



Notice of Meeting

Surrey Police and Crime Panel

Date & time
Wednesday, 18
September 2019
at 10.30 am

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

Contact
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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 Amelia Christopher on 0208 213 2838.

Members

Cllr Ken Harwood (Chairman)	Tandridge District Council
Mr Bryan Cross (Vice Chairman)	Independent Member
Cllr Victor Lewanski	Reigate & Banstead Borough Council
Cllr Christine Elmer	Elmbridge Borough Council
Cllr Hazel Watson	Mole Valley District Council
Cllr Fiona White	Guildford Borough Council
Mr David Fitzpatrick-Grimes	Independent Member
Cllr John Robini	Waverley Borough Council
Cllr Josephine Hawkins	Surrey Heath Borough Council
Cllr Will Forster	Woking Borough Council
Cllr Richard Barratt	Spelthorne Borough Council
Cllr Andrew Povey	Surrey County Council
Cllr David Reeve	Epsom & Ewell Borough Council
Cllr John Furey	Runnymede Borough Council

PART 1 **IN PUBLIC**

1 APOLOGIES FOR ABSENCE

The Chairman to report apologies for absence.

2 MINUTES OF THE PREVIOUS MEETING

(Pages 1 -
14)

To approve the minutes of the meeting held on 27 June 2019 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 a written response will be circulated to Panel Members and the questioner.

5 POLICE AND CRIME PLAN 2018-2020 – PROGRESS

(Pages 15 -
28)

The PCC published a refreshed Police and Crime Plan in May 2018 for the period 2018 to 2020. This built on the previous plan issued in 2016. The refresh was informed by emerging crime trends, consultation, scrutiny of current force performance and meetings and visits with Surrey Police, public and partners.

6	VICTIM AND WITNESS CARE UNIT STAFFING AND GOVERNANCE	(Pages 29 - 32)
	<p>On 1 April 2019 Surrey Police opened its new Victim and Witness Care Unit, based out of Guildford Police Station. This professionally trained team has been established by the OPCC and Surrey Police to help victims of crime cope and, as far as possible, recover from their experience, putting in place care plans tailored to the needs of the individual.</p>	
7	RURAL CRIME STRATEGY	(Pages 33 - 42)
	<p>The attached report presents the panel with an update on the progress against the force rural crime strategy.</p>	
8	INDEPENDENT CUSTODY VISITING SCHEME	(Pages 43 - 56)
	<p>The attached report presents the Annual Report for the OPCC for Surrey's Custody Visiting Scheme.</p>	
9	PCC PUBLIC ENGAGEMENT	(Pages 57 - 60)
	<p>The attached report details how the PCC seeks to engage with the Surrey public through face-to-face meetings and events, communications and consultation.</p>	
10	CCTV	(Pages 61 - 64)
	<p>The Police and Crime Panel have asked for an update on the Surrey Police CCTV (Closed Circuit Television) strategy.</p>	
11	FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE	(Pages 65 - 70)
	<p>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.</p>	
12	COMMISSIONER'S QUESTION TIME	(Pages 71 - 72)
	<p>For the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner.</p>	
13	COMPLAINTS RECEIVED SINCE THE LAST MEETING	(Pages 73 - 74)
	<p>To note complaints against the Police and Crime Commissioner and the Deputy Police and Crime Commissioner received since the last meeting of the Police and Crime Panel.</p>	
14	RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME	(Pages 75 - 88)
	<p>To review the Recommendations Tracker and Forward Work Programme.</p>	

15 DATE OF NEXT MEETING

Panel to note that the next meeting is scheduled for 27 November 2019.

**Joanna Killian
Chief Executive**

Published: Monday, 09 September 2019

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MINUTES of the meeting of the **SURREY POLICE AND CRIME PANEL** held at 10.30 am on 27 June 2019 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

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

Members:

(*present)

- *Cllr Ken Harwood (Chairman)
- *Mr Bryan Cross (Vice-Chairman)
- *Cllr Andrew Povey
- *Cllr Josephine Hawkins
- *Cllr David Reeve
- *Mr David Fitzpatrick-Grimes
- *Cllr Hazel Watson
- *Cllr Fiona White
- *Cllr Christine Elmer
- *Cllr Will Forster

Apologies:

- Cllr Richard Barratt
- Cllr Victor Lewanski
- Cllr John Furey

31/19 ELECTION OF CHAIRMAN [Item 1]

Councillor Ken Harwood was proposed by Mr Bryan Cross and seconded by Councillor David Reeve.

RESOLVED:

The Panel agreed the appointment of Councillor Ken Harwood as Police and Crime Panel Chairman for the Council year 2019/2020.

32/19 ELECTION OF VICE-CHAIRMAN [Item 2]

Mr Bryan Cross was proposed by Councillor Ken Harwood and seconded by Councillor David Reeve.

RESOLVED:

The Panel agreed the appointment of Mr Bryan Cross as Police and Crime Panel Vice-Chairman for the Council year 2019/2020.

33/19 APOLOGIES FOR ABSENCE [Item 3]

Apologies were received from Councillors Victor Lewanski, Richard Barratt and John Furey.

34/19 MINUTES OF THE PREVIOUS MEETING [Item 4]

1. The minutes of the meeting held on 5 April 2019 were agreed as a true record of that meeting and were signed by the Chairman.

2. Cllr Watson requested that the item at minute number 20/19 on CCTV be allocated a date and was assured by the Chairman this would be discussed in relation to the Forward Plan later in the meeting.

35/19 DECLARATIONS OF INTEREST [Item 5]

There were none.

36/19 PUBLIC QUESTIONS [Item 6]

No public questions were received.

37/19 POLICE & CRIME COMMISSIONER'S ANNUAL REPORT [Item 7]

Key points raised in the discussion:

1. The Police and Crime Commissioner (PCC) explained that the annual report was one of his statutory duties and that he had seen steady progress made against his plan but noted that there was always room to do more and the Panel's comments on the draft plan would be incorporated into the final version.

Members noted that although crime had not increased as much as the national average it had still increased and asked the PCC to expand on this.

2. The PCC suggested amending the report to highlight that while reported crime had increased, actual crime was static according to the Crime Survey of England and Wales. He expressed that an increase in reported crime could be seen as neutral or good news. It could be seen as neutral because the Home Office definition of crime had changed which impacted the statistics. He noted it was positive because people were reporting more and were more ready to discuss crimes such as Domestic Violence, Child Sexual Exploitation and Modern Slavery than they had been previously.
3. The PCC noted that some crimes had seen a real increase in occurrences, such as breaking and entering into vehicles, but that the police had been running public awareness campaigns to make people more aware of their personal belongings.
4. The PCC was confident that the police were on top of crime and would ensure Surrey stayed safe. He noted one exception to this and expressed that he was concerned about cybercrime which needed more attention nationally to reduce rates.
5. It was also noted that rates of clearing up crime were too low nationally and that this was true in Surrey, but that the PCC was holding the Chief Constable to account in this area.

Members highlighted areas of the report that needed editing before the final version was published.

6. Members commented that the report only went into detail of four of the six priorities outlined in the Police and Crime Plan and asked that the final report include all priorities.
7. It was noted that the "Year At A Glance" did not mention the problems identified with disclosure and the fact that the PCC had asked for a

review of this. The PCC noted that disclosure needed to be discussed in the final report as the issue was ongoing.

8. It was pointed out that the “Year at a Glance” stated that 75% of tax payers were happy to pay extra for additional officers and police staff, but actually it was 75% of people surveyed, and this should be made clear. The PCC agreed that the report should make it clear that 75% of people surveyed were happy with the rise in the Precept and this change would be incorporated into the report.
9. No mention of collaboration with other forces was given in the part of the report which focused on the “Making Every Pound Count” priority and this should be considered. On collaboration with other forces, the PCC noted that as well as collaboration with Sussex Police, Surrey was joining a four area collaboration with partners in Thames Valley and Hampshire.
10. Members commented that there was no real mention of terrorism and that if the information that came out of the Parsons Green attack was from the last year, this should be discussed. The PCC noted that although the Parsons Green attack took place a few years prior, reverberations were still having an impact and that these should be commented on.
11. Members queried why there was only one reference to counter-terrorism in the report given the substantial cost that goes into training counter-terror police. It was asked that the PCC detailed plans for the public on how he aims to protect them from the threat of terrorism. The PCC assured the Panel that counter-terrorism policing was taken very seriously and by its nature most work was done away from the public eye. He stated he was happy that there were enough resources in place. He clarified that this report was not his policing plan but that something could be added to the report to put people’s minds at ease.
12. Members commented that the percentage related to confidence in police dealing with these crimes, rather than in the instances of crimes themselves, and this needed to be reported more clearly.

There was a query about whether the report needed to clarify where the 100 extra officer roles would come from.

13. Members noted that the report was not consistent and sometimes implied there were 100 new roles being created while at other times suggested that 25 roles were being saved and 75 new roles were being created. The PCC stood by the statement of 100 extra officers, and felt that the language used was accurate, open, honest and consistent. He further commented that due to extra space in the budget this number was now 104 as 79 new positions could now be added.
14. The PCC explained that this would positively impact neighbourhood policing because the expected loss of 25 positions would have hit neighbourhood policing the hardest as this was one of the few places where substantial cuts could be realised but that fortunately this did not need to happen.
15. The PCC explained that these officers and staff would not be instantly visible to the public because of the time it takes to recruit, train and deploy people into certain roles. He noted that due to funding being done on a yearly basis he could not plan how many officers he would be able to recruit next year. If the Chancellor put forward a 3-year

funding plan it could help planning for future recruitment and would allow residents to see visible increases.

Members scrutinised the drop in confidence in police being able to deal with anti-social behaviour from 77.7% to 71.6%.

16. Members highlighted that the report stated 'local issues' were responsible for the drop in confidence in police being able to deal with anti-social behaviour but that there was no information about why the public think the police had not responded, and that it was instead focused on the causes of the anti-social behaviour.
17. It was of some concern that close to 30% of people were not confident in the police being able to deal with anti-social behaviour and the Panel wanted more detail on how the PCC and Chief Constable planned to address this.
18. It was noted that despite a drop in the percentage of people who felt confident that the police could deal with anti-social behaviour and crimes in their area, the number remained high. The PCC made clear that it was among his main focuses moving forward but that he understood why people wanted more to be done about anti-social behaviour. He noted that of the 104 new police recruited many would be directed specifically to deal with local issues as feedback from public engagement meetings with the Chief Constable showed that people were concerned by issues such as noisy neighbours, speeding, inconsiderate driving, and tensions caused by unauthorised encampments.
19. The PCC also commented that the Policing in Your Neighbourhood system was now bedded down and that community commanders were dedicated to stop these low level crimes.
20. On the issue of speeding particularly it was noted that speeding enforcement officers were in place but there was limited funding to do this. The PCC suggested that it was important to press the County Council to revitalise the Drive Smart partnership which he was frustrated at the progress of. It was also noted that Community Speedwatch was increasing in coverage and was doing positive work. The PCC praised the work of the volunteers and groups who provided the service.
21. Members noted concern for the safety of Community Speedwatch Volunteers who had reported having things thrown out of windows at them. The PCC agreed to raise this at a course he was due to go on.
22. The Panel requested more information and timescales on the PCC providing transit sites to ease tensions from unauthorised encampments. The PCC expressed that the transit sites were not police responsibilities, and that this lay with the borough, district and county councils as they were the biggest land owners and had planning responsibilities. It was noted that the PCC had met with local and county leaders but that there was not yet a publically identified transit site in the county.
23. The PCC paid tribute to the County Council for making three sites available as negotiated stopping places, but that under the law they had not been designated as transit sites and lacked the facilities needed meaning police could not move people from unauthorised encampments to these sites. The PCC suggested Panel Members encouraged their districts and boroughs to move this process forward.

Members asked the PCC to give more detail about the in-house Victim Support and Witness Care Unit, particularly about how it is staffed.

24. The PCC explained that the unit was set up on 1 April 2019 and that after a few teething problems it was now fully staffed with no backlog and was fully operational.
25. He noted that there was no more money available so numbers of users would remain stable.
26. The PCC noted that the staffing contract had previously been with Victim Support which was largely a voluntary based organisation. He paid tribute to the dedicated volunteers, many of whom had been brought on as staff. He further noted that recruitment was ongoing for additional staff.
27. It was explained that bringing the service in-house not only fulfilled the County and the PCC's statutory responsibilities, but provided victims with a single point of contact and a more seamless service than previous methods of helping victims.

The Panel raised the issue of rural crime which they thought was not covered enough in the report.

28. The PCC acknowledged that under the previous PCC many rural residents felt their needs were not being addressed but that they had not been forgotten.
29. He explained that the NICHE system of recording crime had a specific flag to categorise rural crimes so that statistics could be gathered to help inform police work.
30. The Commissioner detailed how Surrey Police had gone from one to two pan-county rural liaison officers with the specific remit of making sure that colleagues across the force take rural crimes seriously.
31. Members appreciated the increase in rural liaison officers but commented that given the size of the rural area this was concerning.
32. The PCC agreed that there were too few officers but that the 100 extra officers and staff would go some way to give necessary resources in this area. He also noted that there was also push-back from urban areas that they do not have enough police presence because rural areas are too heavily focused on and that there was a fine balance to be struck.
33. Members wanted to know if any of the 104 new officers who are yet to be assigned a remit could be directed to rural crimes. The PCP agreed and noted that some of these new recruits would be directed to rural crimes but they were largely to help in local policing. He pointed out that local policing included the policing of rural communities.

Members expressed concerns about cybercrimes and asked that the PCC addressed this in more detail in the report, and provided information to residents on how to protect themselves.

34. Members were concerned that no information had been given to residents about how to protect their interests, nor about where to go for help if they had been targeted.
35. The PCC said that he felt pessimistic about cybercrime and commented that more needed to be done on a national and international level. It was expressed that this was an issue he had

repeatedly asked for more action on and hoped that Central Government would think more seriously about.

36. Despite this, he noted that Surrey Police do a lot to address cybercrime and the message to residents was to take precautions to protect themselves.

Members asked that the PCC provided more details on Independent Custody Visitors (ICVs).

37. Members requested that the PCC provided a more detailed explanation of ICVs including their role and the impact that their actions had so that the public could see the importance of the work that they do.
38. The PCC praised the work of the people who volunteer as ICVs and explained that the scheme was run from his own office. He commented that he was aware that the report could contain too much technical language and that he would take a look at the report to highlight the work done by the volunteers.
39. Members wanted to feedback some positive points to the PCC. They noted that close partnership working with police within Elmbridge to tackle tensions around unauthorised encampments had been particularly good, and that Community Speedwatch volunteers would like to pass on praise to Surrey Police for the training they had received.
40. It was noted by the Panel that more central locations should be used for community events to encourage better attendance from the public to which the PCC responded that areas where reports of particular concern had come from were largely selected but that new locations would be used for engagement meetings in the autumn.

RESOLVED:

Members of the Police and Crime Panel commented on and noted the annual report prior to its formal publication.

Actions/ Further information to be provided:

That the Panel formally writes to the PCC with the comments and feedback raised in the discussion.

38/19 SURREY POLICE GROUP FINANCIAL REPORT FOR MONTH 12 FINANCIAL YEAR 2018/19 [Item 8]

Key points raised in the discussion:

1. The Chief Financial Officer (CFO) of the Office of the Police and Crime Commissioner (OPCC) introduced the report, and noted that the Surrey Police group as a whole had underspent in the year 2018/2019. He noted that the total underspend of £664 thousand came from a £50 thousand underspend from the OPCC and a £614 thousand underspend from Surrey Police Force.
2. Members asked for an update on the Body Worn Video project, and whether projects which were underspent because they had not been

implemented had since been implemented, or were likely to be rolled out by the end of this financial year.

