be and what the outcomes of these are in terms of savings	Surrey Police	<p>A number of reviews continue across Surrey Police. These are reported on formally through the management meeting process, including associated savings and potential savings.</p> <p>Surrey Police has recently had the HMIC PEEL Inspection for Efficiency; consideration will be given to the key areas and recommendations contained within the report, which was published on 20th October 2015. Whilst Surrey Police received an overall grading of 'requires improvement', HMIC found that we were 'good' in terms of short and long term financial planning. The remaining two areas, in which we were judged to require improvement, are being addressed through the work in support of the Policing in Your Neighbourhood review.</p> <p>In addition, work has been undertaken to assess the impact of the latest financial projections including the review of the funding formula, and savings targets for a number of business areas have been reviewed, with the aim being to ensure that Surrey Police is able to focus as much resource as possible on delivering frontline policing services.</p>
The number and powers of PCSOs (Police Community Support Officers) and how they are used to support this plan	Surrey Police	<p>As at the end of September the number of PCSOs was 142 (Full Time Equivalent), which is an increase after a recent intake last month. Surrey Police is still recruiting PCSOs and there is an intake of PCSOs arriving in November, and more lined up for January. During this financial year Surrey Police will be reviewing the PCSO powers as part of the Policing in Your Neighbourhood project.</p>

How Surrey Police is making best use of the Special Constabulary and other volunteer groups	Surrey Police	<p>There were 120 officers in the Special Constabulary at the end of September 2015, all of whom are operational working at least 16 hours per month. There were 105 volunteers in force at the end of September, all of whom work a minimum of 8 hours per month.</p> <p>Surrey Police is developing a 'Volunteering in your Neighbourhood' Strategy. The proposed strategy would broaden and deepen our current approach by introducing a spectrum of volunteering activity targeted specifically at unmet operational needs. Some recommendations have been identified to increase numbers:</p> <ul style="list-style-type: none"> • Work with the Special Constabulary to redefine the existing model • Test the Cadet Model • Implement the two parallel work streams • Return on investment <p>Appoint a Volunteer Lead (a candidate has been successful)</p>
Put Victims at the Centre of the Criminal Justice System		
Work with the Criminal Justice System to ensure victims get proper support, whether they are dealing with Surrey Police, courts, probation, judges or voluntary support organisations	PCC	<p>The Police and Crime Commissioners for Surrey, Sussex and Thames Valley contract with Victim Support is now in its second quarter of year one. Monthly performance monitoring is in place and a significant focus has been placed on ensuring quality of contact for victims of crime, in particular those requiring an enhanced service.</p> <p>On 23rd October, the national oversight group met, comprising of contract founding members (Surrey, Sussex and Thames Valley), MOPAC, representatives from other OPCCs contracting Victim Support and Victim Support's Director of Operations. The group brings together learning and highlights shared concerns to Victim Support to drive continuous improvement and provides forum for understanding service challenges and business developments within Victim Support.</p>
Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and anti-social behaviour	PCC	<p>Support for victims by Surrey Police and partners, continues to be monitored through the Surrey Criminal Justice Partnership Board, attended by Deputy Commissioner and Chief Executive. On 12th October, the new Surrey and Sussex Victims and Witness Group met for the first time. This group has been established, attended by Assistant Police and Crime Commissioner (victims), with the purpose of acting as a high level strategic group, to drive performance forward and to update SCJP on progress and initiatives in relation to the key priority - Supporting Victims and Witnesses. Surrey Police support for victims is monitored through the Legitimacy Board, attended by the OPCC Policy Officer (Victims).</p> <p>OPCC Partnership Policy Officer sits on the ASB Steering Group, chaired by Supt. Chris Moon and she chairs the Task and Finish Group.</p>
Review the community safety funding and grants given to partners who support victims to ensure value for money is achieved	PCC	<p>A total of £1,029,214 has been awarded from the Victims Fund, from a budget of £1,276,567 through a mixed funding model of contract and grants. A contract manager has been appointed to oversee the contract awarded to Victim Support and monitor performance. Grants awarded to other support services continue to be monitored to ensure they deliver against intended outcomes.</p>

Ensure that we look after those people most vulnerable in our society	PCC	The Police and Crime Commissioner chaired a scrutiny panel with Surrey Police on 3 September, focused on public protection, at which PCC examined performance and action against risks and areas identified for improvement following recent inspections and Surrey Police/OPCC's own work. A follow up scrutiny session will be held in December.
Work with partners to ensure that those with mental health issues receive appropriate care and protection	PCC	The OPCC continues to attend the Mental Health Steering Group and the Surrey & Borders NHS Partnership Trust Governance Board. Recently the Misper Policy was signed off at the Safeguarding Adults Board, delivery on this was now underway and would be presented in January. The number of s136 detainees in custody suites continues to be a challenge, although this is mostly a result of other agencies contacting the police for help and a large number of repeat detainees.
Monitor Surrey Police performance in answering the phone when you call and how they respond to calls for help, getting the call centre and response officers to focus on what the victim needs.	PCC	Performance for non-emergency calls has improved since the beginning of the financial year, increasing from 68.5% in April to 72.2% at the end of July. This is as a result of the increase in staff recruited and a new coaching method used in the contact centre.
How satisfied victims of crime are with the services that Surrey Police provides and what Surrey Police is doing to improve how victims are treated	Surrey Police	The most recent national data available shows that Surrey is above average in 20 th position. For the financial year to date, overall crime victim satisfaction performance is at 81.2%, which is 4.5% points lower than year end. Overall satisfaction for September was 83.1% which is lower than the previous year end, but an improvement on the satisfaction for August (79.8%). Due a change in Home Office guidance for 2015/16, Surrey Police is now surveying all hate crime, rather than just racist incidents. In September 2015 satisfaction was 88.9% and FYtD the majority of victims interviewed were satisfied with the overall service (83.9%).
How Surrey Police is treating victims of anti-social behaviour and how it is improving treatment and actions taken	Surrey Police	Overall satisfaction this FYtD for anti-social behaviour is 79.7% which is 2% points above last year. Initial contact, time taken and treatment have all achieved statistically significant improvements in satisfaction compared to last year, and all incident types have seen an increase. Surrey Police had its first countywide partnership ASB Awareness week from 28 th September – 2 nd October. The week was produced in order to ensure victims' needs are always put first and also to raise public awareness of what ASB is (and isn't), who deals with it and what can be done about it. The week consisted of Facebook panels and drop in sessions for all boroughs for the public to get immediate responses to their questions. Quizzes, twitter updates and radio ads were also used.
Help ensure that the Criminal Justice system, including courts, witness protection and the judiciary put victims at the heart of everything they do	Criminal Justice Partners	The Deputy PCC is the vice-chair of the Surrey Criminal Justice Board which strives to put the victim at the heart of criminal justice and ensure an efficient and effective service. The Deputy PCC and PCC meet regularly with leaders in the criminal justice system and the Assistant PCC for Victims regularly attends court to see the services provided in action.

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 has more closely aligned the work of the Community Safety Fund and Victims Fund to remove potential for duplication of funding. We are working towards a more holistic funding model to meet identified needs in Surrey. Grant funding is monitored by the OPCC Policy Officer and reporting from the funding recipients against intended outcomes informs a qualitative report to the Ministry of Justice. This details the range of services commissioned and the impact of the funding.
Help ensure that there is support for vulnerable people, such as the young, the elderly, those with mental health issues and troubled families	Criminal Justice Partners	The PCC continues to fund support for vulnerable people, including young witness and adults and children affected by domestic abuse and sexual violence.
Give You the Opportunity to have a Greater Say in how Your Streets are Policed		
Make sure that Surrey Police provides opportunities for everyone to engage about their issues at a neighbourhood level	PCC	The OPCC continues to support Surrey Police in the delivery of Local Policing Boards, Facebook boards and local surgeries. The OPCC also continues to encourage residents to contact us via Facebook or Twitter.
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	The PCC has now held Crime Summits in four of the boroughs / districts in Surrey, and will continue to travel around the county between now and the end of February 2016 to allow local residents to have their say on 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	PCC	Recent LPBs have been held in Guildford, Waverley, Runnymede, Spelthorne and Reigate and Banstead. Issues raised included speeding, parking, anti-social behaviour, student noise and lack of resourcing. There have also been online Facebook panels for all boroughs as part of ASB week. In addition to the LPBs, Surrey Police supported the PCC's summit in Spelthorne on 22 nd September and will be supporting further summits in Epsom and Ewell on 12 th October and Reigate and Banstead on 22 nd October. As part of PCC's Management meeting actions, ACC for Local Policing is currently drawing up a protocol which will be shared with the OPCC in relation to police attendance at community meetings and how Surrey Police could address attendance in a different way.
Publicise the dates and venues for the Summits and Local Policing Board meetings	PCC	Crime Summits continue to be publicised on the PCC's website, Twitter and Facebook pages, via the monthly update videos on YouTube, and through council / Surrey Police communications. Local Policing Boards / Facebook panels are publicised via social media and on the Surrey Police website: www.surrey.police.uk
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 continues to engage with residents via Crime Summits. The PCC has also recently taken part in his second webcast interview via Blab, which is now available on YouTube, where he answers questions pitched by members of the public.

Work with the media to ensure I am visible and available to the public and can make their interests heard	PCC	<p>The PCC has been very much in demand from National and local media in particular in relation to his opinions on the increasing demands made on Surrey Police Force in a time of budget cuts.</p> <p>He was the first to highlight the effect of dealing with the influx of migrants from Calais who have fled primarily the Middle East and Africa where wars and chaos threaten the lives of themselves and their families. The PCC explained that whereas the immigrants landed on the Kent coast, many were stowed in trucks which first stopped at service stations on the Surrey stretch of the M25 where they disembarked and disappeared into the countryside. He highlighted the cost of policing the M25 for which Surrey Police receives no special funding. The PCC has featured on BBC national TV and radio, itv National news, Sky, BBC Surrey News, Swedish TV, ITV Kent, BBC local radio, The Telegraph, The Times, the Daily Mail, the Surrey Advertiser, Eagle Radio. The PCC also continues to broadcast his regular meetings with the Chief Constable live online.</p>
Ensure everyone has the opportunity to engage by having a wide range of means of contact and engagement	PCC	<p>In addition to Crime Summits, the PCC, his Deputy and Assistant PCC continue to attend community meetings on a regular basis. The Office of the PCC also responds to emails and letters from residents, and residents are now able to write to the PCC directly using the updated PCC website.</p>
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	<p>The Office of the PCC remains active on Facebook and Twitter, and the PCC continues to film monthly update videos which are posted on YouTube. We continue to use Periscope to broadcast Crime Summits live, to great success, and we have recently started using Blab for #SurreyPCCLive, where members of the public can pitch their questions directly to the PCC.</p>
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	<p>Over the last quarter, the PCC has remained active in national lobbying on such issues as funding for Surrey Police, national police funding, police training, police officer pay and the need to reduce the number of police forces nationally. The PCC is active in national groups in the Association of Police and Crime Commissioners (APCC), has spoken at the Police Federation Conference in May and has met with the Policing Minister.</p>
Work with the Police & Crime Panel to make best use of its knowledge and expertise on local level issues	PCC	<p>The PCC attends all Police and Crime Panel meetings. The PCC also continues to engage with the Panel on areas of specific interest, including detailed discussions on the development of precept proposals. A recent example includes a workshop planned with panel members on the implementation of a new operating model for Surrey Police.</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	Surrey Police/ Community Safety Partners	<p>We work together with the police, councils and other local partners in the delivery of the 11 annual Crime Summits across the county, which are currently in the process of being held on each borough. Residents are able to discuss their views directly with the agencies that will be able to assist them. As well as LPBs, to increase reach, Surrey Police continue to make use of social media to engage with a broader range of residents.</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.	Surrey Police/Community Safety Partners	Issues and action plans have been identified through the local policing summits, as collated through the PCC's office. The local policing boards have raised local issues, of a similar theme to panel meetings (e.g. speeding, parking and ASB), and resolution of these many issues forms part of daily business for the relevant Neighbourhood teams. The teams work regularly with partners, including through Joint Action Groups and Community Incident Action Groups. Examples of partnership-working have been included in reports for the management meetings.
Protect your local policing		
Review the police station disposals policy in Surrey to ensure best value is achieved from the Surrey Police estate and any sales of property	PCC	This review has now concluded and the results can be read at the following link: http://www.surrey-pcc.gov.uk/2013/10/surrey-police-and-crime-commissioner-concludes-estates-review/
Seek a national role to provide a voice for Surrey on boards and organisations that set police pay and conditions, particularly given proposals to reduce starting pay for police officers, who already struggle financially to live in Surrey	PCC	The PCC has recently agreed to a package of measures to improve retention and recruitment issues for Surrey officers and staff, for whom cost of living often proves a barrier to continued employment within the service. The PCC is meeting with the Policing Minister in November to discuss Surrey-specific pay issues, such as the possibility of a great south east allowance.
Ensure that Surrey Police gets adequate support from national bodies, such as the National Crime Agency, National Fraud Investigation (led by the City of London Police) and Counter Terrorism Units, as well as making sure Surrey Police is doing its part in national policing requirements	PCC	The PCC and staff have attended national seminars and training on national bodies. The PCC is part of the regional crime oversight board. Management meeting papers are received which update on Surrey Police's input into national policing requirements, the most recent one being received in September 2015. The PCC also attends regional oversight meetings, the most recent having been attended by a senior representative from the National Crime Agency.
Seek to reduce the bureaucratic burden on policing by tackling policies which inhibit us unnecessarily	PCC	The PCC was one of the first to get rid of policing targets which has been recognised nationally as reducing bureaucracy. The Office of the PCC seeks to use existing reports and management information where every possibly rather than requesting additional work to be carried out.

