

Notice of Meeting

Surrey Police and Crime Panel



Date & time
Thursday, 1
December 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

huma.younis@surreycc.gov.uk,
sharmina.ullah@surreycc.gov.uk

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Huma Younis or Sharmina Ullah on 020 8213 2725, 020 8213 2838.

Members

Dorothy Ross-Tomlin (Chairman)
Ken Harwood (Vice-Chairman)
Chris Sadler
David Reeve
Graham Ellwood
Margaret Cooksey
Roger Newstead
Anthony Mitchell
Charlotte Morley
Peter Waddell
Pat Frost
Beryl Hunwicks
Bryan Cross
David Fitzpatrick-Grimes

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 - 8)

To approve the minutes of the meeting held on 10 October 2016 as a correct record.

3 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

- (i) Any disclosable pecuniary interests and / or
- (ii) Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

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 VERBAL UPDATE FROM THE COMMISSIONER

To receive an update from the Commissioner on any key issues arising from Policing matters.

- 6 PROGRESS AGAINST THE POLICE AND CRIME PLAN** (Pages 9 - 20)
- The Panel are asked to consider progress made against the agreed Police and Crime Plan. The PCC has published a Police and Crime Plan for 2016 to 2020 based on the 6 manifesto pledges he made during his campaign to become PCC. This report provides an update on how the plan is being met.
- 7 BUDGET QUARTERLY UPDATE** (Pages 21 - 32)
- The attached reports inform the Police & Crime Panel of the OPCC's financial performance at Month 6 for the 2016/17 financial year and Surrey Police Group (i.e. Finances of both the PCC and Chief Constable) financial position up to Month 6 (September) for the 2016/17 financial year.
- 8 SURREY OPCC COMMISSIONING STRATEGY UPDATE** (Pages 33 - 34)
- The PCC has introduced a new commissioning strategy for 2016-20, based upon his six Police and Crime Plan Priorities. The Panel are asked to consider this strategy.
- 9 UPDATE ON THE WORK OF THE ASSISTANT POLICE AND CRIME COMMISSIONER (VICTIMS)** (Pages 35 - 38)
- Jane Anderson was appointed by the previous Police & Crime Commissioner to the role of Assistant Police & Crime Commissioner (Victims). PCC David Munro has extended the APCC's short term contract until the end of the financial year. The PCC has agreed to provide the Panel with progress made by his APCC and the work undertaken by his APCC.
- 10 FEEDBACK ON PERFORMANCE MEETINGS WITH THE CHIEF CONSTABLE** (Pages 39 - 42)
- For the Panel to consider issues raised during monthly discussions between the PCC and the Chief Constable. The PCC holds monthly Performance Meetings where the Chief Constable reports on progress against the Police & Crime Plan and other strategic issues.
- 11 HATE CRIME IN SURREY** (Pages 43 - 48)
- This paper provides an update on hate crimes in Surrey and the work done by Surrey Police and the Police and Crime Commissioner (PCC) to address it.
- 12 CCTV IN SURREY** (Pages 49 - 52)
- For the Panel to receive a report on CCTV in Surrey and the funding arrangements in place for this. This item was deferred from the 10 October Panel meeting.

- 13 NATIONAL DEVELOPMENTS IN POLICING** (Pages 53 - 56)
- This paper aims to brief the Police and Crime Panel on three national developments in policing which will have an impact on local policing provision:
- The new Policing Funding Formula
 - The Policing Vision 2025
 - Specialist Capabilities
- 14 GOVERNANCE OF FIRE AND RESCUE IN SURREY** (Pages 57 - 60)
- This paper provides an update on the PCC's view on the future governance of the Fire and Rescue service in Surrey.
- 15 SCRUTINY OF REMEMBRANCE DAY PARADE POLICIES** (Pages 61 - 62)
- The Panel has requested information in respect of Surrey Police's policy regarding the policing of Remembrance Day Parades and in particular, the PCC's response to some local concern over the levels of police support offered to certain local parades.
- 16 COMPLAINTS RECEIVED SINCE THE LAST MEETING** (Pages 63 - 68)
- To note complaints against the Police and Crime Commissioner received since the last meeting of the Police and Crime Panel.
- 17 FORWARD WORK PROGRAMME AND RECOMMENDATIONS TRACKER** (Pages 69 - 74)
- To review the Forward Work Programme and Recommendations Tracker.
- 18 COMMISSIONER'S QUESTION TIME**
- The panel is asked to raise any issues or queries concerning crime and policing in Surrey with the Commissioner.
- 19 DATE OF NEXT MEETING**
- The next public meeting of the Police and Crime Panel will be held on 6 February 2017 at 10.30am in the Ashcombe Suite, County Hall, Kingston upon Thames.

Published: Wednesday, 23 November 2016

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MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 10 October 2016 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on 1 December 2016.

Members:

Dorothy Ross-Tomlin (Chairman)
Ken Harwood (Vice-Chairman)
David Reeve
Chris Sadler
Margaret Cooksey
Peter Waddell
Charlotte Morley
Pat Frost
Beryl Hunwicks
Bryan Cross
Roger Newstead
Graham Ellwood
Anthony Mitchell
David Fitzpatrick-Grimes

45/16 APOLOGIES FOR ABSENCE [Item 1]

Apologies were received from Graham Ellwood, David Fitzpatrick-Grimes and Borough Councillor Anthony Mitchell.

46/16 MINUTES OF THE PREVIOUS MEETING [Item 2]

The minutes from the meeting held on 5 July 2016 were agreed by the Panel as a true record of the meeting.

47/16 DECLARATIONS OF INTEREST [Item 3]

None received.

48/16 PUBLIC QUESTIONS [Item 4]

None received.

49/16 POLICE AND CRIME PLAN QUARTERLY UPDATE [Item 5]**Key points raised during the discussion:**

1. The PCC introduced the item and informed Members that the Police and Crime Plan had recently been published. It was confirmed that scrutiny of the plan would be conducted with the Chief Constable through monthly meetings which would be held in public and private. The PCC went on to highlight the six main priorities of the plan and invited Panel Members to ask questions on its content.
2. The Chairman highlighted a comment made by the PCC regarding the importance of dealing with domestic abuse cases quickly and suggested that efforts should also be concentrated on cases where a person is falsely accused.
3. A Member of the Panel expressed their concern over the improvement needed to CCTV in certain parts of Surrey and the role it played in preventing terrorism. The PCC responded by informing the Panel he was aware of its importance and that a review on CCTV usage was being conducted as a matter of urgency with the Police. When asked for a timescale on this the Panel were informed it would be soon.
4. A Member of the Panel informed the PCC of stories he had heard of Police Community Support Officers (PCSOs) with long years of service leaving because they felt they were not given the support they needed. This was because Police Officers were also leaving the force and were not being replaced. The PCC noted this and explained that this was very concerning as they would not want to lose experienced Officers.
5. Members of the Panel were pleased that the Policing in your Neighbourhood scheme was under review and asked for timescales of when the review would be over and when the report would be made available. Members were informed that the review would be over in

November 2016 and that more information would be made available then.

6. Panel Members raised concerns over speeding on Surrey roads and asked how the Police were going to tackle this, The PCC understood their concerns and informed the Panel that the police took speeding very seriously. It was said that the Police would do what they can but would have to take a proportionate approach to the problem as it was not viable for the police to be stationed on every road monitoring speed. The PCC explained that he would be meeting with the Leader of Surrey County Council to consider what can be done to reduce speeding in the county.
7. A Member of the Panel asked for information on how police were cutting crime and statistics on how successful they were. The members stated that they could not find this information and asked if this could be included in future reports. The PCC confirmed that the information was available online but was not included in the report as it was lengthy. He agreed that this information would be included in future reports. A member of the Panel queried when the rural crime strategy would be published. The PCC explained the strategy was still in draft. The PCC also explained that the Police were working with Surrey County Council on the development of the Police estates strategy.
8. A discussion was had around people driving whilst using their mobile phones and how the police were intending to prevent this from increasing. The PCC agreed that this was a problem and mentioned that this was a crime that was difficult to enforce as it required an officer to witness someone using a mobile whilst driving. The PCC informed the Panel that penalties for this crime were increasing to prevent it from happening. A Member of the Panel suggested looking into more advanced ways to prevent mobile phones from being used whilst driving Members asked for details around the number of people being caught using mobile phones whilst driving in Surrey.
9. After being questioned on the progress with the Secretary of State in terms of the policing funding formula, the PCC informed the Panel that they had previously spoken and that a revision of the funding formula was underway. He mentioned that a letter would be sent to all Surrey Members of Parliament and Council Leaders asking for support to make sure Surrey would get a fair deal. A copy of this letter would also be shared with the Panel. The Chairman of the Panel stated that the Panel had previously sent a letter to the Home Office in support of fairer funding for Surrey Police and would be happy to do it again.
10. A Member of the Panel asked for confirmation if Epsom Police Station had been sold. The PCC confirmed that the Police station had not yet been sold but was currently considered as a surplus.

RESOLVED:

The Police and Crime Panel noted the early progress made against the Police and Crime Plan 2016-2020.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

R12/16 For the Police and Crime Panel to send a letter to the Home Office in support of fairer funding for Surrey Police.

R13/16 For the PCC to provide the panel with details around the number of people being caught using mobile phones whilst driving in Surrey.

50/16 BUDGET QUARTERLY UPDATE [Item 6]**Key points raised in the discussion:**

1. The Chief Finance Officer of the Police and Crime Commissioner's Office (OPCC) introduced the item to the Panel and confirmed that for 2015 between the Police Group and OPCC there had been a total under spend of £154,000.
2. A Member of the Panel asked for further information on carrying forward the capital budget and if a time limit was put in place. The Officer confirmed that there was no time limit and that the police had a history of not spending the full budget allocation because of the way capital projects had been managed. It was noted that the PCC agreed to be more flexible with the capital carry over.
3. A discussion was undertaken around IT overspend and whether this overspend was due to the implementation of a data centre. The Chief Finance Officer explained that work in relation to the data centre was charged to revenue and IT overspend was mainly due to staff turnover and agency staff costs.
4. The Panel queried issues with staff retention and queried if there was any possibility to increase staff incentives. The Chief Executive of the OPCC confirmed that the police were reviewing the package of benefits to officers, with a view to making sure officers stayed with the force. She further explained that the Chief Constable could pay a south east allowance but there were not enough funds to do this without making cuts elsewhere.
5. Panel Members questioned why a significant amount of money was being put into pay a pension deficit when it could be used to retain staff. The Chief Finance Officer informed the Panel that payment into the pension deficit was made from under spend against the budget and would ultimately reduce the amount that would need to be paid against the deficit in the longer term.
6. The PCC confirmed that it would seem that Surrey Police would be within budget for this year and that additional savings would be achieved through recruitment.

RESOLVED:

The Police and Crime Panel noted the financial performance of the Surrey Police Group and the Office of the Police and Crime Commissioner for Surrey.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

51/16 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE [Item 7]

Key points raised during the discussion:

1. A Member of the Panel queried if consideration was being given for a new headquarters for Surrey Police. The PCC confirmed that this was still undecided but believed the Headquarters should be based in Surrey. The main strand of the estates strategy would be to increase co-location with other Police Forces and to use buildings more efficiently.
2. A member of the Panel asked for confirmation if there would be possibility to be involved with the scrutiny of the estate strategy in which it was confirmed the Panel could have involvement. Formal oversight of the strategy would be undertaken by the PCC in spring 2017.
3. A Member of the Panel queried whether work on an estates strategy had started four years ago and if so why a new estate strategy was being created. The PCC explained that he and the Chief Constable had agreed that more detailed work around a better strategy was possible and hence the need to continue with this work.

RESOLVED:

The Police and Crime Panel noted the update on performance meetings.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

52/16 UPDATE ON FUNDING FOR CCTV [Item 8]

Key points raised during the discussion:

1. Members of the Panel agreed that CCTV had been discussed at length during item 5 and therefore no further discussions were required. It was noted that a formal report on CCTV would be considered at the 1 December panel meeting.
2. A Member of the Panel stated that more clarification was needed around timescales of when information around the changes being made to CCTV would be available. The PCC confirmed this was being viewed with great urgency.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

53/16 VICTIM SUPPORT SERVICES [Item 9]**Key points raised during the discussion:**

1. The Senior Policy Officer introduced the item and informed the Panel that they had £1,372,554 to spend on victim support services which was more than last year. The Officer went on to explain how the budget was divided between the services listed in the report. It was noted that the OPCC were not the only commissioners in Surrey and that joint commissioning was looked at where possible. The Officer went on to confirm that a commissioning strategy for the next four years would be published shortly online and that an online funding hub was live.
2. The Chairman of the Panel spoke about the need to use public money responsibly and the importance of preventing duplication of services. The Officer explained that there were some organisations in the report with similar roles but were very different in their offerings, although many worked very closely together.
3. A member queried a budget deficit outlined in the report. The Senior Policy officer explained that this was not a deficit but contribution towards a shortfall in an organisation's travel costs from the OPCC.
4. A Member of the Panel highlighted the mention of a Surrey Police DVD on child sexual exploitation and asked how the service was aiming for it to be circulated and communicated. The Officer confirmed that it was their aim to circulate to schools but unfortunately there was no guarantee as to if it would be taken up by schools. A Member went on to ask how closely the service works with schools. The PCC confirmed more could be done to work with schools although work was being undertaken with schools currently through Eagle radio. A member of the Panel commended the work of Eagle radio.
5. A member of the board questioned the budget for administration costs and queried why it was so high. The Senior Policy Officer confirmed that this budget contained staff salaries and costs for events. It was further explained that this funding comes from the Ministry of Justice.
6. A discussion was had around potentially giving fixed levels of money from the Community Safety Fund to Community Safety Partnerships (CSPs) to allow them to continue the work they have done in the past. The PCC stated that he did not want to give large pots of money to CSPs directly without efficient business cases in place.
7. A member queried how the performance of commissioned services were monitored. The Senior Policy Officer explained that all services are monitored through monthly and quarterly reporting. The contract with Victim Support is monitored through six month updates and an annual report. Victims accessing the service are monitored at the point of referral and throughout the process to ensure progress is being made.
8. Officers explained that the Assistant Commissioner for Victims led the strategy for the team and was a key point of contact for the courts,

service managers and victims of crimes. The PCC stated that he was very happy with the work undertaken by the Assistant Commissioner for Victims and explained that she would be attending the next PCP meeting.