3. The CFO commented that the Body Worn Video would be rolled out by the end of the financial year and that the new Head of IT was carrying out a review of current IT projects to ensure they were best value for money. He noted that some might be abandoned but the majority could be expected to be implemented by the end of the year.
4. Members asked for an update on the Body Worn Video project, and whether projects which were underspent because they had not been implemented had since been implemented, or were likely to be rolled out by the end of this financial year.
5. The PCC expressed that he was happy to update the Panel further on this in Part 2 as the information contained sensitive financial and contractual information.

RESOLVED:

The Panel noted the report.

Actions / Further information to be provided:

None.

39/19 OFFICE OF THE POLICE AND CRIME COMMISSIONER 2018/19 END OF YEAR FINANCIAL REPORT [Item 9]

Key points raised in the discussion:

1. The CFO introduced the report and re-stated that the OPCC had underspent by £50 thousand in the financial year 2018/2019.
2. The PCC stated that he had done an investigation into the costs of the OPCC compared to the costs of the old Police Authority and found the OPCC to be considerably cheaper.

RESOLVED:

The Panel noted the contents of the report.

Actions/ Further information to be provided:

There were none.

40/19 FEEDBACK ON MANAGEMENT MEETINGS BETWEEN THE POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE [Item 10]

Key points raised in the discussion:

1. Members wanted to know how the PCC felt partnership working was going on joint prevention work. The PCC noted that partnership working was improving and that he would shortly be signing a concordat with the Leader of Surrey County Council to establish a framework for how the police and council could work together to cover areas such as social services to provide for Surrey residents.
2. He reported that on the ground Joint Enforcement Teams (JETs) were working well and that he was providing £50 thousand to local

authorities wanting to set these up. He commented that he would like to expand the powers of JETs and grow the programme further.

3. Members wanted to know what actions were being taken by the Chief Constable to improve feedback to the public when reporting crimes. The PCC stated that the Chief Constable, police and PCC do a lot of work to brief the public on what they do. He noted that Surrey Police have a vast social media following and use websites such as Twitter to engage the public but that this could be improved and done in a more systematic way going forward.
4. Members asked for an update on the 101 forwarding message and whether the Chief Constable had reduced the length of the message. The PCC stated that the message still included important information to remind the public not to make inappropriate calls and that they could also use the online system to report crimes. The PCC noted that the Chief Constable was reluctant to re-record the message himself but that the PCC would check the message to see if there had been any changes.

RESOLVED:

The Panel noted the update on the PCC's performance meetings with the Chief Constable.

Actions/ Further information to be provided:

That the PCC provide information to the Panel on ways the public are briefed and provided with information relevant to them.

41/19 RECRUITMENT AND WORKFORCE PLANNING [Item 11]

Key points raised in the discussion:

1. The PCC introduced the report and noted that he had asked the force to provide information to him about how Surrey Police should aim to look in size and shape in the future. Members asked that they be able to see the findings of the information the PCC will receive from the force.
2. Members welcomed the increase in the neighbourhood support officers and in the recruitment of PCSOs. They noted the valuable work done by PCSOs who were approachable and knowledgeable about their local areas. The PCC also expressed thanks to PCSOs for the variety of skills they had to offer. He noted that in the short term he aimed to bring in more PCSOs because they were quick to train and that it was common for PCSOs to use the role to transition to becoming Police Officers.
3. Members asked how the PCC thought the 75% of people surveyed who supported the Precept increase would react to the different types of staff being recruited that were not neighbourhood police officers. The PCC stated that the additional money from the Precept increase was never intended to be solely for local neighbourhood policing and that all money is used to keep the public safe.

RESOLVED:

The Panel noted the Surrey Police plans for recruitment and workforce planning.

Actions/ Further information to be provided:

The PCC to provide the findings of feedback from the force on what the force should look like in the future.

42/19 UPDATE ON FUTURE POLICE ESTATES [Item 12]

Key points raised in the discussion:

1. The PCC introduced the report and noted that information was sensitive but could be shared with the Panel in Part 2 of the meeting.
2. Members asked for clarification over who had ownership and responsibility for the Future Police Estates project to which the PCC noted that he had the final sign off as the owner of police buildings and controller of funding on behalf of the taxpayer, but that the foundation of the estates project was operational, meaning the Chief Constable had input.
3. Members asked for information on project management and governance. The PCC stated that governance was being refined as part of the project as it moved from purchasing to building and that the Chief Executive was paying close attention to governance. It was stated that the PCC had external advisors to directly advise the OPCC in addition to the project team governance. The Chief Executive clarified that she was currently working through governance and assembling an Executive Board with the Chief Constable and lawyers. She agreed that the Terms of Reference of this board could be presented to the Panel and that building the future was about culture and agile working as well as the building and so needed robust governance.
4. Members noted that the date for the move was not until 2024 but asked the PCC if he could update them on when police counters were likely to happen in areas such as Woking and Reigate which were due to have stations closed. The PCC clarified that moves had no impact on local policing and that there would be a local police presence in every district and borough and that was a pledge for the remainder of his term as PCC. He also noted that nothing would happen until the Leatherhead site was complete and this would take time.
5. The PCC noted that the “so-called” Woking Police Station and Reigate Police Station host non-local elements and could be located anywhere in the county and so these functions would move to Leatherhead allowing for the disposal of what is called Woking Police Station. He explained that this site was not actually Woking Police Station as this was in Woking Borough Council’s offices. He expressed that the front counter would be moving next month into the council offices but as this was an operational matter it was not within his remit. He noted that the local police in Reigate would need a new building provided when the current building was disposed of but that the local policing team would remain in the borough.
6. Members asked for details on commercial negotiations with the existing tenant and how crucial these were to ensuring the move date in 2024 could go ahead. The PCC agreed to answer this in Part 2 of

the meeting as it was information regarding negotiations and contracts that was not suitable to be discussed in a public forum.

RESOLVED:

The Police and Crime Panel noted the progress in relation to the new estates model.

Actions/ Further information to be provided:

The OPCC to provide a report on the project governance at regular intervals.

43/19 COMMISSIONER'S QUESTION TIME [Item 13]

Key points raised in the discussion:

The Chairman set out the purpose of the item for new members.

No questions were received in advance of the meeting

44/19 COMPLAINTS RECEIVED SINCE THE LAST MEETING [Item 14]

Key points raised in the discussion:

There had been no new complaints received since the last meeting.

45/19 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 15]

Key points raised in the discussion:

1. It was requested that item R20/19 on CCTV be placed on the agenda for the next meeting.

RESOLVED:

The Panel noted the Forward Work Plan and Recommendations Tracker.

Actions/ Further information to be provided:

That an item in relation to action R20/19 be added to the agenda for the next meeting.

46/19 RE-ESTABLISHMENT OF THE COMPLAINTS SUB COMMITTEE [Item 16]

Key points raised in the discussion:

1. The Chairman explained the role of the Complaints Sub-Committee.
2. Councillor Hawkins expressed an interest in being a substitute Member of the Sub-Committee.
3. Councillor Elmer volunteered herself as a Member.

RESOLVED:

The Panel agreed the terms of reference for the sub-committee.

The Panel appointed Councillor Elmer as a Member of the sub-committee and Councillor Hawkins as a Substitute Member.

Actions/ Further information to be provided:

To ask absent Members if they were interested in joining the sub-committee.

47/19 RE-ESTABLISHMENT OF THE FINANCE SUB GROUP [Item 17]

Key points raised in the discussion:

1. The Chairman and Vice-Chairman set out the background and explained the role of the Finance Sub-Group.
2. Councillor Hawkins explained she had been added to the membership in error and requested her name be removed from the list.
3. Councillor Povey volunteered to join the Sub-Group
4. Councillor Watson agreed to join the Sub-Group

RESOLVED:

The Panel agreed the terms of reference of the sub-group.

The Panel appointed Councillors Andrew Povey and Hazel Watson as members of the Finance Sub-Group.

Actions/ Further information to be provided:

That Councillor Hawkins be removed from the sub-group as she had been added in error.

48/19 DATE OF NEXT MEETING [Item 20]

This item was moved up the agenda for public information

The next meeting of the Police and Crime Panel meeting will be held on Wednesday 18 September 2019 at 10.30am in the Ashcombe Suite, County Hall, Kingston upon Thames.

49/19 EXCLUSION OF THE PUBLIC [Item 18]

RESOLVED: That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting during conversation of the following items of business on the grounds that they involve the likely disclosure of exempt information under paragraph 1 of Part 1 of Schedule 12A of the Act.

50/19 COLLABORATION UPDATE [Item 19]

Key points raised in the discussion:

1. Members asked the PCC to explain the Memorandum of Understanding (MOU) in greater detail. They asked for clarification over who was involved in the agreement and why other partners in the inter-force collaboration (such as Hampshire and Thames Valley) were not included.
2. The PCC explained that the Government lacked leadership and so forces and PCCs were left to come to agreements themselves. He expressed that the MOU was as far as collaborative agreements could go under current laws.
3. Members queried what would happen in the event of conflict between forces and asked whether the document had any teeth. The PCC commented that the document was an expression of intent and that more needs to be done but that national frameworks in place do not allow watertight collaborations.
4. Members wanted to know whether there were any similar agreements in place with partners in Thames Valley and Hampshire police to which the PCC commented that there were but that they were fragmented and unsatisfactory because of the local and national government frameworks.
5. The PCC assured members that the document would hold up as a foundation document in court if PCCs were to take each other to court, but that it is not good enough.
6. Members asked the PCC what he would ideally want to see to rectify the situation. The PCC said he would want to see a parliamentary act to allow the Home Secretary or Ministers to delegate to local areas to allow Commissioners to do what is best for their residents. He would want to see the Chief Constable and PCC have powers, as well as regional and national powers which would allow people to stop tiptoeing around each other and save time and money. He stated that once a new Prime Minister and Cabinet were in place he would be writing to the Home Secretary to explain his feelings and concerns.
7. Members asked whether legal advice had been sought when drawing up the MOU. The PCC commented that it had and it had used money which could have been spend on policing if a better national framework had been in place.
8. Members asked the PCC to provide a list of areas where services are shared and where there is collaboration with other force areas.

RESOLVED:

The Panel noted the information contained within the report

Actions/ Further information to be provided:

PCC to provide information of what services and collaborative efforts are in place with partner police forces.

51/19 UPDATE ON FUTURE POLICE ESTATES [Item]

This item was requested at the meeting to discuss Part 2 information

Key points raised in the discussion:

1. The PCC provided background about the sitting tenants on the site that has been purchased in Leatherhead. He detailed each of the three specific cases and the terms of each being removed from the site.
2. Members asked what work has been done on the selling of land for the three buildings that are due to be disposed of and when the Panel could expect to see Part 1 or Part 2 information about this. The PCC noted that there were plans for a detailed financial appraisal to estimate the amount each site could be sold for and that this was part of the wider project plan. He commented that this was not to be done until later in the process as it would be a waste of money to do it this early on.
3. Members requested that from this time next year a standing Part 2 item be added to the agenda to keep the Panel updated on the project. The PCC agreed to this.

RESOLVED:

The Panel noted the updates provided.

Actions/ Further information to be provided:

A standing Part 2 Item be added to the agenda starting in June 2020.

Meeting ended at: 12:17pm

Chairman

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SURREY POLICE AND CRIME PANEL

POLICE AND CRIME PLAN 2018-2020 – PROGRESS

18th September 2019

INTRODUCTION

The PCC published a refreshed Police and Crime Plan in May 2018 for the period 2018 to 2020. This built on the previous plan issued in 2016. The refresh was informed by emerging crime trends, consultation, scrutiny of current force performance and meetings and visits with Surrey Police, public and partners.

The six objectives set out in the 2018-2020 plan are as follows:

- Tackling crime and keeping people safe
- Building confident communities
- Supporting victims
- Preventing harm
- Making every pound count
- A Force fit for the future

The plan is available on the website of the Office of the Police and Crime Commissioner (OPCC) or in paper copy on request. This report provides an update on how the plan has been met to date.

1.1 Tackling Crime and Keeping People Safe

The headline actions to achieve this priority are set out in the plan as follows:

- Combatting the threat of terrorism
- Preventing and solving crimes that cause most harm
- Serious and Organised Crime
- Problem solving
- Maintaining a local policing presence
- Dealing with crime and anti-social behaviour
- Contacting the police
- Roads policing

The Community Safety Board received a detailed report on preventing counter terrorism in partnership on the 11th June. The report provided an update on the national legislation, local profiles, Channel referrals and the Dovetail rollout. Alongside this update the PCC has also received progress reports from SECTU (The South East Counter Terrorism Unit) alongside Surrey County Council colleagues.

Overall police recorded crime levels have reduced slightly this year. Preventing and solving crimes that cause most harm is a top priority for Surrey Police and is focussed

on at the PCCs regular performance meetings. More details can be seen in the panel report on performance meetings. Currently the positive outcome rate for high harm is falling and is now at 12.7%. There are challenges with digital disclosure requirements and a national shortage of detectives. This will remain a key focus until performance has improved.

The OPCC has been supporting partners and in particular Surrey County council in developing a Public Health Approach to Serious Youth Violence. The first phase was a detailed assessment of the perpetrators, victims and location to identify any trends for targeted activity. With this phase drawing to a close work now focuses on a joint strategy and commissioning services. Surrey was unsuccessful in receiving any governmental funding for tackling serious violence. The PCC wrote to the then minister to express his disappointment and has since supported a further bid under the government's Youth Endowment Fund, which focusses on early intervention to tackle youth offending. The outcome of this application is still pending.

During May 2019 Surrey Police carried out a week of action against County Lines Offences. 'County Lines' is a term used when drug gangs from big cities expand their operations to smaller towns, often using violence to drive out local dealers and exploiting children and vulnerable people to sell drugs. These dealers will use dedicated mobile phone lines, known as 'deal lines', to take orders from drug users. Heroin, cocaine and crack cocaine are the most common drugs being supplied and ordered. In most instances, the users or customers will live in a different area to where the dealers and networks are based, so drug runners are needed to transport the drugs and collect payment.

The PCC joined Surrey officers for an operation at Woking train station on Friday where together with a dog team and colleagues from British Transport Police and the Royal Military Police, they targeted those using the rail network in the supply of drugs. The activity in Surrey between 13 and 19 May resulted in:

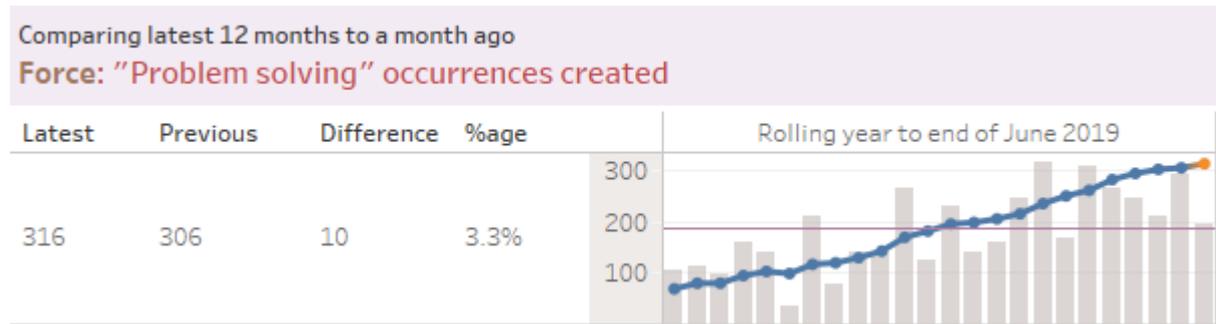
- 35 arrests with 26 of those linked directly to County Lines
- 27 known individuals safeguarded
- 180 wraps of heroin and 180 wraps of crack seized
- An additional 8kg of unknown class A (suspected cocaine) and 1kg of suspected crack cocaine also recovered
- 34 phones seized

In terms of OPCC action to reduce County Lines, the PCC has continued to give funding and support to the Cuckooing Project which sees support workers from Catalyst work with vulnerable people following a property closure because of drug activity. The PCC has funded the Fearless worker for a second year and the OPCC has actively supported the Get Connected work in Redhill.