Ensure that the media has a balanced picture of policing activity in Surrey: we will be transparent	PCC	<p>The PCC has been very much in demand from National and local media in particular in relation to his opinions on the increasing demands made on Surrey Police Force in a time of budget cuts.</p> <p>He was the first to highlight the effect of dealing with the influx of migrants from Calais who have fled primarily the Middle East and Africa where wars and chaos threaten the lives of themselves and their families. The PCC explained that whereas the immigrants landed on the Kent coast, many were stowed in trucks which first stopped at service stations on the Surrey stretch of the M25 where they disembarked and disappeared into the countryside. He highlighted the cost of policing the M25 for which Surrey Police receives no special funding. The PCC has featured on BBC national TV and radio, ITV National news, Sky, BBC Surrey News, Swedish TV, ITV Kent, BBC local radio, The Telegraph, The Times, the Daily Mail, the Surrey Advertiser, Eagle Radio. The PCC also continues to broadcast his regular meetings with the Chief Constable live online.</p>
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	<p>As outlined in the section above, the PCC continues to be active on lobbying on pay and conditions and has spoken on the topic at the recent Police Federation conference. He has responded to the recent Government consultation on police funding and engaged local MPs in respect of Surrey's response.</p>
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	<p>The PCC continues to speak out on the good work that Surrey Officers and staff carry out. He has also recently signed off a new recruitment and retention plan for police officers.</p>
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	<p>This has been completed.</p>
Oppose plans for direct entry into the police service at Superintendent rank.	PCC	<p>The PCC has nationally opposed direct entry and taken every opportunity to raise this as an issue with government and press.</p>
What Surrey Police is doing with regard to pay and conditions for officers and staff following Government announcements on pay	Surrey Police	<p>The Chief Constable has recently proposed a series of measures on pay and conditions for officers which has been approved by the PCC.</p>

What the latest staff survey results are saying and how staff are viewing leadership	Surrey Police	The latest Staff Survey ran from 20 th April to 11 th May 2015. In total 2246 responses were returned, providing a response rate of 58%, which is a large increase on the response rate last survey (44%). The overall health score was higher than the previous two surveys. Going forward the Surrey and Sussex Senior Leadership Team has agreed to develop a joint survey.
Ensuring previous skills and training are utilised when officers transfer from other forces	Surrey Police	Surrey Police continues to recognise national qualifications and ensures bureaucracy is minimised when quality assuring 'local' skills from elsewhere. This has been described through the management meeting structure.
I will be Uncompromising in the Standards you Expect from Your Police		
Go out and about within Surrey Police to see what is happening 'on the ground', to listen to the public and victims and feed my observations back into the Chief Constable	PCC	The PCC is currently holding a series of Crime Summits (referred to above) to understand the views of the public. The Assistant PCC for Victims has recently carried out focus groups with victims of rape and fed the results into Surrey Police who are taking these on board to help inform improvement plans.
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	Recruitment in early 2015 means that the ICV Scheme is running at full strength. The Annual ICV Thank You event is planned for November 2015 – an event which is run to thank all the volunteers for the time that they give to ensuring the welfare of detainees in Surrey Police custody.
Work with the Independent Advisory Group (IAG) and to hear views from minority groups about what they expect from policing	PCC	The PCC, his Equalities Advisor and support officers continue to meet regularly with the IAG and other groups to understand the views from diverse communities in Surrey. Recently the IAG considered Surrey Police's Prevent strategy. Surrey Police's EDHR strategy and delivery plan was recently signed off which set aspirational targets around diversity and representation within Surrey Police.
Ensure that Surrey Police has the highest standards through monitoring customer service and complaints	PCC	The PCC, his Deputy and his Equalities Advisor have regular meetings to consider the complaints that the OPCC receives. Furthermore, the OPCC recently commissioned an external review of Surrey Police's whistleblowing arrangements, which has been fed back to Surrey Police and is being delegated to the DCC for action. Additionally, the OPCC has recently recruited a number of legally qualified chairs for police gross-misconduct hearings.
Consider where I can introduce mystery shoppers to provide a check on standards of Surrey Police care for victims and customers	PCC	Complete – considered and not felt to be practical.
Lead by example and give visible leadership for Surrey Police and expect those in leadership roles to do the same	PCC	The PCC, Deputy PCC and Assistant PCC continue to meet with Surrey Police leaders and show leadership to staff.

Monitor Surrey Police performance in investigating crime to make sure that the best results are achieved	PCC	The PCC monitors Surrey Police performance in investigating crime in the management meetings. Reports and minutes of these meetings are published on the OPCC website. The latest updates can be seen at: http://www.surrey-pcc.gov.uk/2015/09/agenda-published-for-pccs-webcast-management-meeting-17th-september-2015/ . Positive outcomes for burglary and violence offences are both currently showing reductions. For violence, this is partly due to increased reporting of offences. For burglary the high increase in the positive outcome rate in 2014/15 hasn't been sustainable with reductions in burglary continuing. Sexual offences are showing an increase in the positive outcome rates.
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	Professionalism is important to Surrey Police, with work being driven through the People Strategy Board, the Strategic Crime and Incident Recording Group, and the Professionalism and Integrity Board for the Code of Ethics. Good work is reported on through the PCC management meeting and the bi-monthly Legitimacy board aims to provide assurance and confidence that Surrey Police are responding to and treating victims and public in a legitimate and fair way.
How many complaints have been received, what the themes of these are and whether complaints are being well managed within required timescales	Surrey Police	In comparing Q2 from this year and last year Surrey Police recorded slightly more complaint cases (150 in 2014/15 and 152 in 2015/16) but significantly less allegations. In Q2 2014/15, 441 total allegations were recorded compared with only 289 for the same period this year; a significant decrease of 34.4%. This reflects that Surrey Police is trying to resolve issues in a more timely way, which reduces the chance to subsequent allegations being added due to slow investigation timescales. ‘Other Neglect’ and ‘Incivility’ are once again the highest allegation categories but there is a significant decrease. In Q2 2014/15 Surrey Police recorded 162 and 59 allegations respectively for ‘Other Neglect’ and ‘Incivility’ which has decreased to only 96 and 40 in Q2 2015/16, decreases of 40.7% and 32.2% respectively.
Examples of letters of satisfaction received and the issues to which they relate	Surrey Police	Between 24 th June and 30 th September 2015, 56 letters of appreciation were received by the office of the Chief Constable, including thanks for the police response to a great variety of incidents. This included 8 letters from drivers involved in collisions and 6 letters from people who were helped by the police having broken down. Letters were also received from victims of crime including 4 victims of burglary who thanked Surrey Police for the response and care they received. The family of a domestic murder victim thanked the investigation team for the manner in which they were supported and two victims of non-recent sexual abuse. During an incident that has also now been subject to a Chief Constable’s Commendation, two officers cut down and revived a lady found hanging from her staircase. Her best friend took time to expressed deep gratitude for this.
How staff are being managed to ensure high standards and good service delivery, including vacancy rates, sickness rates and staff survey results	Surrey Police	Sickness continues to be low risk with the sickness rate this FYtD for officers and staff being 1.4% and 1.5% respectively. Officer sickness is now at 3.7 days per person and staff sickness at 3.8 days.

Holding the Chief Constable to Account		
Webcast management meetings holding the Chief Constable to account	PCC	Management meetings are webcast whenever technology allows and can be viewed on the PCCs website. http://www.surrey-pcc.gov.uk/our-work/surrey-police-performance/webcasting/
Finance and Resources		
Surrey Police budget and spend	Surrey Police	This is a detailed area which is specifically covered through reports to the PCC from Surrey Police, in the monthly management meeting process. Details on budget and spend can be viewed at: http://www.surrey-pcc.gov.uk/our-work/surrey-police-finances/
PCC budget and spend	PCC	This is a detailed area which is specifically covered through reports to the PCC from Surrey Police, in the bi-monthly management meeting process and in specific reports provided to the PCP. The latest update can be viewed at: http://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=250&MId=3618&Ver=4
Crime and Disorder Reduction Funding		
Allocated funding	PCC	Grant funding is all published on the PCC's website and a summary report went to the Police and Crime Panel in June: http://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=250&MId=3619&Ver=4 Twenty five applications for funding for community safety projects have been allocated in 2015/16.

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SURREY POLICE AND CRIME PANEL

CyberSafe Surrey Project Update 1st December 2015

1. Summary

- 1.1 To provide the Police and Crime Panel with an update on the work being undertaken as part of the CyberSafe Project.

1.2 RECOMMENDATIONS

- 1.3 Members of the Police and Crime Panel are asked to:

- I. Note the content of this report;
- II. Promote membership of the CyberSafe Network within their respective organisations.

1.4 EQUALITIES AND DIVERSITY IMPLICATIONS

- 1.5 No implications.

LEAD OFFICER: Damian Markland, Project Manager and Policy Lead for Cybercrime Prevention, OPCC

TELEPHONE NUMBER: 01483 639081

E-MAIL: damian.markland@surrey.pnn.police.uk

2 Background

- 2.1** The development of the internet has radically altered the way in which we work, communicate, shop and interact. Recent data from the ONS indicates that 76% of adults in Great Britain access the internet every day and 74% use the internet to buy goods or services. At the same time, access to the internet using mobile phones more than doubled between 2010 and 2014, from 24% to 58%.
- 2.2** This rise in use is particularly driven by young people. The 2013 annual report of the independent regulator and competition authority for the United Kingdom communications industries reported that 91 percent of children live in a household with internet access. In 2013, children aged 5-7 years spent, on average, 6.7 hours each week online; children aged 8-11 years, 9.2 hours; and children aged between 12 and 15 years, 17 hours.
- 2.3** Whilst the internet has created numerous opportunities for both individuals and businesses, it has also provided new opportunities for criminals. Sometimes this takes the form of cyber-enabled crime, defined by the Home Office as traditional crimes which can be increased in their scale or reach by use of computers, computer networks or other forms of ICT. Examples include fraud, sexual offending, harassment and commercial damage. Conversely, cyber-dependent crime is defined as offences that can only be committed by using a computer, computer networks, or other forms of ICT. These acts include the spread of viruses and other malicious software, hacking, and distributed denial of service (DDoS) attacks.
- 2.4** There is growing national attention being placed on tackling cybercrime, but no one agency is responsible. Nationally, the NCA tackles serious criminality such as major fraud, service disruption activity and organised online child exploitation gangs. The South East Regional Organised Crime Unit (SEROCU) also has some cybercrime enforcement capabilities although lower value crime against business and individuals, as well as online bullying, stalking and harassment is down to local police forces to investigate. Action Fraud has also been set-up to centrally record online fraud and identity theft.
- 2.5** With regards to preventative work, a number of national services have been launched over the last few years. Notable examples include the Government's 'Cyber Streetwise' programme, a public-private sector partnership known as 'Get Safe Online', and the Cyber-security Information Sharing Partnership (CiSP), a joint industry government initiative to share cyber threat and vulnerability information in order to increase overall situational awareness of the cyber threat and therefore reduce the impact on UK business.

2.6 Unfortunately, despite the significant resource put into cybercrime prevention initiatives, data suggests that national campaigns are struggling to drive behavioural change, with one third of Brits still failing on basic security measures¹ and many smaller businesses not adequately protecting themselves. Equally, our initial work with partners around cybercrime prevention revealed that we lack a shared understanding of what cybercrime means to Surrey, the risks are not well understood and cyber-safety advice and resources are extremely fragmented and of variable quality – making it hard for our local professionals and practitioners to know where to turn to for advice.

3. Project aims

3.1 In light of the above, the purpose of the CyberSafe Surrey project has been to develop a robust and sustainable local approach to cybercrime prevention, one that complements the Government's national agenda. The approach also acknowledges that cybercrime prevention is not simply a matter for the police, and that all agencies that work with our communities need to play a role.

3.2 The project has four key aims. These are to:

- i. Raise the profile and understanding of cybercrime in Surrey amongst partners.
- ii. Ensure partners have access to the data and intelligence they need in order to determine appropriate local responses.
- iii. Capitalise on the vast communication networks of partners to support targeted dissemination of preventative messages.
- iv. Ensure coordination of preventative activity between partners in order to make best use of available resources.

4. Project objectives

4.1 To support delivery of the above aims, the project includes the following objectives, which can be viewed as separate but linked strands of work:

¹ <http://www.actionfraud.police.uk/news/one-third-of-brits-failing-on-basic-security-measures-jun15>

4.1.1 Development of a CyberSafe Network:

Status: Launched 7 July 2015

- 4.1.2 This is an online, collaborative resource for professionals and practitioners in Surrey, designed to empower them to better safeguard themselves and our communities from online threats.
- 4.1.3 The Network is a key component of the project: providing a strong recognisable brand; ensuring partners have access to the latest alerts and advice, allowing targeted dissemination of preventative messages, supporting coordination and acting as a central resource hub for preventative material and intelligence.



Fig.1 – CyberSafe Surrey Logo

Appendix 1 provides a more detailed overview of the Network's functionality and progress since its formal launch on 7 July 2015. We have also received some expressions of interest from other Force areas who are interested in developing their own Network, or developing the existing platform to make it a shared resource.

4.1.4 Development of a local Cybercrime Profile:

Status: Planned publication date March 2016

- 4.1.5 Data concerning the level and extent of cybercrime in Surrey is fragmented, with many different local and national agencies holding key information. Data owners include Action Fraud, Trading Standards, Surrey Police, CISPR, Home Office, Business Networks and local Councils.
- 4.1.6 The project recognises that there is an urgent need to develop a shared understanding of what cybercrime means to Surrey, and this is being accomplished through the development of a local Cybercrime Profile that can be shared with partners (both directly and through mechanisms such as the County Single Strategic Assessment) to provide an evidence-base for the development of local priorities and strategies.

- 4.1.7** Data will be collated from a number of sources, including the aforementioned agencies. The profiles will also make use of previous and planned survey data obtained by the Surrey Federation of Small Businesses and the Surrey Chambers of Commerce, plus data captured by Eagle Radio during their programme of work in Surrey schools around online safety.
- 4.1.8** The above data will be complemented by primary research taking the form of a resident survey run by the OPCC, and with the assistance of the South East Regional Organised Crime Unit. The survey is being conducted on a regional basis in order to provide a greater sample size and within 72 hours has already had over 1,000 responses. We will continue to run the survey until February 2016.
- 4.1.9** The final Cybercrime Profile document will be made available to partners through the CyberSafe Network and the proposed draft contents are provided in **Appendix 2**.