RESOLVED:

The Panel noted the content of the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

R14/16 For the OPCC Commissioning Strategy to be added to the forward work programme for the 1 December panel meeting.

54/16 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 10]

RESOLVED:

The Panel noted the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

55/16 ACTIONS AND RECOMMENDATIONS TRACKER [Item 11]

Key points raised during the discussion:

- 1. A Member of the Panel asked for confirmation if body worn cameras for Police Officers had been implemented across Surrey. The PCC responded by saying that there had been delays but there was a keenness to get this implemented soon.
- 2. The actions and recommendations tracker was agreed.

RESOLVED:

The Panel noted the report.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

None.

56/16 DRAFT FORWARD WORK PROGRAMME [Item 12]

Key points raised in the discussion:

- 1. It was explained that a full update report on CCTV would be considered at the December panel meeting. The Panel discussed the necessity of keeping the 'Verbal Update on Ongoing Investigations' item on future agendas as a standing item. There was concern that the information given in this item was private and could interfere with current ongoing

investigations. The Chairman and PCC stated that it would be beneficial to keep this item on future agendas as a general verbal update from the PCC. It was agreed to rename this item on future agendas as 'Verbal Update from the PCC'.

RESOLVED:

The Panel noted the draft forward work programme.

ACTIONS/FURTHER INFORMATION TO BE PROVIDED:

For the standing agenda item 'Verbal update on ongoing investigations' to be changed to 'Verbal Update from the PCC'.

57/16 VERBAL UPDATE ON ONGOING INVESTIGATIONS [Item 13]

RESOLVED:

For the standing agenda item 'Verbal update on ongoing investigations' to be changed to 'Verbal Update from the PCC'.

58/16 DATE OF NEXT MEETING [Item 14]

The Panel noted that the next public meeting of the Police and Crime Panel would be held at 10.30am on 1 December 2016.

Meeting ended at: 12.20 pm

Chairman

SURREY POLICE AND CRIME PANEL

PROGRESS AGAINST THE POLICE AND CRIME PLAN

1st DECEMBER 2016

INTRODUCTION

The PCC has published a Police and Crime Plan for 2016 to 2020 based on the 6 manifesto pledges he made during his election campaign. Informed by consultation, scrutiny of current force performance and meetings and visits with Surrey Police, public and partners, the PCC's plan also contains actions to show how the 6 priorities within the plan will be met. In addition, there are some high level performance-related aims included within the plan.

The 6 objectives set out in the plan are as follows:

- Cutting crime and keeping people safe
- Supporting victims
- Tackling rural crime
- Making our town centres safe
- Tackling the threat of terrorism
- Making every pound count

The plan was provided in draft form to the panel in early July and was published on 10th August. The plan is available on-line on the OPCC's website or in paper copy on request.

This report provides an update on how the plan is being met. It is very early days for the plan and updates will become more detailed over time. Also attached is progress against the key performance aims set out in the plan. Again, these aims are scheduled to be achieved over the course of the next 4 years and currently the plan is only in its first few months of delivery. The PCC will be reviewing the plan in its entirety in 2017.

CUTTING CRIME AND KEEPING PEOPLE SAFE

The key actions within this priority are as follows:

- Reviewing the Policing in Your Neighbourhood (PiYN) model
- Capturing and building on local good practice
- Encouraging communities to volunteer
- Surrey roads to be safer
- Encouraging and supporting Joint Enforcement Teams (JETs)
- Police to solve more 'non-street' crimes (e.g. abuse of children, domestic abuse, sexual abuse)
- Commissioning partner activity to reduce re-offending and divert people from crime
- Prevention and detection of hate crime

The final version of the PIYN post implementation review was shared with the PCC at the end of October. The review contains 6 key findings and 31 recommendations. Early conclusions are that PiYN is achieving or will achieve its projected outcomes and that risk management structures and processes are working effectively. There are still some capability and capacity issues but these are addressed in the recommendations. It is also recognised that communication with stakeholders needs to improve. The next steps are moving towards PiYN becoming 'business as usual' and to progress the 31 recommendations. It has also been decided that an independent review of PiYN will be commissioned in October 2017 and the PCC will have involvement in this.

Surrey Police now has a Citizens in Policing Strategy which provides the framework for Surrey Police's commitment to developing a diverse volunteer programme which supports the delivery of policing priorities. It sets out the Force's plans for the next three years and the changes it wants to see to volunteering within Surrey Police. The strategy incorporates a vision, mission and five strategic aims and how these will be achieved. It also defines how success will be measured. The scope of the Citizens in Policing Strategy will extend to the following five types of volunteers who are engaged with Surrey Police (with the exception of Volunteer Police Cadets who are currently being recruited):

1. Special Constables
2. Police Support Volunteers
3. Volunteer Police Cadets
4. Watch Schemes
5. Other Volunteer Groups/Networks

As at the 31st August 2016, the current number of Specials and Volunteer were 120 and 144 respectively.

The PCC is encouraged by the progress on volunteers and will work closely with Surrey Police to develop this area, including support funding where required – for example the PCC is currently considering the funding for uniforms for Police cadets.

Waverley, Guildford and Tandridge have expressed an interest in developing a JET team or similar and the OPCC will work with these areas to help develop their plans. The PCC has recently met with Guildford Borough Council who are progressing well and has agreed in principle to provide some start-up funding for the Guildford JET.

Surrey Police has an Integrated Offender Management (IOM) programme and the Transforming Women's Justice Programme is in place already aimed at reducing reoffending. The OPCC is currently recruiting for a new policy officer for Criminal Justice matters and once in post this person will be responsible for commissioning further partner activity to reduce re-offending and divert people crime.

The PCC attended the force hate crime conference held in October 2016 and has promoted anti-hate crime messages via social media, including wear red day to show support for Show Racism the Red Card campaign. There has been an increase of +9.8% hate crime offences recorded in this financial year (although small numbers), most notably racial crimes and disability crimes. A separate report on trends in hate crime and action being taken is on the panel agenda.

The PCC has met with Councillor John Furey, the Surrey County Council cabinet member for highways, to discuss improving transport and road safety in Surrey. Promoting safe road behaviour in Surrey, including reducing mobile phone usage at the wheel, remains a priority for the PCC.

In terms of performance, there has been a slight but not significant drop in the percentage of people believing that the police deal well with anti-social behaviour and crimes that matter in their area. The positive outcome rate (previously known as the detection rate) for crimes against vulnerable people has improved slightly from 26.4% to 27.7% in the last 12 months.

SUPPORTING VICTIMS

The key actions within this priority are as follows:

- To move from an inspection grade for protecting vulnerable people from inadequate to good (or better)
- To ensure that victims of child abuse get the right support
- To co-ordinate with agencies to ensure support for victims of trafficking/modern slavery
- To work with partners to deliver an efficient criminal justice system
- Oversee partnerships and prevention advice and training for cybercrime
- Monitor victim surveys to ensure they are used to improve victim care

As previously reported, the PCC continues to fund specialist support for child victims of abuse. The Assistant Police and Crime Commissioner is continuing with the project to ensure the voice of the child is heard in developing a response to Child Sexual Exploitation (CSE). Surrey Police have also worked with the OPCC to fund a specialist service for deaf victims of domestic abuse and their

children and specialist support workers for those children experiencing domestic abuse at home and for those living in refuge.

IRIS (Identification and Referral to Improve Safety) is operating in GP surgeries in the East of the county, with OPCC funding. Research shows that Domestic Abuse victims will have experienced up to 35 incidents of abuse before reporting to the police so OPCC has invested in this project which facilitates early intervention. Work is in progress between Surrey Police and the OPCC to commission a pilot support service (similar to those services offered by mediation) for repeat and vulnerable victims of anti-social behaviour.

In terms of Modern Slavery, the PCC has received a briefing on the topic from a national perspective and will receive a briefing from the Surrey Police lead in December. The OPCC is currently considering whether there are appropriate governance arrangements of partnership activity in tackling Modern Slavery and other Serious and Organised Crime.

The PCC has met with the Chief Crown Prosecutor for the South East Region and the project to put a Surrey Police officer into the offices of the Crown Prosecution Service is now in place with funding provided by the PCC. This aims to improve file quality, one element in improving the delays in reaching charging decisions for victims of rape and serious sexual assault. He has also met with the Director for Public Prosecutions to reinforce his concerns with the delays of rape cases going through the criminal justice system. There are initial signs of improvement but the delays remain a concern.

The force surveys certain victims of certain types of crime (violent crime, burglary and vehicle crime). Survey results are reviewed monthly by the force and key messages are disseminated. For vulnerable victims, understanding victim satisfaction can be difficult, with the Force reliant on many other service providers to feed in information. However, the OPCC is actively working with agencies to improve how we collate this information. Examples include the development of a new child sexual exploitation (CSE) performance dashboard which will aggregate data from a number of agencies and a shared domestic abuse (DA) performance framework that will ensure all agencies providing DA services are capturing and sharing an agreed set of performance indicators. The OPCC is also represented on the Force's Performance Monitoring Group.

The HMIC visited Surrey Police in November to carry out the effectiveness part of the PEEL (Police, Effectiveness, Efficiency and Legitimacy) inspection process, which includes the grading for the protection of vulnerable people. The report isn't expected until 2017. Surrey Police has a comprehensive continuous improvement plan in place for Public Protection.

The OPCC continues to work with Victim Support to ensure that they modernise and provide up to date services that meet the needs of victims.

Victim satisfaction is showing a drop this year from 81% in 2015/16 to 79% for the last 12 months.

TACKLING RURAL CRIME

The main actions within this priority are as follows:

- Work with organisations who want to protect rural areas
- Understand the issues and improve performance for the 101 number
- Review PiYN and look at the impact on response times
- Hold Surrey Police to account for providing communities with a named police contact when they have policing problems and for providing the right support to help with local problems

A new Rural Crime Delivery Plan 2016–2020 has been developed by Surrey Police and presented to the PCC. The plan includes the creation of a new post of Rural Crime co-ordinator, a new force definition of rural crime, a rural crime flagging system for tracking rural crime, re-invigorating the Country Watch system and introducing a CountryWatchers scheme. New volunteer rural crime community engagement volunteers are being recruited to provide effective liaison between Surrey Police and rural communities.

The 101 number is showing recent improvements in performance with some days in October showing over 80% of calls answered within 60 seconds and overall performance is now showing a gradual improvement. The 7 months' data shows 40% of all calls being answered within 60 seconds, but in more recent months performance has been much higher at around 60%. A workshop is being held in November to discuss how performance can be sustained and what other actions can be taken. Performance in answering emergency 999 calls remains strong with 95% being answered within 10 seconds in October.

Response times form part of the PiYN project implementation review and grade 2 and 3 incidents (that is, incidents that aren't an immediate emergency but require a response) are two areas being looked at as part of the recommendations.

In the year to September 2016, 86% of people surveyed thought that the police tackled local issues, a slight drop from the 88% baseline. As the PiYN model continues it should assist in tackling local issues with the dedicated neighbourhood teams in place.

MAKING OUR TOWN CENTRES SAFE

The main actions within this priority are:

- Encourage partnerships to improve feelings of safety in town centres
- Consider funding for schemes that improve safety, particularly for vulnerable people
- Engage with youth organisations to understand issues faced by young people
- Ensure that councils take into account policing and safety needs when planning new infrastructure
- Develop partnerships between police, businesses and community safety agencies to tackle crime

The PCC has agreed to co-commission with Surrey County Council and Public Health a High Impact Complex Drinkers service which is envisaged will lead to a reduction in instances of town centre crime and anti-social behaviour. Pilots elsewhere in the country have shown that work with this group of people is a cost effective way to reduce crime.

As a leading member of the Crisis Care Concordat (CCC), Surrey Police have actively contributed to the development of the local delivery plan to improve services for people with mental ill health. Much of this work focuses on reducing the role of policing in mental health situations to ensure that a mentally unwell person is not unintentionally criminalised. Since the introduction of the CCC, the use of police custody for section 136 detention (mental health) has reduced significantly. Working with partners to ensure people with mental ill health receive appropriate care has been successful in reducing demand and in doing so has freed police resources to respond to more appropriate policing matters. Steps have also been put in place to improve multi-agency care of people who go missing from health establishments, often in town centres, and the numbers of persons being reported as missing to Surrey Police are beginning to reduce.

Surrey's towns have numerous schemes operating including shop watch, pub watch, street angels and community wardens and the force will be mapping out where such schemes operate. The PCC has met the night time economy manager for Guildford and looked at the variety of schemes that exist in Guildford. The focus for the PCC continues to be the protection of all people, young and old, using the town centre.

The OPCC is working with Surrey Youth Focus to assist with engagement with young people. Surrey Youth Focus submitted a successful Community Safety Fund bid to progress the engagement. Their strategic plan has been produced and they will commence engagement sessions in November 2016.

The PCC has met with Surrey Chamber of Commerce and has joined as a member of the organisation. Closer links are being formed, which will include articles in the Chamber's newsletter and participating in business training on tackling cybercrime.

88% of people surveyed in the last year say that they feel safe walking along after dark, showing no difference to the baseline measure.

