Notice of Meeting

Surrey Police and Crime Panel

Date & time Wednesday, 18 May 2016 at 10.30 am

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

Contact

Huma Younis or Sharmina Ullah Room 122, County Hall Tel 020 8213 2725, 020 8213 2838

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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 Huma Younis or Sharmina Ullah on 020 8213 2725, 020 8213 2838.

Members

Dorothy Ross-Tomlin (Chairman) Ken Harwood (Vice-Chairman) TBC David Reeve Graham Ellwood Margaret Cooksey Victor Broad Anthony Mitchell Charlotte Morley Peter Waddell Pat Frost Beryl Hunwicks Bryan Cross Vacant

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 - 14)

To approve the minutes of the meeting held on 4 February 2016 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 CO-OPTION OF AN INDEPENDENT MEMBER TO THE SURREY POLICE AND CRIME PANEL

This report sets out the process that has been followed in order to co-opt an independent member onto the Surrey Police and Crime Panel and to recommend appointment to this position.

Report to follow

6 INTRODUCTION FROM THE NEW SURREY POLICE AND CRIME COMMISSIONER

Elections for a Police and Crime Commissioner for Surrey were held on 5 May 2016. The Panel will receive a formal introduction from the new elected Commissioner, David Munro.

7 HMIC INSPECTION REPORTS

HMIC published in February 2016 its final PEEL assessment reports for all police forces and its annual national assessment of policing. The following report highlights the assessment results for Surrey Police in the areas of effectiveness, efficiency and legitimacy.

8 **COMMUNITY SAFETY FUND 2015/16**

This report provides the Panel with an overview of how the Community Safety Fund was distributed in the financial year 2015/16.

9 ENGAGEMENT REPORT 2015-16

In the last 12 months, the Police and Crime Commissioner, with the assistance of the Office of the Police and Crime Commissioner, has held 11 Crime Summits across the county in accordance with the fourth of the six People's Priorities. This report summarises the work done for these events, as well as other engagement methods, the results, and recommendations for future events in 2016-17.

10 RECOMMENDATIONS TRACKER AND FORWARD WORK (Pages 41 - 46) PROGRAMME

To review the Recommendations Tracker and Forward Work Programme.

11 COMPLAINTS RECEIVED SINCE THE LAST MEETING

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.

12 DATE OF NEXT MEETING: 5 JULY 2016

The next meeting of the Surrey Police and Crime Panel will be held on 5 July 2016 in the Ashcombe Suite, County Hall, Kingston upon Thames at 10.30am.

Published: Monday, 9 May 2016

(Pages 31 - 40)

(Pages 47 - 52)

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MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 4 February 2016 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

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

Members:

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

Apologies:

Mr Graham Ellwood Borough Councillor Anthony Mitchell

1/16 APOLOGIES FOR ABSENCE [Item 1]

Apologies were received from Graham Ellwood and Anthony Mitchell.

2/16 MINUTES OF THE PREVIOUS MEETING: 01 DECEMBER 2015 [Item 2]

- A Panel member asked why the date of a meeting had been changed without notifying Panel members who planned to attend (page 4, point 2). The Police and Crime Commissioner (PCC) noted the Panel member's comments and explained that he would inform the Panel of the new date of the meeting in due course.
- A Panel member also observed a grammatical error on page five, point five regarding raising awareness of cyber crime on social media. It was agreed this would be amended.
- The Panel agreed that the minutes were a true record of the meeting.

3/16 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of interest to declare.

4/16 PUBLIC QUESTIONS [Item 4]

The Panel received one public question, the question and response was tabled at the meeting.

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5/16 SURREY POLICE & CRIME COMMISSIONERS PRECEPT SETTING PROPOSAL FOR THE FINANCIAL YEAR 2016/2017 [Item 5]

- The Police and Crime Commissioner (PCC) informed the Panel that he was required to set a budget for the next financial year and proposed to increase the council tax precept element by 1.99 per cent. The PCC noted that they had followed advice from the Chancellor of the Exchequer's financial statement in Autumn 2015 which advocated PCCs raising precept levels to ensure police funding remained stable. The PCC noted that he had used his media profile to lobby for better resources for the Police and that he was pleased with the announcement from the Chancellor of the Exchequer.
- 2. The PCC noted that during his time as the PCC there have been difficult challenges with diminishing resources and that the PCC proposed to the Panel to increase the council tax precept. The PCC also emphasised that Surrey Police were the only force in the country that had increased its police officer numbers. The PCC opened the discussion for questions.
- 3. A Panel member noted that there was no problem with an increase in the precept, however the member queried how Surrey Police were going to spend this money and stated that savings should not be spent on paying the pensions deficit.
- 4. The PCC agreed and noted that there had been an underspend this year due to ceasing recruitment and reducing back-office functions and that Surrey Police had taken the step to use some of this underspend to reduce the pension deficit. There was no plan in the budget to pay off pension deficit. The PCC noted that in the year ahead, Surrey Police were planning to spend money on more police officers as well as financing mobile data terminals. The PCC also noted that they had signed a contract to introduce body-worn video cameras that will benefit police officers and the public by reducing paperwork, more visibility and to keep the police officers and the public accountable through recorded video.
- 5. The Chairman still challenged the PCC on the amount of money being spent on pensions with the PCC reiterating that there was no budgetary provision to pay off the deficit. Additional monies raised through the precept would be for frontline policing including an additional £2 million for improving public protection. The PCC noted however, that paying of the pension deficit would enable the force to recruit more officers in the long term.
- 6. A Panel member noted that there was still too much money being spent on pensions and that money should be left aside for emergency purposes as well as investing money into the 101 call service as it needed investment.
- 7. The PCC emphasised that there was no plan to put any money into the pension fund however Surrey Police will continue to reduce the debt as well as reduce the long-term funding. The PCC informed the

Panel that Surrey Police have a reserve minimum of £6 million as well as an operational reserve of £1 million and £1.5 million of reserves to be spent on training.

- 8. The PCC noted the Panel member's concern regarding the 101 service and emphasised that 101 was important for the public however the force had faced issues with retaining staff at the contact centre and the PCC had asked repeatedly for a special Surrey allowance to alleviate this problem. The PCC would continue to lobby government for additional allowances.
- 9. A Panel member asked for more information around the public consultation on the precept. The PCC responded, stating that the public had not changed their view since 2015 with 66 per cent of the public supporting the proposal to increase the precept.
- 10. Further to this the Treasurer informed the Panel that the precept was collected per authority; the tax base was notified by each individual district and borough council who also advised Surrey OPCC of how many band D properties there were. The Treasurer noted that the districts and boroughs informed Surrey Police how much they would receive in the collection fund. This stood at £1.8 million.
- 11. A Panel member informed the Panel that she had visited (along with other Panel members) the Police Contact Centre and was very impressed and confident that the 101 service was getting better. The Panel member also asked whether it was possible for the media to report accurately regarding Surrey Police's finances.
- 12. The PCC thanked the Panel member for the positive feedback of the 101 contact centre however the PCC noted that Surrey received the smallest proportion of government grant funding. Some Members stated that the working environment of the 101 contact centre could be improved for staff.
- 13. A Panel member queried the collection fund from Runnymede. The PCC explained that this information had been submitted to the Treasurer from the finance team in Runnymede.
- 14. A Panel member emphasised the point that there was a concern that frontline services may be sacrificed to pay off the pension deficit but that the Panel member fully supported the introduction of technology to frontline officers. The Panel member was also concerned with the salary of the Assistant Police and Crime Commissioner especially as victims of child exploitation had been failed.
- 15. The PCC emphasised the point that there was no budgetary plan to pay off the pension's deficit. The PCC noted that the Assistant PCC was a full paid employee and civil servant and hence was entitled to a pension. The PCC's Consultant Advisor on equalities and diversity did not receive a pension. The PCC noted that £1.8 million was funded to support the domestic abuse victims, to fund domestic violence centres and refurbishments for refuges.