To help reduce cyber fraud, The PCC has agreed to part fund a fraud navigator to support victims of fraud in Surrey. Op signature is a well-established model that supports victims, supports families and communicates how to protect yourself or loved ones from fraud.

To help tackle Modern Slavery, the OPCC has applied for funding to run a local campaign targeting Clacketts Lane and Cobham Service station which are hot spots for receiving clandestine immigrants either being traffic or at risk of modern slavery.

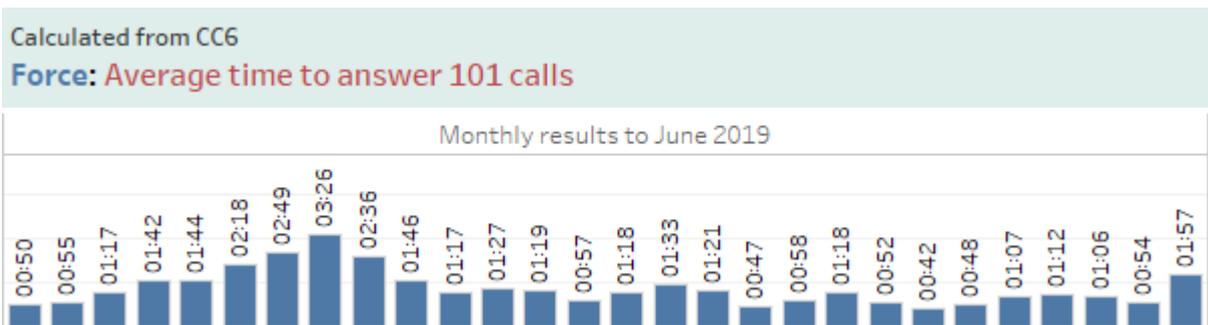
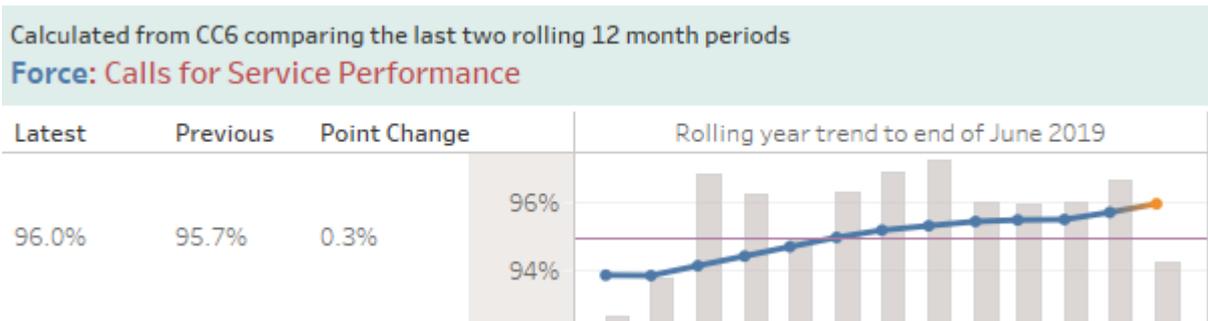
Levels of problem solving continue to improve in Surrey Police with extra resources, including leadership, being put into this area. The focus is moving towards looking at the quality and effectiveness of problem solving, not just the number of problem solving actions carried out. The PCC has been out to witness problem solving in action – including an operation to tackle fly-tipping.



Despite the increase in problem solving, there has been a fall in the percentage of public surveyed considering that police are dealing with their local crime and anti-social behaviour issues with this performance now being at 69%, down from 72% last year.

A report on Neighbourhood Policing was presented to the PCC in the August Performance Meeting, detailing improved engagement and planning for additional resources. Neighbourhood Policing in Surrey has seen a renewed focus over the past 18 months with engagement and problem solving very much the forward focus. Surrey Police is anticipating a positive HMICFRS (Her Majesties Inspectorate for Constabulary and Fire and Rescue Services) inspection report on its crime prevention and ASB activity when it is published in the autumn and will work on any recommendations received. That, alongside the investment in problem solving and prevention resource ensures that Surrey is on very strong footing for the future and should continue to be one of the forces at the forefront of neighbourhood policing. Confidence in Neighbourhood Policing in Surrey remains high at 87.3%, and is one of the highest levels in the country.

Surrey Police continues to have a strong performance in public contact, whether it be through the 999 emergency system, the 101 non-emergency system or online. 999 performance remains very strong with 96% of calls being answered within 10 seconds. 101 performance also remains good with average answering times at around 1 minute. There was a slight increase in average wait times in June, due to staff sickness and increased call volumes over the summer. At times of increase demand, answering the 999 number is prioritised.



The PCC has continue to push for a better response to chronic anti-social parking and the office is exploring opportunities with Surrey Police, Surrey County Council, Surrey Fire and Rescue and District and Boroughs. The PCC has responded to the nation consultation on parking and support wider enforcement of parking in the communities. The Surrey Safer Roads Partnership continues to develop an action plan and respond to the needs of road users. The PCC has also has been to visit Speedwatch schemes in recent months. Good news was reported recently with the publication of the annual road casualty data. Road deaths and overall casualties had reduced in Surrey.

Surrey Road Casualties ¹	2016	2017	2018
Killed	31	36	27
Seriously injured	522	508	902
Slight injury	4468	4070	3243
All casualties	5021	4614	4172

1.2 Building Confident Communities

The headline actions to achieve this priority are set out in the plan as follows:

- Engagement with Surrey Police
- Encourage communities to get involved
- Working with all of Surrey’s diverse communities
- Children and young people

¹ Surrey Police have experienced an increase in serious accidents between 2017 and 2018. Rather than a real change, this is believed to be due to a change in the collection of the injury information in the Pronto mobile application. The change only impacts the classification of injuries between slight and serious and should not impact the total number of accidents reported.

- Partnership problem solving

PCC and Chief Constable held a community engagement event in all 11 boroughs to hear from residents on issues that matter to them, including Anti-social behaviour, drugs and rural crime. Valuable learning for the force in terms of how important it is to feedback to residents what happens as a result of their sharing local concerns and intelligence. The PCC has also met with a number of resident groups and local business groups across Surrey in the last few months. A more detailed report on the OPCC engagement with the public is included in the later panel papers.

Relationships with Surrey Neighbourhood Watch (SNHW) are continuing to be positive with the PCC's attendance at their AGM. Relationships with the Force have improved. The PCC has funded SNHW to develop and improve its social media presence. Through the Neighbourhood Meeting and the Community Safety Partnerships the OPCC ensures the Borough Commanders are aware and working with their local partners.

The two new Joint Enforcement Teams, JETs, in Mole Valley and Epsom and Ewell are now operational and are working to tackle mostly environmental Anti-Social Behaviour (ASB). Next step is to agree Community Safety Accreditation Scheme (CSAS) powers and the protocol with Surrey Police. The development of JET is the next step with the current areas and the OPCC working to support each other, develop wider campaigns and share intelligence and performance information.

The PCC praised the work of Surrey Police over a busy weekend at the beginning of June, including the Epsom Derby and a Hell's Angels rally. As well as detailed planning, there was good engagement with the organisers and affected local communities and the events were largely peaceful.

Surrey police have introduced a new preventative mounted police unit, particularly for rural areas and events and this has been received well by the community. They have also ensured that officer training is up to date to use quad and trail bikes and these are back out in rural communities. The PCC has also been out with a variety of operational policing teams to see the work they do with communities.

Police and partners have continued to develop their joint working protocols to deal with any unauthorised encampments in Surrey. The PCC has visited the site of a number of encampments and spoken to communities. Overall, the policing of any unauthorised encampments has gone well in summer 2019. The PCC continues to ask for changes in powers and seek a transit site in Surrey.

The PCC has continued to fund projects with offer young people positive experiences, including the Surrey Fire and Rescue Service's (SFRS) programmes working with young offenders. Funding has also be awarded to east Surrey YMCA and Catch22 to work with those most at risk. The OPCC with Surrey Youth Focus have continued to reach out and engage with young people. The Shout project held an event in May to hear from those young people at risk of being criminally exploited. The work lead to an impactful report. The PCC has also met with Surrey's Youth Cabinet to hear their thoughts on Policing in Surrey.

In addition, the PCC continues to be an active supportive of the Surrey Police cadets, visiting the cadets, attending the award ceremonies and providing funding support. The PCC has funded the Cadet Sergeant and the Specials Sergeant. The latter is a two year post of increase the number of specials, develop their training and support structures across the Force.

The PCC has also spent several evenings with Street Angel groups to see the valuable work they do in helping keep town centres safe. The PCC attended members of the office team attended the Woking Pride event – the first such event to be held in Surrey.

The PCC, leader of Surrey County Council and Chief Constable have recently all signed a signed the first ever concordat which pledges to ensure that the County Council and Police work closer together for the benefit of the county's residents.

1.3 Supporting Victims

The headline actions to achieve this priority are set out in the plan as follows:

- Supporting victims of crime and anti-social behaviour
- Providing specialist services
- Ensuring value for money and collaboration
- Supporting victims and witnesses through the Criminal Justice System

The new Victim and Witness Care Unit went live on 1 April 2019. A separate report on the unit has been provided to the panel later in the agenda. The new team is now fully established and embedded. Governance has been established to ensure OPCC oversight of performance and a six month post-implementation review will be conducted.

Surrey County Council, SCC, OPCC and Surrey Police have gone out to tender to co-commission the Surrey's core domestic abuse service provision for 20/21. These partners plus 9 out of 11 district and boroughs have contributed to address the funding shortfall in 2019/20. A domestic abuse Strategic Commissioning workshop was held on 29th July, hosted by SCC and inviting senior leaders to progress work against domestic abuse and agree the future strategic direction.

It was agreed in 2018 that PCCs would oversee a new monitoring process, measuring criminal justice partners' compliance with certain entitlements in the Victims' Code, with the intention that Local Criminal Justice Boards could use this information to identify areas of good practice and potential issues.

With the Assistant Commissioner for Victims leaving the OPCC, staff from the OPCC now attend rape victim groups to receive feedback on service received. Feedback given recently included good first responding from police, lack of regular follow-up and feedback and victims concerns around giving mobile phones to police.

The Home Office mandated User Satisfaction Collection ended in March 2017. Like most forces, Surrey Police continued with the Home Office methodology for a further

two years. More recently, Surrey Police have scoped a new way of collecting feedback from victims and callers of Crime and ASB, with a new 'text message' methodology being implemented from April 2019. This brings the following benefits:

- Reach more victims of different crimes (previously only burglary, violent crime, hate crime and rural crime).
- Fewer exclusions, therefore including more victims and callers of crime and ASB.
- Fewer questions (5 or 6 maximum) will result in an increased response rate.
- Greater focus on 'insight' through victims comments, rather than closed questions.
- Responses received in 'real time as opposed to the previous lag of 2-3 months between incidents/crimes occurring and results being received

When presenting the results, there will be a move away from percentages to a customer satisfaction score (CSAT Score). This is based on the satisfaction questions, where respondents are asked to provide a response between 1 - 5 (Dissatisfied to Satisfied) to the satisfaction question they are asked (Initial Contact, Kept Informed, Actions Taken or Treatment). The results to date are as follows:

- Main overall CSAT score (taking into account all results):
APRIL: 3.47, MAY: 3.50, JUNE: 3.58
- ASB overall CSAT score (taking into account all results):
APRIL: 3.93, MAY: 3.89, JUNE: 3.90

1.4 Preventing Harm

The headline actions to achieve this priority are set out in the plan as follows:

- Identifying vulnerable people and reducing harm
- Supporting those with mental health needs
- Help for those with multiple needs
- Missing people
- Reducing reoffending

The PCC together with SCC and Surrey Heartlands Clinical Commissioning Group (CCG) will co-commission a new Senior Partnerships Manager role for MEAM (Making Event Adult Matter). The Partnerships manager will develop an overview of the most complex individuals experiencing serious multiple disadvantage (SMD) in Surrey and how they engage with the system. Working with a peer mentor support assistant, they will lead a partnership group of practitioners to develop and improve professional responses to people with complex needs within housing, health and criminal justice services. The SMD Lead will have oversight of the person's whole journey through the system, be able to identify barriers, challenge local systems and recognise gaps in service provision or training needs of providers (such as trauma-informed care). They will make recommendations to the MEAM Steering Group about strategic change and integrated delivery as required, supporting disjointed services to coordinate better and addressing system issues such as limited coordination between mental health services and drug and alcohol provision.

The West Surrey Joint Response Unit, JRU, pilot was run over a six-month calendar period, from Thursday 13th December 2018 until Sunday 9th June 2019. The West Surrey JRU comprises a SECamb Paramedic and two experienced police officers. The West Surrey JRU project has been completed successfully and all documented project deliverables have been met by the project team. . During the six-month pilot, the resource was deployed to 304 calls, attending 217 of these. Almost 50% of incidents attended have been of a complex health and social care nature, including mental health crises, substance misuse and concerns for welfare. Approval to continue the pilot in West Surrey and extend it to North Surrey was given by Surrey and Sussex COG in June. Brighton are also implementing a similar model.

The Surrey High Intensity Partnership Programme (SHIPP), supported by the OPCC, continues to work with those who cause the most demand on services. The predicted monthly saving per SHIPP case sits at £810.63 a month with a total predicted saving with the current cohort of 18 of £14,591.34 per month and £175,096.08 per year. This more than pays for the SHIPPP team costs of £116 a year. This is a conservative prediction as impact on resources such as the police contact centre, custody, missing person enquiries and use of other specialist units cannot be taken into account. A further 7 cases are pending being brought into the programme which would increase savings further. The SHIPP team now includes a full time mental health practitioner and this role has been adapted to enable the practitioner to hold a workload of cases, managing those individuals who are most suitable for a health led SHIPP approach. This has increased the capacity of the SHIPP team whilst also enhancing the multi-agency partnership process.

The OPCC continues to work with outreach providers to reduce re-offending. A new Homeless Navigator based at the York Road Project in Woking but with a county-wide remit started on the 3rd June and spent the first month in training. A new ex-offenders house was opened in June by Transform Housing, co-commissioned by the OPCC and KSSCRC (Kent, Surrey and Sussex Community Rehabilitation Company). This will provide supported housing to 4 people from Surrey who are homeless, have support needs and are involved with the criminal justice system.

The role out of checkpoint training continues and the whole force should be trained in this by the end of September. Checkpoint referrals grew but due to problems with recruitment the eligibility for men had to be restricted as the team did not have the staff to work the cases. This has effectively halved the number of cases now received in. Volume of cases is still an issue as the team has lost one member of staff (a police officer) who transferred out of the team, and another to long term ill health. Another officer is about to leave (also transferring out end of September). It was always planned that the number of officers would be reduced to two, but officers have preferred to apply on their own terms and leave rather than leave and be subject to a panel which adjudicates where they go in force. Unfortunately Surrey Police have not been able to recruit navigators at the same rate that they have lost officers. Recruitment continues, but vetting in particular, is taking too long. At the end of September the force is reducing the number of out of Court disposals from 6 down to 2. This could well have an impact on the number of Checkpoint cases referred but it is hoped the Navigator team will be at full strength by then.