TACKLING THE THREAT OF TERRORISM

Included within this priority are the key actions to:

- Review plans to protect against and defeat potential terrorists
- Oversee the development and implementation of action plans, including resource levels
- Provide reassurance to the public that plans are in place

The PCC continues to scrutinise this area of work and has had national, regional and local input. He has received an update on Surrey Police's ability to meet

their national responsibilities and has attended a national session which is considering how specialist capabilities in policing, including firearms officers, should be developed in the future.

Surrey Police have specially trained Counter Terrorism Security Advisers (CTSAs) who can provide advice to businesses that could be at risk from terrorist activity, particularly those in crowded places. Surrey Police also has a team of Prevent Engagement Officers (PEO's) who work with the public and partner agencies to prevent terrorism and violent extremism from taking root in our communities. The PCC is regularly briefed on this work.

Surrey & Sussex Police participate in local and regional exercises to ensure their readiness to respond to an emergency or attack, as well as looking to extract learning opportunities from the National Exercise programme.

MAKING EVERY POUND COUNT

The key actions contained within this priority are:

- Making savings in the OPCC to free up resources for front-line delivery
- Work with government on a new police funding formula to make sure Surrey has its fair share
- Ensure that any savings delivered from support services can be directed to the front-line
- Work with Surrey Police and other partners to set an estates strategy that best meets Surrey's needs

The PCC will present the budget for his office to the February meeting of the Police & Crime Panel.

The PCC has had national discussions on the police funding formula 2018/19 and has written to all local MPs and leaders about the importance of ensuring a fair settlement for Surrey. The OPCC Treasurer is feeding into the work to develop a new formula.

The estates strategy continues to be developed and an interim scrutiny on progress is planned for late December.

Currently in development is the Tri-Force Enterprise Resource Planning system (HR, Duties, Finance and Fleet) which is expected to make back office functions more efficient and allow resources to be saved and invested into the frontline, plus improve the user experience. Surrey Police has also been awarded £1.5 million to be shared with three other forces (Sussex, Hampshire and Thames Valley) to improve the way technologies work together under the South East Regional Integrated Policing Programme (SERIP). They have been awarded the funding from the Police Transformation Fund (PTF) to be rolled out over the next two years.

OTHER COMMITMENTS IN THE PLAN

In addition to the 6 priorities, a number of over-arching commitments are made within the plan by the PCC. These are in four areas as shown below.

Accountability:

- Hold the Chief Constable to account on the delivery of priorities
- Ensure that the Chief Constable promotes ethical behaviour
- Foster good relationships within partnerships and provide leadership, governance and funding

The PCC continues to scrutinise the Chief Constable on a monthly basis on the delivery of the priorities within the plan. Specific pieces of work and attendance at Surrey Police internal boards have been carried out by officers at the OPCC on topics of high concern within the plan including 101 performance, Policing in Your Neighbourhood and delays for victims through the court process.

The PCC has asked for an update on the employee survey, one measure of ethical behaviour, and has held quarterly meetings to scrutinise complaints and internal conduct matters.

The PCC continues to take an active part in partnership boards, including the Criminal Justice Board, Policing Together with Sussex Police and the Emergency Services Collaboration Board. The PCC is the chair of the Community Safety Board.

Finance:

- Scrutinise future financial and savings plans
- Review the victims fund and aim for longer term contracts
- Review the Community Safety Fund and the criteria for awarding grants
- Direct funding received from the seizure of criminal assets towards front-line activity

The Victims fund and Community Safety fund have been reviewed and this action is complete for the current financial year. A commissioning strategy has been set and published on the PCC's website and is a separate item on the Panel's agenda.

Following reports that savings plans weren't all going to be met, the OPCC is providing increased scrutiny of the Surrey Police change programme.

An update on the Proceed of Crime Act funds has been requested to come to a PCC Performance Meeting in December.

Equality and diversity

- Work with the Independent Advisory Group (IAG)
- Good links and meet with a wide range of community groups

- Oversee the Surrey police Equality, Diversity and Human Rights Strategy

The PCC attended a recent IAG meeting to discuss hate crime concerns. He has continued to work with a wide range of community groups including the East Surrey YMCA, the Breck Bednar Foundation who work to keep young people safe online, Surrey Search and Rescue a number of Neighbourhood Watch groups and Wescott Village Association. He has also met with the Citizen's Advice Bureau to discuss closer collaboration with helping victims and witnesses through the court process.

The PCC is taking a national role in Equality and Diversity issues via the Association of Police & Crime Commissioners.

Strategic policing requirement

- Work with the Chief Constable to ensure that Surrey balances its requirement to meet national threats with protecting Surrey locally

The PCC scrutinised the force response to the Strategic Policing Requirement (SPR) at his recent Performance Meeting. The SPR requires all police forces to collectively tackle the nationally identified threats (currently terrorism, serious and organised crime, large scale public disorder, civil emergencies, national cyber security incidents and child sexual abuse). The PCC was provided with an update on the Surrey Police capacity and capability which was overall a positive picture. Some improvements were needed in linking neighbourhoods to tackling serious and organised crime. Cybercrime and child sexual abuse continue to grow in terms of the threat and demand. The PCC asked for prevention of terrorism to be on a future performance meeting agenda.

Balancing the national strategic policing requirements with local policing needs is at the heart of the PCCs work. The PCC takes an active role locally and nationally in ensuring the right balance for Surrey.

Performance Measures

Aim	Measured by	2015/16 Performance	Latest 2016/17 performance
For people to feel that police deal with anti-social behaviour and crimes that matter to them in their area	% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area ¹	78.7%	77.6% (12 months to Sept 2016)
For police to solve more crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	Positive Outcome Rate ² for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	26.5%	27.7% (12 months to Oct 2016)
For Surrey Police to be rated 'good' (or better) at protecting vulnerable people ³	HMIC grade for protecting vulnerable people	Inadequate	Next grade expected February 2017
For victims to be satisfied with the level of service they receive from Surrey Police	% of victims of crime surveyed ⁴ satisfied with police service	81.0%	79.1% (12 months to Sep 2016)
For police to improve the answering of the 101 non-emergency number	% of 101 calls answered within 60 seconds ⁵	50.0%	40% (Apr to Oct 2016)
For communities to feel that police deal effectively with their issues	% people in who feel that police tackle local issues ¹	88.2%	86.2% (12 months to Sept 2016)
For people to feel safer in Surrey's towns	% residents who say they feel safe walking alone after dark ¹	87.9%	87.6% (12 months to Sept 2016)
To improve the percentage of budget spent on front-line policing	% of force budget spent on front-line policing ⁶	71%	Next updated December 2016
To ensure a robust plan remains in place and is kept updated and properly funded to prevent and defeat terrorist activities in Surrey	For plans in place and updated to satisfaction of PCC	Not applicable	PCC currently content with plans in place – although to be kept under review

¹ Source: Surrey's Joint Neighbourhood Survey

² A positive outcome is where a crime has resulted in a: charge/ summons, caution/ reprimand a penalty notice, warning, a community resolution of been taken into consideration at court. The rate is the number of positive outcomes in a period as a percentage of crimes recorded in that period (not necessarily relating to the same crimes).

³ HMIC grades are inadequate, needs improvement, good and outstanding

⁴ This is a defined group of victims (victims of non-domestic violent crime, burglary, vehicle crime, hate crime) as not all crime types are suitable for surveying

⁵ This is currently a proxy measure as due to changing processing used to respond to, risk assess and deal with 101 calls effectively as well as planned changes to telephony, this is no longer a good indicator of performance. A more appropriate measure of improvement is being sought.

⁶ Source- HMIC annual value for money statement. Front-line includes visible (patrol, response etc.) and non-visible (call-handling, public protection investigators etc.). Consideration is being given to whether there is a better indicator for this measure.

RECOMMENDATION

That the Police and Crime Panel notes the early progress made against the Police and Crime Plan 2016-2020.

LEAD/ CONTACT OFFICER: Johanna Burne
TELEPHONE NUMBER: 01483 630200
E-MAIL: Johanna.burne@surrey.pnn.police.uk

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SURREY POLICE AND CRIME PANEL**OFFICE OF THE POLICE AND CRIME COMMISSIONER
MONTH 6 2016/17 FINANCIAL REPORT****1st December 2016****SUMMARY:**

This report is to inform the Police & Crime Panel of the OPCC's financial performance at Month 6 for the 2016/17 financial year. The report compares the expenditure and income incurred and received by the Office of the Police & Crime Commissioner, against the financial budget approved by the PCC in February 2016.

1. Introduction

In terms of budgetary performance up to the end of September (Month 6), spending is well within budget and it is expected that this position will improve still further as the year progresses, because the Police & Crime Commissioner has not appointed a deputy Police & Crime Commissioner and has reduced expenditure on Consultants, both of which were included by the previous PCC in the budget he presented to the Panel at its February meeting.

2. Individual Significant Budget Variances

The detail of spending against individual budgets is shown at Appendix A to this report. As you can see there are no particular areas of concern flagged up by this report, with total spending remaining safely within the approved budget.

RECOMMENDATIONS

The Police & Crime Panel is invited to note and comment on the financial performance of the Office of the Police & Crime Commissioner for Surrey as at Month 6 for the Financial Year 2016/17.

David Munro Police & Crime Commissioner

EQUALITIES & DIVERSITY IMPLICATIONS:

7

None arising.

Lead Officer: Ian Perkin, Treasurer & Chief Finance Officer

Telephone Number: 01483 638724

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

	Sep-16		% Spend against Budget
	F/Y Budget	Actual Spend to date	
Police & Crime Commissioner			
Salary	70,000	34,574	49%
Civilian Overtime	0	0	
NI - Actual	8,540	4,609	54%
Superann - Civilian Workers	12,510	6,195	50%
Conferences	2,610	0	0%
Mobile Telephones	310	0	0%
Travel & Subsistence	7,450	1,038	14%
Training	1,550	255	16%
	102,970	46,671	45%
Deputy Police & Crime Commissioner			
Salary	56,800	6,210	11%
Civilian Overtime	0	0	
NI - Actual	6,620	672	10%
Superann - Civilian Workers	10,050	1,099	11%
Conferences	2,610	0	0%
Mobile Telephones	310	0	0%
Travel & Subsistence	5,600	190	3%
Training	1,550	0	0%
	83,540	8,171	10%
Assistant Police and Crime Commissioners			
Salary	25,300	12,518	49%
Civilian Overtime	0	0	
NI - Actual	3,030	1,176	39%
Superann - Civilian Workers	4,480	2,216	49%
Conferences	1,010	43	4%
Mobile Telephones	210	0	0%
Travel & Subsistence	2,630	684	26%
Training	3,100	0	0%
	39,760	16,637	42%
Staff			
Salary	614,770	273,523	44%
Conferences	7,010	350	5%
Mobile Telephones	1,270	0	0%
Travel & Subsistence	12,130	2,350	19%
Training	5,680	627	11%
	640,860	276,850	43%
PCC Roles			
Communications	49,980	5,280	11%
Consultation	29,990	2,232	7%
Community Safety Fund	699,210	261,154	37%
Cyber Crime	0	11,873	
Independent Custody Visitor Scheme	10,450	580	6%
Contributions	0	2,848	
Consultants	81,470	15,261	19%
ACPO Recruitment	15,790	1,645	10%
Hire of Rooms & Halls	6,840	305	4%
Legal Fees	52,640	17,903	34%
Income Revolving Doors Project	(20,000)	-20,000	100%
	926,370	299,080	32%
Memberships			
Association of Police & Crime Commissioners	19,750	19,750	100%
Other Subscriptions	13,950	6,416	46%
	33,700	26,166	78%
Office Running Costs			
Rents	28,430	7,108	25%
Rates	4,860	1,215	25%
Gas	1,080	270	25%
Electricity	1,160	290	25%
Water & Sewerage	210	53	25%
Property Maintenance	4,420	1,105	25%
Premises Cleaning	1,780	445	25%
Advertising & Publicity	7,190	0	0%
Building Improvements	3,160	1,145	36%
Furniture, Equipment & Repair	3,660	1,285	35%
Photocopying	4,260	-1,034	-24%
Postage & Courier Costs	1,550	271	17%
Printing	3,120	370	12%
Stationery & Office Consumables	2,060	285	14%
Books & Publications	1,050	71	7%
Police Staff Advertising	12,630	0	0%
Catering	2,080	301	14%
Computer Equipment, Software & Consumables	5,500	271	5%
	88,200	13,449	15%
Audit Costs			
Internal Audit	51,610	63,936	124%
External Audit	56,770	38,708	68%
Independent Audit Committee	5,660	625	11%
Members Attendance Allowance	24,100	8,198	34%
	138,140	111,467	81%
Victim Services			
Salary	126,260	61,835	49%
Training	3,000	95	3%
Conferences	1,780	494	28%
Hire of Rooms	3,000	517	17%
Mobile Telephones	400	0	0%
Victim Services	715,150	585,884	82%
Victims Child Sexual Abuse Services	95,160	132,000	139%
Contribution to Regional Contract Manager costs (0.03 FTE)	18,000	20,000	111%
Victims Support Services Contract	407,980	203,988	50%
Victims staff - Travel & Subsistence	1,820	504	28%
Victim Support Rebate	0	-34,000	
	1,372,550	971,317	71%
Gross Revenue Budget Total	3,426,090	1,769,808	52%
Victim Services & RJ Income	(1,372,550)	-708,572	52%
Net Revenue Budget Total	2,053,540	1,061,236	52%

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SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH 6 FINANCIAL YEAR 2016/17

1st December 2016

SUMMARY

The purpose of this report is to inform the Police & Crime Panel of the Surrey Police Group (i.e. Finances of both the PCC and Chief Constable) financial position up to Month 6 (September) for the 2016/17 financial year.