- 16. It was explained that the Assistant PCC was a trouble-shooter and unlocks the issues faced by victims. In terms of failing victims of child exploitation this was not the role of the Assistant PCC. The PCC emphasised the work done by the APCC merited the salary she received.
- 17. The Chairman asked if the Assistant PCC looks in to the elderly and vulnerable people being dealt with harshly by the police. The PCC responded that there were 44 thousand crimes, some were minor cases and some involved violence. The Panel asked for details around how many victims Surrey Police supported every year. The PCC stated that he would provide the Panel with these figures.
- 18. The PCC also emphasised that Surrey Police oversee the victim support scheme with Thames Valley Police and Sussex Police. The PCC informed the Panel that the Victim Support budget came from Government and was separate to the overall budget.
- 19. A Panel questioned the lack of transparency of the reserves regarding the total amount of reserves and how much money was left over. The Panel member also noted that two employees had been transferred over to the Victim Support budget over the precept.
- 20. The PCC noted that there was a forecasted underspend of £250,000. He went onto further explain that three per cent of the annual budget was put aside as part of an emergency reserve.
- 21. Further to this, the Treasurer noted that it was cheaper to insure the police vehicles themselves. The PCC explained that he had made a policy statement to leave three per cent in the reserves in case of emergency. Additional money from the reserves had gone to the Chief Constable, £1.4M had been set aside for the Deepcut investigation and £1M for the operational training reserve
- 22. The Panel member asked regarding a reduction of £153,000 of the budget for the next financial year in which the Treasurer responded that the budget had not changed, the budget was re-categorised into the appropriate categories, which is why two employees were moved and re-categorised in the budget.
- 23. The Vice Chairman queried the update to the fingerprint machines in police vehicles as he believed this would happen in May 2016 as part of the joint commissioning with Sussex Police. The PCC informed the Panel that the fingerprint machines were being explored and that the PCC was supportive in introducing the fingerprint machines into the force.
- 24. A Panel member noted that he was pleased with the budget and was happy that the service was being delivered however was concerned with the Policing in Your Neighbourhood scheme (PiYN). The PCC noted that the PiYN was significant in tackling sexual-related crime and that the force needed more people trained to solve those types of crimes. The PCC noted that some of the money saved will be invested into helping victims of these crimes.

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- 25. The Chairman took a vote on the recommendation. The Panel unanimously agreed the proposed precept for 2016/17.
- 26. Furthermore ten Members of the Panel agreed the precept without qualification or comment, whilst two members abstained as they wanted to make comments and recommendations regarding the precept.
- 27. The Panel noted and agreed the budget for the OPCC (Office of the Police and Crime Commissioner).

RECOMMENDATIONS:

a) The Police & Crime Panel agreed the proposed Surrey Police Council Tax Precept of £220.19p for a Band D Property for the financial year 2016/17.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

• For the PCC to provide the Panel with details around how many victims are supported by Surrey Police every year.

PANEL NEXT STEPS:

None.

6/16 POLICE & CRIME COMMISSIONER MONTH 9 2015/16 FINANCIAL REPORT [Item 5a]

- A member of the Panel asked for more clarification around the ACPO budget. The PCC stated that this budget included the budget for the Joint Emergency Services Improvement Programme (JESIP) and budget for Operation Heather. The PCC stated that this budget was given to Chief Officers in Surrey to control themselves. The PCC stated that he would find a better title to use for this budget and would provide the Panel with more details around what this budget contains.
- 2. A Panel member expressed concern that the Junior Citizen Scheme had been pushed back because of the purdah period in advance of the upcoming PCC elections. The Panel member went onto ask for details around the funding and finances for the election process.
- 3. The PCC confirmed that he would still be in the position up until one week after the election results were announced (if the current PCC was unsuccessful in re-election).
- 4. The Deputy Police and Crime Commissioner reassured the Member that all Junior Citizen Schemes would continue to be funded and progressed in spite of purdah. The Deputy PCC stated that grants were paid before the PCC election process began. The Deputy PCC stated that between £6-9k had been put into each of the schemes.

5. The PCC reaffirmed that the PCC's election campaign would be funded through his own personal investment and nothing is taken from the OPCC budget.

RECOMMENDATIONS:

a) The Panel noted the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

• For the PCC to provide members of the Panel with more details around the ACPO budget and what this budget contains.

PANEL NEXT STEPS:

None.

7/16 POLICE AND CRIME PLAN QUARTERLY UPDATE [Item 6]

- A Panel member noted that there was emphasis on more visible policing and wanted clarification around the PCSOs (Police Community Support Officers) current powers and if there were any plans to increase these powers. The powers available to PCSOs were limited and the PCC was working with the Chief Constable to grant further powers to PCSOs. The PCC stated that he would provide the Panel with a list of current powers of PCSOs and details of where he believed these powers could be increased.
- 2. The PCC explained that there had been a reduction in the number of PCSOs as when savings were needed to be made these were the roles to be cut first as these officers did not hold as many powers as warranted officers. Additionally, some PCSOs had become Police Officers. Further to this, the PCC commented that the PCSOs did extremely good work and their work was valuable.
- 3. A Panel member expressed concern that anti-social behaviour had increased in the Panel member's ward due to the cut to funding in youth services. The PCC noted that Surrey Youth services do a great job and would go back and check if there has been increased reporting of this.
- 4. The Treasurer noted that £2 million had been invested into local projects and services around the county through community safety funding. This funding is available to all but some district and boroughs had not taken advantage of this.
- 5. A Panel member noted the great success of implementing the JET in Reigate and Banstead. The PCC stated that he would like to see parking enforcement designated to PCSOs and had been liaising with the County Council's portfolio holder for transport who would be checking the legality of this.

- A Panel member asked whether the new JETs will receive funding. The PCC stated that he was committed to fund any authorities looking to join the JET programme. He was aware that Tandridge and Runnymede were looking to join the programme.
- 7. The Panel member also noted that the performance scorecard still needed improvement with regards to crime victim satisfaction rates. The PCC informed the Board that the treatment to vulnerable victims' satisfaction rates was something the OPCC were looking into. The Positive outcomes were something that needed to be improved on however there had been a significant increase in the outcomes for victims of sexual violence and domestic violence crimes because more people were coming forward. The PCC noted that the positive outcomes for burglary and that there had been a massive reduction to burglary over the last 3 years which is greatly due to the work of the temporary Chief Constable.

a) The Panel noted the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

• For the PCC to provide the Panel with a list of current powers of PCSOs and details of where he believes these powers could be increased.

PANEL NEXT STEPS:

None.

8/16 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE [Item 7]

RECOMMENDATIONS:

a) The Panel noted the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None

PANEL NEXT STEPS:

None.

9/16 RECRUITMENT OF CHIEF CONSTABLE [Item 8]

Key points raised during the discussions:

1. The PCC informed the Panel that it was important to have a Chief Constable installed into position as soon as possible. The PCC praised the interim Chief Constable for the work he had done.

- 2. The PCC emphasised that he has taken the decision that whoever is elected as PCC in May should decide who is recruited as new Chief Constable. The Panel respected the fairness of the decision to elect a new Chief Constable after the PCC election.
- 3. A Panel member raised the concern of the lack of time between the short listing and the interview process.
- 4. The PCC noted that after the interview stage, the PCC's preferred appointment for Chief Constable would be made public and the Panel would have the opportunity to scrutinise the decision/appointment at a confirmation hearing.

a) The Panel noted the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

10/16 HMIC INSPECTION ON CHILD PROTECTION [Item 9]

- The Chairman asked for clarification around the wording of a table within the report on page 45. The PCC noted that the comparison should be made against last year and this would be corrected. The PCC emphasised that improvements had been made across the board.
- The Chairman queried what was being done to ensure greater clarity around the delivery of child protection strategies and action plans. The PCC stated that they had discussions to enhance the training of detectives and increase recruitment. An additional £4.9M had been put into public protection and continued scrutiny of the plans would continue.
- 3. A Panel member asked whether the PCC was happy with the support from HMIC. The PCC noted that he was not confident with the support from HMIC. The PCC also informed the Panel that resources had been moved to support public protection. The Senior Officer Team were aware of the concerns and this was the main effort of Surrey Police. The PCC stated that there were lots of dedicated people working for Surrey Police who had done good work.
- 4. The PCC stated that when a new Chief Constable was appointed they could come and speak to the Panel about how they are supporting public protection.

- 5. A Panel member informed that there were some grammatical errors in the report as well as missing dates. The Panel member also asked who produced the Public Protection improvement Plan. The PCC informed the Panel that the plan was produced by a member of staff for the Chief Constable.
- 6. Further to this, the Panel member asked whether a short-term uplift to SIU detective numbers was sufficient, page 64 of the agenda. The PCC replied that as it was an operational question, the PCC could not answer that.
- 7. A Panel member inquired who the public protection strategy team were. The PCC responded that they had acquired outside contractors to improve the skills gap and mentor existing staff/officers within the public protection teams. The PCC noted these were previously police officers with experience.

a) The Panel noted the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

11/16 REPORT ON INDEPENDENT MEMBERS OF THE POLICE & CRIME PANEL [Item 10]

- 1. The Chairman notified the Panel that Independent Panel Member Anne Hoblyn was not intending to re-stand for another term on the Panel.
- 2. The Chairman and the Panel thanked Independent Panel Member Anne Hoblyn for her commitment and service to the Panel. The Independent Panel Member Anne Hoblyn thanked the Panel.
- 3. The Chairman notified the Panel that there was a recommendation in the report for Independent Panel Member Bryan Cross to stay on the Panel for a second term. Victor Broad proposed that the Panel extend the terms of office for Bryan Cross, this was seconded by Charlotte Morley.
- 4. The Panel agreed for the Independent member to proceed with a second term on the Panel. The Independent Member was happy to stay on the Panel for another term.
- 5. It was explained that the recruitment process for one new independent member would begin.

a) The Panel agreed to reappoint and extend the term of office for the current independent co-opted member for a further four years.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

12/16 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 11]

Key points raised during the discussions:

1. The Chairman informed the Panel that there was a Complaints Sub-Committee meeting on 11 December 2015 and there will be a Complaints Sub-Committee meeting on the 17 February 2016.