HM Inspectorate of Probation conducted a routine inspection in June of Surrey Targeted Youth Support Service, which works with 10 to 18-year-olds who have offended. It highlights very substantial improvement is needed and the PCC will be seeking assurance from all partners involved that the learning will be implemented.

OPCC Chief Executive is representing the PCC on the Child Safeguarding Executive Group, as part of the county's new child safeguarding arrangements, which launch in September 2019.

1.5 Making Every Pound Count

The headline actions to achieve this priority are set out in the plan as follows:

- Preserving the front-line
- Eliminate waste and inefficiency
- Collaboration
- Funding
- Effective and efficient Criminal Justice System

The OPCC continues to monitor and oversee force savings plans and the force efficiency review. The OPCC has also carried out its own efficiency review with recommendations for some savings and efficiency improvements. This has been provided to the panel to note. Surrey Police is currently on track to meet its savings plans in 2019/20.

A report was provided to the panel in June on collaboration with Sussex Police and the South East region. The SERIP (South East Regional Integrated Policing) programme formal collaboration agreement has now been finalised and signed by the PCC and Chief Constable of all four forces. An action update is also attached to this agenda for national collaboration arrangements in place.

The PCC has welcomed recent Government announcements to increase police officer numbers by 20,000 and has been part of national discussions as to how these resources will be financed and divided between police forces, including meeting with the national Project Manager. Work has begun between the OPCC and Surrey Police to develop workforce planning and budget scenarios for the future and will be brought back to the panel when more detail on the extra resources is known.

1.6 A Force Fit for the Future

The headline actions to achieve this priority are set out in the plan as follows:

- Estates strategy
- Technology
- Being an attractive employer
- Ability to meet future demands

The PCC is ensuring robust governance for the Building the Future programme and has held his first Building the Future Board at which he will make key strategic decisions. The force has established its Building the Future Delivery Board with the Deputy Chief Constable as the Senior Responsible Officer, with operational control. Plans are progressing to establish programme team structure and to secure the specialist expertise required for the construction of the new HQ.

The PCC held a separate performance in July 19 to scrutinise the force ICT strategy, which outlined progress against the strategy as well as challenges and interdependencies. Continued close scrutiny will continue with regard to planning and costs.

In respect of the new Enterprise Resource Planning (ERP) system (known as Equip), the PCC has commissioned a report from Grant Thornton, as part of his ongoing scrutiny. A number of corrective management interventions have been carried out and the Chief Constables have commissioned The Berkley Partnership and Eversheds to perform a bespoke and detailed contractual, commercial and technical review to provide assurance of the project costs and implementation dates.

Surrey Police is currently recruiting to meet the precept uplift of officers and is running a campaign to promote the benefits of working for Surrey Police. New intakes of staff show a better representation against the demographics of the Surrey population.

1.7 Other Commitments in the Plan

In addition to the six priorities, a number of over-arching commitments are made within the plan by the PCC: accountability; partnership; finance; equalities and diversity; and the Strategic Policing Requirement.

The PCC continues to hold the Chief Constable to account at six-weekly Performance Meetings, which are reported upon to the panel.

The PCC leads nationally on Equality and Diversity for the Association of Police and Crime Commissioners (the APCC). He is involved in BME and Gender Equality working groups and is frequently asked to comment on national diversity matters. This has included responding to Government announcements on Stop and Search, which he has supported.

The force has established a new Ethics Committee to look at any scenarios requiring a steer for staff. The OPCC has a member of staff who attends this committee.

The PCC will scrutinise the latest force position in its ability to meet the national Strategic Policing Requirement at his September Performance Meeting.

The OPCC is also planning for the introduction of new complaints requirements for PCC's which come into legislation on 1 February 2020. This will move the appeals process for complaints from internal force departments into OPCCs. The OPCC will be shortly advertising for a complaints ombudsman post.

1.8 Performance Measures

There are no specific measures set out in the plan. Performance against the plan is monitored in detail at the PCC's performance meetings and webcasts for every other meeting. The Force Performance Board also measures progress every month. For continuity, attached is the scorecard used for the last two years to measure the plan. At the request of the panel, police recorded crime data has also been included.

RECOMMENDATION:

That the Police and Crime Panel notes the progress made against the Police and Crime Plan 2018-2020.

LEAD/ CONTACT OFFICER:	Johanna Burne
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Appendix A: Police and Crime Plan Performance Measures

Measures (2016-2020 plan)	Baseline 2015/16	2016/17	2017/18	2018/19	Latest 2019/20
% of public from survey believing that the police deal with anti-social behaviour and crimes that matter in their area ²	78.7%	75.9%	77.1%	71.6%	68.8% (to June 2019)
Positive Outcome Rate ³ for crimes against vulnerable people (sexual offences, domestic abuse, child abuse and hate crime)	26.5%	24.5%	19.5%	17.5%	12.7% (to 18 August 2019)
HMIC grade for protecting vulnerable people	Inadequate	Good	Good	Good	Expected Autumn 2019
% of victims of crime surveyed ⁴ satisfied with police service	81.0%	80.8%	79.4%	79.1%	Not yet available ⁵
Average time taken to answer 101 call ⁶	Not available	Not available	1 min 51 secs	1 min 9 secs	1 min 19 secs (to June 2019)
% people who feel confident in neighbourhood police ¹	91.2%	89.0%	89.6%	87.9%	87.3% (to June 2019)
% residents who say they feel safe walking alone after dark ¹	87.9%	86.9%	84.9%	85.0%	85.7% (to June 2019)
% of force budget spent on front-line policing ⁷	71%	69.8% (VFM Profile 2016)	69.9% (VFM Profile 2017)	67.5% (VFM Profile 2018)	Available Autumn 2019
For counter terrorism plans in place and updated to satisfaction of PCC	Not applicable	PCC content with plans in place	PCC content with plans in place	PCC currently content with plans	PCC currently content with plans in place – although still kept under review

² Source: Surrey's Joint Neighbourhood Survey

³ 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).

⁴ This is a defined group of victims (victims of non-domestic violent crime and burglary) as not all crime types are suitable for surveying. Until April 2017 victims of vehicle crime were also included.

⁵ A new quicker time text based survey system was brought in on 1 April 2019. Data is not yet available from the new system and will not be comparable with previous data, which was telephone survey based.

⁶ Time to answer = time taken for a contact centre operator to speak to the caller. Changed from previous 60 second target to give a better overall measure of performance

⁷ Source- HMIC annual value for money statement. Front-line includes visible (patrol, response etc.) and non-visible (call-handling, public protection investigators etc.)

Appendix B: Crime Measures Requested by the Panel

Levels of Crime	Apr-Jul 2018/19	Apr-Jul 2019/20	Change	% change
Serious Sexual	677	324	-53	-7.8%
Robbery	159	160	1	0.6%
Domestic burglary	1272	1317	45	+3.5%
Vehicle crime	1785	1765	-20	-1.1%
Violence with injury	2513	2481	-32	-1.3%
Total notifiable offences ⁸	25888	25618	-270	-1.0%

Positive Outcomes	Apr-Jul 2018/19	Apr-Jul 2019/20	Change	2018/19 % Outcome rate*	2019/20 % Outcome rate*
Serious Sexual	28	32	4	4.1%	5.1% ⁹
Robbery	15	23	8	9.4%	14.4%
Domestic burglary	103	96	-7	8.1%	7.3%
Vehicle crime	28	114	86	1.6%	6.5%
Violence with injury	546	451	-95	21.7%	18.2%
Total notifiable offences	3725	3557	-168	14.4%	13.9%

⁸ NB this is not a summary of the crimes detailed above but is the total of all offences required to be notified to the Home Office.

⁹ There is still a delay in cases due to increased disclosure requirements.

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SURREY POLICE AND CRIME PANEL

VICTIM AND WITNESS CARE UNIT STAFFING AND GOVERNANCE

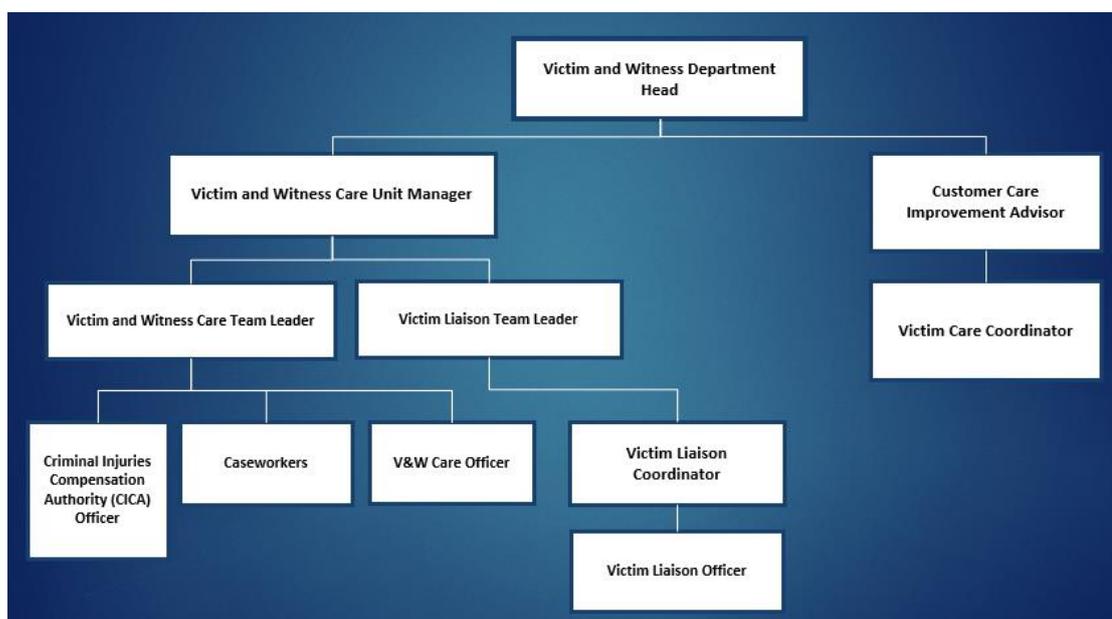
18th SEPTEMBER 2019

1. INTRODUCTION

- 1.1 On 1 April 2019 Surrey Police opened its new Victim and Witness Care Unit, based out of Guildford Police Station. This professionally trained team has been established by the OPCC and Surrey Police to help victims of crime cope and, as far as possible, recover from their experience, putting in place care plans tailored to the needs of the individual.
- 1.2 All victims of crime in Surrey are automatically referred to the unit at the point a crime is reported, with subsequent contact based on an individual's need and vulnerability. Individuals can also self-refer themselves, or use the Unit's dedicated website to find local specialist support services.
- 1.3 The team is also able to provide support to witnesses of crime, linking with other criminal justice agencies, departments and charitable organisations in order to obtain information and ensure individuals are kept informed about the case and possible attendance at court.
- 1.4 At its heart, the new Victim and Witness Care Unit is designed to allow a truly end-to-end service for victims of crime, from initial contact through to court, and beyond if needed.
- 1.5 The purpose of this paper is to provide the Police and Crime Panel with an overview of the staffing arrangements within the Victim and Witness Care Unit, and the processes by which the OPCC maintains effective oversight of the service.

2. STAFFING STRUCTURE

- 2.1 The following diagram sets out the team's current structure.



2.2 The following table sets out the team's current staffing against intended levels.

Title	Intended FTE	Current FTE	Difference	Comments
Head of Victim and Witness Care	1	1		
Victim Care Unit Manager	1	1		
Team Leader	4	3.5	-0.5	A decision was taken to make a saving from this role and re-invest in Victim Liaison Coordinator provision, to provide greater support to volunteers.
CICA Officer	2	2		
Victim & Witness Care Officer	17	17		
Case Worker	3	2.2	-0.8	Due to long-term staff sickness, a further 2 Victim & Witness Care Officers are in the process of being recruited. The missing 0.8 FTE provision for this role is currently being held open in order to finance the slight overspend in the former.
Victim Liaison Coordinator	0.7	1	+0.3	
Customer Care Improvement Advisor	1	1		

2.3 The service is also supported by a number of volunteers, who work within the community to support victims face-to-face. The total number of volunteers equates to approximately 5 FTE, with circa 20 volunteers in total.

3. GOVERNANCE & OVERSIGHT

3.1 The OPCC's Head of Policy and Commissioning chairs the monthly Victim and Witness Care Unit Governance Board, which oversees and supports the continued development and performance of the Victim and Witness Care Unit, ensuring that the service is meeting the needs of victims and complying with the requirements of the Code of Practice for Victims of Crime.

3.2 The main duties of the Board include:

- i. **Performance Monitoring:** Members of the Board have a responsibility for overseeing delivery of the service, including adherence to agreed performance measures, MoJ reporting requirements, VCOP and wider service user satisfaction.

- ii. **Budget and Finance:** The Board provides high level oversight of the Unit's budget and acts as the forum through which any modifications - beyond those dealt with in the agreed Scheme of Consent between the Force and OPCC - are considered and agreed.
 - iii. **Service Development:** The Board is responsible for considering and agreeing proposed changes to the Unit's operating model, including but not limited to triage methodology, staff numbers / allocation, co-location of specialist services and service expansion.
 - iv. **Risk Management:** The Board maintains a risk log of key issues facing delivery of the service and, where appropriate, works with the Departmental Head to mitigate and plan accordingly.
 - v. **Technical input and direction:** The Board provides technical advice and support to the Departmental Head, ensuring that the development of the Unit is sensitive to the wider operational and political context of Surrey Police and the Office of the Police and Crime Commissioner.
- 3.3 As referenced above, the OPCC has agreed a formal Scheme of Consent with the Force, which sets out the relationship between the two organisations in relation to the delivery and funding of the new service.

4. RECOMMENDATION

- 4.1 That the Police and Crime Panel note the report. For further information members of the Police and Crime Panel can visit: victimandwitnesscare.org.uk

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SURREY POLICE AND CRIME PANEL

RURAL CRIME STRATEGY

18th September 2019

INTRODUCTION

The attached report presents the panel with an update on the progress against the force rural crime strategy.

DETAILED REPORT

Surrey Police put in place a rural crime strategy for 2018-2020. The PCC asks for regular updates against that strategy and also carries out visits to rural areas to see progress first hand, including a recent visit to the new preventative mounted police rural section.

The last update to the PCC performance meeting was in August and is attached at Appendix A. The PCC asked at that meeting that the force does more to publicise the good work going on to further reassure rural communities.

RECOMMENDATION:

That the Police and Crime Panel note this report.