4.1.10 Development of signposting hub:

Status: Signposting Hub launched November 2015

- 4.1.11** Direct outreach work with residents and businesses can be a powerful tool in raising awareness of cybercrime threats and educating individuals on preventative strategies. There exists a plethora of organisations that provide outreach services, although there has historically been little in the way of coordination and it has therefore often been difficult for local partners to identify the most appropriate provider for their needs. Further still, some partners have resorted to paying commercial providers for support, unaware that comparable free or subsidised services are available locally.
- 4.1.12** To address these issues, the project aims to map existing local support services and develop a “Signposting Hub” where users can, at a glance, easily identify relevant providers. The Hub will be hosted on the CyberSafe Network and made available to both members and non-members.
- 4.1.13** The OPCC is also working with organisations such as Get Safe Online, Cyber Champions and Eagle Radio to build upon existing support and provide a range of services that are ‘free at the point of delivery’ for partners. In instances where the OPCC is directly commissioning

services, outcomes will be carefully assessed to ensure good value for money.

4.1.14 Engagement with existing Force projects: There are a number of existing Force projects that touch upon some of the issues addressed by the CyberSafe project. Notable examples include Operation Signature (postal scams committed against the elderly), Operation Edisto (courier fraud) and work around Public Facing Digital Services. To ensure synchronisation with the CyberSafe project, the project manager has ensured representation on all relevant project boards.

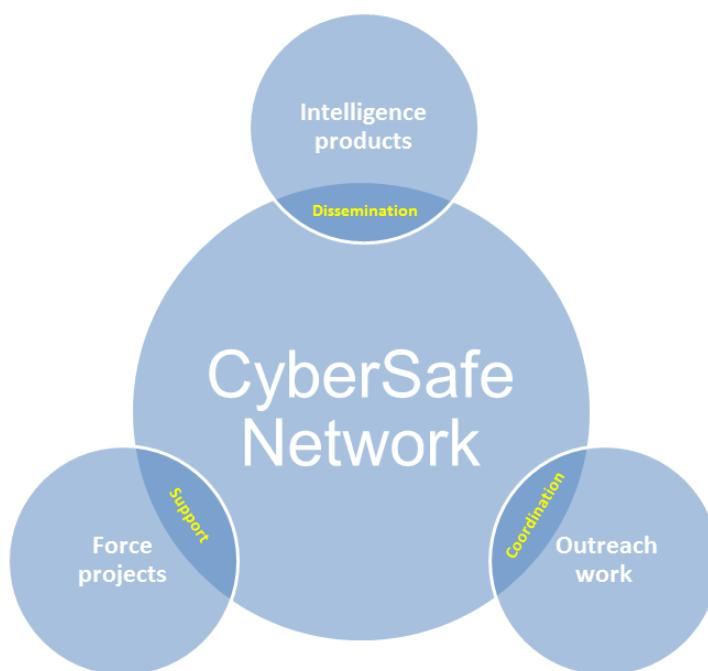


Fig. 2: Visual representation of the project's key strands

5. Project exclusions

- 5.1 In accordance with the Police Reform and Social Responsibility Act 2011, the OPCC is not permitted to fetter the operational independence of the Chief Constable. In line with this, the CyberSafe Project has focussed exclusively on working with partners to improve Surrey's approach to cybercrime prevention and will not seek to influence operational policing.

6. Project deliverables

- 6.1 To recap, the following products will be delivered through this project:
- An online collaborative platform to support cybercrime prevention in Surrey
 - A Surrey Cybercrime Profile

- An agreed programme of outreach work and supporting signposting hub

7. Consultation and stakeholders

- 7.1** Prior to commencement of the project, consultation was undertaken with the CyberSafe Group which consists of members from across the police, local councils, voluntary sector and private industry. Members were and have continued to be supportive of the work, and the Group now functions as a Steering Board for the project.
- 7.2** Beyond the Steering Group, we have worked closely with a large number of local and national stakeholders, details of which can be found in **Appendix 3**.

8. Finance and Resources

- 8.1** In the two years before the PCC took up office monies had been put aside by Surrey Police and Surrey Police Authority to fund the Surrey Drug and Alcohol Action Team (DAAT). The DAAT was responsible for commissioning treatment services for drug and alcohol in Surrey and was hosted by the Surrey Primary Care Trust (PCT). On closure of the PCT at the end of March 2013, the responsibilities for drug and alcohol abuse services passed to Public Health based at Surrey County Council.
- 8.2** On the PCC's accounts for Surrey Police there is a balance sheet item of £430,000 entitled "The DAAT fund". In 2014/15 the PCC requested that internal audit carry out an audit of this sum of money to look at the funding of the DAAT and to seek to establish what should happen to the £430,000 which is contained within the balance sheet of the PCC and appears to relate to grant funding that was to be paid over to the DAAT. This audit did not find any clear partnership arrangement in place or owner for the funds. They therefore have remained unspent on the Surrey Police Group Balance Sheet.
- 8.3** In light of the audit, it has been agreed that the PCC uses this money to fund activity aimed at reducing drug and alcohol misuse and cybercrime prevention work. This was reported to the PCP at its April 2015 meeting.
- 8.4** Whilst there is sufficient funding to support two years of preventative work, a key objective of the team will be to ensure that the partnership model developed is financially sustainable in the long-term. It is felt that the development of the CyberSafe Network (see paragraph 3.1.1) will help ensure long-term sustainability beyond the lifetime of the project, as control can easily be transferred to or shared with another body.

9 Costs:

- 9.1 The following has been set aside to support the project in 2015/16.

Staffing costs including associated on-costs	Policy Lead Policy Support	£85,000
Communications / Commissioning	To support outreach work, research and development of relevant communication material.	£13,000
Set-up costs	To support development of the CyberSafe Network*	£2,000
£100,000		

* Please note, whilst this money was set aside to support development of the technical elements of the Network, this has so far been achieved using the in-house expertise of the OPCC, reducing costs.

10 Recommendations

- 10.1 Members of the Police and Crime Panel are asked to:

- III. Note the content of this report;
- IV. Promote membership of the CyberSafe Network within their respective organisations.

Office of the Police and Crime
Commissioner for Surrey





cybersafesurrey.org

The Police and Crime Commissioner for Surrey has recently established a local CyberSafe Network - an online resource for businesses, professionals and practitioners in Surrey, designed to empower them to better safeguard themselves and our communities.

Earlier work with partners around cybercrime prevention had revealed that we lacked a shared understanding of what cybercrime meant to Surrey, the risks were not well understood, national campaigns were failing to reach our most vulnerable, and cyber safety advice and resources were extremely fragmented and of variable quality – making it hard for our local professionals and practitioners to know where to turn to for advice.

Functionality:

The CyberSafe Network has been designed to give users:

- a clear “brand” to get behind, helping to raise cybercrime up the local community safety agenda;
- easy access to the latest alerts, advice and cybercrime news;
- a comprehensive and regularly updated resource hub, providing users with a ‘one-stop-shop’ for preventative material and the latest intelligence;
- Signposting of local support options;
- Subscription to the Network's monthly newsletter.
- Networking opportunities with other members.

We are currently working with partners to develop an annual outreach programme and the Network will be used to signpost users to appropriate local support.

Principle 1: Aggregate

The Network automatically collates relevant content from numerous trusted sources, bringing it all into one place. Users are also able to submit local intelligence and data.



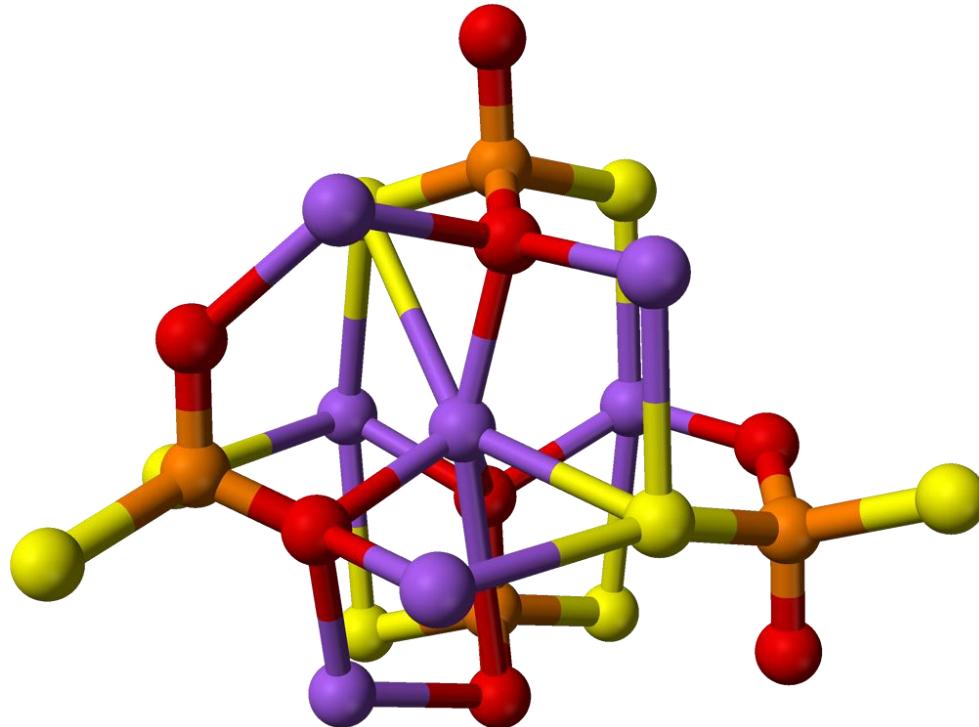
Principle 2: Disseminate

Content is disseminated to our members through both the website and via email alerts. Content can be customised depending on user type, allowing for targeted and relevant messaging.



Principle 3: Coordinate

By ensuring that our local partners have access to the latest intelligence and information, we can better coordinate preventative activity.





Online safety training provided to almost **20,000** school pupils since 2013/14.



Over **300** teachers, social workers, e-safety leads and other local practitioners registered



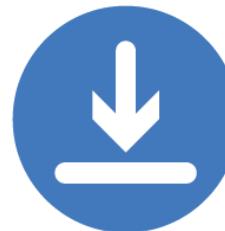
250 alerts, advisories and news stories disseminated through the Network.



2,000 email alerts issued.



Over **20,000** page views since we launched in July.



Nearly **100** documents shared by members, with over **1,000** downloads from the resource hub.



The following slides outline some of the Network's functionality:

www.cybersafesurrey.org



CYBERSAFE SURREY

A network for professionals and practitioners from across all sectors, working together to help prevent cyber-crime in Surrey.

LOGIN

JOIN



Please read the [terms and conditions](#) before applying.

WHAT WE DO

Raise the profile and understanding of cyber-crime in Surrey to help local organisations better safeguard themselves and others.

Support the dissemination of preventative messages through the Network's pooled communication channels.

Provide a platform where knowledge, intelligence, research and best practice can be shared between members.

Provide members with up-to-date information concerning upcoming events and initiatives, allowing for better coordination of preventative activity.

[Click here for more information...](#)



**CyberSafe
Surrey** Network

News & Alerts

Resources

Network Activity

Calendar

Search



Search...

CyberSafeSur...

In

Notable Members

Registered Members

Current Visitors

Recent Activity

News & Alerts

Network Activity

Recent Activity

This page provides members with an overview of all recent activity, including new resources, alerts and news. You can find out more by clicking on the links provided.



CERT-UK posted a new resource.

Intel Cyber-threats: Quarter One Report April - June 2015.

The current big cyber threats and what UK businesses and organisations need to consider

Yesterday at 3:42 PM



ActionFraud posted a new thread.

Alert Watch out for counterfeit One Direction tickets being sold on Twitter

[IMG] Fraudsters are offering One Direction e-tickets on Twitter to victims who are unaware that they are buying fakes. Fraudsters are...

Forum: Alerts and Advice

Yesterday at 1:20 PM



Neighbourhood Alert posted a new thread.

Alert Rental Fraud in Student Accommodation Alert (Action Fraud (National Fraud Intelligence Bureau))

Seasonal rental fraud is an emerging trend with students looking for suitable accommodation around August, before the start of the new...

Forum: Alerts and Advice

Yesterday at 11:20 AM



The Guardian posted a new thread.

News A few words with the web's con artists

What's it like to turn the tables on email scammers? Comedian James Veitch did just that after one of them posed as a friend of his

Forum: Alerts and Advice

ActionFraud
National Fraud & Cyber Crime Reporting Centre
0300 123 2040

CYBERSTREET
HM Government

Childnet International

parent INFO
FROM CEOP AND THE PARENT ZONE

UK Safer Internet Centre

NATIONAL TRADING STANDARDS
Protecting Consumers
Safeguarding Businesses
eCrime Team

neighbourhood ALERT
Informing & Listening to Communities

GOV.UK

Aggregated content: The Network automatically brings together content from trusted sources, all into one place.



Resources

Categories

General Resources	7
Campaign Materials	3
Young People Resources	19
Victim Resource	2
Parent & Carer Resources	10
Disability Resources	2
Older People Resources	4
Business Resources	7
Policies and Templates	3
Intelligence and Research	9
Steering Group Minutes	1

Most Active Authors



Page 63

All resources categorised by type.



Emma Bulpitt

Resources: 8



Jak Bowers

Resources: 6

Comprehensive resource hub: Members are able to share resources via the resource hub, providing a “one-stop-shop” for cybercrime prevention material and intelligence.

Latest Updates

Newest Resources

Top Resources

Most Downloaded

Filters

 Intel Cyber-threats: Quarter One Report April - June 2015 2015-08-03 CERT-UK, Yesterday at 3:42 PM, Intelligence and Research The current big cyber threats and what UK businesses and organisations need to consider	 0 ratings
 Victim Resource Dealing with identity fraud and identity theft 2015-07-30 ActionFraud, Thursday at 10:09 AM, Victim Resource Advice compiled by ActionFraud	 0 ratings
 Victim Resource What to do if you're a victim of cybercrime 2015-07-30 CyberSafeSurrey, Thursday at 10:03 AM, Victim Resource Advice compiled by Norton	 0 ratings
 Young People Resource Protecting Children On and Offline Conference: Social Media & The Dangers Presentation 2015-07-29 Emma Bulpitt, Wednesday at 12:52 PM, Presentations Social Media & The Dangers presentation delivered by Jonathan Taylor	 1 rating
 Young People Resource Protecting Children	



CyberSafe
Surrey Network

Search...