RECOMMENDATIONS:

a) The Panel noted the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

13/16 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 12]

RECOMMENDATIONS:

a) The Panel noted the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

14/16 VERBAL UPDATE ON ONGOING INVESTIGATIONS [Item 13]

1. The PCC informed the Panel that the Coroners Case into the Deepcut investigation was still ongoing and would be supported as necessary.

RECOMMENDATIONS:

None.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

PANEL NEXT STEPS:

None.

15/16 DATE OF NEXT MEETING: 18 MAY 2016 [Item 14]

The next public meeting will be held on Wednesday 18 May 2016 at 10.30am.

- The Chairman invited the PCC to describe his achievements as the Police Crime Commissioner for Surrey.
- The PCC listed his achievements as well as the achievements of the Office of the Police and Crime Commissioner and Surrey Police as a whole. The PCC thanked the OPCC and Surrey Police for all their hard work.
- The PCC thanked the Chairman and the Police and Crime Panel for their cooperation and partnership.
- The Chairman and the Panel thanked the PCC for the work he had done during his term as the PCC.

Meeting ended at: 12.55 pm

Chairman

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Police and Crime Panel: 4 February 2016

Item 4: Public Questions

From: Gabriel Webber

Received: 21/01/16

The Commissioner stated in a Freedom of Information Act response dated 23 September 2015 that Shiraz Mirza was not an 'Assistant Police and Crime Commissioner' and would not, henceforth, be referred to as such. The Commissioner's audit committee was given the same assurance at two of their meetings (31 March 2015 and 22 June 2015).

Given this pledge, would the Commissioner consider explaining why Cllr Mirza is still being referred to as an Assistant PCC e.g. In the Police and Crime Panel's report pack dated 1 December 2015, pages 3, 23 and 101; and on Cllr Mirza's official biography on the website of the Kingston Borough Liberal Democrats.

Will he also provide details of the practical steps he will be taking to prevent further misrepresentation of Cllr Mirza as an Assistant PCC.

Response from PCC:

Dear Mr Webber,

With regard to the Police and Crime Panel Agenda dated 1 December 2015, on page 3 Mr Mirza is referred to as 'the PCC's consultant advisor on equality and diversity' and not as Assistant PCC. The title of the paper is headed 'Deputy and Assistant Police and Crime Commissioners Objectives and Performance Review' but the report and detail within it makes clear Mr Mirza's role.

One pages 23 and 101, there are administrative errors whereby Mr Mirza is not referred to by his correct title. The support officers will make sure the necessary steps are taken to ensure these errors do not happen again.

The Kingston Liberal Democrat website has been changed.

Regards

Kevin Hurley, PCC

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SURREY POLICE AND CRIME PANEL

HMIC INSPECTION REPORTS

18th May 2016

SUMMARY

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

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 HMIC to carry out a force inspection on a particular topic.

As well as reporting on the inspections, 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 inspections is to receive the reports and publish their 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 the recommendations therein when holding the Chief Constable to account.

FINAL PEEL INSPECTION REPORT

Since the last Police and Crime Panel meeting, HMIC published in February its final PEEL assessment reports for all police forces and its annual national assessment of policing called State of Policing.

The PEEL assessment for Surrey gave grades for 3 areas: effectiveness, efficiency and legitimacy and made comment on leadership. The grades for Surrey were:

Effectiveness = Requires Improvement Efficiency = Requires Improvement Legitimacy = Good

With regard to effectiveness, HMIC findings were that:

"Surrey Police requires improvement in its approach to keeping people safe and reducing crime. The way it prevents crime and anti-social behaviour is good. But the quality of some crime investigations requires improvement. The force works well to stop some re-offending and it has good arrangements in place to ensure that it can fulfil its national policing responsibilities. However, Surrey Police's approach to tackling serious and organised crime requires improvement in some specific areas. Of concern is the force's inadequate approach to protecting and supporting some vulnerable victims, especially children who have been subject to abuse. This is the first year HMIC has graded forces on their overall effectiveness so comparison of their year-on-year effectiveness is not possible."

The effectiveness element of the PEEL inspection includes the result from inspections on vulnerable victims and child abuse, previously reported to the panel.

In terms of efficiency summary findings were:

"HMIC found that Surrey Police is partly prepared to face its future financial challenges. The force has a good track record of effective financial management and understands the savings it has to achieve up to 2019/20. However, it does not have a thorough understanding of the demands for its for services and is not able to match its resources to these demands. The force has recognised this and is currently identifying a new way of organising itself (its operating model) that is designed to help it to meet demand within its future budget. In last year's value for money inspection, which considered how forces had met the challenge of the first spending review period, Surrey Police was judged to be good."

And the comments on legitimacy:

"The force has worked successfully to introduce the Code of Ethics which sets and defines the exemplary standards of behaviour for everyone who works in policing, as well as the National Decision Model (the framework by which all policing decisions should be made, examined and challenged). The Code of Ethics is a central component of the National Decision Model. The chief officer team takes seriously the need for an ethical workforce. Local neighbourhood policing teams have a good understanding of their area and engage positively with the public. Taser is used fairly and appropriately, and the force is complying with most aspects of the Best Use of Stop and Search scheme. This is the first time HMIC has graded forces on their legitimacy, so no year-on-year comparison is possible."

Leadership is not graded but HMIC overall comments were:

"Surrey Police understands the current leadership capability across the majority of its workforce and has communicated effectively the force's positive future direction to develop its leaders and to motivate officers and staff. The chief constable and the chief officer team have demonstrated strong leadership by swiftly and effectively addressing issues that resulted in an historic underinvestment in skills and capabilities in some areas of the force. HMIC found that the force's performance review process is largely effective and which is closely linked to development opportunities and training programmes. We found an ethical style of leadership across the organisation, while the chief officer team is viewed as approachable by the workforce, and engages well with police staff and officers."

The full reports for the above inspections and the PCC's responses can be found on the HMIC website: <u>http://www.justiceinspectorates.gov.uk/hmic</u>

HMIC have recently revisit Surrey Police to check on the progress being made in protecting vulnerable victims. This won't result in a grade but there will be a short report on the findings of the visit. They will formally revisit Surrey Police in the summer.

PCC RESPONSE

The PCC responded to each of the above reports. The responses are on the HMIC website and can be viewed here:

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

ACTION TAKEN BY THE PCC

The PCC continued to scrutinise Surrey Police on their performance, particularly in relation to protecting vulnerable victims. The PCC's scrutiny programme from May 2016 will need to consider the level of future oversight required on performance in efficiency and effectiveness.

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

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SURREY POLICE AND CRIME PANEL

COMMUNITY SAFETY FUND 2015/16

18th May 2016

SUMMARY

Until 2014, the Community Safety Fund (CSF) was awarded to Police and Crime Commissioners by the Home Office. This funding was in addition to the Home Office main police grant and was to be used specifically to commission services to meet the Commissioner's priorities, improve community safety in the force area, tackle drugs and crime and reduce re-offending. The money was not ring-fenced and PCCs had the freedom and flexibility to use the money as they saw fit to support their wider crime prevention priorities.

From 2014-15, the CSF was incorporated permanently into the main Police Grant provided to police forces by the Home Office.

In Surrey the PCC decided to maintain a community safety fund and in 2015/16 £690,920 was made available.

This report provides the Panel with an overview of how the Community Safety Fund was distributed in the financial year 2015/16.

Community Safety Fund 2015/16

Of the £690k fund, the PCC agreed to allocate £50,000 to domestic abuse outreach services for supporting victims of domestic violence. He also set aside £214,000 to support PCC-led partnership projects, such as the Joint Enforcement Team pilots, Surrey Fire & Rescue road safety and crime diversion projects and anti-social behaviour prevention projects. The remainder was available for partner organisations, charities, voluntary sector organisations and community groups to bid for.

Grant Application Process

The Office of the PCC publishes the application process and application forms on their website. Following the receipt of an application the Policy Officer reviews and ensures all the information needed to make a sound decision is present. For charity, voluntary, community groups and businesses this includes the submission of their financial accounts. The applications are then sent to the CSF Decision Making Panel for discussion and a decision. In 2015/16, the Panel consisted of the Deputy Police and Crime Commissioner, Jeff Harris, Superintendent Chris Moon and an independent representative, Michael Goodwin, a Solicitor who lives and works in Surrey. They complete a scoring chart which assesses the application against the PCC's Peoples Priorities and key areas of delivery i.e. timescales and partnership support. If the application is approved an agreement is drawn up in line with what the project hopes to achieve. This is used to evaluate the project at a given time and provides a mechanism to retrieve funding should the project not be delivered.