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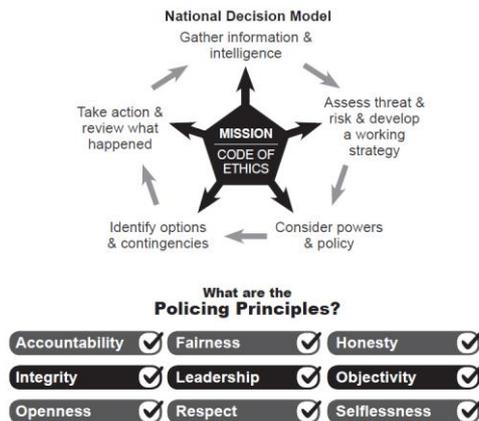
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RURAL CRIME PORTFOLIO

Required for:	PCC Performance Meeting
Security Classification:	OFFICIAL
Handling information if required:	N/A
Suitable for publication:	Yes
Title:	Rural Crime Portfolio Update
Version:	1.0
Purpose:	To provide a portfolio update
ACPO / Strategic Lead:	ACC Kemp
National Decision Model compliance:	Yes
Date created:	16.07.2019
Date to be reviewed:	N/A

AUTHOR:	
Name:	Helen Bayliss
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1. Background

- 1.1** This paper has been created at the request of the PCC's Office to highlight the current 'as is' status on rural crime matters.
- 1.2** The Force has had in place from 2017 a Rural Crime Delivery Plan (see Appendix 1), this was refreshed and assessed against the National Rural Crime Strategy which was released in the summer of 2018 to ensure complete consistency. The National objectives have been clearly included in the delivery plan. Process against the delivery plan have been focused on delivering training and CPD sessions to Contact Centre, PCSOs, and NPT. The Rural Crime and Wildlife Officers have also been focussing on ensuring all appropriate investigate opportunities are being released assisting specifically in the obtaining and executing of warrants. To this end an information sharing agreement is being developed with the RSPCA, given the increase in intelligence sharing. A quarterly performance report is produced that specifically looks at victims and offender profiles, hotspots and investigative timeliness and outcomes for rural crime. This is based on 'Niche flags' being correctly applied, which is still a risk for the portfolio as they are not always correctly applied.
- 1.3** The plan has been monitored at a quarterly rural crime meeting, attended by an OPCC representative, internal stakeholders and partners. This meeting is currently being refreshed and C/Insp Hodder is arranging a broader meeting (a Crime Rural Advisory Group 'CRAG'), with terms of reference being drafted. An inaugural and informal version took place on the 16.05.19 pre Op Dragnet to update interested parties of changes in governance arrangements which was positively supported by all attendees.

2. Current Position

- 2.1** Whilst there are nuances with 'rural crime', essentially crime is crime and this is a message being promulgated by the dedicated Rural and Wildlife Crime Officers PC Iribar and PC Rowley. The portfolio undertook a review led by C/Insp Hodder to assess the portfolio provision for the Force, in line with regional colleagues. This resulted in the May 2019 Local Policing Board sanctioning an agreed uplift in dedicated resource, allocating 1xPCSO per borough for the period of a year (with recruitment and training due to finish in August 2019). During the course of the year, this dedicated resource will concentrate on engagement with Surrey's rural communities providing expert advice and guidance to Officers investigating rural crime. These roles will also help the portfolio establish a picture of crime in rural communities, something Surrey Police currently knows is lacking due to data quality issues on Niche and stakeholder feedback of the under-reporting from this community.
- 2.2** Engagement activity following the previous update has centred on Op Dragnet and the establishment of a 'Mounted Section' for the county. This will be followed up in October 2019 with Surrey Police joining the National Week of Action arranged by the NPCC.
- 2.3** The portfolio is extremely grateful for PCC support and can confirm following the grant being issued for the aforementioned 'Mounted Section' within Surrey Police that all Borough Commanders have been issued with details of how to access this excellent engagement provision. The aim of the Mounted Section is to increase patrols in Surrey's hard to reach areas, to reduce crime and crime related activity and increase positive engagement and education. The Mounted Section would mainly be used for enhanced public engagement. There is research evidencing Mounted Officers are significantly (estimated at 6x) more likely to be approached by the public than any other form of police activity.
- 2.4** They can also be used for open search including deployment into arduous environments which are inaccessible to vehicles or closed to aviation due to inclement weather. Mounted Officers are able to provide assistance over rough terrain, search and rescue operations for high risk and vulnerable people and deployments in rural areas. Another area where they would be able to help would be areas with chronic issues.

2.5 It is important to remember that the horses Surrey Police use are not police horses. They are horses which have been assessed as being safe to use for the above job roles. They will not be able to be used for public order or any engagement where it is expected to be volatile. The riders are Officers who are part of Surrey Police United Riders (SPUR) that have been assessed to ride at a competent level. They are all operational Police Officers who would be equipped to radio to FCR if there were any unforeseen problems. The portfolio is looking put together a calendar which we can use yearly to repeat certain key county and divisional events.

3. Op Dragnet

3.1 Operation Dragnet 5 was the first of its kind to be specifically targeted within the rural community and to focus on engagement. This operation took place on the 19th and 20th May 2019 (please see photos in Appendix 2). Activity predominantly took place between 0800 - 1600 hours and 13:00 - 21:00 hours however these were flexible depending on the planned activity. The objectives were as follows:

- Engagement
- Intelligence
- Enforcement

3.2 **Engagement:** Horses generated a huge response, with "pat and chats" over the two days - ending at a primary school with some very excited children, off-roading, patrols and prevention, Stands, saddle marking, DNA Selecta kits, Dog Warden, Environment Agency Angling Trust, JET Teams, Fire Service, National Trust all engaged and present. Crime prevention and reassurance visits also took place to key rural locations, where Surrey Police new signs were issued.

Intelligence: An increase in Niche intelligence submissions achieved.

Enforcement: Over £2000 in fines, (red diesel, waste carrier licences) vehicles stopped with links to rural crimes, no licences, not roadworthy, mobiles being used 1 x driver with no license (vehicle seized and court order). On the last day of Op Dragnet a suspect was charged for offences against animals and public order in a rural community and pleaded guilty.

4. Conclusion(s)

4.1 For rural crime generally, alongside business as usual, internal messaging and developing the PCSO network will be the focus in rural crime activities over the coming quarter, concentrating on victim profiling, flagging and strengthening engagement arrangements, whilst considering what options the Force has in respect of rural crime resourcing in future years.

5. Decision[s] Required

None, this paper is for information only.



Surrey Police Rural Crime Delivery Plan 2018-2020

Strategic Aim

- To prevent, reduce & solve crimes of a rural nature
- To increase trust, confidence & satisfaction within rural communities
- To ensure accurate recording of all rural offences
- To increase the knowledge of Surrey Police’s officers and staff in relation to rural and wildlife crime

National Strategy

- Safer rural communities
- Enhanced public engagement
- Increased public confidence in the police
- Empowered communities
- Strong partnership working
- Raised profile of rural affairs
- Embedded rural focus into policing culture

Education & Enforcement

- Raise the profile of rural crime within Surrey Police so that staff at all levels understand the differences between rural /urban crime and the Force response.
- Raise awareness of the Force’s Rural Crime Definition and rural/wildlife/heritage specific offences and publicise the new flags on NICHE.
- Ensure that officers are aware of the full range of rural crime resources and that they are used as necessary and appropriate.
- Run a Force awareness campaign to highlight the extent of rural crime and options available to officers and the public.
- Provide training to OMU/CHC/FCR in regards to the various offences and the agencies that deal with them or support us with them.
- Provide training to borough based PCSOs to allow them to assist with rural related investigations and issues on borough.

Prevention

- Develop the centralised Rural Crime Co-ordinator role based in the OMU who will review all crimes and ICADs; provide countywide training and expert advice to those that are investigating rural offences; provide strategic guidance for ongoing rural issues.
- Develop consistent Force wide approach and branding of rural crime prevention initiatives.
- To enhance officers working knowledge of rural crime.
- Support and re-invigorate the Country Watch partnership crime prevention initiative.
- Ensure that information on active rural crime prevention initiatives is available for the rural communities on the Force website.
- Seek to establish and maintain Volunteers on each borough with the Force area, who have been trained in rural crime matters.

Intelligence

- An annual rural crime profile update to be produced.
- Share relevant intelligence with key partner agencies involved in law enforcement e.g. Trading Standards and the Food Standards Agency.
- Identify and where appropriate consider and implement covert policing tactics to tackle rural crime.
- Maximise the use of Force incident recording systems that identify rural crime incidents; use of the specific NICHE qualifiers (rural, heritage etc.)
- Link with the National Wildlife Crime Unit to be strengthened.

Re-invigorate CountryWatch allowing it to be an effective communication tool between the police and the rural communities.

Recognise the impact of rural crime on local communities.

Develop a range of rural community engagement methods to understand the needs of the rural communities.

Introduce the CountryWatchers programme – a mobile neighbourhood watch that will facilitate the reporting of crimes/issues to the police or other relevant agencies, utilising text facility.

Enhance rural community partnerships with the rural communities and those organisations that represent them (or sections of them); National Farmers Union, Countryside Landowners Association, Trading Standards, Food Standards Agency at a local, Divisional and Force wide levels.

Introduce and maintain a network of Volunteers who will assist with preventative measures such as saddle marking and attend rural events in order to be a conduit of information from the rural community to the police and vice versa.

To refresh and maintain the Surrey Police website with up to date information on rural crime matters.

Measures for delivery plan	Data
The positive outcome rate for rural crimes	Force crime data
The number of repeat victims of rural crimes	Force crime data
Confidence of policing levels in rural areas	Survey data
Recognising rural crime	Data quality indicators

Surrey Police @SurreyPolice · 21h
It's been a busy morning so far for our teams who are #OutInForce fighting #RuralCrime.
We've been tackling poaching, illegally moored boats, doing speed checks and our police bikes have been patrolling for ASB, and much more!
If you see us out and about, come and say hi 🙋🏻👋🏻

Reigate Police @ReigateBeat · 20h
Lovely morning #OutInForce with PCSO's, Office Managers and T/Detective Chief Superintendent Macpherson focussing on crime at farms and allotments #RuralCrimeMatters

Reigate Police @ReigateBeat · May 19
The local team are at The Holly Lane carpark #Banstead marking saddles and giving out #SelectaDNA kits. Come and see us! #OutInForce #RuralCrimeMatters

Epsom & Ewell Police @EpsomEwellBeat · 23h
When the weather improves, does the increase of #RuralCrimes and the illegal and antisocial use of motorised vehicles.
We're #OutInForce on the lookout for illegal off-road bikes and vehicles! #RuralCrimeMatters

Mole Valley Police @MoleValleyBeat · 18h
Local policing team have arrived at Charlwood village stores and copiers. Come and see us for some #selectaDNA rural information or Saddle Marking #OutInForce #RuralCommunityMatters #MoleValleyBeat

Epsom & Ewell Police @EpsomEwellBeat · May 19
Meeting up with all the @MoleValleyBeat officers today! Just up on Sheepwalk Lane. #RuralCrimeMatters #OutInForce #CommunityMatters

Runnymede Police @RunnymedeBeat · 23h
Checks of the Runnymede Pleasure Grounds and a patrol of the Magna Carta Fields 🏞️ #OutInForce #RuralCrimeMatters

Surrey Police @SurreyPolice · May 19
We're engaging with our rural communities and working with partner agencies to tackle #RuralCrime across Surrey.
Follow #OutInForce and #RuralCrimeMatters to see what we're up to throughout the day!

Mole Valley Police @MoleValleyBeat · 23h
Pc Gargini and PCSO Thomas will be at Boxhill doing Rural community engagement, we will have the saddle marking kit ready from 12.30 - 15.00 #OutInForce #CommunityMatters #RuralCrimeMatters

Guildford Police @GuildfordBeat · 23h
We are #OutInForce tackling #poaching 🐾 issues where we work together with @AnglingTrust Watch this to find out more info #RuralCrimeMatters

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SURREY POLICE AND CRIME PANEL

INDEPENDENT CUSTODY VISITING SCHEME

18th September 2019

INTRODUCTION

The attached report presents the Annual Report for the OPCC for Surrey's Custody Visiting Scheme.

DETAILED REPORT

Independent Custody Visiting is a national requirement, detailed in a Home Office Code of Practice and supported by the Independent Custody Visiting Association (ICVA), whereby specially trained members of the public make random and unannounced visits to custody suites to check on the welfare of detainees and the conditions they are being held in. Locally, Independent Custody Visiting is under the remit of the Police and Crime Commissioner for the area who has authority for running and maintaining the scheme in their force area. Therefore, within Surrey this falls to David Munro.

Independent Custody Visiting provides protection to detainees and the police, and reassurance to the wider community. Volunteers from Independent Custody Visiting (ICV) Schemes across the UK independently check on the welfare of detainees who may be feeling vulnerable or confused, providing independent scrutiny of their treatment and the conditions in which they are being held. Independent Custody Visiting Schemes exist to provide reassurance to local communities that they can have confidence in the way in which the police treat people who are held in their custody.

Each year, the scheme manager provides a report to the PCC detailing the management of the scheme, visits carried out and results. The report is also published on the PCC's website. The report is attached for the panel's information.

RECOMMENDATION:

That the Police and Crime Panel note this report.

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Office of the Police and Crime
Commissioner for Surrey

Independent Custody Visiting Scheme

Annual Report
April 2018 – March 2019



Foreword from Surrey PCC, David Munro

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I am delighted to present the Annual Report for 2018/19 during which our Independent Custody Visitors (ICVs) have continued to provide an essential service by checking on the welfare of people in custody.

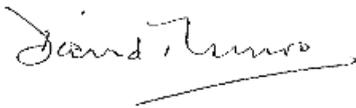
The custody process is an often an area of policing the public see little of and I believe the ICV scheme provides that crucial independent scrutiny and transparency on how detainees are treated. Whilst it is a statutory responsibility of the Police and Crime Commissioner, it is one my office and I continue to take very seriously indeed.

We have had a number of new faces this year in the ICV team with 14 volunteers who completed their training. By the end of 2018/19 there were a total of 39 in Surrey and between them they spent a total of over 286 hours in custody which is a fantastic accomplishment.

I was particularly pleased this year to see the hard work and dedication our volunteers put in recognised in the first ever Independent Custody Visiting Association (ICVA) Quality Assurance awards in which the Surrey scheme was awarded gold.

This is a testament to the energy and passion that both the ICV manager Erika Dallinger and all of our volunteers have invested in the scheme to ensure it continues to play a crucial role in the custody process in Surrey.

I offer my warmest congratulations on this achievement and I would personally like to thank each and every one of the team for their continued service and commitment to this essential scheme. I look forward to our close working relationship continuing to grow over the next year and beyond.



What is Independent Custody Visiting?

Independent Custody Visiting is a national requirement, detailed in a Home Office Code of Practice and supported by the Independent Custody Visiting Association (ICVA), whereby specially trained members of the public make random and unannounced visits to custody suites to check on the welfare of detainees and the conditions they are being held in. Locally, Independent Custody Visiting is under the remit of the Police and Crime Commissioner for the area who has authority for running and maintaining the scheme in their force area. Therefore, within Surrey this falls to David Munro.

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Independent Custody Visiting allows the police to demonstrate their commitment to transparency and provides public reassurance that policing in their area is fair and in accordance with statutory legislation and guidance. The aim of this Annual Report is to ensure that this information is available in the public domain.



How the Scheme is Organised in Surrey?

Surrey Police operates from three custody suites at Guildford, Staines and Salfords (located in the Reigate area). The Woking suite was closed for 24/7 operation in November 2013, but is kept in a state of readiness so that it can be used on a planned basis when extra capacity is required, for example during maintenance or refurbishment of the other suites. This was the case for the 9 months prior to September 2018 when Staines custody was closed for large scale refurbishment and therefore the custody operation was moved to Woking.

The cell capacity is as follows:-

- Guildford (24 cells)
- Salfords (24 cells)
- Staines (19 cells)
- Woking (15 cells) – when in use

Each of the three 24/7 custody suites has its own panel of ICVs. The panel is responsible for organising the visiting rota and undertaking the visits.

During a custody visit, a member of the custody staff escorts the visitors around the suite to ensure their safety. Independent Custody Visitors (ICVs) enter police cells and speak with their permission to individuals being detained. Conversations with detainees focus on welfare needs and the provision of rights and entitlements under the Police and Criminal Evidence Act (PACE). With permission from the detainee, they will also review the notes kept on their treatment during detention. ICVs are not concerned with the identity of the detainee or with the reason for their detention. Any issues raised are discussed as appropriate with custody staff. ICVs also inspect and comment on the general condition and facilities of the custody suite including the kitchen, medical room and showers.