This report compares the expenditure and income incurred by both Surrey Police and the Office of the Surrey Police & Crime Commissioner, against the financial plan approved by the Police & Crime Commissioner in January 2016 for the financial year 2016/17, together with other relevant financial information.

Members of the Panel should note that Surrey and Sussex Police Forces have recently merged a large part of their respective finance functions and that information contained in the appendices to this report, has been substantially provided by a new Joint Finance Service. Inevitably merging two finance functions that deal with a combined annual budget of more than £460 million can lead to teething problems and while I am satisfied that the actual expenditure figures shown in the appendices are correct I have less confidence in the accuracy of some of the year end forecast calculations. My Treasurer is currently working with senior finance colleagues from both Surrey and Sussex to identify those issues that have affected the forecast figures to ensure that future reports will have the same degree of reliability as those presented to the Panel in the past.

1. Introduction

The revenue out-turn position based on the information available at the end of Month 6 (September) is an under spend of £1.555 million against a year to date budget of £105.934 million, a variance of 1.5%.

The year-end forecast is for an underspend of £2.358 million against the total revenue budget of £212.62 million, a variance of 1.11%.

The main reason for the forecast year end underspend is that the number of Police Officers in post at the commencement of the year was lower than the 1,944 budgeted for at the beginning of the year and despite heavy recruiting throughout the year, the number of officers leaving the Surrey Force will ensure that this

underspend will only around 1870, a figure that will give rise to a £6.5 million underspend by the year end from a combination of vacancy savings and salary drift as it is higher ranked more experienced officers that are leaving compared with the intakes of large numbers of probationers.

The Police Staff Pay Budget is forecast to underspend by £1.5 million by the year end although it is likely that some of this underspend will be used to finance a number of one-off project costs. These projects include providing support for investigating historic abuse cases, providing information to the Goddard Inquiry (Child Sexual Exploitation), providing information to the Pitchford Inquiry (Undercover Policing), with Sussex Police spending more on mobile policing and networking more flexibly the product from body worn video, and providing more resources to the Sexual Offences Team to deal with an increasing work load.

The non-pay budgets are expected to be overspent at the year-end by around £1.7 million, predominantly in the areas of supplies and services, premises and transport costs.

The Income and Grant Income budget is expected to be exceeded by £206 thousand at the year end, with additional income being received from the Surrey Camera Safety Partnership and more income than expected arising from the secondment of officers and staff to other police organisations.

The strategic savings programme built into the 2016/17 revenue budget is expected to achieve 81% of the £10 million target that was set for this financial year. The remaining 19% of budgeted savings are proving more difficult to achieve than was originally thought and will not be achieved in the current financial year. This savings target shortfall will have to be re-profiled into the next financial year, as although the shortfall on the savings programme will not cause a problem in the current year, as the year end forecast for the Group is a significant underspend, the savings are still needed to balance the long term financial position and avoid the need to make cuts in service to make good the shortfall.

2). Individual Significant Revenue Budget Variances

A Financial Overview statement is provided at Appendix A to this report which shows individual business unit financial variances. The reasons for any significant variances are given below.

2.1 North, East & West Division, Specialist Crime, Operations, Public Protection & Criminal Justice: These budgets are collectively underspent by just over £6.5 million primarily for the reasons outlined above of budgeted staffing establishments not being currently fully recruited.

2.2 IT: Expensive short-term arrangements are having to be put in place to provide the extra resources needed to keep pace with the increasing demands falling on IT. The Force have established a Gold Group to manage the IT position and a “Making IT Better” project has been set up to identify and minimise cost leakage. The overspend on IT has decreased to £713 thousand at the end of September as a result of action being taken by the Force although by the year end the overspend is expected to amount to circa £900 thousand.

2.3 Estates: The Estates budget is overspent by £1.249 million at the end of September, the Force view being that this is because expenditure has been incurred at a different rate to the budget profile and not because of any known problems or difficulties. The expectation is that by the end of the financial year the Estates Budget will show a small underspend of circa £122 thousand.

2.4 Change Programme: As explained earlier in this report, the planned savings programme for the current year will not be fully achieved and a shortfall of £1.9 million against the 2016/17 savings target is expected to be the position at the year end.

2.5 People Services: With recruitment being increased and the implementation of PIYN having recently taken place, more training is being undertaken across the Force and this has led to a £1.055 million overspend at the end of September. As the year progresses the demand for training is expected to drop off and it is expected that by the year end this budget will only be overspent by circa £122 thousand.

3). Capital Position

A detailed Capital Report can be found at Appendix B of this report.

The previous PCC approved a capital budget for 2016/17 of £10.2m, which when combined with a carry forward from 2015/16 of an additional £6.5m gave a total capital budget of £16.7m for the current financial year. The new PCC recently approved a revised capital budget for 2016/17 of £12 million, with the remaining £4.7 million planned to be carried over to the following financial year. The PCC has also agreed to greater flexibility being applied to the future management of the capital programme, so that where appropriate, schemes can be brought forward into the programme if funding becomes available as a result of slippage on programmed schemes. Managing the capital budget more flexibly is designed to reduce the need to have to carry large funding sources over from one year to another.

Total capital expenditure at month 6 amounts to £2.9 million, with committed orders totalling £2.7m.

4). Summary

The Month 6 figures show that Surrey Police despite having some budgetary issues to contend with, remains on target to achieve a year-end out-turn that complies with the budgetary targets set by the Police & Crime Commissioner in January of this year for both the revenue and capital budgets and it is very probable that a significant underspend will be incurred by the 31st March 2017.

EQUALITIES & DIVERSITY IMPLICATIONS:

None arising.

Lead Officer: Ian Perkin, Treasurer & CFO
Telephone Number: 01483 638724
E-mail: Perkin11584@surrey.pnn.police.uk

INCOME AND EXPENDITURE

PCC REVENUE BUDGET

	Year to Date			Annual		
	Actual	Budget	Variance	Actual	Budget	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
PCC TOTAL	1,061	990	71	1,599	2,054	(455)

FORCE REVENUE BUDGET BY FUNCTION

	Year to Date			Annual		
	Actual	Budget	Variance	Actual	Budget	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
North Division	10,022	10,986	(964)	20,409	22,037	(1,628)
East Division	12,171	13,085	(914)	24,357	26,232	(1,875)
West Division	12,369	14,288	(1,919)	25,647	28,612	(2,965)
Specialist Crime Local	7,176	7,546	(370)	13,677	15,104	(1,426)
Specialist Crime	4,423	5,113	(690)	8,873	10,478	(1,605)
Operations Local	(298)	420	(718)	657	839	(183)
Operations	6,855	7,493	(638)	14,909	14,935	(26)
Public Protection	3,977	3,576	402	8,115	7,651	464
Criminal Justice	4,685	5,451	(766)	11,114	10,902	213
Probationers	1,843	1,616	228	4,078	3,231	847
Contact Management	8,823	9,151	(328)	17,829	18,302	(473)
Sub Total	72,047	78,725	(6,678)	149,666	158,324	(8,658)

Chief Officers	833	715	118	1,854	1,429	425
DCC	576	549	27	1,096	1,097	(1)
PSD	1,571	1,300	271	3,420	2,599	820
Corporate Comms	672	698	(26)	1,407	1,387	20
Service Quality	1,300	1,413	(113)	2,466	2,826	(360)
Change Programme	440	(1,418)	1,858	620	(2,828)	3,448
Sub Total	5,391	3,256	2,135	10,863	6,511	4,352

IT	6,828	6,115	713	13,123	12,221	901
Finance	475	502	(27)	888	1,006	(118)
Estates & Facilities	6,245	4,996	1,249	10,114	9,993	122
People Services	6,067	5,012	1,055	10,073	10,026	47
Insurance Services	1,158	784	374	1,566	1,568	(2)
Procurement Services	222	118	105	218	236	(18)
Transport Service	(867)	266	(1,132)	759	582	177
Sub Total	20,129	17,793	2,336	36,743	35,632	1,110

Central	5,751	5,170	581	11,391	10,099	1,292
Officer Pay Variance						
FORCE TOTAL	103,318	104,944	(1,626)	208,663	210,566	(1,903)

REVENUE BUDGET BY COST TYPE

	Year to Date			Annual		
	Actual	Budget	Variance	Actual	Budget	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
Police Payroll	50,926	53,943	(3,016)	102,394	108,899	(6,505)
Police Overtime	2,717	1,871	845	5,105	3,839	1,266
Staff Payroll	29,634	30,996	(1,362)	61,164	62,664	(1,500)
Staff Overtime	676	663	13	1,250	1,339	(89)
Agency	945	109	836	2,504	218	2,286
Training	1,161	853	308	2,064	1,707	357
Other Payroll Costs	2,239	1,555	685	3,824	3,110	713
Sub Total	88,299	89,991	(1,692)	178,305	181,778	(3,472)

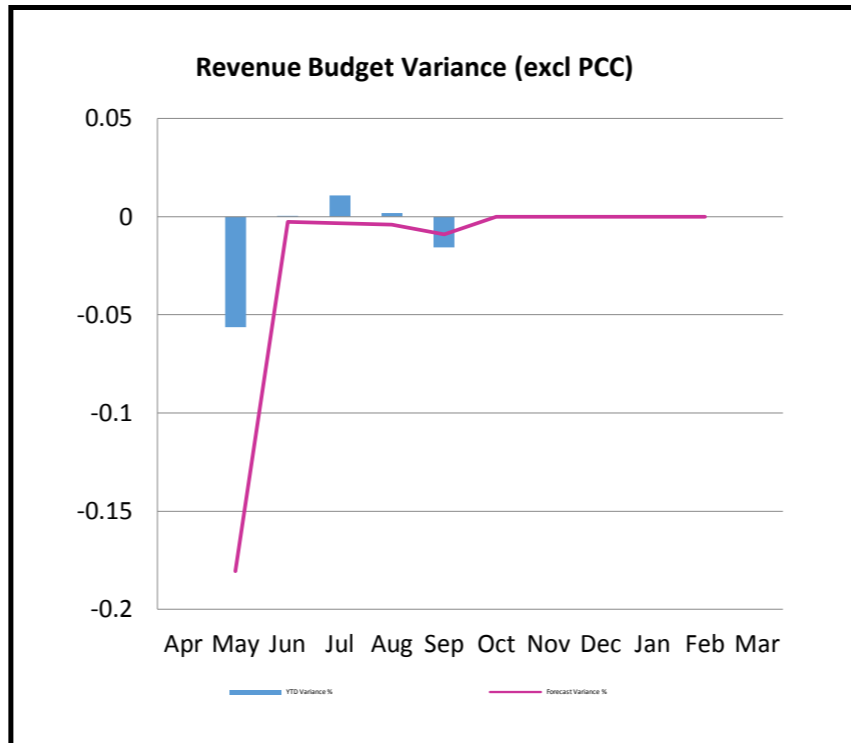
Premises	5,261	3,995	1,265	8,444	8,006	438
Transport	1,940	2,326	(386)	5,218	4,702	516
Supplies & Services	11,721	12,470	(749)	25,642	24,743	900
Financing	933	492	441	906	985	(79)
Sub Total	19,855	19,284	571	40,210	38,436	1,774

Income & Grants	(4,835)	(4,332)	(504)	(9,853)	(9,647)	(206)
Sub Total	(4,835)	(4,332)	(504)	(9,853)	(9,647)	(206)

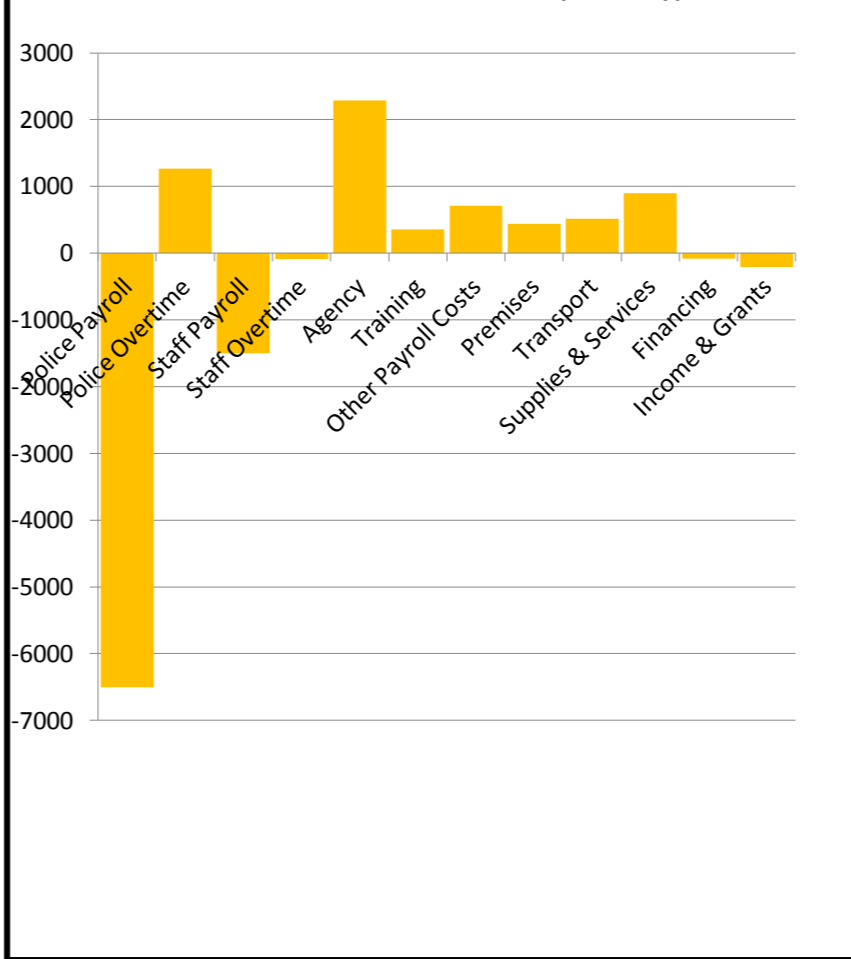
FORCE TOTAL	103,318	104,944	(1,626)	208,663	210,566	(1,903)
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INCOME AND EXPENDITURE