Evaluations and monitoring are done in line with the agreement. It is always requested that the PCC or DPCC are invited to any launch or to visit the project first hand. Evaluations are submitted at the end of the project or at the end of the financial year. We expect to see outputs and outcomes and if the funding has purchased equipment or facilities we require copies of the invoices. Should we find the project has not been delivered then we will first work with the applicant to find out why but ultimately if the project cannot go ahead or is significantly different from the application, the PCC can request the organisation returns the funding, either in full or a percentage of what was allocated.

A breakdown of 2015/16 spend

Over the course of the financial year the PCC received 69 applications, 54 were approved and the total funding allocated was £486,580.10.

In addition the following funding awards were agreed by the PCC;

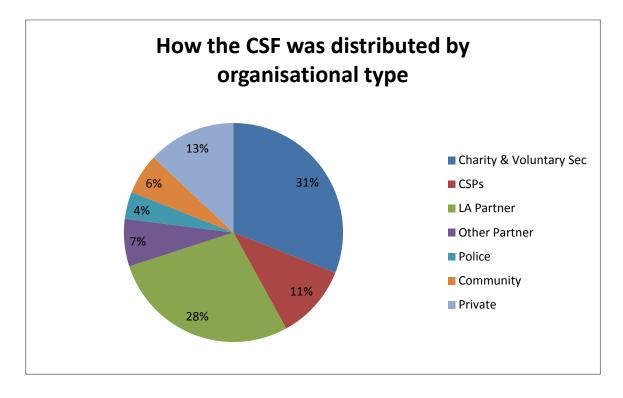
- £30,874 to Reigate and Banstead Borough Council, Spelthorne Borough Council and Elmbridge Borough Council for the delivery of the Joint Enforcement Team pilots.
- £50,000 to Domestic Abuse Outreach services.
- £48,000 to Surrey Fire and Rescue for Safe Drive Stay Alive and their Youth Engagement Scheme.
- £72,000 to ten Community Safety Partnerships to fund anti-social behaviour related projects.

Of the 15 remaining applications, 5 were deferred pending further information being made available to the panel and the other 10 were unsuccessful because they had no tangible link to the PCC's People's Priorities and therefore could not be supported.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total per area	Unsuccessful
Countywide	1	7	3	6	17	5
Epsom and Ewell	1			1	2	1
Elmbridge		1		1	2	1
Guildford	1	1		1	3	1
Mole Valley		2		2	4	
Reigate & Banstead			1	3	4	1
Runnymede		1			1	1
Spelthorne		1		3	4	
Surrey Heath			1	1	2	
Tandridge	1	1	4	1	7	
Woking		1		3	4	
Waverley		3		1	4	
Total	4	18	9	24	54	10

Geographical distribution for the 54 successful applications -

The table below show how the CSF was broken down by organisational type. These are self-disclosed and picked up using the application form.



Appendix A lists all those projects supported by the PCC in 2015/16. More detail on each project is available from the PCC's Office.

Community Safety Fund 2016/17

In setting the budget for 2016/17, a CSF of almost £700,000 has been allocated to commission services that meet the Commissioner's Priorities, improve community safety in the force area, tackle drugs and crime and reduce re-offending.

More details can be found on the PCC's website, along with links to the new application form and dates of the decision panels.

RECOMMENDATIONS

That members of the Police and Crime Panel note report.

EQUALITIES AND DIVERSITY IMPLICATIONS

None arising.

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Appendix 1

Community Mediation Services

£29,700 was awarded to Surrey Community Mediation Services to continue to offer their free community mediation services to resolve neighbour disputes via referrals from the Police, Local Borough Councils, Housing Associations and self-referral. The services are all volunteer led and use the skills of trained volunteer mediators working across the whole of Surrey.

The Big Wheel

£2,000 was awarded for a cycling and walking community day in May. Guildford Borough Council with Voluntary Action SWS Surrey wished to provide cycling marking crime prevention kits to be installed into cycles at this event. The funding enabled the organisers to purchase the kits.

Safe Drive Stay Alive

Safe Drive Stay Alive is a road safety education initiative that aims to make young people more aware of their responsibilities on the road and the consequences of poor or irresponsible driving. The funding covered the transportation costs for the events. £35,000 was awarded to Surrey Fire and Rescue to support the delivery of Safe Drive Stay Alive event in October.

Epsom and Ewell ASB Motorcycle Project

£3,624 was awarded for the purchase of two Honda CRF250L dual purpose motorcycles. The Borough of Epsom was suffering from young people riding off-road motorcycles in an anti-social manner in the estates and surrounding parks and green areas. The motorcycles enabled the local neighbourhood team the ability to patrol the problem areas and provided an opportunity to obtain evidence capable of sustaining successful prosecutions. It also provided a visible deterrent and welcome reassurance and confidence to local residents.

Be Your Best Foundation – Rock Challenge

The Rock Challenge focuses on teaching young people the benefits of healthy lifestyles, including the dangers of substance misuse and anti-social behaviour through a performing arts competition. £5,000 was awarded to the Be Your Best Foundation to support the delivery of the Rock Challenge.

Busbridge CofE Church Disabled and Child Access Ramp

£5,000 was awarded to the local community and Busbridge CofE Church to build an access ramp through the church property to provide a safe route for parents and children to and from the local school. Whilst not directly meeting the People's Priorities the project did fall within the PCC's additional focus for 2015/16 on Road Safety.

Effingham Village Recreation Trust

£4,687.20 was awarded to the Recreation Trust to upgrade and improve the existing CCTV security coverage, the lighting and security alarm system. The request was made following a rise in anti-social behaviour and vandalism on the site.

Guildford Junior Citizenship

This event, like other Junior Citizenships, brought year 6 pupils from local schools together with key partners to learn important lessons on personal safety. Junior Citizenship is a priority for the PCC and fits within the Zero Tolerance priority. £9,602 was awarded to purchase the booklets to support the delivery of the Guildford Junior Citizenship event held in July.

Leatherhead Start – Out of a Pickle

£6,000 was awarded to start up an innovative new project to help homeless people turn their lives around. The project set up a small social enterprise in the form of a community interest company making pickles and chutneys. The aspiration was that the project would provide life skills, confidence and a route away from substance misuse.

Skaterham

£3,000 was awarded to the Skaterham group to improve their local youth provision and support young people at risk of committing anti-social behaviour.

ASB Strategy Group Multi Agency Community Protection Notices Training

The bid was for the provision of high quality multi agency training over two days to 60 officers from across Surrey that will have been delegated authority to issue CPNs, i.e. local authority Environmental Health Teams and Housing Departments, Registered Social Landlords and police. £5,000 was awarded to the ASB Strategy Group to deliver training to practitioners who will issue Community Protection Notices.

Elmbridge Junior Citizenship

£5,000 was awarded for the purchase of Junior Life Skills booklets to support the delivery of the Elmbridge Junior Citizenship event, which ran in June for two and a half weeks. The event was held at Walton Fire Station and educated the young people on personal safety and the work of the emergency service.

Runnymede Junior Citizenship

£6,000 was awarded to purchase the booklets to support the delivery of the Runnymede Junior Citizenship event. The event has been running for 14 years and it reinforces the messages of staying safe, having respect for the community and personal responsibility.

Waverley Community Safety Partnership

 \pounds 6,000 was awarded to the Waverley Community Safety Partnership as a contribution towards the cost of their third Domestic Homicide Review. These reviews require an independent chair and therefore the costs of running them is significantly more. A Domestic Homicide Review is an important process in understanding what happened and learning lessons from a tragic event so it does not happen again.

Surrey Fire and Rescue

Surrey Fire and Rescue Service delivers this targeted intervention which supports young people who have been identified, for a number of possible reasons, as being at risk of involvement in youth crime or anti-social behaviour. The Panel agreed this was a positive scheme and supported the Zero Tolerance priority. £13,000 was awarded to support the delivery of the Youth Engagement Scheme.

1st Lingfield and Dormansland Scout Hut Extension

£4,000 was awarded to the 1st Lingfield and Dormansland Scout Group to extend their current scout hut to accommodate more young people. The hut provided a positive place for young people to go, therefore reducing the possibility of anti-social behaviour.

Woking Leisure and Pool in the Park

£5,000 was awarded to The Friday Night Project, a joint project between Freedom Leisure and Woking Borough Council. The project is an evening dedicated to young people to participate in physical activity at Woking Leisure Centre and Pool in the Park. Activities will include trampolining, swimming, football, SmashUp! (badminton), handball, netball, basketball, table tennis, squash, dance and the Wii. It was thought that offering young people an alternative to football was positive and the event on a Friday would help reduce anti-social behaviour.