News & Alerts Resources Network Activity Calendar Search ☰ CyberSafeSur... Inbox Alerts

News & Alerts > Search >



Search Results for Query: porn

[Search Again](#) [Moderator Tools](#)



Advice [Internet porn: top tips for how to respond](#)

Thread

Online porn is everywhere - only a couple of clicks away in the playground or a friend's bedroom. Many older children, as well as some younger...
Thread by: ParentInfo.org, Jul 8, 2015, 0 replies, in forum: [Alerts and Advice](#)



Parent Resource [NSPCC's Guide to Online Porn 2015-06-22](#)

Resource

Children and young people are now able to access porn online very easily. Whether by accident - website popups and misleading links, or because...
Posted By: CyberSafeSurrey, Jun 22, 2015 in category: [Parent & Carer Resources](#)



Advice [Revenge porn helpline](#)

Thread

New helpline offers advice to those affected by revenge porn issues Continue reading...
Thread by: UK Safer Internet Centre, Jun 17, 2015, 0 replies, in forum: [Alerts and Advice](#)

Showing results 1 to 3 of 3

Fully searchable: All content is archived, allowing members to search for current and past information, resources and advice.

News & Alerts > Search >



[Contact Us](#) [Help](#) [Home](#) [Top](#)



Easy Networking: All content is attributable back to the original poster and users can contact each other directly through the website.

[News & Alerts](#)[Resources](#)[Network Activity](#)[Calendar](#)[Search](#)[CyberSafeSur...](#)[Inbox](#)[Alerts](#)[Notable Members](#)[Registered Members](#)[Current Visitors](#)[Recent Activity](#)[News & Alerts](#)[Network Activity](#)[Jak Bowers](#)

Surrey & Sussex Policing Together

Last Activity:	Jul 28, 2015
Joined:	Jun 9, 2015
Messages:	0
Likes Received:	0
Trophy Points:	1
Warning Points:	0
Resources:	6

Jak Bowers

Member



[Report](#) [Ignore](#) [Follow](#) [Moderator Tools](#) ⓘ
Jak Bowers is not following you

Jak Bowers was last seen: Jul 28, 2015

[Profile Posts](#) [Recent Activity](#) [Postings](#) [Information](#) [Resources](#)

About

Organisation: Surrey Police

Interact

Content: [Find all content by Jak Bowers](#)

[Find all threads by Jak Bowers](#)

Conversation: [Start a Conversation](#)

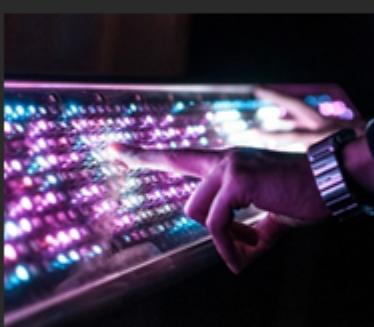
Signature

Job title: Detective Sergeant

Organisation: Surrey Police

CYBERSAFE SURREY NEWSLETTER

The Surrey CyberSafe Network brings together individuals from the police, councils, the third sector, academia and private industry, to work together in order to prevent residents and local businesses becoming victims of cyber-dependent and cyber-enabled crime. This newsletter provides an overview of recent Network activity.



Surrey & Sussex Police Cyber Crime Unit: Keeping safe online and a live hack demonstration

Officers from the Joint Surrey and Sussex Cybercrime Unit will be on hand on Wednesday 2 September at MyHotel (first floor), Jubilee Street, Brighton, as part of the Brighton Digital Festival. Come meet the team and gain an insight into the role of the Cyber Crime Unit and their work across Surrey and Sussex.

[Read More...](#)
ALERT

Home Office fraudulent email warning

The National Fraud Intelligence Bureau (NFIB) is warning the public to be wary of emails that appear to come from the Ministry of Justice or the Home Office because they may infect your computer with the TorrentLocker ransomware.

ALERT

1 in 10 home owners are at risk of ID crime by leaving financial information on their doorstep

Royal Mail have conducted one of the largest studies of home movers in the UK which reveals people are putting themselves at risk of ID crime by not redirecting their mail when they move home.

ALERT

How to stop Android text message virus: Protect Android phone from Stagefright MMS attack

Android security is hitting the headlines this week following a report from cybersecurity firm Zimperium that suggests Android phones can be infected with a picture message, allowing hackers to take complete control of a phone. PCAdvisor.co.uk have put together a quick guide on how to prevent an attack.

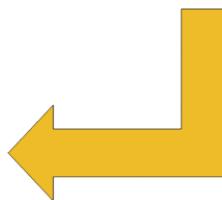
ADVICE

Is Your Business Falling For Any Of The Cyber Security Myths?

According to new research by Cyber Streetwise, small and medium sized companies are putting a third (32%) of their revenue at risk because they are falling for some of the common misconceptions around cyber security, leaving them vulnerable to losing valuable data and suffering both financial and

Newsletters and alerts by email: All members receive regular newsletters, setting out key content from the Network.

Emails can also be sent to specific user groups if there is a need for more targeted messaging.



Subscribe to content: Members can also set up alerts so they receive automatic emails when certain types of content or advice is posted.



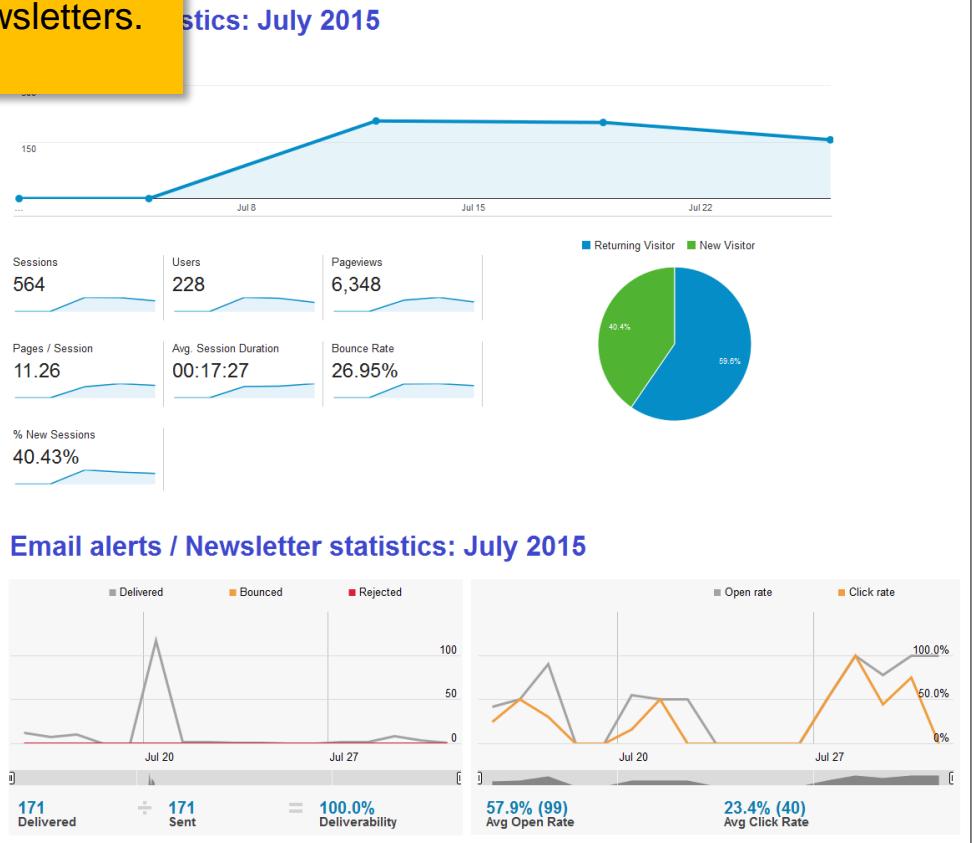
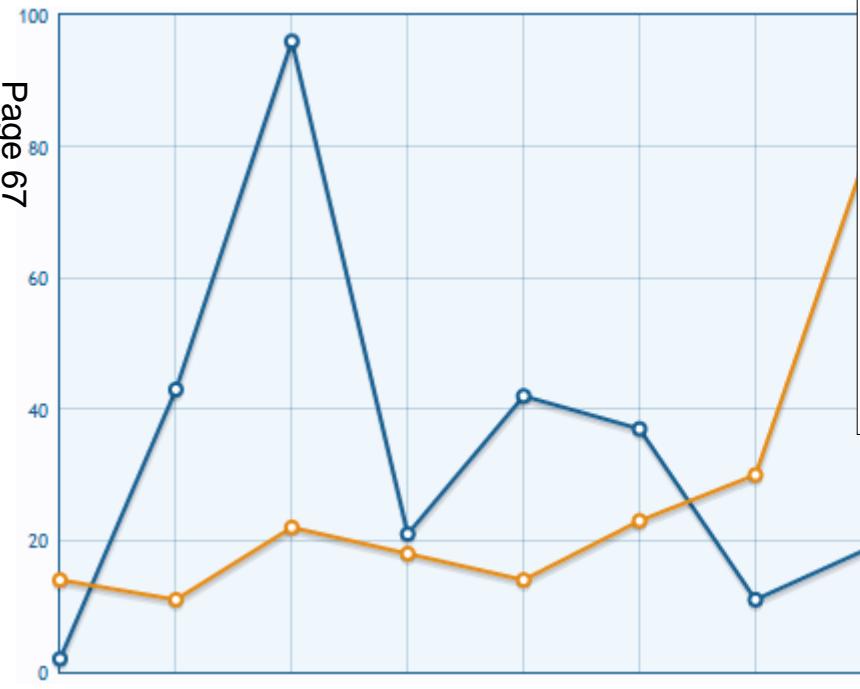
Send notifications for: New resources only New resources and updates Don't send notifications

Send notifications via: Alerts Emails

Include notifications for resources in sub-categories

Analytics: All activity on the Network can be monitored, and the use of a transactional email system allows us to monitor engagement with Network emails and newsletters. We publish Network stats on a monthly basis.

Network statistics: July 2015



[News & Alerts](#)[Add an event](#)

Calendar

Jul

2015

[Submit](#)

Shared calendar: Members are able to view and share upcoming events, allowing greater opportunities to get involved.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1 Scams awareness month – don't be rushed, don't be hushed		2		3 Supporting parents to counter extremist views: a one day conference
6 Launch of the CyberSafe Surrey Network	7	8 SCC E-Safety Conference 'Protecting Children On and Offline'	9	10	11	12

missioner for Surrey, responsible for
ding the Chief Constable to account and
tter to you. Elected in 2012, Kevin pledges

policing in Surrey

inal justice system

e your say about policing

ing up for officers and Surrey Police

possible standard of service from Surrey

ut the Commissioner and their Office team,
u can get involved in helping make our
to live and work.



Latest Video Update

October Update



Office of the Police and Crime
Commissioner for Surrey

surrey-pcc.gov.uk

@SurreyPCC

surreypcc@surrey.police.uk



National Consumer Week 2015
National Trading Standards e-Crime Team (02-11-2015)

[TalkTalk cyber-attack: third person arrested and released on bail](#)
The Guardian (01-11-2015)

[TalkTalk Breach, a reminder of the importance of data security](#)
London Digital Security Centre (30-10-2015)

[How to avoid Invoice Fraud](#)
London Digital Security Centre (30-10-2015)

Embed content in partner websites: Partner organisations can display recent content from the Network on their own website or intranet by simply adding one line of code.

No maintenance is required as the content updates automatically. It is also possible to filter the content displayed, to ensure it is relevant to users. The look and feel of the embedded content can also be modified to match the style of the host website.



**SURREY
POLICE**
*With you, making
Surrey safer*

Surrey Cybercrime Unit

Surrey and Sussex Police operate a joint Cyber Crime Unit based at Haywards Heath police station. Officers from the team are available to provide talks to local community groups wishing to find out more about online safety.

Please email cibersafe@surrey.pnn.police.uk for more information.



Eagle Radio

Eagle Radio have teamed up with the Office of the Police and Crime Commissioner for Surrey to deliver free Online and Social Media Law and Ethics School training in schools.

Please email learning@964eagle.co.uk for more information.



Cyber Champions

Cyber Champions is a not-for-profit organisation delivering an exciting community giveback initiative to promote best practices in digital literacy and online safety awareness to schools, youth organisations and interest groups across the UK.

Please email cyberchampions@ypnglobal.com for more information.



O2 & NSPCC Online Safety Helpline

O2 & NSPCC have set up a free helpline to help you keep children safe online. You can get advice from their experts on anything you're not sure about, including setting up parental controls, help adjusting privacy settings, understanding social networks and concerns about online gaming.

Please call 0808 800 5002 or [click here](#) for more information.



Barclays' Digital Eagles

Barclays' Digital Eagles hold Tea and Teach sessions across the UK. They're free, friendly, and a great way to build your confidence using computers and the internet. You don't have to be a customer to take advantage of the offer.

[Click here](#) to find your nearest Tea and Teach session.



SURREY
COUNTY COUNCIL

Digital Buddies

Surrey County Council run a Digital Buddies scheme, with volunteers providing free support to those interested in learning more about the internet.

For more information please call 0300 200 1001 or [click here](#) for more information.

Signposting of local support options: There exists a plethora of organisations that provide outreach services, although there has historically been little in the way of coordination and it has therefore often been difficult for local partners to identify the most appropriate provider for their needs. Through the signposting hub members now have a clear overview of local support options.

The screenshot shows a mobile device displaying the CyberSafe Surrey Network website. The header features the network's logo with two green leaves and the text "CyberSafe Surrey Network". Below the header, there is a navigation bar with "Network Activity" and a menu icon, followed by the truncated text "CyberSafeSur...". Underneath, there are links for "Current Visitors", "Recent Activity", and a search icon. A breadcrumb navigation shows "News & Alerts" and "Network Activity". The main content area is titled "Recent Activity" and includes a descriptive text about providing an overview of recent activity. It lists two posts: one from "ActionFraud" about a new thread regarding the Carphone Warehouse hack, and another from "ChildNet" about the launch of the Hash List. Both posts include small profile icons and timestamps.