REVENUE BUDGET VARIANCES



Annual Forecast Variances by Cost Type

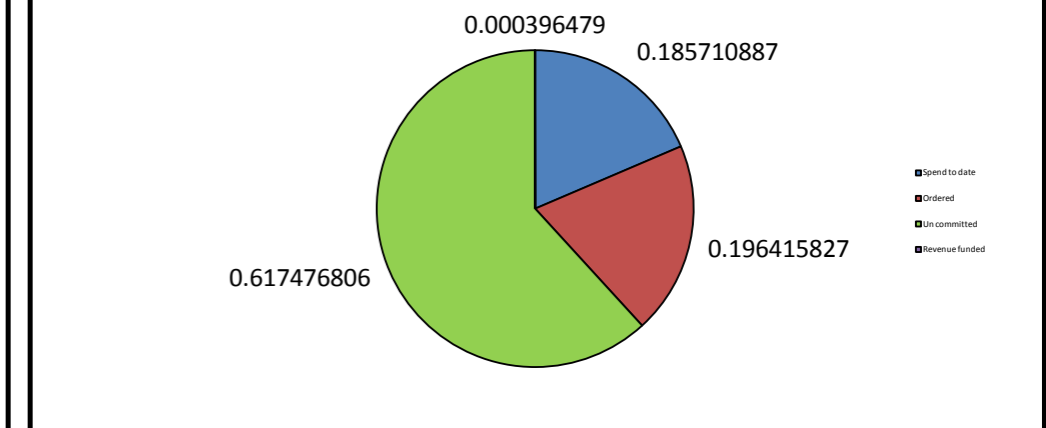


CAPITAL EXPENDITURE

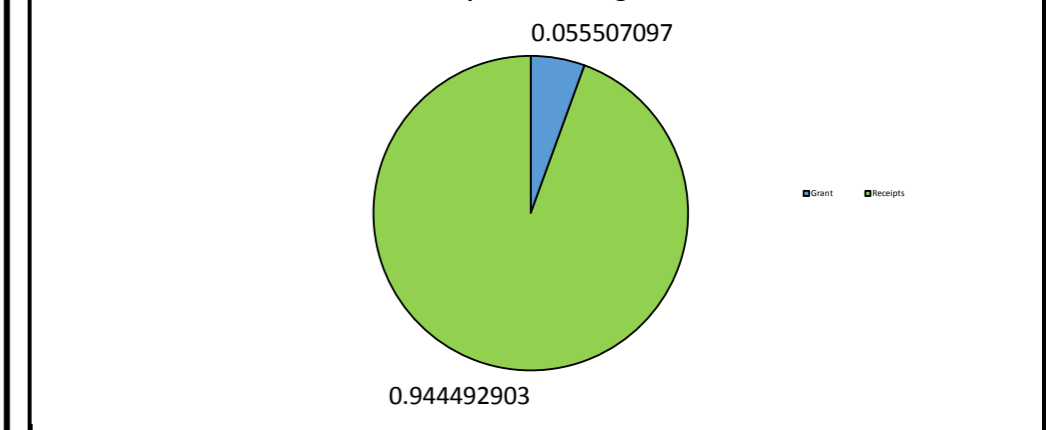
PORTFOLIO VARIANCES

Summary Position	Year to Date			Annual		
	Actual	Budget	Variance	Actual	Budget	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
IT Strategy	1,099	1,441	(342)	4,259	4,001	258
Fleet Strategy	1,301	1,569	(268)	2,460	2,451	9
Estates Strategy	126	425	(299)	1,933	2,447	(514)
Other Specific	355	976	(621)	3,748	3,721	27
Total	2,881	4,411	(1,530)	12,400	12,620	(220)

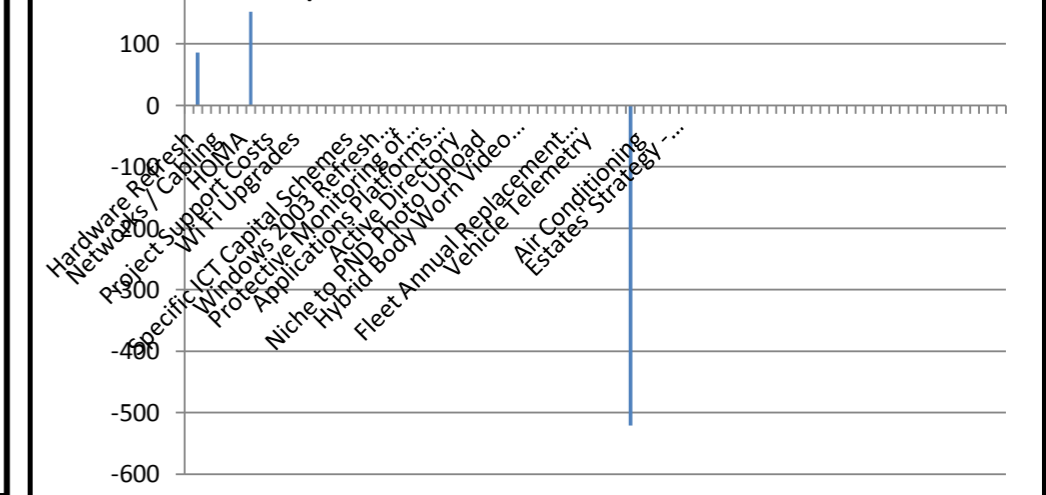
Capital Expenditure Status



Capital Financing



Capital Scheme YTD Variances £50k or above



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C3 - Capital Report 2016/17
Month 6
September

Appendix B



Capital Report 2016/17
Month 6
September

Scheme	Chief Officer	Total 16-17 Budget (Including Special Grants)	Actual Spend YTD Apr-16-Sep-16	Full Year Budget YTD Variance	O/S Orders	Total Budget for 2017/18	Total 2 Year Budget
ICT Infrastructure Renewal / Business Continuity							
Hardware Refresh	CIO	200,000	192,220	(7,780)	6,807	25,000	225,000
Laptop Replacement Programme	CIO	0	49,302	49,302	36,745	0	0
Accruals / Force Spend	CIO	0	0	0		0	0
Networks / Cabling	CIO	0	0	0		900,000	900,000
IP Phones	CIO	0	0	0		0	0
IT Peripherals - Printers	CIO	0	35,480	35,480	2,883	0	0
HOMA	CIO	664,000	645,769	(18,231)		36,000	700,000
Planned Server Replacement	CIO	0	152,826	152,826		0	0
ICT Improvements	CIO	0	0	0		0	0
Project Support Costs	CIO	0	0	0		0	0
Web Proxy Renewal	CIO	57,000	0	(57,000)		0	57,000
Wi Fi Upgrades	CIO	50,000	0	(50,000)		0	50,000
NetApp Storage Refresh	CIO	0	0	0		113,000	113,000
Mobile Phone Replacement	CIO	150,000	0	(150,000)		50,000	200,000
Sub-Total		1,121,000	1,075,597	(45,403)	46,436	1,124,000	2,245,000
Specific ICT Capital Schemes							
Apex application Migration	CIO	74,000	0	(74,000)		0	74,000
Firewall and Security Devices	CIO	135,000	0	(135,000)		0	135,000
Windows 2003 Refresh (Collaboration)	CIO	90,000	23,031	(66,969)	2,963	0	90,000
Public Services Network Upgrade (Collaboration)	CIO	52,000	0	(52,000)		0	52,000
IL4 Remediation (Collaboration)	CIO	68,000	0	(68,000)		0	68,000
Protective Monitoring of Applications (Joint Scheme)	CIO	93,000	0	(93,000)		0	93,000
New Desktop Project (Joint Scheme)	CIO	248,000	(0)	(248,000)		0	248,000
Technical IA Controls	CIO	68,000	0	(68,000)		0	68,000
Applications Platforms Rationalisation	CIO	0	0	0		0	0
Lync Federation and Edge Services	CIO	34,000	0	(34,000)		0	34,000
Archive (Sharepoint/E-Mail data)	CIO	68,000	0	(68,000)		0	68,000
Active Directory	CIO	56,000	0	(56,000)		0	56,000
FISH Replacement	CIO	23,000	0	(23,000)		0	23,000
Mobile Data Terminals - Refresh	CIO	1,194,000	0	(1,194,000)	330,220	0	1,194,000
Niche to PND Photo Upload	CIO	0	0	0		20,000	20,000
Data Centre Back Up	CIO	200,000	0	(200,000)		0	200,000
Data Centre Storage	CIO	150,000	0	(150,000)		0	150,000
Hybrid Body Worn Video Infrastructure	CIO	0	0	0		163,000	163,000
Sharepoint - Corporate Knowledge	CIO	99,000	0	(99,000)		0	99,000
Digital Enablement 2	CIO	228,000	0	(228,000)		314,000	542,000
Sub-Total		2,880,000	23,032	(2,856,968)	333,183	497,000	3,377,000
Fleet Annual Replacement Schemes							
Vehicle Replacement	CFO	2,025,893	1,301,120	(724,773)	1,009,040	0	2,022,000

Scheme	Chief Officer	Total 16-17 Budget (Including Special Grants)	Actual Spend YTD Apr-16-Sep-16	Full Year Budget YTD Variance	O/S Orders	Total Budget for 2017/18	Total 2 Year Budget
Vehicle Equipment	CFO	275,000	0	(275,000)		50,000	325,000
Vehicle Telemetry	CFO	150,000	0	(150,000)		0	150,000
Sub-Total		2,450,893	1,301,120	(1,149,773)	1,009,040	50,000	2,497,000
Specific Capital Schemes							
Divisional Estates' Strategy	CFO	794,000	12,923	(781,077)		100,000	894,000
Air Conditioning	CFO	400,000	0	(400,000)	55,000	50,000	450,000
POLIT and DFT Relocation	CFO	147,000	80,077	(66,923)	23,964	40,000	187,000
Former Section House Scheme	CFO	172,000	32,580	(139,420)		0	172,000
Estates' Strategy - Environmental	CFO	350,000	0	(350,000)		0	350,000
Estates' Strategy - Custody Compliance	CFO	260,000	0	(260,000)		0	260,000
Estates' Strategy - Guildford and Staines Custody	CFO	324,000	0	(324,000)		0	324,000
Sub-Total		2,447,000	125,580	(2,321,420)	78,964	190,000	2,637,000
Specific Capital Schemes - Operations							
ICCS	ACC Op	1,467,000	193,757	(1,273,243)	577,024	0	1,467,000
Elmbridge ANPR Grant	ACC Op	5,000	5,000	0		0	0
ANPR	ACC Op	246,000	135,450	(110,550)	86,395	0	246,000
Roads Policing GIS Survey Equipment	ACC Op	132,000	0	(132,000)		0	132,000
Taser Replacement and Uplift	ACC Op	275,000	0	(275,000)		225,000	500,000
Sub-Total		2,125,000	334,207	(1,790,793)	663,419	225,000	2,345,000
Specific Capital Schemes - Local Policing							
Mobile Data Terminals	ACC LP	0	(2,590)	(2,590)	457,204	0	0
Digital Audio Interviewing (Joint Scheme) - Phase 1	ACC LP	151,000	12,053	(138,947)	154,231	53,000	204,000
Contact and Deployment Telephony (CC6)	ACC LP	0	0	0	2,333	202,000	202,000
Sub-Total		151,000	9,463	(141,537)	613,767	255,000	406,000
Specific Capital Schemes - Specialist Crime							
Apollo Infrastructure	ACC SC	22,000	0	(22,000)		0	22,000
Intelligence and Tasking Review	ACC SC	0	11,787	11,787		0	0
HTCU & POLIT Infrastructure Remediation	ACC SC	250,000	0	(250,000)		50,000	300,000
Digital Forensics	ACC SC	413,000	0	(413,000)		109,000	522,000
Public Protection Vehicles	ACC SC	160,000	0	(160,000)		0	160,000
Sub-Total		845,000	11,787	(833,213)	0	159,000	1,004,000
Specific Capital Schemes							
ERP Enterprise Resource PLanning (Collaboration)	ACO	600,000	0	(600,000)		1,400,000	2,000,000
Sub-Total		600,000	0	(600,000)	0	1,400,000	2,000,000
Total Schemes		12,619,893	2,880,786	(9,739,107)	2,744,809	3,900,000	16,511,000
Unallocated - Budget Only	CFO	0		0		233,000	233,000
Overall Total		12,619,893	2,880,786	(9,739,107)	2,744,809	4,133,000	16,744,000

SURREY POLICE AND CRIME PANEL

OPCC COMMISSIONING STRATEGY UPDATE

1st December 2016

INTRODUCTION

The PCC has introduced a new commissioning strategy for 2016-20, based upon his six Police and Crime Plan Priorities.

The strategy will:

- provide the direction for activity over the coming four years;
- inform local providers, partners and the public how the commissioning process is undertaken in a fair and transparent way;
- deliver intended outcomes, using an approach that recognises what is working well and where we can improve.

DETAIL

OPCC commissioning is guided and driven by local principles and will be focused on achieving outcomes for those we commission for - whether that be a resident, a victim or an offender. It is led by evidenced local needs to:

- Reduce and prevent crime
- Deliver earlier interventions
- Provide effective and robust support

The strategy outlines specific areas of focus against the Policing Plan Priorities of:

- Cutting crime and keeping Surrey safe
- Tackling rural crime
- Making town centres safe
- Supporting victims

Current activity and future intentions is structured within 11 themes, which are:

Commissioning themes	Hate crime
Antisocial behaviour	Mental health
Children, families and young people	Reducing re-offending
Child sexual exploitation	Restorative Justice
Domestic abuse	Sexual abuse and rape
Harmful traditional practices	Substance misuse

The commissioning strategy is a living document, evolving over the term of the PCC and is available to download via the OPCC website: <http://funding.surrey-pcc.gov.uk/commissioning-strategy/>

Note: The detail within this paper supplements a presentation that will be delivered to the Panel.