Ashford Town FC

The aim was to provide an alternative for young people rather than 'hanging around on the streets' and causing anti-social behaviour. They planned to also run one local neighbourhood festival. The project offered positive activities for young people to do in areas suffering with high anti-social behaviour. £6,100 was awarded to Ashford Town FC to support the setting up of a multi-sport sessions in Spelthorne.

Brockham Emergency Response Team

£1,000 was awarded to Brockham Emergency Response Team which was formed just before the severe flooding in Brockham in 2013. BERTs major role is the prevention of flooding and to respond within the village to severe weather events. The funding supported the group in purchasing an electronic system that would allow for flood sensors to be placed close to premises so that floodwater can be identified before harm is caused.

Eagle Radio

£34,750 was awarded to Eagle Radio to deliver media law training in schools. This is a three year programme which has seen significant success. This next phase will focus on independent schools in Surrey and Senior Management in schools.

GASP Motor Project

GASP provides hands-on courses in basic motor mechanics for young people. They support some of the hardest to reach young people in the community and in particular target those who are disaffected/ disadvantaged, either NEET or at risk of becoming NEET. Often the young people are disengaged, disruptive and on the margins of their communities. £10,000 was awarded to the GASP Motor project for a sessional worker to continue the focused work they deliver.

Horley Town Council

£4,000 was awarded to Horley Town Council to upgrade their CCTV to a digital system which will enhance the images captured, give greater coverage and allow authorised officers to view footage by smartphone and other devices. This will in turn provide a valuable resource to local officers in their prevention and detection of crime and disorder.

East Surrey Community Safety Partnership – Fly tipping project

Fly tipping has been identified as a key issue of concern for residents across the area of the new East Surrey Community Safety Partnership. This multi-faceted partnership campaign across the East will focus on evidence gathering via mobile CCTV, road stops for suspect vehicles to check trade waste licences and a high profile communications strategy which will send a strong zero tolerance message that fly-tippers will be caught and prosecuted. £10,000 was awarded to the East Surrey Partnership to support them in tackling flytipping in Mole Valley, Reigate and Banstead and Tandridge.

Surrey Heath Neighbourhood Watch

£5,000 was awarded to the Neighbourhood Watch group to procure home CCTV cameras to provide evidence to be used by the Police for the prosecution of burglars. The funding enabled the local Neighbourhood Watch to procure a batch of home CCTV cameras, making them available, free of charge, to elderly and vulnerable bona fide Neighbourhood Watch residents who would otherwise not be able to afford them.

Surrey Heath Neighbourhood Watch

£1,068 was awarded to the Neighbourhood Watch group to purchase Neighbourhood Watch Window Stickers for Neighbourhood Watch schemes in the County of Surrey. The Surrey Neighbourhood Watch has run out of deterrent stickers. These stickers provide reassurance and confidence to people in the community.

Surrey Heath Neighbourhood Watch

£1,000 was awarded to the Neighbourhood Watch group to support the delivery of a new project in Surrey Heath. Surrey Police have launched an initiative to use Surrey Heath Neighbourhood Watch (NW) volunteers to carry out crime reduction surveys. The project required pairs of Neighbourhood Watch volunteers to travel to a property, at the request of Surrey Police, and carry out a Crime Reduction Survey. The grant was required to cover travel costs of volunteers.

Surrey Ethnic Minority Forum

SEMF requested funding for a pilot project titled 'Active Communities' to address 'Domestic Abuse', 'Drug and Alcohol problems' and misperceptions on 'Mental illness' all subjects that are shrouded in secrecy and shame within BME communities. The funding enabled SMEF to employ a Project Co-ordinator for 3.5 days a week and a Support Worker for 1.5 days a week with additional delivery costs. £40,000 was awarded to fund this project.

Surrey ASB Strategy Group (c/o Surrey Police)

£10,000 was awarded to the Strategy Group to deliver the ASB Awareness week in 2015. The intention is that this becomes an annual countywide event which aims to reduce the Incorrect Demand to Agencies, identify and support repeat and vulnerable victims of ASB and increase in ASB victim satisfaction. The funding was intended to support the radio media campaign and establish a media library and develop practitioner forums.

Surrey Police – Operation signature

Operation Signature is a pan Surrey response aimed at minimising the vulnerability of elderly victims of deception and fraud. It involves working with partner agencies, carers and extended families to raise awareness of the breadth of deception and fraud scams. £12,000 was awarded to surrey Police to deliver this project.

Surrey Youth Focus

£9,856 was awarded to support the delivery of Communilab. Communilab is an online and offline forum that brings together businesses, public sector organisations, youth organisations and schools/universities to create opportunities and solve problems for young people in Surrey. Many of the organisations and projects supported will focus on the most vulnerable young people who are most likely to be victims or perpetrators of crime. The funding will be used to engage at least 10 more medium/large businesses or local authorities to Communilab.

Transform Housing and Support

£5,813 was awarded to Transform to roll out the use of saliva drug testing kits and alcohol breathalysers to more of their housing projects across the county, including their projects for homeless people, young people and those with mental health issues. This allows them to house clients who would otherwise be assessed as too high risk due to their previous behaviour under the influence of drugs or alcohol.

1st Hedgecourt Scout Group

The 1st Hedgcourt Scout group were awarded £1,489.82 to replace much of their camping equipment. They have already undertaken several fundraising initiatives but have fallen short of the final amount needed. The funding allowed the group to continue to work with young people, providing a positive activity in the community. The project, while not directly meeting the People's Priorities, does provide some diversionary activities and teaches citizenship to young people.

Community Safety Partnerships

£6,000 was made available to each Community Safety Partnership to support solutions to local ASB issues. The funding was aimed at projects that have particularly focus on supporting the use of the new legislation, tackling some of the complicated ASB cases in the locally communities and supporting victims. Of the 11 Community Safety Partnerships, ten applied for funding. These applications were overseen by the Community Safety Fund Decision Panel who recommended that the ten applications be supported.

Child Safety Media – Junior Citizen

Junior Citizen is a multi-agency project that provides an interactive method of teaching children to become more aware of their personal safety, learn how to react to dangerous situations, practice safety skills within a controlled environment and gain knowledge that can be carried into the wider community and used in their everyday lives for the Mole Valley area. Child Safety Media were awarded £9,500 to organise and deliver Junior Citizen training to children in the Epsom and Ewell and Mole Valley area.

Surrey Community Mediation – Conflict Training

East Surrey Community Mediation were awarded £30,000 to run a pilot programme to assess the effectiveness of 'conflict coaching' for victims of crime in the East Surrey area.

Felbridge Bowling Club – CCTV upgrade

Felbridge Bowling Club were awarded £1,850 to enable them to install CCTV to deter anti-social behaviour and crime in the area.

GAV - Growing against Violence

£13,000 was awarded to GAV to deliver public and personal safety sessions in Surrey secondary schools. GAV is a public health and public safety programme which is aimed at students aged 10 to 15. GAV works closely with Local Authorities and Local Safeguarding Children's Boards to identify referral pathways.

Neighbourhood Watch Association – Advertising Campaign 'Eyes Wanted'

Elmbridge NHW Association was awarded £1,480 to run an advertising campaign to attract more members which will help reduce crime and anti-social behaviour in the Elmbridge area.

Neighbourhood Watch Association (East) – Visibility Programme

£1,000 was awarded to the Eastern Division of the Neighbourhood Watch Association to enable them to purchase 200 additional signs to replace dilapidate signs and out of date signs.

Revolve – Peer Review

Resolve were awarded £8,400 to undertake a peer review of partnerships and service providers of the support available to vulnerable victims of anti-social behaviour. This review will also test case management, governance arrangements and risk escalation processes to support the future commissioning of targeted support services for venerable victims.

South Godstone Sports and Community Association – CCTV upgrade

South Godstone Sports and Community Association were awarded £2,290 to facilitate an upgrade of their existing CCTV provision, to deter anti-social behaviour and crime in the area.

Spelthorne Borough Council – Junior Citizen

Spelthorne Borough Council were awarded £625 for the costs of providing refreshments to volunteers and VIP's at their 2015 Junior Citizen Event.

Spelthorne Borough Council – Out of Hours Service

Spelthorne Borough Council was awarded £12,000 for the provision of a reactive public service that will deal with complaints relating to noise and disturbance that occurs outside of usual hours. This service will support the Joint Enforcement Team

Spelthorne Borough Council – Crime Summit

Spelthorne Borough Council was awarded £500 to support the PCC's Crime Summit. As in previous years as part of Crime Summit local organisations can bid for £1,000 for a project which meets the People's Priorities and Spelthorne's community safety priorities. This year the funding went towards a schools based project teaching young people how to stay safe.

Spelthorne Borough Council – Senior Citizens Safety 2016

Spelthorne Borough Council was awarded £1,000 towards the cost of transport and catering for the annual Senior Citizens Safety event. This is an annual event to engage with and help to safeguard the elderly community of Spelthorne.