Network Activity CyberSafeSur...

Current Visitors Recent Activity ...

News & Alerts > Network Activity >

Recent Activity

This page provides members with an overview of all recent activity, including new resources, alerts and news. You can find out more by clicking on the links provided.

ActionFraud posted a new thread.
[IMG] Alert Carphone Warehouse hacked, 2.4 million customer details stolen – what to do if you have...
[IMG] The personal details of up to 2.4 million Carphone Warehouse customers have been accessed by hackers and 90,000 credit cards...
Forum: Alerts and Advice
Yesterday at 10:46 AM

ChildNet posted a new thread.
[IMG] IWF launch the Hash List
Partners in the UK Safer Internet Centre, the Internet

Mobile compatible: The Network is compatible with all common smartphones. We have also ensured that the Network works well on older browsers, such as IE8 which is still prevalent in the public sector.

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Surrey Cybercrime Profile 2015/16

1. Background

- 1.1 The local cybercrime profile will be a report that outlines the cybercrime threat within Surrey, helping our partners to better understand the situation and to assist in the development of appropriate local responses.
- 1.2 By beginning to build a picture of how cybercrime affects residents and businesses in Surrey, we can:
 - i. Develop a common understanding among local partners of the threats, vulnerabilities and risks relating to cybercrime
 - ii. Provide an evidence-base for the development of local priorities and strategies
 - iii. Allow for a targeted and proportionate use of resources
 - iv. Support the mainstreaming of cybercrime activity into day-to-day policing, local government and partnership work.
- 1.3 The profile will be distributed via the [CyberSafe Network](#), although as a public document partners will be free to distribute it as they see fit.
- 1.4 Data will be collated from a number of sources, including information held by various local and national organisations such as Action Fraud, Trading Standards and Surrey Police. The profiles will also make use of previous and planned survey data obtained by the Surrey Federation of Small Businesses and the Surrey Chambers of Commerce, plus data captured by Eagle Radio during their programme of work in Surrey schools around online safety.
- 1.5 The above data will be complemented by primary research taking the form of a resident survey run by the OPCC, and with the assistance of the South East Regional Organised Crime Unit we are hoping to conduct this on a regional basis in order to provide a greater sample size.
- 1.6 The document will base its style and structure on similar reports including the [Warwickshire Cybercrime Survey](#), [Serious and Organised Crime Local Profiles](#), and [Problem Orientated Guides](#).
- 1.7 **Section 2 outlines the proposed content and structure of the profile, and members of the CyberSafe Steering Group are invited to provide their comments and suggestions.**

2. Content & Structure

2.1 Executive Summary

- i. Who is this guide for and how can it be used?
- ii. What's the problem/need?
- iii. What were the main findings?¹
- iv. What are the recommendations?

2.2 Background

- i. The UK cyber threat in 2015
- ii. Definition of cybercrime
- iii. The extent of the problem

2.3 Surrey Demographics

- i. Geographical Area
- ii. Population
- iii. Employment, education & business landscape

2.4 Surrey Cybercrime Profile²

- i. Internet usage in Surrey
- ii. Cybercrime types and location
- iii. Fear of cybercrime, victimisation rates and reporting³
- iv. Protection/ Prevention Measures/Internet Security taken by residents and businesses
- v. Perpetrator/Suspect Profiles
- vi. Enablers

2.5 Limitations

- i. Weaknesses of the data and ability to generalise to wider populations i.e. rest of Surrey, regionally, nationally etc.

¹ This will include a snapshot profile of the key findings, that can be used as a separate page, something similar to the Crime and Safety Snapshot created by [Surrey-I](#)

² Case studies will be used throughout.

³ Will have a particular focus on SMEs and young people

- ii. Missing data/gaps in the data

2.6 Recommendations/Future Action

- i. What is currently being done in Surrey and how can it be improved based on the findings
- ii. Where are the gaps in provision (based on the findings)?

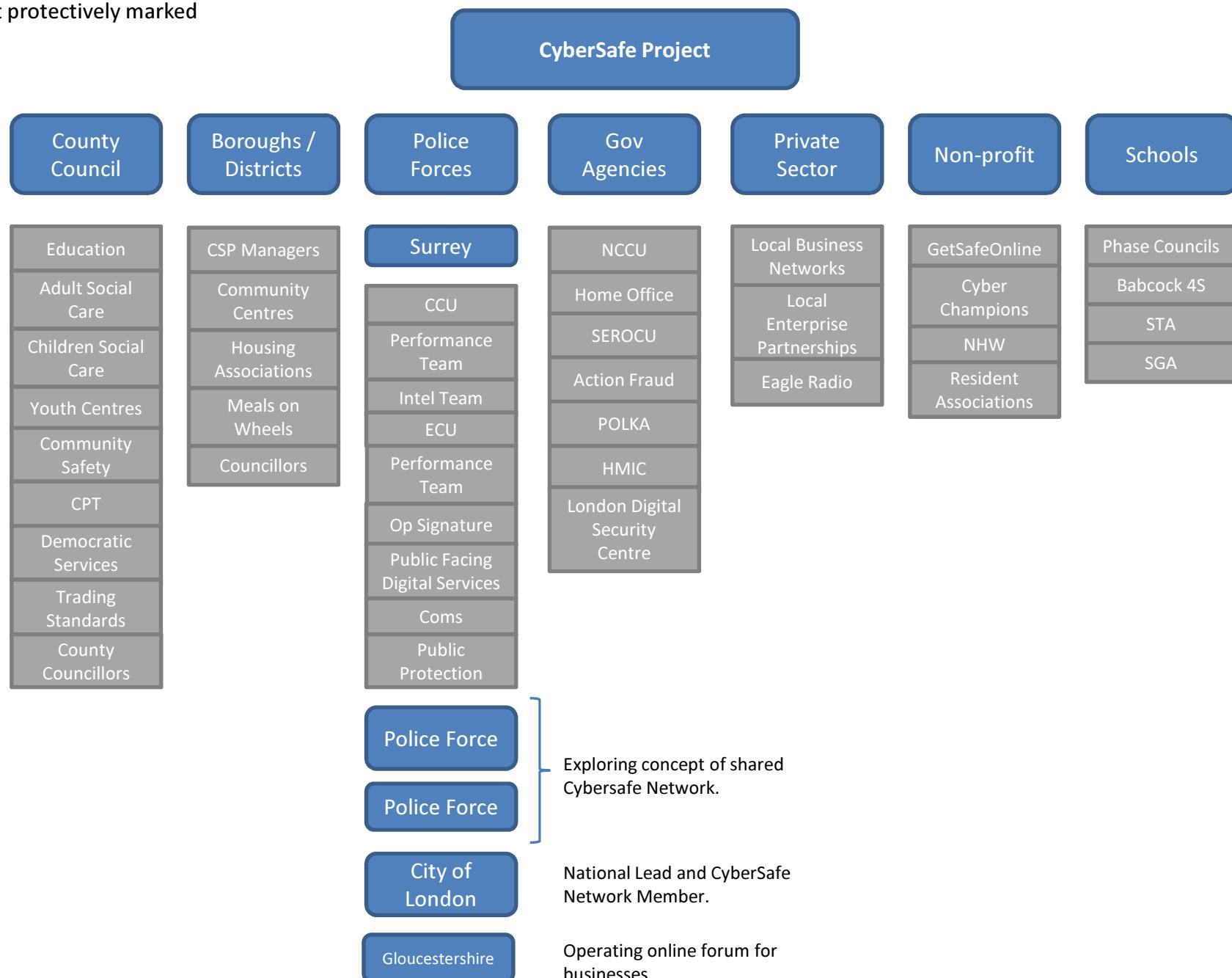
2.7 Glossary

2.8 Useful Links

2.9 Appendix

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SURREY POLICE AND CRIME PANEL

FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE PCC AND CHIEF CONSTABLE

1st December 2015

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 Gordon, PA, OPCC

**TELEPHONE
NUMBER:** 01483 639081

E-MAIL: sarah.gordon@surrey.pnn.police.uk

Bi-Monthly Webcast Management Meeting – 17th September 2015

Agenda items for this meeting were:

- Matters Arising/Minutes of the last meeting – 22nd July 2015
- Surrey Police Progress Against the Six People's Priorities (Standing Item)
- Update on Strategic Policing Requirement

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

- Burglary was following a continued reduction. Violent crime was still increasing but this was largely due to a change in the scrutiny of recording and also the increase of reporting in both current and historic incidents. With regards to CSE (Child Sexual Exploitation) there was more work to be done to understand the problem. Resources in this area had increased and the Force would be reconfiguring the organisation to address the issues further.
- The DCC said that the Force was currently struggling to address the positive outcome rate for violent crime. Whilst the number of offences being positively resolved were increasing this was outweighed by the increase in reporting. Work was in progress to address the issues.
- The detection rate for serious sexual offences had dropped over the past couple of years. An improvement plan had been instigated in Autumn 2014 which had seen a month on month improvement with a 13% increase and a move up the rankings nationally.
- The Force had moved from worst in the country for burglary detection to being in the top ten. The current choices the Force was making about where to focus investigative work, for example CSE, had had a slight impact on the burglary detection rate but the DCC gave reassurance that it was still a significant issue that would maintain Force focus and operational activity. The upcoming campaign, Operation Candlelight, would focus on enforcement.
- The CC stressed that Surrey was not changing the way it deployed to reports of burglary. She needed to move investigative resource but this wouldn't impact on officer attendance. Reports of such incidents would always receive a response. The Force had to make difficult choices about rebalancing resource against a diminishing budget.
- The CC explained that abuse via social media was now recorded as harassment. A number of fraud and deception incidents also occurred through cyber space. The DCC explained that the Force was supporting the DPCC in his Surrey CyberSafe initiative.
- The DPCC asked whether the Force was working with schools and communities to raise awareness of psychoactive substances. The CC said that the Safer Neighbourhood Teams (SNTs) offered reassurance and worked with District and Boroughs in an enforcement capacity. A number of good operations had been carried out in partnership with Surrey Trading Standards.
- The Force was operating with slightly less resource than the same time last year. Part of this was due to the fact that a number of officer annual leave days had to be moved due to the number of operational events that took place in June

- The DCC explained that the Force had struggled previously with answering calls to the non-emergency 101 telephone number within the 60 second target time. One reason for this was the introduction a new computer system, Niche, which required operators to enter more information during a call. Performance had steadily improved to approximately 80% and the DCC was confident that this rate would be maintained.
- The CC explained that victim satisfaction rates had seen some fluctuations. There had been an uplift in ASB satisfaction but a dip in crime satisfaction. The CC wanted to look at the survey that related to these results as the focus on crime types was shifting and the survey may not be focussed in the appropriate areas. The CC proposed the survey should consider victims of domestic abuse over victims of vehicle crime. Representations would be made to the Home Office to this effect.
- ACC Stephens was currently reviewing police attendance at community meetings and how the Force could address attendance in a different way. It was important that officers served the community but their attendance at meetings would need to be based on other priorities and whether there was a significant police issue to be discussed.
- The CC gave an update on the Strategic Policing Requirement (SPR). She explained that the SPR was set by the Home Secretary and reviewed annually and considered the threats and harm to public safety on a national basis. Child sexual abuse was added in March 2015 – this was a challenging area. The Force delivered the SPR against; Capacity and Contribution, Capability, Consistency, Connectivity. All of these were delivered with Sussex and some regionally and some in partnership.

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

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SURREY POLICE AND CRIME PANEL**OFFICE OF THE POLICE AND CRIME COMMISSIONER
MONTH 6 2015/16 FINANCIAL REPORT****1st December 2015****SUMMARY:**

This report is to inform the Police & Crime Panel of the OPCC's financial performance at Month 6 for the 2015/16 financial year. This report compares the expenditure and income incurred and received by the Office of the Police & Crime Commissioner, against the financial budget approved by the PCC in February 2015, as at Month 6 for the financial year 2015/16.

RECOMMENDATIONS

The Police & Crime Panel is invited to note and comment on the financial performance of the Office of the Police & Crime Commissioner for Surrey as at Month 6 for the Financial Year 2015/16.

EQUALITIES & DIVERSITY IMPLICATIONS:

None arising.

Lead Officer: Ian Perkin, Treasurer & Chief Finance Officer

Telephone Number: 01483 638724

E-mail: Perkin11584@surrey.pnn.police.uk

1. Introduction

In terms of budgetary performance up to the end of September (Month 6), I am pleased to report that spending is well within budget and I am confident that I will be able to manage the resources of the Office of the Police & Crime Commissioner within budget throughout the year.

2. Individual Significant Budget Variances

The detail of spending against individual budgets is shown at Appendix A to this report. As you can see there are no particular areas of concern flagged up by this report, with total spending remaining safely within the approved budget. One change to the budget that has taken place since my previous report to the Panel, is that the 2015/16 Ministry of Justice Victim Specialist Support Services Grant has been increased by £47,657 to fund my having assumed from the 1st April this year, the responsibility for commissioning/providing practical support measures to victims previously provided by Victim Support.