RECOMMENDATION

That the Panel notes this report.

LEAD/ CONTACT OFFICER: Lisa Herrington, Senior Policy Officer
TELEPHONE NUMBER: 01483 630200
E-MAIL: Lisa.herrington@surrey.pnn.police.uk

SURREY POLICE AND CRIME PANEL

UPDATE ON THE WORK OF THE ASSISTANT POLICE AND CRIME COMMISSIONER (VICTIMS)

1st December 2016

INTRODUCTION

Jane Anderson was appointed by the previous Police & Crime Commissioner to the role of Assistant Police & Crime Commissioner (Victims) in April 2013. Mrs Anderson's appointment to the PCC's staff followed a recruitment process initiated through the Local Criminal Justice Partnership Board. PCC David Munro has extended Mrs Anderson's short term contract until the end of the financial year. The role sees the Assistant PCC advise the PCC and partners on how services for victims could be improved and support the PCC in the allocation of grant funding for victims services. The report below sets out the objectives set for Mrs Anderson and the work she has undertaken to deliver them.

DETAIL

Outcome 1: The voice of the victim is championed and listened to at the highest level, within police and partner agencies

Working closely with voluntary service partners such as RASASC (Rape and Sexual Abuse Support Centre), Domestic Abuse Outreach and the Witness Service, and with specialist units in Surrey Police, I meet some of the most vulnerable victims of crime. It is only possible for me to do this because the agencies trust the OPCC to listen sensitively and to use what is said carefully. I turn these experiences, along with a commentary of what needs to change into succinct and frank reports that are used throughout the force and by partners. For example, in the last year:

- I have been invited to three group sessions run by RASASC for rape victims and heard the stories of 15 women which I have written up and circulated
- I have talked to several victims on my unannounced visits to court
- I have followed up cases raised with me by the Independent Sexual Violence Advisors and the police Witness Care Unit, where the victim did not have a satisfactory service. Two of these I am currently writing up as case studies, using the victim's own words and feelings
- I have also been invited by Surrey Police to deliver face to face training day input with the specialist investigation team dealing with sexual

assault. This informed me about operational challenges and pressure points, which I have raised as part of PCC scrutiny function.

Outcome 2: Services across the Criminal Justice System (CJS) are informed about what needs to be improved on both practical and strategic level for both offender and victim

I attend the quarterly Victim and Witness Group, which gathers together police, Crown Prosecution Service (CPS), Her Majesty's Courts and Tribunal Service (HMCTS) and others to look at experiences and where improvement is needed. I also attend the Out of Court Disposal meeting in order to ensure that the victim perspective is represented; and the Sexual Assault Management Board and Public Protection Executive Board to raise points of general concern and spread understanding of good practice. In addition:

- I have gathered a dossier of victims of domestic violence which illustrates the impact on victims of changes to court listings and CPS organisational issues, for use in discussions with senior officials
- I ensure that my connections with the Home Office and Ministry of Justice are used to bring national learning to Surrey and vice versa: for example I am meeting with the new Chief Executive for the Victims Commissioner to exchange views before the Commissioner visits Surrey

Outcome 3: The PCC is supported to influence, shape and drive positive change

I draw on my past experience, learning and current knowledge to inform new developments e.g.

- I selectively read and assess Government policy papers or reports to see what is of relevance for our work, most recently how the Troubled Families report tells us about high intensity interventions
- I am contributing to the development of the PCC's re-offending strategy
- Both in attendance at the Transforming Women's Justice programme board and outside it, I contribute to policy, scrutinise progress and value for money and ensure a victim focus in this project. I am particularly concerned that we have a clear insight into the effectiveness of high intensity intervention
- I am leading work on ensuring the Voice of the Child is heard in developing a response to Child Sexual Exploitation (CSE) as well as ensuring that OPCC funding is carefully targeted e.g. on key posts such as a CSE analyst and a Partnerships Manager

Outcome 4: Quality, value for money services are accessible for all victims to provide the support needed to prevent harm, intervene early and respond effectively

My principal concerns are that the PCC's Victims Fund is as well targeted as we can make it, that we are prioritising correctly, and that we see value for money. Most recently

- I have brought together people from different areas to share best practice on how to reach out to BME communities, developing a network of contacts within faith groups, and using the experience of BME victims
- I have been invited to speak at an outreach event for women in Maybury, Woking.
- I am introducing an event for stakeholders interested in bidding for a service to support victims of anti-social behaviour.

RECOMMENDATION

That the Panel notes this report.

LEAD/ CONTACT OFFICER: Jane Anderson, Assistant PCC (Victims)

TELEPHONE NUMBER: 01483 630200

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SURREY POLICE AND CRIME PANEL

FEEDBACK ON PERFORMANCE MEETINGS

1st December 2016

INTRODUCTION

One of the main responsibilities of the Police and Crime Commissioner (PCC) is to hold the Chief Constable to account for delivery of the Police and Crime Plan. David Munro has set up a governance framework to discharge this duty. The main part of this framework is to hold monthly Performance Meetings where the Chief Constable reports on progress against the Police & Crime Plan and other strategic issues. This is supplemented by workshops and one to one discussions between PCC and Chief Constable.

Every third performance meeting, i.e. every three months, is webcast for the public and partners to view. The PCC chairs the meeting which is also attended by the Chief Executive and Treasurer from the Office of the Police and Crime Commissioner (OPCC). Other members of staff from the OPCC attend as required, depending on the agenda. The Chief Constable attends along with the Deputy Chief Constable and other force staff as required.

This report provides an update on the meetings that have been held and what has been discussed in order to demonstrate that arrangements for good governance and scrutiny are in place.

PERFORMANCE MEETINGS

Since the last report to the panel, one Performance Meeting has been held in October.

26 October 2016

The items discussed at that meeting were:

- Performance of the 101 non-emergency number
- Rape and Sexual Assault and steps to improve services to victims throughout the criminal justice system
- Rural crime
- Strategic Policing Requirement
- Finance and budget reports

- Update on senior staffing in Surrey Police
- Employee survey results
- Issues of high risk

The Deputy Chief Constable of Surrey Police updated on 101 performance. The performance in terms of speed of calls answered and unanswered calls is improving and on a number of days in October more than 80% were answered within 60 seconds. This was a good indication of progress, although it will need sustaining over time. Improvement plans include direct officer input of crime data onto the system (rather than via call-handlers) and recruitment into the contact centre. The PCC asked that 101 performance remains high on the agenda.

In terms of delays in the court system for cases of rape and sexual assault, Surrey Police have a new post about to start which would see an officer embedded into the Crown Prosecution Service (CPS) legal team who deal with such offences. This post will aim to triage files as they are passed to CPS to deliver improvements improve police file quality. The PCC noted reductions in cases waiting for charging decisions by the CPS and improvements in positive outcomes (i.e. 'detections' had been achieved).

Surrey Police provided a report on their revised Rural Crime Strategy which had been shared with rural partners. The Deputy Chief Constable had attended the Annual Parish Assembly and had received positive feedback on the new policing model. Actions in tackling rural crime included additional training for PCSOs (Police Community Support Officers) and having a subject matter expert in place.

The Strategic Policing Requirement is a national requirement for all police forces to work together to tackle the nationally identified threats (currently terrorism, serious and organised crime, large scale public disorder, civil emergencies, national cyber security incidents and child sexual abuse). Each force is required to work collaboratively to have the capacity and capability to be part of the national response. The PCC was provided with an update on the Surrey Police capacity and capability which was overall a positive picture. Some improvements were needed in linking neighbourhoods to tackling serious and organised crime. Cybercrime and child sexual abuse continue to grow in terms of the threat and demand. The PCC asked for prevention of terrorism to be on a future performance meeting agenda.

New legislation was introduced in March 2015 with regard to Modern Slavery. Surrey Police is currently carrying out a full assessment of this area of criminality. There have been 32 reports of modern slavery in Surrey but this is likely to be the tip of the iceberg as agencies become more aware of the problem and more intelligence is gathered. The PCC asked for a separate briefing on the topic from the lead in Surrey Police.

On the financial update, Surrey Police are currently on track for a modest underspend. Investment had been put into ICT to assist with difficulties in levels of resource. However, saving plans are not currently being met at the level they should be and the PCC expressed his concern and asked for more information. The Deputy Chief Constable detailed the key savings programmes over the next

year. To provide more oversight of the change programmes, it was agreed that the OPCC would be provide with a briefing after each force change board.

In terms of staffing the PCC received an update on plans for filling the Assistant Chief Constable roles. An update was also give on the employee survey results, including issues around organisational support, development and clarity of vision. Senior leadership days are being held in November which will include addressing the issues raised by the survey.

Under any other business, the PCC asked for an update on Remembrance Sunday and heard that Surrey Police will be attending 34 of the 52 ceremonies in Surrey with operational support at 15. The Deputy Chief Constable said they force would look into any concerns on an individual basis. Updates were also received on CCTV and Body Worn Video.

RECOMMENDATION

That the Police and Crime Panel notes the update on the PCC's Performance Meetings.

LEAD/ CONTACT OFFICER: Johanna Burne
TELEPHONE NUMBER: 01483 630200
E-MAIL: Johanna.burne@surrey.pnn.police.uk

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SURREY POLICE AND CRIME PANEL

HATE CRIME IN SURREY

1st December 2016

1. SUMMARY

This paper provides an update on hate crimes in Surrey and the work done by Surrey Police and the Police and Crime Commissioner (PCC) to address it.

2. BACKGROUND

Hate crimes are any crime that are targeted at a person because of hostility or prejudice towards that person's: disability; race or ethnicity; religion or belief; sexual orientation; or transgender identity. It can be committed against a person or property. As outlined in the Government's paper "Action Against Hate" (July 2016), which focused on better recording mechanisms and information sharing between organisations, hate crime is defined as having: *"a particularly harmful effect on its victims, as it seeks to attack an intrinsic part of who they are or who they are perceived to be"*¹.

3. BREXIT

Following the Brexit vote, the National Police Chiefs' Council (NPCC) requested weekly returns from police forces in England, Wales, and Northern Ireland to measure hate crime figures. The NPCC ended their weekly collection of hate crime data in September after the numbers declined in August.

Data collated by the Home Office found that faith-based and racially aggravated hate crimes grew incrementally following the result. On the day of the referendum, 31 police forces nationwide had recorded 106 religiously or racially aggravated hate crimes. In under a week, that figure grew to 168. By June 29, faith-based or racially aggravated hate crimes totalled 174. On July 1, it jumped to 207 – a 95 per cent rise on the June 23 figure. Throughout July, the daily hate crime figure for both strands did not drop below the June 23 figure of 106²³.

National Hate Crime Awareness Week took place in October⁴. Charities StopHate and 17-24-30 coordinated and promoted events and activities across the UK. Surrey Police ran a conference which aimed at raising and improving officers' awareness of what hate crime is, how it should be responded to, how to

¹ "Action Against Hate – The UK Government's plan for tackling hate crime" (July 2016)

² <http://tellmamauk.org/the-brexit-result-had-a-lasting-impact-on-race-and-religious-hate-crimes/>

³ <http://www.stophateuk.org/2016/10/13/hate-crime-incidents-soar-wake-brexit-vote/>

⁴ <http://www.stophateuk.org/hate-crime-awareness-week/>

report/record it and to information on the local support services available. The conference included a guest panel with representatives from Faith Matters, GIRES and Tell Mama along with a key note speech from Sophie Cook.

4. SURREY STATISTICS

Surrey Police records hate crime if one or more of the motivations shown above is perceived to exist. The data is collected from a 'flag' being put onto a crime to indicate it is a hate crime or has a hate crime element. Below is a table showing the number of hate crimes recorded in the last eighteen months.

Month	RACIAL	RELIGIOUS	HOMOPHOBIC	DISABILITY	TRANSGENDER	TOTAL HATE
Apr-15	58	9	15	3	4	89
May-15	53	3	12	7	1	76
Jun-15	77	5	13	7	1	103
Jul-15	75	10	10	5	2	102
Aug-15	55	4	8	2	1	70
Sep-15	56	3	13	6		78
Oct-15	75	6	10	4		95
Nov-15	56	8	11	7	4	86
Dec-15	72	11	6	9	2	100
Jan-16	55	7	19	10	4	95
Feb-16	52	5	11	7		75
Mar-16	58	1	8	5		72
Apr-16	61	3	12	5		81
May-16	71	6	14	8	1	100
Jun-16	75	9	20	10	1	115
Jul-16	91	8	14	11	4	128
Aug-16	56	3	17	8	1	85
Sep-16	54	4	9	11	2	80

Instances of hate crime in Surrey rose in the run-up to Brexit and in the immediate aftermath (66.7% increase), although the numbers have since reduced to normal levels.

It is important to bear in mind that whilst reporting has increased, which is good, hate crime continues to be significantly underreported, as highlighted in the Government’s “Action Against Hate” paper.⁵

Surrey Police currently has a process to identify and ensure all hate crime is appropriately discussed and allocated, however, unlike all other forces in England Wales it does not have a dedicated hate crime resource to assist with the coordination of all hate crime. Consequently, although each hate crime has a 28 day Inspectors review to ensure progression, there is no easy way of spotting trends across hate crime and areas that need specific focus or working with other officers on this across England and Wales.