Surrey County Council – Youth Support Team – Substance Misuse Youth Restorative Intervention

Surrey County Council's Youth Support team was awarded £54,000 as a contribution to the Substance Misuse Youth Restorative Intervention programme which seeks to provide diversionary intervention to young people with the aim of keeping them out of the Criminal Justice System.

Woking Borough Council – Junior Citizen

Woking Borough Council was awarded £6,000 to cover the cost of 1,200 work books for the primary school children attending the Junior Citizen event and for those unable to attend. At the event they learned about stranger danger, fire safety, advice around 999 and hoax calls, being a good neighbour, water safety, anti-social behaviour, internet safety and railway safety. The work books are a useful follow up learning tool.

Cornerstone – YOLO

£15,000 was awarded to Cornerstone for their Youth Development Platform which is designed to work with young people countywide to unlock, promote and facilitate the development of unique potential through training and practical production of online media channels.

High Sheriff – Youth Awards

The High Sheriff was awarded £10,000 to be used towards a variety of youth projects.

Kane FM - Get Experience and Go Somewhere

Kane FM was awarded £10,000 to enable them to offer work experience and volunteer placements for young people aged 14-25 years at risk of offending to build confidence, team skills and self-esteem which will in turn improve employability, community integration and participation.

Reflex Woking – Outreach Programme

Reflex Woking was awarded £10,000 to run an outreach programme for young people who have fallen through the gap of existing youth provision in the county by providing drop in youth cafes and sports sessions. These will be used to help young people to tackle the issues that they have and signpost them to other services where applicable. This pilot programme will run initially run in the Knaphill, Byfleet and Old Woking/Kingfield areas.

Surrey County Council – Transforming Justice – Women's Restorative Intervention Project

£100,000 was awarded to Surrey County Council for this pilot programme of integrated working between partner agencies which seeks to reduce offending and reoffending by providing a support service for women within the Criminal Justice system.

The Amber Foundation – Amber Active

The Amber Foundation was awarded £10,000 towards the Amber-Active project which will provide a residential training programme focused on personal development, employability and resettlement skills for homeless out of work young people aged between 18 and 30.

The Bridge Project

£5,000 was awarded to The Bridge Project towards an intensive 90-day mentoring service and ongoing support for those seeking recovery from alcohol dependency and its associated consequences such as anti-social behaviour, petty crime, domestic abuse etc.

Transform Housing & Support – Promoting Digital inclusion; building safer communities

Transform Housing & Support was awarded £4,000 towards their Digital Inclusion programme which, following the success of the pilot will provide secure WiFi access to vulnerable clients living in seven of their shared properties. This will provide them with the opportunity for meaningful and productive activity at home, reducing the risk of anti-social behaviour in the local community.

Waverley Borough Council – Domestic Homicide Review

Waverley Borough Council was awarded £6,000 towards the costs of an independent chair and administrative support for a Domestic Homicide Review.

SURREY POLICE AND CRIME PANEL

ENGAGEMENT REPORT 2015-16

18th May 2016

SUMMARY

In the last 12 months, the Police and Crime Commissioner, with the assistance of the Office of the Police and Crime Commissioner, has held 11 Crime Summits across the county in accordance with the fourth of the six People's Priorities: to 'give you the opportunity to have a greater say in how your streets are policed'. This report summarises the work done for these events, as well as other engagement methods, the results, and recommendations for future events in 16-17.

RECOMMENDATIONS

For members of the Police and Crime Panel to note the report

EQUALITIES AND DIVERSITY IMPLICATIONS

No implications

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1. Background

As part of the Surrey Police and Crime Plan, the Police and Crime Commissioner (PCC) committed to:

"... 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."

To meet this commitment, officers in the Office of the Police and Crime Commissioner (OPCC) have arranged a summit to be held in every borough and district in Surrey during 2015/16.

Each summit was carried out in partnership with the local council, usually led by the Community Safety Officer or Manager, and the local Neighbourhood Inspector. Ideas for how to run the summit, the venue, and how much involvement the local council wanted were different for each summit.

This report provides a summary of these activities to inform 2016/17 engagement.

2. Overview of activity

Borough / District	Date	Venue	Attendance	Cost (£)*
Elmbridge	17 June 2015	Esher Civic Centre	51	262.87
Spelthorne	22 September 2015	Spelthorne Borough Council	33	190.56
Epsom & Ewell	12 October 2015	Longmead Centre, Epsom	33	269.05
Reigate & Banstead	22 October 2015	Harlequin Theatre, Redhill	26	197.62
Tandridge	3 November 2015	Tandridge District Council	63	193.18
Woking	12 November 2015	HG Wells Conference Centre, Woking	72	1273.38
Guildford	2 December 2015	G Live, Guildford	51	898.38
Waverley	18 January 2016	Farnham Maltings	48	222.78
Runnymede	3 February 2016	Chertsey Hall	51	404.60
Surrey Heath	11 February 2016	Camberley Theatre	77	834.83
Mole Valley	29 February 2016	Dorking Halls	56	748.74
Total			561	5495.99

*Due to how advertising costs were recorded, it is not possible to determine how much the advertising for each Crime Summit cost. As such, total advertising costs have been divided equally between the 11 events.

General Themes

Each summit had local issues of concern. However, there were a number of themes that applied throughout Surrey as follows:

- Cybercrime and fraud
- Public concerns with regard to uniformed visibility
- Public concerns with regard to engagement from local officers

3. Summary of each event

3.1 Elmbridge

The Elmbridge Crime Summit took place on 17 June 2015 at the Esher Civic Centre. 77 members of the public registered to attend the meeting, with only 51 attending, representing a 31.08% decrease in attendance since the previous summit. The event comprised presentations from the Chief Executive of Elmbridge Borough Council, the Neighbourhood Inspector and the Police and Crime Commissioner.

The key issues raised during the question and answer session were:

- Fraud and cybercrime
- Joint Enforcement Teams
- Anti-social dog ownership

Attendee feedback was broadly positive. Most residents heard via Surrey Police's Active Citizen email system.

This Crime Summit was timed to coincide with Elmbridge Borough Council's annual Community Safety event.

3.2 Spelthorne

The Spelthorne Crime Summit took place on 22 September 2015 at Spelthorne Borough Council's offices in Staines-upon-Thames. 54 members of the public registered for the meeting, with 33 attending, representing a 36.54% decrease in attendance since the previous summit. The event comprised presentations from the Chief Executive of Spelthorne Borough Council, the Neighbourhood Inspector and the Police and Crime Commissioner. This was followed by a vote on a community project which would receive £1,000 in additional funding from the Office of the Police and Crime Commissioner and Spelthorne Borough Council (the 'Public's Project' award), and ended with a question and answer session.

The key issues raised during the question and answer session were:

- A lack of police visibility
- Issues with the non-emergency number (101)
- The proposed merger with Surrey Fire and Rescue Service

In compliance with recommendations made in the 2014/15 Crime Summit report, this Crime Summit was held later in the month to avoid the very end of the school holidays.

3.3 Epsom & Ewell

The Epsom & Ewell Crime Summit was held on 12 October 2015 at the Longmead Centre in Epsom. 37 members of the public registered for the meeting, with 33 attending, representing a 37.5% increase in attendance compared with 2014/15. The event comprised a presentation from the Leader of the Council, the Neighbourhood Inspector and the Police and Crime Commissioner.

Key issues raised during the Crime Summit were:

- Perceived failure of the 'Zero Tolerance' pledge
- Communications problems with Surrey Police

Attendee feedback was broadly positive, although many attendees used their feedback forms as an opportunity to complain about how the event was chaired, as it was perceived that a few individuals dominated the question and answer session.

This is the second year that the Epsom & Ewell Crime Summit has been held at the Longmead Centre, which is on the Longmead Estate. Due to the nature of this location and its problems, we have heard anecdotally that residents from other areas of the borough do not want to attend events held in this location. As a result, Crime Summits held here have become about hyper-local issues and has excluded residents who live in other areas of the borough. It is recommended that, should Crime Summits continue in a similar format in 2016/17, that the Epsom & Ewell Crime Summit is moved to another location in the area to encourage other residents to attend.

3.4 Reigate & Banstead

The Reigate & Banstead Crime Summit was held on 22 October 2015 at the Harlequin Theatre in Redhill. 31 members of the public registered, with 26 attending, representing a 31.58% decrease in attendance from the previous year. The event comprised a presentation from the Community Safety Manager, the Neighbourhood Inspector and the Police and Crime Commissioner. This was then followed by a question and answer session.

Key issued raised during the Crime Summit were:

- Issues with the non-emergency number (101)
- Pegasus (Surrey Police's service for those with problems communicating)
- A perceived lack of visible street policing

Attendee feedback was broadly positive, with some respondents requesting that such meetings were held more frequently.