Summary of Costs	Budget 15/16	Spend against budget - Period 6	% of budget spent
Police & Crime Commissioner (1 FTE)			
Salary	70,000	35,000	50%
Employers National Insurance	7,580	3,692	49%
Employers Pension Contribution	12,514	6,195	50%
Conference fees	2,580	90	3%
Mobile phone/Blackberry	310	0	0%
Travel & Subsistance	7,450	783	11%
Training	1,530	0	0%
	101,964	45,760	45%
Deputy Police & Crime Commissioner (1 FTE)			
Salary	56,800	27,500	48%
Employers National Insurance	5,420	2,658	49%
Employers Pension Contribution	10,050	4,867	48%
Conference fees	2,580	0	0%
Mobile phone/Blackberry	310	0	0%
Travel & Subsistance	5,600	375	7%
Training Costs	1,530	0	0%
	82,290	35,400	43%
Assistant Police & Crime Commissioner (0.6 FTE)			
Allowance	25,590	11,823	46%
Employers National Insurance	2,050	1,086	53%
Employers Pension Contribution	4,530	2,093	46%
Conference fees	1,000	45	5%
Mobile phone/Blackberry	205	0	0%
Travel & Subsistance	2,630	465	18%
Training	3,060	0	0%
	39,065	15,512	40%
Staff Budget (12.84 FTE)			
Staff Salaries	572,795	246,102	43%
Employers National Insurance	45,825	22,149	48%
Employers Pension Contribution	101,385	40,672	40%
Cyber Crime Employee Costs reimbursed	0	0	0%
Cyber Crime Employee Costs reimbursed	0	0	0%
Conference Fees	7,700	420	5%
Mobile phone/Blackberry	1,655	0	0%
Travel & Subsistance	14,149	3,533	25%
Training Costs	6,600	980	15%
	750,109	313,856	42%
PCC Roles			
Communication	51,000	5,541	11%
Consultation	30,600	2,147	7%
Community Safety Fund Grant	690,920	124,062	18%
Cyber Crime project costs	0	217	0%
Cyber Crime costs reimbursed	0	0	0%
Independent Custody Visitor Scheme	10,370	6,520	63%
Consultancy	60,740	50,295	83%
ACPO Recruitment	15,600	0	0%
Hire of Rooms & Halls	6,760	1,166	17%
Legal Fees	52,020	25,899	50%
	918,010	215,847	24%
Memberships / Subscriptions			
Association of Police & Crime Commissioners	25,500	19,750	77%
Other Memberships/subscriptions	7,800	5,181	66%
	33,300	24,931	75%
Office Running Costs			
Rent	28,090	14,046	50%
Rates	4,800	2,400	50%
Gas	1,070	534	50%
Electricity	1,150	576	50%
Water & Sewage	204	102	50%
Property Maintenance	4,370	2,184	50%
Premises Cleaning & Materials	1,760	882	50%
Advertising	7,100	0	0%
Adaptations & Redecoration	3,120	1,560	50%
Furniture, Equipment & Repair	3,620	285	8%
Photocopying	4,210	1,034	25%
Postage	1,530	396	26%
Printing	3,080	30	1%
Stationery	2,040	483	24%
Books, Maps & Reading Materials	1,040	141	14%
Recruitment costs	12,480	1,415	11%
Catering	2,060	305	15%
Computer Equipment & Consumables	5,450	881	16%
	87,174	27,254	31%
Audit/Independent Member Costs			
Internal Audit	51,000	52,392	103%
External Audit	56,100	38,707	69%
Audit Committee Member Costs	5,600	625	11%
Independent Member Costs	4,100	1,503	37%
	116,800	93,227	80%
Victims			
Victims Specialist Support Services Grant & RJ	868,587	496,251	57%
Victim Support Services Contract	407,980	101,992	25%
Travel & Subsistance	0	589	
Contribution to Regional Contract Manger Costs	0	1,922	
	1,276,567	600,754	47%
Total	3,405,279	1,372,541	40%

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SURREY POLICE AND CRIME PANEL

SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH 6 FINANCIAL YEAR 2015/16

1st December 2015

SUMMARY

The purpose of this report is to inform the Police & Crime Panel of the Surrey Police Group (i.e. Finances of both the PCC and Chief Constable) financial position up to Month 6 (September) for the 2015/16 financial year.

This report compares the expenditure and income incurred by both Surrey Police and the Office of the Surrey Police & Crime Commissioner, against the financial plan approved by the Police & Crime Commissioner in January 2015 for the financial year 2015/16, together with other relevant financial information.

RECOMMENDATIONS

The Police & Crime Panel is invited to note and comment on the Surrey Police Group Financial Report for Month 6 (September) 2015/16.

EQUALITIES & DIVERSITY IMPLICATIONS:

None arising.

Lead Officer: Ian Perkin, Treasurer & Chief Finance Officer

Telephone Number: 01483 638724

E-mail: Perkin11584@surrey.pnn.police.uk

1. Introduction

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1.1. The revenue out-turn position based on the information available at the end of Month 6 (September) is an under spend of £7.382 million, well within the approved revenue budget, although the year-end forecast is for a reduced under spend of £ 2.005 million. This situation has been partly caused by recruitment of Police Officers falling below target in the earlier part of the financial year. As the year progresses the impact of the Force having initiated a large recruitment drive will see expenditure increase with the current underspend on payroll costs of £3.575 million projected to decrease to an underspend of £2.446 million.

1.2. The net capital budget for the year has been set at £12.6m, which includes a £2.5m carry forward from 2014/15, in addition the total available capital has increased by £1.051million from a combination of additional capital grant income and revenue to capital transfers making a total capital budget of £13.714million. Committed expenditure to date of £4.5m remains well within budget.

2. Individual Significant Revenue Budget Variances

2.1. Detailed at Appendix A is a table that provides the Force and PCC budget, split by function, together with other relevant financial information.

2.2. North Division: Currently underspent by £647k, the forecast under-spend at the year-end is expected to increase to £1.2m and is derived from a lower number of police officer than planned saving £1.0m against budget and about £0.2 million being saved on vacant PCSO and IO posts.

2.3. East Division: Underspent by £475k at month 6, the year-end forecast is for an increased under-spend of £1.0m derived from Police Officer vacancies £0.8m and £0.2m on police staff pay arising from 20 vacancies across the division, including PCSO's, Investigative Officers' and Neighbourhood and CID admin staff.

2.4 West Division: The underspending at month 6 amounts to £726k and is expected to increase to almost a £1.7m underspend by the year-end. This position again arises from Police Officer vacancies £1.3m and police staff vacancies of over £0.4m.

2.5 Specialist Crime Non Collaborated: The current month 6 underspend is £620k. Police Officer salary under-spend of £0.4m, a police staff under spend of £1.3m and a transport under spend of £0.2m, countered by a projected police officer overtime over spend of £0.3m, an over spend in supplies and services (where digital forensics demand requires greater investment) of £0.1m and a drive to raise investigative standards, (Operation Sherborne) via agency staff, is forecast to maintain the current level of underspend through to the end of the financial year expected out-turn of £635K.

2.6 Specialist Crime Collaboration: At month 6 overspent by £327k due to Police Officer vacancies, the end of year forecast is for a reduction in the underspend to £246k.

2.7 Operations Collaborated: Currently underspent at month 6 by £590k this level of underspend is forecast to be maintained to the year-end.

2.8 Operations Non Collaborated: Underspent by £832k at month 6 the main non collaborative departments that form this side of the Operations Command include the Safety Camera Partnership, Protection Group and charges relating to Gatwick reclaimed from Sussex. There are also overtime costs and mutual aid income that relate to Surrey only operations, such as the Epsom Derby and Magna Carta event. The year-end forecast is for a reduced under spend of £0.5m which is net of over-spends on police officer pay, police officer overtime, police staff pay and supplies & services all covered by an excess of income recovered.

2.9 Criminal Justice: Currently underspent by £224k this budget is expected to overspend at the year-end by £782k due to police officer salary over spending in respect of Custody Constables and Inspectors following the death in custody operation.

2.10 Contact & Deployment: Overspent at month 6 by £80k, the overspend is expected to rise during the remainder of the year to a total overspend of £650k. The police staff budget is expected to overspend by £0.1m, whilst over spend on Police Officer pay of £0.6m is forecast. Of this overspend £0.4m relates to PCs seconded into the Hear and Solve project. The remaining balance relates to the unfunded Ch/Inspector, Inspector and Sergeant Posts employed to cover projects within the command. The Blue light project is incorporated in these figures and the expenditure incurred on this project is matched by grant funding.

2.11 ACPO: At month 6 this budget heading shows an overspend of £504k. The year-end forecast is for the overspend to reduce to £114k. This budget includes the JESIP and Op Heather expenditure both of which are recoverable, the former from the Home Office the latter from a specific reserve. The underlying over spend is due to the staff office remaining over establishment.

2.12 DCC (Communications & Service Quality): This budget is underspent by £284k at month 6. With vacancies in the department this level of underspend is likely to continue to the year-end.

2.13 Force Improvement: At month six this budget shows an overspend of £79k, by the year-end the forecast is for an over spend of £0.9m. The Force savings plan and cost of implementing change are recorded in this cost centre as well as the central change team. As such the variance represents the savings not taken from departments yet as a result of the outcome of Policing Together and Support Services reviews.

2.14 Shared Business Services: Currently showing an underspend of £128k at month 6, the underspend is forecast to increase to £215k by the year-end, chiefly as a result of staff vacancies being held open during the restructure of this department.

2.16 ICT: This budget is overspent by £368k at month 6, an overspending which is forecast to reduce to £30k by the year-end. Staffing costs are underspent by £0.8m, but this is offset by agency spending of £0.5m related to contractors and finder's fees paid to recruitment search firms. There is an over spend in Supplies of £0.4m arising from set up costs for the Data Centre.

2.17 Finance and Services Non Collaborated: Currently underspent by £1.567m at month 6, the year-end forecast is for an overspend of £536k. This overspend is expected to arise as a result of the costs of moving the teams in Camberley (POLIT and DFT) to HQ and from an under recovery of overheads by the Joint Transport Department.

2.18 Human Resources: At month 6 this budget is underspent by £1.185m. The forecast to the year-end is for an overspend of £863k. The reason for this change in the second part of the year is that because of the high number of planned intakes, probationary Police Constable costs will be charged to HR up to the time their training is complete and they can be moved out on to the Divisions.

2.19 Corporate: The position at month 6 on this budget is an underspend of £728k. The year-end forecast is for an overspend of £749k, the increase in expenditure being primarily driven by the intended acquisition by the Force of Body Worn Video Cameras.

3. Capital Position

3.1. The total approved capital programme for 2015/16 is £13.7 million and detail of the programme is provided in Appendix B.

3.2. The significant capital projects are IT and Fleet replacement schemes, Digital Audio Interviewing Equipment, ERP upgrade, new desktop project, Air-conditioning, OPR Estate restructure and the CC6 Telephony scheme.

3.3. Capital expenditure up to month 6 is £2.7 million, with a further £1.8 million being committed in terms of issued orders.

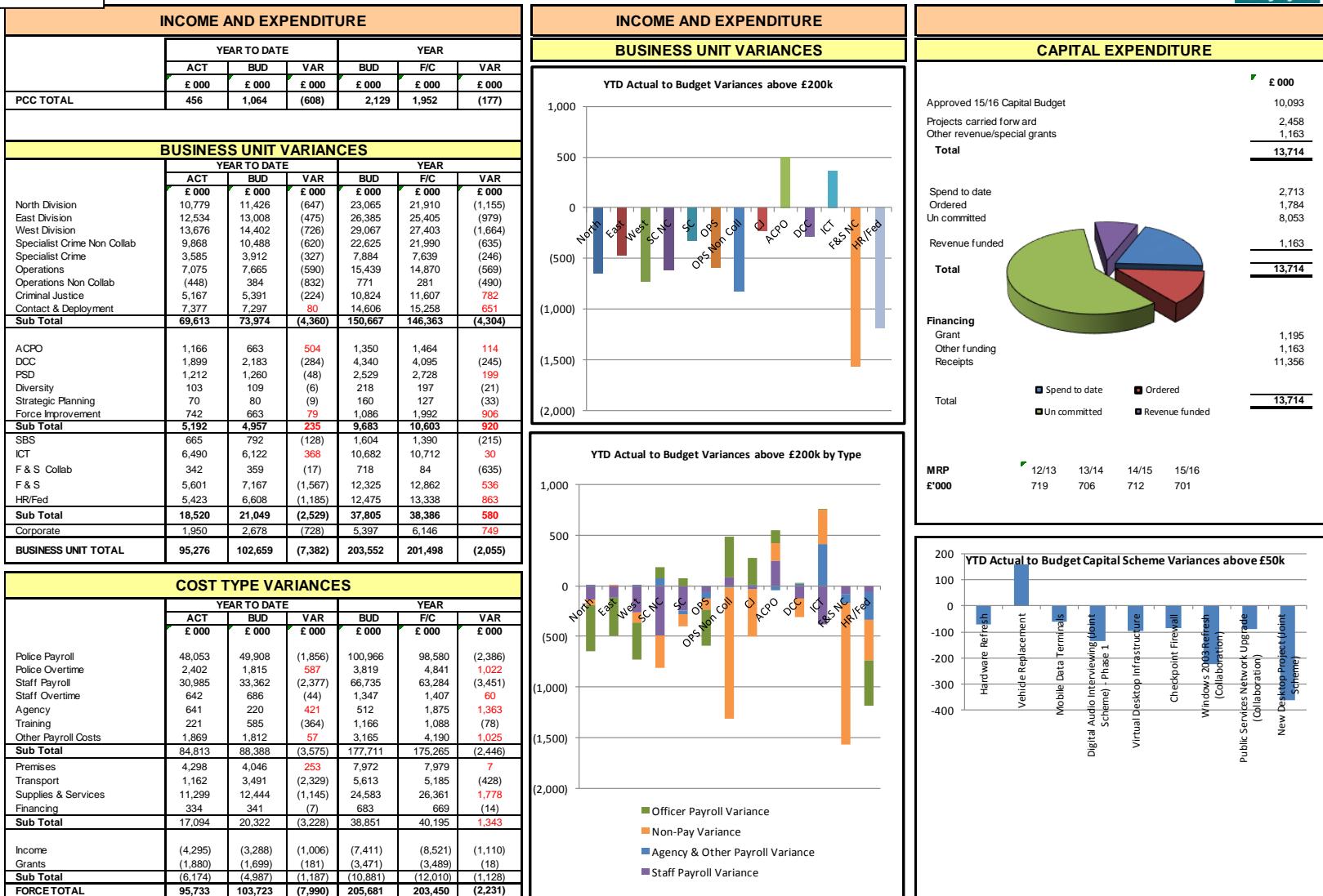
3.4. Funding for the 2015/16 capital programme derives from; Home Office Grants £1.2m and Capital Receipts £11.4m and Other Funding (Revenue Contributions/Special Grants) £1.1m.