Despite this, it is interesting to note that an independent survey to monitor how satisfied those who had been the victims of hate crime were with the service they received from Surrey Police found that victims of hate crime in Surrey are more satisfied with the response they get than other victims. These figures are particularly interesting considering that only 52% of victims are satisfied with the police handling of hate crime nationally, compared to 73% for crime overall⁶.

	2015/16	2016/17 (Apr to Sept)
Total victim satisfaction	81.0%	76.6%
Victim hate crime satisfaction	87.3%	83.2%

5. SURREY POLICE PROVISION

As outlined in Surrey Police’s draft Hate Crime Policy, Surrey Police “will not tolerate any form of Hate Crime and will speedily respond, investigate, identify and prosecute offenders to the satisfaction of the victim and the community, thereby seeking to reduce repeat victimisation.” The draft policy is due to be adopted and published on-line following its ratification at the Hate Crime Working Group and the Equalities, Diversity and Human Rights Board in December.

In order to deal with reported incidents appropriately, Surrey Police has the following specialist roles available to its officers and staff to offer advice: Lesbian and Gay Liaison Officers (LAGLOs); Muslim and Cultural Liaison Officers (MACLOs) and Mental Health Liaison Officers (MHLOs), and is looking to develop the role of Hate Crime Co-ordinator in the coming months as mentioned above. The Government’s report stated at point 97 that “victims often feel more confident in the police response when there is a hate crime liaison officer in place”, which means this is a key area for the force to improve on. Surrey Police did apply to the Commissioner’s Office for funding of this role for twelve months, but it was felt that such an important role should be incorporated properly within the force and not on an interim basis.

⁵
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/543679/Action_Against_Hate_-_UK_Government_s_Plan_to_Tackle_Hate_Crime_2016.pdf

⁶
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/543679/Action_Against_Hate_-_UK_Government_s_Plan_to_Tackle_Hate_Crime_2016.pdf

In the meantime, the force is able to contact its Independent Advisory Group (IAG), a well-established group comprising representatives from many of Surrey's diverse communities, for advice on critical and serious incidents which may have a significant impact on its groups. The IAG also provides advice to the force in terms of the recruitment and retention of BME officers and staff.

Moreover, Surrey Police has recently changed its website regarding hate crime reporting, improving the awareness, documentation, descriptions and referral mechanisms to partner agencies for support. Additionally, there are information sharing agreements with organisations such as the Community Security Trust (a charity that protects British Jews from anti-Semitism and related threats) and Tell MAMA (who support victims of anti-Muslim hate), and easy read leaflets and videos regarding disability.⁷ Surrey Police have also initiated Victims Focus Groups, aimed at hearing first-hand the experiences of victims and what the police could have done better.

6. WORK DONE BY THE COMMISSIONER

The Commissioner has attended several IAG meetings and met with Surrey Police's Diversity Directorate to discuss his Police and Crime Plan and hear views on policing in Surrey. As outlined above, hate crime is of increasing focus to Surrey Police and the Commissioner has discussed with the IAG members the challenges faced in getting people to come forward to report it and the role of the IAG in encouraging them to do so. Recently he provided funding to Surrey Police to run a disability survey, which aims to understand the views and experiences of people with a physical, sensory or learning disability when dealing with the police, the criminal justice system and have been a victim of crime and/or anti-social behaviour. The survey will provide data on how the police can improve its response to such incidents and help and support victims with a disability and thus encourage more reports of hate crime or any crime where a person with a disability is the victim.

Additionally, he has met with several Surrey faith groups, including the Surrey Multi Ethnic Forum (SMEF) to which he has provided funding to deliver a new Victim Champions project. This project will train five volunteer champions of diverse ethnicities to identify safeguarding issues relating to domestic abuse, honour based violence, and female genital mutilation and work to support potential victims of crime through engagement, raising awareness, signposting and creating a safe and confidential space for disclosure.

Nationally, the Commissioner has agreed to be a portfolio holder for equality and diversity issues at the Association of Police and Crime Commissioners (APCC). Although the details of what this new role will entail are currently being finalised, it is anticipated that the Commissioner and his Office will be a champion for E&D issues as well as providing scrutiny and oversight.

⁷ <http://www.surrey.police.uk/advice/protect-yourself-and-others/hate-crime/>

7. NEXT STEPS

Although instances of hate crime rose in the summer in the run-up and aftermath of Brexit, reported incidents of hate crime in Surrey are low and Surrey remains a very safe place to live. However, it is important that Surrey Police continues to reach out and encourage people to come forward, and properly scrutinises the intelligence it receives, something the establishment of a dedicated full-time Hate Crime Co-ordinator will ensure.

LEAD OFFICER: Sam Meyer, Policy Officer

TELEPHONE: 01483 639469

E-MAIL: sam.meyer@surrey.pnn.police.uk

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SURREY POLICE AND CRIME PANEL

CCTV IN SURREY

1st December 2016

INTRODUCTION

Public space CCTV operates across the Surrey Police area and is concentrated in the more urban areas. The systems are, with the exception of those at Clackets Lane Services, owned by the respective local authorities. The majority are operated, however, by Surrey Police in Surrey Police premises, the exception being Runnymede.

CCTV located in Surrey Police premises

Guildford

Guildford has 64 CCTV cameras, of which 50 are located within Guildford Town. There are 14 cameras covering the Waverley and Farnham areas. The cameras are entirely funded by Guildford Borough Council and Waverley Borough Council. The room is staffed 24/7 by six operators and one manager, all funded by Surrey Police. The operators have full access to Surrey Police systems and CCTV images can be viewed by Force Control Room. Guildford CCTV deals with about 500 DVD / evidence requests per annum.

Woking

There are 170 open-space cameras located around Woking town and Surrey Heath, funded by Woking Borough Council and Surrey Heath Borough Council along with some privately funded cameras. Staffing consists of six operators and one manager all funded by Surrey Police working various shifts (not 24/7) and police staff members have full access to Surrey Police systems. Woking CCTV deals with 700-800 DVD/evidence requests per year. They have no remote feed into Surrey Police Force control room (FCR).

Reigate

There are 160 open space cameras located around Reigate, Redhill, and Mole Valley including Dorking and Leatherhead. This also includes cover for St. Martins Walk, Dorking and The Belfry Redhill shopping centres. These cameras are funded by Reigate & Banstead and Mole Valley Borough councils. The room is staffed by five operators and one manager working various shifts (not 24/7) and funded by Surrey Police. The operators at Reigate have access to Surrey Police equipment and additionally, there is a remote feed into Surrey Police

Force control room (FCR) via Network Management Information Centre based at Leatherhead.

Each year the room deals with approximately 650 CCTV/evidence requests.

Caterham

Staff at Caterham have access to 360 dome style CCTV cameras located around the Tandridge area. This network is funded by Tandridge Borough Council, private companies, and Parish Councils. Access to these cameras is Via a Laptop 3G connection within Caterham Police Station.

CCTV located out of Surrey Police premises

Runnymede

CCTV control is located within Runnymede Council Office. Runnymede has 272 predominantly open space cameras covering Runnymede, Spelthorne, Epsom & Ewell and Elmbridge areas. There are also links to St Peters and Ashford Hospitals, Thorpe Park and South West train stations. The room is located within the council offices and staffed 24/7 by council employees. The entire system and staff are funded by borough councils.

During 2014/15, the room provided 538 DVDs and 225 photos for evidential purposes and accommodated 1,235 visits by Police staff. In the first quarter of 2016 some 192 DVD and 22 photos have been provided to Surrey Police. A remote feed into the Force Control Room exists.

Clackets Services (Tandridge)

In the early 2000s Government Office Southeast (GOSE) funding of £91K was obtained to provide CCTV cameras in the north and south side car parks within the service area.

Currently these cameras are not monitored by staff and are pre-set to tour through pre-set positions. A request has been put forward to police on the East of the county to consider an offer by Clacket Lane Services to take over ownership, maintenance, and management of the system. Footage is only available to local officers by them attending the services.

Network Management Information Centre (NMIC) Leatherhead

Based in the Mole Valley Business Park, the NMIC's core aim is to monitor traffic flow around Surrey County Council area and not the monitoring or detection of crime and disorder. The management and maintenance of equipment and staffing is entirely funded by Surrey County Council.

The NMIC has the capability to view CCTV cameras in the following areas:

- Runnymede,
- Guildford,

- Reigate & Banstead,
- Highways England,
- NPAS and Automatic Number Plate Recognition (ANPR)

It does not have the capability to view cameras controlled by Woking Borough Council.

The NMIC uses ANPR technology to measure and monitor journey times between given points, but not for crime and disorder purposes. The NMIC are unable to record any footage due to the existing Security Industry Accreditation provisions and restrictions.

Surrey Police are able to view images from the NMIC via 8 Feeds into the FCR which formed part of the Olympic Games legacy.

Summary

Local Authority CCTV coverage is mainly in open space areas within town centres, however new cameras are brought on-line on a fairly regular basis and according to both replacement needs and shifting priorities. There are a number of informal and formal arrangements in place with the respective boroughs which include the provision of premises and staff which are funded by Surrey Police and a number of other locations which are entirely funded by local councils. This disparity produces inconsistency around financing and formal agreements such as local service level agreements (SLAs).

Most sites benefit from some form of police resources through estates and/or staffing provision and this ensures a right-of-access to the product. The notable exception is Runnymede which operates independently of any police resourcing. Surrey Police have however, for a number of years, been providing Elmbridge with £75K towards CCTV provision in the area. Elmbridge Council estimates that the true cost of delivery is much higher and have asked Surrey Police for an additional contribution of £80 – 100K. The PCC has met with the leaders of Elmbridge and Runnymede to discuss CCTV.

There is a pressing need to develop a clear CCTV strategy for the future within Surrey that includes short and longer term plans to include collaboration with Sussex and potentially other regional counties. In the short term there is a need to introduce standardised governance, funding formulas and working practices across the county together with improved efficiencies in process.

Further scoping work needs to take place with the 11 Borough and District Councils and County Council.

Next steps

- ACC Steve Barry has been tasked with undertaking a full review of CCTV provision across Surrey and producing a strategy. The review will include short, medium and long term plans for CCTV provision. He has stressed that this review will take considerable time to complete.

- Resources have already been identified within the Surrey Contact Command to carry out scoping work with the 11 district and borough councils to understand their plans and visions for the future in relation to CCTV. A report on this will be available in January 2017.
- C/Superintendent Jerry Westerman is currently negotiating with Elmbridge Council with regards to CCTV provision in the area and the PCC has asked for a briefing on the outcome of these negotiations.

RECOMMENDATION

That the Panel notes this report.

LEAD/ CONTACT OFFICER: Craig Jones
TELEPHONE NUMBER: 01483 637683
E-MAIL: Craig.Jones@surrey.pnn.police.uk

SURREY POLICE AND CRIME PANEL

NATIONAL DEVELOPMENTS IN POLICING

1st DECEMBER 2016

INTRODUCTION

This paper aims to brief the Police and Crime Panel on three national developments in policing which will have an impact on local policing provision:

- The new Policing Funding Formula
- The Policing Vision 2025
- Specialist Capabilities

NEW POLICE CORE GRANT DISTRIBUTION FORMULA

Police forces are funded from two primary sources – local council tax precept and government grant. In terms of government grant, the Home Office allocates a total amount for policing in England and Wales and this is then divided up by means of a funding formula. The formula estimates police workloads on the basis of the socio-economic and demographic characteristics of each force area.

The current approach results in a wide variation in the amount of funding police forces receive from central government. That means there is considerable divergence from force to force in terms of the split of derived from central funding versus local precept. Surrey receives proportionately the lowest level of funding given to any police force in England or Wales by the Government. This leaves Surrey residents in the position of being the only group of tax payers in the entire country who pay more than half the cost of their own police force.

The current formula has been in place for many years and has been criticised by many, including the previous Minister for Policing as being out of date, complex and opaque. Independent research commissioned by the Surrey OPCC has shown that some of the indicators in the current formula struggle to justify their place, and in some cases new indicators could help improve the formula. In 2015, the Home Office attempted to produce a revised funding formula. However, problems with the data stopped the project. The Home Affairs Select Committee concluded that a panel of experts should be convened to assist the Home Office in re-examining the formula.

There is now a group set up with experts across policing to look at a revised formula. This group includes representatives from PCC Treasurers. The Surrey OPCC has spoken to the Home Office with regard to the new formula and has submitted previous research carried out by Oxford Economics on the topic of police funding. The PCC has also written to MPs and council leaders to ask for their support in ensuring fair funding for Surrey Police. The Minister of State for Policing and the Fire Service, Brandon Lewis, has said that before final decisions

are taken on a new funding formula, he will be holding a public consultation on what is proposed.

POLICING VISION

The Association of Police and Crime Commissioners (APCC) and the National Police Chiefs' Council (NPCC) are working with police leaders to reform and transform policing by 2025 and are shortly to publish a vision for policing.

Globalisation and digitisation present new challenges that have increased the complexity of policing. Recorded acquisitive crime has fallen but there have been significant increases in cases of crime committed in the 'private space' – e.g. child sexual exploitation and domestic abuse. Serious and organised crime generates new threats, like human trafficking. Terrorism has become more fragmented and harder to combat. As people do more and more online, the threat from cybercrime grows.

Policing has to develop new tactics and capabilities to meet these threats and keep people safe. It also has to ensure it provides effective, value for money service that the public can trust.

The NPCC, with PCCs, Staff Associations and the College of Policing, has drafted a vision for policing in 2025 that sets out why and how the police service needs to transform. The vision is currently subject to consultation with new PCCs and is due to be published shortly. Mr Munro is responding to the consultation and emphasized the need for local policing to be at the forefront of the plans.

The vision lays out five priorities for reform:

- local policing;
- specialist capabilities (e.g. armed policing; organised crime investigation);
- digital policing;
- building a workforce with the right skills for the future;
- improving collaboration in business support services.