3.5 Tandridge

The Tandridge Crime Summit was held on 3 November 2015 at Tandridge District Council in Oxted. 74 members of the public registered to attend the meeting, and 63 attended, representing a 16% reduction in attendance compared to the previous year. The Crime Summit comprised a presentation from the Chief Executive of Tandridge District Council, the Neighbourhood Inspector and the Police and Crime Commissioner, followed by a question and answer session. Key issued raised during the Crime Summit were:

- Collaboration with neighbouring forces
- Rural crime
- Anti-social driving

The Tandridge Crime Summit is unique in that it runs as part of the Overview and Scrutiny Committee, and as such forms part of a larger council meeting to which residents are able to attend the first hour for the Crime Summit. Feedback has been received that this is not enough time for resident questions. It is recommended that, should Crime Summits continue in a similar format in future, that the Crime Summit should be separated from the Overview and Scrutiny Committee, and allowed to run for longer to allow for a longer question and answer session.

3.6 Woking

The Woking Crime Summit took place on 12 November 2015 at HG Wells Conference Centre, Woking. 74 members of the public registered to attend the meeting, with 72 attending, representing a 4.35% increase in attendance compared to the previous year. The Crime Summit comprised of presentations from Woking Borough Council's Chief Executive, the Neighbourhood Inspector and the Police and Crime Commissioner.

Key issues raised during the Crime Summit were:

- Perceived lack of communication from Surrey Police (i.e. the Active Citizen system)
- Pegasus (Surrey Police service for those with communication problems)
- Perceived lack / reduction of visible policing

Attendee feedback was broadly positive, although a few residents complained about the presentations taking up too much time, leaving less time for the question and answer sessions. Should Crime Summits continue in a similar format in the future, it is recommended that presentations are kept to no longer than 15 minutes, to ensure that there is ample time for the question and answer session to take place.

3.7 Guildford

The Guildford Crime Summit took place on 2 December 2015 at G Live, Guildford. 79 members of the public registered for the meeting, with 51 attending. This represents a 29.17% reduction in attendance from the previous year. The event comprised of presentations from Guildford Borough Council's Deputy Chief Executive, the Neighbourhood Inspector and the Police and Crime Commissioner.

Key issues that were raised at the Guildford Crime Summit were:

- Cybercrime and fraud
- Issues with the non-emergency number (101)
- Anti-social behaviour

Attendee feedback was very positive.

9

3.8 Waverley

The Waverley Crime Summit was held on 18 January 2016 at Farnham Maltings. 71 members of the public registered, with 48 attending. This represents an 84.62% increase in attendance when compared to the previous year. The event comprised presentations from presentations from the Police and Crime Commissioner, the Neighbourhood Inspector and the portfolio holder for community safety from Waverley Borough Council. This was then followed by a question and answer session.

Key issues that were raised at the event were:

- Anti-social dog ownership
- Burglars
- Anti-social driving

Attendee feedback was very positive.

Events held in Waverley have shown that Farnham Maltings is a popular venue, with higher attendance than the event last year held in Godalming. Future location of any similar events will need to be considered to ensure that the PCC can engage with residents elsewhere in the borough.

3.9 Runnymede

The Runnymede Crime Summit was held on 3 February 2016 at Chertsey Hall. 51 members of the public registered, with all 51 attending the event. This represents a 10.87% increase in attendance. The Crime Summit comprised of presentations from the Leader of Runnymede Borough Council, the Neighbourhood Inspector and the Police and Crime Commissioner. This was followed by a question and answer session.

Key issues that were raised at the Crime Summit were:

- Cybercrime and fraud
- · Increase in council tax
- Changes in crime recording

The increase in attendance in this area is relatively small numerically, although this slight increase could be attributed to the change in location, as Chertsey is more central in Runnymede than Egham, where the 2014/15 Runnymede Crime Summit was held.

3.10 Surrey Heath

The Surrey Heath Crime Summit was held on 11 February 2016 at Camberley Theatre. 55 members of the public registered, with 77 attending. This represents an 11.49% decrease in attendance when compared to the 2014/15 event. The Crime Summit comprised of presentations from the Neighbourhood Inspector and the Police and Crime Commissioner. This was then followed by round table discussions, which were to be led by Surrey Heath Borough Council, and a question and answer session where representatives from the council joined the top table.

The key issues that were raised at the Crime Summit were:

• Special constables

- Changes in Neighbourhood Inspectors
- Burglary

Feedback provided by attendees was broadly positive, and many requested that a similar format was repeated in future.

Reduced attendance may be due to the lack of a big issue to discuss (as in the previous year, the Police and Crime Commissioner was consulting with residents on a council tax referendum).

3.11 Mole Valley

The Mole Valley Crime Summit was held on 29 February 2016 at Dorking Halls. 55 members of the public registered, with 56 attending. This represents a 9.8% increase in attendance when compared to the previous year. The Crime Summit comprised of presentations from the Chief Inspector for the Eastern Division and the Police and Crime Commissioner. This was then followed by a question and answer session.

The key issues that were raised at the Crime Summit were:

- Anti-social road use
- Rural crime
- Communication from Surrey Police (via Active Citizen system)

Attendee feedback was broadly positive.

4. Social Media

The Office of the Police and Crime Commissioner is active on social media, to give residents more opportunities to engage with the work of the OPCC, and to learn more about the responsibilities of the office. The social media presence looks to complement both the face-to-face engagement strategy and the OPCC website, and aims to provide information and deal with queries from the public when necessary.

Communications staff at the Office of the Police and Crime Commissioner manage a Facebook page with over 650 Likes, a Twitter account with over 4,000 followers, and various other social media accounts including YouTube, Persicope and Flickr.

During the course of Crime Summits this year, the OPCC has used Twitter and Periscope to enhance engagement whilst at the Crime Summits, whilst Facebook has been used exclusively for advertising Crime Summits.

4.1 Twitter at Crime Summits

Since the first round of Crime Summits in 2013/14, Twitter has been used during Crime Summits to live-tweet the event for the benefit of members of the public who were unable to attend the events. However, prior to the 2015/16 Crime Summits, use of social media at Crime Summits was not recorded. Following 2014/15 Crime Summits it became clear that recording this data would give a better idea of how well Crime Summits were reaching those who were unable to attend, but were still interested in engaging with the Office of the

Police and Crime Commissioner. As in previous years, Crime Summits have been livetweeted from the Office of the Police and Crime Commissioner's twitter account (@SurreyPCC). The hashtag #CrimeSummit is used to collect all the information and questions about the Crime Summits in one place.

The table below details the number of tweets sent from the @SurreyPCC account from Crime Summits, the number of times those tweets were seen (impressions), the engagement rate (i.e. what percentage of impressions actually engaged with the tweet in some way, e.g. clicking the link, retweeting, favouriting or replying), and how the engagement rate breaks down into figures of how many times links in tweets were clicked, how many times tweets were retweeted, how many times our tweets were favourited, and how many replies we were sent.

Borough / District	Tweets	Impression s	Engagemen t Rate	Link Clicks	Retweets	Favourite s	Replies
Elmbridge	141	31,973	1.70%	31	81	16	8
Spelthorne	120	23,155	1.30%	56	32	25	10
Epsom & Ewell	81	19,414	1.10%	7	16	5	1
Reigate & Banstead	144	27,520	0.70%	28	28	18	9
Tandridge	90	17,895	1.20%	9	9	11	11
Woking	142	26,475	0.80%	23	16	22	3
Guildford	122	24,731	1.00%	28	17	10	9
Waverley	161	27,804	1.40%	42	64	53	27
Runnymed e	161	30,205	1.30%	46	64	53	27
Surrey Heath	129	26,227	1.50%	33	38	41	17
Mole Valley	299	31,256	1.40%	22	71	62	11
Total	1590	286,655	1.22%	325	436	316	133

4.2 Periscope at Crime Summits

Periscope is a live streaming service which allows users to broadcast videos directly from their mobile phones. Videos are able to be viewed live, or on demand anytime for the next 24 hours, after which time they are deleted.

Periscope launched in 2015, and was used during the 2015/16 Crime Summits as a tool to give those who weren't able to attend the event the opportunity to watch the proceedings live online. This was to give the Office of the Police and Crime Commissioner the opportunity to engage with more people in a new way, and was intended to complement our live-tweeting.

Borough / District	Videos	Total Live Viewers	Total Replay Viewers	Total Viewers
Elmbridge	8	214	6	220
Spelthorne	22	276	12	288
Epsom & Ewell*	0	0	0	0
Reigate & Banstead	12	478	5	483
Tandridge*	0	0	0	0
Woking	12	448	0	448
Guildford	14	558	0	558
Waverley	19	245	18	263
Runnymede	20	320	23	343
Surrey Heath	6	147	12	159
Mole Valley	13	817	88	905
Total	118	3289	158	3447

1.

*Periscope was not used at the Epsom & Ewell or Tandridge Crime Summits.