4. Summary

The Month 6 figures show that Surrey Police remains on target to achieve a year-end out-turn that is within the budgetary target set by the Police & Crime Commissioner in January of this year for both the revenue and capital budgets, with the current and projected under spending giving the Police & Crime Commissioner some scope for increased expenditure during the second half of the year.

APPENDIX A

FINANCIAL OVERVIEW AS AT SEPTEMBER 2015



APPENDIX B

	Strand	Prior Year Re-Phasing C/f	Current Year Budget 2015/16	Total 15-16 Budget	Rev Cont / Special Grants	Profiled Budget Apr-15-Sep-15	Actual Spend YTD Apr-15-Sep-15	Profiled Budget YTD Variance	Full Year Budget YTD Variance	O/S Orders	Actual Spend YTD plus O/S Orders	Bal of Year Forecast Oct-15-Mar-16	Full Year Forecast	Forecast to	Estimated Scheme Slippage into 2016/17	% Spend	
ICT Infrastructure Renewal / Business Continuity																	
Hardware Refresh	CIO	0	200,000	200,000	106,357	206,357	136,598	(69,759)	(169,759)	542	137,140	143,019	279,617	(26,740)	0	50.24	
Laptop Replacement Programme	CIO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Accruals / Force Spend	CIO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Networks / Cabling	CIO	0	75,000	75,000	0	0	0	0	(75,000)	3,796	3,796	3,796	3,796	(71,204)	(71,204)	0.00	
IP Phones	CIO	0	0	0	0	0	2,308	2,308	2,308	8,300	10,608	8,300	10,608	10,608	0	0	
IT Peripherals - Printers	CIO	0	0	0	0	0	12,007	12,007	12,007	0	12,007	0	12,007	12,007	0	0	
HOMA	CIO	0	800,000	800,000	665,000	666,480	1,480	(133,520)	300	666,780	300	666,780	(133,220)	0	83.31		
HTCU/POLIT	CIO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ICCS	CIO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Planned Server Replacement	CIO	0	0	0	0	0	0	0	0	195	195	195	195	195	0	0	
Hardware - Firewalls	CIO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ICT Improvements	CIO	0	0	0	0	0	3,000	3,000	3,000	930	3,930	930	3,930	3,930	0	0	
Project Support Costs	CIO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Web Proxy Renewal	CIO	0	57,000	57,000	0	0	0	0	(57,000)	0	0	0	0	(57,000)	(57,000)	0.00	
DMZ Link	CIO	0	50,000	50,000	0	0	0	0	(50,000)	0	0	0	0	(50,000)	(50,000)	0.00	
Wi Fi Upgrades	CIO	0	50,000	50,000	0	0	0	0	(50,000)	0	0	50,000	50,000	0	0	0.00	
Sub-Total			0	1,232,000	1,232,000	106,357	871,357	820,393	(50,964)	(517,964)	14,063	834,456	206,540	1,026,933	(311,424)	(178,204)	61.30
Fleet Annual Replacement Schemes																	
Vehicle Replacement	JTS	(47,845)	2,235,000	2,187,155	5,887	786,887	947,319	160,432	(1,245,723)	1,034,458	1,981,777	1,245,723	2,193,042	(0)	0	43.20	
Specific Capital Schemes																	
Unallocated - Budget Only		0	2,068,476	2,068,476	0	0	0	(2,068,476)	0	0	0	2,068,476	2,068,476	0	0	0	
ANPR Countywide - Fixed Sites	ACC Op	0	0	0	3,274	3,274	4,190	916	916	3,920	8,110	3,920	8,110	4,836	0	127.96	
Mobile Data Terminals	ACC LP	16,686	241,000	257,686	585,814	176,611	115,006	(61,605)	(728,494)	58,961	173,967	728,494	843,500	(0)	0	13.63	
Enabling Neighbourhood Policing Bases	ACC LP	7,049	0	7,049	0	0	0	(7,049)	(7,049)	7,049	7,049	7,049	0	0	0	0.00	
Digital Audio Interviewing (Joint Scheme) - Phase 1	ACC LP	553,716	(5,069)	548,647	42,000	590,647	456,502	(134,145)	(134,145)	11,795	468,297	134,145	590,647	(0)	0	77.29	
OPR Estate Restructure	ACO	158,434	200,000	358,434	0	0	3,242	3,242	(355,192)	157,374	160,616	169,758	173,000	(185,434)	(185,434)	0.90	
E-Business TO BE CLOSED (Refer to scheme 6434)	ACC LP	0	0	0	0	0	(661)	(661)	(661)	0	(661)	0	(661)	0	0	0	
Police National Database	DCC	27,668	0	27,668	0	0	0	0	(27,668)	0	0	27,668	27,668	0	0	0.00	
Reigate Custody Refurbishment	ACO	250,000	0	250,000	0	0	0	(250,000)	0	0	0	20,000	20,000	(230,000)	(230,000)	0.00	
ICAD Upgrade	ACC LP	82,114	0	82,114	0	0	46,443	46,443	(35,671)	0	46,443	35,671	82,114	0	0	56.56	
CHC Voice Recording	ACC LP	98,000	0	98,000	0	0	0	(98,000)	98,982	98,982	98,982	98,982	98,982	98,982	98,982	0.00	
Information Architecture	CIO	207,500	0	207,500	0	0	49,697	49,697	(157,803)	0	49,697	157,803	207,500	0	0	23.95	
Virtual Desktop Infrastructure	CIO	0	0	0	223,302	111,651	15,150	(96,501)	(208,152)	197,562	212,712	208,152	223,302	0	0	6.78	
Apex application Migration	CIO	74,375	0	74,375	0	0	4,636	4,636	(69,739)	0	4,636	69,739	74,375	(0)	0	6.23	
Checkpoint Firewall	CIO	0	0	0	140,346	70,173	(16,580)	(86,753)	(156,926)	0	(16,580)	138,580	122,000	(18,346)	0	-11.81	
Apollo Infrastrucure	ACC SC	25,000	0	25,000	0	2,500	2,190	(310)	(22,810)	0	2,190	22,810	25,000	0	0	8.76	
Property Centralisation - Chertsey	ACC LP	0	0	0	6,473	6,473	6,473	0	0	0	6,473	0	6,473	0	0	0.00	
Cyber Crime	ACC SC	64,042	0	64,042	0	0	0	0	(64,042)	0	0	64,042	64,042	0	0	0.00	
iBASE	ACC SC	100,000	(100,000)	0	0	0	0	0	0	0	0	0	0	0	0	0.00	
Contact and Deployment Telephony (CC6)	ACC LP	711,457	(156,145)	555,312	266,255	259,492	(6,763)	(295,820)	199,936	459,428	295,820	555,312	0	0	46.73		
Reigate Parking Improvements	ACC LP	75,000	0	75,000	0	0	0	(75,000)	0	0	20,000	20,000	(55,000)	(55,000)	0.00		
Windows 2003 Refresh (Collaboration)	CIO	113,000	338,000	451,000	0	225,500	0	(225,500)	(451,000)	0	0	451,000	451,000	0	0	0.00	
Public Services Network Upgrade (Collaboration)	CIO	23,000	158,000	181,000	0	90,500	0	(90,500)	(181,000)	0	0	181,000	181,000	0	0	0.00	
Gazetteer	CIO	18,481	0	18,481	0	0	0	(18,481)	0	0	0	18,481	18,481	0	0	0.00	
IL4 Refresh (Collaboration)	CIO	0	68,000	68,000	0	22,668	0	(22,668)	(68,000)	0	0	68,000	68,000	0	0	0.00	
ICCS (Collaboration)	CIO	0	45,000	45,000	0	0	0	(45,000)	0	0	0	0	0	(45,000)	(45,000)	0.00	
Air Conditioning	ACO	0	450,000	450,000	0	15,000	0	(15,000)	(450,000)	0	0	310,000	310,000	(140,000)	(140,000)	0.00	
Shared Data Warehouse (Collaboration)	CIO	0	225,000	225,000	0	0	0	(225,000)	0	0	0	225,000	225,000	0	0	0.00	
ERP Enterprise Resource PLanning (Collaboration)	ACO	0	1,800,000	1,800,000	0	0	0	(1,800,000)	0	0	0	1,800,000	1,800,000	0	0	0.00	
CAID (Joint Scheme)	ACC SC	0	52,000	52,000	0	0	0	(52,000)	0	0	0	52,000	52,000	0	0	0.00	
Public Facing Digital Services	ACC LP	0	188,000	188,000	50,000	0	0	(238,000)	0	0	0	138,000	138,000	(100,000)	0	0.00	
Monitoring of Applications (Joint Scheme)	CIO	0	181,000	181,000	0	0	0	(181,000)	0	0	0	181,000	181,000	0	0	0.00	
New Desktop Project (Joint Scheme)	CIO	0	723,000	723,000	0	361,500	0	(361,500)	(723,000)	0	0	0	723,000	723,000	0	0	0.00
POLIT and DFT Relocation	ACO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	
Former Section House Scheme	ACO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	
Intelligence and Tasking Review	ACC SC	0	50,000	50,000	0	0	0	(50,000)	0	0	0	50,000	50,000	0	0	0.00	
Specific Capital Schemes Sub-Total			2,605,522	6,526,262	9,131,784	1,051,209	1,949,801	945,779	(1,004,022)	(9,237,214)	735,579	1,681,359	8,468,590	9,414,369	(768,624)	(655,434)	
Totals			2,557,677	9,993,262	12,550,939	1,163,453	3,608,045	2,713,491	(894,554)	(11,000,901)	1,784,101	4,497,592	9,920,853	12,634,344	(1,080,048)	(833,638)	

SURREY POLICE AND CRIME PANEL

DEPUTY AND ASSISTANT POLICE & CRIME COMMISSIONERS' OBJECTIVES AND PERFORMANCE REVIEW 1st December 2015

SUMMARY

The Panel has requested details of how the Deputy Police & Crime Commissioner, the Assistant PCC for Victims and the PCC's consultant advisor on Equality and Diversity are performing against the criteria set for them upon appointment.

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

RECOMMENDATION

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

EQUALITIES AND DIVERSITY IMPLICATIONS

None arising.

LEAD OFFICER: Johanna Burne, Senior Policy Officer, OPCC

TELEPHONE NUMBER: 01483 630 200

E-MAIL: Johanna.burne@surrey.pnn.police.uk

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Deputy Police & Crime Commissioner Objectives for 2015/2016 and Progress as at December 2015

The PCC holds regular meetings with the Deputy PCC. The following strategic objectives have been set for the Deputy PCC for the year 2015/16.

Objective	Key actions	Progress as at December 2015	Outcomes
<p>To support the PCC in delivering an efficient and effective police service for Surrey, obtaining best value for money and holding the Chief Constable to account for delivery of the Police & Crime Plan within the budget set for Surrey Police</p>	<ul style="list-style-type: none"> • Keeping key Force change programmes (e.g. estates, Policing in your Neighbourhood, Local Serious and Organised Crime Partnerships) under review • Attending regular management meetings with the Chief Constable to assess performance and budgetary information • Ensuring the PCC is aware of the views of the public, partners, businesses and victims of crime when discharging his key functions • Takes personal responsibility for Crime Prevention relating to Digital/Cyber crime in Surrey 	<p>Takes a personal and active interest in the current programmes. Visits each borough/District Office on a regular basis to ensure up to date knowledge of implications of change and encourages feedback from operational staff.</p> <p>Regularly meets with PCC and updates, discusses and debates challenges and opportunities facing partners and contractors.</p> <p>Maintains contemporaneous knowledge and understanding of Force Budget, Current Spends and variations in Medium Term Financial Planning throughout the year.</p> <p>Regularly meets external Community Groups, Residents Associations, Neighbourhood Watch Groups, Business Leaders i.e. Federation of Small Businesses, Chamber of Commerce, Representatives of Universities</p> <p>Leads CyberSafeSurrey Group - A multi-Agency Partnership aimed at preventing cyber and cyber-enabled/Digital crime in Surrey. The Partnership now has a unique website: www.cybersafesurrey.org which is managed by the OPCC and aimed at community and business representatives, leading the way with preventative and educational information. Cybersafe has now launched and is about to carry out a survey of residents' views on cyber crime.</p>	<p>Helps fulfil the statutory requirement that the OPCC scrutinises the performance of the Force.</p> <p>The ambition is to reduce the likelihood that residents and businesses in Surrey will become victims of Digital/Cyber-enabled and Cyber-dependent crime.</p>

Objective	Key actions	Progress as at December 2015	Outcomes
<p>To develop strong working relationships with relevant partners to facilitate the delivery of the Police & Crime Plan and, in particular, ensure the PCC is able to fulfil his remit in respect of community safety and criminal justice activity</p>	<ul style="list-style-type: none"> • Represent the PCC or attend in his absence at partnership meetings, e.g. Surrey Leaders, Community & Public Safety Board etc • Work with the PCC to set up Local Policing Boards/Summits in each borough and district • Build links with Local Criminal Justice Board colleagues • Ensure that the PCC is fully prepared to commission services, particularly services for victims for 2014. • Manages the Community Safety Fund 	<p>Actively involved with multitude of partners across and beyond the County. Personal involvement in Criminal Justice Partnership Board, Transforming Justice, Youth Justice, Dep. Chair of DriveSmart, and a number of other external Agencies and Organisations. Is a Governor of Surrey and Borders Mental Health Trust, ensuring Policing and Community Safety voice is heard.</p> <p>Attends Surrey/Sussex LCJPB, acting as stand-in Chair as necessary. Ensures board holds others to account. Leads debate on how the service responds to challenge- i.e cybercrime and how it will develop</p> <p>Thus far since the PCC Election in 2012 the OPCC has grant funded £1.5million towards community based projects in Surrey. Currently seeking to work collaboratively with the Office of the high Sheriff to jointly fund projects across the county.</p>	<p>Ensures that the PCC is represented across various partnerships.</p>

Objective	Key actions	Progress as at December 2015	Outcomes
Work with the PCC to ensure Surrey's voice is represented at a national level	<ul style="list-style-type: none"> • Work with PCC staff colleagues to feed into the Government's review of the police funding formula. • Seek opportunities to lobby on key issues with partners, e.g. local authority leaders. • Attend meetings of the Association of Police & Crime Commissioners. • Takes part in media interviews discussing topics of local relevance 	<p>Continually raises the issues publicly, nationally via social media and other opportunities such a press and media interviews</p> <p>Keeps abreast of local and national media and continually assesses risk and opportunity to get involved in local/national debate. Continually involved in social media.</p> <p>Regularly attends meetings, representing OPCC and personally involved in strategic debate</p>	Helps the PCC discharge his duties to engage and consult with residents on the issues that matter to them.