ICVs look, listen, observe and at the end of each visit, report back to the Office of the Police and Crime Commissioner (OPCC) on their findings. The OPCC takes any issues raised to Surrey Police in the appropriate way, keeping ICVs informed of feedback and actions agreed.

Each panel meets on a quarterly basis with the Custody Inspector responsible for the suite and the ICV Scheme Manager to discuss the visits made and any issues raised.

Recruitment & Demographics

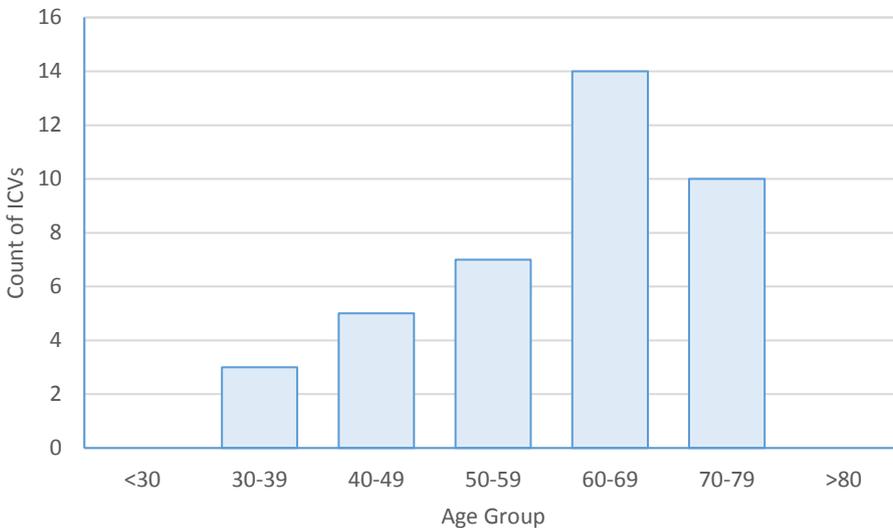
ICVs are independent of the Police and Crime Commissioner and the police, and will have no direct involvement in the criminal justice system. They come from a variety of backgrounds, must be over 18 and live or work within the Surrey Police area. At the close of 2018/19 there were 39 active Independent Custody Visitors working within Surrey.

A successful recruitment campaign during 2017, 2018/19 saw 14 new ICVs complete their training and become fully appointed ICVs.

Exploring the composition of volunteers further shows the following:

- Our volunteers are 55% female, 45% male. The census data from 2011 shows within Surrey, 51% of the entire 1,132,000 population is female, 49% male which therefore means Surrey’s ICV Scheme broadly reflects the overall county trend.
- The average age of our ICVs is 61. (Full details on the age breakdown are indicated in the bar chart).
- The average length of service is 5 years with over 203 years of combined service. Over 30% have completed over 8 years of service, with our longest serving member having 24 years of experience.
- 10% of all volunteers come from a BME or Non British background.

1. Age Spread of ICV Volunteers



ICV Visits

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Visits provide a snapshot of what is going on in custody at the time of the visit and are undertaken across all days of the week and on a 24 hour basis. Each ICV Panel aims to complete one weekly visit between the hours of 6am and 11pm and one monthly 'out of hours' (OOH) visit (between 11pm and 6am). This is crucial to ensure that visits do not become predictable and do not occur at set times.

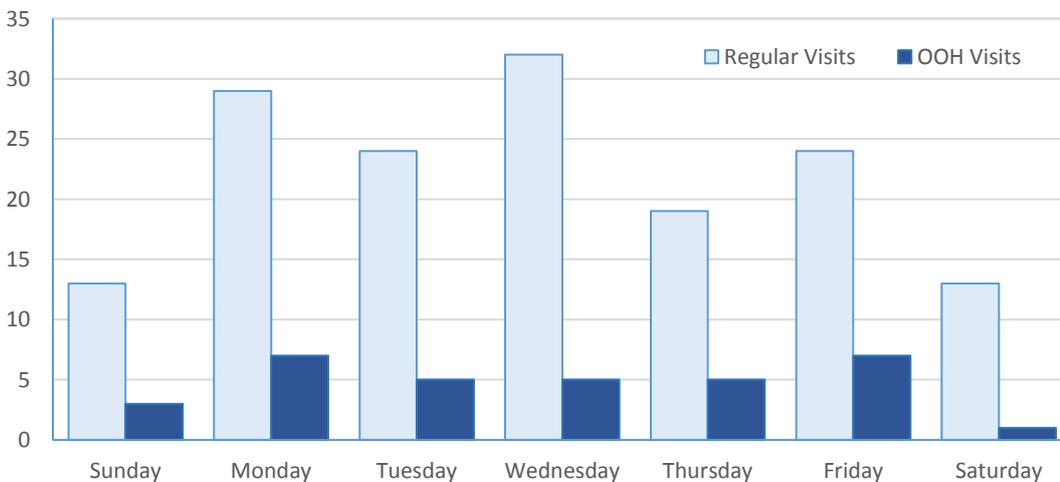
When looking at the number of visits between the 1st April 2018 to 31st March 2019, the following can be established:

- Surrey's ICVs conducted 187 unannounced, random visits across Surrey's custody suites.
- Surrey ICVs spent over 286 hours actually in custody during the year, which given they always visit in pairs or groups of 3 amounts to 622 volunteered hours.
- Visits were well spread over the entire week and hours of the day, thus helping keep ICV visits unpredictable. However, weekend visits are still less frequent across the estate than weekday visits and work is being undertaken to counteract this discrepancy.
- Visits happen around the clock with ICVs having been present in custody at every minute of the 24 hour clock during the 12 month period.
- The average visit lasted 1 hour, 32 minutes.

2. ICV Visit Statistics

	Surrey Wide	Guildford	Salfords	Staines
Visits Undertaken to Date	187	62	62	63
Regular Visits	153	51	51	51
OOH Visits	34	11	11	12
Hours spent in custody	286	89	104	94

3. Spread of ICV Visits by Day



ICV & Welfare Checks

During the 2018/19 reporting year, a total of 12,175 people were held in Surrey custody centres, this was an increase of 387 (3.28%) people from the previous year. At the time of the ICV visits a total of 1070 detainees were in custody (8.8% of overall annual custody population). This sample size is a marked increase on previous years, with 8.3% more detainees being in custody at the time of the ICV visit and therefore a considerable rise in the number of detainees speaking to ICVs. Of these 1070 people:

- 550 or 51% of detainees in custody at the time of an ICV visit were available to the ICVs. The remaining 49% (520) of detainees were not available to the ICVs for justifiable reasons such as sleeping, being in interview or being booked in or out by the police or in rare cases due to custody being busy the detainee not selected for sampling.
- 509 of the 550 (93%) available detainees when asked by ICVs if they were willing to discuss their treatment in police custody agreed to do so.
- 32 detainees (6% of those asked) whilst declining a custody visit, agreed that the ICVs could have access to their custody record in order to obtain an overview of their treatment whilst held in custody.
- In total, 536 detainees (97%) expressively gave their consent for their custody record to be viewed by ICVs.
- Only 9 detainees (1.6%) refused both the opportunity to talk to an ICV and for them to review their custody records.
- 45 detainees were children or young people.

4. ICV Interaction with Detainees

	Surrey Wide 2018-19 Performance	Compared to Previous 12 Months	Guildford	Salfords	Staines
Number of detainees in custody during ICV visits	1070	+89	359	382	329
Detainee agreed to both interview & records check	504	+11	152	183	169
Detainee agreed to interview, refused records check	5	-3	1	3	1
Detainee refused to interview but agreed to records check	32	+6	11	6	15
Detainee refused both interview & records check	9	-2	2	3	4
Number of detainees where interview wasn't possible but records were checked	475	+37	183	161	131
Number not selected for sampling	45	+38	10	26	9
Number of detainees receiving some form of welfare check by an ICV	1016	+46	347	353	316

During visits, Surrey ICVs assume access to the anonymised custody records of detainees who are not available to them in order to have some kind of overview of the welfare and treatment of as many detainees as possible (475 during this reporting period). Taking this into account, ICVs had some form of welfare access to 1016 of the detainees in custody at the time of their visit. This means that ICVs had the opportunity to comment on the detention of 8.34% of the total Surrey custody population for the financial year 2018/19 (up from 8.23% in the last reporting period and 6.86% in 2016/17).

These are felt to be very good, positive results when benchmarked nationally with other custody visiting schemes and is largely due to the professionalism of the volunteers and the police's continued commitment to and support of the scheme.

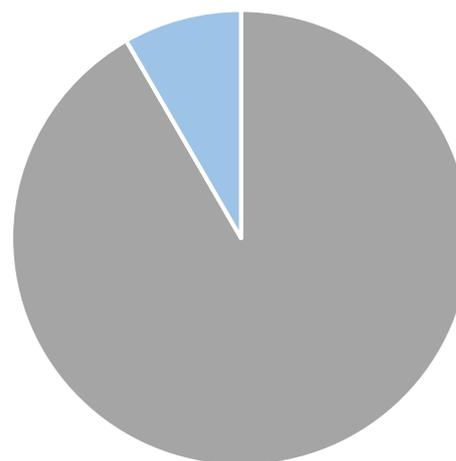
ICV Feedback

ICVs are encouraged to resolve minor welfare concerns raised by detainees with staff at the time of their visit. They debrief with a custody sergeant at the end of each visit wherever possible enabling clarification of issues where necessary on both sides. Any issues which cannot be resolved in custody will be taken forward by the ICV Scheme Manager as appropriate. Concerns reported to the Scheme Manager are logged and followed up with the Force. The outcomes are notified to all ICVs to enable discussion at panel meetings and cross-panel learning.

In the period covered by this report, ICVs raised and resolved concerns around issues such as:-

- Female Dignity – In light of national work in this area led by the Independent Custody Visiting Association (ICVA), Surrey has worked to improve the overall treatment of females in custody in Surrey. Significant advances have been made in the provision of sanitary protection for detainees, resulting in Surrey leading nationally in this area. Of the 135 females checked on by ICVs during a visit, over 80% had it recorded on their custody record as having been offered sanitary protection by a female officer.
- Foreign Nationals – There have been several instances whereby an embassy has not been informed of a detainees arrest despite the Home Office issued guidance on “Consular Conventions and Mandatory Notification Obligations”. In all cases ICVs have brought them to the attention of the Lead Sergeant and they have been resolved whilst the volunteers were present in custody. Discussion has also happened between the ICV Scheme Manager and the relevant Inspectors to alert them to this.
- Sleeping Reviews – Whilst a person is in custody, their detention gets reviewed at specific time intervals by the Inspector (as dictated by Police and Criminal Evidence Act). These reviews can occur whilst a detainee is asleep. However upon waking, the detainee must be informed that a review took

5. ICV Impact on Custody Population



- Total Custody Population
- % of total custody population receiving a direct ICV check during 2018/19

place and advised of the outcome of it. This should be recorded in their custody record. On several occasions, whilst the reviews were undertaken in the correct time frames they had not been properly communicated to the detainee on waking or if they had, they had not recorded appropriately in the records. As a result of this, ICVs now track every incidence of this and the findings are collated and fed back to the police at regular intervals to encourage accuracy of records. During 2018/19, ICVs commented on the successful and timely communication of 251 sleeping reviews, but the failure to do so on a further 79 occasions.

- Anti Rip Clothing – During 2018 it was recognised by ICVs that the clothing given to vulnerable detainees at self harm risk was not particularly dignified. Therefore Surrey Police have moved from providing a smock type garment to a two piece ‘shorts and t-shirt’ style outfit, thus affording the detainee more coverage and therefore dignity.
- Refurbishment of Staines – A major challenge for both custody staff and the ICVs this year was the closure of Staines and its temporary relocation to Woking. ICVs reported that the whole process was very smooth and well run despite the challenges of an older suite. They reported no impact to the detainees during this time.

ICVs also very regularly comment on the exceptionally good care being given by custody staff to detainees. They highlight the massive concern for welfare demonstrated by the staff and the desire for people to leave custody in a better position than when they arrived. Such an example was earlier this year when ICVs witnessed an event whereby officers watching a detainee on constant observations due to a perceived intoxication. Realising that the detainee’s behaviour was odd and not necessarily down to the initial assumption, they alerted the Health Care Professional (HCP), called an ambulance and potentially saved this detainee’s life. The ICVs passed on their congratulation and thanks to all involved.

The overall consensus from all ICVs is that Surrey should be proud of their custody suites and the treatment it gives detainees. One ICV writes *“Surrey Police custody staff and other officers I meet as an ICV have an attitude of professionalism, compassion and respect, and they take pride in doing their jobs well”*. Another adds *“I have always been impressed with the way the detainees are treated. The staff in the custody suite speak calmly and politely to them despite the way they are sometimes spoken to”*.

When asked about the reception of the volunteers by the custody officers, most comment positively which is essential to a smooth running, successful scheme. *“Surrey Police also has a very good attitude towards ICVs. We don’t always agree, but they listen to us, talk with us and appear to see us as a “critical friend”. They seem aware that our role can also be a support to them, both in confirming existing good practices and in suggesting improvements”*.

Training & Other Events

The best custody visiting schemes have the best trained custody visitors and we take our responsibility in keeping our ICVs up-dated on changes in the custody environment relevant to their role very seriously.

We hold an Annual Training Day inviting speakers on topics relevant to custody. We also offer our ICVs the opportunity to attend local and regional training events and the ICVA National Conference. Reports were compiled by those attending and circulated to all to share the learning.



The Annual Thank You Event was held in October 2018 at the WWF in Woking, with the purpose of thanking the volunteers for their continued commitment. The guest speakers for the evening were Nev Kemp (Surrey Police Assistant Chief Constable and NCP Lead for Custody) and Prof Nick Hardwick, who both gave interesting and enlightening presentations.

Regional Collaboration and ICVA

The South East Regional ICV Scheme Managers (Hampshire, Sussex, Surrey, Kent and Thames Valley) exchange information and meet on a six-monthly basis in order to bench-mark the Schemes and share information and best practice.

The Surrey ICV Scheme continues to be a member of the Independent Custody Visiting Association (ICVA). ICVA provides access to training for ICVs at all levels as well as support and reference for the Scheme Manager. In recognition of Surrey's excellent standard of custody visiting and volunteer management, at the end of the financial year Surrey's ICV Scheme was awarded Gold by Independent Custody Visiting Association at their Quality Assurance Awards. Katie Kempen, Chief Executive at ICVA said: *"Independent custody visiting schemes ensure that the public have oversight of a high pressure and often hidden area of policing. These awards demonstrate how local schemes use volunteer feedback to make change and ensure that police custody is safe and dignified for all. I congratulate schemes on their accomplishments."*

Looking Ahead

ICVs continually report on a well run custody who value their visits, however challenges and opportunities continue to exist. The 3 key priorities for Surrey's ICV Scheme as we enter 2019/20 are as follows:

- Recruitment – As with any volunteering role, attrition can be high and therefore a constant challenge is to ensure an adequate number of trained volunteers are available to undertake visits. After a period of high attrition and a large recruitment drive, it is hoped that the next 12 months will be more stable, however, should this not be the case the opportunity will be taken to look at making the demographics of the volunteers more in line with Surrey's community as a whole (specifically in relation to age and ethnicity).

- Sleeping Reviews – a continued focus will also be placed on the continued monitoring of timely sleeping reviews. Progress has been made in this regard, but for the benefit of detainees further improvements must be made’.
- Guildford Refurbishment – during the coming financial year, Guildford custody will be closed for a time and refurbished and Woking will be used instead. During this time ICV visits will continue as normal but special attention will be paid to ensure the transition and use of an old suite do not negatively impact on detainees.