5. Engagement Summary

In total, 561 people attended the Crime Summits in 2015/16, with a total cost of £5495.99 - approximately £9.80 per attendee. The cost per attendee has therefore increased by £3.66, which is in part due to the fact that attendance is down by 8.63% when compared to 2014/15. This increase in costs is due to increased venue and advertising costs, whilst the reduction in attendance is likely due to a number of factors, including a lack of a big issue to discuss (e.g. the 2014/15 council tax referendum). As in the previous two years, Crime Summits were generally attended by older members of the community, or those with specific areas of concern. This once again raises the issue of whether these events are appealing to a wide range of Surrey residents.

Online engagement has proved to be an efficient and resourceful way of reaching people who are unable to attend Crime Summits in person. In contrast to filming Crime Summits and putting them up online afterwards, as was also considered, this method gives residents who are unable to attend the meeting the opportunity to ask questions via Twitter and Periscope, and either have their questions answered during the meeting, or have their questions answered immediately after the Crime Summit has ended.

The table below details the number of times Crime Summit content was 'engaged with' (i.e. watched, or clicked / retweeted / favourited / replied to on Twitter, or watched on Periscope).

Borough / District	Total Twitter Engagement	Total Periscope Engagement	Total Online Engagement
Elmbridge	136	220	356
Spelthorne	123	288	411
Epsom & Ewell	29	0	29
Reigate & Banstead	83	483	566
Tandridge	40	0	40
Woking	64	448	512
Guildford	64	558	622
Waverley	186	263	449
Runnymede	190	343	533
Surrey Heath	129	159	288
Mole Valley	166	905	1071
Total	1210	3667	4877

This table demonstrates how much more effective online engagement is in general, as through online engagement alone we were able to reach nearly 5,000 people, when compared to the 561 who attended Crime Summits this year. Combining the number of people who attended Crime Summit with the number of online engagements we received relating to Crime Summits results in a figure of 5438. Therefore, the cost for each Crime Summit-related engagement is $\pounds1.01$.

It is, however, difficult to estimate how much of the online engagement came from Surrey residents - it is not possible to view locations of viewers / twitter users due to how Twitter and Periscope handle their user data. However, as the main method of sharing links to Periscope is through the Office of the Police and Crime Commissioner twitter account, which is followed predominantly by those who live in Surrey or those who have some interest in the work of the Surrey OPCC, it is likely that a reasonable proportion of viewers either live in Surrey or have some connection with Surrey.

As in previous years, Crime Summits work best when partners are keen and engaged, and where there are effective local means of promoting the event. With Surrey having very little in the way of centralised media, active and engaging social media accounts maintained by the Safer Neighbourhood Team, local council or local community groups (e.g. Neighbourhood Watch) are a vital means of promoting these events. In areas where these are not in place, promotion becomes more of a challenge.

Overall, the OPCC has met the commitment made by the PCC to hold a summit in every borough and district during 2015/16. The PCC and supporting staff will need to consider whether and how this is done during 2016/17, and whether a variety of events can be implemented to engage with a wider audience in a more cost-effective manner.

POLICE & CRIME PANEL ACTIONS AND RECOMMENDATIONS TRACKER- 18 MAY 2016

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/co mpletion	Next progress check:
04 Feb 2016	Surrey Police & Crime Commissioners Precept Setting Proposal For The Financial Year 2016/2017	R1/16 For the PCC to provide the Panel with details around how many victims are supported by Surrey Police every year.	PCC/OPCC	A response from the OPCC was emailed out to the Panel on 15 March 2016.	May 2016	Completed
04 Feb 2016	Police & Crime Commissioner Month 9 2015/16 Financial Report	R2/16 For the PCC to provide members of the Panel with more details around the ACPO budget and what this budget contains.	PCC/OPCC	A response from the OPCC was emailed out to the Panel on 4 May 2016.	May 2016	Completed
04 Feb 2016	Police And Crime Plan Quarterly Update	R3/16 For the PCC to provide the Panel with a list of current powers of PCSOs and details of where he believes these powers could be increased.	PCC/OPCC	A response from the OPCC was emailed out to the Panel on 15 March 2016. A document listing current powers of PCSO's was also sent to the Panel.	May 2016	Completed

Item 10

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Surrey Police and Crime Panel- Forward 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
18 May 2016	HMIC Inspections: Update on PEEL assessment results 2015	Final public report by the HMIC on the PEEL (Police Effectiveness, Efficiency and Legitimacy) assessment for Surrey 2015.	Johanna Burne
	Community Safety Fund 2015/16	Update on community safety funding.	Johanna Burne
	Community Engagement 2015/16	Update on community engagement work undertaken by the OPCC.	Johanna Burne
	Appointment of new independent member	To report back to the Panel on the recruitment for a new independent member.	Scrutiny Officer
	+Standing items	Standing items are considered at every meeting of the PCP. These are listed later on in the document.	Johanna Burne / Scrutiny Officer

5 July 2016	OPCC's Annual Report	To review The PCC's annual report.	Johanna Burne/Alison Bolton
	Chief Constable Confirmation Hearing	To hold a confirmation hearing for a new Chief Constable of Surrey Police.	Johanna Burne/Alison Bolton
	Re-establishment of Complaints Sub-Committee and Finance Working Group.	To reconstitute these bodies for the 2016/17 municipal year.	Scrutiny Officer
	Election of Chairman and Vice Chairman	To agree a Chairman and Vice-Chairman for the municipal year.	Scrutiny Officer
	+Standing items	Standing items are considered at every meeting of the PCP. These are listed later on in the document.	Johanna Burne / Scrutiny Officer
12 Sept 2016	Police and Crime Panel: Informal Meeting	An informal meeting to be held between the Panel and PCC.	OPCC/Scrutiny Officer

Future Items for PCP Meetings	Purpose
DPCC Confirmation hearing (tbc)	To hold a confirmation hearing for a Deputy Police and Crime Commissioner.
Mobile Data Terminal demonstration (tbc)	For the Panel to receive a demonstration on the new mobile data terminals being used by Surrey Police.

Standing Items

Standing Items	Purpose	Contact Officer
Complaints	To monitor complaints received against the PCC and / or the DPCC	Scrutiny Officer
Performance Monitoring of the DPCC, APCC for Victims & Consultant Advisor on equalities and diversity	The PCC has agreed to provide the Panel with the outcome of the DPCC's appraisals as well as progress made by his APCC and Consultant Advisor on equalities and diversity.	Johanna Burne
Police and Crime Plan Quarterly Update	To consider progress made against the agreed Police and Crime Plan.	Johanna Burne
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
Feedback on monthly discussions with the Chief Constable	To consider issues raised during monthly discussions between the PCC and the Chief Constable.	Johanna Burne
Actions and recommendations tracker	To monitor responses, actions and outcomes against recommendations or requests for further actions.	Scrutiny Officer
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
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	 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	 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 falls within its remit.	Reports verbally to the formal precept setting meeting of the Panel in February.

SURREY POLICE AND CRIME PANEL

COMPLAINTS RECEIVED SINCE THE LAST MEETING

18 May 2016

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 The Complaints Sub-Committee has considered seven complaints since the last Panel meeting on 4 February 2016. The details regarding these complaints can be found 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: Huma Younis, Scrutiny Officer, Surrey County Council

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Complaints Received Since the Last PCP Meeting (4 February 2016)

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
20 Jan 2016	A complaint was received relating to the Commissioners conduct	Yes	No	A meeting to consider the complaint was held on 17 February 2016. The complaint was not upheld and the PCC and complainant were notified of this.
20 Jan 2016	A complaint was received relating to the Commissioners conduct	Yes	No	A meeting to consider the complaint was held on 17 February 2016.The complaint was not upheld and the PCC and complainant were notified of this.
20 Jan 2016	A complaint was received relating to the Commissioners conduct	Yes	No	A meeting to consider the complaint was held on 17 February 2016. The complaint was not upheld and the PCC and complainant were notified of this.
02 Feb 2016	A complaint was received relating to the Commissioners conduct	Yes	No	A meeting was held on 3 March to consider the complaint. The sub-committee found there were no grounds to uphold the complaint and all parties were notified of the decision.
09 Feb 2016	A complaint was received relating to the Commissioners conduct	Yes	No	A meeting was held on 3 March to consider the complaint. The sub-committee found there were no grounds to uphold the complaint and all parties were notified of the decision.
09 Feb 2016	A complaint was received relating to the Deputy Police and Crime Commissioners conduct	Yes	No	A meeting was held on 3 March to consider the complaint. The sub-committee found there were no grounds to uphold the complaint but made additional comments for the attention of the DPCC. All parties were notified of the decision.
08 Mar 2016	A complaint was received relating to the Commissioners conduct	Yes	No	A meeting was held on 5 April to consider this complaint. The Panel acknowledged that they did not have any jurisdiction in the matter and therefore could not uphold the complaint. All parties were notified of the decision.

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