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Assistant Police & Crime Commissioner (Victims) Jane Anderson - Objectives for 2015/16 as at December 2015

Objective	Key actions	Progress as at December 2015	Outcomes – overall to ensure victim's voice is heard
<p>Support the Police and Crime Commissioner in delivering his promise to '<i>put victims at the centre of the criminal justice system</i>' and to ensure that '<i>victims will be given a quality service from reporting a crime to giving evidence</i>'</p>	<ul style="list-style-type: none"> • Talking to victims at all stages of the criminal justice process to hear first-hand their experiences of the system • Attendance at relevant governance/strategic boards held by Surrey Police and partners (including Surrey County Council and other Criminal Justice organisations) to ensure the victim's perspective is represented 	<ul style="list-style-type: none"> • Met with disabled rape victim at request of Independent Sexual Violence Advisor • Meeting with second group of rape victims organised by RASASC and scheduled for 20 November • Started project to gather feedback from young victims of crime post trial in interviews with them and their parents • Attended Special Domestic Violence Court meeting • Represented OPCC at Child Sexual Exploitation strategy group • Co-chair at first meeting of Victim and Witnesses Group (a sub group of the SCJP whose function is to assess treatment of vulnerable victims by the CJS) • Attended all 4 of the PCC's Public Protection and PIYN scrutiny meetings with the Chief Constable 	<ul style="list-style-type: none"> • Facilitated review of disabled victim's case by police • Report will be circulated to police following meeting – currently discussing how to ensure learning is systematically disseminated amongst front line officers • First four interviews in project completed and written up: circulation of report will take place once more feedback has been received • Ensured any concerns of DA outreach workers regarding court experience are fed into wider assessment of public protection • Currently looking at how qualitative feedback from vulnerable victims can be obtained to complement force surveys • Chief Constable agreed on new handling procedure of complaints from rape victims • Force action plan to involve RASASC and other outreach agencies in training



<p>Advise the PCC on future commissioning of victim services and advise on funding provisions required for supporting victims</p> <p>Oversee the Victims Fund and chair the board which assesses applications</p>	<ul style="list-style-type: none"> • Offer advice and experience from the victims perspective to inform the PCC's strategy • Commission suitable support services for victims • Help existing support services to grow and develop to meet existing and emerging needs • Ensure spending is effective 	<ul style="list-style-type: none"> • Panel meeting to discuss applications • Various meetings to assess possible support needed for CSE 	<ul style="list-style-type: none"> • Application for 2 WISE workers (to work with young people), a CSE case manager and a CSE partnerships manager now received and approved; location and management agreed ; recruitment to start in next month • Overall balance of projects we are funding reviewed and future sustainability assessed. Agreed that focus should be on domestic abuse and sexual assault.
<p>Champion victims' interests with the judiciary and other partners</p>	<ul style="list-style-type: none"> • Forging links with the courts and judiciary in Surrey. • Ensuring victims are appropriately supported at court 	<p>Meetings and discussions to assess proposed new service to be provided by Citizens Advice for vulnerable victims at court and how it will affect Young Witness Service</p>	<ul style="list-style-type: none"> • Decision made to stop funding YWS from April because new CA service will effectively replace it. Monitoring developments very closely to ensure there is no drop in support for young victims
<p>Ensure that projects such as Restorative Justice and Transforming Justice meet the needs of victims</p>	<p>Help shape an appropriate Restorative Justice strategy for Surrey Contribute to the project on Transforming Justice</p>	<ul style="list-style-type: none"> • Outcome from initial grant to Surrey County Council to develop RJ disappointing. No workable process appears to have been developed and there is little evidence of demand from victims. • Project on Transforming Justice currently looking to focus on women offenders (Alison Bolton is attending meetings) 	<ul style="list-style-type: none"> • Youth Restorative Interventions currently provide very effective restorative justice in Surrey and will continue to do so under PIYN. • Future emphasis likely to be on diverting women from the CJS under Transforming Justice rather than on further RJ schemes

Shiraz Mirza - Objectives for 2015/16 and Progress as at December 2015

Background

Shiraz Mirza, Director of Surrey Partnership Limited, is the key advisor to help the PCC reach out to communities who have historically been 'harder to reach' and to help the PCC build a network of stakeholders from minority groups. It is important that the PCC is able to undertake his role as a bridge between the police and the public of Surrey and the Mr Mirza is instrumental in achieving this aim. The value of the Assistant PCC's role lies in breaking down barriers with minority groups and providing a voice for those who would not normally engage with the police or wider criminal justice system.

Objective	Key actions	Progress as at December 2015	Outcomes
Support the Police and Crime Commissioner (PCC) in delivering the priorities set out in the Police & Crime Plan for Surrey, with a particular focus on issues affecting minority groups	<ul style="list-style-type: none">• Attendance at Independent Advisory Group meetings (IAG). The IAG promotes community confidence, acting as a 'critical friend' to the Force in relation to major or critical incidents and in relation to policy and strategy• Meetings with staff groups• Taking a political lead on the enforcement project	<ul style="list-style-type: none">• Continued engagement with isolated ethnic minority communities including meeting with Islamic communities in Surrey (Woking, Epsom, Camberley)• Shiraz has been contacted personally by victims of crime and has given reassurance that communities can contact the police with regard to their issues. Has met with a resident who has been a victim of harassment from neighbours in the Epsom borough.• Shiraz has been meeting neighbourhood inspectors monthly and has recently met with officer Nolan Heather to discuss child grooming and drug abuse problems within the Woking borough.	<ul style="list-style-type: none">• Ensuring that the OPCC and Surrey Police have an understanding of current issues being faced by minority communities• Increased confidence in those individuals, and in turn their communities, to report crime.• Increased awareness of local issues through conversation with Nolan Heather.• My regular meetings with diverse communities has impacted beneficially upon the people we serve creating an enhanced understanding of the work we do.



Objective	Key actions	Progress as at December 2015	Outcomes
<p>Champion the interests of minority and hard to reach groups in Surrey, ensuring that they receive an excellent service from Surrey Police and other criminal justice partners</p>	<ul style="list-style-type: none"> • Enable and facilitate meetings with police and BME groups. • Ensure the PCC reaches and engages with BME groups. • Champions good practice. • Challenges the force on its recording and detection of hate crime. 	<ul style="list-style-type: none"> • Liaison with a youth centre in Mole Valley with regard to current issues they are facing. Setting up further meeting with the PCC. • Involvement and liaison of key figures such as Dorothy Ross-Tomlin/ Brian Cross/ Beryl Hunwicks • Met with Cllr Jahangir Haqq of Mole Valley Borough Council pertaining to issues in the Bangali community • Met with Cllr Rizwan Shah and visited Al Asr mosque (with Kevin Hurley) to develop a stronger relationship with Shia youth through a Q and A. • Met with Cllr Ilyas Raja of Woking Borough Council to discuss issues pertaining to the youth centre situated in his ward. • Met with Dr Nabil Mustapha from Elmbridge Multifaith forum 	<ul style="list-style-type: none"> • Close working with Councillor Cooksey with regards to Mole Valley issues. • Involvement with councillors has facilitated the move of Woking Youth centre to Maulbury Youth Centre in the interim. • Since the meeting with Councillor Hagg, regular meetings have been organised to enhance understanding of the issues faced by members of the Bengali community. • Since meeting with representatives (Dr Naqvi) from Al-Asr (Shia Mosque) a better relationship with the Islamic community has formed. • Since meeting with Councillor Raja further understanding of the demographics of Maulbury and Sheerwater has developed. • Ensure police and crime panel members are updated on current issues regarding child grooming in the South Asian community. • To educate the police and crime panel of changes being made to the new location of Woking youth centre. • To develop stronger ties between the Shia and Bengali community. • To strengthen the community links with Woking youth centre.

Objective	Key actions	Progress as at December 2015	Outcomes
Help ensure the PCC's business and policies reflect his statutory duty for equality and diversity	<ul style="list-style-type: none"> • Liaise with neighbouring forces and share best practice. • Challenges the force on its advertisement and recruitment of BME groups. 	<ul style="list-style-type: none"> • Shiraz has called a scrutiny on BME recruitment for later in the year. • Regular meeting with Phil Cliff- HR manager dedicated to recruitment of ethnic minorities into the police force 	<ul style="list-style-type: none"> • On the 22nd October an event called 'space' took place to help understand different and effective recruiting methods for BME. • To meet regularly with Mr. Cliff and advise him on methods of recruitment for BME groups
Represent the PCC at meetings and events and encourage minority groups to play an active role in consultation and engagement activity	<ul style="list-style-type: none"> • Meets with numerous minority groups, including gypsy and traveller groups, and has heard their views, concerns and complaints, and given reassurance to work with the Force to address them. 	<ul style="list-style-type: none"> • Met with Woking taxi drivers with regard to their issues and have taken these back to the Neighbourhood inspector as part of regular monthly meetings • Worked with SMEF (SURREY MINORITY ETHNIC FORUM) to help fund projects in isolated communities where domestic violence, FGM and HBV is present 	<ul style="list-style-type: none"> • Since meeting with the taxi drivers a better understanding of the taxi trade has developed. • Ensure all those affected by HBV, FGM, and domestic violence are given a voice to air their concerns and help affected individuals. • A £50K grant has been issued by the PCC office to help the aforementioned affected groups. Furthermore, I have been instrumental in securing this fund and have played a role in highlighting the issues to create more understanding and awareness.
Monitor Surrey Police's performance in respect of equality and diversity issues	<ul style="list-style-type: none"> • Receives quarterly Stop & Search figures and has an open invitation to feed in to the Surrey Police's StopWatch group (which monitors stop and search activity) as required. • Meets with and challenges the IPCC on its findings. 	<ul style="list-style-type: none"> • Last quarterly report published suggests figures for stop and search have gone down. 	<ul style="list-style-type: none"> • Continue monitoring published figures • Liaise with Sam Meyer (complaints officer) on figures published.

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SURREY POLICE AND CRIME PANEL

HMIC Inspection Reports

1st December 2015

SUMMARY

Her Majesty's Inspectorate of Constabulary (HMIC) is the independent inspection body for policing.

The HMIC carries out the following types of inspections:

- An annual inspection of all police forces with individual published reports. This is known as PEEL – Police Efficiency, Effectiveness and Legitimacy. Each of the three elements are graded. There are four possible grades: inadequate, requires improvement, good, outstanding.
- National thematic inspections – where a specific policing issue is inspected using a sample of between 6 and all 43 forces, depending on the issue. These issues are chosen either by the HMIC or by the Home Secretary
- Joint inspections with other agencies e.g. inspections on custody facilities with HM Inspectorate of Prisons
- Commissioned inspections – PCCs or the Home Secretary can commission the HMIC to carry out a force inspection on a particular topic.

As well as inspections, the HMIC also publishes data and information. This includes annual Value for Money profiles and the Rape Data Monitoring Group reports.

The PCC's role in these inspections is to receive the reports and publish his comments on the recommendations made by HMIC. The PCC should then use the findings to scrutinise the police force performance, particularly in areas which contribute to the achievement of the Police and Crime Plan.

The Police and Crime Panel's role is to ensure that the PCC is taking into account inspection reports and their recommendations in holding the Chief Constable to account.

2015/16 Inspections

To date in 2015/16 the following inspections have been carried out of Surrey Police:

- PEEL – all three areas - efficiency, effectiveness and legitimacy - have been inspected. They are being reported separately. The effectiveness aspect has reported (see below) and the other two areas are expected to report in February 2016.
- Targeting the Risk – a national thematic of 11 forces looking at the efficiency and effectiveness of firearms licensing in England and Wales - reported in September 2015
- Building the Picture – an inspection of police information management – national thematic of 14 forces - reported in July 2015
- Joint Inspection of police custody in Surrey – reported in June 2015
- Child Protection – National thematic of all forces. Inspection carried out in June 2015 and reports expected in December 2015.
- PEEL vulnerability – as part of the PEEL inspection a specific inspection was carried out with regard to protecting vulnerable people. This was carried out in June 2015 and a report is expected in December 2015.
- The HMIC has recently announced that it will be carrying out unannounced inspections of crime data quality.

In addition, the Rape Monitoring Group data was published in November 2015.

All of the reports and data can be found on the HMIC website:
<http://www.justiceinspectorates.gov.uk/hmic>

PEEL Efficiency Report

The national PEEL efficiency report and individual reports for all forces were published in October 2015. Four forces were graded as outstanding, 1 as inadequate, 8 as requiring improvement and all others were graded as good. Surrey was graded 'requires improvement'. This overall grade was split into three areas, with grades for Surrey for each as follows:

- How well does the force use its resources to meet its demand? **Requires Improvement.**
- How sustainable and affordable is the workforce model? **Requires Improvement.**
- How sustainable is the force's financial position for the short and long term? **Good.**

The PCC's comments on this report have been published and can be found at:

<http://www.surrey-pcc.gov.uk/information/hmic/>

In terms of PCC oversight of the report and recommendations, the PCC's view is that the inspection was carried out at a time when Surrey Police had just started planning the Policing in Your Neighbourhood project (PiYN) which included the consideration of resources and the workforce model. Since the inspection was carried out, the PCC has agreed the PiYN programme and the PCC is content that the recommendations made in the report have been addressed.

RECOMMENDATIONS

That members of the Police and Crime Panel note the report.

LEAD OFFICER: Johanna Burne, Senior Policy Officer, OPCC

TELEPHONE: 01483 630 200

E-MAIL: Johanna.burne@surrey.pnn.police.uk

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