Volunteer & Make a Difference

If you are interested in finding out more about Independent Custody Visiting, please contact us. We would like to hear from you if you:-

- Are over 18
- Live, work or study within the Surrey Police borders
- Are able to communicate well with a diverse range of people
- Are able to work as part of a team
- Are flexible and reliable
- Are a good listener
- Are objective and non-judgemental
- Are able to maintain confidentiality
- Have lived in the UK for the past three years

An application pack can be downloaded from our website at <http://www.surrey-pcc.gov.uk/independent-custody-visiting/>

A hard copy of the application pack can be requested from this office.

Contact Details

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SURREY POLICE AND CRIME PANEL

PCC PUBLIC ENGAGEMENT

18th September 2019

INTRODUCTION

The attached report details how the PCC seeks to engage with the Surrey public through face-to-face meetings and events, communications and consultation

DETAILED REPORT

Meetings/events

A key part of the PCC's day-to-day role is to get out and about in Surrey's communities to hear from those who work and live in the county and to listen to their opinions on policing. In 2018/19 – the PCC attended over 150 different meetings, events or visits with local charities, residents groups, service providers and crime prevention organisations.

In April and May this year, the Office of the Police and Crime Commissioner and Surrey Police teamed up to hold a series of public engagement events in all 11 boroughs and districts across the county.

The 'Policing Your Community' events were an opportunity for residents to come and speak to the PCC as well as Chief Constable Gavin Stephens and their local Borough Commander. As well as providing an opportunity to update residents on policing priorities and community issues in their area, it also gave them a chance to ask questions about the plans for the 104 extra officers and operational staff that will be added following the additional council tax precept funding.

There was also an online event held on Facebook where anyone unable to make the local events were encouraged to ask questions of the PCC and Chief Constable. In addition, an extra event was held at the Surrey Youth Cabinet in June to engage with a younger audience.

Around 300-350 residents attended the events and their views were sought via an online survey after the events concluded. Around half of those who attended provided feedback which has been largely positive with 97% saying they would come to another similar event in the future. There are plans to hold another similar series of events in 2019/20.

Aside from the engagement events – the PCC has sought to attend as many residents group meetings as possible and in the last year has attended meetings across the county to speak to present and answer questions from members of the public. These

have included in Sunbury, Horsell, Banstead, Farnham, Mytchett, Frimley Green and Deepcut, Byfleet and Pyrford, Knaphill, Molesey Leatherhead and Ash. He has also been to visit Community Speedwatch teams in areas such as Laleham, Smallfield and Chipstead.

This summer, the PCC has been going out on shift with Neighbourhood Policing Teams across the county as they carry out every day policing duties in their communities. He has also joined policing operations to tackle County Lines activity in Woking and a rural crime day of action targeting fly-tippers in Chertsey. He also spent late night shifts helping the Street Angel teams operating in Camberley, Woking and Guildford where they assist people enjoying the night life in some of Surrey's main town centres at the weekends.

The PCC attends a number of public events across the county and took an active role in the first ever Pride event in Woking this summer as well as the Surrey County Show and Ladies Day at the Epsom Derby festival.

He has also met with faith leaders from across the county including those from the Jewish and Muslim communities and sought to engage with young people across the county by attending various events such as the High Sheriff Youth Awards, Surrey Clubs for Young People National Boxing Champions and Volunteer Awards, Junior Citizen events and the NSPCC Speak Out Stay Safe Assembly in Godalming.

He has also taken part in various GCSE projects for students in the county and the BBC Young Reporter scheme.

Social media/digital communications

The official Surrey OPCC Twitter account has nearly reached over 5,500 followers, with the regular tweets sent out having made over 550,000 impressions over the last year. We have recently re-launched our LinkedIn channel to further our online presence and the PCC Facebook page had a reach of over 282,000 people through our regular updates during 2018/19.

In addition, the PCC has his own personal Twitter and Facebook account on which he posts regular video updates and engages in conversations about various policing topics. One video regarding the use of spithoods was watched over 50,000 times and had over 1,600 likes.

A range of videos are hosted on the OPCC's social media channels on topics such as rural crime, County Lines, Anti-Social Behaviour and unauthorised traveller encampments. Regular press statements, updates and announcements on a number of issues and topics are issued by the PCC's office which have appeared in various local, and on occasion national, online and print media including Surrey Live, the print edition of the Surrey Advertiser, the Farnham and Haslemere Herald, the Daily Telegraph and The Times letters page.

The PCC is regularly interviewed by regional and national television and radio media including recent appearances to talk about various policing topics and issues such as unauthorised encampments, hate crime, disclosure and knife crime on BBC Surrey, Eagle Radio, Radio Five Live, LBC, Susy Radio and Meridian TV. The PCC has a monthly column in the Surrey Chamber of Commerce magazine to update the business community on policing issues relevant to them.

Consultation

The PCC's office carries out a public consultation every year on the proposed council tax precept to gather the Surrey public's opinions on what the level should be and wider views of policing in the county.

A survey is circulated as widely as possible via the PCC's and Surrey Police social media channels, local media and the Surrey Police community messaging service 'In the Know', which now has over 12,000 people registered.

The 2019/20 survey which ran for three weeks in January received a total of 5,868 responses – the biggest ever response for a precept consultation in Surrey. Around 75% of those respondents agreed with the PCC's proposal for a 10% rise. The survey also invites people to leave any comments about policing in their area and this year, over 4,000 people gave their views. The PCC undertakes to read every single comment that is left.

The responses are categorised into a number of themes and a report is produced which is shared with Surrey Police to inform their policing plans and engagement.

In addition to views gathered from the consultation, the PCC's office has also receive and respond to various letters and emails from members of the public. In 2018/19 over 1,200 people contacted the office about various different issues such as anti-social behaviour, traffic offences and unauthorised encampments.

RECOMMENDATION:

That the Police and Crime Panel note this report.

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SURREY POLICE AND CRIME PANEL

CCTV

18th September 2019

INTRODUCTION

The Police and Crime Panel have asked for an update on the Surrey Police CCTV (Closed Circuit Television) strategy.

DETAILED REPORT

During the 2019/2020 budget setting process, the PCC pledged to protect policing Closed Circuit Television (CCTV) provision during the financial year 2019/2020.

CCTV provision in Surrey is currently fragmented. There is no overall strategy or agreement on which systems to use, with each borough and district council taking their own approach. Surrey Police do not own any of the public CCTV systems in Surrey. Surrey Police monitor the cameras in the West and East of the county. In the North all the monitoring is done by the local councils.

In July 2017, Surrey Police's responsibilities for CCTV were centralised within the contact and deployment command. The initial objective following the decision by Chief Officers to centralise the governance of CCTV, was to produce a clear police strategy, standardise working practices across the force in relation to CCTV viewing, and start to scope options with key stakeholders around the future provision of CCTV in the county.

In September 2017 Surrey Police hosted a CCTV summit with stakeholders. Options were discussed with stakeholders around the feasibility of forming a central CCTV partnership similar to Sussex, together with the possibility of some borough councils taking over the monitoring of their CCTV systems. However, it was clear that some stakeholders are in very different positions in relation to CCTV, and there are a number of conflicting views and priorities.

Given the strong desire by several key stakeholders to takeover or maintain their own CCTV systems, it is highly unlikely that the possibility of a central Surrey CCTV partnership is achievable. Taking into consideration the significant challenges associated with public space CCTV within Surrey, Surrey Police produced a CCTV strategy. This strategy sought to maximise police access to CCTV, minimising the risk to the organisation in the form of financial liabilities while maintaining partnership working with stakeholders.

At the same time, Surrey Police have been developing ways to make use of more modern technology providing digital images. This has included officer body worn video, the public regularly using their mobile phones to capture crime and anti-social behaviour events and increased public use of vehicle cameras. Surrey Police has

now joined the national new Single On-line Home system for police websites and interaction with the public. This system allows uploading of images and video. This often provides more targeted and relevant information than can be gained from CCTV.

Given this background, and faced with the need to make savings before the government proposals for increased precept were announced, Surrey Police were planning on reducing some spending on CCTV. Whilst CCTV could still be used to investigate crime after the event, provision of some live monitoring of systems was due to be cut. However, the PCC recognises that partners, particularly groups such as the Street Angels, value the reassurance of live police CCTV monitoring.

As a result of the raised precept in 2019/2020, Surrey Police will not be making any savings in relation to CCTV monitoring in 2019/2020, and will maintain existing staffing dedicated to CCTV monitoring and local funding at existing levels this financial year. Provision for future years are yet to be decided as the strategy is to remove police live monitoring of CCTV systems over time.

The force is still proceeding with its 5 year CCTV strategy agreed last year, summarised below.



Surrey Police are currently in discussions with local authorities in West and East Surrey around them taking over the CCTV monitoring from police in exchange for a revenue contribution each year from Surrey Police. During any transition period to local authority monitoring Surrey Police will continue to provide staff to monitor the CCTV cameras at an appropriate level to service demand.

Surrey Police have been working with Woking Borough Council who are planning to take over the CCTV monitoring for the Woking and Surrey Heath areas, with the transition anticipated to be complete by the end of the year. When Woking BC take over the CCTV monitoring, there will be no reduction in service provision from current levels. Longer term discussions are also ongoing with Guildford, Reigate, Mole Valley and Epsom councils to progress them taking over CCTV monitoring from Surrey Police. Surrey Police have committed to continue the current monitoring provisions with these boroughs during any transition arrangements, with the caveat that they would want to see some progress within the next two years.

In summary, there is no consistent public CCTV provision in Surrey. Surrey Police do not own any of the systems. They currently provide staff for some live monitoring, but this is set to reduce over time with the expectation that, where there is a desire of live monitoring, local councils will take this on. Surrey Police will work with local councils to have access to recorded CCTV footage with a funding process in place for this service. Surrey Police are also finding greater benefit from new technology, such as Body Worn cameras and footage submitted by the public.

RECOMMENDATION:

That the Police and Crime Panel note this report.

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SURREY POLICE AND CRIME PANEL**FEEDBACK ON PERFORMANCE MEETINGS****18th September 2019****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 six-weekly 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 the PCC and Chief Constable, and other senior officers, when required.

Every other performance meeting 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 on performance meetings to the panel, two Performance Meetings have been held – June and August 2019.

24 June 2019 – Private Meeting

Agenda items were:

- Performance Scorecard
- File Quality and Timeliness
- EHDR Strategy and Representation
- Civil Claims and Employment Tribunals
- Stalking and Harassment
- Communications Department
- Value for Money Profiles
- Capital Programme

The Chief Constable (CC) updated on PCC the Force **Performance Scorecard**. He reported positive progress with regard to detective numbers, which has been assisted by a successful recruitment campaign and transferees from other forces. However, on the overall police officer and police staff numbers the unplanned leaver rate had gone up. This was partly affected by officers moving back to their home area as other forces have started to recruit and a successful recruitment campaign by the Metropolitan Police for surveillance and firearms officers. The CC confirmed the force, as well as recruiting new people, need to do as much as they can from a retention point and that they need to keep an eye on the figures.

Positive news was also reported for repeat vulnerable missing people which had started to reduce after 2 years of increasing. The CC confirmed they have been driving up the level of problem solving activity around repeat locations and individuals themselves. There is now a lot more strategic planning with other agencies which has helped to bring this figure down.

Levels of Victim Contact compliance (a measure of a set of standards of contact with victims) had reduced for a number of force departments. The PCC asked why this was and the Chief Constable said that there was a dip sampling process in place and the force was aiming to improve levels of compliance.

Volume of Positive Outcomes remains a concern and the CC spoke with regard to the challenge in Surrey and national in getting cases to the CPS and successfully through courts.

Under the report on **File Quality**, the Deputy Chief Constable (DCC) advised that the force has a dedicated Rape and Serious Sexual Offences (RASSO) Liaison officer in post embedded within the Crown Prosecution Service (CPS) which is now funded permanently. The force has seen some benefits and it is recognised as a national improved initiative. The force is starting to make improvements both in quality and timeliness including good local liaison with CPS.

The DCC stated the force had missed the Black and Minority Ethnic Group representation target of 9% by approximately 4.5%. There is an Equality, Diversity and Human Rights (**EDHR**) strategy in place and force have recruited fully into the positive action team which links to things around engagement with colleges, universities and other outreach opportunities to encourage more representative workforce.

A report outlined the process involved in **Civil Claims in Employment Tribunals**. The PCC had asked to be assured a full and proper process was in place. The PCC was reassured but asked to see numbers and trends.

The CC reported that **Stalking and Harassment** were areas that the force continues to work on and raise awareness. The DCC advised that from his prospective there is nothing in the report that causes the force alarm. PCC noted there were no numbers in the report and asked if it is a volume problem. The

DCC confirmed it is not a huge volume but they have varying degrees of compliance in crime data integrity. It was noted that there is not much in the report for a support service that is not domestic related and this would be something that needs to be investigated further. An action was taken away for the vulnerability board to discuss support services available for victims of stalking and harassment.

A report was providing detailing the work of the Corporate **Communications Department**, including details on future plans around community engagement and greater use of technology. The DCC reported that the comms department is working a lot closer with Sussex colleagues and that Surrey had the lead responsibility for communications during a recent joint operation. Additionally, the department are engaging more at local level on various platforms, including social media, In the Know and printed media.

Every year Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) produce **Value for Money profiles** for police forces. The profiles compare spending across different categories, staffing and crime levels. The PCC asked questions around spend on local policing and high levels of long-term sickness absence. The CC responded that not all forces defined staff involved in local policing in the same way and that he wasn't aware of a big problem with long term sickness. The PCC asked for longer term trends to be included the next time the profiles were considered.

The **Capital Program** was discussed with the PCC commenting that the force appear to be getting this under control but there is still a way to go. The force confirmed that they have invested in a new finance tool called Host Analytics which will help with better financial forecasting and that this is going in the right direction.

14 August 2019 – Webcast Meeting

Agenda items were:

- Performance Scorecard
- Child Rape Offences
- POCA and other asset seizures
- Rural Crime Strategy
- Neighbourhood Policing
- Finance Report
- Emergency Services Collaboration

The August meeting was a webcast meeting and aimed to focus on areas of public interest. Before the agenda discussions began, the PCC asked the Chief Constable to comment on the BBC report into county lines and drugs in rural areas, which had included reference to increases in drug arrests in Westhumble. The Chief Constable updated that he had looked into the data and found that the

data in question related to a beauty spot car park near, but not in, Westhumble and that the arrests were the result of a proactive policing operation to target people who drove to the spot to take cannabis.

The Chief Constable introduced the **performance scorecard** by saying that Surrey remained a safe county with low and stable levels of recorded crime. Investigation was still a challenge for Surrey and the positive outcome rate was not where the Chief Constable wanted it to be. Positive outcomes are a top priority for the force and an action plan is in place. Problems in achieving an improvement include a national shortage of detectives, disclosure of personal devices slowing investigations down and ensuring good quality case files.

Call handling and deployment performance remains strong and is showing slight improvements. Calls for demand in relation to missing people has fallen but demand to support people in mental health crisis remains high. However, there is good joint working in place with the ambulance service and police officers are now spending less time in Accident and Emergency.

Performance in investigating **child rape offences** has shown a marked change from a few years ago. Successful outcome rates were around 20% but are now under 4%. Volume is one issue with increased reporting, including reporting of historical offences. Historical cases in particular can be lengthy investigations with evidential difficulties. To improve in this area the force had invested in 60 specialist detective constables, police staff to support victims and forensic specialist. The Chief Constable was confident that the force gave a good level of victim care and encouraged victims to still come forward. With extra resources and tackling the backlog caused due to disclosure issues performance should improve.