The Police Reform and Transformation Board has been set up and will support the service in making changes aiming to transform policing by 2025. The board has membership from the APCC, NPCC, police forces, Her Majesty's Inspectorate of Constabulary (HMIC), the Home Office and the National Crime Agency.

The PCC will provide the Panel with a copy of the new vision once it is published.

SPECIALIST CAPABILITIES

Linked to the vision, a specific piece of national work has been set up to look at the future of Specialist Capabilities within policing. This programme recognises that specialist policing (such as armed policing and organised crime investigation), needs to respond to the changing nature of crime profiles.

A national vision for specialist capabilities was created with a wide range of stakeholders: *"To better protect the public, we will enhance our response to new*

and complex threats, developing our network and the way we deliver specialist capabilities by reinforcing and connecting policing locally, nationally and beyond”. The Specialist Capabilities Programme will develop options for new models to support policing. The Programme has representation from police forces, PCCs, the Home Office and the National Crime Agency. A proposed solution has been presented to Chief Constables and PCCs and agreement is being sought before bringing about change.

In the first instance, the programme has looked at five areas: Surveillance; Tactical Support Units; Armed Policing; Major Investigations; and Roads Policing. The programme intends to reshape specialist capabilities in these areas in a way that strengthens both resilience and accountability. It should enhance forces’ ability to respond to changing threats, built on the strengths of local policing and preparing policing for the future.

In essence, the report argues that police forces, with widely differing scales and demand complexity, cannot all offer the same service mix in future. The response to specialist capabilities requires highly skilled and expensively trained officers and it will become increasingly difficult for individual forces to meet the growing demands of local policing whilst simultaneously investing in specialist capabilities. The reports suggests a move towards ‘network policing’ which could see the continued operation of existing police forces, with individual Chief Constables retaining operational independence held to account by a local PCC. However, over time, links would strengthen between different forces and they would have a planned inter-dependency that would allow forces to deliver critical specialist capabilities to higher levels of efficiency and effectiveness. Police forces could effectively then ‘trade’ services to each other.

The full report can be read on the NPCC website. The PCC has had opportunity to comment on the report. If taken forward, the recommendations will affect the delivery of policing in those specialist areas listed. There are no proposals to change policing structures but instead a better networked and shared approach to the policing response.

RECOMMENDATION

That the Police and Crime Panel notes the updates and considers if it wants to be involved further in any of these areas of work.

LEAD/ CONTACT OFFICER: Johanna Burne
TELEPHONE NUMBER: 01483 630200
E-MAIL: Johanna.burne@surrey.pnn.police.uk

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SURREY POLICE AND CRIME PANEL

GOVERNANCE OF FIRE AND RESCUE IN SURREY

1st December 2016

INTRODUCTION

This paper provides an update on the PCC's view on the future governance of the Fire and Rescue service in Surrey.

BACKGROUND

The Police and Crime Bill 2016, once enacted, will introduce measures which require greater collaboration between emergency services and allow PCCs to put forward a business case to take on responsibility for Fire and Rescue in their area where this is felt to be the best option for the area. The Bill is currently going through the parliamentary process and is expected to receive Royal Assent in early 2017.

The Bill requires better collaboration between the emergency services. This does not necessarily mean change of governance in respect of fire, but could include better joined up working. In terms of governance, the Bill includes a range of options which can be broadly summarised as:

- No change to current governance arrangements but evidence of good collaborative working
- For PCCs to be represented on the relevant Fire and Rescue Authority (FRA) with full voting rights (subject to the consent of the FRA)
- For PCCs to put forward a business case to take over the governance of Fire and Rescue authorities in their area, but broadly keeping the two organisations as separate entities i.e. two Chief Officers held to account by the PCC
- For PCCs to put forward a business case to become the single employer for fire and police to deliver greater improvements through integration of back office functions and maximise the benefits of workforce flexibility, i.e. one Chief Officer to employ both police and fire staff accountable to the PCC

The Association of Police and Crime Commissioners Chief Executives (APACE) has developed a guidance document for looking at the business case for change of governance. Five PCCs have formed an early adopter working group and are considering whether to develop a case for change in April 2017, although these

timescales are ambitious. The Sussex PCC is one of these and has set up a stakeholder group to consider whether there is a business case for change.

If a business case is developed for a policing area, this is then submitted to the Home Office. Clear rationale will be needed for the case for change including the economic, financial, commercial, legal, management and public safety elements. Where all parties in an area (PCC, police, FRA, unions) agree, then the Home Office will evaluate the one business case provided. Where there is not local agreement, the PCC will need to provide evidence of public consultation and any representations made by the local authorities.

The Home Secretary will wish to see a clear case against economy, efficiency and effectiveness. There will also need to be robust and extensive public consultation. If a business case is approved, the Home Secretary will lay an order creating the PCC as the FRA for that area.

Where a PCC does not wish to build a business case to take on governance of Fire and Rescue in their area, the Bill makes provision for the PCC to be involved in the FRA. The Bill provides for the PCC to request to be a member of the FRA. The FRA then has to consider the request and, if accepted, appoint the PCC as a fully voting member for any item considered that affects Fire and Rescue.

SURREY PCC VIEW

David Munro is very supportive of increased collaboration between the emergency services in Surrey (also linked to emergency service collaboration in Sussex) and recognises the significant progress already made. The Fire and Rescue service has taken on some functions to assist other emergency services, such as forced entry into buildings and carrying defibrillators. There are already some collaborated functions around fleet and fuel and plans for future working in areas such as control rooms and the PCC would like to see these plans progress.

In terms of governance, the PCC is meeting with all of the relevant partners in Surrey and listening to their views, including the County Council leader and Chief Executive and the Chief Fire Officer. The PCC's current view is that there are good current governance arrangements in place at Surrey County Council and collaboration is currently moving forwards. The PCC does not wish to hurry a decision as to whether to develop a business case for change or be an early adopter. There are also many other urgent priorities for the PCC, including the review of Neighbourhood Policing, estates and reducing reoffending. However, the PCC hasn't ruled out considering a business case for change of governance in the future.

The PCC is considering options for becoming a member of the Surrey FRA. There is no stand-alone fire authority in Surrey as the County Council discharges the functions of the FRA. This would therefore mean becoming a member of the Surrey County Council Cabinet, with voting rights, but only for items relating to Fire and Rescue issues. Surrey County Council are currently looking at the legislation with regard to the FRA membership.

In the meantime, the PCC and his office continue to attend relevant collaboration board meetings to oversee blue-light collaboration. OPCC and Fire and Rescue Policy Officers are meeting to share views, horizon scanning and develop good working relationships between the two offices.

RECOMMENDATION

That the Panel notes this report.

LEAD OFFICER: Johanna Burne, Senior Policy Officer, OPCC

TELEPHONE NUMBER: 01483 630200

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

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SURREY POLICE AND CRIME PANEL

SCRUTINY OF REMEMBRANCE DAY PARADE POLICIES

1st December 2016

INTRODUCTION

The Panel has requested information in respect of Surrey Police's policy regarding the policing of Remembrance Day Parades and in particular, the PCC's response to some local concern over the levels of police support offered to certain local parades.

DETAIL

Prior to Armistice Day this year, some Panel members have raised concerns about the levels of policing support afforded to Remembrance parades. This report sets out some more detailed information in respect of the policing response. The Commissioner has been keen to ensure that Surrey Police was able to play its part in making sure this important date was properly marked across the County.

By way of background, Surrey Police set out its approach to the policing of all public events (including Remembrance Day Parades) in August last year. Whilst absolutely committed to visible policing, the Force is operating against a backdrop of diminished resource and competing demands. The organisers of some community events see the Police as the first point of reference for successful planning. However, management of licensable activities is generally a matter for local authorities. In addition, best practice recommends the formation of a Safety Advisory Group to review plans, make recommendations and ultimately issue or refuse a letter of no objection.

From a policing perspective, police resourcing of community events is generally at the discretion of the local inspector. They will make an assessment based on the need to discharge core responsibilities around protecting life and property; preserving order; preventing the commission of offences; and bringing offenders to justice. Borough Inspectors should be following four principles:

- Surrey Police will be active participants, where there is a role, in Safety Advisory Groups
- Where there is a good engagement opportunity, the Force may provide resources, subject to prioritisation at tasking meetings
- Where there are pre-identified crime and disorder issues, the Force will plan accordingly

- The Force will not provide marshalling for road closures. The expectation is that alternative traffic management schemes, or the use of accredited marshals will be normal practice unless there is a specific risk. However, it is acknowledged that some parades occur around difficult or dangerous road junctions or have particular risks around them that would benefit from police support. These requests would be looked upon favourably and properly risk assessed.

It is acknowledged that, whilst these principles apply consistently across the county, this will result in different levels of support to differing parades, dependent on the threat, harm and risk posed at each one.

Surrey Police has stressed that events of national significance - Remembrance Day Parades being one such example - are particularly sensitive and it is imperative that they should be allowed to proceed.

Following a recent discussion with the Chairman and Vice-Chairman of the Police & Crime Panel, the Commissioner raised the issue of police support with both the Chief Constable and Deputy Chief Constable to ensure that the policy was being properly applied across the county. The Deputy Chief Constable subsequently wrote to divisional Chief Superintendents to reiterate and clarify the Force position in respect of Remembrance Day parades so that they (and borough inspectors) were better placed to discuss with event organisers. He also gave assurance that, where concerns persist, he would then ensure these are given individual attention to check that support levels are appropriate. With the exception of two queries relating to parades in Waverley and Tandridge, the PCC has not received any correspondence on this matter.

The Force was aware of 52 ceremonies taking place across Surrey this year and planned to be in ceremonial attendance at 34 in addition to operational attendance at 15 (sometimes duties are combined). It is pleasing to report that Remembrance Parades passed without event from a policing perspective.

RECOMMENDATION

That the Panel notes this report.

LEAD/ CONTACT OFFICER: Alison Bolton
TELEPHONE NUMBER: 01483 630200
E-MAIL: Alison.bolton@surrey.pnn.police.uk

SURREY POLICE AND CRIME PANEL

COMPLAINTS RECEIVED SINCE THE LAST MEETING

1 December 2016

SUMMARY

This report sets out all complaints against the Police and Crime Commissioner 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 have received zero complaints since the last Panel meeting.

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.

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

TELEPHONE NUMBER: 020 8213 2725

E-MAIL: huma.younis@surreycc.gov.uk

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Complaints Received Since the Last PCP Meeting (10 October 2016)

There are zero complaints to report.

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Surrey Police and Crime Panel- Forward Work Programme 2016/17

The purpose of this document is to provide a summary of work due to be undertaken by the Surrey Police and Crime Panel. 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 the Panel support officer.

Date	Item	Purpose	Contact Officer
1 December 2016	Hate Crimes in Surrey	To receive an update on hate crimes in Surrey and the PCC's role in tackling this.	Johanna Burne
1 December 2016	Merging of Police and Fire Services	To understand the PCC's view to taking on future responsibility for the fire service.	Johanna Burne
1 December 2016	Update on funding for CCTV	To receive an update on funding for CCTV.	Johanna Burne
1 December 2016	Surrey OPCC Commissioning Strategy	To consider and review the four year commissioning strategy.	Lisa Herrington/ Damian Markland
1 December 2016	Performance Monitoring of the APCC for Victims + standing items	The PCC has agreed to provide the Panel with progress made by his APCC. Standing items are considered at every meeting of the PCP. These are listed later on in the document.	PCC/ Assistant Commissioner for Victims

Future Items for PCP Meetings	Purpose
Surrey Police Estates Strategy (Spring/Summer 2017)	To consider and review Surrey Police's estate strategy.
Policing in your Neighbourhood (PiYN)	To receive an update on the PiYN programme.

The Police and Crime Commissioner's Proposed Precept for 2017/18	The Police and Crime Panel is required to consider and formally respond to the Police and Crime Commissioner's proposed precept for 2017/18.
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Panel Working Groups

Group	Membership	Purpose	Reporting Dates
Complaints Sub-Committee	<ul style="list-style-type: none"> • Ind Bryan Cross • Ind David Fitzpatrick -Grime • Cllr David Reeve • Cllr Margaret Cooksey • Cllr Dorothy Ross-Tomlin • Cllr Ken Harwood 	To resolve non-criminal complaints against the PCC and/or the DPCC.	Report to each meeting of the PCP, detailing any complaints dealt with since the last meeting.
Finance Sub-Group	<ul style="list-style-type: none"> • Cllr Charlotte Morley • Ind Bryan Cross • Cllr Chris Sadler • 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.

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 APCC for Victims	The PCC has agreed to provide the Panel with progress made by his APCC.	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 from the PCC	To receive an update from the PCC on any key issues arising from policing matters.	Johanna Burne

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**SURREY POLICE & CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER- 1 December 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/completion
10 October 2016	POLICE AND CRIME PLAN QUARTERLY UPDATE [Item 5]	R12/16- For the Police and Crime Panel to send a letter to the Home Office in support of fairer funding for Surrey Police.	Chairman/ Panel Support Officer	Achieved- A Letter from the Chairman on behalf of the Panel was sent to the Minister of State for Policing and the Fire Service regarding fairer funding for Surrey Police.	December 2016
10 October 2016	POLICE AND CRIME PLAN QUARTERLY UPDATE [Item 5]	R13/16- For the PCC to provide the panel with details around the number of people being caught using mobile phones whilst driving in Surrey.	OPCC/PCC	Achieved- details of the number of people being fined using mobile phones whilst driving in Surrey were emailed to the Panel on 02/11/2016.	December 2016
10 October 2016	VICTIM SUPPORT SERVICES [Item 9]	R14/16- For the OPCC Commissioning Strategy to be added to the forward work programme for the 1 December panel meeting.	Panel Support Officer	Achieved- this has been added to the forward work programme.	December 2016

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