The **Proceeds of Crime Act (POCA) 2002** gave the police the ability to seize the assets of criminals. The force then receives back 50% of all cash forfeitures and 18/75% of confiscation orders fulfilled, the rest going to central government and courts. Most of the funds received are used to pay for financial investigators to generate more POCA funding. Any funds left are then subject to a bid process, with recent monies being used to fund projects such as tackling county lines and issuing scam and fraud advice leaflets.

The PCC welcomed a good report on the **rural crime strategy** which he felt reflected well the local feedback he received on improvements to rural policing. The Chief Constable spoke about the new preventative mounted police rural unit which is used for community engagement and had been received positively. He also reported that quad bikes and trail bikes which had previously reduced in use were now back in action. The PCC asked that the force publicised the improvements to rural communities.

The Chief Constable introduced the report on **neighbourhood policing**. He is the national lead for neighbourhood policing and wants Surrey to be at the forefront. The force had been improving its approach to problem solving with increased training and a new Chief Inspector responsible for the area. Community engagement is more active in terms of events and online engagement. The force was engagement with Neighbourhood Watch more and the In the Know system was growing in subscribers.

The latest **finance report** was discussed, including updates on new officer posts, overtime and the capital budget. The force has filled the 25 posts that were due to be lost if the precept rise hadn't happened. The new posts were being recruited to but will take a while to get them all in place so in the meantime PCSO recruitment was helping to bridge the gap and provide front-line resources. The capital budget was not being spent to plan and the PCC asked that the force makes better use of its capital and utilises over-programming as a tool.

The Chief Constable update on progress being made in **collaborating with other local emergency services**. Surrey Police and the ambulance service are now providing a joint response unit. The Chief Constable has also discussed opportunities for more preventative work and collaboration on estates with the Fire Service. The PCC also pointed out that Fire Stations are now taking hate crime reports. The PCC asked whether there was proper strategic oversight. The Chief Constable said he was looking at better local governance.

RECOMMENDATION

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

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SURREY POLICE AND CRIME PANEL

COMMISSIONER'S QUESTION TIME

18 SEPTEMBER 2019

SUMMARY

At the 8 December 2016 Police and Crime Panel meeting it was unanimously agreed for an item called '*Commissioners Question Time*' to be included as a standing item to each Panel meeting agenda. The purpose of this item is for Police and Crime Panel Members to raise any issues or queries concerning crime and policing in Surrey with the Commissioner and also to provide an opportunity to ask further questions (for example questions relating to previous agenda items or urgent matters not included on the agenda). Questions must focus on strategic issues within the Commissioner's remit, questions regarding operational issues will be deemed inappropriate.

RECOMMENDATIONS

For the Police and Crime Panel to raise any issues or queries concerning Crime and Policing in Surrey with the Commissioner.

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SURREY POLICE AND CRIME PANEL

18 SEPTEMBER 2019

COMPLAINTS RECEIVED SINCE THE LAST MEETING

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 Office for Police Conduct (IOPC).
- 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.

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.

- 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.

3.0 COMPLAINTS RECEIVED SINCE THE LAST MEETING

- 3.1 The Complaints Sub-Committee have received no 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 that there have been no complaints considered since its last meeting.

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.

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SURREY POLICE AND CRIME PANEL

RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME

18 SEPTEMBER 2019

SUMMARY

The updated Recommendations Tracker and Forward Work Programme are presented at each meeting of the Police and Crime Panel. The Recommendations Tracker lists all the information requested by the Panel at previous meetings. That information is contained in the annex to the tracker. The Work Programme is for Panel Members to discuss the details of items they wish to see at future meetings and the most relevant time to receive the reports.

RECOMMENDATIONS

For the Police and Crime Panel to raise any issues or queries concerning the information received on the Tracker and to discuss the Work Programme to ensure timeliness of reports to future meetings.

APPENDICES

Appendix 1: Recommendations Tracker
Appendix 2: Forward Work Programme

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**APPENDIX 1 - SURREY POLICE & CRIME PANEL
ACTIONS AND RECOMMENDATIONS TRACKER- 18 September 2019**

The actions and 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 Panel meeting.

Date of meeting	Item	Recommendations/Actions	Responsible Officer/ Member	Comments	Suggested Date of Completion
April 2019	Video Enable Justice	R22/19 The Commissioner to contact the Chairman further with regards to writing a letter to Government on this service.	PCC	OPCC is bringing key stakeholders together to discuss the use of video links, opportunities for efficiencies and how to overcome current barriers locally. A letter to government from the Police and Crime Panel will be informed by this group and will be drafted for the Chairman.	In Progress
June 2019	Recruitment and Workforce Planning	R29/19 The PCC to provide the Panel with the feedback from Surrey Police Force on what they think the future of the force should look like.	PCC		After November performance meeting (OPCC) 2019
	Update on Future Police Estates	R30/19 The PCC to provide reports on project governance at regular intervals	PCC	Initial report to be provided at meeting in November 2019 with Panel to decide frequency thereafter	November 2019
	Update on Future Police Estates	R31/19 A standing Part 2 item to update the Panel be added from June 2020	Democratic Services Assistant		June 2020

	PCC's Annual Report	R35/19 To feedback to District and Borough Councils about need to identify Transit Sites to ease tensions from unauthorised encampments.	Panel Members	Ongoing	
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Completed Actions/To be Deleted

April 2019	Police & Crime Plan	R19/19 That a report on regional collaborative working as well as the Memorandum of Understanding be put on the Work Plan	OPCC	Part 2 Item on Collaborative Working to be presented at meeting of PCP on 27 June 2019.	June 2019
April 2019	Policing Resources	R20/19 That all Members of the Panel will take back to their respective districts/councils this Panel's request that collaborative working on CCTV be taken forward.	PCP	Requested at June 2019 that the PCC provide a report on a proposed CCTV strategy for the September meeting	September 2019

	Feedback on Performance Meetings	R23/19 That the Commissioner would provide fuller responses to the questions relating to commercial robbery and the link between closure of the custody suite vs drops in numbers arrested.	PCC	Responses received – see annex attached	May 2019
	Commissioner's Question Time	R24/19 To add a Part 2 item on the Forward Plan for an update on the new police headquarters.	PCC	A Part 1 Item on Future Police Estates presented at PCP meeting on 27 June 2019.	June 2019
	Tracker/Work Plan	R26/19 That an agenda item on police recruitment/work planning be added to the Forward Plan.	Democratic Services Assistant	Item presented at PCP Meeting on 27 June 2019.	June 2019
June 2019	PCC's Annual Report	R27/19 The Panel to write to the PCC with the comments and feedback raised in the discussion	PCP/ DSA	A letter was sent to the PCC on behalf of the Panel, July 2019	July 2019
	Feedback on Performance Meetings	R28/19 The PCC/OPCC look into ways to brief the public and provide them with information in a more systematic way.	PCC/OPCC	Item included in the September agenda.	September 2019
	Re-establishment of Complaints Sub-Committee	R32/19 The Chairman to write to Panel Members to see if they are interested in joining the sub-committee	Chairman/DSA	Letters sent 1 July 2019	July 2019
	Re-establishment of Finance Sub-Group	R33/19 The Chairman to write to Panel Members to see if they are interested in joining the sub-committee	Chairman/DSA	Letters sent 1 July 2019	July 2019

	Collaboration Update	R34/19 The PCC to provide information to the Panel on current collaborative services and efforts in place with external policing partners	PCC	Action Update received, circulated to members.	September 2019
	PCC's Annual Report	R36/19 The PCC to provide a report on staffing numbers and contracts for in-house Victims Support and Witness Care	PCC	Item included in the September agenda.	September 2019
	PCC's Annual Report	R37/19 The PCC to provide a report on his evolving rural crime strategy.	PCC	Item included in the September agenda.	September 2019

Collaboration Agreements Action Update for 18th September 2019

Introduction

At the panel meeting in June a report was presented on collaboration arrangements in place between Surrey Police and Sussex Police and between Surrey Police and the South East region. The panel asked for information on what collaborative efforts are in place with other police forces.

Detail

Surrey Police has two main collaborative police partnerships. The first is with Sussex Police – bi-lateral collaboration and sharing of services such as specialist crime, operations, digital services and contact. The second is a South East regional collaboration which covers specialist policing areas such as counter terrorism and tackling serious and organised crime as well as future planning for joined up information technology. These were both detailed in the paper to the panel in June.

The panel asked what other collaborations were in place with other police forces. Any other arrangements are all provision of national services. These are all where it makes more business sense, financially or for service provision, to have a national service rather than regional or force based. These are all governed through what are called 'Section 22a agreements'. Section 22a of the Police Act 1996 enables Chief Officers of the police and local policing bodies as defined in that Act and other parties to make an agreement about the discharge of functions by officers and staff where it is in the interests of the efficiency or effectiveness of their own and other Police Force areas.

This reports covers agreements signed by the PCC since 2015.

Section 22a	Brief detail	Decision date	Financial implications for Surrey
National Police Air Service (NPAS)	The Secretary of State made an order in 2012 under Section 23FA of the Police Act 1996 to specify air support as a function to be carried out through a single national collaboration agreement for England and Wales. Delivered by a lead force model under West Yorkshire Police. PCCs are parties of the NPAS Collaboration Agreement and play a key role in the overall governance of the NPAS Strategic Board as stated within the NPAS Collaboration Agreement.	2012 National order	Yes – through an annual formula
National Police Co-ordination Centre (NPoCC)	National Police Coordination Centre is responsible for coordinating the deployment of police officers and staff from across UK policing to support forces during large scale events, operations and in times of national crisis for example large scale flooding and civil emergencies. Hosted by the Metropolitan Police Service. The Section 22a agreement sets out operation, governance and finance arrangements.	2015	Yes – detailed in agreement
Civil Nuclear	National agreement for deployment of civil nuclear armed officers if required (secret agreement)	2015 (Not published)	On deployment
Forensic Analytical Services	Formation of a new, 19 force collaboration under the auspices of the West and South Coast Consortium. Avon and Somerset PCC will act as the 'host force' for the purposes of this agreement. The agreement will allow the forces to work collaboratively to procure forensic analytical services following the expiration of existing contracts in March 2017	2016	Yes – national agreements in place for forensic provision

Criminal Records Office (ACRO)	ACRO is a national unit which organises the management of criminal record information and improves links between criminal records and biometric information. It works with police forces and other law enforcement agencies throughout the UK. Hosted by Hampshire. S22a sets out how ACRO will operate, funding arrangements and governance.	2016	Yes – detailed in agreement
National Ballistics Intelligence Service - NABIS	NABIS is one of four national units that was established following the creation of the National Police Chiefs Council in 2014. NABIS aims to provide a world-leading intelligence capability that ensures UK law enforcement agencies can quickly solve crimes where firearms have been used. The S22A agreement clarifies funding, governance and staffing arrangements.	2017	Yes – detailed in agreement
Modern Slavery Transformation Fund	The purpose of the agreement is to create a national team led by a Lead Force which shall be responsible for supporting the NPCC Modern Slavery Lead to improve the police response across England and Wales to Modern Slavery	2018	No
National Police Chiefs Council – amendment	The NPCC is hosted by the Metropolitan Police. The S22a amendments are designed to better explain the arrangements for the delivery of the NPCC including governance, accountability and performance management.	2018	No
National Vehicle Crime Intelligence Service – NACVIS	The key objectives of the S22A agreement are to set up and define the functions and responsibilities and governance of the NACVIS. NACVIS has its own designated budget and reserves with freedom to operate within the boundaries of the Agreement and is led by a host force.	2018	No

National Wildlife Crime Unit – NWCU	The key objectives of the S22A agreement are to set up and define the functions and responsibilities and governance of the NWCU. NWCU has its own designated budget and reserves with freedom to operate within the boundaries of the Agreement and is led by a host force.	2018	No
National Police Freedom of Information and Data Protection Unit - NPFDU	The key objectives of the S22A agreement are to set up and define the functions and responsibilities and governance of the NPFDU. NPFDU has its own designated budget and reserves with freedom to operate within the boundaries of the Agreement and is led by a host force.	2018	No
Single On-line Home	Single Online Home (SOH), offers the public an easy to use, digital platform where they can communicate effectively with their local police force. Essentially, SOH will be a 'digital front counter' or digital 101 service. The SOH platform is being delivered under a contract to the Mayor's Office for Policing & Crime (MOPAC - the Host Force) and the initial contract runs for two years with the ability to extend twice for a further year in each case. The s22 Agreement sets out the intended framework for access to the Platform, how it will operate and determines the rights, responsibilities and liabilities between the parties.	2019	Yes – detailed in agreement

Every Section 22a agreement follows a national consultation process and is drawn up with legal advice. They are signed by all Chief Constables and PCCs (or equivalent). A decision making record for each Section 22a agreement is also published on the PCC's website, unless there is an operationally sensitive reason for non-publication – for example where the agreement details levels of operational resources such as firearms officers. In some cases services are provided through national funding, e.g. the Modern Slavery Transformation Fund, and have no financial implications for the PCC. In other cases, e.g. National Air Support, the agreement involves a financial contribution, which is set out in the agreement.

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Surrey Police and Crime Panel- Forward Work Programme 2019/20

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.

2019/20

DATE	ITEM	PURPOSE	OFFICER
Nov 2019	Budget Update (Twice per year – Nov & Jan/Feb)	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
	Performance Monitoring of the APCC for Victims (annually Nov/Dec)	The PCC has agreed to provide the Panel with progress made by his APCC.	Johanna Burne
	Future Police Estates Project Governance	To inform the Panel of project governance associated with the Future Police Estates Project and to allow them to scrutinise the terms of reference of the Executive Panel	OPCC / Chief Executive
	Medium Term Financial Plan		OPCC
	Standing Items – see list below		

DATE	ITEM	PURPOSE	OFFICER
Feb 2020	The Police and Crime Commissioner's Proposed Precept	The Police and Crime Panel is required to consider and formally respond to the Police and Crime Commissioner's proposed precept for 2020/21.	Ian Perkin

Appendix 2

	Budget Update (Twice per year – Nov & Jan/Feb)	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
	PCP Budget Update (once per year)	As per the terms of the Home Office funding agreement the PCP is required to publish 'as a minimum on their website, details of all their expenditure (or where that is not possible, on the host authority's website). This will include details of all panel administration costs and individual panel member claims for expenses and allowances'	Democratic Services Officer
	Standing Items – see list below		

STANDING ITEMS: these will appear on every agenda			
Subject/Title	Dates	Purpose	Contact Officer
Feedback on Performance Meetings	All	To consider issues raised during monthly discussions between the PCC and the Chief Constable.	Johanna Burne
Update on Future Police Estates	All	Action: R31/19 A standing Part 2 item to update the Panel be added from June 2020	Democratic Services Assistant

Appendix 2

Recommendations Tracker and Forward Work Programme	All	To monitor responses, actions and outcomes against recommendations or requests for further actions. To provide a summary of work due to be undertaken by the Surrey Police and Crime Panel and work that has recently been completed.	Democratic Services Officer
Commissioners Question Time	All	For the Panel to raise any issues or queries concerning crime and policing in Surrey with the Commissioner.	Democratic Services Officer
Complaints	All	To monitor complaints received against the PCC and / or the DPCC	Scrutiny Officer

Appendix 2
Working Groups

Group	Membership	Purpose	Reporting Dates
Complaints Sub-Committee	<ul style="list-style-type: none"> • IM David Fitzpatrick -Grimes • Cllr David Reeve • Cllr Christine Elmer • Vice-Chairman • Chairman • Vacancy • Vacancy 	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 Andrew Povey • Cllr Hazel Watson • Chairman (ex-officio) • Vice-Chairman (ex-officio) • Cllr John Furey 	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.